

Using Mitel Connect Softphone: MacOS

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.

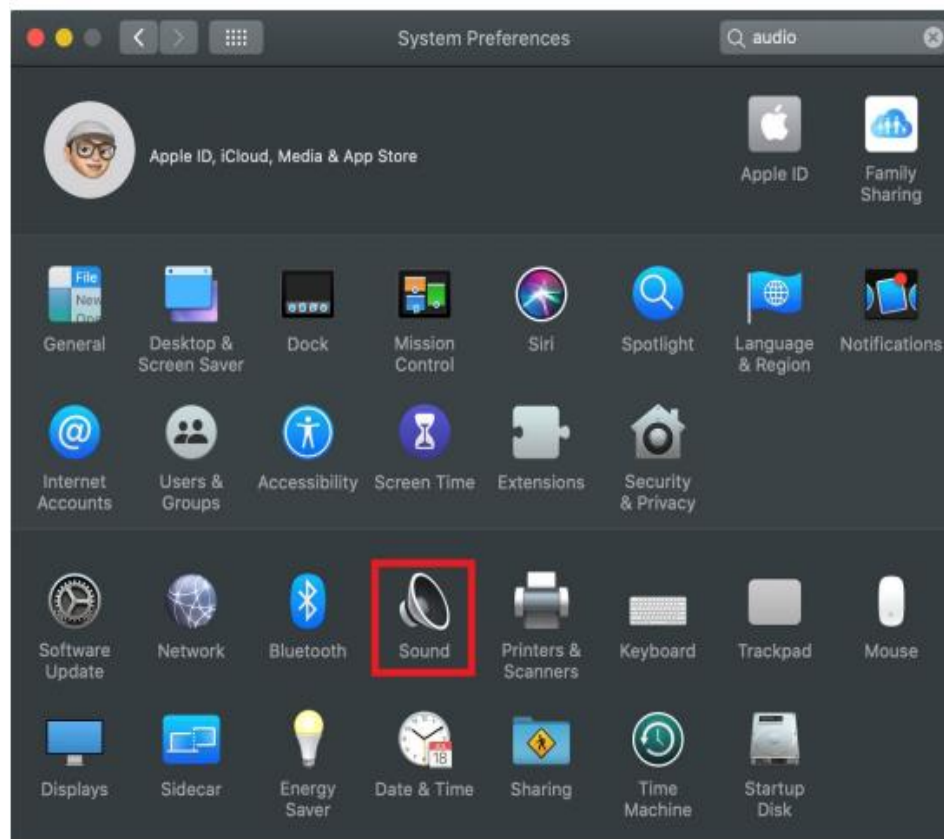
Before you begin

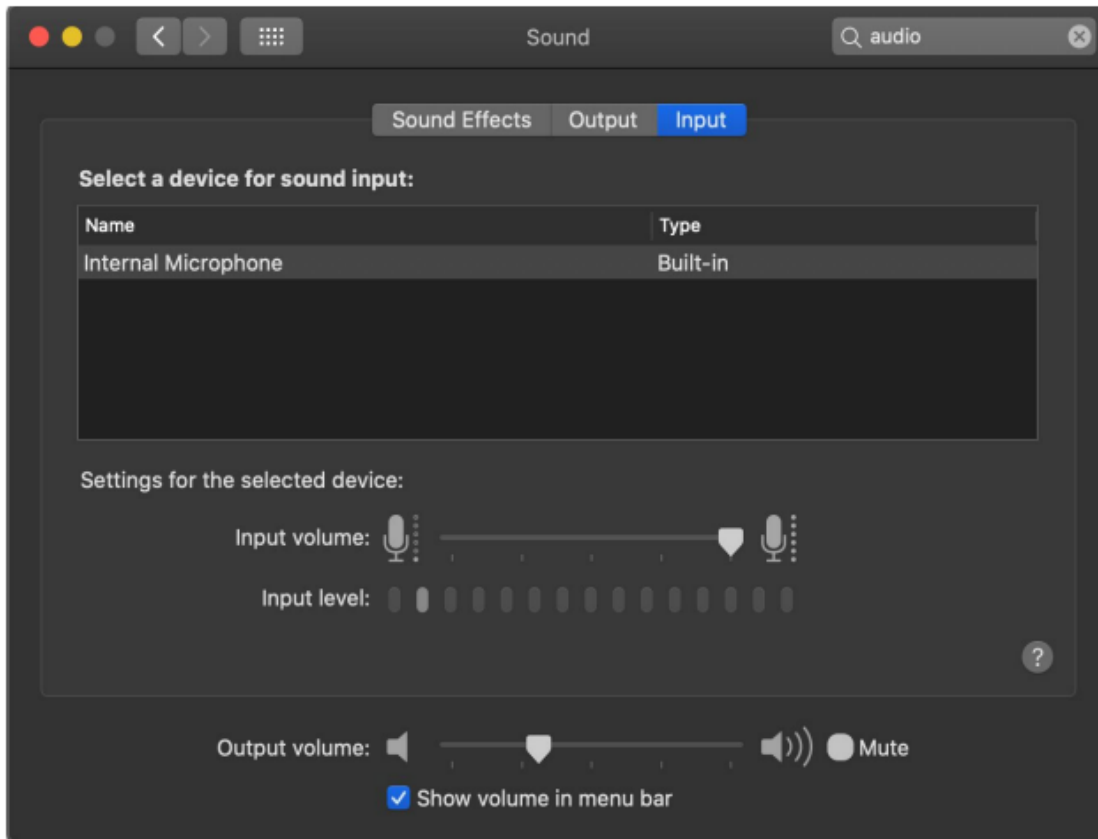
The option for Softphone must be enabled by Telephone Services before it will appear in Mitel Connect. Please open a [Help Desk](#) ticket to request this service prior to completing the rest of the instructions.

Install Mitel Connect client using the [installation instructions](#).

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

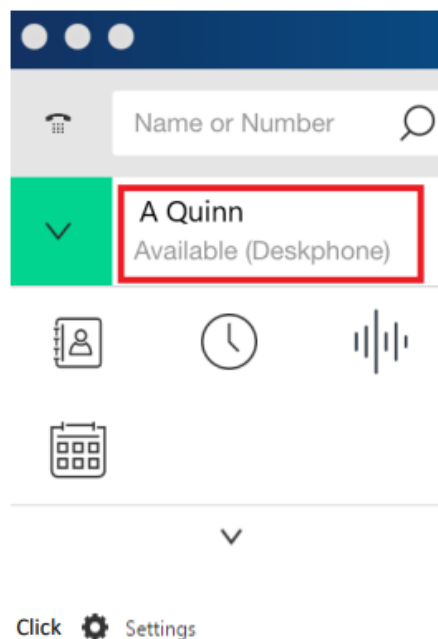
To use the Softphone in Mitel Connect, you must have a working microphone attached to your computer. Most laptops and Macs will have a built-in microphone, but most PC desktops will require an external mic to be installed. You can check for the presence of a microphone by clicking the Apple icon in the upper left corner of your screen, opening System Preferences, clicking Sound, and then clicking the Input tab in the Sound window. There should be a device listed and selected. Your microphone may have a different name than the one in the example. The built-in internal microphone will work with Connect.



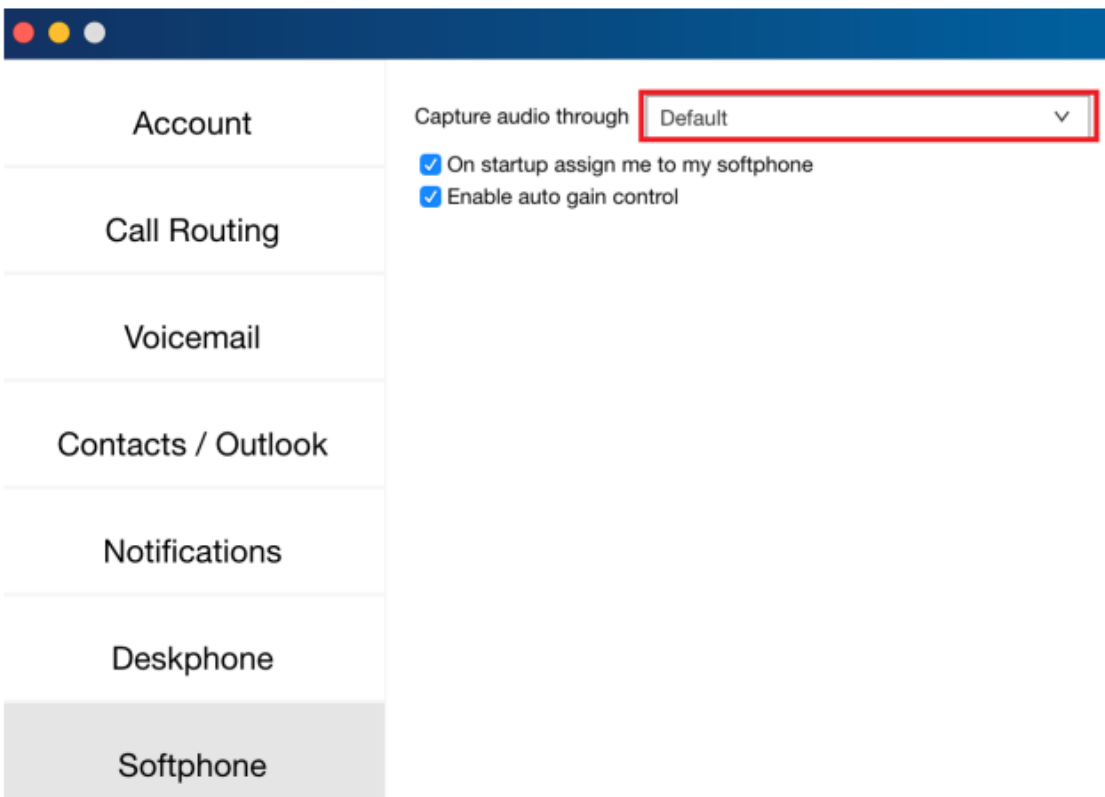


Enabling Softphone

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



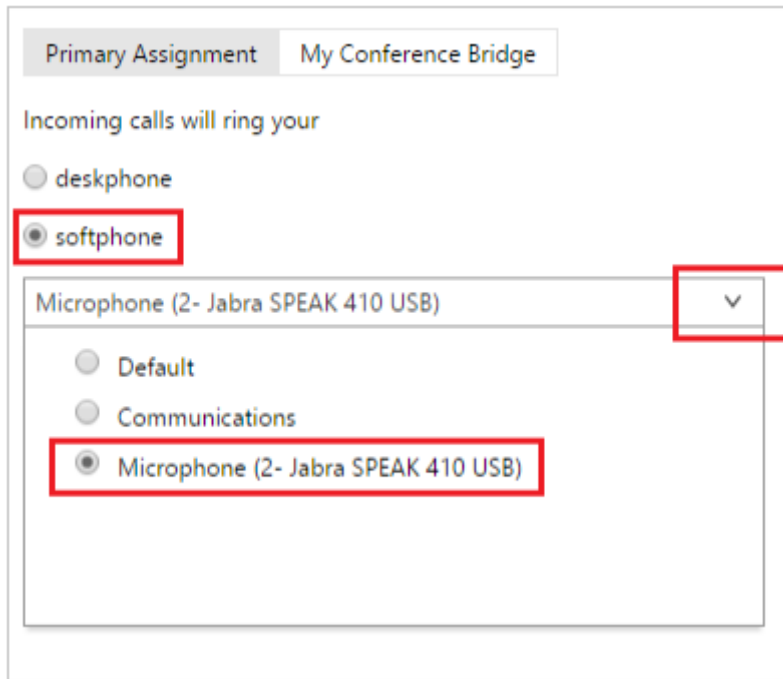
Click the Softphone tab and then select your microphone from the dropdown list. This device will have the same name as the one observed in the Input tab of the Sound window earlier in this document. Your microphone may have a different name than the one in the example.



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. Be sure to end the program by clicking Shoretel Connect in the very top-left of the screen and clicking Quit Connect, or by using the command-Q keyboard shortcut.

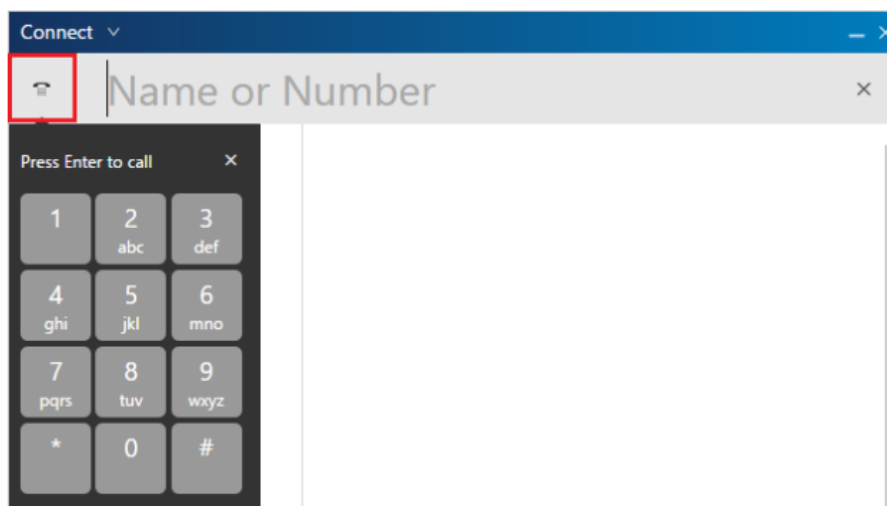


Close the Settings window using the red circle in the top left corner, and then select Softphone. Make sure your microphone is selected in the dropdown list. Your microphone may have a different name than the one in the example. You can skip this step if you selected “On startup assign me to my softphone” in the Settings window.



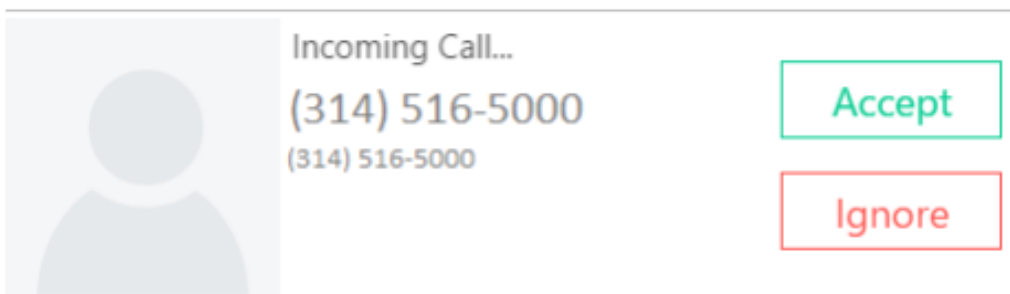
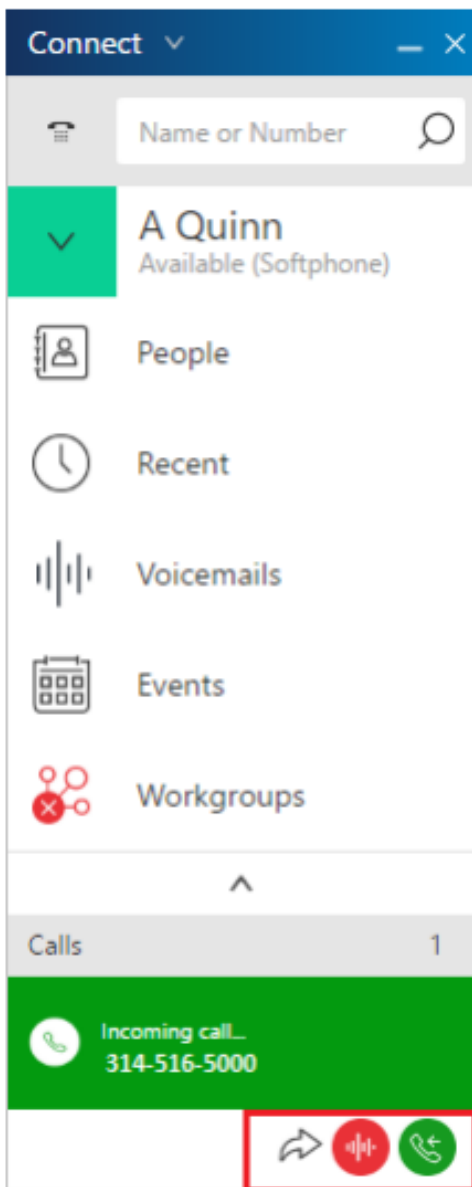
Using Softphone

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 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 computers, 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 [Triton VPN webpage](#) for instructions on installing and using Cisco AnyConnect VPN Client on an Apple Computer.

To install Mitel Connect on a home computer, use the “Installing Mitel Connect on macOS” instructions on Telephone Service’s [Instructions and Guides page](#).

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

If you can’t hear the person you are calling, check the following steps:

- Adjust your computer’s volume and make sure it is not muted.
- Be sure you are running Mitel Connect on your local computer (the one you are sitting at and physically touching) and not on a computer you are remoted into (which is on campus).
- Reboot your computer and try again.

If the person you are calling cannot hear you, review the following steps:

- Check your microphone settings in Mitel Connect to ensure the correct one is selected.
- Test your microphone in Sound settings. Go to the Sound section of System Preferences (As shown in Preparing for Softphone section of this document) and speak into the microphone. You will see the bars next to “Input level” change color indicating it hears you.
- Be sure you are running Mitel Connect on your local machine (the one you are sitting at and physically touching) and not on a computer you are remoted into (which is on campus).
- Reboot your computer and try again.

Mitel Connect Issues

- Please refer to the [Mitel Connect installation instructions](#) and ensure it is configured correctly.
- Ensure that you are connected to [UMSL’s VPN](#).

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 Quit and reopen Mitel Connect.