

Set Call Forwarding with the XFINITY Connect App

Stay accessible in the office, at home and on the road. It's easy to forward calls coming into your XFINITY Voice phone number to another number. There are now two options available for call forwarding:

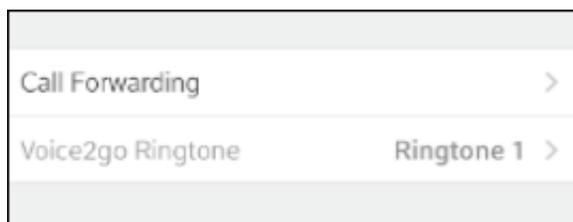
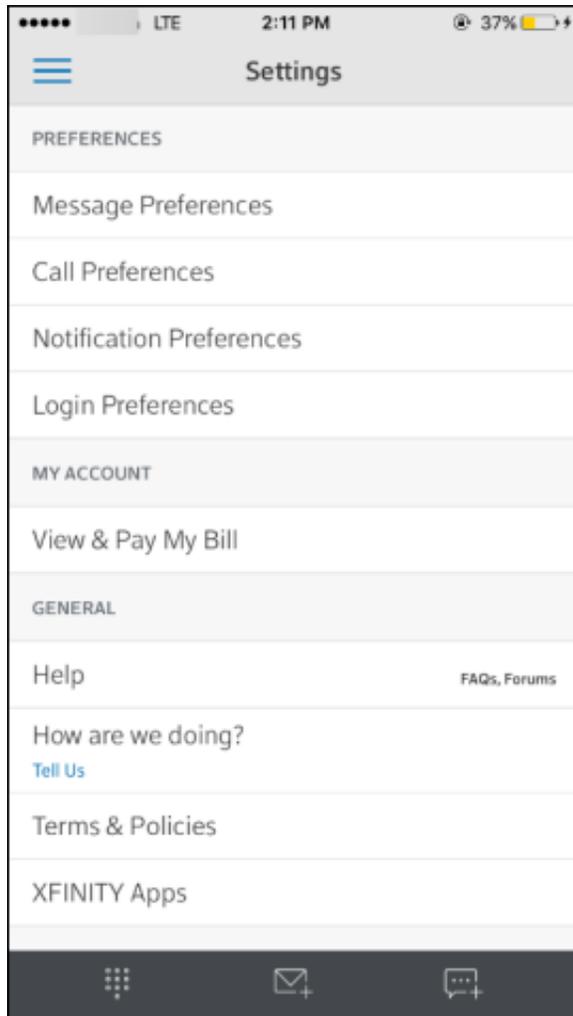
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Advanced Call Forwarding

With Advanced Call Forwarding, also known as simultaneous ring, you'll never miss an important call. You can select up to five phone numbers, including your XFINITY Voice number and mobile number, to all ring at the same time when you get an incoming call to your home phone number. You can answer from any number that you've pre-selected.

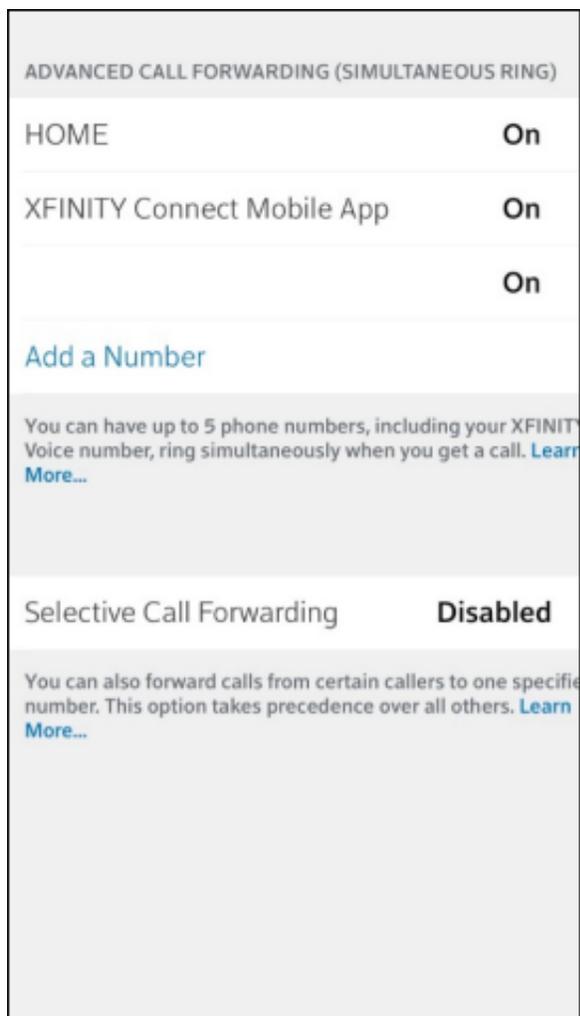
Activating Advanced Call Forwarding

1. From the XFINITY Connect app, click the menu icon (on the top left), and select **Settings**.
2. Under **Settings**, select **Call Preferences**, and tap **Call Forwarding**.



3. Select **XFINITY Connect Mobile App**, turning the toggle to the **On** position. Swipe toggle to the right; the blue indicator means it's now in the **On** position.

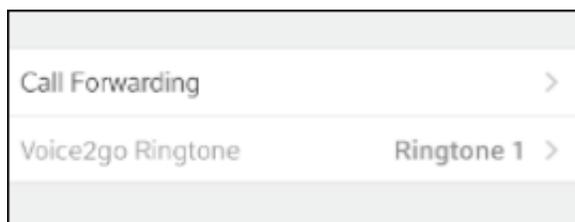
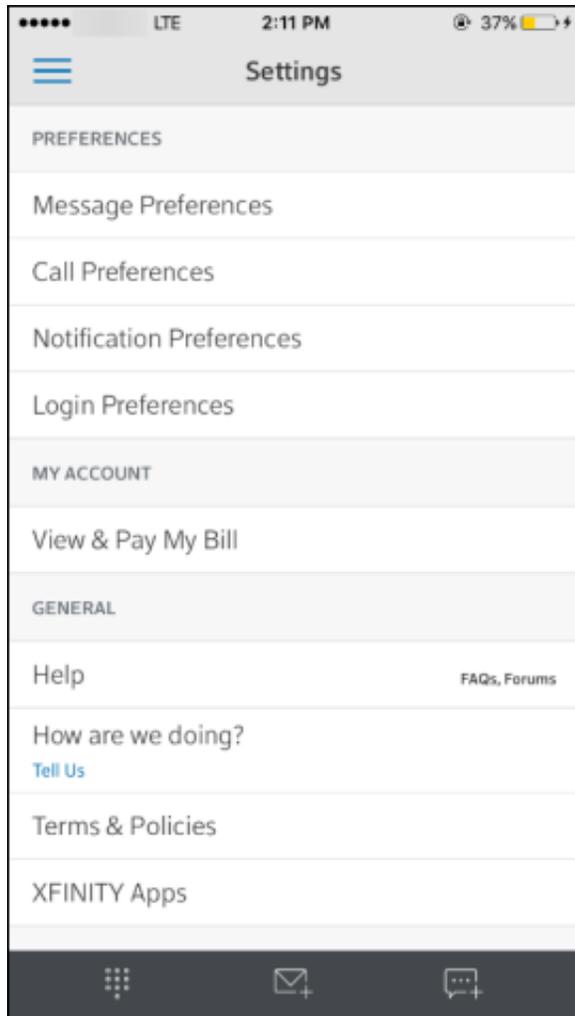
Note: If you have multiple lines, select the line for which you would like to activate Advanced Call Forwarding.



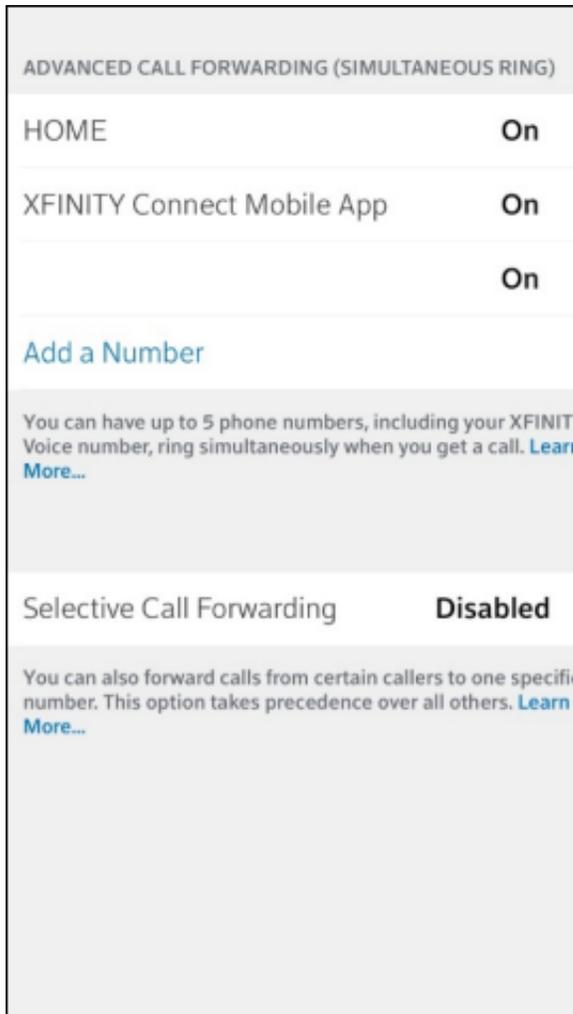
4. Select the **back arrow button** in the top left to go back to **Call Forwarding**. Check to see if the **XFINITY Connect Mobile App** is now **On**.

Adding Another Number to Advanced Call Forwarding

1. From the XFINITY Connect app for mobile devices, click the **menu** icon (on the upper left), and select **Settings**.
2. Under **Settings**, select **Call Preferences** and tap **Call Forwarding**.



3. If you have multiple lines, select the line for which you would like to activate Advanced Call Forwarding.
4. Select **Add a Number**.
 - You can have up to five phone numbers, including your XFINITY Voice number, ring simultaneously when you get a call.



5. Manually enter the phone number or choose from **Recent Numbers**.
 - **Recent Numbers** are previously used contacts from **Advanced Call Forwarding**. If you're activating this feature for the first time, the option will be blank.
6. Select **Save** in the upper right after you've entered a complete number.
7. You will see the number added to your Advanced Call Forwarding indicator, which will be in in the **On** position.

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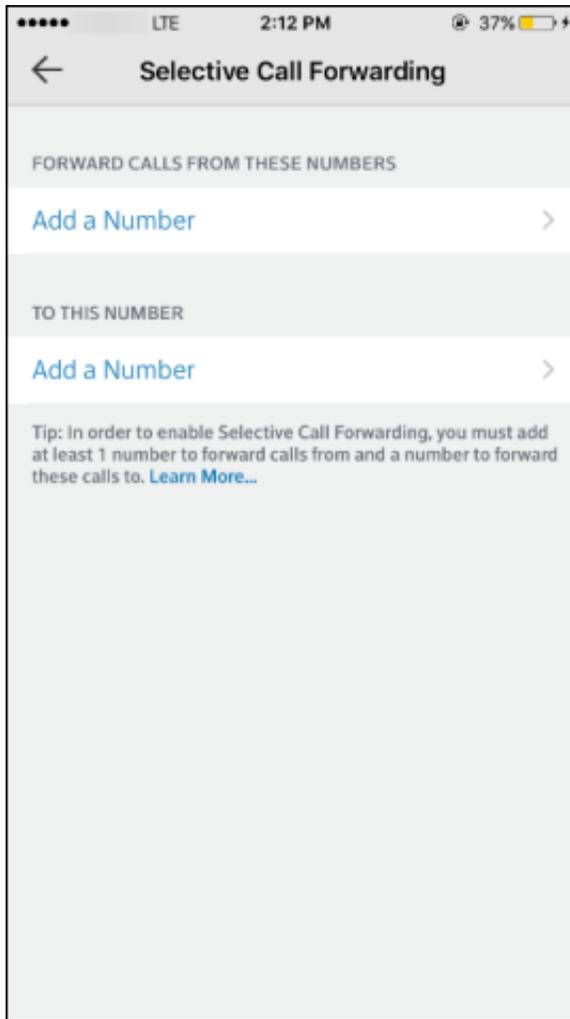
Selective Call Forwarding

Do you want to forward only certain calls to another number? Selective Call Forwarding allows you to forward incoming calls from a specific number to a designated number.

Note: Selective Call Forwarding takes precedence over other Call Forwarding options that you may have enabled. Calls to the listed numbers will only ring on your specified Selective Call Forwarding number and not the other numbers you may have set up through Advanced Call Forwarding.

Activating Selective Call Forwarding

1. From the XFINITY Connect app for mobile devices, click the **menu** icon (on the top left), and select **Settings**.
2. Under **Settings**, select **Call Preferences**, and tap on **Call Forwarding**.
3. Tap **Selective Call Forwarding** to enable the feature.
4. You will be prompted to add an incoming call number.
 - o This number will be routed to the new number that you select in the **To** field.
 - o Tap **Add a Number** and input manually, or select from a recent number previously used for Selective Call Forwarding.



5. You will also need to enter a **To This Number** contact.
 - The incoming call will now be routed to this new number.
 - Tap **Add a Number** and either manually enter the phone number or choose from a recent number previously used for Selective Call Forwarding.
6. Select **Save** in the top right corner. Selective Call Forwarding is now enabled.

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