

Shannon Mattern

From: Shannon Mattern
Sent: Monday, June 09, 2014 10:14 AM
To: Office
Subject: How to Set Up Call Forwarding

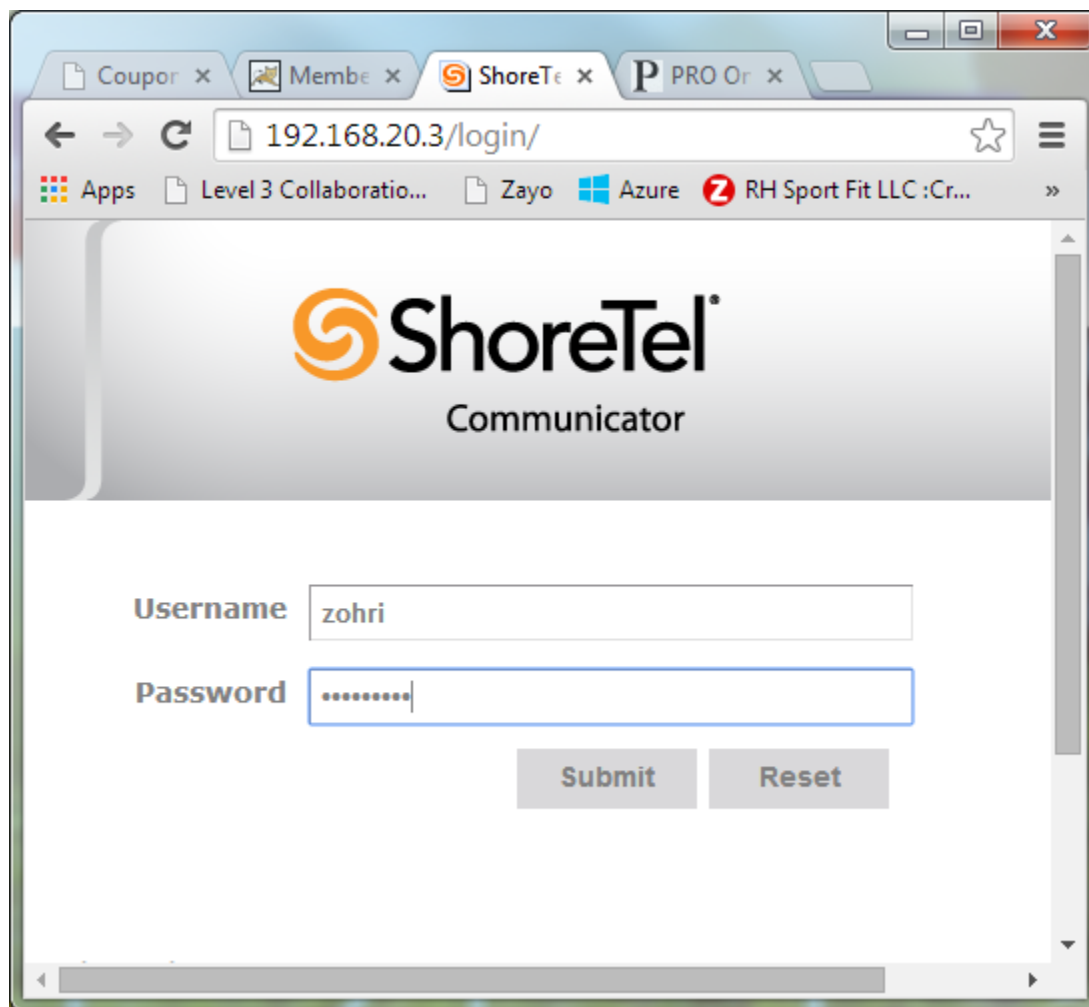
Importance: High

So there's a couple of steps to set up call forwarding if you want to forward to your cell phone, or someone else's extension, etc.

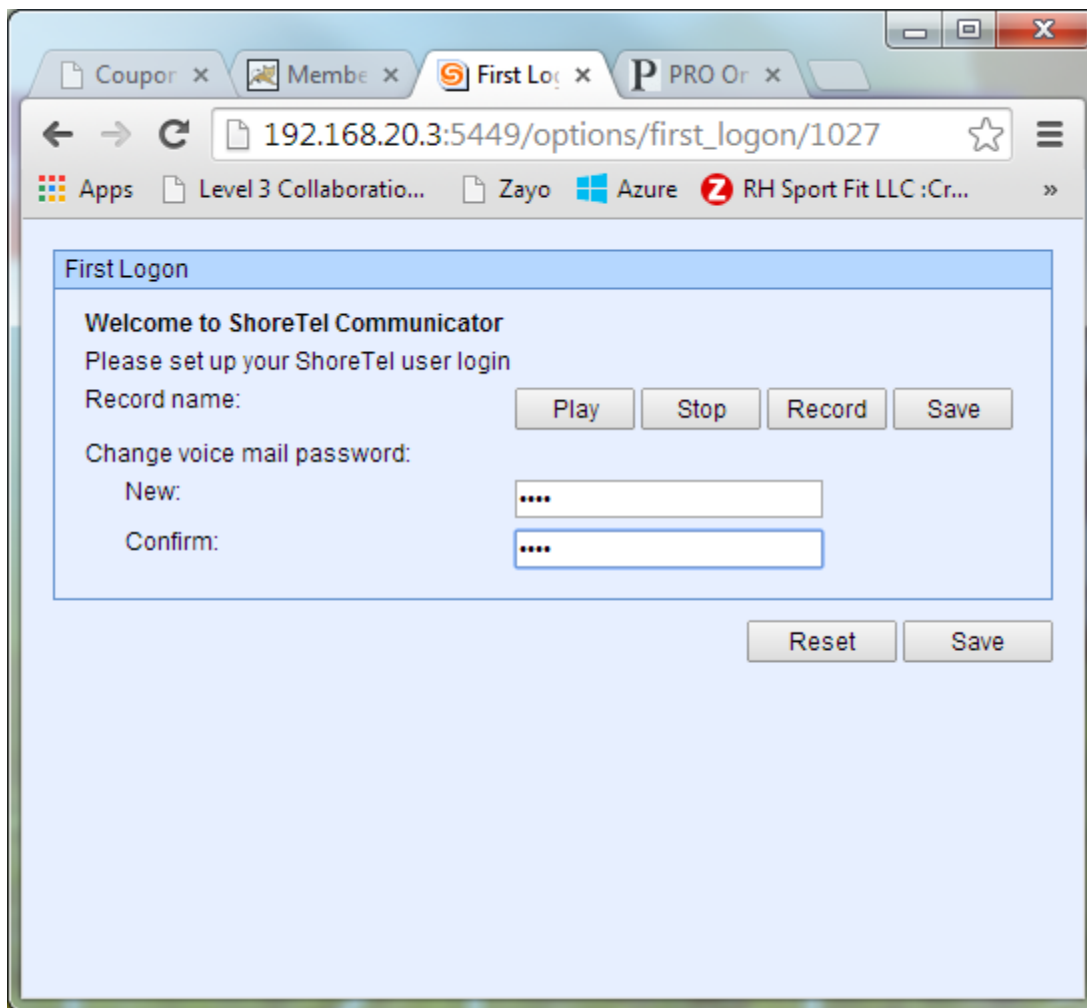
First, you'll pre-define the numbers you want to forward to in certain situations, and then those will be stored on your phone and you'll just change a setting on your phone when you want to forward it.

Here are the instructions (you'll only have to do this part one time). **If you need help please feel free to ask!!**

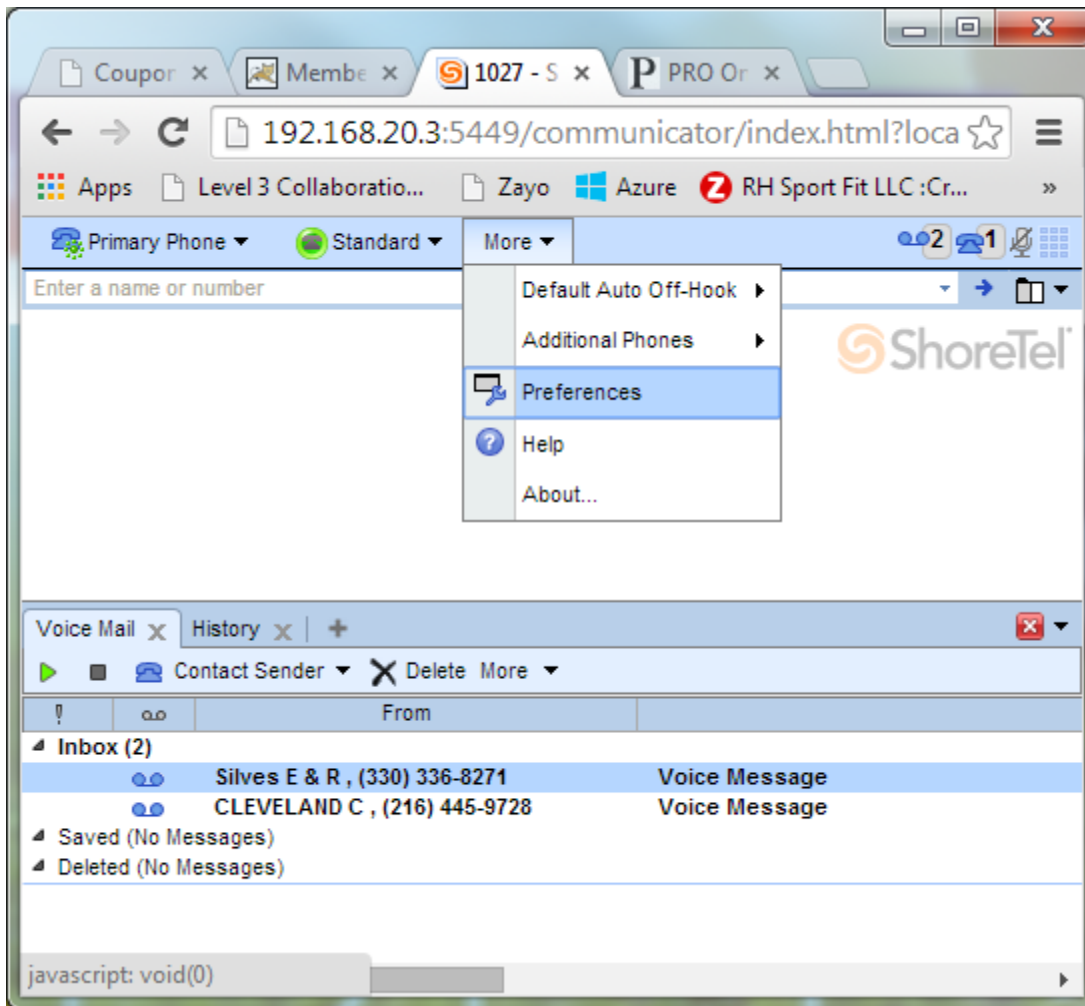
Go to this website: <http://192.168.20.3/login/>. Your username is your first initial and last name altogether (ex. smattern) and everyone's password is **changeme**



Enter your voicemail passcode in the fields (it's okay if you already set it up on your phone, just enter here again twice) and click Save.



Click the More button at the top of the screen and select Preferences.



Here you can set up a few different forwarding options. For example, I want to forward to my cell phone when I'm out of the office, so I'm gonna select Out of Office from the menu on the left hand-side of the screen. Leave "forward calls" on "always", and then change "Always" to 9 plus my cell phone number. Then click Save.

Call Handling Mode Settings - 1027, Out of Office - Google Chrome

192.168.20.3:5449/options/chm_settings/1027/3?link_id=out_of_office

My Phones

Incoming Call Routing

Call Handling Mode

Standard

In a Meeting

Out of Office

Extended Absence

Custom

Delegation

Voice Mail

Speed Dial

Telephony

Customization

Out of Office

Record Greeting: Play Stop Record Save

Forward Calls: ☒ Always
☐ When no answer or busy
☐ Never

Forwarding destination:

Always:

Busy:

No Answer:

☐ Do not record voice messages, only play greeting

Forward after (1-20) rings:

When caller press "0", transfer to:

Scheduled mode change:

Voice mail escalation profile:

Call Handling Note:

Reset Save

Let's say I also want to set up an option to forward to my assistant when I'm out, or in a meeting, or whatever. I'm going to select "In a Meeting" from the left hand side, leave Forward Calls on Always, and then under forwarding destination, type in the extension. The option will change to that person's name - select that, and then click Save.

The screenshot shows a web browser window titled 'Call Handling Mode Settings - 1027, In a Meeting - Google Chrome'. The address bar shows the URL '192.168.20.3:5449/options/chm_settings/1027/2?link_id=in_a_meeting'. On the left is a navigation menu with the following items: 'My Phones', 'Incoming Call Routing', 'Call Handling Mode', 'Standard', 'In a Meeting' (highlighted), 'Out of Office', 'Extended Absence', 'Custom', 'Delegation', 'Voice Mail', 'Speed Dial', 'Telephony', and 'Customization'. The main content area is titled 'In a Meeting' and contains the following settings:

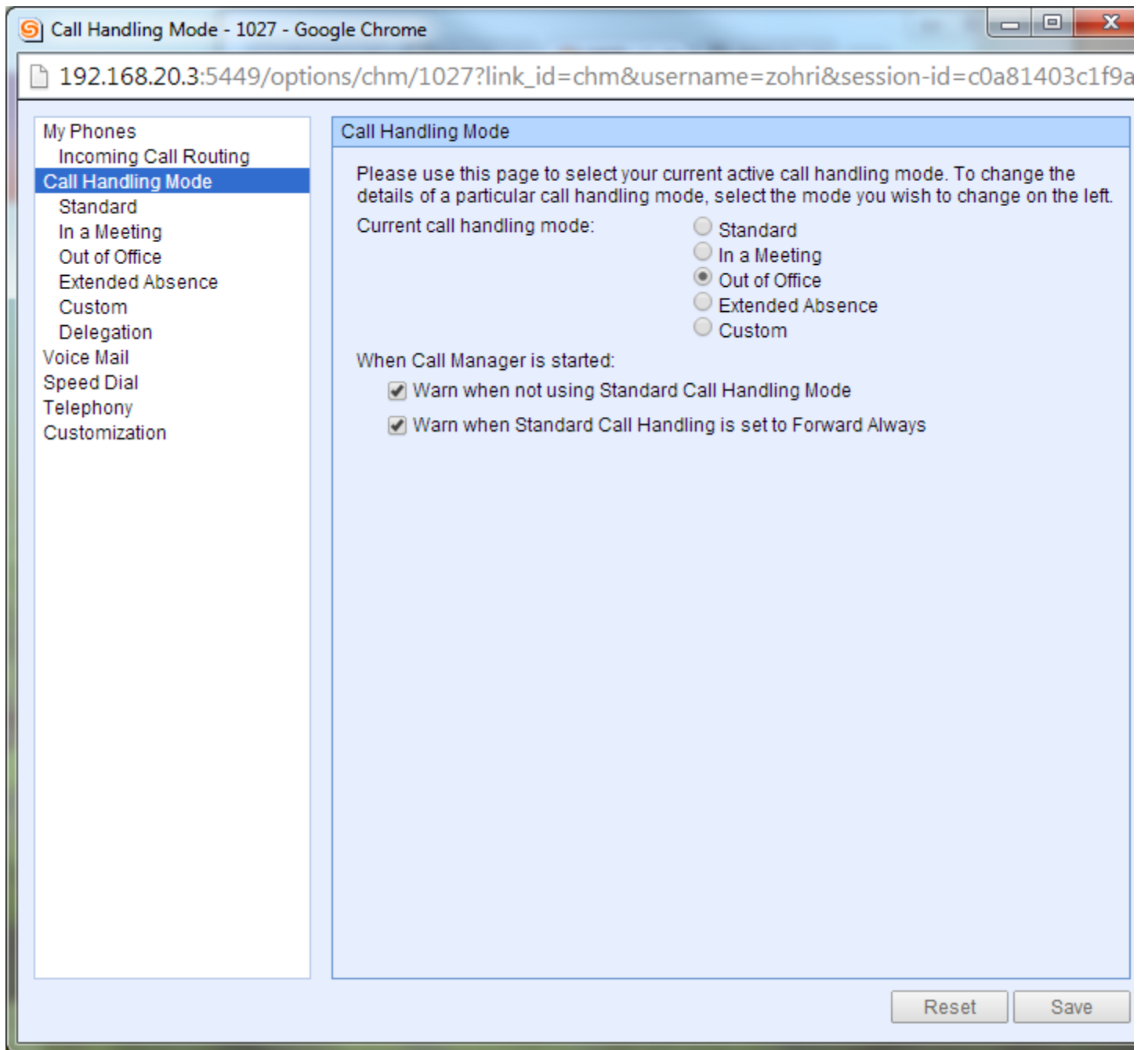
- Record Greeting:** Buttons for 'Play', 'Stop', 'Record', and 'Save'.
- Forward Calls:** Radio buttons for 'Always' (selected), 'When no answer or busy', and 'Never'.
- Forwarding destination:**
 - Always:** Text input field containing '1030'.
 - Busy:** Text input field containing 'Sandy Swearingen : Extension - 103'.
 - No Answer:** Text input field containing 'Voice Mail : Extension - 103'.
- ☐ Do not record voice messages, only play greeting
- Forward after (1-20) rings:** Text input field containing '1'.
- When caller press "0", transfer to:** Text input field (empty).
- Scheduled mode change:** Dropdown menu showing '<None>'.
- Voice mail escalation profile:** Dropdown menu showing '<None>'.
- Call Handling Note:** A large text area (empty).

At the bottom right of the settings area are 'Reset' and 'Save' buttons.

Now I have set up 2 different forwarding options. Close that window - and you're done with this website unless you ever want to change or add any forwarding options.

This next part is done on the actual phone. To set my phone to forward to either of those options, I'll press the button beneath "Mode" on the screen, and press it until the arrow is pointing at the out of office, and then press OK. My phone is now forwarding to my cell phone. If I want to stop forwarding, I'll press Mode again, select Standard, and hit OK. If I want to forward to my imaginary assistant, I'll hit mode until I get to In a Meeting, and hit OK - now it's forwarding to my imaginary assistant.

Save this email. You can always log back in, change the forwarding numbers on the different options, etc. **You can also set your forwarding from outside the office from this link.** To do that, log in, select Call Handling Mode from the menu on the left, select the mode, and click Save.



That's it! Let me know if you need help!!



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