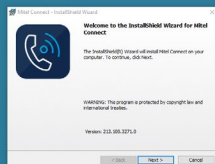


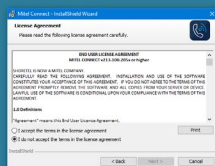
Mitel Connect

Mitel Connect allows you to answer your phone from a PC or Mac off-campus. Your computer must have a microphone and speakers. Once you have downloaded the installation file for your operating system, follow these instructions to setup the application. **For the Mac software installation see the second half of this document.**

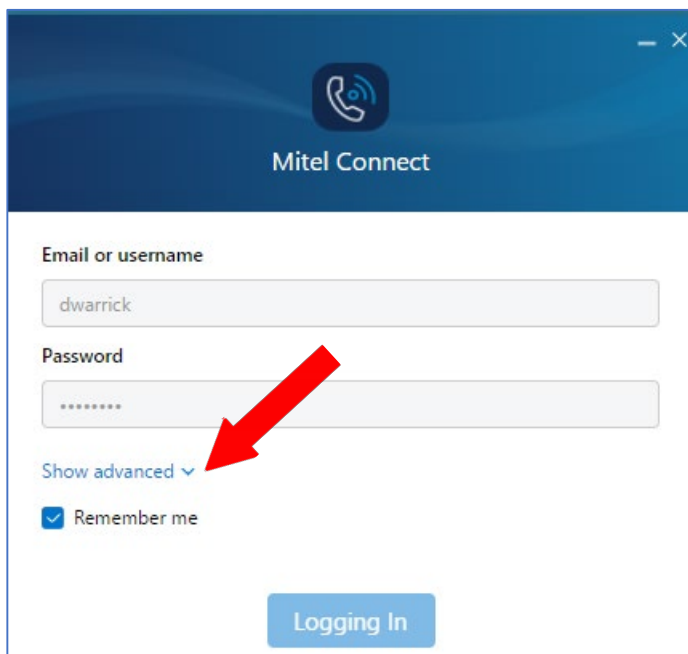
**You must be logged into the VPN before you use this application.
for instructions click this link – [Installing and running the VPN.](#)**



Install the Mitel Connect application from the link in Knowledge Owl

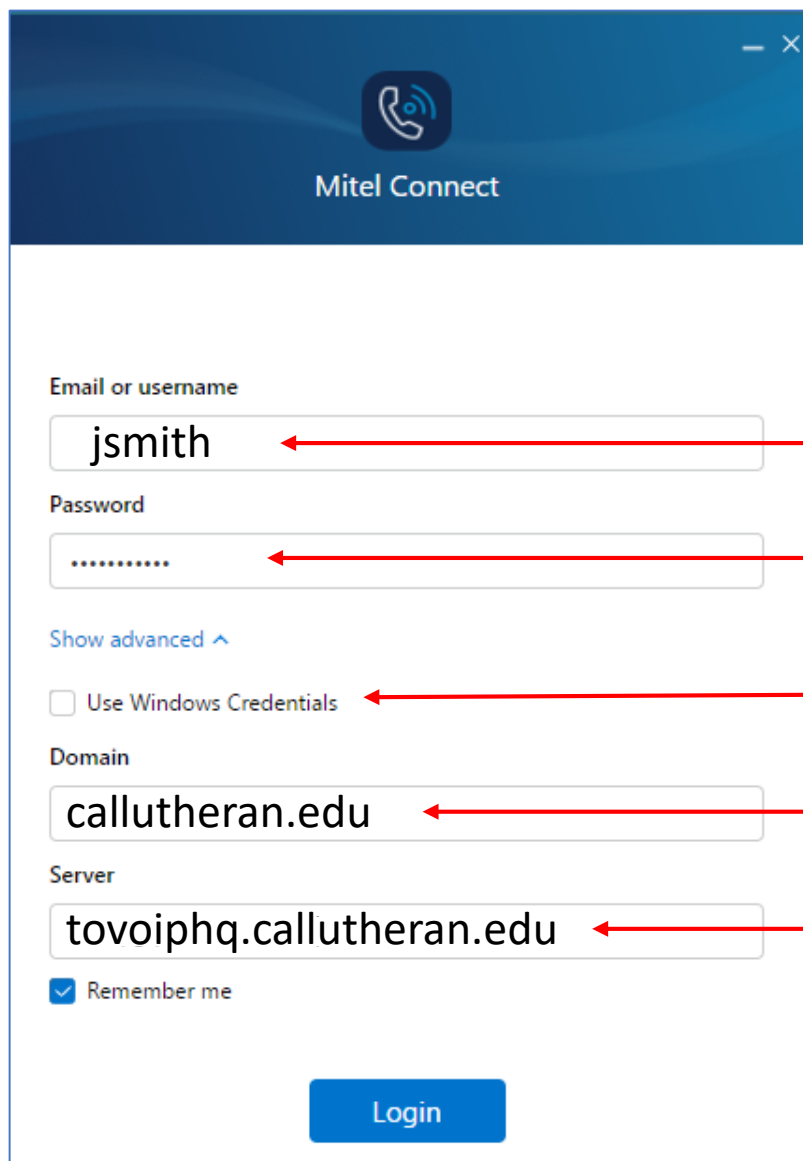


Follow the onscreen instructions just as you would installing any other Windows application.



A screenshot of the Mitel Connect login window. The window has a blue header with the Mitel Connect logo and title. Below the header, there are two input fields: "Email or username" containing "dwarrick" and "Password" containing "*****". Below these fields is a "Show advanced" link with a downward arrow, which is highlighted by a red arrow. There is also a "Remember me" checkbox which is checked. At the bottom is a "Logging In" button.

In the dialogue box that opens, click on “Show advanced”



A screenshot of the Mitel Connect login window with the "Show advanced" options expanded. The "Email or username" field contains "jsmith". The "Password" field contains "*****". Below these fields is a "Show advanced" link with an upward arrow. There is an unchecked "Use Windows Credentials" checkbox. Below that is a "Domain" field containing "callutheran.edu". Below that is a "Server" field containing "tovoiphq.callutheran.edu". There is also a "Remember me" checkbox which is checked. At the bottom is a "Login" button.

Enter your user name (not your email address)

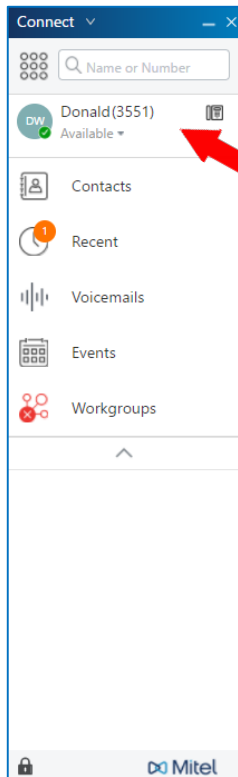
Enter your CLU password

Uncheck “Use Windows Credentials”

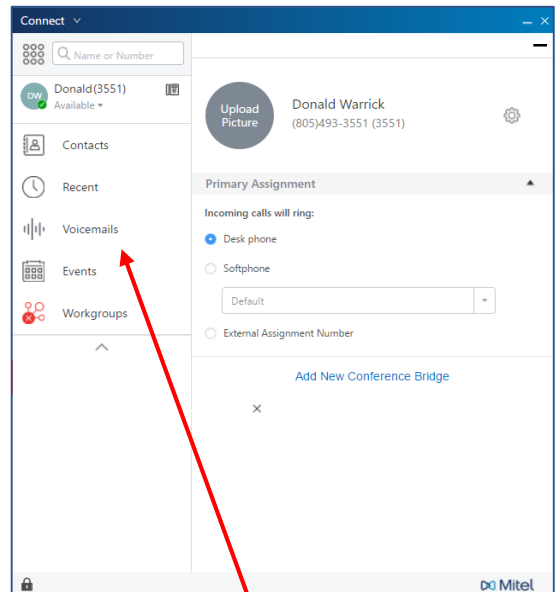
Domain is:
callutheran.edu

Server is:
tovoiphq.callutheran.edu

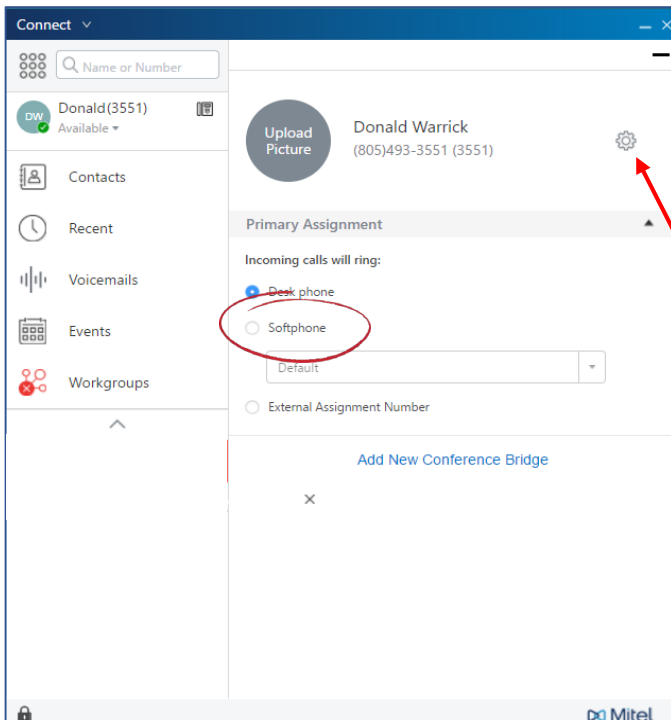
Click “Remember Me” and Login



When the app opens it will be in compact mode. Click on your name to open the full dialogue box.



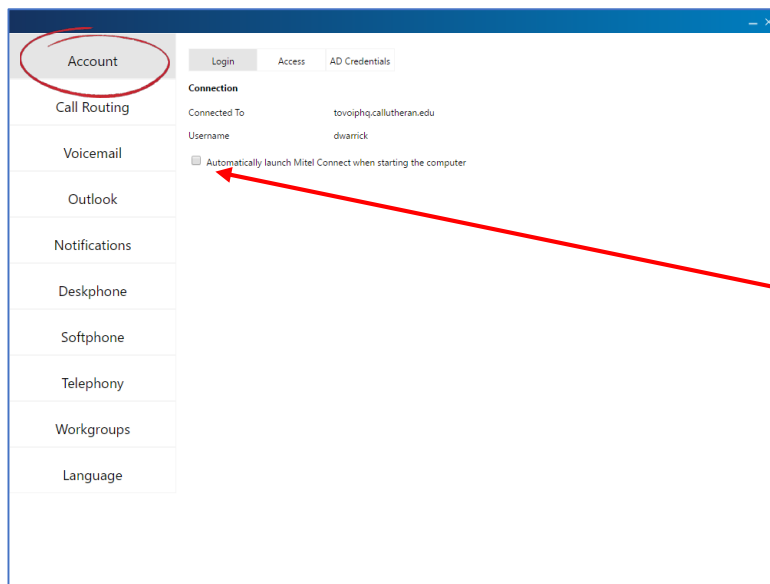
You can check your voicemail as well as your call history here.



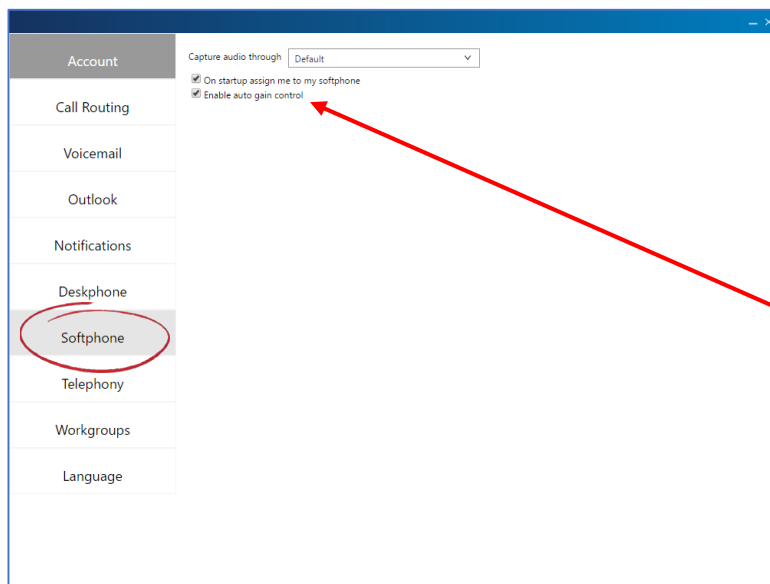
To have calls come into your PC, click the button "Soft Phone".

Click on the configuration icon to finish setting up your software

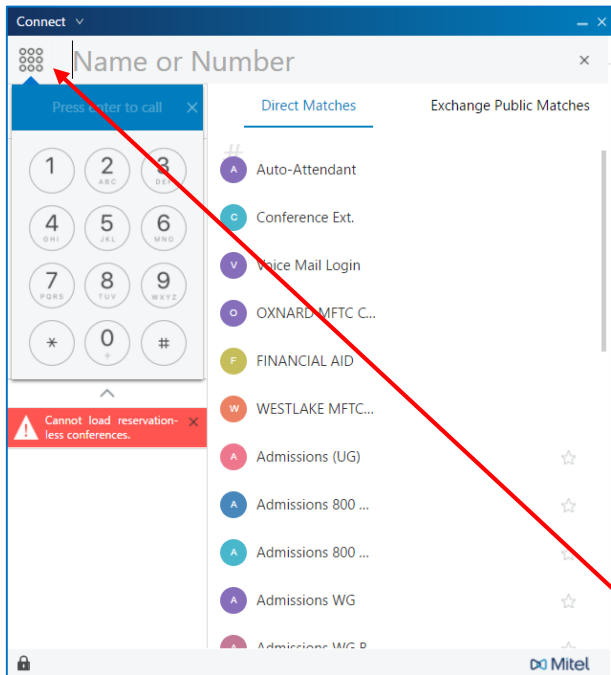
From the configuration menu you can automatically open Mitel Connect when you start your system and start the application in “Soft-Phone” model.



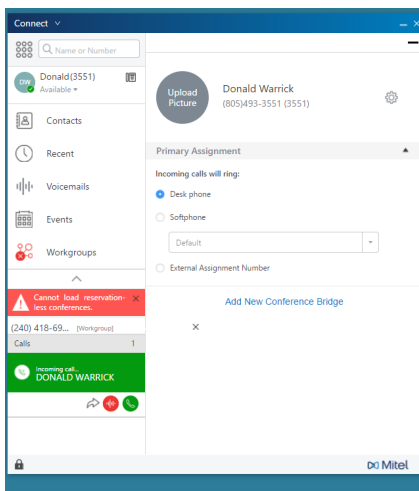
From the “Account” tab select Automatically launch Mitel on Startup.



From the “Softphone” tab select “On startup assign me to my softphone”



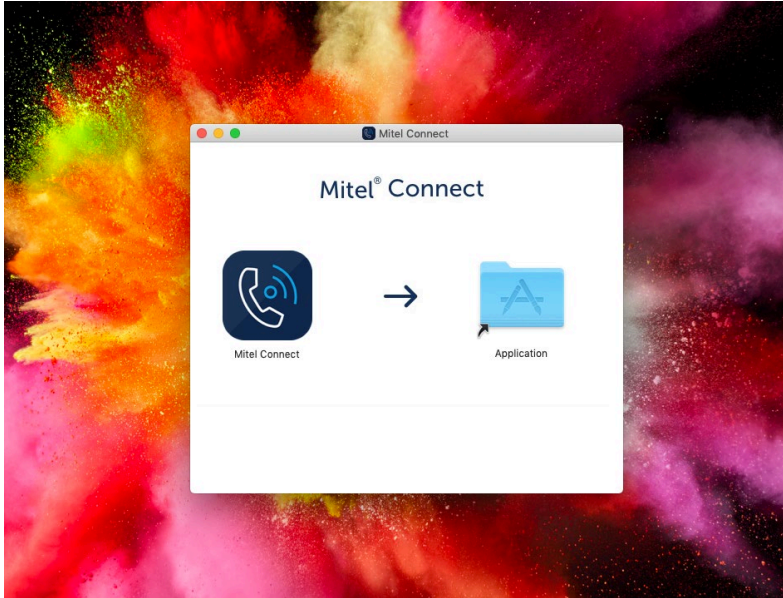
To make certain that your software is configured correctly and that your speakers and microphone are working properly, it is essential to make a test call before you begin using the software to answer your office phone. To make a test call open the dial keypad by clicking on the keypad icon.



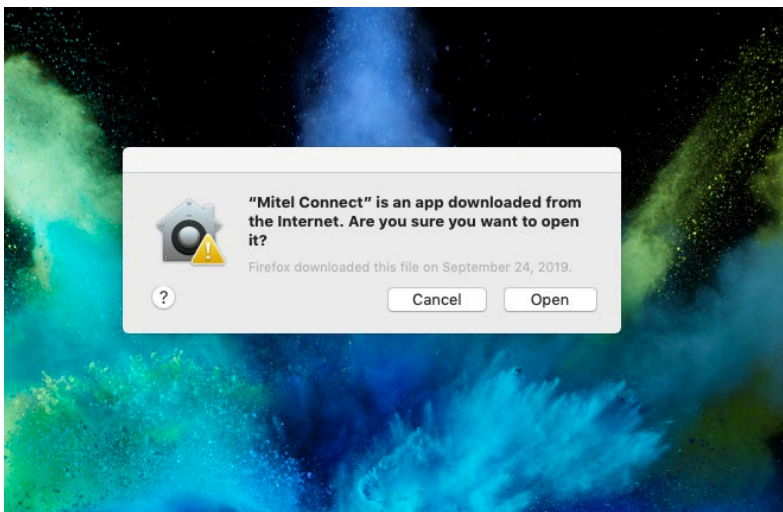
Incoming calls will appear at the bottom of your screen

If you experience any problems with installation or in configuring the audio for your device, please call the helpdesk at 805-493-3698 or send an email to helpdesk@callutheran.edu

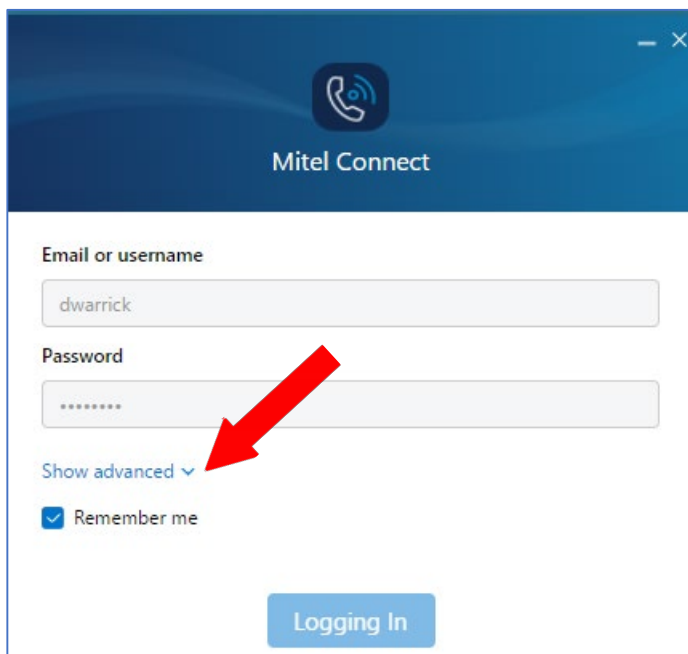
Mac Installation



After double clicking on the dmg file, drag the new app into the application folder

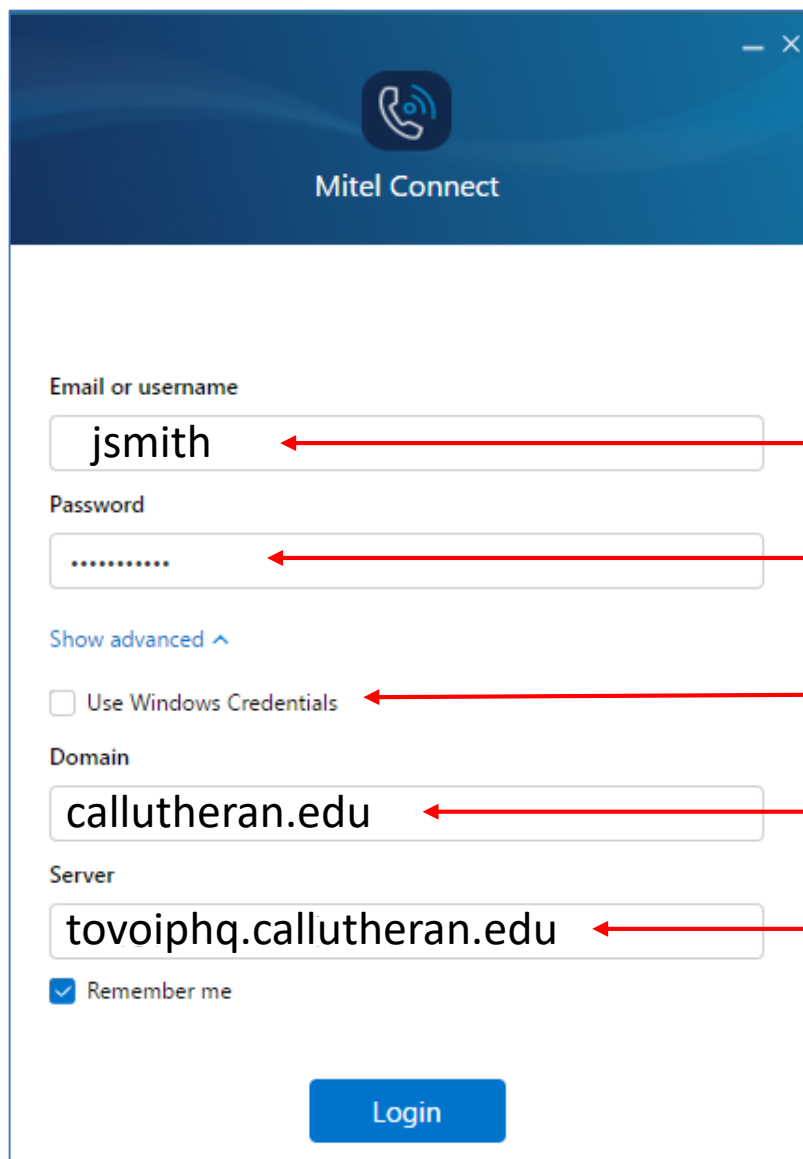


Click Open



The image shows a Mitel Connect login window. At the top is a blue header with the Mitel Connect logo and title. Below the header are two input fields: "Email or username" containing "dwarrick" and "Password" containing "*****". Below these is a "Show advanced" link with a downward arrow, which is highlighted by a red arrow. There is also a checked "Remember me" checkbox and a "Logging In" button at the bottom.

In the dialogue box that opens, click on “Show advanced”



The image shows the Mitel Connect login window with advanced options expanded. The "Email or username" field contains "jsmith", the "Password" field contains "*****", and the "Show advanced" link now has an upward arrow. Below the password field is an unchecked "Use Windows Credentials" checkbox. Below that are two more input fields: "Domain" containing "callutheran.edu" and "Server" containing "tovoiphq.callutheran.edu". There is also a checked "Remember me" checkbox and a "Login" button at the bottom.

Enter your user name (not your email address)

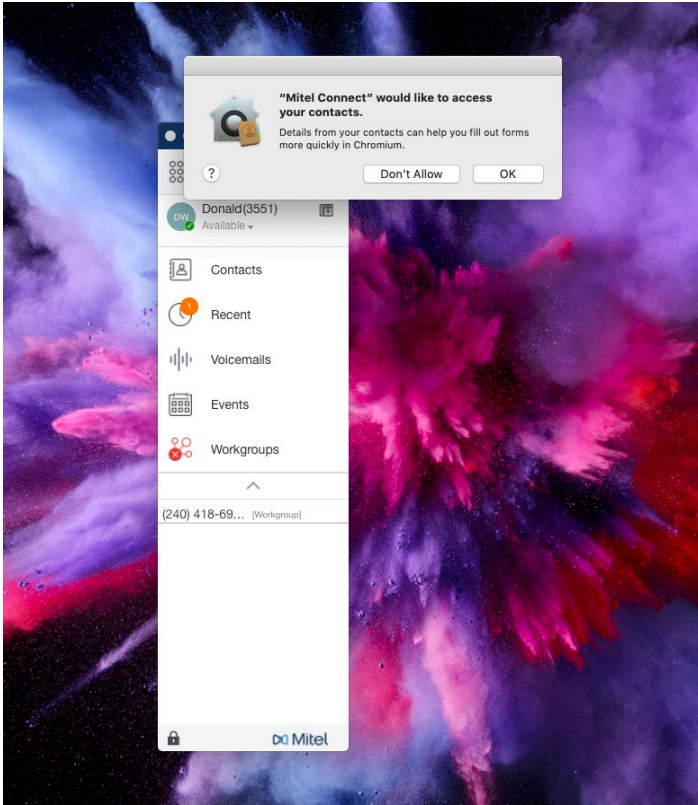
Enter your CLU password

Uncheck “Use Windows Credentials”

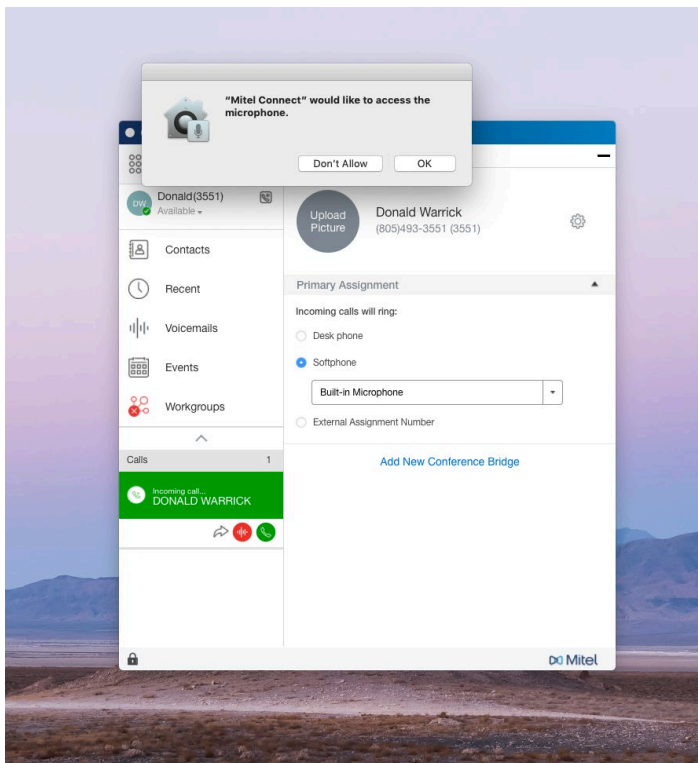
Domain is:
callutheran.edu

Server is:
tovoiphq.callutheran.edu

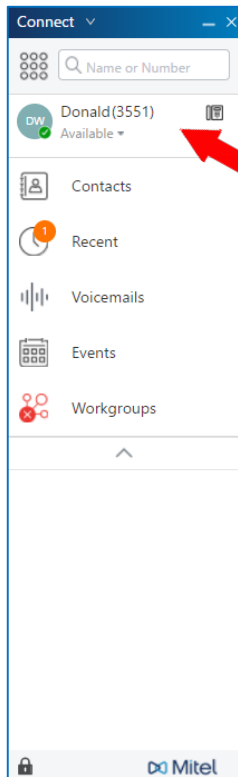
Click “Remember Me” and Login



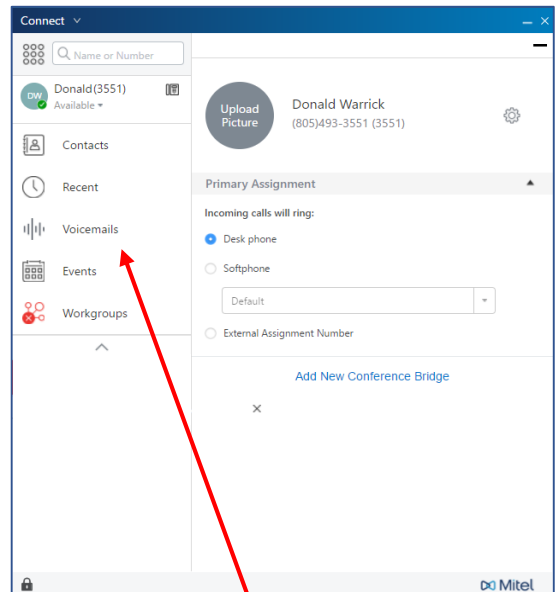
Allow the application to access your contacts.



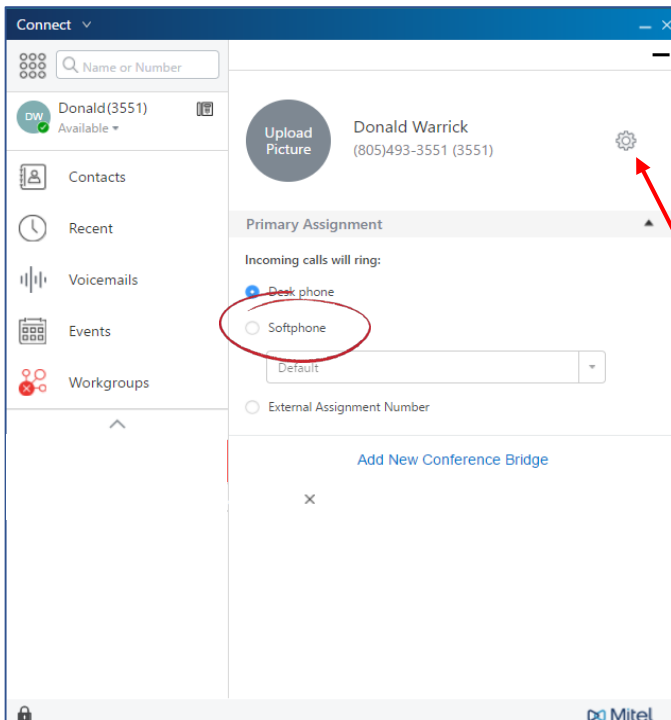
Allow the application to access your microphone.



When the app opens it will be in compact mode. Click on your name to open the full dialogue box.



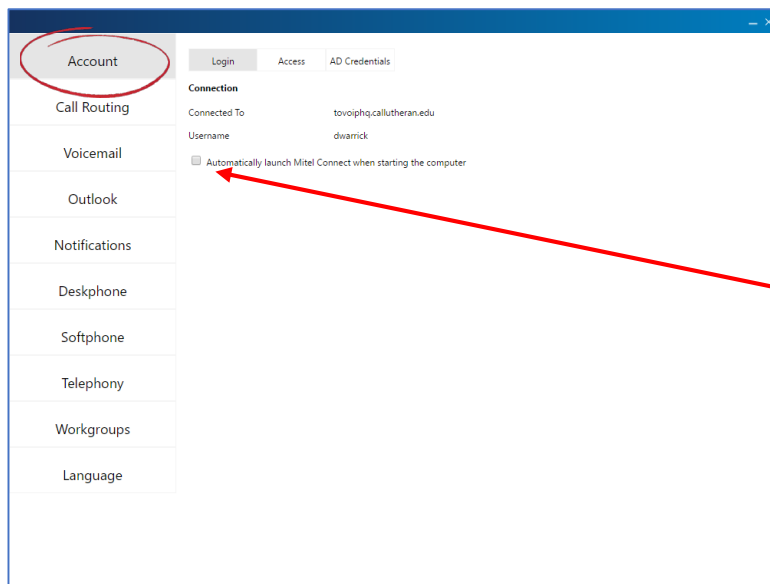
You can check your voicemail as well as your call history here.



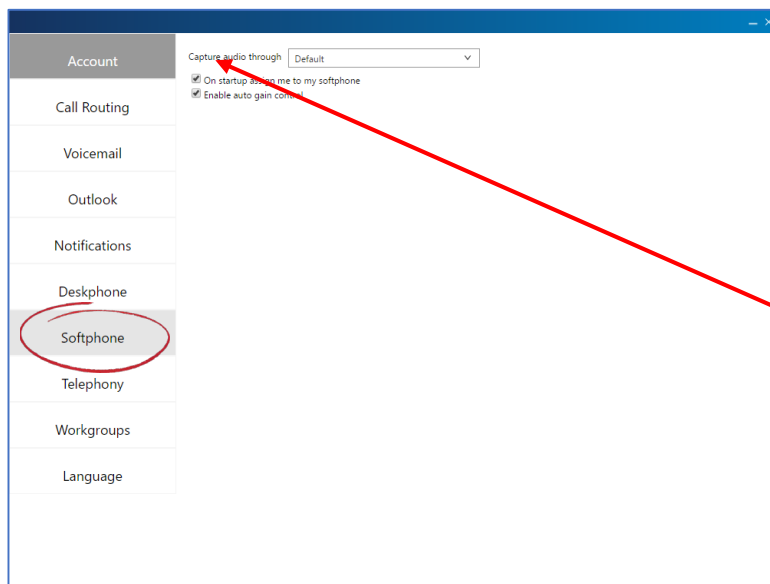
To have calls come into your PC, click the button "Soft Phone".

Click on the configuration icon to finish setting up your software

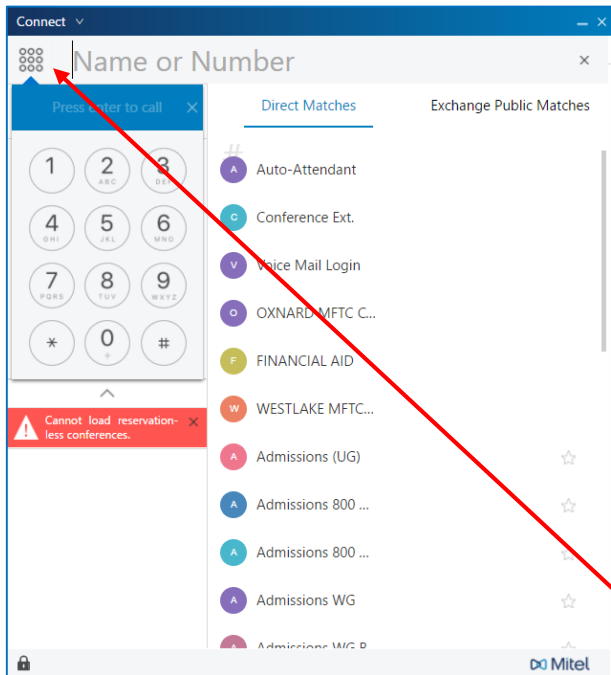
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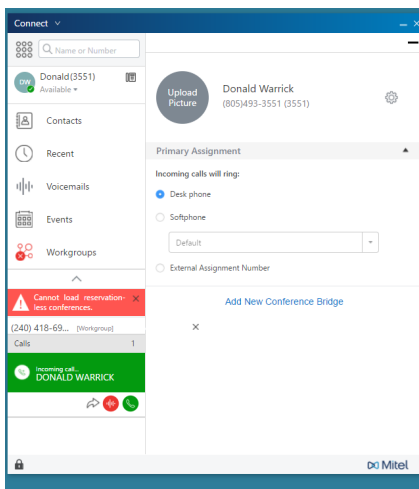
From the “Account” tab select Automatically launch Mitel on Startup.



From the “Softphone” tab select “On startup assign me to my softphone”



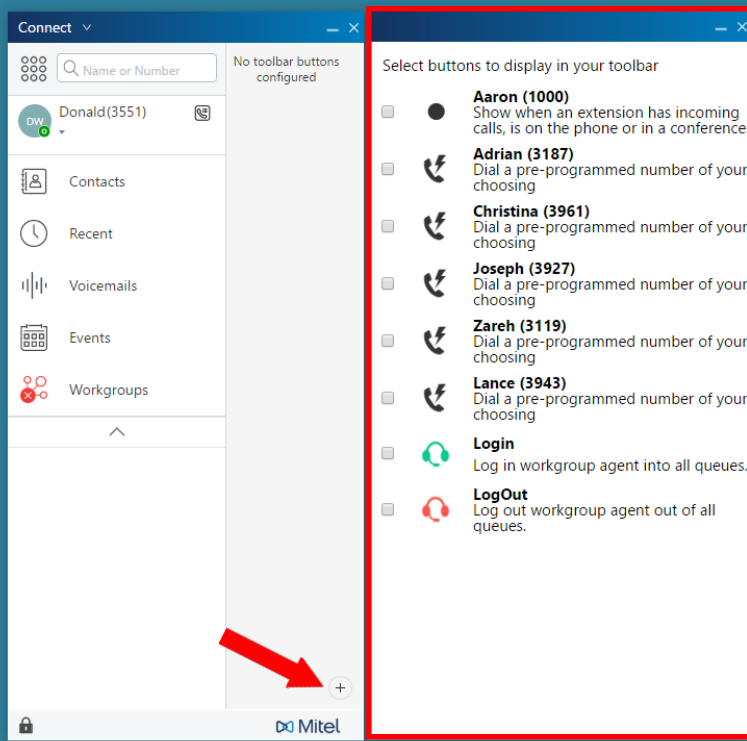
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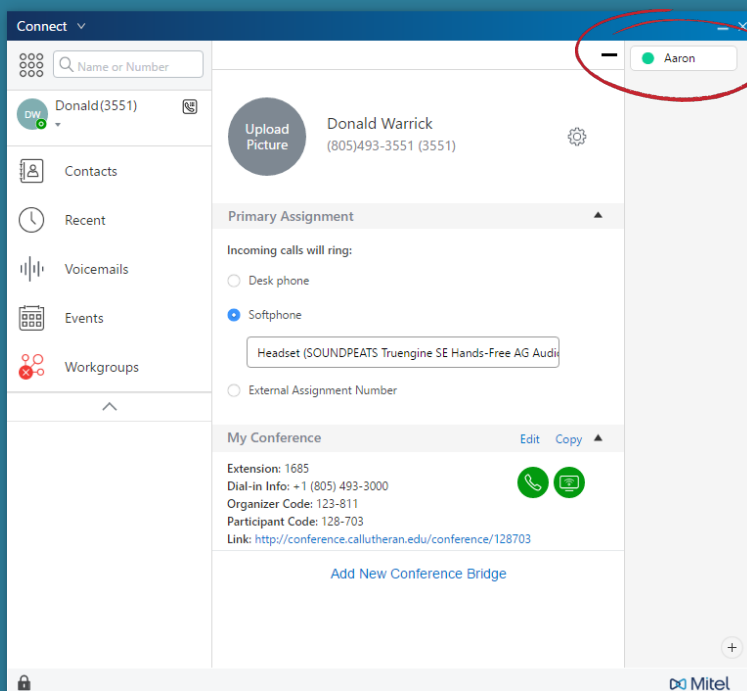
Incoming calls will appear at the bottom of your screen

If you experience any problems with installation or in configuring the audio for your device, please call the helpdesk at 805-493-3698 or send an email to helpdesk@callutheran.edu

Phone Monitoring

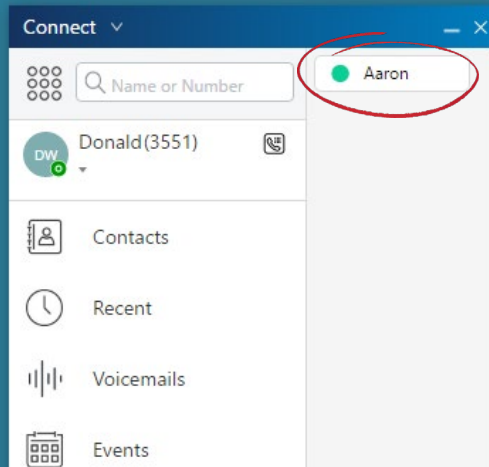


If you have to monitor an extension as if you were to answer a front desk phone (admissions, advancement, residence life) click on the + sign at the bottom of the Mitel app and another window will open with a list of phones to monitor.



The phone you are monitoring will appear in the upper right corner of the Mitel application.

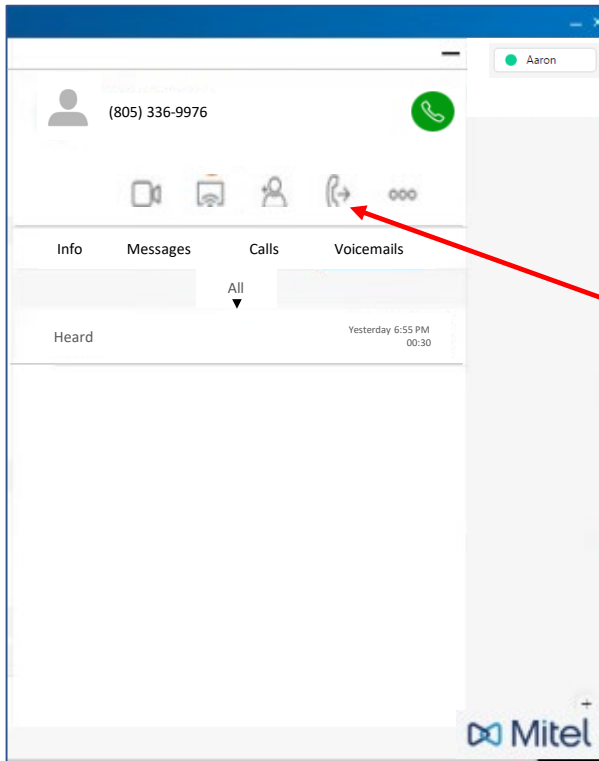
These extensions are programmed by the telecommunications department. If you don't see extensions here, you need to put in a helpdesk ticket. When you're ready to select an extension you want to monitor, you check the box



Just like on your desk phone, there are 6 different "States" Available, In a meeting etc. When you are monitoring another line their status is displayed next to their name.

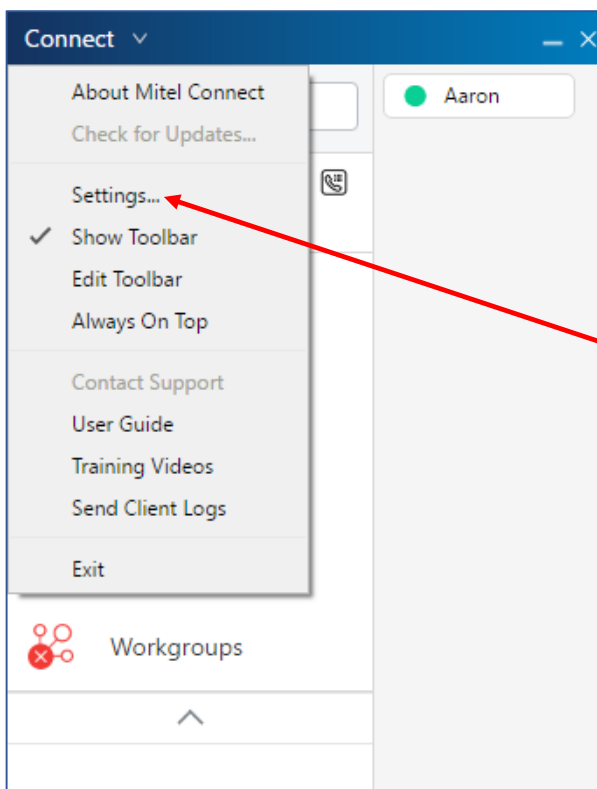


The Mitel Connect icon in the task bar will show you the number of phones you are monitoring.

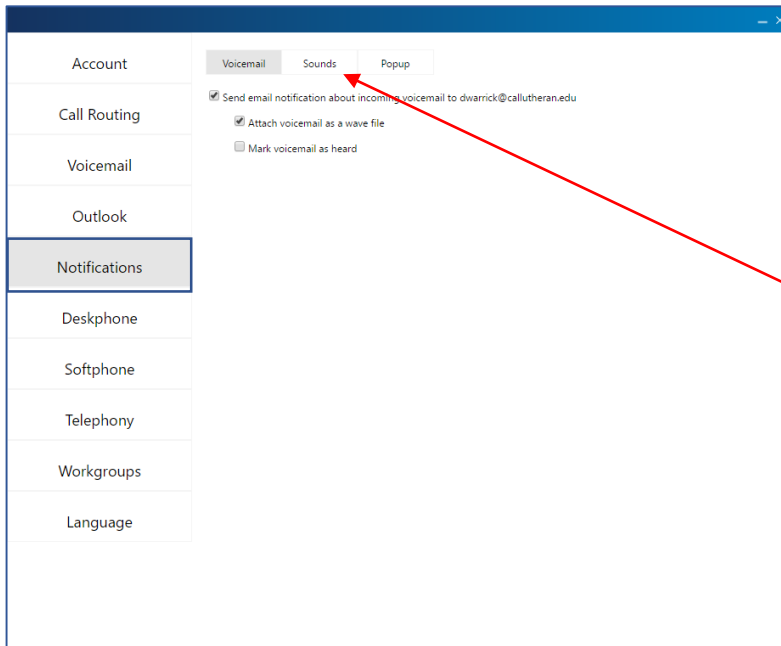


When a call comes in on a monitored line, the icon will change as well as the audible alert.

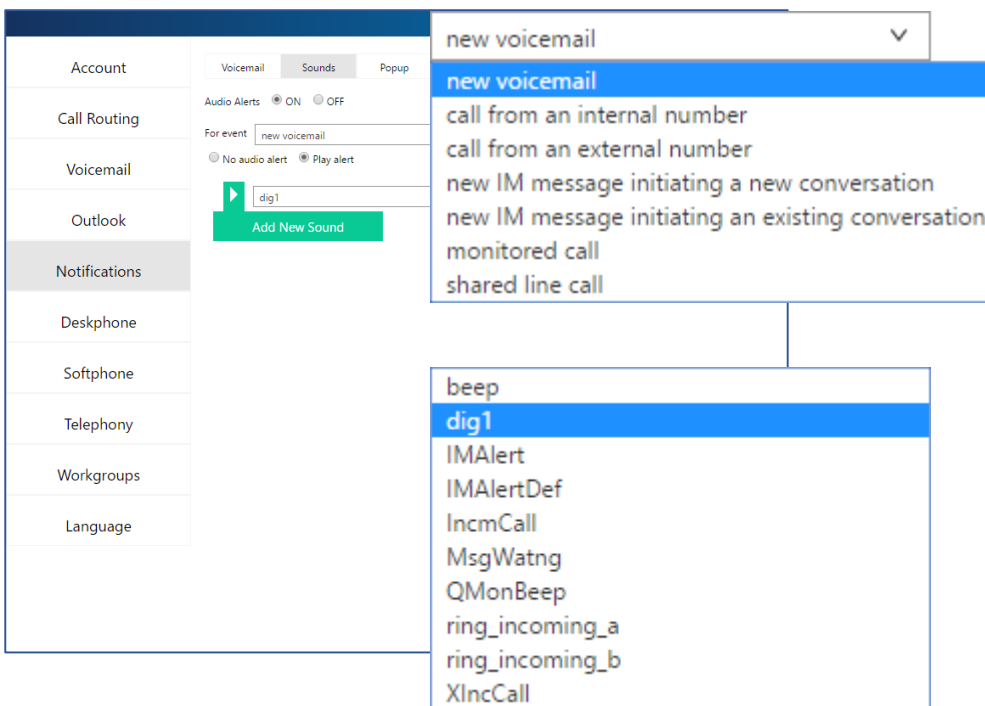
Once the call is connected you can transfer the call.



Open the Settings dialogue box to set notifications and sounds



From the Notification tab you can change the sounds for each event.



Choose a call type from the list.

You can select a different sound for each type of notification.