

# MiCollab Advanced Messaging Avaya Norstar D/42 or D/82 Digital Station Emulation Integration Technical Note

For version 9.0 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 Avaya Norstar telephone system.

This document describes how to integrate MiCollab AM with a Avaya Norstar telephone system, referred throughout this document as Norstar, using a Dialogic D/42JCT-U or D/82JCT-U linecard. This integration is a digital station-set emulation type integration.

The Dialogic D/42 and D/82 linecards emulate M7324 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 Norstar. The linecard reads the calling-party and called-party information that would appear on its LCD display if it was an actual M7324 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 the *System Installation and Configuration Guide*, the *System Administration Guide*, and 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:** See the *System Installation and Configuration 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 by This Integration

The following tables list the features supported using the Avaya Norstar D/42 or D/82 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	Yes

Table 3. Integration features supported for Avaya Norstar D/42 or D/82 Digital Station Emulation

Feature	Supported	Notes
Automatic subscriber logon	Yes	
ANI/CLI	Yes	
Announce Busy greeting on forwarded 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	Outband	
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 analog ports using ATA adapters.



# 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 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](#).
- The MiCollab AM **Lines** tab must have the correct (DN) extension numbers specified in each line.
- 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 transferred to a station by MiCollab AM will experience a period of silence and might misunderstand what is happening to their calls.
- This integration cannot be applied to more than one networked telephone system.
- MiCollab AM must send message-waiting indicator (MWI) clear and set commands to the telephone system on lines designated for outbound calls. Each MWI clear or set command must be sent as a separate outbound call. This may affect the total number of lines on which you must enable callouts.
- Forwarded trunk calls are almost always identified as being forwarded from ring-no-answer (RNA) conditions in this integration. Calls identified as being forwarded from busy conditions are rare, although they are possible.
- Verify that the Set Relocation feature on the telephone system is deactivated before you proceed with this integration.
- Non-numeric DTMF tones cannot be used as any character in the station number. The maximum length of a station number is 5 digits.
- Do not program line access (appearances) on MiCollab AM ports when MiCollab AM is not the main answering point during the normal service.
- All CO lines answered by MiCollab AM must not ring or appear on any other Norstar station.
- Do not assign the same CO line to multiple MiCollab AM ports.
- In applications where MiCollab AM answers the CO lines only during a service mode (night or evening), add line ringing to the first MiCollab AM port for each service mode and for each CO line MiCollab AM is to answer. Do not program line access (appearances) on MiCollab AM ports when MiCollab AM is not the main answering point during the normal service mode.
- Do not edit internal call progress patterns. MiCollab AM uses pre-configured internal call progress patterns that is installed from the setup program when you choose the Norstar as the telephone system.

- In Norstar ICS software versions, direct inward dialing (DID) calls directed to a subscriber's DN follow the system call forwarding, and MiCollab AM processes the calls as forwarded trunk calls. If a DID number is directed to a MiCollab AM port, it is processed as a direct trunk call using the target line number for the trunk ID, not the DID number dialed by the caller.
- A DID target number directed to MiCollab AM cannot be the same number as the MiCollab AM station number or the integration will fail.
- Some Norstar software versions do not allow multiple DID calls to the same DN. Do not use DID numbers as pilot numbers if the Norstar does not allow multiple DID calls to the same DN.
- When a site uses the Link feature, we recommend that you use a call processor dedicated to this usage, and use only T-type transfer actions. The Link feature is available only when the call originates on a trunk line.
- The Live Reply feature of MiCollab AM is available only when calling other stations. This feature is not fully supported on Norstar systems and cannot be used to reply to an outside caller.

# 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

- Norstar Modular KSU with Norstar Plus Modular ICS version 4.05 or greater
- One Norstar digital station port for each integrated MiCollab AM voice port
- For the remote maintenance modem, if equipped, one CO line or one analog terminal adapter

## MiCollab AM Requirements

- Properly configured system server platform running Windows Server 2008 R2 with Service Pack 1, Windows Server 2012 R2, or Windows Server 2016 (Server with Desktop Experience)
- MiCollab AM version 9.0 – 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 Norstar Station Set Emulation integration enabled
- One Dialogic D/42 or D/82 port for each MiCollab AM port to be integrated
- An available PCI or PCI Express slot available for each D/42 or D/82 card installed
- Uninterruptible power supply and surge protection device (recommended)

# Programming the Telephone System

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

The installing technician should be familiar with programming the telephone system. For detailed programming information on the Norstar telephone system, refer to the appropriate Norstar Installer Guide or System Coordinator Guide for the telephone system and software version you are installing.

We recommend the use of a Remote Access Device (RAD) in programming the telephone system. In the absence of a RAD, however, you can complete the necessary programming by logging in to the Telephone Programming mode from either a M7324 or M7310 Norstar station set.

## Programming the Norstar for the Integration

Use the settings and examples in this section to program telephone systems running ICS 4.0 or later software.

**NOTE** If the telephone system is connected to the public telephone network through DID trunk lines, some of the settings shown here must be changed. These settings in the following section, [Programming DID Trunks and Target Lines](#).

## Terminals and Sets

Table 4. Line Access

Setting	Example/Action
Show Set XXX	Enter the MiCollab AM extension number. Complete the line access for each extension individually. Do not copy.
Line Assignment: Appearance Type *See Notes 1 and 2	Set the first line connected to a D/42 or D/82 port to Ring Only; leave all other lines unassigned.
DID Appearances See notes 1 and 3	Assign Target numbers to DID numbers that will be directed to MiCollab AM to ring only.
Line Pool Access	Select one common line pool, and remove all other pools, for all integrated lines.
Intercom keys	Set to 1

Prime Line	I/C
Answer DNs	None (remove all settings)

**NOTES:**

1. Lines answered by the automated attendant must not appear or ring on any other station.
2. Assign trunks only to the first Call Server line (the line whose appearance type is set to Ring Only).
3. A DID target number directed to Telephony Server cannot be the same number as the Call Server station number or the integration will fail.

Table 5. Capabilities

Setting	Example/Action
Set Abilities	Typically, no filters should be set.
Show Set: XXX	Set for all MiCollab AM stations.
Fwd No answer	Set to the directory number of the next line connected to a D/42 or D/82 port.
Forward Delay	Set as needed; 3 or 4 recommended.
Forward on Busy	Set to the directory number of the next line connected to a D/42 or D/82 port.
DND on Busy	No
Hands free	Auto
HF Answerback	Yes
Pickup Group	None
Page Zone	Leave the default settings in place.
Paging	Leave the default settings in place.
Priority Call	No
Hotline	None
Aux. Ringer	No
Allow Redirect	No

Redirect Ring	No
ATS settings	Leave the default settings in place.

Table 6. Name

Setting	Example/Action
Name	Give all lines connected to D/42 or D/82 ports the same name, such as MiCollab AM or TELSVR.

Table 7. User Preferences

Setting	Example/Action
Model	Should be automatically preset to M7324.
Button Programming	Set button 18 to Feature 70 (Transfer). Buttons 1 through 12 should be blank. Leave the default settings in place for buttons 13 through 24.
User Speed Dial	Leave all settings blank.
Call Log options	No one answered
Dialing options	Standard dial
Language	English
Contrast	4

Table 8. Restrictions

Setting	Example/Action
All Settings	Leave all at default values.

Table 9. Telco Features

Setting	Example/Action
All Settings	Leave all at default values.

## Lines

Table 10. Trunk/Line Data

Setting	Example/Action
Show Line	Enter the Norstar CO line number (see the instructions on the <a href="#">Programming DID Trunks and Target Lines</a> section for configuring DID trunks for direct access to MiCollab AM).
Trunk type	Loop
Line type	Any line pool from A through O.
Dial mode	Tone
Prime set	Set to the directory number of the first line connected to a D/42 or D/82 port.
Auto privacy	Yes
Trunk mode	Super. Allow disconnect supervision on CO trunks to MiCollab AM.
Answer mode	Manual
Link at CO	No
Use auxiliary ringer	No
Full auto hold	No
Loss package	Medium CO
Name	Set to fit site requirements.
Restrictions	Leave the default settings in place.
Telco Features	Leave the default settings in place.

## Restriction Filters

Table 11. Restriction Filters

Setting	Example/Action
All Settings	Leave the default settings in place.

## Services

Table 12. Routing Services

Setting	Example/Action
Line Pool Codes X-Y	Assign line pool X (1–3) as your site requires. Use the local and long distance call prefix (typically 9) for Y. Be sure to enter all routing pool codes in the Local Calls Template and Long Distance Calls Template fields of the <b>Dialing</b> tab in MiCollab AM Configuration.

Table 13. Common Settings

Setting	Example/Action
Control Sets	Directory numbers of lines connected to D/42 or D/82 ports must not be designated as control sets.
All Settings	Leave the default settings in place.

## System Speed Dial

Table 14. System Speed Dial

Setting	Example/Action
All Settings	Leave at the default value.

## Passwords

Table 15. Passwords

Setting	Example/Action
All Settings	Leave at the default value.

## Time and Date

Table 16. Time and Date

Setting	Example/Action
All Settings	Make Current.



## System Programming

Table 17. Feature Settings (Set for ANI Services)

Setting	Example/Action
DRT Prime	Y
DRT Delay	1; if ANI information intermittently fails to display, set this value to 2.

Table 18. Access Codes

Setting	Example/Action
Access Code	9 (or whatever other digit subscribers must dial before making an outbound call)

## Telco Features

Table 19. Telco Features

Setting	Example/Action
All Settings	Leave at the default value.

## Software Keys

Table 20. Software Keys

Setting	Example/Action
All Settings	Leave at the default value.

## Hardware

Table 21. Hardware

Setting	Example/Action
All Settings	Leave at the default value.

## Maintenance

Table 22. Maintenance

Setting	Example/Action
All Settings	Leave at the default value.

## Programming DID Trunks and Target Lines

Use the following settings to configure DID numbers that are routed to the MiCollab AM server.

**IMPORTANT** These lines must not ring or appear on any directory number except the number designated as the prime set. In this integration, the prime set is the line connected to the first D/42 or D/82 port on the MiCollab AM server platform.

## Lines

Table 23. Trunk/Line Data

Setting	Example/Action
Show Line	Enter the Norstar CO line number.
Trunk Type	Target
Line Type	Public
Received Number	Specify the digits that make the target line ring. <b>IMPORTANT</b> A DID target number directed to MiCollab AM cannot be the same number as the MiCollab AM station number or the integration will fail.
If Busy	To Prime
Prime Set	Enter the directory number of the first line connected to a D/42 or D/82 port.
CLID set	None
Use Aux Ringer	N

## Programming Subscriber Extensions for Voice Mail

Follow these steps to program subscriber extensions for voice mail:

- 1 Assign call forward no answer to all subscriber extensions. Set these extensions to forward to the lead port of MiCollab AM. When blind transfers are used, program call forward on busy to MiCollab AM.
- 2 Program a feature button on each subscriber's telephone to speed dial the lead port of MiCollab AM to make it easy for subscribers to access their messages. When this button is pressed a subscriber should hear or see the prompt, *Please enter your security code*.

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

Each D/42 or D/82 card connects to the PBX 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 Dialogic linecard. Table 24 shows the wiring connections for the M7324 digital stations. The M7324 stations connect to the even-numbered pairs only.

Table 24. Dialogic D/82 wire connections

Pair	Color	M7324 Stations	Usage
1	White/Blue		
	Blue/White		
2	White/Orange	T (Port 1)	D/42 and D/82
	Orange/White	R (Port 1)	D/42 and D/82
3	White/Green		
	Green/White		
4	White/Brown	T (Port 2)	D/42 and D/82
	Brown/White	R (Port 2)	D/42 and D/82
5	White/Slate		
	Slate/White		
6	Red/Blue	T (Port 3)	D/42 and D/82
	Blue/Red	R (Port 3)	D/42 and D/82
7	Red/Orange		
	Orange/Red		
8	Red/Green	T (Port 4)	D/42 and D/82
	Green/Red	R (Port 4)	D/42 and D/82

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

# Programming Dialogic Configuration Manager

By default, the Dialogic System Release 6.0 PCI Update 241 Configuration Manager program sets the parameter PBXSwitch to Avaya 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 9.0 and Dialogic System Release 6.0 update 241 on the Call Server platform. If the MiCollab AM version 9.0 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 Mitel 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 **Avaya Norstar** 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. There are two ways you can configure MiCollab AM: (1) Configuring MiCollab AM for the telephone system integration when you are installing MiCollab AM for the first time, or (2) Configuring the existing MiCollab AM with the new telephone system integration.

Click the appropriate steps that your system requires from below and follow the steps:

- [Configuring MiCollab AM for the Integration During Initial Installation](#): Integrate the telephone system while you install MiCollab AM for the first time.
- [Configuring Existing MiCollab AM for the Integration](#): Integrate a new telephone system on your existing MiCollab AM system.

**NOTE** For general information on integrations, refer to the **Integrating MiCollab AM with the Telephone System** chapter in the *System Installation and Configuration Guide*, and the topic, **Integrating the Telephony Server with the Telephone System**, in the online help.

## Configuring MiCollab AM for the Integration During Initial Installation

To configure MiCollab AM for the integration during the initial installation:

- 1 In the **Database Initialization Parameters** dialog box, configure the following options:
  - a In the **Mailbox Length** box, enter the mailbox length in digits.
  - b In the **First Extension** box, enter first extension number for the first line. You can also leave the **First Extension** box empty.
  - c From the **Manufacturer** dropdown list, select **Avaya**.
  - d From the **Model** dropdown list, select **Norstar**.
  - e From the **Integration Type** dropdown list, select **Dialogic D/82 M7324 Set Emulation**.
- 2 Click **Next**. The **Board Options** dialog box appears.
- 3 Depending on the type of Aculab card you have installed, configure the board options. Refer to the appropriate Spare Parts document for more information on the Aculab card you are installing.
- 4 Click **OK**. The **Switch Options** dialog box appears.
- 5 If necessary, make any changes to the default settings your site requires in the **Switch Options** dialog box.

**NOTE** The settings related to the telephone system in the **Switch Options** dialog box are filled in automatically when you select the correct telephone system during setup.

If you need to customize settings on the **Switch Options** dialog box to meet requirements specific to your site, refer to the documentation accompanying the telephone system, the online help, and the *System Installation and Configuration Guide*.

- 6 Click **OK**. The **Integration Options** dialog box appears.
- 7 In the **Integration Options** dialog box, configure the values if necessary.
- 8 Click **OK**. The **Switch Section Options** dialog box appears.
- 9 In the **Switch Section Options** dialog box, configure the following options:
  - a In the **Local Integration Settings** section, select the **Required Parameters** view.
  - b For the **Incoming Hunt Mode** value, select the mode for this integration.
  - c In the **Hunt Group Access Code** field, enter the Hunt Group Access Code. This is the directory or pilot number of the first line connected to the first D/42 or D/82 port, as you configured it previously in the section [Programming the Telephone System](#).
  - d Click **OK**.
- 10 Continue through and complete the configuration. At the end of the configuration, a confirmation dialog box appears. Click **OK**.
- 11 If **MiCollab AM Configuration** does not open automatically after the configuration completes, open **MiCollab AM Configuration**, and select the **Lines** tab.
- 12 In the table from the **Lines** tab, configure callouts for the application. For information on configuring callout settings, see the topic *Configuring Callout Settings*, in the online help system.
- 13 Click **OK** to save all changes.

## Configuring Existing MiCollab AM for the Integration

To configure exiting MiCollab AM for the telephone integration:

- 1 Open **MiCollab AM Configuration**, and go to the **Main** tab.
- 2 In the **Main** tab, click **Shutdown** to stop the system. Wait until the **Current Status** shows **Stopped**.

**NOTE** If you have not configured the virtual board with your MiCollab AM system yet, complete **Step 3**. If your MiCollab AM already has the virtual board configured, skip to **Step 4**.

- 3 **[Optional]** Select the **Boards** tab, and then click the **Add** button. The **Board Options** dialog box appears.
  - a Depending on the type of Aculab card you have installed, configure the board options. Refer to the appropriate Spare Parts document for more information on the Aculab card you are installing.



- b** Click **OK**.
- 4** Select the **Switches** tab, and click the **Add** button. The **Switch Integration Data Setup** dialog box appears.
  - a** From the **Manufacturer** dropdown list, select **Avaya**.
  - b** From the **Model** dropdown list, select **Norstar**.
  - c** From the **Integration Type** dropdown list, select **Dialogic D/82 M7324 Set Emulation**.
- 5** Click **OK**. The **Switch Options** dialog box appears.
- 6** If necessary, make any changes to the default settings your site requires in the **Switch Options** dialog box.

**NOTE** The settings related to the telephone system in the **Switch Options** dialog box are filled in automatically when you select the correct telephone system during setup.

If you need to customize settings on the **Switch Options** dialog box to meet requirements specific to your site, refer to the documentation accompanying the telephone system, the online help, and the *System Installation and Configuration Guide*.

- 7** Click **OK**. The **Integration Options** dialog box appears.
- 8** In the **Integration Options** dialog box, configure the values if necessary.
- 9** Click **OK**. The **Switch Section Options** dialog box appears.
- 10** In the **Switch Section Options** dialog box, configure the following options:
  - a** In the **Local Integration Settings** section, select the **Required Parameters** view.
  - b** For the **Incoming Hunt Mode** value, select the mode for this integration.
  - c** In the **Hunt Group Access Code** field, enter the Hunt Group Access Code. This is the directory or pilot number of the first line connected to the first D/42 or D/82 port, as you configured it previously in the section [Programming the Telephone System](#).
  - d** Click **OK**.
- 11** In **MiCollab AM Configuration**, verify that the telephone system is properly added and configured in the **Switches**, **Switch Sections**, and **Integrations** tabs.
- 12** Select the **Lines** tab.
- 13** In the table from the **Lines** tab, configure callouts for the application. For information on configuring callout settings, see the topic *Configuring Callout Settings*, in the online help system.
- 14** Click **OK** to save all changes.