

## Innovation Technology Department Help Desk.

If you are not able to connect to VPN and need assistance. Contact the Help Desk at:

E-Mail:

[HelpDesk@Cupertino.org](mailto:HelpDesk@Cupertino.org)

Phone:

(408) 777-3381

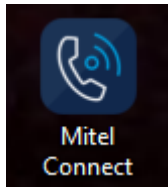


## City of Cupertino Mitel Connect Remote Access

Instructions on how to receive  
Mitel calls while telecommuting



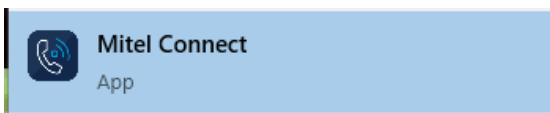
Locate the Mitel Connect Icon on your Desktop



If you do not see the icon, type Mitel Connect in the Search Bar



Select the Mitel Connect App



If you have never used the Connect App you will be prompted configure the application first.

Step 1: Click on Show advanced to expand the menu.

Step 2: Select Use Windows Credentials

Step 3: Enter in 10.1.51.5 for the Server Address.

Click Login

A screenshot of the Mitel Connect login form. The form has a blue header with the Mitel Connect logo and the text "Mitel Connect". Below the header are several input fields: "Email or username" with the value "ToanQ", "Password" with masked characters, "Domain" with the value "AD.CUPERTINO.ORG", and "Server" with the value "10.1.51.5". There is a "Remember me" checkbox which is unchecked. A "Login" button is at the bottom right. A "Show advanced" link is visible above the "Use Windows Credentials" checkbox, which is checked.

Once you log in you will see the following

A screenshot of the Mitel Connect home screen. It features a blue header with the "Connect" menu and a search bar labeled "Name or Number". Below the search bar is a user profile card for "Toan(3346)" with a status of "Available" and a small icon. A list of menu items is shown below: "Contacts", "Recent", "Voicemails", and "Events".

If you are working from home, click on the Phone icon to expand the menu.

A screenshot of the expanded "Connect" menu. It shows a search bar "Name or Number" and a user profile card for "Toan(3346)" with a status of "Available". A red circle highlights a small icon in the top right corner of the user profile card.

Select Softphone to start accepting calls on your computer. Keep Default selected.

A screenshot of the user profile settings page. It shows a circular profile picture placeholder with the text "Upload Picture". To the right of the placeholder is the user's name "Toan Quach" and phone number "(408)777-3346 (3346)". Below this is a section titled "Primary Assignment" with the heading "Incoming calls will ring:". There are three radio button options: "Desk phone", "Softphone" (which is selected), and "External Assignment Number". A "Default" button is located below the "Softphone" option.