

Mitel Connect - Softphone

You will need to download and install the Mitel Connect software on your computer to use the Softphone.

The download links are below. You can also access them on the Helpdesk webpage...

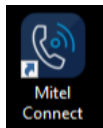
<https://www.farmingdale.edu/information-technology/helpdesk.shtml>

Windows installation link: <https://intranet.farmingdale.edu/software/MitelConnect.exe>

Mac installation link: <https://intranet.farmingdale.edu/software/MitelConnect.dmg>

*** Before using Mitel Connect, you must connect to Pulse Secure first.**

Note: Your computer will need a microphone and speakers or headset with a microphone.



Double click on the Mitel Connect icon.

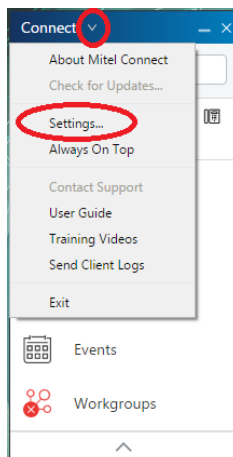
A screenshot of the Mitel Connect login window. It has a blue header with the Mitel Connect logo. Below the header are input fields for 'Email or username', 'Password', and 'Domain'. There is a 'Show advanced' link with a downward arrow, which is circled in red. Below the 'Domain' field is a 'Server' field containing '192.168.188.1', also circled in red. At the bottom is a 'Login' button. There are also checkboxes for 'Use Windows Credentials' and 'Remember me'.

Enter your username/password.

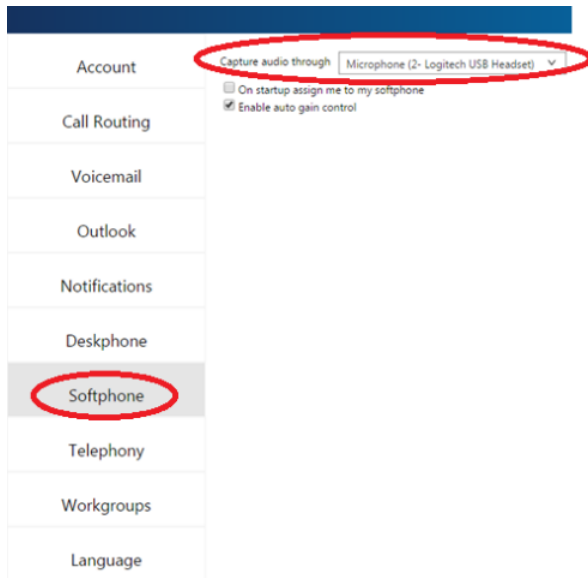
Then click "Show advanced" and add the server address...
192.168.188.1

Click Login.

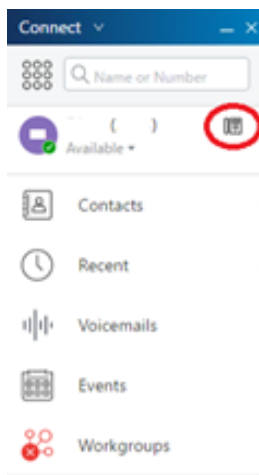
Once connected, click on the down arrow next to Connect and click Settings.



Select Softphone and make sure your headset is selected (circled below).



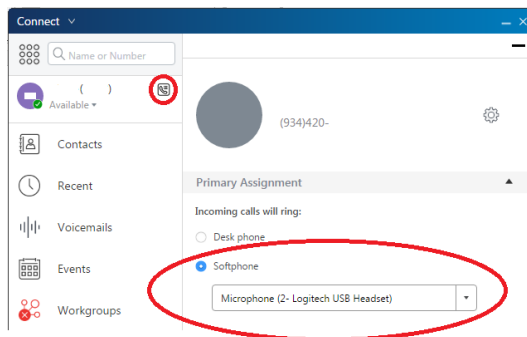
How to use it as a phone - you need to change it from Desk Phone to Softphone.



Click the Desk Phone icon which is to the right of your name (circled).

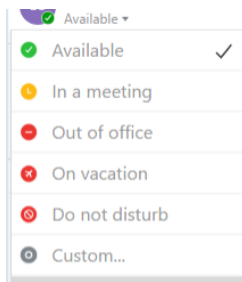
A menu will slide out to the right. Select Softphone (circled below).

Use the dropdown below softphone if you have a headset and choose the one you have, or it will use your built-in speakers and microphone.

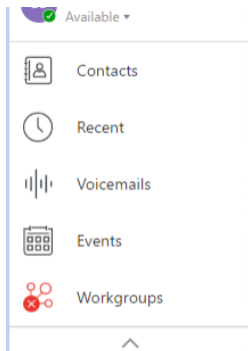


Now that the softphone is chosen, it will ring instead of your desk phone and you can answer calls here.

Once logged in, you can now see the following...



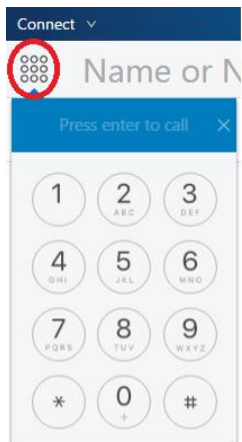
Phone state (under your name) – Click on it and a dropdown list will appear, so you can choose the appropriate phone state.



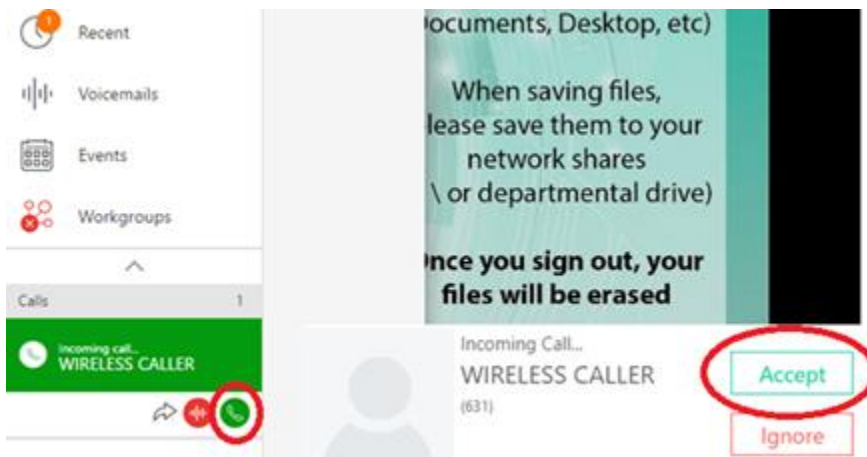
Recent – Your recent calls.

Voicemails – Where you can playback your voicemails.

To make a call - click the dialpad and enter the phone number (circled below).

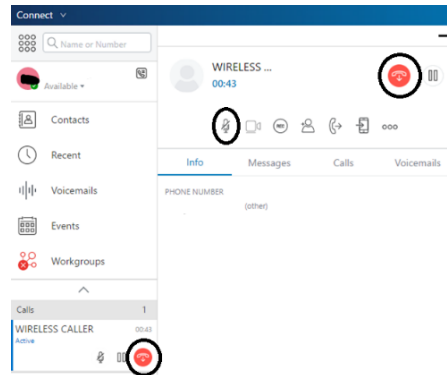


To answer an incoming call - press green button or “Accept” (both circled below).



To Hang up - press one of the two red Hang Up buttons.

Pause is hold (caller hears normal hold music). Mic with slash is mute your mic.



*** When you are done using Mitel Connect** – click Connect at the top of the app and choose Exit, so your desk phone will ring again. (If you click the X in the upper right corner, it will just minimize the app and will still receive calls instead of your desk phone).

***** For Departments that use Workgroups *****

To log in and log out of the Workgroup (same as pressing “Login” or “Logout” on the physical phone).

Click on “Workgroups”. The color of the icon (circle with three other circles connected) tells you your state (Logged in = Green, Logged out = Red, Wrap Up = Orange).

Click “Log In” on the bottom to Login. After logging in, icon goes green and then the bottom displays Log Out and Wrap Up.

