

Teleworking Tips & Tricks

Forward Your Desk Phone to an Alternate Number

Pick up the receiver or hit speakerphone so you hear the dial tone.

Dial *00 9 (phone number you are forwarding to 360-###-####)

This will not work for long distance numbers.

You should hear a duh duh duh tone pattern letting you know it has been set up. Test the forward by dialing your desk number to make sure it works.

To turn off this phone forwarding feature dial #00 and you should hear the confirmation tone again letting you know it has been disabled.

Forward Your Desk Phone From Home

Login at <https://myaura.cts.wa.gov/user> with your 10-digit desk phone number and voicemail password and follow the [ReachMe](#) directions in this guide.

Check Your Voicemail Remotely

Accessing your desk phone voicemail offsite is easy! Dial 407-1111, enter your 10-digit desk phone number and your password when prompted.

Free Conference Calling Using Your Desk Phone

Your desk phone is capable of hosting a free 6-person conference call including yourself.

1. Pick up receiver and dial first person. Once they answer let them know you are adding them to the conference and press “Conf” button.
2. Repeat step 1 for up to four additional participants and press “Conf” button to join everyone together.

Free Conference Calling Using Your iPhone

Your iPhone allows you to call up to five people at once, making it easy to set up a quick conference call. The other people do not need anything special—any cellular or landline telephone works.

1. Start your conference call by calling one of the participants normally from the Dialer app. Tell the person that you are going to add more people to the call.
2. Tap the “Add Call” button. The first call will be placed on hold while you place the second call. Dial the second person’s number or choose it from your contacts.
3. After the second person answers the call, you will see the first call on hold and the second call active below it. If these participants are contacts in your phone, their names will be displayed. Otherwise, you will just see their phone numbers.
4. Tap the “Merge Calls” button and you will now have a conference call involving you and the two people you called.
5. Repeat this process several more times if you want to add more participants. You can call up to five people at once.
6. If you receive an incoming call while you are on a conference call—or any other call—you can tap the “Hold & Accept” button. The current call will be placed on hold and you will answer the person. After you tap this button, you can tap “Merge Calls” to merge the person who called your phone number into the existing call, just as if you had called them.
7. Don’t tap “End & Accept” or your iPhone will end your current call, disconnecting all people on the conference call, and accept the new call. If you don’t want to talk to the person immediately, you can just tap “Send to Voicemail”.