


## Enabling Mitel Connect softphone features

*Note prior to 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 at

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



The screenshot shows the ENMU website with the following links and callouts:

- ENMU** (Logo)
- Checkpoint VPN Clients** (Section Header)
- Windows**, **Macintosh**, **Android**, **iOS** (List of operating systems)
- Instructions for VPN installation** (Section Header)
- Mitel Connect for Windows** (Link)
- Student Account Activation** (Section Header)

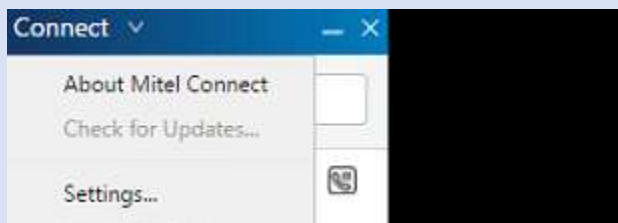
Callouts with arrows pointing to the links:

- Callout 1: Select the download for your Operating System (Windows, Apple, etc.)
- Callout 2: Mitel Connect Installer for Windows Operating System

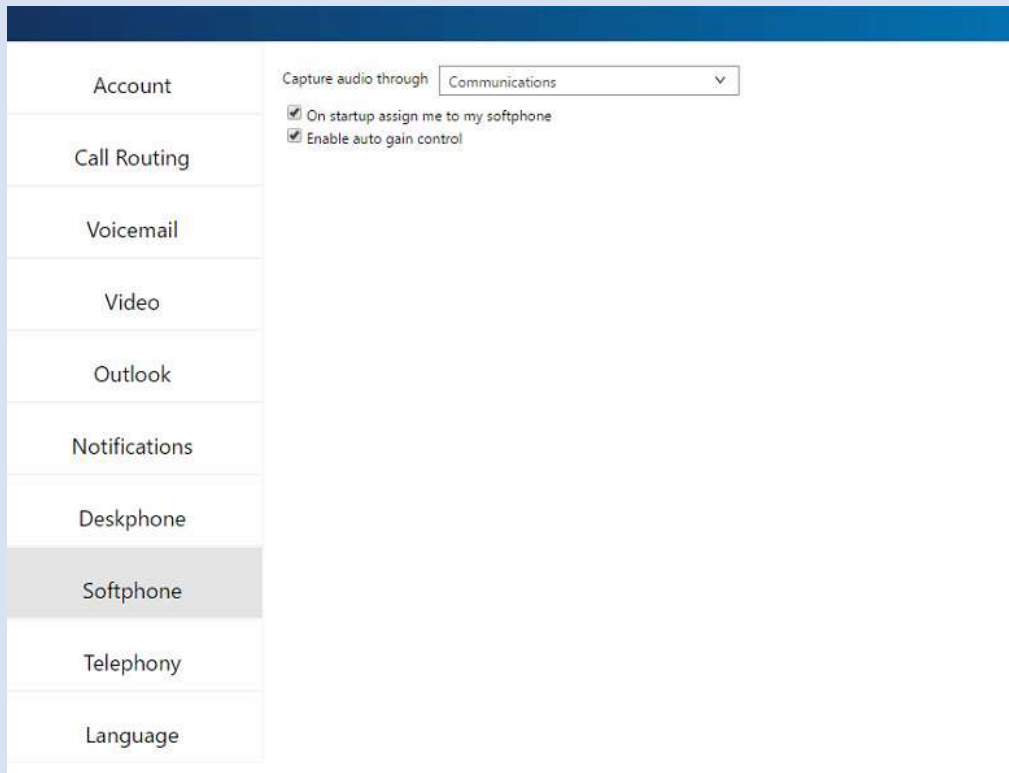
**Step 1** – If off campus, connect to the Checkpoint VPN

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

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



**Step 4** – Left 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

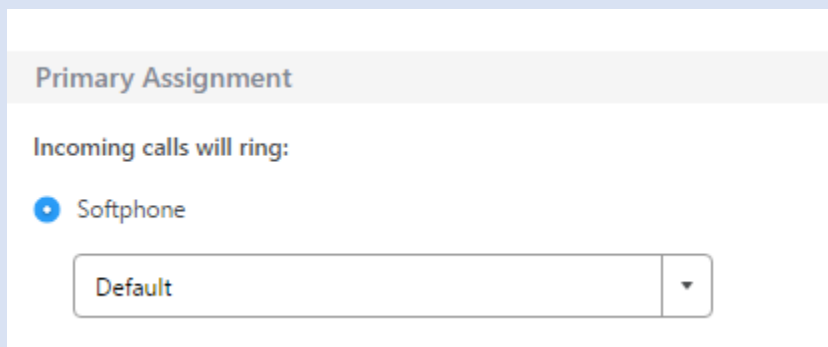


**Step 5** – Left click the X in the upper right corner to close out of the settings menu

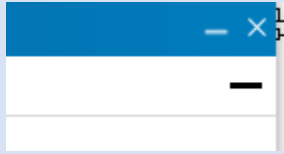
**Step 6** – Left click the phone icon next to your name and extension



**Step 7** – Left click on the dot next to Softphone



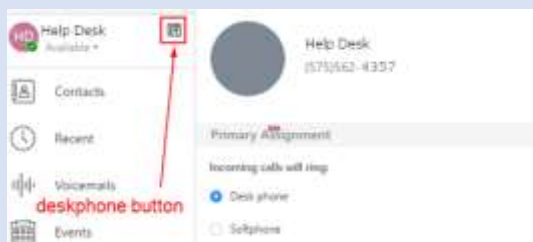
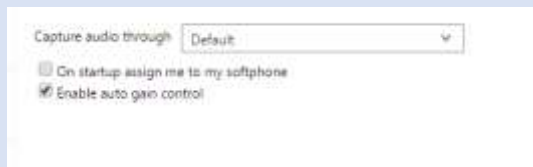
**Step 8** – Left click the bold minus sign below the X in the upper right corner of the Connect application window



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

### Trouble shooting:

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 need to then click on a different setting category to save the change. Then, of course, you need to exit out of Mitel and relaunch. After that, click the ‘Deskphone’ button and you should be able 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