Real-Time Wallboard for Amazon FireTV Quick Start Guide

JANUARY 2019 DOCUMENT RELEASE 5.1 QUICK START GUIDE



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MiVoice Office Application Suite Release 5.1 - January, 2019

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Real-Time Wallboard for Amazon FireTV

The Real-Time Wallboard for Amazon FireTV is designed to render a MiVoice Call Reporter Real-Time Wallboard view on a wall-mounted TV without the need for a dedicated PC. This reduces the deployment time and keeps costs to a minimum.

Agents Busy	Total Call Time		Calls Active
Calls Ringing	Calls Out External	Agents Free	Calls External
0	5	10	7
Calls Internal	7 Calls Lost 1	Sales Target	LOO, OOO
ICKET Sing hows multiple statistics and can e located at the top or bottom f the screen	any available statistic ustom colours Show a statistic wi	th a Manually enter data to be d on the wallboard	isplayed Display images, stream live YouTube feeds or upload MP4 video

Features & Usage

The application connects to a MiVoice Office Application Suite and will display a pre-configured Real-Time Wallboard, including the following features:

 Multiple Display Modes - Manual or Uniform Grid 	 Alarms Notifications, Including: Full Screen Tiles
Single Statistic Tiles, Including Gauges	 Tile Colour Change
Dual Statistic Cycling Tiles	 Email Notifications
Ticker Tiles	 Sound Notifications
Media Tiles*, including images & video	 Screen Alerts to Mitel 6900
 External Data Sources & Manually Entered Data** 	Series Phones

* Only a single video feed is currently supported. Images are supported up to 4096x4096 resolution. Up to 4 image tiles are supported.

- ** Global variables and external data values are truncated to 100 characters when being displayed on the ticker tile or a Real-Time Wallboard for FireTV.
- The application supports tiles that are available using a Real-Time Wallboard. Dashboard Tiles such as Multi-Statistic & Grids are not currently supported.
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Deployment

Install the Real-Time Wallboard application from the Amazon Store on your Fire TV Stick (refer to Amazon guides on how to do this, your Fire TV Stick will need to have access to the internet to do this).

A voice search for 'Realtime Wallboard' will find it

Alternatively type in the word 'Mitel' with the onscreen keyboard

When Mitel comes up in the list select it and it will bring up a few results including Real-time Wallboard

* 17501	Q						h.						
	Press	s and	hold (D to \	Voice	Sea	rch						
	A N 1	B (O F 2 3	C D Q 3 4	E R 5	F S 6	G T 7	H U 8	 V 9	J W O	K X	L Y	M Z	
	Mit	te											
	Mit	ter											
	Mit	tel											

To run the application, the Fire TV Stick will need to have network access to the MiVoice Office Application Suite Server (refer to the MiVoice Office Application Suite Network Requirements for more information).

After installation, the Real-Time Wallboard application needs to be linked with a user on the MiVoice Office Application Suite.

When the application first runs, it will try to locate the MiVoice Office Application Suite automatically. If more than one is discovered, a list will be presented to choose from. If none are discovered, a screen will be displayed prompting for the server address (IP address or DNS) to be entered. Once a connection to the MiVoice Office Application Suite is established, the enrolment screen will be displayed.

Server Selection	Ø
Server Address	
USE HITPS Next	

Waiting for signal from MCS
The following code has been generated to complete the enrolment of this device with MCS. Log into MCS and click on your user icon in the top right, go to the page marked 'Link' and enter this code to enrol the device.
0081

Enrollment of the FireTV application must now be completed on the MiVoice Office Application Suite:

- 1. Navigate to the MiVoice Office Application Suite website using a browser on another device
- 2. Login to the website with the user* the FireTV application is to be linked with
- 3. Navigate to the Link section under the user menu



4. Enter the enrollment code on the page.

Once the enrollment code has been entered, the Real-Time Wallboard application should automatically start displaying the user's wallboard.

Changes to the layout, tiles and filters displayed must be made using a browser to the MiVoice Office Application Suite website. Changes to the layout cannot be made using the Real-Time Wallboard application.

* The user must have permission to access the Real-Time features of the solution. The engineer account cannot be used.

Switching User

To link a FireTV application to a different user, follow these steps:

- Close down the FireTV application
- On the MCS website, navigate to the 'Tablet/TV Applications' section under Call Reporting in the Configuration area.
- Locate the FireTV in the grid and select 'Remove' to delete the link the current user
- Launch the FireTV application and complete the Deployment process again

Amazon FireTV Requirements

The table below outlines the requirements for using the application. In addition, the application requires a Real-Time Wallboard licence from MiVoice Office Application Suite.

Area	Minimum Requirement
MiVoice Office Application Suite	5.1.22 or later
Amazon Fire TV	Fire TV Stick 4k Ultra HD (2018) FireTV OS 6 or higher Mains USB Power (TV USB port may not supply enough power)
Television	Must meet FireTV requirements (HDMI input, 1080 resolution etc)
Network	Wifi access is required or the optional Amazon Ethernet Adaptor for Fire TV. Please refer to your specific FireTV manual for supported configurations.
	TCP Ports 8200/8204 are used to communicate to the MiVoice Office Application Suite

The Real-Time Wallboard FireTV application has been optimised for a 1080 HD resolution.

If the Real-Time Wallboard seems to overlap the sides of the screen, perform a screen calibration in the FireTV's settings:

Settings \ Display & Sound \ Display \ Calibrate Display





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