Special Calling Features

Topics:
- **Forward Calls**
- **Transfer a Call**
- **Send All Calls to Cover**
- **Call Pickup Group**

**Forward Calls**

To have all calls from your extension automatically forwarded to another phone number:

- Obtain a dial tone and press * 2 2 or the CFrd button.
- Dial the phone number to which you are forwarding. Remember to dial 9 first if forwarding to an off-campus number such as your cell or home phone.
- As soon as you hear three confirmation tones, hang up.

Extensions in call forward mode will ring once, then immediately go to cover.

To cancel call forwarding:

- Obtain a dial tone and press # 2 2 or the CFrd button.
- After the three confirmation tones, hang up.

**Transfer a Call**

To transfer a call to another telephone:

- Press the Transfer or Flash button.
- Wait for a dial tone.
- Dial the phone number to which you are transferring and then hang up.

If your set doesn't have a Transfer or Flash button, submit a [Telephone Service Request Form](#) to receive a free upgrade.

**Send All Calls to Cover**

To have your calls ring at a "backup" answering station, such as a secretary, hunt group, or directly to voice mail:

- Obtain a dial tone and press * 3 3 or the SAC button.
- After the three confirmation tones, hang up.
To cancel send all calls:

- Obtain a dial tone and press # 3 3 or the SAC button.
- Listen for the three confirmation tones and hang up.

Phone sets with Send All Calls activated will not ring but will go directly to the coverage extension. For example, if the coverage extension is voice mail, calls will go directly to voice mail without ringing your extension.

Alternate paths can be programmed for your phone set through Telephone Services. Submit a Telephone Service Request Form and describe where you would like unanswered calls to go versus where they currently go.

**Call Pickup Group**

Call Pickup is used to pick up another ringing telephone in your area from your telephone. If you are in an office with other staff members, it is probable your telephone is part of a call pickup group.

To pick up a ringing telephone within your call pickup group:

- Obtain a dial tone and press * 7 7 or the CPkUp button.

To be added to a pickup group, submit a Telephone Service Request Form listing the extension you wish to link to in a pickup group. Each extension can belong to only one pickup group at a time.