Using Mitel Connect Softphone: Windows 10

Important: In the case of an emergency, do not use softphone to call 911. The call will go to UMSL PD and not the police closest to your physical location.

Before you begin
The option for Softphone must be enabled by Telephone Services before it will appear in Mitel Connect. Please open a Cherwell ticket to request this service prior to completing the rest of the instructions.

Install Mitel Connect client using the Windows install instructions at: http://umsl.edu/technology/phones/Instructions%20and%20Guides/index.html

When signing in, do not check “Use Windows Credentials.” Instead, click Show Advanced to add UM-AD to the domain field and stl-shoretel.umsl.edu to the server field. Enter your SSO ID into the username field and your SSO password into the password field.

You will need to install Mitel Connect on your home machine or laptop to use softphone.

In order to use the Softphone in Mitel Connect, you must have a working microphone attached to your computer. Most laptops will have a built-in microphone, but most desktops will require an external mic to be installed. You can check for the presence of a microphone by going to the Windows/Start menu in the lower left corner of your screen, clicking the gear icon for Settings, selecting System, and then Sound. Your microphone may have a different name than the one in the example.
Sound

Output

Choose your output device

Speakers (3- Realtek High Definition...)

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

Device properties

Master volume

Troubleshoot

Manage sound devices

Input

Choose your input device

Internal Microphone

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.
Enabling Softphone

Open Mitel Connect and click your name where it appears near the top of the window.

Click **Settings**
Click the Softphone tab and then select your microphone from the dropdown list. This device will have
the same name as the one observed in the Recording tab of the Sound window earlier in this document.
Your microphone may have a different name than the one in the example.

If your Connect client has trouble switching over to Softphone when you select it, check “On startup
assign me to my softphone” and then exit and reopen Mitel Connect.
Close the Settings window using the X in the top right corner, and then select Softphone. Make sure your microphone is selected in the dropdown list. Your microphone may have a different name than the one in the example. You can skip this step if you selected “On startup assign me to my softphone” in the Settings window.
Using Softphone

To make a call on campus, type a name, phone number, or extension in the search bar at the top of the window, or use the telephone icon to click numbers on a key pad. For external calls, you can search for the person by name if you have them saved as an Outlook contact. Otherwise, you will need to type the full phone number or enter the full phone number using the keypad. It is not necessary to dial 9 first when using the Softphone, but you will need to enter the area code.

Press Enter on your keyboard to connect the call.
To answer an incoming call, use the green button at the bottom of the Mitel Connect window, or the Accept button on the popup that appears in the lower-right corner of your computer screen.
Using Mitel Softphone from home
Mitel Connect Softphone can be set up as above and run on home machines, but in order for the program to get a working connection you will need to use Cisco VPN to connect to the campus network.

Visit the TritonVPN page for instructions on installing and using Cisco AnyConnect VPN Client:
http://www.umsl.edu/technology/networking/TritonVPN/index.html

To install Mitel Connect on a home machine, use the “Upgrading ShoreTel Communicator to Mitel Connect” instructions on Telephone Service’s Instructions and Guides page:
https://www.umsl.edu/technology/phones/Instructions%20and%20Guides/index.html

To Exit Softphone
If you checked “On startup assign me to my softphone” in Mitel Connect Settings, uncheck that box, close the settings window using the X in the top right corner, then fully exit Mitel Connect by clicking the word Connect in the top-right of the window and clicking Exit.

Otherwise, fully exit Mitel Connect by clicking the word Connect in the top-right of the window and clicking Exit.

Troubleshooting

I can’t hear the person I’m calling
1. Try adjusting your computer’s volume and make sure it is not muted.
2. Be sure you are running Mitel Connect on your local machine (the one you are sitting at and physically touching) not on a machine you are remoted into (which is on campus).
3. Reboot your computer and try again.

The person I’m calling can’t hear me
1. Check your microphone settings in Mitel Connect to ensure the correct one is selected.
2. Test your microphone in Sound Settings. Go to Sound section of Control Panel (as shown in Preparing for Softphone section of this document), right-click your microphone, and click Test. Follow the prompts to make sure the microphone is working.
3. Be sure you are running Mitel Connect on your local machine (the one you are sitting at and physically touching) not on a machine you are remoted into (which is on campus).
4. Reboot your computer and try again.
Mitel Connect issues

Please refer to the Mitel Connect install documentation and ensure it is configured correctly:
https://www.umsl.edu/technology/phones/Instructions%20and%20Guides/index.html

Ensure that you are connected to UMSL’s VPN:
http://www.umsl.edu/technology/networking/TritonVPN/index.html

If your Connect client has trouble switching over to Softphone when you select it, go into Softphone in Options as described above, check “On startup assign me to my softphone” and then exit and reopen Mitel Connect.