

Mitel Web Extension User Guide

11 Jan 2021



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Mitel Web Extension Online Help

Welcome to Mitel Web Extension! The following articles provide a brief description of the Mitel Web Extension, how to install the Mitel Web Extension on your browser, how to make calls using the Mitel Web Extension, supported phone number formats, and how to resolve common performance issues with Mitel Web Extension.

- [What is Mitel Web Extension](#)
- [Pre-requisites](#)
- [System Requirements](#)
- [Supported Phone Numbers](#)
- [Installing Mitel Web Extension](#)
- [Using Mitel Web Extension](#)
- [Uninstalling Mitel Web Extension](#)
- [Troubleshooting Mitel Web Extension Issues](#)

What is Mitel Web Extension

Mitel Web Extension () is a browser extension that recognizes phone numbers in the Microsoft Teams web application and in the Microsoft Outlook web application and converts them into clickable telephone links. After you install this extension on your browser, you can place calls to these numbers using any supported Mitel telephony applications. You can call the phone number of your contacts or any other phone number shared in the chat messages using this extension.

NOTE: Mitel Web Extension is available only in Google Chrome Web Store.

Pre-requisites

1. Mitel recommends that you set any supported Mitel telephony application (for example MiCollab) as the default calling app in your device. The option to change the default app for calling is specific to the operating system in which you have deployed the extension. Click the following links for instructions on changing the default calling app specific to your operating system.
 - [Windows](#)
 - [Mac OS](#)
2. If the supported Mitel application in your device is MiCollab, make sure that you have MiCollab 9.0 or later with softphone enabled.

NOTE: Mitel Connect Client support will be added in future releases.

System Requirements

Following are the minimum system requirements for deploying the Mitel Web Extension.

Supported Operating System

Operating System	Version
Windows	10
macOS	10.14 or later

Supported Browser

Browser	Version
Google Chrome	84 or later
Microsoft Edge	84 or later

Supported Phone Numbers

The following table lists the phone number formats that the Mitel Web Extension can convert to clickable telephone links.

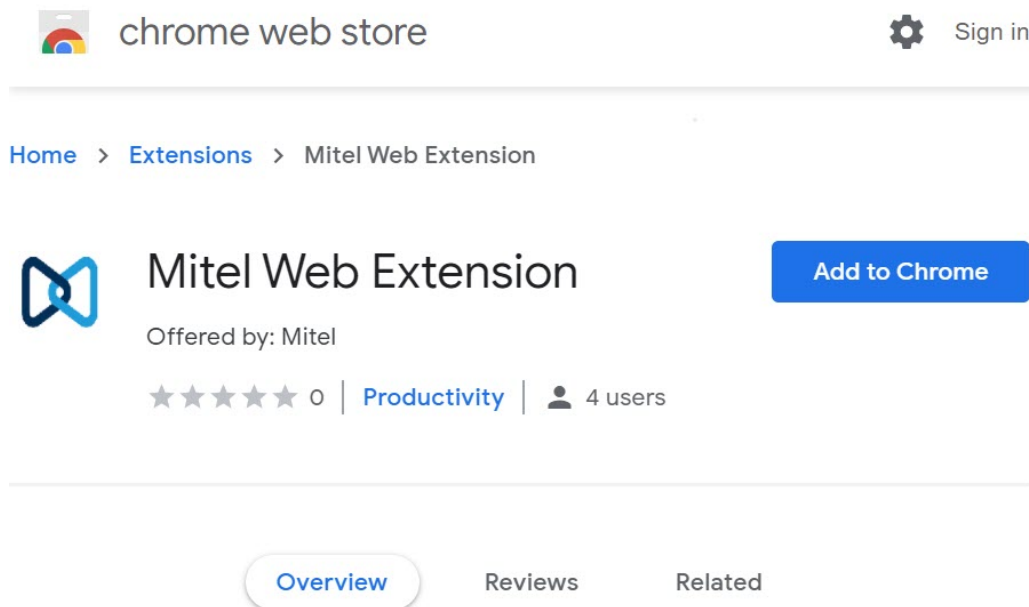
Format	Examples
Phone number in INTERNATIONAL format	+1 213 373 4253
Phone number in E.164 format	+12133734253
Phone number in RFC3966 format	tel:+12133734253;ext=123
US Phone number in NATIONAL format	(213) 373-4253
NOTE: Phone numbers in NATIONAL format is not supported for countries other than the US.	

Installing Mitel Web Extension

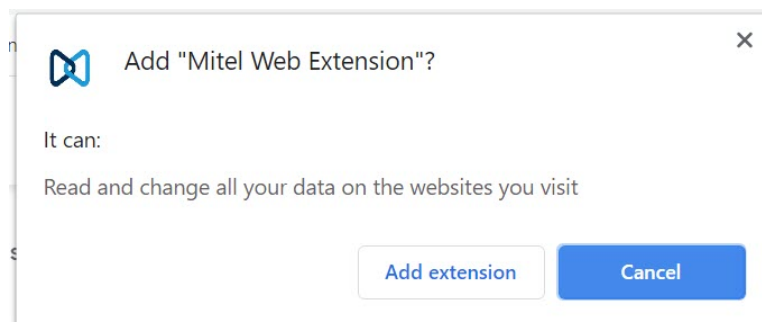
Use the following steps to install the Mitel Web Extension on your browser.

Google Chrome

1. Open the Chrome browser in your device and click the Mitel Web Extension in the [Chrome Web Store](#).
2. Click **Add to Chrome**.



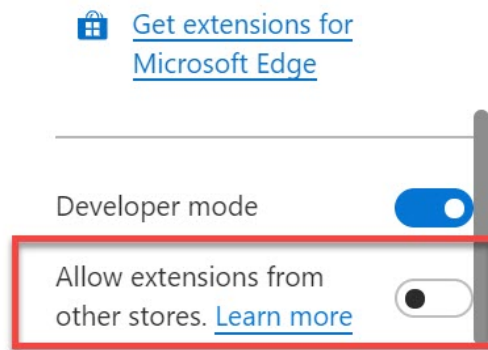
3. A prompt screen appears, displaying the information the extension can access. Click **Add extension** to install the extension. Clicking **Cancel** aborts the installation.



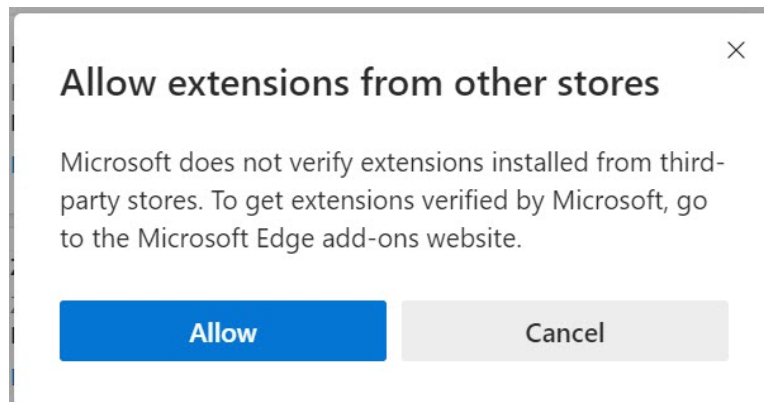
Microsoft Edge

1. Open the Edge browser in your device. Click More icon (⋮) > **Extensions**. The **Extensions** page opens.
2. Enable the **Allow extensions from other stores** toggle in the lower left-hand of the **Extensions** page.

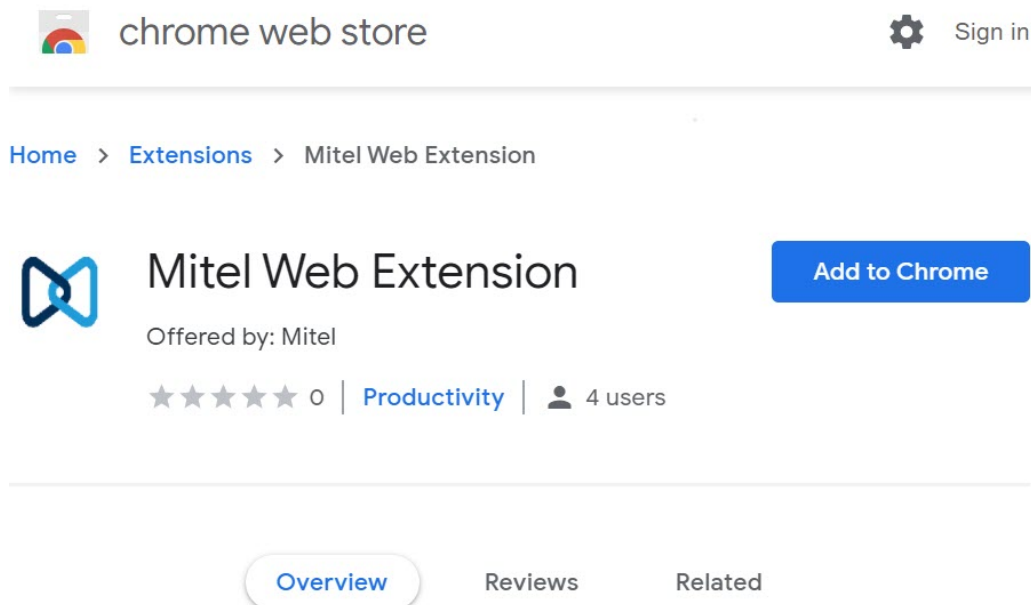
≡ Extensions



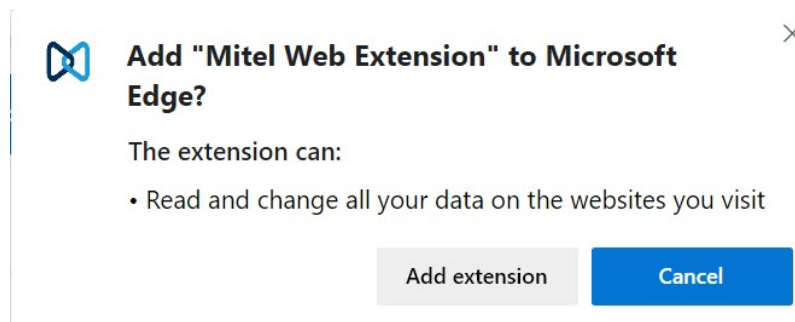
3. A prompt appears where Microsoft alerts you that it has not verified the extensions in the Chrome Web Store or any other third-party stores. Click **Allow** to continue to install the extension. Clicking **Cancel** aborts the installation process.



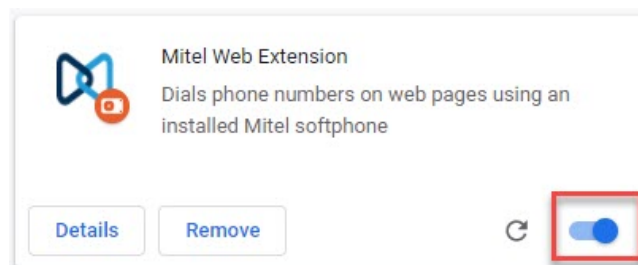
4. Navigate to the Mitel Web Extension in the [Chrome Web Store](#), and click **Add to Chrome**.






5. A prompt screen appears, displaying the information the extension can access. Click **Add extension** to install the extension. Clicking **Cancel** aborts the installation.



After the Mitel Web Extension is installed, verify that the extension is installed and enabled by navigating to the **Extensions** page in your browser, locating **Mitel Web Extension**, and checking that the toggle is enabled.



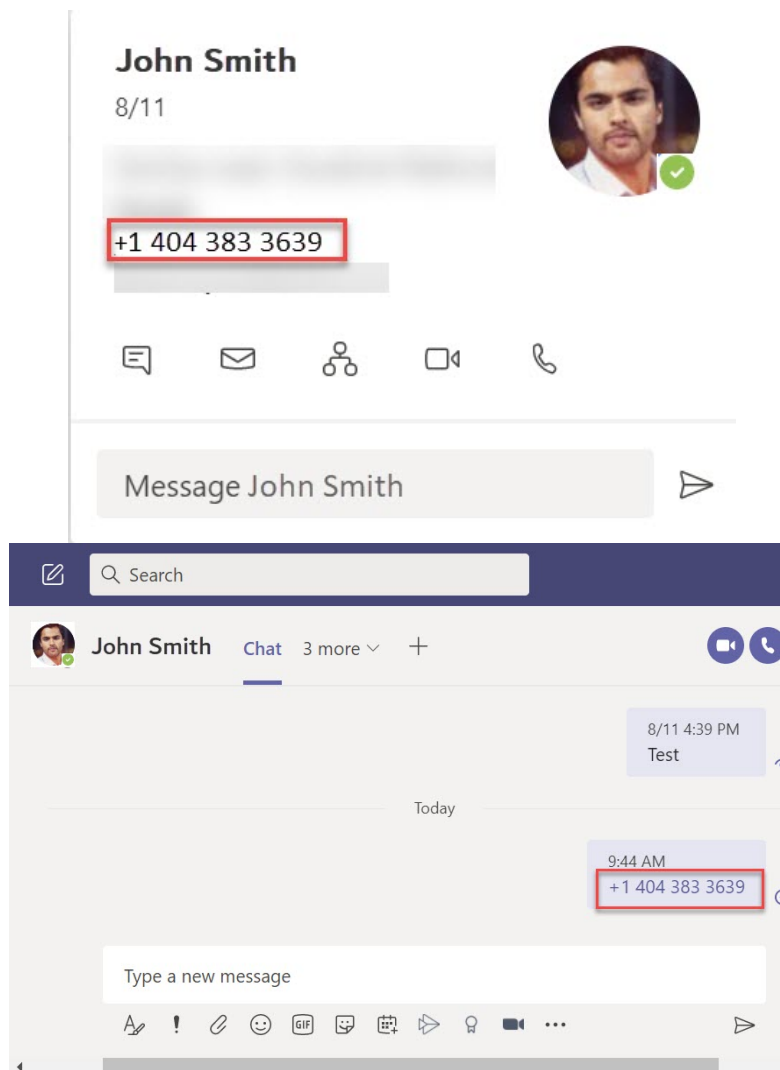
NOTE: Click the  icon in Google Chrome to pin the extension () beside the address bar. By default, the extension () will be displayed beside the address bar in Microsoft Edge.

Using Mitel Web Extension

This section describes how to use the Mitel Web Extension when MiCollab is set as the default calling app in your device. You can use the same steps to use the extension with other supported Mitel calling apps.

NOTE: If you have already logged in to the Microsoft Teams or the Microsoft Outlook web application before installing the extension, you must reload these web applications for the extension to become active.

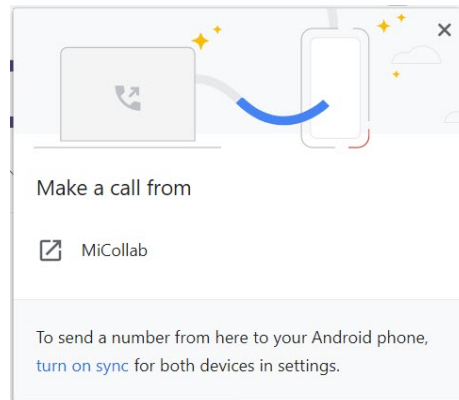
1. After installing the Mitel Web Extension, click the phone number to which you want to place a call from the Microsoft Teams or Microsoft Outlook web application.



2. A prompt message appears depending on the browser you are using.

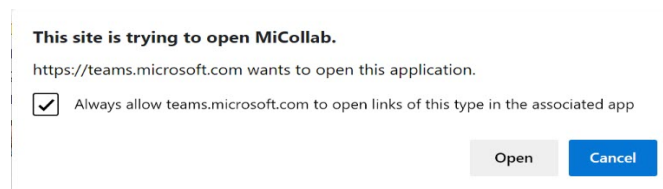
– Google Chrome

On Google Chrome browser, when you click the phone number you want to dial, a **Make a call from** prompt appears displaying **MiCollab** which is set as the default calling app in your device. Click **MiCollab**.



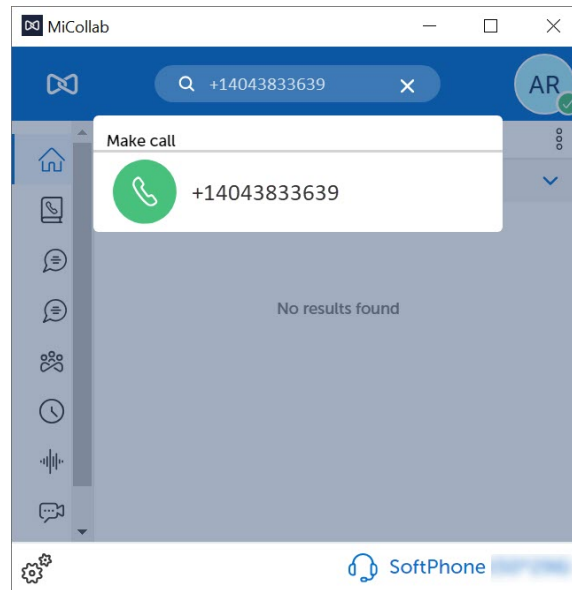
– Microsoft Edge

On Microsoft Edge browser, when you click the phone number you want to dial, a **This site is trying to open MiCollab.** prompt appears. In the prompt dialog box click **Open** to continue to place the call using MiCollab.



NOTE: To ensure that that Microsoft Teams can always open telephonic links from MiCollab without prompting for confirmation, select the checkbox **Always allow teams.microsoft.com to open links of this type in the associated app**.

3. This will cross-launch the MiCollab application and the phone number you dialed will be displayed in the Search field.



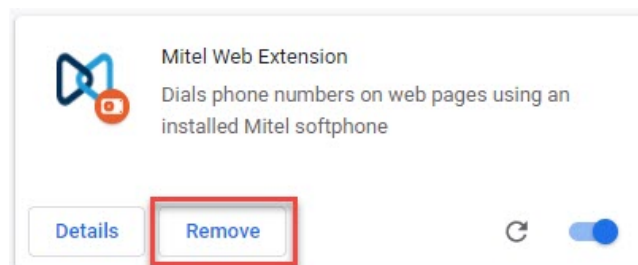
4. Click the phone number from **Make call** to place the call. An in-call window is displayed with the caller's name, telephone number, and picture (if available).

Uninstalling Mitel Web Extension

Use the following steps to uninstall the Mitel Web Extension from your browser.

Google Chrome

1. Open the Chrome browser in your device. Click More icon (⋮) > **More tools** > **Extensions**. The **Extensions** page opens.
2. Locate **Mitel Web Extension** and click the **Remove** option associated with it.



3. A prompt screen appears. Select the check box **Report abuse** if you want to report any abuse.
4. Click **Remove**. The Mitel Web Extension is uninstalled from your browser. Clicking **Cancel** cancels the uninstallation.




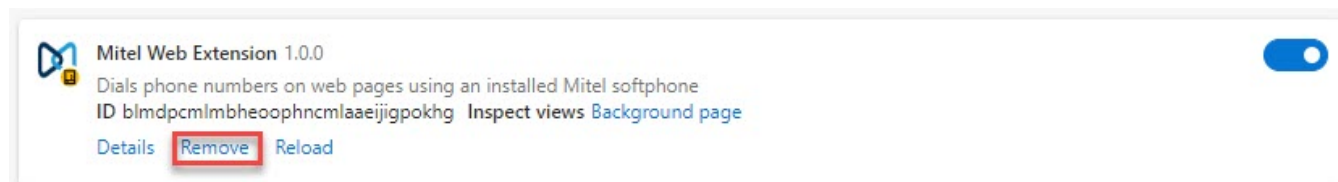
Remove "Mitel Web Extension"?

Remove

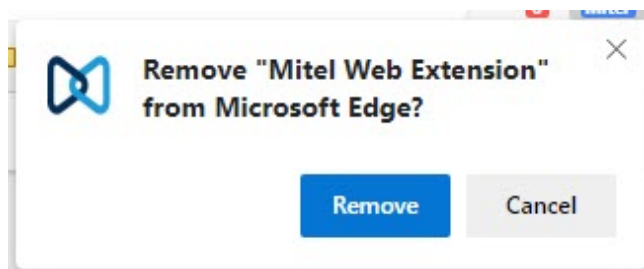
Cancel

Microsoft Edge

1. Open the Edge browser in your device. Click More icon () > **Extensions**. The **Extensions** page opens.
2. Locate **Mitel Web Extension** and click the **Remove** option associated with it.



3. A prompt screen appears. Select the check box **Report abuse** if you want to report any abuse.
4. Click **Remove**. The Mitel Web Extension is uninstalled from your browser. Clicking **Cancel** cancels the uninstallation.




Troubleshooting Mitel Web Extension Issues

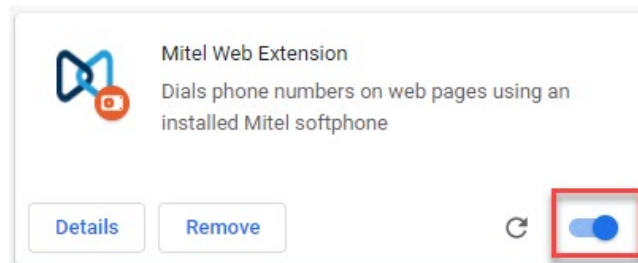
This section provides instructions on how to resolve common performance issues with Mitel Web Extension.

- [Browser specific issues](#)
- [Extension Issues](#)

Browser specific issues


Google Chrome

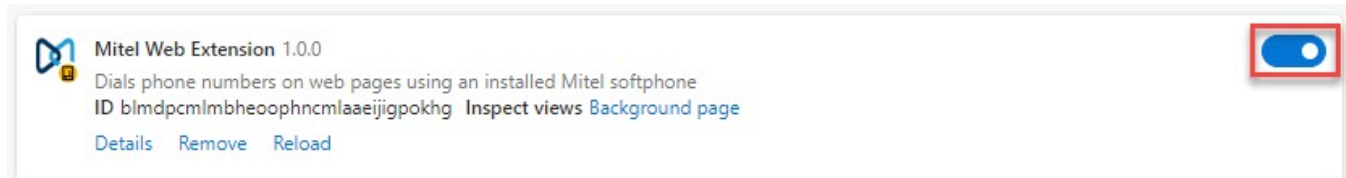
1. If the Mitel Web Extension icon () does not appear beside the address bar of the browser, navigate to Chrome extensions management page at **chrome://extensions**, and make sure it is turned on.



2. Browser requirements: Mitel Web Extension supports the latest release version of Google Chrome. Make sure that you have the latest update of Chrome installed on your device. For help with updating Google Chrome, see [Update Google Chrome](#).
3. [Clear Caches and Cookies in Chrome](#) – A build-up of caches and cookies might cause issues with the extension. Make sure that you clear the caches and cookies in your browser.
4. [Reset Google Chrome Settings to Default](#) - If the above-mentioned steps do not resolve the issue, reset Chrome to factory-default settings.

Microsoft Edge

1. If Mitel Web Extension icon () does not appear beside the address bar of the browser, navigate to the Edge extensions management page at **edge://extensions/** and make sure it is turned on.

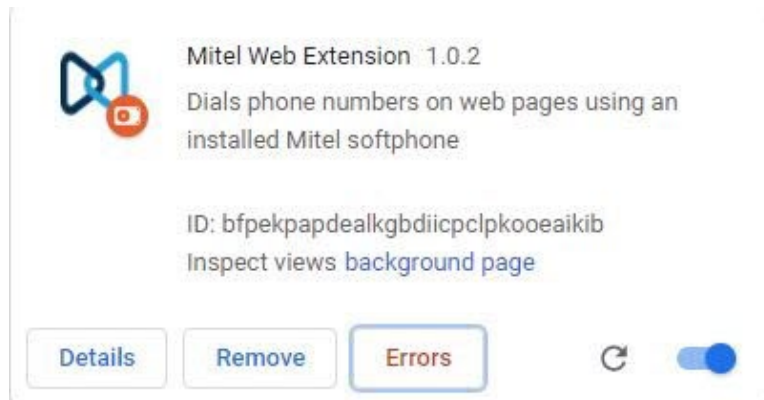


2. Browser requirements: Mitel Web Extension supports the latest release version of Microsoft Edge. Make sure that you have the latest update of Edge installed on your device. For help with updating Microsoft Edge, see [How do I update Edge Browser?](#)
3. [Clear Caches and Cookies in Edge](#) – A build-up of caches and cookies might cause issues with the extension. Make sure that you clear the caches and cookies in your browser.
4. Reset Edge Settings to Default - If the above-mentioned steps do not resolve the issue, reset Edge to default settings by following in the instructions below:
 - a. Open Microsoft Edge on your device and click the three dots at the top-right corner.
 - b. In the drop-down menu that opens, click **Settings**.

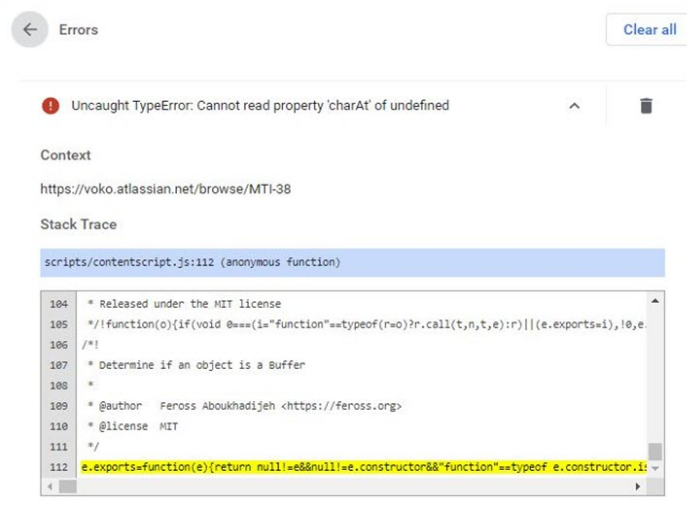
- c. In the left navigation panel, click the **Reset Settings** tab.
- d. From the page that opens, click **Restore settings to their default values**.

Extension Issues

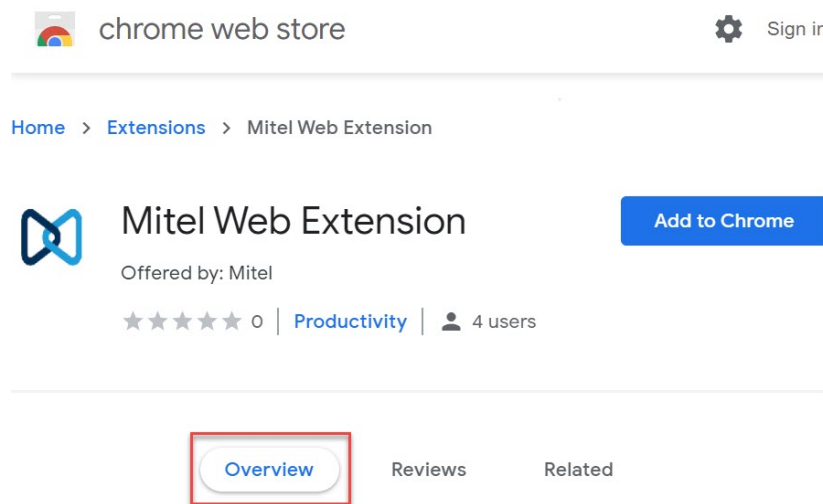
- If you are using MiVoice Office Web Application as the default telephony app in your device, and if you have installed the Mitel Web Extension, the Call History screen of the MiVoice Office Web Application will display incorrect details.
- To resolve any other issue with the extension, navigate to the chrome extensions management page at **chrome://extensions**. Make sure that **Developer mode** is enabled. Locate **Mitel Web Extension** and click the **Errors** button to open the error log.



Take a screenshot of the entire page.



Navigate to the Mitel Web Extension **Overview** page in the [Chrome Web Store](#).



Under the **Additional Information** section, click **Contact the Developer**.

Additional Information

 [Report abuse](#)

Version
1.0.1

Updated
August 17, 2020

Size
574KiB

Language
English

Developer
[Contact the developer](#)
[Privacy Policy](#)
960 Stewart Dr
Sunnyvale, CA 94085
USA

A default email application opens, displaying the Mitel support email address. Attach the screenshot and send the email to our support team.

From:

To: google.partner@mitel.com;

Subject

