

MITEL
MyAttendant™
Installation Guide



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MITEL MyAttendant Installation Guide

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Installation Guide

Who This Guide is For

This guide is for the qualified SX-200[®] PBX technician who is familiar with the Windows[®] 95 or Windows 98 operating system, Windows Applications, and Microsoft[®] Networking.

What This Guide Contains

The MITEL[®] MyAttendant[™] Installation Guide provides the following information:

- Product Overview
- System Requirements
- CO Requirement
- PBX Programming
- TALK TO CX card Installation
- Windows Environment Check
- Hardware Lock Installation
- MITEL MyAttendant Software Installation
- MITEL MyAttendant Software Setup

Product Overview

MITEL MyAttendant is a software application that provides a call answering position for general business and multi-tenant environments. This PC application allows users to work on other PC applications when there are no incoming calls and when there are calls, allows the PC user to effectively manage calls for multiple clients.

MITEL MyAttendant

- Provides a Message Board where messages are typed, saved, printed or emailed to the client
- Allows the programming of customized greetings for different incoming trunks
- Lists employees associated with each incoming LDN to allow easy transferring
- Shows specific transfer information; e.g., cell phones, extensions, or pager numbers

MITEL MyAttendant on a PC can be used in conjunction with other PCs with MITEL MyAttendant to allow a group of attendants to work as a team. Information such as the client database, and information about calls waiting in the queue is shared via a local area network.

The MITEL MyAttendant system consists of a system unit (PC), monitor, keyboard, TALK TO CX card, a handset, and optionally a local area network.

The purchased package includes a MITEL MyAttendant Installation Disc, a TALK TO CX card, a handset and cradle, and keyboard stickers.

You can use a headset instead of the handset. The headsets that are qualified for use with MITEL MyAttendant are the Monaural Overhead Headset PN 9132-800-500-NA and the Binaural Overhead Headset PN 50000606.

System Requirements

PC Requirements

- Pentium computer with 1 available ISA expansion slot
- 64 MB RAM (additional RAM will improve performance)
- CD-ROM Drive
- Network Interface Card if more than one console is in use
- Keyboard and Mouse
- Sound Card with Speakers (optional)
- VGA/SGA Monitor that supports a screen resolution of 800 by 600 pixels

Microsoft Windows 95 or Microsoft Windows 98 (non OEM versions preferred*)

Microsoft Networking (TCIP) with Winsock Version 1 (winsock.dll)

*If an OEM version is installed, you will have to install the DCOM software specific for the operating system.

IMPORTANT:

Please use the above PC requirements as a checklist to ensure that all required components are installed and configured properly before installing the MITEL MyAttendant software.

The MITEL MyAttendant application requires that Winsock Version 2 **not** be installed on the PC. Some third party internet applications will overwrite Winsock version 1 with Version 2. It is highly recommended that this PC run the MITEL MyAttendant system with only word processing or spreadsheet applications. Adding additional applications to the PC may cause the application to stop working. If you are not sure whether or not an application will install Winsock version 2, ask the third party software manufacturer before attempting the installation.

PBX Requirements

- SX-200 PBX with an available DNIC line for the MITEL TALK TO CX card
- LIGHTWARE™ 17 Release 4.0 or greater software.

CO Requirement

- The CO must deliver DNIS digits only, NOT ANI, on incoming trunks for the MITEL MyAttendant application.

MITEL MyAttendant Upgrade Procedure

1. Close the currently installed release of MITEL MyAttendant.
2. Using Windows Explorer, locate the Data Folder within the MyAttendant folder.
3. Copy the Data folder and its contents to a safe location so it can be used again after the upgrade procedure is complete. The Data folder contains the Console3.mdb and System3.mdb files that contain the data entries used by the application.
4. Close all the applications and reboot the PC. Ensure that the MITEL MyAttendant application does not launch.
5. Using the Add/Remove Programs application in the Windows Control Panel, remove all of the related files of the MITEL MyAttendant application.
6. Using Windows Explorer, make sure that the MyAttendant directory is removed. If the MyAttendant folder still exists, delete the MyAttendant folder.
7. Insert the MITEL MyAttendant Installation Disc into the CD-ROM drive and select Install MITEL MyAttendant in the MITEL MyAttendant startup window.
8. Continue with the installation as documented in “MITEL MyAttendant Software Installation” on page 15.
9. Using Windows Explorer, locate the backup Data folder you created in step 2 of this procedure.
10. Overwrite the Data folder in the new MyAttendant folder with the backup Data folder.

PBX Programming

1. In CDE Form 02, Feature Access Codes, assign an access code for Feature 24, Abbreviated Dial Access, and for Feature 38, Agent Login/Logout.
2. In CDE Form 03, Class of Service Options, define a separate COS for the TALK TO CX card. This card will be programmed as a SUPERSET™ 430 Subattendant telephone and will be the COS for the MITEL MyAttendant application. Enable all the PCs with the MITEL MyAttendant application with the following options plus any additional options required by the attendant.

Option Name	Option Number
Can Hold and Retrieve Access	211
Can Flash If Talking To An Incoming Trunk	212
Do Not Disturb	220
Repeated Camp-on Beeps	242
Camp-on Before Forward on Busy	266
Camp-on	301
Display ANI/DNIS/CLASS Information	502
Display CLASS Name	503
PBX SUPERSET Telephone - Automatic Outgoing	604
SUPERSET Telephone - Enhanced Answering	606
SUPERSET Telephone - Headset Operation	612

3. In CDE Form 03, Class of Service Options, enable the following options for the trunks that will be answered by MITEL MyAttendant.

Option Name	Option Number
Camp-On	301
ANI/DNIS/CLASS Trunk	811

4. In CDE Form 09, Desktop Device Assignments, program the DNIC line(s) for the TALK TO CX card(s) as SUPERSET 430 Sub Attendants (SS430 S/Att). In the Expand Set Form program keys 2-7 for the SUPERSET 430 S/Att as Hold Pos.

9:29 PM 1-AUG-00 alarm status = MAJOR

KEY	TYPE	DIR	RING	SEC	DSS	EXT NUM	TRK NUM	LABEL
01	Prime	In/Out	Immed	No		7000		
02	Hold Pos							
03	Hold Pos							
04	Hold Pos							
05	Hold Pos							
06	Hold Pos							
07	Hold Pos							
08	Speed Dial							
09	Speed Dial							
10	Speed Dial							
11	Speed Dial							
12	Speed Dial							
12	Speed Dial							
1-KEY LINE		2-MULTI-CALL		3-FEATURE		4-DIR TRK ACC		5- ** MORE **
6-QUIT		7-KEY		8-		9-		0-

1(019.009)

5. In CDE Form17, Hunt Groups
 - (a) Enter the prime lines of each MITEL MyAttendant PC in order to form a hunt group.
 - (b) Assign an access code for the hunt group. The administrator uses this access code in the UCD Login/Logout.
 - (c) Program the hunt group as Circular or Terminal and the group type as Agent.
6. In CDE Form 14, Non-Dial In Trunks and/or CDE Form 19, Call Rerouting Table, program the routing of calls to MITEL MyAttendant by using the hunt group access code (in step 4b).

7. If the PBX is using a DNIC voicemail system, program the abbreviated dial sequence for each contact in CDE Form 31, System Abbreviated Dial Entry, in order that a one-step transfer can be directed to the voicemail box for each contact.

► **Notes:**

1. You must know the extension numbers of the contacts in the MITEL MyAttendant directory before programming CDE Form 31.
2. Record for the administrator the abbreviated dial access code programmed in CDE Form 02 and the index numbers that you will program in Form 31. The administrator uses these numbers to create Contact Profiles in the Administration Tool.

(a) Enter the index number.

(b) Enter the appropriate digit string to access the voicemail level and then, the voicemail box. Example: 1234*9#2202

1234 is the hunt group access code for the voicemail, *9 is the pause to wait for the voicemail to answer the call, # is for the voicemail level, and 2202 is the extension number for the voicemail box.

The digit string will vary depending on the voicemail system in use.

Refer to the SX-200 EL/ML Technical Documentation for more information on programming an abbreviated dial.

TALK TO CX Card Installation

The TALK TO CX Card installation is divided into five tasks:

1. Determine System Settings
2. Install the TALK TO CX Card
3. Install the TALK TO CX Drivers
4. Test the TALK TO CX Card Installation

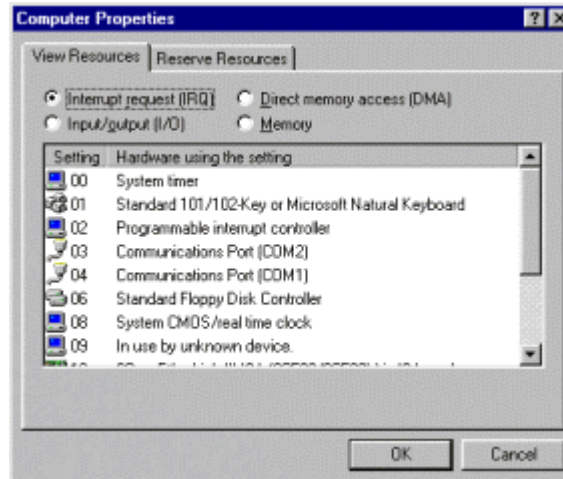
Determine System Settings

Before you install the TALK TO CX card, you need to determine which system resources are available for use by the TALK TO CX card. The TALK TO CX card requires a free interrupt request (IRQ), and a free I/O Address. The default IRQ set on the TALK TO card is 15. The default I/O address is 0300.

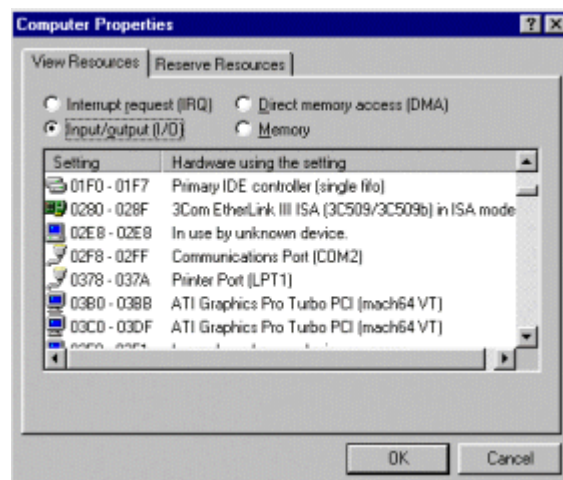
To determine which settings are available for use by the TALK TO CX card, check the system settings in the control panel, as follows.

1. From the Windows **Start** menu, select **Settings**, then **Control Panel**.
2. Double click on the **System** icon.
3. Click on the **Device Manager** tab.
4. Double click on the **Computer** icon to display Computer Properties.

5. Find an available setting in the **Interrupt Request (IRQ)** list. Any of the following numbers (3,4,5,6,7,9,10,11,12,14,15) that do **not** appear in the settings list are available for use by the TALK TO CX card but, we recommend that you DO NOT use IRQ 10 to 15. They may conflict with other PC components.
6. Write the number down that you chose in step 5, as you will need it once the computer is powered down. *In this example, IRQ number 7 is available for use.*



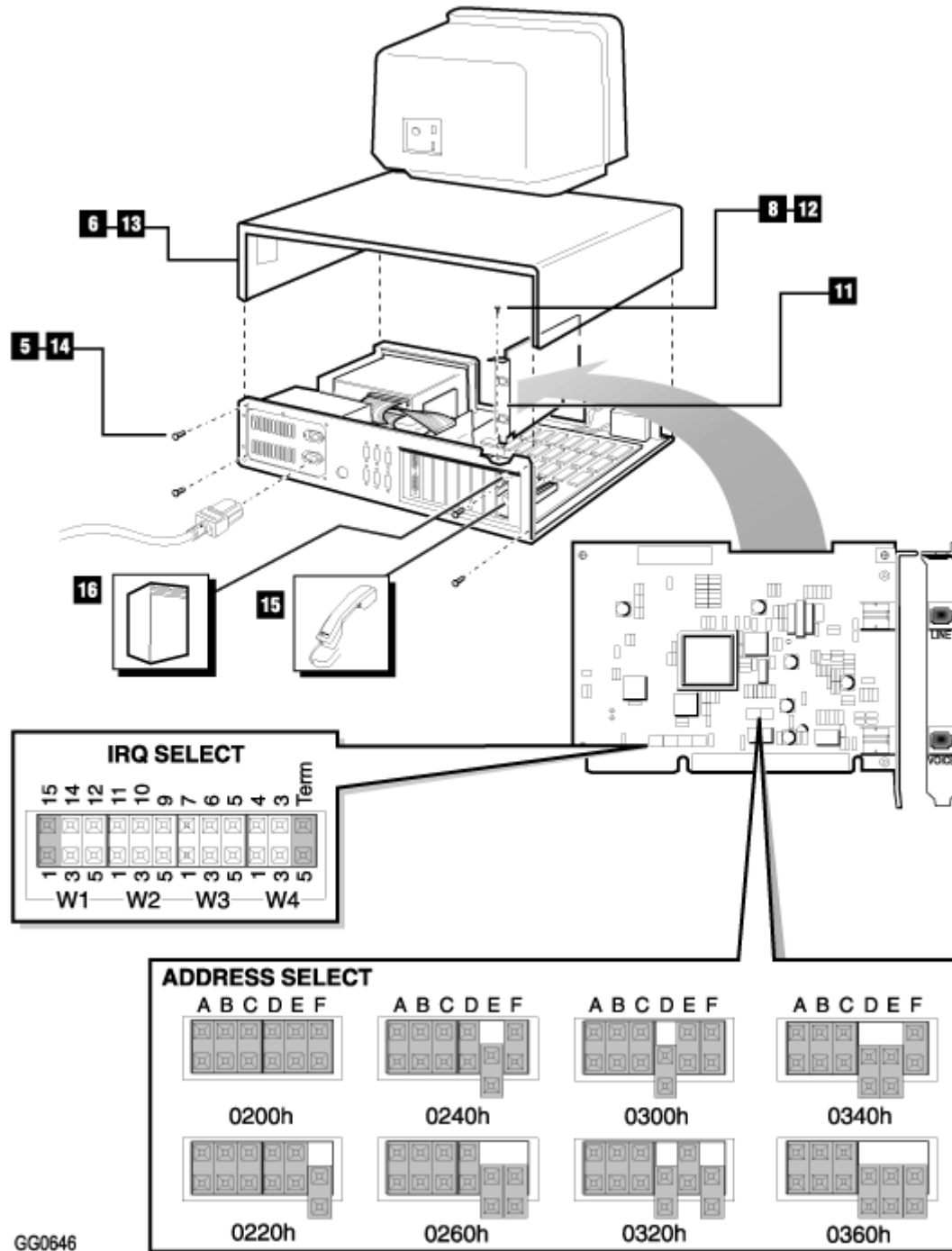
7. Click on the **Input/output (I/O)** option to display a list of available address settings.
8. Find an available setting in the I/O Range list. Any of the following settings (0200, 0220, 0240, 0260, 0300, 0320, 0340, 0360) that are not included in the used address ranges are available for use by the TALK TO CX card. Write this number down, as you will need it once the computer is powered down. *In this example, address 0300 is available for use because it is not included in any of the used ranges.*



Install the TALK TO CX Card

Important Safety Instructions

Read ALL safety instructions in the TALK TO CX Installation Guide carefully before commencing the installation procedure.

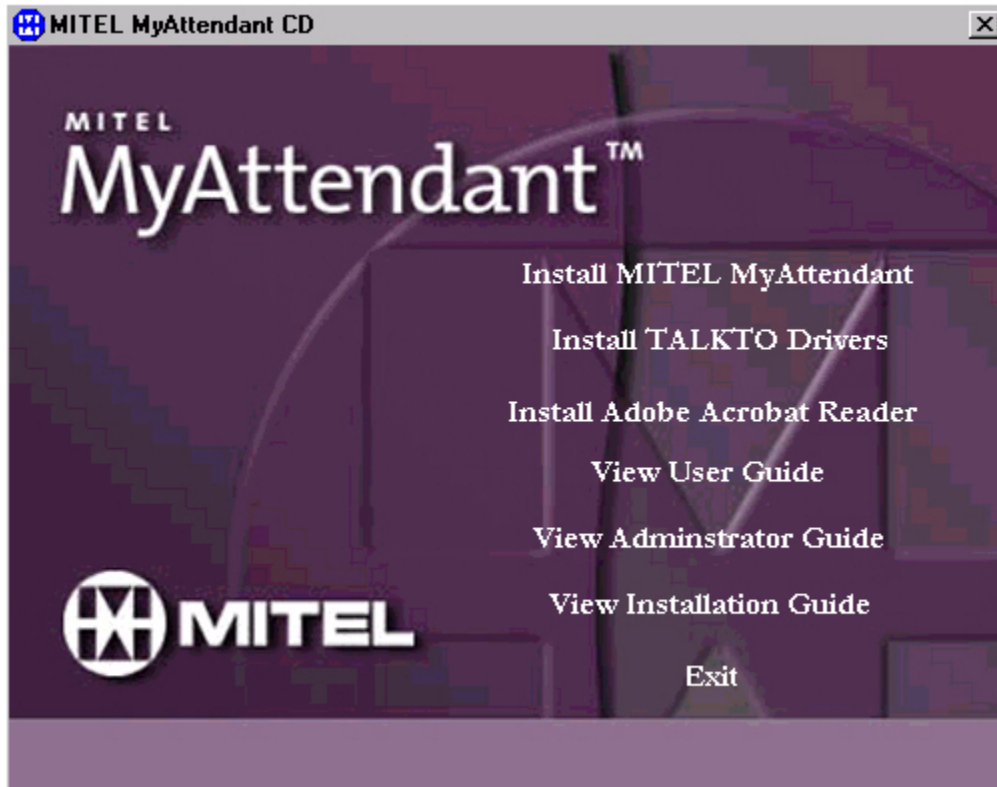


GG0646

1. Shut down the Windows Operating System software.
2. Turn off the AC power switch located on the PC unit.
3. Remove all interface cables attached to the PC unit, including monitor, printer, and LAN connection. Note: All connections must be removed before proceeding.
4. Remove the AC power cord for the PC unit from the AC source.
5. Remove the cover mounting screws from the PC unit. The number of screws and their location is dependant on the type of PC.
6. Carefully remove cover from base of PC unit.
7. Select an ISA expansion slot.
8. Remove the screw holding the expansion slot cover in place and remove cover.
9. Set the interrupt jumper setting on the TALK TO CX card as required (default is 15).
10. Set the address selection jumper setting on the TALK TO CX card as required (default is 0300).
11. Hold the TALK TO CX card by the top and insert into the slot and press firmly to seat the connector. The card will snap into place.
12. Align the slot in the TALK TO CX card retaining bracket with the hole in the rear panel of the unit and insert the screw retained in Step 8.
13. Replace the PC unit cover.
14. Replace the PC cover mounting screws.
15. Connect the DNIC port to the top (Line) jack on the rear of the TALK TO CX card.
16. Plug in the PC unit power cord.
17. Re-attach all cables mentioned in step 3.

Install the TALK TO Drivers

Before the TALK TO CX card can work in the PC, the TALK TO Drivers (the Mitel DNIC Service Provider software) must be installed. This software is located on the MITEL MyAttendant Installation Disc. Place the CD in the CD ROM drive. Once the introduction screen appears, select "Install TALK TO Drivers".



A license agreement displays. If you accept the agreement, click OK.

The installation program gives you the option of selecting a particular destination directory to contain the Service Provider files if you do not want to use the default "C:\dnic".

Once the destination directory is selected, the installation program will copy the files to your hard drive and add two lines to the Windows file "system.ini" which instructs Windows to load in the talkto.386 and dnicwav.drv drivers. The installation program will also add a "Telephony" icon to your Control Panel program group.

The installation program asks you if you would like all the incoming calls to ring through the PC speaker. Select **YES** if you want to use the speakers in the PC box or select **NO** if you want to use the sound card speakers. This setting can also be programmed in the Administration Tool window using the Config icon. See Configuring the Console in the Administration Guide.

When the installation program has finished loading the Service Provider software on your PC, you will be prompted to re-boot Windows. You must re-boot before you attempt to use your TALK TO CX card. On the re-boot, after the RAM count and before the Windows splash screen appears, you should see a message indicating that the TALK TO CX card was found. The message will also indicate the base address in use.

Test the TALK TO CX Card

Before continuing with the application installation, it is recommended that you test the installation first to ensure proper operation with the PBX.

To test the card, launch the Talk430 Diagnostics program.

1. From the Windows **Start** menu, select **Run**.
2. Enter the Drive and path name that was used to install the DNIC Service Provider, (the default was C:\DNIC) then enter the following “\Diag\Talk430.exe”.

For Example: “C:\DNIC\Diag\Talk430.exe”

This will load the TALK TO 430 diagnostic set. This program emulates a SUPERSET 430 telephone. The display portion of the window should now show the date and time as it appears on the SX-200 system.



- If the display shows the message “Waiting for synchronization” then there is a problem either with the physical connection to the PBX, or with the card installation.
- If the display shows the message “Waiting for communication” then the TALK TO CX Card sees a physical connection to the SX-200, but there is a problem either with the programming of the SX-200 PBX or with the installation of the card / Service Provider.
- If the display area is blank and the softkey buttons read “Soft 1” – “Soft 6” then there is a problem with the Service Provider Installation, or Telephony Configuration.

With the handset, you should be able to make and receive calls from the TALK TO 430 program. If there is a problem making calls, or receiving them from the TALK TO 430 program, then the installation cannot continue until this problem is resolved.

Windows Environment Check

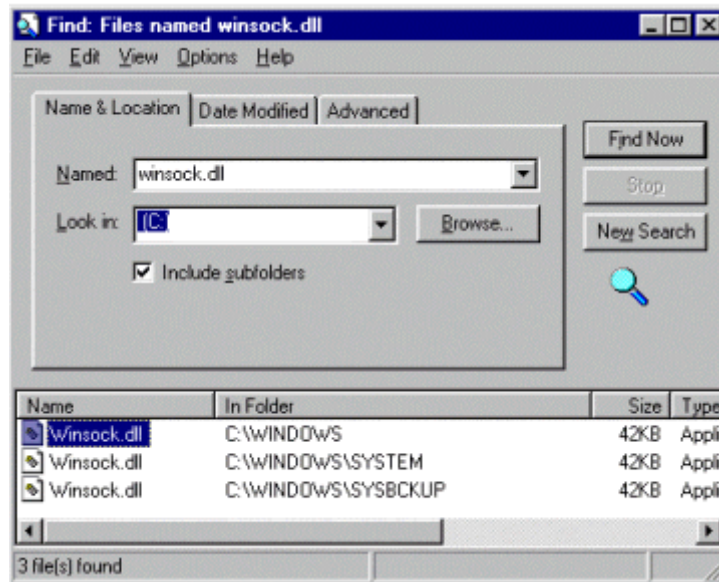
As stated in the PC pre-requisites, MITEL MyAttendant requires Winsock Version 1, and DCOM 95 or DCOM 98. DCOMx must be installed if the PC has a OEM Version of Microsoft Windows 9x.

Check for Winsock Version 1

Winsock version 1 (winsock.dll) must be installed on the PC.

The following steps explain how to verify if Winsock.dll is installed.

1. From the Windows **Start** menu, select **Find**, then select **Files or Folders**.
2. In the **Named** field, enter: **winsock.dll**
3. In the **Look-in** field, enter: **C:**
4. Click on the **Find Now** button.



If your search finds Winsock.dll in C:\windows or C:\windows\system, you have winsock.dll installed on the PC. If your search does not find winsock.dll on the PC than it can be one of two issues.

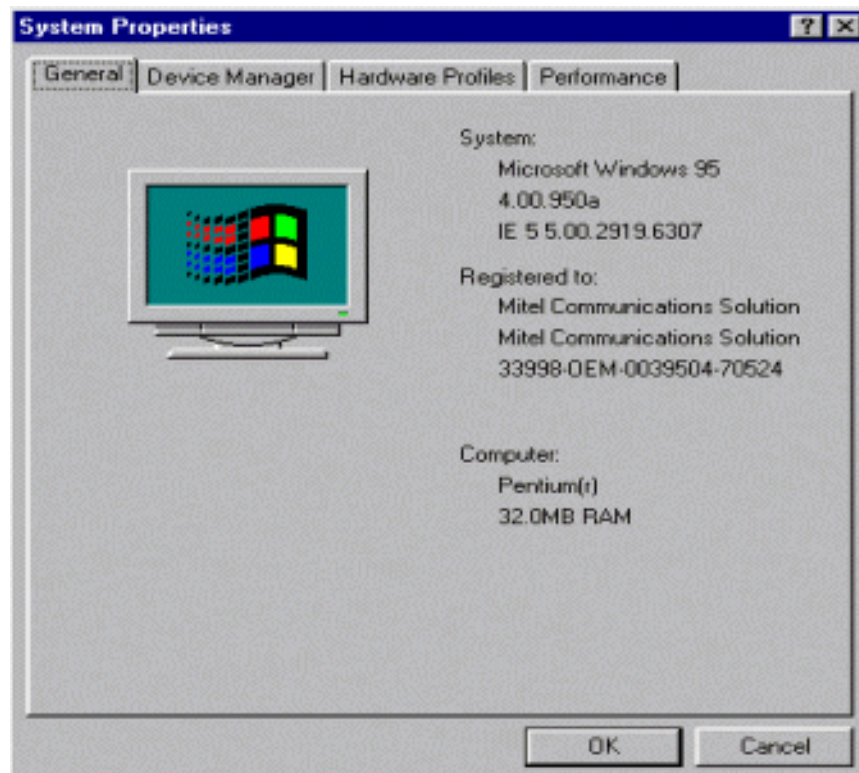
- You may not have Microsoft Networking installed with TCP/IP. If so, you need to install it and try the search again.
- There is a third party application that installed Wsock32.dll (winsock version 2). Unfortunately the only way to re-install winsock version 1(winsock.dll) is by re-installing Window 9x. Please refer to Microsoft Windows 9x manual for installation instructions.

Check for OEM Version

You must install Dcom9x, if you have an OEM Version of Microsoft Windows 9x.

To verify if you have an OEM version of Microsoft Windows 9x installed, check the System Properties in the control panel as follows.

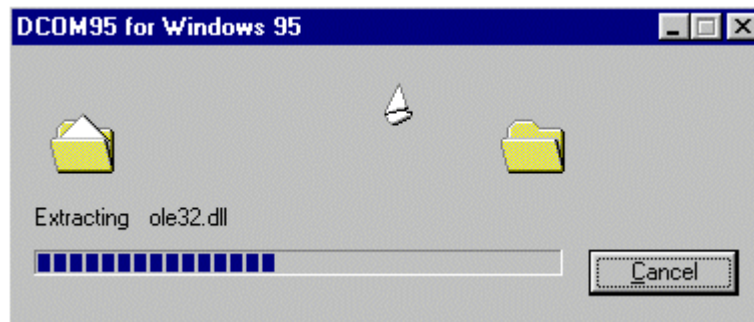
1. From the Windows **Start** menu, select **Settings**, then **Control Panel**.
2. Select the **System** icon.
3. The default **General** tab will indicate, "Registered to:" If the product ID number has OEM after the first five numbers, you have an OEM version of Microsoft Windows 9x. If you do have an OEM version, please install Dcom9x, as described in the next procedure.



Install DCOM

1. From the Windows **Start** menu, select **Run** and launch the appropriate installation program as follows:
 - For a Windows 95 Operating System, use the following Setup program on the MITEL MyAttendant CD-ROM: {CD-ROM Drive}:\misc\Dcom95\Dcom95.exe
 - For a Windows 98 Operating System, use the following Setup Program on the MITEL MyAttendant CD-ROM: {CD-ROM Drive}:\misc\Dcom98\Dcom98.exe
2. Click **OK** to install DCOM.
3. Accept the License Agreement.

4. Follow the on-screen instructions.



5. After DCOM is successfully installed on the PC, you will be prompted to re-boot the computer.

Hardware Lock Installation

Attach the provided hardware lock to the parallel port #1 (Lpt1) of the console.



MITEL MyAttendant Software Installation

All of the software required to install and run the MITEL MyAttendant system is contained on the MITEL MyAttendant Installation Disc. Placing the CD-ROM in the CD-ROM drive tray initiates a check on the Windows System Files. The PC updates the files if they are not compatible (see Checking the Windows System Files) and then launches the MITEL MyAttendant start up screen. This screen has individual installation programs including the MITEL MyAttendant software.



The Windows System Files

Once the CD-ROM setup is launched, the application verifies that the Windows System files on the PC are up to date. If the system files that the MITEL MyAttendant system requires are out of date, the setup program will update them.

If the file Oleaut32.dll is below version 2.20.0000, Microsoft requires that this file be replaced. At this point the PC will need to be restarted before the setup program can continue. If this occurs, the following message will appear;

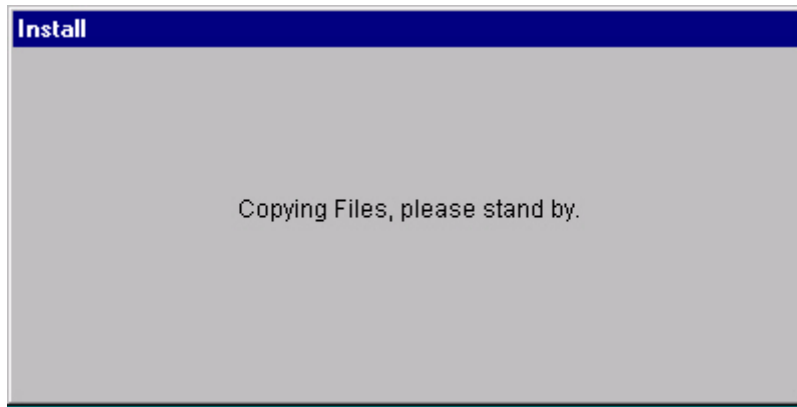
“Setup cannot continue because some system files are out of date on your system”.

Click OK if you would like setup to update these files now. You will need to restart Windows before you can run setup again. Click Cancel to exit setup without updating system files (if you choose Cancel, the Setup.exe program will terminate and the application setup will not complete until version 2.20.0000 or later of Oleaut32.dll is installed on the system). Click on the OK button to restart the PC. Once the PC has

restarted, reinsert the MITEL MyAttendant Installation Disc into the CD-ROM drive to continue the setup procedure.

Install MITEL MyAttendant

1. Insert the MITEL MyAttendant Installation Disc into the CD-ROM drive. A window showing that the system is copying files appears.



After the files are copied, the MITEL MyAttendant startup screen appears.

2. Select **Install MITEL MyAttendant** .



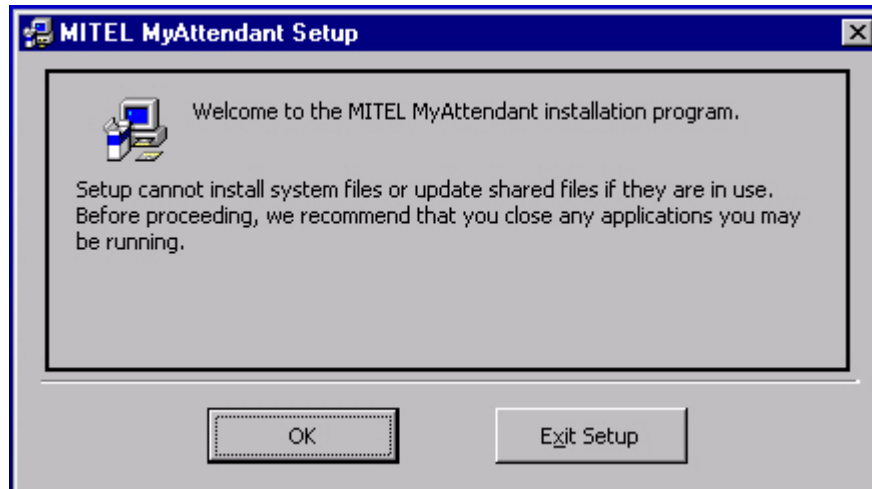
The Install window with the message “Copying Files, please standby.” appears again. After the files are copied, a License Agreement window appears.

3. Click **Yes** after accepting the agreement.

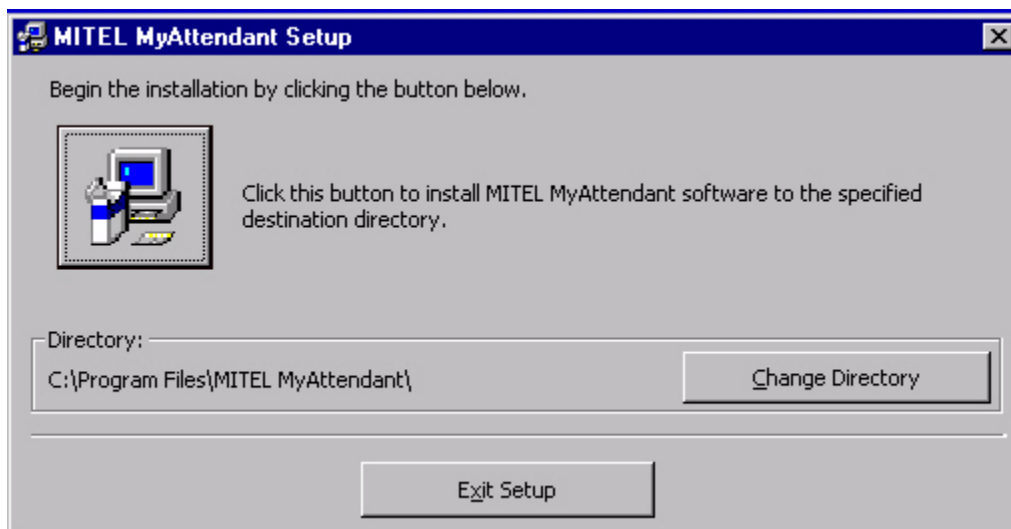


A welcome window then appears. Make sure to shut down any applications that are currently running.

4. Click **OK**.

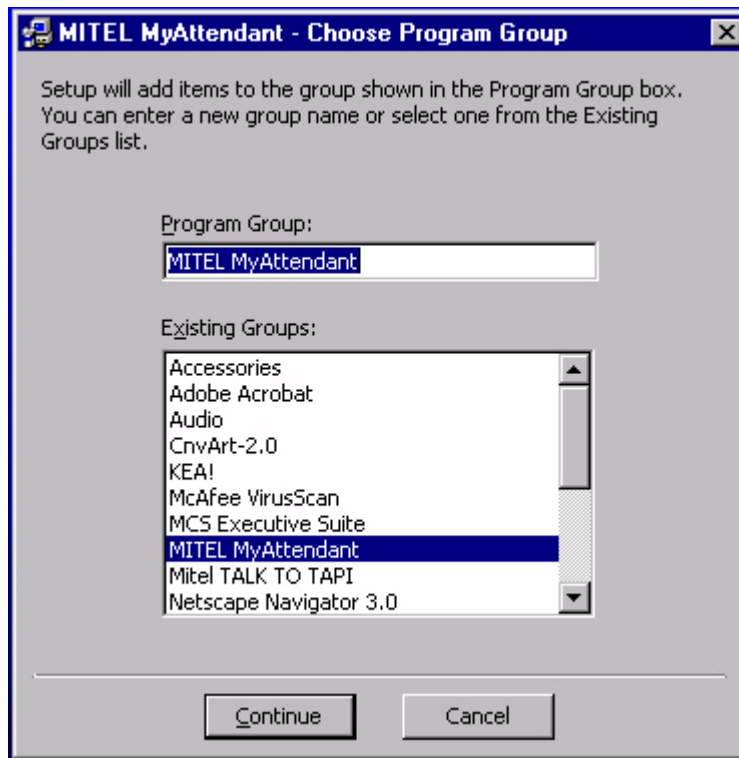


5. Click the button with the picture to install the application to the default directory, or click the Change Directory button to choose an alternate directory.

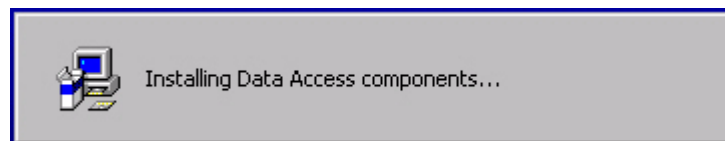


After clicking the button with the picture, the Choose Program Group window appears.

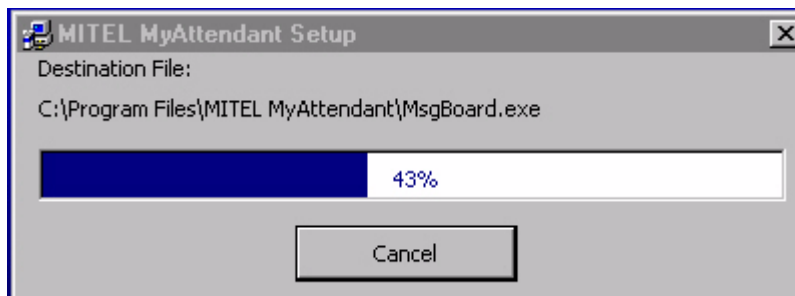
6. Enter a Program Group name for the Start Menu and click Continue, or click the Continue button to accept the default.



The system installs the Microsoft Data Access components.

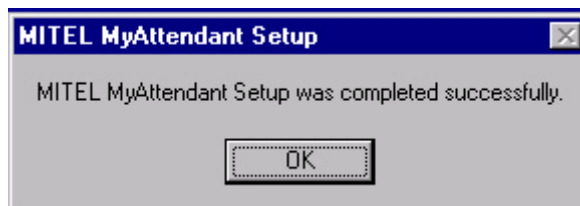


The system copies the required files from the CD-ROM to the PC.



When the files are installed, a message appears telling you that the installation is complete.

7. Click **OK**.



► **Note:**

If the Setup program returns the following message:

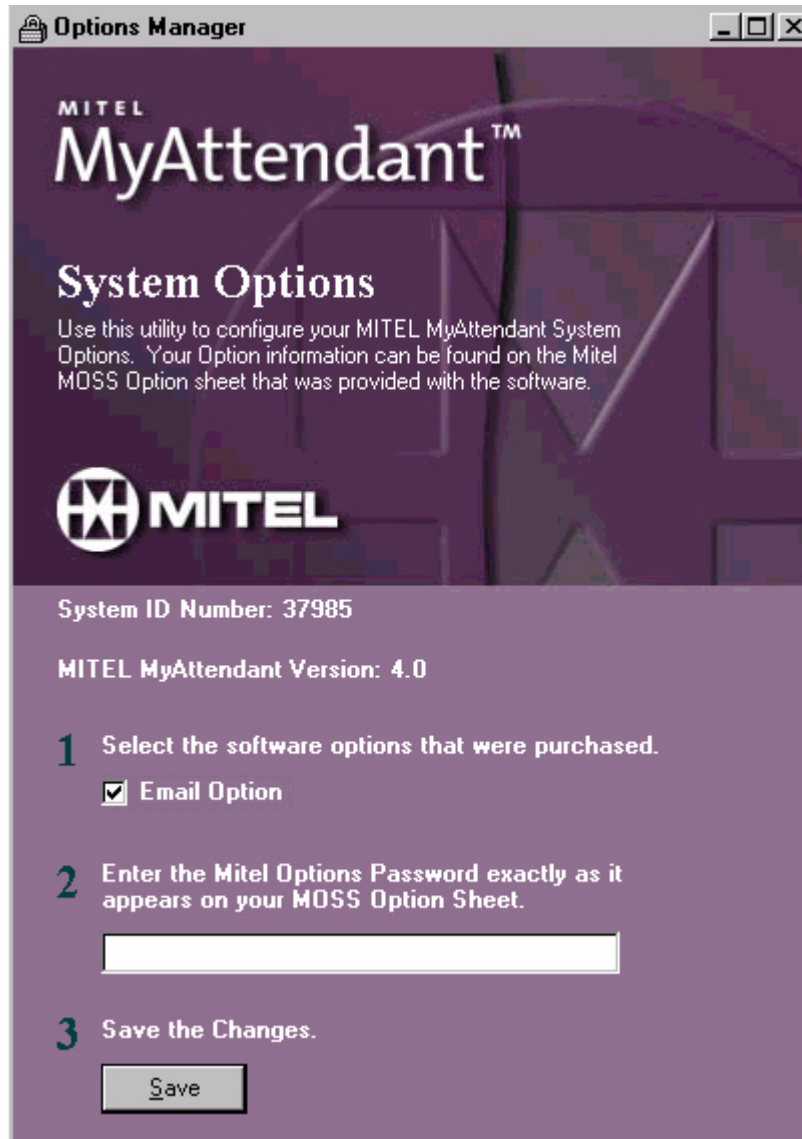
“TCP/IP Services file could not be found in C:\Windows\Services”

then you must manually find the SERVICES file that Windows use to define the winsock services. Add the following lines to the bottom of the file.

ttudp	3679/udp	# MyAttendant TTTcp Port
MCSCallwtg	1017/udp	# MyAttendant CallWaiting Port
MCSLocal	1127/udp	# MyAttendant CallWaiting Port

MITEL MyAttendant Software Setup

From the Windows Start menu, select Programs, MITEL MyAttendant, and then MITEL MyAttendant. The Options Manager window opens with the initial installation.



1. Select the Email option if applicable.
2. Enter the Mitel Options Password as it appears on your MOSS Option Sheet.
3. Click Save. A window confirms that the options have been saved.

► **Note:**

If you want to edit this window at a future date, you can obtain this screen by clicking on the Windows Start menu, select Programs, MITEL MyAttendant, and then Options Manager.

The MITEL MyAttendant Log In window appears.



1. With the initial login, enter **administrator** in the User Name field.
2. Keep the Password field empty.
3. Click OK.

The application will launch.

► **Note:**

Customize the login with the name of the administrator and enter a password for that name.

Troubleshooting Tips

The procedures listed below are intended to help isolate and correct a problem on the MITEL MyAttendant system.

1. Check the PBX programming as described in this document.

Try using a SUPERSET 430 telephone instead of the TALK TO CX card. Move the line cord from the TALK TO CX card to the SUPERSET 430 telephone.

2. If no dial tone is present on the SUPERSET 430 telephone, check all telecommunications cabling, and PBX programming.
3. If the SUPERSET 430 telephone functions, reconnect the line cord to the TALK TO CX card. Launch the TALK430.EXE program in the C:\DNIC\Diag directory.

If the program display continuously shows WAITING FOR SYNCHRONIZATION then there is a problem with physical connection. Check the IRQ and base address used for the TALK TO card.

If the program display continuously shows WAITING FOR COMMUNICATION then the problem is probably in the PBX programming.

4. If you receive a database initialization error stating that you are not able to log on till this error is fixed, install the DCOM for the OS that MITEL MyAttendant is being installed on, and then re-install MDAC. Both of these files are available on the MITEL MyAttendant software CD-ROM.
5. When the application starts and the set display information does not appear in the Call Information field on the Console window, there may be a problem with the TCP/IP or the computer may not be connected to a network. If the computer is not connected to a network, add the TCP/IP protocol and add a fake IP address. The IP address can be 001.001.001.001.
6. If the application is not working, check the following;

Check for the file WSOCK32.DLL on the PC. Winsock version 1 must be installed on the PC for the MITEL MyAttendant application to detect calls from the TALK TO card.

Open the Windows Services file with Notepad. This file can be found in the Windows directory, typically C:\Windows\services. Ensure the following entry is in the file (the entry will be at, or near the bottom of the file).

ttudp	3679/udp	#MyAttendant UDP Port
MCSCallwtg	1017/udp	#MyAttendant CallWaiting Port
MCSLocal	1127/udp	#MyAttendant CallWaiting Port