

# Mitel Phone Manager Installation on Mac OS X

*Note – Mac OS X is an unsupported environment, this guide is merely provided as a how-to. Support tickets will not be accepted without reproduction on a non-Mac OS X environment*

## Requirements

- Apple Mac Laptop/Desktop (Tested on OS X High Sierra)
- Mac OS X Compatible Virtualisation System (Parallels Desktop 13 for Mac Pro/Business Edition recommended - RRP £80 per year)
- Supported Windows Operating System License (Windows 10 Professional v1709 or above recommended, see the Mitel Phone Manager manual for supported operating systems - RRP £220)
- Mitel Phone Manager client and license

## Configuration

- Install virtualisation system on Mac OS X
- Install a supported operating system in the virtual environment (Parallels will offer to do this during its own installation)
- Ensure that your virtual operating system obtains an IP address on your physical network. This is often known as “Bridged Networking” (<http://kb.parallels.com/uk/4948>)
- Install Mitel Phone Manager and configure as normal
- Optionally hide the Microsoft Windows environment by enabling Coherence Mode (Parallels) or Unity Mode (VMWare Fusion)

## Caveats

- The application will be slower running in a virtual environment
- Application integrations e.g. Dynamics CRM, Outlook and Macros will only interact with apps in the virtualised environment and not the Mac OS X host
- Highlight & Dial is not supported (but Copy and Paste into dial box works)
- We do not support SIP Softphone
- Updates to the host and or guest OS may cause issues

Documentation available at <https://edocs.mitelcommunicationservice.com/PMonMAC>