

Forwarding on the Main Campus

Call Forwarding is the mechanism that we use to send our telephone calls to another individual or to voice mail. You must set a forwarding feature if you want your telephone to forward to the voice mail system or another telephone otherwise your line would just ring until your caller hangs up.

We support three different forwarding features, they are:

- **Forward All** – if this feature is set your telephone will not ring at all, all calls will immediately be routed to the designated number. (On the second page)
- **Forward Busy** – if this feature is set your callers will not get a busy signal when dialing your extension, the calls will immediately be routed to the number you have designated.
- **Forward No Answer** - if this feature is set your telephone will ring 4-5 times at your desk, if you do not pick up the handset your call will be routed to the extension you have designated.

You can use one, two or all three features keeping in mind Forward All will always take precedence. Most individuals find that Forward Busy and Forward No Answer handle all of their calls. Once you turn them on you don't need to set them again.

To Set your "Forward, Busy"

- Pick up your telephone handset
- Press the star (*) button
- Press the number "2" button
- Dial 679 and the last four digits of your telephone number
- Hang up (*You will not hear a confirmation that this step has been completed*)

To Set your "Forward, No Answer"

- Pick up your handset
- Press the star (*) button
- Press the number "8" button
- Dial 679 and the last four digits of your telephone number
- Hang up (*You will not hear a confirmation that this step has been completed*)

To Cancel your "Forward, Busy"

- Pick up your handset
- Press pound (#) button
- Press the number "2" button
- Hang up (*You will not hear a confirmation that this step has been completed*)

To Cancel your "Forward, No Answer"

- Pick up your handset
- Press the pound (#) button
- Press the number "8" button
- Hang up (*You will not hear a confirmation that this step has been completed*)

To Set your "Forward All"

- Pick up your handset
- Press the star (*) button
- Press the number "1" button
- Dial 679 and the last four digits of your telephone number
- Hang up (*You will not hear a confirmation that this step has been completed*)

To Cancel Forward All:

- Pick up your handset
- Press the pound (#) button
- Press the number "1" button
- Hang up (*You will not hear a confirmation that this step has been completed*)