

Forwarding Your Office Desk Phone to Another Number (Tuscaloosa Facilities and Offices)

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If you need to forward your office desk phone to an external number (such as a cell phone), you can follow these steps:

1. Locate the “Forward All” button on your desk phone. It may look like this:  or



- a. Or you may need to go through your phone’s feature menu until you see “Forward All” as an option you can press.
2. Press the Forward All button. You will hear some tones come from your phone. Start dialing 9 followed by the number you need to dial. (You will dial that number exactly the way you would call it from your desk.)
 - a. For example, if you need to forward to 205-555-1111, you would:
 - i. Hit the Forward All button
 - ii. Dial 92055551111 (*9 followed by the phone number*)
 - iii. You should get some confirmation beeps on the phone
 - iv. The phone display will indicate that the calls are being forwarded.
3. To Unforward calls, look for “Forward Off” on your phone display. If you see that on your display, press the button beside those words to turn off forwarding.
 - a. If you do not see that on your phone display, you can cycle through your phone’s feature menu until you see the option to “Forward Off”.

If you have trouble or determine that forwarding is not enabled on your phone, please let us know. The best way to reach us is servicedesk@mh.alabama.gov. Or call us at 205-507-8400 if email is not an option for you.