


Mitel MiCloud Office User Portal

Quick Start Guide

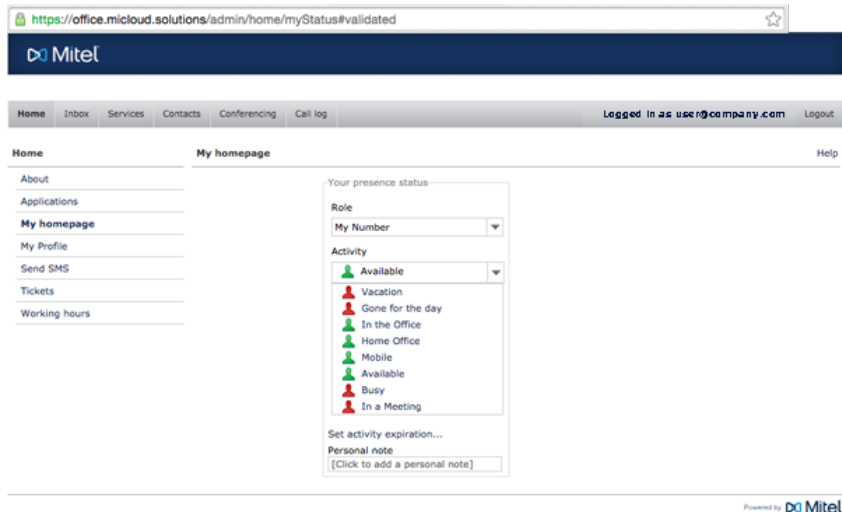
Getting started

The MiCloud Office User Portal enables Professional and Premium users to configure their call and message settings.

NOTE: This User Guide describes the basic features in the User Portal with all optional features enabled.

To access the portal through your desktop application click on the portal icon  or login via your browser using the url and the credentials sent to you by your company administrator.

You will arrive at a page that looks like the below screenshot, with the 'Home' options down the left hand side and 'Inbox', 'Services', 'Contacts', 'Conferencing' and 'Call log' options across the top menu bar.



Home

The user portal menu consists of seven different categories under the Home menu on the left hand side.

About - About the system - End User License Agreement

Applications - Launch or download your applications.

My homepage - Change your presence status, and login to or logout from your Call Distribution Number, ACD Premium Number or attendant groups. ACD supervisors can access the ACD widgets from this page. This page automatically opens when you launch the portal.

My Profile - See your personal info, change your profile picture and set your preferences and passwords.

Send SMS - Send text messages to other users within your organization or to external contacts.

Working hours - See the configured working hours.

Inbox

The inbox contains all your messages in the system. The messages can be voicemail, fax, or call recordings. If you are also a member of a group inbox, the voicemail of the group is displayed. Click **Play** to play a message.

Services

The service configuration contains settings for notification of call recordings, how calls should be routed, settings for fax notifications and settings for the voicemail service.

The screenshot shows two panels. The left panel, titled 'Services', has a sidebar with links for: Activity diversion, Call recording, Call routing (highlighted), Diversion number, Fax settings, Presence expiration, Ring tones, and Voicemail settings. The right panel, titled 'User rules', shows 'Inbound rules for +999905 (primary)'. It includes a description: 'These rules apply to incoming calls (i.e. when someone...)'. Below this are fields for 'Priority' and 'Rule'. The 'Rule' field contains the text: 'When a call is received and calling party is delay and then hunt to voicemail play activi'. There are also 'Undo' and 'Cancel' buttons. At the bottom, there are fields for 'Priority' and 'Fallback rule'.

shown depending on the type of the call. For example: time, date, caller name and the duration of connected calls. The call log is synchronized with and displayed on all devices connected to the system, such as a mobile app, softphone app or a fixed IP phone. The presence icon on each log item shows the current presence state, if available, for the contact.

Call log calls	
	Incoming calls
	Outgoing calls
	Missed calls

Contacts

The contact lists page can be used to list and define contacts or favourites in the contact list of the Softphone and other apps used in the system. Contacts can be inherited from the organization or the user group level.

You can also add speed dials to use with a desktop phone, so that you can call your contact with a single press. You can also add star (*) and hash (#) to the number, for example to set a speed dial to log in to an Attendant group or for entering a diversion number.

Conferencing

The Conferences page is where you can schedule a voice meeting by inviting multiple participants to the call. The page lists all upcoming meetings.

The screenshot shows a meeting scheduling form. At the top, it says 'Name: MICloud Office Meeting' and 'Organized by Premium User'. Below this, it shows 'Meeting dial in number: +999903' and 'Meeting ID: 93696#'. There is a calendar view for October 2015, with the 19th selected. The start time is set to 14:01 and the end time is 15:01. The duration is 1 hour and 00 minutes. There are options for 'Repeat' (set to 'Never') and reminders for calendar invitations and SMS (both set to 15 minutes before meeting). A 'Participants' section shows 'Premium User' and an 'Add participant' button. There is also an 'Invitation note' field and buttons for 'Send invitation emails' and 'Remove'.

Call log

The call log displays incoming, outgoing and missed calls. Different types of information is