MITEL USER GUIDE – CONNECT CLIENT

Signing In

- Double-click the Connect Client icon
- Click +Show Advanced
- Check Use Windows Credentials
- Select Remember this and log me in automatically next time
- In the Server field, enter
- Click Log in

Making a Call

From the Search Bar

- Type a contact's name, number, or email address in (next to dial pad)
- Double-click the contact, or click the contact then click

From the Dial Pad

- Click
- Dial the extension or number
- Press enter

From Favorites

- Launch the Connect Client
- Click the People tab
- Scroll down to find the contact
- Double-click the contact, or click the contact and then click

From Recent

- Click the Recent tab
- Scroll down to find the contact
- Double-click the contact, or single click and then click

Answering a Call

- Click in the notification area
- Click to end an active call

Accessing Voicemail Messages

- Click the Recent tab
- Click the drop-down list on the top-left corner of the second pane, and select Voicemails

Listening to Voicemail Messages

- Click on the left
- Choose the phone or speaker icon, and then click the play icon
- You can reply to, forward, or delete the received voicemail

Sharing your Screen

- Click the People tab
- Click the contact on the second pane
- Click
- Select Share Full Screen, Share Area or Share Window
- Click to start sharing

Saving a Favorite

To Favorites Tab

- Launch the Connect Client
- Click the Search Bar
- Type in a Contact
- Click the star next to the contact's name

To Groups Tab

- Launch the Connect Client
- Click the People Tab
- Select New Group
- Name the Group
- Add people to the group
- Click save

Sending an Instant Message

To an Individual

- Find the contact
- Click the contact on the second pane
- Type the message in the text box
- Press Enter

To a Group

- Click the People tab
- Select the Groups tab
- Select a group and choose Start Group Chat

To Multiple Users

- Initiate an individual chat
- Click
- Type in a Contact's name or extension
- Click Add Contact to Conversation

Transferring

Blind Transfer

- While on a Call Click
- Type in the Contact's Name or Extension
- Click Transfer

  OR
- Click on the Call the Notification Area and Drag and Drop to a contact

Consult Transfer

- While on a Call Click
- Type in the Contact's Name or Extension
- Click Consult
- Talk to the 3rd Party and Click to Complete the transfer

Voicemail Transfer

- While on a Call Click
- Type in the Contact's Name or Extension
- Click Voicemail

Parking

- While on a Call Click
- Type in the Contact's Name or Extension
- Click Park

Retrieving a Parked Call

- On your line, click
- On another extension, single click the contact, then click

Conferencing

Blind ad-hoc Conference Call

- While on a Call, Click
- Type in a contacts name
- Choose Conference

OR

- Click on the Call the Notification Area and Drag and Hover over a contact
- Select Bind Conference

Consult ad-hoc Conference Call

- While on a Call, Click
- Type in a contacts name
- Choose Consult
- Talk to ther 3rd party and click to merge the calls

Creating a Conference (Your Bridge)

- Click your name
- Click on "My Conference Bridge"
- Click Copy to Clipboard
- Paste copied information into an email, meeting request, message, etc
- Send invite out (this number never changes and is great for recurring events)

Creating a Conference (Meeting)

- Click the Events tab
- Click +New Event at the bottom of the second pane
- Enter the details of the conference
- Click Create Event Invite to generate the invitation

Creating a Meeting (Outlook)

- Open your Outlook Calendar
- Click New Appointment or New Meeting
- Click Conference
- Select Create (one time bridge number)
- Select the State you would like to show
- Invite people
- Send out

Joining a Conference from Your Bridge

- Click your name
- Click on "My Conference Bridge"
- Click Join My Event Now

Joining a Conference from the Notification Area

- Click or in the notification area and do one of the following:
- Click Call me and enter a number to configure a call
- Click on the second pane

Joining a Conference from Events Tab

- Click the Events tab
- Click the Upcoming tab to view all upcoming conferences
- Select the conference to join
- Click Join Meeting and do one of the following:
  - To take the call through the softphone (your computer and headset), click Call via Computer Audio
  - To configure a call back, click the Call Me option, enter the number, and click Call Me
  - Click on the second pane. If you have assigned a desk phone or a cell phone to the Connect Client, the assigned phone will ring

Joining a Conference from a Microsoft Outlook Calendar

- Open the Appointment Click the Click here to Join Link
- Enter your Name and do one of the following:
  - To take the call through the softphone (your computer and headset), click Call via Computer Audio
  - To configure a call back, click the Call Me option, enter the number, and click Call Me
  - Click on the second pane. If you have assigned a desk phone or a cell phone to the Connect Client, the assigned phone will ring

Settings

- Click the Connect Dropdown
- Select Settings
- Go through Call Routing to set up different voice greetings for different availability states and to set up find me or simultaneous ring
- Go to the Voicemail Tab, click on Outlook, Uncheck the box to show voicemails inline in my outlook inbox
- Click Outlook to sync your availability state with your calendar and sync contacts
- Click Notifications, check the box send email notification about incoming voicemail to _____ and enter your email address, check the box attach voicemail as a wav file

Training Link:

https://www.loffler.com/resources/product-training

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