

Forwarding Calls

You can use Manual Call Forwarding (see [page 30](#)) or System Forwarding (see [page 30](#)) to forward calls.

Manual Call Forwarding


The following table describes Manual Call Forwarding options.

Call Forward Feature	Description	Code/Menu Button (Model 5340 only)
Call Forward All Calls	All incoming calls are forwarded.	355 ALL
Call Forward if no Answer	All incoming calls are forwarded if not answered. (The timer is set by the system administrator.)	356 NO ANSWER
Call Forward If Busy	When your endpoint is busy, all incoming calls are forwarded without ringing.	357 BUSY
Call Forward If No Answer/Busy	All incoming calls are forwarded if your endpoint is busy, or if you do not answer.	358 NO ANSWER/BUSY

To use Manual Call Forwarding:

1. Press the **Fwd All** button (Model 5330) or **Forward** button followed by the menu button designation (Model 5340), or dial the Manual Call Forwarding feature code from the previous table. ENTER FORWARD DEST appears.
2. Enter the extension number, or press the **Outgoing** button or the **Outside** menu button (Model 5340 only), and then dial the telephone number. On the Model 5340, you can press the **MESSAGE CENTER** menu button to forward calls to the Message Center (voice mailbox). FWD ALL CALLS TO <number> appears.

To cancel a Manual Call Forwarding request:

- **Model 5330:** Press the **Fwd All** button, and then press #  (Speaker), or lift the handset.
- **Model 5340:** Press **Forward** button, and then press the **FWD OFF** menu button.

System Forwarding

You can use System Forwarding to route calls based on the type of call and the idle or busy status of your endpoint. You cannot program the System Forward destination. You can only turn it on or off. Contact your system administrator for more information.

To turn on or turn off System Forwarding:

Dial **354**. SYSTEM FORWARD ON appears. Dial **354** again to turn System Forwarding off.