

### Redirecting Calls

You can redirect calls to another extension or external number. If you have a Model 5340, you can use the menu buttons to redirect calls to the following destinations:

- **SEND TO V-MAIL:** Sends the call directly to your voice mailbox. You must have a mailbox to use this destination.
- **IC CALL TO DND:** Places your endpoint in DND Mode and blocks the call. See “Using Do-Not-Disturb (DND)” on [page 39](#).
- **SEND TO DEST:** Redirects the call to the extension or phone number entered.

**To redirect calls:**


1. While a call is ringing, dial **331** or press the menu button as described above (Model 5340 only).
2. If applicable, enter the extension number or press the **Outgoing** button ( **8** is the default code), and then enter the external number, or enter the DND code (see [page 39](#)). The call is redirected to the destination specified.

### Using Automatic Trunk Answer

You can use Automatic Trunk Answer to answer incoming external calls for other internal parties who are members of an “Answer Access” list. Your system administrator creates Answer Access lists. Contact your system administrator for Answer Access list extensions.<sup>1</sup>

Automatic Trunk Answer answers calls in the order they are received (that is, the first call received by any extension in the Answer Access list is the first one answered).

**To use Automatic Trunk Answer:**

1. While an incoming external call is ringing at another Answer Access list extension, lift the handset or press  (Speaker).
2. Dial **350** or press the flashing **Trunk <number>** button.

### Placing Calls

The following instructions describe how to place calls and related features.

#### Placing Emergency Calls

#### **WARNING**

Contact your system administrator and your local Mitel provider for important information about dialing emergency services before using your endpoint.

When dialing an emergency number (911 U.S. or 999/112 Europe), you do **not** have to press the **Outgoing** button or enter the Outgoing Call access code (**8** is the default code). The system automatically places emergency calls immediately after you dial the number, even if you do not select an outside line.

---

1. This feature may or may not be enabled for your system.