Telephone Services -- Remote Phone Use

Because of the anticipated remote user volume in the coming weeks, Telephone Services recommends using softphone via the Mitel Connect client rather than having calls forward to your personal number.

Important: In the case of an emergency, do not use softphone to call 911. The call will go to UMSL PD and not the police closest to your physical location.

What is softphone?

A softphone is a program you can install on your computer that will make and receive calls exactly as your UMSL desk phone would, using your UMSL phone number.

Benefits to using softphone

- Easy access to UMSL's telephone directory
  - You can look up an on-campus phone number by typing the name of the person you are trying to reach.
- Make calls from your campus number so you do not have to give your personal number out.

How to get started

1. Request access to softphone by contacting the Help Desk at 314-516-6034 or by email at help@umsl.edu. You can also open a Cherwell ticket.
2. Install Mitel Connect on your home machine using the "Installing Mitel Connect" instructions HERE.
3. Configure softphone using the "Using softphone" instructions for your operating system HERE.

Accessing campus voicemails from your cell phone

You can be alerted of and listen to voicemails on your cell phone by configuring it to access your UMSL email and having your UMSL voice messages forward there. This will also allow you to see what number left the voicemail and call back using your cell phone if you prefer.

To request that your voicemails forward to your email, or if you need help configuring your email on your phone, please create a ticket at help.umsl.edu or contact the Help Desk by phone at 314-516-6034 or by email at helpdesk@umsl.edu

You can also dial directly into your voicemail from any phone using the instructions HERE.