

## Cisco 8811, 8851, 8865: Forward Calls

Stephanie Obodda - 2025-09-03 - Comments (0) - Cisco 8800 Series

“Forward All” allows you to forward calls on your phone to another number.

### Forward All Calls

Follow these steps to forward all calls from your primary line:

1. Press the “Forward All” softkey.
2. Then enter the call forward target phone number exactly as you would dial it from your phone (including the 81 prefix for external numbers).
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.

### To cancel call forwarding

Press the “Forward Off” softkey.

### Multiple Lines

If you have multiple phone lines, be aware that each line on your phone is forwarded separately. Forwarding your primary line does not forward the other lines on your phone.

To forward a line that isn't your primary:

1. First click to select that line.
2. Press the “Forward All” softkey.
3. Then enter the call forward target phone number exactly as you would dial it from your phone.