



A MITEL  
PRODUCT  
GUIDE

# Mitel One Mobile Application User Guide

September 24 2024

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# Getting Started with the Mitel One Mobile Application

# 1

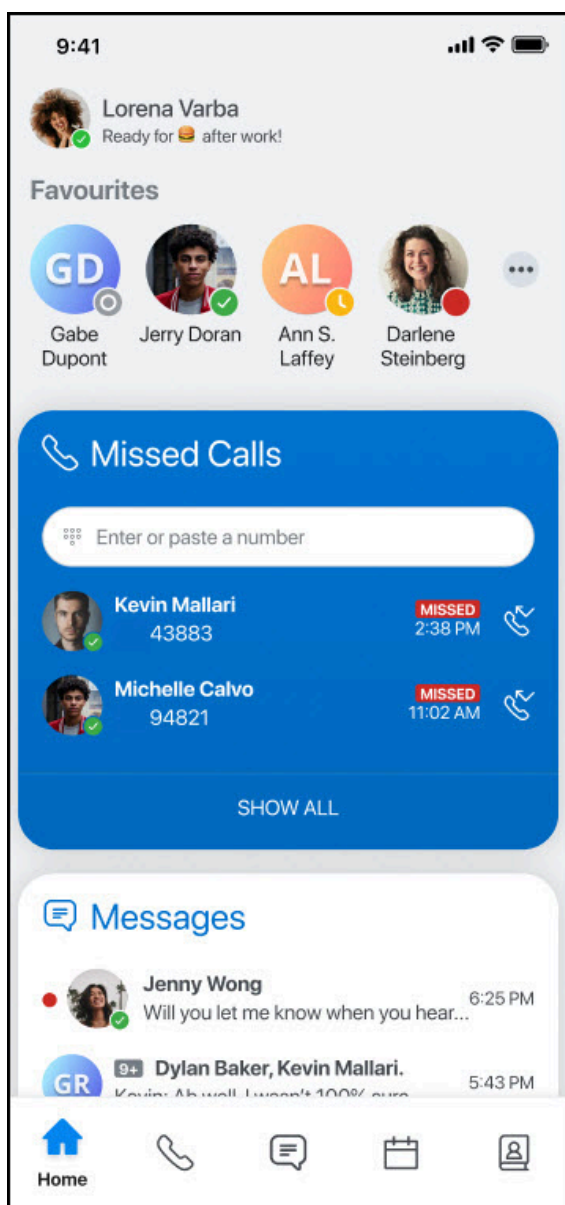
This chapter contains the following sections:

- [What is Mitel One Mobile Application](#)
- [Register and Access the Mitel One Mobile Application](#)
- [Log In / Log Out](#)
- [Reset Your Password](#)
- [Verify your Mobile Number](#)
- [Permissions and Notifications](#)
- [Mitel One Mobile Application Overview](#)
- [Manage Mitel One Settings](#)
- [Supported Regions, and Languages](#)

This chapter will help you to install, register, and log in to the Mitel One mobile app; reset your password; get acquainted with the Home screen; and access your settings, permissions to be enabled to use the app, the notifications generated and the devices supported by the app.

## 1.1 What is Mitel One Mobile Application

The Mitel One mobile application is a next-generation collaboration app that provides advanced communication features and integrates with the MiVoice Office 400 to improve work efficiency and enhance workplace communication. It consolidates telephony, messaging, and meetings within a single app for a complete collaboration experience.



To download the latest version of the app, iPhone users can tap [here](#) for the App Store and Android phone users can tap [here](#) for the Google Play Store. You can also open the App Store or Play Store app on your phone and search for and download Mitel One.

Download and install the app to:

- Place, answer, hold, retrieve, and transfer a call; and perform multi-call handling
- Initiate secure personal one-to-one messaging, group messaging, and Streams
- Manage communications and voice-centric workflows more effectively
- View the live status (presence) of users for whom the PBX is integrated with the app
- Enable contact synchronization and management (business and personal contacts)

## 1.2 Register and Access the Mitel One Mobile Application



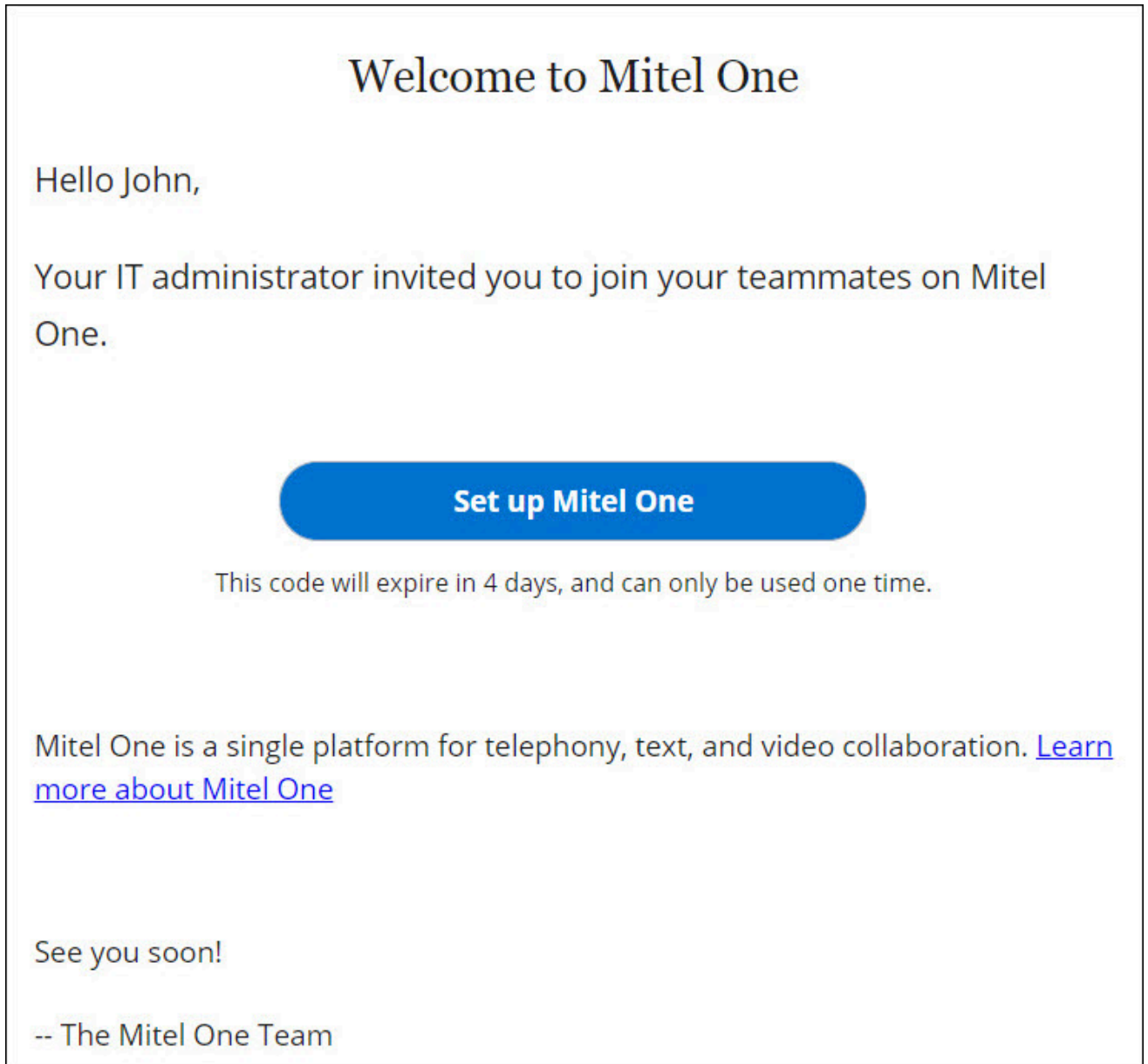
**Note:**

The following procedure applies only to users who do not have Single Sign-On (SSO) configured for their Mitel account. Users who have SSO configured by their IT Administrator need not register their information with Mitel. They can use the SSO functionality to access the application. For more information, contact your IT administrator or see [Configuring Single Sign-On for CloudLink with Microsoft Azure AD](#).

Before you log in to the application for the first time, you must register and set up your Mitel One account. Perform the following steps to set up your account.

1. Ensure that you have received an email bearing the subject line **Welcome to Mitel One** from [no-reply@mitel.io](mailto:no-reply@mitel.io). This is the welcome email sent when a Mitel One license is assigned to you by the Mitel Partner or Account Administrator in the Mitel Administration. If you do not find this email in your mailbox, check your Junk or Spam folders for recent emails sent to you from [no-reply@mitel.io](mailto:no-reply@mitel.io).

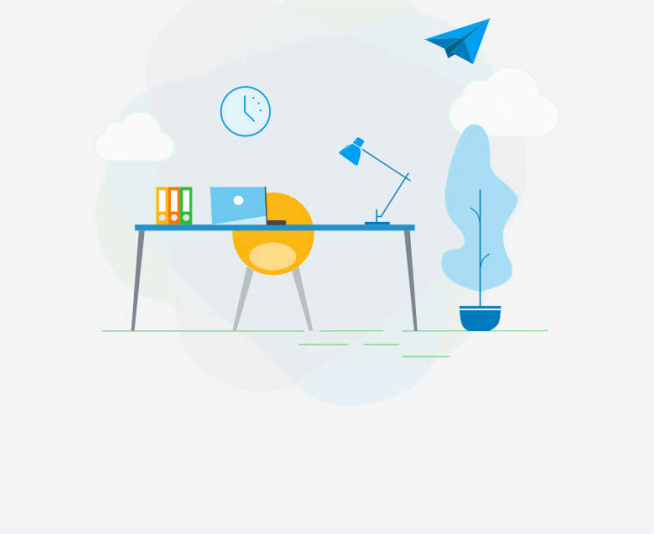
2. The welcome email includes a **Set up Mitel One** button.



Tapping this button takes you to the **Finish building your account** page, where you can provide the details required to complete the account registration process.

3. In the **Name** field, your name will get automatically populated. This is the name that will be visible to other users when you use the application. Create a new password for the Mitel One web application

and tap **Complete** after accepting the terms and conditions to complete the account registration process.



**Finish building your account**

Name

John Smith

Enter your new password below.

\*\*\*\*\*

\*\*\*\*\*

**Password requirements**

- Between 8 and 128 characters
- Has at least one special character (@ ! # \$ % & \_ - = +)
- Has at least one number
- Has at least one upper and lowercase letter

☒ I agree to the [Terms & Conditions](#)

**Complete**

Upon successful registration, you will be logged in to the application and the **Mobile Verification** screen is displayed.

Skip



## Mobile Verification

To place and receive calls using your mobile voice plan, we need to verify your number.

VERIFY NOW



Next



### 4. In the **Mobile Verification** screen:

- Tap **VERIFY NOW** to verify your mobile number. For more information, see [Verify your Mobile Number](#) on page 12.
- Tap **Skip** to skip mobile verification and continue to the Home screen.
- Tap **Next** to open the **Create Your Profile** screen where you can add a profile picture, and add a status message. After making the necessary updates, tap **DONE** to save the changes and to continue to the Home screen.



### Create Your Profile

Add a photo and your first status message so everyone can easily recognize you and see your updates.



## 1.3 Log In / Log Out

### Log In

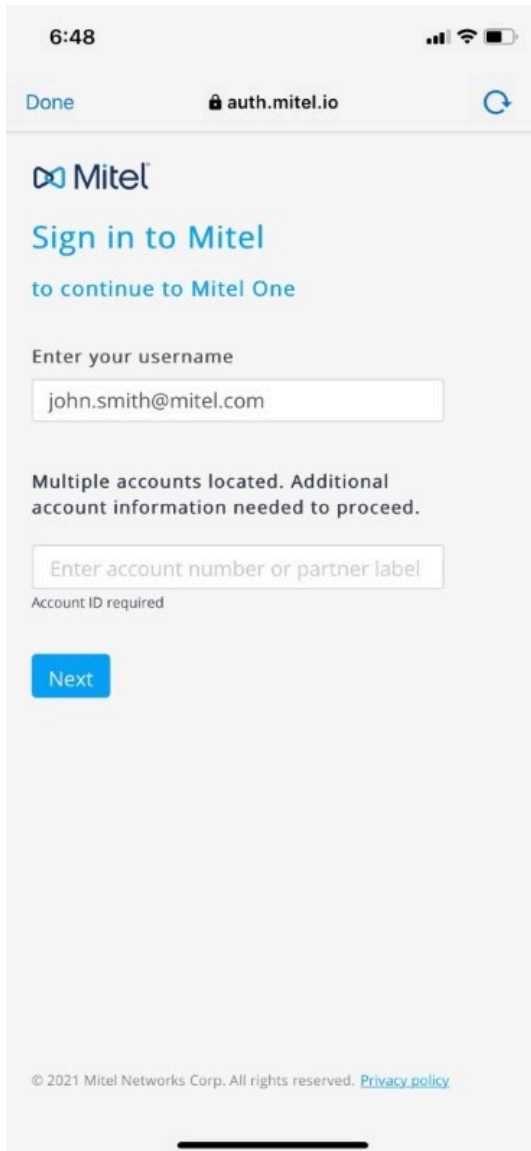
**i Note:**

When you log in to the Mitel One mobile application for the first time after installation:

- For using certain features of the Mitel One app, you must grant permission to the app to access certain areas of your computer when the app generates on-screen messages asking for permissions. For more information, see [Permissions and Notifications](#) on page 20.
- MiVoice Office 400 users will be alerted to verify their mobile number. Verify the mobile number to use the carrier network in the mobile to place or answer calls.

1. Open the **Mitel One** application on your phone and tap **Login**. The Mitel user login page is displayed.
2. Enter the email address (specified in the account for the user) in the **Enter your email address** field and tap **Next**. If your email address is registered with multiple customer accounts, the message

**Multiple accounts located. Additional account information needed to proceed** is displayed and the **Account ID** field appears. Enter the Account ID, and tap **Next**.



The screenshot shows the Mitel One Mobile Application login interface. At the top, the status bar displays the time 6:48 and signal indicators. Below the status bar, there is a navigation bar with a "Done" button, a lock icon, the URL "auth.mitel.io", and a refresh icon. The main content area features the Mitel logo and the text "Sign in to Mitel" and "to continue to Mitel One". A label "Enter your username" is above a text input field containing "john.smith@mitel.com". Below this, a message states "Multiple accounts located. Additional account information needed to proceed." followed by a text input field labeled "Enter account number or partner label". A label "Account ID required" is positioned below the input field. A blue "Next" button is located at the bottom of the input section. At the very bottom, the footer contains the copyright notice "© 2021 Mitel Networks Corp. All rights reserved." and a link to the "Privacy policy".

6:48

Done auth.mitel.io

Mitel

Sign in to Mitel

to continue to Mitel One

Enter your username

john.smith@mitel.com

Multiple accounts located. Additional account information needed to proceed.

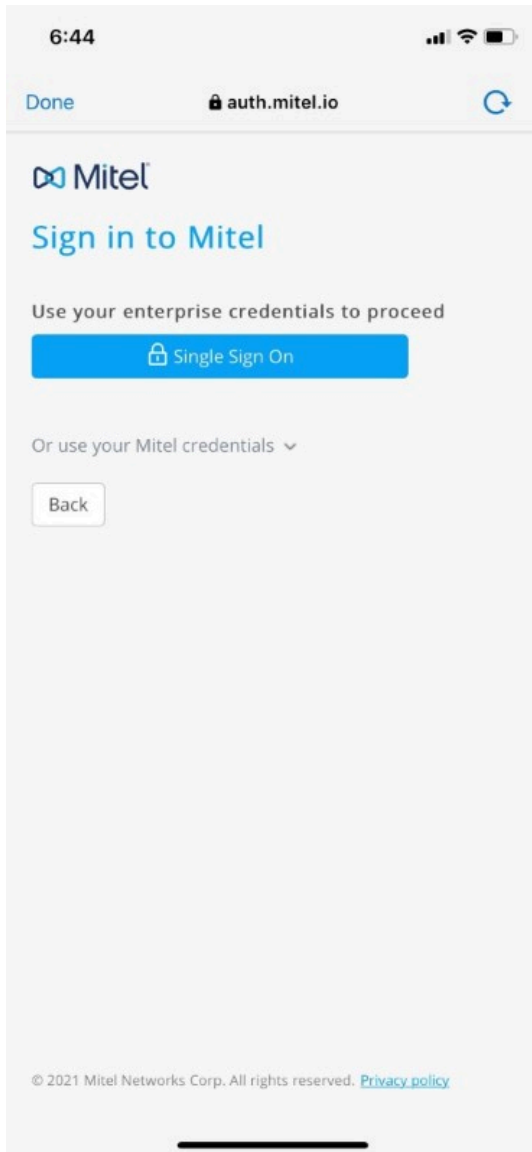
Enter account number or partner label

Account ID required

Next

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3. From the screen that opens, continue to log in to the application using either of the following methods:



- **Using Single Sign-On (SSO)**

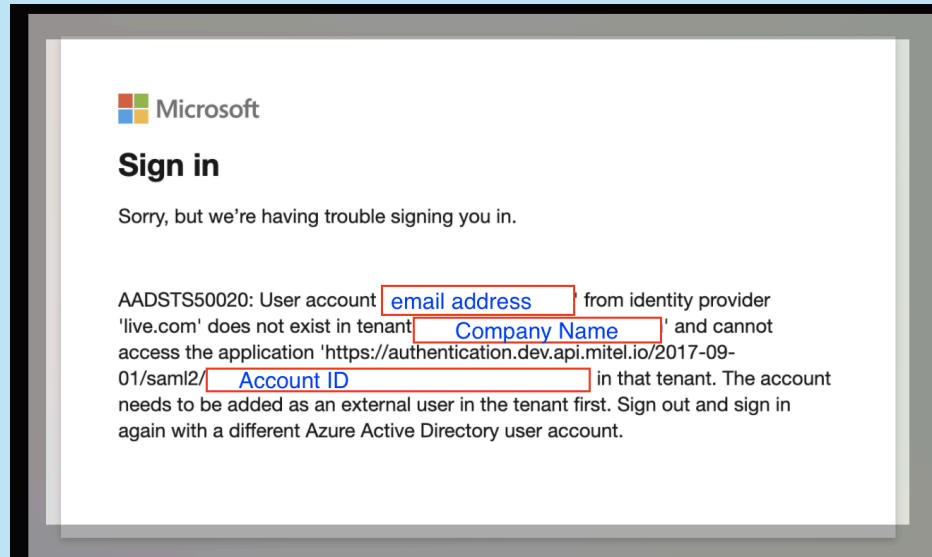
**Note:**

You can use SSO to log in to the application only if your IT administrator has configured Single Sign-On (SSO) for your Mitel account.

- a. Tap **Single Sign On**. You will be redirected to your SSO provider to sign in to your account.
- b. Enter your credentials in the fields provided and tap **Sign in** to log in to the application.

**Note:**

Contact your IT administrator if you are not able to sign in to the application using the SSO option or if you get the following error.



- **Using the Mitel account password**

- a. Tap the **Or use your Mitel credentials** option.
- b. In the **Password** field that is displayed, enter the password you specified while registering your account.
- c. Tap **Next** to log in to the application.

**Note:**

If you have forgotten your password, see [Reset Your Password](#) on page 12 to learn how to set a new password.

After successful sign in, the End User License Agreement (EULA) is displayed.

4. Tap **ACCEPT** to accept the end-user agreement and log in to the application. Tapping **DECLINE** will display a prompt message that you will be logged out of the application. Tap **Proceed** to log out of the application, or tap **Cancel** to close the message.

**Note:**

The end user agreement appears only when a user logs in to the Mitel One application for the first time. If you accept the agreement from one of the type of Mitel One client (that is Mobile, or Web), the agreement will not appear again when the user logs in from other types of Mitel One client.

## Log Out

1. Tap your avatar at the top left of the screen. A panel opens.
2. Tap **LOG OUT** to log out of the application.

## 1.4 Reset Your Password

If you have forgotten your password, perform the following steps to reset your password.

1. Open the **Mitel One** app on your mobile phone and tap **Login**. The Mitel user login page is displayed.
2. Tap **Next**.
3. Tap the **Forgot Password** link.
4. Tap **Next**. If you tap **Login Page**, you are redirected to the user login page.
5. An email containing a **Reset Password** link, and a 6-digit code number is sent to the e-mail address you provided. If you do not find this e-mail in your mailbox, check your Junk or Spam folders for recent e-mails sent to you from [no-reply@mitel.io](mailto:no-reply@mitel.io).
6. Tap the **Enter Code** tab displayed on your phone and enter the 6-digit code number. Tap **Submit** to reset your password.
7. Alternately, in the e-mail that you received, tap the **Reset Password** link. In the **Set a New Password** page that opens, enter a password that meets the **Password Requirements** and confirm the entry. Tap **Next** to reset your password.

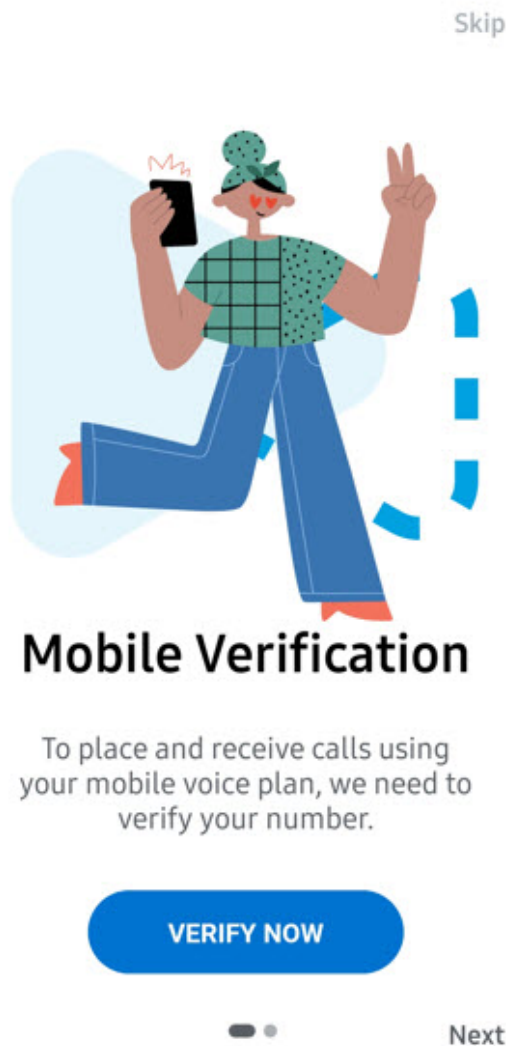
## 1.5 Verify your Mobile Number

Mitel One users can access all the features of the application except managing calls using the carrier network, without verifying their mobile number. To place and answer calls using the carrier network, users must verify their mobile number. After installing the application, perform the following steps to verify your mobile number:

1. Log in to the Mitel One app.

2. Navigate to the mobile verification screen. There are three methods by which you can do this:

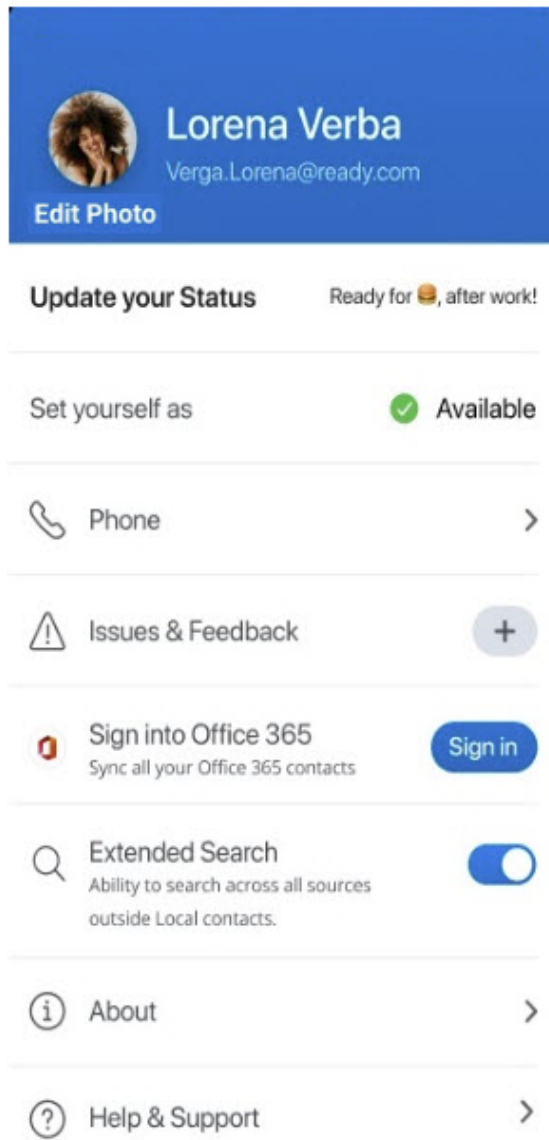
- **By navigating across the initial login screens when you log in for the first time:**
  - a. After you log in for the first time, tap **Skip** or swipe to navigate across the first four screens after which the **Mobile Verification** screen is displayed (as shown in the screenshot below).



- b. Tap **VERIFY NOW** to continue the verification process. Tapping **Skip** cancels the process.

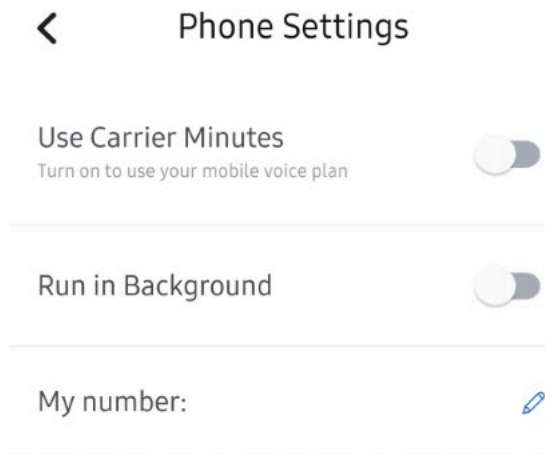
The **Verify Number** screen is displayed.


- **By using the user profile panel:**
  - a. Tap your avatar at the top left of the screen. A panel opens.



b. Tap the **Phone** option. The **Phone Settings** panel opens.

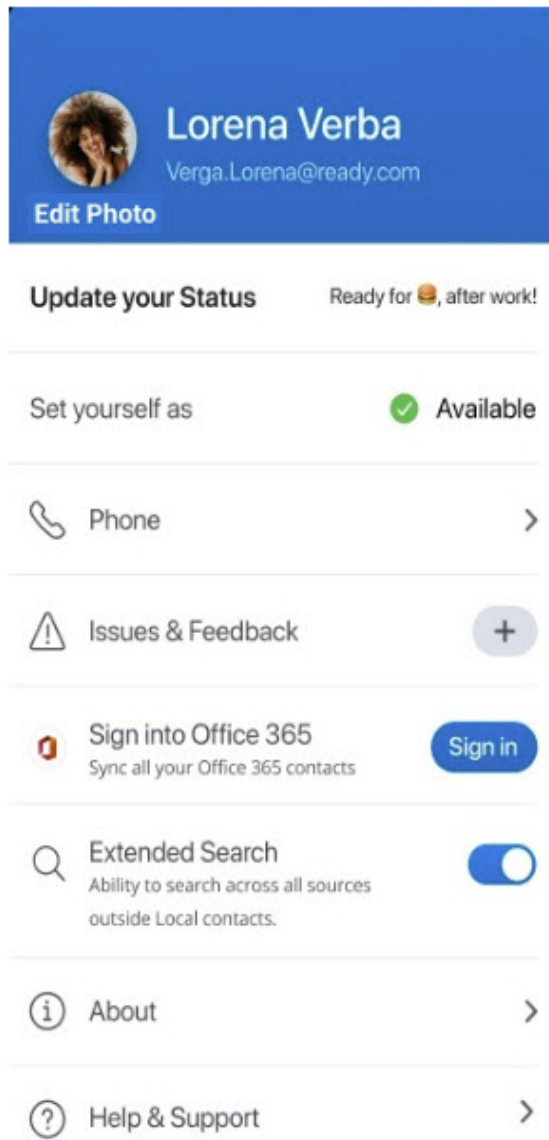




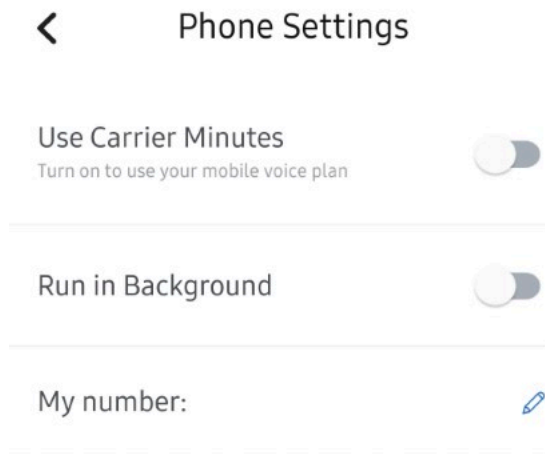
- c. Tap the Edit icon (  ) icon associated with **My number**.

The **Verify Number** screen is displayed.

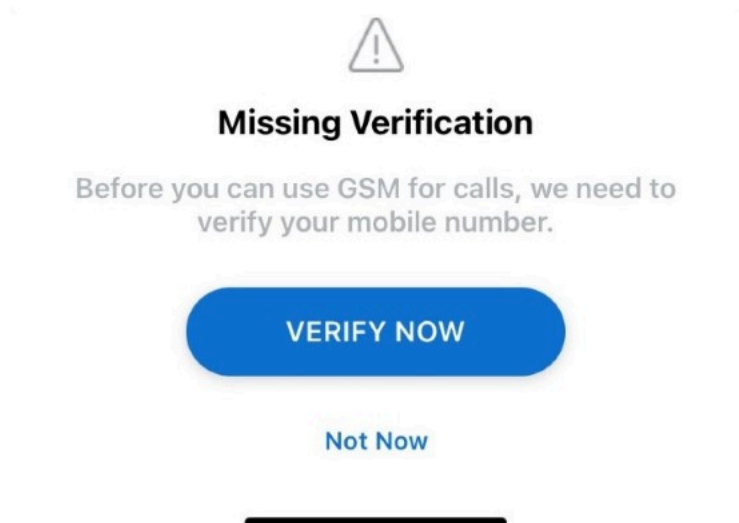
- **By sliding the Use Carrier Minutes toggle button:**
  - a. Tap your avatar at the top left of the screen. A panel opens.



b. Tap the **Phone** option. The **Phone Settings** panel opens.

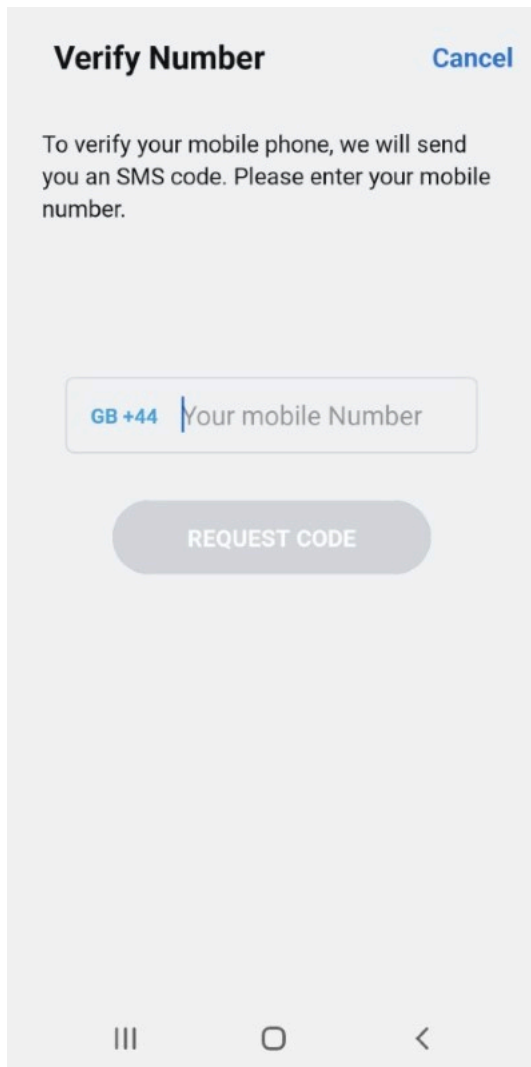


- c. Slide the **Use Carrier Minutes** toggle button to the right. The **Missing Verification** screen is displayed.



- d. Tap **VERIFY NOW** to continue the verification process. Tapping **Not Now** cancels the process.

The **Verify Number** screen is displayed.

The image shows a mobile application screen titled "Verify Number" with a "Cancel" link in the top right corner. Below the title, there is a message: "To verify your mobile phone, we will send you an SMS code. Please enter your mobile number." A text input field is provided with a placeholder "Your mobile Number" and a country code dropdown menu currently set to "GB +44". Below the input field is a button labeled "REQUEST CODE". At the bottom of the screen, there are three standard Android navigation icons: a square, a circle, and a triangle.

3. In the mobile verification screen, select your resident country by using the drop-down menu and enter your mobile number. Tap **REQUEST CODE**. You will receive a six-digit code on the mobile number you entered.

4. In the **Verify Number** screen that opens, enter the code in the field provided and tap **CONFIRM**. If you do not receive a text message containing the code, tap **Resend Code**.



After successful verification of your number, a green banner with the **Number verified! You're ready to make phone calls.** message is displayed.

After verifying your mobile number, you can do the following to turn on your mobile voice plan to manage calls.

1. Tap your avatar at the top left of the screen. A panel opens.
2. Tap the **Phone** option. The **Phone Settings** panel opens.
3. Slide the **Use Carrier Minutes** toggle button to the right. The toggle button turns blue indicating that all outgoing and incoming calls will be routed through your carrier network.

For more information about this feature see, [Manage Mitel One Settings](#) on page 26.

### 1.5.1 Replace Your Mobile Number

To replace your mobile number, perform the following steps:

1. Tap your avatar at the top left of the screen. A panel opens.

2. Tap the **Phone** option. **Phone Settings** panel opens.

3.



Tap the icon associated with **My number**. **Replace Number** panel opens.

4. Enter the new number that you want to update, and tap **REQUEST CODE**. You will receive a six-digit code on the mobile number you entered

5. In the **Verify Number** screen that opens, enter the code in the field provided and tap **CONFIRM**. If you do not receive a text message containing the code, tap **Resend Code**.

6. After successful verification of your number, a green banner with the **Number verified! You're ready to make phone calls.** message is displayed.

## 1.6 Permissions and Notifications

When you log in to the Mitel One application for the first time, the use of certain features will generate a prompt asking for permission to access areas of your device. To enable the application to be fully functional, select the **Allow** or **OK** option for each prompt that asks for your permission. If you choose to **Block** or **Don't Allow** any of these prompts, you will not be able to use the associated features.

The following list describes each type of permission and the associated features.

- Notifications (iPhone only) — Allows the app to display notifications when you receive calls and messages.
- Contacts (iPhone and Android) — Allows the app to access (sync) the personal contacts you have saved on your mobile phone to communicate with these contacts from the app.
- Microphone/Record Audio (iPhone and Android) — Allows the app to record your voice for use during a phone call.
- Phone Calls (Android only) — Allows the app to manage phone calls and call history.
- Run in the Background (Android only) — Allows the app to run in the background and stop optimizing battery usage. The app must be open or running in the background to receive calls and messages.
- Photos (iPhone and Android) — Allows access to your phone's stored images to update your avatar or include in a message.
- Camera/Take Pictures (iPhone and Android) — Allows access to your phone's camera to take a picture to update your avatar or include in a message.

To change your permissions, open the **Settings** menu on your mobile phone (not in the Mitel One application) and use the following guidelines. The exact steps will be different depending on the OS version of your phone.

- iPhone users — Navigate to **Settings > Mitel One**, and change the access setting for the desired features.
- Android users — Navigate to **Settings > Apps or Application Manager > Mitel One > Permissions**, and change the access setting for the desired features.

**Note:**

- Devices running Android 6 or later include [battery optimization features](#), which improve battery life by placing apps that are inactive in [Doze mode or App Standby](#). These battery optimization features can prevent the Mitel One app from displaying incoming message and call notifications when the app is running in the background or closed. To receive incoming messages and call notifications in the Mitel One app, the user must turn off battery optimization options in the mobile device.

There are two categories (OS default and mobile device type specific) of Android mobile device battery optimizations that a Mitel One user must be aware of. The app prompts the user to disable battery optimization if it is set as the default OS option; however, the user must specifically check the battery optimization settings specific to your device.

1. **Default** — When an app user logs in to the Mitel One app or starts the app, the app user must select **Allow** and then **Allow** again if the "Run in the Background" prompt requests a confirmation to allow the app to run in the background. Selecting **Allow** will disable battery optimization related to the Mitel One app. If you select **Deny**, the app may not receive message and call notifications when the app is running in the background or closed.
  2. **Device Specific** — Many Android mobile devices have additional battery optimization settings and options (such as Performance Mode, Power Savings mode, Ultra Power Savings mode, and Manage All Automatically) that impact the app from receiving notifications. Also, there are several user options related to the app receiving notifications. Refer to the user guide for your specific Android mobile device type to ensure that the battery optimization and notifications options are so set as to allow Mitel One app incoming message and call notifications when the app is running in the background or closed.
- When a device is set to **Low Power Mode**, you might experience unpredictable application behavior. It is recommended to charge the device to overcome this behavior.

For all mobile devices with Android 13, after installing the Mitel One mobile application, notifications from the application are blocked.

To give permission to the application, do either of the following:

- When you receive a notification while using the application, click **Allow** in the prompt.
- Go to **Settings > Apps > Mitel One > Notifications** and then enable the toggle button next to **Show notifications**.

## Error Notifications

- If there are problems with your network connectivity, a **The device is currently offline** banner appears. When this occurs, you may be unable to use the app features. If this issue persists, contact your IT administrator.
- If there are problems with the softphone in the application, a **Call service not available** banner appears. The softphone might be unregistered due to a network outage or the CloudLink Platform or the PBX might be blocking the softphone registration. When this occurs, you will not be able to place or answer calls using the application. If this issue persists, contact your IT administrator.

## Badge Notification

- **iOS**

This feature displays a number over the app icon on the home screen of your phone. This is the total number of your missed calls plus unread messages. To enable this feature, go to **Settings > Notifications**, select **Mitel One**, and enable the **Badges** toggle.

- **Android**

This feature displays a number over the top of the app icon on the home screen of your phone. This is the total number of unread messages when there is an active notification in the Notification Center. To enable this feature, go to **Settings > Notifications**, enable the **App icon badges** toggle. (The **App icon badges** setting is enabled for all apps, but you can disable it for an individual app by selecting that app in **Notifications**.) The exact locations for the App icon badges settings may change depending upon the device type.

## Call Notifications

Incoming calls generate different on-screen notifications depending on a variety of scenarios for your app and your mobile phone. To learn more, see [Answer or Decline a Call](#) on page 48.

## Message Notifications

Incoming messages generate different on-screen notifications depending on a variety of scenarios for your app and your mobile phone. To learn more, see the iPhone or Android section of [Respond to a Message](#) on page 78.

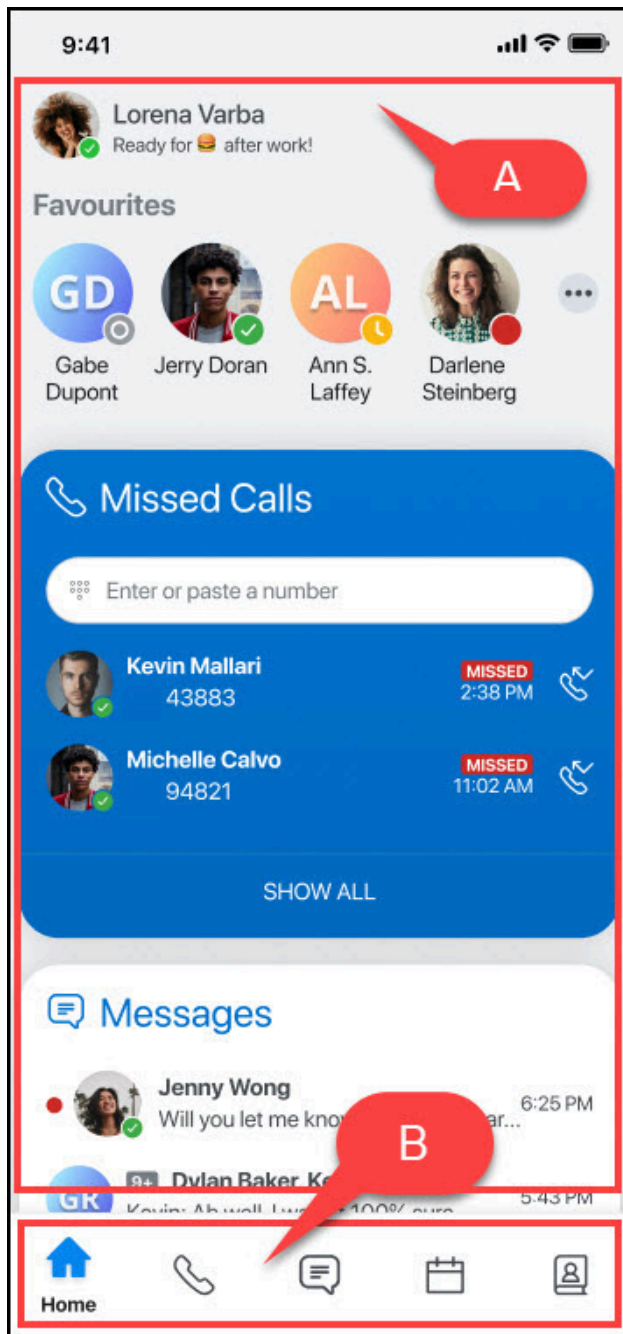
# 1.7 Mitel One Mobile Application Overview

The main screen of the Mitel One mobile application has two main sections:

**A - Home screen**

**B - Navigation menu**





**Note:**

- What features are available in the Mitel One application for a user depends on the license that the user has purchased. For more details about licensing, see the *Licensing* section of the specific PBX in the [Mitel One Deployment Guide](#). A CloudLink Administrator can enable or disable specific Mitel One features for a user. Contact your CloudLink Administrator if you do not have access to the features mentioned in the license subscribed by you.
- Because Ray Baum is not supported on the MiVoice Office 400 PBX, telephony is disabled on the Mitel One web application for MiVoice Office 400 PBX users in North America.

## Home Screen

The Home screen provides easy access to all the features of the application and enables quick communication with your contacts.

The Home screen displays:

- the user's avatar at the top left of the screen.
- the following widgets:
  - Favorites
  - Messages
  - Missed Calls
  - Quick Functions

## Avatar

Tapping the avatar at the top left of the app screen opens a panel that provides access to change multiple settings. The most important settings include changing your avatar, mobile number, setting your presence and a personalized status message, enabling or disabling Use Carrier Minutes, Run in Background (Android only), change the Log Level, Submit an Issue, and share feedback about the application; and access the online help documentation, release information, the privacy policy, and the End User License Agreement; and view the application version number. For more information, see [Manage Mitel One Settings](#) on page 26.

## Widgets

- **Favorites**

The Mitel One mobile app allows you to add up to 48 contacts as favorites. The **Favorites** widget also displays the speed dials and user groups you added to your Mitel One web application. For more information, see [Set Your Favorites](#) on page 39.

- **Missed Calls**

The **Missed Calls** widget displays the calls you have missed. Tapping the **SHOW ALL** option in the widget opens the **Phone** menu where you can:

- View all outgoing and incoming calls in the **All** list
- View only incoming calls that were not answered in the **Missed** list
- Search for a contact in the directory using the Search icon.

For more information, see [Phone](#) on page 45.

- **Messages**

The **Messages** widget lists all the recent messages you received, in chronological order. To reply to a message in the **Messages** widget, tap the message. This opens the messaging session with that contact displaying the messages you received.

For more information, see [Messages](#) on page 75.






- **Quick Functions**

The **Quick Function** widget lists four frequently used function types available as Quick Functions in the Mitel One Mobile application. You can activate or deactivate any of these functions by selecting the corresponding quick function key.

For more information, see [Quick Functions](#) on page 92

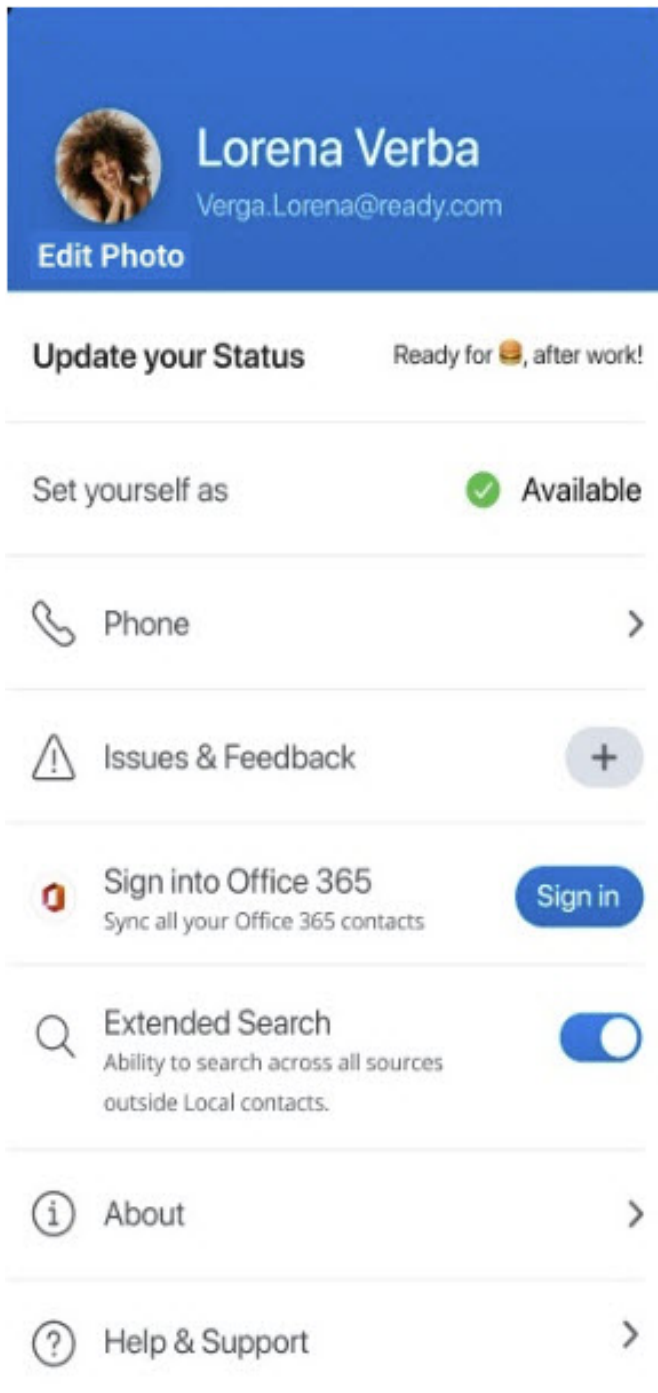
## Navigation Menu

The navigation menu displays the icons for accessing various features of the application. Only the features you are licensed to use are displayed.

-  **Home** — Tapping the **Home** icon opens the Home screen that provides easy access to all features of the application and enables quick communications with your contacts. For more information, see [Home Screen](#).
-  **Phone** — Tapping the **Phone** icon opens the call history screen of the application that enables you to view all outgoing, incoming, and missed calls. For more information, see [Phone](#) on page 45.
-  **Messages** — Tapping the **Messages** icon opens the messages menu that displays all the Streams and messages you received, in chronological order. For more information, see [Messages](#) on page 75.
-  **Meetings** — Tapping the **Meetings** icon in the navigation bar at the bottom of your mobile screen opens the **Meetings** menu. For more information, see [Meetings](#) on page 91.
-  **Contacts** — Tapping the **Contacts** icon opens the **Contacts** menu that provides access to all business and personal contacts. It also enables you to search through the contact list quickly to find the contact you want to communicate with. For more information, see [Contacts](#) on page 82.

## 1.8 Manage Mitel One Settings

The Settings panel provides access to change your avatar, and mobile number; set your presence and a personalized status message; enable or disable using the carrier network in the mobile to manage calls; report an issue and share feedback about the application; and access the online help documentation, release information, the privacy policy, and the End User License Agreement; and view the application version number.



The following table summarizes how to utilize the options available on the Settings panel of the Mitel One application.

<b>Profile</b>	You can change your avatar in the Mitel One app. To do this, tap the <b>Edit Photo</b> , select the image you wish to use and then click <b>Done</b> . For more information, see <a href="#">Set Up Your Profile</a> on page 30.
<b>Update your Status</b>	Tap this option to set your presence in the app, and to add a personal message as your status. For more information, see <a href="#">Set Your Status Message</a> on page 37.
<b>Set yourself as</b>	Tap this option to set your presence in the Mitel One web application. Your presence enables other Mitel One users to know your availability. For more information, see <a href="#">Set Your Presence</a> on page 34.
<b>Phone</b>	Tap this option to: <ul style="list-style-type: none"> <li>• Enable the <b>Use Carrier Minutes</b> toggle to place and answer calls using the mobile voice plan. For more information, see <a href="#">Using Carrier Network for Managing Calls</a> on page 42.</li> <li>• Add or edit your mobile number in the Mitel One app. For more information, see <a href="#">Set Up Your Profile</a> on page 30.</li> <li>• Enable the <b>Run in Background</b> option (Android only) to prevent the Mitel One app from remaining idle, thereby preventing the Android OS from putting the application in <a href="#">Doze Mode or App Standby</a>.</li> </ul>
<b>Sign in or Sign out</b>	If you have not logged in to your Microsoft Office 365 account tap Sign in. Tap Sign Out to sign out of your Microsoft Office 365 account.
<b>Extended Search</b>	Tap this option to enable or disable a consolidated directory extended search. For more information, see <a href="#">Contacts Menu</a> .
<b>Issues &amp; Feedback</b>	Tap this option to report a problem you encountered while using the application and to share your ideas and feature suggestions about the application. For instructions on how to report issues and provide feedback, see <a href="#">Report an Issue and Share Feedback</a> on page 108.
<b>About</b>	Tap this option to view the version details of the application, Account Number; view the privacy policy, End User License Agreement, and release information; and to <a href="#">set the logging level</a> .
<b>Help &amp; Support</b>	Tap this option to access the end user help documentation.

<b>LOG OUT</b>	Tap this option to log out of the app. When you log back in, all of your calls, messages, meetings, and contacts will be there for you to access again.
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## 1.9 Supported Regions, and Languages

### Supported Regions

The following table lists the countries where the Mitel One solution can be deployed.

Africa	Americas	Asia Pacific	Europe	Middle East
Botswana	Argentina	Australia	Austria	Bahrain
Cape Verde	Brazil	Bangladesh	Belgium	Cyprus
Egypt	Chile	French Polynesia	Bosnia and Herzegovina	Jordan
French Southern Territories 1 2	Colombia	India	Croatia	Kuwait
Libya 2	Curaçao 1 2	Indonesia	Czech Republic	Lebanon
Madagascar 2	Ecuador	Kazakhstan	Denmark	Qatar
Mauritius	El Salvador	Malaysia	Finland	Saudi Arabia
Niger	Guadeloupe 1 2	New Caledonia	France	Turkey
Réunion 1 2	Guatemala	New Zealand	Germany	United Arab Emirates
South Africa	Martinique 1 2	Papua New Guinea	Greece	
Tanzania	Mexico	Philippines	Hungary	
	Panama	Singapore	Italy	
	Peru	Sri Lanka	Kosovo	
		Taiwan	Liechtenstein 1	
		Thailand	Luxembourg	
			Macedonia 1	
			Monaco 1 2	
			Netherlands	
			Norway	
			Poland	
			Portugal	
			Romania	
			Russia	
			Serbia 1	

Africa	Americas	Asia Pacific	Europe	Middle East
			Slovakia	
			Spain	
			Sweden	
			Switzerland	
			United Kingdom	

<sup>1</sup> Not supported by Apple App Store.

<sup>2</sup> Not supported by Google Play Store.

## Supported Languages

The following languages are supported for both the application and the online help:

- English (North American)
- French
- German
- Spanish (European)
- Portuguese
- Dutch
- Italian

By default, the display language of the app is specific to the country to which you have registered the app. You can change the default language by selecting a language of your choice in the native settings area of your mobile phone. The Mitel One app applies this setting to change the display language for the user interface to the selected language.

## Support for Remote Workers

Remote workers using the Mitel One app must register with a CloudLink account in one of the countries listed in the Supported Regions section in this topic. For help, see [Register and Access the Mitel One Mobile Application](#) on page 3.

The default ringtone is the one specific to the country in which the app was registered. For example, for remote workers in Italy who have registered their Mitel One app in France, the default ringtone is the one specific to France.

# Setting up Your Mitel One Mobile Application

## 2

This chapter contains the following sections:

- [Set Up Your Profile](#)
- [Upload Your Avatar](#)
- [Set Your Presence](#)
- [Set Your Status Message](#)
- [Set Your Favorites](#)
- [Organizing the Widgets](#)
- [Using Carrier Network for Managing Calls](#)

This chapter will help you understand how to change your profile picture, mobile number, or your availability status, and to set your favorite contacts and speed dials.

## 2.1 Set Up Your Profile

You can edit your profile at any time to change your avatar, and mobile number.

### Add or Edit your Avatar



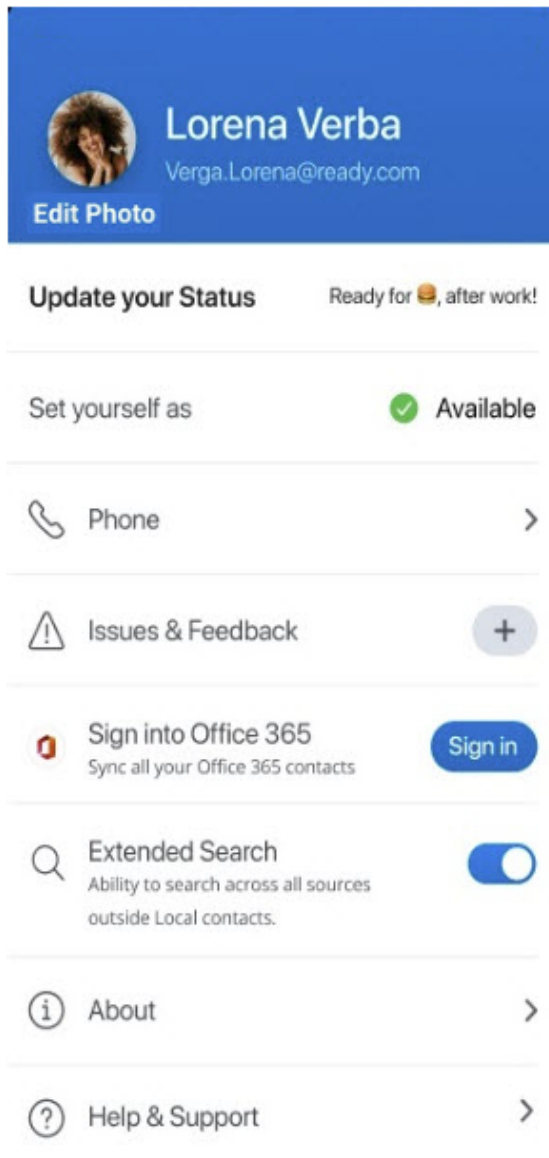
**Note:**

You cannot change your email address from the Mitel One application. To change your email address, you must log in to the MiVoice Office 400 server manager.

To edit your avatar:



1. Tap your avatar at the top left of the app screen. A panel opens.



2. To change your avatar, tap **Edit Photo** and follow the prompts. For more information, see [Upload Your Avatar](#) on page 33.

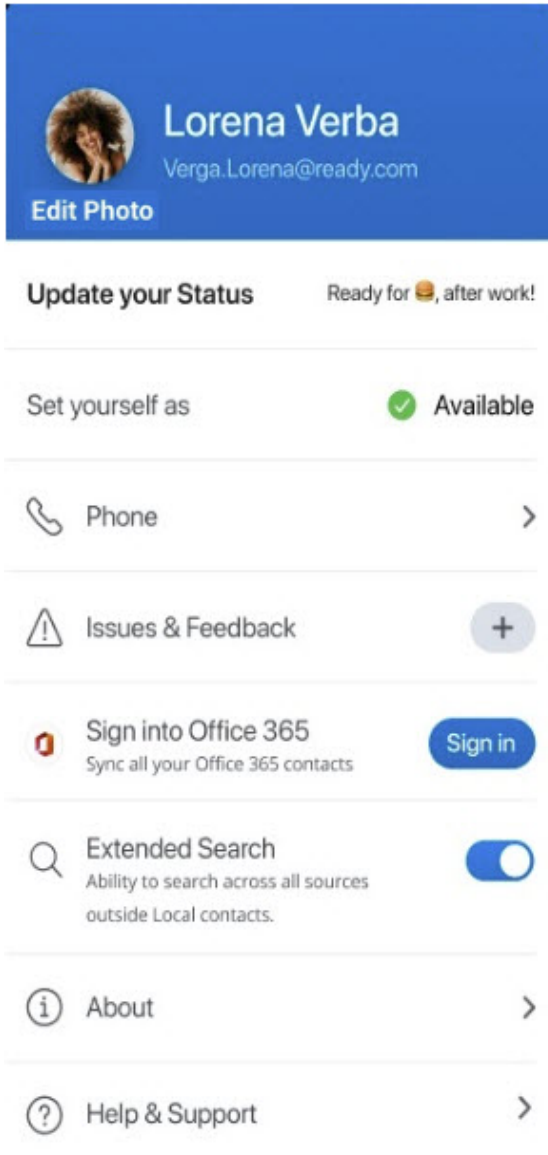
### **Note:**

You cannot edit your name from the Mitel One application.

## Add or Edit Your Mobile Number

To add or edit your mobile number:


1. Tap your avatar at the top left of the app screen. A panel opens.




2. Tap **Phone**. The **Phone Settings** panel opens.

3. Do either of the following:

- **To add a mobile number**

- a. Tap  beside the mobile number. The **Replace Number** screen opens.
- b. Select your resident country by using the drop-down menu and enter your mobile number. Tap **REQUEST CODE**. You will receive a six-digit code on the mobile number you entered.

- **To edit your mobile number**

- a. Tap  associated with **My number**. The **Verify Number** screen opens.
- b. Select your resident country by using the drop-down menu and enter your mobile number. Tap **REQUEST CODE**. You will receive a six-digit code on the mobile number you entered.

The **Verify Number** screen opens.

4. Enter the code in the field provided and tap **CONFIRM**. If you do not receive a text message containing the code, tap **Resend Code**.

After successful verification of your number, a **Number verified! You're ready to make phone calls** banner appears at the top of the screen.

## 2.2 Upload Your Avatar

Your avatar is the icon or image that displays with your profile to help other Mitel One users recognize you. When you first register your app, your avatar displays your initials until you upload an avatar.

To upload an avatar:



1. Tap your avatar at the top left of the app screen. A panel opens.
2. Tap **Edit Photo** and choose one of the displayed options:
  - **Take Photo** (follow all on-screen prompts).
  - **Photo Library** (navigate to and tap the desired photo on your mobile device).
  - **Remove Photo** (follow the onscreen prompts to delete).
3. After choosing one of the above options, tap **Done**.

### **Note:**

The maximum image size is 4.5 MB for the avatar. Supported image types are .jpg, .png, and .bmp.

## 2.3 Set Your Presence



You can set your presence in the Mitel One mobile app. Your presence enables other Mitel One users know your availability.

-  Indicates you are **Available** to message or receive calls.
-  Indicates you are **Busy** and not ready to message or receive calls. However, you will still receive calls, messages, and message notifications when your presence is set to Busy.



### Note:

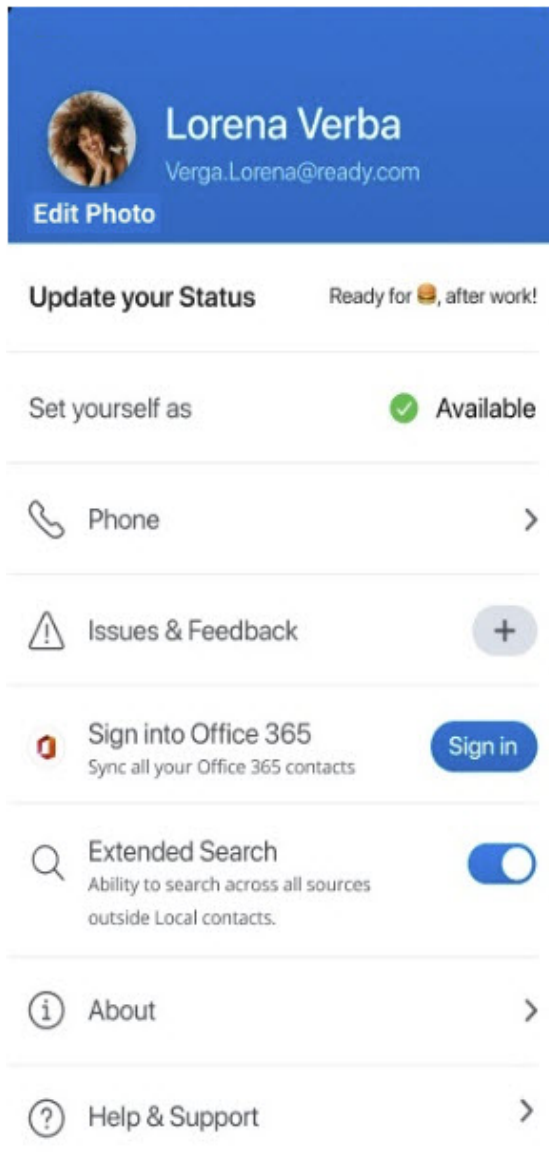
Your presence automatically changes to **Busy** while you are on a call or in a Mitel One meeting.

-  Indicates that you are **Away** or have currently locked your system or mobile. However, you will still receive calls, messages, and message notifications.
-  Enable **Not Available** to block all voice calls to your application and the desk phone associated with your Mitel CloudLink account. To disable **Not Available** on your application, set your availability status to **Available** or **Busy**.

### Setting Your Presence

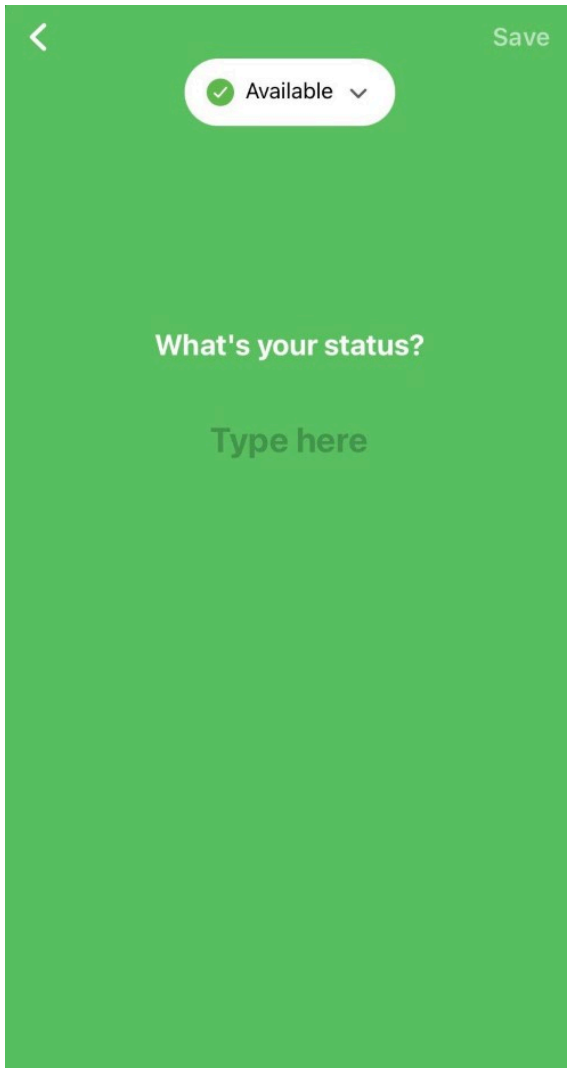
To set your presence, do the following:

1. Tap your avatar at the top left of the app screen. A panel opens.

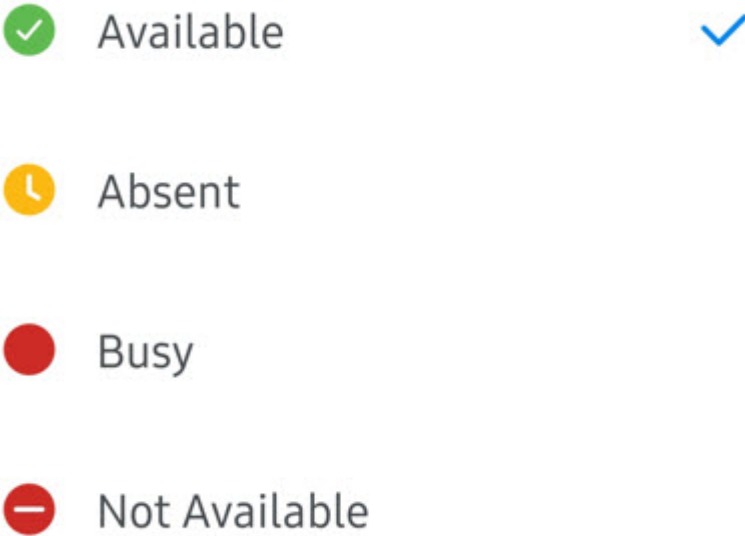


2. Do either of the following:

- Using the **Update your Status** option. The status screen opens.



- Tap your current presence. The **Set yourself as** panel opens.
  - Tap the corresponding option to set your presence to **Available**, **Busy**, **Away**, or **Not Available**.
  - Tap **Save**.
- Using the **Set yourself as** option
    - Tap the **Set yourself as** option. The **Set yourself as** panel opens.



b. Tap the corresponding option to set your presence to **Available**, **Busy**, **Away**, or **Not Available**.

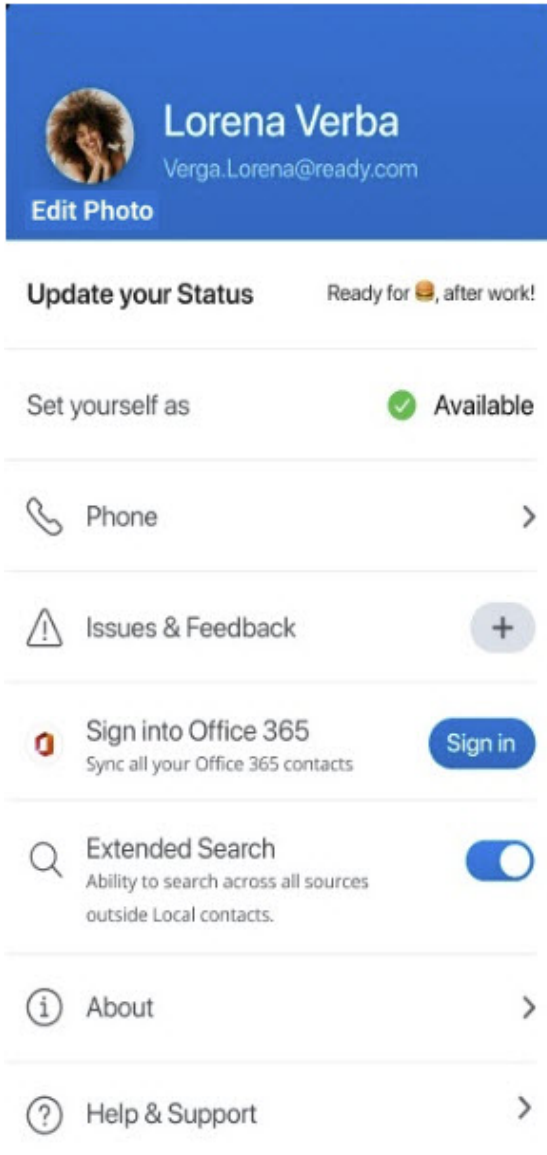
Setting the presence states in your app updates the presence states in the MiVoice 400 deskphone associated with your Mitel CloudLink account and vice versa. The following table lists the presence states in MiVoice Office 400 and their corresponding states in the Mitel One app.

MiVoice Office 400	Mitel One Mobile Application
Available	Available
Absent	Away
Meeting	Busy
Not Available	Not Available
Busy	Busy

## 2.4 Set Your Status Message

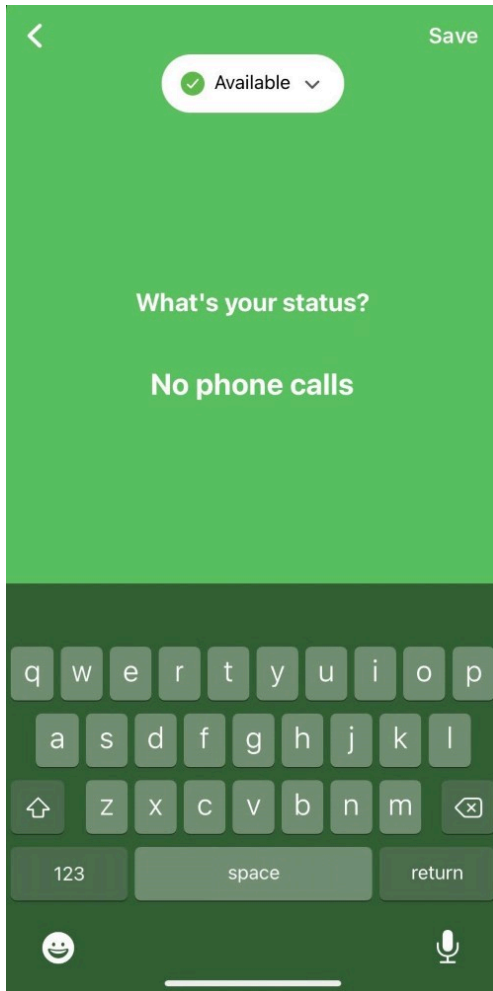
To set or update your status message:

1. Tap your avatar at the top left of the app screen. A panel opens.





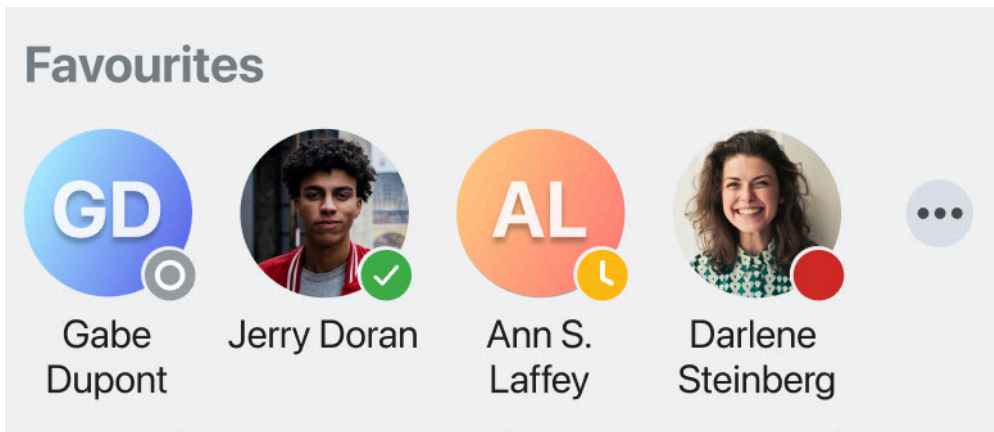
2. Tap the **What's your status?** option. The status screen opens.



3. In the **Type here** field, enter your preferred message, and tap **Save** to save the message as your status message.

## 2.5 Set Your Favorites

The **Favorites** widget will display your favorite contacts and contact groups, and speed dials making it easier for you to communicate with your most important contacts.



**Note:**

- You can add up to a maximum of 48 entries in the **Favorites** widget.
- You cannot add speed dials or user groups as favorites using the mobile app. However, the speed dials and user groups added using your Mitel One web application will be displayed in the **Favorites** widget of the mobile app.
- You cannot rearrange your favorite contacts in a preferred order using the mobile app. You can rearrange them using your Mitel One Web application to be displayed in the **Favorites** widget of the mobile app.


To add contacts as Favorites:

1.

In the Home screen, tap  in the **Favorites** widget. The widget panel opens.

2. Tap the **Add** option. The **Add Favorite** panel opens displaying the contacts.

3.

Tap  associated with a contact in the business or personal (if configured) contact list to add that contact as your favorite.

## 2.6 Organizing the Widgets

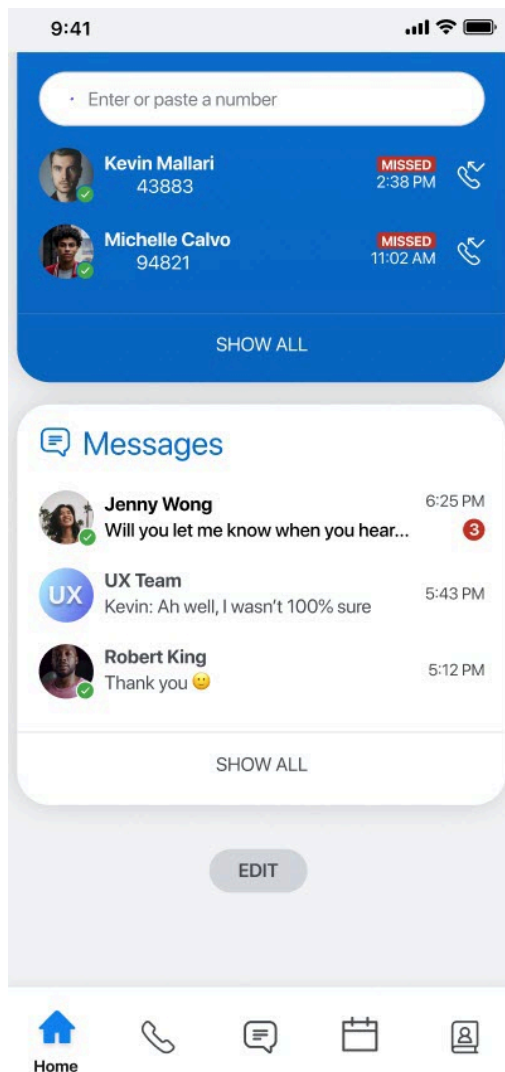
Mitel One mobile app allows users to organize the widgets in the app.

### Note:

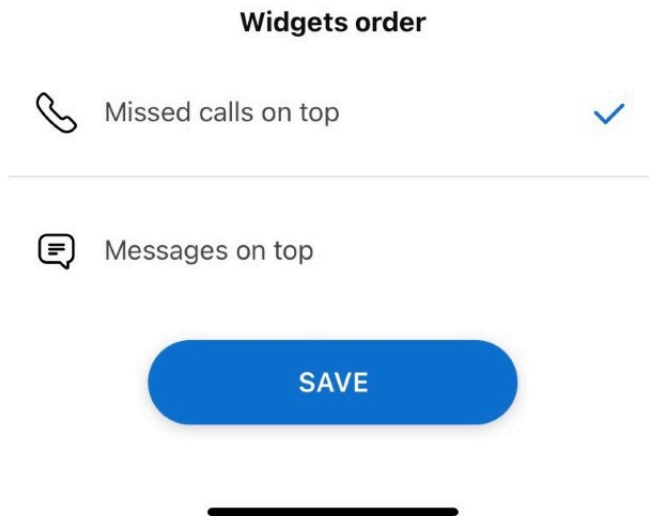
You can organize only the **Missed Calls** widget and the **Messages** widget in the Mitel One Mobile application. You do not have an option to move the **Quick Functions** widget. To change the order of all widgets including the Quick functions widget, rearrange them in the Mitel One Web application. The change will reflect in the Mitel One Mobile application.

To organize the widgets:

1. In the Home screen, swipe up to access the **EDIT** option.



2. Tap **EDIT**. The **Widgets order** panel opens.



3. Choose which widget you want to appear on top of the Home screen.

4. Tap **SAVE** to save the changes

## 2.7 Using Carrier Network for Managing Calls

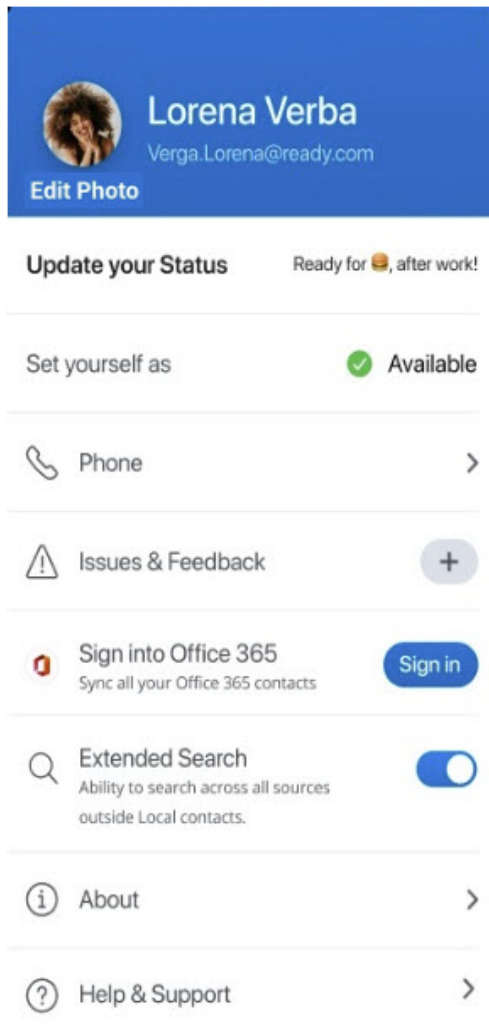
You can connect all outgoing and incoming calls using the carrier network in your phone via the native dialer instead of the Mitel One app.

### Note:

- The **Use Carrier Minutes** toggle is disabled by default.
- You must verify your mobile number to use this functionality. For more information, see [Verify your Mobile Number](#) on page 12.
- The **Use Carrier Minutes** toggle was previously known as **Use GSM**.

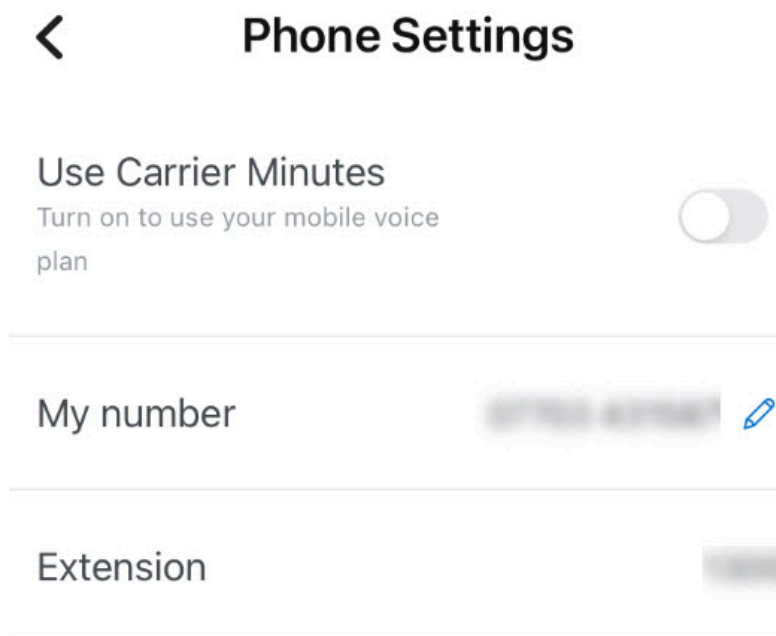
To enable the toggle:

1. Tap your avatar at the top left of the app screen. A panel opens.



2. Tap **Phone**. The **Phone Settings** panel opens.

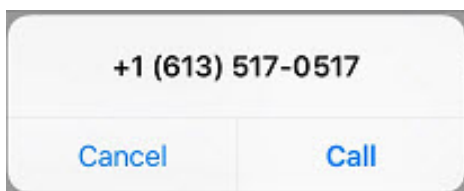
3. Slide the **Use Carrier Minutes** toggle to the right.



During a carrier call, the call features available in the application's call screen are not supported. When this toggle is disabled, calls are placed and received over a Wi-Fi or LTE network via the Mitel One app, and all call features are supported.

Note the following requirements, limitations, and characteristics for calls placed and received over a carrier network:

- Carrier calls require configuration of the MiVoice Office 400 PBX for your Mitel CloudLink account. For details, see the **Configure GSM Call Through Feature** section of either of the two Configure MiVoice Office 400 PBX topics located [here](#) and [here](#).
- When the following dialog appears while placing a carrier call, tap the **Call** option to give the app permission to place the call. The phone number displayed in this dialog is not the number you are calling; it is an internal routing number that also appears in your mobile phone's native call history screen.



- You cannot block your outbound caller ID. This means you cannot dial a block caller ID code (for example, \*67) before placing a carrier call and cannot enable a setting on your phone (or on a website or app used to manage your phone) to block your caller ID.
- Your outbound caller ID displays the DDI phone number of your MiVoice Office desk phone.

This chapter contains the following sections:

- [Call Features](#)
- [Answer or Decline a Call](#)
- [Place a Call](#)
- [Place an Emergency Call](#)
- [Start a Conference Call](#)
- [Handle Multiple Calls](#)
- [Transfer a Call](#)
- [Call History](#)



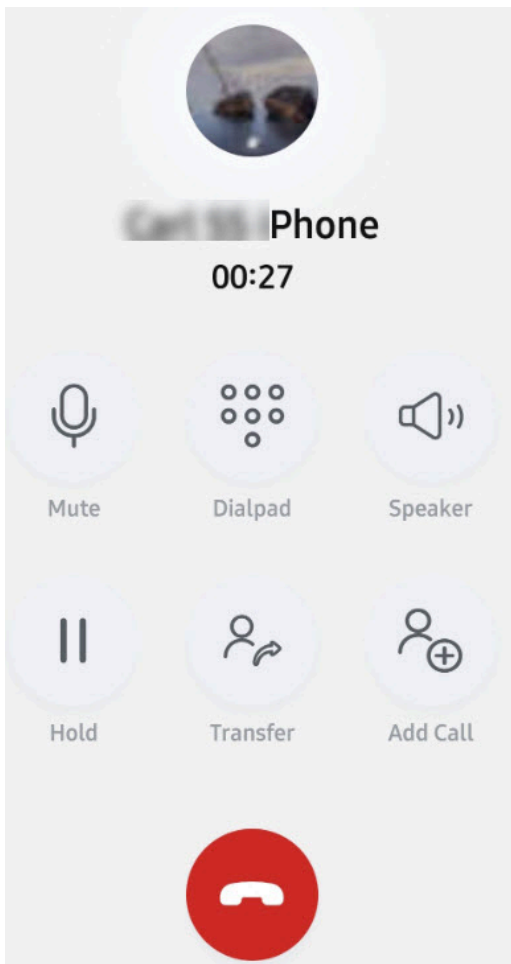
**Note:**

Because Ray Baum is not supported on the MiVoice Office 400 PBX, telephony is disabled on the Mitel One web application for MiVoice Office 400 PBX users in North America.

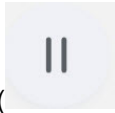
The topics listed will help you learn how to best utilize the telephony feature provided by the Mitel One mobile application.

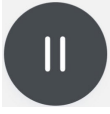
## 3.1 Call Features

During an active call, the Mitel One mobile app call screen provides access to the following call control features:



- **Mute** — Prevents the other party from hearing your voice and any background noise.
- **Dialpad** — Enter the phone number of a contact using the keypad to call the contact. Also, you can use DTMF tones on IVR to call the number.
- **Speaker** — Play audio using the speaker on your mobile device.
- 

**Hold** — Place the caller on hold. To place a call on hold, tap the **Hold** icon (  ). This disables all the other icons on your call screen. While you place a call on hold, the contact at the other end is

alerted with a beep. To retrieve the held call, tap the  icon.

- **Transfer** — Transfer an active call to one of your contacts or another phone number. For more information, see [Transfer a Call](#) on page 66.
- **Add Call** — Add a new call to the ongoing call.
- 

**End Call** — Tap  to end the call.

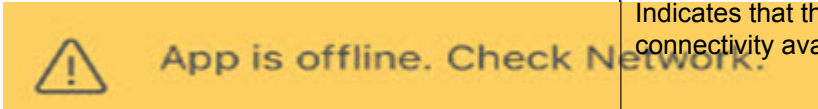
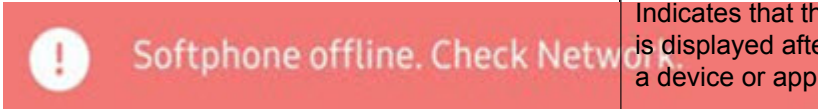



**Note:**

- All call screen buttons will not be visible on some device types or in certain screen resolutions. In such cases, you can scroll the call screen to access the required buttons.
- Call history, incoming caller ID, and outgoing caller ID are synchronized with consolidated directory contacts . Hence, the name and details displayed in the call history, incoming call screen, and outgoing call screen are from the consolidated directory if the application is not synchronized with the Office 365 account of a user. If the application is synchronized with Office 365, all details in the call history, incoming call screen, and outgoing call screen that are from the consolidated directory are overridden with the details from the contacts if it exists.

**Call Banners**

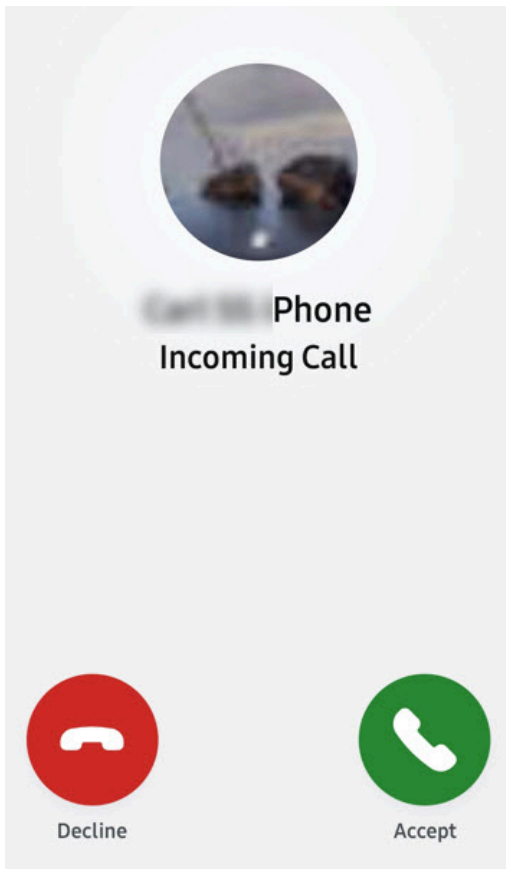
Three different call banners are displayed within the Mitel One Mobile Application. These banners will appear when the application or softphone are offline, and can be used to identify why it may not possible to make a call.

Call Banners	Description
	Indicates that there is no local WiFi or LTE network connectivity available.
	Indicates that the softphone is offline. This banner is displayed after network outage, or as a result of a device or application restart.
	Indicates that the softphone is not yet registered and available of making or receiving calls.

**Note:**

You will not be able to make or receive calls whilst call banners are displayed.

## 3.2 Answer or Decline a Call



The Mitel One mobile app displays a call screen with the options to accept or decline an incoming call. Tap **Accept** to answer the call or **Decline** to ignore the call.


**Note:**

- The Mitel One app can simultaneously handle two connected calls; an ongoing call and a call on hold. If there is a third call when two calls are already connected, the call screen opens displaying options to Accept or to Decline that call. If you accept the call, the ongoing call gets disconnected. If you decline the call, the call is routed to the voicemail system associated with your desk phone depending on how the app is configured in the PBX for your Mitel One account.
- When the **Use Carrier Minutes** toggle is enabled, you will see your mobile phone's native call screen when you answer a call. If the **Use Carrier Minutes** toggle is disabled, you will see the Mitel One call screen displaying all the app's call features. For more information, see [Using Carrier Network for Managing Calls](#) on page 42.


For all incoming calls that you receive:

- If the caller is one of your contacts, the application displays the caller's name.
- If the caller is not one of your contacts, the application displays the name if a name is available in the caller ID; otherwise, the application displays the phone number.
- When caller information is marked private, the application displays **Unknown**.
- If you have saved two or more contact names with the same number, the application displays the first of these names in the contact list when you receive a call from that number.

When an incoming call is not answered during the time when the call rings and on-screen notifications are presented, the call is logged in the application as a missed call. If the incoming caller hangs up before

the call forwards to voicemail a red notification dot is displayed along with the **Phone**  icon in the navigation menu of the application and also updates the **Missed Calls** widget indicating that you have a missed call.

If the incoming caller leaves a voicemail message, a voicemail notification icon will appear next to the

**Phone**  icon indicating you have new voicemail messages. The **Missed Calls** widget also indicates that you have a missed call.

## Call Notifications

Incoming calls generate different on-screen notifications depending on the following scenarios for your Mitel One mobile app:

### iPhone

- When your app is open and visible, or running in the background (open and not visible), an incoming call rings and an on-screen notification appears. Tapping the notification opens the call screen displaying options for you to **Accept** or **Decline** the call.
- When your app is not running (closed), an incoming call rings and an on-screen notification appears. Tapping the notification opens the call screen displaying options for you to **Accept** or **Decline** the call.
- When your mobile screen is locked, an incoming call rings and an on-screen notification appears. Swiping the notification to the right answers the call and displays the native call screen. To access the app call screen, tap the **Mitel One** icon and unlock your phone.

### Android

- When your app is open and visible, or running in the background (open and not visible), or not running (closed), an incoming call rings and the call screen opens displaying options to decline or accept the call. These options are displayed even when your mobile phone is locked.

**Note:**

Battery optimization features can prevent the Mitel One app from displaying incoming messages and call notifications when the app is running in the background or closed. To receive incoming message and call notifications in the Mitel One app, the user must turn off battery optimization options in the mobile device. There are two categories (OS default and mobile device type specific) of Android mobile device battery optimizations that a Mitel One app user needs to be aware of. The app prompts the app user to disable battery optimization set as the default OS option, however the mobile device user must specifically check the other device specific battery optimization settings.

**1. Default**

When an app user logs in to the Mitel One app or starts the app, the app user must select **Allow** and then **Allow** again if the "Run in the Background" prompt requests a confirmation to allow the app to run in the background. Selecting **Allow** will disable battery optimization related to the Mitel One app. If you select **Deny**, the app may not receive chat and call notifications when the app is running in the background or closed.

**2. Device Specific**

Many Android mobile devices have additional battery optimization settings/options (such as Performance Mode, Power Savings mode, Ultra Power Savings mode, Manage All Automatically) that impact the app from receiving notifications. Also, there are several user options related to the app receiving notifications. Refer to the user guide for your specific Android mobile device type to ensure that the battery optimization and notifications options are set accordingly to allow Mitel One app incoming chat and call notifications when the app is running in the background or closed.

## 3.3 Place a Call

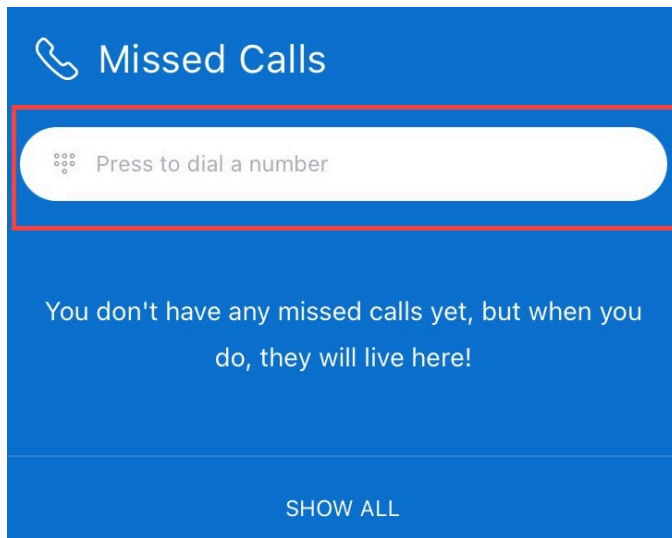
The Mitel One mobile app provides calling icons throughout the application to facilitate you to place calls.


**Place a call using dialpad**

To place a call using dialpad:

1. Access the dialpad by doing either of the following:

- Tap the **Press to dial a number** option in the **Missed Calls** widget.

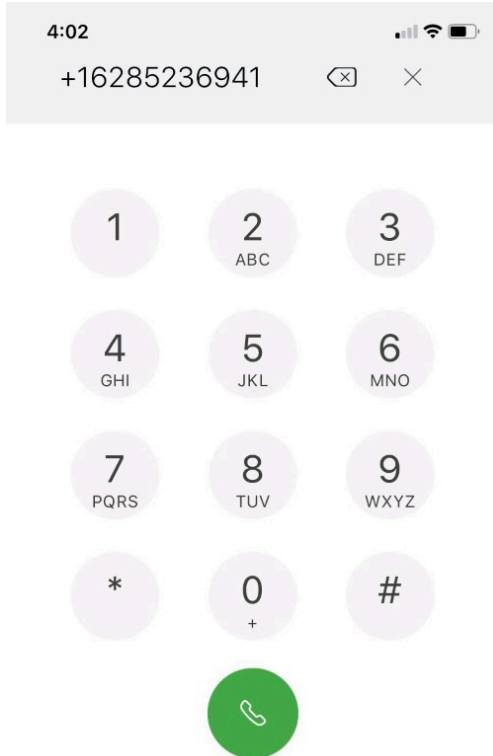


- Open call history and tap the dialpad icon (  ).

The dialpad opens.


.

2. Dial the telephone number using the dialpad, or enter or paste the number in the field provided.



3.  Tap  to place the call.

## Place a call from Favorites

Tap any contact in the **Favorites** widget, and tap the **Call** icon (  ) from the panel that opens to dial the primary telephone number for a contact.

## Place a call from the Contacts menu

To place a call to a contact from the **Contacts** menu, do either of the following:


-  Swipe right on the contact and tap  to dial the primary telephone number for the contact.
-  Tap the contact, and tap the **Call** icon (  ) from the panel that opens to dial the primary telephone number for the contact.

## Place a call from the Phone menu

To place a call using the call history records in the **Phone** menu, tap any call history log to place a call to that contact.

## Place a call from the messaging window



To place a call when you are messaging a contact, tap  displayed at the top-right of the messaging window to dial the primary telephone number for the contact.

## Making calls via the iOS call history

If a Mitel One call is displayed in the iOS call history, and once the call is selected then the call is made via the Mitel One application.

### Note:

1. Not all Mitel One Softphone calls are displayed in the iOS call history. For example, if your call routing is set to ring on your Deskphone but not your Mitel One Softphone, then the call will appear in the Mitel One call history but not in the iOS call history.
2. Calls may be categorized differently in the iOS call history and the Mitel One Softphone call history. For example, if a call rings on both the Mitel One Softphone and the users Deskphone, and the user answers the call using the Deskphone, in the iOS call history, the call is displayed as a missed call, while in the Mitel One call history, it is displayed as an answered call.
3. If you see the notification warning **Attention Calling is currently unavailable** displayed when you attempt to make a call then the Mitel One softphone is not registered, please check your network settings and try again. If the issue persists please contact your network administrator.

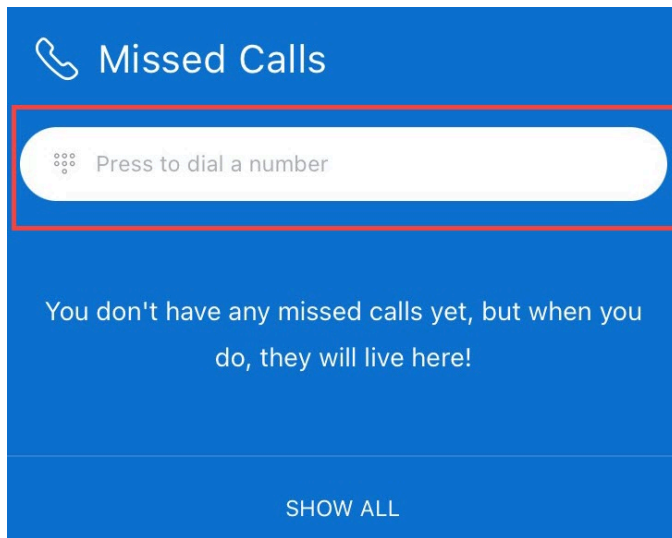
## 3.4 Place an Emergency Call

Mitel One supports the following Emergency numbers: 000, 110, 111, 112, 118 119, 911, and 999, thereby allowing users access to these Emergency calling services. The Emergency calling services are specific to each country supporting such services, and to ensure that there are no dialing conflicts, the administrator must configure these Emergency numbers in the MiVoice Office 400 PBX.


To place an Emergency call:

1. Access the dialpad by doing either of the following:

- Tap the **Press to dial a number** option in the **Missed Calls** widget.



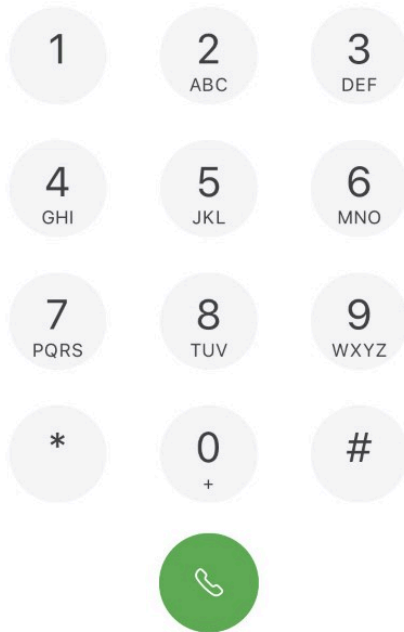
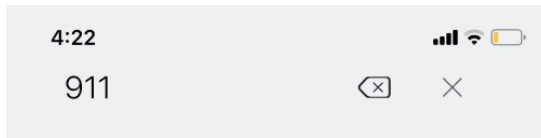
- 

Access the **Phone** menu and tap the dialpad icon (  ).

The dialpad opens.



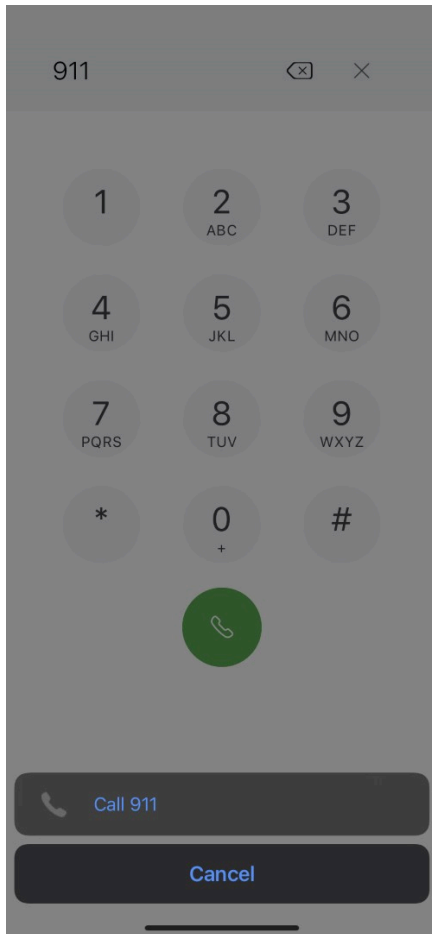
2. Dial the Emergency number using the dialpad, or enter or paste the number in the field provided.



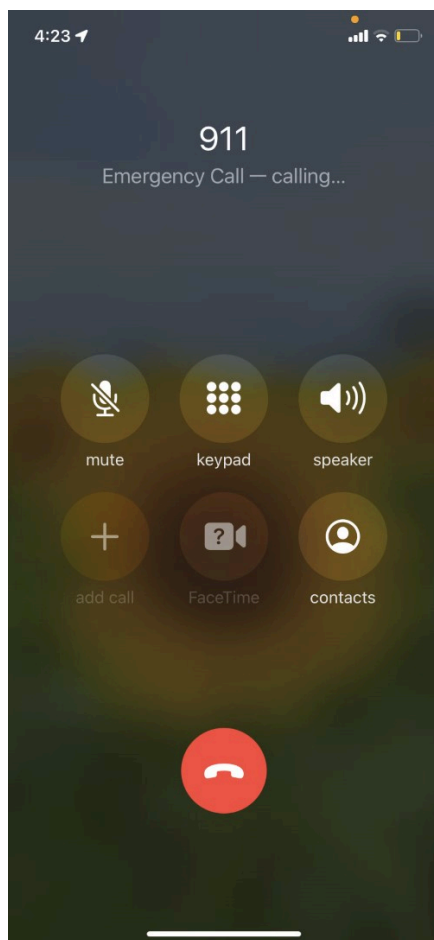
3.



Tap to place the call. A **Call XXX** (Emergency number) prompt appears.



Clicking the prompt places the call through the closest GSM cellular network via your mobile phone's native dialer instead of through the Mitel One app. Clicking **Cancel** cancels the operation.



### Points to Consider

- It is recommended that you use your mobile phone's native dialer instead of the Mitel One app to place an Emergency call.
- It is recommended that you dial the Emergency number specific to the country you are currently located in.
- In case of Android devices, the device determines whether a dialed number is an Emergency number or not based on the location, SIM card, Android database, and network, and the device will override the numbers supported by the Mitel One app. That is, an Emergency number supported by Mitel One might be determined to be not an Emergency number by the device. For example, 000 is an Emergency number supported by the app, but an Android device in US will not select it as an Emergency number. On the other hand, when the Android device is in certain countries, when you dial 144, the device will select that as an Emergency number even though the Mitel One app does not support that number as an Emergency number.

## 3.5 Start a Conference Call

The Mitel One Mobile application supports three-person conference calls. You can talk to two persons at the same time by starting a conference call among you and them.

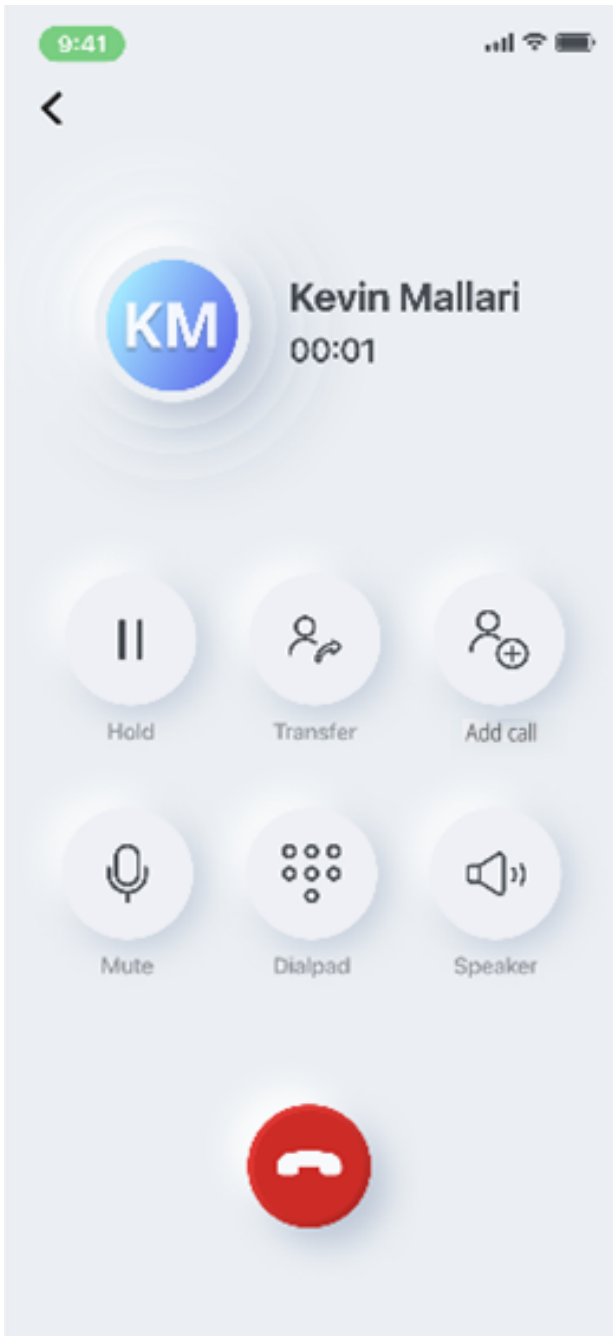
**Note:**

- A conference call in Mitel One is limited to three participants.
- During a conference call, the participants in the call can mute the call, put the call on speaker, swap the call, use the dial pad, or end the call.
- During a conference call, if one of the participants drops, the remaining two participants can continue the call as a regular call with all the basic call features.
- The call screen of each participant in a conference call will display the name (if provided) or number of the other two participants in the call.

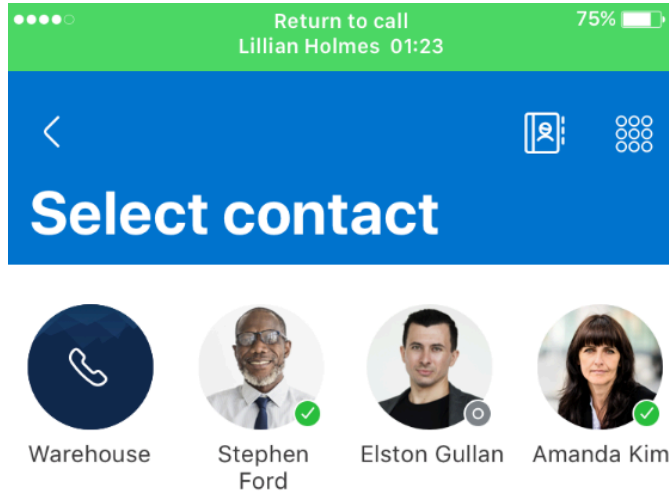
You can convert an ongoing call into a conference call by following these steps:

1.

During an ongoing call, tap the **Add Call** icon (  ) in the call screen of the application.



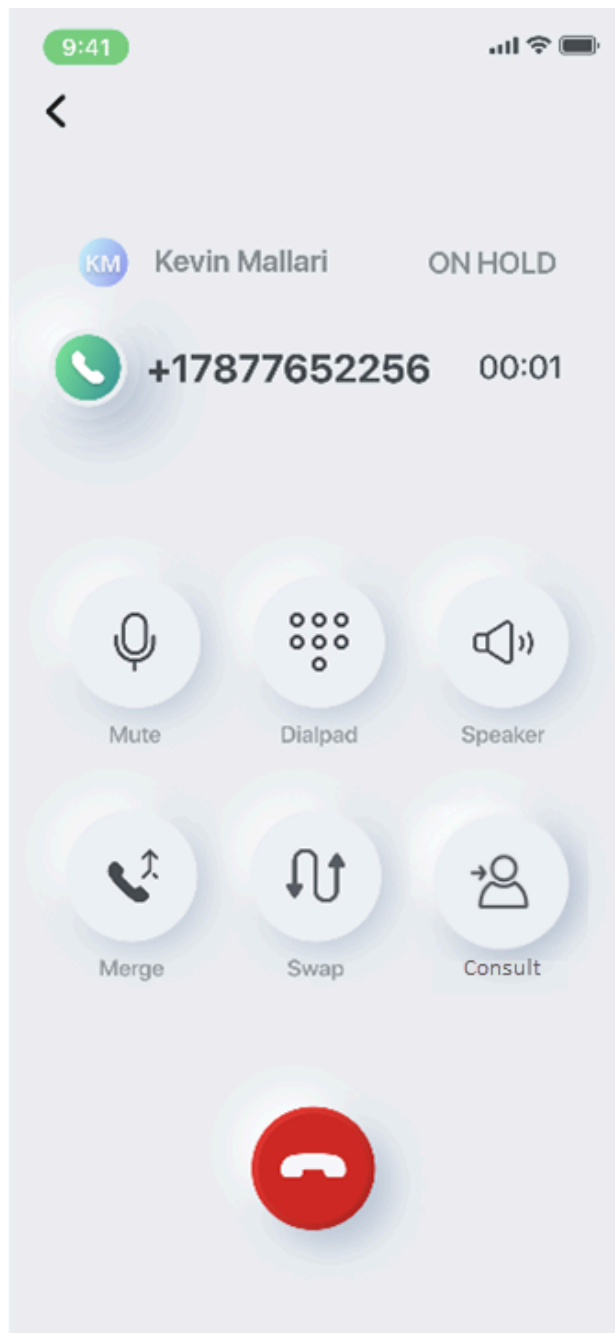
2. The ongoing call is placed on hold, and the **Add Call** screen opens where you can select the contact you want to call by doing one of the following:
- In the Search field, enter the name of the contact. The Search field displays a list of contacts whose names match the letters that you type. Tap the name to select that contact.
  - In the Search field, enter the number of the contact and tap ENTER to select that number.




3. After selecting the contact, tap **CALL** to place a call to the selected contact. Tapping **Cancel** cancels the operation and returns you to the call screen.

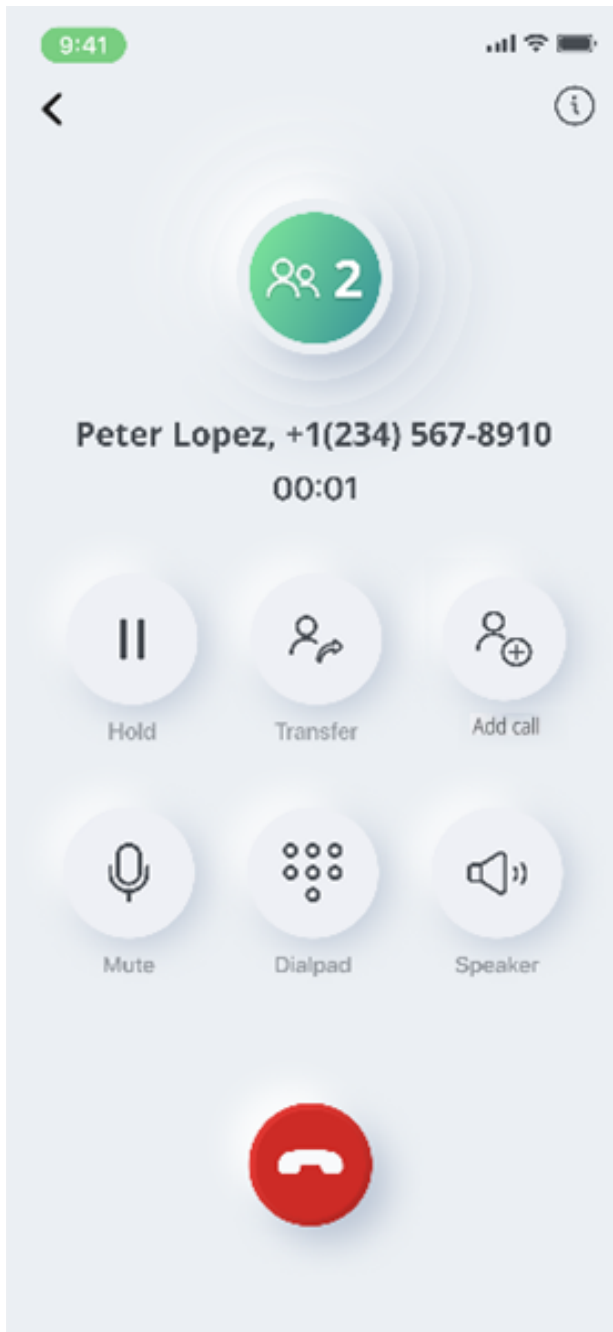
**Note:**

Tap **Swap** to place the current call on hold, and to remove the hold placed with the first contact.



4.

After the second contact answers the call, click the **Merge** icon (  ). The calls are merged into a conference call involving these contacts.



## 3.6 Handle Multiple Calls

In a busy work environment, you may need to answer more than one call at a time. The Mitel One mobile app enables you to answer an incoming call while you are already on another call.



## Options for Answering a Second Incoming Call

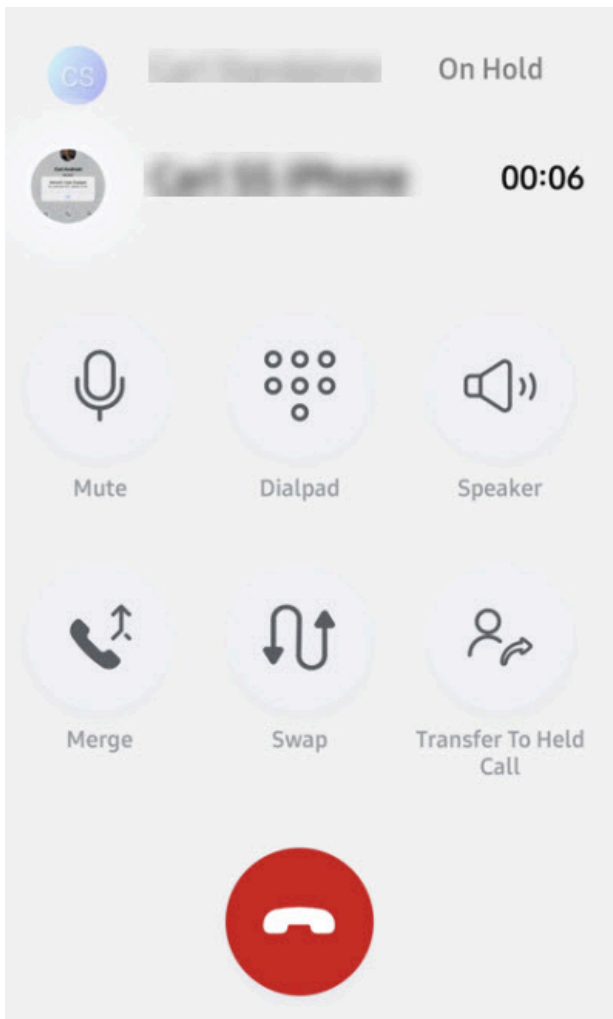
When you are on one call, and you receive a second call, you have the following options:

- To accept the second call and end the first call, tap the **End & Accept** icon.
- To decline the second call and stay on the first call, tap the **Decline** icon.
- To accept the second call and place the first call on hold, tap the **Hold & Accept** icon.



## Options for Managing Two Calls

When you have two calls connected at the same time, you have the following options:



- **Mute:** Prevents the other party from hearing your voice and any background noise.
- **Dialpad:** Enter the phone number of a contact using the keypad to call the contact. Also, you can use DTMF tones in an IVR.
- **Speaker:** Play audio using the speaker on your mobile device.
- **Merge:** Merge an active call with a call on hold to create a three-person conference call.
- **Swap:** Switch between two calls. This places the active call on hold and changes the call on hold to be the active call.
- **Transfer To Held Call** — Transfer the active call to the contact placed on hold.

End call: Tap  to end the call.

- The call information and options presented on the web application call screens will be the same as those presented on the mobile application call screens except that the mobile application call screen shows a call on hold and offers a swap call option because the mobile application always shows only one call screen at a time. In the web application, there is a call screen for each call; therefore, the call screen UI does not indicate the call on hold and does not offer swap because the call screen for the other call is displayed and can be directly accessed.

### 3.6.1 Conference Call

An incoming conference call will appear identical to a normal incoming call, until the call is merged. Once merged the other two participants names are displayed.



**Note:**

- A conference call in Mitel One is limited to 3 participants.
- During a conference call, the participants in the call can only go on **Speaker**, **Mute** or end a call. All other options are disabled.
- During a conference call, the call screen of the participant who initiated the call displays the name or number of the other two participants in the call. The call screens of the other two participants displays the name or number of the participant who initiated the call, plus the other third party in that Conference Call.
- During a conference call, if one of the participants drops, the call continues as a regular call for the remaining participants. However, if the participant who initiated the call drops, the call screen of the application of the participant who last joined the three-person call will continue to display the name or number of the participant who initiated the call instead of the participant with whom the call is currently connected.

## 3.7 Transfer a Call

The Call Transfer feature in the Mitel One mobile app allows you to redirect an ongoing call from your mobile to another number. When the transfer is successful, you are disconnected from the call and the call to the redirected number becomes the active call. Either person on a call can transfer the call. Mitel One mobile application supports two types of call transfers: Blind transfer and Supervised transfer.

### Blind Transfer

In Blind transfer, you can transfer an ongoing call immediately without waiting for a response from the contact to whom you want to transfer the call.

To Blind transfer a call:

1.

During the ongoing call, tap the **transfer** icon (  ) in the call screen of the Mitel One mobile app.

2. The **Transfer to** screen opens, where you can select the contact and then transfer the call by doing one of the following:

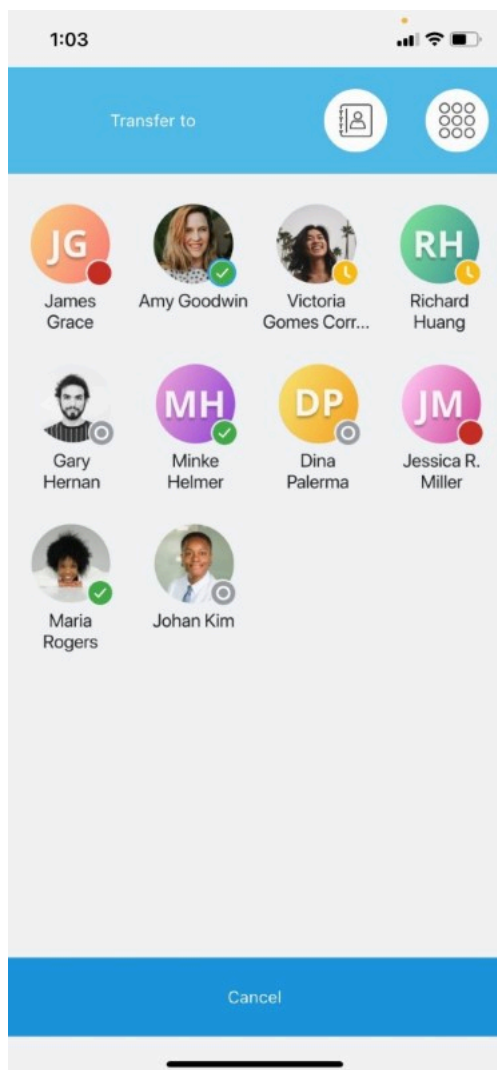
- Tap the contact's Tile on the screen.



Tap the Contacts icon ( ), and tap the contact from the list that appears.



Tap the Dialpad icon ( ), enter the contact's phone number, and tap ( ) to call that number.




This completes the Blind transfer. The call ends for you and the contact at the other end is placed on the transferred call.

## Supervised Transfer

Supervised transfer allows you to transfer an ongoing call after consulting with whom you want to transfer the call to. You will remain on the ongoing call until the transfer is complete.

To transfer an ongoing call through Supervised transfer:

1.

Call the contact to whom you want to transfer the call by tapping the **Add call** icon (  ) on the app call screen.

2. The active call is placed on hold and the **Add a recipient** screen opens where you can select and call the contact to whom you want to transfer the call by doing one of the following. When you call the contact to whom you want to transfer the call, the contact at the other end of the ongoing call is placed on hold.

- Tap the contact's Tile on the screen.



•

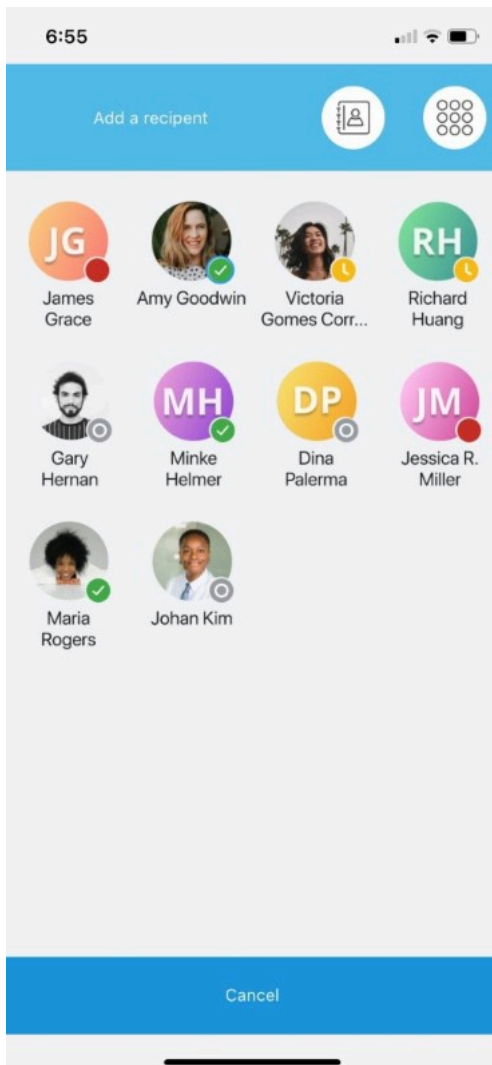


Tap the Contacts icon (  ), and tap the contact from the list that appears.

•



Tap the Dialpad icon (  ), enter the contact's phone number, and tap (  ) to call that number.



If the contact to whom you want to transfer the call agrees to accept the call being transferred, tap the



**Transfer To Held Call** icon ( ) to transfer the call. This ends the call for you and the contact who is at the other end on hold is placed in a call with the contact to whom you transferred the call.

Before transferring the call, you can switch between the contact at the other end on hold and the contact to



whom you want to transfer the call by tapping the **Swap** icon ( ). When you tap this icon, the active call is put on hold and the call on hold becomes the active call.

If the contact to whom you want to transfer the call does not respond to the call or declines to accept the




call being transferred, tap on the call screen to resume your call with the contact on hold.

For details on call history records for a transferred call, see [Call History Records for a Transferred Call](#) on page 73.

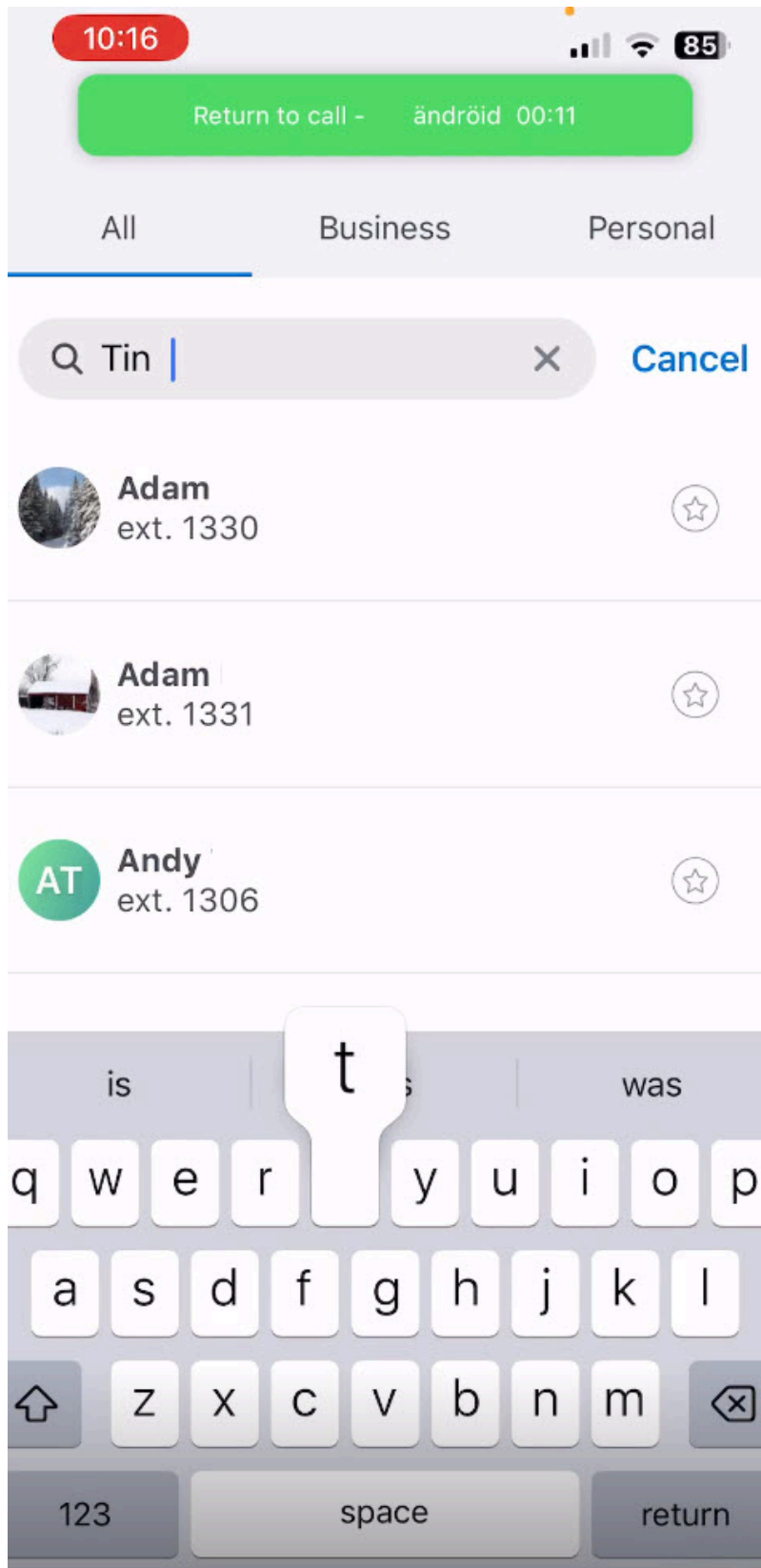
## Consolidated Directory Contact Transfer

When you want to transfer a call to a consolidated directory contact, perform the following steps:

1.


During the ongoing call, click the back arrow (  ) on the call screen.

2. Select the **Contacts** option and search for the contact you want to transfer the call.





3.

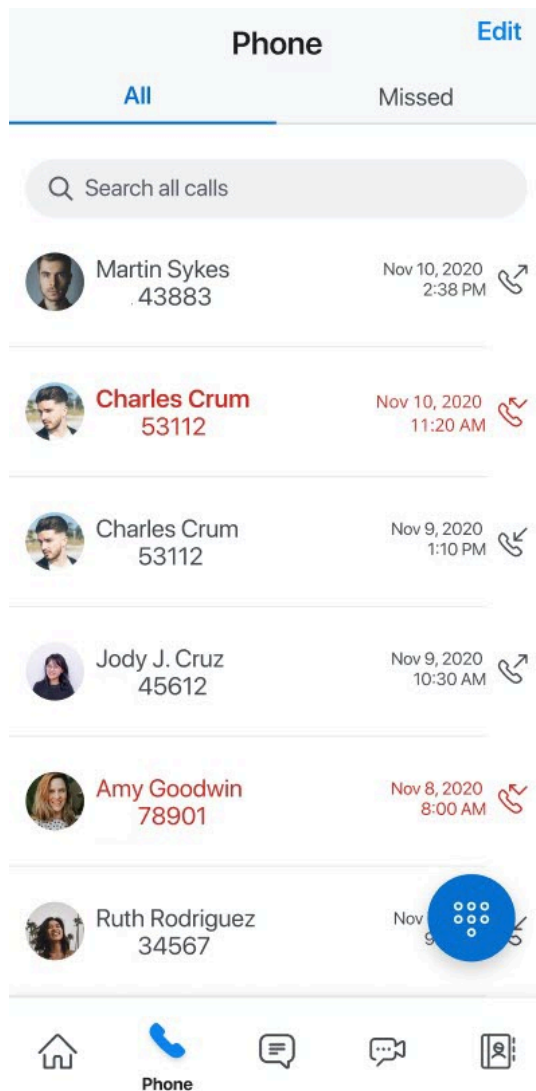
Select the contact and click the call icon (  ).

4. The call screen will now have the option **Transfer to held call**. Click **Transfer To Held Call** to complete the transfer.

## 3.8 Call History

The **Phone** menu of the Mitel One mobile app enables you to view all outgoing, incoming, and missed calls, place a call to any contact in the call history, and delete a call history item.

Call history is synchronized with the consolidated directory contacts configured through the PBX (OIP/AD/ Public and Private Phonebook). If the application is synchronized with the Office 365 account of a user, the call history screen will display the user's name and details from the contacts if it exists.



The call history is stored in the Mitel CloudLink Platform. Therefore:

- you can access the call history from any Mitel One application (web or mobile).
- when you delete the Mitel One mobile app, the call history is not deleted. When you reinstall the application, and log in, the call history is synced and displayed in the application.

**Note:**

- The call history in the application is not synced with the call history on the desk phone associated with your Mitel CloudLink account. Also, the call history in the application displays the name of a user as registered in the Mitel CloudLink Platform whereas the desk phone associated with your account displays the name of the same user as registered in the MiVoice 400 PBX.
- After a user leaves a conference, the call history in the application displays an incoming call entry from each participant in the conference and also an outgoing call entry to the conference bridge.
- When the application is synchronized with the Office 365 account of a user, the call history screen will display the name and details from the contacts if it exists, when the user calls or receives a call from a personal contact using the application. However, when the application and the personal contacts in the mobile device are not synchronized, the call history screen will display details from the consolidated directory contacts.
- Declined incoming calls are displayed as missed calls in the call history of the application while the call history in the MiVO400 deskphone associated with your account displays such calls as answered calls.
- If a Mitel One user enters a function code (for example, \*74#), a call history log is created only if the function code action results in a call connection with another user endpoint. For example, if the user enters a function code to call into the voicemail system, no call history log is recorded. However, if the user makes an announcement call to another user (for example, \*7998+call number), it is recorded in the call history as a call to that user.
- For iOS devices, all the calls made using the Mitel One mobile app will be displayed in the native call history of the device. However, for Android devices the native call history will not display the calls made using the Mitel One mobile app. Those calls will be displayed only in the Mitel One mobile app call history.

## Access Call History

To access your call history, tap the **Phone** icon (  ) from the navigation menu of the application. The **Phone** menu appears displaying your recent call history. You can do the following from the **Phone** menu.

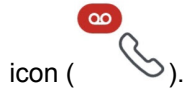
- View all outgoing and incoming calls in the **All** list.
- View only incoming calls that were not answered in the **Missed** list.
- Place a call to a contact in the call history, by tapping the contact or by tapping the Dialpad icon




- View the details of the contact by tapping the contact's avatar.
- 

Delete a call history item by swiping left on the item and tapping the **Delete** icon (  ).

- If you have a new voicemail message, a message notification icon appears to the left of the handset



- Report an issue by clicking the  icon. The **Submit and issue** form is displayed with auto populated Call ID to track the call in the logs

## Call History Records for a Transferred Call

### Blind Transfer

- After a Blind transfer is complete, the application call history records of the users involved in the Blind transfer will display the following call logs:
  - The call history of the user who initiated the call will show two outgoing calls to the user who performed the Blind transfer.
  - The call history of the user who performed the Blind transfer will show an incoming call from the user who initiated the call.

#### **Note:**

If the Blind transfer was performed using the deskphone associated with the account, the application call history records will show an incoming call from the user who initiated the call and an outgoing call to the user to whom the call was transferred.

- The call history of the user to whom the Blind transfer was made will show an incoming call from the user who initiated the call, and an incoming call from the user who performed the Blind transfer.
- If a Blind transferred call is not answered by the user and is redirected back, the application call history records of the users involved in the Blind transfer will display the following call logs:
  - The call history of the user who initiated the call will show two outgoing calls to the user who performed the Blind transfer.

#### **Note:**

If the Blind transfer is performed using a MiVO400 terminal, the call history of the user who initiated the call will show an outgoing call each; to the user who performed the Blind transfer, and to the user to whom the Blind transfer was made.

- The call history of the user who performed the Blind transfer will show an incoming call from the user who initiated the call.
- The call history of the user to whom the Blind transfer was made will show a missed call from the user who initiated the call, and an incoming call from the user who performed the Blind Transfer.

## **Supervised Transfer**

During a Supervised transfer, the call history of both, the contact that first received the call and the contact to whom the Supervised transfer was made, will display the number from which the first call was made as the incoming call number.

This chapter contains the following sections:

- [Message Features](#)
- [Start a Messaging Session](#)
- [Respond to a Message](#)
- [Streams](#)

The Messages feature in the Mitel One mobile app allows you to connect in real time to any other Mitel One contact or group of contacts. The topics listed will help you learn how to best utilize the messages feature provided by the application.

## 4.1 Message Features

### Individual and Group Messages

The message feature in the Mitel One mobile app allows you to start and respond to individual and group conversations to communicate with others. After a message is initiated, participants cannot be removed from or added to the conversation. To add others to a conversation, create a new message and add all of the contacts you want to message to. There is no limit to the number of contacts that can be added to a new group message.

### Message Typing Indications

When a participant begins typing during an individual or group message, the application provides a visual indication to other participants that this person is typing. This message typing indication appears every 10 seconds while the typing continues. If typing is stopped for more than 10 seconds, the indication no longer appears.

### Message History

The Messages menu displays all existing messages and Streams you are added to, in chronological order. The **Streams** list displays the list of Streams you are added to whereas the **Messages** list displays a list of the individual and group contacts with whom you have interacted via a message.

#### Note:

The Mitel One mobile application will show a maximum of 20 recent conversations (including Messages and Streams) only. To view more conversations, use the web application.

Tapping a Stream or a direct message in the list opens the messaging window for that Stream, or the individual or group contact, displaying messages from previous conversations including the time of day and a top banner with the date for each message.

In the **Streams** list, the messages history shows all Streams of which you are a participant. However, in the **Direct Messages** list, the messages history shows only the recent 10 messages. Earlier messages are auto hidden every 96 hours after the last message was sent or received. The message will reappear if you receive another message from the participant of that conversation. A user can also access a hidden message by initiating a direct message with the contact.

### Place a Call while Messaging

During a message conversation with a contact, tap  at the top-right of the messages screen to call that contact.

### Hide a Message

You can hide a messaging session displayed in the **Messages** list in the application by swiping left on the message entry, and tapping .

The message will reappear if you receive another message from the participant of that message.



#### Note:

You cannot delete messaging sessions displayed in the **Messages** list of the Mitel One mobile app.



## 4.2 Start a Messaging Session

To start a messaging session:



1.

Tap the **Messages** icon (  ) from the navigation menu of the Mitel One mobile application



### 2. In the menu that opens, do one of the following:


- To continue with a previous message, tap the message from the list of messages displayed on the screen.
- To start a new individual or group message.
  - a.  Tap , and then tap **New Message**. The Search Users list screen is displayed.
  - b. Tap each of the contacts you want included in the conversation (adds a check mark next to each).
  - c. Tap **OK** in the top-right corner.

You can also choose to start an individual message or continue with a previous message with a contact by doing one of the following:

- Tap the contact in the **Favorites** widget, and tap the **Message** icon (  ) from the panel that opens.
- Tap the message from the contact in the **Messages** widget.
- Tap a contact in the **Contacts** menu and tap the **Message** icon (  ) from the panel that opens. Tapping the icon creates a new message or continues with the previous message and opens the messaging window.

### 3. Start messaging using the following options:

- **Send a text message**
  - a. Type the message in the text area. You can also copy and paste a message from existing messages.
  - b.  Tap .
- **Send a photo**

To send a photo, tap  in the text area and choose either of the following methods:

- **Take a Photo** — Use your mobile phone's camera to take a picture and then tap **Use Photo** (for iOS) or **OK** (for Android) to send that photo. Tap **Retake** (for iOS) or **Retry** (for Android) to take another photo.
- **Choose from Library** — Navigate to the desired photo stored on your mobile phone and tap it.

**Note:**

The maximum file size for an in-session photo sharing is approximately 10 MB. It is recommended that you share one photo at a time. Sharing multiple photos at the same time might cause the application to stop responding.

**Note:**

After a messaging session starts, additional participants cannot be added. Additionally, after a group messaging session starts, participants in the conversation cannot leave the group. When you need to change the participants in a group message, create a new message to add all of the contacts you want to message to. There is no limit to the number of contacts that can be added to a new group message.

## 4.3 Respond to a Message

To respond to messages:

1. Tap the **Messages** icon (  ) in the navigation menu of the application. The **Messages** menu opens.
2. Tap the message you want to respond to. The messaging window opens.
3. In the text area, type a response and tap  to send the reply.

### Message Notifications

If you have unread messages, the application displays the following:

- The **Messages** widget in the Home screen displays a red notification dot along with the sender's name to indicate that the message is unread.

#### Messages



**John Doe**  
How do?

10:40 PM



**Testing Stream**  
Started Testing Stream

7:25 PM



- The **Messages** menu displays a red notification dot along with the sender's name in bold letters to indicate that the message is unread.

Messages ^



•



The **Messages** icon in the navigation menu displays a red notification dot ( ) to indicate that there are unread messages.

Incoming messages generate different on-screen notifications depending on the following scenarios for your Mitel One mobile application.

- **iPhone**
  - When the application is open and accessible, running in the background (open, but not visible), or not running (closed), a message notification audio is played and a banner appears on the screen. Tap the notification banner to go directly to the messaging window for the individual or group who sent the message.
  - When the your iPhone is locked, a message notification audio is played and a banner appears on the screen. Swipe the notification banner to the right, tap **Open**, and unlock the screen to go directly to the messaging window for the individual or group who sent the message.

### Note:

To receive native message notifications on your iPhone, you must enable permission for the application to send notification to your iPhone. This is done from the **Settings** menu of your iPhone. For more information, see [Permissions and Notifications](#) on page 20.

- **Android**
  - When the application is open and visible, a message notification audio is played and a banner appears on the screen. Tap the notification banner to go directly to the messaging window for the individual or group that sent the message.
  - When the application is running in the background (open, but not visible), a message notification audio is played and a notification dot with the number of unread messages is displayed along with the **Mitel One** icon on your Android phone's home screen. If you touch and hold the **Mitel One** icon, a list of recently received messages is displayed. Tap any message in the list to go directly to the messaging window for the individual or group that sent the message.
  - When the screen is locked on your Android phone, a message notification audio is played and the locked screen displays a small Mitel logo. Unlock the screen and tap the message indicator to go directly to the messaging window for the individual or group that sent the message.
  - When the application is not running (closed), and the screen is locked on your Android phone, a message notification audio is played (if enabled in your phone) and the locked screen displays a

small Mitel logo. Unlock the screen and tap the message indicator to go directly to the messaging window for the individual or group who that sent the message.

- When the application is not running (closed), and the screen is not locked on your Android phone, a message notification audio is played (if enabled in your phone) and a banner appears on the screen. Tap the notification banner to go directly to the messaging window for the individual or group who that sent the message.

## 4.4 Streams

A Stream is a collaboration space designed to enable collaboration between teams, projects, and topics. In a Stream, you can add several members, message those members, and share images among them. You can add new members to an existing Stream and these members can view the previous conversation history inside the Stream.





### Note:

The Mitel One mobile application will show a maximum of 20 recent conversations (including Messages and Streams). To view more conversations, use the web application.

### Create Stream

To create a Stream:

1. Tap the **Messages** icon (  ) in the navigation menu of the application. The Messages menu opens.
2. Tap  , and then tap **Create Stream**. The **New Stream** screen opens.
3. In the **Stream name** field, enter a name for the Stream.
4. Tap **Create** at the top-right corner. A messaging window opens displaying the Stream name and a message **You created this channel today. This is the very beginning of the XXXX** (Stream name) **channel** indicating that the Stream is created. The Stream will be displayed in the **Streams** section of your the **Messages** menu.

To add members to a Stream for the first time:

1. Tap **Add members** from the messaging window. The **Search Users** list is displayed.
2. Tap each contact you want to add (a check mark appears beside each selected contact).
3. Tap **OK** in the top-right corner. The selected contacts are added as members to the stream.

### Manage Streams

You can invite members to a Stream, edit a Stream name, view the existing members in a Stream, or leave a Stream by performing the following steps.

1.



Tap the **Messages** icon ( ) in the navigation menu of the application. The **Messages** menu opens.

2. In the **Streams** list, tap the Stream you want to manage. The messaging window opens.

3.



Tap at the top-right corner. The **Stream Info** screen opens.

- To invite members to a Stream:

a. Tap **Invite to stream**. The **Search Users** list is displayed.

b. Tap each contact you want to add (a check mark appears beside each selected contact).

c. Tap **OK** in the top-right corner. The selected contacts are added as members to the stream.

- To view the members in a Stream:

a. Tap **Members**. A list of all the members currently in the stream appears.

- To edit a Stream name:

a. Tap **Edit**. The **Edit** screen is displayed.

b. In the **Stream name** field, enter the new name of the stream.

c. Tap **Update** at the top-right corner.

- To leave a Stream:

a. Tap **Leave**. An **Are you sure?** alert appears at the bottom of the mobile screen.

b. Tap **Leave** to leave the Stream and tap **Cancel** to cancel the operation.

This chapter contains the following sections:

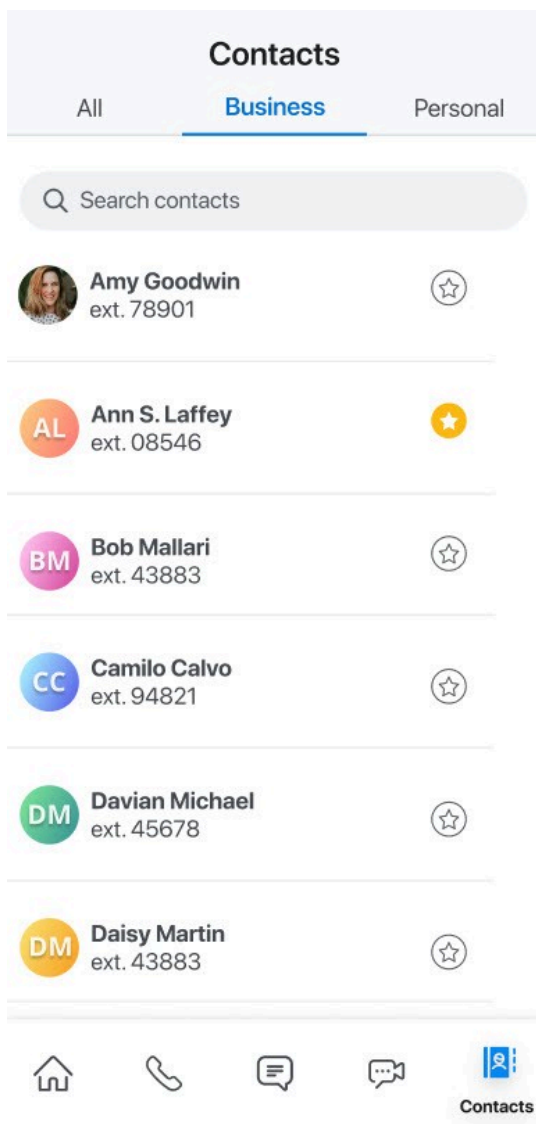
- [Contacts Menu](#)
- [Find a Contact](#)
- [View Contact's Status](#)

The Mitel One mobile app provides convenient options for communicating with your business and personal contacts.

For information about managing contacts, see the topics listed.

## 5.1 Contacts Menu

The **Contacts** menu in the Mitel One mobile application provides access to your business and personal contacts. By default, contacts are displayed in alphabetical order. Whenever your business contacts are added, changed, or deleted in the Mitel Cloud, the directory in the app is automatically updated. Optionally, you can allow the app to access the personal contacts on your mobile phone. To learn more, see [Find a Contact](#) on page 89.



The primary number of a contact will be the first business phone number by default. If the contact does not have a business number, the mobile number becomes the primary number, and if there is no mobile number, the home number becomes the primary number.

The **Contacts** menu has the following tabs:

- **All** — Displays all contacts, including business and personal.
- **Business** — Displays all contacts from the PBX and corporate Office 365 contacts.
- **Personal** — Displays all personal contacts synced from the user's mobile phone.

Contacts in the Mitel One mobile application are synchronized with the consolidated directory contacts, which include contacts from directories configured through the PBX (Public and Private Phonebook) and contacts from directories configured through the Open Interfaces Platform (OIP), which may include the Active Directory (AD). The Microsoft Office 365 contacts (if the Microsoft Office 365 integration is enabled) and the consolidated directory contacts are not displayed in the **Contacts** menu by default. These are displayed in the **Contacts** menu only when you perform a search.

The extended search is available to you only when an OIP is connected, depending on the configuration.

When an OIP is connected, the **Extended Search** toggle button is displayed in the **Settings** panel.

- When the **Extended Search** toggle button is disabled (the default option), the search results displayed in the **All** tab and the **Business** tab include only contacts from the PBX Phonebooks (Public and Private).
- When the **Extended Search** toggle button is enabled, the search is an extended search and the search results displayed in the **All** tab and the **Business** tab include contacts from all configured directories including the OIP.


For information about enabling and disabling the **Extended Search** toggle button, see the [Manage Mitel One Settings](#) section.

When you enter a search term to find a contact in the **All**, **Business**, or **Personal** tabs, the search results are displayed in the **Contacts** menu as and when received from the configured directories. It might take a few seconds after a search term is entered for the results to be displayed. When you clear the search field, any Microsoft Office 365 contacts or consolidated directory contacts displayed in the **Contacts** menu disappear.


**Note:**

- The **Extended Search** toggle button will not be displayed in the **Settings** panel when OIP is not connected.
- The results displayed for the extended search depend on the configuration made by your Account Administrator in the MiVoice 400 PBX and in the OIP Alpha Quick & Dial Service settings. The Account Administrator can update the OIP directory configurations in the OIP web portal (**Configurations > Server > Services > Alpha Quick & Dial Service**).
- The first time you attempt to access Personal contacts after installing Mitel One, you are requested to agree to the Consent form to allow the sync of your personal phone contacts.

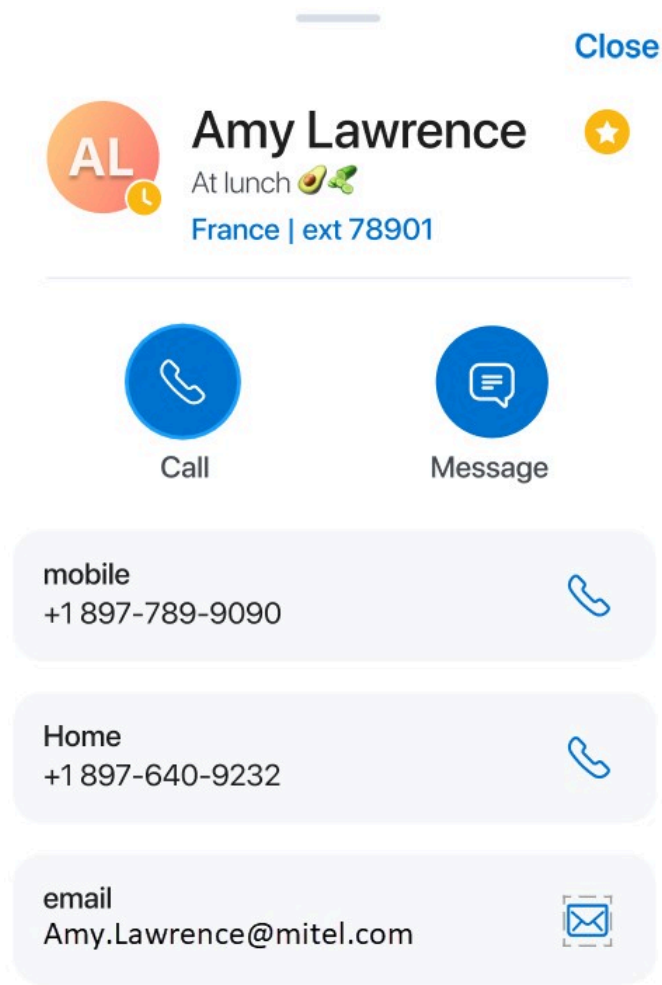
Your contacts are represented in the **Contacts** menu by different types of avatars.

- If a contact has uploaded an image, it is displayed as that person's avatar.
- If a contact has not uploaded an image, the avatar defaults to that person's initials.
- If a contact does not have the Mitel One application, the avatar displays a blue phone icon () , which means you can call this person (at the person's Mitel desk phone), but cannot message that person.
- The avatar of a User Group created in the PBX (MiVoice Office 400) displays the icon followed by the Name of the Group, if any.




The Search icon () in the **Contacts** menu enables you to search through the contact list to quickly find the contact with whom you want to communicate. For more information, see [Find a Contact](#) on page 89.

To view the details of a contact, tap the contact from the **Contacts** menu or Home screen. The contact's information panel appears displaying the phone number(s) and email address.





Following is a summary of how to use the icons and contact options shown in the preceding image.





-  — Tap this icon to add the contact as your favorite contact.



**Note:**

The Mitel One Mobile application does not support adding Microsoft Office 365 contacts as your favorite contact.

-  — Tap this icon to unfavorite a contact.
-  — Tap this icon to call the primary telephone number of the contact.

-  — Tap this icon to open the messaging window where you can message the contact.
- **mobile** — Displays the contact's mobile phone number. Tap the associated  icon to call the contact's mobile phone number.
- **Home** — Displays the contact's home phone number. Tap the associated  icon to call the contact's home phone number.
- **email** — Displays the contact's email address. Tap the associated  icon to send an email to the contact.

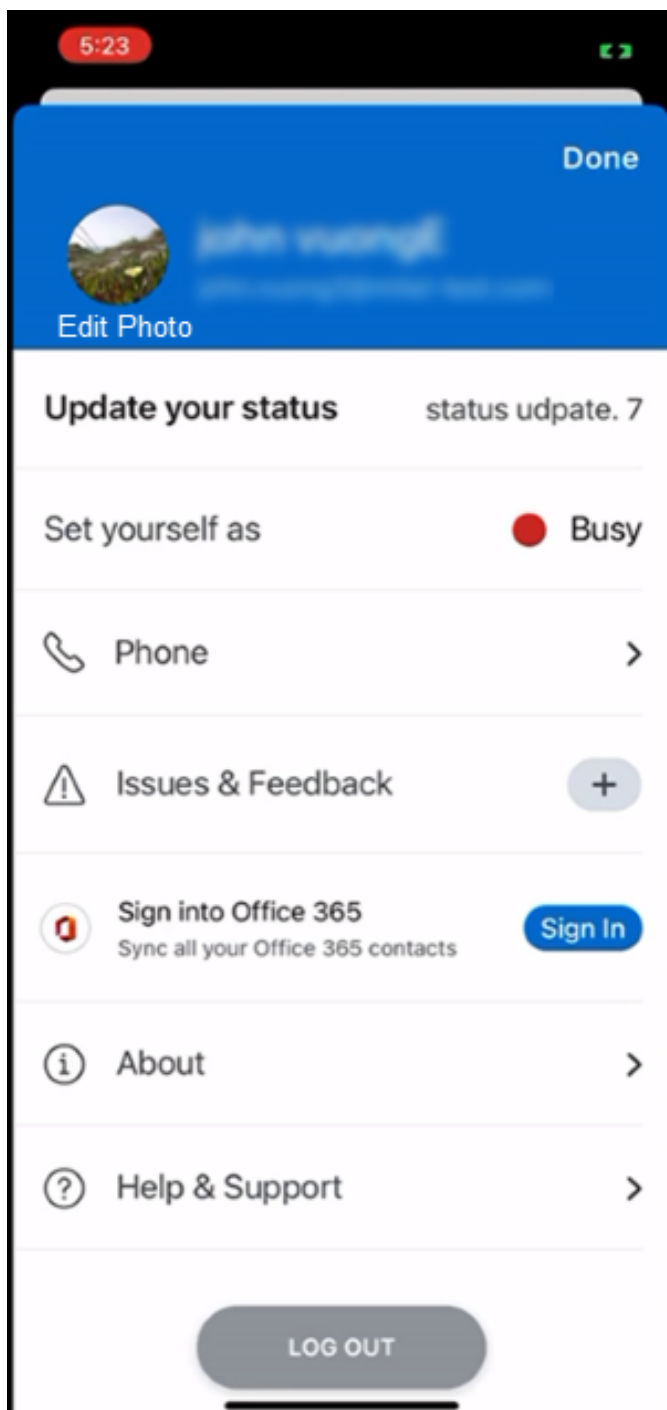
Mitel One users can search for their Office 365 contacts using the **Contacts** tab. Office 365 contacts are external contacts and are available to everyone in the organization via the various supported Outlook clients. These contacts are created and managed by Office 365 administrators.

To do this:

1. A CloudLink Account Administrator must enable Microsoft Office 365 integration for your account in the Mitel Administration. For more information about integrating Microsoft Office 365, contact your Account Administrator or see [Integrating Microsoft Office 365 with Mitel Administration](#).
2. The IT administrator of your organization must enable Office 365 contact synchronization for your user account. For more information, contact your Azure administrator or see [Set up directory synchronization for Microsoft 365](#).

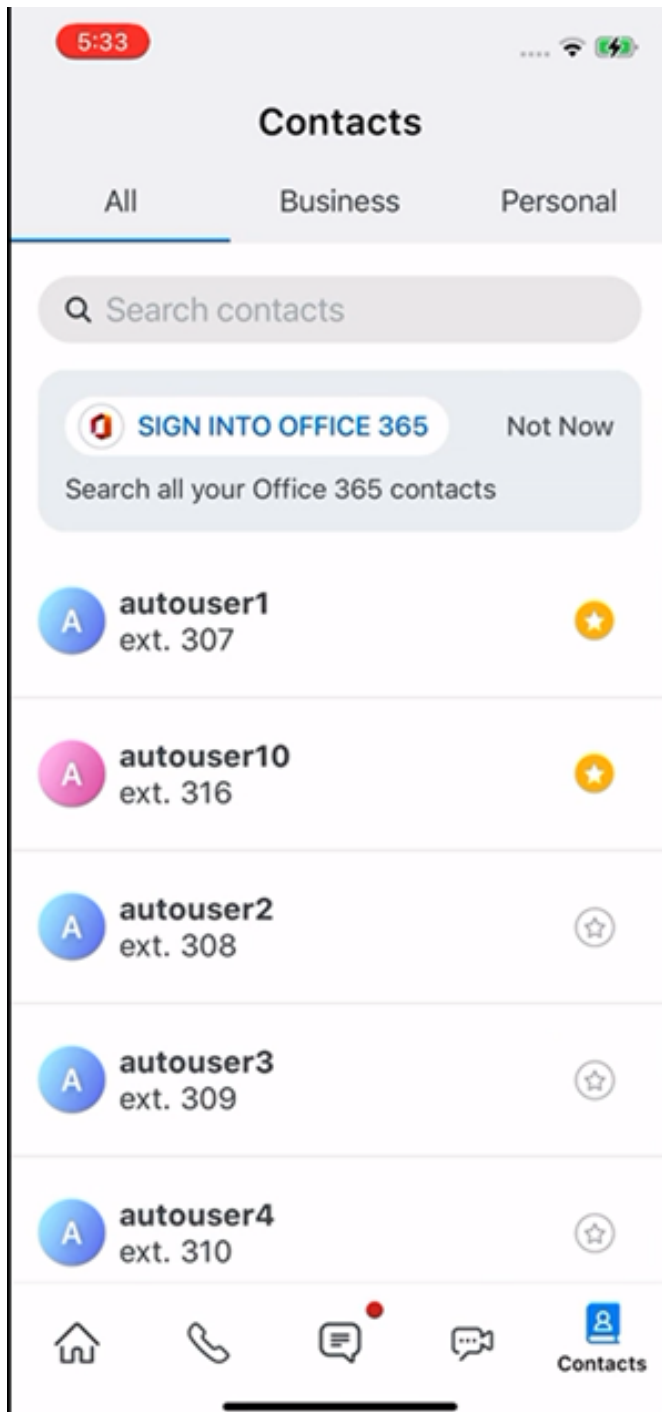


3. After Microsoft Office integration is enabled for your account, you must sign in with Microsoft Office 365 account in Mitel One. To sign in, do either of the following:
  - Click your avatar. From the settings page that opens, click **Sign In** to sign in with your Microsoft Office 365 account. Click **Continue** in the confirmation dialog box.



- Navigate to **Contacts** > **All** tab. Click **SIGN INTO OFFICE 365**, and then click **Continue** to sign in with your Microsoft Office 365 account.

**Note:**  
Clicking **Not Now** cancels the procedure.



You will be signed in with your Microsoft Office 365 account and can search for organizational contacts. To sign out from your Microsoft 365 account, click **Sign Out** in the settings page. Click **Continue** to confirm the sign out.

You can also decline signing in with your Microsoft Office 365 account from the **Contacts** menu. To do this, click **Not Now** next to the **SIGN INTO OFFICE 365** button.

When you search for a contact in the Mitel One Mobile application, the application processes the top 250 results fetched from Microsoft Office 365. A combined list of business contacts and Office 365 contacts are then displayed under the **All** tab with 50 results at a time. To find a specific contact or to refine the search, you can either continue adding letters to the search field, or scroll down the list.

**Note:**

When you log in to your Office 365 account, all details in the incoming call screen, outgoing call screen, and call history that are from the consolidated directory will be overridden with details from the contacts if it exists.

## 5.2 Find a Contact

The **Contacts** menu enables you to search for business contacts and optionally, personal contacts, to quickly find the contact you want to call or message.

All your business contacts are available in the Mitel One app by default. To enable the app to access the personal contacts on your mobile phone, tap the **Personal** tab in the **Contacts** screen.

To search for a contact:


1.



Tap  in the navigation menu. The **Contacts** menu opens.

2.



Tap the Search icon (  ) at the top-left of the screen.

3. In the Search area that appears, type the first few letters of the contact's first name or last name.

**Note:**

If you are searching by last name, you must type # followed by the first few letters of the last name (the # is not required if an OIP is used for an external contact database).

4. When a match is listed, tap the contact.

5. The contact's information page appears, where you can tap the respective icons to call, message, or email the contact.

**Note:**






While one searches for contacts using the search bar, a pop-up message "Search failed" is displayed. This is due to PBX search limitations. Click **RETRY SEARCH** to search again.

## 5.3 View Contact's Status

You can view a contact's availability status (presence) in the following ways:

- **Contact Tiles on the Home Screen:** Access the Home screen. Each contact's availability status is displayed as a colored circle on the lower-right side of each Tile.
- **Group Tiles on the Home Screen:** Access the Home screen, and tap any Group. In the Group screen that opens, each group member's availability status is displayed as a colored circle to the lower-right of each Tile.
- **In the **Contacts** menu:** Access the **Contacts** menu and tap any contact. The contact's information panel opens, and the status is displayed as a colored circle to the lower-right of the contact's avatar.
- **In the Missed Calls widget:** Access the Home screen. The availability status is displayed as a colored circle on the lower-left side of each entry in the widget.

The following describes the different presence status for a contact:

-  Indicates that a contact is available to message or receive calls.
-  Indicates that a contact is busy on a call or does not want to receive messages or calls.
-  Indicates that contact is away or has locked the PC or mobile.
-  Indicates that contact has enabled the Not Available and does not want to receive messages or calls.
-  Indicates that a contact has not yet set their presence in the Mitel One application.

Meetings is a multi-party video solution that offers seamless transitions between voice, video, and chat capabilities for a complete collaboration experience. It enables users to access features such as:

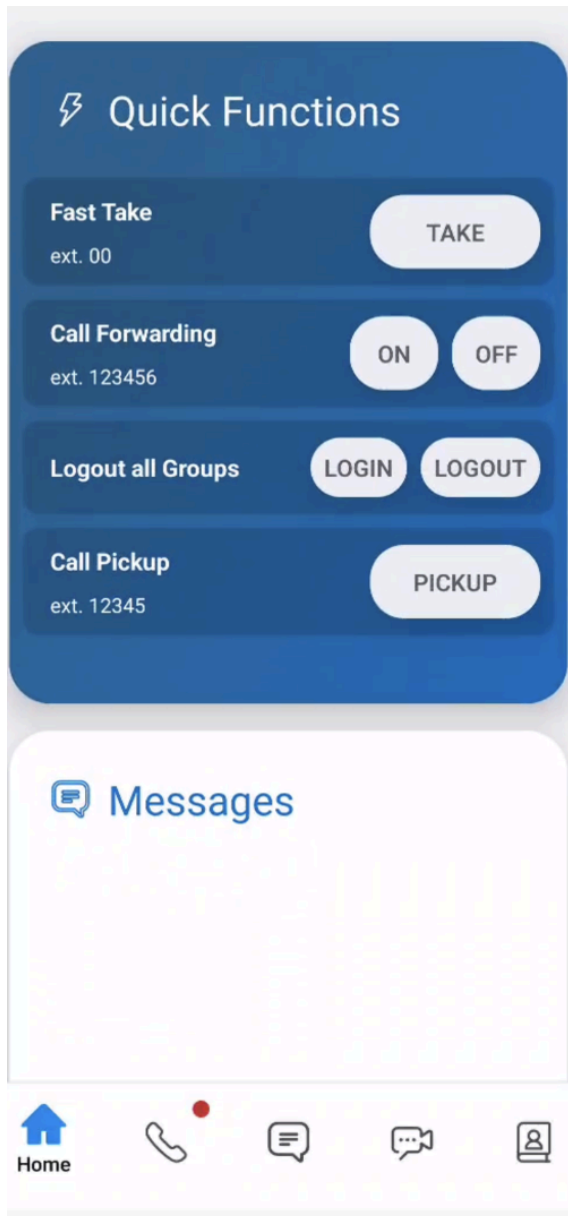
- **Collaborate:** Perform audio, video, and web sharing
- **Chat:** Hold chat sessions and receive chat notifications within a meeting
- **File Sharing:** Store and share files, and recordings

Tapping the **Meetings** icon in the navigation bar of the application opens the **Meetings** menu. Tapping **MEET NOW** will cross-launch the Meetings mobile application where you can start an ad-hoc meeting, view all your meetings, and join a meeting. For more information, see [MiTeam Meetings Mobile documentation](#).

# Quick Functions

## 7

The Quick Functions feature allows you to store frequently used function types in the MiVoice Office 400 PBX as Quick Functions in the Mitel One Mobile application. You can activate or deactivate a function by selecting the corresponding quick function key.



### Note:

You must have telephony enabled in your CloudLink account to use the Quick Functions feature.

For more information about how to configure a quick function key, and how these keys function, see the [MiVoice Office 400 System Functions and Features](#) documentation.

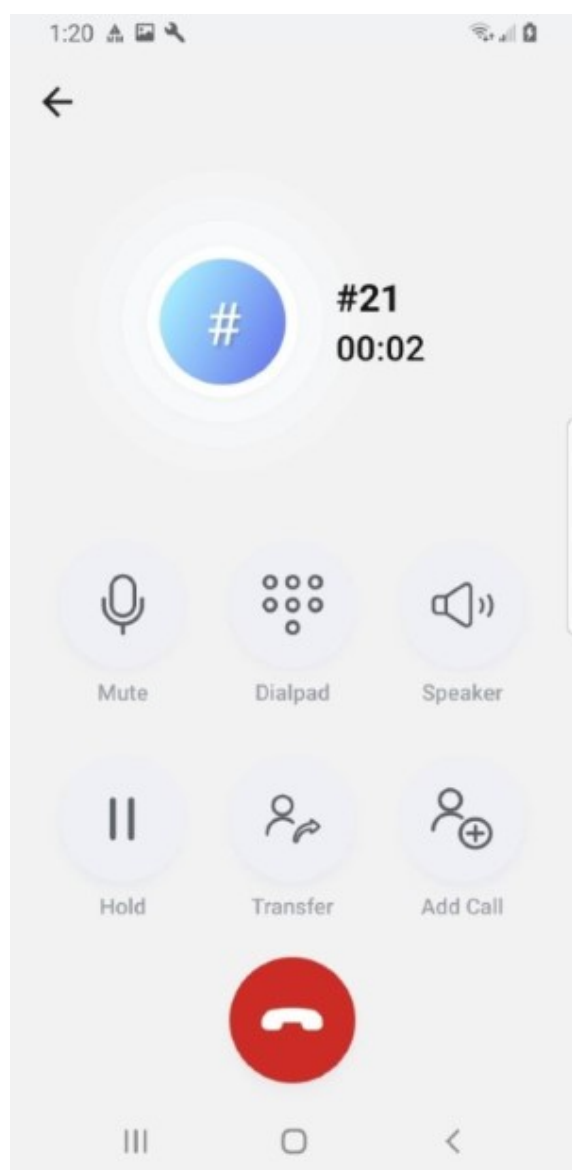
### **Note:**

You can add, edit, or delete a quick function only in the Mitel One Web application. From the Mitel One Mobile application, you can only trigger the quick functions added via the Mitel One Web application.

## Using a Quick Function

After adding a quick function key in the Mitel One web application, you can trigger the function key in the Mitel One Mobile application by selecting the icon corresponding to it, in the **Quick Functions** menu. When you trigger a quick function, the application displays a call screen to indicate that the quick function is being executed. You will hear a success tone if the function is successful, and a failure tone if the function fails.

The **Quick Functions** menu of the Mitel One Mobile application displays four function keys, which match the four function keys displayed in the Mitel One Web application.

**Note:**

- When a quick function is successful, it is indicated by two slowly alternating tones. A fast intermittent tone indicates that the quick function has failed.
- For more information about why a quick function fails, see the [MiVoice Office 400 System Functions and Features](#) document. This document describes the pre-requisites that must be ensured before using the quick functions, and the minimum system requirements and permissions required for using the quick functions. You must ensure that these requirements and permissions are in place in order to activate a quick function successfully.



## Supported Quick Functions

Following is a list of quick functions supported by the Mitel One web application. For more information about each function key, see the [MiVoice Office 400 System Functions and Features](#) documentation.

Quick Function Name	Description	MiVoice Office 400 Access Code
Fast take	This function combines the features of the two quick functions - Take a call and Pick up a call.	*88
Log in / Log out of one user group	This function allows a user to log out of a single user group and log in again.	*48 / #48
Log in / Log out of all user groups	This function allows a user to log out of all the user groups and log in again.	*4800 / #4800
Switch switching group	This quick function allows a user to manually switch the call routing between the predefined routes; for example, Night service.	*85
Activate personal call routing	This function allows a user to specify, the terminal to which a call must be routed to from the call terminals assigned to the user.	*45
Enable / Disable Call Forward unconditional to destination	This function allows a user to set the predetermined location the call will be forwarded to, when the unconditional call forward feature is enabled.	*21 / #21
Enable / Disable Call Forward unconditional pre-configured	This function allows a user to enable or disable the unconditional call forward to the predetermined destination.	*22 / #22
Enable / Disable Set Call Forward Busy destination	This function allows a user to set the predetermined location the call will be forwarded to, when the call forward busy feature is enabled.	*67/#67

Quick Function Name	Description	MiVoice Office 400 Access Code
Enable/Disable Call Forward No Reply to destination	This function allows a user to set the predetermined location the call will be forwarded to, when the call forward no reply feature is enabled.	*61 / #61
Enable / Disable Call Forward No Reply pre-configured	This function allows a user to activate or deactivate Call Forwarding on No Reply (CFNR).	*62 / #62
Call Pickup	This function allows a user to pick up and answer a call from a different terminal or device than the one to which the call is routed to.	*86
Hide number On / Off (External CLIR)	This function allows a user to permanently activate or deactivate suppressing of the display of the call number to the called party (CLIR).	*31# / #31#
Clear Configuration	This function allows a user to clear all the personal functions that are activated except logging in/out in user groups, and status of CLIR permanent.	*00

This chapter contains the following sections:

- [System Requirements](#)
- [Bandwidth Requirements](#)
- [Firewall Settings](#)
- [Network Handling and Requirements](#)
- [Scalability](#)

## 8.1 System Requirements

### Supported Mobile Devices

The Mitel One app is designed to support 64-bit hardware only.

The device must meet the following minimum requirements:

- Android Device Requirements
  - Operating system version: 11, 12, 13 or 14
  - RAM: At least 4GB is recommended (more may be required for adequate performance depending upon what other apps are in use)
  - Internal storage: At least 32GB is recommended (more may be required for adequate performance depending upon what other apps are in use)
- iOS Device Requirements
  - iOS 15, 16 or 17

#### Note:

- The Mitel One Mobile client is not certified for use on iPads and tablets in general and certain features are disabled on these devices.
- The Mitel One mobile application does not support the use of multiple SIM cards in a device. You will experience delays in call handling and/or audio issues if multiple SIM cards are installed on your device.

## Supported Bluetooth Devices

The Mitel One app offers limited support for Bluetooth audio devices. The supported Bluetooth features include:

- Device pairing/unpairing
- Accept/end call
- Mute/unmute call
- Volume control

### Note:

While displaying the Mitel One Mobile call screen, there is no option to choose an audio device, except for switching to speaker mode. As a result, any Bluetooth audio control is managed by the device's operating system.

### Note:

- Apple CarPlay and Android Auto are currently not supported.
- Mitel provides Bluetooth integration to ensure that a user can use the Bluetooth controllers on the vehicle steering wheel. However, the Mitel One app does not fully integrate with all car display consoles and car kits. Thus, the actual name and number might not be displayed on the car display console.

For information regarding the minimum system requirements for using the Mitel One mobile app, see [System Requirements](#).

## 8.2 Bandwidth Requirements

The Mitel One mobile application works with IPv4 and IPv6 networks. The app will connect to the user's preferred Wi-Fi network if that network is available. If the preferred Wi-Fi network is not available, the app will connect to an LTE network. The app works over Wi-Fi and cellular networks, but the voice quality and the connectivity depends on the network strength.

**Note:**

The application's embedded SIP soft phone should not be statically provisioned with an address on the local network. When a customer's network has active IPv6 routers they must have some form of automatic distribution of addresses to a mobile community (SLAAC or DHCPv6).

The following table lists the recommended bandwidths for a single Mitel One call.

Network	Kbps	Codec
Wi-Fi	220	G.711 and Opus
3G/4G	110	G.711

If the bandwidth is insufficient, the app user might encounter voice quality degradation, slow response, service interruption, and loss of service.

For more information about bandwidth requirements, the call flows, and bandwidth optimization, see [System Requirements](#).

## 8.3 Firewall Settings

The Mitel One mobile application uses services provided by the CloudLink platform (chat, authorization, authentication, and audio). To support these services, the application uses destinations and ports. If inbound or outbound traffic is blocked, the application's ability to use various services, including audio, and chat might be affected.

For more information about the performance profile and network requirement prerequisites, see the following sections in the CloudLink Gateway user guide.

- [Configuration Prerequisites](#)
- [Network View](#)
- [Mitel One Mobile](#)

**Note:**

Both inbound and outbound ports must be open in order to allow the application to function. You can also use wildcards to further identify the inbound and outbound traffic to allow or disallow packets accordingly. However, wildcards are not mandatory for the application to function. Some firewalls do not allow wildcards to be configured.

To be able to use the Mitel One application each system administrator must also be aware of the URLs the mobile app uses and ensure that the IP network ports required by the overall solution are open.

## Apple Push Notification service

For more information regarding the ports and hosts used for Apple Push Notification service (APNs), see Apple documentation at <https://support.apple.com/en-us/HT203609>.

## Firebase Cloud Messaging

For more information about configuring your firewall to connect a device with Firebase Cloud Messaging (FCM), see <https://firebase.google.com/docs/cloud-messaging/concept-options#messaging-ports-and-your-firewall>.

### Note:

- For VPN recommendations and network requirements, see [Network Handling and Requirements](#) on page 100.

## 8.4 Network Handling and Requirements

### VPN Recommendations

- Configure VPN to connect over UDP
- Use split tunneling configuration when possible
- Do not set MTU limit unless necessary

The following table summarizes the expected behavior when you switch between access points or networks during an ongoing call.

Call Flows	Call behavior on the app for calling party	Call behavior on the app for receiving party
During an ongoing call, if you switch between access points of the same type and configuration within the same WiFi network having the same access password	The call will continue as normal.	The call will continue as normal.

Call Flows	Call behavior on the app for calling party	Call behavior on the app for receiving party
During an ongoing call, if you switch between access points of different types within the same Wi-Fi network, or between different WiFi networks with different access passwords	<p>The call is disconnected.</p> <p><b>i Note:</b> If you are not the one who switched between the access points, your screen will continue to display the ongoing call screen until you disconnect the call.</p>	<p>The call is disconnected.</p> <p><b>i Note:</b> If you are not the one who switched between the access points, your screen will continue to display the ongoing call screen until you disconnect the call.</p>
During an ongoing call if you switch between different types of networks; for example, if you switch from a WiFi network to a carrier network or vice-versa	<p>The call is disconnected.</p> <p><b>i Note:</b> If you are not the one who switched between the networks, your screen will continue to display the ongoing call screen until you disconnect the call.</p>	<p>The call is disconnected.</p> <p><b>i Note:</b> If you are not the one who switched between the networks, your screen will continue to display the ongoing call screen until you disconnect the call.</p>
During an ongoing call, if you switch from WiFi network to carrier network, and the switch back to WiFi network (within 3 seconds)	The call will continue without audio while it is on the carrier network and will continue as normal on switching back to WiFi network.	The call will continue without audio while it is on the carrier network and will continue as normal on switching back to WiFi network.

Call Flows	Call behavior on the app for calling party	Call behavior on the app for receiving party
During an ongoing call, if you switch from WiFi network to carrier network, and again switch back to WiFi network (after more than 10 seconds)	<p>The call will continue without audio and the audio will not recover.</p> <p><b>i Note:</b> If you are not the one who switched between the networks your screen will show the ongoing call screen until you disconnect the call.</p>	<p>The call will continue without audio and the audio will not recover.</p> <p><b>i Note:</b> If you are not the one who switched between the networks your screen will show the ongoing call screen until you disconnect the call.</p>
During an ongoing call, if you switch to no network	The call is disconnected after 3 seconds.	The call is disconnected after 3 seconds.
During an ongoing call connected on WiFi if you switch to no network and then back to WiFi	The call will continue without audio and if switched back to WiFi within 3 seconds, the call will continue as normal.	The call will continue without audio and if switched back to WiFi within 3 seconds, the call will continue as normal.
During an ongoing call connected on carrier network if you switch to WiFi, while you still have carrier network available	<p><b>For Android:</b></p> <p>The call will continue with one-way audio.</p> <p><b>For iOS</b></p> <p>The call will continue as normal.</p>	<p><b>For Android:</b></p> <p>The call will continue with one-way audio.</p> <p><b>For iOS</b></p> <p>The call will continue as normal.</p>






Call Flows	Call behavior on the app for calling party	Call behavior on the app for receiving party
During an ongoing call connected on carrier network, if you switch to WiFi network (while you still have carrier network available) and again switch back to carrier network (within 3 seconds)	<b>For Android:</b>  The call will continue with one-way audio while it is on WiFi. On switching back to carrier network, the call will continue as normal.  <b>For iOS</b>  The call will continue as normal.	<b>For Android:</b>  The call will continue with one-way audio while it is on WiFi. On switching back to carrier network, the call will continue as normal.  <b>For iOS</b>  The call will continue as normal.
During an ongoing call connected on carrier network, if you switch to WiFi network (while you still have carrier network available) and then back to carrier network (after ten seconds)	<b>For Android:</b>  The call will continue with one-way audio for a while and then the call will continue without audio.  <b>For iOS</b>  The call will continue as normal.	<b>For Android:</b>  The call will continue with one-way audio for a while and then the call will continue without audio.  <b>For iOS</b>  The call will continue as normal.
During an ongoing call connected on carrier network, if you switch to no network and then back to carrier network	The call will continue without audio, and if switched back to carrier network within 3 seconds, the call will continue as normal. If not, the call will disconnect.	The call will continue without audio, and if switched back to carrier network within 3 seconds, the call will continue as normal. If not, the call will disconnect.

The voice service in the Mitel One application is VoIP-based (voice over IP); it uses your internet connection to route calls. Therefore a good signal strength is necessary to place or receive calls using the application. The following dBm values can be used as a reference to determine whether the signal strength is sufficient to successfully use the application.


**Note:**

During an active call, one of the following icons will be displayed in the top right corner of the screen.

**For Android**

Scenario	Signal strength	Icon
Signal strength RSSI or dBm $\geq -50$	Excellent	
Signal strength RSSI or dBm $\geq -70$ and $< -50$	Good	
If none of the above conditions are met	Poor	

### For iOS

The current algorithm used for measuring Android signal strength is not supported on iOS. Support for iOS is currently under investigation.

## 8.5 Scalability

The following table summarizes the maximum number of Mitel One users, and the maximum number of simultaneous calls supported on the MiVoice 400 PBX.

Testing Environment	Minimum Releases	MiVoice Office 400	CloudLink Gateway	Maximum Mitel One Users	Maximum Simultaneous Call (Direct Switching)	Maximum Simultaneous Call (Indirect Switching)
SMBC - Internal CloudLink Gateway	6.3 or later	SMBC	Embedded in SMBC	50	<ul style="list-style-type: none"> <li>25 Mitel One to Mitel One</li> <li>50 Mitel One to Internal</li> <li>50 Mitel One to PSTN</li> <li>16 Mitel One to Mitel One (GSM)</li> <li>12 Mitel One (GSM) to Mitel One (GSM)</li> </ul>	<ul style="list-style-type: none"> <li>15 Mitel One to Mitel One</li> <li>15 Mitel One to Internal</li> <li>15 Mitel One to PSTN</li> <li>16 Mitel One to Mitel One (GSM)</li> <li>12 Mitel One (GSM) to Mitel One (GSM)</li> </ul>

Testing Environment	Minimum Releases	MiVoice Office 400	CloudLink Gateway	Maximum Mitel One Users	Maximum Simultaneous Call (Direct Switching)	Maximum Simultaneous Call (Indirect Switching)
Mitel 470 - External CloudLink Gateway		Physical Mitel 470	CloudLink Gateway	300	<ul style="list-style-type: none"> <li>• 25 Mitel One to Mitel One</li> <li>• 50 Mitel One to Internal</li> <li>• 50 Mitel One to PSTN</li> <li>• 16 Mitel One to Mitel One (GSM)</li> <li>• 12 Mitel One (GSM) to Mitel One (GSM)</li> </ul>	<ul style="list-style-type: none"> <li>• 25 Mitel One to Mitel One</li> <li>• 50 Mitel One to Internal</li> <li>• 50 Mitel One to PSTN</li> <li>• 16 Mitel One to Mitel One (GSM)</li> <li>• 12 Mitel One (GSM) to Mitel One (GSM)</li> </ul>
Virtual Appliance - Virtualized CloudLink Gateway		Virtual Appliance	OVA	300	<b>Default appliance with 1 core CPU and 2GB RAM</b> <ul style="list-style-type: none"> <li>• 25 Mitel One to Mitel One</li> <li>• 50 Mitel One to Internal</li> <li>• 50 Mitel One to PSTN</li> <li>• 16 Mitel One to Mitel One (GSM)</li> <li>• 12 Mitel One (GSM) to Mitel One (GSM)</li> </ul>	<b>Default appliance with 1 core CPU and 2GB RAM</b> <ul style="list-style-type: none"> <li>• 25 Mitel One to Mitel One</li> <li>• 50 Mitel One to Internal</li> <li>• 50 Mitel One to PSTN</li> <li>• 16 Mitel One to Mitel One (GSM)</li> <li>• 12 Mitel One (GSM) to Mitel One (GSM)</li> </ul>

Testing Environment	Minimum Releases	MiVoice Office 400	CloudLink Gateway	Maximum Mitel One Users	Maximum Simultaneous Call (Direct Switching)	Maximum Simultaneous Call (Indirect Switching)
					<p><b>Large appliance with 8 core CPU and 4GB RAM</b></p> <ul style="list-style-type: none"> <li>• 125 Mitel One to Mitel One</li> <li>• 125 Mitel One to Internal</li> <li>• 125 Mitel One to PSTN</li> <li>• 16 Mitel One to Mitel One (GSM)</li> <li>• 12 Mitel One (GSM) to Mitel One (GSM)</li> </ul> <p><b>Note:</b> 125 simultaneous calls are supported only if the appliance is upgraded to OVA version 1.1.3 or later.</p>	<p><b>Large appliance with 8 core CPU and 4GB RAM</b></p> <ul style="list-style-type: none"> <li>• 125 Mitel One to Mitel One</li> <li>• 125 Mitel One to Internal</li> <li>• 125 Mitel One to PSTN</li> <li>• 16 Mitel One to Mitel One (GSM)</li> <li>• 12 Mitel One (GSM) to Mitel One (GSM)</li> </ul> <p><b>Note:</b> 125 simultaneous calls are supported only if the appliance is upgraded to OVA version 1.1.3 or later.</p>

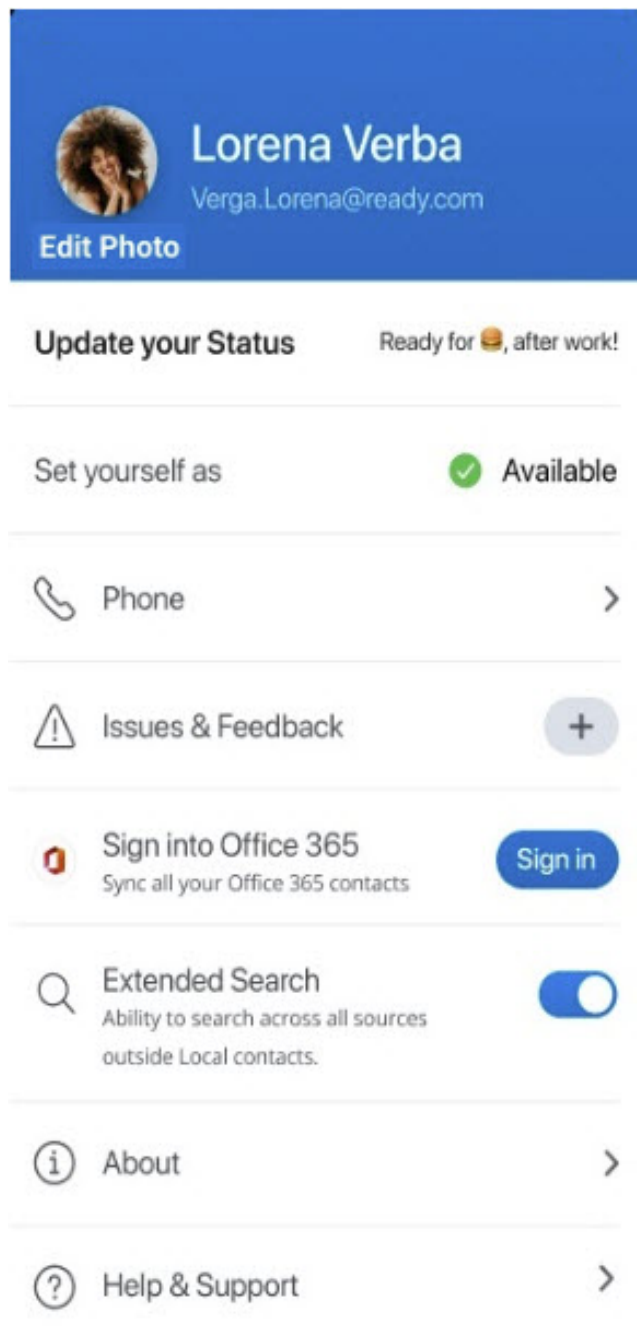
Testing Environment	Minimum Releases	MiVoice Office 400	CloudLink Gateway	Maximum Mitel One Users	Maximum Simultaneous Call (Direct Switching)	Maximum Simultaneous Call (Indirect Switching)
MSL	7.0 HF2 or later	Virtual Appliance/MSL	OVA/MSL	300	<p><b>Default appliance with 1 core CPU and 2GB RAM</b></p> <ul style="list-style-type: none"> <li>• 25 Mitel One to Mitel One</li> <li>• 50 Mitel One to Internal</li> <li>• 50 Mitel One to PSTN</li> <li>• 16 Mitel One to Mitel One (GSM)</li> <li>• 12 Mitel One (GSM) to Mitel One (GSM)</li> </ul> <p><b>Large appliance with 8 core CPU and 4GB RAM</b></p> <ul style="list-style-type: none"> <li>• 125 Mitel One to Mitel One</li> <li>• 125 Mitel One to Internal</li> <li>• 125 Mitel One to PSTN</li> <li>• 16 Mitel One to Mitel One (GSM)</li> <li>• 12 Mitel One (GSM) to Mitel One (GSM)</li> </ul>	<p><b>Default appliance with 1 core CPU and 2GB RAM</b></p> <ul style="list-style-type: none"> <li>• 25 Mitel One to Mitel One</li> <li>• 50 Mitel One to Internal</li> <li>• 50 Mitel One to PSTN</li> <li>• 16 Mitel One to Mitel One</li> <li>• 12 Mitel One to Mitel One</li> </ul> <p><b>Large appliance with 8 core CPU and 4GB RAM</b></p> <ul style="list-style-type: none"> <li>• 125 Mitel One to Mitel One</li> <li>• 125 Mitel One to Internal</li> <li>• 125 Mitel One to PSTN</li> <li>• 16 Mitel One to Mitel One (GSM)</li> <li>• 12 Mitel One (GSM) to Mitel One (GSM)</li> </ul>

# Report an Issue and Share Feedback

## 9

Let us know of any issues you encounter while using the Mitel One application. We also encourage you to share your ideas and suggestions about improving the application features. Use the following procedure to report a problem or to share your feedback.

1. Tap your avatar at the top left of the app screen. A panel opens.



## 2. Tap **Issues & Feedback**.

- **To share feedback**

Tap **Share Feedback**. You will be redirected to a [Mitel CloudLink Feedback](#) page in UserVoice, a third-party website where you can submit your ideas. Here, you can also vote on the ideas submitted by other users.

- **To report an issue**

- a. Tap **Submit an Issue**. The **Report Issue** screen opens.

- b. Enter a title for the issue, and provide a brief description of the issue. Tap **Add Screenshot** if you want to attach a screenshot that clarifies the issue.

- c. Tap **SEND**.

# Setting Logging Level

## 10

You can set the logging level in your Mitel One mobile application from your Avatar.

To set a log level:

1. Tap your avatar at the top left of the Mitel One mobile application.
2. Tap **About** and tap **Log Level**.

The **System Profile** screen opens.

3. From the **Log Level** drop-down list, select a log level.

The selected log level is enabled.

### Note:

While investigating an issue, Mitel support may request **Debug** enabled from the **Log Level** drop-down list before reproducing the issue.



