

Reference Guide



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Sunco is your Trusted Telecom Systems Integrator

Making business communication *easier* for you

From modest beginnings as a home-based, family-run business, Sunco has grown over the past 20 years into the trusted telecommunications partner for over 1,600 businesses across Canada. We are a proud, Canadian company with the love of business communication at the very core of what we do.



Our team lives, breathes and works with these technologies on a daily basis, and understands how complex they can be. That's why we're committed to making business communication *easier* for your organization. How do we do this? By being an *Integrator*. We fit all the pieces of your voice/data systems together into a unified whole - giving you superior design, support and management all through one point of contact. This strategy ensures you get the technology and services your business needs, delivered in a way that is coordinated, convenient and just *easier*.

No more confusing network service contracts, overseas call centres, long wait times and impersonal service. We promise honest advice and personal support delivered in a way that reflects our core values:

- We Embrace Change
- We Do What it Takes
- We are Accountable to the Outcome
- We do the Right Thing
- We Bring Out the Best in Each Other

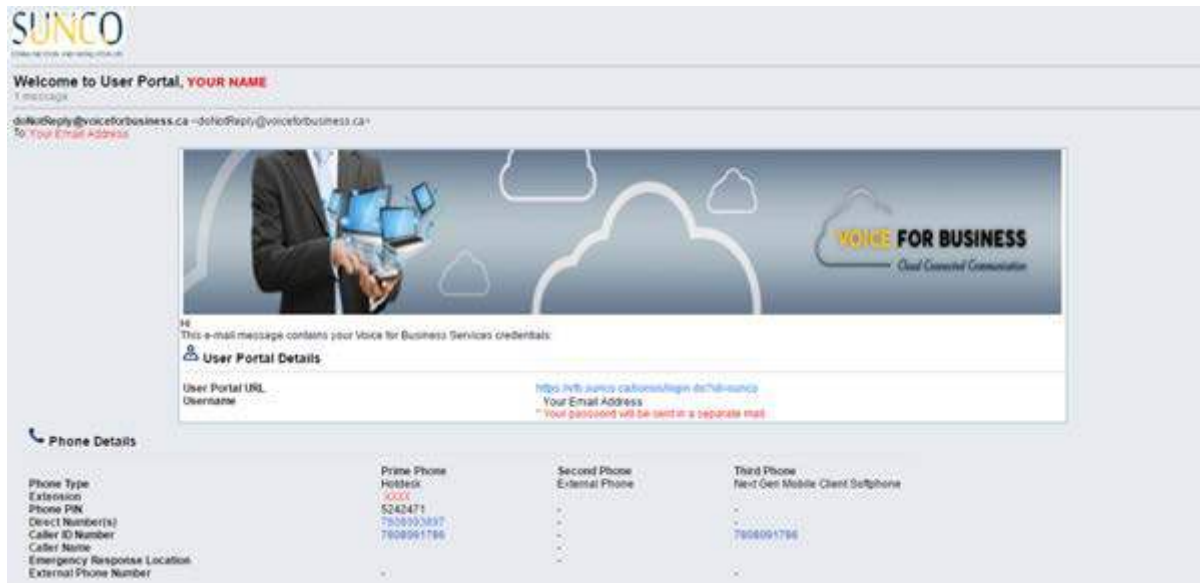
The Sunco team is ready to help. Leverage our Integrator strategy to help make business communication *easier* for your organization. Optimize your time to focus on what matters most - *growing your business*.

Let's get started!

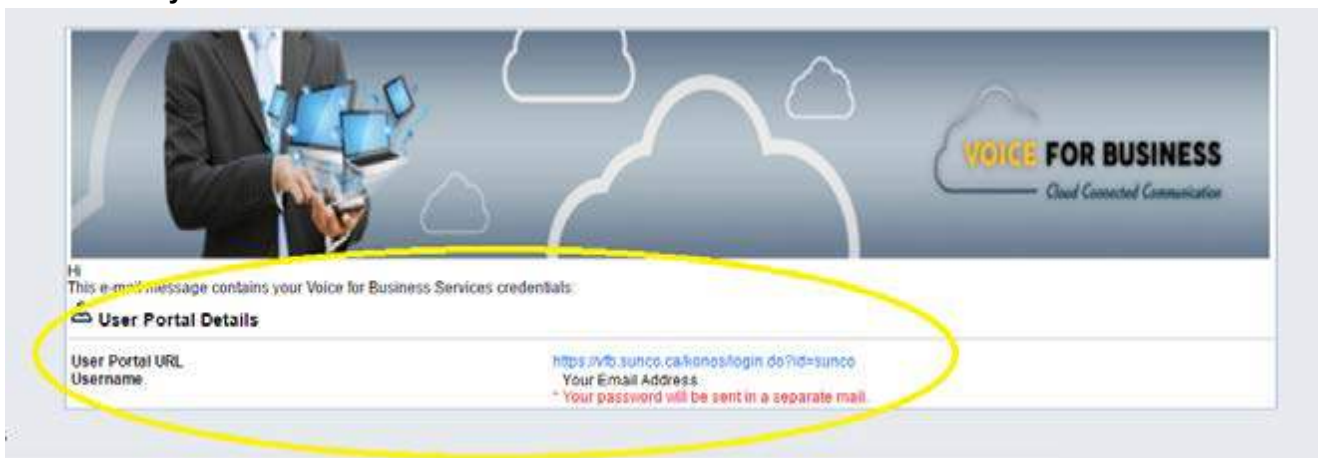
USER PORTAL REFERENCE GUIDE

Welcome Email

You will receive an Email from Sunco with your User Portal Access and User Name.



Information you need will be in the User Portal Details





An additional email will contain the password.



Your password for User Portal

1 message

doNotReply@voiceforbusiness.ca <doNotReply@voiceforbusiness.ca>
To: Your Email Address



This mail is an auto-generated mail from the User Portal. Please do not reply to this message.

Hi

Please find below your password for your User Portal. You can also use your password to log into other applications

Password : 79xR34Fp

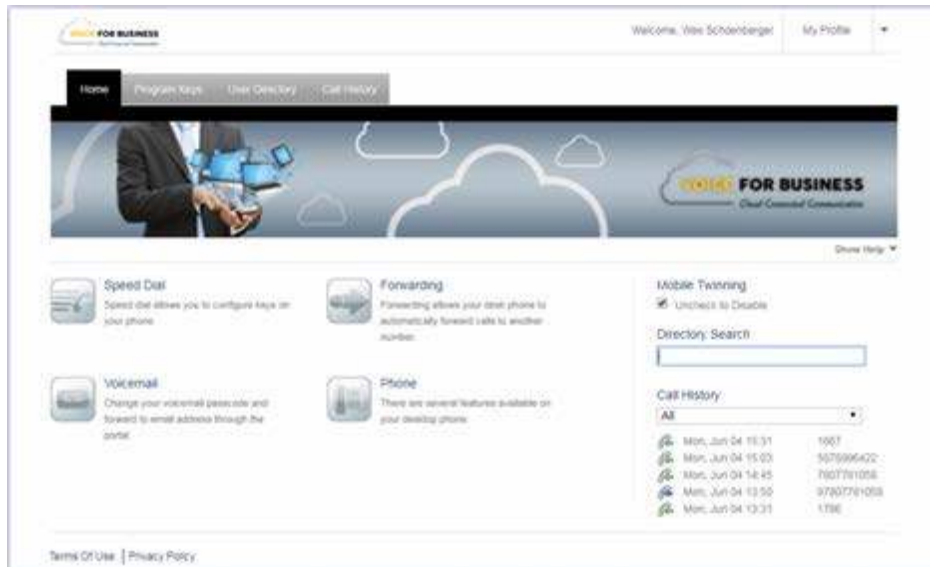
Enter the User Portal URL into your Internet Search Bar.



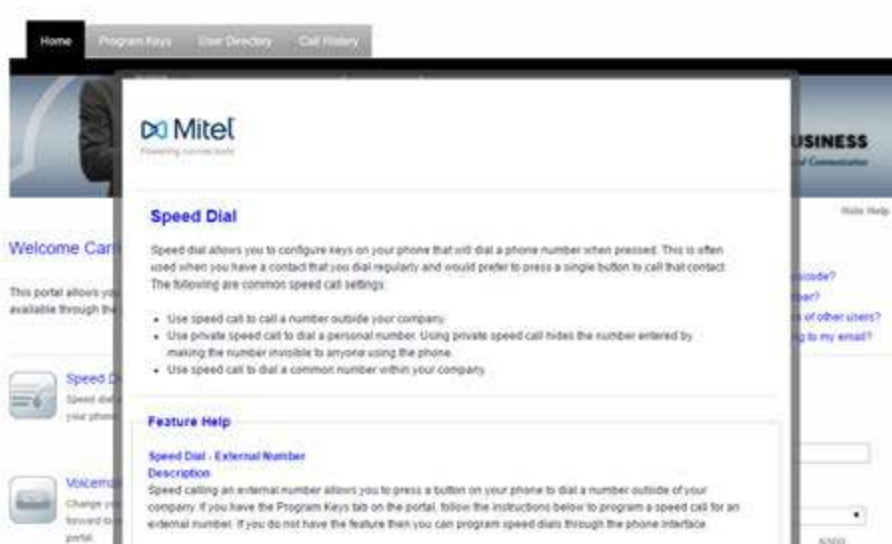


Portal Login

Enter your Username and Password. Press Login. This will bring you to the Home Tab of the User Portal.

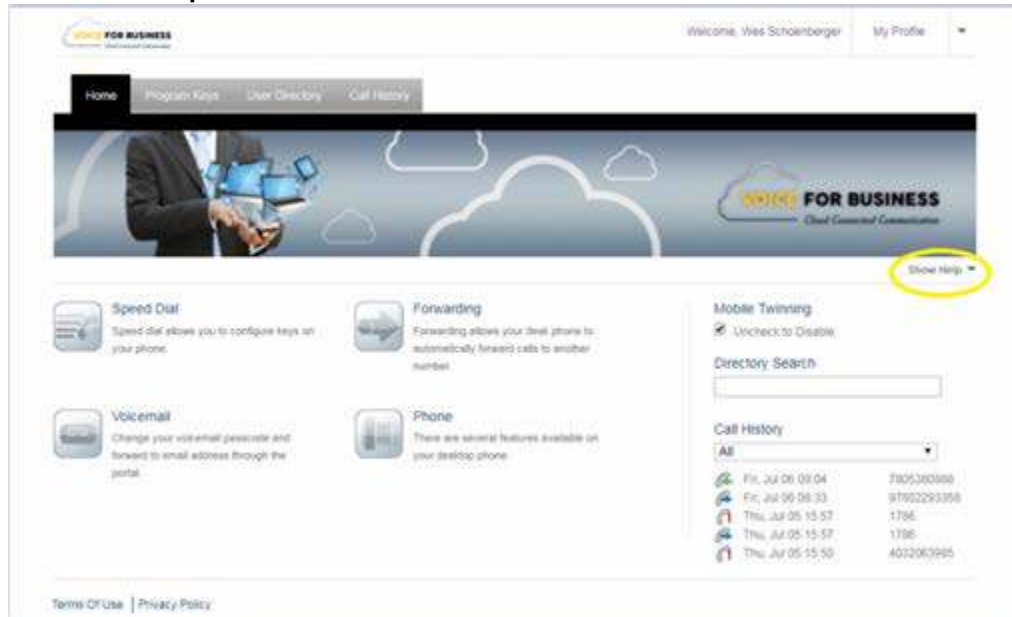


Click on the icons for Speed Dial, Forwarding, Voicemail or Phone and a pop-up window will describe the feature and how it works.

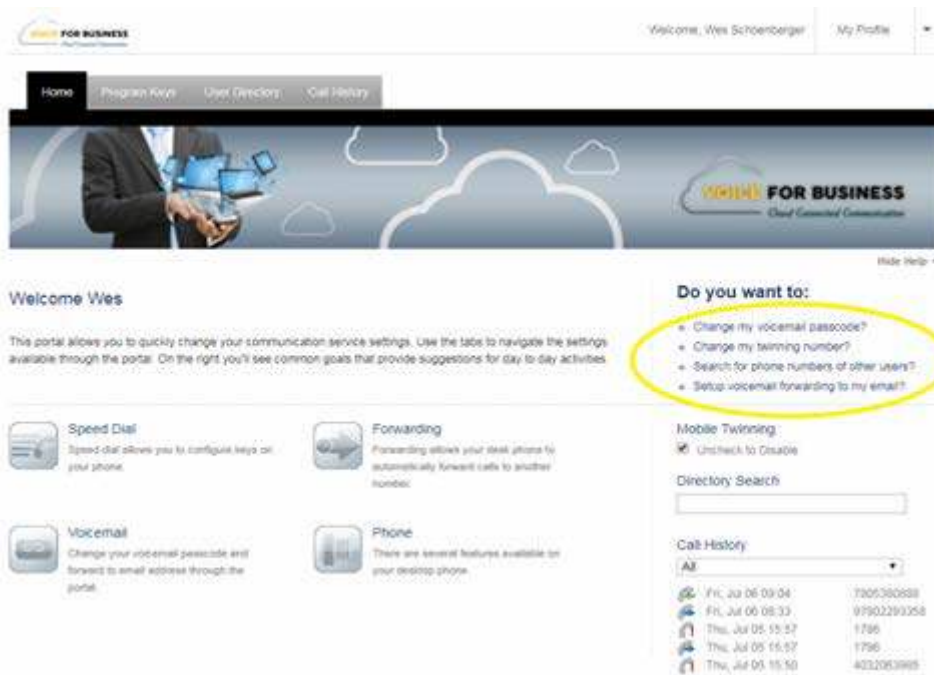




Click Show Help.

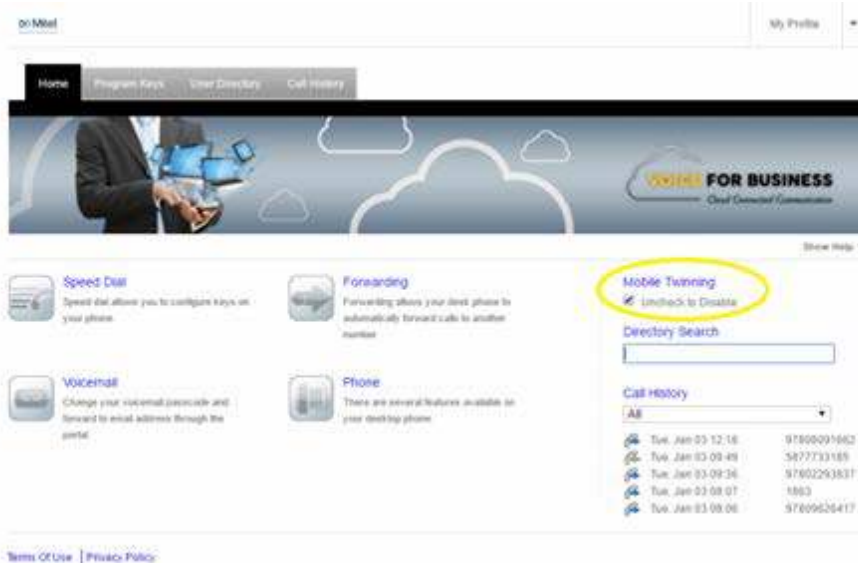


Click on any of the questions to get information on how to make feature changes to your extension.



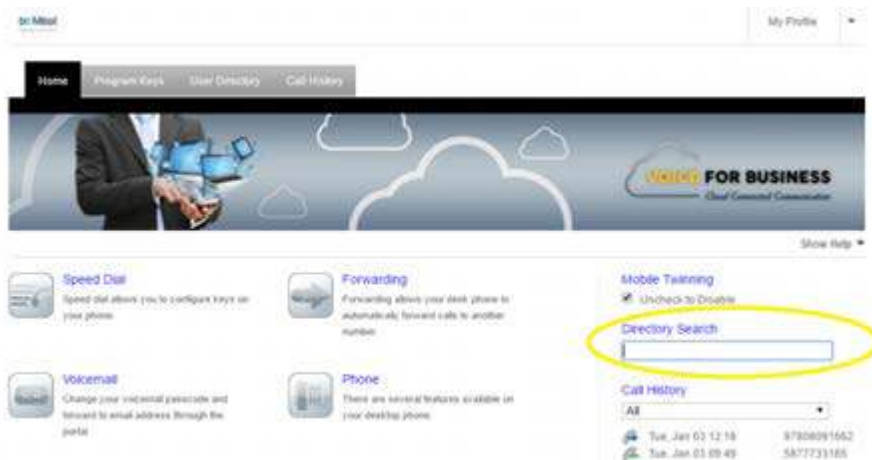
Mobile Twinning

If your extension has been setup for Mobile Twinning, you have the ability to turn it off and on.

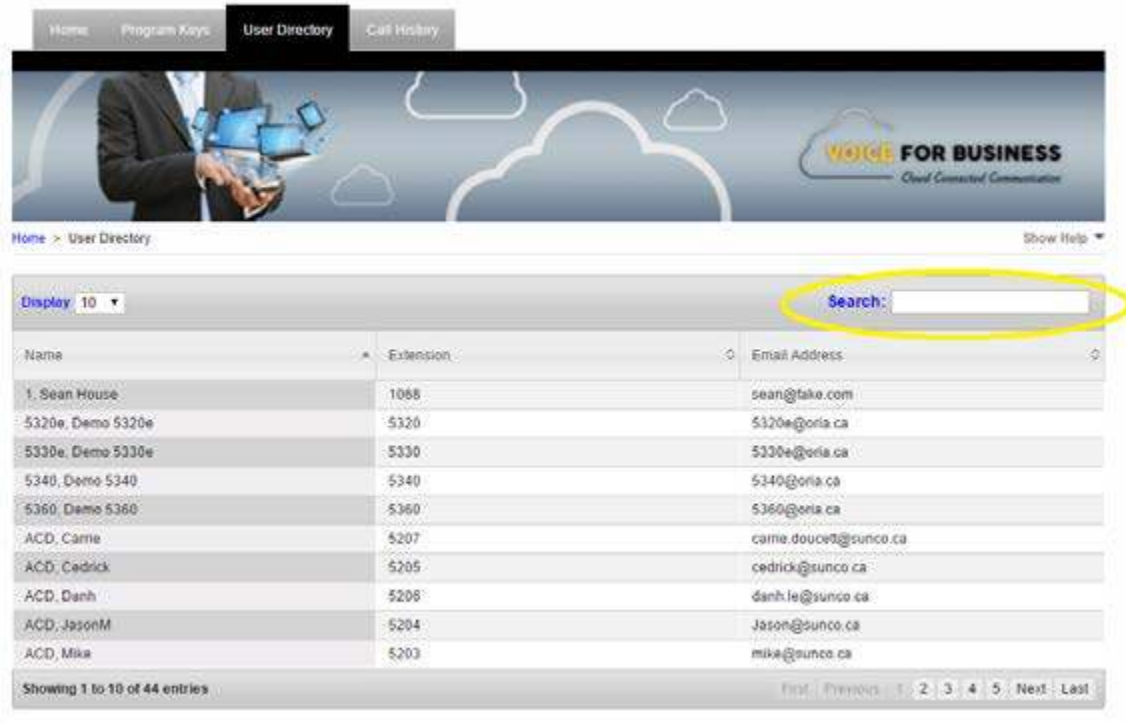


Directory Search

From the Home Tab, type in the name or extension number of the user in the Directory Search.



For a more detailed search, click the User Directory Tab on the main navigation bar to find other users on your system. You can display 10, 25, 50 or 100 users at a time or do a Search by either name or an extension number.

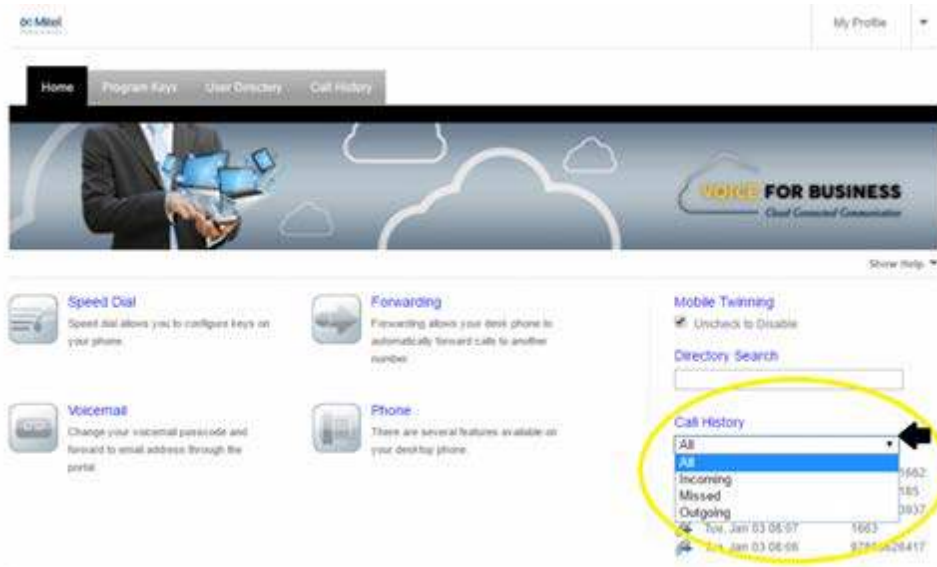


The screenshot shows the 'User Directory' tab selected in the navigation bar. A search bar is highlighted with a yellow circle. Below the search bar is a table of users with columns for Name, Extension, and Email Address. The table lists 10 users, including Sean House and several demo users. At the bottom, it shows 'Showing 1 to 10 of 44 entries' and pagination controls.

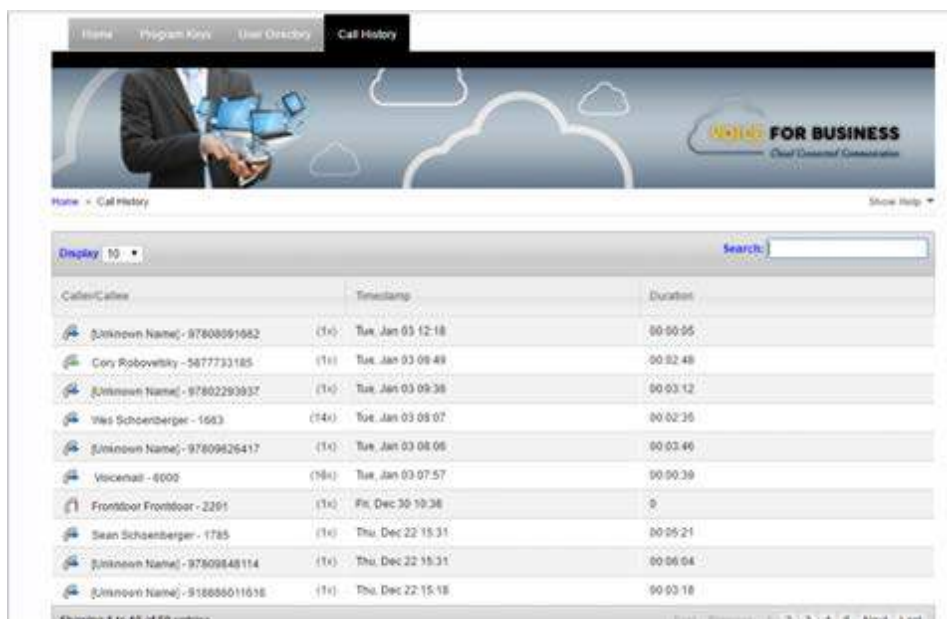
Name	Extension	Email Address
1. Sean House	1088	sean@fako.com
5320e, Demo 5320e	5320	5320e@oria.ca
5330e, Demo 5330e	5330	5330e@oria.ca
5340, Demo 5340	5340	5340@oria.ca
5360, Demo 5360	5360	5360@oria.ca
ACD, Carrie	5207	carrie.douce@sunco.ca
ACD, Cedrick	5205	cedrick@sunco.ca
ACD, Danh	5206	danh.le@sunco.ca
ACD, JasonM	5204	Jason@sunco.ca
ACD, Mika	5203	mika@sunco.ca

Call History

You can access your Call History on the Home Tab. Click on the drop-down menu and select All, Incoming, Missed or Outgoing.



Click the Call History Tab on the main navigation bar to view details on All, Incoming, Missed or Outgoing calls. You can search names and numbers in the Search bar as well.

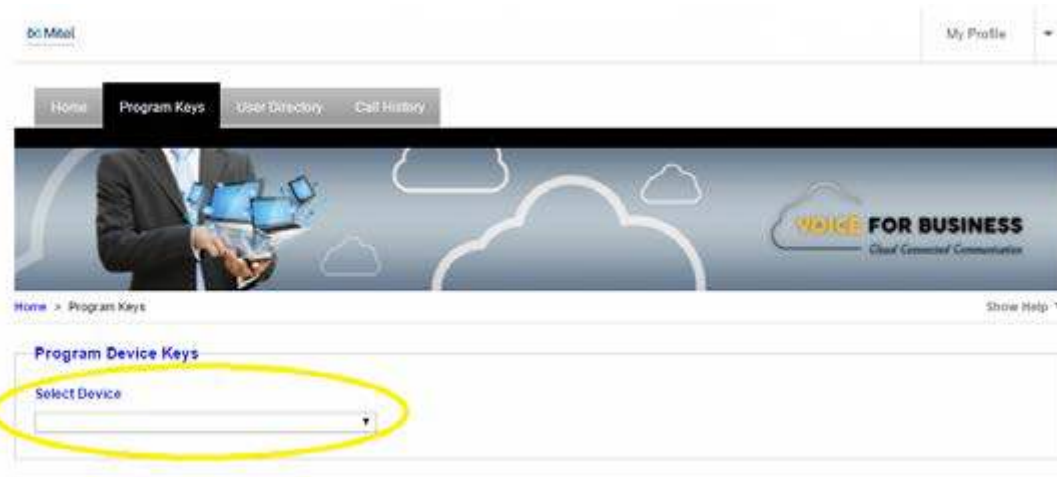


Caller/Callee	Timestamp	Duration
Unknown Name - 97808091682 (Tx)	Tue Jan 03 12:18	00:00:05
Cory Robowski - 9477733185 (Tx)	Tue Jan 03 09:48	00:02:48
Unknown Name - 97802293937 (Tx)	Tue Jan 03 09:38	00:03:12
Wes Schoenberger - 1663 (Tx)	Tue Jan 03 09:07	00:02:36
Unknown Name - 97809626417 (Tx)	Tue Jan 03 08:06	00:03:46
Vocemail - 6000 (Tx)	Tue Jan 03 07:57	00:00:39
Frontdoor Frontdoor - 2291 (Tx)	Fri Dec 30 10:38	0
Sean Schoenberger - 1785 (Tx)	Thu Dec 22 15:31	00:05:21
Unknown Name - 97809848114 (Tx)	Thu Dec 22 15:31	00:06:04
Unknown Name - 916886011616 (Tx)	Thu Dec 22 15:18	00:03:18

Showing 1 to 10 of 50 entries

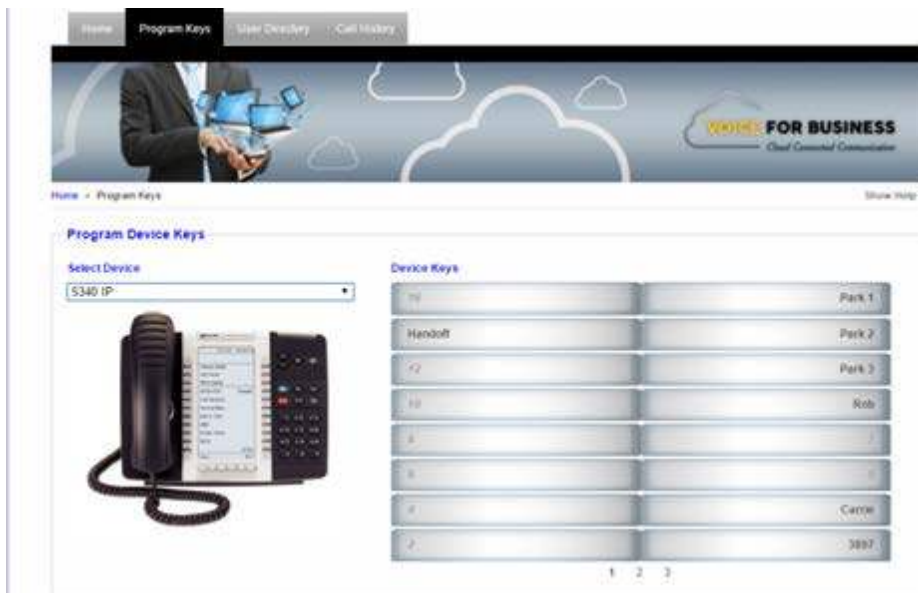
Key Programming

Click on the Program Keys tab on the main navigation bar. Select your device from the drop-down menu.

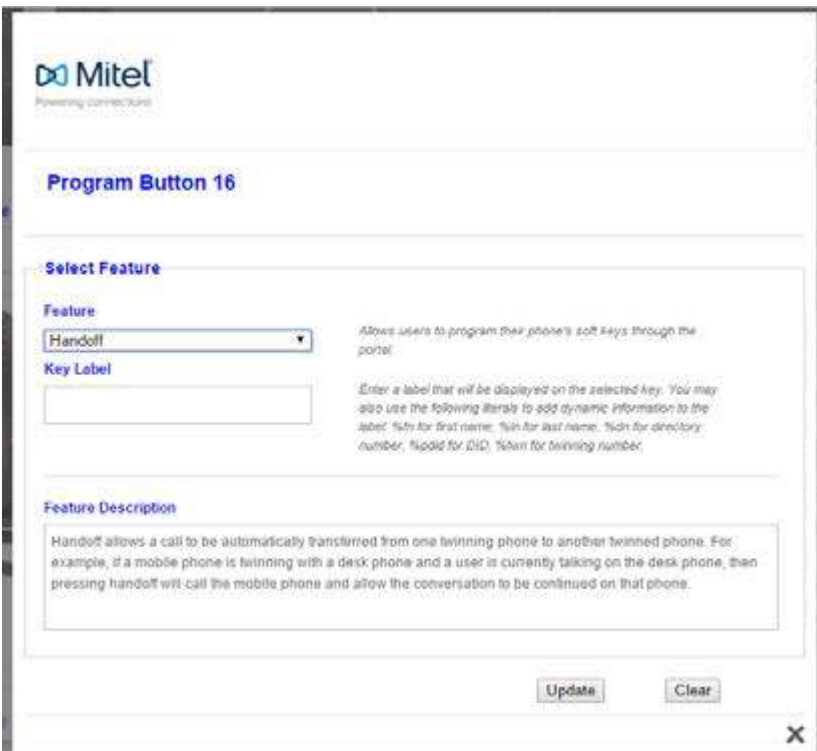


HINT: The device type is the model number of your telephone.

Once you select your device, the following image will appear with your device keys and the current programming. If your phone offers multiple pages on the display, they can be accessed by clicking on the number icons under the Device Keys image.



At this point, click on any key you wish to program. The following screen will appear. Click on the Feature drop-down menu to select one of 30 available features. Label the key with a description that makes sense to you. A description of each feature is displayed to the right of the drop-down menu. Click Update to save your changes.



Mitel
Powering connections

Program Button 16

Select Feature

Feature
Handoff

Key Label

Feature Description
Handoff allows a call to be automatically transferred from one twinning phone to another twinned phone. For example, if a mobile phone is twinning with a desk phone and a user is currently talking on the desk phone, then pressing handoff will call the mobile phone and allow the conversation to be continued on that phone.

Allows users to program their phone's soft keys through the portal.

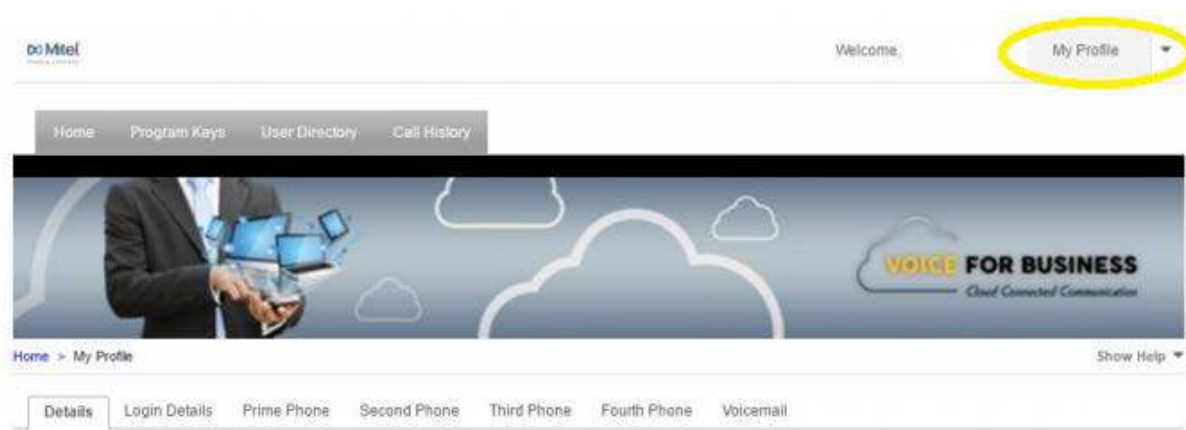
Enter a label that will be displayed on the selected key. You may also use the following literals to add dynamic information to the label: %fn for first name, %ln for last name, %dn for directory number, %ddid for DID, %an for twinning number.

X

User / Password Changes

Click on **My Profile** in the upper right-hand corner of the screen to access the following:

- Details
- Login Details
- Prime Phone
- Second Phone
- Third Phone (if valid)
- Fourth Phone (if valid)
- Voicemail



Click on the **Details** tab to view basic information such as name, email address and language preference.



Click the Login Details tab to update your Password. Make the changes and press Save to update the changes.

Details

Login Details

Prime Phone

Second Phone

Third Phone

Fourth Phone

Voicemail

Username *

wes@sunco.ca

This field cannot be changed.

[Change my password](#)

Save

Cancel

You can change your Phone PIN under the Prime Phone tab within My Profile as well.

Details

Login Details

Prime Phone

Second Phone

Third Phone

Fourth Phone

Voicemail

Phone Type: holdesk

Extension *

3897

This field cannot be changed.

Phone PIN

Enter a phone login PIN.

Save

Cancel



The Second Phone in this instance contains the number that will be twinned with your desk phone. This is usually a cell number. If you want to activate the twinning ensure the Activate Twinning is checked on.

Details Login Details Prime Phone **Second Phone** Third Phone Fourth Phone Voicemail

Phone Type: External Phone
Extension: 1*653

Twinning Number
 Enter the phone number of the device that will ring simultaneously with your extension.

☒ Activate Twinning

Save Cancel

The Third Phone will only show in your My Profile Tab if you are licensed for a SIP Mobile Client Softphone. You can then update your SIP Password. Click Save.

Details Login Details Prime Phone Second Phone **Third Phone** Fourth Phone Voicemail

Phone Type: Next Gen Mobile Client Softphone
Extension: 18*53

SIP Username *

Change SIP Password

Save Cancel



The Fourth Phone will only show in your My Profile Tab if you are licensed for a SIP PC Softphone. You can then update your SIP Password. Click Save.

Details

Login Details

Prime Phone

Second Phone

Third Phone

Fourth Phone

Vicemail

Phone Type: PC SIP Softphone
Extension: 165*3

SIP Username*

nomail.fake.ca_4

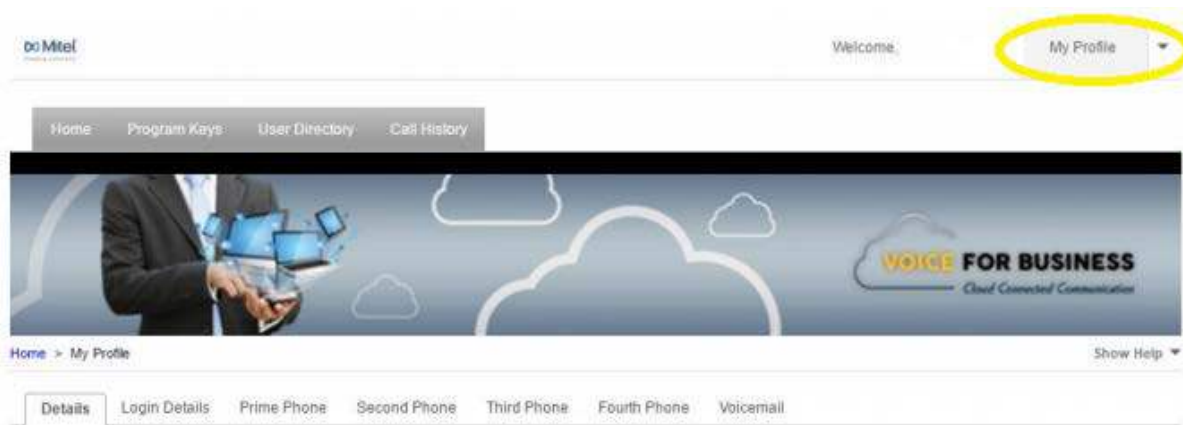
[Change SIP Password](#)

SaveCancel



The Voicemail Tab under My Profile allows you to change your voicemail passcode, enable forwarding to email (if subscribed to), and input the extension a caller is forwarded to when he/she dials zero.

If you click the down arrow next to My Profile you can click into My Services which shows you a summary of your phone extensions and phone details.



Phone Details

	Prime Phone	Second Phone	Third Phone
Phone Type	Deskphone	External Phone	Generic SIP
Extension	3515		35*15
Phone Model	5320 IP	-	-
Phone PIN	*****	-	-
Direct Numbers	7802293515	-	-
Caller ID Number	7802293515	-	-
Caller Name	7802293515	-	-
Emergency Response Location	18961 - 111 Ave	-	18961 - 111 Ave
SIP Username	-	-	demo.nomail.ca_3
SIP Password	-	-	****
External Phone Number	-	7805551234	-
Phone Service Host name	mbg-1.sunco.ca	-	mbg-1.sunco.ca

Voicemail Details

Mailbox	3515
Passcode	*****

MiCollab Client Details

Link to Download desktop client	https://vfbmicollab.sunco.ca/ucs/dl/UnifiedCommunicatorAdvanced.msi
MiCollab Service Host Name	vfbmicollab.sunco.ca
MiCollab Username	demo@VFB-Demo
MiCollab Password	****

MiCollab Web Client Details


MiCollab Web Client Portal URL	https://vfbmicollab.sunco.ca/ucs/micollab
Username	demo@VFB-Demo
Password	****

MiCollab Web Portal User Reference Guide

Getting Started

You will receive an email with the MiCollab Web Client Details. This email contains your username.

dale@sunco.ca
To the " "



Hi Demo Phone,
Thank you for choosing Voice For Business This e-mail message contains your Voice for Business Services credentials:

User Portal Details

User Portal URL	https://demo.sunco.ca/micollab/vfb/VFB-Demo
Username	demo@portal.ca

* Your password will be sent in a separate mail

Phone Details

	Prime Phone	Second Phone	Third Phone
Phone Type	Deskphone	External Phone	Generic SIP
Extension	3515		3515
Phone Model	5320 IP		
Phone PIN	0184		
Direct Numbers	7802293515		
Caller ID Number	7802293515		
Caller Name	7802293515		
Emergency Response Location	10961 - 111 Ave		10961 - 111 Ave
SIP Username			demo.nomal.ca_3
SIP Password			ML&G4MghbH
External Phone Number		7805551234	
Phone Service Host name			mbp-1.sunco.ca

Voicemail Details

Mailbox	3515
Passcode	3213
Email Address	demo@sunco.ca

MiCollab Client Details

Link to Download desktop client	https://micollab.sunco.ca/micollab/ClientCommunication/Download.exe
MiCollab Service Host Name	micollab.sunco.ca
MiCollab Username	demo@VFB-Demo
MiCollab Password	* Your password will be sent in a separate mail

MiCollab Web Client Details

MiCollab Web Client Portal URL	https://micollab.sunco.ca/micollab/
Username	demo@VFB-Demo
Password	* Your password will be sent in a separate mail

This e-mail (including any attachments) is for the sole use of the intended recipient(s) and may contain information that is confidential and/or protected by legal privilege. Any unauthorized review, use, copy, disclosure or distribution of this e-mail is strictly prohibited. If you require any additional assistance please contact us at: Phone: (844)538-6423 Fax: (780)551-6549 E-Mail: sales@sunco.ca

Regards,
Administrator

Password

Your password will come in a separate email.



Your password for User Portal

1 message

doNotReply@voiceforbusiness.ca <doNotReply@voiceforbusiness.ca>

To: Your Email Address



This mail is an auto-generated mail from the User Portal. Please do not reply to this message.

Hi

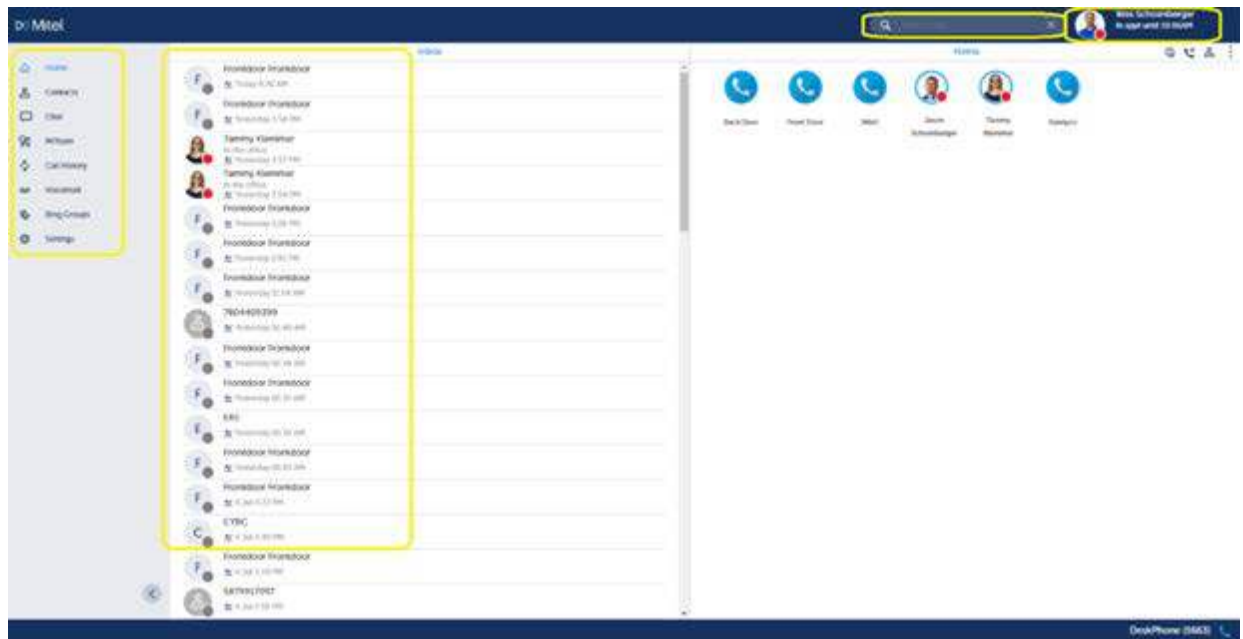
Please find below your password for your User Portal. You can also use your password to log into other applications

Password :79xR34Fp

To Login, cut and paste the Portal URL (circled in yellow on page 17) into a search engine or double-click the link in your email. This will bring up the MiCollab Login screen. Enter the username you were provided in your Welcome email along with the password you received as per above. Click Login.

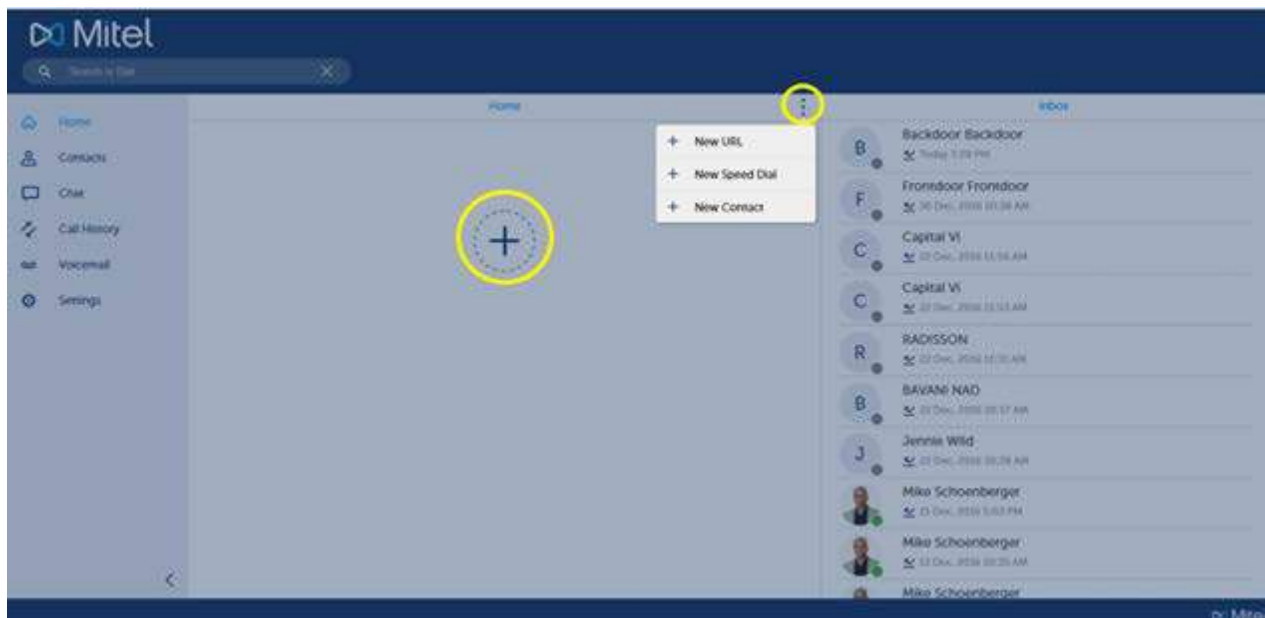
Home Screen

You are now in the Home Screen of the MiCollab Web Portal. You can search for a contact phone number or extension number. This screen also displays the Home Screen Main Menu, Your Current Status and your Inbox.



Adding a URL, Speed Dial or Contact to Home Page

If you click the plus sign (+) on the home screen or click on the 3 dots in the right side of the home screen, it will give you the option to add a New URL, add a New Speed Dial or add a New Contact.



To add a URL, click + New URL. Enter shortcut name and URL web address and click Save.

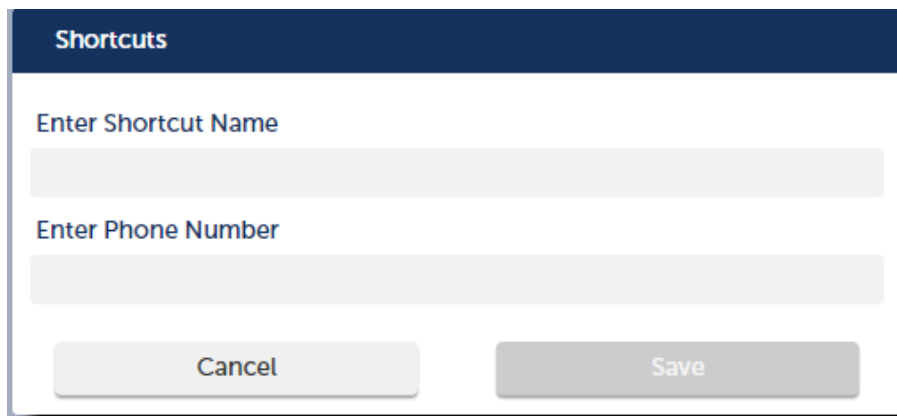
Shortcuts

Enter Shortcut Name

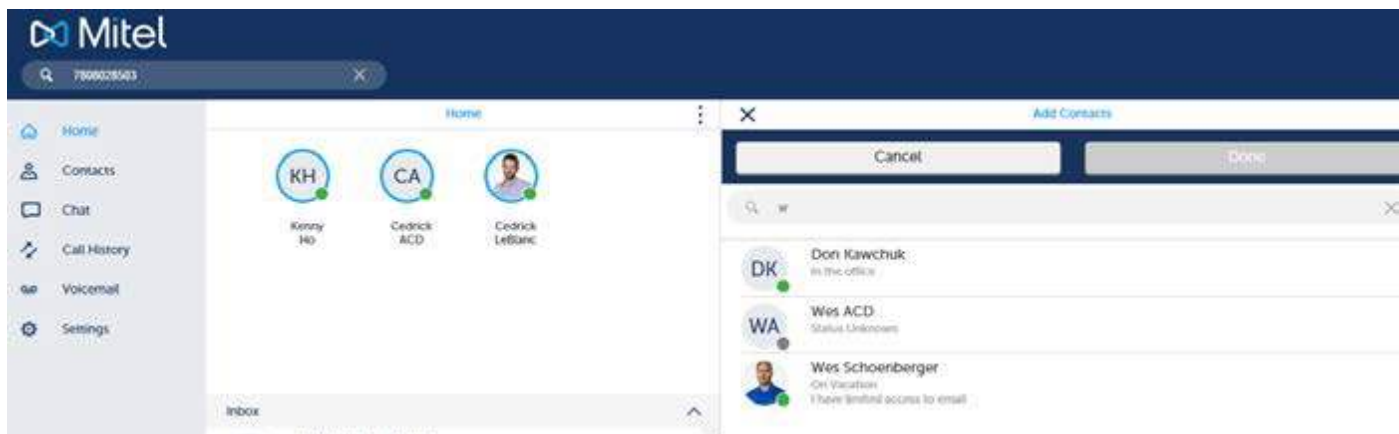
Enter URL

Cancel
Save

To add a New Speed Dial, click + New Speed Dial. Enter shortcut name and enter the phone number and click Save. This will be a person who is not in your corporate contacts.



To add internal contacts to your home page, click + New Contact. Type the name in the search bar and click on the user. The user will then appear in a bubble above the search bar. Add as many users as you like following the above procedure and click Done when completed.



Contacts

If you click on one of your contacts, six icons pop up.



Click to call the contact



Click to bring up the contact details



Click to chat with the contact



Click to make the contact a favorite



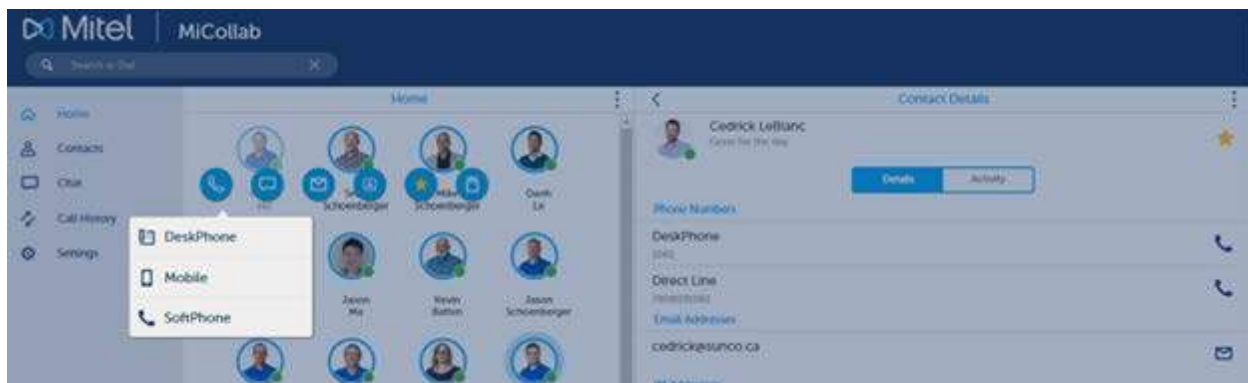
Click to email the contact



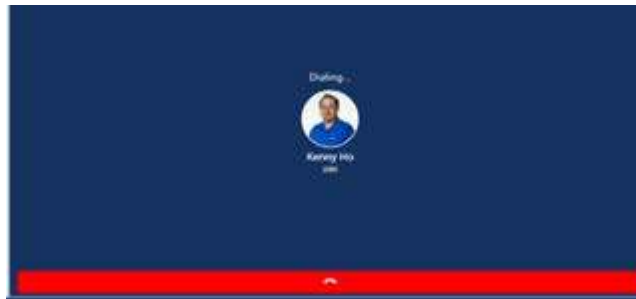
Click to delete the contact

Calling a Contact

When you click the telephone icon to call the contact, a screen will pop up to ask with what device you want to use to call.

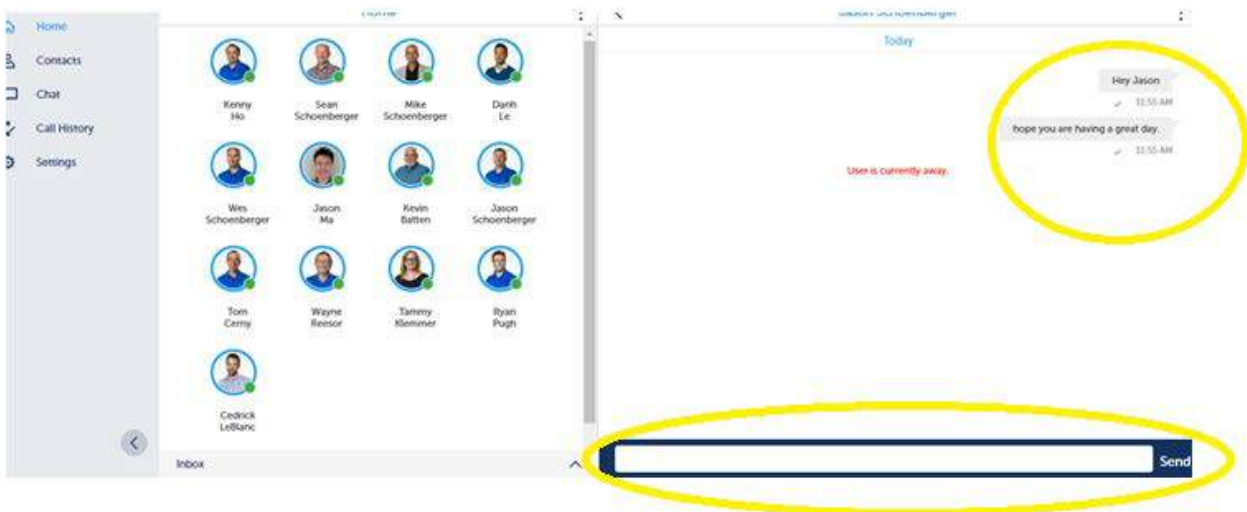


Once you decide, another pop-up window will display and your device will begin ringing to the contact.



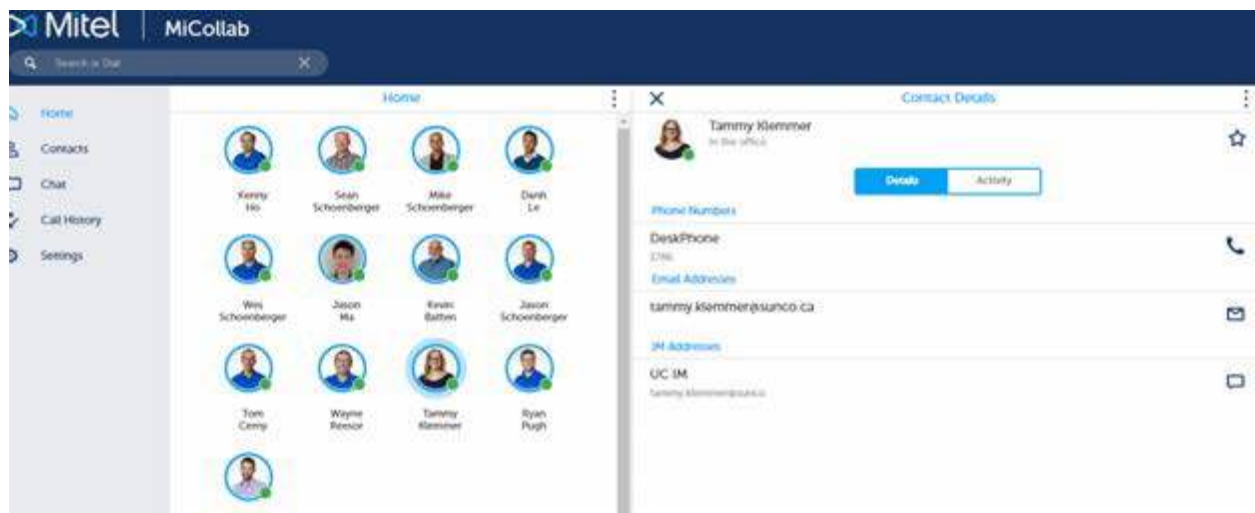
Chatting with a Contact

Click on the chat icon to chat with a user. In the window, type your message in the bottom window and click send. The contact must be available in order for you to chat. If it says user is unable for a chat, the feature will not function. When you send a message the chat bubbles will appear in the chat window.



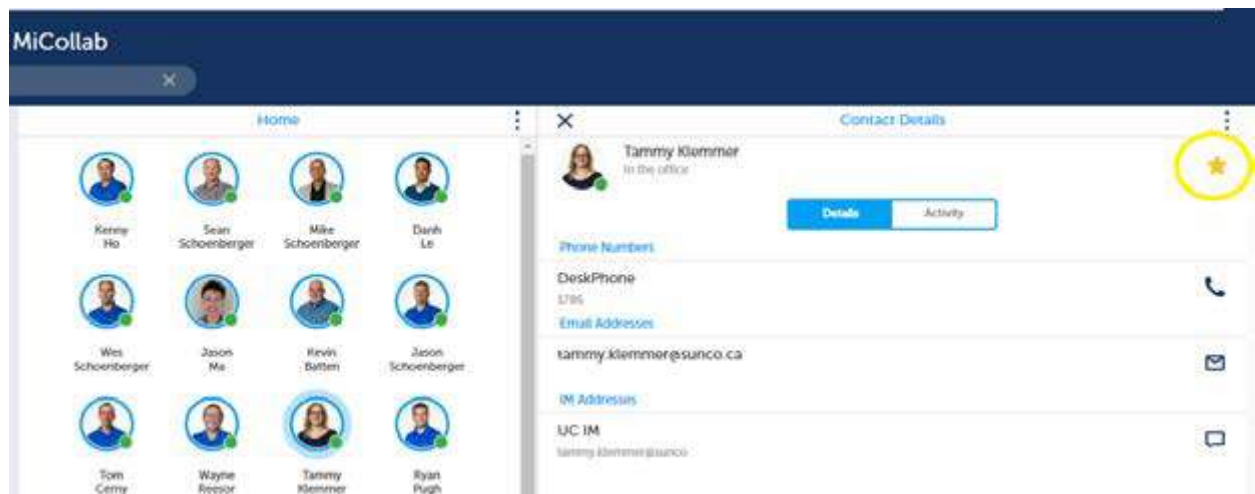
Details of a Contact

Click on the  icon to bring up Contact details.

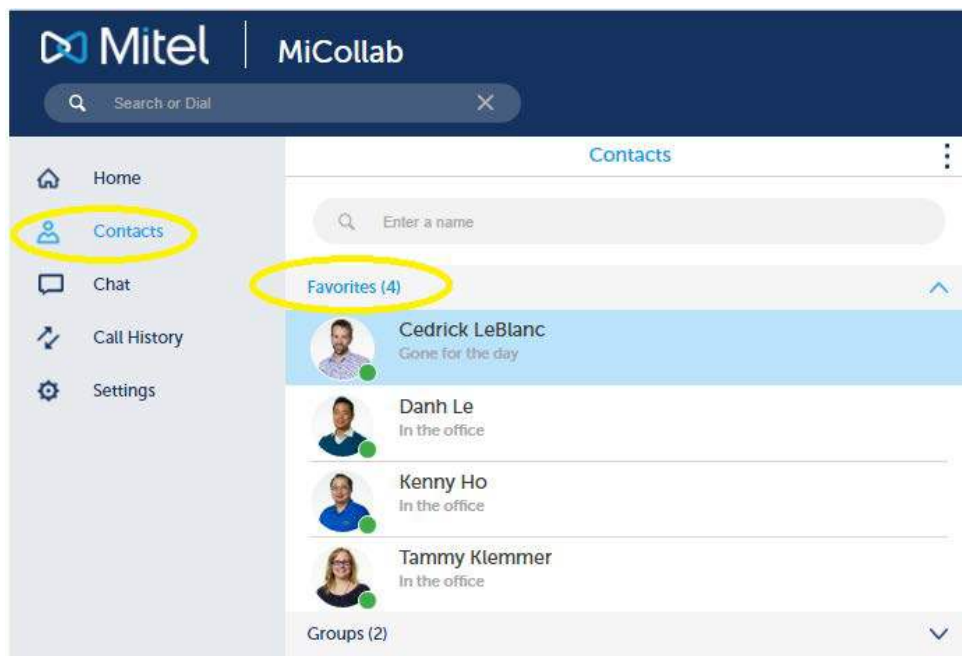


Adding a Contact as a Favorite

Click the Star icon to add that contact to your favorites list. The Star icon in the upper right corner of the screen will turn yellow.

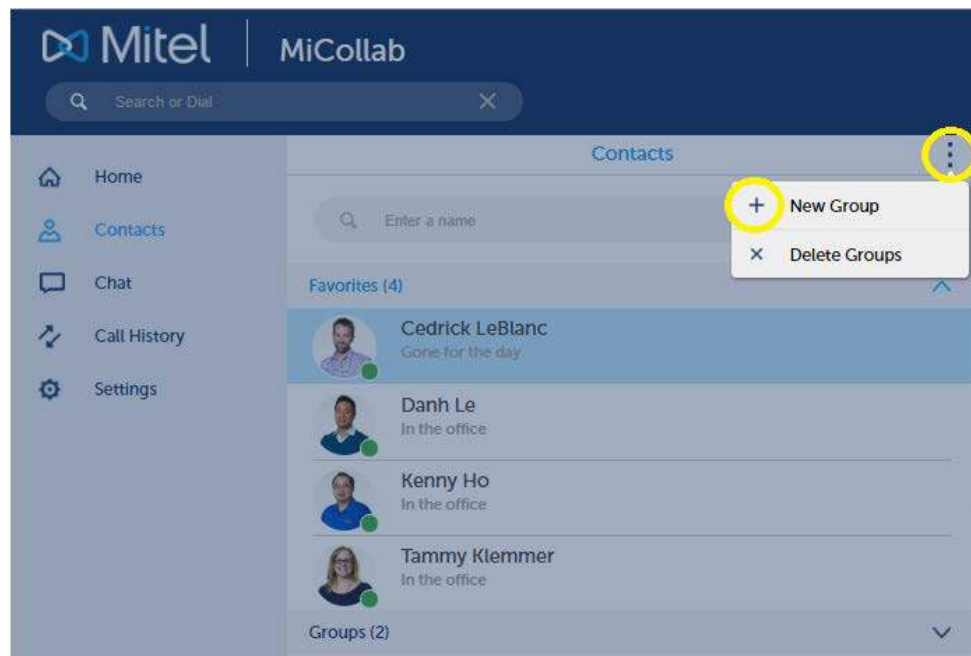


If you click on the Contact field on the home screen it will open up all your contacts. Your favorite contacts will display at the top of the screen.

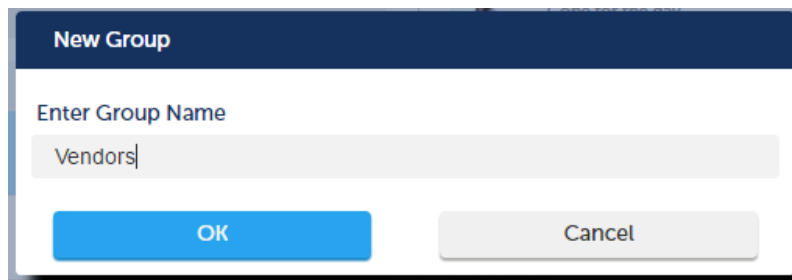


Adding a New Group

In the Contact screen, click on the 3 dots. To add a new group, click on the +New Group.

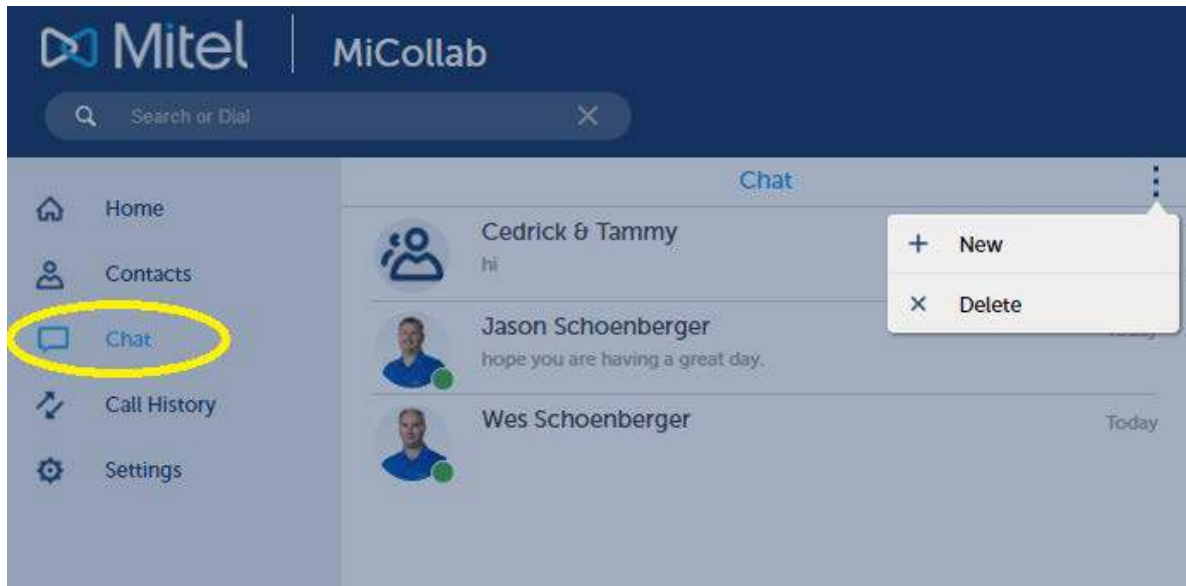


A pop-up screen to add the new group will appear. Enter Group Name and click OK.



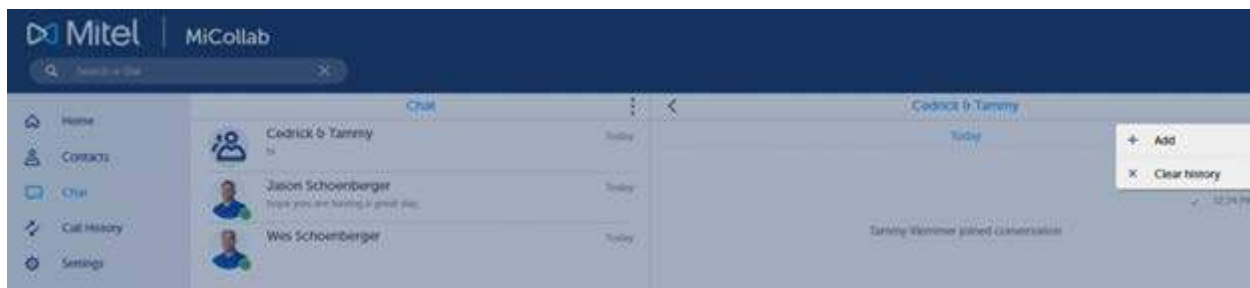
Starting a New Chat

Clicking on the Chat button on the home screen will pop open the window of your Chat History. Click the 3 dots to start a NEW chat with someone.

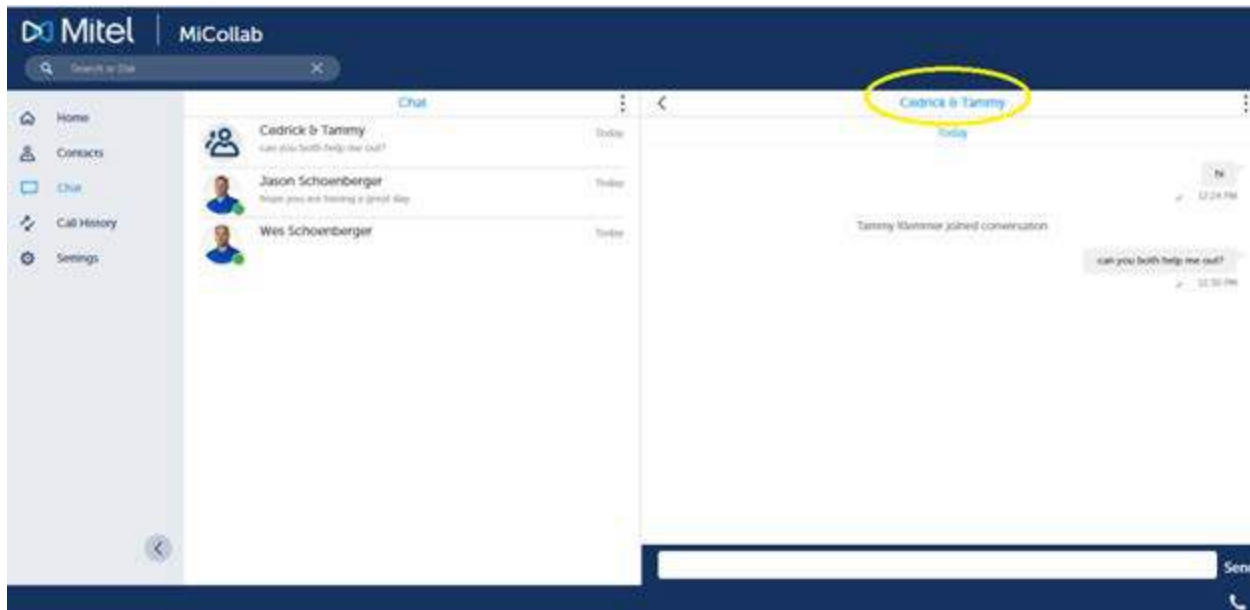


Adding another contact to a Chat

Once you have added a contact to chat with you, click on the 3 dots in the upper right corner of the screen to open up the option to ADD an additional contact to the conversation.

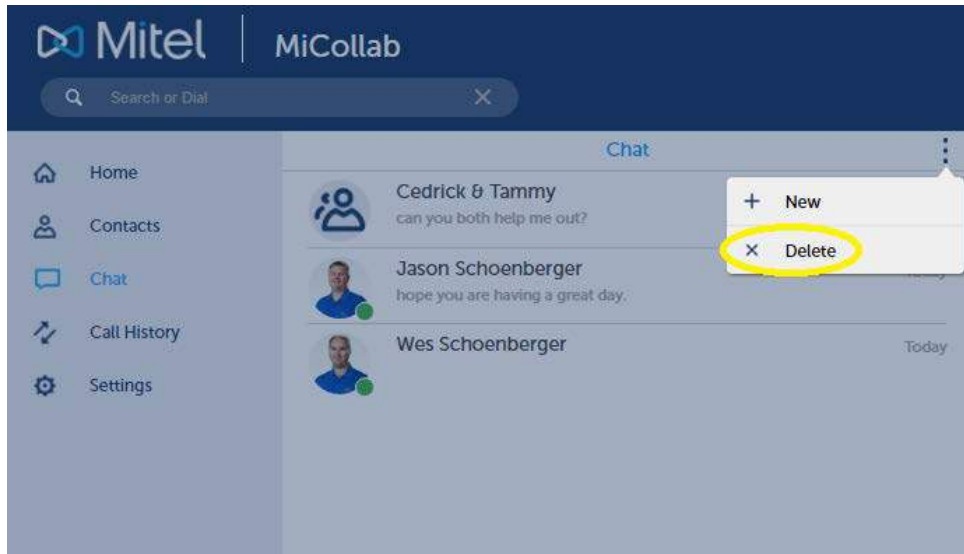


You will see the names of the contacts you are chatting with at the top of the chat window.

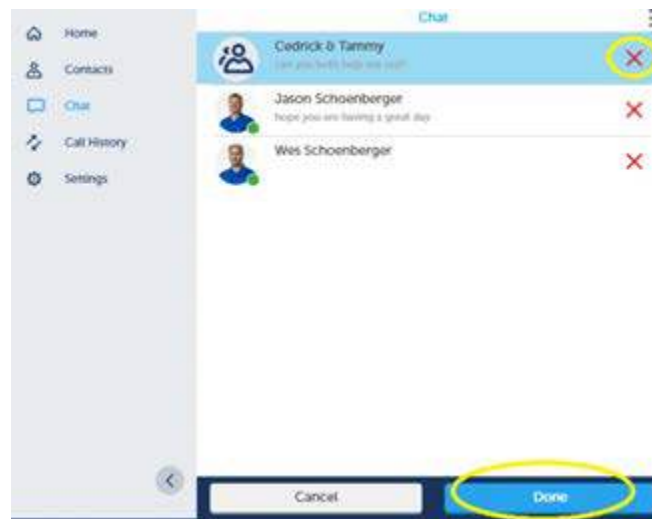


Deleting Chat History

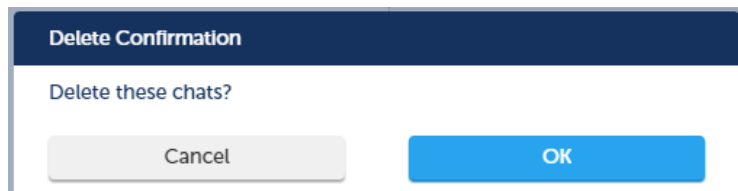
Delete your chat history by clicking on the 3 dots above the contacts on the right side of the window. This will pop open the option to add or DELETE the chat. Click DELETE.



When you Click Delete, a screen will appear giving you the option of which conversation you want to delete. Click on the X. Click Done.

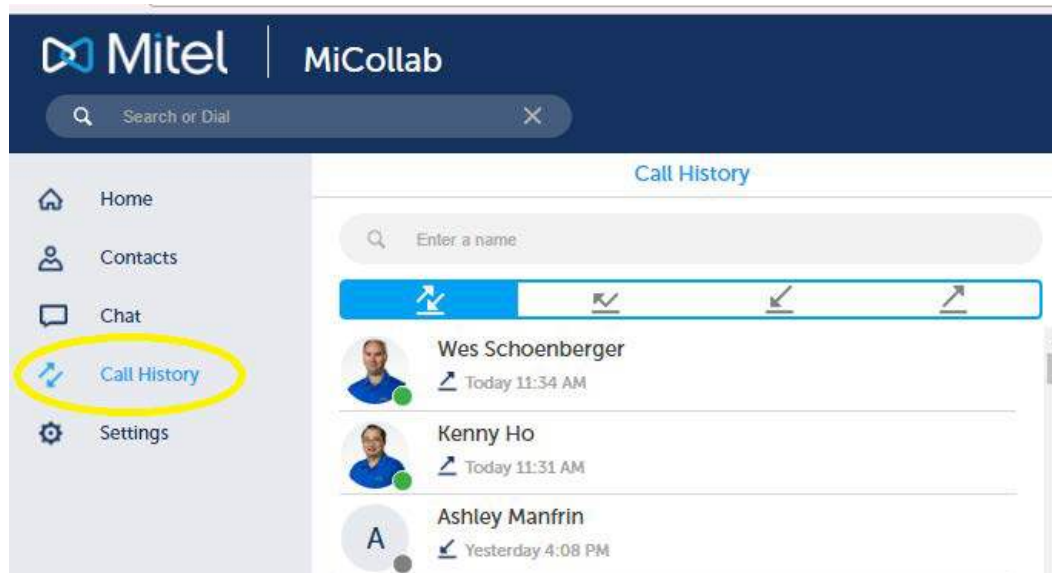


When you click Done you will get a Delete Confirmation pop-up asking if you want to Delete these chats. Click OK.



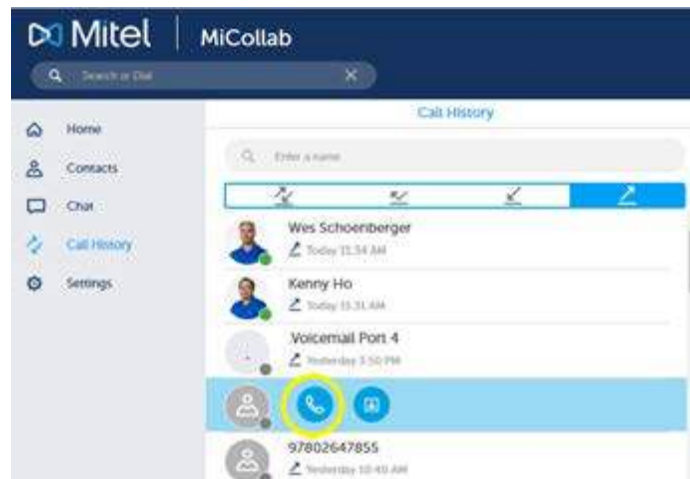
Call History

The next option in the Home Screen is Call History. This stores All Calls, Missed Calls, Incoming Calls and Outgoing Calls. Click on the appropriate icon to list the call information you need.

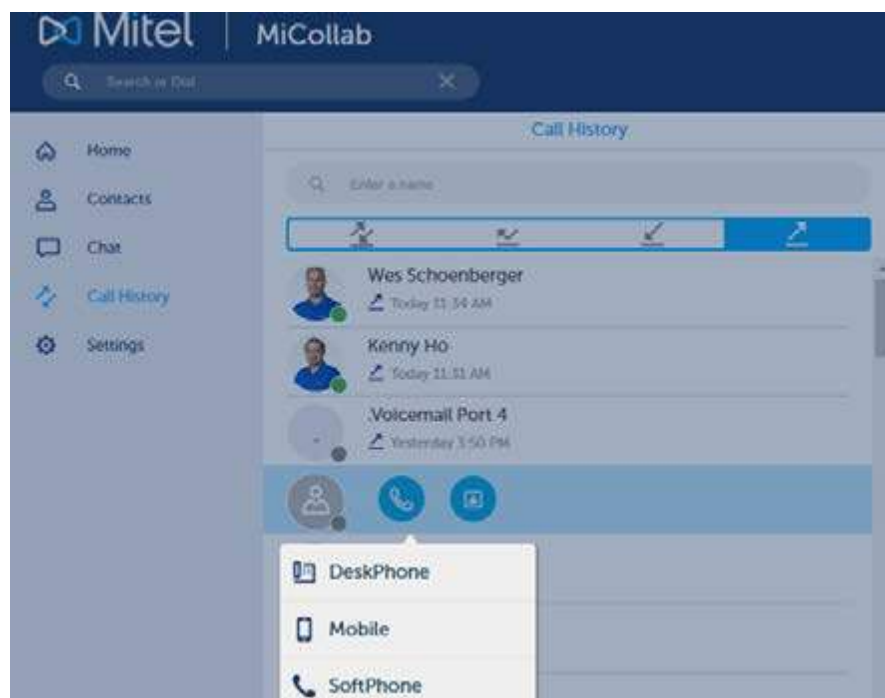


Calling using Call History

To call someone in your call history, hover over the contact. The phone icon will pop up. Click to call.



When you click the icon, it will bring up the option of what device you want to call on. Click on your selection.

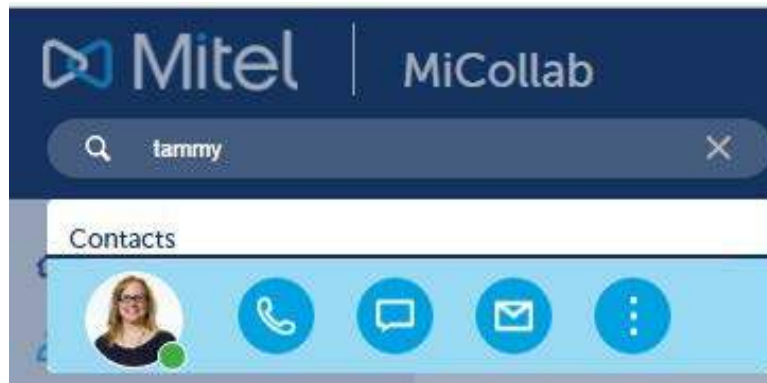


Making a Call

To make an external call, type the phone number into the search bar.



To make an internal call, type the name of the contact into the search bar.



Or you can type in the contact's extension number.



Status

This is an important feature as it allows colleagues to see your availability. The status options are as follows:

In the Office – will show others you are available to take calls. You can add a personal message.

In a Meeting – will show others you are in a meeting. You can add a personal message such as *in meetings until 2:00 pm*.

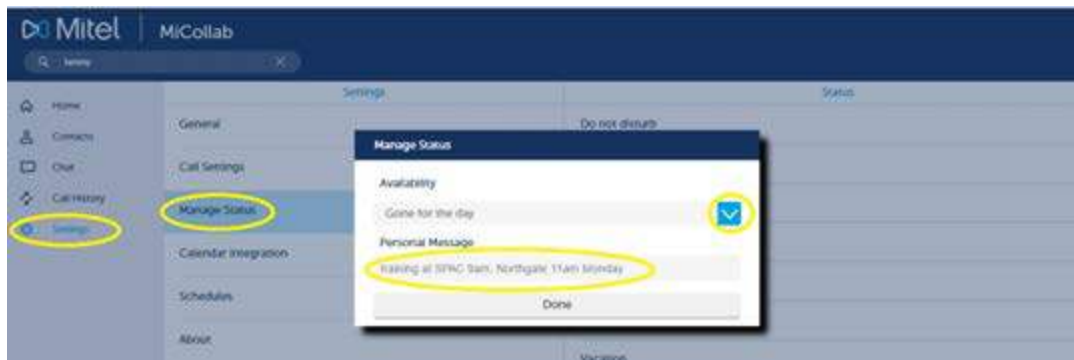
Do Not Disturb – will show others you are not to be disturbed and any calls will go straight to voicemail.

Mobile – will show others you are on your cell. You can add a personal message such as *on service calls*.

Gone for the Day – will show others you are gone for the day. You can add a personal message such as *back in the office at 8:00 am*.

There are two ways to manage your Status:

1. Click the Settings option on the Home Screen and click Manage Status. A drop-down menu appears for you to select your Availability. You can also add a personal message. Click Done to save.

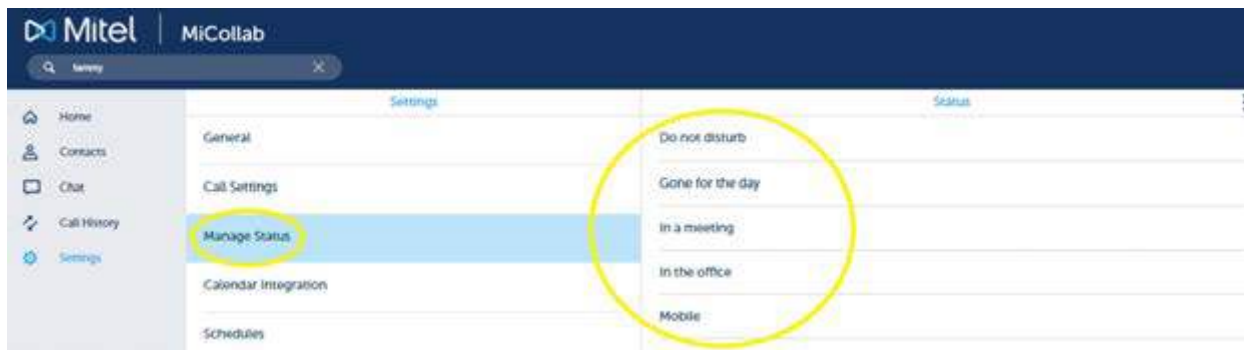


2. Click your Avatar in the upper right corner of the screen. A drop-down menu appears for you to select your Availability. You can also add a personal message. Click Done to save.

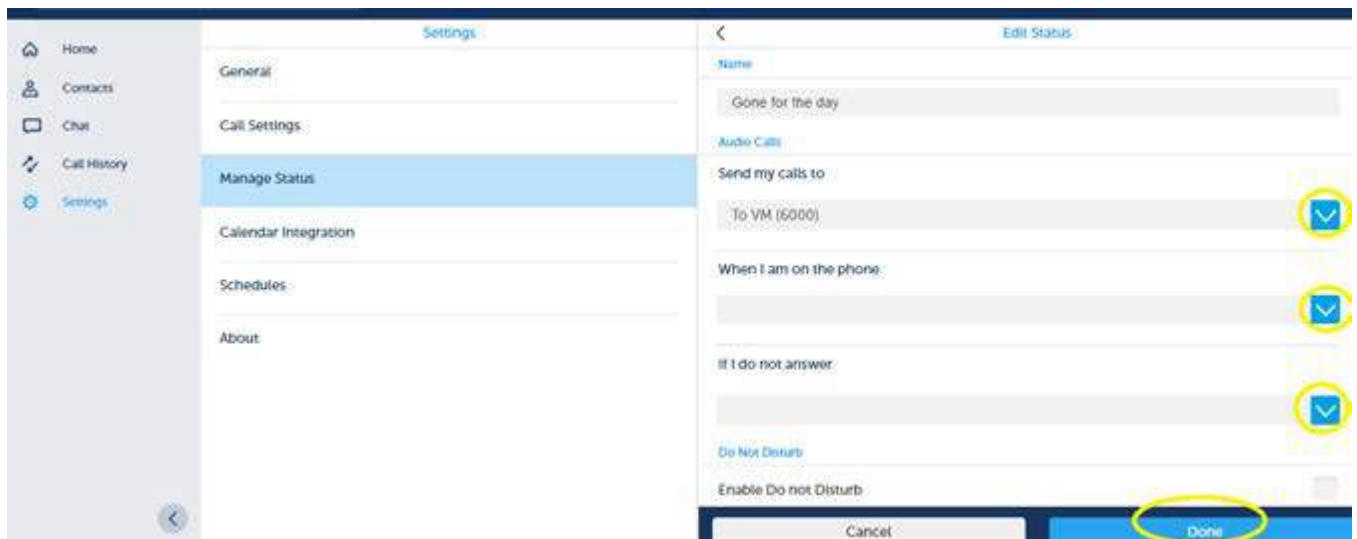


Configuring your Status

You have the option to edit your Status. Select Settings on the Home page, then Manage Status.



You can configure each Status to direct where to send your calls (select device or voicemail). Simply click the drop downs and select the option. Click Done when you are finished.



VoiceMail Set-Up

Accessing Your Mailbox

All of your voice messages will reside in your personal mailbox, which is passcode protected. Your temporary passcode will be in your welcome email to use the first time you access your mailbox. How you log into your mailbox will depend on whether you're calling from inside or outside your company.

From Your Own Extension

- Press *8
- Enter your passcode when prompted.

From Another Extension

- Press *8
- Enter your mailbox number followed by the * key.
- Enter your passcode when prompted.

Note: You may need to use this procedure to access a general mailbox when the lamp is inactive.

Setting Up Your Mailbox

When you access your mailbox for the first time, a user tutorial automatically activates. This tutorial guides you through your first mailbox session, explains how to record a greeting and your name, and prompts you to change your temporary passcode.

Passcode

- You will always be prompted for your passcode before accessing your mailbox. The first time you access your mailbox you will use the temporary passcode that you received in your welcome email. During the tutorial, you will be prompted to change your passcode to a number containing 4 to ten digits. Choose a passcode that can easily be remembered, but do not select an obvious code like "1234".

Greeting

- After opening your mailbox, you will be asked to record a greeting that callers will hear when they are directed to your mailbox.
- e.g. "You have reached the mailbox of Steve Smith, I'm unable to take your call, so please leave me a message with your contact details and I will return your call when I am available."

Name

- You will be prompted to record your name
- The system will use this name to identify you to callers in your own voice.

Playing Messages

When you access your mailbox to retrieve your messages, the system tells you how many messages you have ("You have two urgent messages and two un-played messages."). After accessing the Voice Mail menu, press 7 to listen to your messages. Your urgent messages will automatically be played first. Your un-played messages will follow.



Voicemail Options

Press the **Voicemail** Key or Dial **6000** from your phone or ***8**

Main Menu Options

- 1) Press 6 to Make a New Message
 - a) Enter **Mailbox No.** of intended recipient. Press **9** for Personnel Directory
 - b) Press **7** to Review
 - c) Press **3** to Discard Message
 - d) Press **2** to Append Message
 - e) Press **6** for Message Addressing
 - f) Press **9** to Send & Return
- 2) Press 7 to Listen to a New Message
 - a) Press **1** to Pause Message
 - b) Press **2** to Answer Message
 - c) Press **3** to Discard Message
 - d) Press **4** to Give or Forward Message
 - e) Press **5** to Keep Message
 - f) Press **6** to Play Envelope
 - g) Press **7** to Play Again
 - h) Press **8** to Listen to Next Message
 - i) Press **#** to Fast Forward Message
 - j) Press ***** to Rewind Message
 - k) Press **#** to Skip to end of Message
- 3) Press 8 for User Options
 - a) Press **2** Additional Options
 - b) Press **3** Memo
 - c) Press **4** Greeting
 - d) Press **5** Distribution Lists
 - e) Press **6** Name
 - f) Press **7** Passcode
 - g) Press **8** Temporary Greeting
- 4) Press 9 to Send & Exit
- 5) Press 0 to Transfer to the Operator
- 6) Press **#** for the Auto Attendant



Additional Training Resources

You can access Mitel's series of interactive Feature Teacher videos directly from the Sunco website:

<https://www.sunco.ca/support-and-training/mitel-feature-teacher/>.

Training guides can also be downloaded from our site:

<https://www.sunco.ca/support-and-training/training-guides/>

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