

# Call Forwarding on Mitel Phones

One common use of call forwarding is to forward your phone to voicemail (shows as x7101) so as not to be disturbed by incoming calls. Callers will get your voicemail box without the phone ringing four times first. This is the default setup of the Do Not Disturb [availability state](#) on your phone. Another common option is to forward your phone to your cell phone. There will be a single abbreviated ring on your phone to alert you that a call has been forwarded.

To set this up, you will need to configure one of the availability states **while sitting at your phone**. We recommend using the Custom availability state to set up a forward to your cell phone, but you can use whichever availability state makes the most sense to you. Once the state is configured the way you want, you can [enable it by calling 973-408-4933 from any phone](#).

## From your desk phone:

1. Press the **Options** soft key.
2. Enter your voicemail password, and press the **OK** soft key. The Options menu opens, and the **Availability** option is highlighted.
3. With the **Availability** option highlighted, press the **Edit** soft key.
4. Use the



navigation key to scroll to the availability state for which you want to specify options, and then press the **Edit** soft key.

5. Specify when to forward calls by using the **Next value** or **Prev value** soft keys or the



or



keys on the navigation key pad to highlight one of the following values:

- a. **Always** means that calls received when this availability state is active are always forwarded to the specified destination number. When you select **Always**, you can also specify the **Always destination**, which is the number that you want calls forwarded to (if using your cell phone, be sure to add 9+1 before the ten digit number), or you can accept the default (voicemail, 7101).
  - b. **No answer** means that calls received when this availability state is active will be forwarded to the specified destination number only when you do not answer your phone or when your phone is unable to accept additional calls. You can also configure the following options or accept the defaults:
    - i. **No answer destination** Specify the number you want calls forwarded to when you do not answer them.
    - ii. **Number of rings** Specify the number of times the phone rings before the call is forwarded.
    - iii. **Busy destination** Specify the number to forward the call to if your extension is busy.
  - c. **Never** means that calls received when this availability state is active will never be forwarded. You will not choose this option when trying to forward your phone!
6. After setting options, press the **Back** soft key. The changes are saved.
  7. Do one of the following:
    - To set the selected availability state as the active availability state, press the **OK** soft key.
    - To continue without changing the availability state, press the **Cancel** soft key.
  8. Press the **Exit** soft key.

## To Change Current Availability State

### From your desk phone

1. Press the **State** soft key. The availability states are displayed, and the active state is indicated with a check mark.
2. To select a different availability state, do one of the following:
  - On the key pad, press the number of the desired availability state.
  - Use the



or



navigation keys to scroll to the desired availability state, and press the **OK** soft key.

3. The availability state for your phone changes to the selected state.

### From another phone

1. Call 973-408-4933.
2. Enter your extension.
3. Enter your password followed by #.

4. Press **7** to change mailbox options.
5. Press **2** to set your availability state.
6. Press the number that corresponds to the state you wish to enable (these will be read to you).
  - 1 Available
  - 2 In a meeting
  - 3 Out of office
  - 4 Vacation
  - 5 Custom
  - 6 Do Not Disturb
  - \* Cancel
7. The availability state for your phone changes to the selected state.
8. Hang up to disconnect from voicemail.

Please refer to [Availability States on Mitel Phones](#) or to the [User Guide](#) for more information.