

MiVoice Office 400

Application Card CPU2-S Upgrade Guide (Windows 7 to Windows 10)
August 2020



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Contents

Chapter: 1	About this Document	1
	Intended Audience	1
	Related Documents	1
Chapter: 2	Introduction	2
Chapter: 3	Upgrading to Windows 10 using an Upgrade Kit	3
Chapter: 4	Upgrading to Windows 10 by Installing a Replacement CPU2-S Card .	11

About this Document

This guide explains the procedure to upgrade the CPU2-S application card (pulled into the Mitel 470 Communication Server) running the Windows Embedded Standard 7 operating system to run Windows 10 operating system.

Intended Audience

This guide is intended for installation personnel and system administrators of MiVoice Office 400 who plan to upgrade the CPU2-S application card operating on Windows 7 to Windows 10.

Related Documents

Document Title	Description	Location
Mitel 470 System Manual syd 0585	Provides information about the expansion stages, system capacity, installation, configuration, running and maintenance as well as the technical data for the MiVoice Office 400 communication servers.	Document Center
MiVoice Office 400 ApplicationsCard CPU2-S Installation Guide	Provides information about installing, operation and maintenance and configuring of applications card.	Document Center
MiVoice Office 400 Rel x.x (where x.x is the release number) Core I&M for Hospitality NA	Provide procedure to upgrade for customers in North America that have iCharge installed on Mitel 470 controllers. Customers in North America must not proceed after step 17, instead they must continue with the procedure from page C-7 in the Appendix C: Call Accounting of the <i>Student Guide</i> .	Learning Management System

Introduction

MiVoice Office 400 CPU2-S application card is no longer supported on Windows 7, you must upgrade the CPU2-S application card running the Windows Embedded Standard 7 operating system to Windows 10 operating system.

You can upgrade the operating system in the following ways:

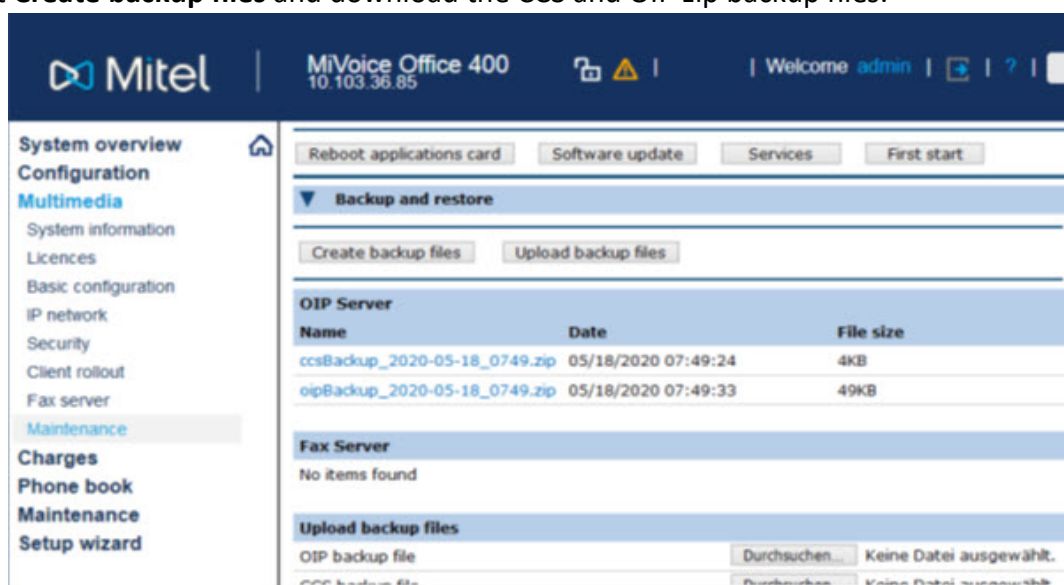
1. Use the upgrade kit to upgrade the current CPU2-S application card. For more information, see [Upgrading to Windows 10 using an Upgrade Kit](#).
2. Replace the current CPU2-S application card with an CPU2-S application card running Windows 10. For more information, see *MiVoice Office 400 Applications Card CPU2-S Installation Guide*.

Upgrading to Windows 10 using an Upgrade Kit

You can upgrade the current application card CPU2-S plugged into the Mitel 470 Communication Server to Windows 10 by using the upgrade kit.

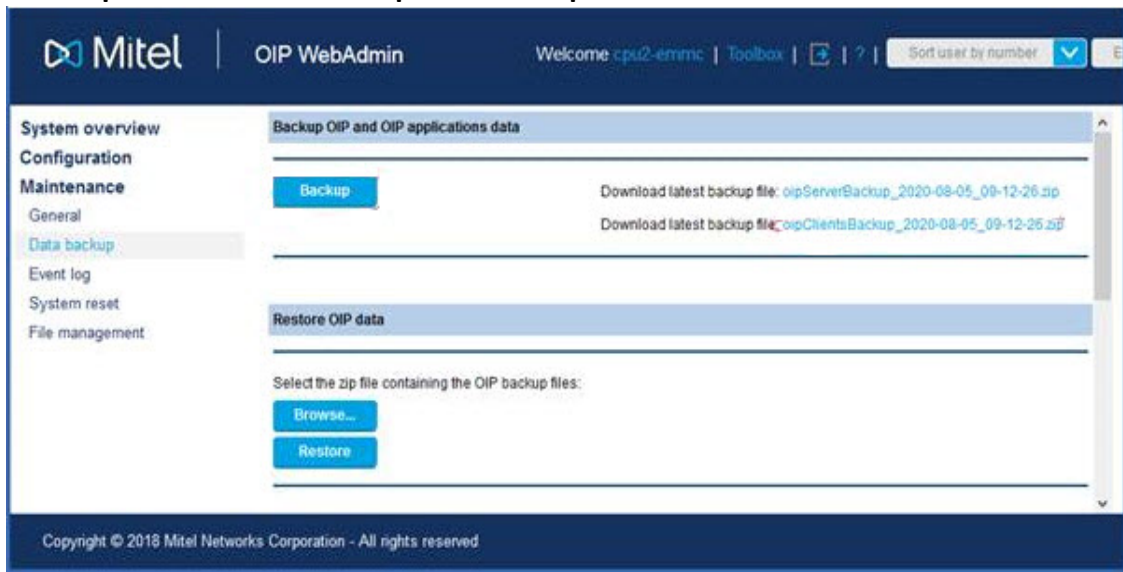
NOTE: The upgrading process will install a new version of Windows 10 and all the existing data will be lost.

1. Log in to the MiVoice Office 400 Web GUI.
2. On the left pane, navigate to **Multimedia > Maintenance**.
3. Select **Create backup files** and download the CCS and OIP zip backup files.

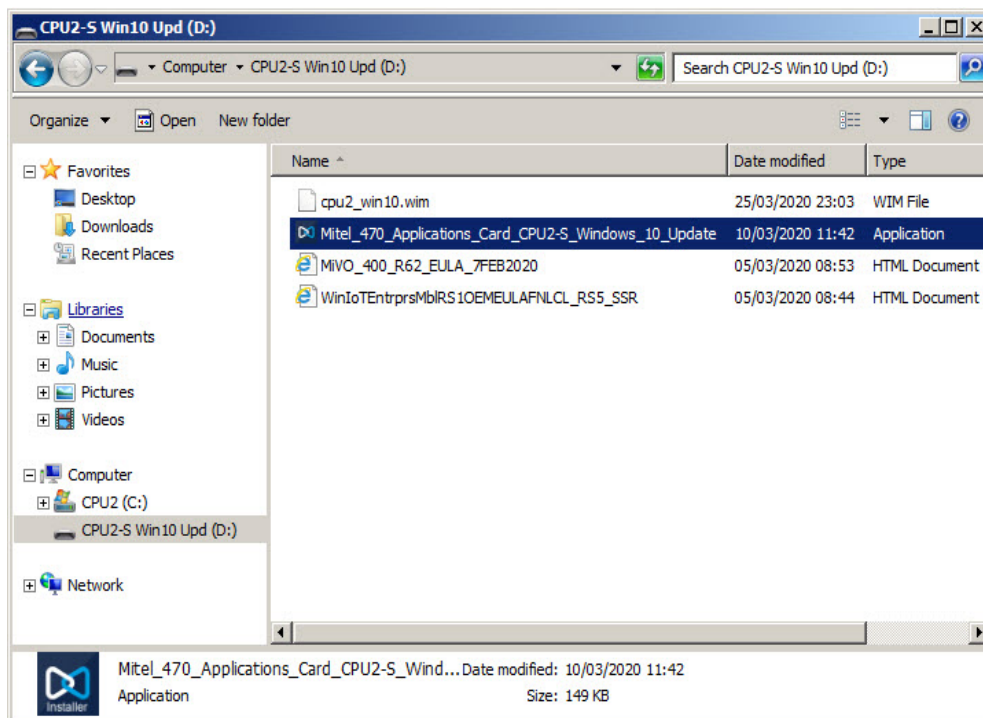


4. Log in to the OIP WebAdmin tool and navigate to **Maintenance > Data backup**.

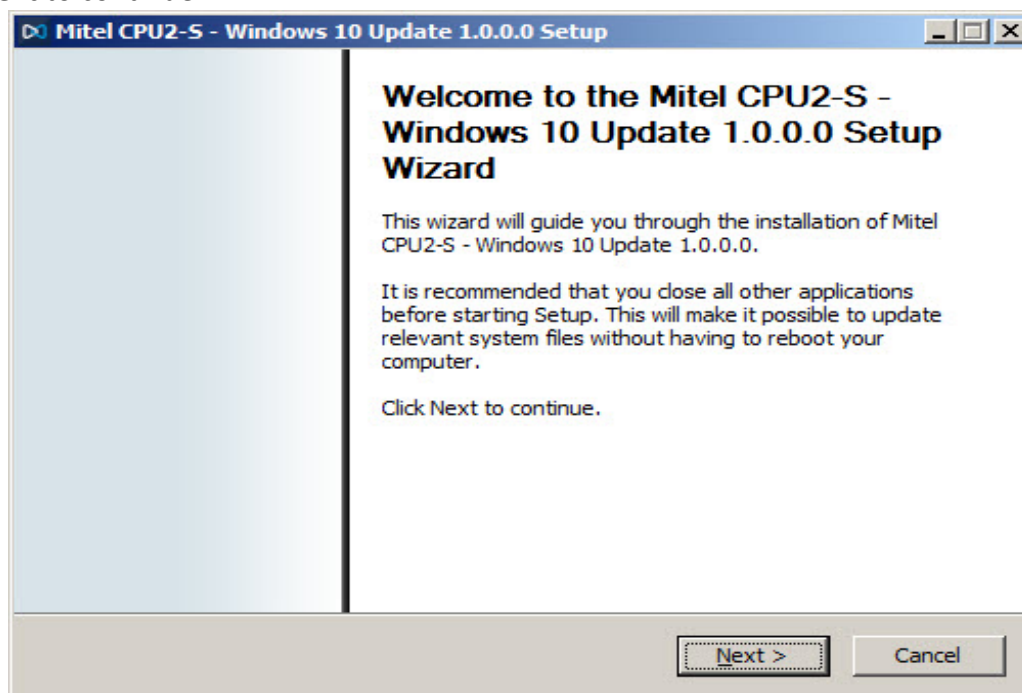
- Click **Backup** and download the **oipClientBackup** file.



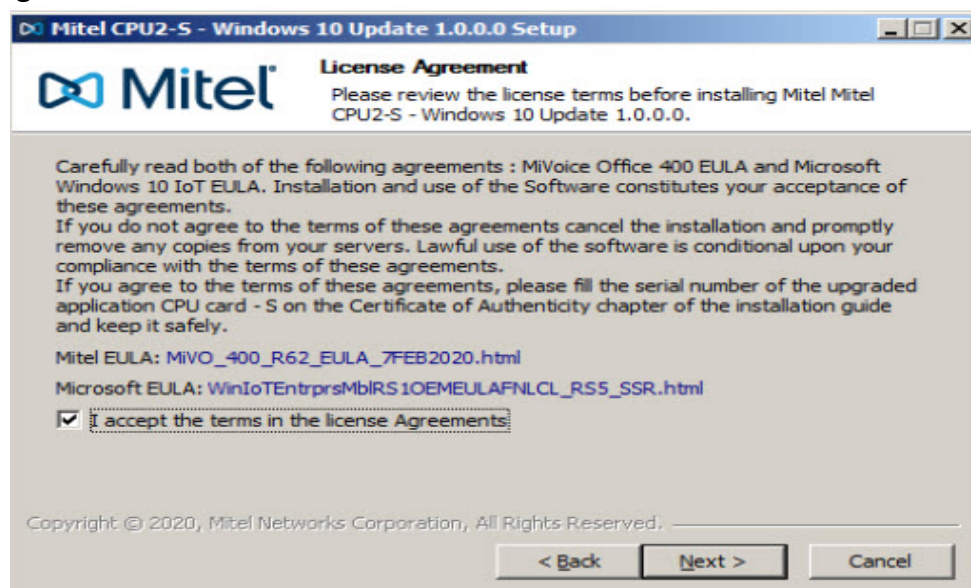
- Log in to CPU2-S application card using a remote desktop connection or physical periphery (VGA-Screen, USB Mouse and USB-Keybaord) connected to the CPU2-S.
- Plug the USB (Universal Serial Bus) drive into the CPU2-S application card. The system detects the USB drive.
- Open the USB drive and run the **Mitel_470_Applications_Card_CPU2-S_Windows_10_Update.exe** file.



9. Click **Next** to continue.

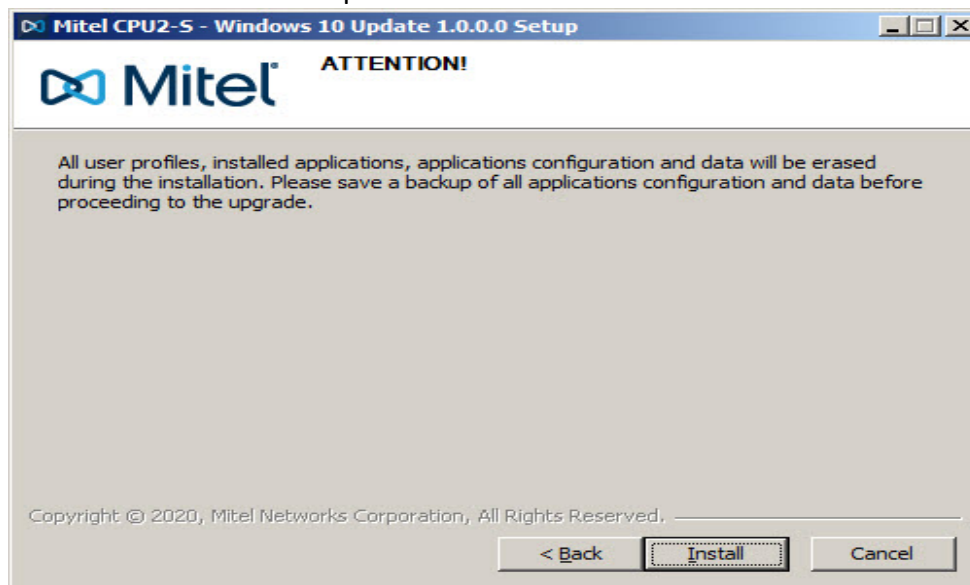


10. Read the Mitel EULA and Microsoft EULA agreements, and then select the **I accept the terms in the license Agreements** check box.

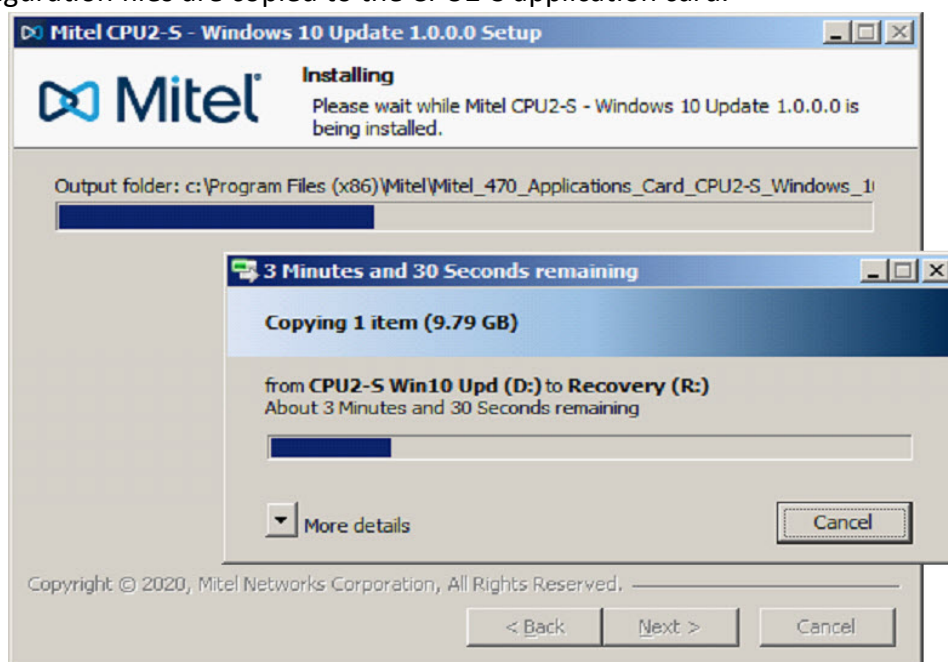


11. Click **Next**.

12. Click **Install** to start the installation process.

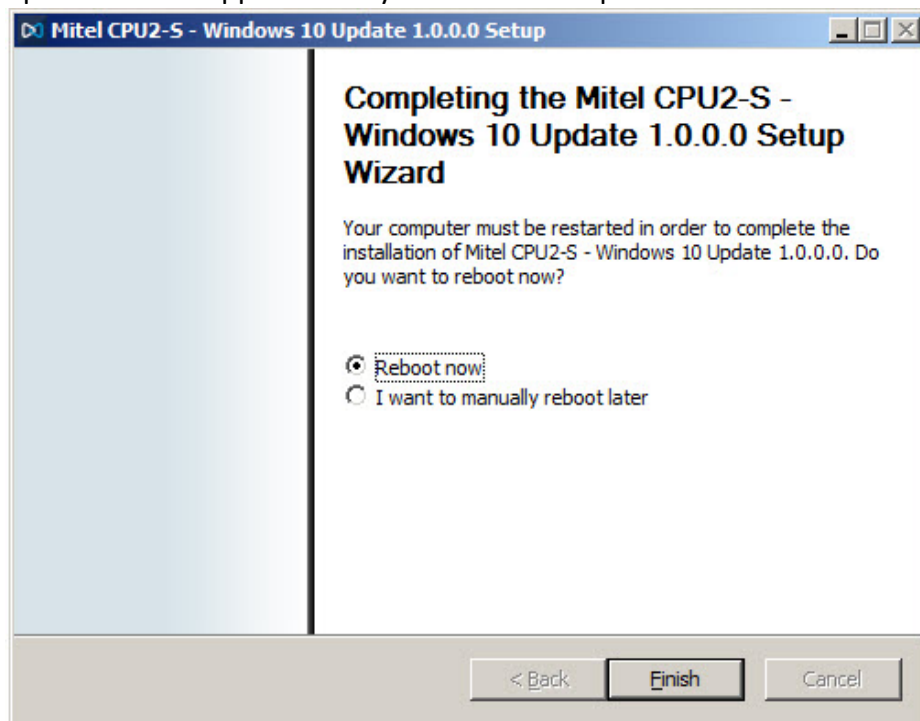


The configuration files are copied to the CPU2-S application card.



13. Select **Reboot now** and click **Finish** after all the files are copied successfully.

The reboot process takes approximately an hour to complete.



NOTE: If you have connected a local monitor to the CPU2-S application card through a cable, then a boot menu is displayed for approximately 30 seconds. Ignore the boot menu, Windows 10 will boot automatically.

14. Log in to the MiVoice Office 400 Web GUI after the reboot is complete.
15. On the left pane, navigate to **Configuration > IP network > IP addressing**.

16. Scroll down to the bottom of the page and click **Reset access credentials** to reset the access credentials of the CPU2-S application card.

The screenshot shows the Mitel MiVoice Office 400 configuration interface. The top header includes the Mitel logo, the device name 'MiVoice Office 400' with IP '10.103.36.85', and a 'Welcome admin' message. The left sidebar lists various configuration categories, with 'IP network' and 'IP addressing' highlighted. The main content area shows the 'IP addressing' configuration for the application card. It includes fields for 'IP address' (192.168.105.1), 'Subnet mask' (255.255.255.0), and 'Client range' (192.168.105.2 .. 192.168.105.254). Below this is a table for 'Ethernet parameters' with columns for Mainboard Port, Speed, Speed state, MDI type, and MDI state. The table shows ports 1.2, 1.3, and 1.4, all set to 'Auto' speed and 'Auto MDI' type. Further settings include 'Maximum transmission unit MTU (Byte)' set to 1500 and 'Visible in System Search' checked. At the bottom, the 'IP address of the application card' is listed as 172.30.201.53, with a 'Reset access credentials' button next to it.

IP address	Subnet mask	Client range
192.168.105.1	255.255.255.0	192.168.105.2 .. 192.168.105.254

Mainboard Port	Speed	Speed state	MDI type	MDI state
1.2	Auto	100 Mbit/s full duplex	Auto MDI	MDI-X (crossed)
1.3	Auto	Unknown	Auto MDI	Unknown
1.4	Auto	Unknown	Auto MDI	Unknown

Further settings

Maximum transmission unit MTU (Byte): 1500

Visible in System Search: ☒

IP address of the application card: 172.30.201.53

Reset access credentials

A dialogue window is displayed for confirming reset access credentials.

17. On the left pane, navigate to **Multimedia > Maintenance**.
18. Enter the current MiVoice Office 400 IP address and assign a new password.

Application cards initialisation

In order to put the applications card into operation, you must complete all initialisation steps first. Proceed as follows:

- Confirm the main IP address of the communication server (CPU1).
- Set the new password for the applications card. You will need this password to access the application card for maintenance reasons.

Make sure you keep the password in a safe place.

- The OIP server will be restarted when the password is updated

The screenshot shows the 'Communication server' and 'Security' sections of the configuration interface. The 'Communication server' section has fields for 'Current IP address' (192.168.1.13) and 'Communication servers in subnet' (172.30.201.53). The 'Security' section has fields for 'New password' and 'Password confirmation', both masked with dots. There is an 'Apply' button at the top left of the configuration area.

Apply

Communication server

Current IP address: 192.168.1.13

Communication servers in subnet: 172.30.201.53

Security

New password:

Password confirmation: [eye icon]

Licencing

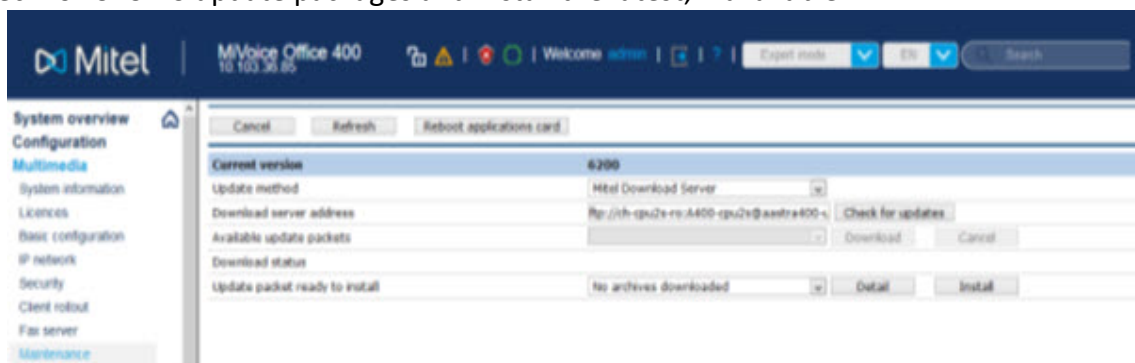
19. Click **Apply**.

NOTE: Customers in North America that have iCharge installed on Mitel 470 controllers must not proceed further with step number 20 in this document. Instead, continue with the procedure from page C-7 in the **Appendix C: Call Accounting** of the *Student Guide*, available with the **MiVoice Office 400 Rel x.x Core I&M for Hospitality NA** course (where, x.x is the release number) on the **Learning Management System** portal.

20. On the left pane, navigate to **Multimedia > Maintenance**.

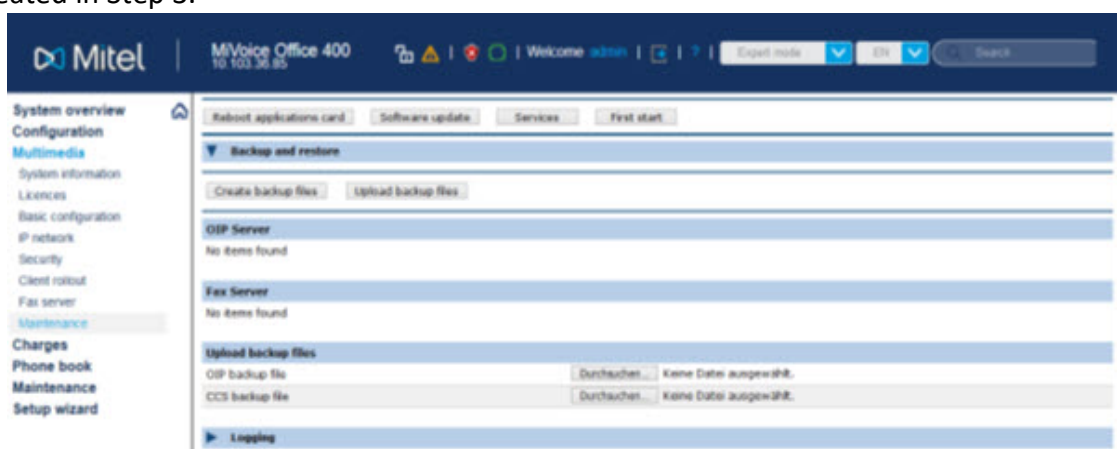
21. Click **Software update**.

22. Check for CPU2-S update packages and install the latest, if available.



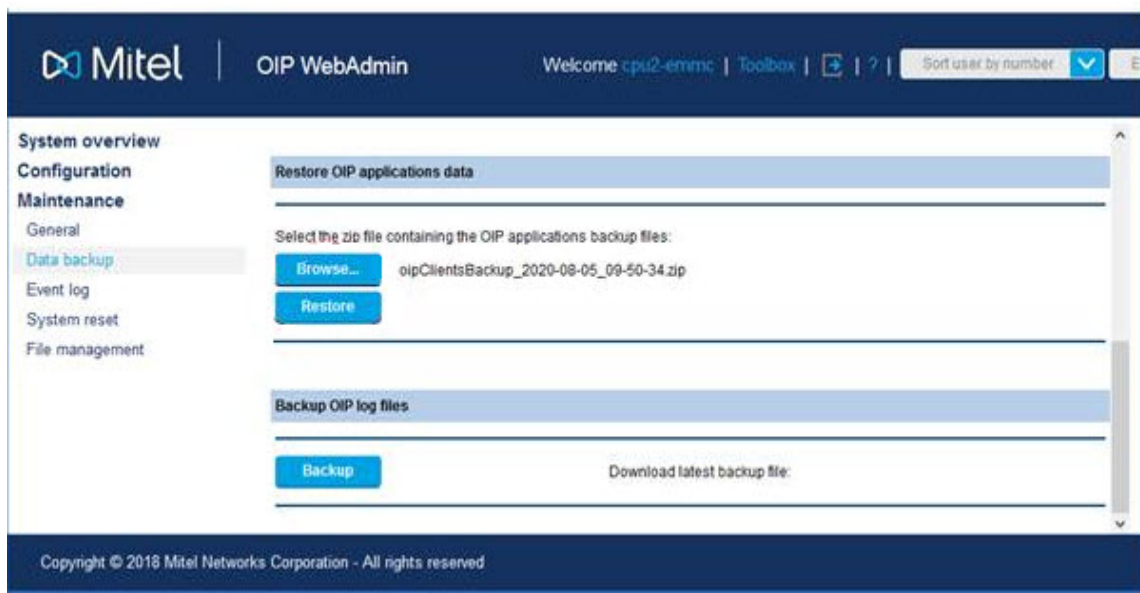
23. On the left pane, navigate to **Configuration** and configure the CPU2-S application card.

24. On the left pane, navigate to **Multimedia > Maintenance** and upload the CCS and OIP zip files created in Step 3.



25. Log in to the OIP WebAdmin tool and from the left pane, navigate to **Maintenance > Data backup**.

26. Click **Restore** and upload the oipClientBackup file created in Step 5.



Upgrading to Windows 10 by Installing a Replacement CPU2-S Card

You can upgrade Windows 7 to Windows 10 by replacing the current CPU2-S application card with a CPU2-S application card that has Windows 10.

For more information about replacing a CPU2-S application card, see *MiVoice Office 400 Applications Card CPU2-S Installation Guide*.