

(12) **United States Patent**
O'Neal et al.

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(54) **COMPUTER-IMPLEMENTED CALL FORWARDING OPTIONS AND METHODS THEREFOR IN A UNIFIED MESSAGING SYSTEM**

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(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.

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(51) **Int. Cl.**⁷ **H04M 3/42**; H04M 7/00

(52) **U.S. Cl.** **379/211.02**; 379/201.12; 379/221.01

(58) **Field of Search** 379/201, 210, 379/211, 212, 219, 220, 221; 709/229; 455/461

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Primary Examiner—Ahmad F. Matar

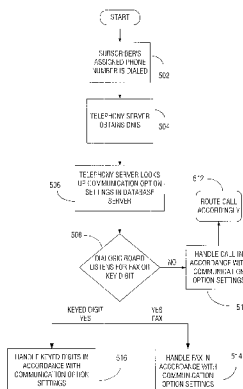
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(57) **ABSTRACT**

A computer-implemented method for permitting a subscriber of a call forwarding service to customize call forwarding parameters associated with the call forwarding service. The call forwarding service being configured to permit the subscriber to specify whether a call received at a telephone number associated with a given account of the call forwarding service be forwarded to a forwarding telephone number. The call forwarding parameters includes a call forwarding enable option and the forwarding telephone number. The method includes providing a subscriber communication profile database. The subscriber communication profile database has therein the account pertaining to the subscriber. The account includes the call forwarding parameters for the subscriber. The method further includes visually displaying the call forwarding parameters on a display terminal coupled to a data-centric network, using a computer server coupled to exchange data with the subscriber communication profile database, when the subscriber employs the display terminal to access the account. There is also included receiving from the subscriber via the display terminal a first change to the call forwarding parameters. The first change to the call forwarding parameters pertains to at least one of the call forwarding enable option and the forwarding telephone number. Further, there is included updating the first change to the account in the subscriber communication profile database, wherein subsequent calls to the given account are handled in accordance with parameters present in the subscriber communication profile database after the update.

35 Claims, 7 Drawing Sheets



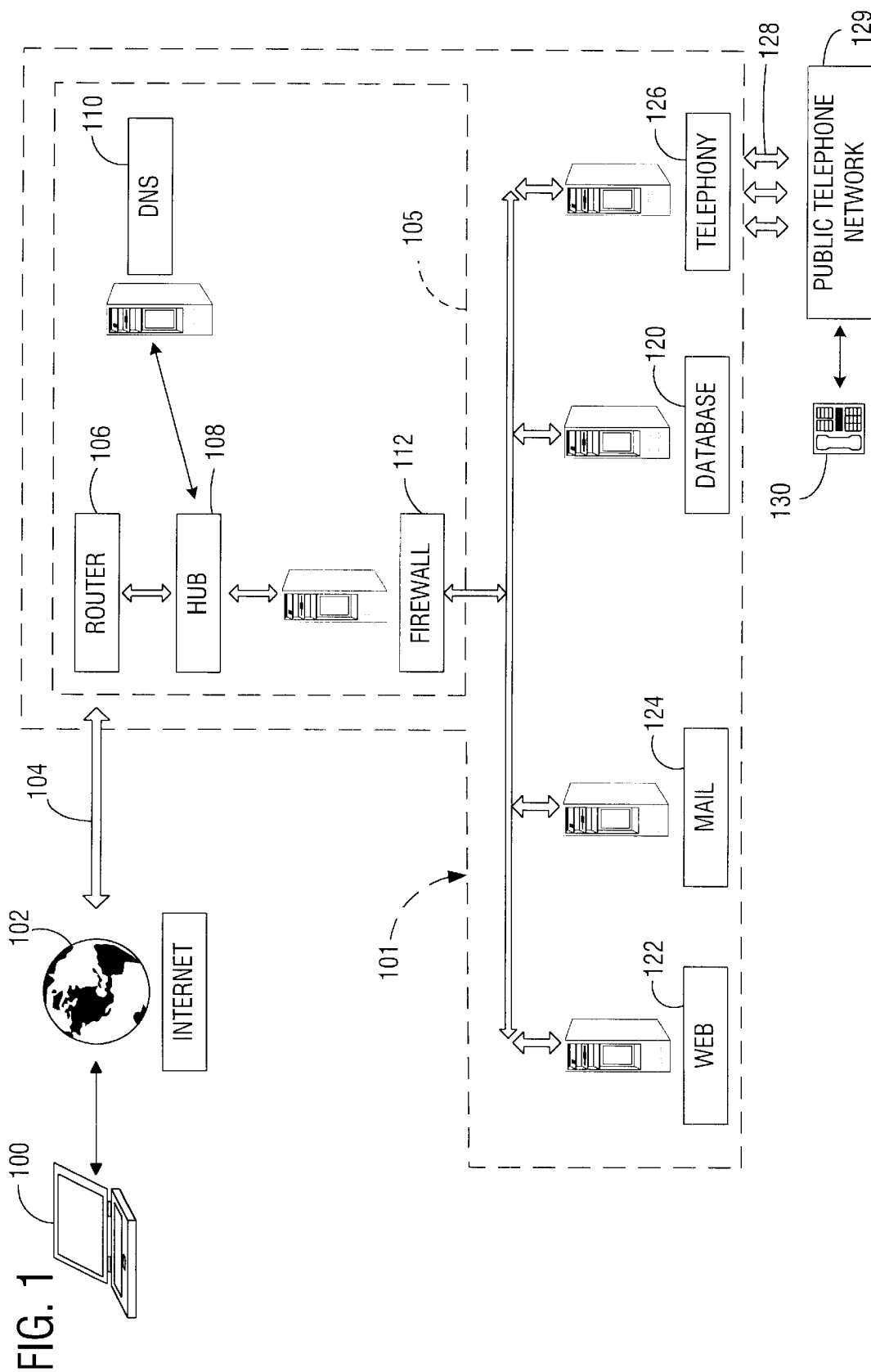


FIG. 1

FIG. 2

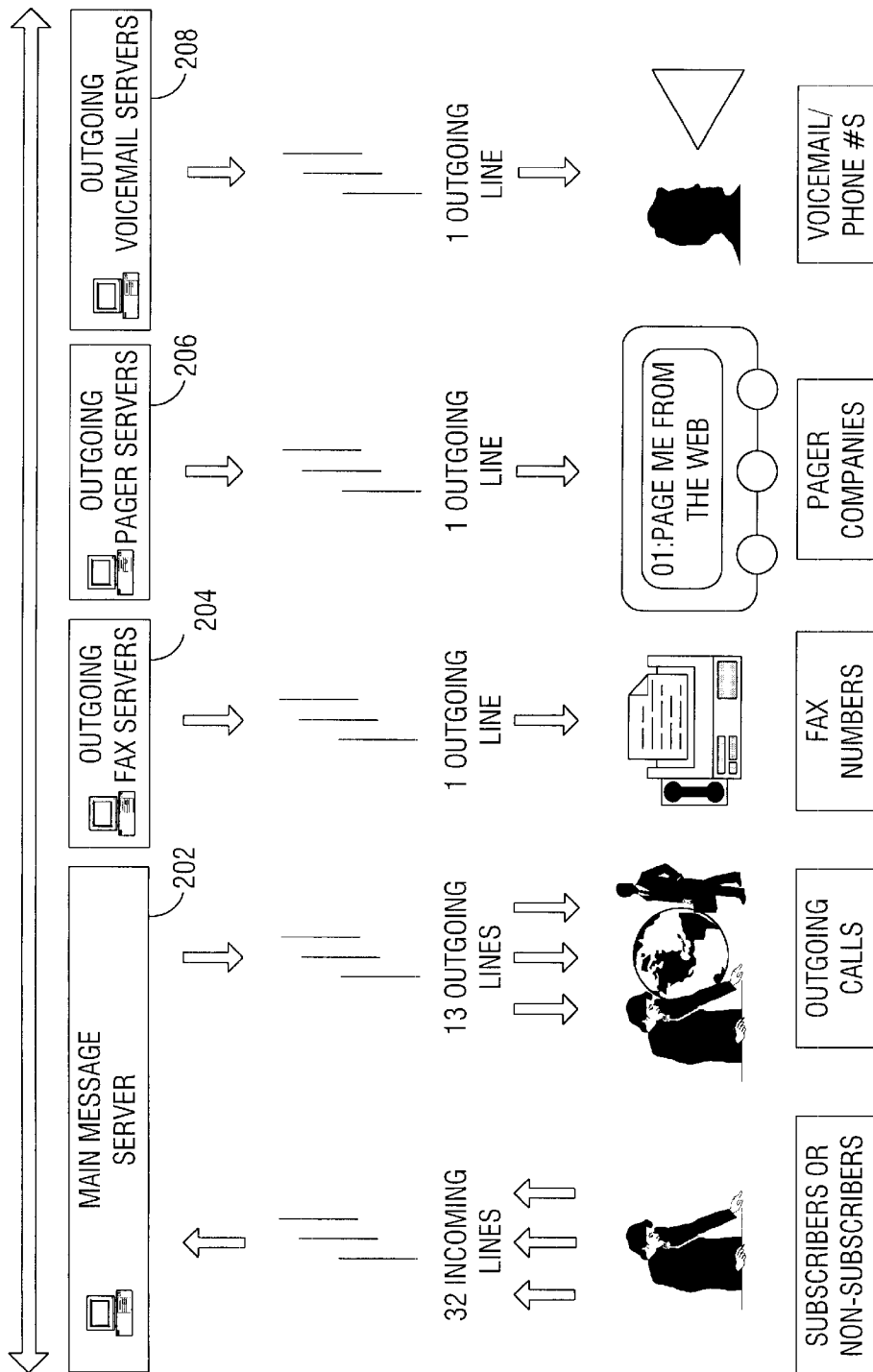


FIG. 3

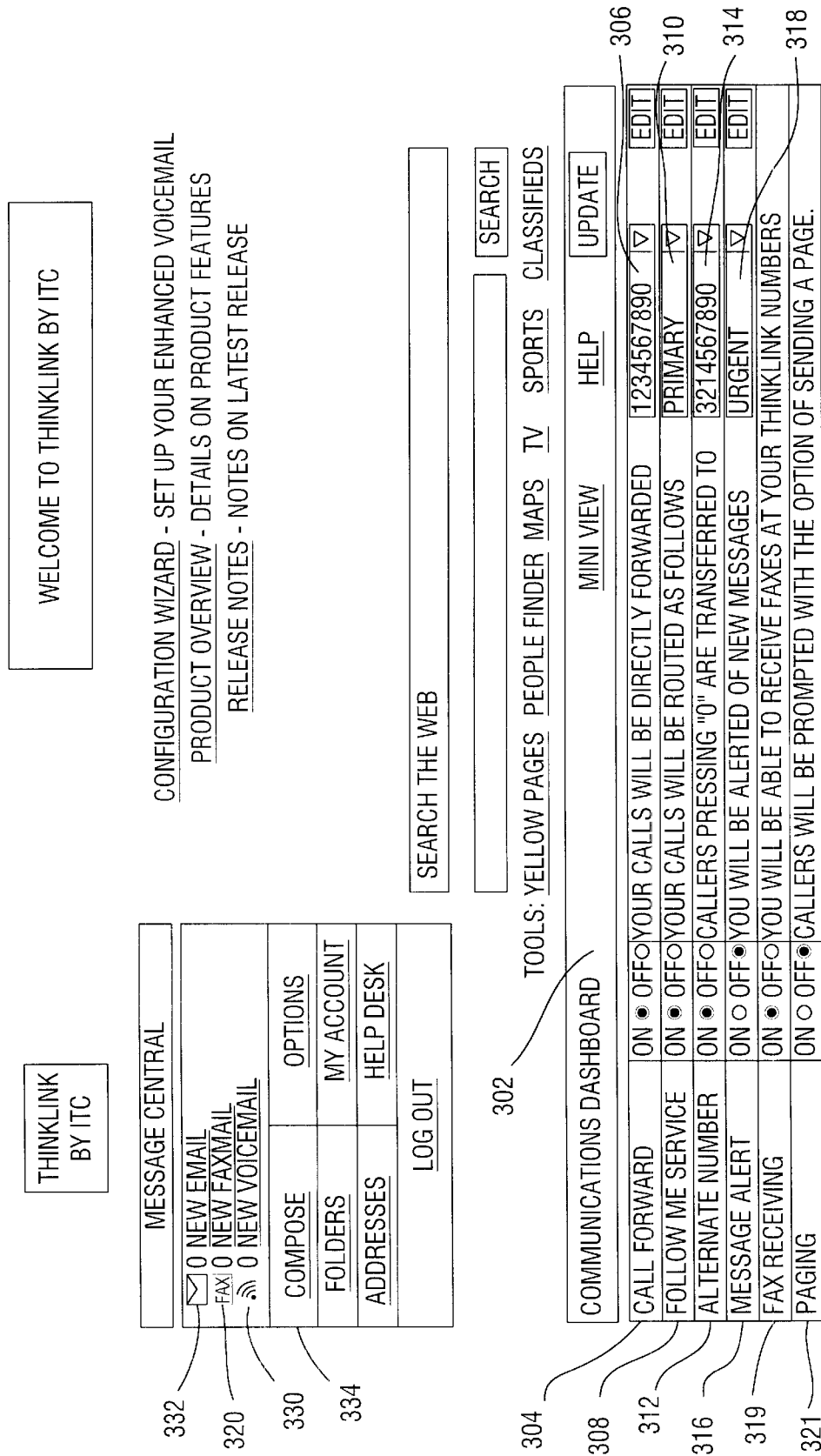


FIG. 4

<input type="checkbox"/> FAX		OPTIONS		HELP	
ADVANCED COMMUNICATION SETTINGS					
HOME	CALL FORWARD	SECONDARY ON	<input checked="" type="radio"/>	OFF	<input type="radio"/>
COMPOSE	FORWARD CALL TO	(123)456-7890	(H) (CELL)		
FOLDERS	FOLLOW ME		(W) (1) (2)	ON	<input checked="" type="radio"/>
ADDRESSES	FOLLOW ME CALL ROUTING	PRIMARY		OFF	<input type="radio"/>
OPTIONS		SECONDARY			
MY ACCOUNTS	1. (123)456-7890				
HELP DESK	2. (123)789-4560				
LOG OUT	3. (321)456-7890				
	OVERVERRIDE				
	ALTERNATE NUMBER		ON	<input checked="" type="radio"/>	OFF
	"0" FORWARDS TO	(321)456-7890	(H) (CELL)		
			(W) (1) (2)		
	PAGING		ON	<input type="radio"/>	OFF
	(NOTE: YOU MUST ENTER PIN IF REQUIRED BY YOUR PAGER SERVICE)				
	[PERSONAL NUMBERS] (NOTE: WHEN BOTH CALL FORWARD AND FOLLOW ME ARE TURNED ON THE CALLER IS FORWARDED FIRST. IF THERE IS NO ANSWER AT THE FORWARD NUMBER, THE CALLER IS GIVEN THE OPTION TO USE THE FOLLOW ME FEATURE.)				

406 FAX RECEIVING		319 SAVE AND CLOSE		408 HELP	
<input type="checkbox"/> FORWARD FAXES TO		ON <input checked="" type="radio"/> OFF <input type="radio"/>			
(HOME FAX) (WORK FAX)					
SEND ATTEMPTS		1		<input type="button" value="v"/>	
INTERVAL BETWEEN ATTEMPTS (MIN)		5		<input type="button" value="v"/>	
MESSAGE ALERT					
YOU WILL BE PAGED FOR:					
316 URGENT MESSAGES <input type="button" value="v"/>					
INCLUDES:					
-NEW VOICEMAIL					
-NEW FAXES					
-NEW EMAIL					
318 (IN THE FOLDERS SELECTED AT RIGHT)					

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