MITEL

Live Desktop Portal

User Guide
Release 1.1

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Live Desktop Portal User Guide
Release #1.1
June 2010

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Mitel Live Desktop Portal Quick Overview

Live Desktop Portal is a sophisticated, yet easy-to-use web portal application for personalizing both telephony functions and new live content applications on your Mitel IP desktop phone.

The Mitel Live Desktop Portal is an easy and intuitive application that helps you program and personalize live content applications onto the buttons of your phone. Using standard Internet or Intranet blogging tools, or any of the pre-packaged content applications you can easily customize your phone to suit your needs.

Mitel Live Desktop Portal works with Mitel 5212, 5224, 5304, 5312, 5324, 5320, 5330, 5340 and 5360 IP phones.

Note: Key program functionality will be dependant on the phone set being used. For example, Live Content Applications are only available for Mitel 5320, 5330, 5340 and 5360 IP Phones. Live Desktop Portal will only give you access to the key programming functions that are available for your phone type.

Getting started with Live Desktop Portal

Using Internet Explorer, visit the application URL. For example: http://servername/livedesktopportal/

Note: Obtain the application URL from your network administrator.

Logging In

If you are connecting from the intranet, and your browser supports it, your logon credentials will be automatically passed on to the server and you are automatically logged into the system. Otherwise, you are prompted to enter your Windows username and password.

Logging Out

When you are finished using Live Desktop Portal, log out of the application by clicking the Logout button located on the left-hand side of the screen.

Programming Phone Keys

After you have logged into Live Desktop Portal, a picture of your phone automatically appears. All key programming is done through the Live Desktop Portal web interface. The phone you see on the screen is a representation of the phone sitting on your desk!

To program a key:

1. In the web application, click the button that you want to program.
2. Select the desired function from the list. Your phone is updated instantly to reflect the changes that you have made.

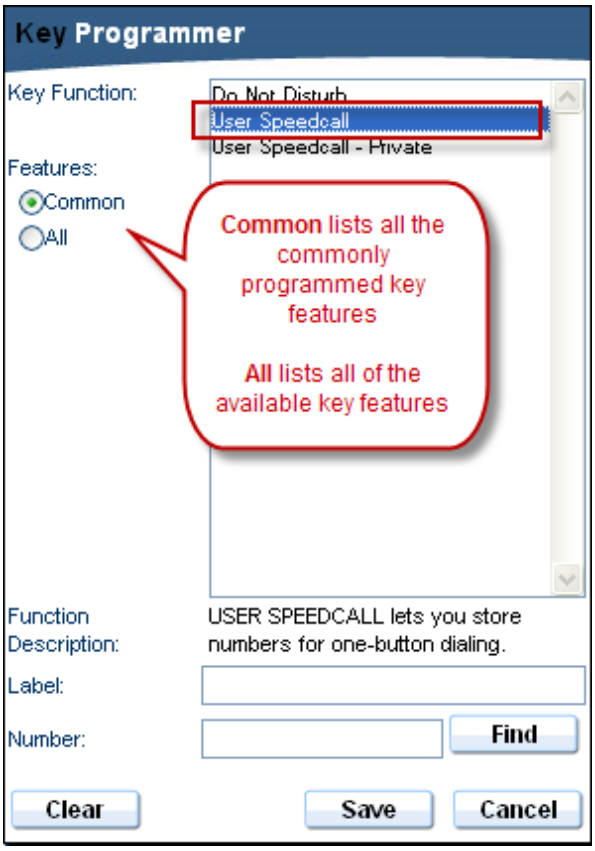
Note: If you are using a phone that does not have a full display, such as the 5212, 5224, 5304, 5312 or 5324, the phone key will be instantly be programmed but you will need to manually write in the label for the programmed key.

Programming User Speedcall

User Speedcall lets you store numbers on your phone from your corporate phone book for one-button dialing.

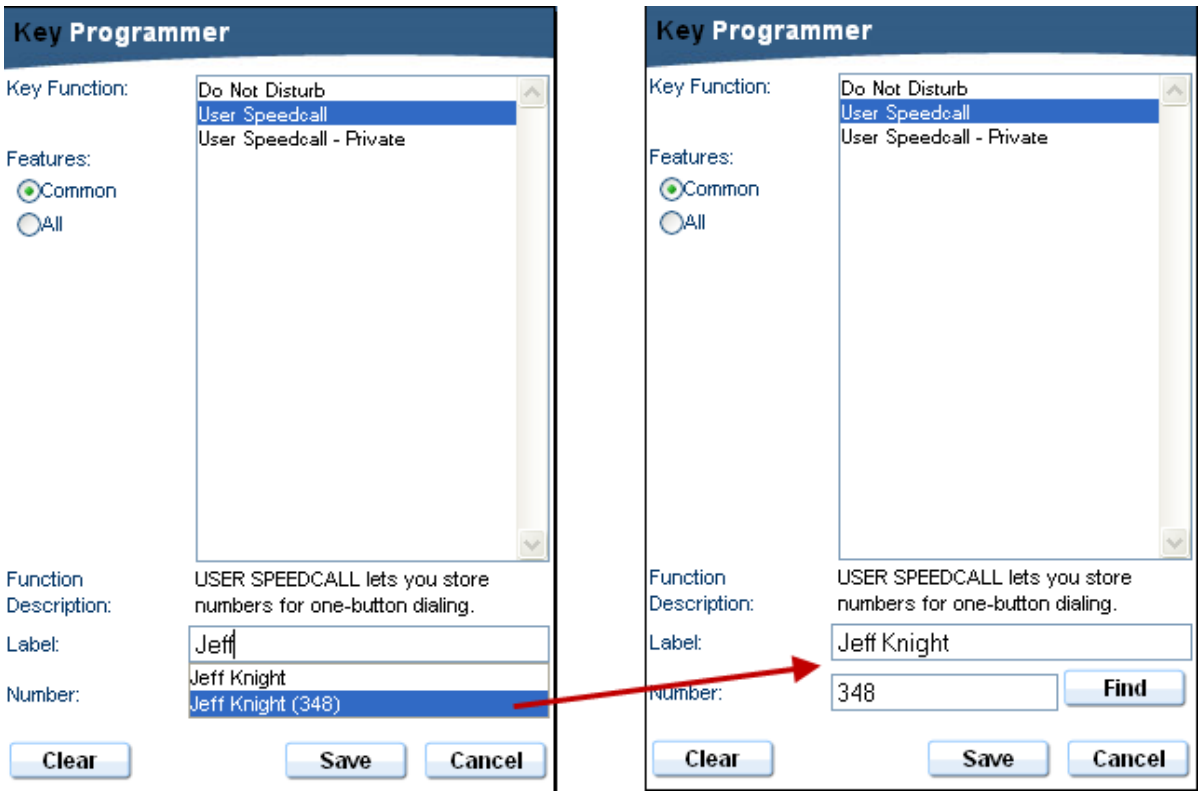
To program a User Speedcall:

1. Click the button you want to program. A Key Programmer dialog box appears.
2. Select **Common** or **All** from the key features list on the left hand side of the Key Programmer dialog box.
3. Select **User Speedcall** from the Key Function list.



Note: If you wish the number to remain private, meaning Administrators will be unable to see what number you have programmed, select the **User Speedcall-Private** Key Function.

4. After you have selected User Speedcall, the Key Programmer displays fields where you enter a key label and the associated phone number. If your company stores user phone numbers in a corporate phone book, all you have to do is enter the first few letters of the person's name and their contact information will be provided in a drop down menu.



Note: If you wish to program a number of a contact that is not part of a corporate phone book you must manually type the name and number into the appropriate fields. When entering the number please be aware that you must enter the appropriate dialing rules, for example adding a "1" for long distance, or a "9" to dial out. The long distance phone number 613-591-9002 would therefore appear as 9-1-613-591-9002. Please note that it is not necessary to include dashes (-) when entering a number. They were entered here for illustration purposes.

5. Click the appropriate contact, and click **Save**. The phone on your computer screen and the phone on your desk will immediately show the new programmed key.

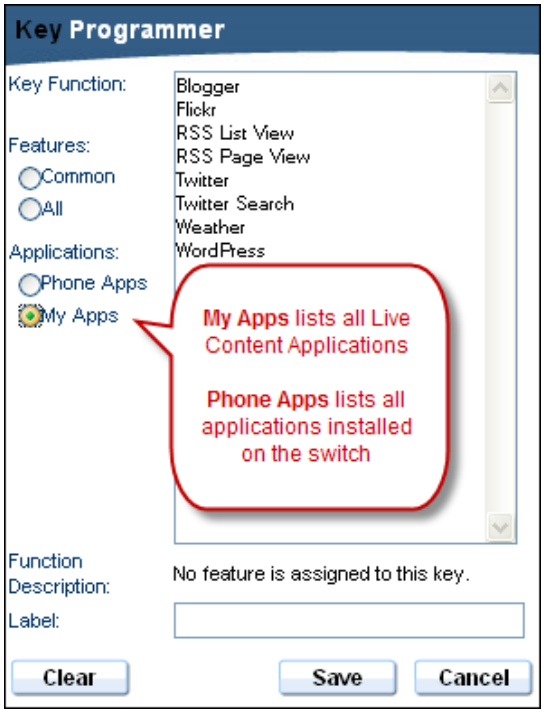
Programming Live Content Applications

Note: To program live content applications you will need an HTML license. You will receive an HTML license error if your phone is not equipped with an HTML license. To obtain a HTML license please contact your administrator.

Note: Live Content Applications are only available for Mitel 5320, 5330, 5340 and 5360 IP phones. Since screen sizes and screen characteristics vary across the various phone models, special care should be taken when creating or showing blog posts, or Flickr photo streams across multiple set types. Instructions and recommendations are provided throughout the Flickr and Blogging sections to help you attain the best results for your phone set type.

To program Live Content Applications:

1. Click the button you want to program. A Key Programmer dialog box appears.
2. Select **My Apps** from the application list on the left hand side of the Key Programmer dialog box.
3. Select one of the following functions from the Key Function list:
   - Blogger
   - Flickr
   - RSS List View
   - RSS Page View
   - Twitter
   - Twitter Search
   - Weather
   - Wordpress



Note: Due to RSS feed limits, only the last 20 Flickr images or 20 blog posts will be shown. This means that Live Content will not show for the Flickr images or blog posts that go back beyond the 20 most current Flickr images or blog posts.

Blogger

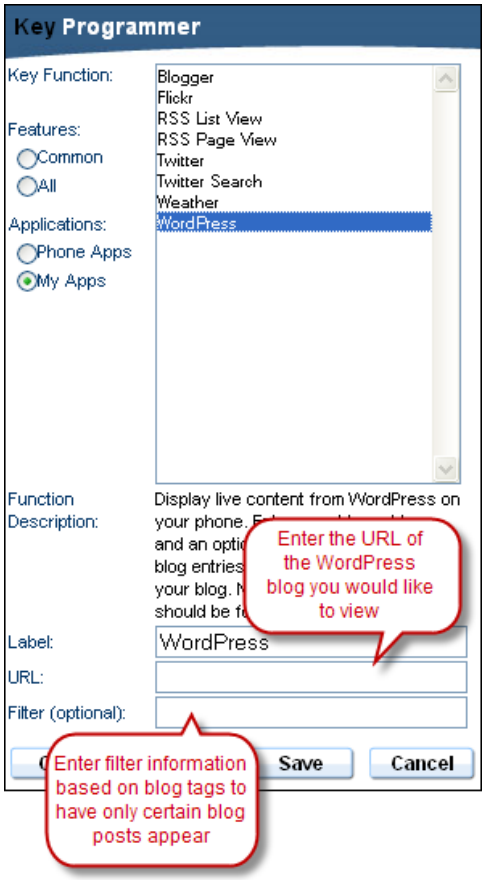
The Blogger application lets you display live content from Blogger.com on your phone.

To program the Blogger applicationEnter

1. Enter the name of the blog in the Blog Address field.
2. If there are certain blog posts that you would like to appear and others not to appear, then enter a blog label in the Filter field to display only those blog postings with a matching label.
3. Click **Save**.

WordPress

The WordPress application lets you display live content from WordPress.com on your phone.



To program the WordPress application:

1. Enter the URL of the blog in the URL field.
2. If there are certain blog posts that you would like to appear and others not to appear, then enter a blog tag in the Filter field to display only those blog postings with a matching tag.
3. Click **Save**.

Note: Be sure to turn off “comment count” in your reading settings in Word Press to ensure that comments are not seen on the phone.

How to write a blog for Live Desktop Portal

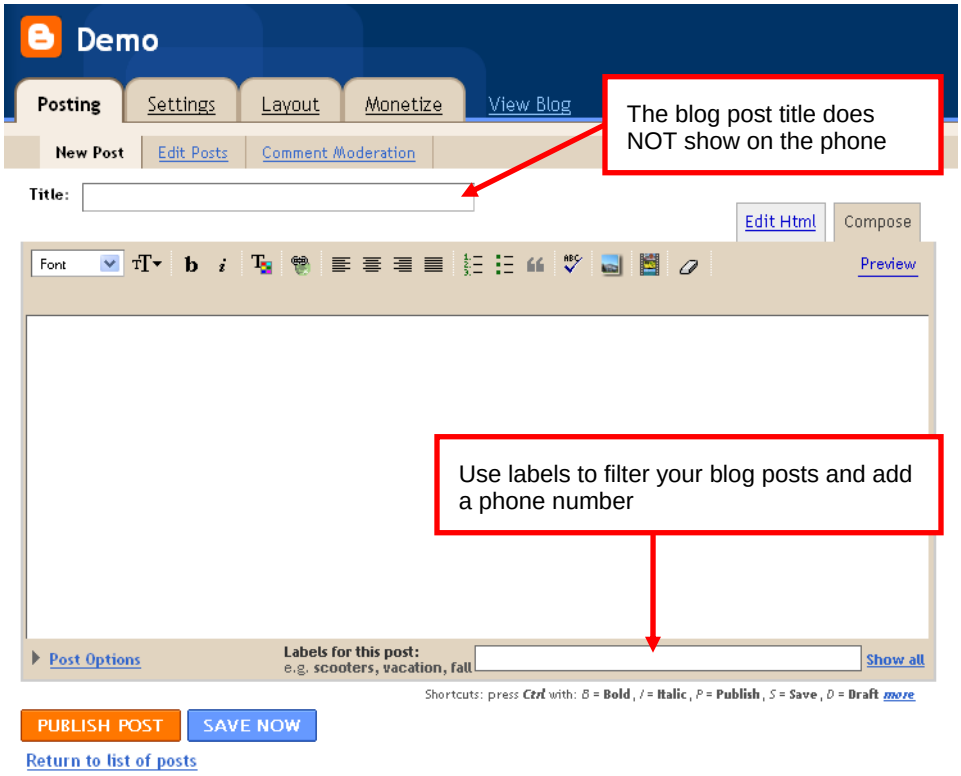
Live Desktop Portal gives you the ability to display live content from Blogger.com and WordPress.com. To get increased value from this feature, you can create your own blog in Blogger or WordPress to generate and display customized content to show on your phone. A tutorial blog is available to show users how to create and format content for display on their Mitel 5360 IP phones, http://ingeniusdemo.blogspot.com/.

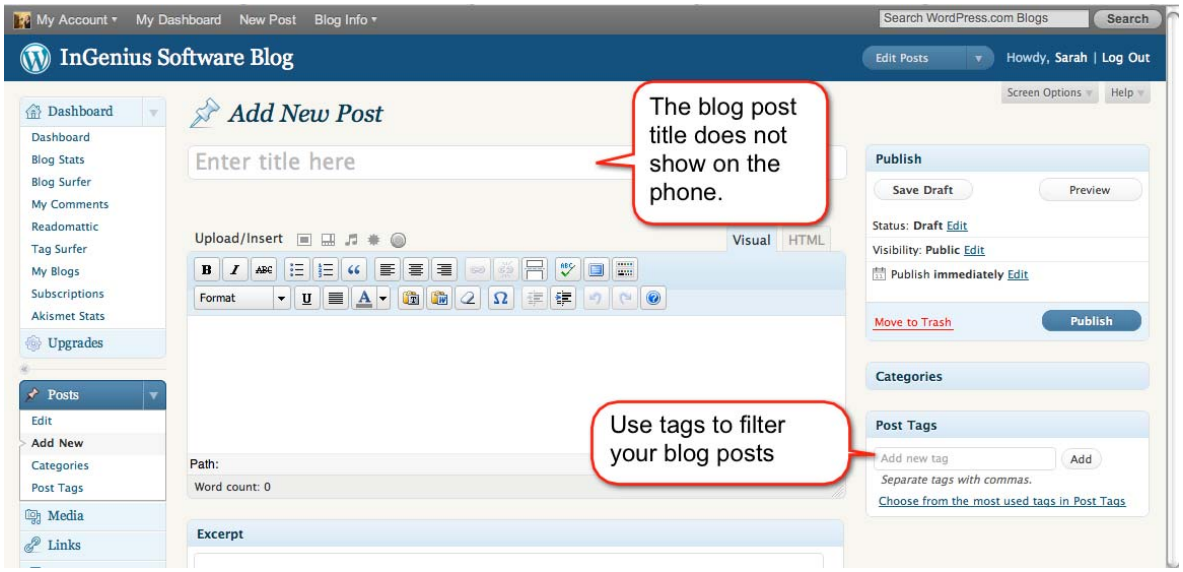
1. Obtain a Blogger or WordPress account. If you do not already have a Blogger account you can easily create one by visiting http://www.blogger.com/ . Here is a short instructional video provided by Blogger that details on how to create and use your Blogger account. If you do not already have a WordPress account you can easily create on by visiting http://www.wordpress.com/.
2. Create a new post and fill in the fields with your desired content. Some possible content could be staff promotions, daily specials, advertisements, announcements, and so forth. The best part of creating your own blog is that you can control the content seen on the phone quickly and easily. The content is therefore current, relevant, and easily edited.

   Note: If you are including images, the recommended image size for Mitel 5360 IP Phone should be a minimum of 480 pixels wide by 800 high. If you use larger images and want them to fit full screen on the phone, you should maintain the same aspect ratio. Height should be 1.67 times the width.

   If you are including images to display on a Mitel 5320, 5330, or 5340 phone the recommended image size should be a minimum of 160 pixels wide by 320 pixels high. If you use larger images and want them to fit full screen on the phone, you should maintain the same aspect ratio. Height should be 2 times the width.
3. Enter all your content and labels.
4. Click **Publish Post**. You can now view the blog post using your programmed key in Live Desktop Portal.

   Note: Fonts must be installed on the LCS server to have them appear properly on the phone.


Demo
Posting
Settings
Layout
Monetize
View Blog
New Post
Edit Posts
Comment Moderation
Title:
The blog post title does NOT show on the phone
Edit Html
Compose
Font
Preview
Use labels to filter your blog posts and add a phone number
Post Options
Labels for this post:
e.g. scooters, vacation, fall
Show all
Shortcuts: press Ctrl with: B = Bold, I = Italic, P = Publish, S = Save, D = Draft more
PUBLISH POST
SAVE NOW
Return to list of posts


My Account
My Dashboard
New Post
Blog Info
Search WordPress.com Blogs
Search
InGenius Software Blog
Edit Posts
Howdy, Sarah | Log Out
Screen Options
Help
Dashboard
Add New Post
Enter title here
The blog post title does not show on the phone.
Upload/Insert
Visual
HTML
Format
Path:
Word count: 0
Use tags to filter your blog posts
Publish
Save Draft
Preview
Status: Draft Edit
Visibility: Public Edit
Publish immediately Edit
Move to Trash
Publish
Categories
Post Tags
Add new tag
Add
Separate tags with commas.
Choose from the most used tags in Post Tags
Excerpt

How to use labels in Blogger and WordPress for use in Live Desktop Portal

Labels (Called tags in Wordpress) are very important for displaying content on your phone. You can use labels to:

- group specific posts by using the blog label as a filter in Live Desktop Portal
- add a phone number to a post that can be dialed from your phone when the post is displayed
- add a background image from a URL to your blog post
- group posts by phone model
- have blog posts display on particular dates, times or days of the week

How to group specific posts using labels and filters

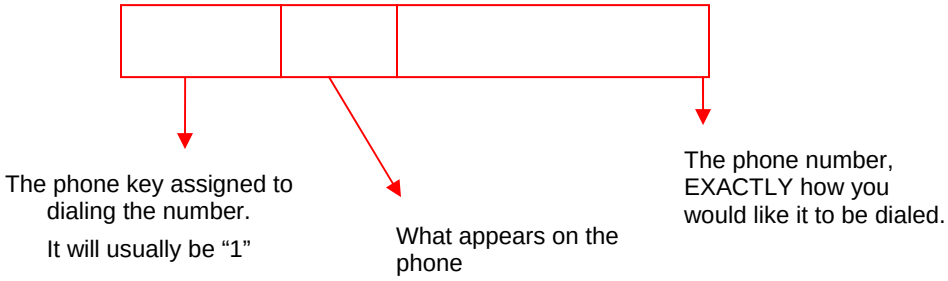
To apply labels to group specific posts, simply enter in the same label for related posts.

For example, if you have advertisements and staff promotions in one blog, you would apply the label “advertisements” to all the advertisement blog posts, and apply the label “staff promotions” to all the staff promotion blog posts. When you use Live Desktop Portal to program Blogger or WordPress on your phone, you will then enter “advertisements” or “staff promotions” into the filter field to show only those posts.

Note: If you are applying more than one label to a post, you must separate each label with a comma.

How to add a dialable phone number using labels and filters

To add a phone number to a post, type the phone number into the label field using the following format:

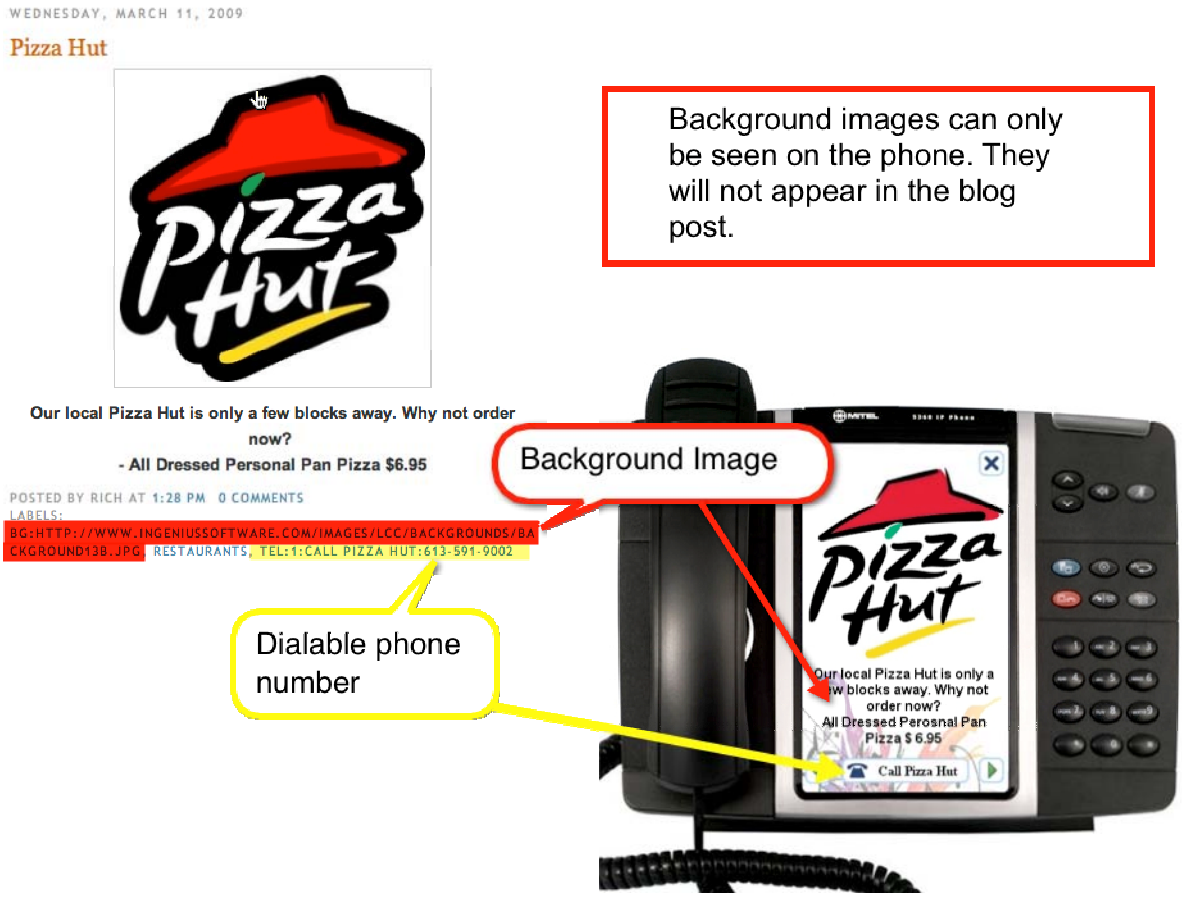


If you program this into the label of a blog, you will have a speed dial key with the label Mitel. When it is selected it will dial 613-592-2122.

How to add a background image using labels and filters

To add a background image from a URL to your blog post, simply enter “BG:”, then the full image URL. You will not be able to see the background image on the blog but you will see the image on the phone. The best image size for backgrounds is 480 pixels wide by 800 high.

Note: Background images are only supported on Mitel 5360 IP Phones.



How to specify a blog post to show on certain phone models using labels and filters

To have only the blog posts you have created for certain phone sets appear, simply enter “ShowOn:”, then the phone model(s) that you would like the posts to render to. The blog post will then only appear on the phone sets specified.

For example, if I create a pair of blog entries for Today's Special, I can create a special blog entry with larger graphics, and more text, and add the label, ShowOn:5360. I can create a second blog entry with less text with smaller graphics, and add the label, ShowOn:5320;5330;5340. Both entries would contain the TODAYSSPECIAL label, but the appropriate content will be rendered on the phone model(s) identified in the ShowOn label. The Today’s Special entry that has larger graphics and more text would only show on the 5360 phone models while the Today’s Special with less text and smaller graphics would only show on the 5320, 5330 and 5340 phones.

Please consult the chart below for specific information on filtering using the “ShowOn:” label for rendering content to specific phone models.

Label	Description
ShowOn:5360	Blog entry will only render on Mitel 5360 IP phone models
ShowOn:5320;5330;5340	Blog entry will only render on Mitel 5320, 5330 and 5340 IP phone models
ShowOn:5330;5340	Blog entry will only render on Mitel 55330 and 5340 IP phone models
ShowOn:bw	Blog entry will only render on Mitel 5320, 5330 and 5340 IP phone models
ShowOn:color	Blog entry will only render on Mitel 5360 IP phone models
ShowOn:None	Blog entry will only be shown on a web browser and will not appear on any phones.
ShowOn:All	Blog entry will appear on all phone types. This is the same as omitting the ShowOn tag.
ShowOn:	This is the same as ShowOn:None. The blog entry will only be shown on a web browser and will not appear on any phones.

Note: Separate each phone model with a semicolon (;).

How to have blog post appear on specific dates, times or days of the week using labels and filters

To have blog posts automatically appear on a phone during certain dates, times or days of the week simply enter “ShowOn:”, then the month, date, day of the week, and/or a specific time you wish your post to appear. The blog post will only appear on the phone on the date and time specified.

For example, if I create a few blog entries for Tonight’s Entertainment, I can create a blog entry for Wednesday Night Jazz night and add the label, ShowOn:Wed. I can create a second blog entry for Thursday Night Poker night and add the label, ShowOn:Thurs, and I can create a third entry for Friday Night Disco night and add the label, ShowOn:Fri. All blog entries would have the label ENTERTAINMENT, but they would only appear on the day specified. I would therefore only see Jazz Night on Wednesday, Poker Night on Thursday and Disco Night on Friday.

Using this feature you can also show posts on a specific date and time. The date can be a day of the week (ex. Mon) as shown above, it can be a day of the month (ex. 28th), month (Jan), month day (ex. Feb 28) or a date range (ex. Apr 6- Aug 27). Time range is expressed as hour:minute (h:mm) with an optional am/pm suffix. If the am/pm suffix is not given, 24-hour time is assumed (ex. 8:00am -13:00).

For example, using the same ENTERTAINMENT label from the above example, I can create posts for specific holidays or time of year. I create a blog entry for Halloween and add the label, ShowOn:Oct31, I create a second blog entry for the Holiday Season and add the label, ShowOn:Dec, and I create a third blog entry for the New Year and add the label, ShowOn:Jan1;12:00am-1:00 am. Although all the posts would have the same ENTERTAINMENT label, they would only show on the dates and times specified. I would therefore only see Happy Halloween on October 31, Happy Holidays in the month of December, and Happy New Year on January 1st from 12am to 1am.

Please consult the table below for specific information on filtering using the “ShowOn:” label for rendering content to phones.

Label	Description
ShowOn:Wed	Blog entry will only show on Wednesday
ShowOn:Mon;Thu;Sun	Blog entry will only show on Monday, Thursday and Sunday
ShowOn:1	Blog entry will only show on the first of every month
ShowOn:Nov-Dec;Jan-Mar	Blog entry will only show from November to March
ShowOn:2:00pm-3:30pm	Blog entry will only show from 2:00 pm to 3:30 pm
ShowOn:Nov 7; 1:30am-7:30pm	Blog entry will only show on November 7 from 1:30am to 7:30pm
ShowOn:None	Blog entry will only be shown on a web browser and will not appear on any phones.
ShowOn:	This is the same as ShowOn:None. The blog entry will only be shown on a web browser and will not appear on any phones.

Caution: You can not wrap around calendar boundaries!

If you want a post to appear from November to February you will need to specifiy your label as **ShowOn:Nov-Dec;Jan-Feb**. Similarly, if you would like a post to appear Sat-Mon, you need to specifiy your label as **ShowOn:Sat;Sun-Mon**. Times work the same, so if you want

to show a post from 11:00pm-7:00am you need to specify your label as **ShowOn:11:00pm-12:00am;12:00am-7:00am**.

Note: For multiple entries, separate each date and/or time with a semicolon (;).

Note: Live Desktop Portal only looks at the first three characters so it does not matter if you have written Wed, Wednes, or Wednesday into the “ShowOn:” label. For dates, you need to only enter the number. For example if you want a blog post to show on the first of every month you simply enter ShowOn:1. Times used are local server times and are not based on GMT.

How to have blog post appear on phones that use a particular language

To have blog posts automatically appear on phones that use a particular language, simply enter “ShowOn:” and then the 2-character ISO language name (ex. en) or 2-character language-culture name (ex. en-us). The blog post will then only appear on the phones that were programmed using that particular language.

For example, if I create a few blog entries with the label SPECIAL, I can create a blog entry in English with the label ShowOn:en, and I can create a second blog entry in French with the label ShowOn:fr. All blog entries would have the same label SPECIAL, but only the English posts would appear on those phones programmed in the English and only the French posts would appear on those phones programmed in French.

Label	Description
ShowOn:en	Blog entry will only be shown on phones programmed in English
ShowOn: de	Blog entry will only be shown on phones programmed in German
ShowOn:fr-fr	Blog entry will only be shown on phones programmed in French (France)
ShowOn:None	Blog entry will only be shown on a web browser and will not appear on any phones.
ShowOn:	This is the same as ShowOn:None. The blog entry will only be shown on a web browser and will not appear on any phones.

Supported Languages include:

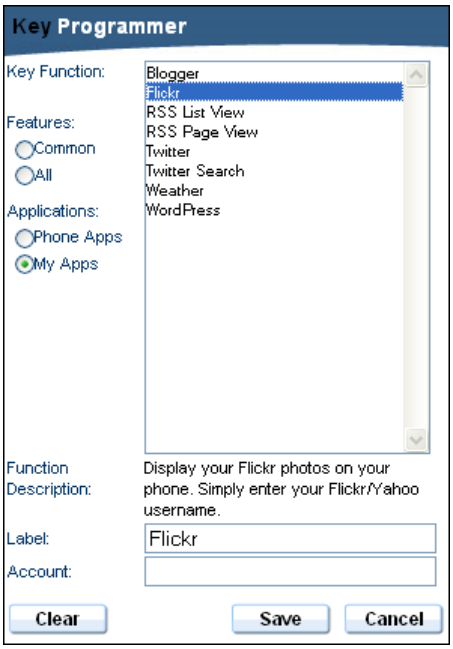
de – German
en – English
fr – French
it – Italian
nl – Dutch
pt – Portuguese
es – Spanish
sv -- Swedish

And the following specific cultures:

en-CA -- English (Canada)
es-ES -- Spanish (Spain)
fr-FR -- French (France)
pt-PT -- Portuguese (Portugal)

Flickr

The Flickr application lets you display your Flickr photos on your phone!



To program the Flickr application

1. Enter your Flickr/ Yahoo username in the Account field.
2. Click **Save**.

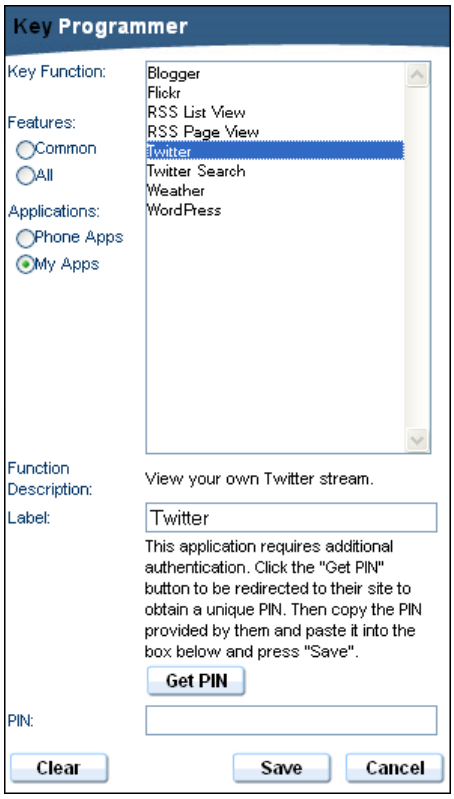
Note: The recommended Flickr image size for Mitel 5360 IP Phone should be a minimum of 480 pixels wide by 800 high. If you use larger images and want them to fit full screen on the phone, you should maintain the same aspect ratio. Height should be 1.67 times the width.

If you are displaying the images on a Mitel 5320, 5330, or 5340 phone the recommended image size should be a minimum of 160 pixels wide by 320 pixels high. If you use larger images and want them to fit full screen on the phone, you should maintain the same aspect ratio. Height should be 2 times the width.

Note: No passwords are required to view Flickr photos that are public. To view your photos on your phone, you must set your privacy settings for your photos to the public setting.

Twitter

The Twitter application lets you display your Twitter stream on your phone.



To program the Twitter application

1. Click on **Get Pin.** This will open another web page and is necessary to allow Live Content Suite access to your Twitter account.

Note: You will need to disable any popup blockers in your browser for the Get PIN button to work.

2. In the new window, enter in your User Name and Password and select Allow. A confirmation dialog box will appear indicating that you have successfully granted access to Live Content Suite and will contain a PIN.

3. Copy the PIN and paste it into the PIN field in Live Desktop Portal.
4. Click Save.

Twitter Search

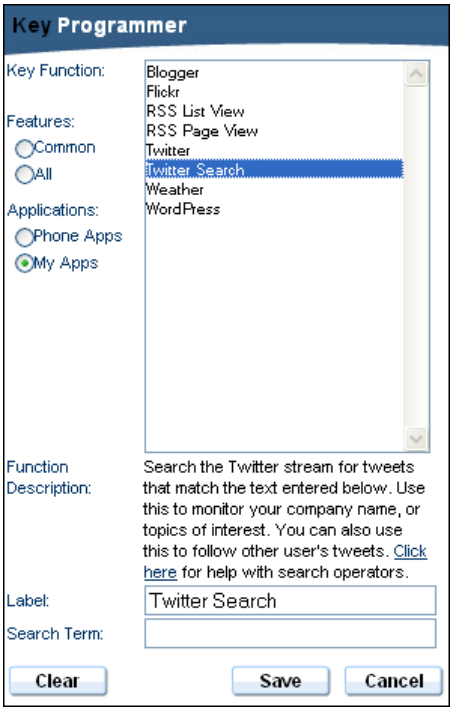
The Twitter Search application lets you search the Twitter stream for tweets that match a search term. This function can be used to monitor your company name, topics of interest, or to follow other user's tweets.

Note: You do not require a Twitter account to program a Twitter Search key.

To program the Twitter Search application:

1. Enter the term you would like to search in the Search Term field
2. Click **Save**.

Tip: For help with searching twitter, use Twitter Search Operators which can be found by visiting: http://search.twitter.com/operators



Weather

The weather application lets you view live weather updates on your phone.

To program the Weather application:

1. Enter the name of the city in the appropriate field. There is an auto-complete drop down menu available as well if only the first few characters of the city name are entered, in which case select the city you wish to view.

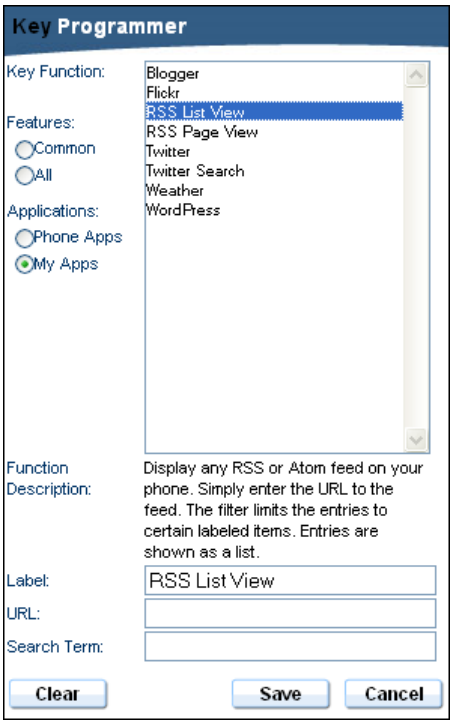
2. Click **Save**.

RSS List View

The RSS List View Application lets you view an RSS feed in a list format.

To program RSS List View:

1. Enter the URL of the RSS feed you would like to view.
2. If there are certain RSS posts that you would like to appear and others not to appear, then enter a label in the Filter field to display only those RSS postings with a matching label.
3. Click **Save**.

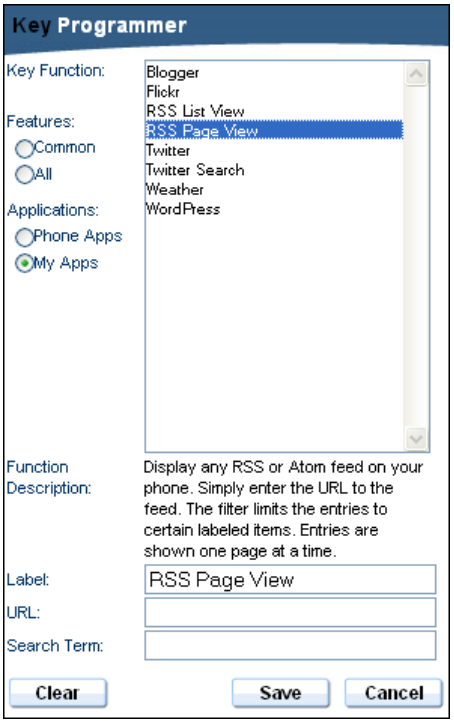


RSS Page View

The RSS Page View Application lets you view an RSS feed in a page format which will show the contents of each RSS article.

To program RSS Page View:

1. Enter the URL of the RSS feed you would like to view.
2. If there are certain RSS posts that you would like to appear and others not to appear, then enter a label in the Filter field to display only those RSS postings with a matching label.
3. Click **Save**.



Programming a Screen Saver

Live Desktop Portal also gives you the ability to program a live screensaver of Blogger, Flickr, Twitter, Twitter Search, or Weather on the screen of your IP Phone.

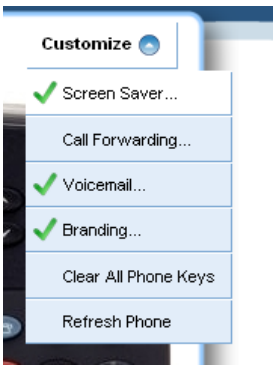
Note: Programming screen savers is only available on Mitel 5360/5340/5330/5320 IP phones.

Note: For any phone model other than the 5360, you must enable the “Display Image” option on your phone to display the screen saver. To enable the “Display Image”:

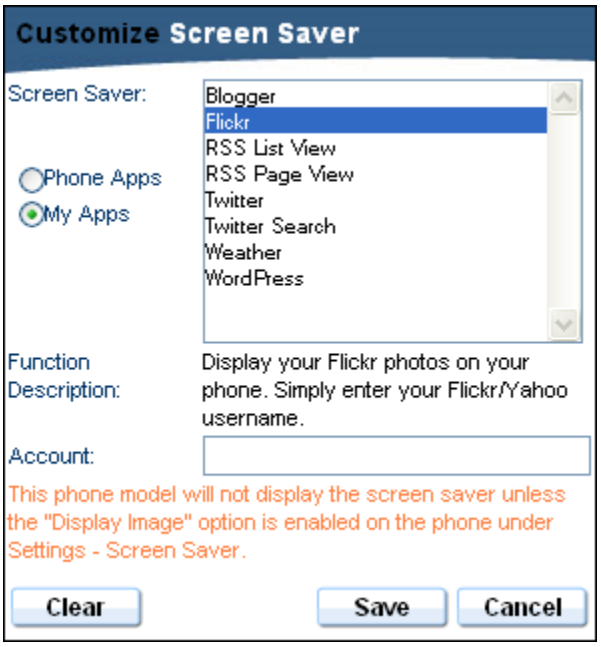
- Selecting the **blue** **Menu Key** on your phone,
- Select **Settings**,
- Select **Screen Saver,**
- Select **Display image**
- Select **save**.

To program a screen saver:

1. Click on the **Customized** button found on the top right-hand side of the screen and select **Screensaver** from the drop down menu.



2. A program screen saver dialog box appears. Select one of the applications you would like to appear as your screen saver and fill in the appropriate fields.



3. Click **Save**. The screen saver will refresh once per minute. For Flickr, a new photo will be shown once every minute. Twitter, Twitter Search, and Weather the feed is updated once per minute. And finally for Blogger, a new blog post is shown once per minute.

Note: You have the ability to choose how long it takes before the screen saver appears to display the image on your phone. On your IP phone press the **blue** **Menu Key**, then select **Settings**, then **Screen Saver Options**.

Note: To avoid screen burn-in, it is best to choose a screensaver that has frequent content changes.

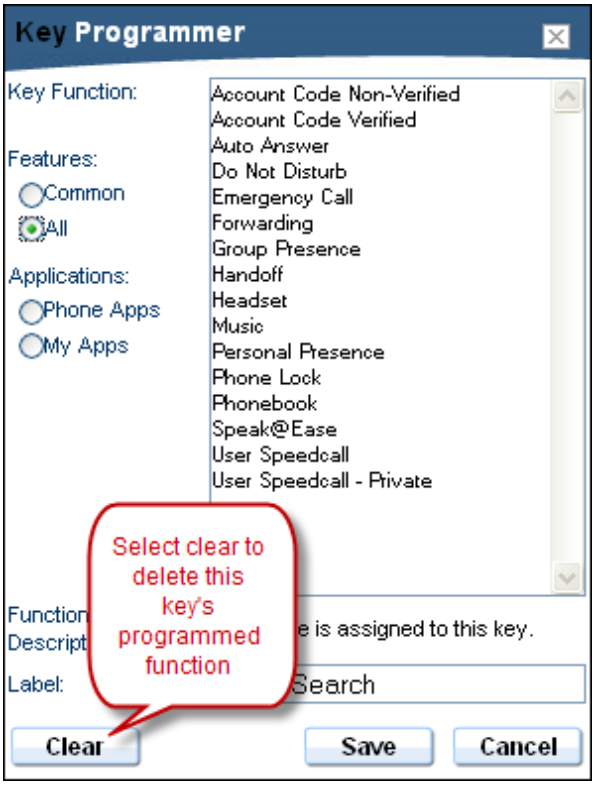
Note: If you clear the screensaver, it will revert to the default one.

Managing Your Programmed Keys

Live Desktop Portal gives you the ability to delete and arrange programmed keys.

Deleting a Programmed Key

To delete a programmed key using Live Desktop Portal, simply select the key you wish to delete and select **Clear**.



Arranging Programmed Keys

To move and arrange your programmed keys using Live Desktop Portal, simply click the key you wish to move and drag the key to its new location.

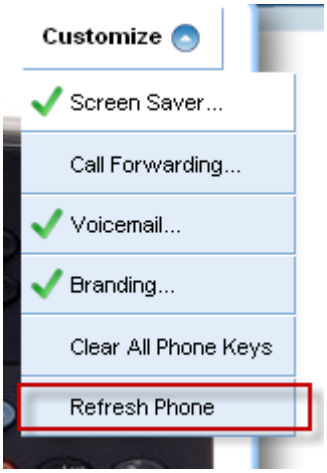
Note: You can move a key to another page by dragging the key over the page scrolling buttons. Mitel 5330, 5340, and 5360 IP Phones are the only phone models with multiple pages available for key programming. Clicking on the home button will do nothing.

Tip: To take a key from page one to page three, drag the key over the back page scrolling button.

Tip: If you are moving a key from page one to page two and you realize page two is full, simply move the key off the page scrolling button then put the key back over the page scrolling button to advance to the page three.

Refresh Phone

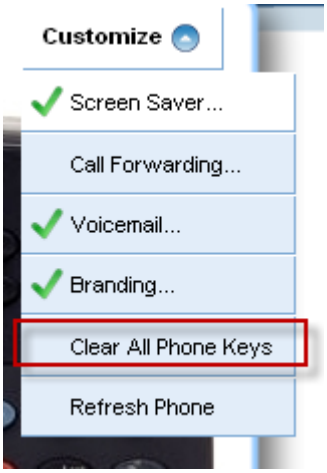
To ensure that your onscreen phone and desktop phone are displaying the latest information, it is necessary to refresh the phone. This is easily done by selecting the **Customize** button located at the top right of the Live Desktop Portal application and selecting **Refresh Phone** from the drop down menu.



When the Refresh Phone button is selected, the phone on your desk and the phone on the screen will be updated with the latest screensaver, latest key restrictions, and any changes that have been made to your key programming directly from your phone or switch.

Clear All Phone Keys

If you would like to clear all phone keys programmed on your phone you can select the **Customize** button located at the top right of the Live Desktop Portal application and selecting **Clear All Phone Keys**. A windows dialog box will pop up asking if you would like to proceed with clearing all programmed keys, clicking ok will clear all programmed keys and can not be undone.



Using Your Programmed Keys on Your Phone

To use one of your programmed keys on your phone, simply press the key corresponding to the function you wish to run! When a live content application is open on your phone, press the close key on the Mitel 5360 IP phone, or press the top key on the left hand side on the Mitel 5320/5330/5340 IP phones, to return to the main screen.

To scroll through the various blog posts, Twitter posts (tweets), Flickr photos or weather updates simply press the next page button on the Mitel 5360 IP Phone, or the next page key on the Mitel 5320/5330/5340 IP Phones.

Other telephony functions of Live Desktop Portal

Multilanguage Support

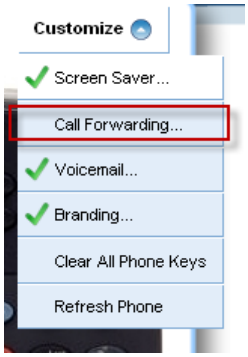
Live Desktop Portal gives you the ability to choose the language you wish to have displayed in the web application of Live Desktop Portal. To change the language, click on the flag icon on the bottom left of the web UI.

Placing your cursor over each flag will display the language and country. To select a language simply click on the language of your choice. The web UI will then be translated to the language that you have chosen.

Call Forwarding

If you have multiple devices, Live Desktop Portal allows you to forward calls to an alternate device. To forward calls to an alternate device:

1. Select the **Customize** button on the top right hand of the web application
2. Select **Call Forwarding…** from the drop down menu.



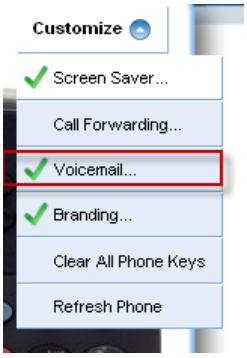
3. A Customize Call Forwarding dialog box appears. Select the check box at the top "Forward all calls to:" and from the drop down menu select the device you would like to forward your calls to and click **Save**.

Voice Mail

Note: To use this feature your voice mail box has to be enabled from within the ESM to forward to email.

If you have your voice mail configured, you can customize your voicemail options via Live Desktop Portal. To customize your voice mail:

1. Select the **Customize** button on the top right hand of the web application
2. Select **Voicemail…** from the drop down menu.

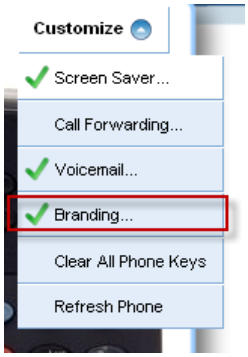


3. A Customize Voicemail dialog box appears. Enter in email address you would like to forward your voice mails to and select your options. Once you have finished click **Save**.

Branding

If you have a branding application deployed to your Mitel switch, Mitel Live Desktop Portal gives you the option to display the brand on your phone. To display a brand that is on your switch:

1. Select the **Customize** button on the top right hand of the web application
2. Select **Branding…** from the drop down menu.



3. A Customize Branding dialog box appears. From the drop down menu select the branding you would like to have appear on the phone and click **Save**.

You will be able to see the branding on the top of the phone's screen.

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