The Clearspan Communicator application allows employees of Langston University to make and receive calls remotely through their mobile device, desktop, or laptop computer. Follow the instructions below to begin using the Clearspan application. Should you have questions, please consult with ITS at helpdesk@langston.edu or via phone at 405-744-HELP (4257). Use this guide for the mobile and computer setup.

Clearspan Communicator for a MOBILE DEVICE

Step 1:

For Communicator Mobile Client, first download the Clearspan Mobile App from:
- App Store for iOS (https://apps.apple.com/us/app/clearspan-mobile/id1474683675)
- Google Play Store for Android (https://play.google.com/store/apps/details?id=com.mitel.clearspanmobile&hl=en_US&gl=US)

When searching in the App/Play Stores, type "Clearspan Mobile" in the search bar.

Step 2:

After downloading the application, accept the terms. There are NO CHARGES for this application. While the application will ask for your mobile phone information, when placing and receiving calls only your Langston University office number will appear. At no time will callers have access to your personal cell phone number or information when using this app.

Step 3:

The following URL must be entered into the login screen of the Communicator Client application that is installed on the device:

- *Server or URL:* https://pub2-xs.hvs.att.com.
- *Tips:*
    - If you get error messages when you try to connect to the server, try typing the URL/address above instead of "copy pasting" it from another location.
    - You cannot login to the Communicator application by entering these URLs into an internet browser on your phone (ie, you enter them on the application and not Google or Safari).

Clearspan Communicator for a MOBILE DEVICE (continued)

Step 4:

Use the following credentials to log in to the application for the first time:

- *Username:* this is your official Langston phone number (and now your Clearspan User ID), so for example -- 4054661234@langston.edu
- *Password:* the default Clearspan password is -- L@ngst0n
- *Tips:*

  - Your "User ID" is your Langston office number with the area code plus "@langston.edu". For example, the Office of the President office number is 405-466-3201, so the User ID is 4054663201@langston.edu.
  - Be sure to use the @ sign for "a" and the zero number for the "o".
  - If you have a tried three or more times and your login continues to fail, you have likely triggered a security flag and will need to delete and download the application again. You have done nothing wrong, but you will need a fresh start.

You will then be prompted to enter a new password and your mobile phone. Again, know that the people you call will see your Langston University office phone number.

Step 5:

Begin using your Communicator Client App!

Clearspan Communicator for a COMPUTER (Desktop or Laptop)

Step 1:

Find the applicable Desktop Client under the Software Downloads section from the following link: https://www.mitel.com/services/mitel-training/att-end-user-training

Step 2:

Scroll down to "Software Downloads" and select (and download) the applicable software based on your desktop model. If you use an Apple/MAC, select "Clearspan Communicator for MAC". If you use a Windows-based PC, select "Clearspan Communicator for Windows (.EXE)" (do not select "Basic" for either one). Note: it is important that you select the version that matches your type of computer.   If you have questions about your computer type, reach out to ELT or ITS.

Step 3:

The following URL must be entered into the login screen of the Communicator Client application that is installed on the desktop/laptop computer:
- *Server or Access URL:* https://pub2-xs.hvs.att.com
- *Tips:*
    - If you get error messages when you try to connect to the server, try typing the URL/address above instead of "copy pasting" it from another location.

    - You cannot login to the Communicator application by entering these URLs into an internet browser. Again, they must be entered into the application.

Clearspan Communicator for a COMPUTER (Desktop or Laptop)

Step 4:

Use the following credentials to log in to the application for the first time:

- *Username:* this is your official Langston phone number (and now your Clearspan User ID), so for example -- 4054661234@langston.edu
- *Password:* the default Clearspan password is -- L@ngst0n
- *Tips:*

  - Your "User ID" is your Langston office number with the area code plus "@langston.edu". For example, the Office of the President's office number is 405-466-3201, so the User ID is 4054663201@langston.edu.
  - Be sure to use the @ sign for "a" and the zero number for the "o".

  - If you have a tried three or more times and your login continues to fail, you have likely triggered a security flag and will need to delete and download the application again. You have done nothing wrong, but you will need a fresh start.

Step 5:

Begin using your Communicator Client App on your computer!

CLEARSPAN COMMUNICATOR APP FREQUENTLY ASKED QUESTIONS

If you have questions about, or challenges with this process, please email helpdesk@langston.edu for assistance. Below you will find some of the most frequently asking questions.

What is my User ID?

Your "User ID" is your Langston office number with the area code plus "@langston.edu". For example --

- The Office of the President office number is 405-466-3201 so the User ID is 4054663201@langston.edu

How do I find or reset my password?

Please use this link to reset your password: https://pub2-cfg.hvs.att.com/myaccount/

Once on that page, you will be prompted for the following information --

- *User ID:* Your "User ID" is your Langston office number with the area code plus "@langston.edu".
- *Phone Number or Extension:* Use the same Langston office number or extension from above to enter in this field. For example -- "4054663201", or "3201"
- *Email Address:* Use your official Langston email address here. For example -- "lupresidentoffice@langston.edu"

I entered the default and my new password correctly, but now the application is not accepting my new password.

This issue has been solved for several team members by simply closing the application and reopening the application. Sometimes, the application "stores" the old information, and it simply needs to be cleared from the memory before proceeding.

I followed all the above steps and the application worked temporarily, but now the application no longer works.

Please reach out to ITS at helpdesk@langston.edu. If you are receiving an error message, please screenshot the error message (take a picture, or write down the message) and send to helpdesk@langston.edu.

6867i IP PHONE FOR CLEARSPAN®

Left Softkeys
Bottom Softkeys
Presence
Goodbye/ Hangup
Hold
Options
Mute
Volume

Message Waiting Indicator (MWI)
Directory
Navigation/Select
Transfer Conference
Callers List
Redial
Line/Call Appearance
Speaker/Headset

PLACING A CALL

1. Lift the handset, press a line key, or press the ⊲/⌒ key.
2. Dial the number from the keypad and press the **Dial** softkey.

ENDING A CALL

Place the handset on its cradle or press the ☎ key.

ANSWERING A CALL

Lift the handset for handset operation or press the line key or ⊲/⌒ key for handsfree operation.

IGNORING A CALL

Press the ☎ key or **Ignore** softkey when the phone is ringing to ignore the incoming call and (if configured) send the incoming call directly to voicemail.

LINE/CALL APPEARANCE LIGHTS

| Idle	Off	No call activity on this line/call appearance.
Connected	Solid	A call is connected to the phone on this line/call appearance.
Ringing	Fast Flash	A call is ringing in on this line/call appearance.
On Hold	Slow Flash	A call is on hold on this line/call appearance.

MWI LIGHT

Slow Flash	You have a new message.
Rapid Flash	You have an incoming call.
Even Flash	One or more calls are on hold.

SPEAKER/HEADSET LIGHT

On Solid	Speaker Mode
Slow Flash	Headset Mode

REDIALING

Press the ↕ key once to access a list of recently dialed numbers. Use the ▲ and ▼ navigation buttons to scroll through the entries and the ☑ button (or **Dial** softkey) to redial the selected number. Press the ↕ key twice to call the last dialed number.
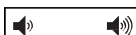
HOLDING AND RESUMING

1. To place a call on hold, press the ☎ key when connected to the call.
2. To resume the call, press the ☎ key again or press the line key corresponding to the line where the call is being held.

MUTING

When you activate mute, the Mute key light is on. Press the 🎤 key to mute the handset, headset, and speakerphone.
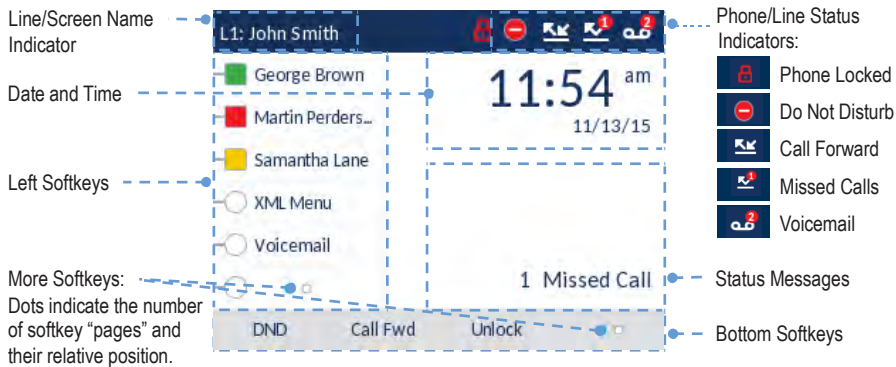
ADJUSTING THE VOLUME

Press the 🔊 🔊 keys during a call to change the volume at which you hear the other parties in the call.

Press the 🔊 🔊 keys when you are not on a call to change the volume of the phone's ringer.
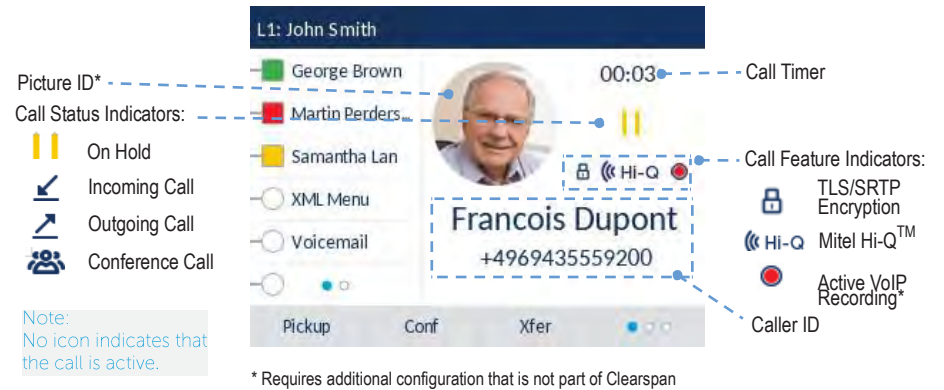
Mitel®

USER INTERFACE (UI) OVERVIEW

HOME SCREEN

The Home Screen displays the date and time along with various important status messages. It is the default screen displayed when the phone is in an idle state.

Line/Screen Name Indicator

Date and Time

Left Softkeys

More Softkeys: Dots indicate the number of softkey "pages" and their relative position.

Phone/Line Status Indicators:

🔒 Phone Locked

⊖ Do Not Disturb

Call Forward

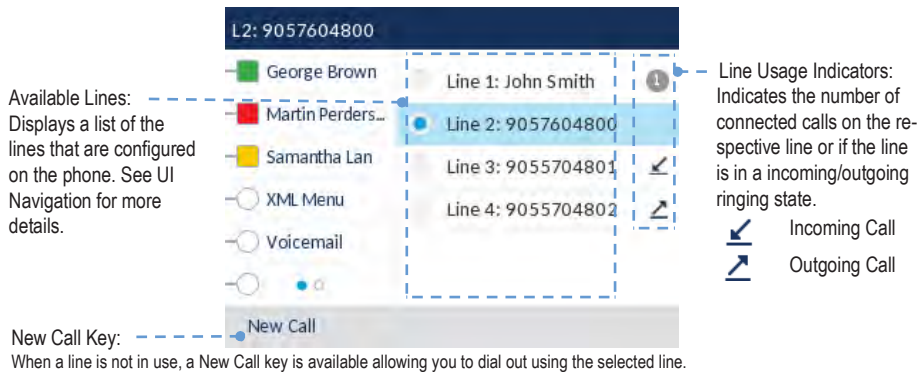Missed Calls

Voicemail

Status Messages

Bottom Softkeys

DETAILED-VIEW CALL SCREEN

The Detailed-View Call Screen brings into focus all the information available for a specific call. It is the default screen displayed for all active point-to-point calls.

Picture ID*
Call Status Indicators:

On Hold

Incoming Call

Outgoing Call

Conference Call

Note:
No icon indicates that the call is active.

Call Timer

Call Feature Indicators:

TLS/SRTP Encryption

Mitel Hi-Q™

Active VoIP Recording*

Caller ID

* Requires additional configuration that is not part of Clearspan

LINE SELECTION SCREEN

The Line Selection Screen allows you to easily view the lines in use and select a line to act upon.

Available Lines: Displays a list of the lines that are configured on the phone. See UI Navigation for more details.

New Call Key: When a line is not in use, a New Call key is available allowing you to dial out using the selected line.

Line Usage Indicators: Indicates the number of connected calls on the respective line or if the line is in a incoming/outgoing ringing state.

Incoming Call

Outgoing Call

MULTI-VIEW CALL SCREEN

The Multi-View Call Screen allows you to manage your calls more efficiently when you have more than one call in progress. It is particularly useful in transfer and conference scenarios. All pertinent information from the Detailed-View Call Screen is also available on the Multi-View Call Screen but information for two remote parties can be seen simultaneously.

Call Feature Indicators:

TLS/SRTP Encryption

Hi-Q Mitel Hi-Q™

Active VoIP Recording*

Picture ID
Caller ID

Call Timer

Call Status Indicators:

On Hold

Incoming Call

Outgoing Call

Conference Call

Note:
No icon indicates that the call is active.

* Requires additional configuration that is not part of Clearspan

UI NAVIGATION

UI navigation is easily performed using the navigation buttons located to the right of the LCD screen. The ◀ and ▶ navigation buttons are used to switch to the different screens and the ▲ and ▼ buttons are used to highlight and scroll through the different lines/calls on the respective screen. The ☑ button is used to activate a selection. The figure below provides a visual representation of the different screens and the UI behavior when a navigation button is pressed.

NOTE: The Detailed-View Call Screen is only accessible when at least one call is in a ringing or connected state. Moreover, the Multi-View Call Screen is only accessible when more than one call is a ringing or connected state.

HOME SCREEN
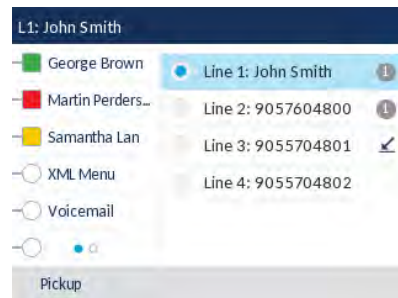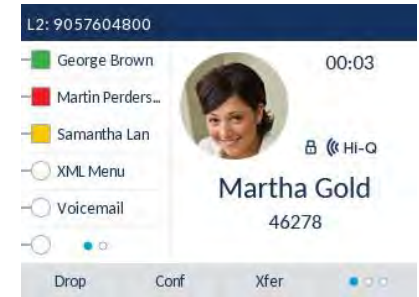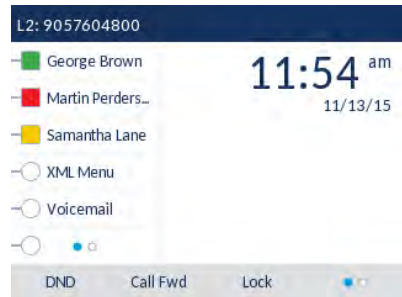
Press ▶
Press ◀

Press ▲   Press ▼

Press ▶
Press ◀

LINE SELECTION SCREEN

Press ▶
Press ◀

Press ▲   Press ▼

Press ▶
Press ◀

MULTI-VIEW CALL SCREEN

Press ▶
Press ◀

Press ▲   Press ▼

Press ▶
Press ◀

DETAILED-VIEW CALL SCREEN

Press ▶
Press ◀

Press ▲   Press ▼

Press ▶
Press ◀

ADVANCED CALL HANDLING

The 6867i IP phone provides simple and convenient methods for transferring calls and establishing conference calls.

NOTE: Transferring and conferencing can be initiated in both the Multi-View and Detailed-View Call Screens.

TRANSFERRING CALLS

1. Ensure you are on active call with the party you wish to transfer.
2. If you are already connected to the transfer recipient, press the ▲ and ▼ navigation keys to highlight the recipient and press the [⤴] key or **Xfer** softkey to complete the call transfer.

   OR

   If you are not connected to the transfer recipient, press the [⤴] key or **Xfer** softkey, enter the recipient's number, and press the **Dial** softkey. At any time, press the [⤴] key or **Xfer** softkey again to complete the call transfer.

CONFERENCING

Establish the Conference
1. Connect to the first party to include in the conference.
2. Press the [👥] key or **Conf** softkey.
3. Dial the number of the party to add to the conference.
4. Wait for the new party to answer and announce the conference.
5. Press the [👥] key or **Conf** softkey again. The conference is established.
6. To add more parties, repeat steps 2 through 5.

Cancel the Third Party
1. Press the **Cancel** softkey while the third party phone is ringing.
2. Press the **Pickup** softkey to reconnect to the original party.

FORWARDING CALLS

You can use the Call Forward feature to automatically forward incoming calls to another number.
1. Press the **Call Forward** softkey. The Call Forward screen displays.
2. Use the the ▲ and ▼ navigation buttons to select the options for All, Busy, or No Answer call forwarding.
3. Press **Save**.

PRESENCE KEY

The Presence key is used to access the contact information screens, which provide detailed information about respective Busy Lamp Field (BLF) or Speed Dial contacts.

1. On the Home Screen, press the [i] key.
2. Press a left softkey that is configured with BLF or Speed Dial functionality. The contact information screen will be displayed.

NOTE: To switch to another contact, simply press the desired BLF or Speed Dial softkey.

3. Press the [✓] button to place a call using the contact's default phone number. If you want to place a call to a different phone number for the contact (if applicable), highlight the number using the navigation buttons, and press the [✓] key.

DIRECTORY LOOKUP

Directory Lookup allows you to search an LDAP or Outlook directory.

1. Press the [📖] key or **Directory** softkey to access the corporate directory.
2. Search for any name by entering letters using the phone's keypad.
3. Press **Lookup** to retrieve a list of possible matching names. You can scroll up and down in the list that is returned.
4. Press **Dial** to call the selected entry in the list. You can also press **Display** to search for additional numbers available for the selected name, or **Speed Dial** to add the number to your speed dial entries.
5. To exit the Directory, press **Back** and **Cancel**.

CALL LOGS

The Call Log contains the call history stored on the server.
1. Press the programmed **Call Logs** softkey.
2. Select **Dialed**, **Received**, or **Missed**.
3. Use the the ▲ and ▼ navigation buttons to scroll through the entries.
4. To view details such as the phone number and date/time of the call, press **Display**. To dial an entry from the list, press **Dial**. To save a line item to the next available speed dial code, press **Add Speed**.

CALLERS LIST

You can access the call history stored on the phone.

1. Press the [☎] key to access the Callers List.
2. Select All, Missed, Outgoing, or Received.
3. Scroll through the list by pressing the ▲ and ▼ navigation buttons. If you would like to view additional entry details, press the ▶ navigation button. Press the [✓] button to place a call to the entry.