

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.

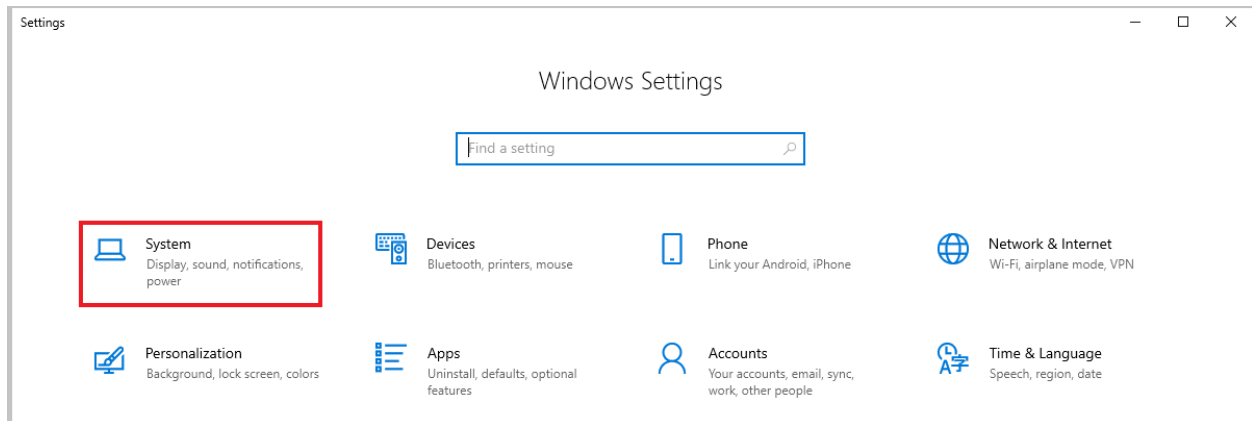
Install Mitel Connect client using the Windows install instructions at:

<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.



← Settings

Home

Find a setting

System

- Display
- Sound**
- Notifications & actions
- Focus assist
- Power & sleep
- Storage
- Tablet mode
- Multitasking
- Projecting to this PC
- Shared experiences

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

12

Troubleshoot

[Manage sound devices](#)

Input

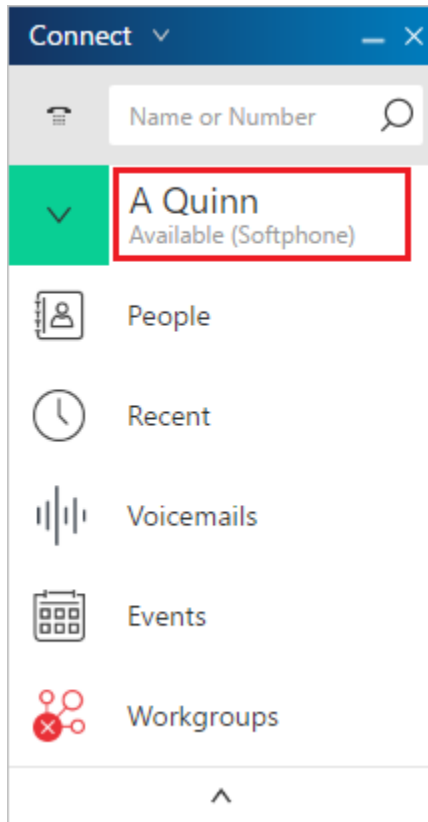
Choose your input device

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.

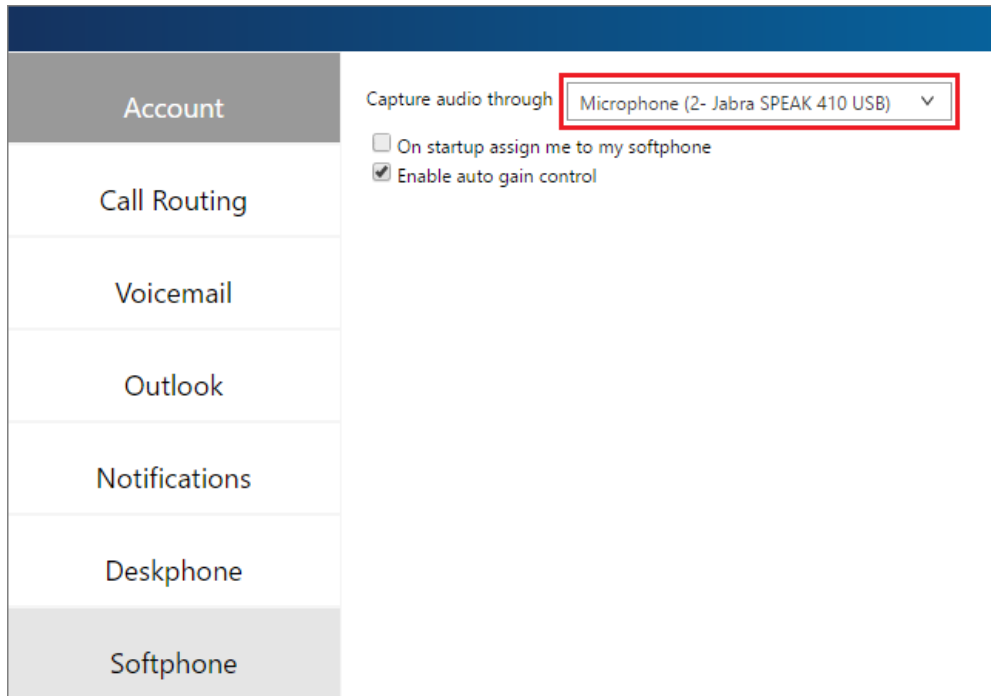
Enabling Softphone

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.



Account	Capture audio through Microphone (2- Jabra SPEAK 410 USB) ▼
Call Routing	<input type="checkbox"/> On startup assign me to my softphone
Voicemail	<input checked="" type="checkbox"/> Enable auto gain control
Outlook	
Notifications	
Deskphone	
Softphone	

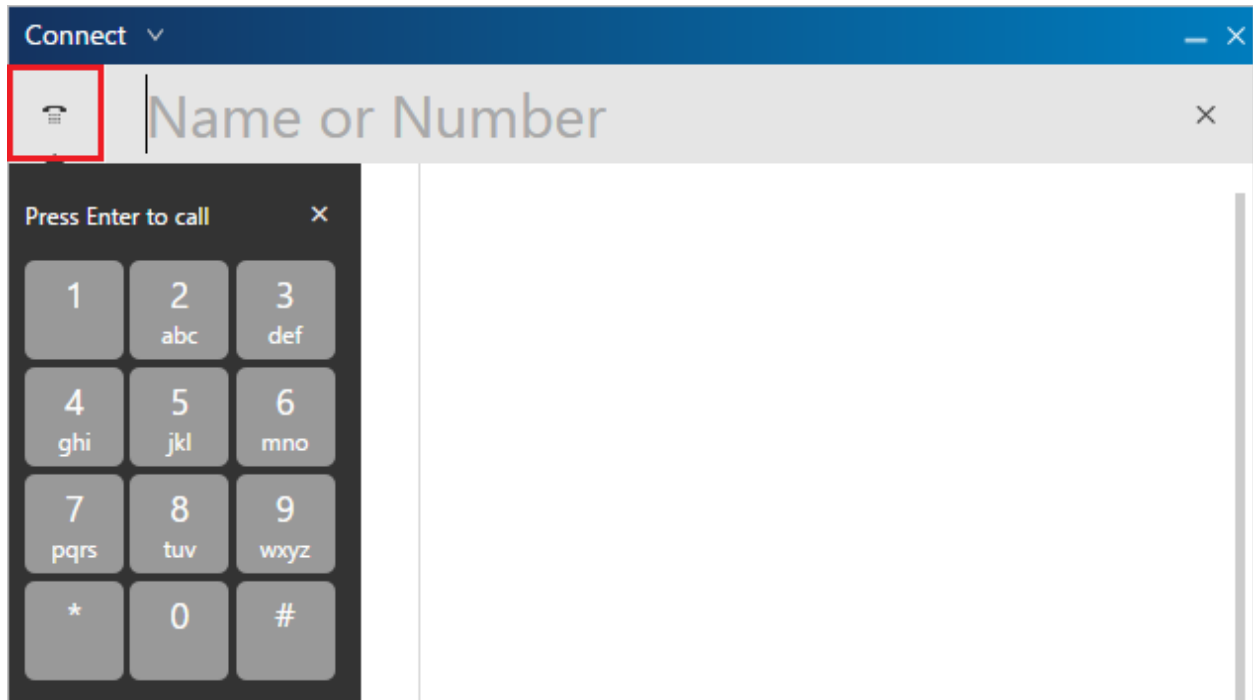
If your Connect client has trouble switching over to Softphone when you select it, check “On startup assign me to my softphone” and then exit and reopen Mitel Connect.

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.

The screenshot shows a settings window with two tabs: "Primary Assignment" (selected) and "My Conference Bridge". Below the tabs, the text "Incoming calls will ring your" is followed by two radio button options: "deskphone" and "softphone". The "softphone" option is selected and highlighted with a red box. Below this is a dropdown menu for the microphone, currently showing "Microphone (2- Jabra SPEAK 410 USB)". The dropdown arrow is highlighted with a red box. The dropdown menu is open, showing three options: "Default", "Communications", and "Microphone (2- Jabra SPEAK 410 USB)". The "Microphone (2- Jabra SPEAK 410 USB)" option is selected and highlighted with a red box.

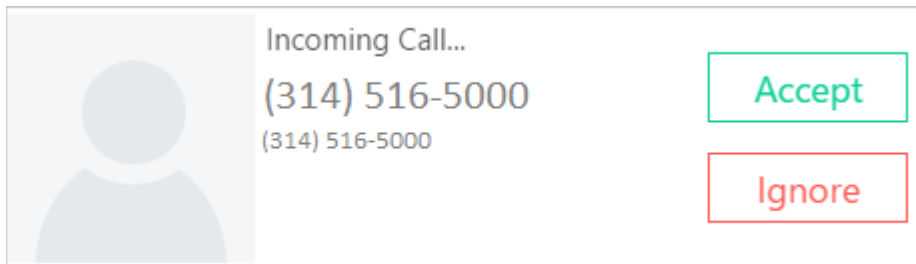
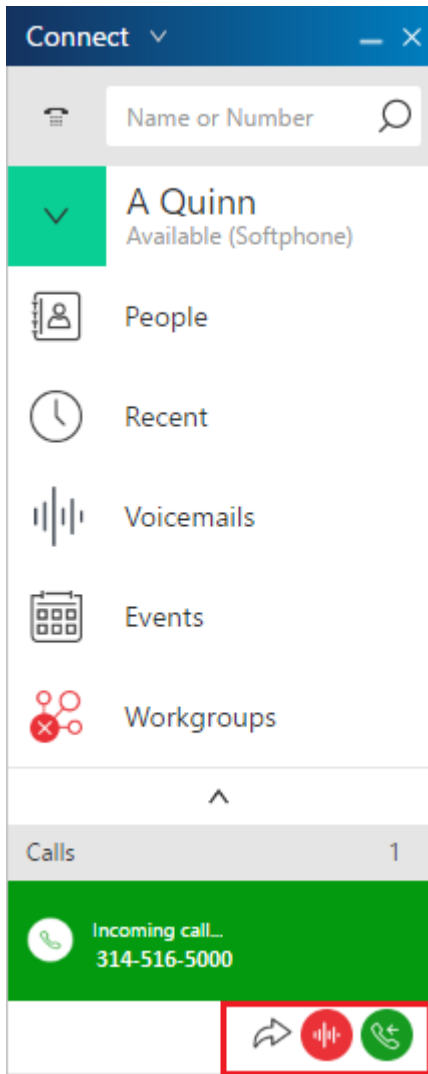
Using Softphone

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 keypad. 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.