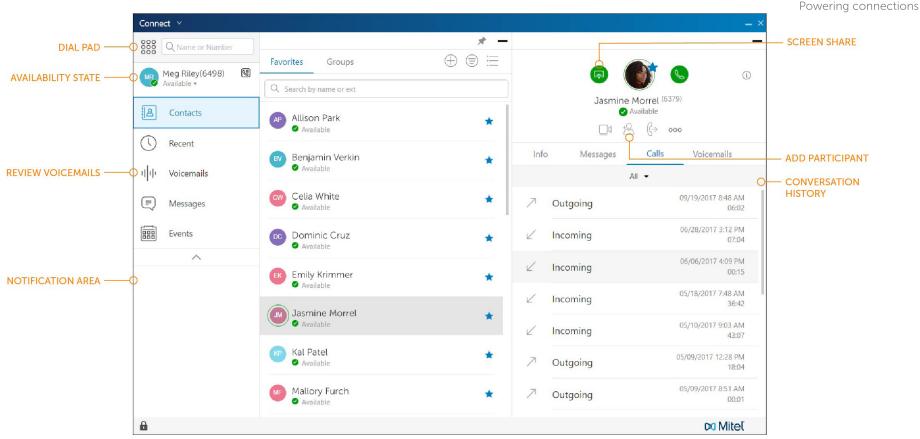
# MITEL CONNECT CLIENT QUICK REFERENCE GUIDE





### 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 🥸 in the notification area.
- Click 👝 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 to place a voice call.
- 4. Click 1 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 to play the voicemail on your phone.
  - Click 10 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.
- Choose Custom to specify your own label and color for your Availability State.
  Configured call routing rules

Configured call routing rule apply.

# MITEL CONNECT CLIENT QUICK REFERENCE GUIDE

### **SET UP A CONFERENCE**

- 1. Click the **Events** tab on the dashboard.
- 2. On the second pane, click igoplus
- 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**

- 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 \$\square\$

# **SEND AN IM**

### To an Individual

- 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 A 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 📵

# lick U

### 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 wo 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.
- Select either the default or Microphone in the drop-down list.
- 4. Verify the softphone status.
- In the Settings > Softphone page, select On startup assign me to my softphone.

# External Phone Assignment

- 1. On the dashboard, click the <username> tab.
- 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.