MITEL

3000

Unified Communications
Installation & Configuration
Guide

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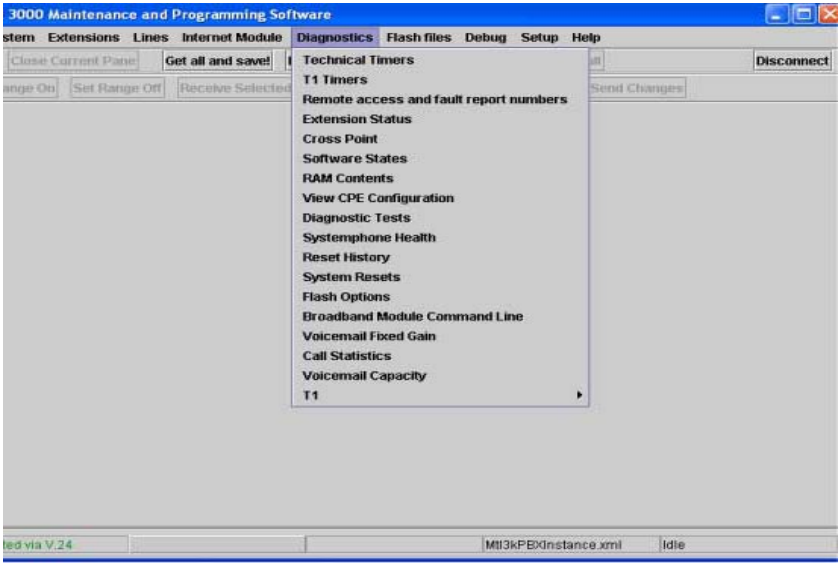
Step 1: Obtaining your Licence Activation Key

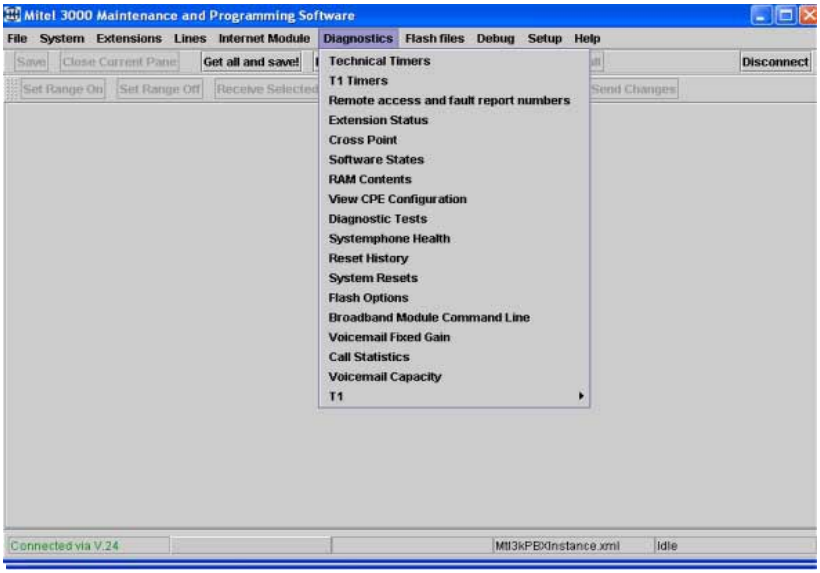
Both Softphone and Click to Dial users are enabled by the Activation Key.
Example;
A 4 user key enables 4 softphone users and 4 Click to Dial users.

1. Take note of the **Licence number** printed on your installation CD.

2. Take note of the PBX Serial Number. To find the PBX serial number connect to the system via **MPS Mitel 3000 Maintenance and Programming Software**. Click **Diagnostics.**



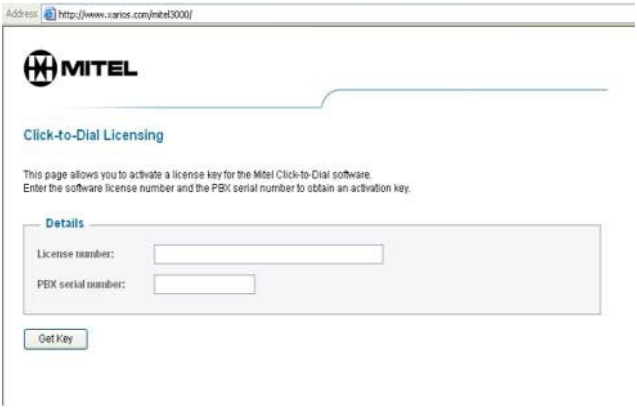
3. Click **View CPE Configuration**



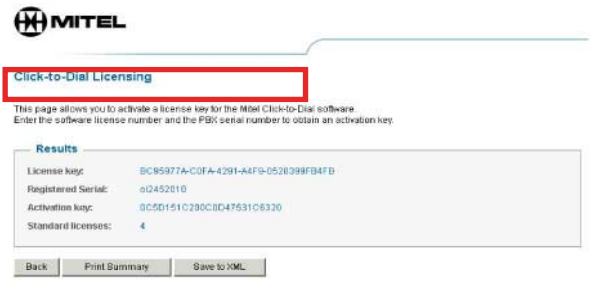
4. The CCU number is the serial number required to obtain your Licence Key. This always starts with OL and will be between 8 & 9 characters long.

5. Open a web browser page and enter **www.xarios.com/mitel3000**

6. Enter the **Licence Number** from your owners CD. Enter the **PBX Serial Number**. Click **Get Key.**

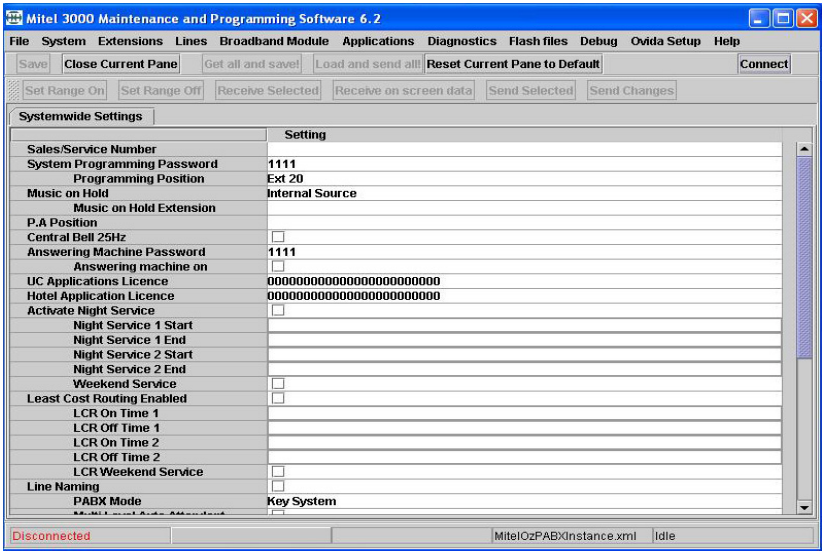


7. Once you have clicked **Get Key** you will see a screen similar to the one below. You can either print this information or save it to XML in order to keep a record of your serial number.



Step 2. Configuring the Mitel 3000

Start the MPS and **connect** to the Mitel 3000.
From the main menu click **System, Select Systemwide Settings.**



Enter the Activation Key provided in the Applications Licenses field and click on Send Changes.

Both Softphone and Click to Dial users are enabled by sending the Activation Key.

Introduction to programming the Mitel 5110 Softphone

There are three installation steps:

Step 1: Programming the Broadband Module

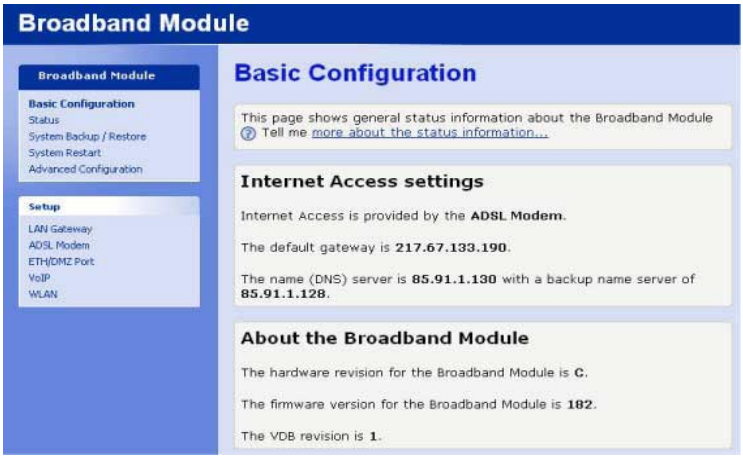
Step 2: Installing your Mitel 5110 Softphone

Step 3: Check your Mitel 5110 Softphone audio settings

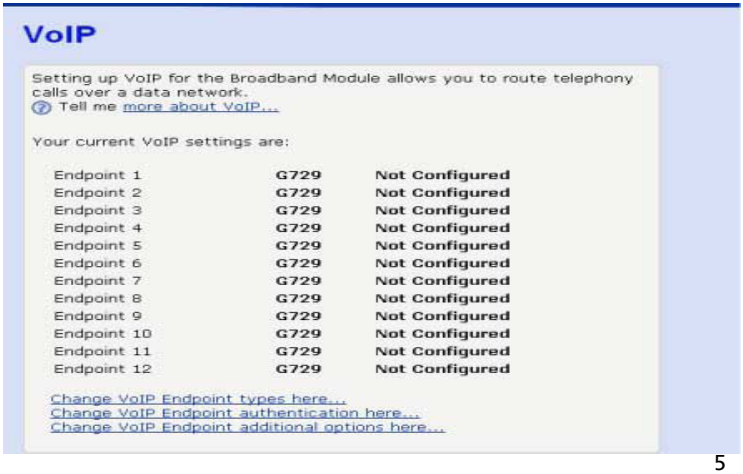
Note: Previous knowledge on programming the Broadband module is necessary before completing this section: See Broadband module manual for instructions.

Step 1: Programming the Broadband Module

1. Connect to the Broadband Module programming Interface. Using the Wizard or Browser Click **VoIP** from the Setup panel in the main Broadband Module screen.



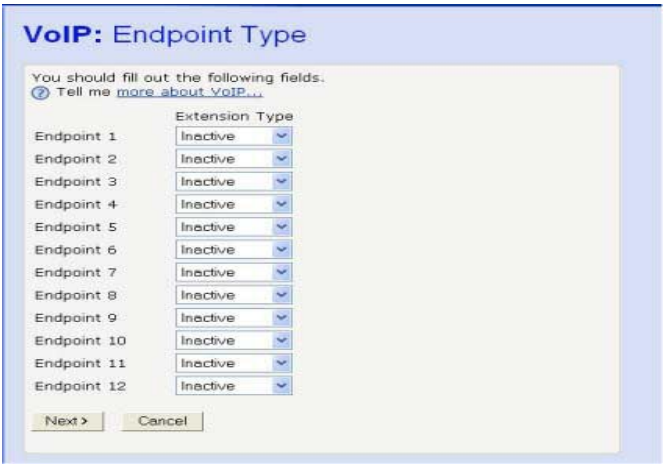
2. Click the link **Change your VoIP endpoint types here ...**

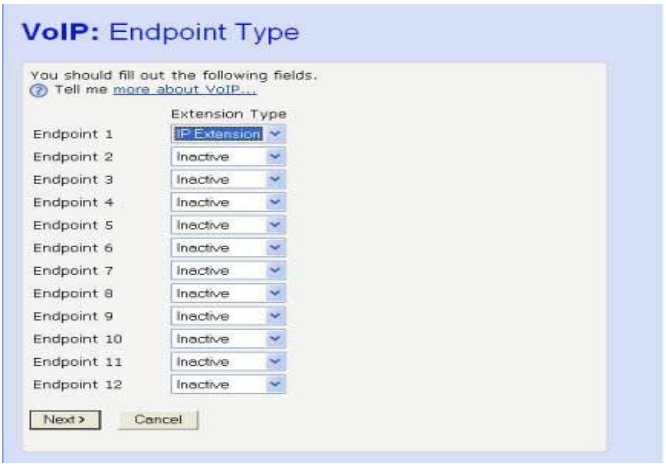


Note

If the Endpoint screen is not shown it is because an IP address is not available to the WAN Interface. Ensure the broadband connection is available and working on the Broadband Module.

3. Choose a free endpoint and select IP Extension from its down menu. **Note** that the extension number associated with the endpoint will be assigned to the Mitel 5110 Softphone.



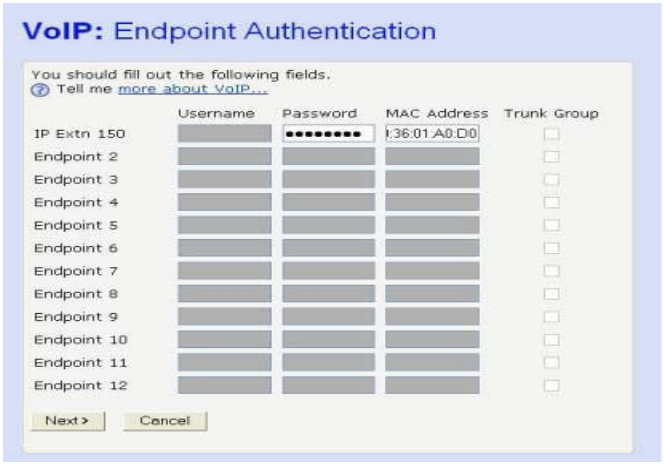


Click **Next >.**

4. Click **Confirm Changes.**

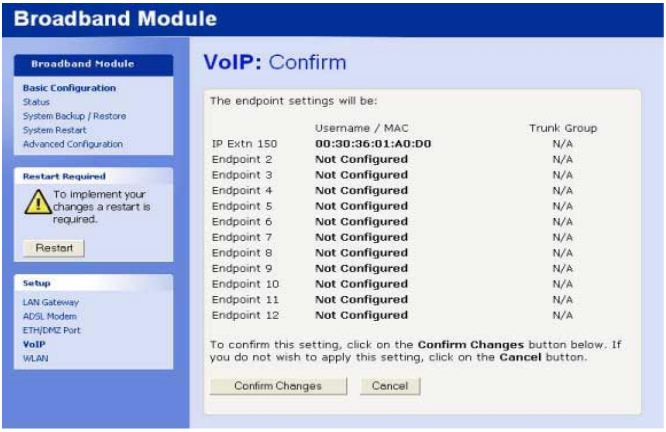
5. In the following page you will observe that a default password is set, this password should be kept as it is and should not be changed. This password matches the password of the Mitel 5110 softphone. If changed the softphone will not register. (Default password: “iptpassw”).

Enter the **MAC address** (this must match the MAC address programmed into the Mitel 5110 Softphone .You can use the MAC address of the computer you are installing the softphone on as long as it matches the MAC address you are using for your softphone.



Click **Next >.**

6. Click **Confirm Changes.**

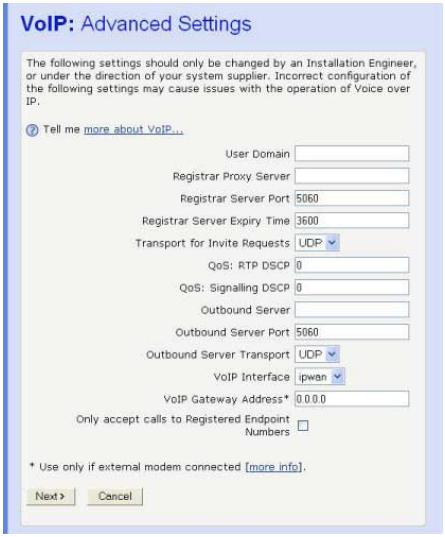


7. Click **Restart.**

Restart the Broadband Module. Once the Broadband Module has re-started, Step 1 of the programming is now complete. The Mitel 5110 Softphone will now connect to the Mitel 3000 system.

Note

The softphone will work as a remote extension only if the Broadband module VoIP interface is programmed as IPWAN. This option is found under VoIP Advanced Settings.



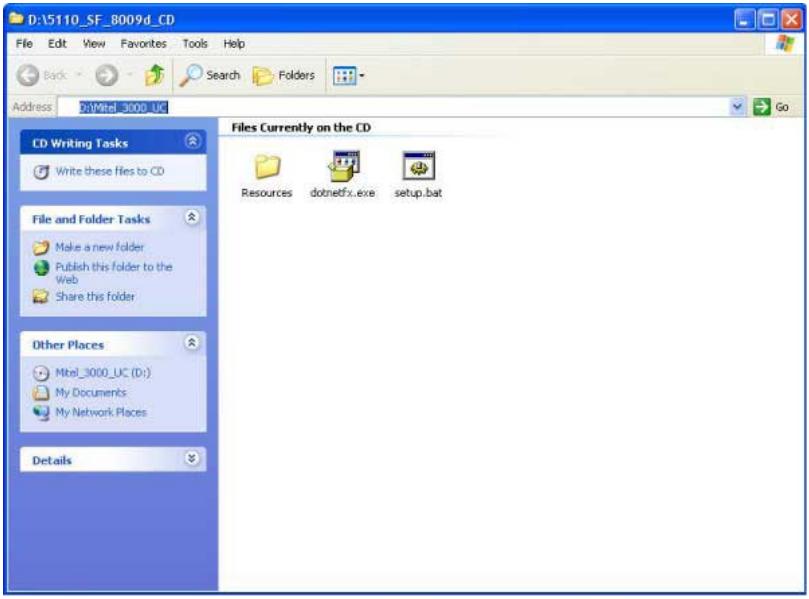
Installing & configuring your Mitel 5110 Softphone

Your Mitel 5110 Softphone application may be used with an audio or USB Headset. If you are using a USB headset it is important that you install the USB headset before installing the application. Connect the headset to a USB port on your PC **before** installing the Mitel 5110 Softphone application software.

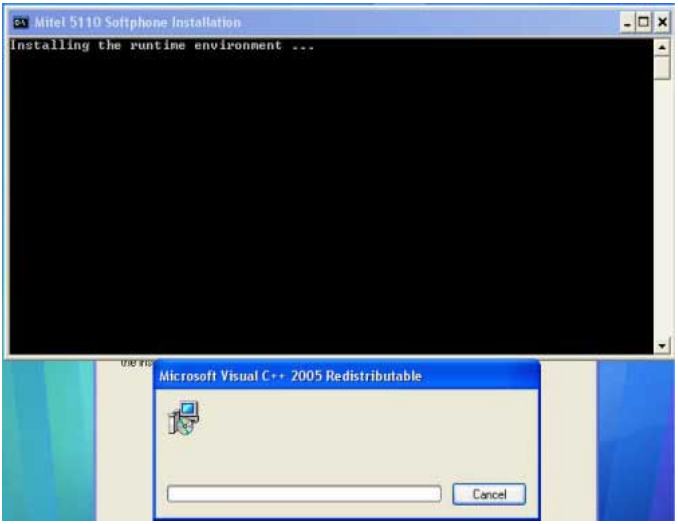
Step 2: Installing the 5110 Softphone application

Insert the Unified Communications Installer CD to your PC CD drive. Browse to the CD drive open the "5110 Softphone" folder and Double click on the Setup.bat file.

1. Double Click **Setup.bat from** "5110 Softphone" folder from your CD.



2. The **following image should appear.**



Note

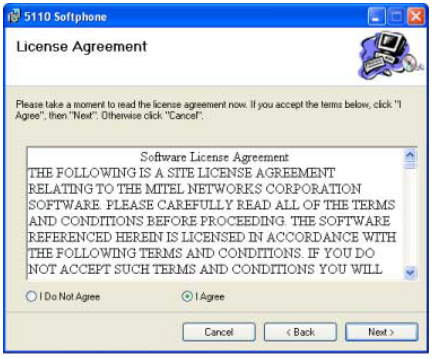
The Setup.bat file will update the version of Visual C++ and Net 2.0.framework on your PC. The softphone requires Version .NET 2.1.21022 or higher of Net 2.0. framework and VC Redist. 8.0.56336 or higher of Visual C++. The versions can be checked via the "add/remove programs" widget of the control panel. If you are experiencing any problems with the softphone please check the version of Net 2.0. framework and Visual C++.

3. The **following image should appear.**

5. Click **Next >.**

6. Select **"I Agree"**

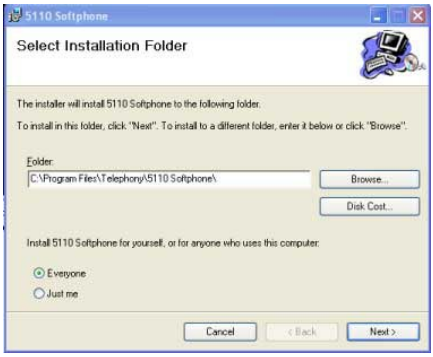
   Click **Next >.**



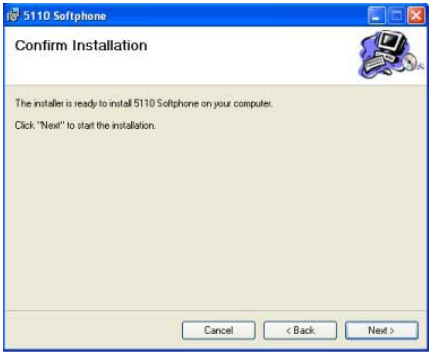
7. Click **Next >.**

8. Click **"Everyone" if you wish to allow anyone logged into the PC to use Mitel 5110 Softphone, otherwise select "Just Me"**

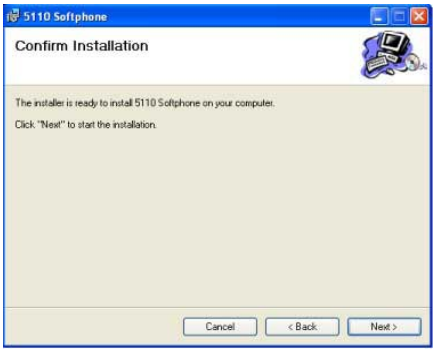
Click **Next >**.



9. Click **Next >.**

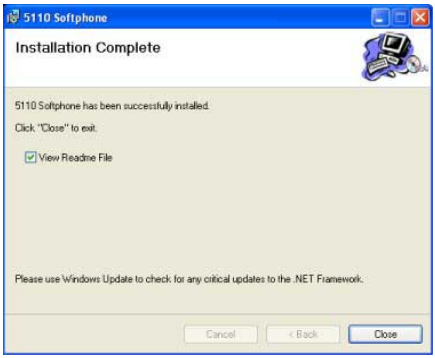


10. Confirm the installation
Click **Next >.**

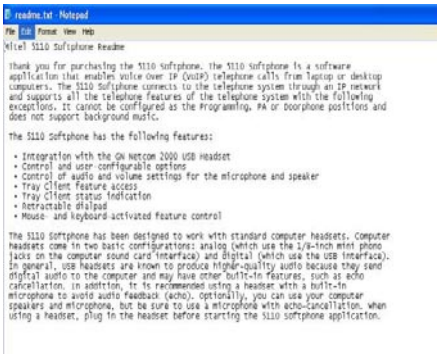


11. The following screen will appear while the installation is taking place.

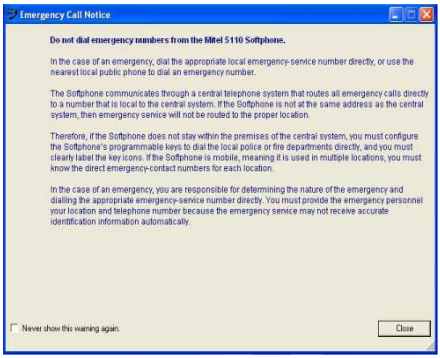
12. Click Close.



13. **Close** this window.



14. Click Close.



15. Select **Next >.**

16. Enter the following:

Device ID: Enter the MAC address entered previously to the Broadband Module (this MAC address should match the one programmed in the Broadband Module by the system administrator, if they do not match the softphone will not register).

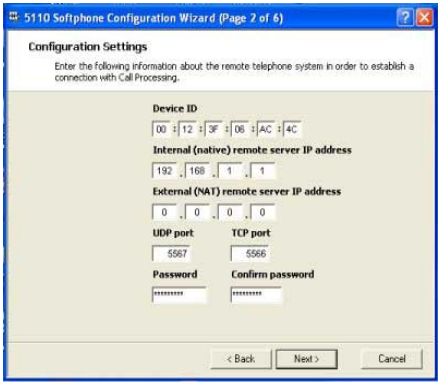
Internal (native) remote server IP address: The system administrator will provide you with this IP address.

External (NAT) remote server IP address: Leave this at it's default setting of 0.0.0.0

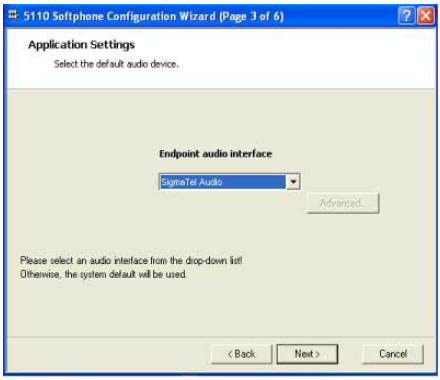
Password: Enter the password (this must match the password programmed into the Broadband Module Extension , in default this is "iptpassw")

Confirm the password

Click **Next** >.

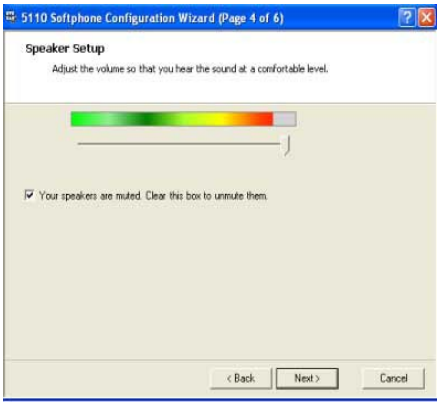


17. Click **Next >.**



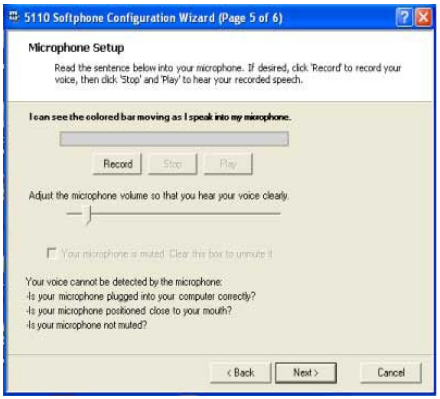
18. Follow the vocal instructions and those on the screen, to adjust your volume. Make sure your headset is connected.

Click **Next >.**

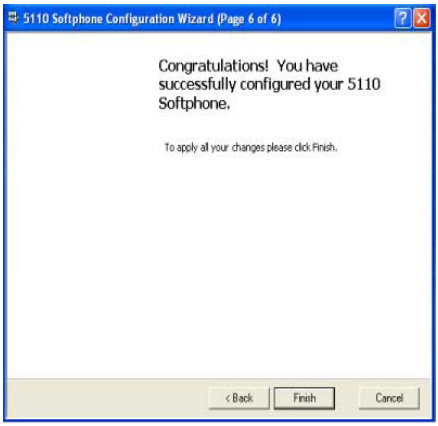


19. Follow the instructions displayed on the screen to adjust your microphone volume

Click **Next >.**



20. Click **Finish.**

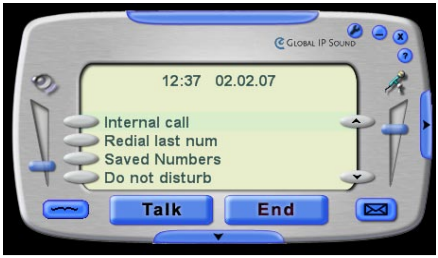


The Mitel 5110 Softphone has now been installed and the icon will now appear on your screen

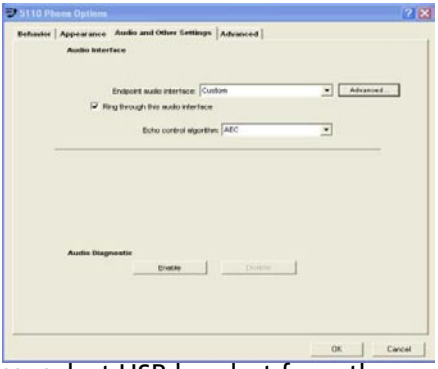
Double click on it to start the Mitel 5110 Softphone

Step 3: Check your Mitel 5110 Softphone audio settings

1. Click **Settings** in the top right hand corner. Click **Mitel 5110 Phone Options**.



2. Click the **Audio and Other Settings tab.**

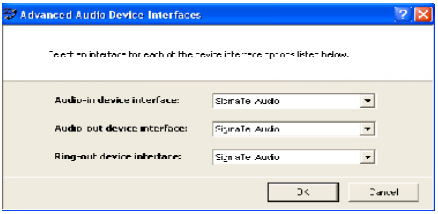


3. Click the **Advanced button**.

4. On the **Audio-in device interface, s**elect USB headset from the drop-down menu.

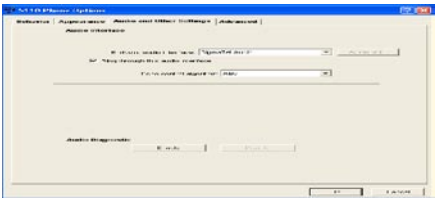
On the **Audio-out device interface,** select USB headset from the drop-down menu.

On the **Ring-out device interface,** select the sound card that your PC will use. If your PC has only one sound card, only this will be displayed. Click **OK.**



5. On the **Endpoint audio interface**, select USB headset from the drop-down menu.

Click **OK.**



Your Mitel 5110 Softphone is now set up to use with your USB headset.

Please Note

Some PC applications can override Audio settings on your PC from time to time. If you notice that your Audio devices are not operating as expected on your Mitel 5110 Softphone, then perform the following:

(a) Check that your USB Headset** is correctly plugged in to a USB port on your PC.

(b) Unplug and reconnect your USB Headset.

(c) Check that your audio settings are correct. (Go through the procedure described in "Check your Mitel 5110 Softphone Audio Settings" on page 12).

** We recommend the use of wired USB headsets.

System Requirements

Hardware Requirements

Intel Pentium 300 MHz or faster processor (800 MHz is recommended)
100 MB of available hard disk drive
128 MB RAM (256 MB is recommended)
Ethernet or Wi-Fi network card with TCP/IP configured
800 x 600 or higher video resolution
Internet-capable network connection (a broadband connection of 256 kb/s or faster
Headset with microphone that uses the speaker and microphone ports is required

Software Requirements

Microsoft ® Windows XP, Home or Professional operating system (recommended that all service packs be installed) and Vista SP1.
The latest version of Microsoft ® .NET Framework 1.x

Introduction to Click to Dial on the Mitel 3000

Click to Dial enables complete call management from your PC. Users can integrate all directories into one easy-to-use system and manage this from one place. Users can also see a complete list of missed calls, dialed calls and received calls with the option of adding call notes.

Installation steps:
Step 1: Configure the Mitel 3000
Step 2: Installing the Click to Dial application

IMPORTANT:
Before you begin configuring the Mitel 3000 you will need to get your licence key (This key is the same as for the Softphone previously configured).

If you have already obtained your license key and have configured the Mitel 3000 with it. You DO NOT need to do it again.

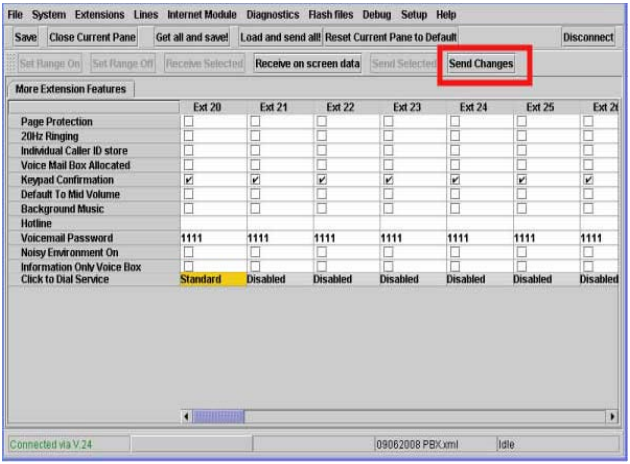
PC Requirements

Windows ® 2000 professional, Windows ® XP professional, or Windows 2003 server, Intel Pentium 4 or equivalent processor, 256 MB RAM, network interface card and a spare USB port (Type A) Windows Vista ® SP1.

Step 1. Configuring the Mitel 3000

1. Start MPS application and connect to the Mitel 3000. Click **Extensions**.
2. Click **More Extension Features.**

3. On the Click to Dial Service, click the **Standard** option from the drop-down menu for each extension that you wish to enable for Click-to-Dial. (Number of users allowed is limited by the number of licenses provided purchased).



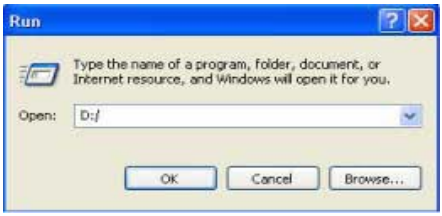
4. Click **Send Changes**.
The Click-to-Dial setup is now complete on the Mitel 3000 system.

5. **Next** install the Click-to-Dial application on the users desktop.

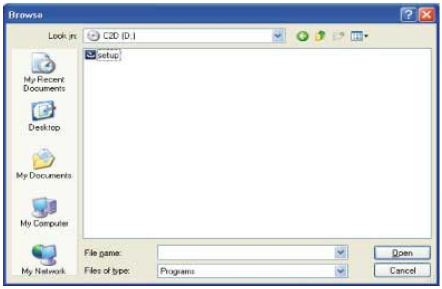
Step 2: Installing and configuring the Click-to-Dial Application

1. Insert the Unifed Communications Installer disk into your PC CD drive.

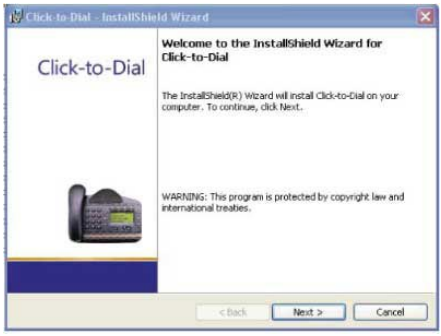
2. Click **Start**, **Run**, and Browse to your CD drive.



3. Open the Click to Dial Folder, select the “setup.exe” file and open.



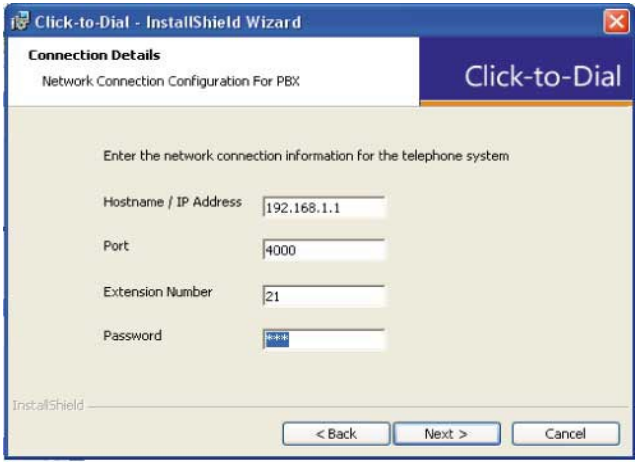
4. Click **OK.**



5. Click **Next >.**

6. Click **"I accept the terms in the licence agreement".**

7. Click **Next>**.



Enter the following information:

Hostname/IP Address: This IP address will be provided by the system administrator

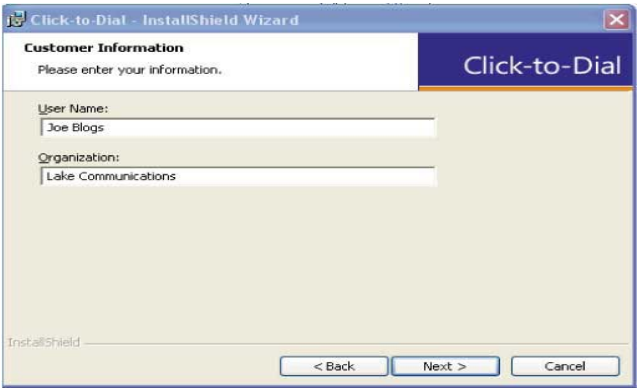
Port: Leave this at the default setting of 4000

Extension Number: Enter your extension number

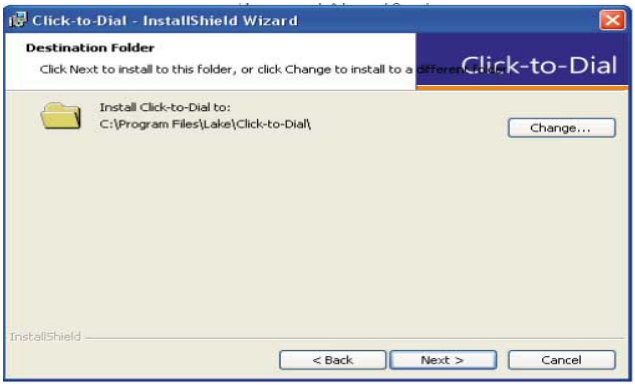
Password: Enter the password (this is the same as the extension lock password which is 123 in default)

Click **Next >.**

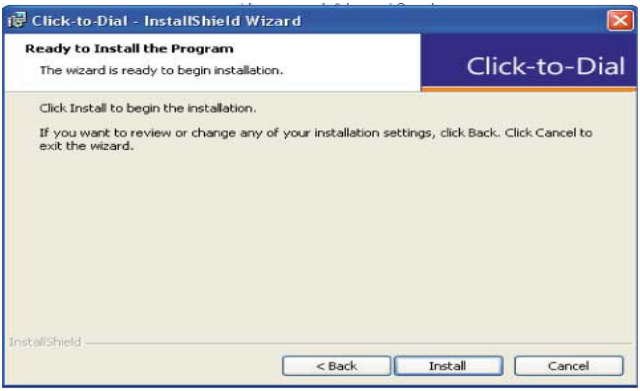
8. Enter your Name and Organization Click **Next >.**



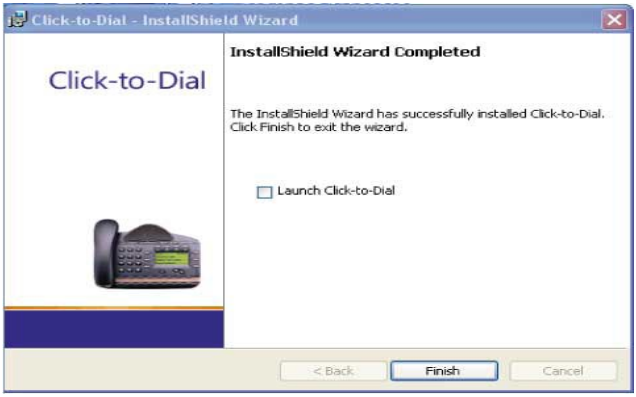
9. Click **Next >.**



10. Click **Install >.**



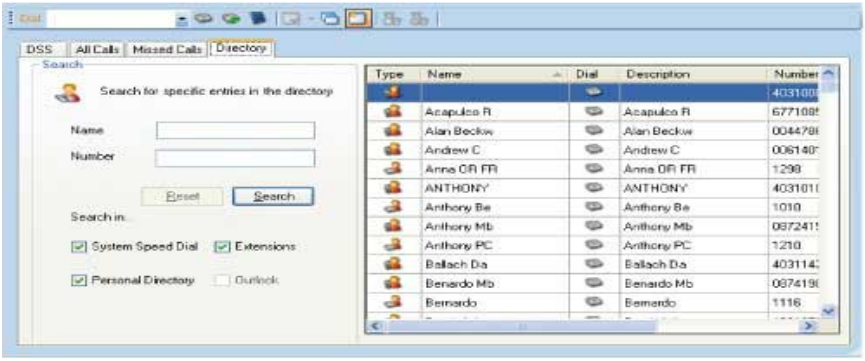
11. Check the box **"Launch Click-to-Dial 1.0.1"**
Click **Finish.**



12. Click-to-Dial has now been installed on your PC.

13. This icon will now appear in the bottom right lower toolbar.

14. **Right click** on the icon and select Phone Manager to display the application.



Help Files

A detailed help file is included in the application for further user instructions.

System Requirements

Hardware Requirements

Intel Pentium 300 MHz or faster processor (800 MHz is recommended)
100 MB of available hard disk drive
128 MB RAM (256 MB is recommended)
Ethernet or Wi-Fi network card with TCP/IP configured
800 x 600 or higher video resolution
Internet-capable network connection (a broadband connection of 256 kb/s or faster
Headset with microphone that uses the speaker and microphone ports is required

Software Requirements

Microsoft ® Windows XP Home or Professional operating system (recommended that all service packs be installed), Vista SP1.
The latest version of Microsoft ®.NET Framework 1.x

IMPORTANT NOTES BEFORE USING CLICK TO DIAL:

- Automatic Line Selection should be turned OFF.
- All Outgoing lines used for Click to dial should be programmed in Outgoing group 1. Alternatively program Flexible Numbering and set Line Access to only use a single digit. Use this digit as the Outside Line code in the Click to dial application.
- A Firewall port 4000 needs to be opened if Click to dial is on the WAN port.

Unified Communications Instillation & Configuration Guide
PN LR2727.06200 Rev 3

Global Headquarters	U.S.	EMEA	CALA	Asia Pacific
Tel: +1(613) 592-2122 Fax: +1(613) 592-4784	Tel: +1(480) 961-9000 Fax: +1(480) 961-1370	Tel: +44(0)1291-430000 Fax: +44(0)1291-430400	Tel: +1(613) 592-2122 Fax: +1(613) 592-7825	Tel: +852 2508 9780 Fax: +852 2508 9232

www.mitel.com

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

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