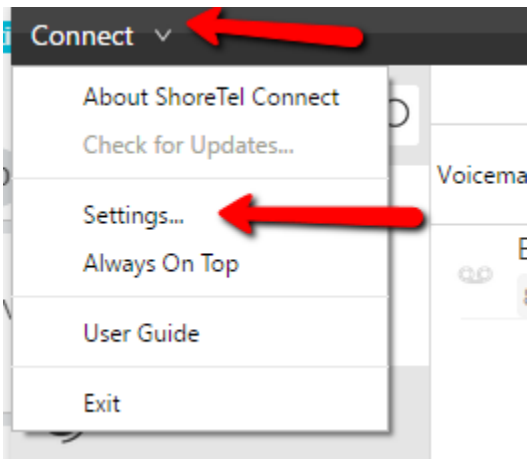


Change telephone forwarding settings with the ShoreTel Client

The Mitel (formerly known as ShoreTel) client allows you to change forwarding, voicemail, and several other settings without going through on-phone or voice-driven menus. This article details how. If you need information on obtaining the client or its basic functionality, you can use our Mitel Basics article. To set up your voicemail, see the Changing Voicemail Settings with the Mitel Client Article.

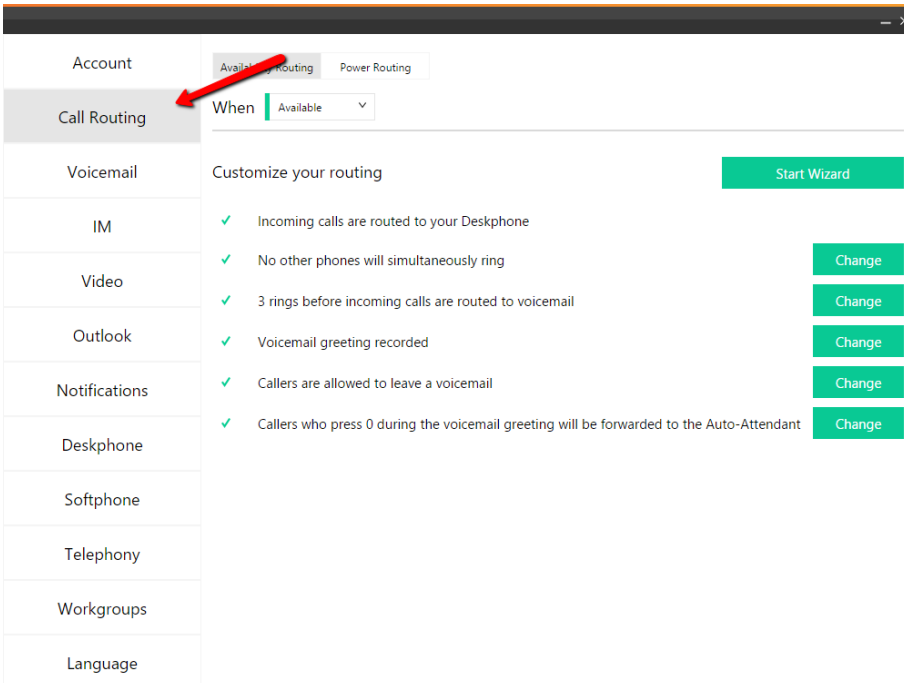
Getting to Settings

To get to the settings window, click the Connect menu at the top of the client and choose Settings....

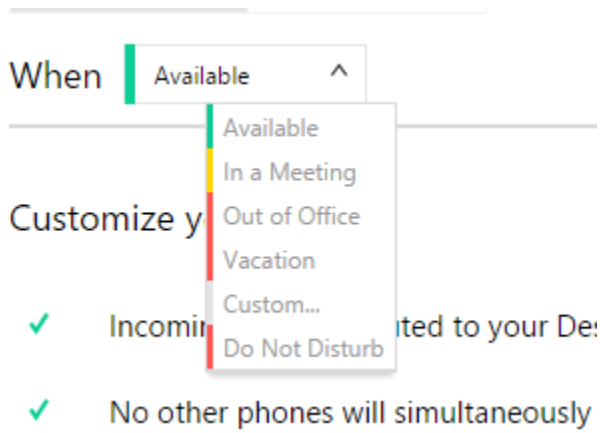


Setting Up Call Forwarding

You can set up call forwarding on a per-state basis using the Call Routing menu. For more information about states, see our article on Call Forwarding with States



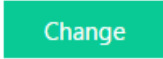
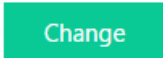
First, select the state for which you'd like to edit the forwarding information.





You're then given a number of options for forwarding your calls.

Traditional Call Forwarding

To access the same call forwarding options available on your phone, click on the Change button next to either "[#] rings before incoming calls are routed to voicemail" or "Incoming Calls are immediately routed to voicemail"

- ✓ No phones selected to simultaneously ring 
- ✓ Incoming calls are immediately routed to voicemail 

- ✓ No other phones will simultaneously ring 
- ✓ 3 rings before incoming calls are routed to voicemail 

Once you click on the change button, you get a screen with three options.

If I'm not picking up an incoming call at

my extension

Keep ringing the number above

Forward the call to

rings before forwarding

if I have more than 8 active calls forward immediately to

Always forward my calls to

Previous

Next

Cancel

Save

- Keep ringing the number above disables all forwarding; your phone will ring until you pick it up or the caller hands up.
- Forward the call to allows you to forward the call to your voicemail or another number after a given number of rings. You can change the number of rings or the forwarding destination with the dropdown menus.
- Always forward my calls to will immediately forward any calls received by your phone either to your voicemail or another number; your phone won't ring. You can change the destination using the dropdown menu.

When you're done, click Save.

Simultaneous Ringing

You may also want calls to your phone to cause both your phone and another phone (such as your mobile phone) to ring. To do so, select the state in which you'd like this to happen and click next to "No phones will simultaneously ring" or "This phone will simultaneously ring [number]".

Incoming calls are routed to your Deskphone

No other phones will simultaneously ring

3 rings before incoming calls are routed to voicemail

Voicemail greeting recorded

Change

Change

Change

Check the box next to "Also simultaneously ring the following" and click the dropdown to select a number. Enter the number exactly how you'd dial it.

Also simultaneously ring the following

Select Number ▼

Changing these numbers will affect everywhere the numbers are used

Label	Number
<input type="radio"/> Mobile	912345678901

Automatically connect ▼
rings to try Remove

<input type="radio"/> Add Label	Add Number
---------------------------------	------------

Use Selected Number Don't Ring Any Number

Click Use Selected Number, and then click Save.

Find Me

If your phone is in any state other than Available, you're also able to set your phone to ring a different number if people press 1 during your voicemail greeting. To do so, click the button next to "If callers press 1 during my voicemail greeting..."

- ✓ No phones selected to simultaneously ring Change
- ✓ Incoming calls are immediately routed to voicemail Change
- ✓ If callers press 1 while listening to my voicemail greeting, no phones are selected to sequentially ring Change
- ✓ No voicemail greeting recorded Change
- ✓ Callers are allowed to leave a voicemail Change

On that screen you can set numbers using the dropdown that will be called if people press 1 during your voicemail greeting.

Changing these numbers will affect everywhere the numbers are used

FindMe numbers

Label	Number
<input type="radio"/> Mobile	(234) 567-8901
<input type="radio"/> Add Label	Add Number

There are a couple of things that you should note when using Find Me:

- The person receiving the call will not immediately be connected to the call. Instead they will receive an automated message asking them to accept the call

You must record a voicemail greeting telling callers about the option, Mitel does not add anything to the default voicemail greeting.