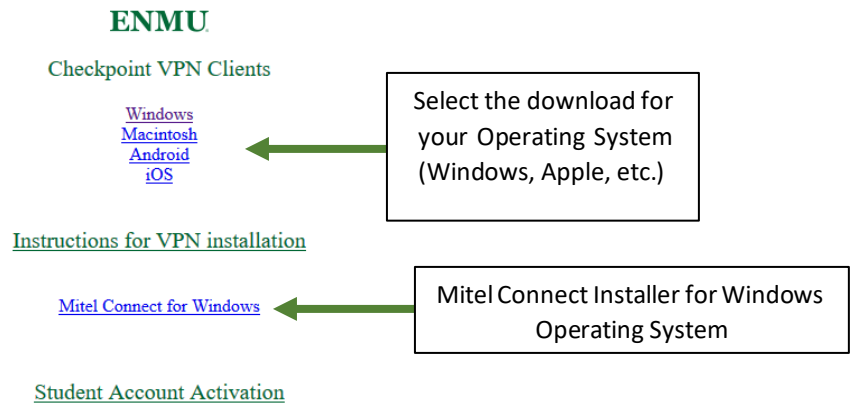


Enabling Mitel Connect softphone features.

Note before beginning:

If you do not have the VPN and Mitel installed on your home computer, you can find the installation packages and instructions on how to install and use them at

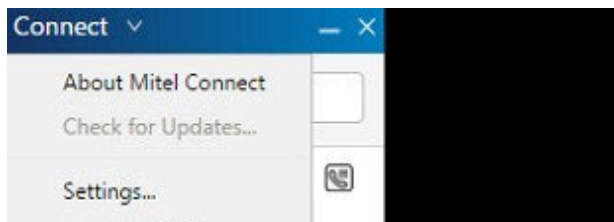
<https://itsweb.enmu.edu/>



Step 1 – If off campus, connect to the Checkpoint VPN

Step 2 – Open Mitel and enter your username and password.

Step 3 – Click the down arrow next to Connect in the blue bar at the top of the Mitel Connect app and then click on Settings.



Step 4 – Click Softphone on the left menu and ensure On Startup assign me to my softphone is checked. Set Capture audio through to default or the microphone you intend to use

Account	Capture audio through <input type="text" value="Communications"/>
Call Routing	<input checked="" type="checkbox"/> On startup assign me to my softphone
Voicemail	<input checked="" type="checkbox"/> Enable auto gain control
Video	
Outlook	
Notifications	
Deskphone	
Softphone	
Telephony	
Language	

Step 5 – Click the X in the upper right corner to close out of the settings menu.

Step 6 – Click the phone icon next to your name and extension.



Step 7 – Click on the dot next to Softphone.

Primary Assignment

Incoming calls will ring:

Softphone

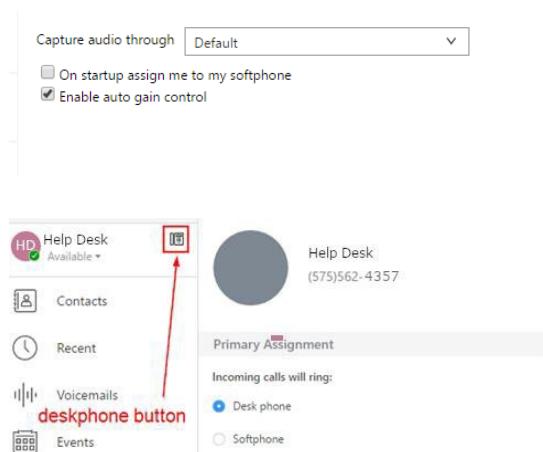
Step 8 – Left-click the bold minus sign below the X in the upper right corner of the Connect application window.



You are now set up to use the Mitel Connect softphone feature. If you change locations (go from home to work or desktop to laptop), you must repeat the steps to capture your extension on your computer. Contact the helpdesk to return to your desk phone, as a ticket will need to be created to move back to a physical phone.

Troubleshooting:

If you are having trouble switching between soft-phone and desk phone (and vice-versa), go into the ‘Softphone’ settings and **‘uncheck’** the ‘On startup assign me to my softphone.’ You must then click on a different setting category to save the change. Then, of course, you must exit Mitel and relaunch. After that, click the ‘Deskphone’ button to toggle between the two.



If you need assistance or have questions, you may contact Help Desk

via Teams by clicking [Here](#)
 via phone at: **575-562-4357**
 via email at: **Help.Desk@enmu.edu**

ENMU Portales Help Desk