

MiVoice MX-ONE Provisioning Manager

END USER PORTAL DESCRIPTION



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1 INTRODUCTION

Provisioning Manager is a MiVoice MX-ONE tool, which is used to provision users. This has an end user portal, which is used for self-management of user configurations, such as display name, add TNS keys, change Authorization Code, define and activate Personal Number List, and so on.

From Provisioning Manager 6.2 SP2 a new Graphical User Interface (GUI) is introduced. This is developed to be compatible with accessibility requirements according to the Web Content Accessibility Guidelines (WCAG) 2.0.

“Web Content Accessibility Guidelines (WCAG) 2.0 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. Following these guidelines will also often make your Web content more usable to users in general.”

The main changes in the End User Portal are:

- Accessibility work to support WCAG 2.0.
- Function flow review and correction (e.g. tab function in the keyboard).
- Re-work of the functions as well as the GUI.
- More sub-items created in order to make the GUI as clean as possible.
- The pages are now simplified and they present the essential end user information.
 - Functions that are not required daily are now under General tab.

The new implementation is validated by an independent third party company as compliant according the relevant WCAG 2.0 guidelines.

1.1 NEW END USER PORTAL GUI

The new end user portal GUI presents a new look and feel, some colors are changed to keep compatible with the color contrast required by the WCAG 2.0.

For example, the apply button with dark blue as background and white as foreground has a contrast ratio of 12,7:1.

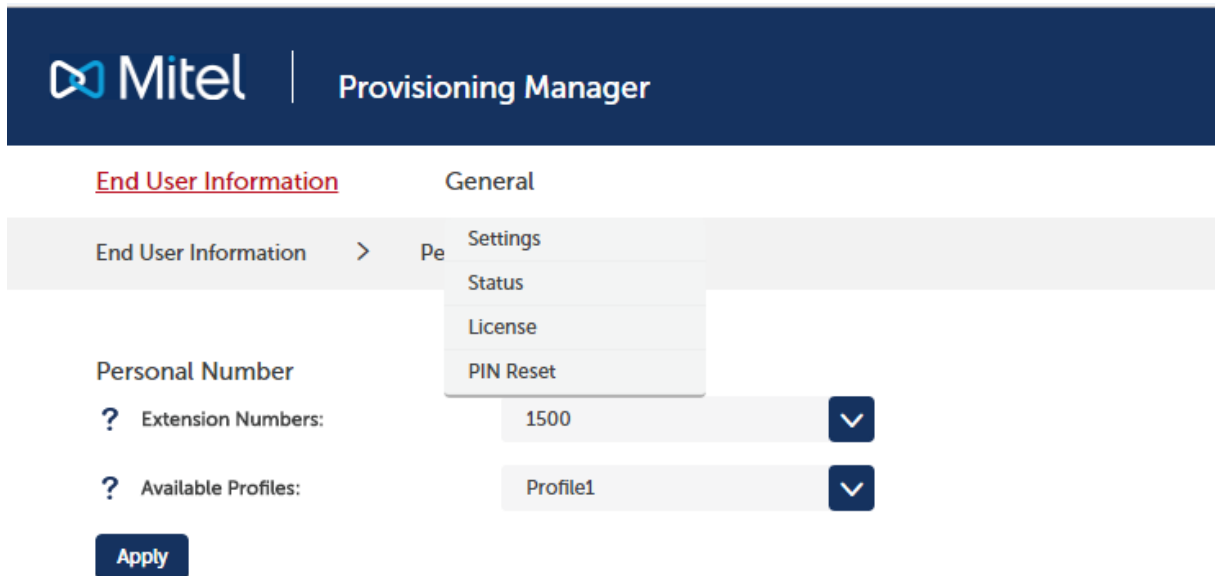


Figure 1 End User Portal Page

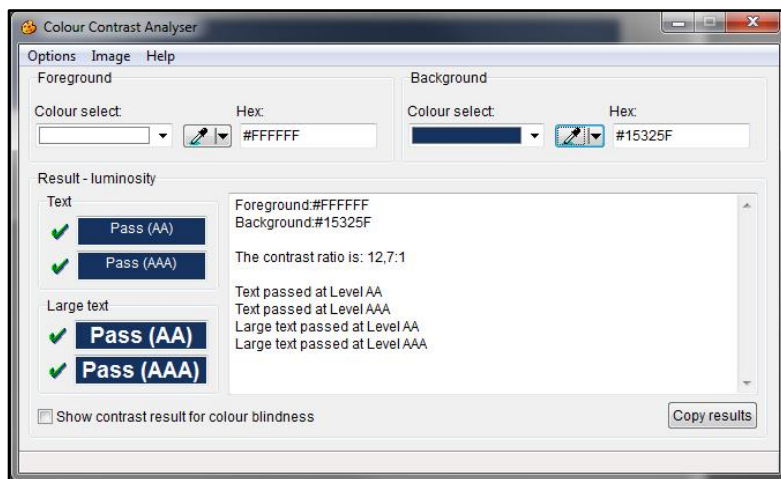
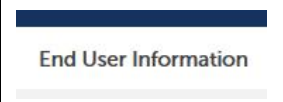




Figure 2 Color Contrast Result

The menu is also modified and present different colors of the items depending if it is in focus, hovered over or if the dropdown list is shown.

The menu and its items are modified and presented in different colors when it is in focus, hovered over or any drop-down list is shown/selected.

The table below shows different types colors used in the Menu of the pages.

Image	Page Area	Background Color	Foreground Color
	Menu	#FFFFFF	#404141
	Menu (hover)	#FFFFFF	#BB1122
	Menu (focus)	#FFFFFF	#15325F

The used icons is implemented by a PNG (Portable Network Graphics) image and now is being implemented by a SVG (Scalable Vector Graphics) image, which means that image in the computer screen can be increased in the browser without distortion.

The below shows the page with 240% of zoom.

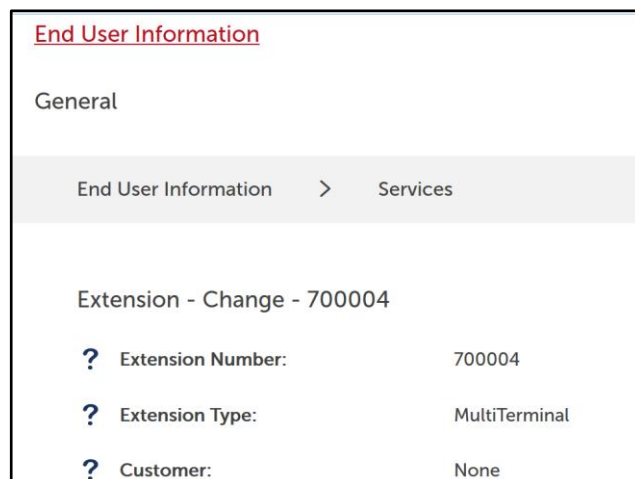


Figure 1 Zoom with 240%

1.2 NEW SUB-MENUS

Now the end user page has two menus, each of them with 3 sub-items.

The menus are divided in two parts to separate between day-to-day tasks that are commonly accessed and managed by the user themselves (End User Information) versus tasks that are more informational and rarely changed by the user (General).

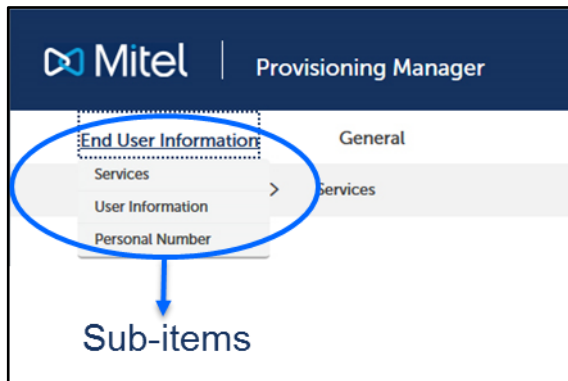


Figure 2 Menu End User Information

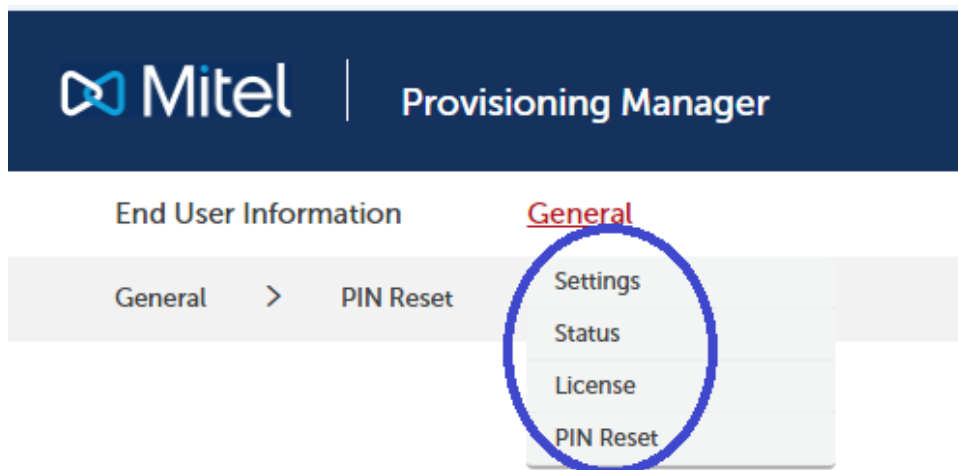


Figure 3 Menu General

2 MENU DESCRIPTION

The End User portal has two menus:

- The End User Information menu, which presents the tasks that are typically managed by the end-user.
- The General menu, that provides general information about the extension.

The End User Information menu contains the following 3 sub-items:

- Services
 - The extension/extensions call manager feature or services belonging to that user are shown in this task.
- User Information
 - User information such as first name, last name, and change password are shown in this task.
- Personal Number (Activation/Deactivation)
 - Information regarding the configured Personal Number list are shown in this task.

The General menu contains the following 3 sub-items:

- Settings
 - Additional information regarding the extension is shown in this task, for example the MiVoice MX-ONE that the extension belongs to and other features that are setup by the admin, which are not so relevant to the end user, but are required in some cases when the user needs support for his phone configuration.
- Status
 - The extension status is shown in this task (Line, Diversion and Traffic status).

The status feature varies according to the type of extension.

- Licenses
 - The licenses used by the extension/extensions are shown in this task.
- Pin Reset
 - The Pin Reset is used to update the pin number for extension and mailbox.

2.1 END USER INFORMATION MENU

The End User Information menu is composed of tasks that are most often managed by end users. The end-user will be able to access the features they would be most likely to modify on a day to day basis. Most of the relevant end-user features are grouped under the Services subtask, which starts with a simplified view mode page.

To make changes in the Services subtask, do the following:

1. Click **Change This** button at the bottom to bring up a new page that offers the possibility to modify one or several options on the page.
2. Click on the relevant **Change** button associated with that option to open up a dialog box and do the required changes before moving to next step.
3. Click on **Apply** to ensure the changes are saved before going to the next task. The following sections will go through each of the sub-tasks and associated menus for each feature.

2.1.1 SERVICES

The Service task is presented below showing the default page when a user login to the end user portal. A list of extensions is also presented if the user has more than one extension (in the example below the user has two extensions). The user can switch between extensions by clicking the view followed by the extension number (View 700001).

Mitel | Provisioning Manager

End User Information General

End User Information > Services

Extensions

[View](#) [View 700001](#)

Property	Value
Extension Type	Multi-Terminal
Extension Number	700004
Customer	None
Common Service Profile	0 - CSPZero (None)
Phone Language	Default
Backup Answering Position Number	799999
Maximum Terminals	4
First Name	DDA
Last Name	Test
Manual IP Terminal	
Maximum Manual IP Terminals	4
Group Setup	
Call Pickup Group	GP1
Group Do Not Disturb	GDBD
Personal Number List	
List Number , List Name , Status	1 , VM1 , Set
List Number , List Name , Status	2 , Secretary , Active

[Change This...](#)

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Figure 4 Extension Service Page


2.1.1.1 Change Extension

To make changes to the extension, the user needs to click on the **Change This** button.

The user can change the following options:

- Phone Language
- Authorization Code
- Personal List
- Phone type
- Phone panel
- Function Keys
- Hunt Group Number


- Pickup Group Number
- Group Do Not Disturb


Provisioning Manager



End User Information
General

End User Information
>
Services



Extension - Change - 700001

? Extension Number:	700001
? Extension Type:	IP
? Customer:	None
? Common Service Profile:	0 - CSPZero
? Phone Language:	Português do Brasil 
? Allow Security Exception:	YES
? Boss/Secretary:	None
? First Name:	DDA
? Last Name:	Test
? Change Authorization Code:	Change
? Personal Number List :	Change

Phone Setup

? Phone Type	Mitel 6869i 
? Panel Type	M680 - 3 Panels 
? Function Keys:	Change

Group Setup

? Hunt Group Number	<input type="text" value="799999"/> <input type="text" value="799998"/> <input type="text" value="799997"/> <input type="text" value="799996"/>
? Call Pickup Group:	12 
? Group Do Not Disturb:	GDND3 

Advanced...
Apply
Cancel

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Figure 5 Extension Change Page

2.1.1.2 Personal Number List

The user can add/change/delete the extension Personal Number List as part of the extension change. The personal number page is shown below.

Mitel | Provisioning Manager Logged in as : dda_test [About](#) [Logout](#)

[End User Information](#) [General](#)

End User Information > Services

Personal Number List

List Name	List Number	Status	Delay Seizure List	
List1 -VM	1	<input checked="" type="checkbox"/> ON	Not Assigned	<input type="text"/> <input type="text"/> <input type="text"/>
Profile2	2	Not Set	Not Assigned	<input type="text"/> <input type="text"/>
Profile3	3	Not Set	Not Assigned	<input type="text"/> <input type="text"/>
Profile4	4	Not Set	Not Assigned	<input type="text"/> <input type="text"/>
Profile5	5	Not Set	Not Assigned	<input type="text"/> <input type="text"/>

[Continue](#)

Figure 6 Change Personal Number List

2.1.1.3 Function Keys

The end user can change the setup of TNS keys.

The function keys pages are shown below.

Mitel | Provisioning Manager

Logged in as : dda_test | About | Logout

End User Information

General

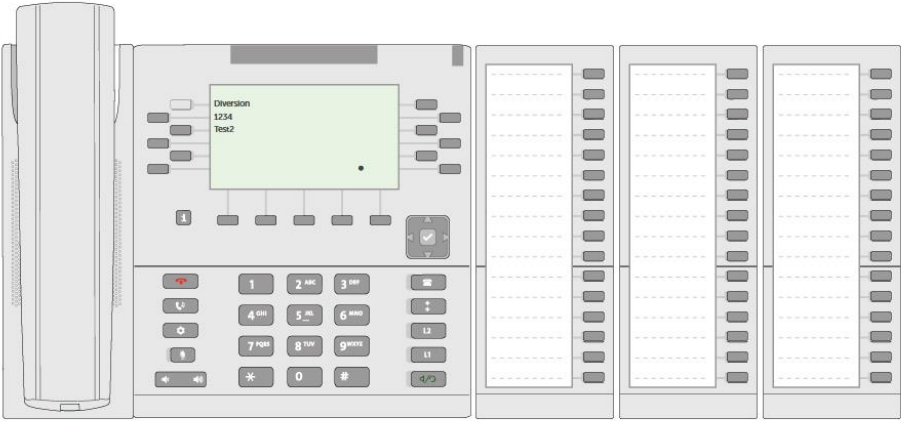
End User Information

>

Services

Function Keys

Phone type: Mitel6869i-3-M680



Top Softkeys

Main Phone | Panel 1 | Panel 2 | Panel 3

Key Position	Key Label	Function	Digit
1		Diversion	
2			
3	1234	TNS	1234
4			
5			
6	Test2	TNS	12345
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			

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Figure 7 Change Phone Keys

The user can do the key selection in two places.

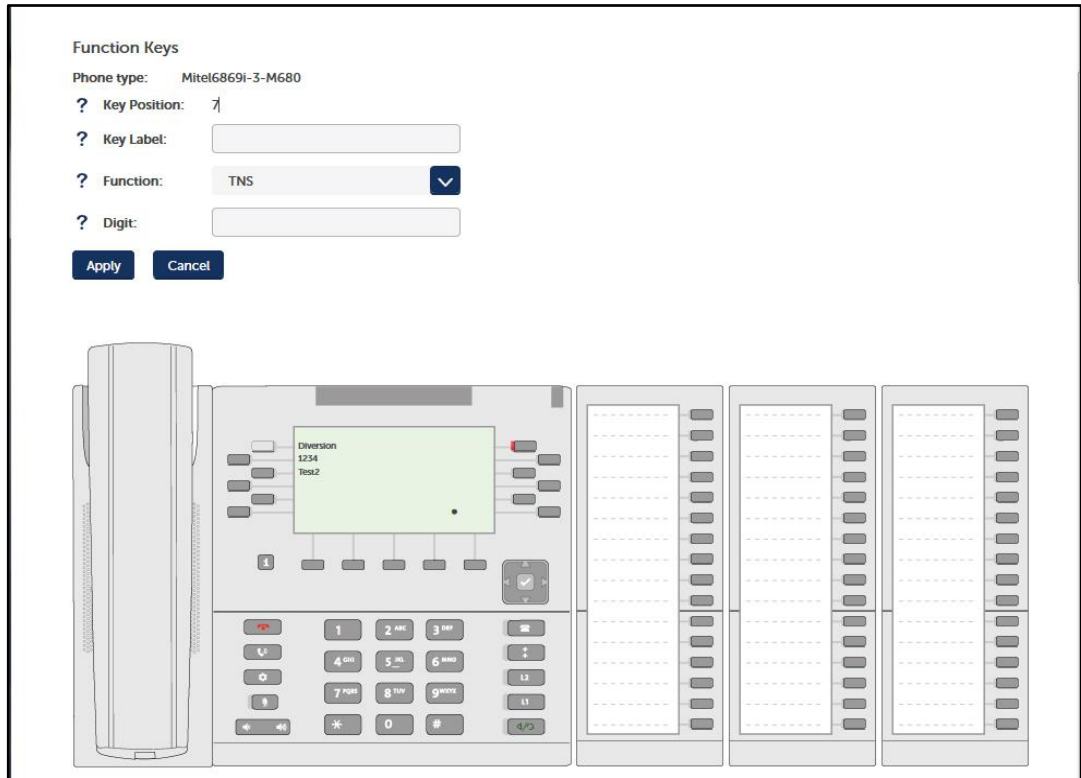


Figure 8 Change Phone Keys (clicking the phone picture)

1. Select the required key on the phone screen displayed; or,
2. Select the required key from the keys list and the task is presented below the row.

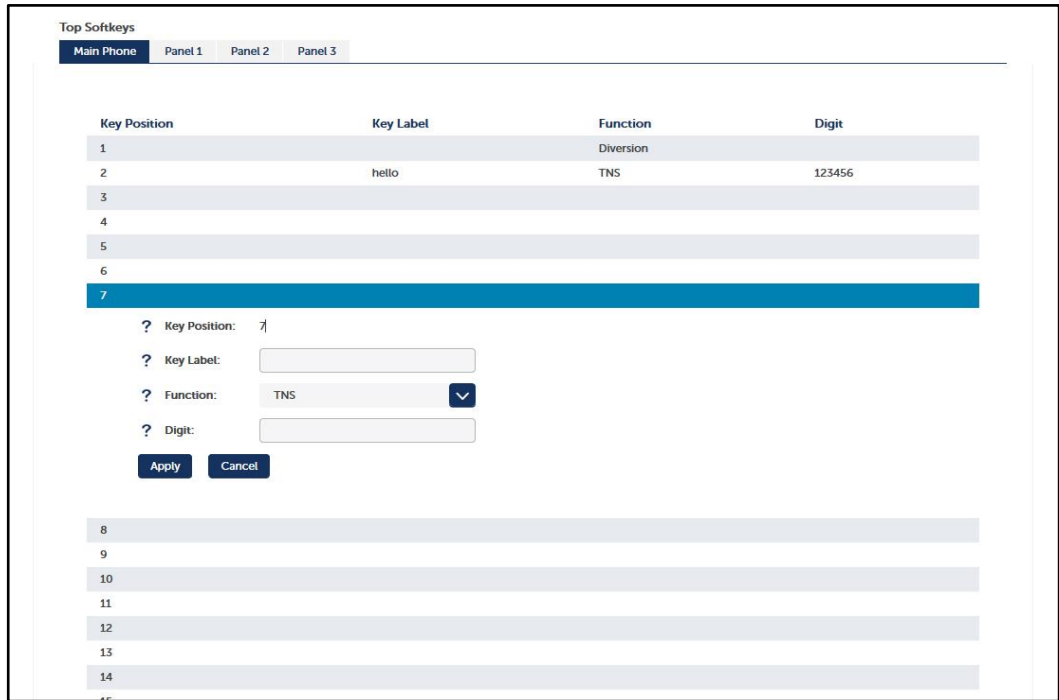


Figure 9 Change Phone Keys (clicking the key list)

2.1.2 USER INFORMATION

In the User information task, the user can change the following information:

- First name
- Last name
- Password
- Alternate First Name
- Alternate Last Name
- Keywords
- Select the end user portal language from the ones available in Provisioning Manager End User Portal

The available languages are:

- English
- German
- Polish
- French
- Russian
- Spanish
- Dutch

The User Information task is presented below.

Mitel | Provisioning Manager

Logged in as : dda_test About Logout

[End User Information](#) General

End User Information > User Information

User Information

? First Name : DDA

? Last Name: Test

? User Id: dda_test

? Current Password:

? New Password:

? Confirm New Password:

? Department(s): Enterprise_system; somewhere

? Email Address: dda_test@domain.com

? SMS:

? Alternate First Names: Ze_test

? Alternate Last Names: 12345678

? Keywords: DDA

? Provisioning Manager Language: English

Apply

Figure 10 User Information Page

2.1.3 PERSONAL NUMBER

If the user has personal number defined for his/her extension/extensions, they can select the active profile in the personal number task. When any one of the profile is selected, the current one is deactivated.

The screenshot shows the Mitel Provisioning Manager interface. The top navigation bar includes the Mitel logo, 'Provisioning Manager', and user information 'Logged in as : dda_test' with links for 'About' and 'Logout'. The main content area is titled 'End User Information' and has a sub-tab 'Personal Number'. Below this, there are two fields: 'Extension Numbers' with the value '700004' and a dropdown arrow, and 'Available Profiles' with a list showing 'Secretary', 'None', and 'VM1', with 'Secretary' selected. An 'Apply' button is located below the 'Available Profiles' field.

Figure 11 Personal Number Page

2.2 GENERAL MENU

The General Menu is where system wide functions related to the extension/extensions are presented.

If the user has more than one extension, all extensions are shown in a sequence and the user is able to switch between them by clicking in the View + number of the extension (for example, View 7000001).

2.2.1 SETTINGS

In the Settings, some additional information regarding the extension is presented.

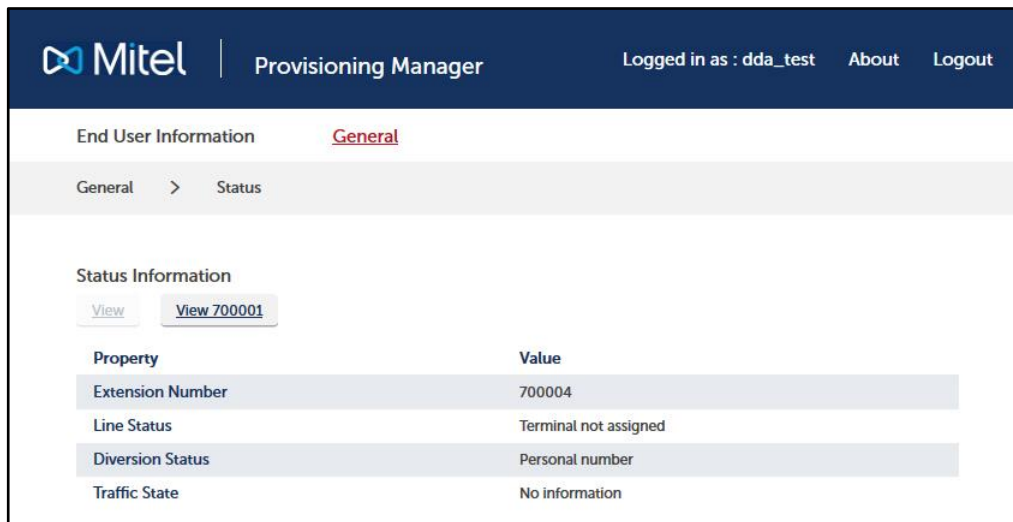
The screenshot shows the Mitel Provisioning Manager interface. The top navigation bar is the same as in Figure 11. The main content area is titled 'End User Information' and has a sub-tab 'General'. Below this, there is a 'Settings' section with a 'View 700001' button. A table displays the following properties and values:

Property	Value
MiVoice MX-ONE	44
Extension Type	Multi-Terminal
Extension Number	700004
Allow Security Exception	Yes
Boss/Secretary	None
Free on Second Line	Yes, but can be changed via terminal menu
Include in Dial by Name Database	No
Name Presentation Order	Second name is presented
Restrict Presentation	No

Figure 12 Settings Page

2.2.2 STATUS

In the Status task, the extension's current status is shown.



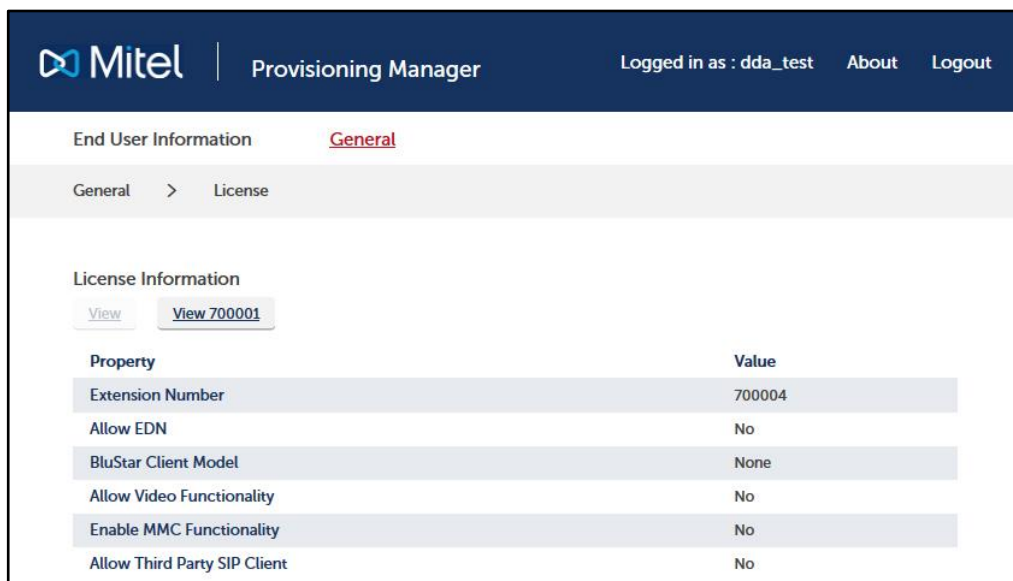
The screenshot shows the Mitel Provisioning Manager interface. The top navigation bar includes the Mitel logo, 'Provisioning Manager', and user information 'Logged in as : dda_test' with links for 'About' and 'Logout'. The main content area is titled 'End User Information' with a sub-tab 'General'. Below this, there's a breadcrumb 'General > Status'. The 'Status Information' section contains two buttons: 'View' and 'View 700001'. A table displays the following data:

Property	Value
Extension Number	700004
Line Status	Terminal not assigned
Diversion Status	Personal number
Traffic State	No information

Figure 13 Status Page

2.2.3 LICENSE

In the License task, the extension license is shown.



The screenshot shows the Mitel Provisioning Manager interface. The top navigation bar is identical to the previous figure. The main content area is titled 'End User Information' with a sub-tab 'General'. Below this, there's a breadcrumb 'General > License'. The 'License Information' section contains two buttons: 'View' and 'View 700001'. A table displays the following data:

Property	Value
Extension Number	700004
Allow EDN	No
BluStar Client Model	None
Allow Video Functionality	No
Enable MMC Functionality	No
Allow Third Party SIP Client	No

Figure 14 License Page

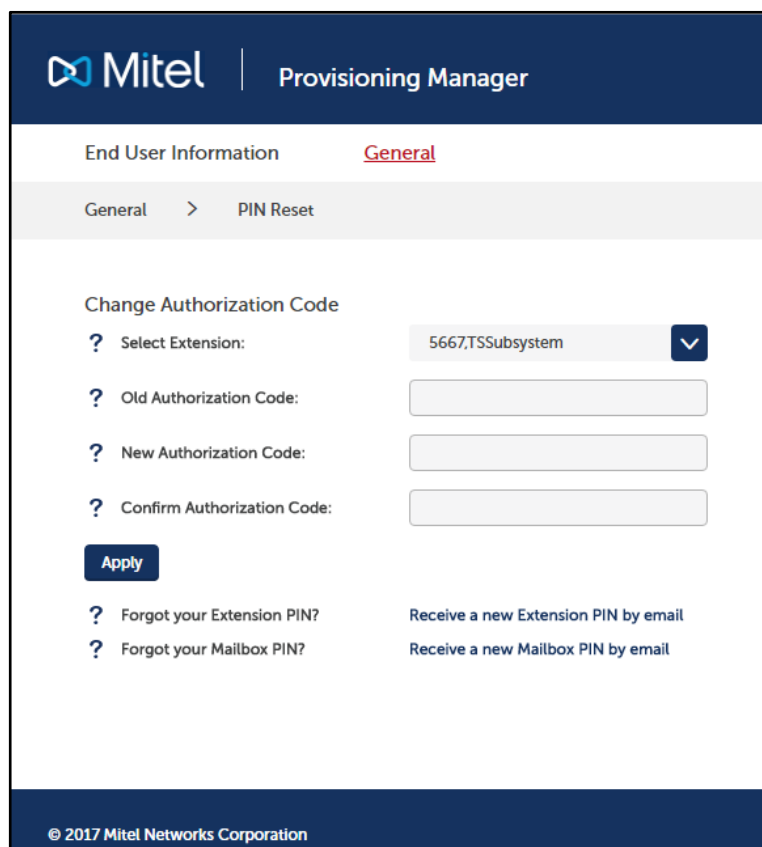
2.2.4 PIN RESET

The end user can change the authorization code for an extension. Enter valid Old Authorization Code to update it with a new authorization code for the selected extension.

Use Forgot PIN links to reset the extension and Mailbox PIN numbers.

Note: These links appear only if Mail server is configured in Provisioning Manager and email ID is assigned to the end user.

If no extensions (with authorization codes) and Mailboxes are assigned to the user, a pop up message gets displayed stating that “No PIN numbers assigned to extensions/ mailbox available for the user”.



The screenshot shows the Mitel Provisioning Manager interface. At the top, there's a dark blue header with the Mitel logo and 'Provisioning Manager'. Below this, a navigation bar shows 'End User Information' and 'General' (highlighted in red). Under 'General', there's a breadcrumb trail 'General > PIN Reset'. The main content area is titled 'Change Authorization Code'. It contains four fields with question mark icons: 'Select Extension:' (a dropdown menu showing '5667,TSSubsystem'), 'Old Authorization Code:', 'New Authorization Code:', and 'Confirm Authorization Code:'. Each field has a corresponding input box. Below these fields is a blue 'Apply' button. At the bottom of the form, there are two links: 'Forgot your Extension PIN?' with the text 'Receive a new Extension PIN by email' and 'Forgot your Mailbox PIN?' with the text 'Receive a new Mailbox PIN by email'. The footer of the page shows '© 2017 Mitel Networks Corporation'.

Figure 15 PIN Reset

A random authorization code of selected PIN length will be generated for the selected extension in MiVoice MX-ONE and an email will be sent out to the user with the generated PIN number. The PIN number will be updated in MiCollab Server if the user exists in MiCollab Subsystem.

The screenshot shows the Mitel Provisioning Manager interface. At the top, there's a dark blue header with the Mitel logo and the text 'Provisioning Manager'. Below this, a white bar contains 'End User Information' and a red link 'General'. A grey navigation bar shows 'General' followed by a right arrow and 'PIN Reset'. The main content area is titled 'Receive a new Extension PIN by email'. It contains two dropdown menus: 'Select Extension:' with the value '5667,TSSubsystem' and 'Select Extension PIN Length:' with the value '6'. Both dropdowns have a blue arrow icon on the right. At the bottom are two buttons: 'Apply' and 'Cancel'.

Figure 16 Extension PIN Reset

A random password of selected PIN length is generated for the selected mailbox number in MiCollab Advanced Messaging Server and an email is sent to the user with the generated PIN number.

Note: If only one Mailbox is assigned to the user, then selected Mailbox field changes to non-editable mode.

If multiple mailboxes are assigned to user, a drop down field will be displayed.

The screenshot shows the Mitel Provisioning Manager interface. At the top, there's a dark blue header with the Mitel logo and the text 'Provisioning Manager'. Below this, a white bar contains 'End User Information' and a red link 'General'. A grey navigation bar shows 'General' followed by a right arrow and 'PIN Reset'. The main content area is titled 'Receive a new Mailbox PIN by email'. It contains two dropdown menus: 'Select Mailbox:' with the value '56677,MailboxSubsystem' and 'Select Mailbox PIN Length:' with the value '6'. Both dropdowns have a blue arrow icon on the right. At the bottom are two buttons: 'Apply' and 'Cancel'.

Figure 17 Mailbox PIN Reset