

How do I forward a call?

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Follow the steps below to activate call forwarding.

Note: Outbound calls will display the number you list for forwarding. If you don't answer the call, voicemails will be sent to the forwarded device.

From office phone

1. Pick up your handset or press the speakerphone button to get a dial tone.
2. Dial ***72**.
3. Enter the number you want to forward calls to.
4. Follow the prompts to confirm your number.
5. Hang up.
6. When you're ready to de-activate call forwarding, dial **#73**.

VoIP web portal

1. Login at pub.hvs.att.com/Login/ with your user ID (e.g., xy1234@wayne.edu) and your password. You created this password when you setup your online access.
2. Select Incoming Calls in the left-hand menu.



3. Choose the Call Forwarding option you want; you may want to forward all calls or just select calls.

Call Forwarding Always - Off

Automatically forward all your incoming calls to a different phone number.

Call Forwarding Busy - Off

Automatically forward your calls to a different phone number when your phone is busy.

Call Forwarding No Answer - Off

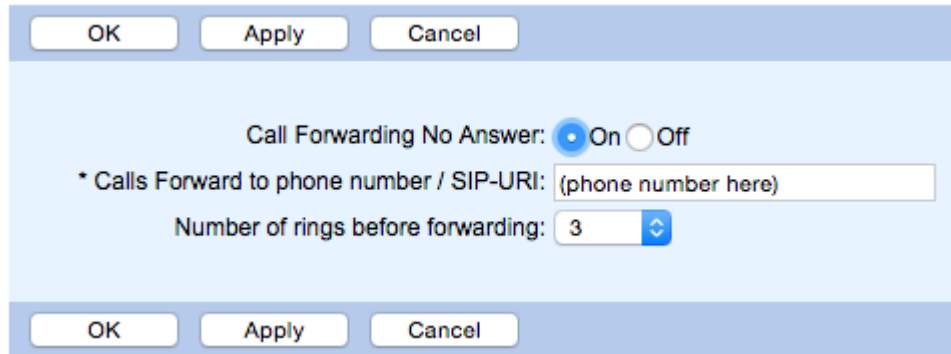
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Call Forwarding Not Reachable - Off

Automatically forward your calls to a different phone number when your phone is unreachable.

4. Toggle the button to On and enter the number to which you want your calls forwarded. Depending on which calls you are forwarding, you may have an additional option(s) for

customization. Press OK to save your choices and activate call forwarding.



The image shows a configuration dialog box for call forwarding. At the top, there are three buttons: "OK", "Apply", and "Cancel". The main content area contains the following text and controls:

- "Call Forwarding No Answer: On Off"
- "* Calls Forward to phone number / SIP-URI: (phone number here)" with a text input field.
- "Number of rings before forwarding: 3" with a dropdown menu showing the number 3.

At the bottom, there are three buttons: "OK", "Apply", and "Cancel".

5. Call forwarding will now be active on your line. Verify that the menu says that your selected Call Forwarding is On.

6. Should you need it:

Here is the C&IT page with info to reset that password so that you can then forward your phone.

https://tech.wayne.edu/remote-work?utm_source=link&utm_medium=email-5e6d176d2c175&utm_campaign=FWAs+for+DeskTech+customers&utm_content=https%3A%2F%2Ftech.wayne.edu%2Fremote-work