MITEL CONNECT CLIENT QUICK REFERENCE GUIDE

Mitel®
Powering connections

Labels pointing to the interface:
- DIAL PAD
- AVAILABILITY STATE
- REVIEW VOICEMAILS
- NOTIFICATION AREA
- SCREEN SHARE
- ADD PARTICIPANT
- CONVERSATION HISTORY

PLACE A CALL

From Quick Dialer Search Bar

Type the contact details in the Quick Dialer search bar and do one of the following:

- Double-click the contact.
- Select the contact and click.

From Recent

Click the Recent tab on the dashboard and do one of the following:

- Double-click the contact.
- Select the contact and click.

ANSWER A CALL

- Click [icon] in the notification area.
- Click [icon] to end an active call.

MAKE A VIDEO CALL

1. Set the primary extension to your softphone.
2. Type the contact's details in the Quick Dialer search bar, and then select a contact.
3. Click [icon] to place a voice call.
4. Click [icon] to broadcast the video.

ACCESS VOICEMAIL

1. On the dashboard, click the **Voicemails** tab.
2. Select the voicemail you want to listen to.
3. Use one of the following options to play your voicemail:
   - Click [icon] to play the voicemail on your phone.
   - Click [icon] to play the voicemail on your computer speakers.
4. Click ▶ to start the voicemail playback.

UPDATE AVAILABILITY STATE

1. Click your current Availability State on the dashboard.
2. Select the Availability State you want to use.
3. Choose **Custom** to specify your own label and color for your Availability State.

   Configured call routing rules apply.

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SET UP A CONFERENCE

1. Click the Events tab on the dashboard.
2. On the second pane, click ⊕.
3. On the third pane, fill in the required fields.
4. Click Create to generate the invitation.

SHARE YOUR SCREEN

1. Click the Contacts tab on the dashboard, and select a contact.
2. In the third pane, click 🔗.
3. Click Share Full Screen, Share Area, or Share Window.

The screen is shared when the contact accepts the invitation.

TRANSFER A CALL

Blind Transfer

1. View the incoming call in the notification area of the dashboard.
2. Click ➦ and type the contact's name or extension.
3. Click Transfer.

Consultative Transfer

1. View the incoming call in the notification area.
2. Click ➦ and type the contact's name or extension.
3. Click Consult.
4. In the Consulting window, click ➦ to complete the call transfer.

Transferring to Voicemail

1. View the incoming call in the notification area.
2. Click ➦ and type the contact's name or extension.
3. Click Voicemail.

Parking a Call

1. After answering a call, click ➩.
2. In the second pane search field, type the contact's name or extension, and select the contact.
3. Click Park, and click ☎.

SEND AN IM

To an Individual

1. Type the contact's name in the Quick Dialer search bar, and select a contact.
2. Type a message in the text box, and then press Enter.

To a Group

1. Click Contacts > Groups.
2. For the group you want to send a message to, click ⚙.
3. Click Start Group Chat.
4. Type a message in the text box, and then press Enter.

To Multiple Users

1. Initiate an individual chat.
2. Click 👤 and type each contact's name or phone number.
3. Click Create New Conversation.
4. Type a message in the text box, and then press Enter.

JOIN A CONFERENCE

From the Dashboard Area

- To dial into a conference, click 📞.
- To join the screen share, click 🖥.

From the Events Tab

1. To view pending conferences, click Events > Upcoming.
2. Select the conference you want to join, and then do one of the following:

- To dial into the conference using your desk phone, click 📞⌄ on the third pane.
- To have the conference call you at a number you specify, click the drop-down arrow on 📞⌄ on the third pane; enter the phone number and click Call Me.
- To join the screen share, click 🖥.

From Microsoft Outlook Calendar

1. Open the appoinment in your calendar.
2. Do one of the following:

- Click Click here to join.
- Open the URL from the invitation in a web browser.

3. In the Introduce yourself as field, enter your name and press Enter.
4. Join the audio using one of these methods:

- To use softphone, click Call via Computer Audio.
- To have the conference call you, enter a number and click Call Me.

ASSIGN YOUR EXTENSION

In addition to using the Assign soft key on a phone to assign an extension to a phone, you can assign your extension to the softphone or an external phone.

Softphone Assignment

1. On the dashboard, click the <username> tab.
2. In the Primary Assignment tab, select Softphone.
3. Select either the default or Microphone in the drop-down list.
4. Verify the softphone status.
5. In the Settings > Softphone page, select On startup assign me to my softphone.

External Phone Assignment

1. On the dashboard, click the <username> tab.
2. In the Primary Assignment section, select External Assignment Number.
3. Do one of the following:

- Select an already configured number.
- Click Add New Number, enter a label and a number, and click Add.

QUESTIONS?

Download the *Connect Client User Guide* for more information.