

IMPORTANT - Remote Call Forwarding a VoIP phone line is a feature that must be activated by a UNC ITS Comm Tech Administrator before the instructions below apply. Once activated, the administrator will provide the specific Call Forward Remote access phone number and instructions for activating.

Only 1 of the numbers listed below will apply.

We have listed all Call Forward Remote Access numbers here for customers that have already submitted a Telephone Service Request for feature activation and needs a reminder of the access phone number.

Instructions for programming after feature activation:

- Dial the correct access number for Call Forward Remote Access.
 - If none of the numbers listed below works, this likely is because the feature needs activation by an administrator and will require a Telephone Service Request for activation.
 - 919-445-2828 (5-2828 internally)
 - 919-445-6565 (5-6565 internally)
 - 919-843-5656 (3-5656 internally)
 - 919-445-9494 (5-9494 internally)
 - 919-843-5566 (3-5566 internally)
 - 919-962-6263 (2-6263 internally)
 - 919-445-0000 (5-0000 internally)

If you are calling from a phone that does not have this feature enabled, the system will ask for your mailbox ID followed by the pound key #.

Your mailbox ID is your 5-digit extension number.

- The system will ask for your passcode followed by the pound key #.

The default passcode is your 5-digit extension.

If you need to access another extension, Press *.

- Press **4** to access the **Call Forwarding Options Menu**

Press **1** to Activate Call Forwarding

Press **2** to Deactivate Call Forwarding

Press **3** to Change the Call Forwarding Destination

Press **4** to Check the Status of your Call Forwarding

Tips

- You should change your passcode often
- Calls cannot be forwarded to International Numbers
- Press # to repeat any menu
- Press * to go back
- From the Main Menu, press **9** to exit the system