

TEAMS INSTALL

DESKTOP INSTALLATION

1. Go to <https://www.microsoft.com/en-us/microsoft-teams/download-app> and download the installer.
2. Run the installer file.
3. When asked to choose click 'School or Business Account'.
4. Log in with your work e-mail and password. If you do not recall your password you will need to e-mail support@alliednational.com and request an O365 password change.

SPLASHTOP INSTALL

HOST INSTALLATION (*ONLY ON YOUR WORK PC*)

1. Go to T:\Installs\Splashtop and run the program
“HOST_Allied_National_Desktop.exe”
2. The installation process is very simple and should only require your input twice, first to say 'Yes' to allowing Splashtop Streamer to make changes to your device and second to 'Confirm' that the account washley@alliednational.com will be able to access this device. After that you can close the window and you're all finished.

ACCOUNT CREATION

1. You will have received an e-mail from Splashtop (possibly in your junk mail) asking you to create your account.
2. Follow the steps and create a password for your account.

CLIENT INSTALLATION (*ONLY ON YOUR HOME PC/LAPTOP*)

1. Go to <https://www.splashtop.com/downloads>
2. Scroll down to the Splashtop Business Access section
3. Download the version from the list on the left for your operating system
4. Run the file you just downloaded
5. Sign in using the information you created during the **ACCOUNT CREATION** step above
6. The first time you sign-in you'll get an authentication required message. You'll have an e-mail from Splashtop asking you to confirm your login within 2 hours. Open the e-mail click the Authenticate link
7. You can now attempt to sign in again and will be signed in and see your work PC
8. Double-click to connect to your PC

TALKDESK INSTALL

For Windows go to <https://downloadcallbar.talkdesk.com/download.html?platform=win>

For Mac go to <https://downloadcallbar.talkdesk.com/download.html?platform=mac>

1. Download the appropriate version for your operating system
2. Run the file you downloaded
3. When asked for a domain enter in “centrinex”
4. Login with your credentials

FORWARDING MITEL PHONE TO CELL (BASE PHONE)

Any voice-mails are left on your work phone. You can access this by calling 913-945-4373

1. Hit the blue button on the right side of your phone.
2. Use the * and # keys to use this menu. Press # twice to go to CALL FORWARDING and then press *
3. Press * again at the ALWAYS screen
4. Press * again to Change the number for forwarding
5. Press * again to Program the number
6. Enter in your cell phone number with 71 preceding it. Ex 719135556677
7. Press the down arrow to save the number
8. Press * to Change
9. Press # to turn the forwarding on
10. Hit the X button several times to return to main screen

FORWARDING MITEL PHONE TO CELL (SUPERVISOR)

Any voice-mails are left on your work phone. You can access this by calling 913-945-4373

1. Press the gear icon to open settings
2. Select Call Forwarding
3. In the “Always” field enter in your cell phone number with 71 preceding it. Ex
719135556677
4. Check the box to the right then select Save

SETTING UP MITEL PHONE REMOTELY (BASE PHONE)

1. Enter programming mode by holding both volume buttons then release the volume up key and dial 2-3-4 then release the volume down key.
2. At Network Parameters press * for Yes
3. Press # twice until the display reads Static IPV4 then press *
4. Press # once to get to Modify IPV4 PARAMS? And then press *
5. Use the volume arrows to scroll down to ICP IP Address
6. Enter in 137.83.110.186 (Use # to enter .'s) then scroll down with the volume arrows until you get to Store Changes and press * for Yes
7. This will take you to Reboot Now. Press * for Yes

SETTING UP MITEL PHONE REMOTELY (SUPERVISOR)

1. Press the gear icon for settings
2. Select Config Teleworker
3. Enter in 137.83.110.186 and select Save