

How to setup call forwarding?

Here are the steps you need to take to setup call forwarding for your office phone (UCD Campus):

Procedure

1. Go to <http://scp.ucdavis.edu/> and log on with your UCD (Kerberos) username and password
2. You may be prompted for to enter or/update your PIN associated with your phone number
3. In the left hand column, click on **Call Forwarding** option
4. In the right hand panel, click on **Advanced Calling Rules**
5. For the options you want to enable call forwarding for, Click the dropdown menu and select **Add a new number**
6. Enter the phone number you want the calls forwarded to.

The photo below shows the advanced call forwarding options.

CISCO

Unified Communications Self Care Portal

Phones

IM & Availability

General Settings

My Phones

Phone Settings

Call Forwarding

Call Forwarding

▼ 5307523040

☐ Forward all calls to: Voicemail ▼

▼ 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 ▼

Additional self-service phone options are listed on the UCD knowledge base page
https://ucdavisit.service-now.com/servicehub/?id=ucd_kb_article&sysparm_article=KB0003395

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