

VoIP Call Forwarding – A Feature for Emergency and Day-to-Day Situations

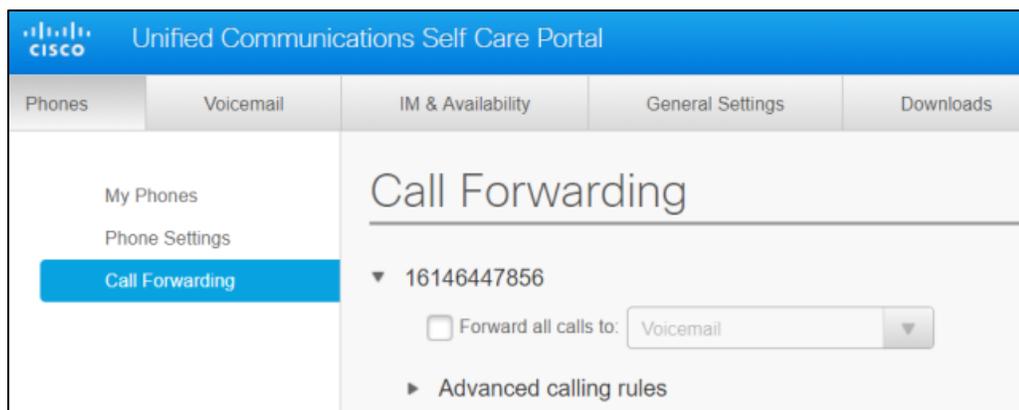
A feature of the hosted VoIP platform can be very useful in the event of an emergency or if there is a need to forward calls. The hosted VoIP solution has the capability to forward calls from your VoIP number to another number (e.g., cell phone or other office phone). For example, if the power goes out or connectivity to your office is down, you can use the Cisco Unified Communications Self Care Portal to forward your calls until your phones are functioning properly again. Simply login from any Internet connection and specify the desired number.

To setup call forwarding, navigate to the Next Generation Telephony Service (NGTS) Web page, <https://das.ohio.gov/Divisions/Information-Technology/Next-Generation-Telephony-Service>, and complete the following steps:

1. **Locate the Cisco Unified Communications Self Care Portal** (Click on the External Links tab and select [Access Self Care Portal to Modify Your Phone Settings](#)).



2. **Login** using your full 11-digit State of Ohio phone number, and password. (**Please note:** If you need assistance with your password, you may contact the CSC, at csc@ohio.gov or (877) 644-6860, to have it reset).
3. Click the **Call Forwarding** option on the left side of the page. (On the Call Forwarding page, you will see your number listed, and any other numbers that you control may also be listed.)



4. Select the check box entitled “Forward all calls to:”

Call Forwarding

▼ 16146447856

Forward all calls to: ▼

▶ [Advanced calling rules](#)

Save Cancel

5. In the box next to this option, **type in the full 11-digit number** to which you want to forward calls.
6. Click the **Save button**, and this setting is now in effect until you login again and deselect this option.