
MiVoice 5000 User Portal

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AMT/PTD/TLA/0101/0/7/EN

USER GUIDE



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1 INTRODUCTION

MiVoice 5000 User Portal is an application, accessible to subscribers, used to:

- Configure the programmable keys of their terminals
- Program forwarding
- Activate/deactivate an external or internal terminal
- Change the number of the external terminal (depending on rights)
- Modify the MiVoice 5000 User Portal access password
- Re-assign a terminal type, according to the range in question, on an existing subscription
- Change a user password
- Activate power-saving mode on a TDM terminal.

This application is either hosted in MiVoice 5000 Manager or embedded in a MiVoice 5000 Server or Mitel 5000 Gateway.

1.1 ACCESSING THE MIVOICE 5000 USER PORTAL ON A MIVOICE 5000 SERVER OR MITEL 5000 GATEWAY (WITHOUT MIVOICE 5000 MANAGER)

The subscriber must have a PC running with a web browser capable of accessing this interface.

Access to the MiVoice 5000 User Portal is subject to the activation of the associated User Portal account and a Login/Password.

A login and a password are required. They are issued by the administrator (see below). If an e-mail address is defined for the subscriber in the directory, an e-mail containing his/her password can be sent to him/her when his/her account is activated.

The language of the User Portal application is the language of the Web browser used.

The application can be accessed as follows:

- Either using the directory number
- Or in SSO mode if activated.

The User Portal is accessible via a web browser, at this address: **<https://@iPbx:4446/userportal>** or **<https://@iPbx:4446>**

The administrator is advised to send this address to the MiVoice 5000 User Portal users.

Configuring the integrated User Portal account

Web Admin home
Subscribers
Subscriptions
Characteristics
System
Dialing plan
Network and links
Reception
Voice mail and tones
Fast links

Subscription 6000
Telephony service>Subscribers>Subscriptions>Characteristics (1.2.3)

By directory number 6000

Characteristics Directory Terminals Keys Forwards Home automation Phone book Multi-lines Functions

DID DN PLAN 1
Extension name ABO 6000
Integrated voice box (IVB)
Terminal authentication
- value EZNjeHz4ABRvB6q5
User password
User Portal account
- User Portal password
Static backup site
Dynamic backup SIP DECT

- In Menu **SUBSCRIBERS>Subscriptions>Characteristics>General characteristics**, **User Portal account** field:
- Tick this box if the operator allows the subscriber access to the User Portal using a password defined on the next line.
- The User Portal service must be activated; see Menu **Subscribers>Rights>Global parameters, Application** tab).

Subscribers miscellaneous settings
Telephony service>Subscribers>Rights>General settings (1.4.1)

Subscriber System Rights Application Network Security

Paging function
- Mode LOCAL CALLS
- Display INT NO CALLER
- Display EXT NO BEEP

SSO mode

User Portal service
- Password policy
- Min.length 4
- Minimum number of letters 1
- Minimum number of digits 1

SIP DECT management

This field is only visible if the **User Portal account** option is activated.

The password entry policy must be defined in the following lines with regard to the one defined for the User Portal.

Creating or modifying the User Portal password triggers the sending of an automatic e-mail to the subscriber concerned if this option is activated in Menu **System/Setting/E.mail - User Portal password** tab.

E-mail
Telephony service>System>Configuration>E-mail (2.3.8)

Connections User password Subscription locking User Portal password BluStar Mobile

Sending E-mail on change of password

Subject Service User Portal

Message:

- Paragraph 1 Voici votre nouveau mot de passe #PWD# pour accéder au service de

- Paragraph 2 gestion de votre abonnement #NUM# (login : #NUM#, mot de passe : #PWD#)

- Paragraph 3 à l'adresse https://#PBX#/.4446/userportal

- Paragraph 4 Cordialement

1.2 ACCESSING THE MIVOICE 5000 USER PORTAL MANAGED FROM MIVOICE 5000 MANAGER

MiVoice 5000 Manager must be working.

The subscriber must have a PC running with a web browser capable of accessing this interface.

Access to MiVoice 5000 User Portal is subject to massive or individual activation by the administrator.

A login and a password are required. They are issued by the administrator (see below). If an e-mail address is defined for the subscriber in the directory, an e-mail containing his/her password can be sent to him/her when his/her account is activated.

The application language is chosen as configured in the web browser.

The subscriber using this function does not need any specific MiVoice 5000 Manager rights.

The IP address contained in the access path for this web page is the same as that of MiVoice 5000 Manager and must be known to the subscriber of the terminal in question.

The administrator is advised to send this address to the MiVoice 5000 User Portal users.

The release of the MiVoice 5000 and/or Mitel 5000 Gateways managed by MiVoice 5000 Manager must be R5.1 or higher.

The application can be accessed as follows:

- Either using the directory number
- Or by domain login if LDAP SSO mode is activated
- Or automatically if Kerberos SSO mode is activated.

Using a PC with a web browser, connect to the MiVoice 5000 Manager address by entering the required address:

For a single multi-site configuration managed by MiVoice 5000 Manager

`https://@IP7450/userportal`

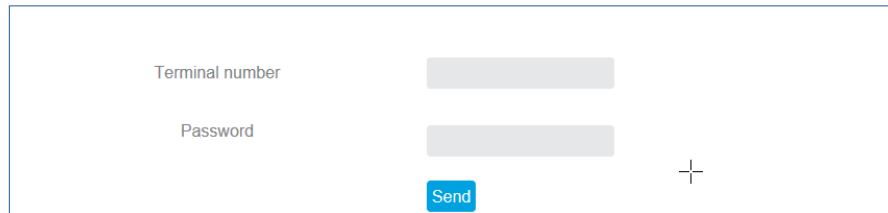
For several multi-site configurations managed by MiVoice 5000 Manager

`https://@IP7450/userportal/Page_login.aspx?multisite=multisite-name`

Example:

`https://10.10.100.111/userportal/Page_login.aspx?multisite=finistere_sud`

Once connected, the login screen appears:



A login form with two input fields: 'Terminal number' and 'Password'. Below the 'Password' field is a blue 'Send' button. To the right of the 'Send' button is a plus sign (+).

- Enter the login (Terminal number).
- Enter the password.

During first connection, the default password is the one assigned by the administrator. This password must then be changed and personalised immediately by the user.

However, if the user forgets this password, he/she must contact the administrator again.

2 USING THE USER PORTAL (WITH OR WITHOUT MIVOICE 5000 MANAGER)

This paragraph is common to systems with or without MiVoice 5000 Manager. The respective differences between these two environments are indicated during the procedure.

2.1 PRESENTATION

The MiVoice 5000 User Portal interface is used, after secure identification, to successively define the programming of the keys and, for terminals with labels, to print out the labels for each programmed key.

After the identification, the interface below is displayed:

The screenshot displays the MiVoice 5000 User Portal interface. At the top, there is a dark blue header bar with the Mitel logo and the text 'MiVoice 5000 User Portal'. On the right side of the header, there is a 'Logout' button. Below the header, there is a navigation bar with four tabs: 'Keys', 'Forwardings', 'Terminals', and 'Passwords'. The 'Terminals' tab is currently selected. To the right of the navigation bar, the text 'Number : 6200' is displayed. Below the navigation bar, there is a light gray bar with the text 'Terminal type'. In the center of the screen, there is a 'Terminal type selection' dialog box. This dialog box contains a table with three columns. The first column is labeled 'Terminal range'. The second column contains a dropdown menu. The third column is empty. Below the table, there are two buttons: 'Cancel' and 'Modify'.

Terminal range		

Cancel Modify

At the top is a menu bar that gives access to the following configurations:

- **Keys:** for configuring and updating the keys according to terminal model, as well as for printing out labels from a **.pdf** file for certain models
- **Forward:** for configuring the numbers to be defined by forwarding type for each call type
- **Terminals:** this menu is used to:
 - View and manage a subscriber terminal access (login / logout)
 - Change his/her external terminal number
 - Enable and use power-saving mode on a TDM terminal
- **Password:** for generating Subscription and User Portal passwords.

The programming offered for the keys according to terminal type is indicated in the next paragraph (2.2).

A special document (AMT/PTD/PBX/0129*) describes the programming of Mitel 6000 SIP Phone keys in a multi-line/multi-key configuration.

For a multi-line terminal:

All the functions available for programming are offered for the main line.

The functions available for secondary line programming are limited to:

- Cancel all forwarding operations
- Forward on busy
- Forward on no answer
- Immediate forwarding
- Your line monitoring
- Monitoring of a subscriber
- Do not disturb.

However, labels are printed for the entire terminal.

For some functions, such as dialling, a number must be answered; for others, this is optional (example for configuring forwarding).

2.2 PROGRAMMING THE KEYS OF A TERMINAL FOR THE FIRST TIME

After entering the login and password, select Menu **Keys>Terminal**.

The **Terminal type selection** screen is displayed, so you can select the terminal range:

MitelMiVoice 5000 User PortalLogout

KeysForwardingsTerminalsPasswordsNumber: 6200

Terminal type

Terminal type selection

Terminal range	<div></div>	

CancelModify

MitelMiVoice 5000 User PortalDéconnexion / au cheip

TouchesRenvoisTermiauxMots de passeNuméro 2005

Type poste

Choix du poste

Gamme	<div>6xxxx</div>	
Type poste	<div>6869i</div>	
Nombre d'extensions	<div>0</div>	

AnnulerAppliquer

The terminal types are proposed by range in form of a dropdown list.

Example:

Terminal type selection

Terminal range	<div>6xxxx</div>	
Terminal type	<div>6730i 6731i 6739i 6753i 6735i / 6755i 6737i / 6757i 6863i 6865i 6867i 6869i 6873i 6905 6910 6920 6930 6940 6970</div>	<div></div>

CancelModify

How to program the keys:

- Select the range, then the relevant terminal type.

Mitel

MiVoice 5000 User Portal

Logout

Keys

Forwardings


Terminals

Passwords

Number : 6200

Terminal type

Terminal type selection

Terminal range	6xxx	
Terminal type	6869i	
Number of extensions	1	
Type of extension	M680i (without LCD screen)	

Cancel

Modify

- Select the type of terminal within the range.
- Then enter the number of extensions on this terminal and click **Apply**.

The screen then displays all the programmable keys for this terminal model and possibly for its extensions.

Keys

Forwardings

Terminals

Passwords

My keys

L1


L2



Your number monitoring

Your number monitoring

1	-	-
2	-	-
3	-	-
4	-	-
5	-	-
6	-	-
7	-	-
8	-	-
9	-	-
10	-	-
11	-	-
12	-	-
13	-	-
14	-	-

Mitel 6869i page1 - with 1 extension module M680i



- Select the key number to be programmed in one of the two modes:
 - Either by clicking the key number icon  in the table on the left
 - Or by clicking directly the relevant button  of the terminal/extension whose picture is displayed on the right for 6800 and 6900 SIP Phones.

Following this selection for button 3 in the example, the window below allows you to enter the type of programming to be applied to this button (identical to the two modes):

Key 3 details

Label	<div></div>
Function	<div></div>

Cancel

Modify

The free **Label** field is used to enter the key label. The number of authorised characters varies according to the letters used (maximum 17 to 21). 11 letters are displayed on the key summary screen; however a pop-up gives the full label when the cursor is placed over the area.

The **Function** field is used to choose, from a list of options, the type of programming to apply to this key by MiVoice 5000 Manager or the iPBX.

Key 1 details

Label	<div></div>
Function	<div><div>Dialling</div><div>MobileLink</div><div>Cancel all forwardings</div><div>Forward on busy</div><div>Forward on no answer</div><div>Immediate forward</div><div>Activate notebook</div><div>Desactivate notebook</div><div>Your number monitoring</div><div>Lock command</div><div>For call supervision</div><div>Tone dialling</div><div>Do not disturb</div></div>

Cancel

Modify

The **Mobile Link** function is available for 6930 and 6940 phones only.

Depending on the option you choose from the list, the system may open one or two more fields for this type of programming.

On the main line:

	Optional field	On the main line First additional field	On the main line Second additional field
Dialling	Label	Number	
Mobile Link (6930 and 6940)	Label		
Cancel all forwarding operations	Label		
Forward on busy	Label	Number	
Forward on no answer	Label	Number	
Immediate forwarding	Label	Number	
Agenda activation	Label	Alarm	
Agenda deactivation	Label	Alarm	
Your line monitoring	Label		
Lock	Label		
Monitoring of a subscriber	Label	Number	Mute/1 beep/ringing/beeps signal
Voice frequency	Label	Number	
Voice mail box supervision	Label	Signal Mute/beep	
Do Not Disturb	Label		

(*) except SIP terminals

On the secondary line:

	Optional field	On secondary line First additional field	On secondary line Second additional field
Cancel all forwarding operations	Label		
Forward on busy	Label	Number	
Forward on no answer	Label	Number	
Immediate forwarding	Label	Number	
Your line monitoring	Label		
Monitoring of a subscriber	Label	Number	Mute/1 beep/ringing/beeps signal
Do Not Disturb	Label		

Example:

Key 1 details


Label	
Function	

Cancel

Modify

- Dialling
- MobileLink
- Cancel all forwardings
- Forward on busy
- Forward on no answer
- Immediate forward
- Activate notebook
- Desactivate notebook
- Your number monitoring
- Lock command
- For call supervision
- Tone dialling
- Do not disturb



If the additional field corresponds to another number, the  icon reminds you that it is possible to make a search by name to find a subscriber's number.

For that, enter the name in the **Number** field then select, from the drop down list proposed below the field, the number corresponding to the subscriber in question:

Key 1 details

Label	Immediate if no prese
Function	Immediate forward
Number	a

Cancel

Modify

- a
- aBO 7895(7895)
- aBO 7997(7997)
- aBO 6000(6000)
- aBO 7000(7000)



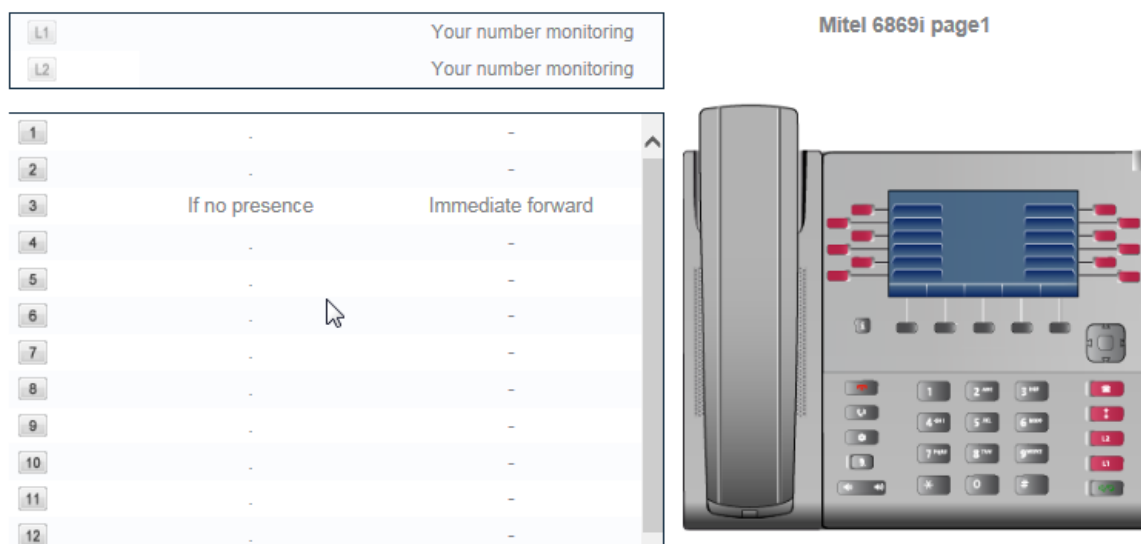
Note: This icon is not shown for an embedded User Portal on an iPBX.

The **Clear** button is used to delete the programming for a specific key and return to the key selection screen.

The **Cancel** button is used to return to the key selection screen.

The **Validate** button is used to accept the key programming.

In the example, for Key 3:



Then follow the same process for each of the other keys you wish to programme.

In the **Keys** menu several options are proposed, according to terminal type and its extensions:

The **Terminal type** option used to change a profile (case of associated terminals)

The **Labels** option in the Keys tab used to print out the label to be placed in the space provided for this on the terminal (This field is only displayed for terminals or extensions with labels.)

The **Update** option (Mitel 6000 SIP Phones only): this option is used to automatically update the programming of the terminal keys with the configuration made.

For 6800 and 6900 SIP Phones, the images are displayed on the right with or without the extensions as the case may be.

The list allows you to view and select all the buttons on the terminal in question (depending on terminal type, from 1 to 64).

2.3 ADDITIONAL MMCS.

Tooltips are displayed when the cursor is placed over a clickable area (indicated by a hand at the cursor).

Clickable areas are:

- 1) Keys **1** to **64**
- 2) Keys **L1** and **L2** on 600 SIP Phones



Note: For 6800 SIP Phones, lines L1 and L2 are displayed in an area separate from the other keys.

- 3) The **Next** key on the terminal
- 4) The **page1**, **page2** and **page3** keys on the extensions

In case 1) and case 2): the tooltip is always placed in the same place between the job title and the terminal picture. The information is the same as in the table on the left.

Example of a terminal with a **Label** type extension:

L1	cco1	Your number monitoring
L2	aa	Your number monitoring

1	6000	Your number monitoring
2	dnd	Do not disturb
3	-	-
4	qq	Your number monitoring
5	gaston	Your number monitoring
6	-	-
7	-	-
8	LABEL1	Your number monitoring
9	-	-
10	6005	Your number monitoring
11	-	-
12	-	-
13	-	-
14	-	-
15	-	-
16	-	-
17	-	-
18	LABEL1	XML
19	-	-

Mitel 6873 page1 - with 1 extension module M680i

Example of a terminal with an **LCD screen** type extension:

8	-	-
9	LABEL1	Your number monitoring
10	-	-
11	6005	Your number monitoring
12	-	-
13	aa	Your number monitoring
14	-	-
15	-	-
16	-	-
17	-	-
18	-	-
19	-	-
20	LABEL1	XML
21	-	-
22	-	-
23	-	-

Mitel 6940 page1 - with 1 extension module M695


In case 3) and case 4): the tooltip is placed just after the cursor.

Example of a terminal with a **Label** type extension:

L1	cco1	Your number monitoring
L2	aa	Your number monitoring

1	6000	Your number monitoring
2	dnd	Do not disturb
3	-	-
4	qq	Your number monitoring
5	gaston	Your number monitoring
6	-	-
7	-	-
8	LABEL1	Your number monitoring
9	-	-
10	6005	Your number monitoring
11	-	-
12	-	-
13	-	-

Mitel 6869i page1 - with 2 extension modules M680i



Clicking **Next** on the terminal displays the numbers, from the first to the last key so they can be programmed.

Example of a terminal with an **LCD screen** type extension:

1	cco1	Your number monitoring
2	6000	Your number monitoring
3	dnd	Do not disturb
4	-	-
5	qq	Your number monitoring
6	gaston	Your number monitoring
7	-	-
8	-	-
9	LABEL1	Your number monitoring
10	-	-
11	6005	Your number monitoring
12	-	-
13	aa	Your number monitoring
14	-	-
15	-	-
16	-	-

Mitel 6940 page1 - with 1 extension module M695



Clicking **Page 2** (in the example) at the bottom of the extension displays the numbers of the first to the last key on Page 2 of the extension so that they can be programmed.

The key numbers of the terminal itself are not affected.

2.4 KEYS INACCESSIBLE FOR PROGRAMMING

Some keys on the left side of the table may appear greyed out, associated with their programming indicated in red and possibly associated with an icon representing a lock. The user cannot access the programming of these keys.

This is, in particular, the case:

- On 6800 SIP phones for the L1 and L2 keys, which appear in a separate frame and can only be programmed by the administrator
- For the configuration of the multi-line function for the terminals

Example for a 6930 Phone with Keys 3, 4, 13 and 14 locked:



This occurs in the following cases:

- The administrator has pre-programmed and locked certain keys.
- The keys have been programmed with a complex function that is not recognised by the programmable key management application.

Depending on the case, the configuration carried out by the administrator was as follows:

On the iPBX

In Menu **Telephony service>Subscribers>Subscriptions>Characteristics**, **Keys** tab, the administrator has pre-programmed and locked certain keys in this menu.

On MiVoice 5000 Manager

In Menu **Telephony>Subscriber management**, **Operate** column, the administrator has preprogrammed and locked certain keys with or without complex functions.

2.5 **DISPLAYING PROGRAMMED KEYS**

Follow the procedure outlined in the section

Programming the keys of a terminal for the first time until you reach the screen that displays all the keys and the programming for each one.

2.6 MODIFYING PROGRAMMED KEYS

Follow the procedure outlined in the section

Programming the keys of a terminal for the first time until you reach the screen that displays all the keys and the programming for each one.

- Then click on the number of each key to be changed,

On the **Details of key N** screen

- Enter the new values for the **Label** and **Function** fields.

2.7 REASSIGNING PROGRAMMABLE KEYS TO A NEW TERMINAL

If a subscriber changes to a new type of terminal, for a given range and wishes to transfer the previous key programming to this new terminal, the procedure is as follows:

Follow the procedure outlined in Section **2.2**

Programming the keys of a terminal for the first time until you reach the screen that displays all the keys and the programming for each one.

1	cco16000	Supervision de votre ligne	Mitel 5370 / 5370i
2	cco16002	Supervision de votre ligne	
3	poste cabine60...	Poste cabine	
4	6002	Poste cabine	
5	6005	Ne pas déranger	


In this example, the original terminal, 5370 Digital/5370 IP, must be reassigned to a 6757 Digital.

- The **Terminal type selection** option in the **Keys** menu is displayed, enabling you to change the range, model and number of extensions.

Keys **My keys** Forwardings Terminals Passwords

Labels
Update
Terminal type

Terminal type selection


Terminal range	6750	
Terminal type		

Cancel Modify

Keys Forwardings Terminals Passwords

Terminal type

Terminal type selection

Terminal range	6750	
Terminal type	6753 6755 6750	

Cancel Modify

- Select the new characteristics successively.

Keys


Forwardings

Terminals

Passwords

Terminal type

Terminal type selection

Terminal range	6750	
Terminal type	6757	
Number of extensions	1	

Cancel

Modify

- Click **Modify**.

The screen then shows the previous programming reassigned to the new terminal model; in the example of 6757 Digital with extension (60 programmable keys).

Keys

Forwardings

Terminals

Passwords

My keys

1	cco1	Your number monitoring
2	6000	Your number monitoring
3	dnd	Do not disturb
4	-	-
5	qq	Your number monitoring
6	gaston	Your number monitoring
7	-	-
8	-	-
9	LABEL1	Your number monitoring
10	-	-
11	6005	Your number monitoring
12	-	-
13	aa	Your number monitoring
14	-	-
15	-	-

Mitel 6757 with 1 extension module

The programming options can be changed and/or completed by re-selecting the keys in question.

For 6800 and 6900 SIP Phones, the images are displayed on the right with or without the extensions as the case may be.

The lift allows you to view and select all the buttons on the terminal in question (depending on terminal type, from 1 to 64).

2.8 SET LABELS

From the screen that displays all the keys and the programming for each key:

Touches

Renvois

Terminaux

Mots de passe

Mes touches

1	cco16000	Supervision de votre ligne
2	cco16002	Supervision de votre ligne
3	poste cabine60...	Poste cabine
4	6002	Poste cabine
5	6005	Ne pas déranger
6	mm	Numérotation
7	cco26002	Supervision de votre ligne
8	555	Renvoi sur non réponse
9	6002	Ne pas déranger
10	.	-
11	6000	MobileLink
12	6002	MobileLink
13	6000	XML
14	6002	XML

Mitel 6757 avec 1 extension

- Select Menu **Keys>Labels** (e.g. For a 6757).

For each programmed key, the content of the empty **Label** field, as defined on the **Details of key N** screen will be printed next to the key number.

An information window then appears prior to printing enabling you to set the printing options for your particular browser.

Labels for the set 6757

If PDF file is not generated, untick in Acrobat Reader "display the PDF documents in the browser"
In the printer properties, click "actual format".

23	
24	
25	
26	
27	
28	
29	
30	
31	
32	
33	
34	

41	verrou
42	
43	
44	
45	
46	
47	
48	
49	
50	
51	
52	

- Then click "Print" to print out the label to be placed on the terminal.

2.9 UPDATING THE PROGRAMMING KEYS OF MITEL 6000 SIP PHONES

Menu **Keys>Update** allows the user to update the configuration of the programmable keys on the terminal for the subscription number in question.

Keys

Forwardings

Terminals

Passwords

My keys

1	cco1	Your number monitoring
2	6000	Your number monitoring
3	dnd	Do not disturb
4	.	-
5	qq	Your number monitoring
6	gaston	Your number monitoring
7	.	-
8	.	-
9	LABEL1	Your number monitoring
10	.	-
11	6005	Your number monitoring
12	.	-
13	aa	Your number monitoring
14	.	-
15	.	-

Mitel 6757 with 1 extension module

2.10 PROGRAMMING FORWARDING

2.10.1 INTRODUCTION

Forwarding is characterised by:

- The type of forwarding (immediate, on busy, on no answer, predefined)
- The call origin (all calls, internal calls, external calls)
- The forwarding destination (voicemail, internal or external number)
- The recipient's number (for internal or external number only)

The subscription must be declared beforehand in a Multi-line configuration as well as the associated secondary lines

- In a configuration without MiVoice 5000 Manager: in the **Multi-lines** tab of Menu **Telephony service>Subscribers>Subscriptions> Characteristics**
- In a configuration with MiVoice 5000 Manager: in the **Multilines** tab of Menu **Telephony service>Subscribers>Subscriptions> Characteristics**.

2.10.2 ERGONOMICS

This interface gives access to the programming of forwarding for a given subscription:

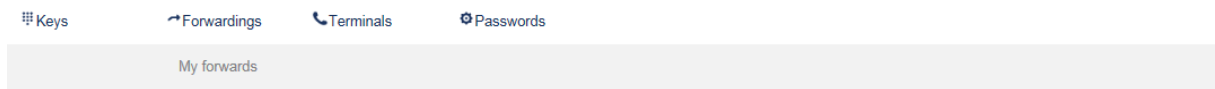
- Any accessible forwarding type can be defined by the user based on his/her rights defined by the administrator on WebAdmin.
- The accessible (authorised) links are displayed in bold and open a window for configuring the forwarding type according to origin.
- If forwarding has been locked by the administrator, this is indicated by a padlock on the line in question.
- For predefined forwarding (defined by the administrator), only the activation information is displayed.

2.10.3 PROCEDURE

Forwarding programming is applicable to the main line as well as to the secondary lines:

From Menu **Forward**:

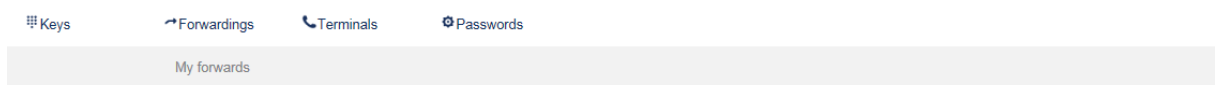
For a main line:



Forward for the line		6000 ▼
Immediate forwardings	All calls	
	External calls	
	Internal calls	
Forwardings on busy	All calls	
	External calls	
	Internal calls	
Forwardings on no reply	All calls	
	External calls	
	Internal calls	
Predefined forwardings	All calls	
	External calls	
	Internal calls	

- Select the forwarding type concerned and assign it the number you want according to its origin (see the configuration rules described in the section **Ergonomics**).

For a secondary line:



Forward for the line		6000 6001 6005
Immediate forwardings	All calls	
	External calls	
	Internal calls	
Forwardings on busy	All calls	
	External calls	
	Internal calls	
Forwardings on no reply	All calls	
	External calls	
	Internal calls	
Predefined forwardings	All calls	
	External calls	
	Internal calls	

- Select the secondary line concerned from the proposed list.
- Select the type of forwarding to be applied and assign it the desired number according to its origin.

2.11 DEACTIVATING/ACTIVATING AN INTERNAL OR EXTERNAL TERMINAL

This function, accessible via Menu **Terminals>External number**, allows the subscriber to deactivate or reactivate his/her internal or external terminal(s).

The external terminal must have been declared in the **assignment** record. By default, these options are activated. An incoming call causes both terminals to ring. Using this function deactivates one of the terminals so only the one you wish to use rings.

When an internal terminal is deactivated, a message or information symbol is displayed on the screen indicating that incoming calls are deactivated.

However, outgoing calls on a deactivated terminal are accepted.



Note: This function can also be implemented from the subscriber's data sheet.

2.12 MODIFYING AN EXTERNAL NUMBER

This function, accessible via Menu **Terminals>My terminals**, allows the subscriber to modify an existing external number.

The subscriber must be authorised to make external forwarding.

- Select the **Number** field of the external number in question.
- Enter the new number.
- Click **Modify**.



Note: This function can also be implemented from the subscriber's data sheet.

Filling in an empty field is rejected by the User Portal.

2.13 REASSIGNING A TERMINAL TYPE TO AN EXISTING SUBSCRIPTION

Menu **Keys>Terminal type** allows a subscriber, for a given range, to change his/her terminal model and, thus, retrieve his/her previous key programming.

This column gives direct access to terminal reassignment. Access is also possible from Menu **Keys**, by clicking the terminal link at the bottom left of the screen.

Since the procedures are the same, see Section 2.7.

2.14 MODIFYING THE MIVOICE 5000 USER PORTAL ACCESS PASSWORD



IMPORTANT NOTE: The menu below is not available if the administrator has set login to the User Portal with Windows login in SSO mode.
Check with the system administrator if necessary.

- From Menu **Password>User Portal**,
- Enter the current password in the **Old password** field.
- Enter the new password in the **New password** field.
- Enter this new password again to confirm it in the **Confirm** field.
- Then click **Apply** to confirm the modification.

However, if this password is forgotten it should be possible to reset it from MiVoice 5000 Manager (see the document AMT/PTD/NMA/0003).

Applying a password security policy

A password entry policy to reinforce security can be defined by the administrator in the iPBX WebAdmin, in Menu **Subscribers>Rights>Global parameters, Application** tab (refer to the document AMT/PTD/PBX/0080).

Contact the administrator for the syntax rules to be respected.

A validity period for this password is also set by the administrator and the following messages are displayed if the date has expired or is about to expire:

- “Your password has expired: You need to change it.”
- “Your user password will expire in XX days. You need to change it.”

When entering the new password a pop-up message indicates the rules to be respected. If necessary, contact the administrator for more information.

2.15 CHANGING THE USER PASSWORD

The user can change the common password of the subscription and the IVB of his/her main extension:

- From Menu **Password>Subscription**,
- Enter the new password in the **New password** field (value between 0000 and 9999).
- Enter the new password a second time in the **Confirm** field.
- Then click **Apply** to confirm the modification.

An e-mail is not sent when the user password is changed via the User Portal.

2.16 POWER SAVING FUNCTION - POWERING UP A TDM TERMINAL

TDM terminals connected to Mitel 5000 Gateways can be powered off by applying a calendar (see document AMT/PTD/PBX/0080).

A terminal powered off through the power saving function can be powered up again from the screen on which are displayed all the keys and their programming.

The terminal is powered up and off from Menu **Terminals>Power on**.

2.17 LOGIN/LOGOUT

This feature is only available for Mitel 6000 SIP phones and is not offered by default.

It must be authorised in advance by the administrator. Contact the administrator for more information.

2.17.1 LOGIN

This feature allows a user to log on to a free workstation from a label displayed on the terminal. To log on, the user must first access Menu **Terminals>Login/Logout** in the User Portal to activate the login.

The labels displayed on the free terminals are defined by the administrator.

To log on to a free terminal, use the User Portal to access Menu **Terminals>Login/Logout**. The checkboxes in the **Register terminal** field allow login to free terminals.

Keys Forwardings Terminals Passwords

Login/Logout

Login on a terminal

Select a new terminal Login

Logout from a terminal

Terminal type	Label
---------------	-------

Depending on the history of previous logins, the following cases can be distinguished:

- **If the user has already logged on to a free terminal**, the list of previously used labels is displayed. In this case, an options list is proposed corresponding to the previous labels.



- **If the user has never logged on**, tick the **Select a new terminal** checkbox then click **Login**.
- Enter the full label (view on the free terminal) or enter the first characters of this label. An automatic list of labels with these first characters is displayed.
- After selecting the relevant label, click **Login**.

The free terminal is connected and associated with the subscription in question.

2.17.2 LOGOUT

Menu **Terminals>Login/Logout** allows the user to log out from the terminal.



Note: The logout was subject to authorisation. Check with the system administrator if necessary.

In the **Unregister terminal** area:

- From the terminals displayed select the one to be logged out. The choice is based on the type of terminal.
- Click **Logout**.

Type de terminal	Libellé
6669	008-9644

The terminal is then logged out and proposes the label as a free terminal.

2.18

DISPLAYING FREE TERMINALS ASSIGNED TO A SUBSCRIPTION NUMBER

Menu **Terminals>My terminals** displays the list of free terminals that have been assigned to a subscription number. The Login/Logout label is indicated for each terminal.

