Your Mitel Phone System

Rather than use standard telephone lines, the new Mitel voice-over-ip phones share the same internet connection as the computer in your office. This allows for numerous features, though in this email will focus on getting you started with the essentials.

Using your new desk phone (Short Videos)

This is a series of short videos that shows you everything you need to know about using your new phone. Keep in mind, we will still **dial 9 for outbound calls**. Please familiarize yourself with the new phones by watching the short video series using the link provided below. It doesn't take long and it is the quickest way to become familiar!

[http://learn.mitel.com/watch/oBudYQzAbnnvQVMEKZmS9W](http://learn.mitel.com/watch/oBudYQzAbnnvQVMEKZmS9W)
Setting your voicemail PIN and Mitel password

If you press the voicemail button on your phone for the very first time, it should prompt you to set your PIN number for your voicemail and save you a step. The following is how to manage your voicemail PIN and Mitel password via the Mitel web login.

Set your account password

1. Navigate to https://portal.shoretelsky.com/
2. Enter your Ferrum email address as your username, and click Next
3. Click the "Forgot Password" link, and click Next
4. Check your email for the message sent to you and follow the prompts to reset your password

Set your voicemail PIN

1. Now that you have reset your Mitel account password, navigate to https://portal.shoretelsky.com/ and log in.
2. Navigate to Home > Settings > Phone Settings, which opens the Phone Settings screen.
3. In the Phone tab of the Phone Settings screen, click the Change Phone PIN or Password button.
4. In the "Which password do you want to reset?" pop-up dialog that appears, click the Reset Phone PIN button.
5. In the Change Phone PIN dialog that opens, use the New Phone PIN field to enter your new PIN.
   Note that a PIN should contain 6 to 16 digits, cannot contain repeating digits (e.g., 22222), cannot match any part of your phone number, and cannot contain sequential numbers (e.g., 34567).
6. Re-enter the new password in the Confirm Phone PIN field.

Setting up your voicemail greeting (Quick)

1. Dial 929-494-2885
2. Follow the prompts to log in with your Ferrum extension and your PIN number.
3. Now follow the prompts for your first recording.

Troubleshooting  (Please set your password and pin first.)

- If you don't see your name on the your phone display in the upper-left corner, click the button corresponding with the Assign function. This will be the first button on the left under the display. Then enter your extension and pin number and then press the button associated with the Enter function.
- If the phone is at a screen that says "Voice Service" at the top, then select Mitel Connect. In the following screen, for "User DID" enter your phone number beginning with 1540365xxxx (where xxxx is your desk extension) and for "Password" use the PIN number that you created. For "Domain," make sure it says sky.shoretel.com.
- If it is not taking your PIN number or you have never successfully logged in with your PIN, please try using the default PIN number of 26415.
Advanced Training  (Optional, but recommended)

If you have the time, the following links will provide additional interactive self-paced training for operating your new Mitel phone system.

BR-030.01 – MiCloud "Connect Client" Interactive Tutorial  
BR-032.01 – MiCloud "Connect Portal" End User Interactive Tutorial

Working Remotely  (Optional, requires your password and pin to be set above)

With the Mitel system, we now have the ability to take our phone numbers with us as we work remotely. This means that the person that you are calling will see your office extension rather than a mobile phone number or any other number that you are calling from. It also means that you can pick up an incoming phone call from either your desk phone or your mobile device. The easiest way to set this up is to install the mobile app on a mobile phone. Please select the appropriate link to get you started.

Apple iOS:  Mitel Connect for iOS  
Android:  Mitel Connect for Android

In the event that you would like a telephone client installed on your laptop, instead of using an app on your phone, please submit a Help Desk ticket to have this installed if you are not an administrator of your laptop. Please be aware that if you use this option, it will sign you out of your desk phone while you are making and answering calls from your laptop. Users of this method should familiarize themselves with logging back into their desk phone (above).

For the full list of options and downloads for Mitel Connect, you will find them here:  
https://www.mitel.com/downloads/mitel-connect-applications