

# **MiVoice 5000 Easy Admin User Guide**

10/2025



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# 1. INTRODUCTION

Mitel 5000 **Easy Admin** is a user-friendly interface used to:

- **Manage customisable greeting messages**
- **Manage opening hours**

## Prerequisites:

Web browsers: Edge, Firefox, Chrome, Opera, Safari, etc.

Modifiable advertisements and calendars have been previously customised by the administrator of the site(s) concerned according to the company/department pair.

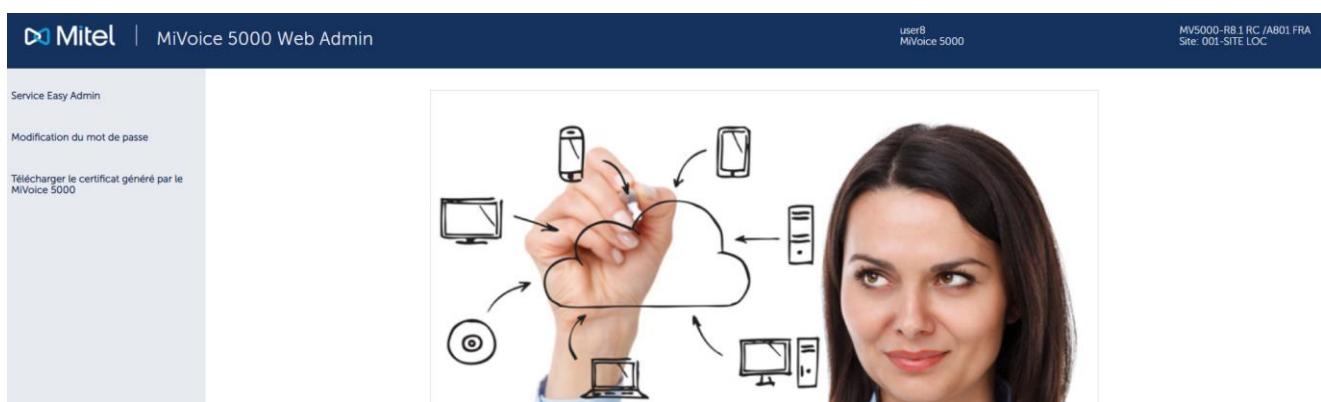
# 2. LOGGING IN TO THE APPLICATION

You can log in to the application via the dedicated and secure URL (<https://IP address or FQDN/easyadmin/>) provided by the administrator, using the associated **Login/Password**.

The first time you log in, you will be asked to change your password (mandatory).

Depending on the security policy defined by the administrator, you can also change this password later via **Menu Password modification**.

The **MiVoice 5000 Web Admin** window then opens:



For **Menu Download the certificate generated by the MiVoice 5000**, contact the Web Admin administrator.

Select Menu **Easy Admin**:



The company name is displayed in the banner at the top of the screen.

The user name is also shown in the top right-hand corner.

### 3. APPLICATION INTERFACES

MiVoice 5000 Easy Admin exists in two different versions:

- The classic MiVoice 5000 Easy Admin, for:
  - Viewing and editing basic information on internal records,
  - Viewing and editing basic information on external records,
  - Viewing and editing basic information on hunt groups,
  - Viewing and managing the statuses of hunt group members,
  - Viewing and editing interactive voice mail servers,
  - Managing customised greeting messages,
  - Managing closed days/public holidays calendars,
  - Managing rooms.
- MiVoice 5000 Easy Admin Pro which, in addition to the features of the classic MiVoice 5000 Easy Admin, is used for:
  - Viewing and editing technical information on internal records,
  - Viewing and editing programmable keys on internal records,
  - Viewing and editing the forwarding of internal records,
  - Viewing and editing technical information on external records,
  - Viewing and editing technical information on hunt groups,
  - Viewing, adding and removing members from hunt groups.

For more information about configurable fields and settings, see **Section 6 – Subscriber Management**.

Access to any of the versions and to some menus depend on the MiVoice 5000 administrator configuration. For more information, contact the administrator.

### 4. EASY ADMIN WITH OR WITHOUT MANAGER

Depending on whether or not a MiVoice 5000 Manager is used with MiVoice 5000, some settings may be locked for modification.

When the system uses MiVoice 5000 Easy Admin only, all sub-menus (**My internal records**, **My external records**, **My hunt groups** and **Interactive Voice Response**) can be viewed and edited.

When the system uses both Easy Admin and a MiVoice 5000 Manager, all sub-menus are available in read-only mode only. For any modifications, please refer to the MiVoice 5000 Manager.

The menus **Voice Messages** and **Calendar** are accessible and configurable, regardless of whether or not a MiVoice 5000 Manager is available.

## 5. LOGGING OUT

To log out, click the **Web Admin home** button in the upper right-hand corner.

## 6. SUBSCRIBER MANAGEMENT

Menu **My Subscribers** allows users to manage the various subscribers registered in MiVoice 5000. This menu contains three sub-menus:

- **My Subscribers**, for viewing and managing individual subscribers,
- **My hunt groups**, for viewing and managing hunt groups.
- **Interactive Voice Response (IVR)** for viewing and managing IVR systems



**Note:** Some actions taken in Menu "My Subscribers" require Easy Admin Pro access. To obtain advanced access, please get in touch with the administrator.

### 6.1 MENU MY INTERNAL RECORDS

Menu **My Subscribers** allows the following actions:

- Listing subscribers,
- Viewing subscriber records.

With Pro access, Menu My Subscribers allows the following additional actions:

- Editing a subscriber,
- Deleting an internal subscriber.

#### 6.1.1 LISTING INTERNAL RECORDS

The list of subscribers is displayed in form of a table.

Firstname	Name	Number
ABO 2000	ABO 2000	2000
ABO 2001	ABO 2001	2001
ABO 2003	ABO 2003	2003
ABO 2004	ABO 2004	2004
ABO 2005	ABO 2005	2005
ABO 2006	ABO 2006	2006
ABO 2007	ABO 2007	2007
ABO 2008	ABO 2008	2008
ABO 2009	ABO 2009	2009
ABO 2010	ABO 2010	2010

The table displays the following information:

- The subscriber's picture if configured by the administrator,
- The subscriber's first name, if provided,
- The subscriber's surname,
- The subscriber's main number, and the secondary numbers if configured.

For multi-sites, it is possible to sort the internal records by company.

## 6.1.2 INTERNAL SHEET PAGE

To expand a subscriber's profile, click on the name of the subscriber you want to view.



**Note:** If the editable fields cannot be edited, the internal records must be managed in MiVoice 5000 Manager. For more information, contact the administrator.

### For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro

The subscriber page displays the following information:

- **Number** (not editable): subscriber's number
- **Name** (field to be filled in): subscriber's name
- **First name** (field to be filled in): subscriber's name
- **User account** (field to be filled in):
- **Telephone password** (button): click **Reset** to reset the password.
- **Mail** (field to be filled in): subscriber's mail address
- **Mobile** (field to be filled in): subscriber's mobile phone number

### For users of MiVoice 5000 Easy Admin Pro only

MiVoice 5000 Easy Admin Pro displays, in addition to the previous fields, the following information:

- **Gender** (dropdown list): subscriber's gender
- **User Portal account** (checkbox): check to activate a User Portal account for the user.
  - **User Portal password** (field to be filled in): displayed if the User Portal account checkbox is checked. Define the user's password for the User Portal.

The content of the field is hidden after saving the modifications.

- **Confidentiality** (dropdown list):
- **Location** (field to be filled in): subscriber's location
- **VIP** (checkbox): check to route subscriber calls through VIP reception.
- **Function** (dropdown list): choice of functions defined by the administrator
- **Organisation** (dropdown list): choice of the subscriber's administrative hierarchy

- **Integrated voicemail box** (dropdown list): choice of the subscriber's integrated voicemail box. Displayed if voicemail boxes are programmed on MiVoice 5000 Server.
- **Day category** (dropdown list): choice of the subscriber's day category.
- **Night category** (dropdown list): choice of the subscriber's night category.
- **Supervision group 1** (dropdown list): choice of functions defined by the administrator
- **Supervision group 2** (dropdown list): choice of functions defined by the administrator
- **Feature class** (dropdown list)
- **Forbidden numbers list** (dropdown list)

Buttons are available at the bottom of the page.

#### For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro

After modifying data, the **Modify** button appears at the bottom of the page.

- Click **Modify** to save the changes.
- Click **Cancel** to return to the list of subscribers without saving the changes.
- Click the **Keys** button to display the subscriber's programmable keys.

#### For users of MiVoice 5000 Easy Admin Pro only

- Click **Modify** below the subscriber's picture to select and upload a new image for the profile picture.



**Note: Accepted formats: jpg, png.**

**Maximum size: 200 kb**

**Recommended dimension: square. If the dimensions are different, Easy Admin automatically crops the image to square.**

Click **Delete** below the subscriber's picture to remove the subscriber's current picture.

- Click **Hide picture** to hide the subscriber's picture. Click **Picture** to display the subscriber's picture.
- Click **Custom attributes** to display and edit the settings created by the administrator.
- Click **Keys** to display the list of the subscriber's programmable keys.
  - Click **Terminal type** to display the **Terminal type** section and select the subscriber's terminal model.
  - Click on the line of the key to edit to display the **Key details** section and the key programming settings.

Three buttons are located at the bottom of the **Key details** section:

- Click **Cancel** to close the **Key details** section without saving the changes.
- Click **Delete** to remove all modifications made to the key without closing the **Key details** section.
- Click **Validate** to save the changes and close the **Key details** section.
- Press the **Return** button to return to the subscriber's profile page.
- Click the **Forwards** button to display the subscriber's forwarding settings or to enable **Do Not Disturb** mode.

After modification, the **Modify** button appears at the bottom of the page. Press Modify to save the changes.

Press **Cancel** to return to the subscriber's profile page without saving the changes.



**Note: When the subscriber has predefined or immediate call forwarding enabled, Do Not Disturb mode cannot be enabled.**

- Click **Terminals** to display the subscriber's terminal list and activate or deactivate the ringing of terminals.

After modification, the **Modify** button appears at the bottom of the page. Press Modify to save the changes.

Press **Cancel** to return to the subscriber's profile page without saving the changes.



**Note: If the Easy Admin user modifies a record with a secondary number:**

- The saved modifications apply to every numbers of the record;**
- Only the main number's record can configure the keys;**
- Secondary numbers can have their own forward settings**

## 6.2 MENU MY EXTERNAL RECORDS

Menu **My external records** allows the following actions:

- Listing external records,
- Displaying an external record,
- Adding an external record,
- Editing an external record,
- Deleting an external record.

### 6.2.1 LISTING EXTERNAL RECORDS

The list of subscribers is displayed in form of a table.

Firstname	Name	Abbreviated number	Number
Test	Numéro		0123456789
Numéro deux	Testeur		0122334455

The table displays the following information:

- The subscriber's picture if configured by the administrator,
- The first name associated with the external record, if provided,

- The name associated with the external record,
- The abbreviated number associated with the external record, if provided,
- The number associated with the external record.

An **Add Contact** button appears at the top right of the screen.

### 6.2.2 EXTERNAL RECORD PAGE

To create a new external record, click the **Add Contact** button.

To expand an external record, click the name of the external record you want to view.

The screenshot shows the MiVoice 5000 Easy Admin Pro interface for managing external records. The top bar displays the Mitel logo and the application name. The main content area is titled 'My external records' and shows a contact entry for 'Test'. The contact details are as follows:

Number	0123456789
Name	Numéro
Firstname	Test
Gender	.....
Abbreviated number	
Confidentiality	Green List
E-mail	
Localization	
VIP	<input type="checkbox"/>
SIP URI	

Below the contact details is a placeholder for a photo, with a 'Modify' button. At the bottom of the page are 'Back' and 'Delete' buttons. The footer contains the copyright information: © 2001-2024 Mitel Networks Corporation [www.mitel.com](http://www.mitel.com).



**Note:** If the editable fields are greyed out, the external records must be managed in MiVoice 5000 Manager. For more information, contact the administrator.

#### For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro

The external record page displays the following information:

- **Number** (field to be filled in): contact's number
- **Name** (field to be filled in) contact's name
- **First name** (field to be filled in) contact's first name
- **Abbreviated number** (field to be filled in): contact's abbreviated number
- **Mail** (field to be filled in): contact's mail address

#### For users of MiVoice 5000 Easy Admin Pro only

MiVoice 5000 Easy Admin Pro displays, in addition to the previous fields, the following information:

- **Gender** (dropdown list): contact's gender
- **Confidentiality** (dropdown list):
- **Location** (field to be filled in): contact's location
- **VIP** (checkbox): check to route the contact's calls through VIP reception
- **SIP URI** (field to be filled in): contact's mail address

Buttons are available at the bottom of the page:

**For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro**

- Click **Cancel** to return to the list of subscribers without saving the changes.

After modifying data, the **Modify** button appears at the bottom of the page.

- Click **Modify** to save the changes.

**For users of MiVoice 5000 Easy Admin Pro only**

- Click **Modify** below the subscriber's picture to select and upload a new image for the profile picture.



**Note: Accepted formats: jpg, png.**

**Maximum size: 200 kb**

**Recommended dimension: square. If the dimensions are different, Easy Admin automatically crops the image to square.**

Click **Delete** below the subscriber's picture to remove the subscriber's current picture.

- Click **Hide picture** to hide the picture. Click **Picture** to display the subscriber's picture.

## 6.3 MENU MY HUNT GROUPS

Menu **My hunt groups**, based on Company/Department, can be used to:

- List hunt groups,
- Display a hunt group.

For a MiVoice 5000 Easy Admin Pro access, Menu My hunt groups can also be used to:

- Edit a hunt group,
- Manage a hunt group's members,
- Manage the status of a hunt group's members,

For multi-sites, it is possible to sort the internal records by company.

### 6.3.1 LIST HUNT GROUPS

The list of hunt groups is displayed in form of a table. The table displays the following information:

- The hunt group's picture,
- The hunt group's first name,
- The hunt group's name,
- The hunt group's number.

The screenshot shows the 'My hunt group' section of the MiVoice 5000 Easy Admin Pro interface. It displays a table with columns for Firstname, Name, and Number. The data is as follows:

Firstname	Name	Number
ABO 4000	ABO 4000	4000
ABO 4001	ABO 4001	4001
ABO 4002	ABO 4002	4002
ABO 4003	ABO 4003	4003
ABO 4004	ABO 4004	4004
ABO 4005	ABO 4005	4005

### 6.3.2 HUNT GROUP PAGE

To expand a hunt group's profile, click on the name of the hunt group you wish to view.

The screenshot shows a detailed view of a hunt group named 'ABO 4000'. The page includes a photo placeholder, a 'Modify' button, and a table of attributes:

Phone number	4000
Name	ABO 4000
Firstname	
Hunt group type	CYCLIC
Organization	STE 0/SERV 0
Confidentiality	Green List
Day category	INTERNATIO.
Night category	INTERNATIO.
Duration of general ringing	40
Duration of ringing set	15
Duration of free set	0
Delay before return to ATDC	40
Duration before help	35
Duration before signalisation	
% of call in waiting	100



**Note:** For MiVoice 5000 Easy Admin Pro users, all fields cannot be edited; hunt groups must be managed on MiVoice 5000 Manager. For more information, contact the administrator.

#### For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro

The hunt group page displays the following information:

- **Number** (not modifiable)
- **Name** (not modifiable)
- **First name** (not modifiable)
- **Hunt group type** (not modifiable)

#### For users of MiVoice 5000 Easy Admin Pro only

MiVoice 5000 Easy Admin Pro displays, in addition to the previous fields, the following information:

- **Organisation** (modifiable)
- **Confidentiality** (dropdown list)

- **Feature class** (dropdown list)
- **Day category** (dropdown list)
- **Night category** (dropdown list)
- **Global ringing duration (sec)** (field to be filled in)
- **Extension ringing duration (sec)** (field to be filled in)
- **Extension idle delay (sec)** (field to be filled in)
- **Delay before return to ATDC (sec)** (field to be filled in)
- **Delay before mutual aid (sec)** (field to be filled in)
- **Delay before signalling (sec)** (field to be filled in)
- **% calls in waiting** (field to be filled in)

Buttons are available at the bottom of the page:

#### For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro

- Click **Subscriber state** to display the list of subscribers with their status in the group.
- Click the Return button to return to the list of hunt groups without saving.

After data is edited, the **Modify** button appears at the bottom of the page.

- Click **Modify** to save the changes and return to the list of hunt groups.
- 2. Click **Back** to return to the list of hunt groups without saving the changes.

#### For users of MiVoice 5000 Easy Admin Pro only

- Click **Modify** below the subscriber's picture to select and upload a new image for the profile picture.



**Note:** Accepted formats: jpg, png.

Maximum size: 200 kb

Recommended dimension: square. If the dimensions are different, Easy Admin automatically crops the image to square.

Click **Delete** below the subscriber's picture to remove the subscriber's current picture.

- Click **Hide picture** to hide the picture. Click **Picture** to display the subscriber's picture.
- Click **Custom attributes** to display and edit the settings created by the administrator.
- Click **Subscribers in hunting group** to display the members of the hunt group.

To add a subscriber to the hunt group:

- Enter the name or number of the subscriber you wish to add.
- Select the subscriber you wish to add from the search results list.
- Click the **Validate** button at the bottom of the **Hunt group subscribers** section to save the changes.

To remove a subscriber from the hunt group:

- Tick the box next to the subscriber to select them for removal.
- Click the  button to remove the selected subscribers.
- Click the **Validate** button at the bottom of the **Subscribers in hunting group** section to save the changes.

- Click **Subscriber status** to determine whether a hunt group subscriber is active or on standby.

## 6.4 MENU INTERACTIVE VOICE RESPONSE

Menu **Interactive voice response** is used to:

- List Interactive voice response servers,
- View and modify an interactive voice response (IVR),

### 6.4.1 LIST INTERACTIVE VOICE RESPONSE SERVERS

The list of Interactive Voice Response (IVR) servers is displayed in a table format, with the following information:

- The IVR picture,
- The IVR name,
- The IVR number.

For multi-sites, it is possible to sort the internal records by company.

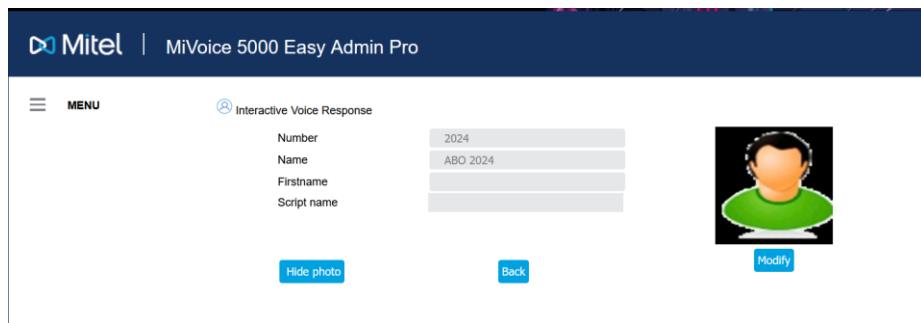
Firstname	Name	Number
	ABO 2024	2024

### 6.4.2 INTERACTIVE VOICE RESPONSE PAGE

To expand an IVR profile, click on the IVR line to view it.

The page displays the following information:

- Number (not editable)
- Name (not editable)
- First name (not editable)
- Script name (dropdown list): for selecting the script to apply to the IVR



**Note: If the editable field cannot be edited, the IVR must be managed in MiVoice 5000 Manager. For more information, contact the administrator.**

- Click **Cancel** to return to the list of IVR without saving the changes.

After the Script name field is edited, the **Modify** button appears at the bottom of the page.

- Click **Modify** to save the changes.

**For users of MiVoice 5000 Easy Admin Pro only**

- Click **Modify** below the subscriber's picture to select and upload a new image for the profile picture.



**Note: Accepted formats: jpg, png.**

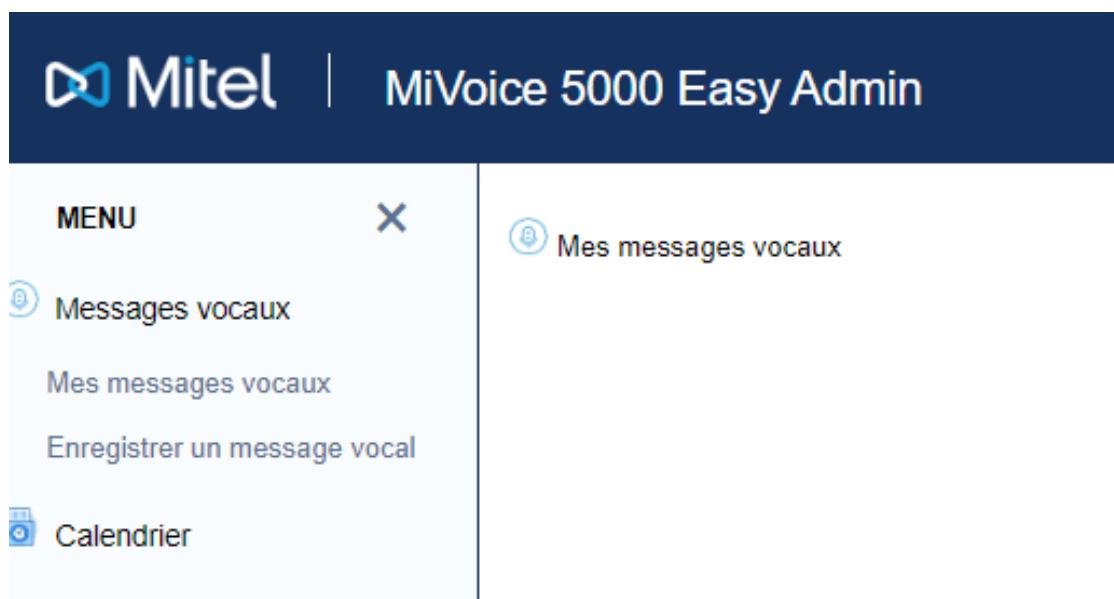
**Maximum size: 200 kb**

**Recommended dimension: square. If the dimensions are different, Easy Admin automatically crops the image to square.**

Click **Delete** below the subscriber's picture to remove the subscriber's current picture.

- Click **Hide picture** to hide the picture. Click **Picture** to display the subscriber's picture.

## 7. MANAGING CUSTOMISABLE GREETING MESSAGES



Menu Voice messages, based on Company/Department, can be used to:

- List messages
- Change a message
- Listen to a message
- Download a message
- Record a voice message

These messages are, for example, on-hold or greeting messages.

The application user can manage the message(s) on a company basis for:

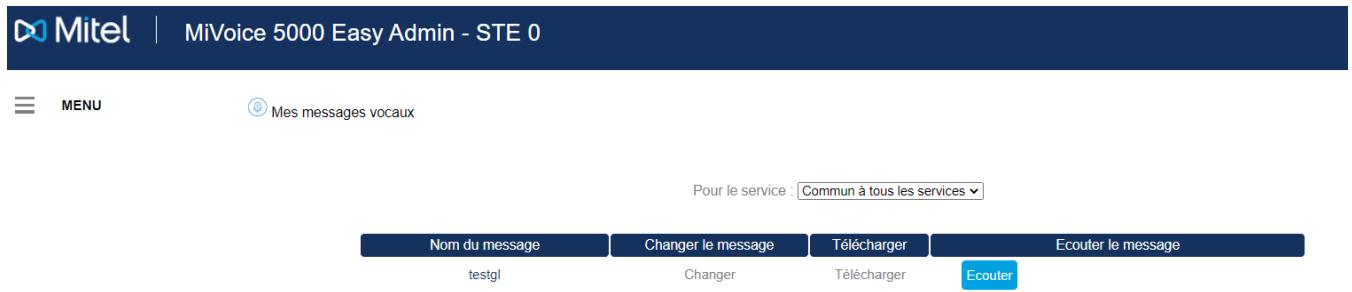
- All departments
- A particular department (list of options).

The messages proposed/displayed are those predefined by the administrator.

## 7.1 CHANGING A MESSAGE

From Menu **My voice messages**,

- Select the message for the department(s) concerned.



The screenshot shows the MiVoice 5000 Easy Admin - STE 0 interface. At the top, the Mitel logo and the title are displayed. Below the title, there are navigation links for 'MENU' and 'Mes messages vocaux'. The main content area shows a list of messages. For the message 'testgl', there are four buttons: 'Nom du message' (testgl), 'Changer le message' (highlighted in blue), 'Télécharger' (disabled), and 'Ecouter le message' (highlighted in blue). A dropdown menu 'Pour le service' is set to 'Commun à tous les services'.

- Click **Change**.
- Click **Select file**.
- Search for and select the file in question (.wav or .mp3).
- Click **Download**.

The file is downloaded and assigned the message name.

The file is not downloaded if it is not in the correct format (indicated by an error message).

## 7.2 LISTENING TO A MESSAGE



The screenshot shows the MiVoice 5000 Easy Admin - STE 0 interface. The 'Ecouter le message' section is highlighted. For the message 'testgl', there are four buttons: 'Nom du message' (testgl), 'Changer le message' (disabled), 'Télécharger' (disabled), and 'Ecouter le message' (highlighted in blue). A dropdown menu 'Pour le service' is set to 'Commun à tous les services'. To the right, a playback bar shows '0:00 / 0:07' and volume controls.

- Click **Listen**.

The playback bar is displayed on the right.

Possible actions are play, pause and adjust volume only.

## 7.3 DOWNLOADING A MESSAGE

Downloading allows you to retrieve the current message.

- Click **Download**.

The file is downloaded to the dedicated directory in **.wav** format. The name is the one defined by the Administrator.

## 7.4 RECORDING A VOICE MESSAGE

- Click **Record voice message** at the top left.

The screenshot shows the MiVoice 5000 Easy Admin - MITEL interface. At the top, there is a navigation bar with the Mitel logo and the text 'MiVoice 5000 Easy Admin - MITEL'. Below the navigation bar, there are two tabs: 'Messages vocaux' and 'Calendrier'. A large button labeled 'Enregistrer un message vocal' (Record a voice message) is prominently displayed. Below this button is a blue button labeled 'Démarrer votre enregistrement' (Start your recording).

- Click **Start** your recording.



**Note: The ergonomics of the recorder depends on the browser used. A microphone is required and its use must be authorised.**

The button turns red. Recording is in progress.

To stop the recording, click **Stop your recording**. A window opens, prompting you to enter the name of the audio file corresponding to this recording.

Another section appears, with an audio playback, the file name, a **Save your message** button and a **Cancel** button.

The screenshot shows the MiVoice 5000 Easy Admin - S interface. At the top, there is a navigation bar with the Mitel logo and the text 'MiVoice 5000 Easy Admin - S'. Below the navigation bar, there is a 'MENU' button and a 'Enregistrer un message vocal' (Record a voice message) button. A modal window is open, prompting the user to 'Saisir un nom de fichier' (Enter a file name) with the text 'pau' in the input field. There are 'OK' and 'Annuler' buttons. Below the modal, there is a progress bar with the text 'Enregistrement en cours' (Recording in progress) and a red 'Arrêter votre enregistrement' (Stop your recording) button.

The screenshot shows the MiVoice 5000 Easy Admin - STE 0 interface. At the top, there is a navigation bar with the Mitel logo and the text 'MiVoice 5000 Easy Admin - STE 0'. Below the navigation bar, there is a 'MENU' button and a 'Enregistrer un message vocal' (Record a voice message) button. A modal window is open, showing an audio playback player with the file name '2023\_5\_24\_pau.wav'. The player includes a play button, a progress bar showing '0:00 / 0:04', and a volume control. Below the player are 'Sauvegarder votre message' (Save your message) and 'Annuler' buttons.

Audio playback allows you to listen to what you have just recorded by clicking the triangle button.

The name of the file entered is preceded by the current date. The file will be downloaded with this name and the **.wav** extension into the download directory when the **Save** button is clicked.

If this date is not suitable, it is always possible to remove and rename it by clicking on the file name.

The **Cancel** button deletes the section and resets the page.

## 8. MANAGING CLOSED DAYS/PUBLIC HOLIDAYS CALENDARS

This menu enables users logged in to **Easy Admin** to configure the calendars of their companies/departments for call distribution and day/night restrictions.

You can define days as public holidays/non-working days in the calendar used to route calls to operator or group services, as follows:

- Manually define a given day as closed.
- Import a list of closed days.

The corresponding Calendar menu contains the following options:

- Closed days (up to 2,500 days)
- Opening hours.

### 8.1 MANAGING CLOSED DAYS

Menu **Calendars>Closed days**

Mitel | MiVoice 5000 Easy Admin Pro

Web Admin Home

User : admin

MENU

Closed Days

For company / department  
all company / all department

Add a Closing period from dd/mm/yyyy to dd/mm/yyyy Label

Calendar  
CAL\_1

Today : Tuesday 24 September 2024

Currently : OPEN

Export a calendar

Import a CSV or ICS file

Summary Annual

September 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

This menu is used to define days as public holidays/non-working days for the calendars and services of the Easy Admin user in question.

This opening or closing information is then used to route calls to the call distribution or hunt group services and outgoing call restrictions.

This menu allows calendar management for opening and/or closing days.

This management is carried out:

- By **Company/Department**
- By **Calendar**

Management modes are respectively:

- Individual management
- Management by period
- By importing an existing CSV or ICS file
- From an official calendar (French only), downloaded automatically from the government website **data.gouv.fr**, showing the public holidays/non-working days for the different regions defined for France.

An Easy Admin user can have a list of several calendars.

Each calendar can be assigned, according to the option **For the department**:

- To all departments
- To one particular department.



**Note: Use the >>> and <<< keys to browse through the various annual and weekly calendars.**

The different sections displayed:

- **For company / department:** for selecting the department (or all departments) for the calendar in question
- **Calendar:** gives a list of calendars for a particular department or for all departments
- **Today:** indicates the current date: Monday, 17 April 2023 (in the example)
- Indication of the **current** status (**Open/Closed**). This is the status at the time indicated. This is the status configured in the two menus: **Calendars** and **Closed days**.

The associated coloured button can be used to switch immediately to the opposite status in case of an unforeseen event, for example. (**Open** > **Closed** or **Closed** > **Open**).

This action switches to the next timeslot if one has been defined.

- **Export a calendar:** see the corresponding section below.
- **Import a CSV or ICS file:** see the corresponding section below.

- **Import official public holidays:** see the corresponding section below.
- **Annual summary:** see the corresponding section below.

## 8.1.1 INDIVIDUAL MANAGEMENT

### 8.1.1.1 *Creation*

Select the department (or all departments) for the calendar in question.

- Select the day in question in the corresponding month.



**Note: Boxes with an expiry date cannot be modified.**

The screenshot shows the MiVoice 5000 Easy Admin software interface. At the top, there is a header with the Mitel logo and the text "MiVoice 5000 Easy Admin". Below the header, there is a navigation bar with a "MENU" button and a "Jours fermés" button. The main content area is titled "Pour la société / service" and "Toute société / Tout service". It includes a search bar for adding a closure period from "jj/mm/aaaa" to "jj/mm/aaaa" and a "Libellé" field. A sidebar on the left shows the calendar "CAL.1" and the date "Aujourd'hui : Mardi 18 Avril 2023". Below the sidebar are buttons for "Exporter un calendrier", "Importer un fichier CSV ou ICS", and "Importation de jours fériés officiels". The main area features a monthly calendar for April 2023, with days from 1 to 30. The 18th of April is highlighted with a blue background and labeled "18- Inventaire". At the bottom, there is a summary table for the annual recapitulative and a validation button.

Enter the label in the field below the monthly calendar.

- Click **Validate**.
- The label is displayed in the box for the corresponding day.

The screenshot shows the MiVoice 5000 Easy Admin software interface with the monthly calendar for April 2023. The 18th of April is highlighted with a blue background and labeled "18- Inventaire". The rest of the days in the month are in a standard white background.

### 8.1.1.2 *Deletion*

Select the department (or all departments) for the calendar in question.

- Select the day in question in the corresponding month.
- Click **Validate** to confirm the deletion.

### 8.1.1.3 Modification

Modification successively requires (refer to the sections above):

- Deleting the occurrence in question
- Creating a new label for this closed day.

## 8.1.2 PERIOD MANAGEMENT

### 8.1.2.1 Creation

Select the department (or all departments) for the calendar in question.

On the **Add closing period** line:

- Enter the start and end days of the period:
  - In **dd/mm/year** format in the top line
  - From the pop-up calendar
- Enter the label concerned.



**Note: Use the >>> and <<< keys to browse through the various annual and weekly calendars.**

The screenshot shows the MiVoice 5000 Easy Admin interface for Period Management. The top navigation bar includes the Mitel logo, the title 'MiVoice 5000 Easy Admin', and a 'Utilisateur : admin' label. The main content area has a 'MENU' button and a 'Jours fermés' button. A sub-menu for 'Ajouter une période de fermeture' is open, showing fields for 'du' (21/04/2023) and 'au' (empty), and a 'Libellé' field. A calendar modal for 'Avril 2023' is displayed, showing the month grid with the 21st highlighted. Below the calendar are buttons for 'Exporter un calendrier', 'Importer un fichier CSV ou ICS', and 'Importation de jours fériés officiels'. A 'Récapitulatif annuel' button is also visible. A tooltip 'Note: Boxes with inaccessible expiry dates.' points to the 21st in the calendar grid.

Pour la société / service  
Toute société / Tout service

Ajouter une période de fermeture du  au  Inventaire  Valider Annuler

Calendrier  
CAL.1

Aujourd'hui : Mardi 18 Avril 2023

Actuellement : **FERME**

Exporter un calendrier

Importer un fichier CSV ou ICS

Importation de jours fériés officiels

FR

Récapitulatif annuel

- Click **Validate**. The calendar is displayed again with the relevant closing period.

Avril 2023						
Lun	Mar	Mer	Jeu	Ven	Sam	Dim
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### 8.1.2.2 Deletion and modification

The procedure for deleting or modifying a day in a period is the same as the one described in Section 8.1.1.

### 8.1.3 IMMEDIATE SWITCHOVER FROM OPEN OR CLOSED STATUS

For example, the Current (Open/Closed) status button can be used to switch the status immediately in case of an unforeseen event.

This action switches to the next timeslot if one has been defined.

This immediate switchover is also available in the timeslot configuration menu. See Section 8.2.

Mitel | MiVoice 5000 Easy Admin - STE 0

Accueil Web Admin

☰ MENU Jours fermés Utilisateur : admin

Pour le service  Ajouter une période de fermeture du  au  Libellé

Calendrier

Aujourd'hui : Lundi 17 Avril 2023

Actuellement : **OUVERT**

Lun	Mar	Mer	Jeu	Ven	Sam	Dim
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

- Then confirm the status change (**Validate** button).

### 8.1.4 ANNUAL SUMMARY OF DAYS CLOSED

The annual summary of days closed is based on Department/Calendar:

Available for viewing an annual summary of the closed days defined by the Easy Admin user in the current session (concerning the department and calendar currently being processed) and also when importing official public holiday calendars.

2023											
Jan	Fév	Mar	Avr	Mai	Jun	Jul	Aou	Sep	Oct	Nov	Déc
D 01	M 01	M 01	S 01	L 01	J 01	S 01	M 01	V 01	D 01	M 01	V 01
L 02	J 02	J 02	D 02	M 02	V 02	D 02	M 02	S 02	L 02	J 02	S 02
M 03	V 03	V 03	L 03	M 03	S 03	L 03	J 03	D 03	M 03	V 03	D 03
M 04	S 04	S 04	M 04	J 04	D 04	M 04	V 04	L 04	M 04	S 04	L 04
J 05	D 05	D 05	M 05	V 05	L 05	M 05	S 05	M 05	J 05	D 05	M 05
V 06	L 06	L 06	J 06	S 06	M 06	J 06	D 06	M 06	V 06	L 06	M 06
S 07	M 07	M 07	V 07	D 07	M 07	V 07	L 07	J 07	S 07	M 07	J 07
D 08	M 08	M 08	S 08	L 08	J 08	S 08	M 08	V 08	D 08	M 08	V 08
L 09	J 09	J 09	D 09	M 09	V 09	D 09	M 09	S 09	L 09	J 09	S 09
M 10	V 10	V 10	L 10	M 10	S 10	L 10	J 10	D 10	M 10	V 10	D 10
M 11	S 11	S 11	M 11	J 11	D 11	M 11	V 11	L 11	M 11	S 11	L 11
J 12	D 12	D 12	M 12	V 12	L 12	M 12	S 12	M 12	J 12	D 12	M 12
V 13	L 13	L 13	J 13	S 13	M 13	J 13	D 13	M 13	V 13	L 13	M 13
S 14	M 14	M 14	V 14	D 14	M 14	V 14	L 14	J 14	S 14	M 14	J 14
D 15	M 15	M 15	S 15	L 15	J 15	S 15	M 15	V 15	D 15	M 15	V 15
L 16	J 16	J 16	D 16	M 16	V 16	D 16	M 16	S 16	L 16	J 16	S 16
M 17	V 17	V 17	L 17	M 17	S 17	L 17	J 17	D 17	M 17	V 17	D 17
M 18	S 18	S 18	M 18	J 18	D 18	M 18	V 18	L 18	M 18	S 18	L 18
J 19	D 19	D 19	M 19	V 19	L 19	M 19	S 19	M 19	J 19	D 19	M 19
V 20	L 20	L 20	J 20	S 20	M 20	J 20	D 20	M 20	V 20	L 20	M 20
S 21	M 21	M 21	V 21	D 21	M 21	V 21	L 21	J 21	S 21	M 21	J 21
D 22	M 22	M 22	S 22	L 22	J 22	S 22	M 22	V 22	D 22	M 22	V 22
L 23	J 23	J 23	D 23	M 23	V 23	D 23	M 23	S 23	L 23	J 23	S 23
M 24	V 24	V 24	L 24	M 24	S 24	L 24	J 24	D 24	M 24	V 24	D 24
M 25	S 25	S 25	M 25	J 25	D 25	M 25	V 25	L 25	M 25	S 25	L 25
J 26	D 26	D 26	M 26	V 26	L 26	M 26	S 26	M 26	J 26	D 26	M 26
V 27	L 27	L 27	J 27	S 27	M 27	J 27	D 27	M 27	V 27	L 27	M 27
S 28	M 28	M 28	V 28	D 28	M 28	V 28	L 28	J 28	S 28	M 28	J 28
D 29			M 29	S 29	L 29	J 29	S 29	M 29	V 29	D 29	M 29
L 30			J 30	D 30	M 30	V 30	D 30	M 30	S 30	L 30	J 30
M 31			V 31		M 31		L 31	J 31		M 31	D 31



**Note: Use the >>> and <<< keys to browse through the various annual calendars.**

View only. No modification possible.

### 8.1.5 EXPORT A CALENDAR

In the current session (concerning the department and calendar currently being processed).

- Click **Export** calendar.
- Name the file and save it in the directory of your choice.

Export is in **.csv** format. This file can then be used by another Easy Admin user on another site, in a multi-site configuration, for example.

### 8.1.6 IMPORT A CSV OR ICS FILE

This action allows you to import a calendar in **.csv** or **.ics** format.

The **ICS** format is a file format used for messaging. These files are identified through the **.ics** extension. This file format allows you to import calendar entries into your calendar, send calendar entries to other users, and publish and share calendar entries.

The import file must be in CSV format from a file previously processed in Easy Admin or from a government site. It is then automatically taken into account and displayed.

### 8.1.7 IMPORT OFFICIAL PUBLIC HOLIDAYS

The import is made from the official government website, which publishes a calendar of public holidays by region (mainland France, overseas departments and territories) each year.

- Select the calendar (the import is calendar-based).
- Select a region.
- Select the year or years by ticking the appropriate boxes.

Ajouter une période de fermeture du  jj/mm/aaaa au  jj/mm/aaaa Libellé

CALENDRIER CAL.1

Aujourd'hui : Mardi 18 Avril 2023

Région métropole

Récapitulatif annuel

Use the >>> and <<< buttons to browse through the various annual and weekly calendars in order to view the imported official days.

Aujourd'hui : Mardi 18 Avril 2023

Actuellement : **FERME**

Exporter un calendrier

Importer un fichier CSV ou ICS

Importation de jours fériés officiels

Récapitulatif annuel

You can also view these days for the year in question by selecting **Annual summary**:

Pour le service :  Commun à tous les services

Calendrier :  CAL.1

Aujourd'hui : Mardi 18 Avril 2023

Récapitulatif annuel des jours fermés

[Retour](#)

2023											
Jan	Fév	Mar	Avr	Mai	Jun	Jul	Aou	Sep	Oct	Nov	Déc
D 01	M 01	M 01	S 01	L 01	J 01	S 01	M 01	V 01	D 01	M 01	V 01
L 02	J 02	J 02	D 02	M 02	V 02	D 02	M 02	S 02	L 02	J 02	S 02
M 03	V 03	V 03	L 03	M 03	S 03	L 03	J 03	D 03	M 03	V 03	D 03
M 04	S 04	S 04	M 04	J 04	D 04	M 04	V 04	L 04	M 04	S 04	L 04
J 05	D 05	D 05	M 05	V 05	L 05	M 05	S 05	M 05	J 05	D 05	M 05
V 06	L 06	L 06	J 06	S 06	M 06	J 06	D 06	M 06	V 06	L 06	M 06
S 07	M 07	M 07	V 07	D 07	M 07	V 07	L 07	J 07	S 07	M 07	J 07
D 08	M 08	M 08	S 08	L 08	J 08	S 08	M 08	V 08	D 08	M 08	V 08
L 09	J 09	J 09	D 09	M 09	V 09	D 09	M 09	S 09	L 09	J 09	S 09
M 10	V 10	V 10	L 10	M 10	S 10	L 10	J 10	D 10	M 10	V 10	D 10
M 11	S 11	S 11	M 11	J 11	D 11	M 11	V 11	L 11	M 11	S 11	L 11
J 12	D 12	D 12	M 12	V 12	L 12	M 12	S 12	M 12	J 12	D 12	M 12
V 13	L 13	L 13	J 13	S 13	M 13	J 13	D 13	M 13	V 13	L 13	M 13
S 14	M 14	M 14	V 14	D 14	M 14	V 14	L 14	J 14	S 14	M 14	J 14
D 15	M 15	M 15	S 15	L 15	J 15	S 15	M 15	V 15	D 15	M 15	V 15
L 16	J 16	J 16	D 16	M 16	V 16	D 16	M 16	S 16	L 16	J 16	S 16
M 17	V 17	V 17	L 17	M 17	S 17	L 17	J 17	D 17	M 17	V 17	D 17
M 18	S 18	S 18	M 18	J 18	D 18	M 18	V 18	L 18	M 18	S 18	L 18
J 19	D 19	D 19	M 19	V 19	L 19	M 19	S 19	M 19	J 19	D 19	M 19
V 20	L 20	L 20	J 20	S 20	M 20	J 20	D 20	M 20	V 20	L 20	M 20
S 21	M 21	M 21	V 21	D 21	M 21	V 21	L 21	J 21	S 21	M 21	J 21
D 22	M 22	M 22	S 22	L 22	J 22	S 22	M 22	V 22	D 22	M 22	V 22
L 23	J 23	J 23	D 23	M 23	V 23	D 23	M 23	S 23	L 23	J 23	S 23
M 24	V 24	V 24	L 24	M 24	S 24	L 24	J 24	D 24	M 24	V 24	D 24
M 25	S 25	S 25	M 25	J 25	D 25	M 25	V 25	L 25	M 25	S 25	L 25
J 26	D 26	D 26	M 26	V 26	L 26	M 26	S 26	M 26	J 26	D 26	M 26
V 27	L 27	L 27	J 27	S 27	M 27	J 27	D 27	M 27	V 27	L 27	M 27
S 28	M 28	M 28	V 28	D 28	M 28	V 28	L 28	J 28	S 28	M 28	J 28
D 29	M 29	M 29	S 29	L 29	J 29	S 29	M 29	V 29	D 29	M 29	V 29
L 30	J 30	J 30	D 30	M 30	V 30	D 30	M 30	S 30	L 30	J 30	S 30
M 31			V 31		M 31		L 31	J 31	M 31		D 31

## 8.2 MANAGING OPENING HOURS

You can use this menu to manage **Open/Closed** timeslots for a current week, from Monday to Sunday, by department and calendar.

For each day, you can define 4 timeslots (2 slots in open mode and 2 slots in closed mode), independently for each day of the week.

Pour la société / service :  Toute société / Tout service

Plages horaires du calendrier :  CAL.1

Aujourd'hui : Mercredi 19 Avril 2023

Actuellement : **OUVERT**

Jour	Début plage 1	Fin plage 1	Début plage 2	Fin plage 2
Lundi	08:00	13:00	14:00	18:00
Mardi	08:00	13:00	14:00	18:00
Mercredi	08:00	13:00	14:00	18:00
Jeudi	08:00	hh:mm	13:00	14:00
Vendredi	08:00	13:00	14:00	20:00
Samedi	08:00	13:00		
Dimanche				

- Select the department and calendar concerned.
- For each day, enter the timeslot start and end times (2 slots maximum):
- Follow the hh:mm format (example: 09:00)
- Click **Validate** to confirm.

### Immediate switchover from Open or Closed status

The **Current (Open/Closed)** status button can be used to switch the status immediately in case of an unforeseen event, for example.

This action switches to the next timeslot if one has been defined.

Pour le service  
Commun à tous les services

Plages horaires du calendrier :  
CALENDRIER 0

Aujourd'hui : Lundi 17 Avril 2023

Actuellement : FERME

Jour	Début plage 1	Fin plage 1	Début plage 2	Fin plage 2
Lundi				
Mardi				
Mercredi				
Jeudi				
Vendredi				
Samedi				
Dimanche				

Valider Annuler

## 9. ROOM MANAGEMENT



**Note:** The MiVoice 5000 Easy Admin displays this menu after the administrator configured it. If the MiVoice 5000 doesn't display the menu, contact the administrator.

This menu allows the user logged on to **Easy Admin** to manage rooms.

- Managing room check-ins and check-outs
- Setting an alarm (wake-up) for occupied rooms.

Enter room or customer name

Programming an alarm clock for multiple rooms

Room number	Availability	Customer's first name	Customer Name	Arrival/Departure	Wake-up
2010	Free			check-in	
2011	Occupied	Paddington	Alice	check-out	

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This menu is displayed in form of a table, with the following Information:

- **Room number**, with the icon to call an occupied room
- **Availability (Free or Occupied)**
- **Client's first name**
- **Client's surname**
- **Check-in/Check-out**, for managing clients' arrivals and departures
- **Wake-up**, for programming wake-up (alarms) in occupied rooms.

## 9.1 MANAGING ROOM CHECK-INS AND CHECK-OUTS

### 9.1.1 CHECKING IN A PERSON INTO A ROOM

From Menu **Hotel>Room management**

- Click **check-in** on the line of the room concerned.

A window opens for entering the client's data:

Room check-in 2010

Customer Name	
Customer's first name	
Customer Language	English
Integrated voice box	<input type="checkbox"/>

Back

- Enter the first name and surname of the person who will be staying in the room in the appropriate fields.
- In the **Customer Language** field, select the language spoken by the guest.
- Tick the **Integrated voice box** option to let the guest in the room receive voice messages.

The **Confirm** button appears after the settings are configured.

- Click **Confirm** to save the changes.

After loading, the table displays the room as **Occupied** in the **Availability** column.

- The **Customer's first name** and **Customer name** fields are filled in with the information of the person occupying the room.
- The **Wake-up** field is active.
- The message confirming the action appears below the list of rooms.

### 9.1.2 CHECKING OUT A PERSON LEAVING A ROOM

From Menu **Hotel>Room management**

- Click **Check-out** on the line of the room concerned.

A confirmation message appears.

Room check-out 2011

Customer Name	Alice
Customer's first name	Paddington

Back   Validate

- Click **Validate** to confirm the release of the selected room.

After loading, the table displays the room as **Free** in the **Availability** column.

- The **Customer's first name** and **Customer name** fields are blank.
- The **Alarm** link is not active.
- The message confirming the action appears below the list of rooms.



**Note:** For rooms with an integrated voice box, checking-out is impossible if there are unread voice messages in the voice box.

## 9.2 SCHEDULING WAKE-UP FOR OCCUPIED ROOMS

From Menu **Hotel>Room management**



- Click the  icon on the line of the room concerned.

A window opens so wake-up can be scheduled.

**Programming the bedroom alarm clock 2011**

Customer Name	Alice
Customer's first name	Paddington
Wake-up time (hh:mm)	<input type="text" value="-- : --"/>

**Back**

- In the **Wake-up Time (hh:mm)** field, enter the time the guest wants to be woken up using the 24-hour format.
- The **Confirm** button appears after the time is entered.
- Click **Confirm**.

The Easy Admin goes back to the list of rooms and shows the message confirming the action below the list of rooms.

## 9.3 SCHEDULING WAKE-UP FOR SEVERAL ROOMS

It is also possible to schedule the same wake-up for several rooms.

Click **Schedule wake-up for multiple rooms**.

The window below opens.

Programming an alarm clock for multiple rooms

Wake-up time (hh:mm)

Room number	Customer's first name	Customer Name	<input type="checkbox"/>
2011	Paddington	Alice	<input type="checkbox"/>

[Back](#)

- Tick the rooms concerned.
- In the **Wake-up Time (hh:mm)** field, enter the time the guest wants to be woken up using the 24-hour format.  
The **Confirm** button appears after the time is entered.
- Click **Confirm**.

Easy Admin shows the message **Wake-up scheduling confirmed** below the list of rooms.