

Forwarding your Phone Via the Mitel Portal

There are two Mitel platforms: SKY and CONNECT. Your login to the Portal is different for each system so you will need to first identify the system you are.

Look at your desk phone, if you see a box in the middle of the screen that says Mitel Connect, your phone is on the Mitel Connect System, otherwise you are on the Mitel Sky System.



Forwarding your Mitel CONNECT phone: * jump to page 4 for directions for Mitel Sky

Log in to the portal by going to <https://portal.shoretelsky.com>

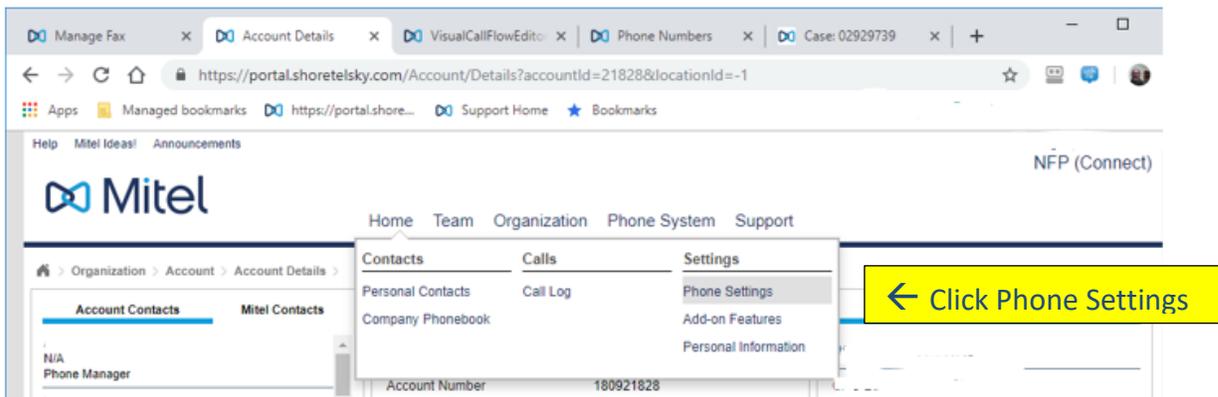
Enter your email address as your username

Enter your password

*If you don't know your password, click Forgot Password. You will be sent an email with instructions on how to reset your password.

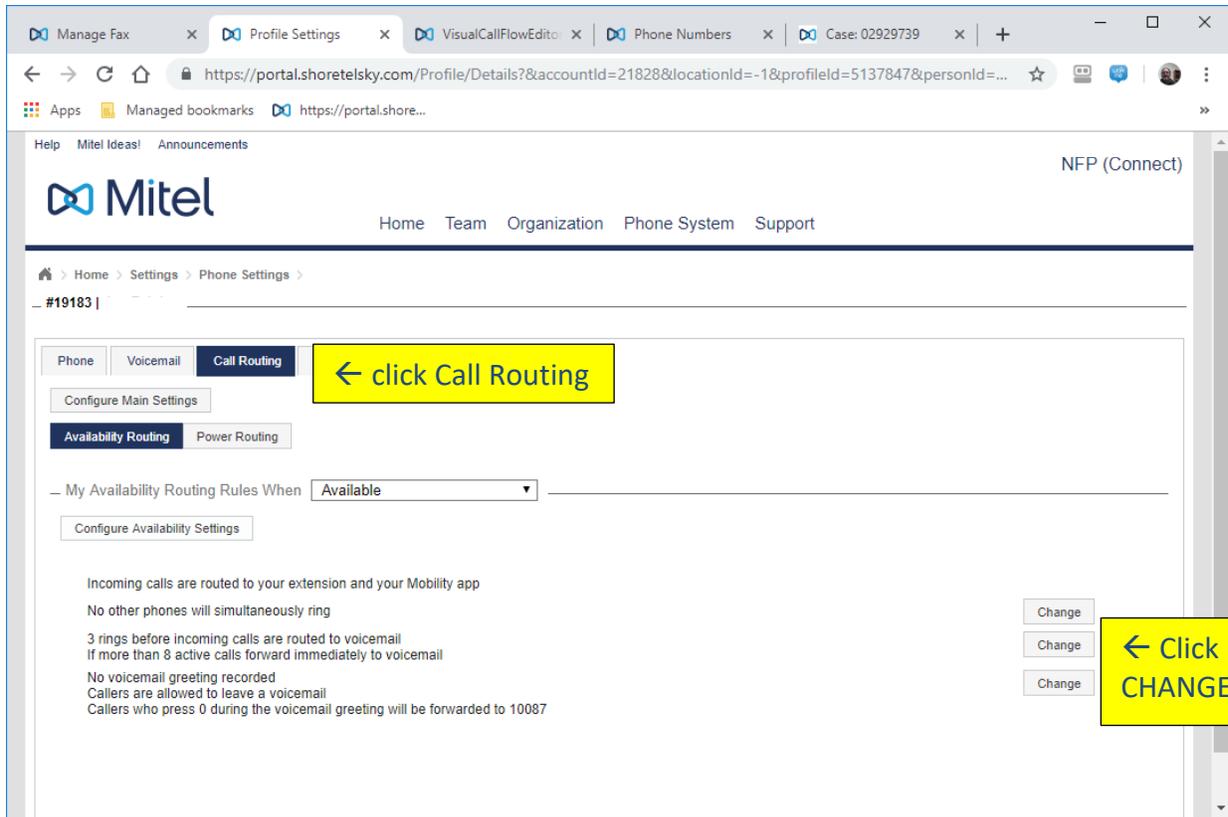
Once logged in to the portal, follow these directions:

Click the Home menu then click Phone Settings

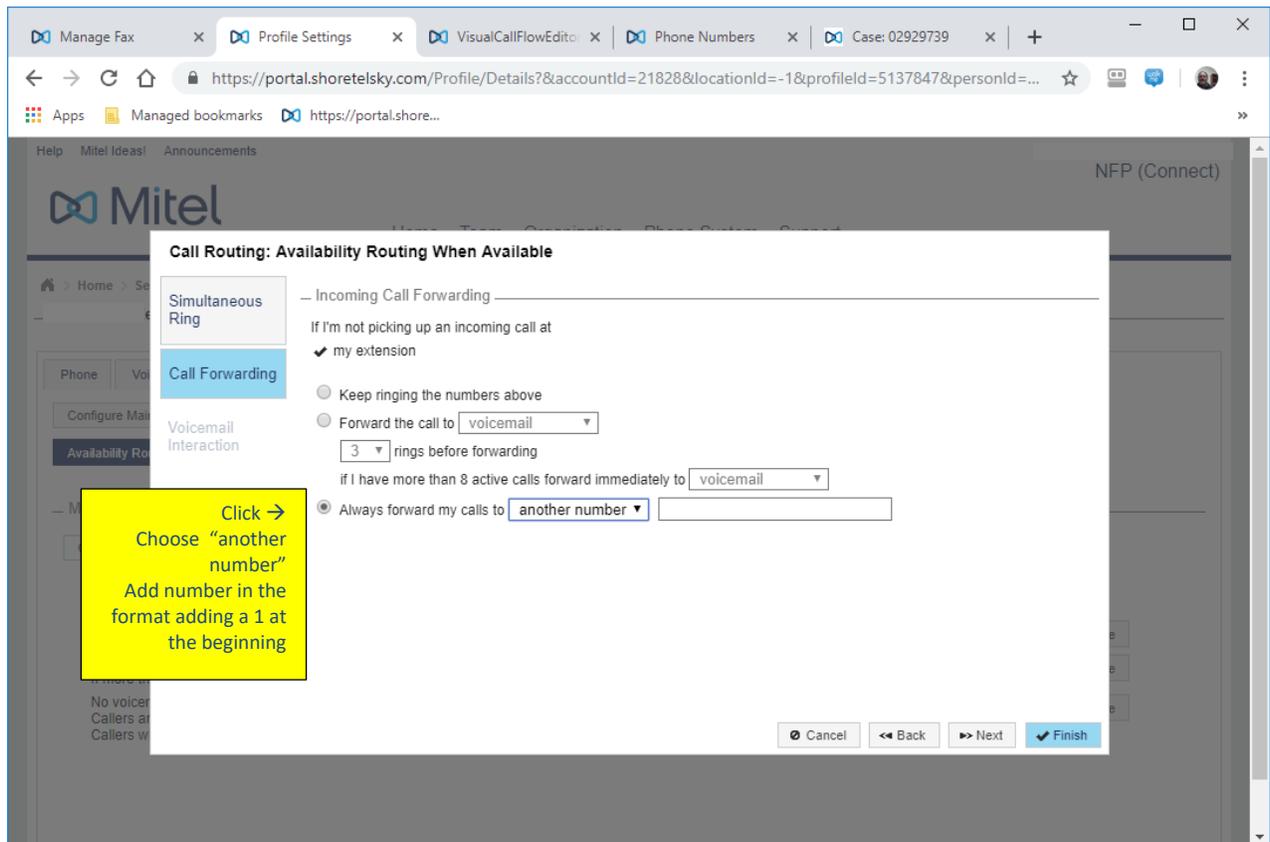


Click on the Call Routing tab

Click the middle Change button at the bottom right of the screen



Click the radio button “Always forward my calls to” then click the drop-down “another number”
Enter the number to forward to in the format of 1 + 10-digit number, click Finish



Forwarding your Mitel SKY Phone:

Log in to the portal by going to <https://portal.shoretelsky.com>

Enter your direct 10-digit direct phone number as your username

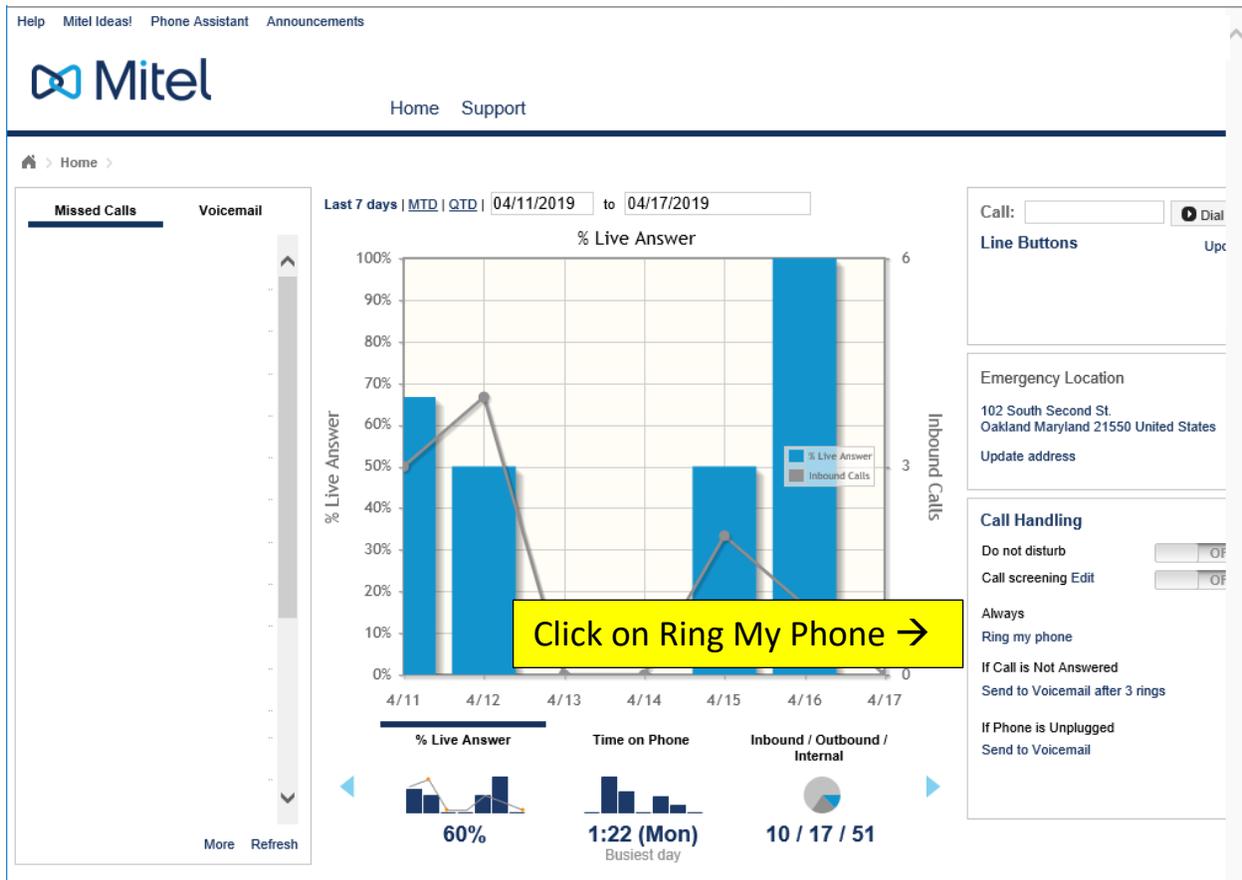
<do not put a 1 first, do not use hyphens or periods, just the number>

Enter your password

*If you don't know your password, click Forgot Password. You will be sent an email with instructions on how to reset your password.

Once logged in to the portal, follow these directions:

Click on "Ring my phone" at the bottom right of the screen



This is a close-up of the 'Call Handling' settings section. It includes two toggle switches for 'Do not disturb' and 'Call screening Edit', both set to 'OFF'. Below these are three options under the 'Always' section: 'Ring my phone' (selected), 'Ring my phone', and 'Forward the call to'. A dropdown menu is open, showing the selected option 'Ring my phone' and the other two options: 'Forward the call to' and 'Send to voicemail'. Below the dropdown are two options under the 'If Phone is Unplugged' section: 'Send to voicemail' and 'Send to Voicemail'.

← Make sure these are both OFF

← Click the drop-down and select "Forward the Call to"

Choose "Forward the call to" in the dropdown and enter the phone number you want to forward to starting with a 1. Enter digits only.

Call Handling 

Do not disturb OFF

Call screening Edit OFF

Always

Forward the call to 



If Call is Not Answered
Send to Voicemail after 4 rings

If Phone is Unplugged
Send to Voicemail

← Enter your Cell Phone or other phone number into the field preceded with a 1
* Click the Checkmark to save your entry

Forwarding is complete. Your screen will show forwarding enabled as below.

Call Handling 

Do not disturb OFF

Call screening Edit OFF

Always

Forward to 1 (555) 555-5555

If Call is Not Answered
Send to Voicemail after 4 rings

If Phone is Unplugged
Send to Voicemail