

# 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](#).

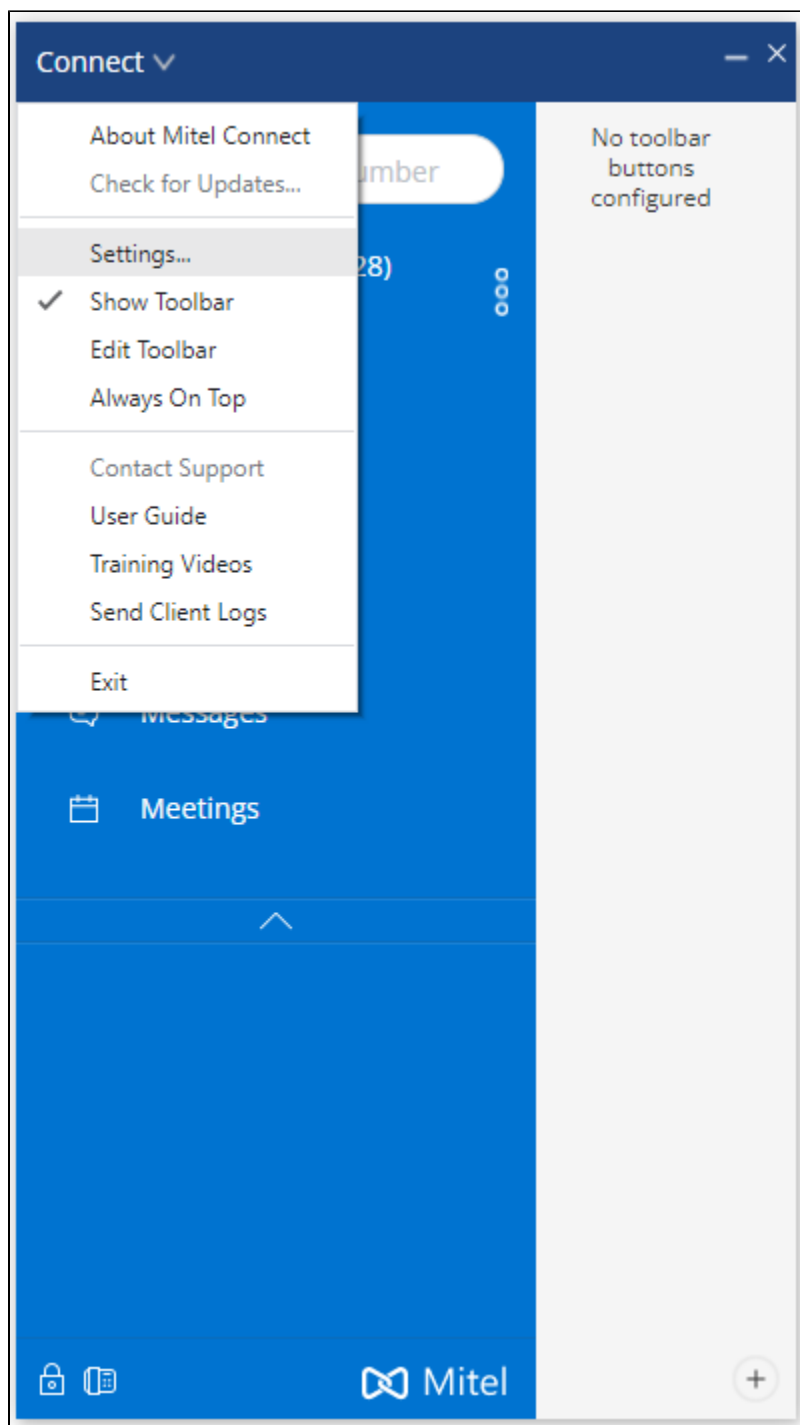
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## Procedures for setting up call forwarding

1

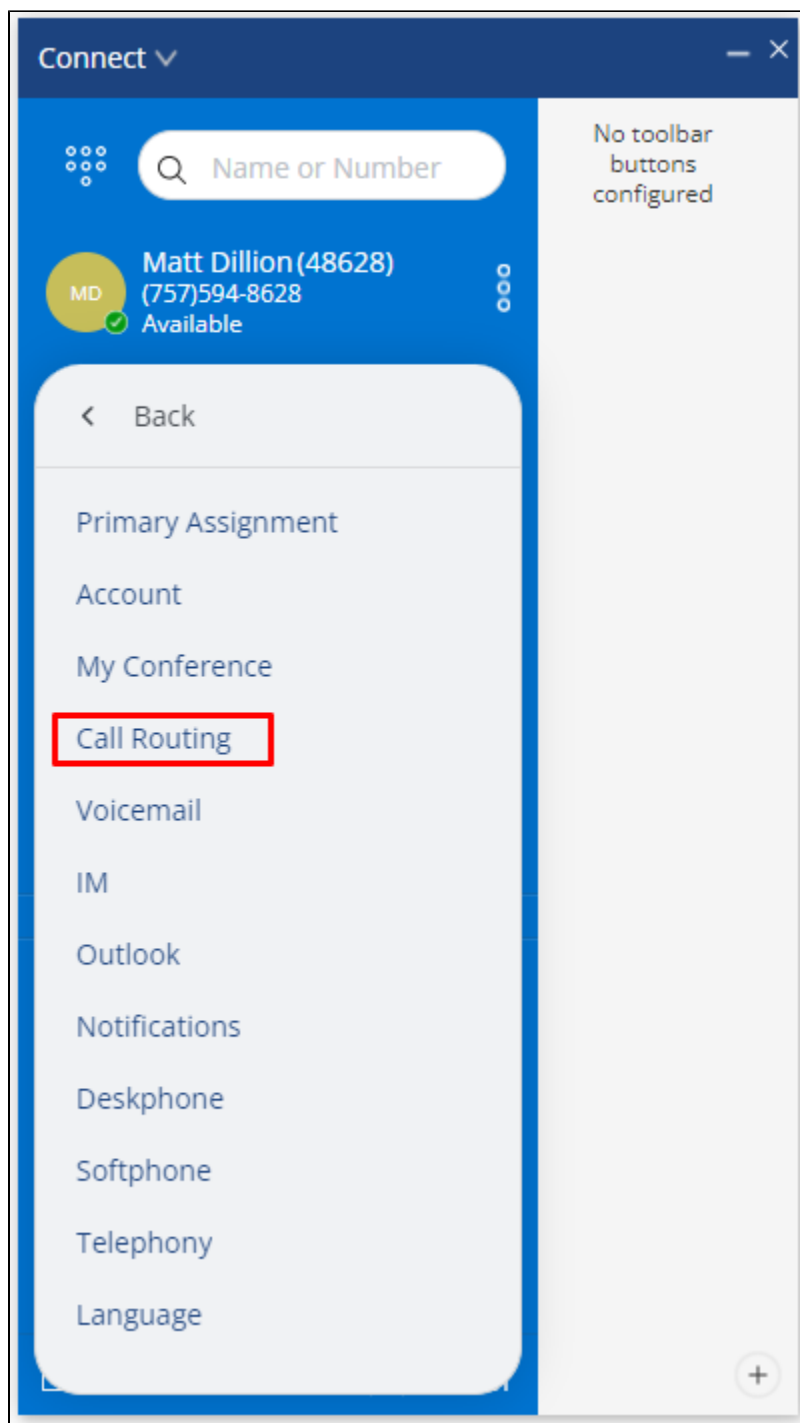
### Access "Settings"

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



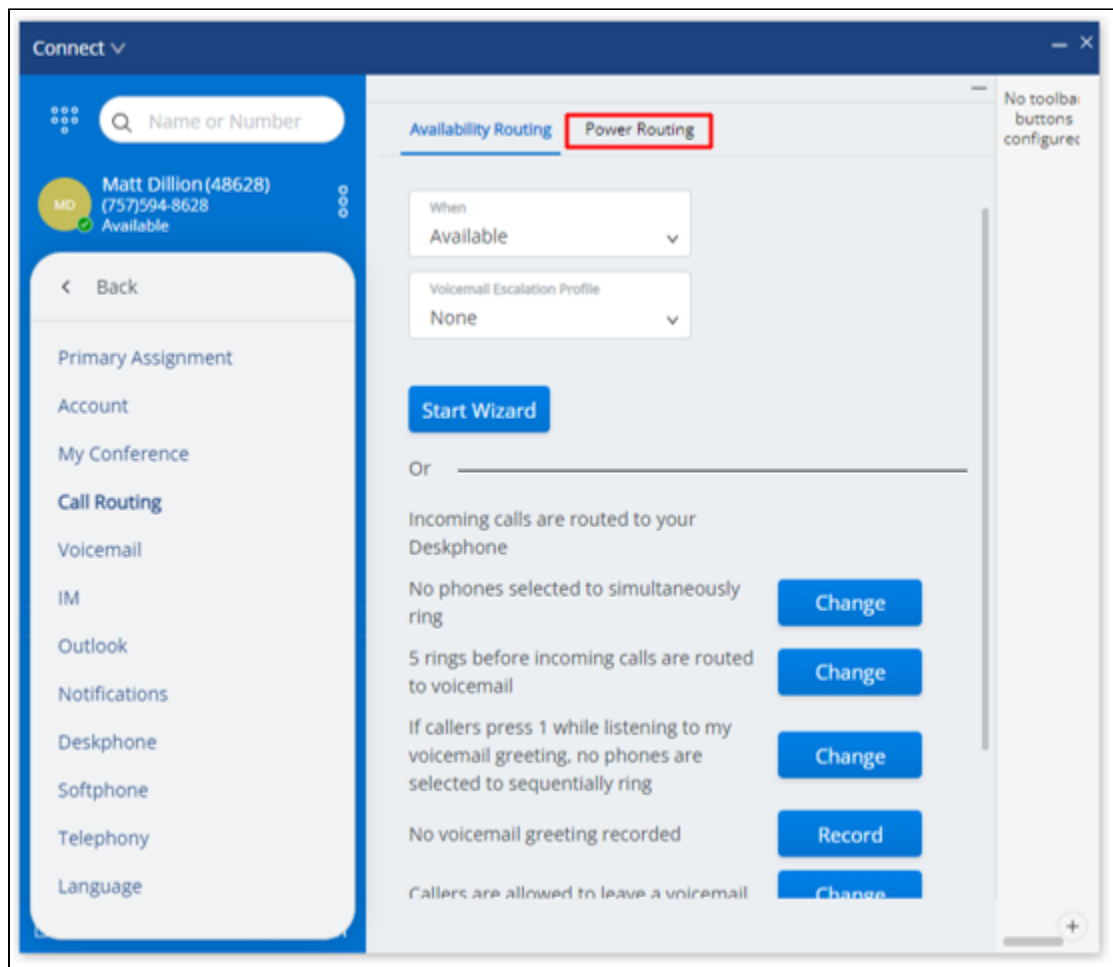
2

Select "Call Routing"



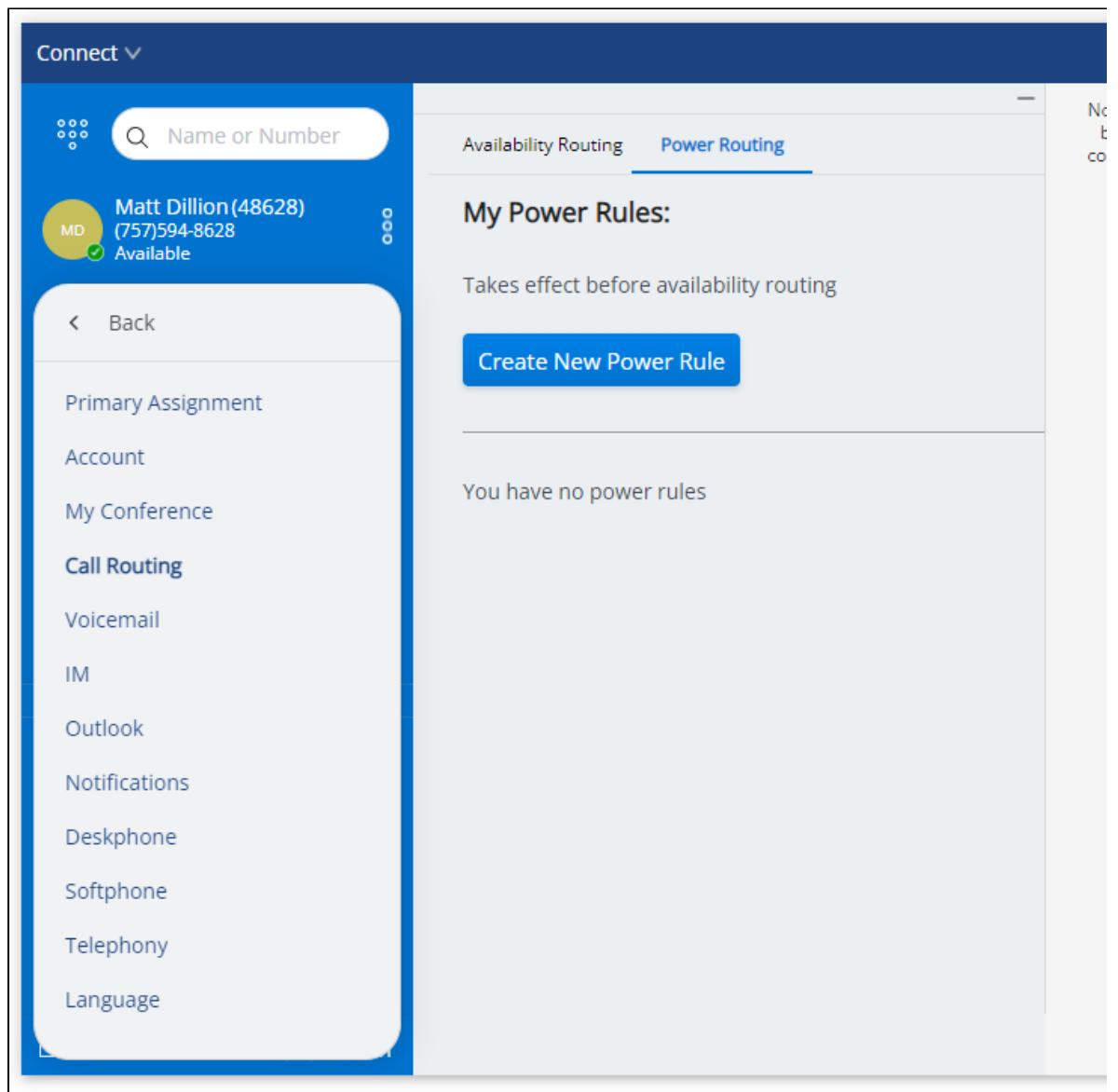
3

Select the "Power Routing" tab



4

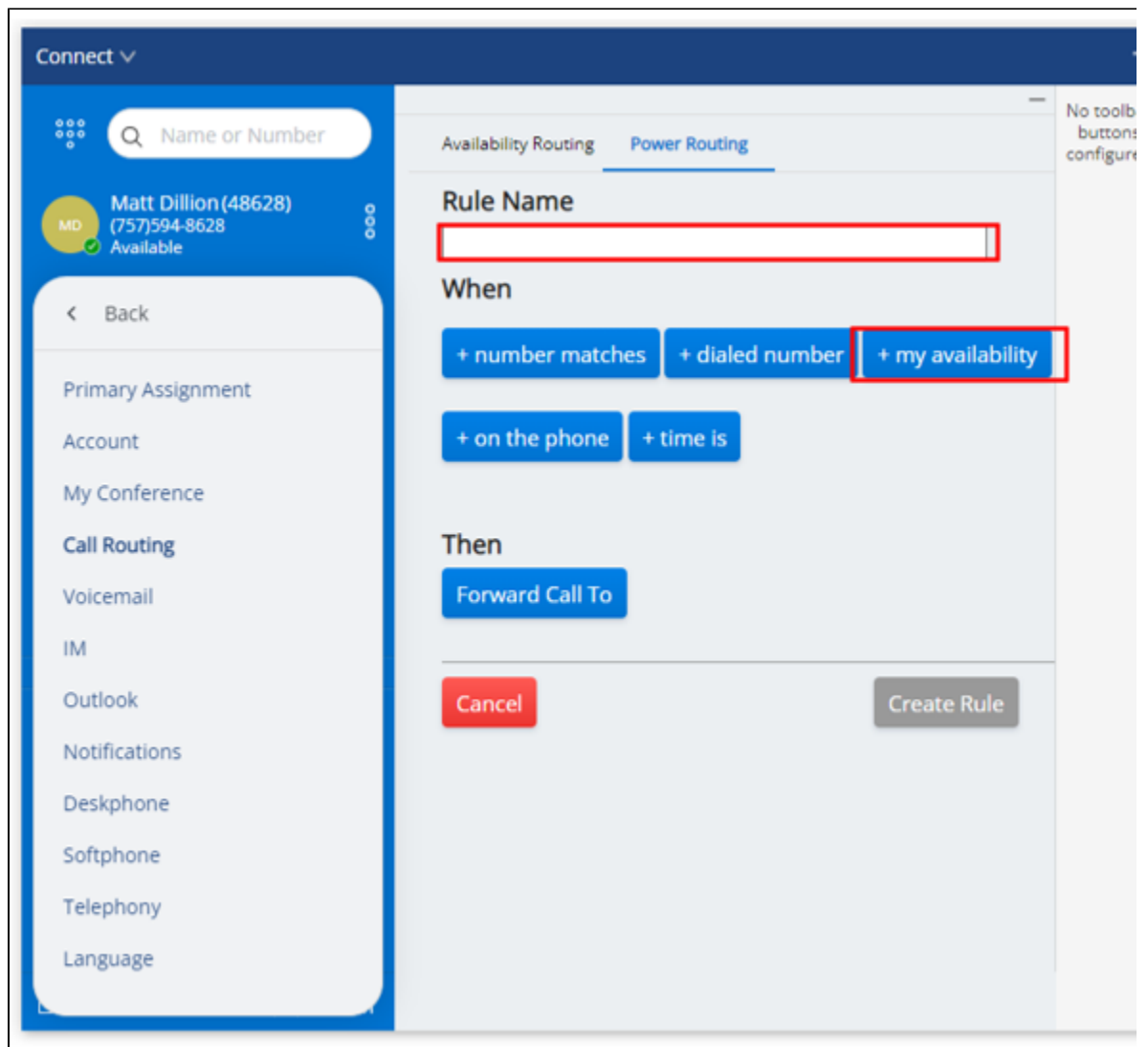
Click the "Create New Power Rule" Button



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## Configuring Rule Name and Assign Availability State

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



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### Configuring Rule Availability State

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

Connect ▾

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

< Back

- Primary Assignment
- Account
- My Conference
- Call Routing
- Voicemail
- IM
- Outlook
- Notifications
- Deskphone
- Softphone
- Telephony
- Language

Availability Routing Power Routing

Rule Name

New Rule

When

+ number matches + dialed number + my availability

+ on the phone + time is

My availability is

☐ Available ☐ In a meeting ☒ Out of office

☐ On vacation ☐ Custom... ☐ Do Not Disturb

remove

Then

Forward Call To

Cancel Create Rule

Mitel

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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

Connect ▾

MD

Matt Dillion(48628)

(757)594-8628

Available

< Back

Primary Assignment

Account

My Conference

Call Routing

Voicemail

IM

Outlook

Notifications

Deskphone

Softphone

Telephony

Language

Availability Routing

Power Routing

Rule Name

New Rule

When

+ number matches

+ dialed number

+ my availability

+ on the phone

+ time is

My availability is

☐ Available

☐ In a meeting

☒ Out of office

☐ On vacation

☐ Custom...

☐ Do Not Disturb

remove

Then forward call to

☐ my voicemail ▾

☒ Select Number

Cancel

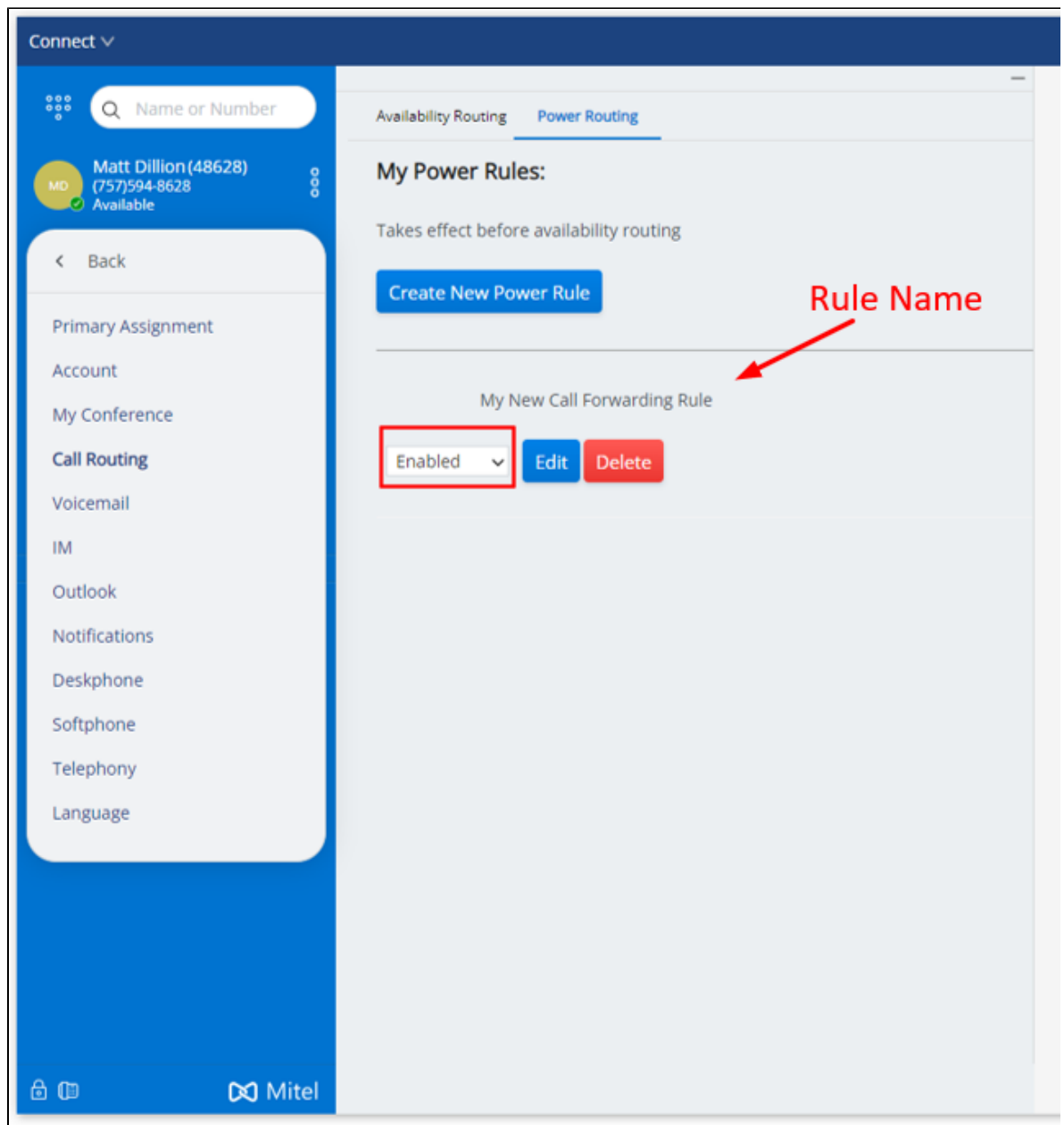
Create Rule

MITEL

8

Verify Rule is Enabled





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## 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!!

