Mitel Connect Telephony for Microsoft

User Guide

November, 2020

⋈ Mitel®

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

Contents

Overview

The Connect Telephony for Microsoft plug-in presents a single interface to manage business communications using Microsoft Lync and Skype for Business as the primary collaboration client. This plug-in integrates the Connect telephony features with Microsoft Lync and Skype for Business. Refer to System Requirements for specific versions.

The Connect Telephony for Microsoft plug-in provides the following features:

- **Availability**—Displays your availability state and allows you to set your availability state.
- **Call Note**—Allows you to add an additional custom note to your availability state.
- **Favorites**—Allows you to add contacts to your Favorites list for quick access.
- **Managing Calls**—Allows you to call internal and external contacts.
- **Call Transfer**—Allows you to do a blind transfer or a consultative transfer.
- **Move Call**—Allows you to move a connected call to your mobile device.
- **Dual-tone Multi-frequency (DTMF)**—Allows you to navigate through automated systems such as phone menu and secondary dialing.
- **Conferencing**—Allows you to add people from your contact list to a conference.
- **Call History**—Allows you to check your call logs.
- **Voicemail**—Allows you to manage your voicemail messages. You can play, save, delete, and download a voicemail message.
- **Phone Modes**—Allows you to manage calls and voicemail on your desk phone, softphone, or an external number.
- **Call Forwarding**—Allows you to assign an external number and automatically forward the calls to your specified external number.
- **Settings**—Allows you to configure the features of the Connect Telephony for Microsoft plug-in.

System Requirements

The following tabl lists the system requirements.

Table 1: System Requirements

Operating Systems	Supported Clients	Supported Servers	Supported Releases
Microsoft Windows 7	Microsoft Lync 2013	Microsoft Lync 2013	Mitel Connect
Microsoft Windows 8, 8.1	Skype for Business 2015	Microsoft Office 365	
Microsoft Windows 10	Skype for Business 2016	Microsoft Lync Online	

Selecting Preferred Language for Connect Telephony for Microsoft

The Connect Telephony for Microsoft plug-in automatically selects the language based on your Microsoft Windows configuration. Currently, the plug-in supports English, French, German, Spanish, Simplified Chinese, and Swedish languages.

Note: The plug-in uses English as the default language.

To change the default language:

1. On your computer, click **Start > Control Panel > Region and Language.**
2. In the **Formats** tab, select the required language in the **Format** drop-down.
3. Click **OK**.

You must restart the plug-in for the changes to take effect.

Installing the Connect Telephony for Microsoft

Note:

Before installing the Connect Telephony for Microsoft plug-in, you must uninstall the Connect client on your system.

MiVoice Connect users:

1. Download the Connect Telephony for Microsoft executable file in one of the following ways:

   - From a web browser:

     a. Open a browser.
     b. Enter the following URL:

        <HQ IP_address>/ShoreWareResources/MicrosoftPlugInInstall/ default.htm
     c. Click **Download for Windows.**

   - From Connect Director:

     a. On the Navigation pane, click the **System** icon, and then click **Downloads**.
     b. Click **CONNECT TELEPHONY FOR MICROSOFT**.
     c. Click **Download for Windows.**

        The executable file will download to the downloads folder on your machine.
2. Double-click the **Connect Telephony for Microsoft** executable file.

   The executable file detects the operating system version and opens the appropriate installer.
3. Follow the on-screen instructions to install the plug-in.

Signing into the Connect Telephony for Microsoft

To log on to the Connect Telephony for Microsoft plug-in:

1. Log in to Microsoft Lync or Skype for Business clients.
2. Click **Log In** on the Connect Telephony for Microsoft plug-in pane, and do one of the following:

   - Enter your Connect client credentials.
   - To log in using your Windows credentials, select **Use Windows Credentials.**
3. To save your credentials, select **Remember me**. This step is optional.
4. Click **Show advanced** and do the following:

   - In the **Domain** field, enter the valid domain name. This field is optional.
   - In the **Server** field, enter the fully qualified domain name (FQDN).

   Note: Contact your system administrator for Domain and Server details.
5. Click **Log In.**

To log out, on the Connect Telephony for Microsoft plug-in pane, click the **Mitel** logo and click **Logout**.

To view the version information of the plug-in, click the **Mitel** logo on the Connect Telephony for Microsoft plug-in pane.

- Changing the Password for the Connect Telephony for Microsoft
- Updating the Connect Telephony for Microsoft

Changing the Password for the Connect Telephony for Microsoft

Note: This feature is not available for Active Directory user accounts.

Changing your expired password

1. Sign in to the Connect Telephony for Microsoft (.

   The password expiry notification appears on the page.

   Note: For more information, see the *Signing into the Connect Telephony for Microsoft* section.
2. Click **Set New Password.**
3. In the **New Password** field, type the new password.
4. In the **Retype Password** field, retype the new password.
   Note:

   Ensure that the new password matches the password requirements. Click the **Help** ⓘ icon to check the password requirements.
5. Click **Save & Log in**.

To return to the sign in page, click **Back**.

Changing your existing password

1. Sign in to the Connect Telephony for Microsoft.
   Note: For more information, see the *Signing into the Connect Telephony for Microsoft* section.
2. Click the **Mitel** logo to access the **Settings** option.
3. Click **Account > Login**.
4. In the **Current** field, type the current password.
5. In the **New** field, type the new password.
6. In the **Retype to confirm** field, retype the new password.
7. Click **Set New Password.**

Updating the Connect Telephony for Microsoft

When a new version of the Connect Telephony for Microsoft plug-in is available, you receive a notification to update the plug-in after you log in.

- **Recommended Update**—You can either install or skip the recommended update. Click **Update** in the notification to get the latest version, or click **Later** to upgrade later.
- **Critical Update**—You must install the update or exit the application. Click **Update** in the notification to get the latest version, or click **Exit**.

Using the Connect Telephony for Microsoft

The following table describes the Connect Telephony for Microsoft plug-in icons.

Table 2: Connect Telephony for Microsoft plug-in Interface

Icon Name	Icons	Description
Dialpad		Allows you to place a call.
Call History		Allows you to check your call logs. The details of the received, dialed, and missed calls are displayed, along with the date and time. The badge count on the Call History icon indicates the number of missed calls.
Voicemail		Allows you to manage your voice mails. The badge count on the Voicemail icon indicates the number of unheard voicemail messages.
Favorites		Allows you to view the contacts that you have added as Favorites for quick access.
Settings		Allows you to configure the Connect Telephony for Microsoft plug-in features.
Incoming Call		Allows you to answer calls.
Call		Allows you to place a call.
Hold Call		Allows you to place a call on hold.
Mute		Allows you to mute the audio of an active call.
DTMF		Allows you to navigate through an automated phone system.
Transfer Call		Allows you to do a blind transfer or a consultative transfer.
Add to Conference		Allows you to add participants to an active call.

Icon Name	Icons	Description
End Call		Allows you to disconnect an active call.
Availability States		Allows you to set your availability state. The Connect Telephony for Microsoft automatically updates your availability state on Skype for Business, Microsoft Lync, or desk phone based on the availability state of the plug-in.
Move Call		Allows you to move a connected call to your mobile device.

Note: For optimal performance, the screen resolution must be set to **1366x768** pixel or greater to view the ongoing call details of the Connect Telephony for Microsoft Plug-in. When using the 1366x768 pixel screen resolution, it is recommended to reduce the size of your computer task bar to view the complete details of an active call.

- Changing the Availability State
- Adding a Call Note to the Availability State
- Adding a Contact to Favorites
- Placing a Call
- Placing calls to Multiple Contacts
- Answering a Call
- Hold and Resume a Call
- Using DTMF Dialpad
- Transferring a Call
- Moving a Call to Connect for Mobility
- Adding a Contact to an Active Call
- Managing Voicemail
- Phone Modes
- Configuring Settings

Changing the Availability State

Connect Telephony for Microsoft automatically updates your availability state. However, you can manually change your availability state.

To change your availability state:

1. On the Connect Telephony for Microsoft plug-in pane, click the **Availability State** icon.
2. In the pop-up window, select one of the following:

   - **Available**
   - **In a Meeting**
   - **Out of Office**
   - **Do not Disturb**
   - **Vacation**
   - **Custom**

If you select **Custom**, select the appropriate status in the **Custom** window, and then enter a status message for this option. Click **Done** to save.

The ✓ icon is displayed next to your current availability status in the **Availability State** pop-up window.

Adding a Call Note to the Availability State

You can add a custom call note to your availability state. The custom call note is only visible to the contacts of your Favorites list.

To add or edit the custom call note, do the following:

1. On the **Connect Telephony for Microsoft** plug-in pane, click the **Availability State** icon.
2. Hover over the availability state that you want to add the call note to, and click ✎ .
3. In the **Additional note** field, type the text for the note. You can enter a maximum of 50 characters.
4. Click **Done** .

The call note will be displayed, along with the availability state.

Adding a Contact to Favorites

You can add a contact to the Favorites list from the search results:

1. In the **Quick Dialer** search bar, enter either the first name, last name, extension, or phone number of the contact.
2. Hover over the contact that you want to add to Favorites, and click ☆ . The contact is added to the Favorites list.

To remove a contact from your Favorites list:

- From the search results

  1. In the **Quick Dialer** search bar, enter either the first name, last name, extension, or phone number of the contact.
  2. Click ★ next to the required contact.
- From the Favorites list

  1. Click 🖻 .
  2. Click ★ next to the required contact.

Placing a Call

You can place a call in the following ways:

- From the dialpad

  1. Click ▦ .
  2. Enter the extension or phone number using your keyboard or the Connect Telephony for Microsoft dialpad.
  3. Press **Enter**.
- From the **Quick Dialer** search bar

  1. Enter either the first name, last name, extension, or phone number. Click the number or click 📞 next to the number listed under the contact name. If you have entered the extension or the phone number, you can also press Enter to place the call.
- From the conversation window

  1. Double-click the contact in the Microsoft Lync contact list.
  2. Click 📞 . To call a specific number of the contact, click the arrow next to 📞 and select the number.
- From the contact card

  1. Right-click the contact in the Microsoft Lync window.
  2. Click **See Contact Card** and pin the contact card.
  3. Click 📞. To call a specific number of the contact, click the arrow next to 📞 and select the number.
- From the contact menu

1. Right-click the contact in the Microsoft Lync window.
2. Click **Mitel Call**.

- From the Call History

    1. Click 🕐
    2. Click 📞 next to the selected contact name.

- Refer to **Calling from the voicemail message on page 13** to call the contact from a voicemail message.

- From the Favorites list

    1. Click 📇 .
    2. Click 📞 next to the selected contact name.

Placing calls to Multiple Contacts

1. Dial a contact number.
2. In the search box, enter the first name, last name, extension, or phone number of a contact.
3. Click the number or click 📞 next to the number listed under the contact name.

    If you have entered the extension or the phone number, you can also press Enter to place the call. The active call is automatically placed on-hold.

Note: You can dial a maximum of three contacts.

You can go back to the main window by clicking anywhere on the plug-in area and return to the call by clicking the active call.

Click 🟠 to resume the call.

Merging Calls

To merge two calls and initiate a conference call, drag and drop one call onto the other.

Answering a Call

When you get a call, you have the option to do one of the following:

- **Answer Call**— Click 🟢 to accept the call.

- **Voicemail**— Click 🔴 to forward the call to your voicemail box.

- **Call Transfer**— Click ↱ to do a blind transfer (the consult & transfer option is disabled for an incoming call).

To mute or unmute your audio, toggle 🎤 .

Hold and Resume a Call

To place the call on hold, click ⏸ .

To resume the call, click 🟠 .

Note: When you receive another call, the active call is automatically placed on hold.

When the recipient places your call on hold, you see put you On Hold in the active call window.

Using DTMF Dialpad

DTMF signaling system is used to send information through phone lines. The DTMF allows you to:

- Dial into a third-party conference bridge and enter the conference pin.
- Enter the interactive voice response (IVR) options during a call.

Using DTMF in Interactive Voice Calls

1. Connect to the interactive voice call.
2. Click ⁝⁝⁝ .
3. Enter the IVR options through your keyboard or the **Connect Telephony for Microsoft** dialpad.

Transferring a Call

You can do a blind transfer or a consultative transfer.

1. Click ↪ .
2. Enter the contact name or phone number in the **Search** field and select the contact.
3. Click either **Blind Transfer** or **Consult & Transfer**.

While doing a consultative transfer, you can talk to the contact receiving the transfer and click the call transfer icon to transfer the call.

Note:

The **Blind Transfer** or **Consult & Transfer** options are enabled only after you select a contact.

Moving a Call to Connect for Mobility

Note: This feature is available only when you configure the Connect for Mobile application on your mobile device.

To move an active call to your mobile device to continue the call without disconnecting:

1. Click 🖲 .

    The call is put on hold and transferred to your mobile device. If you reject the call on your mobile device, the call continues to be on hold on Connect Telephony for Microsoft.

2. Click ⏸ to resume the call on the Connect Telephony for Microsoft. Moving the call to your mobile device is automatically canceled.

In addition, when you answer the call on your mobile device, the call is removed from Connect Telephony for Microsoft.

Adding a Contact to an Active Call

1. Click ⁺👤 .
2. In the **Quick Dialer** search bar, enter either the first name, last name, extension, or phone number.
3. Click the number or click 📞 next to the number listed under the contact name.

If you have entered the extension or the phone number, you can also press Enter to place the call.

Managing Voicemail

The badge count on the Voicemail icon displays the number of unheard voicemail messages. Each voicemail entry displays the name and the number of the sender, along with the date and time of the voicemail. You can play, save, delete, and download a voicemail message. You can also call a contact from a voicemail message.

Listening to a Voicemail Message

1. Click 🔊 .
2. From the **All** tab, Saved tab, or **Deleted** tab, select the message.
3. Click ▶ .

In the **All** tab, an orange dot is displayed beside all unheard voicemail messages.

Note:

- If you have a desk phone in addition to the soft phone, after you log in to Connect Client, you will have both soft phone and desk phone mode options. In desk phone mode, you can choose to play voicemails either on the desk phone or the computer speakers.
- The audio path for voicemails listened on computer speakers when Connect Client is in the soft phone mode does not change to desk phone after you select the desk phone mode. Because of this, voicemails continue to be played on the computer speakers even when Connect Client is in desk phone mode. Therefore, you must explicitly select Computer Speakers or Phone as the audio path to play the voicemails.

Calling from the voicemail message

1. Click ⧉ .
2. From the **All** tab, **Saved** tab, or **Deleted** tab, select the message.
3. Click **Call Back.**

Saving a Voicemail Message

1. Click ⧉ .
2. From the **All** tab or **Deleted** tab, select the message.
3. Click **More** and select **Save Voicemail.**

   All saved voicemail messages are displayed in blue font.

To unsave the voicemail, select the message from the **All** tab or **Saved** tab, and click **More > Unsave Voicemail**.

Deleting a Voicemail Message

1. Click ⧉ .
2. From the **All** tab or **Saved** tab, select the message.
3. Click **Delete**.

To restore the voicemail, select the message from the **Deleted** tab and click **Restore**.

Downloading a Voicemail Message as a WAV File

1. Click ⧉ .
2. From the **All** tab, **Saved** tab, or **Deleted** tab, select the message.
3. Click **More** and select **Download Voicemail as WAV**.
4. Select the location on your computer and click **Save**.

Copying a Voicemail Message ID to Clipboard

1. Click ⧉ .
2. From the **All** tab, **Saved** tab, or **Deleted** tab, select the message.
3. Click **More** and select **Copy Voicemail ID to Clipboard**.

Phone Modes

You can assign your extension to desk phone or softphone. You can also assign an external number and route your calls to it.

Assigning Desk phone or Softphone

To manage all your calls and voicemail messages on your desk phone or softphone:

1. Click the **Mitel** logo.
2. In the Incoming calls will ring field:

- To assign desk phone, select **Desk Phone**.
- To assign softphone, select **Soft Phone**. From the drop-down list, select the desired soft phone option.

External Assignment Number

You can assign an external number and automatically route calls to the specified number. To add an external number:

1. Click the **Mitel** logo.
2. In the **Incoming calls will ring** field, select **External Assignment Number**.
3. In the **Add Label** field, enter the name for the number, such as **Home** or **Mobile**.
4. In the **Add Number** field, enter the phone number.

   You cannot enter an extension number that is saved in the company's directory.
5. In the **Number of Rings to Try** field, enter a number from 1 through 20. By default, the number **3** is selected. If you need more time to answer the call, enter a number greater than 6.
6. Click the navigation arrow and select one of the following:

   - **Automatically Accept**
   - **Press 1 to Accept**
7. Click **Add**.

To add a new number, click **Add New Number**. If you enter the format of the number incorrectly, the **Cannot save this number** pop-up message is displayed.

To delete the number, select the number from the drop-down list and click **Remove**. In the confirmation dialog, click **Remove** to delete the number, or click **Keep Number** to retain it.

If there is more than one external number, select the number you want to assign from the drop-down list.

Note: You can add up to seven external numbers, and assign your extension to any one number.

Configuring Settings

On the Connect Telephony for Microsoft plug-in pane, click the **Mitel** logo, and click **Settings** to configure the following features:

- **Account**—Manage your user account.
- **Call Routing**—Set the call routing methods. The calls can be routed to the specified numbers by using availability routing and power routing methods.
- **Voicemail**—Set up voicemail password, record voicemail greeting, and synchronize your voicemail with the Microsoft Outlook.
- **Outlook**—Integrate your Microsoft Outlook Calendar with the Connect Telephony for Microsoft plug-in using the conferencing and availability options.
- **Notifications**—Manage voicemail and sound notifications.
- **Deskphone**—Set wallpaper and ringtone for your desk phone.
- **Softphone**—Assign your extension to your softphone and customize your softphone settings.
- **Telephony**—Manage your call options.

Account

You can view the server name, user name, and reset the password.

To reset the password, see Changing the Password for the Connect Telephony for Microsoft on page 7.

You can integrate the Connect Telephony for Microsoft plug-in with your Microsoft Exchange to use the following features:

- Synchronize events and availability status with the Outlook or Office 365 calendar.
- Synchronize your Outlook or Office365 contact folders with the Connect Telephony contacts.
- Send voicemail notifications to Outlook or Office 365.

To integrate the Connect Telephony for Microsoft plug-in with Microsoft Exchange:

1. Click the **Mitel** logo.

2. Click **Settings**.
3. Click**Account> AD Credentials.**
   Note: The AD Credentials tab does not appear if you have integrated the Connect Telephony for Microsoft with Microsoft Exchange while logging in. For more details about signing in to the Connect Telephony for Microsoft, see the *Signing into the Connect Telephony for Microsoft* section in this document.
4. In the **User name** and **Password** fields, enter your Microsoft Exchange (Active Directory) email address and password respectively.
5. Click **Save Credentials** . Upon successful validation of the credentials, the Connect Telephony for Microsoft plug-in is ready to be integrated with your Microsoft Exchange.

   If your Exchange server is not configured on the Connect Director, the **Your Exchange Server is not set up. Please contact your Connect Administrator** message is displayed.
6. Restart the Connect Telephony for Microsoft for the integration to take effect.

   After integration, the Unlink Mitel Connect from Exchange option is displayed. Click this option to disable the integration with Microsoft Exchange.

Call Routing

You can set-up the call routing rules and route the incoming calls to the specified numbers by using the following options:

- **Availability Routing**: You can assign call routing rules according to the availability state.
- **Power Routing:** You can create and customize rules according to your requirement.

Availability Routing

To configure availability routing:

1. Click the **Mitel** logo to access the Settings option.
2. Click **Call Routing > Availability Routing**.
3. Click the down arrow in the When field, and select one of the following:

   - **Available**
   - **In A Meeting**
   - **Out of Office**
   - **Do Not Disturb**
   - **Vacation**
   - **Custom**

Click **Start Wizard** to configure the following options:

Optionally, you can customize the routing options individually by clicking **Change**.

Simultaneously Ringing

Note: The my extension option is selected by default.

To enable simultaneous ringing for additional devices:

1. Select the **Also simultaneously ring these numbers** check box.
2. Click **Select Number.**

   a. Enter the Label and Number.
   b. Select one of the following:

      - **Automatically connect**
      - **Press 1 to connect**
   c. Increment or decrement the number in the **Rings to try** field.

      This number determines the number of rings on the devices before forwarding the call to your voicemail.
   d. Click **Use Selected Number**.
3. Click **Next**.

Incoming Call Forwarding

You can route the incoming calls to your voicemail, if you are not available to take calls on any of the devices configured.

To configure call forwarding:

- Select the **Keep ringing the numbers above** option, and click **Next**.

    Incoming calls will not be forwarded, and only the selected devices for simultaneous ringing will ring.
- To forward incoming calls:

    1. Select the **Forward the call to** option.
    2. Click the down arrow to select **my voicemail** or enter the number to forward the call to.
    3. Select the number of times the phone should ring before forwarding the call.
    4. The number of rings are set for your primary extension before the call is forwarded.
    5. Click the down arrow to select **my voicemail** or enter the number to forward the call to in the if I have more than 16 active calls forward immediately to field.
    6. Click **Next**.
- To directly forward all your incoming calls:

    1. Select the **Always forward my calls** to option.
    2. Click the down arrow to select **my voicemail** or enter the number to forward the call to.
    3. Click **Next**.

Enabling FindMe

To enable FindMe:

1. Select **Enabled: Use my FindMe settings to continue routing the call.**
2. Choose the appropriate options from the settings and click **Next**.

    You can either configure to ring my findme numbers before playing the voicemail or directly play the voicemail. You can also prompt the caller to record their names before recording the message.

Voicemail Greeting: Recording and Playback

You can record a personal greeting message for the callers.

1. Record your message and save the recording.
2. Click **Next**.

Interacting With Greeting

You can allow callers to leave a voicemail message after hearing the greeting and callers can press 0 to route the call to your specified number.

Choose appropriate options and click **Save**.

Power Routing

Power routing allows you to create and customize routing rules based on your availability state, specific numbers, dialed numbers, and your working hours (Day/Time).

Note: Power routing rules overrides availability routing rules.

To create a power routing rule:

1. Click the **Mitel** logo to access the **Settings** option.
2. Click **Call Routing > Power Routing**.
3. Click **Create New Power Rule**.
4. Enter a <name> in the Rule **Name field**.
5. Select one of the following in the **When** field:

    - **+ number matches**
    - **+ dialed number**
    - **+ my availability**
    - **+ on the phone**
    - **+ time is**
6. To create a rule for the specific number:

    a. Click **+ number matches**.

    b. Click **The number** is down arrow, and select the appropriate option.

       The system matches the incoming call numbers and route calls according to the routing rule.

7. To create a rule for the dialed number:

    a. Click **+ dialed number.**

    b. Enter the number in the **Number caller dialed to reach me** is field.

       The system matches the dialed number and route the call according to the routing rule.

8. To create a rule for the availability state, click **+ my availability** and select the appropriate availability state.

    The system checks your availability state and route calls according to the routing rule.

9. To create a rule for forwarding calls during an active call, click **+ on the phone**. The system routes the second call according to the routing rule.

10. To create a rule based on the time or on the day:

    a. Click **+ time** is.

    b. Select one of the following:

      • If the **Time** is option is selected, enter the time in the from and to fields.

      • If the **Day** option is selected, select the days.

11. Under **Then**, click **Forward call to** and select the appropriate option.

12. Click **Create Rule**.

Voicemail

You can reset the voicemail password, integrate voicemail with Microsoft Outlook and manage the playback feature.

To manage playback settings:

1. Click the **Mitel** logo to access the **Settings** option.
2. Click **Voicemail > Playback.**
3. Select the **Play envelope information when listening to messages** check box to know the received date and time of the voicemail.

    The system announces the date and time before playing the actual message that is stored in the user's mailbox.

To setup the voicemail password:

1. Click the **Mitel** logo to access the **Settings** option.
2. Click the **Voicemail > Setup.**
3. Change the password, and click **Set New Password.**
4. Click **Record New Name** and save the recording.

To integrate outlook with the Connect Telephony for Microsoft plug-in:

1. Click the **Mitel** logo to access the **Settings**option.
2. Click **Voicemail > Outlook.**
3. Select the **Show my voicemails inline in my Outlook inbox** option.

Outlook

You can integrate your Microsoft Outlook Calendar with the Connect Telephony for Microsoft plug-in to integrate conferencing and availability features.

1. Click the **Mitel** logo to access the **Settings** option.
2. Click **Outlook**.
3. Choose the appropriate option.

Notifications

You can send email notifications and set audio alerts for calls and voicemail.

To configure email notifications:

1. Click the **Mitel** logo to access the **Settings** option.
2. Click **Notifications > Voicemail.**

3. Select **Send email notification about incoming voicemail to** option, and enter the email address.
4. Select appropriate options to customize the email notification.

To set audio alerts:

1. Click the **Mitel** logo to access the **Settings** option.
2. Click **Notifications > Sounds.**
3. Select **ON** in the **Audio** Alerts field.
4. Click the down arrow in the **For event** field and select the appropriate option.
5. Click the down arrow in the **Play alert** field and select the sound. To add or remove a new WAV file, click **Add New Sound**.

Deskphone

You can add a custom wallpaper and ringtone of your choice.

1. Click the **Mitel** logo to access the **Settings** option.
2. Click **Deskphone**.
3. Click the down arrow in the **Wallpaper** field and select the wallpaper.
4. Click the down arrow in the **Ringtone** field and select the ringtone.

Softphone

You can assign your extension to the softphone and forward the incoming calls to your system. The desk phone is disabled until you assign your desk phone again.

1. Click the **Mitel** logo to access the **Settings** option.
2. Click **Softphone**.

   If you do not see the Softphone tab, contact your Mitel administrator.
3. Click the down arrow in the **Capture audio through** field and select the preferred audio device.
4. Select **On startup assign me to my softphone**option to select **softphone** as the default option.

Telephony

To configure call control options:

1. Click the **Mitel** logo to access the **Settings** option.
2. Click **Telephony**, and select the appropriate options.