
2020

Mitel

Call Forwarding

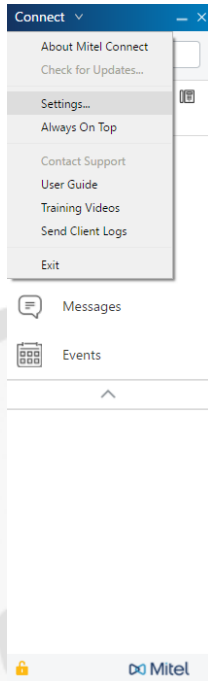


Adam Watson

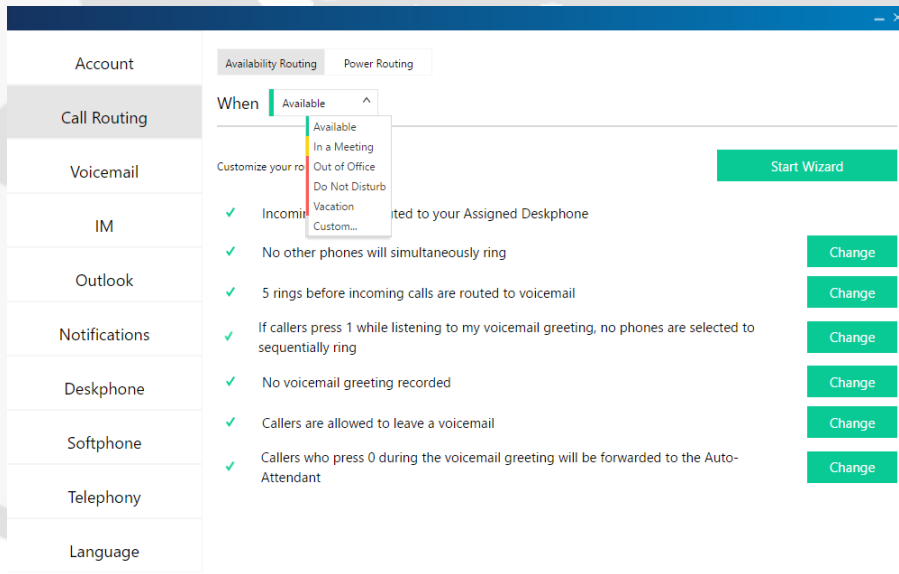
Village of Wellington

3/20/2020

1. Open Mitel Connect -> Click the drop down located in the upper left -> Select settings



2. Select Call Routing -> Select your availability state by selecting from the dropdown menu at the top of the screen.



3. Click Start Wizard to help guide you through the setup
4. Check the box for **Also simultaneously ring these numbers** -> Hit the drop down for select Number and fill out the appropriate information
 - a. Where it says to **press 1 to connect** hit the drop down to **Automatically Connect** -> Click on **Use Selected Number** -> Click next

The screenshot shows the 'Call Routing' configuration window. The 'Simultaneous Ring When' is set to 'Available'. Under 'On an incoming call ring', 'my extension' is checked. The checkbox 'Also simultaneously ring these numbers' is checked. A dropdown menu is open, showing 'CELL - (561) 302-3581 - Press 1 to connect - Try for 3 rings' as the selected option. Below this, there is a 'Select Number' dropdown. At the bottom, there are 'Cancel', 'Next', and 'Save' buttons.

5. Verify settings are the following:
 - a. Forward the call to my voicemail
 - b. Change the Number of Rings to 6 – Click Save

The screenshot shows the 'Call Routing' configuration window. The 'Incoming Call Forwarding When' is set to 'Available'. Under 'If I'm not picking up an incoming call at', 'my extension' and '(561) 302-3581 (CELL)' are checked. The radio button 'Forward the call to my voicemail' is selected. A dropdown menu shows '5 rings before forwarding'. Below this, there is a dropdown for 'if I have more than 3 active calls forward immediately to my voicemail'. At the bottom, there are 'Previous', 'Next', 'Cancel', and 'Save' buttons.