

# Softphone - WebEx Forwarding calls

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FAQ-Artikel-Ausdruck

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## Schlüsselwörter

Cisco Softphone VoIP WebEx telephone

## Lösung (öffentlich)

To be able to forward incoming calls to other numbers, you must first add these numbers to a list for forwarding in WebEx. To do this, go to "Settings" via the cogwheel and select the menu item "Calling". Use the "+" symbol to add the numbers (preferably in E.164 format with +49 etc.).

Screenshot WebEx: Add numbers for forwarding

You can then immediately activate call forwarding at this point by selecting the desired number from the list under "Forward calls to". "Save" the changes. To deactivate call forwarding, select "Do not forward calls" from the list.

Screenshot WebEx: Activate call forwarding

Alternatively, you can also activate call forwarding to an already added number from the main WebEx window via "Call settings" (bottom left).

Screenshot WebEx: Call settings

Click on "Call settings" and select the desired number from the list. The voicemail box must be set up by the ZIH in order to be selected. If in doubt, ask the [1]Service Desk.

Screenshot WebEx: Activate call forwarding

You can recognise that call forwarding is active by the small green icon with a handset and a curved arrow above it to the right of the term "Call settings".

Screenshot WebEx: Call forwarding is active

To deactivate call forwarding, please click on "Call settings" at the bottom left of the WebEx main window again and select the "Do Not Forward Calls" entry from the list.

Screenshot WebEx: Deactivate call forwarding

Please use the [2]Cisco user portal to set more specific call forwarding settings (by time, when busy, when not registered etc.).

[1] <mailto:servicedesk@tu-dresden.de?subject=Voice%20mailbox%20set%20up%20for%20phone%20number%20xxxxx%3F>

[2] <https://voip-settings.zih.tu-dresden.de/ucmuser/>