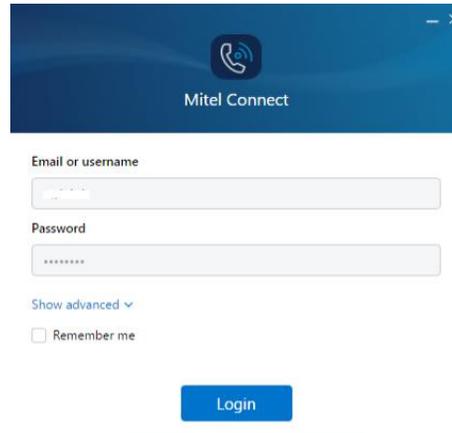# Mitel Connect Softphone

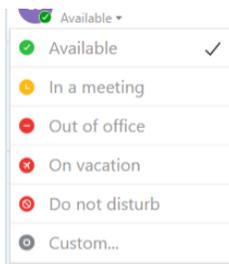Note: Your computer will need a microphone and speakers or headset with a microphone.

Double click the Mitel Connect icon
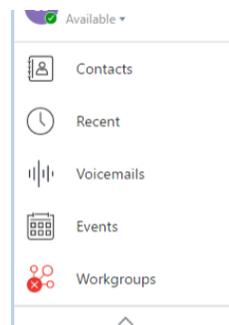
Your username and password should automatically be filled in. Click Login.

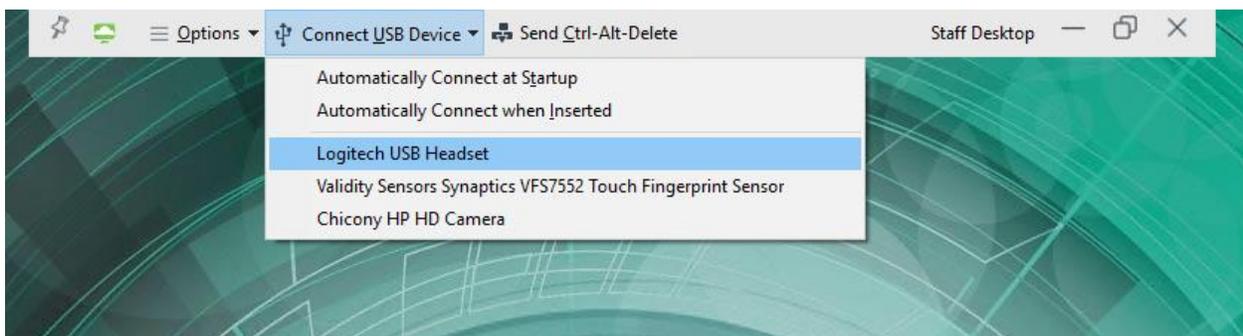Once logged in, you can now see the following…

Phone state (under your name) – Click on it and a dropdown list will appear, so you can choose the appropriate phone state.

Recent – Your recent calls.

Voicemails – Where you can playback your voicemails.

If you are using a USB Headset, click on "Connect USB Device" and choose your USB Headset (below).
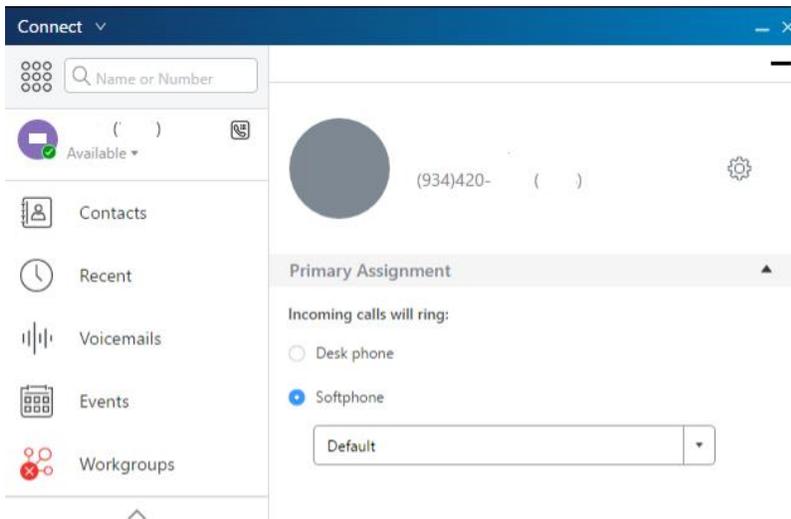
Now to use it as a phone - you need to change it from Desk Phone to Softphone.

 Click the Desk Phone icon which is to the right of your name (circled).

A menu will slide out to the right. Select Softphone (below).

Use the dropdown below softphone if you have a headset and choose that or it will use your built-in speakers and microphone.
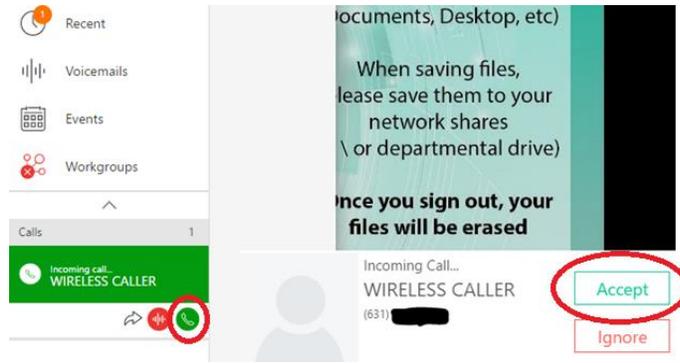

Now that the softphone is chosen, it will ring instead of your desk phone and you can answer calls here.

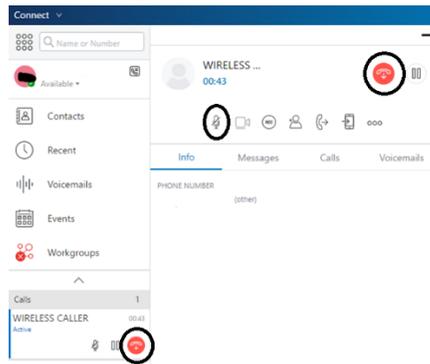**To make a call** - Click the Dialpad (circled below).

To answer an incoming call - press green button or "Accept" (both circled below).

To Hang up - press one of the two red Hang Up buttons.
Pause is hold (caller hears normal hold music). Mic with slash is mute your mic.

When you are done using Mitel Connect – click Connect at the top of the app and choose Exit, so your desk phone will ring again. (If you click the X in the upper right corner, it will just minimize the app and will still receive calls instead of your desk phone).

*** For Departments that use Workgroups ***

To log in and log out of the Workgroup (same as pressing "Login" or "Logout" on the physical phone).

Click on "Workgroups". The color of the icon (circle with three other circles connected) tells you your state (Logged in = Green, Logged out = Red, Wrap Up = Orange).

Click "Log In" on the bottom to Login. After logging in, icon goes green and then the bottom displays Log Out and Wrap Up.