

Diverting Your Phone Number to Voicemail (or Other Number)

This process will assist you in diverting your extension to voicemail or another number. Diverting your number can be useful when going on leave and diverting your number to a colleague or a reception number in your workgroup.

Similarly, you may wish to divert your number to a mobile phone for a period of time. If not diverting to another number, then your extension should be diverting to your voicemail service.

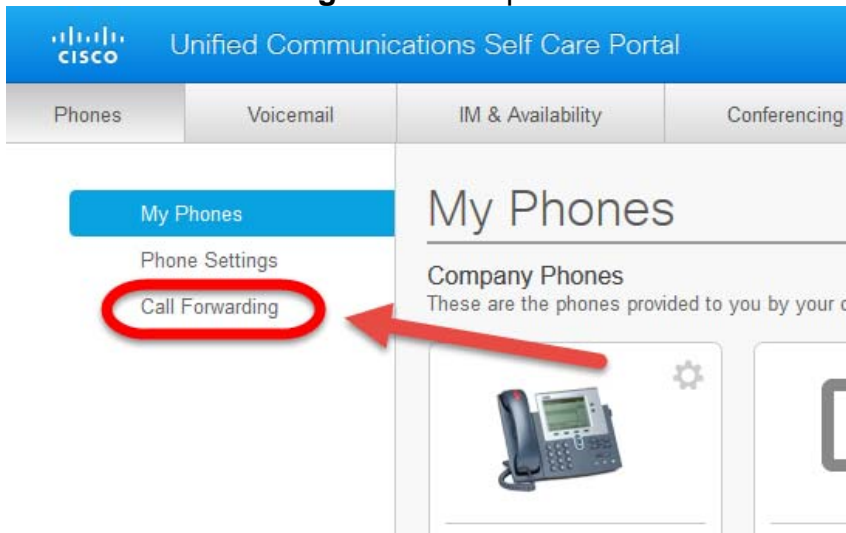
Please note that this process can be performed from any PC so a diversion can be done from your home PC if needs be.

1. When logged in to your PC, open **phone.cdu.edu.au** in your browser. It is recommended you save this web page in your favourites for next time. This will open the Cisco Unified CM User Options web page*. Click through any certificate messages and log in using your normal CDU username and password.

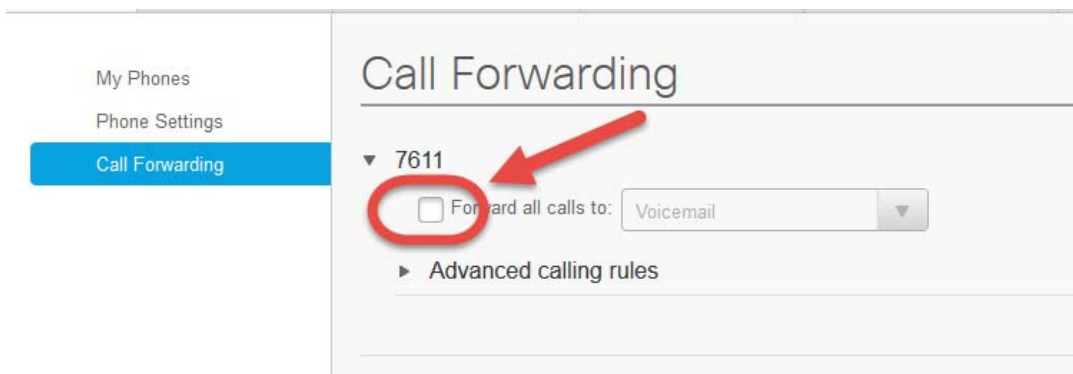


* If you are doing this from home and the web page does not appear please connect the Web VPN service by going to **cduvpn.cdu.edu.au** on your web browser. Then login in to **phones.cdu.edu.au** from that browser.

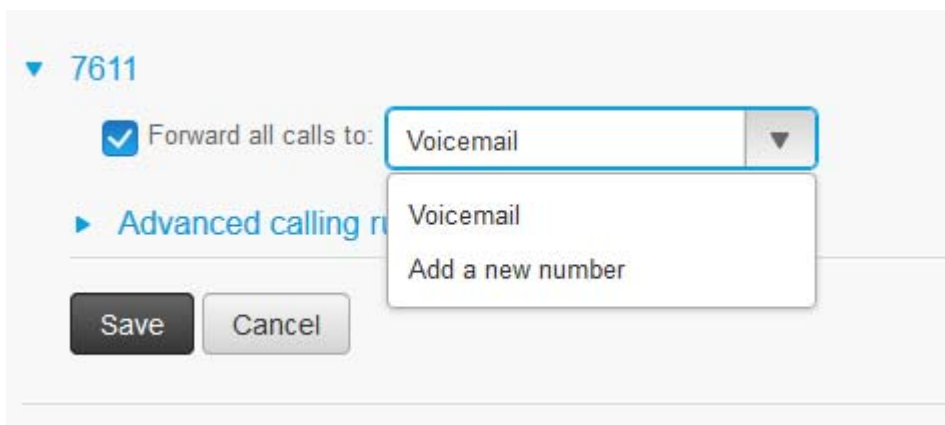
2. Click **“Call Forwarding”** on the left panel.



3. Tick **“Forward all calls to:”**



4. Select Either **“Voicemail”** or **“Add a new number”**



5. If you selected “**Add a new number**” type the number here and click save.

Call Forwarding

▼ 7611

Forward all calls to: This value is required.

▶ Advanced calling rules

Save Cancel

In this number field enter the extension you want to forward your calls to.

Alternatively, if you are diverting your phone to a mobile phone or other external number, be sure to add an extra zero(0) at the beginning of the number. e.g, 00889466600 or 00414999999.

6. You should get a success message to confirm message.

IM & Availability Conferencing General Settings Downloads

Call Forwarding Settings updated successfully.

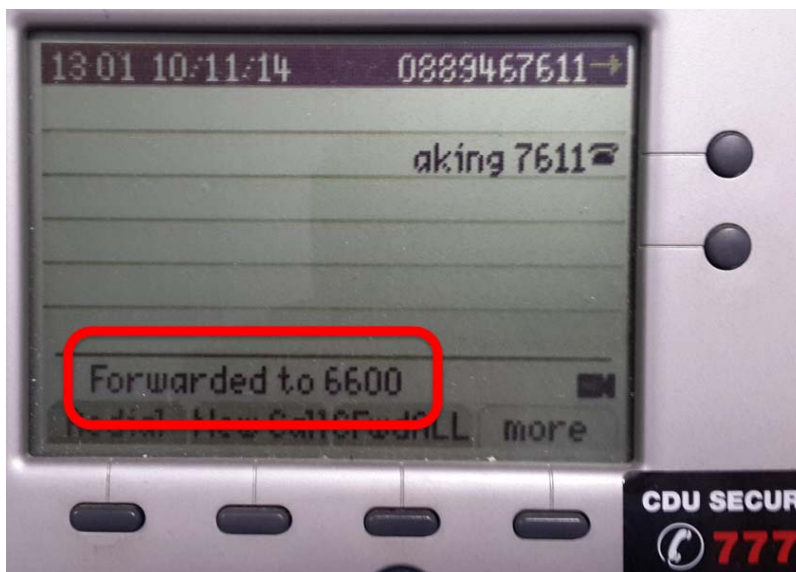
Call Forwarding

▼ 7611

Forward all calls to: 6600

▶ Advanced calling rules

and your desk phone will show



7. You can also set more options in the “**Advance calling rules:**”

Call Forwarding

▼ 7611

Forward all calls to: 6600

▼ **Advanced calling rules**

For internal calls (calls from a company phone number)

When line is busy, forward calls to: Voicemail

When there is no answer, forward calls to: Voicemail

For external calls (calls from outside my company)

When line is busy, forward calls to: Voicemail

When there is no answer, forward calls to: Voicemail

8. When you have finished “Sign Out” in the top right hand corner.

