

MITEL COVID-19 RESPONSE

Standalone Video Meetings Trial

MiTeam Meetings 6-Month Free Trial Expansion



Date: For Release 3/27/2020

Overview

To help customers make the shift to remote working, Mitel is offering a free 6-month standalone trial of MiTeam Meetings.

Scope

Products	Availability
<p>Customers on the following platforms with no MiCollab or on MiCollab <9.1</p> <ul style="list-style-type: none"> • MiVoice Business • MiVoice Office 400 • MiVoice 5000 • MiVoice MX-ONE • MiVoice 250 • MiVoice Connect • MOMA users on MiVoice 400 • OfficeLink users on MiVoice 250 	<p>Global (where available)</p> <p>MiCloud Business Service Providers (MSP Program)</p>

MiTeam Meetings Standalone 6 Month Free Trial

Offer Details	
Offer	<p>6-month free trial of standalone MiTeam Meetings.</p> <p>Details on how customers can continue the service will be available within the 6-month trial period.</p>
Qualifying Purchase	<p>Businesses on the following platforms with no MiCollab or on MiCollab <9.1</p> <ul style="list-style-type: none"> • MiVoice Business • MiVoice Office 400 • MiVoice 5000 • MiVoice MX-ONE • MiVoice 250 • MiVoice Connect • MOMA users • OfficeLink users on MiVoice 250
Exceptions	N/A

Promotion Start/End
Date

March 27, 2020 – June 30, 2020

Terms and Conditions

Promotion Subject to Change	Mitel unconditionally reserves the right to alter, amend, or cancel this program at any time at its sole discretion. In the case of any dispute with respect to the Program, Mitel's decision is final.
Don't stack with SPAs or ADIs	Offer valid with standard pricing and CANNOT be combined with any other promotion. This program may not be used in conjunction with Additional Discount Incentives (ADI's), Special Pricing Authorizations (SPAs), or with any other Mitel price promotion(s), with the exception of specific other promotion(s) approved by Mitel as noted in this program bulletin or other promotion bulletin.
Only Authorized Partners	All participants in this promotion must be a contracted Authorized Partner, accredited to sell the product(s) upon which a claim is based.
No Cheating	To the extent Mitel detects a fraudulent claim; it reserves the right to exclude the sales person and/or Authorized Partner from this program or future programs.
Dispute	In case of any dispute with respect to the Program/Promotions, Mitel's decision is final.
Void where prohibited	Void where prohibited by law.

Instructions on how to enable this promotion are on the following pages.

Questions? Contact license.support@Mitel.com.



Configuring Standalone MiTeam Meetings

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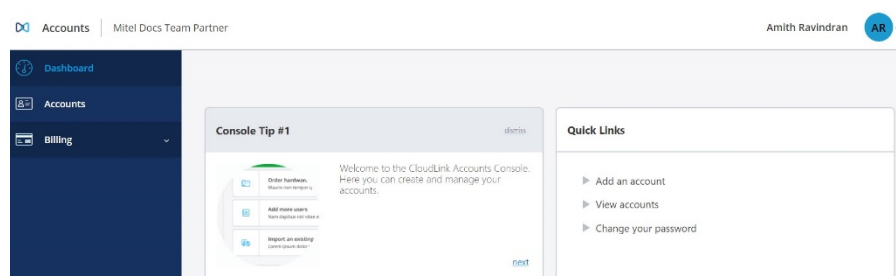
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Login Using Mitel MiAccess

As a Mitel Partner, you can log in to the Accounts Console using the Mitel MiAccess User credentials. When you log in to the Accounts Console via the Mitel MiAccess Portal for the first time, a default Partner Account is created and assigned to you in CloudLink Accounts and a new user (Partner Administrator) is created for you using the Partner's Mitel MiAccess User credentials. The Partner Account maintains the login details of all Partner Administrators. The Partner account and the Partner Administrators in an account cannot be deleted.

After logging in, a Mitel Partner can create, edit, deactivate, or delete customer accounts, add, edit and delete users and enable or disable administrative rights for users.

The following image shows an example of the Dashboard when a Mitel Partner logs into the CloudLink Accounts Console for the first time.



CloudLink Policy

To enable personnel to log in to the different CloudLink portals via Mitel MiAccess, the appropriate CloudLink 'policy' must be implemented for individual users (or to users who are part of a bundle) by a Partner Administrator through the Mitel MiAccess user management portal. See the [MiAccess Administration manual](#) for additional information.

If you do not see the CloudLink Accounts Console when logged in to the MiAccess Portal, please contact miaccess.support@mitel.com.

Customer Accounts

In CloudLink Accounts, a customer account is where the users for that account are added. The customer account name is displayed in the top left of the page. Every customer account in the CloudLink Accounts is assigned a unique identifier known as the 'Account Number'. All users in a customer account may interact with each other using various Mitel applications once CloudLink integration is enabled on these applications.

For customers who do not have an existing CloudLink account, the Partner will create a new account to deploy MiTeam Meetings.

For customers who already have a CloudLink account and users, the Partner will add the MiTeam Meetings integration to that existing account.

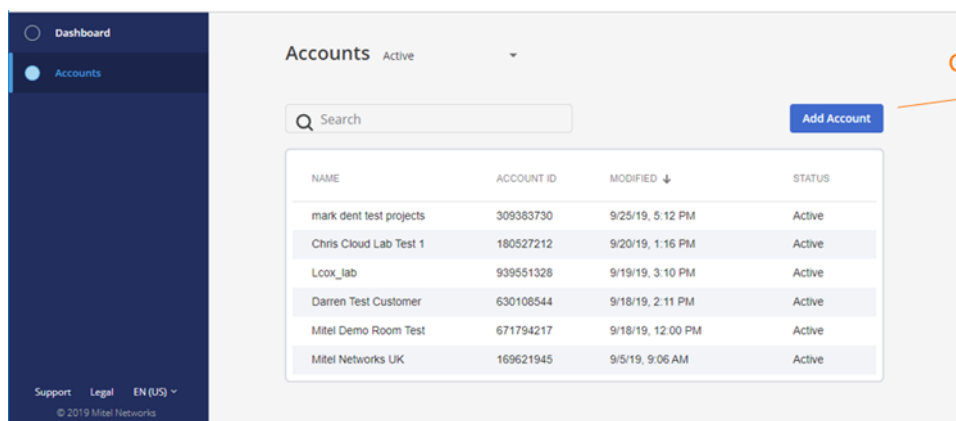
Create a Customer Account

Ensure that the Prime Partner Account Information is configured.

From the Accounts Dashboard, click on the Prime Partner account and review the Account information details. If not configured, fill out the information and save.

This must be completed before you can continue.

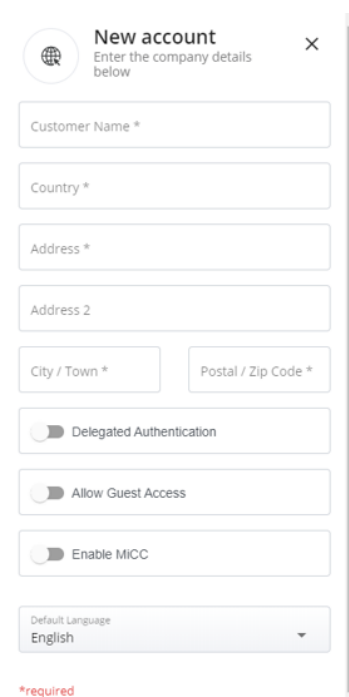
To create a new customer account, click on accounts and then click on “add account”



The screenshot shows the 'Accounts' dashboard with a sidebar on the left containing 'Dashboard' and 'Accounts' (selected). The main area is titled 'Accounts' with a sub-header 'Active'. It features a search bar and an 'Add Account' button. An orange arrow points to the 'Add Account' button with the text 'Create new CL account'. Below the button is a table of accounts.

NAME	ACCOUNT ID	MODIFIED ↓	STATUS
mark dent test projects	309383730	9/25/19, 5:12 PM	Active
Chris Cloud Lab Test 1	180527212	9/20/19, 1:16 PM	Active
Lcox_lab	939551328	9/19/19, 3:10 PM	Active
Darren Test Customer	630108544	9/18/19, 2:11 PM	Active
Mitel Demo Room Test	671794217	9/18/19, 12:00 PM	Active
Mitel Networks UK	169621945	9/5/19, 9:06 AM	Active

Fill in the customer details, check “Allow Guest Access”



The 'New account' form includes the following fields and options:

- Customer Name *
- Country *
- Address *
- Address 2
- City / Town *
- Postal / Zip Code *
- ☐ Delegated Authentication
- ☐ Allow Guest Access
- ☐ Enable MiCC
- Default Language: English (dropdown menu)

*required

Enable MiTeam Meetings

Select the Customer account from the accounts page

Accounts | Mitel Corporate

Carl Winsor CW

Dashboard Accounts Billing

Accounts Active

Search

Add Account

NAME	ACCOUNT ID	MODIFIED ↓	STATUS
HA AG 50ed	2 8 4	3/24/20, 10:00 AM	Active
Spain M im 400	47 18	3/21/20, 10:29 AM	Active

Under the integrations section select “+Add new”

Integrations + Add new

No integrations set.

Privileges

Delegated Authentication *i* ☐

Allow Guest Access *i* ☐

Add MiTeam Meetings and select “Done “

Integrations

Search integrations

Mitel 3rd party

MiCC Add

MiCollab Add

MiTeam Meetings *i* Add


Done

The following screen will be displayed,

Integrations

+ Add new

MiTeam Meetings ⓘ

Complete setup 

Privileges

Delegated Authentication ⓘ

☐

Allow Guest Access ⓘ

☒

To complete the set up, click on “**Complete setup**”

The first account you create will require you to add a currency code enter the standard ISO code for you country’s currency in here (UK would be GBP) a list of currency codes can be found here https://en.wikipedia.org/wiki/ISO_4217

At this time, the following currencies are supported:

CAD
USD
GBP
EUR
AUD
NZD
SEK
DKK
NOK
CHF


If your country currency is not listed, please use one of the 10 listed and it will be corrected at renewal.

MiTeam Meetings

Before granting the integration, your billing account must be created.
Please specify your preferred 3 character currency code. Once confirmed, this can not be changed.

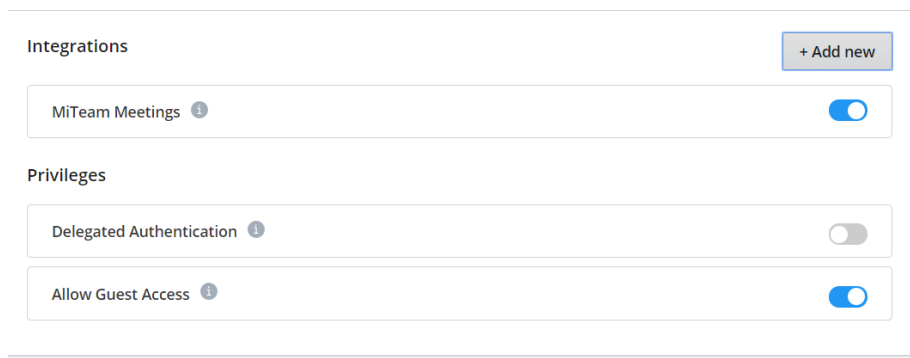
Please specify a 3 character currency code (i.e USD, CAD, EUR).

Currency code *

 Remove

Save

The integrations section should have MiTeam Meetings and “allow guest access” enabled by default.



The screenshot shows a settings panel with two sections: 'Integrations' and 'Privileges'. In the 'Integrations' section, 'MiTeam Meetings' is listed with an information icon and a blue toggle switch that is turned on. In the 'Privileges' section, 'Delegated Authentication' has a grey toggle switch that is turned off, and 'Allow Guest Access' has a blue toggle switch that is turned on. A '+ Add new' button is located at the top right of the Integrations section.

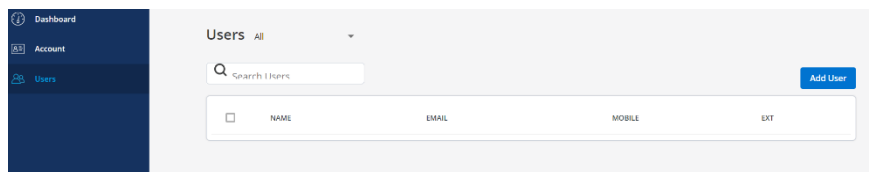
When completed successfully, the MiTeam Meetings entitlements will be automatically applied to the customer account. If the Billing information is not visible, contact Licensing Support [\[license.support@mitel.com\]](mailto:license.support@mitel.com)

Add users

Accounts can be added in one of two ways. For small numbers they can be added manually from within the CloudLink Accounts console. Where there are more users than can be added simply using the Accounts console, Mitel Professional Services can also bulk import users.


Manually add users

On the left-hand side select users and then select “Add User”



The screenshot shows the 'Users' management interface. On the left is a dark blue sidebar with navigation links for 'Dashboard', 'Account', and 'Users'. The main area has a header 'Users All' with a dropdown arrow. Below this is a search bar labeled 'Search Users' and an 'Add User' button. At the bottom, there is a table with columns for 'NAME', 'EMAIL', 'MOBILE', and 'EXT'. A checkbox is visible to the left of the table header.

Fill in the required user details and click “Create”.


**New User**
Enter user details below

Name
carl winser

First Name
carl

Last Name
winser

Email *
carl@myemail.com



☐ Account Admin

*required

Cancel


Create

Once created the user page is displayed with the license allocation. Select the **MiTeam Meetings** license.

Products and licenses

MiTeam Meetings

☐



Delete

The user will now receive a welcome email from Mitel Accounts detailing how to complete the setup.

Bulk Import of users

To bulk import users please use the contact details below to arrange with Mitel Pro Services.

Email:- servicesolutions@mitel.com

Please use the email subject 'MiTeam Meetings Promo Install' and include the country in which you are located

Mitel pro services will require the following

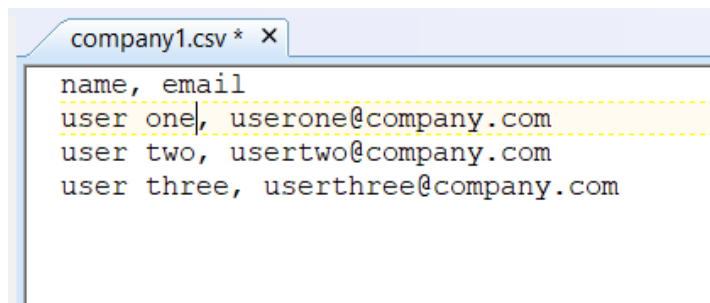
- The Account Id
- An Account created with administrator access
- A CSV file containing user data

Once a user is added using bulk import, they will be given a MiTeam meeting license and will be sent an email from MiTeam meetings to set a password.

CSV FORMAT

The csv file should be formatted as follows

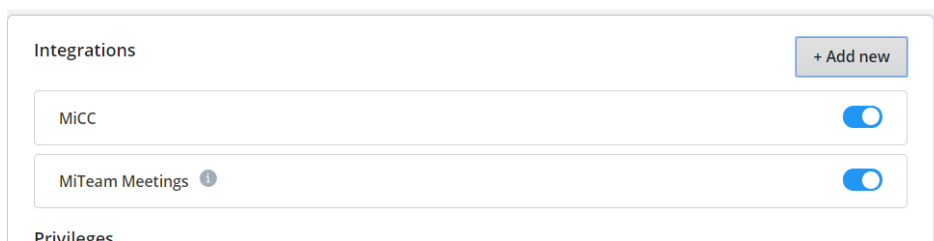
first last , email@address



Enabling MiTeam Meetings for existing MOMA and MiCC Chat accounts

Existing CloudLink enabled customers who use applications such as MOMA and MiCC chat will already have a CloudLink account which will be populated with users.

To enable MiTeam meetings for these users the account must be enabled for MiTeam Meetings as per the instructions in the “Enable MiTeam Meetings” section.



Enabling MiTeam Meetings for existing users

Once the account is enabled, users can now be enabled for MiTeam Meetings. This can be done individually or by a bulk change performed by Mitel Professional Services.

To enable MiTeam Meetings license individually, select the user.

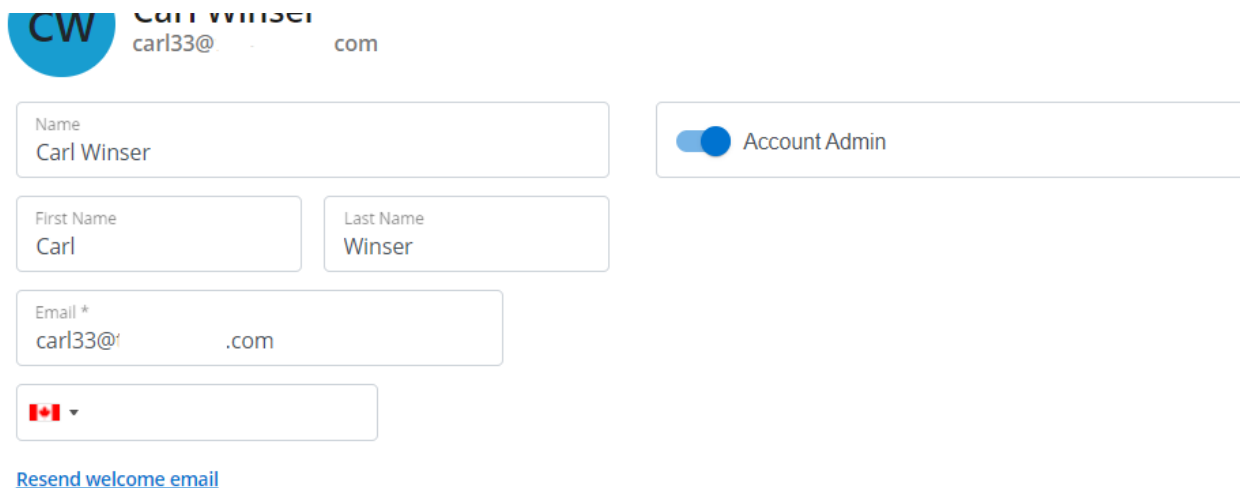
In the Products and licenses section, enable MiTeam Meetings license.

Existing users:

Users who have already registered a password will now be able to use MiTeam Meetings with their current credentials.

New users:

If the user is enabled individually then a welcome email should be sent to enable the user to set a password. To do this click on “Resend welcome email.”



The form displays user information for Carl Winser. At the top left is a blue circular profile picture with the initials 'CW'. To its right, the name 'Carl Winser' and email 'carl33@...com' are shown. Below this, there are input fields for 'Name' (containing 'Carl Winser'), 'First Name' (containing 'Carl'), and 'Last Name' (containing 'Winser'). An 'Email *' field contains 'carl33@...com'. A country dropdown menu shows the Canadian flag. To the right of these fields is a toggle switch labeled 'Account Admin' which is currently turned on. At the bottom left, there is a blue link that says 'Resend welcome email'.

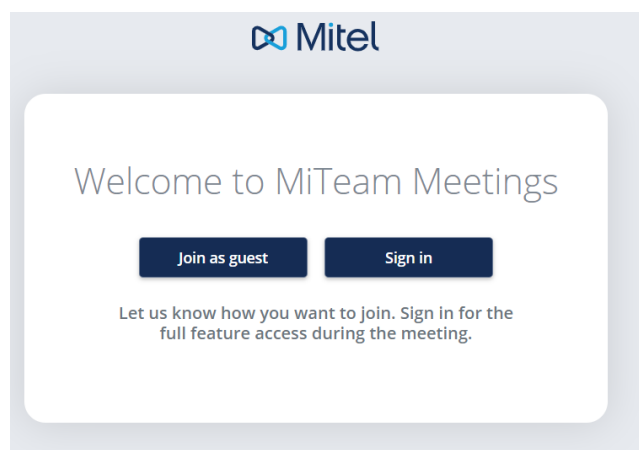
Adding new users

New users can be added individually or by a bulk change performed by Mitel Pro Services.

If a new user is added via either method, a welcome email will be sent.

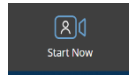
Accessing MiTeam Meetings

Browse to **meet.mitel.io** and click on sign in using your email address and password



Create an instant meeting

Once logged in click the



icon to create a new conference. the following information will be displayed

Copy to clipboard

Want to rename this meeting to track it better?

Meeting title

Carl's Meeting

Copy and share as you please

<https://meet.mitel.io/join/235420074>

Dial in information

United Kingdom

020 8059 8503

Meeting ID

235-420-074

Cancel

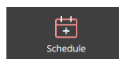
Save

Enter

You can copy and send the URL to any participant, with or without an account. There is also a dial in number for audio only participants

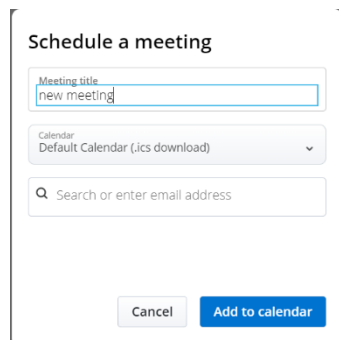
Schedule a meeting

You can schedule a meeting for future date by clicking the



button and add the meeting request to your

calendar. The following screen is displayed

A screenshot of a "Schedule a meeting" dialog box. It has a title bar "Schedule a meeting". Below the title bar, there is a text input field labeled "Meeting title" with the text "new meeting" entered. Below that is a dropdown menu labeled "Calendar" with the text "Default Calendar (.ics download)" and a downward arrow. Below the dropdown is a search input field with a magnifying glass icon and the text "Search or enter email address". At the bottom, there are two buttons: "Cancel" and "Add to calendar".

Add a title and select ICS download. A calendar file (.ics) will be downloaded by the browser and this can be opened in Outlook or any mail client which supports .ICS files.