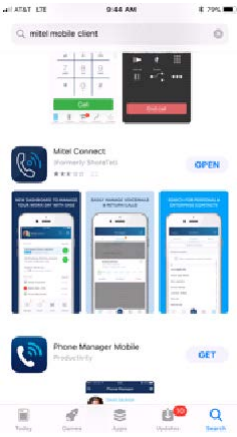
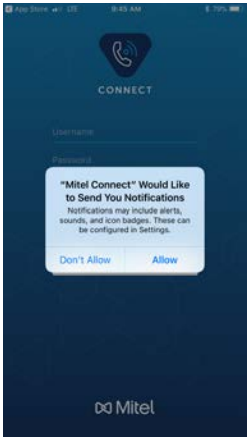


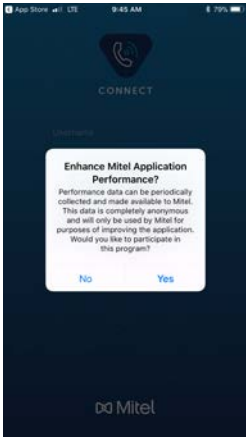
2018 MOBILITY FOR IPHONE & MITEL CONNECT

1. 


- Go to the App Store
- Find the Mitel Connect app
- **DOWNLOAD** and **OPEN**

2. 

Mitel Connect
Send Notifications
- Select **ALLOW**


3. 

Enhance Mitel App
- Select **YES** or **NO** (user's choice)

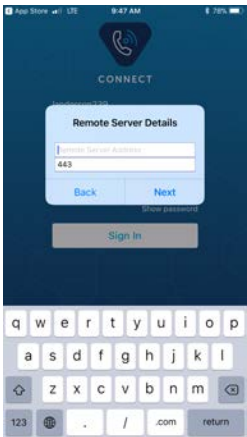
4. 

Sign In Screen
- Enter Credentials
- Select **SIGN IN**


- Username: (use your Connect Client username)
Example: landerson204
- Password: (use your Connect Client password)
- Phone number: (mobile phone putting app on)
- **MUST** change clientstart.sky.shoretel.com
TO
"mobility(#).sterling.net"
stands for the server number
Example: mobility2.sterling.net
- *Please ask your System Administrator or call Sterling Technical Support for your server number, if it has not been provided to you.

5. 

International Number Validation
- Select **YES**

6. 

Remote Server Details

6.1 

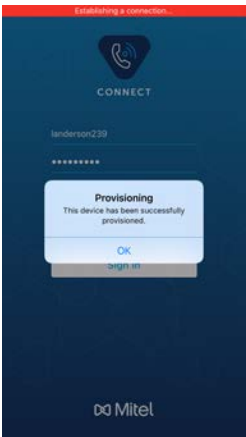
Remote Server Details

Remote Server Details
- Enter remote server address

- **provisioning(#).sterling.net**
stands for the server number. Use the same server number as in Step 4.

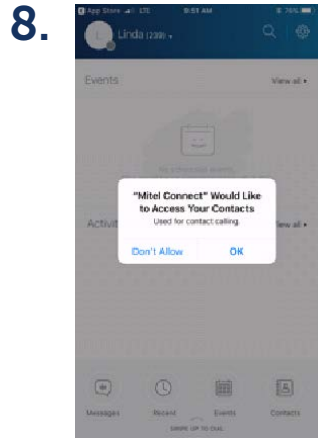
Example: provisioning2.sterling.net

- "443" – DONT change
- Then **NEXT**

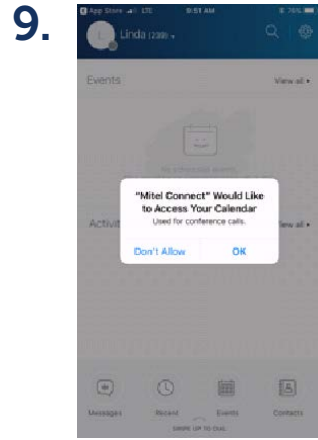
7. 

Provisioning
"This device has been successfully provisioned"
- Select **OK**

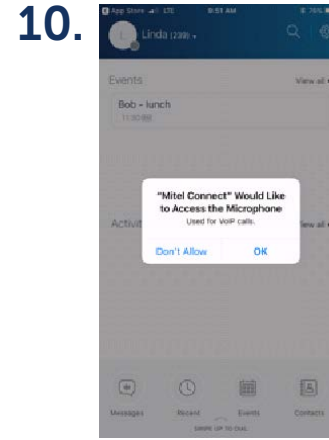
2018 MOBILITY FOR IPHONE & MITEL CONNECT



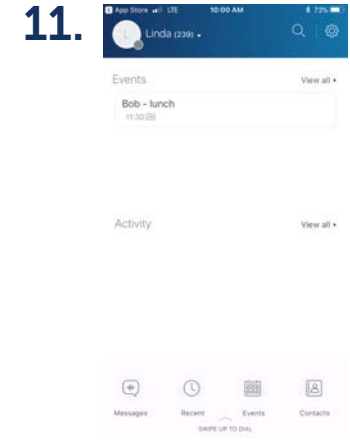
8. Mitel Connect
Access Contacts
- Select **OK** (optional)



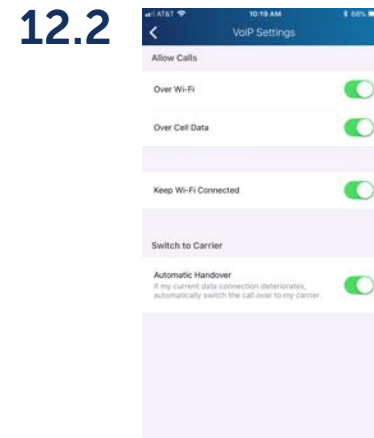
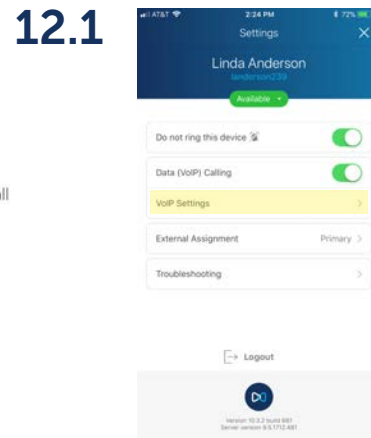
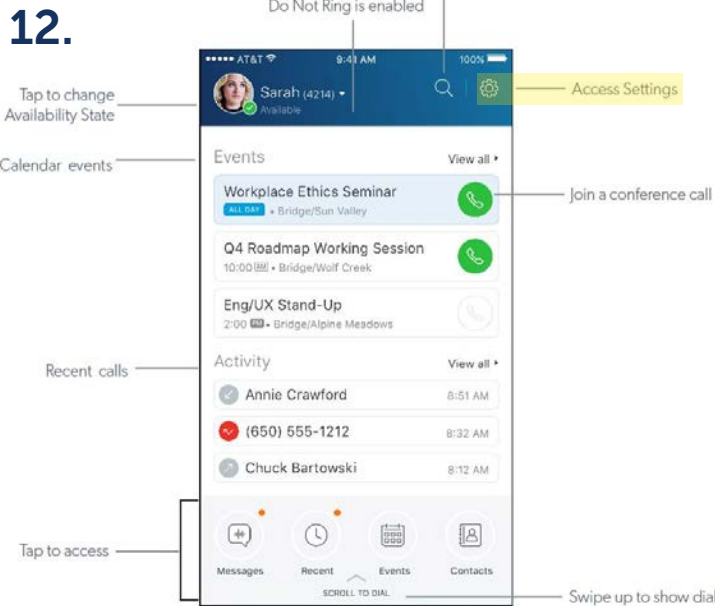
9. Mitel Connect
Access Calendar
- Select **OK** (optional)



10. Mitel Connect
Allow Microphone
- Select **OK** (optional)



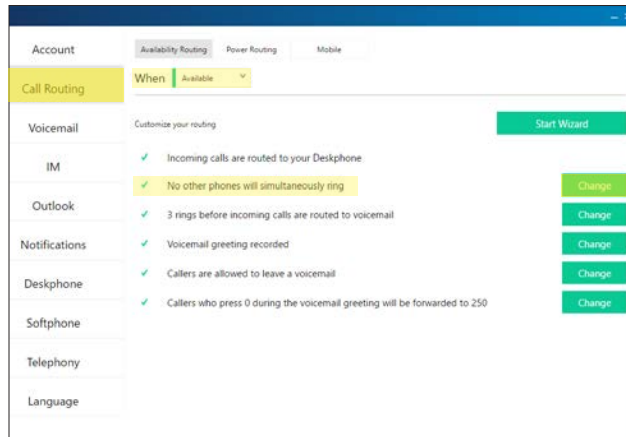
11. YOU ARE NOW
PROVISIONAL AND
READY TO USE YOUR
APPLICATION.



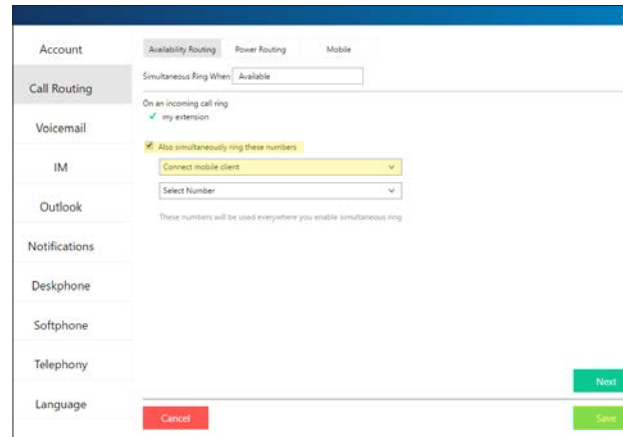
- Suggested VoIP settings for Mobility App
- Go to Settings (upper right corner of home screen on app) >VoIP Settings>
 - TURN ON** Allow Calls over Wi-Fi
 - TURN ON** Allow Calls over Cell Data
 - TURN ON** Keep Wi-Fi Connected
 - TURN ON** Automatic Handover

Setting Up Your Mobile Client via the Connect Client

13.



13.1



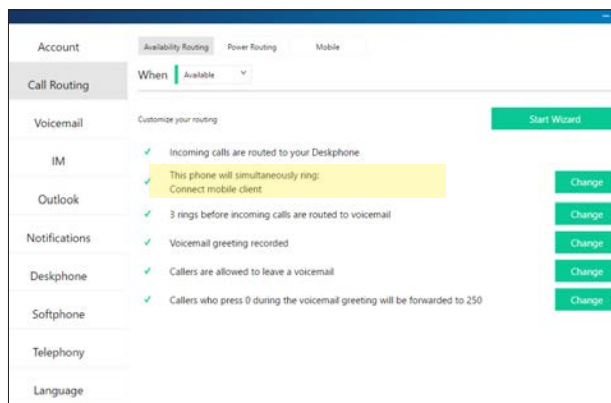
- From the Connect Client software
- Go to Settings>Call Routing
 1. Select the Availability State from the dropdown you wish to use the mobile app with
 2. Select **CHANGE** next to Simultaneously Ring
 3. **Check** the box for "Also simultaneously ring these numbers"
 - *Make sure "Connect mobile client" is selected from the dropdown.
 4. Select **SAVE**

Call Routing

- Simultaneous ring for Connect Mobile Client **MUST** be activated for each Availability State user desires to use with the mobile app.
(Activate in the Connect Client settings via call routing)

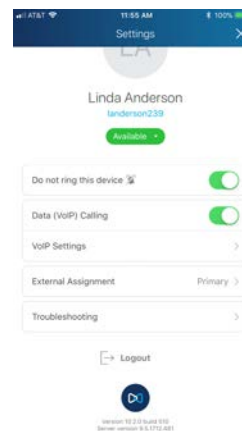
Note: these steps must be done for each Availability state in which you wish to use the mobile client.

13.2



Now your phone is set to simultaneously ring your Connect mobile client

14.



In Mobility App under Settings

- User may select to **TURN ON** "Do Not Ring Device" if they would like the app to **NOT RING**
- Gets around having to change call routing configuration in Connect Client.

*Note: Mobility App must be open to receive calls into the app and "Do Not Ring Device" must be **TURNED OFF**.

**Note: If the Mobility App is closed, but "Do Not Ring Device" is turned off – cell phone will still receive incoming office call, but will activate cell phone like a normal incoming cell call. No mobility app features will be accessible.