

## 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](#)