

Nortel CICs & MICs - CHANGING “FWD NO ANSWER” FEATURE

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. “Terminals and 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 number 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 NO ANSWER”, then press “SHOW”
9. Press the “CHANGE” button (under the top screen), then enter the number you got when you entered “FEATURE 985” (as long as you want the voice mail to pick-up)
10. Press “NEXT” to get to a new menu. Then RELEASE to save your changes.

All done!