Mitel Dialer for MiVoice MX-ONE

INSTALLATION AND USER GUIDE

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1 INSTALLATION GUIDE

1.1 INTRODUCTION

Mitel Dialer is a Windows desktop application which controls a telephone terminal connected to a Mitel call server. This application is used to set up and monitor telephone communications.

Mitel Dialer is offered in two editions:

- Mitel Dialer for .NET Framework 4.0
- Mitel Dialer for .NET Framework 3.5

Mitel Dialer is installed in two ways:

- Using a Windows installation file (.msi file)
- Via an installation program which can be used without administrator rights.

To deploy the call function from **Skype for Business (Lync)**, use **Mitel Dialer for .NET Framework 4.0** and install it via the .msi file.

Apart from this exception, all the Dialer functions are supported in the same manner, no matter the edition and installation mode chosen.

1.2 SYSTEM REQUIREMENTS

Mitel Dialer can work with the following versions of call server:

- **MiVoice MX-ONE** 6.0 and higher

The use of Mitel Dialer requires licenses. See the Ordering Information for MX-ONE Terminals.

- Windows 7 - 32/64 bits
- Windows 8 and 8.1 - 32/64 bits
- Windows 10 - 32/64 bits

For any questions about compatibility with another Windows version, please contact your Mitel agent.

At least one of the two versions of Microsoft .NET Framework 3.5 or 4.0 is required.

Depending on Windows version, Microsoft .NET Framework is already installed as indicated on the table below. If not, it must be installed:

.NET Framework version	Windows 7	Windows 8 Windows 8.1
.Net 3.5	Pre-installed	Must be installed
.Net 4.0	Must be installed	Pre-installed

All the versions of .NET Framework can be downloaded free of charge from Microsoft's website and are compatible with all the supported Windows versions.

The call feature from a Skype contact is supported with the following versions:

- Skype for Business / Office 365
- Skype for Business 2016
- Skype for Business 2013 (Starting from version **15.0.4517**)

1.3 CONFIGURING CALL SERVER ACCESS

Only one system configuration parameter is needed to deploy Mitel Dialer: the call server access parameter. The nature of this parameter depends on the call server product family:

Call server	Configuration parameter	Example
MiVoice MX-ONE	Configuration URL	https://10.100.104.37/tel/dialer

The manner in which this parameter is entered depends on the type of deployment or installation chosen.

1.4 DEPLOYMENT / INSTALLATION USING THE .MSI FILE

1.4.1 CONFIGURING SILENT DEPLOYMENT

Below is the procedure for deploying Mitel Dialer automatically and silently in a pool of PCs managed in a Windows domain.

The domain administrator uses the **Group Policy Management Editor** to implement this procedure, which comprises the following three operations:

- Deploying the call server access parameter in the registry
- Executing the .msi file silently.

Installation then takes place automatically on each domain PC when the PC is rebooted.

1.4.1.1 Deploying the call server access parameter

The Dialer system configuration parameter, as described in Section 1.3, must be deployed in the registry using a character-string-type value (**REG_SZ**), called "**ConfigurationServer**", in the key below:

"**HKEY_LOCAL_MACHINE\Software\Mitel\MitelDialer**"

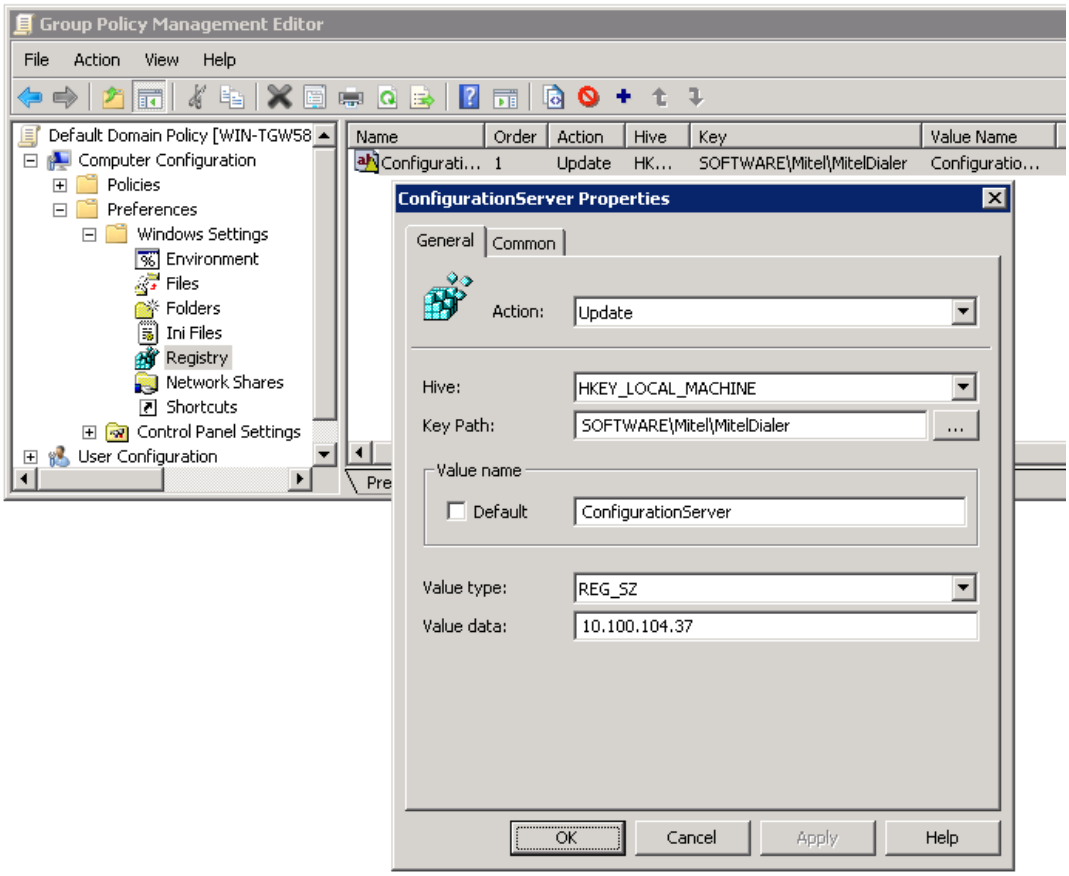
➔ In the **Group Policy Management Editor**, add this file in the node below on the tree:

Computer Configuration

Preferences

Registry

Example:



1.4.1.2 *Executing the .msi file*

The .msi file called "**Mitel Dialer (with add-in for Microsoft Lync).msi**", located in the "**MitelDialer \ Mitel Dialer for .NET 4.0**" directory of the installation CD, must be copied to a shared directory accessible in write mode to all the PCs of the Windows domain concerned.

➔ In the **Group Policy Management Editor**, create an entry in the node below on the tree:

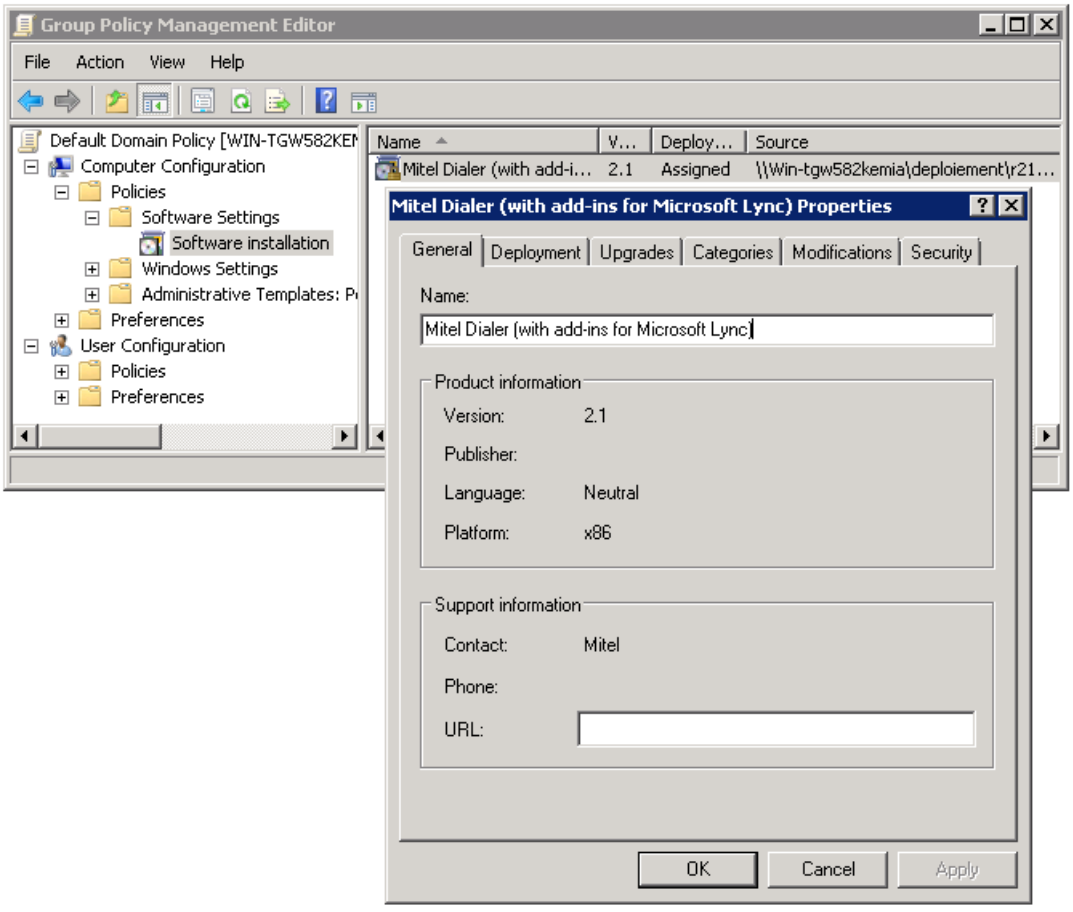
Computer Configuration

Policies

Software Settings

Software Installation

Example:



1.4.2 DIRECT INSTALLATION

1.4.2.1 Installation procedure

The .msi file allows Mitel Dialer to be installed directly on a PC. For this, proceed as follows:

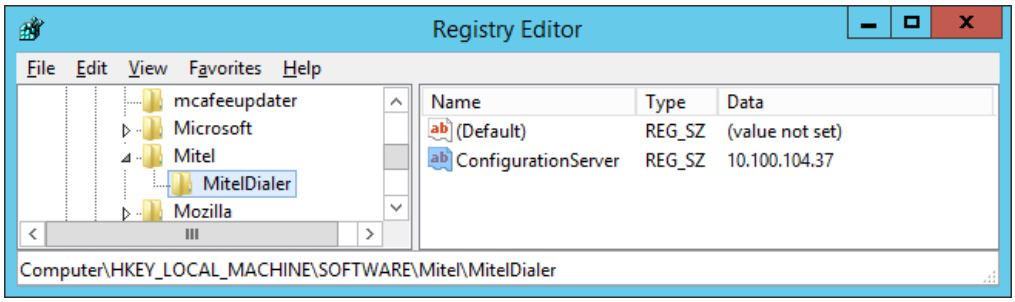
- Save the parameter "**ConfigurationServer**" in the register
- Execute the .msi file

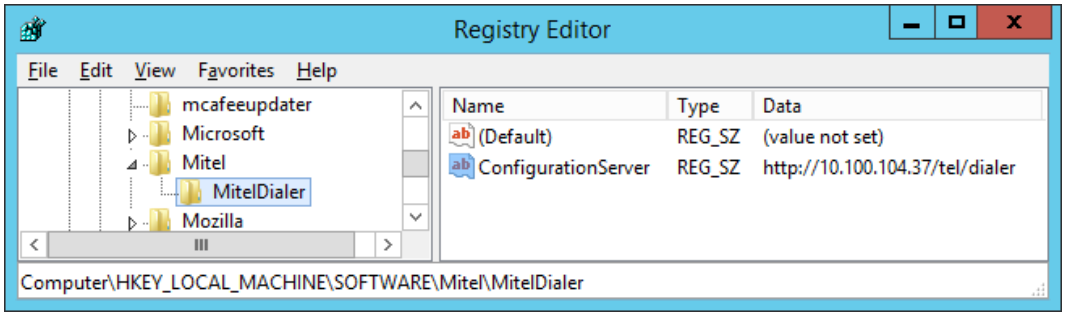
Administrator rights are required to perform these operations.

1.4.2.2 Saving the call server access parameter

Use the system utility "**regedit.exe**" to create "**Mitel**" keys, then "**Mitel Dialer**" in "**HKEY_LOCAL_MACHINE\SOFTWARE**", then the "**ConfigurationServer**" value of the type **REG_SZ**.

➔ Initialize this value with the call server access parameter as described in Section 1.3.





1.4.2.3 Executing the .msi file

➔ From the file browser, select the file "**Mitel Dialer (with add-in for Microsoft Lync).msi**", located inside the "**MitelDialer \ Mitel Dialer for .NET 4.0**" directory of the installation CD, then right-click to open the context menu on this file and confirm the "**Install**" action.

1.5 INSTALLING WITHOUT ADMINISTRATOR RIGHTS

1.5.1 INTRODUCTION

This installation mode enables any user to install Mitel Dialer on his Windows PC, independently, even without having administrator rights.

For the **MiVoice MX-ONE** call servers, it is necessary to prepare this installation mode as described in the later part of this chapter.

If the Windows security strategy has been configured to disallow the execution of unsigned software, it will be necessary to deploy the root certificate as indicated in Section 1.4.1.1.

1.5.2 MIVOICE MX-ONE

Preparation:

- Copy the installation program "**MitelDialer.exe**" and the file "**mitel.cfg**" from the CD to a shared directory, accessible in write mode to all the users concerned.
- Open the file "**mitel.cfg**" using a text editor, uncomment the "**configuration server uri**" parameter line and replace the value of this parameter with the appropriate configuration URI (see Section 1.3).
- Send the link to the installation program to all the users concerned, for instance by e-mail.

Installation:

➔ Each user can freely install Mitel Dialer by clicking the link sent to him.

1.6 UPDATING THE SOFTWARE

The software is updated in the same way as for a first installation. After this update, the users' parameters and preferences are kept.

Note: the MSI installation script detects and updates any previous version of "**Mitel Dialer**" and "**Aastra Dialer**", no matter the installation mode used previously. Installing without administrator rights also updates any previous version installed without administrator right.

1.7 UNINSTALLATION

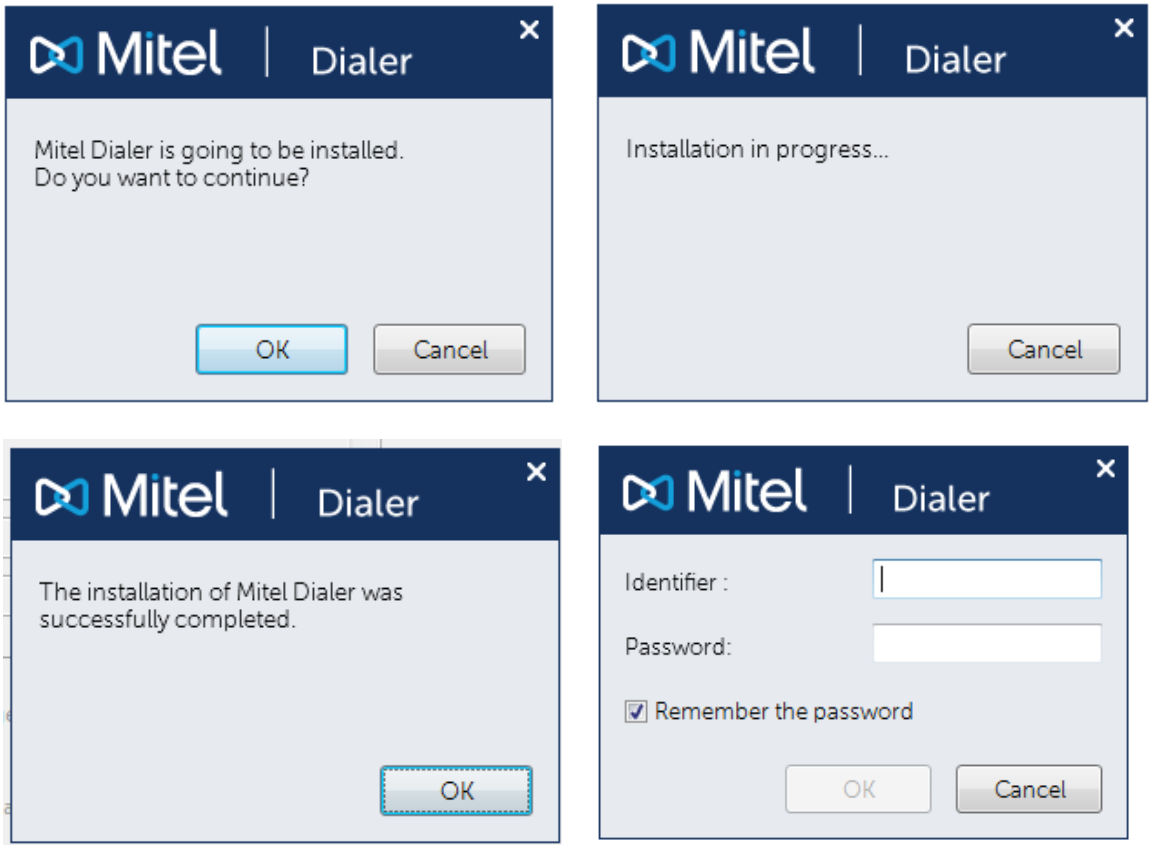
From Windows "**Control Panel**", in the "Programs and functions / Uninstall or modify program" column, click "**Mitel Dialer**" or "**Mitel Dialer (with add-in for Microsoft Lync)**" to start the uninstall operation.

A program installed without administrator right can be uninstalled without administrator right. Conversely, if a program has been installed using the .msi file, administrator rights will be required to uninstall it.

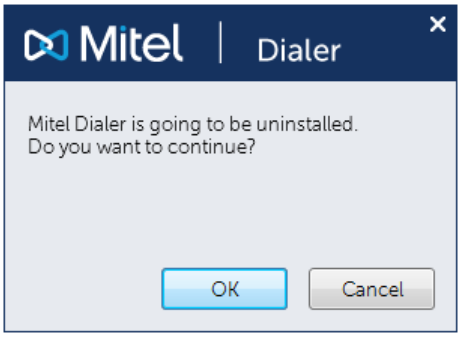
A domain administrator can control the uninstallation of "**Mitel Dialer (with add-in for Microsoft Lync)**" for a user group in a Windows domain, using the **Group Policy Management Editor**.

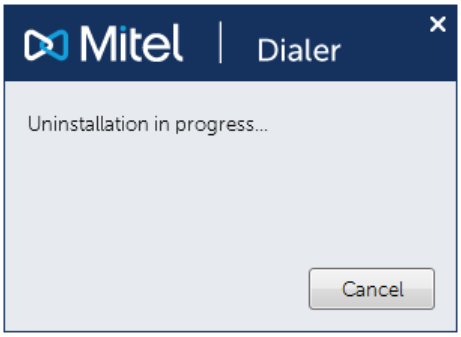
1.8 USER INTERFACE

1.8.1 INSTALLATION

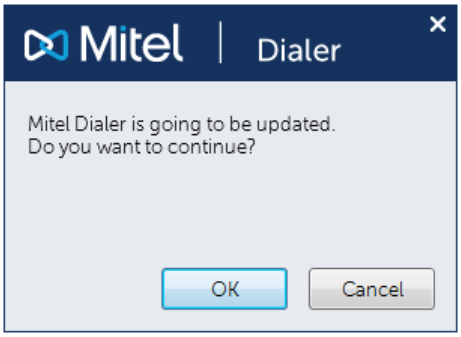


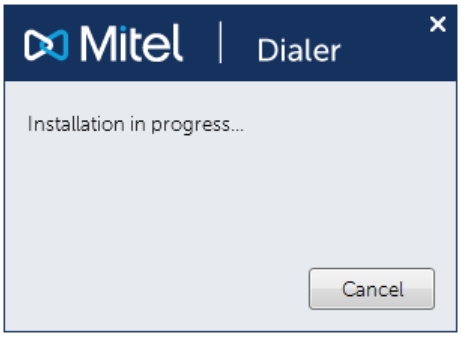
1.8.2 UNINSTALLATION

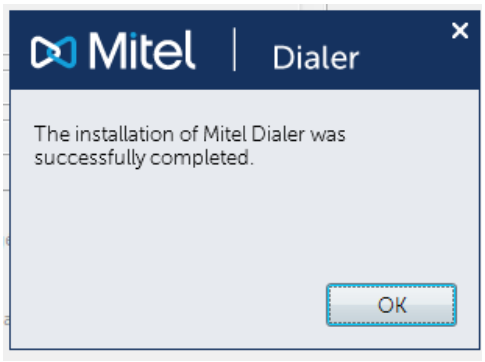


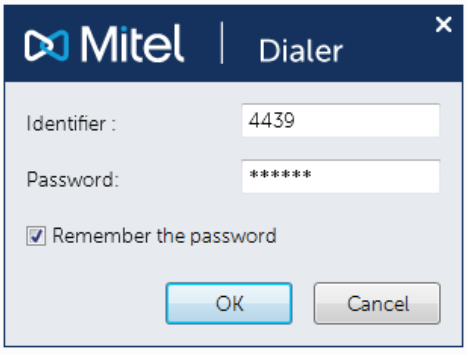


1.8.3 UPDATE









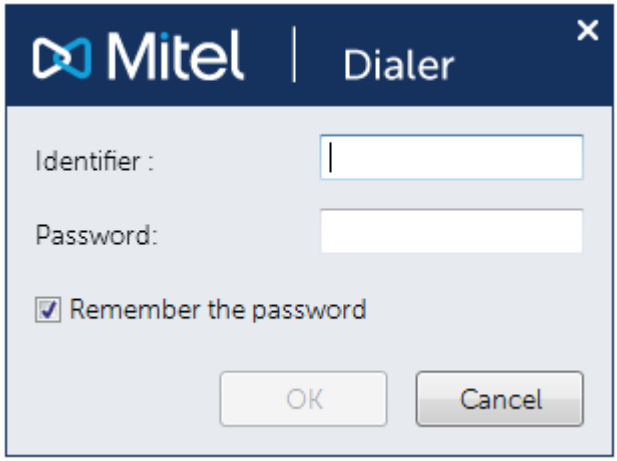
2 USER GUIDE

2.1 STARTING THE APPLICATION

- Click the shortcut in the ***Start*** menu or the shortcut created on the desktop.

Optionally, the application can start automatically once the session is opened (see the configuration options).

During first start, the application prompts for a login and password. Depending on the type of installation, the "login" field may already be filled in.



MX-ONE: The expected Identifier is the subscription/extension number. Password should normally be left blank, unless you have received a password for your extension line from your IT administrator.

ATTENTION : The subscription is locked after three incorrect password input attempts.

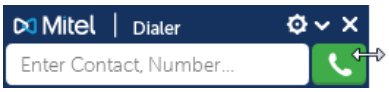
- Then, depending on whether or not the ***Remember password*** option (Section 2.2) is ticked, the dialogue box may or may not be opened each time the application is started.
- The main window opens:

: Access the configuration parameters, and the menu

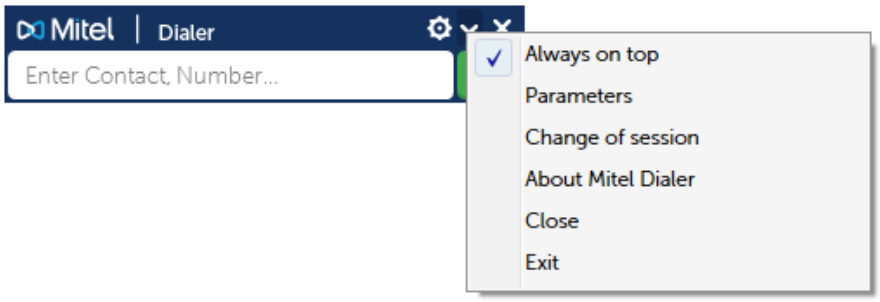
: Close the window. (The application remains active in background).

- Placing the cursor over the different fields opens a tooltip which specifies their function.

- The window can be moved and enlarged by pulling on the double arrow displayed when the cursor is placed over a side edge.



- The application menu gives access to the following functions:



Always visible: the application remains displayed above all other windows.

> ***Parameters***: opens the configuration parameters dialogue box

> ***Change session***: returns you to the session opening window.

> ***About***: displays the application version.

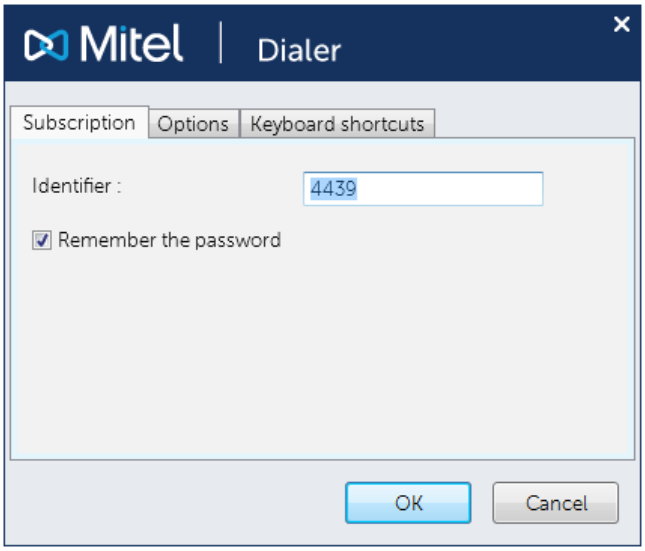
> ***Close***: closes the window but keeps the application active in background.

> ***Exit***: closes the application.

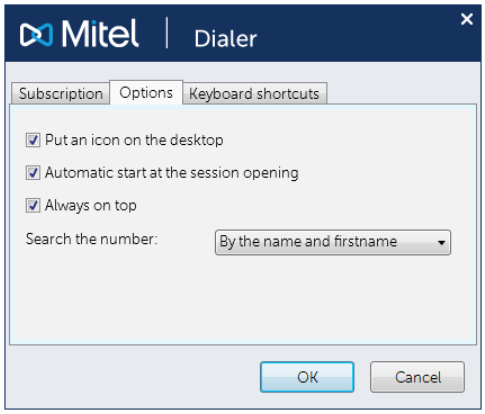
2.2 CONFIGURATION PARAMETERS

Click the button to open the configuration window. Three tabs are displayed in this window:

- The ***Subscription*** tab is used to:
  - Change the subscription number,
  - Modify the password storage option (be default: unticked),



- The ***Options*** tab is used to:
  - Add/delete the shortcut on the desktop (by default: ticked),
  - Activate/deactivate automatic start when a session is opened (by default: ticked),
  - Activate/deactivate the "Always visible" option used to keep the Dialer window above all other windows (by default: ticked),
  - Change the manner in which searches are made in the call server directory. The following options are proposed:
    - By surname and first name (by default)
    - By surname only
    - By first name only.



- The keyboard shortcut tab is used to activate and define keyboard shortcuts:
  - The default values are:

Call using selected field	***Ctrl+[Shift]+[Enter]***
Accept incoming call	***Ctrl+[Shift]+[Space]***
Release call	***Ctrl+Alt+[Space]***

Remarque : *These default values have been chosen in such a way that they are available on all keyboard types (Azerty, Qwerty, etc...), and that they do not clash with the key combinations used by other applications.*

For each telephony action, a '***Modify***' button allows you to redefine the key combination associated with it.

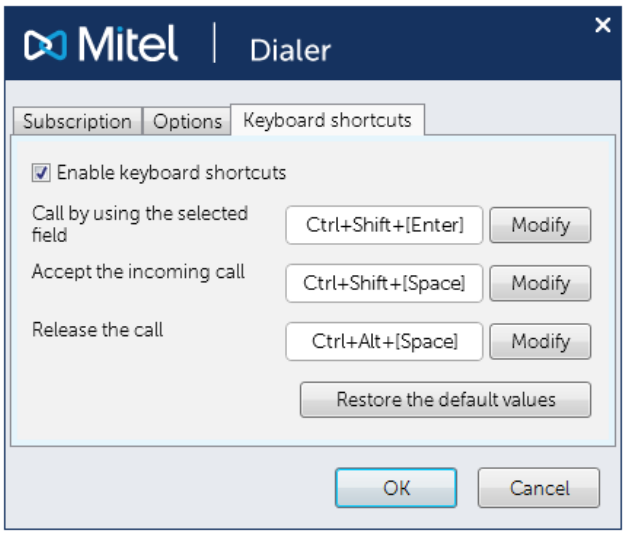
Rules to define key combinations:

A key combination must consist of one to three keys pressed together.

The [F1] to [F12] keys can be used alone.

Otherwise, the key combination must include one or two keys from [Ctrl] [Alt] [Shift] followed by another from the following:

- A key associated with a letter, digit or symbol
- A function key [F1] to [F12]
- A special key among the following: ↖ ↟ ↡ ↑ ↓ ← →



2.3 MAKING A CALL

By entering a number directly:

Enter the number to be called in the input field (preceded by the outgoing prefix if it is an external number) then click the call button , or press Enter.

You can also use a number in E.164 format (example: +33 130964316).

Using Copy/Paste or Ctrl+C / Ctrl+V or Drag/Drop:

- a number copied from another Windows application:

For external numbers, most of the standard formats used are supported. However, this number should not include the outgoing prefix. By default, MX-ONE supports E.164 number structure; for support of other number-structures, the MX-ONE Number Conversion tables/Least Cost Routing tables may need to be adjusted.

Examples of supported formats:

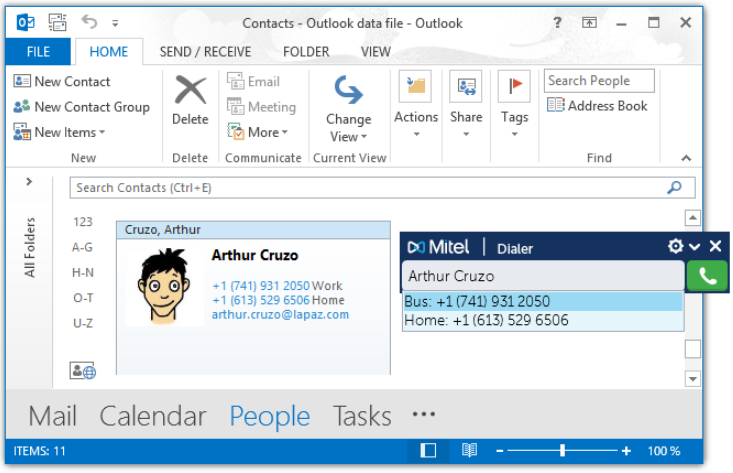
- 0130964000
- 01 30 96 40 00
- +33 1 30 96 40 00
- +33 (0) 1 30 96 40 00
- +49 145763285
- 0049145763285

The numbers may contain some presentation characters such as hyphens, periods, spaces, etc. These characters will be automatically removed and do not disturb the operation.

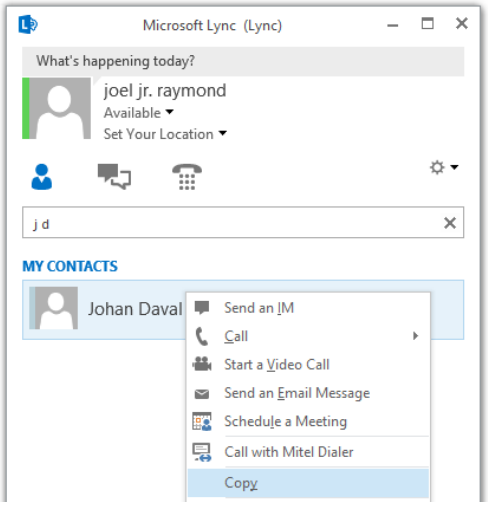
- a surname and/or first name:

If the items contained in the pasted character string allow a single record to be identified in the directory database, the call is made directly; otherwise the different records found are displayed in a dropdown list and you only need to click any of the records to make the call.

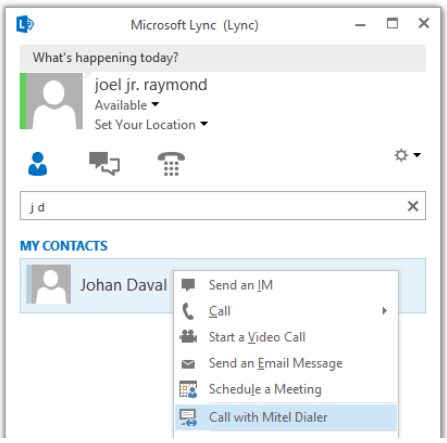
- an Outlook contact or a Skype (Lync) contact
  - if the contact record contains only one number, the call is made directly;
  - if the contact record contains several numbers, an options list allows you to choose the number with which to make the call.



From the context menu of a contact in Skype for Business (Lync):

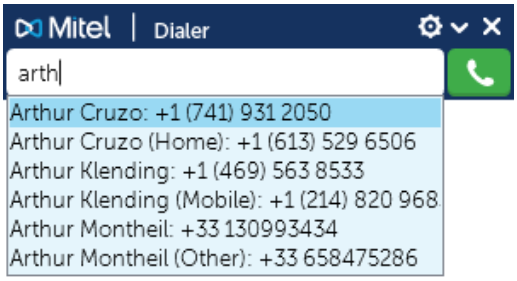


Copy/Paste or Drag/Drop from a contact in Skype for Business (Lync):



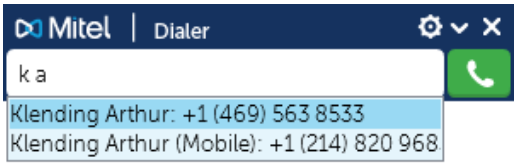
By searching in the system directory:

- Enter the first letters of the correspondent's surname and/or first name. The different records found are displayed in a dropdown list.
    - The display capacity of the dropdown list is twelve records. If the number of results is higher, the background color changes to pink, indicating that the search must be refined.



- Select the correspondent's name then click the call button or press Enter.

To make a search by surname AND first name, enter the first letters of the surname and the first letters of the first name in any order, separated by a space.



This also works with hyphenated surnames and first names.

Examples:

- The record "Jean-Pierre Timbault" can be found by pressing "J P T" or "T J P" or "J T" or "T J" or "jean" or "TIMB".
- The record "Paul Le Guen" can be found by typing "P L G" or "L G P" or "Paul L" or "L Gu".

The search can be limited to search by surname only or by first name only, by modifying this option in the configuration window.

Using keyboard shortcuts:

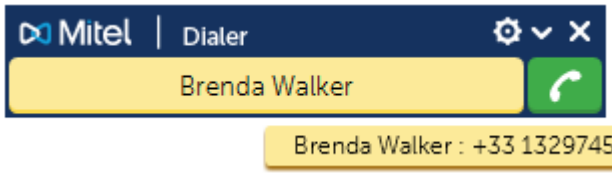
- If these shortcuts are activated in the ***Keyboard shortcuts*** tab of the ***Configuration parameters,*** select the field and use the key combinations corresponding to the call.

2.4 ENDING A CALL

- To end a call, click this button: .
- Alternatively, use the defined keyboard shortcut to release the call (the keyboard shortcut must be activated in the ***Keyboard shortcut*** tab of the ***Configuration parameters***).

2.5 INCOMING CALL

When a call comes in, the caller's surname and first name are displayed. The cursor displays the phone number in a tooltip.



Yellow incoming call

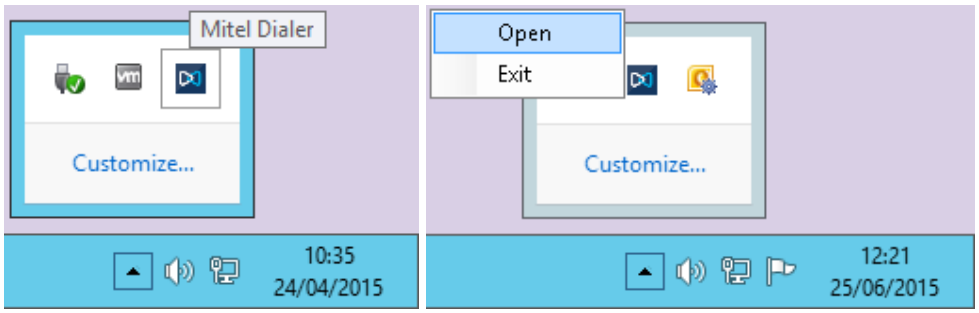
- If the correspondent is not known to the system, the phone number is displayed instead of the surname.
- To answer, click the call button or use the defined keyboard shortcut to accept the incoming call (the keyboard shortcut must be activated in the ***Keyboard shortcut*** tab of the ***Configuration parameters***).

2.6 "BACKGROUND" MODE

Closing the application window (by clicking the button) changes the application to "background mode". In this mode, the following functions remain available:

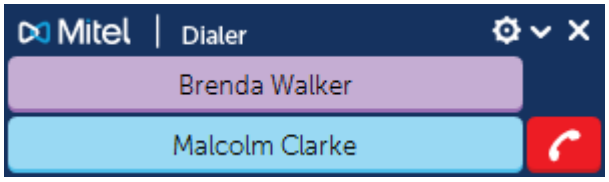
- Calling from a Skype for Business (Lync) contact,
- Shortcut keys for making a call, answering a call or releasing a call.

An icon, located in the notification area of the Windows taskbar (on the bottom right side of the screen), allows to restore the visible mode or to quit the application.



2.7 ENQUIRY CALL, CONFERENCE, MULTI-KEY

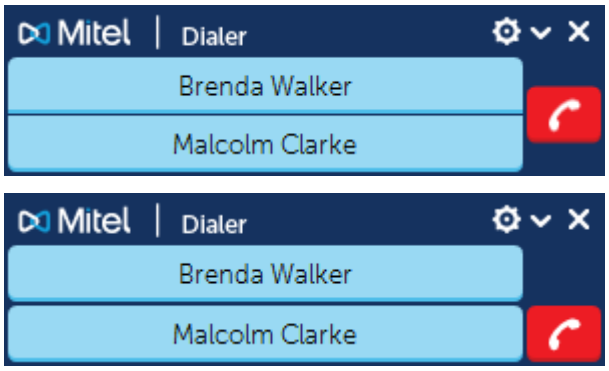
- Multiple calls cannot be set up from the application. On the other hand, an enquiry call, conference, or multi-key call set up from the terminal will be displayed in the application window.
- If an enquiry call is set up, the surname and first name of the two correspondents are displayed (if not, their phone numbers are displayed). A button can be used to hang up. The two calls are then released.
- Depending on terminal model and the manner in which the calls have been set up, Dialer displays the following:



Mauve: call on hold

Blue: call in progress

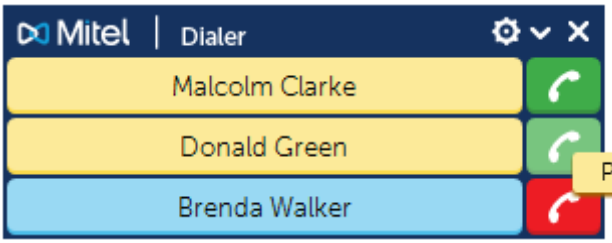
- If a conference call is set up, both calls are displayed in blue color. A button can be used to hang up. The two calls are then released. Depending on terminal model, Dialer displays any of the following:



Conference

Mitel Dialer can display as many calls as multi-keys programmed on the terminal.

Example: one set up call and two incoming calls



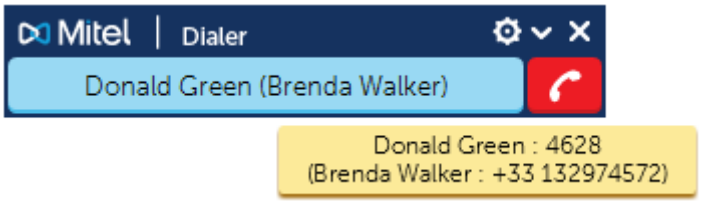
Yellow: incoming call

Blue: call in progress

ATTENTION : When a call is on hold, it must be resumed from the terminal.

2.8 WAITING CALL

It is not possible to answer a second call during a call with a terminal not set to multi-key mode. However, the application indicates the arrival of this call: the surname and/or first name is displayed in brackets.



2.9 FUNCTIONAL DIFFERENCES ACCORDING TO TERMINAL TYPE

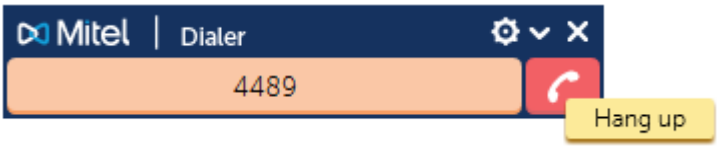
2.9.1 INTRODUCTION

If the terminal associated with the Mitel Dialer is a Mitel IP (SIP or H.323) terminal or a digital MX-ONE phone the terminal will automatically go off-hook (Managed Hands-free) when a call is initiated from the Dialer. If the associated terminal is an integrated DECT phone the user has to first confirm the call by answering the call initialization in the DECT phone before the final part of the call to the dialed number is established. (Analogue phones are not supported).

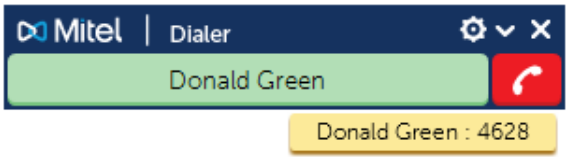
2.9.2 PHONES WHICH DO NOT SUPPORT THE "MANAGED HANDSFREE" FUNCTION

2.9.2.1 Outgoing calls

When an outgoing call is triggered from the application, the call is actually made only when the user lifts his handset. Before the handset is lifted, the main window appears as follows:



Then, once the user lifts the handset, the color of the display changes indicating that the call is being set up:

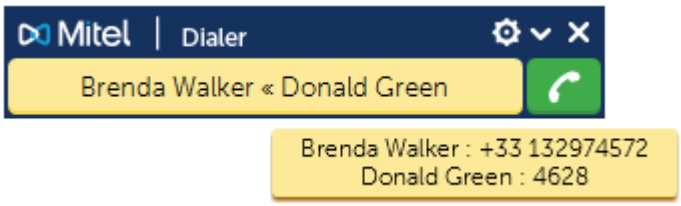


2.9.2.2 Incoming calls

Dialer displays incoming calls but does not allow them to be accepted. There is no "**Off-hook**" button in the Dialer window. The terminal handset must be lifted to accept an incoming call:

2.10 DISPLAY IN CASE OF FORWARDED OR REDIRECTED CALL

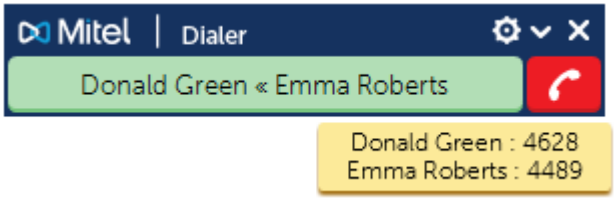
If an incoming call is forwarded or redirected, the following is displayed:



The call of Brenda Walker

is forwarded to you by Donald Green

If an outgoing call is forwarded or redirected, the following is displayed:



Your call for Emma Roberts

Is forwarded to Donald Green

2.11 DISPLAY IF THE SUBSCRIBER BELONGS TO A HUNT GROUP

No matter the hunt group type (fixed-head, cyclic, or general hunt group), the caller's name is displayed, followed by the hunt group name. The following is displayed:

Mitel
Powering connections
mitel.com
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