Installing Mitel Connect 21.86

If you currently have ShoreTel Communicator on your computer, it will need to be upgraded so it works properly.

The following instructions work both for fresh installs and upgrading ShoreTel Communicator to Mitel Connect.

● When you are ready, please click the following link to start the upgrade process: [http://stl-shoretel.stl.umsl.edu/ShoreWareResources/clientinstall/ShoreTelConnect.exe](http://stl-shoretel.stl.umsl.edu/ShoreWareResources/clientinstall/ShoreTelConnect.exe)

● In the bottom of the screen, it might warn you about the file, click Keep.

● Click the arrow and select Open to start installation.

   ○ If your computer needs any prerequisite software, it will be installed.
      ■ You may be prompted to allow the installer/updater to step through the process.
   ○ If no prerequisite software is needed, the installer will continue to the next step.

● Once the installer is ready, it checks for a previous ShoreTel Communicator installation:
○ Choosing **OK** will cause the installed client to close and the upgrade to continue.
○ Choosing **Cancel** will cause the installer to stop the install process.
  ■ Be aware that you will not be able to use the ShoreTel client, and it will continue to prompt for the upgrade till it is either upgraded, or removed from your PC.
  ● Contact the TSC with questions, or help in removing the client.
● Choosing OK brings us to the following screen. Here we get a simple welcome message, and the version of the software about to be installed.
- If you get the following message saying that the program is open:

○ Close the ShoreTel Application from the dock and click Retry and continue the installation.

- Clicking Next starts the installer:
  - Following the welcome, you will see the Licence Agreement page:
Click the radio button for “I accept the terms in the licence agreement” and press Next.

The next screen shows the Destination Folder, based on the previous install or the system default.

- Simply press Next to continue
Finally we are greeted with the page **Ready to install the program.**

Simply press **Install** to begin!

We’re then greeted with a status page titled **Installing ShoreTel Connect:**

Just let the installer run to completion and the following page will appear:
o Just click **Finish** and the installer will close.

- To launch the new Application, go to the Start Menu and select *Shoretel Connect*. 
When you first launch the newly installed Mitel Connect you are greeted with a login screen:

- Please click on the text **Show advanced)** to reveal the full window:

  ![Mitel Connect Login Screen](image)

- **Email or username**
  - Email (name@example.com)

- **Password**
  - Password

- **Show advanced**
  - Remember me

- **Sign In**
○ Username: enter your campus SSO (NOT your email).
○ Password: Leave it blank
○ Check the Use Windows Credentials box.
○ Everything should populate including Domain (UMAD.UMSYSTEM.EDU) and Server (stl-shoretel.umsl.edu)
○ Click: Sign In.