

MITEL DIALER R4.2
11 / 2024

INSTALLATION AND USER GUIDE



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1 INSTALLATION GUIDE

1.1 INTRODUCTION

Mitel Dialer is a **Windows**-based telephony application that offers many features related to call management.

Two operating modes are available:

- **CTI mode:** the application controls a telephone set connected to a **Mitel** call server on which calls are made.
- **Softphone mode:** the application fully supports call management using PC audio devices.

Mitel Dialer is compatible with many Mitel telephony platforms.

Mitel Dialer is very easy to install, without administrator rights and can also be deployed automatically within the organisation by a Windows domain administrator.

1.2 NEW WITH R4.2

- Softphone mode support for **MiVoice MX-ONE** platform
- Call log support for **MiVoice MX-ONE** platform
- Support for **TLS 1.3** protocol
- **TLS** support for **uaCSTA** protocol
- Multi-line support for **MiVoice 5000** platform
- Subscribers supervision for the **MiVoice 5000** platform
- The provisioning files “mitel.cfg”, “aastra.cfg” can be named differently
- The provisioning file “<user>.cfg” becomes optional

1.3 PLATFORMS

Mitel Dialer is compatible with different call server models, connected on-premise or through a **CloudLink** gateway.

Platform	Supported	Minimum call server version
MiVoice 5000	✓	R6.5
MiVoice 5000 / CloudLink	✓	R7.2
MiVoice MX-ONE	✓	R6.0
MiVoice MX-ONE / CloudLink	✓	R7.5
MiVoice Office 400	✓	R3.2
MiVoice Office 400 / CloudLink		

The available features may vary depending on the platform and the version of the call server (see 1.5).

1.4 INSTALLATION

Two installation files are available:

- Application package (MSIX file): full version, CTI + Softphone
- Setup program (EXE file): CTI version only

Note: Only the MSIX installation package provides the Softphone and Automatic application update features.

1.5 FEATURES

Hypertext links	✓
Google Contacts	✓
Outlook Contacts	✓
Active Directory	✓
Azure Active Directory	✓
Customer Relationship Management	✓
Advanced Telephony ⁽¹⁾	✓
Subscribers Presence Status	✓ Only for MiVoice 5000 platform
Message Waiting Indicator	✓ Only for MiVoice 5000 platform
Call logs	✓
Keyboard shortcuts	✓
Subscribers supervision	✓ Only for MiVoice 5000 platform
Softphone	✓ Only for MiVoice 5000 platform. Installation must be done using the MSIX application package
Microsoft Outlook integration ⁽²⁾	✓ For versions of Outlook prior to 2023 , you must install or deploy the add-in for Microsoft Outlook (MSI file provided on the installation CD) From Outlook 2023 , this add-in is no longer necessary.
Microsoft Teams integration	✓ Requires the installation of an add-in for Microsoft Teams
Automatic updates	✓ Available only if installed using the MSIX application package

(1) Advanced telephony: consult call, back and forth, transfer, conference, blind transfer.

(2) Microsoft Outlook integration: possibility of triggering a call by clicking on a number displayed in the contact card in Outlook.

The availability of some features depends on the platform or a minimum version of the call server, as shown below:

	Call logs	Softphone mode	Subscribers supervision	Presence Status	Message Waiting Indicator
MiVoice 5000	R7.2	R7.2	✓	R8.1	R7.2
MiVoice MX-ONE	R7.7 SP1	R7.7 SP1			
MiVoice Office 400	R6.1				
CloudLink	✓				

1.6 SYSTEM REQUIREMENTS

The supported versions of **Windows** are:

- **Windows 10 - 64 bits**
- **Windows 11**
- **Windows Server 2019**
- **Window Servers 2022**

Mitel Dialer requires the “**Microsoft .NET 8.0**” and “**Microsoft .NET Framework 4.8.1**” software platforms. If necessary, these platforms are downloaded automatically when installing the application.

Mitel Dialer is compatible with **Remote Desktop Services** (RDS), as well as the **Citrix** platform.

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**.

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**.

Any model of audio device compatible with Windows and connected via **USB** or **Bluetooth** can be used for softphone mode.

For **Mitel** or **Jabra** brand audio device models, equipped with one or more control buttons: These buttons allow you to perform actions on calls, such as answering, hang up, mute, etc.

1.7 LOCALIZATION

The **Mitel Dialer** app includes the following 15 languages:

cs-CZ	Czech - Czech Republic
da-DK	Danish - Denmark
de-DE	German - Germany
en-GB	English - United Kingdom
es-ES	Spanish - Spain
fi-FI	Finnish - Finland
fr-FR	French France
it-IT	Italian - Italy
nl-BE	Dutch - Belgium
nl-NL	Dutch - Netherlands
no-NO	Norwegian - Norway
pl-PL	Polish - Poland
pt-PT	Portuguese - Portugal
ru-RU	Russian – Russia
sv-SE	Swedish – Sweden

The application language is determined automatically.

For the **MiVoice 5000** platform, the language chosen is that of the telephone subscription. When you change the language of the telephone set, you also change the language of the application.

For **MiVoice Office 400** and **MiVoice MX-ONE** platforms, the language can be set by means of a provisioning parameter to be configured in the call server. Otherwise, the Windows language is chosen.

For the **CloudLink** platform, the chosen language is that of **Windows**.

1.8 INSTALLATION

1.8.1 OVERVIEW

The "**MitelDialer.msix**" file provided on the installation CD allows you to install or update the application.

Used without parameters, during a first installation, the **msix** file configures the application in **CloudLink** mode: A **CloudLink** authentication window appears on first start.

To install the application in "**On-premise**" mode, in front of a **MiVoice 5000** or **MiVoice Office 400**, or **MiVoice MX-ONE** call server, you must provide a call server identification parameter at the time of installation.

This parameter is either the call server IP address or a URL. There are several ways to enter this parameter as described in paragraph 1.8.2

The **msix** file can be used from a local path or a network path, or downloaded from a web page or even deployed at the Windows domain level at the initiative of an administrator, using the "**Group Policy Editor**".

The installation CD contains a "**MitelDialer.exe**" file which can be used for installation in the same way as the **msix** file. In this case the installed application will only work in CTI mode and without the automatic update feature.

1.8.2 CALL SERVER IDENTIFICATION

Several methods are possible to provide the identification of the call server at the time of installation:

- Renaming the MSIX file
- Using the registry
- Use of a "**mitel.cfg**" file

1.8.2.1 *Renaming the MSIX file*

This method is suitable for call server models **MiVoice 5000** and **MiVoice Office 400** which can be identified by their IP v4 address.

Just rename the "**MitelDialer.msix**" file to "**MitelDialer.<@IP>.msix**", where **<@IP>** represents the IP v4 address of the call server.

Example:

"MitelDialer.10.102.19.2.msix"

1.8.2.2 Using the registry

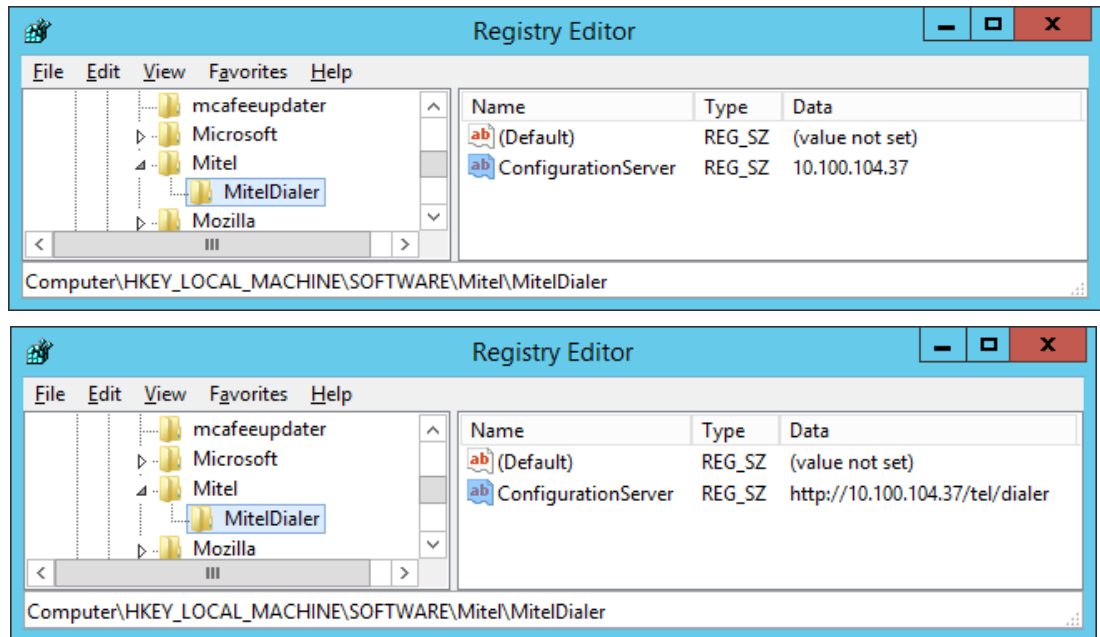
You can provide the identification of the call server by means of the following parameter in the Windows registry:

[HKEY_LOCAL_MACHINE\SOFTWARE\Mitel\MitelDialer]

"ConfigurationServer"="<@IP or URL>"

Where <@IP or URL> represents either an IP v4 address or a URL.

Examples:



It is possible to automatically deploy this registry setting on a Windows domain, at the initiative of an administrator, using the "Group Policy Editor".

This method is suitable for all call server models. However, for **MiVoice MX ONE**, it is mandatory to use a URL rather than a simple IP address.

1.8.2.3 Use of a "mitel.cfg" file

You can provide the identification of the call server by means of a "mitel.cfg" file, located in the same directory as the "MitelDialer.msix" file. A sample "mitel.cfg" file is provided on the installation CD. This is a text file that must contain the following line:

configuration server uri: <configuration URI or IP address>

where <configuration URI or IP address> represents a URL or the IP v4 address of the call server.

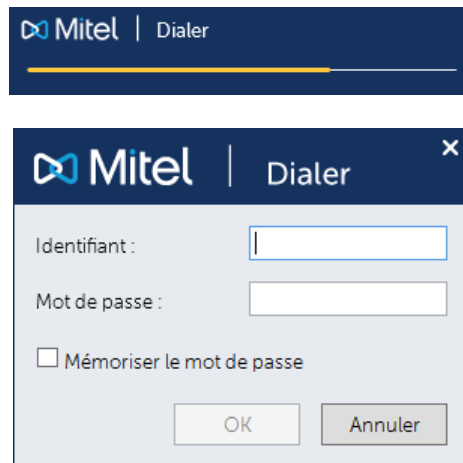
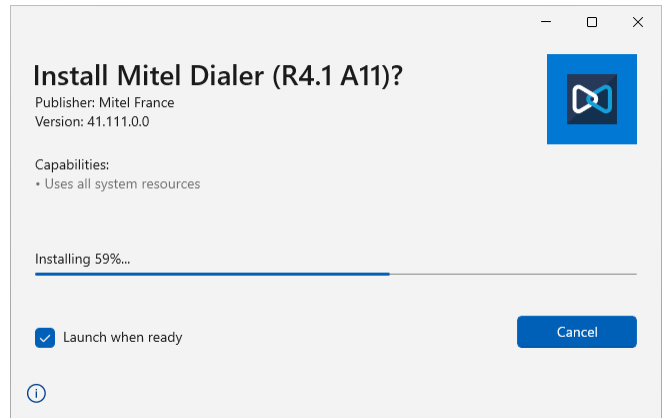
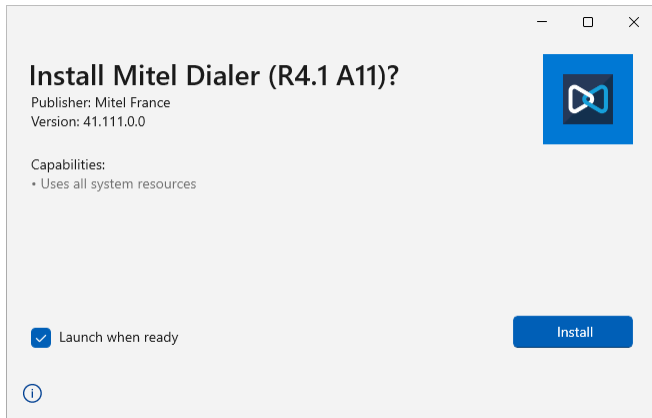
Examples:

configuration server uri: configuration server uri: 10.100.104.37

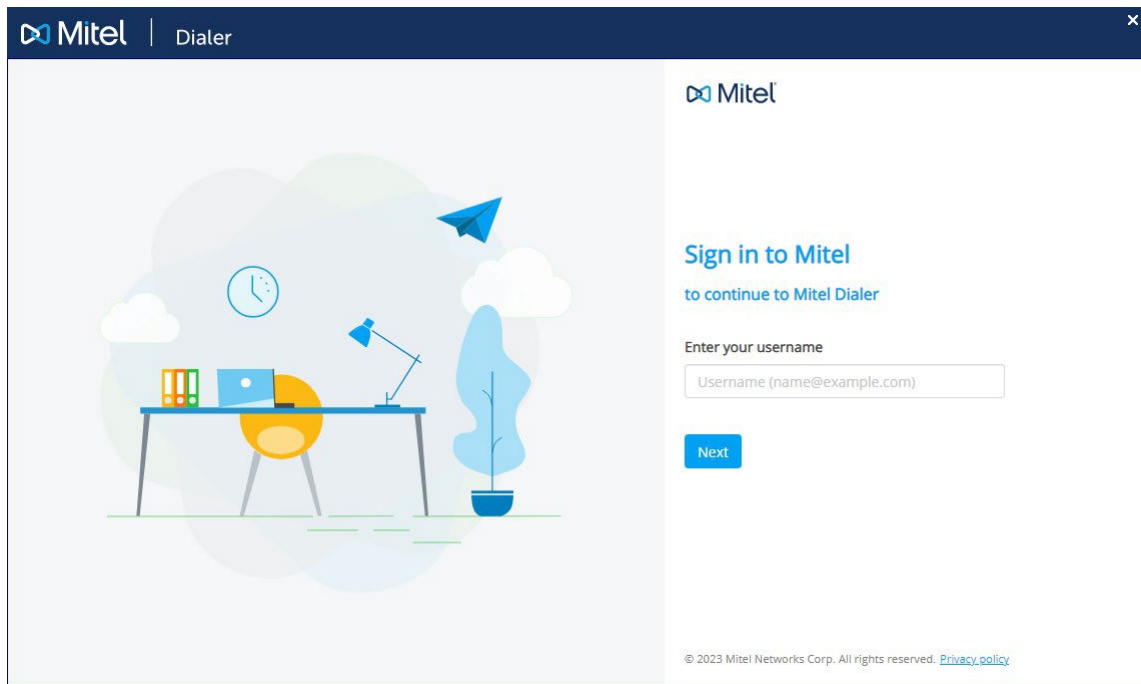
This method is suitable for all call server models. However, for **MiVoice MX ONE**, it is mandatory to use a URL rather than a simple IP address.

1.8.3 FIRST INSTALLATION

Here are the windows that are displayed successively during a first installation. The installation ends with an authentication dialog which is different for the CloudLinik mode compared to the “On-Premise” connection modes.



Authentication dialog for an “on-premises” call server



CloudLink Mode Authentication Dialog

1.8.4 MANAGED INSTALLATION

The application can be deployed automatically using a **PowerShell** script, using the “**Add-AppPackage**” instruction. Here is an example script:

```
$MSIXPackage = $PSScriptRoot + "\MitelDialer.10.102.19.2.MSIX"
Add-AppPackage -path $MSIXPackage
```

1.8.5 INSTALLATION FOR ALL LOCAL ACCOUNTS

The installation that is performed by clicking on the **MSIX** file only applies to the account of the current Windows session. If you want to install the application for all existing user accounts on the PC, you can use the **PowerShell** command “**Add-AppProvisionedPackage**”, to be executed in administrator mode:

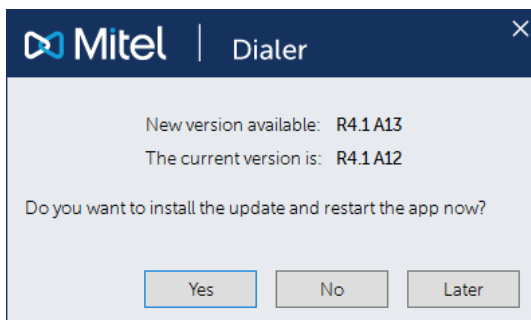
Example:

```
Add-AppProvisionedPackage -online -PackagePath
"C:\TMP\MitelDialer.10.102.19.2.msix" -SkipLicense -LogPath
"C:\TMP\install.log"
```

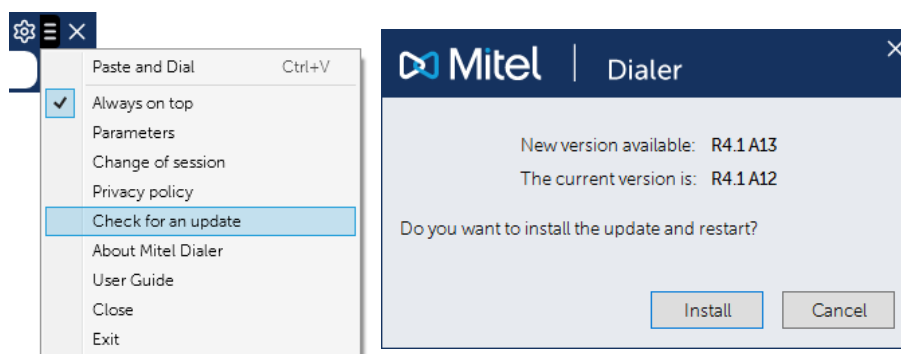
1.8.6 UPDATE

1.8.6.1 Automatic update

By default, updates are offered to the user automatically:



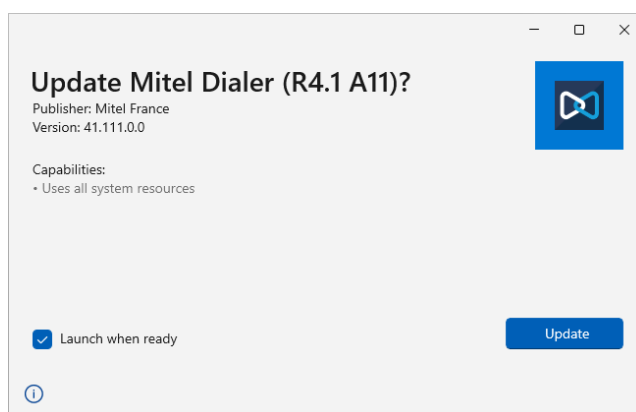
You can also explicitly check the availability of an update from the menu:



The domain administrator can control the operation of this update mode using advanced settings (see § 1.10). In particular, we can replace the default download site “**miteldialer.mitel.com**” with an intranet server.

1.8.6.2 Manual or managed update

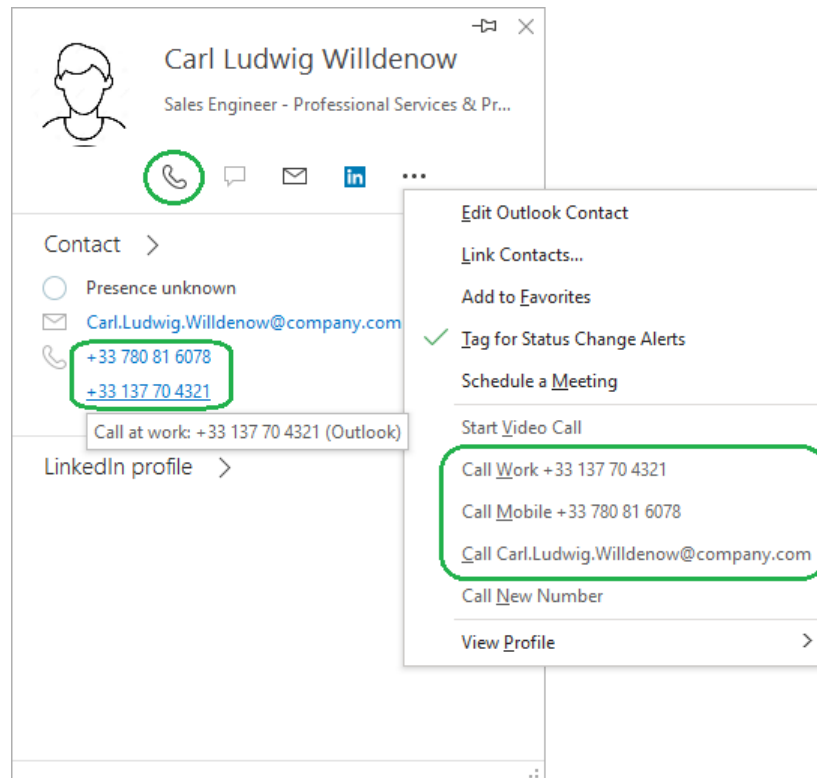
To update the application, the **MSIX** file is used, as for a first installation. However, it is not necessary to provide the call server identification parameter. Indeed, the previous configuration is automatically kept:



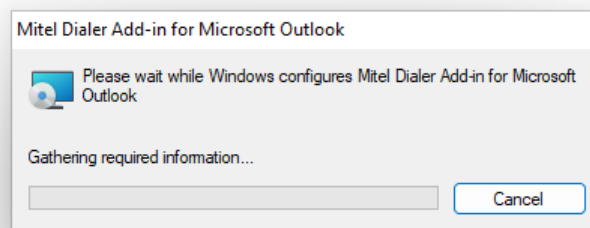
1.8.7 INSTALLING THE ADD-IN FOR OUTLOOK

WARNING: From version 2023 of Outlook, there is no need to install this add-in

This add-in allows you to initiate a phone call from the **Microsoft Outlook** contact card. by clicking either on the call icon, or one of the call number links, or from the popup menu, as shown in this example:



The add-in is installed using the “**Mitel Dialer Add-in for Microsoft Outlook.msi**” file found on the **Mitel Dialer** installation CD.



Please note that 'Administrator' rights are required for this installation.

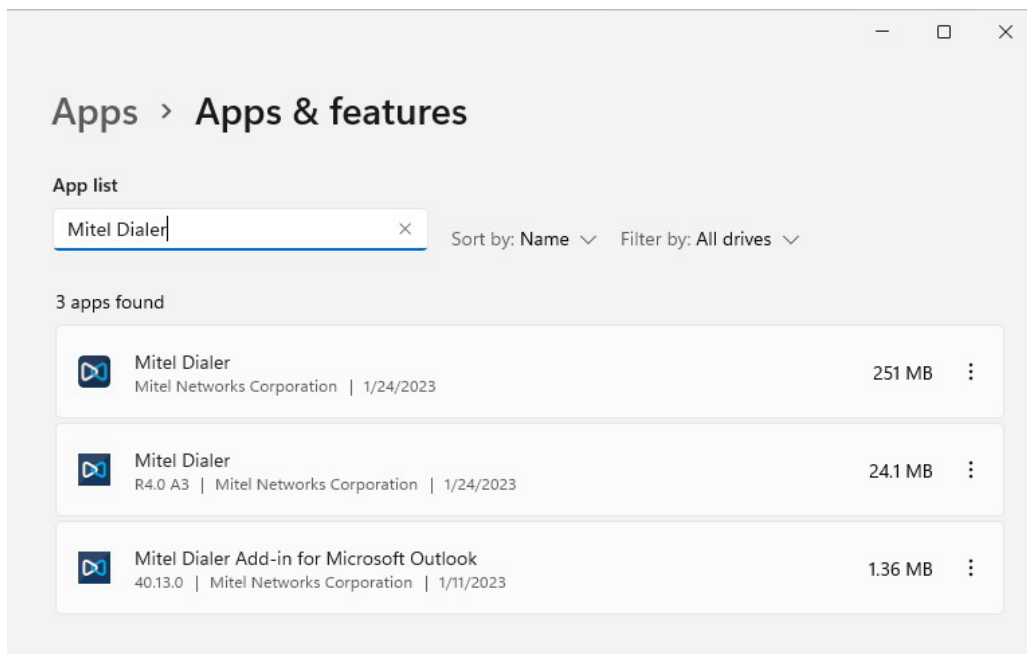
An administrator can deploy this add-in automatically and silently at the Windows domain level using the “**Group Policy Editor**”.

The installation order of **Mitel Dialer** and the add-in for **Outlook** is indifferent.

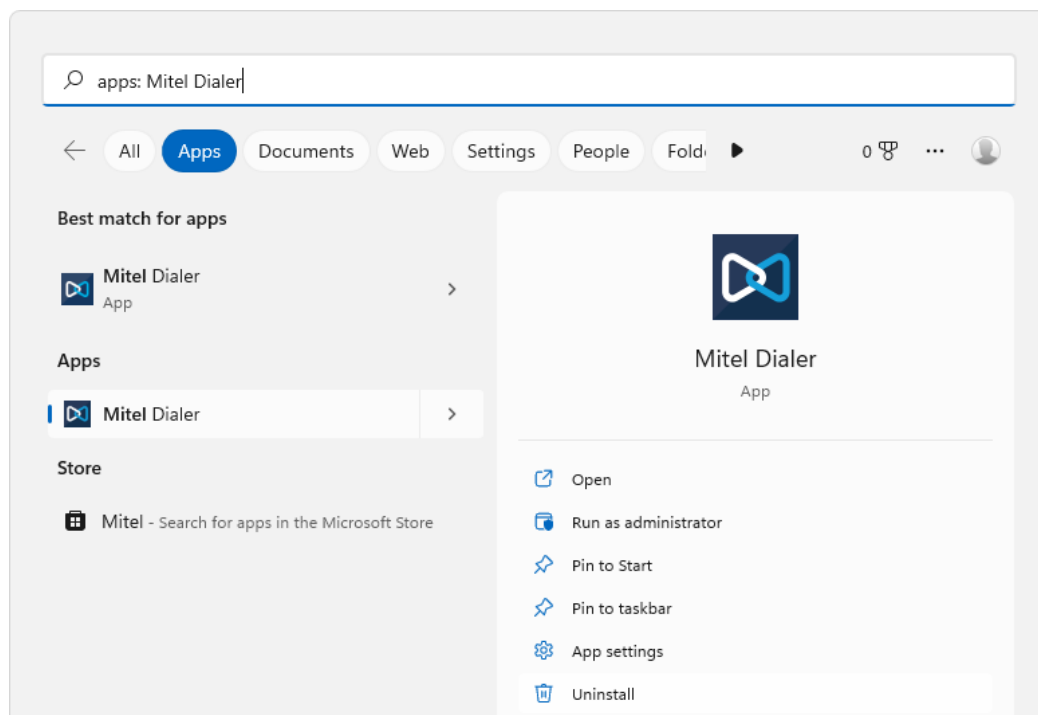
1.8.8 UNINSTALLATION

For a full uninstall of all components of **Mitel Dialer**, go to **Settings**, then **Apps & features**. Search for **"Mitel Dialer"** in the list of apps.

The different components of **Mitel Dialer** appear, there can be up to three components that must be uninstalled one by one:



Mitel Dialer components can also be uninstalled from the **Start** menu: Look for **Mitel Dialer** in the **Application** category. Select each element found and click on the **"Uninstall"** action that appears in the right part of the window:



1.9 INSTALLATION: SPECIAL CASES

Some versions of **Windows** do not provide full support for **MSIX** installation files by default and it may be necessary to install additional Microsoft redistributable components.

This is particularly the case for **Windows Server 2019**, **Windows Server 2022**, and **Windows LTSC**.

1.9.1 Microsoft.WindowsAppRuntime 1.5

Without this component, **PowerShell** installation commands fail

All versions of this component are available here:

<https://learn.microsoft.com/en-us/windows/apps/windows-app-sdk/downloads>

The Version **1.5_5001.178.1908** of this component, compatible with the application, is also on the installation CD, in the folder "**Software\Redistributable components**".

1.9.2 Microsoft Desktop App Installer

Le site ci-dessous explique comment installer ou mettre à jour ce composant :

The "**Microsoft.DesktopAppInstaller**" component is required if you want to be able to trigger an installation by clicking on an MSIX file in the file explorer.

The site below explains how to install or update this component:

<https://learn.microsoft.com/en-us/windows/msix/app-installer/install-update-app-installer>

1.9.3 Microsoft Server 2019

It is necessary to enable **Sideload Apps** using this option in **Windows** settings:

- ☐ Microsoft Store apps
Only install apps from the Microsoft Store.
- ☒ Sideload apps
Install apps from other sources that you trust, like your workplace.

.Net Framework 4.8 must be installed instead of **.Net Framework 4.8.1** which is not supported by **Windows Server 2019**,

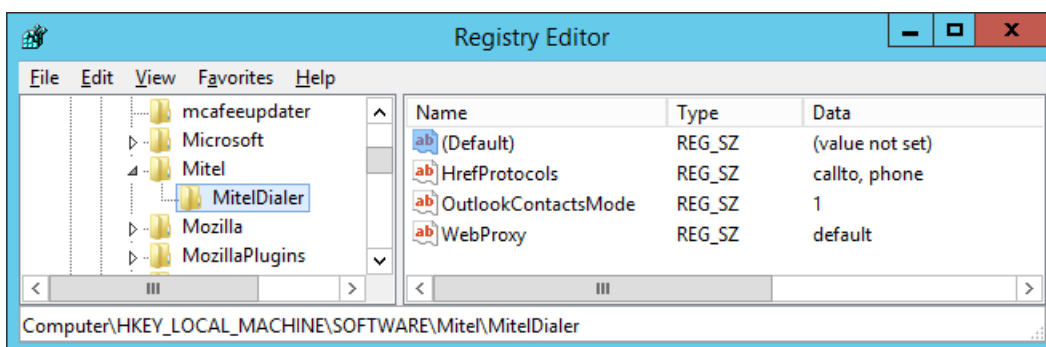
1.10 ADVANCED PARAMETERS

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**".



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 using a hyperlink are picked up 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 § 2.3).

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 USE WINDOWS ACTIVE DIRECTORY

The parameter named "**active directory**" with the value set to "1" adds the **Windows Active Directory** for searching by first/last name.

Note that for **MiVoice 400** and **MiVoice MXONE** platforms, you can also configure this parameter in the "**aastra.cfg**" file.

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 arborsence

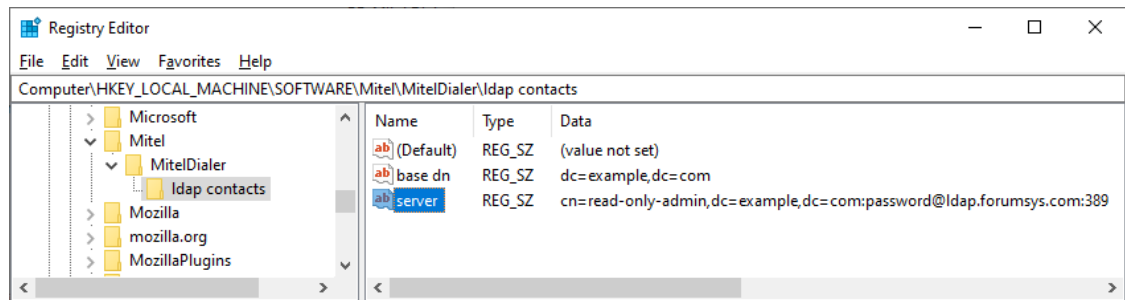
object and attributes : Expression defining the type of object and the names of the attributes to search for, in the following general format:

<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 ADJUST THE CONVERSATION SOUND LEVEL IN SOFTPHONE MODE

Depending on the model of audio output device used, the volume of conversions may seem too loud or too quiet. The value named "**SpeakerVolumeGain**" is used to set the gain expressed in percentage, in order to adjust this level.

The default value is "**50**".

1.10.14 PROHIBIT SOFTPHONE MODE SELECTION

A user with a telephone set can choose to switch between CTI mode and Softphone mode by means of the '**Softphone**' checkbox in the settings dialog box.

By adding the '**Softphone**' parameter, set to '0', this possibility can be inhibited and therefore the CTI mode can be forced:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Mitel\MitelDialer]
"softphone"="0"
```

1.10.15 SETTINGS FOR AUTOMATIC UPDATE

You can control the operation of automatic updating using the parameters below, to be created in the registry under the "**Updates**" key:

mode : 0: Disable automatic updates

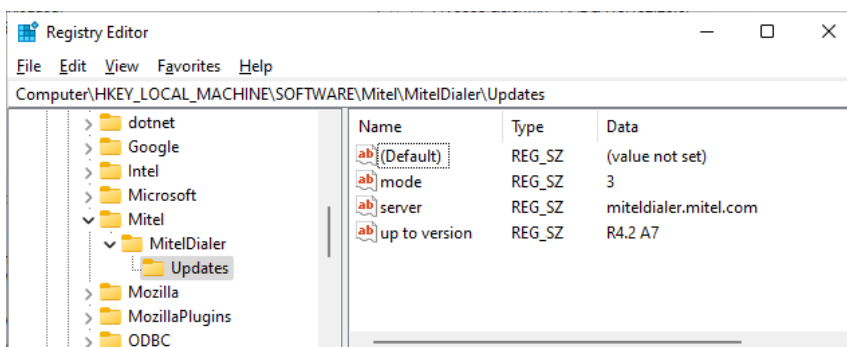
1: No automatic notifications, Updates can however be requested explicitly by the user using the menu

2: Updates are carried out silently, without requiring user consent

3: The availability of an update is notified by a dialog box. The user can accept or postpone or cancel the update. (this is the default operation)

server : Download server. By default, it is "**miteldialer.mitel.com**".

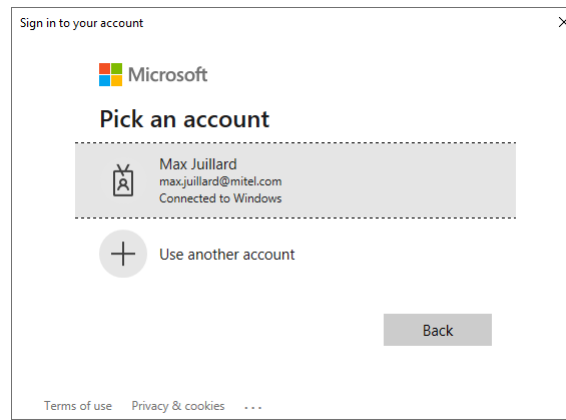
up to version : You can define a specific version for the update. By default, the most recent version published on the server will be downloaded.



Update configuration example

1.10.16 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"**.

1.11 PROTOCOLS AND PORTS USED BY PLATFORM

Port	Protocol	Feature	Platforms
TCP:3197	HTTP	Call server identification	MiVoice 5000
TCP:4443	HTTPS	Provisioning	MiVoice 5000
TCP:443	HTTPS	Provisioning	MiVoice Office 400 MiVoice MX-ONE
TCP:389	LDAP	Consultation of the call server directory	MiVoice 5000 MiVoice Office 400 MiVoice MX-ONE
TCP:636	LDAPS	Consultation of the call server directory and/or an additional directory	MiVoice 5000 MiVoice Office 400 MiVoice MX-ONE
TCP:3199	VTI/XML	Call tracking	MiVoice 5000
TCP:5060 ⁽¹⁾	uaCSTA	Call tracking	MiVoice Office 400
TCP:5062 ⁽¹⁾	uaCSTA	Call tracking	MiVoice MX-ONE
TCP:5060 ⁽¹⁾	SIP / TCP	Softphone	MiVoice 5000 MiVoice MX-ONE
TCP:5061 ⁽¹⁾	SIP / TLS	Softphone	MiVoice 5000
UDP:40000 - 40010	RTP	Softphone	MiVoice 5000

(1): Other values can be configured

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** auto start is configurable (see 2.3).

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

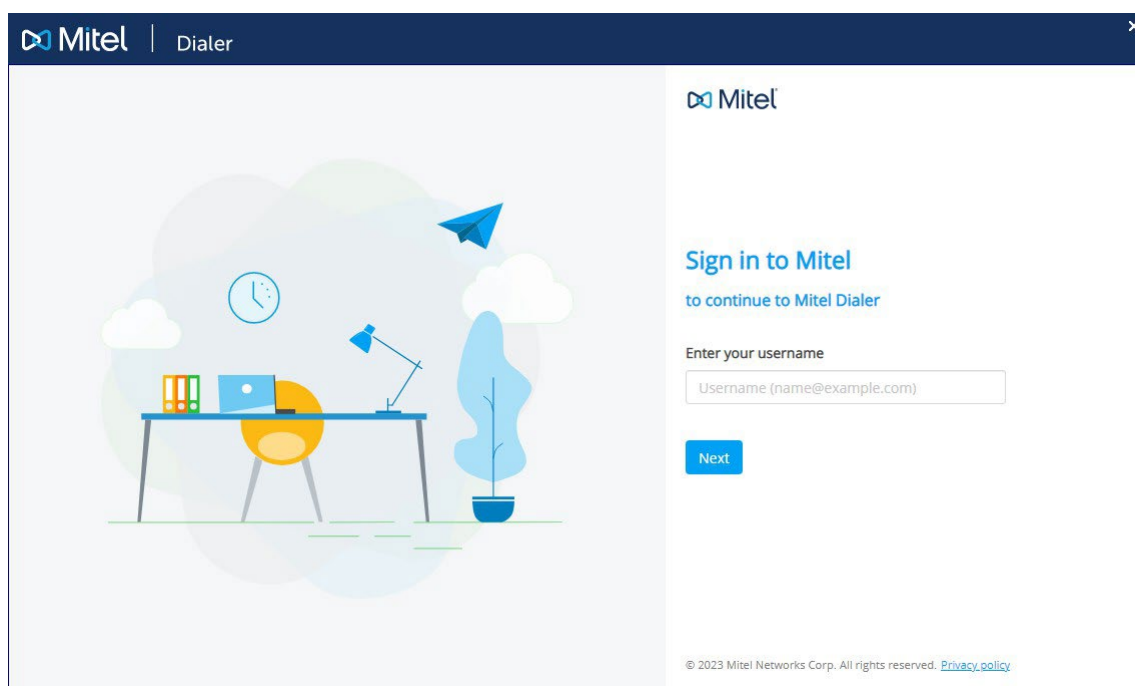


2.1.2 AUTHENTICATION

On first start, authentication is requested.

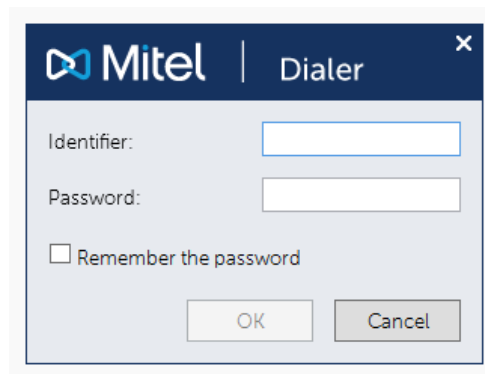
2.1.2.1 Authentication in CloudLink mode

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 Office 400: use your **MiVoice Office 400** user account.

MiVoice 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:



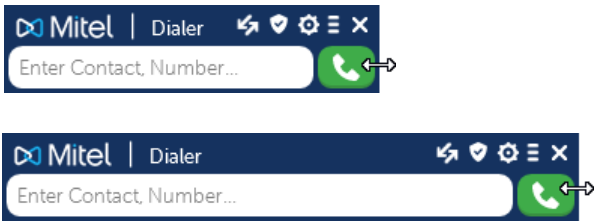
The title bar has the following buttons, from right to left:

-  Close the window. (The application remains active in the background)
-  Open the drop-down menu
-  Open the configuration settings dialog
-  Access to voicemail + Message waiting indicator, Availability depending on platform, see § 1.5
-  Access to call log + missed call indicator, Availability depending on platform, see § 1.5
-  Muted / unmute during softphone calls
-  Show / Hide the supervision window Availability depending on platform, see § 1.5

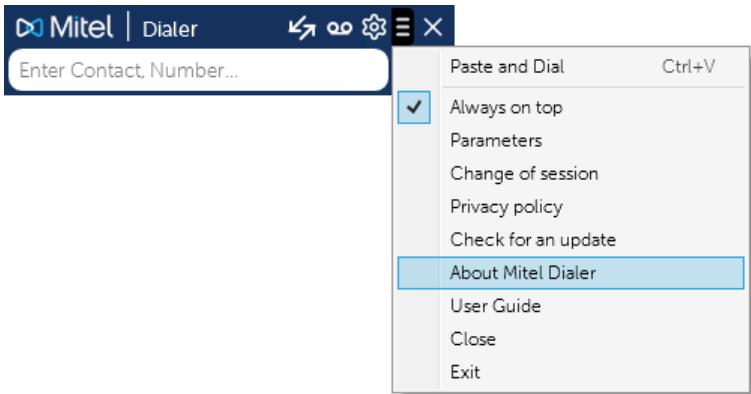
By moving the mouse pointer over the various buttons, a tooltip appears which specifies their function:



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:



<i>Paste and Dial</i>	Uses clipboard contents to initiate a call (or perform a directory search)
<i>Always on top</i>	Forces the app window to always remain visible (in the foreground)
<i>Parameters</i>	Opens the settings dialog box
<i>Change of session</i>	Logout and display the authentication dialog box
<i>Privacy policy</i>	Opens the Mitel Privacy Policy web page
<i>Check for an update</i>	Checks if an update is available and if so, asks to install it
<i>About de Mitel Dialer</i>	App version display
<i>User Guide</i>	Displays the User Guide in the default web browser
<i>Close</i>	Closes the window but keeps the application active in background
<i>Exit</i>	Completely stop the app

2.2 CTI OR SOFTPHONE OPERATING MODE

Softphone mode is only available if the application is connected to a **MiVoice 5000** type call server whose version is greater than or equal to **R7.2**.

The operating mode(s) available depend on the characteristics of the subscription:


Subscription Properties	Operating modes of Mitel Dialer
No physical terminal is configured	Softphone only
One or more physical terminals are configured The "Associable" option is activated	Softphone or CTI. Ability to switch from one mode to another
A physical terminal is configured The "Associable" option is disabled	CTI only

In Softphone mode, the following codecs are supported:

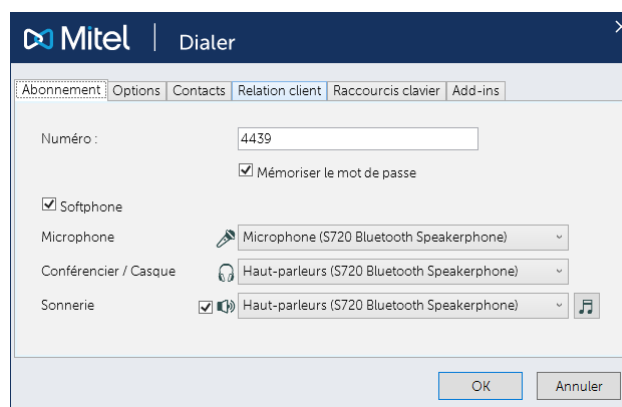
- OPUS
- G722
- G729
- PCM-U (G711 μ)
- PCM-A (G711 A)

NOTE: For **R7.2** versions of **MiVoice 5000** strictly lower than **R7.2 SP3 / C501**, there is an additional condition to benefit from Softphone mode: At the time of authentication, the password provided must be the concatenation of the 4-digit password and subscription MD5 password, instead of the 4-digit subscription password alone.

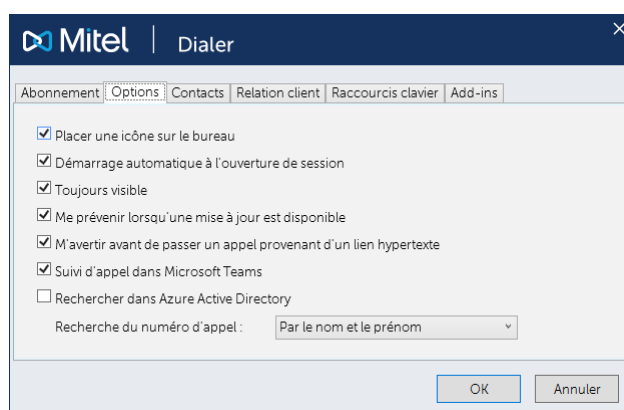
2.3 CONFIGURATION PARAMETERS

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)
 - Switch between softphone mode and CTI mode (available under conditions, see paragraph 2.2)
 - Selection of audio devices (only visible in softphone mode)



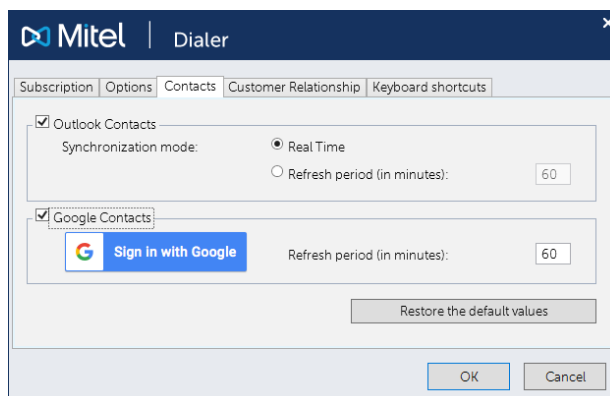
- The **Options** tab is used to:
 - Add/delete the shortcut on the desktop (by default: ticked)
 - Activate/deactivate automatic start when a session is opened (by default: ticked)
 - Activate/deactivate the "**Always on top**" option used to keep the **Mitel Dialer** window above all other windows (by default: ticked)
 - Enable/disable the notification message indicating the availability of an update
 - Activate/deactivate the confirmation dialog box that appears in the case of a call made using a hyperlink
 - 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.



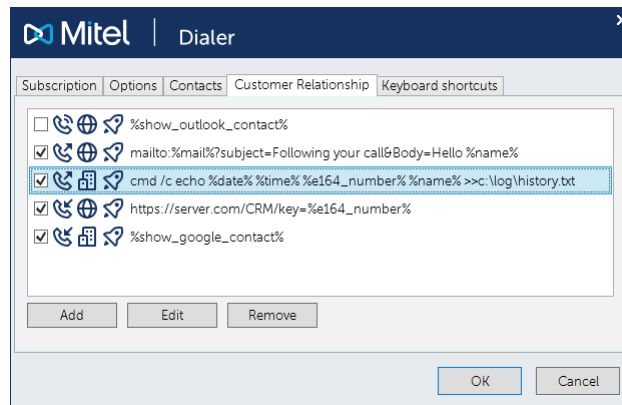
- The **Contacts** tab allows you to activate or not synchronization of **Mitel Dialer** with **Microsoft Outlook** and / or **Google** personal contacts.

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 URL prefixed by the character '*' which will be executed in the background.
 - 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

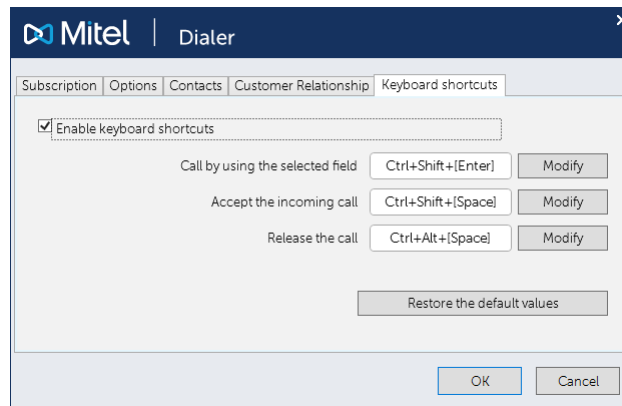
Keywords among those listed below can be inserted into the orders. They will be replaced at runtime by the value that corresponds to the context of the call concerned:

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]

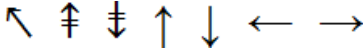
Note: *These default values have been chosen in such a way that they are available on all keyboard types (Azerty, Qwerty, etc...), and that they do not clash with the key combinations used by other applications.*

Rules to define key combinations:

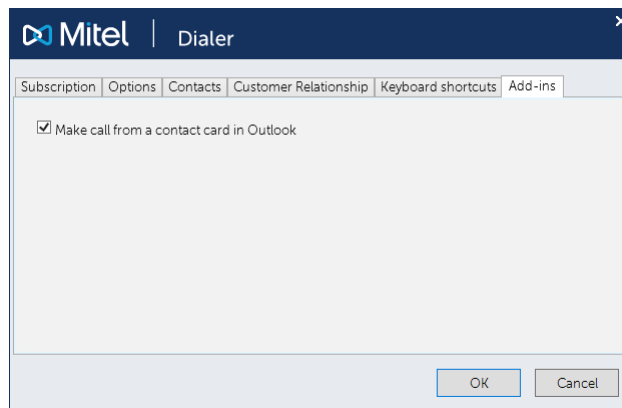
A key combination must consist of one to three keys pressed together.

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: 
- A key on the numeric keypad

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




WARNING: There is no need to enable this add-in if you are using Outlook 2023 or later

Note: The **Outlook** add-in must be installed for this check box to be clickable. Otherwise, it is deactivated and greyed out (see paragraph 1.8.7)

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

2.4 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:

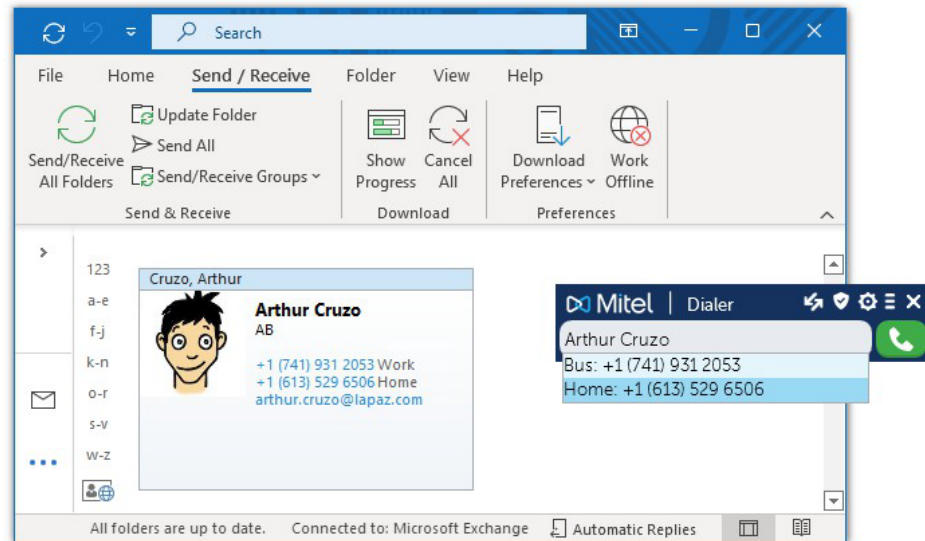
- 0130964000
- 01 30 96 40 00
- +33 1 30 96 40 00
- +33 (0) 1 30 96 40 00
- +49 145763285
- 0049145763285

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.

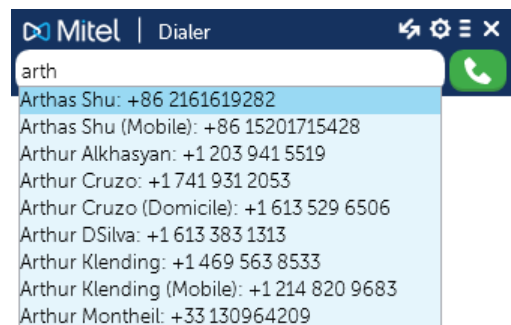
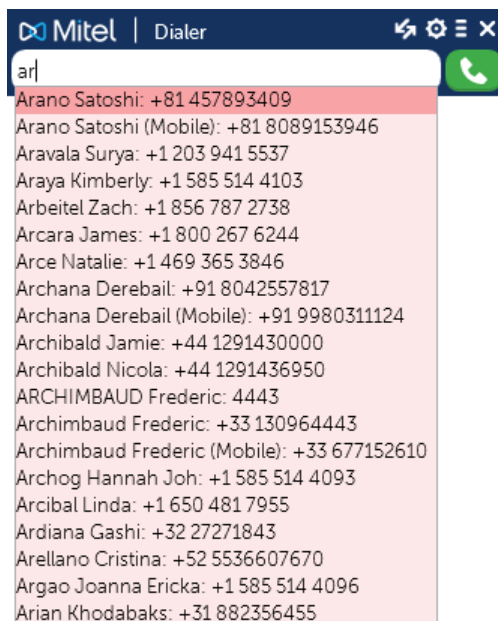


Copy / Paste from an Outlook Contact


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.

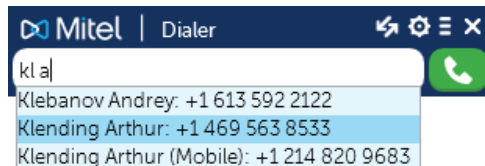
If the number of responses is greater than the maximum display capacity, a partial list of results is displayed, on a pink background. You can refine the search by entering more letters.



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".

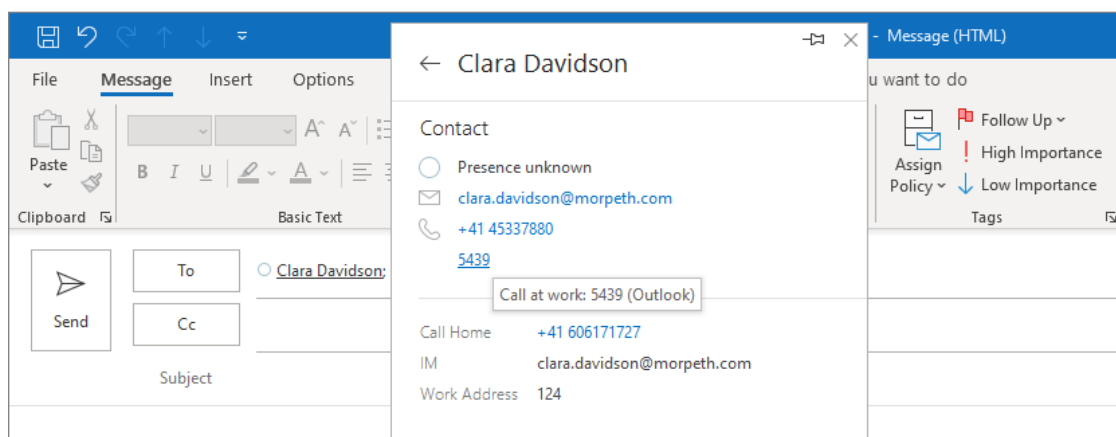
You can restrict searches to a single criterion: only the surname or only the first name, by modifying this option in the configuration dialog box (see 2.3).

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:

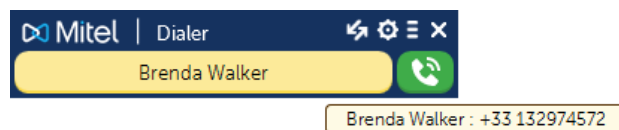
```
Command Prompt
C:\>"%APPDATA%\Mitel\MitelDialer\MiDialerStart.exe" "Contact=<+33 172825559>"
C:\>_
```


2.5 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*).

2.6 INCOMING CALL

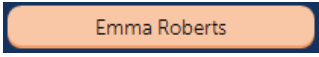
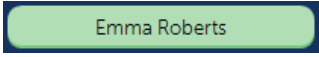
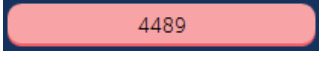
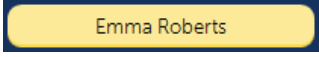
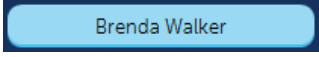
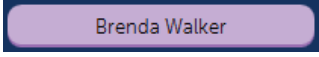

When a call comes in, the caller's surname and first name are displayed. The cursor displays the phone number in a tooltip.



- 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*).

2.7 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

2.8 CALL LOG






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

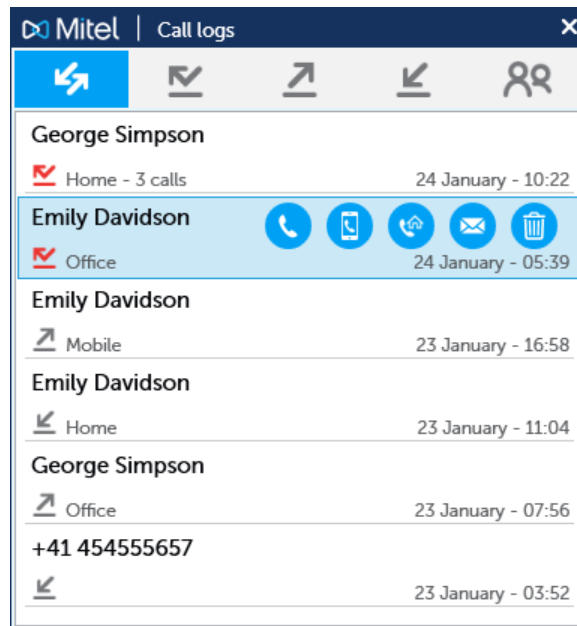


This button flashes red when new missed calls are recorded in the log:



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



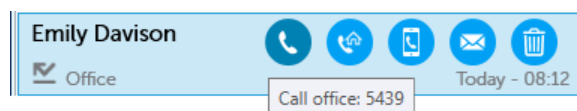
For each entry in the call log, the type of call (incoming, outgoing, missed) is indicated by an icon and the date and time of the call.

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.

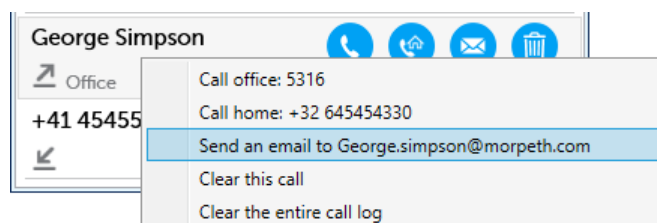
When the call could be associated with a contact, the name of the contact is displayed, as well as the type of number (Office, Mobile or Home). Otherwise only the phone number is displayed.

Note: *Connected to a **MiVoice Office 400** or **MiVoice 5000** 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 **MiVoice MX-ONE** or **CloudLink** mode, the missed call log contains one entry per attempt.*

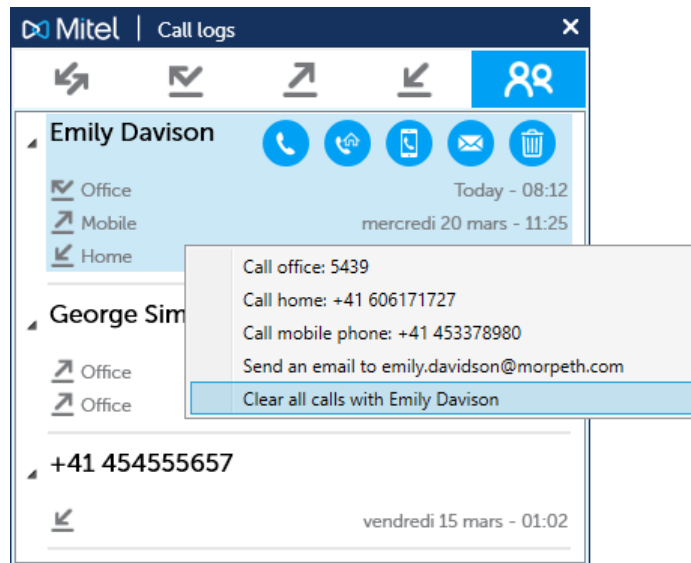
When you move the mouse pointer over a log entry, a button bar dynamically appears with a button for each contact's call number, a send mail button if the contact's email address is known, as well as a button to clear this entry.



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:









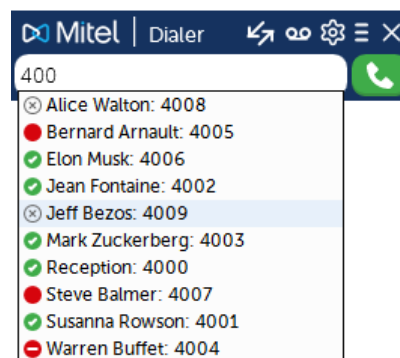
Note: *Highlighting new missed calls in red is application specific. There is no synchronization with the display of missed calls on the set.*

2.9 DISPLAYING THE TELEPHONE STATUS OF SUBSCRIBERS

WARNING: This feature is only available for the **MiVoice 5000** platform from version **R8.1**

A small icon appears in front of each subscriber in the list of directory search results to indicate their telephone presence status. Here are the different icons depending on the presence state:

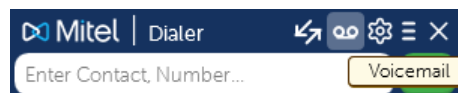
	Subscriber is available
	Subscriber is busy
	(Flashing red): The subscriber is notified of an incoming call
	The subscriber has activated the “Do Not Disturb” feature
	The subscriber is disconnected or out of service, or it is an inaccessible subscription in a multisite.
	Unknown presence status, when it is not a subscriber but an external contact



Display of subscribers' telephone status

2.10 MESSAGE WAITING INDICATOR

The application title bar has a button that provides access to the voicemail service.




When there are new messages in the voicemail box, this button flashes red.



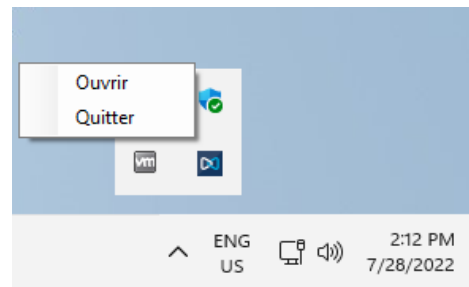
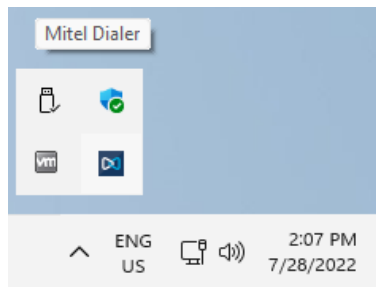
Note: This feature is only available for the **MiVoice 5000** platform from version **R7.2**

2.11 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:










2.12 ADVANCED TELEPHONY

2.12.1 OVERVIEW

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:

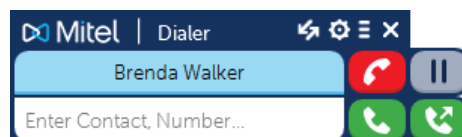
	Hold the call
	Unhold the call, or swap calls, depending on the call context
	Single call or consultation call, depending on the context
	Supervised transfer or blind transfer, depending on the context
	Conference
	Releases the simple call or the consultation call depending on the context
	Displays a DTMF keyboard (only in softphone mode, see § Erreur ! Source du renvoi introuvable.)

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.

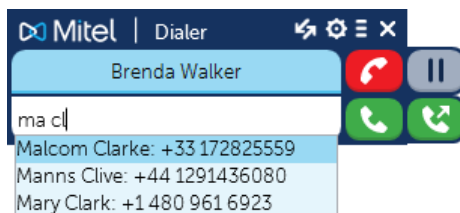
Note: *Only the **CloudLink** and **MiVoice 5000** connection mode allows the application to display additional buttons to trigger advanced telephony actions. For other connection modes, advanced telephony actions can be triggered from the telephone set when this allows it*

2.12.2 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 2.4, can trigger a consult call in this situation:

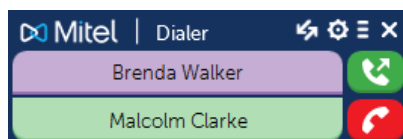


You can, for example, search for a contact by the first letters of the first and last name:

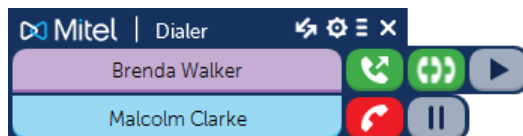


To the right of the search field, the two buttons   are used to trigger a consult call or a blind transfer respectively.

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 .




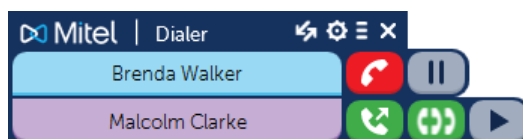
After the consulted user accepts the call, we obtain the following situation:




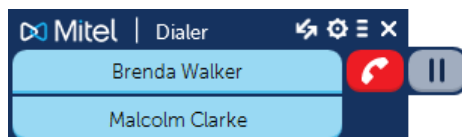
The five buttons that appear to the right of the window respectively allow you to:



- 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:




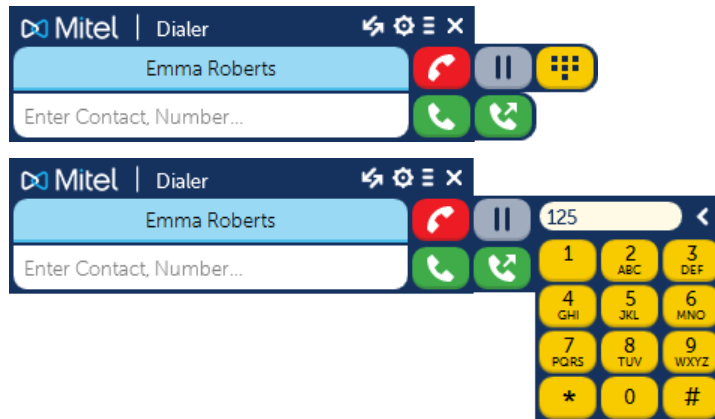
Finally, by clicking on the conference button , we obtain the following state which represents a conference with three participants:



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

2.12.3 SENDING DTMF CODES (VOICE FREQUENCIES)

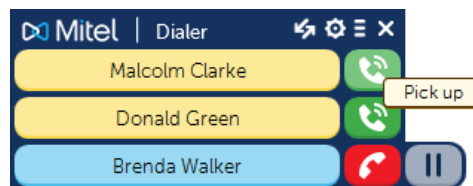
In Softphone mode only, when a simple call is established, you can send DTMF codes: The button  displays a DTMF keypad. When this is visible, the keys of the numeric keypad of the keyboard also make it possible to send DTMF codes.



2.13 MULTIPLE SIMULTANEOUS INCOMING CALLS

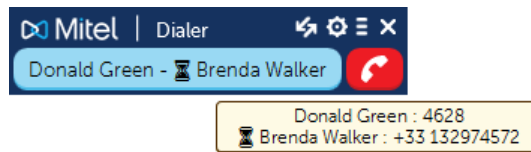
Mitel Dialer can display multiple simultaneous incoming calls, provided the call server and subscription configuration allow it.

Example: one established call and two incoming calls



2.14 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:

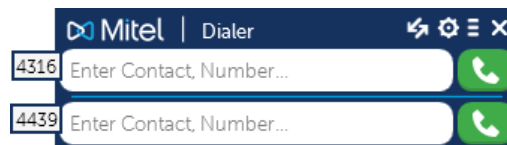


2.15 MULTILINE SUBSCRIPTION

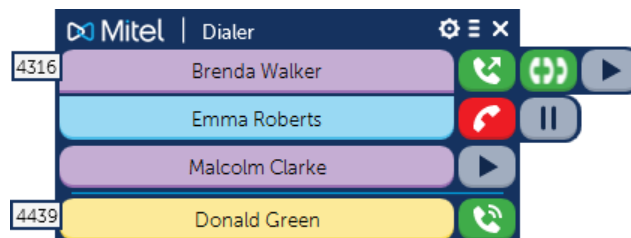
Note: *This feature is only available with the **MiVoice 5000** call server in CTI mode*

A multi-line configured subscription has several directory numbers. The 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



2.16 FUNCTIONAL DIFFERENCES ACCORDING TO TERMINAL TYPE

2.16.1 INTRODUCTION

When **Mitel 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 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

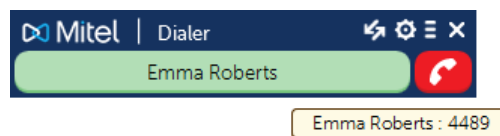
2.16.2 PHONES WHICH DO NOT SUPPORT THE "MANAGED HANDSFREE" FUNCTION

2.16.2.1 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:

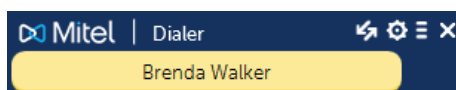


Then, once the user lifts the handset, the colour of the display changes indicating that the call is being set up:



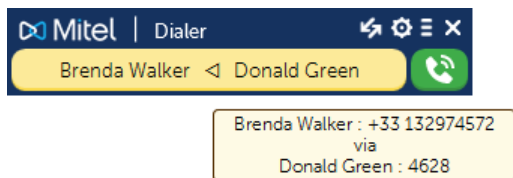
2.16.2.2 Incoming calls

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



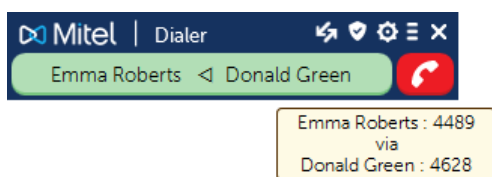
2.17 DISPLAY IN CASE OF FORWARDED OR REDIRECTED CALL

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



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

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

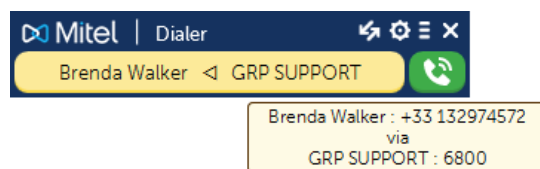


Your call for Donald Green
Is forwarded to Emma Roberts

2.18 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:



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, Call tracking, Simple call, Telephony presence ⁽²⁾
3.0.1	Directory search, Call tracking Advanced Telephony ⁽¹⁾ , Call log, Telephony presence ⁽²⁾

Advanced telephony ⁽¹⁾: consultation call, transfer, back and forth, three-way conference, blind transfer

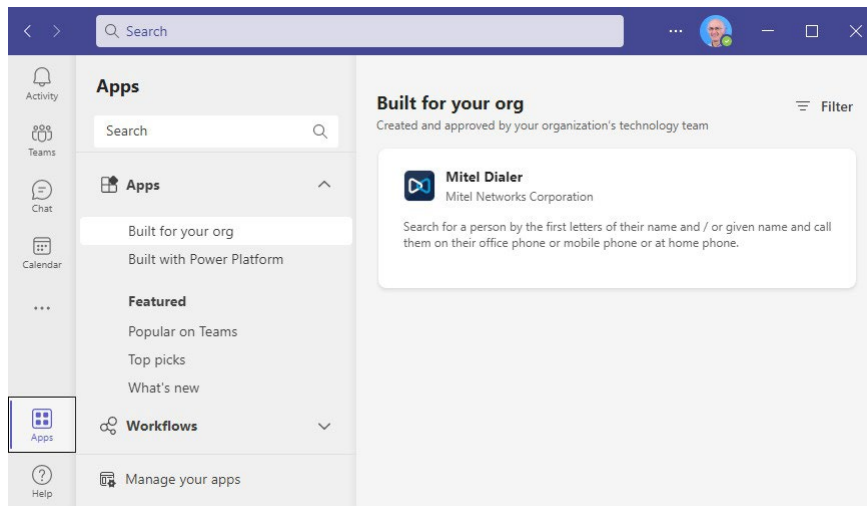
Telephony presence ⁽²⁾: display of the presence status of a set of subscribers in a frame to the left of the tab. This function is only available when connected directly to a **MiVoice 5000** call server. The subscribers displayed are those who are configured on a set key for the supervision function.

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.

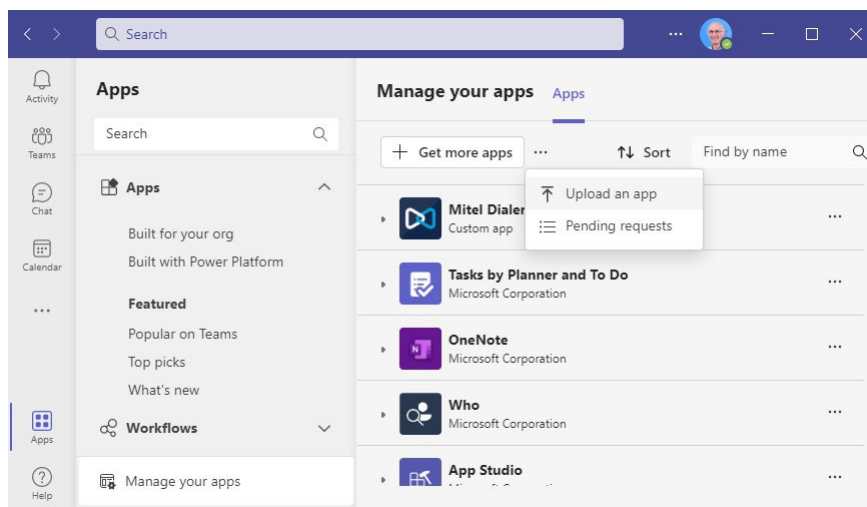
Then, if the **Mitel Dialer** add-in has been added to your organization's application catalogue, then simply click on the "**Mitel Dialer**" tile displayed in the "**Applications**" tab, then follow the instructions.

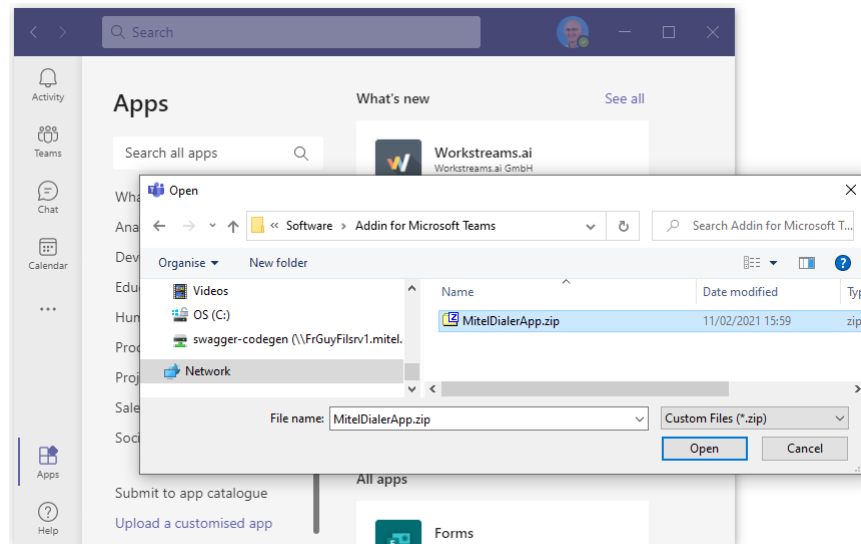


Otherwise, still from the **"Applications"** tab, you can click on the **"Manage your apps"** link, then **"Upload an app"**, then **"Upload a custom app"** and navigate in the ISO image of the **Mitel Dialer** installation CD, to one of the following folders, depending on the version chosen:

- « **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:



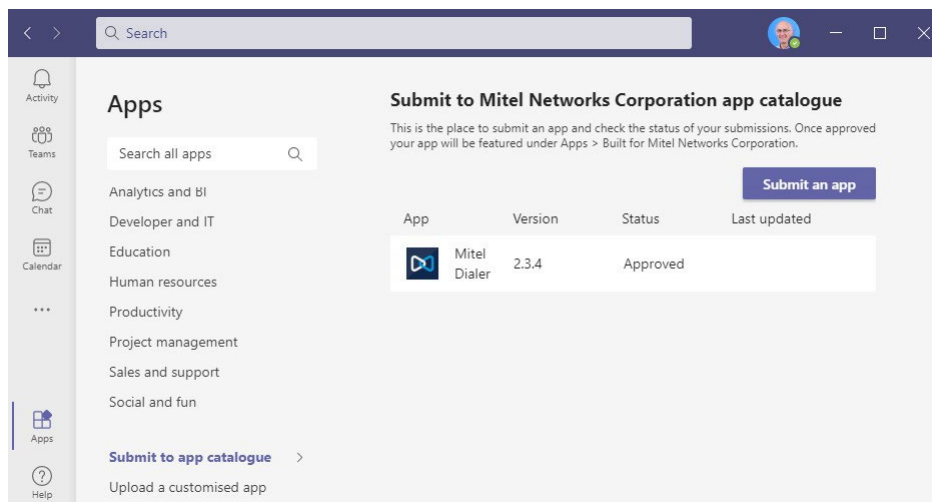


3.3 ADMINISTRATION / DEPLOYMENT

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

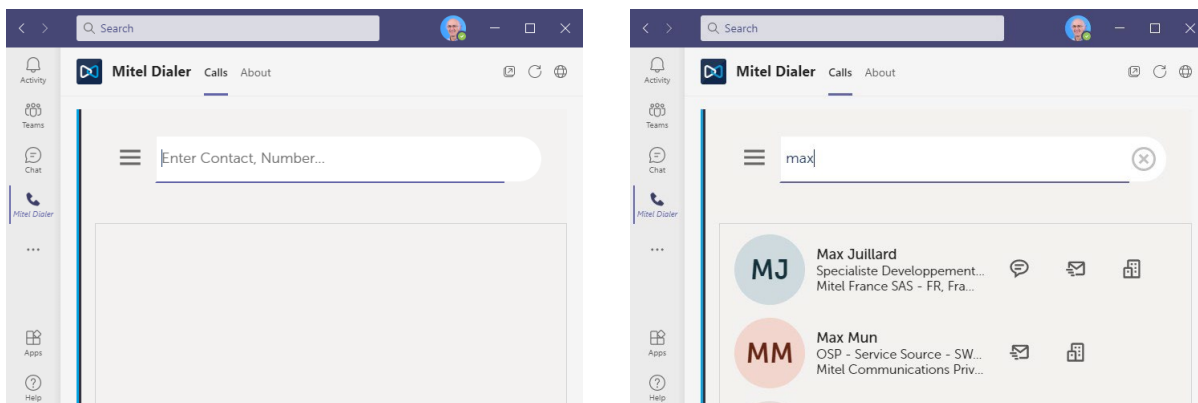
From the **Microsoft Teams Admin Center**, you can choose to install the **Mitel Dialer** add-in by default for all your users, define whether it should be pinned to the toolbar and if so set its rank or simply highlight the add-in in the app catalogue for users to install on their own.

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:

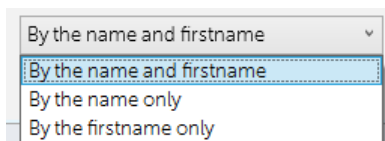
-  Send / receive instant messages (Chat)
-  Send a mail
-  Call to the office
-  Call the mobile
-  Call home

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

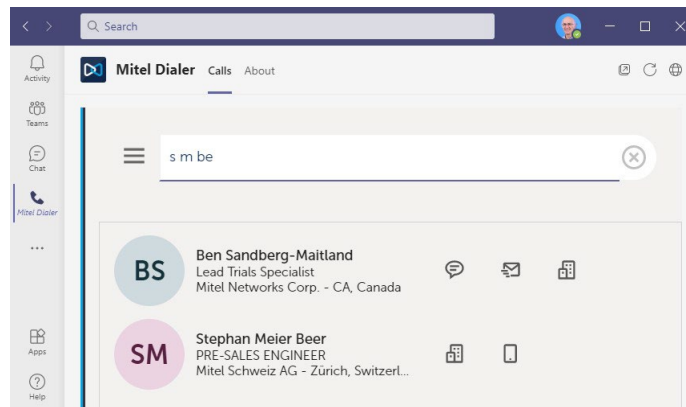
When a phone call is in progress, a call tracking display area dynamically appears to the left of the tab.

3.4.2 SEARCH BY THE SURNAME AND / OR THE FIRST NAME

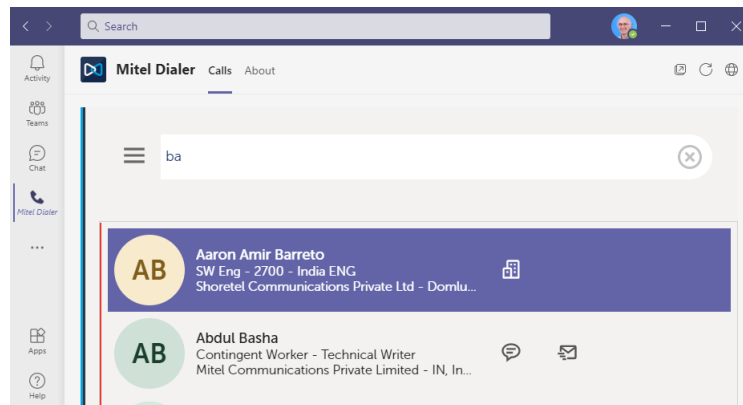
Depending on the option configured in the **Mitel Dialer** application, the search is performed by surname, or first name or both:



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:

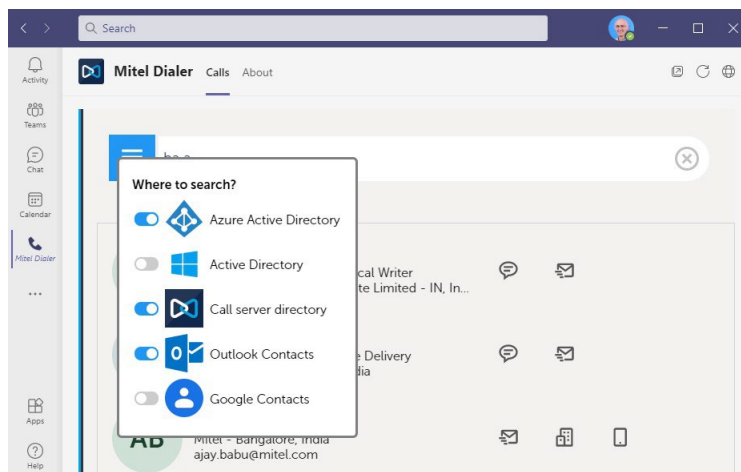


Only the first 24 results found are displayed in the list. A red vertical border is displayed to the left of the list when it contains only a subset of the results:



3.4.3 CHOOSE 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

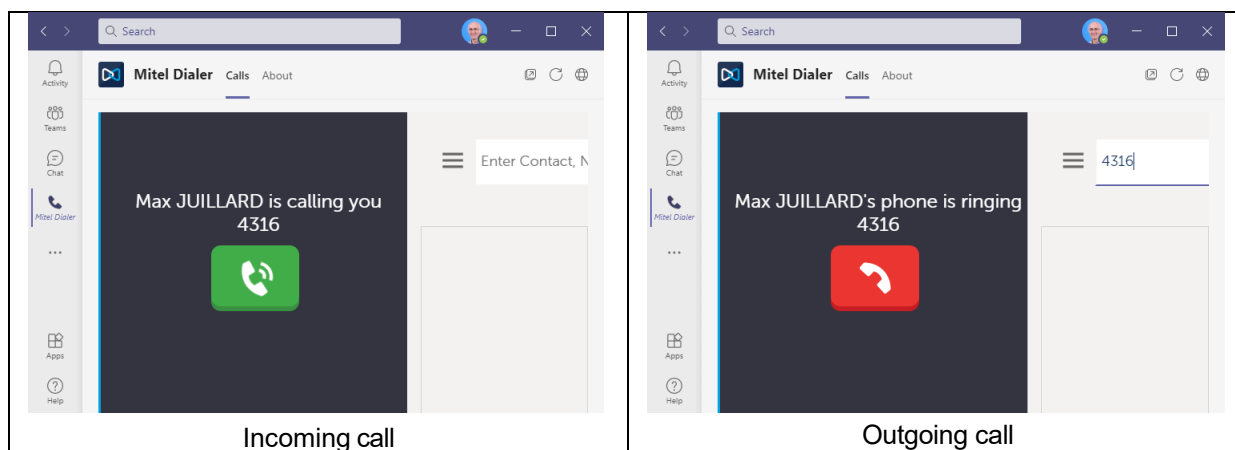
A call tracking frame dynamically appears to the left of the tab when a call is in progress.

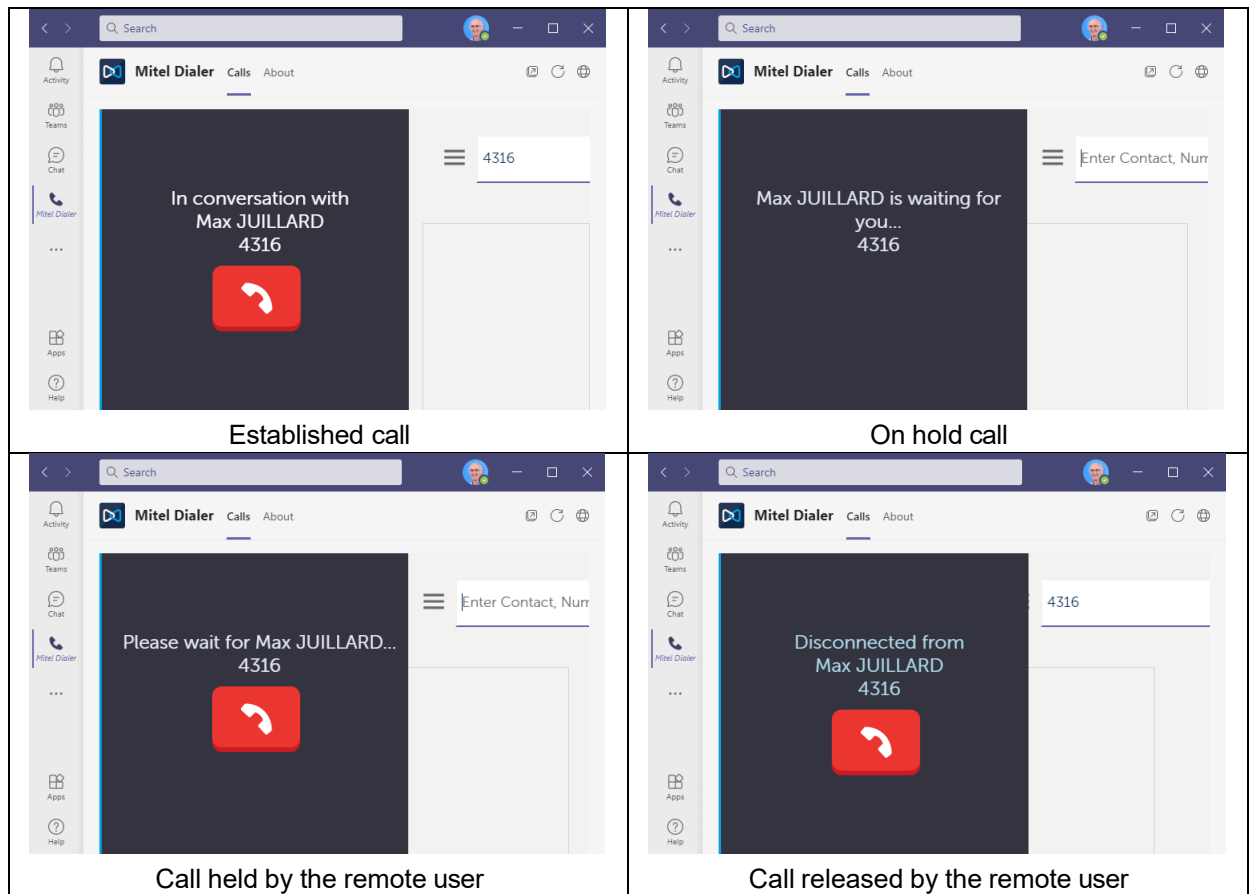
The visual appearance of the call tracking frame differs depending on the version used. Version **2.3.4** only allows to display a single call and a single action button while version **3.0.1** allows to display several simultaneous calls, as well as several buttons for the different advanced telephony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



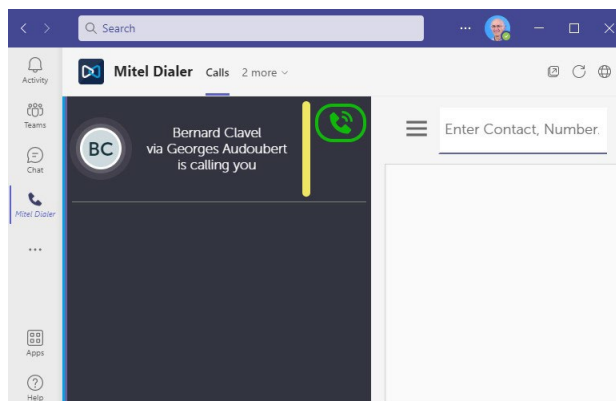


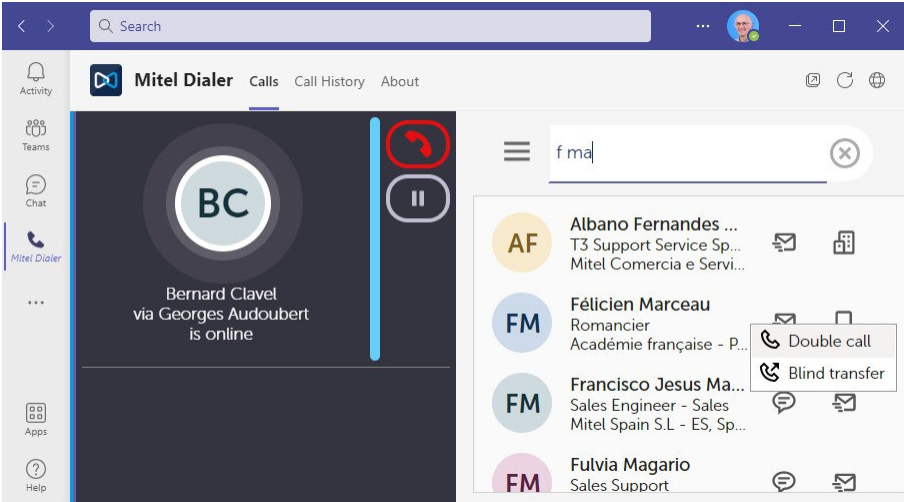
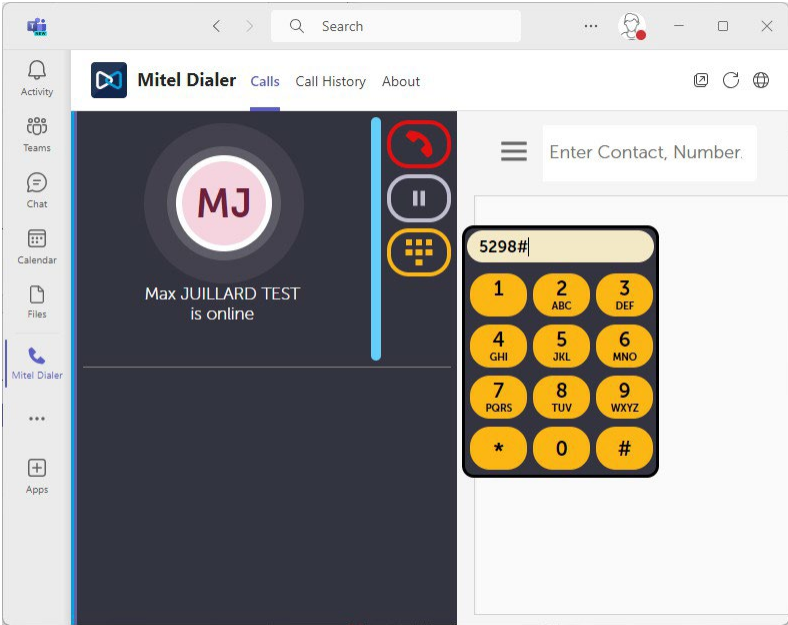
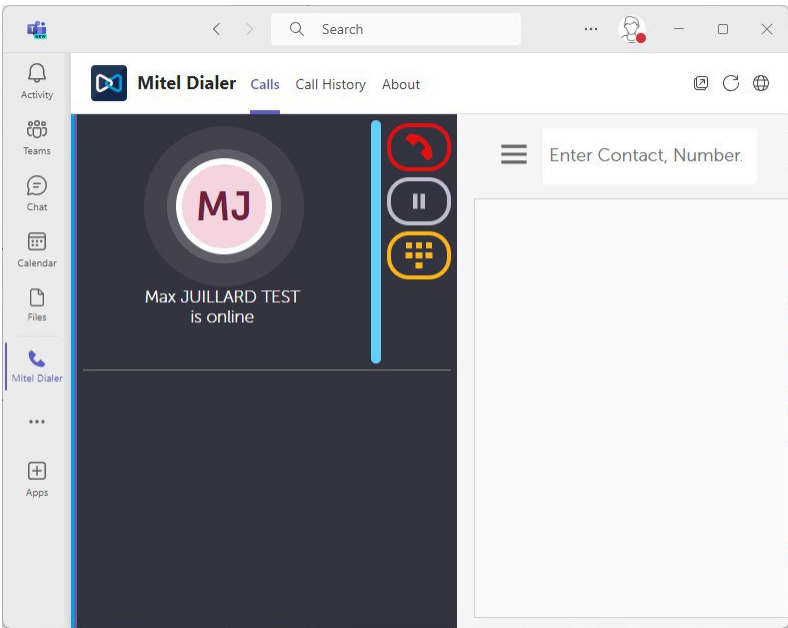
3.4.4.2 Version 3.0.1

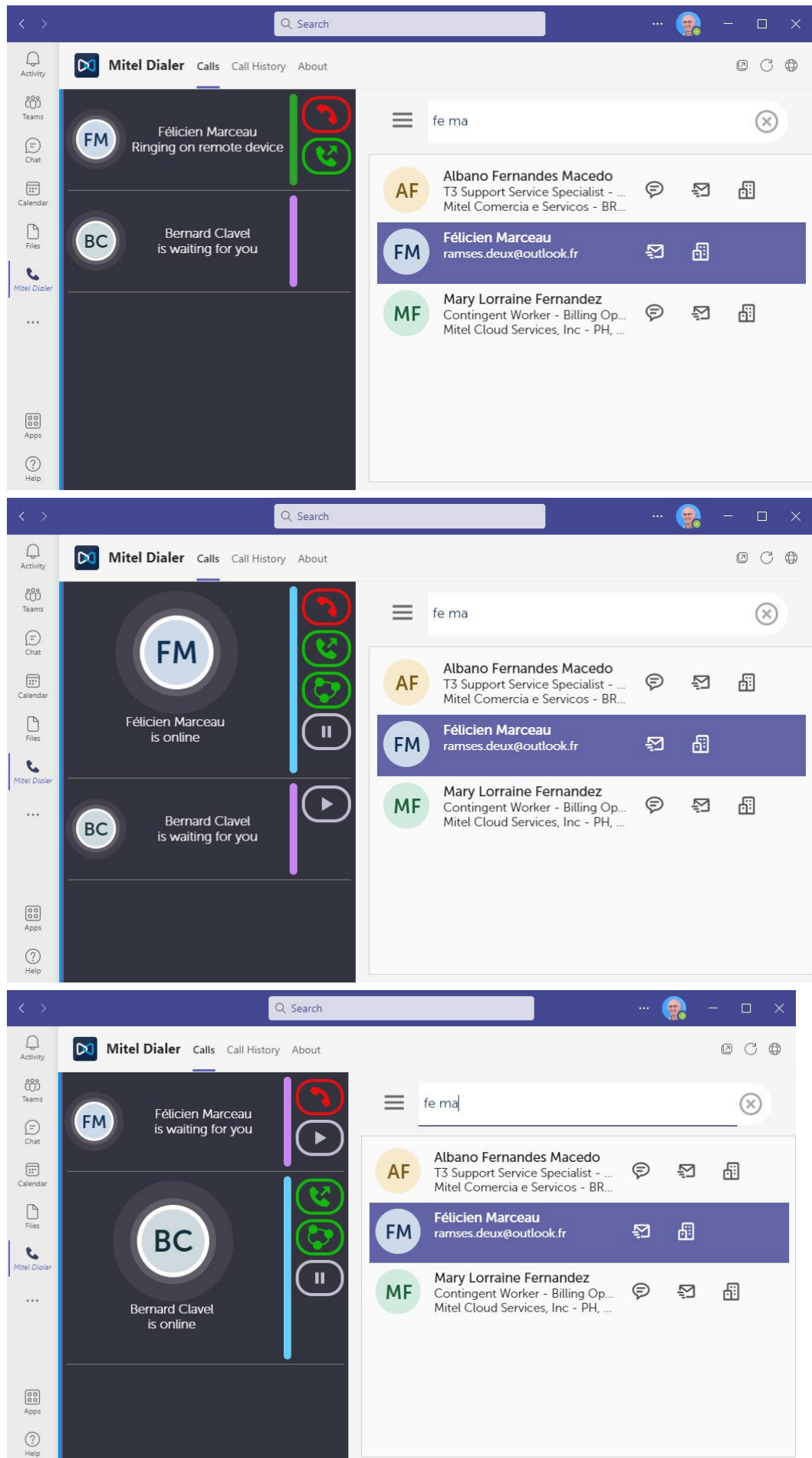
The call tracking area dynamically adapts to represent the status of calls in progress and the buttons needed for advanced telephony functions.

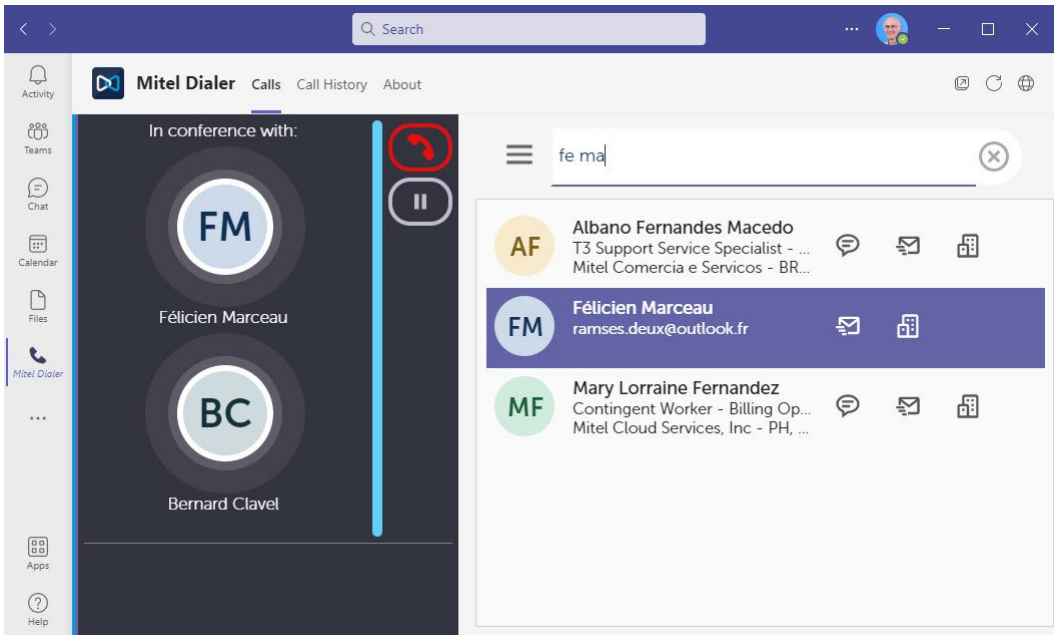
The example below shows the following sequence:

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









3.4.5 CALL LOG

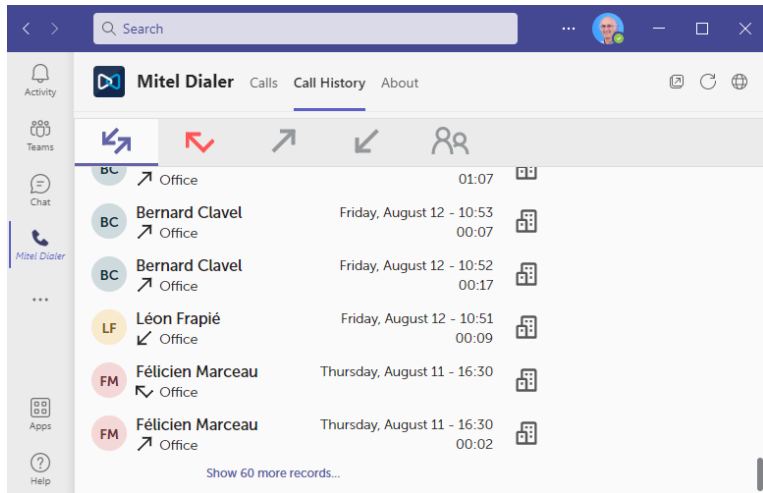
Note: *Call logs are only available in version 3.0.1 of the add-in for Microsoft Teams. Call logs are not supported by MiVoice MX-ONE.*

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:

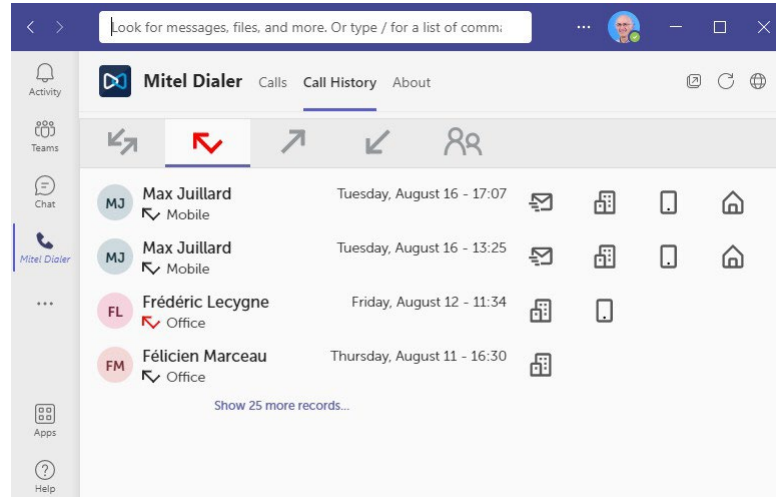
- Surname / first name or telephone number
- The date and time of the call
- An icon indicating the nature of the call: incoming, outgoing, missed. A button bar to call back the remote user with one of his known numbers: office, mobile, home or to send an email



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.

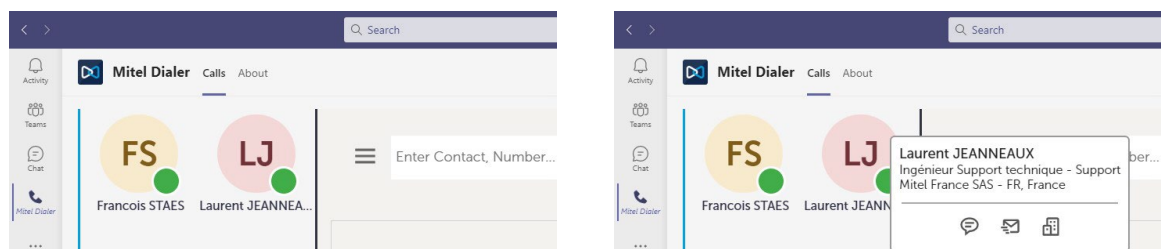


3.4.6 DISPLAYING THE TELEPHONY PRESENCE STATUS OF SUBSCRIBERS

Note: *This feature is only available with the **MiVoice 5000** platform*

A frame on the left, in the add-in tab for Microsoft Teams, appears dynamically if at least one key has been programmed for the subscriber supervision function. For each of the keys thus programmed, the subscriber concerned can be seen with his telephony presence status represented by a coloured dot.

Clicking on one of the supervised subscribers brings up a pop-up 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 access to the **Mitel Dialer** website by clicking on the link below or by copying the URL into the address bar of your web browser:

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

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



mitel.com

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