

# Mitel MiCloud Office Desktop Application

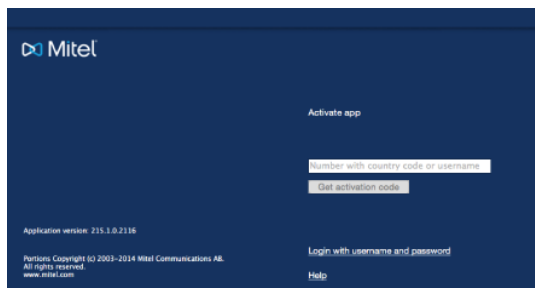
## Quick Start Guide

### Getting started

The MiCloud Office desktop lets you make and receive calls on your computer. You can also use the application for more advanced features like, presence status management, corporate directory search and chat.

*NOTE: This User Guide describes the basic features in a desktop app with all optional features enabled.*

### Installation



1. Install the Desktop application from the link provided in Welcome message email from the MiCloud Office system
2. Enter your phone number or username along with the activation code sent to you via SMS or email
3. Now you are ready to use the application

### Getting to know your application

#### Presence Icons

	Contact available
	Contact busy
	Contact is in a call
	Contact has a meeting that starts within 60 minutes according to Outlook
	Contact is in a meeting according to Outlook

**Presence**  
Instantly know who is available and choose the best mode of communications

**SMS**  
Send SMS to a person or a group

**Instant Message**  
Looking for the answer to a quick question, or busy on the phone, get what you need with a simple chat to your colleagues

**Click to Call**  
Call preferred number or expand user for more call options

**MS Exchange**  
See booked Outlook Calendar meetings

**1** Quick Access to Your Favorite Contacts








**2** Active Calls

**3** Unified Inbox

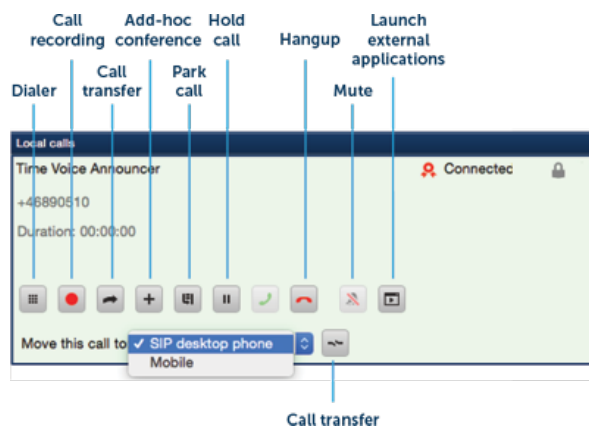
**4** ACD and Attendant Widgets

**5** Widget and Statistics Sorted by Agents

## Starting a conversation



	Click to expand the contacts info
	Click to call
	Click to answer call
	Start chat
	Start chat (contact is away)
	Send an SMS message
	Intercom call

## Calling Panel





### Transfer a call - blind transfer

Blind transfer allows the call to be transferred to another person or number. When a call is blind transferred, the call will be transferred directly, without giving you the option to talk to them first.

1. Click **Call Transfer**  and search or dial the contact to transfer the call
2. Click **Transfer**  for the contact to transfer the call.


### Transfer a call - attended transfer



Attended transfer allows you to talk to the destination number before transferring the call.

1. During a connected call, make another call. The connected call will be placed on hold. Wait for the calling party to answer
2. Switch back to the first call and click **Call Transfer**  to start transferring the call. **Click Transfer**  to the called party

It is also possible to drag and drop a call to another in the call panel.

## To set up a conference call

1. During ongoing call press 
2. Make another call. The active call will be placed on-hold
3. When the new call is connected, click

**Add to Conference**  to add the call to the conference and un-hold  the previous active call.

## Call hand off


It is possible to move an ongoing call in the application to another client, for example to your mobile phone or deskphone.

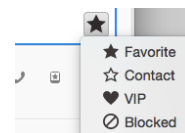
1. Select a device from the **Move this call to** list



2. Click Move call 

## Contacts

Your Favourite list is displayed by default in your contact list. You can search for other contacts by first name, last name, department, any of the custom fields, or a combination. Once you find a contact you can expand  the contact and add them to your "Favorite" list.



VIP is mainly used to create specific call routing rules for incoming calls, such as call through even if the status is set to busy.

## Activity and Roles

As a user in the system, you can select between different Activities and Roles in the system.

Changing your role can affect how calls are routed and presented. Using presence status and the note option will let your colleagues know if you are available or not and how the system should route your calls.

You may also configure a call diversion number based on your activity and create your own activity shortcuts.