
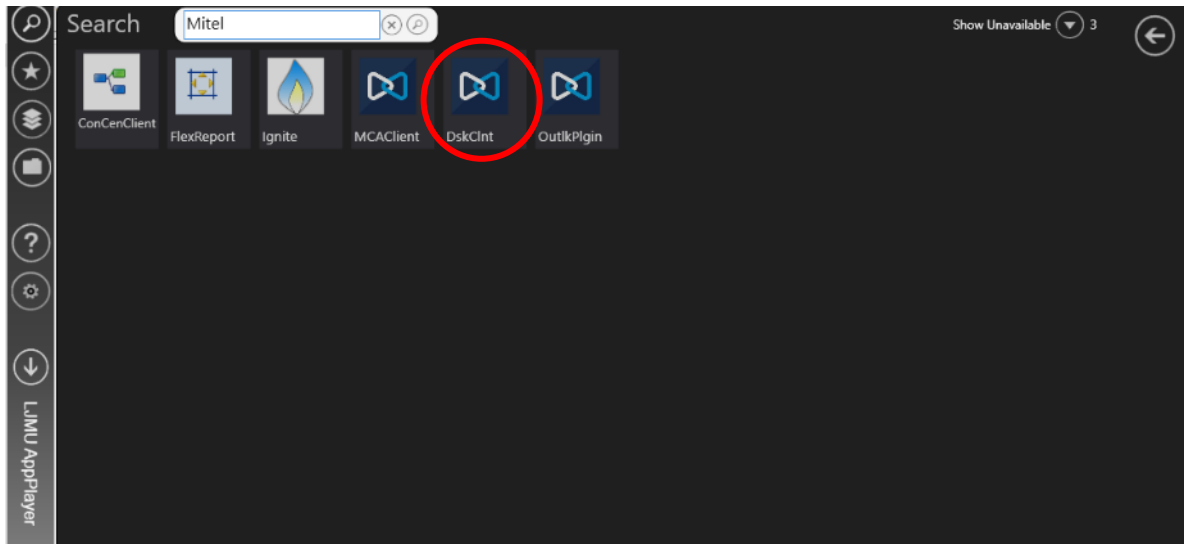


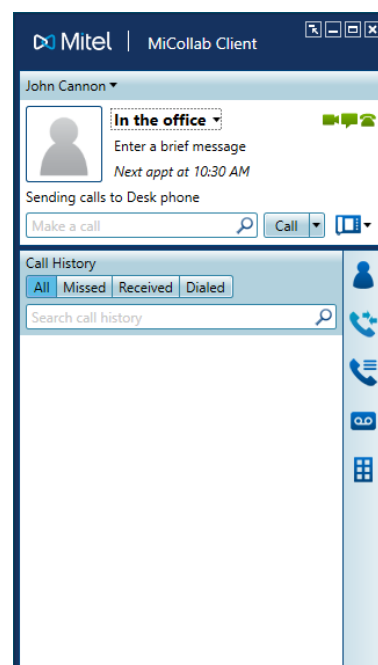
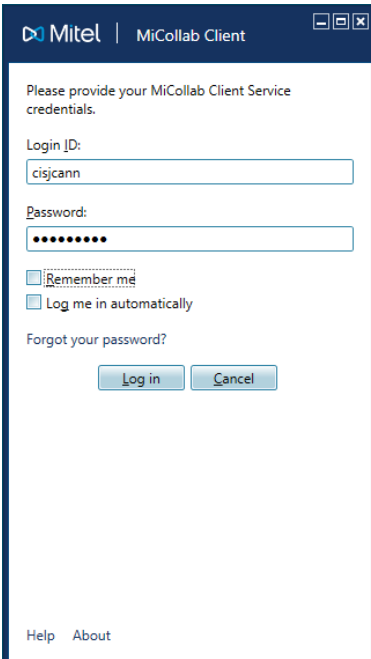
## Mitel Desktop softphone instructions

Any member of staff should be able to log in to a softphone on any LJMU managed PC and use that as their own LJMU extension. This is particularly useful for Business Continuity, where staff need to relocate to another building, but is also useful for staff who are particularly mobile.

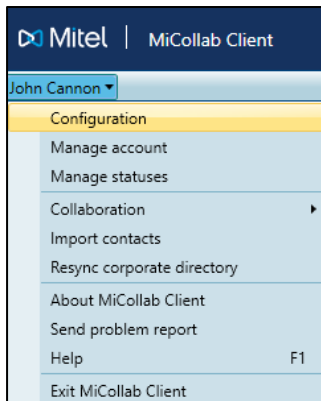
- Within the App Player , Search for Mitel and click DskClnt



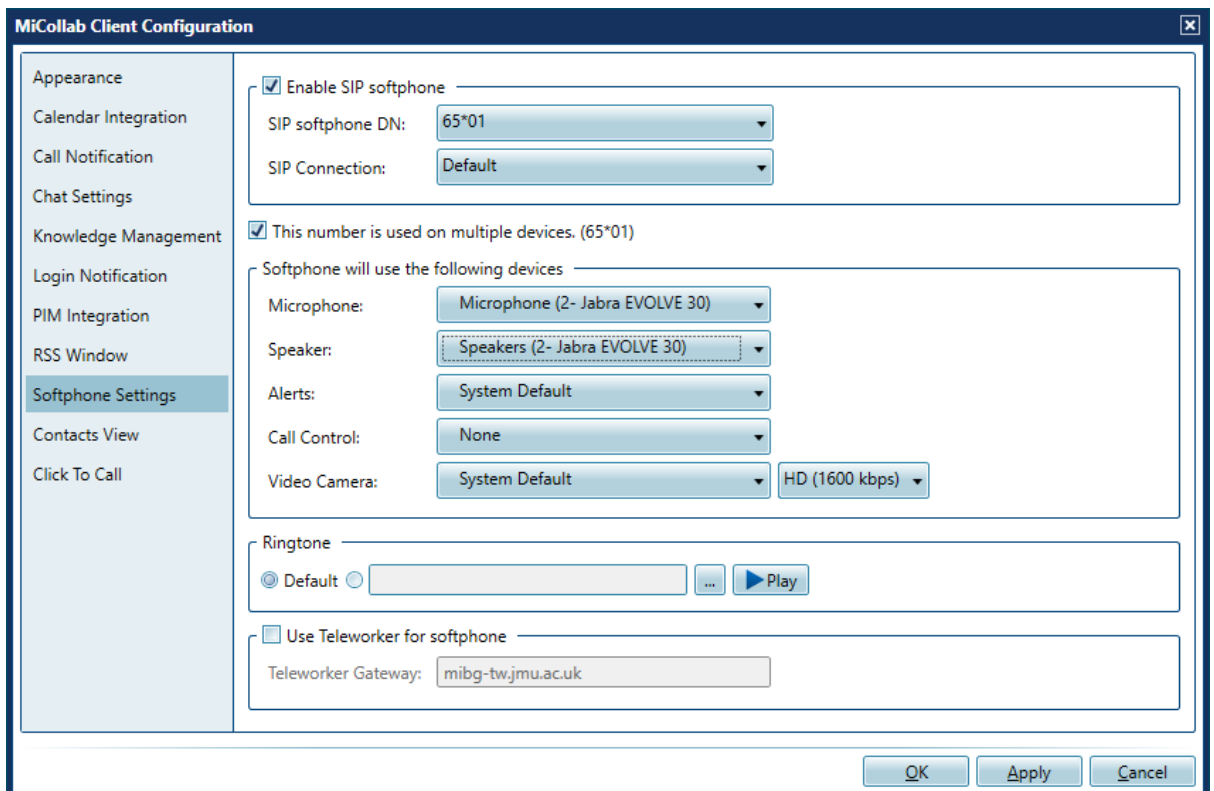
- Enter your LJMU Username and Password



- Click on your name, then Configuration

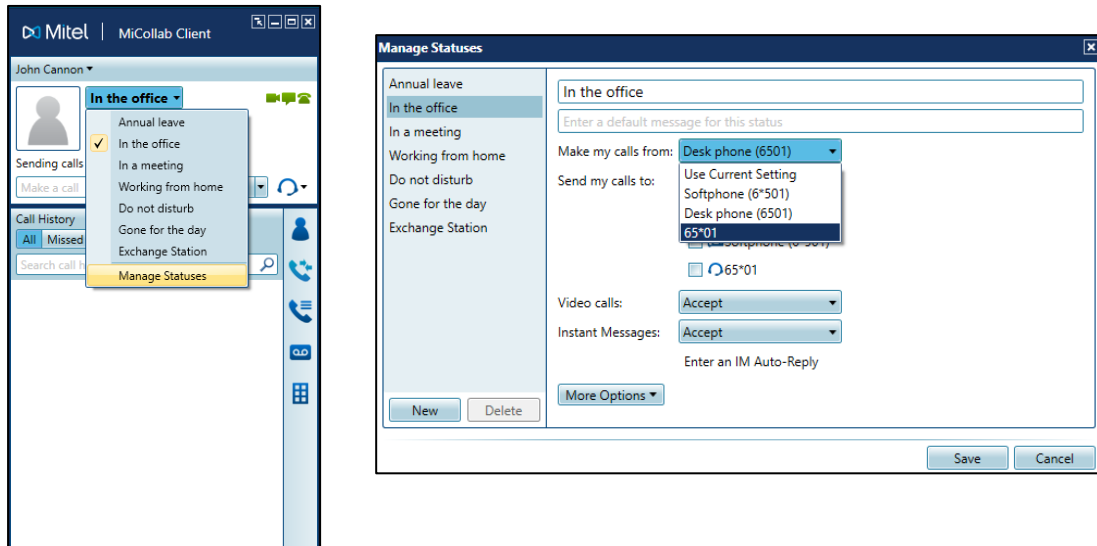


- Then select Softphone Settings and tick the Enable SIP softphone option  
 Select your softphone number (which will be your extension number with an \* inserted after the first two digits)  
 Select your Microphone and Speaker

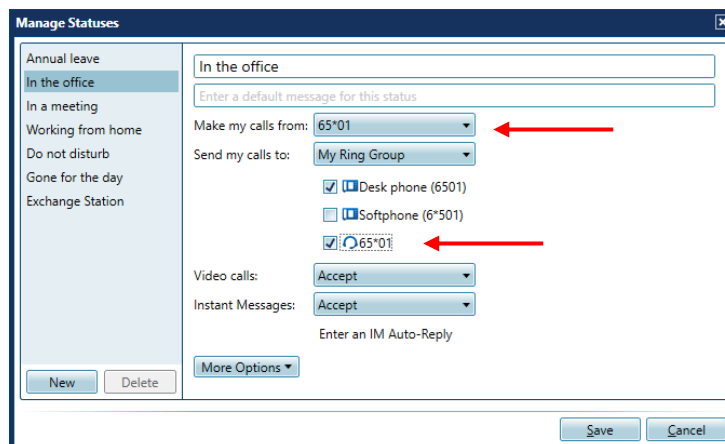


At this point, your PC can be used as a phone, but so can your desk phone. You need to select which device you prefer to use. This can be done via the Status setting. By default, your status is **In the office**

- Click the down arrow next to your current status and select Manage Statuses



- Change **Make my calls from:** to your softphone (e.g. 65\*01)  
Make sure that you have the softphone selected under **Send my calls to:**

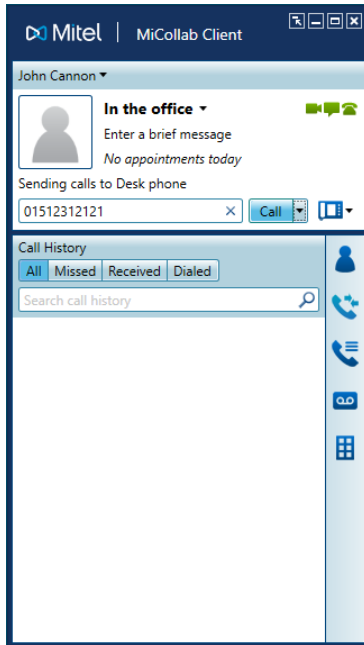


NB: Your calls can be answered from either your deskphone or your PC. The other Softphone (e.g. 6\*501) option is a mobile softphone you can install as an App on your smartphone.

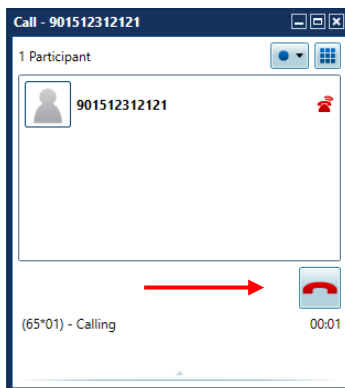
You can set preferences from different statuses (e.g. send calls to voicemail when you are in a meeting) and even automatically select your status depending on time of day or synchronise with your Outlook calendar.

## To make a call

- Type the number you wish to dial in the make a call window and click Call.  
(The system will detect if this is an external number and automatically insert a 9 for an outside line)



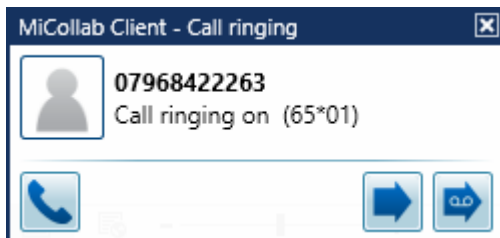
- A separate call window will appear. Click on the handset logo to end the call.



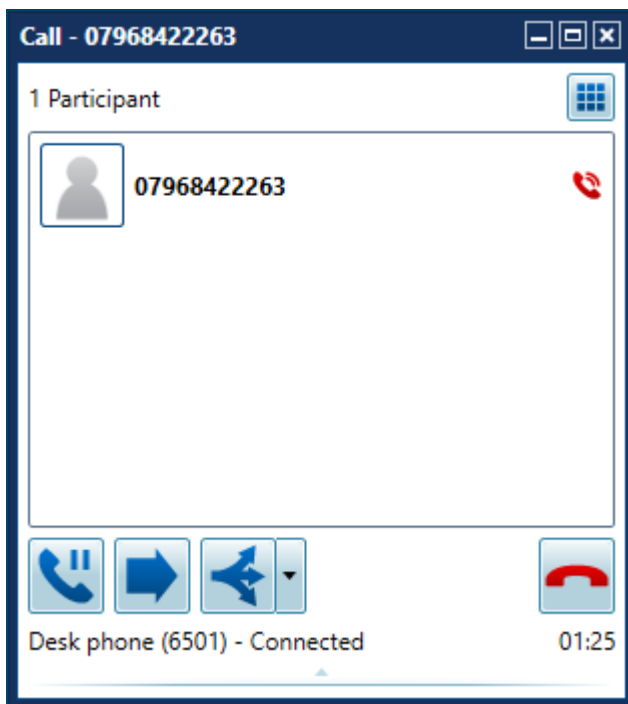
## To receive a call

When you receive an incoming call, a window will pop-up on your screen. You will also hear a ring on your PC speakers/headset

- Answer the call by clicking on the handset icon.

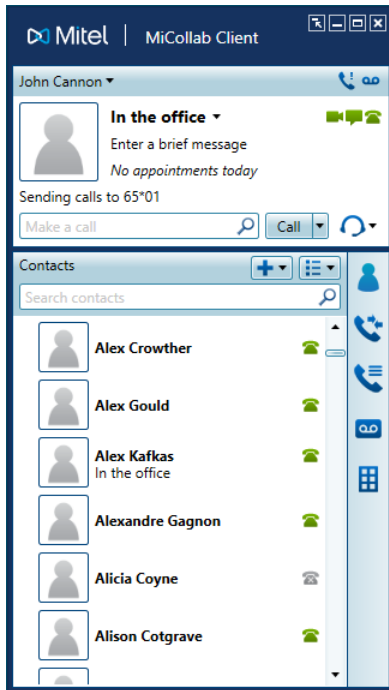


- A separate call window will appear. Click on the handset logo to end the call.



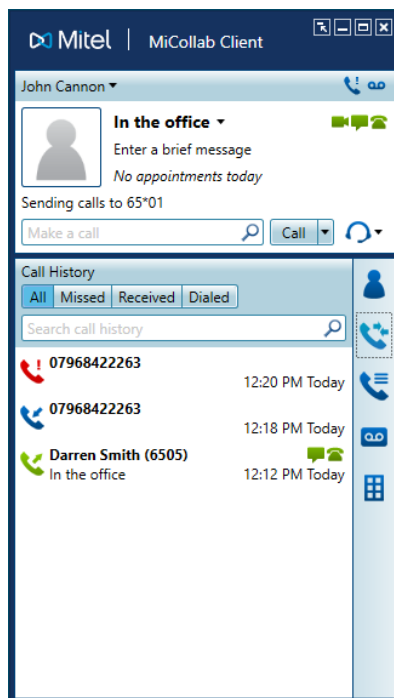
## Other features

- You can also make calls by searching for a colleague in the Directory and double clicking. You can search by first name or last name.



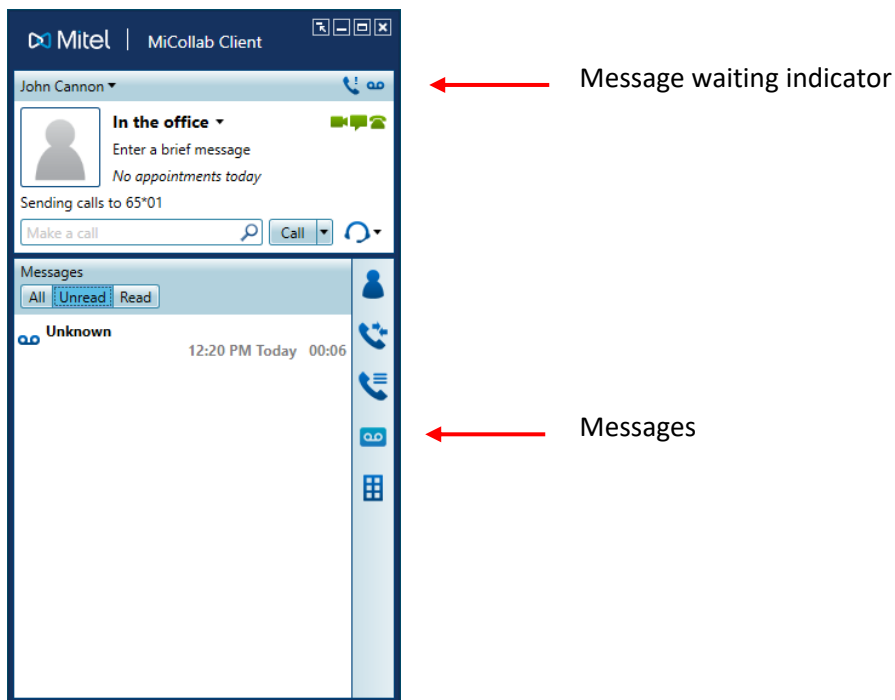
← Contacts

- You can also make calls by clicking on an entry in Call History. This can be narrowed down to Missed calls, Received calls or Dialed Calls.

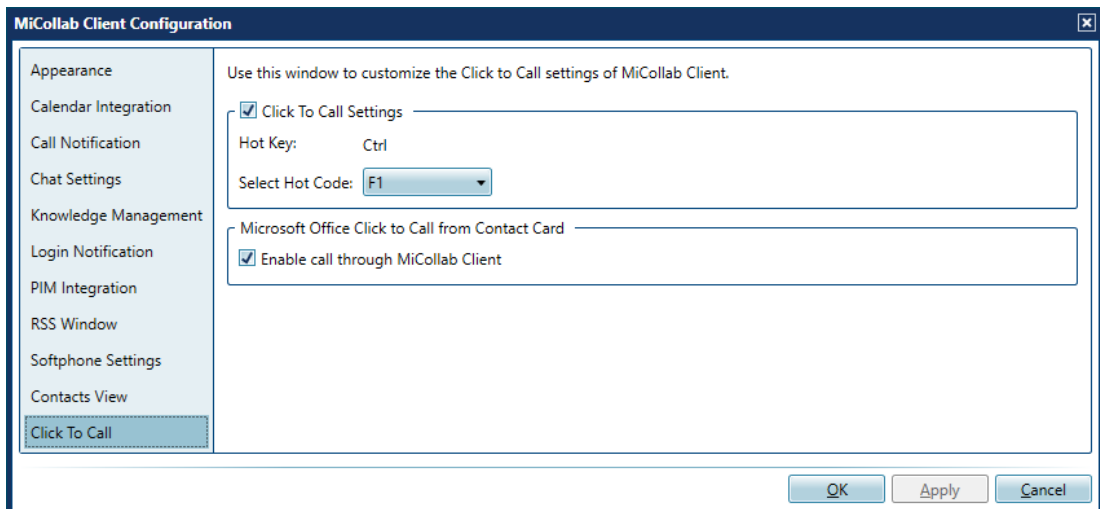


← Call History

- You can listen to voicemails



- Click to Call  
You can enable Click to Call under Configuration settings



When enabled you can select a number (e.g. in an email or on a web page) and select <Ctrl>F1.

A dialogue box will appear to verify the number that you wish to call.

