

# TUTORIAL

## MOBICALL UPGRADE



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#### Note

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### **1** INTRODUCTION

This documentation describes the upgrade process from one MobiCall version to the next higher MobiCall version.

If you intend to upgrade a redundant MobiCall system, please contact NewVoice Support in advance to receive guidance on the appropriate procedure.





### **2 PREPARATION**

### 2.1 Requirements

You can check if all requirements are met in these documents:

- NVSPEC4045\_Checklist\_MobiCall\_Installation\_EN
- NVSPEC5016\_Antivirus\_DE (Antivir exceptions)
- NVALR1001\_MobiCall\_System\_Requierements \_EN (Hardware and OS requirements)
- NVSPEC5009\_IP\_Ports\_Firewall\_EN

The control of the requirements is also necessary, when the upgrade is done on the same server, e.g. some processes / services got added that didn't exist before or some got deleted.

A newer MobiCall version might also need extra ports opened.

### 2.2 MobiCall License

Please confirm that you own a valid license for the new MobiCall version. Without a valid MobiCall license you will not have the full functionality of MobiCall after the upgrade. With a hardware dongle you can update your license before you actually upgrade your MobiCall installation. You can find more detailed information about the license update in point 7.

If a question to the license should still arise our sales team can help you. https://www.newvoiceinternational.com/contact-us/



#### 2.3 Backup MobiCall

Before you start the upgrade, you should do a complete backup of the MobiCall installation like this:

1. Open the Alarm Control Central, you can find the icon on the desktop.



2. Navigate to the "Extras" menu in the top toolbar, then select "Data and Configuration Backup."



3. In the "Settings" section, check that all relevant options for you are selected. The screenshot shows the default settings.







Backup settings	$\times$
Settings for NVS aveBase         Image: Save all alarm specific vox and wav messages from dbv1 directory         Image: Dnly save static alarmnessages (v3000_1.*) and no dynamic alarmnessage ( <alarmnessage (<="" (<alarmnessage="" a="">))         Save all links and files on the desktop       Images for XML, mail and MMS         Image: Save all KML applications and images for XML, mail and MMS       Images for XML, mail and MMS         Image: Save all KML applications directories       Images for XML, mail and MMS         Image: Save all Hildocs sub-directories       Images for XML, mail and MMS         Image: Save all Hildocs sub-directories       Images for XML, mail and MMS         Image: Save all Hildocs sub-directories       Images for XML, mail and MMS         Image: Save all Hildocs sub-directories       Images for XML, mail and MMS         Image: Save all Hildocs directories       Images for XML, mail and MMS         Image: Save all Hildocs directories       Images for XML, mail and MMS         Image: Save all Hildocs directories       Images for XML, mail and MMS</alarmnessage>	
Save all files from web version 2 (visualizer) from htdocs_v2\*.* and sqldb\*.*         Save NVX application with database and resources from \nvt\appData\vesource         Save SQL databases (Web and Alarm data):         Username for SQL connection:         postgres         Password:         Save Databases from Web-Interface         Settings         Save Databases with Alarm statistics	
Save additional files from directory: Save additional files from dire	a a a
OK Cancel	

4. Choose the appropriate path for the backup files and click on "Save Data."

New Voice Backup and Restore Tool		- 🗆 X
Save Data to		
Save data to directory: E:\Backup\A	uto	Browse
Restore data	Save data	Show logfile
€	💓 Exit	Settings





After the process is complete, you should have the following folder structure in the selected directory:

📙   📝 📙 🖛   Auto					
Datei Start Freigeben Ansicht					$\sim$
← → ~ ↑ 📙 → Dieser PC → Backup (E:) → Backup	~	ට "Auto" durchs	uchen 🖌		
J. Colorally with	^	Name	Änderungsdatum	Тур	Größe
Schneizügnit		sv	19.06.2023 16:00	Dateiordner	
Desktop	*	📙 db1	23.12.2022 15:00	Dateiordner	
Papierkorb	*	📙 dbv1	23.12.2022 15:00	Dateiordner	
🕂 Downloads	*	files	23.12.2022 15:00	Dateiordner	
😤 Dokumente	*	📙 ini	19.06.2023 16:00	Dateiordner	
📰 Bilder	*	📙 nvt	23.12.2022 15:00	Dateiordner	
		📙 reg	19.06.2023 16:00	Dateiordner	
Dieser PC		📙 sql	23.12.2022 15:00	Dateiordner	
📰 Bilder		web	23.12.2022 15:00	Dateiordner	
🔜 Desktop		nvrelease_20062023.lst	20.06.2023 10:43	LST-Datei	183 KB
😭 Dokumente		🔊 nvsavebase.inf	20.06.2023 10:43	Setup-Informatio	1 KB

- 5. Backup of the following directories to a separate drive / external storage device (can be deleted after successful upgrade):
  - Db1
  - Dbv1
  - Nv\_pgsql
  - Nv\_web
  - Nvt



### 2.4 Backup Wago

If no contact controller is available, this step can be skipped.

Backing up the Wago configuration:

Open the "New Voice Contact Controller" icon on the desktop.



Right-click on the respective controller and select the option "Export to XML file."

	Add Region Add City	Ctrl+Alt+R Ctrl+Alt+L
	Add Building	Ctrl+Alt+B
	Add Controller	>
	Controller Rules	
	Change Name	F2
	Settings	F3
	Show Statistics	F4
	Change Type	Ctrl+Alt+T
[	Export to XML File	
1	Import from XML File	
	Import Configuration from old Nvip	obox
	Delete	Del

Save the file in your backup directory (refer to step 2.5).





### 2.5 Backup nPort

If there is no Serial to TCP/IP converter available, you can skip this step.

Backing up the NPort configuration:

Open the NPort Administrator or nPort Driver Manager software.



Click on the COM-Mapping point in the left field.



Right-click on "COM Mapping" and select "Export COM Mapping."

Save the file in your backup directory.

If the nPort Moxa is too old, it may be necessary to manually transfer the settings of each Moxa box.

To do this, double-click on the respective Moxa device and navigate through the various tabs.





COM Port Settings ×
Port Number: 1 Port(s) Selected. 1st port is Port 1 Basic Settings Advanced Settings Serial Parameters COM Grouping
COM Number COM5 (current) (in use)
Auto enumerating COM number for selected ports.
Grouping selected port(s) together.
🗸 OK 🔀 Cancel

### 2.6 **Procedure for an existing MobiCall installation:**

For an existing MobiCall installation, the recommended approach by the development team is to install the new software over the old software. This procedure can be performed starting from MobiCall version 8.3, allowing you to skip step 3, "Uninstallation of existing MobiCall software." If you encounter any issues after the upgrade installation, please contact the support team or proceed with step 3.

#### 2.7 Attention: Special programs

For special programs such as custom interfaces specifically developed for your system, NVX applications, or older interfaces, it is crucial to contact NewVoice support before proceeding. It may be necessary to perform tests with the new software to ensure compatibility and functionality with these components. Please reach out to NewVoice support for further guidance in such cases.



### **3** UNINSTALLING EXISTING MOBICALL SOFTWARE.

Uninstalling the MobiCall software for an update is not necessary. The new MobiCall installation can be installed over an existing solution. This will import the old data into the new configuration.

Additional programs like Notepad++ can also be installed over the existing programs.





### 4 UPDATING THE OS

If necessary, update your operating system now and perform all necessary Windows updates.

Afterwards, restart the system and proceed with the installation of the MobiCall system.





### **5 PROCEDURE FOR UPGRADES**

Depending on the type of upgrade and the MobiCall solution, there are different procedures. We distinguish between an upgrade on an existing server and an installation on a new server with subsequent configuration restoration from a backup. There are also some important points to consider when upgrading from a redundant solution.

### 5.1 Updating an existing MobiCall system

Follow the steps described in the MobiCall installation guide and install the new version over the existing one.

The configuration will be automatically imported after the installation.

Don't forget to apply system updates afterward, as described in the chapter "Applying MobiCall Updates (Not Upgrades)."





### 5.2 Updating an existing redundant MobiCall system

When upgrading two or more redundant MobiCall systems, the following points should be considered:

First, install the upgrade on the Supervisor, and then on the Master.

Before installing on the Supervisor server:

- Stop and disable nvsync.exe in the autostart.
- Disable SQL database replication in the configuration wizard.

Follow the steps described in the MobiCall installation guide and install the new version on the Supervisor.

After installing on the Supervisor, make sure to keep nvsync and DB replication deactivated.

Now, proceed to apply updates to the Supervisor system as described in the chapter "Applying MobiCall Updates (Not Upgrades)."

Verify the functional status of the MobiCall Supervisor system and check if alarms are being processed correctly.

If everything is functioning properly, you can proceed to update the Master in the same way as the Supervisor.

After upgrading the Master system, don't forget to apply updates to the Master system as described in the chapter "Applying MobiCall Updates (Not Upgrades)."

Verify the functionality of the Master system after the upgrade.



In the configuration wizard on the Master, check the following:

- Configure and start message queue (AMQP) replication links to the Supervisor.
- Configure the file server for multi-server solutions and ensure the root directory of the Supervisor file server is accessible.
- Enable database replication and re-enable Master mode.
- Re-enable and start the synchronization of Nvsync.exe.

Verify that all static files in the file server are also present on the Supervisor. The best way to check this is through the file server program NvFileServer.exe, where each static file should be listed once for the Master and once for the Supervisor.

If any static files are missing on the Supervisor, you can initiate the synchronization of files from the Master to the Supervisor using the File Import Tool in the configuration wizard (under File Server Settings).





Jateien zum Dateiserver Importieren	×
– Einstellungen welche Dateien Importiert werden –	
Importieren von zusätzlichen Dateien von einem optional angegebenen Pfad oder bei einer Cloud-Lösung für welchen Kunden	
□ Statische Alarm-Sprachdateien (\dbv1\v <alarmkey>_1.wav )</alarmkey>	
🗌 Statische Sprachdateien für Alarme (*.wav )	
Statische telefonische Eingangs-Sprachdateien (v <entrykey>_1.wav)</entrykey>	
Alarm Kalender-Pläne (nva*.nvh und nva*.nvw)	
Telefonischee Eingangs Kalenderpläne (nvi*.nvh und nvi*.nvw)	
Alle Vorlagen-Dateien (msg, html, tms, report, html report)	
Weitere Kalender-Pläne (nvp_*.nvh/nvw, nvo_*.nvh/nvw, nv_presence*.nvh/nvw, nvc_*.nvh/nvw, nvx_*.nvh/nvw, nvs_*.nvh/nvw)	
☐ Statische Bild-Dateien (*.jpg, *.png and *.bmp) vom angegebenen Verzeichnis	
Alle PRM-Dateien von \db1\ParameterFiles\*.prm	
Optionale Abteilung für ACL:	
Bei Cloud-Lösung der Kunde:	
Optionales Quellen-Verzeichnis:	
Die Dateien in den Dateiserver kopieren anstelle von verschieben	
Importieren	
Statische Dateien vom lokalen Dateiserver mit angegbenen Remote-Server synchronisieren	
Remote-Server für Synchronisation: test	
Synchronisieren	
Synchronisici Cit	
Zurück	

Afterwards, you can check in the Server Overview (NvServerViewer.exe) whether all servers are connected and operating in the correct mode.

00	New Voice MobiCall Server	Overview								_		×
	I New Voice Mobilean Server	overview										~
,	MohiCall conver entries are added	automatica	ally by each server on a	envice startun								
	ist of all assistented MakiCall Con-		any by each server on a	service startup								
	List of all registered MobiCall Serv	/ers:										
	Server Name	State	Server Type	Location	MAC	IPv4	Redundancy Mode	DB Replication Mode	License Until	Last Licens	Last Heartbe	eat
	DEVCLOUD_MASTER (local)	Active	MobiCall Local		00-0	172.20.10.21	Master Server	Master Mode	28.02.2026	28.03.2023	03.05 17:13	3:
	DEVCLOUD_SUPERV	Active	MobiCall Local		00-0	172.20.10.22	Supervisor	Hotstandby Mode alt	28.02.2026	28.03.2023	03.05 17:13	3:
Ŀ	<											>
	Edit Delete										Refres	sh
						Exit						





#### 5.3 Installation on a new server with data restoration.

When installing the MobiCall solution on a new server and importing configuration data from an existing MobiCall, the following points should be considered:

Make sure that a valid license with the IP address to be used is available.

Install the MobiCall solution on the new server following the instructions provided in the MobiCall installation guide.

Perform a data backup on the old MobiCall system and copy the entire backup (nvsavebase) to the new server.

Start the restoration process on the new server as described in the guide for restoring MobiCall data backup.

#### Do not import the data using CSV export/import.

It is recommended to use a new server name for the new MobiCall installation. If the same server name needs to be used, the server name can be changed after switching to the new server.

In the NvConfigDataTool (nvconfigdata\_import.exe) or through the configuration wizard, the server name can be modified in the configuration afterward.

Rename Servername		×
Rename Servername in NvConfigData When the server name has changes was restored, the server name in th old server name to the current server	Database or a NvConfigData database from another serve e database entries has to be changed from the er name.	er
Previous Server Name to change:	TEMPSERVER	
Change to current Server Name:	MOBICALL	
	Rename Cancel	

Additionally, a redistribution for the Message-Queue (RabbitMQ) needs to be initiated.

This is typically done automatically during a server restart.





#### 5.4 Installation on new redundant servers with data restoration.

When installing the MobiCall solution on new redundant servers and importing configuration data from existing MobiCall systems, the following points need to be considered:

Ensure that correct licenses with the respective IP addresses to be used are available.

Install the MobiCall solution on the new servers as described in the MobiCall Installation section.

After that, install the updates as described in the <u>Performing the MobiCall Updates (Not</u> <u>Upgrades) chapter.</u>

Perform a data backup on the old Master MobiCall system and copy the entire backup (nvsavebase) to the new Master server.

Initiate the restore process on the new Master server as described in the <u>Restoring</u> <u>MobiCall Data Backup section</u>.

Perform a data backup on the old Supervisor MobiCall system and copy the entire backup (nvsavebase) to the new Supervisor server.

Initiate the restore process on the new Supervisor server as described in the <u>Restoring</u> <u>MobiCall Data Backup section</u>.

#### Do not import the data using CSV export/import.

On the Master server, check in the Configuration Assistant:

- Configure and start Message-Queue (AMQP) replication links to the Supervisor.
- Configure the file server for multi-server solution and ensure that the root directory of the Supervisor file server is accessible.
- Enable database replication and activate Master mode.
- Activate Alarm Redundancy (nvamaster) and Synchronization (nvsync).



On the Supervisor server, check in the Configuration Assistant:

- Configure and start Message-Queue (AMQP) replication links to the Master.
- Configure the file server for multi-server solution and ensure that the root directory of the Master file server is accessible.
- Enable database replication and activate Hot Standby mode (synchronize).
- Activate Alarm Redundancy (nvamaster) and Synchronization (nvsync).

Verify that all static files are present on the Supervisor's file server. This can be checked in the NvFileServer.exe program, which lists each static file for both the Master and the Supervisor.

If any files are missing, the file synchronization from the Master server to the Supervisor can be initiated using the File Import tool in the Configuration Assistant (under File Server Settings).





Einstellungen welche Dateien Importiert werden Importieren von zusätzlichen Dateien von einem optional angegebenen Pfad oder bei einer	
Importieren von zusätzlichen Dateien von einem optional angegebenen Pfad oder bei einer	
Cloud-Losung für weichen Kunden	
□ Statische Alarm-Sprachdateien (\dbv1\v <alarmkey>_1.wav )</alarmkey>	
🔲 Statische Sprachdateien für Alarme (*.wav )	
Statische telefonische Eingangs-Sprachdateien (v <entrykey>_1.wav)</entrykey>	
Alarm Kalender-Pläne (nva*.nvh und nva*.nvw)	
Telefonischee Eingangs Kalenderpläne (nvi*.nvh und nvi*.nvw)	
Alle Vorlagen-Dateien (msg, html, tms, report, html report)	
Weitere Kalender-Pläne (nvp_*.nvh/nvw, nvo_*.nvh/nvw, nv_presence*.nvh/nvw, nvc_*.nvh/nvw, nvx_*.nvh/nvw, nvs_*.nvh/nvw)	
Statische Bild-Dateien (*.jpg, *.png and *.bmp) vom angegebenen Verzeichnis	
Alle PRM-Dateien von \db1\ParameterFiles\*.prm	
Optionale Abteilung für ACL:	
Bei Cloud-Lösung der Kunde:	
Optionales Quellen-Verzeichnis:	
Die Dateien in den Dateiserver kopieren anstelle von verschieben	
Importieren	
Statische Dateien vom lokalen Dateiserver mit angegbenen Remote-Server synchronisieren	1
Remote-Server für Synchronisation: test	
Synchronisieren	
	-

We recommend using a new server name for the new MobiCall installation. If the same server name must be used, the server name can be changed after switching to the new server. The server name can be modified in the configuration using the NvConfigDataTool (nvconfigdata\_import.exe) or through the Configuration Wizard.





Rename Servername	Х						
Rename Servername in NvConfigData Database When the server name has changes or a NvConfigData database from another server was restored, the server name in the database entries has to be changed from the old server name to the current server name.							
Previous Server Name to change: TEMPSERVER							
Change to current Server Name: MOBICALL							
Rename Cancel							

Additionally, a redistribution of the Message-Queue (RabbitMQ) needs to be initiated. This is usually done automatically during a server restart.

Afterward, you can check in the Server Overview (NvServerViewer.exe) whether all servers are connected and operating in the correct mode.

New Voice MobiCall Server	Overview								-		$\times$
MahiCall and an addition and addited											
Modicali server entries are added	automatic	ally by each server on s	service startup								
List of all registered MobiCall Serv	vers:										
Server Name	State	Server Type	Location	MAC	IPv4	Redundancy Mode	DB Replication Mode	License Until	Last Licens	Last Heartb	eat
DEVCLOUD MASTER (local)	Active	MobiCall Local		00-0	172.20.10.21	Master Server	Master Mode	28.02.2026	28.03.2023	03.05 17:1	3:
DEVCLOUD SUPERV	Active	MobiCall Local		00-0	172 20 10 22	Supervisor	Hotstandby Mode alt	28.02.2026	28.03.2023	03.05 17:1	3
<											>
Edit Delete										Refre	sh
					Exit						





### **6** INSTALLATION MOBICALL

Attention! During the installation, a local administrator account will be created. This is necessary to ensure that services and processes can continue running even without a logged-in user. This user requires full local administrator rights, and the password is randomly generated and unknown even to NewVoice employees.

If you are unable to create local administrators on your server system, for example, due to Microsoft GPOs (Group Policy Objects), an alternative option is to use a domain administrator account with the appropriate system rights.

#### 6.1 Preparation

Step 1:

Download the latest .ISO file that has been authorized for you onto the server.

Mount this .ISO file:

You can request access to the New Voice FTP server to download .ISO files by contacting support@newvoice.global. If necessary, the support staff can also provide you with a suitable Google Drive link.



Now, copy all the files from the mounted drive to a local directory.





Step 2:

Download the appropriate updates for your version and also save them locally on the server.

Ensure that drives C: and D: have sufficient free disk space.



### 6.2 Starting the installation

Begin the installation by right-clicking on the file nvinst.exe and selecting "Run as administrator" from the menu.

	WebBrowser	4/1/2020 4	k31 PM	File folder	
6	AUTORUN.INF	4/10/2000	5:06 PM	Setup Information	1 KB
	Cb5.dll	1/19/2018	3:22 PM	Application extens	577 KB
民	ndp48-x86-x64-allos-enu.exe	3/28/2023	3:01 PM	Application	118,464 KB
聞	NDP472-KB4054530-x86-x64-AIIOS-ENU	1/18/2019	12:15 PM	Application	81,976 KB
C Ho	newvoice_mobicallrelease_note_15.0.0	5/11/2023	8:45 AM	Foxit Reader PDF	140 KB
爆	nvinst.exe	5/8/2023 2	23 PM	Application	3,318 KB
	nvinst.ir Open		57 PM	INI File	4 KB
8	nvinst_r 😽 Run as administrator		24 PM	Application extens	182 KB
4	nvinst_r Troubleshoot compatibility		24 PM	Application extens	184 KB
3	nvinst_r Pin to Start		24 PM	Application extens	182 KB
	nvsaveb 7-Zip	>	43 PM	Application	544 KB
٢	nvsaveb 📝 Edit with Notepad++		5:15 PM	Application extens	110 KB
129	. —			1 10 10 10	100.00



Select the relevant options for your server system:

- Eicon Diva Driver is only relevant for systems with ISDN.
- Sentinel Dongle Driver is not required for soft dongles.

New Voice Installer	
	VOICE
New Voice Mobicall for VOIP and CAPI	
Install Eicon Diva Drivers	
✓ Install Sentinel Dongle Drivers	(Sentinel 7.6.4.0 is installed)
✓ Install New Voice Tool and Alarm 15.0.0	(New Voice Tool 11.0.8 is installed)
✓ Install SQL Database 15.0.0	(SQL Database 11.0.8 is installed)
☑ Install New Voice Web Interface 15.0.0-20230511	(New Voice Web 11.0.8-20220107 is installed)
Install New Voice Chat Server 12.0.0-20220408	
Addtional Programs:	
✓ Install 7-Zip	
🔲 Install PDF Reader	
Install Chrome Web Browser	
Install background system information for desktop	
Install Notepad++ Editor	
Install Wireshark Network Analyzing Tool	
🔗 Start Installation	🛐 Backup Tool 🔐 Copy to Harddisk
😌 🧒 Documentation	😽 Browse CD 😻 Exit

Afterward, click on "Start Installation".





Before starting the installation, we recommend creating a backup of the existing

#### solution.



Confirm the next steps by selecting "Next".



This point can also be confirmed by selecting "Next" and is only relevant for special solutions.

The installation of the MobiCall software must be done on drive D:



	ten force mobileur 15,010 Se	tup		×
ſ	Destination Drive Click Next to install the appli different volume to install to	cation to this drive, or select a	NEW	DICE
ŝ	elect the destination drive wher New Voice strongly suggest to in	e you want to install New Voic stall New Voice Mobicall on th	e Mobicall. e drive D:	
ę	elect installation drive:	MobiCall (D:)	>	$\sim$
	Volume	Capacity	Free Space	
	🏪 Windows (C:)	40.0 GB	22.0 GB	
	🕳 MobiCall (D:)	60.0 GB	54.1 GB	
	🔜 Backup (E:)	11.7 GB	2.41 GB	

If everything is correct, you can also click "Next" to proceed.

F	New Voice Mobicall 15.0.0 setup
	User account for New Voice Serivce Specify a user account for the logon of the New Voice Service NEW VOICE
	Select what user account is used to logon the New Voice Tool Service.
	<ul> <li>The user NEWVOICE-MOBICALL is created automatically for the New Voice Tool Service. (Recommended)</li> <li>The username and the password are specified manually for the New Voice Tool Service. If the password is changed for this user, the service logon password needs to be changed as well. IMPORTANT: The specified user has to exist locally and needs administrator rights. (Only for experienced users)</li> </ul>
	Username:
	Password:
	New Voice International AG
	< Back Next > Cancel





Here you have the option to choose whether you want to run MobiCall with a local administrator account, as mentioned above in step 5, or if you want to use a domain account.

If you choose the local account, simply click "Next."

If you choose the domain account, select the second option and enter the domain credentials (MYDOMAIN\User and password), then click "Next."



Once the installation of the NewVoice Tool software is complete, click OK to confirm and proceed with the SQL database.







Select your language and confirm all points by clicking "Next".

If the existing alarm statistics database has a large number of entries, a warning will appear to delete old entries and keep only the latest 10,000 entries.

We recommend deleting them because importing a large number of statistics entries can take a long time.

Make sure that all items in the list (see screenshot) are successful.

👼 New Voice Postgres Installer 🛛 🕹 🗙
New Voice Postgres SOL Database Installer
The Postgres database is installed on this Mobicall server. The Postgres service is registered and started. The databases for the Web interface, alarms, events, localisation are created automatically.
<ul> <li>Successfully created the database: nv_sessions</li> <li>Successfully restored the database: nv_alarm</li> <li>Successfully created the database: nv_alarm_mapping</li> <li>Successfully created the database: nv_conference</li> <li>Successfully created the database: nv_event</li> <li>Successfully created the database: nv_event</li> <li>Successfully created the database: nv_hotel</li> <li>Successfully created the database: nv_hotel</li> <li>Successfully created the database: nv_localisation</li> <li>Successfully created the database: nv_message_store</li> </ul>
СК 🔀 Show Log File

If you encounter any issues during this process, please contact New Voice Support for assistance.



### Proceed with the NewVoice Web installation.

New Voice Installer	×
New Voice Installer for VOIP and CAPI	VOICE
Install Eicon Diva Drivers	
Install Sentinel Dongle Drivers	(Sentinel 7.6.4.0 is installed)
Install New Voice Tool and Alarm 12.0.7	(New Voice Tool 12.0.7 is installed)
Install SQL Database 12.0.7	(SQL Database 12.0.7 is installed)
<ul> <li>Install New V</li> <li>Install New V</li> <li>Addtional Pro</li> <li>✓ Install 7-Zip</li> <li>✓ Install PDF R</li> <li>✓ Install Chrome</li> </ul>	X is installed ) Veb Applications for the New No Cancel
Install background system information for desktop	
✓ Install Notepad++ Editor	
Install Wireshark Network Analyzing Tool	
New Voice MobiCall installation was started Started New Voice Tool installation: nvt\setup.exe Started New Voice SQL database installation: SQL-Database Start Installation	e\setup.exe Backup Tool
😌 😽 Documentation	Browse CD Exit

Also confirm all subsequent points by clicking "Next".





$rac{1}{2}$ Installation von NewVoice Web 'wake me up when september $ \Box$	$\times$
NEW VOICE Die Installation ist vollständig Die Installation wurde erfolgreich abgeschlossen.	
Fertig	
Wird gestartet: net start "NVTServ" The NV_Apache service has been started successfully. The NV_PhpServ service has been started successfully. Creating area with URI: nvtaskmgmt/area/mobicall Area already exists Initialisation done	^
+[37;41mFile for restoring not found false+[39;49m => Result: 0 Fertig	*
NewVoice International AG	rechen

Make sure that no errors are encountered during this step as well.





New Voice Installer	>
NEW Coice Installer for VOIP and CAPI	VOICE
New Voice Mobicall for VOIP and CAPI	
Install Eicon Diva Drivers	
Install Sentinel Dongle Drivers	(Sentinel 7.6.4.0 is installed)
Install New Voice Tool and Alarm 15.0.0	(New Voice Tool 15.0.0 is installed)
Install SQL Database 15.0.0	(SQL Database 15.0.0 is installed )
Install New Voice Web Interface 15.0.0-20230511	(New Voice Web 15.0.0-20230511 is installed)
Install New Voice Chat Server 12.0.0-20220408	
Addtional Programs:	
🔲 Install 7-Zip	
✓ Install PDF Reader	
Install Chrome Web Browser	
Install background system information for desktop	
Install Notepad++ Editor	
Install Wireshark Network Analyzing Tool	
All selected components have been installed Start import of default alarm from csv file: nvpre_alr_GB.csv Updating alarms and entries in SQL nvconfigdata database Importing alarm and entry data from vm001 to SQL nvconfig	/ e. Please wait gdata database. Please wait
Start Installation	Backup Tool Backup Tool
😌 💿 Documentation	😽 Browse CD 🖤 Exit

Depending on the version of the previous MobiCall solution, the configuration data needs to be imported into the new NvConfigData SQL database. This may take a few minutes, depending on the complexity of the configuration. Wait until the installation is complete.

Open the Configuration Wizard by selecting "Yes". Here, you can perform and verify the basic configuration. Close it by clicking "OK" afterwards.



Now, use the New Voice Analysis Tool to check for any errors and ensure that everything is functioning properly.







# 7 PERFORMING THE MOBICALL UPDATES (NOT UPGRADE).

Attention! This is an update of the alarm modules without a version jump (version jump = upgrade). For example, if you have installed release 12.0.8, copy the updates for 12.0.8 to the directory described below.

To access the NewVoice FTP server and download update packages, please contact support@newvoice.global.

If needed, our support staff can also provide you with a suitable Google Drive link.

The MobiCall software is modular in structure, so there is no need for reinstallation when applying updates. The files are simply copied to the appropriate directory.

Stopping the MobiCall services and processes:

Open an administrative command prompt:



Type the command "nvstopall" and wait until all services/processes have been terminated.





as Administrator: New Voice CMD	-	×
D:\nvt>nvstopall		
The New Voice Monitor Service service was stopped successfully.		
The New Voice Tool Service service was stopped successfully.		
The NV_Apache service is stopping The NV_Apache service was stopped successfully.		
The Nv_PhpServ service is stopping The Nv_PhpServ service was stopped successfully.		
The NV_RabbitMQ service is stopping The NV_RabbitMQ service was stopped successfully.		
The NVPostgreSQL service is stopping. The NVPostgreSQL service was stopped successfully.		
process epmd.exe (8272) - '' killed		
Stopping The 'NV_Apache' service is not started. SUCCESS: The process "php-cgi.exe" with PID 8756 has been terminated. ERROR: The process "cronolog.exe" not found.		
Done .		

Now, copy the previously saved updates directly into the D:\nvt directory.

e Home Share	View						Fiome 20are	View					
	s PC > Downloads > 1207 updates			v ði Search	1207 updates 🔎	+		Volume (D:) > nvt >			νõ	Search nvt	
	Name	Date modified	Туре	Size				Name	Date modified	Туре	Size		
Quick access	nva-@nve	02.11.2022 12:45	NVE File	218 KB		~ 1	Cuick access	appData	04.01.2023 12:55	File folder			
🗖 Desktop 🛛 🕅	nvadeadman.nve	27.09.2022 13:27	NVE File	82 KB			Desktop 📌	certs	04.01.2023 12:55	File folder			
🕹 Downloads 🛛 📌	nvadial.nve	11,10,2022 13:33	NVE File	542 KB			🕹 Downloads 🛛 🖈	config	04.01.2023 12:56	File folder			
🗄 Documents 👒	nvadiko.nve	11.10.2022 13:41	NVE File	188 KB			Documents 🖈	def	04.01.2023 12:55	File folder			
Pictures #	nvalarm.exe	28.11.2022 21:21	Application	3.476 KB			Pictures 🖈	demo	04.01.2023 12:55	File folder			
	nvalarm.dt.dll	28.11.2022 21:21	Application extens	860 KB				doc	04.01.2023 12:56	File folder			
This PC	nvalarm fr.dll	28.11.2022 21:21	Application extens	825 KB		~	This PC	firmware	04.01.2023 12:56	File folder			
3D Objects	NvAlarmConfigApi.dll	26.10.2022 13:53	Application extens	671 KB		>	3D Objects	beartbeatfiles	04.01.2023 13-16	File folder			
Desktop	nvaldmsg.nve	05.10.2022 00:48	NVE File	135 KB		.>	Desktop	history	04.01.2023 12:55	File folder			
Documents	nvalduui.nve	05.10.2022 16:36	NVE File	39 KB		>	Documents	inifiles	04.01.2023 13:24	File folder			
Downloads	NvAmopDataServer.exe	10.11.2022 15:35	Application	3.344 KB		>	Downloads	iot	04.01.2023 12:56	File folder			
h Music	NvAmupStatisticServer.exe	03.11.2022 22:59	Application	564 KB			h Munic	lic	04.01.2023 12:55	File folder			
Distance	nvamsotemplate.nve	05.10.2022 01:03	NVE File	228 KB			The first sectors	log	04.01.2023 13:24	File folder			
Pictures	D nvanalyser.exe	03.11.2022 17:03	Application	538 KB		1	Pictures	mobileclients	04.01.2023 12:56	File folder			
Videos	nvanalyser.dt.dll	03.11.2022 17:03	Application extens	145 KB		>	Videos	multimedia	04.01.2023 12:56	File folder			
Local Disk (C:)	manalyser fr.dll	03.11.2022 17:03	Application extens	139 KB		2	Local Disk (C:)	nyawdir	04.01.2023 12:55	File folder			
New Volume (D:)	nvappencom start loc.nve	07.11.2022 14:03	NVE File	12 KB		2	New Volume (D:)	nvimages	04.01.2023 12:56	File folder			
DVD Drive (F:) Mobi	Trivartxomlout.exe	15.11.2022 13:25	Application	844 KB			# DVD Drive (F:) Mobi	nvipbox	04.01.2023 12:56	File folder			
Second congress	D nvarun.nve	25.11.2022 15:29	NVE File	411 KB			Care of the second s	NyOpcUa	04.01.2023 12:56	File folder			
, New Volume (D:)	nvaseadLove	02.11.2022 12:50	NVE File	537 KB		× .	New Volume (D:)	nystrings	04.01.2023 12:56	File folder			
db1	nvaspecin.nve	07.11.2022 13:42	NVE File	95 KB		2	db1	NyTeams	04.01.2023 12:56	File folder			
dbv1	nvatts.nve	11.11.2022 14-11	NVE File	99 KB			dbv1	nytpostx	04.01.2023 12:55	File folder			
dtvox	nve amgp.dll	27.09.2022 13:17	Application extens	521 KB		>	dtvox	nvtvoip sips	04.01.2023 12:55	File folder			
files	nve_calliob.dll	11.10.2022 13:24	Application extens	90 KB			files	OpenVPN	04.01.2023 12:56	File folder			
fryox	II nvespa.exe	24.11.2022 16:22	Application	805 KB			fryox	plugins	04.01.2023 12:56	File folder			
alinear	NvHttpServer.exe	18.10.2022 10:21	Application	1.032 KB			ahora	registryupdates	OM 01 2023 12:55	File folder			
govox	T nyhttpsms.exe	20.10.2022 16:37	Application	736 KB		1	gurox	sentinel	04.01.2023 12:55	File folder			
revox	III nvlpServer.exe	21.10.2022 10:22	Application	1.685 KB			RVOX	simulations	04.01.2023 12:56	File folder			
nv_pgsql	NvMail.exe	24.10.2022 17:25	Application	68 KB		3	nv_pgsql	sitesurvey	04.01.2023 13:16	File folder			
nv_web	I nymobiaml.exe	25.11.2022 09:09	Application	1.032 KB		>	nv_web	snmp	04.01.2023 12:56	File folder			
nvc	III nvscaip.exe	29.11.2022 10:37	Application	255 KB		>	nvc	sal	04.01.2023 12:56	File folder			
nvt	nvscaip_simulator.nve	06.10.2022 09:38	NVE File	8 KB		3	nvt	start	04.01.2023 13:20	File folder			
2000	(1) nysched.exe	24.10.2022 13:42	Application	888 KB				templates	04.01.2023 12:56	File folder			
Network	musched_dt.dll	24.10.2022 13:42	Application extens	101 KB		.) (	Network	utils	04.01.2023 12:55	File folder			
	mvsched_fr.dll	24.10.2022 13:42	Application extens	99 KB				vcredist	04.01.2023 12:55	File folder			
	I nvtap.exe	23.11.2022 10:21	Application	771 KB				wav	04.01.2023 12:56	File folder			
	nvwritejobfilefortextmessaging.nve	05.10.2022 17:57	NVE File	496 KB				WindowsMobile3G	04.01.2023 12:56	File folder			
								BATCH.BAT	18.03.1998 16:38	Windows Batch File	1 KE	8	
								D did days	03.05.2015.14.27	ADJE EU-	2.0.00		



Afterwards, restart the MobiCall services by using the command "nvstartall".

D:\nvt>nvstartall The NV\_RabbitMQ service is starting. The NV\_RabbitMQ service was started successfully. The NVPostgreSQL service is starting. The NVPostgreSQL service was started successfully. The New Voice Monitor Service service is starting. The New Voice Monitor Service service was started successfully. The New Voice Tool Service service is starting...... The New Voice Tool Service service was started successfully. The New Voice Tool Service service was started successfully. The NV\_Apache service is starting. The NV\_Apache service is starting. The NV\_Apache service was started successfully. The NV\_Apache service was started successfully.







### 8 ACTIVATING THE MOBICALL LICENSE

For an upgrade, it is necessary to update the license. You can obtain a suitable offer for this from our sales department. If you are unsure which representative is responsible for you, please contact mobicall@newvoice.global.

Always test the license a few days in advance to avoid any disruptions due to missing licenses.

### 8.1 Upgrading the existing USB license

Click on the "New Voice Information" icon on the desktop.



Now, select the "License" tab and click on "License Update".



If you have a USB license dongle, select the option at the top and click on "USB Dongle Update".







Now, enter your new license in the "Update License" field and click on "Update License".

SuperPro Field Exchange Utility X
Hardware Key Software Key
eb 🔒
^
×
Get Locking Code
CEITCYJEHCBCFCDLCHCUBTDHCUIWCDIHGKEEDIF BEADSCSJCEWEOFGAAJHBQGBIADMDGCTIDHJBNJL JSDDBXIYIEFREIETGFDLAQEFFEHVDGFSCNAIFGIOE SBSJNCFELIPIXEDBUITDKEYDNHXFQFUFZBAFPJBD EISEEHXWBWFEAAXXATDSGGEVBEEMIGEEBEEZC
Update License
Help

Now, switch back to the New Voice Information Tool and click on "Refresh" to update the information.



Now, the correct information for your respective version should be displayed.







### 8.2 Upgrading the existing software license

Click on the "New Voice Information" icon on the desktop.



Now, select the "License" tab and click on "License Update".



If you have a software dongle, select the option at the bottom and click on "Activate Software Dongle License".

New Voice License Tool	×
Update the New Voice MobiCall License	
C Activate USB Hard Dongle License	
Update USB Dongle License with FieldExchange Utility	USB Dongle Update
Activate Soft Dongle License	Deactivate Soft Dongle License
License Locking Code File:	
C:\Users\NVM\Desktop\NVLockCode_20230620_AB52 Generate Locking Code File	P_MOBIBBOX2_Dongle_Set
Soft Dongle License Code and Signature:	
Drag nvs and nvl license files into the dialog to add a s	oft license
Update Soft License	
Reactivate previous soft dongle licences from this system	Reactivate previous License
Exit	

Now, browse the path, select your software license (.nvl and .nvs files), and activate them (NewVoice Tool service needs to be restarted).



Now, switch back to the New Voice Information Tool and click on "Refresh" to update the information.



Now, the correct information for your respective version should be displayed..

Sentinel Dongle Information - Soft Licence active until 31.8.2024-					
12.0 Professional					
Demo Version					





### 9 PERFORMING THE MOBICALL DATA BACKUP RESTORATION

Before importing the data from the old MobiCall system, make sure to back up your current base installation in a separate directory. Refer to section 2.3 for instructions.

Now, start the restoration of the MobiCall configuration.

1. Open the Alarm Center by clicking on the corresponding icon located on the desktop.



2. Navigate to the top menu and click on "Extras" -> "Data and Configuration Backup" to access the data backup feature.

🛞 New Voice - Alarm Control Central MobiCall for Demonstration only					
Program Settings Alarm Incoming Calls Persons/Groups	ras View ?				
🖋 🗃 🔺 🕒 📎 🚺 🕒 🛢 🗳 🦉	System Information	🛯 💷 🗶 💃 🍟 🖂 🚌 💡			
Gutgoing Alarms Alarms Alarming Calls	Mobicall Setup Wizard				
	Data and Configuration Backup	ips and persons			
First Alarm Number: 2000	Schedule Plan Editor	No group specified 💽 🎒 Edit			
	Release Check				
	File Server	the rollowing persons:			





3. Click on the "Restore data" option.

B New Voice Backup and Restore Tool	- 🗆 X
Save Data to	
Save data to directory: E:\Backup\Auto\	➡ Browse
Restore data	📆 Show logfile
😌 Exit	🙀 Settings





4. Select the option "Restore configuration after an update has been installed" and choose the directory where you previously stored the nvsavebase from the old alarm server.

	Date 20.06.2023	Time 10:43:02	Save-directory	Save-type	
	20.06.2023	10:43:02	AND A PROPERTY OF A DATA OF A D	Alore and teal application contacts	and the second section of the section
			e. waakup vadto	Alarm and toor comiguration, voice me	essages, web server conliguration
1					
۰s	elect other sa	vebase roo	t-directory Select	7	
Г	20.06.2022.1	0.42.02 E	Packum Auto Alarmand h		a ration
	20.06.2023 1	0:43:02 E:	vbackupvauto Alarmand ti	Joi configuration, voice messages, web server config	guration
С F	ull restore of a	all configurat	tion data and alarm modules. I	Do NOT use for restore after update !	
• в	Restore origina	- L configurati	on after an undate. The alarm	- group, and personnel databases, initiles, schedule	e and voice files are restored
		in con ingaradi	on arter an apaate. The alam	r, group and personner databases, in most, son basic	
U L	ustom restore	selection	Alarm configuration with	iout group and personnel data (vm001.dbf)	
			Global and extended al	arm configurations (nvalarm.ini) without group and pe	arsonnel data.
			Main configuration data	(nvConfigData SQL database)	
			NVT directory with all p	rograms, NVE and NVT modules, batch/cmd progra	ams and specific dll's.
			NVT directory with all c	onfiguration files, week- scheduleplans and line and	d queue databases
	Restore SOL (	latabases w	ith the saved backun's of the	SOL databases	
Ì	Warning: The	databases (	will be restored to the state wi	ten the restore was made. All newer data will be lost.	SQL Restore Setting
Restr	ore information	n:			
620	ore mornauor	ь. 			

Make sure that no MobiCall applications are open (e.g., Alarm Center). The services do not need to be stopped separately as they will automatically stop after starting the restoration process.





Now, click on the "Restore" option and confirm the following prompts with "Yes" or "Ja".



Until you receive a successful notification, do not use the system.

If the backup is being restored from a different server, the server names in the configuration need to be changed to match the new server. If it is detected that the backup is from a different server, this message will appear, and the server name can be automatically adjusted.







Ensure that no	errors occurre	d during the	restoration process.

	e Sa	we-directory	Save-type				
20.06.2023 10:4	3:02 e:\	.backup\auto	Alarm and tool (	configuration, voice messag	ges, web se	rver configuratio	n
<ul> <li>Select other saveba</li> <li>20.06.2023 10:43:</li> </ul>	se root-dire )2 E:\Ba	ectory Select ckup\Auto Alarm and	tool configuration, voice messa	ges, web server configurat	ion		
Full restore of all cor	figuration	data and alarm modules	Do NOT use for restore after u	odate I	~		
Restore original con	iguration	nvsavebase				are restored	
Custom restore sele	tion	<b>(</b> ) Successful	y restored the files from the	selected datasource.	ata. pecific ataba:	dll's.	^
Restore SQL datab Warring The databaset	ases witl			ОК		SQL Bestore S	↓ ettinas
estore information:	ases wiir L	Je restored to the state i	men menestore was made. Am	iewer data wiir de iost.	_	54211000000	etti ige
itant generation of alarm mport of alarm configur 'he New Voice Tool se itart import of alarm co 'he New Voice Monito 'he New Voice PHP S	n group da ation was : rvice will b nfiguration Service serv ervice serv	tabases successfull be restarted. Please wait from vm001 to nvconfig ervice was successfully rice was successfully sta	 data sql database. Please wait . started rted	-			^
he New Voice Tool se	rvice was	successfully started	- lles ble secto Dilan sec	-11 -1 -1 -			

After the restoration, you can check the migration status of the databases in the Web Health check. They should all be green.

Now, verify that all the following files are present and imported into the file server:

- Sound files (.wav)
- Calendar plans (.nvh, .nvw)
- Templates (.tpl, .htm, .ini)

Make sure they are all available and properly imported.



### **10** WEB CONFIGURATION AFTER AN UPGRADE

#### 10.1 Backing up the files of the original system.

During an upgrade installation on the same system, a backup of the old "nv\_web" folder is created with the current date appended to its name. For example:

#### D:\nvt\nv\_web\_20230519-144500\

e Share	View			
> This PC	> MobiCall (D:) > nv_web_20220711-114930 >			
	Name	Date modified	Туре	Size
ess	ansi	7/4/2022 7:17 PM	File folder	
	apache	7/4/2022 7:17 PM	File folder	
ds	* bin	7/4/2022 7:19 PM	File folder	
nts	* cache	7/4/2022 7:22 PM	File folder	
	🖈 🔄 conf	7/11/2022 11:58 AM	File folder	
	🖈 🔄 erlang	7/11/2022 11:49 AM	File folder	
	ntdocs	7/4/2022 7:17 PM	File folder	
	logs	7/11/2022 11:49 AM	File folder	
	nvapps	7/4/2022 7:17 PM	File folder	
	php7	7/4/2022 7:18 PM	File folder	
		7/4/2022 7:18 PM	File folder	
	service	7/4/2022 7:18 PM	File folder	
	temp	7/11/2022 11:49 AM	File folder	

If the installation is taking place on a new system, you will need a backup of the "D:\nvt\nv\_web" folder to restore the settings from the original system.





### **10.2 Restore configuration**

The configuration of the Apache Web Services needs to be restored after an upgrade, including server certificates, chain certificates, certificate links, and other relevant settings. For detailed instructions, please refer to the documentation.

### NVWEB7015\_Easyweb\_HTTPS\_and\_SSL\_Certificate\_EN

Please also check the files in these directories for any changes in the "\_on/\_off" settings: D:\nv\_web\conf\vhosts

D:\nv\_web\conf\vhosts\web7\

The server name can be found in line 41: D:\nv\_web\con\httpd.conf

The setting for the footer in the web interface: D:\nv\_web\htdocs\easy\conf\localisation\loc.json

The JSON files for authentication settings: D:\nv\_web\htdocs\easy\conf\auth

The JSON files for settings related to the Web Shifts application: D:\nv\_web\htdocs\easy\conf\apps\shifts

The JSON files for settings related to the Web Messenger: D:\nv\_web\htdocs\easy\conf\apps\messenger





### **11 IMPORT THE WAGO CONFIGURATION**

Open the New Voice Contact Controller icon on the desktop.



Right-click on the respective controller and select the "Import from XML file" option.

Add Region Add City	Ctrl+Alt+R Ctrl+Alt+L
Add Building	Ctrl+Alt+B
Add Controller	>
Controller Rules	
Change Name	F2
Settings	F3
Show Statistics	F4
Change Type	Ctrl+Alt+T
Export to XML File	
Import from XML File	
Import Configuration from old Nvipbox	
Delete	Del





### 12 IMPORT THE MOXA NPORT CONFIGURATION

This step can be skipped if you are installing on the same server.

Open the NPort Administrator or NPort Driver Manager software.



Click on the "COM Mapping" option in the left panel



Right-click on "COM Mapping" and select "Import COM Mapping"

If the import does not work, which may be the case with older installations, then the settings need to be transferred manually.





To do this, double-click on the respective Moxa device and navigate through the various tabs.

COM Port Settings ×
Port Number: 1 Port(s) Selected. 1st port is Port 1
Basic Settings Advanced Settings Serial Parameters COM Grouping
COM Number COM5 (current) (in use)
Auto enumerating COM number for selected ports.
Grouping selected port(s) together.
🗸 OK 🛛 🗶 Cancel







### **13 FINISH TESTS**

Perform various tests to conclude and verify your work. It is recommended to conduct 3 tests for each scenario.

Do not hand over a system to the customer without testing it beforehand.

Example:

If you have a system with a fire alarm system (ESPA), 8 Wago contacts, Alcatel DECT localization, silent threat alarms, first responder alarms, and NVX app, you should conduct 3 tests for each of the mentioned scenarios.

If you have any questions or encounter any problems, please contact New Voice Support.

Here is the appropriate hotline: https://www.newvoiceinternational.com/de/technische-support/





### 14 MOBICALL – CONTACT FORM

MobiCall stands for a clear and simple approach while ensuring a cost-effective integration in the working process and in the infrastructure as well.

$\checkmark$	Please	choose your field of ac	ctivity	/:			
	$\odot$	Healthcare facility		Hotel	Hotel industry	<b>`</b>	Police/ Civil defence
	Å	Public institution		踊	Building/ Office		Schools/ Universities
		Industry			Financial sector	Other	
$\checkmark$	Please	select the solution/solu	ution	compon	ents needed:		
	Ò	Fire alarm		<b>.</b>	Voice recording	4.54	Multi-client capability
	X	Evacuation			Web rendering	A	Access control
		Personal security		<b>Q</b>	Localisation		Hotline Solution
	www	Web interface		(۱)	Loudspeaker	Ľ∕Q	Automated monitoring
	0010011 01001 100011	Database/ Statistics		<b>\$</b>	Video monitoring		Contingency plans
	C°	Nurse call		IP	Network / PBX monitoring		Minibar/ Baby-phone Room status
	1 1 1 1	Conferences		<b>i</b> ii	Mobilisation		Mobility solutions (3G/4G/5G/Wi-Fi)
	×	Production monitoring		¢	Building Automation System	Other	

Company:	
Postcode/City:	
Country:	
Contact person:	
Phone:	
E-mail	

Please send this form mobicall@newvoice.global