

ITS Help Desk: ext. 4287
Email: helpdesk@whittier.edu
<http://www.whittier.edu/its>

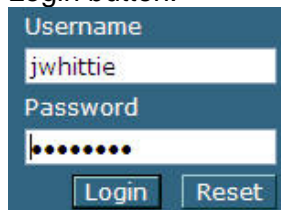
Incoming Call Forwarding

By default, your call forwarding to your voice mail is set up as follows:


- When the line is busy, forward external calls to your Voice Mail.
- When the line is busy, forward internal calls to your Voice Mail.
- When there is no answer, forward external calls to your Voice Mail.
- When there is no answer, forward internal calls to • your Voice Mail.

If you want to modify these settings, please logon to <https://10.50.1.11:8443/ccmuser/showHome.do>.

1. You will first be required to enter your email (Outlook) username and password and then click on the Login button.








Username
jwhittie
Password
••••••••
Login Reset

2. After login, from User Options on the upper left corner of the screen, select Device and click Line Settings button  Line Settings.


3. You will see the default call forwarding settings. Change the settings according to what you prefer.

User Options ▾

Line Settings Configuration

 Save  Device  Speed Dials  Phone Services  Service URL

Status

 Status: Ready

Line Information

Line ▾

Incoming Call Forwarding

Forward all calls to

- Voice Mail
- This Number

When the line is busy, forward external calls to

- Voice Mail
- This Number

When the line is busy, forward internal calls to

- Voice Mail
- This Number

When there is no answer, forward external calls to

- Voice Mail
- This Number

When there is no answer, forward internal calls to


- Voice Mail
- This Number

When there is no coverage, forward internal calls to

- Voice Mail
- This Number

When there is no coverage, forward external calls to

- Voice Mail
- This Number

4. To save your changes, you MUST click on the diskette icon  Save in the upper left hand corner.
5. Once you have saved your changes you can log off the system by clicking Log Off in the upper right hand corner of the window. The new call forwarding settings are now in effect.