Mitel Connect for Android

Jan 8, 2020•Technical Documentation

EXTENDED SUMMARY

Mitel Connect for Android, one the Connect for Mobile apps, extends voice and unified communications (UC) applications to your Android devices and integrates into your PBX to enable VoIP and cellular calling. This app enables you to utilize your own mobile device for both business and personal phone calls. Mitel Connect for Android is compatible with Mitel MiVoice Connect, Mitel MiCloud Connect, ShoreTel Sky, and ST14.2. Please note that to use this client with a ST14.2 system, you must be using Mobility Router version 8.1.

CONTENT

Table of Contents

Overview of Connect Mobile

Mitel Connect for Android, a Connect for Mobile app, gives you the power of Mitel Connect on your mobile device. You can make enterprise VoIP calls over your enterprise Wi-Fi, public Wi-Fi, or cellular data network. If you decide to leave your office in the middle of a call, you can easily switch from Wi-Fi to your cellular voice network while the call continues. If you're on a call when you return to the office, you can switch back from cellular to Wi-Fi. You can also join conference calls at the tap of a button and find contact information for everyone in your organization's system directory.

Release Notes

For details about resolved issues in the current Connect for Android release, as well as general information about the current MiCloud Connect release and other related applications, see **Mitel - MiCloud Connect Release Notes**.

Getting Started

This section provides information about how to obtain the Mitel Connect for Android app and how to log in. It also provides an overview of the interface, including a list of icons.

Before You Begin

Before you install the Connect for Android app, ensure that you have the following prerequisites in place:

- Access to a Wi-Fi data connection, and credentials to access the Wi-Fi network

- An active SIM card inserted in your mobile device (for GSM devices only)

- User name and password for the Connect for Android app.

- Time, date, and time zone settings set on your mobile device

Installing the App

You can get the Mitel Connect for Android app from the Google Play Store and install it just as you would other Android apps.

Logging in to the App

The log-in procedure for Connect for Android depends on the Mitel platform you use. This section provides information for MiCloud Connect, MiVoice Connect and ST14.2, and ShoreTel Sky.

MiCloud Connect

If you use MiCloud Connect, launch the Connect for Android app, and then log in as follows:

1. Enter your username. (This is typically the email address you use to log in to the Connect portal.)

2. Tap the **Choose type of service** field, and tap MiCloud Connect (Cloud).

3. Tap the **Select region** field, and tap your geographic region.

4. Tap **Next**.

5. On the **Sign in to Mitel** page, enter your password and tap **Next**. (For more detailed information about logging in to apps in MiCloud Connect, including how to change your password or request a new password, see **Mitel Unified Sign In**.)

6. Enter the mobile phone number for your device, and then tap **Sign In**.

7. At the Provisioning prompt, tap **OK**.

MiVoice Connect or ST14.2

If you use Mitel MiVoice Connect or ST14.2, launch the Connect for Android app, and then log in as follows:

1. Enter your username. (This is typically the email address you use to log in to the Connect desktop client.)

2. Tap the **Choose type of service** field, and tap MiVoice Connect (Premise).

3. Tap the **Server address** field, and specify the server address that your Mitel administrator provided with your sign-in credentials.

4. Tap **Next**.

5. Tap the **Enter your password** field, and enter your password.

6. Tap the **Enter your mobile number** field, and enter your mobile phone number.

7. Tap **Sign In**.

8. At the Provisioning prompt, tap **OK**.

ShoreTel Sky

For information about provisioning Mitel Connect for the ShoreTel Sky platform, see the "Provision (Setup and Sign In)" section of the **ShoreTel Sky Mobility** article.

Interface Overview

This section introduces the Dashboard and provides a description of the icons in Mitel Connect.

Dashboard

The Dashboard shows your current availability state, upcoming events, and recent calls. At the bottom of the Dashboard, you can easily access your voicemail and your complete list of recent calls, events, and contacts. To return to the Dashboard from any other main page, tap .
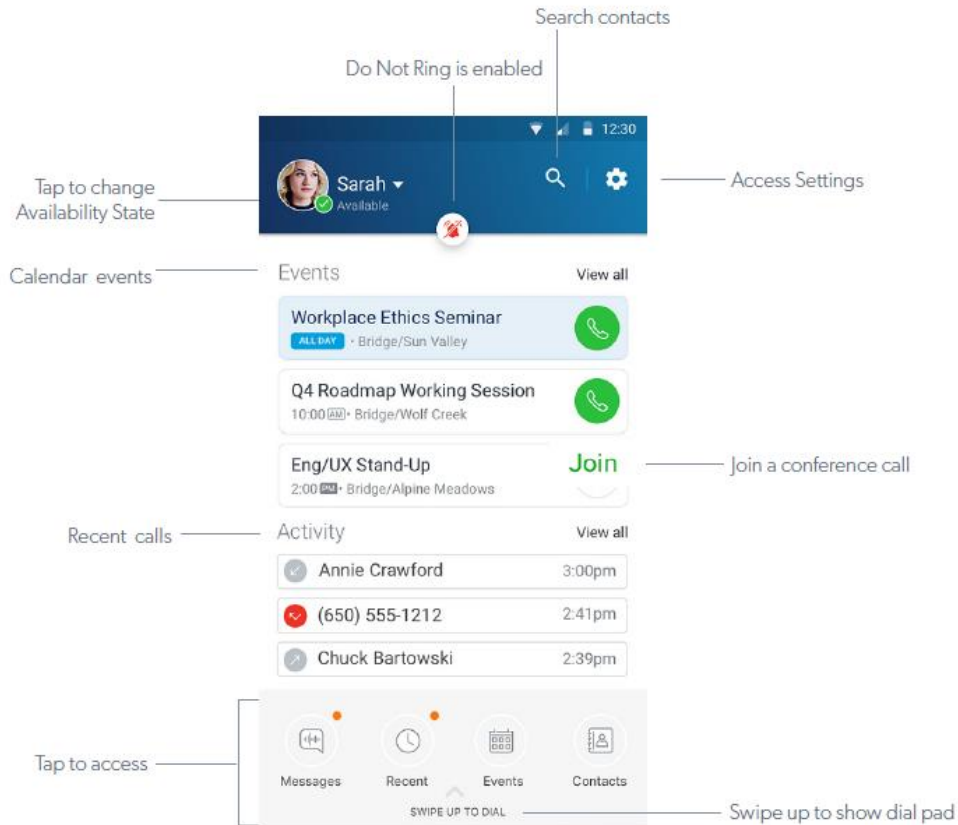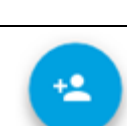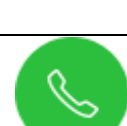
Icons

The following icons are included in Mitel Connect for Android:

Icon	Description
Call Actions	
	Add caller
	Dialer

Icon	Description
	Place call on hold
	Silences an incoming call
	Merge calls to create a conference call
	Move call
	Mute
	Speaker
	Switch from one active call to another, putting the current active call on hold.
	Handover call to carrier or handoff call to Wi-Fi.
	Transfer
	End call
	Change the call method for the next call that you dial.

Icon	Description
VoIP	When displayed, your next dialed call will use the Wi-Fi network or your mobile phone carrier's cellular data network.
((cv))	When displayed, your next dialed call will use your mobile phone carrier's cellular voice network.
000 000 000	When displayed, your next dialed call will use your mobile phone carrier's cellular voice network and include your personal caller ID (rather than your enterprise caller ID).
Recent Call Activity	
↙	Inbound call
↖	Missed call
↗	Outbound call
Application Actions and Indicators	
(do not ring icon)	Enables/disables Do not ring feature. When enabled, all interactions go straight to voicemail, and the Mitel Connect for Android user is not notified of the incoming/missed interaction.
(dashboard icon)	Go to Dashboard
(add contact icon)	Add Contact
(call icon)	Call a contact
(message icon)	Send a message (On MiCloud Connect, Teamwork is launched.)
SMS	Send an SMS message to the contact's mobile number (This feature, which is available only on MiCloud Connect, is provided through Teamwork, which is launched when you click this icon.)

Icon	Description
	Switch between front-facing and rear cameras
	Close
	Delete
	Edit (such as Delete)
	Information about contact
	Search
	Settings

Supported Devices and Operating Systems for Mitel Connect for Android

ATT and Verizon are supported cellular providers for Mitel Connect for Android. Android versions 6.0.x, 7.0.x, 7.1.x, 8.0.x, 8.1.x, and 9.0.x are supported.

- Google Nexus 5X
- Google Nexus 6P
- Google Nexus 6
- Google Pixel
- Google Pixel 3 XL
- Motorola Moto X2
- Motorola Moto Z
- Samsung Galaxy S4
- Samsung Galaxy S5
- Samsung Galaxy Note 4
- Samsung Galaxy Note 5

- Samsung Galaxy Note 9

- Samsung S6

- Samsung S6 Edge

- Samsung S6 Edge+

- Samsung S7

- Samsung S7 Edge

- Samsung S8

- Samsung S8+

- Samsung S9

- Samsung S9+

- Samsung S10

- Samsung S10+

Managing Calls

Make a call from the Dialer. From the Dashboard, swipe up to show the dialing keypad. Dial the number and tap ☏
. Swipe down to return to the Dashboard when your call is complete.

When you make a call, you can specify what calling method to use for the call by tapping ⚬⚬⚬ on the dial pad next to the call button. (This overrides the calling method configured on your Settings page.) You can choose one of the following options:

- **VoIP** Use the Wi-Fi network or your mobile phone carrier's cellular data network.

- **Cellular Voice** Use your mobile phone carrier's cellular voice network.

- **Personal Dial** Use your mobile phone carrier's cellular voice network and include your personal caller ID.

Dial from Directory or Favorites. From the Dashboard, tap Contacts. Tap Favorites to view your list of favorites. Tap Directory to access your organization's system directory, and then tap 🔍. Type a name, and then tap Click to View to show matches. Tap the contact to show detailed information, and tap ☏ to call that contact. To close a contact without calling, tap ✕. To return to the previous screen, tap ←. To return to the Dashboard, tap ⬤.

You can also quickly search local and system directory contacts by tapping 🔍 at the top of the Dashboard.

Dial from your Recent missed or answered calls. From the Dashboard, tap Recent. Scroll to find the the call you want to dial, and tap it to make the call.

Manage handover (change the network during a call). To switch from VoIP over Wi-Fi to a cellular voice network call while on a call, tap handover. (Note that the other party will hear silence briefly.) While on a cellular call, tap handin to switch from the cellular voice network to VoIP over Wi-Fi.

Join a conference call. You can easily join any events created with the Mitel Connect client. From the Dashboard, tap Events. Find the call you want to join, and tap Join to dial the conference number and access code automatically.

Place an active call on hold. Tap hold. To take the call off hold, tap unhold.

Transfer a call. All calls can be transferred, and Mitel Connect for Android supports blind transfer and consultative transfer. Complete the following steps to transfer a call:

1. In an active call, tap .

2. Search for the contact to transfer the call to or enter that person's extension or phone number, and then tap **Blind Transfer** or **Consult & Transfer**.

3. If you chose a blind transfer, you can simply hang up. If you chose Consult, speak to the answering party and then hang up.

Merge two calls. While on a call, if you have a call on hold, another incoming call, or you dial another party, you can merge the calls together. With both calls displayed, tap merge. The calls are now merged into one call, and the parties can hear each other.

Move a call to your desk phone. You can move a call from the Mitel Connect app on your mobile device to your desk phone. For example, if you're on a call while you're away from the office, you can switch the call to your desk phone when you arrive at the office. To move an in-progress call, tap move. (Note that this feature is not available if the in-progress call is a conference call.)

Accessing your Voicemail

Check your messages. From the Dashboard, tap Voicemail. Tap a message that you want to listen to, and then tap . You can also call back the person who left you the message, or you can delete the message.

NOTE: ShoreTel Sky users can access voicemail by pressing and holding 1.

Sending or Receiving Messages

With Connect for Android, depending on your platform and if you have the Teamwork for Android app, you can send or receive direct messages or SMS messages:

-   The way you send direct messages (also called instant messages or chat) depends on whether your organization uses MiCloud Connect or a premise-based system (MiVoice Connect or ST14.2). Details are provided in the following sections. In addition, there are special considerations for users in Australia and the U.K.

-   SMS messages are supported for MiCloud Connect users who have Teamwork for Android installed and Business SMS service.

NOTE: Messaging is not available for those using Connect for Android with ShoreTel Sky.

If Your Account Is on MiCloud Connect

If you are running Connect for Android with MiCloud Connect, you can send and receive direct messages through the Teamwork for Android app. For details about using Teamwork for Android, see **Mitel Teamwork for Mobile**.

Other users of the Connect client or Teamwork can direct-message you on Teamwork for Android, and vice versa. Direct messages are synchronized with the desktop Connect client when both the Connect client and the Connect for Android app are open. Messaging requires your user profile to have messaging enabled.

Send a direct message. From the Dashboard, tap **Contacts**. Tap **Directory** and start typing the name of the person you want to direct-message, and then tap the name in the displayed list. On the contact card, tap . If you have Teamwork installed, the Teamwork app opens to your existing direct-message conversation, if there is one, or lets you start a new conversation. If you don't have Teamwork installed, you are prompted to download it.

Send an SMS message. From the Dashboard, tap **Contacts**. Tap **Directory** and start typing the name of the person you want to direct-message, and then tap the name in the displayed list. On the contact card, tap . If you have Teamwork installed, the Teamwork app opens to your existing SMS message conversation, if there is one, or lets you start a new conversation. If you don't have Teamwork installed, you are prompted to download it.

If Your Account Is on MiVoice Connect or ST14.2

If you are running Connect for Android with MiVoice Connect or ST14.2, you can send and receive instant messages. Anyone using the Connect client can message you on Connect for Android, and vice versa. Messages are synchronized with the desktop Connect client when both the Connect client and the Connect for Android app are open.

Messaging requires your MiVoice Connect system to have a Mitel Collaboration Service Appliance configured and your user profile to have instant messaging enabled.

Check your messages. If you have new voicemails or new instant messages, you see an indicator on the Messages icon on the Dashboard. Tap **Messages** and then tap **IM**. The most recent new message is displayed at the top of the list.

Send a message. From the Dashboard, tap **Messages** and tap **IM**. Then proceed with one of the following options:

- If you already have a chat history with the person you want to message, in your messages list, tap that person's name. Type your message in the input box, and tap .

- If you want to send an IM to someone you haven't messaged before, tap . Start typing the person's name, and then tap the name in the displayed list. Type your message in the input box, and tap .

Send a message from Contacts. From the Dashboard, tap **Contacts**, tap **Directory**, and then begin typing the name of your contact. Tap the results in Enterprise Matches, select the appropriate contact, and then scroll down to the IM section of the contact card. Tap the IM address, type your message in the input box, and tap .

If You Are Using MiCloud Connect in Australia or the U.K.

In Australia and the U.K., the messaging feature works just as it does for users of MiVoice Connect or ST14.2, even if you are running Connect for Android with MiCloud Connect. See previous section for details.

Managing Settings

Change your availability state. Your availability state is displayed on the Dashboard under your name at the top of the page. Tap the drop-down arrow to display the list of availability states, and tap the one you want to use. The Custom availability state lets you specify a 50-character status message along with an Available, Busy, or Unavailable status.

Enable Do Not Ring. From the Dashboard, tap to view the Settings page. Toggle the Do not ring this device setting to turn ringing on or off. This setting applies to any calls to your enterprise phone number (your direct-inward dial or "DID" phone number). Ringing for calls to your personal mobile number is not affected.

Configure your VoIP Settings. You can specify how you want Connect for Android to use voice-over-IP capabilities. From the Dashboard, tap to view the Settings page. Tap VoIP Settings, and then review and change the following settings as desired:

- To enable or disable VoIP calls, toggle the Data (VoIP) Calling.

- If you have enabled the Data (VoIP) Calling setting, you can specify more granular VoIP settings by tapping VoIP Settings and toggling the following settings as needed:

  - Allow calls:

- Over Wi-Fi - This enables all calls to be made using the Wi-Fi network. Calls made over the Wi-Fi network will not be counted against your provider minutes/call allowances.

- Over Cell Data -This enables all calls to be made using cellular data network. Calls made over the cellular data network will be counted against your provider minutes/call allowances.

- Automatic Handover. Specify whether VoIP calls over Wi-Fi should automatically be switched to your carrier's cellular voice network when the Wi-Fi connection deteriorates.

Note: When call routing over Wi-Fi is not enabled and your device is connected over Wi-Fi, the Connect for Android app makes calls over the cellular voice network, even if the **Over Cell Data** option is enabled.

Set your External Assignment Number. If you've defined external assignment numbers in the Connect client, you can specify one of these numbers as the destination for your incoming calls.

From the Dashboard, tap ⚙ to view the Settings page. Tap External Assignment, and then select a number as follows:

- Tap Primary if you want incoming calls routed to your primary phone (typically your desk phone).

- Tap a different external assignment number if you want incoming calls routed to that phone number.

Note: When you select anything other than Primary, you will not receive incoming enterprise calls on your mobile device.

Troubleshooting

Determine your connection type and status. From the Dashboard, tap ⚙ to view the Settings page. Tap Troubleshooting, and then tap Connection Status. Your current connection type is shown. If you see the message, "Everything is awesome," you know that your connection is working properly. Any red icons for a connection type might mean that you have an issue for which you need to contact your support organization.

View detailed information about your app. From the Dashboard, tap ⚙ to view the Settings page. Tap Troubleshooting, and then tap Configuration. Scroll through the information displayed about your configuration.

Send logs to Mitel **Support.** If you're experiencing issues with Mitel Connect, Mitel Support might ask you to provide logs so that they can diagnose the issue. You can provide your logs by emailing them or by uploading them to your Mobility Router. From the Dashboard, tap ⚙ to view the Settings page. Tap Troubleshooting, and then tap Logging. Tap Upload Logs and provide a label to identify your logs, or tap Send Logs via Email and add any additional email addresses that you want the logs to go to and click Send. (Note that uploading the logs requires an active connection to the Mitel Mobility Router.)

If you have trouble logging in to the app, you can also send your logs to Mitel Support by tapping Send Logs on the login page.

Enable SIP logging. Your Mitel administrator or Mitel Support might ask you to enable SIP logging on your device. From the Dashboard, tap ⚙ to view the Settings page. Tap Troubleshooting, and then tap Logging. Enable the SIP Logging option.

Upcoming Features

The following features will be added to the app on a monthly release cycle:

- Instant Messaging advanced features

- Groups

Features from the Legacy Mobility Client that Have Been Deprecated or Operate Differently

The following features from the legacy Mitel Mobility app are either not supported in Mitel Connect or behave differently, as noted:

Feature	Description	Deprecated	Behavior Change
Device Support			
Multiple Device Support	Only one device is supported per Connect for Mobile user.	X	
Call Functions			
Call forwarding	Call forwarding is not supported, but you can set up call forwarding in the Connect client.	X	
Reverse Dial	The Mobility Router calls the Mobility client for cellular calls.	X	
Dual persona options	Personal call mode is not supported.	X	
Location (Home, Road, Office)	A user's ability to change location is not supported.	X	
Country-specific access number	The Mobility Router no longer provides a list of international dial-in numbers.	X	
Client-controlled device	Allowing the Mitel Connect client to control call function for the Mitel Connect for Android app is not supported.	X	
Automatic Handover	Automatically moving a call between Wi-Fi and a cellular network is no longer the default.		This feature is turned off by default, on the Settings page.
Other Functions			
Customized Menu	User's ability to change the order of menu items is not supported.	X	
QR code for client app download	The ability to download the client app through a Quick Response (QR) code is not supported.	X	
Provisioning URL	A URL that simplifies the provisioning process by providing network and user info through the mobile device's browser is not supported.	X	
Discrete logging levels in client	The ability to set specific logging levels in the client log is not supported.	X	
Dashboard Connectivity Status	VoIP and Enterprise Data connectivity status indicators		Indicators of connectivity status have Troubleshooting section under Settir

Feature	Description	Deprecated	Behavior Change
Client log file name change	The client logs generated by Mitel Connect use a new naming convention as compared to the legacy Mobility client.		New client log file name format is: MC.[Username].[Extension].[Mobile

Differences in Feature Support for Mitel Connect, ShoreTel Sky, and ST14.2

Some of the features available in the Mitel Connect for Mobile Android app for the Mitel MiCloud Connect and Mitel MiVoice Connect platforms are not available for ShoreTel Sky or ST14.2. Supported features are marked with an X. Unsupported features are blank.

Note: To use Connect for Mobile with ST14.2, Mobility Router 8.1 (build 8.1.10.106 or higher) must be installed. To use Connect for Mobile with MiVoice Connect or MiCloud Connect, Mobility Router 9.1 (build 9.1.4.107 or higher) must be installed.

Feature	Mitel MiCloud Connect and MiVoice Connect	ShoreTel Sky	ST14.2
Basic Instant Messaging	X		X
VoIP over Wi-Fi	X	X	X
VoIP over cellular data network	X	X	X
Handover from Wi-Fi call to cellular voice network	X	X	X
Visual Voicemail	X		X
Availability State	X		X
Extension dial	X	X	X
JOIN button for calendar events	X	X	X
Call Transfer	X	X	X
Call Move	X	X	X
Do Not Ring Device	X	X	X
System Directory	X	X	X
Multiple Call Support	X	X	X
Ad-hoc Conferencing (Call Merge)	X	X	X
Call Recording	X (only for MiVoice Connect)		X
Call History	X	X	X

FAQs

Q: Can I use both the new Mitel Connect app and the legacy Mobility client at the same time on my device?

A: While it's possible to have both applications installed on your device, Mitel recommends that you uninstall the legacy Mobility client before using Mitel Connect. If you choose to retain both apps on your device, you cannot run them simultaneously--you must log out of one app to use the other because only one app per device can be registered at a time. Also, be aware that having both apps installed might cause a drain on your device's battery or other issues.

Q: How can I see what kind of network connection I'm using?

A: Go to Settings > Troubleshooting > Connection Status to view the status of your connections. Green icons indicate active connections. Red icons indicate that a connection is not active.

Q: How can I populate my Favorites list in Mitel Connect for Android?

A: Any Favorites that you create in the Mitel Connect client are displayed in your Favorites list. Currently, this is the only way to populate the Favorites list in Mitel Connect for Android.

Q: When I change my Availability State in Mitel Connect for Android, does it override how I set my Availability State in the Connect client?

A: Yes, when you change your Availability State, either in Mitel Connect for Android or the Mitel Connect client, that most recent change takes precedence over any previous changes.

Q: Can I see the Availability State for my contacts in Mitel Connect for Android?

A: No. To view the Availability State of your contacts, use the Mitel Connect client.