

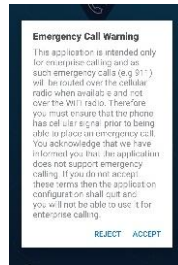
The Mitel Connect App allows County Coworkers to extend their desk phone functionality to their cellular phone. Instead of publishing your mobile number, people can call your desk extension and reach you remotely.

1. Contact Telecom at 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.

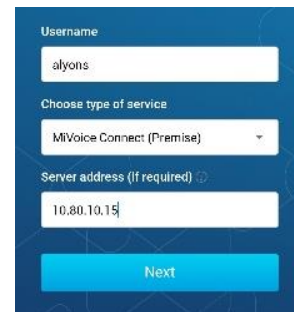
2. Download the Mitel Connect (formerly ShoreTel) app from your cellular phone's app store



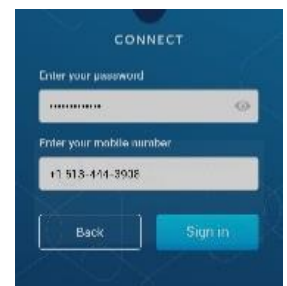
3. Accept emergency call warning



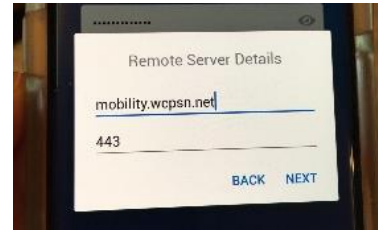
4. Enter your username
5. Choose Type of Service: "MiVoice Connect (Premise)"
6. Server address: 10.80.10.15



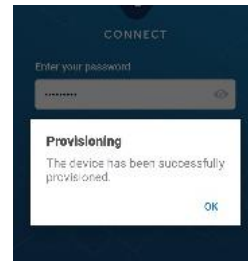
7. Password should match what you use on your desktop's connect client or what Telecom provided you.



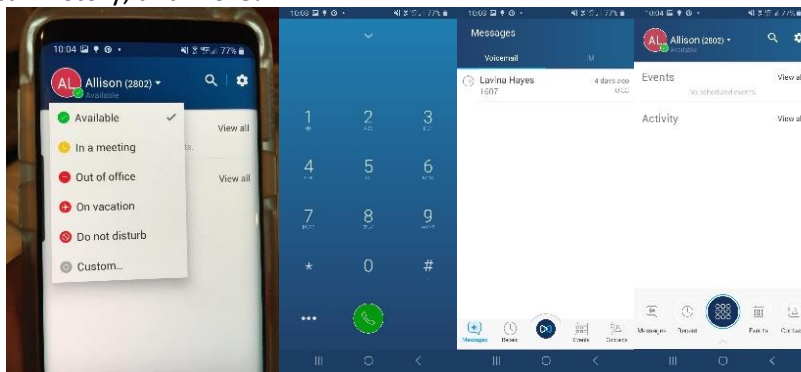
- Enter remote server address: mobility.wcpson.net
Enter port: 443



- Hit OK when you get the provisioning message



- 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.

