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.

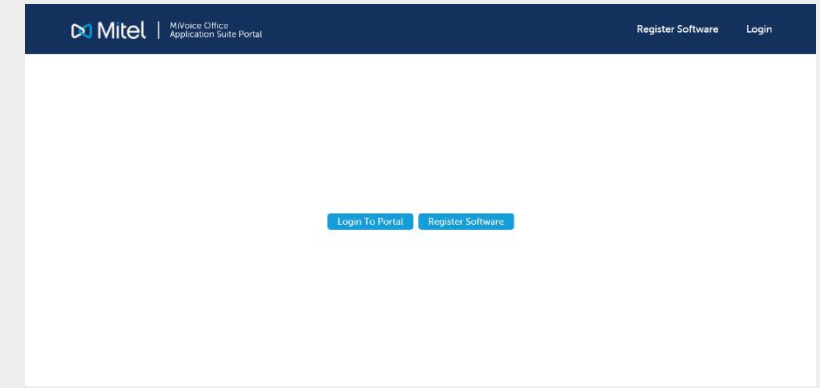
To access the portal, visit http://www.mitelcommunicationservice.com.

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

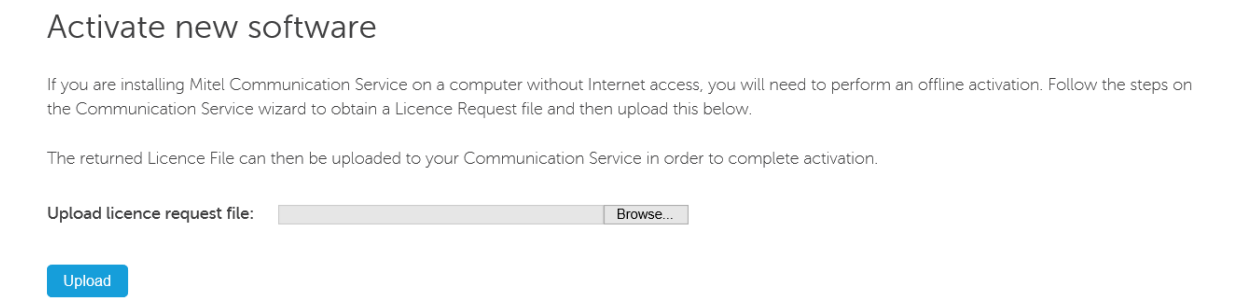
From the home page, there are two options; Login or Register software.

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.



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

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.

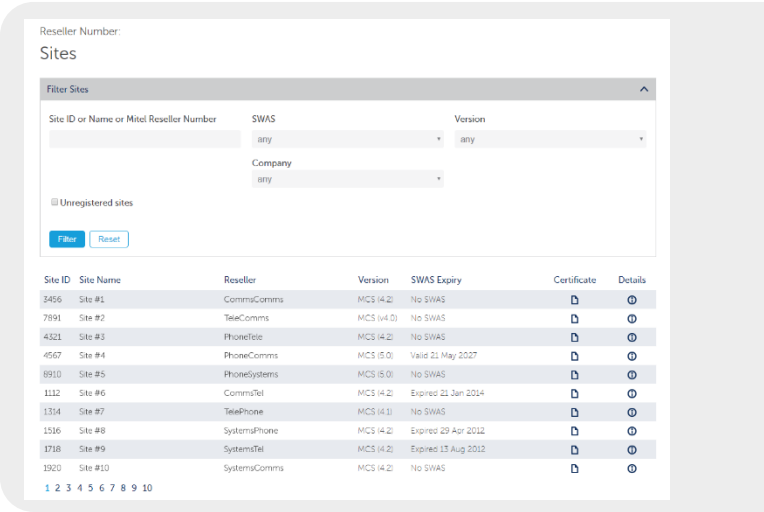
Note

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.

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.



Note

The certificate is the license file for the site, it contains the Site ID and serial number required for registration.

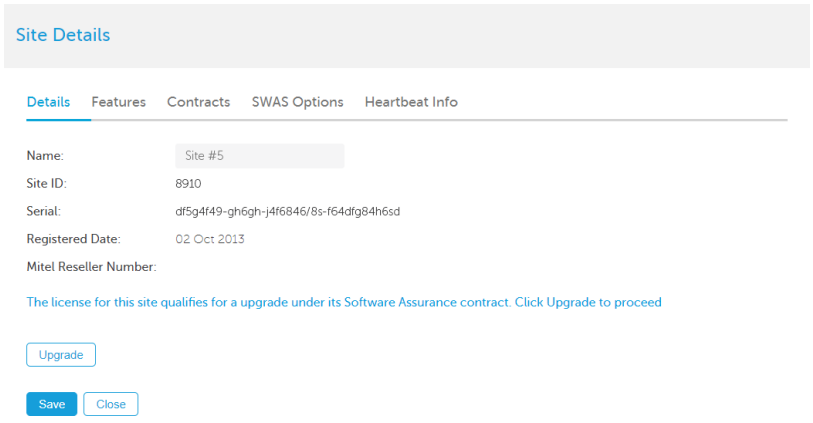
Note

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.

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

Sites -> Details

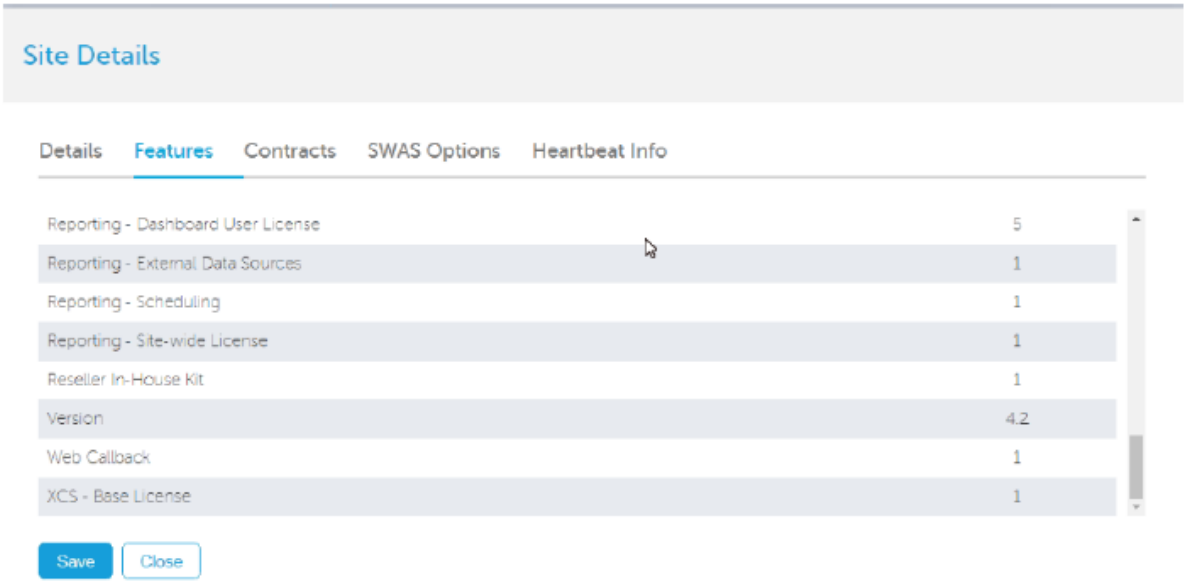
It also provides information about what SWAS coverage is required for a site based on its licenses and provides the part numbers that need to be ordered when renewing.



If a site qualifies for a license upgrade when under SWAS, the 'Upgrade' button will appear on the Site Details page.

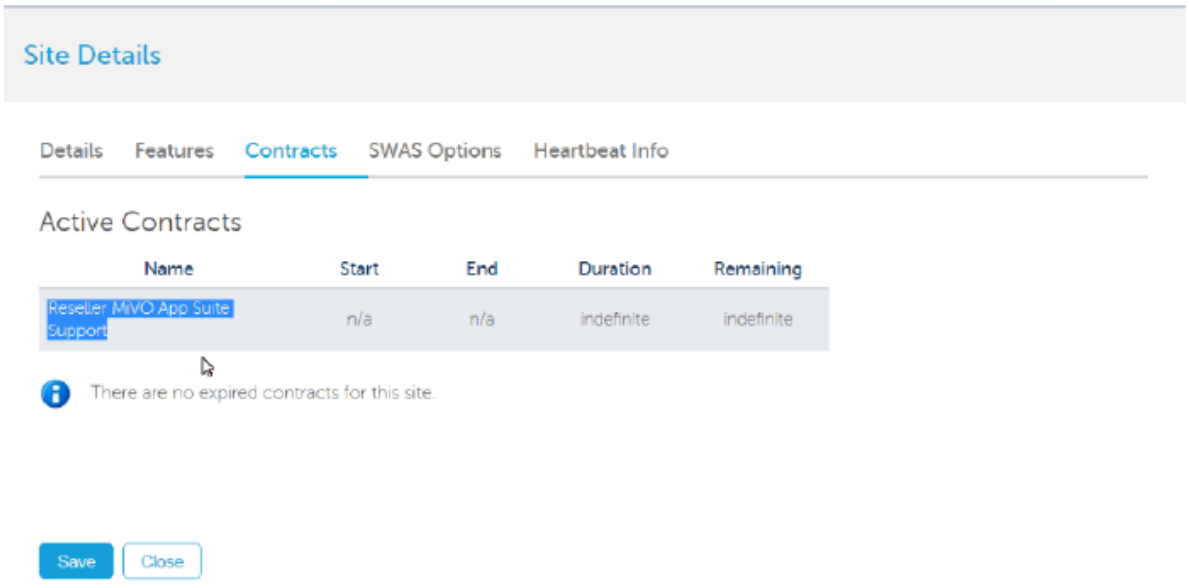
Sites -> Features

The ‘Features’ tab displays all the features that the site has been licensed for. If a feature is not listed, the site has no license for it.



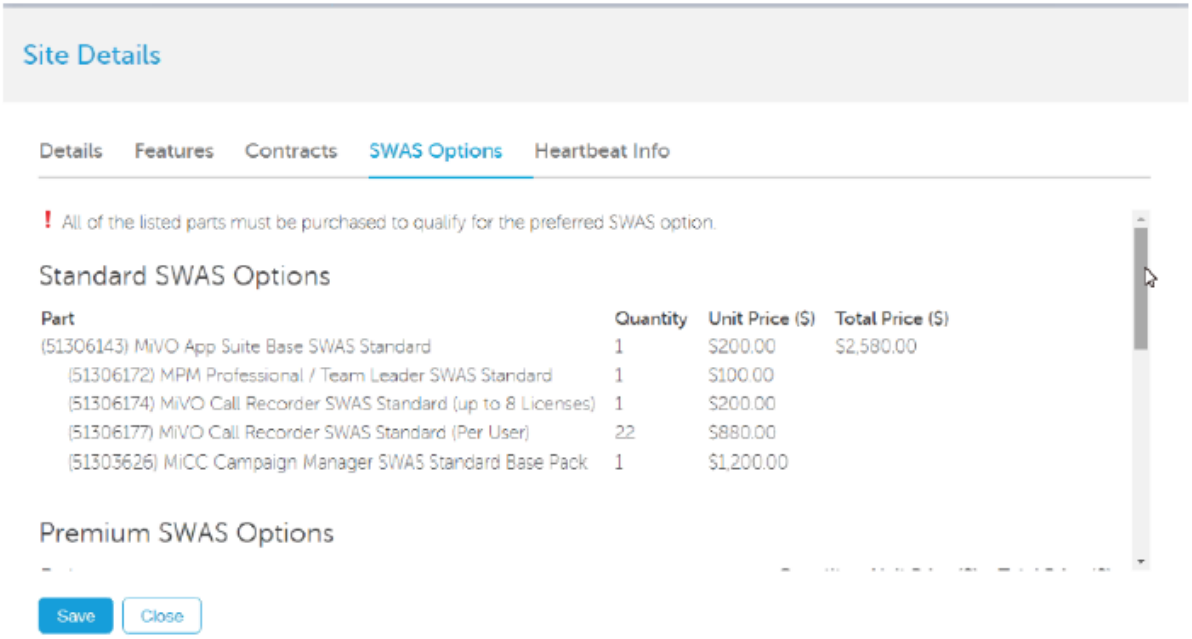
Sites -> Contracts

The ‘Contract’s tab shows all active an expired SWAS contracts for the site.



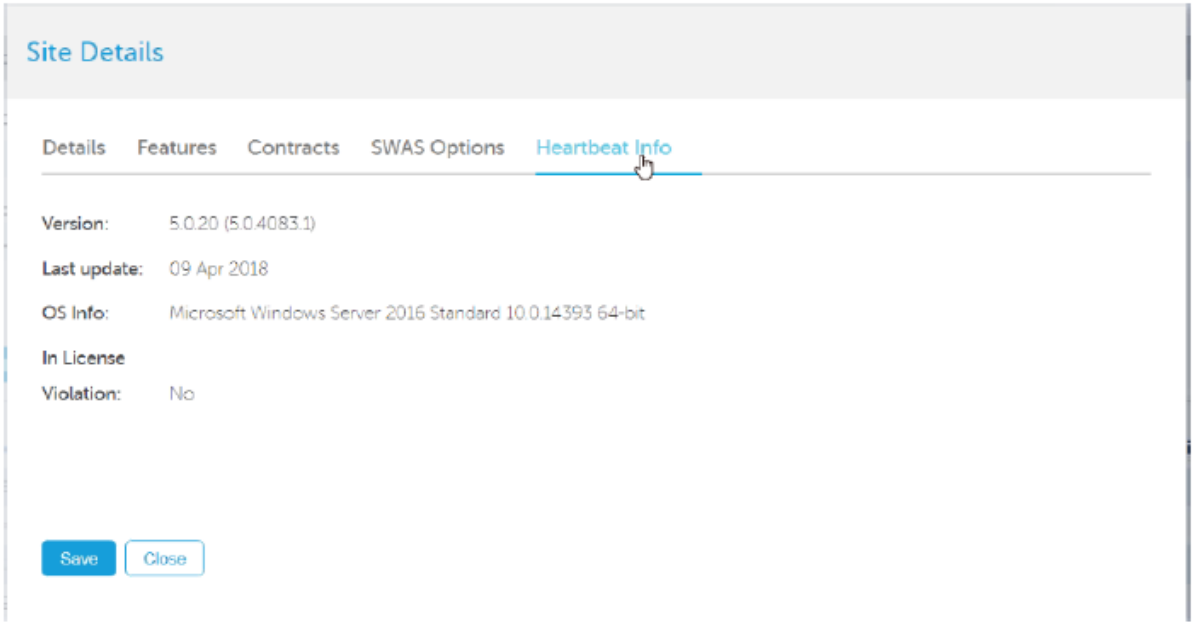
Sites -> SWAS Options

The ‘SWAS Options’ tab shows the part numbers and pricing options for purchasing SWAS for the site.



Sites -> Heartbeat Info

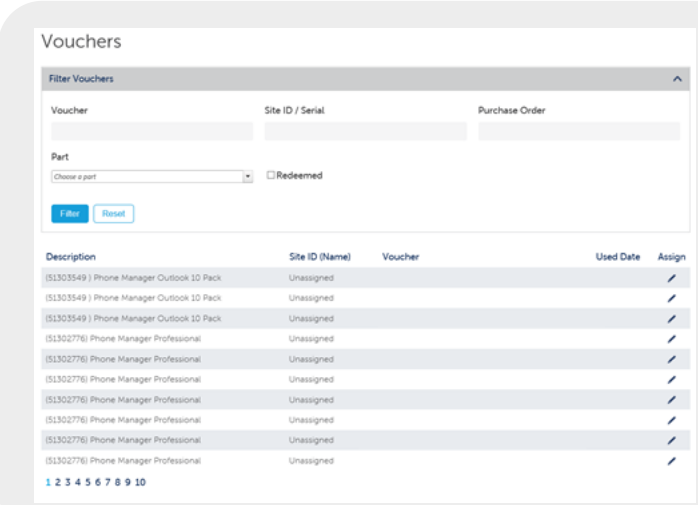
The ‘Heartbeat Info’ tab displays information retrieved from the licensing communication. This shows what version of software is currently installed on site and which operating system is running.



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 where provided as part of a specific order.

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

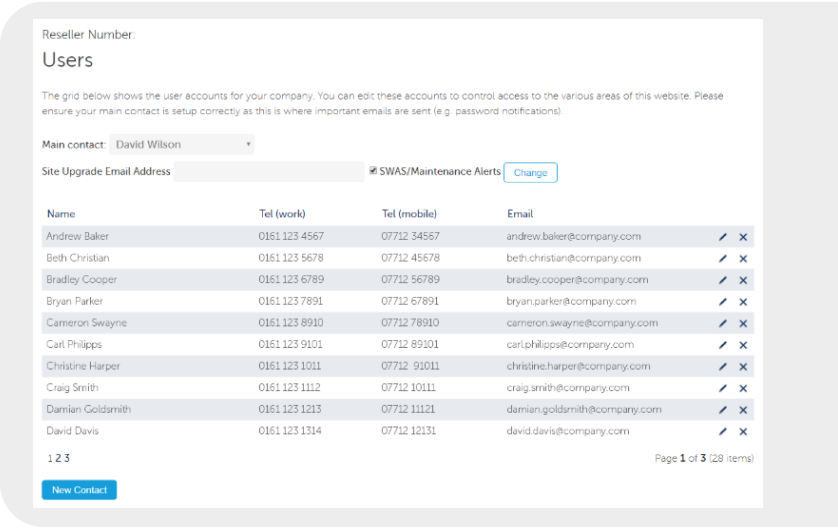
Vouchers cannot be split between sites. A single 'Phone Manager Outlook 50 Pack' can only be assigned to one site.

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.

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