Toshiba MicroMAS Installation Manual

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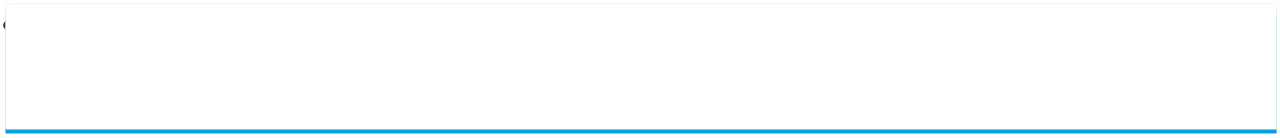

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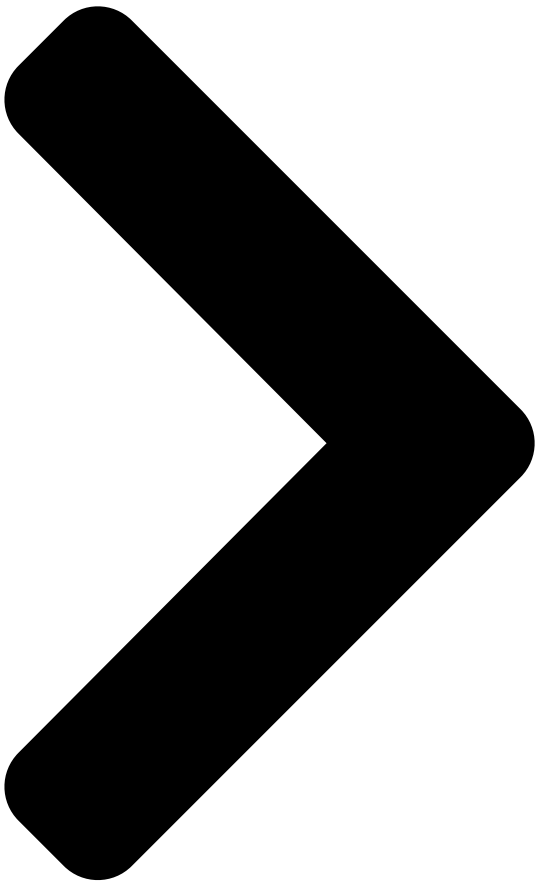

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MICROSAN

nstalling Technician Please Read!

MicroMAS

April 2007

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Related Manuals for Toshiba MicroMAS

Voicemail Toshiba IP Business Communication System Specifications

Toshiba ip business communication system specifications (2 pages)

Network Hardware Toshiba TOSLINE-S20LP Instruction Manual

T2n/t3h stations local area network (lan) for factory automation (fa) system (66 pages)

Network Hardware Toshiba VF-A7 Instruction Manual

Ethernet communications interface for the toshiba 7 series and 9 series adjustable speed drives (50 pages)

Network Hardware Toshiba PROSEC T2 Series User Manual

Modbus module (24 pages)

Network Hardware Toshiba TOSLINE-S20 Instruction Manual

Tosline-s20 active star coupler (41 pages)

Network Hardware Toshiba V Series User Manual

(60 pages)

Network Hardware Toshiba RTM20 Brochure & Specs

Temperature control relay (6 pages)

Network Hardware Toshiba S2T Setup Manual

Programmable controllers ethernet module (8 pages)

Network Hardware Toshiba STRATA CIX IP Attendant Console User Manual

(76 pages)

Network Hardware Toshiba RemotEye II Quick Installation Manual

(7 pages)

Network Hardware Toshiba TOSDIC-CIE DS Instruction Manual

Svr service control package (43 pages)

Network Hardware Toshiba T2N Instruction Manual

Cpu module ethernet port (179 pages)

Network Hardware Toshiba RBC-FDP2-F-PE Installation And Operating Instructions

Interface (2 pages)

Network Hardware Toshiba T1 Using Manual

Toshiba modem user manual (6 pages)

Network Hardware Toshiba GA-1170 Service Manual

(37 pages)

Network Hardware Toshiba NVS8-X User Manual

Nvs network video recorder (102 pages)

Summary of Contents for Toshiba MicroMAS

Page 1 Installation Guide IMPORTANT! Installing Technician Please Read! This guide contains the essential information for the proper installation of hardware. MicroMAS April 2007...

Page 2: Fcc Requirements

Service or Repair For service or repair, contact your local Toshiba Telecommunications distributor. To obtain the nearest Toshiba Telecommunications distributor in your area, call Toshiba America Information Systems, Inc., Telecommunication Systems Division in Irvine, CA (949) 583-3700. Telephone Network Compatibility: The telephone company may make changes in its facilities, equipment, operations, and procedures.

Page 3: Publication Information

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Page 6 WARRANTIES FOR NON-TOSHIBA BRANDED THIRD PARTY PRODUCTS A valuable element of Toshiba’s product strategy is to offer our customers a complete product portfolio. To provide this value to our customers at the most optimal prices, we offer both Toshiba-branded and third- party manufactured products that support our Toshiba Strata CIX product portfolio.

Page 7: System Status Led Indicators

MicroMAS Installation Guide This guide gives the initial steps to set up Toshiba’s entry level Media Application Server (MAS) called MicroMAS. Please read the entire contents of this guide before beginning installation. See your Strata CIX Installation and Maintenance Manual and CIX Programming Manual for additional information.

Page 8: Installation

MicroMAS. A LIPU card’s IP Address must be accessible by all IP devices (IPT, MicroMAS). If IPT stations are going to be placed on the public internet or Strata Net IP will be run on the public network without a VPN, the LIPU should have a public IP address.

Page 9: Step 4: Remove Cover

Unbox the Dialogic voice (Dialogic part number D4PCIUF/S) and/or MultiTech System Fax-modem (MultiTech part number MT5634ZPX-PCI) board(s) to be installed in this system. Note MicroMAS only supports half-length PCI boards. Step 6: Install Voice/Fax Board(s) 1. Loosen the riser retaining bar by pulling on the release tab and lifting the Bar to unlock it (shown right).

Page 10 Board(s). Step 8: Check Hardware Connections Check to insure that all other boards and cables are properly seated. Step 9: Complete MicroMAS Hardware Setup 1. Replace the cover and tighten the two thumbscrews. 2. Connect the following items (see Figure 3 on page 5 connections): •...

Page 11 220V and 110V Switch Mouse Figure 3 MicroMAS Front and Back Panels Step 11: Power Up the PC 1. Plug-in the power cable to the rear of the unit and to the UPS. 2. Power up the unit using the Power Switch on the front control panel. If the Windows XP logon...

Page 12 MicroMAS Installation Guide Installation Step 12: Install Fax-modem Boards When the MicroMAS is powered-up after the installation of a MultiTech modem board the Windows Found New Hardware Wizard should start. Follow this procedure to complete the installation wizard. 1. The first dialog box will...

Page 13 MicroMAS Installation Guide Installation 3. Selectt Search for the best driver in these locations. Uncheck the Search removable media [floppy, CD-ROM...] button. Check the Include this location in the search box. Then type D:\ (for the CD ROM). Click on Next.

Page 14 MicroMAS Installation Guide Installation 6. Click Finish to complete installation of one fax- modem card. Repeat the above steps if another modem is detected. 7. When all of the modems have been installed the Found New Hardware box will display briefly.

Page 15 MicroMAS Installation Guide Installation Manager then expand the Modems tab.The MultiTech single port Modems will appear in the list as shown below. Step 13: Configure Stratagy using eManager When the fax-modem card has been installed, the Stratagy software must be configured for the modem to function.

Page 16 MicroMAS Installation Guide Installation Step 14: Configure Voice Board Software Depending on the Stratagy ES's hardware configuration, you may need one or all of the following procedures to fully configure all of the voice boards that you have installed. To set up and configure the software for the voice boards, you must run the Dialogic Configuration Manager (DCM).

Page 17: Windows Xp Firewall Settings

The MicroMAS runs on the Windows XP Professional operating system. Windows XP includes an Internet Connection Firewall (ICF). When installing the MicroMAS, consider the configuration of the network and how the MicroMAS will be accessed. Changes to the ICF may be required. Considerations include: •...

Page 18: Approved Third Party Application Software

Maximum MicroMAS Configurations The tables below show the available part numbers for the features that can be licensed to run on the MicroMAS, and the maximum number of each that can be supported. However, we recommend checking all configurations through CIX Quote.

Page 19 MicroMAS Installation Guide Installation Table 2 Toshiba SES and Feature Flex - Maximum Number of Licenses Shown Voice Mail SES and Feature License Only Only Alarm Clock Enable LICMAS-FF-ACLK Auto Speech Recognition Auto Attendant. LICMASFGASRAA, LICMASUPASRAA-2 Note Two channels per license.

Page 20 Insight upgrade to Plus for Strata ACD LICMAS-INSITUPG Insight Plus Agent LICMAS-INSPAG1 Insight App Pack LICMAS-INSAP10 Insight Basic Agent LICMAS-INSBAG1 Insight agent Upgrade LICMAS-INSPUP1 Insight license for MicroMAS LICMAS-INSIGHT inView client license for fifty users LICMAS-INVIEW50 Micro MAS Installation Guide 4/07...

Page 21 MicroMAS Installation Guide Installation Table 5 Insight - Maximum Number of Licenses Shown (continued) inView client license for five users LICMAS-INVIEW5 inView client license for forty users LICMAS-INVIEW40 inView client license for one user LICMAS-INVIEW1 inView client license for ten users...

Page 22 Installation Maximum MicroMAS Ports One MicroMAS can support up to 8 voice ports. MicroMAS can support up to 8 ports of Voice Mail OR up to 8 ports of ACD Voice Announcements. When voice mail and voice announce are both on one MicroMAS, it can support any combination of Voicemail and Voice Announce ports as long as the combined number does not exceed 8 ports.

Page 23 The Upload button is enabled if no file is selected, otherwise disabled. The MicroMAS License Container File is an XML file generated by the FYI application. The file can be downloaded from FYI or the file can be mailed from FYI.

Page 24 This procedure is used to change the MicroMAS static IP Address from the default setting. The MicroMAS must be mounted in the rack, the power cord plugged in and the IP cable installed between the MicroMAS and the IP switch (LAN).

Page 25 Ensure that the MicroMAS does NOT have internet access at this time. 2. Connect power cable to your MicroMAS server and power up the server. 3. Power up the MicroMAS by setting the AC Input Switch of the power supply, then press the Power Switch on the front panel.

Page 26 To setup the SES and ACD refer to their manuals. MicroMAS Software Backup The files on the MicroMAS should be backed up on a regular basis. The backup files can be stored on a network disk drive or another network device.

Page 27 FYI website. MicroMAS Modem Installation (Optional) The MicroMAS can be accessed from a remote location via the network by using the Windows® XP Remote Desktop feature. The MicroMAS can also be accessed via a dial-up connection after the installation of the Zoom 3090 USB V.92 Modem (Toshiba part number SYS-USB-MODEM).

Page 28 MicroMAS Installation Guide MicroMAS Modem Installation (Optional) Step 2: Install Hardware and Configure Windows on MicroMAS 1. Plug in the USB cable between the modem and the MicroMAS. When the Found New Hardware wizard appears, click Next. Windows will install the modem.

Page 29 Next. 11. In the Completing dialog box (shown right), click on Finish. 12. The MicroMAS setup is complete. The remaining steps are performed at the computer that will be used to dial into the MicroMAS.

Page 30: Step 3: Client Configuration

MicroMAS Installation Guide MicroMAS Modem Installation (Optional) Step 3: Client Configuration Create the dialup connection on the computer that will be used to dial into the MicroMAS 1. Get to the Network Connections / Add Network Connection dialog box (shown right).

Page 31: Troubleshooting Tips

MicroMAS Installation Guide Troubleshooting Tips Dial-up the MicroMAS Modem 1. From the remote location computer, open the Network Connection. 2. In the Connect dialog box enter Valued Customer as the User Name. Enter the password, then click Dial. Troubleshooting Tips...

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