



A MITEL
PRODUCT
GUIDE

Mitel InAttend CMG WEB

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USER MANUAL FOR CMG WEB

1

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.

This chapter contains the following sections:

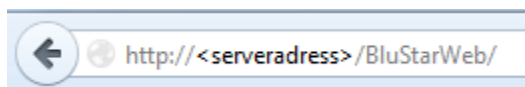
- [DIRECTORY](#)
- [ACTIVITIES](#)
- [FORWARDING](#)
- [VOICE MAIL AND INTERACTIVE VOICE RESPONSE](#)
- [VISITORS](#)
- [Visit enhancements](#)
- [SMS](#)
- [PREFERENCES](#)
- [USER PROFILE](#)
- [CMG QUICK](#)
- [HELP](#)
- [SIGN OUT](#)

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 a part. The public part is for searching employees and the private part for managing personal activities, voice messages, and settings.

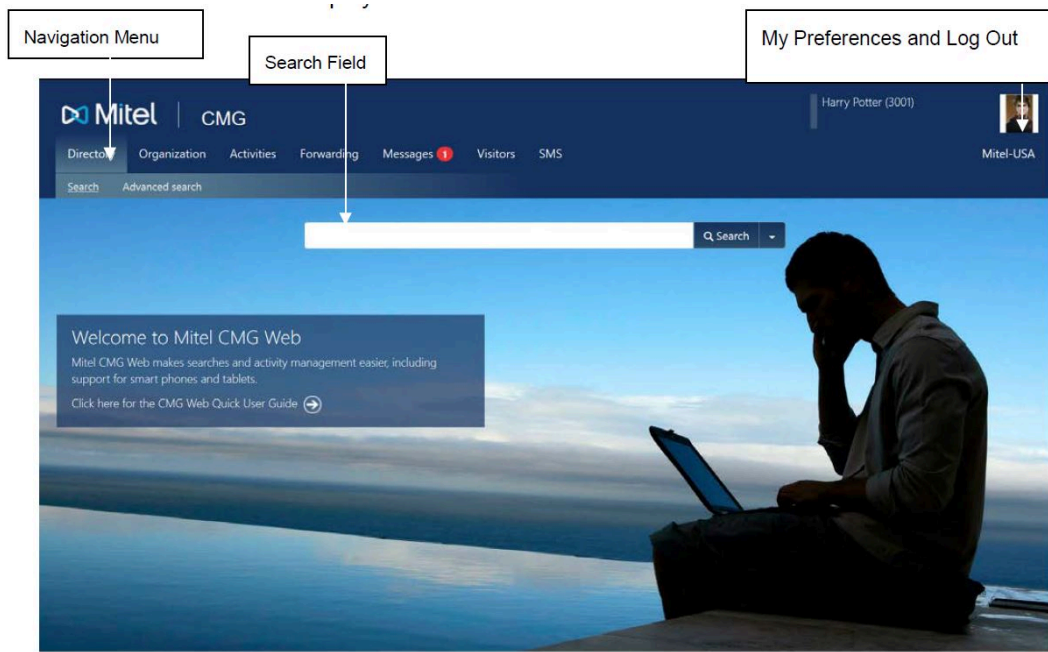
Note:

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.



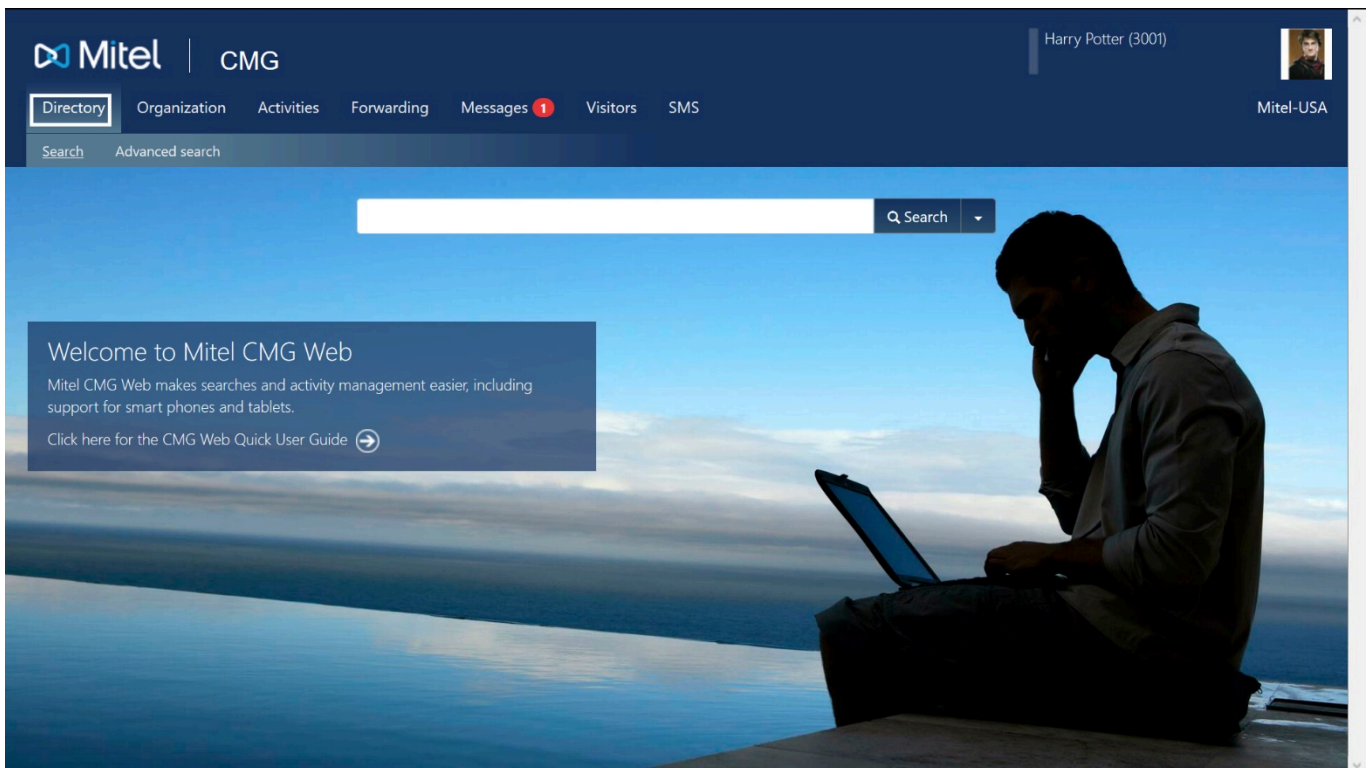
Start image for CMG Web

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.

2.1 DIRECTORY

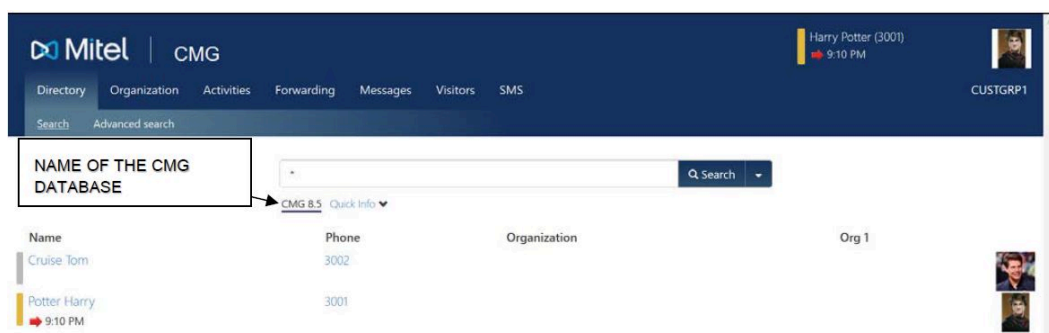
The **Directory** tab allows you to search for employees by name, phone number, keyword, or organization. A maximum of three attributes can be searched for simultaneously, of which maximum one can be the keyword.



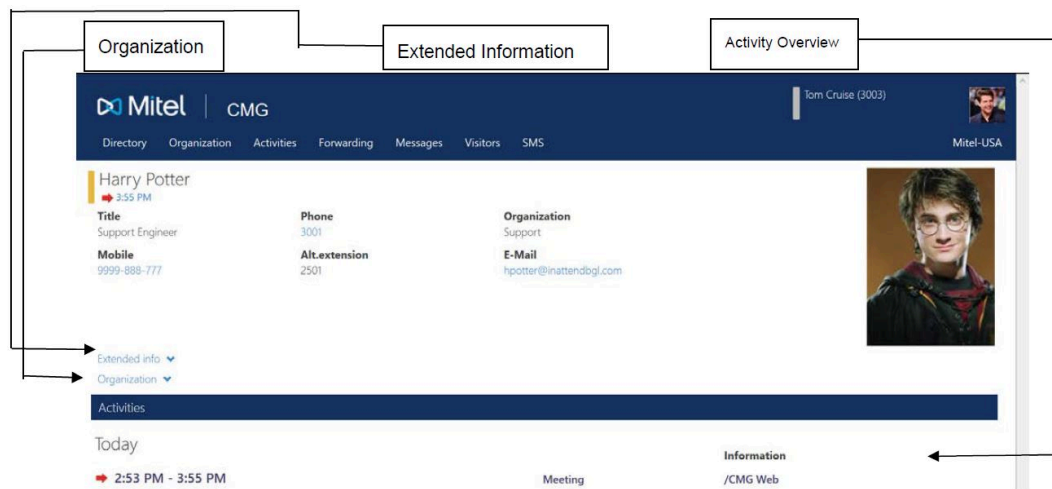
2.1.1 SEARCH BY NAME

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.

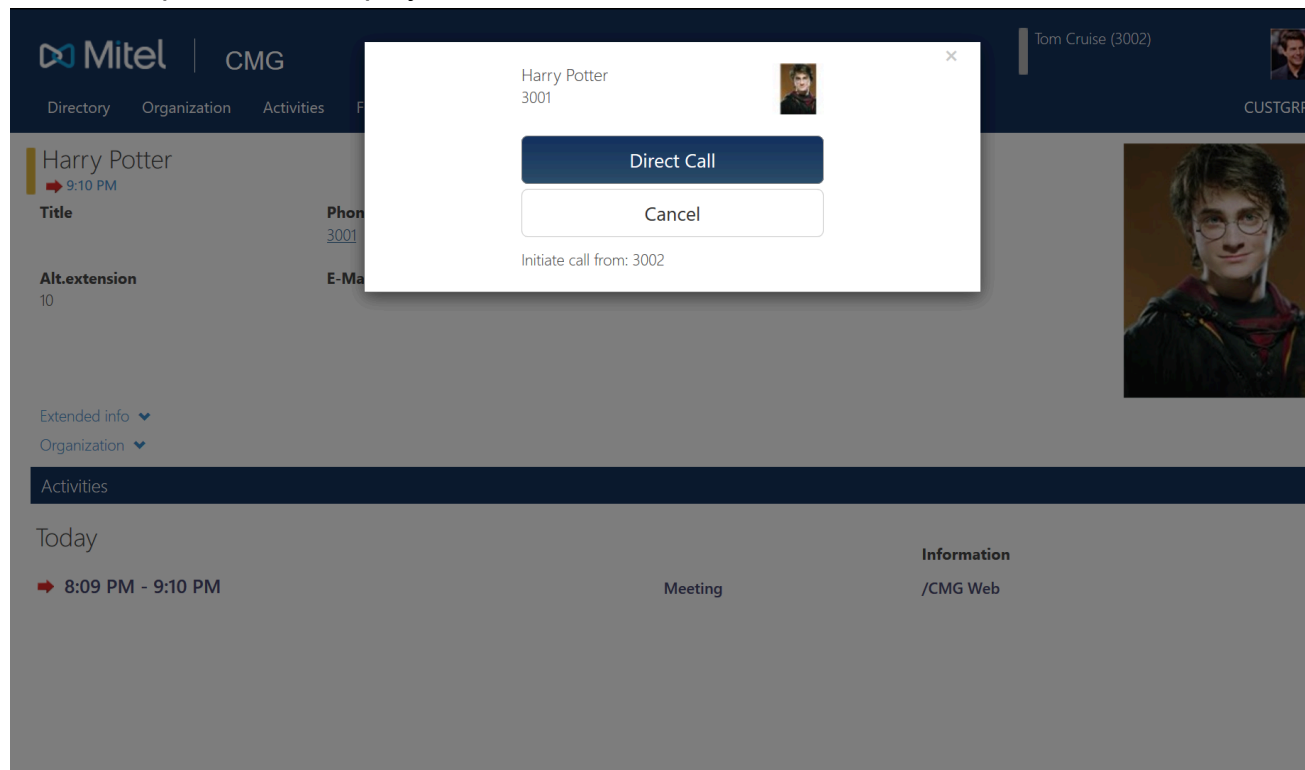
You can select **Name of the CMG database** to search subscribers in specific groups.



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.

2.1.1.1 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.

The screenshot shows the Mitel CMG web interface. At the top, there is a navigation bar with the Mitel logo and the text 'CMG'. On the right side of the navigation bar, there is a user profile for 'Tom Cruise (3003)' with a small photo. Below the navigation bar, there is a list of menu items: Directory, Organization, Activities, Forwarding, Messages, Visitors, and SMS. The 'Organization' menu item is highlighted. The main content area displays the profile of 'Harry Potter'. The profile includes a name 'Harry Potter' with a small photo, a status '3:55 PM', and a list of contact information: Title (Support Engineer), Phone (3001), Mobile (9999-888-777), Organization (Support), and E-Mail (hpotter@inattendbgl.com). Below this, there is an 'Extended info' section with a list of fields and their values: 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), and Address (Plano, Jupiter Road).

2.1.2 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.

Mitel

CMG

Tom Cruise (3003)

Mitel-USA

Directory

Organization

Activities

Forwarding

Messages

Visitors

SMS

Search

Advanced search

350*

Search

CMG

Customer group (All)

Quick Info

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 links for 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 time 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 text 'CMG Customer group (Mitel-USA)' is displayed. A table of results is shown with columns for Name, Phone, Organization, and Org 1. The table lists users 3501 through 3507, all associated with 'CorpA500'. A vertical stack of small profile pictures is visible on the right side of the table.

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	

2.1.3 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 text 'Support'. The search results are displayed in a table with columns for Name, Phone, Organization, and Org 1. The results show 'Cruise Tom' with phone number 3002 and 'Potter Harry' with phone number 3001, both associated with the 'Support' organization. A red box highlights the 'Organization' column, which contains the text 'Support'.

Name	Phone	Organization	Org 1
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
- ÖÄÅäÖö
- 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

2.1.4 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 Q Search

CMG Quick Info(CMG)

Name	TelNo	Web	Address	Email
User 3501	+89514141812345	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.

Quick Info

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

Update

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

Quick Info

FirstName:
 LastName:
 Tel No:
 Address:

Save Cancel

3. Click **Save**.

Note:

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

Change current directory definition

The directory contains records - Changes of the definitions are limited!

New Directory :

Directory type :

☒ Enable operator view
☒ Enable Office/CMG Web

Field name:

New
Change
Delete

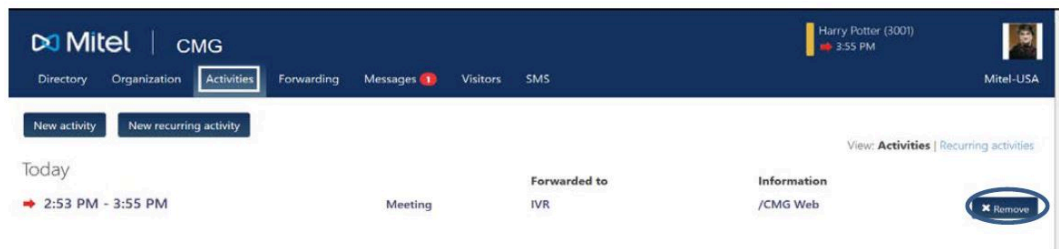
new fields shown here

FirstName
 LastName
 Tel No
 Address

The field...

☒ is shown at search
☒ can be searched
☒ can be updated by operator (only for CMG NOW and CMG Office)
☐ has a www link
☐ has a phone no. link
☐ has a mailto link

2.2 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.

2.2.1 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.

2.2.2 EDIT ACTIVITY

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

2.2.3 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.

2.2.4 RECURRING ACTIVITIES

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

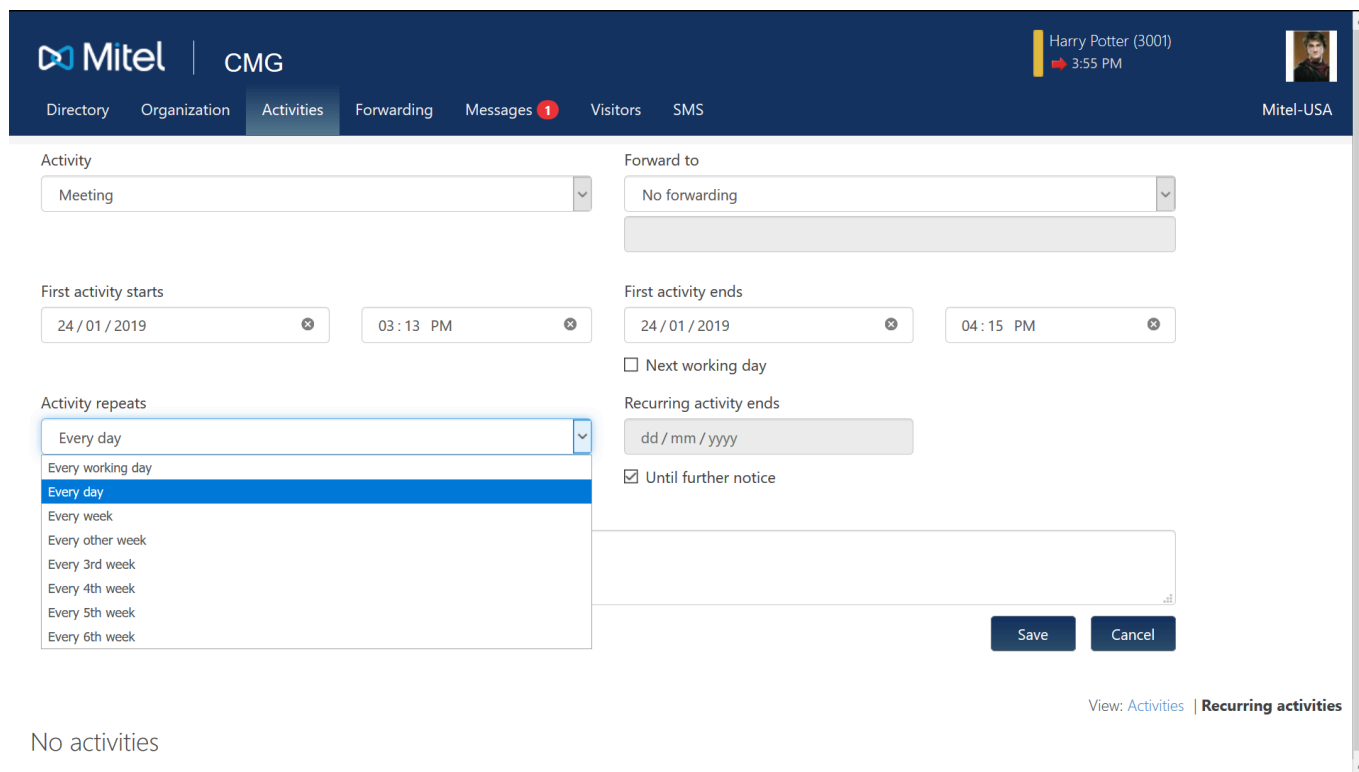
2.2.4.1 NEW RECURRING ACTIVITY

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.



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

Recurring activity ends: dd / mm / yyyy

☒ Until further notice

[Save](#) [Cancel](#)

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

No activities

2.2.4.2 EDIT RECURRING ACTIVITY

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

Directory
Organization
Activities
Forwarding
Messages 1
Visitors
SMS
Mitel-USA

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

Recurring activity ends
25 / 01 / 2019

☐ Next working day
☐ 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

2.2.4.3 REMOVE A RECURRING ACTIVITY

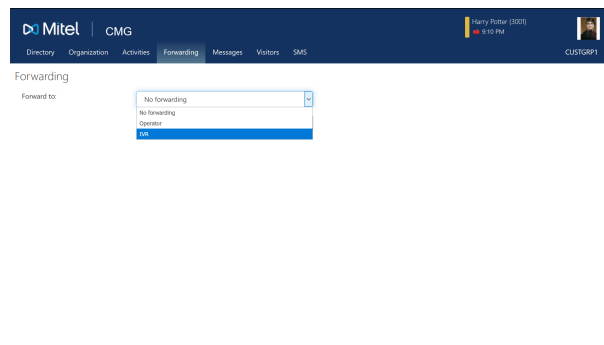
Select the activity you want to remove and click **Remove**.

2.3 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**.



2.4 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.

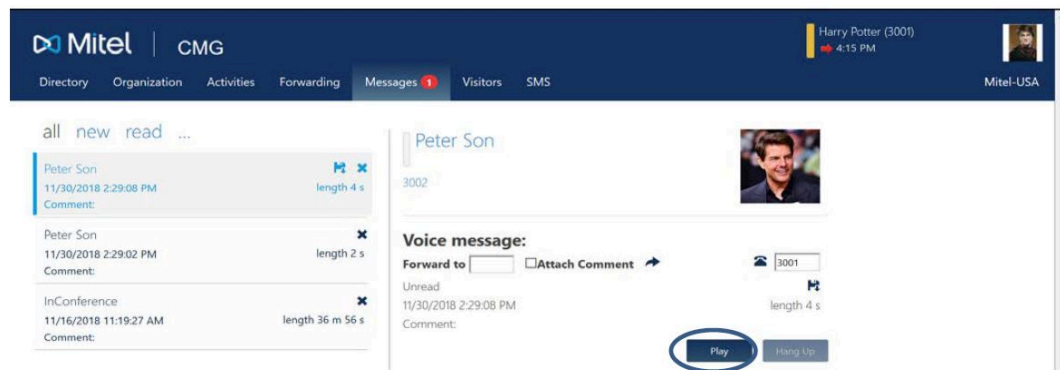
2.4.1 VOICE MESSAGES

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.

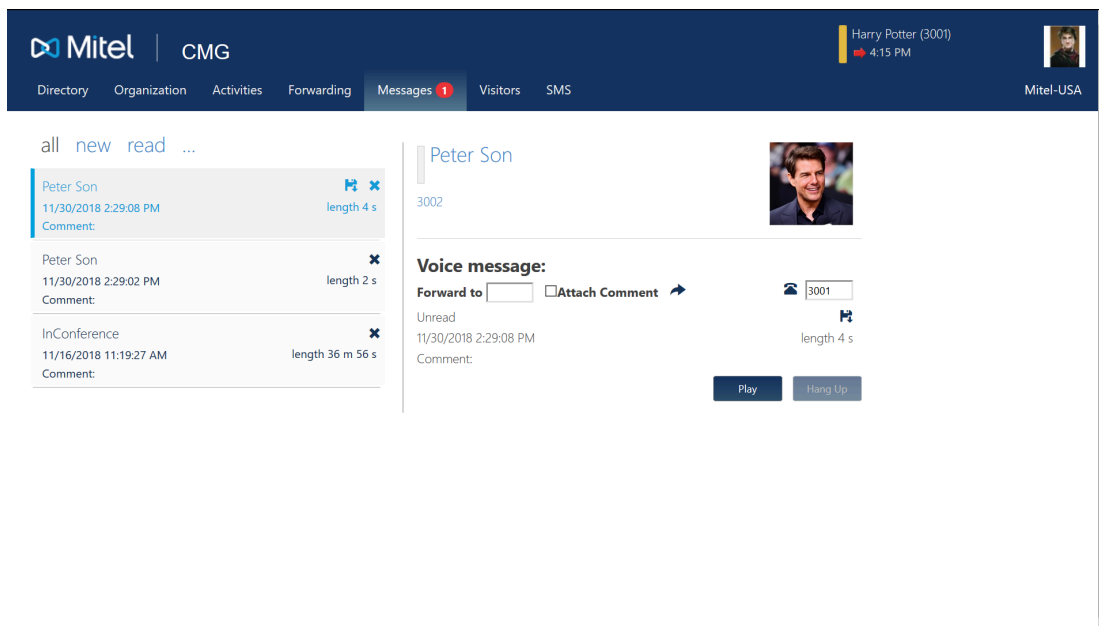


The following view is displayed when you click the phone number of the person who left the message.

Click **Play** to listen to the voice message. You will get a call to the extension and the voice message is played.



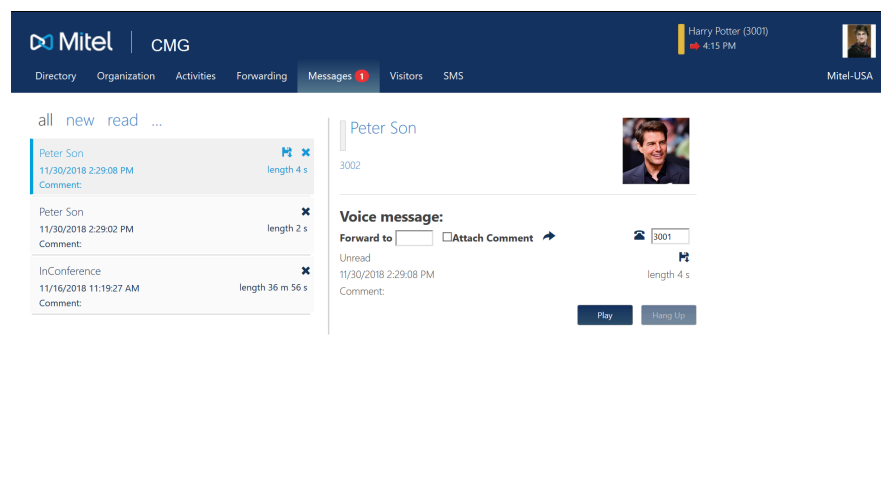
2.4.1.1 FORWARD MESSAGE




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

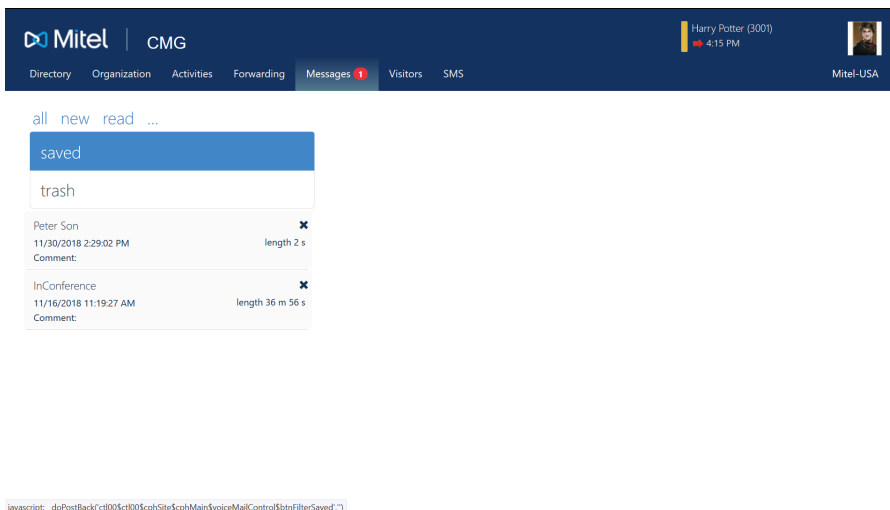
Select the **Attach Comment** check box to attach any comments for forwarding a message.

2.4.1.2 SAVE MESSAGE




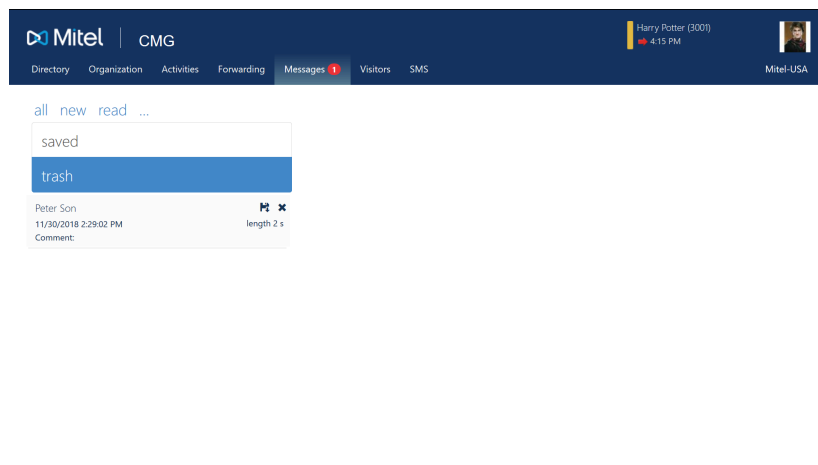
Click the **Save**  icon to save a voice message.

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



2.4.1.3 DELETE MESSAGE

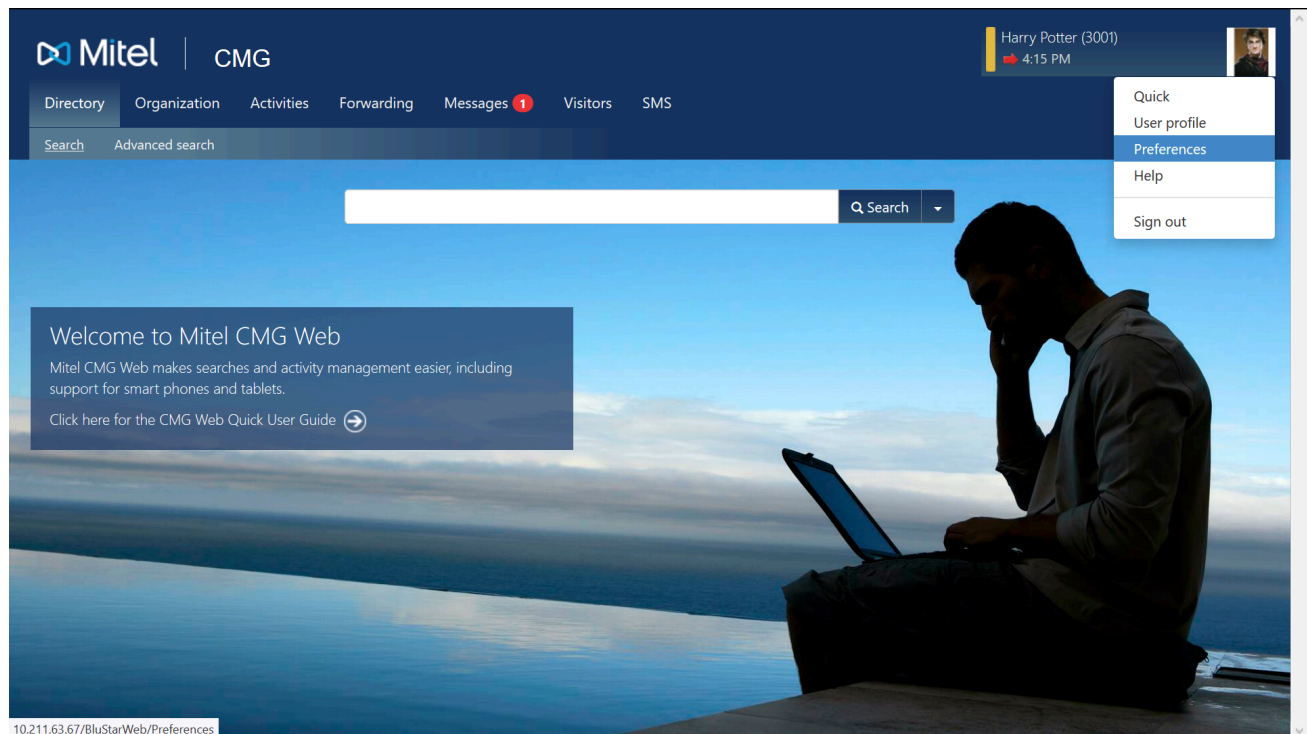
To delete a voice message, select the message, and click the delete  icon. All deleted voice messages are moved to the **trash** folder.



2.4.2 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.

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Harry Potter (3001)
4:15 PM

Directory Organization Activities Forwarding Messages 1 Visitors SMS Mitel-USA

Preferences

General Calendar Call Routing Profiles Voice Services

Phrases Menus Notifications Settings

Language English (US)

Call 3001 Hang Up

Name phrase	Voice	Length
Harry Potter	System	

Greeting phrase	Menu	Voice	Length
General	Default menu	System	
Busy	None	System	
No answer	None	System	
Lunch break	None	System	

2.4.2.1 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.

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Harry Potter (3001)
9:10 PM, In a call

CUSTGRP1

DirectoryOrganizationActivitiesForwardingMessagesVisitorsSMS

Preferences

GeneralCalendarCall Routing ProfilesVoice Services

PhrasesMenuNotificationsSettings

LanguageEnglish

Call3001Hang Up

Name phrase	Voice	Length
Harry Potter	System	

Greeting phrase	Menu	Voice	Length
General	Default menu	System	
Busy	None	My	4 s

Greeting phrase - Busy

PlayRecordClose

2.4.3 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.

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Harry Potter (3001)
9:10 PM

CUSTGRP1

DirectoryOrganizationActivitiesForwardingMessagesVisitorsSMS

Preferences

GeneralCalendarCall Routing ProfilesVoice Services

PhrasesMenuNotificationsSettings

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.

The screenshot shows the Mitel CMG Preferences window. The 'Voice Services' tab is selected, and the 'Menu' sub-tab is active. The 'Name' field is 'Personal Menu 1' and the 'Template' is 'Default menu'. The 'To number - Any number' field contains '3003'. The 'Alt' list shows the following options:

Alt	Option	Annotation
Alt 1	InConference	3. The caller gets connected to voice mail.
Alt 2	Voicemail	
Alt 3	To number - Any number	
Alt 4	Nothing	
Alt 5	Nothing	
Alt 6	Nothing	2. The caller may receive the mobile number as an SMS.
Alt 7	Nothing	
Alt 8	Nothing	
Alt 9	Operator	9. The caller will be connected to an operator.

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

2.4.3.1 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.

The screenshot shows the Mitel CMG web interface. The top navigation bar includes 'Directory', 'Organization', 'Activities', 'Forwarding', 'Messages', 'Visitors', and 'SMS'. The user profile 'Harry Potter (3001)' is in a call, and the group is 'CUSTGRP1'. The 'Preferences' section has tabs for 'General', 'Calendar', 'Call Routing Profiles', and 'Voice Services'. Under 'Voice Services', there are sub-tabs for 'Phrases', 'Menus', 'Notifications', and 'Settings'. The 'Menus' tab is active, showing a 'Menu' dropdown set to 'Personal Menu1'. Below this are 'Call' and 'Hang Up' buttons with a '3001' input field. A table lists menu items with columns for 'Language', 'Voice', and 'Length'. The first item is 'English (UK)' with 'System' voice and a length of '3001'. The text 'To... transfer the call to an operator, press 9' is displayed, with 'Record' and 'Close' buttons. A 'Back to Menus' button is in the top right.

2.4.4 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 'Notifications' tab in the 'Voice Services' section. The 'Action' dropdown menu is open, showing options: '<Select>', '<Select>', and 'Msg. Indicator'. A callout box labeled 'Available Messaging Systems' points to the 'Msg. Indicator' option. Below the dropdown, there is a 'Delayed' checkbox and a 'Minutes' input field. A callout box labeled 'The notification is sent with a delay' points to the 'Delayed' checkbox. There are also 'Messages' and 'Save' buttons. At the bottom, a 'Notifications' table shows 'Msg. Indicator' as the notification type and 'Direct' as the pattern.

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.

2.4.5 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.

2.4.6 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.

Mitel | CMG

Directory Organization Activities Forwarding Messages Visitors SMS

Harry Potter (3001) CUSTGRP1

Preferences

General Calendar Call Routing Profiles Voice Services

Phrases Menus Notifications Settings

☐ 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]

Save

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.

2.5 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 displays the Mitel CMG web interface for managing visitors. The 'Visitors' tab is active, showing a form to register a new visitor. The form includes fields for personal and contact information, a date and time range for the visit, and a 'Secret' checkbox for anonymous registration. Navigation buttons and a list of existing visitors are also visible.

2.5.1 REMOVE VISITORS

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

The screenshot shows the Mitel CMG interface with the 'Visitors' tab selected. At the top, there's a header with 'Mitel | CMG' and a user profile for 'Harry Potter (3001)'. Below the header, a navigation bar includes 'Directory', 'Organization', 'Activities', 'Forwarding', 'Messages', 'Visitors', and 'SMS'. A 'New visitor' button is on the left. The main area displays a visitor entry for 'Cruise Tom' with details: Name (Cruise Tom), Company (Mitel), Category (Visitor), and Time (9:59 PM - 10:00 PM). A 'Remove' button is circled in blue on the right. A 'View: Visitor | History' link is also present.

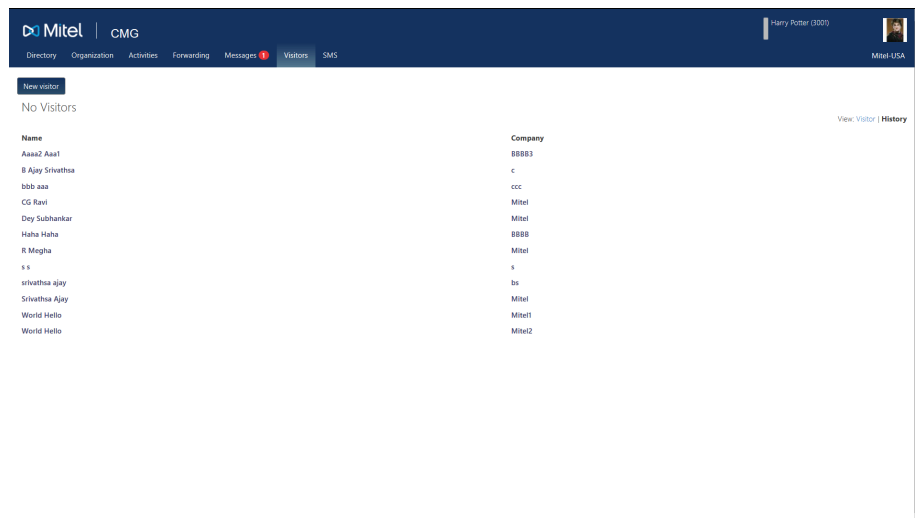
2.5.2 CHANGE VISITOR INFORMATION

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

The screenshot shows the 'Edit Visitor' form in the Mitel CMG interface. The 'Visitors' tab is selected. The form contains fields for: First name (Tom1), Last name (Cruise1), Company (Mitel1), 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), and Information (To Discuss about new project.1). There are also three 'misc' fields (misc1, misc2, misc3) on the right. At the bottom, there are buttons for 'New visitor', 'Clear', 'Save', and 'Cancel'. A 'Secret' checkbox is also present. Below the form, a table shows the visitor entry for 'Cruise Tom' with details: Name (Cruise Tom), Company (Mitel), Category (Visitor), and Time (9:59 PM - 10:00 PM). A 'Remove' button is on the right. A 'View: Visitor | History' link is also present.

2.5.3 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.



2.6 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.

2.6.1 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

The screenshot shows the 'Mitel Visit Reception' window. The title bar says 'Mitel Visit Reception'. The main content area has a 'Register a new visitor' section. Below this is a table with columns: 'List', 'First name', 'Last name', 'Company', 'misc1', 'misc2', and 'misc3'. The table contains three rows of data. The first row is highlighted in blue, the second in red, and the third in green. Below the table are several input fields: 'Name', 'Telno', 'Organization', 'Find host', 'Host', 'Category', 'Contact host', 'From date', 'to date', 'Reception', and 'Information'. At the bottom, there are buttons for 'Save', 'Save/Close', 'Clear', 'File', 'Print', and 'Cancel'.

itself.

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

made.

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.

2.6.2 Access import function

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

To import the file:

1. Go to Mitel Visit Reception, click File.
2. Select **Import** from the drop-down list.

2.6.3 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)
```

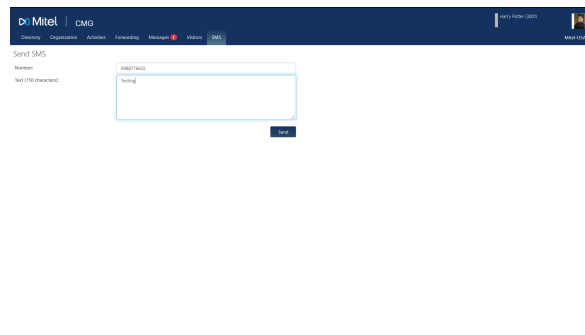
```
insert into [NetwiseVisit].[dbo].[visitorText] values('importFile','ENG','File', 'File',NULL,0)
```

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

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

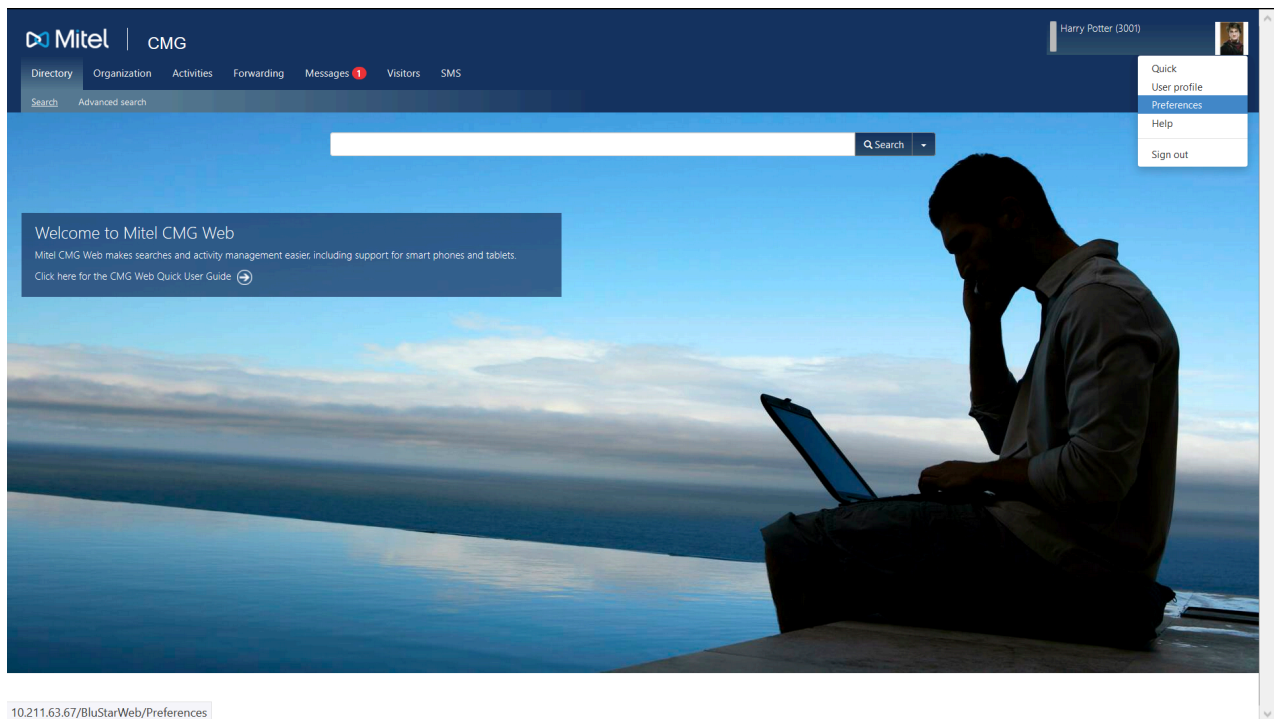
2.7 SMS

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.



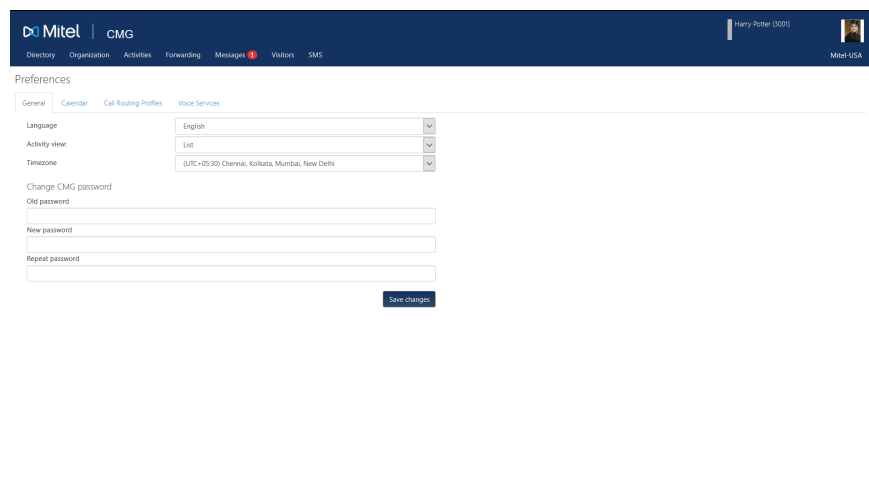
2.8 PREFERENCES

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**.



2.8.1 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**.



2.8.2 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.

The screenshot shows the Mitel CMG web interface. The top navigation bar includes links for Directory, Organization, Activities, Forwarding, Messages (with a red notification icon), Visitors, and SMS. The user profile at the top right shows 'Harry Potter (3001)' and a profile picture. The 'Preferences' section is active, with the 'Calendar' tab selected. The settings include:

- ☒ Activate
- Default code: Lunch break (dropdown menu)
- Language: English (dropdown menu)
- ☐ 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"
- A 'Save' button at the bottom.

2.8.3 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

DirectoryOrganizationActivitiesForwardingMessages1VisitorsSMS

Preferences

GeneralCalendarCall Routing ProfilesVoice 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

2.8.4 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

GeneralCalendarCall Routing ProfilesVoice 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="radio"/>	PN1	4744640000	4744640001	4744640002								<input checked="" type="button" value="Remove"/>
<input type="radio"/>	PN2	3005	3008	3007	3001	3004						<input checked="" type="button" value="Remove"/>
<input type="radio"/>	PN3	4744640171	4744640175									<input checked="" type="button" value="Remove"/>
<input type="radio"/>	PN4	4744640130	4744640138	4744640134								<input checked="" type="button" value="Remove"/>
<input type="radio"/>	PN5	4744640088	4744640093	4744640076	4744640062	4744640098	4744640063	4744640042				<input checked="" type="button" value="Remove"/>
<input type="radio"/>	PN6	4744640215	4744640217	4744640225	4744640210							<input checked="" type="button" value="Remove"/>
<input type="radio"/>	PN7	4744640260	4744640261	4744640262	4744640263	4744640254	4744640265	4744640266	4744640267	4744640268	4744640269	<input checked="" type="button" value="Remove"/>
<input type="radio"/>	PN8	4744640413										<input checked="" type="button" value="Remove"/>
<input type="radio"/>	PN9	4744640450	4744640453	4744640454	4744640451	4744640464	4744640444	4744640487	4744640456	4744640432		<input checked="" type="button" value="Remove"/>
<input type="radio"/>	PN10	4744640538	4744640535									<input checked="" type="button" value="Remove"/>

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CMG WEB

2.8.4.1 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.

Preferences

General Calendar Call Routing Profiles Voice 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"/>

Save Cancel

2.9 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**.

Mitel | CMG

Harry Potter (3001)

Directory Organization Activities Forwarding Messages 1 Visitors SMS

Mitel-USA

Harry Potter

Title
Support Engineer

Phone
3001

Organization
Support

Mobile
9999-888-777

Alt.extension

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	Remove
3:13 PM - 4:15 PM	Meeting	IVR	PIN:1234 /Recur. act.	Remove

Mitel | CMG

Harry Potter (3001)

Directory Organization Activities Forwarding Messages 1 Visitors SMS

Mitel-USA

Change user information

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.

2.10 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

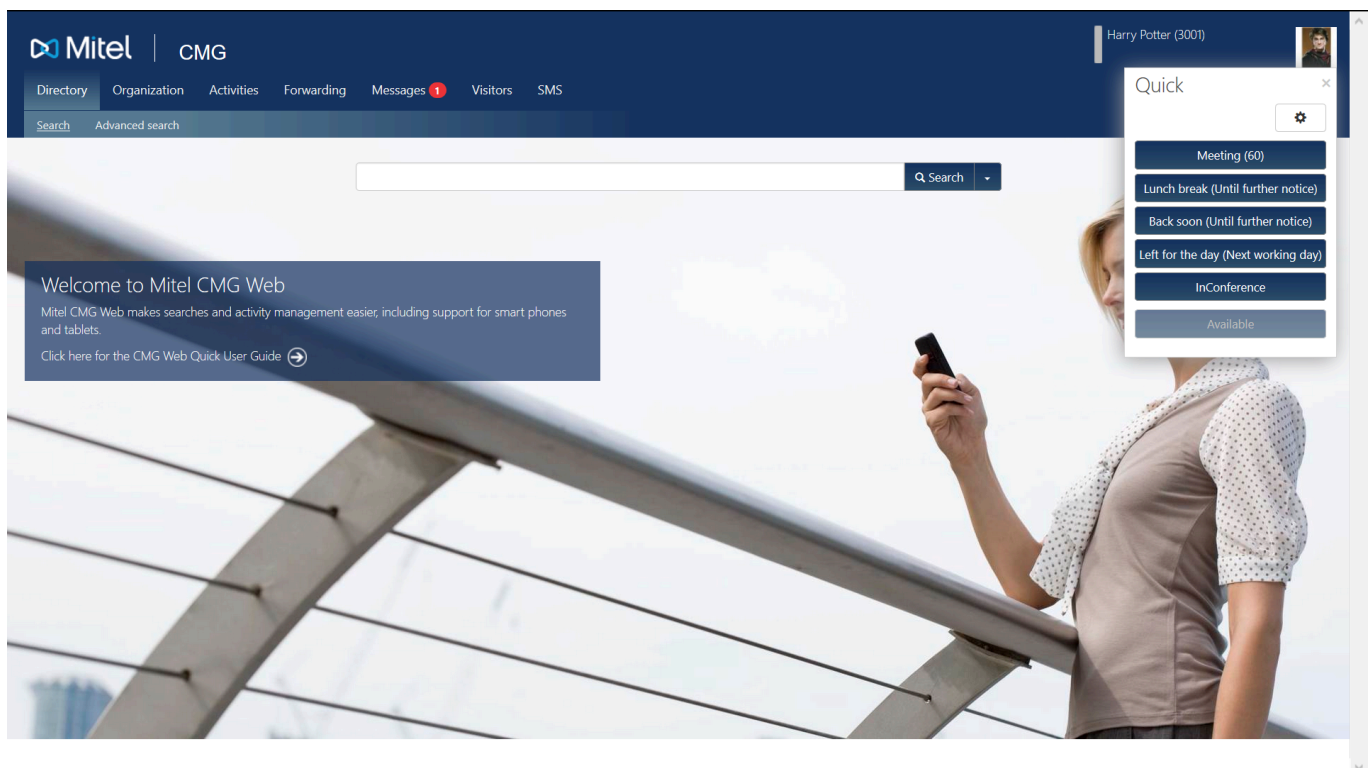
symbol  appears in the taskbar at the bottom right of the screen. Click the name to the right corner of the menu to access CMG Quick through CMG web.



2.10.1 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.



2.10.2 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.

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

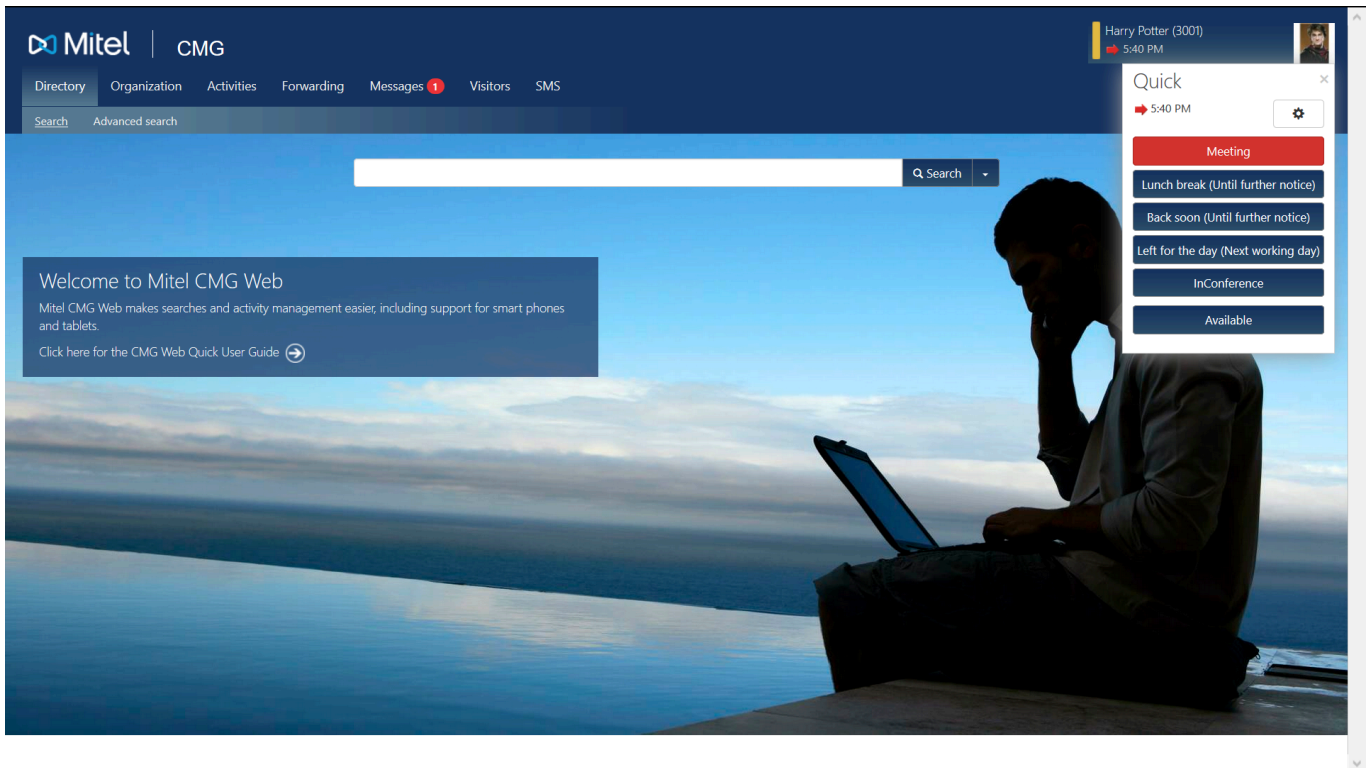
(Not used)

Default duration

Define and select the shortcuts for different activities

2.10.3 REMOVE REFERENCE

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



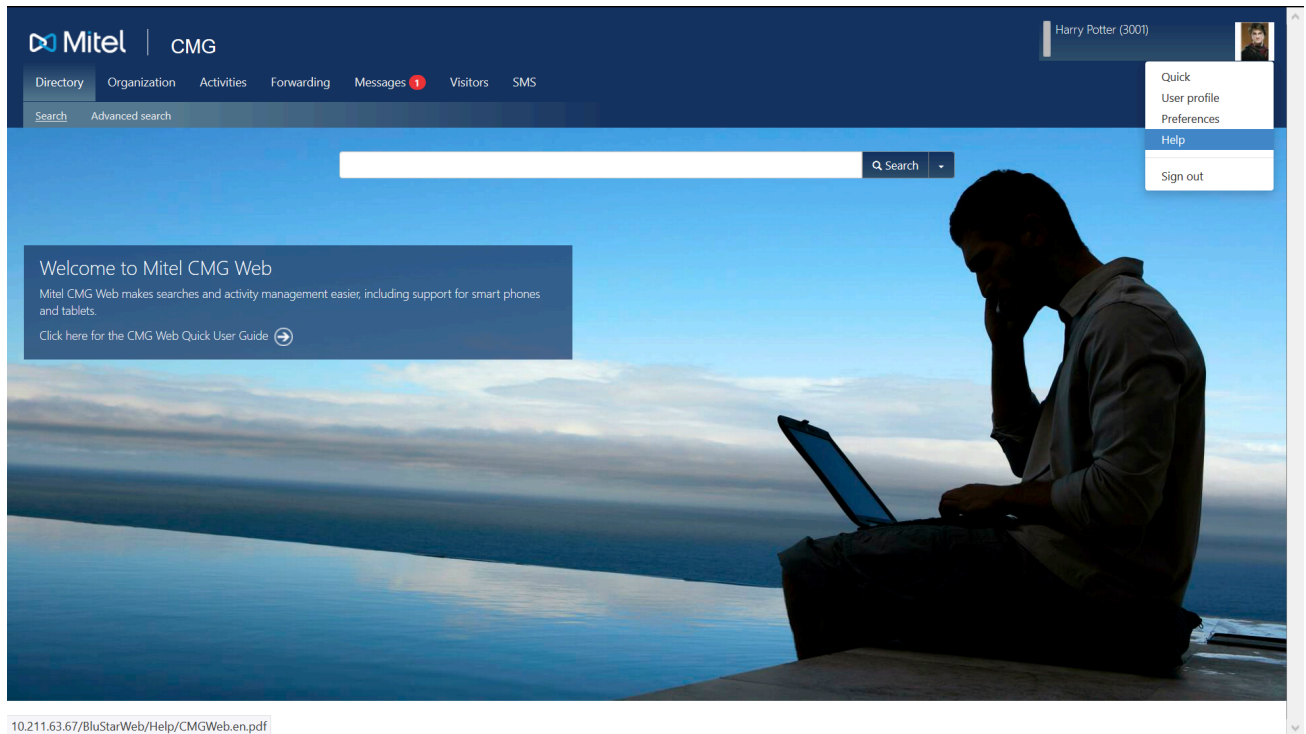
2.10.4 REMOVE A REFERENCE IN THE ACTIVITY BAR

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.



2.11 HELP

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



2.12 SIGN OUT

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

