A MITEL
PRODUCT
GUIDE

MiVoice Office 400
MiVoice 1560 PC Operator

OIP Release 8.9.3
March 2023

Mitel
Powering connections

Notices

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Welcome... 1

Welcome to the user guide for the PC operator application MiVoice 1560 PC Operator for MiVoice Office 400 communication systems.

This user's guide will assist you with the use of your MiVoice 1560 PC Operator 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.

> **ℹ Note**:
>
> - 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 MiVoice 1560 as rich client version with various Mitel phones. Note that the operation may depend on the coupled Mitel phone (see also "Calling via Mitel phone").
> - If your MiVoice 1560 as rich client version is coupled with a Mitel SIP phone, your Mitel SIP phone may have only 1 line. This setting is made by your system administrator.

Product and safety information, legal information

This chapter contains the following sections:

- About Mitel
- About MiVoice Office 400
- Data protection
- Limited Warranty (Australia only)
- Regulatory provisions

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

2.1 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.

2.2 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.

MiVoice 1560 can be used as an operator console on a stand-alone system or in a networked environment with several systems. Besides the wide array of telephone operator functions, the application also provides all the user-friendly phone functions required for personal use.

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 Document Center 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.

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). If the application is not available, calls are displayed on the coupled phone (Rich client version) or routed to a substitute destination set by your system administrator (IP version).

2.3   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.

2.4   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).

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1. To the extent permitted by law and subject to clause 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:

   - in the case of services:

     - the resupply of the services; or
     - the payment of the cost of resupply; and
   - in the case of goods:

     - the replacement of the goods or the supply of equivalent goods; or
     - the repair of the goods; or
     - the payment of the cost of replacing the goods or of acquiring equivalent goods; or
     - the payment of the cost of having the goods repaired.

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2. Clause 1 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); or
- 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.

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

⚠ **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.

2.5   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.

Integration of MiVoice 1560   3

This chapter contains the following sections:

- Using MiVoice 1560
- Starting MiVoice 1560
- Setting up MiVoice 1560
- Exit MiVoice 1560

The sections explain the necessary steps you need to take to comfortably integrate MiVoice 1560 in your everyday business life.

3.1   Using MiVoice 1560

Using an MiVoice 1560 offers many advantages for operators: Call transfer using the mouse, indication of the internal users available, interactive queue for calls pending, quick and convenient dialling by name, simple handling of call lists, unlimited number of contacts, synchronization with a Microsoft Exchange server, direct access to contact databases, to mention but a few. At the same time you also have access to all the added features of Mitel phones, with the high standard of quality you have come to expect.

And of course the MiVoice 1560 can also be used as a personal telephone.

MiVoice 1560 can be used in two versions:

Rich client version: MiVoice 1560 in the rich client version is an application for operator consoles which, with its user-friendly interface, sets the standard for a versatile and modern operator workstation. It integrates ideally into the Office PC environment and considerably broadens the scope of functions of the coupled Mitel phones.

IP version: MiVoice 1560 as IP softphone is a full fledged PC phone that is not coupled to a physical phone (hardphone). The media devices are installed on the PC.

Regardless of whether you use MiVoice 1560 as a rich-client application together with a Mitel phone or with a PC media device via the IP network: You will undoubtedly appreciate the versatile features. The PC monitor tells you at a glance who is calling, who internally is busy or absent, and who has forwarded their phone. If there are several calls waiting, you can select the most important call directly. If users are busy, you can dial their substitution, leave a text message on the phone or send an e-mail. When connected with Microsoft Exchange you also have access to calendar information and absence information when it comes to forwarding calls.

MiVoice 1560 runs on the Mitel Open Interfaces Platform (OIP). The Mitel Open Interfaces Platform (OIP) is the interface between the Mitel communication server and

applications (Mitel applications and third-party applications) and guarantees a seamless integration of CTI applications.

> **ℹ Note**:
>
> Deactivate the screen saver on computers with the installed MiVoice 1560: Using a MiVoice 1560 on a computer with deactivated screen saver may lead to an unwanted behaviour when an incoming is displayed.

Media device for MiVoice 1560

Your system administrator has equipped your application with a media device. Depending on the media device used, the operation of the device may vary slightly from the instructions given here.

Rich client version: The media device is a cordless or corded MiVoice Office 400 phone used as a speaking and listening device. Acoustic call signalling takes place on MiVoice 1560, only acoustic call signalling for calls to the personal call number takes place on the coupled phone.

IP version: The media device may be a phone handset or headset connected directly to the PC. Only use the media devices specifically recommended by the manufacturer.

3.2   Starting MiVoice 1560

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 MiVoice 1560:

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

MiVoice 1560 is started.

If you are starting MiVoice 1560 for the first time (if not yet set up by your system administrator):

1. Click ⚒ or select *Tools* > *Settings* > *Connection*.

2. Under *Phone number* enter your user phone number.

3. Under *PIN* enter your user PIN.

4. Confirm with *Connect*.

MiVoice 1560 is connected with your phone.

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

Using MiVoice 1560 on different workstations

You can set up your MiVoice 1560 on several PCs. Calls are then automatically routed to the PC you are currently using. Do you sometimes work in a branch? As soon as you start MiVoice 1560, calls are offered there automatically.

3.3   Setting up MiVoice 1560

After the application is started, the configuration can be executed via the settings menu.

Configuring the settings

1. Click ⚒ or select *Tools* > *Settings*.

2. Enter the settings you want and click *Apply* to confirm the changes.

> **ⓘ Note**:
>
> MiVoice 1560 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 ⬚ to open the list of available audio files. You can listen to the audio files with ▶.
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

Setting	Description
	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.

All the functions you can execute using a hotkey were assigned to preset combinations. You can edit, delete or reset them to their default values as required.

🛈 **Note**:

You cannot create any hotkey if MiVoice 1560 is coupled with a Mitel SIP phone.

The following choice of hotkey combinations is available:

Click or 🛠 select *Tools > Settings > Hotkeys*.

Hotkey	Example
Function key	F1 to F12
Control key + digit	Ctrl + 3
Control key + letter	Ctrl + E
Control key + function key	Ctrl + F4
Control key + Shift key + digit	Ctrl + Shift key + 3

Hotkey	Example
Control key + Shift key + letter	Ctrl + Shift key + E
Control key + Alt key + digit	Ctrl + Alt + 1

Setting up hotkeys:

1. Select the action you want, enter the combination you want in the free field of *Enter new hotkey* and click the *Assign* button.
2. Confirm with *Apply*.

Resetting all the hotkeys:

1. Click the *Reset all* button to reset the hotkeys to their default settings.
2. Confirm with *Apply*.

Delete hotkey:

1. Select the action you want and click *Delete*.
2. Confirm with *Apply*.

List of hotkeys

Below is a list of all the functions you can operate using a hotkey. The preset 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.

Function: Open/activate window	Default value
Open/activate window: Agent control	Ctrl + Shift key + A
Open/activate window: Presence indicator	F6
Open/activate window: External display	Ctrl + Shift key + E

Function: Open/activate window	Default value
Open/activate window: Journal	F5
Open/activate window: Calendar	Ctrl + Shift key + C
Open/activate window: Configuration	Ctrl + Shift key + O
Open/activate window: Contact details	F8
Open/activate window: Search	F4
Open/activate window: Phone book	F7
Open/activate window: Phone window	F2
Open/activate window: Dial pad	Ctrl + F2
Open/activate window: Call queue	F3

Function: Miscellaneous	Default value
Activate/restore MiVoice 1560	F12
Dial selected number	Ctrl + F12
Mute/unmute microphone	Ctrl + M

Function: Phone window	Default value
Phone window: End active call	Ctrl + E

Function: Phone window	Default value
Phone window: Park active call	Ctrl + P
Phone window: Transfer active call	Ctrl + T
Phone window: Reject incoming call	Ctrl + X
Phone window: Answer incoming call	Ctrl + A
Phone window: Deflect incoming call	Ctrl + D
Phone window: End call	Ctrl + H
Phone window: Unpark parked call	Ctrl + U
Phone window: Conference	Ctrl + C
Phone window: Brokering	Ctrl + B
Phone window: Write note to active call	Ctrl + N
Phone window: Enquiry call	Ctrl + Q
Phone window: Activate ring tone on active call	Ctrl + O
Phone window: Open redial list	Ctrl + R

Function: Call queue	Default value
Call queue: Unpark first external parked call	Ctrl + Alt + 1

Function: Call queue	Default value
Call queue: Unpark first internal parked call	Ctrl + Alt + 2
Call queue: Answer first external call	Ctrl + 1
Call queue: Answer first internal call	Ctrl + 2
Call queue: Seize line for external call	Ctrl + Shift key + 1
Call queue: Seize line for internal call	Ctrl + Shift key + 2

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
• *Server address* • *IIOP port* • *HTTP port*	Enter here the host name or IP address of the OIP server.
Use Windows login name	Tick the checkbox if a corresponding OIP user with the same name is open. The system then automatically selects the coupled phone.
• *Phone number* • *PIN*	Enter username and PIN.
Save PIN	Tick the checkbox to ensure you are no longer prompted for the password when you restart the application.

Setting	Description
Call connection status	Indicates the current call connection status of theapplication.
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 MiVoice 1560 with all Mitel phones. For further information refer to Chapter "Calling via Mitel phone".

Settings: Outlook

Setting	Description
Enable local Outlook synchronisation	Tick the checkbox and answer the security question to make the synchronization settings you want between Outlook and MiVoice 1560.
Use Outlook profile	Select the Outlook profile you want.
Synchronisation period	Manual or automatically after time.

Setting	Description
Hotkey to launch synchronisation	Select the hotkey you want to use to start the synchronization.
Synchronisation contents: • *Synchronise contacts* • *Synchronise calendar*	Select one or both options. Click the ⬚ button to select a folder. Tick the checkbox *Include subfolders* in the pop-up window to enable the synchronisation of all subfolders of the selected folder.

Only private folders can be synchronized.

Set-up possibilities and their impacts:

Synchronisation direction:	Description
Update Outlook data to MiVoice 1560 (Default)	Manual changes to Outlook appointments and to the presence status in MiVoice 1560 are synchronized in the communication server and displayed on the coupled phone.
Update MiVoice 1560 data to Outlook data	
Update in both directions	Manual changes to Outlook appointments and to the presence status in MiVoice 1560 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:

1. Click or select *Tools > Settings > Outlook*.

2. Tick *Enable Outlook synchronisation* to activate the synchronization between Outlook and MiVoice 1560.

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.

MiVoice 1560 and Outlook will be synchronized according to your settings.

Starting the synchronization manually:

Click or select *Tools > Sync with Outlook now*.

Manual synchronisation of Outlook and MiVoice 1560 is now triggered.

Synchronization report:

Click or select *Tools > 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.

> **ℹ 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.

Help

Should you have further questions - the MiVoice 1560 help offers you advice and assistance. Choice available to call the help:

Press the F1 key.

Or:

Select *Help > Help*.

Or:

Open the context menu of a window and select *Help*.

The Help opens in a new web browser window.

Calling via Mitel phone

You can couple your MiVoice 1560 with the following Mitel phones:

- Mitel SIP phones
- MiVoice 5300 / 5300 IP phones
- MiVoice 2380 IP softphone
- Mitel 600 DECT phones

When your system administrator has set up your MiVoice 1560 and Mitel phone, you can connect and use MiVoice 1560 together with the Mitel phone (see Chapter "Starting MiVoice 1560"). Make all audio settings in the Mitel phone.

As soon as the application and phone are installed and set up, you can start MiVoice 1560 (MiVoice 2380 IP automatically opens at the background). You can now make you calls comfortably via the application and use all application functions.

3.4   Exit MiVoice 1560

You want to close the application.

End MiVoice 1560:

Close the application using the ⊠ button or select *File > Exit*.

The application is closed.

> **ⓘ Note**:
>
> If the application is not available or if the application is closed, calls are displayed on the coupled phone (Rich client version) or routed to a substitute destination set by your system administrator (IP version).
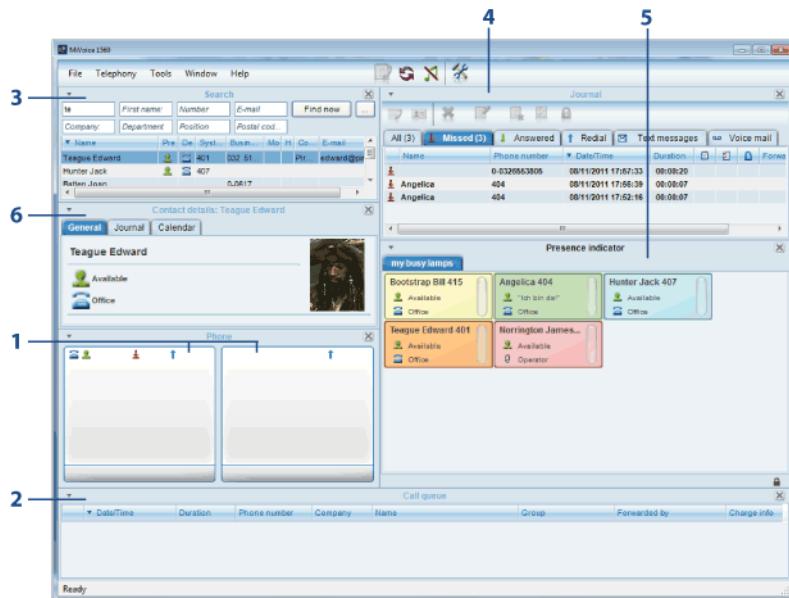
Display symbols, operation   4

This chapter contains the following sections:

- Operating and display elements
- Using the display and operating elements
- Audio settings
- Telephony settings
- Window settings
- Printing lists
- Contact details

Find out how to customise the look and feel and the setting of your MiVoice 1560 in the above sections.

4.1   Operating and display elements

User console operating elements

No.	Key	Description
1	Phone window	Left: Active call window.

No.	Key	Description
		Right: Enquiry call window.
2	Call queue	
3	Search	
4	Journal	
5	Presence indicator	
6	Contact details	
7	Symbol bar	

Display symbols

Table 1: Toolbar functions

	Note to active call
	Activate/deactivate acoustic signalling
	Settings
	Operator groups
A B	Company A or Company B[1]

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[1] If MiVoice 1560 is integrated into a two-company configuration.

	Log agent in to all operator console groups
	Log agent out of all operator console groups
	Activate agent pause
	Deactivate agent pause
	Agent status: Pause inactive (if agent is logged out)
	Agent in wrap up mode
	Activate/deactivate substitution for PC operator consoles

Table 2: 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
	Destination: Operator console[2]

---

[2] If MiVoice 1560 is configured as a member of an operator console group.

✖	Call forw. (CFU) to Do not disturb

Table 3: Phone status display symbols

👤	Available
🔲	Busy
👥	Meeting
👤	Absent
👤	Not available
👤	Unknown

Table 4: Profile display symbols

👤	No active profile
👤✓	Profile activated
👤	Activated profile with changes

Table 5: Phone window display symbols

↓	Missed (unanswered) calls
☎	New voice message
✉	New text messages

⊥	Redial
⊄	Microphone deactivated
⊲	Microphone activated
◁	Loudspeaker activated

Table 6: Call connection states display symbols

▸	Incoming internal call
▣	Incoming internal call connected
▸	Incoming external call
▣	Incoming external call connected
◂	Outgoing internal call
◩	Outgoing internal call in a call
◂	Outgoing external call
◩	Outgoing external call in a call
◂	Outgoing internal/external call busy
▸	Internal/external recall
℗	Parked call
⌛	Call on hold

➡	Call transferred
A	Company A[3]
B	Company B[a]

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").

Open the *External* display.

Open the context menu and select *Settings*.

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

4.2   Using the display and operating elements

The following sections explain how to operate your MiVoice 1560 quickly and simply.

User console

All the windows and functions are to be found in the main user console of MiVoice 1560. From the console you can use your PC keyboard to take calls from the queue, make your own personal calls, carry out the configuration, and operate the journal, phone book and presence indicator.

You can customise the look & feel of the user console to suit your requirements. All the setting possibilities are described in Chapter "Adjusting the layout".

Frequently used functions are operated with the mouse via the MiVoice 1560 (see Chapter "User console operating elements").

The status field displays the status of switching groups and other functions such as substitute circuits or call diversions.

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[3]   Displayed only if MiVoice 1560 is part of a two-company configuration.

Keyboard operation

To scroll in the menus, use your application buttons, your PC keyboard or your mouse. Select an entry by double-clicking or using the Enter key.

File	• Opens the Print menu (see Chapter "Printing lists"). • Exits the application.
Telephony	All phone settings (example: operator consoles, call forwarding, notifications).
Groups[4]	• Operator groups. • Login or pause.
Tools	• Opens the Settings menu (see Chapter "Setting up MiVoice 1560" • Starts the Outlook synchronization (see Chapter "Settings: Outlook")
Window	• Selects all the windows to be displayed. • Layout menu (see Chapter "Adjusting the layout").
Help	Opens the Help window (see Chapter "Help").

PC keyboard	Description

Enter key
 	
 (Enter/Return)
	• Confirms your input.
	 • In the phone window:
	
	     • Enter phone number and press Enter key.
	     • End call.

---

[4] If MiVoice 1560 is configured as a member of an operator console group.

PC keyboard	Description
Navigation keys	Selects the entry.

4.3 Audio settings

Here you can select the ring device you want, the ring melody for internal and external calls, and the voice output settings.

Activate/deactivate acoustic signalling

You can activate or deactivate the acoustic signal as required.

Acoustic signal off:

Click on .

Or:

Select *Tools > Acoustic signal off*.

The acoustic signal is deactivated; is displayed.

Activate acoustic signal:

Click on .

Or:

Select *Tools > Acoustic signal off*.

The acoustic signal is activated; is displayed.

Ring output (rich client version only)

If you are running the operator application as an IP softphone, indicate the installed output devices and select the audio files for signalling calls or system messages.

Calls can ring on the internal PC speaker, the media device or another connected speaker (external speaker).

Open the *Phone window*.

Open the context menu and select *Ring output*.

Click ▭ to open the list of available audio files. You can listen to the audio files with ▸.

Click *Apply* to confirm the selection.

Voice output settings (IP version only)

Your system administrator has equipped your PC with a media device. This could be a handset, a headset or a Bluetooth device. Depending on the device, the operation of your media device may differ slightly from these instructions. Ask your system administrator to explain the correct operation in each case.

Select your input and output device and the corresponding settings. In most cases, your system administrator will have already made these settings for the media devices you use.

Setting	Description
AGC (automatic gain control)	Your voice on the microphone is automatically amplified if you are speaking quietly or the microphone is further away (Automatic Gain Control).
AEC (automatic echo cancellation)	Switch on, when your call parties can hear the echo of their own voice (Automatic Echo Cancellation).
Noise reduction	Reduces the noise levels.
Passband filter	Only audio signals of a certain area are able to pass, audio signals outside this area (high, deep) are attenuated.
VAD (voice activity detection)	When switched on, no data is sent over the network when the microphone receives no sound. Without Voice Activity Detection data is continuously sent, even when a person is not speaking (Voice Activity Detection).
Direct sound	When switched on, the application can directly use the audio hardware of the system, thus accelerating the speed and

Setting	Description
	reducing the amount of computer power needed to process the sound data.

Open the *Phone window*.

Open the context menu and select *Voice output*.

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

4.4   Telephony settings

You can carry out your telephony settings after starting the application.

General tab

Setting	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 or enter the number of digits you want.
Show CDE information	Tick the checkbox so that an external call coming in via a call distribution element (CDE) is displayed.

Open the *Phone window*.

Open the context menu and select *Telephony settings*.

Select the *General* tab.

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

Dialling by name tab

In this tab, highlight the phone books for the search and the number of search results.

Setting	Description
Use dialling by name	Check if you wish to search or dial by names in the phone window.
Show search results	Number of results on one page.

Open the *Phone window*.

Open the context menu and select *Telephony settings*.

Select the *Name dialling* tab.

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

4.5   Window settings

You want to adapt the window settings to your personal needs. You can show or hide windows and arrange them to suit your needs.Within the windows you can specify which information should be displayed.

You can define several layouts and use the appropriate one as required.

Selecting windows

The Window menu provides all the windows of the MiVoice 1560, all of which you can also open using a hotkey (see Chapter "Settings: Hotkeys").

You can select many settings and actions by opening the context menu with a right-click and selecting the corresponding menu.

Adjusting the layout

You can adjust the design of your MiVoice 1560 to suit your needs.

Column setting	Description
Column width	Use the mouse to drag the right column edge.

Column setting	Description
Column sequence	Click the header of the column you want and drag it to the desired location.
Alignment	*Align left, Align right, Align centre*
Best fit	The column width automatically adapts to the largest entry.

Save layout:

1. Design MiVoice 1560 to suit your requirements.
2. Select *Window > Layouts > Save layout*.
3. Assign a name to the current layout and click *Save*.

Restore layout:

1. Select *Window > Layouts > Restore layout*.
2. Select the layout you want and click on *Load*.

   MiVoice 1560 is loaded with the new layout.

Delete layout:

1. Select *Window > Layouts > Delete layout*.
2. Select the layout you want and click on *Delete*.
3. Answer *Yes* to the security question.

Selecting a column, sorting a list

In each window with tables you can select those columns that are to be displayed.

You can sort all the lists: Click the column header once to sort in ascending order and a second time to sort in the opposite order.

Open the window you want.

Click the table and right-click to open the context menu.

Select columns:

1. Select the *Select columns* button.
2. Select the settings you want in the sequence you want and click *OK* to confirm.

    The columns are displayed.

Sorting lists:

click the column header once.

The columns are sorted in ascending order.

Click the column header a second time.

The columns are sorted in descending order.

Select font

Open the window you want.

Click the table and right-click to open the context menu.

Select font:

1. Select the *Select font* button.
2. Select the font, font style and font size you want then click *OK* to confirm.

    The table is displayed in the new font.

Reset font:

Select the *Reset font* button.

The table is displayed in the standard font.

4.6   Printing lists

You can print out individual or summary lists on a user or a particular window.

Printing a user list

You can print all the entries of the users in your communication system summarised on a single list.

Select *File > Print > User list*.

The list of all the users is displayed in the print preview.

Select Print and your printer with the settings you want.

Printing an absence list

You can print the absence entries of all the users in your communication system summarised on a single list.

Information about the time frame:

- If you do not enter a start date, all the days up to the entered end date are taken into account.
- If you do not enter an end date, all the days from the start date are taken into account.
- If you do not enter a start time, the time 00:00 is used.
- If you do not enter an end time, the time 24:00 is used.

Select *File > Print > Absence list* and the period you want (date and time).

The list of all absence entries is displayed in the print preview.

Select *Print* and your printer with the settings you want.

Printing the journal

You can print all your journal entries (missed calls, answered calls, redial list, text messages, voice messages) summarised on a single list.

Select *File > Print > Journal*.

The journal is displayed in the print preview.

Select *Print* and your printer with the settings you want.

Printing user data

You can print various information about a user contact in your MiVoice 1560 summarised on a single list. The following information on a user contact is available to you:

- General information (user data)
- Journal
- Notes (text messages/notes)
- Absences

Select a user contact from a list.

Select *File > Print > User data* and the setting you want.

The list is displayed in the print preview.

Select *Print* and your printer with the settings you want.

4.7   Contact details

Displaying information about a contact

You want to know at a glance all the details you have about a contact?

You can display all the available information about a user with a single click.

The corresponding journal and calendar entries are also displayed in the case of OIP users.

Select a user contact from the window *Search* or *Phone book*.

All information about this contact is displayed in the *Contact details > General/Journal/ Calender* window.

Phoning 5

This chapter contains the following sections:

- Call queue settings
- Working in direct mode
- Substitution
- Phoning on the queue
- Phoning with a personal call number

The above sections explain the setting and operation possibilities of your operator application.

5.1   Call queue settings

With an operator application several calls can be received at the same time without it being *Busy*. The calls are offered in the queue. Double-clicking lets you answer a waiting call even if it is not the first call in the queue.

You can also use the queue to set up an internal or an external call. To do so, right-click a blank line and select whether you want to set up an internal or an external call.

> ℹ **Note**:
>
> If the queue is neither available nor closed, incoming calls cannot be signalled to the queue.

Select from the following queue settings:

Incoming call	Description
Call type	You have the following call types available: • Internal call (call queue) • *External call (call queue)* • *External call for company A (call queue)* • *External call for company B (call queue)*

Incoming call	Description
	• *Internal call to active group (call queue)* • *Internal call to inactive group (call queue)* • *External call to active group (call queue)* • *External call to inactive group (call queue)*
Ring tone	For every call type you can define a ring tone. Click to open the list of available audio files. You can listen to the audio files with .
Text colour	Select the colour you want for each individual call type by clicking on the colour field.

Call	Description
Call type	The acoustic signal for incoming calls can be set as follows: *Ring tone off:* Ring off *Single ring:* Phone rings just once. Ring can be set in such a way that your phone only rings quietly, with delay and/or during a conversation. *Periodic ring:* The phone rings several times. Ring can be set in such a way that your phone only rings with delay and/or during a conversation.

Actions during starting and closing	Description
On start	Enter macros.

Actions during starting and closing	Description
On exit	Enter macros.

Substitution	Description
Forwarding to substitution when application is closed	Tick the checkbox and select the user you want so that forwarding to your substitution is automatically enabled when you exit the application. For further information, please see "Substitution".

Focus	Description
Focus after answering operator call (call queue)	Click the ▶ button to select the focus you want.

Line seizure	Description
Direct mode	Direct line seizure (see Chapter "Working in direct mode").
Incoming seizure	If you have activated direct mode, you can determine the priority with which a call is to be answered.
Direct mode answers only active group calls	Activate/deactivate this function.

Operator Twincomfort	Description
Activated	Activate/deactivate the Twin Comfort function then select the settings you want.

Open *Call queue window*.

Open context menu and select *Settings*.

Select the settings you want and confirm with *OK*.

5.2   Working in direct mode

If direct mode is enabled, the application detects whenever the handset is picked up or replaced or whenever the headset is enabled or disabled and reacts in the same way as an ordinary phone.

If direct mode is disabled, you seize a line and end a call exclusively using the application. In this case, any headset that may be connected should always be enabled.

Direct mode is enabled:

- The active call ends when you hang up.
- Picking up the handset seizes the line directly:

  - If there is no call, a line of the preconfigured call type (internal, external or personal) is seized to set up a connection.
  - If there is an individual call, the call is answered.
  - If there are several calls, the call with the highest set priority is answered.

Direct mode is disabled:

Picking up and hanging up the handset and enabling and disabling the headset have no impact on the response of the application.

> ℹ **Note**:
>
> You cannot work in direct mode if MiVoice 1560 is coupled with a Mitel SIP phone.

Open *Call queue window*.

Open context menu and select *Settings*.

Select the settings you want and confirm with *OK*.

5.3 Substitution

You can forward calls directed at your operator application to a preconfigured destination during your absence. The substitution is automatically activated for all the other operator consoles as well. Personal calls are not affected by the call forwarding.

> **ⓘ Note**:
>
> - Calls already on the operator application when the substitution function is activated are not forwarded.
> - The substitution cannot be activated by remote control.
> - To bypass the direct line seizure, you must first seize a line using the application or answer a call and only then pick up the handset or enable the headset.

Open *Call queue window*.

Open context menu and select *Settings*.

Select the settings you want and confirm with *OK*.

5.4 Phoning on the queue

Answering a call

Your operator application rings and the MiVoice 1560 button on your PC's taskbar starts to flash. Use a mouse click or the corresponding hotkey to put the MiVoice 1560 on top.

You can answer the call in the queue. Choice available:

Press the Enter key on the PC keyboard (the phone window must be active, see Chapter "Call queue settings").

Or:

Double-click the line you want.

Or:

1. Highlight the line you want.
2. Right-click to open the context menu.

3. Click Answer call.

Or:

Use a hotkey you have specified (see Chapter "Settings: Hotkeys").

Ending a call

You can end a call in the operator application as follows:

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

Or:

In the phone window click *End*.

Or:

Use a hotkey you have specified (see Chapter "Settings: Hotkeys").

Initiating calls

You want to make a call via the operator application.

You can use the operator application to initiate calls via the queue.

Mitel phones (excluding Mitel SIP phones):

Open *Call queue window*.

Click inside an empty line, right-click to open the context menu then select *Internal call* or *External call*.

Phone window opens.

Enter the phone number you want.

Mitel SIP phones:

Enter the call number you want in the phone window.

Click the queue inside an empty line, right-click to open the context menu then select *Internal call* or *External call*.

The phone number is dialled.

Park call

You are connected with your call partner via a line and decide to put your call partner on hold.

You can park your call partner locally. A locally parked call partner can only be retrieved by the phone from which the function was initially carried out.

Park call party:

In the phone window click *Park*.

Your call party is now parked locally; 🅿 is displayed in the queue.

To retrieve a parked call party:

Double-click the line you want.

Or:

Highlight the line you want, right-click to open the context menu and select *Unpark call*.

You are now back through to your call partner.

Switching active lines

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

You can click to switch lines. The active call is automatically parked locally.

> **ℹ Note**:
>
> If your MiVoice 1560 is coupled with a Mitel SIP phone, your Mitel SIP may have only 1 line. This setting is made by your system administrator.

Double-click each line you want.

The other call party is automatically parked locally; 🅿 is displayed in the queue.

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:

Drag and drop an active call or unanswered call to the presence key you want.

Or:

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.

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.

Or:

You are in a call. Click on the presence key of the second call party, wait till the user takes the call then click *Connect*.

Or:

1. Answer the call on the queue with the entry key.
2. Enter the call number of the second call party then confirm with the enter key.
3. Wait till the user takes the call. Connect call with the enter key. Call transfer without prior notice:

Call transfer without prior notice:

Drag and drop an active call or unanswered call to the presence key you want.

Or:

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(only for active call transfer).

Making a note about the call

You wish to make a note about the active call or to prepare for a waiting call: You can do so by opening the caller's contact information with a mouse click and e. g. taking a look at the last calls made with this call party.

Opening a contact for an incoming call or an active call:

In the symbol bar, click *Make note about active call*.

Note window opens.

Make your notes and save using the *Ok* button.

The notes are now stored in the journal.

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 menu bar: *Telephony > Send e-mail*.

Enter the recipient and your text then confirm with *Send*.

The message is sent.

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 menu bar: *Telephony > Send SMS*.

Enter the recipient and your text then confirm with *Send*.

The message is sent.

5.5 Phoning with a personal call number

You want to make calls on your operator application without seizing a line.

You can make a call using your MiVoice 1560 via your personal call number. Your application then acts as an ordinary user; in other words, when making a call you will be transmitting your personal phone number.

Answering a call

Your application rings and the MiVoice 1560 button on your PC's taskbar starts to flash. Use a mouse click or the corresponding hotkey to put the MiVoice 1560 on top.

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

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

Or:

In the phone window click *Answer*.

Open listening is automatically activated.

Or:

Use a hotkey you have specified (see Chapter "Settings: Hotkeys").

> **ℹ 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 MiVoice 1560, 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:

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

Or:

Click *End*.

Or:

Use a hotkey you have specified (see Chapter "Settings: Hotkeys").

Dialling with the phone number

You want to call a user.

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

After entering a phone number directly or using the dial pad (to open via context menu *Window > 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.

Or:

Click *Call*.

Open listening is automatically activated.

Or:

Use a hotkey you have specified (see Chapter "Settings: Hotkeys").

> ℹ **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 *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".

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" or "Calling from the phone book".

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 the click *Call*.

Or:

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

The phone number is dialled.

Dialling 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 MiVoice 1560 and press the hotkey you have stored (see chapter "Settings: Operation").

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", for configuration).

> ℹ️ **Note**:
>
> 1. If your MiVoice 1560 is coupled with a Standard Terminal, which is not a Mitel SIP phone, you must configure for this function a function key with macro. Possible terminal types: DSI-AD2, DSI-DASL, DECT, 5300 IP
> 2. If your MiVoice 1560 shall allow to do call waiting although the internal user has blocked the function call waiting, then enable the check box *Force Call Waiting* for the terminal coupled with the MiVoice Office 1560, or enable the check box for MiVoice Office 1560 IP terminal.
> 3. If your MiVoice 1560 is coupled with a Mitel SIP phone, a function key with macro is not possible. Use the feature "Forced Call Waiting" and enable the check box *Force Call Waiting* for the Mitel SIP terminal.

The person you want to talk to is busy. Click *Call waiting*.

You hear the dialling tone.

> ℹ️ **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 predefined 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.

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.

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

Ending a current call:

Click *End*.

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

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 *Callback*.

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 MiVoice 1560 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 on the parked user.

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.

> **ⓘ Note**:
>
> • 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.

> **ℹ 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.

> **ℹ Note**:
>
> See chapter "Enquiry call during a call", 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", 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 *End*.

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.

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.

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"), 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 Documentation Center.

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.

> **ℹ Note**:
>
> If your MiVoice 1560 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"). 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 *End*.

Call Forwardings

You can specify the destinations for the diversions as standard.

You can set the following diversions:

> **ⓘ Note**:
>
> A forwarding applies to all connected phones.

Function	Description
Call forwarding unconditional (CFU)	Calls for you are to be forwarded to a different destination (e.g. phone, voice mail, operator console).
Call forwarding if busy (CFB)	Calls for you are to be forwarded to a different destination, if you are already busy on the phone.
Call forwarding on no reply (CFNR)	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 "Destinations").

ℹ **Note**:

A forwarding applies to all connected phones.

Open the menu bar: *Telephony > 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").

ℹ Note:

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

Operator groups 6

This chapter contains the following sections:

- Agent control
- Working in operator groups
- Phoning
- Making calls in the two-company configuration

If several people deal with customer matters on the phone, it makes sense to create operator groups.

Regardless of whether the incoming calls are offered simultaneously to your colleagues or distributed based on the call numbers: MiVoice 1560 provides you with a user-friendly group tool.

6.1   Agent control

Operating elements

No.		Function	
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.

No.		Function	
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:

Table 7: Phone status display symbols

🔑	Agent status: Logged in
🚪	Agent status: Logged out
👥	Operator groups
🔄	Substitution
👤	Agent available
📞	Agent ringing
☎	Agent busy
⏸	Agent on pause
🕐	Agent in wrap up mode
🕐	Calls waiting

☑	Skill active

6.2   Working in operator groups

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

Your system administrator determines which users belong to which operator group. A user can belong to several operator groups. Properties of an operator group

Properties of an operator group

Your system administrator has the possibility of grouping several OIP PC operator consoles into an operator group. In doing so he will specify the following properties for the operator groups:

- Global operator number. Your system administrator can also specify a separate operator number for each operator group.
- As a member of an operator group, you have access to a number of agent functions of the call centre in addition to the operator functions, e. g. log in, log out or break.

Operator groups	Description
Group name	Your system administrator enters the group name.
Status	• *Logged in* • *Logged out*
Presented calls	Your system administrator specifies which operator calls are displayed: • *Own:* only the calls you receive. • *All:* all calls to this operator group.

Click on ⚏ .

Or:

Select *Groups > Operator groups*.

You obtain an overview of all the operator groups you are assigned to.

Call distribution

A call is offered to a member of a operator 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.

Log in/log out operator groups

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

You have various possibilities for logging in or out.

Log in/log out via the MiVoice 1560 symbol bar:

Click ⬛ or ⬛ .

Log in/log out via a function key:

Set up a function key for yourself. For further information, please see "Adding/ editing/ deleting function keys".

Log in/log out via agent control:

Open Agent control.

All operator groups which you are logged onto are listed.

Logging in to an operator group:

Click on ⬛ .

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

Log out from a operator group:

Click on ⬛ .

You are logged out to all the operator groups in which you are registered as a member.

6.3   Phoning

All telephony functions are described in Chapter "Phoning on the queue".

6.4   Making calls in the two-company configuration

This section explains the options provided by your MiVoice 1560 if the two-company configuration is activated in the system. Contact your system administrator for more information.

In a two-company configuration your operator application signals whether an incoming call is for company A or company B.

Properties of a two-company configuration

The following properties apply to a two-company configuration:

- Call lists are not kept separately according to company.
- The call charges are recorded separately for each company.
- A substitution will apply equally to both companies.

> ℹ **Note**:
>
> In a two-company configuration you must not be configured as an agent as the agent enjoys a higher priority.

Answering a call on a two-company configuration

You handle the calls for two different companies on the same operator application, and the operator application is configured as a two-company system.

1. You receive a call. The queue indicates the company for which the incoming call is intended.

2. Activate MiVoice 1560 and answer the call:

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

Making a call on a two-company configuration

You are operating a two-company configuration and want to appear either as Company A or as Company B, as necessary.

Mitel phones (excluding Mitel SIP phones):

Click the **A** or **B** button on the toolbar.

Or:

Select *Telephony > Outgoing calls for company: Company A or Company B*.

You are now making and receiving calls in your capacity as company A or B.

Open the *Call queue*.

Right-click to open the context menu and select *Internal call* or *External call*.

Phone window opens.

Enter the call number you want.

The phone number is immediately dialled.

Mitel SIP phones:

Click the **A** or **B** button on the toolbar.

Or:

Select *Telephony > Outgoing calls for company: Company A or Company B*.

You are now making and receiving calls in your capacity as company A or B.

Enter the call number you want in the phone window.

Click a blank line on the queue, right-click to open the context menu and select *Internal call* or *External call*.

The phone number is dialled.

Presence indicator and Calendar 7

This chapter contains the following sections:

- Presence indicator settings
- Personal presence state
- Groups and items (Presence indicator)
- Actions in the presence indicator
- Personal calendar
- Actions in the 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.

Configure your function keys also in the presence indicator.

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.

7.1   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
Show team keys	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.

Setting	Description
Show ACD skills	If the application belongs to an operator console group, the group members are displayed in a tab.
Flash on ringing call	Calls are indicated with a flashing presence indicator.
Ring tone off	Calls are not signalled acoustically.
	You can also disable the ringing tone for an incoming call, by opening the context menu of the corresponding user and clicking *Ring tone off*.
• *User item colour* • *Function key colour* • *Line key colour*	Select the colour you want for each item by clicking on the colour field. These colour settings can be changed at any time for each individual item.

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 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)".

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.

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

7.2   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".

Select *Telephony > 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"). To obtain more details click the symbol once.

> ℹ **Note**:
>
> - 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*.

7.3   Groups and items (Presence indicator)

These sections explain how to manage groups and items.

Adding or deleting a group

You want to add 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 *Group settings*.
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.

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

Group settings

These settings apply for each selected group. Select from the following settings:

Setting	Description
Group name	Give the group a name.
Group colour	Select the colour you want to give the group.
Item order	• *Automatic:* The individual items are ordered automatically and cannot be re-ordered. • *Free:* You can order the individual items to suit your requirements.
Item size	Select the item size you want.
Item title font size	Select the font size you want.
Grid size	• *Fit to window:* The grid automatically adapts to the size of the window. • *User defined:* Enter the number of columns and rows you want.
Show grid	Tick the checkbox if you want the grid to be opened.

Defining group settings:

Open the *Presence indicator*.

Select the group you want.

Open the context menu and select *Group settings*.

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

Copying item colour:

Open the item's context menu (presence, function, line), its item colour you wish to copy, with the right mouse button.

Click *Copy colour*.

Right-click to open the context menu of the item you want to add colour to.

Click *Add colour*.

> **🛈 Note**:
>
> Use the *Reset colour* Foxkey to reset the colour selection back to the default value.

Adding/editing/deleting users

You want to add new users to a group.

You can set the properties individually for each user.

Setting	Description
User	Select the user you want.
Name	Give your item a name.
Ring tone	For each item you can define a ring tone. Click ⬚ to open the list of available audio

Setting	Description
	files. You can listen to the audio files with ▶ .
Delay	Ringing tone is only activated after a set time and stops again after a set time.
Opacity	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.
User item colour	Select the colour you want for the item by clicking on the colour field. Use the *Reset* button to delete the choice of colour.

> 🛈 **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".

Setting	Description
Name	Give your item a name.
Hotkeys	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).
Opacity	Full opacity or opacity with which other application windows are to be covered.

Setting	Description
	The setting is activated only if the item is dragged to the Desktop.
Function key colour	Select the colour you want for the item by clicking on the colour field. Use the *Reset* button to delete the choice of colour.

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.

ℹ Note:

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

7.4   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
Call	Call any user you want.
Call forwardings	You can modify a user's call forwarding.
Presence	You can modify a user's presence status.
Announcement to	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.
E-mail	Send an e-mail to a user.
Contact details	Call up a user's contact details.
Callback from	Activate the callback of an internal or external user who is busy or not answering. 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-

Action	Description
	hook. When you pick up the handset, the person you want to call is dialled directly.
Messages	Send a message to a user.
Ring tone off	Calls are not signalled acoustically.
Pick up from	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.

7.5 Personal 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, select *Telephony > Notifications* and tick the *Calender events* checkbox.

Open the *calendar*.

Open the context menu and select *Settings*.

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

7.6 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 8

This chapter contains the following sections:

- Settings of the Journal
- Call lists
- Text messages and voice messages
- Additional functions in the journal

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

8.1 Settings of the Journal

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

Settings

Setting	Description
Visible tabs: • Missed • Answered • Redial list • Text messages • Voice messages	Activate the call lists you want to display.
Journal mode: • Permanently • Dynamic • Disabled	• 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.

Open the *journal*.

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

	Journal display symbols
🔒	Locking a user
🔓	Unlock user

Set filter

Setting	Description
Internal calls	Only internal calls are displayed.
External calls	Only external calls are displayed.

Open the *journal*.

Open the context menu and select *Filter*.

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

8.2 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.

Call user:

Double-click the user you want.

Or:

Highlight the user and click 📇 .

The selected phone number is dialled.

> **ℹ Note**:
>
> All other available additional functions are described in Chapter "Additional functions in the journal".

Call list of answered calls

You want to call back someone whose call you answered.

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

Select the *Answered* tab from the journal.

Call user:

Double-click the user you want.

Or:

Highlight the user and click 📇 .

> **ℹ Note**:
>
> All other available additional functions are described in Chapter "Additional functions in the journal".

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:

Select the *Redial* tab from the journal.

Call user:

Double-click the user you want.

Or:

Highlight the user and click 👤 .

> **ℹ Note**:
>
> All other available additional functions are described in Chapter "Additional functions in the journal".

8.3 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.

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

Read text messages:

Highlight the user you want then click 📧 .

Or:

Double-click the user you want.

Deleting a text message from the list:

Highlight the user you want then click ✖ .

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

Voice messages

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

Click on 🔊 in the phone window.

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

Play voice message:

Highlight the user, click 📠 and select the media to play the voice message.

Deleting a voice message from the list:

Highlight the user and click ❌ .

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

8.4   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
Call	Call any user you want.
Announcement to	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.
Callback from	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.
Messages	Send a message to a user.
Ring tone off	Calls are not signalled acoustically.

Action	Description
Pick up from	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 　.

Complete the contact data and click 　.

For further information about phone book refer to Chapter "Phone Book Management".

Deleting a user from the list:

Highlight the user and click ✖ .

Making a note about the call:

Highlight the user and click 　.

> ℹ **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 　.

Add follow up to user:

Highlight the user and click 　.

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

Delete follow up:

Highlight the user and click .

Locking a user:

Highlight the user and click .

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

Deleting locking:

Highlight the user and click again.

Lock is deleted.

Phone book   9

This chapter contains the following sections:

- Settings of the phone book
- Phone Book Management
- Functions in phone book

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

9.1   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.

Open the *Phone book*.

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

9.2　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	• *Public phone book* • *User directory* • *Network users*
OIP directories	• *Public phone book (OIP)* • *User directory (OIP)*
Microsoft directories	• *Microsoft Active Directory*
Default data bases	• *LDAP directory* • *JDBC/ODBC directory*
External electronic telephone directories (example)	• *TwixTel* • *DasTelefonbuch*
Private phone books	• *Private contacts* • *Private contacts (OIP)* incl. private Outlook contacts

Open the *Phone book*.

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.

> **ℹ 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.

Open the **Phone book**.

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.

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 .

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 you want in the private phone book and click .

Modify the contact data and confirm with .

Delete contact:

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

9.3   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:

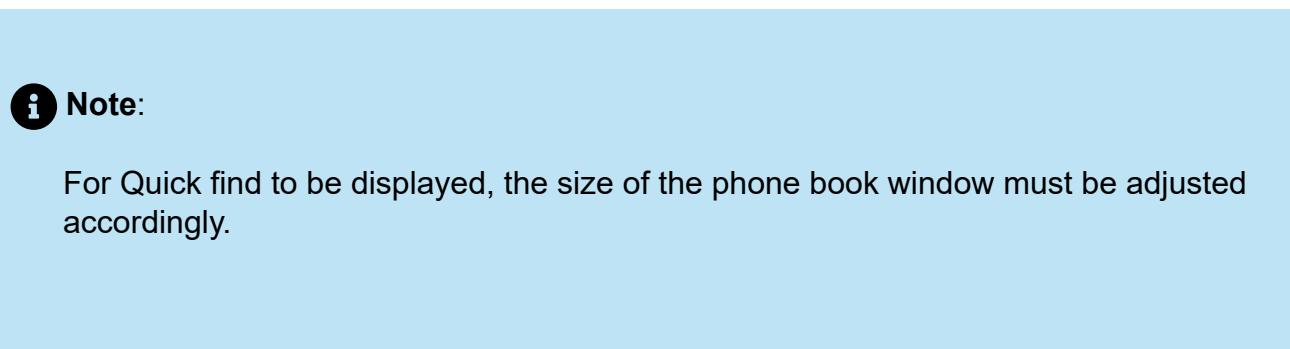| Search	Description
Highlight the user	Highlight the contact directly in the phone book you want.
`123` / `AB`	Click the right edge of the phone book window on `123` or `AB` or the corresponding letters then select the contact you want.
Quick search	In the highlighted phone book enter the first letters of the name to find until the user you are looking for appears.
Search (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:
• *Search*	In *Contacts* or *Journal entries* (if you opened the Advanced Search via the phone window).
• *Search text*	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.
Full text search	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 ▫ .

Search	Description
Presentation of phone book entries	You can change the presentation of the phone book entries with the View button between List and Cards.

Open the *Phone book*.

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.

> ℹ **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".
> - 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.

Open the *Phone book*.

Highlight the contact in the phone book you want.

Click on 🖼 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
Text message via communication server	The message is sent via communication server (to communication server users).
Text message via OIP	The message is sent via OIP (to OIP users).
E-mail	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).

Function	Description
Display text	The message is written as text on the phone display and on the external display.

Open the *Phone book*.

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*.

ℹ Note:

You can send messages via this Menu : *Telephony > Send e-mail /Send SMS*. Or from the presence indicator, see Chapter "Actions in the presence indicator".

Configuration 10

This chapter contains the following sections:

*   User
*   Profiles

The above 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.

10.1 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.
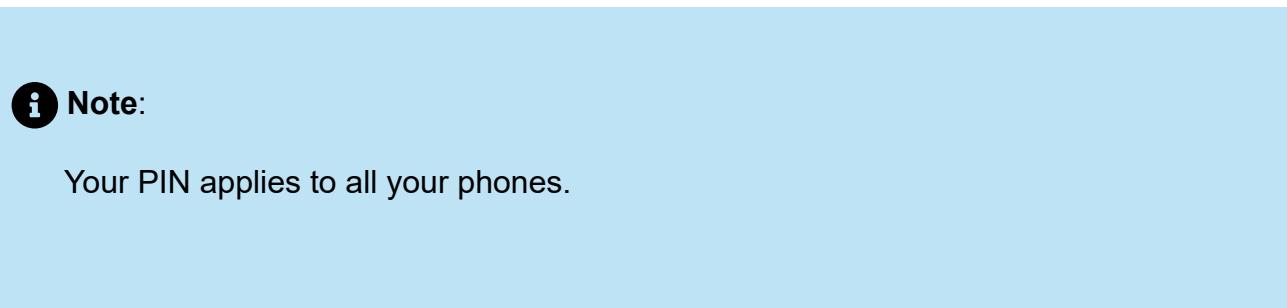
Activate presence state synchronisation:

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	☑ 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

Setting	Description
	phone are adopted in OIP, they do not change your Outlook appointments.
• *Outlook to communication server* • *Communication server to Outlook*	☑ 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 MiVoice 1560 (see the Chapter Setting the presence state on page 74).

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 MiVoice 1560.

Setting	Description
Predefined destinations	Calls are forwarded to a preconfigured destination.
Unreachable destinations	Call forwarding in case of unreachability to a preconfigured destination.
Forwarding options	If you enable *Call forwarding on busy*, any incoming call is deflected directly. If you enable *CFU on first call*, 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.
Standard call forwarding	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
Call waiting protection	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.
Call intrusion protection	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.
Call forwarding protection	If you enable this protection, incoming calls cannot be forwarded directly to your phone.
Announcement protection	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.
Do not disturb	If you enable this protection, calls coming into your phone are automatically forwarded to a specific destination.
Remote control protection	If you enable this protection, no configuration adjustments can be made through remote maintenance but only locally on your phone.

Setting	Description
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*.

10.2 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"). 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 MiVoice 1560 (see chapter "Setting the presence state") 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 MiVoice 1560	Presence state MicrosoftOutlook Calendar
Available	Free
Absent	Absent
Meeting	Absent
Busy	Booked / busy

Presence state MiVoice 1560	Presence state MicrosoftOutlook Calendar
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 MiVoice 1560. 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.

> **ℹ 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 the 👤 button.
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 the 👥 button.
3. Enter a name.
4. Select the template you want and click *OK* to confirm.

You can now enter your settings for this profile.

> ℹ **Note**:
>
> You can copy any profile type (*Private*, *Public*, *Templay*).

Delete profile:

1. Highlight the profile you want.
2. Click the ✖ button.
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"). Otherwise, you can activate a presence profile manually ("Setting the presence state") 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 👤✓ .

👤✓ is displayed when the presence profile is activated.

> ℹ️ **Note**:
>
> - 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 MiVoice 1560 presence status. If you have linked MiVoice 1560 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 the 👤 button.

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	• *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".
Presence state	Status inserted in the user field in the presence indicator. For more information see Chapter "Presence state".
Absence reason	Reason inserted in the user field in the presence indicator.
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.

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, MiVoice 1560 or a softphone, default forwarding destinations defined in the communication server.

Note:

- 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*.
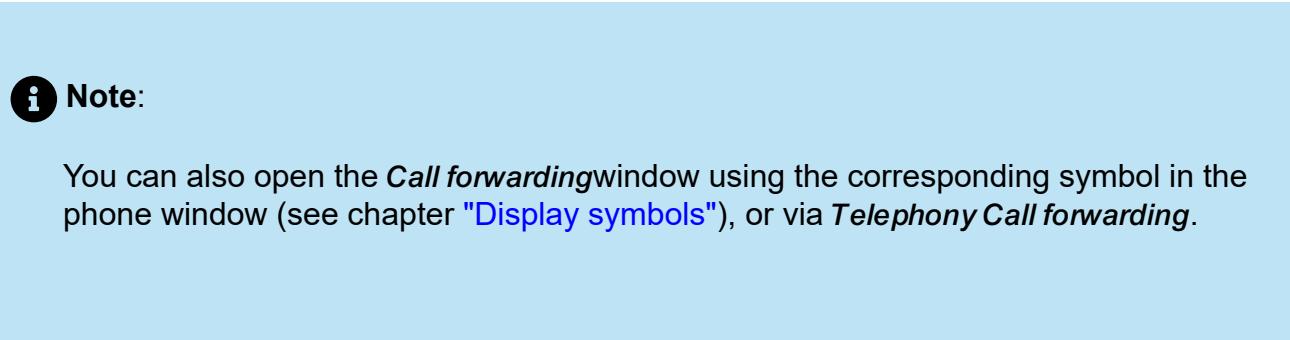
Configuring call routing:

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.

> ℹ **Note**:
>
> You can also open the *Call forwarding*window using the corresponding symbol in the phone window (see chapter "Display symbols"), or via *Telephony Call forwarding*.

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*.

> ℹ **Note**:
>
> To manage a voice mail greeting, refer to chapter "Managing personal voice mail greetings".

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.

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

Select *Telephony > 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 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 loudspeaker 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*.

> **ℹ Note**:
>
> The source/destinations configuration can be found in the chapter "Creating a new source profile:", or "Creating a new destination profile:".

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*.

Deleting a notification profile:

1. Highlight the notification profile you want.
2. Click *Delete* ❌ .
3. Answer *Yes* to the security question.

> **ℹ Note**:
>
> • 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.

ℹ **Note**:

- 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.

> 🛈 **Note**:
>
> • 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.

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.

- 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.

> ℹ️ **Note**:
>
> • 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 email about certain events or that calendar inputs are displayed on your phone's screen.

Defining notifications:

In the menu bar, open the *Notification* menu.

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.
Call forw. (CFU) to pager	Incoming calls are automatically forwarded to a specific destination.
Call forw. (CFU) to VM	Incoming calls are automatically forwarded to a specific destination.
Call forw. if busy (CFB) to user	If you are busy, incoming calls will be forwarded to specific destination (user).
Call forw. if busy (CFB) to VM	If you are busy, incoming calls will be forwarded to specific destination (voice mail).
Call forw. on no reply (CFNR) to user	Incoming calls are also forwarded to another destination (user).
Call forw. on no reply (CFNR) to pager	Incoming calls are also forwarded to another destination(pager).
Call forw. on no reply (CFNR) to VM	Incoming calls are also forwarded to another destination(voice mail).
Do not disturb	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.

Call forwardings	Description
	For more information about call forwarding, refer to chapter "Call Forwardings".

Protection:	
Call waiting protection	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.
Call intrusion protection	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.
Announcement protection	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.
CFU protection	If you enable this protection, incoming calls cannot be forwarded directly to your phone.
Fast take protection	If you have activated this protection, you cannot take an incoming call or an active call from another phone to your phone.
Remote control protection	If you enable this protection, no configuration adjustments can be made through remote maintenance but only locally on your phone.
	For more information about protection, refer to chapter "Protection".

Protection:	
Record malicious call (MCID)	Track malicious call: Your are being threatened or molested by a call. You want to identify the caller. Using the *MCID:* Malicious Call Identification functionthe 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".
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 madewithout 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

Telephony functions:	
	the call. An announcement is thenmade 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.
Deflect while ringing	Deflect an incoming call to another user during the call phase. For further information, please see "Deflect a call during the ringing phase".
Park	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".
Welcome announcement	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.
Substitution	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. For further information, please see "Substitution".

Telephony functions:	
User group: Log in/out	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.
User group all: Log in/out	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.
Home Alone	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.
User alarm	Generates one event message.
• *Macro: with state* • *Macro: stateless*	You can enter a function command directly with this function.
Call recording: Start/stop	Record a call. The recordings are backed up only in your individual e-mail boxes.

Call center:	
Agent login	Activate/deactivate login function.
Agent pause	Activate/deactivate pause function.
Agent wrap up time	Activate/deactivate wrap up time function.

Other applications:	
Voice mail greeting	Activates/deactivates a selected voice mail greeting. For further information, please see "Managing personal voice mail greetings".
Redkey: Trigger	Actuating a redkey triggers the function configured on the connected third-party system. Contact your system administrator for more information.
Profile switch	You can use the profile switch to activate and deactivate presence profiles according to the MiVoice 1560 presence status. For further information, please see "Profile switch".

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 on 👤 .

2. Enter a new name and confirm with *OK*.

3. Save with *Apply*.

> 🛈 **Note**:
>
> The functions configuration can be found in the chapter "Configuring functions:".

Copying function profile:

1. Highlight the function profile you want.
2. Click on 👥 .
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 on ❌ .
3. Answer *Yes* to the security question.

> 🛈 **Note**:
>
> • 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

The following function commands are available (depending on the connected phone):	
"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 reseize 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
"I*21201X"	Seize line ("I"),

Examples of how to define a function:	
	activate call forwarding unconditional ("*21") to phone number201, Disconnect call connection ("X")
	• 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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Powering connections