





Change the Number of Rings Before Your Voicemail Answers

This article outlines the steps to change the number of telephone rings before a caller is directed to voicemail with Xfinity Voice service. Changing the number of rings before your Xfinity Voice voicemail answers (typically six or higher) will allow you to use your personal answering machine to receive messages instead.

Change the Number of Rings Before Voicemail Answers

To change the number of rings before voicemail answers:

1. Go to <http://www.xfinity.com/> and click the **Menu** button. 
2. Select the **Voice** icon in the drop-down list.
3. Log in using your Xfinity username or email and password.
4. Ensure you are on the **Voice** tab.
5. Click the **Settings** icon  in the upper-right corner of the page and click on **Settings**.
6. Click on **Call Forwarding** or **Advanced Call Forwarding**.
7. Click the drop down under **Rings** to select the number of rings before voicemail.

Call Forwarding

Advanced Call Forwarding

You can have up to 5 phone numbers, including your XFINITY Voice number, ring when you get a call. Please make sure at least 1 phone number is active.

Status	Number	Type	Rings	Remove
<input checked="" type="checkbox"/>	[Redacted]	HOME	5	
<input checked="" type="checkbox"/>	[Redacted]	XFINITY Connect Mobile App	5	

Selective Call Forwarding

You can forward calls from up to 25 callers to one specified number. Note: Selective Call Forwarding takes precedence over other Call Forwarding. Calls to the listed numbers will only ring your specified Selective Call Forwarding number and not your other Call Forwarding Numbers above.

Forward calls to from

Disable Call Forwarding

Note: The ring count changes on the page immediately, but in some cases the change can take up to 24 hours to take effect. If you'd like more assistance, [you can also chat with us](#).