

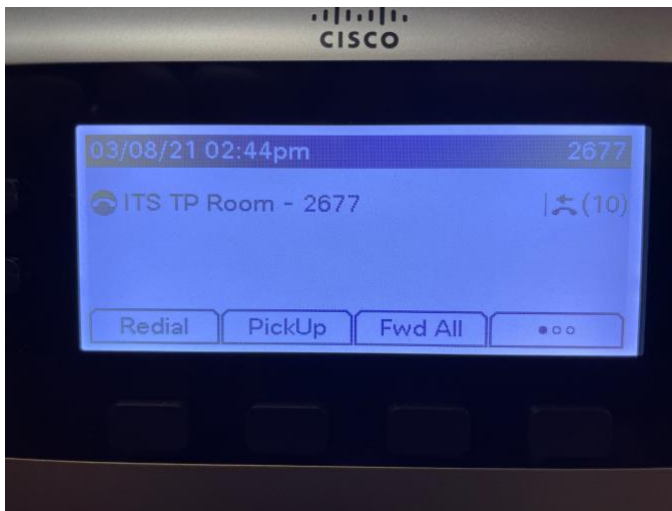
# Call Forwarding

(This function allows you to forward your phone to another number or to voicemail.)

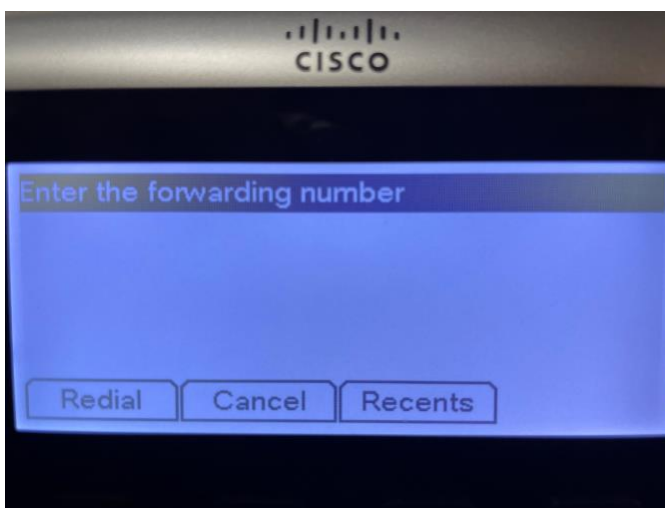
For your primary line you can set up *Call Forwarding* on your phone. For all other lines, or to access *Call Forwarding* remotely, log into the Self Care portal at [Cisco Self-Care Portal](#)

## To forward calls from the phone:

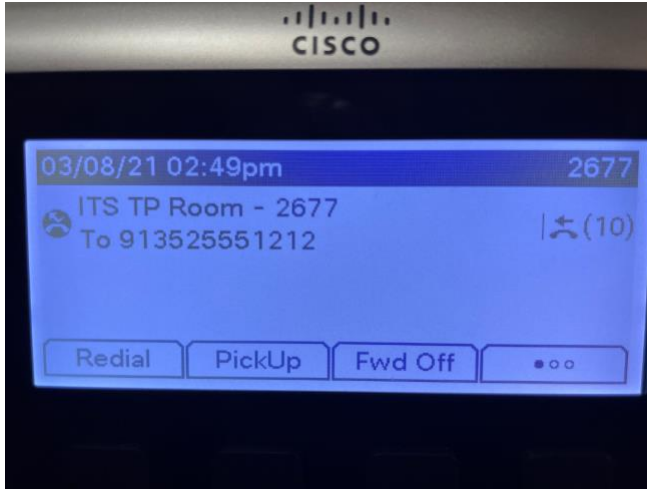
1. Press the “**Fwd All**” soft key.



2. Enter the number as you would when placing a call to that number. Include “9” to dial an outside line or enter the four-digit extension when forwarding to internal numbers.



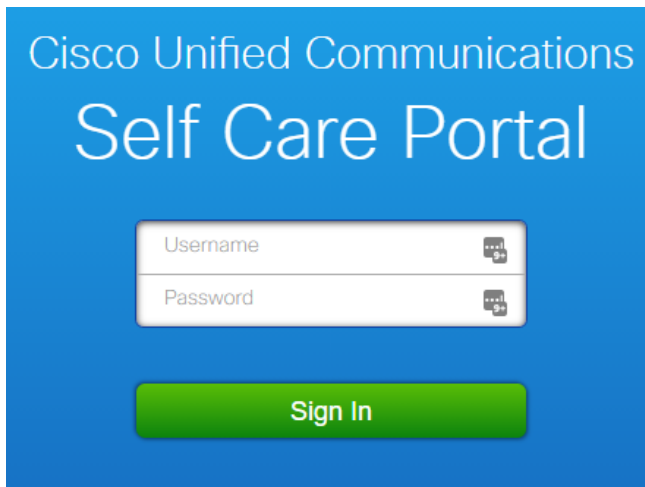
3. On the main screen, the display will show “To <forwarding number>”.



4. To cancel the forward, press the “Fwd Off” soft key. The phone will display “Forwarding Off”.

## To forward calls from the Cisco Self-Care Portal:

1. The portal can be accessed at the following link: [Cisco Self-Care Portal](#) (you will receive a certificate error, please click through)

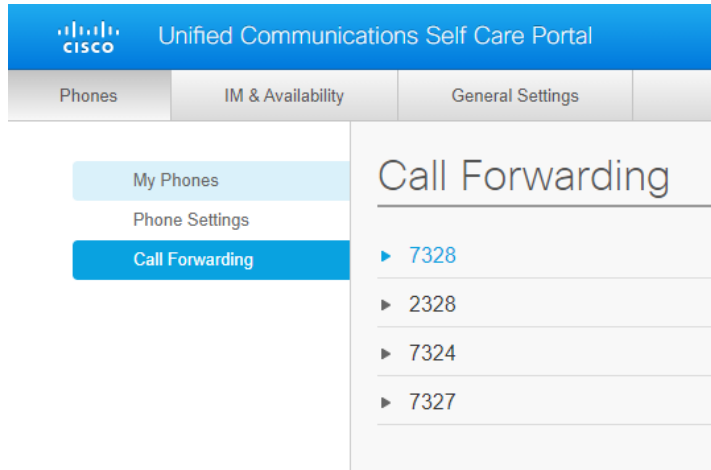


2. Enter your username and password when prompted.

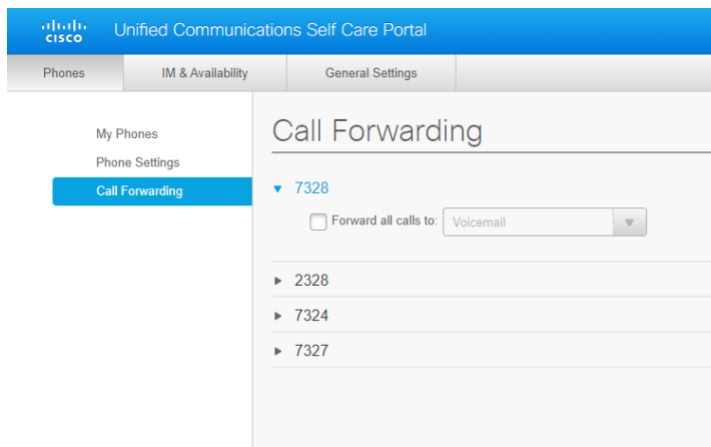
**Username** = your standard login (**login@alachuacounty.us**– Please do NOT include “@alachuacounty.us”)

**Password** = your phone extension (Please change your password under the *General Settings* tab the first time you login)

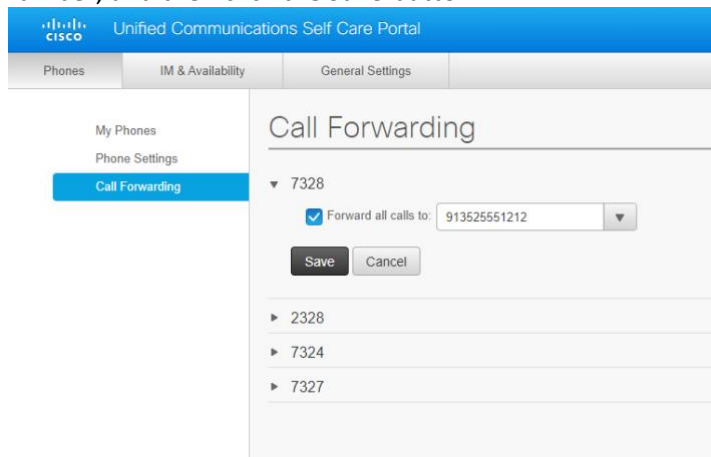
3. To call forward your phone click on the *Phones* tab and then click the *Call Forwarding* link in the left pane to access the *Call Forwarding* menu.



4. Click the arrow next to the line you would like to call forward.



5. **To forward all calls to another number**, click the check next to *Forward calls to:* , select *Add a new number* from the drop-down, enter the number as you would when placing a call to that number, and then click the *Save* button.



6. **To forward all calls to voicemail**, click the check next to *Forward calls to:* , select *Voicemail* from the drop-down, and click the *Save* button.

The screenshot displays the Cisco Unified Communications Self Care Portal interface. At the top, there is a blue header with the Cisco logo and the text "Unified Communications Self Care Portal". Below the header, there are navigation tabs for "Phones", "IM & Availability", and "General Settings". On the left side, there is a sidebar menu with options: "My Phones", "Phone Settings", and "Call Forwarding" (which is highlighted in blue). The main content area is titled "Call Forwarding" and shows settings for extension 7328. A checkbox labeled "Forward all calls to:" is checked, and a dropdown menu next to it is set to "Voicemail". Below this, there are "Save" and "Cancel" buttons. Further down, there are three expandable sections for extensions 2328, 7324, and 7327, each with a right-pointing arrow.