



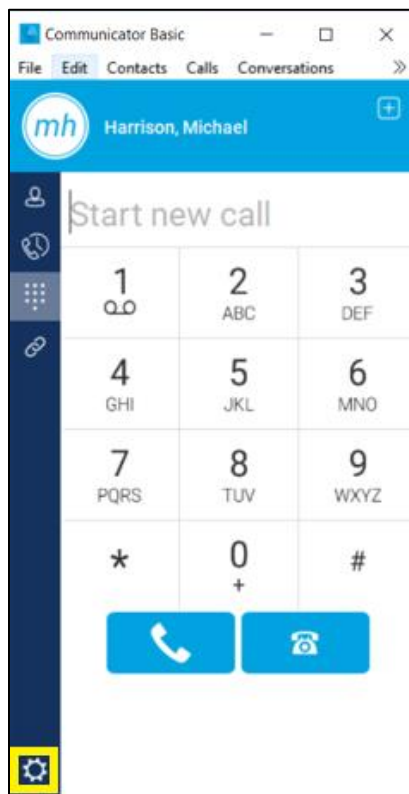
## 10-Digit Dial

Beginning April 24, 2021, the 405 area code in Oklahoma will become 10-digit dial which means that for a call to complete, the area code will need to be dialed. This is due to the 405 area code being fully allocated and the new area code 572 being introduced. Even if you have previously never dialed the area code before making a call, you will now be required to.

With this change taking place, any call forwarding and One-Touch speed dials will need to be adjusted to 10-digit dialing. This includes “Anywhere” programming. Follow these instructions to ensure you do not experience any service impacts.

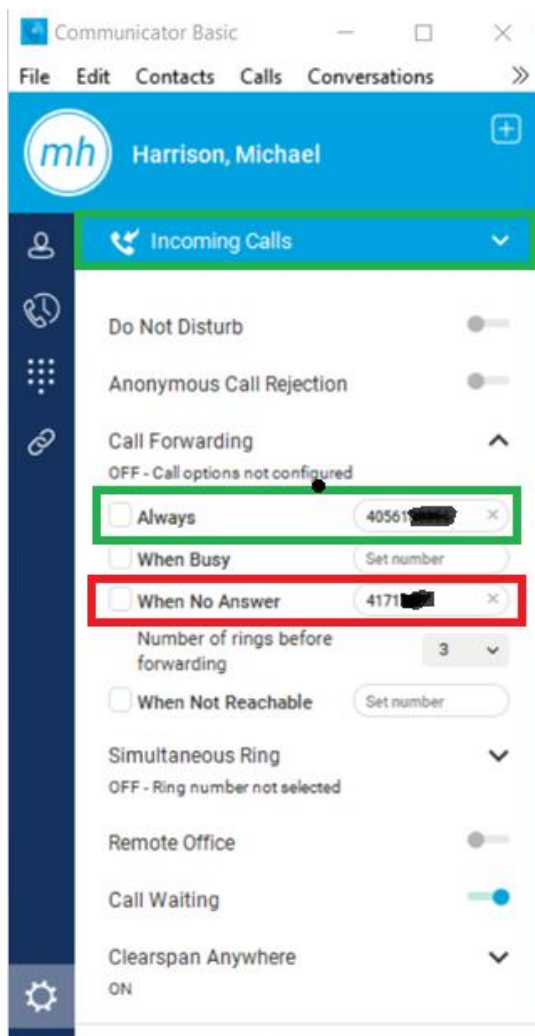
### **Adjusting call forwarding and “Anywhere” programming in the Mitel Communicator softphone (basic or full) tool**

From the dial pad, select the gear in the lower left corner. This will display the Settings menu.

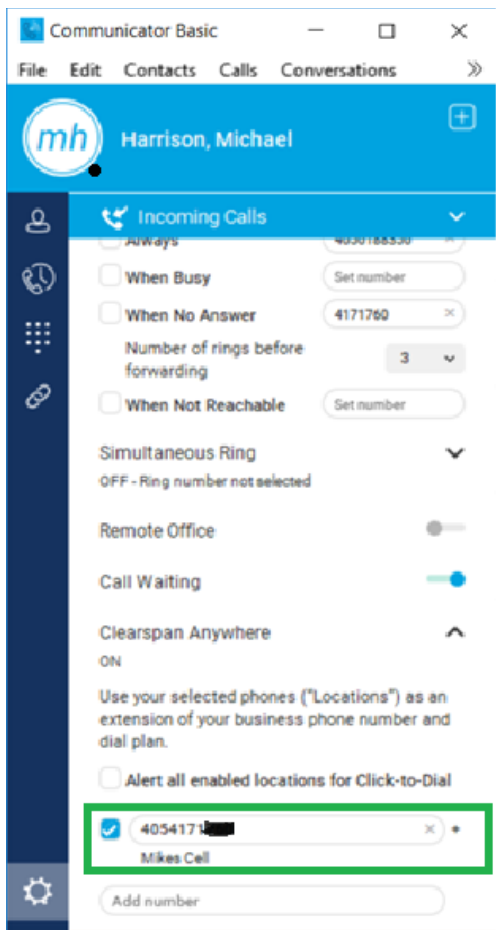


Select the “Incoming Calls” menu. In the “Incoming Calls” section, ensure any forwarding has the 10-digit number (with area code).

In the example below, a correct entry with area code is shown in the “Always” field, and an incorrect entry without area code is shown in the “When No Answer” field.

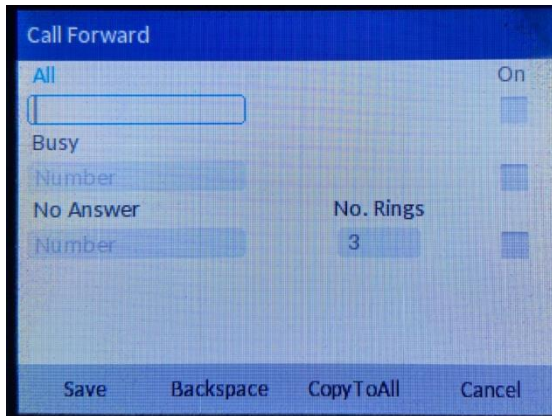


The “Anywhere” feature will also need to be adjusted to 10 digit. This is found on the same menu under the “Alert all enable locations for Click-to-Dial” heading.



## Adjusting call forwarding on a desk phone

Select the Call Forwarding button on the phone to bring up the Forwarding menu. Each one of the entries will need to have the 10-digit phone number that the call will be forwarded to (i.e. 405-521-xxxx).



## Adjusting One-Touch speed dialing

Select the gear button on the dial pad, third from the top on the left side.



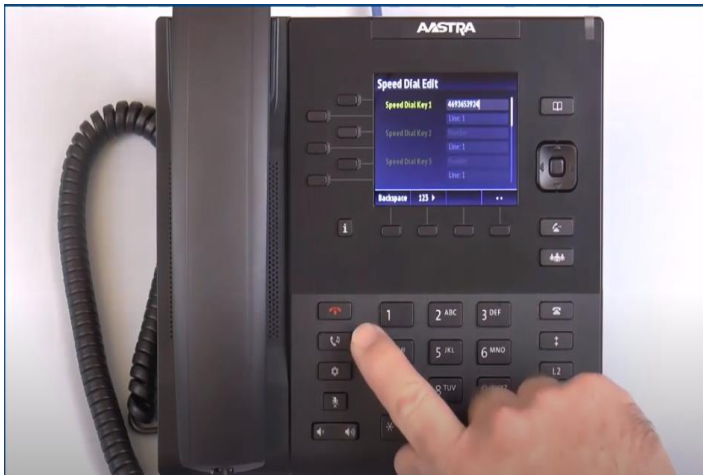
This will bring up the Options menu



Using the Directions pad, located to the right of the screen, scroll to the Dial Pad icon, then scroll down to Speed Dial Edit and push Select.



This will bring up a list of your speed dials. Adjust each phone number to include the area code.



Once each adjustment is made, select the "Save" button.

