

# MiVoice Connect

## Mitel Emergency Notification Client User Guide

October 2020

## NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. 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 errors 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.

## TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at [legal@mitel.com](mailto:legal@mitel.com) for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

®,™ Trademark of Mitel Networks Corporation  
© Copyright 2020, Mitel Networks Corporation  
All rights reserved

---

1	INTRODUCTION .....	1
2	INSTALLING THE DESKTOP CLIENT SOFTWARE.....	2
3	INITIAL CONFIGURATION.....	3
4	THE CLIENT TRAY ICON.....	5
4.1	TRAY ICON STATES .....	5
4.2	TRAY ICON MENU.....	5
5	EMERGENCY AND EVENT SCREEN POPS .....	6
6	CLIENT MAIN WINDOW.....	8
7	SERVER STATUS WINDOW.....	10
8	CLIENT SETTINGS.....	11

# 1 INTRODUCTION

The Mitel Emergency Notification Client application is intended to run in conjunction with the Mitel Emergency Notification Server. It connects to the server via a TCP/IP connection and provides screen pops when an external emergency or internal event call is placed from a Mitel phone. In addition to screen pop when an emergency or call event occurs, it also can play an audio file from the speakers of desktop computers either once or repeatedly. The client provides an integrated log of emergency and event call activity as well as any client and contact acknowledgements of emergency and code blue calls. The client offers a simple messaging system included to allow text messages to be broadcast to other connected clients. Finally, the client features a status window which allows the overall status of the server to be determined including:

- Status of the Server's event route points
- Count of trunks being monitored for outbound calls
- Clients currently connected
- Status of any active calls or calls with active contact calls
- Any active contact calls.

## 2 INSTALLING THE DESKTOP CLIENT SOFTWARE

To install the client, run the setup.exe application in the directory containing the Emergency Notification's client setup MSI file (something like STPSENClientSetup5.0.0). After a license agreement, the install proceeds as a typical install:

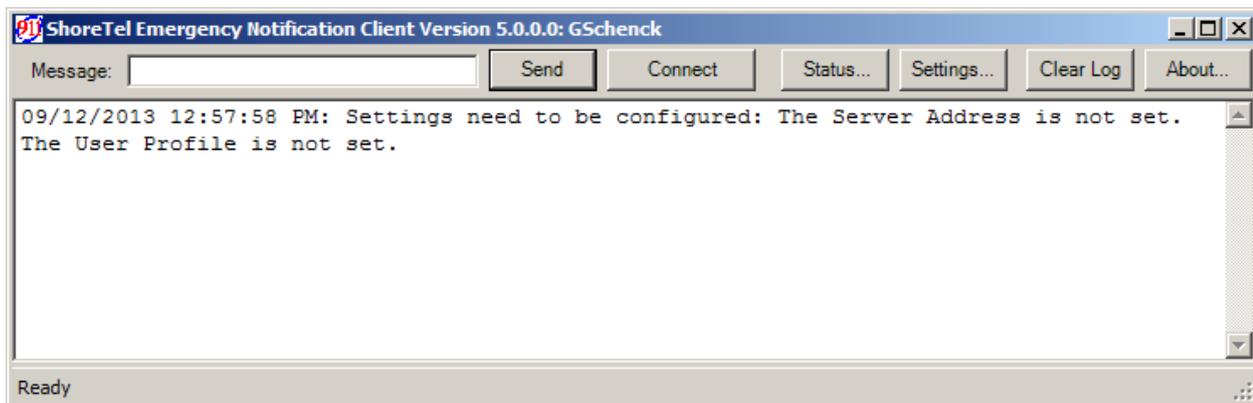


When the install is complete, a shortcut icon for the Mitel Emergency Notification Client application will be added to the user's desktop as well as to the "Programs | Mitel" folder:

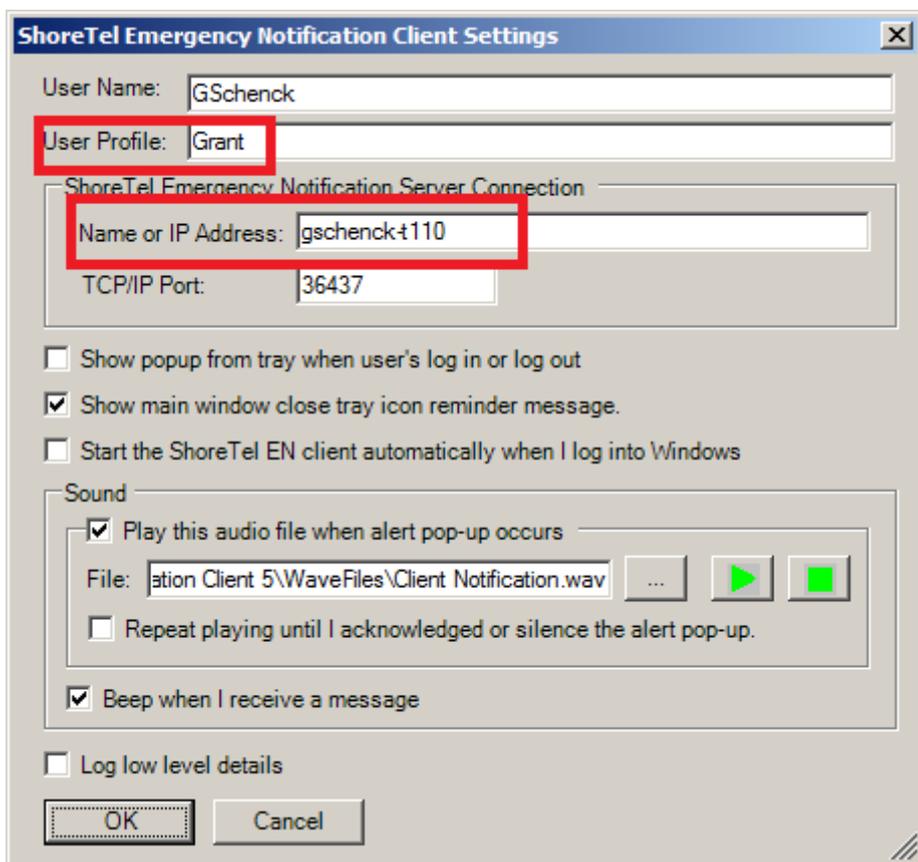


### 3 INITIAL CONFIGURATION

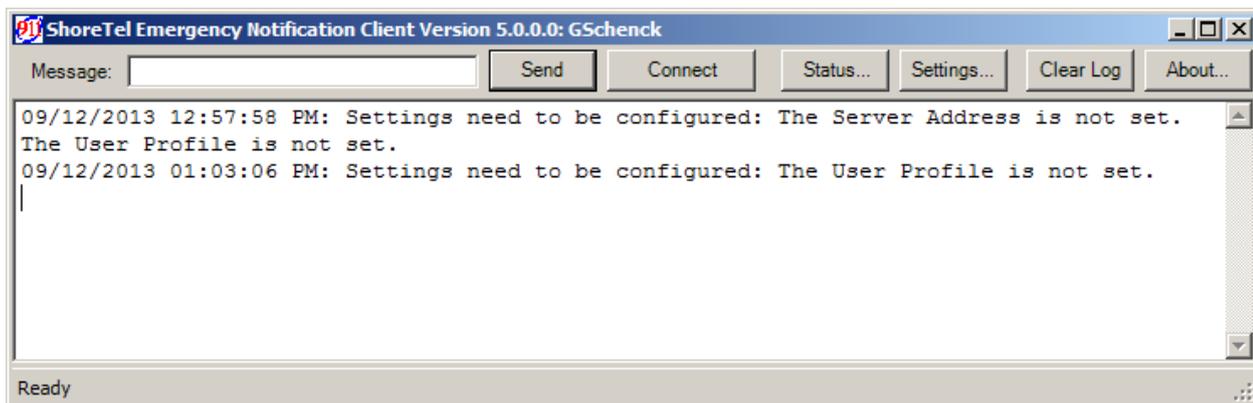
In order to function, the client must be able to connect to the server. When first installed, the client is not yet configured with the location of the server. The result is that when run for the first time, the client main window will show (in addition to an icon on the user's Windows system tray) showing that the server address needs to be set:



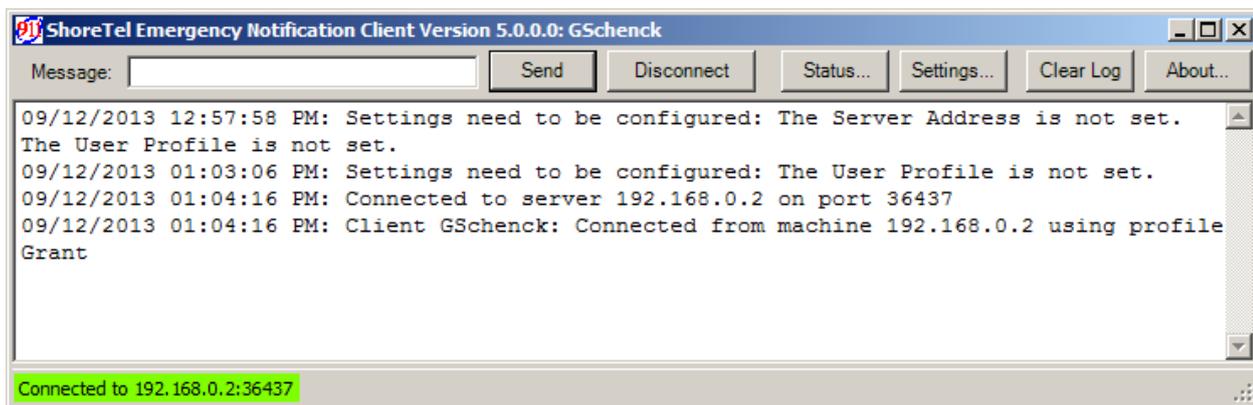
The user must click on Settings and configure the "Mitel Emergency Notification Server Connection", "Name or IP Address". This information should be provided by the system administrator. This shows the setting dialog with information entered:



**Note!** In addition to the server Name or IP Address, the User Profile setting must also be set for the client to function. This should match a User Profile defined on the Emergency Notification Server. If this is not set then the user will see this error when they try to connect:



Assuming both settings are made and correct then when the user clicks the “Connect” button from the main window the client should connect as show here:



**Note!** The client and server are both configured by default to use TCP/IP port 36437. If this port is changed on the server then following the client install, the “TCP/IP Port:” in the “Mitel Client Settings” will need to be set to the correct port.

## 4 THE CLIENT TRAY ICON

### 4.1 TRAY ICON STATES

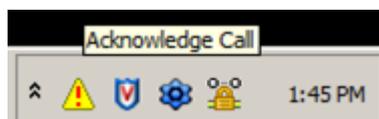
By default, the client starts minimized to the tray. The below graphic shows the client’s standard icon. Hovering the mouse over the icon displays the title.



If for some reason, the client is unable to connect to the server then the icon will display a “do-not-enter” sign:



Finally, while one or more emergency or code blue call pop-ups are waiting to be acknowledged, the icon will show an “alert” sign:



### 4.2 TRAY ICON MENU

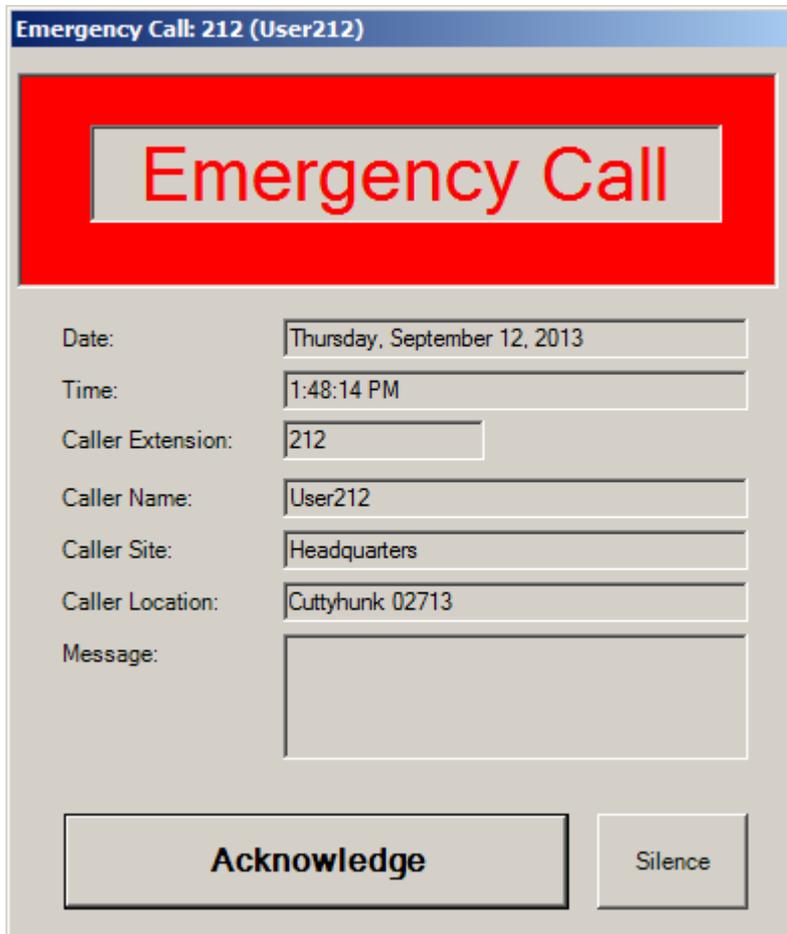
Right clicking the client’s tray icon menu displays a pop up menu of choices. Aside from Exit, the three choices each correspond to a window or dialog associated with the client, each of which is detailed below:



Selecting Restore or double clicking the icon will display the client’s main window. Selecting Status will display the server status window. Selecting Settings will display the settings dialog.

## 5 EMERGENCY AND EVENT SCREEN POPS

When an emergency call occurs or a call to one of the event route point and the client's configured User Profile is configured to notify users for the event type from the calling user's site then the client displays a screen pop and if configured, plays a sound file either once or repeatedly until the user clicks the **Acknowledge** or **Silence** buttons. This shows the screen pop for an emergency call:



The screenshot shows a dialog box titled "Emergency Call: 212 (User212)". The main content area has a red background with the text "Emergency Call" in white. Below this, there are several fields for call details:

Date:	Thursday, September 12, 2013
Time:	1:48:14 PM
Caller Extension:	212
Caller Name:	User212
Caller Site:	Headquarters
Caller Location:	Cuttyhunk 02713
Message:	

At the bottom of the dialog, there are two buttons: "Acknowledge" and "Silence".

The name of the event is shown with a colored border matching the client screen pop configured for the event at the server (in this case red). The details from the event are shown including an optional message associated with the event also configured as part of the client screen pop configuration for the event at the server.

The party who placed the Emergency call is shown both on the title bar as well as in the Caller Extension and Caller Name fields. The caller's site and location (if set) are also shown. In addition, the date and time of the call is shown.

The user can click the Acknowledge button to dismiss the dialog. In response, the server and all of the connected clients log the acknowledgement. The user can also click the Silence button to stop any audio playing but leave the dialog displayed pending acknowledgement.

If additional emergency or event calls occur before a given client has acknowledged a call, then multiple pop-ups will be displayed. Each pop up must be individually acknowledged.

This is another example showing a call to an event's route point such as a code blue event:

**Code Blue: 212 (User212)**

Code Blue

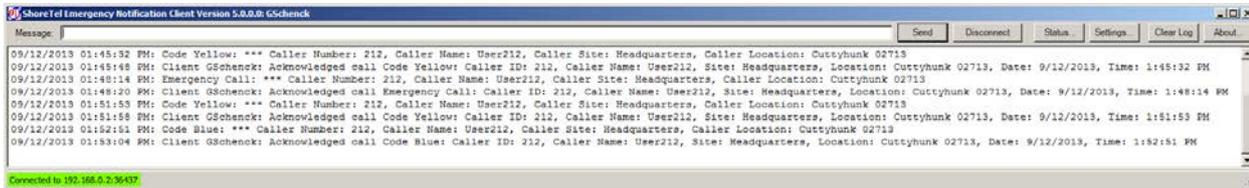
Date:	<input type="text" value="Thursday, September 12, 2013"/>
Time:	<input type="text" value="1:52:51 PM"/>
Caller Extension:	<input type="text" value="212"/>
Caller Name:	<input type="text" value="User212"/>
Caller Site:	<input type="text" value="Headquarters"/>
Caller Location:	<input type="text" value="Cuttyhunk 02713"/>
Message:	<input type="text" value="Suspicious person in the parking lot."/>

Acknowledge

Silence

## 6 CLIENT MAIN WINDOW

The client's main window is displayed by selecting Restore from the client tray icon's right click context menu or double clicking the icon. The size and position of this window is saved and restored from run to run of the application. This shows the main window:



The title bar shows, in addition to the application's title, the version of the software and the name of this users.

The main window is the client's log view. It logs:

- The connected and disconnected status of the client.
- Any errors or issues.
- All new emergency or code blue calls as well as when the call connects and disconnects.
- Any client or contact acknowledgements.
- Any messages sent by clients to other clients.



**Note!** The client log does not show as much as the server log. For example, unacknowledged or failed contact calls are not logged.

The status bar at the bottom shows the current state of the server connection. Note that the client will automatically reconnect to the server if the server is stopped and then started.

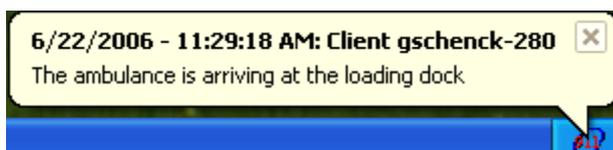


**Note!** The client will automatically reconnect to the server if the server is stopped and then started.

At the top of the window are several controls:



- The **Message:** text entry field on the left combined with the Send button provide a basic messaging system for client users to broadcast text messages to all connected client users. Typing a message and pressing the enter key or "Send" button causes the message to show up in all connected client's log windows as well as to be logged in the server's log. If a client is minimized to the tray then a pop-up will appear over the client's tray icon showing the sending client:



The client will also issue a beep on the PC's speaker whenever a message is received (configurable via the settings.)

- The **Disconnect** (or **Connect**) button forces the users client to either disconnect or connect to the server. Normally if the client fails to connect to the client it will periodically retry but a user can force a retry right away by clicking the **Connect** button. Similarly, to force the client to disconnect and not try to reconnect the user can click the **Disconnect** button.

- The **Status** button and tray icon context menu option display the modeless 911 Server Status window. This is a real time view of the activity within the server. See below for a description.
- The **Settings** button and tray icon context menu option display the Client Settings Dialog. See below for a description.
- The **Clear Log** button clears the user's log window. It has no effect on the server log.
- The **About** button displays the client program's about box.

## 7 SERVER STATUS WINDOW

The server status window is displayed by clicking the **Status...** button from the main window or by selecting **Status...** from the client's tray icon right click context menu. The size, position and column width of the Active Alert Calls and Contacts panes are all saved and restored from run to run of the application. This real time window shows the current health of the 911 Server as well as any connected clients and active contact and alert calls:

The screenshot shows the 'ShoreTel Emergency Notification Server Status' window. It is divided into several sections:

- Route Points:** A table with columns 'Event Name', 'Ext.', and 'Status'.
 

Event Name	Ext.	Status
Code Blue	261	Open
Code Yellow	262	Open
Emergency Call	260	Open
- Trunks:** A section showing 'Total: 4' and 'Open: 3'.
- Clients:** A list box containing 'GSchenck'.
- Emergency and Event Calls:** A table with columns 'Event Name', 'Name', 'Number', 'Site', 'Location', 'Date', and 'Time'.
 

Event Name	Name	Number	Site	Location	Date	Time
Code Blue	User212	212	Headquar...	Cuttyhunk 0...	9/12/2013	1:59:43 PM
- Contacts:** A table with columns 'Name', 'Number', and 'Status'.
 

Name	Number	Status
John Smith	8-203-261-5210	Code Blue: Call connected

The upper left **Route Point** pane show the status of each event's route point used by the system. If the route point is not set then the **Ext** field will be blank. If the specified route point is not found or out of service this will be reflected in the **Status** field.

The middle left pane shows the **Total** number of trunks in the system and of those, how many are fully **Open** for monitoring 911 calls. If a switch is offline its trunks will not be open.

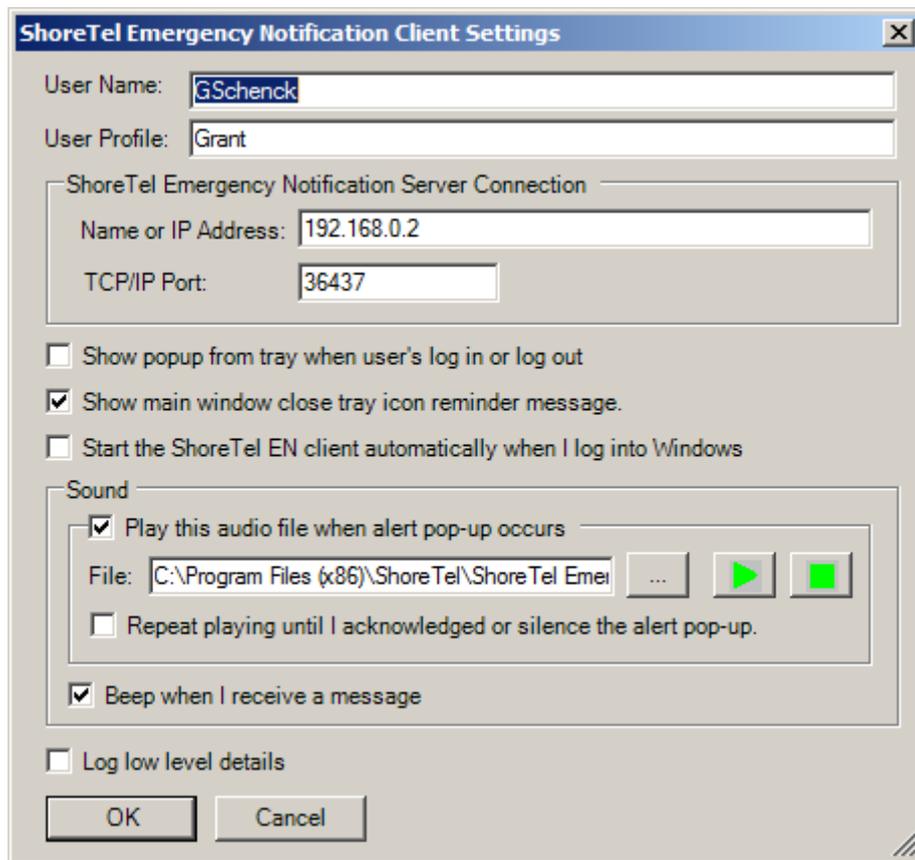
The lower left **Clients** pane shows the machine name or IP address of any connected clients.

The upper right pane shows any **Emergency and Event Calls** in the system. These are emergency and code event calls which are currently active or which have contact calls still active. The date and time show when the call started.

The lower right **Contacts** pane shows all of the currently configured contacts and, if a call to the contact is currently active, the state of that call.

## 8 CLIENT SETTINGS

This Client Settings dialog is displayed by clicking **Settings...** from the main window or by selecting **Settings...** from the client's tray icon right click context menu. The size and position of the settings dialog window is saved and restored from run to run of the application. This dialog provides control of some of the behaviors of the client:



The **User Name** will initially reflect the users login name or machine name but can be changed. It is used when the server logs messages and acknowledgements from the client user.

The **User Profile** must be set for the client to function. It should match a corresponding user profile defined on the server. The user profile defines which site and events this client should be alerted for. A user profile can be defined for a single client or for a group of clients that all share the same alerting profile.

The **Mitel Emergency Notification Server Connection** pane allows entry of the server's name or IP address and port:

- The **Name or IP Address** might be set at the time of installing the client (see the section on Installing the Client).
- The **TCP/IP Port** can usually be left at the default value of 36437 which matches the value defined at the server. If it is changed in the server then it will need to be changed for the client too.

The **Show popup from tray when user's log in or log out** controls the balloon popup which can show from the tray when any user logs in or logs out.

The **Show main window close tray icon reminder message** controls whether the client displays a message when the user closes the main window to alert them to the fact that the application is running from the user's tray.

The **Start the Mitel EN client automatically when I log into Windows** causes the client to always be running whenever the user is logged in. The default is checked.

The Sound pane provides controls for the sound played when a 911 pop-up occurs and for the beep played when a message is received:

- If **Play this audio file when alert pop-up occurs** is checked and the File text entry field contains a valid wave file then when a 911 call occurs it will be played. The default is to play a Mitel provided audio file announcing the 911 call. The format of this wave file should be:

PCM 22.050 kHz, 8 Bit, Mono



**Note!** This is not the same format as the server uses for prompt files.

- Next to the file text field, there is a **Browse (“...”)** button to display a file open dialog as well as a **Play** and **Stop** button to listen to the currently select wave file.
- If **Repeat playing until I acknowledge or silence the alert pop-up** is checked then assuming a wave file is played, the playing will repeat until the user presses the **Acknowledge** or **Silence** buttons on the 911 pop-up. The default is not checked.
- If **Beep when I receive a message** is checked then the client will beep when any user uses the main window’s Send feature to send a message to all connected clients. The default is checked.