MiCloud Connect Client

Quick Reference Guide

QUICK DIALER SEARCH BAR

DIALPAD

AVAILABILITY STATE

REVIEW VOICEMAILS

MESSAGING

NOTIFICATION AREA

SCREEN SHARE

ADD PARTICIPANT

CONVERSATION HISTORY

Connect ∨

Name or Number

Favorites Groups

Search by name or ext

Contacts

Recent

Voicemails

Messages

Meetings

(7940)

Info Calls Voicemails

All ∨

Missed		11/13/2019 12:17 PM
Outgoing		11/12/2019 3:03 PM 00:06
Conference Call		11/04/2019 1:04 PM 00:22
Conference Call		11/04/2019 12:54 PM 00:37
Conference Call		11/04/2019 12:53 PM 00:56
Conference Call		11/04/2019 12:43 PM 01:09
Conference Call		11/04/2019 12:34 PM 01:08
Outgoing		07/12/2019 5:51 PM

Mitel

PLACE 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 📞.

From Recent

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

- Double-click the contact.
- Select the contact and click 📞.

ANSWER A CALL

- Click 📞 in the notification area.
- Click 📞 to end an active call.

ACCESS VOICEMAIL

1. On the dashboard, click the **Voicemails** tab.
2. Select the voicemail you want to listen to.
3. Click one of the following modes to play your voicemail:
   - Click 📞 to listen to the voicemail on your phone.
   - Click 🔊 to listen to the voicemail on your computer speakers.
4. Click ▶ to play the voicemail.

UPDATE AVAILABILITY STATE

Configured call routing rules apply.

1. Click the <username> on the dashboard.
2. Select the availability state you want to use.
3. Choose **Custom** to Specify your own label and color for your availability state.

TRANSFER A CALL

Blind Transfer Before Answering a Call
1. On the dashboard, click ⤴ in the call notification.
2. In the second pane search field, type the contact name or the phone number.
3. Click **Transfer**.

Blind Transfer After Answering the Call
1. In the second pane, click ⤷.
2. In the second pane search field, type the contact name or phone number.
3. Click **Transfer**.

Consultative Transfer Before Answering a Call
1. On the dashboard, click ⤴ in the notification.
2. In the second pane search field, type the contact's name or extension.
3. Click **Consult**.
4. In the **Consulting** window, click ⤴ to complete the call transfer.

Consultative Transfer After answering the call
1. In the second pane, click ⤷ .
2. In the second pane search field, type the contact name or phone number.
c. Click **Consult**. The active call goes on hold and the Consulting window appears.
4. Click ⤴ to complete the call transfer.

Transferring to Voicemail
1. On the dashboard, click in the call notification to answer the call.
2. In the second pane, click ⤷
3. In the second pane search field, type the contact name or phone number.
4. Click **Voicemail**. The active call goes on hold and the **Consulting** window appears
5. Click ⤴ to complete the call transfer to voicemail.

Park a Call

Park a Call Using the Contact Card
1. Answer an incoming call.
2. In the second pane, click ⤷.
3. In the second pane search field, type the contact name or phone number.
4. Click the **Park** option.
5. Click 📞 to park the call.

Park a Call Using the Contextual Menu:
1. Answer an incoming call.
2. In the **Quick Dialer Search** bar, type the contact name or number and select the contact.
3. Drag the active call in the notification area and hover over the selected contact for two seconds to view the contextual menu.
4. Select **Park** from the contextual menu to complete the call transfer. 📞 appears next to the contact name indicating that the call is parked on the contact's call stack.

SET UP A CONFERENCE
1. Click the **Events** tab on the dashboard.
2. On the second panel, click +.
3. On the third pane, fill in the required fields.
4. Click **Create** to generate the invitation.

SHARE YOUR SCREEN
1. Click the **Contacts** tab on the dashboard, and select a contact.
2. In the third pane, click 🖥 .
3. Click Share **Full Screen**, **Share Area**, or **Share Window**.

The sharing of screen with a contact is enabled only if the contact is on an audio call.

SET UP A VIDEO CONFERENCE
1. Click the **Meetings** tab on the dashboard.
2. On the second panel, click +.
3. In the **New Event** dialog, under meeting type, select **Video Conference**.
4. Click 📹 Meetings to launch MiTeam Meeting.
5. Click **Schedule Now**, fill in the required fields and click **Add to Calender**.

JOIN A VIDEO CONFERENCE
1. Click the **Meetings** tab on the dashboard.
2. In the Upcoming Tab, click JOIN MEETING the icon next to the conference you want to join.
3. You will Join the meetings in Miteam Meeting Application.
Note: If you have not signed in or do not have a MiTeam Meeting account, follow the onscreen instructions to join the meeting.
4. Click the red **Leave** icon to end the video conference.

For information on **MiTeam Meetings**, see MiTeam Meetings online help.

JOIN A CONFERENCE

From the Dashboard Area
- To dial into the conference using your desk phone, click 📞∨ on the third pane.
- To have the conference call you at a number you specify, click 📞∨ on the third pane; enter the phone number and click **Call Me**.

From the Events Tab
1. To view pending conferences, click **Events** > **Upcoming**.
2. Select the conference you want to join, and then do one of the following:
   - To dial into the conference using your desk phone, click 📞∨ on the third pane.
   - To have the conference call you at a number you specify, click the drop-down arrow on the third panel; enter the phone number and click **Call Me**.

From Microsoft Outlook Calendar
1. Open the appointment in your calendar.
2. Do one of the following:
   - Click **Click here to join**.
   - Open the **URL** from the invitation in a web browser.
3. In the **Introduce yourself as** field, enter your name and press **Enter**.
4. Click 📞 to Join the audio using one of these methods:
   - To use softphone, click **Call via Computer Audio**.
   - To have the conference call you, enter a number and click **Call Me**.

ASSIGN YOUR EXTENSION
In addition to using the Assign soft key on a phone to assign an extension to a phone, in the client you can assign your extension to the softphone or an external phone.

SOFTPHONE ASSIGNMENT
1. On the dashboard, click the <username> tab.
2. Under **Primary Assignment**, select select **Softphone**.
3. In the **Settings** > **Softphone** page, select the required **Microphone** and **Speaker**.

EXTERNAL PHONE ASSIGNMENT
1. On the dashboard, click the <username> tab.
2. Under **Primary Assignment**, select E**xternal Number**.

Mitel®
Powering connections