**PLACING 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.

**ANSWERING A CALL**
- Click the **Hang Up** icon in the notification area.
- Click the **End Call** icon to end an active call.

**MAKING 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 the **Call** icon to place a voice call.
4. Click the **Record** icon to broadcast the video.

**ACCESSING 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 the **Play** icon to play the voicemail on your phone.
   - Click the **Speaker** icon to play the voicemail on your computer speakers.
4. Click the **Play** icon to start the voicemail playback.

**UPDATING 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.
**MITEL CONNECT CLIENT QUICK REFERENCE GUIDE**

**SETTING UP A CONFERENCE**
1. Click the **Events** tab on the dashboard.
2. At the bottom of the second pane, click **+ New Event**.
3. On the third pane, fill in the required fields.
4. Click **Create Event** to invite to generate the invitation.

**SHARE YOUR SCREEN**
1. Click the **People** tab, and then select a contact.
2. In the third pane, click **Screen sharing**.
3. Click **Share Full Screen, Share Area, or Share Window**.
4. Click **Start Sharing**.

**TRANSFERRING A CALL**
- **Blind Transfer**
  1. View the incoming call in the notification area.
  2. Click **Call** and type the contact’s name or phone number.
  3. Click **Transfer**.

- **Consultative Transfer**
  1. View the incoming call in the notification area.
  2. Click **Call** and type the contact’s name or phone number.
  3. Click **Consult**.

**SENDING AN IM**
- **To an Individual**
  1. Type the contact details in the Quick Dialer search bar, and then select a contact.
  2. Type a message in the text box, and then and press Enter.

- **To a Group**
  1. Click **People > Groups**, and then select a group.
  2. Select **Start Group Chat**.

- **To Multiple Users**
  1. Initiate an individual chat.
  2. Click **Call** and type the contact’s name or phone number.
  3. Click **Add Contact to Conversation**.

**Transferring to Voicemail**
1. View the incoming call in the notification area.
2. Click **Call** and type the contact’s name or phone number.
3. Click **Voicemail**.
4. Click **Park**.
5. Click **Finish**.

**JOINING A CONFERENCE**
- **From the Notification Area**
  Click **Call** or **Hang up** for an upcoming conference and do one of the following:
  - Click **Call Me**, and then click **Call** to enter your phone number.
  - Click **Call** in the second pane, and then click **Call** to enter the participant code.

- **From the Events Tab**
  1. To view pending conferences, click **Events > Upcoming**.
  2. Select the conference you want to join, and then click **Call**.
  3. Do one of the following:
     - Click **Call Me**, and then click **Call** to enter your phone number.
     - Click **Call** in the second pane, and then click **Call** to enter the participant code.
     - Click **Call via Computer Audio** to use softphone.

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

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