

Employee – Remote call forwarding setup for office phones

Created: March 13,2021

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Last updated: 11/24/2021, by Andrew Sjoberg

Operating System / Version: N/A

Application / Version: N/A

Hardware Version: N/A

Summary: How to remotely set up call forwarding for your office phone.

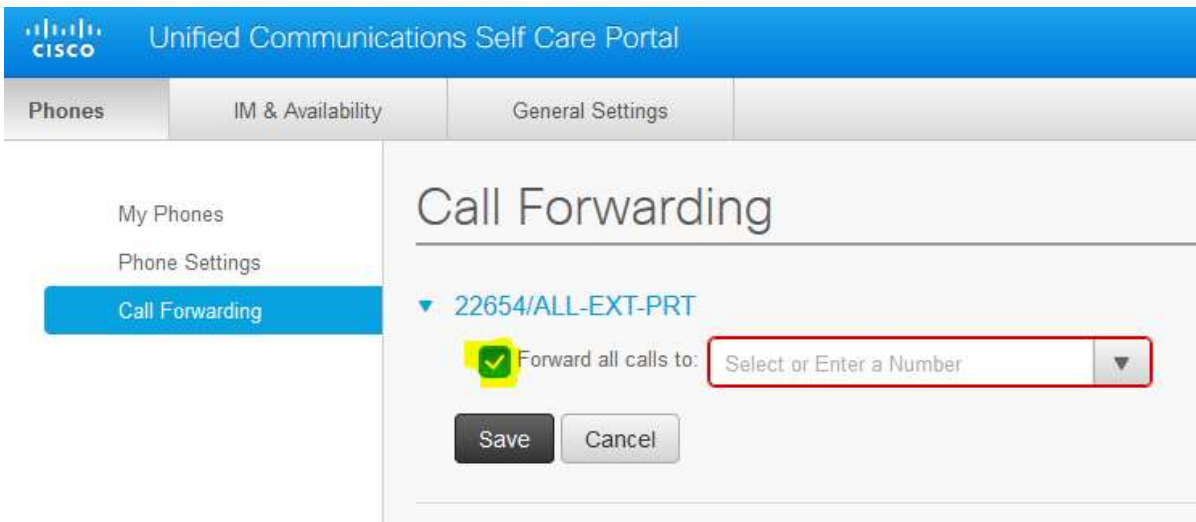
Note: This document assumes that you have a connection to CWI's network either by VPN or at a campus.

****Steps to perform To configure call forwarding****

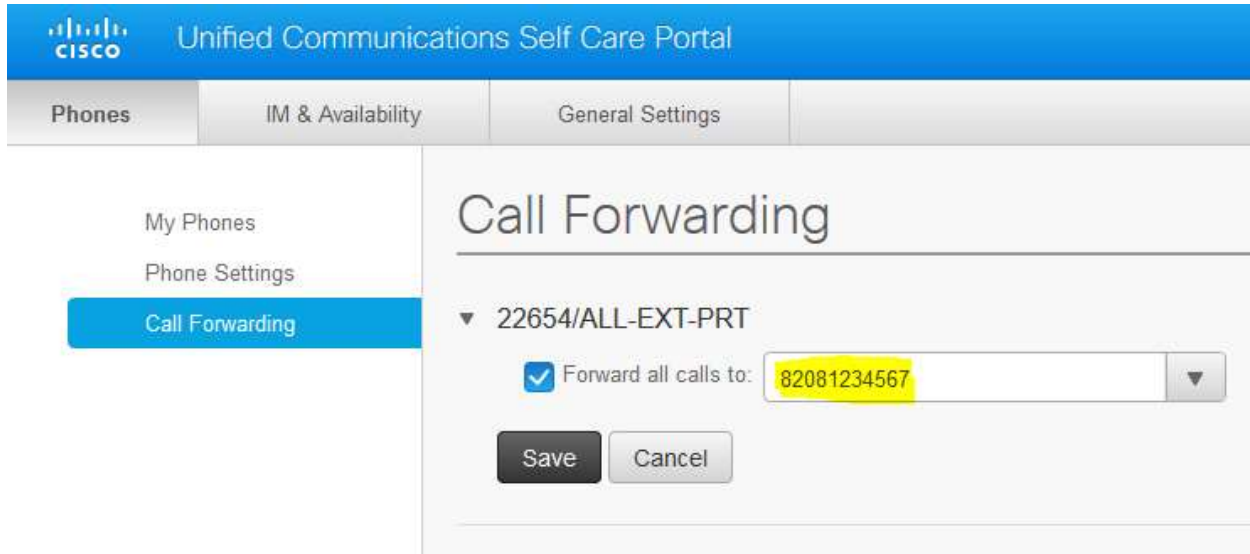
1. With any web browser, connect to this website <https://phones.cwi.edu/ucmuser> **A certificate error will pop up, go ahead and accept the prompt so you can get the below login page.**
2. Logon with your CWI username and password. **Your username is your first and last name as one word e.g. joeuser.** Your password will be your current CWI password. If that doesn't work, submit a ticket under Phone -> Other to have the password reset.



3. After logging in, you will see the below screen. Select **“Call Forwarding”** on the left-hand side of the page.
4. Select the checkbox below your extension, or if there are multiple extensions on the page, select the checkbox below the extension you wish to forward.



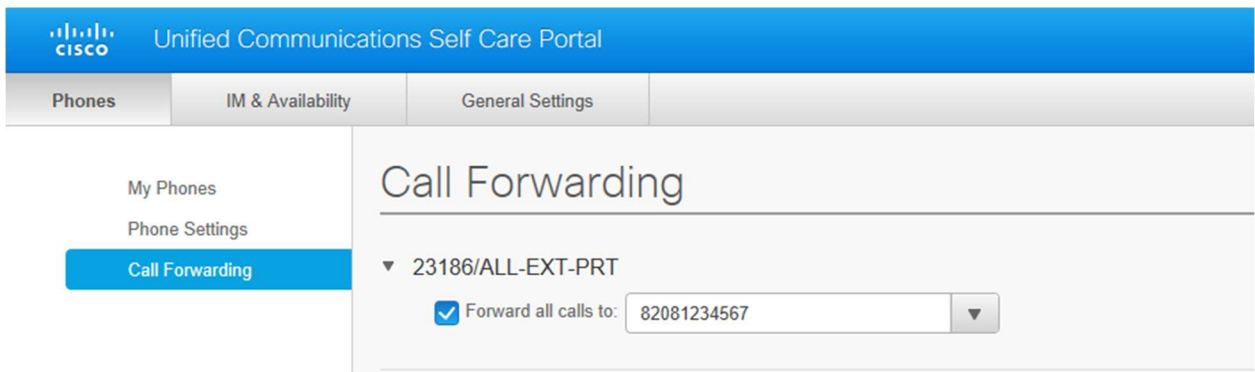
5. From the drop-down menu next to the checkbox, select **“Add a New Number”** if you wish to forward all calls to another number. Select Voicemail if you wish to forward all calls to Voicemail.
6. Add an internal 5-digit extension or a 10-digit external number preceding with the 8 and press the **Save** button.



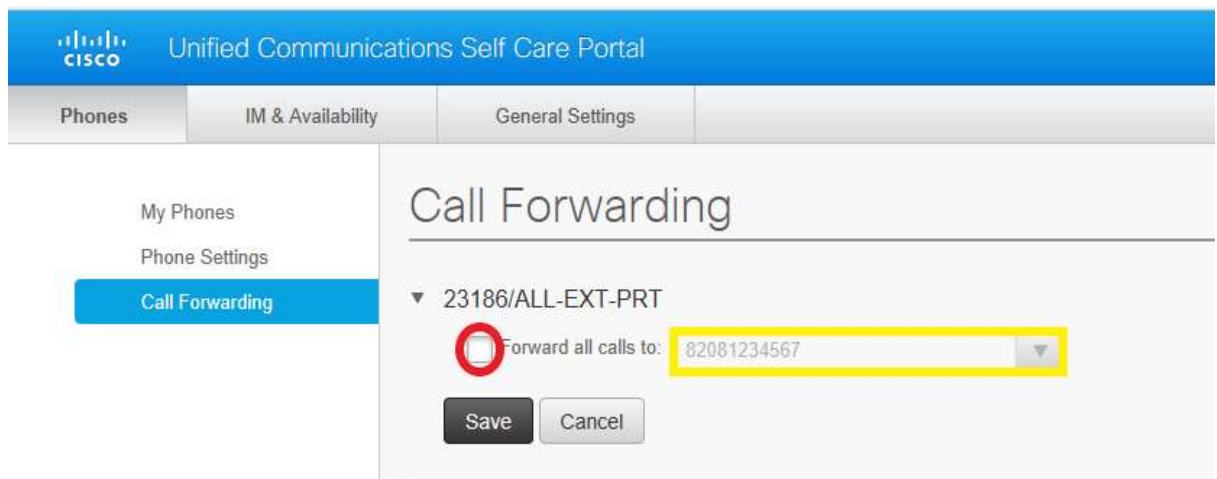
7. Please test the forwarding to make sure the call is going where you want it to go.
8. Once completely finished with the process; sign out of the app by clicking on your name in the top right corner of the screen, then click on “Sign Out”.

****Steps to perform To undo/reverse call forwarding****

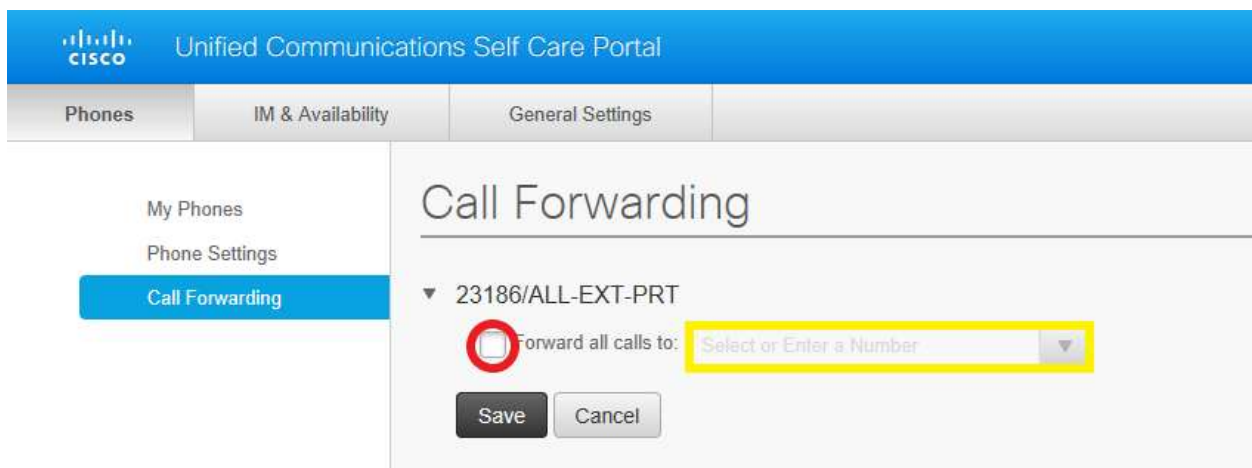
1. Select **“Call Forwarding”** on the left-hand side of the page



2. If you wish to cancel the forwarding process but wish to keep the provided number in place for future use, simply remove the checkmark from the box. This will save the number entered for future use. When finished; click on "Save".



3. If you wish to delete the provided number from the system; highlight the number, then delete it. Make sure you also remove the checkmark from the box to cancel the forwarding process. When finished; click on "Save".



4. Once completely finished with the process; sign out of the app by clicking on your name in the top right corner of the screen, then click on "Sign Out".

