


Call Forward from Self Portal

(*Note, you must be logged into VPN to access this webpage)

1. Connect to VPN
2. Go to <https://10.4.8.10/ccmuser> (ignore the certificate warning)
3. The Username and Password are the same that you would use to login to your computer at work
4. Once logged in, click on call forwarding
5. Select the telephone number (if you more than 1 line appearance) and click box to forward call to "added a new number". Here you can add a phone number to forward to.
6. You can also decide where you want calls to end up if you do not answer or the line is busy. Calls can go to voicemail (work) or the destination telephone number you entered in step 5.


 Unified Communications Self Care Portal

PhonesVoicemailIM & AvailabilityGeneral Settings

My Phones

Phone Settings



Call Forwarding



My Phones

Company Phones

These are the phones provided to you by your company.



Additional Phones

Add other phones such as your home office phone or per

Unified Communications Self Care Portal

Phones

Voicemail

IM & Availability

General Settings

Downloads

My Phones

Phone Settings

Call Forwarding

Call Forwarding

▼ 7586

☒ Forward all calls to:

9860XXXXXX

▼

▼ 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

▼

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

▼

Save

Cancel