

MiVoice Business Console

INSTALLATION GUIDE

Document Release 9.0 SP1

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MiVoice Business Console™ Installation Guide

Release 9.0 SP1

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Chapter 1

Introduction

About This Document

This document contains the following information:

- MiVoice Business Console™ PC and system requirements
- recommended peripherals
- how to install the MiVoice Business Console software
- how to upgrade the software from a 5550 IP Console to a MiVoice Business Console
- how to upgrade software on a MiVoice Business Console
- audio recommendations and guidelines
- known issues and troubleshooting

Intended Audience

This manual is for Mitel® certified technicians, installers, and administrators. If you are the installer, leave the manual with the customer for future reference.

What's New in this Release?

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.

What's New in this 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*.

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.

What's New in Release 8.0 SP2?

No new features were added in this release.

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.

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.

Documentation Improvements

- A new section called “What's New in this Release?” has been added.
- The MiVoice Console Help has been divided into two separate Help files: *MiVoice Business Console Operator Help* and *MiVoice Business Console Administrator Help*.

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.

- **5550 IP Console to MiVoice Business Console Transition Guide** - explains and illustrates the transition from the 5550 IP Console to the MiVoice Business Console.
- **MiVoice Business Console Operator Online Help** - The On-Line 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.

Accessing Documentation

To access MiVoice Business Console and system-specific documentation:

1. Login to **Mitel MiAccess**.
2. Click **eDocs**.
3. From the **Communications Platforms** section, scroll to the MiVoice Business Console release you want.
4. To view a document, click on the document title or click **End User Documents**.

Training

A user training course and a keypad tutorial are available. The user training course teaches operators call handling basics and the keypad tutorial lets the operators practice call handling using a PC keyboard before taking live calls.

It is essential that 5550 IP Console Operators access the User Training Course, Keypad Tutorial and the *5550 IP Console to MiVoice Business Console Transition Guide* before using the MiVoice Business Console.

User Training Course

To access MiVoice Business Console user training course:

1. Go to **www.mitel.com**.
2. Click **Support**, and then click **Customer Training Services**.
Note: You can also scroll down to the bottom of the page and then click **Partners > Customer Training**.
3. Scroll down and click **here**.
The Customer Desktop Training page appears.
4. Click **Mitel Desktop Customer Training**.
The Heritage Mitel Desktop Training page appears.
5. From the **Heritage Mitel Desktop Training** page, scroll down and then click **MiVoice Business Console** to start the training course.

Keypad Tutorial

The tutorial can be found at the following location:

www.mitel.com/MiVoiceBusinessConsole.

Operators can log in and practice on the tutorial from any PC with Internet access.

Mitel Product Rebranding

The following Mitel product names have been rebranded.

Table 1: 2014 Mitel Product Rebranding

Old Name	New Name
Mitel Communications Director (MCD)	MiVoice Business
	Available as
	• Software for the 3300 controller • Software for Industry Standard Server • VMware Virtual Application • Multi-instance platform
Virtual Mitel Communications Director (vMCD)	
Multi-Instance Communications Director (MiCD)	
Mitel Border Gateway	MiVoice Border Gateway
Unified Communicator Advanced (UCA)	MiCollab Client
Unified Communications Server	MiCollab Client Server
Mitel Applications Suite	MiCollab

Chapter 2

Requirements and Peripherals

Introduction

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

System Requirements

The MiVoice Business Console Release 9.0 is supported by the following:

- MiVoice Business, Release 9.0
- MiVoice Business, Release 9.0 available as
 - Software for the 3300 controller
 - Software for Industry Standard Server
 - VMware Virtual Application
- MiCollab Client, Release 8.1
- MiVoice Border Gateway, Release 10.1

The MiVoice Business Console 9.0 is backward compatible with the following MiVoice Business Release releases:

- 8.0 SP3
- 7.2 SP1
- 7.1 SP1

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

See “Recommended Upgrade Procedures” on page 27.

For backwards compatibility of the MiVoice Business Release 9.0 and MiVoice Business Console Release 9.0 with MiCollab and MiVoice Border Gateway, refer to the MiVoice Business and MiVoice Business Console release notes on **MiAccess > Software Download Center**

Note: The 5550 IP Console is not supported in MiVoice Business Release 9.0. You must migrate the 5550 IP Consoles to MiVoice Business Consoles before upgrading MiVoice Business to Release 9.0. See “Recommended Migration Procedures” on page 35.

PC Requirements

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

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

Hardware	Minimum Requirements	Recommended
CPU	Windows 7 - 32 and 64 bit - 1.8 GHz Windows 8 - 32 and 64 bit - 1.8 GHz Windows 10 - 32 and 64 bit - 2 GHz	See Note 2 for MiCollab Client integration See Note 3 for Postgres SQL integration
RAM	Windows 7 - 32 and 64 bit - 2 GB Windows 8 - 32 and 64 bit - 2 GB Windows 10 - 32 and 64 bit - 2 GBs	See Note 2 for MiCollab Client integration See Note 3 for Postgres SQL integration
Hard Drive	Windows 7 - 32 bit 16 GB Windows 7 - 64 bit 20 GB Windows 8 - 32 bit 16 GB Windows 8 - 64 bit 20 GB Windows 10 - 32 bit and 16 GB Windows 10 - 64 bit and 20 GB	
Monitor	Minimum resolution 1024 x 768	
LAN Connection	100 BaseT/Ethernet adaptor	Single NIC card - Note 1

Notes:

1. If the PC running MiVoice Business Console has more than one NIC, disable the NICs that are not being used before starting the MiVoice Business application.
2. 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.
3. The console PC running the Postgres SQL Server must meet the following minimum PC requirements for Call History and Transfer Assistant features:
 - Windows 8 or Windows 10 Professional operating system (recommended) or Linux
 - Processor: 4.0 GHz
 - Memory (RAM) 4 GB
 - Hard Drive: 200 GB

For optimal performance when running a console on a laptop, it is recommended to plug in the laptop. If using battery power, configure the PC to use a high-performance power setting.

Running the MiVoice Business Console on a virtual machine is not supported.

Windows Software Requirements

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

- Microsoft Windows 7 SP1 or later (32/64 bit)
 - Professional
 - Enterprise
 - Ultimate
- Microsoft Windows 8 or Windows 8.1 (32/64 bit)
 - Professional
 - Enterprise
- Microsoft Windows 10 (32/64 bit)
 - Professional
 - Professional for Workstations
 - Enterprise
 - Enterprise LTSB
 - 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 10 Home
- Windows 10 Mobile
- Windows 10 S
- Windows 10 IoT - not supported



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.

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.

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.

Speakers

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

Headsets and Handsets

- For Operators, audio quality is important, and Mitel recommends that a good quality headset or handset be used from reputable vendors, 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 MS in the headset name.
- We strongly recommend that you consult Operators when selecting a headset or handset.
- There are a variety of USB handsets on the market. Mitel has validated the MiVoice Business Console with the Plantronics Calisto 240 USB corded handset, the Jabra Dial 550 and the Jabra Handset 450.
- 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 Jabra and Plantronics headsets or handsets can be used to handle calls. The following headsets and handsets are supported:
 - USB wired, wireless, or Bluetooth headsets from Plantronics are supported.
 - USB wired or wireless headsets from Jabra are supported. Bluetooth support is not available.

Limitations

- 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 Jabra headsets or handsets, however they must be different models.
- Dialing from a handset dial pad is not supported.

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.

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*.

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.

For more details using audio devices, see *Managing Audio* in the *MiVoice Business Console On-line Console Operator Help*.

Chapter 3

Software Installation

Introduction

This section describes how to download and install the MiVoice Business Console software for Release 9.0.

It also describes two configuration options:

- How to configure the software to connect to the MiVoice Business for corporate applications. See “Configuring the Console” on page 21.
- 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.

Prerequisites

Before you begin the installation:

- Verify that your system, PC hardware and software meet the minimum requirements listed in “Requirements and Peripherals” on page 9.
- You must use a wired network connection when installing the MiVoice Business Console. Turn off any wireless connections.
- 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 (formerly MCD) 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.

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 (formerly MCD).
 - Obtain the DN from the **Attendants -> IP Consoles** form.
- The **IP Address** or network-supported DNS 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.

Prerequisites for a MiVoice Border Gateway Connection (Teleworker Mode)

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 network-supported DNS name for the MBG.
 - 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.

Recommendations for MiCollab Client User Accounts for Console Operators

In order 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.

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 on 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.

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 **InstallShield 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" on page 21.

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 **Start** menu 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 that is cut off in display windows) you may 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.

Configuring the Console

Review the “Prerequisites” on page 16 before starting this procedure.

After the MiVoice Business Console software is installed, the **Configuration Wizard** is launched. You will step through a series of screens to configure the console.

1. At the Welcome screen, click **Next**.
2. Select **Console has Administrative Access** if this console will be used to sync Additional Database Field (ADF) 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:
 - a. Click **Browse** to enter the path and file name of the Master Profile file.
 - b. Select **Console has Master Profile write access** if this console is responsible for maintaining the Master Profile XML file.
 - c. Click **Next**.
4. 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 host name of the primary controller, and then click **Next**.
 - To connect the console in teleworker mode, select **Connect to a MiVoice Business Border Gateway** and enter the IP address or the network-supported DNS name of the MiVoice Border Gateway, and then click **Next**.

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

Note: Quality of Service settings are only supported on Consoles running with Administrative privileges.
10. All the entered information is displayed on the Ready to Make Changes screen.

If the console connects in teleworker mode, note down the MAC address and configure the console in the MBG. If you are installing a new console, see “Configuring the MiVoice Business Console in the MiVoice Border Gateway” on page 23. If you are migrating from a 5550 IP Console to a MiVoice Business Console, see “Updating the Console Device in the MiVoice Border Gateway” on page 29.

11. If all the information on the **Ready to Make Changes** screen is correct, click **Next**.
12. 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.
13. The changes are complete screen is displayed. Click **Finish** if all the information is correct. If not, click **Start Over**.

Configuring the MiVoice Business Console in the MiVoice Border Gateway

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

1. Login to MBG.
2. Under **Applications**, click **MiVoice Border Gateway**.
3. From the **Service Configuration** drop-down menu, select the **Minet Devices** option.
4. Click **Add Minet Device**.
5. Enter the MAC address in the **Device ID** field. This is the MAC address that you recorded in the step 10 of "Configuring the Console" on page 21.
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 **Service Configuration** drop-down menu, select the **Application Integration** option.
10. Select the **MiVoice Business Console support** check box to enable it, and click **Save**.

Note: For backward compatibility of the MiVoice Business Console with MiVoice Business Controllers running releases earlier than 9.0, you must enable a proxy connection (through the Internet) between the MBG proxy TCP port 6806 and the TCP port 1606 on the MiVoice Business Controller. This proxy connection is not needed with MiVoice Business Release 9.0 and later.

Note: For MiCollab Client Presence Integration, MBG must be able to access the following ports:

- TCP port 6807 for Teleworker MiVoice Business Consoles over the Internet.
- IP port 18100 on the MiCollab Client server through internal connection.

For a complete list of the ports, refer to Appendix A.

Limitations

The MBG Installer Password feature is not supported for the MiVoice Business Console.

For More Information

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

Chapter 4

Software Upgrades

Introduction

This section describes how to upgrade the MiVoice Business Console software to Release 9.0.

- MiVoice Business Console 7.0, 7.1, 7.2 and 8.0 can be upgraded to MiVoice Business Console 9.0.

Prerequisites

Before you begin the upgrade:

- Refer to the list of prerequisites for installing the MiVoice Business Console software - see “Prerequisites” on page 16.
- Download the MiVoice Business Console software. See “Downloading the MiVoice Business Console Application Software” on page 19.

Recommended Upgrade Procedures

Upgrading from MiVoice Business Console 7.0 to MiVoice Business Console 9.0

MiVoice Business Console 7.0 is not compatible with MiVoice Business 9.0 and MiVoice Business Console 9.0 is not compatible with MiVoice Business 7.0. If you are upgrading from Release 7.0, the following procedure is recommended to minimize console service disruptions.

- First, upgrade the secondary MiVoice Business to Release 9.0.
 - All consoles remain connected to the Primary MiVoice Business running 7.0 software and are fully functional.
- Next, upgrade one MiVoice Business Console to MiVoice Business Console 9.0.
 - This console connects to the Primary MiVoice Business running 7.0 software, but should remain in Absent mode as it is not compatible with the 7.0 MiVoice Business release. The remaining consoles continue to be fully functional.
- Then, upgrade the primary MiVoice Business to Release 9.0.
 - All consoles fail over to the secondary MiVoice Business running 9.0 software. Set the MiVoice Business Console 9.0 to Present and it will be fully functional. Place the other consoles into the Absent state as they are not compatible with MiVoice Business 9.0.
 - When the MiVoice Business returns to service, all consoles fail back. The MiVoice Business Console running release 9.0 continues to function.
- Now, upgrade the remaining consoles to MiVoice Business Console 9.0. They will be fully functional when connected to the MiVoice Business running 9.0 software.

Upgrading from MiVoice Business Console 7.1, 7.2, or 8.0 to MiVoice Business Console 9.0

MiVoice Business Console 7.1, 7.2, or 8.0 are not compatible with MiVoice Business 9.0. To avoid console service disruptions, upgrade consoles to Release 9.0 before you migrate the hosting MiVoice Business controllers.

Upgrading the MiVoice Business Console Software

1. Execute the install process by unzipping the software file you downloaded.
2. Click **Next** in the **InstallShield 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” on page 29.
 - Note:** In Release 8.0 SP1, support for Master Profile was added. If you want to configure Master Profile, see “Configuring the Console” on page 21
5. Click **Next** on the **Performing Changes** to connect to the 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**.

Updating the Console Device in the MiVoice Border Gateway

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

1. Login to MBG.
2. Under **Applications**, click **MiVoice Border Gateway**.
3. From the **Service Configuration** drop-down menu, select the **Minet Devices** option.
4. In the **Filter Listing** search field, enter the directory number.
5. Click **Apply**.

The MBG Device Information is highlighted.

6. Click **Delete**. You will see a warning message. Click **OK**.
7. Next, click **Add Minet Device**.
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 **Service Configuration** drop-down menu, select the **Application Integration** option.
13. Select the **MiVoice Business Console support** check box to enable it, and click **Save**.

Chapter 5

Software Removal

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.

Chapter 6

Migrating a 5550 IP Console to a MiVoice Business Console

Introduction

This chapter describes how to migrate a 5550 IP Console that is running release 4.2 or 4.3 to a MiVoice Business Console running release 9.0.

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 do not need to 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” on page 19.
3. Read through “Recommended Migration Procedures” on page 35.

Recommended Migration Procedures

Migrating from 5550 IP Console 4.3 to MiVoice Business Console 9.0

MiVoice Business Release 9.0 does not support the 5550 IP Console. Therefore, you must migrate to a MiVoice Business Console before migrating the hosting MiVoice Business controllers to 9.0.

Note: As the MiVoice Business Console Release 9.0 is backward compatible with MiVoice Business 7.1, 7.2 and 8.0, you can migrate your 5550 IP Console directly to MiVoice Business Console 9.0.

Migrating from 5550 IP Console 4.2 to MiVoice Business Console 9.0

If you are running 5550 IP Console 4.2 with MiVoice Business 6.0, we recommend upgrading to 5550 IP Console 4.3 and MiVoice Business 8.0 SP3 before migrating your console. The following procedure is recommended to minimize console service disruptions.

- First, upgrade the secondary MiVoice Business to Release 8.0 SP3.
 - All consoles remain connected to the Primary MiVoice Business running 6.0 software and are fully functional.
- Next, upgrade one 5550 IP Console to 5550 IP Console 4.3.
 - This console connects to the Primary MiVoice Business running 6.0 software, but should remain in Absent mode as it is not compatible with the 6.0 MiVoice Business release. The remaining consoles continue to be fully functional.
- Then, upgrade the primary MiVoice Business to Release 8.0 SP3.
 - All consoles fail over to the secondary MiVoice Business running 8.0 SP3 software. Set the 5550 IP Console 4.3 to Present and it will be fully functional. Place the other consoles into the Absent state as they are not compatible with MiVoice Business 8.0 SP3.
 - When the MiVoice Business returns to service, all consoles fail back. The 5550 IP Console running release 4.3 continues to function.
- Now, upgrade the remaining consoles to 5550 IP Consoles. They will be fully functional when connected to the MiVoice Business running 8.0 SP3 software.
- Migrate the 5550 IP Consoles to MiVoice Business Console Release 9.0 before migrating the hosting MiVoice Business controllers to 9.0.

If you are running 5550 IP Console 4.2 with MiVoice Business 7.0 you may do either of the following:

- Migrate your console to MiVoice Business Console 7.0 and then follow the steps described in “Upgrading from MiVoice Business Console 7.0 to MiVoice Business Console 9.0” on page 27.
- Upgrade to release MiVoice Business 7.1, 7.2 or 8.0 SP3 (8.0 SP3 is recommended) and 5550 IP Console 4.3, and then migrate your console to 9.0 as described in “Upgrading from MiVoice Business Console 7.1, 7.2, or 8.0 to MiVoice Business Console 9.0” on page 27.

Notes on migration from the 5550 IP Console

This section describes how to migrate the Operators personal scratch pad and Microsoft Windows size settings when migrating a 5550 IP Console running on Microsoft Windows 7 to a MiVoice

Business Console. This section describes how to migrate the Operators personal scratch pad and Microsoft Windows size settings.

Note: Console settings such as ADF, Call History, etc. will automatically be migrated during the upgrade.

Note: If any of the 5550 IP Console features (such as, ADF related files, Bulletin Board, or BLF Lists) are configured to store information in 5550 related directories (for example, C:\Users\<name>\Appdata\Local\Mitel\5550 IP, or C:\ProgramData\Mitel\5550 IP), we recommend that you reconfigure the 5550 IP Console features and move the related files to a different PC or a network drive location before the migration from 5550 IP Console to MiVoice Business Console. This ensures that the console information is not lost during the upgrade and the console features would continue to work as they point to new directories that are not impacted by the migration.

After the software upgrade/migration, and prior to starting the console, perform the following directory renaming procedure to preserve all data from the 5550 IP Console. This example uses Jane Smith with a Windows name smithj.

Renaming the MiVoice Business Console Directory

1. Backup the newly created MiVoice Business Console user-specific settings by renaming the directory.
 - C:\Users\smithj\AppData\Local\Mitel**MiVoice Business Console**
to
 - C:\Users\smithj\AppData\Local\Mitel**MiVoice Business Console BACKUP**
2. Rename the 5550 directory to match the newly installed MiVoice Business Console renamed directory.
 - C:\Users\smithj\AppData\Local\Mitel**5550 IP**
to
 - C:\Users\smithj\AppData\Local\Mitel**MiVoice Business Console**
3. Start the MiVoice Business Console to verify the migrated settings.

Renaming the MiVoice Business Console Directory for Other Users on the Same PC

You can repeat the rename operation for other users on the same PC to migrate their personal scratch pad and personal Microsoft Window size settings. This example uses Tom Robertson (*robertsont*).

Note: This is an optional step.

It is recommended for multiple users on the same PC to use the Master Profile feature to share common console settings (ADF, Call History and so on). For more information, refer to the *MiVoice Business Console Administrator Help*.

1. Ensure that the 5550 IP console to MiVoice Business Console migration has been fully completed under the initial smithj Microsoft Windows account, as described above.
2. Stop the MiVoice Business Console.
3. Logon to robertsont Microsoft Windows account on this same PC.

4. Do **not** start the MiVoice Business Console.
5. Ensure robertsont has the following 5550 IP directory.

C:\Users\robertsont\AppData\Local\Mitel\5550 IP

- If this directory is found, continue with Step 6.
- If this directory is not found, you can start the MiVoice Business Console for robertsonj, and you do not need to rename the directory.

6. Ensure the following directory is NOT present:

C:\Users\robertsont\AppData\Local\Mitel\MiVoice Business Console

- If this directory is not found, continue with Step 7.
- If the directory is found, then the console has been run with the MiVoice Business Console under the *robertsonj* Windows account, and you do not need to rename the directory.

7. Rename the following:

C:\Users\robertsont\AppData\Local\Mitel\5550 IP

to

C:\Users\robertsont\AppData\Local\Mitel\MiVoice Business Console

8. Start the MiVoice Business Console as the robertsont Windows user to verify migrated settings.

Migrating 5550 IP Console Software to MiVoice Business Console Software

Migrate to a MiVoice Business Console as follows:

1. Install the MiVoice Business Console using the steps in “Installing the MiVoice Business Console Software” on page 19. If your 5550 IP Console is running on a Windows 7 PC, you may upgrade the 5550 IP Console software to MiVoice Business Console software on the same PC. Otherwise, install the MiVoice Business Console on a new PC.
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 will need to 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

Appendix A

Port Diagrams

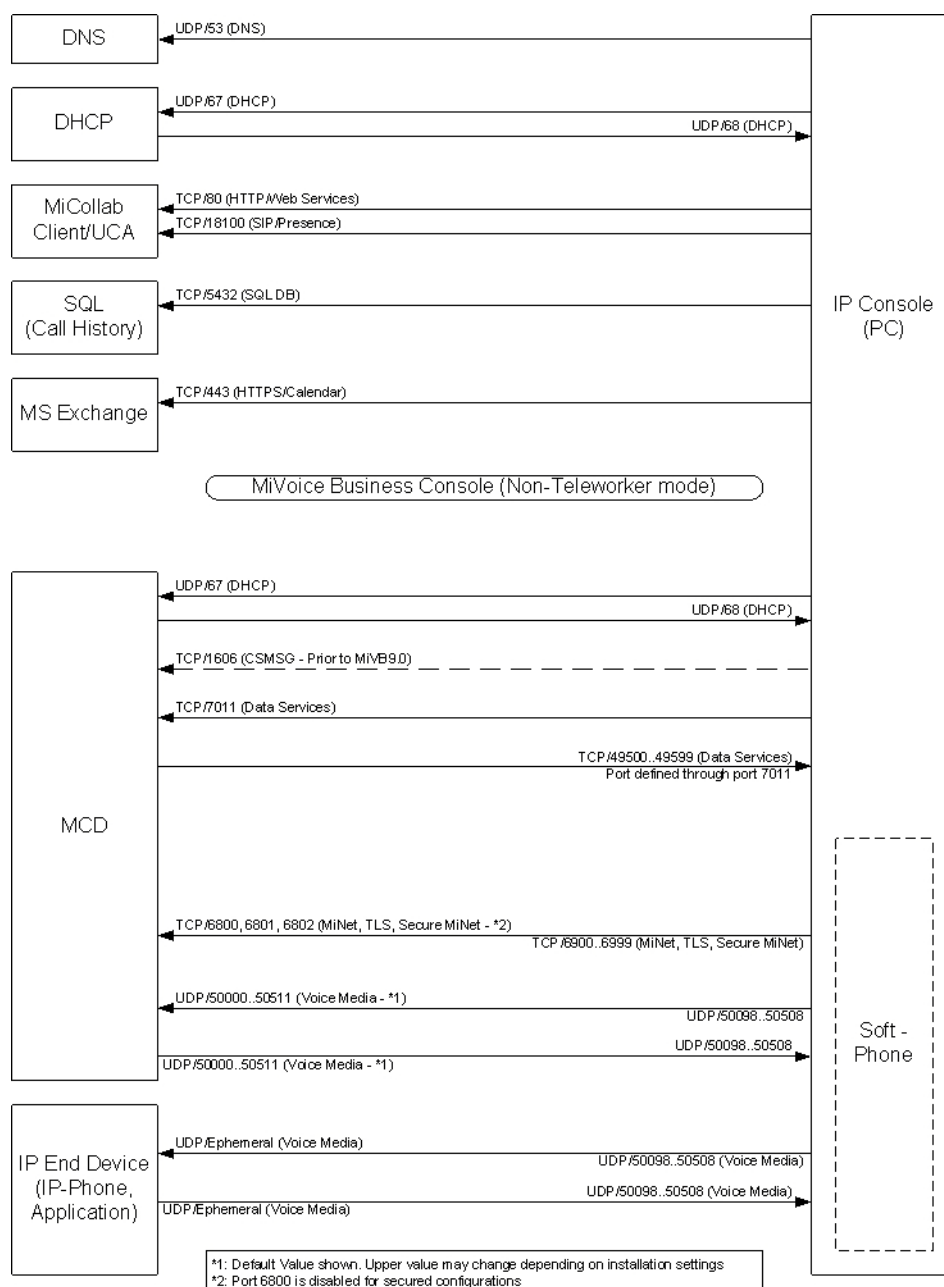


Figure 1: MiVoice Business Console - Non-Teleworker Mode

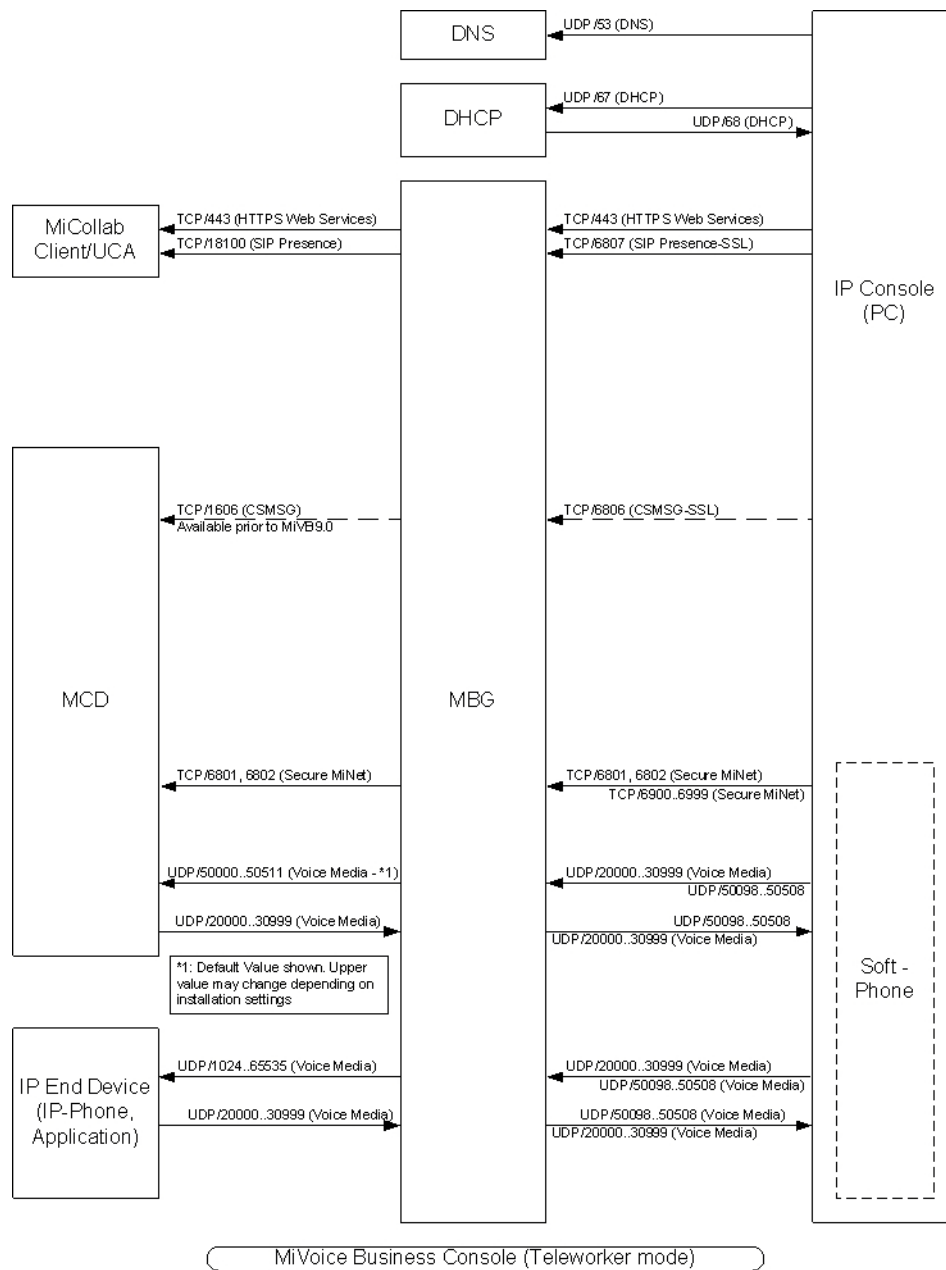


Figure 2: MiVoice Business Console - Teleworker Mode

