



Dear CIK Business Customers,

Welcome and thank you for using CIK Business Phone Service. CIK Business Phone Service offer two types of call forwarding, first one is to forward all incoming calls to a number, and second one is forward incoming calls when there is no answer or busy tone detected at the phone. Please read the following Instructions on how to setup your call forwarding feature.

Following list the options you will hear when you dial *72:

Please enter your password and Press # key
To select Ring, Forward, Voicemail mode Press **1**
To select Ring Then Forward Press **2**
To select Ring Then Voicemail mode Press **3**
To select Forward Then Voicemail mode Press **4**
To select Ring Only mode Press **5**
To select Forward only mode Press **6**
To select Voicemail only mode Press **7**
To select Reject mode Press **8**
To enter the forwarding number Press **0**
To exit the menu Press *****

To activate call forwarding all:

1. Dial ***72** on phone set, if you are prompt to enter a password the default password is **777** after you enter the password press **0**, then enter the forwarding number (for example: 4168746999) then press **#**. (If later you decide to change the forwarding number then repeat this step again)
2. Press **6** and you are done.

To activate call forwarding when unreachable or busy:

1. Dial ***72** on phone set, if you are prompt to enter a password the default password is **777** after you enter the password press **0**, then enter the forwarding number (for example: 4168746999) then press **#**. (If later you decide to change the forwarding number then repeat this step again)
2. Press **2** and you are done.

To deactivate call forwarding when using CIK Voice Mail features:

1. Dial ***72** on phone set, if you are prompt to enter a password the default password is **777** after you enter the password press **3** and you are done.



To deactivate call forwarding when NOT using CIK Voice Mail features:

1. Dial ***72** on phone set, if you are prompt to enter a password the default password is **777** after you enter the password press **5** and you are done.

If you have any further questions, please contact CIK Business Solution Support below

Support Email: cbs.support@ciktel.com

Support Toll Free Number: 1-844-424-5287

Support Toronto Number: 416-874-6999

Thank you for using CIK Telecom!