

Forwarding Calls to Cell Phones

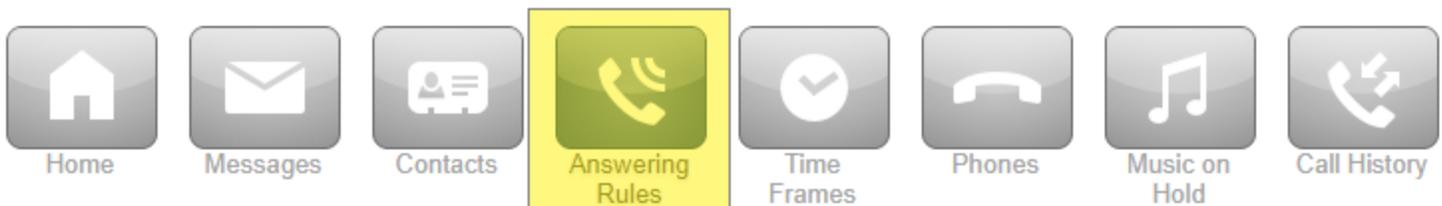
If you'd like the mobility of automatically having your cell phone ring if someone dials your extension directly, but the convenience of all of your voicemails being directed to your office phone, simultaneous ring is your best option. There are two options for simultaneous ring- you can either have your cell phone ring at the same time your desk phone rings, or you can put it on a short timed delay so you have a 2-3 ring grace period before your cell rings.

(For first time portal users): You must create a password for portal access. This is done by the administrator sending a welcome email. Contact the technology department for your welcome email. The password you create here will be for both <https://portal.digitalphone.io> and the mobile phone app. The login described here will work for both platforms.

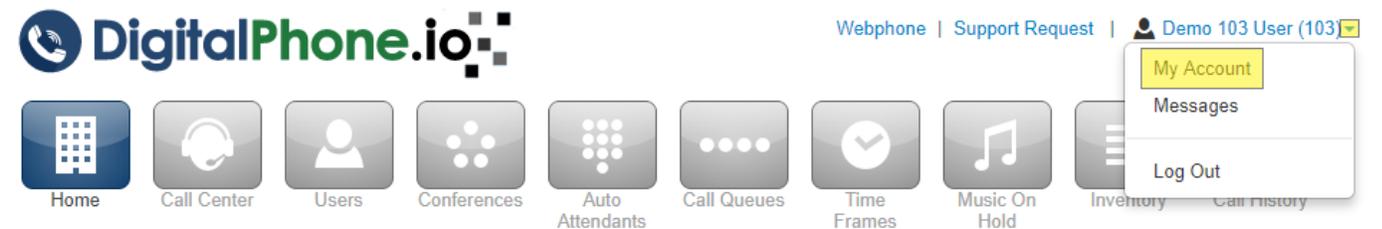
1. The first step is to download the app DigitalPhone.io from either the Play Store (Android) or Apple Store (iPhone). After the app is installed it will ask the user to confirm if they want to allow the app to push notifications, they will want to select yes here.

2. Log into our portal at <https://portal.digitalphone.io>.
Username is: (Ext#)@ccsnc.org
Password: is the password created from the welcome email.

3. Click "Answering Rules" along the top of the screen.



a. If you are an Office Manager, you will need to click the triangle to the right of your name in the top right corner of the screen, then select "My Account" to view your account preference



4. Click Add Rule

a. Under Time Frame select **Open Hours** (7:30am – 4:00pm) or (Default is Always ring)



Edit Answering Rule



Time Frame

Default

This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding

Always

Extension, number or phone

When busy

Extension, number or phone

When unanswered

Extension, number or phone

When offline

Extension, number or phone

Simultaneous ring

Include user's extension

Ring all user's phones

Answer confirmation for offnet numbers

Type your cell phone number here

0



Just ring user's extension

Cancel

Save

5. Check the box next to "Simultaneous ring" and enter your cell phone number in the appropriate field.
 - Make sure there are NO check marks under "Call Forwarding" and that there IS a check mark on "Include user's extension."
6. Click the blue "Save" button on the bottom right of the window.