# Cisco Telephony - Call Forwarding Via Website Instructions

**Self Care Portal Access Instructions**
Type/paste, or click the following link **https://amcpub01.ucdenver.pvt/ucmuser** **in your preferred browser window. If you are prompted for security items, please add security exceptions per your chosen browser's instructions for this site so you may land on the homepage. If successful adding the security exceptions, you will land on the following website after which you *Click* the Enter your CU Active Directory UserID and password.**

Click the Sign In button.
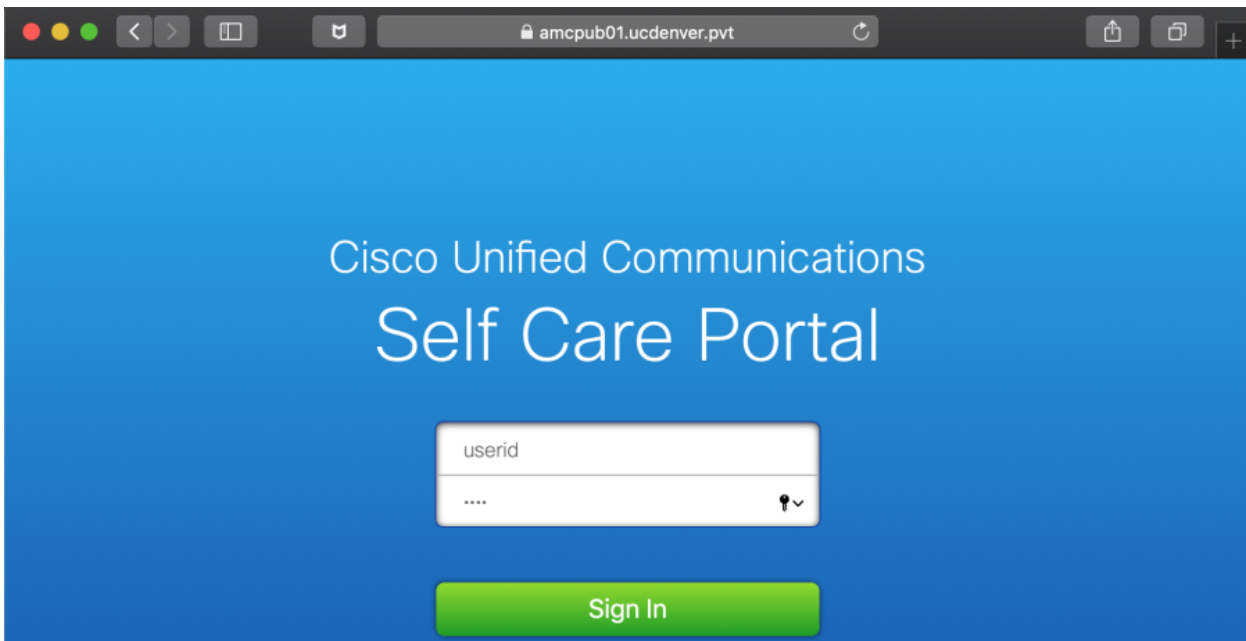
After successfully signing in, you will land on your personal homepage. The following instructions below pertain to this screenshot:
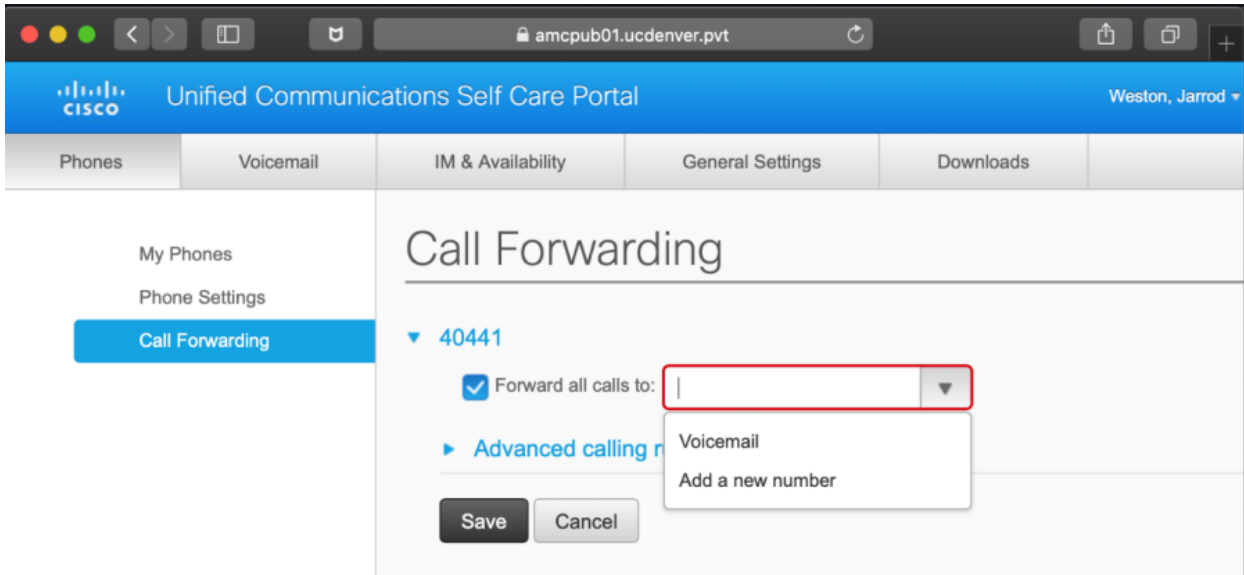
Click **the Phones Tab (should be defaulted to this tab already).**
Click **the Call Forwarding option.** ***Choose*** **the extension you have administered to you for control permissions and** *click* **the down arrow.** ***Check*** **the Forward all calls to: option.** ***Click*** **the down arrow and you will be presented a drop down menu.**

- *Choose* **Voicemail** if you want all calls going to voicemail.
  - This option will prevent your VoIP telephone from ringing as all inbound calls to this extension will be diverted immediately to voicemail
- *Choose* any **previously defined extension** if you've already created on prior
- *Choose* **Add a new number** if this is the first number or you would like to add another destination to route your inbound calls

After c*hoosing* **Add a new number**, enter the number to which you wish to forward your calls. Click the Save button.

Note – You <u>MUST</u> enter this dialed string as you would dial from your personal VoIP telephone. If it is on external number, enter the 9. In this example below, the destination number is 303-555-1212 and is preceded by the 9 to obtain the outside line resulting in the dialed string of 93035551212 entered to properly route/call forward inbound calls.

Additionally, in some cases, you may need to enter a 1 for calls to the 303 or 720 area codes. The dialed string might look like the following; 913035551212

Optional settings

If you want to condition your Call Forwarding settings, before checking the forward all calls option, *click* the **down arrow** on the *Advanced calling rules option.*

You can apply call forwarding preference conditionally to meet your goal.

Most user elect the All Calls option above for that extension.

With your personal extension set as demonstrated below, all calls will route to the number you've defined.

In this case extension 40441 will have ALL calls route to 303-555-1212.