

The purpose of these instructions is to aid a Warren County employee in setting up their Mitel phone at a location other than their regular office... most likely one's home. Reasons for this need could be the required evacuation from the office (widespread sickness, threat), working remotely, traveling, etc.

**BEFORE YOU NEED THIS PROCESS...**

- ❑ Know your Voicemail Password to complete this setup.
- ❑ Contact Telecom at 695-HELP or [help@wcoh.net](mailto:help@wcoh.net) so that we can assure your phone settings allow remote access.

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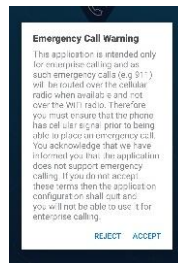
HOW TO USE THE **MITEL CONNECT APP** ON YOUR MOBILE PHONE

1. Contact Telecom at [help@wcoh.net](mailto:help@wcoh.net) or 513-695-HELP (4357) letting them know you need to use the Mitel Connect App. **If you skip this step, none of the remaining steps will work.**
  - a. If you have the desktop 'Connect Client' app, your Mitel Connect username and password will be the same. If you forget them, tell us in your email / phone call.
  - b. If you don't have the desktop 'Connect Client' app, Telecom will establish your username and password and notify you.

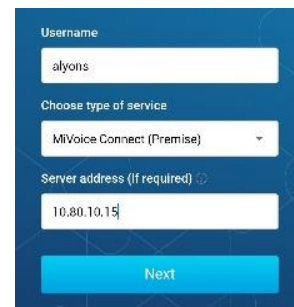
2. Download the Mitel Connect (formerly ShoreTel) app from your cellular phone's app store



3. Accept emergency call warning



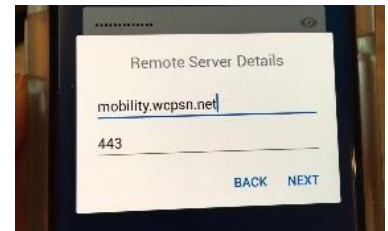
4. Enter your username
5. Choose Type of Service: "MiVoice Connect (Premise)"
6. Server address: 10.80.10.15



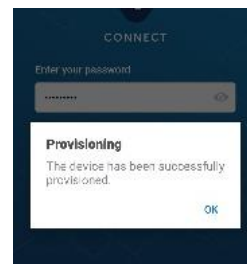
7. Password should match what you use on your desktop's connect client or what Telecom provided you.



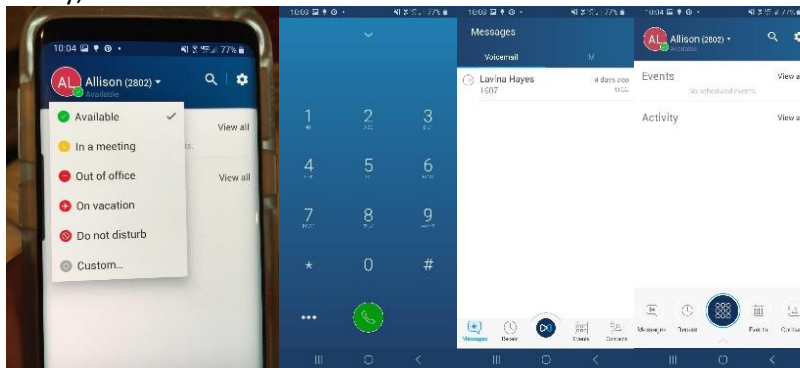
8. Enter remote server address: mobility.wcpsn.net  
 Enter port: 443



9. Hit OK when you get the provisioning message

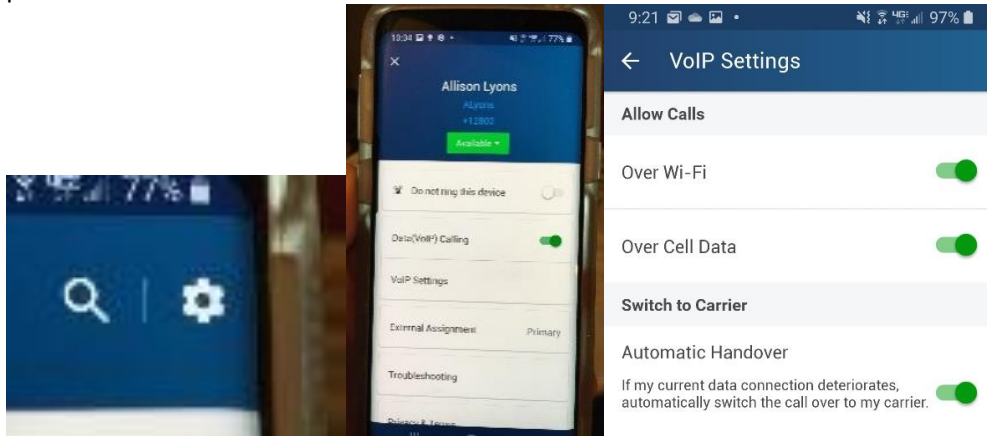


10. Once in the app, you can control your availability, dial phone numbers, view your Mitel Connect call history, and more!



Note: to ensure the app works in all connectivity situations, navigate to the settings gear in the top right corner > VoIP Settings > Toggle all (3) option sliders to green/on.

“Over Cell Data” means you’re using your data plan. Consider data caps if not on the county unlimited plan.

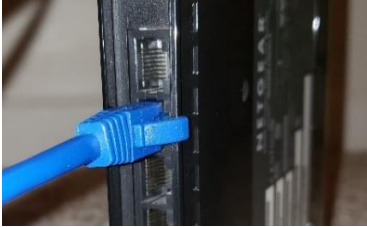


## HOW TO SET UP YOUR DESK PHONE AT HOME

### List of Needed Items

- (2) CAT-5 or CAT-6 Cords (provided by Telecom)
- Mitel Phone (the one from your desk)
- Power Injector (provided by Telecom)
- Modem/Router (the one at your new location)

1. Insert one of the provided cords into your modem/router's LAN port.



2. Insert the other end of that cord into the provided Power Injector's LAN port



3. Take the other cord and insert one end into the Power Injector's POE port



4. Looking at the back of the phone, insert the other end of this cord into the far-left port.



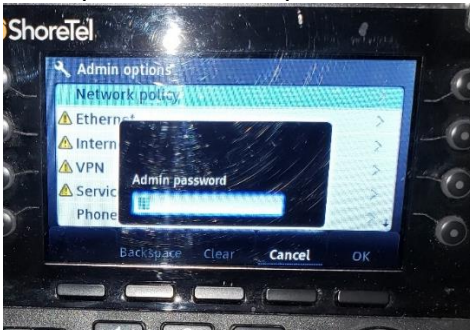
5. Plug the Power Injector into a wall outlet



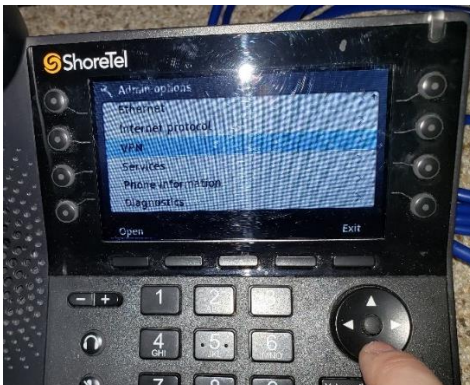
6. When you see the auto boot countdown, you must press any key to stop it from booting.



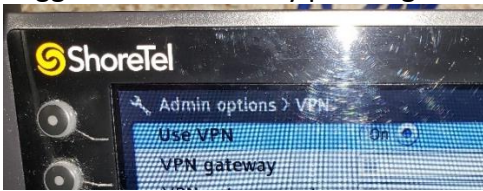
7. Enter phone's Admin password 1234 and hit OK



8. Scroll down to VPN and Press OPEN to enter that section



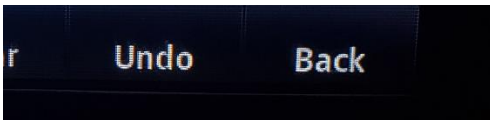
9. Toggle VPN to “ON” by pressing the right arrow or by pressing the toggle button



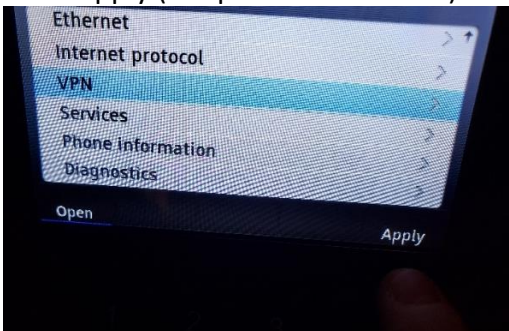
10. In the VPN gateway field, you will input “rast.wcpsn.net”  
Press the far left softkey to toggle your entry to letters. Press \* to enter the periods.  
(R = pressing the 7 button 3 times, A = pressing the 2 button 1 time, etc)



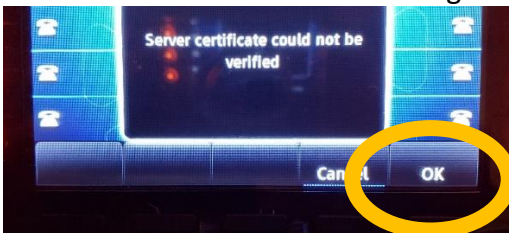
11. Press back



12. Press apply (the phone will reboot)



13. Press OK to the server cert warning



14. Enter your office phone extension & voicemail password. Press OK



15.

a. The phone should auto assign to your desk phone.



b. If you get a 'No Service' box or anything other than the above, try the following steps

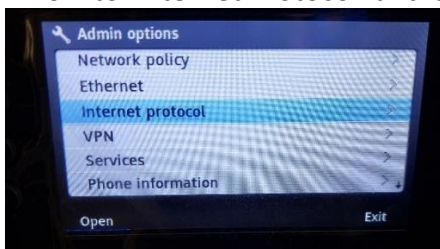
16. Unplug the cord from the back of your phone, wait 10 seconds, then plug it back in.



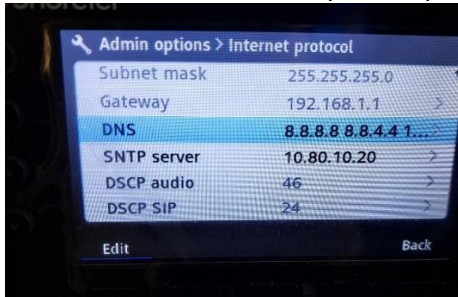
17. When you see the auto boot countdown, you must press any key to stop it from booting.



18. Arrow to 'Internet Protocol' and Open



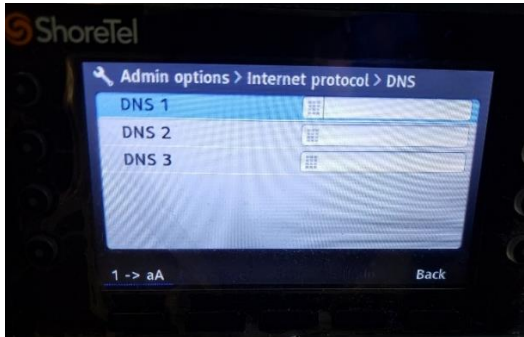
19. Arrow down to DNS and press Open



20. Enter Admin Password 1234 & click OK



21. In the first available DNS line, enter '8\*8\*8\*8' then press back



22. Press Apply and you should get your usual phone screen



If this still doesn't work, call Telecom at 695-HELP from your cellular phone for assistance.

You will now receive calls to your office extension as if you were in your normal office space. You will now be able to call people from your office extension with full access to history, directory, etc.



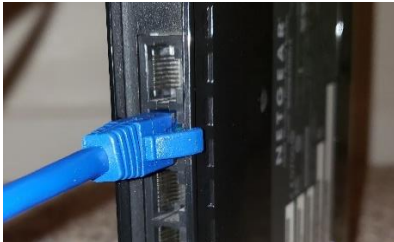
## HOW TO SET UP A NEW-IN-BOX PHONE OUTSIDE OF A WARREN COUNTY BUILDING

### List of Needed Items:

- (2) CAT-5 or CAT-6 Cords
- Mitel Phone
- Power Injector
- Modem/Router



1. Notify Telecom that you are attempting an offsite phone setup as they may have to adjust settings to allow your connection.
2. Insert one of the provided cords into your modem/router's LAN port.



3. Insert the other end of that cord into the provided Power Injector's LAN port



4. Take the other cord and insert one end into the Power Injector's POE port



5. If looking at the back of the phone, insert the other end of this cord into the Mitel phone's far-left port.



6. Plug the Power Injector into a wall outlet



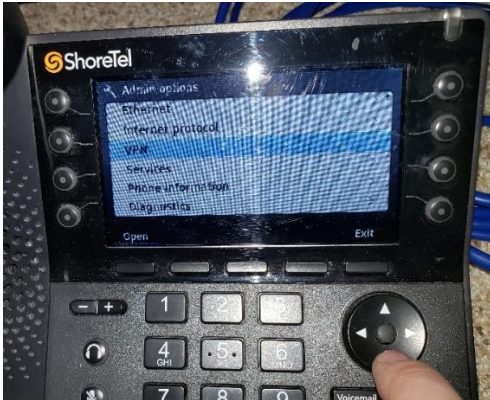
7. When you see the auto boot countdown, press any key to stop it.



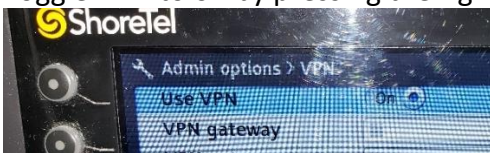
8. Enter phone's Admin password 1234 and hit OK



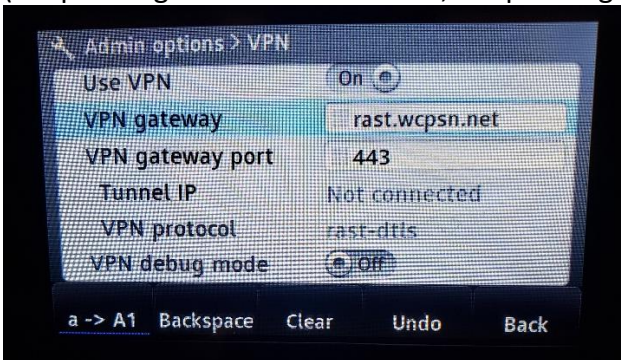
9. Scroll down to VPN and Press OPEN to enter that section



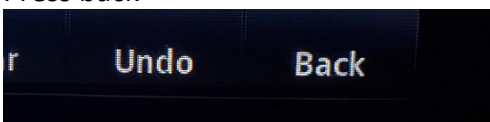
10. Toggle VPN to on by pressing the right arrow or by pressing the toggle button



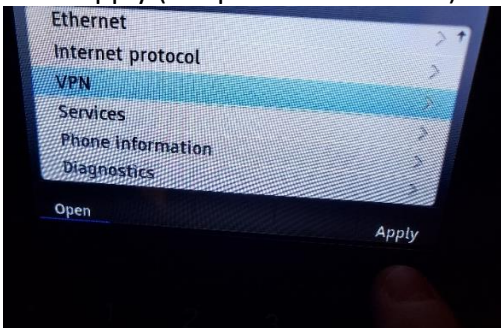
11. In the VPN gateway field, you will input "rast.wcpsn.net"  
Press the far left softkey to toggle your entry to letters  
(R = pressing the 7 button 3 times, A = pressing the 2 button 1 time, etc)



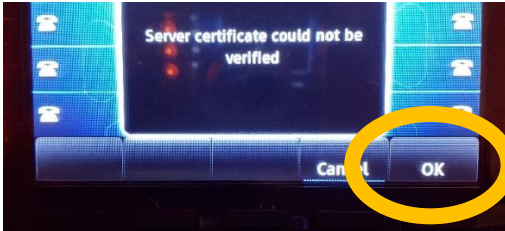
12. Press back



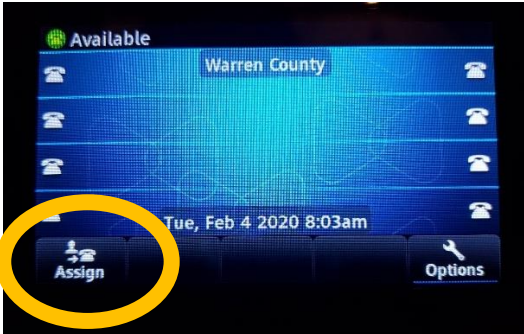
13. Press apply (the phone will reboot)



14. Press OK to the server cert warning



15. Phone screen will populate saying 'available'. Press the soft key that says 'assign'



16. Enter your office phone extension & voicemail password. Press OK



17. The phone will auto assign to your desk phone.



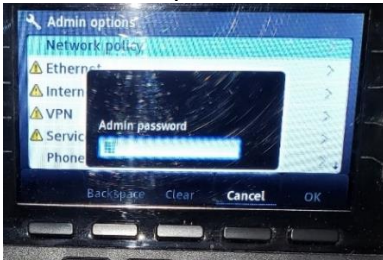
When arriving back to work your desk phone will now be available with 'assign' noted on one of the soft keys. Press the Assign button and enter your extension and voicemail password to reassign your desk phone to you.

## HOW TO RECONNECT YOUR DESK PHONE ONCE BACK IN THE OFFICE

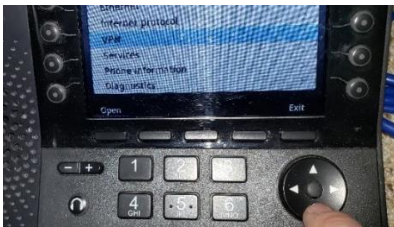
1. Plug in your desk phone. When you see the auto boot countdown, press any key to stop it.



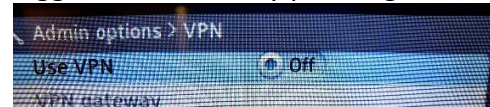
2. Enter Admin password 1234 and hit OK



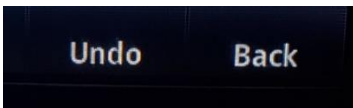
3. Scroll down to VPN and Press OPEN to enter that section



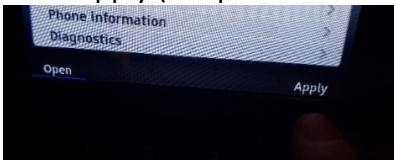
4. Toggle VPN to OFF by pressing the left arrow or by pressing the toggle button



5. Press back



6. Press apply (the phone will reboot)



7. The phone will auto assign to your desk phone.



## HOW TO ASSIGN/UNASSIGN YOUR EXTENSION TO A COWORKER'S PHONE

1. TO ASSIGN YOURSELF: From the phone to which you're wanting to assign yourself,
  - a. Dial 7001,
  - b. Press 7,
  - c. Press 3,
  - d. Press 1.
  - e. Hang up.
2. TO UNASSIGN YOURSELF from your coworker's phone
  - a. Dial 7001,
  - b. Press 7,
  - c. Press 3,
  - d. Press 2,
  - e. Hang up.