

# Redirection and Configuration Service (RCS)

REV07 USER GUIDE

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## Redirection and Configuration Service (RCS) User Guide

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# WELCOME

The Mitel Redirection and Configuration Service (RCS) is a service that offers touchless deployment, firmware control, and branding of Mitel devices. Mitel's RCS eases the issues Service Providers face with mass deployments. By simply entering the MAC address of a device into the Global RCS server, upon initial boot-up, the device can be loaded with the proper pre-determined firmware version, then routed to its assigned server for configuration.

## ABOUT THIS GUIDE

This document provides information on the basic setup, operation, and maintenance of the RCS for all models of Mitel IP phones, Mitel MiVoice™ Conference/Video Phones, and Mitel SIP-DECT® solutions. It also includes details on the configuration of these devices using the RCS.

## AUDIENCE

This guide is for distributors, deployers, service technicians, Users and Super Users of Mitel products who configure and manage devices, servers, and accounts. This guide contains information that is at a technical level, more suitable for system or network administrators. Prior knowledge of IP telephony concepts is recommended.

## DOCUMENTATION

The related documentation consists of:

- **IP Phone Installation Guides:** Contains installation and set-up instructions, information on general features and functions, and basic options list customization.
- **IP Phone Administrator Guide:** Explains how to set the phone up on the network, as well as advanced configuration instructions for the IP phone.
- **IP Phone User Guides:** Explains the most commonly used features and functions for an end user.
- **MiVoice Conference/Video Phone Administration Guide:** Explains how to set the phones up on the network, as well as advanced configuration instructions for MiVoice Conference/Video Phones.
- **SIP-DECT System Manual Installation, Administration, and Maintenance:** Describes the installation/configuration, administration, and maintenance of the SIP-DECT solution.

# REDIRECTION AND CONFIGURATION SERVICE (RCS)

## INTRODUCTION

This section provides an overview of the Redirection and Configuration Service (RCS) features, as well as basic operating procedures.

## FEATURES

The Redirection and Configuration Service (RCS) is a service that offers Service Providers the option of auto-configuring devices when they are first powered up. Service providers can choose to redirect the Mitel IP phones, MiVoice Conference/Video Phones, and Mitel SIP-DECT devices to their own configuration server, “soft” brand IP phones and the phones’ Web User Interface (UI), and use the RCS to send firmware and/or branding information to IP phones. This service can prevent the end-user customers from manually configuring their devices in the field upon first bootup or any time thereafter.

On the first bootup, the supported devices contact the RCS over the Internet using HTTPS and certificate validation. If the device’s MAC address is already registered on the RCS, the device downloads the files specified by the configuration server. The end user does not need to manually configure the device, simplifying the set-up of the device in the network.

Using the RCS, Service Providers can simplify the configuration and maintenance of the end-user devices by pre-configuring them to access the RCS automatically after the end-user plugs in the device at their location.

SIP-DECT, MiVoice Conference/Video Phone, and IP phone users no longer need to enter the address of the Service Provider’s configuration server using the various user interfaces and Mitel IP phone users no longer need to download the latest firmware file manually. Configuration of the devices deployed in the field becomes an automated process.



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**Notes:**

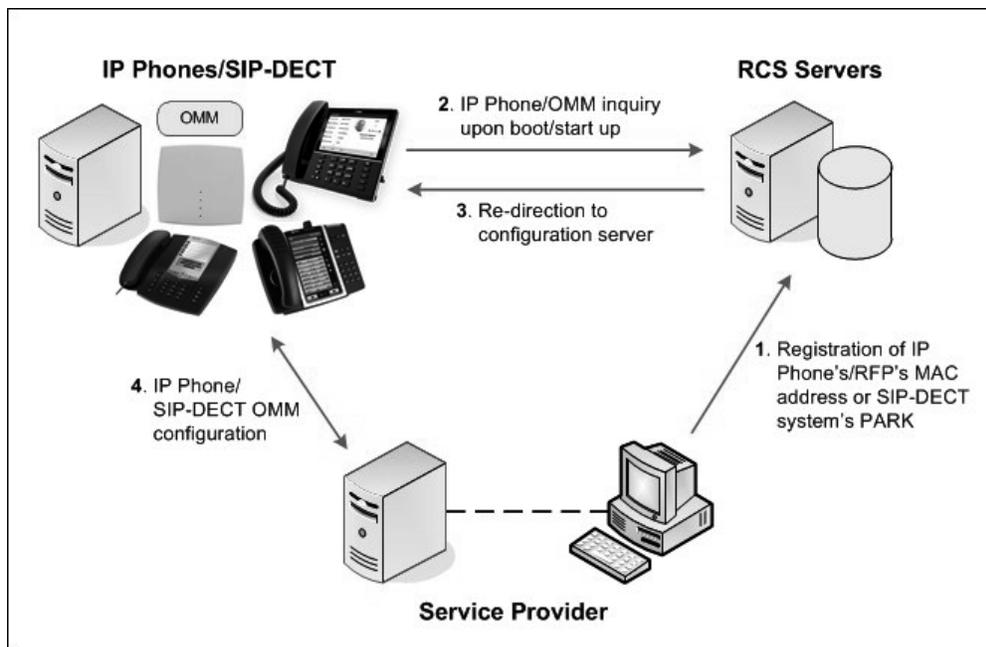
1. Firmware update functionality is limited to the IP phones (Mitel SIP-DECT solutions and the MiVoice Conference/Video Phones utilize RCS for configuration server redirection only).
2. Branding is only available on the Mitel 9000i, 6700i, and 6800i series of IP phones.
3. The branding features can be created/edited by a Super User only. A User can load the pre-configured branding files to the phones as applicable but cannot edit or change the branding information.

## DEVICE REDIRECTION

The core feature of the RCS is to redirect unconfigured devices to configuration servers that provide the configuration to the devices, allowing the end-user plug-and-play provisioning capability. When the device is plugged in and boots up for the first time, it contacts the RCS which then redirects the device to the Service Provider’s configuration

server.

The following illustration shows the RCS process flow for devices.



For additional information about setting configuration servers for the devices using the RCS, see [Redirecting A Device To A Configuration Server](#) on page 9.

### MITEL IP PHONE AND MIVOICE CONFERENCE/VIDEO PHONE REDIRECTION

The IP phones and MiVoice Conference/Video Phones only contact the RCS during initial phone setup (factory default state), or when the local phone settings are reset to the factory default. The requirements for contacting the RCS are as follows:

- Must be loaded with the following releases:
  - Release 2.4.0 or above for the Mitel 9000i and all 6700i series IP phones except the 6735i, 6737i, and 6739i
  - Release 3.1.0 or above for Mitel 6739
  - Release 3.2.2 or above for Mitel 6735i and 6737i IP phones
  - Release 3.3.1 SP3 or above for Mitel 6863i, 6865i, and 6867i IP phones
  - Release 4.0.0 or above for Mitel 6869i
  - Release 4.2.0 or above for Mitel 6873i
  - Release 6.2 or above for MiVoice 53xx series IP phones
  - Release 2.1 SP3 or above for the MiVoice Conference Phone and MiVoice Video Phone
  - Release 5.0.0 SIP for MiVoice 6900 series IP phones
  - Release 1.0.0 MiNet for MiVoice 6900 series IP phones
  - Release 6.2.0 MiNet for MiVoice 5300 series IP phones

- Must have NO configuration loaded at all on first-time startup

If a factory default occurs on the phone, the phone attempts to contact the RCS automatically to request a configuration.

### SIP-DECT REDIRECTION

There are two Mitel SIP-DECT solutions: the standard SIP-DECT product and SIP-DECT with Cloud-ID, a cloud and provider solution. The SIP-DECT solutions communicate with the RCS through a central software instance of the Open Mobility Manager (OMM).

If the OMM is run on a Radio Fixed Part (RFP) using the standard SIP-DECT solution, then the OMM requests the configuration server URL using the RFP's MAC address. There can be a standby-OMM run on another RFP and when this standby-OMM becomes active the first time it will send requests to the RCS as well. All other RFPs without an OMM do not send RCS requests.

If the OMM is run on an RFP using SIP-DECT with Cloud-ID, a USB flash drive is provided with the product that contains a unique identifier for the SIP-DECT system call the Portable Access Rights Key (PARK). When a PARK is available (e.g. 1F11234001), the PARK is converted to MAC address format (e.g. 001F11234001) and this converted MAC address is used by the OMM for requests to the RCS.



**Note:** RCS functionality is not supported on OMM instances running on Linux servers.

OMM Release 6.0 is required for RCS functionality. The OMM attempts to load (amongst others) the following files from a configuration server URL received from RCS:

- ipdect.cfg
- <mac>.cfg (RFP-based OMM only)
- <PARK>.cfg (PARK in MAC address format)

The OMM requests information from the RCS upon initial setup (i.e. if no response has been received previously) and the response is permanently stored by the OMM. To force a new RCS request, the OMM database and configuration files must be discarded or the OMM RFPs must be reset to their factory default settings. These options are available through the OMM "Restart" menu.

### FIRMWARE UPDATES (MITEL IP PHONES ONLY)

Optionally, new firmware files can be sent to Mitel IP phones using the RCS. When a phone starts up, it contacts the RCS. The RCS downloads any firmware files specified under the phone's MAC address.

Service providers using specific firmware versions can upgrade or downgrade the phone firmware either from a configuration server or directly from the RCS, ensuring new IP phones receive updates immediately on initial installation.

For more information about firmware updates for the IP phones on the RCS network, see IP Phone Firmware on page 53.

### RCS BOOT PROCESS

When a device with default factory settings starts up, it runs through a series of initialization steps. The first step in the device initialization process is to contact the RCS over the Internet.

Once the device has connected to the RCS, it does the following:

- If branding files are set on the RCS and assigned to a Mitel 9000i, 6700i, 6800i or 6900 series IP phone, then the RCS uploads the branding files to the phone.
- If a Service Provider configuration server is set on the RCS and assigned to the IP phone, MiVoice Conference/Video Phone, or SIP-DECT OMM, then the device sets its configuration server settings to the specified address.



**Note:** For more information about setting configuration servers for the devices using the RCS, see [Redirecting A Device To A Configuration Server](#) on page 9.

- If firmware updates are available for an IP phone, AND/OR the IP phone has a different firmware file than the RCS, then the RCS downloads the firmware that is set for the IP phone. The phone reboots, restarting the initialization process.



**Notes:**

1. The RCS can downgrade or upgrade firmware on a phone, depending on how it is set for that phone on the RCS.
2. For more information about firmware updates for the IP phones using the RCS, see [IP Phone Firmware](#) on page 53.

- If configuration files are available for a device on the configuration server, then the device contacts the RCS and the RCS redirects the device to the configuration server. The configuration server then uploads the configuration files (and any other applicable files) to the device according to the device's download precedence.

### BENEFITS OF USING THE RCS

The benefits of using the RCS vary depending on the configuration process you currently follow for your devices.

- **Automate redirection on initial bootup:** Users benefit from a plug-and-play devices.
- **Update configuration server information for all devices across the board:** Devices not yet installed can be updated regardless of their location.
- **“Soft” brand IP phones and Web UI:** Promotes the brand and simplifies support and sales contact.



**Note:**

1. Branding is only available on the Mitel 9000i, 6700i, and 6800i series of IP phones.
2. The branding features can be created/edited by a Super User only. A User can load the pre-configured branding files to the phones as applicable but cannot edit or change the branding information.

# USING BASIC RCS FEATURES

## INTRODUCTION

The RCS Web UI allows Service Providers to log in, add the MAC addresses of their devices, and redirect the devices to a specified server. The redirection takes effect when the devices first bootup and whenever the factory default settings are restored (or, in case of the SIP-DECT OMM, when the OMM database and configuration files are discarded). A User or Super User can set up the RCS to perform (if applicable) branding, download firmware, and/or redirect the devices to a configuration server.

The following table identifies the functions for a User and Super User.

FUNCTION	USER	SUPER USER
<b>General</b>		
Display a summary of current RCS statistics	✓	✓
Set preferences for your account (assign name, address, and up to 2 phone numbers associated with your account (i.e. home number, cell number)	✓	✓
Change password for your account	✓	✓
Add configuration servers to the RCS	✓	✓
Add devices to the RCS (by MAC number)	✓	✓
Add Users to the RCS	-	✓
Create/edit branding files and upload to RCS	-	✓
Create/edit default branding files and upload to RCS	-	✓
<b>RCS to Device</b>		
Assign and upload branding files or default branding files to Mitel 9000i, 6700i, or 6800i series IP phones	✓	✓
Assign and upload firmware version to IP phones	✓	✓
Assign and upload configuration server information to IP phones, MiVoice Conference/Video Phones, and SIP-DECT OMM	✓	✓
<b>Device to RCS</b>		
Register devices that are unregistered to RCS	✓	✓
Assign branding files to Mitel 9000i, 6700i, or 6800i series IP phones and upload to RCS	✓	✓
Assign firmware version to IP phones and upload to RCS	✓	✓
Assign configuration server information to IP phones, MiVoice Conference/Video Phones, and SIP-DECT OMM and upload to RCS	✓	✓

For more information about Users and Super Users, see User Types on page 7.

The remainder of this User Guide describes these processes and provides procedures to perform these functions. Since the User screens are a subset of the Super User screens, only the Super User screens have been used as examples in the procedures that follow.

### LOGGING INTO THE RCS

This section provides information about logging into the RCS as a User or as a Super User.

#### USER TYPES

For added security, accounts on the RCS allow Service Providers two levels of access:

- **Users:** Full access to the Service Provider account. However, a User cannot add, change, or delete accounts for other Users or Super Users. Users can assign branding files to a specific phone, but cannot create/edit branding files. Users also cannot change their usernames.
- **Super Users:** Full access to the Service Provider account including adding, changing, and deleting accounts for Users and Super Users. Super Users can create/edit branding files. Super Users cannot change their usernames.

A User and Super User can access the RCS via a Web User Interface (UI). A User must be assigned a Username and Password by the Super User, and use these credentials to login to the RCS Web UI.

When you are logged in to the RCS, you can identify your user type by looking at the menu options below your service provider account name.



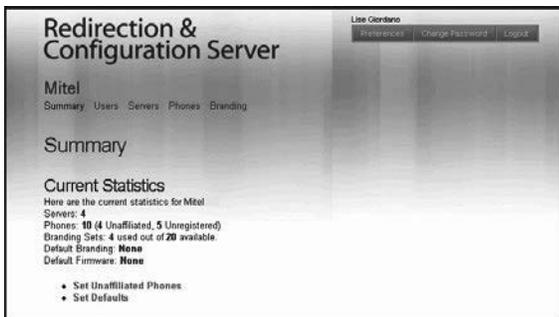
*To login to the RCS Web UI:*

1. In the address bar of your web browser, type **https://rcs.aastra.com** and press **<Enter>**. The Login page displays.

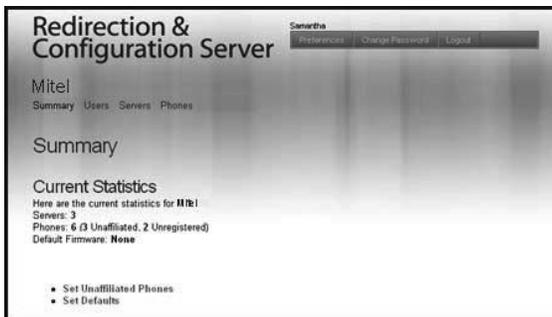
The screenshot shows the login page for the Redirection & Configuration Server. The page has a dark background with the title 'Redirection & Configuration Server' at the top. Below the title is the word 'Login'. There are two input fields: 'Username:' and 'Password:'. Below the input fields are two buttons: 'Connect' and 'Forgot Password?'.

2. Enter the username (email address) and password provided to you by Mitel or your System Administrator (Super User) and click  to continue. The Summary page for your Service Provider account displays.

Service Provider Account Name



Super User Screen



User Screen

You are now logged in to the RCS.



**Note:** If you forget your password, you can enter your user name and click the **<Forgot Password?>** button on the Login page. A password recovery email with a link to the password change page is sent to the email of the User. (Email address for the User is the same as the “Username” on the Login page).

## ADDING A CONFIGURATION SERVER

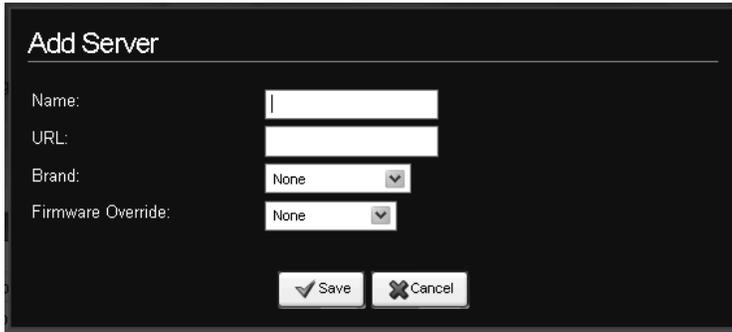
Before a device can be redirected to a specific configuration server, the server address must be added to the RCS.

To add a configuration server address to the RCS:

1. Login to the RCS. (See Logging Into The RCS on page 7 for more information)
2. Click **Servers** on the top menu. The Servers page displays.



3. Click  to add a configuration server. The Add Server dialog displays.



4. Enter the configuration **Server** name and **Server URL** in the applicable fields and click  to add your server.

URLs can be any of the following types:

- tftp://MyServer.com
- ftp://MyServer.com
- http://MyServer.com
- https://MyServer.com



**Note:** The configuration server name can be up to 20 characters long and the URL can be up to 255 characters long (entries longer than these maximums will be truncated).

The Server page displays, showing a list of all configuration servers including the server you have added.

### References

For more information about managing configuration servers, see [Managing Configuration Server Names And Addresses](#) on page 25.

## REDIRECTING A DEVICE

Your devices need to be added and registered to the configuration server before the RCS can redirect a device to that server.

For more information about adding configuration servers, see [Adding A Configuration Server](#) on page 8.

### REDIRECTING A DEVICE TO A CONFIGURATION SERVER

If your devices have already been added to the RCS, you can choose the configuration server for which the individual device redirects to when they first bootup.

To redirect your devices to a configuration server:

1. Login to the RCS. (See Logging Into The RCS on page 7 for more information). The Summary page displays.

**Redirection & Configuration Server**

Mitel  
Summary Users Servers Phones Branding

### Summary

#### Current Statistics

Here are the current statistics for Mitel

Servers: **4**

Phones: **10** (4 Unaffiliated, 5 Unregistered)

Branding Sets: **4** used out of **20** available.

Default Branding: **None**

Default Firmware: **None**

- Set Unaffiliated Phones
- Set Defaults

Set Unaffiliated Phones

2. Under the **Current Statistics** section, click **Set Unaffiliated Phones**. The Phones page displays. This page shows a list of all unregistered devices.

**Redirection & Configuration Server**

Mitel  
Summary Users Servers Phones Branding

### Phones

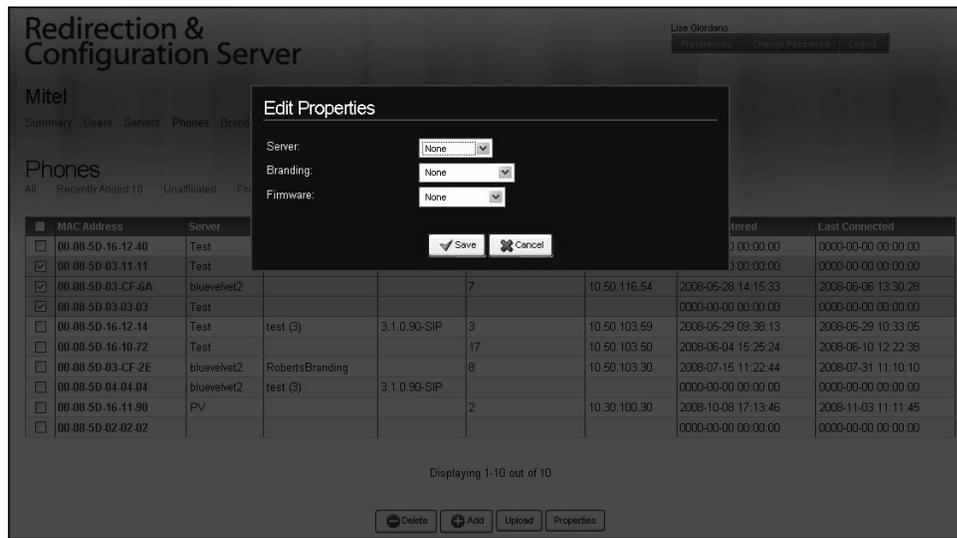
All Recently Added 10 Unaffiliated Find

<input checked="" type="checkbox"/>	MAC Address	Server	Branding	Firmware	Times Registered	IP Address	Date Registered	Last Connected
<input checked="" type="checkbox"/>	00-08-5D-16-12-14				3	10.50.103.59	2008-05-29 09:38:13	2008-05-29 10:33:05
<input type="checkbox"/>	00-08-5D-16-10-72				17	10.50.103.50	2008-06-04 15:25:24	2008-06-10 12:22:38
<input type="checkbox"/>	00-08-5D-04-04-04						0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-02-02-02						0000-00-00 00:00:00	0000-00-00 00:00:00

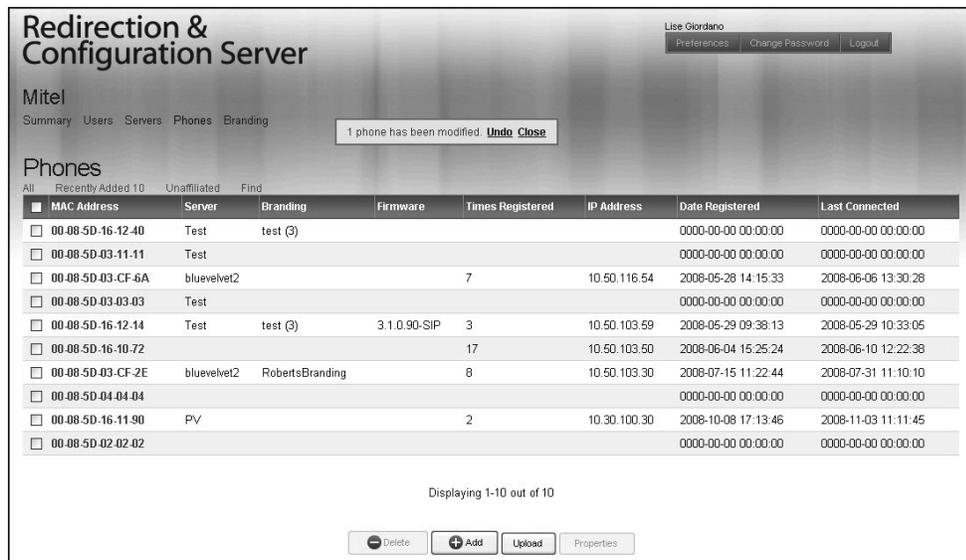
Displaying 1-4 out of 4

3. To select a specific device to redirect, click the check box in the **MAC Address** column for that device. To select all devices, click the **MAC Address** check box.

- Click **Properties**. The Edit Properties dialog displays.



- In the **Server** field, select a configuration server to assign to the devices you selected in Step 3.
- Click **Save**. The Phones page displays. This page shows a list of all devices including the devices for which you just edited. The configuration server for redirection is listed under the Server column for each device.



For more information on managing devices, see Managing Devices on page 29.

## ADDING AND REDIRECTING A DEVICE USING THE RCS WEB UI

When you add new devices to the RCS, you can choose whether or not the RCS redirects the devices immediately to the configuration server. You add a device to the RCS by entering its MAC address. If you prefer to add a device without simultaneously redirecting, see Managing Devices on page 29.

To add and redirect a device to a configuration server using the RCS Web UI:

1. Login to the RCS Web UI. (See Logging Into The RCS on page 7 for more information).
2. Click **Phones** on the top menu. The Phones page displays.



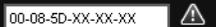
3. Click  to add a device. The **Add Phones** dialog displays.



4. In the **Enter** field, enter a MAC address for the device you are adding to the RCS, and click . The MAC address you entered appears in the MAC List field.



**Note:** If you enter an incorrect MAC address, the following displays in the Enter field:

 00-08-5D-XX-XX-XX 

Re-enter a valid MAC address for the device you want to add to the RCS.

If you entered an incorrect MAC address and clicked , you can remove it from the MAC address list by selecting it and clicking . To clear all MAC addresses from the MAC address list, click .

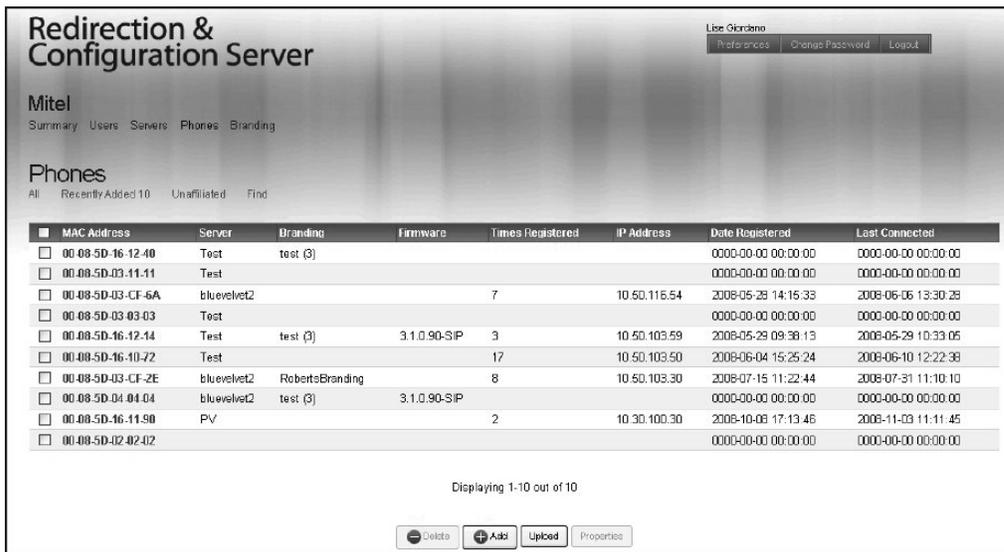
5. If you need to add additional devices, repeat Step 4 until you have entered all the devices required. If you are adding a large number of devices to the RCS, you may want to stop here and use the procedure defined at Adding And Redirecting Multiple Devices Using A Comma-separated Value (CSV) File on page 15.
6. In the **Server** field, select the configuration server for which to redirect these devices. If your configuration server is not in the list, see “Adding A Configuration Server on page 8.
7. (Optional for the Mitel 9000i, 6700i, and 6800i series of IP phones only) In the **Branding** field, select the branding file you want to load to the IP phones.
8. (Optional for IP phones only) In the **Firmware** field, select the firmware you want the RCS to apply to the phones you are adding.



**Notes:**

1. This field allows the user to specify a firmware image that is loaded onto the phone by the RCS. If, for example, you want to deploy the phones with the 4.2.0 firmware, you can select “4.2.0” from the list in the Firmware field. If you select a different version of firmware to install then what is currently on the phone, the RCS automatically updates the phones to the firmware you select. The RCS performs the update before the phone redirects to the configuration server.
  2. The RCS stores the firmware images which are supplied by Mitel. The Firmware field includes only official supported releases.
9. Click  to add the devices and redirect it to the specified configuration server simultaneously.

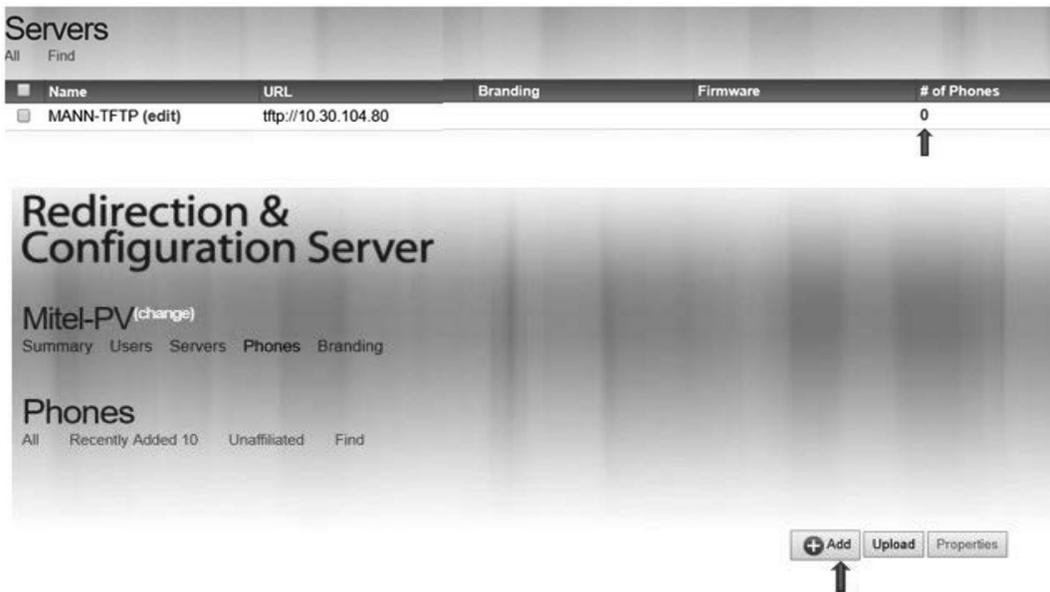
10. The Phones page displays. This page shows all devices including the devices you have just added, and also shows the MAC addresses and configuration servers for each device.



For more information on managing devices, see Managing Devices on page 29.

### ADDING PHONE MACS TO SPECIFIC SERVERS

The RCS enables users to search for specific servers and then add MACs to that server. After locating the required server, users can click the number of phones to access a page where MACs can be added.



## ADDING AND REDIRECTING MULTIPLE DEVICES USING A COMMA-SEPARATED VALUE (CSV) FILE

When you need to add a large number of devices to the RCS, you can add the devices to a spreadsheet file, save it as a “\*.CSV” file, and have the RCS simultaneously redirect these devices to the configuration server.

*To add and redirect multiple devices to a configuration server using a \*.csv file:*

1. Open a new document using a spreadsheet application (e.g. Microsoft Excel™).
2. In the first column, enter the MAC addresses of the devices you want to add to the RCS.



**Note:** MAC address digits can be left unseparated or grouped in pairs and separated by dashes (“-”) or colons (“:”). Ensure no spaces are added when entering MAC addresses.

In the second column, enter the valid configuration servers to which you wish the devices to redirect.

In the third column (applicable for the Mitel 9000i, 6700i, and 6800i series of IP phones only) enter the names of the branding file you want to load on the IP phones.

In the fourth column, (applicable for the IP phones only) enter the firmware release name you want the RCS to apply to the IP phones.

	A	B	C	D
1	00-08-5D-1A-95-FB	configserver1	AcmeBranding	
2	00-08-5D-19-92-24	configserver2		3.3.1-SIP
3	00-08-5D-19-B6-85		MitelBranding	4.2.0-SIP
4	00-08-5D-16-23-34	configserver1	AcmeBranding	4.1.0-SIP



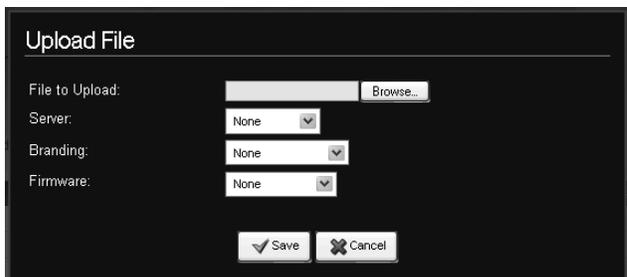
### Notes:

1. The configuration server name, branding name, and firmware release name defined in the second, third, and fourth columns must be identical to the configuration server name, branding name, and firmware release name pre-defined and available for the respective RCS account. If the values are defined improperly, the values will be considered invalid.
2. If values for the configuration server name, branding name, or firmware release names are invalid or left undefined, RCS will use the values defined in the upload dialog box (as seen in Step 7).
3. Save the file to your PC desktop using “Save As” in the format “.CSV” (comma delimited). In the above illustration, the name of the CSV file is “*Phones.csv*”.
4. To check the validity of your CSV file, open the new file from a plain-text reading program (i.e. Notepad, TextEdit, etc...). Make sure there are no extra commas, other than between fields.
5. Login to the RCS Web UI. (See Logging Into The RCS on page 7 for more information).

6. Click **Phones** on the top menu. The Phones page displays.



7. Click **Upload**. The following dialog box displays.



- 8. In the **File to Upload** field, enter the file name (<filename>.csv) of the text file you just created in Step 2 (or click **Browse** to find the <filename>.csv file on your PC desktop).
- 9. (Optional) In the **Server** field, select the configuration server for which the RCS redirects these devices to for retrieving their configuration.

 **Note:** The selected configuration server will only be used for those devices in the CSV file where a configuration server was not defined as well as for those whereby the defined configuration server is invalid.

- 10. (Optional for the Mitel 9000i, 6700i, and 6800i series of IP phones only) In the **Branding** field, select the branding file you want to load to the IP phones.

 **Note:** The selected branding file will only be used for those devices in the CSV file where a branding file was not defined as well as for those whereby the defined branding file is invalid.

11. (Optional for IP phones only) In the **Firmware** field, select the firmware you want the RCS to apply to the phones you are adding.

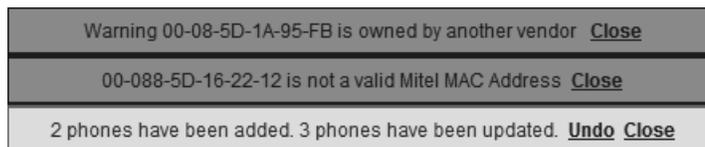


**Notes:**

1. This field allows the user to specify a firmware image that is loaded onto the phone by the RCS. If, for example, you want to deploy the IP phones with the 4.2.0 firmware, you can select "4.2.0" from the list in the Firmware field. If you select a different version of firmware to install then what is currently on the phone, the RCS automatically updates the phones to the firmware you select. The RCS performs the update before the phone redirects to the configuration server.
2. The RCS stores the firmware images which are supplied by Mitel. The Firmware field includes only officially supported releases.
3. The selected firmware file will only be used for those devices in the CSV file where a firmware file was not defined as well as for those whereby the defined firmware file is invalid.
4. If you do not want the RCS to provide firmware, select "**None**".

12. Click  to add the devices and redirect it to the specified configuration server simultaneously.

When completed, a report dialog box appears detailing the changes that were made and any errors that were found. Report link



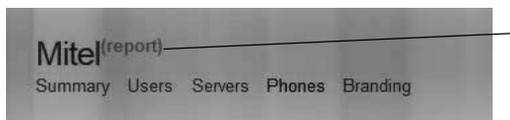
The report details the following information:

- The number of new devices added.
- The number of previously defined devices that have been updated/modified.
- Devices owned by another vendor.
- Devices with invalid MAC addresses.



**Note:** Clicking "Undo" cancels any changes regarding new devices that have been added and previously defined devices that have been updated.

The most recent report can also be viewed by clicking on the (report) link located beside the service provider account name.



This report provides the same information as the dialog box detailed above but each change and error is identified by the MAC address of the applicable device. For example:

owned by another vendor =>00-08-5D-1A-95-FB

modified =>00-08-5D-19-92-24  
modified =>00-08-5D-19-B6-85  
modified =>00-08-5D-16-23-34  
invalid mac =>00-088-5D-16-22-12  
added =>00-08-5D-16-23-31  
added =>00-08-5D-16-23-32



**Note:** The (report) link is only available when changes have been made using the CSV-file-based method.

## LOGGING OUT

When you have finished managing your account on the RCS you can logout as required.

*To logout of the RCS Web UI:*

1. Click Logout on the top menu bar of any screen in the RCS Web UI.

The screenshot shows the 'Redirection & Configuration Server' web interface. At the top right, there is a user menu with 'Logout' highlighted. Below the header, there are navigation tabs for 'Summary', 'Users', 'Servers', 'Phones', and 'Branding'. The 'Phones' tab is active, showing a table of phone records. The table has columns for MAC Address, Server, Branding, Firmware, Times Registered, IP Address, Date Registered, and Last Connected. Below the table, there are buttons for 'Delete', 'Add', 'Upload', and 'Properties'.

MAC Address	Server	Branding	Firmware	Times Registered	IP Address	Date Registered	Last Connected
<input type="checkbox"/> 00-08-5D-16-12-40	Test	test (3)				0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00-08-5D-03-11-11	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00-08-5D-03-CF-6A	bluevelvet2			7	10.50.116.54	2008-05-29 14:16:33	2008-06-06 13:30:29
<input type="checkbox"/> 00-08-5D-03-03-03	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00-08-5D-16-12-14	Test	test (3)	3.1.0.90-SIP	3	10.50.103.59	2008-05-29 09:30:13	2008-05-29 10:33:05
<input type="checkbox"/> 00-08-5D-16-10-72	Test			17	10.50.103.50	2008-06-04 15:25:24	2008-06-10 12:22:38
<input type="checkbox"/> 00-08-5D-03-CF-2E	bluevelvet2	RobertsBranding		8	10.50.103.30	2008-07-15 11:22:44	2008-07-31 11:10:10
<input type="checkbox"/> 00-08-5D-04-04-04	bluevelvet2	test (3)	3.1.0.90-SIP			0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00-08-5D-16-11-90	PV			2	10.30.100.30	2008-10-08 17:13:46	2008-11-03 11:11:45
<input type="checkbox"/> 00-08-5D-02-02-02						0000-00-00 00:00:00	0000-00-00 00:00:00

The message "Logout Successful." displays and the Login page displays.

The screenshot shows the 'Redirection & Configuration Server' web interface. The 'Login' page is displayed, featuring a 'Logout Successful. Close' message at the top right. Below the message, there are input fields for 'Username:' and 'Password:'. At the bottom right, there are buttons for 'Connect' and 'Forgot Password?'.

You are now logged out of the RCS.

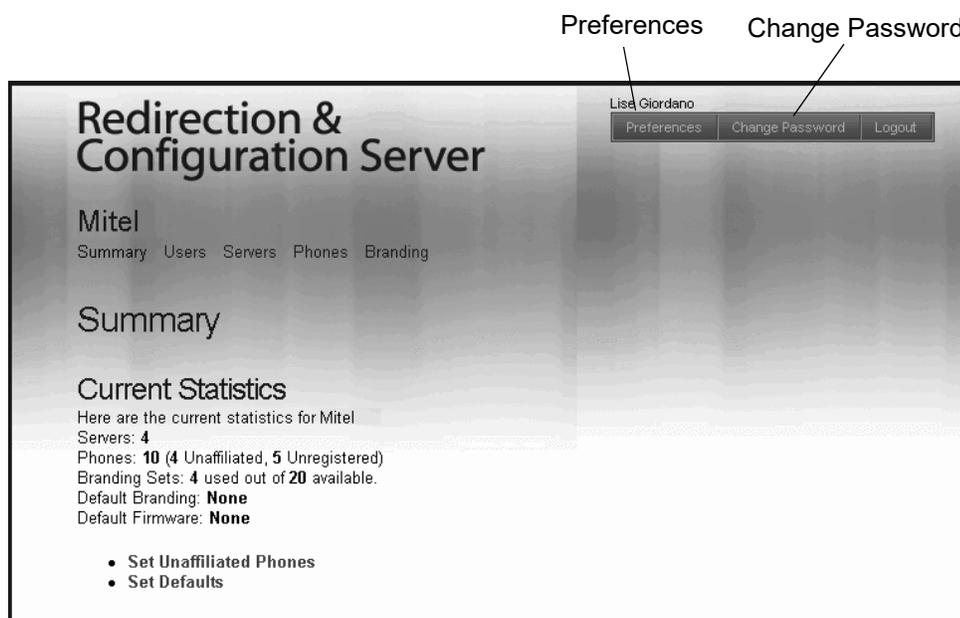
## MANAGING YOUR ACCOUNT

### INTRODUCTION

When you are logged into your account in the RCS Web UI, you can edit your personal preferences (Name, Address, Phone 1, and Phone 2) using the “Preferences” link, and/or edit/change your password using the “Change Password” link at the top of the screen. These buttons display regardless of what page you are on in the RCS Web UI.



**Note:** Note: The “Name” parameter on the Preferences screen is not the login “Username”. The login “Username” cannot be changed by a User or Super User. Contact your Administrator for more information about changing login “Usernames”.



### CHANGING USER PREFERENCES

Your user preferences for your account are initially set up by the Super User. You can logon to your account and change these preferences as required. User preferences include your Full Name, Address, Phone Number 1, and Phone Number 2.

*To change your RCS Web UI user preferences:*

1. Login to the RCS Web UI. (See Logging Into The RCS on page 7 for more information).



**Note:** To change user preferences for other accounts on the RCS, see Editing Users And Super Users on page 23.

2. Click **Preferences** on the top menu bar. The Preferences page displays.



The screenshot shows a web form titled "Preferences". It contains four input fields: "Full Name" with the value "Samantha w. Smith", "Address" with the value "123 Main Street Concord", "Phone 1" with the value "1234567900", and "Phone 2" which is empty. A "Save" button is located at the bottom right of the form.

3. In the **Full Name** field, enter or change your user name. Valid values are up to 50 alpha-numeric characters.
4. In the **Address** field, enter or change your mailing address. Valid values are up to 255 alpha-numeric characters.
5. In the **Phone 1** field, enter or change your home phone, cell phone, or office phone number. Valid values are 20 alpha-numeric characters.
6. In the **Phone 2** field, enter or change your home phone, cell phone, or office phone number. Valid values are 20 alpha-numeric characters.
7. Click .



**Note:** You may need to logout (click Logout on the top menu) and log back in to return to the main RCS page.

## CHANGING USER PASSWORDS

The password for your account is initially setup for you by the Super User before logging into the RCS Web UI. You can logon to your account and change this password as required. Passwords values follow industry standards and also must be reset every 45 days or earlier.

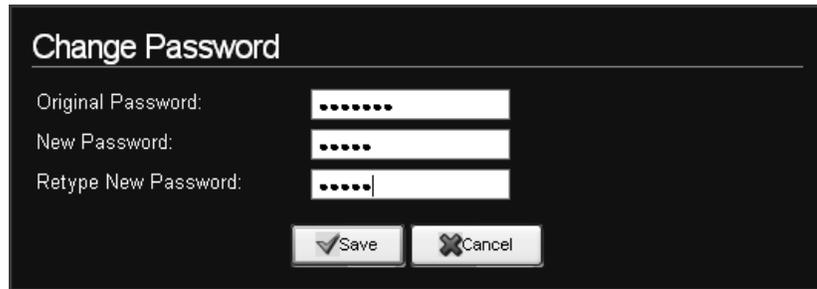
*To change your RCS Web UI password*

1. Login to the RCS Web UI. (See Logging Into The RCS on page 7 for more information).



**Note:** Note: To change passwords for other accounts on the RCS, see Editing Users And Super Users on page 23.

2. Click **Change Password** on the top menu bar. The Change Password dialog displays.



The image shows a 'Change Password' dialog box with a dark background and white text. It contains three input fields: 'Original Password' with seven dots, 'New Password' with four dots, and 'Retype New Password' with four dots. At the bottom, there are two buttons: 'Save' with a checkmark icon and 'Cancel' with an 'X' icon.

3. In the **Original Password** field, enter the current password you use to login to the RCS Web UI. Valid values are 32 alpha-numeric characters.
4. In the **New Password** field, enter a new password to use to login to the RCS Web UI. Valid values are 32 alpha-numeric characters.
5. In the **Retype New Password** field, re-enter the new password. Valid values are 32 alpha-numeric characters.
6. Click .



**Note:** Note: You may need to logout (click **Logout** on the top menu) and log back in to return to the main RCS page.

## MANAGING USERS AND SUPER USERS (APPLICABLE TO SUPER USERS ONLY)

Within an account on the RCS you can add as many Users or Super Users as required.

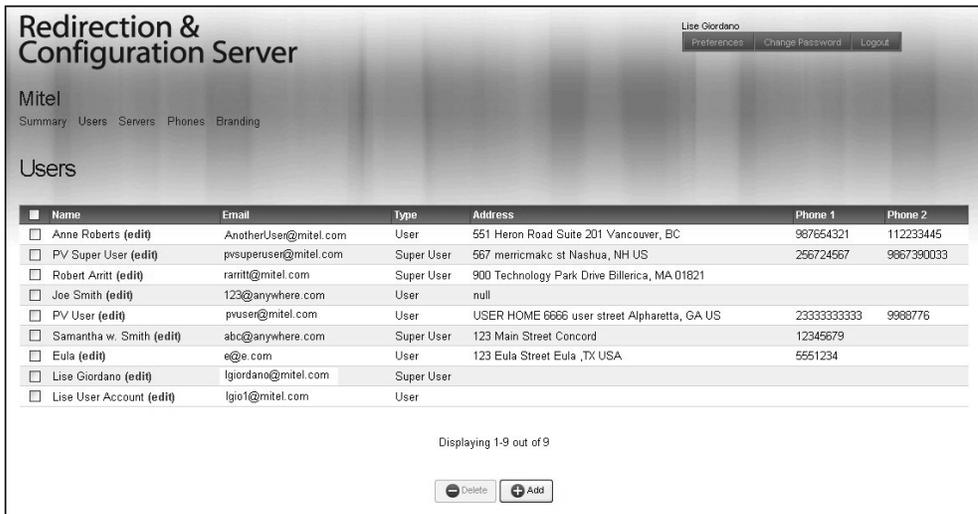
### ADDING USERS AND SUPER USERS

A Super User can add Users and other Super Users to an account.

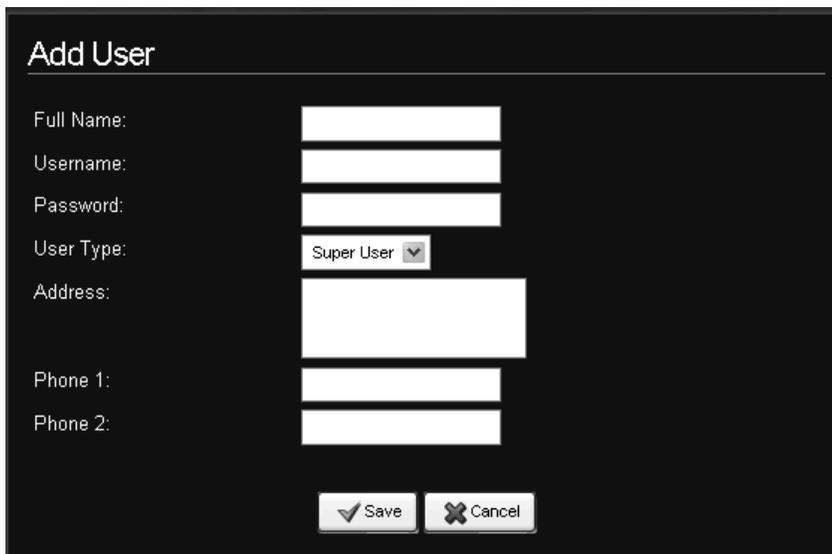
*To add Users and/or Super Users to your account:*

1. Login to a Super User account on the RCS. (See Logging Into The RCS on page 7 for more information).

2. Click **Users** on the top menu. The Users page displays.



3. Click  to add a user. The Add User dialog displays.



4. In the **Full Name** field, enter the full name of the user you are adding to the account. Valid values are up to 50 alpha-numeric characters.
5. In the **Username** field, enter a username for the user you are adding to the account. Valid values are up to 50 alpha-numeric characters, and can only be an email address.
6. In the **Password** field, enter a password for the user you are adding to the account. Valid values are up to 50 alpha-numeric characters.
7. In the **User Type** field, select whether the user you are adding is a Super User or a User.
8. In the **Address** field, enter the mailing address of the user. Valid values are up to 255 alpha-numeric characters.
9. In the **Phone 1** field, enter the home phone, cell phone, or office phone number for the user. Valid values are 20 alpha-numeric characters.

10. In the **Phone 2** field, enter the home phone, cell phone, or office phone number of the user. Valid values are 20 alpha-numeric characters.

11. Click  to add the user to the account.

The **Users** page displays, which shows a list of all users including the one you just added.

### EDITING USERS AND SUPER USERS

A Super User can edit a User's or a Super User's account information, including user's name, login username, login password, user type (User or Super User), mailing address, and personal phone numbers.



**CAUTION: If you are a Super User and you change your User Type to "User", this will disable your ability to add, change, and delete Users and Super Users on accounts on the RCS next time you login.**

*To edit account information for a user:*

1. Login to the RCS Web UI. (See Logging Into The RCS on page 7 for more information).
2. Click **Users** on the top menu. The **Users** page displays, which shows a list of all users.

Redirection & Configuration Server

Lise Giordano  
Preferences Change Password Logout

Mitel

[Summary](#) [Users](#) [Servers](#) [Phones](#) [Branding](#)

### Users

<input type="checkbox"/>	Name	Email	Type	Address	Phone 1	Phone 2
<input type="checkbox"/>	Anne Roberts (edit)	AnotherUser@mitel.com	User	551 Heron Road Suite 201 Vancouver, BC	987654321	112233445
<input type="checkbox"/>	PV Super User (edit)	pvsuperuser@mitel.com	Super User	567 merrimack st Nashua, NH US	256724567	9667390033
<input type="checkbox"/>	Robert Aritt (edit)	raritt@mitel.com	Super User	900 Technology Park Drive Billerica, MA 01821		
<input type="checkbox"/>	Joe Smith (edit)	123@anywhere.com	User	null		
<input type="checkbox"/>	PV User (edit)	pvuser@mitel.com	User	USER HOME 6666 user street Alpharetta, GA US	23333333333	9998776
<input type="checkbox"/>	Samantha w. Smith (edit)	abc@anywhere.com	Super User	123 Main Street Concord	12345679	
<input type="checkbox"/>	Eula (edit)	e@e.com	User	123 Eula Street Eula ,TX USA	5551234	
<input type="checkbox"/>	Lise Giordano (edit)	lgiordano@mitel.com	Super User			
<input type="checkbox"/>	Lise User Account (edit)	lgio1@mitel.com	User			

Displaying 1-9 out of 9

Delete
 Add

- 3. In the **Name** column, select a user to edit by clicking “(edit)” after the user’s name. The **Edit User** dialog for that user displays.

**Edit User: Anne Roberts**

Full Name: Anne Roberts

Username: AnotherUser@mitel.com

User Type: User

Address: 551 Heron Road Suite 201  
Vancouver, BC

Phone 1: 987654321

Phone 2: 112233445

Save Cancel Reset Password

- 4. Edit the fields as applicable and click Save.
- 5. The Users page displays showing a list of all users including the user you edited.

### DELETING USERS AND SUPER USERS

A Super User can delete Users or other Super Users from an account.

*To delete Users and/or Super Users from an account:*

- 1. Login to the RCS Web UI. (See Logging Into The RCS on page 7 for more information).
- 2. In the **Name** column, click the checkbox beside the names of the Users or Super Users you want to delete. To select all users in the list, click the checkbox next to the “**Name**” column heading.

<input type="checkbox"/>	Name	Email	Type	Address	Phone 1	Phone 2
<input type="checkbox"/>	Robert Arritt (edit)	raritt	Super User			
<input checked="" type="checkbox"/>	Samantha w. Smith (edit)	abc@anywhere.com	Super User	123 Main Street Concord	12345679	
<input checked="" type="checkbox"/>	Anne Roberts (edit)	AnotherUser@mitel.com	User	551 Heron Road Suite 201 Vancouver, BC	987654321	112233445
<input checked="" type="checkbox"/>	PV Super User (edit)	pvsuperuser@mitel.com	Super User	567 merrimack st Nashua, NH US	256724567	986739000

- 3. Click Delete.  
The Users page displays with the changes.

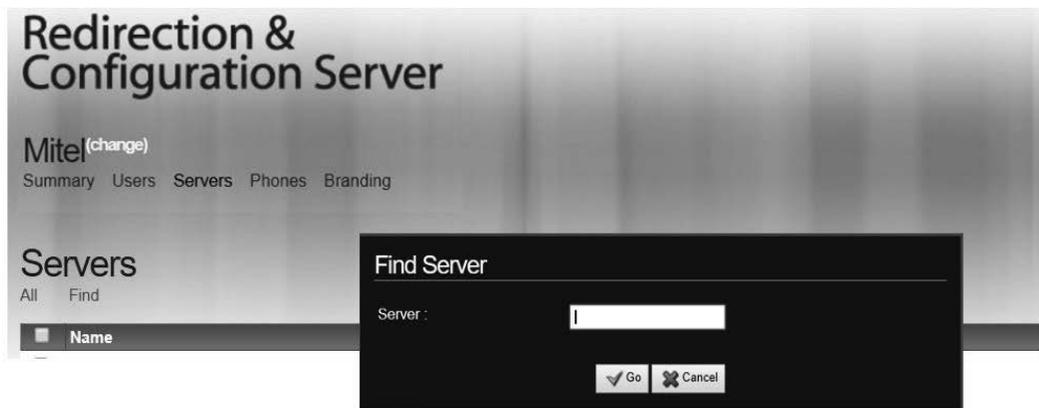
## MANAGING CONFIGURATION SERVER NAMES AND ADDRESSES

Before a device can be redirected to a specific configuration server, the server address must be added to the RCS. A Service Provider can add as many servers to the RCS as required. Once added to the RCS, you can edit or delete the names and addresses of servers as applicable.

For information on adding servers, see Adding A Configuration Server on page 8.

### SEARCHING FOR SERVERS PROVISIONED ON RCS

The RCS allows users to search for an existing server as well as add MACS to servers. The FIND capability allows users to refine search entry and dynamically match results, then select the desired server.



Matching results to entered characters are highlighted and allows for server selection directly from the results list.



### EDITING A SERVER FOR REDIRECTION

If the name or address of your configuration server change, you need to update the information stored on the RCS in order for the RCS to redirect to the appropriate server.

*To edit server information on the RCS:*

1. Login to the RCS Web UI. (See Logging Into The RCS on page 7 for more information).

2. Click **Servers** on the top menu. The Servers page displays, which shows a list of all servers you have added to the RCS.



3. In the **Name** column, select a configuration server to edit by clicking “(edit)” after the server name. The Edit Server dialog for that server displays.



4. In the **Name** field, edit or change the name of the configuration server. Valid values are up to 50 alpha-numeric characters.
5. In the **URL** field, edit or change the Uniform Resource Locator (URL) that identifies where the configuration server can be found via the Internet.
6. (Optional for the Mitel 9000i, 6700i, and 6800i series of IP phones only) In the **Branding** field, select the branding file you want to load to this server.

- (Optional for IP phones only) In the **Firmware Override** field, select the firmware that you want the configuration server to upload to the phones.



**Notes:**

- This field allows the user to specify a firmware image that is loaded onto the phone by the RCS. If, for example, you want to deploy the IP phones with the 4.2.0 firmware, you can select “**4.2.0**” from the list in the Firmware field. If you select a different version of firmware to install then what is currently on the phone, the RCS automatically updates the phones to the firmware you select. The RCS performs the update before the phone redirects to the configuration server.
- The RCS stores the firmware images which are supplied by Mitel. The Firmware field includes only official supported releases.
- If you do not want the RCS to provide firmware, select “**None**”.

- Click  to save your changes.  
The Servers page displays with the changes.

### DELETING A SERVER FOR REDIRECTION

*To delete a configuration server from the RCS:*

- Login to the RCS Web UI. (See Logging Into The RCS on page 7 for more information).
- In the **Name** column, click the checkbox beside the name of the configuration servers you want to delete. To select all servers in the list, click the checkbox next to the “**Name**” column heading.

<input type="checkbox"/> Name	URL	Branding	Firmware	# of Phones
<input checked="" type="checkbox"/> Test (edit)	Test			2
<input type="checkbox"/> bluevelvet2 (edit)	http://bluevelvet.mitel.com/config			1
<input type="checkbox"/> Test (edit)	ftp://conpbx2xxxxx:YYYYYY@216.94.98.100			0

- Click .
- The Servers page displays with the changes.

# MITEL DEVICES AND THE RCS

## INTRODUCTION

This section briefly describes the IP phone models, MiVoice Conference/Video Phone models, and SIP-DECT RFPs supported by the RCS, and provides information on adding, managing, and deleting devices in your account on the RCS.

## SUPPORTED MODELS

Please ensure you have the latest version of this document for an up-to-date list of supported devices

### IP PHONE MODELS

The RCS supports the following IP phone models:

MITEL 9000I	MITEL 6700I	MITEL 6800I	MITEL 6900	MIVOICE 53XX
9143i	6730i	6863i	6920	5304
9480i	6731i	6865i	6930	5312
9480i CT	6735i	6867i	6940	5320
	6737i	6869i	6970	5320e
	6739i	6873i		5324
	6751i			5330e
	6753i			5340e
	6755i			5360
	6757i			
	6757i CT			

### MIVOICE CONFERENCE/VIDEO PHONE MODELS

The RCS supports the Mitel MiVoice Conference and Mitel MiVoice Video Phone.

### SIP-DECT RFPs

The RCS supports the following Mitel SIP-DECT RFPs:

- RFP 35 IP
- RFP 36 IP
- RFP 37 IP
- RFP 43 IP
- RFP 44 IP
- RFP 45 IP
- RFP 47 IP
- RFP 48 IP

### DEVICE MAC ADDRESSES

Each device has a unique MAC address allowing easy identification. The MAC address is printed on the device label found on the device itself, and may also be found using the device's web or native UI.

The RCS uses MAC addresses to identify devices for the purpose of redirection or (with IP phones) overriding firmware files. On receipt of their devices, Service Providers can add the MAC addresses to their account using the RCS Web UI. Service Providers may also have the option of receiving devices already registered by MAC address in the RCS.



**Note:** For those employing SIP-DECT with Cloud-ID, the PARK in MAC address format is used in place of a true MAC address. See "SIP-DECT Redirection on page 4 for more information.

### MANAGING DEVICES

The RCS allows for the management of redirection services through a Web UI. Once devices are added to the account, properties can be edited for one or more devices quickly and easily.

#### EDITING THE REDIRECTION SETTINGS FOR A SINGLE DEVICE

A device's RCS and firmware settings can be edited individually if required.

To edit the redirection settings of a single device:

1. Login to an account on the RCS. (See Logging Into The RCS on page 7 for more information). The Summary page opens.



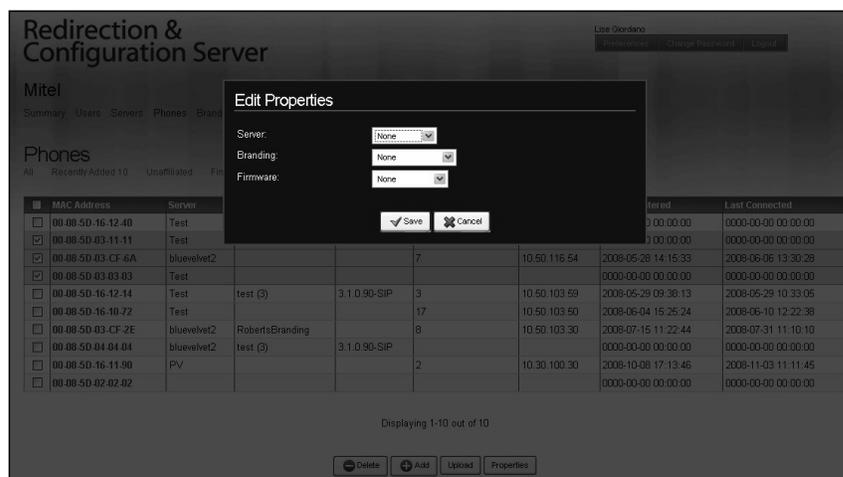
2. Click **Phones** on the top menu. The Phones page opens.



**Notes:**

1. You can select the following to display specific devices in this window:
  - “**All**” - displays all devices (registered, unregistered, and most recently added).
  - “**Recently Added 10**” displays only up to the last 10 devices added to the RCS.
  - “**Unaffiliated**” displays only the non-registered devices.
  - “**Find**” displays a pop-up window that allows you to enter the MAC address of the device you want to display.
2. You can click on any of the table headings to sort in ascending or descending order.
3. Click the checkbox beside the MAC address of the device you want to edit.

4. Click . The **Edit Properties** dialog displays.



5. In the **Server** field, select the configuration server for the device to use.
6. (Optional for the Mitel 9000i, 6700i, and 6800i series of IP phones only) In the **Branding** field, select the branding file you want to load to the IP phones.
7. (Optional for IP phones only) In the **Firmware** field, select the firmware you want the RCS to apply to the phones you are adding.



**Notes:**

1. This field allows the user to specify a firmware image that is loaded onto the phone by the RCS. If, for example, you want to deploy the IP phones with the 4.2.0 firmware, you can select “4.2.0” from the list in the Firmware field. If you select a different version of firmware to install then what is currently on the phone, the RCS automatically updates the phones to the firmware you select. The RCS performs the update before the phone redirects to the configuration server.
2. The RCS stores the firmware images which are supplied by Mitel. The Firmware field includes only official supported releases.
3. If you do not want the RCS to provide firmware, select “None”.

8. Click .



**WARNING: AFTER CLICKING , THE DEVICE SETTINGS OVERRIDE SERVER SETTINGS AS WELL AS DEFAULT SETTINGS. ENSURE YOU HAVE SPECIFIED ALL DEVICE SETTINGS CORRECTLY.**

- The Phones page displays showing a list of all devices including the device you have just changed. The updated properties and other information display as well.



### EDITING MULTIPLE DEVICES

Groups of devices can have identical redirection and firmware settings. Such groups can be modified at the same time.

*To edit the properties of multiple devices:*

- Login to an account on the RCS. (See Logging Into The RCS on page 7 for more information). The Summary page opens.



2. Click **Phones** on the top menu. The Phones page opens.

**Redirection & Configuration Server**

Mitel  
Summary Users Servers Phones Branding

**Phones**  
All Recently Added 10 Unaffiliated Find

<input type="checkbox"/>	MAC Address	Server	Branding	Firmware	Times Registered	IP Address	Date Registered	Last Connected
<input type="checkbox"/>	00-08-5D-16-12-40	Test	test (3)				0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-03-11-11	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-03-CF-6A	bluevelvet2			7	10.50.116.54	2008-05-28 14:15:33	2008-06-06 13:30:29
<input type="checkbox"/>	00-08-5D-03-03-03	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-16-12-14	Test	test (3)	3.1.0.90-SIP	3	10.50.103.59	2008-05-29 09:30:13	2008-05-29 10:33:05
<input type="checkbox"/>	00-08-5D-16-10-72	Test			17	10.50.103.50	2008-06-04 15:25:24	2008-06-10 12:22:38
<input type="checkbox"/>	00-08-5D-03-CF-2E	bluevelvet2	RobertsBranding		8	10.50.103.30	2008-07-15 11:22:44	2008-07-31 11:10:10
<input type="checkbox"/>	00-08-5D-04-04-04	bluevelvet2	test (3)	3.1.0.90-SIP			0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-16-11-90	PV			2	10.30.100.30	2008-10-08 17:13:45	2008-11-03 11:11:45
<input type="checkbox"/>	00-08-5D-02-02-02						0000-00-00 00:00:00	0000-00-00 00:00:00

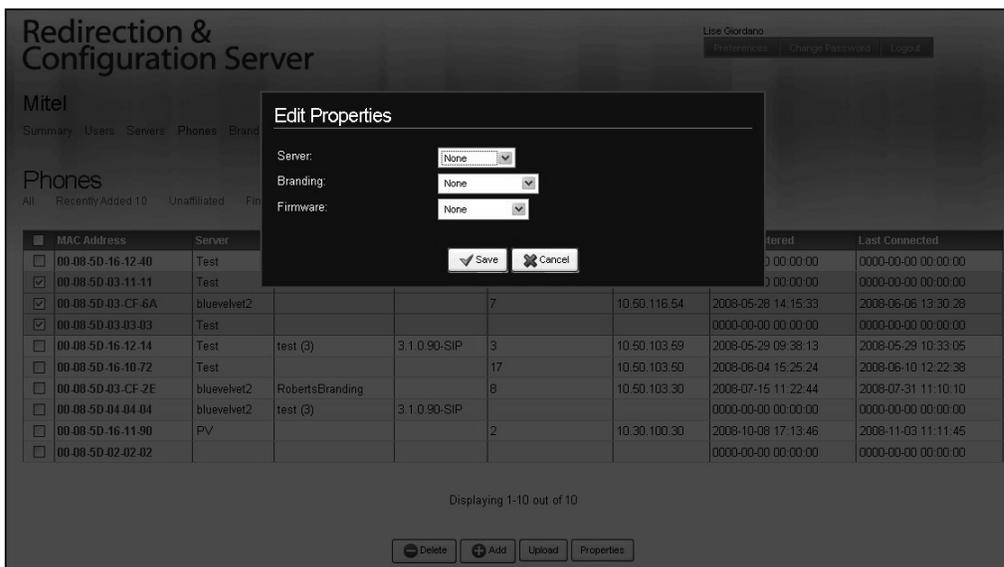
Displaying 1-10 out of 10



### Notes:

1. You can select the following to display specific devices in this window:
  - **“All”** - displays all devices (registered, unregistered, and most recently added).
  - **“Recently Added 10”** displays only up to the last 10 devices added to the RCS.
  - **“Unaffiliated”** displays only the non-registered devices.
  - **“Find”** displays a pop-up window that allows you to enter the MAC address of the device you want to display.
2. You can click on any of the table headings to sort in ascending or descending order.
3. In the **MAC Address** column, click the checkbox beside the devices you want to edit. To select all devices in the list, click the checkbox next to the **“MAC Address”** column heading

4. Click . The **Edit Properties** dialog displays.



5. In the **Server** field, select the RCS for the devices to use.
6. (Optional for the Mitel 9000i, 6700i, and 6800i series of IP phones only) In the **Branding** field, select the branding file you want to load to the IP phones.
7. (Optional for IP phones only) In the **Firmware** field, select the firmware you want the RCS to apply to the phones you are adding.



**Notes:**

1. This field allows the user to specify a firmware image that is loaded onto the phone by the RCS. If, for example, you want to deploy the IP phones with the 4.2.0 firmware, you can select “4.2.0” from the list in the Firmware field. If you select a different version of firmware to install then what is currently on the phone, the RCS automatically updates the phones to the firmware you select. The RCS performs the update before the phone redirects to the configuration server.
2. The RCS stores the firmware images which are supplied by Mitel. The Firmware field includes only official supported releases.
3. If you do not want the RCS to provide firmware, select “None”.

8. Click .



**WARNING:**AFTER CLICKING , THE DEVICE SETTINGS OVERRIDE SERVER SETTINGS AS WELL AS DEFAULT SETTINGS. ENSURE YOU HAVE SPECIFIED ALL DEVICE SETTINGS CORRECTLY.

The Phones page displays showing a list of all devices including the devices you have just changed. The updated properties and other information display as well.

**Redirection & Configuration Server**

Mitel  
Summary Users Servers Phones Branding

Phones  
All Recently Added 10 Unaffiliated Find

MAC Address	Server	Branding	Firmware	Times Registered	IP Address	Date Registered	Last Connected
00-08-5D-16-12-40	Test	test (3)				0000-00-00 00:00:00	0000-00-00 00:00:00
00-08-5D-03-11-11	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
00-08-5D-03-CF-6A	bluevelvet2			7	10.50.116.54	2008-05-29 14:15:33	2008-06-06 13:30:29
00-08-5D-03-03-03	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
00-08-5D-16-12-14	Test	test (3)	3.1.0.90-SIP	3	10.50.103.59	2008-05-29 09:38:13	2008-05-29 10:33:05
00-08-5D-16-10-72	Test			17	10.50.103.50	2008-06-04 15:25:24	2008-06-10 12:22:39
00-08-5D-03-CF-2E	bluevelvet2	RobertsBranding		8	10.50.103.30	2008-07-15 11:22:44	2008-07-31 11:10:10
00-08-5D-04-04-04	bluevelvet2	test (3)	3.1.0.90-SIP			0000-00-00 00:00:00	0000-00-00 00:00:00
00-08-5D-16-11-90	PV			2	10.30.100.30	2008-10-08 17:13:45	2008-11-03 11:11:45
00-08-5D-02-02-02						0000-00-00 00:00:00	0000-00-00 00:00:00

Displaying 1-10 out of 10

## DELETING DEVICES

Devices can be removed from your RCS account if required. In order to remove a device from your RCS account, you must know the MAC address of the device you want to remove.

## DELETING A DEVICE

*To delete a single device from your RCS account:*

1. Login to an account on the RCS. (See Logging Into The RCS on page 7 for more information). The Summary page opens.

**Mitel**

Summary Users Servers Phones Branding

**Summary**

**Current Statistics**

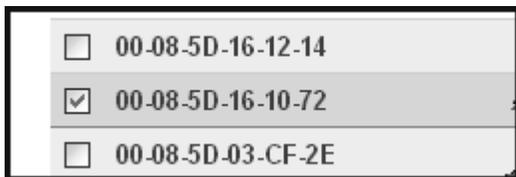
Here are the current statistics for **Mitel**

Servers: 3  
Phones: 6 (3 Unaffiliated, 2 Unregistered)

2. Click **Phones** on the top menu. The Phones page displays.



3. Click the checkbox beside the MAC address of the device you want to delete.



**CAUTION: Deleting a device cannot be undone. Check the MAC address carefully to ensure you are removing the correct phone.**

4. Click . The device is removed from the RCS and the Phones page displays, showing a list of all remaining devices.

### DELETING MULTIPLE DEVICES

1. Login to an account on the RCS. (See Logging Into The RCS on page 7 for more information). The Summary page opens.



2. Click **Phones** on the top menu. The Phones page displays.

**Redirection & Configuration Server**  
 Lise Cloridno  
 Preferences Change Password Logout

**Mitel**  
 Summary Users Servers Phones Branding

**Phones**  
 All Recently Added 10 Unaffiliated Find

<input type="checkbox"/>	MAC Address	Server	Branding	Firmware	Times Registered	IP Address	Date Registered	Last Connected
<input type="checkbox"/>	00-08-5D-16-12-40	Test	test (3)				0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-03-11-11	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-03-CF-6A	bluevelvet2			7	10.50.116.54	2008-05-28 14:15:33	2008-06-06 13:30:28
<input type="checkbox"/>	00-08-5D-03-03-03	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-16-12-14	Test	test (3)	3.1.0.90-SIP	3	10.50.103.59	2008-05-29 09:38:13	2008-05-29 10:33:05
<input type="checkbox"/>	00-08-5D-16-10-72	Test			17	10.50.103.50	2008-06-04 15:25:24	2008-06-10 12:22:38
<input type="checkbox"/>	00-08-5D-03-CF-2E	bluevelvet2	RobertsBranding		8	10.50.103.30	2008-07-15 11:22:44	2008-07-31 11:10:10
<input type="checkbox"/>	00-08-5D-04-04-04	bluevelvet2	test (3)	3.1.0.90-SIP			0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-16-11-90	PV			2	10.30.100.30	2008-10-08 17:13:46	2008-11-03 11:11:45
<input type="checkbox"/>	00-08-5D-02-02-02						0000-00-00 00:00:00	0000-00-00 00:00:00

Displaying 1-10 out of 10



**Notes:**

1. You can select the following to display specific devices in this window:
  - **“All”** - displays all devices (registered, unregistered, and most recently added).
  - **“Recently Added 10”** displays only up to the last 10 devices added to the RCS.
  - **“Unaffiliated”** displays only the non-registered devices.
  - **“Find”** displays a pop-up window that allows you to enter the MAC address of the device you want to display.
2. You can click on any of the table headings to sort in ascending or descending order.
3. In the **MAC Address** column, click the checkbox beside the devices you want to delete. To select all devices in the list, click the checkbox next to the **“MAC Address”** column heading.

**Phones**  
 All Recently Added 10 Unaffiliated

<input checked="" type="checkbox"/>	MAC Address	Server
<input checked="" type="checkbox"/>	00-08-5D-03-11-11	Test
<input checked="" type="checkbox"/>	00-08-5D-03-03-03	Test
<input checked="" type="checkbox"/>	00-08-5D-03-CF-6A	bluevelvet2
<input checked="" type="checkbox"/>	00-08-5D-16-12-14	
<input checked="" type="checkbox"/>	00-08-5D-16-10-72	



**CAUTION:** Deleting a device cannot be undone. Check the MAC address carefully to ensure you are removing the correct phone.

4. Click . The devices are removed from the RCS and the Phones page displays, showing a list of all remaining devices.

# IP PHONE BRANDING

## INTRODUCTION



### Notes:

1. Branding is only available on the Mitel 9000i, 6700i, and 6800i series of IP phones.
2. The branding features can be created/edited by a Super User only. A User can load the pre-configured branding files to the IP phones as applicable but cannot edit or change the branding information.

The RCS software allows a Super User to customize the IP phones and IP phone firmware using branding features. This section describes the branding information you need to know before you begin, and provides procedures for performing the branding on the phones.

## TYPES OF BRANDING FILES (APPLICABLE TO SUPER USERS ONLY)

Branding files on the RCS are grouped together by branding name. A named branding set consists of text and image files customizing both the phone Web UI and the phone interface:

BRANDING SET COMPONENT	COMPONENT TYPE	DESCRIPTION
Name	Text	Name of the brand, for use within the RCS.
Brand URL	URL	URL link accessed when the user clicks the company logo in the Web UI.
Support URL	URL	URL link accessed when the user clicks 'Customer Support' in the phone Web UI. Usually an email address.
User Agent	Text	Name of the brand, as it appears in the SIP header.
Splash Text	Text	Branding text that appears when IP phone models 9143i, 6730i, 6731i, 6751i, 6753i, 6863i, and 6865i boot up.
Config File	IP phone configuration file (.cfg)	Phone's configuration information stored on the phone.
Splash File (.bmp) See Splash File / Color Splash File	Bitmap file (.bmp)	The company logo that appears when IP phone models 9480i, 9480i CT, 6735i, 6737i, 6755i, 6757i, and 6757i CT boot up. The logo must be in ".BMP" format.
Color Splash File (.png) See Splash File / Color Splash File	Portable Network Graphics file (.png)	The company logo that appears when IP phone models 6739i, 6867i, 6869i, and 6873i boots up. This logo must be in ".PNG" format.
Web Icon File	Icon file (.ico)	The icon displayed in the phone Web UI URL bar.
Web Logo File	Bitmap file (.bmp)	The logo displayed in the corner of the phone. Web UI in place of the Mitel logo.

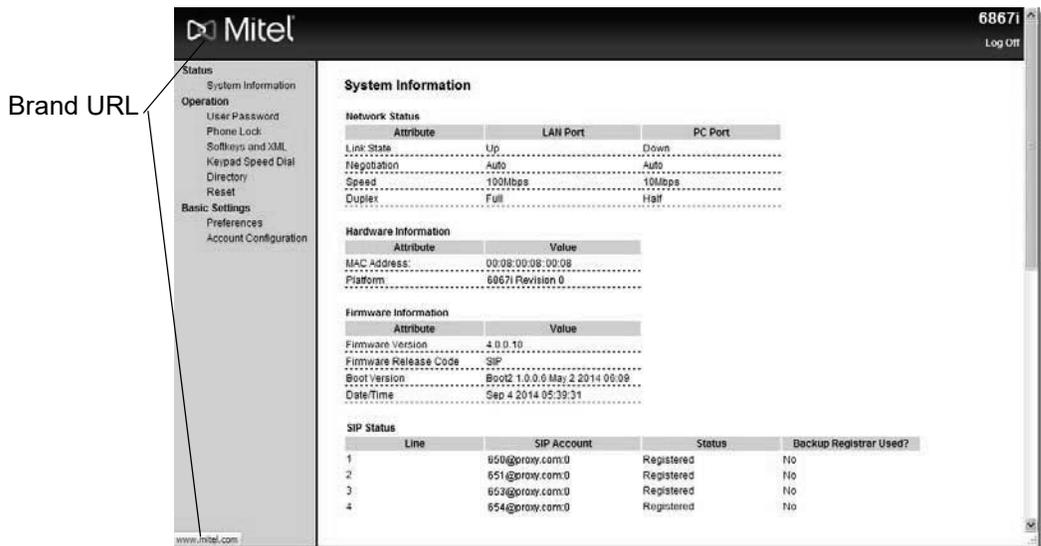
BRANDING SET COMPONENT	COMPONENT TYPE	DESCRIPTION
Certificate File 802.1x Certificate File	Privacy Enhanced Mail certificates (.pem)	Certificate file required for server authorization purposes.  Certificate file required for switch authorization purposes.
TUI Copyright	Text	Copyright information that displays on the phone's UI at the location <b>Options-&gt;Status-&gt;Firmware-&gt;Copyright</b> .
WUI Copyright	Text	Copyright information that displays in the phone's Web UI on the lower left corner of the <b>System Information</b> page after a user logs in.

**NAME**

Name of the brand, for use within the RCS.

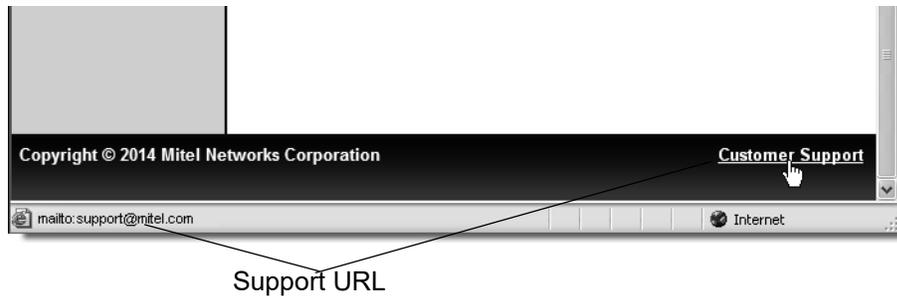
**BRAND URL**

The brand URL link is accessed when the user clicks the company logo in the phone Web UI, as illustrated.



### SUPPORT URL

The Support URL link is accessed when the user clicks 'Customer Support' in the phone Web UI, as illustrated.



### USER AGENT

Name of the brand, as it appears in the SIP header.

### SPLASH TEXT

IP phones with smaller screens display text during the boot up process. The splash text specified within the branding set contains the text to display on Mitel 9143i, 6730i, 6731i, 6751i, 6753i, 6863i, and 6865i IP phone models. The splash text is limited to 16 characters in length.

### CONFIG FILE

The phone's configuration information stored on the phone. The Config file contains some configuration information which needs to be branded before the phone initializes; for example the VLAN ID parameter. File names are in the format *<filename>.cfg*.

### SPLASH FILE / COLOR SPLASH FILE

IP phones with larger screens display a graphic during the boot up process. The splash file within the branding set contains the graphics file to display on IP phone models Mitel 9480i, 9480i CT, 6735i, 6737i, 6755i, 6757i, and 6757i CT. The color splash file contains the graphics file to display on the 6739i, 6867i, 6869i, and 6873i.



Mitel 9480i Splash Screen



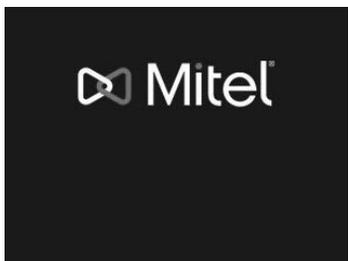
Mitel 6739i Splash

The splash file has the following requirements:

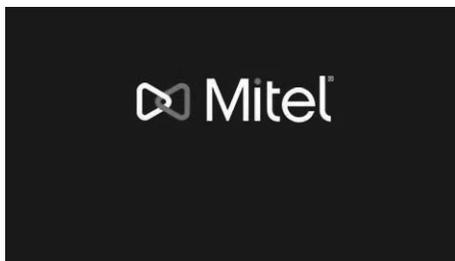
- Bitmap (.bmp) format
- Black and white (monochrome mode)
- Dimensions of exactly 126 x 40 pixels
- Resolution of exactly 96 x 96 dots per inch
- File size no greater than 1 KB

The splash file has the following requirements:

- Color depth: 24-bit recommended
- Image dimensions must be exactly 640 x 480 pixels
- File should be in PNG format
- File size must not exceed 64 KB



Mitel 6867i Splash Screen



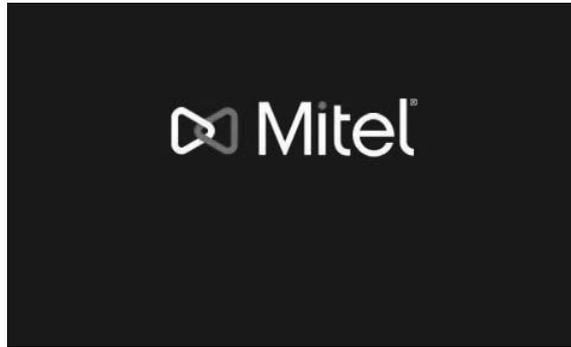
Mitel 6869i Splash Screen

The splash file has the following requirements:

- Color depth:
  - 32-bit only (Release 4.0.0 SP1 and older)
  - 24-bit or 32-bit (Release 4.0.0 SP2 and newer)
- Image dimensions must be exactly 250 x 50 pixels (image covers only the logo portion of the screen)
- File should be in PNG format
- File size must not exceed 128 KB

The splash file has the following requirements:

- Color depth:
  - 32-bit only (Release 4.0.0 SP1 and older)
  - 24-bit or 32-bit (Release 4.0.0 SP2 and newer)
- Image dimensions must be exactly 274 x 50 pixels (image covers only the logo portion of the screen)
- File should be in PNG format
- File size must not exceed 128 KB



Mitel 6873i Splash Screen

The splash file has the following requirements:

- Color depth:
  - 24-bit or 32-bit
- Image dimensions must be exactly 420 x 100 pixels (image covers only the logo portion of the screen)
- File should be in PNG format
- File size must not exceed 128 KB

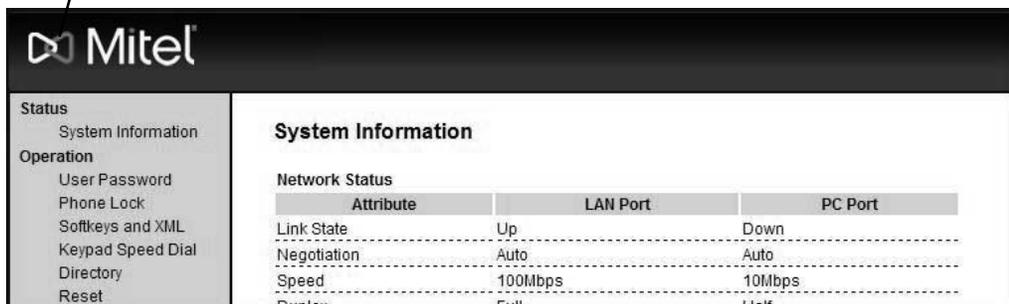
## WEB ICON FILE

This is the company icon that is displayed in the Web UI URL/address bar, and must be in icon (.ico) format.

## WEB LOGO FILE

All IP phones can be customized through use of the Mitel Web UI interface. The logo file within the branding set contains the graphics file to display on the Web UI in place of the default Mitel company logo.

Logo Location

A screenshot of the Mitel Web UI interface. At the top left, the Mitel logo is displayed. Below it is a navigation menu with two sections: 'Status' (containing 'System Information') and 'Operation' (containing 'User Password', 'Phone Lock', 'Softkeys and XML', 'Keypad Speed Dial', 'Directory', and 'Reset'). The main content area is titled 'System Information' and contains a 'Network Status' section. This section includes a table with columns for 'Attribute', 'LAN Port', and 'PC Port'. The table lists network parameters such as Link State, Negotiation, Speed, and Duplex, with their respective values for LAN and PC ports.

Attribute	LAN Port	PC Port
Link State	Up	Down
Negotiation	Auto	Auto
Speed	100Mbps	10Mbps
Duplex	Full	Half

The logo file has the following requirements:

- Portable Network Graphics (.png) format.
- Height no more than 50 pixels (to fit in the Mitel Web UI header).
- Logos
- created with an alpha-channel blend display best with the Mitel Web UI background.
- White logos may be clearer than full-color logos.

### CERTIFICATE FILE

A Certificate Authority (CA) is an authority in a network that issues and manages security credentials and public keys for message encryption. A CA checks with a Registration Authority (RA) to verify information provided by the requester of a digital certificate. If the RA verifies the requester's information, the CA can then issue a certificate. The IP phones use a certificate file that contains the phone's public key, the expiration date of the certificate, the phone's name and other information about the phone's public key. The certificate file is usually in the format of *<filename>.pem* (Privacy Enhanced Mail certificate).

The certificate file is required for server authorization purposes.

### 802.1X CERTIFICATE FILE

The IP phones support the IEEE 802.1x Protocol. The 802.1x Protocol is a standard for passing Extensible Authentication Protocol (EAP) over a wired or wireless Local Area Network (LAN). The 802.1x Protocol offers the capability to permit or deny network connectivity, control LAN access, and apply traffic policy, based on user or endpoint identity. The certificate file is usually in the format of *<filename>.pem*.

The 802.1x certificate file is required for switch authorization purposes.

### TUI COPYRIGHT

The Copyright information that appears on the phone's UI at the location **Options->Status->Firmware->Copyright**.

#### *Example*

Copyright © 2014  
Mitel Networks Corporation  
www.mitel.com

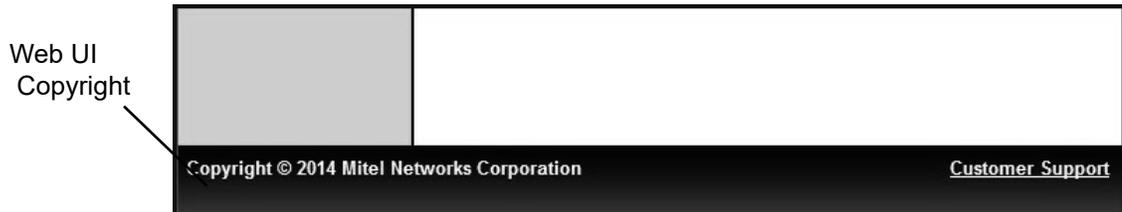
This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>), contains content generated by Intel® authoring tools of UPnP™ technology, contains software derived from the RSA Data Security, Inc. MD5 Message-Digest Algorithm. Expat XML Parser Copyright© 1998-2000 Thai Open Source Software Center Ltd and Clark Cooper, 2001-2006 Expat maintainers.

See the Administration Guide for Mitel EULA and full license texts.

### WUI COPYRIGHT

The Copyright information that appears in the phone's Web UI on the lower left corner of the System Information page after a user logs in.

*Example*



### VERIFICATION OF BRANDING FILES (APPLICABLE TO SUPER USERS ONLY)

IP phones connect to the RCS using https, and must have an MAC address matching an entry in the RCS before files can be downloaded. In addition, branding files are transferred using an MD5 algorithm which verifies file integrity.

### UPLOADING BRANDING SETS (APPLICABLE TO SUPER USERS ONLY)

Before branding files can be assigned to specific IP phones on your RCS account, the files must be uploaded to the server and grouped together as a named branding set. RCS accounts have a branding quota limiting the number of branding sets you can upload. Should you need to increase your branding quota, contact Mitel.

For more information about branding file formats, see [Types Of Branding Files \(Applicable To Super Users Only\)](#) on page 39.

### ADDING A BRANDING SET

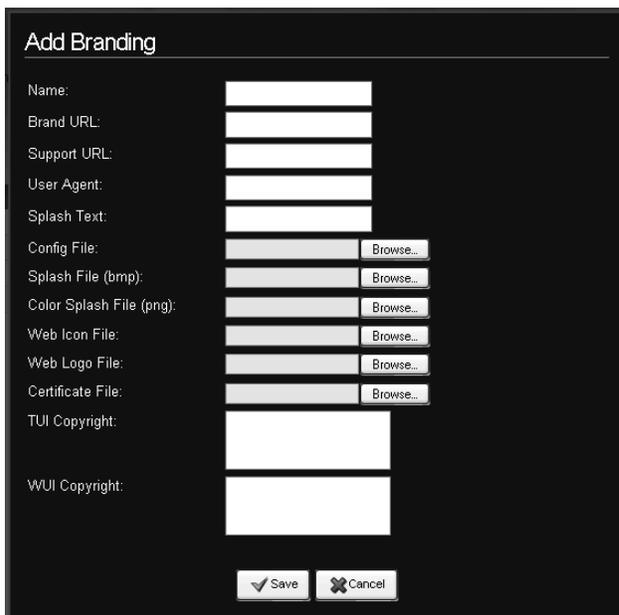
To add a branding set to the RCS, do the followings:

1. Login to an account on the RCS. (See [Logging Into The RCS](#) on page 7 for more information).

2. Click **Branding** on the left menu. The Branding page opens.



3. Click **Add**. The Add Branding dialog opens.



4. Enter values for the parameters in the **Add Branding** dialog box. For a description of each field, see the table, Types Of Branding Files (Applicable To Super Users Only) on page 39.

5. When you have finished click .



**Note:** If you have filled your branding quota, a message displays advising you to delete an existing branding set before adding a new one.

The Branding Sets page opens, showing a list of all branding sets including the one you have just added.



The screenshot shows the 'Redirection & Configuration Server' interface. At the top right, the user 'Lise Giordano' is logged in, with links for 'Preferences', 'Change Password', and 'Logout'. Below the header, the 'Mitel' logo and navigation menu (Summary, Users, Servers, Phones, Branding) are visible. The main content area is titled 'Branding' and contains a table with the following data:

<input type="checkbox"/> Name	# of Files	Date Added
<input type="checkbox"/> asdf (edit)	1	2009-04-06 16:44:20
<input type="checkbox"/> test (3) (edit)	1	2010-03-05 14:44:47
<input type="checkbox"/> Manjinder Mann (edit)	1	2008-09-30 14:12:02
<input type="checkbox"/> RobertsBranding (edit)	2	2008-09-30 14:09:37

Below the table, it says 'Displaying 1-4 out of 4' and there are 'Delete' and 'Add' buttons.

### DELETING A BRANDING SET

You may want to delete a set of branding files when it changes or becomes obsolete.

*To delete a branding set to the RCS, do the following:*

1. Login to an account on the RCS. (See Logging Into The RCS on page 7 for more information).
2. Click **Branding** on the left menu. The Branding page opens.



This screenshot is identical to the previous one, but the checkboxes in the table are now checked, indicating that the branding sets are selected for deletion.

3. Click the checkboxes beside the name of the branding set you want to delete. To quickly check all boxes, click the top checkbox beside the word "Name".



**Note:** Deleting a branding set cannot be undone. Check the name of the branding carefully to ensure you are removing the correct branding.

4. Click . The branding set is removed from the RCS.
5. The Branding Sets page opens, showing a list of all remaining branding sets.

## ASSIGNING BRANDING SETS TO IP PHONES

Once a set of branding files has been named and uploaded to the RCS, this branding set can be assigned to IP phones for use. Any applicable phone booting up and contacting the RCS compares the branding files in local memory to the branding files selected on the server. Any differences result in the IP phone downloading the set of branding files.

### ASSIGNING IP PHONE BRANDING

To assign a branding set to an IP phone or group of IP phones on the RCS, do the following:

1. Login to an account on the RCS. (See Logging Into The RCS on page 7 for more information).
2. Click **Phones** on the left menu. The Phones page opens.



3. Click the checkboxes beside the MAC address or addresses you want to assign to an existing branding set. To quickly check all boxes, click the top checkbox beside the word "MAC".



**Note:** All phone settings are overwritten in this step, so ensure you select phones with the same firmware version and redirection server setting as well as branding set.

- Click **Properties**. The Edit Properties dialog opens.

The screenshot shows the 'Edit Properties' dialog box in the Redirection & Configuration Server interface. The dialog has three dropdown menus for 'Server', 'Branding', and 'Firmware', all currently set to 'None'. There are 'Save' and 'Cancel' buttons at the bottom of the dialog. In the background, a table of phone configurations is visible.

MAC Address	Server	Branding	Firmware	Times Registered	IP Address	Date Registered	Last Connected
<input type="checkbox"/> 00-08-5D-16-12-40	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input checked="" type="checkbox"/> 00-08-5D-03-11-11	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input checked="" type="checkbox"/> 00-08-5D-03-CF-6A	bluevelvet2			7	10.50.116.54	2008-05-28 14:15:33	2008-06-06 13:30:28
<input checked="" type="checkbox"/> 00-08-5D-03-03-03	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00-08-5D-16-12-14	Test	test (3)	3.1.0.90-SIP	3	10.50.103.59	2008-05-29 09:38:13	2008-05-29 10:33:05
<input type="checkbox"/> 00-08-5D-16-10-72	Test			17	10.50.103.50	2008-06-04 15:25:24	2008-06-10 12:22:38
<input type="checkbox"/> 00-08-5D-03-CF-2E	bluevelvet2	RobertsBranding		8	10.50.103.30	2008-07-15 11:22:44	2008-07-31 11:10:10
<input type="checkbox"/> 00-08-5D-04-04-04	bluevelvet2	test (3)	3.1.0.90-SIP			0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00-08-5D-16-11-90	PV			2	10.30.100.30	2008-10-08 17:13:46	2008-11-03 11:11:45
<input type="checkbox"/> 00-08-5D-02-02-02						0000-00-00 00:00:00	0000-00-00 00:00:00



**Note:** All settings are overwritten in this step. Ensure you have specified all phone settings correctly.

- Select the branding set you want to apply, as well as the server for redirection and firmware version. When you have finished click .
- The Phones page opens, showing a list of all phones including those you have just changed.

The screenshot shows the 'Phones' page in the Redirection & Configuration Server interface. A notification banner at the top says "3 phones have been modified. Undo Close". Below is a table of phone configurations.

MAC Address	Server	Branding	Firmware	Times Registered	IP Address	Date Registered	Last Connected
<input type="checkbox"/> 00-08-5D-16-12-40	Test	test (3)				0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00-08-5D-03-11-11	bluevelvet2	RobertsBranding	3.1.0.87-SIP			0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00-08-5D-03-CF-6A	bluevelvet2	RobertsBranding	3.1.0.87-SIP	7	10.50.116.54	2008-05-28 14:15:33	2008-06-06 13:30:28
<input type="checkbox"/> 00-08-5D-03-03-03	bluevelvet2	RobertsBranding	3.1.0.87-SIP			0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00-08-5D-16-12-14	Test	test (3)	3.1.0.90-SIP	3	10.50.103.59	2008-05-29 09:38:13	2008-05-29 10:33:05
<input type="checkbox"/> 00-08-5D-16-10-72	Test			17	10.50.103.50	2008-06-04 15:25:24	2008-06-10 12:22:38
<input type="checkbox"/> 00-08-5D-03-CF-2E	bluevelvet2	RobertsBranding		8	10.50.103.30	2008-07-15 11:22:44	2008-07-31 11:10:10
<input type="checkbox"/> 00-08-5D-04-04-04	bluevelvet2	test (3)	3.1.0.90-SIP			0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00-08-5D-16-11-90	PV			2	10.30.100.30	2008-10-08 17:13:46	2008-11-03 11:11:45
<input type="checkbox"/> 00-08-5D-02-02-02						0000-00-00 00:00:00	0000-00-00 00:00:00

## EDITING IP PHONE BRANDING

To edit the branding set assigned to an IP phone or group of IP phones on the RCS, do the following:

1. Login to an account on the RCS. (See Logging Into The RCS on page 7 for more information).
2. Click **Phones** on the left menu. The Phones page opens.



3. Click the checkboxes beside the MAC address or addresses of phones you want to edit. To quickly check all boxes, click the top checkbox beside the word "MAC".



**Note:** All phone settings are overwritten in this step, so ensure you select phones with the same firmware version and redirection server setting as well as branding set.

- Click **Properties**. The Edit Properties dialog opens.



**Note:** All settings are overwritten in this step. Ensure you have specified all phone settings correctly.

- Select the branding set you want to change, as well as the server for redirection and firmware version. When you have finished click .
- The Phones page opens, showing a list of all phones including those you have just changed.

## SETTING DEFAULT BRANDING (GLOBAL FEATURE)

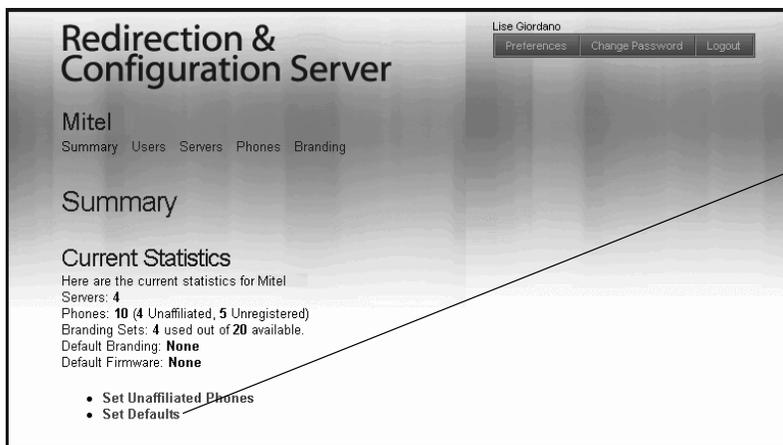
You can also brand the IP phones and firmware using the “Set Defaults” option on the Summary page. This feature sets all the IP phones and firmware to default branding settings.



**Note:** In RCS, the server can override the default values, and the devices can override the server values.

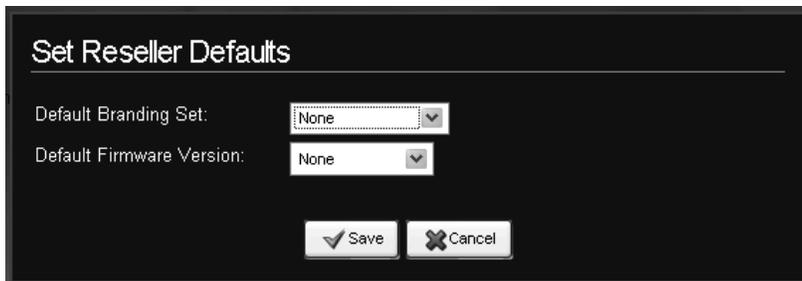
To set default branding and firmware settings on the IP phones:

1. Login to an account on the RCS. (See Logging Into The RCS on page 7 for more information).
2. Click **Summary** on the left menu. The Summary page opens.



Set Defaults Option

3. Click the “**Set Defaults**” option. The “Set Reseller Defaults” screen displays.



4. Select the Default Branding Set you want to use to brand your phones.
5. Select the Default Firmware Version you want to load to your phones.
6. Click . A “Defaults Saved” prompt displays that allows you to undo the settings you just saved, or close the prompt. The Summary page displays.

## IP PHONE FIRMWARE

### INTRODUCTION



**Note:** Firmware update functionality is limited to the IP phones (Mitel SIP-DECT solutions and the MiVoice Conference/Video Phones utilize RCS for configuration server redirection only).

This section describes how IP phone firmware files are handled on the RCS. If the IP phones' MAC addresses in the RCS are assigned a firmware, after the phones contact the RCS, the phones automatically download the firmware file (if it is a different version than the current phone firmware and if the phone is configured to accept automatic updates).

A phone administrator can enable or disable automatic updates on the Mitel 9000i, 6700i, 6800i, and 6900 series of IP phones, but the MiVoice 53xx phones are configured to always accept automatic updates.

The IP phone firmware file includes all the necessary files you need for your phone. Firmware files are available for the following IP phone models:

MITEL 9000I	MITEL 6700I	MITEL 6800I	MITEL 6900	MIVOICE 53XX
9143i	6730i	6863i	6920	5304
9480i	6731i	6865i	6930	5312
9480i CT	6735i	6867i	6940	5320
	6737i	6869i	6970	5320e
	6739i	6873i		5324
	6751i			5330e
	6753i			5340e
	6755i			5360
	6757i			
	6757i CT			

### Assigning Firmware To IP Phones

When new versions of phone firmware files become available, the files are uploaded to the RCS by Mitel. You can update the firmware being used by your phones, by selecting the firmware version for the phones after logging into your account.

### ASSIGNING IP PHONE FIRMWARE

You can assign IP phone firmware to a single phone or to multiple phones as required.

To assign firmware to phones:

1. Login to an account on the RCS. (See Logging Into The RCS on page 7 for more information). The Summary page opens.

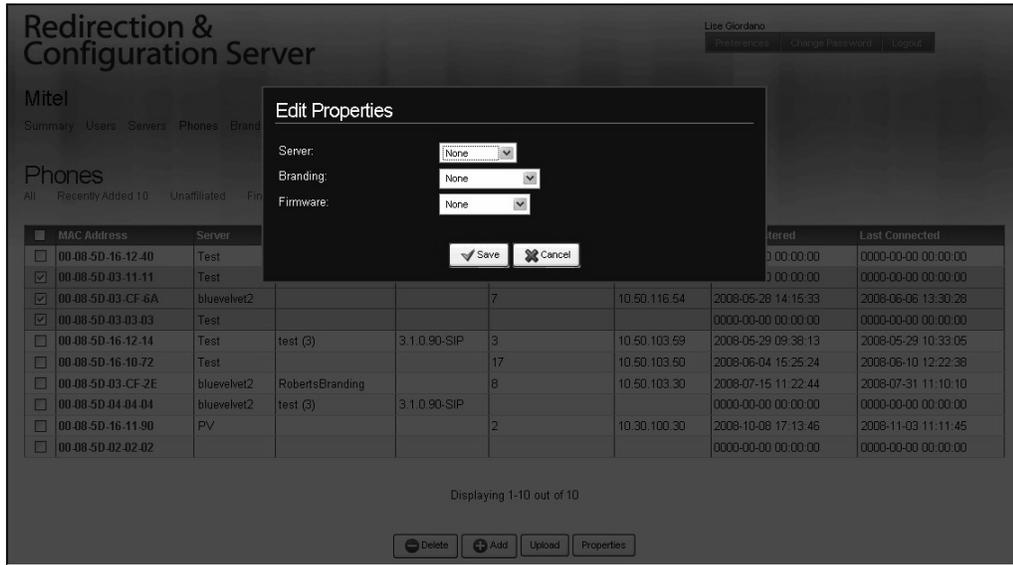


2. Click **Phones** on the top menu. The Phones page opens.



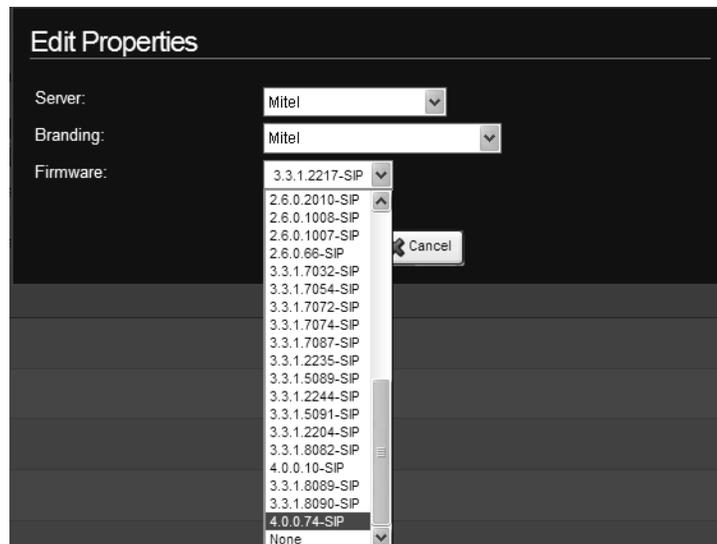
3. In the **MAC Address** column, click the checkbox beside the MAC address of the phone for which you want to assign the firmware. To select all phones in the list, click the checkbox beside the **“MAC Address”** column heading.

4. Click Properties. The **Edit Properties** dialog displays.



**Note:** You do not need to change the configuration server in the Server field.

5. (Optional for the Mitel 9000i, 6700i, and 6800i series of IP phones only) In the **Branding** field, select the branding file you want to load to the IP phones.
6. In the **Firmware** field, select the firmware you want the RCS to apply to this phone.





**Notes:**

1. This field allows the user to specify a firmware image that is loaded onto the phone by the RCS. If, for example, you want to deploy the IP phones with the 4.2.0 firmware, you can select “4.2.0” from the list in the Firmware field. If you select a different version of firmware to install then what is currently on the phone, the RCS automatically updates the phones to the firmware you select. The RCS performs the update before the phone redirects to the configuration server.
2. The RCS stores the firmware images which are supplied by Mitel. The Firmware field includes only official supported releases.
3. If you do not want the RCS to provide firmware, select “None”.

7. Click



**WARNING: AFTER CLICKING  , THE DEVICE SETTINGS OVERRIDE SERVER SETTINGS AS WELL AS DEFAULT SETTINGS. ENSURE YOU HAVE SPECIFIED ALL DEVICE SETTINGS CORRECTLY.**

8. The Phones page displays showing a list of all phones including the phone you have just changed. The updated properties and other information display as well.

MAC Address	Server	Branding	Firmware	Times Registered	IP Address	Date Registered	Last Connected
<input type="checkbox"/> 00:08:5D:16:12:40	Test	test (3)				0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00:08:5D:03:11:11	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00:08:5D:03:CF:6A	bluevelvet2			7	10.50.116.54	2008-05-28 14:15:38	2008-06-06 13:30:28
<input type="checkbox"/> 00:08:5D:03:03:03	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00:08:5D:16:12:14	Test	test (3)	3.1.0.90-SIP	3	10.50.103.59	2008-05-29 09:38:13	2008-05-29 10:33:05
<input type="checkbox"/> 00:08:5D:16:10:72	Test			17	10.50.103.50	2008-06-04 15:25:24	2008-06-10 12:22:38
<input type="checkbox"/> 00:08:5D:03:CF:2E	bluevelvet2	RobertsBranding		8	10.50.103.30	2008-07-15 11:22:44	2008-07-31 11:10:10
<input type="checkbox"/> 00:08:5D:04:04:04	bluevelvet2	test (3)	3.1.0.90-SIP			0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/> 00:08:5D:16:11:90	PV			2	10.30.100.30	2008-10-08 17:13:46	2008-11-03 11:11:45
<input type="checkbox"/> 00:08:5D:02:02:02						0000-00-00 00:00:00	0000-00-00 00:00:00

### UPDATING IP PHONE FIRMWARE (DURING A FACTORY RESET)

When new versions of phone firmware files become available, the files are uploaded to the RCS by Mitel. During a factory reset, your phone updates the current firmware on your phones with the latest firmware as applicable.

To update firmware on a phone:

1. Login to an account on the RCS. (See Logging Into The RCS on page 7 for more information). The Summary page opens.

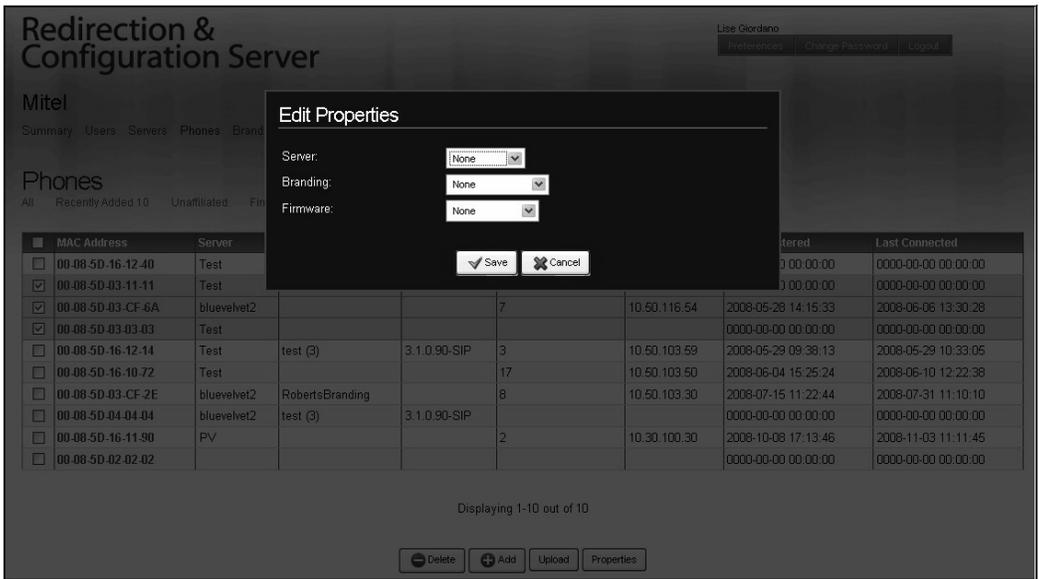


2. Click **Phones** on the top menu. The Phones page opens.



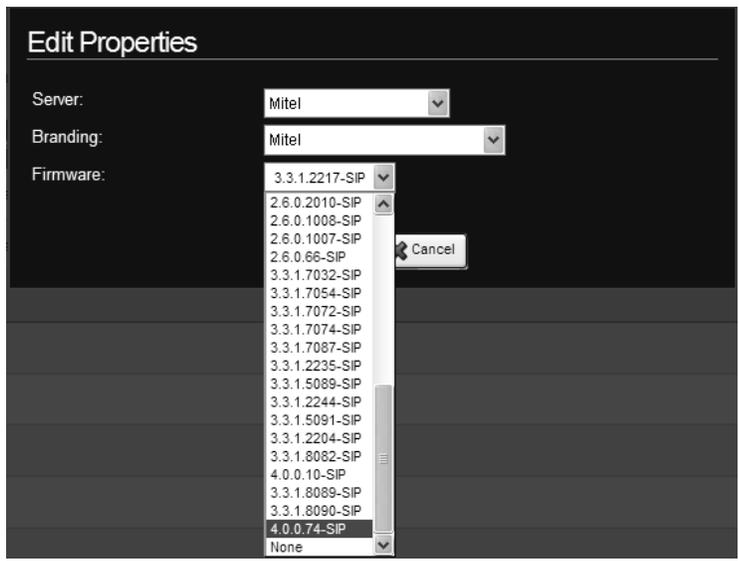
3. In the **MAC Address** column, click the checkbox beside the MAC address of the phone for which you want to update the firmware. To select all phones in the list, click the checkbox beside the “**MAC Address**” column heading.

- Click **Properties**. The **Edit Properties** dialog displays.



**Note:** You do not need to change the configuration server in the Server field.

- (Optional for the Mitel 9000i, 6700i, and 6800i series of IP phones only) In the **Branding** field, select the branding file you want to load to the IP phones.
- In the **Firmware** field, select the firmware you want the RCS to apply to this phone.





**Notes:**

1. This field allows the user to specify a firmware image that is loaded onto the phone by the RCS. If, for example, you want to deploy the IP phones with the 4.2.0 firmware, you can select “4.2.0” from the list in the Firmware field. If you select a different version of firmware to install then what is currently on the phone, the RCS automatically updates the phones to the firmware you select. The RCS performs the update before the phone redirects to the configuration server.
2. The RCS stores the firmware images which are supplied by Mitel. The Firmware field includes only official supported releases.
3. If you do not want the RCS to provide firmware, select “None”.

7. Click



**WARNING: AFTER CLICKING  , THE DEVICE SETTINGS OVERRIDE SERVER SETTINGS AS WELL AS DEFAULT SETTINGS. ENSURE YOU HAVE SPECIFIED ALL DEVICE SETTINGS CORRECTLY.**

8. The Phones page displays showing a list of all phones including the phone you have just changed. The updated properties and other information display as well.

## Redirection & Configuration Server

Mitel

Summary Users Servers Phones Branding

### Phones

All Recently Added 10 Unaffiliated Find

Use Okendo

Preferences Change Password Logout

<input type="checkbox"/>	MAC Address	Server	Branding	Firmware	Times Registered	IP Address	Date Registered	Last Connected
<input type="checkbox"/>	00-08-5D-16-12-40	Test	test (3)				0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-03-11-11	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-03-CF-6A	bluevelvet2			7	10.50.116.54	2008-05-29 14:15:33	2008-06-06 13:30:29
<input type="checkbox"/>	00-08-5D-03-03-03	Test					0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-16-12-14	Test	test (3)	3.1.0.90-SIP	3	10.50.103.59	2008-05-29 09:30:15	2008-05-29 10:33:05
<input type="checkbox"/>	00-08-5D-16-10-72	Test			17	10.50.103.50	2008-06-04 15:25:24	2008-06-10 12:22:39
<input type="checkbox"/>	00-08-5D-03-CF-2E	bluevelvet2	RobertsBranding		8	10.50.103.30	2008-07-15 11:22:44	2008-07-31 11:10:10
<input type="checkbox"/>	00-08-5D-04-04-04	bluevelvet2	test (3)	3.1.0.90-SIP			0000-00-00 00:00:00	0000-00-00 00:00:00
<input type="checkbox"/>	00-08-5D-16-11-90	PV			2	10.30.100.30	2008-10-08 17:13:46	2008-11-03 11:11:45
<input type="checkbox"/>	00-08-5D-02-02-02						0000-00-00 00:00:00	0000-00-00 00:00:00

Displaying 1-10 out of 10

## SETTING DEFAULT FIRMWARE (GLOBAL FEATURE)

You can brand the phones and firmware using the “Set Defaults” option on the Summary page. This feature sets all the phones to the default branding and firmware settings.

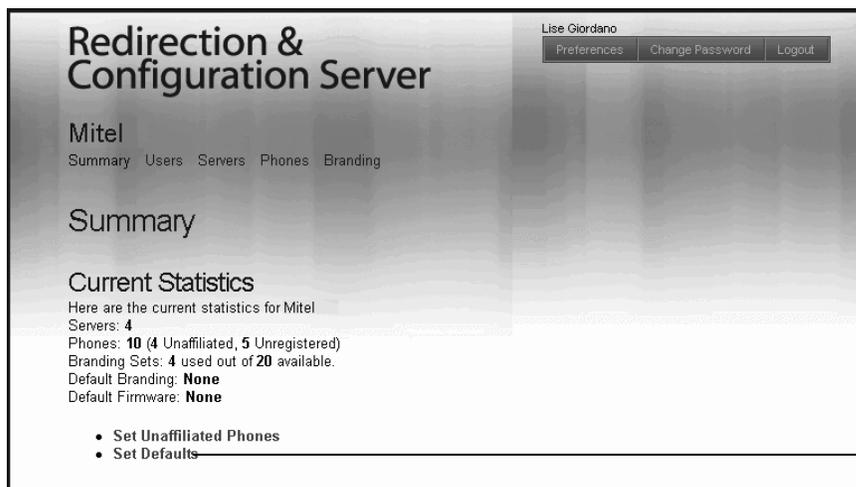


**Notes:**

1. In RCS, the server can override the default values, and the devices can override the server values.
2. Branding is only available on the Mitel 9000i, 6700i, and 6800i series of IP phones.
3. The branding features can be created/edited by a Super User only. A User can load the pre-configured branding files to the phones as applicable but cannot edit or change the branding information.

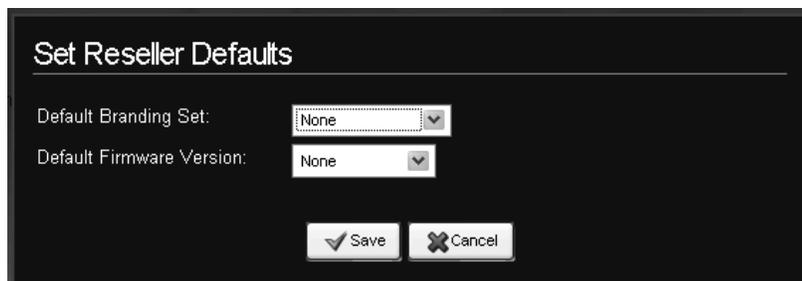
To set default branding and firmware settings on the phones:

1. Login to an account on the RCS. (See Logging Into The RCS on page 7 for more information).
2. Click **Summary** on the left menu. The Summary page opens.



Set Defaults Option

3. Click the “**Set Defaults**” option. The “Set Reseller Defaults” screen displays.



4. Select the Default Branding Set you want to use to Brand your phones.



**Note:** Branding is only available on the Mitel 9000i, 6700i, and 6800i series of IP phones.

5. Select the Default Firmware Version you want to load to your phones.
6. Click . A “Defaults Saved” prompt displays that allows you to undo the settings you just saved, or close the prompt. The Summary page displays.

## CONTACTING MITEL SUPPORT

For technical support please contact Mitel Technical Support via one of these methods:

### *North America*

- Toll Free at 1-800-574-1611
- Online at [www.mitel.com/content/mitel-technical-support](http://www.mitel.com/content/mitel-technical-support)

### *Outside North America*

To locate a Mitel authorized partner or service provider in your area or to find contact details for regional offices throughout the world, go to [www.mitel.com/content/mitel-technical-support](http://www.mitel.com/content/mitel-technical-support).



