

MiVoice 5000 User Portal

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AMT/PTD/TLA/0101/3/1/EN

USER MANUAL



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1 INTRODUCTION

MiVoice 5000 User Portal is an application which is accessible to subscribers, and is used to:

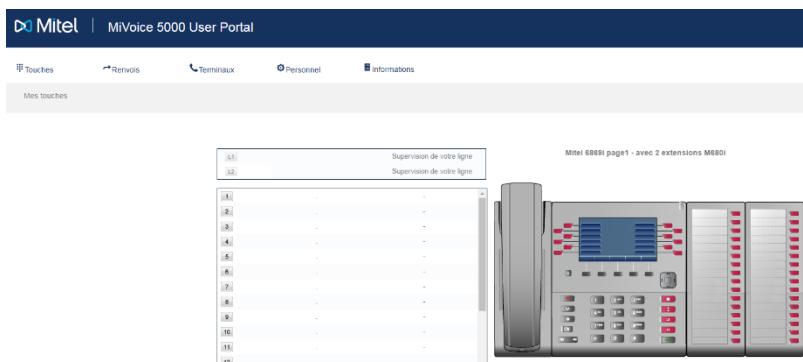
- Configure the programmable keys of their terminals
- Program forwarding operations
- Enable/disable an external or internal terminal
- Selecting the terminals that will ring when a call comes in
- Modify the external phone number (depending on rights)
- Modify the MiVoice 5000 User Portal access password
- Reassign a terminal type, for the range in question, on an existing subscription
- Modify a user password
- Modify a subscriber's picture
- Make a directory search
- Power up TDM terminals again within the scope of the power saving function.

This application is either hosted in the MiVoice 5000 Manager or embedded in a MiVoice 5000 Server or Mitel 5000 Gateway iPBX.

1.1 DESCRIPTION

The MiVoice 5000 User Portal interface is used, after a secure login, to successively define the programming of the keys and, for terminals with labels, to print them out for each programmed key.

After login, the interface displayed is as follows:



At the top is a menu bar that allows access to the following configurations:

- **Keys:** allows keys to be configured and updated according to terminal model, and labels to be printed from a .pdf file for certain models
- **Call forwarding:** for configuring numbers to be defined by call forwarding type.
- **Terminals:** this menu is used to:
 - View and manage the terminal access (login/logout) for a subscription
 - Viewing and changing the ringtone status for terminals linked to a subscription

- Modify an external terminal number
- Power up TDM terminals again within the scope of the power saving function.
- **Personal:** this menu is used to:
 - Add, modify or delete a picture concerning the subscription (not available on Mitel 5000 Gateways)
 - Manage the subscription and User Portal password.
- **Information:** this menu is used to view:
 - The directory to contact a correspondent
 - The terminal user guides
 - The User Portal user guide
 - The EULA accreditation charter.

The settings available for the keys according to terminal type are shown in Paragraph 2.1.

A specific document (AMT/PTD/PBX/0129*) describes the programming of keys on Mitel 6000 SIP Phones in multi-line and multi-CCO configurations.

For a multi-line terminal

All functions available for programming are offered for the main line.

The functions available for programming on the secondary line are limited to :

- Cancelling all forwarding operations
- Forward on busy
- Forward on no answer
- Immediate forwarding
- Line monitoring
- Subscriber monitoring
- Do not disturb.

Labels are printed for the entire terminal.

For some functions, such as dialling, a number must be answered; for others, this is optional (example for configuring forwarding).

1.2 LOGGING ON TO THE USER PORTAL

To log on to the User Portal:

Access the link sent by e-mail when access to the MiVoice 5000 User Portal was enabled.

The Login screen is displayed:

Depending on the type of connection, the required login credentials may vary:

- In case of connection:
 - Enter the directory number assigned.
 - Enter the password. The entry can be displayed or hidden by clicking the **eye** icon on the right side of the field.
- In case of SSO connection:
 - Enter the account login.
 - Enter the associated password. The entry can be displayed or hidden by clicking the **eye** icon on the right side of the field.



Note: In some SSO connection scenarios, the User Portal automatically logs in using the number associated with the SSO account. The User Portal skips the login page in this case.

For more information, contact the administrator.

The first time you log on, your default password is the one assigned by the administrator.

If a security policy has been defined by the administrator, the first time you log on you will be asked to change your password (mandatory).

You can also change this password later using the **Password modification** menu.

If you forget your password, contact the administrator.

1.3

ACCREDITATION AND END USER LICENCE AGREEMENT

The first time you log in, the accreditation charter is displayed so that you can read it and confirm that you have read it.

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Mitel MiVoice 5000 / R6 and above
Mitel MiVoice 5000 Manager / Release 3 and higher

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Then click at the bottom of the page on **I have read the end user license agreement.**

2 KEYS MENU

2.1 PROGRAMMING THE KEYS OF A TERMINAL FOR THE FIRST TIME

2.1.1 SELECTING THE TERMINAL

Enter login and password, then select Menu **Keys>Terminal type**.

The **Terminal type selection** screen is displayed so you can select the range of the terminal in question.

The terminal types are offered by range in a drop-down list.

Example:



Note : 6800 or 6900 type, on first connection, the key management menu is displayed directly relative to the set in question.

Programming keys:

- Select the range, then the relevant terminal type.

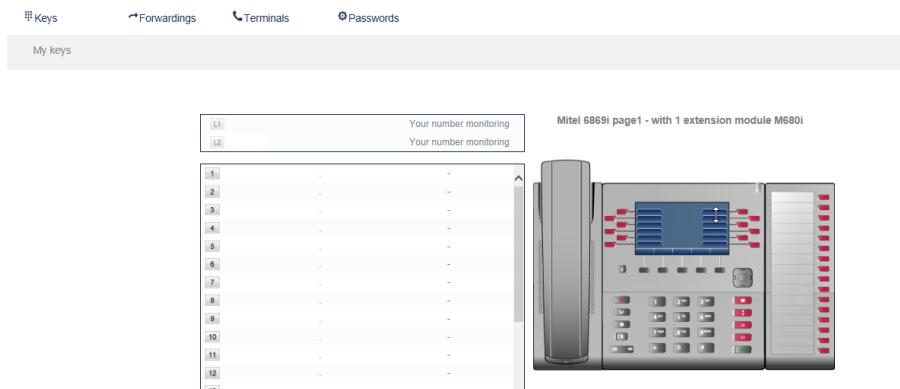
Terminal type selection

Terminal range	6xxx
Terminal type	6869i
Number of extensions	1
Type of extension	M680i (without LCD screen)

Cancel Modify

- Select the type of terminal within the range.
- Then enter the number of extensions on this terminal and click **Apply**.

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



2.1.2 PROGRAMMING THE KEYS

- Select the number of the key to be programmed according to the two modes offered:
 - Either by clicking on the **3** key number icon on the left table, or
 - By clicking directly on the relevant **3** 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 3 details

Label	██████████
Function	██████████
<input type="button" value="Cancel"/> <input type="button" value="Modify"/>	

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; however a pop-up gives the full label when the cursor is placed on the area.

The **Function** field is used to choose, from a list, the type of programming you wish to apply to this key via MiVoice 5000 Manager or via the iPBX.

Key 1 details

Label	██████████
Function	<input type="button" value="Dialling"/> <input type="button" value="MobileLink"/> <input type="button" value="Cancel all forwardings"/> <input type="button" value="Forward on no answer"/> <input type="button" value="Immediate forward"/> <input type="button" value="Activate notebook"/> <input type="button" value="Deactivate notebook"/> <input type="button" value="Your number monitoring"/> <input type="button" value="Lock command"/> <input type="button" value="Phone supervision"/> <input type="button" value="Tone dialling"/> <input type="button" value="Do not disturb"/>
<input type="button" value="Cancel"/> <input type="button" value="Modify"/>	

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

Programming options for the Dialling function:

- Number: the terminal dials and calls the number entered.
- Function code without requesting for a number: the terminal runs the function code command.
- Function code requesting for a number + the full number to be dialled: the terminal runs the function code command with the full number entered.
- Function code requesting for a number + no number to dial: the terminal lets the subscriber enter the full number before running the function code command.
- Function code requesting for a number + a part of the number to dial: the terminal lets the subscriber enter the programmed number before running the function code command.

NOTE: For SIP phones, "Dial" programming with the function code requesting for a number + part of the number to be dialled is not available.



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		

Example:

Key 1 details

Label	
Function	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Dialling MobileLink Cancel all forwardings Forward on busy Forward on no answer Immediate forward Activate notebook Desactivate notebook Your number monitoring Lock command For call supervision Tone dialling Do not disturb </div>
Cancel	Modify



If the additional field corresponds to another number, the icon reminds you that it is possible to search on the name to find the subscriber number.

To do this, enter the name in the **Number** area and select the number corresponding to the subscriber concerned from the drop-down list below the field:

Key 1 details

Label	Immediate if no prese
Function	Immediate forward
Number	<input type="text" value="a"/> <div style="display: inline-block; width: 150px; height: 20px; vertical-align: middle; margin-left: 10px;"> a aBO 7995(7995) aBO 7997(7997) aBO 6000(6000) aBO 7000(7000) </div>
<input type="button" value="Cancel"/> <input type="button" value="Modify"/>	



Note: This icon is not shown for a User Portal embedded on an iPBX.

The **Clear** button is used to delete the programming for a specific key and return to the key selection screen.

The **Cancel** button is used to return to the key selection screen.

The **Validate** button is used to accept the key programming.

In the example, for Key 3:

Key 1 details

Label	Immediate if no prese
Function	Immediate forward
Number	<input type="text" value="a"/> <div style="display: inline-block; width: 150px; height: 20px; vertical-align: middle; margin-left: 10px;"> a aBO 7995(7995) aBO 7997(7997) aBO 6000(6000) aBO 7000(7000) </div>
<input type="button" value="Cancel"/> <input type="button" value="Modify"/>	

Then follow the same process for each of the other keys you wish to programme.

In the **Keys** menu, several options are proposed, depending on terminal type and its extensions:

Terminal type allowing a change of profile (for associated terminals)

Labels, in the **Keys** tab, for printing out the label to be placed in the space provided for this on the terminal (This field is only displayed for terminals or extensions with labels).

Update, (Mitel 6000 SIP Phones only): This option allows automatic update of the key programming on the terminal for the configuration made.

For 6800 and 6900 SIP Phones, the images are displayed on the right with or without the extensions as the case may be.

The scrollbar allows you to view and select all the keys of the extension in question (depending on the type of extension, from 1 to 256).

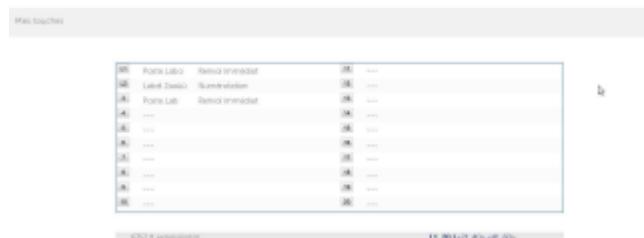
2.1.3 DISPLAYING AND MODIFYING PROGRAMMED KEYS

2.1.3.1 *Displaying programmed keys*

Follow the procedure described in the section 2.1 until you reach the screen that displays all the keys and their programming.

2.1.3.2 *Modifying programmed keys*

Follow the procedure outlined in the section 2.1 until you reach the screen that displays all the keys and their programming.



- Then click on the number of each key to be changed,

On the **Details of key N** screen

- Enter the new values for the **Label** and **Function** fields concerned.

2.1.4 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

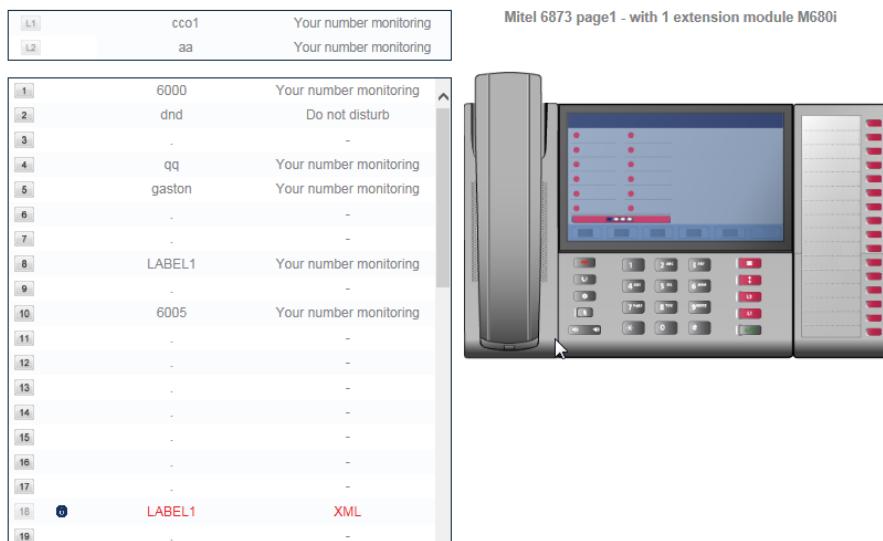


Note: For 6800 SIP Phones, Lines **L1** and **L2** are displayed in an area separate from the other keys.

- 3) The **Next** key on the terminal
- 4) The **page1**, **page2** and **page3** keys on the extensions

A tooltip is displayed when a key is pressed, reminding the user of its function or programming, as the case may be.

Example of a terminal with a **label** type extension:



Clicking **Next** on the terminal displays the numbers of the first to the last key so they can be programmed.

Example of a terminal with an **LCD screen** type extension:



Clicking **Page 2** (in the example) at the bottom of the extension displays the numbers of the first to last key on Page 2 of the extension so they can be programmed.

The terminal key numbers in the real sense of it are not affected.

2.1.5 KEYS THAT CANNOT BE ACCESSED FOR PROGRAMMING

Some of the keys on the left side of the table may appear greyed out in association with their programming shown in red and possibly associated with a lock icon. The user is then unable to programme these keys.

This is the case, in particular:

- On 6800 SIP Phones for L1 and L2 keys which appear in a separate frame and are programmed only by the administrator.
- With the configuration of the multi-line function for the terminals.

Example for a 6930 phone with locked Keys 3, 4, 13 and 14:



This occurs in the following circumstances:

- The administrator has pre-programmed and locked certain keys.
- The keys have been programmed with a complex function that is not recognised by the programmable key management application.

Depending on the case, the configuration made by the administrator was as follows:

On the iPBX side

In Menu **Telephony Service>Subscribers>Characteristics, Keys** tab, the administrator has pre-programmed and locked certain keys in this menu.

On the MiVoice 5000 Manager side

In Menu **Telephony>Subscriber management, Manage** column, the administrator has pre-programmed and locked some keys with or without complex functions.

2.1.6 REASSIGNING PROGRAMMABLE KEYS TO A NEW TERMINAL

If a subscriber changes to a new type of terminal, for a given range, and wishes to transfer the previous key programming to this new terminal, the procedure is as follows:

Follow the procedure described in Section 2.1 until you reach the screen that displays all the keys and their programming.

Mitel 5370 / 5370i		
1	cco16000	Supervision de votre ligne
2	cco16002	Supervision de votre ligne
3	poste cabine60...	Poste cabine
4	6002	Poste cabine
5	6005	Ne pas déranger

In this example, the original terminal, Digital 5370/5370 IP, needs to be reassigned to a Digital 6757.

- The **Terminal type selection** tab of the **Keys** menu is displayed, enabling you to change the range, model and number of extensions..

Keys ↗ Forwardings ↗ Terminals ⚑ Passwords

My keys

Labels Update Terminal type

Terminal type selection

Terminal range	6750
Terminal type	<input type="button" value="▼"/>



Cancel Modify

Keys ↗ Forwardings ↗ Terminals ⚑ Passwords

Terminal type

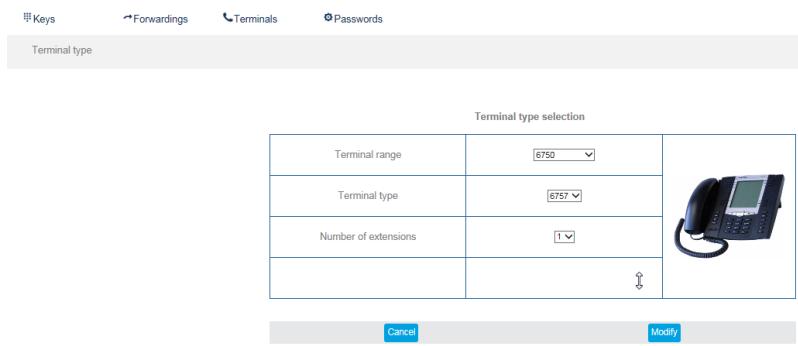
Terminal type selection

Terminal range	6750
Terminal type	<input type="button" value="6753"/> <input type="button" value="6755"/> <input type="button" value="6757"/>



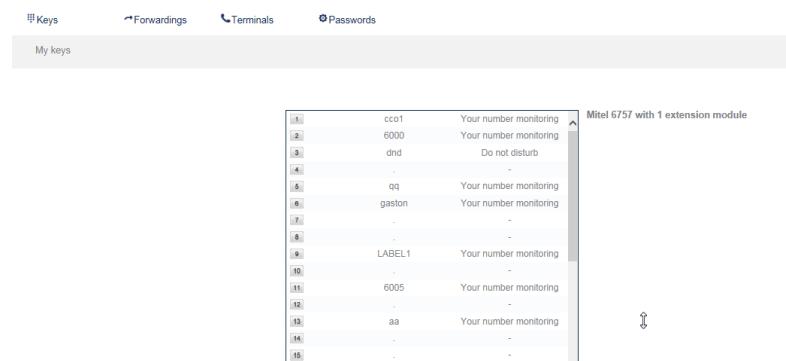
Cancel Modify

- Successively select the new characteristics.



- Click **Modify**.

The screen then displays the previous programming reassigned to the new terminal model. In the example, 6757 Digital with extension (60 programmable keys).



The programming can be changed and/or completed, if necessary, by selecting again the keys concerned.

For 6800 and 6900 SIP Phones, the images are displayed on the right with or without the extensions as the case may be.

The scrollbar allows you to view and select all the keys of the extension in question (depending on the type of extension, from 1 to 64).

2.2 PRINTING SET LABELS

From the screen that displays all the keys and their programming:



- Select Menu **Keys>Labels** (example for a 6757 phone).

For each programmed key, the content of the **Label** field, as defined on the **Details of key N** screen will be printed next to the key number.

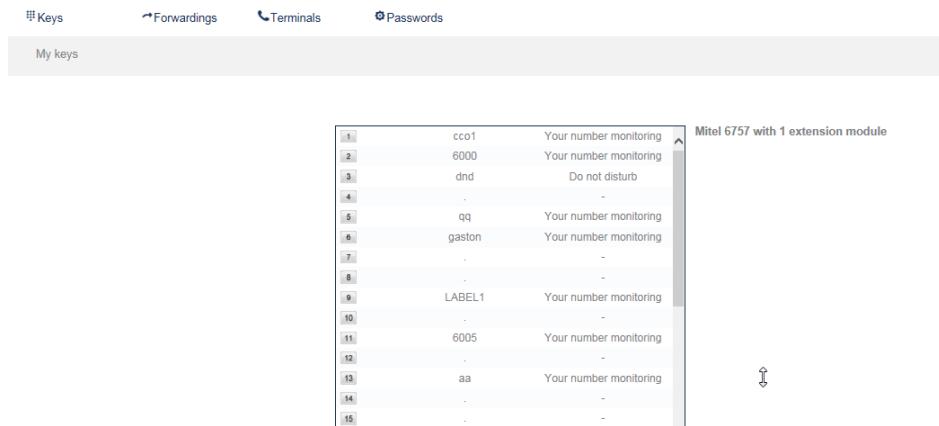
An information window then appears prior to printing so you can set the printing options for your particular browser.

23	6000	41	
24	6002	42	6000
25	6002	43	6002
26	26	44	6000
27		45	6002
28	6000	46	6000
29		47	6002
30	6000	48	6000
31	6002	49	6002
32	6000	50	6000
33	6002	51	6002
34	6000	52	6000
35	6002	53	Mock-up
36	6000	54	6000
37	6002	55	toto
38	6000	56	6002
39	6002	57	
40	cc026000	58	m1

- Then click "Print" to print the label to be placed on the terminal.

2.3 UPDATING THE PROGRAMMABLE KEYS OF MITEL 6000 SIP PHONES

Menu **Keys>Update** allows the user to update the configuration of the programmable keys on the terminal for the subscription number concerned.



2.4 REASSIGNING A TERMINAL TYPE TO AN EXISTING SUBSCRIPTION

Menu **Keys>Terminal type** enables a subscriber, for a given range, to change his/her terminal model and, thus, retrieve his/her previous key programming.

This column gives direct access to terminal reassignment. Access is also possible from the **Keys** menu, by clicking the terminal link at the bottom left of the screen.

Since the procedures are the same, see Section **2.1.1 – Selecting the terminal**.

3 CALL FORWARDING MENU

3.1 PROGRAMMING FORWARDING

3.1.1 INTRODUCTION

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 forwarding destination (voicemail, internal or external number)
- The recipient's number (for internal or external number only)

The subscription must first be declared in the multi-line configuration as well as the associated secondary lines.

- In a configuration without MiVoice 5000 Manager: **Multi-lines** tab of Menu **Telephony service>Subscribers>Subscriptions>Characteristics**
- In a configuration with MiVoice 5000 Manager: **Multi-line** tab of Menu **Telephony service>Subscribers>Subscriptions>Characteristics**.

3.1.2 ERGONOMICS

This interface gives access to the programming of forwarding for a given subscription:

- Any accessible forwarding type can be defined by the user based on his/her rights defined by the administrator on Web Admin
- The accessible (authorised) links are displayed in bold and open a window for configuring the forwarding type according to origin.
- If forwarding has been locked by the administrator, this is indicated by a padlock on the line in question.
- For predefined forwarding (defined by the administrator), only the activation information is displayed.

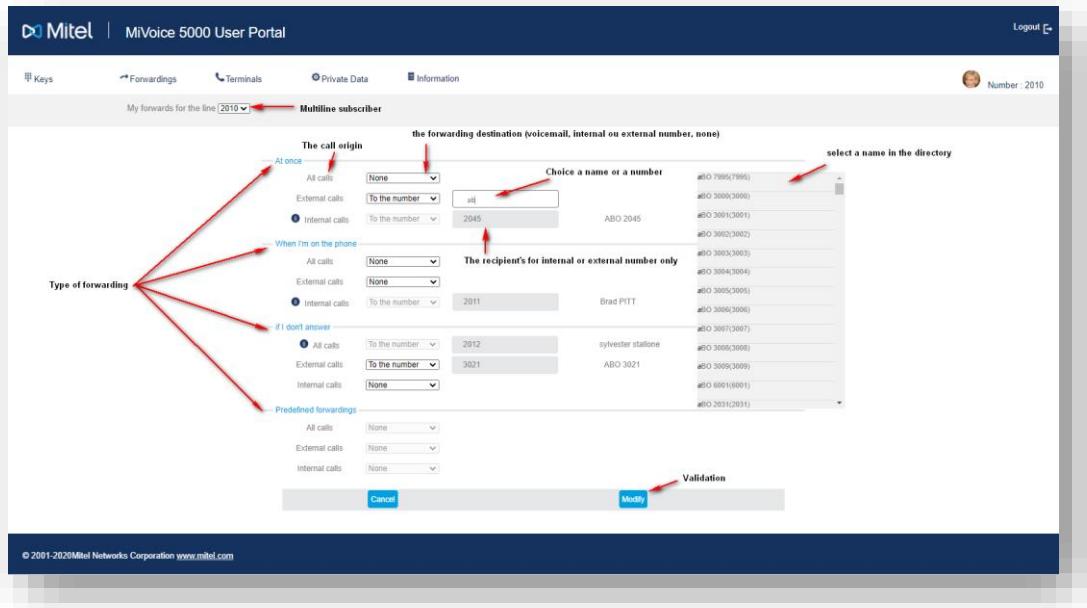
3.1.3 PROCEDURE

Forwarding programming is applicable to the main line and secondary lines:

From the **call forwarding** menu:

If some forwarding operations have been defined and locked by the administrator. They are indicated by a lock and cannot be configured by the user.

For a main line:



- Select the forwarding type concerned and assign it the number you want according to its origin (see the configuration rules described in the section **Ergonomics**).

For a secondary line:

- Select the secondary line concerned from the list proposed in the field **My forwards for the line**.
- Select the forwarding type to apply and assign it the number you want based on its origin.

The option **My forwards for the line XXX** in the banner on the top right is used to change forwarding operations on the secondary line concerned.

4 TERMINALS MENU

4.1 VIEWING FREE TERMINALS ASSIGNED TO A SUBSCRIPTION NUMBER

Menu **Terminals>My terminals** allows you to view the list of free terminals that have been assigned to a subscription number. The login/logout label is indicated for each terminal.

4.2 SELECTING THE TERMINLS THAT WILL RING FOR AN INCOMING CALL

This function, accessible via Menu **Terminals>My terminals**, lets you define the terminals that will ring when the user receives a call.

The Status column displays two possible statuses:

- : The terminal rings when it receives calls.
- : The terminal cannot be reached but can make outgoing calls.

To change the status, click the status icon.

4.3 MODIFYING AN EXTERNAL NUMBER

This function, accessible through Menu **Terminals>My terminals**, allows the subscriber to modify an existing external number.

The subscriber must have the right to external forwarding.

- Select the **Number** field of the external number concerned.
- Enter the new number.
- Click **Modify**.

 **Note:** This function can also be performed from the subscriber's technical record.

Entering an empty field is rejected by the User Portal.

4.4 MANAGING THE STATUS IN A HUNT GROUP

Menu **Terminals > Hunt group** lets you manage the status of the different lines associated with a hunt group.

For each line, the User Portal gives:

- Its hunt group, if the line is attached to a hunt group,
- A button to enable the line in the hunt group or to set it to standby mode.

Click the **Activate** button above the table to enable all the subscriber's lines in the hunt group.

Click the **Standby** button above the table to set to standby all the subscriber's lines in the hunt group.



Note: Only the main lines are configurable.

4.5 ACTIVATING/DEACTIVATING AN INTERNAL OR EXTERNAL TERMINAL

This function, accessible through Menu **Terminals>External number**, allows the subscriber to deactivate or reactivate his/her internal or external terminal(s).

The external terminal must have been declared in the **assignment** record. These options are activated by default. An incoming call then rings both terminals. This function can be used to deactivate any of the terminals so that only the one you want to use rings.

When an internal terminal is deactivated, a message or information symbol is then displayed indicating that incoming calls are deactivated.

However, outgoing calls to a deactivated terminal are accepted.



Note: This function can also be performed from the subscriber's technical record.

4.6 LOGIN/LOGOUT

This feature is only available for Mitel 6000 SIP phones and is not offered by default.

It must first be authorised by the administrator. Contact the administrator for more information.

4.6.1 LOGIN

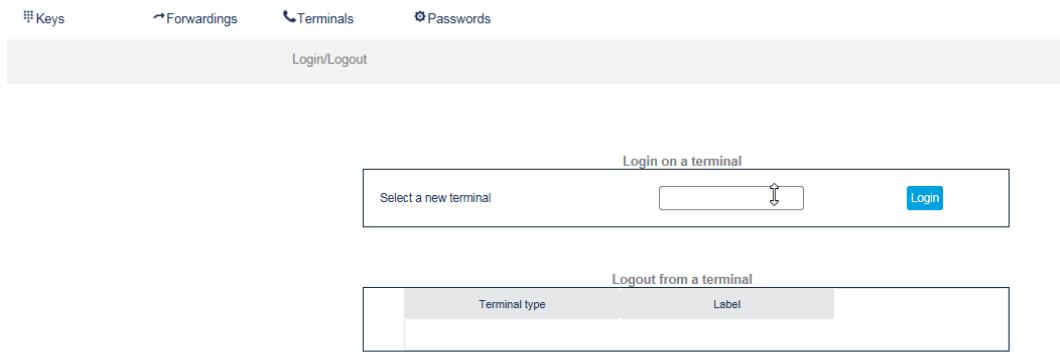
This feature allows a user to log on to a free terminal based on a label displayed on the terminal. To log in, the user must first access the **Terminals>Login/Logout** menu of the User Portal to activate the connection.

The labels displayed on the free terminals are defined by the administrator.

To log on to a free terminal, access Menu **Terminals>Login/Logout** via the User Portal. The checkboxes in the **Register terminal** area allow connection to free terminals.

Depending on the previous connection history, the following cases can be distinguished:

- **If the user has already logged on to a free terminal**, the list of previously used labels is displayed. In this case, some options are proposed corresponding to the previous labels.



The screenshot shows the 'Login/Logout' section of the User Portal. At the top, there are tabs for 'Keys', 'Forwardings', 'Terminals', and 'Passwords'. The 'Terminals' tab is selected. Below the tabs, there are two main sections: 'Login on a terminal' and 'Logout from a terminal'. The 'Login on a terminal' section contains a text input field labeled 'Select a new terminal' with a dropdown arrow, and a blue 'Login' button. The 'Logout from a terminal' section contains two input fields: 'Terminal type' and 'Label'.

- **If the user has never logged in**, tick the **Select a new terminal** box then click **Login**.
- Enter the full label (display on the free terminal) or enter the first characters of this label. An automatic list of labels with these first characters is displayed.
- After selecting the label concerned, click **Login**.



The free terminal is connected and is associated with the relevant subscription.

4.6.3 LOGOUT

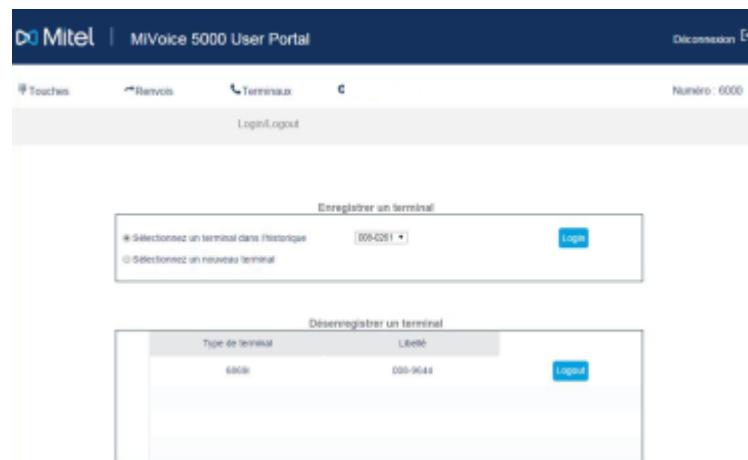
Menu **Terminals>Login/Logout** allows the user to log out of the terminal on which he/she was logged in.



Note: Logout has been subject to approval. Contact the system administrator if necessary.

In the **Unregister terminal** area

- Select the terminal to be logged off from the displayed terminals. The choice is made based on **Terminal type**.
- Click **Logout**.



The terminal is then logged out and proposes the label again as a free terminal.

4.7 POWER SAVING FUNCTION - POWERING UP A TDM TERMINAL

TDM terminals connected to Mitel 5000 Gateway iPBXs can be powered off by applying a calendar (see document AMT/PTD/PBX/0080).

A terminal powered off through the power saving function can be powered up again from the screen on which are displayed all the keys and their programming.

The terminal is powered on or off from Menu **Terminals>Power on**.

5 PRIVATE DATA MENU

5.1 ADDING, CHANGING OR DELETING A USER'S PICTURE

Restrictions for Mitel 5000 Gateways

These actions are not available for subscribers declared on Mitel 5000 Gateways where pictures are managed solely by the operator.

If they have been declared, they will be visible only to User Portal users.

For other systems:

From Menu **Private data>Picture**:

- Click **Modify**.
- Choose the file concerned and download it.
- The picture format must be PNG or JPEG.

The **Delete** button is used, by deleting this picture, to retrieve the one defined by default.

5.2 MODIFYING ANNOUNCEMENTS

The menu **Private data>Greeting** message is used to:

- Listen to the user's greeting,
- Download the user's greeting,
- Edit the existing user's greeting.



IMPORTANT: If the subscriber has no greeting configured, the User Portal displays an alert asking to set one up.

In this case, the user must configure an initial greeting using their terminal.

To edit the announcement message:

- Click **Modify**.
The User Portal displays a field to select the next user's greeting.
- Click **Browse** to open the file manager.
The file must be in wav or mp3 format, with a maximum size of 2MB.
- After selecting the file, click **Download**.
The User Portal prompts for a confirmation.
- Click **Confirm** to confirm the change of announcement message.

After loading, the User Portal displays a confirmation message for the action.

5.3 MODIFYING THE MIVOICE 5000 USER PORTAL ACCESS PASSWORD



IMPORTANT NOTE: The menu below is not available if the administrator has configured authentication to the User Portal with the Windows login in SSO mode. Contact the system administrator if necessary.

From Menu **Private data>User Portal pwd**,

- Enter the current password in the **Old password** field.
- Enter the new password in the **New password** field.
- Enter this new password again to confirm it in the **Confirmation** field.
- Then click **Apply** to confirm the modification.

However, a forgotten password must be reset from MiVoice 5000 Manager (see the document AMT/PTD/NMA/0003).

Applying a password security policy

A password entry policy for more security can be defined by the administrator in the iPBX WebAdmin, in Menu **Subscribers>Rights>General Settings, Application tab** (refer to AMT/PTD/PBX/0080).

Contact the administrator for the syntax rules.

A validity period for this password is also defined by the administrator and the following messages will be displayed if the date has expired or is about to expire:

- "Your password has expired. You must change it. "
- "Your user password will expire in XX days. You must change it. "

When entering the new password, a pop-up message is available indicating the rules to be followed. Contact the administrator, if necessary, for more information.

5.4 CHANGING THE USER PASSWORD

The terminal user can change the password common to the subscription and the IVB of his/her main line:

- From Menu **Personal>Mdp>Subscription**:
- Enter the new password in the **New password** field (value between 0000 and 9999).
- Enter the new password a second time in the **Confirm** field.
- Then click **Apply** to confirm the modification.

Modifying the user password via the User Portal does not trigger the sending of e-mails.

6 INFORMATION MENU

6.1 DIRECTORY



IMPORTANT NOTE: MiCollab or Mitel Dialer must be installed before calls can be made from the directory.

These actions are not available to subscribers declared on Mitel 5000 Gateways.

For other MiVoice 5000 Server systems:

Menu **Information>Directory** allows access to the directory (LDAP) of internal and external numbers in consultation and at the same time to call the corresponding number and/or to send an e-mail to this correspondent.

The **Search** field allows you to find a correspondent either by the beginning of a character string or the beginning of a number.

The screenshot shows the MiVoice 5000 User Portal directory interface. The search bar at the top contains the text 'Brad Pitt'. Below the search bar is a table with columns: Name, Number, and Call. The table lists several contacts, including Brad Pitt, whose name is highlighted with a red arrow pointing to the 'click to call' button in the Call column. Other contacts listed include ABO 7995, prénom1 nom1, sylvie pipot, sylvester stallone, rocky balboa, and Brad Pitt again.

The call can be made by clicking the Phone icon in the **Call** column.
The other fields allow access to the correspondent's Directory record.

The screenshot shows the detailed view of the MiVoice 5000 User Portal directory for Brad Pitt. The search bar at the top contains 'Brad Pitt'. Below the search bar, the contact's profile picture is shown. The contact information is listed as follows:

- Phone number:** DeskPhone 2011, DID number(s) 01309555555
- Secretary:** 2012
- Email addresses:** brad Pitt@gmail.com
- STÉ GSERV 0:** Function, président, exécution, payement

Red arrows point to the 'click to call' button next to the phone number and the 'click to send a mail' button next to the email address.

By clicking on these fields, the record is displayed so that:

- The call can be made from the different numbers proposed (external number, internal number, secretariat, etc.)
- An e-mail can be sent to the correspondent (**Envelope** icon)
- Information about the correspondent can be viewed (function, department, location, etc.).

6.2 TERMINAL USER GUIDE

This menu allows you to access the Mitel documentation site where you can read the various terminal user guides.

The links to this documentation are not available to subscribers declared on Mitel 5000 Gateways.

6.3 USER GUIDE FOR THE USER PORTAL APPLICATION

This menu allows you to access the Mitel documentation site where you can read the user guide for the User Portal application.

The links to this documentation are not available to subscribers declared on Mitel 5000 Gateways.

6.4 EULA CHARTER

Menu used to view the End User License Agreement (EULA).

EULA: End User License Agreement.

For the record, it must first be read and approved by the user before logging in for the first time. See Section 1.3.