MITEL CONNECT CLIENT QUICK REFERENCE GUIDE

PLACING A CALL

From Quick Dialer Search Bar

Type the contact details in the Quick Dialer search bar and do one of the following:

- Double-click the contact.
- Select the contact and click
- Press enter (for numeric entries).

From the Dial Pad

1. Click on the dashboard.
2. Enter the 4-digit extension or phone number, and press **Enter.**

Note: Dialing "9" first, is not needed to dial an external number.

From Recent and Contacts Tabs

Click the Recent or Contacts tab on the dashboard and do one of the following:

- Double-click the contact.
- Single-click the contact, then click
- Single-click on the extension number or external number listed.

ANSWERING A CALL

Do one of the following:

- Click in call notification area.
- Click **ACCEPT** in Notification Window.
- Single click on the incoming call in the Notification Area. This opens the Contact Card. Click in upper right of Contact Card

ENDING A CALL

Click to end an active call or just hang up.

TRANSFERRING A CALL

Blind Transfer

1. View the active call in the call notification area.
2. Answer the call. This opens up the Contact Pane.
3. Click
4. Type in the transfer-to destination by name, number, or extension.
5. Click **Transfer**.

Consultative Transfer

1. View the active call in the call notification area.
2. Answer the call. This opens up the Contact Pane.
3. Click
4. Type name, number, or extension.
5. Click **Consult.**
6. Click

Transferring to Voicemail

1. View the active call in the call notification area.
2. Answer the call. This opens up the Contact Pane.
3. Click
4. Type name, number, or extension.
5. Click **Voicemail.**

Parking a Call

1. View the active call in the call notification area.
2. Answer the call. This opens up the Contact Pane.
3. Click
4. Type name, number, or extension.
5. Click **Park.**
6. Click P

CONFERENCE CALLING

Blind Conference

1. View active call in notification area
2. Answer the call. This opens up the Contact Pane.
3. Click in Contact Card pane.
4. Type name, number, or extension.
5. Click **Conference.**

Consultative Conference

1. View active call in notification area.
2. Answer the call. This opens up the Contact Pane.
3. Click in Contact Card pane.
4. Type name, number, or extension.
5. Click **Consult.**
6. Click

SENDING AN IM

To an Individual

1. Type the contact details in the Quick Dialer search bar, and then select a contact. Or select a contact from the Contacts Tab.
2. Type message in text box located at the bottom of the contact pane, and then press **Enter**.

To a Group

1. Click the Contacts Tab > Groups, and then select a group to chat.
2. Click to open the Group Chat pane.
3. Select **Start Group Chat**.
4. Type message in text box, and press **Enter**.

To Multiple Users

1. Initiate an individual chat.
2. Click and type the contact's name or extension number.
3. Click **Create New Conversation**.
4. Type message in the text box and press **Enter**.

Note: Recent IM conversations can be accessed from the Messages Tab on the Dashboard.

ACCESSING VOICEMAIL

1. Click the Voicemails tab on the Dashboard.
2. Select the voicemail you want to listen to.
3. Use one of the following options to play your voicemail:
   - Click to play the voicemail on your phone.
   - Click to play the voicemail on your computer speakers.
4. Click |> to start the voicemail playback.

UPDATING AVAILABILITY STATE

1. Click your current Availability State on the dashboard. Available ▾
2. Select the Availability State you want to use.
3. Choose Custom to specify your own label and color for your Availability State.

Note: Configured call routing rules apply.

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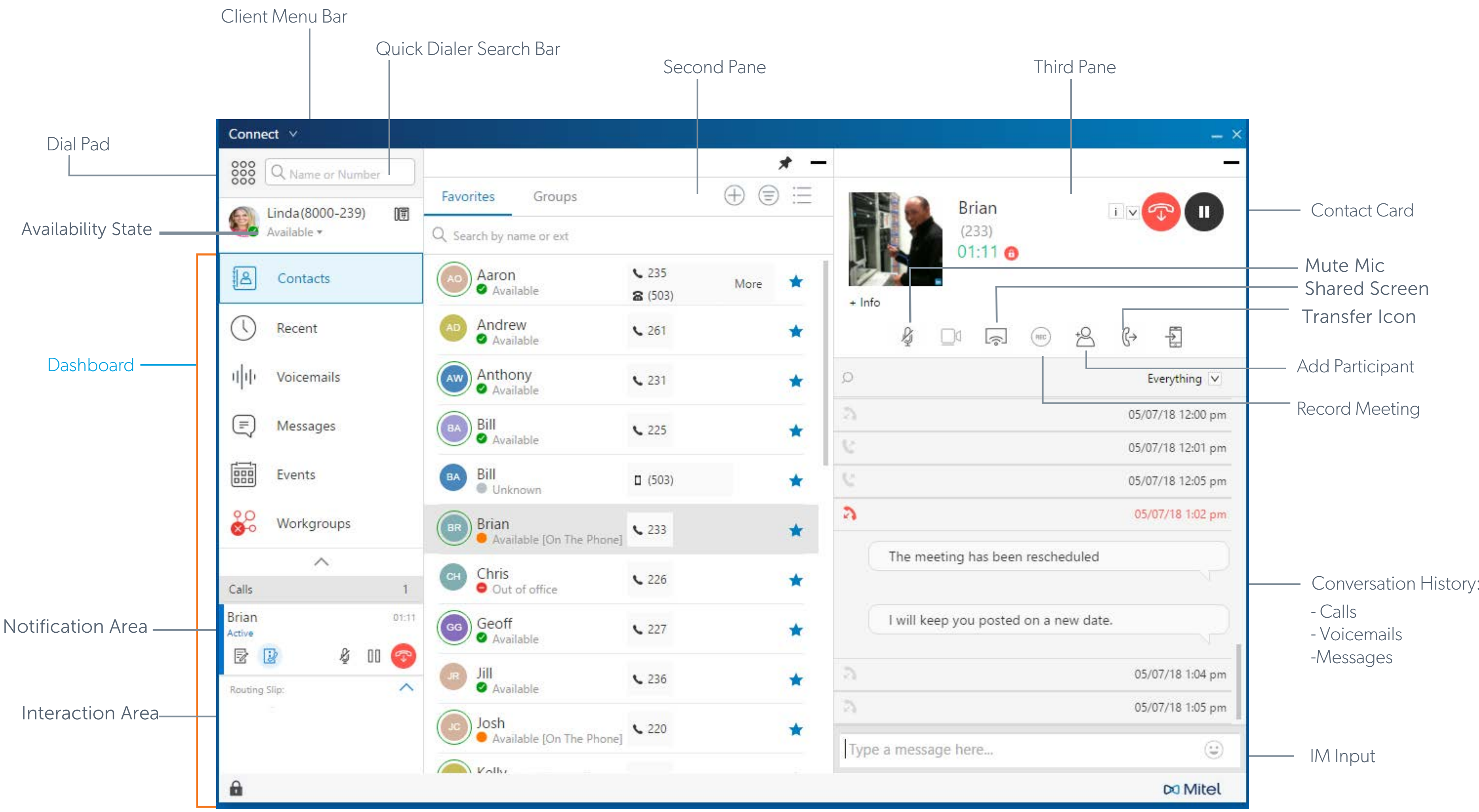

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TRAINING
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