

# MiCollab Advanced Messaging Mitel D/82 Digital Station Emulation Integration Technical Note

For version 6.1 and above

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# Preface

This Integration Technical Note (ITN) is written for dealers who are experienced with MiCollab Advanced Messaging (MiCollab AM) and are familiar with its procedures and terminology. This document also assumes that you are familiar with the features and programming of the Mitel SX-200D or SX-2000 telephone system.

This document describes how to integrate MiCollab AM with a Mitel SX-200D or SX-2000 telephone system, using a Dialogic D/42JCT-U or D/82JCT-U linecard. This integration is a digital station-set emulation integration.

The Dialogic D/42 and D/82 linecards emulate M430 digital telephone stations; the D/42 linecard emulates four such stations, the D/82 emulates eight stations. These digital extensions provide DTMF signaling and voice communication between MiCollab AM and the telephone system.

The linecard reads the calling-party and called-party information that would appear on its LCD display if it were an actual M430 station and passes that information to the MiCollab AM server as ringing is sent to the port. The data is matched with the ringing extension and MiCollab AM answers with the appropriate dialog. Message waiting indicator (MWI) operation is also performed over the digital station port.

**NOTE** References in this document to the Dialogic D/82JCT-U card apply to the D/42 or D/82JCT-U-PCIU card, which can be installed in either 3.5-volt or 5-volt PCI slots and the Dialogic D/42 or D/82 JCT-U PCIe x1 linecards.

Use this document in conjunction with *System Installation Guide* and *System Administration Guide* guides and with the MiCollab AM online help system.

## References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

## Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.

- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

For more detailed documents, refer to the following list of references:

Table 1. References

Document Type	Document Title
Spare Parts Documentation	Dialogic PCI Express and Euro PCI Express Linecards Installation and Replacement
Spare Parts Documentation	Dialogic PCI and Euro PCI Linecards Installation and Replacement

## Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download the latest/updated documents and program files from our partner web site: [connect.mitel.com/connect](http://connect.mitel.com/connect)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

## Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: Refer to *System Installation Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

**WARNING** A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

**CAUTION** Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

**IMPORTANT** An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

**NOTE** A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

## Features Supported in this Integration

The following tables list the features supported with the Mitel Digital Station Emulation integration.

Table 2. Call forward to personal greeting support for these common call types

Divert to MiCollab AM on	Supported
No Answer	Yes
Busy	Yes
Forward All	Yes
Do Not Disturb	No

Table 3. Integration features supported for Mitel Station Set

Feature	Supported	Notes
Automatic subscriber logon	Yes	
ANI/CLI	Yes	
<i>Announce Busy</i> greeting on forward busy calls	Yes	
Call screening	Yes	
Caller queuing	Yes	
DNIS	No	
End-to-end DTMF, attendant console	Yes	
End-to-end DTMF, proprietary telephones	Yes	
Fax ports	Yes	Note
Internal calling party ID for reply	Yes	
Live record, integrated	No	
Live reply to sender	Yes	
Message notification callouts	Yes	
MWI, set/clear	Yes	
MWI, inband/outband	Inband	
Networking, analog	Yes	
Overflow from MiCollab AM to attendant	Yes	
Overflow to MiCollab AM from attendant	Yes	
PBX-provided disconnect signaling	Yes	
Revert to operator	Yes	
Transfers, blind	Yes	
Transfers, confirmed	Yes	
Transfers, fully supervised	Yes	



Transfers, monitored	Yes
Trunk ID for call routing	Yes

**NOTE** Requires separate industry-standard analog lines.

# Critical Application Considerations

Known limitations or conditions within the telephone system and MiCollab AM that affect the integration performance are listed here. General recommendations are provided when ways to avoid these limitations exist.

- All Dialogic D/42 and D/82 configurations have a twelve-card limitation per Call Server. The total quantity of ports that can be installed per server as a result of this limitation varies between 48 and 96; depending on how many of the Dialogic cards installed in the server platform are D/42 cards.
- The port connections on the D/42 and D/82 cards are polarity-sensitive. The Dialogic service may fail to initialize the ports on these cards if the polarities of the PBX connections are reversed. Terminate all station wiring as shown in the section, [Installing the Dialogic D/42 or D/82 Physical Interface](#), later in this document.
- The Dialogic Configuration Manager defaults the PBX switch type as Norstar. You must select the correct PBX switch type, MITEL\_DNIC\_M430, prior to starting the Dialogic service.
- The Lines tab must have the correct extension numbers specified in each line.
- Station numbers cannot use 0 as the leading digit. Non-numeric DTMF tones cannot be used as any character in a station number. The maximum length of a station number is ten digits.
- If you plan to use supervised transfers (T-type), we recommend installing the Music on Hold (MOH) feature on the telephone system to assure callers of proper call handling and system operation. Otherwise, callers being transferred to a station by MiCollab AM will experience a period of silence and might misunderstand what is happening to their calls.
- Some Mitel telephone systems have automatic canceling of MWI on a regular basis, which means that the telephone system may turn off MWI at station sets before subscribers have called into their mailboxes and listened to their messages.
- MiCollab AM cannot prevent the telephone system from turning off MWI, nor can it determine when this happens. Enabling **MWI scheduled refresh mode** in the Advanced MWI settings of the Integrations tab can help compensate for this functionality.
- Subscribers can turn on MWI at other stations and turn off their own MWI. These features cannot be disabled.
- Normal MWI set commands take between 4 and 8 seconds per station.

## Additional Considerations for SX 200D G1005 with F03.9

- MWI is cleared from a subscriber telephone when it is used to call the port or hunt group (MiCollab AM) that set the light, even if the user does not log on to his mailbox. MWI is also cleared when a subscriber connects via transferred call to the port or hunt group (MiCollab AM) that set the light.

You can compensate for this problem by changing the parameter, Preference for Refreshing MWIs, in the Advanced Message Waiting settings of the Integrations options dialog box.

- The same MiCollab AM port that sets message waiting indicator (MWI) to a station must also clear the message waiting indicator unless Class of Service (COS) 229 *External VM* is enabled. When this COS is enabled, ANI is not presented to MiCollab AM.

# Installation Requirements

Review the following information before performing any of the procedures in this document. To install this integration successfully, you must meet the installation requirements for both the telephone system and MiCollab AM.

## Telephone System Requirements

- On the SX-200D, revision G1005 F03.9 software
- On the SX-2000, revision MS2006 (M23.2) software
- One DNIC port for each integrated MiCollab AM port
- One Superset 430 telephone for testing (P/N 9116-000-001 NA)

## MiCollab AM Requirements

- Properly configured system server platform running Microsoft Windows Server 2008 R2 with Service Pack 1 or 2012 R2.
- MiCollab AM version 6.1 – consult the Mitel Connect web site for the current software patches and service pack information (see [References](#) earlier in this document).
- Mitel software key diskette or feature file with the Mitel D/82 integration enabled. Be prepared to specify the PBX model when ordering the integration.
- One Dialogic D/42JCT-U or D/82 JCT-U port for each MiCollab AM voice port to be integrated
- One Dialogic D/82JCT-U specific PBX interface cable assembly for each Dialogic D/42JCT-U or D/82JCT-U card
- Uninterruptible power supply and surge protection device (recommended)

# Programming the Telephone System

Follow the recommendations and programming examples in this section to program the PBX for integration with MiCollab AM. Programming examples show commands and parameters that are necessary for integration, but they do not represent PBX programming in its entirety.

Programming instructions for the two Mitel systems listed below are provided on the following pages:

- SX-200D system with G1005 (F03.9) software
- SX-2000 system with MS2006 (M23.2) software

# Programming the SX-200D System with G1005 (F03.9) Software

This section explains how to program a Mitel SX-200D telephone system with G1005 (F03.9) software. The installing technician should be familiar with programming this telephone system. For detailed programming information on the Mitel SX-200D, refer to the Mitel manuals that accompanied the telephone system.

## Programming the DNIC Ports for MiCollab AM (Form 9)

Assign an extension number to the Bay/Slot/CCT for each MiCollab AM port. Assign a distinct COS number to these extensions and assign the station type as 430 for all MiCollab AM ports.

## Programming the Hunt Group (Form 17)

Program the MiCollab AM ports into a circular hunt group. Arrange for over-flow to an operator or other group when all MiCollab AM ports are busy. Choose an easily remembered number; subscribers will use this number to call MiCollab AM.

## Configuring the System Options (Form 4)

In System Options, configure the following options. Program all other settings as needed for your site.

Table 4. System configuration options

Option	Setting
#02 Message lamp test enable	Enable
#07 Cancel 24-hour MWI	Do not enable
#20 Holiday messages	Do not enable
#22 Last party clear—dial tone	Enable

## Assigning the Class of Service for MiCollab AM ports (Form 3)

Define the following Class of Service (COS) options to the COS number previously assigned in Form 9. All other assignments may remain at default.

Table 5. Class of Service options

Option	MiCollab AM Ports
#203 Broker's call	Do not enable
#206 Call forwarding, busy	Enable
#207 Call forwarding, don't answer	Enable
#208 Call forwarding, external	Do not enable
#209 Call forwarding, follow me	Enable
#220 Do not disturb (DND)	Enable
#221 Clear all features	Enable
#229 COV VM port	Enable/Disable (Note 1)
#233 Never a consultee	Do not enable
#234 Never a forwarder	Do not enable
#235 Originate only	Do not enable
#240 Line privacy	Enable
#243 Non-busy extension	Do not enable
#251 Transfer dial tone	Do not enable
#258 Display prime as forwarder	Enable
#259 Message send	Enable
#502 Display ANI/DNIS/Class information	Enable
#504 ss420 optional Class/ANI display	Enable
#600 Superset, auto answer	Do not enable

#602 Superset, background music	Do not enable
#604 Superset, immed. Line select	Enable
#605 Superset, message	Do not enable
#606 Superset, enhanced answering Position	Enable
#609 Superset, night serv. Switch	Do not enable
#611 Superset, LIM new call ring	Do not enable
#612 Superset, headset operation	Do not enable
#613 Display ANI information only	Enable

#### NOTE

1. The same MiCollab AM port that sets message-waiting indicator (MWI) to a station must also clear the message-waiting indicator unless Class of Service (COS) 229 *External VM* is enabled. When this COS is enabled, ANI is not presented to MiCollab AM.

## Programming Trunks for Call Routing (Forms 14 and 15)

If your application requires the Call Routing feature of MiCollab AM, you must assign numbers to the trunks. Trunk numbering follows the standard Txxx format such as [T099]. (The xxx can equal any number from 000 to 999.) If individual trunk names are used, the names must retain the Txxx format. DID and Tie trunks must be renamed from the default (Xxxx) name to the Txxx format for MiCollab AM to answer correctly. However, you can group trunks under one or more Txxx codes to reduce the number of Call Processor mailboxes required for trunk-specific announcements in the Call Routing application.

You can add four characters to the end of trunk names, which can help end users identify the purpose of a trunk. Example names are T001LOCL, T002 BUS, or T003WATS.

## Programming Subscriber Telephones (Form 3)

Program subscriber telephones at the telephone to forward to MiCollab AM. If the automated attendant application will use monitored transfers, program FORWARD-NO ANSWER on subscriber telephones. If the application will use blind transfers, program FORWARD-BUSY/RNA on subscriber telephones.

*These options are critical to the proper operation of the integration.* Configure options not listed here as necessary for the site requirements.



Table 6. Class of Service options for subscriber telephones

Option	Subscriber Extensions
#229 COV VM port	Do not enable
#232 Message waiting setup	Enable

# Programming the SX-2000 System with MS2006 (M23.2) Software

This section explains how to program a Mitel SX-2000 telephone system with MS2006 (M23.2) software. The installing technician should be familiar with programming this telephone system. For detailed programming information on the MITEL SX-2000, refer to the manuals that accompanied the telephone system.

## Programming the DNIC Ports for MiCollab AM

### To program the DNIC ports

Program all the MiCollab AM DNIC ports in the DNI Assignment Program Channel 1 as *Superset 430*. Leave Channel 2 blank.

### To program the Multi-line Set

Program all required DNIC ports in the Multi-line Set Assignment Form [MU S A]. Set the ACD Agent field to No with the Call Announce field blank.

## Programming the Hunt Group

In Group Forms, select Hunt Group Assignment Form [HU] and set up a circular hunt group with the DNIC ports used with MiCollab AM. Choose an easily remembered number; subscribers will use this number to call MiCollab AM.

### To program the Hunt Group:

- 1 Enter a pilot number for the hunt group, and then press **RECALL**.
- 2 Define the hunt mode as **circular**.
- 3 Define the hunt group type as follows:
  - On MS2007 (Lightware 27, N-Stream, or higher), specify **Voicemail**.
  - On all other software versions, specify **Voice**.
- 4 Assign all of the integrated extension numbers as members of the hunt group, in ascending order.
- 5 In the Call Rerouting First Alternative Assignment Form [CAL R F], assign an overflow position for the hunt group.
- 6 In the Call Rerouting Assignment Form [CAL R AS], assign the Alternative number (from the above step) to the hunt group, invoked when all DNIC ports are busy.

## Configuring the System Options

*Options here are critical to the integration.* In the System Option Assignment Form [SYS O], program the following assignments. Program all other assignments as needed for your site.

Table 7. System Option Assignment Form assignments

Option	Value
Multi-line set callback	blank
Message cancel timer [1–24 hours]	blank (Note 1)

### NOTE

1. On versions that do not allow this field to remain blank, set it for 24.

## Programming the Feature Access Codes

Program the following features on the Feature Access Code Assignment Form [FE]. The codes shown are examples only; specify a number appropriate for your site.

Table 8. Example Feature Access Code assignments

Feature Name	Primary Code
Message waiting activate	*131
Message waiting deactivate	*132

## Programming the Class of Service Options

Assign a unique Class of Service (COS) for all DNIC ports used in this integration within the Class of Service Assignment Form [CLA O S]. All other options can remain unchanged.

- Do **not** share this COS with other stations in the system.
- Program all MiCollab AM DNIC ports into the correct COS by using the Station Service Assignment Form [ST]. Use the same COS for day and both night modes.

Table 9. Class of Service Options for the MiCollab AM Ports

Option	MiCollab AM ports
ANI/DNIS trunk	No

Auto answer allowed	No
Call forwarding accept	Yes
Call forwarding (external destination)	No
Call forwarding (internal destination)	Yes
Call privacy	Yes
Camp-on tone security	Yes
Clear all features remote	Yes
Conference call	Yes
COV/ONS/E & M voice mail port	Yes
Do not disturb	Yes
Message waiting	Yes
Message waiting deactivate on off-hook	No
Multi-line set on-hook dialing	Yes
Redial facilities	Yes
Ring line select	Yes

## Trunk Programming

If your application requires the Call Routing feature of MiCollab AM, you must assign numbers to the trunks. Trunk numbering follows the standard Txxx format such as [T099]. (The xxx can equal any number from 000 to 999.) If individual trunk names are used, the names must retain the Txxx format. DID and Tie trunks must be renamed from the default (Xxxx) name to the Txxx format for MiCollab AM to answer correctly. However, you can group trunks under one or more Txxx codes to reduce the number of Call Processor mailboxes required for trunk-specific announcements in the Call Routing application. This is also true for ISDN trunks coming into the ISDN Gateway Node.

You can add four characters to the end of trunk names, which help end-users identify the purpose of a trunk. Example names are T001LOCL, T002 BUS, or T003WATS.

## Subscriber Telephone Programming

Program subscriber telephones at the telephone to forward to MiCollab AM. If the automated attendant application will use monitored transfers, program FORWARD-NO ANSWER on subscriber telephones. If the application will use blind transfers, program FORWARD-BUSY/RNA on subscriber telephones.

As an alternate method of programming for subscriber stations, build a call re-routing table. This method will allow subscribers to change forwarding to a different target. In addition, the programming will not be lost in the event of a power failure.

### To program subscriber telephones:

- 1 In the Call Rerouting First Alternative Assignment Form (CAL R F), assign the MiCollab AM hunt group pilot as the first alternative. Specify Busy, DND, and RNA if you will be using blind transfers. Assign them to reroute on CO lines, internal, DID, and TIE lines if applicable.
- 2 In the Call Rerouting Assignment Form (CAL R AS), assign subscriber stations to the First Alternative.

# Installing the Dialogic D/42 or D/82 Physical Interface

Each D/42 or D/82 card connects to the telephone system with a Dialogic D/82-U PBX interface cable assembly. One end of the cable is a 25-pair male RJ-21 connector; the other end is a Dialogic mini-D 36 pin connector that plugs into the connector on the end plate of the linecard. Table 10 shows the wiring connections for the DNIC digital stations. The stations connect to the even numbered pairs only. For additional information about installing the linecard, refer to the spare parts document shipped with the linecard.

Table 10. Dialogic D/42 and D/82 wire cut-down

Pair	Colors	OPTI E stations	Usage
1	White/Blue		
	Blue/White		
2	White/Orange	T (Port 1)	D/42 or D/82
	Orange/White	R (Port 1)	D/42 or D/82
3	White/Green		
	Green/White		
4	White/Brown	T (Port 2)	D/42 or D/82
	Brown/White	R (Port 2)	D/42 or D/82
5	White/Slate		
	Slate/White		
6	Red/Blue	T (Port 3)	D/42 or D/82
	Blue/Red	R (Port 3)	D/42 or D/82
7	Red/Orange		
	Orange/Red		
8	Red/Green	T (Port 4)	D/42 or D/82

	Green/Red	R (Port 4)	D/42 or D/82
9	Red/Brown		
	Brown/Red		
10	Red/Slate	T (Port 5)	D/82 only
	Slate/Red	R (Port 5)	D/82 only
11	Black/Blue		
	Blue/Black		
12	Black/Orange	T (Port 6)	D/82 only
	Orange/Black	R (Port 6)	D/82 only
13	Black/Green		
	Green/Black		
14	Black/Brown	T (Port 7)	D/82 only
	Brown/Black	R (Port 7)	D/82 only
15	Black/Slate		
	Slate/Black		
16	Yellow/Blue	T (Port 8)	D/82 only
	Blue/Yellow	R (Port 8)	D/82 only

# Programming the Dialogic Configuration Manager

By default, the Dialogic System Release 6.0 PCI Update 241 Configuration Manager program sets the parameter PBXSwitch to Nortel\_Norstar. You must change this parameter to the appropriate PBX type you are integrating with MiCollab AM.

**IMPORTANT** If this is an existing MiCollab AM system with a previous version of Dialogic software installed, you must remove it and any Dialogic point release software before you install MiCollab AM version 6.1 and Dialogic System Release 6.0 update 241 on the Call Server platform. If the MiCollab AM version 6.1 InstallShield Wizard detects an existing version of Dialogic software during the setup process, the installation is aborted and a message displays to un-install all Dialogic software first. For more information on removing previous versions of Dialogic software, refer to the related Spare Parts Document for the linecard with which you are working.

## To program the Dialogic Configuration Manager:

- 1 On the Start menu at the MiCollab AM platform, select **Programs > Dialogic System Release > Configuration Manager-DCM**.
- 2 Stop the Dialogic service if it is running.
- 3 Double-click the first installed D/42 or D/82 linecard to open the Properties sheet.
- 4 On the Miscellaneous tab, select the **PBXSwitch** parameter.
- 5 In the Values box, choose **MITEL\_DNIC\_M430** as the PBX type.
- 6 On the Telephony Bus tab, verify that the correct PCM encoding scheme is selected. The default value is **automatic** or **U-Law**; you must change this value to **A-Law** outside of the U.S. and Japan.
- 7 Click **OK** to close the Properties sheet.
- 8 Repeat steps 3 through 7 for each D/42 or D/82 linecard that is installed.
- 9 Restart the Dialogic service and close Dialogic Configuration Manager.



# Configuring MiCollab AM

Once the telephone system is programmed, you must configure MiCollab AM for the integration. During setup, you need the following information, specific to this integration, to configure MiCollab AM.

## To configure MiCollab AM:

- 1 In the Installation Configuration dialog box, enter the name of your site in the Site Name box, the mailbox length in digits in the Mailbox Length box, and the first extension number for the first line in the First Extension box.
- 2 Select **Mitel** as the manufacturer, **SX-200D** or **SX-2000** as the model, and **Dialogic D/82 430 set emulation** as the integration type.
- 3 In the Switch Section Options dialog box, enter the hunt group access code you configured previously in the [Programming the Telephone System](#) section. This is the pilot number users will dial to reach MiCollab AM.
- 4 Once setup is complete, go to the Lines tab in the MiCollab AM Configuration utility to verify that the extension numbers are assigned to the correct lines, and enable callouts to suit your application. For information on configuring callout settings, see the topic *Configure callout settings*, in the online help system.

The settings related to the telephone system on the Switches tab, and the other integration-specific settings not mentioned in this section, are filled in correctly for a typical site when you select the correct telephone system during setup. If you need to customize settings on the Switch Sections or Integrations tab to meet requirements specific to your site, refer to the documentation accompanying the telephone system, the online help, and *Installation Guide* for guidelines.

# Completing the Integration

Now you are ready to complete the MiCollab AM installation. See *System Installation Guide* and *System Administration Guide*, or the MiCollab AM online help system, for instructions. For general information on integrations, you may also wish to consult *Integrating MiCollab AM with the Telephone System*, in *System Installation Guide*, and the topic *Integrate the Telephony Server with the telephone system*, in the online help system.