

## Mitel MiVoice 6920 IP Phone

### Call Forward

**Call Forward** on the Mitel MiVoice 6920 IP phone allows incoming calls to be forwarded to another destination.

You can enable your calls to be forwarded:


- ◆ When your phone is busy (individual settings for internal and external incoming calls)
- ◆ When you are not answering the phone (individual settings for internal and incoming calls)
- ◆ All the time

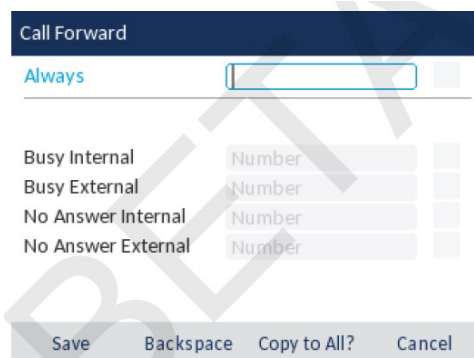
You can enable different Call Forward modes independently. For example, you can set different phone numbers for *Always*, *Busy Internal*, *Busy External*, *No Answer Internal*, and *No Answer External*, and then turn them on/off individually.

#### NOTE:

1. A **Call Forward Always** programmable key can be created that allows you to quickly enable *Always Mode* without having to enter the **Call Forward** settings menu. For more information on the **Call Forward Always** programmable key, see “Call Forward Always”
2. If voicemail is enabled, call forwarding numbers may already be defined by your System Administrator

### To configure the Call Forward Settings:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.
2. Navigate to the **Call Forward** setting and press the **Select** button or the **Select** softkey



Call Forward

Always ☐

Busy Internal Number

Busy External Number

No Answer Internal Number

No Answer External Number

Save Backspace Copy to All? Cancel



3. Enter forwarding numbers using the dialpad keys for any of the following states:

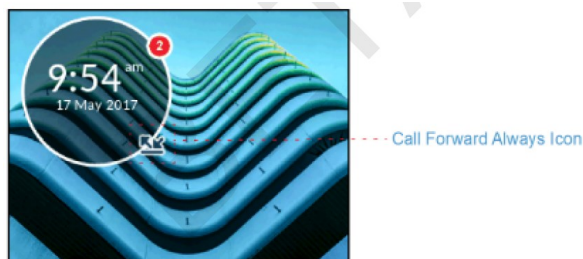
- **Always:** Immediately forwards all incoming calls to the specified number
- **Busy Internal:** Immediately forwards internal calls if your line is busy
- **Busy External:** Immediately forwards external calls if your line is busy
- **No Answer Internal:** Forwards internal calls after several rings if you do not answer
- **No Answer External:** Forwards external calls after several rings if you do not answer

NOTE:

- a. Pressing the down navigation key moves the selection to the next input field. Pressing the right navigation key moves the selection to the corresponding checkbox.
  - b. Press the **Backspace** softkey to delete the last digit entered
  - c. Pressing the **Copy to All?** Softkey copies the Call Forward number of the Call Forward Mode in focus to every Call Forward Mode. For example, if the cursor is on the **Busy Internal** field and the field has a phone number entered, pressing **Copy to All?** Softkey assigns the same phone number to the other modes as well.
4. Using the up and down navigation keys, move the checkbox beside the respective Call Forward mode you want to enable and press the **Select** button to turn on the Call Forward mode.
5. Repeat Steps 3 and 4 for all Call Forward modes you wish to enable
6. Press the **Save** Hotkey to save your changes.

NOTE:

- a. When **Call Forward Always** is enabled, it takes precedence over all other types of Call Forwarding
- b. If **Call Forward Always** is enabled, then the **Call Forward Always** icon is displayed on the Screen Saver
- c. If both **Call Forward Always** and **DND** are enabled, then the **DND** icon is displayed on the Screen Saver



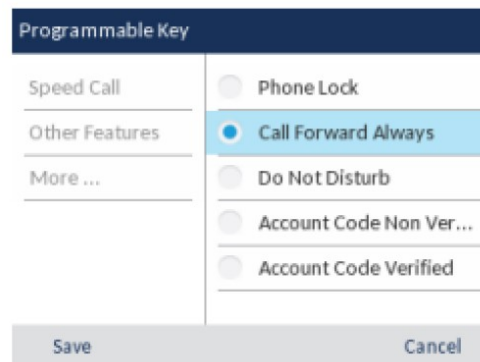
## Call Forward Always

Programming a **Call Forward Always** key allows you to quickly enable and disable call forwarding for all calls on your phone even if you have other call forward modes enabled through your **Call Forward** settings menu.

For example, you can enable settings to forward calls to your voicemail when your phone is busy or unanswered. Then, when you leave your desk, you can quickly enable **Call Forward Always** to forward calls to another phone, such as your home phone or cell. After you return to your desk and disable **Call Forwarding Always**, the defaults for busy or unanswered conditions remain active.

To program a **Call Forward Always** key:

1. Press and hold the applicable programmable key for four seconds.
2. Press the left navigation key to move to the feature category column.
3. Press the down navigation key to highlight **Other Features**.
4. Press the right navigation key to move to the **Other Features** selection column.
5. Navigate to **Call Forward Always** using the down navigation key.



6. With **Call Forward Always** highlighted, press the **Save** softkey

*To enable **Call Forward Always**:*

1. Press the key that you have programmed with **Call Forward Always** functionality. When **Call Forward Always** is enabled, a (**Call Forward Always**) icon is displayed in the status bar.
2. If a number is already programmed, press **Activate** to enable forwarding to the current number
3. Or If a number has not been programmed, enter a new destination number and then press the **Activate** softkey.

*To disable **Call Forward Always**:*

1. Press the key that you have programmed with **Call Forward Always** functionality. When **Call Forward Always** is disabled, a (**Call Forward Always**) icon is removed from the status bar.
2. Press the **Deactivate** softkey.

**NOTE:** When **Call Forward Always** is disabled, the default call forwarding settings are active.

