

# Configuration, Status, Specifications

## Network Configuration (DHCP)

After the Mitel Service Appliance 400 is installed and powered on, by default, DHCP network configuration is set. For more information, see the [Mitel Service Appliance 400 \(SA-400\) Planning, Installation and Administration Guide](#).

## Network Configuration (Static IP) from a Console

1. Use a null-modem, DB9 female to DB9 female serial cable to connect the Service Appliance 400 to a console PC.
2. On the PC or laptop, start a terminal emulation program and connect to the Service Appliance 400 using these serial communication settings: 19200 bps, 8 data bits, no parity, one stop bit, no handshake.
3. At the Mitel login prompt, enter Login: **root** and Password: **ShoreTel**. The default password should be changed upon configuration of the appliance through Director.
4. At the prompt, type: **stcli** to display the configuration commands.
5. Choose from the menu options and follow the on-screen instructions for setting network parameters, including IP Address, subnet mask and gateway.

## Network Indicator LEDs

Each LAN connector provides two LEDs: Link/Act (Left) and Activity (Right). LAN LED indicators display the activity and communication speed of the connected network.

Indicator	Indicator Code
Link/Activity Indicators are off	The Network Interface Card (NIC) cannot detect an Ethernet network.
Link Indicator is green	The NIC is connected to a valid network at 1000 Mbps.
Link Indicator is amber	The NIC is connected to a valid network at 10/100 Mbps.
Activity indicator is blinking green	Network data is being sent or received.

## Specifications

Feature	Specification
Dimensions (WxHxD)	17.2 x 1.7 x 23.5 inches (43.7 x 4.3 x 59.7 cm)
Weight	37 lb. (17 kg)
Input Voltage	AC Input Voltage: 100-240 VAC Rated Input Current: 8A (115V) to 4A (230V) Rated Input Frequency: 50-60 Hz
Heat Dissipation	1039 BTU/hour maximum.
Operating Temperature	10° to 35° C (50° to 95° F)
Operating Relative Humidity	8% to 90% (non-condensing)

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## Mitel Service Appliance 400 (SA-400)

## Quick Install Guide



Powering connections

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## Mitel Service Appliance 400 (SA-400)

ShoreTel is now part of Mitel. Together, we look forward to helping you power connections that are brilliantly simple.

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# Introduction

# Installation

# Connections

## The Mitel Service Appliance 400 package contains:

- Mitel Service Appliance 400
- Power cord
- 1U rack mount kit with instructions
- Quick Installation Guide (this guide)
- Front bezel with Mitel logo
- Product information guide

## About the Mitel Service Appliance 400

The Mitel Service Appliance 400 is a sealed appliance, optimized for resiliency and security, capable of running Mitel services.

The appliance provides connectivity through:

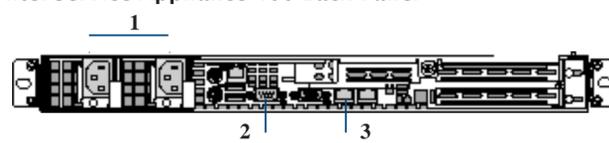
- Two RJ-45 Local Area Network (LAN) connectors (either one may be used).
- One DB-9 (male), RS-232C maintenance port (19200 bps, 8 data bits, no parity, one stop bit, no handshake) for serial communications.

## Mitel Service Appliance 400 Front Panel Indicators



Item	Indicator	Description
	Power-on indicator/ power button	The power-on indicator lights when the system power is on. The power button controls the internal power supply output to the system. When the system bezel is installed, the power button is not accessible.
	Hard drive activity indicator	Lights up when the hard drive is in use.
	Diagnostic indicator lights	The four diagnostic lights display error codes during system startup. See "Diagnostic Lights" in the Mitel Maintenance Guide.
	System status indicator	Lights blue during normal system operation. Lights amber when the system needs attention due to a problem.
	System identification button	These front and back panel buttons can be used to locate a particular system within a rack containing multiple appliances. When a button is pushed, both front and back indicators light until the button is pushed again.
	Slide-out system identification panel	The top contains the Mitel product ID, part number and serial number. The bottom contains two MAC addresses for the two internal NICs.

## Mitel Service Appliance 400 Back Panel



Item	Connector	Description
1	Power Supply	There are two power connections on the rear panel of the SA-400 to ensure failover functionality. Both power supplies must be plugged into a power source. If only one power supply is plugged in, a loud Audio Warning is issued when the SA-400 is turned on. The Audio Warning persists until the unplugged power supply is plugged in.
2	Serial connector	The SA-400 uses a serial console port to provide a direct connection to the command-line interface (CLI) Wizard for initial configuration of the SA-400. After completing the initial configuration, access to the console port is no longer necessary.  To initially configure the SA-400, connect the management PC or laptop to the serial console port of the SA-400. If your PC or laptop does not have a serial port, use a 9-pin serial to USB adapter to connect to the serial cable.
3	Ethernet connectors	Connect the SA-400 to a device in your network, such as a switch, using the straight-through Ethernet cable provided with the SA-400.

## Installation Equipment

To install the appliance, you need the following equipment

- AC surge protector for the power connection (optional)
- One (1) RJ-45 cable for connecting the appliance to the local area network
- #2 Phillips screwdriver

## Installation Location Requirements

To ensure optimum operating conditions for the Mitel Service Appliance 400, verify the operating environment is adequately ventilated, free of gas or airborne particles, and isolated from electrical noise.

## Installing the Mitel Service Appliance 400 in a 19-inch Rack

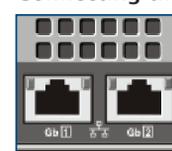
The Mitel Service Appliance 400 can be mounted in a 19-inch rack only by using the rack mount kit provided.

Refer to the *Installation Instructions included in the rack mount kit.*

## Servicing Procedures

**WARNING:** The Mitel Service Appliance 400 contains no internal field serviceable parts. Return the equipment to Mitel for any required service procedures.

## Connecting the Mitel Service Appliance 400 to the Network



Once the Mitel Service Appliance 400 is secured to a rack, it can be connected to the data network.

Use an RJ-45 Ethernet cable to connect one or both of the LAN ports to the network subnet.

*While both ports can detect and respond to link status, the appliance uses only one LAN port at a time.*

## Powering on the Mitel Service Appliance 400

After connecting the appliance to the network, power on the device by connecting it to an AC power source.

1. Plug an AC surge protector (not provided) into a grounded AC power source.
2. Plug one end of the provided power cord into the receptacle on the back of the appliance, then plug the other end into the AC surge protector.
3. Press the power-on indicator/power button on the front of the unit.

The power-on indicator button should now be lit.

- If the power-on indicator/button is not lit, make sure the power cord is plugged into the appliance and the power source.
- If any of the four diagnostic LEDs on the front panel (numbered 1 to 4) remains lit after a few minutes, there is an internal error. Refer to the "Diagnostic Lights" section in the Mitel Maintenance Guide for information on error codes or contact the Mitel Support Services at <http://www.Mitel.com/support>.

The LAN ports auto-sense the network transport rate. When the network connection is established, the network LED indicates a transport rate of 100 Mbps or 1000 Mbps, and whether there is network activity.

## Installing the Mitel Service Appliance 400 bezel

Connect the bezel to the Mitel Service Appliance 400 as shown in the figure below. Remove and store the optional locking key in a secure location.

