

CMG Web User Manual

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Contents

Chapter: 1	USER MANUAL FOR CMG WEB	1
Chapter: 2	CMG WEB	2
	DIRECTORY	3
	SEARCH BY NAME	3
	Extended information about the user	5
	SEARCH FOR TELEPHONE NUMBERS	6
	SEARCH FOR THE UNIT OR THE ORGANIZATION	7
	QUICK INFO	8
	ACTIVITIES	10
	NEW ACTIVITY	10
	EDIT ACTIVITY	11
	REMOVE ACTIVITY	11
	RECURRING ACTIVITIES	11
	NEW RECURRING ACTIVITY	11
	EDIT RECURRING ACTIVITY	12
	REMOVE A RECURRING ACTIVITY	13
	FORWARDING	13
	VOICE MAIL AND INTERACTIVE VOICE RESPONSE	13
	VOICE MESSAGES	13
	FORWARD MESSAGE	15
	SAVE MESSAGE	15
	DELETE MESSAGE	16
	PHRASES	16
	TO RECORD A PHRASE	18
	MENUS	18
	TO RECORD A MENU	19
	NOTIFICATIONS	20
	HANDLING VOICE MAIL THROUGH A PHONE.	21
	VOICE MAIL SETTINGS	21
	VISITORS	22
	REMOVE VISITORS	23

CHANGE VISITOR INFORMATION24
HISTORY24
Visit enhancements25
Logic25
Access import function27
Translations27
SMS28
PREFERENCES28
GENERAL SETTINGS28
CALENDAR SETTINGS29
CALL ROUTING PROFILE30
PERSONAL NUMBER FORWARDING PROFILE31
TO CREATE NEW PROFILE31
USER PROFILE32
CMG QUICK33
TO USE SHORTCUTS33
DEFINE SHORTCUTS34
REMOVE REFERENCE35
REMOVE A REFERENCE IN THE ACTIVITY BAR36
HELP36
SIGN OUT37

USER MANUAL FOR CMG WEB

This user manual is intended for a standard configuration of Mitel CMG Web. Certain functions, layouts, and field names might therefore differ slightly for your system.

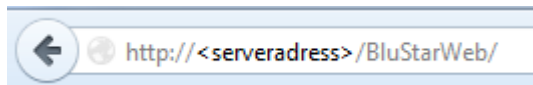
If you have any questions regarding Mitel CMG Web, contact your system administrator.

CMG WEB

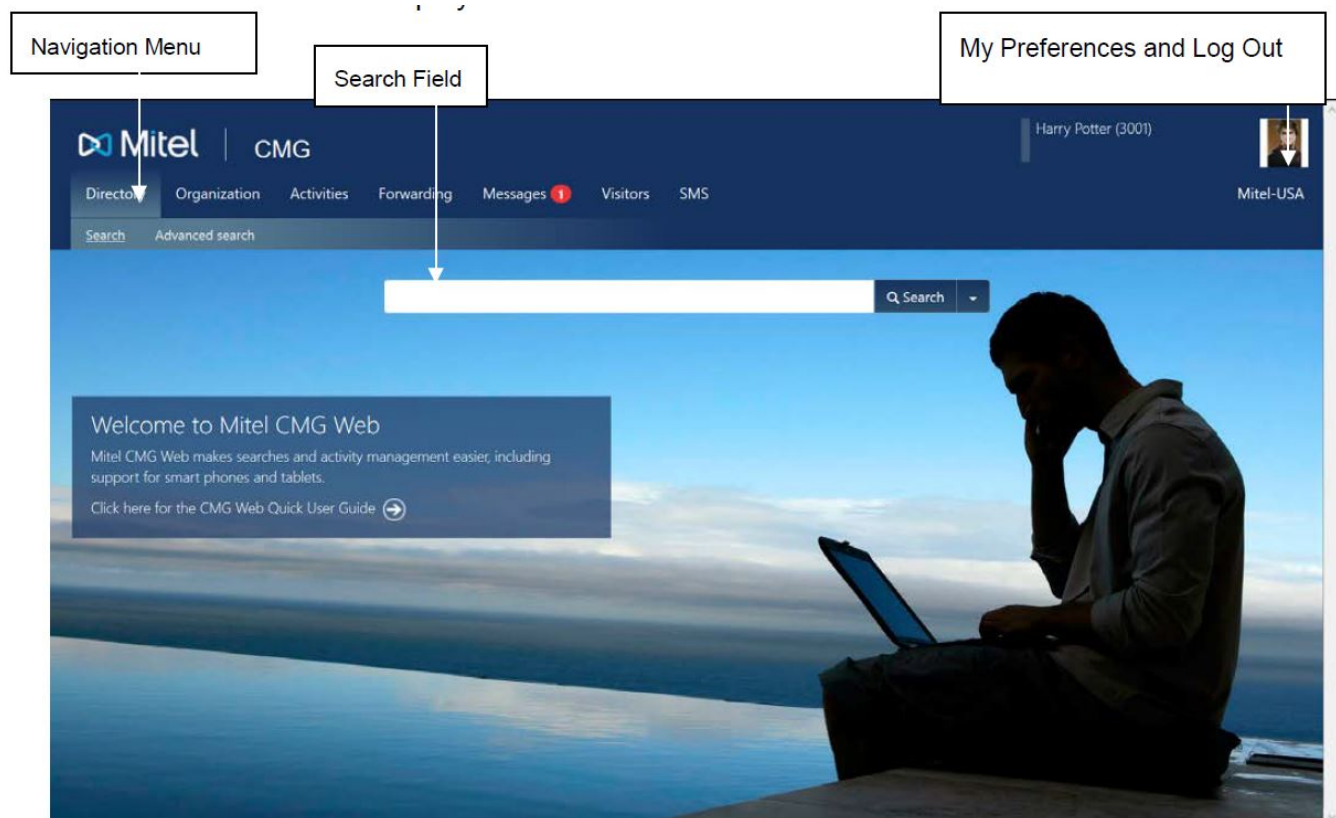
CMG Web is a portal that uses the same database as the organization's telephone attendants use. There are two main sections in the portal, a public part and a private part. The public part is for searching employees and the private part for managing personal activities, voice messages, and settings.

NOTE: There may be deviations in the portal depending on how different organizations have configured their system. Functions that are highlighted with gray text or a gray icon cannot be changed or are not installed.

Start the web browser and enter the CMG Web address in address field (see the following example).



The Welcome screen is displayed with a Search field.



Start image for CMG Web

In CMG Web, using the navigation menu, you can navigate to the following tabs:

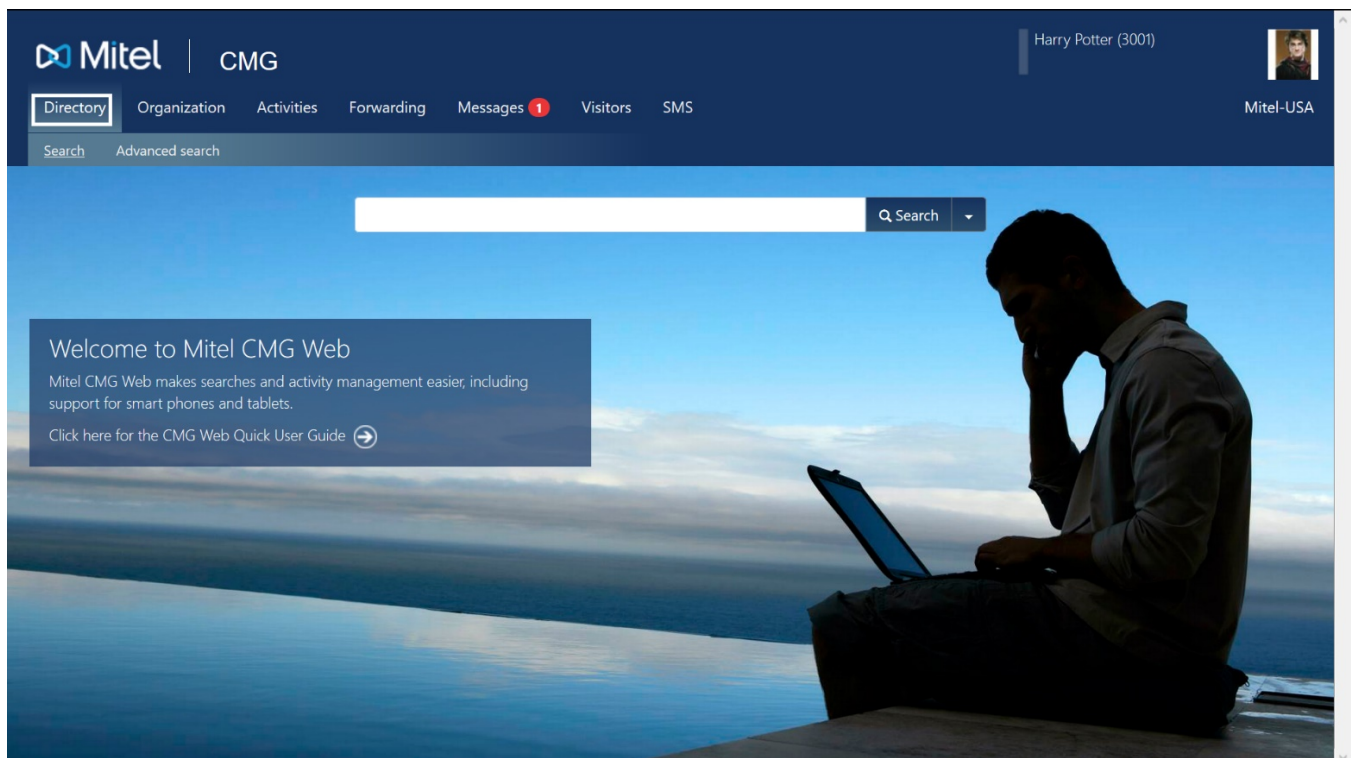
1. **Directory** — Search in the CMG database, which has your organization's telephone directory or any other configured Directory database.
2. **Organization** — Search for organizations and units.
3. **Quick Info** — Search the organization's common directory, which may include external telephone numbers, and web links. Click **Directory** to access this tab.

4. **Activities** — Register your activities.
5. **Forwarding** — Handle call forwarding.
6. **Messaging** — Handle voice mail and voice answering.
7. **Visitors** — Register your visitors in advance.
8. **SMS** — Send SMS messages.
9. **Log Out**— Log out from the CMG Web portal.

DIRECTORY

The **Directory** tab allows you to search for employees by name, phone number, keyword, or organization. A maximum of three attributes can be searched for simultaneously, of which maximum one can be the keyword.

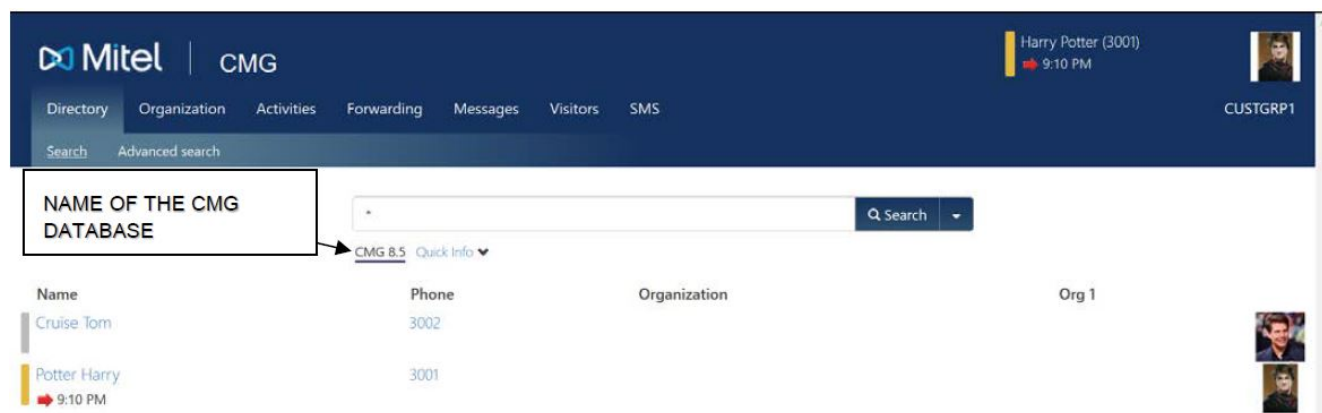
Note: The search done in the **Search** field is a progressive search, that is, the search starts automatically when you enter at least three characters in the **Search** field and the results depend on the layouts configured by the system administrator.



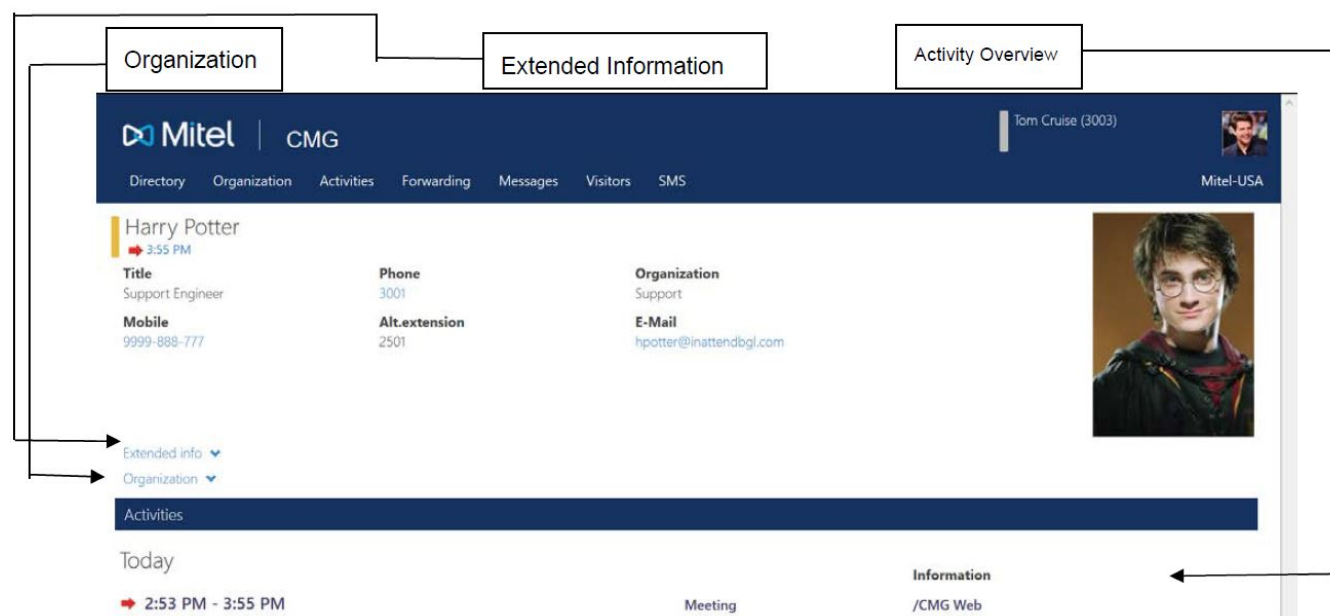
SEARCH BY NAME

You can search for the first name or, last name of a subscriber or an organization. Enter the name in the **Search** field and the system displays the related search results. The result also shows the subscriber's current activity and availability with the extension.

You can select **Name of the CMG database** to search subscribers in specific groups.

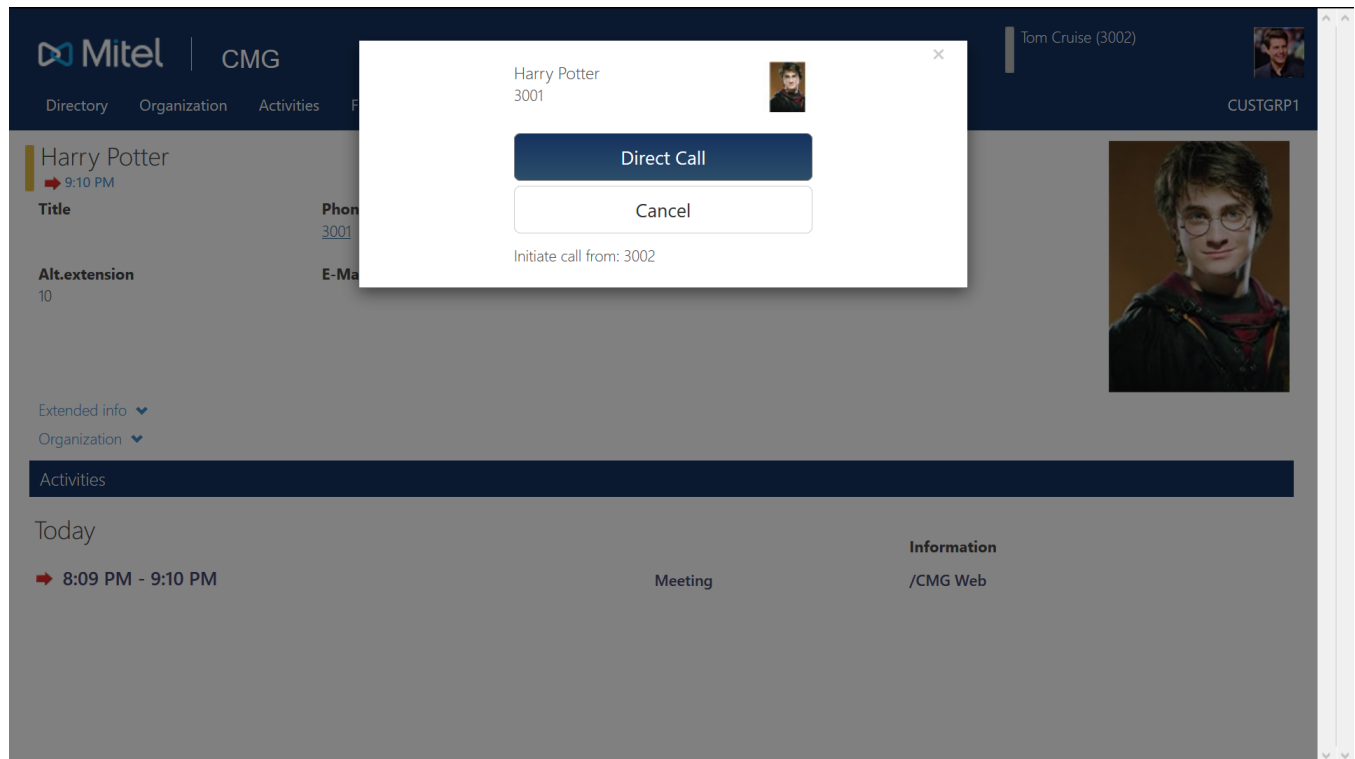


Click the name of the subscriber to get more information about the subscriber. The order of the information displayed is as configured by the system administrator.



Click the searched extension to dial from browser using the default soft phone. After you click the searched extension, the name along with the options to call the person are displayed. Click **Direct Call** to call the

person.



Extended information about the user

Click **Extended info** to get the extended information about the subscriber. The extended information describes all the information that is registered, and available to the office users.

Click **Organization** to get a list of all subscribers belonging to the same the organizational unit.

Tips: Ensure your information is correct, and if you would need anything to be changed, then send a **Request for change** to the system administrator.

Tom Cruise (3003)

Mitel-USA

Directory Organization Activities Forwarding Messages Visitors SMS

Harry Potter

3:55 PM

Title Support Engineer	Phone 3001	Organization Support
Mobile 9999-888-777	Alt.extension 2501	E-Mail hpotter@inattendbgl.com

Extended info

Last name	Potter
First name	Harry
Title	Support Engineer
Phone	3001
Mobile	9999-888-777
Room	1
Information	Mitel Communications Pvt Ltd.
Workgroup	Mitel
Location	USA
City	Dallas
Address	Plano, Jupiter Road

SEARCH FOR TELEPHONE NUMBERS

You can search for a subscriber by entering the extension number or part of the extension number in the **Search** field. You will get all the related extensions information.

Tom Cruise (3003)

Mitel-USA

Directory Organization Activities Forwarding Messages Visitors SMS

Search Advanced search

CMG Customer group (All) Quick Info

Name	Phone	Organization	Org 1
3501 User	3501	CorpA500	
3502 User	3502	CorpA500	
3503 User	3503	CorpA500	
3504 User	3504	CorpA500	
3505 User	3505	CorpA500	
3506 User	3506	CorpA500	
3507 User	3507	CorpA500	
3508 User	3508	CorpA500	
3509 User	3509	CorpA500	

Keyword(s)

You can search using Keywords, such as vocabulary titles, tasks, or other keywords, that describe what people work with, or are responsible for by entering the keywords in the **Search** field.

The screenshot shows the Mitel CMG web interface. The top navigation bar includes 'Directory', 'Organization', 'Activities', 'Forwarding', 'Messages' (with a red notification icon), 'Visitors', and 'SMS'. The user profile at the top right shows 'Harry Potter (3001)' with a status indicator and a timestamp of '3:55 PM'. Below the navigation bar, there is a search bar with the text 'User' and a 'Search' button. Below the search bar, the results are displayed for the 'Customer group (Mitel-USA)'. A table lists users with columns for Name, Phone, and Organization. The table shows users 3501 through 3507, all associated with 'CorpA500'. A vertical sidebar on the right shows a list of user avatars.

Name	Phone	Organization
3501 User	3501	CorpA500
3502 User	3502	CorpA500
3503 User	3503	CorpA500
3504 User	3504	CorpA500
3505 User	3505	CorpA500
3506 User	3506	CorpA500
3507 User	3507	CorpA500

SEARCH FOR THE UNIT OR THE ORGANIZATION

You can search for the name of an organizational unit using the **Search** field. In the following example, **Support** is entered in the **Search** field to get all the information related to the support team of the organization.

The screenshot shows the Mitel CMG web interface with the search field containing the word 'Support'. The results are displayed for the 'Customer group (Mitel-USA)'. A table lists users with columns for Name, Phone, and Organization. The table shows two users: 'Cruise Tom' with phone number 3002 and 'Potter Harry' with phone number 3001, both associated with 'Support'. A red box highlights the 'Organization' column, which contains the word 'Support' for both users. A vertical sidebar on the right shows a list of user avatars.

Name	Phone	Organization
Cruise Tom	3002	Support
Potter Harry	3001	Support

Organizational Tree

This is an overview of the company's organizational tree and departments. If you click an option, the sub-units with the name and phone number of the people working for the option are displayed. Click a subscriber to get additional information.

Mitel | CMG

Harry Potter (3001)
3:55 PM

MITEL-USA

Directory | **Organization** | Activities | Forwarding | Messages 1 | Visitors | SMS

Organization

- Support
- Sales
- Marketing
- människa
- World
 - Asia
 - India
 - TamilNadu
 - Chennai**
- ÖÄÄÖö
- CorpA500
- CorpB500

Chennai	
Name	Phone
4101 User	4101
4102 User	4102
4103 User	4103
4104 User	4104
4105 User	4105
4106 User	4106
4107 User	4107
4108 User	4108
4109 User	4109
4110 User	4110
4111 User	4111
4112 User	4112

QUICK INFO

The **Quick Info** tab gives all the external information, such as addresses and phone numbers to other organizations. There may also be links to webpages, depending on the type of information that is registered.

If you want to search all the content in a directory, then enter an asterisk (*) in the search box and select the directory. Place the cursor in the **Search** field and press enter. The system with the entire directory contents are listed as the search results.

Select from the list to see more information about an item.

Mitel | CMG

Harry Potter (3001)
3:55 PM

MITEL-USA

Directory | Organization | Activities | Forwarding | Messages 1 | Visitors | SMS

Search | Advanced search

Search Result

Search

CMG Quick Info(CMG)

Name	TelNo	Web	Address	Email
User 3501	+895141418112345	https://www.google.com	Nagawara, Bangalore, 560045	user3501@mitel.com
User 3502	+91-9988-773-502	https://www.facebook.com/user3502	Chamrajpet, Bangalore	user3502@mitel.com
User 3503	+91-9988-773-503	https://www.facebook.com/user3503	Jayanagar, Mysore.	user3503@mitel.com

Select from the list to see more information about a quick info record.

You can also edit and change a quick info record information. To edit a quick info record information, do the following:

1. Click a record from the search result. This opens the Quick Info window displaying all the details of the quick info record.

The screenshot shows the Mitel CMG web interface. The top navigation bar includes links for Directory, Organization, Activities, Forwarding, Messages, Visitors, and SMS. The user is logged in as David Anderson (5001). The Quick Info window displays the following details:

FirstName:	User 3501
LastName:	User
Tel No:	897564
Address:	India

Below the details is an **Update** button.

2. Click **Update** to edit the details of the quick info record. Fill all the required details.

The screenshot shows the Mitel CMG web interface with the Quick Info window in edit mode. The details are displayed in input fields:

FirstName:	User 3501
LastName:	User
Tel No:	897564
Address:	India

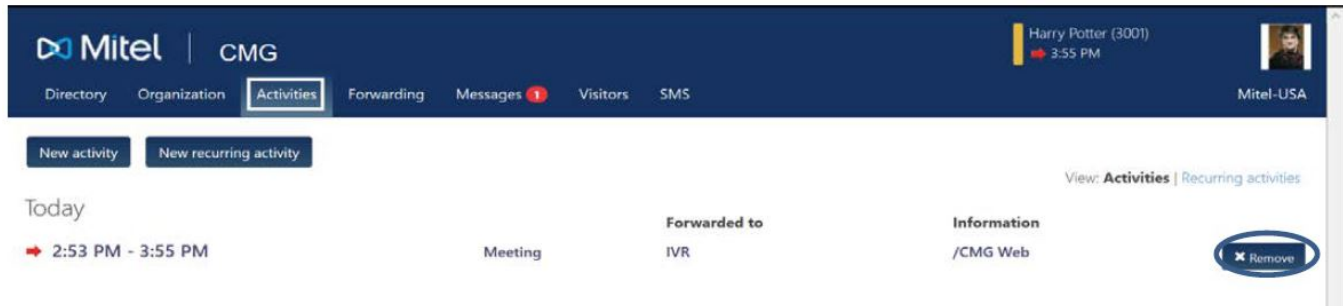
Below the fields are **Save** and **Cancel** buttons.

3. Click **Save**.

NOTE: You can edit the quick info record information only when the **operator** check box in the CMG DM is selected.

The screenshot shows the 'Change current directory definition' window. It includes a **Save** button and a warning: 'The directory contains records - Changes of the definitions are limited!'. The 'New Directory' is 'TestDirectory' and the 'Directory type' is 'Text field'. Two checkboxes are checked: 'Enable operator view' and 'Enable Office/CMG Web'. Below, the 'Field name' is 'FirstName'. A list of 'new fields shown here' includes 'FirstName', 'LastName', 'Tel No', and 'Address'. To the right, 'The field...' section has several checkboxes: 'is shown at search' (checked), 'can be searched' (checked), 'can be updated by operator (only for CMG NOW and CMG Office)' (checked and circled), 'has a www link' (unchecked), 'has a phone no. link' (unchecked), and 'has a mailto link' (unchecked). Navigation buttons 'New', 'Change', and 'Delete' are also present.

ACTIVITIES



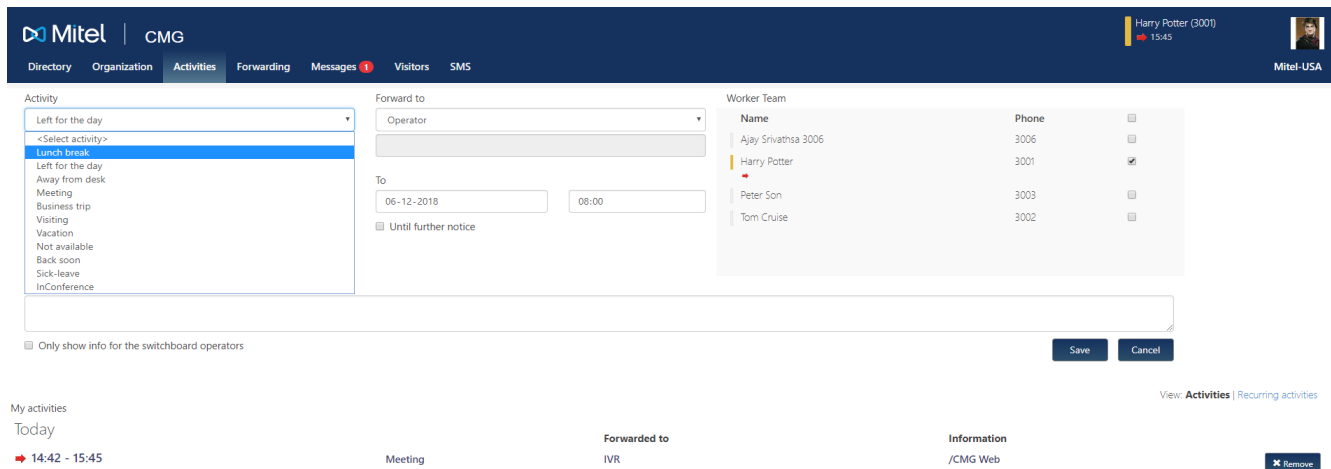
Click **Activities** to register a new activity or change existing or future activities. An activity includes all kinds of absence, for example, lunch break, meeting, business trip, and vacation. You can forward your telephone by registering an activity.

Click **Remove** to remove an existing activity.

NEW ACTIVITY

To register a new activity.

1. Click **New Activity** and select the activity from the drop-down list.
2. Enter the date and time for the activity to start and end.
3. Click the **Information** field if you want to provide additional information to the telephone operator.



4. Select the check box **Only show info for the switchboard operators**.

NOTE: Selecting the check box restricts the additional information provided in the information field to be shown only to telephone operators. If this check box is cleared, all the users who have access to CMG Web can view the additional information.

5. Click **Save** to register the activity.

The **Forward to** option is controlled from the personal contact profiles that can be modified under **Preferences**.

Forward to is used to forward your calls to another extension number. This function depends on the type of call manager you have configured on your CMG system. If you have created your own contact profiles, then the **Forward to** field is automatically populated with the default setting.

EDIT ACTIVITY

If you want to edit a registered activity, select the activity, make the changes, and click **Save**.

REMOVE ACTIVITY

To remove a registered activity, select the activity and click **Remove**. You can also manually remove the registered activity by browsing the CMG Web portal.

NOTE: When the activity expires the phone will be open to receive calls.

RECURRING ACTIVITIES

You can register new recurring activities and schedules under **Recurring Activities**. You can also change, as well as delete recurring activities.

NEW RECURRING ACTIVITY

1. Click **Recurring Activities** and select an activity from the drop-down menu.
2. Enter a date and time in **First Activity Start** and **First Activity ends** to schedule the activity duration.
3. Select the frequency of the repetition of this activity from **Activity repeats** drop-down.

NOTE: If you want an activity to repeat every other week, ensure that the activity is set to begin at the correct week. Then enter when the first activity begins and when it ends, and then repeat every two weeks.

4. Click **Save** to register the recurring activity.

Harry Potter (3001)
3:55 PM

Mitel-USA

Directory Organization **Activities** Forwarding Messages 1 Visitors SMS

Activity
Meeting

Forward to
No forwarding

First activity starts
24 / 01 / 2019 03:13 PM

First activity ends
24 / 01 / 2019 04:15 PM

Activity repeats
Every day

☐ Next working day
Recurring activity ends
dd / mm / yyyy
☒ Until further notice

Save Cancel

View: [Activities](#) | **Recurring activities**

No activities

EDIT RECURRING ACTIVITY

Select the recurring activity you want to edit, make the required changes, and Click **Save** to register your changes.

Harry Potter (3001)
3:55 PM

Mitel-USA

Directory Organization **Activities** Forwarding Messages 1 Visitors SMS

Activity
Meeting

Forward to
Operator

Next activity starts
25 / 01 / 2019 03:13 PM

Next activity ends
25 / 01 / 2019 04:15 PM

Activity repeats
Every other week

☐ Next working day
Recurring activity ends
25 / 01 / 2019
☐ Until further notice

Information
PIN:1234

☐ Only show info for the switchboard operators

Save Cancel

View: [Activities](#) | **Recurring activities**

Tomorrow		Repeats	Forwarded to	Information	
3:13 PM - 4:15 PM	Meeting	Every day	IVR	PIN:1234 /CMG Web	✕ Remove

REMOVE A RECURRING ACTIVITY

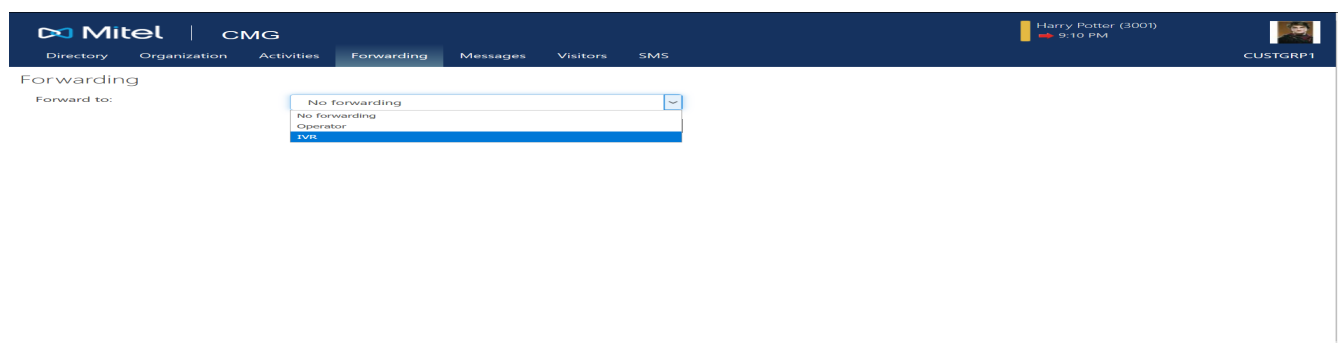
Select the activity you want to remove and click **Remove**.

FORWARDING

Call forwarding is allowed in some of the Call Managers. If the Call Manager, you have configured supports call forwarding, you can forward your call to any other number even without registering an activity using alternative in the drop-down list.

To forward calls, click the **Forwarding** tab and from the **Forward** to drop-down list select your choice to forward calls and click **Save**.

To cancel the forwarding setting, choose the option **No Forwarding** from the menu and click **Save**.



VOICE MAIL AND INTERACTIVE VOICE RESPONSE

CMG Voice consists of two parts, the spoken presence and the voice mail. The spoken presence informs callers of your status and the next available time.

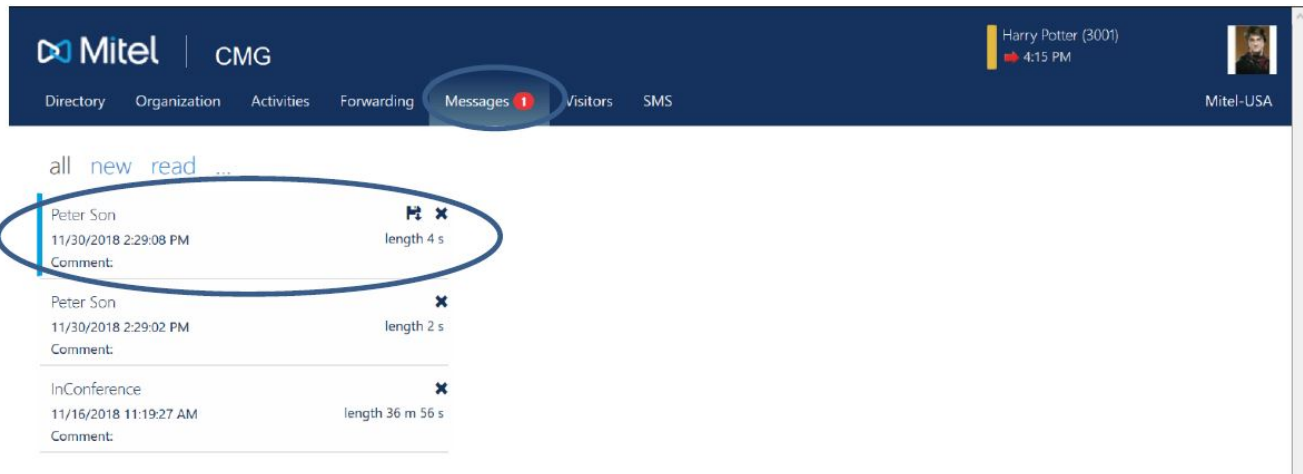
The voice mail allows the caller to leave a voice message to you, that is after few rings, the call is routed to the voice mail and the caller can leave a voice message after a beep is heard.

You can also record your own phrases, to play between the spoken presence and the voice mail.

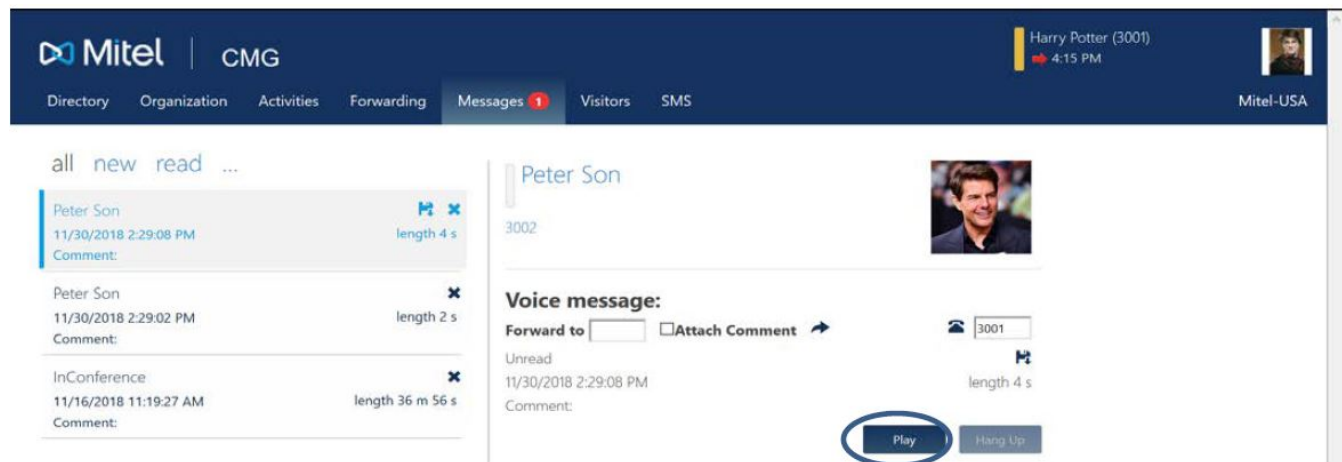
CMG Voice has many features, including phrases for custom greetings, notifications that indicate how you want to be notified when you have a message, settings that indicate language, information level and where you can enter a PIN for your phone login. After that, you can record a general greeting and set under **Preferences** how you will be notified of a new message in the voicemail message.

VOICE MESSAGES

Click **Messages** to access all the received voice messages. The red icon indicates the number of new and unheard voice messages. The **Messages** tab is further divided into three areas: for **all**, **new** and **read** messages. Each voice message is presented with status, date, dialing number, length and arrival time. Click the blue line displayed beside a message to select the message.



The following view is displayed when you click the phone number of the person who left the message. Click **Play** to listen to the voice message. You will get a call to the extension and the voice message is played.



FORWARD MESSAGE


The screenshot shows the Mitel CMG web interface. The top navigation bar includes 'Mitel | CMG' and a user profile for 'Harry Potter (3001)'. The main content area is divided into two sections. On the left, there is a list of messages with columns for 'all', 'new', 'read', and '...'. The messages listed are from 'Peter Son' (11/30/2018 2:29:08 PM, length 4 s), 'Peter Son' (11/30/2018 2:29:02 PM, length 2 s), and 'InConference' (11/16/2018 11:19:27 AM, length 36 m 56 s). On the right, the detailed view of a message from 'Peter Son' is shown. It includes a 'Voice message:' section with a 'Forward to' field, an 'Attach Comment' checkbox, and a 'Play' button. The message is marked as 'Unread' and has a length of 4 s.

Click the **Forward** icon  to forward a voice message.

Select the **Attach Comment** check box to attach any comments for forwarding a message.


SAVE MESSAGE

This screenshot is identical to the one above, showing the 'Forward Message' screen. However, the 'Attach Comment' checkbox is now checked, and the 'Play' button is highlighted, indicating the 'Save Message' action.

Click the **Save**  icon to save a voice message.

You can view all the saved messages in the **saved** folder.

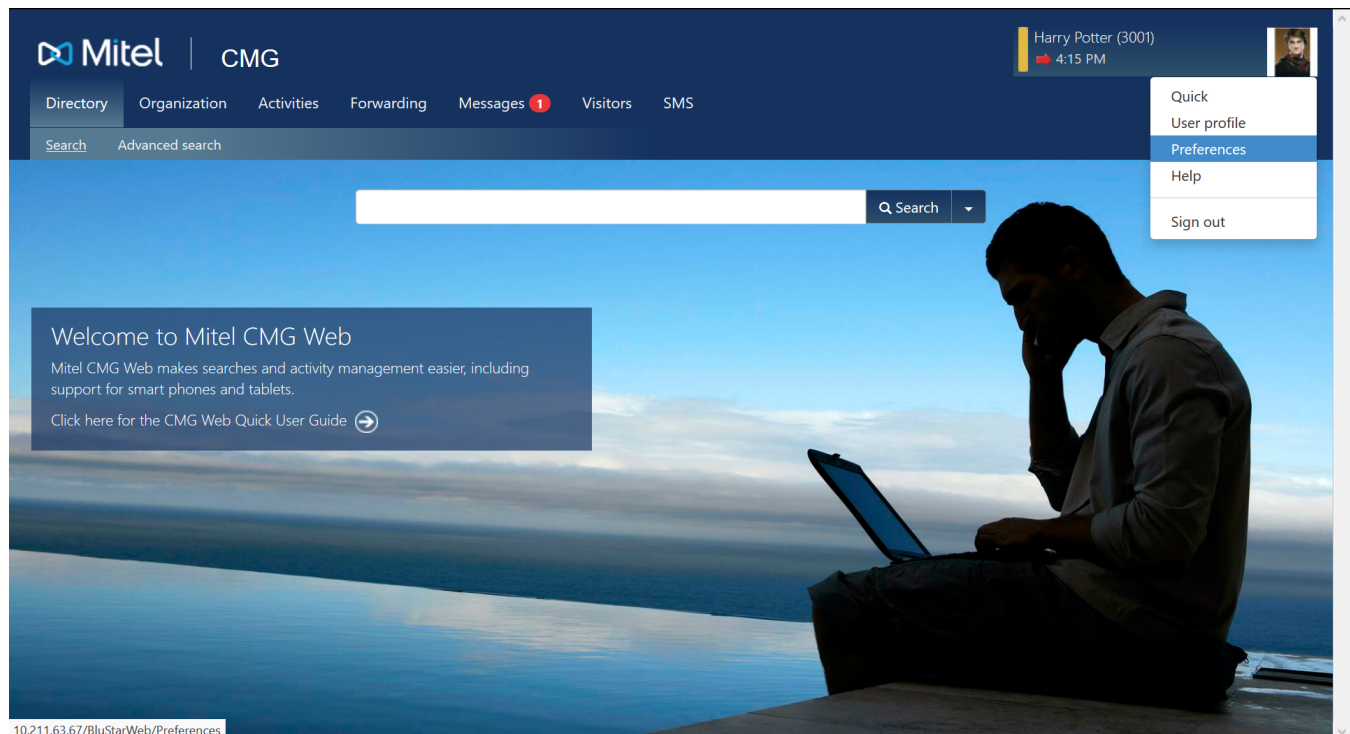
DELETE MESSAGE

To delete a voice message, select the message, and click the delete  icon. All deleted voice messages are moved to the **trash** folder.

PHRASES

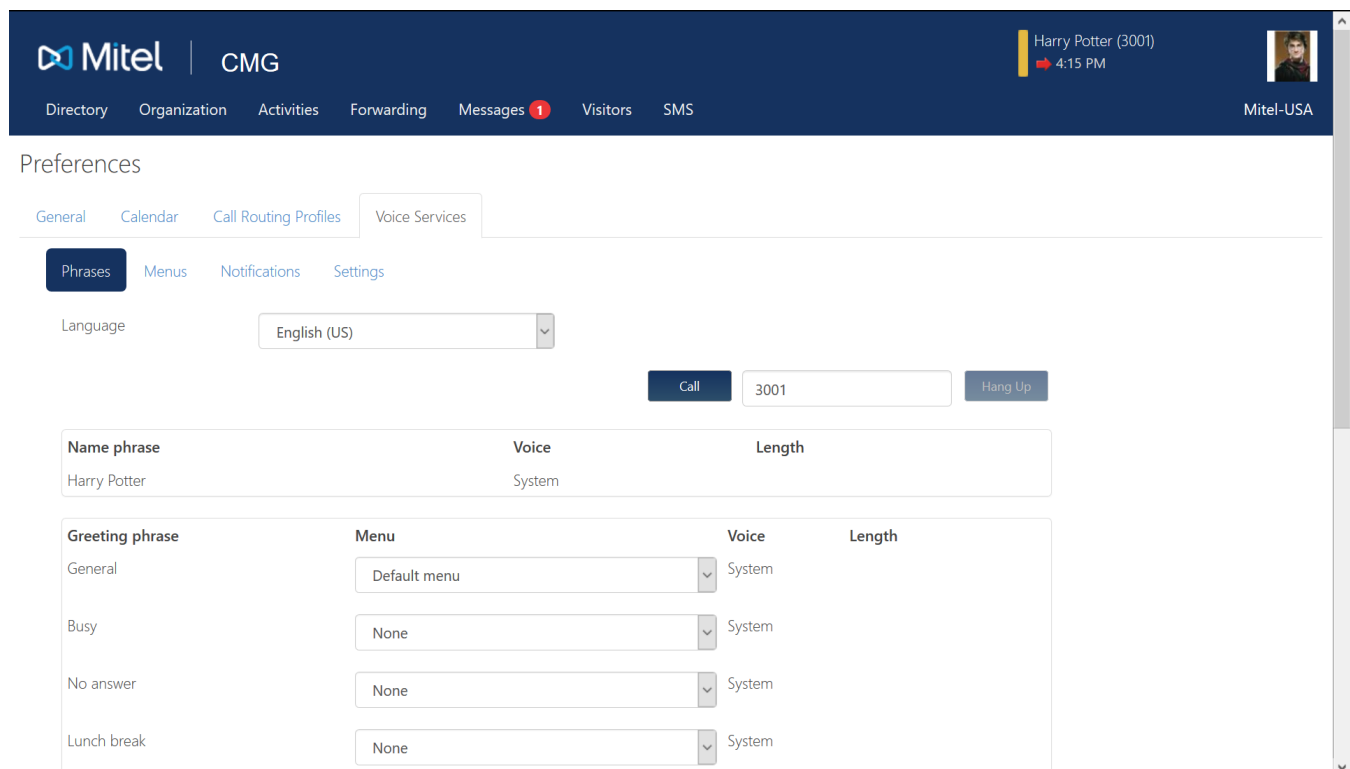
You can create customized greetings for different activities by configuring **Phrases** under **Preferences**. To create phrases, click the profile picture, and click Preferences. Four tabs displayed under Preferences - **General**, **Calendar**, **Call Routing Profiles**, and **Voice Services**. You create your greetings using these options.

You can also view previously recorded phrases saved under **My** section.



If you receive a call when you are in middle of an activity, then the greeting you have configured for that activity will be played to the caller. The system voice informs the caller of your current status.

By default, if you choose to record a general greeting, then this greeting is played for all activities, if no other greetings are recorded.



TO RECORD A PHRASE

1. Select an activity for which you want to create a phrase and select **Busy** as the activity from the Greeting phrase list.
2. Click **Record** to record your phrase after you hear the beep, the system calls you to the extension you have logged in with to record your greeting or to play your greeting.
3. Sample phrase: "Hi, you have reached (N N) at (Company name). Sorry, I am in a meeting and cannot take your call now..."
4. Click **Stop** to end the recording. (If you press **Hang up**, you get a sudden break).
5. Click **Play** to listen what you have recorded. If you want to, you can re-record the greetings phrase.

You can register an activity and you can test the recording by calling to your extension.

NOTE: Always start recording after the beep, talk at the same rate as the system voice, and press **Stop** immediately after you have stopped talking.

The screenshot shows the Mitel CMG web interface. At the top, there's a header with the Mitel logo, 'CMG', and a user profile for 'Harry Potter (3001)' with a status '9:10 PM, In a call' and a small profile picture. Below the header is a navigation bar with links: Directory, Organization, Activities, Forwarding, Messages, Visitors, SMS, and CUSTGRP1. The main content area is titled 'Preferences' and has several tabs: General, Calendar, Call Routing Profiles, and Voice Services. Under 'Voice Services', there are sub-tabs: Phrases (selected), Menus, Notifications, and Settings. In the 'Phrases' tab, there's a 'Language' dropdown set to 'English'. Below that, there's a 'Call' button, a text input field with '3001', and a 'Hang Up' button. A table lists existing phrases:

Name phrase	Voice	Length
Harry Potter	System	

Below the table, there's a section for adding a new phrase. It has a 'Greeting phrase' dropdown set to 'General', a 'Menu' dropdown set to 'Default menu', a 'Voice' dropdown set to 'System', and a 'Length' field set to '4 s'. There's a 'x' icon to the right. Below this, there's a preview of the phrase: 'Greeting phrase - Busy'. At the bottom of this section are three buttons: 'Play', 'Record', and 'Close'.

MENUS

Menus are used to help the caller to choose a voice response. You can link the menus to a greetings phrase in the **Phrases** tab.

Preferences

General Calendar Call Routing Profiles Voice Services

Phrases Menus Notifications Settings

New menu

Presentations

Name	Owner	Presentations
Personal Menu1	Harry Potter	System
Personal Menu2	Harry Potter	System
Default menu	System	System

Select a Menu from the list to get details about the choices configured.

Preferences

General Calendar Call Routing Profiles Voice Services

Phrases Menus Notifications Settings

Name: Personal Menu 1 Template: Default menu

Alt 1: InConference

Alt 2: Voicemail

Alt 3: To number - Any number 3003

Alt 4: Nothing

Alt 5: Nothing

Alt 6: Nothing

Alt 7: Nothing

Alt 8: Nothing

Alt 9: Operator

Save Cancel

3. The caller gets connected to voice mail.

2. The caller may receive the mobile number as an SMS.

9. The caller will be connected to an operator

The preceding figure displays the examples of what can be added to a menu.

TO RECORD A MENU

1. Enter a number and click **Call**. CMG dials the number you entered.
2. Receive the number being called and click **Record**.
3. Record your own phrase for the new menu after you hear the beep and after you have recorded the phrase click **Stop**.

4. Click **Hang Up** to finish the recording.
5. You can map your phrase using custom recording menus to any of the activity and this phrase will be presented to the callers when the called person is busy.

NOTE: You can also record menu in other languages. Select the language you want to record from the Language field and follow the same procedure stated in this section to record a menu.

Menu: Personal Menu1

Back to Menus

Call 3001 Hang Up

Language	Voice	Length
English (UK)	System	
<p>To... transfer the call to an operator, press 9</p> <p>Record Close</p>		
English (US)	System	
Swedish	System	
Danish	System	

NOTIFICATIONS

From the **Notifications** tab, you can choose the pattern in which you want to be notified for a new voice message.

The screenshot shows the Mitel CMG web interface. The top navigation bar includes 'Directory', 'Organization', 'Activities', 'Forwarding', 'Messages', 'Visitors', and 'SMS'. The user is logged in as 'Harry Potter (3001)' with the role 'CUSTGRP1'. The 'Preferences' section is active, with tabs for 'General', 'Calendar', 'Call Routing Profiles', and 'Voice Services'. Under 'Voice Services', there are sub-tabs for 'Phrases', 'Menus', 'Notifications', and 'Settings'. The 'Notifications' tab is selected. The 'Action' dropdown menu is open, showing three options: '<Select>', '<Select>', and 'Msg. Indicator'. A callout box labeled 'Available Messaging Systems' points to the dropdown. Another callout box labeled 'The notification is sent with a delay' points to the 'Msg. Indicator' option. Below the dropdown are 'Delayed' and 'Minutes' checkboxes and a 'Messages' dropdown. At the bottom, there are 'Save' and 'Cancel' buttons, and a 'Notifications' table with one row: 'Msg. Indicator' and 'Direct'.

Go to **Voice Services > Notifications** and select the notification type from the **Action** drop-down list. This activates the **Save** button. Based on the type of messaging system configured by the organization the type of notification appears.

The notification method describes different processes for sending a notification:

- If you have selected **SMS**, then you get an SMS message on your mobile phone
- If you have selected **E-mail**, then you get an email notification
- If you have selected **Msg.indicator**, then it plays ring tones or displays a messaging symbol on your phone depending on the call manager and the model of the phone.

HANDLING VOICE MAIL THROUGH A PHONE.

You can call voice mail from any phone, listen to your messages, and register activities. When you call the voice mail by phone, enter your extension and your PIN. Then follow the voice instructions.

VOICE MAIL SETTINGS

To change your preferences of voice mails, go to **Voice Service > Settings** and make the required changes to your voice message handling.

Mailbox — If you do not want to receive any voice mails. You can clear the **Mailbox** check box. This closes your voice mail, the caller will not be able to leave a message.

For example, if you are out on an extended business trip, and are unable to listen to your messages, you may opt to turn off the mailbox.

System Voices — If you do not want a caller to be informed of your activity and availability you can clear the **System Voices** check box. This makes CMG Voice work like a regular answering machine.

Text to speech — If you select this check box, it generates a phrase of your name that will be read as a voice instead of your reading your extension number.

Automatic Telephone Operator — If you select this check box, it allows the operator to connect calls to you automatically. Unless this feature is enabled in your system, it does not work.

The screenshot shows the Mitel CMG web interface. The top navigation bar includes links for Directory, Organization, Activities, Forwarding, Messages, Visitors, and SMS. The user profile at the top right shows 'Harry Potter (300)' and 'CUSTGRP1'. The 'Preferences' section is active, with sub-tabs for General, Calendar, Call Routing Profiles, and Voice Services. Under the 'Voice Services' tab, there are sub-tabs for Phrases, Menus, Notifications, and Settings. The 'Settings' sub-tab is selected, showing various configuration options:

- ☐ Mailbox
- ☒ System voices *
- ☒ Text to speech *
- ☒ Auto attendant
- My language: English UK *
- Info level: Standard *
- Language presented to caller:
 - Available: (empty box)
 - Selected: English UK, English US, Swedish
- PIN-code for telephony login (Only digits, 4 - 8 digits):
 - New PIN-code: (empty box)
 - Verify PIN-code: (empty box)
- Numbers used for user identification:
 - Mobile: Not registered in the CMG system
 - Number: (empty box with + and - icons)

A 'Save' button is located at the bottom right of the form.

My Language — Choose the language for CMG Voice messages.

Info Level— Select the level of information for your voice messages.

Language for the inbound caller — Indicates the languages to be selected. You can add as many languages you want from the Available box to the Selected box. The language presented at the top of the selected box is set as the default language for the callers.

PIN code — Indicates the PIN to log in to listen to your voice mail using a phone. Choose a numerical code, 4-8 digits, so that unauthorized users are not able to access your messages. **NOTE:** *This is not the same password as the one you specified to log in to the CMG Web Portal.*

My numbers — You can enter the phone numbers that the system should recognize as yours, so that when you call from any of these numbers, you need to log in with your extension. The cellphone number is automatically retrieved from the CMG database.

VISITORS

The **Visitors** tab allows you to view a list of visitors. You can also register a new visitor using this tab.

Click the **Visitors** tab and click **New Visitor** to register a visitor. If you have the visitor already registered, as the visitor's name appears in a list, which also displays the status of the visitor.

This helps the receptionist to check in the visitor details and speeds up the printing of the name tag for the visitor.

The color next to the visitor's name indicates the status of the visitor:

- Gray- Visitor is pre-registered
- Green or Red- Visitor is checked in or has exceeded the visiting time (the visit time has expired).

A checked-in or checked-out visiting status of the visitor can be changed while the arrival time cannot be changed. Select the **Secret** check box if a visitor wants to be anonymous.

The screenshot shows the Mitel CMG web interface. The top navigation bar includes links for Directory, Organization, Activities, Forwarding, Messages, Visitors (selected), and SMS. The user profile at the top right shows 'Harry Potter (3001)' and 'CUSTGRP1'. The main form for adding a visitor includes fields for First name, Last name, Company, Category (set to Visitor), From (24/01/2019, 09:59 PM), To (24/01/2019, 10:00 PM), Reception (set to Reception), and When the visitor arrives, contact me on: (set to Phone). There is a large text area for Information and a 'Secret' checkbox. At the bottom of the form are buttons for 'New visitor', 'Clear', 'Save', and 'Cancel'. Below the form, it says 'No Visitors'. On the right side, there are links for 'View: Visitor' and 'History'.

REMOVE VISITORS

Select the visitor and click **Remove** to remove a registered visitor.

The screenshot shows the Mitel CMG web interface with the 'Visitors' tab selected. The top navigation bar is the same as the previous screenshot. The main content area shows a 'New visitor' button and a table of visitors. The table has columns for Name, Company, Category, and Time. There is one visitor listed: 'Cruise Tom' from 'Mitel', categorized as 'Visitor', with a time range of '9:59 PM - 10:00 PM'. To the right of the table, there is a 'Remove' button with a trash icon, which is circled in red. On the right side, there are links for 'View: Visitor' and 'History'.

Name	Company	Category	Time
Cruise Tom	Mitel	Visitor	9:59 PM - 10:00 PM

CHANGE VISITOR INFORMATION

If you want to change details of a visitors, select the visitor the list and edit the data that is displayed and click **Save**.

Mitel | CMG

Harry Potter (3001) CUSTGRP1

Directory Organization Activities Forwarding Messages **Visitors** SMS

First name: Tom1 misc1

Last name: Cruise1 misc2

Company: Mitel1 misc3

Category: Visitor

From: 24 / 01 / 2019 09 : 59 PM

To: 24 / 01 / 2019 10 : 00 PM

Reception: Reception

When the visitor arrives, contact me on: Phone

Information: To Discuss about new project.1

☐ Secret

New visitor Clear Save Cancel

View: **Visitor** | History

Name	Company	Category	Time	
Cruise Tom	Mitel	Visitor	9:59 PM - 10:00 PM	Remove

HISTORY

If you get more visits by the same person, you do not need to fill out all the information again. Click **History** in the top right to get all your registered visitors and select the visitor who is to visit, and the field gets filled out automatically.

Mitel | CMG

Harry Potter (3001) Mitel-USA

Directory Organization Activities Forwarding Messages **Visitors** SMS

New visitor

No Visitors

View: Visitor | **History**

Name	Company	Time
Aaaa2 Aaa1	BBBBB3	
B Ajay Srivathsa	c	
bbb aaa	ccc	
CG Ravi	Mitel	
Dey Subhankar	Mitel	
Haha Haha	BBBBB	
R Megha	Mitel	
s s	s	
srivathsa ajay	bs	
Srivathsa Ajay	Mitel	
World Hello	Mitel1	
World Hello	Mitel2	

Visit enhancements

This feature allows a customer to import a list of visitors; for example, customers can import a class of students together instead of importing them one by one.

Logic

The data entered in the grid is validated and marked in green if everything is correct and in red if something is missing. All corrections can be made in the grid view itself.

The screenshot shows the 'Mitel Visit Reception' application window. The title bar includes standard window controls. The main content area has a dark blue header with the text 'Register a new visitor'. Below this is a grid with columns: First name, Last name, Company, misc1, misc2, and misc3. The grid contains three rows of data, with the first two rows highlighted in red and the third in green. Below the grid is a form with various input fields and buttons.

First name	Last name	Company	misc1	misc2	misc3
Ole	Loring	Konsult	Misc1		
	Karlsson	Mitel	hepp		
Nase	Alan	Egen	hupp	slall	dlidd

Below the grid, there is a form with the following fields and controls:

- Name**: Find host (ka)
- Telno**: (empty)
- Organization**: (empty)
- Host**: Carlson, Fanny * 3121 * Economy * * North Wing * Rst
- Category**: Visitor
- Contact host**: Phone
- Secret**: ☐
- From date**: 2020-05-06
- to date**: 2020-05-06
- Reception**: Reception
- Not checked in**: ☒ **Arrived**: ☐ **Checked in**: ☐ **Checked out**: ☐
- Information**: (empty text area)

At the bottom of the window, there is a toolbar with buttons: Save, Save/Close, Clear, File, Print, and Cancel.

Rows can be updated or deleted and the form, saved again. Following is an example of the grid after corrections have been

made.

Edit visitor

List	First name	Last name	Company	misc1	misc2	misc3
	Ole	Luning	Konsult	Mac1		
▶	Fredrik	Karlsson	Mitel	hepp		
	Nisse	Alan	Egen	hupp	slal	didd
*						

Find host:

Host:

Category:

Contact host: ☐

From date: ☐

to date:

Reception:

☒ Not checked in ☐ Arrived ☐ Checked in ☐ Checked out

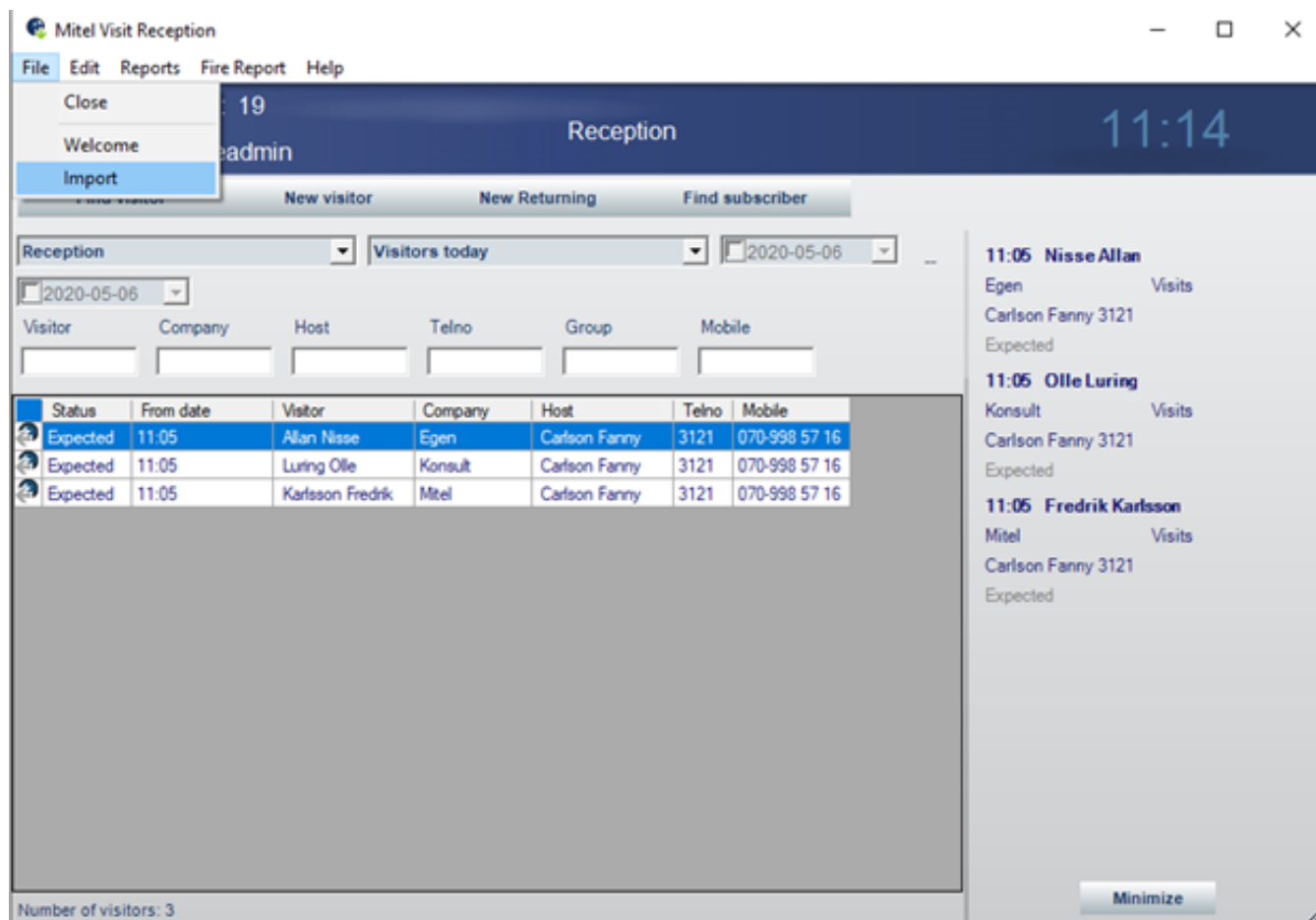
Information:

Save Save/Close Clear File Print Cancel

The code will loop through the grid and add all users one by one and utilize the intraday logic that is already in place. If the host is set to be contacted, only the visitor for the first record in the grid is contacted, the remaining visitors can be set to be contacted during the import.

Access import function

The import function is invoked from the menu on the main form.



Translations

Following text strings is added to the database:

```
insert into [NetwiseVisit].[dbo].[visitorText] values('importMenu','SVE','Import', 'Import',NULL,0)
```

```
insert into [NetwiseVisit].[dbo].[visitorText] values('importMenu','ENG','Import', 'Import',NULL,0)
```

```
insert into [NetwiseVisit].[dbo].[visitorText] values('importFile','SVE','Fil', 'Fil',NULL,0)
```

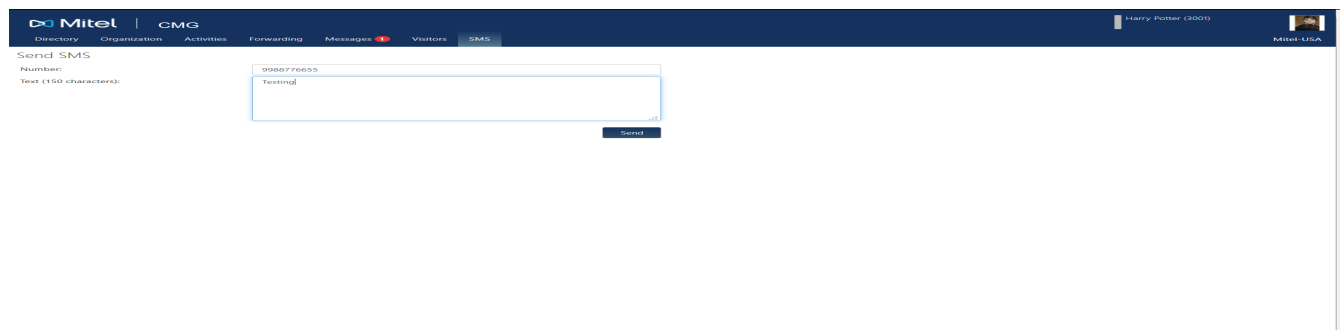
```
insert into [NetwiseVisit].[dbo].[visitorText] values('importFile','ENG','File', 'File',NULL,0)
```

```
insert into [NetwiseVisit].[dbo].[visitorText] values('importList','SVE','Lista', 'Lista',NULL,0)
```

```
insert into [NetwiseVisit].[dbo].[visitorText] values('importList','ENG','List', 'List',NULL,0)
```

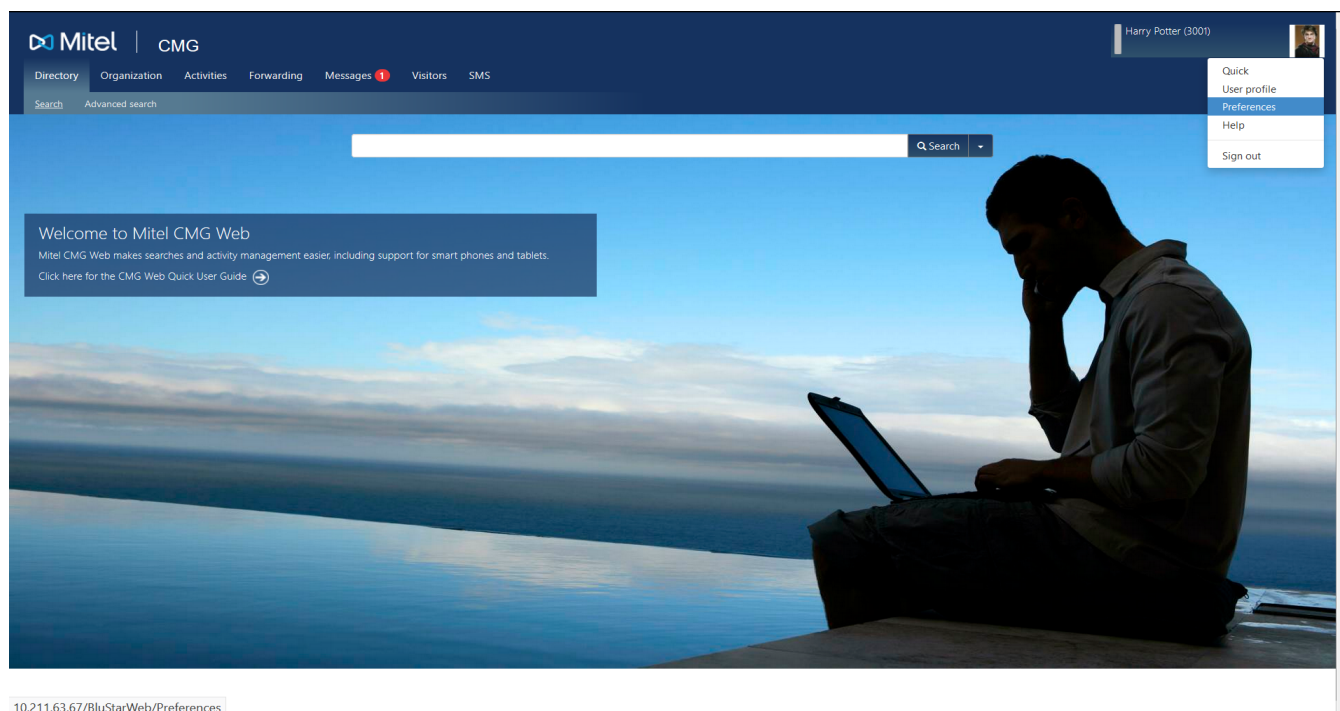
SMS

You can send SMS messages to any number. Click **SMS** and enter the mobile number of the person to whom you want to send the message. Type the message in the message text box and click **Send**. Depending on the supplier you have for your SMS service, the sender number can be presented differently.



PREFERENCES

To change languages, contact profile, personal phone numbers, calendar settings and any of the configure system information for your profile, click your profile picture and click **Preferences**.



GENERAL SETTINGS

You can change the language, Activity view, time zone and the CMG password for your profile. To change the settings, go to **Preferences** and click **General**.

The screenshot shows the Mitel CMG Web interface. At the top, there's a navigation bar with 'Mitel' and 'CMG' logos, and a menu with 'Directory', 'Organization', 'Activities', 'Forwarding', 'Messages', 'Visitors', and 'SMS'. The user is logged in as 'Harry Potter (3001)' from 'Mitel-USA'. The 'Preferences' section is active, with tabs for 'General', 'Calendar', 'Call Routing Profiles', and 'Voice Services'. Under the 'General' tab, there are three dropdown menus: 'Language' (set to English), 'Activity view' (set to List), and 'Timezone' (set to UTC+05:30 Chennai, Kolkata, Mumbai, New Delhi). Below these is a 'Change CMG password' section with three input fields: 'Old password', 'New password', and 'Repeat password'. A 'Save changes' button is located at the bottom right of the form.

CALENDAR SETTINGS

You can manage your activities using the calendar. After you configure your activities CMG Web forwards your extension, according to the choices you have made, for example, to an operator, voice mail, or to your cellphone.

When you register an activity in your calendar, the reservation is transferred to the CMG system, which closes your phone when the activity's start time has reached. The system will read the text in the subject field of the calendar, and match this to what is defined in CMG Web. For example, if the text says, "business trip", then the phone is closed with the code business trip. If the system does not find any matching text, the phone is closed with the code you have set as your default code.

If you remove or change an activity in the calendar, the activity is removed, or changed in CMG Web also. However, if you remove an activity in CMG Web, then this change does not affect the calendar.

Click **Calendar** under **Preferences** to set how you want your calendar to be synchronized with the CMG system. You can also change the settings to manage an event in the calendar and the pattern of activities to be displayed.

To synchronize the calendar connection, select the **Activate** check box.

Mitel | CMG

Harry Potter (3001)

Mitel-USA

Directory Organization Activities Forwarding Messages 1 Visitors SMS

Preferences

General Calendar Call Routing Profiles Voice Services

☒ Activate

Default codeLunch break

LanguageEnglish

☐ No forwarding

Choose the fields to be included in the message text

☒ Subject

☒ Location

☒ Body

☒ Show appointments marked as "Free"

☐ Show appointments marked as "Private"

☒ Show appointments marked as "Tentative"

Save

CALL ROUTING PROFILE

Click the **Call Routing Profiles** to set how incoming calls are to be handled for different activity codes. The profile associated with an activity code is automatically selected when you register a new activity.

Mitel | CMG

Harry Potter (3001)

Mitel-USA

Directory Organization Activities Forwarding Messages 1 Visitors SMS

Preferences

General Calendar Call Routing Profiles Voice Services

Activity Routing

Code	Forwarded to
Lunch break	IVR
Left for the day	IVR
Away from desk	IVR
Meeting	IVR
Business trip	IVR
Visiting	Operator
Vacation	IVR
Not available	IVR
Back soon	IVR
Sick-leave	IVR
InConference	IVR

Save

Personal Number – Forwarding Profiles

PERSONAL NUMBER FORWARDING PROFILE

There are several predefined profiles in the system. In addition to these, you can create personal profiles. System administrators may allow the extension to be forwarded to your own external number.

NOTE: The **Personal Number - Forwarding Profiles** field now list upto 10 profiles.

Preferences

General Calendar Call Routing Profiles Voice Services

Activity Routing											
Personal Number – Forwarding Profiles											
Active	Profiles	Choice 1	Choice 2	Choice 3	Choice 4	Choice 5	Choice 6	Choice 7	Choice 8	Choice 9	Choice 10
<input checked="" type="checkbox"/>	PN1	4744640000	4744640001	4744640002							
<input type="checkbox"/>	PN2	3005	3008	3007	3001	3004					
<input type="checkbox"/>	PN3	4744640171	4744640175								
<input type="checkbox"/>	PN4	4744640130	4744640138	4744640134							
<input type="checkbox"/>	PN5	4744640088	4744640093	4744640076	4744640062	4744640098	4744640063	4744640042			
<input type="checkbox"/>	PN6	4744640215	4744640217	4744640225	4744640210						
<input type="checkbox"/>	PN7	4744640260	4744640261	4744640262	4744640263	4744640264	4744640265	4744640266	4744640267	4744640268	4744640269
<input type="checkbox"/>	PN8	4744640413									
<input type="checkbox"/>	PN9	4744640450	4744640453	4744640454	4744640451	4744640464	4744640444	4744640487	4744640456	4744640432	
<input type="checkbox"/>	PN10	4744640578	4744640555								

TO CREATE NEW PROFILE

To create a new personal profile:

1. Go to **Preferences > Call Routing Profiles** and click **Add New**.
2. Enter a name for the profile.
3. Enter the extension number or the mobile number and the waiting time.
4. Select the busy and forward mode from the **If busy go to** drop-down list.
5. Select the appropriate check box based on whether the configured number is external, internal, or an operator number.
6. Click **Save** to create the personal profile.

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Harry Potter (3001)
5:40 PM

Mitel-USA

DirectoryOrganizationActivitiesForwardingMessages1VisitorsSMS

Preferences

GeneralCalendarCall Routing ProfilesVoice Services

Activity Routing

Personal Number – Forwarding Profiles

Profile name: Test

Number	Wait for (secs.)	If busy go to	Internal	External	Operator
1. 3002	12	Finish Deflection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	12	Finish Deflection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	12	Finish Deflection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	12	Finish Deflection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5.	12	Finish Deflection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6.	12	Finish Deflection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7.	12	Finish Deflection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8.	12	Finish Deflection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9.	12	Finish Deflection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10.	12	Finish Deflection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

SaveCancel

USER PROFILE

- If you want to update your profile information,
1. Click on the profile picture and select **User Profile**.
 2. Click **Change request**. A Change User Information form opens. Fill all the required details in the form.
 3. Click **Send Request**.

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Harry Potter (3001)

Mitel-USA

DirectoryOrganizationActivitiesForwardingMessages1VisitorsSMS

Harry Potter

Title
Support Engineer

Mobile
9999-888-777

Phone
3001

Alt.extension

Organization
Support

E-Mail
hpotter@inattendbgl.com

Extended info

Organization

Change request

Activities

Today

	Forwarded to	Information	
2:53 PM - 3:55 PM	Meeting	IVR	/CMG Web
3:13 PM - 4:15 PM	Meeting	IVR	PIN:1234 /Recur. act.


This is where you apply for changes to your user information. Enter your requested changes, the form will be sent by mail to the directory administrator.

[Send Request](#)

Information	Current	New information	Delete Information
Last name	Potter		<input type="checkbox"/>
First name	Harry		<input type="checkbox"/>
Title	Support Engineer		<input type="checkbox"/>
Phone	3001		<input type="checkbox"/>
Mobile	9999-888-777		<input type="checkbox"/>
Alt.ext.1			<input type="checkbox"/>
Alt.ext.2			<input type="checkbox"/>
Organization	Support		<input type="checkbox"/>
Org 1			<input type="checkbox"/>
Org 2			<input type="checkbox"/>
Room	1		<input type="checkbox"/>

A change request is sent through an email to the organization's CMG administrator. Only the CMG administrator can change the profile information.


CMG QUICK

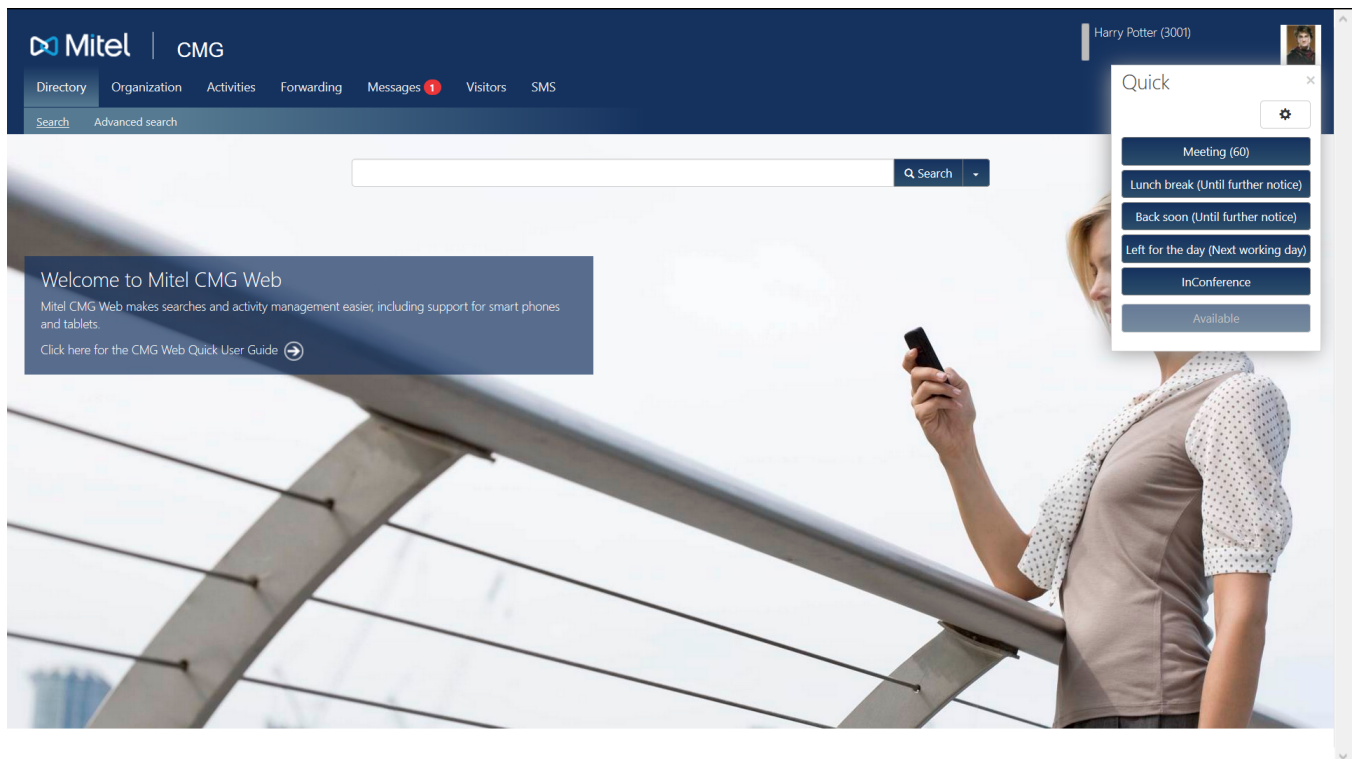
CMG Quick is a simple program, that enables access to your activities. Select an activity from the custom list. The activity contains a contact profile, that you have specified. The symbol  appears in the taskbar at the bottom right of the screen. Click the name to the right corner of the menu to access CMG Quick through CMG web.



TO USE SHORTCUTS

For you to be able to use a quick selection for your activities, you must first have registered for alternative shortcuts.

Click  to the bottom right of the status bar to choose shortcuts and select one of your predefined activities.



DEFINE SHORTCUTS

In CMG Quick, you can define shortcuts for activities. Click the gear icon in the top right of the status bar and select define shortcuts. You can have multiple shortcuts with the same code with different timings selected.

Mitel | CMG

Harry Potter (3001)

Mitel-USA

Directory Organization Activities Forwarding Messages 1 Visitors SMS

Quick buttons

Meeting

Default duration

Lunch break

Default duration

Back soon

Default duration

Left for the day

Default duration

InConference

End date

25 / 01 / 2019

08:00 AM

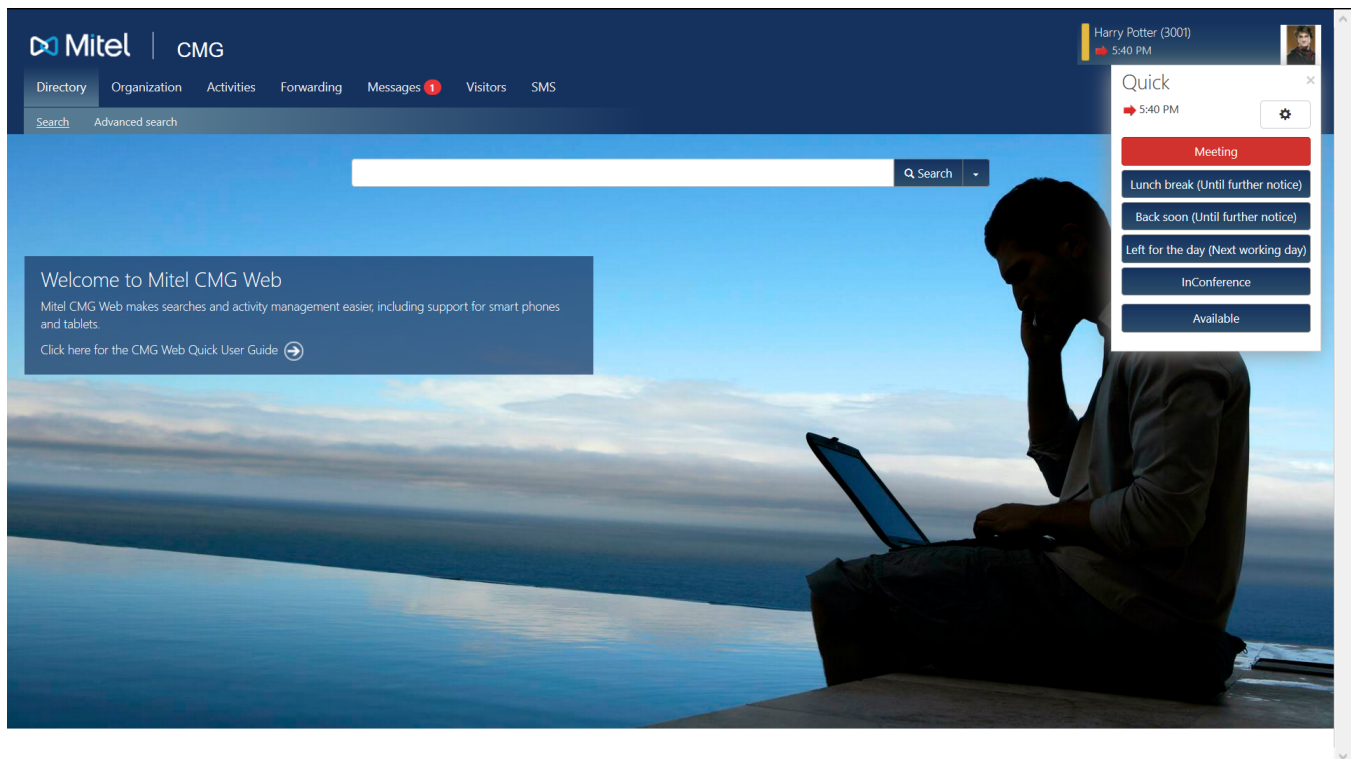
(Not used)

Default duration

Define and select the shortcuts for different activities

REMOVE REFERENCE

Click an activity or the **Available** button to remove an existing reference.



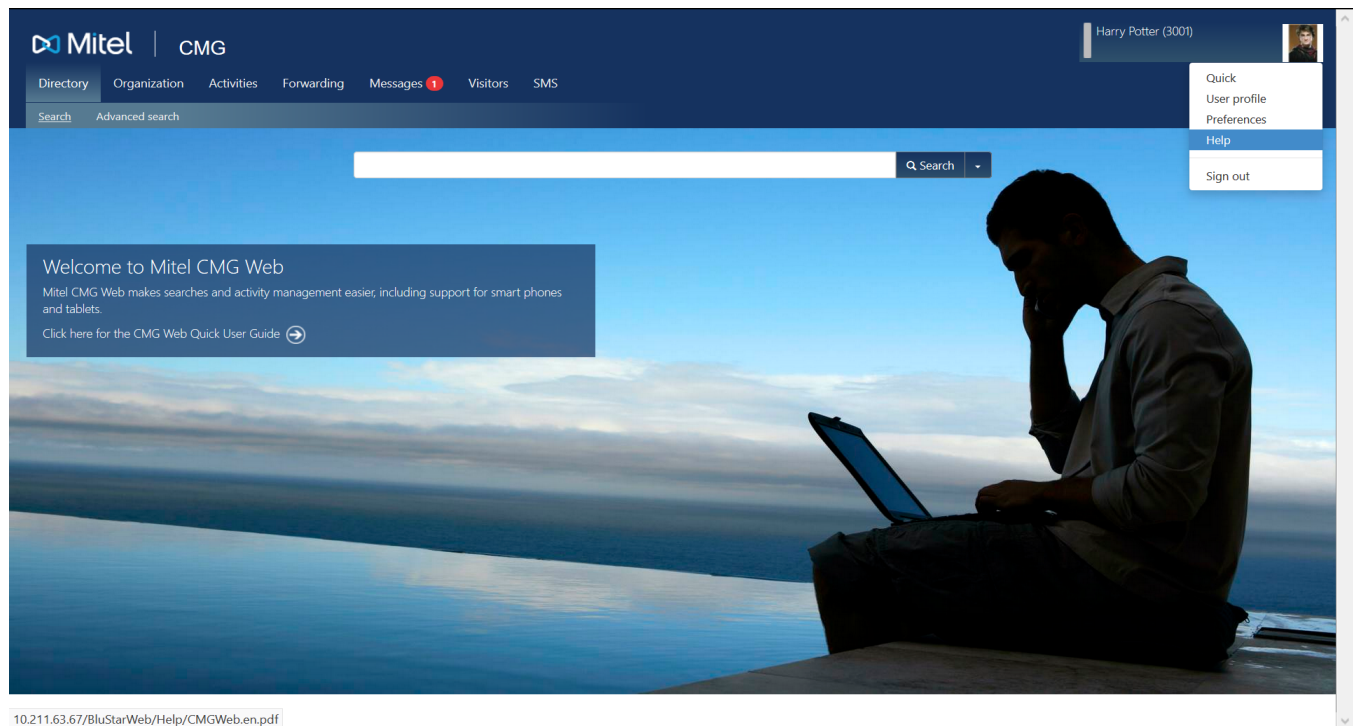
REMOVE A REFERENCE IN THE ACTIVITY BAR

Click the **Quick** icon with the red arrow to remove the reference. The quick icon is a blue icon with a white figure, which appears at the bottom on the status bar. A red arrow shows that the activity (the reference) is valid.



HELP

Click the profile and Click **Help** to get help file for CMG Web.



SIGN OUT

Click the profile picture and click **Sign out** to log out of the personal section of CMG Web.

