

Call Forwarding:

Forward all Calls allow you to redirect all of calls to another phone.

- Press the **CFwdAll** soft key
- Listen for two beeps
- Enter the number to which you want to forward calls
- Look for flashing right arrow to appear in upper-right corner of LCD (confirmation)
- Look for message on LCD with the number your calls are forwarded to

Note: Equivalent of DND is **CFwdAll** Then **Messages**, this will place all calls into the voicemail system without your handset ringing.

To cancel forwarding of all calls

- Press the **CFwdAll** soft key
- Listen for one beep

Note: Flashing arrow should no longer appear in upper right corner.

Convert Duke voicemail to Duke email:

The website to set-up Duke voicemail being sent to e-mail is:

<https://forms.oit.duke.edu/voice-email-request/>

Link to the Cisco Self Care Portal where users can access their phones as long as their phones were built on their NetID's, which should be done at Duke@Work prior to setting up this function. <https://myphone.duke.edu/>

Here's how you can activate/deactivate your call forward all feature.

- Log-in
- Select "**Phones**"
- Click on phone you wish to access and select "**Settings**"

Unified Communications Self Care Portal

Phones Voicemail IM & Availability General Settings

My Phones

Phone Settings
Call Forwarding

My Phones

Company Phones
These are the phones provided to you by your company. You may set personal preferences for these in [Phone Settings](#)

 Cisco Jabber for Desktop 6843340	 Cisco Dual Mode for iPho... 6843340	 Cisco 7925 - KEVIN HAR... 6843340 684-3340	 Cisco 8851 - AGENT Key... 5559370 555-9370 (LOG-IN) 6133300 613-3300 See all lines
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- Click on **“Call Forwarding”**
- Then select the line you wish to forward/unforward

Unified Communications Self Care Portal

Phones Voicemail IM & Availability General Settings

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Call Forwarding

▼ 6843340

Forward all calls to: Voicemail

▶ Advanced calling rules

▶ 5559370

▶ 6131722

▶ 6133300

- Check the dialog box next to **“Forward all calls to”** and you may choose to forward directly to VM or enter a phone number to forward to and click on the **“Save”** button to save the change.

- My Phones
- Phone Settings
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Call Forwarding

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Forward all calls to: Voicemail

▶ Advanced calling rules

- My Phones
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Call Forwarding

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Forward all calls to: 9195551212

▶ Advanced calling rules