

Block Nuisance Calls on my MITEL "ShoreTel" IP Phone

Summary

Users wishing to block unwanted calls can do so through the use of the MITEL Connect Client. If you do not have the MITEL connect client installed on your computer please visit the article "[Access CNU Self Service](#)". Follow the steps below and remember this only applies to calls destined for your phone number.

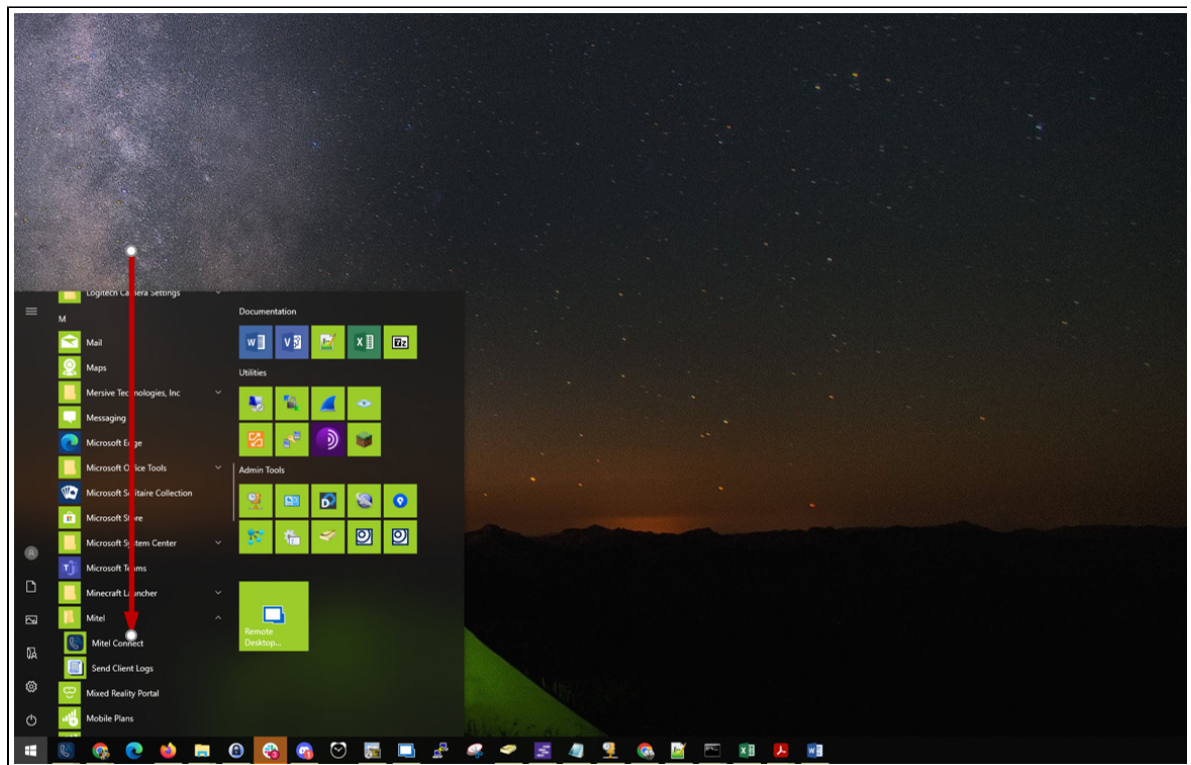
Steps for Blocking a Nuisance Caller

- [Summary](#)
- [Open the MITEL Connect Client on your computer](#)
- [Open "Settings" on your MITEL Connect Client](#)
- [Navigate to the "Power Routing" option page](#)
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1

Open the MITEL Connect Client on your computer

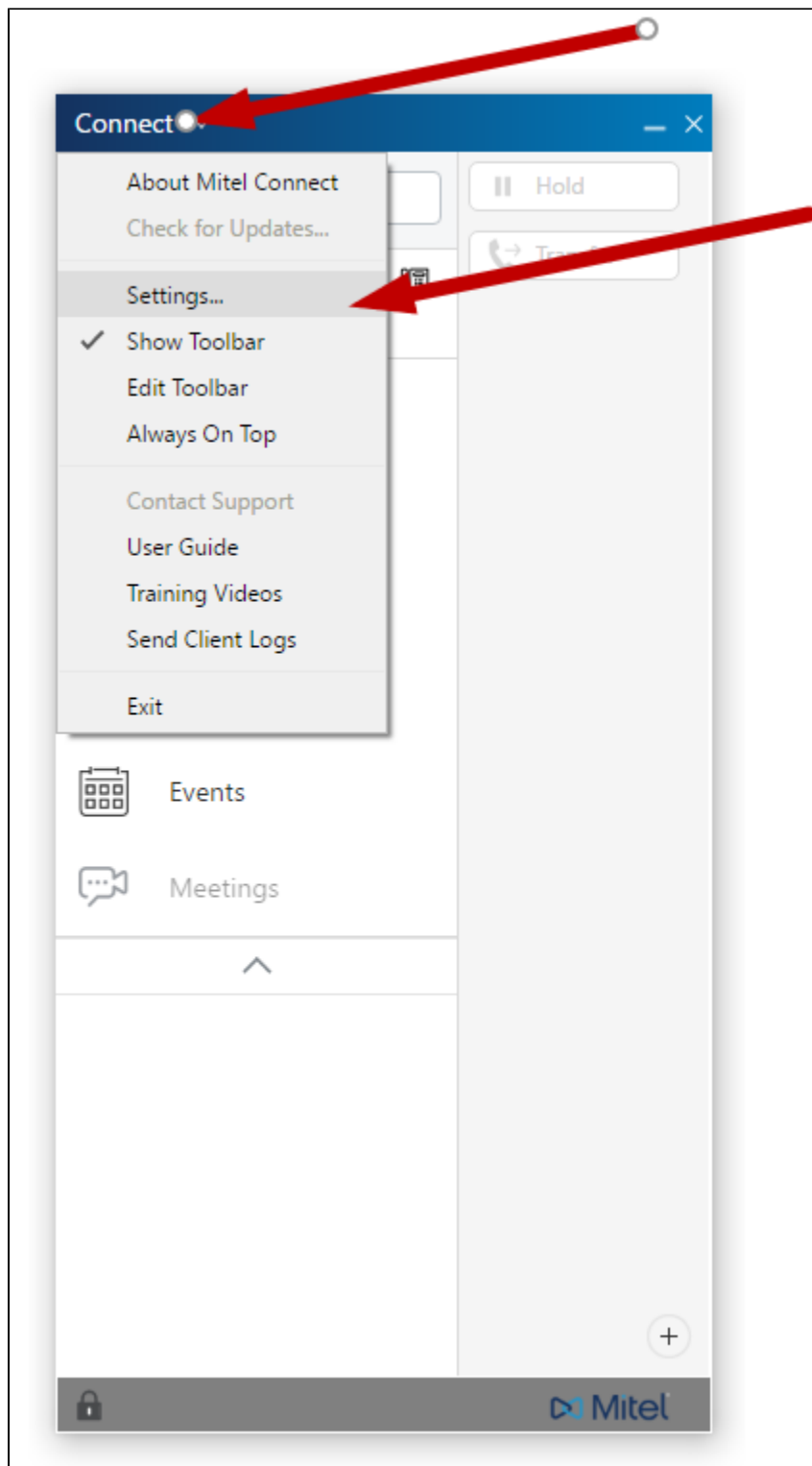
- Select the "**start**" button located at the bottom left hand side of your desktop
- Scroll down until you see the "**MITEL**" folder dropdown, select it
- Click on the "**MITEL Connect button**" to open the client



2

Open "Settings" on your MITEL Connect Client

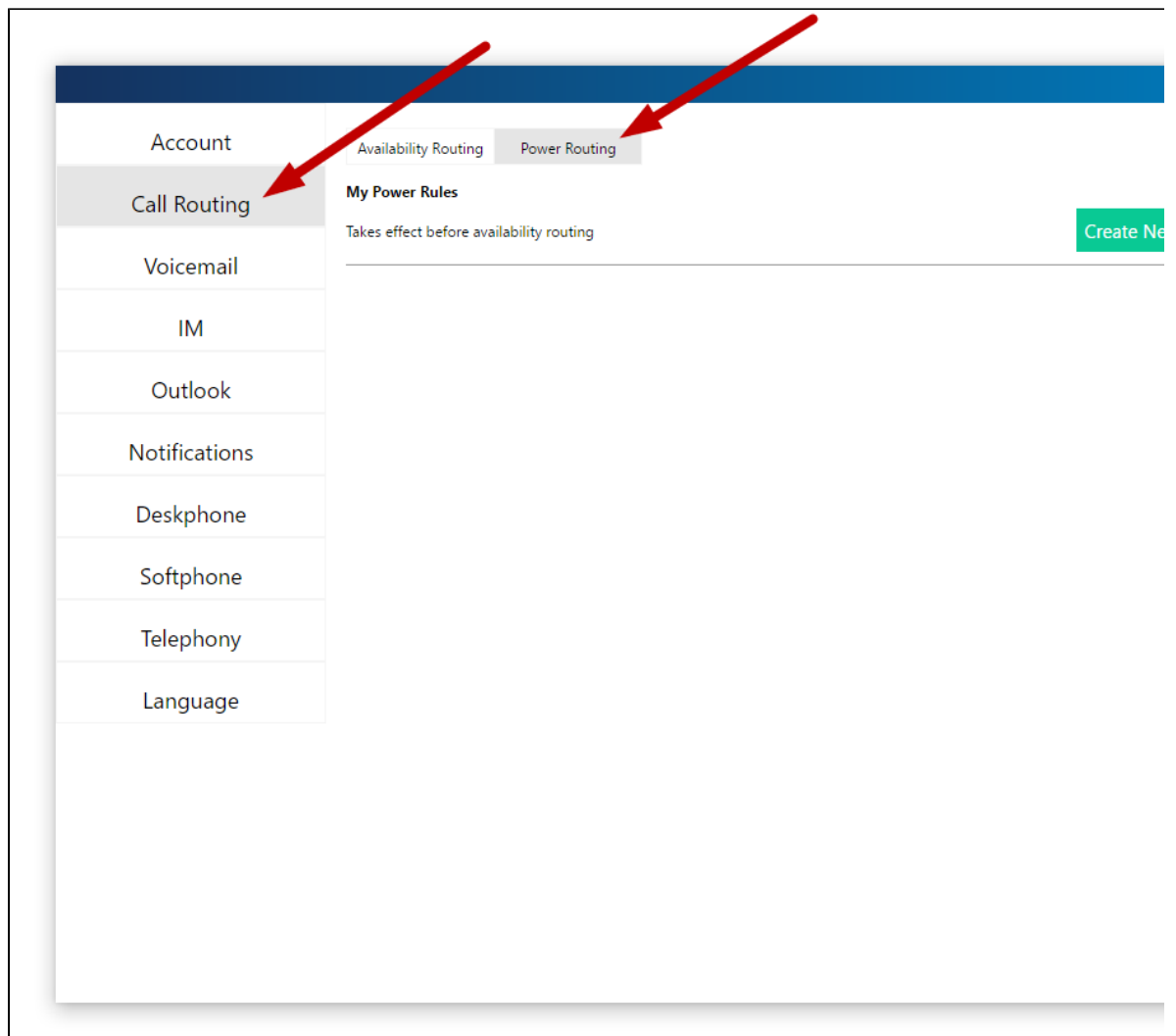
- Select the "**Connect**" dropdown button located at the top left hand side of the connect client
- Select "**Settings**"



3

Navigate to the "Power Routing" option page

- On the left hand side of the settings page select "**Call Routing**"
- Select the "**Power Routing**" tab



4

Create New Power Rule

- Select "**Create New Power Rule**"
- Enter a name in for your rule (ex. Block Nuisance Calls)
- Select "**number matches**"
- From the dropdown select "**The number is**"
- Enter in the 10 digit phone number you would like to block
- Under the section "**Then forward call to**"
 - Start typing in the work "Nuisance" at which point the system will auto complete with the correct extension as shown on the picture below.
- Select "**Create Rule**" to save
- Close the settings page in order for your changes to take affect

Account

Call Routing

Voicemail

IM

Outlook

Notifications

Deskphone

Softphone

Telephony

Language

Availability RoutingPower Routing

Rule Name

Block Nuisance Calls

When

+ number matches

+ dialed number

+ my availability

+ on the phone

+ time is

The number is

18001234567

Then forward call to

my voicemail

N

Nuisance 89017

x

Cancel