

SUBJECT: IT Help Desk**DATE:** June 4, 2018

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How to Forward Your Calls

Forwarding calls is a good business practice when you leave your office for some time. When you forward a call, any incoming calls will go to your phone before transferring either to another phone or voice mail, depending on your settings. If you are going to be out of your office for more than a day, it is wise to have your calls covered by someone in your department instead of storing messages on voice mail. When calls are covered, an incoming call is automatically transferred to another phone or without your phone ringing.

To temporarily redirect calls:

1. Press *2. (You can either press the *2 or lift the receiver out of the cradle.)
2. At the dial tone, dial the extension where calls are to be forwarded.
3. After you hear the confirmation tone, hang up.

To cancel Call Forwarding:

1. Press #2 and you will hear a confirmation tone.
2. Your calls will now ring at your telephone.

To Cover Calls:

1. Press *3.
2. Dial the extension that will cover your calls and you will hear a confirmation tone.

To cancel Cover Calls:

1. Press #3 and you will hear a confirmation tone.
2. Your calls will now ring at your telephone.