**UNK – Centrex Analog Phone users:**

* From the Centrex Analog Phone
  + To call forward a Centrex line without a call-forward button. Lift the handpiece on your set and press \*72. When you hear a dial tone, type in the number you want to forward to.
* 6-XXXX for ON CAMPUS
* 6-9 + area code -xxx-xxxx for numbers OFF CAMPUS LOCAL,
* 6+1+ area code – xxx-xxxx for OFF CAMPUS LONG DISTANCE
  + You will hear a couple of tones to let you know your phone is now forwarded.

\*\* To remove the forwarding, pick up the handpiece on our set and press #72.

Note: Centrex analog Call Forwarding can only be turned on / off from the Centrex Phone set before you leave. It cannot be done remotely. You must be at your Centrex desk phone.

Call forwarding to any number and then you call back anyone from that number, your Caller ID from that phone you are calling from will be displayed to whom you are calling (Your work phone # will not be displayed)

You may to refer to your cell phone provider website to investigate how to input commands into our cell phone to hide your cell phone Caller ID on all of your outbound cell phone calls.

**UNK – Cisco Phone users:**

* From the Cisco Phone set -
* Press the black button on your phone below the display screen that has the three dots above it
* Press black button on the row just below the display screen, that is under the display screen position that shows “Fwd All “
* Type in the phone number you wish to forward your calls to following the same protocol as you would on a Centrex line

Dial the four-digit number XXXX for ON CAMPUS

9 + area code + xxx-xxxx for off CAMPUS LOCAL #

9+1+ area code + xxx-xxxx for off campus local # OFF CAMPUS LONG DISTANCE)

\*To turn-off the Call Forward, Press the black button on your phone below the display screen that has the three dots above it.

Press black button on your phone below the display screen that shows “Fwd Off”.

* From the Cisco Self Service Portal - (<http://phone.unk.edu/> )
  + - Click on “Self-Care Portal” button to sign in.
* After clicking on link your campus credentials will be required (same credentials that you when you sign into your computer (username……. & Password….) hit enter and then you will have to authenticate vis DUO
* If you have not signed into the Cisco Self-Care portal before, you must reset your PIN # (usually a minimum of 4 numbers – no letters)
* A screen will appear that shows all your Cisco VoIP devices ( phone set and/or soft phone etc.)
* Click on the Cisco device you want to turn on Call Forwarding to
* Click on “settings”
* Click on “Call Forwarding” button in top left of screen
* Click the small empty box to insert a check mark
* A drop-down screen will appear to:
  + Call Forward to “Voicemail”
  + “Add a new number”
    - * Type in phone # as you would dial it from your desk ( **but do not include any hyphens**….just type the numbers)

Dial the four-digit number-XXXX for ON CAMPUS

9 + area code + xxx-xxxx for off CAMPUS LOCAL #

9+1+ area code + xxx-xxxx for off campus local # OFF CAMPUS LONG DISTANCE)

* + - * + Click on “save” changes

\*To turn-off the Call Forward repeat steps above, but when you get to Click on “Call Forwarding” button in top left of screen

* + Click small empty box to “uncheck” the box
  + Click “save changes” and Call Forward field will be blank indicating Call Forwarding is turned off”
* From the Cisco Jabber Soft Phone – ( to download the Cisco Jabber Soft Phone software on your computer) <https://www.unk.edu/offices/its/telecommunications/voip.php>
  + - * Click on the “Download” link ( either for Windows computers or MAC)

To turn-on Call Forwarding

* Sign into your Jabber soft phone from your computer 

(same credentials that you when you sign into your computer

(username…& Password….)

* Bottom left hand corner click on drop down arrow
  + Click on “Forward Calls to”
    - “Voicemail”
    - “Add a new number”
      * Type in phone # as you would dial it from your desk ( **but do not include any hyphens**….just the numbers)

Dial the four-digit number-XXXX for ON CAMPUS

9 + area code + xxx-xxxx for off CAMPUS LOCAL #

9+1+ area code + xxx-xxxx for off campus local # OFF CAMPUS LONG DISTANCE)

* + - * + Click on “save” changes

\*To turn-off the Call Forward repeat steps above, but when you get to Click on “Call Forwarding” button in top left of screen