

How to Forward a UT Phone Line

If you have physical access to the phone, you can do the following:

1. To forward to another UT phone line, pick up the handset and dial 72 followed by the 5-digit UT number
2. To forward to an off-campus number such as a cell phone, pick up the handset and dial 72 followed by 9 + the 10-digit off-campus number
3. To forward directly to voicemail, pick up the handset and dial 72 followed by 28886
4. To deactivate call forwarding, pick up the handset and dial 73

If you don't have physical access to the phone, UT Voice Mail allows a user to give callers a choice to transfer the call to a second phone number rather than leave a message. In your greeting, you will need to instruct callers to press 1 if they wish to be transferred. **This means the phone will have to ring all the way to voicemail and then the user will have to press 1 for the forward to work. If you wish to skip the initial ringing and send them straight to your voicemail prompt, pick up the phone and dial 7228886.**

1. Log into voicemail.its.utexas.edu with the 5-digit UT number and the voicemail pin
2. In the new window, select Preferences
3. Look for "Subscriber Defined Transfer" and check the box next to it
4. Below that, enter the five-digit campus number, or ten-digit off-campus number, that you wish callers to transfer to. No punctuation is necessary
 - a. Note: Only one phone forward number can be added to a line, i.e. adding a cell or home number will replace the forwarding to the office number
5. Scroll to the bottom of the page and press the Save button