

MiCollab Advanced Messaging Dialogic DMG1008 for Siemens Hicom 300e 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 assumes that you are familiar with the features and programming of the Siemens Hicom 300e telephone system and the Dialogic 1008 Media Gateway.

This document describes how to integrate MiCollab AM with a Siemens Hicom 300e telephone system through the Dialogic 1008 Media Gateway (DMG), using the Session Initiation Protocol (SIP) integration. This integration operates exclusively over a TCP/IP-based network; it uses no analog or digital voice telephony ports between the Dialogic 1008 Media Gateway and MiCollab AM, but passes voice communication and signaling information over the network.

MiCollab AM can thus be located anywhere within the LAN or WAN. Critical application considerations are documented, as well as installation and programming procedures necessary to integrate MiCollab AM with the Dialogic 1008 Media Gateway, referred to throughout this document as DMG.

The DMG integration consists of three major components: the telephone system, the Dialogic 1008 Media Gateway, and MiCollab AM. The telephone system passes all signaling to MiCollab AM via the DMG. The DMG acting as a bridge between the telephone system and MiCollab AM converts the signaling of the telephone system into the Session Initiation Protocol (SIP) for transmission over the network to MiCollab AM.

Each Dialogic 1008 Media Gateway supports 8 lines of the telephone system and provides a network connection to MiCollab AM. These lines are programmed in the telephone system as digital station ports, and as such provide a station set emulation integration to the DMG.

Calls are sent to MiCollab AM through the DMG; the DMG reads calling-party and called-party data from the LCD display.

The DMG converts the digits and audio stream into the SIP/RTP protocol and delivers it to MiCollab AM via the network interface. The data is matched with the ringing extension, and MiCollab AM answers with the appropriate dialog. Message waiting indicator (MWI) operation is performed through the DMG.

The DMG integration is a SIP trunk integration. The MiCollab AM ports are configured as SIP trunks and uses static SIP endpoints to communicate with the corresponding gateway endpoints of the DMG. The DMG routes all outgoing calls from MiCollab AM to the telephone system.

This ITN documents the procedure for setting up the integration. The process consists of programming the telephone system, programming the DMG and configuring MiCollab AM.

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 DMG1008 Digital Media Gateway Installation and Replacement |
| Spare Parts Documentation | Dialogic DMG2000 Series Media Gateway Installation and Replacement |
| External Resource at www.dialogic.com | Dialogic® 1000 and 2000 Media Gateway Series Getting Started Guide |
| External Resource at www.dialogic.com | Dialogic® Media Gateway Installation and Configuration Integration Notes |

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

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 Dialogic DMG 1008 for Siemens Hicom 300e SIP Trunk 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 Dialogic DMG 1008 for Siemens Hicom 300e SIP Trunk

| Feature | Supported | Notes |
|---|-----------|--------|
| Automatic subscriber logon | Yes | |
| ANI/CLI | Yes | |
| "Announce Busy" greeting on forwarded calls | Yes | |
| Call screening | Yes | Note 1 |
| Caller queuing | Yes | Note 2 |
| DNIS | Yes | |
| End-to-end DTMF, attendant console | Yes | |
| End-to-end DTMF, proprietary telephones | Yes | |
| End-to-end DTMF, joined calls | No | |
| Fax Tone Detection | Yes | |
| Internal calling party ID for reply | Yes | |
| Live record, integrated | No | Note 3 |
| 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 | |
| SRTP | No | Note 4 |
| TLS | No | Note 4 |
| Transfers, blind | Yes | |
| Transfers, confirmed | Yes | |
| Transfers, fully supervised | Yes | |
| Transfers, monitored | Yes | |
| Trunk ID for call routing | Yes | |
| Multiple Integrations | Yes | Note 5 |

NOTES

1. Only available when using supervised transfers
2. Caller Queuing is specific to each local Call Server. Call Servers within the system are unaware of queued calls to the same subscriber on other Call Servers. For more information, refer to [Critical Application Considerations](#).
3. Live Record is not supported with this SIP integration.
4. MiCollab AM supports negotiation for SRTP media streams using the Secure RTP profile defined in RFC 3711 with the offer/answer model defined in RFC 3264. To enable SRTP, RTP, or both, see integration configuration options documentation for the switch. The default setting is RTP. Please note that MiCollab AM doesn't support RFC 5939 which is an extension of RFC 3264. Also, please note that SRTP has not been qualified for this integration, and no switch programming is available for setting up SRTP on the switch side. However SRTP may be enabled as described above, and technical support will be available on a best effort basis.
5. See [Critical Application Considerations](#).

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.

DMG/MiCollab AM Related Critical Application Considerations

- On a MiCollab AM server with two or more NICs, the NIC that supports this integration must not occupy first place in the operating system's binding order. The primary (public) network interface card (NIC) must be the first network connection in the network binding order. MiCollab AM binds and communicates to other servers and subscribers on this network connection. For more information, refer to the section, [Changing the Network Binding Order on the MiCollab AM Platform](#).
- If you make changes to the parameters on the **Integrations Options** dialog box of the Call Server, you must restart the Call Server to update the DMG configuration. The DMG is configured remotely, during startup of MiCollab AM.
- The network interface card (NIC) supporting the DMG integration must be a 100MB full duplex link or greater. The G.711 PCM codec requires approximately 80kbps for one-way conversation, or 160kbs per MiCollab AM port.
- Use the G.711 protocol is used to communicate with the DMG. MiCollab AM does not support the G.729AB protocol.
- Dialogic software assigns any Dialogic linecards in the system to the first ports in the system. If MiCollab AM is configured for both Dialogic cards and a TCP/IP integration, the Dialogic cards are automatically assigned to the first ports. If this configuration is unacceptable, you can manually re-assign ports using the **Boards** tab of the MiCollab AM Configuration utility.
- The Dialogic DMG1008LS Inband Analog Media Gateway supports eight ports. Assign each 8-port DMG to a separate integration in MiCollab AM. MiCollab AM must have a unique integration configured for each Dialogic DMG1008LS Inband Analog Media Gateway.
- A unique name must be entered in the SIP Parser Qualifier String field for each integration supporting a DMG device. This is a required parameter in the MiCollab AM **Integrations Options** dialog box. If you configure the DMG with a FQDN (Fully Qualified Domain Name), enter the FQDN of the DMG device in the SIP Parser Qualifier String field. Otherwise, enter a unique name, such as DMG_1, that distinguishes SIP messages generated by one DMG device from any other DMG device in the system. This allows MiCollab AM to handle incoming calls associated with each DMG device correctly.
- Each DMG must be running version firmware version 6.0 SU7 or later. Previous versions of firmware are not supported.

- Configure the MiCollab AM **Incoming Hunt Mode** in the **Switch Section Options** dialog box. The hunt mode must match the type of hunting provided by the IP PBX. This helps to alleviate any *glare* conditions between the IP PBX and the Call Server. The default mode is Terminal.
- The Call Queuing feature does not transcend the Call Server. Calls may be queued on multiple Call Servers for the same subscriber but Call Servers do not have knowledge of calls in the queue on other Call Servers within the system. Callers may be prompted with specific information about their place in the queue; however, the information pertains to the specific Call Server on which their call is queued.
- MiCollab AM 9.0 supports up to 10 integration types (i.e., licensed integrations) in total per system. However, the following limitations apply to each Call Server:
 - Limited to 3 integration types per Call Server
 - The 3 integration types can be any mix of TDM and SIP (e.g., 1 TDM and 2 SIP)
 - Limited to 1 Cisco UCM SCCP IP integration. Can be mixed with TDM, but not with SIP
 - Connect up to 10 telephone systems total per Call Server (e.g., 2 Avaya Communication Manager systems using SIP + 5 Avaya IP Office systems using SIP + 3 Siemens HiPath 4000 systems using Station Set Emulation)
 - SIP timers for Aastra EETS integrations are incompatible with other SIP integrations. Thus, it is not possible to have an EETS integration with any other SIP integration on the Call Server.
- The MiCollab AM **Integration Options** parameter, **Validate Remote Hosts for Media** validates each incoming audio packet and accepts it only if it is sent from a valid endpoint. The parameter is disabled by default. Enabling this parameter causes MiCollab AM to reject RTP packets from invalid endpoints, rejects MWI packets that timeout after a specified number of times, and overcomes port lockups when callers hang up while MiCollab AM is performing a blind transfer.

IMPORTANT Enabling this parameter causes processing overhead and should only be enabled when necessary.

Telephone System/DMG Related Critical Application Considerations

- Non-numeric DTMF tones cannot be used as any character in the station number, nor can zero be used as a leading number of the extension. The maximum length of a station number is 10 digits.
- Telephone numbers in the name fields of either subscriber stations or MiCollab AM ports prevent forwarded calls to MiCollab AM from integrating correctly.
- If you plan to use supervised transfers (T-type), we recommend installing the Music on Hold (MOH) feature to assure callers of proper call handling and system operation. Otherwise, callers being transferred to a station by MiCollab AM experience a period of silence and might misunderstand what is happening to their calls.
- PBX stations that support the Dialogic DMG cannot be configured as automatic call distribution (ACD) stations. DMG ports must be assigned to a hunt group.

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

- Siemens Hicom 300e version 9006.5 SMR4 patch A or later
- Use an SLMO type line card to support the 2-wire station interface
- One OPTIE12 station port for each line connected to the Dialogic 1008 Media Gateway

Dialogic 1008 Media Gateway Requirements

- One Siemens OPTIE12 digital station for each DMG port
- Each Dialogic Digital Media Gateway 1008 model DMG1008DNIW supports eight OPTIE12 digital stations
- The Dialogic Digital Media Gateway 1008 model DMG1008DNIW must be running DMG firmware version 6.0 SU7 or later. To upgrade the DMG, visit the Mitel Connect website:
connect.mitel.com/connect

NOTE The DMG firmware version 6.0 SU7 can also be uploaded from the MiCollab AM Server version 9.0 DVD. The firmware update is located in the Utilities folder of the DVD. The path on the DVD is: \Utilities\Dialogic_DMG\DMG1008DNIW\6.0\SU7. For more information on installing or upgrading the DMG refer to the *Dialogic 1008 Digital Media Gateway Installation and Replacement* spare parts document.

IMPORTANT Verify that the DMG1008DNIW you are installing is compatible with the upgrade to version 6.0 SU7 before you upgrade it. The serial number of the DMG must be IP006669 or greater. If it is not, contact Mitel Technical Support.

- Consult the Mitel Connect web site for current Dialogic DMG software upgrades and parser file updates

MiCollab AM Requirements

- MiCollab AM version 9.0
- A MiCollab AM software key diskette or feature file with the Dialogic Media Gateway integration enabled and one Virtual SIP and RTP license enabled for each port involved in the integration.

- One or two 100 MB, or 1000 MB (gigabit) network interface cards (NIC) with cables. The NIC used to communicate with the DMG must be a 100MB full duplex card or greater and must be separate and distinct from other network cards in the system.

Programming the Telephone System

Follow the recommendations and programming examples in this section to program the Hicom 300E for integration with DMG. 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 this PBX, refer to the appropriate Siemens documentation.

The installing technician should be familiar with programming the telephone system. For detailed information on programming and installing the telephone system, refer to the documentation provided with telephone system, consult the vendor supporting the telephone system, or refer to the Dialogic website for information on programming the Siemens Hicom 300e for operation with the DMG.

Programming the Class of Service for the DMG Ports

Program a distinct Class of Service (COS) for all of the DMG ports. The class of service must allow:

- Receive DTMF tones from digital stations (INDTMF)
- Set and clear message-waiting lights (MSGWCAP)

The following is an example of the COS programming.

```
Class of Service and Restriction Table

COS    :1
AVCE   : COSXCD, INDTMF, MB, MSGWCAP,VCE, VC, TTT
ADTE
AFAX

AMO-COS -111 CLASSES OF SERVICE, SWITCHING UNIT
```

Programming the Key Layout for the DMG Ports

Program a Key Layout or Button Table for the DMG ports. This table should be a separate and unique key table from all other stations. Program the Key assignments as shown. Deviating from these assignments causes the integration to fail. The following is an example of the Key Layout programming.

```
Station Features and Buttons: Change Feature Button Table

<dis-kepro
TYPE=STD

STNO  :(The extension number of the station)
STD   :1 (The button template number)
```

```

DIGTYPE      :OPTIE12
KY01  :LINE
KY02
KY03
KY04
KY05
KY06  :XFER
KY07  :CNCT
KY08  :HOLDM
KY09  :MB
KY10
KY11
KY12

```

AMO-KEPRO-111 KEY PROGRAMMING FOR DIGITAL TERMINALS

Programming the Digital Ports for the DMG

Program the digital stations used for DMG ports as Advanced OPTIset 12 telephones. Follow these steps to program each DMG port.

- Assign the COS and Key Layout table that you defined previously to each DMG port.
- The CUI parameter must be set to **Yes** to enable disconnect supervision.
- The DEVFUNC type must be set to OPTI.
- Program the EVMS parameter. When programming the EVMS parameter, it is essential to understand the application you are installing. In standalone or CORNET environments where all of the PBXs are Hicom 300E, the EVMS parameter should be set to Yes. When the network involves a Hicom 150E, this parameter must be set to No. Use a mailbox (MB) and a direct destination select (DDS) key instead of a Phonemail (PHML) key on subscriber stations.

Program the Advanced OPTIset stations assigned to the DMG as shown in the following example.

```

<dis-scsu
STNO = 3501
TYPE = all
DIS-SCSU:3020,ALL;
H500:  AMO  SCSU STARTED
STNO 3501  NAME DMG port 1 ACT DEV
COS1 1          COSX  0      DIAL          DLIDX  DEVFUNC OPTI
COS2 1          SPDC1      DPLN 0 TA N  PEN    1-1-103-3
LCRCOSV1 1  SPDC2      HTLNIDX -      TADLIDX      PUBSCR
LCRCOSV2 1  SPDI   10    ITR   0      TAINS      ACTCDE 00000
LCRCOSD1 1  HANDSFR N    SPECL      ACCCLASS      NTYPE
LCRCOSD2 1  INS  Y  PUGRP  QPRIOR RPTYPE
DSSALERT N  DTS  N  STD  1  FAXSERV N/A HDSTYPE      NONE
NWBALNO  -  CDIDX      WINKOFF      SEIZE      DTE  DL  VER
CFWDV    N  CFWDD  N      DND    N      CALLWAIT N  VCE  DL  VER  0
VCP  ON    MSGWLMP      PHONMAIL N  COMGRP  0      DNIDSP N
MAINO     CUI    Y      KEYM   0      TSI    1      LOCODE

```

```

DCFWBUSY N  API      N      EVMS Y  EVMSIDX      OOPTITYPE OEADV
TATYPE
PATTERN      TFAGROUP      ATMADDR      SPKALERT
FIXED CFW1   FIXED CFW2   VAR CFW -
STATION-HUNT      N
UCD-HUNT          Y
PILOT-HUNT  N
NIGHTVARIANT      N

AMO-SCSU -111 SUBSCRIBER CONFIGURATION IN THE SWU

```

Programming the Hunt Group for the DMG Ports

Program the DMG ports into a hunt group. You can assign these ports as a group in one of two ways: Program the ports into a UCD hunt group, a circular hunt group, or program each port to forward on busy to the succeeding port. In the latter case, program the last port to forward on busy back to the first port or to a designated overflow position. It may be desirable to exclude the MWI port from the hunt group and dedicate it to setting and clearing message-waiting indicators.

If a dedicated MWI port is not desirable, and the application includes a CORNET application with a Hicom 150E, use both a hunt group and the forwarding method. In this environment, the EVMS feature and the Callback key cannot be used. When the EVMS feature is disabled, the MWI on the station is extinguished immediately on any direct station call to voice mail that is answered by the MWI port. To avoid this problem, program the hunt group as described and forward all of the ports except the MWI port to one another. Program the DDS key on the subscriber stations to call the first forwarded port and not the hunt group number. This prevents direct station calls from being answered by the MWI port. The following is an example of hunt group programming.

```

Display Hunt 3500
H500: AMO Hunt Started

UCD/Pilot Hunting for all DPLN      Service = VCE

AC  HUNT GRP NAME TYP      SUBSCRIBER NUMBER

3500 DMG      LIN      STNO: 3501, 3502, 3503, 3504,
      3505, 3506, 3507, 3508

      CQMAX: 10
      FNA: YES

AMO-HUNT -111 ASSIGNMENT OF UCD AND PILOT HUNT PARAMETERS

```

Programming Subscriber Stations

Program the subscriber stations to forward to the DMG pilot number. The type of forwarding depends on the needs of each subscriber. Follow these conditional guidelines for programming subscriber telephones. When the voice mail system is serving a Hicom 150E in a CORNET environment, the Phonemail (PHML)

key cannot be used on any PBX in the network. Instead, program a direct destination select (DDS) key and a mailbox (MB) key. Assign the destination as the first DMG port. The following are examples of subscriber station programming.

Program a **PHML** key for subscribers when the EVMS parameter of the SCSU record for all DMG stations is set to **Yes**.

```
<dis-kepro

TYPE = std
STD = 2
DIGTYPE = optie12
DIS-KEPRO:STD,2,OPTIE12;
H500: AMO KEPRO STARTED

      STDDIGTYPE          KEY ASSIGNMENT

1  OPTIE12   1 PHML   2 VACA   3 PROG   4 MENU   5 SNR
              6 FWD    7 DATA   8 CONF   9 HOLDM  10 CNCT
              11 XFER  12 LINE

AMO-KEPRO-111 KEY PROGRAMMING FOR DIGITAL TERMINALS
```

Program a **MB** and **DDS** key for subscribers when the EVMS parameter of the SCSU record for all DMG stations is set to **No**.

```
<dis-kepro

TYPE = std
STD = 2
DIGTYPE = optie12
DIS-KEPRO:STD,2,OPTIE12;
H500: AMO KEPRO STARTED

      STDDIGTYPE          KEY ASSIGNMENT

1  OPTIE12   1 MB      2 DDS    3 PROG   4 MENU   5 SNR
              6 FWD    7 DATA   8 CONF   9 HOLDM  10 CNCT
              11 XFER  12 LINE

AMO-KEPRO-111 KEY PROGRAMMING FOR DIGITAL TERMINALS
```

Programming the Dialogic 1008 Media Gateway

Follow the recommendations and programming examples in this section to program the Dialogic 1008 Media Gateway via the DMG Web interface for integration with MiCollab AM. Consult the documentation that shipped with the DMG or go online to download the *Dialogic® 1000 and 2000 Media Gateway Series Getting Started Guide* and the *Dialogic® Media Gateway Installation and Configuration Integration Notes* for more information on programming the DMG.

The DMG ships with a default TCP/IP address and requires initial setup to communicate over the same LAN as MiCollab AM. This section assumes you will use the administration console of the Call Server to initialize the DMG for service with MiCollab AM.

IMPORTANT The Dialogic 1008 Media Gateway must have a TCP/IP address that MiCollab AM can communicate with over the network. If you do not know this information, consult your network administrator for the correct address information required for installing both the DMG and MiCollab AM.

Configuring the TCP/IP Address

The initial programming mode of the DMG can be accessed in either of two ways—through the serial port on the rear panel of the DMG or through the DMG Web interface. Choose one of the following procedures to configure the TCP/IP address.

To configure the TCP/IP address through the serial port:

- 1 Connect the serial port of the DMG to a serial COM port of the MiCollab AM server with a DB9 serial cable.
- 2 Select **Start > Programs > Accessories > Communications > HyperTerminal**.
- 3 Enter a value such as DMG in the **New Connection** dialog box, and then click **OK**.
- 4 In the **Connect To** dialog box select the COM port to communicate to the DMG, and then click **OK**.
- 5 In the **COM port** dialog box configure the COM port to the following settings:
 - Baud Rate = 38400
 - Parity = None
 - Data Bits = 8
 - Stop Bits = 1
 - Hardware Flow Control = Off

- 6 Press the **Enter** key until the prompt PIMG> appears.
- 7 At the PIMG> prompt type *pwd*.
- 8 Type the default password, *lpodAdmin*, and then press **Enter**.
- 9 At the PIMG> prompt type *quickcfg*, and then press **Enter**. You are prompted to enter the following information:
- 10 Enter a new TCP/IP address in the Client IP address box.
- 11 Enter a new subnet mask in the Client Subnet Mask box.
- 12 Enter the TCP/IP address of the default network gateway router in the Default Network Gateway Address box.

NOTE The DMG **must** be restarted for the changes to take effect.

- 13 At the PIMG prompt> type *restart*. You should now be able to connect using the Web interface of the DMG through the LAN connection.
- 14 Proceed to the section, [Configuring MiCollab AM](#).

To configure the TCP/IP address through the Web Interface:

NOTE All DMGs have the same default TCP/IP address at initial startup. If you are installing more than one Dialogic 1008 Media Gateway you **must** connect them to the network one at a time to avoid TCP/IP address conflicts

- 1 Connect the DMG to the LAN MiCollab AM is currently operating on.
- 2 You must temporarily change the TCP/IP address of the Call Server to access the DMG. The default TCP/IP address of the DMG is 10.12.13.74. Change the Call Server TCP/IP address so it communicates on the same subnet as the DMG. For example, 10.12.13.75.
- 3 Start the web browser on the Call Server, and then enter the following address: <http://10.12.13.74>.
- 4 When the **System Login** dialog box appears, enter the default user name, *admin*, and then enter the default password, *lpodAdmin*.
- 5 Click **OK**.
- 6 Select the **Configuration > IP** web page from the main menu. Change the unit's TCP/IP address from the default address by entering the new TCP/IP address in the Client TCP/IP address box.
- 7 Enter a new subnet mask in the Client Subnet Mask box.
- 8 Enter the TCP/IP address of the default network gateway router in the Default Network Gateway Address box.
- 9 Click the **Apply Changes** button to save the configuration in the database.
- 10 Click **Restart**, or select **System > Restart** from the main menu. When the Restart Web page appears, click **Restart Unit Now**.

NOTE The DMG **must** be restarted for the changes to take effect.

- 11 Change the temporary Call Server TCP/IP address back to the previous working TCP/IP address. You should now be able to connect to the DMG Web interface using the new TCP/IP address.
- 12 Proceed to the section, [Configuring MiCollab AM](#).

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 MiCollab AM 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 **Siemens**.
 - d From the **Model** dropdown list, select **Hicom 300e**.
 - e From the **Integration Type** dropdown list, select **DMG SSE**.
- 2 Click **Next**. The **Board Options** dialog box appears.

- a From the **Manufacturer** dropdown list, select **Virtual**.
 - b From the **Model** dropdown list, select **SIP STACK**.
 - c In the **Name** field, the name for this board is automatically generated. Enter a new name if necessary.
 - d From the **Protocol** dropdown list, select **SIP IP RTP**.
 - e In the **Number of Lines** field, enter the number of lines this board uses. The total number of lines is limited by the capacity of the board and the number of **Available Line Licenses**.
- 3 Click **OK**. The **Switch Options** dialog box appears.
 - 4 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*.

- 5 Click **OK**. The **Integration Options** dialog box appears.
- 6 In the **Integration Options** dialog box, configure the options as follows:
 - a In the **Local Integration Settings** section, select the **Required Parameters** view, and configure the following parameters:

Table 4. Required Parameters View – Integration Options

| Field | Value |
|-----------------------|--|
| Telephony Switch Type | Optieset_300E CS |
| SIP Server Address | Enter the TCP/IP address or FQDN of the DMG device. |
| SIP Server Port | Enter the SIP port on which the DMG device is listening for SIP messages. The default value is 5060 . |
| SIP Domain Name | Enter the TCP/IP address of MiCollab AM. |

| | |
|-------------------------------------|---|
| Transport for outgoing SIP messages | Enter the transport protocol for sending SIP messages to the DMG device. Enter UDP or TCP . The default value is UDP . |
| SIP Device Name | <p>Enter the hunt group number for the integration. This must match the hunt group number set in the switch section associated with this integration.</p> <p>NOTE This field is used when MiCollab AM makes outgoing calls. The hunt group number is displayed on the caller's phone (instead of the MiCollab AM port number) during outgoing calls.</p> |
| Local IP Address to Bind On | Select the local TCP/IP address of the MiCollab AM machine. This is a drop-down box and displays all available local TCP/IP addresses. |
| SIP Local Connection Port | The TCP port MiCollab AM listens for incoming SIP messages. The default value is 5060 . |
| SIP parser qualifier string | <ul style="list-style-type: none"> • Single SIP integration on the call server: Enter the local IP address to which the integration is bound. This field is used by MiCollab AM to match SIP packets to the appropriate SIP integration. • Multiple SIP integrations on the call server: Use a string that is unique to each SIP integration. <p>For example:</p> <p>The extension that will be used as the hunt number on the PBX followed by the @ symbol and the IP of the call server, such as 5000@172.16.4.202. <i>The hunt number must be unique across all IP integrations.</i></p> <p>The Fully Qualified Domain Name (FQDN) of the switch, such as pbx1.sipdomain.com.</p> <p>NOTE This setting must match a string in the SIP header that is unique to this particular integration</p> |
| Media Packet Size (milliseconds) | MiCollab AM sends/receives packets containing the number of milliseconds worth of audio data set here. The default value is 20 . |

- b** In the **Local Integration Settings** section, select the **Dialogic Media Gateway Settings** view and configure the following parameters:

Table 5. Dialogic Media Gateway Settings Parameters for Integration Options

| Field | Value |
|-------------------------|---|
| DMG Model | Select Digital as the type of DMG device used for this integration. The default value is Analog . |
| Administrator Name* | Enter the administrator user name configured on the DMG device. The default value is admin . |
| Administrator Password* | Enter the administrator password configured on the DMG device. The default value is IpodAdmin . |

*** NOTE** Requires the Administrator name and password of the DMG device to configure the device for the integration.

- c In the **Local Integration Settings** section, select the **Integration Specific Parameters** view and configure the following option:
 - Set the **Type of Call Progress to use for External Calls** value. How this should be set depends on the gateway used for the integration as follows:
 - **Digital:** Select Digital if the gateway supports call progress through to the endpoint.
 - **Media:** Select Media if the gateway reports early that the call is connected, such as before the phone rings or while the phone is ringing.
- 7 Click **OK**. The **Switch Section Options** dialog box appears.
- 8 In the **Switch Section Options** dialog box, configure the following options:
 - a In the **Local Integration Settings** section, select the **Required Parameters** view.
 - b In the **Incoming Hunt Mode** field, enter the mode for this integration.

NOTE Select the hunt mode that matches the hunt mode type in IP PBX programming.
 - c In the **Hunt Group Access Code** field, type the code that was programmed in the telephone system.
 - d Click **OK**.
- 9 Continue through and complete the configuration. At the end of the configuration, a confirmation dialog box appears. Click **OK**.
- 10 If **MiCollab AM Configuration** does not open automatically after the configuration completes, open **MiCollab AM Configuration**, and select the **Lines** tab.
- 11 In the table from the **Lines** tab, enter the extension numbers on the Lines in which they appear. Verify that the line numbers match the hunt group member DNs defined in the telephone system programming.

For information on configuring callout settings, see the topic *Configuring Callout Settings*, in the online help system.
- 12 Click **OK** to save all changes.

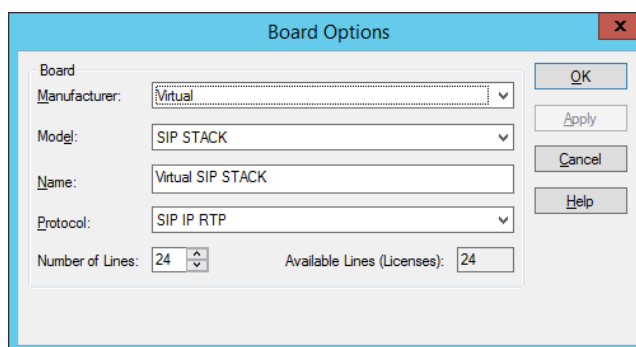
Configuring Existing MiCollab AM for the Integration

To configure existing 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 From the **Manufacturer** dropdown list, select **Virtual**.
 - b From the **Model** dropdown list, select **SIP STACK**.
 - c In the **Name** field, the name for this board is automatically generated. Enter a new name if necessary.
 - d From the **Protocol** dropdown list, select **SIP IP RTP**.
 - e In the **Number of Lines** field, enter the number of lines this board uses. The total number of lines is limited by the capacity of the board and the number of **Available Line Licenses**.
 - f Click **OK**.
- 4 Select the **Switch** tab and click the **Add** button. The **Switch Integration Data Setup** dialog box appears.
 - a From the **Manufacturer** dropdown list, select **Siemens**.
 - b From the **Model** dropdown list, select **Hicom 300e**.
 - c From the **Integration Type** dropdown list, select **DMG SSE**.
 - 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 options as follows:
 - a In the **Local Integration Settings** section, select the **Required Parameters** view, and configure the following parameters:

Table 6. Required Parameters View – Integration Options

| Field | Value |
|-------------------------------------|---|
| Telephony Switch Type | Optieset_300E CS |
| SIP Server Address | Enter the TCP/IP address or FQDN of the DMG device. |
| SIP Server Port | Enter the SIP port on which the DMG device is listening for SIP messages. The default value is 5060 . |
| SIP Domain Name | Enter the TCP/IP address of MiCollab AM. |
| Transport for outgoing SIP messages | Enter the transport protocol for sending SIP messages to the DMG device. Enter UDP or TCP . The default value is UDP . |
| SIP Device Name | Enter the hunt group number for the integration. This must match the hunt group number set in the switch section associated with this integration. <div> NOTE This field is used when MiCollab AM makes outgoing calls. The hunt group number is displayed on the caller's phone (instead of the MiCollab AM port number) during outgoing calls. </div> |
| Local IP Address to Bind On | Select the local TCP/IP address of the MiCollab AM machine. This is a drop-down box and displays all available local TCP/IP addresses. |
| SIP Local Connection Port | The TCP port MiCollab AM listens for incoming SIP messages. The default value is 5060 . |
| SIP parser qualifier string | <ul style="list-style-type: none"> • Single SIP integration on the call server: Enter the local IP address to which the integration is bound. This field is used by MiCollab AM to match SIP packets to the appropriate SIP integration. • Multiple SIP integrations on the call server: Use a string that is unique to each SIP integration. <div>For example:</div> |

| | |
|----------------------------------|--|
| | <p>The extension that will be used as the hunt number on the PBX followed by the @ symbol and the IP of the call server, such as 5000@172.16.4.202. <i>The hunt number must be unique across all IP integrations.</i></p> <p>The Fully Qualified Domain Name (FQDN) of the switch, such as pbx1.sipdomain.com.</p> |
| | <p>NOTE This setting must match a string in the SIP header that is unique to this particular integration</p> |
| Media Packet Size (milliseconds) | MiCollab AM sends/receives packets containing the number of milliseconds worth of audio data set here. The default value is 20 . |

- b** In the **Local Integration Settings** section, select the **Dialogic Media Gateway Settings** view and configure the following parameters:

Table 7. Integration Options, Dialogic Media Gateway Settings View

| Field | Value |
|-------------------------|---|
| DMG Model | Select T1 or E1 as the type of DMG device used for this integration. The default value is E1 . |
| Administrator Name* | Enter the administrator user name configured on the DMG device. The default value is admin . |
| Administrator Password* | Enter the administrator password configured on the DMG device. The default value is lpodAdmin . |

* **NOTE** Requires the Administrator name and password of the DMG device to configure the device for the integration.

- c** In the **Local Integration Settings** section, select the **Integration Specific Parameters** view and configure the following option:

- Set the **Type of Call Progress to use for External Calls** value. How this should be set depends on the gateway used for the integration as follows:
 - Digital:** Select Digital if the gateway supports call progress through to the endpoint.
 - Media:** Select Media if the gateway reports early that the call is connected, such as before the phone rings or while the phone is ringing.

- 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** In the **Incoming Hunt Mode** field, enter the mode for this integration.

NOTE Select the hunt mode that matches the hunt mode type in IP PBX programming.

- c** In the **Hunt Group Access Code** field, type the code that was programmed in the telephone system.
 - d** Click **OK**.
- 11** In **MiCollab AM Configuration**, verify that 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, enter the extension numbers on the Lines in which they appear. Verify that the line numbers match the hunt group member DNs defined in the telephone system programming.
- For information on configuring callout settings, see the topic *Configuring Callout Settings*, in the online help system.
- 14** Click **OK** to save all changes.

Testing the TCP/IP Connection

To verify communication between MiCollab AM and to determine if changes have been accepted by the DMG, open the Event Viewer on the system server.

- 1 Select **Start**, right-click My Computer, and then click **Manage**.
- 2 In the **Enter** dialog box, click **Event Viewer**, and then double-click **Application**.

Look for three event types of messages in the Event Viewer. The source is always AT_SysCfg. The three event types are:

- SUCCESS/INFORMATIONAL
- ERRORS
- WARNINGS

The SUCCESS/INFORMATIONAL entries state the DMG was updated successfully either with or without a device restart. They are:

- DMG device successfully updated (no restart required)
- DMG device successfully updated and restarted

The ERRORS entries state the DMG failed to update or failed to restart, if a restart was required. These Event Viewer entries are generated because of a communication problem between MiCollab AM and the DMG or MiCollab AM was not shut down prior to making changes in the **Required Parameters** section of the **Integration Options** dialog box. They are:

- DMG device update failed
- DMG device successfully updated, restart failed (if required)

The WARNING entry is generated when the DMG requires an update but the user purposely chose to not upload configuration data. The entry is:

- DMG device requires update (user selected not to upload configuration data)

Once the DMG is updated successfully, continue with the completion of the MiCollab AM installation.

Changing the Network Binding Order on the MiCollab AM Platform

If your MiCollab AM server platform is a component of two or more local or wide area networks (LANs or WANs), you must make sure that this integration does not interfere with the normal network operation of the server. By default, MiCollab AM uses the primary (public) network interface card (NIC) in the platform, the first NIC in the network binding order. If you want MiCollab AM to use a NIC other than the first one, you must make several required configuration changes. It is much easier to configure the Integration to use another NIC by simply setting the integration parameter **Local IP Address to bind on** to the address of the NIC connected to the PBX.

NOTE The operating system gives precedence to the first network connection in the list followed by the remaining connections based on their position in the list.

The instructions in this document ensure that the binding order is correct when you set up the integration. However, if you replace a NIC on the MiCollab AM server platform later, the platform's operating system registers the new adapter at the bottom of its binding order. Restoring the original binding order should correct any problems caused by the change.

IMPORTANT The following procedure shifts the binding order of the network interface cards. To determine which NIC is associated with a specific network connection, right-click the connection in the **Network Connections** window, and then select **Properties**.

Windows Server 2008 R2 with Service Pack 1

To change the binding order of multiple NICs:

- 1 From the taskbar, go to **Start > Control Panel**.
- 2 In the **Control Panel**, click **Network and Sharing Center**.
- 3 On the left pane, select **Change Adapter Settings**.
- 4 Press **Alt** to display the menu bar.
- 5 On the menu bar, select **Advanced**, and then click **Advanced Settings**.
- 6 On the **Adapters and Bindings** tab of **Advanced Settings**, click the network connection that serves MiCollab AM.
- 7 Click the up arrow button to the right of the **Connections** list as many times as needed to move the connection to the top of the list.
- 8 Click **OK**, and then close the **Network Connections** window and the **Control Panel**.

Windows Server 2012 R2

To change the binding order of multiple NICs:

- 1 From the taskbar, go to **Start > Control Panel**.
- 2 In the **Control Panel**, click **Network and Internet > Network and Sharing Center**.
- 3 On the left pane, select **Change Adapter Settings**.
- 4 Press **Alt** to display the menu bar.
- 5 On the menu bar, select **Advanced**, and then click **Advanced Settings**.
- 6 On the **Adapters and Bindings** tab of **Advanced Settings**, click the network connection that serves MiCollab AM.
- 7 Click the up arrow button to the right of the **Connections** list as many times as needed to move the connection to the top of the list.
- 8 Click **OK**, and then close the **Network Connections** window and the **Control Panel**.

Windows Server 2016

To change the binding order of multiple NICs:

- 1 From the taskbar, select **Start > Control Panel**.
- 2 In the **Control Panel**, click **Network and Internet > Network and Sharing Center**.
- 3 On the left pane, select **Change Adapter Settings**.
- 4 Right-click the network connection that serves MiCollab AM and then select **Properties**.
- 5 On the **Networking** tab of the **Local Area Connection Properties** dialog box, select **Internet Protocol Version 4 (TCP/IPv4)**, and then click **Properties**.
- 6 On the **General** tab of the **Internet Protocol Version 4 (TCP/IPv4) Properties** dialog box, click the **Advanced** button.
- 7 On the **IP Settings** tab of the **Advanced TCP/IP Settings** dialog box, clear the **Automatic metric** check box and then type in a low value in the **Interface metric** field. The lower the value, the higher the priority.

NOTE For all Windows systems, the value 1 is reserved for the loopback adapter. It is recommended to use a value of 2 or higher for the network connection that serves MiCollab AM.

- 8 Click **OK** on all of the dialog boxes to save the settings, and then close the **Local Area Connection Properties** dialog box.
- 9 Repeat steps 4 through 8 to assign an Interface metric value to all other network adapters.

Configuring Quality of Service (QoS)

As of version 6.0, MiCollab AM has no internal support for QoS. QoS must now be implemented externally via group policies as Policy-Based QoS. Refer to your operating system's documentation for details.

Table 8. QoS Configuration

| Field | Setting |
|------------------|--|
| Application Name | At_TelephonyServer.exe |
| Protocol | Match the setting used for the integration UDP or TCP |
| Source Port | <p>MiCollab AM requires a range of ports for audio support. The MiCollab AM audio ports start at the Local Media Base UDP Port configured in the Server tab. Each MiCollab AM line reserves 10 ports. Hence, the port range starts from the number configured there, and goes to the last port of the last line. The formula for calculating the highest port number in the range is as follows:</p> $\text{BasePortNumber} + (\text{NumberOfCXPorts} * 10) - 1.$ <p>Hence, if the base port is 10000, and MiCollab AM has 8 lines, then the port range to use would be:</p> <p>10000:10079</p> |
| DSCP Value | 46 |