Mitel MiCloud Office Mobile App
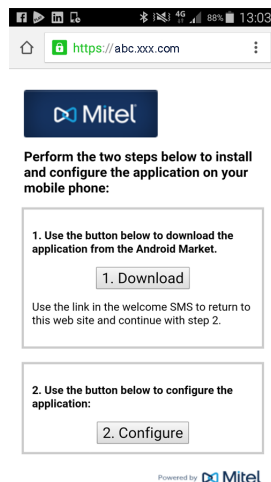
Quick Start Guide

Getting started

The MiCloud Office for Mobile application lets you make and receive calls, manage your presence status, search the corporate directory and use chat functions – all from your mobile phone.

NOTE: This User Guide describes the basic functions in a mobile app with all optional features enabled. Windows Mobile has a different navigation and subset of the features compared to the Android and the IOS apps.

Installation

1. You need an account on your mobile applications store, e.g. Google Play
2. You will get a welcome SMS from the system administrator. The SMS will contain a link to a web page where you can download and configure the application.
3. In the web page that opens on your phone, tap on "1. Download"
4. You are directed to Android Market (or similar for IOS). Download the application and install
5. When the installation is complete, return to the web page by tapping on the link in the SMS. Tap "2. Configure"
6. Now you are ready to use the application

Note: No link is provided for the Microsoft Store

Getting to know your mobile app

When starting the application you will arrive at the Contacts view, which is the main view of the application.

1. Slide/click **left** to pick between different views and see notifications like unread chat messages or recently added log items
2. Slide/click **right** to set presence, access presence shortcuts, add presence shortcuts and set presence with diversions

*Note: Setting for iOS are made under iOS general settings.*
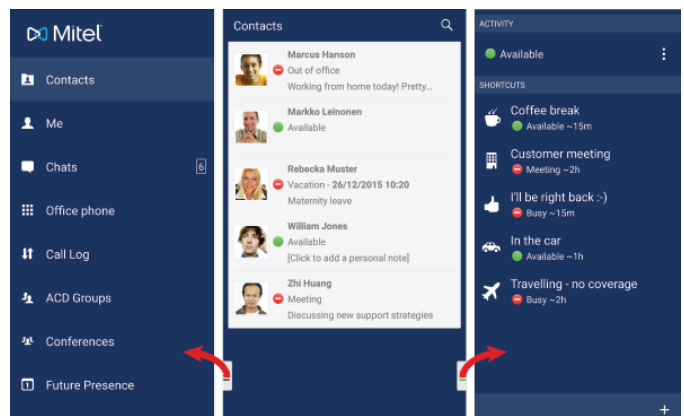
Contacts view

Contacts view lets you view the presence state, call status and notes of all your colleagues.

🟢	The contact's presence state is available
⛔	The contact's presence state is busy
📞	Contact is in a call
💬	Available for chat

Your personal contact list is displayed by default and you can search 🔍 for other directory contacts. You can search for contacts by first name, last name, department, any of the custom fields, or a combination.

You can tap and hold on a contact to get a pop-up dialogue box with all communication options for that contact. Once you find a contact, you can expand the contact and add them to your "Favourite" list.

★	
★ Favourite	
☆ Contact	
♥ VIP	
⊘ Blocked	
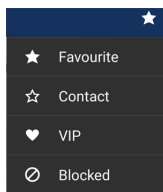
VIP is mainly used to create specific call routing rules for incoming calls, such as call through even if the status is set to busy.
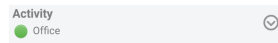
Synchronize contacts

You can sync your contacts to the local phonebook of your phone via "Settings->Sync Contacts". This will give you access to your personal contact list while roaming or when you are out of data coverage.
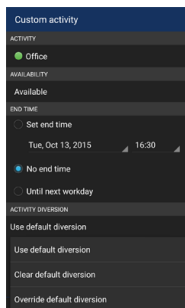
Change activity

Slide/click to the left view and select "Me".

1. Select Set Activity
   Activity
   🟢 Office ⊙

2. Select the new activity. The activity is changed immediately

Custom activity
ACTIVITY
🟢 Office
AVAILABILITY
Available
END TIME
☐ Set end time
Tue, Oct 13, 2015   16:30
🔘 No end time
☐ Until next workday
ACTIVITY DIVERSION
Use default diversion
Use default diversion
Clear default diversion
Override default diversion

You may also set an end time, add a note for the activity and change the call diverts.
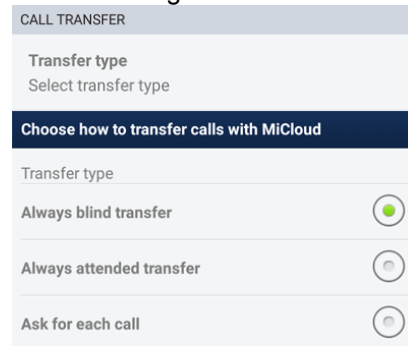
VoIP calls

This is a valuable feature if you are in an area with poor mobile phone coverage but good internet connections. Enable VoIP for Wi-Fi only or all networks via Settings – and then you can call using the internet connection.
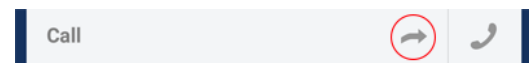
Call transfer

You can set your preferred transfer type in your settings. A blind transfer moves the call without notifying the destination on the impending transfer. Attended transfer means you can talk to the person before the transfer is made.
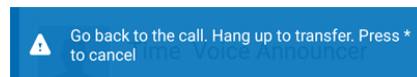Under 'Settings':

CALL TRANSFER

Transfer type
Select transfer type

Choose how to transfer calls with MiCloud

Transfer type

Always blind transfer   🔘

Always attended transfer   ◯

Ask for each call   ◯

To transfer a call, open the MiCloud Office app and select the person you would like to transfer the call to.

Call   ➡   📞

If you selected "Ask for each call" you will get the following pop-up window.

Select transfer type

You can set your preferred transfer type in settings

| Attended | Blind |
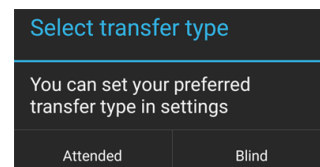
If you selected Attendant transfer, you can now talk to the called party and transfer by hanging up the incoming call or going back to the calling party by pressing * in the receiving call window.

⚠ Go back to the call. Hang up to transfer. Press * to cancel

Call distribution groups

You can use the mobile MiCloud Office app to login and logout of your Call Distribution Number, ACD and Attendant groups.
Slide to the left view and select "ACD Groups".

ACD Groups

Demo   ...
Calls waiting: 0
Free agents: 1 of 2

0   Logged out
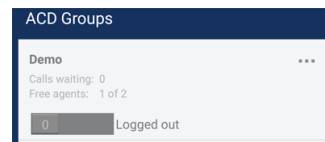
Callback

Under Settings you can configure either to call direct or to make a callback call, where the system calls you and connects the call.