

Mitel 5000 Compact and MiVoice 5000 Appliance

07/2026

INSTALLATION GUIDE



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1 ABOUT THIS DOCUMENT

Ce document présente les boîtiers Mitel 5000 Compact et MiVoice 5000 Appliance, avec leurs spécifications et processus d'installation.

1.1 MITEL 5000 COMPACT V5 AND MIVOICE 5000 APPLIANCE

The Mitel 5000 Compact V5 and the MiVoice 5000 Appliance are two boxes allowing the deployment of the MiVoice 5000.

The characteristics of the boxes are the following:

- **Dimensions:** 165mm*92mm*40mm
- **Power:** 12 V continuous alimentation through 40W adapter
- **Operating temperature:** 0 to 40°C
- **Stockage temperature:** -20°C to 60°C
- **Operating humidity range:** 10%-80%, relative humidity
- **Stockage humidiy range:** 10%-80% at 40°C

The Mitel 5000 Compact V5 and the MiVoice 5000 Appliance have distinctive differences:

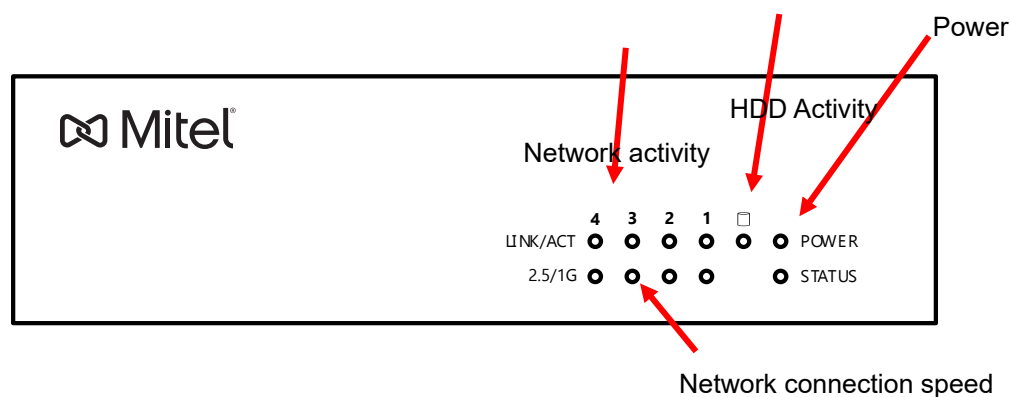
Model	Type of user license	Dimensionnement	Redundancy deployment
Mitel 5000 Compact V5	CAPEX only	Up to 300 users	X
MiVoice 5000 Appliance	CAPEX or Mitel Subscription	Up to 1 500 users	✓



WARNING: To use redundancy with the MiVoice 5000 Appliance, the installer needs the Primary and Secondary Duplex variants of the MiVoice 5000 Appliance.



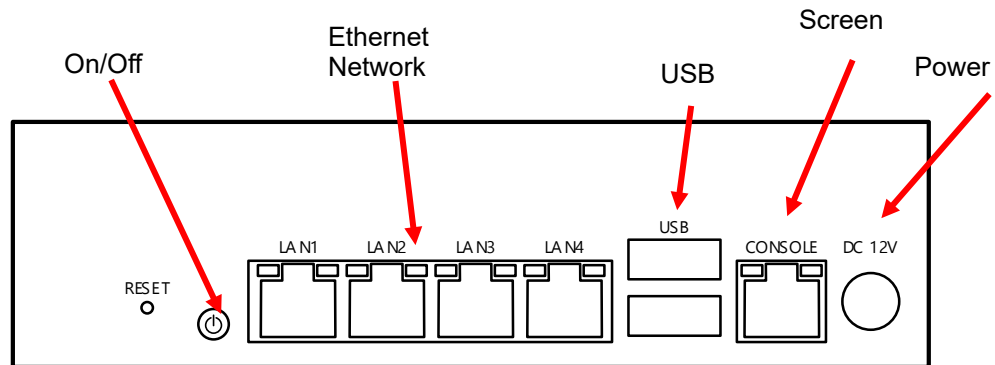
WARNING: If migrating from a Mitel 5000 Compact V5 to a MiVoice 5000 Appliance, the MiVoice 5000 requires a new software ID.



Front panel of the Mitel 5000 Compact v5 and the MiVoice 5000 Appliance

In front panel, the LEDs have the following meaning:

- **Fixed switched on:** power on,
- **LAN speed:**
 - **Green:** 2500Mbps.
 - **Orange:** 1000Mbps.
 - **Off:** 10Mbps or no connection.



Rear panel of the Mitel 5000 Compact v5 et du MiVoice 5000 Appliance



Note: With the Mitel 5000 Compact V5 and MiVoice 5000 Appliance, the installer can configure the LAN ports to get one LAN port, one WAN port and one Administration port.

For more information, refer to the document **MiVoice 5000 Server – Implementation Manual**.

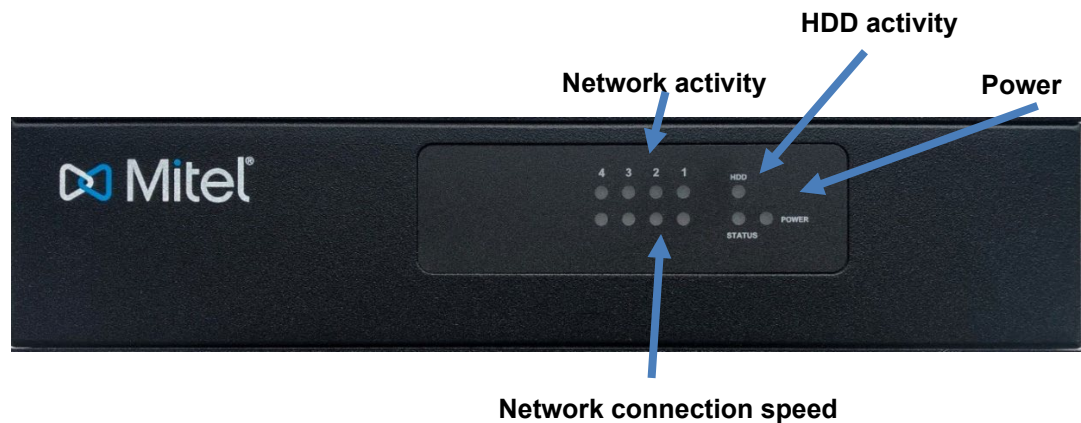
1.2 MITEL 5000 COMPACT V4

The characteristics of the Mitel 5000 Compact V4 are the following:

- **Dimensions:** 200mm*105mm*44mm
- **Power:** 12 V continuous alimentation through 40W adapter
- **Operating temperature:** 0 to 40°C
- **Stockage temperature:** -20°C to 60°C
- **Operating humidity range:** 10%-80%, relative humidity
- **Stockage humidity range:** 10%-80% at 40°C



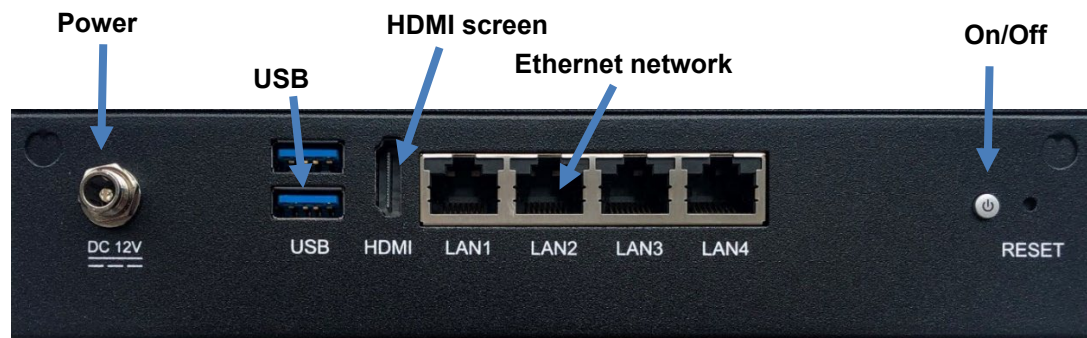
WARNING: If migrating from a Mitel 5000 Compact V4 to a MiVoice 5000 Appliance, the MiVoice 5000 requires a new software ID.



Front panel of the Mitel 5000 Compact

In front panel, the LEDs have the following meaning:

- Fixed switched on: power on,
- LAN speed:
 - Orange: 1000Mbps.
 - Green: 100Mbps.
 - Off: 10Mbps or no connection.



Rear panel of the Mitel 5000 Compact

1.3 LINKED DOCUMENTS

Installing and configuring the boxes may require other documents. For more information, refer to the following technical documentation on the Mitel.com website:

- MiVoice 5000 Server – Implementation Manual
- MiVoice 5000 Server – Operating Manual
- MiVoice 5000 Server/Manager, EX Controller and MiVoice Compact Server - Upgrading to R8.2 and later versions
- MiVoice 5000 Server and MiVoice 5000 Appliance - Redundancy

2 INSTALLING THE HARDWARE

- Connect the system to the Ethernet network.
- Connect the power cable.
The front LEDs and the switch LED (ON/OFF) go on.
- To access the start menu,
 - With the MiVoice 5000 Appliance or the Mitel 5000 Compact V5, connect the Mitel 5000 Compact V5 to a PC through the CONSOLE port.



Note: . The settings of the CONSOLE port are the following:

- **Speed of 115200**
- **8 bits**
- **No parity.**
- With the Mitel 5000 Compact V4, connect the Mitel 5000 Compact V4 to a screen, a keyboard and a mouse through the HDMI port.
- Connect the terminals to the Ethernet network.



Note: The installer can also use SSH to configure the network. To use the SSH :

- **Connect the box to a PC through the LAN1 port**
- **Configure the network interface of the PC to be in the same subnet than the default IP address of the box (192.168.65.1).**

3 MISE EN SERVICE

3.1 PREREQUISITES

For a Mitel 5000 Compact or a MiVoice 5000 Appliance:

- For the Mitel 5000 Compact V5, the software version must be R8.3 SP2 minimum
- For the MiVoice 5000 Appliance, the software version must be R8.4 minimum
- An IP address for the box
- An IP address and its mask for the gateway
- The DNS address(es) for the box



Note: The license requires an identification number, given with the box.

3.2 STARTING THE SYSTEM

Starting the system includes two main steps:

- Configuring the IP address of the MiVoice 5000 Compact,
- Pre-configuring the MiVoice 5000 Server,

To configure the IP address of the MiVoice 5000 Compact:

- Login with the following credentials:
 - Login: c2ic

- Password: c2ic
- Select **2) Network** to configure the network settings:

To modify the IP address of the Mitel 5000 Compact:

- Select **1) IP-Address**. The screen displays a new menu.

```
Current configuration
LANA=
LANA2=
LANB=
LANC=
```

```
Configure network
1) LANA
2) LANA2
3) LANA
4) LANC
5) Quit
Select interface : 
```

- Select **1) LANA** to fill the default IP address and the mask.



Note: It is possible to configure several IP addresses on the LANA, LANB and LANC interfaces.

It is possible to add a virtual IP address to the LANA interface, through the LANA2 interface.

- Validate by pressing Y.



Note: If configuring the box with SSH, after validating, the network configuration changes to the new IP address. To continue the procedure :

- Configure the network interface of the PC in the same subnet than the new IP address.
- Unplug the LAN1 port from the PC.
- Plug the LAN1 port to the network.
- Login with the new IP address.

To modify the gateway of the Mitel 5000 Compact:

- Select **2) Routes**. The screen displays a new menu.

```
Route Configuration Menu (reboot to apply)
1) Show
2) DefaultGw
3) Add
4) Delete
5) Quit
Routes - Select menu : 
```

- Select **2) DefaultGw** the default gateway.
- Select **4) Apply** to validate the modifications.

To modify the DNS of the Mitel 5000 Compact (optional):

- Select **3) DNS**. The screen displays a new menu.

```

DNS Configuration Menu
1) Show
2) Add
3) Delete
4) Quit

```

- Select **2) Add** to fill the IP address for the DNS.
- Validate by pressing **Y**.
- Select **6) Quit** to go back to the main menu.
- Select **1) Reboot** to restart the system.

Start-up is now complete, and you can configure the site from the user interface.

To pre-configure the MiVoice 5000 Server:

The remaining installation operation should be carried out using the MiVoice 5000 Quick Install, accessible at http://IP_Address or FQDN, where IP_Address or FQDN is the IP address or FQDN of the future MiVoice 5000 Call Server.

For a new installation

- The New Installation section is displayed by default.

Mitel | MiVoice 5000 - New Installation - Migration

New Installation

This section allows the initial installation of the system.

IP Address:

Country:

Language 1:

Language 2:

Language 3:

Language 4:

Language 5:

Numbering plan length:

TMA service: ☒

Embedded Voicemail: ☒

Apply

☐ Migration Process

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- Set up the different parameters to configure,
- Click **Apply** to start installing with the settings entered. The installation takes a few minutes.

For a migration (with the backup files)

- Click the **Migration Process** section,

Mitel | MiVoice 5000 - New Installation - Migration

☐ New Installation

☒ **Migration Process**

This section must be used for a migration from an older or other system not able to be upgraded in this release. It is the case of Mitel Gateways from 6.5 or CallServers

Site Backup: Aucun fichier sélectionné.

- In the **Site Backup** field, click the button to choose the general data file in the file manager.
- After treatment, the tool asks for the specific data file of the previous Call Server. If the migration only includes the general data file, check the **No specific backup** box.

- Click the **Apply** button to launch the migration tool
- The migration tool transfers the content of the data files to a new Call Server. The process lasts longer than the process for a new installation.

After the installation or migration, the user interface welcome screen is displayed.

Note: After the installation or migration, the MiVoice 5000 Server requires a new license ID.

Refer to the technical documentation provided on the Mitel.com site:

- MiVoice 5000 Server – Implementation Manual
- MiVoice 5000 Server/Manager, EX Controller and MiVoice Compact Server - Upgrading to R8.2 and later versions,
- MiVoice 5000 Server – Operating Manual.

3.3 IF USING REDUNDANCY WITH THE MIVOICE 5000 APPLIANCE

With two MiVoice 5000 Appliances it is possible to deploy redundancy between the two boxes.

For more information, refer to the document **MiVoice 5000 Server and MiVoice 5000 Appliance – Redundancy**.

4 COMPLEMENTARY INFORMATION

4.1 STARTING MENU

The system has been configured in the factory; starting it up may not require any additional configuration.

However, a minimum configuration may be necessary if the network parameters must be modified (IP parameters and IP terminal deployment).

- To enter the start-up menu, connect a PC screen and a keyboard to a USB socket.
- When the login screen appears, enter the login (**c2ic**).
- Enter the account password (**c2ic**). These default values can be modified via the start menu.
- The screen below is displayed:

```
Configuration
You can access the a5000 server from https://10.148.127.210
1) Reboot                6) Standard              11) Keyboard
2) Network               7) Backup-Specific      12) Language
3) Firewall              8) Restore-Specific     13) Logout
4) Password              9) Identification
5) UpdateOS-Security     10) Config-Reset
Select an option and press Enter: █
```

Select the option to use by entering the corresponding number, then press Enter:

- **1) Reboot:** Restarts the system.
- **2) Network:** Modifies the default IP address displayed on top of the screen.

To modify the IP address of the Mitel 5000 Compact:

- Select **1) IP-Address**. The screen displays a new menu.

```
Current configuration
LANA=
LANA2=
LANB=
LANC=

Configure network
1) LANA
2) LANA2
3) LANB
4) LANC
5) Quit
Select interface : █
```

- Select **1) LANA** to fill the default IP address and the mask.



Note: It is possible to configure several IP addresses on the LANA, LANB and LANC interfaces.

It is possible to add a virtual IP address to the LANA interface, through the LANA2 interface.

- Validate by pressing **Y**.

To modify the gateway of the Mitel 5000 Compact:

- Select **2) Routes**. The screen displays a new menu.

```
Route Configuration Menu (reboot to apply)
1) Show
2) DefaultGw
3) Add
4) Delete
5) Quit
Routes - Select menu : █
```

- Select **2) DefaultGw** the default gateway.
- Select **4) Apply** to validate the modifications.

To modify the DNS of the Mitel 5000 Compact (optional):

- Select **3) DNS**. The screen displays a new menu.

```
DNS Configuration Menu
1) Show
2) Add
3) Delete
4) Quit
█
```

- Select **2) Add** to fill the IP address for the DNS.
- Validate by pressing **Y**.

- After the configuration is modified, select **1) Reboot** in the main menu to restart the system.

Start-up is now complete, and you can configure the site from the user interface.

- **3) Firewall:** Configures the system firewall:
 - Select **1) Show** to display the firewall rules
 - Select **2) Add** to add a rule for the firewall
 - Select **3) Delete** to delete one of the firewall rules
 - Select **4) Reinit** to reinitialize the system
 - Select **6) Disable** to disable the firewall
 - Select **7) Quit** to return to the Strating menu main page.



IMPORTANT: By default, the firewall is enabled.

If the firewall of the Mitel 5000 Compact is enabled, any modification in the menu 2) Network requires modifications in the firewall.

- **4) Password:** Modifies the password.
 - Enter the current password then the new password.
This must contain at least 6 characters, and the syntax must respect the use of upper case, lower case, figures and symbols.
- **4) UpdateOS-Security:** applies the OS security patches validated by Mitel from an ISO file previously copied to a USB key (FAT32 required) or to a DVD.
- **5) Total:** It may be necessary to make a complete configuration change.
Refer to the **MiVoice 5000 Server - Implementation Manual** for the procedure associated with this mode.

- **6) Standard:** modifies the configuration parameters:
 - Select the IP address to be configured.
The next screen asks if you wish to configure IP network management.
 - Press "n" and go to the next screen.
The next screen describes the current configuration of the services installed.
 - Press "n" to go to the next screen.
The next screen displays the standard configuration parameters for the IP terminals, with the following default values:

FTP = 0 (desactivated) -> the integrated FTP server is activated so it can then be used by the integrated TMA service.

TMA = 1 (activated) -> the integrated TMA service is used. This service must be disabled in case of management by MiVoice 5000 Manager.

DHCP = 0 (deactivated) -> the integrated DHCP is deactivated. Leave the value on 0 if an external DHCP server is used. Change the value to 1 to automatically configure the integrated DHCP. The parameters entered allow a subnet to be automatically configured for IP terminals (6700, 6800, 6900, 5300 ranges).
 - Refer to the document **MiVoice 5000 Server - Implementation Manual** for the complete configuration procedure.

At the end of the procedure, the system restarts automatically, and its IP network link can be set up via the LAN access.

Start-up is now complete, and you can configure the site from the MiVoice 5000 Web admin interface.
- **7) Backup-Specific:** Backs up messages, signature and pictures on a USB key (FAT32).
- **8) Restore-Specific:** Restores the messages, signature and pictures from the backup USB key.
- **9) Identification:** Restores the backup done with migration USB key.
- **10) Config-Reset:** Resets the MiVoice 5000 configuration to its initial state.
- **11) Keyboard:** Changes keyboard type.
- **12) Language:** Language choice (FRANÇAIS, ENGLISH, DEUTSCH)
- **13) Logout:** Returns you to the login screen.

To exit a menu without saving the modifications: **CTRL+C**

4.2 STOPPING THE BOX

Briefly press the power button at the back of the cabinet.

Wait for the LEDs POWER and HDD in front face to go off to make any disconnection.

4.3 PRODUCT CODES OF THE BOXES

Product code	Product name
52003721	SERVEUR MITEL 5000 COMPACT v5
52012506	Kit MiV5000 Appliance Duplex Primary kit-
52012507	SERVEUR MITEL 5000 COMPACT v5 Spare
52012508	MiV5000 Appliance Duplex Secondary kit
52012549	MiV5000 Appliance Simplex
52012550	MiV5000 Appliance Simplex Spare Box
52012551	MiV5000 Appliance Duplex Spare Box
51325048	RACK KIT product (19 inches)