

# 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.

- 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](https://ucdavisit.service-now.com/servicehub/?id=ucd_kb_article&sysparm_article=KB0003395)

Revision #4

Created 25 April 2024 17:22:04 by Rahul Budhiraja

Updated 29 May 2024 21:05:37 by Samuel Tseng