Incoming Call Forwarding

Step 1: Navigate to the Cisco Unified CM Users Options website. Go to https://170.94.242.126/ccmuser. If you get a security certificate warning, click continue.

Step 2: Enter your username and password. Your username is your complete email address, i.e. John.Doe@arkansas.gov. Your password is your domain password (the same password you use to log into your computer). Your user name and password are case sensitive.

Step 3: Select **User Options** -> **Device**.

> **Note:** If you have more than one phone associated with your account you must select the phone you want to modify from the drop down list. Select the down arrow in the Name field.

Step 4: Select **Line Settings** in the menu bar.

Step 5: Select the line you would like to adjust from the drop down box.

Step 6: For each scenario check the check-box and chose the **Voicemail** or **This Number** option. If you select **This Number** you must enter the phone number you would like for your phone to be forwarded to. Enter the number the same way you would dial the number on your telephone.

Step 7: After you have entered all of your forward options select **Save** in the menu bar.

If you have trouble logging into the web page, your account may not be configured in the system. Open a ticket with the DIS Call Center by dialing 501.682.HELP. Give them a brief description of the problem and we will verify that your account is set up correctly.