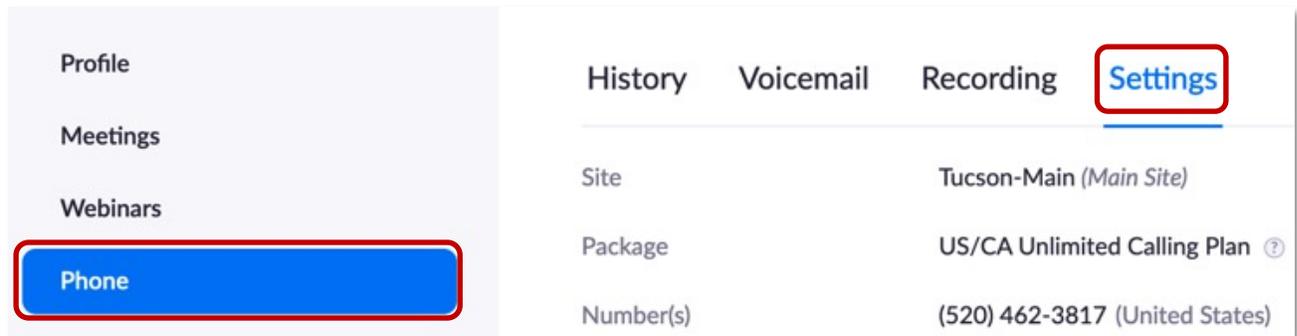


Alternate Call Forwarding Settings

Step-By-Step Instructions

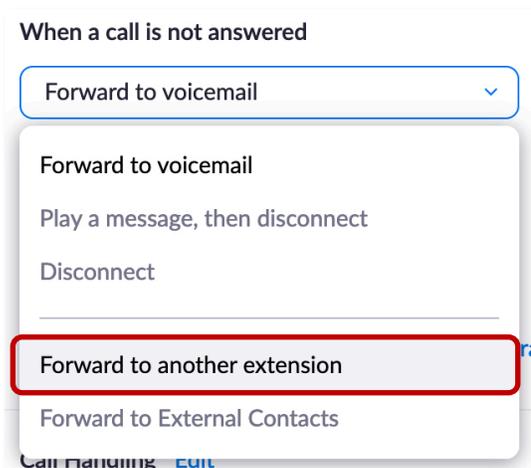
If you are unable to answer calls for an extended period of time, you may wish to use one of the other Call Forwarding settings for missed calls.

To select an alternate Call Forwarding setting, make sure you are logged in to the Zoom web portal (arizona.zoom.edu) 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.

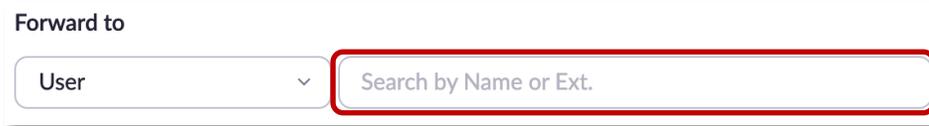
1. Select **Forward to another extension** from the **When a call is not answered** drop-down menu.



The **Forward to** drop down menu has **User** selected by default. Use this selection to forward a call to a colleague.



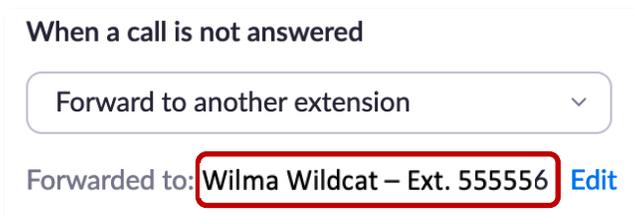
2. Click in the search field to the right to access the list of all users. This list, as with all the lists in the Zoom Phone web portal is not limited to your department or campus.



Forward to

User

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.

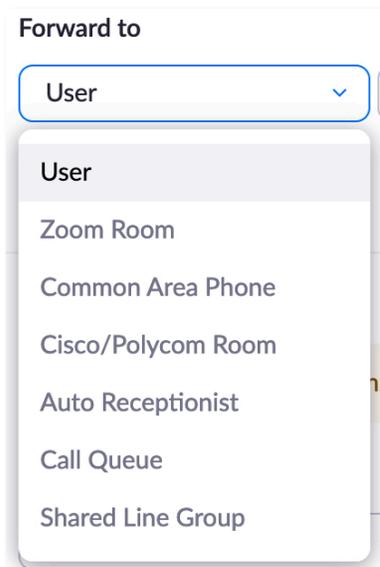


When a call is not answered

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 UITS-Telco@arizona.edu

*Contact UITS-Telco@arizona.edu to establish, change, or remove telephone services or features.
Contact the 24/7 Support Center (<http://247.arizona.edu>) for Zoom app issues or service outage.
Start an on-line chat at <https://support.arizona.edu> or call 520-626-TECH (8324) or toll-free at 887-522-7929.*