



Messaging Solutions for a Smarter Future

Forward Your TraiTel Real Number To Your Mobile

A TraiTel Real Number is like a normal telephone number that people can call you on. To forward your TraiTel Real Number to your mobile (or any other number for that matter), you will require to create a sub-account if you do not have one already.

These are found in your account under **Settings, Sub-Accounts**. When you have created a sub-account, click on **Real** and choose your real number from the drop-down list. Click on **Add** to assign the real number to the sub-account.

Next select **Voice** then **Configure SIP device**. Select the appropriate sub-account using the drop-down box then **Call timeout and diversion**.

Set the **Call timeout** to 0 seconds. Set the radio button to **Divert to:** and enter your mobile number *as you would dial it from a normal telephone*. Enter the same mobile number in the **Offline Diversion** field and click on **Save**.

Incoming calls to your real number should now divert to your mobile number. As these calls are outbound from your account, you will require account credit for this to function. Funds can be added to your account credit under **Billing, Add Funds**.

This feature can be useful if you wish people to be able to call you when travelling overseas but do not wish to pay exorbitant roaming fees. Simply purchase a cheap phone or SIM at your destination and enter that mobile number as the number to call, remembering the format is as you would dial it from your home phone. That way you only pay TraiTel's low fees. You can check these out here: <http://www.traitel.com.au/pricing.pl?section=business> .

If you wish to initiate mobile calls when overseas, please check out our **RoamConnect** utility. This is found in your account under **Voice, Conference, Roam-Connect**. This allows you to initiate calls using a single text message (SMS).

If you have access to an internet connection, you can also initiate calls when overseas using the teleconference utility. This is found in your account under **Voice, Conference, Create Conference**.

There is further information available in the frequently asked questions section of the TraiTel Telecommunications website: <http://www.traitel.com.au/business/faq.pl> .