

MIVOICE OFFICE 400 MITEL OFFICESUITE

USER GUIDE



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Mitel OfficeSuite

eud-1684/1.1 – 07.2016

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Welcome...

Welcome to the user guide for the CTI application Mitel OfficeSuite for MiVoice Office 400 communication systems.

This user's guide will assist you with the use of your Mitel OfficeSuite and introduce you step by step to the functions and configuration. If you require further technical support or information on other products of Mitel please visit our website www.mitel.com or use our [Mitel DocFinder](#).

- Notes:**
- Not all listed functions are available by default. Contact your system administrator to learn more about the available features and services in the MiVoice Office 400 communication system.
 - Your system administrator has the option to individually set some of the application's features. In this case your default values will differ from the default values described in this user's guide.
 - You can couple OfficeSuite as rich client version with various Mitel phones. Note that the operation may depend on the coupled Mitel phone (see also "Calling with OfficeSuite", page 25).

Product and safety information, legal information

The product and safety information is available here. You will also find notes on data protection and legal information.

Please read through this product and safety information carefully.

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About Mitel

Mitel® (Nasdaq:MITL) (TSX:MNW) is a global leader in business communications that easily connect employees, partners and customers - anywhere, anytime and over any device, for the smallest business to the largest enterprise. Mitel offers customers maximum choice with one of the industry's broadest portfolios and the best path to the cloud. With more than US\$1 billion in combined annual revenue, 60 million customers worldwide, and #1 market share in Western Europe, Mitel is a clear market leader in business communications. For more information, go to www.mitel.com.

About MiVoice Office 400

Purpose and function

This product is part of the MiVoice Office 400 communication solution.

The software can only be launched if a communication server, configured accordingly, is detected.

OfficeSuite is always coupled with a desk phone or cordless phone. Besides the wide variety of additional functions in its capacity as CTI client, the scope of functions of OfficeSuite basically corresponds to that of an Mitel phone.

MiVoice Office 400 is an open, modular and comprehensive communication solution for the business sector with several communication servers of different output and expansion capacity, a comprehensive telephone portfolio and a multitude of expansions. They include an application server for Unified Communications and multimedia services, an FMC (Fixed Mobile Conversion) controller for integrating mobile phones, an open interface for application developers and a multitude of expansion cards and modules.

The business communication solution with all its components was developed to cover in full the communication requirements of businesses and organisations, in a way that is both easy to use and maintenance-friendly. The individual products and components are coordinated and must not be used for other purposes or replaced by third-party products or components (unless it is to connect other approved networks, applications and telephones to the interfaces certified specially for that purpose).

User information

All user documents are available for download from the [Mitel DocFinder](#) as individual documents or as documentation sets. It is your responsibility to keep up to date with the scope of functions, the proper use and the operation of your product.

The user's guide of the application is available as a PDF version and as online version. For the online version press the F1 key if needed.

- Please make sure you have all the user documents required to operate your product efficiently and correctly.
- Make sure that the versions of the user documents comply with the software level of the MiVoice Office 400 products used and that you have the latest editions.
- Always read the user documents first before you put your product into operation.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the product.
- When handing over your product to others, make sure you enclose the relevant user information.

Download MiVoice Office 400 documents from the internet:
www.mitel.com/docfinder.

Availability

The availability of the application depends on a functioning PC with power supply, and the availability of the data network and the communication server (including OIP server).

Data protection

Protection against listening in and recording

The MiVoice Office 400 communication solution comprises features which allow calls to be monitored and recorded without the call parties noticing. Please note that these features can only be used in compliance with national data protection provisions.

Limited Warranty (Australia only)

The benefits under the Mitel Limited Warranty below are in addition to other rights and remedies to which you may be entitled under a law in relation to the products.

In addition to all rights and remedies to which you may be entitled under the Competition and Consumer Act 2010 (Commonwealth) and any other relevant legislation, Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy under this limited warranty, either repair or replace the product at no charge, if returned within the warranty period.

Repair Notice

To the extent that the product contains user-generated data, you should be aware that repair of the goods may result in loss of the data. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If it is necessary to replace the product under this limited warranty, it may be replaced with a refurbished product of the same design and colour.

If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

Exclusions

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

To the extent permitted by law, Mitel shall not be liable for any incidental damages, including, but not limited to, loss, damage or expense directly or indirectly arising from your use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, is not intended to have the effect of excluding, restricting or modifying the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (the ACL), the exercise of a right conferred by such a provision or any liability of Mitel in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

This express warranty sets forth the entire liability and obligations of Mitel with respect to breach of this express warranty and is in lieu of all other express or implied warranties other than those conferred by a law whose application cannot be excluded, restricted or modified. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Repair Services

Procedure: Should the product fail during the warranty period and you wish to make a claim under this express warranty, please contact the Mitel authorized reseller who sold you this product (details as per the invoice) and present proof of purchase. You will be responsible for shipping charges, if any.

Limitation of liability for products not of a kind ordinarily acquired for personal, domestic or household use or consumption (e.g. goods/services ordinarily supplied for business-use).

1.1 To the extent permitted by law and subject to clause 1.2 below, the liability of Mitel to you for any non-compliance with a statutory guarantee or loss or damage arising out of or in connection with the supply of goods or services (whether for tort (including negligence), statute, custom, law or on any other basis) is limited to:
a) in the case of services:
i) the resupply of the services; or
ii) the payment of the cost of resupply; and
b) in the case of goods:
i) the replacement of the goods or the supply of equivalent goods; or
ii) the repair of the goods; or

iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or
iv) the payment of the cost of having the goods repaired.
1.2 Clause 1.1 is not intended to have the effect of excluding, restricting or modifying:
a) the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (the ACL); or
b) the exercise of a right conferred by such a provision; or
c) any liability of Mitel in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

After Warranty Service

Mitel offers ongoing repair and support for this product. If you are not otherwise entitled to a remedy for a failure to comply with a guarantee that cannot be excluded under the Australian Consumer Law, this service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions contact:

Manufacturer:	Mitel South Pacific Pty Ltd ("Mitel") Level 1, 219 Castlereagh Street Sydney, NSW2000, Australia Phone: +61 2 9023 9500
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Caution:

Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. Unauthorized repair will void this express warranty.

Regulatory provisions

CE conformity

Mitel Schweiz AG hereby declares that the MiVoice Office 400 products

- conform to the basic requirements and other relevant provisions of the Directive EMC (2014/30/EU) and LVD (2014/35/EU).
- are manufactured in conformity with RoHS according to the Directive 2011/65/EU.

The product-specific declarations of conformity can be found on the following website: www.mitel.com/regulatory-declarations.

Document information

- Document number: eud-1684
- Document version: 1.1
- Based on: MiVoice Office 400 OIP R8.6.1
- Valid as of: MiVoice Office 400 OIP R8.6.0
- In PDF Viewer, click on this link to download the latest version of this document:
https://pbxweb.aastra.com/doc_finder/DocFinder/eud-1684_en.pdf?get&DNR=eud-1684
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Integration Mitel OfficeSuite

The following sections explain the necessary steps you need to take to comfortably integrate OfficeSuite in your everyday business life.

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Using OfficeSuite

Mitel OfficeSuite is a user-friendly CTI client application that is ideally suited to a lively and work-intensive environment. CTI (Computer Technology Integration) designates the connection from telephone to computer systems.

OfficeSuite can not only be connected to a desk phone but also to a cordless phone or softphone. Moreover, it can switch over automatically to each of the phones used.

With its contemporary design and clearly structured user interface OfficeSuite increases the possibilities offered by Mitel phones. A multitude of options and functionalities make for high-quality telephony at the click of a mouse.

OfficeSuite integrates perfectly into your PC work environment, supporting and facilitating efficient work in your busy business life. You can thus answer an incoming call while working on a document. With a Windows®-based CTI client you can make and manage your calls with comfort and ease.

The OfficeSuite runs on the Mitel Open Interfaces Platform (OIP). The Mitel Open Interfaces Platform (OIP) is the interface between Mitel communication servers and applications (own and third-party suppliers) and guarantee a seamless integration of CTI applications.

Managing calls with OfficeSuite

Be it for direct dialling, call follow-up through the journal, dialling using the hotkey, or the Notepad functions, OfficeSuite is a well thought-out agent and practical tool for PC-based professional call control and management.

This tool is not only meant for reception or office activities; it also aims at other people who have to handle a lot of phone calls. OfficeSuite offers a lot of options and functions, packaged in an appealing design with a clear, well-structured menu.

OfficeSuite has different functions and options that make call and information management still much easier: The call-management module, presence indicator and journal give you the best overview. Moreover, communication is facilitated by the address book service and presence profile. You can also configure your application to suit your imaginations and needs.

One number user concept

Your system administrator can set up several phones for you that hold all the same phone number (one number user concept). You have only one name and phone number with which to identify yourself to your call partners, regardless of which of the phone you make your calls. The advantage is that you can always be reached under the same phone number, regardless of where you happen to be.

With personal call routing, you can define to which phone/phones incoming calls shall be routed (see chapter "Activating personal call routing", page 47).

Other advantages of the one number user concept:

- With Ring Alone, you can decide on which phone a call is signalled acoustically (see chapter "Activating ring alone", page 48).
- Your system administrator can set whether or not you are busy for further incoming calls (busy if busy).
- You are still able to make further outgoing calls with the other terminals.
- Call lists and contacts stored on the MiVoice Office 400 communication system are available on all your phones and are automatically synchronised.
- An announcement will be indicated on all phones which support announcements.
- With Fast Take (*88), you can take an active call from another phone or a call coming in on another phone on one of your phones.


MiVoice Office 400 Self Service Portal

The Self Service Portal is a web-based application for phones on a MiVoice Office 400 communication system. The Self Service Portal helps you configure and adapt your personal phone settings (i.e. key configuration, labels for configurable keys, display language, etc.) directly and autonomously on your PC.

As soon as you receive an user account for the Self Service Portal from your assistant manager and after you have logged in, you are taken to the home page with the overview of all your phones. You can find more information on a specific topic in the Self Service Portal online help.

Contact your system administrator to access to the Self Service Portal.


Starting OfficeSuite

The application is installed by your system administrator so that it starts automatically whenever you start your PC. You can also start the application manually by double-clicking the program icon  on your desktop. Contact your system administrator for more information.

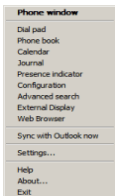
The system constantly checks whether the latest application software version is available. If not, the program is automatically updated.



Starting OfficeSuite:

Double-click the  icon on your Desktop. If required, enter your password and confirm with **Ok**.

⇒ OfficeSuite is started.



If you are starting OfficeSuite for the first time (if not yet set up by your system administrator):

1. Right-click to open the context menu in the info area of the taskbar and select **Settings** > **Connection**.
2. Enter your user call number under **Call number** in the logon dialog box.
3. Under **PIN** enter your user PIN.
4. Confirm with **Connect**.

⇒ OfficeSuite is connected with your phone.

Notes:

- The **Connection state** shows whether connection has been set up correctly.
- For information on connection settings, refer to chapter **"Settings: Connection", page 20**.

Setting up OfficeSuite

Once the application is started up, you can carry out the configuration using the OfficeSuite icon in the info area of the taskbar.

Configuring the settings



Configuring the settings:

Right-click to open the context menu in the info area of the taskbar and select [Settings](#).



Select the settings you want and click [Apply](#) to confirm the entries.

Note: OfficeSuite can be integrated into a Citrix or terminal server environment. If your application is integrated into a Citrix or terminal server environment, you will find this menu in the context menu of the phone window > [Settings](#). Contact your system administrator for more information.

Settings: Operation

Setting	Description
Language	Select the language you want; the application language change (selected language or language of your system, if available) will take effect after restarting.
Missed event ring tone	Click <input type="button" value="..."/> to open the list of available audio files. You can listen to the audio files with <input type="button" value="P"/> .
Start automatically with Windows	Tick the checkbox if you want the application to open automatically with Windows.
Idle timeout	Tick the checkbox and the time after which the application is to go to idle state.
Default application for "callto:" URLs	Tick the checkbox so that "callto:-URLs" on websites are opened with the application. The phone number in the URL address is dialled directly.
Use default web browser	Tick the checkbox so your PC's default web browser is used. If the checkbox is unticked, the application's internal web browser window is opened.

Settings: Hotkeys

Instead of clicking your way through a menu, you want to be able to execute a function with a hotkey of your choice. This is an efficient way for you to carry out recurring actions.

Note: You cannot create any hotkey if OfficeSuite is coupled with a Mitel SIP phone.

Setting	Description
Activate hotkeys	Tick the checkbox first to use hotkeys.
Open/activate window	Specify for all windows the hotkey used to open/close the corresponding window.
Hotkey mode	<ul style="list-style-type: none">• Show/hide window: The first hotkey opens the window; the second closes it.• Show window: Use hotkey to open the window.
Telephony functions	<p>For the three frequently used telephony functions</p> <ul style="list-style-type: none">• Dial selected number,• Answer call and• End call <p>you can also specify a hotkey (e. g. F10 or Ctrl+End key). This allows you to conveniently end a call using your shortcut instead of clicking the End key.</p>

List of hotkeys

Below is a list of all the functions you can operate using a hotkey. The pre-set values are shown in column 2. You can reset your values to these default settings at any time. In column 3 you can enter your hotkey in the input fields and then print out the page.

Open/activate window	Value
Phone	
Journal	
Phone book	
Presence indicator	
Advanced search	
Dial pad	
Configuration	
External display	
Calendar	

Telephony functions	Value
Dial selected number	
Answer call	
End call	

Settings: Window

The desktop properties of all the windows are stored here. Available options:

Setting	Description
Main window	Define a main window for the application (default setting: Phone window). The change will take effect after restarting the application. All other windows stick to this window. When you close or move the main window on the desktop, all windows are closed/moved.
All windows	Description
Sticky	Window automatically docks on to the main window of the application.
Always on top	The window is always on top, i. e. it covers up all other applications.
Opacity	The window either has full opacity or other applications shine through.
Auto-showing Auto-hiding	For Phone , JournalPresence indicator (only hiding), External display , Calender (only showing), and Agent control set whether auto-hide should then apply again to the window after a period, speed and display type defined by you. If you activate these features, the window is displayed only in case of new action, e.g. an incoming call. If you tick Leave visible if mouse pointer is on window , the window remains visible as long as the mouse pointer is on the window.
Show/hide effect	Set the windows effects you want for Phone , Journal , Presence indicator , External display , Calender , Web browser and Agent control .

Note: If [Journal](#), [Phone book](#) and [Calender](#) are attached to the main window, the window settings for this main window are taken. You must first release the window again to be able to make individual settings.



Open the window you want.



Open the context menu and select [Window settings](#).



Select the settings you want and click [OK](#) to confirm.

Settings: Connection

Your connection data for the OIP server, phone number and user PIN, which your office administrator has already set up, are stored here. Contact your system administrator for more information.


Setting	Description
<ul style="list-style-type: none">• Server address• IIOP port• HTTP port	OIP server address.
Use Windows login name	Tick the checkbox if a corresponding OIP user with the same name is open. The system then automatically selects the connected phone.
<ul style="list-style-type: none">• Phone number• PIN	If you have registered several phones on your OfficeSuite (e.g. in Twin Mode), you can enter the user call number and PIN of the phone you want under Call number / PIN .
Call connection status	Indicates the current call connection status of the OfficeSuite.
Select telephony line	Select the relevant telephony line.
Apply phone selection from OIP	Tick the checkbox if the selection is to be made according to the OIP user profile. Contact your system administrator for more information.
Select phone	Select the phone you want.

Note: You may couple OfficeSuite with all Mitel phones. For further information refer to Chapter ["Calling with OfficeSuite", page 25](#).

Settings: Outlook

Local Outlook integration (Microsoft Exchange synchronisation): Mitel Open Interfaces Platform (OIP) supports the integration of an Microsoft Exchange server for directory synchronization. Moreover, for local Outlook integration, personal Outlook address books are synchronized with private OIP directories. Contact your system administrator for more information.

Select from the following settings:

Setting	Description
Enable local Outlook synchronisation	Tick the checkbox and answer the security question to make the synchronization settings you want between Outlook and OfficeSuite.
Use Outlook profile	Select the Outlook profile you want.
Synchronisation period	Setting Manual or automatically after time.
Hotkey to launch synchronisation	Select the hotkey you want to use to start the synchronization.
Synchronisation contents:	Select one or both options. Click the  button to select a folder.
<ul style="list-style-type: none"> • Synchronise contacts • Synchronise calendar 	Tick the checkbox Include subfolders in the popup window to enable the synchronisation of all subfolders of the selected folder.
Note: Only private folders can be synchronized.	

Set-up possibilities and their impacts:

Synchronisation direction:	Description
Update Outlook data to OfficeSuite (Standard)	Manual changes to Outlook appointments and to the presence status in OfficeSuite are synchronized in the communication server and displayed on the coupled phone.
Update OfficeSuite data to Outlook data	
Update in both directions	Manual changes to Outlook appointments and to the presence status in OfficeSuite are synchronized in the communication server and displayed on the coupled phone. Moreover, manual changes to the presence status on the coupled phone are adopted in OIP and synchronised in Outlook. Changing the presence status on the coupled phone manually to Available also ends all active appointments in Outlook.



Setting up synchronization:

Right-click to open the context menu in the info area of the taskbar and select [Settings > Outlook](#).

1. Tick [Activate Outlook synchronization](#) to activate the synchronization between Outlook and OfficeSuite.
2. You can select the Outlook profile you want, depending on the user rights given to you by the system administrator.
3. Select the synchronisation settings you want and click [Apply](#) to confirm.
⇒ OfficeSuite and Outlook will be synchronized according to your settings.



Starting the synchronization manually:

Right-click to open the context menu in the info area of the taskbar and select [Sync with Outlook now](#).

⇒ Manual synchronisation of Outlook and OfficeSuite is now triggered.



Synchronization report:

Right-click to open the context menu in the info area of the taskbar and select [View sync report](#).

⇒ Last synchronisation is displayed.

Settings: Logging

You can specify the [Log level](#) for which a log file is to be written. Contact your system administrator for more information.

Settings: E-mail

Setting	Description
Default e-mail application	If activated, e-mails are by default sent via Outlook.
Default e-mail with call information	You can send an e-mail with the latest call information. The e-mail text can be edited.
Note:	You can use a lot of variables for e-mail transmission, and configure a preset standard e-mail.

Settings: contact

Setting	Description
Custom field labels	Define your own customer fields.

Telephony settings

You can carry out your telephony settings after starting OfficeSuite:

General tab	Description
Identify external numbers	Tick the checkbox so that external numbers are automatically recognised as external call numbers in the case of an outgoing call. Use either the system settings (Use system default settings) or enter the number of digits you want (Minimal external call number length).
Show CDE information	Tick the checkbox so that an external call coming in via a call distribution element (CDE) is displayed.
Keep visible on active calls and call back expected	Tick the checkbox so that the display remains visible.
Contact popup	Tick the checkbox so that contact details are displayed for incoming and outgoing calls.
Audio tab	Description
Ring device	Select the ring device you want (Headset or Loud-speaker).
Ring melody	Select the ring melody for internal and external calls.
Dialling by name tab	Description
Use dialling by name	Check if you wish to search or dial by names in the phone window.
Search in phone books	List of phone books for the search.
Show search results	Number of results on one page.



Open the [Phone window](#).





Open the context menu and select [Telephony settings](#).



General:

1. Select the [General](#) tab.
2. Select the settings you want and click [Apply](#) to confirm.

**Audio:**

1. Select the [Audio](#) tab.
 - ⇒ Click  to open the list of available audio files.
 - ⇒ You can listen to the audio files with .
2. Click [Apply](#) to confirm the selection.

**Dialling by name:**

1. Select the [Name dialling](#) tab.
2. Select the settings you want and click [Apply](#) to confirm.

Help

Should you have further questions - the OfficeSuite help offers you advice and assistance. Choice available to call the help:

**To call the help:**

Right-click to open the context menu in the info area of the taskbar and select [Help](#).

**To call the help in the menu:**

Press the F1 key if needed.

E-Mail connection

Do you want deflect a call but the destination user is unobtainable?

You can send an e-mail to a user at any time.



Open the [Phone window](#).



Open the context menu and select [Send e-mail](#).



Enter the recipient and your choice of text and confirm with [Send](#).

Text message connection

Do you want deflect a call but the destination user is unobtainable?

You can send a text message to a user at any time.



Open the *Phone window*.



Open the context menu and select *Send SMS*.



Enter the recipient and your choice of text and confirm with *Send*.

Calling with OfficeSuite

You can couple your OfficeSuite with the following Mitel phones:

- Mitel SIP phones
- Mitel 600 SIP-DECT phones
- MiVoice 5300 / 5300 IP phones
- MiVoice 2380 IP softphone (MiVoice 2380 IP can be used to configure and deploy OfficeSuite as Softphone).
- Mitel 600 DECT phones

When your system administrator has set up your Mitel OfficeSuite and Mitel phone you can connect and use Mitel OfficeSuite together with the Mitel phone as with any other phone (see Chapter "Starting OfficeSuite", page 16). Make all audio settings in the system phone.

As soon as the application and phone are installed and set up, you can start OfficeSuite (MiVoice 2380 IP automatically opens at the background). You can now make you calls comfortably via the application and use all application functions.

Exit OfficeSuite

You want to close the application.



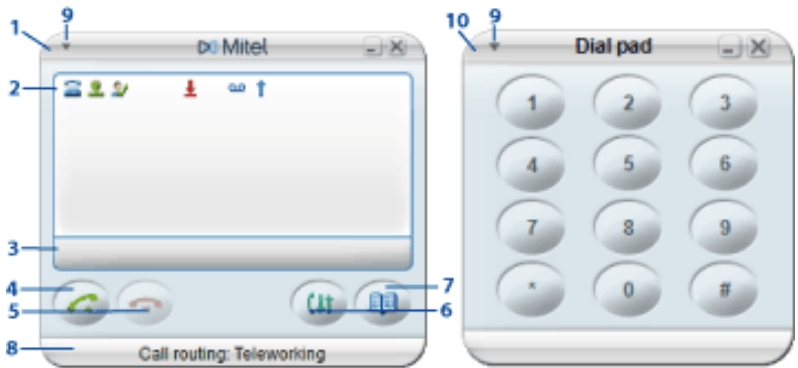
End OfficeSuite:









Right-click to open the context menu in the info area of the taskbar and select [End call](#).

Note: If the OfficeSuite is not available or if the application is closed, calls are displayed on the coupled phone.

Operating and display elements

Telephony and dial pad










No.	Key	Description
1		Phone window
2		Display Status display with symbols, current displays on telephone traffic
3		Function keys
4		Call key Set up / answer a call.
5		End key <ul style="list-style-type: none"> Ends a call. Exits input without saving and goes back to the idle state.
6		Journal key Opens call lists.
7		Phone book key Opens phone books.
8		Footer (connection status)
9		Context menu Opens the context menu.
10		Dial pad



Display symbols

New events such as a call in your absence, a new message or activated functions (e. g. Forwarding) are signalled on the display in the idle state by a symbol or a display text. Click the symbol to call up the corresponding information.




Call forwarding display symbols

	No forwarding, forward on busy or on no reply
	Call forw. (CFU) to user
	Call forw. (CFU) to voice mail
	Call forw. (CFU) to cordless phone
	Call forw. (CFU) to text message
	Call forw. (CFU) to operator console
	Call forw. (CFU) to Do not disturb


Phone status display symbols

	Available
	Busy
	Meeting
	Absent
	Not available
	Unknown

Profile display symbols

	No active profile
	Profile activated
	Activated profile with changes

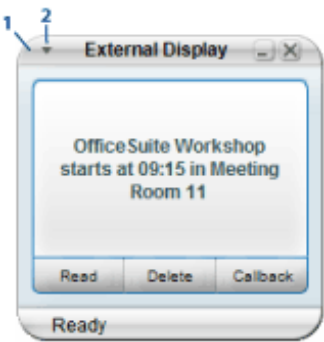
Phone window display symbols

	Missed (unanswered) calls
	New voice message
	New text messages
	Redial
	Microphone deactivated
	Loudspeaker activated
	Ring Alone activated
	Ring Alone activated on another phone

External display

You can also display on your PC screen alarm messages displayed on your phone display.

You can choose a different ring tone for each alarm message (for example alarm, urgent, message). Information is displayed on the phone according to the defined priority. The priority settings are part of the display profile (see Chapter "Notification profiles", page 107).



No.	Key	Description
1	External display	You can also display on your PC screen alarm messages displayed on your phone display.
2	▼ Context menu	Opens the context menu.



Open the [External display](#).



Open the context menu and select [Settings](#).



Select the settings you want and click [OK](#) to confirm.

Phoning

The following sections describe the supplementary telephony features which are available to you from your application in your daily activities.

Please note that some features are not supported in all systems or with all system versions.

Making and initiating calls	32
Using functions before/while in a call	37
Absences.	46
Using further functions.	47

Making and initiating calls

This section explains how to make and initiate calls.

Answering a call

Your application rings, and the phone window appears in the foreground.

To answer the call, proceed as follows: Choice available:



Press the Enter key on the PC keyboard (the phone window must be active).



Or: Click the call key.

⇒ Open listening is automatically activated.



Or: Click [Answer](#).

⇒ Open listening is automatically activated.



Or: Use a hotkey you have specified (see Chapter ["Settings: Hotkeys"](#), page 18).

Note: Stop Open listening by picking up the handset on the phone.

Rejecting a call

As long as you have not picked up a call, you can reject it during the ringing phase.



Click [Reject](#).

Deflect a call during the ringing phase

You do not want to answer a call yourself but deflect it to another user.

With the function Forward you can forward calls to an internal or external user or to the voice mail during the ringing phase.



Forwarding a call:

1. To forward the call from your OfficeSuite, proceed as follows.
 2. Enter the user's phone number.
 3. Click [Forward](#).
- ⇒ The call is deflected to the user you want.

Ending a call

You can end the call as follows:



Or: Click the End key.



Or: Click [End](#).

Or: Use a hotkey you have specified (see Chapter ["Settings: Hotkeys"](#), page 18).

Dialling with the phone number

You want to call a user.

Open the phone window. You can make, answer or process calls here.

Note: You can also make calls directly from the [Phone book](#) ("[Dialling from the phone book](#)", page 34), [Journal](#) ("[Call lists](#)", page 79), or from the [Presence indicator](#) ("[Actions in the presence indicator](#)", page 64).

If your OfficeSuite is coupled with a Mitel SIP phone, you must first enter the call number before the call key is activated.



After entering a phone number directly or using the dial pad (to open via context menu [Other windows > Dial pad](#)) you have the following call-set-up possibilities:

Press the Enter key on the PC keyboard (the phone window must be active).

⇒ Open listening is automatically activated.

Phoning



Or: Click the call key.

⇒ Open listening is automatically activated.



Or: Click **Call**.

⇒ Open listening is automatically activated.

Or: Use a hotkey you have specified (see Chapter "Settings: Hotkeys", page 18).

Note: Stop Open listening by picking up the handset on the phone.

Dialling by name

You want to make a call by entering a name.

Requirement: The name and the corresponding call number are stored in one of the system's phone book or in an external phone directory connected to the system.

For dialling by name, enter the corresponding letters in the phone window until the user you want or a list is displayed. Since the user you want must be searched for in all the selected phone books, the reaction time may be much longer.



In the phone window, enter the first letter of the name searched for then select the user you want.



Press Enter.

Or: Click the call key.

Or: Click **Call**.

⇒ The selected phone number is dialled.

Selecting from the call list

For information on how to call a contact from the call list, refer to Chapter "Call lists", page 79.

Dialling from the phone book

For information on how to find and call a contact from the phone book, refer to Chapter "Searching in phone book", page 90 or "Calling from the phone book", page 91.

Dialling from the presence indicator

You want to call someone whose phone number is stored on a presence key in the presence indicator.

You can call a user using either drag-and-drop or via the context menu.



Open the *Presence indicator*.



Select the presence key of the user you wish to call.



Double-click.

Or: Right-click to open the context menu then click *Call*.

Or: Drag and drop the user you wish to call in the phone window.

⇒ The phone number is dialled.

Dial from another application

You are in a different application, for instance a Word document, and wish to dial a phone number stored in this document.

You can make a call directly from the application.



Highlight the phone number you want.

Open OfficeSuite and press the hotkey you have stored (see chapter "Settings: Operation", page 17).

⇒ The phone number is dialled.

Call waiting on an internal user

You would like to talk to an internal user whose line is currently busy.

By using the Call waiting function, this user is informed that you would like to talk to him. When you use the call waiting function, the user receives a call waiting tone (duration and frequency of the tone depend on system settings) and your phone number or name appear on their display. The user may accept or refuse your call.

Requirements:

- Your system administrator must authorise you for the function call waiting in the MiVoice Office 400 communication system.
- The internal user must not have blocked the function call waiting on their phone (see chapter "[Protection](#)", page 96 for configuration).

Note: If your OfficeSuite is coupled with a Mitel SIP phone, you must configure for this function a function key with macro.



The person you want to talk to is busy. Click [Call waiting](#).

⇒ You hear the dialling tone.

Note: If the user declines the call request or if the function call waiting cannot be executed, the connection is separated (busy tone) or the call is redirected to a pre-defined phone, depending on the system configuration.

Answering call waiting

You are talking on the phone. The call waiting tone, name/phone number on the display let you know that another user would like to talk to you.

You can either answer, deflect or reject the call.

Note: If your OfficeSuite is coupled with a Mitel SIP phone, you must configure for this function a function key with macro.



Answering the call:

Click [Answer](#).

⇒ The first call party is on hold. Connected to the party using the call waiting function.



Rejecting a call:

Click [Reject](#).

⇒ You will still be connected to the first call party. Depending on the system configuration, the caller either hears the busy tone or is forwarded to a preconfigured destination.



Make a conference call directly:

Click [Conference](#).

⇒ All call participants are connected to each other.

Note: For more information on how to broker between the call parties, see Chapter "Brokering between an enquiry call party and your call partner", page 39.



Ending a current call:

Click [End](#).

⇒ The first call is terminated. Connected to the party using the call waiting function.

Using functions before/while in a call

This section explains the different options provided by your application while you are in a call.

Requesting a callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external users. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your application will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly. If the called party does not answer, you can also request a callback. The user then obtains a message indicating your callback request on his display.

- Note:**
- You can activate only one callback at a time.
 - An unanswered callback will be automatically cancelled by the system after about 30 minutes.



Activating callback:

You called someone and hear the busy tone or the ring-back tone. Click [Call-back](#).

⇒ The display shows [Call expected from](#).



Clear callback:

Click [Deactivate](#).

To answer the callback request

Someone has asked you to call back. The display shows *Callback requested*.

**Answering the callback request:**

Click *Call*.

⇒ The phone number is dialled.

**Clear callback:**

Click *Reset*.

⇒ Callback is deactivated.

Note: You cannot delete a callback request if OfficeSuite is coupled with a Mitel SIP phone.

Parking a call partner

You wish to keep the person you are talking to on hold without blocking a phone line.

You may park the person you are talking to and then pick up the call again on the same phone on which you parked the person.

**Park call party:**

Click *Park*.

⇒ Your call partner is now parked locally.

**To retrieve a parked call party:**

Click *Unpark*.

Enquiry call during a call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the Enquiry call function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external users.



Mitel phones (excluding Mitel SIP phones):



Initiating an enquiry call:

1. You are in a call. Click [Enquiry call](#).
 2. Enter the phone number of the enquiry call party.
- ⇒ Enquiry call party is called; first call partner is on hold.



Ending an enquiry call:

- Click [End](#).
- ⇒ You are now back through to your first call partner.

- Notes:**
- If the other user does not answer, you can cancel the enquiry call with the [End call](#) key: You are automatically connected to your first call partner.
 - You can connect your two call parties with the [Connect](#) key.



Mitel SIP phones:



Initiating an enquiry call:

1. You are in a call. Enter the phone number of the enquiry call party.
 2. Click [Enquiry call](#).
- ⇒ Enquiry call party is called; first call partner is on hold.



Ending an enquiry call:

1. Click [End](#).
2. Click [Take back](#) to reconnect to the first call party.

- Note:** If the other user does not answer, you can cancel the enquiry call with the [End call](#) button and take back the first call with [Take back](#).

Brokering between an enquiry call party and your call partner

You are talking with an enquiry call party and have your first call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the brokering function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.

- Note:** See chapter ["Enquiry call during a call", page 38](#) for enquiry calls.

**Brokering (to switch back and forth between the callers):**

1. You are in an active call. You have set up a connection to another call party with the [Enquiry call](#) function.
2. Switch phone window and click [Activate](#).
⇒ Your call partner changes. The other call party is put on hold.

**Terminating a call:**

Mitel phones: Click [End](#).

⇒ Call party disconnected. Connected with the call party on hold.

Mitel SIP phones: Click [End call](#) then take back the first call party with the [Take back](#).

Making a conference call

You want to make a conference call.

A conference call allows you to connect three call parties. From a conference call/call, you can initiate an enquiry call to someone else. You can broker between the parties of the conference and the enquiry call party.

Depending on the system configuration, a conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external users.

Note: See chapter ["Enquiry call during a call"](#), page 38 for enquiry calls.

**Set up conference:**

1. You are in an active call. You have set up a connection to another call party with the [Enquiry call](#) function.
2. Click [Conference](#).
⇒ The conference is set up.

**Or (Mitel SIP phones only):**

1. You are in an active call. Enter the call number of another call party.
2. Click [Conference](#).
⇒ The conference is set up.

**Leaving a conference call:**

Click the End key.

⇒ The other conference parties remain in the call.

Transferring a call

You want to put your call partner through to someone else.

With the call transfer function you can connect your call partner with someone else. You can connect internal and external users with one another. You can transfer the call with or without prior notice.

Menu	Description
Call transfer with prior notice	You only transfer the call after you have first talked to the second call party yourself.
Call transfer without prior notice	Without talking to the second call party, you transfer the call to them by hanging up the handset immediately after dialling the call number.



Mitel phones (excluding Mitel SIP phones):



Call transfer with prior notice:

1. You are in a call. Enter the call number of the second call party then click [Enquiry](#).
2. Wait until the person has answered the call.
 - ⇒ If the other user does not answer, you can cancel the enquiry call with the [End call](#) button and take back the first call.
3. Announce the call party and click [Connect](#).
 - ⇒ Both call parties are connected.



Call transfer without prior notice:

1. You are in a call. Enter the call number of the second call party then click [Enquiry](#).
2. Wait for the first ring tone.
3. Click [Connect](#) or End key.
 - ⇒ The second call party is then called directly by your first call party.

Note: Recall: If the second party does not answer, the call comes back to your phone.

Phoning



Mitel SIP phones:



Call transfer with prior notice:

1. You are in a call. Enter the call number of the second call party then click [Enquiry](#).
2. Wait until the person has answered the call.
 - ⇒ If the other user does not answer, you can cancel the enquiry call with the [End call](#) button and take back the first call with [Take back](#).
3. Announce the call party and click [Connect](#).
 - ⇒ Both call parties are connected.



Call transfer without prior notice:

- You are in a call. Enter the call number of the second call party then click [Call transfer](#).
- ⇒ The second call party is then called directly by your first call party.

Note: Recall: If the second party does not answer, the call comes back to your phone.

Take (pick up own call)

You want to transfer a call from one phone to another without interrupting the connection (for example, from a desk phone to a cordless phone).

The take function can be used to transfer calls between your phones.

Requirements: You are using the one number user concept (see chapter ["One number user concept", page 15](#)).

Picking up your own call (you are in a call):

Click [Take](#).

- ⇒ After a brief moment, you are connected with the caller on another phone.

Starting an announcement

You want to speak directly to an internal user or an announcement group via the loudspeaker - where available - without expecting an answer (similar to an intercom). The recipient is alerted to the announcement by two short signal tones. You are immediately unilaterally connected via the loudspeaker.

If the internal user has secured their phone against announcements (configuration see chapter ["Protection", page 96](#)), you cannot contact them using an announcement. You will get the engaged tone.

Emergency announcement:

In addition to normal announcements, the MiVoice Office 400 communication system also allows for emergency announcements. It differs from a normal announcement in the following aspects:

- You cannot reply to or stop an emergency announcement.
- You cannot block an emergency announcement.
- An emergency announcement may only be executed using function codes. You will find a list of all function codes in the user guide "Features Overview Mitel 415/430/470" on the [Mitel DocFinder](#).

Announcement to a group:

- The announcement will only be received by phones which both have authorisation to receive announcements and are not in use.
- As soon as a user in a group picks up the handset to answer the announcement, the announcement is ended for all other users in the group.
- If receipt of announcements is not authorised on any of the phones in the announcement group or all the phones are in use, you will hear the busy tone.
- Group announcements are always conducted with a one-sided connection.
- The group number must be entered as two digits.

Note: If your OfficeSuite is coupled with a Mitel SIP phone, you must configure for this function a function key with macro.



Mitel phones: Enter the phone number and click [Announcement](#).

Mitel SIP phone: Double-click the function key for [Announcement](#).

⇒ User is made aware of the announcement by an acoustic signal. The connection state reads [Announcement](#).

Receiving an announcement

You will be alerted to the announcement with two short signal tones and spoken to directly via the loudspeaker over a one-way connection.

In order to be able to receive an announcement, your phone must be neither in use nor block announcements (configuration see chapter "[Protection](#)", page 96). To answer the announcement, the following options are available to you.

Announcement to a group:

- The announcement will only be received by phones which both have authorisation to receive announcements and are not in use.
- As soon as a user in a group picks up the handset to answer the announcement, the announcement is ended for all other users in the group.
- If receipt of announcements is not authorised on any of the phones in the announcement group or all the phones are in use, you will hear the busy tone.
- Group announcements are always conducted with a one-sided connection.



Continue an announcement as a phone call:

Click [Answer](#).



Stopping the announcement:

Click the End key.

Activate silent intrusion

Silent intrusion (intrusion without prior notice) is a variation of the intrusion function and is used primarily in call centres.

Another user can intrude on your active call and listen in to your conversation without you and your call party noticing. Unlike Intrusion you will receive neither a visual nor an acoustic signal.

You cannot reject silent intrusion (but you can block it; see chapter "[Protection](#)", page 96). The third user's microphone remains switched off. The third user can, however, enter the conversation at any point by enabling his or her microphone or pressing the intrusion function key.

Your system administrator can allocate this function to a configurable key.

Notes:

- Silent intrusion must be enabled in the communication system.
- Your system administrator must grant you silent intrusion rights.
- Silent intrusion may infringe on your national data protection provisions or be permitted only under certain circumstances. If you intend to use this function, you should therefore notify your call party in advance.



1. Enter the phone number and click *Silent intrusion*.
2. Press the function key for *Silent intrusion*.
3. Enter the call number of the user you want as per the key configuration.
 - ⇒ The function is activated.
 - ⇒ If the user has blocked intrusion, connection set up will be cancelled.

Absences

This section explains how to configure call forwarding if you wish to leave your desk or if you do not have the time to take any call.

Call Forwardings

You can specify the destinations for the diversions as standard.

You can set the following diversions:

Function	Description
<i>Call forwarding unconditional (CFU)</i>	Calls for you are to be forwarded to a different destination (e.g. phone, voice mail, operator console).
<i>Call forwarding if busy (CFB)</i>	Calls for you are to be forwarded to a different destination, if you are already busy on the phone.
<i>Call forwarding on no reply (CFNR)</i>	You want calls that you receive on your phone to be forwarded to another destination. Both your own phone and the other destination will then start ringing. The system configuration determines whether or not there is a ringing delay at the other destination. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy (see chapter <u>"Destinations", page 95</u>).

Note: A forwarding applies to all connected phones.



Open the phone window's context menu then select *Call forwardings*.
⇒ The *Call forwardings* window opens.



Select the tab you want then the destination you want.

Enter the call number you want or the destination you want then confirm with *OK*.

⇒ Settings are saved. The corresponding symbol is displayed (symbols - see Chapter "Display symbols", page 28).

Note: Please note that only one forwarding can be activated at the same time.

Using further functions

This section explains some more convenient features provided by your application.

Activating personal call routing

You want to specify which of your phone shall ring when you receive a call.

If your system administrator has set up a phone number with several phones for you as well as the 5 call routings, you can specify which of your phones shall signal a call by using the personal call routing. Your system administrator can set up up to 5 call routings. For further information about configuration, refer to Chapter ["Configuring personal call routing"](#), page 98.

You can only answer a call on phone where the call is signalled. You can activate a call routing for all phones. If you have not configured a call routing, the default setting (all phones are ringing) is used as standard.

This function must be stored on a function key in the presence indicator (see Chapter ["Adding/editing/deleting function keys"](#), page 63).



EXAMPLE

Store a personal call routing on a function key in the presence indicator:

1. Configure the function key in the presence indicator.
2. Select Function [Server operations](#) > [Personal call forwarding](#) and [Call forwarding ID](#) from the list.
3. Confirm with [OK](#).

EXAMPLE

Activate/deactivate personal call routing:

Activate/deactivate the function key for [<Personal call routing>](#) with double-click in the presence indicator.

Activating ring alone

You want to specify which of your phone shall ring when you receive a private call.

When your system administrator has set up a phone number with several phones, you can define on which phones a call shall acoustically be signalled using ring alone (depending on phone).

When you have activated ring alone on a phone, the acoustic ringing tone is deactivated for all other phones (🔇). An incoming call is signalled in the display of all phones. You can answer the call on each of your phones.

Note: When you have activated ring alone but deactivated the personal call routing for a phone in parallel, an incoming call is not acoustically but only visually signalled.

This function must be stored on a function key in the presence indicator (see Chapter ["Adding/editing/deleting function keys", page 63](#)).



Store Ring alone on a function key in the presence indicator:

1. Configure the function key.
2. Select Function [Server operations](#) > [Ring Alone](#) and [Phone ID](#) from the list.
3. Confirm with [OK](#).



Activate/deactivate Ring Alone:

Activate/deactivate the function key for [<Ring Alone>](#) with double-click in the presence indicator.

Creating work groups (Agent control)

If several people deal with customer matters on the phone, it makes sense to create work groups. Regardless of whether you are working in a reservation centre, a help desk, for a hotline or in a customer service centre, with OfficeSuite you have a comfortable team-work tool. In addition to standard group functions like pause and wrap up time, you can clearly display your team members in the presence indicator.

In this section you will know the possibilities your OfficeSuite offers if configured in the system as member of a work group.

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Member of a work group	52

Agent Control settings

This section explains how to adapt the agent control to suit your personal requirements.

Settings

Tick *Show/hide automatically* to select the various agent settings.

Setting for status...	Description
<i>Ready</i>	You can select the following action: <ul style="list-style-type: none"><i>No action</i><i>Show</i><i>Showing</i>
<i>Busy</i>	
<i>Wrap up</i>	
<i>Paused</i>	
<i>Logged out</i>	
<i>Disconnected</i>	
Action	Description
<i>On form close</i>	If you exit the agent control window, you can select from the following actions: <ul style="list-style-type: none"><i>No action</i><i>Ask</i><i>Log off agent</i>



Open *Agent control*.



Open the context menu and select *Settings*.






⇒ The *Agent control settings* window opens.



Select the settings you want and click *OK* to confirm.



⇒ Settings are saved.

Operating elements

No.	Function	Description
1	 Log in agent	Click this button to log in as agent.
2	 Log off agent	Click this button to log off as agent.
3	 Agent in wrap up time	Button displays the wrap up time defined by your system administrator. Click this button to end the wrap up time prematurely.
4	 Activate pause	Click this button to activate pause.
5	 Deactivate pause	Click this button to deactivate pause.

Display symbols

The current skill statuses to which the agent is assigned are displayed as follows:

Function
 Agent logged on
 Agent available
 Agent ringing
 Agent busy
 Agent on pause
 Agent in wrap up mode
 Calls waiting
 Skill active

Member of a work group

You can log in and log out as member of a work group, and activate the pause and wrap up status, using agent control.

Your system administrator determines which users belong to which work group. A user can belong to several work groups.

Call distribution

A call is offered to a member of a work group. If this member does not take the call within a defined period, the call is signalled to the next member. If the call is not taken by the last member, the system sends the call back to the first member.

Your system administrator can define whether the next call should first be signalled again to the same member or first to the next member on the row, to ensure a more balanced call distribution.

Logging in/logging out from a work group

You are a member of one or more work groups and wish to log in or out (only logged members receive calls meant for the respective work groups).



Open the [Agent Control](#) window using a window context menu > [Other windows](#) > [Agent control](#).

⇒ All work groups which you are logged onto are listed.



Log on to a work group

Click [Login](#).

⇒ You are logged on to all the work groups in which you are registered as a member.



Log out from a work group

Click [Logout](#).

⇒ You are logged off from all work groups in which you are registered as a member.

Answering a call in a work group

There is an incoming call in your work group. The call may already have been offered to other group members but they were busy. The call is now offered to you.

The phone window shows the work group for which the call is meant.



Click the call key.

Ending wrap up time manually

After each call, you have a wrap up time during which calls to the work group are not signalled to you. The wrap up time starts automatically at the end of a conversation so that you can wrap up the finished conversation before taking the next call.



Click [Wrap up time off](#) to end the wrap up time manually.

⇒ You are available again immediately to answer incoming calls.

Activating / deactivating pause

You want to call someone on behalf of the work group.



Activate pause:

Click [Pause on](#) to activate pause.

Deactivate pause:

Click [Pause off](#) to deactivate pause.

⇒ You are available again immediately to answer incoming calls.

Making calls via work group

You want to select the phone number that your call partner is signalled when you make a call as logged in agent.

Under *Outgoing CLIP* you can select whether the outgoing call is made with the CLIP settings of the private line or of the assigned skills. This setting is temporary and set back to default as soon as you log out as an agent.



Under *External CLIP* select the work group you want.



Enter the phone number you want and click the conversation key.

⇒ The phone number is dialled.

Note: If it is all about an external user, the called party sees the phone number or name of the work group. If it is an internal user, the called party sees your personal, internal phone number or name.

Presence indicator and Calendar

Configure the presence keys in the presence indicator. You can use these keys to view the telephony status (free, in a call) of a user and also his/her presence status (available, busy, meeting). You can also send text messages or make a call directly from the presence indicator.

In the presence indicator you can also configure your function keys and, if set up by your system administrator, your Line keys.

Once you have carried out the synchronisation settings you want, the application and Microsoft Outlook calendars will be synchronised according to your settings. Define in that chapter where to complete your calendar entries.

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Presence indicator settings

These sections explain how you can integrate the presence indicator to your everyday business life for a quick overview.

Settings

These default settings are valid for the whole of the presence indicator. Select from the following settings:

Setting	Description
<i>Show team keys</i>	The team keys configured on the phone are displayed. If this option is enabled, manual settings are erased when next the presence indicator is started.
<i>Show ACD skills</i>	If the application belongs to an operator console group, the group members are displayed in a tab.
<i>Flash on ringing call</i>	Calls are indicated with a flashing presence indicator.
<i>Ring tone off</i>	Calls are not signalled acoustically.
	Note: You can also disable the ringing tone for an incoming call, by opening the context menu of the corresponding user and clicking <i>Ring tone off</i> .
<i>Item size</i>	Select the item size you want.
<ul style="list-style-type: none"><i>User item colour</i><i>Function key colour</i><i>Line key colour</i>	Select the colour you want for each item by clicking on the colour field.



Open the *Presence indicator*.



Open the context menu and select *Settings*.



Select the settings you want and click *OK* to confirm.



Item field

The presence indicator shows at one glance which function or Line keys you have configured and which of your team partners or groups are currently available. The presence status of the users is indicated on the one hand by different colours for the user fields and on the other by the symbols of status.

For even greater clarity you can drag and drop individual items directly onto your desktop.

The number of item fields is limited by the size of the presence indicator window.

For further information on groups and items please refer to Chapter "Groups and items (Presence indicator)", page 61.

No.	User	
		
1	User name	
2	User call number	
3	Presence state/Absence reason	
4	User call number definition	Indicates the call number (private, business number) on which a user can be reached.
5	User status	
	 Item order	The item order is fixed or can be moved within the window.

Presence indicator and Calendar

Function key



The function key summary gives you an overview of the functions keys you have configured. The function key status is presented in various colours.

Display symbols

Phone status/presence state



Making a call



Alerting



Connected



Conference



Available



Busy



Meeting



Absent



Not available



Unknown

User call number



Private



Office



Cordless phones



Voice mail

User call number



Conference



Do not disturb



Follow me



Forwarded

Agent status



Pause



Wrap-up time

User status



Connected



Available



Absent



Busy, announcement



Meeting, conference



Not available

Function key



Function



Function deactivated



Function activated

Personal presence state

The presence state shows your current status. The subscriber status is set automatically depending on the destination or you change it manually.

If you activate the reminder function, a reminder message is displayed on your phone if set accordingly. Calendar entries in Microsoft Outlook are also displayed on your phone as a reminder. This is particularly very useful with cordless phones, since appointments are also displayed while you are away.

The reminder message is displayed on the cordless phone if twin comfort mode is activated.

Setting the presence state

You wish to specify your presence state manually.

For further information regarding presence state refer to Chapter "Presence state", page 99.



Open the phone window.



Open the context menu and select *Set presence state*.



From the selection, select *Presence state* and *Absence reason*, enter *Subject, City* and end time, then confirm with *OK*.

⇒ The corresponding symbol is indicated in the phone window display (see Chapter "Presence indicator settings", page 56). To obtain more details click the symbol once.

Notes:

- If you enter the end time, this time is automatically entered in the OIP/Exchange calendar.
- You can also modify your own presence status by opening your user field context menu in the presence indicator and choosing *Presence*.

Groups and items (Presence indicator)

These sections explain how to manage groups and items.

Adding/deleting/renaming group

You want to add, rename or delete a (new) group.



Open the *Presence indicator*.

▼ Add group:

1. Open the context menu and select *Add group*.
2. Enter a new group name and confirm with *OK*.

▼ Rename group:

1. Select the group you want.
2. Open the context menu and select *Rename group*.
3. Enter a new group name and confirm with *OK*.

▼ Delete group:



1. Select the group you want.
2. Open the context menu and select *Delete group*.
3. Answer *Yes* to the security question.

Note: These functions are also accessible via the context menu of the right mouse key.

Adding/editing/deleting users

You want to add new users to a group.

You can set the properties individually for each user.

Setting	Description
<i>User</i>	Select the user you want.
<i>Name</i>	Give your item a name.
<i>Ring tone</i>	For each item you can define a ring tone. Click  to open the list of available audio files. You can listen to the audio files with  .
<i>Delay</i>	Ringtone is only activated after a set time and stops again after a set time.

Presence indicator and Calendar

Setting	Description
<i>Popup</i>	Tick this checkbox so that the window is displayed whenever the presence is activated.
<i>Opacity</i>	Full opacity or opacity with which other application windows are to be covered. The setting is activated only if the item is dragged to the Desktop.

Note: Users can be attached to several groups at the same time.



Open the *Presence indicator*.

▼ **Adding items:**

- 1. Select the group you want.
- 2. Open the context menu and select *Add item*.
- 3. Choose *Presence* then the user you want.
- 4. Select the settings you want and click *OK* to confirm.

▼ **Editing properties:**

- 1. Right-click to open the context menu of the user whose settings you want to change.
- 2. Click *Properties*.
- 3. Select the settings you want and click *OK* to confirm.

▼ **Deleting items:**

- 1. Right-click to open the context menu of the user you want to delete.
- 2. Select *Delete item*.
- 3. Answer *Yes* to the security question.

Note: These functions are also accessible via the context menu of the right mouse key.

Adding/editing/deleting function keys

You want to add new function keys to a group.

You can set the properties individually for each function key.

Note: The available functions can be found in the chapter "Function profiles", page 111.

Setting	Description
<i>Name</i>	Give your item a name.
<i>Hotkeys</i>	Select the hotkey for the individual items by pressing one or two hotkeys (Alt key, Control key and/or Shift key together with your choice of letter, digit or function key).
<i>Popup</i>	Tick this checkbox so that the window is displayed whenever the function is activated.
<i>Opacity</i>	Full opacity or opacity with which other application windows are to be covered. The setting is activated only if the item is dragged to the Desktop.



Open the *Presence indicator*.



Adding items:

1. Select the group you want.
2. Open the context menu and select *Add item*.
3. Select *Function key*.
4. Click *Modify* to select the function and settings you want, then click *OK* to confirm.



Editing properties:

1. Right-click to open the context menu of the function key whose features you want to change.
2. Click *Properties*.
3. Select the settings you want and click *OK* to confirm.



Deleting items:

1. Right-click to open the context menu of the function key you want to delete.
2. Select *Delete item*.
3. Answer *Yes* to the security question.

Note: These functions are also accessible via the context menu of the right mouse key.

Adding/editing/deleting line keys

All settings and descriptions for this option can be found in Chapter ["Groups and participants \(line keys\)", page 68.](#)

Actions in the presence indicator

The following sections explain how you can make calls directly in the presence indicator.

Initiating actions

Right-click to open the context menu of the user concerned to trigger any of the following actions:

Action	Description
<i>Call</i>	Call any user you want.
<i>Announcement to</i>	Speak directly to an internal user via the loudspeaker - where available - without them having to first pick up the call. An announcement is then made without call signal on and without call confirmation from the destination phone.
<i>Callback from</i>	Activate the callback of an internal or external user who is busy or not answering. Not all network operators support his function. If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly.
<i>Messages</i>	Send a message to a user.
<i>Ring tone off</i>	Calls are not signalled acoustically.
<i>Pick up from</i>	You can take another user's call, depending on the authorisation profile assigned to you by the system administrator.

**Call:**

1. Right-click to open the context menu of the user you want to call.
2. Click [Call](#) or double-click.
3. If necessary, choose the call number you want.

**Calling with drag-and-drop:**

- Drag the user you wish to call using drag and drop in the phone window.
- ⇒ The user is dialled.

**Announcement:**

1. Right-click to open the context menu of the user for whom you want to start an announcement.
2. Click [Announcement to](#).

**Callback:**

1. Right-click to open the context menu of the user from whom you want a callback.
2. Click [Callback from](#).

**Send message:**

1. Right-click to open the context menu of the user to whom you want to send a text message.
2. Click [Messages](#).
3. Select the message type you want.
4. Write your text message and confirm with [Send](#).

**Answering calls for another user:**

1. Right-click to open the context menu of the user whose calls you want to answer.
 2. Click [Pick up from](#).
- ⇒ You are connected.

Line Keys

This section explains the different options provided by your application, if your system administrator has assigned you one or more configurable keys as Line keys. Line keys turn your phone into a key phone.

A line has a number which can be used to make an external or internal call. One or usually several phones can be connected to this line, for example, in a travel agent's all the staff assigned to handling Europe as a travel destination. In the presence indicator you can see the status of the line key and are able to operate the line key.

Settings

In the [Presence indicator settings](#) window you can carry out the settings that apply to all lines (see Chapter ["Settings", page 66](#)).

Operating the line keys

Once you have carried out all settings, you have various possibilities to operate the line keys. For all variants you first have to activate the line with the appropriate hotkey or with single click. The bar left in the line field flashes shortly.

- Operating with hotkey, see chapters ["Settings: Operation", page 17](#) and ["Settings", page 56](#).
- Right-click to open context menu and select the function you want.
- Operating with double-click, e.g. [Seize line/answer](#) with 1. double-click, [End call](#) with 2. double-click, [Unpark](#).

Personal key

If you do not want to phone via a line key, use your application as described in chapter ["Making and initiating calls", page 32](#).

Line key field

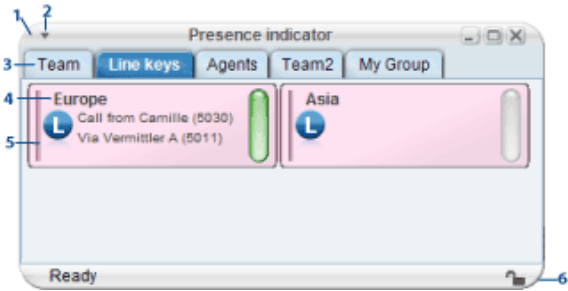
The presence indicator shows at a glance which lines are available and their status. The status of the monitored line is indicated on the one hand by different colours for the line fields and on the other by the symbols of status.



For even greater clarity you can drag and drop individual lines directly onto your desktop.

The number of item fields is limited by the size of the presence indicator window.

No.

Line key



1	Presence indicator	
2	 Context menu	Opens the context menu.
3	Groups	
4	Line name	Indicates the call number (private, business number) on which a user can be reached.
5	 Item order	The item order is fixed or can be moved within the window.

Presence indicator and Calendar

Colour display Line key status

	Connected (internally)
	Connected (external)
	Absent
	Busy, announcement
	Meeting, conference
	Not available
	Available

Groups and participants (line keys)

These sections explain how to manage groups and lines.

Adding/deleting/renaming group

You want to add, rename or delete a (new) group.



Open the [Presence indicator](#).



Add group:

1. Open the context menu and select [Add group](#).
2. Enter a new group name and confirm with [OK](#).



Rename group:

1. Select the group you want.
2. Open the context menu and select [Rename group](#).
3. Enter a new group name and confirm with [OK](#).

▼ Delete group:



1. Select the group you want.
2. Open the context menu and select *Delete group*.
3. Answer *Yes* to the security question.

Note: These functions are also accessible via the context menu of the right mouse key.

Adding/editing/deleting lines

You want to add new lines to a group.

You can set the properties individually for each line.

Setting	Description
<i>Line key</i>	Select the line key you want.
<i>Name</i>	Give your item a name.
<i>Hotkeys</i>	Select the hotkey for the individual items by pressing one or two hotkeys (Alt key, Control key and/or Shift key together with your choice of letter, digit or function key).
<i>Ring tone</i>	For each item you can define a ring tone. Click  to open the list of available audio files. You can listen to the audio files with  . Make use of the ringing delay for the individual item setting.
<i>Delay</i>	Ringtone is only activated after a set time and stops again after a set time.
<i>Popup</i>	Tick this checkbox so that the window is displayed whenever the line is activated.
<i>Opacity</i>	Full opacity or opacity with which other application windows are to be covered. The setting is activated only if the item is dragged to the Desktop.

Note: Users can be attached to several groups at the same time.



Open the *Presence indicator*.

- ▼ **Add line:**
 1. Select the group you want.
 2. Open the context menu and select *Add item*.
 3. Choose *Line key* then the line you want.
 4. Select the settings you want and click *OK* to confirm.
- ▼ **Editing properties:**
 1. Right-click to open the context menu of the line whose properties you want to change.
 2. Click *Properties*.
 3. Select the settings you want and click *OK* to confirm.
- ▼ **Deleting line:**
 1. Open the context menu of the line key you want to delete; right-click and select *Delete item*.
 2. Answer *Yes* to the security question.

Actions (line keys)

Answering a Call on a Line Key

You are called on one or more Line keys. The line key(s) flash green. You want to answer the call on one of the Line keys.

You decide which call you want to answer on which line key by selecting a line and answering the call with the appropriate operation (see chapter "Operating the line keys", page 66).

Place the cursor over the line key you want to trigger any of the following actions:

Action	Description
<i>Seize line/answer</i>	
<i>Park/Unpark</i>	



Select the line key you want and seize the key (*Seize line/answer*):

- with a double-click,
- with your hotkey, or
- via the context menu.

⇒ The line is selected.

Phoning via a Line key

You want to make a call via a Line key.

You can make a call via any free Line key. Each Line key has its own phone number; in other words when you make a phone call you transfer the phone number belonging to the active Line key.



Select the line key you want and seize the key (*Seize line/answer*):

- with a double-click,
- with your hotkey, or
- via the context menu.

⇒ Line is automatically externally seized.

Enter the call number in the phone window.

Or:

Search the call number for instance in the phone book and drop it on the line key you want.

Parking a call on Line key

You are connected with your call partner via a Line key and decide to park the call.

You can park your call partner on the current Line key.

Presence indicator and Calendar



Park call:

Park a call party using the context menu.

Note: While your call party waits on the line, you have "Do Not Disturb" and this line cannot be used for another call.

To retrieve a parked call:

Unpark a call party using the context menu.

⇒ You are now back through to the parked call partner.

Switching active lines

You are in a call and want to answer a call on another Line key or make a call.

You can seize the line you want with double-click. The active call is automatically parked locally.



Parking the call and switching lines:

Double-click on the line you want.

⇒ The active call is parked. The call on the selected line is activated.

To retrieve a parked call:

Select line and retrieve call party with double-click, hotkey or via context menu.

⇒ You are now back through to the parked call partner.

Further functions

Select the line you want, right-click to open the context menu and select one of the context-dependent functions.

Configure line keys on phone

Setting the response of a line key on phone

When your system administrator has set up the line keys, you can set the response of the line key.

Note: If you want to use a Line key under a configurable key of the MiVoice M535 expansion key module, store this function on level 1.

Select from the following settings:

Setting	Description
<i>Action type</i>	Line key
<i>Audio options</i>	You can choose whether you also want a ringing signal in addition to the flashing Line key when you receive a call on a Line key. You can configure a ringing delay for the ringing tone.
<i>Answer options</i>	<i>Answer type:</i> Key to answer the call by pressing the line key, <i>Handset</i> to answer by picking up the handset, and <i>Hands-free</i> to answer automatically with hands-free. Using <i>Handset</i> or <i>Hands-free</i> , you must also specify the <i>Priority</i> , with 1 being the highest priority, and 8 the lowest. This setting is useful for the two-company configurations. The <i>Handset</i> and <i>Hands-free</i> settings only work when the ringing signal is activated.
<i>Seize options</i>	<i>Seize type:</i> Key for making the call by pressing the Line key and <i>Handset</i> for making the call by picking up the handset. Also specify the <i>Priority</i> , 1 being the highest priority and 8 the lowest. This setting is useful for the two-company configurations.



Open the *Configuration*.



Select the *Phone* dialog box. If you have registered several phones, highlight the phone you want.

Select the *Configurable keys* or *Expansion key module* tab.



Storing Line key:

- 1. Click on the line key you want.
- 2. Select the audio, answer and seize options you want and click [OK](#) to confirm.



Printing equipment labels:

Once you have configured all the keys, click [Print labels](#).
Select what you want to print out and click [Print](#).

Clear a key:



A line key can only be deleted by your system administrator.

Calendar

This section explains how to adapt the calendar to suit your personal requirements.

Settings

Select from the following settings:

Setting	Description
Show reminders	The application sends you reminders of your calendar events.
Reminder tone	Choose the ringing tone with which your application should remind about your calendar entries. Click  to open the list of available audio files. You can listen to the audio files with  .

If you want calendar events to be displayed on your phone's display too, open the context menu of the phone window > [Notifications](#) and tick [Calendar events](#).



Open the [calendar](#).



Open the context menu and select [Settings](#).



Select the settings you want and click [OK](#) to confirm.

Actions in the calendar

This section explains how to adapt the calendar to suit your personal requirements.

Displaying/adding/editing/deleting a calendar entry

You wish to make, edit or delete a new entry in your calendar.



Open the [calendar](#).



Displaying a calendar entry:

Choose the entry you wish to display and double-click to open it.



Adding a calendar entry:

Double-click the day you want in the calendar.

Or:

Right-click to open the context menu and select [New](#).

Select the settings you want and click [OK](#) to confirm.



Editing a calendar entry:

Double-click the entry you want.

Or:

Select the entry you want, right-click to open the context menu and select [Edit](#).

Select the settings you want and click [OK](#) to confirm.



Deleting a calendar entry:

1. Select the entry you want.
2. Right-click to open the context menu.
3. Select [Delete](#).
4. Answer [Yes](#) to the security question.

Journal

The following sections explain how to maintain an overview and keep control of your calls, voice messages and text messages.

Settings of the Journal	77
Call lists	79
Text messages and voice messages	80
Additional functions in the journal	81


Settings of the Journal

This section explains how to adapt the journal to suit your personal requirements.

Settings

Setting	Description
Visible tabs: <ul style="list-style-type: none"> • <i>Missed</i> • <i>Answered</i> • <i>Redial list</i> • <i>Text messages</i> • <i>Voice messages</i> 	Activate the call lists you want to display.
Journal mode: <ul style="list-style-type: none"> • <i>Permanently</i> • <i>Dynamic</i> • <i>Disabled</i> 	<ul style="list-style-type: none"> • all calls are entered in the journal. • Calls are entered in the journal only if the application is open. • Calls are never entered in the journal.
Set entry as viewed	Activate whether an entry is marked as read after a certain period, or when scrolling to the next entry.



Click the  button in the phone window.
 ➡ The *Journal* window opens.

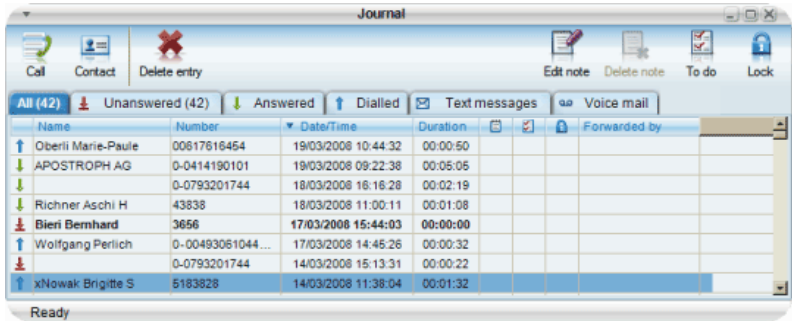


Open the context menu and select *Settings*.



Select the settings you want and click *OK* to confirm.

Display symbols



Journal display symbols



Missed (unanswered) calls



Answered calls



Redial



Text messages



Voice messages



Call user



Save user



Delete entry



Write note



Delete note



Set to-do reminder



Delete follow up



Locking a user




Unlock user

Call lists

This section explains how to make calls via the journal.


Call list of unanswered calls

You want to call someone who has previously tried to reach you.


Your application automatically saves this user's call number in a call list and  is displayed. You can now call the person back using the journal.

The system erases all entries in the journal after a specific time (default setting 10 days). Contact your system administrator for more information. You can lock individual users if you do not want them to be erased from any of the lists.



Click on  in the phone window.

Or:

Click  in the phone window and select the *Unanswered* tab.



Call user:

Highlight the user and click *Call*.


Note: All other available additional functions are described in Chapter "Additional functions in the journal", page 81.

Call list of answered calls

You want to call back someone whose call you answered.

Your application automatically stores this user's phone number. You can now call the person back using the journal.



Click  in the phone window and select the *Answered* tab.



Call user:

Highlight the user and click *Call*.

Note: All other available additional functions are described in Chapter "Additional functions in the journal", page 81.

Redial

You want to call a person you have already called.

In the redial list your application automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can call back the person in question using this list.



Click on ↑ in the display.

Or:

Click ☰ in the phone window and select the *Unanswered* tab.



Call user:

Highlight the user and click *Call*.

Note: All other available additional functions are described in Chapter "Additional functions in the journal", page 81.

Text messages and voice messages

This section explains how to retrieve messages via the journal.

Text messages

You want to read a text message you have received.



Click on ✉ in the phone window.

Or:

Click ☰ in the phone window and select the *Text messages* tab.

⇒ The *Text messages* tab window in the journal opens.



Read text messages:

Highlight the user and click *Read text message*.

Or:

Double-click the user you want.



Deleting a text message from the list:


Highlight the user and click *Delete entry*.

Note: To find out how to compose a text message, refer to the Chapter "Functions in phone book", page 90.


Voice messages

You want to listen to a voice message you have received.



Click on  in the phone window.

Or:

Click  in the phone window and select the *Voice messages* tab.

⇒ The *Voice messages* tab window in the journal opens.



Play voice message:

Highlight the user, click on *Play voice mail* and select the media to play the voice message.



Deleting a voice message from the list:

Highlight the user and click *Delete entry*.

Note: To find out how to set a voice mail greeting, refer to chapter "Managing personal voice mail greetings", page 105.

Additional functions in the journal

Regardless of which list you are in, you have various action options for editing an entry.

Actions

Highlight the user you want and select one of the following possibilities for editing:

- using the button,
- by double-clicking the corresponding column,
- by right-clicking to obtain the context menu.

Action	Description
<i>Call</i>	Call any user you want.
<i>Announcement to</i>	Speak directly to an internal user via the loudspeaker - where available - without them having to first pick up the call. An announcement is then made without call signal on and without call confirmation from the destination phone.

Action	Description
<i>Callback from</i>	Activate the callback of an internal or external user who is busy or not answering. Not all network operators support his function. If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly.
<i>Messages</i>	Send a message to a user.
<i>Ring tone off</i>	Calls are not signalled acoustically.
<i>Pick up from</i>	You can take another user's call, depending on the authorisation profile assigned to you by the system administrator.



Storing a user in the phone book:

Highlight the user and click *Contact*.



Complete the contact data and click *Save and close*.

Note: For further information about phone book refer to Chapter "Phone Book Management", page 86.



Deleting a user from the list:

Highlight the user and click *Delete entry*.



Making a note about the call:

Highlight the user and click *Edit note*.

Note: During a call you can also leave a note for this user and confirm with *OK*.



Deleting a note:

Highlight the user and click *Delete note*.



Add follow up to user:

Highlight the user and click *Follow up*.

⇒ This follow up serves as a reminder (example: call back user).



Delete follow up:

Highlight the user and click *Follow up*.



Locking a user:

Highlight the user and click [Lock](#).

⇒ The user is locked. This means that the user cannot be deleted from the system.



Deleting locking:

Highlight the user and click [Lock](#) again.

⇒ Lock is deleted.

Phone book

The following sections explain which phone books are available to you and how you can use them.

Settings of the phone book	85
Phone Book Management	86
Functions in phone book	90

Settings of the phone book


This section explains how to adapt the phone book to suit your personal requirements.

The response time may vary greatly depending on the size and the number of phone books connected and selected.

Settings

Setting	Description
Show also contacts without name entry	Tick the checkbox if you also want to display contacts those name field has been left blank.




Click on  in the phone window.



Open the context menu and select [Settings](#).



Select the settings you want and click [OK](#) to confirm.
 Settings are saved.

Display symbols

Phone book display symbols



Save new contact



Edit contact



Delete contact



Call contact



Send contact a message



Search



List



Cards

Phone Book Management

This section explains which phone books are available to you, how to create a new entry in the phone book and how to edit or delete an entry.

Available phone books

Communication inside the company becomes much more effective if telephony is integrated into the IT systems. The already existing directories, databanks and phone books can be used to make calls by name or to identify incoming calls (displaying names instead of just numbers) on all Mitel phones.


There are communication server directories, OIP directories and external directories. All your communication system users are stored in the communication server directory. OIP (Mitel Open Interfaces Platform) is a software component that combines language with IT, thus telephony with computer applications and e. g. integrates phone books, Exchange contacts and Outlook calendar. OIP and communication server are synchronised on a regular basis. It is therefore sensible to display either the OIP or the communication server directories. The OIP directories have a larger capacity; a contact can have several phone numbers; the OIP private phone book enables subfolders.

Depending on the system configuration and the phone books integrated by your system administrator, you can display various internal and external phone books.

Directories	Description
Communication server directories	<ul style="list-style-type: none">• Public phone book• User directory• Network users
OIP directories	<ul style="list-style-type: none">• Public phone book (OIP)• User directory (OIP)
Microsoft directories	<ul style="list-style-type: none">• Microsoft Active Directory
Default data bases	<ul style="list-style-type: none">• LDAP directory• JDBC/ODBC directory

Directories	Description
External electronic telephone directories (example)	<ul style="list-style-type: none"> • TwixTel • DasTelefonbuch
Private phone books	<ul style="list-style-type: none"> • Private contacts • Private contacts (OIP) incl. private Outlook contacts



Click on  in the phone window.



Displaying phone books:

1. Highlight [All phone books](#).
2. Right-click to open the context menu.
3. Select [Other phone books](#).
4. Select individually the phone books that are to be displayed.

Note: You can change the presentation of phone book entries with the [View](#) between [List](#) and [Contact cards](#).




Hiding a phone book:

1. Highlight the phone book you want.
2. Right-click to open the context menu.
3. Select [Hide phone book](#).

Editing Phone Books

You can only create new private phone books, and rename or delete them.



Click on  in the phone window.



Creating a new phone book:

1. Highlight the private phone book you want.
2. Right-click to open the context menu.
3. Select [New phone book](#).
4. Enter a name.

Phone book



Rename phone book:

1. Highlight the private phone book you want.
2. Right-click to open the context menu.
3. Select [Rename phone book](#).
4. Enter a new name.




Delete phone books:

1. Highlight the private phone book you want.
2. Right-click to open the context menu.
3. Select [Delete phone book](#).
4. Answer [Yes](#) to the security question.

Creating a New Phone Book Entry

You want to create a new private contact.

You can store private contacts in a private phone book only.

A contact can have several entries (phone number, address, e-mail). You can define one of these entries as default. Activate the checkbox  behind the entry.



Highlight the private phone book you want and click [New](#).



In the [General](#) or [Details](#) tab enter all the contact data you want and confirm with [Save and close](#).

Editing or deleting a phone book entry

You want to modify a contact stored in a private phone book.

You can only edit entries in a private phone book.



Modifying a contact:

Highlight the contact in the private phone book and click [Edit](#).



Modify the contact data and confirm with *Save and close*.



Delete contact:

Highlight the contact you want in the private phone book and click *Delete*.
Answer *Yes* to the security question.






Functions in phone book

This section explains useful phone book functions.


Searching in phone book

You want to search a contact directly in one of the connected and selected phone books.

With directory lookup, you can search for an contact in your private phone book, system phone book or a connected external phone book. The response time may vary depending on the size and the number of phone books connected. The following search options are available:

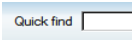
Search	Description
Highlight the user	Highlight the contact directly in the phone book you want.
	Click the right edge of the phone book window on  or  or the corresponding letters then select the contact you want.
<i>Quick search</i>	In the highlighted phone book enter the first letters of the name to find until the user you are looking for appears.
<i>Search</i> (Advanced search)	In advanced search mode you can limit your search with specific search criteria in order to obtain target search results. The search criteria are:
<ul style="list-style-type: none">• <i>Search</i>	In <i>Contacts</i> or <i>Journal entries</i> (if you opened the Advanced Search via the phone window).
<ul style="list-style-type: none">• <i>Search text</i>	Enter a meaningful search text such as name or phone number. All fields will be searched if you do not specify any field constraints. If the fields are not displayed, click  . The search text in the advanced search can contain any part of the stored contact.
<i>Full text search</i>	Activate the full text search if you do not want to restrict yourself to individual or complete search criteria. The character string you are looking for does not have to be the start of the name you are looking for.
Phone book selection	Select specific phone books by clicking  .
Presentation of phone book entries	You can change the presentation of the phone book entries with the <i>View</i> button between <i>List</i> and <i>Cards</i> .



Click the  button in the phone window.



Highlight the phone book you want or [All phone books](#).



Quick search:

In the [Quick search](#) window enter the first letters of the name to find until the user you are looking for appears.

Note: For Quick find to be displayed, the size of the phone book window must be adjusted accordingly.



Click [Call](#) and select the phone number you want.



Search (Advanced search):

Click [Search](#).

Enter your search criteria and click [Find now](#).



Highlight the user you want then click [Select](#) to select the phone number you want.



Full text search:

Open the context menu in the [Search](#) window and select [Full text search](#).


Enter the character string and click [Search now](#).

- Note:**
- The search function is not affected by upper/lower case and special characters.
 - To find out how to create a new contact in your private phone book, refer to the Chapter "[Creating a New Phone Book Entry](#)", [page 88](#).
 - You can also access the advanced search function through the context menu of each window.

Calling from the phone book

You can make a call directly from the phone book or from an open contact.



Click the  button in the phone window.



Highlight the contact in the phone book you want.




Click [Call](#) and select the phone number you want.

Sending message from the phone book

You want to send a written message to a user. Requirement: The user must have a phone capable of receiving messages. You can send the following messages to a user:

Function	Description
<i>Text message via communication server</i>	The message is sent via communication server (to communication server users).
<i>Text message via OIP</i>	The message is sent via OIP (to OIP users).
<i>E-mail</i>	The message is sent as an e-mail (provided there is an existing connection to an e-mail server or the local Outlook; contact your system administrator for more information).
<i>Display text</i>	The message is written as text on the phone display and on the external display.



Click the  button in the phone window.



Highlight the contact in the phone book you want.



Click *Messages*.

Select the message type you want then write the text you want.
Confirm with *Send*.

Note: You can send messages via the context menu: *Telephony* > *Send e-mail* / *Send SMS*. Or from the presence indicator, see Chapter "Actions in the presence indicator", page 64.

Configuration

The following sections explain how to adapt the default settings of the application to your personal requirements so that it combines ideally with other activities on your PC.

User	94
Profiles	99

User

Carry out the following partial steps to make your personal settings.

Private settings

You can enter your personal data such as [Password](#) for the application (by default [0000](#)), your user [PIN](#) as well as your personal phone number and e-mail addresses.

Note: Your PIN applies to all your phones.

Activate presence state synchronisation:

You have three possibilities for specifying how your presence state is synchronized between the communication server and Outlook. Both settings are activated as standard.

Setting	Description
Outlook to communication server	<input checked="" type="checkbox"/> If you change your presence state manually in the application, the changes and the appointments in Outlook are synchronized in the communication server and displayed on your phone. Although changes to your presence state on your phone are adopted in OIP, they do not change your Outlook appointments.
<ul style="list-style-type: none">• Outlook to communication server• Communication server to Outlook	<input checked="" type="checkbox"/> If you change your presence state manually in the application, the changes and your appointments in Outlook are synchronized in the communication server and displayed on your phone. Changes to your presence state on your phone are adopted in OIP and also synchronised in Outlook.
Both settings are deactivated	You can only change your presence state in the communication server manually in the application. The communication server to Outlook setting is also automatically deactivated if the Outlook to communication server setting is deactivated.

What's more, if you change the presence state on your phone to [Available \(Deactivate\)](#), you cancel all the active appointments in Outlook and not just the appointments that currently control your presence state. The exceptions are the following entries in Outlook, which are not cancelled when the presence state is deactivated:

- Appointments lasting several days,
- Appointments lasting an entire day,
- Appointments already set to the [Available](#) presence state.

Note: You can also change your presence state in the OfficeSuite (see the Chapter ["Setting the presence state"](#), page 60).



Open the [Configuration](#).



Select the [User](#) dialog box.



Select the [Private settings](#) tab.



Enter a password/PIN:

1. Click on .
2. Enter the values you want.
3. Confirm with [OK](#).



Synchronise presence state:

Tick the checkbox with the setting you want.

Destinations

Depending on the authorisation profile given to you by your system administrator, you have the right to set the following destinations and options for your phone in OfficeSuite.

Setting	Description
Predefined destinations	Calls are forwarded to a preconfigured destination.
Unreachable destinations	Call forwarding in case of unreachability to a preconfigured destination.

Configuration

Setting	Description
<i>Forwarding options</i>	If you enable <i>Call forwarding on busy</i> , any incoming call is deflected directly. If you enable <i>CFU on first call</i> , you will be alerted to an incoming call although call forwarding has been enabled; in this case, you have 5 seconds to answer the call.
<i>Standard call forwarding</i>	Define standard call forwarding for internal and external calls on no answer, on busy or when the phone is not available.



Open the *Configuration*.



Select the *User* dialog box.



Select the *Destinations* tab.



Select the settings you want and click *Apply* to confirm.

Protection

You want to protect yourself against certain types of calls. You can protect yourself against the following call types:

Setting	Description
<i>Call waiting protection</i>	If you enable this protection, you will not receive any optical (display) or acoustic (call waiting tone) signal that another user wishes to talk to you while you are already busy with a call.
<i>Call intrusion protection</i>	If you activate this protection, it is not possible for a third user to intrude on your active call and listen in to your conversation.
<i>Call forwarding protection</i>	If you enable this protection, incoming calls cannot be forwarded directly to your phone.
<i>Announcement protection</i>	If you enable this protection, internal users cannot speak to you directly via your loudspeaker, that is without first waiting for an answer from you.
<i>Do not disturb</i>	If you enable this protection, calls coming into your phone are automatically forwarded to a specific destination.

Setting	Description
Remote control protection	If you enable this protection, no configuration adjustments can be made through remote maintenance but only locally on your phone.
Silent intrusion protection	If you enable this protection, it is not possible for a third user to intrude on your active call without optical or acoustic signals (i.e. without this being noticed by you and your correspondent) and listen in to your conversation.



Open the [Configuration](#).



Select the [User](#) dialog box.



Select the [Protections](#) tab.



Select the settings you want and click [Apply](#) to confirm.

Line access

You want to transfer line access to a user.

You can assign a user a right ([Control](#) or [Monitor](#)) for the own line.



Open the [Configuration](#).



Select the [User](#) dialog box.



Select the [Line access](#) tab.



Add line:

1. Use [Add](#) to choose the line you want.
2. Transfer the right.



Deleting line:

1. Highlight the line you want.
2. Click [Delete](#).

Configuring personal call routing

You want to configure your personal call routing.

Your system administrator set up multiple phones with the same phone number in the one number user concept for you (see chapter "One number user concept", page 15). You can thus set up 5 call forwarding types for various situations ("Office", "Home Office", "On the road").

For further information on how to activate personal call routing go to the chapter "Activating personal call routing", page 47.



Open the [Configuration](#).



Select the [User](#) dialog box.



Select the [Personal call routing](#) tab.



Enter a name for the call routing and activate the phones you want.



Confirm with [Apply](#).

Profiles

The presence profile enables you to manage your individual incoming calls according to your presence status. If you are leaving your desk, you can activate the corresponding presence profile. During your absence, this profile manages call switching, call notification and voice mail activities. When you return to your desk, activate the corresponding presence profile.

It is also possible to have presence profiles activated and deactivated automatically according to the current presence status.

Presence state

Presence states are set states that provide information about the current presence and availability of you or another OIP user. The presence state can be specified for each OIP user and, thus, for each communication server user. It is indicated through the [Presence indicator](#) (see chapter ["Presence indicator and Calendar", page 55](#)). It gives several instances that can set the presence state. The presence indicator always shows the last presence state set.

Example:

If in the OIP calendar your presence status is set to [Busy](#), the presence indicator displays [Busy](#). Change now your presence status manually via your OfficeSuite (see chapter ["Setting the presence state", page 60](#)) to [Available](#). The presence indicator changes to [Available](#). The presence status of the OIP calendar remains on [Busy](#).

If OIP is associated with a Microsoft Exchange Server, the OIP calendar accepts the presence status of Microsoft Outlook. The assignment of the Exchange status versus the OIP status is as follows:

Presence state OfficeSuite	Presence state MicrosoftOutlook Calendar
Available	Free
Absent	Absent
Meeting	Absent
Busy	Booked / busy
Not available	Tentative
Unknown	Absent

Create new profile, copy profile, delete profile

Depending on the authorisation profile assigned to you by your system administrator, you have the right to create, copy or delete new profiles in OfficeSuite. Contact your system administrator for more information.

You may either create a new profile or take any of the available default profiles and adapt it to your own needs. You can create as many presence profiles as you want.

You may only define the profiles you have defined yourself. You cannot delete default profiles.

Note: Find further information for profile settings in the following chapters.




Open the [Configuration](#).



Select the [Profile](#) dialog box.




Creating a new profile:

1. Click [New profile](#) .
 2. Enter a name.
 3. Select the template you want and click [OK](#) to confirm.
- ⇒ You can now enter your settings for this profile.




Copy profile:

1. Highlight the profile you want.
 2. Click [Copy profile](#) .
 3. Enter a name.
 4. Select the template you want and click [OK](#) to confirm.
- ⇒ You can now enter your settings for this profile.

Note: You can copy any profile type ([Private](#), [Public](#), [Templay](#)).



Delete profile:

1. Highlight the profile you want.
2. Click [Delete profile](#) .
3. Answer [Yes](#) to the security question.

Activate profile

You can activate individual presence profiles. If you select another presence profile, the current profile is automatically deactivated.

The presence profile is activated independently of the presence status (see Chapter "Presence state", page 99). Otherwise, you can activate a presence profile manually ("Setting the presence state", page 60) via your phone.

When a presence profile is activated all the settings for this profile are activated.





Activate profile:

Open the [Configuration](#).



Select the [Profile](#) dialog box.



Highlight the presence profile you want and click [Activate profile](#) .  is displayed when the presence profile is activated.

Notes:

- function can also be used via the context menu of the right mouse key.
- function can also be used via the context menu of the phone window.

Profile switch

You can use the profile switch to activate and deactivate presence profiles according to the OfficeSuite presence status. If you have linked OfficeSuite to Microsoft Outlook, the presence profiles will be switched according to Outlook's presence status.

Open the profile switch window and make the following settings:

Setting	Description
Switch profile on presence state change	Select the profiles for the individual presence state.
Switch profile on application event	Select the profile for each event.

Once the presence status changes or an event occurs, and if you have set the profile for it, the current presence status activates the associated presence profile.



Profile switch:
Open the [Configuration](#).



Select the [Profile](#) dialog box.



Click [Profile switch](#).



Select the profile you want for each presence status and event.



Confirm with [OK](#).

General settings

Your system administrator has configured your application with default profiles. You can use these default profiles or adapt them to your needs, depending on the user rights given to you by the system administrator.

Setting	Description
Name	Profile name.
Profile availability	<ul style="list-style-type: none">• Private: available to its owner only.• Public: available to all OIP users; can be activated/deactivated individually.• Template: used as a template for creating public and private profiles. The template cannot be used directly as a profile and therefore cannot be activated.• System generated by an OIP service; as a rule cannot be modified.
Deactivation locked for profile switch	The profile can only be deactivated manually and not through the profile switch. For further information refer to Chapter " Profile switch ", page 101.
Presence state	Status inserted in the user field in the presence indicator. For more information see Chapter " Presence state ", page 99.
Absence reason	Reason inserted in the user field in the presence indicator.

Setting	Description
Subject	Text inserted in the user field in the presence indicator.
City	City inserted in the user field in the presence indicator.



General settings:

Open the [Configuration](#).



Select the [Profile](#) dialog box.



Highlight the profile you want and select the [General](#) tab.



Select the settings you want and click [Apply](#) to confirm.

Call forwarding profiles

You can specify the destinations for the diversions as standard.

For further information refer to Chapter ["Absences", page 46](#).

Setting	Description
Profile controls call forwarding	This forwarding is also activated/deactivated when the presence profile is activated/deactivated. If unchecked, the settings are ignored and call forwarding is not activated/deactivated.
Destination	Destination of call forwarding.
Force settings of the profile	Prevents other instances from modifying the forwarding settings defined here, as long as this presence profile is active. Other instances can be: User interaction through the system phone or softphone, forwarding destinations of the presence indicator, OfficeSuite or a softphone, default forwarding destinations defined in the communication server.

Set the personal call routings in chapter ["Configuring personal call routing", page 98](#).

- Notes:**
- You can only activate 1 call forwarding at a time.
 - Personal call routing can simultaneously be activated with [Call forwarding on busy](#) or [Call forwarding on No Reply](#).

Configuration



Configuring call routing:

In the configuration window select the [Profiles](#) dialogue field.



Highlight the profile you want and select the [Call forwarding](#) tab.



Select the call forwarding you want and click [Change](#).



Select the destination you want and the relevant settings and click [OK](#), then [Apply](#) to confirm.

Note: You can also open the [Call forwarding](#) window using the corresponding symbol in the phone window (see chapter ["Display symbols", page 28](#)), or via the context menu in the phone window > [Call forwardings](#).



Configuring call routings:

In the configuration window select the [Profiles](#) dialogue field.



1. Highlight the profile you want.
2. Select the [Call forwardings](#) tab.
3. Tick [Use personal call routing](#).
4. Select the call routing you want.
5. Confirm with [Apply](#).



Highlight the profile you want and select the [Call forwarding](#) tab.



Tick [Use personal call routing](#) then select the call routing you want.



Confirm with [Apply](#).

Voice mail profiles

You want to forward a call to a voice mail.

You can specify the voice mail to which the call is to be forwarded. Assign a voice mail profile to your presence profile.



Configuring voice mail profiles:

Open the [Configuration](#).



Select the [Profile](#) dialog box.



Select the [Voice mail](#) tab.



Use [Configuration](#) to choose the voice mail greeting you want.



Confirm with [Apply](#).

Note: To manage a voice mail greeting, refer to chapter ["Managing personal voice mail greetings"](#), page 105.

Managing personal voice mail greetings

Depending on the system configuration, you have the option of recording up to 3 different greetings (e.g. for absences or holidays). Give each greeting a corresponding name.

If no personal greeting is activated or if none is available, the global greeting is activated automatically, provided it has been recorded. You can obtain more information about voice mail from your system manager or in the Voice Mail Systems User Guide on Mitel DocFinder.

The following options are available for further editing of your voice mail greetings:

Menu	Description
New	Reset voice mail greeting.
Delete	Delete voice mail greeting.
Play	Play voice mail greeting
Record	Record voice mail greeting.

Configuration

Menu	Description
Rename	Renaming the voice mail greeting.
Activate	Activating the voice mail greeting.



Open the phone window.

▼ Open the context menu and select [Voice Mail greetings](#).



Recording voice mail greeting:

- 1. Highlight the greeting you want.
- 2. Click [Record](#).
- 3. Pick up the handset and record your own personal greeting.
- 4. Click [Stop](#) to stop the recording.



Playing voice mail greeting:

- 1. Highlight the greeting you want.
- 2. Click [Play](#).
- 3. Check your personal greeting text and rerecord it if necessary.



Activating the voice mail greeting:

- 1. Highlight the greeting you want.
- 2. Click [Activate](#).



Renaming the voice mail greeting:

- 1. Highlight the greeting you want.
- 2. Click [Rename](#).
- 3. Enter a new name and press enter to confirm.



Deleting a voice mail greeting:

- 1. Highlight the greeting you want.
- 2. Click [Delete](#).
- 3. Answer [Yes](#) to the security question.

Notification profiles

You want to specify on an individual basis how you are to be notified in each case. Assign a notification profile to the presence profile. You can activate notification profiles for [Notification](#), [Display](#), [Audio](#).

Setting	Description
Notification profile	You have to indicate in a notification profile whether and how to be notified about a specific event. The various events are assigned information destinations. You can, for instance, specify that an e-mail should be generated after an unanswered call.
Display profile	A display profile is used to determine how an event will be displayed on the phone based on its priority.
Audio profile	The phone ring tone signals, as well as the loud-speaker and handset speaker volume, are set in an audio profile.



Configuring a notification profile (Notification tab):

Open the [Configuration](#).



Select the [Profile](#) dialog box.



Select the [Notification](#) tab.



In the [Notification](#) field, click the [Configurations](#) button.



Creating a new notification profile:

1. Click [New](#).
2. Enter a new name and confirm with [OK](#).
3. Click "Add" to define the source and destinations.
4. Save with [Apply](#).

Notes: The source/destinations configuration can be found in the chapter ["Creating a new source profile:"](#), page 108 or ["Creating a new destination profile:"](#), page 109.




Copying notification profiles:

1. Highlight the notification profile you want.
2. Click [Copy](#).
3. Enter a new name and confirm with [OK](#).
4. Save with [Apply](#).

Configuration



Deleting a notification profile:

1. Highlight the notification profile you want.
2. Click [Delete](#) .
3. Answer [Yes](#) to the security question.

Notes:

- These functions are also accessible via the context menu of the right mouse key.
- You cannot modify or delete default profiles.



Configuring sources (Notification tab):

Open the [Configuration](#).



Select the [Profile](#) dialog box.





Select the [Notification](#) tab.



In the [Notification](#) field, click the [Configurations](#) button.




Creating a new source profile:

1. Click [Configure sources](#).
2. Click [New](#) .
3. Enter a new name and confirm with [OK](#).
4. Click [Add](#).
5. Select the event (source type) that should trigger a notification.
6. Click  then confirm your settings with [OK](#).
7. Save with [Apply](#).




Copying a source profile:

1. Highlight the source profile you want.
2. Click [Copy](#) .
3. Enter a new name and confirm with [OK](#).



Deleting a source profile:

1. Highlight the source profile you want.
2. Click [Delete](#) .
3. Answer [Yes](#) to the security question.

Notes:

- These functions are also accessible via the context menu of the right mouse key.
- You cannot modify or delete default profiles.



Configuring destinations (Notification tab):

Open the [Configuration](#).



Select the [Profile](#) dialog box.




Select the [Notification](#) tab.



In the [Notification](#) field, click the [Configurations](#) button.



Creating a new destination profile:

1. Click [Configure destinations](#).
2. Click [New](#).
3. Enter a new name and confirm with [OK](#).
4. Click [Add](#).
5. Select the event (destination type) that should trigger a notification.
6. Click  then confirm your settings with [OK](#).
7. Save with [Apply](#).



Copying a destination profile:

1. Highlight the destination profile you want.
2. Click [Copy](#).
3. Enter a new name and confirm with [OK](#).



Deleting a destination profile:

1. Highlight the destination profile you want.
2. Click [Delete](#).
3. Answer [Yes](#) to the security question.

Notes:

- These functions are also accessible via the context menu of the right mouse key.
- You cannot modify or delete default profiles.



Configuring display profiles (Display tab):

Open the [Configuration](#).



Select the [Profile](#) dialog box.



Select the [Notification](#) tab.



In the [Display](#) field, click the [Configurations](#) button.

Configuration



Creating a new display profile:

1. Click [New](#).
2. Enter a new name and confirm with [OK](#).
3. Define the action display priority on the phone:
4. Save with [Apply](#).



Copying display profile:

1. Highlight the audio profile you want.
2. Click [Copy](#).
3. Enter a new name and confirm with [OK](#).
4. Save with [Apply](#).



Deleting a display profile:

1. Highlight the audio profile you want.
2. Click [Delete](#).
3. Answer [Yes](#) to the security question.

Notes:

- These functions are also accessible via the context menu of the right mouse key.
- You cannot modify or delete default profiles.



Configuring an audio profile (Audio tab):

Open the [Configuration](#).



Select the [Profile](#) dialog box.



Select the [Notification](#) tab.



In the [Audio](#) field, click the [Configurations](#) button.



Creating a new audio profile:

1. Click [New](#).
2. Enter a new name and confirm with [OK](#).
3. Save with [Apply](#).




Copying an audio profile:

1. Highlight the audio profile you want.
2. Click [Copy](#).
3. Enter a new name and confirm with [OK](#).
4. Save with [Apply](#).



Deleting an audio profile:

1. Highlight the audio profile you want.
2. Click [Delete](#) .
3. Answer [Yes](#) to the security question.

Notes:

- These functions are also accessible via the context menu of the right mouse key.
- You cannot modify or delete default profiles.
- You cannot make any setting in the audio profiles.

Notifications

You can configure your system in such a way that you are notified by e-mail about certain events or that calendar inputs are displayed on your phone's screen.



Defining notifications:

Open the context menu in the phone window and select [Notifications](#).



Carry out the settings you want by activating the corresponding checkboxes then confirm with [OK](#).

Function profiles

A functions profile contains one or more predefined communication server functions. When the function profile is activated the functions are activated or deactivated in the sorting order. Some functions still require some additional arguments.

You can specify the profile to be activated automatically when you launch ([On activation](#)) or shut down ([On deactivation](#)). Assign a function profile to the presence profile.

The following categories and its functions are available:

Call forwardings	Description
Call forw. (CFU) to user	Incoming calls are automatically forwarded to a specific destination.
Call forw. (CFU) to text message	Incoming calls are automatically forwarded to a specific destination.

Configuration

Call forwardings	Description
<i>Call forw. (CFU) to pager</i>	Incoming calls are automatically forwarded to a specific destination.
<i>Call forw. (CFU) to VM</i>	Incoming calls are automatically forwarded to a specific destination.
<i>Call forw. if busy (CFB) to user</i>	If you are busy, incoming calls will be forwarded to specific destination (user).
<i>Call forw. if busy (CFB) to VM</i>	If you are busy, incoming calls will be forwarded to specific destination (voice mail).
<i>Call forw. on no reply (CFNR) to user</i>	Incoming calls are also forwarded to another destination (user).
<i>Call forw. on no reply (CFNR) to pager</i>	Incoming calls are also forwarded to another destination (pager).
<i>Call forw. on no reply (CFNR) to VM</i>	Incoming calls are also forwarded to another destination (voice mail).
<i>Do not disturb</i>	Your phone does not ring and is set to busy for incoming calls. Incoming calls are automatically forwarded to a destination that has been configured by your system administrator.
Note: For more information about call forwarding, refer to chapter "Call Forwardings", page 46 .	
Protection:	
<i>Call waiting protection</i>	If you enable this protection, you will not receive any optical (display) or acoustic (call waiting tone) signal that another user wishes to talk to you while you are already busy with a call.
<i>Call intrusion protection</i>	If you activate this protection, it is not possible for a third user to intrude on your active call and listen in to your conversation.
<i>Announcement protection</i>	If you enable this protection, internal users cannot speak to you directly via your loudspeaker, that is without first waiting for an answer from you.
<i>CFU protection</i>	If you enable this protection, incoming calls cannot be forwarded directly to your phone.
<i>Fast take protection</i>	If you have activated this protection, you cannot take an incoming call or an active call from another phone to your phone.
<i>Remote control protection</i>	If you enable this protection, no configuration adjustments can be made through remote maintenance but only locally on your phone.

Protection:

	Note: For more information about protection, refer to chapter "Protection" , page 96.
Record malicious call (MCID)	Track malicious call: You are being threatened or molested by a call. You want to identify the caller. Using the MCID : Malicious Call Identification function the provider records the following call data: Your phone number, the caller's phone number, and the time and date of the call. MCID has to be enabled by your provider. Your provider will inform you about accessing the recorded call data.
Hide number on/off	Prevent your call number permanently from being displayed to the caller.
Call number per call	Prevent your call number once from being displayed to the caller.

Telephony functions:

Dial phone number	You can dial a preconfigured call number by clicking.
Set up conference	Set up a conference with two call parties. For further information, please see "Making a conference call" , page 40.
Announcement to user	Speak directly to an internal user via the loudspeaker - where available - without them having to first pick up the call. An announcement is then made without call signal on and without call confirmation from the destination phone.
Announcement to group	Speak directly to a defined group of internal users via the loudspeaker - if available - without these users first taking the call. An announcement is then made without call signal on and without call confirmation from the destination phone. Announcement groups will be defined by your system administrator.
Fast Take (pick up a call)	Take an active call from another phone or a call coming in on another phone on your phone. Fast Take must be enabled. Contact your system administrator for more information.

Configuration

Telephony functions:

<i>Deflect while ringing</i>	Deflect an incoming call to another user during the call phase. For further information, please see "Deflect a call during the ringing phase", page 32.
<i>Park</i>	You would like to keep the person you are talking to on hold without blocking a phone line. For further information, please see "Parking a call partner", page 38.

Server operations:

<i>Welcome announcement</i>	Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ring-back tone again.
<i>Substitution</i>	You can forward calls directed at your PC operator console to a preconfigured destination during your absence. This function is available if the system phone to be controlled is configured as operator console.
<i>User group: Log in/out</i>	Log in/out of a user group. In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.
<i>User group all: Log in/out</i>	Log in/out of all user groups. In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.
<i>Home Alone</i>	If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.
<i>User alarm</i>	Generates one event message.
<ul style="list-style-type: none">• <i>Macro: with state</i>• <i>Macro: stateless</i>	You can enter a function command directly with this function.
<i>Ring Alone</i>	This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept). For further information, please see "Activating ring alone", page 48.

Server operations:

<i>Personal call routing</i>	Activate/deactivate call routing profile in one number user concept (0: Available, 1: Absent, 2: Meeting, 3: Busy, 4: Not available). For further information, please see <u>"Activating personal call routing", page 47</u> .
<i>Call recording: Start/stop</i>	Record a call. The recordings are backed up only in your individual e-mail boxes.

Call center:

<i>Agent login</i>	Activate/deactivate login function.
<i>Agent pause</i>	Activate/deactivate pause function.
<i>Agent wrap up time</i>	Activate/deactivate wrap up time function.

Other applications:

<i>Voice mail greeting</i>	Activates/deactivates a selected voice mail greeting. For further information, please see <u>"Managing personal voice mail greetings", page 105</u> .
<i>Redkey: Trigger</i>	Actuating a redkey triggers the function configured on the connected third-party system. Contact your system administrator for more information.
<i>Profile switch</i>	You can use the profile switch to activate and deactivate presence profiles according to the OfficeSuite presence status. For further information, please see <u>"Profile switch", page 101</u> .



Configuring function profiles:

Open the [Configuration](#).



Select the [Profile](#) dialog box.



Select the [Functions](#) tab.



Select the relevant action ([On Activation](#) or [On Deactivation](#)) and click the [Configuration](#) button.



Creating a new function profile:

1. Click [New](#).
2. Enter a new name and confirm with [OK](#).
3. Save with [Apply](#).

Notes: The functions configuration can be found in the chapter "Configuring functions:", page 116.

Configuration



Copying function profile:

1. Highlight the function profile you want.
2. Click [Copy](#).
3. Enter a new name and confirm with [OK](#).
4. Save with [Apply](#).



Deleting a function profile:

1. Highlight the function profile you want.
2. Click [Delete](#).
3. Answer [Yes](#) to the security question.

Notes:

- These functions are also accessible via the context menu of the right mouse key.
- You cannot modify or delete default profiles.



Configuring functions:

Open the [Configuration](#).



Select the [Profile](#) dialog box.



Select the [Functions](#) tab.



Select the relevant action ([On Activation](#) or [On Deactivation](#)) and click the [Configuration](#) button.



Add function:

1. Highlight the function profile you want.
2. Click [Add](#).
3. Select the category and function you want.
4. Activate or deactivate the function then confirm with [OK](#).
5. Save with [Apply](#).



Modifying a function:

1. Highlight the function profile you want.
2. Highlight the function you want.
3. Click [Modify](#).
4. Enter the settings you want and click [OK](#) to confirm.
5. Save with [Apply](#).



Deleting a function:

1. Highlight the function profile you want.
2. Highlight the function you want.
3. Click [Remove](#).
4. Save with [Apply](#).

Function commands

You can store some functions on a configurable key with the help of the predefined selection. You can also write some functions yourself using some function commands and function codes. The function commands are listed here, the function codes are contained in the user's guide "Features Overview Mitel 415/430/470" on the [Mitel DocFinder](#).

You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a key.

The following function commands are available (depending on the connected phone):

"A"	Seize line with highest priority
"I"	Seize line
"H"	Seize line in hands-free mode
"X"	Disconnect call connection
"P"	Pause 1 second before the next operation
"Lxx"	Seize line xx (Line keys)
"N"	Use the phone number entered in call preparation
". "	Control keys function
"Z"	Activate/deactivate DTMF mode
"R"	Use the phone number last dialled
"Y"	Disconnect call and re seize the line

Examples of how to define a function:

"IR"	Seize line ("I"), Dial phone number last dialled ("R")
"I201"	Seize line ("I") and dial phone number 201

Configuration

Examples of how to define a function:

"I*21201X" Seize line ("I"),
activate call forwarding unconditional ("*21") to phone number
201,
Disconnect call connection ("X")

- Notes:**
- Functions that are not available via the menu can be activated using function codes (see user guide "Features Overview Mitel 415/430/470" on the [Mitel DocFinder](#)) aktivieren.
 - You can either type in a function command or code directly or store it under a function key.
 - You can only activate certain function codes if the same function cannot be obtained via the menu.
 - The availability of certain function codes may be restricted depending on the system and software version.

Function codes

You will find a list of all function codes in the user guide "Features Overview Mitel 415/430/470" on the [Mitel DocFinder](#).

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