

Mitel Dialer R3.0

08/2022

INSTALLATION AND USER GUIDE



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1 INSTALLATION GUIDE

1.1 INTRODUCTION

Mitel Dialer is a Windows desktop application which controls a telephone terminal connected to a Mitel call server. This application is used to set up and monitor telephone communications.

Mitel Dialer is installed in two ways:

- Using a Windows installation file (.msi file)
- Via an installation program which can be used without administrator rights.

A lite edition of **Mitel Dialer** is also offered with however a reduced set of features.

1.2 FEATURES

The availability of some features depends on the installation mode and edition chosen, as shown in the table below:

	Complete edition, Installed with MSI file	Complete edition, installed without administrator rights	Lite edition, installed without administrator rights
Hypertext links	YES	YES	YES
Google Contacts	YES	YES	NO
Outlook Contacts	YES	YES	YES
Azure Active Directory	YES	YES	NO
Customer Relationship Management	YES	YES	YES
Keyboard shortcuts	YES	YES	YES
Support CloudLink™	YES	YES	NO
Outlook Add in	YES	NO	NO

The availability of some features depends on the type of call server used, as shown in the table below:

	Call log	Advanced Telephony*
CloudLink	YES	YES
MiVoice 400 from version 6.1	YES	NO
MiVoice 400 version lower than à 6.1	NO	NO
MiVoice MXONE	NO	NO
MiVoice 5000	NO	NO

Advanced Telephony*: consult call, swap call, transfer, conference, bind transfer

1.3 SYSTEM REQUIREMENTS

Mitel Dialer can work with the following versions of call server:

- **CloudLink**
- **MiVoice 400** R3.2 and higher
- **MiVoice 5000** R6.5 and higher
- **MiVoice MX-ONE** 6.0 and higher

The use of **Mitel Dialer** is subject to the acquisition of appropriate licences. See the ordering guides for these systems, or Mitel Dialer Ordering Guide.

The supported versions of Windows are:

- **Windows 10 – 32 / 64 bits**
- **Windows 11**
- **Window Server 2016, 2019, 2022**

Mitel Dialer requires the “**Microsoft .NET Framework 4.8**” software platform. This platform is pre-installed with **Windows 11** and with the most recent editions of **Windows 10**.

Mitel Dialer is compatible with **Microsoft Terminal Server Edition (TSE)** and **Remote Desktop Services (RDS)**.

Mitel Dialer is compatible with the Windows Roaming User Profile.

Mitel Dialer uses the **OAuth 2.0** authentication protocol for access to **CloudLink**, **Azure Active Directory** as well as to **Google Contacts**.

1.4 CONFIGURING CALL SERVER ACCESS

In **CloudLink** mode, no configuration is required. All parameters are obtained automatically at the time of authentication.

For other connection modes (using a one-premise call server), only one configuration parameter is needed to make **Mitel Dialer** work. The nature of this parameter depends on the call server product family:

Call server	Configuration parameter	Example
CloudLink	No parameter	
MiVoice 400	Call server IP address	10.100.104.37
MiVoice 5000	Call server IP address	10.100.104.37
MiVoice MX-ONE	Configuration URL	https://10.100.104.37/tel/dialer

The way this parameter is entered depends on the type of deployment or installation chosen.

NOTE: When first installed and without this configuration parameter, **Mitel Dialer** automatically starts in **CloudLink** mode.

Note: When first installed, without this configuration parameter, **Mitel Dialer** automatically starts in **CloudLink** mode.

1.5 DEPLOYMENT / INSTALLATION USING THE .MSI FILE

1.5.1 CONFIGURING SILENT DEPLOYMENT

Below is the procedure for deploying **Mitel Dialer** automatically and silently in a pool of PCs managed in a Windows domain.

The domain administrator uses the **Group Policy Management Editor** to implement this procedure, which comprises the following two operations:

- Deploying the call server access parameter in the registry (except for the **CloudLink** mode)
- Executing the .MSI file silently.

Installation then takes place automatically on each domain PC when the PC is rebooted.

1.5.1.1 Deploying the call server access parameter

The configuration parameter, as described in Section 1.4, must be deployed in the registry using a character-string-type value (**REG_SZ**), called "**ConfigurationServer**", in the key below:

"HKEY_LOCAL_MACHINE\Software\Mitel\MitelDialer"

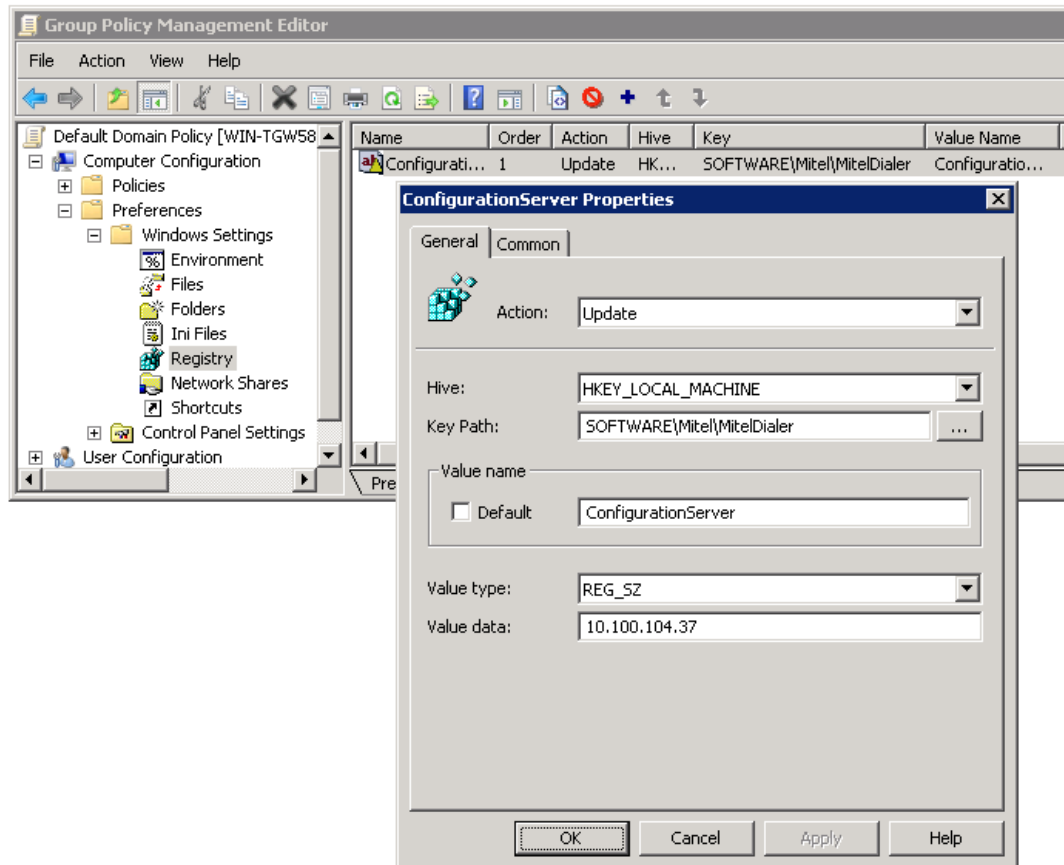
➔ In the **Group Policy Management Editor**, add this file in the node below on the tree:

Computer Configuration

Preferences

Registry

Example:



1.5.1.2 Executing the .msi file

The .msi file called "**Mitel Dialer (with add-ins for Microsoft Office).msi**", located in the "**Software \ Mitel Dialer**" folder of the installation CD, must be copied to a shared folder readable by all the PCs of the Windows domain concerned.

- With the **Group Policy Management Editor** application, create an entry in the node below on the tree:

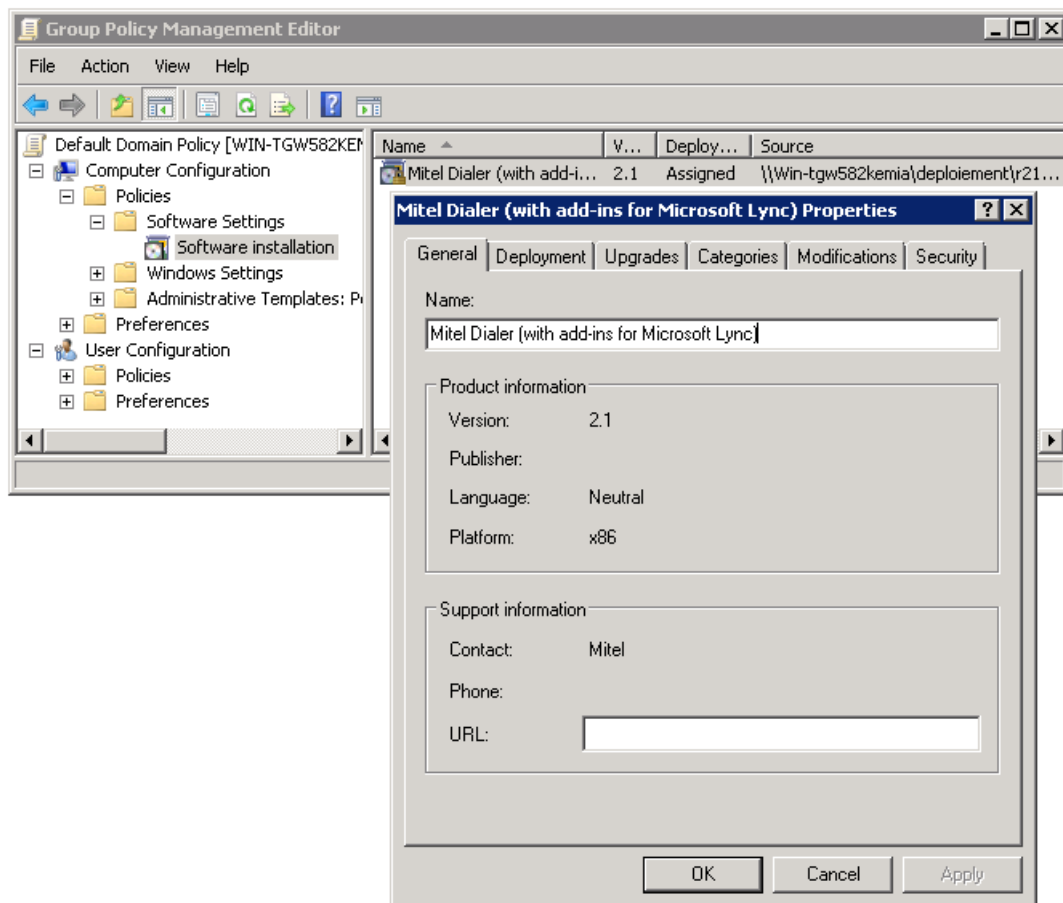
Computer Configuration

Policies

Software Settings

Software Installation

Example:



1.5.2 DIRECT INSTALLATION

1.5.2.1 Installation procedure

The .msi file allows Mitel Dialer to be installed directly on a PC. For this, proceed as follows:

- Saving the parameter "**ConfigurationServer**" in the register (except for the **CloudLink** mode)
- Launching the .msi file.

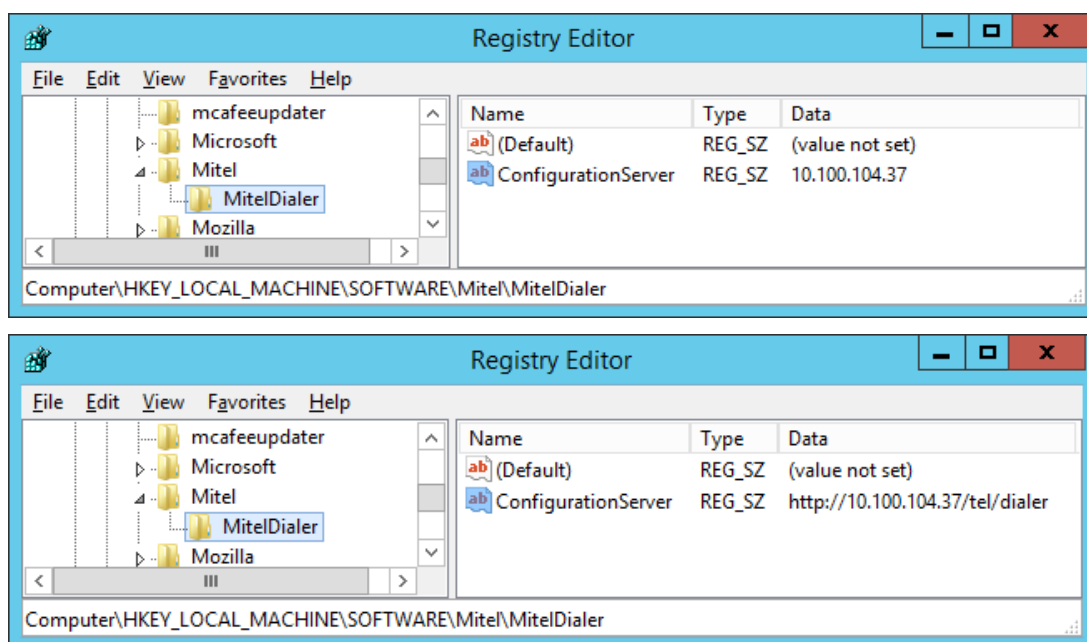
Administrator rights are required to perform these operations.

1.5.2.2 Saving the call server access parameter

Use the system utility "**regedit.exe**" to create "**Mitel**" keys, then "**Mitel Dialer**" in "**HKEY_LOCAL_MACHINE\SOFTWARE**", then the "**ConfigurationServer**" value of the type **REG_SZ** (String Value).

➔ Initialise this value with the call server access parameter as described in Section 1.4.

Examples:



1.5.2.3 Executing the .msi file

- ➔ From the file browser, select the file "**Mitel Dialer (with add-ins for Microsoft Office).msi**", located inside the "**Software \ Mitel Dialer**" folder of the installation CD, then right-click to open the context menu on this file and confirm the "**Install**" action.

1.6 INSTALLING WITHOUT ADMINISTRATOR RIGHTS

1.6.1 INTRODUCTION

This installation mode enables any user to install **Mitel Dialer** on his Windows PC, independently, even without having administrator rights.

This installation mode is integrated into the "**Self Service Portal**" of the **MiVoice 400** call server. For the **MiVoice 5000** and **MiVoice MX-ONE** call servers, it is necessary to prepare this installation mode as described in the later part of this chapter.

1.6.2 MIVOICE 400

The installation mode without administrator is directly available on **MiVoice 400**. To start installing Mitel Dialer, proceed as follows:

- Access and log on to the call server's "**Self Service Portal**" website.
- Click the "**Telephones**" tab.
- Click the "**Download and install Mitel Dialer**" link.



1.6.3 MIVOICE 5000

Preparation:

- Copy the installation programme "**MitelDialer.exe**" from the CD to a shared directory accessible in write mode to all the users concerned.
- Rename this program by adding the call server **IP** address (example: "**MitelDialer.10.102.13.77.exe**").
- Send the link to this installation program to all the users concerned, for instance by e-mail.

Installation:

➔ Each user can freely install **Mitel Dialer** by clicking the link sent to him.

1.6.4 MIVOICE MX-ONE

Preparation:

- Create an "**aastra.cfg**" file and an "<extensionNumber> .cfg" file for each user from the templates provided on the installation CD.
- In "**aastra.cfg**", the parameters "**sip proxy ip**" and "**sip proxy port**" must be entered with the IP address of the MX-ONE and the port number reserved for the TR87 / uaCSTA protocol (eg 5070). The command "**csta -p --lim all**" is used to check which port is configured on the MX-ONE.
- In each file "<extensionNumber> .cfg", the "**cti extension**" parameter must be filled in with the extension number.
- Make these files available on an http / https server.
- Copy the installation programme "**MitelDialer.exe**" and the file "**mitel.cfg**" from the CD to a shared directory, accessible in write mode to all the users concerned.
- Open the file "**mitel.cfg**" using a text editor, uncomment the "**configuration server uri**" parameter line and replace the value of this parameter with the base URI which allows to access to the files "**aastra.cfg**" and "<extensionNumber> .cfg".
- Send the link to the installation program to all the users concerned, for instance by e-mail.

Installation:

➔ Each user can freely install **Mitel Dialer** by clicking the link sent to him.

1.6.5 METHOD USING THE WINDOWS REGISTRY

Another way to proceed is to deploy the "**ConfigurationServer**" parameter in the registry using the **Group Policy Editor**, as described in paragraph 1.5.1.1.

Once this parameter is deployed, each user can install the program without administrator rights by running the "**MitelDialer.exe**" file. This method can be used regardless of the type of call server.

1.7 UPDATING THE SOFTWARE

The software is updated in the same way as for a first installation except that it is not necessary to deploy the configuration parameter. After an update, the users' parameters and preferences are retained.

Note: the MSI installation script detects and updates any previous version of "**Mitel Dialer**", "**Aastra Dialer**" and "**Aastra 5000 Dialer**", no matter the installation mode used previously. Installing without administrator rights also updates any previous version installed without administrator right.

1.8 UNINSTALLATION

From Windows "**Control Panel**", in the "Programs and functions / Uninstall or modify program" column, click "**Mitel Dialer**" or "**Mitel Dialer (with add-ins for Microsoft Office)**" to start the uninstall operation.

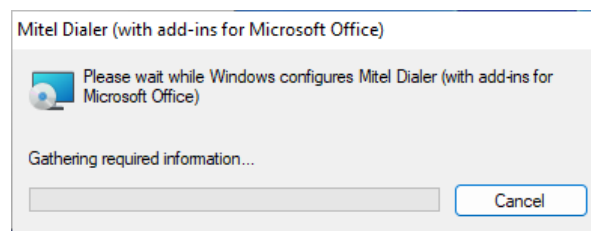
A program installed without administrator right can be uninstalled without administrator right. Conversely, if a program has been installed using the .msi file, administrator rights will be required to uninstall it.

A domain administrator can control the uninstallation of "**Mitel Dialer (with add-in for Microsoft Office)**" for a user group in a Windows domain, using the **Group Policy Management Editor**.

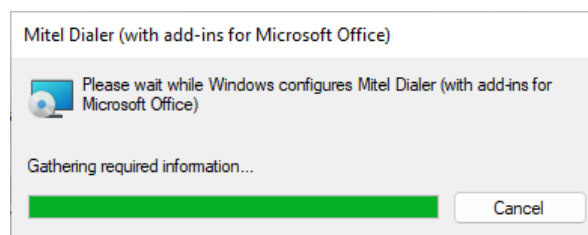
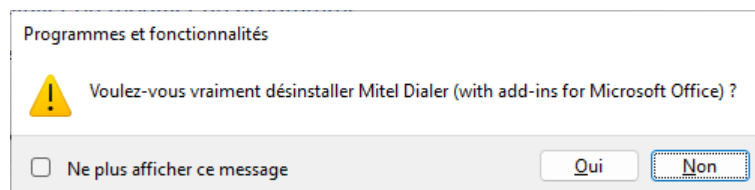
1.9 USER INTERFACE

1.9.1 INSTALLATION VIA MSI FILE

1.9.1.1 *First time installation or update*

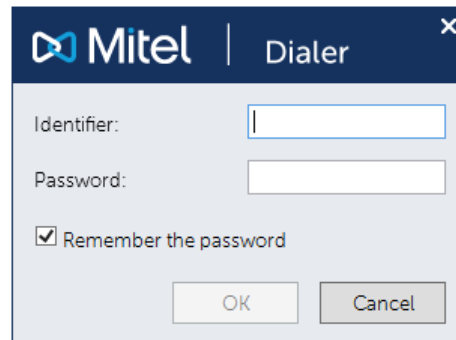
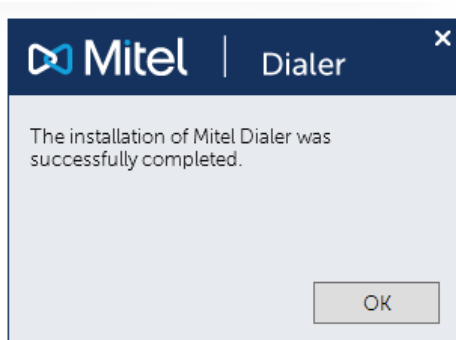
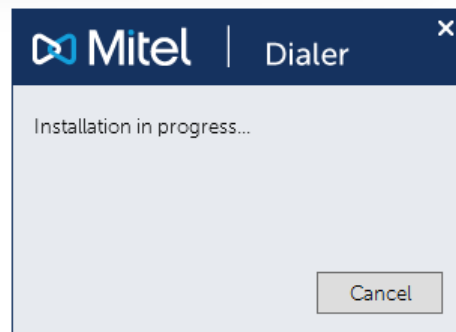
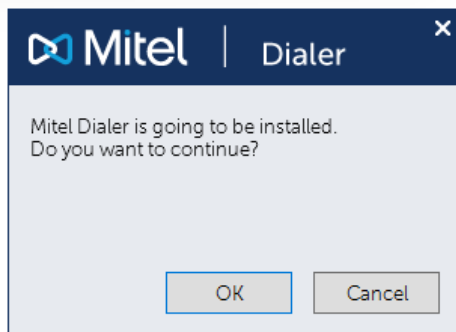


1.9.1.2 *Uninstallation*

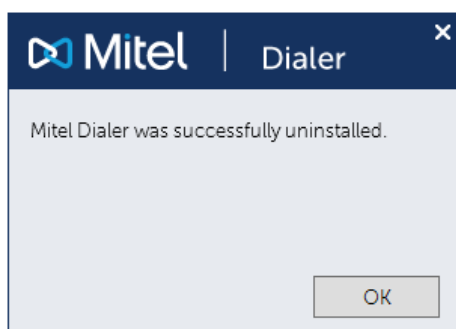
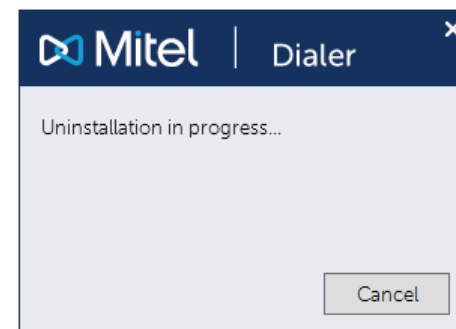
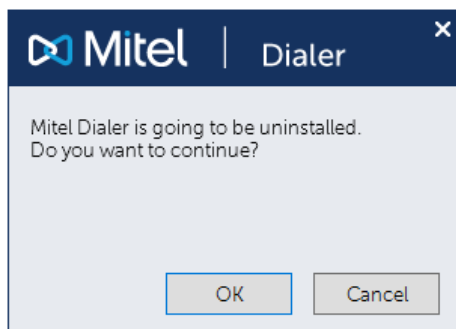


1.9.2 INSTALLATION SANS DROITS ADMINISTRATEUR

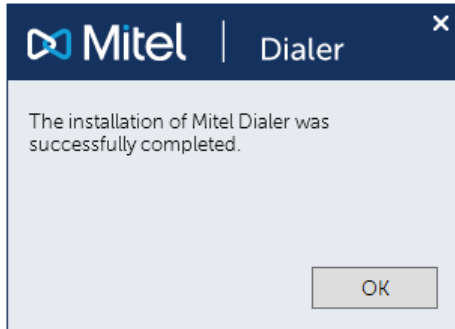
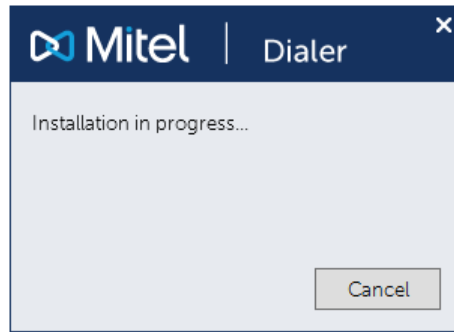
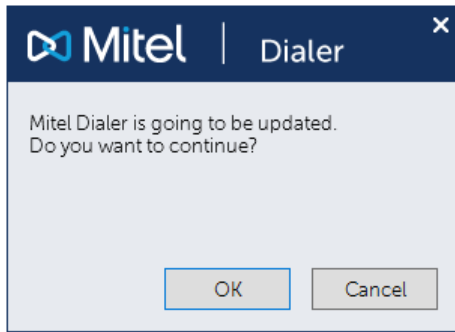
1.9.2.1 *First Installation*



1.9.2.2 *Uninstallation*



1.9.2.3 Update



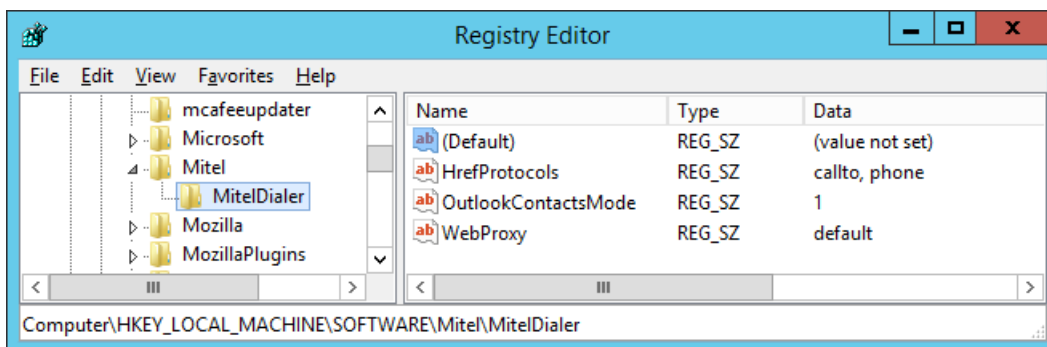
1.10 ADVANCED PARAMETERS

1.10.1 OVERVIEW

Some features can be configured by creating values in the registry. These values must be located under the following key in the registry tree:

HKEY_LOCAL_MACHINE\SOFTWARE\Mitel\MitelDialer

Generally, you do not need to change the default behavior of Mitel Dialer in this way. However, if necessary, the required values can be easily deployed on all PCs in the Windows domain using "Group Policy Management Editor" as described in paragraph 1.5.1.1.



WARNING: After an installation without administrator rights, the "Mitel Dialer" key is not automatically created in the registry. You must create it to add advanced parameter values

1.10.2 SYNCHRONIZING OUTLOOK CONTACTS

The value named '**OutlookContactsMode**' allows you to change the default synchronization option for **Outlook Contacts**.

The possible values are:

Value	Behaviour
0	No synchronization with Outlook contacts.
1	Real-time synchronization with Outlook Contacts
Decimal value greater or equal to 2	Periodic synchronization, the value gives the period expressed in minutes

Note that this option can be managed directly by the call server **MiVoice 400** or **MiVoice MXONE**, using the parameter '**outlook contacts synchronization mode**' in the provisioning file "aastra.cfg".

If this option is not set, then the default behaviour will be real-time synchronization with **Outlook Contacts**. The user can always set the option of his choice from the **Contacts** tab of the configuration dialog box.

1.10.3 SYNCHRONIZING GOOGLE CONTACTS

The value named '**GoogleContacts**' allows you to change the default synchronization option for **Google Contacts**.

The possible values are:

Value	Behaviour
0	No synchronization with Outlook contacts.
Decimal value greater or equal to 1	Periodic synchronization, the value gives the period expressed in minutes

Note that this option can be managed directly by the call server **MiVoice 400** or **MiVoice MXONE**, using the parameter '**google contacts**' in the provisioning file "**aastra.cfg**".

If this option is not set, then the default behaviour will be no synchronization with **Google Contacts**. The user can always set the option of his choice from the **Contacts** tab of the configuration dialog box.

1.10.4 WEB PROXY USAGE

The value named "**WebProxy**" allows to change how Mitel Dialer use or not a web proxy for http / https requests to access the call server.

Value	Behaviour
default	.NET Framework default behaviour
useDefaultCredentials	Use the default web proxy with the default credentials
noproxy	Does not use any web proxy
Explicit proxy URL	Use the given URL as a web proxy

1.10.5 HYPERLINKS SUPPORT

Mitel Dialer manages hypertext links in 2 different ways:

- As a server: Calls initiated from another application in the form of a hyperlink are retrieved and processed by **Mitel Dialer**.
- As a client: Calls initiated by **Mitel Dialer** are hyperlinked and redirected to the telephony application which is registered to manage the chosen hyperlink protocol.

By default, **Mitel Dialer** manages hyperlinks as a server and supports the following three protocols: '**callto**', '**phone**' and '**tel**'.

There are two settings to modify the default behaviour of **Mitel Dialer** for hyperlinks:

- The parameter named "**HrefProtocols**" allows you to select the subset of hyperlink protocols that **Mitel Dialer** should manage as a server. The value of this parameter should be a comma-separated list of protocol names, for example "**callto, tel**". An empty string disables all support by **Mitel Dialer** for hyperlinks as a server.
- The parameter named "**href protocol for make call**" is used to enable client mode for hyperlinks: All outgoing calls are translated into a hyperlink using the protocol indicated by the value of this parameter, for example "**tel**".

NOTE: If the operating mode as client is enabled, then the server mode is automatically inhibited.

The list of hyperlink protocols that **Mitel Dialer** must support as a server can also be defined directly by **MiVoice 400** or **MiVoice MXONE** call servers, using the parameter '**href protocols**' in the provisioning file "**aastra.cfg**".

1.10.6 PREDEFINED CRM COMMANDS

The following value names can be used to define one or more commands to be executed when the corresponding telephone event occurs:

- 'action when internal incoming call'
- 'action when external incoming call'
- 'action when internal established call'
- 'action when external established call'
- 'action when internal outgoing call'
- 'action when external outgoing call'

The expected values are strings containing one or more commands separated by semicolons. The commands thus deployed will be applied to all users. They will be visible in read-only mode in the "**Customer Relationship**" tab of the configuration dialog box. The user can continue to edit these own commands (see § 2.2).

Note that you can also define predefined CRM commands in the "**aastra.cfg**" file, when the call server is of type **MiVoice 400** or **MiVoice MXONE**.

1.10.7 CHANGE THE DISPLAY MODE

The value named "**DisplayMode**" is used to force Mitel Dialer to run in background (only an icon in the notification area of the taskbar is visible).

The possible values for this parameter are: "**normal**", "**hidden**", "**undefined**"

Note that this option can be managed directly by the **MiVoice 400** or **MiVoice MXONE** call server, by using the '**display mode**' parameter in the provisioning file "**aastra.cfg**".

1.10.8 MAXIMUM NUMBER OF RESULTS DISPLAYED

The value named "**maximum number of search results displayed**" is used to define the maximum number of results displayed during a directory search by name / first name. By default, this value is **20**. It must be between **8** and **50**.

Note that for **MiVoice 400** and **MiVoice MXONE** call servers, this parameter can be defined in the "**aastra.cfg**" file. In this case, the value of the registry will be ignored.

1.10.9 CHOICE OF SERVER FOR THE DIRECTORY SEARCH

The value named "**ldap activedirectory**" allows to define which directory will be used for the search by name. This value is only considered when the call server is of type **MiVoice 5000**. For call servers of type **MiVoice 400** or **MiVoice MXONE**, use the parameter with the same name in the "**aastra.cfg**" file.

The possible values are:

0	Using the LDAP server of the PBX
1	Using Microsoft Active Directory
2	No LDAP server will be used
3	Using Microsoft Azure Active Directory

1.10.10 DEFINE AN ADDITIONAL LDAP DIRECTORY

An additional LDAP directory can be configured using the following parameters in the registry under the "**ldap contacts**" key:

server : Server connection parameters, expressed in the following general format:

`<user>:<password>@<IP address>:<port>`

base dn : Identifier of the root node in the LDAP arborescence

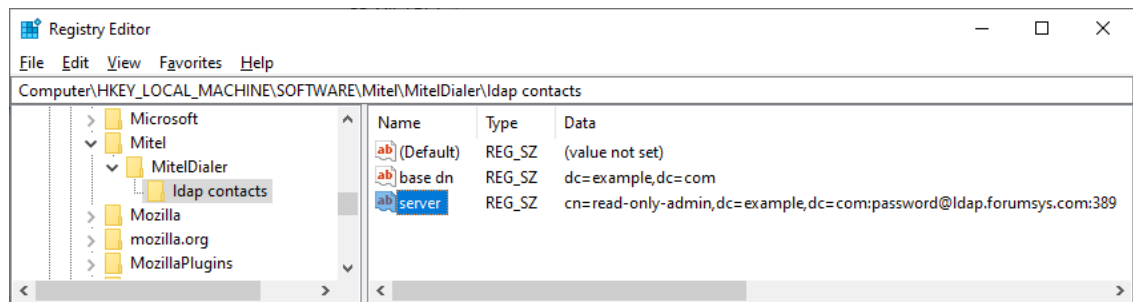
object and attributes : Expression defining the type of object and the names of the attributes to search for, in the following general format:

`<object-value>,<name-attribute>,<firstname-attribute>,[<displayname-attribute>][,<call number-attribute>]*`

By default, this parameter takes the following value:

`person,givenName,sn,name,telephoneNumber,mobile,homePhone`

Example :



This additional directory is used for search by name / first name. It is also used for name-from-number resolution, provided that a cache is defined using the "**ldap cache**" parameter.

1.10.11 SET CACHE SIZE FOR LDAP DIRECTORIES

The value named "**ldap cache size**" is used to define the size of the cache for consulting an LDAP directory, expressed in entries count. By default, the value of this parameter is **0** (ie no cache).

Note that for **MiVoice 400** and **MiVoice MXONE** call servers, this parameter can be defined in the "**aastra.cfg**" file. In this case, the value of the registry will be ignored.

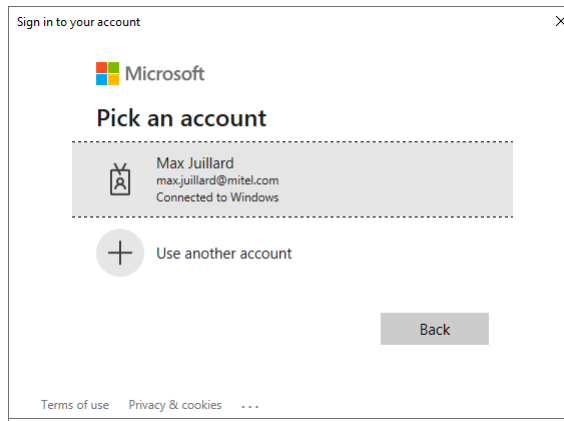
1.10.12 SET CACHE SIZE FOR MICROSOFT DIRECTORIES

The value called "**active directory cache size**" is used to define the size of the cache for the consultation of **Active Directory** or **Azure Active Directory**, expressed in number of entries. By default, the value for this parameter is **5000**.

Note that for **MiVoice 400** and **MiVoice MXONE** call servers, this parameter can be defined in the "**aastra.cfg**" file. In this case, the value of the registry will be ignored.

1.10.13 AZURE ACTIVE DIRECTORY: CONFIGURE 'STAY SIGNED IN' PROMPT

When the "**Azure Active Directory**" search option is enabled in **Mitel Dialer** application or in the add-in for **Microsoft Teams**, then after each application start, at the time of the first directory search, the user must sign in with their Azure account by validating the following dialog box:



From the Azure portal (<https://portal.azure.com/>) an administrator can allow users to remain registered and thus avoid having to register each time **Mitel Dialer** restarts.

To do this, you must activate the "**Show option to remain signed in**" parameter, located in the section: "**Azure Active Directory / Company branding / Advanced settings**".

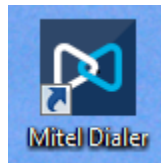
2 USER GUIDE

2.1 LAUNCHING THE APPLICATION

2.1.1 STARTUP

Mitel Dialer starts automatically after installation is complete, as well as each time you log on to Windows. **Mitel Dialer** autostart is configurable (see 2.2).

To start **Mitel Dialer** manually, click on the shortcut in the "**Start**" menu or on this shortcut that was added to the desktop during installation:

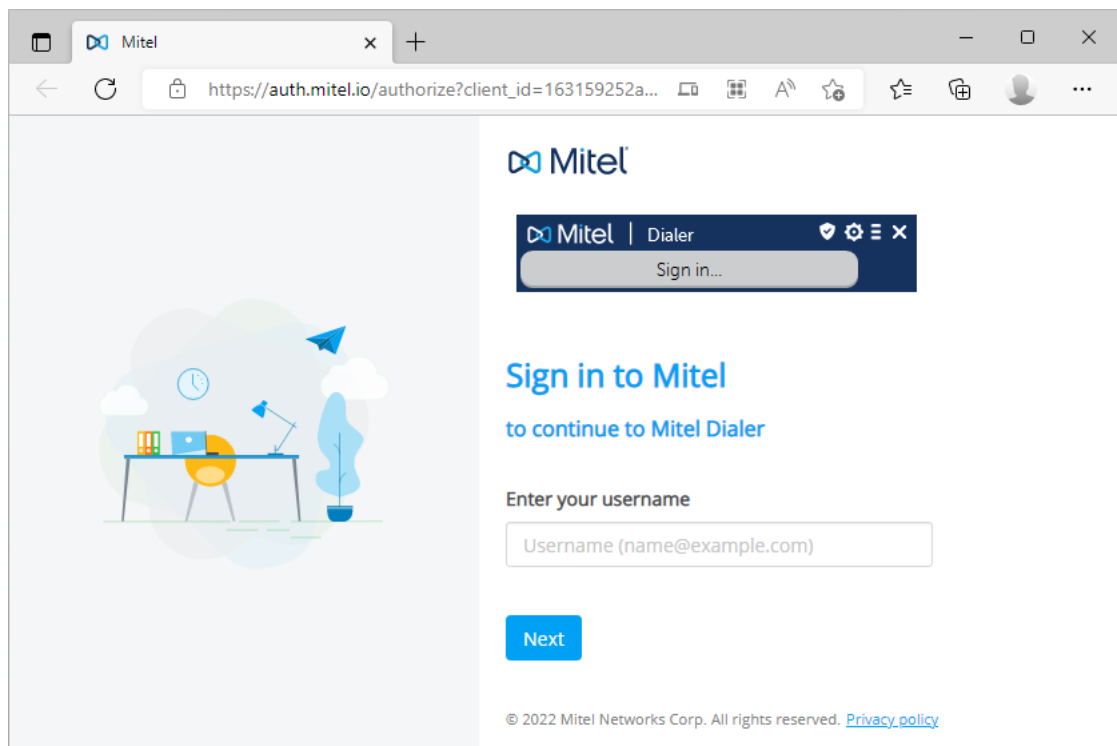


2.1.2 AUTHENTICATION

On first start, authentication is requested.

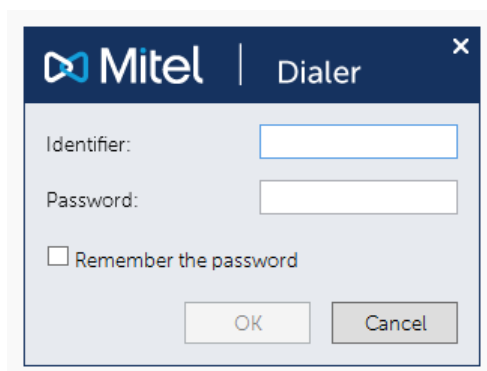
2.1.2.1 Authentication in CloudLink mode

The web page of **CloudLink OAuth 2.0** Authentication Server below appears in the default browser. The user must indicate his **CloudLink** identifier (an email address), then his password on the following page:



2.1.2.2 Authentication to an on-premise call server

The authentication dialog box below allows you to enter an identifier and a password in the case of a connection to a **MiVoice 5000**, **MiVoice 400** or **MiVoice MX-One** call server :



MiVoice 5000: the expected login and password are the subscription number and the four-digit password for the subscription (it is advisable to change the default password).

The subscription is locked after three incorrect password input attempts.

MiVoice 400: use your MiVoice 400 user account.

MX-One: the login is the subscription number. By default, no password is required.

Depending on whether the "**Remember the password**" option is checked or not, the dialog box will or will not be presented each time the application is launched.

2.1.3 MAIN WINDOW

Once authentication has been completed, the main window appears: it presents an input field and a button for launching a call:



The title bar has the following buttons, from right to left:



Close the window. (The application remains active in the background)



Open the drop-down menu



Open the configuration settings dialog

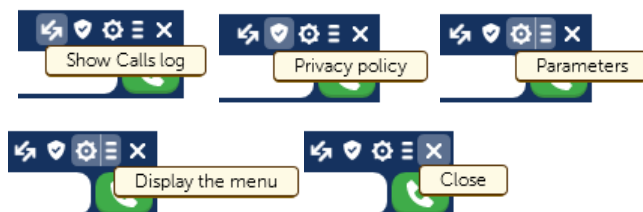


Open the privacy policy document

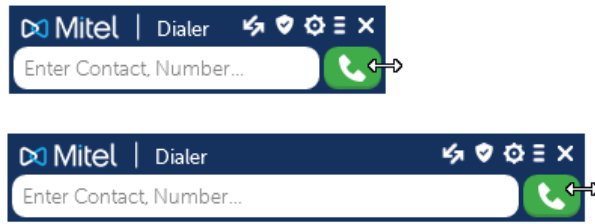


Open the call log window (if available, see paragraph **Erreur ! Source du renvoi introuvable.**)

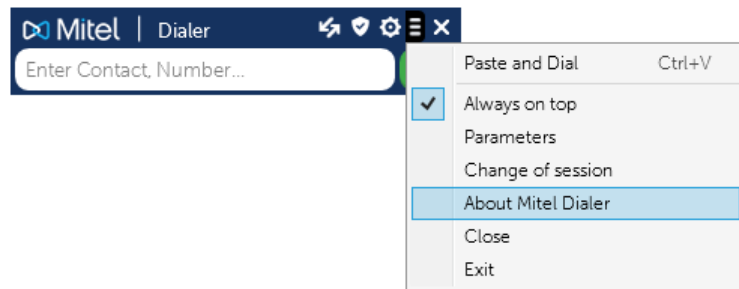
By moving the mouse pointer over the various buttons, a tooltip appears which specifies their function:



The window can be moved and enlarged by pulling on the double arrow displayed when the cursor is placed on one of the side edges.




The drop-down menu provides access to the following functions:

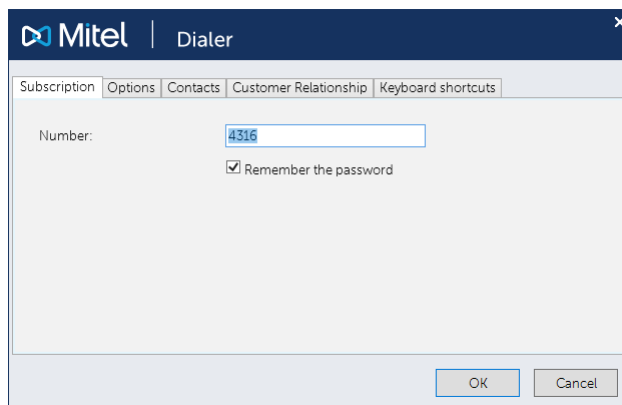


- > **Always visible**: the application remains displayed above all other windows.
- > **Parameters**: opens the configuration parameters dialogue box
- > **Change session**: returns you to the session opening window.
- > **About**: displays the application version.
- > **Close**: closes the window but keeps the application active in background.
- > **Exit**: closes the application.

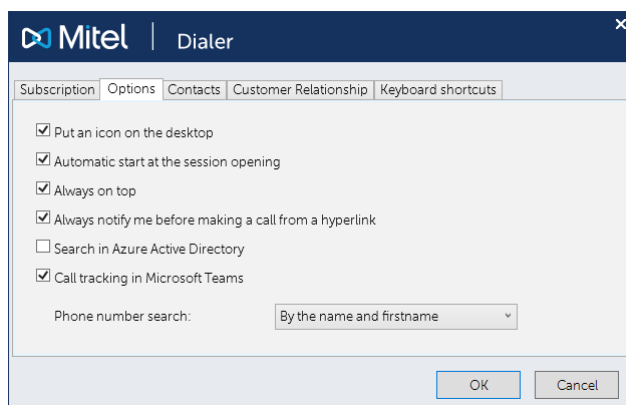
2.2 CONFIGURATION PARAMETERS

Click the button  to open the configuration parameters dialog. This dialog has several tabs:

- The **Subscription** tab is used to:
 - Change the subscription number or account identifier
 - Modify the password storage option (be default: unticked),



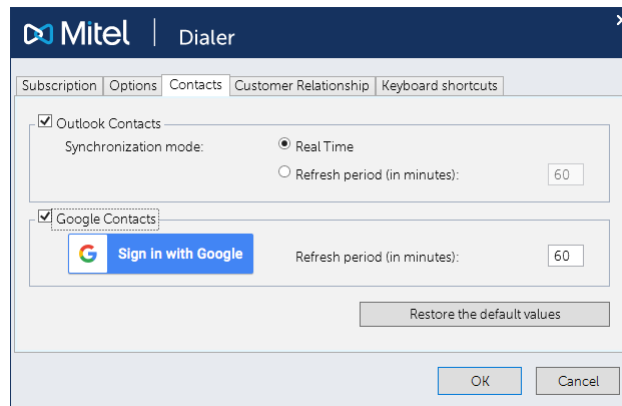
- The **Options** tab is used to:
 - Add/delete the shortcut on the desktop (by default: ticked)
 - Activate/deactivate automatic start when a session is opened (by default: ticked)
 - Activate/deactivate the **"Always on top"** option used to keep the **Mitel Dialer** window above all other windows (by default: ticked)
 - Search in **Azure Active Directory** (in addition to other configured directories)
 - Enable/Disable call tracking in **Microsoft Teams** (This option only appears if **Microsoft Teams** is installed)
 - Change the way searches are made in the call server directory. The following options are proposed:
 - By surname and first name (by default)
 - By surname only
 - By first name only.



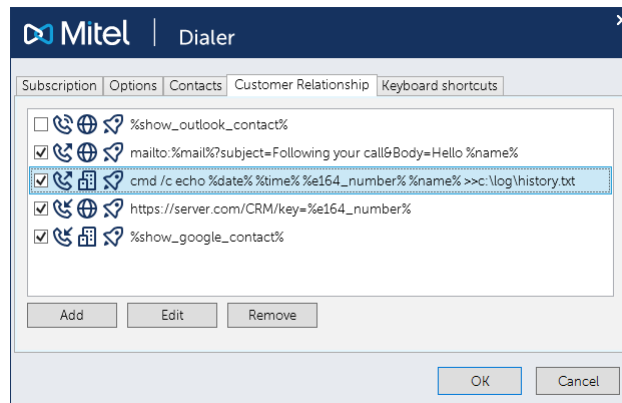
- The **Contacts** tab allows you to activate or not synchronization of **Mitel Dialer** with **Microsoft Outlook** and / or **Google** personal contacts.

For **Outlook Contacts**, you can choose between a real-time synchronization or a periodic synchronization of which you can choose the periodicity.

For **Google Contacts**, the synchronization is periodic, and you can choose its periodicity.



- The **Customer Relationship** tab allows you to configure actions that will be triggered automatically during a new phone call.



An icon represents the event that triggers the action. You can choose from the following events:

	An incoming external call is ringing
	An incoming internal Call is ringing
	An incoming external call is established
	An incoming internal call is established
	An outgoing external Call is in progress
	An outgoing internal Call is in progress

One or more actions can be configured for each type. An action is a string of characters that should be interpreted as:

- A command line to launch a program
 - An URL that will be launched in the default browser
 - A "**mailto**" command including an e-mail address, a subject and a content (example: "**mailto:% mail%? Subject = Following your call & Body = Hello% name%**") which allows to open a sending email dialog box using the default mail client.

- The predefined command **%show-outlook-contact%** that opens the dialog for editing an Outlook Contact
- The predefined command **%show-google-contact%** that opens the dialog for editing a Google Contact

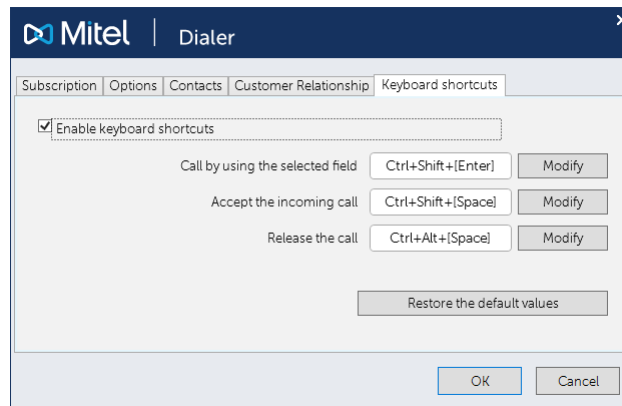
Keywords among those listed below can be inserted into the orders. They will be replaced at runtime by the value that corresponds to the context of the call concerned:

Keyword	Meaning
%number%	Call number of the remote party
%e164-number%	Call number of the remote party in E.164 format
%forwarding-number%	Call number that transferred the call
%e164-forwarding-number%	Call number that transferred the call in E.164 format
%name%	First name and name of the remote party
%mail%	Email address of the remote party
%subscription-number%	Subscription number
%line%	Line number

You can also insert environment variables such as %USERNAME%, %DATE%, %TIME%.

A checkbox allows you to individually control the activation of each of the rules.

- The **Keyboard Shortcuts** tab is used to activate and define keyboard shortcuts:



For each telephony action, a '**Modify**' button allows you to redefine the key combination associated with it.

- The default values are:

Call using selected field	Ctrl+[Shift]+[Enter]
Accept incoming call	Ctrl+[Shift]+[Space]
Release call	Ctrl+Alt+[Space]

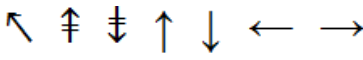
Note: *These default values have been chosen in such a way that they are available on all keyboard types (Azerty, Qwerty, etc...), and that they do not clash with the key combinations used by other applications.*

Rules to define key combinations:

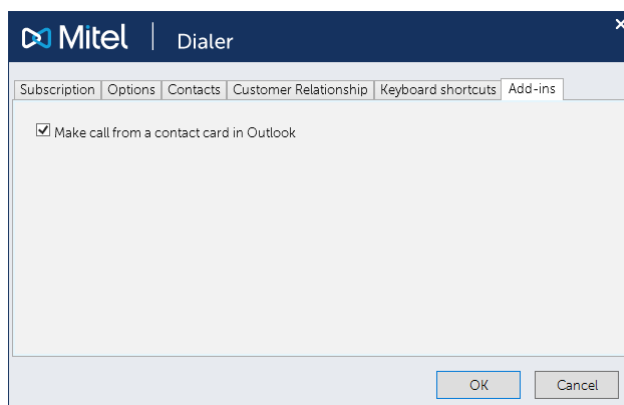
A key combination must consist of one to three keys pressed together.

The **[F1]** to **[F12]** keys can be used alone.

Otherwise, the key combination must include one or two keys from **[Ctrl]**, **[Alt]**, **[Shift]** followed by another from the following:

- A key associated with a letter, digit or symbol
- A function key **[F1]** to **[F12]**
- A special key among the following:
 

- The **Add-ins** tab contains a checkbox that allows you to enable or disable the add-in for **Microsoft Outlook**.




This tab only appears when these add-ins are available, that is, when **Mitel Dialer** has been installed using the MSI file.

The add-in for **Microsoft Outlook** provides the ability to make a phone call from a contact card in Outlook app.

2.3 MAKING A CALL

By entering a number directly:

Enter the number to be called in the input field (preceded by the outgoing prefix if it is an external number) then click the call button , or press [Enter].

You can also use a number in E.164 format (example: +33 130964316).

Using Copy/Paste or Ctrl+C/Ctrl+V or Drag/Drop:

- a number copied from another Windows application:

For external numbers, most of the standard formats used are supported. However, this number should not include the outgoing prefix.

Examples of supported formats:

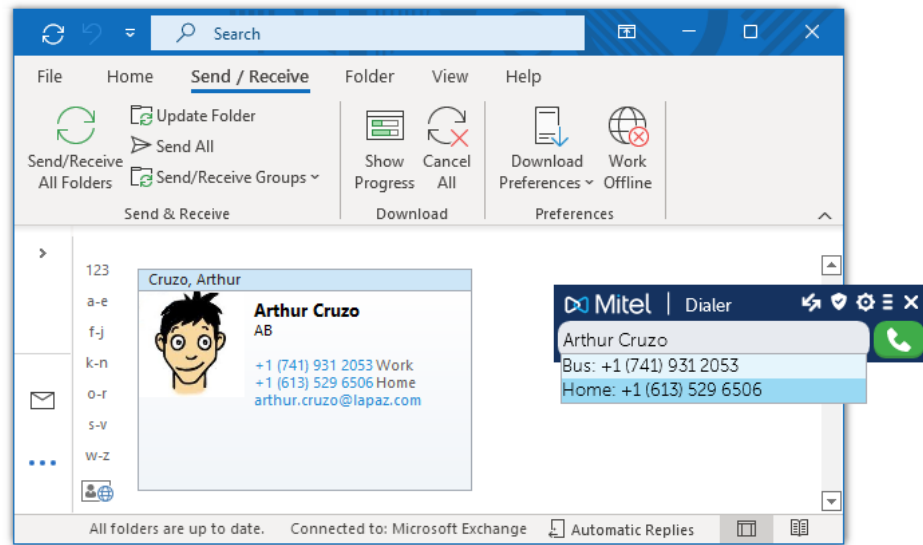
- 0130964000
- 01 30 96 40 00
- +33 1 30 96 40 00
- +33 (0) 1 30 96 40 00
- +49 145763285
- 0049145763285

The numbers may contain some presentation characters such as hyphens, periods, spaces, etc. These characters will be automatically removed and do not disturb the operation.

- a surname and/or first name:

If the items contained in the pasted character string allow a single record to be identified in the directory database, the call is made directly; otherwise the different records found are displayed in a dropdown list and you only need to click any of the records to make the call.

- an Outlook contact
 - if the contact record contains only one number, the call is made directly;
 - if the contact record contains several numbers, an options list allows you to choose the number with which to make the call.

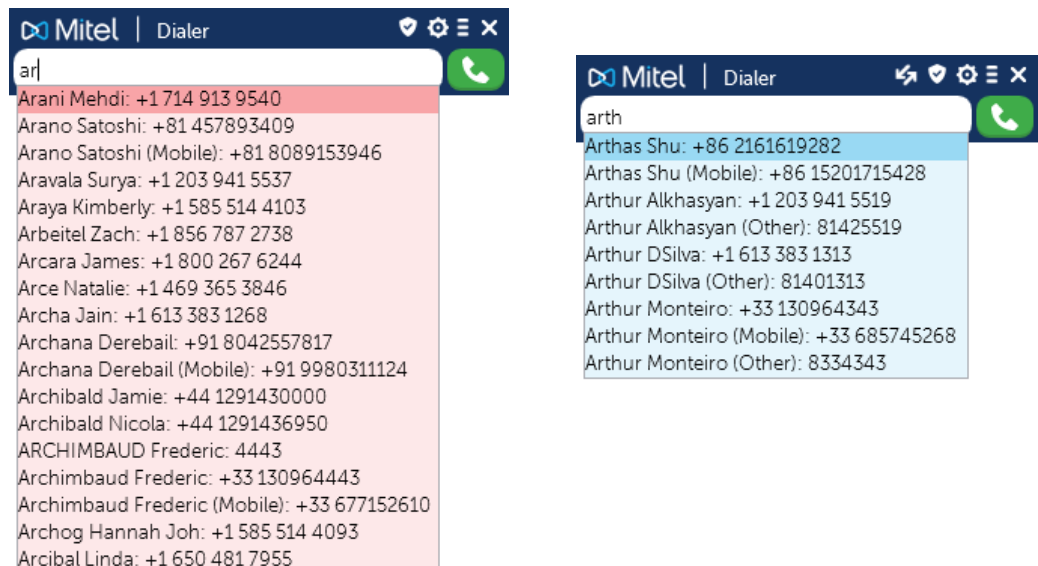


Copy / Paste from an Outlook Contact


By searching in the system directory:

Enter the first letters of the surname and/or first name of the person to contact. The phone numbers found are displayed in a dropdown list.

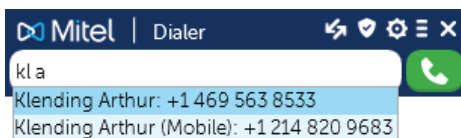
If the number of responses is greater than the maximum display capacity, a partial list of results is displayed, on a pink background. You can refine the search by entering more letters.



By default, the display capacity of the drop-down list is 20 records. This value can be changed (see 1.10.8).

To initiate the call, select an entry from the list, then click the call button  or press the [Enter] key.

To make a search by surname AND first name, enter the first letters of the surname and the first letters of the first name in any order, separated by a space.



This also works with hyphenated surnames and first names.

Examples:

- The record "Jean-Pierre Timbault" can be found by pressing "J P T" or "T J P" or "J T" or "T J" or "jean" or "TIMB".
- The record "Paul Le Guen" can be found by typing "P L G" or "L G P" or "Paul L" or "L Gu".

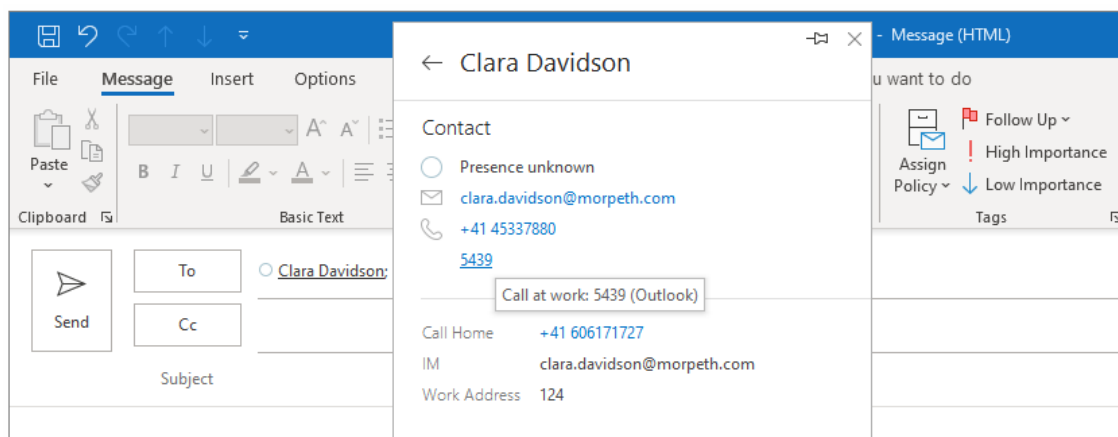
You can restrict searches to a single criterion: only the surname or only the first name, by modifying this option in the configuration dialog box (see 2.2).

Using keyboard shortcuts:

If these are activated in the **Keyboard shortcuts** tab of the **Configuration parameters**, select a number or name in another application and use the key combination to initiate the call.

In Outlook: by clicking on a link in the tooltip of a contact:

Phone numbers (Office, Home, Mobile) appear as active links in the tooltip of a selected contact. Clicking on one of these links triggers a call with **Mitel Dialer**:



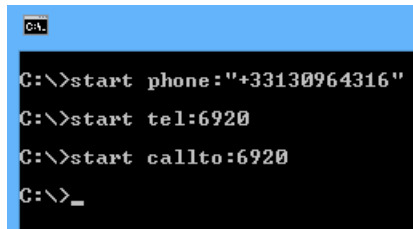
Using a hypertext link:

You can trigger a phone call by clicking on a hypertext link such as '**tel**', '**callto**' or '**phone**'. These hypertext links can be found in web pages, PDF documents, Word documents, Open Office documents, emails, etc. or used on the command line.

- Hyperlink in a document example:

[callto:+33 130964439](tel:+33130964439)

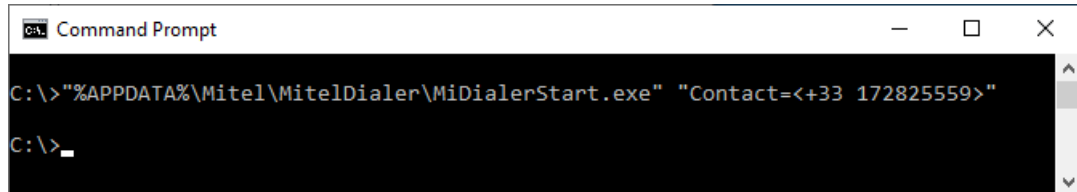
- Hyperlink in a command line example:



```
C:\>start phone:"+33130964316"
C:\>start tel:6920
C:\>start callto:6920
C:\>_
```


By a direct invocation of the executable program:

The following command line is used to initiate a call:



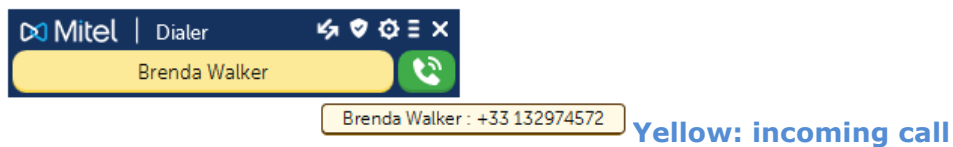
```
C:\>"%APPDATA%\Mitel\MitelDialer\MiDialerStart.exe" "Contact=<+33 172825559>"
C:\>_
```


2.4 ENDING A CALL

- To end a call, click this button: 
- Alternatively, use the defined keyboard shortcut to release the call (the keyboard shortcut must be activated in the *Keyboard shortcut* tab of the *Configuration parameters*).

2.5 INCOMING CALL

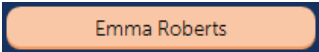
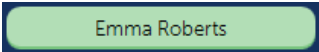
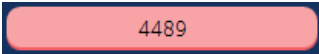
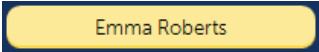

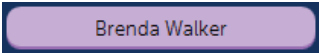

When a call comes in, the caller's surname and first name are displayed. The cursor displays the phone number in a tooltip.



- If the correspondent is not known, the phone number is displayed instead of the surname.
- To answer, click the button  or use the defined keyboard shortcut to accept the incoming call (the keyboard shortcut must be activated in the *Keyboard shortcut* tab of the *Configuration parameters*).

2.6 CALL COLORS

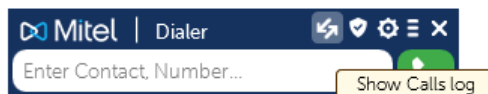
A background colour is used to distinguish the different states of the call as indicated in the table below:

	Outgoing call: in progress
	Outgoing call: ringing in progress
	Outgoing call: Failed (busy, unreachable, etc.)
	Incoming call: ringing in progress
	Call established
	Call on hold
	Call released by the remote user

2.7 CALL LOG

Note: *The call log function is only available for **CloudLink** and **MiVoice Office 400** connection modes.*






When this function is available an additional button appears automatically on the title bar of the main window of Mitel Dialer:

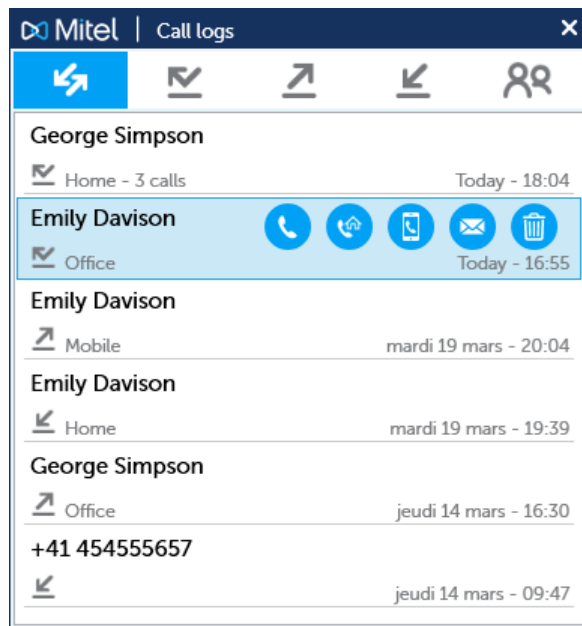


This button flashes red when new missed calls are recorded in the log:



Clicking on this button opens a secondary window in which the call log is displayed. This window contains the following 5 tabs, each identified by an icon:

-  All calls
-  Missed calls
-  Outgoing calls
-  Incoming calls
-  Calls grouped by contact



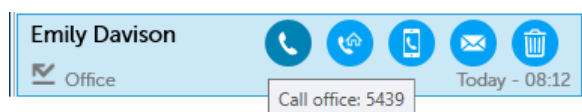
For each entry in the call log, the type of call (incoming, outgoing, missed) is indicated by an icon and the date and time of the call.

For missed calls, the icon is displayed in red when it is a new call. The red colour disappears if you click on the icon or if a subsequent call has been established with the contact concerned.

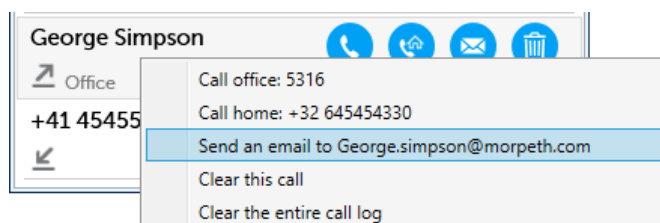
When the call could be associated with a contact, the name of the contact is displayed, as well as the type of number (Office, Mobile or Home). Otherwise only the phone number is displayed.

Note: *Connected to a **MiVoice Office 400** call server, if a contact has tried to call you several times, then the number of attempts is indicated in the only entry for this contact in the missed calls log, while in **CloudLink** mode, the missed call log contains one entry per attempt.*

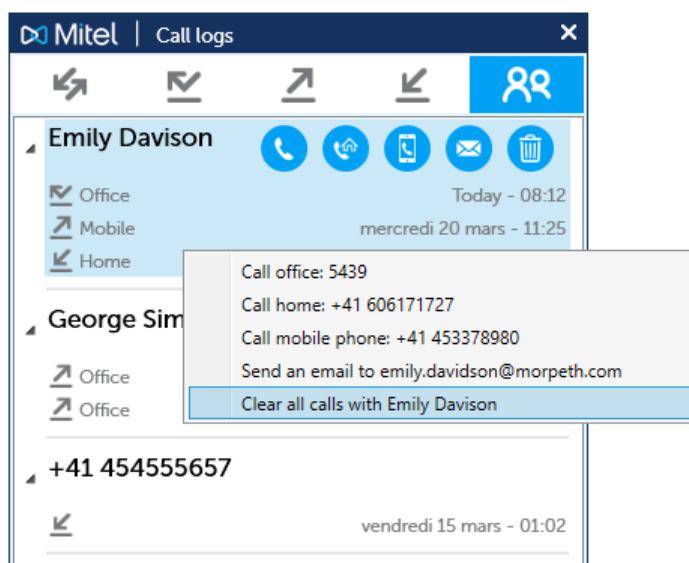
When you move the mouse pointer over a log entry, a button bar dynamically appears with a button for each contact's call number, a send mail button if the contact's email address is known, as well as a button to clear this entry.



You can also use the context menu (right mouse button) to access actions on this contact, as well as to clear the entire log:




The last tab, **"Calls grouped by contacts"** allows to visualize the history of the calls relating to each of the contacts. All the actions on the selected contact are accessible either by the button bar, or by the contextual menu:



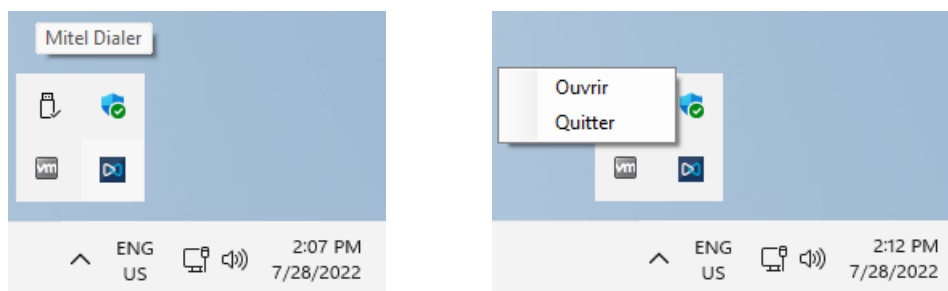
Note: Highlighting new missed calls in red is application specific. There is no synchronization with the display of missed calls on the set.

2.8 "BACKGROUND" MODE

Closing the application window, by clicking the  button, changes the application to "background mode". In this mode, the following functions remain available:

- Call using a hyperlink
- Shortcut keys for making a call, answering a call or releasing a call.
- Call from a contact's card in Outlook

An icon, located in the notification area of the Windows taskbar, on the bottom right side of the screen, allows you to restore to application window:









2.9 ADVANCED TELEPHONY

The term “**Advanced Telephony**” includes the following functionalities:

- Consult call
- Swap calls
- Hold and unhold a call
- Transfer
- Conference
- Blind transfer

Depending on the call context, the application displays additional buttons that allow you to trigger advanced telephony actions:

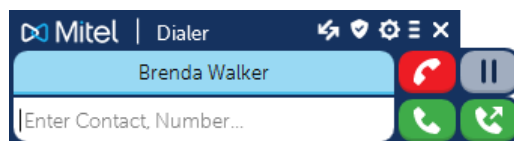
	Hold the call
	Unhold the call, or swap calls, depending on the call context
	Single call or consultation call, depending on the context
	Supervised transfer or blind transfer, depending on the context
	Conference
	Releases the simple call or the consultation call depending on the context

When a simple call is established, an additional search and edit field appears dynamically, allowing you to trigger a consult call or a blind transfer.

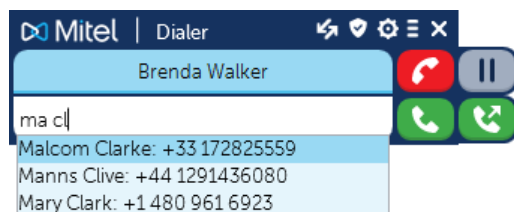
Note: Only the **CloudLink** connection mode allows the application to display additional buttons to trigger advanced telephony actions. For other connection modes, advanced telephony actions can be triggered from the telephone set when this allows it

2.9.1 STEP-BY-STEP DESCRIPTION


When a first call is established, a new edit and search field appears. All the call triggering methods, described in paragraph 2.3, can trigger a consult call in this situation:

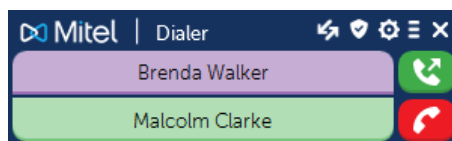


You can, for example, search for a contact by the first letters of the first and last name:

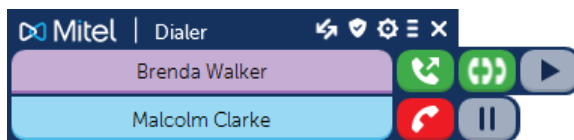


To the right of the search field, the two buttons   are used to trigger a consult call or a blind transfer respectively.

After triggering a consult call, we obtain the transient situation below where the consulted user is receiving a ring tone: in this situation, the call can be transferred without waiting for the answer, using the button .




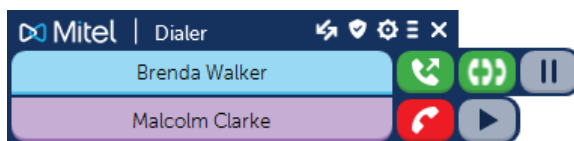
After the consulted user accepts the call, we obtain the following situation:



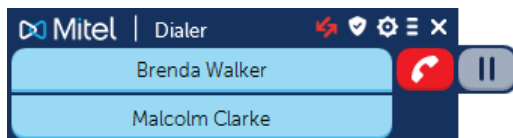
The five buttons that appear to the right of the window respectively allow you to:



- Transfer the call (supervised transfer)
- Establish a three-way call
- Swap calls
- Release the consult call
- Put the consult call on hold

By clicking on the swap calls button , we obtain the following situation, where we return to conversation with the first remote user, then the consulted user is put on hold:



Finally, by clicking on the conference button , we obtain the following state which represents a conference with three participants:

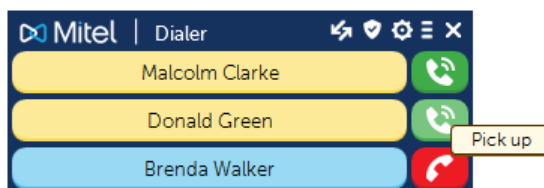


You can then either leave the conference with the button , or put the conference on hold with the button .

2.10 MULTIPLE SIMULTANEOUS INCOMING CALLS

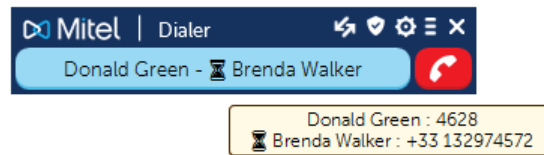
Mitel Dialer can display multiple simultaneous incoming calls, provided the call server and subscription configuration allow it.

Example: one established call and two incoming calls



2.11 WAITING CALL

When the subscription configuration allows only one simultaneous call, then in communication **Mitel Dialer** can however be notified of a new call. This is a waiting call which is represented as below in the **Mitel Dialer** window:

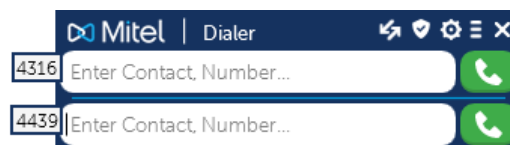


2.12 MULTILINE SUBSCRIPTION

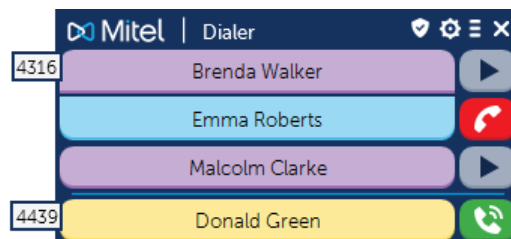
Note: *This feature is only available with the **MiVoice 5000** call server.*

A multi-line configured subscription has several directory numbers. The Mitel Dialer application automatically detects this situation and changes the appearance of its main window accordingly.

Example 1: a subscription with two idle lines



Example 2: a subscription with two lines and several calls in progress



2.13 FUNCTIONAL DIFFERENCES ACCORDING TO TERMINAL TYPE

2.13.1 INTRODUCTION

When Dialer is used with a terminal that has a "hands-free" function managed by the call server, incoming calls can be answered, and outgoing calls made, without having to physically act on the terminal handset. Otherwise, it is necessary to lift the terminal handset in order to accept an incoming call or to make a call.

Terminal model	"Managed Hands-free" function
Mitel 6700/6800 SIP Phone, Mitel 6750 Digital Phone, MiVoice 5300 IP Phone, MiVoice 5300 Digital Phone, i7xx, M7xx	YES
Mitel 6700 Analog Phone, Mitel SIP DECT, Mitel DECT, Mitel WiFi, smartphones with MMC, generic SIP phone, analogue phone	NO

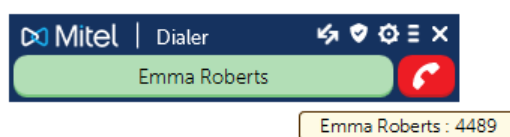
2.13.2 PHONES WHICH DO NOT SUPPORT THE "MANAGED HANDSFREE" FUNCTION

2.13.2.1 Outgoing calls

When an outgoing call is triggered from the application, the call is actually made only when the user lifts his handset. Before the handset is lifted, the main window appears as follows:

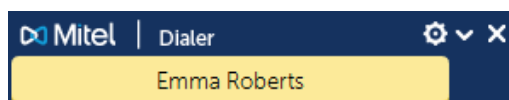


Then, once the user lifts the handset, the colour of the display changes indicating that the call is being set up:



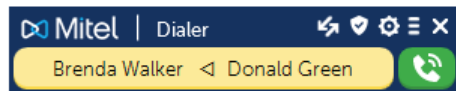
2.13.2.2 Incoming calls

Mitel Dialer displays incoming calls but does not accept them. There is no "Pick up" button in **the Mitel Dialer** window. You must pick up the extension handset to accept an incoming call:



2.14 DISPLAY IN CASE OF FORWARDED OR REDIRECTED CALL

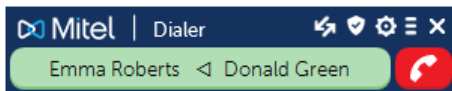
If an incoming call is forwarded or redirected, the following is displayed:



Brenda Walker : +33 132974572
via
Donald Green : 4628

The call of Brenda Walker
is forwarded to you by Donald Green

If an outgoing call is forwarded or redirected, the following is displayed:



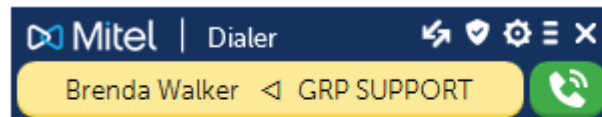
Emma Roberts : 4489
via
Donald Green : 4628

Your call for Donald Green
Is forwarded to Emma Roberts

2.15 DISPLAYING A CALL RECEIVED VIA A HUNT GROUP

The caller's name or number is displayed, followed by the hunt group name or number.

Example:



Brenda Walker : +33 132974572
via
GRP SUPPORT : 6800

3 ADD IN FOR MICROSOFT TEAMS

3.1 OVERVIEW

Two versions of the add-in for **Microsoft Teams** are offered, which differ in their functionality. They are both present on the **Mitel Dialer** installation CD.

Version	Features
2.3.4	Directory search, Simple call, and Supervision
3.0.1	Directory search, Advanced Telephony* features, Call log and Supervision

Advanced telephony*: consultation call, transfer, back and forth, three-way conference, blind transfer

Version **3.0.1** is more specifically dedicated to the **CloudLink** connection mode, because only this mode provides both Advanced Telephony features and the Call log.

Version **2.3.4** is more suitable for on-premises connection modes.

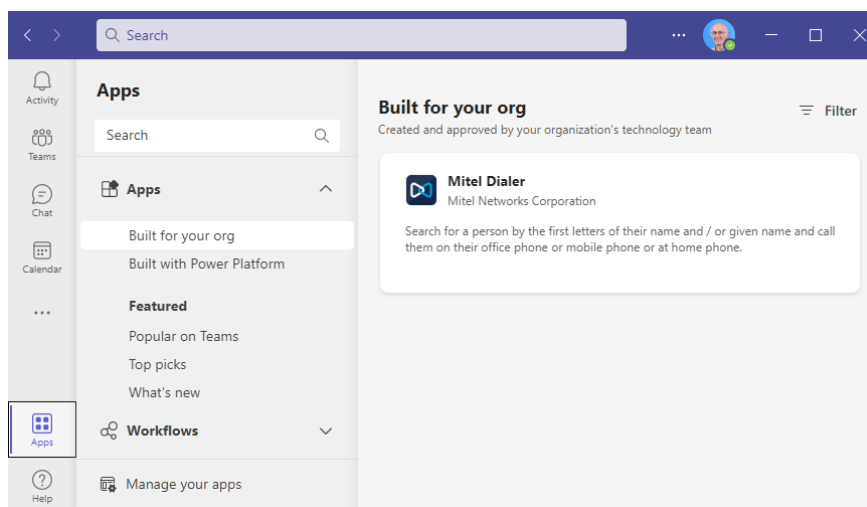
Note: *The Supervision feature is only available for a direct connection to a **MiVoice 5000** call server.*

3.2 INSTALLATION

Note: *Explicit installation of the **Mitel Dialer** add-on may not be necessary if this add-on has been previously deployed from the **Microsoft Teams Admin Center** (see paragraph 3.3.2).*

Each **Microsoft Teams** user can install the **Mitel Dialer** add-in in their session from the "**Applications**" tab. To display this tab, click on the "**Applications**" icon located in the control bar to the left of the **Microsoft Teams** main window.

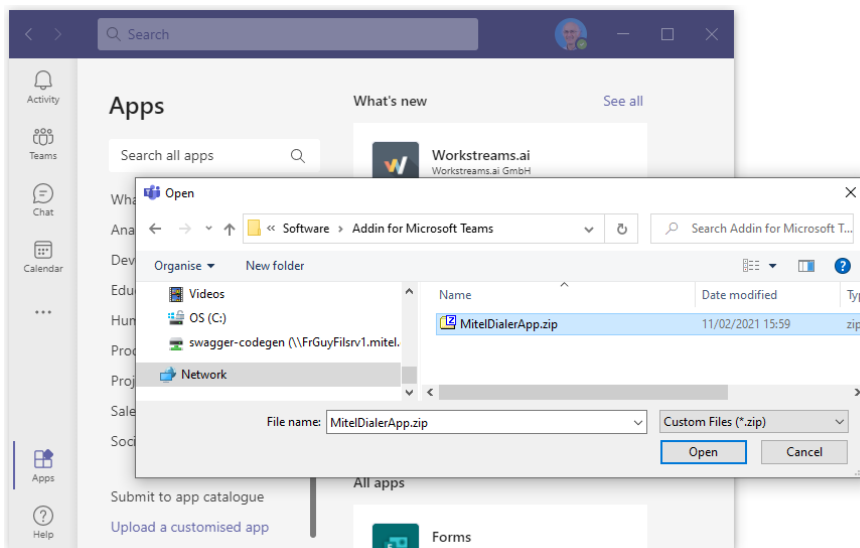
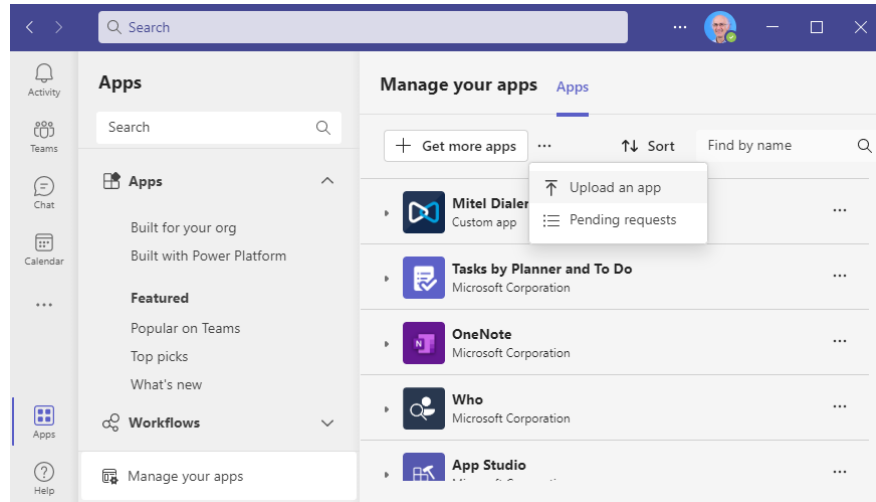
Then, if the **Mitel Dialer** add-in has been added to your organization's application catalogue, then simply click on the "**Mitel Dialer**" tile displayed in the "**Applications**" tab, then follow the instructions.



Otherwise, still from the **"Applications"** tab, you can click on the **"Manage your apps"** link, then **"Upload an app"**, then **"Upload a custom app"** and navigate in the ISO image of the **Mitel Dialer** installation CD, to one of the following folders, depending on the version chosen:

- « **Software\Addin for Microsoft Teams\2.3.4** »
- « **Software\Addin for Microsoft Teams\3.0.1** »

Select the **"MitelDialerApp.zip"** file, then follow the instructions:

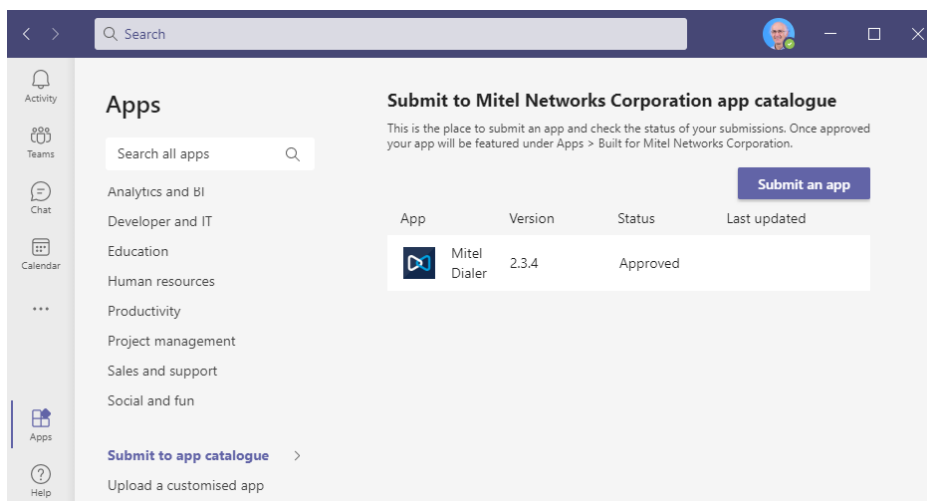


3.3 ADMINISTRATION / DEPLOYMENT

3.3.1 PUBLISH THE ADD-IN TO YOUR ORGANIZATION'S APP CATALOG

You can add the **Mitel Dialer** add-in to your organization's **Microsoft Teams** apps catalog to make it easier for users to install.

From the **"Applications"** tab in **Microsoft Teams**, click on the **"Manage your apps"** link, then **"Upload an app"**, then **"Submit to app to your org"**. After that, all you have to do is grant your approval from the **Microsoft Teams Admin Center** (<https://admin.teams.microsoft.com>).



3.3.2 MANAGE APP SETUP POLICIES

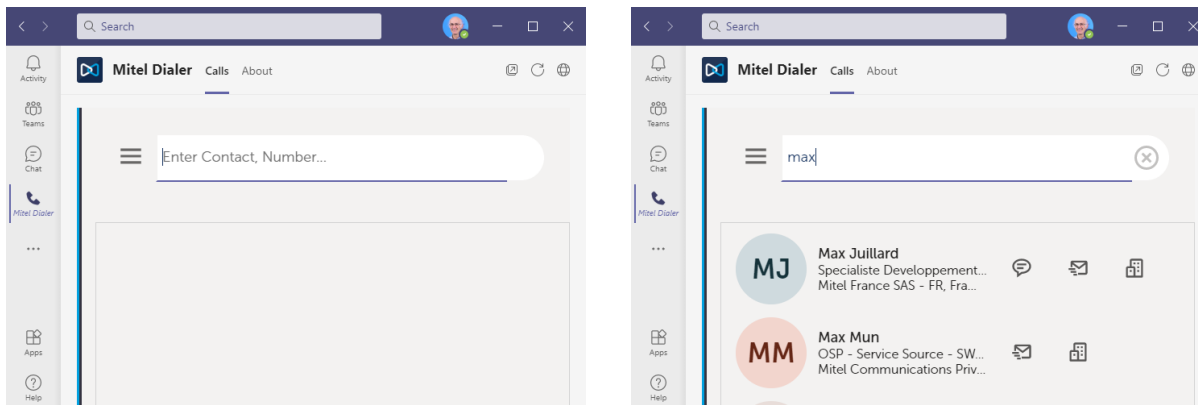
From the **Microsoft Teams Admin Center**, you can choose to install the **Mitel Dialer** add-in by default for all your users, define whether it should be pinned to the toolbar and if so set its rank or simply highlight the add-in in the app catalog for users to install on their own.

3.4 USING THE MITEL DIALER ADD-IN






3.4.1 OVERVIEW

The **Mitel Dialer** add-in has a “**Calls**” tab containing an input field that allows you to search for people in the configured directories:

When you type letters in this field, the corresponding results are displayed in a scrollable list below the input field:



For each person displayed in the results list, one or more action buttons are available from the following:

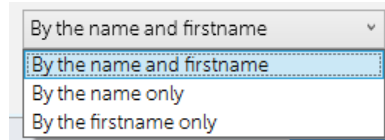
-  Send / receive instant messages (Chat)
-  Send a mail
-  Call to the office
-  Call the mobile
-  Call home

You can also enter a phone number in the input field and initiate the call with the **[Enter]** key.

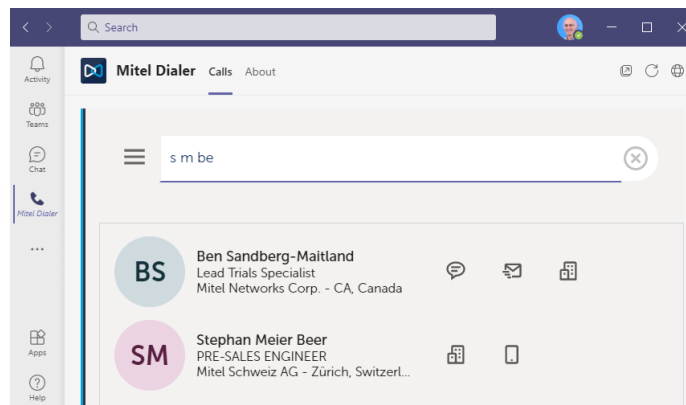
When a phone call is in progress, a call tracking display area dynamically appears to the left of the tab.

3.4.2 SEARCH BY THE SURNAME AND / OR THE FIRST NAME

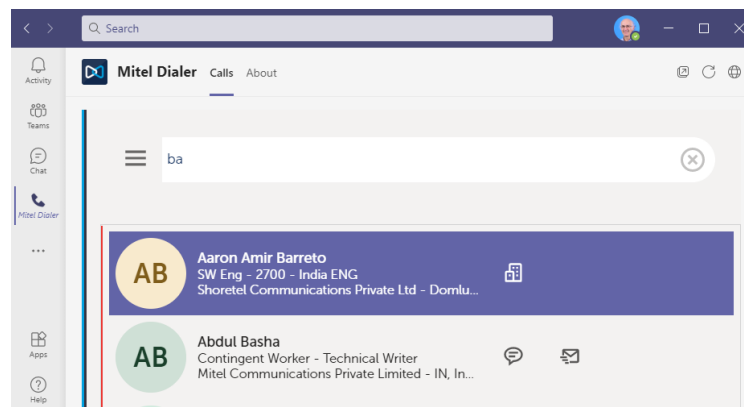
Depending on the option configured in the **Mitel Dialer** application, the search is performed by surname, or first name or both:



By entering several groups of letters separated by spaces, you can filter the results on the different parts of the surname and / or first name, including whether it is a compound surname or first name:

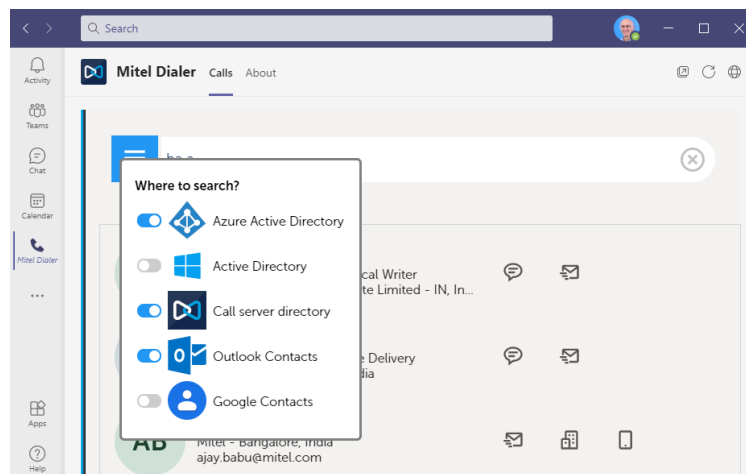


Only the first 24 results found are displayed in the list. A red vertical border is displayed to the left of the list when it contains only a subset of the results:



3.4.3 CHOOOSE DIRECTORIES

The button to the left of the input field gives access to a dialog box in which you can select the directories to be used for searches:



NOTE 1: If "Azure Active Directory" is selected, then the user will need to authenticate with a **Microsoft Azure** account on the first use.

NOTE 2: The "Outlook Contacts" and "Google Contacts" switch are only active if these directories have been configured in the **Mitel Dialer** application.

3.4.4 CALL TRACKING

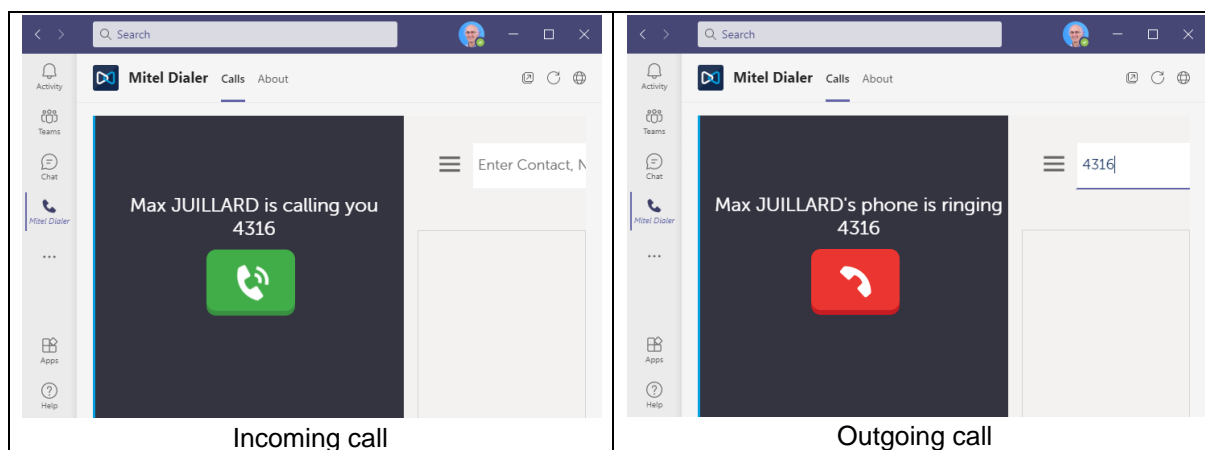
A call tracking frame dynamically appears to the left of the tab when a call is in progress.

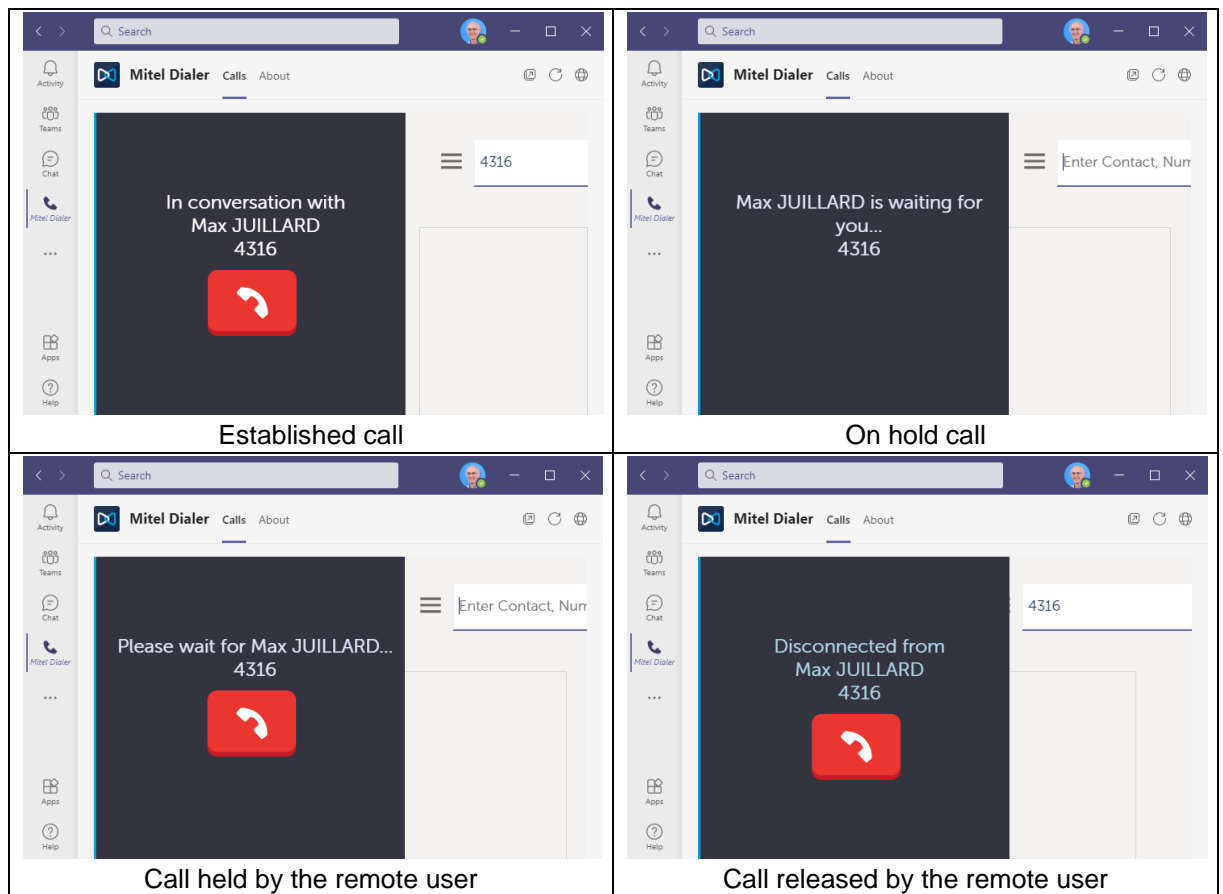
The visual appearance of the call tracking frame differs depending on the version used. Version **2.3.4** only allows to display a single call and a single action button while version **3.0.1** allows to display several simultaneous calls, as well as several buttons for the different advanced telephony actions.

3.4.4.1 Version 2.3.4

The name and number of the correspondent and the call status are displayed, as well as a button allowing, depending on the call status, to pick up or hang up.

Example: call tracking zone, for different call states.



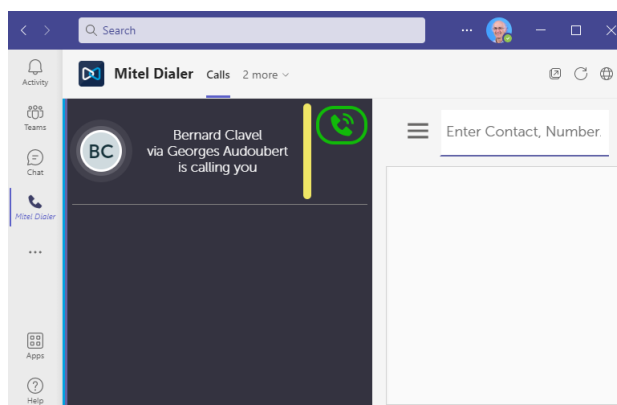


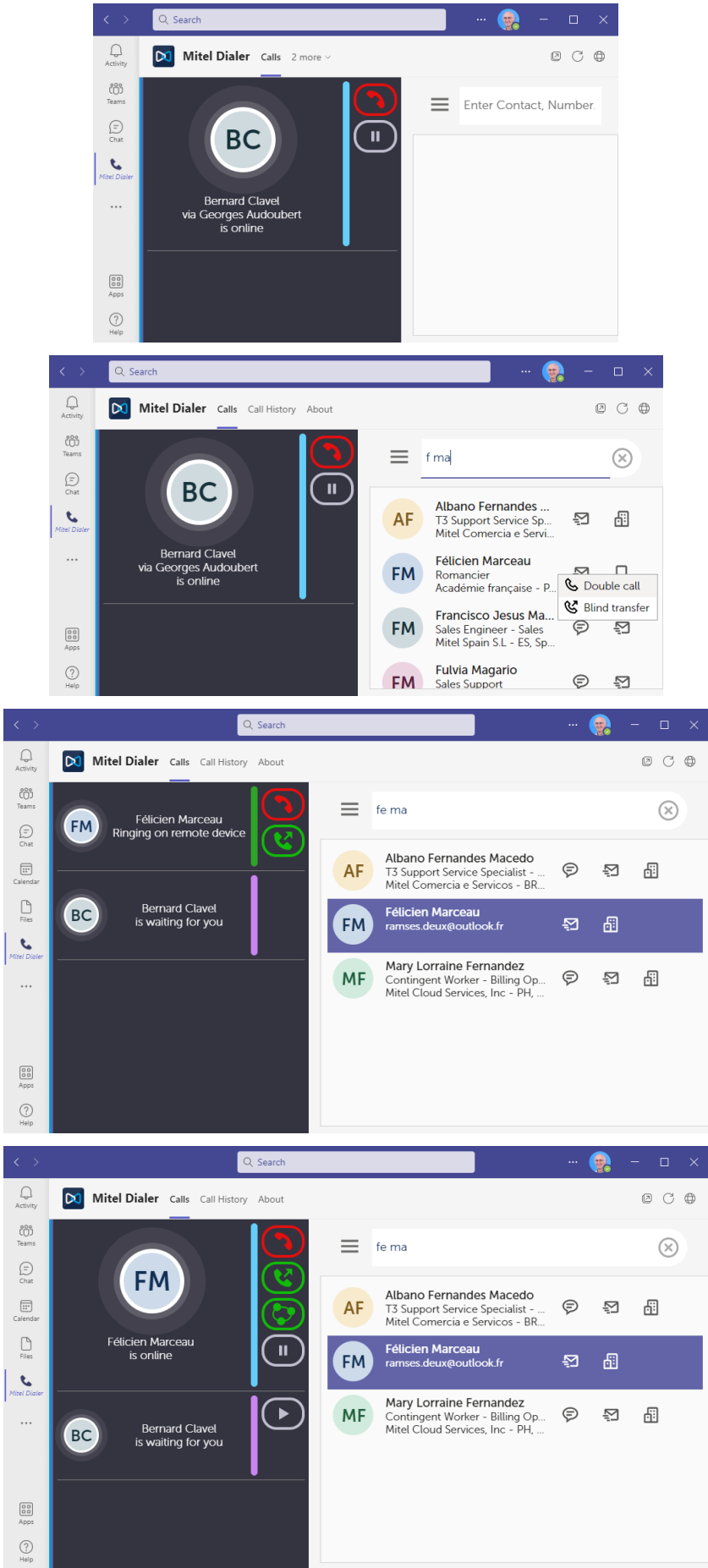
3.4.4.2 Version 3.0.1

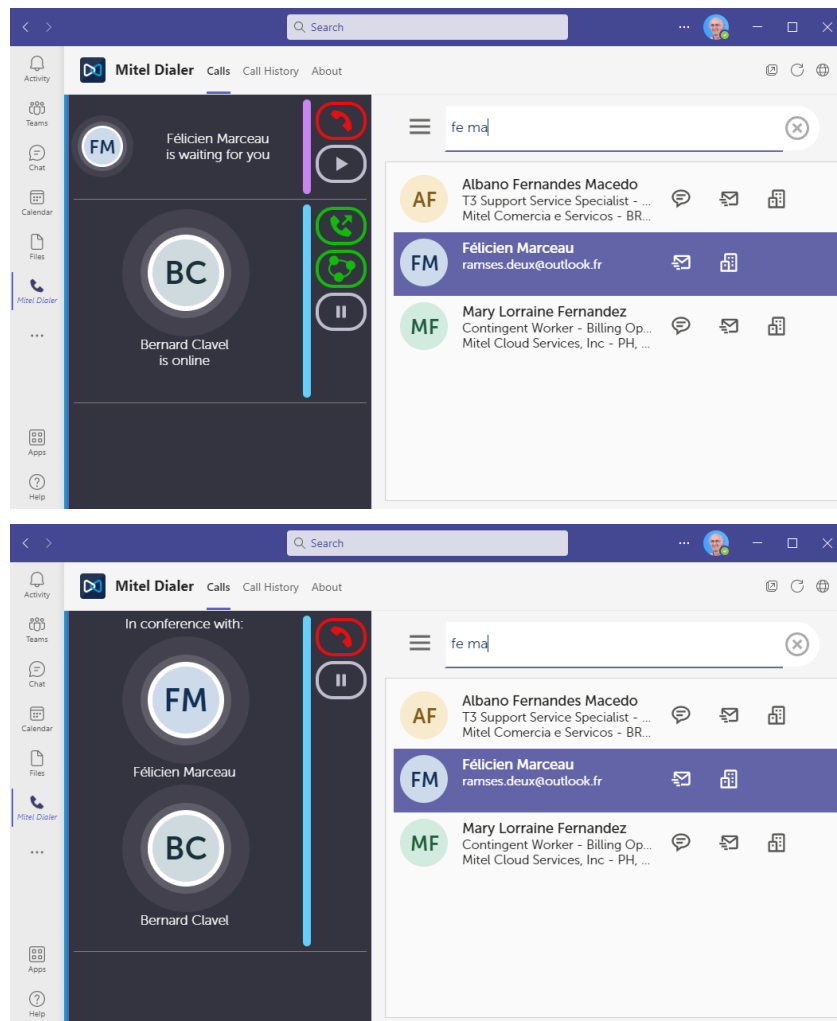
The call tracking area dynamically adapts to represent the status of calls in progress and the buttons needed for advanced telephony functions.

The example below shows the following sequence:

- Incoming call ringing,
- Call established
- Directory search and triggering of a consult call
- Consult call established
- Swap calls
- Three-way conference







3.4.5 CALL LOG

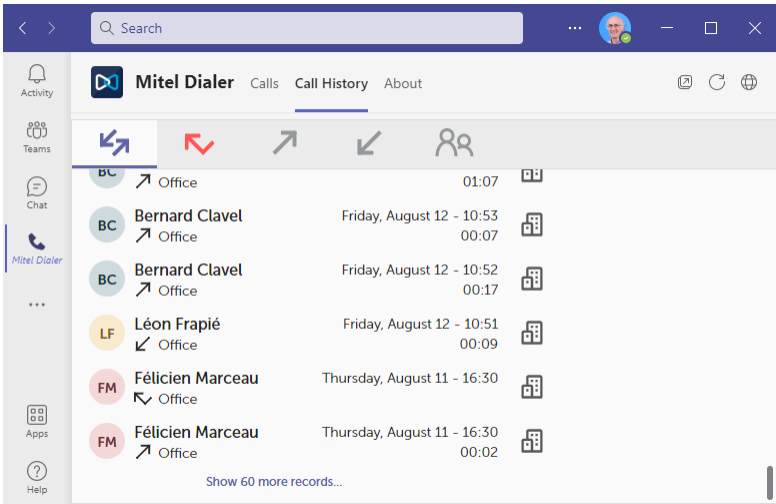
Note: *Call logs are only available in version 3.0.1 of the add-in for **Microsoft Teams** and only if **Mitel Dialer** is connected in **CloudLink** mode or facing a **MiVoice Office 400** call server.*

The "**Call logs**" tab allows you to view calls according to five predefined filters:

- All Calls
- Missed calls
- Outgoing calls
- Incoming calls
- Calls grouped by contacts

When this tab is opened, the 50 most recent log entries are loaded in a drop-down list. For each entry we have the following information:

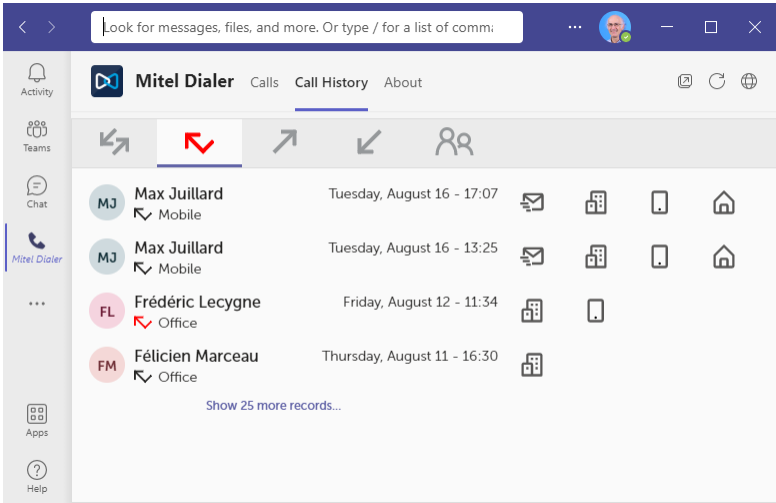
- Surname / first name or telephone number
- The date and time of the call
- An icon indicating the nature of the call: incoming, outgoing, missed. A button bar to call back the remote user with one of his known numbers: office, mobile, home or to send an email



If other entries are available beyond the first 50 entries, then a clickable link at the bottom of the list allows you to complete the list.

In the “Calls grouped by contacts” tab, we find, in alphabetical order, the recent contacts, with for each the history of the calls.

The icon in the “Missed calls” tab is red when the log contains unvalidated missed calls. In the list, the entries concerned also appear with a red icon. An entry changes to the "validated" state as soon as a more recent communication has been established with this correspondent or simply if you click on the icon in red.

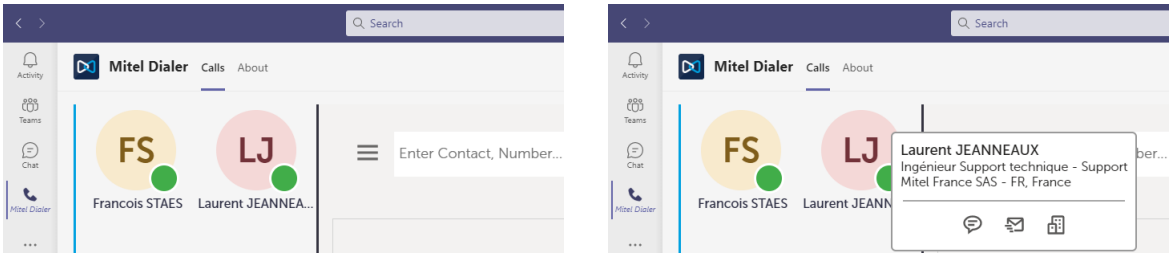


3.4.6 SUPERVISION

NOTE: This feature is only available if the call server is a **MiVoice 5000**.

When supervision keys are programmed on the telephone, they are displayed in a supervision area on the left of the tab.

Clicking on one of the supervised subscribers, brings up a popup dialog with detailed information and action buttons to reach the subscriber.



3.4.7 TROUBLESHOOTING

If the add-in tab in Microsoft Teams is not displaying correctly, it could be due to an internet access restriction.

You can verify this by clicking on the link below or by copying the URL into the address bar of your web browser:

<https://miteldialer.miteltest.com/>

If the page is not displayed correctly, then please contact your network administrator.



mitel.com

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