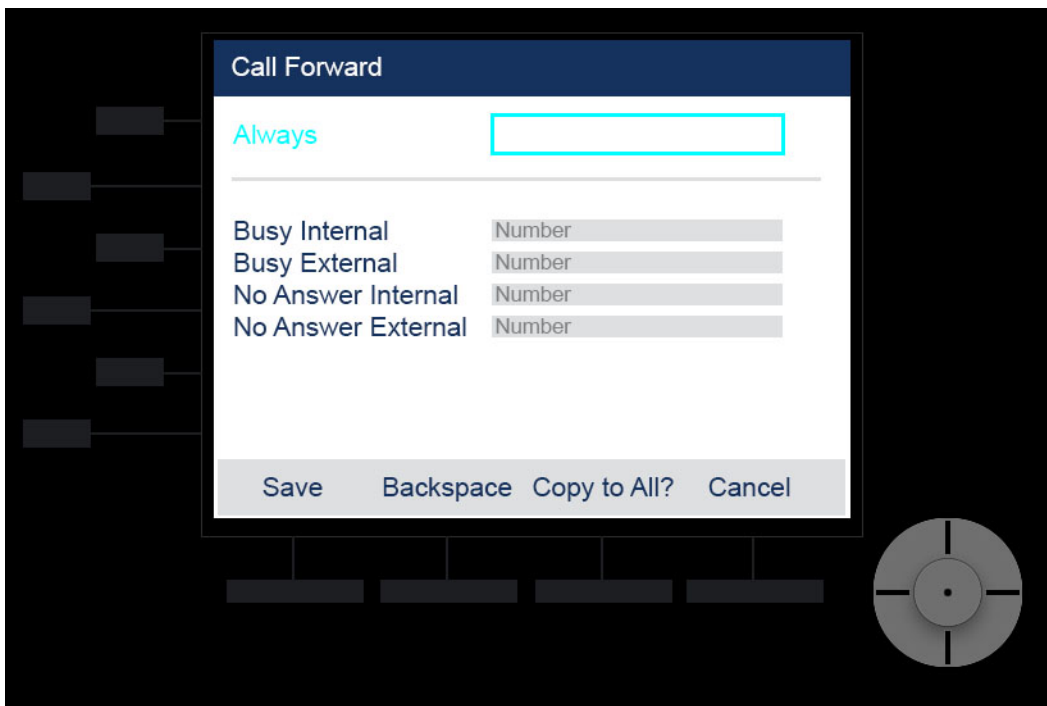


## How to forward calls with the Mitel 6920 IP Phone

*On this guide, you will learn how to forward calls using the Mitel 6920 IP phone.*

First, press the (**Settings**) key on the phone to enter the **Settings** menu.

Navigate to the **Call Forward** setting and press the **Select** button at the bottom left of the screen.



Enter the forwarding number(s) using the dialpad and navigate the relevant options using the circular selection button to the right.

### **Always:**

Immediately forwards all incoming calls to the specified number.

**Busy Internal:**

Immediately forwards internal phone calls if your line is busy.

**Busy External:**

Immediately forwards external phone calls if your line is busy.

**No Answer Internal:**

Forwards internal phone calls after several rings if you don't answer.

**No Answer External:**

Forwards external phone calls after several rings if you don't answer.

Finally, press the **Save** softkey to save your changes.

Note, when **Call Forwarding Always** is enabled, then the **Call Forward Always** icon is displayed on the Screen Saver.

