![Sterling Communications Logo]

14945 SW Sequoia Parkway #110
Portland, OR 97224
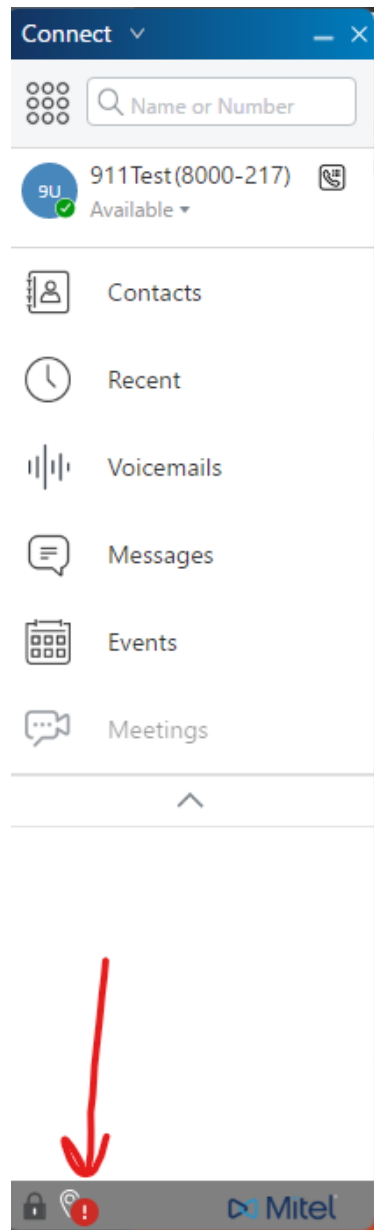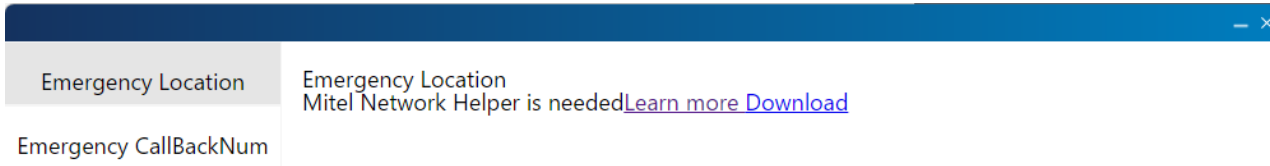sterling.net

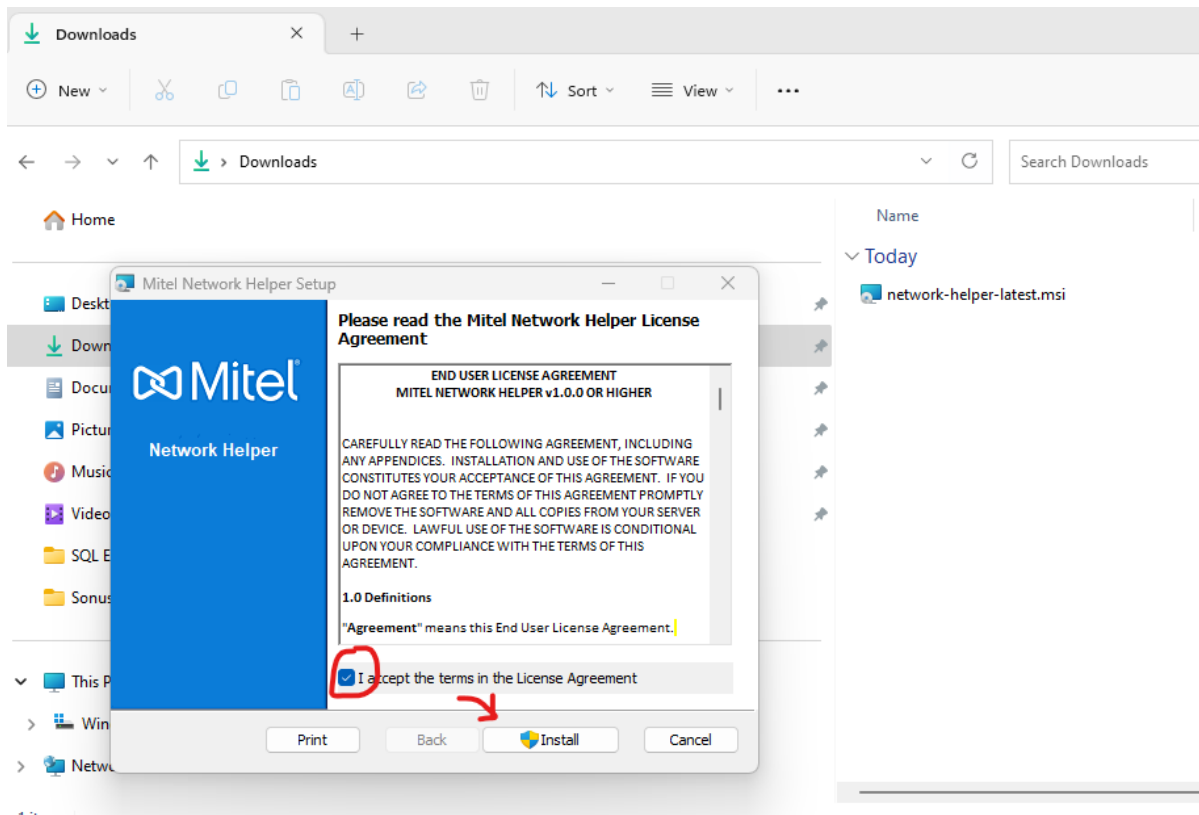503-968-8908 *(phone)*
503-270-5299 *(fax)*

Mitel Softphone 911 Self-Registration Instructions

After signing into the Connect client, if using a softphone, you should see a Red explanation icon at the lower left bottom of the client.
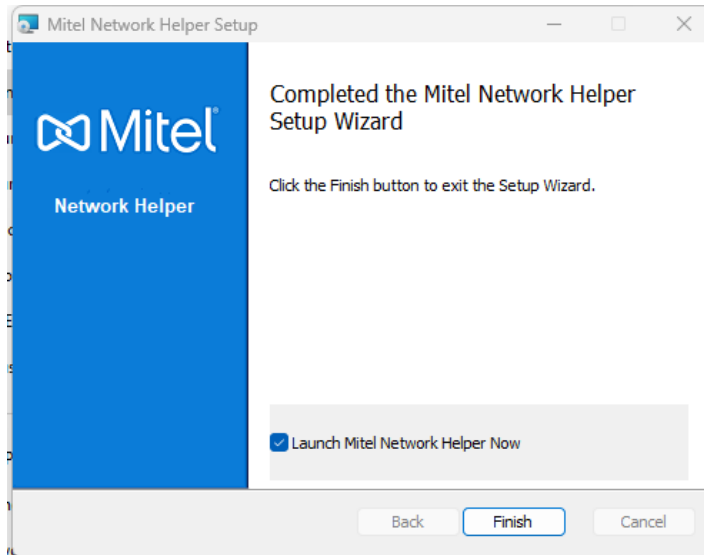
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Clicking on the red "!" the first time, will give you the following pop up. Click on "Download" to install the Mitel Network Helper. You will be asked where to save the .msi file. Put it where you can access it and once the download has completed, double-click to install the app.

Emergency Location	Emergency Location
	Mitel Network Helper is neededLearn more Download
Emergency CallBackNum	

After clicking on the msi file, accept the user agreement and click on "Install".

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Once done, click "Finish". This will run silently in the System Tray, you will not notice anything.

Note for Mac users:

Once you are prompted to down load the Mitel Network Helper and it is installed, you will need to go to Finder-Applications and search for the MitelNetworkHelper.app. Double click on it to start this app. You will not notice anything on your screen, but the icon will appear at the top of your status bar.

Clicking on the Red "!" now will pop open another box where you can input your current address and give it a Location Name

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If it initially looks like the below snip, close it and click on the red "!" again. This is a known Mitel bug.

Emergency Location

Emergency CallBackNum

Emergency Location
We need to have a dispatchable location for you in the event of an emergency.

Location Name

Location Name is required
Location Info

Street

Street is required
City

City is required
Country
Canada
USA
Canada
State / Province
AB - Alberta
AB - Alberta
BC - British Columbia
MB - Manitoba
NB - New Brunswick
NL - Newfoundland and Labrador
NT - Northwest Territories
NS - Nova Scotia
NU - Nunavut
ON - Ontario
PE - Prince Edward Island
QC - Quebec
SK - Saskatchewan
YT - Yukon Territory
Zip / Postal Code

97071
Cancel
Save

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It should look like the snip below. Fill in your information and click "Save". If your address has any errors you will be asked to correct them.

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These steps are for the initial use of your softphone, to get your geolocation in the event you would use it to dial 911 and then be disconnected from the local call center. Once you have input your address, the next time you sign into your softphone, you will be prompted to choose from a drop down list shown at the top of the above snip as "Copy From".

If you would prefer your callback number to be your cell or personal home landline, you may click on the left menu Item "Emergency CallbackNum" and input that info – Click Submit. Your DID will show as the CurrentCallbackNumber.

Account
Call Routing
Voicemail
IM
Outlook
Notifications
Deskphone
Softphone
Telephony
Language
Emergency Location
Emergency CallBackNum

CurrentCallBackNumber ▉▉▉▉▉

CallbackNumber
(e.g. +14033313300)

[   ]

Submit