Call Forwarding and Other Telecommunications Information
Today Johns Hopkins has multiple telephone and communications technologies available in order to support our enterprise. Johns Hopkins telecommunication solutions each provide different capabilities and solutions depending on the client requirements.

Forwarding of telephone calls can be configured depending on the Johns Hopkins Communication system you are using.

The Johns Hopkins communications systems:

**East Baltimore**
Cisco Cloud UCM/ Exchanges: 667-208-1000/3999
MS Skype for Business, with Enterprise Voice / Exchanges: 667-208-4000/9999

**Bayview Medical Center**
Avaya PBX/Exchanges: 410-550, 410-468
Voalte’ / Exchange 410-468
MS Skype for Business, with Enterprise Voice

**Johns Hopkins University**
Exchanges: 410-516, 443-997, 410-735, 410-338
Avaya / Exchanges: 410-516, 443-997, 410-735, 410-338
MS Skype for Business, With Enterprise Voice/Exchange 667-208-4000/9999

Call Forwarding and voicemail telephone numbers:
(By activating Call Forwarding, all calls will be forwarded to the number activated. Please note the desk phone will provide a ½ ring and the call will go to the activated number. Calls will NOT go to voicemail.)

**Avaya East Baltimore and Bayview Medical Center: (includes Ascom)**
- Activate *22 telephone number and #
- Deactivate #22
Voicemail telephone number: 410-614-8900

**Homewood/Eastern/Mount Washington/Keswick**
- Activate *2 telephone number and #
- Deactivate #2
Voicemail telephone number: 410-516-8580

**Candler Building**
- Activate *2 telephone number and #
- Deactivate #2
Voicemail telephone number: 410-223-1800

**White Marsh 9910 Franklins Sq. Blvd.**
- Activate *2 telephone number and #
- Deactivate #2
Voicemail telephone number: 410-933-2700

Lancaster Building, 1000 Lancaster Street.
- Activate *2 telephone number and#
- Deactivate #2
Voicemail telephone number: 410-234-9555

Washington DC, 1745, 1619, 1717 Mass Avenue
- Activate *2 telephone number and#
- Deactivate #2
Voicemail telephone number: 202-633-5953

Johns Hopkins Home Care Group, Holabird Avenue
- Activate *108 telephone number and#
- Deactivate #108
Voicemail telephone number: 410-288-8500

750 East Pratt Street
- Activate *2 telephone number and#
- Deactivate #2
Voicemail telephone number: 410-637-7229

Harbor East 100 International Drive
- Activate *2 telephone number and#
- Deactivate #2
Voicemail telephone number: 410-234-9449

Montgomery County Campus 9601 Medical Center Drive
- Activate *2 telephone number and#
- Deactivate #2
Voicemail telephone number: 301-294-7001

Lighthouse Point 1300 Thames Street
- Activate *2 telephone number and#
- Deactivate #2
Voicemail telephone number: 410-464-6700

CSC Warehouse Holabird Avenue
- Activate *108 telephone number and#
- Deactivate #108
Voicemail telephone number: 410-282-4799

Center for Health Security 621 East Pratt St.
- Activate *108 telephone number and#
- Deactivate #108
Voicemail telephone number: 443-573-3333
<table>
<thead>
<tr>
<th>Site</th>
<th>Call-Forward Activation</th>
<th>Call-Forward Deactivation</th>
<th>Voicemail Number</th>
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<tbody>
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<td>Armstrong (Pratt)</td>
<td>*2</td>
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<td>410-637-7229</td>
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<tr>
<td>Ascom PBX</td>
<td>*22</td>
<td>#22</td>
<td>N/A</td>
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<td>#2</td>
<td>410-223-1800</td>
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<tr>
<td>CSC Warehouse</td>
<td>*108</td>
<td>#108</td>
<td>410-282-4788</td>
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<tr>
<td>Harbor East</td>
<td>*2</td>
<td>#2</td>
<td>410-234-9449</td>
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<tr>
<td>JH Homecare</td>
<td>*108</td>
<td>#108</td>
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<td>Thames</td>
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<td>410-464-6700</td>
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<tr>
<td>White Marsh</td>
<td>*2</td>
<td>#2</td>
<td>410-933-2700</td>
</tr>
</tbody>
</table>

**Order Additional Features:**
If you would like to order new or additional features for Johns Hopkins East Baltimore, Bayview, Johns Hopkins University, All Children’s Hospital, Johns Hopkins Community Physicians, please go to the following URL:
https://johnshopkins.service-now.com/serviceportal?id=sc_cat_item&sys_id=3341b3590f1c8200976b9bd692050e08

Microsoft Skype for Business Enterprise Voice:
https://cds.johnshopkins.edu/lyncPhoneReq/index.cfm?fuseaction=login_action

**EC500 Extension to Cellular Feature**
This feature when added to the phone line will allow the desk phone and remote phone such as a cell phone or home phone to ring at the same time. The feature is added to the desk phone via a button. The button turns the feature on or off. The phone(s) will ring and will be answered by the Johns Hopkins Voicemail System if assigned to the line. There is a $4.00 monthly charge for this feature.

**Telephone Service Request site:**
https://johnshopkins.service-now.com/serviceportal?id=sc_cat_item&sys_id=3341b3590f1c8200976b9bd692050e08

**One X Agent Software Telephone Service Request site:**
https://johnshopkins.service-now.com/serviceportal?id=sc_cat_item&sys_id=3341b3590f1c8200976b9bd692050e08
**Cisco Cloud UCM (Jabber)**

**Option 1**  
Iphone or Android Jabber Application Client

On the Iphone Cisco Jabber application on the upper left you will see a gray circle with an initial in it. Press the gray circle.  
Press the wheel/cog setting on the left side of the “Settings” text.  
On the left side of the application under the “Setting” windows you will find the “Call Forwarding”.  
The following options are available:  
- Do Not Forward Calls  
- Voice Messages  
- New Number  
If you press “New Number” you will see under the New Number / Forwarded To>  
Press the Forwarded To>  
Enter the phone number you would like your Cisco UCM Jabber phone call to be forwarded to.  
Press Done in the Upper Right corner of the screen and the Call Forwarding is active.

**Option 2**  
Cisco Desk Phone

- On the Cisco Desk phone, you will see a Call Forward Option. Please press the Call Forward option and a new screen will come up. Populate the Call Forward field with the number.  
- Not deployed at Johns Hopkins East Baltimore.

**Option 3**  
PC Jabber Client  
- Currently not deployed.

**Option 4**  
Johns Hopkins/Cisco Customer Care Portal

Open your Johns Hopkins browser.  
Please use URL: [https://h5051sjccm001.jh.edu/ucmuser/](https://h5051sjccm001.jh.edu/ucmuser/)  
Use your assigned login and password:  
When you see the new PIN please just press cancel and you will be directed to the Cisco Customer Care Portal  
On the left side of the browser you will see “Call Forwarding”.  
Click on Call Forwarding.  
You will be presented with a page where you will see you Cisco phones number. It will be a 667-208 number.  
Enter the telephone number you want calls to be forwarded to.  
Make a “Check” in the forward box next to the number you want calls to be forwarded to.  
You are done and your “Call Forwarding” is activated.
Skype for Business with Enterprise Voice:
The Skype for Business “Call Forwarding” application is managed by the Skype for Business Client end user application and is NOT controlled by the Skype for Business communication system.

Option 1
PC Client, Headset, or VX300

Please load the Skype for Business client application. At the bottom of the client Skype for Business application screen you will see the message with the status of Skype for Business Call Forwarding for your telephone number: Options are Off, Call Forwarding ON, or Simultaneous ring.

To change to one of these options please click at the right top setting options (it looks like a wheel or cog). A Skype for Business Options windows now appears. On the left text please click on the ‘Call Forwarding” Option.

Another windows now pops up and you can select the type of “Call Forwarding” you require.

- Turn Call Forwarding OFF. (Calls will ring you at work and not be forwarded.)
- Forward my Call to: (Calls will be forwarded immediately and not ring your work number.)
- Simultaneously Ring: (Calls will ring you at work and also ring another phone or person.)

Click on OK and your “Call Forwarding” is set.

Option 2
VVX411 or 410

On the Polycom desk phone, depress the “Forward” feature. When the Forward feature is pressed you will see various options:
- Disable Call Forwarding: (Calls will ring you at work and not be forwarded.)
- Forward to Contact: (Calls will be forwarded immediately and not ring your work number.)
- Forward to Voicemail (Forwards to Skype for Business Voicemail)
- Forward to Delegates
- Simultaneously Ring Delegates
- Simultaneously Ring Contact (Calls will ring you at work and also ring another phone or person.)

After making your choice the phone will return to the main menu and your “Call Forwarding” option is active.

Option 3
Iphone or Android Skype for Business Application Client

On the Iphone Skype for Business application, please press the upper left corner on the icon that looks like a person.
A screen pops up with available options. In the middle of the screen you will see on the left side “Call Forwarding”. You will see the following options:

- Turn Call Forwarding OFF. (Calls will ring you at work and not be forwarded.)
- Forward my Call to: (Calls will be forwarded immediately and not ring your work number.)
- Simultaneously Ring: (Calls will ring you at work and also ring another phone or person.)

Press the option you wish to use and enter the appropriate phone number. This will activate your “Call Forwarding. The Skype for Business Client and/or desk phones will also show the “Call Forward” number.