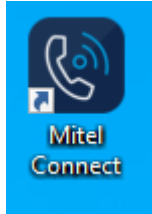


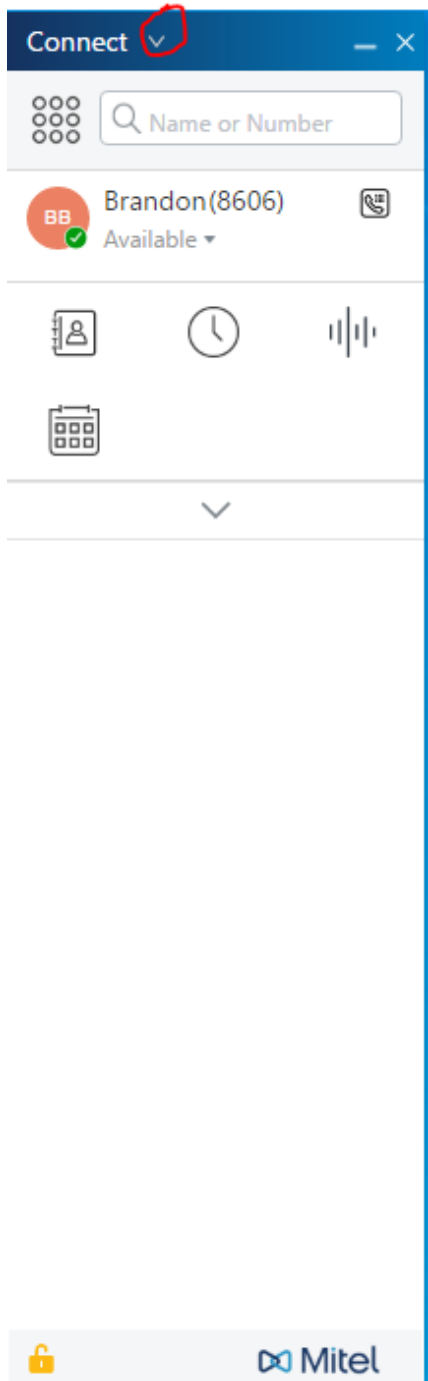
Instructions for forwarding your office phone to your personal phone

Note: You must be on-campus or logged into your VPN Client to make these changes. Please contact the IT Help Desk if you do not have a VPN Client. helpdesk@templejc.edu

Open your Mitel App from your desktop. If you do not have this app, contact the IT Help Desk.



Once open, click on the down-arrow next to the work “Connect” at the top of the application, and click on “Settings” in the drop-down menu.



Click on “Call Routing” on the navigation pane on the left hand side of the settings menu. Then click “Change” on the right hand-side of the menu, beside “No other phones will simultaneously ring”

The screenshot displays the Microsoft 365 settings interface for Call Routing. On the left, a navigation pane lists various settings: Account, Call Routing (highlighted with a red circle), Voicemail, Outlook, Notifications, Deskphone, Softphone, Telephony, and Language. The main content area is titled 'Call Routing' and features two tabs: 'Availability Routing' (selected) and 'Power Routing'. Below the tabs, there are two dropdown menus: 'When' (set to 'Available') and 'Voicemail Escalation Profile' (set to 'None'). A 'Start Wizard' button is located in the top right corner. The main section, 'Customize your routing', contains a list of seven routing rules, each with a green dot icon. The second rule, 'No other phones will simultaneously ring', has a red circle around its 'Change' button. The other rules and their corresponding buttons are: 'Incoming calls are routed to your Softphone' (Change), '3 rings before incoming calls are 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' (Record), 'Callers are allowed to leave a voicemail' (Change), and 'Callers who press 0 during the voicemail greeting will be forwarded to the Auto-Attendant' (Change).

Routing Rule	Action
Incoming calls are routed to your Softphone	Change
No other phones will simultaneously ring	Change
3 rings before incoming calls are 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	Record
Callers are allowed to leave a voicemail	Change
Callers who press 0 during the voicemail greeting will be forwarded to the Auto-Attendant	Change

Check the box to the left of “Also simultaneously ring these numbers” and enter the number you wish to have your office phone forwarded to, and a label that is meaningful to you. The label does not matter for the program. Ensure the radial button next to the phone number you want to forward your calls to is selected, then click “Use Selected Number” and then “Save.”

Account

Call Routing

Voicemail

Outlook

Notifications

Deskphone

Softphone

Telephony

Language

Availability Routing

Power Routing

Simultaneous Ring When Available

On an incoming call ring
● my extension

☒ Also simultaneously ring these numbers

test - (555) 555-5555 - Automatically connect - Try for 3 rings

Changing these numbers will affect everywhere the numbers are used

Label	Number
<input checked="" type="radio"/> test	(555) 555-5555
<input type="radio"/> Add Label	Add Number

Use Selected Number

Don't Ring Any Number

Next

Cancel

Save

Close out of the settings menu using the X in the top right corner. Your phone is now forwarded.

Important Note: When you receive a call on your cell phone that has been forwarded to from your office phone, you will first be greeted with an automated message providing you caller ID details. You must hit “1” to answer the call. You can hit “1” as soon as the automated message begins. You do not have to listen to the entire automated message before hitting “1” to answer the call.