

Your office closes at 5. Emergencies don't.

When an urgent call comes in after hours, nobody should be guessing who's on call. Phoneware Edge routes it to the right person automatically, using the Microsoft Outlook or Google Calendar your team already keeps.

THE 5:01 PROBLEM

Your on-call schedule already exists. Your phone system just can't read it.

Every team with after-hours duty already keeps a rotation somewhere, and it's almost always a shared calendar. The trouble is that the phone system has never been able to see it. So someone programs forwarding rules, someone remembers to change them at five, and someone takes the blame at 2am when the call went to last week's on-call. Calendar Call Routing closes that gap: your calendar becomes the routing table.

Zero phone-system programming

No complex setups, no code, no vendor visit every time the rotation changes.

No extra apps

Nothing new for staff to install or learn. The calendar they already use is the whole interface.

No IT tickets

Scheduling control lives with your team, not in a queue.

No manual call forwarding

No handoff ritual at closing time, no risk, no delays, no human error.

Works with the calendar you already keep



Google Calendar

Google Workspace · read-only connection



Outlook Calendar

read-only connection



Microsoft 365

work & school accounts



Any CalDAV calendar **COMING**

Apple Calendar, Nextcloud, Fastmail & friends

Connections use OAuth with read-only scopes. Phoneware Edge can see event titles; it can never change your calendar.

HOW IT WORKS

The call follows the calendar.

FOUR STEPS, NO HANDS

1

The call comes in

An urgent call reaches your after-hours line.

2

Edge checks the calendar

Outlook or Google, live, at the moment of the call.

3

The scheduled person rings

Whoever the calendar says is on call, on the phone they already carry.

4

No answer? It escalates

Unanswered calls route automatically to the next person in rotation.

Changing who's on call is dragging a calendar event. That's the entire operation.

The calendar is the interface

The event title carries the number

Put the on-call person's extension or cell in the title: "On call · Maria · 104". Edge reads the digits and routes the call there.

A keyword filter, if you want one

Tell Edge to only count events tagged "On Call," so the rotation can share a calendar with everything else on it.

Always a fallback

Nothing scheduled at that moment? The call goes to the fallback destination you chose, never to a dead end.

Test it before the first night

The setup screen has a Test button that shows exactly which event won and where the call would go, right now.

Checked live at the moment of each call, not on a sync schedule: an all-day event counts all day, and last week's event doesn't count at all.

WHO IT'S FOR

If your team keeps an on-call rotation, this fits it.

HEALTHCARE

Medical practices
Veterinary clinics
Funeral homes

PROPERTY

Property management
HOA maintenance
Hotels

FIELD SERVICES

Repair dispatch
Utility crews
Service teams

PROFESSIONAL

Law firms
IT departments
Tech support

COMMUNITY

Churches
Pastoral care
Non-profits



Set it once. It just works.

Call or text **602-445-7777** any hour: our auto attendant gets you to the right person today, and AI answering is on the way. Prefer typing? [Chat with us, right here.](#)