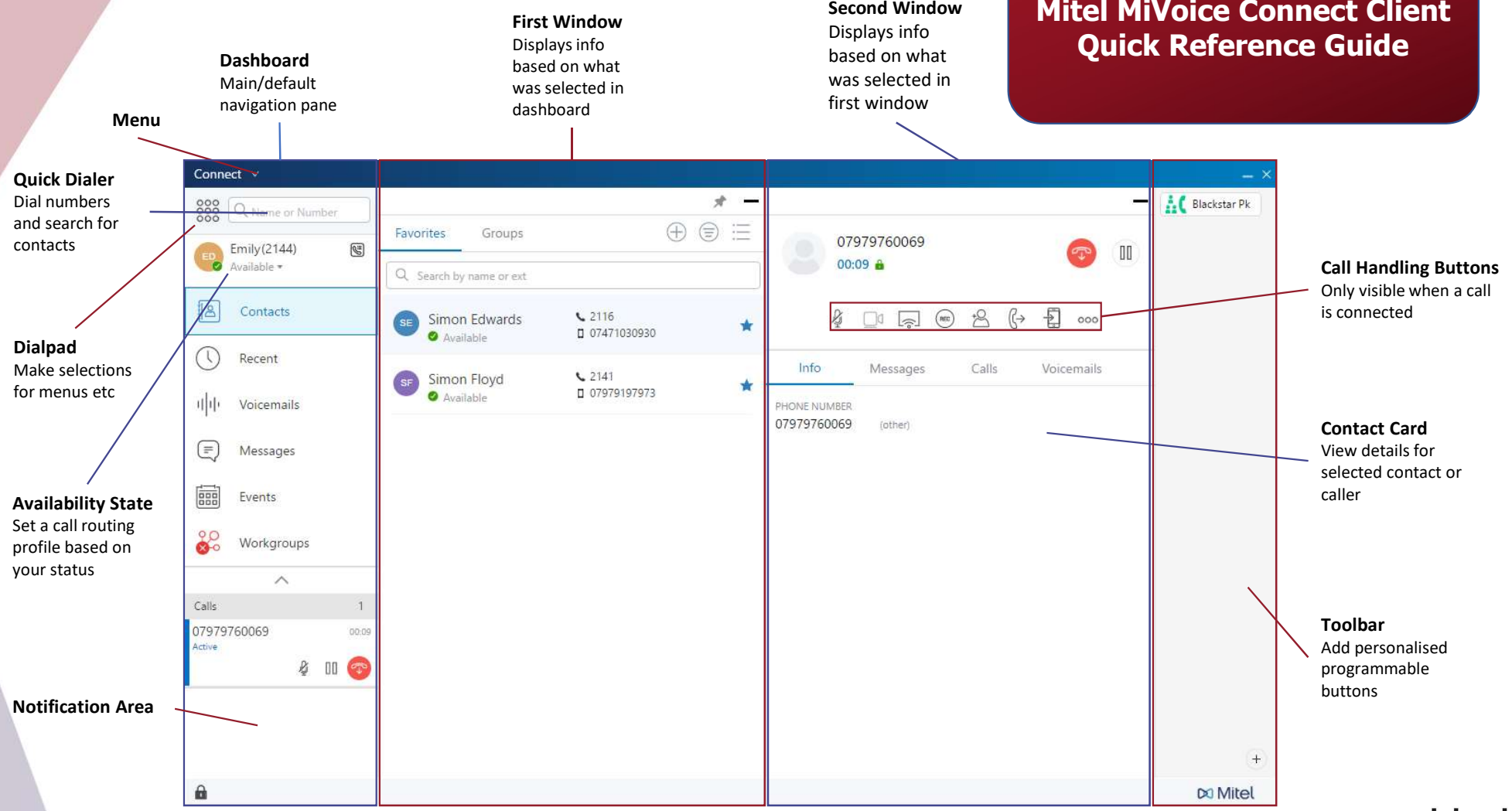



# Mitel MiVoice Connect Client Quick Reference Guide



### Making a Call – Choose One:





- Type number in quick dialer and press enter
- Copy and paste number in quick dialer and press enter
- Search for contact by name and double click
- Search for contact by name, single click then click 

### Transferring a Call

#### *Blind / Cold Transfer*

- Search for contact by name or extension in quick dialer
- Drag and drop the active call from the notification area onto the contact name

### Listening to Voicemail


- In the dashboard click  Voicemails
- Messages are listed in the first window
- New messages are indicated with 
- To play the message over the handset, click 
- Locate the message to be listened to and click 

### Enabling Click to Dial in Quick Dialer

By default numbers are not listed for contacts when searching in Quick Dialer. To turn this on:





- Search for contact in Quick Dialer
- Right click and select Show Phone Number
- You can now call by single-clicking the number

### Receiving a Call – Choose One:

- Click  in toaster pop up
- Click  in notification area
- Click  in toaster pop up
- Click  in notification area

### Transferring a Call





#### *Warm / Consultative Transfer*

- Click the call in the notification area
- Click the  button in the first window
- Search for the contact in the *Type Name or Extension* field
- Click 
- To complete, click 
- Or click  to return to caller

### Selecting Audio Device

- In the dashboard click your name
- In the first window, select one:
  - Desk phone – to use your handset for audio
  - Softphone – to use your computer for audio
  - External Assignment - to use another device for audio (like your mobile)





### Guide to Presence Indicators

-  Available – user's phone should ring and be answered
-  Engaged – you will likely get user's voicemail
-  Busy – short absence. Call will be redirected but user will likely be available later
-  Not Available – long absence. Call will be redirect and user will likely not be available for some time


### Setting Availability State

- Under your name, click *Available* ▾
- Choose desired state from dropdown
- Calls will follow the routing profile set for that state – see Call Forwarding user guide for more info

### Three-Party Calling

- Click the call in the notification area
- Click the  button in the first window
- Dial the number or search for the contact in the *Type Name or Extension* field
- Click 
- To complete, click 
- Or click  to return to original caller

### Configuring External Assignment

- In the dashboard click your name
- In the first window select External Assignment
- Type the number of the device in the Add Number field
- Give the device a label to describe it in the Add Label field
- Click 

Need anything else? Blackstar Training Services 0333 123 2 124 or [emily@blackstarsolutions.co.uk](mailto:emily@blackstarsolutions.co.uk)