MiVoice 5000 Manager
Web Client application

⋈ Mitel®

CONTENTS

1   ABOUT THIS DOCUMENT

This document describes the web client application accessible from the MiVoice 5000 Manager portal.

This application allows subscribers to be created and modified according to predefined profiles.

Authentication is required to access the application. The relevant rights are assigned by the MiVoice 5000 Manager administrator.

1.1   REFERENCE DOCUMENTS

Refer to the technical documentation on the Mitem.com site.

1.2   GLOSSARY

Mitel 5000 Gateways	This term refers to all XS, XL and XD PBXs (as of R5.1).
MiVoice 5000 or MiVoice 5000 Server	Telephone switching system on a PC running with Linux Redhat (as of R5.1)
XS, XL, XD	MiVoice 5000 range physical gateways (as of R5.1)
MiVoice 5000 Manager	Systems management centre
ACL	Access ControlList ACLs are used to authenticate to LDAP databases and to receive filtered information (read and write rights and parameter list) according to configuration.
Campaign	Day-to-day processing operations comprising all the deferred programmed actions, both the occasional and periodic ones.
Community (mode)	Community mode (optional) allows you to define a set of communities in the MiVoice 5000 Manager in which one or more numbering ranges are defined. For more information, see DID Number Management - AMT_PTD_PBX_0099.
LDAP	Lightweight Directory Access Protocol Standard protocol used to manage administrative data (directory)

Multi-site	Name given to a group of iPBXs connected together to offer a distributed switching function. This group shares the same directory (when declared) and has a centralised call server.
	Refers to two or more networked iPBXs.
Region	Group of several sites. Set of (site or multi-site) cabinets sharing the same telephony parameters and profiles.
Repository	A place where the entire data is stored:

- application configuration data

- data about managed sites

- operator data

PSTN	Public Switched Telephone Network
	Ordinary telephone network
DID	Direct Inward Dialling
	A system which allows direct access to a correspondent's terminal without passing through the switchboard.
	The DID number is the public number used to reach a subscriber from an external network.
Site	A Mitel iPBX
	A site is either a MiVoice 5000 Server or a Mitel 5000 Gateway.
Standalone site	Site not belonging to any multi-site configuration. This site is located in a region, on the same level as multi-sites.
IVR	Interactive voice response

2 WEB CLIENT APPLICATION

The Web Client application allows simplified management of standard subscriptions or subscriptions with pre-defined profiles.

These profiles are first created in MiVoice 5000 Manager. They define the main characteristics common to a certain number of subscribers.

Thanks to this simplified management of subscriptions from the Web Client interface, it is possible:

For standard subscribers, to:

- Search for subscriptions

- Modify some directory characteristics

- Modify some technical characteristics

- Delete a subscription

- Program call forwarding and keys

- View the operations log

For subscribers in profile mode, to:

- Create a subscription according to one of the proposed profiles

- Search for subscriptions

- Modify a subscription

- Delete the subscription

- Program call forwarding and keys

- Configure/modify the UCP characteristics

- Configure/modify the TWP characteristics

- Configure/modify assignments

- Carry out an inter-site movement of a subscription by changing a profile

- Reset a user password (subscription/IVB)

- View the operations log.

The various operations are carried out individually by this application. Massive creation/modification is proposed by MiVoice 5000 Manager.

IMPORTANT NOTE: **When creating a subscriber manually or automatically by profile (Web management or external sync), the iPBX must be reachable and the subscriber management menus of Web Admin should not be used.**

If this rule is not respected, the creation will not be successful (creation failure) and the operation will have to be repeated.

In the case of creating profiles by EXTERNAL synchronisation, the possibilities are as follows:

- **The creation of technical record can be completed from MiVoice 5000 Manager Client,**

  Or

- **Deleting the directory record in the MiVoice 5000 Manager means that the next time the external database is notified, the creation will be restarted.**

2.1 STARTING THE APPLICATION

The application is open to users who do not have access to MiVoice 5000 Manager but who are authorised by the administrator to create and manage subscriptions. MiVoice 5000 Manager operators have access rights by default.

Several accesses to the application are possible:

- From MiVoice 5000 Manager, for registered operators

- From the URL **https://Server_IP_address/webtelephony**

- From the MiVoice 5000 Manager portal welcome page **https://Server_IP_address/M7450install**

where "**Server_IP_address**" is the IP address or name of the server on which the application is installed.

- For instance, access through the portal:

https://Server_IP@/M7450install/ where "Server_IP@" is the server IP address or name of the server on which the application is installed.

- Click the **Web Client** frame or **Web Client** menu.

- The login and password are then required (**M7450/M7450** by default).

Note: **This is the password for the operator logging on to the MiVoice 5000 Manager concerned.**

Note: **During the first connection or at the end of the password validity period, a window prompts for a new password. Refer to the security policy described in the MiVoice 5000 Manager Guide.**

- Select the region and multi-site, then click **Apply**.

- A menu bar is displayed with the following columns:

  o **Search**: Menu allowing the modification/deletion of subscribers,

  o **Creation with profile**: Action allowing the creation of a subscriber from any of the profiles proposed and predefined by the administrator

  o **Multi-site**: Action allowing a change of multi-site (in case the user has geographical rights on several multi-site configurations, otherwise this option does not appear)

  o **Log**: A log of all the operations carried out within the framework of the application

  o **Preferences**: Menu used to change the password assigned by the administrator to the application user.

2.2 SEARCH FOR A SUBSCRIBER

The search for standard subscribers or by profile allows in particular:

- Viewing

- Modification

- Deletion.

Previously declared and managed subscribers can be searched on:

- A **Community**: select the name of the community from the drop-down list.

Note: This choice is to be made if community mode (optional) has been configured in MiVoice 5000 Manager. See the document DID Number Management - AMT_PTD_PBX_0099.

- Subscriber/Hunt group **number**, a **name**, or a **first name**: enter the string corresponding to the number, name, or first name searched for (standard subscribers, profiles, and groups).

Note: To facilitate the search, a wildcard character * can be used to replace one or more letters in the character string.

- An Administrative **Hierarchy** by clicking the **Selection** button to display the tree structure (standard subscribers and profiles)

- A **Profile**: select the name of the profile from the drop-down list (it can be shared between several sites) (Profile mode: subscribers only).

Click **Search** to start the search.

The number of subscribers displayed by page can be modified using the dropdown menu **Subscribers by page**. A maximum of 500 records can be displayed; beyond this, it is necessary to narrow down the search.

It is possible to sort the content of a column in ascending or descending order, by clicking a column head.

A subscription may be preceded by an open padlock , for two reasons:

- It is being operated by MiVoice 5000 Manager which has unlocked it. It cannot be modified or deleted from the Web Client application.

- A problem occurred when creating a profile (e.g. TWP record not created because the server is not accessible). It is then necessary to act on this subscription from MiVoice 5000 Manager in order to make it compliant with its profile.

When the subscriber is not in Profile mode, **Standard** mode is shown in the **Profile** column.

2.3   MODIFYING A SUBSCRIBER

⚠️   **IMPORTANT NOTE: Do not use the subscriber management menus from the iPBX WebAmin simultaneously.**

From the **Search** menu:

In the list of proposed subscribers or by specifying the subscriber concerned from the various search fields, select the subscriber to be modified and validate with **Modify**.

⚠️   **IMPORTANT NOTE: A subscription that does not match its profile is preceded by the** 🔓 **symbol and cannot be modified via this application.**

2.3.1   MODIFYING THE CHARACTERISTICS

- **Standard subscriber**

The displayed and editable fields are displayed. They are defined by the administrator.

The profiles option is not proposed for standard subscribers.

To modify the displayed settings, click the corresponding field to change it. To save the modifications, click the **Modify** button.

Keys: Opens the management page for the keys of a subscriber

Forwards: Opens the management page for the forwards of a subscriber and of the Do not disturb mode

📝   **Note: The user must habe the Do not disturb right activated to manage the DND mode.**

📝   **Note: The user can only activate one option: the DND mode, the predetermined forwards, or the immediate forwards.**

Terminals: Opens the management page for the terminals and the activation or deactivation of their ringing.

Sync. MiCollab: start a forced synchronisation with MiCollab, CloudLink and SIP DECT. This option is available only if the subscriber's configuration includes a MiCollab role, a CloudLink role or a SIP DECT terminal. The buton appears starting from R8.2 for CloudLink and MiCollab, and adds the SIP DEC starting from R8.3.

📝   **Note: An automatic synchronization occurs after adding, changing or deleting a MiCollag role.**

Pwd Reset: Changes the user password to the default password, configured in the linked multisite. This functionality is available starting from R5.4. The passwords, IVB and devices are set to 0000.

Cancel: Returns to the list of subscribers without saving the modifications

Subscriber modification

Phone number*	2001
Last name*	ABO 2001
First name	
Hierarchy*	STE 0/SERV 0 [+]
User login	
User Portal password	
User password	
E-mail	
Mobile	
Integrated voice mail	....
MiCollab Role	....
CloudLink Role	....
Confidentiality	Green list
Intercom. 1	....
Intercom. 2	....
Feature class	FAC09
Day PSTN	INTERNATIO.
Night PSTN	INTERNATIO.
List of forbidden numbers	....
VIP	☐
Customized attributes	[+]
Picture	[+]

[Keys] [Forwards]   [Pwd reset] [Cancel] [Modify]

- **Subscriber with profile**: Fields identical to the standard subscriber with a profile options (options predefined by the administrator).

All the information described for creation can be modified, except the choice of number.

Change of profile: if the subscriber's ICGs are those of the profile then the ICGs of the new profile are selected. If the ICGs had been modified, these modifications are retained.

Click **Modify** to confirm the modification.

The **Reset Mdp** button allows you to replace the value of the user password with the value of the default password defined at the multi-site level (for R5.4 sites and later. Otherwise the IVB and extension passwords are reset to 0000).

- **Modifying a hunt group:**

Status in the hunt group: lists the hunt group members on the right side of the hunt group's Modification section and allows managing the status of members of the hunt group (active/standby).

Managing subscribers in a hunt group: to open the hunt group subscribers window, click the + button on the Hunt group subscribers line.

To add a subscriber:

- o Enter the subscriber's name or number in the search bar.

- o Select the subscriber you wish to add from the search results list.

To delete a subscriber:

- o Select the subscriber you wish to delete from the hunt group subscriber list.

- o Click the **–** button to the right of the list of subscribers to delete the subscriber from the hunt group.

2.3.2 KEY PROGRAMMING

Keys button on the **Modify subscriber** screen

Note: Key programming is similar to key programming from the User Portal.
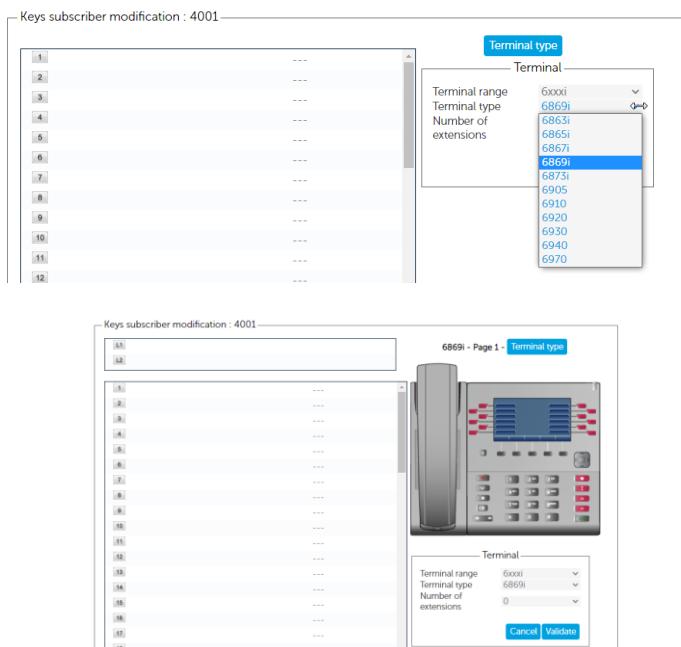
For initial programming, no terminal is assigned;

Click **Terminal type**.

The terminal types are proposed:

- 6xxxi

- Others.

Selecting the 6xxxi range displays an options list from which to choose the model and the number of extensions:

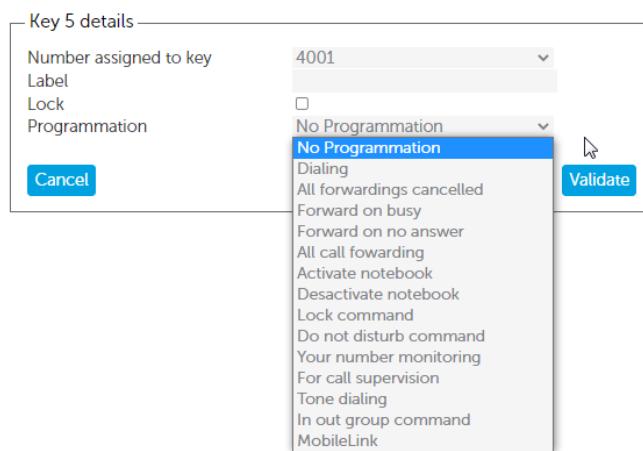After making the choice, click **Validate**.

The screen then displays all the programmable keys for this terminal model and possibly for its extensions.

Select the number of the key to be programmed according to the two modes offered:

- Either by clicking the key number, for example the key on the left table, or

- By clicking directly on the relevant key of the terminal/extension whose picture is displayed on the right for 6800 and 6900 SIP Phones.

After making this selection for key 3 in the example, the window below allows you to enter the type of programming to be applied to this key (identical to both modes):

Key 5 details

Number assigned to key	4001
Label	
Lock	☐
Programmation	No Programmation

No Programmation
Dialing
All forwardings cancelled
Forward on busy
Forward on no answer
All call fowarding
Activate notebook
Desactivate notebook
Lock command
Do not disturb command
Your number monitoring
For call supervision
Tone dialing
In out group command
MobileLink

Cancel   Validate

The **Label** field allows the key label to be entered. The number of authorised characters varies according to the letters used (maximum 17 to 21). On the key summary screen, 11 letters are displayed, but a tooltip shows the full label when the cursor is placed on the field.

The **Programming** field is used to choose, from a list, the type of programming you wish to apply to this key.

The Mobile Link function is available for 6930 and 6940 only:

Depending on the option you choose from the list, the system may display one or two more fields for this type of programming.

On the main line:

	Optional field	On the main line First additional field	On the main line Second additional field
Dialling	Label	Number	
Mobile Link (6930 and 6940)	Label		
Cancel all forwarding operations	Label		
Forward on busy	Label	Number	
Forward on no answer	Label	Number	
Immediate forward	Label	Number	
Agenda activation	Label	Alarm	
Agenda deactivation	Label	Alarm	
Your line monitoring	Label		
Locking	Label		
Monitoring of a subscriber	Label	Number	Mute/1beep/ringing/beeps
Voice frequency	Label	Number	
Voice mail box supervision	Label	Signal Mute/beep	
Do not disturb	Label		

(*) SIP phones

On the secondary line:

	Optional field	On secondary line First additional field	On secondary line Second additional field
Cancel all forwarding operations	**Label**		
Forward on busy	**Label**	**Number**	
Forward on no answer	**Label**	**Number**	
Immediate forward	**Label**	**Number**	
Your line monitoring	**Label**		
Monitoring of a subscriber	**Label**	**Number**	**Mute/1beep/ringing/beeps**
Do not disturb	**Label**		

2.3.2.1 Additional ergonomics

Tooltips are displayed when the cursor is placed over a clickable area (indicated by a hand cursor).

Clickable areas are:

1) Keys **1** to **64**

2) Keys **L1** and **L2** on 600 SIP Phones

Note: **For 6800 SIP Phones, Lines L1 and L2 are displayed in an area separate from the other keys.**

3) The **Next** key on the terminal

4) The **page1**, **page2** and **page3** keys on the extensions

2.3.3 PROGRAMMING FORWARDING

Call forwarding button on the **Modify subscriber** screen

Note: Call forwarding is programmed in the same way as the one done from the User Portal.

Forwarding is characterised by:

- The type of forwarding (immediate, on busy, on no answer, predefined)

- The call origin (all calls, internal calls, external calls)

- The type of the forwarding recipient (mailbox, internal or external number)

- The recipient's number (for internal or external number only)

For each type, the operator has the possibility to lock the programming (checkbox) so the terminal user cannot program it himself. This locking will be indicated to him/her on the terminal and on the MiVoice 5000 User Portal interface.

The **Predefined forwarding** fields are for information only. They cannot be programmed from the Web Client application.

For other forwarding types, click the forwarding to be programmed:

- **None**: No forwarding for the type in question

- **Number**: An additional field is then displayed allowing the entry in question.

- **Voicemail**: The call will be forwarded to voicemail.

Lock box: If the box is ticked, it will be locked and cannot be programmed by the terminal, including the User Portal application.

2.4 DELETING A SUBSCRIBER OR A HUNT GROUP

Enter the name or number of the subscriber or subscription to be deleted in the **Search** field.

Select the subscriber or hunt group to delete.

Click the **Delete** button.

A message at the bottom of the screen then allows you to either:

- Click the **Validate** button to proceed with the action,

- Click the **Cancel** button to cancel the action.

Note: The Delete button only appears if it has been configured by the administrator.

2.5 CREATING A SUBSCRIBER BY PROFILE

Menu **Subscriber management>Creation with profile**

IMPORTANT NOTE: Do not use the subscriber management menus from the iPBX Web Admin simultaneously.

- Select from the **Community** options the community to which the subscriber to be created belongs.

Note: This choice is to be made if community mode (optional) has been configured in MiVoice 5000 Manager. See the document DID Number Management - AMT_PTD_PBX_0099.

- For **subscribers in profile mode,** select from the options the profile (associated with a site) to which the subscriber to be created belongs.

Note: Profiles are defined by the MiVoice 5000 Manager administrator and cannot be changed by the application user.

Fill in the following fields:

- **Number**: subscriber number: the **+** button gives access to the choice of number in the desired block.

- o Select the type of plan to use from the list.
- o Choose a number segment from the numeric keypad. Use the **>>** symbol to scroll the blocks. The available numbers are indicated in green.
- o Click the number you want (or enter the number directly in the Internal number field by the right).

For DID number management in the directory characteristics, numbers in plans 1-8 can be entered.

If the number is not selected, the system assigns the first available number.

A list of parameters predefined by the operator must then be entered in the following fields:

- **Name**: the subscriber's last name and first name (wildcard character * available)
- **Hierarchy**: the subscriber's administrative hierarchy wildcard character * available)
- **User login**: access to the User Portal (Login/Password)
- **Email**: the subscriber's e-mail address
- **Location**: for DID number management in the directory characteristics, the **Location** field appears in advanced parameters. It is filled in by default with the value defined in the profile.

The Advanced Settings button allows you to provide some other information.

- Type: displayed in the options

- Assistant's number: (internal) number of the subscriber's assistant

- Confidentiality: by default, the green list is assigned.

- Address: information about the subscriber's location (free input)

- Intercom 1: by default, that of the profile, but modifiable

- Intercom 2: by default, that of the profile, but modifiable

- Technical hierarchy: by default, that of the profile, but modifiable

- The password assigned to the subscriber

    If not entered, the default password defined at the multi-site level is assigned)

- VIP: checkbox to set the let the subscriber's calls go to the VIP distribution

- The personal directory attributes (10 attributes)

- The picture: click the **+** sign to open the window for selecting the picture to be copied into the subscription

    Png, jpeg, gif, bitmap format with a 1:1/square format to avoid ay image deformations.

- Backup site: By default, that of the profile, but modifiable Displayed in the options.

<u>Other fields:</u>

If the profile includes TWP, the Windows user must be indicated.

SIP URI: Field for entering routing SIP URIs in external records

Personal attributes: allows you to complete the information with, for example, a mobile number

External number: field for entering the phone number for the Call Forking function

After filling in and checking all the fields, click **Create**.

You can use the **Cancel** button to delete all the fields and restore the initial creation status.

Creating the subscriber triggers the sending of an e-mail to the subscriber with the password if:

- A user e-mail has been entered

- The option to send an e-mail to the user has been configured in MiVoice 5000 Manager by the administrator.

2.6   CHANGING TO ANOTHER MULTI-SITE CONFIGURATION

To change to another multi-site configuration while working, click the **Multi-site** menu. The multi-site selection page opens so you can change to another multi-site configuration.

2.7   THE OPERATION LOG

The operation log lists the information about operations carried out by the operator logged on.

By default, the information is displayed from the most recent to the oldest.

To facilitate the viewing of the log, different actions are possible:

- Sorting the columns

- Filtering

- Displaying the operation details.

It is possible to sort the content of a column in ascending or descending order, by clicking a column head.

It is also possible to define some filters. For that, just enter a string of characters in one or more of the input areas below:

After entering the filter, click **Filter.**

To display everything, click **End filter**.

Select an operation then click **Operation detail**. If a detail exists for this operation, it is displayed below the log. To close the operation detail, click **Close**.

The **Refresh** button is used to display the log again, in order to take into account information provided since the log was opened.

2.8   PREFERENCES

The user password can be changed from the **Preferences** menu. Its syntax must respect the following rules:

- Rule No. 1 - minimum length: 8 characters

- Rule 2 - at least 1 Latin letter in lower case

- Rule 3 - at least 1 Latin letter in upper case

- Rule No. 4 - at least 1 numeric character

- Rule No.5: no accented characters or apostrophes

- Rule No. 6 - respect at least 3 of rules 2 to 5.

Then click **Apply** to confirm the new password.