



# Wharton County Junior College

## Upgrading ShoreTel Communicator 13.1, to Mitel Connect 21.86

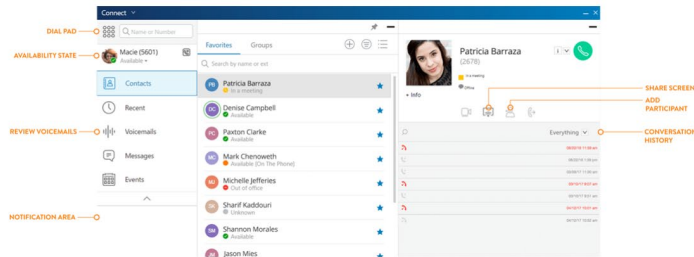
- Click the following link to start the upgrade process:  
<http://10.1.7.230/shorewareresources/clientinstall/default.htm>
- Click on the Download Connect for Windows button



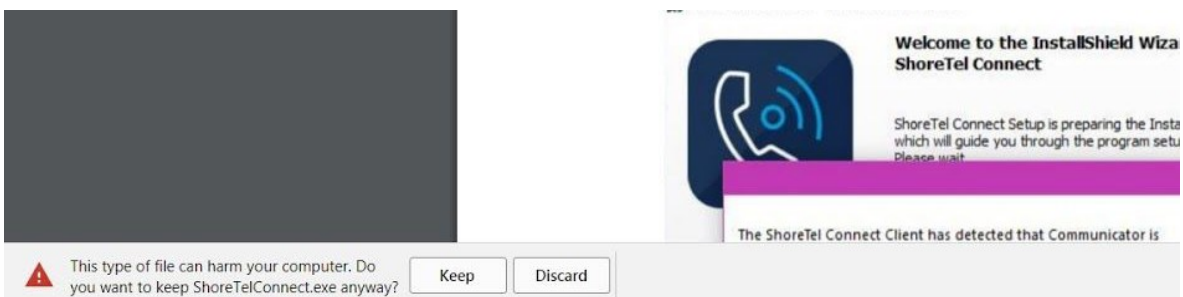
### Mitel Connect

However you work, it keeps you connected

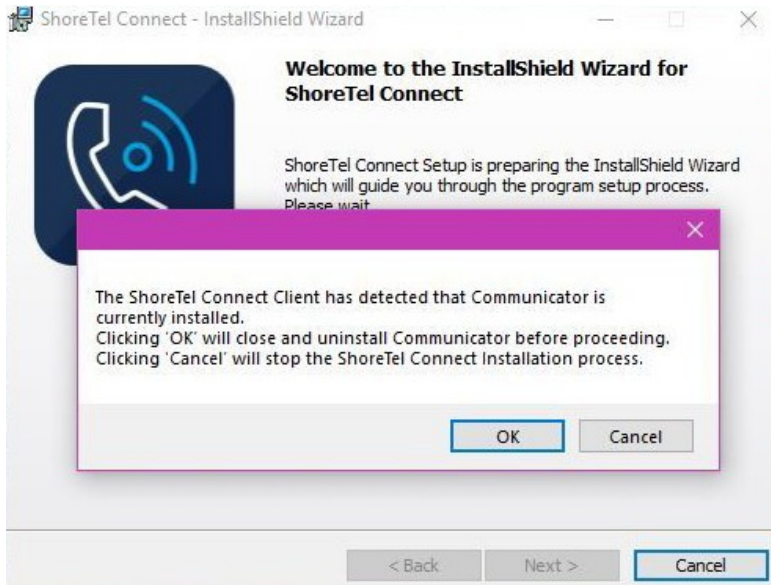
Download Connect for MAC [Download Connect for Windows](#)



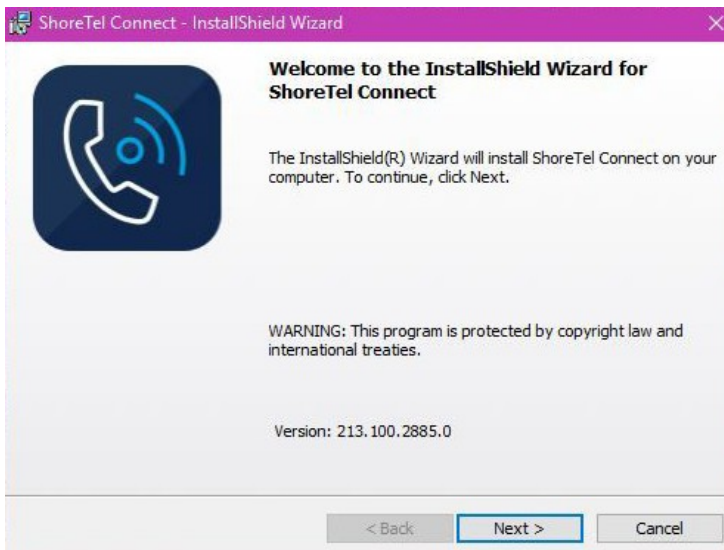
- Save the MitelConnect.exe file on your computer. Once saved go to the location of the file and open it. Click “yes” on the pop up that asks “Do you want to allow the following program to make changes to your computer?”.
- In the bottom of the screen, it might warn you about the file, click *Keep*.



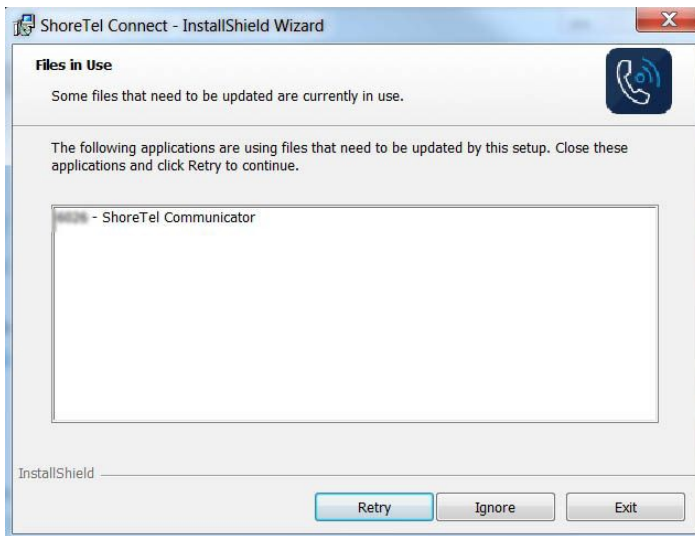
- Once the installer is ready, it checks for a previous ShoreTel Communicator installation:



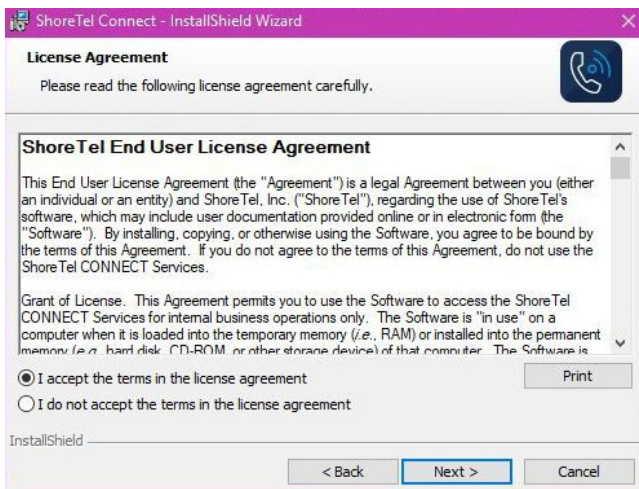
- Choosing **OK** will cause the installed client to close and the upgrade to continue.
- Choosing **Cancel** will cause the installer to stop the install process.
  - **Be aware that you will not be able to use the ShoreTel client, and it will continue to prompt for the upgrade till it is either upgraded, or removed from your PC.**
- Choosing OK brings you to the following Welcome message screen. Click “Next”.



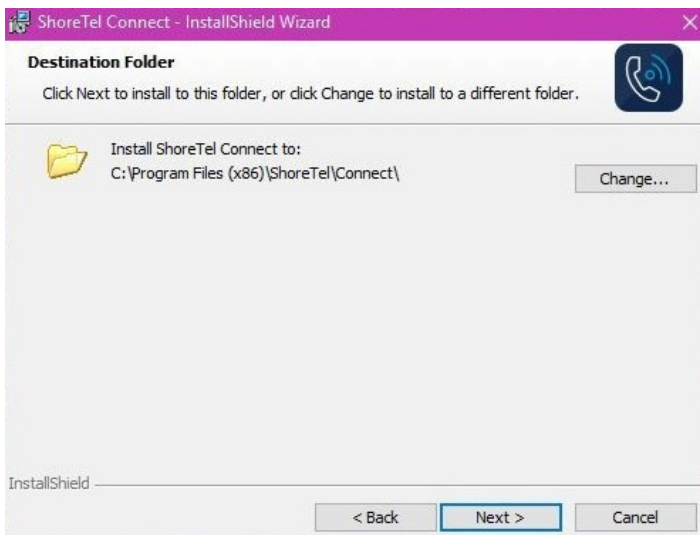
- If you get the following message saying that the program is open:



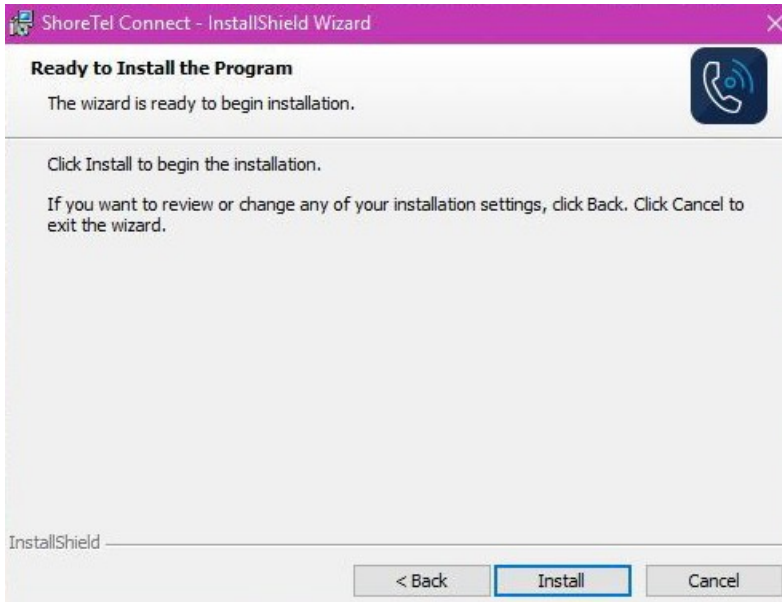
- Close the Shoretel Application from the bottom dock and click Retry to continue the installation.
- Clicking Next starts the installer:
- Following the welcome, you will see the License Agreement page:



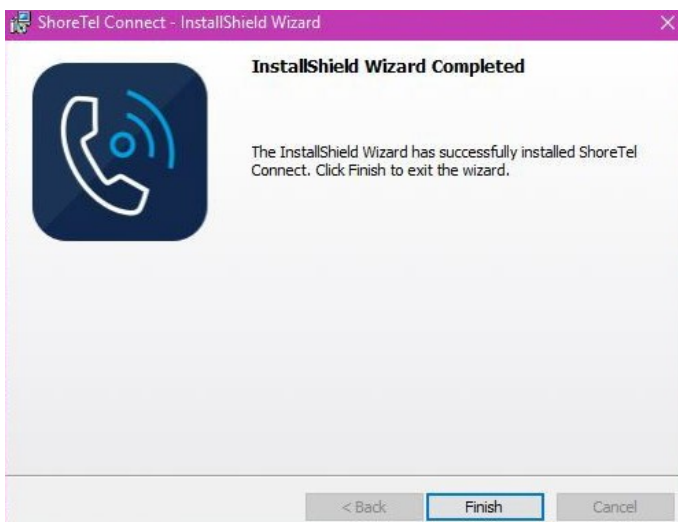
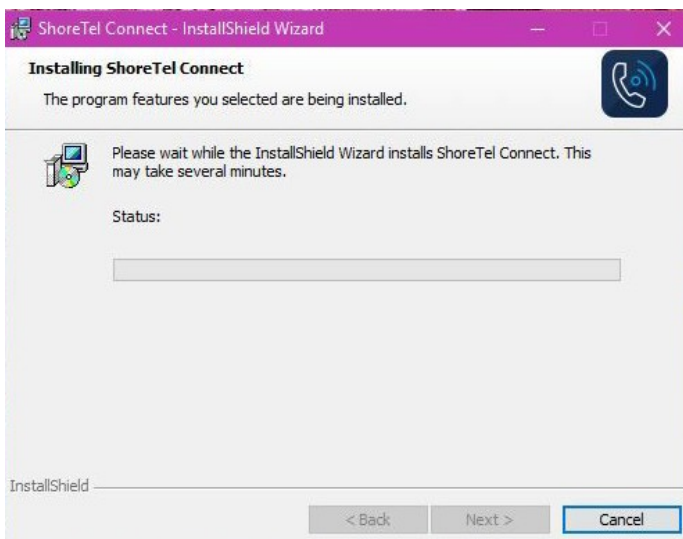
- Click the radio button for “*I accept the terms in the license agreement*” and press **Next**.
- The next screen shows the Destination Folder, based on the previous install or the system default. Click “Next”.



- You should now see the “Ready to install the program” page.



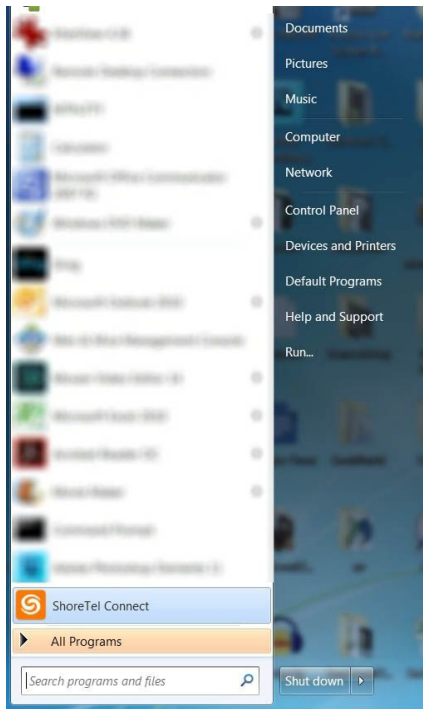
- Select “Install” to begin.
- Let the Installer run until it finishes.



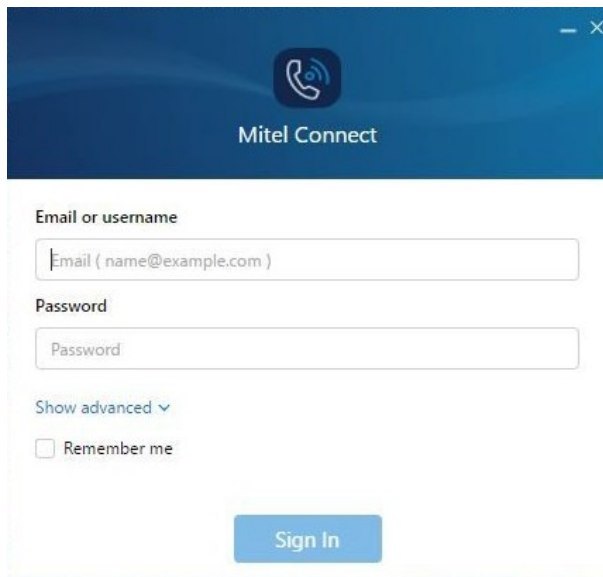
- Click **Finish** and the installer will close.



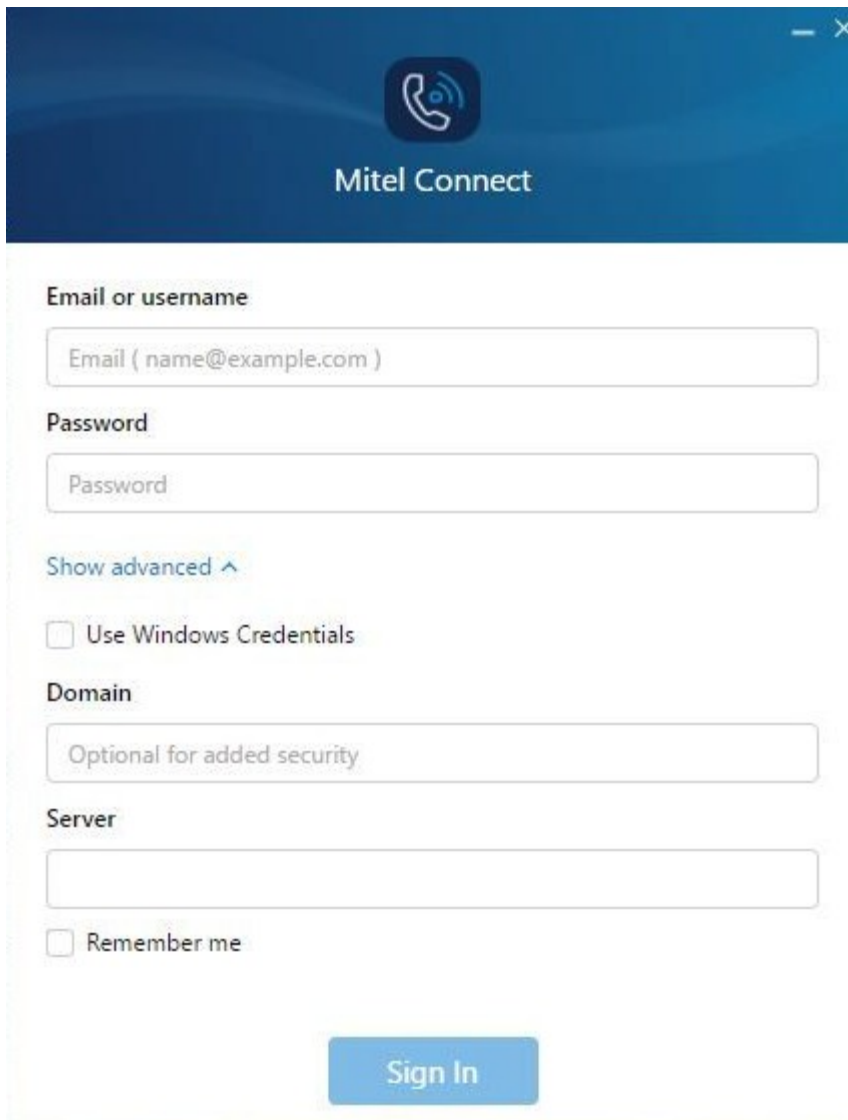
- To launch the Mitel Connect click on the icon  located on your desktop or by going to the Start Menu and selecting Shoretel Connect.



- When you first launch the newly installed Mitel Connect you are greeted with a login screen:



- Click “ **Show advanced**” to reveal the full window:



**Mitel Connect**

Email or username

Email ( name@example.com )

Password

Password

Show advanced ^

Use Windows Credentials

Domain

Optional for added security

Server

Remember me

Sign In

- Username: First Initial (capital)+Last Name (first letter capital)
- Password: the password used to set up your Shoretel Communicator when new phone system was installed. If you do remember your password contact the Help Desk at ext. 6568 to have your password reset. Once your password has been reset the Help Desk will contact you with your new password.
- Do not check the *Use Windows Credentials* box.
- Domain: leave blank
- Server: 10.1.7.230
- Be certain to check *Remember me* so the settings are saved.
- You may be prompted to reboot your computer.