

## Frequently Asked Questions

### 1. Q: If we upgrade to connect, will we have to change our phones or switches?

A: **No.** All SG model switches and ShoreTel (Mitel) IP phones work with Connect. While new Connect rollouts are supplied with the upgraded ST model switches, the older SG models will still work with the system. If your server is on Windows 2008 R2 or you're migrating from a 32-bit server, however, there are a couple factors to consider during your upgrade. Please contact us to review hardware compatibility.

### 2. Q: What version of ShoreTel software do we need to be on to upgrade to Mitel Connect?

A: Your current system must be on **version 13.x or 14.x** before upgrading to Connect. Upgrades from versions prior to 13.x are not supported. For Contact Center, you must be on version 8 or 9 to move to the Connect Contact Center platform. If you are upgrading from a build prior to version 12, there are some extra steps that will need to be taken, so please contact us and we will outline the process to you.

### 3. Q: Can we keep the old Communicator client and use it with Connect?

A: **No.** The Connect platform uses the Connect client which is a new, separate software, so the Communicator client will not work. Communicator must be uninstalled before you can install the new Connect client so this process should be done alongside your Connect upgrade. NOTE: The Connect client will not function with the 14.2 platform, so you cannot change out the clients beforehand without losing functionality.

### 4. Q: What are the differences between Communicator Client and Connect Client?

A: There are some new features that make the app even easier—our favorite feature is the amazing way it integrates with your calendar making joining calls and webinars just one-click away. There are other great improvements, though, so please see the [Feature Comparison Chart](#) for specific feature questions, and schedule a personalized online demo to see Connect in action.



[Connect vs. Communicator  
Feature Comparison Chart](#)

## 5. Q: What browsers does Connect Director work in?

A: Multiple browsers allow access to Connect Director. Here are the recommended browsers/versions:

- Internet Explorer 11
- Firefox 51.0.1
- Google Chrome 56.0.2924.87 (64-bit)
- Safari 10.1
- MS Edge 25.10586.0

## 6. What OS does the Connect client work on?

A: Connect has made many changes to the client and it will now work on both Windows and MAC OS. See below for specific versions:

### *Mitel Desktop Client for Windows*

- Microsoft Windows 7 SP1
- Microsoft Windows 8
- Microsoft Windows 8.1
- Microsoft Windows 10
- WTS (30 Clients)
- Citrix XenApp 7.6 (30 Clients)
- Citrix XenDesktop Support

### *Mitel Desktop Client for MAC OS X*

- Apple OS X 10.10.x
- Apple OS X 10.12.x

## 7. Q: Do our Advanced Applications work with Connect?

A: **Most** Advanced Applications are certified to work with both the 14.x Platform and Connect. A full list of available Advanced Applications for Connect can be found by clicking below:



[Connect Advance Applications Catalog](#)

## 8. Q: What version of Outlook does Connect work with?

A: Connect is compatible with the following versions of Outlook:

- Office 2013 (32-bit version) on Windows
- Office 2013 (64-bit version) on Windows
- Office 2016 (32-bit version) on Windows, and Apple OS X
- Office 2016 (64-bit version) on Windows, and Apple OS X
- Office 2011 on Apple OS X
- Office 365 (hosted Exchange) or Exchange 2013 (local Exchange)
- Hosted Exchange 2016
- Premise Exchange 2013 with Outlook 2016

## 9. Q: Can I use a virtual server, and what types are supported?

A: **Yes**, ShoreTel/Mitel servers can be virtualized in either VMware or Hyper-V. Below are the supported server OSs for Connect:

*Mitel Main and Distributed Servers (standalone, VMware and Hyper-V)*

- Windows Server 2016 (Standard or Datacenter Editions only). Note: Connect Contact Center is not yet supported for Windows Server 2016.
- Windows Server 2012 R2 (Standard or Datacenter Editions only) (64-bit version)
- Windows Server 2008 R2 (Standard and Enterprise Editions only) with SP2 (64-bit version)
- Microsoft Hyper-V Gen 1 and 2 on Microsoft Windows Server 2008 R2 and 2012 R2 ONLY

## 10. Q: Can I use my current server or build a new server?

A: **Yes**. You can upgrade in place on your existing server if you are already on an OS that is supported. There is also the option to migrate to a new server during the upgrade process. When discussing an upgrade with support, be sure to take this portion into consideration as it affects how long your upgrade will take to complete.

## 11. Q: Can I control password strength for my users?

A: **Yes**. Connect allows administrators to choose a password strength and expiration time for client and voicemail passwords. This is based off a formula that takes password complexity and length into consideration.



Next step: Check your [upgrade readiness](#) with our checklist, or [Contact the Sonoran Integrations team](#) to schedule your Connect demo or upgrade