



is now



Phone System Upgrades: ~~ShoreTel~~ Mitel Connect

Learn how to leverage and use the new
MiTel Connect on and off campus

Featuring James Tiggett III

Library and Information Technology



Mitel®

Agenda

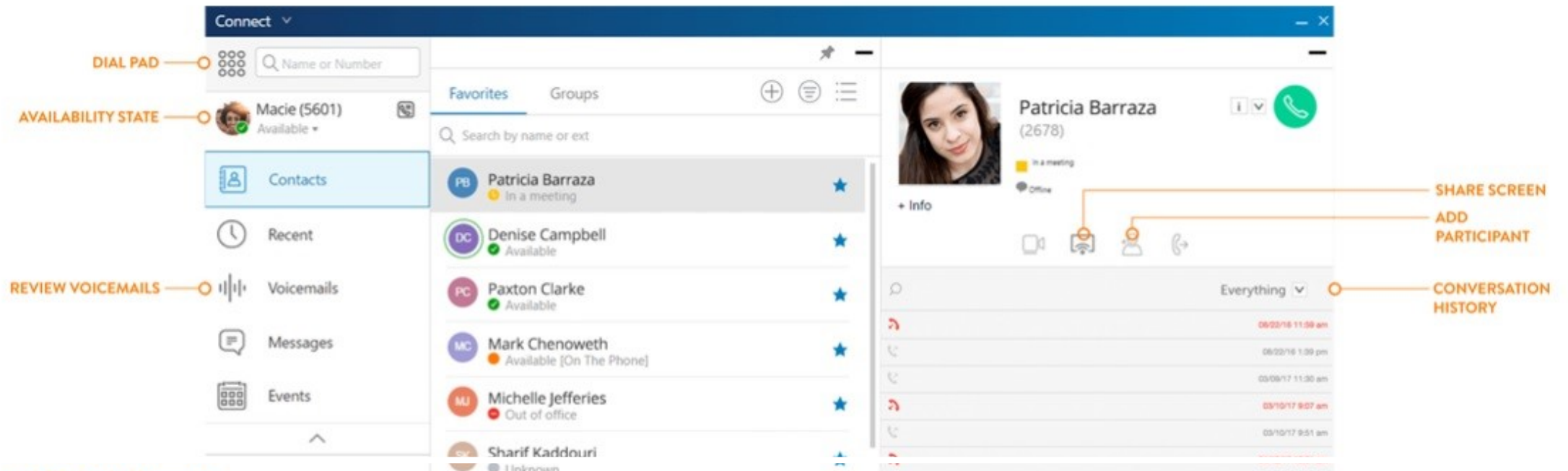
1. [Download and log into Mitel Connect](#)
2. Moving your office phone anywhere
3. Manage your Mitel IP phone calls and contacts with Connect Client
4. Change your availability state
5. Search the system directory
6. Manage voice mail
7. Review conversations and call history
8. Configure inbound call routing to suit availability state
9. Outline of phones: Deskphone or Not!
10. [Training](#)

Mitel Connect

However you work, it keeps you connected

[Download Connect for MAC](#)

[Download Connect for Windows](#)



Mitel Connect Download

Click the MitelConnect.exe

Mitel Connect

However you work, it keeps you connected

Download Connect for MAC [Download Connect for Windows](#)

The screenshot displays the Mitel Connect application interface. On the left, a navigation pane includes options: DIAL PAD, AVAILABILITY STATE, REVIEW VOICEMAILS, Messages, Events, and NOTIFICATION AREA. The main area shows a list of contacts under 'Favorites' and 'Groups', including Patricia Barraza (2678), Denise Campbell, Paxton Clarke, Mark Chenoweth, Michelle Jefferies, Sharif Kaddouri, Shannon Morales, and Jason Mies. A right-hand pane shows details for Patricia Barraza, with options for SHARE SCREEN, ADD PARTICIPANT, and CONVERSATION HISTORY. A file explorer window is overlaid at the bottom, showing 'MitelConnect.exe' (194/194 MB) selected, with a context menu open. An orange arrow points from the 'Download Connect for Windows' button to the 'MitelConnect.exe' file.

User Account Control



Do you want to allow this app to make changes to your device?



MitelConnect

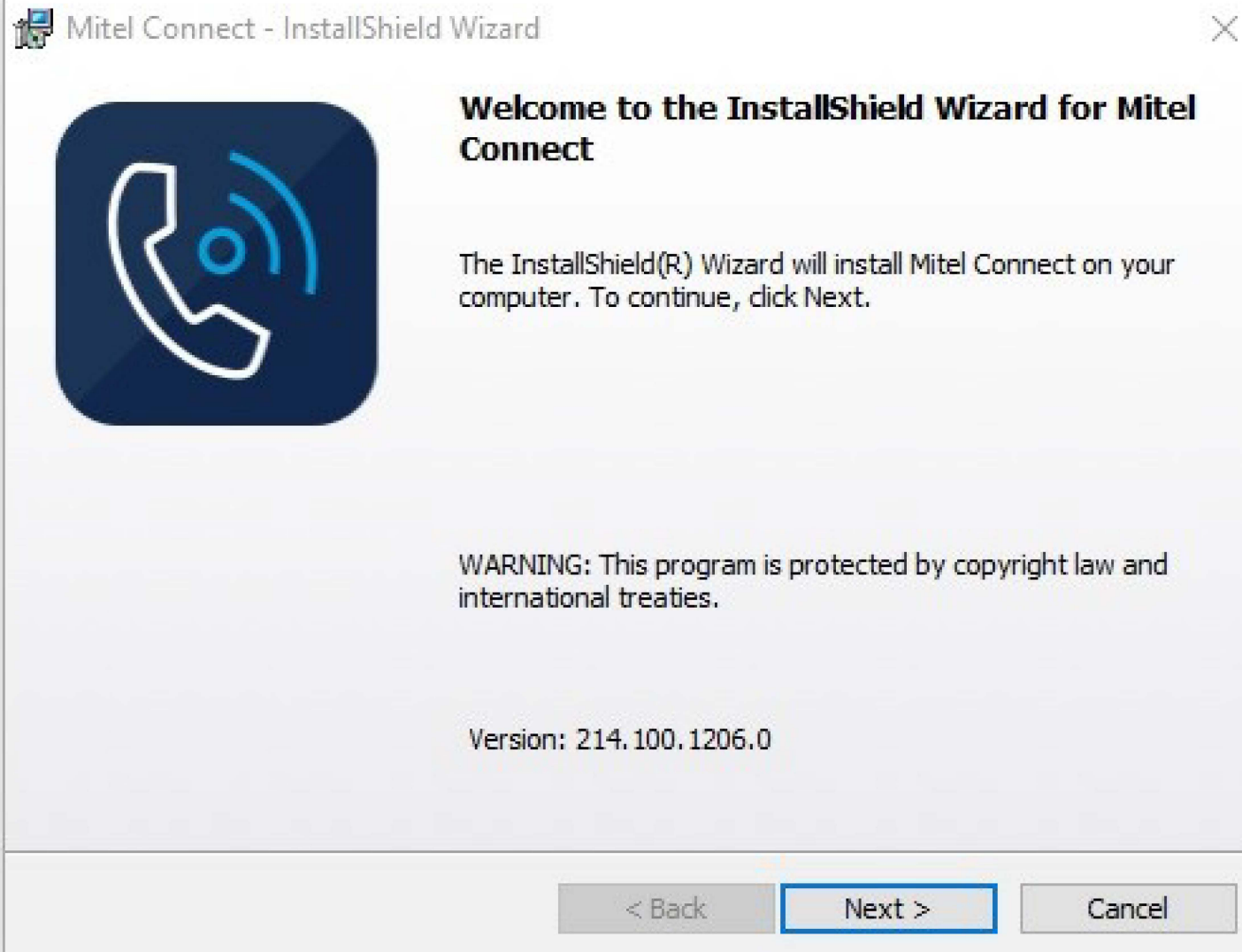
Verified publisher: ShoreTel Inc

File origin: Hard drive on this computer

[Show more details](#)

Yes

No



Mitel Connect - InstallShield Wizard

License Agreement

Please read the following license agreement carefully.

END USER LICENSE AGREEMENT
MITEL CONNECT v213.100.285x or higher

SHORETEL IS NOW A MITEL COMPANY.
CAREFULLY READ THE FOLLOWING AGREEMENT. INSTALLATION AND USE OF THE SOFTWARE CONSTITUTES YOUR ACCEPTANCE OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT PROMPTLY REMOVE THE SOFTWARE AND ALL COPIES FROM YOUR SERVER OR DEVICE. LAWFUL USE OF THE SOFTWARE IS CONDITIONAL UPON YOUR COMPLIANCE WITH THE TERMS OF THIS AGREEMENT.

1.0 Definitions

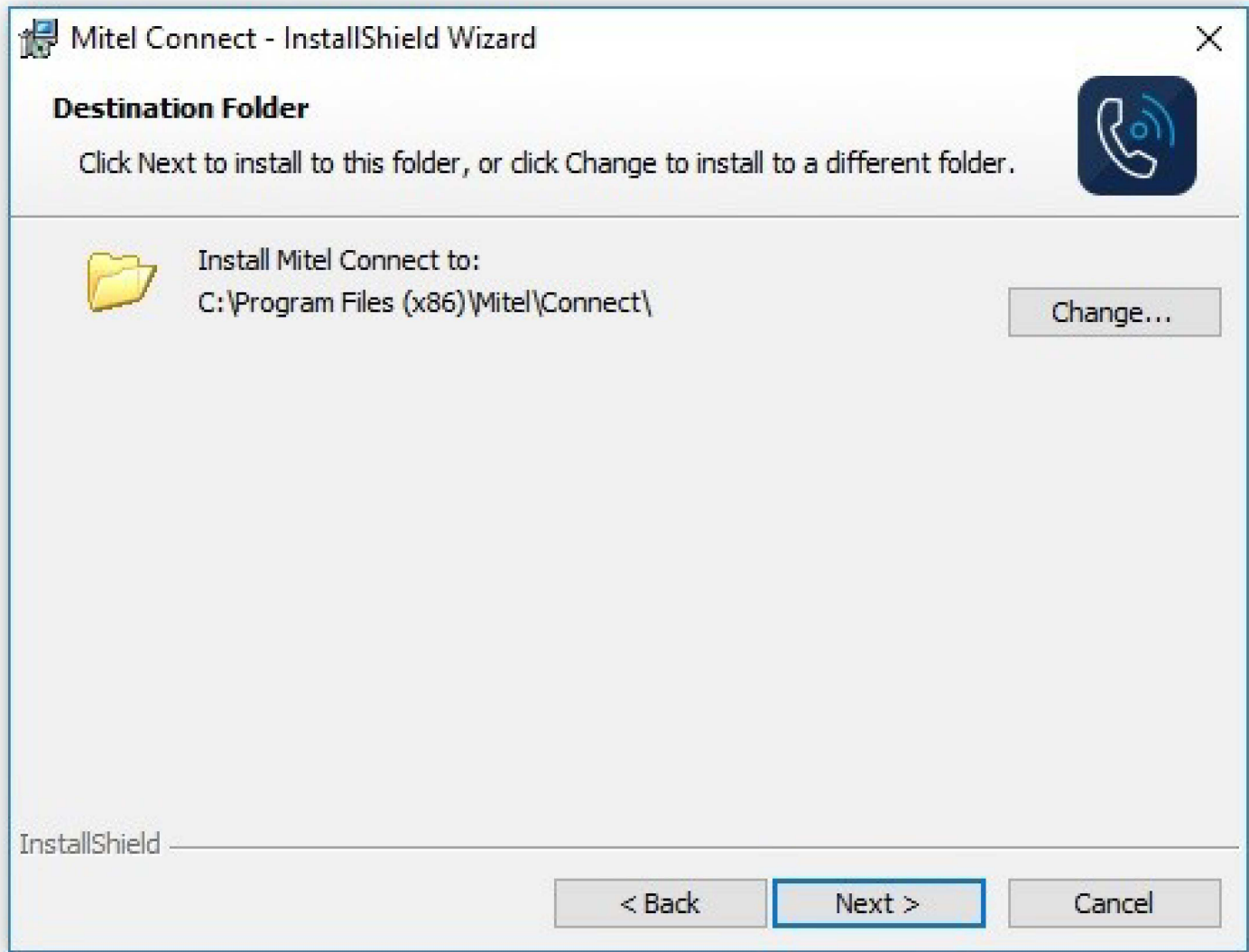
"Agreement" means this End User License Agreement.

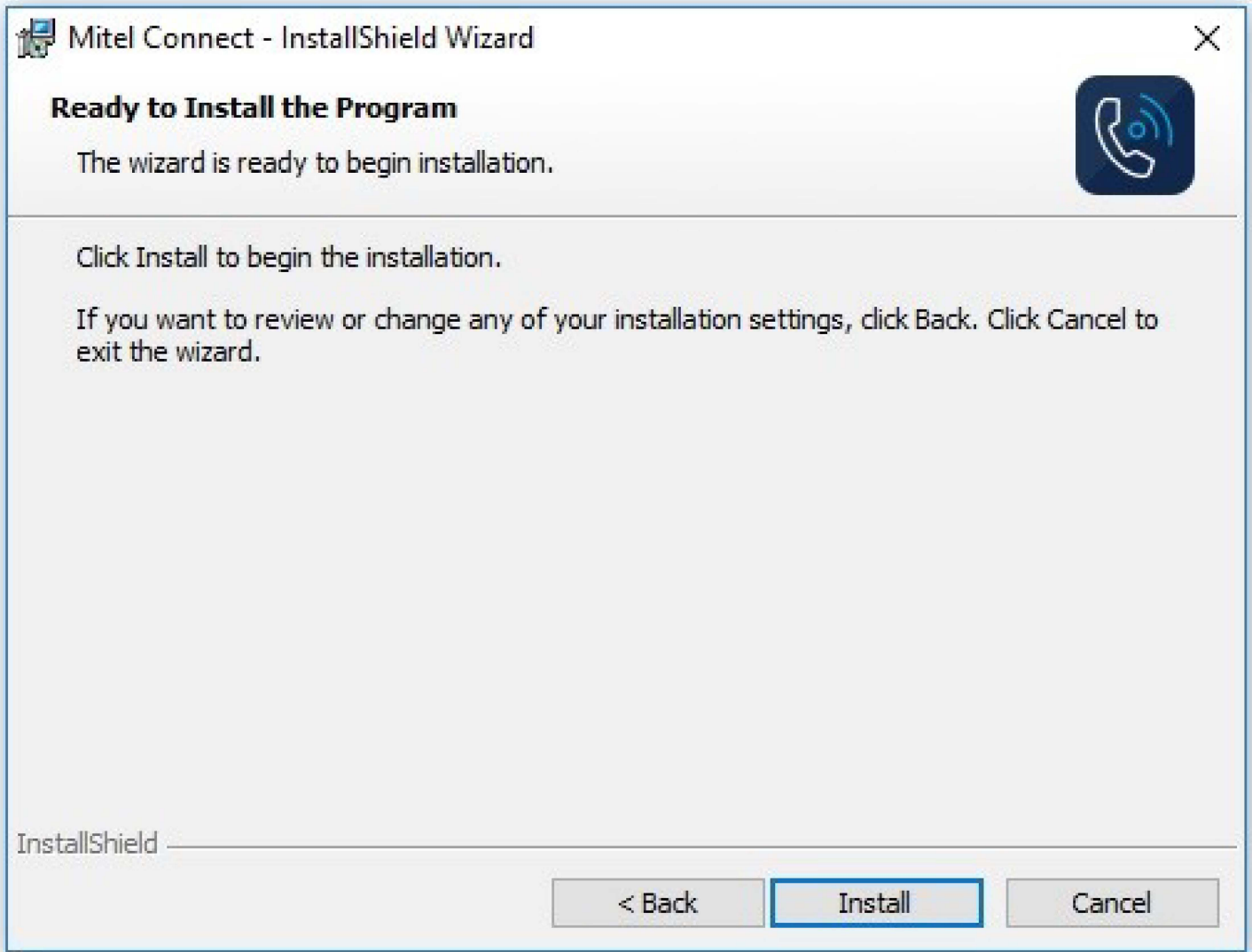
I accept the terms in the license agreement Print

I do not accept the terms in the license agreement

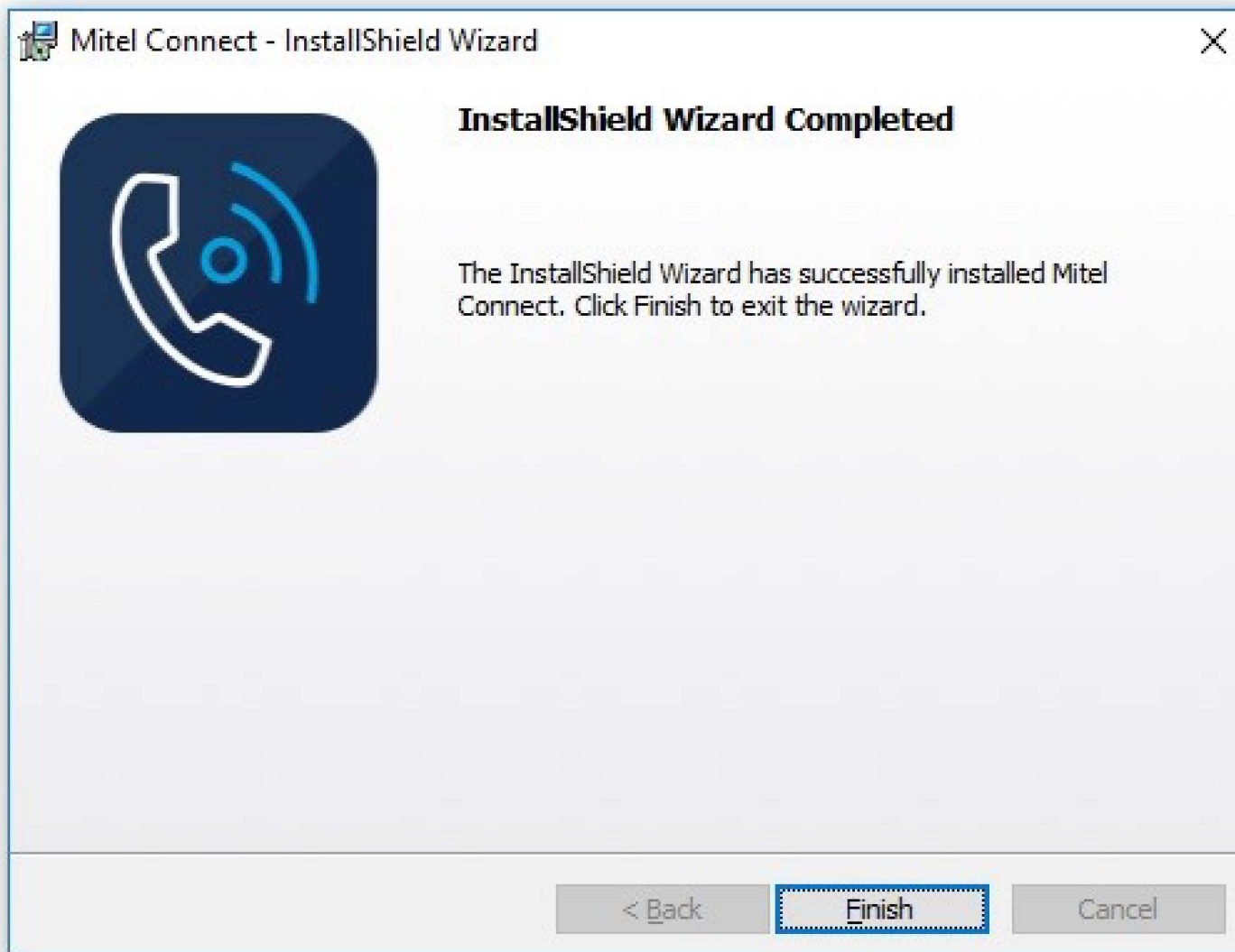
InstallShield

< Back Next > Cancel









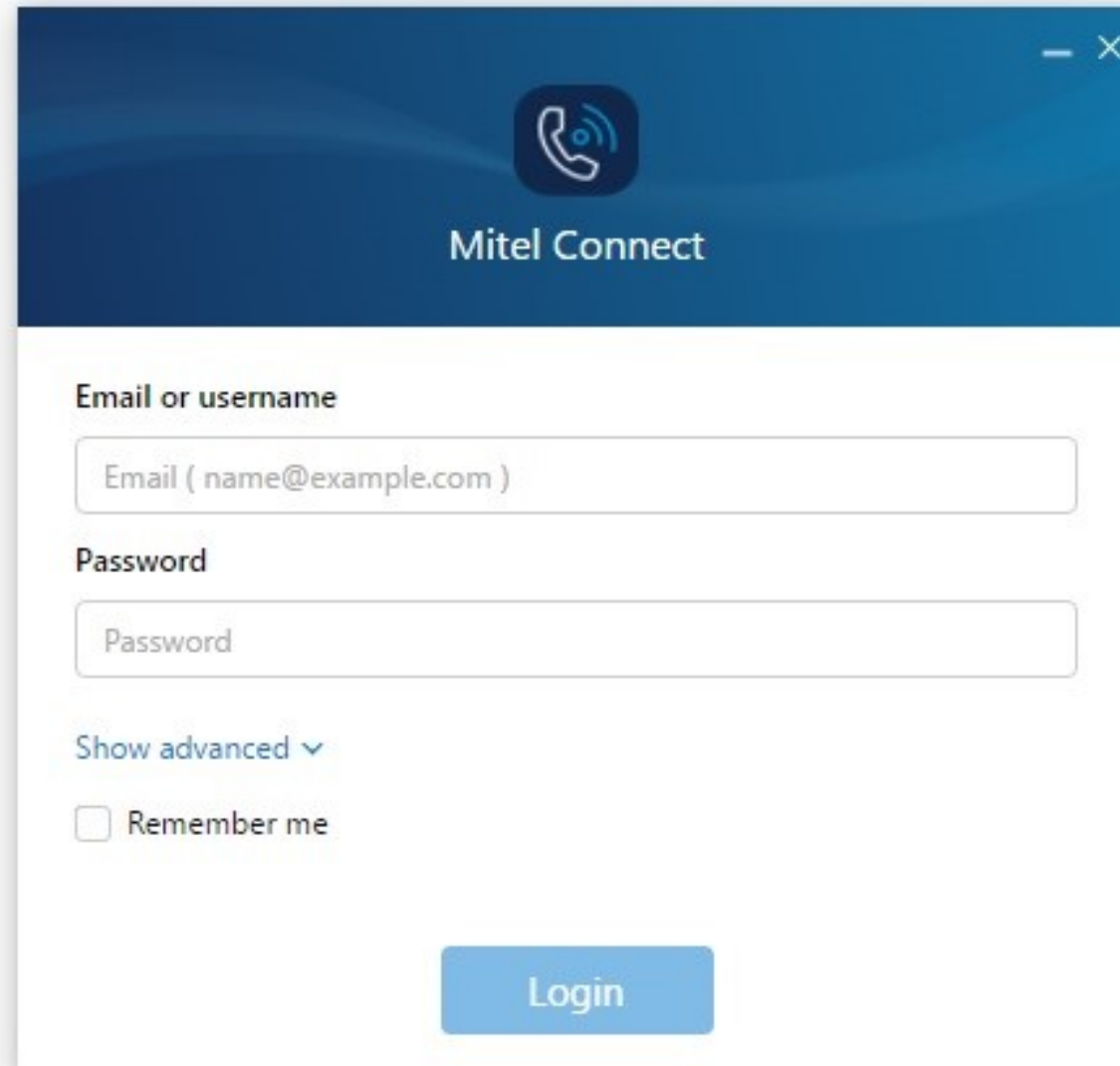
Agenda

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Mitel Connect Icon



Mitel Setup/Login



Mitel Connect

Email or username

Email (name@example.com)

Password

Password

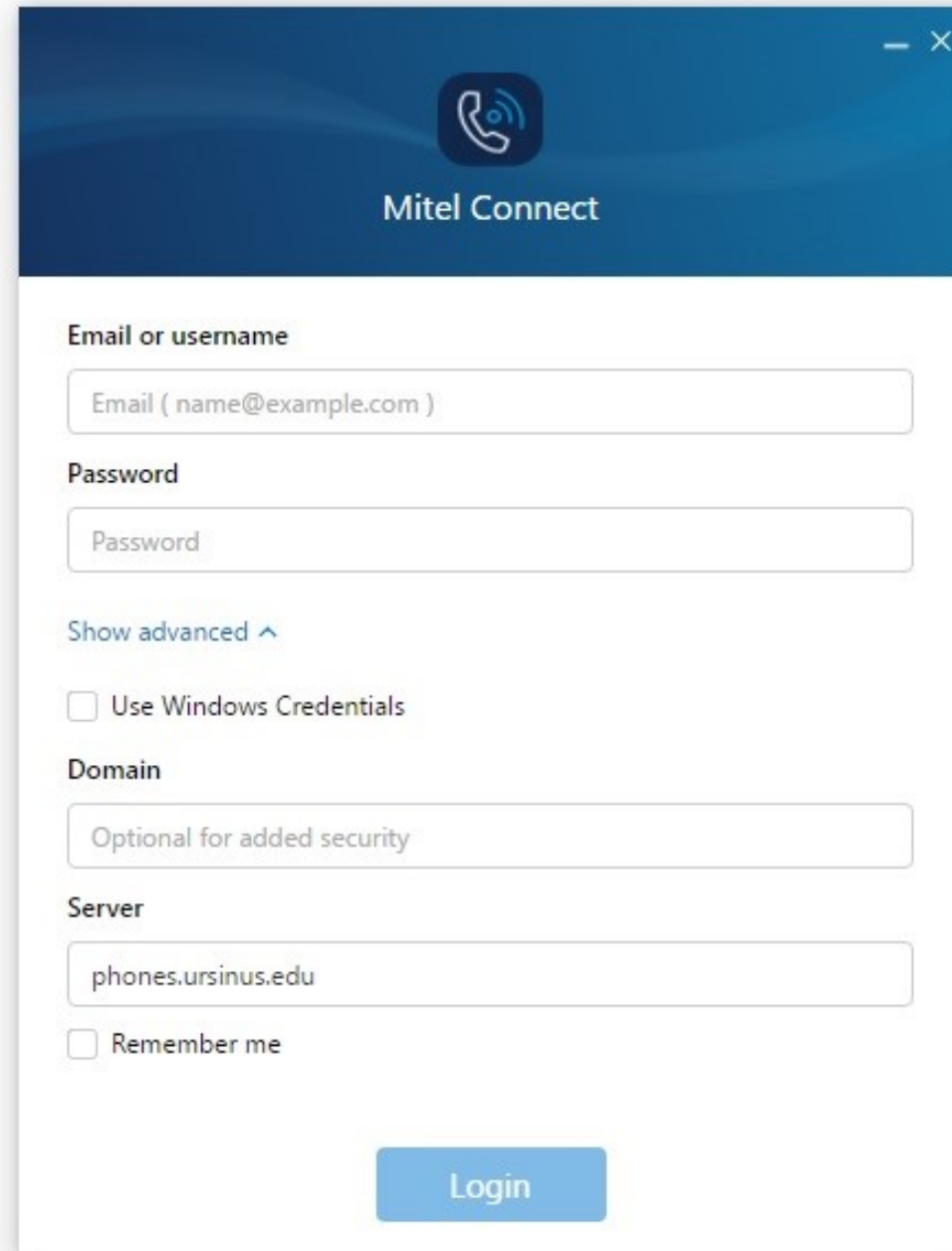
Show advanced ▾

Remember me

Login

Mitel Setup/Login

phones.ursinus.edu



Mitel Connect

Email or username

Email (name@example.com)

Password

Password

Show advanced ^

Use Windows Credentials

Domain

Optional for added security

Server

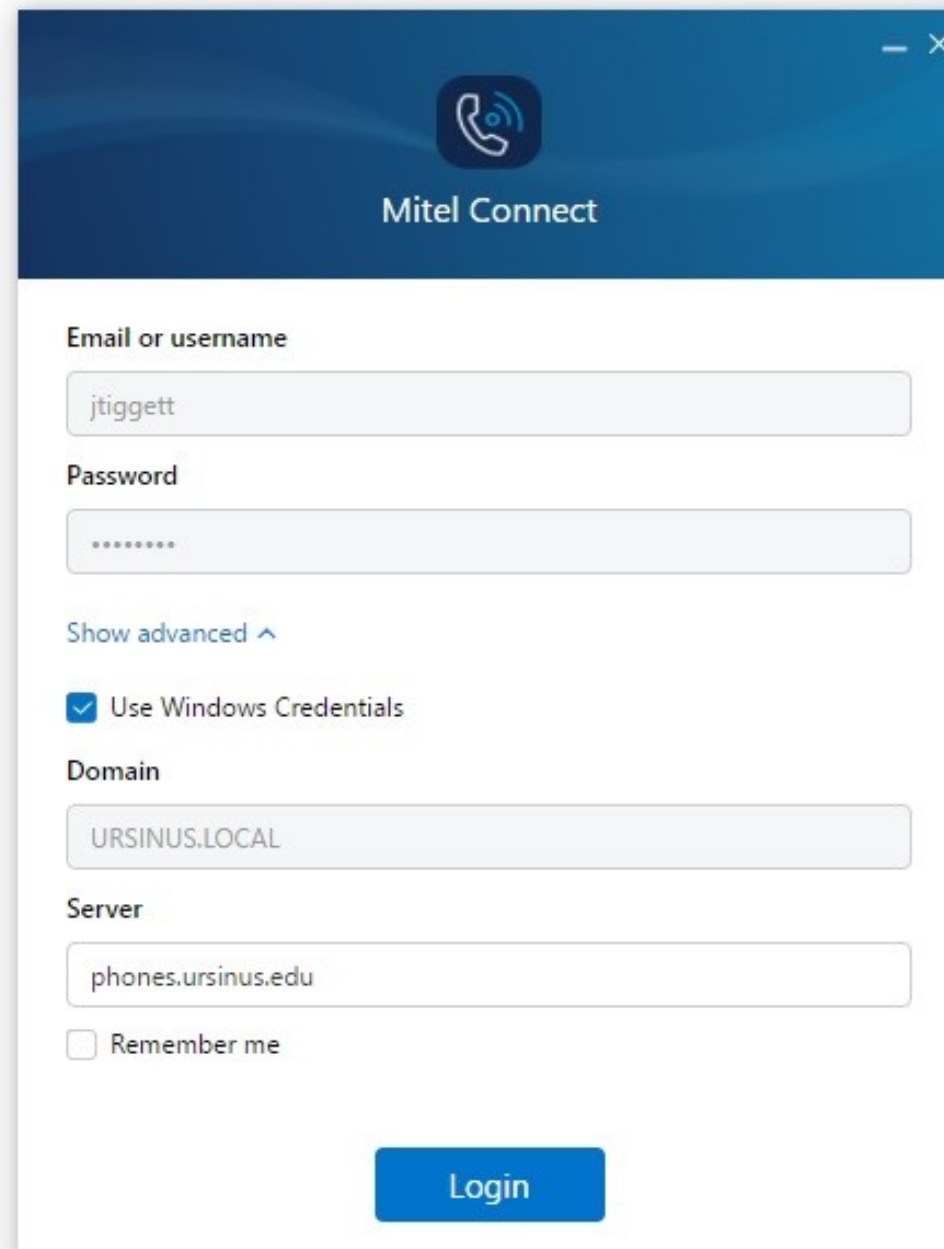
phones.ursinus.edu

Remember me

Login

Mitel Setup/Login

Click the 2
checkboxes on
this screen



Mitel Connect

Email or username
jtiggett

Password
.....

Show advanced ^

Use Windows Credentials

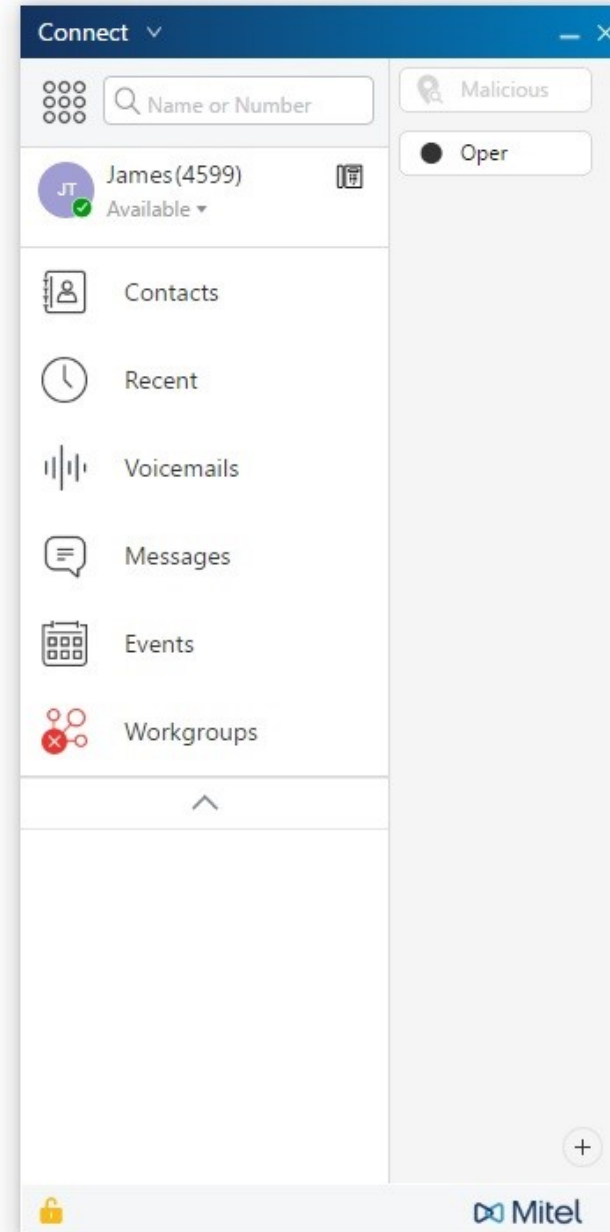
Domain
URSINUS.LOCAL

Server
phones.ursinus.edu

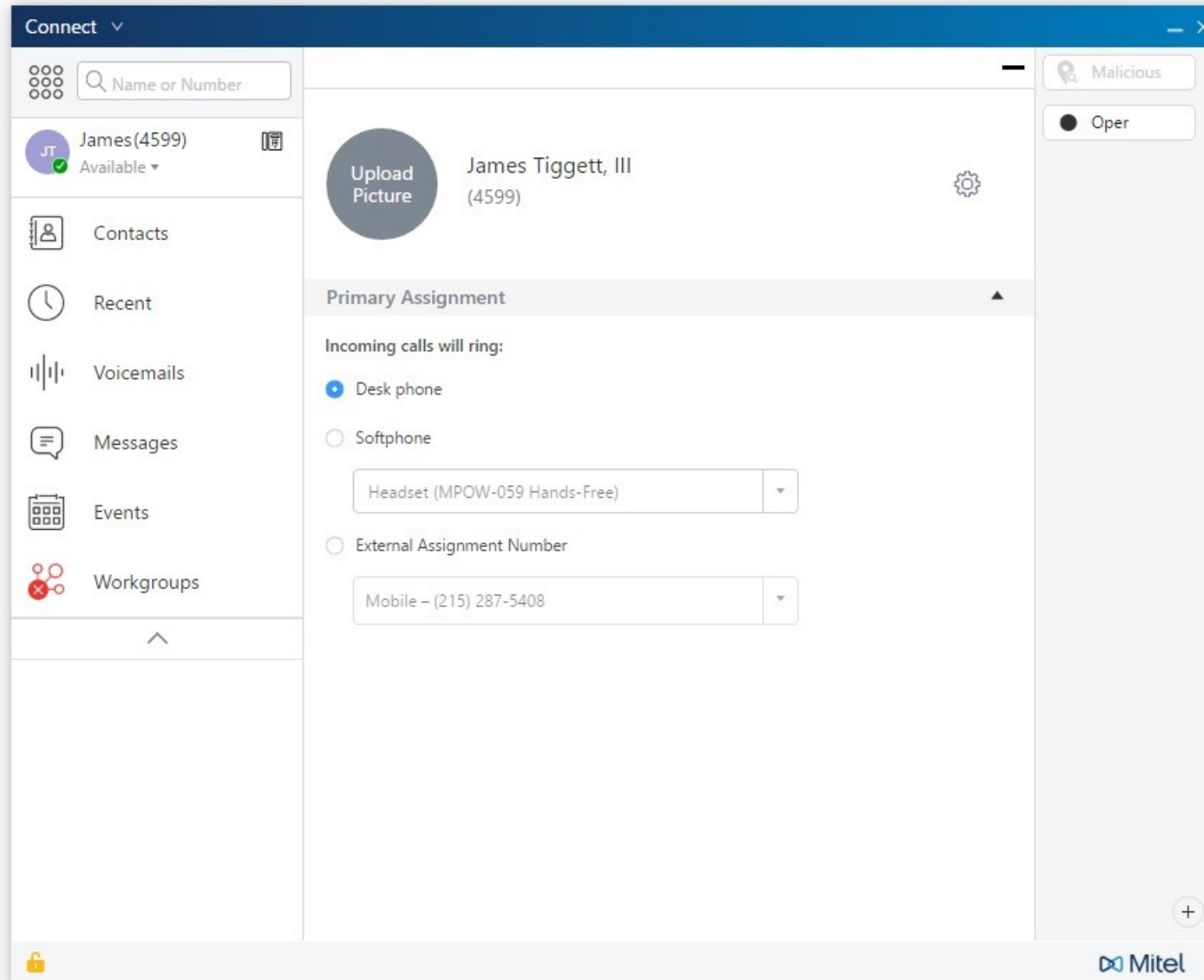
Remember me

Login

Mitel Connect



Mitel Connect: Move My Office Anywhere

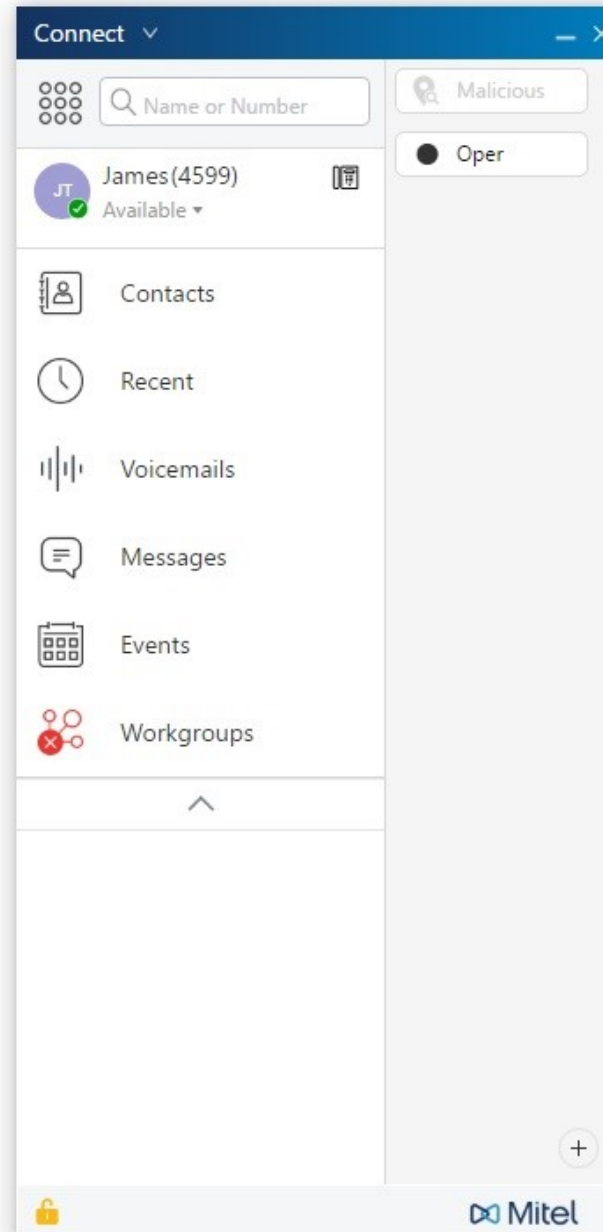


Agenda

1. ~~[Download and log into Mitel Connect](#)~~
2. ~~Moving your office phone anywhere~~
3. Manage your Mitel IP phone calls and contacts with Connect Client
4. Change your availability state
5. Search the system directory
6. Manage voicemail
7. Review conversations and call history
8. Configure inbound call routing to suit availability state (New Options)
9. Outline of phones: Deskphone or Not!
10. [Training](#)

To Mitel Connect desktop application demo...

Mitel Connect: Questions



Agenda

1. ~~[Download and log into Mitel Connect](#)~~
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4. ~~Change your availability state~~
5. ~~Search the system directory~~
6. ~~Manage voicemail~~
7. ~~Review conversations and call history~~
8. ~~Configure inbound call routing to suit availability state~~
9. **Outline of phones: Deskphone or Not!**
10. [Training](#)

Outline of Phones

- ShoreTel IP 115
- ShoreTel IP 230
- ShoreTel IP 560
- Mitel IP 480/485G
- ShoreTel IP 655
- You don't need a deskphone?!

Outline of Phones: ShoreTel IP 115

- Single Line
- Small Screen
- Not Headset Ready
- Difficult to adjust phone details



Outline of Phones: ShoreTel IP 230

- Larger Display
- Better Speaker
- 2 Additional lines
- "Options" to change phone details
- "Directory" to easily search
- Headset Ready



Outline of Phones: ShoreTel IP 265

- Similar to IP 230
- 5 Additional lines
- Color Display



Outline of Phones: ShoreTel IP 560

- Similar to IP 265
- No Color Display



Outline of Phones: Mitel IP 480/485G

Standard Option Moving Forward



Outline of Phones: ShoreTel IP 655 + Mics



Conference Phone Option



You don't need a deskphone?!

- Softphone Capabilities Available (Use a headset via your laptop)
- Get a number and account
- Point your official Ursinus College Phone number to any phone

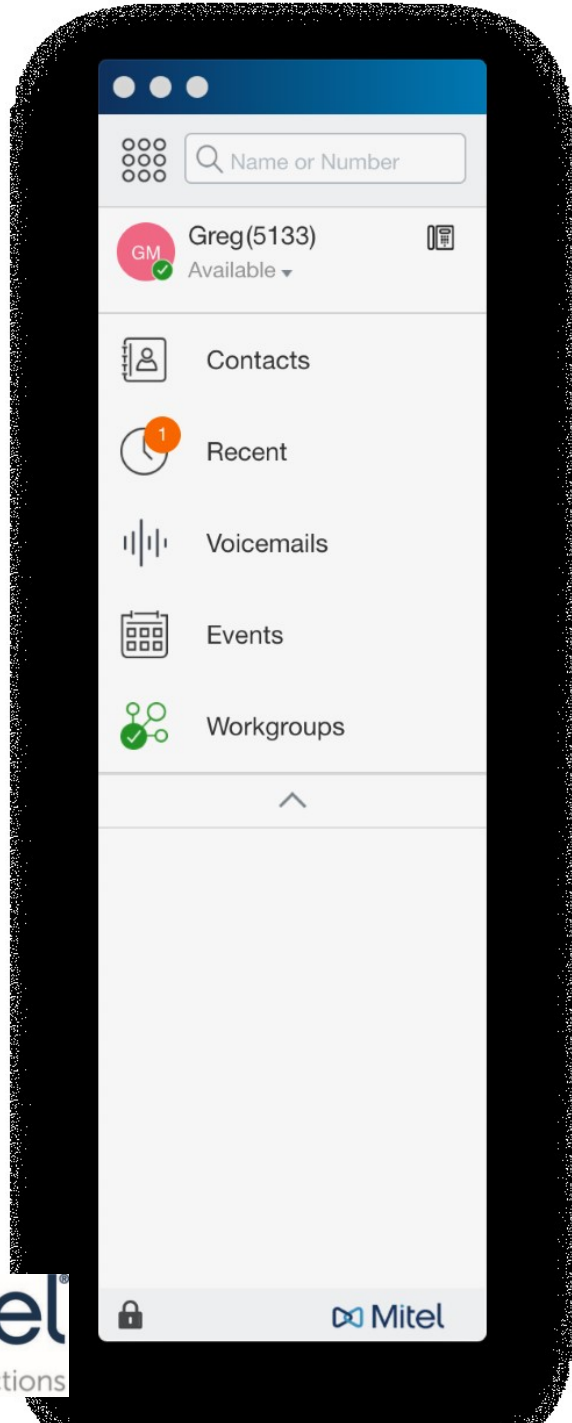
- Benefits
 - Help keep the directory up-to-date
 - Don't give out your personal information for business related transactions
 - Stay connected and easier to reach with a formal phone listing

Agenda

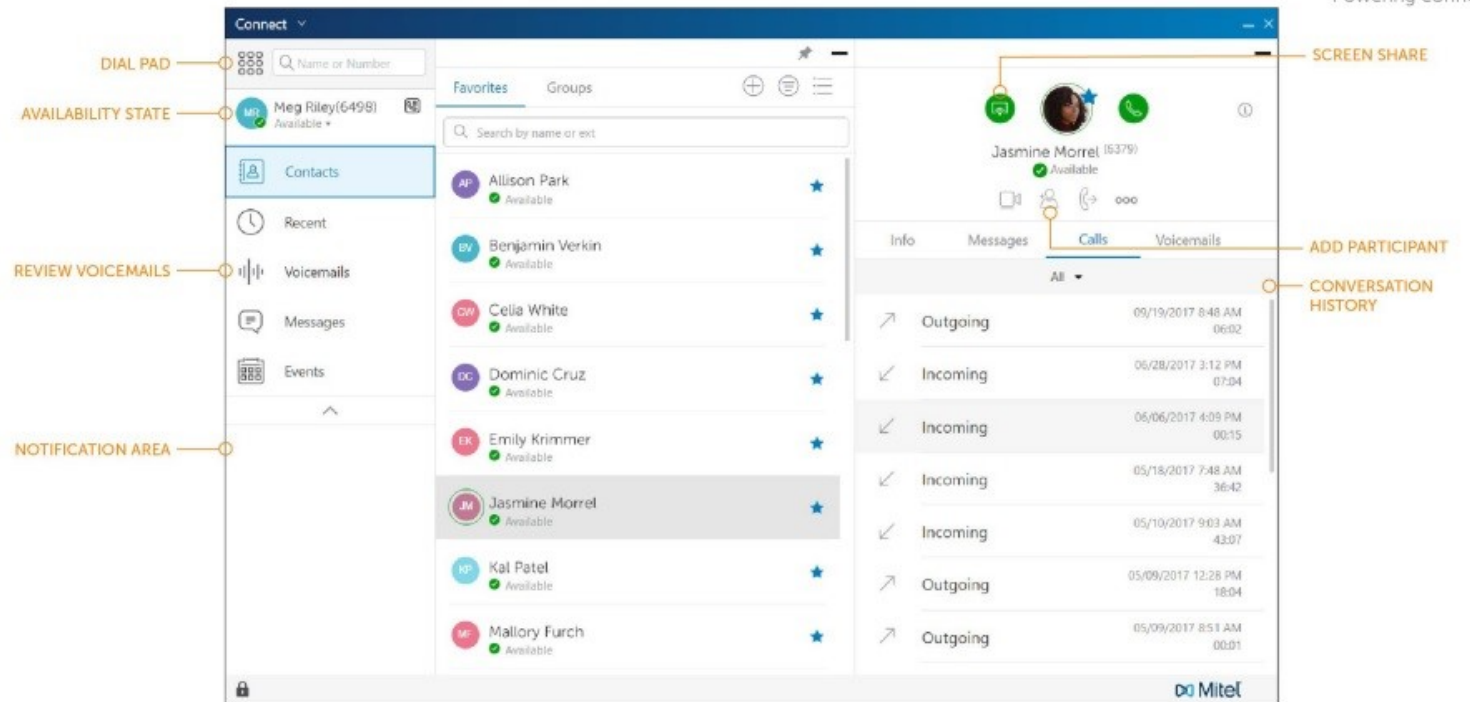
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Mitel Training

- [Connect Client Interactive Tutorial](#)
- [Connect Client Operator Interactive Tutorial](#)
- [Connect Mobility App Tutorial](#)
- [400-Series IP Phones Interactive Tutorial \(480 and 485\)](#)
- [Mitel Connect Quick Reference Guide](#)
- [Voicemail Quick Reference](#)
- Contact Tech Support for additional training requests: techsupport@ursinus.edu or 610-409-3000



MITEL CONNECT CLIENT QUICK REFERENCE GUIDE



[Mitel Quick Reference Guide](#)

MITEL CONNECT CLIENT QUICK REFERENCE GUIDE

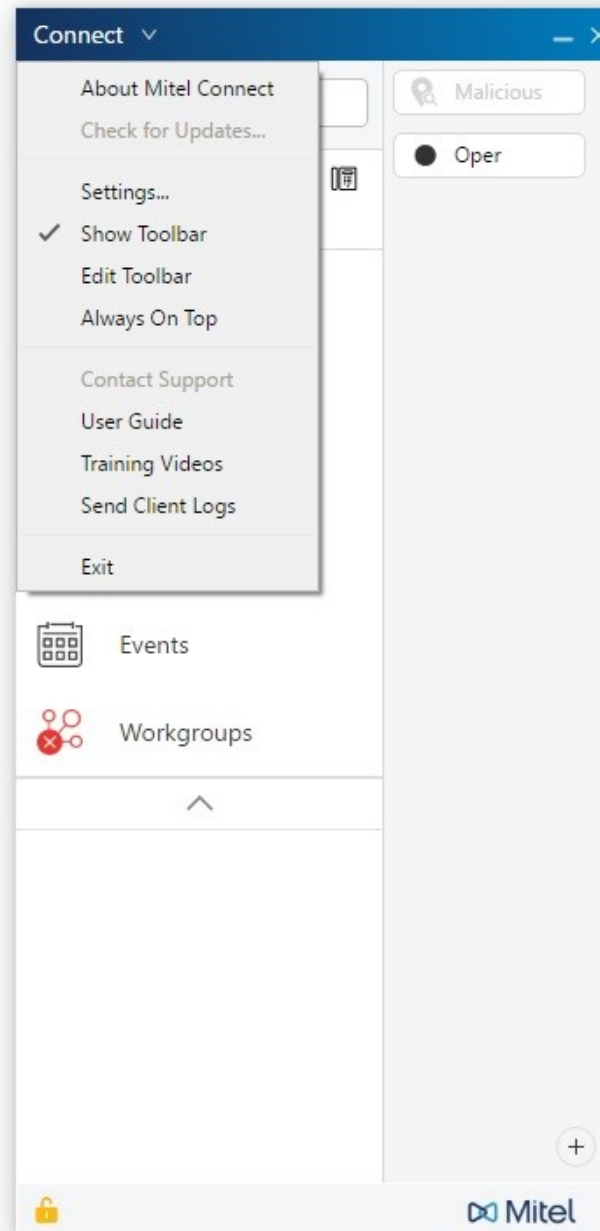


The screenshot shows the Mitel Connect Client interface with several callouts pointing to specific features:

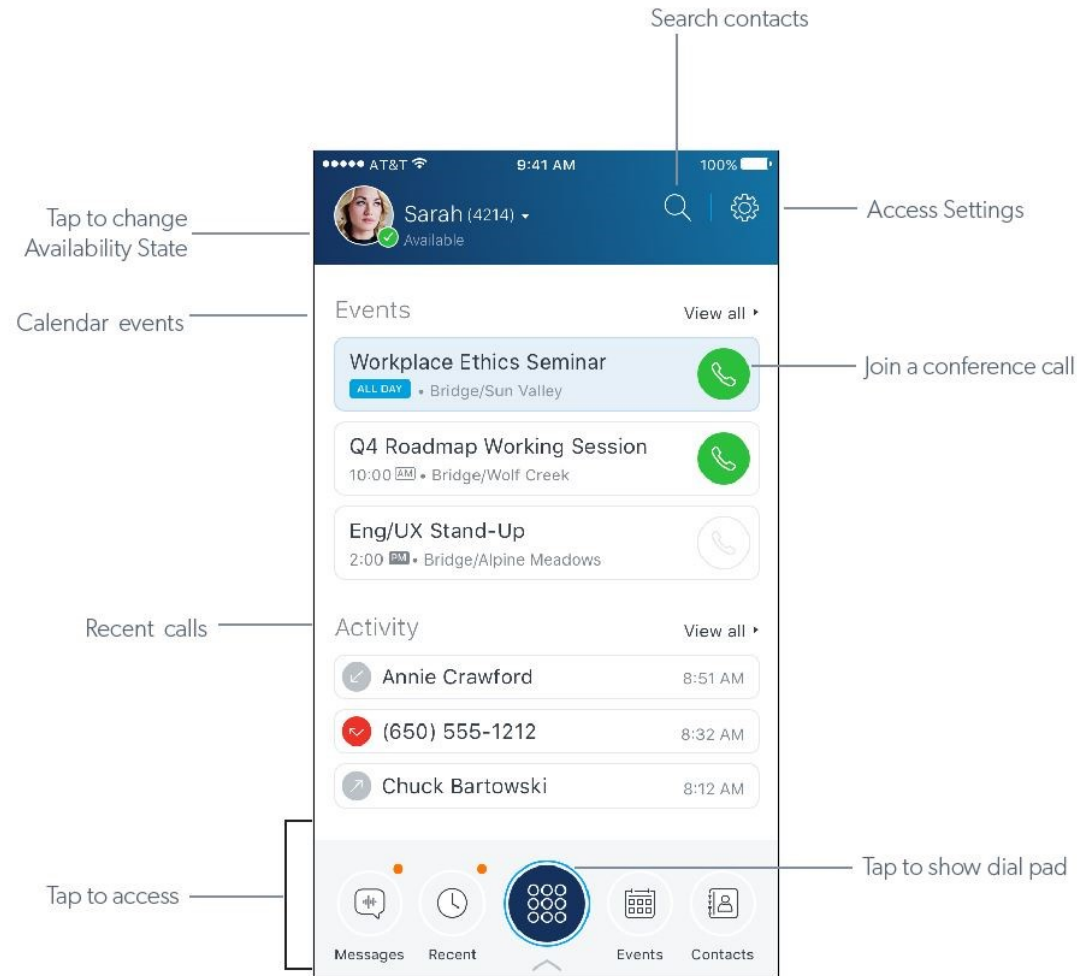
- DIAL PAD**: Points to the dial pad icon in the top left.
- AVAILABILITY STATE**: Points to the green 'Available' status indicator next to the user's name.
- CONTACTS**: Points to the 'Contacts' tab in the left sidebar.
- RECENT**: Points to the 'Recent' tab in the left sidebar.
- VOICEMAILS**: Points to the 'Voicemails' tab in the left sidebar.
- MESSAGES**: Points to the 'Messages' tab in the left sidebar.
- EVENTS**: Points to the 'Events' tab in the left sidebar.
- NOTIFICATION AREA**: Points to the notification area at the bottom of the left sidebar.
- SCREEN SHARE**: Points to the screen share icon in the top right of the contact's profile.
- ADD PARTICIPANT**: Points to the 'Add Participant' icon in the contact's profile.
- CONVERSATION HISTORY**: Points to the list of call logs in the 'Calls' tab.

Direction	Date/Time
Outgoing	09/19/2017 8:48 AM 06:02
Incoming	06/28/2017 3:12 PM 07:04
Incoming	06/06/2017 4:09 PM 00:15
Incoming	05/18/2017 7:48 AM 36:42
Incoming	05/10/2017 9:03 AM 43:07
Outgoing	05/09/2017 12:28 PM 18:04
Outgoing	05/09/2017 8:51 AM 00:01

Mitel Connect Extras



Mitel Connect Mobility App Coming...



Questions? Ideas. Solutions!

