
HOW TO FORWARD CALLS FROM WORK TELEPHONE

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Call forwarding allows staff members the ability to forward calls from their designated desktop work telephone line to another designated telephone line. This functionality permits incoming calls to automatically be sent to another designated phone line including your home phone, Agency cell, etc.



Pointers to Remember:

1. For accessibility, it is recommended that calls are forwarded to your agency's mobile phone.
2. Desktop telephone model used for this tip sheet is based on the Avaya 9641G model.

Section 1: Activating Call Forwarding

Use this task to forward your calls to a specified number.

Steps include:

Step 1: Push the speaker button on the desk phone

Step 2: Press *22 followed by 9 1 then enter your 10 digit mobile number

Calls to your desk phone will now go to your mobile number

Section 2: Turning Off Call Forwarding

Use this task to deactivate call forwarding.

Steps include:

Step 1: Push the speaker button on the desk phone

Step 2: Press #22

When you turn off the Call Forwarding feature, you will hear a confirmation tone.