

# VELOCITY VIRTUAL ONLINE PORTAL USER GUIDE

To access your ONLINE PORTAL use Internet Explorer only <https://213.48.61.21>

Enter your username and password (Your username/ password is issued to you by IT support when you join Velocity)

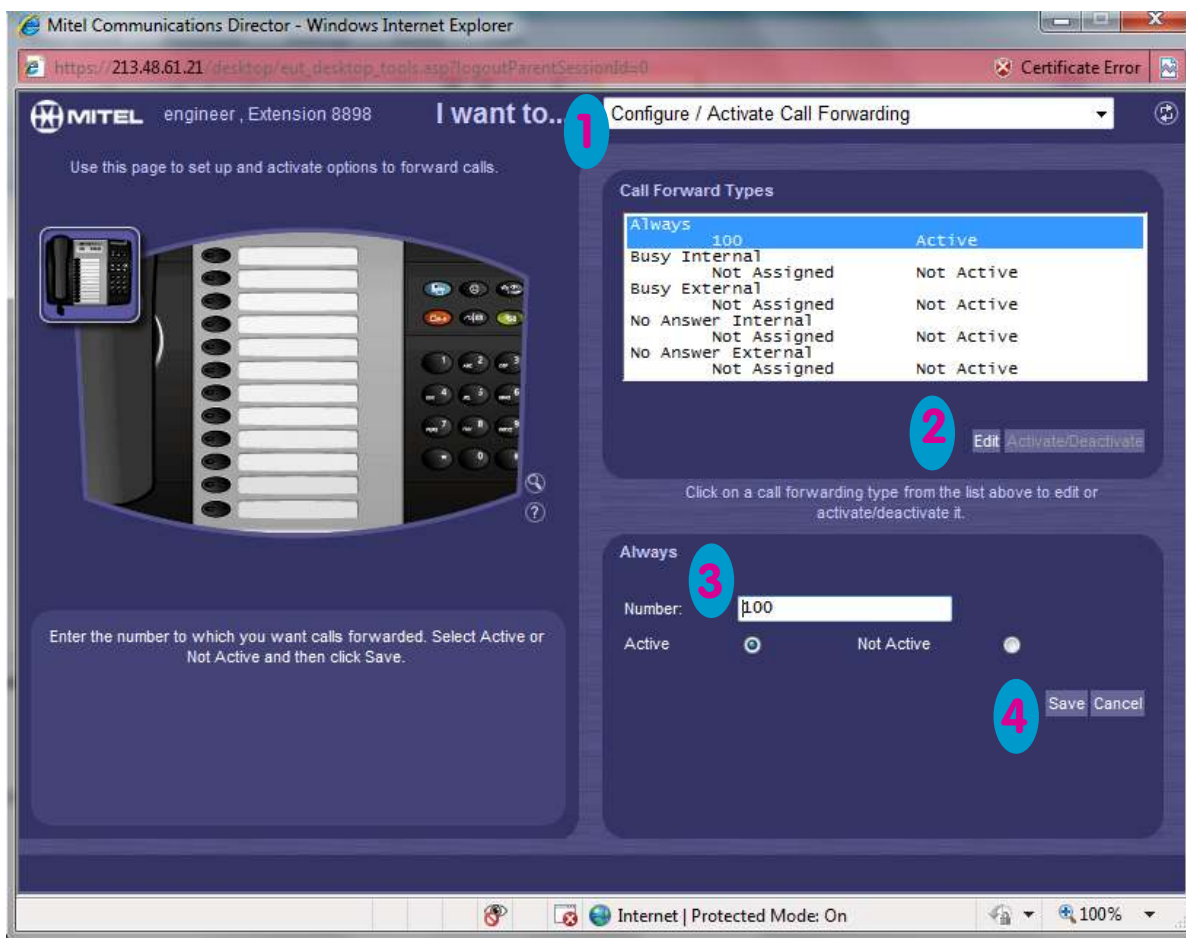
To change your forwarding options follow these simple steps:

**FORWARDING CALLS TO THE VELOCITY OPERATOR OR VOICEMAIL OR NUMBER OF YOUR CHOICE:**

- Select **"CONFIGURE/ACTIVATE CALL FORWARDING"** in the top **"I WANT TO..."** box marked **1**
- Next click **"EDIT"** then select **"ALWAYS"** in the **"CALL FORWARD TYPES"** box marked **2**
- Then enter the option you want in the **"NUMBER"** box below marked **3**  
In the **"NUMBER"** box use **100** for calls to be answered by the Velocity Virtual operator  
Or in the **"NUMBER"** box use **200** if calls are to be routed to your Voicemail  
Or in the **"NUMBER"** box enter your **desired phone number** (do not prefix with **"9"** or a country code)
- Select **"ACTIVE"** and then...
- Click **SAVE** to update your information marked **4** below

HERE IS A SCREEN SHOT TO ASSIST YOU TO CHANGE YOUR SET UP DETAILS FROM ANY INTERNET ENABLED DEVICE

## THE WELCOME SCREEN



Mitel Communications Director - Windows Internet Explorer  
[https://213.48.61.21/desktop/eut\\_desktop\\_tools.asp?logoutParentSessionId=0](https://213.48.61.21/desktop/eut_desktop_tools.asp?logoutParentSessionId=0) Certificate Error

MITEL engineer , Extension 8898 I want to.. **1** Configure / Activate Call Forwarding

Use this page to set up and activate options to forward calls.

Call Forward Types

Always	100	Active
Busy Internal	Not Assigned	Not Active
Busy External	Not Assigned	Not Active
No Answer Internal	Not Assigned	Not Active
No Answer External	Not Assigned	Not Active

**2** Edit Activate/Deactivate

Click on a call forwarding type from the list above to edit or activate/deactivate it.

Always **3**

Number:

Active  Not Active

**4** Save Cancel

Enter the number to which you want calls forwarded. Select Active or Not Active and then click Save.

Internet | Protected Mode: On 100%

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