2018 MOBILITY FOR ANDROID & MITEL CONNECT

STERLiNG COMMUNICATIONS
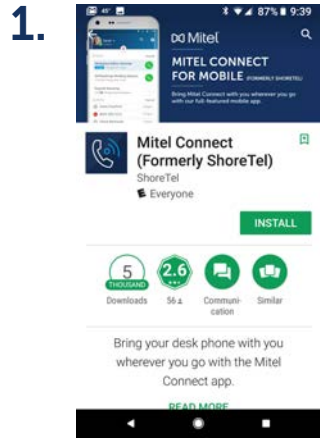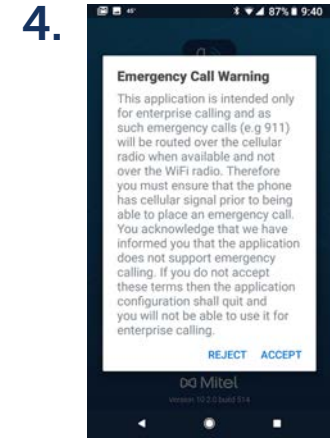
1.

- Go to Google Play Store
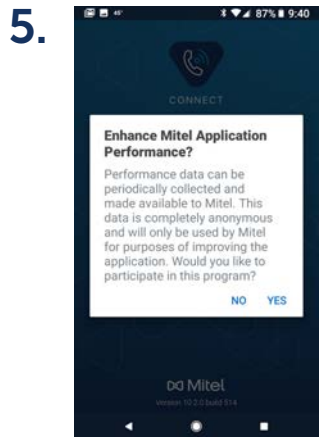- **Download** and **INSTALL** Mitel Connect App
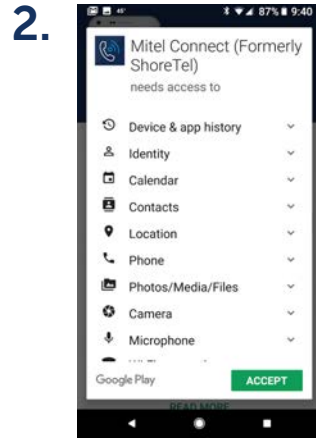
2.

Mitel Connect needs access to
- Make selections
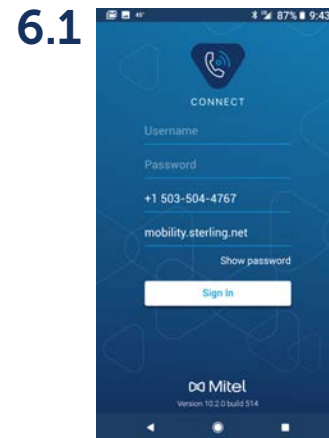- Select **ACCEPT**
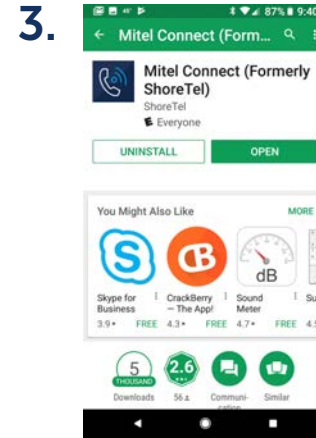
3.

Mitel Connect App
– Select **OPEN**

4.

Emergency Call Warning
– Select **ACCEPT**

5.

Enhance Mitel Application Performance
– Select **YES** or **NO**
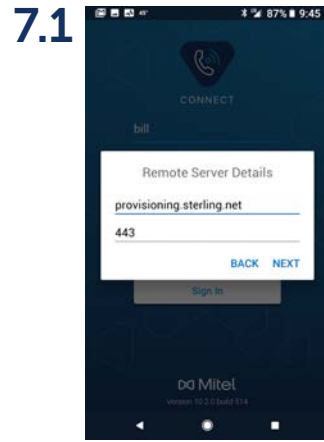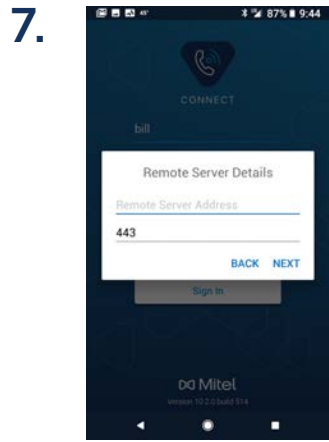   (user's choice)

6.

Sign In Screen
– Enter Credentials
– Then Select **SIGN IN**

6.1

- Username: (use your Connect Client username)
  Example: landerson204
- Password: (use your Connect Client password)
- Phone number: (this should autofill, if not enter 1-xxx-xxx-xxxx)
- MUST change

  clientstart.sky.shoretel.com

  TO

  mobility(#).sterling.net

stands for the server number

Example: mobility**2**.sterling.net

*Please ask your System Administrator or call Sterling Technical Support for your server number, if it has not been provided to you.

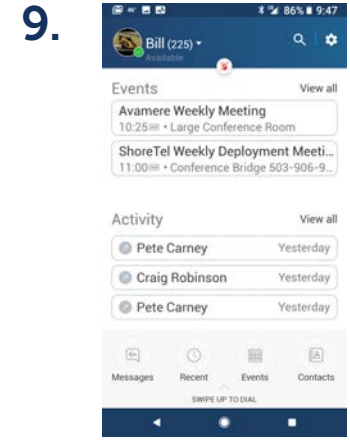**7.**

Remote Server Details
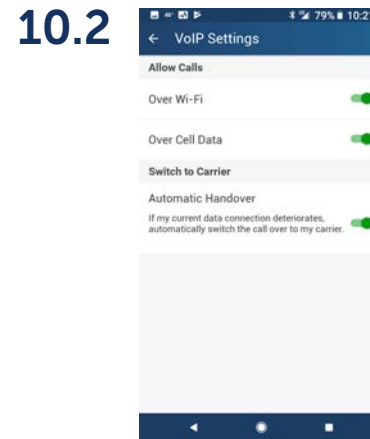- Enter remote server address
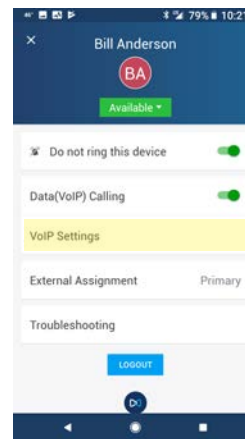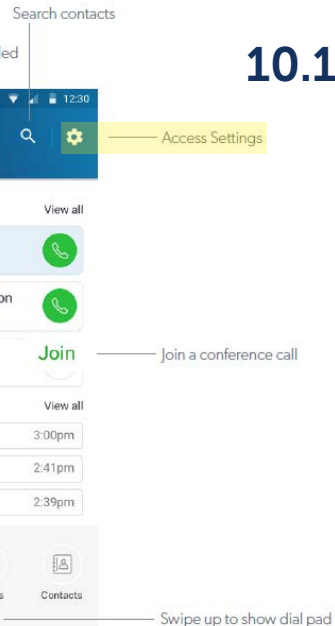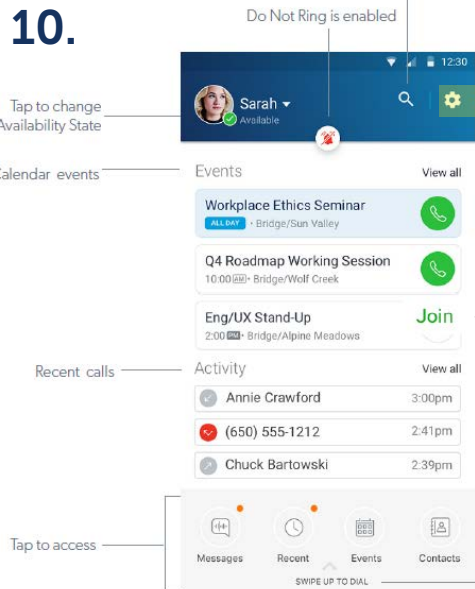- Then **NEXT**

7.1

- **provisioning(#).sterling.net**
  # stands for the server number. Use the same server number as in Step 6.

Example: provisioning2.sterling.net

- "**443**" – DON'T change

8.
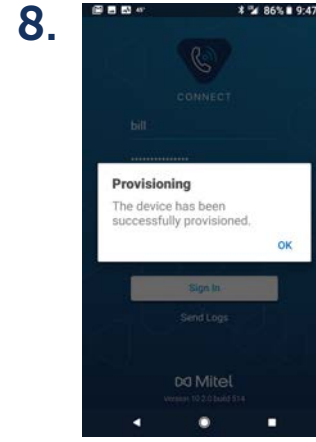
Provisioning
- "The device has been successfully provisioned"
- Select **OK**

9.

YOU ARE NOW PROVISIONAL AND READY TO USE YOUR APPLICATION

10.

Search contacts
Do Not Ring is enabled
Tap to change Availability State
Access Settings
Calendar events
Recent calls
Tap to access
Join a conference call
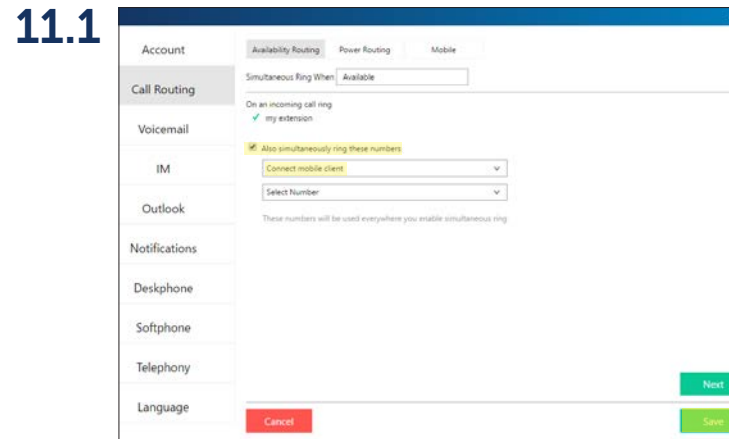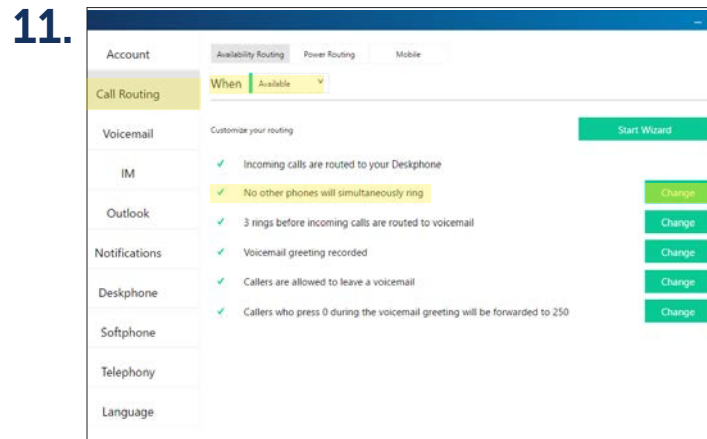Swipe up to show dial pad

10.1

10.2

Suggested VoIP settings for Mobility App

- Go to Settings (upper right corner of home screen on app) >VoIP Settings>

TURN ON Allow Calls over Wi-FI

TURN ON Allow Calls over Cell Data

TURN ON Automatic Handover

## Setting Up Your Mobile Client via the Connect Client

11.

Call Routing
- Simultaneous ring for Connect Mobile Client **MUST** be activated for each Availability State user desires to use with the mobile app.
  (Activate in the Connect Client settings via call routing)

11.1

From the Connect Client software

- Go to Settings>Call Routing

1. Select the Availability State from the dropdown you wish to use the mobile app with

2. Select **CHANGE** next to Simultaneously Ring

3. **Check** the box for "Also simultaneously ring these numbers"

*Make sure "Connect mobile client" is selected from the dropdown.

4. Select **SAVE**

Note: these steps must be done for each Availability state in which you wish to use the mobile client.

11.2
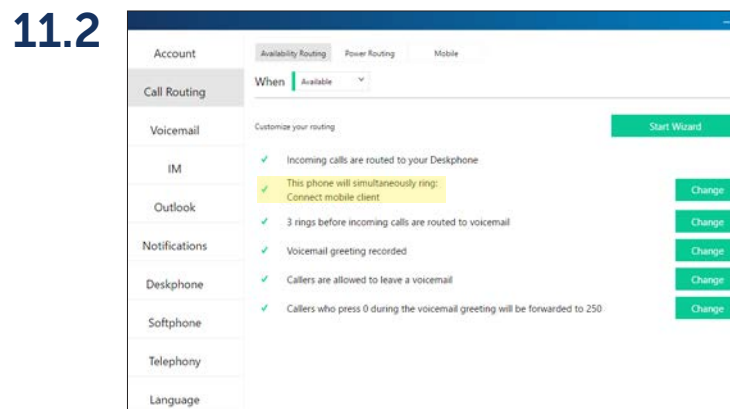
Now your phone is set to simultaneously ring your Connect mobile client

12.
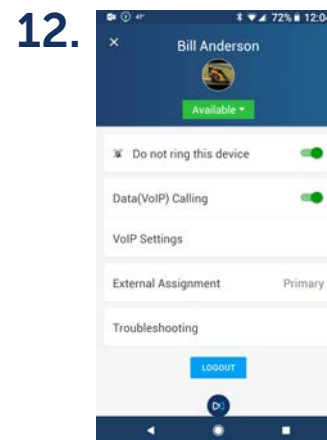
In Mobility App under Settings

- User may select to **TURN ON** "Do Not Ring Device" if they would like the app to **NOT RING**
- Gets around having to change call routing configuration in Connect Client.

*Note: Mobility App must be open to receive calls into the app and "Do Not Ring Device" must be **TURNED OFF.**

**Note: If the Mobility App is closed, but "Do Not Ring Device" is turned off – cell phone will still receive incoming office call, but will activate cell phone like a normal incoming cell call. No mobility app features will be accessible.