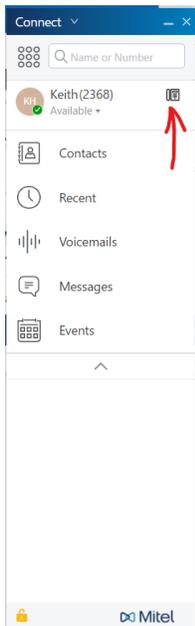
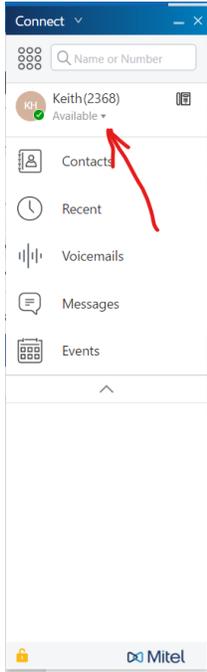


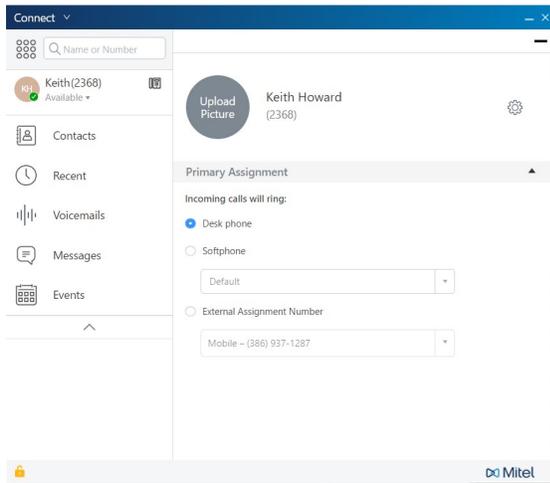
Mitel Softphone Guide

Using Mitel Connect to Switch from Mitel Desk Phone to Softphone

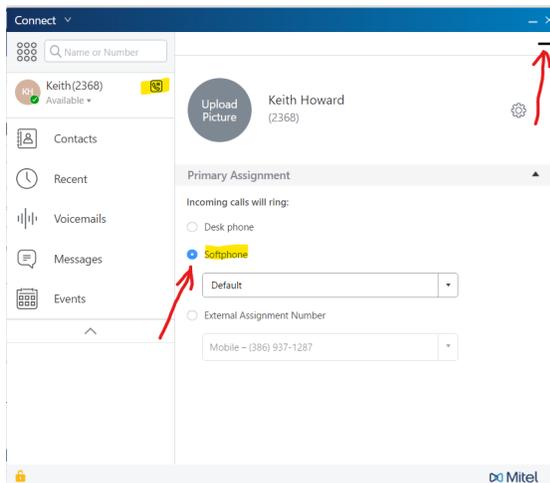
Keith(2368)
Available

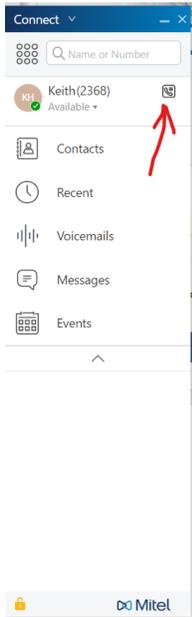


Access the menu to route an incoming call by clicking the phone icon.

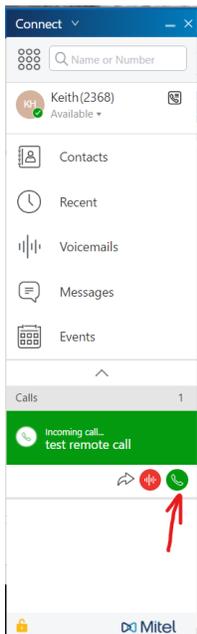


In the example above, "Desk Phone" is currently selected. Click "Softphone" to route calls to your computer. To minimize the menu, click the thick black horizontal line in the upper righthand corner.





Using Connect Every Day





Connect

Q Name or Number

Keith(2368)
Available

Contacts

Recent

Voice-mails

Messages

Events

Calls 1

Incoming call...
test remote call

Share, End Call, Answer

Mitel



Connect

Q Name or Number

Keith(2368)
Available

Contacts

Recent

Voice-mails

Messages

Events

Calls 1

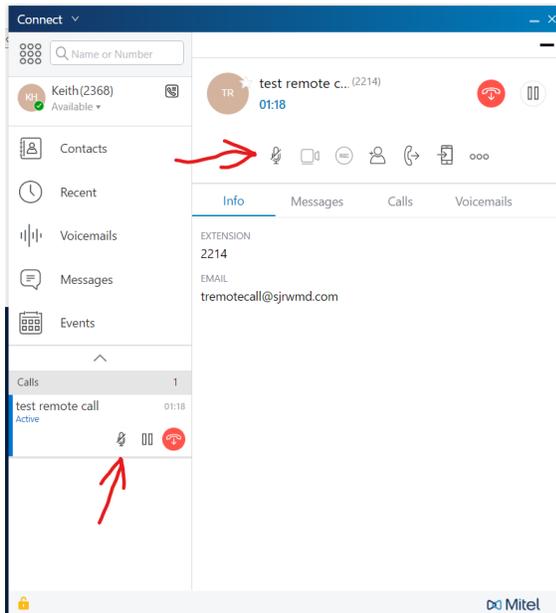
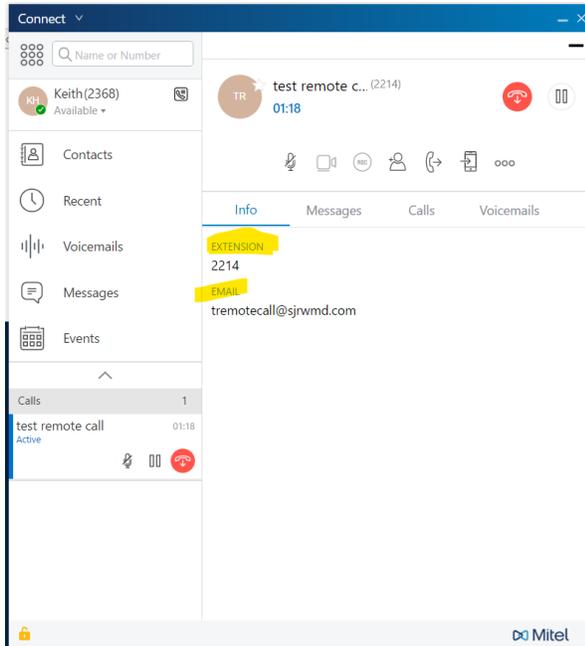
Incoming call...
test remote call

Share, End Call, Answer

Mitel

Answering a Call

When you answer a call, Mitel Connect will open to the right, displaying information about the caller. It also shows four options for the call.





Connect

Q Name or Number

Keith (2368) Available

test remote c... (2214) 01:18

Info Messages **Calls** Voicemails

EXTENSION
2214
EMAIL
tremotecall@sjrwmd.com

test remote call 01:18
Active

Mitel



Connect

Q Name or Number

Keith (2368) Available

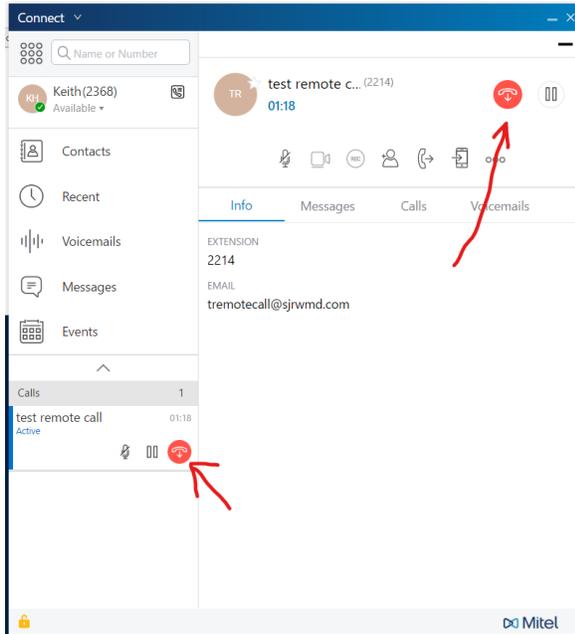
test remote c... (2214) 01:18

Info Messages **Calls** Voicemails

EXTENSION
2214
EMAIL
tremotecall@sjrwmd.com

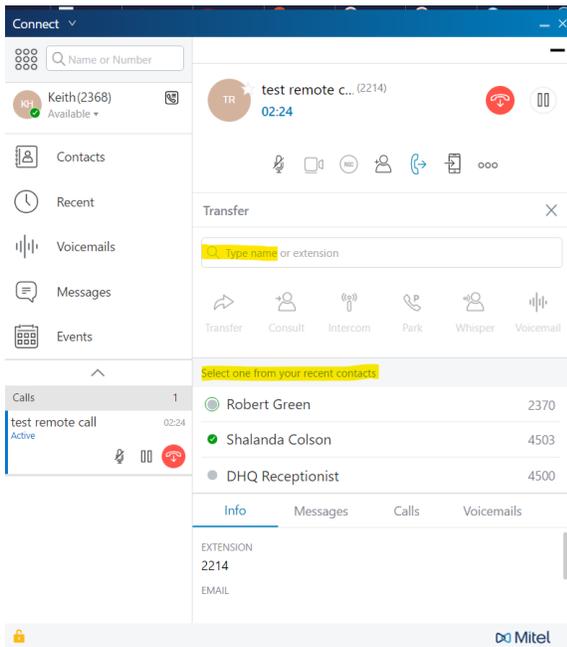
test remote call 01:18
Active

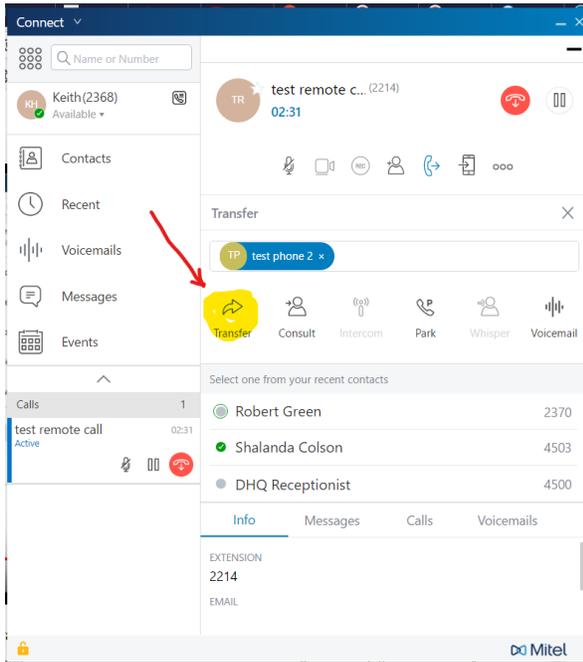
Mitel



Completing the Call Transfer

If you select the transfer a call option, the Transfer menu will appear to the right with a list of your most recent contacts. You can also search for other contacts by name or extension.

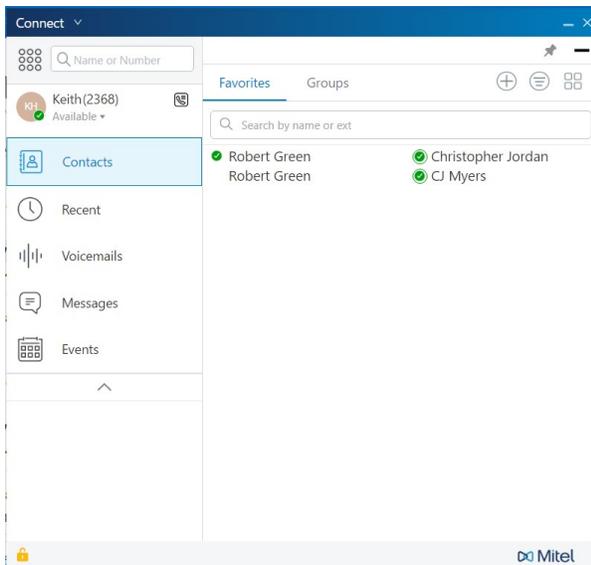




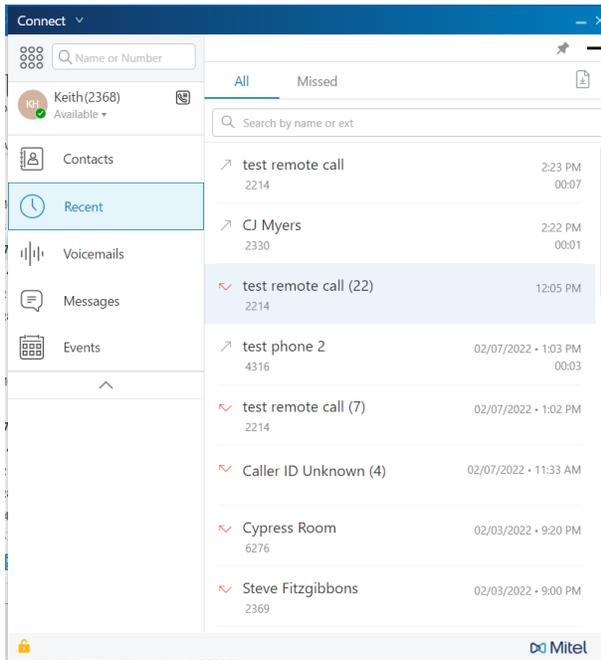
Making a Call

There are many ways to make a call using Mitel.

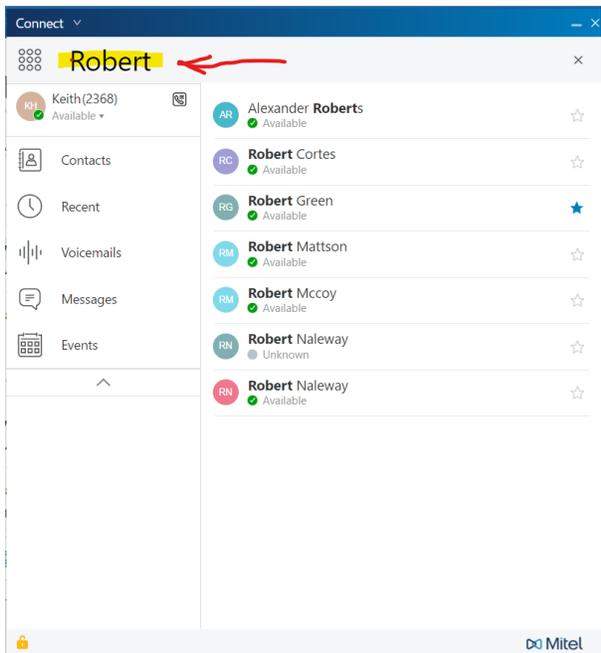
1. Click "Contacts" to view a list of contacts. Place a call by double-clicking the contact's name.



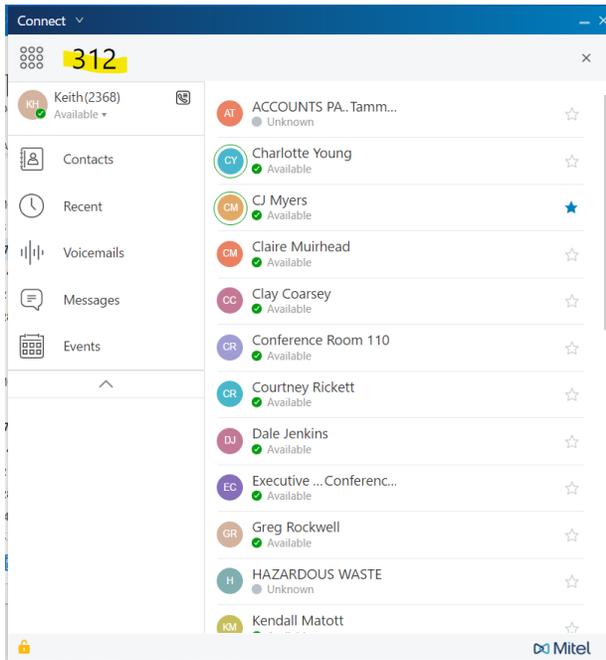
2. Click “Recent” to view a list of recent calls. Place a call by double-clicking the contact’s name.



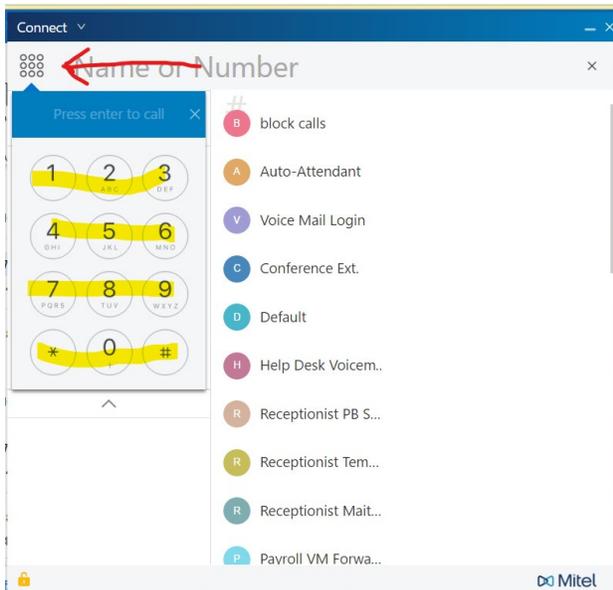
3. Search for contacts by entering a first or last name in the search bar above your name. A list of matching names will appear to the right. Place a call by double-clicking the contact’s name.



4. Search for a contact by phone number. Place a call by double-clicking the contact's name.

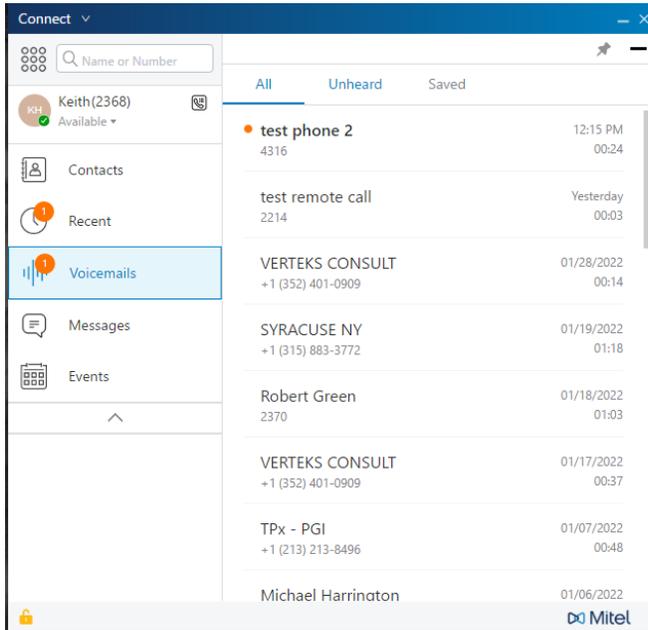


If you make a call that requires you to maneuver through a menu, click the dial pad icon to enter numbers.

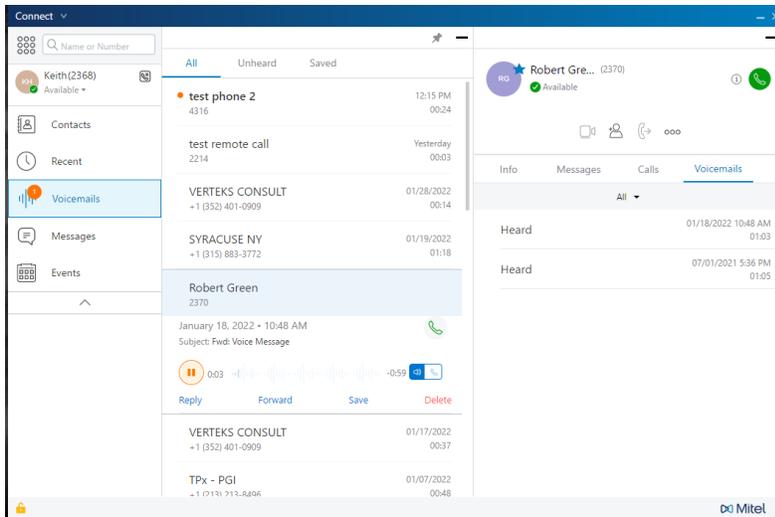


Using Voicemail

Click “Voicemails” to access a list of recent voicemails.



Listen to a voicemail by double-clicking the contact’s name. A list of all voicemails from the contact will open to the right.



If you have questions or need more help, contact the Help Desk at 4357 (help) or helpdesk@sjrwmd.com.