## Using the Mitel Softphone Feature

A softphone is a software application that runs on a computer and functions as a phone, but without the handset that is normally associated with a phone. A softphone is ideal for remote workers who need access to their college phone service from any location where they have their computer.

Connect 🗸

## Enabling your Softphone

<ol> <li>Open Mitel Connect your computer         <ul> <li>a. If you are off-site, make sure you are using the STLCC VPN</li> <li>b. You will need a headset or speaker/microphone</li> </ul> </li> <li>Select the Primary Assignment icon (small phone icon)</li> <li>Select the Softphone radio button</li> </ol>	Wiris (9076)       Available ▼
Connect V	
888 Q. Name or Number	Recent
000	III Voicemails
Kris (9876) Available • Upload Kris Dysert Bicture (314)951-9876 (9876)	1
Contacts	
Recent     Primary Assignment	
Incoming calls will ring:	
I         Voicemails         Desk phone	
Events Softphone	
Jack Mic (Realtek Audio)	

If the Softphone option is not shown or you need assistance, please contact the STLCC Helpdesk at <u>helpdesk@stlcc.edu</u> or 314-539-5113.