

Cisco IP Phone

Call Forwarding via the Self-Care Portal

Introduction

The **Call Forwarding** feature enables you to dictate where and when you would like to forward calls. You may access this feature for both the 79 series and the 8851 model phones available at TU using the self-care portal.

Note: This must be done from your office computer in-person, over Remote Desktop, from Virtual Workspace or using the VPN.

Forwarding Calls from the Self-Care Portal

1. Open your preferred web browser and navigate to www.towson.edu/phonesettings. The **Cisco Unified Communications Self Care Portal** will appear.
2. Type your **Username** (NetID) and **Password** in the appropriate fields and click the **Sign In** button.

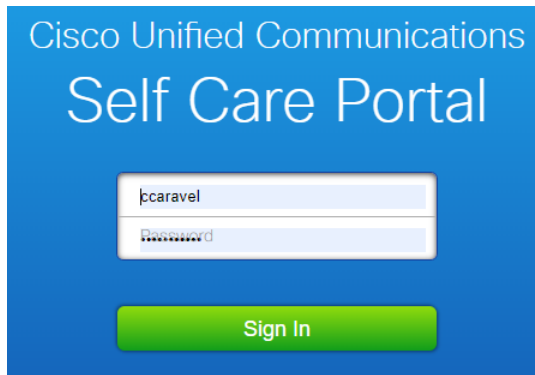


Figure 1

3. Click **Call Forwarding** in the left navigation.
4. Click on the **extension** you wish to change call forwarding settings.
5. Click the **check box** beside **Forward all calls to**.
6. Beside **Forward all calls to:**, select an option from the dropdown menu. The options are:
 - a. **Voicemail** – this will automatically forward all calls to your desktop phone voicemail.
 - b. **Add a new number**
 - For internal TU extensions - type the number 4 + the 4-digit extension
 - For external phone numbers - type 6 + the area code + the phone number

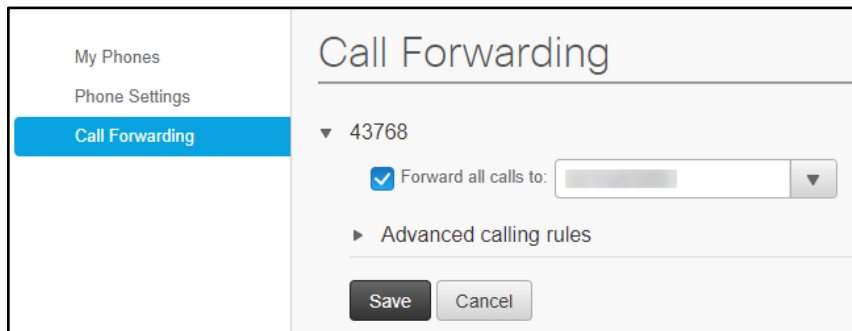


Figure 2

7. Click **Save**.