

# Hosted PBX by Golden West

## Call Forward Drop-down Options

When entering an extension as a call forward option, a drop-down list allows you to forward the call to specific resources associated with that extension. The table below describes the options. Some options may not appear, depending on the features associated with the extension.

Field	Description
Handset	Bypasses the user answering rules and forwards to the handset associated with the specified user.
User	Forwards to the user at that extension and follows the user's answering rules.
Voicemail	Forwards to voicemail at the specified extension.
Queue	Forwards to the queue associated with that user.
Auto Attendant	Forwards to the auto attendant associated with that user.
Conference	Forwards to a Conference bridge