

CFwdALL Does Not Work for the Secondary Line from CFwdALL Softkey

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Introduction

This document describes the limitations of the Call Forward All (CFwdAll) feature with respect to the secondary line appearances.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unified Communications Manager (Cisco CallManager).

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

The CallForwardAll button does not work for secondary line appearances from the phone **CFwdAll** softkey on a multiline appearance phone. When you press the secondary line appearance button and then the CFwdAll softkey, this yields a reorder tone. Primary line appearance can be forwarded just fine.

Solution

Cisco Unified Communications Manager (Cisco CallManager) only allows users to set the CFwdALL feature from the primary line. This softkey cannot be used with the other extensions.

The workaround is to forward—all the secondary lines with the CCM Admin page. Complete these steps:

1. Choose **CCMAdmin > User Management > End User**. Click **Add New** and enter all required settings for the new user. Click **Save**.
2. On **CCMAdmin**, choose **User Management > End User** and find the user that you just created and click on it in order to display the **End User Configuration** page. Choose **Device Association > Find/Select** and find the IP phone that this person uses. Click **Save selected/changes**.
3. On **CCMAdmin**, choose **User Management > User Group**. Choose **Standard CCM End Users** and choose **Add end users to group > Find/Select** to choose the new user that you created. Then click **Add selected**.
4. Complete the next steps in order to be able to forward—all the secondary lines on your IP phone:

- a. Open a new browser window and access this URL:

`https://callmanager-server-name/ccmuser`

- b. Enter the user name and password of the user that you just created and click **Submit**. From the **Select a device or device profile to configure** drop down menu, choose the appropriate device. Choose **Forward all calls to a different number** from the options available. You see **Forward all incoming calls on line to** and these are the two available options:

- ◇ **VoiceMail**
- ◇ **This Number**

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Related Information

- **Unable to Cancel Call Forward All from an IP Phone**
- **Cisco CallManager Issues with Call Forward All**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

