A MITEL
PRODUCT
GUIDE

Mitel One Web Application

User Guide

June 14 2024

Mitel
Powering connections

Notices

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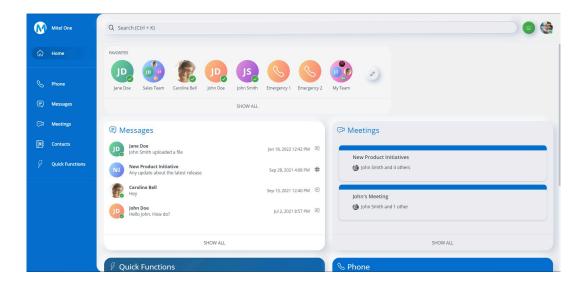
Getting Started 1

This chapter contains the following sections:

- What is Mitel One Web Application?
- Register and Access the Mitel One Web Application
- Log In / Log Out
- Reset your Password
- Permissions and Notifications
- Mitel One Progressive Web Application
- Mitel One Web Application Overview
- Manage Mitel One Settings

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

1.1 What is Mitel One Web Application?

The Mitel One web application is a next-generation collaboration application that provides advanced communication features and integrates with the MiVoice Office 400 PBX to improve work efficiency and enhance workplace communication. It provides seamless transitions between voice, video, and messaging capabilities for a complete collaboration experience. From your PC or Mac, you can find and connect with individuals and groups through calls and messages, answer and handle multiple calls in real time, and attend multi-party video conferencing with your contacts.

The Mitel One web application consolidates telephony, messaging, and meetings within a single application and user experience. It provides the following features:

- Voice features such as place, answer, hold, retrieve, and transfer a call; and multi-call handling

- Calendar integrated video conferencing and meeting collaboration
- Secure personal one-to-one messaging, group messaging, public and private Streams
- Corporate directory integration and Global Search functionality
- Manage communications and voice-centric workflows more effectively
- Record calls and meetings
- Store frequently used function types in the MiVoice Office 400 PBX as Quick Functions
- Control the call features on the MiVoice Office 400 desk phone
- Live status (presence) of users with PBX integrated availability
- Dynamic call history
- Contact synchronization and management (business and personal contacts)

To access the latest version of the app, click https://one.mitel.io. For more information about how to log in to the application, see Log In / Log Out on page 6.

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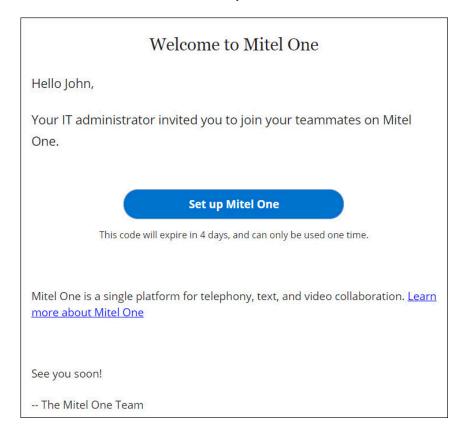
1. Ensure that you have received an email bearing the subject line 'Welcome to Mitel One' from **no-reply@mitel.io**. This is a welcome email sent when a Mitel One license is assigned to you by the Mitel Partner or Account Administrator in the Mitel Administration. If you do not find this email in your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

> **Note**:
>
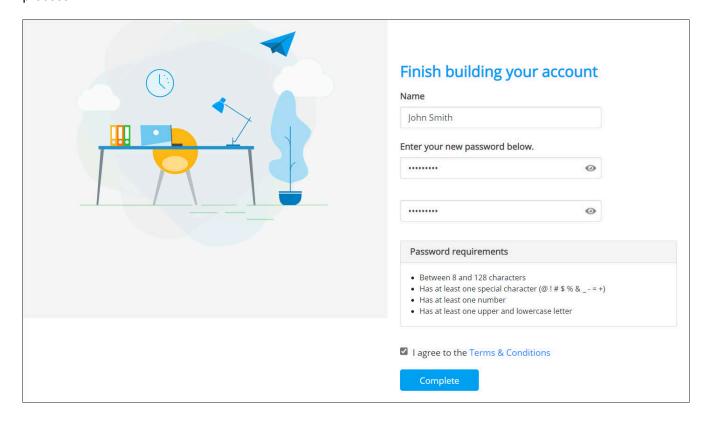> The link provided in the welcome email will expire after 4 days and can be used only once.

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

Welcome to Mitel One

Hello John,

Your IT administrator invited you to join your teammates on Mitel One.

Set up Mitel One

This code will expire in 4 days, and can only be used one time.

Mitel One is a single platform for telephony, text, and video collaboration. Learn more about Mitel One
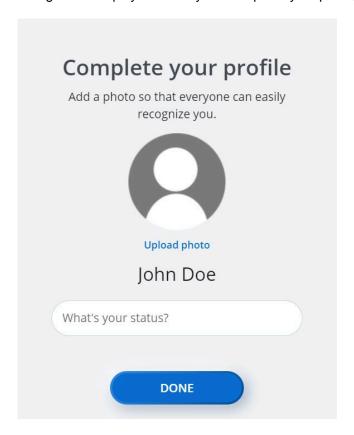
See you soon!

-- The Mitel One Team

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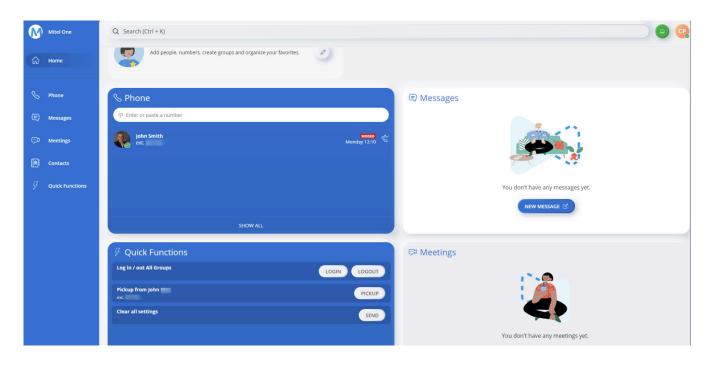
and click **Complete** after accepting the terms and conditions to complete the account registration process.

4. Upon successful registration, you will be logged in to the application and the **Complete your profile** dialog box is displayed where you can upload your photo, or add a status message.

Click **DONE** to continue to the Home screen (shown in the following screenshot).

From the Home screen, you can Place and Receive calls, Send or Receive Messages, Enable/Disable any quick functions, Create or Join a Stream, Manage Contacts and Contacts Groups, Create Favorites, and Start or Join a Meeting.

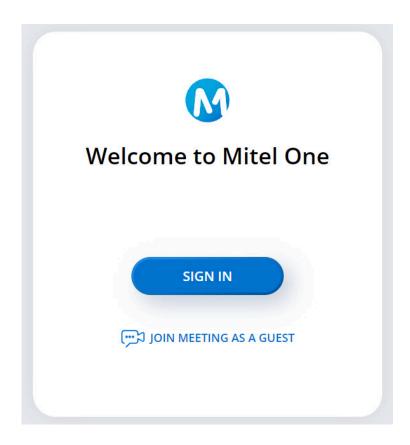# 1.3   Log In / Log Out

Log In

> **ℹ Note**:
>
> For using certain features of the Mitel One web application, you must grant permission to the app to access certain areas of your computer when the app generates on-screen messages asking for permissions when you log in for the first time after installation. To learn more, see Permissions and Notifications on page 10.

Access the application by clicking the URL https://one.mitel.io. The **Welcome to Mitel One** page opens. Click **SIGN IN** .
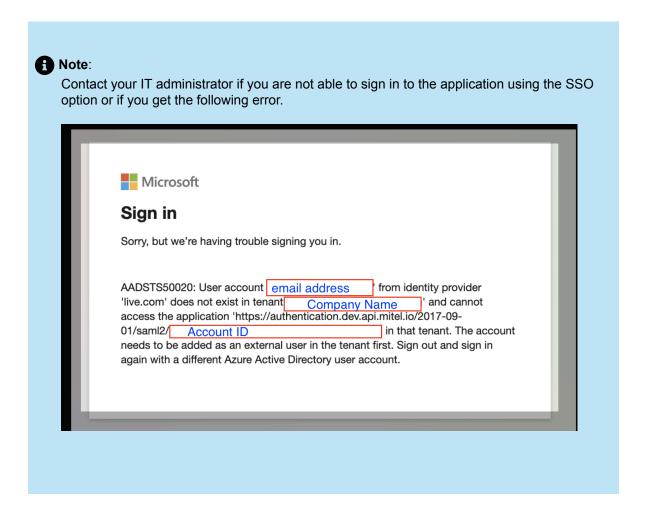

The Mitel user login page opens.

To log in:

1. Enter your email id (specified in the account for you) or the User Principal Name (if you are an Azure user with SSO) as the user name and the Account Number received in the welcome email (if prompted) in the respective fields. Click **Next**.

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

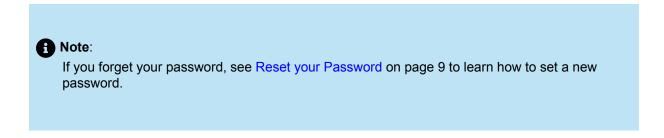   • **Using Single Sign-On (SSO)**

   > **ⓘ 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. Click **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 click **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**

  Enter the password you specified while registering your account in the **Password** field, and click **Next** to log in to the application. See Register and Access the Mitel One Web Application on page 2 for more details about how to register a user.

> **ⓘ Note**:
>
> If you forget your password, see Reset your Password on page 9 to learn how to set a new password.

  After successful sign in, the End User License Agreement (EULA) is displayed.
  3. Select the check box to accept the end user agreement, and click **CONFIRM** to log in to the application.

> **ⓘ Note**:
>   The end user agreement dialog box 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.

If you log in to the application using the Google Chrome or Microsoft Edge browser, you can install the Mitel One Progressive Web Application. For more information, see Mitel One Progressive Web Application on page 13.

Log Out

To log out of the application, click your avatar, and from the drop-down panel that opens, click **Logout**.

> **ⓘ Note**:
>   After you log out, you will no longer receive any notifications for incoming calls and messages. The next time you log in, all your missed calls, unread messages, and meeting invitations will be there for you to access.

1.4   Reset your Password

> **ⓘ Note**:
>   The following procedure applies only to users who do not have Single Sign-On (SSO) configured for their Mitel account.

If you are logged out of the Mitel One web application and have forgotten or want to reset your login password, perform the following steps to reset your password:

1. Access the application by clicking the URL https://one.mitel.io. The Mitel user login page opens.
2. Click **SIGN IN**, and enter your username.
3. If prompted, enter the Account Number.
4. Click **Next**.
5. Click the **Forgot Password**.
6. Enter your username and click **Next**.

7. An email containing a **Reset Password** link, and a 6-digit code number is sent to the email address you provided. 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**.

8. Click the **Enter Code** tab displayed in the web page and enter the 6-digit code number. Click **Submit** to reset your password.

9. Alternately, in the email that you received, click the **Reset Password** link. In the **Set a New Password** page that opens, enter a new password and confirm the entry. Click **Next**. Your password is reset.

1.5   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 browser. To enable the application to be fully functional, select the **Allow** 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 — Allows the app to display notifications when you receive calls and messages.

> **ⓘ Note**:
>
> If you choose to **Block** or **Don't Allow** the application the permission to send notifications during the initial prompt, the message **Notifications are disabled, please allow them in your browser if you wish to receive them** is displayed in the Home screen and you will not receive notifications for incoming calls and messages.

- Microphone — Allows the app to record your voice during a call.

> **ⓘ Note**:
>
> If you choose to **Block** or **Don't Allow** the application access to your microphone during the initial prompt, the message **Audio access for this site is blocked. Please modify your browser settings to allow voice calls** is displayed in the Home screen and your microphone will be disabled. Your contacts will not be able to hear you during voice calls.

- Location — Allows the application to access your device's precise location.

To change the permission settings, follow instructions pertinent to your browser.

- Notifications

  - [Google Chrome](#)
  - [Mozilla Firefox](#)
  - [Apple Safari](#)
  - [Microsoft Edge](#)

  To receive native notification in your PC or Mac, you must enable permission for the browser to send notification to your PC or Mac. This is done from the Control panel/Settings menu of your operating system. To select a browser to send notifications, follow the instructions pertinent to your operating system.

  - [Windows](#)
  - [macOS](#)

- Microphone

  - [Google Chrome](#)
  - [Mozilla Firefox](#)
  - [Apple Safari](#)
  - [Microsoft Edge](#)

  To enable the microphone, a common prerequisite is that you must have already enabled permission for the browser to access your microphone. This is done from the Control panel/Settings menu of your operating system. To enable the microphone, follow the instructions pertinent to your operating system.

  - [Windows](#)
  - [macOS](#)

- Location

  - [Google Chrome](#)
  - [Mozilla Firefox](#)
  - [Apple Safari](#)
  - [Microsoft Edge](#)

  To enable the location service, a common prerequisite is that you must have already enabled permission for the browser to access your location. This is done from the Control panel/Settings menu of your operating system. To enable the location service, follow the instructions pertinent to your operating system.

  - [Windows](#)
  - [macOS](#)

Error/Warning Notifications

The following table lists the error and warning notifications that is displayed in the Mitel One web application.

Notification	Description
Phone registration failed. All phone services within Mitel One are currently disabled	This notification appears when multiple attempts to register the softphone in the application fails. The CloudLink Platform or the PBX will send the registration failure notification to the application and telephony in the application will be disabled.
There may be a problem with your audio device. You may not be able to make and receive calls.	This notification appears when the app cannot detect an audio device required to make and receive calls.
Call failed	This notification appears when the app receives call failed state from the CloudLink Platform or the PBX.
Call service is not available, please refresh	This notification appears when there are problems with the softphone in the application. 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.
Phone is not available because Mitel One is opened in another tab or window on this device	This notification appears if you have opened the application in multiple tabs in your browser or in PWA. Mitel One call features will be supported only in the first tab you opened. In all other tabs in which you have opened the application, the call features will be disabled.
The device is currently offline	This notification appears if there are problems with your network connectivity. When this occurs, you may be unable to use the app features. If this issue persists, contact your IT administrator.
Your quick function list is not up-to-date	This notification appears when the quick functions stored in the application fails to synchronize with the CloudLink platform.

Call Notifications

Incoming calls generate different on-screen notifications depending on a variety of scenarios for your application and your computer. To learn more, see Answer or Decline a Call on page 45.

Message Notifications

Incoming messages generate different on-screen notifications depending on a variety of scenarios for your application and your computer. To learn more, see Respond to a Message on page 91.

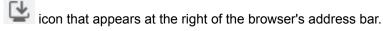# 1.6   Mitel One Progressive Web Application

Mitel One Progressive Web Application (PWA) combines the best of both the web application and the native desktop application to provide faster, immersive, and an app-like experience on your desktop device. The PWA provides key functionalities such as push notifications and device hardware access, to provide a user experience similar to the native application on desktop devices.

The PWA is supported on Google Chrome and Microsoft Edge browsers.

Install Mitel One PWA

To install the PWA:

1. Log in to the Mitel One Web Application.
2. Click your avatar and from the drop-down panel that appears, click **Install app**. Alternately, click the

   ⬇ icon that appears at the right of the browser's address bar.
3. You will be prompted to install the application on your desktop device. In the prompt dialog box, click **Install** to install the PWA. Clicking **Cancel** cancels the operation.
4. The PWA opens, displaying the Home screen.

> ℹ **Note**:
>
> When you log in to the PWA for the first time after installation, the use of certain features will generate on-screen messages asking for permission to access areas of your computer. For more information, see Permissions and Notifications on page 10.

After you install the PWA, you can toggle between the PWA and the web application (in the browser). To switch to the web application while using the PWA, click the three-dots icon (⋮) at the top right of the PWA window, and from the panel that opens, click **Open in (Browser name)**. To switch to the PWA while using the web application, click the ↗ icon at the right of the browser address bar. In the prompt screen that opens, click **Open**.
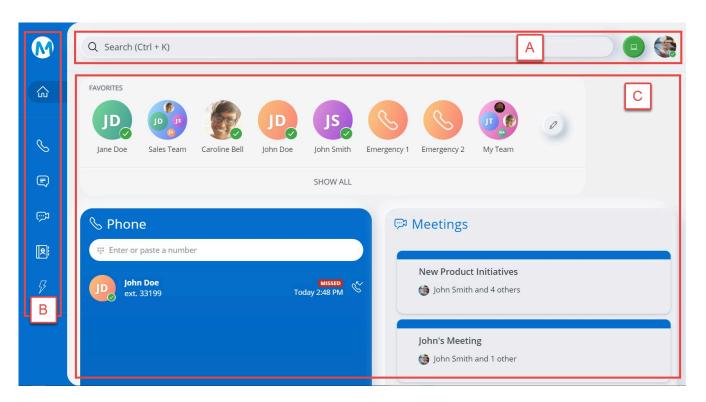
Uninstall Mitel One PWA

To uninstall the PWA:

1. Click the three-dots icon at the top right of the PWA window. A panel opens.

2. Click **Uninstall Mitel One Web**.

3. A prompt screen appears. Select the check box **Also Clear Data from (Browser name)** if you want to remove browsing data and cookies related to the PWA.

4. Click **Remove**. The PWA is uninstalled from your device. Clicking **Cancel** cancels the uninstallation.

1.7   Mitel One Web Application Overview

The main window of the Mitel One web application has three main sections: Header bar, Navigation menu, and Home screen.
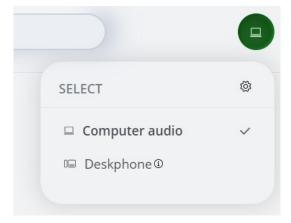

> **ⓘ Note**:
>
> • What features are available in the Mitel One application for a user depends on the license that the user has purchased. For more details about licensing, see Licensing. A CloudLink Administrator can enable or disable specific Mitel One features for a user. Contact your CloudLink Administrator 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.

A	Header bar — Displays the Search bar, the device selection button, and the avatar.
B	Navigation menu — Displays the basic navigation menu for the application. Only the features you are licensed to use are displayed.
C	Home screen — Displays the following widgets: • FAVORITES • Phone • Messages • Meetings • Quick Functions

Header Bar

The Header bar at the top displays:

- The avatar of the user. Click the avatar to update the presence status and status message, access the **Settings** panel, access the help documentation, and to log out of the application.
- The Search bar where you can enter a text and search among Contacts, Meetings, Messages, or Streams.
-

    The device selection button ( ) which allows you to choose how to place or receive calls in the application.

    For more information, see Manage Mitel One Settings.

Navigation Menu

The navigation menu displays the icons for accessing various features of the application.

- **Home** — The Home screen provides easy access to all features of the application and enables quick communications with your contacts. For more information, see Home Screen on page 16.

- **Phone** — The Phone menu displays the call history on the left side, and the **Keypad** on the right side for the user to dial the phone number. For more information, see Phone on page 42.

- **Messages** — The Messages menu allows you to connect in real time to any other Mitel One contact or group of contacts. The Messages screen displays all existing messages on the left-half of the screen and the selected message thread on the right-half. For more information, see Messages on page 73.

- **Meetings** — The Meetings menu allows you to schedule or join a meeting with any of your contacts (with email id). For more information, see Meetings on page 98.

- **Contacts** — The Contacts menu provides access to all business contacts and groups. It also enables you to search through the contact list quickly to find the contact you want to communicate with. Click the contact or hover over the contact to view the communication options. For more information, see Contacts on page 173.

- **Quick Functions** — The Quick Functions menu displays and provides access to all the quick function keys you have stored in the application. You can activate or deactivate a function by clicking the corresponding quick function key. For more information, see Quick Functions on page 184.

Home Screen

The Home screen stores frequently used contacts, contact groups, and speed dials as Favorites and displays the recent messages you received and the calls that you have missed.

FAVORITES

The **FAVORITES** widget displays your favorite contacts and contact groups, and speed dials. For more information, see Set Your Favorites on page 28.

Messages

The space below the **FAVORITES** widget on the right side of the Home screen is the **Messages** widget. The **Messages** widget lists all the recent messages you received, in chronological order.

- To reply to a message in the **Messages** widget, click the message. You can also hover over the

  message and click the icon. This opens the message screen for that individual, which displays the messages you received.

-

  To call back a contact from the **Messages** widget, hover over the contact, and click the icon. The call screen opens, and a call is placed to the contact.

For more information, see Messages on page 73.

Phone

The **Phone** widget displays the calls you have missed. Clicking the widget opens the **Phone** menu where you can:

- View all outgoing and incoming calls in the **All Calls** list.
- View only incoming calls that were not answered in the **Missed Calls** list
- View all the voicemail you received in the **Voicemail** list
- Place a call to a contact using the **Keypad**
- Search for a contact in the directory using the Search bar.

For more information, see

Meetings

The **Meetings** widget displays the recent Mitel One meetings of the user. Clicking the widget opens the **Meetings** menu that provides easy access to all Mitel One Meetings features and enables you to quickly manage your meetings. For more information, see

Quick Functions

The **Quick Functions** widget displays the recent quick function keys used or stored by you in the application. Clicking the widget opens the **Quick Functions** menu that provides access to all the quick function keys you have stored in the application. For more information, see
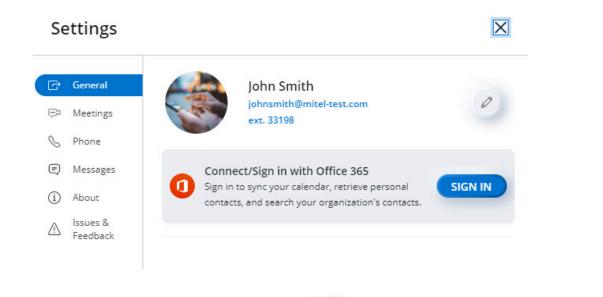
1.8 Manage Mitel One Settings

You can personalize the settings of your Mitel One web application from the **Settings** panel. You can edit your avatar; access the personal contacts on your Office 365 application; choose the call option; choose the type of messages for which you want to receive notifications; submit an issue and share feedback about the application; and access the online help documentation, release information, the privacy policy, the End User License Agreement, and view the application version number.

To access the **Settings** panel:

1. Click your avatar on the top right hand corner.
2. From the panel that appears, click **Settings and preferences**. The **Settings** panel opens.

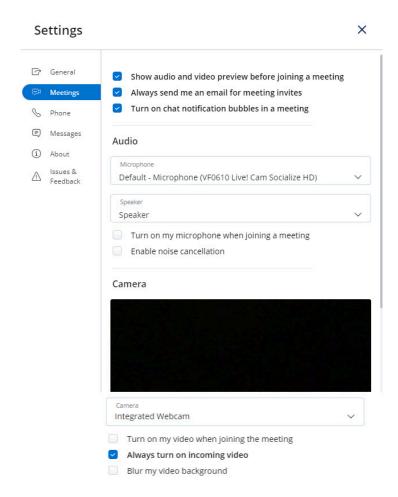To personalize the settings in your application, do the following.

- Click the **General** tab to personalize the following settings.

-

  To change your avatar, click the Edit icon ( ). For more information, see Set Up Your Profile.
- To synchronize the calendar and personal contacts on your Office 365 application, click **SIGN IN**.

• Click the **Meetings** tab to enable or disable features for your meetings.

• **Show audio and video preview before joining a meeting** – Select this check box to display the Audio and video preview panel before you connect to a meeting.
• **Always send me an email for meeting invites** – Select this check box to receive an email invite to a meeting you are invited to.
• **Turn on chat notification bubbles in a meeting** – Select this check box to receive chat notifications during a meeting.
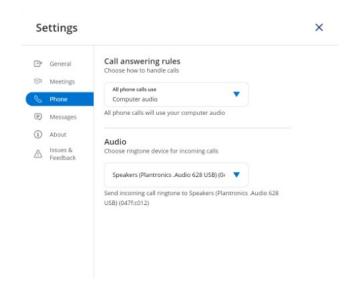
In the **Audio** section:

• Choose the preferred **Microphone** and **Speaker** from the respective drop-down lists.
• **Turn on my microphone when joining a meeting** – Select this check box to always join a meeting with your microphone turned on.
• **Enable noise cancellation** – Select this check box to cancel background noise.

In the **Camera** section:

• Choose your preferred **Camera** from the drop-down list.
• **Turn on video when joining a meeting** – Select this check box to always join a meeting with your video turned on.
• **Always turn on incoming video** – Select this check box to display the video of other participants in the meeting who have turned on their video.

- **Blur my video background** – Select this check box to blur your video background.
- Click the **Phone** tab to choose how to place or receive calls in the application, and to choose the device for which you want to have a ringtone for incoming calls.

In the **Call answering rules** section:

- To place or receive calls through the softphone in the web application, click the **All phone calls use** option, and from the drop-down panel that opens, click **Computer audio**.

> **ⓘ Note**:
> When you choose the default audio option from the **All phone calls use** drop-down list, the application uses the audio device determined by the operating system.

- To place or receive calls through the deskphone associated with your account click the **All phone calls use** option, and from the drop-down panel that opens, click **Deskphone**.

In the **Audio** section:

- Click the drop-down menu below **Choose ringtone device for incoming calls** and select the device for which you want to have a ringtone for incoming calls.
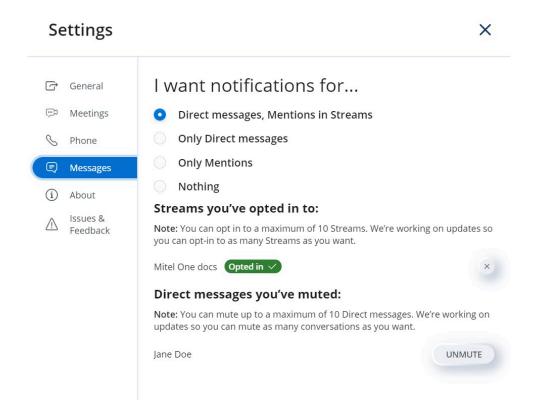
> **ⓘ Note**:
> This feature is supported only in the following browsers:
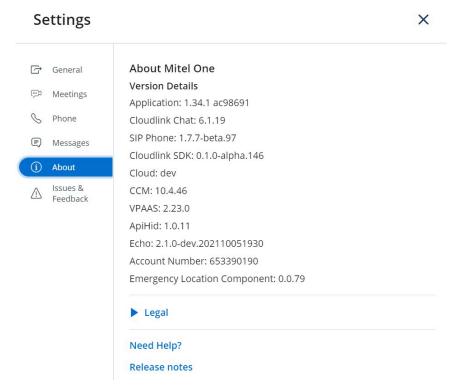>
> - Google Chrome
> - Microsoft Edge

For more information, see Manage Calls using Deskphone on page 63.

- Click the **Messages** tab to personalize the following settings.

- To choose the type of messages for which you want to receive notifications, click the icon associated with the message type.
- To opt out from receiving notifications for a Stream, click the icon associated with the Stream.
- To unmute the notifications for a Direct message received from a contact, click the **Unmute** option associated with the contact.

- Click the **About** tab to view the version details of the application, URLs to the online help, release information, privacy policy, and End User License Agreement.

Settings   ✕

⬀ General	**About Mitel One**
💬 Meetings	**Version Details**
📞 Phone	Application: 1.34.1 ac98691
	Cloudlink Chat: 6.1.19
💬 Messages	SIP Phone: 1.7.7-beta.97
ⓘ **About**	Cloudlink SDK: 0.1.0-alpha.146
	Cloud: dev
⚠ Issues & Feedback	CCM: 10.4.46
	VPAAS: 2.23.0

ApiHid: 1.0.11

Echo: 2.1.0-dev.202110051930

Account Number: 653390190

Emergency Location Component: 0.0.79

▶ **Legal**

Need Help?

Release notes

- Click the **Issues and Feedback** tab 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 Report an Issue and Share Feedback on page 202.

Setting up your Mitel One Web Application

<div style="text-align: right">**2**</div>

This chapter contains the following sections:

- Set Up Your Profile
- Upload Your Avatar
- Set Your Presence and Status Message
- Set Your Favorites

> ⓘ **Note**:
>
> - For the best audio quality, better reliability and stability, reduced latency, and for prompt real-time delivery of the notifications in the Mitel One application, Mitel recommends that you use a wired network over a wireless network.
> - Mitel One web application UI elements may appear scaled depending on the screen size and system settings used on Windows and MAC operating systems. Therefore, it is recommended that the Mitel One web application user manually control the zoom settings in the browser in which Mitel One is deployed for an ideal experience. This can be done as follows:
>
>   - On Windows: Press **Ctrl** and **0** to reset your zoom to 100%. Press **Ctrl** and **+** to zoom in or **Ctrl** and **----—** to zoom out.
>   - On Mac: Press **Command** and **0** to reset your zoom to 100%. Press **Command** and **+** to zoom in or **Command** and **----—** to zoom out.
>
>   The browser will save the setting and open the application in that scale subsequently.

This chapter will help you understand how to change your profile picture, 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.

> ⓘ **Note**:
> You cannot change your email address from the Mitel One web application. To change your email address, you must log in to the MiVoice Office 400 server manager.
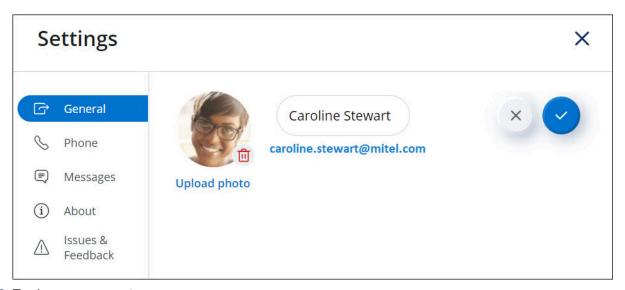
To edit your profile:

1. Access the profile panel by performing the following steps:

    a. Click your avatar and from the panel that opens, click **Settings and preferences**. The **Settings** panel opens, displaying the **General** tab.

    b.

    Click the Edit icon ( ).

> **ⓘ Note**:
>
> You cannot edit your name in the Mitel One application.

2. To change your avatar:

- Click **Upload photo** and follow the prompts. For help, see Upload Your Avatar on page 24.
-

    Click the Delete icon ( ) to delete your avatar.

3.

Click to save the changes, or click to discard the changes and to navigate away from the profile panel.

2.2   Upload Your Avatar

Your avatar is the icon or image that is displayed with your profile, which helps other Mitel One users recognize you. When you first register your application, your avatar displays your initials until you upload an avatar.

To upload an avatar:

1. Click your avatar, and then click **Settings and preferences**. The **Settings** panel opens, displaying the **General** tab.

2. Click the Edit icon ( ).

3. Click the **Upload photo** option. A window opens.

4. Select the image you want to upload, and click **Open**. The image is added as your avatar.

5. Click to save the changes, or click to discard the changes, and to navigate away from the profile panel.

> **ⓘ 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 and Status Message

You can set your presence and a personalized status message in the Mitel One web application. Your presence enables other Mitel One users know your availability status as explained below:
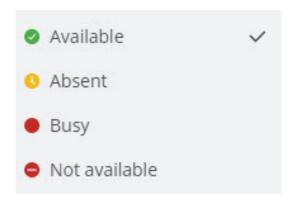
- Indicates you are **Available** to message or receive calls.

- 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 that your presence automatically changes to **Busy** while you are on a call or in a meeting.

- Indicates that you are **Away** or currently locked your system or mobile. However, you will still receive calls, messages, and message notifications.

- When you enable **Not available** your calls are routed following the **Not Available** profile in the MiVoice Office 400. You will still receive messages and message notifications. To disable **Not available** on your application, set your availability status to **Available** or **Busy**.

> **ⓘ Note**:
>
> - The Mitel One application will show the presence status of a user as **Busy** when the user joins a meeting, and as **Available** when the user leaves the meeting.
> - When a user disables **Not available** in the Mitel One web application, the presence status of the user will be shown as **Available** in the application and in the MiVoice Office 400 deskphone associated with the user's account.
> - Synchronizing the Mitel One web application with Office 365 does not update the Mitel One presence status according to Office 365 Calendar. It only synchronizes the meetings in your Office 365 calendar with the Meetings widget in the Mitel One web application.

Setting your Presence

To set your presence, hover over your avatar from the Home screen and click the corresponding option to set your presence to **Available**, **Busy**, **Away**, or **Not available**.

Set or Update your Status Message

To set or update your status message:

1. Click your avatar from the Home screen. A panel opens.

2. Click the ✏ icon associated with **Update your status message**.

> **ⓘ Note**:
>
> Click the 🗑 icon to delete your existing status message.

3. In the field provided, enter your preferred message, and click ✔ to save the message as your status message.

Mitel One web application presence with MiVoice Office 400 desk phone

Setting the presence status in your Mitel One web application also updates the presence status in the user's MiVoice Office 400 desk phone display presence menu and vice versa. The following table lists the presence status in the web application and the corresponding presence status in the MiVoice Office 400 desk phone display presence menu.

Mitel One Web Application	MiVoice 400 Deskphone
Available	Available
Away	Absent
Busy (when the user joins a Mitel One meeting)	Meeting
Not available	Not Available
Busy	Busy

Presence Status - Considerations

- **When the desk phone has a DND forward button configured with "Global call forwarding destination for do not disturb field in the MiVoice Office 400 PBX"**

  - Setting the presence status to **Not available** in the Mitel One web application will update the presence status in the MiVoice Office 400 desk phone to **Not Available**. If the DND forward button is enabled, the web application and the desk phone will not receive incoming calls.

  - Enabling the DND forward button on the MiVoice Office 400 desk phone will update the presence status in the desk phone to **Not Available**. However, it will not update the presence status in the Mitel One web application.

  - Disabling the DND forward button on the MiVoice Office 400 desk phone will update the presence status in the desk phone and the Mitel One web application to **Available**.

  - Dialing the MiVoice Office 400 enable /disable DND forward FAC code from the Mitel One web application will enable / disable the DND forward button on the MiVoice Office 400 desk phone. Enabling the DND forward button on the MiVoice Office 400 desk phone will block incoming calls on the web application and the desk phone.

  > **ⓘ Note**:
  >
  > Dialing the MiVoice Office 400 DND forward FAC code from the web application will fail if the **Global call forwarding destination for do not disturb** field is not configured in the MiVoice Office 400 PBX.

  - When the desk phone presence status is set to **Not Available**, the DND forward button on the MiVoice Office 400 desk phone must be disabled to have the calls forwarded to the destination number configured for the desk phone **Not Available** status. Otherwise the calls will be forwarded to the global call forwarding number in the PBX.

2.4   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.
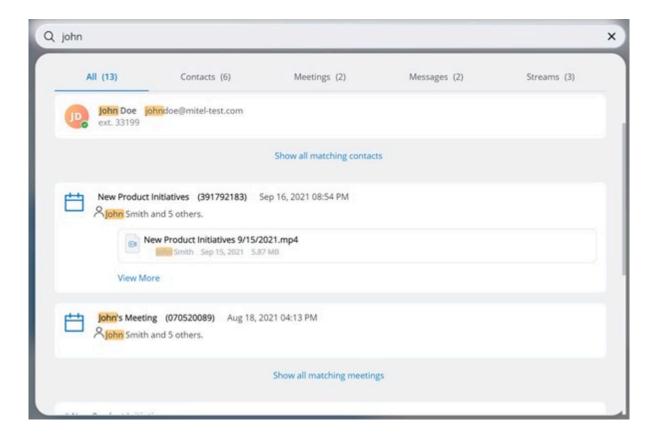
> **ℹ Note**:
>   You can add up to a maximum of 48 entries in the **FAVORITES** widget.

- **To add contacts as Favorites:**

  1. In the Home screen, click the ✎ icon in the **FAVORITES** widget. The widget panel opens.
  2. In the Search field, type the name, phone number, or the email address of the contact you want to add. The Search field displays a list of contacts whose names, email addresses, or phone numbers match the letters or numbers that you type.
  3. Click a name to add that contact as your favorite.

- **To add a speed dial entry:**

  1. In the Home screen, click the ✎ icon in the **FAVORITES** widget. The widget panel opens.
  2. Click **Create a speed dial**. The **Add Speed Dial** panel opens.
  3. Enter a name for the speed dial in **Speed dial name** field.
  4. Enter the telephone number or the MiVoice Office 400 function code in the **Phone number or operation code** field.
  5. Click **ADD SPEED DIAL**. Clicking **CANCEL** cancels the operation.

- For information about adding User Groups in the **FAVORITES** widget, see Manage User Groups on page 180.

Global Search   3

Mitel One has a global Search bar at the top of the home screen, which is always visible and available. This Search bar allows you to search for contacts, meetings, messages, and streams.

To access the Search bar, press CTRL+K for Windows OS, press CMD+K for macOS, or click anywhere on the Search bar for either operating system. When you type some text in the Search bar, the search results are displayed under the **All**, **Contacts**, **Meetings**, **Messages**, and **Streams** category tabs. The **All** category tab displays a summary of the other specific categories. Some of the specific categories have filter capabilities as well.
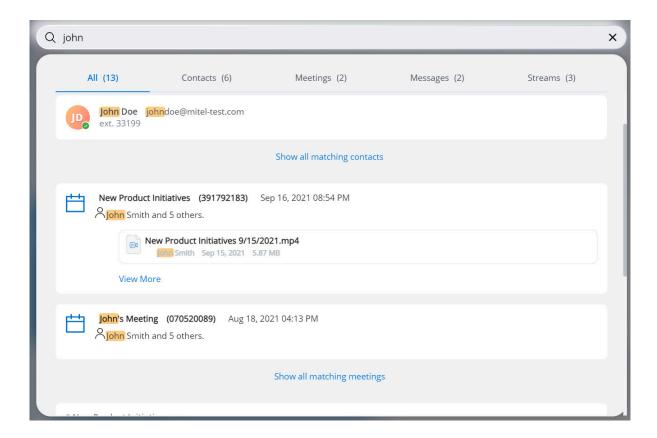
> **ⓘ Note**:
>
> The following are the only supported special characters for search:
>
> | Character | Description |
> |-----------|-------------|
> | @ | At or at symbol |
> | - | Hyphen |
> | _ | Underscore |
> | . | Dot or period |
> | + | Plus symbol |
> | # | Hash symbol |
> | | Space character |

All
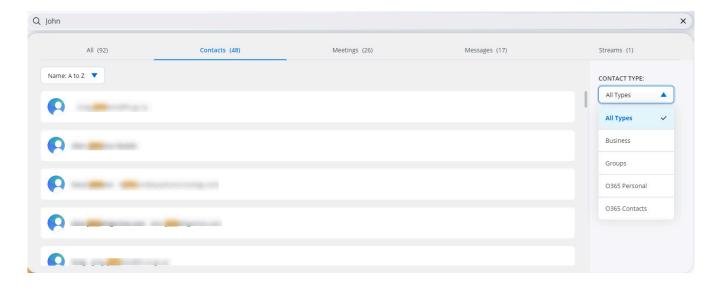
The **All** tab displays results from all the categories (two results from each category by default). Click a category or click the *show all links* to expand the results for a category. For example, to expand the list of results for contacts, click the **Contacts** header or click **Show all matching contacts**. Similarly, to expand the list of results for meetings, messages, and streams, click the respective header or click **Show all matching meetings**, **Show all matching messages**, and **Show all matching streams** respectively.

Contacts
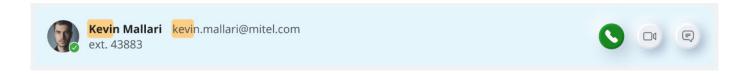
Type a complete or partial contact name, phone number, extension number or email address to search for contacts from the directory. While using contact names or email addresses, type the complete or partial name or address ensuring that consecutive characters including space, if any, are used. Users can sort the names alphabetically from **A to Z** or from **Z to A** by selecting the corresponding option from the drop-down list. Users can also filter the search results by contact type. Click the drop-down list under **CONTACT TYPE** and select the contact type.

> **ⓘ Note**:
>
> If your screen resolution is below 900 pixels, click the ⧩ icon to filter the search results by contact type.

From the search results, hover over any contact to make a call, set up a meeting, or send a message instantly. Click the contact to view the contact information.

Kevin Mallari kevin.mallari@mitel.com
ext. 43883

> **ⓘ Note**:
>
> For a feature (telephony, meetings, or message) to be available for a contact, the feature must be enabled for the contact's account. For business contacts, telephony, message, and meetings features are available by default.

When you search for contacts using the global Search bar, the application displays a consolidated list of contacts in the **Contacts** tab that includes results from all the directories configured through the PBX; that is, Open Interfaces Platform (OIP), Active Directory (AD), and Public and Private Phonebook.

When the consolidated directory search is in progress, the Mitel One web application shows a loading indicator in the **Contacts** tab. The loading indication stops when the search is complete. Subsequent searches use results cached in the Mitel One web application.

> **ⓘ Note**:
>
> Desk phones use the consolidated directory name search service. Therefore, the contact names listed in the Mitel One web application are identical to those displayed on desk phones.

The consolidated directory name search is available to you with or without an OIP connected, depending on the configuration made by your Account Administrator.
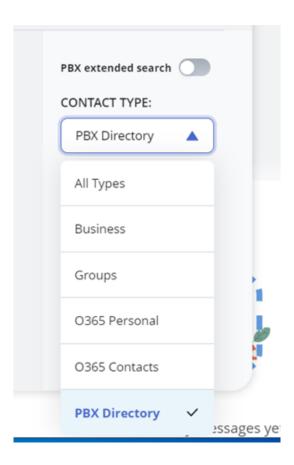
When the PBX directory name search is available without OIP connected, then the **PBX Directory** option will be listed in the **CONTACT TYPE** drop-down list. The results displayed include only those from the PBX Phonebooks (Public and Private).

To perform a PBX directory name search, do the following:

1. In the global Search bar, enter a name.
2. Click the **Contacts** tab.

   The **Contacts** page is displayed.
3. From the **CONTACT TYPE** drop-down list, select **PBX Directory**.

   All the relevant results from the PBX Phonebooks are displayed in the **Contacts** tab.

When the PBX directory search is available with OIP connected, then the **PBX Directory** option will be listed in the **CONTACT TYPE** drop-down list, and the **PBX extended search** toggle button will be displayed above the **CONTACT TYPE** drop-down list.

• When the **PBX extended search** toggle button is disabled, the search is a basic search in the OIP directories.
• When the **PBX extended search** toggle button is enabled, the search is an extended search in the OIP directories.

ℹ **Note**:
   The PBX extended search toggle button will not be displayed when OIP is not connected.

To perform a PBX extended name search, do the following:

1. In the global Search bar, enter a name.

2. Click the **Contacts** tab.

The **Contacts** page is displayed.

3. From the **CONTACT TYPE** drop-down list, select **PBX Directory**.

> ℹ **Note**:
> As the **PBX extended search** toggle button is in the disabled mode, a basic search is performed in the OIP directories, and the search result is displayed in the **Contacts** tab.

4. Enable the PBX extended search toggle button above the **CONTACT TYPE** drop-down list.

All the relevant results from the PBX Phonebooks or from the OIP directories are displayed in the **Contacts** tab.
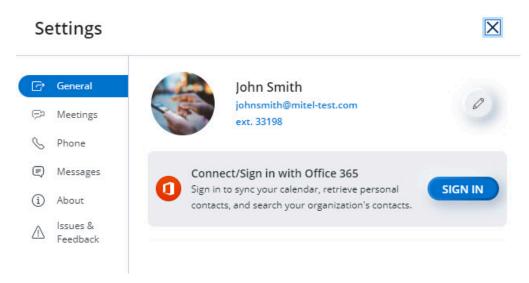
> **ⓘ Note**:
>
> The results displayed for the PBX Directory name search and the PBX extended search depend on the configuration made by your Account Administrator in the MiVoice 400 PBX and in the OIP Alpha Quick & Dial Service settings. The Account Administrator can update the OIP directory configurations in the OIP web portal (Configurations > Server > Services > Alpha Quick & Dial Service).
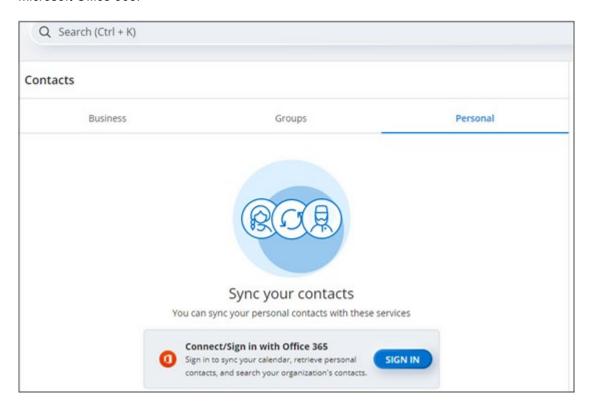
Mitel One users can search for their Office 365 personal and Office 365 contacts in Mitel One. To do this:

1. A CloudLink Account Administrator must enable Microsoft Office 365 integration for your account in the CloudLink Accounts Console. 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 in Mitel One. To sign in, do either of the following:

- Click your avatar and navigate to **Settings and preferences**. From the settings page that is displayed, click **SIGN IN** to sign in with Microsoft Office 365.
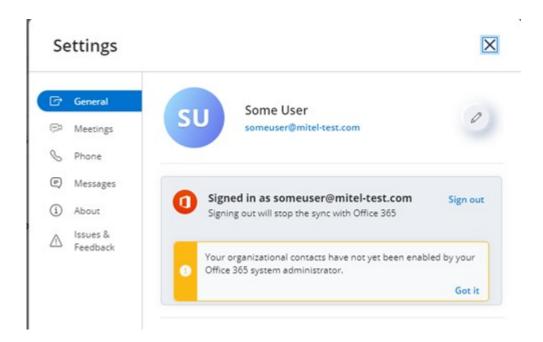

- From the left navigation menu, navigate to **Contacts** > **Personal** tab. Click **SIGN IN** to sign in with Microsoft Office 365.

You will be signed in with Microsoft Office 365 and can search for personal and organizational contacts.

> **ⓘ Note**:
>
> The warning message **Your organizational contacts have not yet been enabled by your Office 365 system administrator** (as shown in the following screenshot) is displayed if the Azure administrator of your organization has not enabled Office 365 contact synchronization for your user account. Contact the Azure administrator for more information.
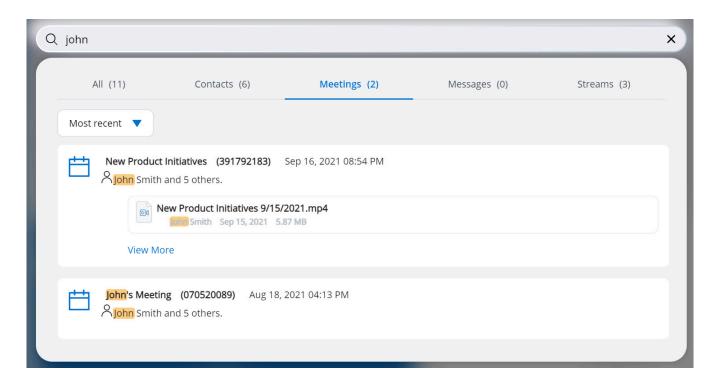
Meetings

Users can search for a meeting by typing the complete or partial meeting name or the name of any of the participants ensuring that consecutive letters, including space, if any are used. From the search results, hover over any relevant result and click the (👁) icon to view the details of that meeting.
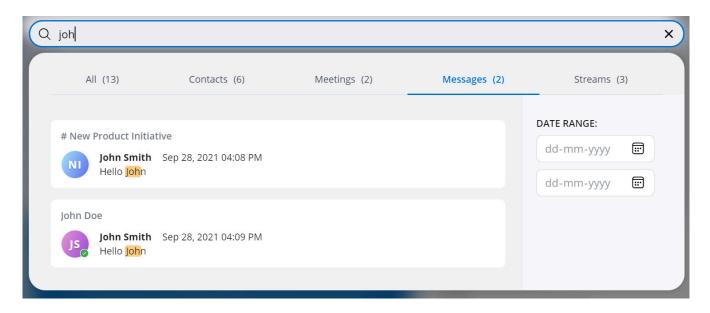
Messages

Users can search for a message by typing single or multiple words from that message. You can also select a date range to search for messages sent or received within that range.
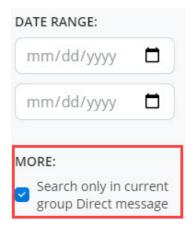

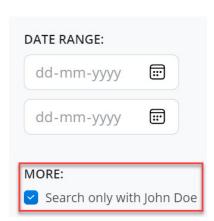From the search results, hover over any message and click the ( ) icon to view the message.

> **ⓘ Note**:
>
> • Only complete words are valid for the search criteria.
>
> •
>   If your screen resolution is below 900 pixels, click the ▽ icon to select a date range to search for messages sent or received within that range.

If you search for a message by typing the words in the Search bar while you are viewing or engaged in a group conversation, or direct conversation, Mitel One will search for the words only in that conversation. Whereas, if you type words in the Search bar on the home screen, Mitel One searches for results globally. Whereas, if you type words in the Search bar on the home screen, Mitel One searches for results globally. Following check boxes are displayed when:
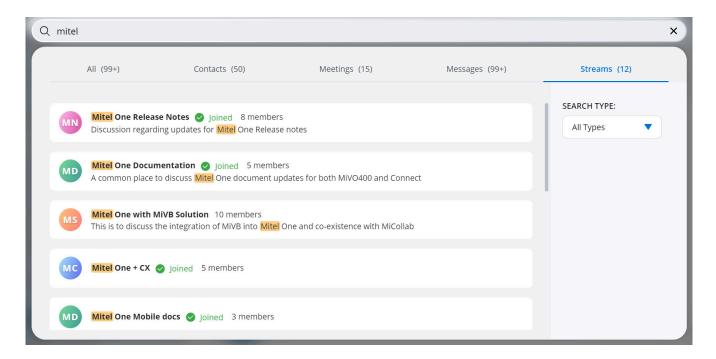
• you search for words in group messages

DATE RANGE:

| mm/dd/yyyy 📅 |
| mm/dd/yyyy 📅 |

MORE:
☑ Search only in current group Direct message

• you search for words in direct messages

DATE RANGE:

| dd-mm-yyyy 📅 |
| dd-mm-yyyy 📅 |

MORE:
☑ Search only with John Doe

Streams

Users can search for streams by typing the stream name, stream description, or single or multiple words from
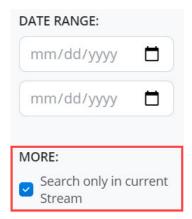
the stream. Click any stream from the result or click the ( ) icon associated with the stream to view the stream details. Users can also filter the search results by search type. Click the field to expand the drop-down list under **SEARCH TYPE** and select the contact type.

Note:

- Only complete words are valid for the search criteria.
- If your screen resolution is below 900 pixels, click the icon to filter the search result by search type.

If you search for a message by typing the words in the Search bar while you are viewing or engaged in a stream, Mitel One will search for the words only in that conversation and the following check box is displayed. Whereas, if you type words in the Search bar on the home screen, Mitel One searches for results globally.

DATE RANGE:

mm/dd/yyyy 📅

mm/dd/yyyy 📅

MORE:

☑ Search only in current Stream

Phone   4

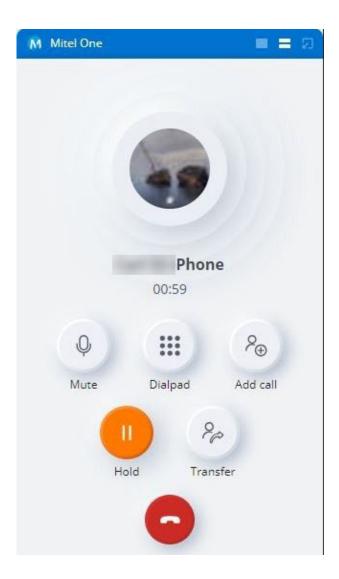This chapter contains the following sections:

- Call Features
- Answer or Decline a Call
- Place a Call
- Handle Multiple Calls
- Transfer a Call
- Call History
- Manage Calls using Deskphone
- Click to Dial Using Mitel One Web Application

> **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 web application.

4.1 Call Features

During an active call, the Mitel One web application call screen provides access to the following call control features:
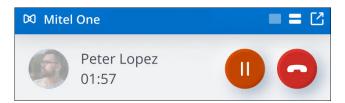
- **Mute** — Prevents the other party from hearing your voice and any background noise.
- **Dialpad** — Enter the phone number of a contact using the keypad to call the contact. Also, you can use DTMF tones on IVR to call the number.
- **Add call** — Add a new call to the ongoing call.
-

  Hold — Place the caller on hold.To place a call on hold, click the **Hold** icon (   ). This also disables all the other icons and a **On Hold** banner is displayed 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, click the **Hold** icon

  (   ) again.
- **Transfer** — Transfer an active call to one of your contacts or another phone number. For more information, see Transfer a Call on page 56.

- **End call** — Click the icon to end the call.

- During an active call, you can minimize the call screen by clicking the icon available at the at the top right corner of the call screen. Upon minimizing, the call screen displays the name of the contact, call duration, the hold button, and the end call button.

To return to default call window (or maximize the call screen), click the icon.

- During an active call, you can close the call screen by clicking the banner displaying the name and call duration that appears at the top of the call screen.

To open the call screen, click the banner again.
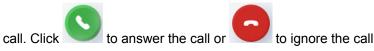
> **ℹ Note**:
>
> - Call history, incoming caller ID, and outgoing caller ID are synchronized with consolidated directory contacts . Hence, the name and details displayed in the call history, incoming call screen, and outgoing call screen are from the consolidated directory if the application is not 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 details from personal contacts in Office 365.
>
> - If you have opened the application in multiple tabs in your browser, the call features will be supported only in the first tab you opened. In all other tabs in which you have opened the application, an error message **Phone is not available because Mitel One is opened in another tab or window on this device** will be displayed and the call features will be disabled.

4.2 Answer or Decline a Call

The Mitel One web application displays a call screen with the options to accept or decline every incoming call. Click to answer the call or to ignore the call.

> **ⓘ Note**:
> When using Bluetooth headsets with the Mitel One web application, users might experience a 2-second delay before audio is heard after they click to answer an incoming call.

When an incoming call is not answered during the time when the call rings and on-screen notifications are presented, the call is recorded in the application as a missed call. A red notification dot is displayed along with the **Phone** icon () in the navigation menu of the application and also in the **Phone** widget indicating that you have a missed call.
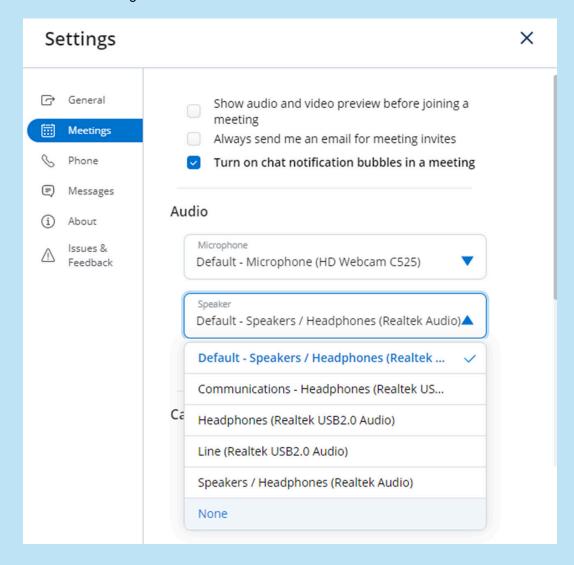
For all incoming calls that you receive:

- When the caller is one of your contacts, the application displays the caller's name.
- When 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**.

ℹ Note:

- 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 dial that number or receive a call from that number.
- If you place or receive a call during an ongoing meeting, it is recommended that you set the **Speaker** to **None** (to mute the audio of the meeting) in Google Chrome or Microsoft Edge browser, so that the meeting audio does not distract the call audio.

Call Notifications

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

- When your application (browser or PWA) is open and visible, an incoming call sound is played and the call screen opens displaying options for you to accept or decline the call.
- When your application (browser or Progressive Web Application) is running in the background (open, but not visible), an incoming call sound is played and an on-screen notification appears. Click **Accept** or

Decline to accept or decline the call. You can also click the notification to open the web application with the call screen displaying options for you to accept or decline the call.

- When your computer is locked, an incoming call sound is played and an on-screen notification appears. Clicking the notification opens the web application with the call screen displaying options for you to accept or decline the call.

- If you are a Mitel One user and have installed the Progressive Web Application, you will receive calls and call notifications even if the application on your computer is not running (closed). If you are a Mitel One user, but have not installed the Progressive Web Application, you will need to log in to the web application via the browser to receive calls and call notifications.

> **ⓘ Note**:
>
> - MiVoice Office 400 users will not receive incoming call notifications in the Mitel One web application if the **All phone call use** setting is set to **Deskphone** and if you are not logged in to your application.
> - To receive native call notifications in your PC or Mac, you must enable permission for the browser or the PWA to send notification to your PC or Mac. This is done from the **Control panel** / **Settings** menu of your operating system. For more information, see Permissions and Notifications on page 10.

4.3 Place a Call

The Mitel One web application provides calling icons throughout the application to facilitate you to place calls.
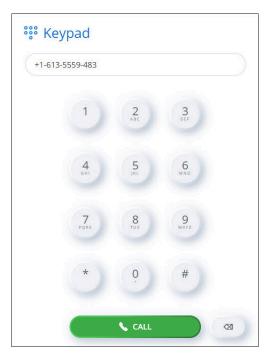
> **ⓘ Note**:
> You will hear a call waiting tone when you place a call to a contact who is already on another call.

Place a call using the Keypad

To place a call using the keypad:

1. Click the 📞 icon in the navigation menu of your Mitel One web application. The **Phone** menu opens.
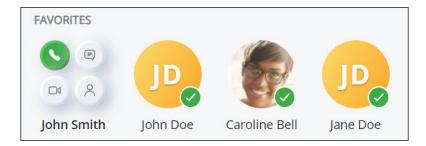
2. Dial the telephone number using the **Keypad**, or enter or paste the number in the field provided.

3.
Press ENTER or click the icon.
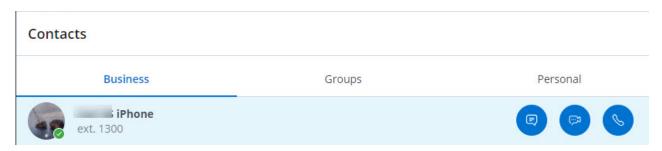
Place a call from FAVORITES

Hover over any contact in the **FAVORITES** widget and click the phone icon to dial the primary telephone number for this contact.
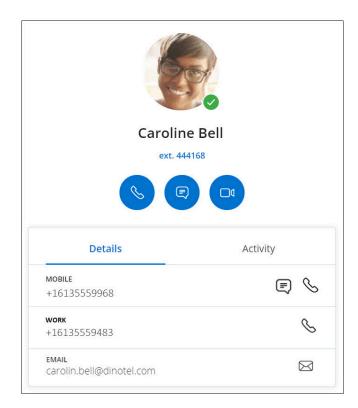

Place a call from Contacts

To place a call from the Contacts menu, do one of the following:
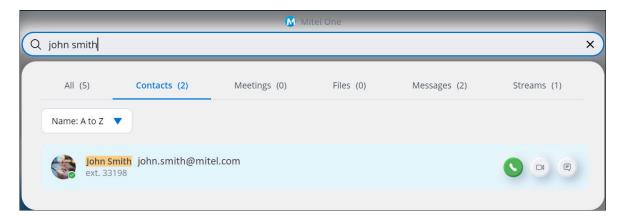
- To place a call while searching the directory for contacts, hover over the contact you want to call and click the blue phone icon ( ) to dial the primary telephone number for this contact.

Alternately, click the contact and then click the blue phone icon ( ) from the contact card that appears.

- In the Search area, type the first few letters of the contact's first name or last name. From the contact list, hover over the contact you want to call and click the phone icon ( ).

Place a call from Messages

To place a call while viewing your messages from the **Messages** menu, hover over the contact you want to call, and click the phone icon ( ) that appears to dial the primary telephone number for this contact.

Place a call from the messaging window

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

Place a call from the Phone menu

To call a contact while viewing your call history in the **Phone** menu, hover over that contact from the list and click the phone icon ( ) to dial the primary telephone number for the contact.

4.4   Handle Multiple Calls

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

- The Mitel One web application can simultaneously handle three connected calls; an ongoing call and two calls on hold.
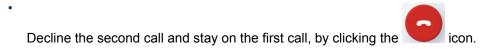
> **ⓘ Note**:
>
> To enable the application to handle three calls, the MiVoice Office 400 SIP terminal representing the application WebRTC SIP soft phone must be configured with the Multi lines value set to 3 and the mobile application value set to 2. For more information, see *Configure SIP Multi Lines and Manage Call Permission* within the topic *Configure MiVO400 on Standalone Platform*.

- If there is an incoming call when you are already on an active call:

    - you will hear a ringing tone and the call screen is displayed if the **Computer audio** mode is enabled.
    - there is no ringing tone, but the call screen is displayed if the **Deskphone** mode is enabled.
- If you answer an incoming call when you are already on an active call, the active call is put on hold.
- If you decline a call, the call is routed to the voicemail system associated with your desk phone depending on how the application is configured in the MiVoice Office PBX for your Mitel CloudLink account.

Options for Handling a Second Incoming Call
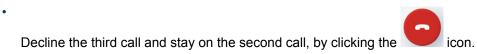
When you are on a call and you receive a second call:

- Accept the second call and place the first call on hold, by clicking the icon.

- Decline the second call and stay on the first call, by clicking the icon.
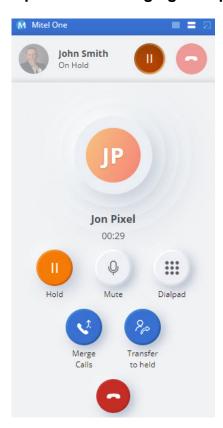
Options for Handling a Third Incoming Call

When you are on two calls and you receive a third call:

- Accept the third call and place the first and the second call on hold, by clicking the icon.

- Decline the third call and stay on the second call, by clicking the icon.

Options for Managing Multiple Calls

When you have multiple calls connected at the same time, you have the following options on the active call:

- **Mute** — Prevents the other party from hearing your voice and any background noise.
- **Keypad** — Enter a phone number using the dialpad.
- **Hold** — Place the caller on hold.
- **Add call** — Add a new call to the ongoing call.
- **Transfer** — Transfer an active call to one of your contacts or another phone number (Blind Transfer).
-
  End call — Click the icon to end the call.

The following is the expected call behavior when a user is active in both Mitel One web application and Mitel One mobile application simultaneously.

- While on an active call in the web application, the user can place or engage in another call on the mobile application. The cloud call history will track both calls correctly.
- When there are two calls on the web application (an on-hold call and an active call), the user can place or engage in another call on the mobile application. The cloud call history will track all the calls correctly.
- When there are two calls on the web application (an on-hold call and an active call), the user can have two calls (an on-hold call and an active call) on the mobile application. The cloud call history will track all the calls correctly.
- The web application handling of two or more calls is different from that of the mobile application. The mobile application UI presents one call screen at a time, which is the active call. The web application displays a separate call screen for each 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 an on-hold call with an option for swap call because the mobile application always shows only one call screen. In the web application, there is a call screen for each call; therefore, the call screen UI does not show an on-hold call or provide an option for call swap because the call screen for the other call is displayed and can be directly accessed.

4.4.1   Conference Calls

The Mitel One web application supports three-person conference calls. You can talk to two persons at the same time by starting a conference call between them.
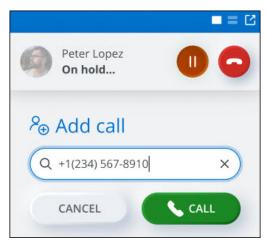
> **ℹ Note**:
>
> - A conference call in Mitel One is limited to 3 participants.
> - During a conference call, the participants in the call can either only mute or end a call. All other options are disabled.
> - During a conference call, if one of the participants drops, the remaining two participants 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, click the **Add Call** icon (   ) in the call screen of the application.
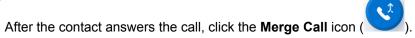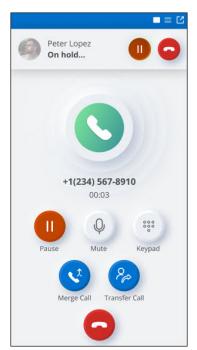
2. The ongoing call is placed on hold, and the **Add call** screen opens where you can select the contact you want to call by doing one of the following:

- In the Search field, type the name of the contact. The Search field displays a list of contacts whose names match the letters that you type. Click the name to select that contact.

- In the Search field, enter the number of the contact and press ENTER to select that number.

3. After selecting the contact, click **CALL** to place a call to the selected contact. Clicking **CANCEL** cancels the operation and returns you to the call screen.

4.

After the contact answers the call, click the **Merge Call** icon ( ).

The calls are merged into a conference call involving these contacts.

4.5   Transfer a Call

The Call Transfer feature in the Mitel One web application allows you to redirect an ongoing call from your computer 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 web 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.
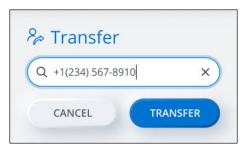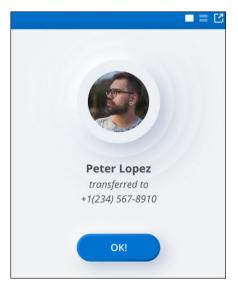
To Blind Transfer a call:

1.

   During the ongoing call, click the **Transfer** icon (   ) in the call screen of the application.

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

- In the Search field, type the name of the contact. The search field displays a list of contacts whose names match the letters that you type. Click the name to select that contact.
- In the Search field, enter the number of the contact and press ENTER to select that number.

3. After selecting the contact, click **TRANSFER** to transfer the call to the contact. Click **CANCEL** to cancel the transfer and to return to the call screen.

4. This completes the Blind Transfer. The call ends for you and the contact at the other end is placed on the transferred call. Click **OK!** to close the call screen.
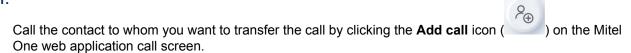

Supervised Transfer

Supervised Transfer allows you to transfer an ongoing call after consulting with the contact to whom you want to transfer the call. You will remain on the ongoing call until you transfer the call.
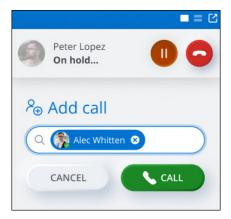
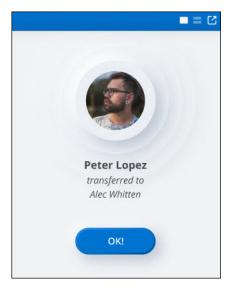To transfer an ongoing call through Supervised Transfer:

1.

Call the contact to whom you want to transfer the call by clicking the **Add call** icon (　　　) on the Mitel One web application call screen.

2. The active 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, type the name of the contact. The search field displays a list of contacts whose names match the letters that you type. Click the name to select that contact.
   • In the Search field, enter the number of the contact and press ENTER to select that number.

3.

After selecting the contact, click the 📞 CALL icon to place a call to the contact. Click **CANCEL** to cancel the call and return to the call screen.

4. If the contact to whom you want to transfer the call agrees to accept the call being transferred, click the

Transfer to held 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. Click **OK!** to close the call screen.
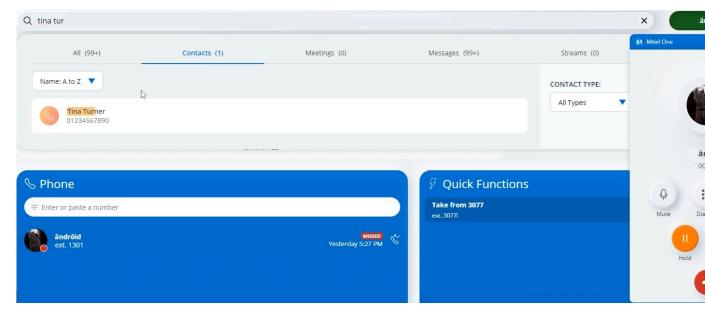

For details on call history records for a transferred call, see

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, search for the contact that you want to transfer the call.

2.
Click the call icon associated with the contact.

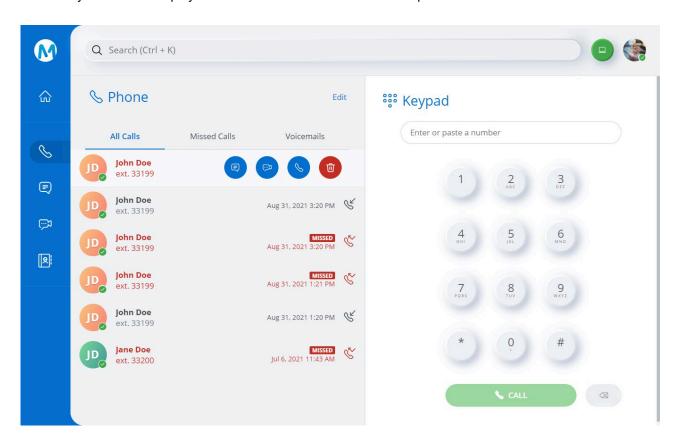**3.** The call is placed, and the original call will be put on hold. When the call is answered, the call screen will have the **Transfer To Held Call**. Click the **Transfer To Held Call** icon.

The transfer will be completed.

4.6   Call History

The call history screen of the Mitel One web application enables you to view all outgoing, incoming, missed calls, and voicemails, place a call, start a message or a meeting with any individual or group contacts 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 personal contacts in Office 365.

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

- you can access the call history from any Mitel One application (web, desktop, or mobile).
- when you delete the Mitel One web application, the call history is not deleted. When you reinstall the application, and log in, the call history is synced and displayed in the application.
- call history displays last 40 calls including missed, incoming, and voice calls.

> ℹ️ **Note**:
>
> - 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 of the personal contact when the user calls or receives a call from a personal contact by using the application. However, when the application and the Office 365 account are not synchronized, the call history screen will display the 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 voice mail 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.
> - After a user who placed a group call ends the call, the Call History in Mitel One Web Application for that user may display an outgoing call entry to the group and to the member who has answered the group call.

Access Call History

To access your call history, click the **Phone** icon ( ) from the navigation menu of the application. The **Phone** menu opens displaying your recent call history in the left side of the screen. You can do the following from the Call History screen.

- View all calls placed, received, and missed, by clicking **All Calls**.
- View only incoming calls not answered, by clicking **Missed Calls**.
- View all voicemails by clicking **Voicemails**.

> **ⓘ Note**:
>
>   - The application does not display the number of unread voicemails the user has. Every time a user receives a voicemail, it displays:
>
>   - an indicator along with the **Voicemails** tab (Voicemails ●) in the **Phone** menu.
>
>   - an indicator along with the **Phone** icon ( ) in the navigation menu of the application.
>   - In case of MiVoice Office 400 PBX deployments, for the voicemail feature to work, the CloudLink Gateway must be running version 1269 or later. Contact your CloudLink administrator for more details.

   - Place a call to a contact in the Call history, by hovering over the contact and clicking the phone icon ( ).

   - Start a messaging session with a contact in the Call History, by hovering over the contact and clicking the messages icon ( ).

   - Start a meeting with a contact in the Call History, by clicking the contact and then clicking the icon from the screen that appears.

   - Hide a Call History item by clicking the item, and then clicking **Hide activity** from the contact profile screen that appears.

   - Delete a Call History item by hovering over that item and clicking the delete icon ( ).

   - 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 log of the user who initiated the call will show two outgoing calls to the user who performed the Blind Transfer.
           - The call log 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 log 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 log 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 log 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 log of the user who performed the Blind Transfer will show an incoming call from the user who initiated the call.
  - The call log 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.

4.7   Manage Calls using Deskphone

Mitel One web application allows you to control the call features on the MiVoice Office 400 desk phone associated with your account from the call screen of the application. You can place, answer, hold, retrieve, transfer, or end a call in the desk phone from the application call screen.

> ℹ️ **Note**:
>
> - The device type determines which call features are available. Consult the CSTA features available on the terminal within the MiVoice Office 400 Feature Overview Table available on Documentation Center. Third party certified devices are not supported for the Deskphone feature.
> - By default, for all call-related features, the application uses the SIP softphone embedded in the application.

To enable **Deskphone** to handle calls on the Mitel One web application, perform either of the following procedures:
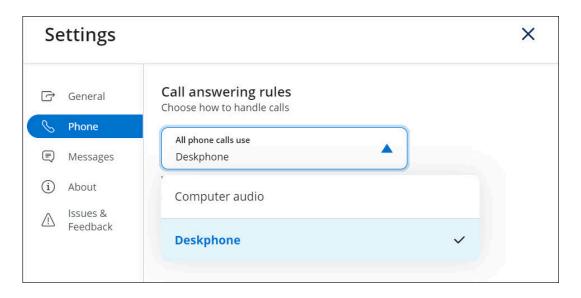
- From **Avatar**

  1.

    Click the desktop icon (   ). The **SELECT** options are displayed.
  2. From the options displayed, select **Deskphone**.

    After you have successfully enabled deskphone to handle calls, the desktop icon (   ) will be displayed.

- From **Settings**:

    1. Click your avatar, and from the drop-down panel, click **Settings and preferences**. The **Settings** panel opens.
    2. Click the **Phone** tab. The **Call answering rules** panel is displayed.
    3. Click the **All phone calls use** option, and select **Deskphone** from the drop-down menu that appears.

The application will restart, after which, the new configuration becomes active. All your calls will now be routed to your desk phone.

When you enable the **Deskphone** setting in the **Call answering rules** panel, the

 icon appears in the **Keypad**, and in the call screen during a call, to indicate that the call is being routed through the desk phone

To switch back to the softphone, follow the steps 1 and 2 described above, and click **Computer audio** from the **All phone calls use** drop-down menu.

> **ℹ Note**:
>
> - The **Deskphone** setting will be disabled when you log out of the application. Therefore, you must enable this setting each time you log in to the application to allow the application to control the call features on your desk phone.
> - The Free Seating feature is supported on Mitel One Web.
>
>   If the **Deskphone** setting is enabled, then after logging out of the desk phone, the user will not be able to use the call features of the application and will not receive incoming call notifications. To continue using these features and to receive call notifications, the user must either log in to the desk phone or enable the **All phone calls use Computer audio** setting in the application.

Limitations

If the **Deskphone** setting is enabled:

- You cannot use the **Mute** / **Unmute** button from the application. You can mute or unmute a call from the desk phone keypad.
- The application does not support conference calls made using the desk phone.
- You cannot make a group call.

4.8   Click to Dial Using Mitel One Web Application

The Click to Dial feature of the Mitel One web application allows you to dial numbers available in your browser. You can call the phone number of your contacts or any other phone number available in websites, documents, and calendar invitations.

> **Note**:
> The Click to Dial feature is not supported on Apple Safari web browser.

Pre-requisites

You must set the following prerequisites before you can use this feature:

1. Set your preferred browser as the default calling app (TEL URI) in your device.

> **Note**:
> If you want the Mitel One Progressive Web Application (PWA) to be used to place a call when you use the Click to Dial feature, you must set Google Chrome or Microsoft Edge as the default calling app. This is because PWA is supported only on these browsers.

The option to change the default app for calling is specific to the operating system in which you have deployed the extension. Click the following links for instructions on changing the default calling app specific to your operating system.

- Windows
- Mac OS

Restart your browser for the new configuration to become active.

2. You must grant permission for the application to be the default handler to place calls to all the telephonic links in your browser. To do this, perform the following steps:

a.

In the address bar of your browser, click the icon. In the **Allow one.mitel.io to open all tel links?** prompt dialog box that opens, select the **Allow** option and click **Done**. If you choose to **Deny** or **Ignore** this prompt, you will not be able to use the Click to Dial feature.

b. In the **Allow one.mitel.io to open all web+mowa links?** prompt dialog box that opens, select the **Allow** option and click **Done**. If you choose to **Deny** or **Ignore** this prompt, you will not be able to use the Click to Dial feature.

> **ℹ Note**:
> Refresh your browser if the browser does not present this prompt message.

Allow one.mitel.io to open all web+mowa links?

- ⦿ Allow
- ○ Deny
- ○ Ignore

Manage   Done

You can now use the Click to Dial feature to call the phone numbers in your browser.

To change the handler permission settings, follow instructions specific to your browser.

- **Google Chrome**: **Menu** > **Settings** > **Privacy and security** > **Site settings** > **Additional permissions** > **Protocol handlers**
- **Microsoft Edge**: **Menu** > **Settings** > **Cookies and site permissions** > **Site permissions** > **Protocol handlers**
- **Mozilla Firefox**: **Menu** > **Options** > **General** > **Applications**

> **ⓘ Note**:
>
> If any user is previously registered with any other tel URI handler (For example, http://office.mitel.io/) in their browser, they will need to remove the old handler, log out and then log in again to the application, and click **Allow** in the **Allow one.mitel.io to open all tel links?** prompt dialog box.
>
> **Allow one.mitel.io to open all tel links?** ✕
>
> ◉ Allow
>
> ○ Deny
>
> ○ Ignore
>
> Manage | Done
>
> If Click to Dial still does not work on the application, then the user will need to remove one.mitel.io from the **Protocol handlers** section in the Google Chrome settings, refresh the application, and click **Allow** in the **Allow one.mitel.io to open all tel links?** prompt dialog box.

3. You must allow the application to display notifications. For more information, see Permissions and Notifications on page 10.

4. You must turn off or disable all other Tel: URI features in the browser.
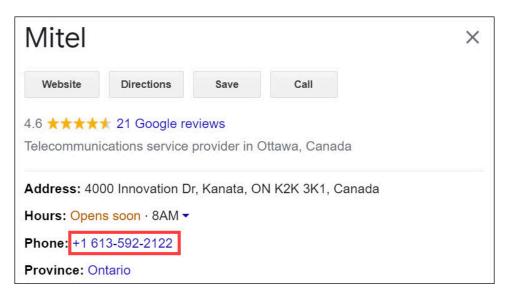
Supported Phone Number Formats

The following table lists the phone number formats supported with the Click to Dial feature in the application.

Format	Examples
Phone number in INTERNATIONAL format	+1 213 373 4253
Phone number in E.164 format	+12133734253
Phone number in RFC3966 format	tel:+12133734253;ext=123
US Phone number in NATIONAL format	(213) 373-4253
Phone numbers in NATIONAL format is not supported for countries other than the US.	

Using the Click to Dial feature

This section describes how to use the Click to Dial feature in the application.

1. From the phone numbers available in websites, documents, or calendar invitations click the phone number to which you want to place a call.

Alternately, type **tel:xxxxxxxx** (phone number) in the address bar of your browser and press ENTER to dial the telephone number.
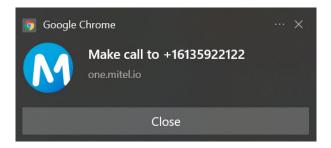

> **ⓘ Note:**
> When you dial a number, a country code is added to it as a prefix by default. The country code depends on the default language set in your browser. For example: If the default language of your browser is set to English (United States), when you dial 345xxxxxxx, the country code of UK (+1) will automatically be added to the number and the application will dial +1345xxxxxxx.

2. A confirmatory prompt **Make call to xxxxx** (phone number) is displayed. Click the prompt to launch the call.
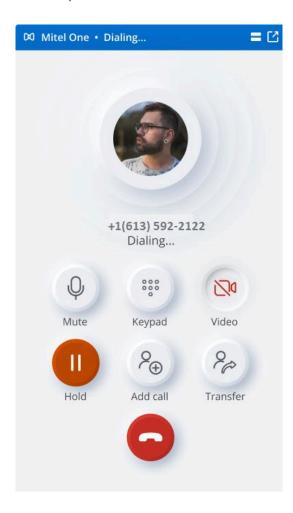
For Mac OS

For Windows OS

3. The call is placed to the phone number using one of the following options depending upon the **Call using** settings enabled in your application.

- If **Call using** is set to **Computer audio**, the PWA, if installed opens, and if the PWA is not installed, the web application opens in a new tab in your browser and places the call.
- If the **Call using** is set to **Deskphone**, the call will be placed using your deskphone.

An in-call window is displayed with the caller's name (if available), telephone number, and picture (if available).
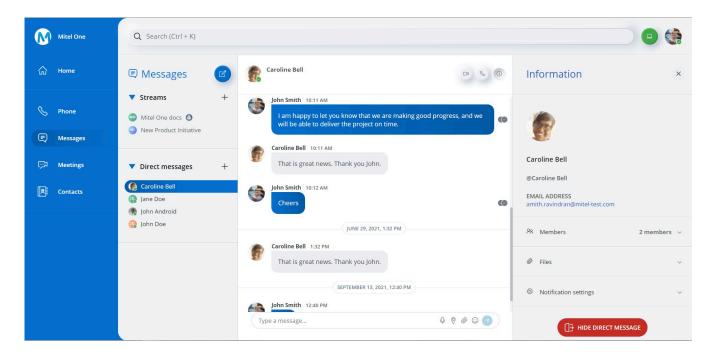
Messages 5

This chapter contains the following sections:

- Message Features
- Start a Messaging Session
- Respond to a Message
- Streams

The Messages feature in the Mitel One web application 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.

5.1 Message Features

Individual and Group Messages

The message feature in the Mitel One web application 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 History

The **Messages** screen displays all existing conversations on the left-half of the screen and the selected conversation thread on the right-half of the screen. The conversations are listed in alphabetical order of senders' names. The **Streams** list displays the list of Streams you are added to whereas the **Direct**

Messages list displays a list of the individual and group contacts with whom you have interacted via a message.

Selecting 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.

When viewing a Stream, the name of the Stream and the number of members in the Stream are displayed at the top of the messaging window. When viewing a group message, the names of the first few participants are displayed at the top of the messaging window. To view the list of all participants for a Stream or a group message, click the ⓘ icon, and from the **Information** panel that opens, click **Members**.

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 to 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.

Message Typing Indications

During an individual or group message, when a participant begins typing, the application provides a visual indication (● ● ●) to the other participants that this person is typing. This indication appears every 10 seconds while the typing continues. If typing is stopped for more than 10 seconds, the indication no longer appears. Also, if the chat screen is open the application provides a visual indication below the **Type a message...** field to the other participants that this person is typing. When a participant, while typing one message clicks away to another message without sending the first one, the message avatar of the intended recipient of the unsent changes to ✎ John Smith icon.
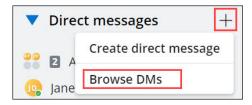
Read Receipts

The read receipts in the application indicate who has read your message in real-time. A miniature version of the contacts' avatar is displayed right below a message and the icon 👁 associated with the contact name indicates that they have read the message. Hover over the mini avatar to see the contacts' name. If the ✓ icon is displayed, it indicates that the message is delivered but not read by the recipient.
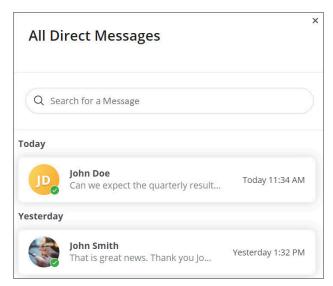

Browse a Message

To browse and access a message, do the following:

1.
Click the **Messages** icon (　) in the navigation menu of the application. The **Messages** screen opens.

2. Access the **Browse DMs** option by doing either of the following:

- Click the 　 icon in the **Direct messages** section. A panel opens displaying the **Browse DMs** option.

- Hover over a message, and click the **More** icon (　). A panel opens displaying the **Browse DMs** option.

3. Click **Browse DMs**.

4. The **All Direct Messages** panel opens displaying a list of all the existing messages in the chronological order.

5. Click the message you want to access. You can also search for the message you want to access by typing the name of the contact in the Search for a Message field. The search field displays a list of messages (direct and group) for which the contact is a part of, that match the letters you type. Click the message you want to join.

Start a Meeting while Messaging

You can start a meeting with a contact or a group during a message conversation by clicking the meeting icon (　) in the top-right corner of the message screen. The meeting pop-up window opens, and a new meeting session is created with the contacts. A **Join now** action card is displayed in the message for the contacts to join the meeting.

Place a Call while Messaging

During an message conversation, click the phone icon (⠀⠀⠀⠀) at the top-right of the messages screen to call that person.
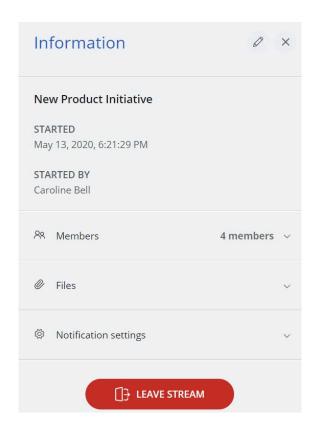
When you are in a group message, there is no option to call the group. However, you can create a group on the **FAVORITES** widget to include multiple contacts and then call that group. To learn how to create a group, see Manage User Groups on page 180.

Information Panel

The **Information** panel in the **Messages** screen displays the following information.

- **For Streams**

  The **Information** panel in a Stream displays Stream start date, name of the contact who started the Stream, the members in the Stream, the files shared in the Stream, the option to enable or disable notifications for the Stream, the option to invite contacts to the stream, the option to leave the stream, and the option to edit the details of the Stream.

- To view the participants involved in the Stream, click the **Members** option. To add more contacts to the Stream from the **Members** panel, click **ADD PEOPLE** .
- To view the files shared in the Stream, click the **Files** option. For more information about how to manage the files, see Manage Files on page 85.
- To enable or disable notifications for the stream, click the **Notification settings** option and click **ENABLE** or **DISABLE** respectively.
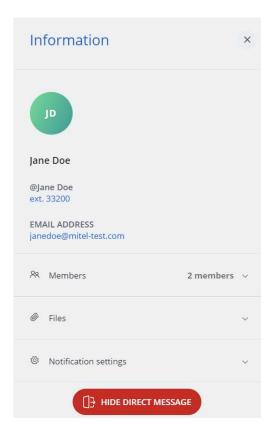
> **Note**:
> You can enable notifications for 10 Streams only.

- To leave a Stream, click **LEAVE STREAM**.
-
  To edit the details of a Stream, click the icon.

For more information, see *Manage Streams* in Streams on page 92.

- **For Direct Messages**

The **Information** panel in a Direct Message displays the information of the contacts (name, extension number, email address, and avatar) with whom you are messaging, the members involved in the message, the files shared in the message, the option to mute or unmute the notification for the message, and the option to hide the message.

- To view the participants involved in the message, click the **Members** option.
- To view the files shared with the contact or the group, click the **Files** option. For more information about how to manage the files, see Manage Files on page 85.
- To mute or unmute the notifications for a message, click the **Notifications settings** option and follow the steps mentioned in Mute or Unmute Message Notifications on page 78.
- To hide the message, click **HIDE DIRECT MESSAGE**.

Mute or Unmute Message Notifications

Mitel One allows users to mute or unmute specific conversations to stop getting notifications for messages they receive in these conversation threads.

> **ⓘ Note**:
>
> - You can mute notifications for a maximum of 10 conversations threads.
> - If an individual or group message is muted, the 🔕 icon appears beside the display names of the contact involved in the message.

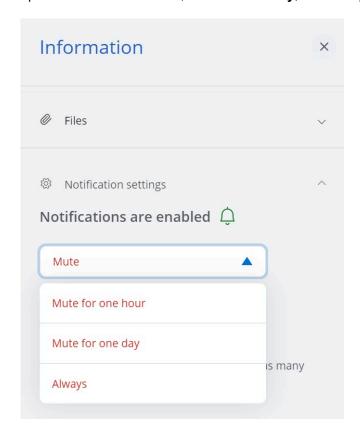**To mute the notifications for a conversation for a specific period of time:**

1. Click the conversation, and from the message screen that appears, click the ⓘ icon. The **Information** panel opens.
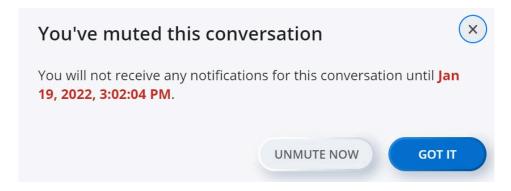2. Click the **Notification settings** option.

3. Click the **Mute** drop-down list and select for how long you want to mute the notifications from the options **Mute for one hour**, **Mute for one day**, and **Always**.
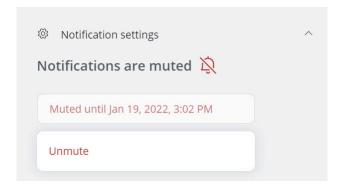

A confirmation message is displayed.

4. Click **GOT IT** to accept the changes and close the panel. Clicking **UNMUTE NOW** cancels the operation.

The **Notifications Settings** panel will display the updated changes as shown in the following screenshot.

To mute the notifications for a conversation all the time:

1.

Hover over the conversation, and click the **More** icon ( ). A panel opens.
2. Click **Mute notifications** .

The notifications for the conversation will be muted all the time.

To unmute notifications for a conversation:

1.

Click the conversation, and from the message screen that appears, click the icon. The
Information panel opens.
2. Click the **Notification settings** option.
3. Click **Unmute**.

Alternately, hover over the conversation, and click the **More** icon ( ). From the panel that opens, click
Unmute notifications.

Hide a Message

You can hide a specific conversation displayed in the **Direct Messages** list in the application. To hide a
conversation, do either of the following:

-

Hover over that conversation, and click the **More** icon ( ). From the panel that opens, click **Hide
Direct message**.

-

Click that conversation, and from the message screen that appears, click the icon. The
Information panel opens. Click **Hide direct message**.

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

> **ⓘ Note**:
>
> In the current release of the Mitel One web application, a conversation cannot be deleted.

Edit or Delete a Message
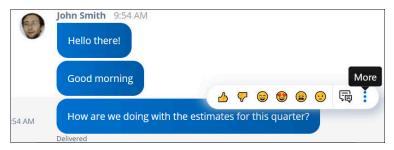
Registered Mitel One users can edit the messages that they have sent. They can also delete the files, and the media that they have sent.
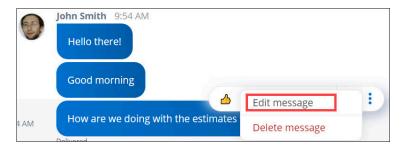
> **ⓘ Note**:
>
> - This option will be displayed only if a Mitel Partner or the Account Administrator of your CloudLink account has selected the **Allow editing and deleting of messages** check box under **Chat** integration for your account in the Mitel Administration. For more information, contact your Account Administrator or see the section Allow Users to Edit or Delete Chat Messages in CloudLink Applications.
> - Only text messages can be edited.
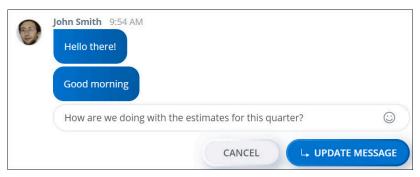
To edit a message, do the following:

1.

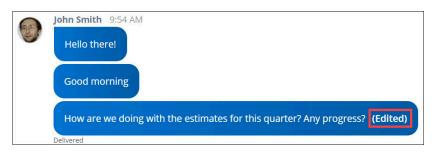Hover over the message you want to edit and click the **More** icon (⋮).

2. From the dialog box that opens, click **Edit message**.

3. In the text box that opens, edit the message.

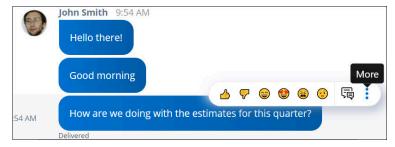**4.** Click **UPDATE MESSAGE**. The original message will be replaced with the edited message and will be marked as **(Edited)**. Clicking **CANCEL** cancels the operation.
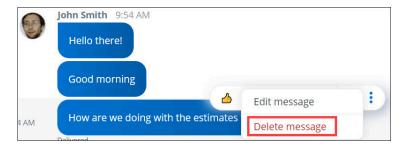
To delete a sent message, do the following:

1.
Hover over the message you want to delete and click the **More** icon (⋮).

2. From the dialog box that opens, click **Delete message**.

A confirmation message is displayed.
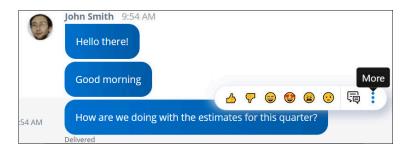
3. Click **DELETE MESSAGE**. Clicking **CANCEL** cancels the operation.

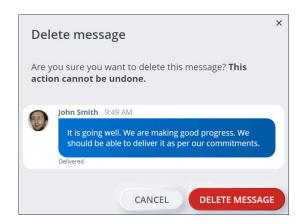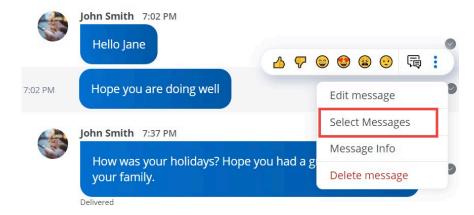The message is deleted permanently.

To delete sent messages in bulk, do the following:
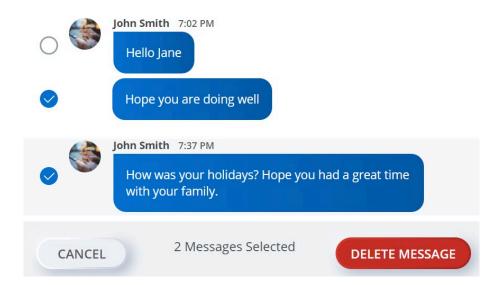
1.

Hover over any message you want to delete and click the **More** icon (⋮).

2. From the dialog box that opens, click **Select Messages**.
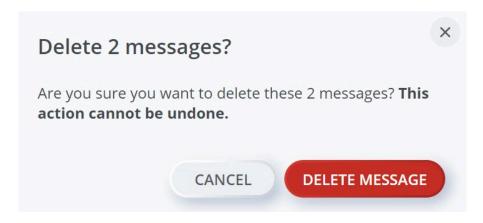
3. Select the messages you want to delete, and click **DELETE MESSAGE**.

A confirmation message is displayed.

4. Click **DELETE MESSAGE** and close the panel. Clicking **CANCEL** cancels the operation.

The selected messages are deleted permanently.

Mark a Message as Unread

Mitel One allows a user to mark a specific read message as unread so that you can flag the conversation for follow-up. To mark a message as unread:

1.

Hover over the message, and click the **More** icon ( ). A panel opens.

2. Click **Mark as unread**.

The contact's name appears in bold letters, and a red dot appears to the right of the contact's name marking the message as unread.

Manage Files

Mitel One allows users to preview, download, and delete the files shared in a Stream or a chat conversation.

> **Note**:
> You can preview only file types that are in PDF or Image format.

To manage files from the **Information** panel of a Stream or a conversation:
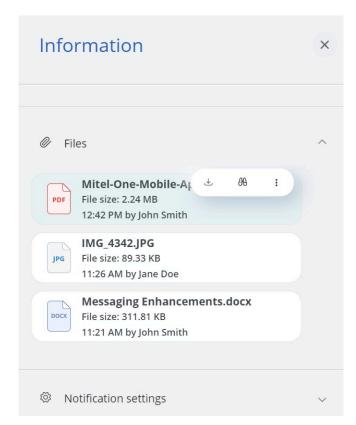
1.

Click the Stream or the conversation, and from the message screen that appears, click the icon. The **Information** panel opens.

2. Click the **Files** option.

3. Hover over the file, and

- click the **Download** icon ( ) to download the file

- click the **Preview** icon ( ) to preview the file

- click the **More** icon ( ), and then click **Delete message** to delete the file.

Alternately, to manage the files shared in a Stream or a conversation, click the Stream or the conversation, and from the message screen that appears, hover over the file, and

- click **Click to download** to download the file

- click the **Preview** icon ( ) to preview the file

- click the **More** icon ( ), and then click **Delete message** to delete the file.

Sort Messages

You can sort the **Streams** list or the **Direct Messages** list alphabetically, or based on the recent activity in a conversation. To do this:

1.

   Hover over the message, and click the **More** icon (   ). A panel opens.
2. Click **Sort**, and then click **Alphabetically** or **Recent Activity** to specify your preference.

The **Streams** list or the **Direct Messages** list will be sorted based on your choice.

Customize the Sidebar

You can customize the sidebar in the **Messages** menu to choose which option you want to appear at the top, **Streams** or **Direct Messages**. To do this:

1.
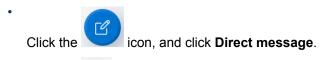
   Hover over the message, and click the **More** icon (   ). A panel opens.
2. Click **Customize Sidebar**. Drag the option you want to appear on top and click **SAVE**. Clicking **CANCEL** will discard the changes.

5.2   Start a Messaging Session

To start a messaging session:

1.

   Click the **Messages** icon (   ) from the navigation menu of the Mitel One web application.
2. In the **Messages** menu that opens, do one of the following:

   •   To continue with a previous message, click the message from the list of messages displayed on the screen.

   •   To start a new individual or group message:

   a. Do either of the following:

      •

         Click the   icon, and click **Direct message**.

      •

         Click the   icon in the **Direct messages** section.

      The **Start a conversation** panel opens.
   b. In the **Search to add users** field, type the name of the contact you want included in the message. The Search field displays a list of contacts whose names match the letters that you type. Click a name to add that contact.
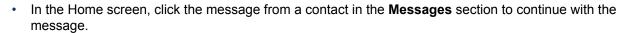
> **ℹ Note**:
> If you add more than one contact, it becomes a group message.

   c. Click **CREATE**.

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

- Hover over a contact in the Home screen (in the **FAVORITES** section) and click the icon.
- In the Home screen, click the message from a contact in the **Messages** section to continue with the message.
- Hover over a contact in the **Contacts** menu and click the icon.
- Hover over a contact in the **Phone** menu and click the icon.

Clicking 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. Click or press ENTER.

- **Send a voice message**

    a. Click the **Click to record** icon ( ) in the text area. This enables the microphone and starts recording the audio.

    b. Once finished, click the **Click to stop recording** icon ( ) to end the recording.

    c. Click to send the audio file within the message or click the **Delete** icon ( ) to delete the

    recorded audio file. To listen to the audio file, click the **Play audio file** icon ( ).

- **Send your location**

    a. Click the **Send your location** icon ( ) in the text area.

    > **Note**:
    > To send your location, you must give permission for the application to access your location. For more information, see Permissions and Notifications on page 10.

- **Send a file**

    a. Click the **Send file** icon ( ) in the text area.

    b. Select the file or image you want to send, and click **Open**. The selected file is added in the text

    area. Click or press Enter to send the file. If you do not want to send the file, you can

    remove it from the text area by clicking the icon associated with the file.

> **ⓘ Note**:
> The maximum file size for an in-session file sharing is approximately 10 MB.

- **Send an image**

    You can send an image while messaging by either of the following methods:

    - Using the **Send file** icon ⌀ :

        a.
        Click the **Send file** icon (⌀) in the text area.
        b. Select the image you want to send, and click **Open**. The selected image is added to the text

        area. Click ⊘ or press Enter to send the image. If you do not want to send the image, you

        can remove it from the text area by clicking the ⊗ icon associated with the image.
    - By copying and pasting the image directly from your web browser:

        a. From your browser, copy the image you want to send using the **Copy image** option.
        b. In the text area of your application, right-click and select the **Paste** option or press CTRL + V
        on your keyboard. The selected image is added to the text area. Press ENTER to send the

        image. To remove the image before sending, click the ⊗ icon associated with the image.

> **ⓘ Note**:
> The maximum file size for an in-session image sharing is approximately 10 MB.

- **Send an emoji**

    a.
    Click the emoji icon (☺) in the text area.
    b. Select the emoji you want to send from the emoji gallery.
    c.
    Once you have inserted the emoji in the text area, click ⊘ or press ENTER to send the emoji.

> **ⓘ 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.

5.3   Respond to a Message

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

- When your application is open and accessible, the number of unread messages is displayed along with

  the **Messages** icon ( ) in the navigation menu of the application. However, there is no message notification audio or notification banner.
- When your application is running in the background (open, but not visible), a message notification audio is played and a banner appears on the screen. Click the notification banner to go directly to the message screen for the individual or group who sent the message.
- When your computer is locked, a message notification audio is played and a banner appears on the screen. Click the notification banner to go directly to the message screen for the individual or group who sent the message.
- If you are a Mitel One web application user and have installed the Progressive Web Application (PWA), you will receive messages and message notifications even if the application on your computer is not running (closed). If you are a Mitel One web application user, but have not installed the PWA, you will need to log in to the web application via the browser to receive messages and message notifications.

> **ⓘ Note**:
>
> To receive native message notifications in your PC or Mac, you must enable permission for the browser or the PWA to send notification to your PC or Mac. This is done from the Control panel/ Settings menu of your operating system. For more information, see Permissions and Notifications on page 10.

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

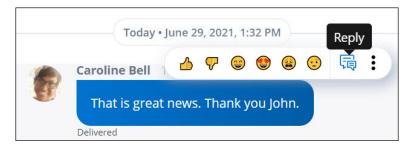- In the navigation menu of the application, the number of unread messages is displayed along with the

  Messages icon ( ).
- The **Messages** widget in the Home screen of the application displays the latest message from a contact with the sender's name in bold letters to indicate that the message is unread.

To respond to messages:

1.
  Click the **Messages** icon () in the navigation menu of the application. The **Messages** screen opens.

2. Click the message you want to respond to. The messaging window opens.

3. In the text area, type a response. You can react (send emojis) or reply to instant messages. To react to an instant message, from a conversation window, hover over the message and select emojis or the reply option.

- To react to a specific message:

  a. Hover over the message. The available reactions are displayed.

  b. Click any reaction to select it.

- To reply to a specific message:

  a.
    Hover over the message you received, and click the **Reply** icon ( ).

  b. This will quote the message, and you can reply by typing the message in the text area.

  c.
    Click or press ENTER to send the reply.

5.4 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 to 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.
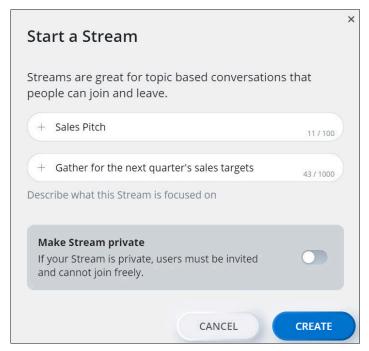
Create Stream

To create a Stream:

1.
  Click the **Messages** icon () in the navigation menu of the application. The **Messages** screen opens.

2. Do either of the following:

- Click the icon, and then click **Stream**.

- Click the icon in the **Streams** section, and then click **Create Stream**.

The **Start a Stream** panel opens.

3. You can create a public or a private Stream.

- **Public Stream**

  A public Stream is a collaboration space in which any Mitel One user can join any Stream that is displayed in the Streams search results list. To create a public Stream, do the following:

  a. In the **Stream name** field, enter a name for the stream. If a Stream with the name you entered already exists, an error message **A stream with this name already exists** is displayed.

  b. Choose a different name and provide a description about what the Stream is about in the **Description** field. Click **CREATE**. A messaging window opens displaying the Stream name. The Stream will be displayed in your **Streams** list.
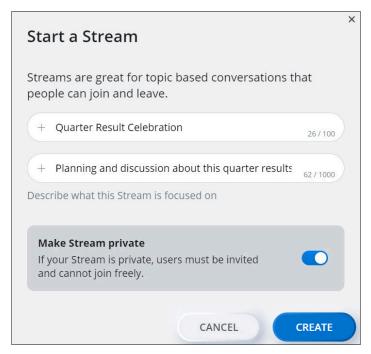
- **Private Stream**

  A private Stream is a collaboration space, to join which, users must be invited. To create a private Stream, do the following:

> **ℹ Note**:
> A private Stream is displayed in the Streams search results list of only those users who have joined that Stream.

   a. In the **Start name** field, enter a name for the Stream. If a Stream with the name you entered already exists, an error message **A stream with this name already exists** is displayed.

   b. Choose a different name, and describe what the Stream is about in the **Description** field. To set the Stream as private, slide the **Make Stream private** toggle button to the right.
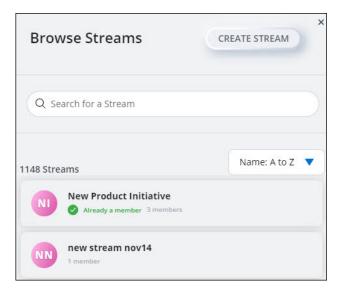

   c. Click **CREATE**. A messaging window opens displaying the Stream name. The Stream will be displayed in your **Streams** list.

Browse Streams

To browse and join a public Stream, do the following:

1.
Click the **Messages** icon () in the navigation menu of the application. The **Messages** screen opens.

2.
Click the ![plus icon] icon in the **Streams** section, and from the panel that opens, click **Browse Streams**. A panel opens displaying a list of public Streams.

3.
Hover the Stream you want to join and click ![JOIN]. Alternately, click the Stream you want to join and click the **Join** option.

You can also search for the Stream you want to join by typing the name of that Stream in the **Search for a Stream** field. The search field displays a list of Streams that match the letters you type. Click the Stream you want to join and click the **Join** option. To create a new Stream, click Create Stream on page 92.
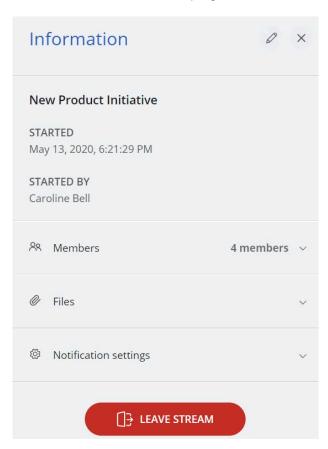
Manage Streams

You can edit the name and description of a Stream; invite members to a Stream; view the existing members, and files in a Stream; view and manage the notification settings of a Stream; or leave a Stream by performing the following steps.

1.
Click the **Messages** icon (![messages icon]) in the navigation menu of the application. The **Messages** screen opens.

2. From the **Streams** section click the Stream you want to manage.

3.

Click the [icon] icon at the top-right corner. The **Information** panel opens.

4. • To edit the name and description of a Stream:

    a. Click the ✎ icon. The **Edit Stream Details** panel opens.

    b. Edit the name and description of the Stream, and slide the **Make Stream private** toggle button to the right to make the Stream private.

    c. Click **SAVE** to save the changes.

• To view the members in a Stream, click **Members**. All members currently in the Stream are displayed in a drop-down list.

• To invite members to a Stream:

    a. Click **Members**, and then click **ADD PEOPLE**. The **Invite members to the Stream** panel opens.

    b. In the **Search to add users** field, type the name of all the contacts you want included in the conversation. The search field displays a list of contacts whose names and email addresses match the letters that you type. Click the name to add that contact.

    c. Click **ADD**. The selected contacts are added as members to the Stream.

• To view and download the files shared in a Stream:

    a. Click **Files**. The drop-down displays all the files currently shared in the Stream.

    b. Click the ⤓ icon associated with a file to download that file.

• To view the notification settings for a Stream:

    a. Click **Notification settings** . The panel displays the option to enable or disable the notifications for the Stream.

    b. Click **OPT-IN** to enable the notification and **OPT-OUT** to disable the notification.

• To leave a Stream:

    a. Click **Leave Stream**.

    The Stream will be automatically removed from the **Streams** list until the participant is re-invited.

Start a meeting in a Stream

You can start a meeting with all your contacts in the Stream by clicking the meeting icon (⬜◁) at the top-right corner of the messaging window. The meeting pop-up window opens, and a new meeting session is created with the contacts in the Stream. A**Join now** action card is displayed in the Stream for the contacts to join the meeting.

Meetings 6

This chapter contains the following sections:

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
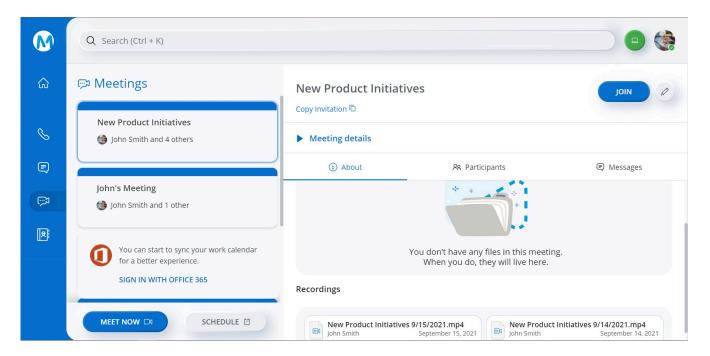- **File Sharing**: Store and share files, and recordings

The topics listed will help you learn more about Mitel One Meetings.

6.1 Meetings Menu

> **ℹ Note**:
>
> The display and certain functionality (such as editing or deleting a meeting among others) of the Mitel One Meetings UI depend on whether or not Office 365 calendar integration is enabled with Meetings. The UI screenshots and the behavior described in this document are based on the default scenario in which Office 365 calendar integration is not enabled with Meetings. For more information about the UI changes and the app behaviour when Office 365 calendar is enabled, see Integrating Office 365 Calendar with Mitel One Meetings on page 148.

Meetings menu provides easy access to all Mitel One Meetings features and enables you to quickly manage your meetings.

The left side of the menu is the **Meetings** section that lists all the meetings created and attended by you, and those for which you have an invite. It also displays the **MEET NOW** button that allows you to start an ad-hoc meeting, and the **SCHEDULE** button that allows you to schedule a meeting.

The right side of the menu is the meeting details page. When you click a meeting in the **Meetings** section, the meetings details page displays the **JOIN** button; Edit a meeting title icon; **Meeting Details**; **About**; **Participants** in the meeting; and **Messages** shared in the meeting.

Start an ad-hoc meeting

To start and join an ad-hoc meeting, click **MEET NOW**. For more information, see Start an Ad Hoc Meeting on page 102.

Schedule a meeting

To schedule a meeting, click **SCHEDULE**. For more information, see Scheduling a Meeting on page 104.

Join a meeting

To join a meeting, click the **JOIN** button at the top right of the meeting details page of the meeting.

Edit a meeting title

To edit a meeting title, click the Edit icon (   ) at the top right of the meetings details page, and enter

the new meeting title. Click   to save the changes or click to discard it.

Copy Invitation

Click **Copy Invitation** to copy the meeting URL and paste it elsewhere.

Meetings Details

Clicking the   icon associated with **Meetings Details** maximises the pane and displays the meeting

URL, **Meeting ID**, and **Dial in information**. Click   to copy the meeting URL to the clipboard. Click **Global call in numbers** to view the list of dial-in numbers available to join the meeting.

About

The **About** tab displays the files shared in the meeting under the **Files** section, and the recordings made in the meeting under the **Recordings** section. Hover over a file or recording and click **click to download** to download the file or recording.

Participants

The **Participants** tab displays the meeting organizer and list of participants in the meeting.

Meeting organizers can use the **INVITE** option available to them in the **Participants** tab to invite participants to a meeting.

Messages

The **Messages** tab displays all the previous chat messages sent during the meeting.

6.2   Manage Meetings Settings

You can personalize the general application settings, and the audio and video settings for Meetings from the Mitel One **Settings** panel, or during an ongoing meeting. To personalize the settings:

1. Access the **Meetings** tab in the **Settings** panel by doing either of the following:

   • Click your avatar from the top left corner of the Mitel One application. From the panel that appears, click **Settings and preferences**. The **Settings** panel opens. Click the **Meetings** tab.

   • During an ongoing meeting, click the **Settings** icon (⚙) from the control panel.

2. After accessing the **Meetings** tab, see Manage Mitel One Settings for more information about personalizing your Meetings settings.

6.3   Types of Users

In Mitel One Meetings, there are two types of users: registered user, and guest user.

Registered User: A licensed Mitel One user.

Guest User: An unlicensed Mitel One user.

Mitel One users can join a meeting through the Mitel One application, PSTN dial-in, or both. An attendee joining a meeting through the application, has access to video, voice, and screen share. Dialing in through PSTN will allow an attendee to have a voice only meeting. An attendee can also choose to join a meeting through the application to access only the video and screen share features and at the same time dial-in through PSTN for audio. For better audio quality, make sure that your device mic and speaker is muted when you dial-in via PSTN.

The following table shows the features available for each of the attendees.

Features	Registered Attendees	Guest Attendees	PSTN Attendees
Create meeting	Yes	No	No
Schedule meeting	Yes	No	No
Leave meeting	Yes	Yes	Yes
Edit meeting name	Yes	No	No
Accept/Decline users	Yes	No	No
Invite users	Yes	No	No
Edit/Delete chat message	Yes	No	No
Screen Share	Yes	Yes	No
Chat	Yes	Yes	No
Video	Yes	Yes	No
Voice	Yes	Yes	Yes
Desktop Client	Yes	No	No
Web Client	Yes	Yes	No
Meetings Home page	Yes	No	No
Waiting Room	No	Yes	No

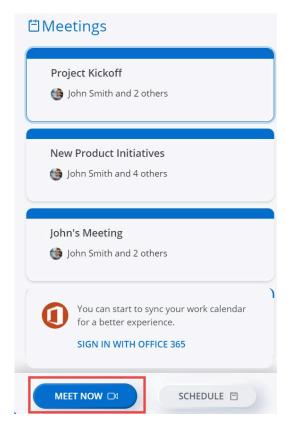| Features	Registered Attendees	Guest Attendees	PSTN Attendees
Preview Audio/Video Settings	Yes	Yes	No

> ⚠️ **CAUTION**:
>
> Customers should exercise caution to prevent accidental disclosure of Meeting Access Codes. For more information, see the latest version of Mitel One Security Guidelines.

6.4　Start an Ad Hoc Meeting

A registered user can create an ad hoc meeting by following these steps:

1. Click **MEET NOW** from the **Meetings** section.

📅 **Meetings**

Project Kickoff
🌐 John Smith and 2 others

New Product Initiatives
🌐 John Smith and 4 others

John's Meeting
🌐 John Smith and 2 others

You can start to sync your work calendar for a better experience.

SIGN IN WITH OFFICE 365
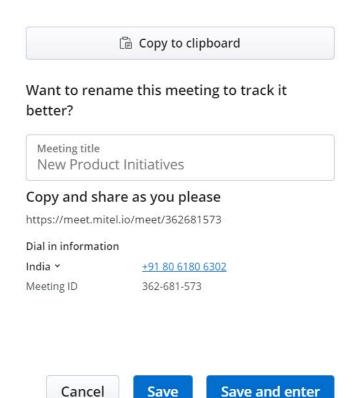
MEET NOW 📹　　　SCHEDULE 📅

2. A pop-up window opens displaying the default **Meeting title**, the meeting URL, the **Dial in information**, and the **Meeting ID**. You can edit the title of the meeting in the **Meeting title** bar.

> **Note**:
>
> It is highly recommended that a meeting be given a unique humanly identifiable name that is easy to remember for the participants. This will enable registered users to easily identify which meeting space to use for their collaboration and facilitate meeting searches.

Click **Copy to clipboard** to copy the meeting details to the clipboard.

3. Ensure that all the information entered is correct and click **Enter** to start the meeting. Click **Cancel** to cancel the meeting. If you edit the meetings title:

   • click **Save** to save the updated meeting title.
   • click **Save and enter** to start the meeting with the updated title.

After you start a meeting, you can invite both registered users and guest users as participants for a

meeting. To invite users to a meeting, click the **Invite** ( ) icon from the control panel. The **Invite Participants** dialog box opens.

> **Note**:
>
> A meeting can have a maximum of 100 participants.

- **To invite a registered user to a meeting**

  1. In the Search bar, type the name of the user you are searching for. The search field displays a list of registered users whose names or email addresses match the letters that you type.

  2. Click the name to invite the user as a participant to the meeting, and click **Invite**.

A meeting invite containing the URL of the meeting, and the dial-in numbers will be sent to the user's email address from **no-reply@mitel.io**. Also, a messaging session will be created with the user in the application, and a **Join now** action card is displayed in the message. The user can join the meeting either by clicking the meeting URL or the **Join now** action card.

> **ℹ Note**:
> To receive an email for meeting invites, a registered user must select the **Always send me an email for meeting invites** check box in the **Meetings** tab of the **Settings** panel. For details on how to select this check box, see Manage Mitel One Settings.

- **To invite a guest user to a meeting**

  1. In the Search bar, type the email address of the participant you want to invite to the meeting. Note that you must type the exact email address of the participant you want to invite. The email address you type appears in the search field.

  2. Click the name to invite the user as a participant to the meeting, and click **Invite**.

A meeting invite will be sent to the user's email address from **no-reply@mitel.io**. The user can join the meeting by clicking the meeting URL.
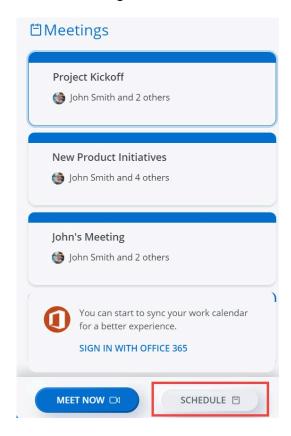
> **⚠ CAUTION**:
> Customers should exercise caution to prevent accidental disclosure of Meeting Access Codes. For more information, see the latest version of Mitel One Security Guidelines.

6.5 Scheduling a Meeting

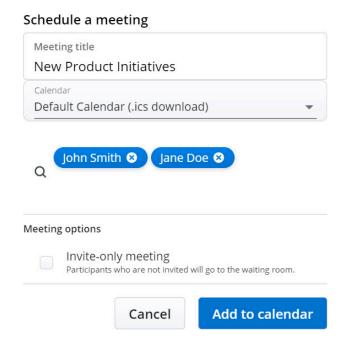A registered user can schedule a meeting by following these steps:

Meetings

1. From the **Meetings** section, click **SCHEDULE**.

The **Schedule a meeting** panel opens.

2. In the Meeting title bar, specify a title for the meeting.

> **ℹ Note**:
>
> It is highly recommended that a meeting be given a unique humanly identifiable name that is easy to remember for the participants. This will enable registered users to easily identify which meeting space to use for their collaboration and facilitate meeting searches.

3. Click **Calendar** and from the drop-down list, choose the calendar to which you want to add the meeting invite.
4. Invite participants to the meeting. You can invite both registered users and guest users as participants to a meeting.

> **ℹ Note**:
>
> A meeting can have a maximum of 100 participants.

- **To invite a registered user to a meeting**

  a. In the Search bar, type the name of the user you are searching for. The search field displays a list of registered users whose names or e-mail addresses match the letters that you type.
  b. Click the name to invite the user as a participant to the meeting.

  A meeting invite containing the URL of the meeting, and the dial-in numbers will be sent to the user's email address from **no-reply@mitel.io**. Also, a messaging session will be created with the user in the Mitel One application, and a **Join now** action card is displayed in the message. The user can join the meeting by clicking either the meeting URL or the **Join now** action card.

> **ℹ Note**:
>
> To receive an email for meeting invites, a registered user must select the **Always send me an email for meeting invites** check box in the **Meetings** tab of the **Settings** panel. For details on how to select this check box, see Manage Mitel One Settings.

- **To invite a guest user to a meeting**

  a. In the Search bar, type the email address of the participant you want to invite to the meeting. Note that you must type the exact e-mail address of the participant you want to invite. The email address you type appears in the search field.
  b. Click the email address to invite the user as a participant to the meeting.

  A meeting invite will be sent to the user's email address from **no-reply@mitel.io**. The user can join the meeting by clicking the meeting URL.

5. In the **Meeting options** section, choose either of the following depending upon the type of meeting you wish to create.

- Invite-only meetings – To create a meeting in which only the meeting creator can admit uninvited participants into the meeting, select the **Invite-only meeting** checkbox. For more information, see Invite-only Meeting on page 108.
- Meeting with no waiting room – To create a meeting in which the waiting room is disabled, thereby allowing all participants to automatically enter into the meeting directly, select the **Remove waiting room** checkbox.

> **ℹ Note**:
>
> - This option will be displayed only if a Mitel Partner or the Account Administrator of your CloudLink Account have enabled the **Optional Waiting Room** toggle button for your account in the Mitel Administration. For more information, contact your Account Administrator or see Allow Users to Manage Waiting Room in Meetings.
> - For more information regarding which users will go to the waiting room, see the FAQ Who goes to the waiting room before joining a meeting? on page 170
> - For guest users to be automatically accepted into a meeting that has the waiting room disabled, at least one registered user must join the meeting.

6. Click **Add to Calendar**. The Scheduling proceeds based on the calendar type you selected from the **Calendar** drop-down list.

a. Default Calendar (.ics download) – downloads an ICS file with meeting join details, title, and participants, which you can view in your default calendar app (such as Outlook desktop) and send to users as part of a meeting invite.
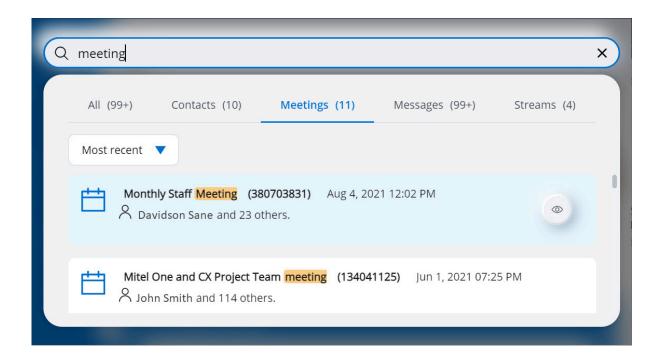
> **ℹ Note**:
> If you choose this calendar type while the Mitel One web application runs on the Google Chrome browser, the warning message **XXXX** (meeting name).**ics may be dangerous, so Chrome has blocked it.** might be displayed. To continue downloading the invite, click the **Keep** option beside the warning message. Clicking **Discard** cancels the download.

b. Google Calendar – opens a new tab in Gmail with a prepopulated calendar invite with meeting join details, title, and participants.

c. Exchange / Office 365 – opens a new tab in Office 365 with a prepopulated calendar invite with meeting join details and title; but does not carry over the participants. You must add the participants directly in the open calendar in Office 365.

> **⚠ CAUTION**:
> Customers should exercise caution to prevent accidental disclosure of Meeting Access Codes. For more information, see the latest version of Mitel One Security Guidelines.

6.6   Search a Meeting

You can search for a meeting using the Global Search feature of the Mitel One application. Type the name of the meeting you are searching for in the Search bar. A list of meetings with matching names will be displayed as you type the characters in the **Meetings** tab of the Global Search menu. The meetings will be listed based on their occurrence with the most recent meeting displayed first on the list. Click associated with a meeting to go to the meetings details page of that meeting.

6.7   Invite-only Meeting

An invite-only meeting () is a type of meeting in which only the meeting creator can admit uninvited participants into the meeting.

Registered users invited to the meeting are admitted to the meeting directly. A registered user is considered invited only if the meeting creator invites them to the meeting by doing either of the following:
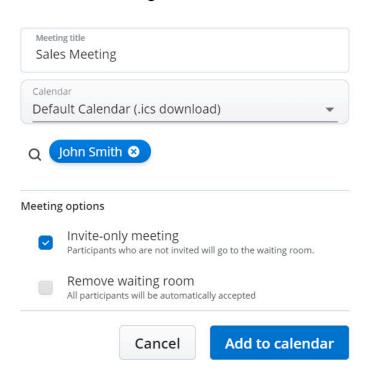
• By clicking the **Invite** icon from the meetings control panel during an ongoing meeting.
• By entering their name or email address in the corresponding field while creating the meeting.

Registered users and guests who do not have an invite but want to join an invite-only meeting must wait in the waiting room and can join the meeting only after the meeting creator admits them into the meeting. For more information regarding which users will go to the waiting room, see the FAQ Who goes to the waiting room before joining a meeting? on page 170
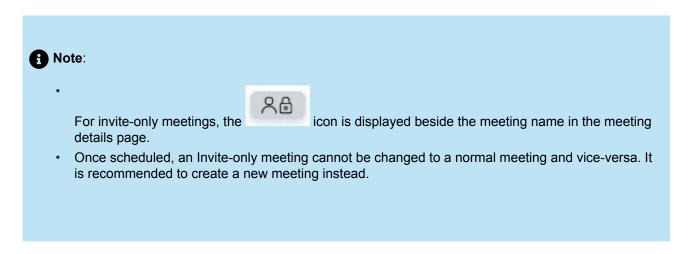
Scheduling an invite-only meeting

To schedule an invite-only meeting, follow step 1 through step 5 mentioned in Scheduling a Meeting on page 104 and select the **Invite-only meeting** check box.

An invite-only meeting is scheduled and will appear in the list of meetings in your **Meetings** section.

> **Note**:
>
> - For invite-only meetings, the icon is displayed beside the meeting name in the meeting details page.
> - Once scheduled, an Invite-only meeting cannot be changed to a normal meeting and vice-versa. It is recommended to create a new meeting instead.

Managing Participants

- Only the meeting creator can allow or decline access to a user waiting in the waiting room.
- You must use the Meetings add-in to update the meeting after adding (or modifying) the attendees in the meeting.

- Registered users and guests without an invite admitted into the meeting are not considered invited. Every time they want to join a meeting, they must either be invited or admitted from the waiting room by the meeting creator.
- Registered users and guests without an invite will have access to the shared files and the recordings in a meeting only while the meeting is in progress and after they have joined the meeting.
- Registered users who were invited to a meeting by the meeting creator may invite other participants to the meeting by doing either of the following:

  - Click the Invite icon (🧑⊕) during an ongoing meeting.
  - From the meetings details page, click the **Participants** tab and then click **INVITE**.

  The **Invite Participants** dialog box opens. See step 4 mentioned in for more information about inviting participants to a meeting.

- A registered user in a meeting can cancel the invite of a participant (including other registered users) using the following procedure.

  1. Click the **Participants** tab. The list of participants in the meeting is displayed.
  2. Hover over the participant whose invite you want to cancel, and click the ⋮ icon. The **Cancel invite** pop-up appears.
  3. Click **Cancel invite** to cancel the invite of the participant.

  The participant will no longer have access to the meeting until invited again or admitted from the waiting room by the meeting creator.

> ℹ️ **Note**:
> The participants cannot cancel the invite of the meeting creator.

6.8   Join a Meeting

You can join a meeting as a registered user, or as a guest user. Both type of users can join a meeting through PSTN by clicking the dial-in number mentioned in the meeting invite.

6.8.1   Join a Meeting as a Registered User

As a registered user, you can join a meeting by:

- clicking the meeting link in the invite received in Outlook or in any other email service provider
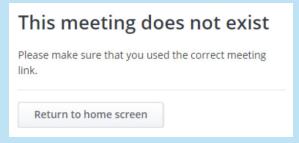
> **ℹ Note**:
>
> To receive an email for meeting invites, a registered user must select the **Always send me an email for meeting invites** check box in the **Meetings** tab of the **Settings** panel. For details on how to select this check box, see Manage Mitel One Settings.

- clicking the **Join now** action card received in the messaging session
- clicking on the meeting from the **Meetings** menu of your Mitel One application, and then clicking the **JOIN** button from the meeting details page that opens
- dialing in to the meeting through PSTN using the dial-in number mentioned in the invite. For more information, see Join a Meeting using PSTN on page 120.

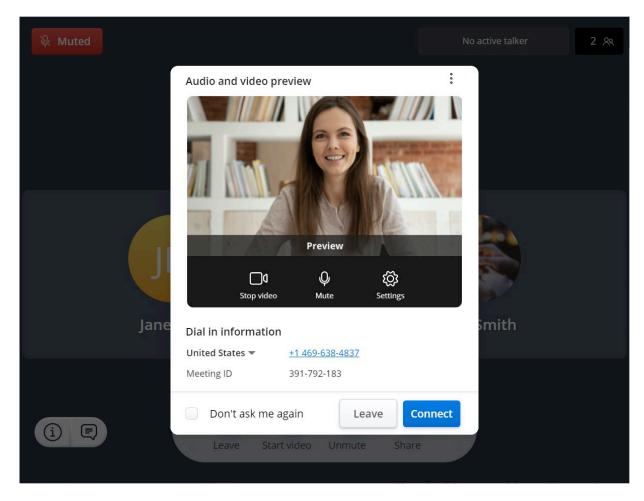> **ℹ Note**:
>
> - A message (as shown in the following image) is displayed if you try to join a meeting that is deleted.
>
> ### This meeting does not exist
>
> Please make sure that you used the correct meeting link.
>
> [Return to home screen]
>
> - If you are joining a meeting from your mobile device using a meeting link (received through chat or email), you will be redirected to the MiTeam Meetings mobile application if you have the application installed in your mobile device. If you do not have the application installed, a link to download this application from your app store appears on the browser.
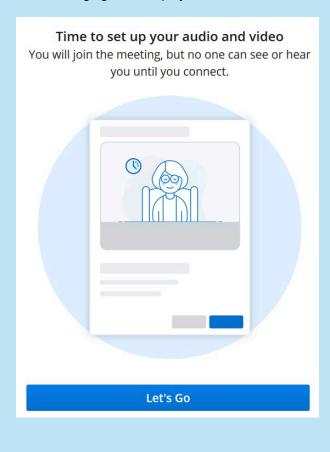
To join a meeting directly from the meeting invite or the Join now action card

1. Click the meeting invite link or the **Join now** action card. A pop-up window opens in the Mitel One application and the **Audio and video preview** panel is displayed.

> 🛈 **Note**:
>
> - For the **Audio and video preview** panel to appear, you must ensure that the **Show audio and video preview before joining a meeting** check box is selected in the **Meetings** tab of the **Settings** panel. This setting is enabled by default.
> - When you join a meeting for the first time using the Mitel One application, the panel shown in the following figure is displayed. Click **Let's Go** to access the **Audio and video preview** panel.
>
>
>
> Time to set up your audio and video
> You will join the meeting, but no one can see or hear you until you connect.
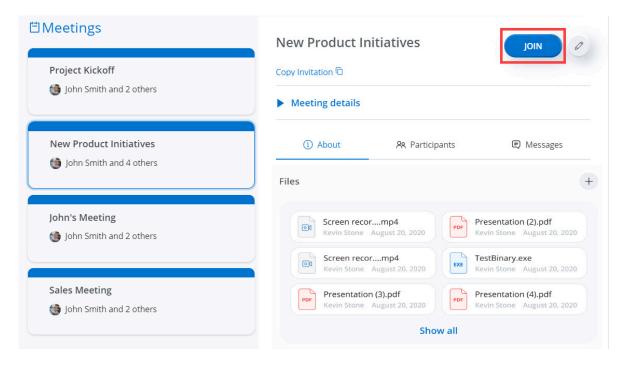>
> Let's Go

2. Choose how you want to connect to the audio, whether you want to mute or unmute your microphone and turn on or turn off your video before you join the meeting. Click **Connect** to join the meeting. Clicking **Leave** will abort the operation and redirect you to the **Meetings** menu of the application.
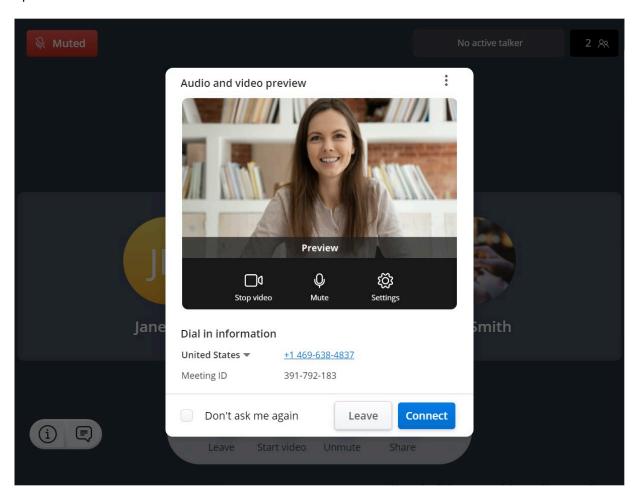
> **ⓘ Note**:
>
> - Select the **Don't ask me again** check box to save the selected settings.
> - Click (⁝) at the top right of the panel to access the options to report an issue with the application, and to view the online help document.
> - For help resolving issues you face while enabling microphone, speaker, or camera, see the FAQ How do I enable the camera and the microphone for Mitel One Meetings? on page 170

To join a meeting listed in the Meetings list

1. Click the meeting you want to join. The details of the meeting are displayed on the right side of the application.

2. Click the **JOIN** button to join as a participant. The **Audio and video preview** panel opens in a new pop-up window.

> **Note:**
> For the **Audio and video preview** panel to appear, you must ensure that the **Show audio and video preview before joining a meeting** check box is selected in the **Meetings** tab of the **Settings** panel. This setting is enabled by default.

3. Choose how you want to connect to the audio, mute or unmute your microphone, and turn on or turn off your video before you join a meeting, and then click **Connect** to join the meeting. Clicking **Leave** will abort the operation and redirect you back to the **Meetings** menu.

> **ℹ Note**:
>
> - Select the **Don't ask me again** check box to save the selected settings.
> - Click (⋮) at the top right of the panel to access the options to report an issue with the application, and to view the online help document.
> - For help resolving issues you face while enabling microphone, speaker, or camera, see the FAQ How do I enable the camera and the microphone for Mitel One Meetings? on page 170

6.8.2   Join a Meeting as a Guest User

As a guest user, you can join a meeting by

- clicking the meeting link in the invite received in Outlook or any other email service provider
- clicking the meeting link shared via messages
- dialing in to the meeting through PSTN using the dial-in number mentioned in the invite. For more information, see Join a Meeting using PSTN on page 120.
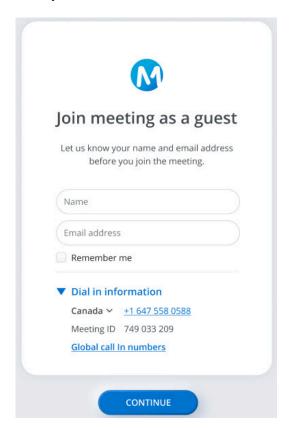
> **ℹ Note**:
>
> If you are joining a meeting from your mobile device using a meeting link (received through chat or email), you will be redirected to the MiTeam Meetings mobile application if you have the application installed in your mobile device. If you do not have the application installed, a link to download this application from your app store appears on the browser.

To join a meeting as a guest user, use the following procedure:

1. Click the meeting invite link you received. The Mitel One Meetings web application is launched, and the Welcome page opens.

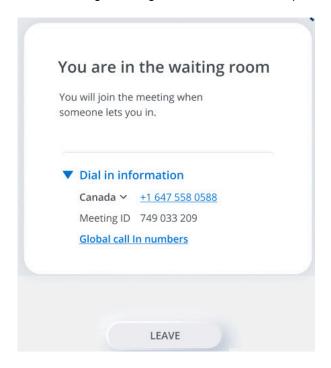**2.** Enter your name and email address, and click **CONTINUE**.

> ℹ️ **Note**:
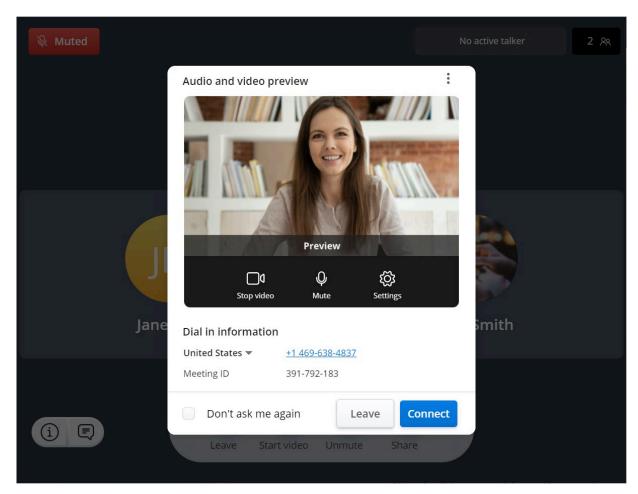> You can view the dial-in numbers and the meeting ID, raise an issue or share feedback about the application, and view the URLs to the online help, and privacy policy from the Welcome page.

3. You must wait until any registered user who has already joined the meeting accepts you as a guest user in the meeting. Clicking **LEAVE** will abort the operation and redirect you to the Welcome page.

4. When a registered user accepts you in to the meeting, there is an audial notification and the **Audio and video preview** panel is displayed.

> ℹ️ **Note**:
>
> When you join a meeting for the first time using the Mitel One application, the panel shown in the following figure is displayed. Click **Let's Go** to access the **Audio and video preview** panel.

5. Choose how you want to connect to the audio, whether you want to mute or unmute your microphone and turn on or turn off your video before you join the meeting. Click **Connect** to join the meeting. Clicking **Leave** will abort the operation and redirect you to the **Meetings** menu of the application.

> **ⓘ Note**:
>
> - Select the **Don't ask me again** check box to save the selected settings.
> - Click (⋮) at the top right of the panel to access the options to report an issue with the application, and to view the online help document.
> - For help resolving issues you face while enabling microphone, speaker, or camera, see the FAQ How do I enable the camera and the microphone for Mitel One Meetings? on page 170.

6.8.3   Join a Meeting using PSTN

Registered users and guest users can join a meeting through PSTN by entering the dial-in number mentioned in the meeting invite.

> **ⓘ Note**:
>
> - When joining a meeting through PSTN, even registered users must wait in the waiting room until any registered user who has already joined the meeting accepts you into the meeting.
> - When you are dialed in to a meeting from your iPhone using the PSTN, you will not be able to use the Mitel One web application on the Safari browser in your iPhone.

To join a meeting through PSTN, use the following procedure:

1. Call in to the meeting by doing either of the following:

- Dialing the dial-in number

    a. Dial the dial-in number mentioned in the meeting invite.
    b. When prompted, choose the language of your choice.
    c. Enter the Meeting ID.
- Clicking the dial-in number

    a. Click the dial-in number mentioned in the meeting invite.
    b. This will cross launch the telephony application installed in your device and the dial-in number along with the meeting ID is displayed. Click the Call icon to place the call.

2. There is a ringing tone followed by the message: **you are in the waiting room. You will join the meeting when someone lets you in.**

> ℹ️ **Note**:
>
> - This message repeats every fifteen seconds until you are in the waiting room.
> - This message appears only if the meeting creator has enabled the waiting room for users to join a meeting.
> - If the meeting creator has disabled the waiting room for users to join a meeting, you will be connected directly to the meeting if there is at least one registered user already in the meeting. If the meeting creator has enabled the waiting room, you must wait in the waiting room until a registered user joins the meeting, and accepts you into the meeting.

3. If you are accepted, there is an audial message: **you have been accepted to join the meeting** and you will be connected to the meeting. If your request is declined, there is an audial message: **your request to join this meeting has been declined** and your call gets disconnected.

> ℹ️ **Note**:
>
> By default, you will join the meeting with your microphone turned on.

6.9   Delete or Leave a Meeting

A meeting creator has the option of deleting the meeting. Both meeting creators and participants have the option of leaving the meeting from the **Meetings** list.

> ℹ️ **Note**:
>
> You cannot delete or leave a meeting if your Office 365 calendar is synced with the Mitel One Meetings application.

To delete a meeting

To delete a meeting for which you are the creator:

1. From the list of meetings in the **Meetings** section, right-click the meeting you want to delete. A pop-up window opens.
2. Click **Delete meeting**. From the confirmatory window that appears, click **Delete meeting**. The meeting will be deleted, along with all associated chats and files, from your **Meetings** section, and from the **Meetings** section of all participants of the meeting.

To leave a meeting

Both meeting creators and participants can leave a meeting from their **Meetings** list.

To leave a meeting:

1. From the list of meetings in the **Meetings** section, right-click the meeting you want to remove. A pop-up window opens.
2. To remove the meeting from your list, click **Leave**. The meeting will be removed from your **Meetings** section.

After you remove a meeting from you **Meetings** list, you will not see the meeting in your list, and you will not receive any notifications regarding this meeting.

All others will continue to be part of the meeting, and the meeting will be listed in their **Meetings** list. The existing chat messages sent by you will continue to be visible to them in their chat conversation history.

You will be able to join the meeting again and receive notifications if you are invited to this meeting, and accept the invitation. After you join the meeting, the meeting will again be listed in the **Meetings** list of your Mitel One application.

6.10   Edit or Delete a Message

Registered users can edit the messages that they have sent during a meeting. They can also delete the messages, files, and the media that they have sent during a meeting.

For more information, see Edit or Delete a Message on page 81.

6.11   Meeting Controls

Following are the various controls displayed during an ongoing meeting. Click any of these controls to invoke the feature:

Control	Function

	Click this icon to leave an ongoing meeting.
	
	• If you are the meeting organizer, a panel opens.
	
	    • Click **Leave meeting** to leave the meeting. The other participants will continue to be active in the meeting.
	    • Click **End meeting for all** to end the meeting for all the participants.
	• If you are a participant, the meeting will immediately end for you. The other participants will continue to be active in the meeting.

	Click this icon alternately to turn on and turn off your camera.
	Click this icon alternately to mute and unmute your mic.
	Click this icon alternately to start and stop screen sharing during a meeting.
	Click ⋮ from the control panel and then click this icon to record a meeting. For more information, see Recording a Meeting on page 130.
	Click ⋮ from the control panel and then click this icon to invite more users to an ongoing meeting.
	Click ⋮ from the control panel and then click this icon to open the **Settings** menu.
	This icon indicates that all the participants invited to the meeting will be automatically accepted into the meeting. **ⓘ Note**: This icon will be displayed only if you have joined a meeting as a registered user.

Control	Function
	During Gallery Layout, click ⋮ from the control panel and then click this icon to switch to Active Talker Layout. The Active Talker Layout will switch the large video window between whoever speaks during a meeting.
	During Active Talker Layout, click ⋮ from the control panel and then click this icon to switch to Gallery Layout. The Gallery Layout will display the video of all the participants in the meeting who have their video turned on, and the avatar of the participants who have their video turned off. ℹ **Note**: By default, you will join a meeting in Gallery Layout.
	During Active Talker Layout or during Screenshare, if you have the video tiles of participants turned on, click this icon to switch to List view. You will no longer see the video of other participants, even though others in the meeting can see your video.
	During Active Talker Layout or during Screenshare, if you have the video tiles of participants turned off, click this icon to switch to Video tiles view, which will enable you to view the video of all the participants in the meeting who have their video turned on.

Control	Function
	The meeting creator will see this icon on the top right of the screen. Clicking this icon opens a panel where the meeting creator can select which users will be sent to the waiting room before being accepted into the meeting.

Who goes to the waiting room?

◉ Only guest users
This is the default setting

○ No one ⬚
All participants will be automatically accepted

• **Only guest users** — Select this option to enable waiting room for guest users. Guest users who want to join a meeting after this option is enabled must enter the waiting room and be accepted into the meeting by a registered user. If this option is not enabled, guest users who want to join a meeting will be automatically accepted into the meeting.

> **ℹ Note**:
> By default, all registered users will be automatically accepted into the meeting.

• **No one** — Select this option to automatically accept all users directly into the meeting. The waiting room will be disabled for all users.

> **ℹ Note**:
> At least one registered user must join the meeting for guest users to be automatically accepted into the meeting.

For more information about which users goes to the waiting room before joining a meeting, see the Who goes to the waiting room before joining a meeting? on page 170 |
| | Click this icon to view the chat window. All the chat messages shared during a meeting can be viewed in the chat window.

> **ℹ Note**:
> You can also click the chat notification that you receive to open the chat window. |

Control	Function
	Clicking this icon opens the meeting information panel where you can do the following: • Copy the meeting invitation • Copy the meeting URL • View the the dial-in number, and the meeting ID. • View the files shared, and recordings in the meeting by clicking the **About** tab. • View the meeting organizer and list of participants in the meeting by clicking the **Participants** tab. Meeting organizers can use the **INVITE** option available in the **Participants** tab to invite participants to the meeting.
	This icon on the top left of your screen is the Screenshare indicator. It displays the name of the participant who is sharing the screen during a meeting. The Screenshare indicator will also display an Undock icon ( ) for participants viewing the shared content during a meeting. Clicking the Undock icon ( ) allows a user to undock the screenshare. For more information, see Screen Sharing on page 128.
	This icon on the top left of your screen indicates that you are on mute. You can click this icon to unmute your mic. When you **Push to Talk**, the icon changes to . .
	This icon on the top right of your screen is the Active Talker indicator. It displays the name of the speaker during a meeting.
	This icon appears in the User Tile of users encountering issues with the network or an outage during the call. The audio and video communication with these users might be affected while this icon is displayed. This icon will disappear when the connection with these users is properly re-established.
	A registered user will see this prompt during an ongoing meeting to accept or reject the guest users in the **Waiting Room** into the meeting. Click **Accept All** to allow these users into the meeting. Click **Decline All** to prevent these users from joining the meeting. To accept or decline specific users, click the icon or the icon beside their names.

Control	Function
Push to Talk	When you are on mute, press and hold the Spacebar to unmute your mic. Releasing the Spacebar will mute your mic again. You can also mute and unmute your mic alternately by quickly tapping the Spacebar twice in succession.
Push to Mute	When your mic is unmuted, press and hold the Spacebar to mute your mic. Releasing the Spacebar will unmute your mic again. You can also mute and unmute your mic alternately by quickly tapping the Spacebar twice in succession.

When you are on Mute, a icon is displayed next to your user name in the user tiles.

In addition to the various controls mentioned above, there are controls that are displayed on hovering over the user tile.

> **ℹ Note**:
>   These controls are displayed only when you join a meeting as a registered User.

Control	Function
	To mute a user during the meeting in a video tile view, hover over the video tile of that user, and click the icon.
	To mute a user during the meeting in a list view, hover over the tile of that user and click the icon. Click **Mute**
Remove	To remove a user from a meeting, hover over the user tile of that user. The icon is displayed at the top right corner of the tile. Click the icon and click **Remove**. From the confirmatory panel that appears, click **Remove** to remove that user from the meeting. Clicking **Cancel** discards the operation.

Control	Function
Pin	A registered user or a guest user can pin a user tile during an ongoing meeting. To pin a user tile, hover over the user tile. The ⋯ icon is displayed at the top right corner of the tile. Click the ⋯ icon and click **Pin** to pin that user tile. The view changes to Active Talker mode and the pinned tile is displayed as the main user tile. To unpin a pinned user tile and return to User Tiles mode, click 📌 Unpin.

6.12 Screen Sharing

During a meeting, you can share your screen with the other participants in the meeting. This enables you to display any media including documents, presentations, images, and videos, on your computer to all the participants without having to send them those files. Following are the steps for sharing your screen in Mitel One Meetings.

1.

During an ongoing meeting, click the **Share** icon (⬆) from the control panel. The **Share your screen** prompt window opens.

2. You will be prompted to select **Your Entire Screen**, **Application Window**, or **Chrome Tab** to share from the prompt window.

- If you choose to share the **Entire Screen**, your entire desktop will be shared and displayed to all participants. You can toggle between multiple applications or windows during the meeting, and if these are displayed on your screen, these will be displayed on the screens of all participants.

- If you choose to share an **Application**, only that application will be shared and displayed in the meeting. You can toggle between multiple applications or windows during the meeting, but these will not be displayed to the participants.

> 🛈 **Note**:
>
> - To share an audio, you must select the **Share audio** check box from the **Share your screen** prompt window.
> - On Mac devices, if the Mitel One application is in full screen mode, you can share only the application. To share other applications, you must exit the full screen mode.

- If you choose to share a **Chrome Tab**, only that tab in your Chrome browser will be shared and displayed in the meeting. You can toggle between other tabs in Chrome, but these will not be displayed to the participants.

3.

Click the required option and click **Share screen** to start sharing. The **Share** icon ( ) turns green,

and a blue screen share button with the user's name (Charlie Thomas) appears at the bottom-left of your user tile when you start sharing. Click ✕ in the top right corner of the **Share your screen** window to cancel the sharing before the sharing begins.

4.

After you start sharing, click the **Stop Share** icon ( ) from the control panel to stop the sharing.

Undocking the Shared Screen

When viewing shared content, you can undock the shared screen in your Meetings window and make it a floating window. You can do this by clicking the **Undock** icon ( ) displayed in the screen share indicator (Charlie Thomas is sharing). The shared screen opens in a separate window, allowing you to move that window to a new position. The original window (ongoing meeting screen) will continue to show the video tiles, and the various meeting controls.

Close the undocked window or click the Dock ( ) icon displayed in the Screenshare indicator to re-dock the window back to its original location.

> ℹ **Note**:
> Even after the screenshare ends, the undocked window will remain open until the meeting ends or until you close the window.
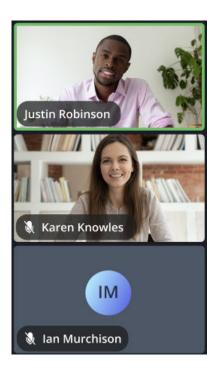
Layout when screen sharing

When viewing the shared content, you will see a layout like Active Talker Layout, where the shared content is displayed alongside the User tiles. By default, when screen share is initiated, all participants will be displayed in Video tiles view. The Video tiles view will display the video of all the participants who have their video turned on, and the avatar of the participants who have their video turned off. The List view will display only the name of all the participants in the meeting.

During Video tiles view, click the **List** icon ( ) to change to List view.

During List view click the Video tiles () icon to change to Video tiles view.

6.13 Recording a Meeting

> **ℹ Note**:
> The Recording feature is available only with Mitel One Premier and Elite subscriptions.

Recording allows a registered Mitel One user to record a meeting. Recording a meeting is useful for those who could not attend the meeting and for those who want to refer to what was discussed in the meeting. The recordings are stored in the cloud in MP4 format.

Recording a Meeting

To record an ongoing meeting, click the **More** icon ( ) in the control panel and then click the **Record** icon ( ). A **Preparing to record** icon appears in the top of your meeting screen indicating that Meetings is setting up the cloud recording.

An audial notification indicates that the recording has started and a message (as shown in the following image) indicates that the recording has started.

> **ⓘ Note**:
>
> - Only one user can record a meeting at a time.
> - If the recording fails to start after you click ⊚ , the following error will appear. To start the recording again, you must refresh the application and click ⊚ .
>
> ❌ There was a problem in starting the recording. Please refresh and try again. ✕

Stopping a Recording

During a meeting, only the participant who is recording can stop the recording at any given time by doing either of the following:

- Click the stop icon (⊚) from the recording indicator in the top of your screen
- Click the **Stop** icon (⊙) from the control panel.

The recording will stop, and will be saved to the cloud. A confirmation message (as shown in the following image) indicates that the recording is saved.

✅ Recording completed. You can download it from the files. ✕

The following table lists the impact of various scenarios on an ongoing recording of a meeting.

Scenario	Result
The user who is recording leaves the meeting.	The recording stops.
The user who is recording is removed from the meeting.	The recording stops.
Creator ends the meeting for all participants.	The recording stops.
The meeting expires after the 24 hour limit.	The recording stops.
The user who is recording reloads the Mitel One application.	The recording continues.
The user who is recording experiences a low bandwidth; is disconnected from the meeting for a brief period of time and is reconnected to the meeting.	The recording continues.

Scenario	Result
The user who is recording closes the tab or browser where the Meetings web client is deployed and thereby leaves the meeting without clicking the Leave button.	The recording continues.

Accessing a Recording

A registered user or a guest user can access the recordings for a meeting by using the following steps:

> **Note**:
>
> Recordings of a meeting that is not an Invite-only Meeting on page 108 can be accessed by any user (registered or guest) who is a participant of the meeting or by a registered user who has the meeting URL, which could pose a privacy issue. To prevent this, Mitel recommends that you create Invite-only meetings as recordings of an Invite-only meeting can be accessed only by registered users who are invited to the meeting. Registered users and guests without an invite will have access to the recordings only while the meeting is in progress and after they have joined the meeting. It is also recommended that after a recording is complete, you download the recording to your device and delete it from your meeting for privacy reasons.

- **As a Registered user**

  All registered users who are invited to a meeting can access the recordings for that meeting by doing either of the following:

  1. Click the meeting from the **Meetings** section.
  2. From the meeting details page, click the **About** tab. Scroll down to the **Recording** section. All the recordings made in the meeting are displayed here.

- **As a Guest user**

  Guest users can access the recordings of a meeting only while the meeting is in progress and after they have joined the meeting. To access a recording during a meeting:

  1. Click the icon at the bottom left corner of the Meetings screen. The chat window opens.
  2. Click the icon at the top right corner of the chat window. A dialog box opens.
  3. Click **Files**. The **About** panel opens.
  4. Click **Recordings**.

     The **Recordings** panel opens displaying all the recordings made in the meeting. To download a recording, hover over the recording and click the **click to download** option. The recording will be downloaded to your device in MP4 format.

Renaming a Recording

A meeting creator or the user who performed the recording can rename a recording. To do this:

1. Click the meeting from the **Meetings** section.
2. From the meeting details page, click the **About** tab. Scroll down to the **Recording** section. All the recordings made in the meeting are displayed here.
3.
   Hover over the recording you want to rename, and click the ⋮ icon.
4. From the dialog box that appears, click **Rename**.
5. Enter the new name for the recording. Click **Save** to save the changes or click **Cancel** to discard it.

Deleting a Recording

A meeting creator or the user who performed the recording can delete a recording. To do this:

1. Click the meeting from the **Meetings** section.
2. From the meeting details page, click the **Agenda** tab. Scroll down to the **Recording** section. All the recordings made in the meeting are displayed here.
3.
   Hover over the recording you want to delete, and click the ⋮ icon.
4. From the dialog box that appears, click **Delete**.
5. From the confirmatory panel that appears, click **Delete recording**.

The recording will be deleted permanently.

Managing Recordings

The following table lists the task each user can perform with regard to recordings.

Type of user	Can start recording?	Can stop recording?	Can delete a recording?	Can access and download a recording?	Can rename a recording?
Meeting creator	Yes	Only if you started the recording.	Yes	Yes	Yes

Type of user	Can start recording?	Can stop recording?	Can delete a recording?	Can access and download a recording?	Can rename a recording?
Registered user	Yes	Only if you started the recording.	Only if you performed the recording.	• For a meeting that is not an Invite-only meeting you can access the recording at all times if you have the meeting URL. • For an Invite-only meeting, you can access the recording at all times only if you are invited to the meeting. If you do not have an invite, you will have access to the recordings only while the meeting is in progress and after you have joined the meeting.	Only if you performed the recording.
Guest user	No	No	No	Only while the meeting is in progress and after you have joined the meeting.	No

6.14   Huddle Room for Mitel One Meetings

Mitel One Meetings supports huddle rooms, which allow users to gather together for impromptu meetings, discussions, brainstorming, and problem solving sessions. The following topics will help you learn how to set up a huddle room system for Mitel One Meetings, and to join a Mitel One meeting using the huddle room system.

6.14.1   Setting up a Huddle Room for Mitel One Meetings

An IT administrator can set up a video conference huddle room system for Mitel One Meetings in kiosk mode.
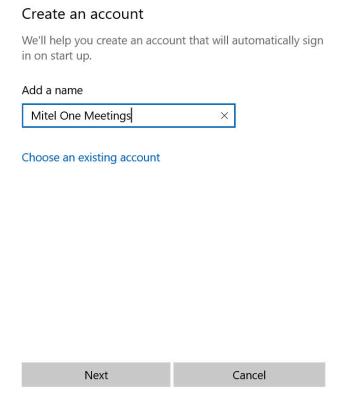
System Requirements

• A computer with Windows 10 or later.

• Huddle room for Mitel One meetings is supported only with the Microsoft Edge browser.

Procedure

Complete the following procedure to set up a huddle room system for Mitel One Meetings in kiosk mode in a Windows 10 device:

1. In your Windows device, go to **Settings** > **Accounts** > **Other Users** and select **Assigned access** under the **Set up a kiosk** section. The **Set up a kiosk** screen opens.

2. Click **Get started**. The **Create an account** pop-up window opens.

3. In the **Add a name** text box, type a name for the kiosk account. You can also choose an existing account for the kiosk by clicking **Choose an existing account**. Click **Next**. The **Choose a kiosk app** pop-up window opens.
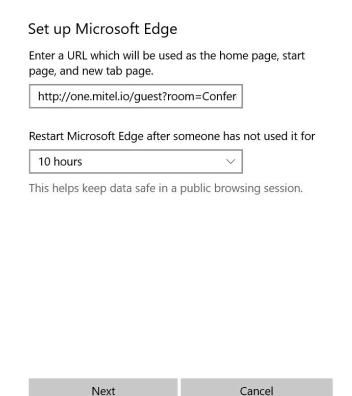
Create an account

We'll help you create an account that will automatically sign in on start up.

Add a name

| Mitel One Meetings | ✕ |

Choose an existing account

| Next | Cancel |

4. From the list of apps, select **Microsoft Edge**, and click **Next**.

5. In the **How will this kiosk be used?** pop-up window that opens, select the **As a public browser** check box.

6. Click **Next**. In the **Set up Microsoft Edge** pop-up window that opens:

   • Enter http://one.mitel.io/guest?room=roomname&email=aa@aa.com (room email address) in the **Enter a URL** field.

> ℹ **Note**:
> It is mandatory to enter the room name. However, the room email address is optional.

- choose **10 hours** as the time to restart a session if no one is using the device.

Set up Microsoft Edge

Enter a URL which will be used as the home page, start page, and new tab page.

> http://one.mitel.io/guest?room=Confer

Restart Microsoft Edge after someone has not used it for

> 10 hours ⌄

This helps keep data safe in a public browsing session.

Next	Cancel

7. Click **Next**. A message as shown in the following screen shot is displayed indicating that the kiosk is set up.

You're done!

To use this device as a kiosk, sign in with the account you just set up.

When you're in kiosk mode, use Ctrl+Alt+Delete to exit.

Close	Cancel

8. Click **Close**.

9. In the kiosk, configure authorized access to the camera and microphone of the device by creating the following entries in the registry of the device.

- [HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Edge\AudioCaptureAllowedUrls] "1"="https://one.mitel.io/guest"

- [HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Edge\VideoCaptureAllowedUrls] "1"="https://one.mitel.io/guest"

This will ensure that the camera and microphone settings are saved in the kiosk.

> **ⓘ Note**:
> The value name "1" is a placeholder that can be any number.

After you complete these steps, restart your computer to start in kiosk mode to join a Mitel One meeting in a huddle room system.
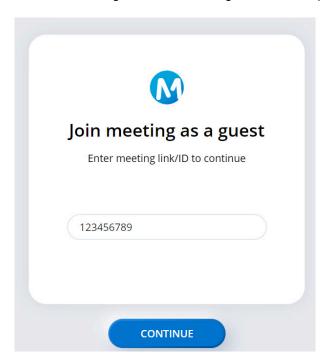
For more information, see Set up a single-app kiosk.

6.14.2   Join a Meeting using Huddle Room
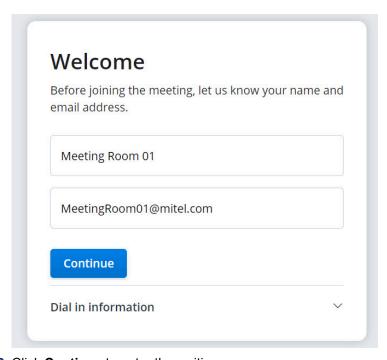
You can join a Mitel One meeting as a guest using the huddle room system set up in your conference room by simply entering the meeting URL or the meeting ID from the PC controller.

To join a meeting:

1. Enter the meeting link or the meeting ID in the field provided, and click **CONTINUE**.

The **Welcome** page opens, displaying the meeting room name and the email address.
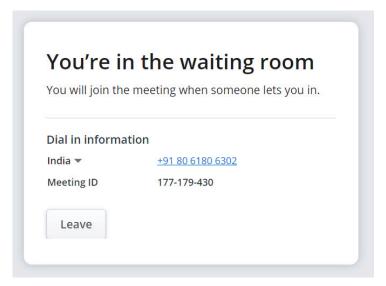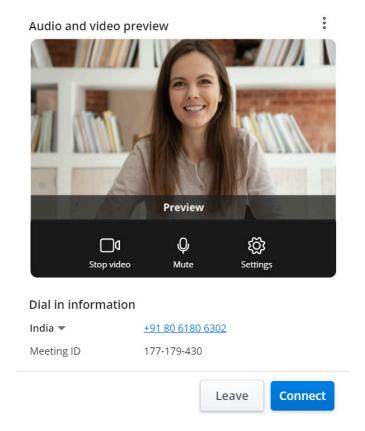
2. Click **Continue** to enter the waiting room.

> ℹ **Note**:
>
> You can view the dial-in numbers and the meeting ID, and view the URLs to the online help, and privacy policy from the **Welcome** page.

3. You must wait until any registered user who has already joined the meeting accepts you as a guest user in the meeting. Clicking **Leave** will abort the operation and redirect you to the **Welcome** page.

4. When a registered user accepts you into the meeting, there is an audial notification and the **Audio and video preview** panel is displayed.

5. In the **Audio and video preview** panel, choose whether you want to mute or unmute your microphone and turn on or turn off your video before you join the meeting. Click **Connect** to join the meeting. Clicking **Leave** will abort the operation and redirect you to the **Welcome** page.

6.15   Blur Your Background

You can blur your background in Mitel One Meetings to prevent other participants from seeing your background. Mitel One Meetings allows you to blur your background before a meeting or during a meeting.
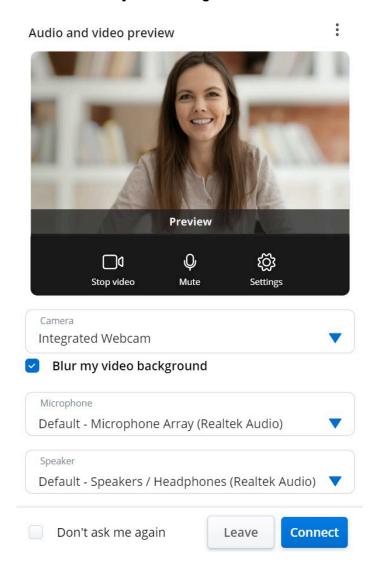
> **ⓘ Note**:
>
> Blurring the background involves using your computer's Graphic Processing Unit (GPU) for achieving the best results. If your computer has older GPU's, using this feature might add a load to your computer, which adversely impacts the meeting experience. If you experience lag in your videos, update your video driver. If updating your video driver does not resolve the issue, you must turn off the Blur Background feature.

To blur your background before joining a meeting

From the Audio and Video Preview Panel

1.

   Click the **Settings** icon (⚙) in the **Audio and video preview** panel that is displayed before you join a meeting.

2. Select the **Blur my video background** check box.
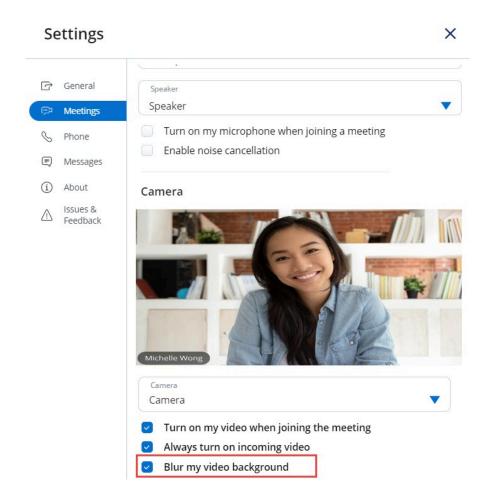
This will blur your background, which can be verified in the **Preview**.

From the Mitel One Settings Panel

1. Click your avatar from the top left corner of the Mitel One application.
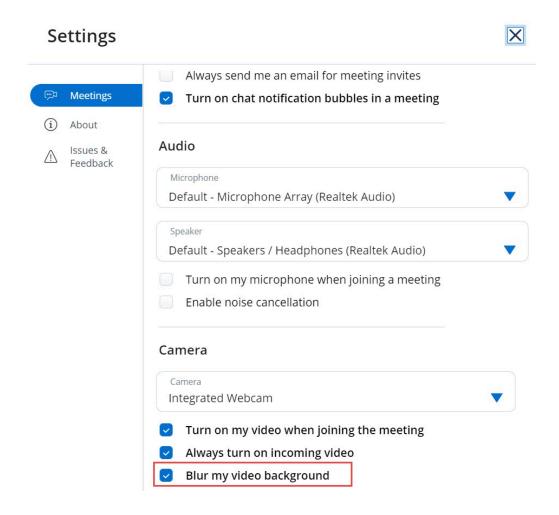2. From the panel that appears, click **Settings and preferences**. The **Settings** panel opens.
3. Click the **Meetings** tab.

4. Scroll down to the **Camera** section, and select the **Blur my video background** check box to blur your background.

To blur your background during a meeting

1.

During an ongoing meeting, click the **More** icon (⋮) from the control panel, and then click the **Settings**

icon (⚙). The **Settings** panel opens displaying the **Meetings** tab.

2. Scroll down to the **Camera** section, and select the **Blur my video background** check box. Close the **Settings** panel to return to the meeting.

This will blur your background.

To ensure best experience

Background blurring needs contrast to distinguish between you and your background. Follow these best practices whenever possible:

- Wear clothes that stand out from what is behind you.
- If your video appears grainy, turn on some lights. Most webcams, especially the cameras in laptops, do not perform well in dim light.
- Try to sit within 3 feet (a meter) of the camera. Try to sit directly in front of, and look squarely into the camera.
- The feature does recognize hats or other headwear and might blur them.

6.16   Reduce Background Noise During a Meeting

You can reduce the background noise picked up from your mic during a meeting by enabling the Noise Cancellation feature in Mitel One Meetings.

> ℹ **Note**:
> The Noise Cancellation feature will not be enabled by default. You must enable it from the **Settings** panel of the application during a meeting.

Enabling noise cancellation reduces the volume of noises that can interfere during a meeting, such as:

• Background noises – traffic noise, construction work.
• Environment noises – electrical machines such as refrigerators, air conditioning, power supplies, and motors.
• Foreground noises – keyboard typing, papers shuffling.

> ℹ **Note**:
> Enabling noise cancellation does not eliminate the type of noises mentioned above; it reduces their volume. Use the **Mute** button in the control panel to silence yourself to others.

How to Enable Noise Cancellation
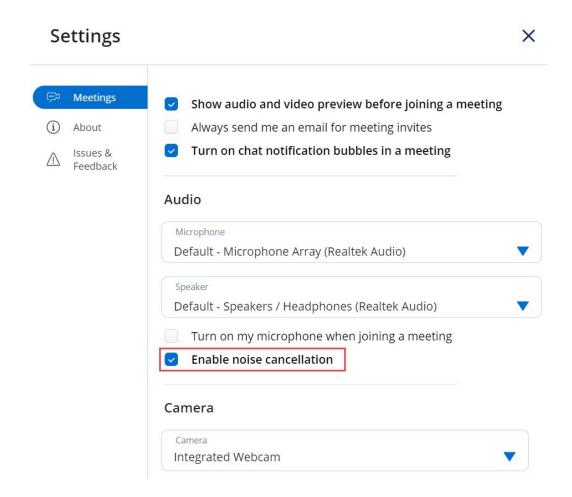
To enable noise cancellation:

1.

During an ongoing meeting, click the More icon ( ) from the control panel, and then click the **Settings**

icon ( ). The **Settings** panel opens displaying the **Meetings** tab.

2. In the **Audio** section, select the **Enable noise cancellation** check box. Close the **Settings** panel to return to the meeting.
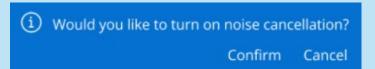

This enables noise cancellation.

Repeat these steps, and clear the **Enable noise cancellation** check box to disable noise cancellation. You can disable noise cancellation at any time during a meeting. For example:

- When you are in a conference room and you want remote attendees to hear the conversation between the other people in the room.
- You want other attendees to hear your ambient noise, such as music playing, before the start of a presentation.

Note:

- If your browser does not support noise cancellation, the **Enable noise cancellation** checkbox will be greyed out and the message **Your browser does not support noise cancellation** will be displayed.
- If you have cleared the **Show audio and video preview before joining a meeting** check box, and selected the **Turn on my microphone when joining a meeting** check box in the **Settings** panel of your application, a message **Would you like to turn on noise cancellation?** will appear after 30 seconds of joining a meeting and if you have not clicked anything/anywhere in the meeting.

You must click **Confirm** when this message appears to enable noise cancellation. Clicking **Cancel** will disable noise cancellation.

6.17   Smart Video in Mitel One Meetings

Smart Video allows all participants in the meeting to turn on their video. The smart video algorithm will intelligently select which user video tiles to stream to the audience. Smart Video prioritizes the people who are talking. A user's video stream might stop streaming to the audience to allow another user's video to be streamed because of this prioritization.

Note:
Smart Video will never stream your video if your camera is set to off.

How does it work?

Registered users and guests in a meeting can turn on their camera at any time. Users will be shown their local preview at the top left corner of the screen. When the number of user video tiles being streamed in a meeting is close to the video stream limit, Smart Video starts choosing which video tiles to stream and might turn off some of the video streams. The video tiles of participants who are currently talking will have priority in being broadcasted to the audience.

6.18   Integrating Office 365 Calendar with Mitel One Meetings

> **ⓘ Note**:
>
> The display and certain functionality (such as editing or deleting a meeting among others) of the Mitel One Meetings UI depend on whether or not Office 365 calendar integration is enabled with Meetings. The UI screenshots and the behavior described in this document are based on the scenario in which Office 365 calendar integration is enabled with Meetings. For more information about the UI changes and the app behaviour when Office 365 calendar is not enabled, see Meetings Menu on page 98.

You can integrate your Office 365 Calendar with the Mitel One Meetings so that the meetings on your Office 365 calendar are synced with the Mitel One Meetings web application. This will make it easy for you to view all the meetings in your Office 365 Calendar and to start or join them.
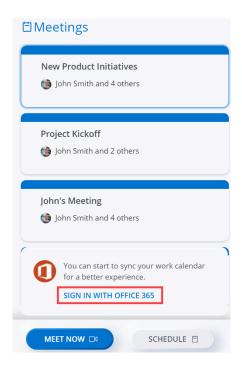
To set up calendar integration, the CloudLink Account Administrator must have enabled Microsoft Office 365 integration for your account in the Mitel Administration. For more information, contact your Account Administrator or see Integrating Microsoft Office 365 with Mitel Administration.

Setting up Calendar Integration
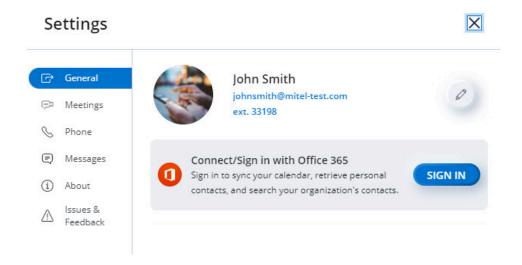
To set up Office 365 calendar integration with Mitel One Meetings, do the following:

1. Navigate to the **Meetings** menu in your Mitel One web application.

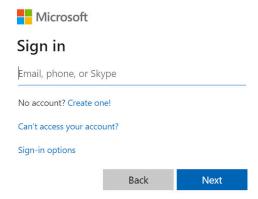**2.** Click the **SIGN IN WITH OFFICE 365** option displayed at the bottom of the **Meetings** section.

You can also access this option by navigating to **Settings** > **General** of the Mitel One application. For more information, see Manage Mitel One Settings on page 17.

> 🛈 **Note**:
>
> - The **SIGN IN WITH OFFICE 365** option will be displayed only if the Microsoft Office 365 integration is enabled for your account in the Mitel Administration.
> - If an error message such as **Bad Request - Header Field Too Long** is displayed when you click the **SIGN IN WITH OFFICE 365** option, restart the Mitel One application or the browser in which you have deployed the application. If the issue persists, clear the browser cache and try again.
> - If third-party cookies are disabled, or the application remains inactive for a long period of time, then Office 365 might prompt you to log in when you try to access the application.
> - For Office 365 integration to work properly, you must disable pop-up blockers for Mitel One web application in your browser or in Progressive Web Application (PWA). If you do not disable pop-up blockers, meetings might not be displayed in the **Meetings** list of the application.

3. In the Microsoft **Sign in** page that opens, enter your credentials in the fields provided, and click **Sign in**.

Microsoft

Sign in

Email, phone, or Skype

No account? Create one!

Can't access your account?
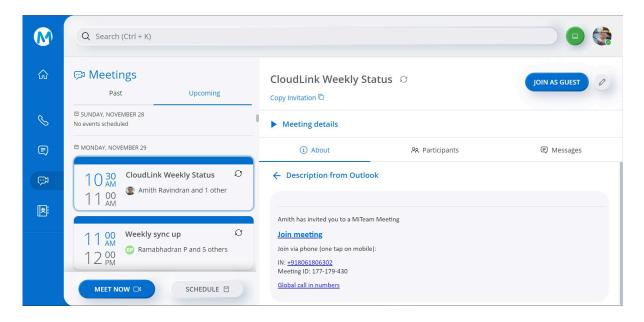
Sign-in options

Back   Next

After a successful sign in, the page will redirect to the **Meetings** menu and then close automatically. The **Upcoming** tab in the Meetings list will display all the meetings in your Office 365 calendar.

> 🛈 **Note**:
>
> Only meetings that have Office 365 as the calendar type are displayed. Meetings that have Google Calendar or ICS as the calendar type are not displayed.

Meetings Menu

After successful integration of Office 365 calendar with your Mitel One application, the Meetings menu will be displayed as shown in the following screen capture. The menu provides easy access to all Mitel One Meetings features and enables you to manage your meetings quickly.

The Upcoming tab

This tab lists all the upcoming meetings in the Office 365 calendar. These include meetings you created and those for which you have an invite. The meetings are listed in the chronological order in which they are scheduled.

The Past tab

This tab lists all the meetings attended by you.

> **ⓘ Note**:
> If you attend a meeting multiple times, the **Past** tab lists the meeting multiple times in the chronological order in which they were attended.

About

When Office 365 calendar integration is enabled, the **About** tab in the meetings details page displays **Description from Outlook** section that contains the body/message of the meeting invitation you received from Outlook. It also displays the **Files** and **Recordings** section.

Participants

When Office 365 calendar integration is enabled, the **Participants** tab displays the meeting organizer and list of participants to whom the meeting invitation was sent from Outlook.

Types of Meeting

- A recurring meeting will have the ⟳ icon associated with it in the **Meetings** section.

- A non-recurring meeting will have the icon ⊡ associated with it in the **Meetings** section.

- An Invite-only meeting will have the 🔒 icon adjacent to the meeting name in the meeting details page.

Editing a Meeting

To edit a scheduled meeting:

1. Click the meeting from the **Meetings** section. The meeting details page appears.

2.

Click ✎ at the top right corner of the page. The Office 365 Calendar invite for the meeting opens.

> ℹ️ **Note**:
>
> On Mac devices, when you click ✎ for the first time, the Office 365 Calendar invite for the meeting might display a blank page. To view the meeting details that you want to edit, you must
>
> close this page, and click ✎ again.

3.

Click ✎ Edit , and make the necessary changes.

4. Click **Send** to save the changes and send an update to the attendees. Clicking **Discard** discards the changes.

Deleting a Meeting

To delete a scheduled meeting:

1. Click the meeting from the **Meetings** section. The meeting details page appears.

2.

Click ✎ at the top right corner of the page. The Office 365 Calendar invite for the meeting opens.

3.

Click ⊠ Cancel . In the dialog box that appears, type a message (optional) and click **Send** to send the cancellation. After a meeting is canceled, it is automatically deleted from the **Meetings** list of the meeting creator and of the participants.

Removing the Calendar Integration

To remove the Office 365 calendar integration:

1. Click your avatar from the top left corner of the Mitel One web application.
2. From the panel that appears, click **Settings and preferences**. The **Settings** panel opens.
3. Click the **General** tab, and click **SIGN OUT**. After successful sign out, the page will redirect to the **Meetings** menu.

   This removes the Office 365 calendar integration. The meetings in your Office 365 calendar are no longer synced with your Mitel One Meetings application.

6.19   Meetings Add-In (Web and Desktop)

The Meetings add-in allows you to schedule a Mitel One meeting from your Outlook application. The add-in enables you to add a Mitel One meeting to any new or existing event in your calendar.

> **ⓘ Note**:
>
> - The add-in does not support Delegate Access. The add-in is disabled for Delegates.
> - The add-in cannot be used for scheduling meetings from a shared calendar. For more information, refer to the section *Office add-ins aren't available from a shared calendar* in the Microsoft support documentation.

Supported Outlook Clients
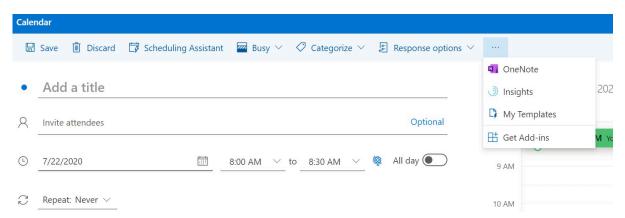
- Office 365 on Windows and Mac
- Outlook 2019 on Windows and Mac
- Outlook 2016 on Windows
- Outlook 2013 on Windows
- Outlook Web App for Office 365
- Outlook Web App for Exchange 2016
- Outlook Web App for Exchange 2019

Installing the add-in

- **Outlook Web Application for Office 365**

You can install the Meetings add-in by performing the following steps:

1. Open the Outlook web application and switch to calendar view.
2. Click **New event**. The **Calendar** panel opens.
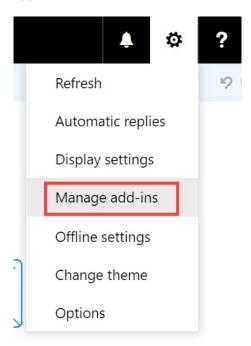3. Click [...] and from the panel that opens, click **Get Add-ins**.

4. In the **Add-Ins for Outlook** panel that opens, type **Meetings** in the Search field.
5. From the result panel, select **Meetings**. The add-in information panel opens.
6. Click **Add**. Meetings will be added as an add-in to your Outlook Web Application.

- **Outlook Web Application for Exchange 2016/2019**

  You can install the Meetings add-in by performing the following steps:
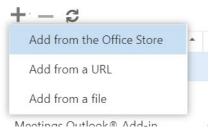
  1. Open the Outlook web application and select ⚙ > **Manage add-ins** from the top right of the web application window.

  2. In the **Manage add-ins** panel that opens, click the **+** sign, and select **Add from the Office Store** from the drop-down list that appears. You can also click the URL **Find more add-ins from Outlook at the Office Store** to access the Office Store.
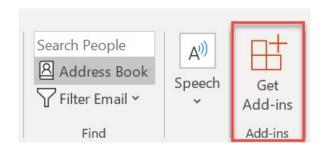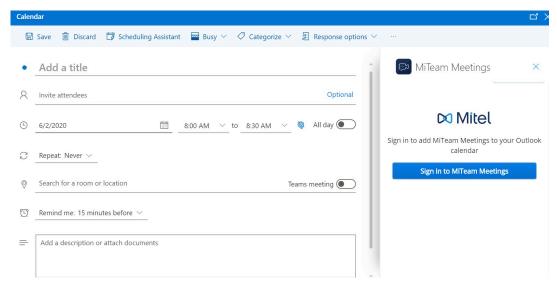

  3. In the Microsoft Apps store that opens, type **Meetings** in the Search field.
  4. From the result panel, select **Meetings** and click **GET IT NOW**. The add-in information panel opens.
  5. Click **Install**. Meetings will be added as an add-in to your Outlook Web Application.

- **Outlook 2016 application on Desktop and Outlook 2019/Office 365 application on Desktop/MAC**

  You can install the Meetings add-in by performing the following steps:

  1. Open the Outlook Desktop/MAC application and click **Home** > **Get Add-ins** on the ribbon.

> **Note**:
>   For Outlook 2019 on MAC devices, click **Home** > **Store** on the ribbon.

  2. In the **Add-Ins for Outlook** panel that opens, type **Meetings** in the Search field.
  3. From the result panel, select **Meetings**. The add-in information panel opens.
  4. Click **Add**. Meetings will be added as an add-in to your Outlook Web Application.
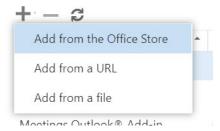
- **Outlook 2013 application on Desktop**

You can install the Meetings add-in by performing the following steps:

1. Open the Outlook Desktop application and click **File** > **Manage Add-ins**. The Outlook Web Application opens. Enter your credentials and log in to the application.
2. In the **Manage add-ins** panel that opens, click the **+** sign, and select **Add from the Office Store** from the drop-down that appears. You can also click the URL **Find more apps for Outlook at the Office Store** to access the Office Store.

3. In the Microsoft Apps store that opens, type **Meetings** in the Search field.
4. From the result panel, select **Meetings** and click **GET IT NOW**. The add-in information panel opens.
5. Click **Install**. Meetings will be added as an add-in to your Outlook Web Application.
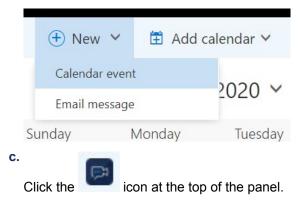
Signing in to your MiTeam Meetings Account from Outlook

After installing the Meetings add-in on your Outlook, you must sign in to your Mitel One account before scheduling a meeting. This is done from the Meetings task panel in Outlook.
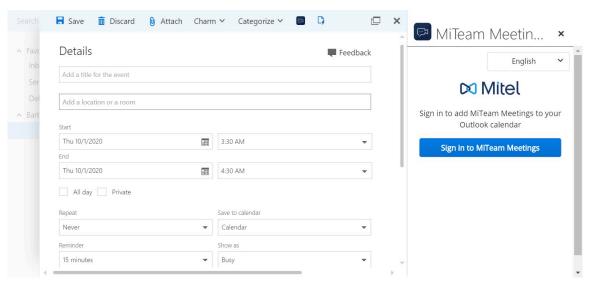
1. Access the Meetings task panel by performing the following steps:

- **Outlook Web application for Office 365**

  a. Open the Outlook web application and switch to calendar view.

  b. Click **New event**. The **Calendar** panel opens.

  c. Click [...] and from the panel that opens, click **Meetings**. The **Meetings** task panel opens to the right of the **Calendar** panel.

- **Outlook Web application for Exchange 2016/2019**

  a. Open the Outlook web application and switch to calendar view.

  b. Click **New** > **Calendar event**. The **Details** panel opens.

  c. Click the [icon] icon at the top of the panel.
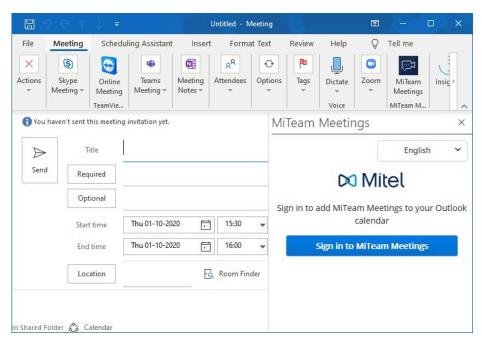
  The **Meetings** task panel is displayed to the right of the **Details** panel.

- **Outlook Desktop/MAC application**

  a. Open your Outlook Desktop/MAC application and click **Home** > **New Items** > **Meeting**. The **Meeting** panel opens.

  b. In the **Meeting** tab, click **Meetings**.

     The **Meetings** task panel is displayed to the right of the **Meeting** panel.

2. Sign in to your Mitel One account by clicking **Sign in to Meetings**. The Mitel Accounts login page opens in a new window.

> **ℹ Note**:
>
> If you are using Outlook Web Application, you will be prompted to allow permission to display a new window when you click **Sign in to Meetings**. Click **Allow**.
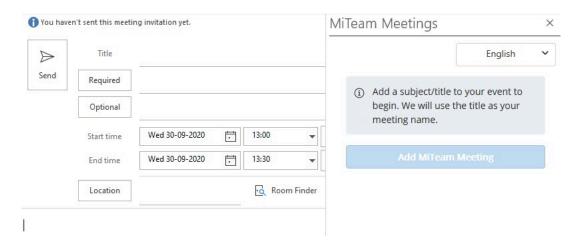
3. Enter the email address and the password for your Mitel One account and follow the prompts to log in.

> **ℹ Note**:
>
> - If your email address is registered with multiple customer accounts, a **Multiple accounts located. Additional account information needed to proceed** message is displayed and the Account ID field appears. Enter the Account ID in this field.
> - You must have a valid Mitel One subscription to log in to the Meetings account. If you do not have a valid subscription, the application will display the message shown in the following figure.
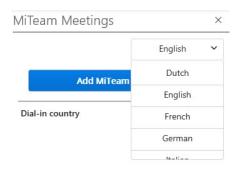

After successful login, you will be redirected to the Outlook application, and the Meetings task panel is displayed as shown in the following figure.

> **ⓘ Note**:
>
> You can change the default language set on **Meetings** task panel by clicking the language selector option, and selecting any language from the dropdown list.
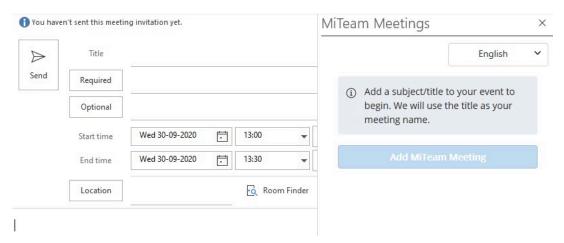

Scheduling a Meeting

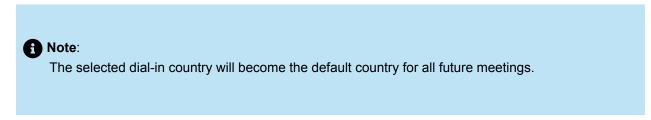To schedule or create a Mitel One meeting from your Outlook, use the following procedure.

1. Open your Outlook Calendar and create a new meeting. A panel opens where you must enter the necessary information for the meeting.
2. Access the **Meetings** task panel by performing the following steps:

   - **Outlook Web application for Office 365**

     Click and from the panel that opens, click **Meetings**.
   - **Outlook Web application for Exchange 2016/2019**

     Click the icon at the top of the panel.
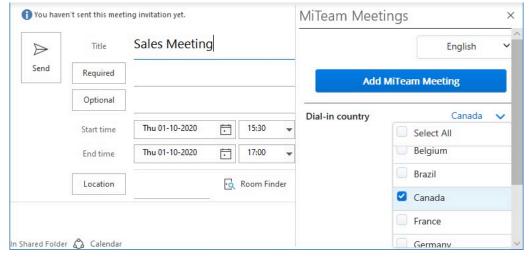   - **Outlook Desktop/MAC application**

     In the **Meeting** tab, click **Meetings**.

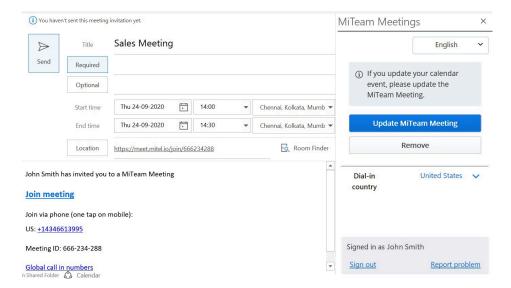**3.** The **Meetings** task panel is displayed to the right of the meeting panel.

4. Enter the meeting details such as **Title**, **Start Time**, **End time** and **Location**, and add the invitees.

5. In the **Meetings** task panel, click the down arrow beside **Dial-in Country**. A list of countries for which there is a dial-in number is displayed. Choose the country you want to add to the invite by selecting the check box associated with that country.

> **Note**:
> The selected dial-in country will become the default country for all future meetings.

6. Click **Add Meeting**. A meeting is created and appears in the **Meetings** section of your Mitel One application. The meeting also appears in the **Meetings** section of the invitees. The calendar invite in

Outlook is automatically populated with a **Join meeting** option, the dial-in number, and the link to the **Global call in numbers**. The URL of the meeting is populated in the **Location** field.

The invitees on your calendar invite will be added to the **Invited** list of the meeting in the Mitel One application.
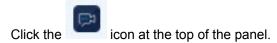
Editing a Meeting

To edit a Mitel One meeting created from your Outlook, use the following procedure.

1. Open Outlook Calendar.
2. Double-click the meeting you want to edit. The meeting panel opens.
3. Access the **Meetings** task panel by performing the following steps:
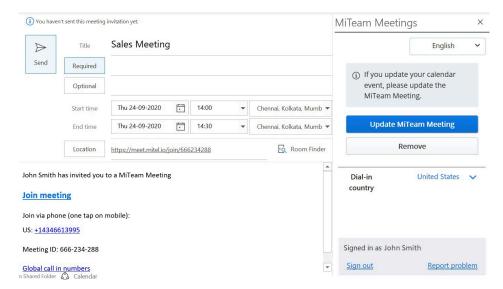
   - **Outlook Web application for Office 365**

     Click and then click . From the panel that opens, click **Meetings**.

   - **Outlook Web application for Exchange 2016/2019**

     Click the icon at the top of the panel.

   - **Outlook Desktop/MAC application**

     In the **Meeting** tab, click **Meetings**.

4. The **Meetings** task panel is displayed to the right of the meeting panel.

5. Make the necessary changes to the meeting (edit the meeting title, add, or remove participants, or change the dial-in country) and click **Update Meeting** to apply the changes.

> **ℹ Note**:
>
> - If you update the title of the meeting in Outlook and click **Update Meeting**, the name of the meeting in the Mitel One application will also be updated.
> - If you update the participants list in Outlook and click **Update Meeting**, the **Invited** list of the meeting in the Mitel One application will also be updated.

6. Click **Send** in the Outlook Web application or click **Send Update** in the Outlook Desktop/MAC application to send an update to the invitees.
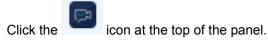
Remove a Meeting

To remove a Mitel One meeting created from your Outlook, use the following procedure.

1. Open Outlook Calendar.
2. Click the meeting you want to remove. The meeting panel opens.

3. Access the **Meetings** task panel by performing the following steps:

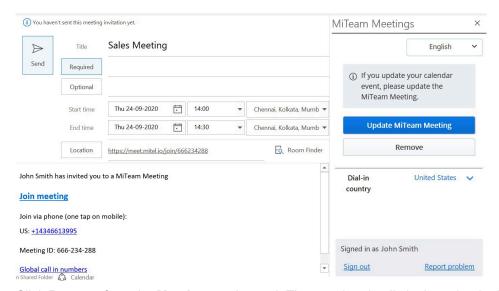- **Outlook Web application for Office 365**

  Click [Edit icon] and then click [... icon]. From the panel that opens, click **Meetings**.

- **Outlook Web application for Exchange 2016/2019**

  Click the [icon] icon at the top of the panel.

- **Outlook Desktop/MAC application**

  In the **Meeting** tab, click **Meetings**.

4. The **Meetings** task panel is displayed to the right of the meeting panel.

5. Click **Remove** from the **Meetings** task panel. The meeting details in the calendar invite will be deleted, and the meeting will be removed from the meetings list in your **Meetings** section and that of the invitees, in the Mitel One application. However, the title of the calendar invite and the invitees will remain the same.

> ℹ️ **Note**:
> Cancelling a meeting from the Outlook Calendar will not delete the meeting from the Mitel One application.

Report a Problem

To report a problem you faced with the Meetings add-in, use the following procedure.

1. In the Meetings task panel, click **Report Problem**. The **Submit an issue** panel opens.

2. Enter a title for the issue and provide a brief description of the issue including the steps to reproduce the issue. Click **Add Screenshot** if you want to attach a screenshot of the issue. Click **Send**.

Signing out of the Meetings Add-In

Click **Sign out** in the **Meetings** task panel to sign out of your Meetings add-in.

> **ⓘ Note**:
>
> Signing out from the **Meetings** task panel will not sign you out from the Mitel One application.

6.20   Frequently Asked Questions

What is Mitel One Meetings?

Mitel One 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

What is the capacity for MiTeam Meetings?

For details, see Scalability on page 198.

How does the Mitel One application notify users that they have been invited to a meeting?

- A registered user will get a notification (**Join now** action card) in the message conversation to join a meeting.
- A guest user will receive an email invitation.

Can I provide toll-free meeting attendance when I invite customers to a meeting?

Toll-free attendance for Mitel One Meetings is not currently supported.

I would like to use Mitel One Meetings for presentations and brainstorming sessions. Can I use video conferencing in multiple modes?

Yes, Mitel One Meetings has two video modes – video tiles and active speaker. You can also enable screenshare at any time.

What do green borders around video tiles represent?

The green border indicates the active speaker.

How do I report a bug or submit feedback during a meeting?

During an ongoing meeting, click the **More** icon ( ) from the control panel and then click . The **Settings** panel opens. Click the **Issues and Feedback** tab. The **Submit an issue** panel opens. Enter a title for the issue, provide a brief description of the issue and click **Submit issue** to submit the issue. Click **Share** to share a new feature idea. For more information, see Report an Issue and Share Feedback on page 202.

Where can I find dial-in information to call in by phone?

The dial-in phone numbers will be listed in the meeting invite that you have received. Registered users can also get this information from the **Meetings details** section of the **Meetings** menu. Guest users can also get this information from the **Welcome** page when they try to join a meeting.

Is Mitel One Meetings integrated with Outlook Calendar so that I can schedule a meeting directly from Outlook?

Mitel One Meetings can be integrated with your Outlook Calendar. You can now schedule a Mitel One meeting directly from Outlook using the Meetings Add-In (Web and Desktop) on page 154.

Do you support huddle rooms?

Yes, Mitel One Meetings supports huddle rooms. For more information, see Huddle Room for Mitel One Meetings on page 135.

Can I join a meeting from an existing room system?

This feature is not supported in this release.

Can Mitel One meetings be recorded?

Mitel One meetings can be recorded. For more information, see Recording a Meeting on page 130.

Who goes to the waiting room before joining a meeting?

The following table lists which users will go to the waiting room before joining a Mitel One meeting.

Type of Meeting	Meeting Creator	Registered User	Guest User	PSTN (Meeting Creator, Registered, and Guest User)
Meeting with waiting room	No	No	Yes	Yes
Meeting without waiting room	No	No	No	No
Invite Only	No	You can directly enter the meeting if you are invited to the meeting. If you do not have an invite, you must wait in the waiting room. For more information, see Invite-only Meeting.	Yes	Yes

How do I enable the camera and the microphone for Mitel One Meetings?

The option to enable the camera and the microphone for Mitel One Meetings is specific to the browser in which you have deployed the application. A common prerequisite is that you must have already enabled permission for the browser to have access to the camera and microphone. This is done from the Control panel/Settings menu of your operating system. Click the following links for instructions on enabling the camera and the microphone specific to your operating system.

Windows

Mac OS

- [Camera](#)
- [Microphone](#)

- close all other applications that are using your camera or microphone
- restart you computer

After the prerequisite is set, you are prompted to choose device permissions for camera and microphone in the **Welcome** page. Click **Allow** to enable access for the camera and microphone or click **Don't Allow** to deny access. To change these permissions subsequently, follow instructions pertinent to your browser.

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Apple Safari](#)
- [Microsoft Edge](#)

Do anti-malware programs block access to camera, speaker, or microphone?

Instances of some anti-malware programs blocking access to the camera on the PC have been reported. We have confirmed one such case with the anti-malware program 'HitmanPro'. If you face issues with accessing the camera or other PC resources, check whether any of these programs are running. You must either stop such programs, or if you have such programs running, you must whitelist our installed client or the browser.

How can I choose the speaker for Mitel One Meetings in Firefox and Safari browsers?

With Firefox and Safari browsers, Mitel One Meetings uses the speaker currently selected as the default speaker in the operating system to play the meeting audio. Neither the Mitel One web application nor the browsers provide the option of switching to a different speaker to play the audio during an ongoing meeting. Hence, in Firefox and Safari browsers, to choose a specific speaker for Mitel One Meetings, the user must choose that speaker as the default in the default settings of the native operating system before joining the meeting. To choose the default speaker, follow instructions pertinent to your operating system.

- [Mac OS](#)
- **Windows**

    1. In the search box on the taskbar, type **Control Panel**, then select it from the results.
    2. Select **Hardware and Sound** from the Control Panel, and then select **Sound**.
    3. In the **Playback** tab, right-click the listing for your audio device, select **Set as Default Device**, and then select **OK**.

How can I restore meeting audio after reloading the Mitel One web application during a meeting in Firefox browser?

After joining a meeting via the Mitel One web application using Firefox, if you reload the application

during the meeting, you may lose the meeting audio and the **Autoplay** icon ( ) will be displayed in the address bar. This is because, by default, Firefox blocks all voice media from playing. To restore the meeting audio you must modify the **Autoplay** settings in Firefox. See https://support.mozilla.org/en-US/kb/block-autoplay for more information.

How can I enable screen sharing in macOS?

On macOS devices, when you proceed to share your screen for the first time during a meeting, a system prompt appears: **"Meetings" would like to record this computer's screen.** This is because of the increased security and permissions in macOS. Hence, you must allow Mitel One Meetings access to **Screen Recording** to share your screen during a meeting on macOS devices.

To do this,

1. In the prompt dialog box, choose **Open System Preferences** and enable **Screen Recording** for Mitel One Meetings by using the instructions in Control access to screen recording on Mac. After you save the changes, a window opens asking you to quit Mitel One application.
2. Click **Quit Now** and then reopen the Mitel One application. You can now join the meeting and share your screen.

> **ℹ Note**:
>
> If you choose to **Deny** Mite One Meetings access during the initial prompt or if the **Screen Recording** access becomes disabled, you must go into your OS **System Preferences** to allow access by using the instructions in Control access to screen recording on Mac and then repeat step 2.

How do I enable screen recording permission for the Screen Share feature?

The option to enable screen recording permission for Mitel One Meetings is specific to the operating system. Click the following links for instructions on enabling screen recording permission.

Windows

Mac OS

What happens to my problem report?

- While submitting a problem report, provide as much information as possible. This will help troubleshoot your problem quickly. Specific details are needed to correctly investigate and resolve an issue.
- Date, time, device information, and logs are collected as part of your problem report.
- After you report an issue, the onsite Support Contact for your account will receive an email notifying that you have reported a problem. The onsite Support Contact, while investigating the issue, might reach out to you for additional information.
- If your Support Contact needs assistance to resolve your issue, they will escalate the report through their standard support procedures.
- You can follow up directly with your onsite Support Contact for updates about your report.

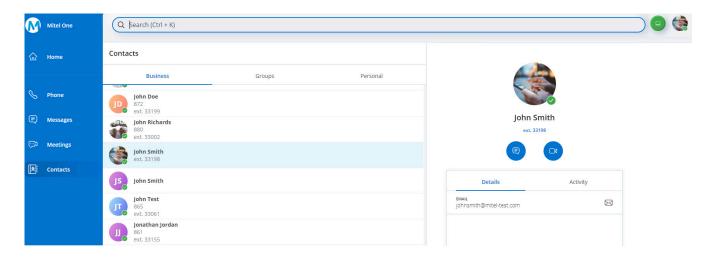# Contacts

7

This chapter contains the following sections:

- Contacts Menu
- Find a Contact
- View Contact's Status
- Manage User Groups

The Mitel One web application provides convenient options for communicating with your business and personal contacts.

For information about managing contacts, see the listed topics.

7.1 Contacts Menu

The Contacts menu in the Mitel One web application provides access to your business and personal contacts.

By default, contacts are displayed in alphabetical order. The number displayed below a contact's name is the primary number. The primary number 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.

To access the personal contacts, you must allow the application to access your Office 365 application. For more information, see Find a Contact on page 176.

> **Note**:
> The Mitel One web application does not display the personal contacts saved on your mobile phone.

The Contacts menu has the following tabs:

- **Business** — Displays all the business contacts of the user.
- **Groups** — Displays all the User Groups created in the PBX that is synced with the user's customer account.
- **Personal** — Displays all the personal contacts synced from the user's Office 365 account.

Your contacts in the directory are represented by the different types of avatars listed below:

- 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.
-
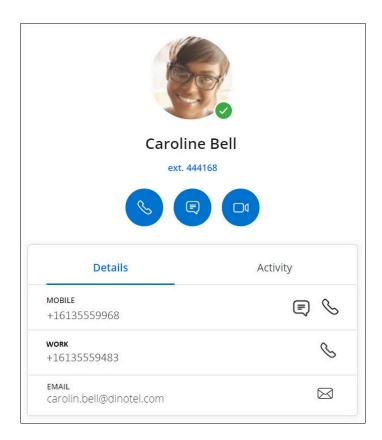
   The avatar of a User Group created in the PBX displays the   icon followed by the Name of the Group, if any.

The Search icon (   ) in the **Contacts** menu enables you to search through the contact list to quickly find the contact you want to communicate with. For more information, see Find a Contact on page 176.

> **ℹ Note**:
>
> The Office 365 contacts are supported in the Mitel One web application. For more information, see Global Search.

To view the contact details and your recent call history with a contact, click the contact from the **Contacts** menu or the Home screen. The contact's information page appears. The **Details** section displays the phone number and email address of the user. The **Activity** section displays your recent call history with the user.

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

- — Click this icon to call the primary telephone number of the contact.

- — Click this icon to open the messaging window where you can send a message to the contact.

- — Click this icon to start a meeting with the contact.

- **MOBILE** — Displays the contact's mobile phone number. Click the associated icon to call the contact's mobile phone number. Click the associated icon to message the contact's mobile phone number.

- **WORK** — Displays the contact's work phone number. Click the associated icon to call the contact's work phone number.

- **EMAIL** — Displays the contact's email address. Click the associated icon to send an email to the contact.

7.2   Find a Contact

The **Contacts** menu enables you to search for contacts, User Groups, and optionally, personal contacts, to quickly find the people you want to call, message, or initiate a meeting with.
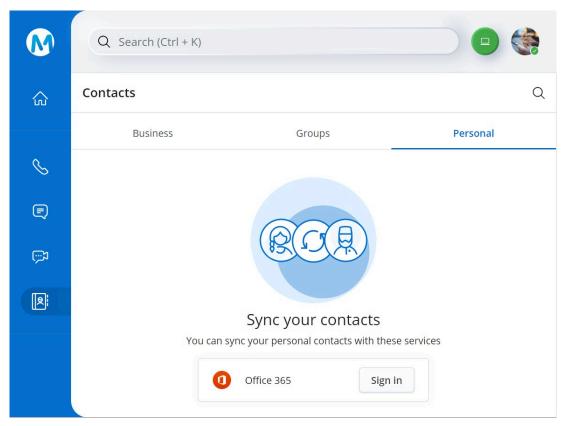
All of your business contacts are available in the Mitel One web application by default.

To enable the app to access the personal contacts on your Office 365 application, do the following:

> **ⓘ Note**:
>
> To set up Office 365 integration, a Mitel Partner or the Account Administrator of your CloudLink Account must have enabled Microsoft Office 365 integration for your account in the Mitel Administration. For more information, contact your Account Administrator or see Integrating Microsoft Office 365 with Mitel Administration.
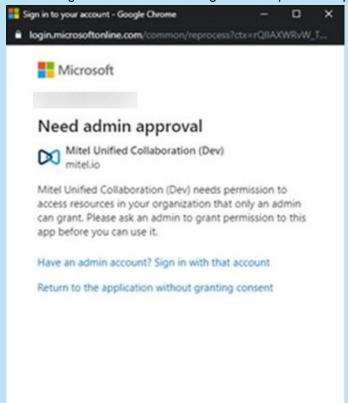
1. Click the **Personal** tab in the **Contacts** menu.

2. Click the **Sign in** button associated with Office 365. The Microsoft login page opens.
3. Enter your Office 365 credentials and click **Sign in**. Select the **Keep me signed in** check box to stay signed in to your Office 365 account.

> **Note**:
>
> Contact your CloudLink Account administrator or see the topic Integrating Microsoft Office 365 with Mitel Administration if you are not able to synchronize the Office 365 contacts using this option or if the message shown in the following screen capture is displayed.
>
>

The personal contacts in your Office 365 account will be synced with the application and will be displayed within the **Personal** tab.

> **ℹ 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 personal contacts in Office 365.
> - Only the personal contacts and details added by users to their Office 365 account will be synced with the application.
> - The maximum number of contacts that will be synced is 5000. If the user has more than 5000 contacts, an error message will be displayed, and no contacts will be synced.
> - After synchronization, the linked contacts in Office 365 will appear as two separate contacts in the application.
> - After you add a personal contact in your Office 365 account, you must restart the Mitel One web application for the contact details to be updated in the application.
> - After you edit or delete a personal contact in your Office 365 account, for the contact to be updated in the Mitel One web application, you must perform a manual re-sync of the application with Office 365 if your Office 365 authentication has expired. You can do this by clicking the **Sync contacts** option in the **Personal** tab of the **Contacts** menu of the application.
> - The personal contacts in your Office 365 account will not be synchronized when you log out of the Mitel One web application. Therefore, you must enable the application to access the personal contacts on your Office 365 application by signing in to the Office 365 account each time you log in to the application.

To search for a contact:

1.

   Click the [icon] icon in the navigation menu. The **Contacts** menu opens.

2.

   Click the Search icon ([icon]) at the top of the contact list.

3. In the Search area that appears, type the first few letters of the contact's first name or last name.
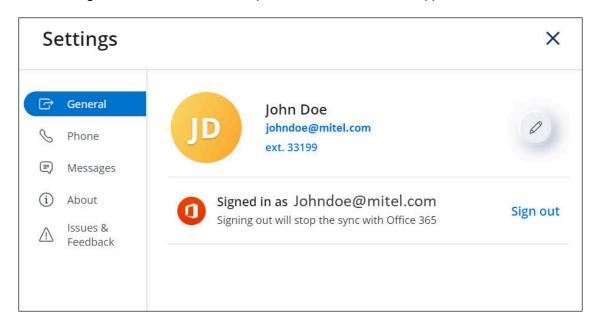
> **ℹ Note**:
> If you are searching by last name, you must type **#** followed by the first few letters of the last name (the **#** is not required if an OIP is used for an external contact database).

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

5. The contact's information page appears, where you can click the respective icons to call, message, meet, or click **Activity** to view your call history with this contact.

To remove the personal contacts:

1. Click your avatar from the header bar. From the drop-down menu, click **Settings and preferences**. The **Settings** panel opens displaying the **General** tab.

2. Click the **Sign out** button to remove the personal contacts from the application.

7.3   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 click 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 click any contact. The contact's status is displayed as a colored circle to the lower-right of the contact's avatar.
- **In the Phone 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 message or receive calls.
- — Indicates that a contact is not available and does not want to message or receive calls.

- — Indicates that a contact is away or have locked their system or mobile.

- — Indicates that a contact has not yet set their own presence in the Mitel One web application.

To learn more about managing your own availability status, see Set Your Presence and Status Message on page 25.

> **ℹ Note**:
> Regardless of a contact's availability status, you can always send them a message.

7.4   Manage User Groups

Mitel One users can create User Groups in the **FAVORITES** widget of the Mitel One web application. User Groups typically consist of contacts who are members of a specific team or contacts with whom you need to have recurring group conversations.

> **ℹ Note**:
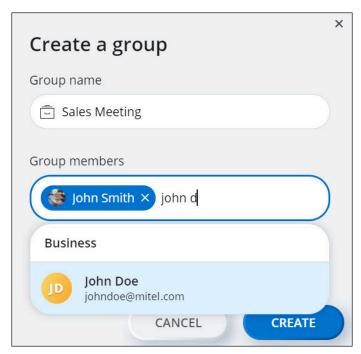> You can edit the members in a User Group, or start a messaging session or a meeting with the members of the group from the application. However, you cannot place a group call to a User Group.

Create a Group

To create a new User Group:

1. Click the icon in the **FAVORITES** widget. The widget panel opens.
2. Click **Create a group**. The **Create a group** panel opens.
3. Enter a name for the group in the **Group name** field.

4. To add **Group members**, in the **Search to add members** field type the name or email address of the contact you want to add. The search field displays a list of contacts whose names or email addresses match the letters that you type.

5. Click a name to add that contact to the group.
6. Click **CREATE**. Clicking **CANCEL** cancels the operation.

Edit a Group

To edit an existing User Group:

1.
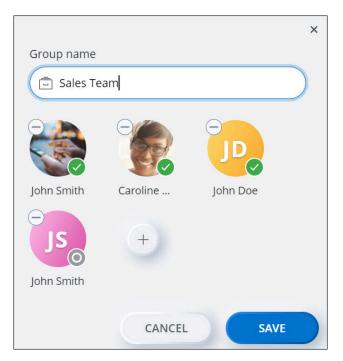
Click the [pencil icon] icon in the **FAVORITES** widget. The widget panel opens.

2.

Hover over the User Group you want to edit and click the ![pencil icon] icon. The Group details panel opens.

- To add contacts to the Group:

    a.

    Click the ![plus icon] icon. The **Add Users** panel opens.

    b. In the **Search to add members** field type the name or email address of the contact you want to add. The search field displays a list of contacts whose names or email addresses match the letters that you type.

      c. Click a name to select that contact.

      d. Click **ADD** to add the contact to the group. Clicking **CANCEL** cancels the operation.

- To remove a contact from the User Group, click the icon displayed on the contact you want removed.

- To edit the Group name, enter the new name in the **Group name** field.

3. Click **SAVE** to save the changes, or click **CANCEL** to discard the changes.

ⓘ Note:

Any time while editing the Group, to navigate back to the **FAVORITES** widget screen, click the ✕ icon at the top-right corner of the Group details panel. If you do this before clicking **SAVE**, all the changes will be discarded.

Delete a Group
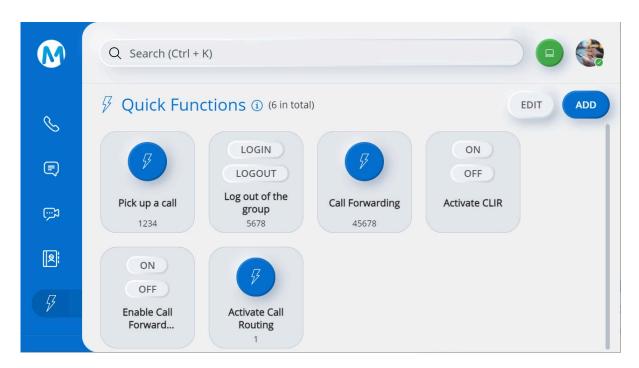
To delete an existing User Group:

1. Click the icon in the **FAVORITES** widget. The widget panel opens.

2. Click the icon displayed on the User Group you want to delete.

Quick Functions 8

This chapter contains the following sections:

-
-
-
-
-

The Mitel One web application allows you to store frequently used function types in the MiVoice Office 400 PBX as Quick Functions in the 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 latest version of MiVoice Office 400 System Functions and Features documentation.

8.1   Adding a Quick Function
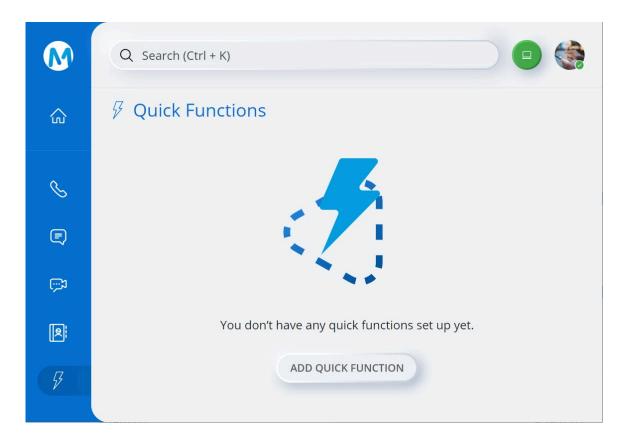
> ⓘ **Note**:
> You can add a maximum of 50 quick function keys in the Mitel One application.
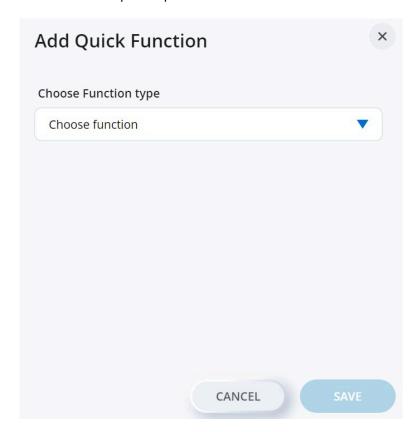
To add a quick function key:

1. Access the **Quick Functions** menu by doing either of the following:

- Click **SHOW ALL** in the **Quick Functions** widget from the Home screen of the application.
- Click the **Quick Function** icon (⚡) from the navigation menu of the application.
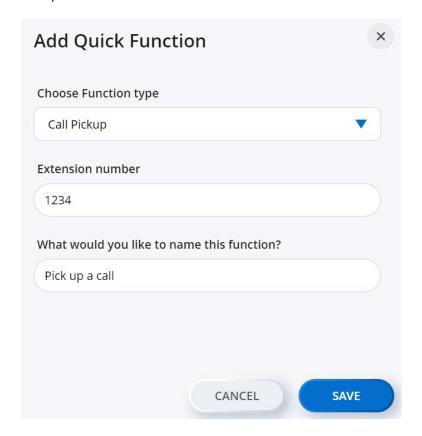
The **Quick Functions** menu opens.

2. If you are adding a quick function for the first time, click **ADD QUICK FUNCTION**. If you are adding a new quick function to an existing list of quick functions, click **ADD** at the top right of the menu. The **Add Quick Function** panel opens.

3. Choose the function you want to add from the **Choose Function type** drop-down menu. Enter the required details (function attribute, and UI display name), and click **SAVE**. Clicking **CANCEL** will cancel the operation.

Add Quick Function ✕

Choose Function type

| Call Pickup ▼ |

Extension number

| 1234 |

What would you like to name this function?

| Pick up a call |

CANCEL   **SAVE**

The function will be added to the **Quick Functions** menu.

ℹ **Note**:

The first four quick functions displayed in the **Quick Functions** menu will also be displayed in the **Quick Functions** widget in the home screen of the Mitel One web application. You can re-arrange the order in which the quick functions are displayed in the **Quick Functions** menu by using the **EDIT** option. For more information, see **Editing a Quick Function**.

8.2   Using a Quick Function

After adding a quick function key in the Mitel One web application, you can trigger the function key 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.
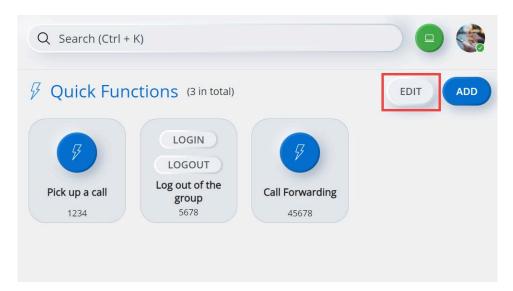
> **ⓘ Note**:
>
> - When a quick function is successful, it is indicated by two slowly alternating tones. A fast intermittent tone indicates that the quick function has failed.
> - For more information about why a quick function fails, see the latest version of MiVoice Office 400 System Functions and 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.

8.3   Editing a Quick Function

To edit or update an existing quick function key:
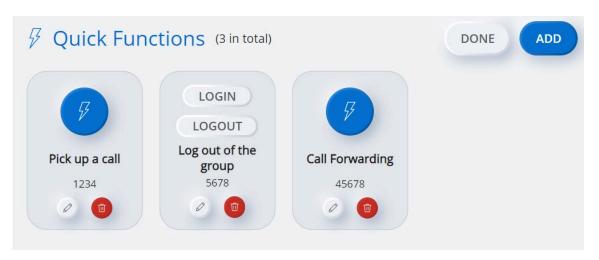
1. Click the **EDIT** icon at the top right of the menu.

> **ⓘ Note**:
> To re-arrange the quick functions, click **EDIT** and drag and drop the quick function icons to the desired locations in the **Quick Functions** menu, and then click **DONE**.
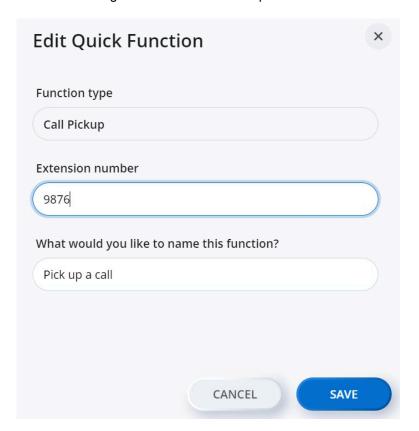
2.

Click the ✎ icon associated with the function key you want to edit.

The **Edit Quick Function** panel opens.
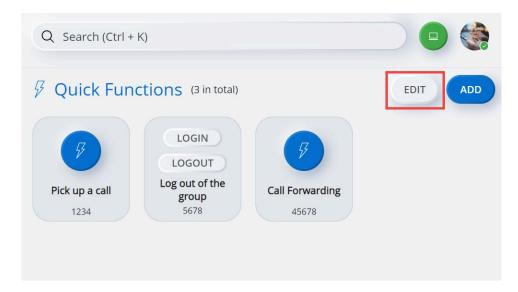
3. Edit the required details (function attribute, and UI display name), and click **SAVE** to update the quick function. Clicking **CANCEL** cancels the operation.
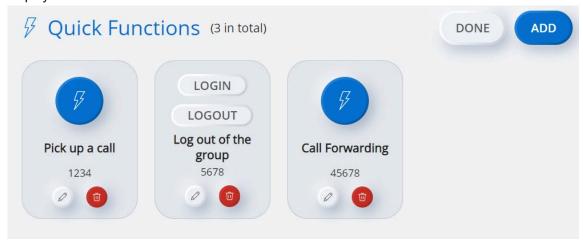
8.4   Deleting a Quick Function

To delete an existing quick function key:
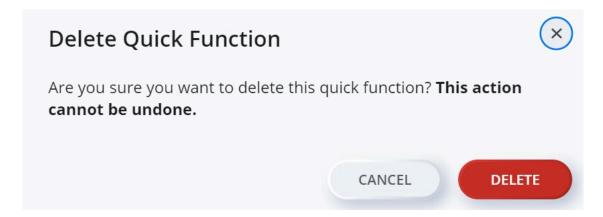
1. Click the **EDIT** icon at the top right of the menu.

2.

Click the icon associated with the function key you want to delete. A confirmation message is displayed.

3. Click **DELETE** to delete the quick function key. Clicking **CANCEL** cancels the operation.

8.5   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 latest version of MiVoice Office 400 System Functions and Features documentation.

Quick Function Name	Description	MiVoice Office 400 Access Code
Custom function	This quick function type allows a user to create a single-action or double-action function. For more information see, **Custom Quick function**.	You must provide the correct codes specific to a quick function. For more information about the codes needed, see the latest version of MiVoice Office 400 System Functions and Features.

Quick Function Name	Description	MiVoice Office 400 Access Code
Fast take	This quick 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 quick 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 quick 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 quick 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 quick 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 quick function allows a user to enable or disable the unconditional call forward to the predetermined destination.	*22 / #22
Set Call Forward Busy destination	This quick function allows a user to set the predetermined location the call will be forwarded to, when the call forward busy feature is enabled.	*67

Quick Function Name	Description	MiVoice Office 400 Access Code
Enable / Disable Call Forward Busy to destination	This quick function allows a user to enable or disable the busy call forward to the predetermined destination.	*67 / #67
Enable/Disable Call Forward No Reply to destination	This quick 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 quick function allows a user to activate or deactivate Call Forwarding on No Reply (CFNR).	*62 / #62
Call Pickup	This quick 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
Activate / Deactivate CLIR permanently	This quick function allows a user to permanently activate or deactivate suppressing the display of the call number to the called party (CLIR).	*31# / #31#
Clear Configuration	This quick 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

Technical Guidelines 9

This chapter contains the following sections:

9.1 System Requirements

Supported Browsers

The Mitel One web application supports the following browsers:

Browser	Version
Apple Safari	14.1 or later
Google Chrome	94 or later
Microsoft Edge	90 or later
Mozilla Firefox	90 or later

ℹ Note:

When you join a Mitel One meeting using the Firefox browser, you are prompted to allow device permissions for microphone and camera in the **Welcome** page. You must click **Allow** and then select the check box **Remember this decision**. If you do not select the check box, you are prompted again for device permissions after you join the meeting.

Supported Headsets

Audio routing on Mitel One web application works with various brands and models of headsets and external audio devices. Mitel recommends a USB headset with an extended microphone for an ideal audio experience. Because numerous headset options are available to customers, Mitel does not currently guarantee full interoperability between Mitel One web application and specific headsets. You must exercise your own due diligence to make sure that your headset has the capabilities to fulfill your requirements.

> **ⓘ Note**:
>
> When using Bluetooth headsets with the Mitel One web application, users might experience a 2-second delay before audio is heard after they click to answer an incoming call.

For information regarding the minimum system requirements for using the Mitel One web application, see .

9.2   Bandwidth Requirements

Mitel One web application works with IPv4 and IPv6 networks. The application will connect to the user's preferred Wi-Fi network if that network is available. If there are problems with your Wi-Fi network connectivity, a **Trying to connect**, or a **Device offline. Functionality will be limited** alert appears. When this occurs, you may be unable to log in to the application. If this issue persists, contact your IT administrator. The voice quality and the connectivity depends on the network strength.

The following table specifies the recommended bandwidth for a single Mitel One call.

Network	Kbps	Codec
Wi-Fi	220	G.711 and Opus

Following are the bandwidth requirements for using various features of Mitel One Meetings.

Upload Bandwidth (Send)

No. of Participants	Audio	Video	Screen Share
2 or more	54 kbps	1600 kbps	1200 kbps

Download Bandwidth (Receive)

No. of Participants	Audio	Video	Screen Share
2-16	54 kbps	$1600 + ((n\text{-}2) * 400)$ kbps	1200 kbps
n is the number of participants in a meeting.			

The upload and download bandwidth mentioned in the table are the maximum values obtained during testing. The actual values will vary depending on the following factors:

- The resolution of the camera used for the meeting.
- The type of camera used for the meeting.

- The user's Internet speed.
- The actual bandwidth utilization of other activities during the meeting such as desktop sharing or screen sharing.

> ℹ **Note**:
> Using **Active Talker** further increases the download bandwidth because this feature tile alone requires 1600 kbps of bandwidth.

Bandwidth requirements depend on the number of participants in a meeting, and the features that are being used by the participants during the meeting (video, screen share, and so on.)

For more information about bandwidth requirements, the call flows, and bandwidth optimization, see System Requirements.

9.3   Firewall Settings

For 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 Web

9.4   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.
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	The call is disconnected. **ⓘ Note**: 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.	The call is disconnected. **ⓘ Note**: 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.
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 may continue with audio.	The call will continue without audio and if switched back to WiFi within 3 seconds, the call may continue with audio.
During an ongoing call, if you switch between access points of the same network but of a different type; for example, if you switch from a WiFi network to a wired network or vice-versa	The call is disconnected. **ⓘ Note**: 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.	The call is disconnected. **ⓘ Note**: 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.

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.

Scenario	Signal Strength
Signal strength RSSI or dBm > = -50	Excellent
Signal strength RSSI or dBm > + -70 and < -50	Good
If none of the above conditions are met	Poor

9.5   Scalability

The following table summarizes the maximum number of participants, duration, and file size supported in Mitel One Meetings.

Maximum number of participants supported in a meeting	100
Maximum number of video participants supported in a meeting	16
Maximum duration of a meeting	20 hours
Maximum recording storage per user	5 GB
Maximum file size supported per participant in a meeting	10 MB

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	• 25 Mitel One to Mitel One • 50 Mitel One to Internal • 50 Mitel One to PSTN • 16 Mitel One to Mitel One (GSM) • 12 Mitel One (GSM) to Mitel One (GSM)	• 15 Mitel One to Mitel One • 15 Mitel One to Internal • 15 Mitel One to PSTN • 16 Mitel One to Mitel One (GSM) • 12 Mitel One (GSM) to Mitel One (GSM)

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	• 25 Mitel One to Mitel One • 50 Mitel One to Internal • 50 Mitel One to PSTN • 16 Mitel One to Mitel One (GSM) • 12 Mitel One (GSM) to Mitel One (GSM)	• 25 Mitel One to Mitel One • 50 Mitel One to Internal • 50 Mitel One to PSTN • 16 Mitel One to Mitel One (GSM) • 12 Mitel One (GSM) to Mitel One (GSM)
Virtual Appliance - Virtualized CloudLink Gateway		Virtual Appliance	OVA	300	**Default appliance with 1 core CPU and 2GB RAM** • 25 Mitel One to Mitel One • 50 Mitel One to Internal • 50 Mitel One to PSTN • 16 Mitel One to Mitel One (GSM) • 12 Mitel One (GSM) to Mitel One (GSM)	**Default appliance with 1 core CPU and 2GB RAM** • 25 Mitel One to Mitel One • 50 Mitel One to Internal • 50 Mitel One to PSTN • 16 Mitel One to Mitel One (GSM) • 12 Mitel One (GSM) to Mitel One (GSM)

Testing Environment	Minimum Releases	MiVoice Office 400	CloudLink Gateway	Maximum Mitel One Users	Maximum Simultaneous Call (Direct Switching)	Maximum Simultaneous Call (Indirect Switching)
					Large appliance with 8 core CPU and 4GB RAM • 125 Mitel One to Mitel One • 125 Mitel One to Internal • 125 Mitel One to PSTN • 16 Mitel One to Mitel One (GSM) • 12 Mitel One (GSM) to Mitel One (GSM) ℹ **Note**: 125 simultaneous calls are supported only if the appliance is upgraded to OVA version 1.1.3 or later.	**Large appliance with 8 core CPU and 4GB RAM** • 125 Mitel One to Mitel One • 125 Mitel One to Internal • 125 Mitel One to PSTN • 16 Mitel One to Mitel One (GSM) • 12 Mitel One (GSM) to Mitel One (GSM) ℹ **Note**: 125 simultaneous calls are supported only if the appliance is upgraded to OVA version 1.1.3 or later.

| 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	**Default appliance with 1 core CPU and 2GB RAM** • 25 Mitel One to Mitel One • 50 Mitel One to Internal • 50 Mitel One to PSTN • 16 Mitel One to Mitel One (GSM) • 12 Mitel One (GSM) to Mitel One (GSM) **Large appliance with 8 core CPU and 4GB RAM** • 125 Mitel One to Mitel One • 125 Mitel One to Internal • 125 Mitel One to PSTN • 16 Mitel One to Mitel One (GSM) • 12 Mitel One (GSM) to Mitel One (GSM)	**Default appliance with 1 core CPU and 2GB RAM** • 25 Mitel One to Mitel One • 50 Mitel One to Internal • 50 Mitel One to PSTN • 16 Mitel One to Mitel One • 12 Mitel One to Mitel One **Large appliance with 8 core CPU and 4GB RAM** • 125 Mitel One to Mitel One • 125 Mitel One to Internal • 125 Mitel One to PSTN • 16 Mitel One to Mitel One (GSM) • 12 Mitel One (GSM) to Mitel One (GSM)

ⓘ Note:
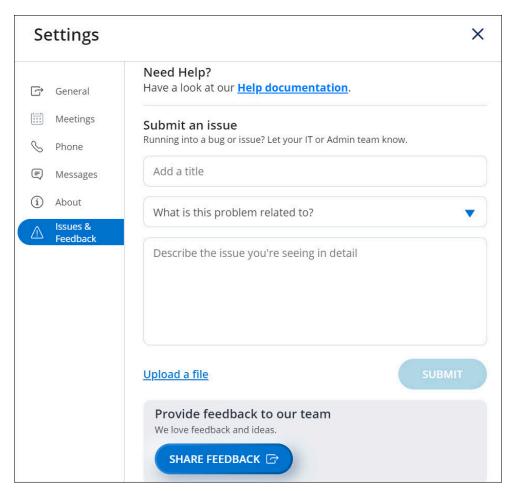
The maximum values mentioned in the table are subject to available bandwidth. For information regarding the best practices recommended for CloudLink site deployments, see Best Practices for Site Deployments.

Report an Issue and Share Feedback **10**

Let us know of any issues you encounter while using the Mitel One web 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. Click your avatar at the top left corner of the Mitel One web application.

2. From the drop-down panel, click **Settings and preferences**. The **Settings** panel opens.

3. Click the **Issues & Feedback** tab. The **Submit an issue** panel opens.

4. To submit an issue about the application, enter a title for the issue, choose which feature the problem belongs to, and provide a brief description of the issue. Click **Upload a file** if you want to attach a screenshot that clarifies the issue.

5. Click **SUBMIT**.

ⓘ Note:

- While submitting a problem report, provide as much information as possible. This will help troubleshoot your problem quickly. Specific details are needed to correctly investigate and resolve an issue.
- Date, time, device information, and logs are collected as part of your problem report.
- After you report an issue, the Support Contact for your account will receive an email notifying that you have reported a problem. The Support Contact, while investigating the issue, might reach out to you for additional information.
- If your Support Contact needs assistance to resolve your issue, they will escalate the report through their standard support procedures.
- You can follow up directly with your Support Contact for updates about your report.

To submit a new feature idea or feedback, click **SHARE FEEDBACK**. You will be redirected to a Mitel One 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.

Mitel
Powering connections

mitel.com