



Communicator Quick Start Mini Guidebook

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How to Use this Guidebook

This Quick Start Mini Guidebook provides instructions on how to perform the most common functions in the Mitel Communicator Application. If you have questions, please see the section on requesting Telecom support.

Introduction

The Mitel Premium Computer phone system is replacing existing phones. This computer-based system allows users to make and receive phone calls on laptop and desktop computers, as well as on physical phones in the office (where applicable). ITS Telecom will assign you a new number, then you will need to install the Communicator application, set up your new phone and update your contact information in ConnectCarolina Self Service and your Outlook signature.

When ITS creates your new phone number:

- You will receive an automated email:

From: no-reply-voiceservices@unc.edu

Subject: Your New Mitel (Aastra) Phone.

Please save that email as it contains your new phone number and a password, however: it also contains some extraneous information that may cause confusion. Please use the instructions in this document to complete the installation process.

- An ITS Telecom technician will go to your office to be sure your new number works on your office phone.
 - Your old phone number and voicemail will no longer work on your office phone.
 - Any existing forwarding settings will disappear. You will set up forwarding and other features on your new phone number.

ITS will place an intercept outgoing message on your old phone for 30 days directing callers to your new phone number.

Requesting Telecom Support

ITS Telecom is the service provider for telephone support on the UNC Campus. After receiving the automated email, if you have questions, you have the following options:

1. Call 919.962.HELP and select option #5 in the menu (this transfers calls directly to the ITS Telecom group to be answered by an analyst).
2. Submit a request via ServiceNow at <https://help.unc.edu> and select **Ask Us**.
3. You can also contact a F&O IT Technician by submitting a ServiceNow request at <https://help.unc.edu>. To get the request directly to an F&O IT Technician, select **Request Service**. Then scroll down to the bottom of the screen and select **Request Something Else**. Remember to provide your contact number so you can be contacted.

Downloading the Mitel Software

Please use the following installation instructions to install the software on to your computer. If you need assistance in this process, please use the instructions above to contact F&O IT.

1. Download the Communicator softphone installation software:
 - **Windows:** go to <https://pub2-xs.hvs.att.com/dms/clients/communicator.win-22.7.1.exe>
 - **Mac:** go to <https://pub2-xs.hvs.att.com/dms/clients/communicator.osx-22.7.1.dmg>

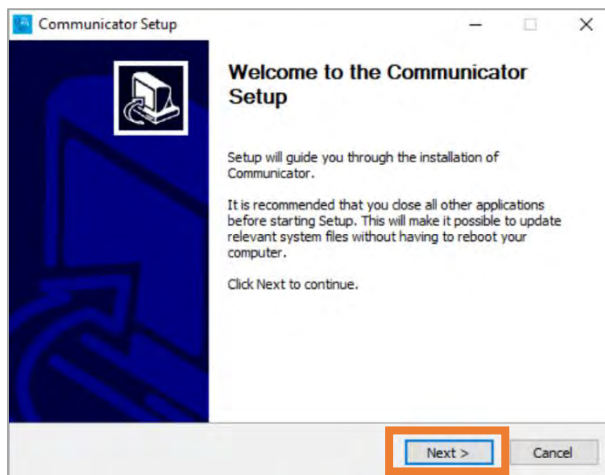
Result: A pop-up, **Open executable file?**, will display.

2. Select **Yes**.

Result: You will be given a series of prompts in the pop-up windows.

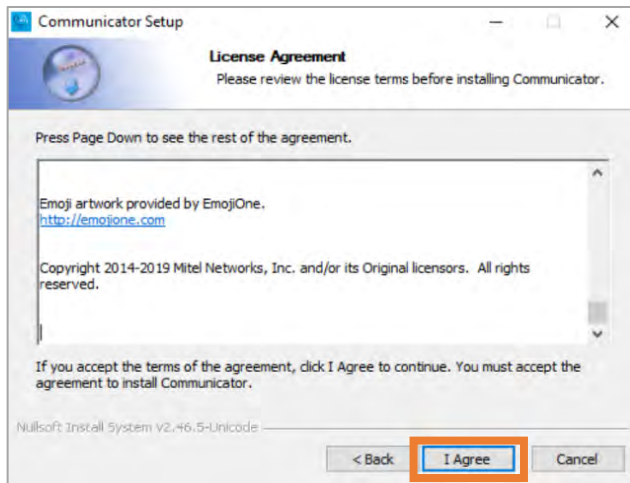
Note: During the installation process, you will see several **Install Options**. Do not make changes to these selections. Do not select "Install Communicator's Outlook Plug-In". There is a known issue to be addressed in future releases.

3. Click the **Next** button.



Result: A License Agreement window will appear.

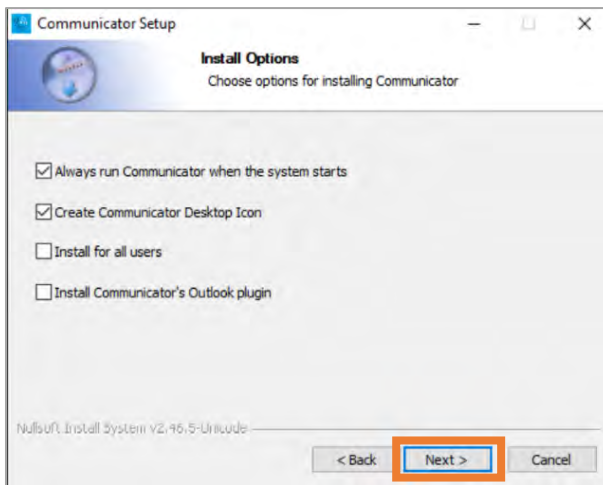
4. Click the **I Agree** button.



Result: The Install Options window will appear.

5. Click the **Next** button.

Important: Do not make changes to the existing settings.



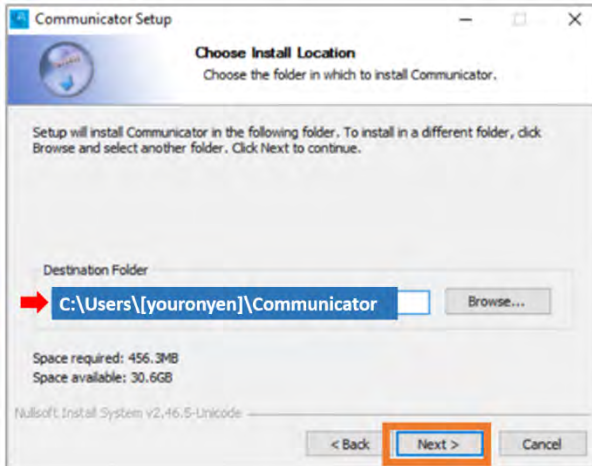
Result: The Choose Install Location window will appear. By default, it will be installed on your C: drive under Program Files.

6. **Do not use the default install location in this step.** Change the Destination Folder text to the following:

C:\Users\[youronyen]\Communicator

(Example: **C:\Users\braden\Communicator**) (The back slash key is above the Enter Key)

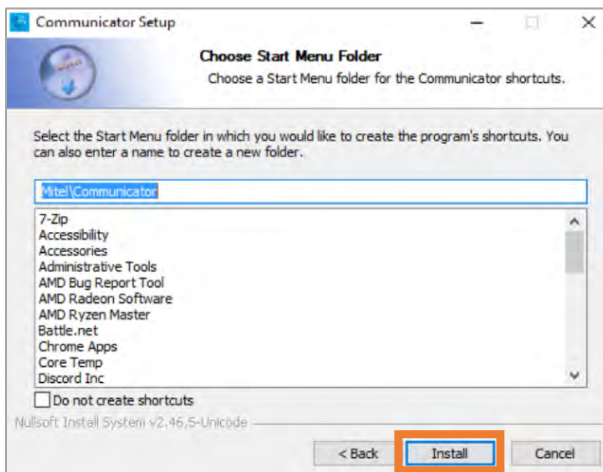
Click the **Next** button.



Result: The Choose Start Menu Folder window will appear.

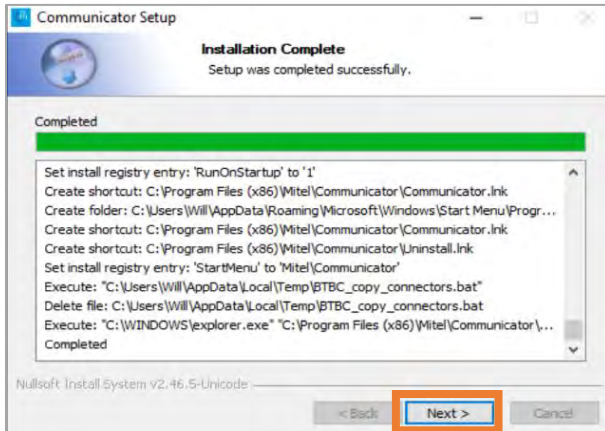
7. Click the **Install** button.

Important: Do not make any changes.



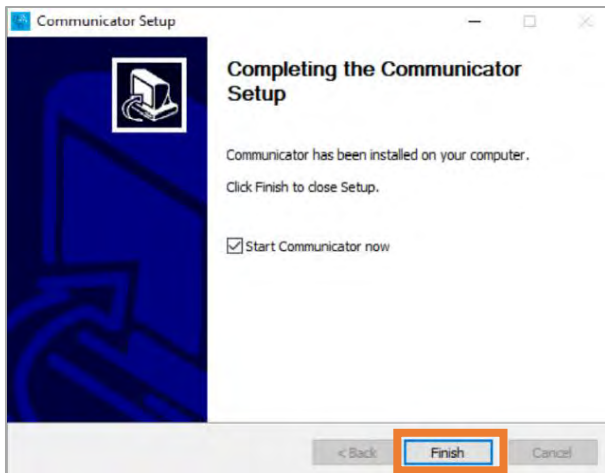
Result: If installation was successful the Installation Complete window will appear.

8. Click the **Next** button.



Result: The Completing the Communicator Setup window will appear.

9. Click the **Finish** button. to complete the application download.



Result: The application has downloaded, installation is complete, and the End User License Agreement Pop-up will appear.

10. Click the **I Agree** button to confirm you understand not to use this product to make 911 calls.

Result: The Communicator sign-in screen will open.

Signing into your Mitel Communicator

Complete the following steps to login to your Communicator.

1. Server Address: enter **https://pub2-xs.hvs.att.com**
2. Enterprise Email: enter **None**
3. Click the **Continue** button.



4. Open the automated email you received from ITS Voice Services.
5. Locate your **Username** and **Password**.
Your Username will be your new phone number followed by @ad.unc.edu.
Your Password will need to be copied and pasted to ensure accuracy. You will change this later.

From: no-reply-voiceservices@unc.edu <no-reply-voiceservices@unc.edu>
Subject: Your New Mitel (Aastra) Phone

> UserName: Your New Phone
Number@ad.unc.edu (Example: 9199627384@ad.unc.edu)

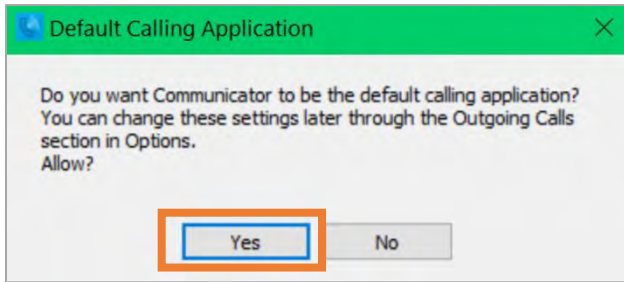
> Password: (Example: 4z7J92f0BFtT]sp]spp wTM-
001q0u_W0Zt8_ZfdXNoekk_--xlgj-__-)

6. Copy your assigned username and password into the appropriate fields in the Mitel login screen.
7. Click the **Sign In** button.



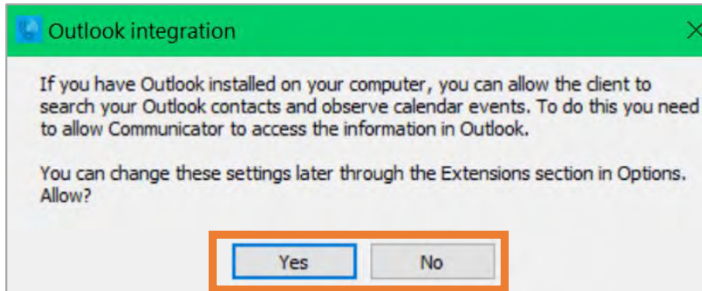
Result: A pop-up Default Calling Application, will appear.

8. Click the **Yes** button.



Result: A pop-up for Outlook Integration, will appear.

9. Click the **Yes** or **No**, depending on your preference.



Result: Your Communicator is now ready to make and receive calls.

Managing Features

Manage the features of your new phone number online at <https://pub2.hvs.att.com>.

Note: The Communicator and the Telephone User Portal share the same login and password.

Resetting Your Password

The reset option is for updating the password you set when you completed setup and logged in for the first time. You can change the password by logging in to the management screen.

If you forget your password, you can reset the password for the Communicator and the User Portal at:

<https://pub2-cfg.hvs.att.com/myaccount> .

1. Complete the required fields.
2. Click **Send Request**.

Result: A screen will display verifying reset.



Voicemail

Before you can use your new voicemail, you need to create a new passcode and record your name and/or greeting.

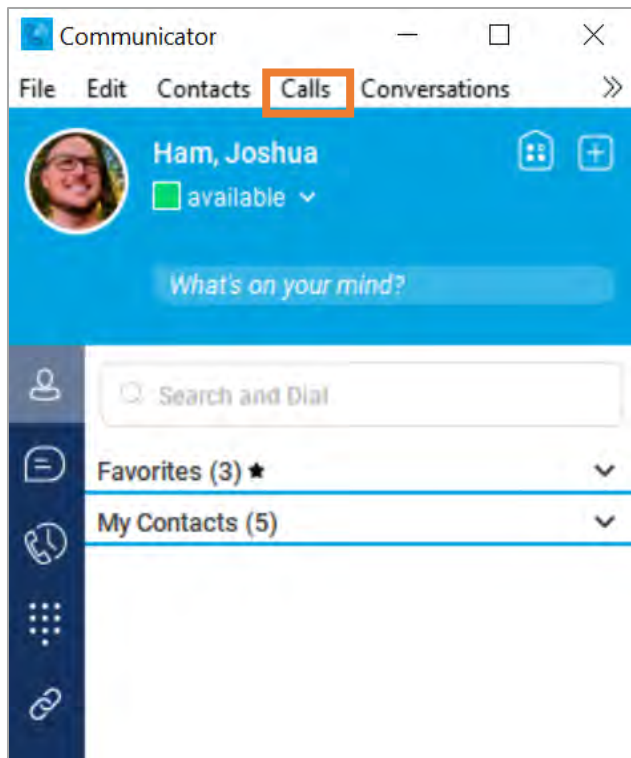
Accessing Your Voicemail

To access your Voicemail from your office desk phone:

1. Click the **Voicemail** button in the phone's display.
2. Follow the voice prompts.

To access your Voicemail from your Communicator:

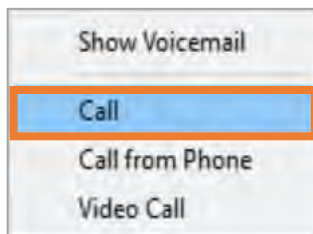
1. Click the **Calls** tab from the top menu within the application.



2. Select **Voicemail** from the dropdown list.

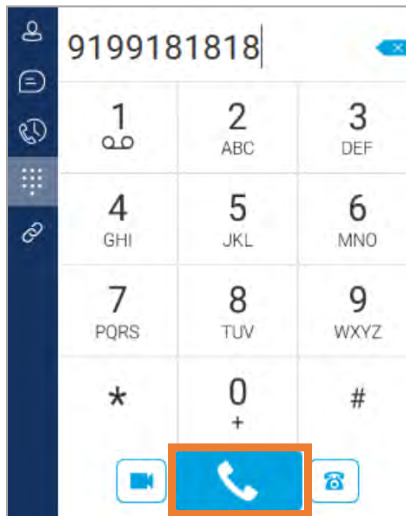


3. Select **Call**.



To access your Voicemail by calling the access number:

1. Using the dial pad on the phone or Communicator, enter the voicemail access number **919.918.1818**.
2. Click the **Call** button.



To access your Voicemail from an alternate phone, such as a cell phone:

1. Dial the voicemail access phone number **919.918.1818**.
2. Follow the voice prompts.

Setting Up Your Voicemail Passcode, Name and/or Greeting

1. Access the Communicator Voicemail using one of the methods described above.
2. Enter the default passcode: **996200#**.
3. Follow the system prompts to change your passcode.

Note: Your new passcode must be numerical and consist of 6 digits.

4. Record your name and/or greeting.

Example Greeting: Hello, this is (insert your name) (job title) with (insert department/team).

Please leave your name, number and any other vital information regarding your call and I will return your call as soon as possible. Thanks

Making and Receiving Calls

Once you have completed setup and logged into the Communicator, you will be able to make and receive calls.

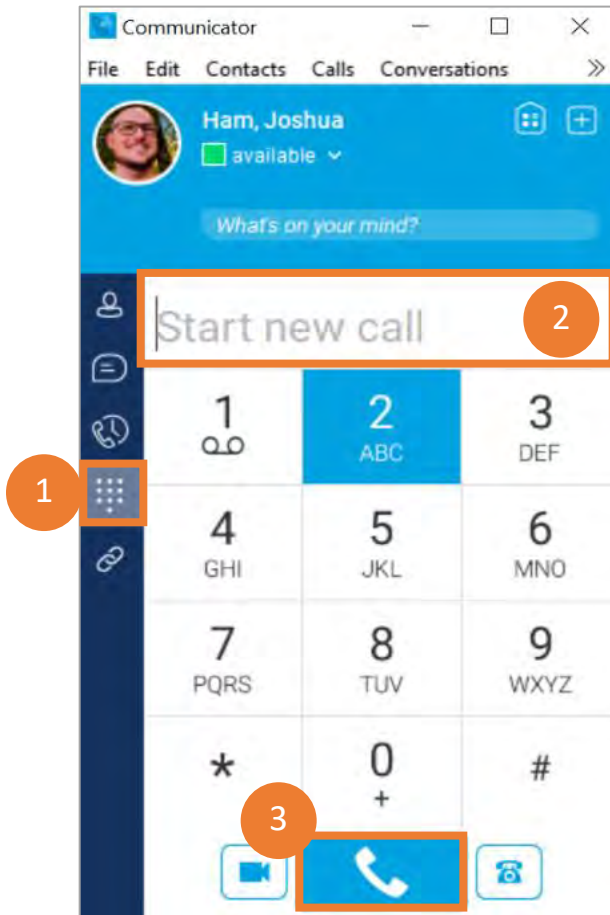
Outgoing Calls

To make an outgoing call complete the following steps.

1. Click the **Keypad** icon from the options in the left menu.
2. Enter the number you wish to dial.

Note: You can use the application keypad or enter the number by typing it in to the “Start new call” number field.

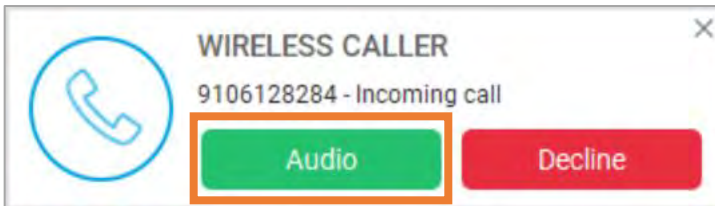
3. Click the **Call** button.



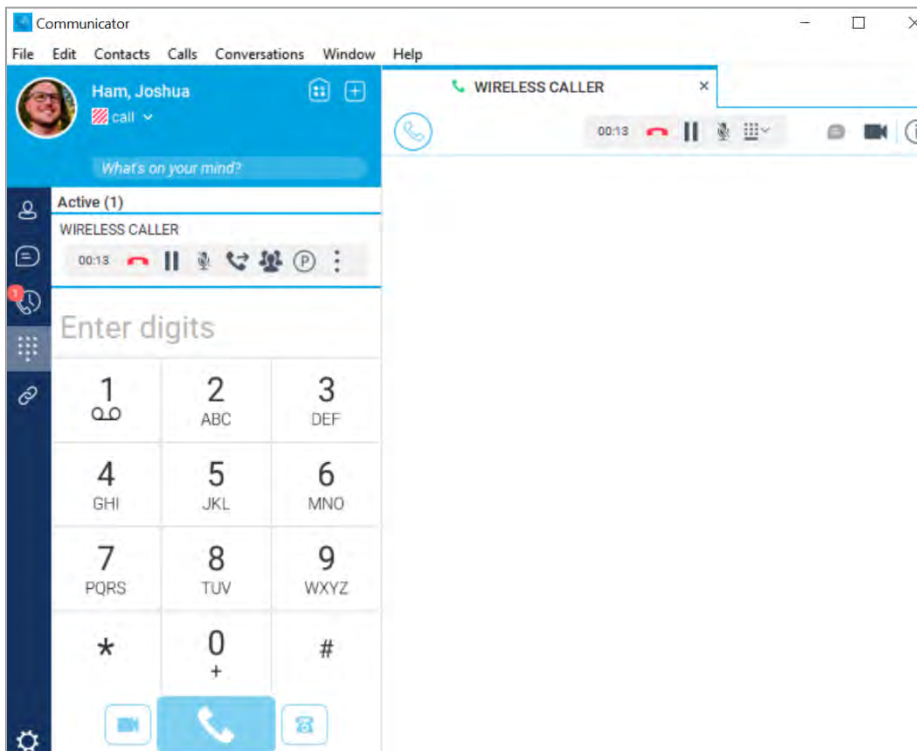
Incoming Calls

A pop-up will appear at the bottom of your screen notifying you of an incoming call. You will also be notified with a ringing sound if your computer sound is on when you have an incoming call. The application will display the number that is calling.

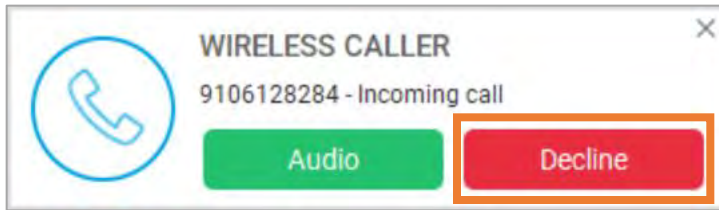
1. To answer the call, click **Audio**.



Result: The call is connected and the answering call will cause the Mitel Communicator application to open as seen below.



2. To ignore the call, click **Decline**.



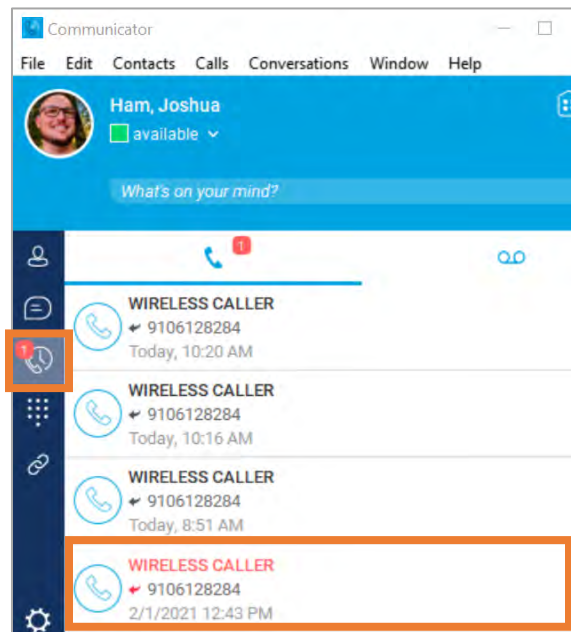
Result: The call is redirected to voicemail.

Missed Calls

To view a list of your call history, including missed calls:

1. Click the **Call History** icon in the left-hand menu bar.







Result: A log of all calls will display and Missed calls are noted in red.



Note: Double clicking on a call will place a new outgoing call to that number.

Call Features

The following buttons will appear within the Communicator while a call is ongoing. These buttons are in both the main application window, as well as the new call tab as seen below.

Icon	Purpose
	Ends the ongoing call.
	Places the call on hold.
	Mutes your microphone.
	Transfers the call.
	Adds additional callers to a call (Conference Call)
	Displays additional options and settings.

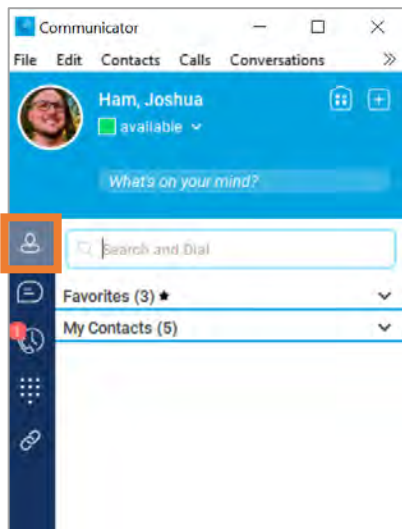
Contacts

You can add people you frequently contact to your Contact List in the Communicator. Once you have added a contact, you can also choose to favorite that contact so that it is at the top of your Contact List.

Adding a Contact

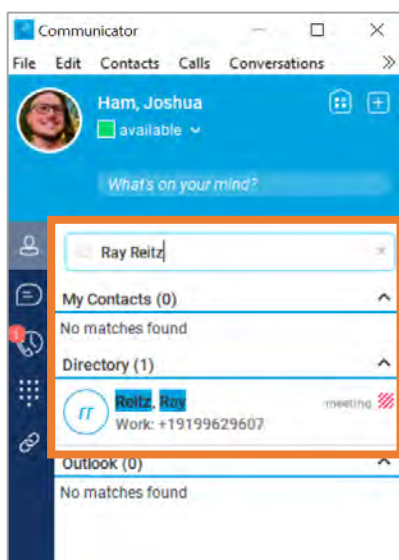
To add a contact within the organization to your Contact List:

1. Click on the **Contact** icon in the left menu of the Communicator.

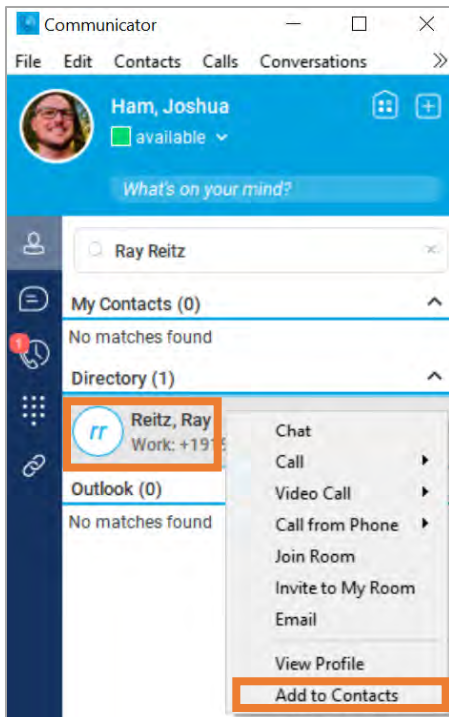


2. Use the search field to enter the name of the contact you wish to add.

Note: If the person has an active Communicator account, the application will auto-populate their information below the search field.



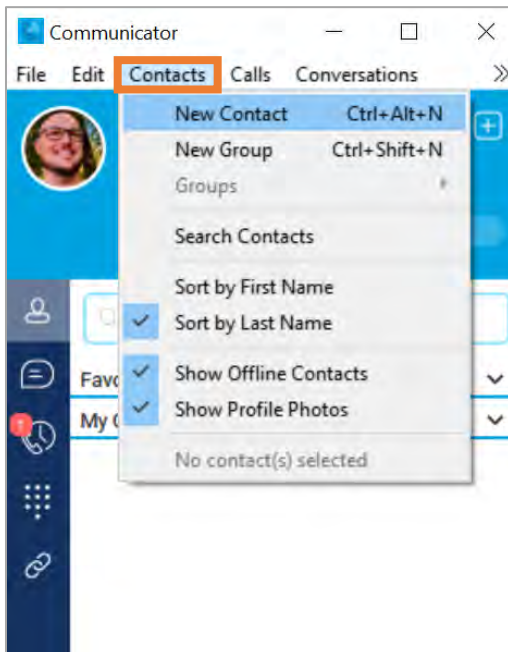
3. Right click on the contact information and from the drop-down menu select **Add to Contacts**.



Result: The contact is now added to your **My Contacts** list.

To add a contact who is not an active Communicator user or who is outside of the organization:

1. From the menu at the top, select **Contacts** and then **New Contact**.



2. Complete the required fields.
3. Click **Save**.

New Contact

Display Name
Enter Display Name

First Name
Enter First Name

Last Name
Enter Last Name

Title
Enter Title

Department
Enter Department

Work Phone
Enter Work Phone

Clear All Save

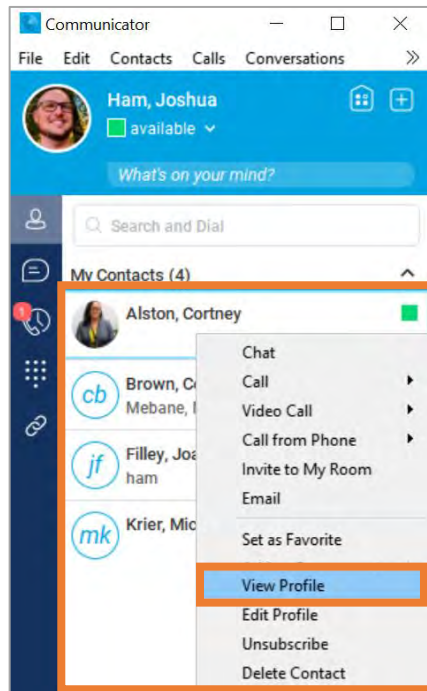
Result: The contact is now added to your **My Contacts** list.

Making a Contact a Favorite

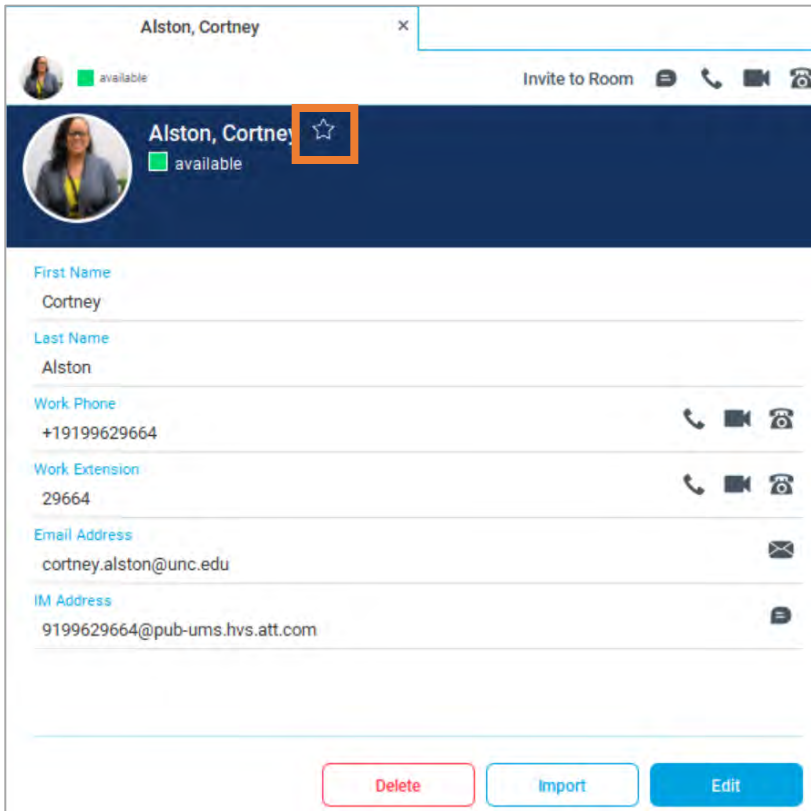
You can make a contact appear at the top of the list by adding it as a favorite.

To make a contact a favorite:

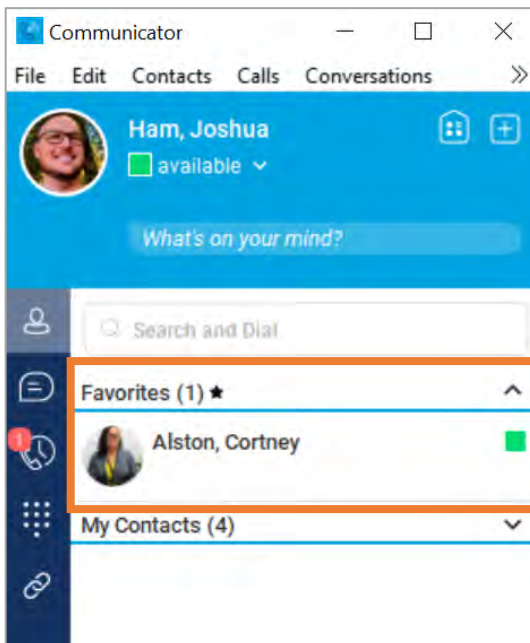
1. Right click on the contact you wish to add a favorite from your **My Contacts** list.
2. Select **View Profile** from the drop-down menu.



3. In the new window, click on the **star** beside the contact's name.



Result: The star you selected will turn white and the contact will be added to your Favorites list as seen below.

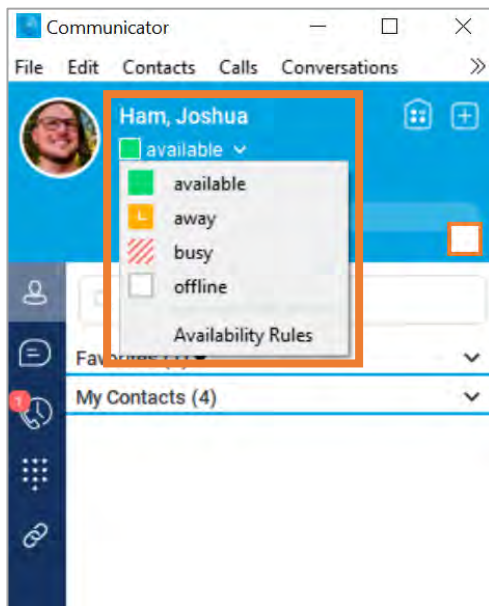


Availability

You can change your availability status in the Communicator so that others are able to see when you are available, away, busy, or offline.

To update your status:

1. Locate your status under your name.
2. Click the **down arrow** beside the status.
3. Select the status you wish to display to other users.



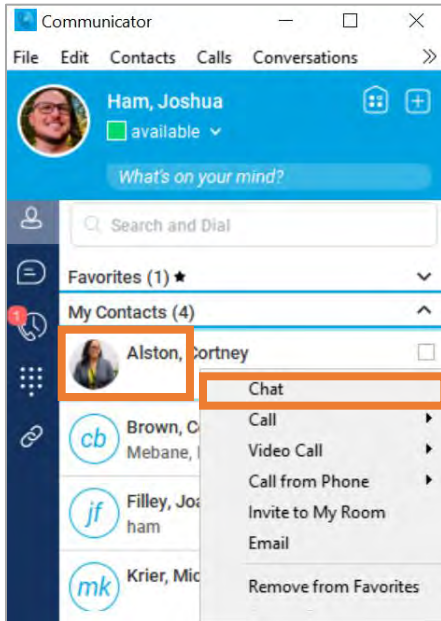
Note: You can set **Availability Rules** for this function as well. For example, you can set your phone to silent notifications when your status is away or busy. Click **Availability Rules** to explore your options.

Instant Messaging

You can use the Communicator to instant message contacts or any other Communicator user.

To instant message a Contact:

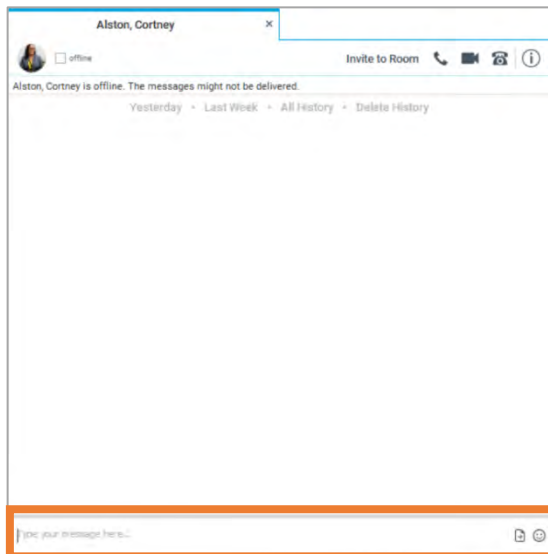
1. Right-click on the contact.



2. Select **Chat** from the drop-down menu.

Result: An instant messaging window will appear to the right.

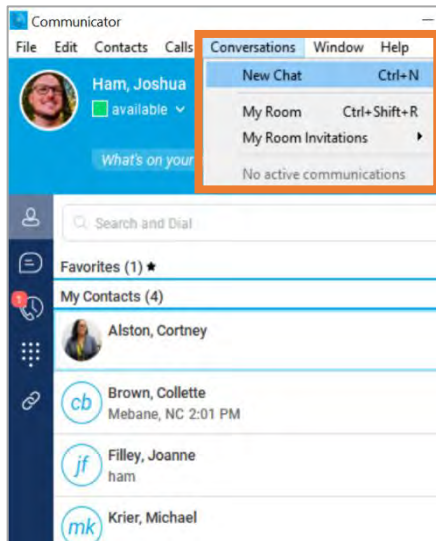
3. Type your message in the dialogue box.



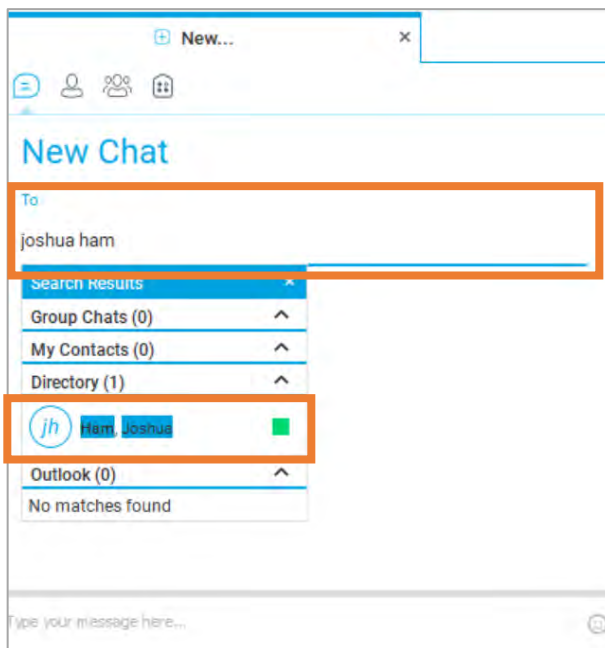
4. Click **Enter** on your keyboard to send the message.

To instant message a Communicator user not in your contact list:

1. From the menu at the top, select the **Conversations** tab.
2. Select **New Chat**.



3. In the To field, begin typing the person's name you wish to message. If they are also a Mitel user, their profile should auto-populate.
4. Click on the generated profile.



5. Type your message in the dialogue box.
6. Press the **Enter** key on your keyboard to send the message.

Mobile App Installation (optional)

Your new phone number also includes access to the Communicator Mobile Client app. This allows you to make and receive calls on your mobile device using your new UNC phone number. The free Clearspan Communicator client application is available for download from the App Store (Apple) or Play Store (Android) for mobile devices.

Note: Downloading the mobile app is not required and will use data on your personal mobile phone plan.

To install the Mitel Mobile App:

1. Search for **Clearspan Mobile**.
2. Click **install** or **download**.
3. Once installed, the client application prompts you for an access URL, your username, and password. The username and password are the same as the desktop Communicator. Enter <https://pub2-xs.hvs.att.com> as the access URL.

Updating Your Phone Number

The following actions are needed to be sure your new phone number is accessible and visible to those who need to contact you.

Outlook Email Signature

1. Open your **Outlook** email.
2. Select **File** in the top menu bar.
3. Select **Options** in the left-hand menu.
4. In the new window select **Mail** in the left-hand menu.
5. Click the **Signatures** button.
6. Modify your phone number in the signature field and click **OK** button.

Result: Your outlook email signature has been updated.

Campus Directory

1. Go to <https://connectcarolina.unc.edu/>.
2. Click the **Log In** button.
3. Complete the Single Sign-On (SSO) by entering your ONYEN username, password, and Duo Authentication.
4. Select **Self Service**.
5. Click the **Personal Information** tile.
6. Select **Phone Numbers**.
7. Update your new office numbers in the **Business** phone number field.
8. Click the **Save** button.

Result: Your number will be updated in the Campus Directory.