Forward Calls on a Cisco IP Phone 7800 or 8800 Series Multiplatform Phone

Objective

Forwarding calls on the Cisco IP Phone allows you to set another line or phone number where calls will be forwarded when it is not possible to answer the call from that specific line. You can set call forwarding to all calls, or in special situations such as if the line is busy or if there is no answer.

This article aims to show you how to forward calls on the Cisco IP Phone 7800 or 8800 Series Multiplatform Phone.
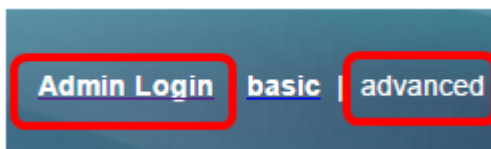
Applicable Devices | Firmware Version

- IP Phone 7800 Series | 11.0.1 ([Download latest](#))
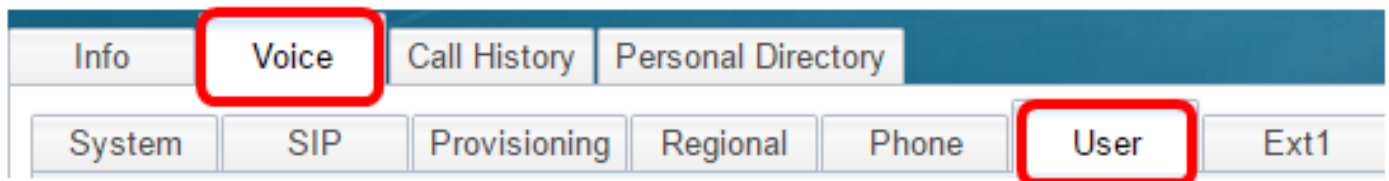- IP Phone 8800 Series | 11.0.1 ([Download latest](#))

Forward Calls

Through the Web-based Utility

Forward All Calls

Step 1. Log in to the web-based utility of the IP phone and click **Admin Login > advanced**.

Step 2. Click **Voice > User**.

Step 3. Under Call Forward area, choose **Yes** from the Cfwd Setting drop-down menu.

Step 4. (Optional) If you wish to forward all incoming calls, enter the phone number where all calls will be forwarded in the *Cfwd All Dest* field.

Note: In this example, all calls will be forwarded to 705.

Cfwd All Dest:	705
Cfwd No Ans Dest:	

Forward Calls in Special Situations

Step 1. (Optional) If you wish to forward calls only if the line is busy, enter the phone number where the calls will be forwarded in the *Cfwd Busy Dest* field.

Note: In this example, calls will be forwarded to 705 in case the line is busy.

Cfwd Setting:	Yes ▾
Cfwd Busy Dest:	705
Cfwd No Ans Delay:	

Step 2. (Optional) If you wish to forward calls only if not answered, enter the phone number where the calls will be forwarded in the *Cfwd No Ans Dest* field.

Note: In this example, calls will be forwarded to 705 if unanswered.

Cfwd All Dest:	
Cfwd No Ans Dest:	705

Step 3. In the *Cfwd No Ans Delay* field, enter the number of seconds that the call should remain unanswered before it will be forwarded to the number.

Note: In this example, the call will be forwarded after 20 seconds if not answered.

Cfwd Setting:	Yes ▾
Cfwd Busy Dest:	
Cfwd No Ans Delay:	20

Step 4. Click **Submit All Changes**.

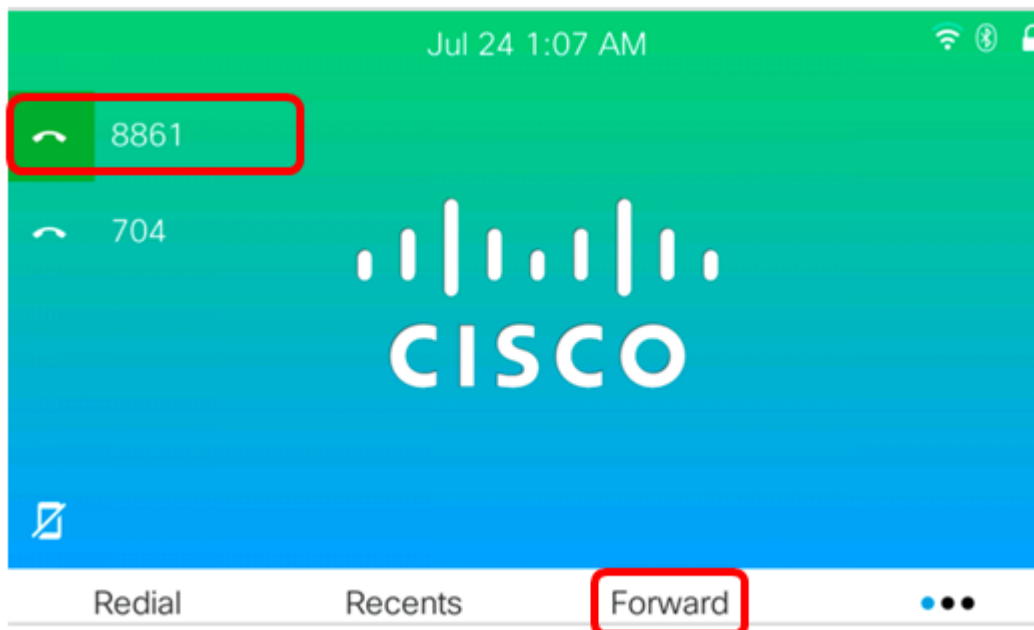| Undo All Changes	Submit All Changes

You should now have successfully configured Call Forwarding on your Cisco IP Phone through the web-based utility.

Through the Phone GUI
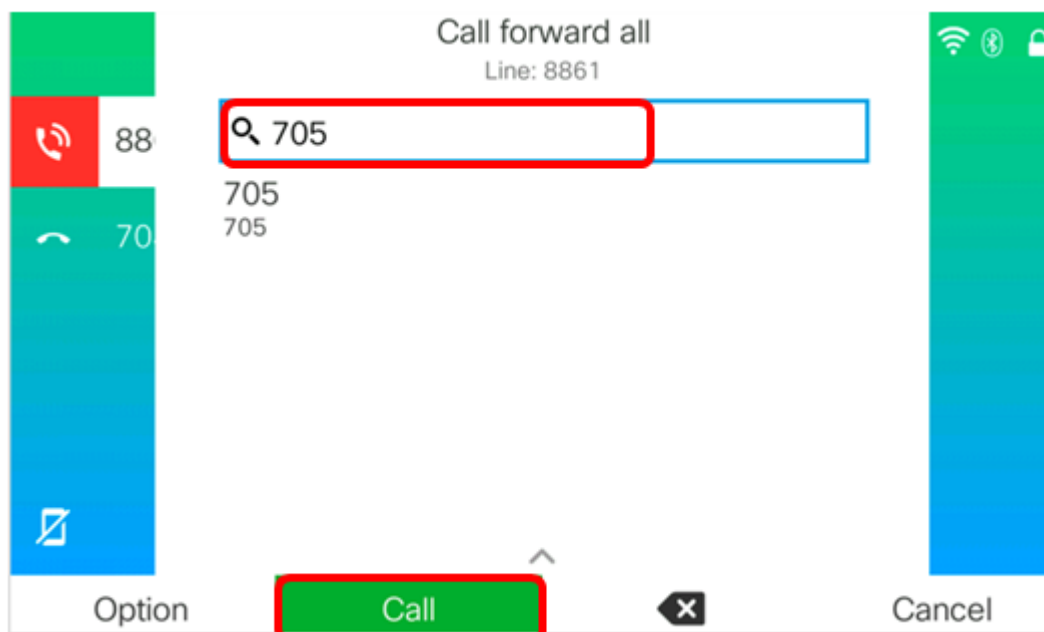
Forward All Calls

Step 1. On your IP Phone, navigate to the line where you want to enable call forwarding and then press the **Forward** softkey.

**Note:** In this example, the line used is 8861.

Step 2. Dial the number where you want to forward all incoming calls and then press the **Call** softkey.

Note: In this example, all incoming calls for line 8861 will be forwarded to 705.

Step 3. Check the screen for the indication that all calls will be forwarded to the number you have set. The screen should display the phone number with a forwarding sign on it.
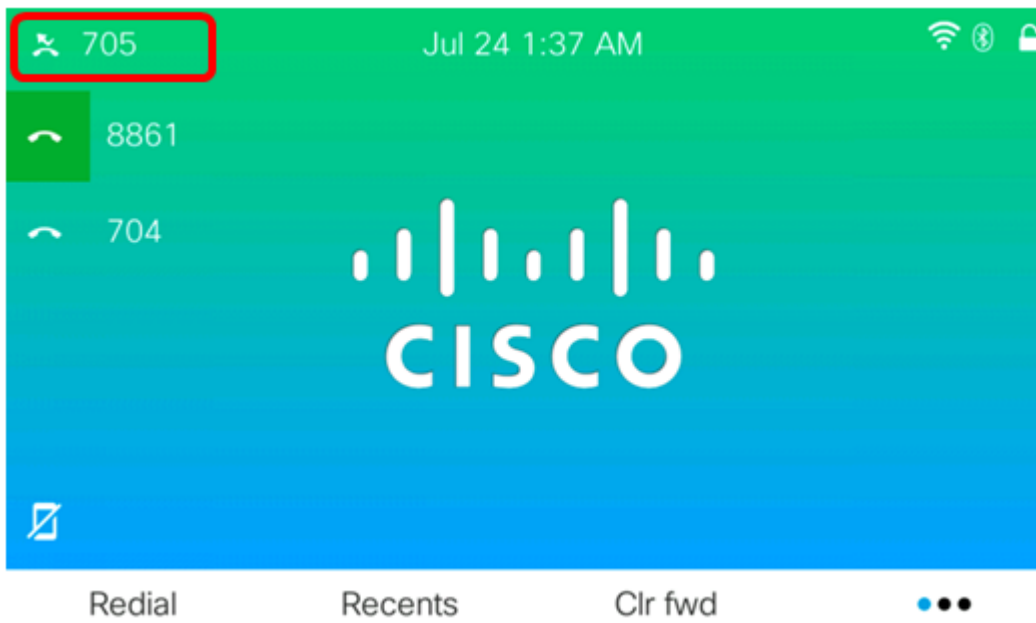
Step 4. (Optional) If you wish to disable Call Forwarding to the specified line, press the **Clr fwd** softkey.
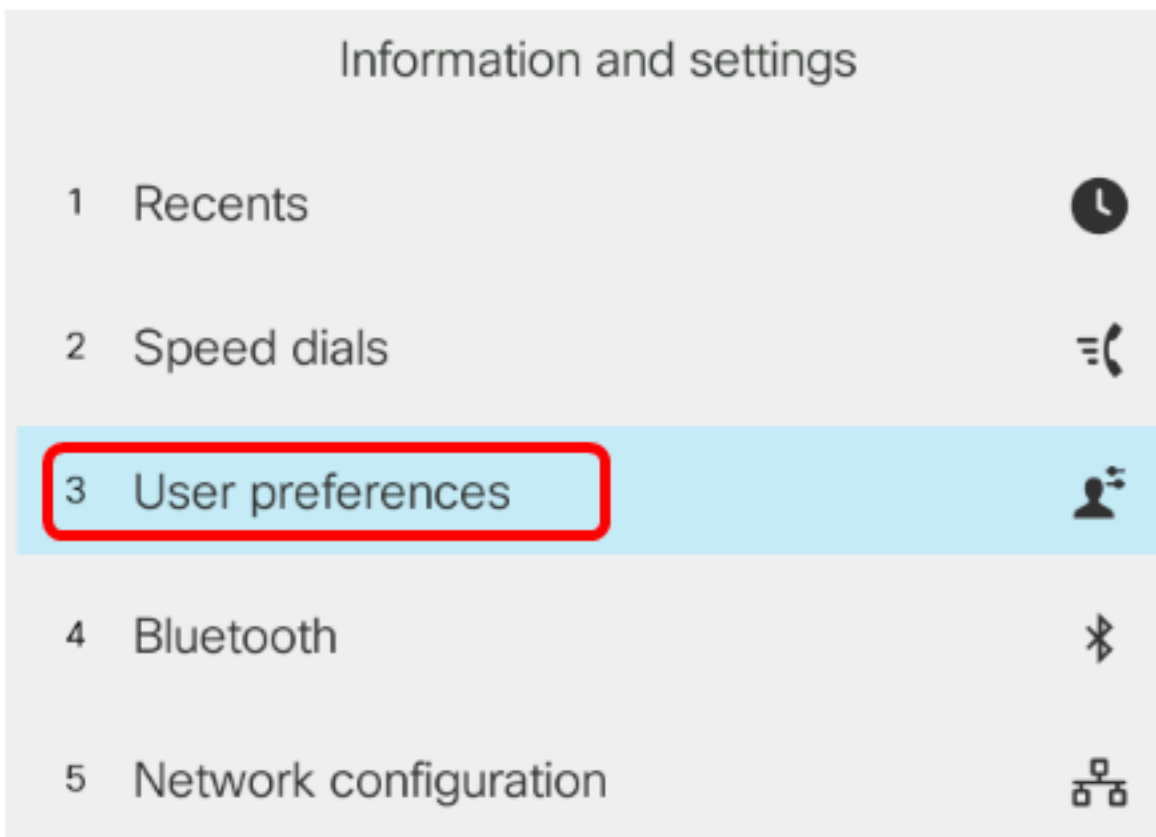

You should now have successfully enabled all calls forwarding on your Cisco IP Phone 7800 or 8800 Series Multiplatform Phone.

Forward Calls in Special Situations

Step 1. Press the **Applications** button on the IP Phone.

Step 2. Using the Navigation cluster button, navigate to **User preferences** then press the **Select** softkey.

Information and settings

1	Recents	🕐
2	Speed dials	=📞
3	User preferences	👤
4	Bluetooth	*
5	Network configuration	⎍

Select

Step 3. Choose **Call preferences** then press the **Select** softkey.

Step 4. Press the Navigation cluster right button to set Call forwarding to **On**.

Step 5. (Optional) If you wish to forward all incoming calls regardless of the situation, enter the phone number where all calls will be forwarded in the *Forward all number* field.

Note: In this example, all calls will be forwarded to 705.

Call preferences

Call forwarding   On

Forward all number | 705 |

Forward busy number | |

Fwd no answer number | |

Fwd no answer delay | 10 |

Option   Set   ⌫

Step 6. (Optional) If you wish to forward calls only if the line is busy, enter the phone number where the calls will be forwarded in the *Forward busynumber* field.

Note: In this example, calls will be forwarded to 705 in case the line is busy.

Call preferences

Call forwarding   On

Forward all number | |

Forward busy number | 705 |

Fwd no answer number | |

Fwd no answer delay | 10 |

Option   Set   ⌫

Step 7. (Optional) If you wish to forward calls only if not answered, enter the phone number where the calls will be forwarded in the *Fwd no answer number* field.

Note: In this example, calls will be forwarded to 705 if unanswered.

Step 8. In the *Fwd no answer delay* field, enter the number of seconds that the call should remain unanswered before it will be forwarded to the number.

Note: In this example, the call will be forwarded after 20 seconds if not answered.
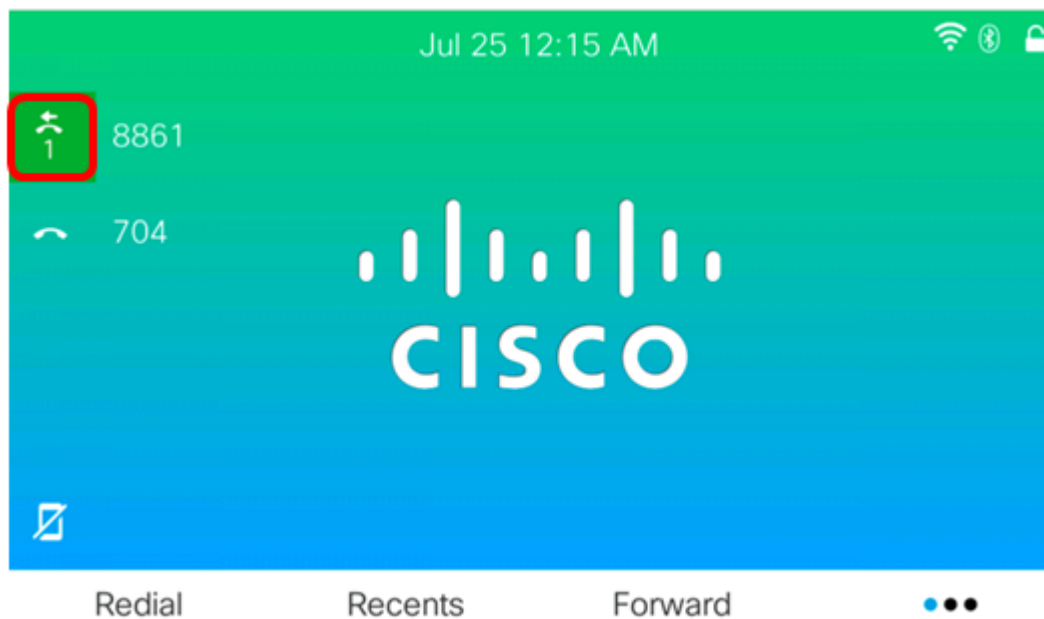

Step 9. Press the **Set** softkey.
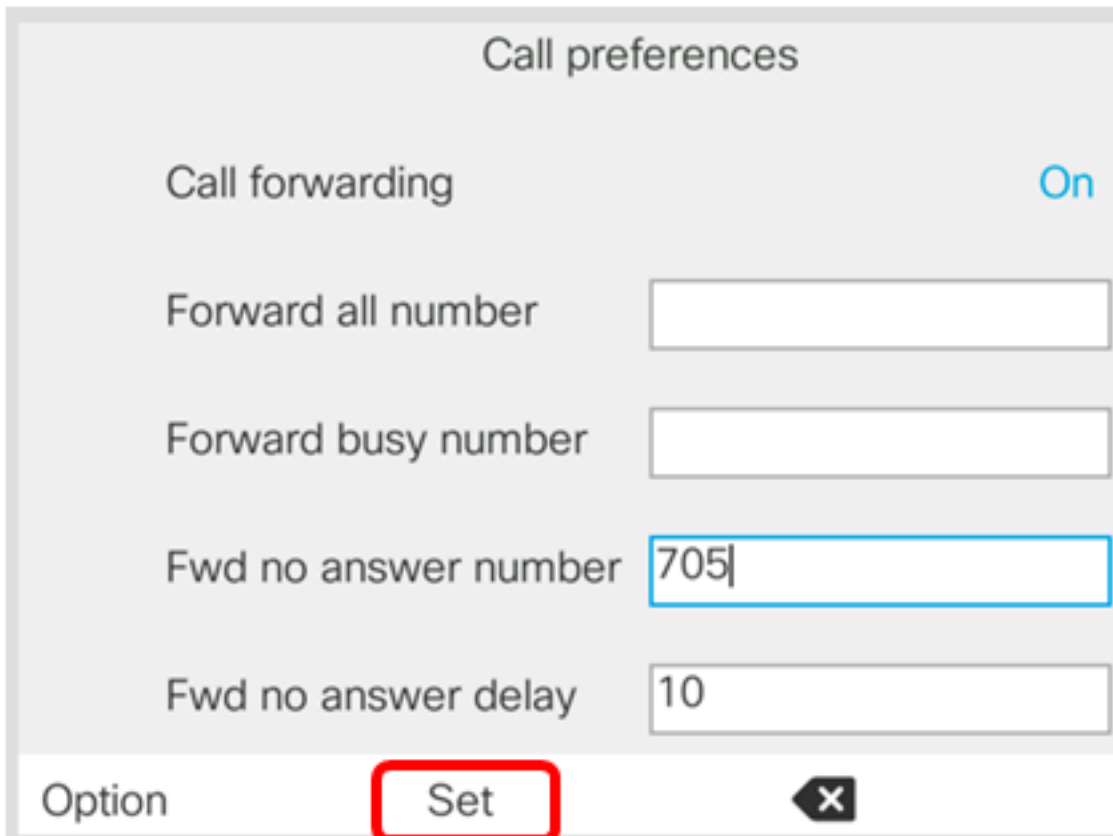
When a call comes in and it has been completely forwarded, the screen on your IP Phone should go back to its standby mode with the forwarded call instance indicator beside the line called.

You should now have successfully configured call forwarding on your Cisco IP Phone 7800 or 8800 Series Multiplatform Phone.

To learn more about 7800 and 8800 Cisco IP phones, check out the following videos:

Cisco Tech Talk: Upgrading Firmware On The 7800 and 8800 Series Multiplatform Phones

Cisco Tech Talk: Configure Speed Dial on Cisco's 7800 and 8800 Series IP Phones