

MiCollab Advanced Messaging 9.4 Alcatel OmniPCX T1 FXS VPS Inband Integration Integration Technical Note

For version 9.4 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. It also assumes that you are familiar with the features and programming of Alcatel OmniPCX telephone systems.

This document describes how to integrate MiCollab AM with an Alcatel OmniPCX telephone system using the T1 FXS VPS interface (referred throughout this document as the VPS). The VPS integration is an inband digital integration.

MiCollab AM integrates to the OmniPCX through a T1 FXS interface. Calling and called party information is sent to MiCollab AM as DTMF digits over a T1 channel configured as an FXS station. Message Waiting Indicators are likewise sent as DTMF digits from MiCollab AM to the OmniPCX.

Critical application considerations are documented, as well as the installation and programming procedures necessary to integrate MiCollab AM with the Alcatel OmniPCX telephone system (referred throughout this document as the OmniPCX).

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 MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
 - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
 - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
 - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
 - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
 - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.

- **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.
- **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.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel-certified technicians can view or download documents and program files from our partner web site: www.mitel.com

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

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** Titles of other documents are shown in italics.
 | Example: See the *System Installation and Configuration Guide*.
- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons 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 MiCollab AM 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.

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

Table 1. References

Document Type	Document Title
Administration Documentation	<i>System Administration Guide</i>
Server Documentation	<i>System Installation and Configuration Guide</i>
Online help	MiCollab AM online help system

Features Supported by This Integration

The following tables list the features supported using the Alcatel OmniPCX T1 FXS VPS 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 Alcatel OmniPCX T1 FXS VPS

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	
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	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	Note 4
Transfers, confirmed	Yes	
Transfers, fully supervised	Yes	

Transfers, monitored	Yes
Trunk ID for call routing	No

NOTES

1. Available only 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 the [Critical Application Considerations](#) section.
3. When a live record session is paused and resumed, a new recording is created as the result of a new call.
4. Blind transfers are not compatible with all devices on the PBX.

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.

- 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 only to the specific Call Server on which their call is queued.
- The MiCollab AM MWI configuration must match the PBX prefix plan configuration
- The DTMF for VPS protocol must be set to FALSE on the PBX for the integration to operate successfully. The VPS protocol governs DTMF call progress.

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

- Alcatel OmniPCX Enterprise with system software version R5.1.2 or later
- Consult the PBX maintainer for software requirements on earlier versions.
- One T1 CAS Interface card (24 lines per each T1 CAS Interface)

MiCollab AM Requirements

- MiCollab AM 9.4 or later
- MiCollab AM software key diskette with the T1 FXS VPS integration enabled
- Dialogic® D/240 JCT T1 or D/480 JCT T1 card (the D/240 JST T1 card supports twenty-four FXS channels, the D/480 JCT T1 supports forty-eight FXS channels)

Programming the Telephone System

Follow the recommendations and programming examples in this section to program the OmniPCX for integration with MiCollab AM. Programming examples show commands and parameters of version R5.1.2 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. Programming is performed from the OmniPCX-programming terminal. For detailed programming information on this software version or other OmniPCX software versions, refer to the appropriate *Alcatel OmniPCX Enterprise* documentation.

Installing the T1 CAS Interface Card

Install the T1 interface card in an appropriate card slot of the OmniPCX, and connect the T1 interface cable to the Call Server before continuing with PBX programming.

Programming the T1 CAS Board

The following parameters must be set under **Mgr/Shelf/Board**:

- **Interface Type:** Set this parameter to **MG-IVR Z24** for common hardware or **IVR Z24** for crystal hardware.
- **IVR Protocol:** Set this parameter to **OPS-FX Protocol**.

```
Review/Modify: Board
Node Number (reserved)      : 4
Shelf Address                : 1
Board Address                : 2
Interface Type               + MG-IVR Z24
Virtual Board                + No
Usage state                  + Idle
Operational State            + Enabled
Main/Standby State           + Main
Number Of Sets Connected    : 0
Country Protocol Type        : Default
Send Init Dynamic Msg        + False
Default Param                + True
Incidents Teleservice        + YES
IVR Protocol                 + OPS-FX Protocol
Network Recoding Use         + False
```

Programming Digital Access

Configure the following digital access parameters under **Mgr/Shelf/Board/Digital Access**:

- **Multi-frame Type**: Set this parameter to SF (Super Frame).

NOTE SF (Super Frame) is equivalent to D4 in Dialogic Configuration Manager.

- **Pulse Encoding**: Set this parameter to B8ZS.
- **T0/T2 Access Number**: Set this parameter to 0 (zero).

IMPORTANT The T0/T2 Access No. must be set to zero or the integration will fail.

```
Review/Modify: Digital access
Node Number (reserved)      : 4
Shelf Address                : 1
Board Address                : 2
T0/T2 Access No.            : 0
Access Type                  + T1 CAS
Access Board Type            + MG-IVR Z24
Used Access                  + No
Synchronization Priority     : 255
Port Class                   + NOT SIG
Multi-frame Type             + SF
Line Type                    + Short Haul 0 to 45 meters
Pulse Encoding               + B8ZS
```

Programming the MiCollab AM Digital VPS Ports (Users)

Follow these steps to program each MiCollab AM port in the integration. Set the following parameters under **Mgr/Users** for each MiCollab AM port.

- **Directory Number**: Enter the extension number of the MiCollab AM VPS port.
- **Shelf Address**: Enter the shelf number where the T1-CAS board is located.
- **Board Address**: Enter the position number of the T1-CAS board in the shelf.
- **Equipment Address**: Enter the B-channel number (from 1 to 24) in the T1-CAS board.
- **Set Type**: Enter the set type as 4620 (VPS + CLIP).
- Repeat these tasks for each MiCollab AM port in the system

```
Review/Modify Users: Users
Node Number (reserved)      : 4
Directory Number            : 4841

Directory Name               : VPS_Port
Directory First Name         : 1
```

```

Location Node           : 4
Shelf Address           : 1
Board Address           : 2
Equipment Address       : 1
Set Type                + 4620 (VPS + CLIP)
Entity Number           : 40
Associated Set No.       : 4841
Voice Mail Dir. No      : -----
Voice Mail Type         + No Voice Mail

```

Programming the Hunt Group for MiCollab AM Ports

Create a hunt group and pilot number for the MiCollab AM ports. Subscribers dial the pilot number of the hunt group to access MiCollab AM, and MiCollab AM uses the hunt group to access the voice mail services in the OmniPCX for MWI operation. All of the MiCollab AM digital VPS ports (VPS users) must be configured into this hunt group to provide consistent MWI operation. The following parameters must be set under **Mgr/Groups/Hunt group**:

- **Directory Number:** Enter the voicemail directory number or hunt group pilot number for the MiCollab AM hunt group.
- **Type of Hunt Group:** Set to the hunt group type to RSVP Hunt Group. This type is set automatically when at least one of the digital ports is assigned to the hunt group.
- **Circular Search Type:** Set the search type to Sequential and allocate the lowest B-Channel port first.

NOTE To avoid conflicts between inbound calls and outbound calls to MiCollab AM, start inbound ports from the lowest B-channel and outbound ports from the highest B-channel. To do this, set the parameter Circular Search Type to Sequential and allocate the lowest B-Channel port first, then the second, then the third and so on.

- **Authorized Camp on Calls %:** Set this parameter to zero.
- **Public Network COS:** Assign the same class of service to each digital VPS port. (The class of service allows you to enable/disable the MiCollab AM digital VPS ports to dial out.)
- **Directory Number Assigned to the Group:** Assign each MiCollab AM digital VPS port to the hunt group.

The following is a MiCollab AM Hunt Group Example:

```

Review/Modify: Hunt Group
Node Number (reserved)      : 4
Instance (reserved)         : 1
Directory Number             : 4899
Directory Name               : -----
Domain Identifier            : 0
Type of Hunt Group           + RSVP Hunt Group
Circular Search Type         + Sequential
Release After Timer          + False
Overflow Directory Number    : -----
Authorized Camp on Calls %   : 0

```

```

Connection COS ID                : 0
Public Network COS                : 2
Call Restriction COS             : 0
Unavailable Authorized            + True

Dir. No Assigned to the group
[ Add ] [Remove]      [ Next ] [Previous]

Dir. No Assigned to the group      : 4841
Dir. No Assigned to the group      : 4842
Dir. No Assigned to the group      : 4843
Dir. No Assigned to the group      : 4844
Entity Number                      : 40
Priority Group                     + False
CSTA Routing                      + False
Preempter                         + False
CUG List Number                   : -1
CUG Incoming Access               + False
Clip 4620 is acting set           + False

```

Programming the MWI Prefix Codes

Program MWI prefix codes in **Mgr/Prefix Plan** to allow MiCollab AM the ability to turn MWI on or off.

To program the Prefix Plan to turn on MWI

- **Number:** Enter the MWI code MiCollab AM dials to turn on MWI. (MiCollab AM dials this prefix followed by the subscriber's extension number to turn MWI on.)

NOTES

1. Write this number down so that you can refer to it later when configuring MiCollab AM. You must use this number to configure the Set MWI Dialing Template in the MiCollab AM Message Waiting Settings on the Integrations Options dialog box.
2. The value of Number is based on the customer's numbering plan.

- **Prefix Meaning:** Set this parameter to Local Features.
- **Local Features:** Set this parameter to Message Deposit. This parameter allows the PBX to turn on MWI for subscribers.

```

Review/Modify: Prefix Plan
Node Number (reserved)          : 4
Instance (reserved)             : 1
Number                        : *472
Prefix Meaning                + Local Features
Local Features                + Message Deposit

```

To program the Prefix Plan to turn off MWI

- **Number:** Enter the MWI code MiCollab AM dials to turn off MWI. (MiCollab AM dials this prefix followed by the subscriber's extension number to turn MWI off.)

NOTES

1. Write this number down so that you can refer to it later when configuring MiCollab AM. You must use this number to configure the Clear MWI Dialing Template in the MiCollab AM Message Waiting Settings on the Integrations Options dialog box.
2. The value of Number is based on the customer's numbering plan.

- **Prefix Meaning:** Set this parameter to Local Features.
- **Local Features:** Set this parameter to Switch off Message LED. This parameter allows the PBX to turn off MWI for subscribers.

```
Review/Modify: Prefix Plan
Node Number (reserved)      : 4
Instance (reserved)         : 1
Number                       : *482
Prefix Meaning               + Local Features
Local Features               + Switch off Message LED
```

For analog stations, program the Local Features parameter as **Voice Mail Access**. This allows the user to access voice mail from an analog station.

- **Number:** Enter the number the user must dial to access voice mail from an analog station.
- **Prefix Meaning:** Set this parameter to Local Features.
- **Local Features:** Set this parameter to Voice Mail Access.

```
Review/Modify: Prefix Plan
Node Number (reserved) : 4
Instance (reserved) : 1
Number : *43
Prefix Meaning + Local Features
Local Features + Voice Mail Access
```

Programming the Subscriber Extensions and Mailboxes

Assign an extension and matching mailbox number to each subscriber extension number. The following parameters must be set under **Mgr/Users**:

- **Associated Set Number:** This number must be equal to the Voice Mail Dir. No. to ensure forwarding when a no-answer condition is routed to MiCollab AM.
- **Voice Mail Directory Number:** This is the MiCollab AM Subscriber mailbox number assigned to each MiCollab AM user.

- **Message LED:** Set this parameter to True to allow MWI on analog stations. This parameter pertains to analog stations only; it does not pertain to digital sets

```
Review/Modify: Users
Node Number (reserved)      : 4
Directory Number            : 4820
Directory name               : Test
Directory first name        : 5
Location node               : 4
Shelf Address               : 1
Board Address               : 5
Equipment Address           : 0
Set Type                    + ANALOG
Entity Number               : 40
Associated Set No.          : 4899
Voice Mail Dir. No         : 4899
Voice Mail Type             + 4620 (VPS)
Message LED                 + True (Analog station only)
```

Completing the OmniPCX Programming

Verify that the PBX programming is correct by using the print command related to each executable command.

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 **Alcatel-Lucent Enterprise**.
 - d From the **Model** dropdown list, select **OmniPCX 4400** or **OmniPCX Enterprise Communication Server**.
 - e From the **Integration Type** dropdown list, select **T1 FXS VPS**.
- 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 following options:
 - a In the **Local Integration Settings** section, select **Inband Integration Numbering Plans**.

Verify that the **Station Number Ranges** and **Trunk Number Ranges** are correct. Adjust the values if necessary.
 - b In the **Local Integration Settings** section, select **Message Waiting Settings**.
 - In the **Set MWI Dialing Template** and **Clear MWI Dialing Template** fields, enter the codes you programmed previously in the section, [Programming the MWI Prefix Codes](#).

For example:
*472X to Set MWI, and *482X to Clear MWI. You must follow the prefix code with an X, which represents the subscriber's extension number.
 - c 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 For the **Incoming Hunt Mode** value, select **Terminal**.
 - c In the **Hunt Group Access Code** field, enter the value you configured previously in the section, [Programming the Hunt Group for MiCollab AM Ports](#). This is the pilot number that users dial to reach MiCollab AM.
 - 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, configure callouts for the application. For information on configuring callout settings, see the topic *Configuring Callout Settings*, in the online help system.
- 12 Click **OK** to save all changes.

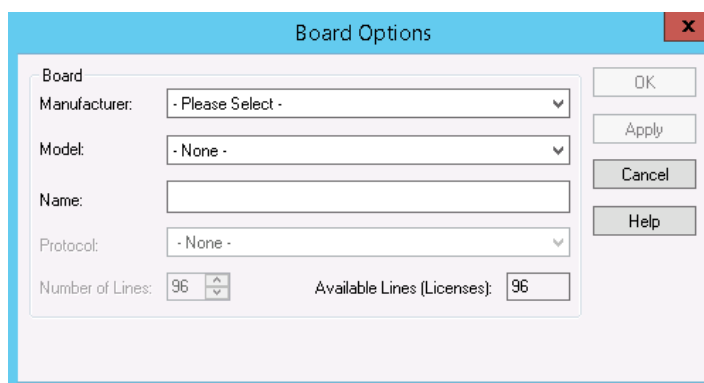
Configuring Existing MiCollab AM for the Integration

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 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 **Alcatel-Lucent Enterprise**.
 - b From the **Model** dropdown list, select **OmniPCX 4400** or **OmniPCX Enterprise Communication Server**.
 - c From the **Integration Type** dropdown list, select **T1 FXS VPS**.
 - 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 following options:
 - a In the **Local Integration Settings** section, select **Inband Integration Numbering Plans**.

Verify that the **Station Number Ranges** and **Trunk Number Ranges** are correct. Adjust the values if necessary.
 - b In the **Local Integration Settings** section, select **Message Waiting Settings**.
 - In the **Set MWI Dialing Template** and **Clear MWI Dialing Template** fields, enter the codes you programmed previously in the section, [Programming the MWI Prefix Codes](#).

For example:
*472X to Set MWI, and *482X to Clear MWI. You must follow the prefix code with an X, which represents the subscriber's extension number.
 - c 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 **Terminal**.
 - c In the **Hunt Group Access Code** field, enter the value you configured previously in the section, [Programming the Hunt Group for MiCollab AM Ports](#). This is the pilot number that users dial to reach MiCollab AM.
 - d Click **OK**.
- 10 In **MiCollab AM Configuration**, verify that the telephone system is properly added and configured in the **Switches**, **Switch Sections**, and **Integrations** tabs.
- 11 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.