Enable call forwarding with the MITEL Connect 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.
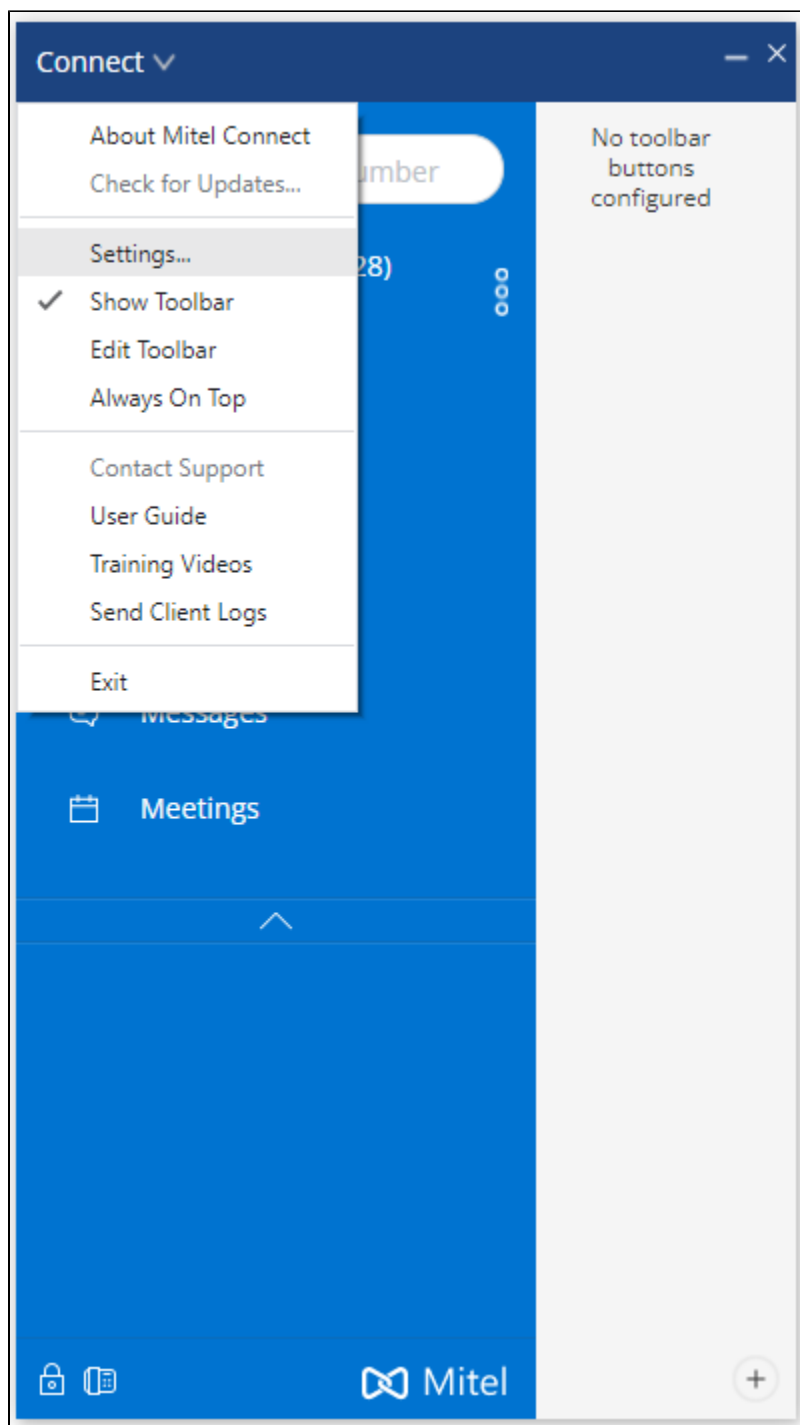
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Introduction

The procedures below explain the process for setting up a "Power Routing" rule that will forward calls to another line when your phone's availability state is set to "Out of Office". This process requires the use of the MITEL Connect Client, if you do not have the MITEL Connect client installed on your computer please follow this link for instructions on how to install the client - Link.
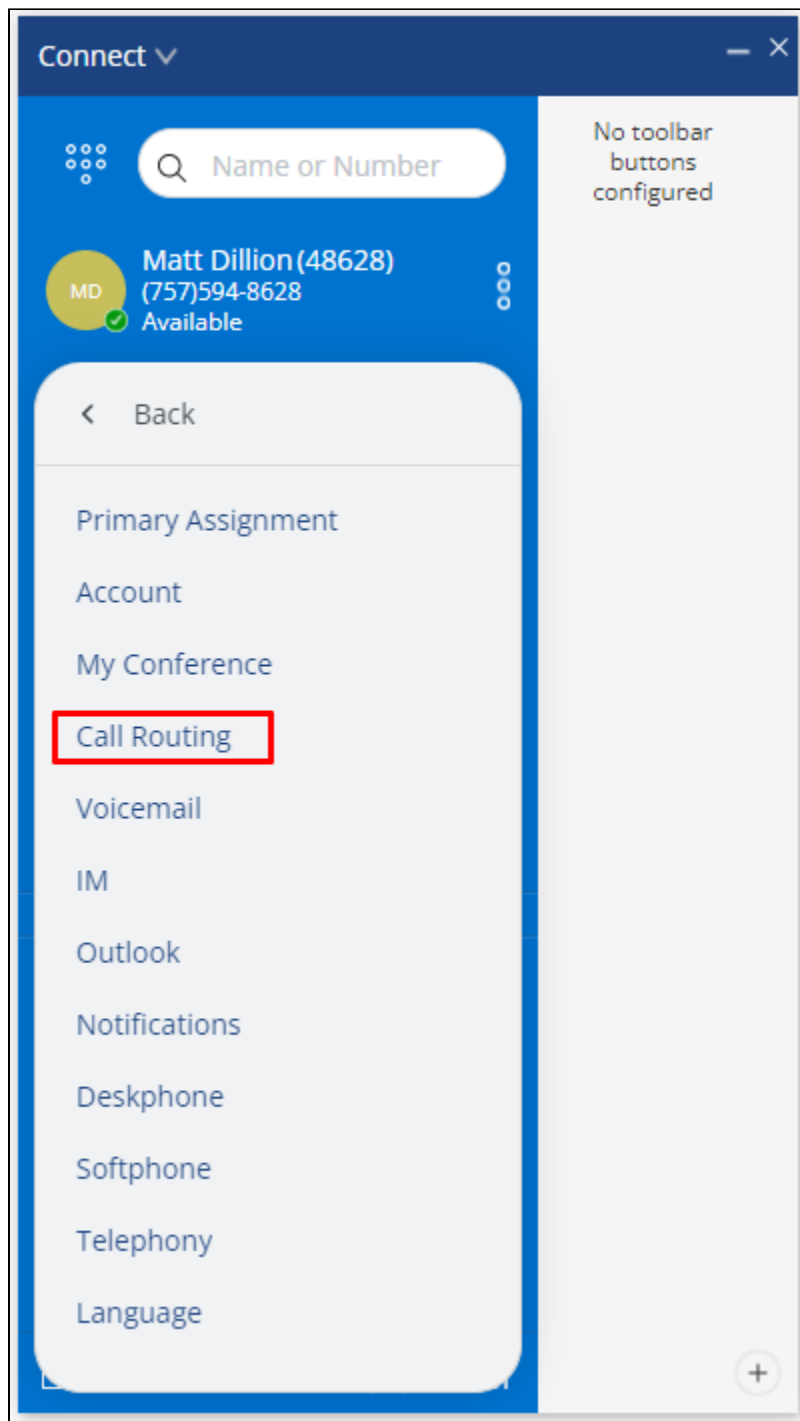
Procedures for setting up call forwarding

1 Access "Settings"

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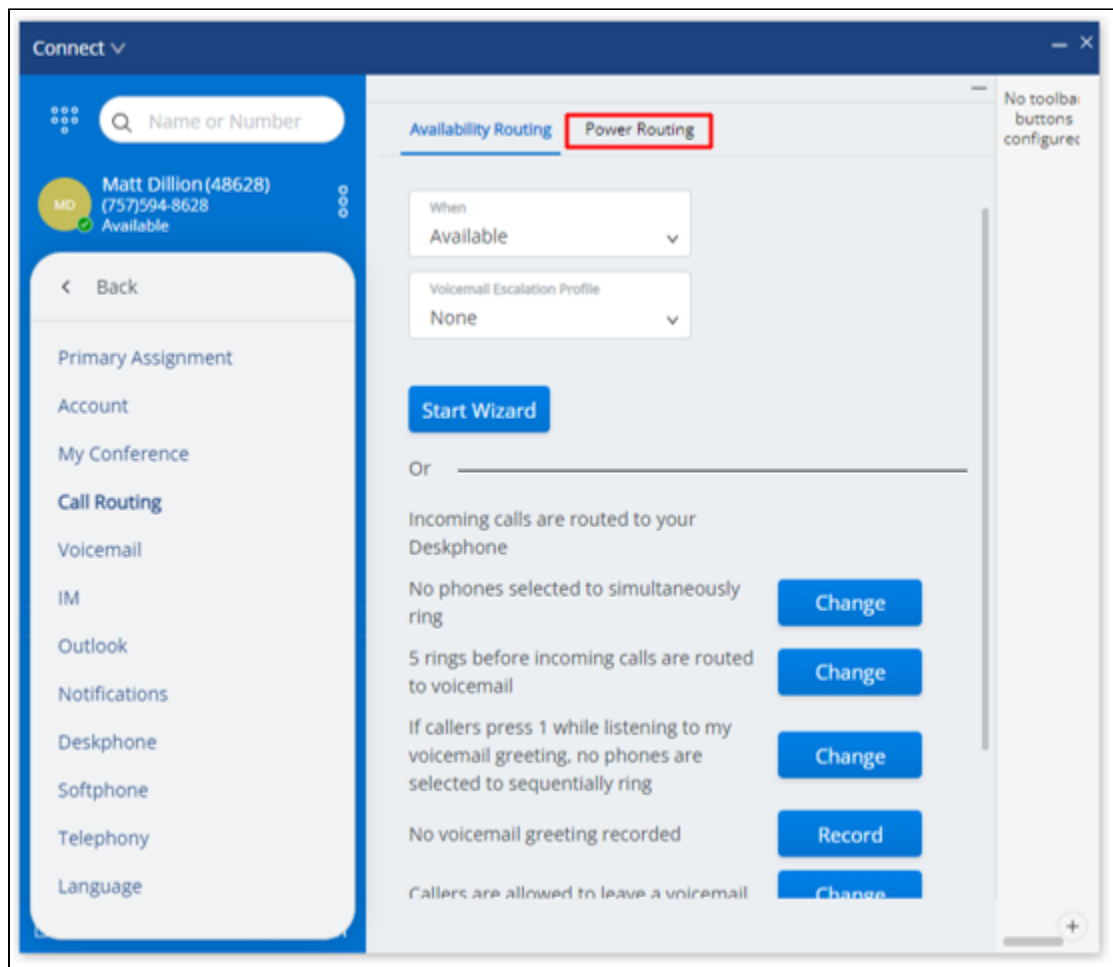
Connect ∨   — ✕

About Mitel Connect

Check for Updates...

Settings...

✓ Show Toolbar

Edit Toolbar

Always On Top

Contact Support

User Guide

Training Videos

Send Client Logs

Exit

No toolbar
buttons
configured

Messages

📅   Meetings

🔒 📱   ⋈ Mitel   ⊕

② Select "Call Routing"

Connect ∨   — ✕

No toolbar buttons configured

Q Name or Number

Matt Dillion (48628)
(757)594-8628
Available

⟨ Back

Primary Assignment

Account

My Conference

Call Routing

Voicemail

IM

Outlook

Notifications

Deskphone

Softphone

Telephony

Language

③   Select the "Power Routing" tab

4 Click the "Create New Power Rule" Button

Connect ∨

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Language

Availability Routing   Power Routing

My Power Rules:

Takes effect before availability routing

Create New Power Rule

You have no power rules

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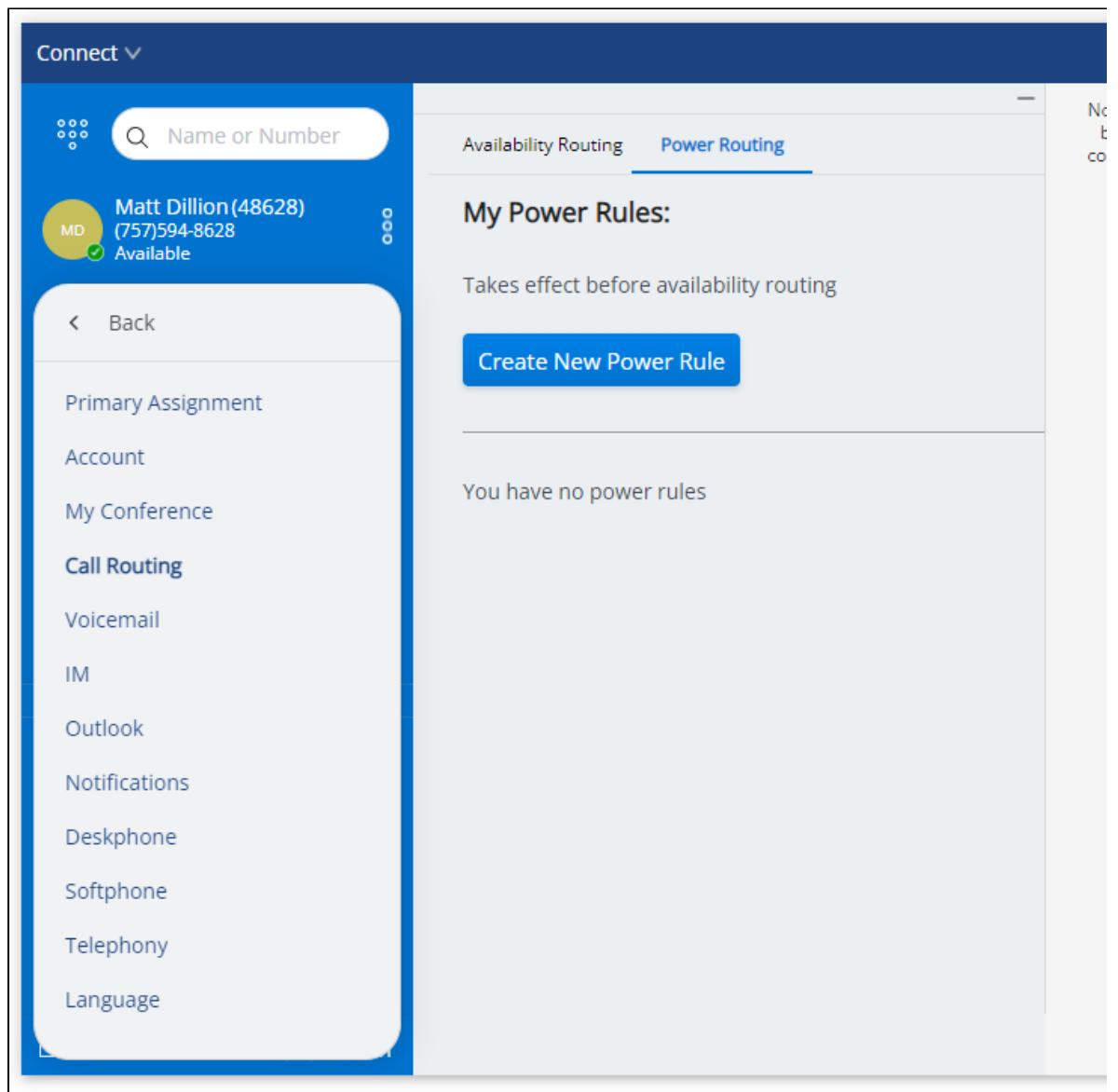
5 Configuring Rule Name and Assign Availability State

- Enter a name for your rule
- Select the "+ my availability" button

Connect ∨

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Availability Routing   Power Routing

No toolb
buttons
configure

Rule Name

When

+ number matches   + dialed number   + my availability

+ on the phone   + time is

Then

Forward Call To

Cancel   Create Rule

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(6) Configuring Rule Availability State

- Select the availability state "Out of Office"
- Select the "Forward Call To" button

(7) Configure Rule - enter the Name or Number that you want calls to be forwarded to

- Under "Then forward Call to" check the box "Select Number"
    - Enter the name of the person you want to forward calls to
    - Or, enter the number you want to forward calls to
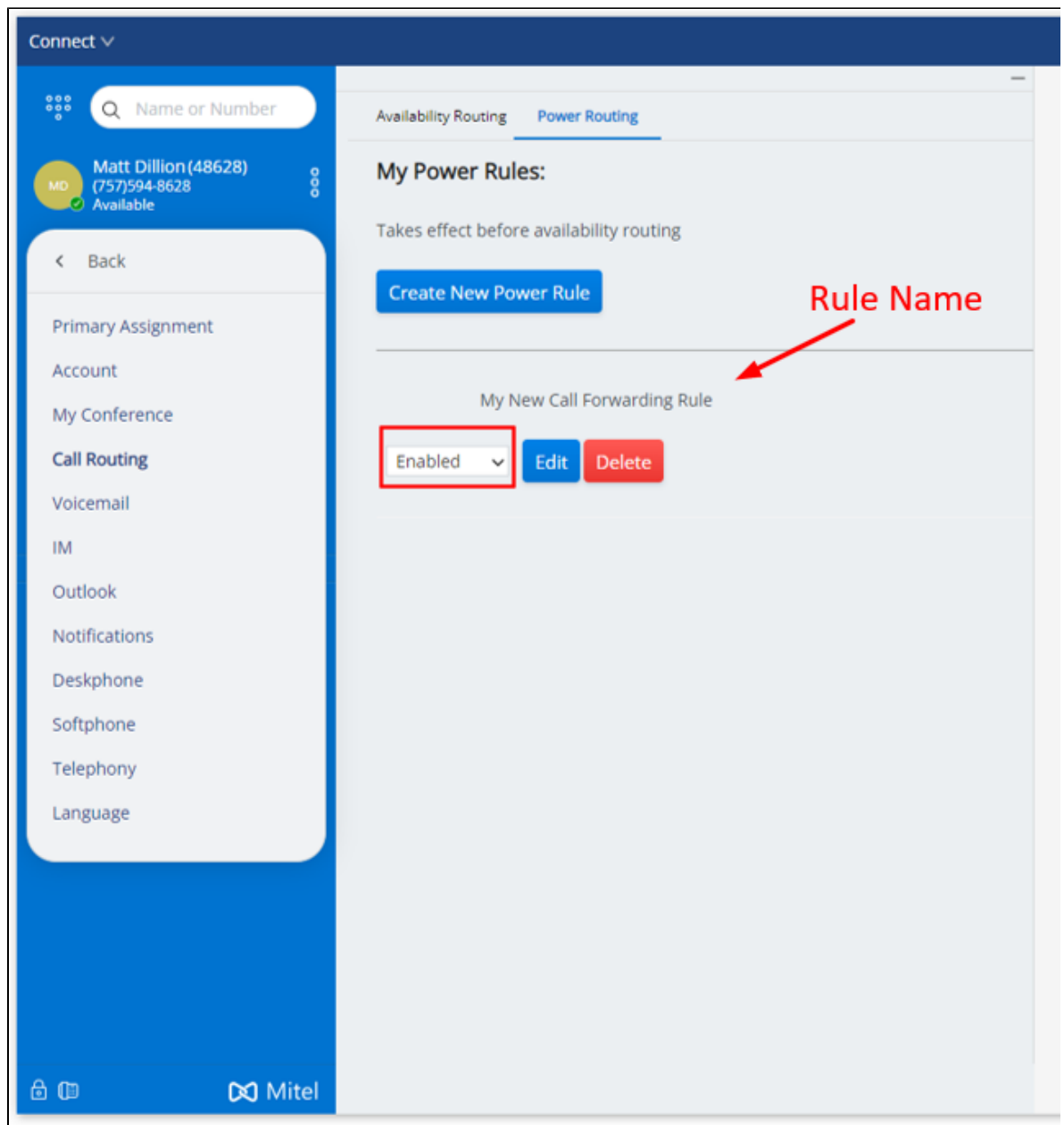- Once finished, select the "Create Rule" button

8 Verify Rule is Enabled

9

Final Step

- Remember that your Power Routing rule will only work when your phone's availability state is set to "Out of Office"

- For instructions on how to modify your availability state click here - Link

⚠ Reminder - Don't forget to update your availability state after you return to the office!!