

# Calling User Portal – Call Forwarding

---

 [carrier.webex.com/call\\_forwarding\\_my\\_phone/](http://carrier.webex.com/call_forwarding_my_phone/)

July 23, 2019

[Home](#) | [End User Guides](#) | Calling User Portal – Call Forwarding

## What you need to know:

Three types of call forwarding can be set up on the Calling User portal: Always, When Busy and When No Answer.

[Introduction](#)[Enable/disable the Forward All Calls Feature](#)[back to top](#)

## Introduction

### Introduction

Three types of call forwarding can be set up on the Calling User Portal:

- Always – forwards all incoming calls to the destination you choose.
- When Busy – forwards all incoming calls to the destination you chose while phone is in use or user is set to busy.
- When no answer – forwarding only occurs when you are away or not answering your phone.

**Note:** Only the site administrator can setup users in the Calling User portal. Ask your site administrator if you do not have access into the Calling User portal.

---

## Enable/Disable the Forward All Calls Feature

1. From the **Calling User Portal**, click on the **Call Settings** page.
2. Select **Call Forwarding** from your list of features. To enable, click on the toggle button to the right of the text. When it's enabled, it will turn to color from gray-scale. To disable, click on the toggle button again, when disabled, it should change from color back to gray-scale.
3. Select the **Call Forwarding** option you would like and input a valid number.

**Note:** If selecting the “When no answer” you will be given a choice to select the number of rings before forwarding the call on to the specified number.

4. Click the **Save** button.

Voicemail

Call History

Call Settings **1**

Directory

My Apps

Incoming Calls Schedules Additional Features

Do Not Disturb  Select Do Not Disturb if you would temporarily like all calls to go directly to voicemail. This setting will remain on until you switch it off.

Anonymous Call Rejection  Reject incoming calls with blocked caller ID's.

Call Forwarding  Forward incoming calls to another phone. **2**

Always 3212875847 **3**

When busy

When no answer

Use ring reminder

Call Notify  Send yourself an email when you receive a call according to predefined criteria such as phone number or date/time.

Simultaneous Ring  Ring yours and others ("call recipients") numbers at the same time for incoming calls.

Cancel Save **4**

Click image for large view

Copyright© 2018 Cisco Systems, Inc. All rights reserved.