

MiVoice Office Application Suite Portal

To coincide with the release of MiVoice Office Application Suite 5.0 (MiVO App Suite), an updated version of the Mitel Communication Service portal is being released.

The portal is for use by reseller's employees and offers the following features:

- The ability to perform offline registrations of MiVO App Suite software
- Provide visibility of existing MiVO App Suite sites with corresponding SWAS information
- Provide visibility of un-used voucher codes that have been ordered by the reseller and the ability to assign them directly to MiVO App Suite sites (including pre-5.0 sites)

Portal Access

Each MiVO App Suite reseller has an account on the portal which all their MiVO App Suite license purchases are registered against.

If, as a reseller, you don't have access to login into the portal, please request access using the contact details on the portal home page.

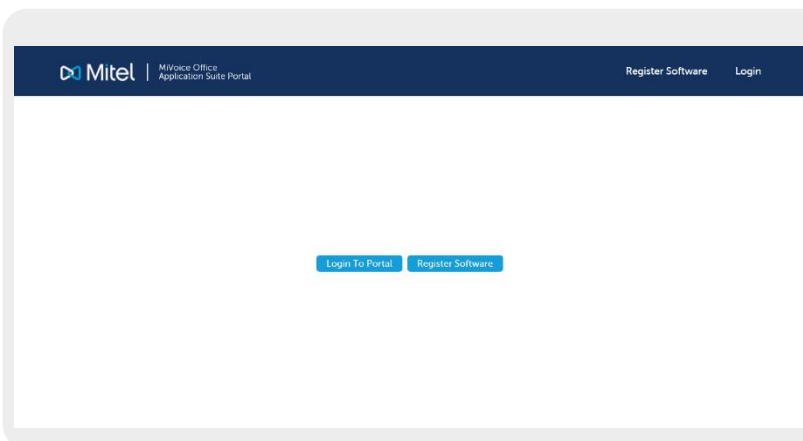
To access the portal, visit <http://www.mitelcommunicationservice.com>.

An admin account will be provided to access the portal. Using this 'Admin' account, additional user accounts can be created for employees to access the portal and receive update emails.

Home Page

From the home page, there are two options; Login or Register software.

A login is required to access the license information and voucher codes section of the portal. MiVO App Suite licenses can be registered without a portal login if required.



Software Registration

The software registration section is for registering MiVO App Suite systems that do not have direct access to the internet. Registration request files can be uploaded here and activation files downloaded. If you encounter any problems during the registration process, please use the contact details on the portal to seek support.

Activate new software

If you are installing Mitel Communication Service on a computer without Internet access, you will need to perform an offline activation. Follow the steps on the Communication Service wizard to obtain a Licence Request file and then upload this below.

The returned Licence File can then be uploaded to your Communication Service in order to complete activation.

Upload licence request file: [Browse...](#)

[Upload](#)

Secure Area

Once logged into the portal, the secure area options become available:

- **Sites** -> Displays a reseller's purchased systems
- **Vouchers** -> Displays a reseller's used and unused vouchers
- **Users** -> Provides control of a reseller's users of the portal



Reseller Number: 000000

In addition to these secure sections of the portal, the Reseller ID will be visible at the top left of the screen (shown as '000000' in the screen shot). This reseller Id will be required when registering stocked MiVO App Suite Site IDs that have not been linked to a reseller. The reseller id is required so that licenses are correctly assigned to a reseller account and can be managed through the portal.



Note

The reseller id is the same as the Mitel SAP Account number for a Reseller.

Sites

The sites section provides visibility of all MiVO App Suite sites that have been registered by the reseller. The filters section at the top of the screen can be used to search for specific sites or to identify sites that are with/without SWAS or are running a specific version of MiVO App Suite.

For more information on a specific site, press the 'i' icon in the details column. This will provide information of what licenses the site has and what SWAS is currently in place.

It also provides information about what SWAS coverage is required for a site based on its licenses and provides the part numbers that need to be ordered when renewing.

The filters are useful for identifying which sites could benefit from an upgrade and which sites can be targeted for SWAS sales.

Unregistered sites are ones that have been purchased by the reseller but have not yet been registered at a customer's site.

Site ID	Site Name	Version	SWAS Expiry	Certificate	Details
18429		MCS (5.0)	Valid 02 May 2017		
18428		MCS (5.0)	Valid 29 Apr 2017		
18425		MCS (5.0)	Valid 26 Apr 2017		
18424		MCS (5.0)	No SWAS		
18423		MCS (4.3)	Valid 23 Apr 2017		
18422		MCS (4.3)	Valid 23 Apr 2017		
18415		MCS (4.3)	No SWAS		
18414		MCS (5.0)	Valid 19 Apr 2017		
18413		MCS (4.3)	No SWAS		
18412		MCS (5.0)	Valid 16 Apr 2017		



Note

The version displayed in the grid is the version of software that is licensed to be run. The software installed on the customer's site may be an earlier version.

Vouchers

The vouchers section provides access to view all vouchers that have been purchased by the reseller. The filter options can be used to search for specific parts or to see which site a voucher has been redeemed against.

This part of the portal can also be used to assign vouchers to MiVO App Suite systems running a version prior to 5.0. From MiVO App Suite 5.0, vouchers can be assigned within the MiVO App Suite software. For sites running versions of MiVO App Suite prior to 5.0, the portal is the only way to assign license vouchers to a site.

The 'Purchase Order' section of the filter can be used to search for vouchers that were provided as part of a specific order.

Description	Site ID (Name)	Voucher	Used Date	Assign
(S1303549) Phone Manager Outlook 10 Pack	Unassigned			
(S1303549) Phone Manager Outlook 10 Pack	Unassigned			
(S1303549) Phone Manager Outlook 10 Pack	Unassigned			
(S1302776) Phone Manager Professional	Unassigned			
(S1302776) Phone Manager Professional	Unassigned			
(S1302776) Phone Manager Professional	Unassigned			
(S1302776) Phone Manager Professional	Unassigned			
(S1302776) Phone Manager Professional	Unassigned			
(S1302776) Phone Manager Professional	Unassigned			
(S1302776) Phone Manager Professional	Unassigned			



Note

Once a voucher has been assigned to a site, it cannot be unassigned. Please use the contact details provided on the portal if you have any license support issues.



Note

Vouchers cannot be split between sites. A single 'Phone Manager Outlook 50 Pack' can only be assigned to one site.

Users

The users section shows all user accounts which have access to the portal and their contact details. Users can be created, deleted and edited by someone with the correct permissions.

Each user can be configured as to whether they receive SWAS, Technical and/or Sales emails from the portal.

The main contact will be the primary contact used when providing order updates.

The SWAS Upgrade Email Address is an additional address that can be entered to receive SWAS update notifications for the reseller (Users can also be configured to receive SWAS update emails).

The following properties can be configured against users of the portal:

Admin User

Can create/edit/delete other users.

Email Subscriptions

Different types of email subscription are available.

Sales – Enable to receive sales related bulletins

Technical – Enable to receive technical related bulletins

SWAS/Maintenance Alerts – Enable to receive SWAS based notification emails.