

Helpful Phone features for working remotely

Pre-requisite for using these phone features:

- Phone is VOIP
- Phone is associated with your user specific HarvardKey. If the phone is a local user (main office, conference phone, etc. you will not have access to the Harvard Phone Account web portal.

Login to Harvard Phone Account

- <https://phone.harvard.edu/selfservice>
- Login with your HarvardKey

*Note: VPN is required to access the portal from non-Harvard networks.

Features that can be set to receive calls anywhere, anytime remotely.

Call Forward Calls

1. From the Quick Menu hit the Call Forwarding tab.
2. Select the line you wish to call forward from in the Select a Line window by selecting the
3. checkbox.
4. From the Call Forwarding window click the Activate Call Forwarding checkbox.
5. Specify where you want to forward the calls to (Voicemail or another number). Be sure to specify telephone numbers using the Harvard dial plan (5 digits for internal calls,
6. (9+1 + area code + number or +1+ area code + number for external numbers).
7. Hit Save

Simultaneous Ring

A feature that enables your primary number to ring on non-Harvard phone numbers and devices. All configured devices ring at the same time (there can be a slight delay. The first device to answer receives the call. If the call is not answered by any device, it goes to the voicemail box of the primary number/device.

1. From the main dashboard under Your Personal Phones window, hit Add a Phone.
2. Type in a name or description, such as Home Phone or Manager on Call.
3. Type in the telephone number of the device.
 - a. Be sure to specify telephone numbers using the Harvard dial plan (9+1 + area code + number or +1+ area code + number). Internal Harvard numbers should not be used.
 - b. Hit Next.
 - c. Be sure to select the correct Time Zone (America/New York for EST). Specify when this phone should ring.
 - d. To ring always, hit the Ring 24/7 radio button and hit Save.
 - e. To have the phone ring according to a schedule hit Add a Ring Schedule.
 - f. Specify what days and times you wish to have this device ring by selecting the checkbox for the day(s) and entering the hours. Note hours are in military time.
 - g. Hit Save.
4. To activate the Simultaneous Ring Schedule,
 - a. from the Your Personal Phones window, turn the ring schedule on for that entry by hitting the SR Tab for that schedule. It will turn green and show ON. Hit Save.
5. To turn the ring schedule off, toggle the SR tab to Off and hit Save