

# Connect for Chrome™ Browser User Guide

## September 27, 2019

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This document provides information about how to install, manage and use the Connect for Chrome browser extension.

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## Overview

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ShoreTel is now part of Mitel. Together, we look forward to helping you power connections that are brilliantly simple.

Connect for Chrome browser is a browser-based extension which provides Unified Communication integration between Connect platforms and Google Suite. This browser based extension integrates with Google Suite by Google Cloud and acts as a web client for customers who may not have the Connect client installed on the system.

Connect for Chrome browser enables Mitel MiVoice Connect and Mitel MiCloud Connect customers to use IP phones in conjunction with the Google Suite.

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## Supported Environments

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- Citrix XenDesktop 7.6 LTSR
- Citrix XenApp 7.6 LTSR
- Citrix XenDesktop 7.15 LTSR
- Citrix XenApp 7.15 LTSR



### Note

Softphone is not supported in the Citrix environment.

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## Installing Connect for Chrome Browser

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### Note

Connect for Chrome browser is supported only on Google Chrome.

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1. Open the Google Chrome browser.
2. Navigate to Chrome Web Store and search for **Connect**.
3. Click the **+ ADD TO CHROME** button.
4. Click **Add Extension** to add extension to your address bar.

# Signing into Connect for Chrome Browser

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## Note

- Users with Essentials, Standard, or Advanced profiles can use the Connect for Chrome browser extension.
  - Users should not use the Connect for Chrome browser extension in incognito mode.
  - For multiple account login on the Chrome browser, users must first log into their Google Suite business account followed by their personal account.
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1. Click  on the Chrome browser extension bar.
  2. Enter your user credentials.
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## Note

The Connect user name and Google Suite email address must be the same to access the Google Calendar and Contacts.

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3. Click **Show Advanced** and enter the server address in the **Server** field.
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## Note

Contact your system administrator for **Server** details.

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4. Select the **Remember Me** check box if you want to store your login credentials.
5. Click **Log In**.
6. For the first-time login, click **Login to Google > Connect to Google > Allow** to connect the Connect account to your G Suite account. This gives access to search your Google contacts on the Connect extension.
7. To log out:
  - a. Click .
  - b. Click **Logout**.

If you lose authorization with Google, you can click **Reconnect Account** to connect back with your Google account.

# Resetting the Password

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You can reset the password for the Connect for Chrome browser when you receive the password expiry notification.

1. Type **New Password**.
2. Retype the same password.
3. Click **Set New Password & Log In**.

## Managing Settings

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From Settings, you can modify the account settings, call routing, and set the language for the Connect for Chrome browser extension. You can also view your email address and version number of the Connect for Chrome browser extension. Refer to the following sections for more information.

### Modifying Account Settings

To modify the account settings for your Connect for Chrome browser extension:

1. Click  and select **Settings**.
  - **Web dialer on** — Select this check box to be able to click a phone number on a web page to dial it.
  - **Country** — It displays the country for which you have configured your Mitel Connect system. This field is not editable.
  - **Google Account** — Click the link to connect to your Google account if you are not currently connected.
  - **Sync my Google account with my Mitel availability modes** — Once you are connected to your Google account, select this option to set your Connect availability state to **In a Meeting** when you have a meeting on your Google calendar. Connect availability states for DND, Vacation, and Custom will not be affected by Google calendar items; these Connect availability states take precedence.
  - **Help** — Click the link to view the user guide.
2. Click **Done** to save the changes and exit the settings screen.

### Modifying Call Routing and Notifications

You can assign desk phone, softphone, or an external phone to your Connect for Chrome browser extension through Call Routing.



**Note**

If you are a Mitel MiVoice Connect user, the softphone option is available only if you have the edge gateway integrated with your MiVoice Connect system and the MiVoice Connect server version is 21.86.1828.0 or greater.

- Customers with unsupported PBX version will not see the softphone radio button in the Call Routing on Chrome extension.
- Customers with a supported PBX version but without an edge gateway, the radio button will be visible. If the logged in user now clicks on this radio button to enable the softphone on Chrome extension, user will then receive the Error message.

To know how to check your PBX version, contact your Connect administrator.

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To assign a phone to your Connect for Chrome browser extension:

1. Click . The **Calls & Notifications** tab is displayed by default.
2. In the **Call ROUTING** section:
  - To assign desk phone, select **Deskphone**.
  - To assign softphone, select **Softphone** and select one of the following from the drop-down menu:
    - Default
    - Internal Microphone



**Note**

Select the **Always assign to softphone on startup or reconnect** check box to enable the softphone on the Chrome extension whenever there is a reconnect due to network change or any other reason. To disable, ensure it is cleared in **Settings**.

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When you assign softphone, you can use the dial pad to enter any key during an active call. The dial pad also receives the inputs from your computer keyboard. To open the dial pad, click , and click 'x' on the dialpad to close it.

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**Note**

If you do not see the softphone option, contact your Connect administrator.

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- To assign an external number, select **External Assignment Number** and complete the following steps to define an external number.
  1. In the **Add Number** area, specify a label to identify the assigned number, and then specify the 10-digit phone number to associate with the label.

2. In **Number of Rings to try**, specify the number of rings and select one of the following answering options:

- Press 1 to Accept
- Automatically Accept

3. Click **Add**.

3. In the **Notifications** section, **Browser notification ring sound** is enabled by default. This generates an audio alert for an incoming call. It is enabled by default. The duration of the audio alert is short and played only once per incoming call.

To turn off the audio alert, disable this option.

4. Click **Save** to save the changes and exit the settings screen.



#### Note

You cannot switch between softphone, deskphone, and external assignment number during an active call.

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Once you configure the call routing to your Connect for Chrome browser extension, the assigned phone (Deskphone, Softphone or External <Label>) is displayed next to the availability state. You can directly access the Call ROUTING settings by clicking the assigned phone.

## Changing the Language

The Connect for Chrome browser extension is displayed in the same language as your operating system by default.



#### Note

The languages supported for the Connect for Chrome browser extension are English (US), French, German, Spanish, Swedish, and Simplified Chinese.

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To change the language of the extension:

- On Windows, set the Chrome browser and your Google account to the same language. For information about changing the language of the Chrome browser and Google account, refer to the Google website.
- On Macintosh, change the operating system language, and then open the extension. For information about changing the operating system language, refer to the Apple website.

## Managing Audio Settings

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### Note

The Audio settings option is enabled only if you have assigned softphone to your Connect for Chrome browser extension.

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You can control the call volume or connect the audio to a bluetooth device from the audio settings.

1. Click .
2. Select one of the audio options:
  - Default
  - Bluetooth

Use the volume slider to adjust the volume.

## Accessing Google Business and Personal Accounts

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You can access both your Google business and personal account at the same time using multiple browser tabs along with the Connect for Chrome browser extension. To access your business and personal accounts at the same time, you must add your personal contacts to your Google Suite business account.

To access Connect for Chrome browser extension while your Google business and personal accounts are open concurrently:

1. Log onto your Google Suite business account first.
2. Open and connect to the Connect for Chrome browser extension.
3. Open another tab, and then log onto your personal Google account.



### Note

If you are disconnected from Google, a pop up is displayed at the bottom of the extension after logging into Connect. This pop up overlays the current tab and has the message that you are not connected to your Google account. You can only search Connect contacts and cannot create and join Connect events from Google calendar when disconnected from Google. You can then dismiss the message and continue while disconnected, or you can click **Login to Google** to connect to your Google account.

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# Working with Contacts

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Refer to the following sections for information about working with contacts in the Connect for Chrome browser extension.

## Searching Contacts

To enable the Connect for Chrome browser extension to search Google contacts in addition to Connect contacts, add the Contact App to the G Suite domain.

To add Contact App, the administrator must:

1. In the G Suite domain, navigate to **Admin Home Page > Apps > G Suite**.
2. Add the **Contacts** application.

You can search the contact details by typing a contact first name, middle name, last name, company name, telephone number, or email address in the Search bar.

The search displays results for only Connect contacts. To view business and personal contacts, log into Google to search contacts from personal and business Google accounts.

The Connect for Chrome browser extension removes the telephony formatting characters (such as spaces, tabs, plus, left parenthesis, right parenthesis, minus, and period) from Google contacts and performs a search in Google business and personal contacts by matching the phone number entered by users.

Connect contacts are displayed along with their availability state.



### Note

- You must have a Google business account to sync business contacts to the Connect for Chrome browser extension.
  - To search Google contacts in the Connect for Chrome browser extension, ensure contacts have a company name and a contact number assigned to them.
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To close the search results, press the **ESC** key.

## Favorites

Contacts must have an email address and a valid phone number to be added as favorites. To manage contacts as favorites in the Connect for Chrome browser extension:

1. Enter the contact details in the Search bar.
2. In the search results, find the contact name, and then click the star to the right of the contact number you want to mark as a favorite.

Favorites are stored in a list that appears when you click the  icon.

3. To remove contact information from the Favorites list, find the contact name, and then click the blue star to the right of the contact number.

## Navigation Bar

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A navigation bar appears at the top of the extension, below the contact search box. Use the navigation bar to access the following options:

- **Calls** tab displays call stack for all active, on-hold, and incoming calls.
- **Voicemail** tabs displays the list of your new, saved, and deleted voicemails. The badge on the Voicemails tab indicates the number of unheard voicemail messages.
- **Recent Calls** tab displays a list of all incoming, missed, and outgoing calls. The most recent call appears at the top. Click **All** to view all calls and click **Missed** to view only missed calls.
- **Events** tab displays the list of your past and upcoming calendar appointments. To view your Google calendar appointments, synchronize your Connect Chrome extension with Gmail account.
- **Contact Directory** displays the list of your contacts.

## Calls

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Refer to the following sections for information about handling calls in the Connect for Chrome browser extension.

## Placing Calls

You can place a call in the following ways:

- From the Favorites list
- From a voicemail message
- From the search bar
- From your recent calls list.

To place a call from Favorites list:

1. Click  to view the Favorites list.
2. Click  next to the contact name or click the dial-able number below the contact name.

To place a call from Voicemail message:

1. Click  to view the Voicemails list.
2. Select the contact and click  next to the contact name, or click the dial-able number below the contact name.

To place a call from search bar:

1. Enter the contact details in the Search bar to find a contact.
2. To place a call from your search results, do one of the following:
  - Click the phone number or extension.
  - Scroll down to the desired contact and press **Enter** to dial the first number listed for that contact.
  - Type the number in the Search bar and press **Enter** or click .
3. Click the **Hold Call** icon to place the active call on hold.
4. Click  to end the call.

To place a call from recent calls list:

1. Click  to view recent calls list.
2. Scroll through the list and select the number.
3. Click  next to a contact or click the dial-able number for that contact to place a call.



#### Note

When you hover your mouse over the click-able phone number, a localized **Dial** tool tip is displayed.

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## Answering Calls

Connect for Chrome browser extension displays a notification at the bottom-right corner for an incoming call.

To answer an incoming call, do one of the following:

- Click **Answer** to answer an incoming call or click **Send to VM** in the notification to send the call directly to voicemail.
- If the Connect for Chrome browser extension is expanded, click  to answer the call or click  to send the call directly to voicemail.

## Adding a Caller

Connect for Chrome browser extension allows you to add a caller to an existing call, and you can do so either blindly or with an opportunity to consult with the added caller.

To add a blind call:

1. In the active call, click the Add Caller icon, and then use the search bar find the contact you want to add.
2. Select blind. This puts the current call on hold, and the call remains on hold until the added caller answers.

To add a consult call:

1. In the active call, click the Add Caller icon, and then use the search bar find the contact you want to add.
2. Select consult. This option puts the current call on hold while waiting for the added party to answer. When the added party answers, you have an opportunity to speak with them and then click Complete to rejoin the call on hold and add the additional party to the call.

## Merging Calls

When you have two or more active calls in the Connect for Chrome browser extension, click the merge icon to create a conference between the active calls.

**Tip**

Merge does not include calls that are on hold. If you have two calls and both are on hold, the merge icon is not available. At least one call must be active before you can merge calls.

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## Managing Conferenced Calls

When you use the add caller or merge calls options, a conference is created. Connect for Chrome browser extension includes user interface options that allow you to manage the callers on a conference:

- Display/hide list of callers — Click show list or hide list. Show list is available only when two or more calls are conferenced.
- Drop individual callers from the conference — Click the drop to the right of the active caller name.

## Moving Calls to Mobility

Connect for Chrome browser extension allows you to move an active call to your Mobility client. A moved call is removed from the call stack on the extension when the call is answered on the Mobility client. If the call is not answered on the Mobility client for any reason, the call remains on hold on the extension. It is the responsibility of the user to resume or end the call manually on the extension.

**Note**

The move call icon is visible but disabled for Connect for Chrome browser extension users who do not have Mobility client enabled.

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Complete the following steps to move an active call to the Mobility client:

1. In the active call, click the move icon. The call is placed on hold in the Connect for Chrome browser extension call stack.
  2. Answer the call on your Mobility client. The call is removed from the Connect for Chrome browser extension call stack when it is answered on the Mobility client.
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**Tip**

If a moved call is not answered on the Mobility client, it remains on hold in the Connect for Chrome browser extension call stack and must be answered or hung up on the Connect for Chrome browser extension to be removed from that call stack.

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## Call Handling Options

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Call handling options allow you to manage various call features and direct how you wish your calls to be handled.

## Muting a Call

You can mute a call when you do not want the other contact to hear anything from your side. You can toggle the mute button to mute or unmute a call.



### Note

You must set your extension to deskphone to enable the mute option. The mute option is disabled by default under the following circumstances:

- When your extension is set to softphone, you can mute the call from Connect client softphone.
- When your extension is set to an external number, you can mute the call from your external device.

Clicking the mute button results in the following actions:

- If you have more than one active call, all the calls are muted.
- If you navigate between active, held, and incoming calls, the newly selected calls will be muted. You can click the mute button again to hear the user.
- The mute status is persistent if you log out and log back in.

## Transferring a Call

You can transfer a call in one of two ways:

- **Blind transfer**—The call is automatically transferred after you dial the number of a contact to whom you want to transfer the call.
- **Consultative transfer**—Contact to whom you want to transfer the call answers the phone before you transfer the call or hang up. You can consult with the contact before completing the transfer.

To perform a blind transfer:

1. During an active call, click  .
2. In the contact search box, start typing a name, extension, or phone number to which you want to transfer the call, and select a contact from the drop-down. If the search returns no results, enter the number manually.
3. Click **blind** to complete the transfer. If you want to cancel the transfer, click **cancel** to return to the active call.

When the call is successfully transferred, a **Transfer Complete** message is displayed.

To perform a consultative transfer:

1. During an active call, click  .

2. In the contact search box, start typing a name, extension, or phone number to which you want to transfer the call, and then select a contact from the drop-down. If the search returns no result, enter the number manually.
3. Click **consult** to consult a contact before transferring the call. Once finished, click **complete** to complete the transfer. If you want to cancel the transfer, click **cancel** to return to the active call.

When the call is successfully transferred, a **Transfer Complete** message is displayed.

## Availability States

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Call handling modes display the availability state of a user. Call handling mode should stay in sync with the Connect client. A status indicator is shown on the user's avatar and a status message is shown below the user name. The call handling modes are:

- Available
- In a meeting
- Do not disturb
- Out of office
- On vacation
- Custom

## Sync Availability State with Google Calendar

You can configure the Connect for Chrome browser extension to change your availability state to In a Meeting when you have an event on your Google Calendar. Refer to [Modifying Account Settings](#) on page 4 for more information.

## Manually Change Availability State

You can manually change the availability state and add a description to your status. When you change the availability state to any one of the preset options, the status will be updated in both Connect Client and Chrome Browser extension.

To manually change your availability state and add a description to your status:

1. Click **<Username>** or the drop-down list next to the **<username>**.
2. From the drop-down list, select the state you want to set.

A check mark  is displayed next to the currently set state in the drop-down list.

3. In the drop-down, hover over the currently set state, and then click  the Edit icon.
4. In the **Additional Note** dialog, enter the description, and then click **Done** to save.

You can enter description up to 50 characters.

Connect for Chrome Browser stores the additional note you add to each availability state. Next time, when you select an availability state, the saved note will be displayed. To clear the saved note, click  edit icon and delete the message, and then click **Save**.

To set a Custom availability state, select Custom from the drop-down list, and then select the required status. Enter description in the **Custom Status** field and click **Done**.

After you click **Done**, your Connect Availability State is updated in both the Connect for Chrome browser extension and Connect client. If you decide to abandon the Custom Availability State, your Availability State resumes.

## Using Voicemail

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To work with voicemail in the Connect for Chrome browser extension:

1. Click the  icon, and then select All.
2. Click the appropriate call in the list, and then click the play button to listen to the voicemail on your phone. By default, the voicemail plays by speaker.
3. When you are finished listening to the voicemail message, you can hang up the call or allow the call to automatically disconnect 15 seconds after playback ends.



### Tip

Unheard voicemails display a blue bullet beside them, and the caller name is shown in bold.

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### Note

If you have external assignment configured, playing the voicemail results in a phone call and may require you to press a key to confirm the call.

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You also can save or delete the voicemail. Saved voicemails appear in both the All list and in the Saved list.

## Delete Voicemail Messages

Deleted voicemails are stored in the Deleted Messages folder, which only appears after you have deleted at least one voicemail message. The Deleted Messages folder appears at the bottom of the All list. Messages in the Deleted Messages folder cannot be Saved in that folder. You can restore a deleted voicemail message to the All list by clicking **Restore** in the Deleted Messages folder. Once you restore a voicemail, you also can save it.

**Tip**

Once you have clicked on a voicemail in the Connect for Chrome browser extension, you can use the Tab key to navigate the voicemail list.

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## Placing Calls through Web Dialing

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The Connect Web Dialer allows you to dial phone numbers appearing on a web page with a single click. You must log into the Connect for Chrome browser extension to make calls using the browser extension.

**Note**

- When you install the Connect for Chrome browser extension, it disables the Connect Web Dialer, placing all web dialer calls through the Connect for Chrome browser extension.
- If the Connect for Chrome browser extension was disabled, you must refresh the web page when you re-enable it for the web dialer icons to be displayed.
- The web dialer icon is displayed next to phone numbers of countries for which the numbers are in canonical format. However, for Australia, France, Germany, New Zealand, Spain, Sweden, UK, and US, the icon appears even for the local numbers.
- You may see multiple web dialer icons under the following circumstances:
  - The “Click-able Numbers” and “Selectable Numbers” options of Google Voice extensions are enabled.
  - Other web dialer extensions are enabled.

To avoid seeing multiple web dialer icons, disable the “Click-able Numbers” and “Selectable Numbers” options of Google Voice extensions and all other web dialer extensions.

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To place a call through web dialer, do one of the following:

- Click  next to the phone number.
- Select the phone number, right-click and click **Call <phone number>**.

You will receive a Chrome notification if you are not logged into Connect for Chrome browser extension or if the connection is broken.

**Table 1: Error Message**

Error	Notification Message
User not logged into the extension	Call cannot be placed because you are not logged into the Connect for Chrome browser extension.
Connection is broken	Call cannot be placed because there is no connection to the Mitel Connect system. Please try again later.

## Adding a Connect Conference Bridge to Google Calendar Appointment

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### Note

You must have a Google business account to add a Connect conference bridge to a schedule conference.

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1. Open the Google Calendar.
2. At the top-left corner, click **Create** to create a new meeting invite.
3. If you want to create a meeting recurrence, select the **Repeat** check box.
  - In **Repeats** field, select how often you want the event to repeat.



### Note

A Connect conference bridge can be configured to re-occur on a daily, weekly, biweekly, and monthly basis. To configure a Connect conference bridge to occur biweekly, select weekly and then select 2 in the **Repeat every** field.

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- In the **Repeat every** field, do the following:
  - For daily, weekly, and monthly meetings, select **1**.
  - For biweekly meetings, select **2**.
- In the **Repeat on** field, select one day for weekly meetings.
- In the **Repeat by** field, select either day of month or day of week for monthly meetings.
- In the **Starts on** field, select the start day.

- In the **Ends** field, select the end day.



#### Note

- If the meetings are configured with options that are not described above, the Connect for Chrome browser extension displays an error message that the Connect conference bridge details were not added to the appointment.
- The Connect for Chrome browser extension creates only the Google calendar appointment. You must modify the Google calendar appointment to configure meeting recurrence options.

4. If you want to create the meeting for the entire day, select the **All day** check box.
5. In the **Event title** field, enter the title for the meeting.
6. Select the date and time.
7. In **Event details** tab, click **Add Bridge** to add the Connect bridge details.

The conference bridge access information is automatically added to the **Description** field. If some other information is already present in the description field, bridge access details are added at the end.

8. Select the **modify event** check box to allow participants to make changes to Google calendar meeting invite.



#### Note

Participants cannot modify the Connect conference bridge details.

9. Click **Save** to create an event.

Detailed information from the Google calendar event is added to the Connect Conference Bridge. This includes the event title, date, time, recurrence, and the list of attendees.

## Editing the Meeting Invite

You can edit or delete the meeting invite before meeting starts.

1. In Google calendar meeting page, select the meeting.
2. Click **Edit event**.

The meeting page is opened.

3. Make the changes to the meeting invite and click **Save**.



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#### Note

- If you make any changes in the Connect client, the Google calendar appointment is not updated.
  - If you make any changes in the Event Details tab, the changes are not updated in the appointment.
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## Joining Connect Bridge

Participants receive notifications for the upcoming meeting if you have added the Connect conference bridge to a Google calendar appointment. Participants can view the meeting invite and dial in to join a conference.

To join a meeting from the notification:

1. In the notification area, Click **Dial In** to receive an incoming call to your extension.
2. Answer the call and press 1 to join the conference.

To join a meeting from Google calendar meeting page:

1. In Google calendar meeting page, select the event.
2. To dial in, do one of the following:
  - Select **Call my Desk phone** and click the green call button. This places the Google calendar event conference call onto the deskphone configured with Connect for Chrome browser extension.
  - Select **Call Me at** and enter the phone number, and click the green call button to receive a call on the number entered.
3. Click the URL to join the web conference.

