

Mitel Connect for iOS

May, 2023

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>.

© Copyright 2023, Mitel Networks Corporation

All rights reserved

1	INTRODUCTION	1
2	OVERVIEW OF CONNECT MOBILE	2
3	GETTING STARTED	3
3.1	BEFORE YOU BEGIN	3
3.2	INSTALLING THE MITEL CONNECT FOR IOS APPLICATION	3
3.3	LOGGING IN TO THE APPLICATION	3
3.3.1	MIVOICE CONNECT OR ST14.2	3
3.4	INTERFACE OVERVIEW	4
3.4.1	DASHBOARD	4
3.4.2	ICONS	4
4	SUPPORTED DEVICES AND OPERATING SYSTEMS FOR MITEL CONNECT FOR IOS	8
5	MANAGING CALLS	9
5.1	MAKE A CALL FROM THE DIALER	9
5.2	DIAL FROM DIRECTORY OR FAVOURITES	9
5.3	DIAL FROM YOUR RECENT MISSED OR ANSWERED CALLS	9
5.4	HANDOVER (CHANGE THE NETWORK) DURING A CALL	9
5.5	JOIN A CONFERENCE CALL	10
5.6	PLACE AN ACTIVE CALL ON HOLD	10
5.7	TRANSFER A CALL	10
5.8	MERGE TWO CALLS	10
5.9	MOVE A CALL TO YOUR DESK PHONE	10
6	ACCESSING YOUR VOICEMAIL	11
6.1	CHECK YOUR MESSAGES	11
7	SENDING OR RECEIVING MESSAGES	12
7.1	IF YOUR ACCOUNT IS ON MIVOICE CONNECT OR ST14.2	12
7.1.1	CHECK YOUR MESSAGES	12
7.1.2	SEND A MESSAGE	12
7.1.3	SEND A MESSAGE FROM CONTACTS	12
8	MANAGING SETTINGS	13
8.1	CHANGE YOUR AVAILABILITY STATE	13
8.2	SET DO NOT RING TO SEND CALLS TO VOICEMAIL	13
8.3	CONFIGURE YOUR VOIP SETTINGS	13
8.4	SET YOUR EXTERNAL ASSIGNMENT NUMBER	13
9	TROUBLESHOOTING	15
9.1	DETERMINE YOUR CONNECTION TYPE AND STATUS	15
9.2	VIEW DETAILED INFORMATION ABOUT YOUR APPLICATION	15
9.3	SEND LOGS TO MITEL SUPPORT	15
9.4	ENABLE SIP LOGGING	15
10	FEATURES FROM THE LEGACY MOBILITY CLIENT THAT HAVE BEEN DEPRECATED OR OPERATE DIFFERENTLY	16
11	DIFFERENCES IN FEATURE SUPPORT FOR MITEL CONNECT AND ST14.2	19
12	FAQS	21

1 INTRODUCTION

Mitel Connect for iOS, one of the Connect-for-Mobile applications, extends voice and unified communications applications to your Apple (iOS) devices and integrates with your PBX to enable VoIP and cellular calling. This application enables you to utilize your own mobile device for both business and personal phone calls. Mitel Connect for iOS is compatible with Mitel MiVoice Connect, and ST14.2.



Note! To use this client with a ST14.2 system, you must have Mobility Router version 8.1.

2 OVERVIEW OF CONNECT MOBILE

Mitel Connect for iOS, a Connect-for-Mobile application, gives you the power of Mitel Connect on your mobile device. You can make enterprise VoIP calls over your enterprise Wi-Fi, public Wi-Fi, or cellular data network. If you need to leave your office in the middle of a call, you can easily switch from Wi-Fi to your cellular voice network and continue being on the call. If you are on a call on your cellular network, when you return to the office, you can switch to Wi-Fi. You can also join conference calls with the tap of a button and find contact information for everyone in your organization's system directory.

3 GETTING STARTED

This chapter provides information about how to obtain the Mitel Connect for iOS application and how to log in. It also provides an overview of the interface, including a list of icons.

3.1 BEFORE YOU BEGIN

Before you install the Connect for iOS application, ensure that you have the following prerequisites in place:

- Access to a Wi-Fi data connection, and credentials to access the Wi-Fi network
- An active SIM card inserted in your mobile device (for GSM devices only)
- User name and password for the Connect for iOS application.
- Time, date, and time zone settings set on your mobile device.

3.2 INSTALLING THE MITEL CONNECT FOR IOS APPLICATION

You can get the Mitel Connect for iOS application from the Apple App Store and install it just as you would install other iOS applications.

3.3 LOGGING IN TO THE APPLICATION

The login procedure for Connect for iOS depends on the Mitel platform you use. This section provides separate procedures for MiVoice Connect and ST14.2.

3.3.1 MIVOICE CONNECT OR ST14.2

If you use Mitel MiVoice Connect or ST14.2, follow this procedure to log in:

1. Launch the Connect for iOS application.
2. Enter your user name.



Note! The user name is typically the email address you use to log in to the Connect desktop client.

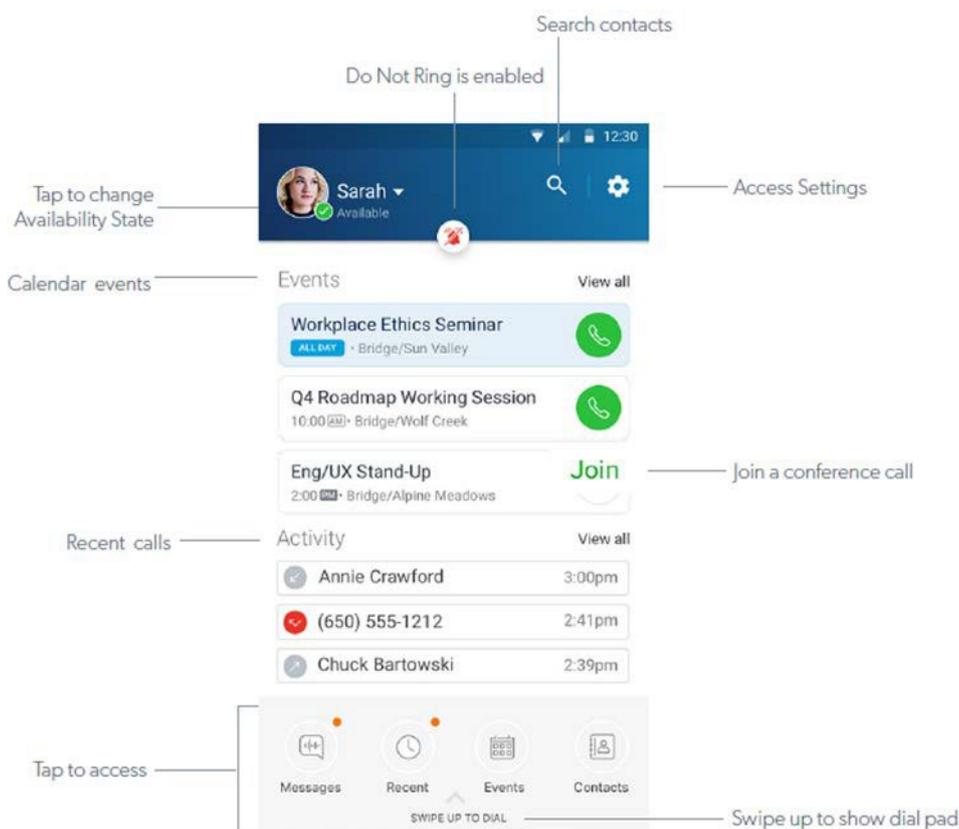
3. In the **Choose type of service** field, select **MiVoice Connect (Premise)**.
4. In the **Server address** field, enter the server address that your Mitel administrator provided with your sign-in credentials.
5. Click **Next**.
6. In the **Enter your password** field, enter your password.
7. In the **Enter your mobile number** field, enter your mobile phone number.
8. Click **Sign In**.
9. At the Provisioning prompt, click **OK** to log in.

3.4 INTERFACE OVERVIEW

This section introduces the Dashboard and provides a description of the icons in Mitel Connect Dashboard.

3.4.1 DASHBOARD

The Dashboard shows your current availability state, upcoming events, and recent calls. At the bottom of the Dashboard, you can easily access your voicemail and your complete list of recent calls, events, and contacts. To return to the Dashboard from any other main page, click the  icon.

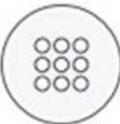
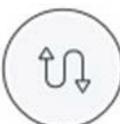


Mitel Connect – Dashboard

3.4.2 ICONS

The following icons are included in the Mitel Connect for iOS application:

Icon	Description
Call Actions	
	Add caller

Icon	Description
	Dialer
	Place call on hold
	Silence an incoming call
	Merge calls to create a conference call
	Move call
	Mute
	Speaker
	Switch from one active call to another, putting the current active call on hold.
	Handover call to carrier or handoff call to Wi-Fi.
	Transfer

Icon	Description
	End call
	Change the call method for the next call that you dial.
	When displayed, your next dialed call will use the Wi-Fi network or your mobile phone carrier's cellular data network.
	When displayed, your next dialed call will use your mobile phone carrier's cellular voice network.
	When displayed, your next dialed call will use your mobile phone carrier's cellular voice network and include your personal caller ID (rather than your enterprise caller ID).
Recent Call Activity	
	Inbound call
	Missed call
	Outbound call
Application Actions and Indicators	
	Go to Dashboard
	Add
	Send a message
	Call a contact
	Switch between front-facing and rear cameras
	Close

Icon	Description
	Compose a direct message
	Delete
	Edit (such as Delete)
	Information about contact
	Search
	Settings
	Work contact

4 SUPPORTED DEVICES AND OPERATING SYSTEMS FOR MITEL CONNECT FOR IOS

ATT and Verizon are supported cellular providers for Mitel Connect for iOS. iOS versions 12.x, 13.x, 14.x, 15.x are supported. Following are the supported devices:

- iPhone 14
- iPhone 13
- iPhone 12 mini
- iPhone 12
- iPhone 11 Pro
- iPhone 11
- iPhone XR
- iPhone XS Max
- iPhone XS
- iPhone X
- iPhone 8 Plus
- iPhone 8
- iPhone 7 Plus
- iPhone 7
- iPhone 6s Plus
- iPhone 6s
- iPhone 6 Plus
- iPhone 6

5 MANAGING CALLS

5.1 MAKE A CALL FROM THE DIALER

To make a call from the Dashboard, swipe up to show the dialing keypad. Dial the number and click the  icon. Swipe down to return to the Dashboard when your call is complete.

When you make a call, you can specify what calling method to use for the call by clicking the  icon on the dial pad next to the call button. (This overrides the calling method configured on your **Settings** page.) You can select either of the following options:

- **VoIP:** Use the Wi-Fi network or your mobile phone carrier's cellular data network.
- **Cellular Voice:** Use your mobile phone carrier's cellular voice network.
- **Personal Dial:** Use your mobile phone carrier's cellular voice network and include your personal caller ID.

5.2 DIAL FROM DIRECTORY OR FAVOURITES

To dial from the Directory or Favourites, follow these steps:

1. From the Dashboard, click **Contacts > Favorites** to view your list of favourites.
2. Select **Directory** to access your organization's system directory.
3. In the **Search Directory** field, enter the contact name and select **View** to view the list of contacts.
4. Select **Click to View** to view the list of contacts.
5. Select the contact to show detailed information, and click  to call a contact.
6. To close a contact without calling, click the  icon.
7. To return to the previous screen, click the  icon.
8. To return to the Dashboard, click the  icon.



Note! You can also quickly search for local and system directory contacts by clicking the  icon at the top of the Dashboard.

5.3 DIAL FROM YOUR RECENT MISSED OR ANSWERED CALLS

To dial from your recent missed or answered calls:

1. From the Dashboard, select **Recent**.
2. Scroll to find the call you want to redial and select it to make the call.

5.4 HANDOVER (CHANGE THE NETWORK) DURING A CALL

To switch from VoIP over Wi-Fi to a cellular voice network call while on a call, select **Handover**.



Note! There will be brief moment of silence for the other party.

While on a cellular call, select **Handover** to switch from the cellular voice network to VoIP over Wi-Fi.

5.5 JOIN A CONFERENCE CALL

You can join any events created with the Mitel Connect client.

1. From the Dashboard, select **Events**.
2. Find the call you want to join and select **Join** to dial the conference number and access code automatically.

5.6 PLACE AN ACTIVE CALL ON HOLD

To place an active call on hold:

- From the Dashboard, select **Hold**.
- To take the call off hold, select **Unhold**.

5.7 TRANSFER A CALL

All calls can be transferred. Mitel Connect for iOS supports blind transfer and consultative transfer. Complete the following steps to transfer a call:

1. In an active call, select the  icon.
2. Search for the contact to transfer the call to or enter that person's extension or phone number.
3. Do either one of the following:
 - Select **Blind Transfer** and hang up.
 - Select **Consult & Transfer**, speak to the answering party, and select **Complete Transfer** to transfer the call.

5.8 MERGE TWO CALLS

While on a call, if you have a call on hold, another incoming call, or you dial another party, you can merge the calls together. With both calls displayed, select **Merge**. The calls are now merged into one call, and the parties can hear each other.

5.9 MOVE A CALL TO YOUR DESK PHONE

You can move a call from the Mitel Connect application on your mobile device to your desk phone. For example, if you are on a call while you are away from the office, you can switch the call to your desk phone when you arrive at the office. To move an in-progress call, select **Move**.



Note! This feature is not available if the in-progress call is a conference call.

6 ACCESSING YOUR VOICEMAIL

6.1 CHECK YOUR MESSAGES

To check your voice messages:

1. From the Dashboard, select **Voicemail**.
2. Select a message you want to listen to, and then click the  icon.



Note! You can select the  icon and then call back the person who left the message or delete the message.

7 SENDING OR RECEIVING MESSAGES

With Connect for iOS, you can send or receive direct messages. The way you send direct messages (also called instant messages or chat) depends on the premise-based system (MiVoice Connect or ST14.2).

7.1 IF YOUR ACCOUNT IS ON MIVOICE CONNECT OR ST14.2

If you are running Connect for iOS with MiVoice Connect or ST14.2, you can send and receive instant messages from the Connect application. Anyone using the Connect client can message you on Connect for iOS, and vice versa. Messages are synchronized with the desktop Connect client when both the Connect client and the Connect for iOS application are open.



Note! Messaging requires your MiVoice Connect system to have a Mitel Collaboration Service Appliance configured and your user profile to have instant messaging enabled.

7.1.1 CHECK YOUR MESSAGES

If you have new voicemails or new instant messages, you see an indicator on the **Messages** icon on the Dashboard. Click **Messages > IM**. The most recent new message is displayed at the top of the list.

7.1.2 SEND A MESSAGE

To send a message, follow these steps:

1. From the Dashboard, select **Messages > IM**.
2. Do either of the following:
 - If you already have a chat history with the person you want to message, in your messages list, select that person's name, enter the message in the input box, and click the  icon.
 - If you want to send an IM to someone you have not messaged before, select the  icon, enter the person's name, select the name in the displayed list, enter the message in the input box, and select the  icon .

7.1.3 SEND A MESSAGE FROM CONTACTS

Contacts allow you access your personal contacts and your organization's system directory. Follow these steps:

1. From the Dashboard, click **Contacts**.
2. Enter the contact name and select the name from the list of displayed on the screen.
3. Select **IM** and enter the message in the input box, and select the  icon to send the message.

8 MANAGING SETTINGS

8.1 CHANGE YOUR AVAILABILITY STATE

Your availability state is displayed on the Dashboard under your name at the top of the page. Select the drop-down arrow to display the list of availability states and select the one you want to use.



Note!

- The **Custom** availability state allows you to specify a 50-character status message along with an **Available**, **Busy**, or **Unavailable** status.
- On ST14.2, this option is **Call Handling Mode**.

8.2 SET DO NOT RING TO SEND CALLS TO VOICEMAIL

To enable the Do not ring feature, do the following:

1. From the Dashboard, click the  icon to view the **Settings** page.
2. Toggle the **Do not ring this device** setting to turn ringing off for the Connect application and send your calls to voicemail.



Note! This setting applies to any calls to your enterprise phone number (your direct-inward dial or DID phone number). Ringing for calls to your personal mobile number is not affected.

8.3 CONFIGURE YOUR VOIP SETTINGS

You can specify how you want Connect for iOS to use voice-over-IP capabilities. Follow these steps:

1. From the Dashboard, click the  icon to view the **Settings** page.
2. Select the VoIP Settings, and then review and change the following settings as needed:
 - To enable or disable VoIP calls, toggle the **Data (VoIP) Calling** option.
 - If you have enabled the **Data (VoIP) Calling** setting, you can specify more granular VoIP settings by selecting **VoIP Settings** and toggling the following settings as needed:
 - Allow calls:
 - **Over Wi-Fi** - This enables all calls to be made using the Wi-Fi network. Calls made over the Wi-Fi network will not be counted against your provider minutes/call allowances.
 - **Over Cell Data** - This enables all calls to be made using cellular data network. Calls made over the cellular data network will be counted against your provider minutes/call allowances.
 - **Keep Wi-Fi Connected**
 - **Automatic Handover**. Specify whether VoIP calls over Wi-Fi should automatically be switched to your carrier's cellular voice network when the Wi-Fi connection deteriorates.

8.4 SET YOUR EXTERNAL ASSIGNMENT NUMBER

If you have defined external assignment numbers in the Connect client, you can specify one of these numbers as the destination for your incoming calls.

1. From the Dashboard, click the  icon to view the **Settings** page.
2. Select **External Assignment**, and then select a number as follows:
 - If you want incoming calls routed to your primary phone (typically your desk phone), select **Primary**.
 - If you want incoming calls routed to that phone number, select a different external assignment number.



Note! When you select anything other than **Primary**, you will not receive incoming enterprise calls on your mobile device.

9 TROUBLESHOOTING

9.1 DETERMINE YOUR CONNECTION TYPE AND STATUS

To determine your connect type and status, follow these steps:

1. From the Dashboard, click the  icon to view the **Settings** page.
2. Select **Troubleshooting > Connection Status**. Your current connection type is shown.



Note! If you see the message, "Everything is awesome," you know that your connection is working properly. Any red icons for a connection type might mean that you have an issue for which you need to contact your support organization.

9.2 VIEW DETAILED INFORMATION ABOUT YOUR APPLICATION

To view detailed information about your application, do the following:

1. From the Dashboard, click the  icon to view the **Settings** page.
2. Select **Troubleshooting > Configuration** and scroll through the information displayed about your configuration.

9.3 SEND LOGS TO MITEL SUPPORT

If you are experiencing issues with Mitel Connect, Mitel Support might ask you to provide logs so that they can diagnose the issue. You can provide your logs by sending them in emails or by uploading them to your Mobility Router by following these steps:

1. From the Dashboard, click the  icon to view the **Settings** page.
2. Do either of the following:
 - Select **Troubleshooting > Logging > Upload Logs** and provide a label to identify your logs.
 - Select **Troubleshooting > Logging > Send Logs via Email** and add any additional email addresses that you want the logs to go to and click **Send**.



Note!

- Uploading the logs requires an active connection to the Mitel Mobility Router.
- If you have trouble logging in to the application, you can also send your logs to Mitel Support by selecting **Send Logs** on the login page.

9.4 ENABLE SIP LOGGING

Your Mitel administrator or Mitel Support might ask you to enable SIP logging on your device. Follow these steps to enable SIP logging on your device:

1. From the Dashboard, click the  icon to view the **Settings** page.
2. Select **Troubleshooting > Logging > Enable the SIP Logging** to enable SIP logging on your device.

10 FEATURES FROM THE LEGACY MOBILITY CLIENT THAT HAVE BEEN DEPRECATED OR OPERATE DIFFERENTLY

The following features from the legacy Mitel Mobility application are either not supported in Mitel Connect or behave differently, as noted:

Feature	Description	Deprecated	Behavior Change
Device Support			
Multiple Device Support	Only one device is supported per Connect for Mobile user.	X	
Specialized iPad build	iPad is not supported.	X	
Mobility Dock	The Mobility Dock is not supported.	X	
iPod touch	The iPod touch is not supported.	X	
Call Functions			
Call forwarding	Call forwarding is not supported, but you can set up call forwarding in the Connect client.	X	
Reverse Dial	The Mobility Router calls the Mobility client for cellular calls.	X	
Dual persona options	Personal call mode is not supported.	X	
Location (Home, Road, Office)	The option to change location is not supported for users.	X	
Country-specific access number	The Mobility Router no longer provides a list of international dial-in numbers.	X	
Client-controlled device	Allowing the Mitel Connect client to control call function for the Mitel Connect for iOS application is not supported.	X	
Automatic Handover	Automatically moving a call between Wi-Fi and a cellular network is no longer the default.		This feature is turned off by default, but it can be enabled on the Settings page.

Feature	Description	Deprecated	Behavior Change
Apple Call Kit functionality	Incoming native cell call does not interrupt in-progress VoIP call		Users can switch between VoIP calls and cellular calls.
Apple Watch support			This feature will be available in a future release.
Other Functions			
Customized Menu	The option to change the order of menu items is not supported for users.	X	
#123	Shortcut keystrokes to enter logging functionality on iOS devices is not supported.	X	
QR code for client app download	Downloading the client application through a Quick Response (QR) code is not supported.	X	
Provisioning URL	A URL that simplifies the provisioning process by providing network and user info through the mobile device's browser is not supported.	X	
Discrete logging levels in client	Setting specific logging levels in the client log is not supported.	X	
Keep Wi-Fi Connected	For iOS, this feature maintains the Wi-Fi connection to the server to maximize the number of incoming VoIP calls.		The toggle for this setting was removed in user interface, but the feature remains in the application.
Dashboard Connectivity Status	VoIP and Enterprise Data connectivity status indicators.		Indicators of connectivity status have been moved to the Troubleshooting section under Settings .
Client log file name change	The client logs generated by Mitel Connect use a new naming convention ,		New client log file name format is: MC.[Username].[Extensi

Feature	Description	Deprecated	Behavior Change
	different from what the legacy Mobility client uses..		on].[Mobile OS].[Date].[Time].zip.

11 DIFFERENCES IN FEATURE SUPPORT FOR MITEL CONNECT AND ST14.2

Some of the features available in the Mitel Connect for Mobile iOS application for the Mitel MiVoice Connect platform is not available for ST14.2. Cells for supported features are marked with an X. Cells for unsupported features are left blank.



Note! To use Connect for Mobile with ST14.2, Mobility Router 8.1 (build 8.1.10.106 or higher) must be installed. To use Connect for Mobile with MiVoice Connect, Mobility Router 9.1 (build 9.1.4.107 or higher) must be installed.

Feature	Mitel MiVoice Connect	ST14.2
Basic Instant Messaging	X	X
VoIP over Wi-Fi	X	X
VoIP over cellular data network	X	X
Handover from Wi-Fi call to cellular voice network	X	X
Visual Voicemail	X	X
Enterprise Voicemail Waiting Indicator (Notification)	X	X
Availability State	X	X
Extension dial	X	X
JOIN button for calendar events	X	X
Call Transfer	X	X
Call Move	X	X
Do Not Ring Device	X	X
System Directory	X	X
Multiple Call Support	X	X
Ad-hoc Conferencing (Call Merge)	X	X
Call History	X	X

12 FAQs

Q: Can I use both the new Mitel Connect application and the legacy Mobility client at the same time on my device?

A: While it is possible to have both applications installed on your device, Mitel recommends that you uninstall the legacy Mobility client before you install Mitel Connect. If you choose to retain both applications on your device, you cannot run them simultaneously, you must log out of one app to use the other because only one app per device can be registered at a time. Also, be aware that having both apps installed might cause a drain on your device's battery or other issues.

Q: How can I see what kind of network connection I'm using?

A: Go to **Settings > Troubleshooting > Connection Status** to view the status of your connections. Green icons indicate active connections. Red icons indicate inactive connections.

Q: How can I populate my Favorites list in Mitel Connect for iOS ?

A: Any Favorites that you create in the Mitel Connect client are displayed in your Favorites list. Currently, this is the only way to populate the Favorites list in Mitel Connect for iOS.

Q: When I change my Availability State in Mitel Connect for iOS, does it override how I set my Availability State in the Connect client?

A: Yes, when you change your Availability State, either in Mitel Connect for iOS or the Mitel Connect client, the most recent change takes precedence over all earlier changes.