

MIVOICE OFFICE 400

APPLICATIONS CARD CPU2-S

VERSION R4.0

INSTALLATION GUIDE



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Applications Card CPU2-S

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Welcome

We are pleased you were able to convince your customer of the benefits of a Mitel communication solution. Our products stand for the highest quality standards, combined with a high-quality design.

The present instructions take you through the installation and initial configuration of the Mitel 470 communication server applications card. Please read the instructions carefully before proceeding with the installation and commissioning of the applications card.

About Mitel

Mitel (Nasdaq:MITL) (TSX:MNW) is a leading global company in the corporate communications industry that connects employees, partners clients worldwide with its technology – everywhere, around the clock and with all terminals, no matter what the size of the business. Mitel offers its customers a great choice with one of the largest portfolios in the industry and direct access to the cloud. With a combined turnover of over 1 billion USD annually and 60 million customers globally, Mitel is the market leader in western Europe and a major player on the corporate communications market. Further information is available at www.mitel.com.

Product information

The MiVoice Office 400 communication solution

MiVoice Office 400 is an open, modular and comprehensive communication solution for the business sector with several communication servers of different performance and expansion capacity, an extensive telephone portfolio and a multitude of expansions. They include an application server for unified communications and multimedia services, an FMC controller for mobile phone integration, an open interface for application developers, and a multitude of expansion cards and modules.

The business communication solution with all its elements was designed to cover the full spectrum of communication requirements of businesses and organizations in a user and maintenance-friendly way. The individual products and parts are co-ordinated and cannot be used for other purposes or replaced

by outside products or parts (except to connect up other authorized networks, applications and phones to the interfaces certified for that purpose).

The CPU2-S applications card as MiVoice Office 400 application server

The CPU2-S applications card is a PC plug-in card for the Mitel 470 communication server which uses a Windows operating system and has pre-installed MiVoice Office 400 applications. The card is inserted into the appropriate card slot and fitted on the backplane of the communication server. It is then connected to the internal bus, LAN switch and power supply unit on the communication server.

The applications card is managed via WebAdmin. Although the connections in front allow direct operation via the keyboard, mouse and monitor, this option is not meant.

The Windows Embedded Standard 7 operating system is installed on the applications card in addition to the following MiVoice Office 400 applications:

- MiVoice Office 400 OIP, the MiVoice Office 400 application server with integrated call centre, CTI and operator applications and central contact data management.
- Mitel 400 CCS, an application for the statistical evaluation of call centre operations.
- Mitel 400 Fax Service, the integrated MiVoice Office 400 fax solution.

You can activate and use the individual applications via MiVoice Office 400 licensing.

The CPU2-S applications card as enhanced application server

In addition to the pre-installed MiVoice Office 400 applications, you can also install the customer's own applications on the Windows Server of the applications card or use the server exclusively for the customer's own applications. More information can be found under "Making enhancements with the customer's own applications", page 30.

Conformity

Mitel Schweiz AG hereby declares that

- the MiVoice Office 400 products conform to the basic requirements and other relevant stipulations of Directive 1999/5/EC.
- all our products are manufactured in conformity with RoHS (2011/65/EU).

The product-specific declarations of conformity can be found on the Mitel document portal.

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Usage of third party software

MiVoice Office 400 products comprise, or are partially based on, third-party software products. The licence information for these third-party products is listed in the user's guide of the MiVoice Office 400 product in question.

Exclusion of Liability

(Not valid for Australia. See section "Limited Warranty (Australia only)", page 10 on the limited warranty in Australia.)

All parts and components of the MiVoice Office 400 communication solution are manufactured in accordance with ISO 9001 quality guidelines. The relevant user information has been compiled with the utmost care. The functions of the MiVoice Office 400 products have been tested and approved after comprehensive conformity tests. Nonetheless errors cannot be entirely excluded. The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behav-

our. Potential areas of particular risk are signalled in the appropriate sections of the user information. Liability for loss of profit shall be excluded in any case.

Environment

MiVoice Office 400 products are delivered in recycled, chlorine-free corrugated cardboard packaging. The parts are also wrapped inside a protective fleece made of polyethylene foam fleece or polyethylene film for added protection during shipping. The packaging is to be disposed of in accordance with the guidelines stipulated under current legislation.



MiVoice Office 400 products contain plastics based on a pure ABS, sheet steel with an aluminium-zinc or zinc finish, and epoxy resin-based PCBs. These materials are to be disposed of in accordance with the guidelines stipulated under current legislation.

MiVoice Office 400 products are disassembled exclusively using detachable screwed connections.

Safety Information

Reference to hazards

Hazard warnings are affixed whenever there is a risk that improper handling may put people at risk or cause damage to the MiVoice Office 400 product. Please take note of these warnings and follow them at all times. Please also take note in particular of hazard warnings contained in the user information.

General information

Any installation and maintenance work is to be carried out only by technical personnel with the appropriate qualifications.

The embedded Windows operating system on the applications card is perfectly configured for the pre-installed MiVoice Office 400 applications. Changes to the settings, enhancements with the customer's own applications and deinstallation of pre-installed components will result in the restriction or cancellation of warranty and support services.

Install notes

Before you begin with the installation of the applications card:

- Check that the delivery is complete and undamaged. Notify your supplier immediately of any defects; do not install or put into operation any components that may be faulty.
- Check that you have all the relevant user documents at your disposal.
- During the installation follow the installation instructions for your MiVoice Office 400 product and observe to the letter the safety warnings they contain.

Operation notes

Switching on and off the applications card is similar to starting a computer, and may take a while. The On/Off push button LED turns green after the booting process.



Warning:

Do not switch off a communication server with a built in applications card by interrupting the power supply.

Security precautions on the IP network

As per default, the Windows firewall is switched on and the integrated security software Windows Defender is switched off.

If you wish to add additional security to your applications card, you may integrate it in your IT security concept and use external security devices like firewalls. However, Mitel declines any liability for any negative impact caused by security devices like anti virus programs.

Make sure you exclude the path `c:\program files\aastra\oip` from the scan, when you activate Windows Defender or another anti virus program.

About this Document

This document describes the technical scope of performance of the Mitel Open Interfaces Platform and supplements the OIP WebAdmin online help.

The document is meant for planners, installers and phone system managers. It requires in-depth knowledge of telephone systems, CTI, Microsoft Windows and relevant expertise in the area of application.

The system manual is available in Acrobat Reader format and can be printed off if necessary. You can navigate the PDF using the bookmarks, the table of contents, the cross-references and the index.

Referenced menu items and parameters on terminal displays and in the user interfaces of the configuration tools are italicised and marked in colour to help *navigation*.

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https://pbxweb.aastra.com/doc_finder/DocFinder/syd-0620_en.pdf?get&DNR=syd-0620

General highlighting

Special symbols for additional information and document references.



Note

Failure to observe information identified in this way can lead to equipment faults or malfunctions or affect the performance of the system.



Tip

Additional information on the handling or alternative operation of equipment.



See also


Reference to another section in the same document or to other documents.



Mitel Advanced Intelligent Network

Specific points to note in a AIN.

References to the MiVoice Office 400 configuration tool WebAdmin

If you enter an equals sign in the WebAdmin search window  followed by a two-digit navigation code, the view assigned to the code will au-

tomatically be displayed.

Example: View [licence overview](#) (**Q**=q9)

You will find the navigation code on the help page for the view.

Safety highlighting

Special hazard alert messages with pictograms are used to signal areas of particular risk to people or equipment.



Hazard

Failure to observe information identified in this way can put people and hardware at risk (electric shocks and short-circuits).



Caution

Failure to observe information identified in this way can cause a module to malfunction.



Warning

Failure to observe information identified in this way can lead to damage from electrostatic discharge.

Limited Warranty (Australia only)

The benefits under the Mitel Limited Warranty below are in addition to other rights and remedies to which you may be entitled under a law in relation to the products.

In addition to all rights and remedies to which you may be entitled under the Competition and Consumer Act 2010 (Commonwealth) and any other relevant legislation, Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy under this limited warranty, either repair or replace the product at no charge, if returned within the warranty period.

Exclusions

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident,

neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

To the extent permitted by law, Mitel shall not be liable for any incidental damages, including, but not limited to, loss, damage or expense directly or indirectly arising from your use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, is not intended to have the effect of excluding, restricting or modifying the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (the ACL), the exercise of a right conferred by such a provision or any liability of Mitel in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

This express warranty sets forth the entire liability and obligations of Mitel with respect to breach of this express warranty and is in lieu of all other express or implied warranties other than those conferred by a law whose application cannot be excluded, restricted or modified. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Repair Notice

To the extent that the product contains user-generated data, you should be aware that repair of the goods may result in loss of the data. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If it is necessary to replace the product under this limited warranty, it may be replaced with a refurbished product of the same design and color.

If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

Warranty Repair Services

Procedure: Should the product fail during the warranty period and you wish to make a claim under this express warranty, please contact the Mitel authorized reseller who sold you this product (details as per the invoice) and present proof of purchase. You will be responsible for shipping charges, if any.

Limitation of liability for products not of a kind ordinarily acquired for personal, domestic or household use or consumption (eg goods/services ordinarily supplied for business-use).

Limitation of liability

- 1.1 To the extent permitted by law and subject to clause 1.2 below, the liability of Mitel to you for any non-compliance with a statutory guarantee or loss or damage arising out of or in connection with the supply of goods or services (whether for tort (including negligence), statute, custom, law or on any other basis) is limited to:
- a) in the case of services:
 - i) the resupply of the services; or
 - ii) the payment of the cost of resupply; and
 - b) in the case of goods:
 - i) the replacement of the goods or the supply of equivalent goods; or
 - ii) the repair of the goods; or
 - iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or
 - iv) the payment of the cost of having the goods repaired.
- 1.2 Clause 1.1 is not intended to have the effect of excluding, restricting or modifying:
- a) the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (the ACL); or
 - b) the exercise of a right conferred by such a provision; or
 - c) any liability of Mitel in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.
-

After Warranty Service

Mitel offers ongoing repair and support for this product. If you are not otherwise entitled to a remedy for a failure to comply with a guarantee that cannot be excluded under the Australian Consumer Law, this service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions contact:

Manufacturer:

Mitel South Pacific Pty Ltd ("Mitel")
 Level 1, 219 Castlereagh Street
 Sydney, NSW2000, Australia
 Phone: +61 2 9023 9500

Note:

Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. Unauthorized repair will void this express warranty.

Installing the applications card

Installation and commissioning of the applications card with the pre-installed applications.

Installing the applications card

The applications card can only be fitted to slot 2. This is located at the bottom left, below slot 1 with the CPU1 processor card for the communication server. To fit the applications card into the communication server, proceed as follows:

1. Create a backup of the configuration data on the communication server if the server is already in service or has already been configured.
2. Check the communication server IP environment with regard to the following:

**Note:**

There should be no other communication server with installed applications card on the communication server subnet.

3. Make sure that the communication server is deactivated.
4. Unscrew the screw on the larger dummy cover in slot 2 and remove the cover by pulling the screw.
5. Remove the plastic cover of the narrow dummy cover in slot 2. To do so insert a screwdriver at an angle from below to release the snap-in mechanism on the plastic cover.
6. Unscrew the screw on the narrow dummy cover and remove the cover by pulling the screw.
7. Carefully slide the applications card into the shaft of slot 2 and gently press the card as far as it goes into the connection on the backplane.
8. Use the screw to secure the card in its slot.

The applications card is now installed.

Take the applications card in operation

To take the applications card in operation, proceed as follows:

1. Switch on the communication server.
Switching on the communication server also powers up the applications card. You can see this on the the LED's On/Off key which now turns steady orange.
2. From your administration PC, open your communication server's WebAdmin and log on.
3. Navigate to the card view(*Configuration / System / Cards and modules*).
The applications card is now entered in slot 2 under the name *CPU2-S*, and the *operating status* is *Available*.
4. Click the *Confirm* button at the end of the slot line.
The applications card is now registered on the communication server. The operating status changes from *Available* to *In operation*.
5. Start the applications card, by pressing the On/Off pushbutton on the card.
6. Starting the applications card is similar to starting a computer, and may take a while. The On/Off push button LED turns green after the booting process. On the WebAdmin menu tree, on the uppermost level after the *Configuration* menu, the *Multimedia* menu is displayed.



Note concerning the hard disc LED:

If the applications card is **switched on**, the *HDD* LED lights during an access to the hard disc.

If the applications card is switched off, the *HDD* LED lights permanently

Set up the applications card

Below, you can check the communication server IP address, choose a password for the applications card and load the OIPlicence file. A setup wizard will guide you through the configurations:

1. Open the *Multimedia / Basic configuration* window and check under *Current IP address* whether your communication server IP address has been entered correctly.
If this is not the case, the setup wizard has probably detected other communication servers on your subnet. You can see all the IP addresses of detected communication servers under *Communication servers in subnet*. Se-

lect the IP address of the correct communication server and click the << button to apply it. Alternatively, you can also enter the correct IP address manually.



Warning:

If you want to change the IP address of both the communication server and the applications card, always change the IP address of the applications card first!

2. Define the administrator password and enter it under *New password* and *Password confirmation*.
3. Click *Apply*, to confirm the IP address and new password.
The setup assistant sets the IP address of the communication server and applies the password to Windows and OIP. This operation takes a while.
4. If required load the OIP licence file on to the applications card by clicking the *Browse* button in the OIP line, then use the file dialogue box on your data carrier to find and select the licence file.
5. Click *Apply*, to upload the licence data and exit the set up wizard.
OIP licence data upload might take a while since OIP will be restarted.
The applications card applications are now upgraded and ready for configuration.



Note:

The new password should not be the standard password *password*.

Accessing the applications card if DHCP is deactivated

DHCP is activated when the applications card is delivered, and an IP address is assigned to the card by the DHCP server on your IP network.

If you want to access an applications card on which the DHCP is deactivated, proceed as follows:

1. Connect your PC directly with a patch cable to one of the LAN interfaces on the Call Manager card.
2. Address the network card on your PC with an IP address within the range 192.168.104. xxx
3. Open the browser and enter the applications card's standard URL *192.168.104.014/cpu2*.
4. You can now, for example, change the applications card IP address.

Power indicators and connectors

- Green: Application server in operation or starting/shutting down
- Orange: Power supply turned on



Configuring the applications card

Configure the applications card by executing the configuration processes in the following order: *Basic configuration*, *IP Network* and *Licenses*. After that you can configure the OIP application. To secure the configuration data, create a backup in the end.

Settings under *Basic configuration*

The general settings are described below.

Basic configuration

Parameter	Explanation
<i>Name sequence (as entered in the communication server)</i>	<p>Define the order of first name and surname here. The setting is applied to all applications of the applications card. Select the same order as defined in the communication server's phone books.</p> <p>Note: Perform this setting at the beginning of the configuration process and, if possible, do not modify the setting in a fully configured system.</p>
<i>IP address</i>	<p>IP address of the communication server. If the wrong IP address is entered, the set up assistant has probably detected other communication servers on your subnet. You can see all the IP addresses of detected communication servers under <i>Communication servers in subnet</i>. Select the IP address of the correct communication server and click the << button to apply it.</p>
<i>Communication servers in subnet</i>	<p>List of the IP addresses of all detected communications servers on the subnet. To use any of the IP addresses, click the << button.</p>
<i>Current password</i>	<p>The applications card current password used for the Windows operating system as well as on the installed OIP application.</p>
<i>New password</i>	<p>The new password of the applications card is automatically applied for the Windows operating system on the applications card and for the installed and OIP applications. To change the password may takes several minutes.</p>
<i>Windows work group settings</i>	<p>These settings are relevant only if the applications card is to be integrated into a Windows work group.</p> <p>Note: The applications card can be used in a domain environment, but should not be a member of a domain.</p>
<i>CTI server configuration portals</i>	<p>This section contains a link to the OIP Toolbox, which is the OIP configuration console. Log on using the user name <i>cpu2-emmc</i> and the applications card password.</p>

Settings under *IP Network*

You will find the IP network settings here.

IP network adapter settings

Parameter	Explanation
<i>Device</i>	Name of the network adapter integrated on the applications card (read only).
<i>MAC address</i>	MAC address of the network adapter integrated on the applications card (read only).
<i>DHCP enabled</i>	<input checked="" type="checkbox"/> DHCP is enabled (default value)
<i>IP address / Subnet mask</i>	IP address and subnet mask of the applications card. If DHCP is deactivated, the default value is 192.168.104.014. Note: If you disable DHCP and statically address the applications card, please note that the applications card IP address must be on the same subnet as the communication server IP address.
<i>Gateway</i>	Subnet standard gateway. The default value is 192.168.104.013, which is the default IP address of the communication server.
<i>Primary DNS / Secondary DNS</i>	Here you can specify which DNS servers are queries in what sequence for resolving a name. If you have only one working DNS server, leave the <i>Secondary DNS</i> input field blank.

Settings under *Licencing*

If you have purchased additional licences, you can read the new OIP licence file here:

1. Load the OIP licence file on the applications card by clicking the *Browse* button on the OIP line and searching for and choosing the licence file via the data dialogue on your data carrier.
2. Click *Apply* to upload the OIP licence file.
Licence data upload might take a while since OIP will be restarted.

The lower part of the licence screen gives you an overview of the number of activated licences used and the number of licences that are still free. Click *Refresh* to refresh the display.



Note:

Check whether you have assigned each user the required CTI applications in the communication server user configuration.

Configuring applications

Configure the mandatory applications. The hyperlinks at the bottom of the *Configuration* screen take you to the OIP configuration platform. Log on using the user name *cpu2-emmc* and the applications card password.

Saving the configuration (menu *Maintenance*)

You can create a configuration data backup under *Maintenance*. For this, click *Create backup*. One backup file each is then created of the OIP and CSS configuration data, stored on the file system of the applications card, and listed in the view. The file names contain date and time-related information.

You can copy backup data to your data storage device with the *Download* function.

With the *Restore* function, restore a specific backup from the applications card's file system and activate the configuration data contained therein.

You can delete a backup file from the applications card file system, with the *Delete* function.

In *Upload backup file* you can choose from your data storage device a backup file which you wish to reload on the applications card file system. Click above the *Upload backup file* button to take the action.

Installing client applications

To install client applications on user workstations, change to the *Client Roll-out* screen and click *MailTo* hyper link on the client application to be installed. An email with the installation link is then opened. Send the email to the user group you want and request them to start the installation using the installation link.

Configuring the fax server

The server-based fax service integrated on the applications card converts incoming messages into PDF files and sends them to the recipient as an e-mail attachment. When outgoing PDF files in e-mail attachments are converted into fax messages. This section deals only with the configuration of the fax server. To configure the entire fax service, you need additional configuration steps.

Routing of incoming fax messages

DDI numbers for receiving external fax messages are monitored directly by the fax server and are not linked with a call distribution element. The fax server converts fax messages of the type Group3 fax into an e-mail with attachment and sends it to the destination user. Use of the fax service is subject to fax licences.

Fax server settings

Parameter	Explanation
<i>Version</i> (display only)	Currently installed fax server version.
<i>IP address and port</i> (display only)	The fax service IP address is identical to the applications card IP address. The permanently assigned port is port 9060.
<i>Domain</i>	<p>The standard domain name is <i>fax.local</i>. Please do not modify this if possible, after installing the fax client application on the PCs. However, if necessary, you must adapt the registry as follows on each PC:</p> <ol style="list-style-type: none">1. Start the fax client setup, with the following parameter request, whereby you must replace <i>fax.local</i> with the new domain name: <code>Aastra-Fax-Client-Setup32.exe /v"REG_ADDREXTFAXPREFIX=\" [SMTP:\" REG_ADDREXTFAXPOSTFIX=\"@fax.local] \"</code>2. Check the registry input. This should be as follows, with the new domain name in place of <i>fax.local</i>: <code>HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Ferrari\fomclient\Outlook\Addin] "AddrExtFaxPostfix"="@fax.local"</code>
<i>Fax header</i>	Enter the header here that should appear on the fax.
<i>E-mail address for error messages</i>	Enter here the e-mail address to which the fax server should send error messages.

Parameter	Explanation
<i>Exchange access prefix</i>	<p>Lets you specify by selecting a prefix how an external outgoing fax message should access the exchange:</p> <ul style="list-style-type: none"> • Enter the usual exchange access prefix according to the numbering plan (country-specific default value): The prefix is added to the destination number and the routing takes place via the <i>transit route</i> (in the default setting this is route1). The user or user application dials the destination number without an access prefix and not in canonical format. Example: Prefix "0" is the default value for most European countries). • You enter a route prefix: The prefix is added to the destination number and the routing takes place via the corresponding route. The user or user application dials the destination number without an access prefix and not in canonical format. Example: Prefix "173" is the default route selection for route 4. • You leave the field blank: No prefix is made to precede the destination number. The user or user application dials the destination number with an access prefix or in canonical format. The routing takes place in accordance with the selected destination number.
<i>Maximum length of the internal call number</i>	<p>Enter here the maximum length of the internal call number. The fax service will then handle as external call numbers any destination number that has more characters than those entered here and, in accordance with the <i>Prefix for exchange access</i> setting, will prefix them with an exchange access prefix.</p> <p>A destination number with fewer or just as many digits as those entered here will be handled as an internal call number: The fax server checks whether a fax DDI number exists for the destination user. If it does, the fax message is converted and sent to the internal user with an e-mail. If not, the fax message is put through as an ordinary call and the user will obtain the fax transmission tones when he picks up.</p>

Creating and managing fax cover pages

You want to provide outgoing fax messages with a cover page.

You have the possibility of uploading and using up to five cover pages. The cover pages must be available in RTF format; they may also contain images. Make sure however that the images are low resolution. Do not use colours when creating the cover page as fax messages are always transmitted in black and white.

- To upload a cover image, click the *Browse* button.
- To download a cover page from the communication server to your PC, click the "*Download*" hyperlink.
- To give a cover image a name, enter the name of your choice in the input field of the second column.

Use the following placeholders to represent specific information.

Placeholders for fax cover pages

Placeholder	Information
@@SENDERNAME@@	Name of the sender
@@FAXORIGINATOR@@	Fax DDI
@@SMTPORIGINATOR@@	E-mail address of the sender
@@RECEIVER@@	Fax number
@@SUBJECT@@	e-mail subject
@@BODY@@	e-mail content
@@DATE@@	Date of the fax transmission
@@TIME@@	Time of the fax transmission

Instructions on how to set up the fax service on the communication server

You can only set up the fax service in expert mode.

To set up the fax service on the communication server via a digital network interface (ISDN/CAS or SIP), proceed as follows:

1. Set up the fax server in the current view and upload the cover pages you want to use.
2. If you are not yet in expert mode, change to expert mode now.
3. Create the DDI numbers for receiving fax messages and assign the fax server as their routing destination (*Configuration / Routing / DDI numbers* view, *Routing destination = Fax server* setting).
4. Check that the settings for the DDI interpretation are correct (*Configuration / Routing / Trunk group* view, *Base number* setting and *DDI prefix* setting).
5. Check the user settings to make sure an e-mail address is entered for all the intended destination users (*Configuration / User* view).
6. Select a fax number for each intended destination user and assign each of them the cover page you want (*Multimedia, Fax mailbox / Fax number* and *Cover page* setting).
7. Check the terminal settings of the connected Group3 fax devices to make sure the *Fax device* setting is set to a value other than *No fax device* (*Configuration / Terminals* view).

8. Set up the SMTP server (*Configuration / IP network / Routing* view) and ask your IT manager to set up an SMTP connector for the Exchange Server and to enter the fax domain in the Exchange Server.
9. Install the fax client application on the fax users' PCs. To do so, open the *Configuration / Multimedia / Client rollout* view, send the installation link or start the installation directly if you are working from the destination computer.

To set up the fax service on the communication server via an analogue network interface, proceed as follows:

1. Follow the above instructions step by step:2.
2. Assign the fax server as routing destination for the fax trunk group (*Configuration / Call routing / Trunk group* view, *Routing destination = Fax server* setting).
3. Enter as base number the entire external call numbers of the fax extension in canonical format (*Configuration / Call routing / Trunk group* view, *Base number* setting).
4. In the fax recipient's user settings, select the set fax number and assign the user a cover page (*Multimedia* section, *Fax mailbox / Fax number* setting and *Cover page* setting).
5. Check whether an e-mail address has been entered (*Configuration / User* view).
6. Continue with step 7 of the above instruction.

Operation and Maintenance

Here you can find basic information on activating and deactivating the applications card and how to change the IP addressing afterwards. You can also find information on upgrading the software on the applications card, replacing the card and resetting the card to the factory settings.

Switch applications card on and off

The applications card has its own on/off push button, although it is connected to the same power supply unit as the communication server.

Switching on and off the applications card is similar to starting a computer, and may take a while. The On/Off push button LED turns green after the booting process.

You can switch on or shut down the communication server and applications card individually or simultaneously via the integrated user interface.

You can restart or shut down the applications card via WebAdmin ([Maintenance / System reset](#) view).



Warning:

Do not switch off a communication server with a built in applications card by interrupting the power supply.

To restart the applications card, use the reboot function in WebAdmin or the communication server's integrated user interface.

Changing the IP-Addressing

You want to change the IP addressing on the communication server and applications card. For this to work, you must keep to the correct sequence.



Note:

The communication server and the applications card must be in the same subnet.

Proceed as follows to change the IP addressing on the communication server and applications card:

1. In WebAdmin, navigate to the *Multimedia / IP network* view and click on *Reset input fields*.
2. Enter the new IP addressing of the applications card and click the *Apply* button.
The IP addressing of the applications card is changed. This may take a while. Pay attention to the progress indicator at the top right.
3. Navigate to the *Configuration / IP network* view. Under *IP address on the applications card*, you can see the new IP address on the card.
4. Change the IP addressing of the communication server and click the *Apply* button.
You will be prompted to first adjust the IP address on the applications card, when required. Acknowledge this message and continue.
5. Restart the communication server. To do this, navigate to the *Maintenance / System reset* view and click on *Restart*.
6. The communication server starts up with the new IP addressing.



Warning:

Always change the IP address on the applications card first!

Updating system software

With the aid of the Microsoft update service and depending on your configuration in the *Security* view you can keep the operating system up-to-date.

Additionally, Mitel also provides update packages. They contain the newest operating systems version and the newest versions of the applications. They may also contain enhancements to the previous versions. Here you will learn how to update your applications card using an update package.

The update package can be downloaded directly from the Mitel download server, or you can also source an update package for the system software from your distribution partner as a ZIP file and load it onto the applications card using a USB stick.

Updating the system software via the Mitel download server

Proceed as follows to carry out the software update via the Mitel download server and upgrade the operating system and pre-installed Mitel applications:

1. Create a backup of your configuration data according to the indications in "Saving the configuration (menu Maintenance)", page 19.
2. Navigate to the *Multimedia / Maintenance* view and click on *Update software*.
The view for uploading the system software appears.
3. Select *Mitel download server* as the *Update method*. The correct address of the download server should already be entered in the *Address of the download server* field. This can be changed when necessary.
All available update packages for your system are shown in the *Available updates* list.
4. Select the update package you want and click the *Download* button.
The download is started. You can monitor the progress under *Download status*. After the download is completed, the name of the update package is added to the *Update packages ready for installation* list.
5. Select the desired update package from the list and check the version under *Details*.
6. Click the *Install* button to save the inputs.
A blue progress indicator is displayed on the right during installation, which shows information on what is currently being installed. Once the installation is completed, the applications card is restarted and the *Maintenance* is displayed once again. The new software is now active.

Update system software via USB

To carry out the software update and update the system software on the applications card, proceed as follows:

1. Create a backup of your configuration data according to the indications in "Saving the configuration (menu Maintenance)", page 19.
2. Copy the ZIP file with the new version of the system software onto a USB stick and plug the USB stick into one of the USB sockets on the applications card.

**Note:**

The ZIP file must not be renamed and must not be located in a folder. Place it in the stick's root directory.

3. Open the WebAdmin, log in as Administrator and navigate to the *Multimedia / Maintenance* view.
4. Click the *Software update* button.
The view for uploading the system software appears.
5. Click the *Browse* button.
The applications card runs through the available drives and lists all the update packages found in a list box.
6. Select the update package you want and click the *Unzip* button.
The applications card analyses the data in the update package and displays information on the new software. This may take a while.
7. Check the software versions and install the update package by clicking the *Install* button.
Once the installation is completed, the applications card is restarted and the *Maintenance* is displayed once again. The new software is now active.

Replacing an applications card

To replace an applications card, proceed as follows:

1. Shut down the installed applications card, by pressing the on/off push button on the front side of the card.
2. Switch off the communication server and remove the applications card.
3. Switch on the communication server again.
4. From your administration PC, open your communication server's WebAdmin and log on.
5. Navigate up to the card view (*Configuration / System / Cards and modules*) and click the *Delete* button at the end of the slot 2.
6. Install the new applications card and start it up following the instructions "Installing the applications card", page 13.

Reset applications card to factory settings

You can reset the applications card to the factory settings. This is recommended if you wish to use the applications card on another communication server with a different configuration, for example.

Reset the applications card with WebAdmin (recommendation)

To restore the applications card to the factory settings with WebAdmin proceed as follows:



Warning:

When resetting the applications card, all data saved on the card is lost.

1. If required create a backup of your current configuration data according to the indications in "Saving the configuration (menu Maintenance)", page 19.
2. Navigate to the *Multimedia / Maintenance* view and click on the *First start* button .
You will be asked to enter the applications card password.
3. Enter the current password and click the *OK* button.
The applications card will be reset to the delivery state and rebooted. This takes a while.
4. In WebAdmin navigate to the *Multimedia* view and set up the applications card again according to the instructions under "Configuring the applications card", page 17.

Reset the applications card locally

As an alternative, you can reset the applications card locally. An image of the factory installation is located on a hidden partition. You can use this image to re-establish the delivery state.

To restore the applications card to the factory settings proceed as follows:



Warning:

When resetting the applications card, all data saved on the card is lost.

1. If required create a backup of your current configuration data according to the indications in "Saving the configuration (menu Maintenance)", page 19.

2. Either connect the monitor, keyboard and mouse directly to the applications card or establish a remote desktop connection. The IP address for the remote desktop connection can be seen in WebAdmin in the [Configuration / IP network](#) view ([IP address of the applications card](#) setting).
3. Log on with the user name *Administrator* and with the currently valid password password.
4. Reset the applications card password saved in the communication server back to the default value. Follow therefore the instructions ["Resetting a saved password on the applications card"](#), page 29.
5. Start the batch file [c:\recovery\recovery.bat](#).
The C: drive is reformatted and the operating system and MiVoice Office 400 applications are installed again. This takes approximately 30 minutes.



Warning:

The communication server must not be switched off during this process.

6. Put the reset applications card back into operation according to these instructions.

Resetting a saved password on the applications card

The current password on the applications card is saved on the communication server. If the applications card is reset to the factory settings, then the saved password also has to be reset in the communication server. To do so proceed as follows:

1. Start the read me file [c:\recovery\Readme_Recovery.html](#) and open the hyperlink [<IP-Adresse>/cpu2/support.aspx](#) contained within.
2. Enter your user name and password for accessing the communication server (*PBX installer user name* and *PBX installer password*).
3. Make sure that the [Reset CPU2 password](#) checkbox is marked.
4. Click the [Reset](#) button.

The password is reset to the default value [password](#).

Making enhancements with the customer's own applications

In addition to the pre-installed MiVoice Office 400 applications, you can also install the customer's own applications on the applications card or use the server exclusively for the customer's own applications.

Notes on the scope of performance and functions

All details relating to the scope of performance and functions on the applications card are based on cards where no modifications have been made by the customer.

Enhancement with the customer's own applications and modifications to the operating system or installed MiVoice Office 400 applications can result in different values.

Mitel only guarantees the scope of performance and functions for applications cards where no modifications have been made by the customer.

Support notes

Please note the special provisions on support services:

- In order for the support team to be able to help in the event of faults, it requires exact details of any changes made to the applications card and any applications installed at the customer.
- Mitel does not guarantee support in connection with applications cards that have been modified at the customer. Support is made on a best-effort basis.
- As part of support services, Mitel reserves the right to have the applications card reset to the factory settings by the customer.
- Mitel does not offer support for third-party applications installed by the customer.

Mitel reserves the right to refuse support in the following cases:

- The applications card is used as a server with the customer's own applications only.

- There is not enough information available about the modifications made by the customer or the applications installed by the customer.
- Communications applications have been installed which do not have an Mitel A2P2 Certification or Qualification Diploma.
- The customer does not reset the applications card back to the factory settings when expressly requested to do so.
- The malfunction can be traced to a certain application that was installed by the customer.
- The support services are very time-consuming or the costs are excessively high (e.g. when a cost-intensive test environment has to be established).

Notes on guarantee, warranty, and licensing

Please note the special provisions on guarantees, warranty, and licensing:

- Modifications made to the hardware or applications card lead to the immediate loss of all warranty claims.
- Mitel accepts no warranty claims for malfunctions and limited functionality caused by applications installed by the customer.
- Mitel accepts no warranty claims for malfunctions and limited functionality caused by modifications to the embedded operating system.
- Please also note the [Licence terms Windows Embedded Standard 7 \(syd-011\)](#) concerning the operation system. Mitel accepts no liability for infringements of the licence terms caused by the customer.

Enhancing the applications card at the customer

You want to install the customer's own applications on the Windows operation system of the applications card in addition to the pre-installed MiVoice Office 400 applications. Please note the following:

- The applications you install must be certified for CPU2-S by the Aastra Application Partner Programm A2P2.
- The installation and configuration of the pre-installed MiVoice Office 400 applications must not be changed. Any required services must not be deactivated or manipulated in any way.
- The storage capacity for the pre-installed MiVoice Office 400 applications must be ensured at all times.

Proceed as follows to install an applications card which you want to enhance with the customer's own applications:

1. Install and configure the applications card according to these instructions.
2. Either connect the monitor, keyboard and mouse directly to the applications card or establish a remote desktop connection.
3. Log on with the user name *Administrator* and with the password specified when installing.
4. Install the customer's own applications.

Using the applications card as an independent application server

You want to use the applications card exclusively for the customer's own applications. Please note the following:

- The pre-installed MiVoice Office 400 applications must be completely de-installed. The de-installation of individual components is not permitted.
- You can use an operating system of your choice or the pre-installed operating system. You are responsible for any licensing issues when using a different operating system.
- An image of the factory installation is located on a hidden partition so that the factory settings can be reset when necessary. Avoid the repartitioning of the applications card so that the hidden partition is not destroyed.
- WebAdmin can no longer be used for administration of the applications card. (If you try to open a multimedia view in WebAdmin, then an error message is displayed).
- The customer can no longer assert any guarantee or warranty claims at Mitel for the installed software.

Proceed as follows to install an applications card which you want to use exclusively for the customer's own applications:

1. Install the applications card according the instructions under "Installing the applications card", page 13
2. Connect the LAN socket of the applications card front panel to the IP network.

3. Put the system into operation according to the instructions under "Take the applications card in operation", page 14.
4. Open WebAdmin and navigate to the *Configuration / IP network* view.
5. Either connect the monitor, keyboard and mouse directly to the applications card or establish a remote desktop connection. The IP address for the remote desktop connection can be seen in WebAdmin in the *Configuration / IP network* view (*IP address of the applications card* setting).
6. Log on with the user name *Administrator* and with the default password *password*.
7. Deinstall the pre-installed MiVoice Office 400 applications.
8. Set up the server in accordance with the customer's requirements.



Connect the IP network to the front panel LAN socket, if you operate the applications card as independent application server.

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