



A MITEL  
PRODUCT  
GUIDE

# MiVoice MX-ONE

## PM End User Portal Description

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This chapter contains the following sections:

- [End User Portal GUI](#)
- [Sub-Menus](#)

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 7.5 SP1, end user portal is re-designed and modernized using Angular Framework for GUI and with REST APIs.

**Note:**

This document includes screenshots showcasing the graphical user interfaces (GUIs) only.

“Web Content Accessibility Guidelines (WCAG) 2.1 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 2.1.
- 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 implementation is validated by an independent third party company as compliant according the relevant WCAG 2.1 guidelines.

**Note:**

Logging in with end-user credentials on the existing URL will redirect to the new URL. Since the old server uses JBoss, and the new one uses Tomcat, users need to log in again when redirected to the new URL.

The new URL can be accessed directly as follows:

- In HTTP mode: `http://<ip address>:9010`
- In HTTPS mode: `https://<ip address>:9011`

The REST APIs are available under Swagger and can be accessed using the URL: `https://<ip address>:9000/swagger-doc/webjars/swagger-ui/index.html`.

Logging in to the new URL for users other than the end user is restricted, as the relevant services and screens are not yet available.

The following ports are used for the end-user module: 8088, 8761, 9000, 9010, 9011, 9012, 9013, 9100, and 9101.

## 1.1 End User Portal GUI

The 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 2.1.

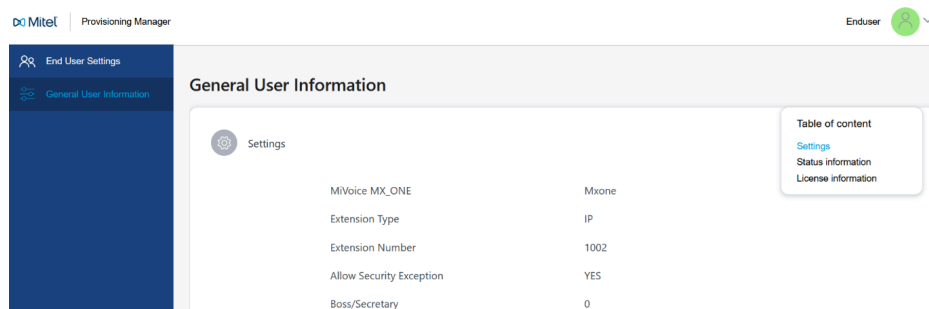


Figure 1: End User Portal Page

## 1.2 Sub-Menus

Now the end user page has two menus.

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).

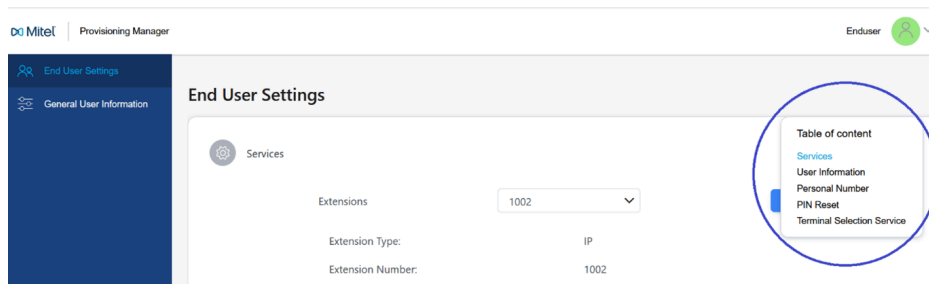


Figure 2: Menu End User Information

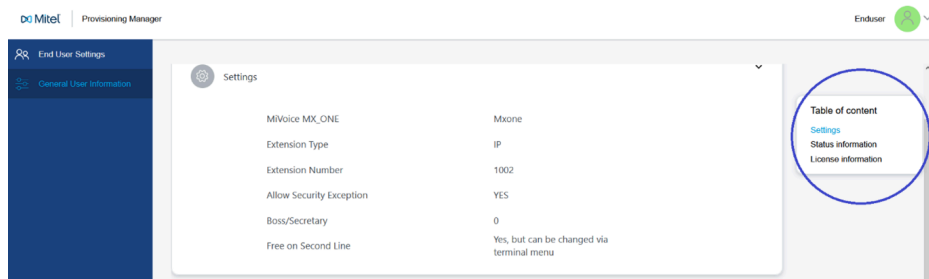


Figure 3: Menu General

# Menu Description

This chapter contains the following sections:

- [End User Information Menu](#)
- [Terminal Selection Service](#)
- [General Menu](#)

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.

## 2.1 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.

### 2.1.1 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 7500000711).

Figure 4: Extension Service Page



## 2.1.1.1 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.

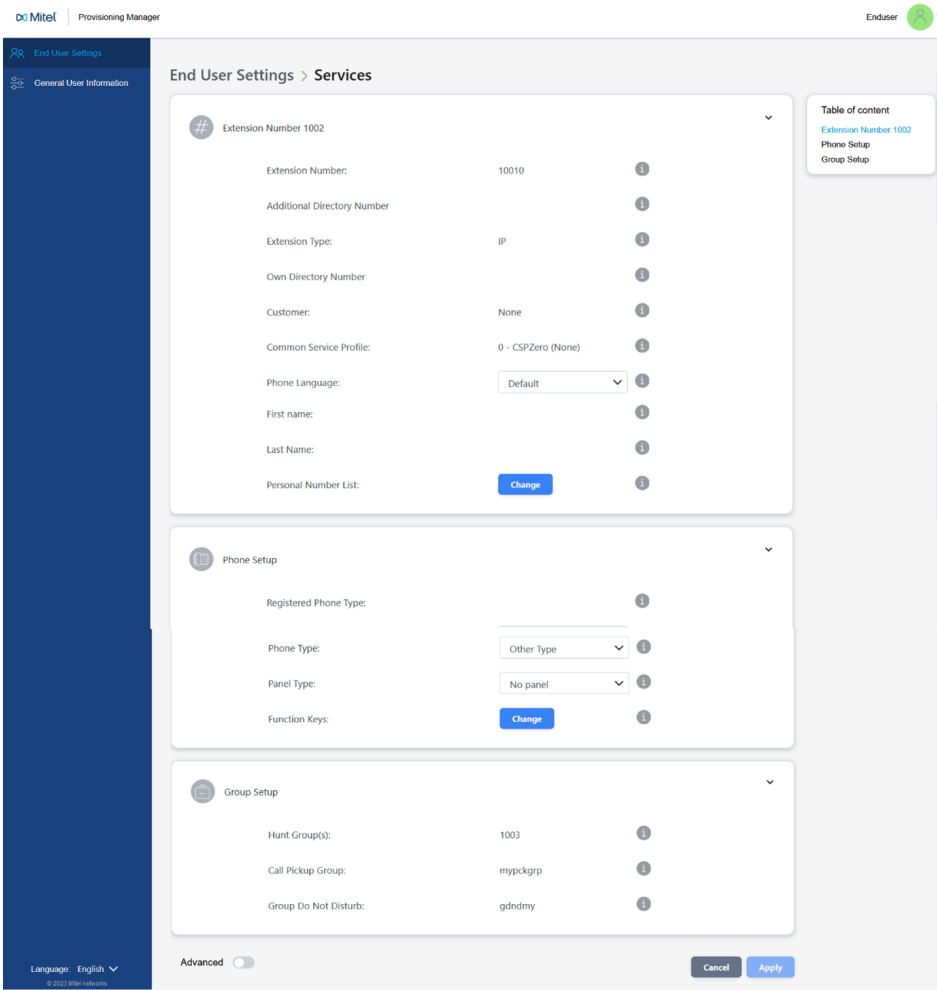


Figure 5: Extension Change Page

### 2.1.1.2 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.

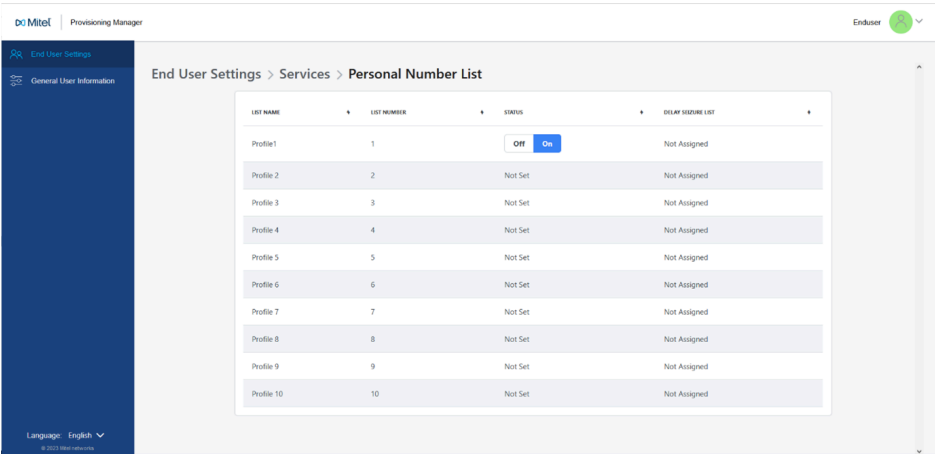


Figure 6: Change Personal Number List

2.1.1.3 Function Keys

The end user can change the setup of TNS keys.

The function keys pages are shown below.

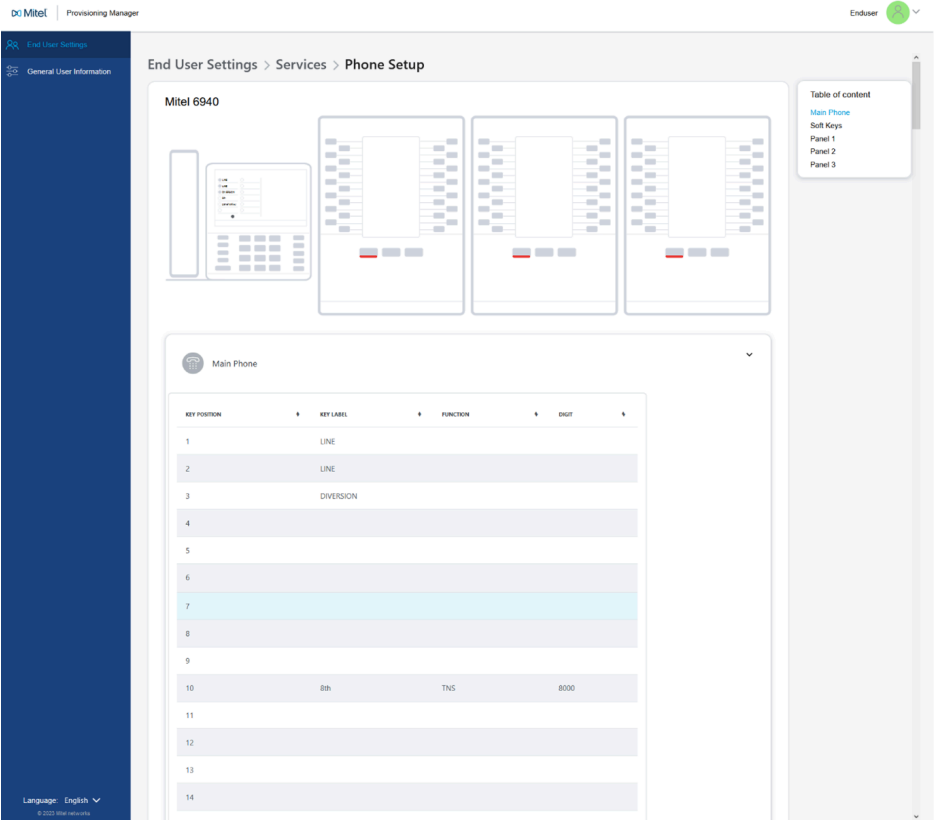


Figure 7: Change Phone Keys

The user can do the key selection in two places.

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.

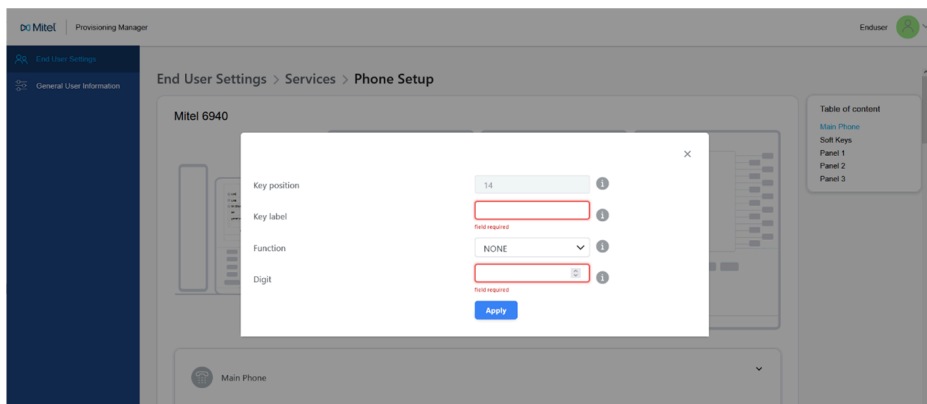


Figure 8: Change Phone Keys (clicking the phone picture)

## 2.1.2 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.

The screenshot shows the 'User Information' page in the Mitel Provisioning Manager. The left sidebar contains 'End User Settings' and 'General User Information'. The main content area has a 'User Information' section with the following fields: First name, Last Name (Enduser), User ID (Enduser), Current Password (masked), New Password, Confirm New Password, Department (Company01Location01), Email Address (enduser@mitel-test.com), SMS, Alternate First Names, Alternate Last Names, Keywords, and Provisioning Manager Language (English). An 'Apply' button is at the bottom right. A 'Table of content' on the right lists: Services, User Information, Personal Number, PIN Reset, and Terminal Selection Service.

Figure 9: User Information Page

## 2.1.3 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.

The screenshot shows the 'Personal Number' page in the Mitel Provisioning Manager. The left sidebar is the same as in Figure 9. The main content area has a 'Personal Number' section with the following fields: Extension Numbers (1002) and Available profiles (Profile1). An 'Apply' button is at the bottom right. The 'Table of content' on the right is the same as in Figure 9.

Figure 10: Personal Number Page

## 2.2 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).

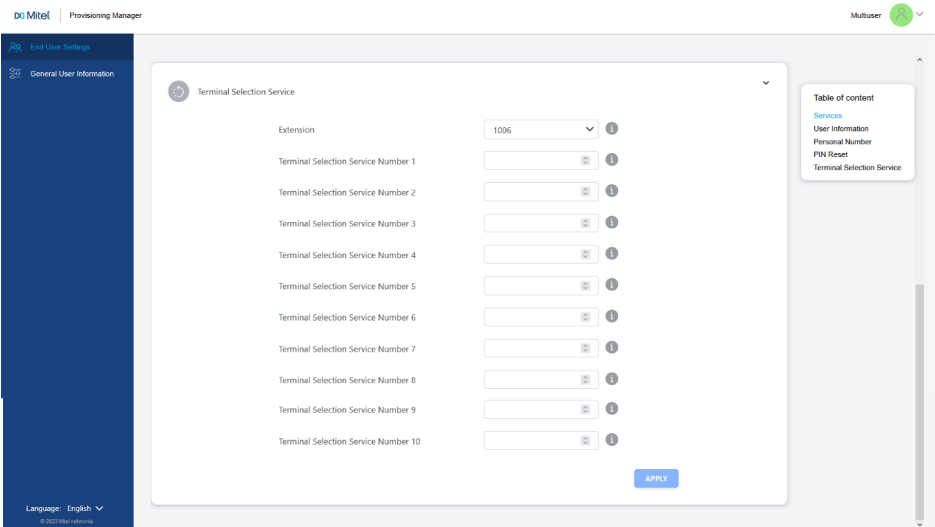


Figure 11: Terminal Selection Service

**Note:**

This option is present if allowed by the administrator.

## 2.3 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).

### 2.3.1 Settings

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

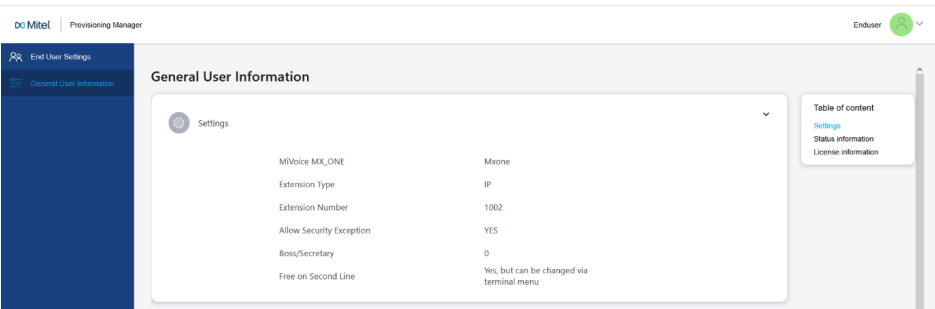


Figure 12: Settings Page

## 2.3.2 Status

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

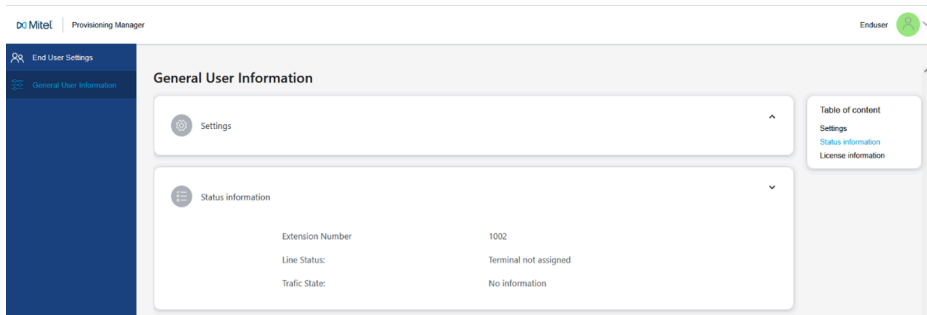


Figure 13: Status Page

## 2.3.3 License

In the License task, the extension license is shown.

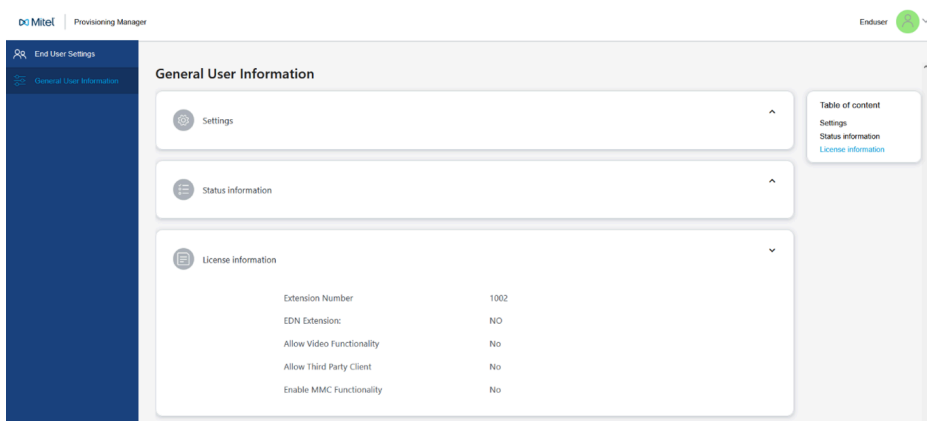


Figure 14: License Page

## 2.3.4 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".

The screenshot shows the Mitel Provisioning Manager web interface. On the left is a dark blue sidebar with 'End User Settings' and 'General User Information' options. The main content area has a light gray background and contains three expandable sections: 'User Information', 'Personal Number', and 'PIN Reset'. The 'PIN Reset' section is currently expanded, showing three input fields labeled 'Old Authorization Code', 'New Authorization Code', and 'Confirm Authorization Code'. Each field has a small information icon to its right. Below the fields is a blue 'Apply' button. On the right side of the interface, there is a 'Table of content' menu with links for 'Services', 'User Information', 'Personal Number', 'PIN Reset' (which is highlighted in blue), and 'Terminal Selection Service'. The top of the page shows the 'Mitel Provisioning Manager' logo and an 'Enduser' profile icon.

Figure 15: PIN Reset

A random authorization code of selected PIN length and selected hash-type (cleartext, md5a1, sha256, or sha256+md5a1) 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 in the selected hash-type (md5a1 or sha256) will be updated in MiCollab Server if the user exists in MiCollab Subsystem. Currently MiCollab supports only mda1 hash-type.

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.

**i 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.



