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## Call Forwarding on Your Mitel 69xx IP Phone

To configure call forward settings:

- 1. Press the (Settings) key on the phone to enter the Static Settings menu.
- 2. Using the Silver Navigation Pad; Navigate to the Call Forward setting and press the Select Softkey



- 3. Enter forwarding numbers using the dialpad keys for any of the following states (*make sure to enter the outbound dialing digit*)
  - a. Always:
    - i. Immediately forwards all incoming calls to the specified number.
  - b. Busy Internal:
    - i. Immediately forwards internal phone calls if your line is busy.
  - c. Busy External:
    - i. Immediately forwards external phone calls if your line is busy.
  - d. No Answer Internal:
    - i. Forwards internal phone calls after several rings if you don't answer.
  - e. No Answer External:
    - i. Forwards external phone calls after several rings if you don't answer.





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4. Using the up and down navigation keys, move to the checkbox beside the respective call forward mode you want to enable and press the Select button to turn on the call forward mode. (make sure the box is checked)



- 5. Repeat steps 3 and 4 for all call forward modes you want to enable.
- 6. Press the Save softkey to save your changes.

