MIVOICE OFFICE 400

GETTING STARTED WITH MITEL 470 IN HOSPITALITY ENVIRONMENTS

AS OF VERSION R5.0
USER'S GUIDE

Mitel

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Content

1   Ensure the requirements

This document will help you to quickly set up a Mitel 470 communication server and some Mitel SIP phones for using in a hospitality or hotel environment.

Note

This guide only supplements other documents. If you need more information, look up the relevant documentation; for example, the Mitel 470 system manual, the WebAdmin online help, or the appropriate Mitel SIP user guide.

General requirements

- You need a Windows OS computer and Internet access.
- To find the communication server in the network, you need the *System Search* application. You can download it here [2].
- A static IP address of the communication server is recommended. You can obtain it from your IT administrator.
- To allocate your SIP phones to the communication server, DHCP service must be available in your subnet.
- To set up a SIP trunk, you need the credentials of the SIP account of the SIP provider.

Required accesses

Mitel partner login privilege is required for accessing the following proprietary Mitel sites:

	Title	Link
[1]	Mitel document portal for technical documents	http://edocs.mitel.com
[2]	Mitel Connect for *Mitel CPQ*, for *Software Download Center* and for *Licences & Services*	https://connect.mitel.com

Required tools

- Torx screwdriver T10 and T20
- Phillips screwdriver size #1

2 Plan and order

Set up your MiVoice Office 400 project in Mitel CPQ first. As a result, you will obtain a list of needed components, a slot usage layout, a DSP configuration table, and a licence overview.

Mitel CPQ is designed to support you with the different activities in the sales and ordering process. It is a web-based application for online usage. You can access the application through the Mitel Connect portal [2].

Save the component list either as Microsoft Excel or Word file and place an order with your Mitel reseller.

3 Download documents and applications

Before you start, download the documents and applications from the proprietary Mitel sites.

Proceed as follows to organize all downloads in a common folder:

1. Download the *Documentation set* from the Mitel document portal [1], double-click the file, and follow the installation wizard steps.
2. Choose *My Documents* or another suitable target directory and install the *Documentation set*. A folder named *Mitel* is created automatically.
3. Download the *System Search* application from Mitel Connect [2] to the folder named *Mitel*.
4. Download the latest system software for the communication server from Mitel Connect [2] to the folder named *Mitel*.

4   Equip, connect, and power on

The communication server ships with a plugged-in processor card (CPU1) containing some interfaces and is ready to use as a basic system.

> ⚠ **CAUTION**!
> • Before you begin, read the product information and safety instructions carefully (see the PDF included in the *Documentation set* or the printed sheet included in the delivery package).
> • To prevent ESD damage to the components, always touch the earthed metal case of the communication server before carrying out work inside the housing. This also applies to handling interface cards, processor cards, and system modules that are not packed inside the ESD protective wrapping.

1. Ensure that the communication server is disconnected from the power supply.

2. Insert interface cards (if any) starting with slot 3 and tighten the screw on them on. Leave slot 2 empty.
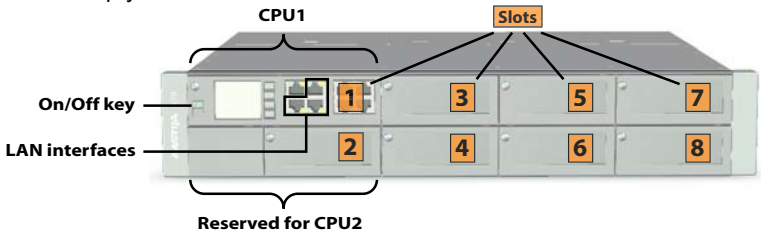
3. Install system modules (DSP modules or an EIP module) if any:
   – Remove the CPU1 card.
   – Mount the system modules on the CPU1 card.
   – Insert the CPU1 card back in slot 1 and tighten the screw.

4. Connect the LAN cable to one of the LAN interfaces on the front panel.

5. Set the voltage converter on the rear panel to the voltage of the available mains power (230 VAC or 115 VAC).

> ⚠ **CAUTION**!
> Printed circuit boards may be damaged or become defective if the communication server is operated at a voltage different from that set on the voltage selector.

6. Connect the power plug to the socket on the rear panel and to the power supply.

> ⚠ **CAUTION**!
> Make sure all the housing openings of the communication server are closed during the operation to ensure controlled flow of air.

7. Start the communication server by pressing the On/Off key on CPU1.

   When the start-up is complete, the communication server runs in normal operating mode. The status LED above the On/Off key flashes green. DHCP is switched on by default.

5 Put into operation

With the *System Search* application, locate the communication server in the network and set the IP address data. After this, initialize and localize the communication server with the web-based configuration tool *WebAdmin*. The *Setup wizard* and the *Hospitality configuration assistant* in WebAdmin lead you step by step through the required configurations.

Search for the communication server in the IP network

1. Connect your computer to the IP network ensuring that your computer is in the same subnet as the communication server.
2. Double-click *System Search* to start the application.
3. In *System Search*, click *Search*.

    All communication servers in the same subnet are listed.

    Tip
    If your communication server is not listed, your computer is in another subnet. If it is not possible to connect the IP network in the same subnet, connect your computer to the communication server either directly or through a switch. Click *Search* again.

Set the IP address data of the communication server

1. In *System Search*, select your communication server from the list and click the *IP settings* tab.
2. Set *DHCP* to *Off*, enter the static IP address of the communication server and the corresponding *Subnet mask*. Click *Save*.

    The password window opens.

    Note
    Although you can use DHCP, we recommend that you address the communication server using a static IP address.

3. Enter the default user name and password (*admin* / *password*) of the communication server and click *OK*.

    A message appears that the IP address has been successfully changed.

Initialize and localize the communication server

1. In *System Search*, click *Search*.

    Your communication server is now listed with the new IP address.
2. Select your communication server from the list and click *Configure*.

    WebAdmin opens in your web browser and shows the *Sales channel selector* view.

3. Select your *Sales channel*.

> **Note**
> You must select the correct *Sales channel* as it is mapped to the licence code.

4. Click *Next*.

   The *Software update* view is displayed. We recommend that you update the communication server to the latest software release.

5. Choose the *Manual software upload* entry and upload the system software that you have already saved to your hard disc (see chapter "Download documents and applications", page 5"). During the software update (or if you chose not to update the software, after you click *Next* in step 6) a first start is executed to set the sales channel and the country specific settings.

6. Click *Next*.

   The *Upload audio guides* view is displayed. The communications server uses spoken text for several purposes like voice mail, presence information or auto attendant. These texts are stored in audio files. You can download audio guide languages through the menu *Localize* in *System Search* and then upload them to the communication server in this view.

> **Note**
> If your communication server has Internet access, you can choose to skip this step, because you can download the audio guide languages later from a Mitel FTP server through the *Localization* (🔍 *=e6*) view in WebAdmin.

7. Click *Next*.

   The *First access* view displays, prompting you to change the default password of the administrator account, to choose the *System language*, and to enter a *Site name*.

8. Click *Next*.

    The first page of the WebAdmin *Setup wizard* opens.

Configure the basic settings using the Setup wizard

> **Tip**
> If you need help while going through the steps of the wizard, click *Help* in the upper right of the *Setup wizard*.
> A new help window appears. You can leave the help window open, while going through the steps.

1. On the first page of the *Setup wizard*, you register or activate the communication server by uploading a valid *Licence file*.

   – Copy the *Equipment ID (EID)* to the clipboard.
   – In a new browser window, log in to the Mitel Connect portal [2] and open the *Licences & Services* section.
   – Option 1: If you have a voucher, enter the voucher number in the *Voucher edit field*, click *Register Voucher* and follow the instructions. You need to enter the *Equipment*

ID (EID) during the procedure. On completing the procedure, you will obtain a *Licence file*.

– Option 2: If you have no voucher, enter the *Equipment ID (EID)* in the *Activate product* edit field, click *Activate product* and follow the instructions. On completing the procedure, you will obtain a *Licence file*.

– Upload the *Licence file* in the WebAdmin *Setup wizard*.

Your communication system is now registered and activated.

The new licences are enabled. You can see them on the licence overview page.

Note

If you do not activate the communication server, it will switch to a restricted operating mode after four hours.

2. Click *Apply and Next*.

The second page, *Setting up the IP addressing*, opens.
Set the *Gateway* address and a *Primary DNS server*.

Note

If you do not set these parameters, you cannot load audio guides or update Mitel SIP phone strings from the Mitel download server.

3. Click *Apply and Next*.

The third page, *Configuring media resources*, opens.
On this page, the system proposes to configure the DSP resources automatically. You can use this configuration to begin with. You can always change the DSP settings under *Configuration* - *System* - *Media resources* (🔍 *=ym*). Check the options for FoIP and DECT resources, if applicable.

4. Click *Apply and Next*.

The fourth page, *Setting up the numbering plan*, opens.
This page displays the predefined call numbers of the internal numbering plan. You can edit or delete these numbers.

5. Click *Apply and Next*.

The fifth page, *Setting up SIP providers*, opens.
This page allows you to set up a SIP provider profile or import a predefined SIP provider profile from an XML file. If your communication system will not be connected to the public network through a SIP provider, skip this step.

6. Click *Apply and Next*.

The sixth page, *Setting up users, terminals and DIDs*, opens.
On this page, you set up users, terminals and DIDs. Create for each room, a standard user with at least one phone. Determine, whether the user call numbers should correspond with the room numbers or not. The room numbers are defined in step 6 of the *Hospitality configuration assistant*.

7. Click *Apply and Next*.

   The seventh page, *Setting up the auto attendant*, opens.

   This page allows you to set up an auto attendant, if needed. The auto attendant enables you to specify, what options are offered to a caller while greeting the caller. The caller can select any of the options by dialing a single digit.

8. Click *Apply and Next*.

   This completes the setup. Click *Restart* for the configurations to take effect.

Configure the hospitality settings using the Hospitality configuration assistant

The *Hospitality configuration assistant* helps you deploy a hospitality or hotel solution.

1. Log in to the communication server using WebAdmin.

2. Scroll down and activate the *Hospitality configuration assistant*.

   In the lower right part of the window, the welcome page of the assistant appears.

   In the lower left part of the window, nine configuration steps are listed.

3. Click the first configuration step listed in the window.

   The upper half of the screen displays the configuration overview and the settings.

   Notes and instructions about the step you have selected display on the right.

   Tip
   If you need more help, while going through the steps of the assistant, click the help link (*?*) in the top line of the WebAdmin window.
   A new help window appears. You can leave the help window open, while going through the steps.

4. Go through all the nine steps of the *Hospitality configuration assistant*.

5. Click ⌂ to view the WebAdmin start page again, scroll down and deactivate the *Hospitality configuration assistant*.

6 Register and connect the phones

As you allocated phones to users in step 6 of the Setup wizard, the data instances for the phones have been automatically created. In this part of the procedure, for registering the phones, you pair the data instances with the physical phones.

Note
Mitel SIP phones get their time and date from an NTP server. To ensure this, enable the *NTP service* in *System* / *General* (🔍 *=ty*) and enter the IP address of the NTP server.

Register a Mitel SIP phone

1. Go to *Terminals* / *Standard terminals* (🔍 *=qd*) in WebAdmin and click the phone you want to register with the communication server.

The automatically generated SIP credentials and registration credentials (*Registration user name* and *Registration password*) of the phone are displayed. You will need to provide the registration credentials later to register the phone.

2. Add one or more expansion key modules to the phone, if available.

3. Connect the phone to the IP network and to the power supply by using the optional power adapter. If your IP network supports PoE, no power adapter is required.

4. Restart the phone.
   The phone searches for the communication server. If more than one communication server is available, the phone lists them in the format <XXX–MAC address>.

> **Tip**
> You will find the MAC address of your communication server in *IP network* / *IP addressing* (**Q** *=9g*) of WebAdmin.

5. Choose your communication server from the list, and when prompted, enter the *Registration user name* and the *Registration password*.

   The phone registers with the communication server. If a new phone software is available, the phone automatically updates and restarts.

7   Make further configurations

Your communication system is now configured and ready for operation in a hospitality environment. You can make changes at any time later and further configure the communication server to focus on your customer's requirements.

For further configurations, use the *WebAdmin configuration assistant* and the online help. For detailed information, see the user's guides and system manuals (part of the *Documentation set*).

8   Back up your configuration and audio data

The automatic data backup function creates a backup of the configuration data at regular intervals and saves the backup files on the communication server's file management system. By default, a backup file is created every day. You can use the distribution service to automatically copy the backup files to an FTP server or e-mail them.

The manual backup function lets you create backup files of the configuration and audio data manually and store them on any data carrier of your choice.

Configure the data backup settings in *Maintenance* / *Data backup* (**Q** *=um*).