

1. TO SET CALL FORWARDING:

a. Turn Forwarding ON/ACTIVE:

Set phone to forward prior to leaving the office

- i. On the Avaya 5410 Menu in the top section, use the arrow keys to navigate to the second page.
- ii. The button labeled, "Forward Calls", is located on the right side, the second from the top.
- iii. When you activate this button, you will see "CFrwd: _____"
 1. Enter the extension you wish to forward calls to, then select Done (top right.)
 2. If you wish to forward to an outside number, please enter 8 then the number, *(for example 88674309,)* and then select Done (top right.)
- iv. You will see an arrow next to the "Forward Calls" button, indicating forwarding is active.

b. Away OFF/INACTIVE:

The Away function should always be OFF when phone is forwarded.

- i. On the Avaya 5410 Menu in the top section, use the arrow keys to navigate to the second page.
- ii. The button on the top right is labeled "AWAY"
- iii. Make sure there is not an arrow next to it, which indicates inactive.

2. TO REMOVE CALL FORWARDING:

a. Turn Forwarding OFF/INACTIVE:

Set phone forwarding off when working in the office

- i. On the Avaya 5410 Menu in the top section, use the arrow keys to navigate to the second page.
- ii. The button labeled, "Forward Calls", is located on the right side, the second from the top.
 1. Press this button to inactivate.
- iii. When there is not an arrow next to "Forward Calls", this feature is inactive.

b. Away As Needed:

The Away function can be used as needed.

- i. On the Avaya 5410 Menu in the top section, use the arrow keys to navigate to the second page.
The top right button is "AWAY"
- ii. An arrow next to it indicates it is ACTIVE. No arrow indicates INACTIVE.