A MITEL
PRODUCT
GUIDE

MiVoice Business Console

Installation Guide

Release 10.5

October 2025

Mitel
Powering connections

Notices

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Contents

Introduction 1

This chapter contains the following sections:

1.1   Intended Audience

This manual is for Mitel$^{®}$ certified technicians, installers, and administrators.

1.2   What's New in Release 10.5

No changes have been made to this document for the 10.5 release.

1.3   What's New in Release 10.4

No changes have been made to this document for the 10.4 release.

1.4   What's New in Release 10.3

No changes have been made to this document for the 10.3 release.

1.5   What's New in Release 10.2

MiVoice Business Console 10.2 includes the following features and enhancements:

- **Naming Conventions**

  Updated the naming conventions within the Console documentation. The following changes have been made:

  - **Master Profile** is now referred to as **Profile Sharing**
  - **Master** is updated to **Prime**
  - **Non-Master** is now labeled as **Non-Prime**
- **Support for IPv6**

  - In the Configuration wizard (Operating mode page), the IP address input field for connecting to MiVoice Business/MiVoice Border Gateway/Messaging (MiCollab)/Database servers can be entered in either FQDN (Fully Qualified Domain Name) format Or dotted/hexadecimal IP address format.

    If address is entered in FQDN format (for example; test-ipv6-mivb1.mitel.com), then FQDN name will be resolved (through DNS query) to get either IPv6 or IPv4 address or both (IPv6 and IPv4) addresses.

    If FQDN is resolved to either IPv6 or IPv4 only addresses, the signaling connection between them will use IPv6. If IPv6 is not supported on either end, the connection will default to IPv4. If the server has both IPv6 and IPv4 addresses (dual-mode),the media exchanged between them may use either IPv4 or IPv6, depending on the network path chosen for each session.

> **ℹ Note**: The console feature functionality, including Call, Directory, Phonebook, and Help, will remain the same regardless of the mode used (IPv6 or IPv4).

1.6   What's New in Release 10.1 SP1

No changes have been made to this document for the 10.1 SP1 release.

1.7   What's New in Release 10.1

MiVoice Business Console 10.1 includes the following features and enhancements:

- **Support for Visually Impaired Operators**

    - Visually impaired operators can use MiVoice Business Console with the help of JAWS (Job Access With Speech) screen reading software. With JAWS installed on the computer, operators can read and interact with MiVoice Business Console using their screen readers or Braille displays.
- **TLS 1.3 protocol support for Secure Connection**

    - The console supports Transport Layer Security (TLS) connections to the MiVoice Business when the MiVoice Business TLS system option is enabled. With this option enabled, if MiVoice Business Server supports TLS 1.3 protocol, then MiVoice Business Console negotiates and connects with TLS 1.3 protocol, else it will fallback to TLS 1.2 protocol, providing backward compatibility with the earlier TLS protocol.

1.8   What's New in Release 10.0 SP1

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

1.9   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.

1.10   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.

1.11   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.

1.12   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.

1.13   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.

1.14   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.

1.15   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**.

1.16   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.

1.17   What's New in Release 8.0 SP2

No new features were added in this release.

1.18   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**:
    >
    > - The Master Profile is changed to Profile Sharing in future releases.
    > - 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.

1.19   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.

1.20   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.

1.21   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.

1.22   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.

1.23   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.

1.24   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.

1.24.1　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.

1.25　Training

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

1.25.1　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

This chapter contains the following sections:

- 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 10.1 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 10.1
- MiVoice Business, Release 10.1

  - Software for the 3300 controller
  - Software for Industry Standard Server
  - VMware Virtual Application
- MiCollab Client Server, Release 9.7
- MiCollab Client Server, Release 9.6
- MiCollab Client Server, Release 9.4 SP1
- MiVoice Border Gateway, Release 11.3

MiVoice Business Console Release 10.1 is backward compatible with the following MiVoice Business Release releases:

- 10.0
- 9.4
- 9.3
- 9.2

The MiVoice Business Console 9.2 and later is not backward compatibility with pre-9.0 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 10.1 and MiVoice Business Release 10.1 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	
LAN Connection	100 BaseT/Ethernet adaptor	

> **ⓘ Note**:
>
> 1. For MiCollab Client Presence-enabled consoles that service more than 500 clients or work in a peered MiCollab Client Service arrangement, each MiVoice Business console PC must meet a minimum PC requirement of: 3.0 GHz processor speed and 4 GB of RAM.
> 2. The console PC running the Postgres SQL Server must meet the following minimum PC requirements for Call History and Transfer Assistant features:
>
>   • Windows 10 or Windows 11 Professional operating system (recommended) or Linux
>   • Processor: 4.0 GHz
>   • Memory (RAM) 4 GB
>   • Hard Drive: 200 GB

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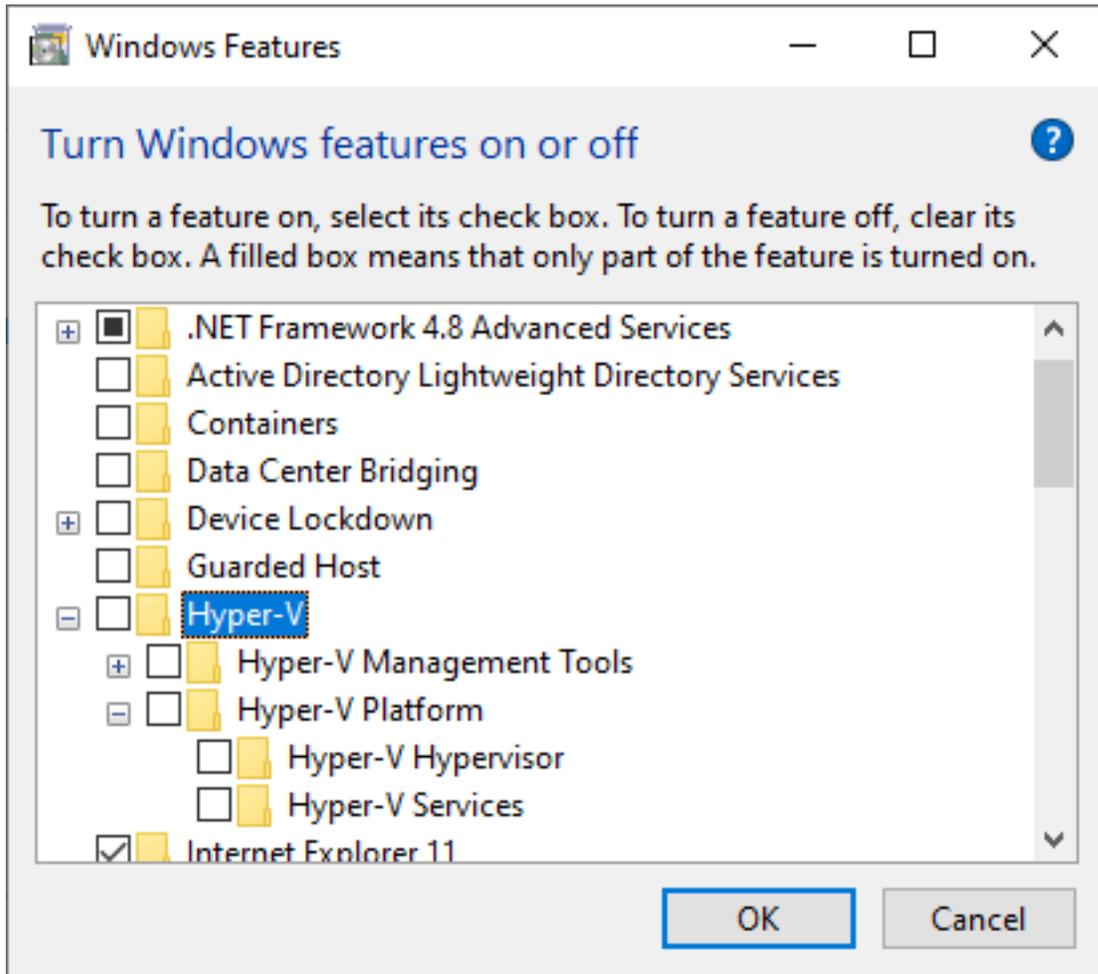
4. Clear **Hyper-V** check boxes.

The Hyper-V feature is disabled.

2.3   Windows Software Requirements

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

- Microsoft Windows 10 (32/64 bit)

  - Professional
  - Professional for Workstations
  - Enterprise
  - Enterprise LTSB
  - 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.

> **ⓘ Note**:

  - 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.

> **ℹ 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 On-line Console Operator Help.

Software Installation 3

This chapter contains the following sections:

- Prerequisites
- Downloading the MiVoice Business Console Application Software
- Installing the MiVoice Business Console Software
- Accessibility for Visually Impaired Operators
- 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.

3.4 Accessibility for Visually Impaired Operators

Visually impaired operators can use MiVoice Business Console with the help of JAWS (Job Access With Speech) screen reading software. With JAWS installed on the computer, operators can read and interact with MiVoice Business Console using their screen readers or Braille displays. This allows visually impaired operators to interact with MiVoice Business Console using PC keyboard, system/laptop keyboard or Braille (Focus 40) keyboard, to request information and have access to information about incoming and outgoing calls, the number of waiting calls, service status, operator presence and absence, call queue, and more.

3.4.1 JAWS Installation

JAWS must be installed on the PC to support the operators to read and interact with MiVoice Business Console using their screen readers or Braille displays. For information about installing JAWS on your PC, refer to the instructions provided in the JAWS Quick Start Guide.

After JAWS is installed, enable the JAWS/Visually Impaired Operator in the MiVoice Business Console Configuration Wizard to enable the console to work with JAWS. See Configuring the Console on page 24.

3.4.2 Install and Set up Java Access Bridge for JAWS and Configuring Accessibility

Java Access Bridge is required to be installed and configured to connect the MiVoice Business Console to the JAWS.

1. Download Java Access Bridge from Oracle (sign-up required) or it should be available in your java JDK.

   • Access Bridge Explorer
   • Latest Release

2. Extract the downloaded .zip files to any folder.
3. Copy the extracted files to the *[MiVoice Business Console installation folder]\JRE\bin*

4. Enable the Java Access Bridge

a. Open the command prompt form the *[MiVoice Business Console installation folder]\JRE\bin*.

> **ⓘ Note**:
>
> To launch the command prompt within a specific folder, enter **CMD** into the address bar of that directory.
>
> Another alternative is to press **Shift + Right Click** in the folder, then select **Open Command Window here** from the menu.

b. Run the following command in the command prompt to enable the Java Access Bridge

```
jabswitch -enable
```

A message is displayed on the system indicating that the Java Access Bridge has been enabled.

5. Launch the Access BridgeExplorer by double clicking on the **AccessBridgeExplorer.exe**.
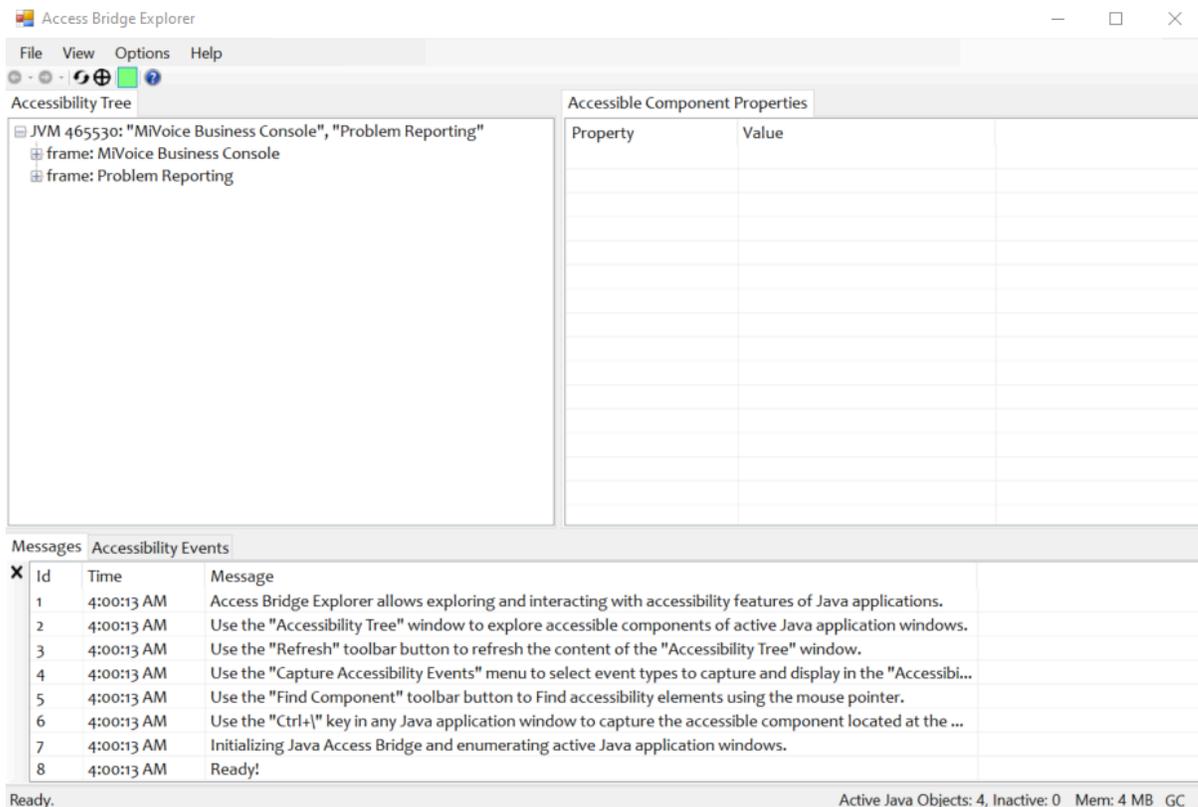
Figure 1: Access Bridge Explorer

Access Bridge Explorer will detect the java application and whatever JFrames associated with the java process.

Setting and Viewing Accessibility

Add the accessibility Name and Description in a number of places in the code to AbstractChatPanel, superclass of CloudLinkChatPanel.

Figure 2: Adding Accessible Name and Description

In the chat panel, the search text field is highlighted in red. When the mouse cursor passed over it, JAWS recognizes the name and description and read them to the visually impaired operator.
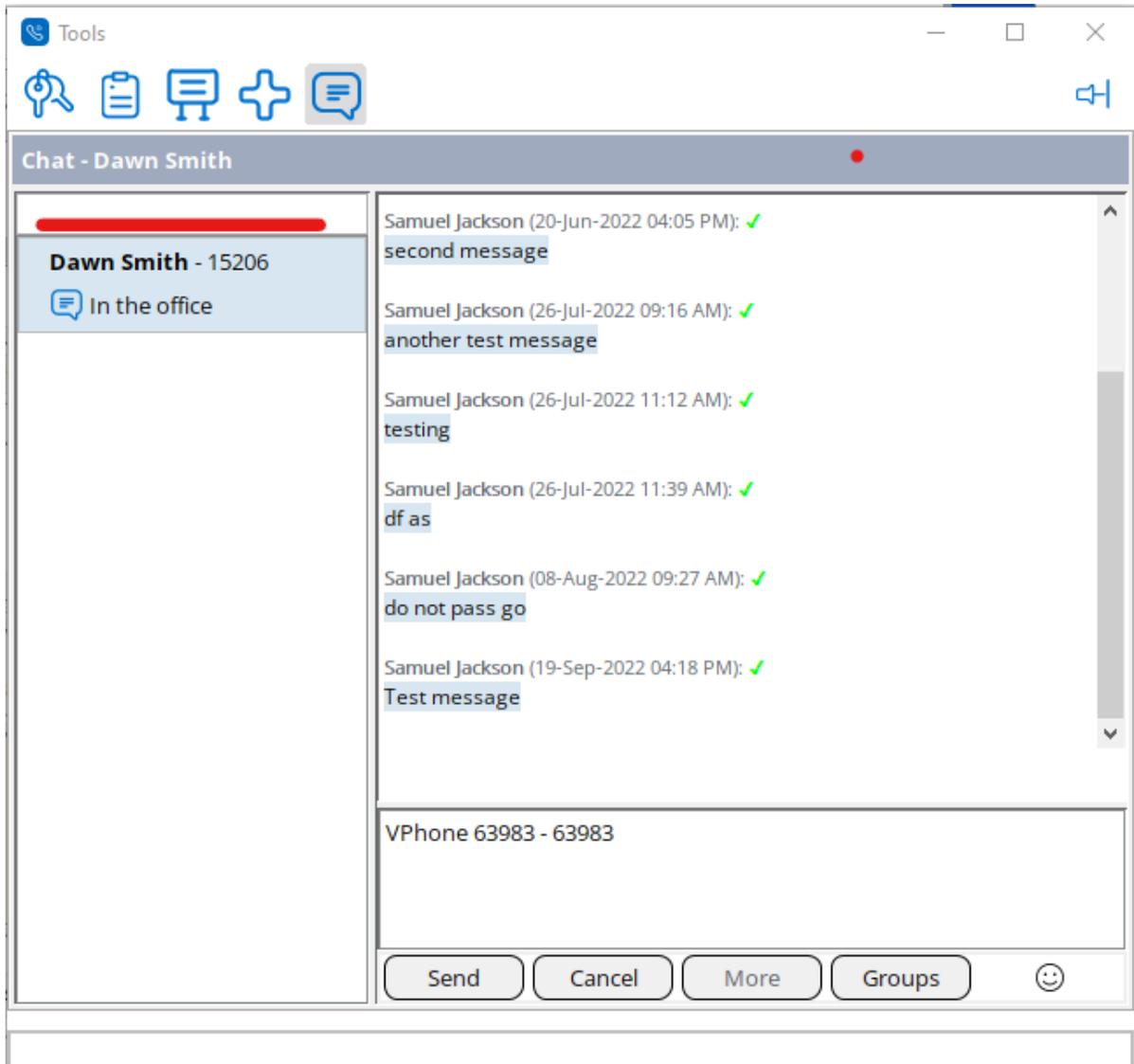
Figure 3: Chat Panel search text field

Use the Access Bridge Explorer to examine the accessibility attributes of the CloudLink Chat Panel.

> **ℹ Note**:
>
> Object Depth, which is 14, reflecting the underlying complexity of the console's graphical user interface.

> **ℹ Note**:
>
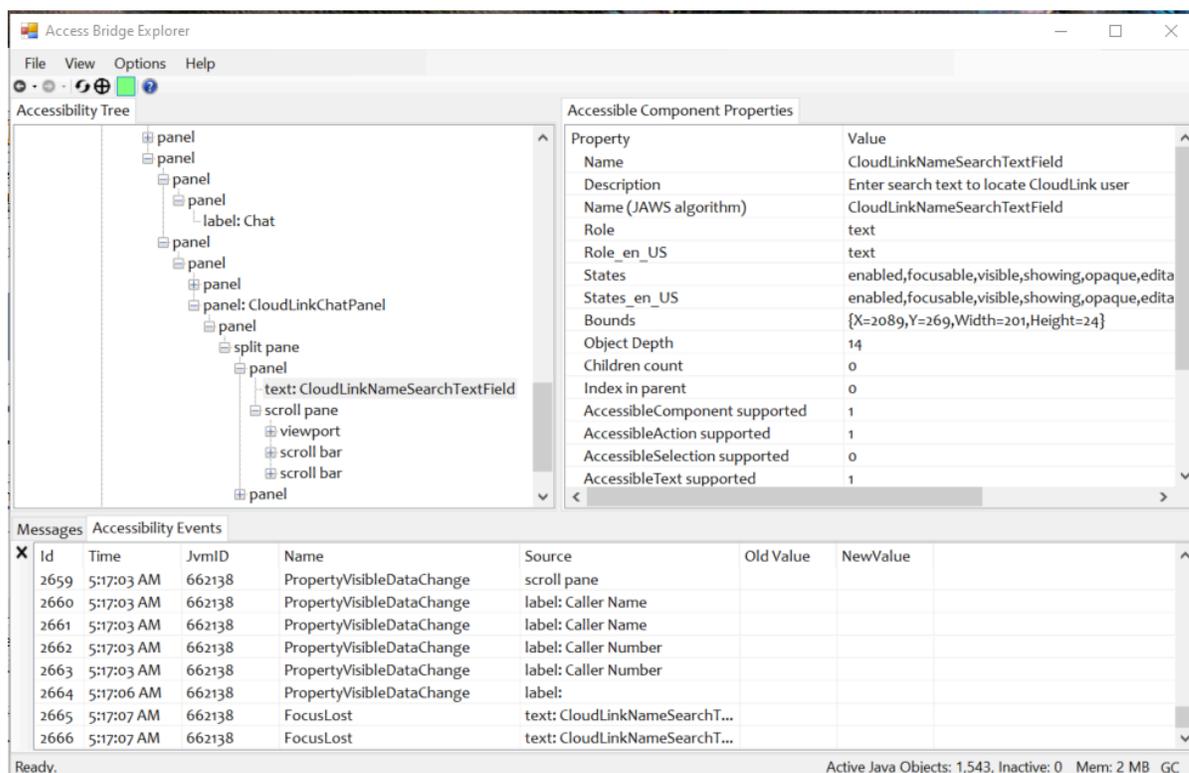> JAWS name of the CloudLinkNameSearchTextField and Description.

Figure 4: Accessible attributes for the Chat Search Text entry field

3.5   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.
3. Select **Enable JAWS/Visually Impaired Operator** and click **Next** if you want to allow the console to interface with JAWS screen reading software. The Profile Sharing screen is displayed. For more information, refer Accessibility for Visually Impaired Operators on page 20.

> **ⓘ** **Note**: If JAWS is not installed on the PC, the audio prompts do not function.

4. At the **Profile Sharing** screen, you can optionally enable the Profile Sharing feature to simplify configuration for multiple console users on the same or different PCs. To enable the Profile Sharing feature:
5.   a. Click **Browse** to enter the path and file name of the Profile Sharing file.
     b. Select **Console has Profile Sharing write access** if this console is responsible for maintaining the Profile Sharing XML file.
     c. Click **Next**.

6. 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**:
>
> - In the address field (MiVoice Business/MiVoice Border Gateway), if an IPv6 address is entered, the Call/Registration-related connections will operate in an IPv6 mode, as specified in the console configuration wizard and application. If an IPv4 address is entered, the Call/Registration-related connections will operate in default (IPv4) mode.
>
>   Please note that the console feature functionality, including Call, Directory, Phonebook, and Help, will remain the same regardless of the mode used (IPv6 or IPv4).
> - 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.

7. Enter the **Set Replacement Access Code**. Ensure it matches the one programmed in the MiVoice Business System Options form in the System Administration Tool.
8. Enter the **Directory Number for this console.**
9. 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**.
10. At the Quality of Service (QoS) Settings screen, enter the Voice Media value. The default is value is 46.
11. Enter the TOS value. The default is 6. Click **Next**.

> **ⓘ Note**:
>
> Quality of Service settings are only supported on Consoles running with Administrative privileges.

12. 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.

13. If all the information on the **Ready to Make Changes** screen is correct, click **Next**.
14. 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.

15. The changes are complete screen is displayed. Click **Finish** if all the information is correct. If not, click **Start Over**.

3.6 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*.

Software Upgrades 4

This chapter contains the following sections:

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 10.1 or earlier releases

The below steps must be executed before upgrading from the MiVoice Business Console 10.1 earlier releases.

1. Open the Registry Editor by pressing **Windows Key + R**, then type **regedit** and press **Enter**.
2. In the Registry Editor, navigate to `Computer\HKEY_CURRENT_USER\SOFTWARE\JavaSoft\Prefs\com\mitel\pcconsole\connection`.

> 🛈 **Note**:
>
> Make sure to export or back up your Registry entries before deleting them.

3. Rename the following entries:

- `/Master/Profile/Access/Enabled` to `/Profile/Sharing/Access/Enabled`
- `/Master/Profile/File` to `/Profile/Sharing/File`

4. Open File Explorer and navigate to `C:\ProgramData\Mitel\MiVoice Business Console \config`.

5. Locate the XML file that corresponds to the user-defined profile.

> ℹ **Note**: the XML file may have a different name, depending on the user's choice. For this instruction, refer to it as the user-defined XML file.

6. Open the XML file and on the line four, replace `<comment> Master Profile</comment>` with `<comment>Profile Sharing</comment>`.

7. Save and close the file.

Once these steps are completed, you can proceed with the upgrade process.

4.2.2   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 Profile Sharing was added. If you want to configure Profile Sharing, 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**.

Software Removal 5

This chapter contains the following sections:

- Restore MiVoice Business Console configuration
- Restoring MiVoice Business Console configuration using the Profile Sharing 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 Profile Sharing to the new MiVoice Business Console PC.

Procedure

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

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

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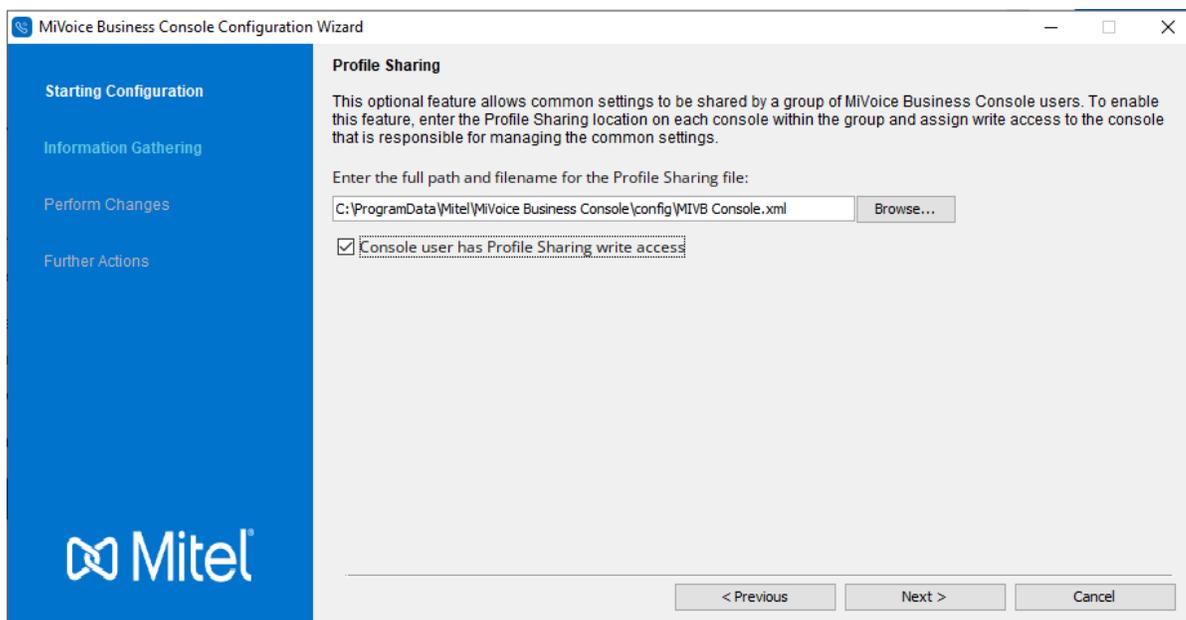

> ℹ **Note**:
>
> - You must enable the **Profile Sharing** and specify both the file name and the location of the file.
> - If this file is on a local drive, make sure to backup this file before shutting down the PC Console computer that is being replaced.

2. Complete running the **MiVoice Business Configuration Wizard** and launch the current **MiVoice Business Console** application.

3. To generate and update the **Profile Sharing xml file** for the Console, complete launching the **MiVoice Business Console** and browse to **Tools** > **Options** > **Profile Sharing**. Check all the variables that are

to be saved.Click **Generate Profile Sharing** and click **Apply**. If the profile is successfully created, a dialog box indicating this appears as shown in the following figure.
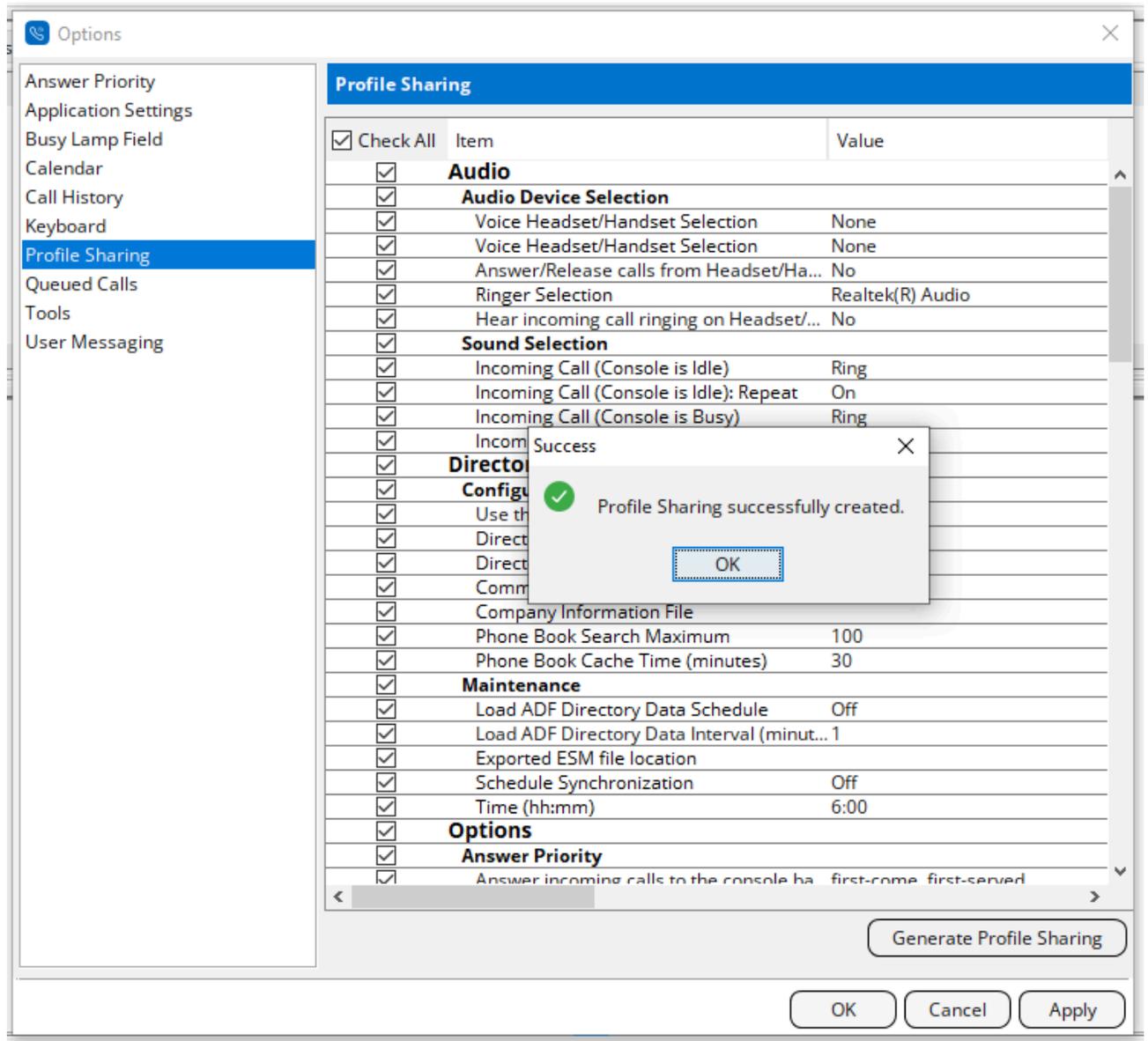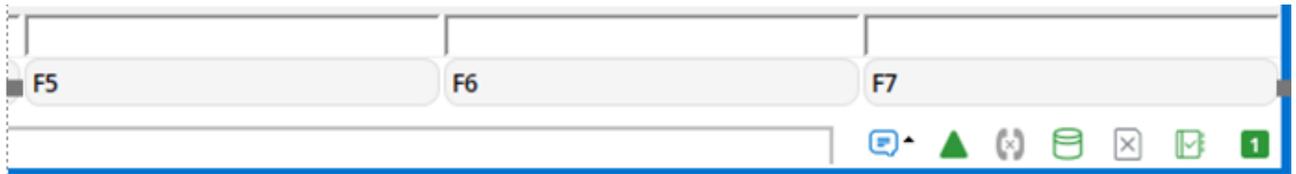

Profile Sharing Status

If the Profile Sharing Status is displayed in red as shown in the following figure, Console needs to be relaunched to use Profile Sharing that was just configured.
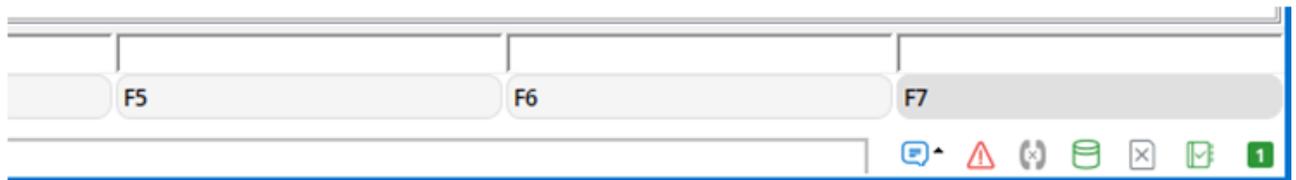
If the Profile Sharing Status is displayed in green as shown in the following figure, proceed to the next step.

4. Save a copy of **prime.html**. The copy of **prime.xml** will be used to restore to the new **MiVoice Business Console** configuration.
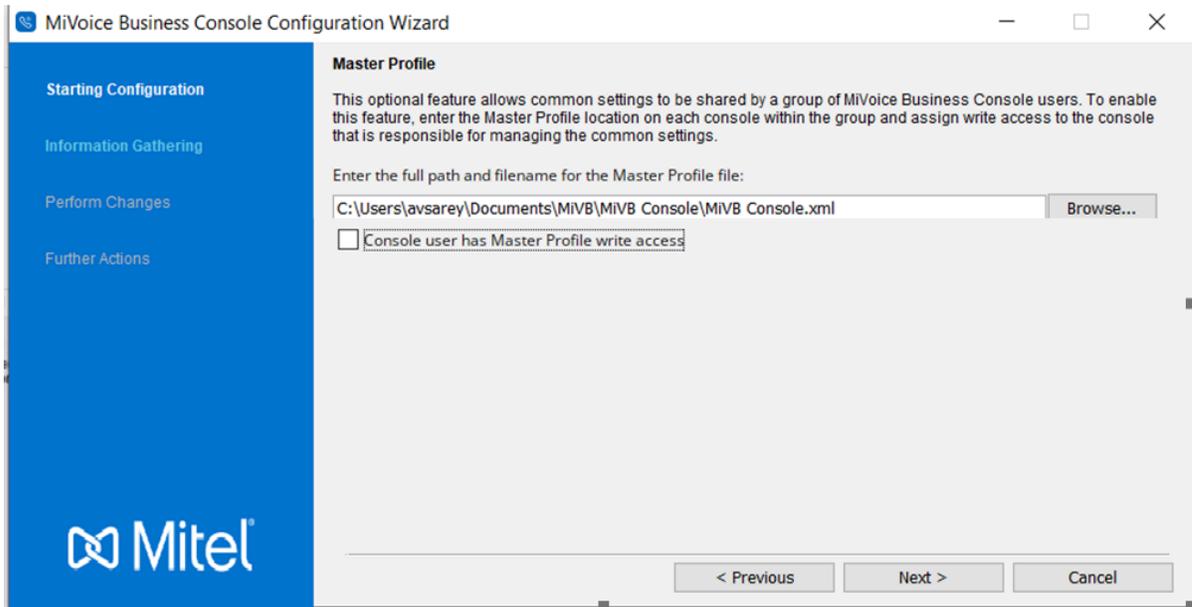
5.2　Restoring MiVoice Business Console configuration using the Profile Sharing on a new console PC

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

1. Launch the **MiVoice Business Console Configuration Wizard** and enable or specify the path of the **Profile Sharing** file that was saved in **Step 1** of the procedure described in the section Restore MiVoice Business Console configuration on page 31 via the Profile Sharing.

> ℹ️ **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.


> ℹ️ **Note**:
>
> Console can have Profile Sharing 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.
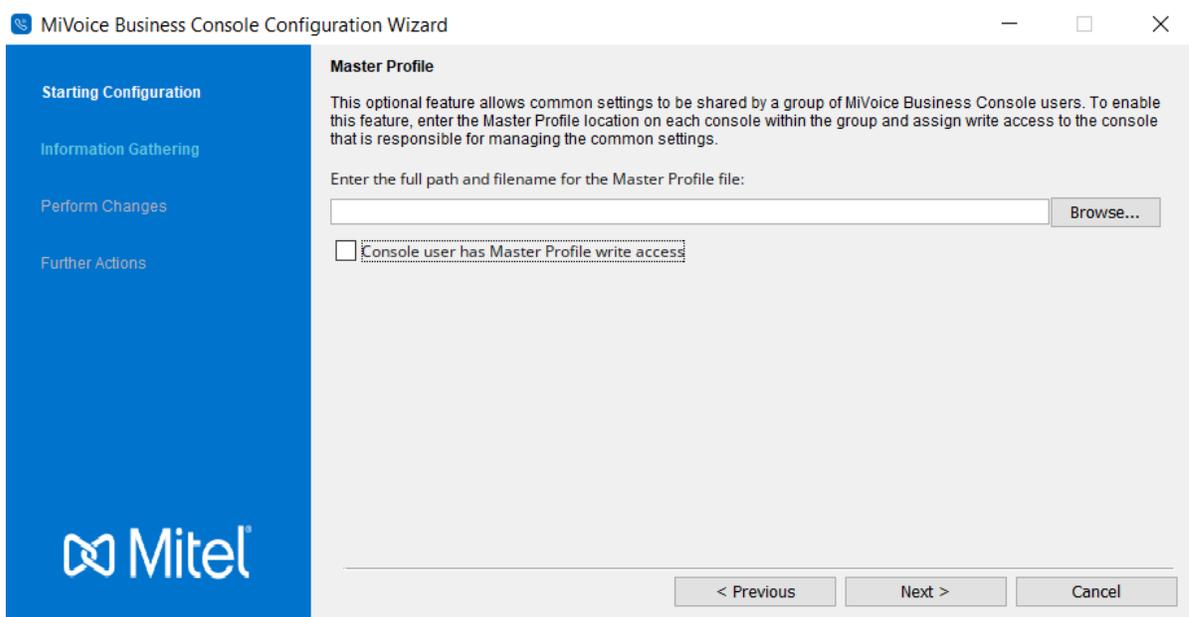
> ℹ **Note**:
>
> **Profile Sharing Status shows in Green color.**
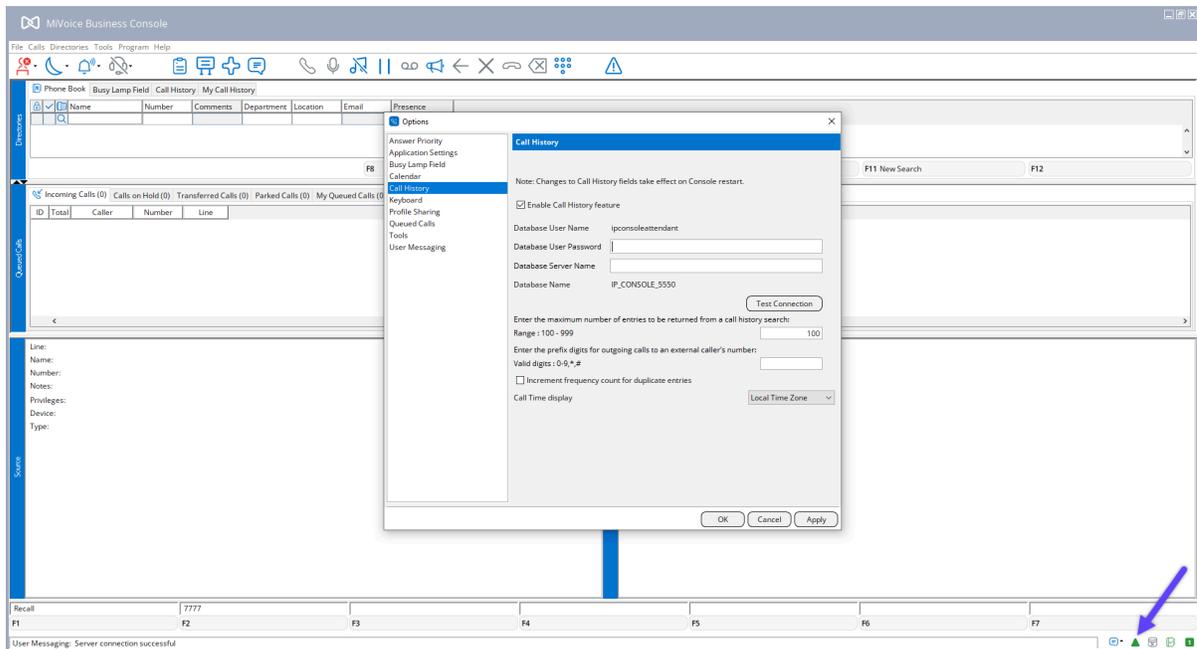
> ℹ **Note**: MiVoice Business Console application will continue to use the Profile Sharing configuration unless it is disabled.

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

The new configuration is enabled along with all the new settings.
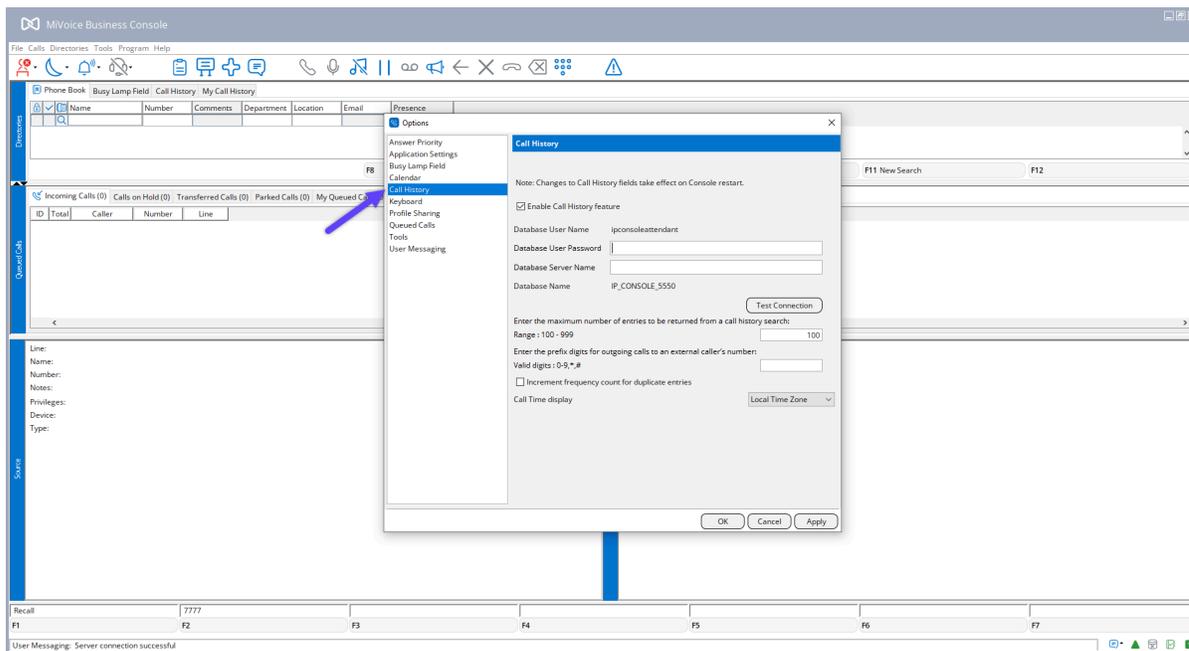
Migrating a 5550 IP Console to a MiVoice Business Console

6

This chapter contains the following sections:

- 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 19.
2. Configure the MiVoice Business Console software by following the steps in Configuring the Console on page 24.

> ℹ **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 29.
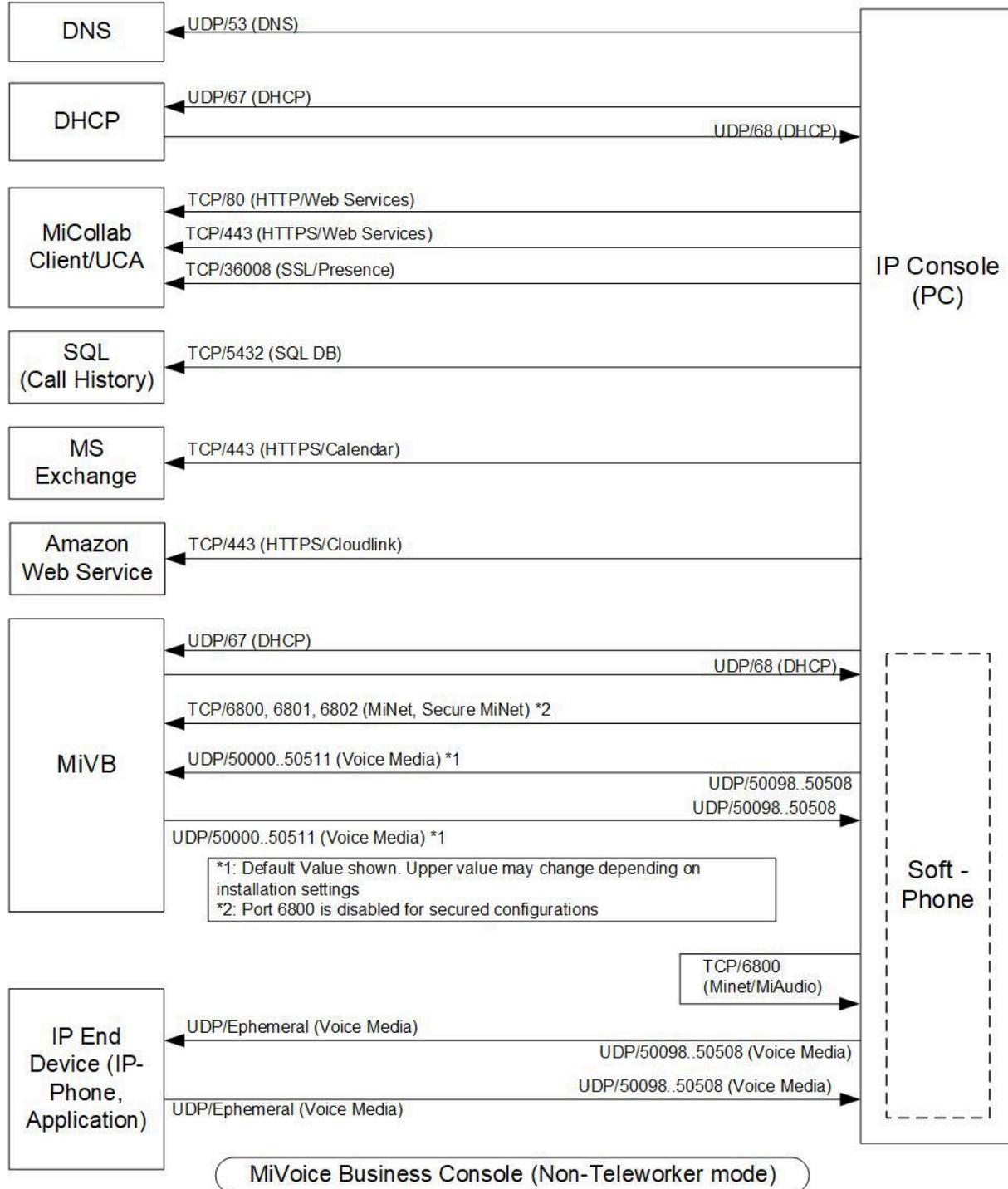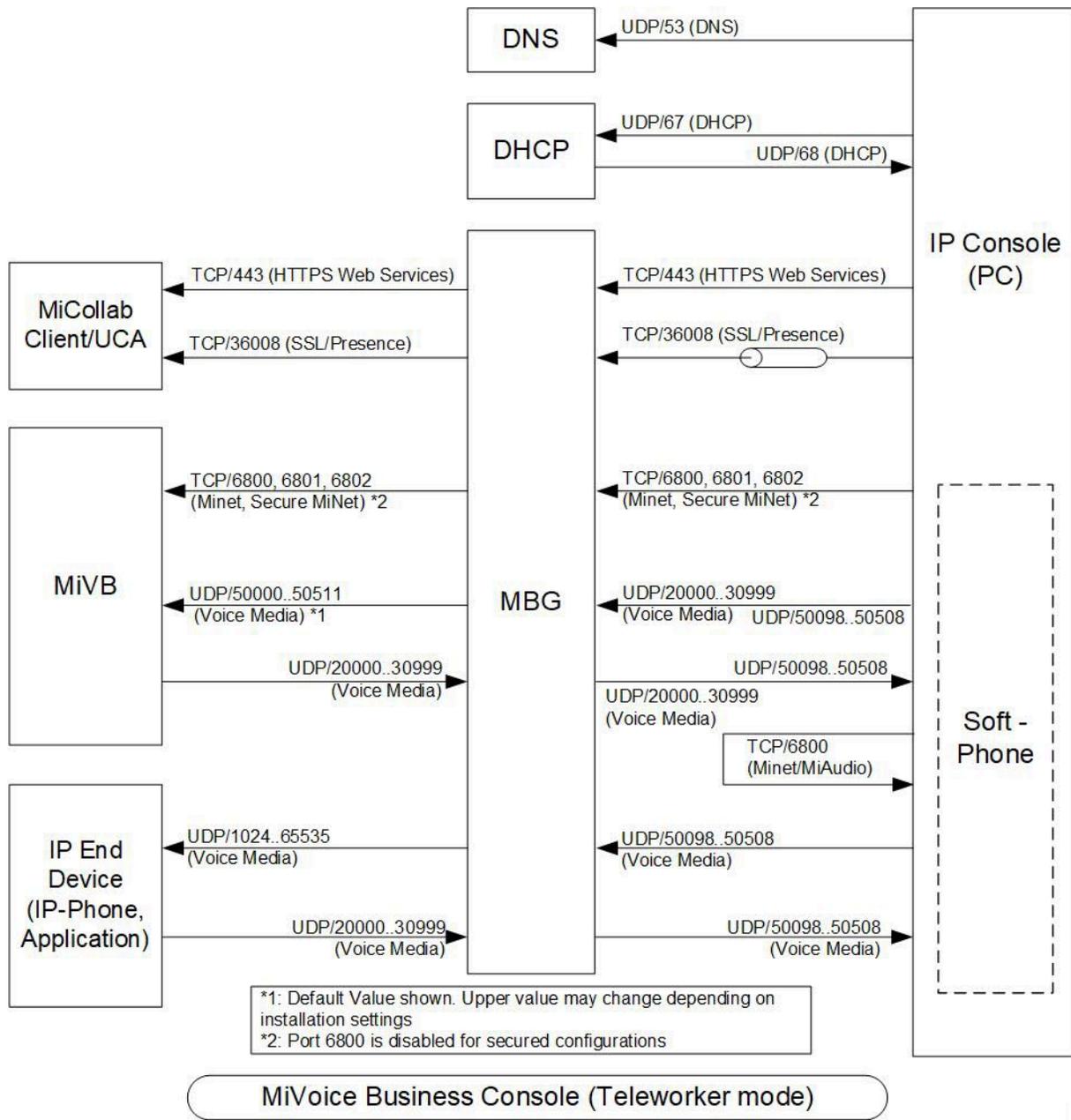
Port Diagrams

Figure 5: MiVoice Business Console - Non-Teleworker Mode

Figure 6: MiVoice Business Console - Teleworker Mode

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Powering connections