MITEL NETWORKS

6500 | Unified Communications

START HERE GUIDE

⊗ **MITEL** | it's about **YOU**

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by MITEL or any of its affiliates or subsidiaries. MITEL and its affiliates and subsidiaries assume no responsibility for any error or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means—electronic or mechanical—for any purpose without written permission from Mitel Networks Corporation.

Mitel Networks, SX-200, SX-2000, and LIGHTWARE are trademarks of Mitel Networks Corporation.

Microsoft Outlook 98, Microsoft Outlook 2000, Microsoft Outlook XP, Microsoft Exchange, Windows NT, and Windows 2000 are trademarks of Microsoft Corporation.

Other product names mentioned in this document may be trademarks of their respective companies and are herby acknowledged.

6500 Unified Communications Start Here Guide

Release 4.0
December 2002

P.N. 56004892, Revision A

Purpose of This Guide

This guide provides you with a list of what you received, what you require, a product overview, a list of the supporting documentation, and instructions to help you install the product.

What You Received

The Stand-alone Server Configuration includes

- The Mitel Networks™ 6500 Server platform (note that a monitor is not included with the platform). The server has all of the required software installed.

- For digital network interface integrations: a Voice Technologies Group (VTG) card, a Natural Micro Systems (NMS) card, a Digital Network Interface (DNI) cable (3 meters long) for an eight-port system or two DNI cables (both 3 meters long) for a 16-port system.

- For Q.SIG integration: a Mitel Networks 3300 Integrated Communication Platform (ICP), a Universal Network Services Unit (NSU), and a fiber cable.

- A security access module (SAM).

- A sheet that lists your software options and system software password.

- Two Mitel Networks 6500 Unified Communications Application Software Discs.

- Two Mitel Networks 6500 Unified Communications Third-Party Software Discs.

- The Windows™ NT 4.0 Server Software CD.

- The Windows NT 4.0 Service Pack 5 (or greater) CD.

- The Mitel Networks 6500 Unified Communications Installation and Maintenance Guide.

The Upgrade Package includes

- A sheet that lists your software options and system software password.

- Two Mitel Networks 6500 Unified Communications Application Software Discs.

- Two Mitel Networks 6500 Unified Communications Third-Party Software Discs.

- The Mitel Networks 6500 Unified Communications Installation and Maintenance Guide.

Tip: Use the FCI or Configuration Tool on Mitel OnLine to determine if your hardware is able to support the software upgrade.

Note: 6500 Unified Communications Release 4.0 requires a minimum of 768 megabytes (MB) of random access memory (RAM).

What You Require

- A computer monitor for the server platform.

- For a Digital integration: available DNI ports on the private branch exchange (PBX) and connection to a 25-pair amphenol connector.

- For an IP integration: the same number of device licenses as there are speech ports.

- For a Q.SIG integration: a T1 or an E1 primary rate interface (PRI) card, a PRI Interface Assembly, and integrated services digital network (ISDN) Release 8 software.

- For Voice Profile for Internet Messaging (VPIM) integration: Mitel Networks NuPoint Messenger™ Release 7.0 RSD 3 (or greater) software on the NuPoint Messenger server, in the network.

- Unified Messaging requires Microsoft® Outlook 98, Microsoft Outlook 2000, or Microsoft Outlook XP. The Mitel Networks 6500 Multimedia Outlook Plug-in requires Microsoft Outlook 2000 or Microsoft Outlook XP.

- Unified Messaging requires a Microsoft Windows 2000 infrastructure that is comprised of an Exchange 2000 server with Service Pack 2 or greater, and a Domain Controller. We recommend that this environment be in place and be used by the targeted 6500 Unified Messaging site for a minimum of two weeks prior to installing the 6500 Unified Messaging. Mitel Networks recommends that you position the 6500 server, the Exchange server, and the Domain Controller server on the same 100-megabit network segment for optimum performance.

- The 3300 ICP and the 6500 server should be on the same virtual local area network (VLAN).

PBX Software Requirements

- Mitel Networks SX-200® - LIGHTWARE™ 17 or greater

- Mitel Networks SX-2000® - LIGHTWARE 30 or greater

- Mitel Networks 3200 Integrated Communications Platform - Release 2.1.1.27 or greater

- Mitel Networks 3300 ICP - Release 3.1 UR2 or greater

- Nortel Networks™ Meridian (M-1 and SL-1) - Release 15 or greater

About the Product

6500 Attendant System

- Provides an auto attendant that directs calls by name, number, or by department. Multi-level menus direct calls in a fast and efficient manner.

- Exists as a stand-alone server in a local area network (LAN).

- Provides pre-programmed user details in the Admin Web Page.

- Enables creation of personal contacts in the Personal Web Page.

6500 Unified Messaging System

- Provides all of the features that the 6500 Attendant application offers, plus unified messaging. Unified messaging places your e-mails, voice mails, and faxes in one location (Microsoft Exchange 2000 server) and allows you to access and manage these messages anywhere from a telephone or desktop. With available options, you can also manage your appointments, meetings, and tasks in Microsoft Outlook using your telephone.

- Requires an Exchange 2000 server (with Microsoft Exchange Service Pack 2 or greater) within a Microsoft Windows 2000 domain, running Active Directory.

- Provides pre-programmed user details in Active Directory.

- Enables creation of personal contacts in Microsoft Outlook.

- Supports VPIM and therefore integrates with NuPoint Messenger.

About the Documentation

Tip: Refer to the Field Change Instructions on Mitel OnLine for important updates since the initial release of the system.

Note: Mitel OnLine provides access to product documentation. Use the following path in Mitel OnLine to gain access to this documentation:
Technical Support/Product Documentation/6500 Unified Communications.

Note: The 6500 server also provides access to the product documentation (Start/ Programs/Mitel Networks/Speech Recognition/ Documentation).

Installation and Maintenance Guide: A paper document and a .pdf file that provides instructions on how to install, program, and maintain the 6500 Unified Communications system. The guide (PN 50003280) is supplied with the 6500 Unified Communications software and can also be ordered from Customer Service.
You can access the .pdf file at Mitel OnLine, or on the 6500 Unified Communications Application Software Disc 1, or by navigating to the documentation on the 6500 server.

Admin Web Page Help: A Help file that provides instructions on how to set the system parameters, set user features, manage the directory, manage the dial plan, and perform maintenance tasks. You can access this online Help file from the Admin Web Page.

Personal Web Page Help: A Help file that provides instructions on how to use the Personal Web Page.You can access this online Help file from your Personal Web Page.

User Guides: Two .pdf files are available: the Mitel Networks 6500 Attendant User Guide for the users on the 6500 Attendant system and the 6500 Unified Communications User Guide for the users on the 6500 Unified Messaging system. You can access these User Guides from Mitel OnLine and from the 6500 server. The guides are available in English and French.

Quick Reference Cards: Two types of pocket-sized cards are available: the 6500 Attendant Quick Reference Card for users on the 6500 Attendant system, and the 6500 Unified Communications Quick Reference Card for Attendant users and Unified Messaging users on the 6500 Unified Messaging system. The cards are available in packages of 25 from Customer Service. Online versions of the cards are available at Mitel OnLine and on the 6500 server. The documents are available in English and French.

SR Settings Help: A Help file that provides instructions specific to the Speech Recognition (SR) settings for the Users and Computers window in the Active Directory. This Help file enables you to specify user details for the Unified Messaging option.

Planning Ahead

For the Configuration of the 6500 Server

The following table provide values for the 6500 server parameters.

Parameters	Values
Windows NT Local Administrator Password (default is mitel)	
Administrator PIN (default is 1234567890)	
User PIN (default is 1234)	
Host Name	
Domain Name	
IP Address	
Subnet mask	
WINS Server	
DNS Server	
Default Gateway	

For the Configuration of the Domain Controller and the Exchange 2000 Server

The following table provide values for the Domain Controller and the Exchange 2000 server parameters.

Parameters	Values
Host Name	
Domain Name	
Admin Account (SpeakAdmin)	
Account Password (for SpeakAdmin)	
E-mail Address (for administrator)	
Exchange Virtual Drive folder name for the Exchange server only	

Obtaining the Installation Procedures

1. The paper Installation and Maintenance Guide is supplied with the 6500 Unified Communications software package. You can also obtain this paper Installation and Maintenance Guide (PN 50003280) from Customer Service, or access the .pdf file from Mitel OnLine, or from the 6500 Unified Communications Applications Software Disc 1.

2. Refer to Chapter 1 for the new installation or to Chapter 2 for the upgrade installation. Follow the procedures in the order that they are presented.

Note: For the 6500 Unified Messaging system, the Configuration Wizard integrates 6500 Unified Communications with your network environment.

Reviewing the Configuration for the Servers

Checklist for the new 6500 Attendant System

6500 Server

❑ Stopped all services, except Lightweight Directory Access Protocol (LDAP) and Nuance License Manager (NLM), in Service Recovery Manager in order to change the Transmission Control Protocol (TCP)/Internet Protocol (IP) properties and the computer name. Set Start mode to Manual.

❑ Changed the TCP/IP properties and the computer name.

❑ Entered the new computer name in Microsoft® Windows NT and used Internet Service Manager in Microsoft Internet Information Server (IIS) to reconnect to the new computer name.

❑ For an IP integration, configured IP Phone Emulator, Mitel Remote Access, Telephony, Multimedia, and Sounds in Control Panel.

❑ Entered the new computer name for the Oracle settings in the Admin Web Page.

❑ Restarted the server.

❑ Verified that the server can ping the other servers on the network and can be pinged back.

   - Joined the domain (optional).

Checklist for the new 6500 Unified Messaging system

6500 Server

❒ Stopped all services, except LDAP and NLM, in Service Recovery Manager in order to change the TCP/IP properties and the computer name. Set Start mode to Manual.

❒ Changed the TCP/IP properties and the computer name.

❒ For an IP integration, configured IP Phone Emulator, Mitel Remote Access, Telephony, Multimedia, and Sounds in Control Panel.

❒ Entered the new computer name in Microsoft® Windows NT and used Internet Service Manager in Microsoft Internet Information Server (IIS) to reconnect to the new computer name.

❒ Joined the domain.

❒ Used the Configuration Wizard.

❒ For VPIM networking, configured the 6500 server with the other VPIM servers in the Admin Web Page, and then restarted VPIM Gateway in Service Recovery Manager.

❒ Restarted the server.

❒ Verified that the server can ping the Domain Controller, the Exchange 2000 server, and if applicable all VPIM servers, by server name and IP address.

❒ Checked the software release and service pack number (if applicable) on the Admin WEB login page to ensure that the correct software was installed.

❒ Added VTG/NMS port/extension associations (for digital set integrations only)

Domain Controller (Active Directory server)

❑ Logged on to the domain as Administrator.
❑ Verified that the Domain Controller can ping the 6500 server, by server name and IP address.
❑ Created a SpeakAdmin user.
❑ Added SpeakAdmin to the Administrators group.
❑ Added SpeakAdmin to the Domain Users group.
❑ Logged on to the Root Domain Controller as Administrator with Schema Admin rights. Extended the schema with the Root Domain install.
❑ Installed the Active Directory components.
❑ For VPIM, created a Mail Exchange (MX) record in DNS for the Exchange server.
❑ From the Active Directory, Users and Computers MMC, verified that the Active Directory schema was correctly installed by selecting properties for a user and then selecting the Speech Recognition (SR) Settings. (**Note:** Any errors would be flagged with a template error window.)
❑ Verified the functionality of the schema extension. Clicked on the Extension User Node icon on the main menu bar of the Users and Computers window, committed changes, and verified in the Service Recovery Manager window that the update server received a corporate list compilation request.

Exchange 2000 Server

❑ Logged on to the domain as SpeakAdmin. A separate server for Exchange required the addition of SpeakAdmin to the local admin group.

❑ Verified that the Exchange 2000 server can ping the 6500 server by server name and IP address.

❑ Checked that the permissions were properly set up for the SpeakAdmin account. Navigated into the Exchange Virtual Drive (M:), opened the domain name, MBX, and then SystemMailbox. (**Note:** An improper setup would show an error message.)

❑ Installed the Exchange Server components (including the VPIM Gateway, if applicable).

❑ Performed basic testing: calling into the system, transferring calls, leaving and retrieving voice mails, testing the MWI (Message Waiting Indicator) lights.