

MiVoice MX-ONE
PM End User Portal
Description
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Introduction

Provisioning Manager is a MiVoice MX-ONE tool, which is used to provision users. This has an end user portal, which is used for self-management of user configurations, such as display name, add TNS keys, change Authorization Code, define and activate Personal Number List, and so on.

From Provisioning Manager 6.2 SP2 a new Graphical User Interface (GUI) is introduced. This is developed to be compatible with accessibility requirements according to the Web Content Accessibility Guidelines (WCAG) 2.0.

“Web Content Accessibility Guidelines (WCAG) 2.0 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photo sensitivity and combinations of these. Following these guidelines will also often make your Web content more usable to users in general.”

The main changes in the End User Portal are:

- Accessibility work to support WCAG 2.0.
- Function flow review and correction (e.g. tab function in the keyboard).
- Re-work of the functions as well as the GUI.
- More sub-items created in order to make the GUI as clean as possible.
- The pages are now simplified and they present the essential end user information.
- Functions that are not required daily are now under General tab.
- The new implementation is validated by an independent third party company as compliant according the relevant WCAG 2.0 guidelines.

New End User Portal GUI

The new end user portal GUI presents a new look and feel, some colors are changed to keep compatible with the color contrast required by the WCAG 2.0.

For example, the apply button with dark blue as background and white as foreground has a contrast ratio of 12,7:1.

Figure 1.1: End User Portal Page

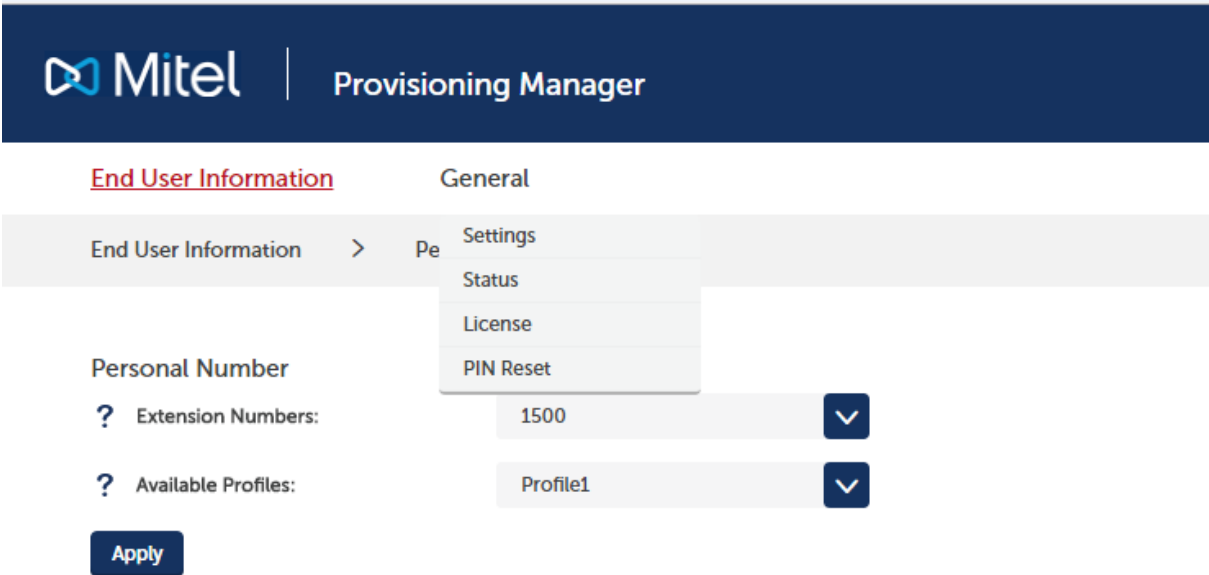
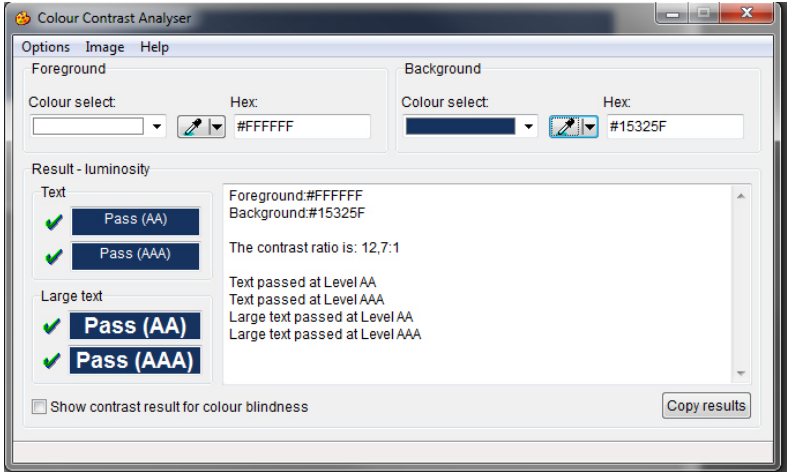


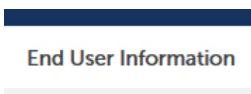

Figure 1.2: Color Contrast Result




The menu is also modified and present different colors of the items depending if it is in focus, hovered over or if the drop-down list is shown.

The menu and its items are modified and presented in different colors when it is in focus, hovered over or any drop-down list is shown/selected.

The table below shows different types colors used in the Menu of the pages.

Image	Page Area	Background Color	Foreground Color
	Menu	#FFFFFF	#404141
	Menu (hover)	#FFFFFF	#BB1122

	Menu (focus)	#FFFFFF	#15325F
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The used icons is implemented by a PNG (Portable Network Graphics) image and now is being implemented by a SVG (Scalable Vector Graphics) image, which means that image in the computer screen can be increased in the browser without distortion.

The below shows the page with 240% of zoom.

Figure 1.3: Zoom with 240%

End User Information

General

End User Information > Services

Extension - Change - 700004

? Extension Number: 700004

? Extension Type: MultiTerminal

? Customer: None

New Sub-Menus

Now the end user page has two menus, each of them with 3 sub-items.

The menus are divided in two parts to separate between day-to-day tasks that are commonly accessed and managed by the user themselves (End User Information) versus tasks that are more informational and rarely changed by the user (General).

Figure 1.4: Menu End User Information

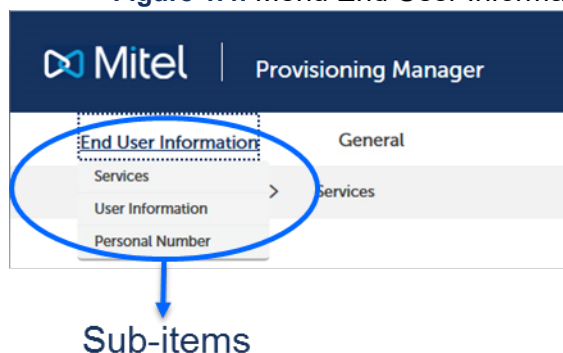
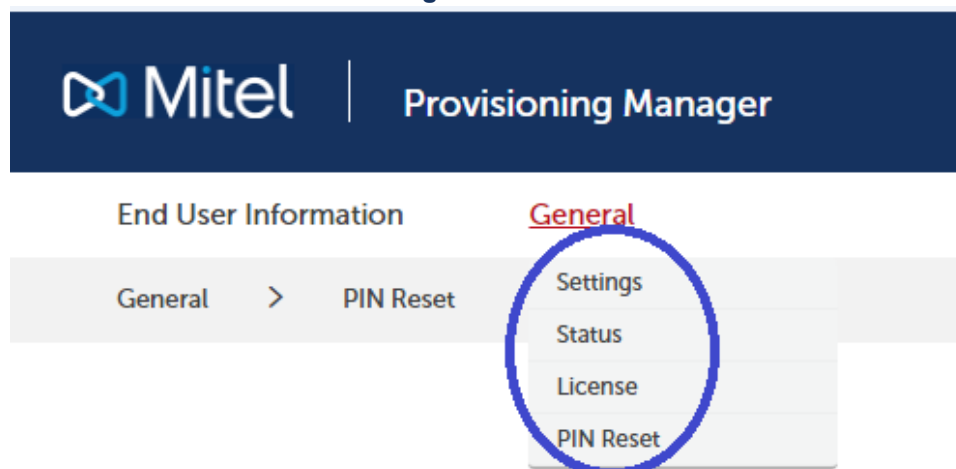


Figure 1.5: Menu General



Menu Description

The End User portal has two menus:

- The End User Information menu, which presents the tasks that are typically managed by the end-user.
- The General menu, that provides general information about the extension.

The End User Information menu contains the following 3 sub-items:

- **Services**
The extension/extensions call manager feature or services belonging to that user are shown in this task.
- **User Information**
User information such as first name, last name, and change password are shown in this task.
- **Personal Number (Activation/Deactivation)**
Information regarding the configured Personal Number list are shown in this task.
- **Terminal Selection Service (if enabled by the administrator)**
Enables to view and modify the Terminal Selection Numbers.

The General menu contains the following 3 sub-items:

- **Settings**
Additional information regarding the extension is shown in this task, for example the MiVoice MX-ONE that the extension belongs to and other features that are setup by the admin, which are not so relevant to the end user, but are required in some cases when the user needs support for his phone configuration.
- **Status**
The extension status is shown in this task (Line, Diversion and Traffic status). The status feature varies according to the type of extension.
- **Licenses**
The licenses used by the extension/extensions are shown in this task.
- **Pin Reset**
The Pin Reset is used to update the pin number for extension and mailbox.

End User Information Menu

The End User Information menu is composed of tasks that are most often managed by end users. The end-user will be able to access the features they would be most likely to modify on a day to day basis. Most of the relevant end-user features are grouped under the Services subtask, which starts with a simplified view mode page.

To make changes in the Services subtask, do the following:

1. Click Change This button at the bottom to bring up a new page that offers the possibility to modify one or several options on the page.
2. Click on the relevant Change button associated with that option to open up a dialog box and do the required changes before moving to next step.
3. Click on Apply to ensure the changes are saved before going to the next task. The following sections will go through each of the sub-tasks and associated menus for each feature.

Services

The Service task is presented below showing the default page when a user login to the end user portal. A list of extensions is also presented if the user has more than one extension (in the example below the user has two extensions). The user can switch between extensions by clicking the view followed by the extension number (View 700001).

Figure 2.1: Extension Service Page



Provisioning Manager

[End User Information](#)

General

End User Information



Services

Extensions

Property	Value
Extension Type	Multi-Terminal
Extension Number	765
Customer	None
Common Service Profile	39 - 17 plus forced GW 2 (None)
Phone Language	Deutsch
Home Area Code	
Public CLI Number	
Public CLI Number Presentation Restriction	False
Maximum Terminals	4
First Name	A.N.
Last Name	Teleworker
Manual IP Terminal	
Maximum Manual IP Terminals	2
SIP Remote Terminal	
Terminal Identity	sip:765@lim1.mxone-at.mitel.com
Universal Resource Identifier	dest:12622@10.120.2.10;remote-number=+43122334455
Single Line Access	Yes
Group Setup	
Hunt Group(s)	777, GH-777
Call Pickup Group	40PG
Recorded Voice Announcements	
Welcome Announcement	None
Continuous Announcement	253
Alias Number	Not active

Change This...

Change Extension


To make changes to the extension, the user needs to click the **Change This** button.

The user can change the following options:

- Connected Party Display Information
- Function Keys
- Group Do Not Disturb
- Hunt Group Number
- Idle Display Information
- Name Presentation Order
- Personal List
- Personal Number After Diversion or Follow Me
- Phone Language
- Phone Type
- Phone panel
- Pickup Group Number
- Restrict First Ring Tone
- Restrict Presentation

Managing groups is allowed only for users for whom it is enabled by the administrator in the security profile.

Figure 2.2: Extension Change Page


Provisioning Manager

[End User Information](#)
General

End User Information > Services

Extension Number - Change - 765

? Extension Number:	765
? Extension Type:	MultiTerminal
? Customer:	None
? Common Service Profile:	39 - 17 plus forced GW 2
? Phone Language:	Default ▼
? First Name:	A.N.
? Last Name:	Teleworker
? Name Presentation Order:	<input type="radio"/> First name is presented <input checked="" type="radio"/> Second name is presented
? Restrict Presentation:	<input type="checkbox"/>
? Personal Number List :	Change
? Personal Number After Diversion or Follow Me:	<input type="checkbox"/>
? Restrict First Ring Tone:	<input type="checkbox"/>
? Connected Party Display Information:	Show both connected party call ▼
? Idle Display Information:	Show information on idle display ▼
? Maximum Terminals:	

Initiated Terminals

SIP Remote Terminal

? Terminal Identity:	lim1.mxone-at.mitel.com
? Universal Resource Identifier:	dest:12622@10.120.2.10;remote-numt
? Received A Number(s):	43122334455,4318131370711

IP Extension

Phone Setup

? Registered Phone Type:	SIP Remote Terminal
? Phone Type:	Other type ▼
? Panel Type:	No panel ▼
? Function Keys:	Change

Group Setup

? Hunt Group(s):	777
? Call Pickup Group:	
? Group Do Not Disturb:	None

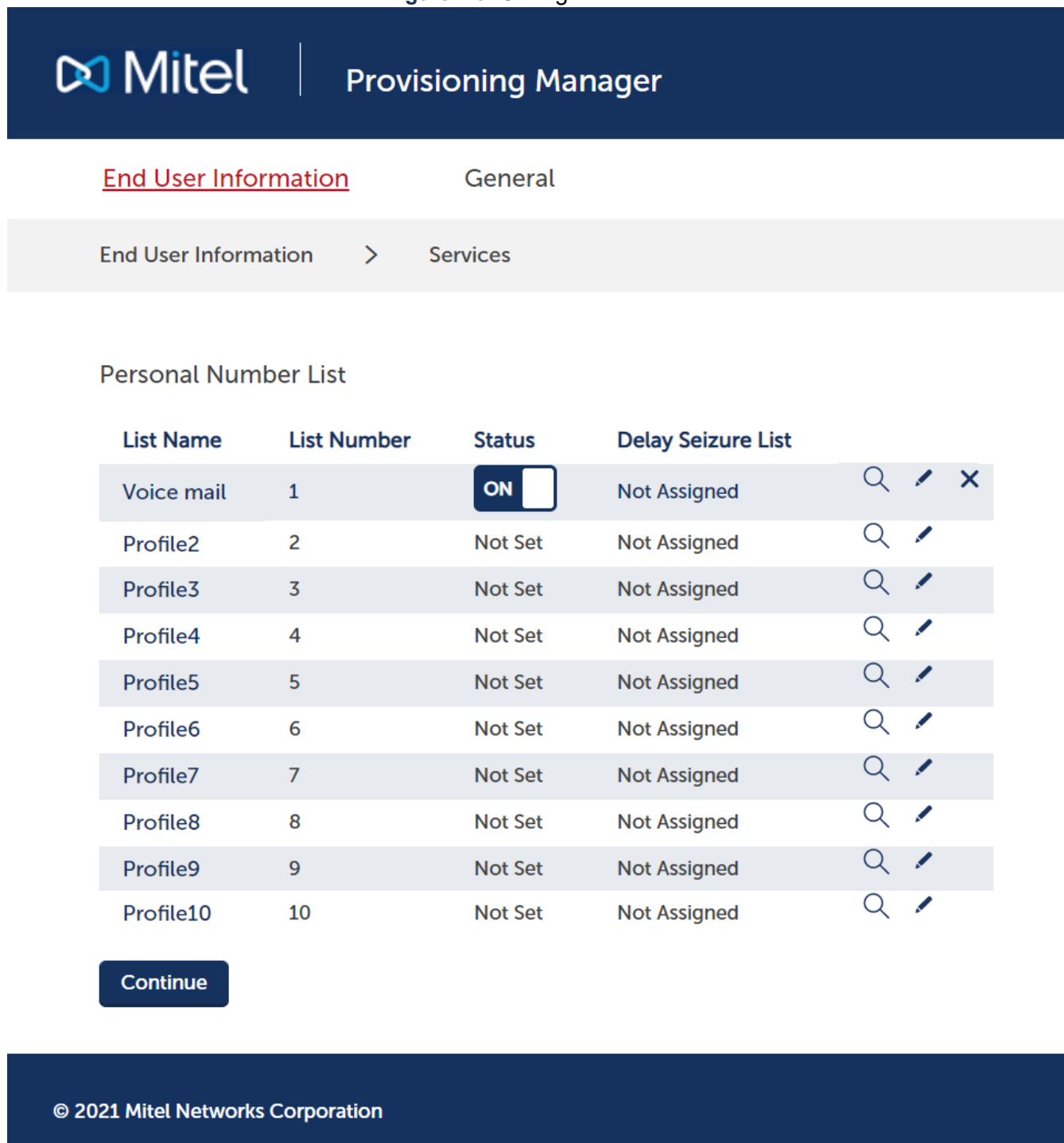
Basic...
Apply
Cancel

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Personal Number List

The user can add/change/delete the extension Personal Number List as part of the extension change. The personal number page is shown below.

Figure 2.3: Change Personal Number List



The screenshot shows the Mitel Provisioning Manager interface. At the top, there is a header with the Mitel logo and the text "Provisioning Manager". Below the header, there are two tabs: "End User Information" (which is selected and underlined in red) and "General". Under the "End User Information" tab, there is a breadcrumb trail: "End User Information" followed by a right-pointing chevron and then "Services". Below the breadcrumb trail, the title "Personal Number List" is displayed. The main content area contains a table with the following columns: "List Name", "List Number", "Status", "Delay Seizure List", and a set of action icons (search, edit, and delete). The table lists 10 items, starting with "Voice mail" and followed by "Profile2" through "Profile10". The "Status" for "Voice mail" is "ON" with a toggle switch, while the others are "Not Set". The "Delay Seizure List" for all items is "Not Assigned". At the bottom of the table, there is a "Continue" button. The footer of the page contains the copyright notice "© 2021 Mitel Networks Corporation".

List Name	List Number	Status	Delay Seizure List	
Voice mail	1	ON <input checked="" type="checkbox"/>	Not Assigned	
Profile2	2	Not Set	Not Assigned	
Profile3	3	Not Set	Not Assigned	
Profile4	4	Not Set	Not Assigned	
Profile5	5	Not Set	Not Assigned	
Profile6	6	Not Set	Not Assigned	
Profile7	7	Not Set	Not Assigned	
Profile8	8	Not Set	Not Assigned	
Profile9	9	Not Set	Not Assigned	
Profile10	10	Not Set	Not Assigned	

[Continue](#)

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Function Keys

The end user can change the setup of TNS keys.

The function keys pages are shown below.

Figure 2.4: Change Phone Keys

Provisioning Manager

Logged in as : dda_test

About

Logout

End User Information

General

End User Information

>

Services

Function Keys

Phone type: Mitel6869I-3-M680

Top Softkeys

Main Panel

Panel 1

Panel 2

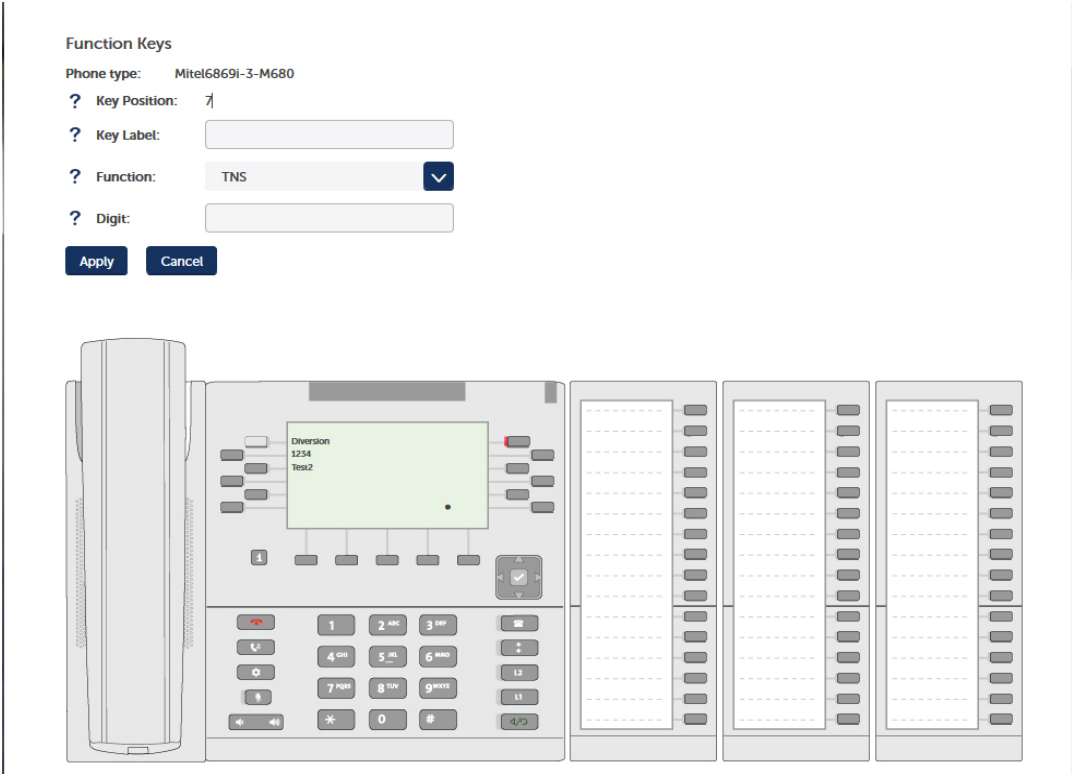
Panel 3

Key Position	Key Label	Function	Digit
1		Diversion	
2			
3	1234	TNS	1234
4			
5			
6	Test2	TNS	12345
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			

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The user can do the key selection in two places.

Figure 2.5: Change Phone Keys (clicking the phone picture)



Select the required key on the phone screen displayed; or,
Select the required key from the keys list and the task is presented below the row.

Figure 2.6: Change Phone Keys (clicking the key list)

Top Softkeys

Main Phone Panel 1 Panel 2 Panel 3

Key Position	Key Label	Function	Digit
1		Diversion	
2	hello	TNS	123456
3			
4			
5			
6			
7			

? Key Position: 7

? Key Label:

? Function: TNS

? Digit:

Apply Cancel

8

9

10

11

12

13

14

User Information

In the **User Information** page, the user can change the following information:

- First name
- Last name
- Password
- Alternate First Name
- Alternate Last Name
- Keywords
- User Defined Fields (if any)

The First/Last name will be updated for the user in PM only; and optionally, for the extension if allowed by the administrator.

Select the end user portal language from the ones available in Provisioning Manager End User Portal.

The available languages are:

- English
- German
- Polish
- French
- Russian
- Spanish
- Dutch

The User Information task is presented below.

Figure 2.7: User Information Page

Mitel | Provisioning Manager Logged in as : teleworker About Logout

[End User Information](#) General

End User Information > User Information

User Information

? First Name : A.N. ? Last Name: Teleworker

? User Id: teleworker

? Current Password:

? New Password: ? Confirm New Password:

? Department(s): Mitel\Service; Lab

? Email Address: tw@example.com ? SMS:

? Alternate First Names: ? Alternate Last Names:

? Keywords: PBX support

User Defined Fields

? Title: ? Room:

? Business: 766 ? Mobile Phone: +43 606 123456

? Provisioning Manager Language: English

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Personal Number

If the user has personal number defined for his/her extension/extensions, they can select the active profile in the personal number task. When any one of the profile is selected, the current one is deactivated.

Figure 2.8: Personal Number Page

Mitel | Provisioning Manager Logged in as : dda_test About Logout

[End User Information](#) General

End User Information > Personal Number

Personal Number

? Extension Numbers: 700004

? Available Profiles: Secretary

None

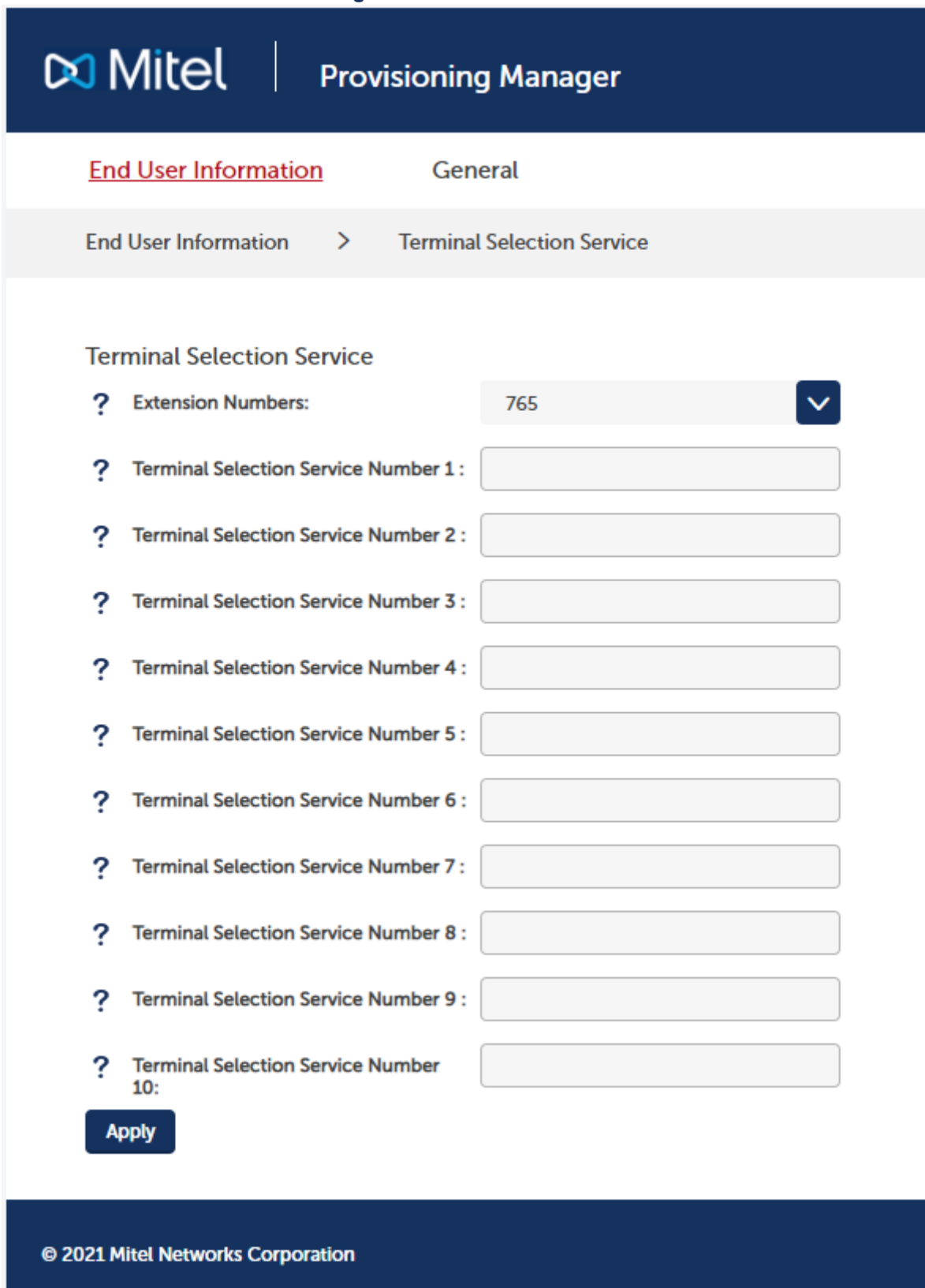
VM1

Secretary

Terminal Selection Service

If the user terminal is configured as a multi-terminal, configure up to ten destination numbers as the user terminal remote extension. Those can be selected later as active remote extension answer number by procedure or an external application (such as MiCollab).

Figure 2.9: Terminal Selection Service



The screenshot displays the Mitel Provisioning Manager interface. At the top, the Mitel logo and 'Provisioning Manager' title are visible. Below this, there are two tabs: 'End User Information' (highlighted in red) and 'General'. A breadcrumb trail shows 'End User Information' followed by a right arrow and 'Terminal Selection Service'. The main content area is titled 'Terminal Selection Service'. It contains a list of configuration items, each with a question mark icon, a label, and a text input field. The first item is 'Extension Numbers:' with the value '765' and a dropdown arrow. The subsequent items are 'Terminal Selection Service Number 1' through 'Terminal Selection Service Number 10', each with an empty text input field. At the bottom left of the form area is an 'Apply' button. The footer of the page shows the copyright notice '© 2021 Mitel Networks Corporation'.

Mitel | Provisioning Manager

End User Information General

End User Information > Terminal Selection Service

Terminal Selection Service

? Extension Numbers: 765 ▼

? Terminal Selection Service Number 1 :

? Terminal Selection Service Number 2 :

? Terminal Selection Service Number 3 :

? Terminal Selection Service Number 4 :

? Terminal Selection Service Number 5 :

? Terminal Selection Service Number 6 :

? Terminal Selection Service Number 7 :

? Terminal Selection Service Number 8 :

? Terminal Selection Service Number 9 :

? Terminal Selection Service Number 10:

Apply

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NOTE: This option is present if allowed by the administrator.

General Menu

The General Menu is where system wide functions related to the extension/extensions are presented.

If the user has more than one extension, all extensions are shown in a sequence and the user is able to switch between them by clicking in the View + number of the extension (for example, View 7000001).

Settings

In the Settings, some additional information regarding the extension is presented.

Figure 2.10: Settings Page

Mitel | Provisioning Manager

End User Information General

General > Settings

Settings

Property	Value
MiVoice MX-ONE	MX-ONE In-House
Extension Type	Multi-Terminal
Extension Number	765
Allow Security Exception	Yes
Boss/Secretary	None
Free on Second Line	Yes, but can be changed via terminal menu
Include in Dial by Name Database	No
Name Presentation Order	Second name is presented
Restrict Presentation	No

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Status

In the Status task, the extension's current status is shown.

Figure 2.11: Status Page

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End User Information General

General > Status

Status Information

Property	Value
Extension Number	765
Line Status	Terminal assigned
Diversion Status	Personal number
Traffic State	Idle

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License

In the License task, the extension license is shown.

Figure 2.12: License Page

Mitel | Provisioning Manager

End User Information General

General > License

License Information

Property	Value
Extension Number	765
EDN Extension	No
Allow Video Functionality	Yes
Allow Third Party Client	No
Enable MMC Functionality	No

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PIN Reset

The end user can change the authorization code for an extension. Enter valid Old Authorization Code to update it with a new authorization code for the selected extension.

Use Forgot PIN links to reset the extension and Mailbox PIN numbers.

Note: These links appear only if Mail server is configured in Provisioning Manager and email ID is assigned to the end user.

If no extensions (with authorization codes) and Mailboxes are assigned to the user, a pop up message gets displayed stating that “No PIN numbers assigned to extensions/ mailbox available for the user”.

Figure 2.13: PIN Reset

Mitel | Provisioning Manager

End User Information General

General > PIN Reset

Change Authorization Code

? Select Extension: 765, MX-ONE In-House

? Old Authorization Code:

? New Authorization Code:

? Confirm Authorization Code:

Apply

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A random authorization code of selected PIN length will be generated for the selected extension in MiVoice MX-ONE and an email will be sent out to the user with the generated PIN number. The PIN number will be updated in MiCollab Server if the user exists in MiCollab Subsystem.

Figure 2.14: Extension PIN Reset

The screenshot shows the Mitel Provisioning Manager interface. At the top, there's a dark blue header with the Mitel logo and 'Provisioning Manager'. Below this, a breadcrumb trail shows 'End User Information' and 'General' (highlighted in red). A secondary breadcrumb trail shows 'General' and 'PIN Reset'. The main content area is titled 'Receive a new Extension PIN by email'. It contains two dropdown menus: 'Select Extension:' with the value '5667,TSSubsystem' and 'Select Extension PIN Length:' with the value '6'. Both dropdowns have a question mark icon on the left and a downward arrow on the right. At the bottom, there are 'Apply' and 'Cancel' buttons.

A random password of selected PIN length is generated for the selected mailbox number in MiCollab Advanced Messaging Server and an email is sent to the user with the generated PIN number.

NOTE: If only one Mailbox is assigned to the user, then selected Mailbox field changes to non-editable mode.

If multiple mailboxes are assigned to user, a drop down field will be displayed.

Figure 2.15: Mailbox PIN Reset

The screenshot shows the Mitel Provisioning Manager interface. At the top, there's a dark blue header with the Mitel logo and 'Provisioning Manager'. Below this, a breadcrumb trail shows 'End User Information' and 'General' (highlighted in red). A secondary breadcrumb trail shows 'General' and 'PIN Reset'. The main content area is titled 'Receive a new Mailbox PIN by email'. It contains two dropdown menus: 'Select Mailbox:' with the value '56677,MailboxSubsystem' and 'Select Mailbox PIN Length:' with the value '6'. Both dropdowns have a question mark icon on the left and a downward arrow on the right. At the bottom, there are 'Apply' and 'Cancel' buttons.

