

# GSD. General – How to Forward Telephone Calls to External Phone Number (Call Forwarding)

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

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**Category:** {'link':

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General Information:

Possible symptoms/errors:

- Information about call forwarding

Alternative names of the system:

n/a

**IMPORTANT NOTICE:**

Steps are applicable for Bad Homburg/Oberursel, some locations in Germany and for Wroclaw (Poland)

Solution:

1. Go to IT Service Portal
2. Click Service Catalog on the top.
3. Select Communication Services.
4. Click Update Voice Telephone.
5. Choose phone extension number by selecting the magnifying glass icon.
6. In the Call Diversion, click on Yes.
7. For the succeeding selection below, leave it as None.
8. Fill out the Comment field at the bottom of the page by asking for call forwarding activation to external number.
9. Once the function has been enabled, user can enter the external number to which the calls will be forwarded by dialing \*22#0 "complete phone number" # using the buttons on the phone.

Assignment Group:

n/a

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

Service Portal: <https://fmcna.service-now.com/sp>