

Forwarding Calls

Using Cisco IP Phone 7900 and 8800 series



TEXAS SOUTHERN UNIVERSITY

Office of Information Technology

Forwarding calls

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“Forward All” allows you to forward calls on your phone to another number.



Step 1: To forward all calls

Press the “Forward All” softkey.

1. To forward calls received on your primary line to another number, press “Forward all.”
2. Then enter the call forward target phone number exactly as you would dial it from your phone. An external number requires “9” to be dialed before the external call can be made so the transfer-pattern number should be 912345678.
3. To forward all calls to voicemail, press Messages.
4. To verify that your calls are forwarded, look for the “Forward All” icon in the line label, and the forwarding information in the header.

Step 2: To cancel call forwarding

- To cancel call forwarding, Press the “Forward Off” softkey.

Step 3: Forward calls to more than one phone line

Please be aware that each line on your phone is forwarded separately. Forwarding your primary line does not forward the other lines on your phone. **To forward a line that isn't your primary:**

1. Click to select that line.
2. Press the “Forward All” softkey.
3. Then enter the call forward target phone number exactly as you would dial it from your phone. An external number requires “9” to be dialed before the external call can be made so the transfer-pattern number should be 912345678.