Call Forwarding – Unified Messaging (v1.2)
Information Services

Purpose

The purpose of this document is to help UF | Research users forward their work phones to an alternate number for business continuity.

Please work with your direct supervisor to determine the best approach for your area. Forwarding may not be the best option. Some may prefer a traditional voicemail. Others are suggesting changes to your outbound message to encourage people who leave a voice message to follow with an email.
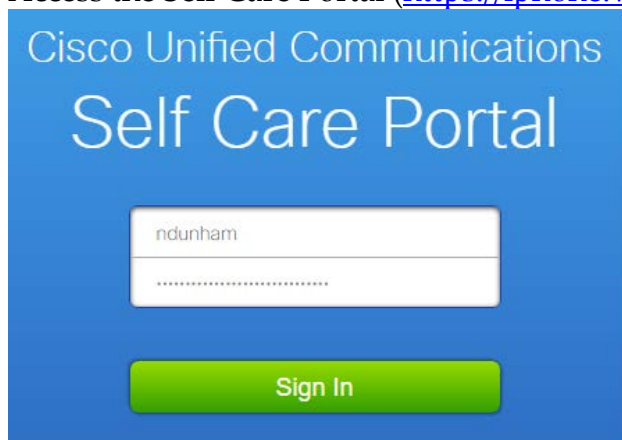
How?

To manage your personal phone features (like forwarding), please visit the *UF Cisco Unified Communications Self Care Portal*. You can manage your phone from work or home using this web based portal.

Link: *https://iphone.voip.ufl.edu/ucmuser/*

Steps

1. Access the Self Care Portal (https://iphone.voip.ufl.edu/ucmuser/)


    a. Enter your GatorLink Username (e.g. algator)

b. Enter your GatorLink Password
c. Click "Sign In"

2. Select the "Call Forwarding" menu item (left column).

3. Select the **phone line extension** that you wish to forward.

4. Click the check box to "Forward all calls to".

5. Select "Add a new number" from the dropdown and then complete the textbox (green in sample below) with the phone number to forward calls to.

   Note: Enter the number with a leading "9" for an outside line and "1" if needed to reach your home phone from the office (e.g. 91xxxxxxx)
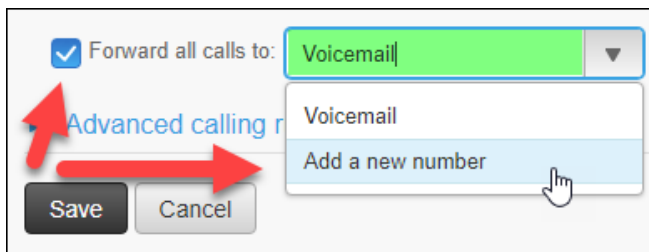
6. Click "Save"
7. There is an "Advanced calling rules" option if you wish to configure internal/external or complex scenarios.

Advanced calling rules

For internal calls (calls from a company phone number)

☑ When line is busy, forward calls to: Voicemail ▼

☑ When there is no answer, forward calls to: Voicemail ▼

☐ When there is no coverage, then send calls to: Voicemail ▼

☑ When the phone cannot register, send calls to: Voicemail ▼

For external calls (calls from outside my company)

☑ When line is busy, forward calls to: Voicemail ▼

☑ When there is no answer, forward calls to: Voicemail ▼

☐ When there is no coverage, then send calls to: Voicemail ▼

☑ When the phone cannot register, send calls to: Voicemail ▼

8. Test the setup by calling your desk line to see if it rings where you expect. You can return to the Self Care Portal to reverse your setup when you are in the office.