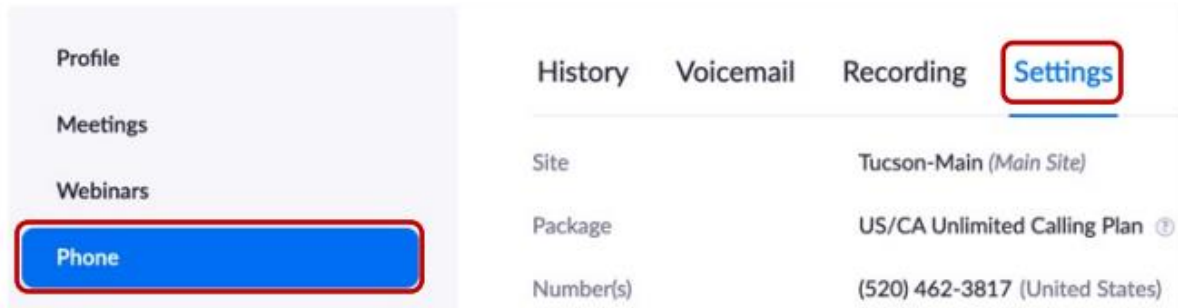


Alternate Call Forwarding Settings

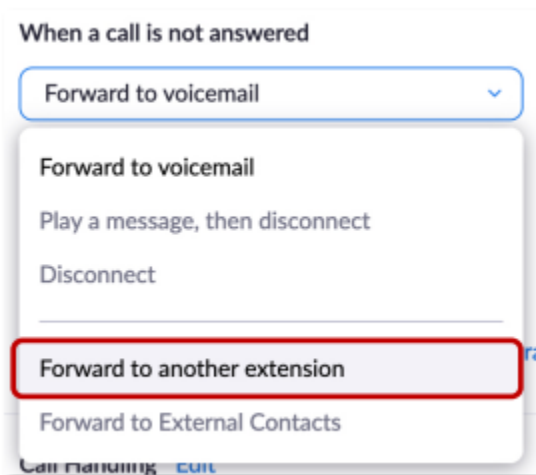
If you are unable to answer calls for an extended period of time, you may wish to use one of the other Call Forwarding settings for missed calls.

To select an alternate Call Forwarding setting, make sure you are logged in and have navigated to the Phone Settings tab.

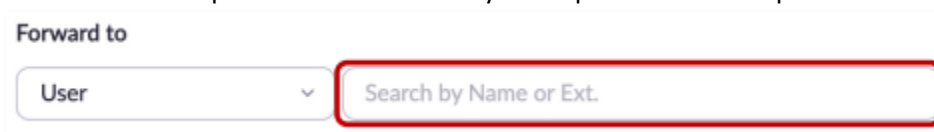


Instead of forwarding a call to your voicemail, you can choose a setting that will either disconnect the call without giving the caller the ability to leave a message or you could choose to forward the call to another extension.

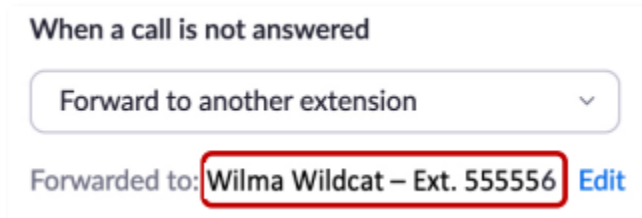
1. Select Forward to another extension from the When a call is not answered drop-down menu.
The Forward to drop down menu has User selected by default. Use this selection to forward a call to a colleague.



2. Click in the search field to the right to access the list of all users. This list, as with all the lists in the Zoom Phone web portal is not limited to your department or campus.



3. Scroll through the list using the inner scroll bar.
4. Or enter your colleagues' name or extension. The system will provide suggestions after you enter at least three characters.
5. Click on your selection.
6. And Click Save Your screen displays information on the colleague you selected. It is recommended that you verify you have selected the correct person by calling the extension displayed.

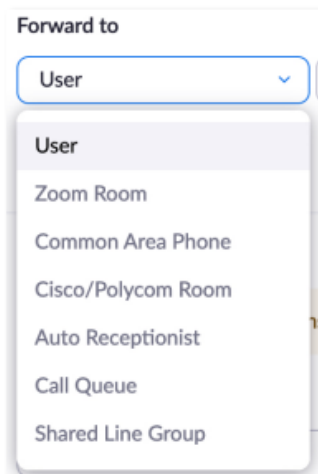


When a call is not answered

Forward to another extension ▼

Forwarded to: **Wilma Wildcat – Ext. 555556** [Edit](#)

7. To select a different extension option, click the Edit link.
8. Click the Forward to drop-down menu to access additional options.



Forward to

User ▼

User

Zoom Room

Common Area Phone

Cisco/Polycom Room

Auto Receptionist

Call Queue

Shared Line Group

Use Common Area Phone if you wish to forward your calls to a phone rather than a person. For example, a phone at the front desk or a phone in the lab. Remember to verify your selection.

Use Call Queue if you wish to forward your calls to a group of people on call to answer phones, like a call desk.

Zoom Room, Cisco/Polycom Room, Auto Receptionist, and Shared Line Group are for special use cases. For details or assistance with these selections contact Telecommunications Services at UITSTelco@arizona.edu