



A MITEL
PRODUCT
GUIDE

MiVoice Business Console

Installation Guide

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Contents

1 Introduction.....	1
1.1 Intended Audience.....	1
1.2 What's New in This Release.....	1
1.3 What's New in Release 10.0 SP1.....	1
1.4 What's New in Release 10.0.....	2
1.5 What's New in Release 9.3.....	2
1.6 What's New in Release 9.2.....	2
1.7 What's New in Release 9.1 SP1.....	3
1.8 What's New in Release 9.1.....	3
1.9 What's New in Release 9.0 SP1.....	4
1.10 What's New in Release 9.0.....	4
1.11 What's New in Release 8.0 SP3.....	4
1.12 What's New in Release 8.0 SP2.....	4
1.13 What's New in Release 8.0 SP1.....	5
1.14 What's New in Release 8.0.....	5
1.15 What's New in Release 7.2 SP1.....	6
1.16 What's New in Release 7.2.....	7
1.17 What's New in Release 7.1.....	7
1.18 What's New in Release 7.0 SP1.....	7
1.19 Related Documentation.....	7
1.19.1 Accessing Documentation.....	8
1.20 Training.....	8
1.20.1 User Training Course.....	8
2 Requirements and Peripherals.....	9
2.1 System Requirements.....	9
2.2 PC Requirements.....	10
2.3 Windows Software Requirements.....	12
2.4 Recommended Peripherals.....	13
2.4.1 Keyboards.....	14
2.4.2 Speakers.....	14
2.4.3 Headsets and Handsets.....	14
2.4.4 Adaptor Cables.....	15
2.4.5 Instructions for Headsets and Handsets.....	15
2.4.6 Audio Recommendations.....	15

3 Software Installation.....	17
3.1 Prerequisites.....	17
3.1.1 Prerequisites for MiVoice Business Console Configuration.....	18
3.1.2 Prerequisites for a MiVoice Border Gateway Connection.....	18
3.1.3 Recommendations for MiCollab Client User Accounts.....	19
3.2 Downloading the MiVoice Business Console Application Software.....	19
3.3 Installing the MiVoice Business Console Software.....	20
3.4 Configuring the Console.....	21
3.5 Configuring the Console in the MiVoice Border Gateway.....	23
4 Software Upgrades.....	25
4.1 Prerequisites.....	25
4.2 Recommended Upgrade Procedures.....	25
4.2.1 Upgrading from MiVoice Business Console 7.1, 7.2, and 8.0.....	25
4.3 Upgrading the MiVoice Business Console Software.....	25
4.4 Updating the Console Device in the MiVoice Border Gateway.....	26
5 Software Removal.....	28
5.1 Restore MiVoice Business Console configuration.....	28
5.2 Restoring MiVoice Business Console configuration using the Master Profile on a new console PC.....	31
6 Migrating a 5550 IP Console to a MiVoice Business Console.....	35
6.1 Prerequisites.....	35
6.2 Recommended Migration Procedure.....	36
7 Appendix A.....	37

Introduction

1

- [Intended Audience](#)
- [What's New in This Release](#)
- [What's New in Release 10.0 SP1](#)
- [What's New in Release 10.0](#)
- [What's New in Release 9.3](#)
- [What's New in Release 9.2](#)
- [What's New in Release 9.1 SP1](#)
- [What's New in Release 9.1](#)
- [What's New in Release 9.0 SP1](#)
- [What's New in Release 9.0](#)
- [What's New in Release 8.0 SP3](#)
- [What's New in Release 8.0 SP2](#)
- [What's New in Release 8.0 SP1](#)
- [What's New in Release 8.0](#)
- [What's New in Release 7.2 SP1](#)
- [What's New in Release 7.2](#)
- [What's New in Release 7.1](#)
- [What's New in Release 7.0 SP1](#)
- [Related Documentation](#)
- [Training](#)

1.1 Intended Audience

This manual is for Mitel® certified technicians, installers, and administrators.

1.2 What's New in This Release

1.3 What's New in Release 10.0 SP1

No changes have been made to this document for the 10.0 SP1 release.

1.4 What's New in Release 10.0

MiVoice Business Console 10.0 includes the following features and enhancements:

- MiVoice Business Console supports Calendar integration for MS Office 365 without Microsoft Azure Directory.
- Updated GUI colors and icons.

1.5 What's New in Release 9.3

MiVoice Business Console 9.3 includes the following features and enhancements:

- Support for Windows 11
- Support for Postgres Release 14
- Volume controls have been added in the Audio Panel to allow you to adjust the ringer volume on Voice Headset/Handset devices.
- References to USB handsets, such as the Plantronics Calisto 240 USB corded handset, the Jabra Dial 550, and the Jabra Handset 450, are removed.
- Updated Audio Recommendations with steps to fix the audio delay issue on Mitel branded Jabra H40 and Jabra Engage 65 headsets.

1.6 What's New in Release 9.2

MiVoice Business Console 9.2 includes the following features and enhancements:

- CloudLink Authentication:
 - The console supports CloudLink Authentication for CloudLink Chat. If CloudLink Authentication is enabled in the MiCollab server, operators can log in to CloudLink using the Chat icon in the main window status area. Operators can also log out from this area or configure the option to logout on exit.
- CloudLink chat enhancements:
 - Operators can create chat groups using the **Groups** button in the chat window.
 - Chat window search includes groups that an operator belongs to.
 - A **Read by** indication is displayed when a sent message has been read by one or more chat participants.
 - An **Is Typing** indication is provided when a chat participant types a response to a chat message.
- When in ADF mode, an LCS column is no longer needed to enable chat capability.

1.7 What's New in Release 9.1 SP1

MiVoice Business Console 9.1 SP1 includes the following features and enhancements:

- A new option in the **Audio** panel allows advanced audio device configuration.
- With CloudLink Chat, you can now view a chat contact's phone number(s) and place calls from the chat window.
- Installation of the console in teleworker mode is now simpler with support for the MiVoice Border Gateway installer password in the MiVoice Business Console's Configuration Wizard.
- Windows 7 is no longer supported.

1.8 What's New in Release 9.1

MiVoice Business Console Release 9.1 includes the following features and enhancements:

User Messaging Enhancements

- The MiVoice Business Console now supports CloudLink Chat when the option is enabled on the MiCollab Client Server. When CloudLink Chat is enabled, chat messages can be sent to a contact, even if the contact is off-line. Presence is represented by a blue chat icon to indicate CloudLink Chat is enabled.
- The following additional enhancements are available for both CloudLink and MiCollab chat:
 - A new chat window is available within the tools window. The window lists active chats on the left side and conversations on the right side.
 - The console toolbar now supports a new chat button. The chat function can also be assigned to a configurable keyboard key.
 - Improved notifications are provided when a new chat message is received. These include, unread message indications on the toolbar chat button and within the chat window, and windows visual and audible notifications.
 - Chat history support.
 - Emoji support (CloudLink chat only).
- Up to 16 MiVoice Business Consoles can now be supported in MiCollab Solution with 20,000 contacts.
- The port that the console uses to connect to the MiCollab Client Server is Port 36008 (instead of 6807 or 18100). Refer to the MiVoice Business Console Installation Guide for the updated port diagram.

1.9 What's New in Release 9.0 SP1

MiVoice Business Console 9.0 SP1 includes the following features and enhancements:

- **Calendar Integration**
 - MiVoice Business Console supports calendar integration with Microsoft™ Office 365.
- **Call History Enhancements**
 - The Call History panel displays more search results in the Call History search list.
 - The console supports call back to external caller number directly from the Call History panel if the prefix is configured for in the Call History Options.

1.10 What's New in Release 9.0

MiVoice Business Console 9.0 includes the following features and enhancements:

- **Phone Book Search - Search Within Name and Text Fields**
 - In Additional Database Field (ADF) directory mode, the operator can now enable or disable phone book searching for characters within in a name or text field.
- **MiVoice Business Secure Connection**
 - The console supports Transport Layer Security (TLS) connections to the MiVoice Business when the MiVoice Business TLS system option is enabled. For security certificate management details, refer to the **MiVoice Business Console Administrator Help** and **MiVoice Business Console Installation Guide**.

1.11 What's New in Release 8.0 SP3

MiVoice Business Console 8.0 SP3 includes the following features and enhancements:

- Customizable Keyboard Keys
- You can assign PC keyboard keys to the frequently used functions.

1.12 What's New in Release 8.0 SP2

No new features were added in this release.

1.13 What's New in Release 8.0 SP1

MiVoice Business Console 8.0 SP1 includes the following features and enhancements:

- **Support for Master Profile**
 - Master Profile allows configuration settings to be shared by a group of console users. The administrator sets this feature up on each console within the group. As part of the setup, the administrator designates a master console user responsible for selecting settings to be included in the master profile, making changes to those settings, and generating a master profile file containing the settings. The master profile file is subsequently imported when console users within the group start their console.



Note:

Master Profile replaces the Backup/Restore function that was available in earlier releases.

- **Support for Postgres Database Release 9.6**
 - MiVoice Business Console now supports Postgres Database Release 9.6 for the Call History feature.
- **Phone Book Search**
 - The Operator can perform a phone book search for characters contained in a name or text field in Additional Database Field (ADF) directory mode
- **Microsoft Exchange Server 2016**
 - MiVoice Business Console supports Microsoft™ Exchange Server 2016.

1.14 What's New in Release 8.0

MiVoice Business Console Release 8.0 includes the following features and enhancements:

- **MiVoice Business Phone Book Directory Support**
 - In MiVoice Business Release 8.0, Phone Book enhancements allow the administrator to exclude non-dialable telephone directory entries from the console's Phone Book. Additionally, the console now displays longer user names, longer department and location strings, e-mail addresses, and primary phone service indications.
 - User names can now contain multilingual characters by default. The Multilingual Name Display option has been removed.

- User messaging and Calendar Integration features no longer require Additional Database Field (ADF) as a prerequisite. ADF remains a prerequisite for MiCollab Service Federation with third-party servers.
- **Headset Answer/Release Support**
 - The operator can now answer and release calls from Jabra™ and Plantronics™ audio devices.
- **BLF All List**
 - A BLF list containing all monitored extensions is automatically generated.
- **Missed Calls Integration into Call History**
 - You can see the missed call details under the Call History tab.
- **My Queued Calls**
 - My Queued Calls, within the Queued Calls area, provides a comprehensive view of all the current calls in the console, that is, the Incoming, Held, Transferred, and the Parked calls.
- **Emergency Notification on Headset/Handset device**
 - In addition to playing an emergency ring tone on the console ringer, the console will now play an emergency notification tone on a headset/handset device if the option to hear ringing on a headset/handset device is enabled.
- **Configurable MAC Address**
 - The administrator now has an option within the configuration wizard to assign a unique MAC address instead of using the default PC MAC address. The MAC address can be obtained from Mitel Management Portal (MMP), which includes a MAC address for the MiVoice Business Console in the user introduction e-mail.
- **MiVoice Border Gateway Secure Connection**
 - This new option controls whether the console connects to the MiCollab Client Server using a direct connection or a secure connection through the MiVoice Border Gateway.
- **Microsoft Windows 10**
 - Support for Microsoft™ Windows 10.

1.15 What's New in Release 7.2 SP1

MiVoice Business Console Release 7.2 SP1 includes the following features and enhancements:

- Mitel Brand Header Support.
- Ability to search and sort when editing a BLF List.
- Ability to display multi-line greetings and remarks in the Source area.

1.16 What's New in Release 7.2

MiVoice Business Console 7.2 includes the following features and enhancements:

- Support for ISO-8859-1 character set (accented characters) in User Login ID and password, presence integration, chat, and IM functionality in User Messaging.
- Support for MiVoice Border Gateway resiliency.

1.17 What's New in Release 7.1

MiVoice Business Console 7.1 includes the following features and enhancements:

- Multilingual Name Display (UTF-8) — When ADF is enabled, this option allows multilingual names, such as Russian and Chinese, to display in many areas of the Console Display, such as the Phone Book, Busy Lamp Field, Call History, Source and Destination and so forth.
- Enhancements to the Comments function — allows 1500 characters to be entered into a comment, and also allows the following: bold, underline, italics, as well as changes to font, text size, and style of text.
- Number of ADF entries — increased to 130,000.
- Number of BLF Private Lists — increased to 500.
- New Ring Options — allows you to select a tone to be played for incoming calls.
- Auto Unmute — lets you have a call automatically unmute when the called party answers during a supervised transfer.

1.18 What's New in Release 7.0 SP1

MiVoice Business Console 7.0 SP1 includes the following features and enhancements:

- Support for Exchange 2013.
- Support for Windows 8 Touchscreen.
- Support for Comments in Transfer Assistant.
- Support for incoming call ringing on headset/handset devices.
- Support for a unique PC-based MAC address for hosting deployments.

1.19 Related Documentation

See the following documents for more information on the MiVoice Business Console.

- **MiVoice Business Console Quick Reference Guide**- introduces the main features of the MiVoice Business Console and explains how to perform basic call-handling tasks.
- **MiVoice Business Console Operator Online Help**- The Online help embedded within the MiVoice Business Console Application is intended for Operators who use the application to handle calls.
- **MiVoice Business Console Administrator Online Help**- The On-Line help embedded within the MiVoice Business Console Application is intended for Installers and Administrators who configure features, such as Teleworker, Multiple Company Directory, User Messaging, Additional Database Fields, and so forth.
- **MiVoice Business Engineering Guidelines**- this guide provides information on the MiVoice Business engineering requirements.

1.19.1 Accessing Documentation

To access MiVoice Business Console and system-specific documentation:

1. Go to [Document Center](#).
2. To view a document, click on the document title.

1.20 Training

A user training course is available. The user training course teaches operators call handling basics.

1.20.1 User Training Course

To access MiVoice Business Console user training course:

1. Go to <https://www.mitel.com>.
2. Select **SOLUTIONS** and under **Services**, select **MitelTraining**.

The Mitel Training page appears.

3. Click **CUSTOMER TRAINING**.
4. Click **here** to access free courses.
5. Under **Desktop Device Tutorial**, click **Read more**.
6. Click **MiVoice Business Console** to start the training course.

Requirements and Peripherals

2

- [System Requirements](#)
- [PC Requirements](#)
- [Windows Software Requirements](#)
- [Recommended Peripherals](#)

Introduction

This chapter provides system hardware and software requirements, and the recommended peripherals for the MiVoice Business Console.

2.1 System Requirements

The MiVoice Business Console Release 9.3 is supported by the following:

- MiCloud Flex on Google Cloud Platform (GCP), Release UCCS 1.7
- MiCloud Flex on Premise, Release 5.1
- MiVoice Business, Release 10.0 SP1
- MiVoice Business, Release 10.0 SP1
 - Software for the 3300 controller
 - Software for Industry Standard Server
 - VMware Virtual Application
- MiCollab Client Server, Release 9.4 SP1
- MiVoice Border Gateway, Release 11.3

MiVoice Business Console Release 10.0 SP1 is backward compatible with the following MiVoice Business Release releases:

- 10.0
- 9.4
- 9.3
- 9.2
- 9.1 SP2
- 9.0 SP3

The MiVoice Business Console 10.0 and later is not backward compatibility with pre-10.0 MiVoice Business releases.

MiVoice Business Release 9.0 and later is not backward compatible with pre-9.0 releases of the MiVoice Business Console.

See [Recommended Upgrade Procedures](#).

For backward compatibility of MiVoice Business Release 9.3 and MiVoice Business Release 9.3 with MiCollab and MiVoice Border Gateway releases, refer to the MiVoice Business and MiVoice Business Console release notes on **MiAccess > Software Download Center**.

2.2 PC Requirements

For MiVoice Business Console, the PC must meet the requirements outlined in the table below.

i Note:

Mitel does not recommend the use of Celeron-based PCs for the MiVoice Business Console as voice quality to be compromised or does not meet Mitel's voice quality standards.

Hardware	Minimum Requirements	Recommended
CPU	Windows 10 - 32 and 64 bit - 2 GHz Windows 11 and 64 bit - 2 GHz	See Note 1 for MiCollab Client integration See Note 2 for Postgres SQL integration
RAM	Windows 10 - 32 and 64 bit - 2 GB Windows 11 and 64 bit - 2 GB	See Note 1 for MiCollab Client integration See Note 2 for Postgres SQL integration
Hard Drive	Windows 10 - 20 GB Windows 11 - 20 GB	
Monitor	Minimum resolution 1024 x 768	

Hardware	Minimum Requirements	Recommended
LAN Connection	100 BaseT/Ethernet adaptor	

For optimal audio quality, use a wired network connection when operating the MiVoice Business Console. If using a laptop with battery power, configure the PC to use a high-performance power setting.

! Important:

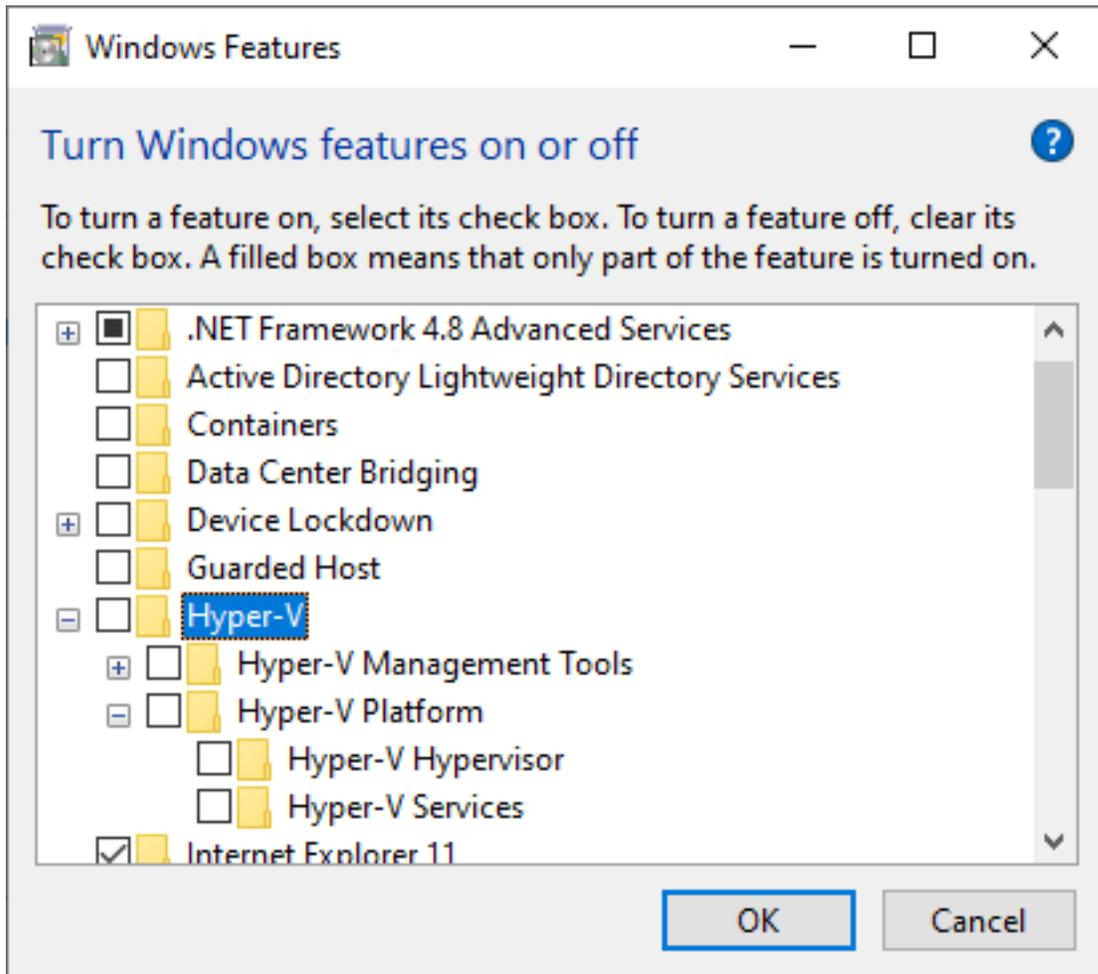
Running the MiVoice Business Console on a virtual machine is not supported. If the install software detects a virtual machine, a pop-up warning is displayed. Continuing the installation will be at your own risk with no liability and support from Mitel. If the console does not function as expected, we recommend disabling the Hyper-V feature or disabling the Hyper-V Virtual Ethernet Adapter.

To disable the Hyper-V feature:

1. Open the **Control Panel**.
2. Select **Programs and Features**.

3. Select **Turn Windows features on or off**.

Windows Features dialogue box opens:



4. Clear **Hyper-V** check boxes.

The Hyper-V feature is disabled.

2.3 Windows Software Requirements

MiVoice Business Console is supported on the following versions of Windows software:

Requirements and Peripherals

- Microsoft Windows 10 (32/64 bit)
 - Professional
 - Professional for Workstations
 - Enterprise
 - Enterprise LTSC
 - Education
- Microsoft Windows 11 (64 bit)
 - Professional
 - Professional for Workstations
 - Enterprise
 - Education

Installation of the MiVoice Business Console on following versions of Windows software is not supported:

- Windows Server variants
- Windows N variants
- Windows Professional with Media Center
- Windows Home
- Windows Mobile
- Windows S
- Windows IoT

Important:

Installation of MiVoice Business Console on a version of Windows software that is not listed above is done at your own risk with no liability and support from Mitel.

2.4 Recommended Peripherals

Since the MiVoice Business Console runs on a Windows PC, USB and Bluetooth peripherals can be used with the Console application. USB peripherals are available at a wide variety of price points with much variation in quality. Mitel offers the following guidelines.

2.4.1 Keyboards

- A full-size keyboard with a numeric keypad from a reputable vendor is recommended.
- If using a laptop without an integrated numeric keypad, a separate full-sized keyboard is recommended.
- Labels (included with the MiVoice Console product) should be applied to the keyboard at every workstation that will be used as a Console position. This will help Operators learn the new functions of keys. The labels are for two types of keys: fixed keys and customizable keys.

2.4.2 Speakers

- Speakers are required to play “ringer” sounds from the MiVoice Business Console application.

2.4.3 Headsets and Handsets

- For Operators, audio quality is important. Mitel recommends that a good quality headset be used such as the Mitel H40, H30, or H10, or a headset or handset from a reputable vendor, such as Plantronics™ or Jabra™. Refer to their respective websites for a list of recommended devices.

Note:

Jabra recommends using their standard headsets and not those that have been optimized for Microsoft Office Communicator. These headsets are identified by Microsoft in the headset name.

- We strongly recommend that you consult Operators when selecting a headset or handset.
- In some cases, it is possible to “convert” an existing RJ-11 headset or handset to USB by purchasing an adaptor cable.
- The Mute function on a headset/handset will work, but it is not integrated into the MiVoice Business Console application.
- Volume controls on a headset or handset can be used to control the MiVoice Business Console application volume.

- The Answer/Release buttons on Mitel, Jabra, and Plantronics headsets or handsets can be used to handle calls. The following headsets and handsets are supported:
 - Mitel H40, H30, and H10 headsets
 - USB wired, wireless, or Bluetooth headsets from Plantronics are supported.
 - USB wired or wireless headsets from Jabra are supported. Bluetooth support is not available.
 - Multiple headset or handset devices plugged into the PC can cause unpredictable answer/release button behavior.
 - If you are using a Plantronics headset for your console, ensure only one Plantronics headset is plugged into the PC. If you need a second headset, a Jabra headset is recommended.
 - You may use two Mitel or Jabra headsets; however, they must be different models.
 - Dialing from a handset dial pad is not supported.

2.4.4 Adaptor Cables

- Adaptor cables that convert a traditional telephony connector to USB exist and can be found on the internet. These can be used with telephone handsets and headsets.
- Mitel has validated one such cable (Earsing DA200) and found that while the audio quality is good, other features on the cable, for example, mute and volume, do not work.

2.4.5 Instructions for Headsets and Handsets

Follow the manufacturer's instructions to configure the USB headset or handset on the PC.

Note:

For wireless headsets or handsets, it is recommended that you load the manufacturer's software. Ensure that the option to maintain the link from the headset/handset to the PC is selected to avoid potential connection delays.

For details on configuring Audio devices, refer to the *MIVoice Business Console Help*.

2.4.6 Audio Recommendations

! Important:

Operators should follow the recommendations below so that the ringer is audible in the case of emergency calls.

- Operators should not mute the volume in the Windows Sound Panel or turn the volume off on the speaker itself.
- If the ringer is turned off, an emergency call will override and ring the ringer device.
- Default device settings on Jabra Direct software results in audio delay for the end user. To fix the audio delay on Mitel branded Jabra H40 and Jabra Engage 65 headsets:
 - Download the Jabra Direct desktop software
 - Connect the Jabra H40 USB from base station to the PC. Verify and set the following settings:
 - In **Device Settings > Softphone (PC)**
 - Enable **Softphone connection**
 - Enable **Call control with softphone** (Disable this setting if multiple softphones are installed)
 - Enable **Open softphone line when undocking headset**
 - Set **Computer audio to Instant**
 - In **Device Settings > Desk Phone**
 - **Disable Desk phone connection**

For more details using audio devices, see Managing Audio in the MiVoice Business Console Online Console Operator Help.

- [Prerequisites](#)
- [Downloading the MiVoice Business Console Application Software](#)
- [Installing the MiVoice Business Console Software](#)
- [Configuring the Console](#)
- [Configuring the Console in the MiVoice Border Gateway](#)

Introduction

This section describes how to download and install the MiVoice Business Console software for Release 9.3.

It also describes two configuration options:

- How to configure the software to connect to the MiVoice Business for corporate applications. See [Configuring the Console](#).
- How to configure the software to connect to the MiVoice Border Gateway for operators who will use the MiVoice Business Console as a teleworker in their home or in other locations away from the office.

Contact your technical support specialist should you encounter any difficulties during installation.

3.1 Prerequisites

Before you begin the installation:

- Verify that your system, PC hardware and software meet the minimum requirements listed in [Requirements and Peripherals](#).
- Ensure that you have Administrative privileges for Microsoft Windows, which are required to install the MiVoice Business Console application software.
- Close any programs that are running that might conflict with the installer program.
- Verify that the Mitel MiVoice Business has been programmed to recognize the console. For information, see the *MiVoice Business System Administration Tool Help*.
- Ensure that an Active Operator License is allocated on the Primary MiVoice Business Controller in the **License and Option** form. This is required for the MiVoice Business Console to go into the Operator Present state.

 **Warning:**

Before starting the console, ensure that a wired Ethernet connection is being used and turn off any wireless connections. To avoid voice quality issues, using the MiVoice Business Console with a wireless connection is not recommended.

3.1.1 Prerequisites for MiVoice Business Console Configuration

The following information is needed to configure the MiVoice Business Console.

- The **Directory Number** for the MiVoice Business Console configured on MiVoice Business.
 - Obtain the DN from the **Attendants -> IP Consoles** form.
- The **IP Address** or **Fully Qualified Domain Name (FQDN)** name for the Primary MiVoice Business controller. This is the address for the Primary MiVoice Business Controller on which the MiVoice Business Console is configured.
- **Set Replacement Access Code** (found on the System Options form).
- **Quality of Service Settings** : Voice Media and TOS. (Quality of Service settings are only supported on Consoles running with Administrative privileges).
- If Transport Layer Security (TLS) is enabled in the MiVoice Business, you will need the Issuer and Fingerprint details for the installed certificate (found in the System Administration Tool Device Certificate form) to verify the security certificate presented by the console when the console is configured to connect to the MiVoice Border Gateway.

3.1.2 Prerequisites for a MiVoice Border Gateway Connection

Operators can use the MiVoice Business Console as a teleworker in their home or in other locations away from the office. Complete the following additional tasks if you want to connect the console to the MiVoice Border Gateway (MBG):

- Obtain the **IP address** or **Fully Qualified Domain Name (FQDN)** for the MBG.
- Obtain the MiVoice Border Gateway Installer Password (optional)

⚠ CAUTION:

Be aware that there can be firewall issues/risks in using the home router (with VPN access) to provide leisure Internet connectivity for home usage. You may choose to apply Access Control List in the home router to restrict traffic to either the corporate VPN or to the MBG/MiCS, or enforce the firewall at the corporate end of the VPN to provide security from the Internet across the home network.

3.1.3 Recommendations for MiCollab Client User Accounts

For the MiVoice Business Console Operators to have access to MiCollab Client user presence information, the console will need to register with the MiCollab Client Server as a MiCollab Client user.

Mitel recommends that you create MiCollab Client user accounts exclusively for Operator use. One account is required for each Operator who will be “active” at the same time. For example, if there will be three Console Operators “active” or taking calls at the same time, then you should create three MiCollab Client users, with generic names such as Operator1, Operator2, and Operator3.

While an employee may already have a personal MiCollab Client this is NOT the account that the employee would use when working as an Operator. Instead, the console will need to register with the MiCollab Client Server as an Operator user, for example, Operator 1.

Each Operator user in MiCollab Client Server will require the following licenses (54006165, 54006070). For details of configuring MiCollab Client users to create these “Operator” users, please refer to MiCollab Client documentation.

3.2 Downloading the MiVoice Business Console Application Software

1. Login to **Mitel MiAccess**.
2. Click **Software Download Center**.
3. From **Navigate by categories**, click **MiVoice Business**.
4. Scroll down and navigate to the **MiVoice Business > MiVoice Business Console** section.
5. Select the appropriate software to download.
6. When you click the software to download, a “Disclaimer” is displayed that prompts “I agree...” or “I disagree”. Click the appropriate response.

7. Select a location on your PC to store the downloaded software.

3.3 Installing the MiVoice Business Console Software

1. Execute the install process by unzipping the software file you downloaded.
2. Follow the on-screen instructions in the **Install Shield Wizard** to complete the installation.

 **Note:**

Accept the default location for the files and folders when installing the MiVoice Business Console software.

3. When installation is complete, the **Configuration Wizard** starts. The wizard is used to register the console with
 - the MiVoice Business

OR

 - the MiVoice Border Gateway to run in Teleworker Mode

See [Configuring the Console](#).

 **Note:**

If at any time you need to rerun the Configuration Wizard to update configuration items, use the Configuration Wizard shortcut on the desktop, if available. You may also access it using the Startmenu and selecting **All Programs -> Mitel -> MiVoice Business Console -> Configuration Wizard** or entering "Configuration Wizard" in the **Start** menu search box.

 **Note:**

If the console is installed on a PC with high DPI display and you experience display issues (such as issues with text size or text being cut off in display windows) you might need to turn off high DPI scaling to display the application properly.

To fix the display issue, follow the steps below:

1. Close the MiVoice Business Console application.
2. Right-click the MiVoice Business Console application desktop icon, and then click **Properties**.
3. From the **Compatibility** tab, in the **Settings** group, click **Change Hi DPI Settings**. The **Properties** window appears.
4. From the **High DPI scaling behavior** group, select the **Override high DPI scaling behavior** check box.
5. In the drop-down list, select **System**.
6. Click **Apply** and then click **OK**.
7. Restart the console.

3.4 Configuring the Console

Review the [Prerequisites](#) before starting this procedure.

After the MiVoice Business Console software is installed, the Configuration Wizard is launched.

1. At the Welcome screen, click **Next**.
2. Select **Console has Administrative Access** if this console will be used to sync the Additional Database Fields (ADF) data file with the MiVoice Business Telephone Directory and click **Next**. The Master Profile screen is displayed.
3. At the **Master Profile** screen, you can optionally enable the Master Profile feature to simplify configuration for multiple console users on the same or different PCs. To enable the Master Profile feature:
 4. **a.** Click **Browse** to enter the path and file name of the Master Profile file.
 5. **b.** Select **Console has Master Profile write access** if this console is responsible for maintaining the Master Profile XML file.
 6. **c.** Click **Next**.

5. At the **Operating Mode** screen, do either of the following :

- To connect the console directly to the MiVoice Business, select **Connect to your MiVoice Business** and enter the IP address or the **Fully Qualified Domain Name (FQDN)** of the primary controller, and then click **Next**.
- To connect the console in teleworker mode, select **Connect to a MiVoice Business Border Gateway**. Enter the IP address or the **Fully Qualified Domain Name (FQDN)** name of the MiVoice Border Gateway and, the **Installer Password** (optional). Installer password allows the automatic programming of a Console on the MBG. Click **Next**.

Note:

You might see a note at the bottom of the screen informing you that the MBG address was not recognized at this point. You can proceed under caution that you will connect the network at a later time, or this PC is not in the Teleworker “Home” environment at this moment.

6. Enter the **Set Replacement Access Code**. Ensure it matches the one programmed in the MiVoice Business System Options form in the System Administration Tool.
7. Enter the **Directory Number for this console**.
8. Enter a MAC address, if one has been supplied in an e-mail from MMP. If you do not enter one, the console will use the PC MAC address. Click **Next**.
9. At the Quality of Service (QoS) Settings screen, enter the Voice Media value. The default is value is 46.
10. Enter the TOS value. The default is 6. Click **Next**.

Note:

Quality of Service settings are only supported on Consoles running with Administrative privileges.

11. All the entered information is displayed on the **Ready to Make Changes** screen.

If the console connects in teleworker mode and you have not supplied an installer password, note down the MAC address and configure the console in the MBG, see [Configuring the MiVoice Business Console in the MiVoice Border Gateway](#). If you are migrating from a 5550 IP Console to a MiVoice Business Console, see [Updating the Console Device in the MiVoice Border Gateway](#).

12. If all the information on the **Ready to Make Changes** screen is correct, click **Next**.

13. Click **Next** on the **Performing Changes** screen to connect the MiVoice Business Console or MiVoice Business Border Gateway.
 - If the console connects directly to the MiVoice Business and Transport Layer Security (TLS) is enabled in the MiVoice Business System Options Form, a secure connection (port 6801) is used and the console displays a Certificate Warning pop-up message. Accept the certificate if the issuer and fingerprint displayed in the message match the settings in the System Administration Tool Device Certificate form.
 - If the console connects to a MiVoice Border Gateway, a certificate is automatically generated and an attempt is made to connect to the MiVoice Border Gateway. If an installer password has been provided, the console will be automatically programmed in the MiVoice Border Gateway.
14. The changes are complete screen is displayed. Click **Finish** if all the information is correct. If not, click **Start Over**.

3.5 Configuring the Console in the MiVoice Border Gateway

TIP: The console can be automatically configured in the MiVoice Border Gateway by entering the Installer Password on the Operating Mode screen.

Ensure you have the MiVoice Business Console's MAC address.

1. Login to MBG.
2. Under **Applications**, click **MiVoice Border Gateway**.
3. From the **Teleworking** drop-down menu, select the **Minet** option.
4. Click **+**.
5. In the **Device ID** field, enter the MAC address. This is the MAC address that you recorded in the step 10 of [Configuring the Console](#).
6. Enter a description in the **Description** field.
7. Click **Enable**.
8. Select the MiVoice Business Controller in the **Configured ICP** field and click **Save**.
9. From the **Teleworking** drop-down menu, select the **Application Integration** option.
10. Select the **MiVoice Business Console support** check box to enable it, and click **Save**.

Note:

MiVoice Business Console Release 9.2 and later is not backward compatible with pre-9.0 releases of the MiVoice Business Console.

Refer to Appendix A for port diagrams for MiVoice Business Console Release 9.3. For previous console releases, refer to the *MiVoice Business Console Installation Guide* corresponding to that release.

For More Information

For information about enabling support for the MiVoice Business Console in MBG, refer to the *MiVoice Border Gateway Online Help*.

- [Prerequisites](#)
- [Recommended Upgrade Procedures](#)
- [Upgrading the MiVoice Business Console Software](#)
- [Updating the Console Device in the MiVoice Border Gateway](#)

Introduction

This section describes how to upgrade the MiVoice Business Console software to Release 9.3.

4.1 Prerequisites

Before you begin the upgrade:

- Refer to the list of prerequisites for installing the MiVoice Business Console software - see [Prerequisites](#).
- Download the MiVoice Business Console software. See [Downloading the MiVoice Business Console Application Software](#).

4.2 Recommended Upgrade Procedures

4.2.1 Upgrading from MiVoice Business Console 7.1, 7.2, and 8.0

MiVoice Business Console 7.1, 7.2, and 8.0 are not compatible with MiVoice Business 9.0 or later releases. To avoid console service disruptions, upgrade consoles to Release 9.1 before you migrate the hosting MiVoice Business controllers. After upgrading the hosting controller, you can upgrade consoles to MiVoice Business Console Release 9.2 or later.

4.3 Upgrading the MiVoice Business Console Software

Following is the procedure for upgrading the MiVoice Business Console software:

1. Execute the install process by unzipping the software file you downloaded.
2. Click **Next** in the **Install Shield Wizard** to update the installed software to the latest version.
3. When the installation is complete, the **Configuration Wizard** runs if configuration options are added in the new software.

4. Click **Next** to step through the Configuration Wizard screens.

Note:

In Release 7.2, the MiVoice Business Console was modified to use the MAC address of the PC on which the console is running. If this console connects to a MiVoice Border Gateway and you are upgrading from a pre-7.2 release, ensure that the previous MAC address for the MiVoice Business Console has been deleted in the IP Consoles form on the MiVoice Business. See [Updating the Console Device in the MiVoice Border Gateway](#).

Note:

In Release 8.0 SP1, support for Master Profile was added. If you want to configure Master Profile, see [Configuring the Console](#).

5. Click **Next** on the **Performing Changes** to connect to MiVoice Business.

Note:

If Transport Layer Security (TLS) is enabled in the System Administration Tool System Options form and the console is upgrading from a pre-9.0 release, the console connects to the MiVoice Business system using a secure connection (port 6801) and displays a Certificate Warning pop-up message. Accept the certificate if the issuer and fingerprint displayed in the message match the settings in the System Administration Tool Device Certificate form.

6. The Changes are complete screen is displayed. Click **Finish** if all the information is correct. If not, click **Start Over**.
7. Reboot the PC if prompted.

4.4 Updating the Console Device in the MiVoice Border Gateway

Ensure you have the MiVoice Business Console's MAC address and Directory Number.

1. Log in to MBG.
2. Under **Applications**, click **MiVoice Border Gateway**.
3. From the **Teleworking** drop-down menu, select the **MiNet** option.
4. In the **Filter Listing** search field, enter the directory number.
5. Click **Apply**. The MBG Device Information is highlighted.
6. Click **Delete**. In the warning message displayed, click **OK**.
7. Click **+**.
8. Enter the MAC address in the Device field. This is the MAC address configured in the MiVoice Business Console Configuration Wizard.
9. Enter a description in the **Description** field.
10. Click **Enable**.
11. Select the MiVoice Business Controller in the **Configured ICP** field and click **Save**.
12. From the **Teleworking** drop-down menu, select the **Application Integration** option.
13. Select the **MiVoice Business Console support** check box to enable it, and click **Save**.

- [Restore MiVoice Business Console configuration](#)
- [Restoring MiVoice Business Console configuration using the Master Profile on a new console PC](#)

Uninstalling the MiVoice Business Console Software

Uninstalling the MiVoice Business Console application software removes it from your computer.

1. Exit the MiVoice Business Console application.
2. Click **Start > Settings > Control Panel** and then double-click Programs.
3. Under **Programs and Features**, click **Uninstall a Program**.
4. Select MiVoice Business Console.
5. Click **Uninstall this program** and follow the on-screen instructions to remove the application files.
6. Reboot the PC if requested by the Uninstallation process.

5.1 Restore MiVoice Business Console configuration

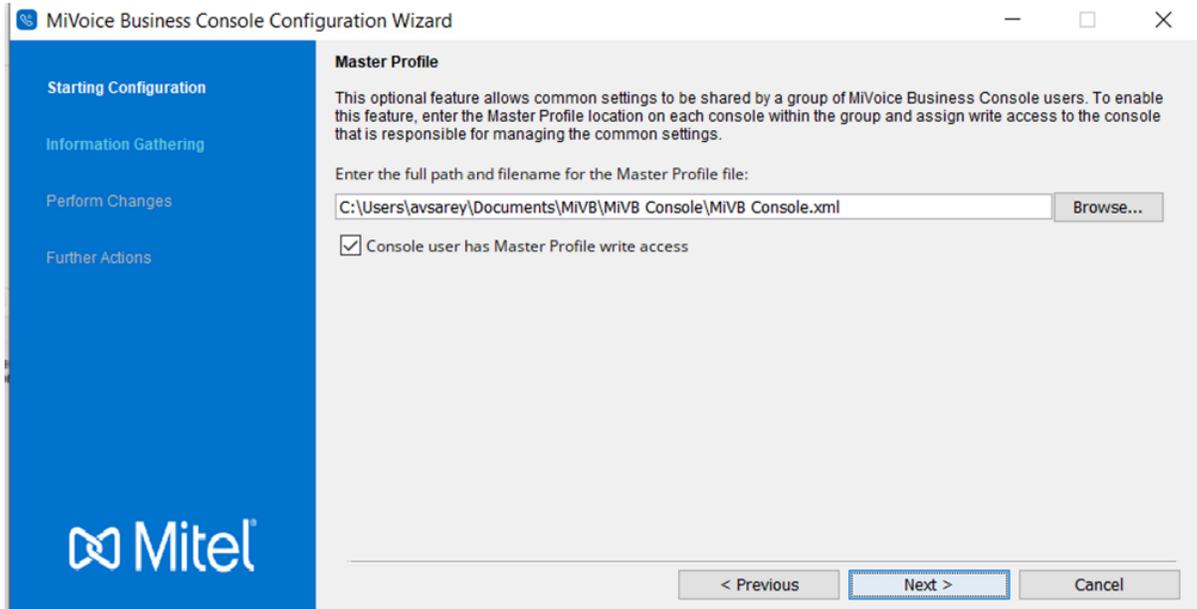
While changing MiVoice Business Console PC, to backup the current configuration, you can follow the procedure described here to backup and restore the Console configuration via the Master Profile to the new MiVoice Business Console PC.

Procedure

To backup the current MiVoice Business Console, you need to enable the Master Profile. Complete the following steps to backup the the current MiVoice Business Console:

1. Launch the **MiVoice Business Configuration Wizard**:

- Enable the **Master Profile**.
- Browse to a folder or shared drive to save the current MiVoice Business Console configuration (Master Profile config file; for example, test master.xml).

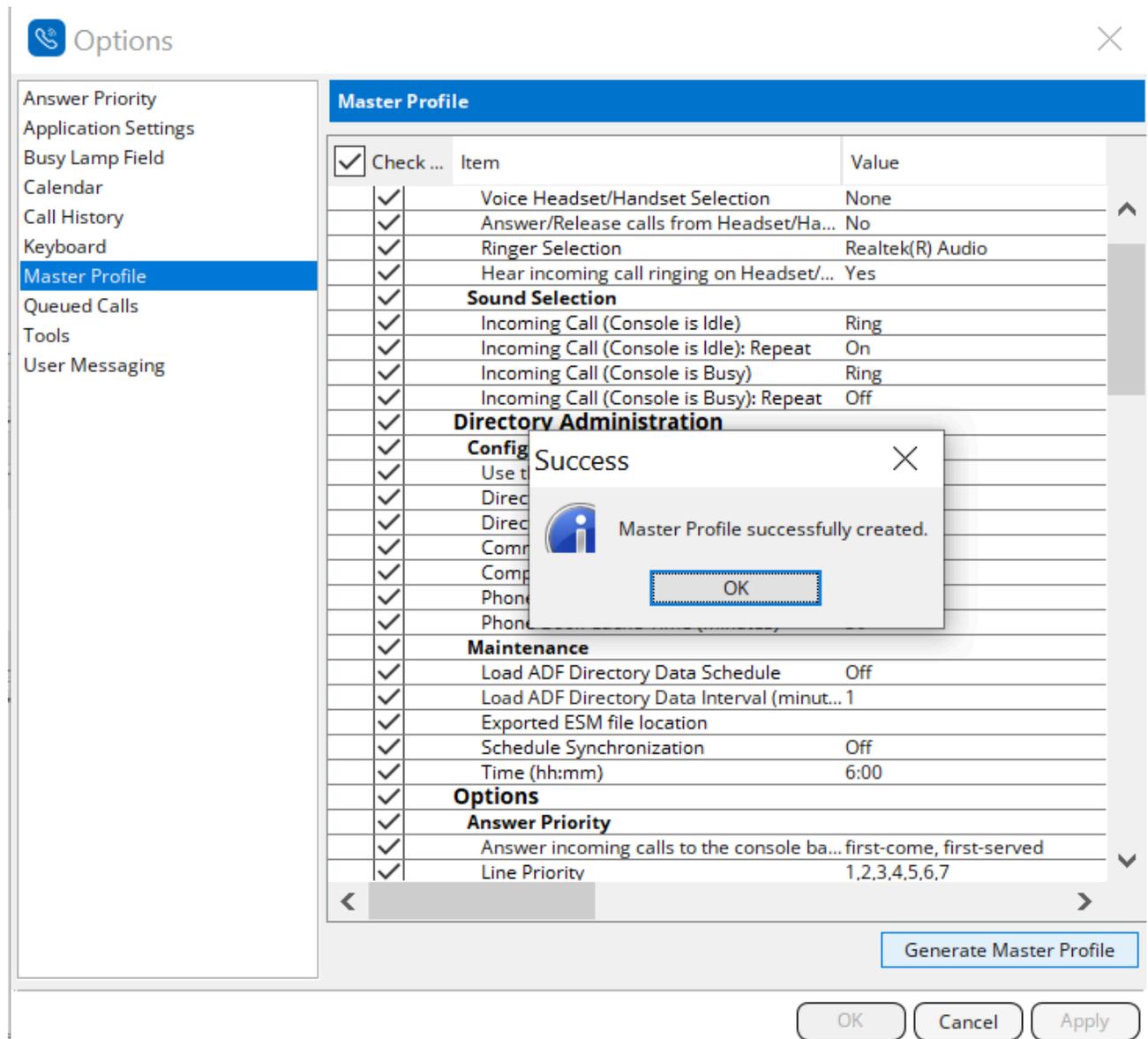


Note:

- You must enable the **Master Profile** and specify both the file name and the location of the file.
- If this file is on a local drive, make sure to backup this file before shutting down the PC Console computer that is being replaced.

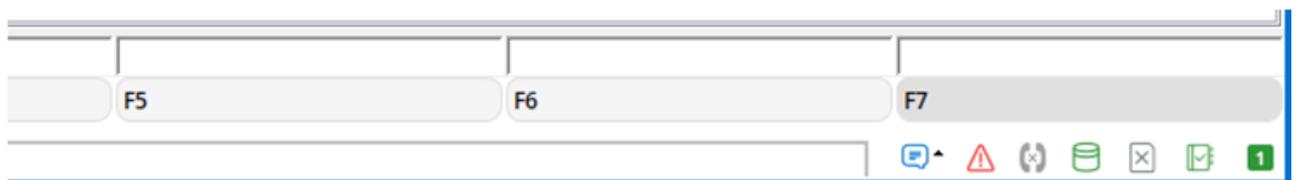
2. Complete running the **MiVoice Business Configuration Wizard** and launch the current **MiVoice Business Console** application.
3. To generate and update the **Master profile xml file** for the Console, complete launching the **MiVoice Business Console** and browse to **Tools > Options > Master Profile**. Check all the variables that are to be saved. Click **Generate Master Profile**

and click **Apply**. If the profile is successfully created, a dialog box indicating this appears as shown in the following figure.

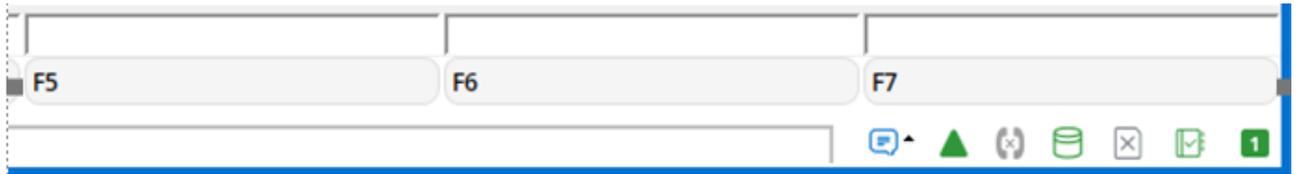


Master Profile Status

If the Master Profile Status is displayed in red as shown in the following figure, Console needs to be relaunched to use Master profile that was just configured.



If the Master Profile Status is displayed in green as shown in the following figure, proceed to the next step.



4. Save a copy of **master.html**. The copy of **master.xml** will be used to restore to the new **MiVoice Business Console** configuration.

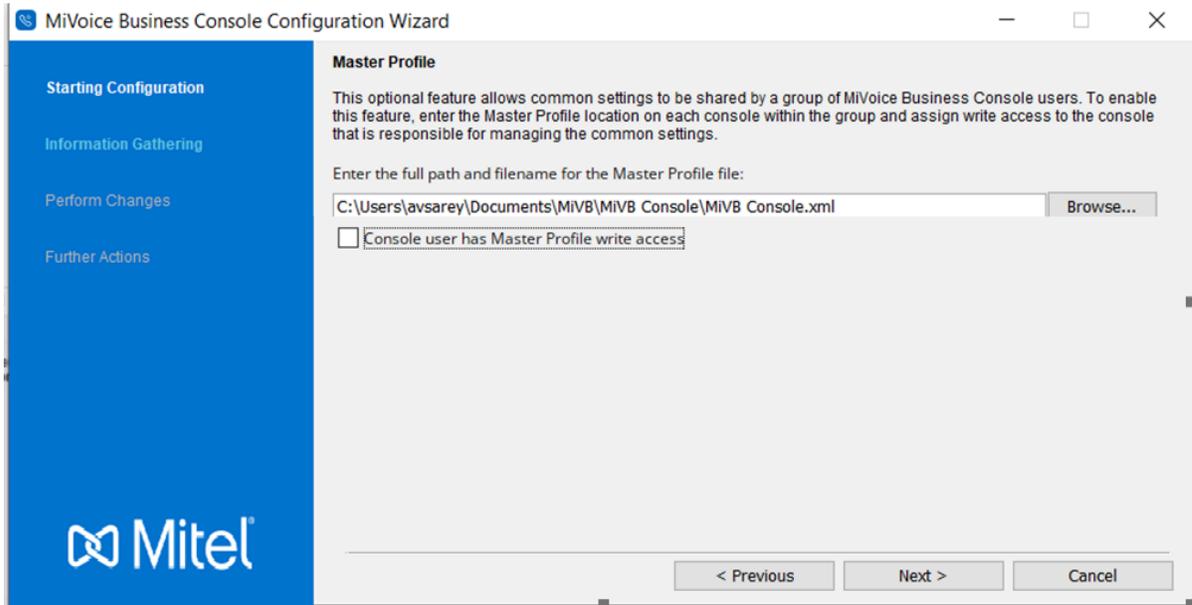
5.2 Restoring MiVoice Business Console configuration using the Master Profile on a new console PC

Following is the procedure for restoring the MiVoice Business Console configuration using the Master Profile on a new console PC:

1. Launch the **MiVoice Business Console Configuration Wizard** and enable or specify the path of the **Master Profile** file that was saved in **Step 1** of the procedure described in the section [Restore MiVoice Business Console configuration](#) on page 28 via the Master Profile.

Note:

If the file created in the backup process is not in a shared location, then it must manually be copied locally on the new PC Console to a designated path.



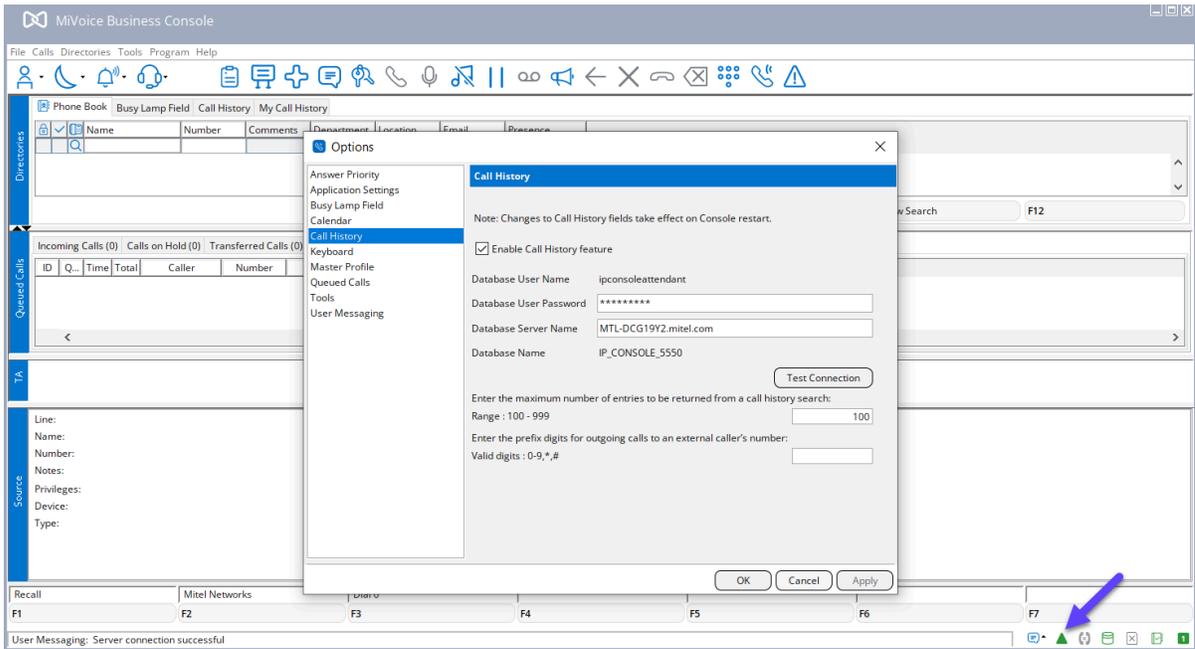
Note:

Console can have Master Profile write access. If this option is enabled, then the new Console can generate any new changes and overwrite the original.

2. Launch the MiVoice Business Console and confirm the existing configuration settings. For example, to use the **Call History** option, Enable **Call History** with **User password** and **Database ServerName** options must exist.

Note:

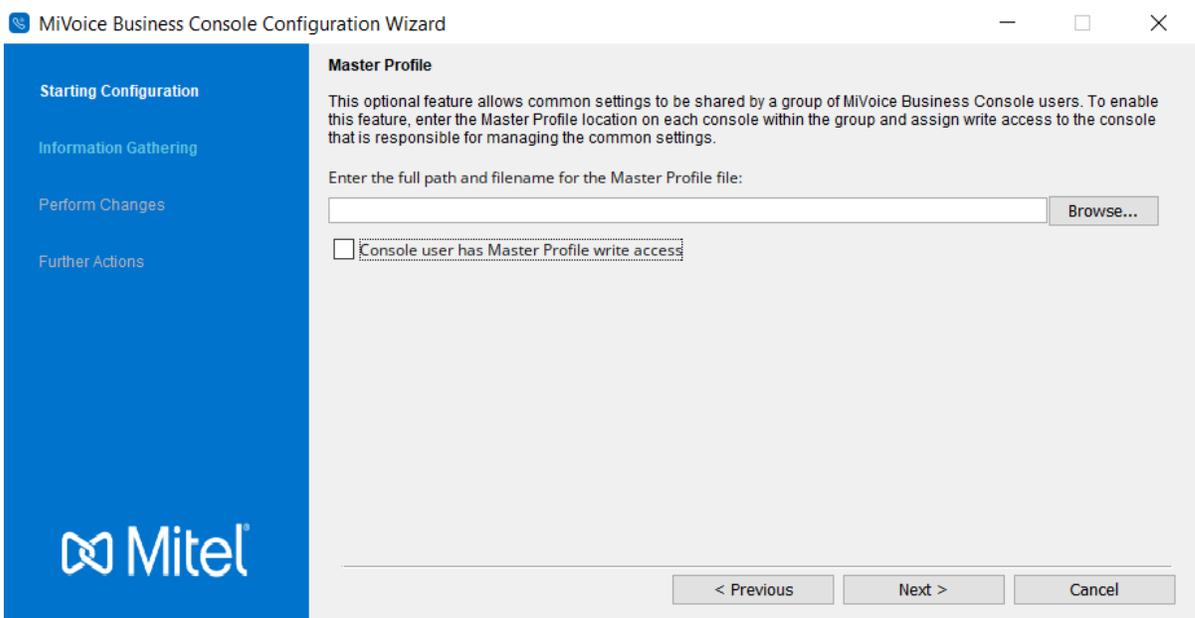
Master Profile Status shows in Green color.



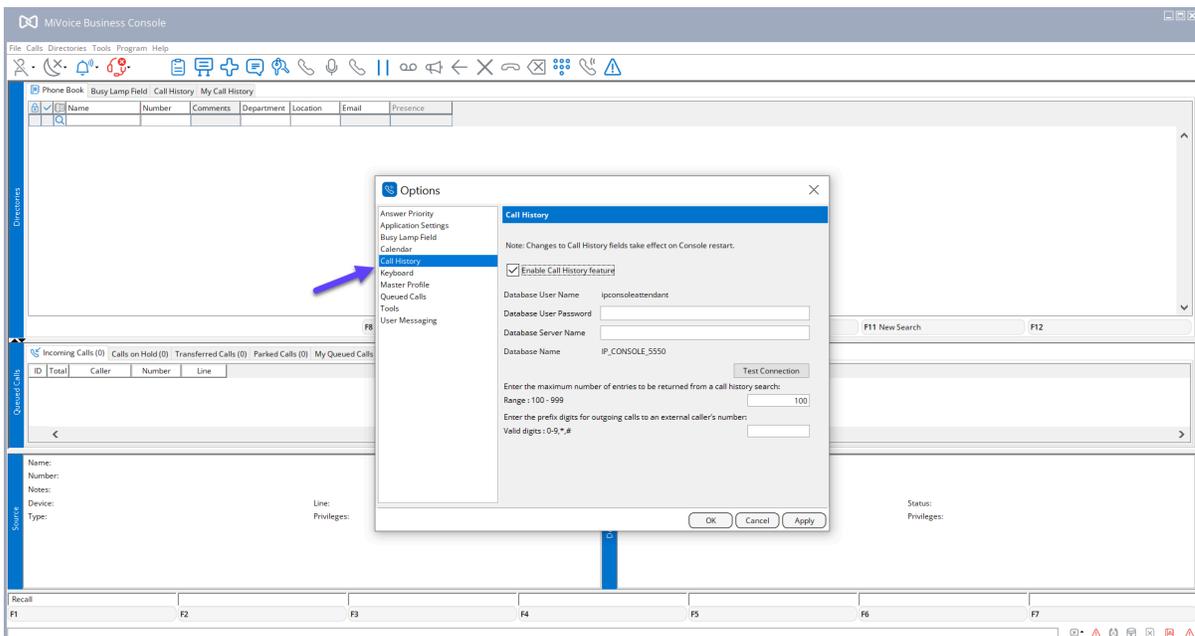
Note:

MiVoice Business Console application will continue to use the Master Profile configuration unless it is disabled.

- To disable the **Master Profile configuration**, restart the **MiVoice Business Console Configuration Wizard** leaving the path for the Master Profile empty.



The new configuration is enabled along with all the new settings.



Migrating a 5550 IP Console to a MiVoice Business Console

6

- [Prerequisites](#)
- [Recommended Migration Procedure](#)

Introduction

This chapter describes how to migrate a 5550 IP Console that is running Release 4.3 to a MiVoice Business Console running Release 9.3.

Note:

MiVoice Business Console 9.1 SP1 and later releases are not supported on Windows 7. If you are migrating a 5550 IP Console to MiVoice Business Console release 9.1 SP1 or a later release, it is recommended that you install the MiVoice Business Console on a Windows 10 or 11 PC.

6.1 Prerequisites

Before you begin your console migration:

1. Refer to the list of prerequisites for installing the MiVoice Business Console software on [page 16](#).

Note:

When migrating a 5550 IP Console to a MiVoice Business Console, you need not configure a new Directory Number in the MiVoice Business IP Consoles Form. The device type and MAC address will be automatically updated in the MiVoice Business when the MiVoice Business Console Configuration Wizard runs.

2. Download the MiVoice Business Console software – see [Downloading the MiVoice Business Console Application Software](#).

3. Read through [Recommended Migration Procedures](#) .

6.2 Recommended Migration Procedure

Migrate a 5550 IP Console to a MiVoice Business Console as follows:

1. Install the MiVoice Business Console on a Windows 10 or 11 PC using the steps in [Installing the MiVoice Business Console Software](#) on page 20.
2. Configure the MiVoice Business Console software by following the steps in [Configuring the Console](#) on page 21.

 **Note:**

If this console connects to a MiVoice Border Gateway, you must delete the 5550 IP Console from the MBG and add the MiVoice Business Console as described in [Updating the Console Device in the MiVoice Border Gateway](#) on page 26.

Port Diagrams

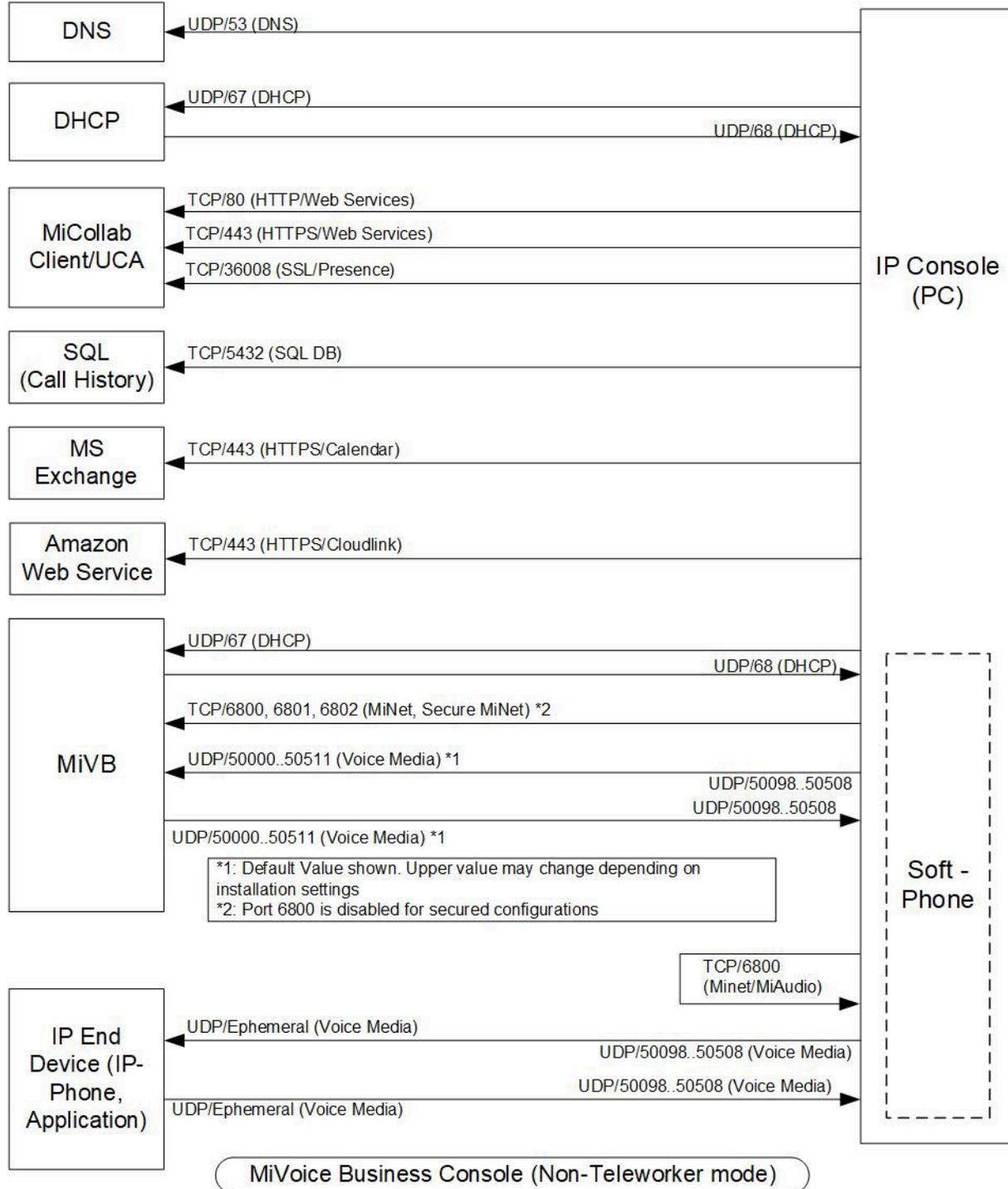


Figure 1: MiVoice Business Console - Non-Teleworker Mode

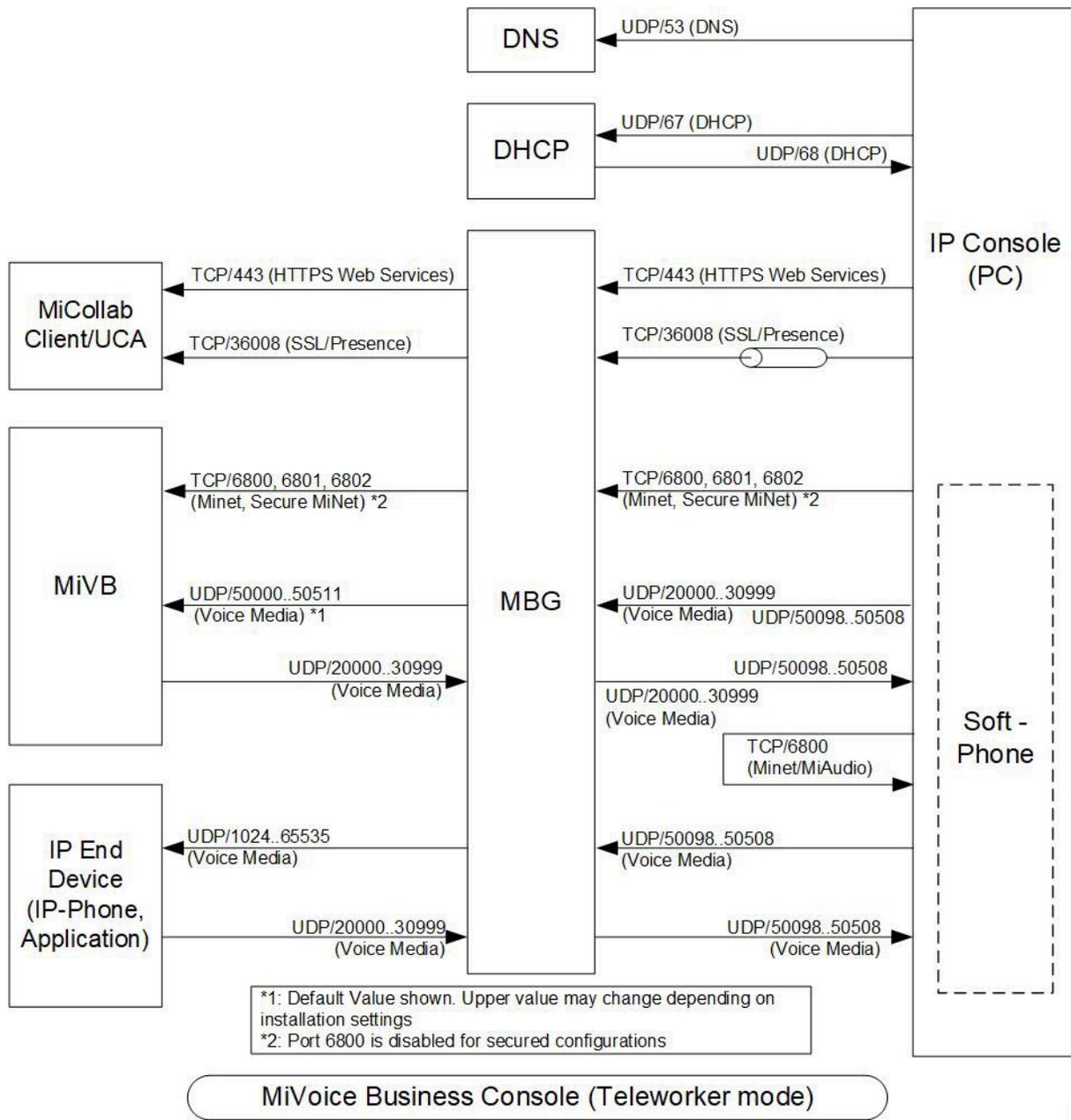


Figure 2: MiVoice Business Console - Teleworker Mode

