

Mitel Connect for iOS

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EXTENDED SUMMARY

Mitel Connect for iOS, one of the Connect for Mobile apps, extends voice and unified communications applications to your Apple (iOS) devices and integrates with your PBX to enable VoIP and cellular calling. This app enables you to use your own mobile device for both business and personal phone calls. Mitel Connect for iOS is compatible with Mitel MiVoice Connect, Mitel MiCloud Connect, ShoreTel Sky, and ST14.2. Please note that to use this client with a ST14.2 system, your ST14.2 installation must be using Mobility Router version 8.1.

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Overview of Connect for Mobile

Mitel Connect for iOS, a Connect for Mobile app, 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 decide to leave your office in the middle of a call, you can easily switch from Wi-Fi to your cellular voice network while the call continues. If you're on a call when you return to the office, you can switch back from cellular to Wi-Fi. You can also join conference calls at the tap of a button and find contact information for everyone in your organization's system directory.

Release Notes

For details about resolved issues in the current Connect for iOS release, as well as general information about the current MiCloud Connect release and other related applications, see [Mitel - MiCloud Connect Release Notes](#).

Getting Started

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

Before You Begin

Before you install the Connect for iOS app, 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 app
- Time, date, and time zone settings set on your mobile device

Installing the App

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

Logging in to the App

The log-in procedure for Connect for iOS depends on the Mitel platform you use. This section provides information for MiCloud Connect, MiVoice Connect and ST14.2, and ShoreTel Sky.

MiCloud Connect

If you use MiCloud Connect, launch the Conect for iOS app, and then log in as follows:

1. Enter your username. (This is typically the email address you use to log in to the Connect portal.)
2. Tap the **Choose type of service** field, and tap MiCloud Connect (Cloud).
3. Tap the **Select region** field, and tap your geographic region.
4. Tap **Next**.
5. On the **Sign in to Mitel** page, enter your password and tap **Next**. (For more detailed information about logging in to apps in MiCloud Connect, including how to change your password or request a new password, see [Mitel Unified Sign In.](#))
6. Enter the mobile phone number for your device, and then tap **Sign In**.
7. At the Provisioning prompt, tap **OK**.

MiVoice Connect or ST14.2

If you use Mitel MiVoice Connect or ST14.2, launch the Connect for iOS app, and then log in as follows:

1. Enter your username. (This is typically the email address you use to log in to the Connect desktop client.)
2. Tap the **Choose type of service** field, and tap MiVoice Connect (Premise).
3. Tap the **Server address** field, and specify the server address that your Mitel administrator provided with your sign-in credentials.
4. Tap **Next**.
5. Tap the **Enter your password** field, and enter your password.
6. Tap the **Enter your mobile number** field, and enter your mobile phone number.
7. Tap **Sign In**.
8. At the Provisioning prompt, tap **OK**.

ShoreTel Sky

For information about provisioning and logging in to Mitel Connect for the ShoreTel Sky platform, see the "Provisioning" section of [ShoreTel Sky Mobility](#).

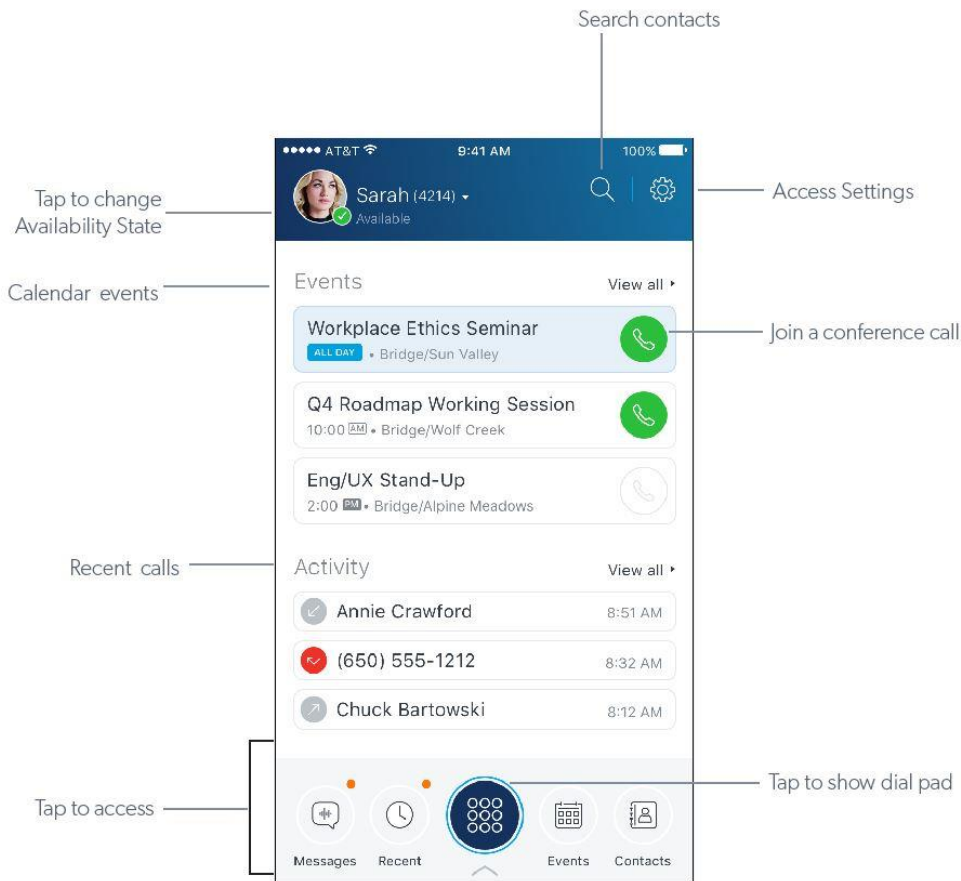
Interface Overview

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

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 direct messages, as well as your complete list of recent calls,












events, and contacts. To return to the Dashboard from any other main page, tap .


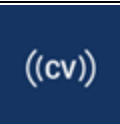




















Icons

The following icons are included in Mitel Connect for iOS:

Icon	Description
Call Actions	
	Add caller
	Show the dial pad

Icon	Description
	Place call on hold
	Call ring disabled
	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 hand in call to Wi-Fi.
	Transfer
	End call
	Change the call method for the next call that you dial.

Icon	Description
	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 (On MiCloud Connect, Teamwork is launched.)
	Send an SMS message to the contact's mobile number (This feature, which is available only on MiCloud Connect, is provided through Teamwork, which is launched when you click this icon.)
	Call a contact
	Switch between front-facing and rear cameras
	Close
	Compose a direct message
	Delete
	Edit (such as Delete)

Icon	Description
	Get information about contact
	Search
	Settings
	Work contact

Supported Devices and Operating Systems for Mitel Connect for iOS

ATT and Verizon are supported cellular providers for Mitel Connect for iOS.


iOS versions 11.0.x, 11.1.x, 11.2.x, 11.3.x, 12.0, 12.2, 13.0, and 13.1 are supported by Mitel Connect for iOS, provided the device supports the iOS version.

The following devices are supported:

- 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
- iPhone SE
- iPhone 5s

Managing Calls

Make a call from the Dialer. From the Dashboard, swipe up to show the dialing keypad. Dial the number and tap the green call 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 tapping  on the dial pad next to the call button. (This overrides the calling method configured on your Settings page.) You can choose one 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.

Dial from Directory or Favorites. From the Dashboard, tap **Contacts**. Tap **Favorites** to view your list of favorites. Tap **Directory** to access your organization's system directory, and in the Search Directory field type a name. Tap **Click to View** to show matches. Tap the contact to show detailed information, and tap the phone icon to call that contact. To

close a contact without calling, swipe down. To return to the Dashboard, tap




You can also quickly search local and system directory contacts by tapping  at the top of the Dashboard.

Dial from your Recent missed or answered calls. From the Dashboard, tap **Recent**. Scroll to find the call you want to redial, and tap it to make the call.

Handover (change the network) during a call. To switch from VoIP over Wi-Fi to a cellular voice network call while on a call, tap **handover**. (Note that the other party will hear silence briefly.) While on a cellular call, tap **handin** to switch from the cellular voice network to VoIP over Wi-Fi.

Join a conference call. You can easily join any events created with the Mitel Connect client. From the Dashboard, tap **Events**. Find the call you want to join, and tap **Join** to dial the conference number and access code automatically.

Place an active call on hold. Tap **hold**. To take the call off hold, tap **unhold**.

Transfer a call. While viewing the active call, tap . Search for the contact to transfer the call to or enter that person's extension or phone number, and then do one of the following:

- Select **Blind Transfer**, and then hang up.
- Select **Consult & Transfer**, speak to the answering party, and tap **Complete Transfer**.

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, tap **merge**. The calls are now merged into one call, and the parties can hear each other.

Move a call to your desk phone. You can move a call from the Mitel Connect app on your mobile device to your desk phone. For example, if you're on a call while you're 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, tap **move**. (Note that this feature is not available if the in-progress call is a conference call.)

Accessing your Voicemail

Check your messages. The way you check your voicemail messages depends on your platform:

- If you have MiCloud Connect, from the Dashboard tap Voicemail. Tap a message that you want to listen to, and then tap the play button. You can also call back the person who left you the message, or you can delete the message.

- If you have MiVoice Connect or ST14.2, from the Dashboard tap Messages. Tap Voicemail, tap the message that you want to listen to, and then tap the play button. You can also call back the person who left you the message, or you can delete the message.

Note: ShoreTel Sky users can access voicemail by pressing and holding 1.

Sending or Receiving Messages

With Connect for iOS, depending on your platform and if you have the Teamwork for iOS app, you can send or receive direct messages or SMS messages:

- The way you send direct messages (also called instant messages or chat) in Connect for iOS depends on whether your organization uses MiCloud Connect or a premise-based system (MiVoice Connect or ST14.2). Details are provided in the following sections. In addition, there are special considerations for users in Australia and the U.K.
- SMS messages are supported for MiCloud Connect users who have Teamwork for iOS installed and Business SMS service.


Note: Messaging is not available for those using Connect for iOS with ShoreTel Sky.


If Your Account Is on MiCloud Connect

If you are running Connect for iOS with MiCloud Connect, you can send and receive direct messages or SMS messages through the Teamwork for iOS app. For details about using Teamwork for iOS, see [Mitel Teamwork for Mobile Overview](#).

Other users of the Connect client or Teamwork can direct-message you on Teamwork for iOS, and vice versa. Direct messages are synchronized with the desktop Connect client when both the Connect client and the Connect for iOS app are open. Messaging requires your user profile to have messaging enabled.

Send a direct message. From the Dashboard, tap **Contacts**. Tap **Directory** and start typing the name of the person you

want to direct message, and then tap the name in the displayed list. On the contact card, tap . If you have Teamwork installed, the Teamwork app opens to your existing direct-message conversation, if there is one, or lets you start a new conversation. If you don't have Teamwork installed, you are prompted to download it.

Send an SMS message. From the Dashboard, tap **Contacts**. Tap **Directory** and start typing the name of the person you want to send an SMS message to, and then tap the name in the displayed list. On the contact card, tap . If you have Teamwork installed, the Teamwork app opens to your existing SMS message conversation, if there is one, or lets you start a new conversation. If you don't have Teamwork installed, you are prompted to download it.




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 app. 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 app are open.

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

Check your messages. If you have new voicemails or new instant messages, you see an indicator on the Messages icon on the Dashboard. Tap **Messages** and then tap **IM**. The most recent new message is displayed at the top of the list.

Send a message. From the Dashboard, tap **Messages** and tap **IM**. Then proceed with one of the following options:

- If you already have a chat history with the person you want to message, in your messages list tap that person's name. Type your message in the input box, and tap .
- If you want to send a message to someone you haven't messaged before, tap . Start typing the person's name, and then tap the name in the displayed list. Type your message in the input box, and tap .

Send a message from Contacts. Contacts lets you access your personal contacts and your organization's system directory. From the Dashboard, tap **Contacts**. Start typing the person's name, and then tap the name in the displayed list. Tap **IM**, type your message in the input box, and tap .


If You Are Using MiCloud Connect in Australia or the U.K.


In Australia and the U.K., the messaging feature works just as it does for users of MiVoice Connect or ST14.2, even if you are running Connect for iOS with MiCloud Connect. See previous section for details.

Managing Settings

Change your availability state. Your availability state is displayed on the Dashboard under your name at the top of the page. Tap the drop-down arrow to display the list of availability states, and tap the one you want to use. The Custom availability state lets you specify a 50-character status message along with an Available, Busy, or Unavailable status.

Note: Availability state is not available on ShoreTel Sky. On ST14.2, it's called Call Handling Mode.

Set Do Not Ring to send calls to voicemail. From the Dashboard, tap  to view the Settings page. Toggle the Do not ring this device setting to turn ringing off for the Connect app and send your calls to voicemail. 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.

Configure your VoIP Settings. You can specify how you want Connect for iOS to use voice-over-IP capabilities. From the Dashboard, tap  to view the Settings page. Tap VoIP Settings, and then review and change the following settings as desired:


- To enable or disable VoIP calls, toggle the Data (VoIP) Calling setting.
- If you've enabled the Data (VoIP) Calling setting, you can specify more granular VoIP settings by tapping VoIP Settings and toggling the following settings as needed:
 - Allow calls

--Over Wi-Fi (This setting allows data usage over enterprise or public Wi-Fi.)

--Over Cell Data (This setting allows data usage over your cellular carrier's data plan.)

- 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.


Set an External Assignment Number. If you've defined external assignment numbers in the Connect client, you can specify one of these numbers as the destination for your incoming calls.


From the Dashboard, tap  to view the Settings page. Tap External Assignment, and then select a number as follows:


- Tap Primary if you want incoming calls routed to your primary phone (typically your desk phone).
- Tap a different external assignment number if you want incoming calls routed to that phone number.

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


Troubleshooting

Determine your connection type and status. From the Dashboard, tap  to view the Settings page. Tap Troubleshooting, and then tap Connection Status. Your current connection type is shown. 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.

View detailed information about your app. From the Dashboard, tap  to view the Settings page. Tap Troubleshooting, and then tap Configuration. Scroll through the information displayed about your configuration.

Send logs to Mitel Support. If you're 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 emailing them or by uploading them to your Mobility Router. From the Dashboard, tap  to view the Settings page. Tap Troubleshooting, and then tap Logging. Tap Upload Logs and provide a label to identify your logs, or tap Send Logs via Email and add any additional email addresses that you want the logs to go to and click Send. (Note that uploading the logs requires an active connection to the Mitel Mobility Router.)

If you have trouble logging in to the app, you can also send your logs to Mitel Support by tapping Send Logs on the login page.

Enable SIP logging. Your Mitel administrator or Mitel Support might ask you to enable SIP logging on your device. From the Dashboard, tap  to view the Settings page. Tap Troubleshooting, and then tap Logging. Enable the SIP Logging option.

Upcoming Features

The following features will be added to the app in future releases:

- Instant Messaging advanced features
- Groups
- Apple Watch

Features from the Legacy Mobility Client that Have Been Deprecated or Operate Differently

The following features from the legacy Mitel Mobility app 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 per Connect for Mobile user is supported.	X	

Feature	Description	Deprecated	Behavior Change
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 Mitel Mobility Router calls the Mobility client for cellular calls.	X	
Dual persona options	Personal call mode is not supported.	X	
Location (Home, Road, Office)	A user's ability to change location is not supported.	X	
Country-specific access number	The Mitel 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 app 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, on the Settings page.
Apple Call Kit functionality	Incoming native cell call does not interrupt in-progress VoIP call		Users can switch between VoIP calls
Apple Watch support			This feature will be available in a future release.
Other Functions			
Customized Menu	User's ability to change the order of menu items is not supported.	X	
#123	Shortcut keystrokes to enter logging functionality on iOS devices is not supported.	X	
QR code for client app download	The ability to download the client app 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	

Feature	Description	Deprecated	Behavior Change
Discrete logging levels in client	The ability to set 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 but the feature remains in the app.
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 as compared to the legacy Mobility client.		New client log file name format is: MC.[Username].[Extension].[Mobile]

Differences in Feature Support for Mitel Connect, ShoreTel Sky, and ST14.2

Some of the features available in the Mitel Connect for iOS app for the Mitel MiCloud Connect and MiVoice Connect platforms are not available for ShoreTel Sky or ST14.2. Supported features are marked with an X. Unsupported features are indicated by blank table cells.

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 or MiCloud Connect, Mobility Router 9.1 (build 9.1.4.107 or higher) must be installed.

Feature	Mitel MiCloud Connect and MiVoice Connect	ShoreTel Sky	ST14.2
Basic Instant Messaging	X		X
VoIP over Wi-Fi	X	X	X
VoIP over cellular data network	X	X	X
Handover from Wi-Fi call to cellular voice network	X	X	X
Visual Voicemail	X		X
Enterprise Voicemail Waiting Indicator (Notification)	X		X
Availability State	X		X
Extension dial	X	X	X
JOIN button for calendar events	X	X	X
Call Transfer	X	X	X
Call Move	X	X	X
Do Not Ring Device	X	X	X

Feature	Mitel MiCloud Connect and MiVoice Connect	ShoreTel Sky	ST14.2
System Directory	X	X	X
Multiple Call Support	X	X	X
Ad-hoc Conferencing (Call Merge)	X	X	X
Call History	X	X	X

FAQs

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

A: While it's possible to have both applications installed on your device, Mitel recommends that you uninstall the legacy Mitel Mobility client before using Mitel Connect. If you choose to retain both apps 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 that a connection is not active.

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

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, that most recent change takes precedence over any previous changes.