

(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

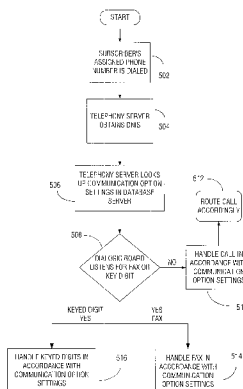
Assistant Examiner—Hector Agdeppa

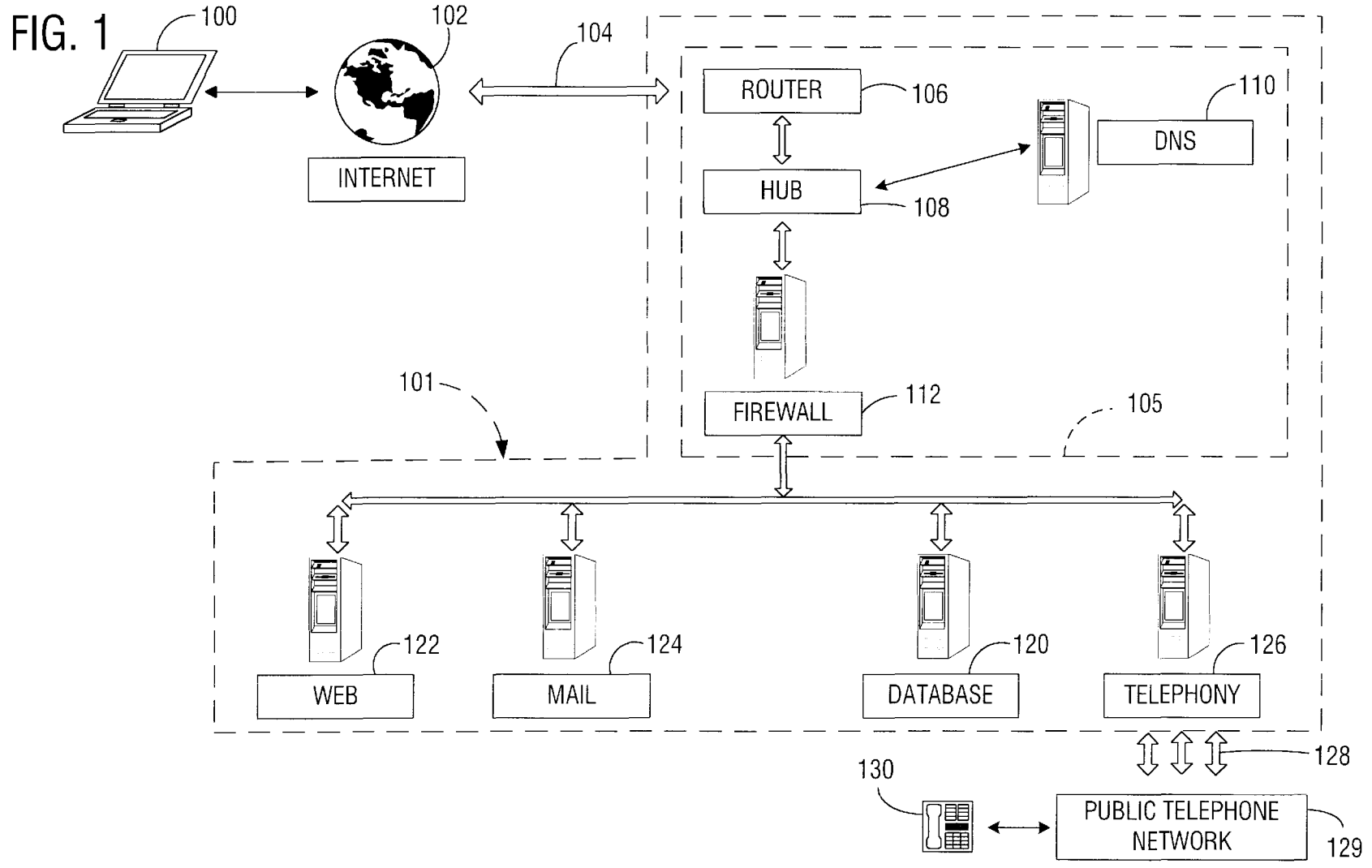
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(57) **ABSTRACT**

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





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FIG. 2

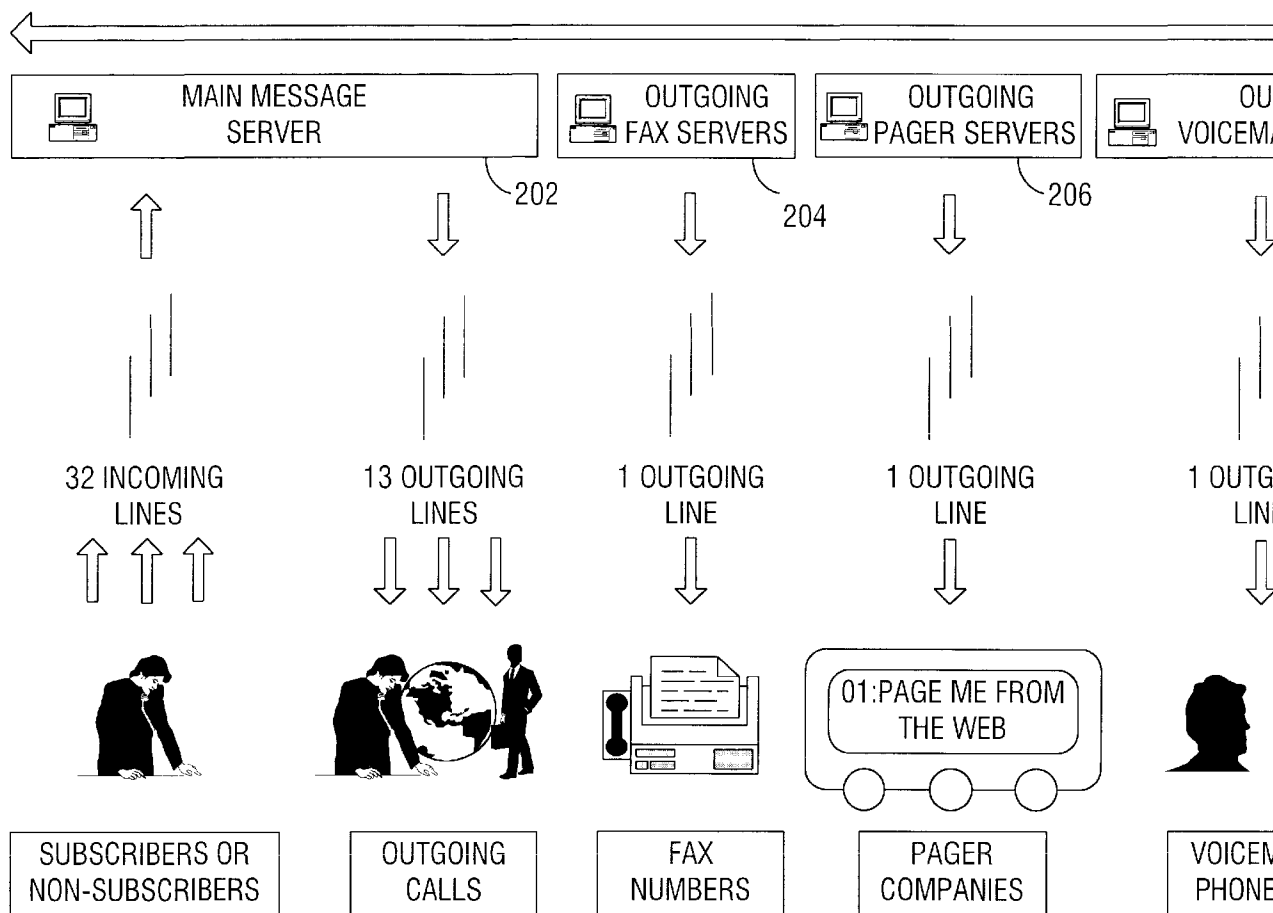


FIG. 3

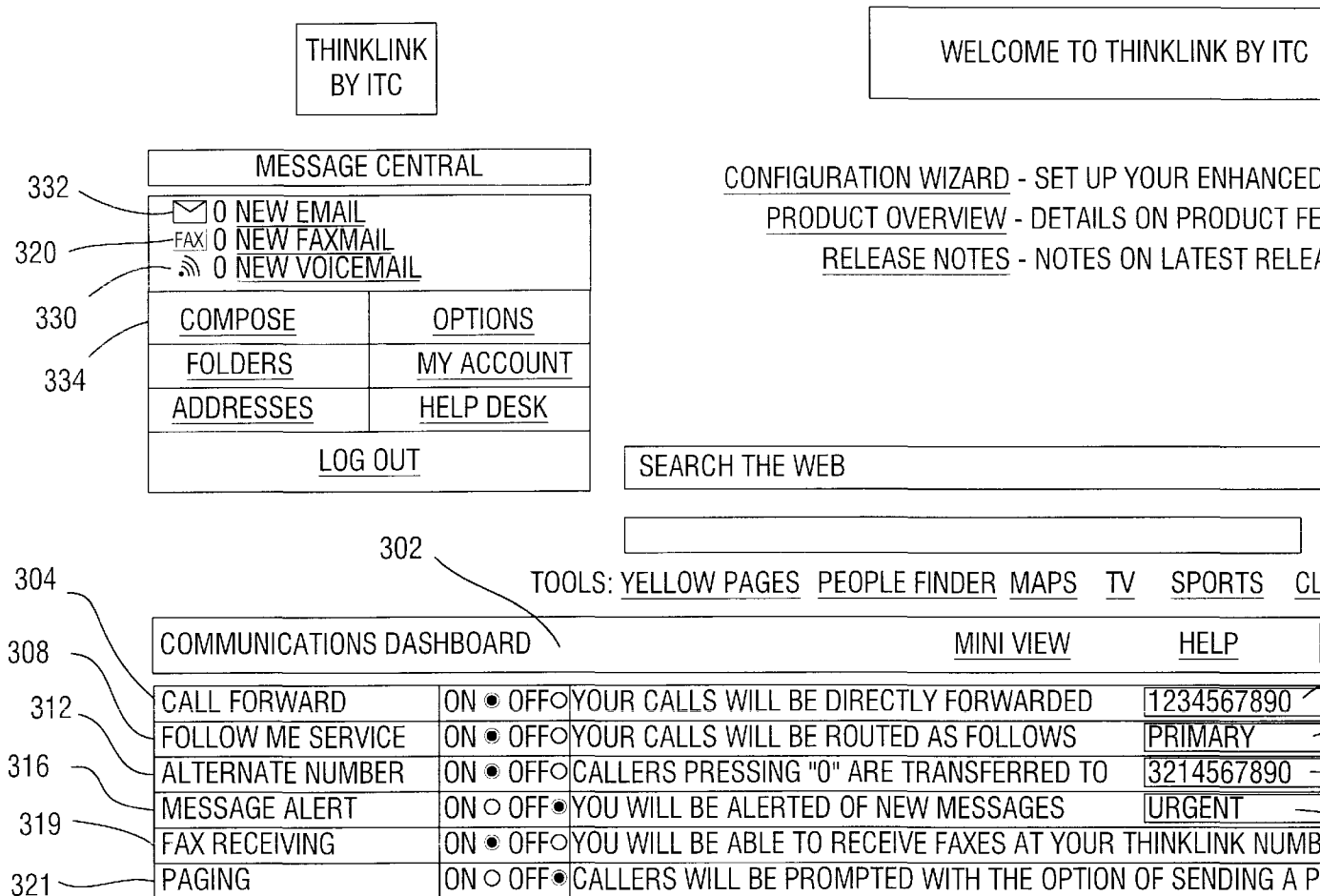


FIG. 4

304 308 306 406 319

FAX

HOME	OPTIONS		SAVE A
COMPOSE	ADVANCED COMMUNICATION SETTINGS		
FOLDERS	CALL FORWARD	SECONDARY ON <input checked="" type="radio"/> OFF <input type="radio"/>	FAX RECEIVING
ADDRESSES	FORWARD CALL TO <input type="text" value="(123)456-7890"/> (H) (CELL) (W) (1) (2)		<input type="checkbox"/> FORWARD FAXES TO <input type="checkbox"/> (H)
OPTIONS	FOLLOW ME	ON <input checked="" type="radio"/> OFF <input type="radio"/>	SEND ATT
MY ACCOUNTS	FOLLOW ME CALL ROUTING <input type="text" value="PRIMARY"/> ▾		FAX SENDING
HELP DESK	PRIMARY	SECONDARY	INTERVAL
LOG OUT	1. <input type="text" value="(123)456-7890"/>	1. <input type="text" value="(123)456-7890"/>	ATTEMPTS
	2. <input type="text" value="(123)789-4560"/>	2. <input type="text" value="(123)456-7890"/>	MESSAGE ALERT
	3. <input type="text" value="(321)456-7890"/>	3. <input type="text" value="(321)456-7890"/>	YOU WILL BE PAGED FOR:
	OVERVERRIDE <input type="text"/>		<input type="text" value="URGENT MESSAGES"/> ▾
	ALTERNATE NUMBER	ON <input checked="" type="radio"/> OFF <input type="radio"/>	INCLUDES:
	"0" FORWARDS TO <input type="text" value="(321)456-7890"/> (H) (CELL) (W) (1) (2)		-NEW VOICEMAIL
	PAGING	ON <input type="radio"/> OFF <input checked="" type="radio"/>	-NEW FAXES
	NUMBER <input type="text"/> PIN <input type="text"/>		-NEW EMAIL
	(NOTE: YOU MUST ENTER PIN IF REQUIRED BY YOUR PAGER SERVICE)		(IN THE FOLDERS SELECTE
	[PERSONAL NUMBERS] (NOTE: WHEN BOTH CALL FORWARD AND FOLLOW ME ARE TURNED ON T FORWARDED FIRST. IF THERE IS NO ANSWER AT THE FORWARD NUMBER GIVEN THE OPTION TO USE THE FOLLOW ME FEATURE.)		

310 310

402 402

312 312

321 321

314 314

404A 404A

404B 404B

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