



## Manual: Forwarding your phone number yourself

### Forwarding a landline or mobile number

It is possible to forward a landline or mobile device to another number using \*21.

Incoming calls are forwarded to the designated number (go-ahead) using \*21.

You can make outgoing calls from the device that is forwarded.

### Activating call forwarding

By dialling \*21n (n = destination number), you activate call forwarding. Once you pick up the receiver, you will hear the forwarding tone.

An arrow will be displayed on the screen of a Mitel 5340.

The device light next to the number on a Mitel 5312 will come on.

Note: if you want to forward to an external number you need to dial "0" in front of the destination number.

### Cancelling call forwarding

You can cancel call forwarding by dialling #21.

### Forwarding a call if the phone rings a couple of times or if the line is busy:

It is also possible to forward to another number if the call is not answered after a number of rings or if the line is busy.

Please contact your telephone contact person to set this up.