Remote Worker Telecommunications Quick Ref Guide

Creating a Remedy Ticket
If a user needs assistance from Telecom to forward their desk phone, please use the following Remedy Work Order Template - “Cisco IP Landline - Update”
Ensure the ticket includes: their desk phone number and the phone number they wish to forward the phone to.

Call Forwarding Your Cisco Phone

NEW Application now available for remote phone forwarding available in the application portal. Look for the following icon within applications. (may not apply to all phones)

Manual forwarding

Cisco Model 7962

- To call forward to voicemail: Press CFwdALL softkey then press message key.
- To call forward to another number:
  ○ Press CFwdALL softkey
  ○ Enter the number you wish to forward your phone to.
  ○ You will hear a beep and it will be forwarded. Your phone will display the number it is forwarded to.

Cisco Model 8851

- To call forward to voicemail: Press Forward all softkey then press message key
- To call forward to another number:
  ○ Press Forward all softkey
  ○ Enter the number you wish to forward your phone to.
You will hear a beep and it will be forwarded. Your phone will display the number it is forwarded to.

**Note:** If you are forwarding to an external number you must enter 9 then the number xxx-xxx-xxxx.

**To Access Your Voicemail - from home or cell**

- Dial 780-944-4444
- When the voicemail system answers press *
- Enter your ID (the last 5 digits of your desk phone number), press pound #
- Enter your PIN, Press # (if they do not remember their PIN, create a Remedy ticket)

For Cisco Jabber users, here is the link to the [Jabber Quick Reference Guide](#)