

# Call Forwarding for LETU Office Phones



Note: You must be on-campus or connected to [Remote Desktop Services](#) to make changes to your phone configuration via web browser.



1. Visit <http://phones.letnet.net> (you may get a security error, go ahead and proceed) and log in with your LETU username and password. *(This site can only be reached from a LETU campus or from [Remote Desktop Services](#).)*
2. On the left, select "Call Forwarding" and make sure the phone extension you want to forward is selected. In most cases, it will be the only extension listed.

The screenshot shows the Cisco Unified Communications Self Care Portal. The navigation menu includes Phones, Voicemail, IM & Availability, General Settings, and Downloads. Under 'My Phones', 'Phone Settings', and 'Call Forwarding' are visible. The 'Call Forwarding' section is active, showing two phone lines: 3510/LU-LGV-INT and 3511/LU-LGV-INT. For the 3511/LU-LGV-INT line, the 'Forward all calls to' checkbox is checked, and the number 89032361234 is entered in the text field. There are 'Save' and 'Cancel' buttons at the bottom.

3. If you have a department or other line on your phone, it should be listed as well. You must have the number in question listed on your phone in order to forward calls from the web interface. If you do not see the number you want to forward, please call the helpdesk at (903) 233-3500 for assistance.
4. Check the "Forward all calls" option and type in a phone number over the top of the default "Voicemail" value. Keep in mind that you need to format this number as if you were dialing it from your desk. This means you should preface the number with an "8" for all off-campus calls and add a "1" for all long distance or toll free calls.
  - a. For instance, for a local Longview number you would enter 89032361234
  - b. For a toll-free number you would enter 818001234567
  - c. **You cannot forward calls to international numbers. Domestic long distance numbers generally should work fine if they do not require a pin-code on campus.**

This is a close-up of the 'Forward all calls to' field. The checkbox is checked, and the number 8903555555 is entered in the text field.

5. If you have more than one directory number (extension) assigned to your phone, choose a line and follow step 3 for each extension.
6. Click **Save** at the bottom.



Related

- [Link to any related Knowledge Base articles or External Links](#)
  - [Call Forwarding for LETU Office Phones](#) (IT KnowledgeBase)
    - forwarding
    - calls
    - desk
    - phone
  - [Email Forwarding](#) (IT KnowledgeBase)
    - email
    - forward
    - forwarding
  - [Adjusting Line Forwarding and Ring Silence/Flash Settings for Multi-line Phones](#) (IT KnowledgeBase)
    - phone
    - settings
    - forwarding
  - [Forwarding calls to voice mail](#) (IT KnowledgeBase)
    - forwarding
    - calls

- voicemail