



Powering connections

February 27, 2018

Mitel EasyPop User and Installation Guide

Description: Mitel EasyPop User and Installation Guide allows a user to install and use the Client Screen Pop Helper to execute a user defined program.

Contents

Settings2

[Login](#)

Examples.....7

Requirements7

Installing7

Removing/Uninstalling.....8

Upgrades8

Mitel EasyPop: A Client Screen Pop Helper

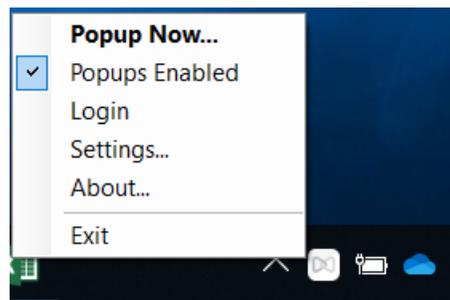
Mitel EasyPop provides the ability to execute a particular user defined program, batch file, or URL when an incoming call arrives and/or outgoing call is placed. When running on a Mitel subscriber's client computer, EasyPop appears as a small Mitel icon in the Windows taskbar tray while monitoring your Mitel phone line. When the configured type of phone call occurs, EasyPop executes the target function with parameters as configured.

EasyPop is meant to speed the development of proprietary screen pop applications by insulating the user to deal with the phone system side of programming. The user or developer can concentrate on their target function development and configure EasyPop to trigger the target based on the required settings.

Mitel Connect client must be installed and successfully used at least once before EasyPop allows authenticating this user in the Mitel Connect system.

For Mitel MiVoice systems, the Application Licensing Server and appropriate licenses must be installed to use EasyPop. See your Mitel partner for details and a trial license.

Right-click the EasyPop icon for the main menu selection. Note that an identifying "balloon" appears after hovering over the EasyPop icon.



Selecting "Popup Now..." or double-clicking the EasyPop icon causes an immediate trigger of the target function with the parameters of the last received call. This is useful in case a previously ignored or dismissed target trigger is now required.

The "Popups Enabled" selection allows EasyPop to be enabled/disabled as required without stopping/starting the program. A check mark will be shown, if EasyPop is currently enabled.

"About..." shows the current version of EasyPop.

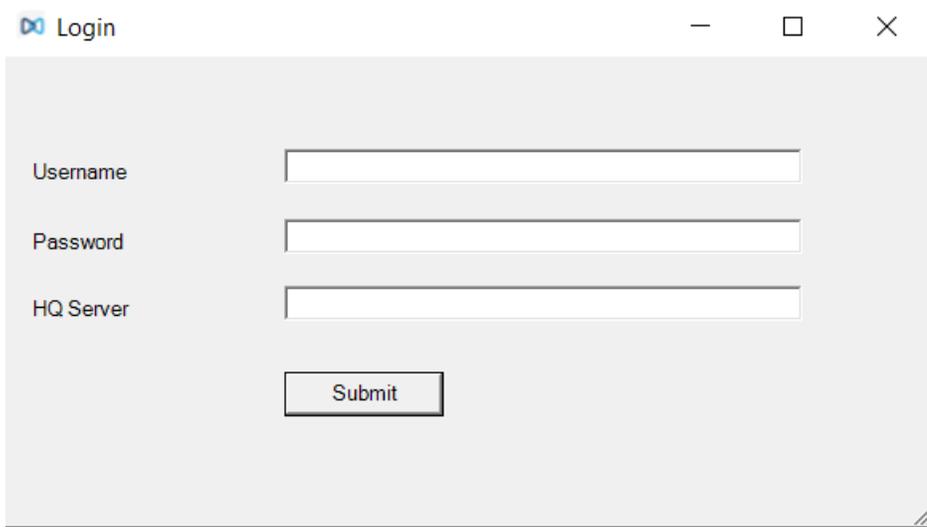
"Settings..." is described below.

Login

From the EasyPop icon menu, select "Login" to bring up the Login Dialog box which allows you to provide the user name , password, HQ server . The Screen shot below shows the same.

Mitel EasyPop User and Installation Guide

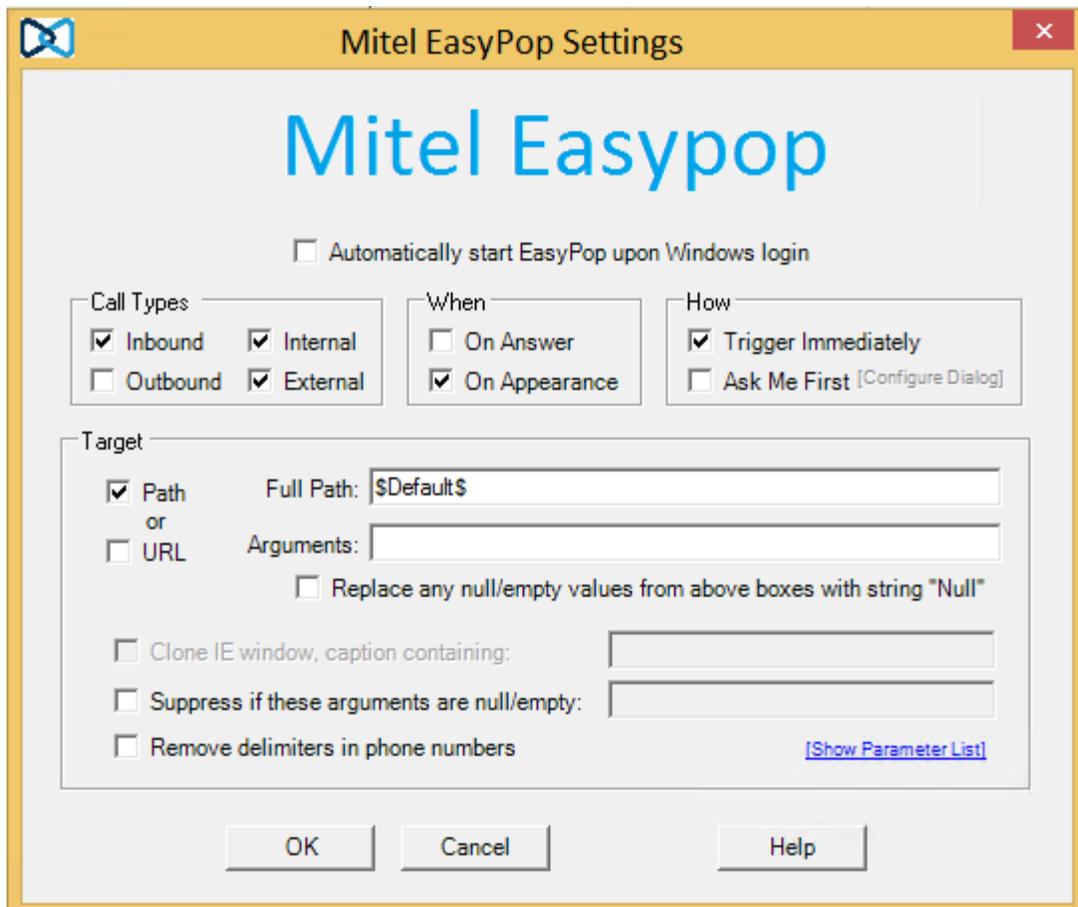
Once the details are provided ,Click the submit button, then the result of the login will be displayed.



The image shows a window titled "Login" with a standard Windows-style title bar (minimize, maximize, close buttons). The window contains three text input fields stacked vertically, labeled "Username", "Password", and "HQ Server" on the left. Below these fields is a rectangular button labeled "Submit". The background of the window is a light gray color.

Settings

From the EasyPop icon menu, select "Settings..." to bring up the Settings dialog box, which allows you to configure EasyPop behavior. The screen shot below shows the default configuration after the initial installation.



By default, EasyPop starts automatically each time you log in to Windows. The "Automatically start EasyPop upon Windows login" box in the Settings dialog box controls this behavior.

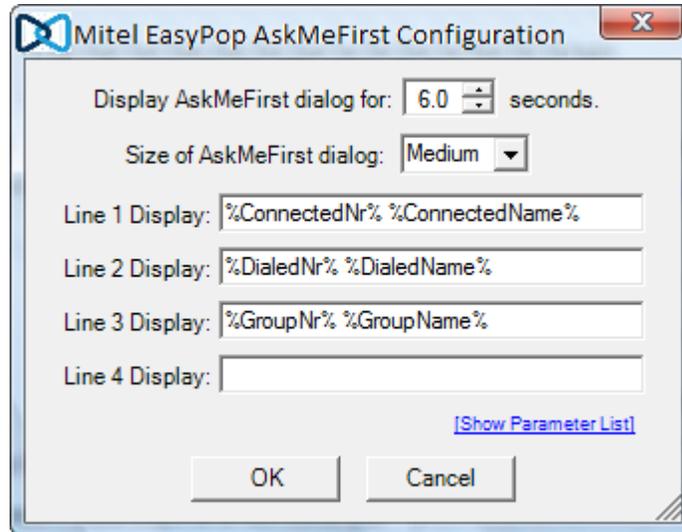
EasyPop can execute the target function upon one or more of the following call types: Inbound, Outbound, Internal, and External. Check the boxes in the "Call Types" section of the Settings dialog. The default is to execute the target function on inbound, external phone calls. Note that the called and calling party information reflects the call with regard to "Direction". For an outbound call, you are the calling party, and for an inbound call, you are the called party. The connected party will always reflect the "other" party (as opposed to you).

In the "When" section of the Settings dialog box, indicate whether you want the target function to trigger when the call is answered or when the call first appears (for example, begins to ring on an incoming call). These are mutually exclusive settings.

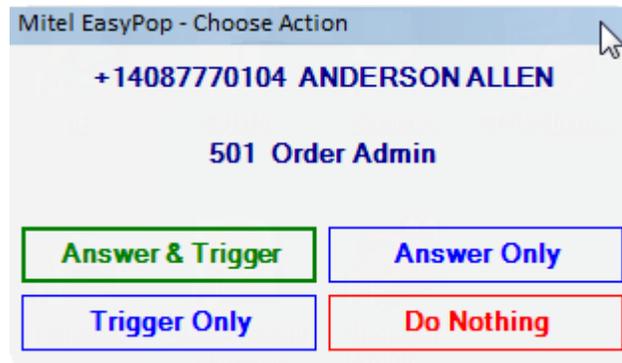
In the "How" section of the Settings dialog box, indicate whether you want the target function to trigger immediately (given it would be triggered according to the other configuration parameters) or if you want an EasyPop dialog to ask you first. The "Ask First" dialog box is a small transient window, which asks the user whether to trigger the "final" target or not. It disappears after a few seconds and can be ignored if no trigger is required. The "Ask First" dialog box, if moved, will remember its position for future dialog boxes to allow repositioning to an unobtrusive location. The "How" settings are mutually exclusive. The "Ask First" window can be customized by clicking the "[Configure Dialog]" link

next to the "Ask Me First" box. Customization includes the length of time the dialog is displayed and the various parameters shown on each of up to four lines of the dialog box (see below).

This configuration:



Results in this display (if "Ask Me First" dialog box is selected) for an incoming call from Anderson Allen at 14087770104 to an agent of the Order Administration Workgroup 501 (this particular call contained no DNIS information so Line 2 is blank):



As you can see above, you may Answer & Trigger the target function, Answer, Trigger, or "Do Nothing". All choices will close the Ask Me dialog box immediately.

In the "Target" section of the Settings dialog box, you may enter a file path or built-in function (select the "Path" box) or a browser URL (select the "URL" box) you want to be executed on each call that EasyPop is configured to handle. For triggering an application by file path, optional arguments can also be entered. In either of these boxes, you can indicate substitution parameters, which EasyPop will replace with the values associated with the particular call. The substitution parameters are explained below and a list of the parameters from which to choose and drag will be displayed by clicking the "[Show Parameter List]" link in the Settings dialog box.

For the testing purposes, the default "Full Path" value is "\$Default\$" and this causes EasyPop to display, on a handled call, an internal dialog box giving the values of each parameter as received for that call.

The following built-in functions are recognized in the "Full Path" field (additional arguments and substitution parameters do not apply to the built-in functions - additional information is built into the function):

Function	On a Handled Call, EasyPop Executes
\$Default\$	An internal dialog display listing all substitution parameters and their values for that particular call. Useful for testing functionality and viewing values of the various parameters.
\$TimeMatters\$	Mitel's EasyPop connector to LexisNexis® Time Matters® application causing Time Matters® to display the calling party's contact page. User must have Time Matters® installed and running and must have the Mitel EasyPop Time Matters® connector add-in which is available separately.

The following substitution parameters are recognized:

Parameter	On a Handled Call, EasyPop Substitutes
%MyAddress%	The Mitel line's address (the user's own extension number).
%MyName%	The Mitel line owner's name (the user's name).
%Direction%	The string "Inbound" or "Outbound" reflecting the direction of the particular call.
%Origin%	The string "Internal" or "External" reflecting the origin of the particular call.
%CallType%	A string representing the call's type: "HuntGroup", "HuntGroupConsult", "WorkGroup", "WorkGroupConsult", "Whisper", or "Null".
%CalledNr%	The called party's number (the target of the call).
%CalledName%	The called party's name.
%CallingNr%	The calling party's number (the party that placed the call).
%CallingNrNatl%	The calling party's number (the party that placed the call) sans country code.
%CallingNrNatlDashed%	The calling party's number (the party that placed the call) formatted as 10 digit national number with dashes (North America).
%CallingNrNatl%	The calling party's number (the party that placed the call) sans country code.
%CallingName%	The calling party's name.
%ConnectedNr%	The connected party's number (party number ultimately connected on the call).
%ConnectedNrNatl%	The connected party's number (party number ultimately connected on the call), sans country code.
%ConnectedNrNatlDashed%	The connected party's number (party number ultimately connected on the call), formatted as 10 digit national number with dashes (North America).
%ConnectedName%	The connected party's name.
%DialedNr%	The number dialed by the party that placed the call (aka DNIS in North America)
%DialedName%	The name of the party that placed the call.
%RedirectingNr%	For a forwarded call, the number that caused the forwarding.
%RedirectingName%	For a forwarded call, the name associated to the number that caused the forwarding.
%RedirectionNr%	For a forwarded call, the forward destination number (the target).

%RedirectionName%	For a forwarded call, the name associated to the forward destination number.
%GroupNr%	For an incoming HuntGroup or Workgroup call, the number of the Huntgroup or Workgroup.
%GroupName%	For an incoming HuntGroup or Workgroup call, the name of the Huntgroup or Workgroup.
%NrOtherParties%	The number of other parties on this call. Usually 1, but 2 in case of conference.
%Party1Type%	The type of party 1 (see types below).
%Party1TrunkSwitch%	If party 1 is a trunk, the Mitel switch number to which this trunk is connected.
%Party1TrunkPort%	If party 1 is a trunk, the Mitel switch port number to which this trunk is connected.
%Party1TrunkName%	If party 1 is a trunk, the trunk's name as configured in the Mitel system.
%Party2Type%	The type of party 2 (see types below).
%Party2TrunkSwitch%	If party 2 is a trunk, the Mitel switch number to which this trunk is connected.
%Party2TrunkPort%	If party 2 is a trunk, the Mitel switch port number to which this trunk is connected.
%Party2TrunkName%	If party 2 is a trunk, the trunk's name as configured in the Mitel system.
%GUID%	Call GUID, digits only.
%G-U-I-D%	Call GUID, hyphenated form.
{G-U-I-D}	Call GUID, hyphenated form with brackets.
%SIPCallId%	Call GUID in the form of a SIPCallId as saved in the call table of the CDR database.

In addition, parameters indicated in the form of #NAME# will substitute the value of the Mitel Call Property, which matches "NAME", if one is present on the call. Mitel Call Properties "travel" with Mitel calls and are used by custom applications, and the Mitel's Contact Center to provide call related information.

If for a particular call, any of the parameters used in the "Target" section are null (empty, non-existent, not available), the substitution will also be null - an empty string. This may not be required if your target program is counting on the position of the arguments. If you select the "Replace any null/empty values..." box in the "Target" section of the Settings dialog box, the string "Null" will be substituted for null values instead.

If the "Suppress if these arguments are null/empty" box is selected, the corresponding text box is enabled for entry of one or more substitution parameters. If a call arrives and all the indicated parameters are missing or evaluated to the empty string (that is they are blank), EasyPop will ignore this call, that is no Ask Me dialog box or trigger will occur. This is useful, for example, if you only want EasyPop to handle Workgroup type calls to your station and ignore all others.

If the "Remove delimiters in phone numbers" box is selected, delimiters such as "+" or parentheses are removed from any of the number value arguments (CalledNr, CallingNr, and so on) before being passed to the trigger.

If the "Clone IE Window, caption containing" box is selected, the corresponding text box is enabled for entry of an Internet Explorer window caption. This function can only be used when the trigger is a URL and only functions with Internet Explorer (as opposed to other browsers). EasyPop will find the latest IE window containing (not matching, just containing) the indicated string, replicate the window and pop the triggered URL in the new window. This function is helpful if you are already logged in to a session of some remote web server application, the replicated window will also

be logged in to that session.

Examples

Example 1: Search google™ for the calling party's name each time a call connects. I leave the "why" to the reader. Do not forget the "http://" for URLs.

Path or URL: `http://www.google.com/search?hl=en&q=%CallingName%`
(Arguments field should be left blank for URLs)

Example 2: Execute your own Windows batch file, which (you will write to) adds an entry to a file for each phone call. Note the quotes surrounding calling name to "tell" a batch file that it is one argument even if it contains spaces (this may or may not be desired...up to the writer).

Path or URL: `C:\MyFolder\PhoneLogger.bat`
Arguments: `%CallingNr% "%CallingName%"`

Example 3: Execute your own program, which (you will write to) looks up the caller's account information in your proprietary accounting system by using the caller ID to match. The program then displays the information.

Path or URL: `C:\MyFolder\AcctLookup.exe`
Arguments: `%DialedNr% %CallingNr%`

Example 4: Display the calling party's contact page using LexisNexis® Time Matters®

Path or URL: `$TimeMatters$`
(Arguments field should be left blank for built-in functions.)

Requirements

- To use EasyPop, you must have a version of Mitel Call Manager software installed (not necessarily running, just installed).
- You must have Microsoft's .NET Framework version 2 (or greater) update installed. The EasyPop installer will let you know whether you need this or not and will redirect you to the Microsoft website to download it if necessary. It is also available directly from Microsoft here: [Microsoft .NET Framework 2.0](#).

Installing

Copy files EasyPopSetup.exe and EasyPopSetup.msi to each client where installation is required. Run EasyPopSetup.exe

After the installation, there is a shortcut on the desktop, and in the Start --> All Programs --> Mitel section, you open EasyPop to run it for the first time. EasyPop is also pre-configured to start on Windows log in so you do not have to start it again after restarting or logging out/logging in.

While running, after the installation, screen pop-ups should occur when incoming external calls are connected

(answered). The default screen pop is an internal display of the various call parameters. These settings should be adjusted immediately after installing, so that the screen pop-ups are triggered as required.

Right-click and select "Settings" on the Mitel EasyPop icon in the windows tray to see the "Settings" screen. Select "Help" in the Settings window title bar for the instructions on configuration and use of EasyPop.

Removing/Uninstalling

Use Windows Control Panel-->Add/Remove Programs. Find "Mitel EasyPop" and click remove.

Upgrades

To upgrade to a newer version, execute the new version installer. The older version will be replaced automatically with the new version.