

MiVoice 5000 Easy Admin User Guide

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1 INTRODUCTION

Mitel 5000 Easy Admin is a new, simplified MiVoice 5000 interface, available as of R8.0.

In this first step, this interface can be used to easily update Company/Department related pre-hook, dissuasion or on-hold messages.

This user-friendly application can also be used to change/load customised messages by changing, for example, the on-hold or welcome message.

From a web browser, the user can do the following by Company:

- List messages
- Change a message
- Listen to a message
- Record a voice message

Prerequisites:

Web browser: Edge, Firefox, Chrome, Opera, Safari, etc.

Modifiable advertisements have been previously customised by the administrator of the site(s) concerned according to the company/department pair.

2 LOGGING IN TO THE APPLICATION

The user connects to the application via the dedicated and secure URL (<https://IP address or FQDN/easyadmin/>) provided by the administrator, using the associated **Login/Password** (unique for each company).



IMPORTANT NOTE: Concerning the URL, it is mandatory to respect the syntax.

Then, in the login window, enter this login/password.

The welcome screen is then displayed:

Company	Department	Message name	Change the message	Listen to the message
TEST	*****	dd	Change	Listen
TEST	PREDEC	test pr1*(dec_2m_wic	Change	Listen
FLOWER.COMPANY	ROSE STORE	num exterieure	Change	Listen
*****	*****	garde locale	Change	Listen

The company name is displayed in the banner at the top of the screen.

The user name is also shown in the top right-hand corner.

The messages proposed/displayed are those predefined by the administrator.

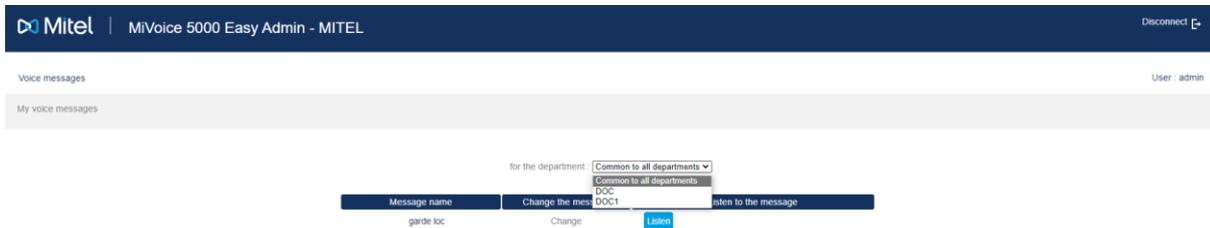
3 LOGGING OUT

To log out, click the  button in the upper right-hand corner.

4 USING THE APPLICATION

The application user can manage the message(s) on a company basis for:

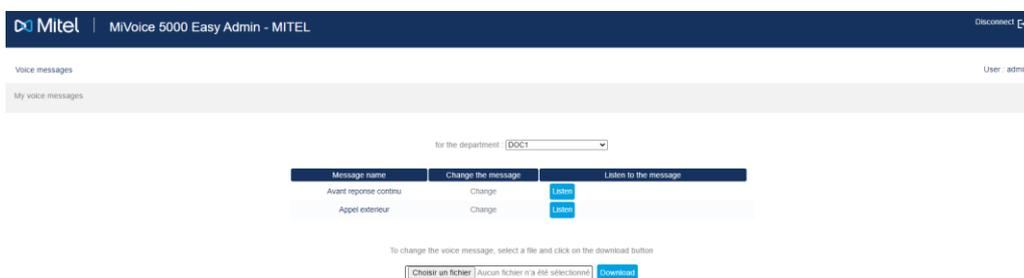
- All departments
- One particular department.



4.1 CHANGING A MESSAGE

From Menu **My voice messages**,

- Select the message for the departments concerned.

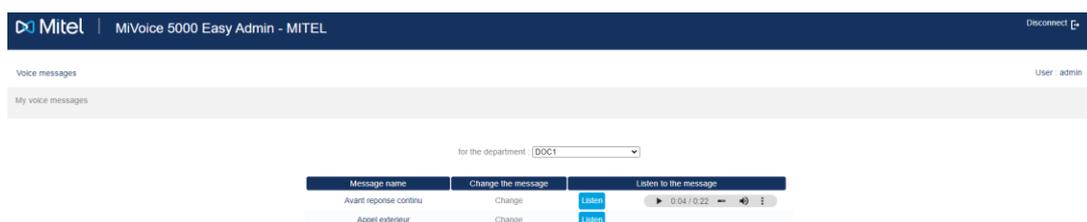


- Click **Change**.
- Click **Select file**.
- Search for and select the file in question (.wav or .mp3).
- Click **Download**.

The file is loaded and associated with the message name.

The file is not downloaded if it is not in the correct format.

4.2 LISTENING TO A MESSAGE



- Click **Listen**.

The playback bar is displayed on the right.

Possible actions are play, pause and adjust volume only.

4.3 RECORDING A VOICE MESSAGE

- Click **Record a voice message** at the top left.
- Click **Start your recording**.



Note: The ergonomics of the recorder depends on the browser used. A microphone is required and its use must be authorised.

The button turns red. Recording is in progress.

To stop the recording, click **Stop your recording**. A window appears, prompting you to enter the name of the audio file corresponding to this recording.

Another section appears, with an audio playback bar, the file name, a save button and a cancel button.

Audio playback allows you to listen to what you have just recorded by clicking the triangle button.

The name of the file entered is preceded by the current date. The file will be downloaded with this name and the .wav extension into the download directory when the save button is clicked.

If this date is not suitable, it is always possible to remove and rename it by clicking on the file name.

The Cancel button deletes the section and resets the page.