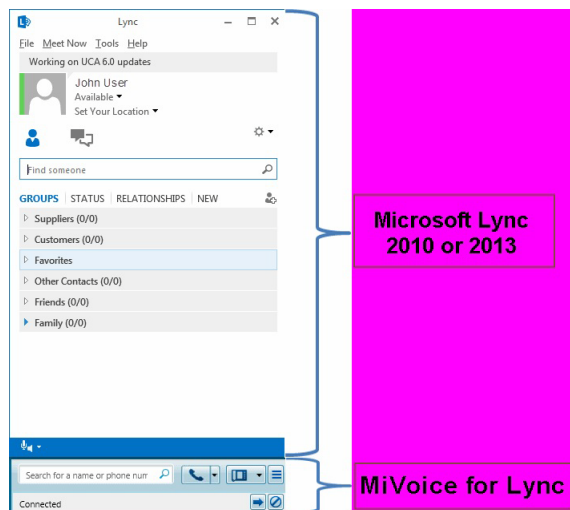


# Mitel MiVoice for Lync

## ABOUT MIVOICE FOR LYNC

Mitel® MiVoice for Lync is an application which provides seamless integration of Mitel's feature rich infrastructure with Microsoft Lync 2010 and 2013 clients.



**Note:** MiVoice for Lync supports Terminal Services Environment for Windows 2008 R2 and Windows 2012 R2.

### Welcome E-mail Message

After your MiVoice for Lync account has been created, you will receive a Welcome E-mail message that provides your login credentials and the URL to the Web to download your software. Retain this e-mail message in a secure location for future reference.

**Note:** Your Welcome E-mail may contain additional information not required for MiVoice for Lync application. Scroll down the e-mail to access the pertinent information.

### Software Installation

If you do not have permission to install software on your computer, your system administrator will install the MiVoice for Lync Client application for you.

#### To install MiVoice for Lync Client:

1. Browse to the MiVoice for Lync software location, as specified in the welcome e-mail message.
2. Download the software to your computer.
3. To start the installation, launch the `MitelMiVoiceForLync.msi` file.
4. Follow the instructions in the installation wizard.
5. Click **Finish** to complete the installation.

**Note:** Install Microsoft Lync 2010 or 2013 before installing MiVoice for Lync. Refer to the welcome e-mail message when the Installation wizard prompts you to provide the MiCollab Client Service FQDN.

### Log In

MiVoice for Lync is integrated with Microsoft Lync 2010 or 2013. To log in:

1. Launch the Lync application by double clicking the Lync icon.
2. Enter your Lync sign-in credentials. Lync and MiVoice for Lync open automatically. MiVoice for Lync will prompt for a password on the first log in after a new installation.

**Note:** MiVoice for Lync will display "Lync signed out" while Lync is signed out. After you sign into Lync, MiVoice for Lync will initialize and then display "Connected" when ready for use.

### Citrix Users

Launch MiVoice for Lync in a Citrix environment using one of the following two methods:

- Applications publish mode
- Desktop publish mode

Your system administrator will inform you which method to use.

#### Launching MiVoice for Lync in Applications mode

- Login into the Citrix Web Receiver Client. A prompt to allow local input/output device may be displayed. Allowing/Denying the access does not impact the functionality of plugin.
- Click the MiVoice for Lync client icon.
- Log into MiVoice for Lync client.
- Click the published MiVoice for Lync. **Note:** This must be done once per session.
- Enter your MiCollab Client credentials in the Communicator Login window.

#### Launching MiVoice for Lync in Desktop mode

- Login into the Citrix Web Receiver Client. A prompt to allow local input/output device may be displayed. Allowing/Denying the access does not impact the functionality of plugin.
- Click the Desktop icon created under the Desktop tab.
- Once the desktop view of the Citrix XenApp Server/Master image is launched, go to **Programs**. Launch and log into MiVoice for Lync Client.
- From the **Start** menu, click MiVoice for Lync to launch the plugin. **Note:** This must be done once per session.

## FEATURES

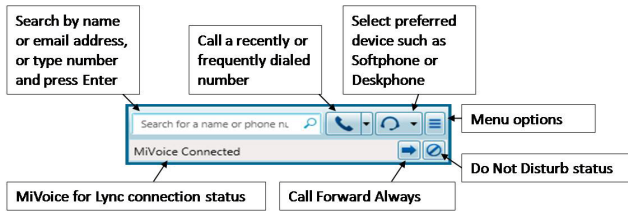
MiVoice for Lync provides call functionality and integration to Lync by offering:

- Integrated Softphone and Deskphone control
- Voice integration and support of click to call with Microsoft applications, Outlook, and various web browsers

- Mid-call features (such as transfer, conference and handoff)
- Call forwarding, do-not-disturb and auto-answer
- Multilingual and platform support

## Main Window Panel

The MiVoice for Lync main window panel provides the following control functions and call features functionalities:



- **Search / Enter number:** Search a name or e-mail address from your contact list or type a number and press ENTER to initiate a call. MiVoice for Lync will automatically place the call using your preferred device.
- **Call:** The Call drop-down menu allows you to select from a list of Recently and Frequently dialed numbers.

- **Preferred Device:** Allows you to select a preferred device to place your call (Softphone, Deskphone or other phones) as defined in your telephone system profile (by your administrator).
- **Menu:** Allows you to show active calls, call history, access settings for your softphone and call forwarding options. You can also access Help and About MiVoice for Lync as well as send problem reports from this menu.
- **Error Indication:** Displays a failed operation.
- **Do Not Disturb:** This button allows you to activate / de-activate the Do Not Disturb feature.
- **Call Forward:** This button opens the Call Forward All Calls window.
- **Connection Status:** The Connection Status bar indicates your current connection status.



**Note:** After you log into the MiVoice for Lync Application (see Menu under Main Window Panel), click the help item for more information.