# Nortel CICs & MICs - CHANGING "FWD ON BUSY" FEATURE

NOTE: ONLY CHANGE THIS FEATURE IF YOUR PHONE DOES NOT RING ON ALL INCOMING CALLS. IF YOU TURN THIS FEATURE ON, AND YOUR PHONE RINGS ON ALL INCOMING CALLS, THEN WHENEVER YOU ARE ON THE PHONE, ALL INCOMING CALLS WILL GO STRAIGHT TO VOICEMAIL.

First, Press Feature 985, it will say something like, "VM: 437". The extension that shows up is the extension that is designated for the voicemail system. This will be the extension that you'll need to put in at the end of these instructions when telling the phone which extension to forward to.

1. FEATURE **266344

2. Log: 738662 (if prompted)

3. Password: 266344

4. "TERMINAL & SETS" will show on the screen and you will also see some buttons on the right-hand side of the phone that will now have a triangle next to them. These are your navigational buttons while in the programming. The top right button is SHOW, the bottom right button is NEXT, the bottom left button is PREVIOUS and the top left button is HEADING. The buttons on the left will back you up in the menu, whereas the buttons on the right will open a menu and allow you to scroll through the different options.

5. Press "SHOW"

6. Enter the extension # of the person you want to have changed, then press "SHOW"

7. Press "NEXT" until you get to "CAPABILITIES", then press "SHOW"

8. Press "NEXT" until you get to "FWD ON BUSY", then press "SHOW"

9. Press the "CHANGE" button (under the top screen), then enter the extension you want the call to go to (for voicemail, enter the voicemail's extension, see note above).

10. Press "NEXT" to get to a new menu. Then RELEASE to save your changes.

All done!

** Please note if you want to remove this feature follow these instructions for Step #9**

9. Press the "CLR" button (under the top screen), it will then say FWD to NONE on the screen. You can then follow the instructions for #10.