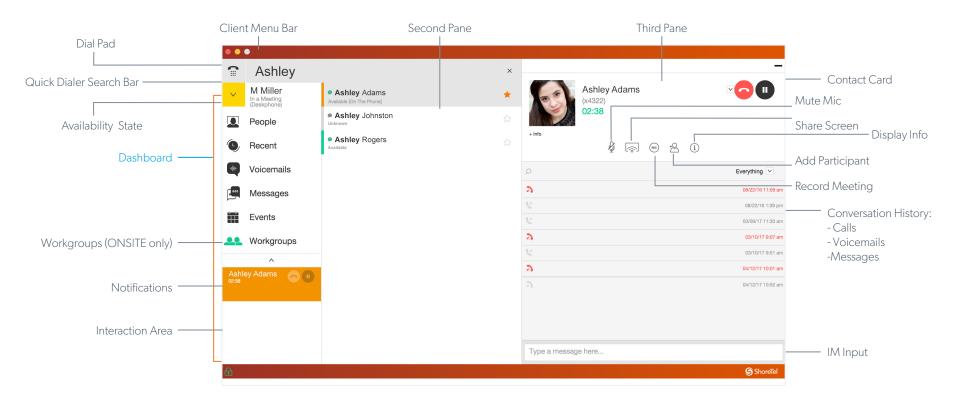
# MITEL CONNECT CLIENT QUICK REFERENCE GUIDE





# 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.
- 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.

# 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** 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.
- Click and type the contact's name or phone number.
  Click and type the contact's
- name or phone number. 4. Click **Park**.
- 5. Click P.

# SENDING AN IM

## To an Individual

- 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

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

### **To Multiple Users**

- 1. Initiate an individual chat.
- 2. Click **L** and type the contact's name or phone number.
- 3. Click Add Contact to Conversation.

# JOINING A CONFERENCE

## From the Notification Area

Click **C** or **C** 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 for the participant code.

#### From the Events Tab

- 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 **m** to enter your phone number.
  - Click () in the second pane, and then click for 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**.
- Select either the default or Microphone in the drop-down list.
- 4. Verify the softphone status.
- 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.