MITEL CONNECT CLIENT QUICK REFERENCE GUIDE

Mitel®
Powering connections

Dial Pad · Client Menu Bar · Second Pane · Third Pane · Quick Dialer Search Bar · Availability State · Dashboard · Workgroups (ONSITE only) · Notifications · Interaction Area · Contact Card · Mute Mic · Share Screen · Display Info · Add Participant · Record Meeting · Conversation History: - Calls - Voicemails - Messages · IM Input

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 📞 in the notification area.
- Click ☎ 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 📞 to place a voice call.
4. Click 📹 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 📞 to play the voicemail on your phone.
   - Click 🔊 to play the voicemail on your computer speakers.
4. Click ▶ 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.

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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** Invite to generate the invitation.

SHARE YOUR SCREEN

1. Click the **People** tab, and then select a contact.
2. In the third pane, click 📶.
3. Click **Share Full Screen**, **Share Area**, or **Share Window**.
4. Click ▶ to start sharing.

TRANSFERRING A CALL

Blind Transfer

1. View the incoming call in the notification area.
2. Click ↩ 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 📞 and type the contact's name or phone number.
3. Click ↩ and type the contact's name or phone number.
4. Click **Consult**.

Transferring to Voicemail

1. View the incoming call in the notification area.
2. Click 📞 and type the contact's name or phone number.
3. Click ↩ and type the contact's name or phone number.
4. Click **Voicemail**.

Parking a Call

1. View the incoming call in the notification area.
2. Click 📞 and type the contact's name or phone number.
3. Click ↩ and type the contact's name or phone number.
4. Click **Park**.
5. Click ℗.

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 👤+ and type the contact's name or phone number.
3. Click **Add Contact to Conversation**.

JOINING A CONFERENCE

From the Notification Area

Click 📞 or 🖥 for an upcoming conference and do one of the following:

- Click Call Me, and then click ☎ to enter your phone number.
- Click 📞 in the second pane, and then click ☎ 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 🖥.
3. Do one of the following:
   - Click **Call Me**, and then click ☎ to enter your phone number.
   - Click 📞 in the second pane, and then click ☎ to enter the participant code.
   - Click **Call via Computer Audio** to use softphone.

From Microsoft Outlook Calendar

1. Open the appoinment , and then click the **Click here to Join** link.
2. Enter your name, and then do one of the following:
   - Click **Call Me** and enter your number to configure call back.
   - Click 📞 in the second pane.
   - Click **Call via Computer Audio** to use softphone.

EXTENSION ASSIGNMENT

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** tab, click the **Select Number** drop-down list.
3. In the **Number**, enter the associated phone number.
4. To save the number, click **Use Selected Number**.

QUESTIONS?

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