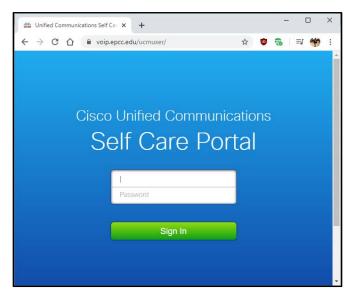
VoIP Settings Portal Call Forwarding Guide

1) While connected to the EPCC VPN, launch an internet browser and navigate to https://voip.epcc.edu/ucmuser/ and sign in using your EPCC username and password:

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(Note: please exclude @epcc.edu from your username)

2) You will be presented with a list of phones assigned to you, click on "Call Forwarding" to continue:



3) Click on the check box for "Forward all calls to:"

| Phones                                         | IM & Availability | General Settings                           |  |
|------------------------------------------------|-------------------|--------------------------------------------|--|
| My Phones<br>Phone Settings<br>Call Forwarding |                   | Call Forwarding <ul> <li>6789</li> </ul>   |  |
|                                                |                   |                                            |  |
|                                                |                   | <ul> <li>Advanced calling rules</li> </ul> |  |
|                                                |                   | Save                                       |  |
|                                                |                   | Cancer                                     |  |
|                                                |                   |                                            |  |

- 4) Select whether you wish to forward to "Voicemail" or "Add a new number".
  - a. If forwarding to **Voicemail**, click "Save" to complete your changes.

| V Forward all calls to:                | Voicemail        | • |
|----------------------------------------|------------------|---|
| <ul> <li>Advanced calling r</li> </ul> |                  |   |
| Save Cancel                            | Add a new number |   |

b. If forwarding to an external/personal number, input the desired number, starting with the number nine (9):

| Call Forward                                 | ing      |   |
|----------------------------------------------|----------|---|
| • 6789                                       |          |   |
| V Forward all calls to:                      | 91234567 | • |
| <ul> <li>Advanced calling readers</li> </ul> | ules     |   |
| Save Cancel                                  |          |   |

**Note:** This works similarly as dialing an external number from a campus phone by pressing "9" to get an external line, then the number you wish to call.

5) Click on "Save" to complete the forwarding process.

## Special note for long distance numbers:

Call forwarding is only available to 915 and 575 area code numbers currently.

For area code 575, please input your number as: 9[area code][number]. ex: 95751234567