



## Forward Your Calls

In accordance with decisions made by their Department directors, some City employees may be asked to work remotely during this COVID-19 emergency period. If you want to still receive the City calls to your desk phone, one option is to forward your desk phone to your cell phone. Another option is to look in your email inbox for any voice messages being sent through the new Cisco Unified Messaging that was implemented over the weekend.

### How to forward your desk phone to your cell phone:

1. Press the "Forward All" softkey.
2. Then enter the call forward target phone number exactly as you would dial it from your phone with "91" at the beginning of the number (i.e. **915625555555**)
3. To verify that your calls are forwarded, look for the "Forward All" icon in the line label, and the forwarding information in the header.
4. When you receive a call that is forwarded from your desk phone, it will show up as coming from the City of Long Beach 562-570-5000. You will not be able to see who it is.
5. The caller will not see your cell phone number; however, if you return the call, be advised that it will show as coming from your cell phone number.

Finally, we recommend [watching this video](#) which has more details and helpful tips about how to forward your desk phone especially if you have more than one phonenumber.

**Please note - we are exploring the option for "soft phones" that will allow us to answer/place calls from City phonenumber remotely. That is not currently available but we will update you as soon as it is.**

If you have any questions or technical difficulties, please contact the TID Help Desk at x8-6100.