

MiCollab Advanced Messaging 9.4
ROLM 9751 9005 D/42 or D/82
Digital Station Emulation
Integration Technical Note

For version 9.4 and above

Notice

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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 ROLM 9751 telephone system.

This document describes how to integrate MiCollab AM with a ROLM 9751 telephone system 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 RP400 telephone stations; the D/42 emulates four such extensions, the D/82 emulates eight extensions. These RP400 extensions provide DTMF signaling and voice communication between MiCollab AM and the ROLM. The linecard reads the calling-party and called-party information that would appear on its LCD display if it were an actual RP400 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.

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>
Spare Parts Documentation	<i>Dialogic PCI Express and Euro PCI Express Linecards Installation and Replacement</i>
Spare Parts Documentation	<i>Dialogic PCI and Euro PCI Linecards Installation and Replacement</i>
Online help	MiCollab AM online help system

Features Supported by this Integration

The following tables list the features supported using the ROLM 9751 Digital Station Emulation Integration.

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

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

Table 3. Integration features supported for ROLM 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/DDI	No	
End-to-end DTMF, attendant console	Yes	
End-to-end DTMF, proprietary telephones	Yes	
Fax Tone Detection	Yes	Note 1
Internal calling party ID for reply	Yes	
Live record, integrated	No	
Live reply to sender	Yes	
Message notification callouts	Yes	
MWI, set/clear	Yes	
MWI, inband/outband	Inband	
Networking, analog	Yes	

Feature	Supported	Notes
Overflow from MiCollab AM to attendant	Yes	
Overflow to MiCollab AM from attendant	Yes	
PBX-provided disconnect signaling	Yes	
Revert to operator from personal greeting	Yes	
Transfers, blind	Yes	
Transfers, confirmed	Yes	
Transfers, fully supervised	Yes	
Transfers, monitored	Yes	
Trunk ID for call routing	Yes	

NOTE Requires separate industry-standard analog lines.

Critical Application Considerations

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

- All Dialogic D/42 and D/82 configurations have a twelve-card limitation per Call Server. The total quantity of ports that can be installed per server as a result of this limitation varies between 48 and 96; depending on how many of the Dialogic cards installed in the server platform are D/42 cards.
- The port connections on the D/42 and D/82 cards are polarity-sensitive. The Dialogic service may fail to initialize the ports on these cards if the polarities of the PBX connections are reversed. Terminate all station wiring as shown in the section, [Installing the Dialogic D/42 or D/82 Physical Interface](#), later in this document.
- The Dialogic Configuration Manager defaults the PBX switch type as Norstar. You must select the correct PBX switch type, Siemens_Rolm, prior to starting the Dialogic service.
- The **Lines** tab must have the correct extension numbers specified in each line.
- Station numbers cannot use 0 as the leading digit. Non-numeric DTMF tones cannot be used as any character in a station number. The maximum length of a station number is ten digits.
- If you plan to use supervised transfers (T-type), we recommend installing the Music on Hold (MOH) feature on the telephone system to assure callers of proper call handling and system operation. Otherwise, callers being transferred to a station by MiCollab AM will experience a period of silence and might misunderstand what is happening to their calls.
- Telephone numbers in the name fields of either subscriber stations or MiCollab AM ports prevent forwarded calls to MiCollab AM from integrating correctly.
- PBX stations that support the Dialogic D/42 and D/82 cards cannot be configured as automatic call distribution (ACD) stations. MiCollab AM 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

- ROLM CBX, ROLM 9751 9005
- One RP400 port for each MiCollab AM port to be integrated

MiCollab AM Requirements

- Properly configured system server platform running Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), Windows Server 2019 (Server with Desktop Experience), or Windows Server 2022 (Server with Desktop Experience)
- MiCollab AM version 9.4 – consult the Mitel Connect web site for the current software patches and service pack information.
- Mitel software key diskette or feature file with the ROLM 9751 9005 SW Dialogic D/82 RP400 set emulation integration enabled
- One Dialogic D/42JCT-U or D/82JCT-U port for each MiCollab AM voice port to be integrated
- One Dialogic D/82-U-specific PBX interface cable assembly for each
- Dialogic D/42JCT-U or D/82JCT-U card
- Uninterruptible power supply (UPS) and surge protection device (recommended)

Programming the Telephone System

Follow the recommendations and programming examples in this section to program the ROLM telephone 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 information on programming and installing the ROLM telephone system, refer to the *ROLM Configuration Manual*.

Programming the MiCollab AM Ports as RP400 Stations

Program each MiCollab AM port as an RP400 station. The following is an example of an RP400 port program record.

```
COMMAND:CREATE EXTEN
EXTEN #:3101

                                FORWARD  ON
                                BSY RNA DND
                                SYSTEM    FORWARDING
EXTN  TYPE COS TARGET 1 TARGET 2 TARGET 3 TARGET 4 I E I E I E RINGDOWN
-----
3101  EXT  1

NAME
CallXpress
```

Programming the Class of Service for MiCollab AM Ports

Program a unique class of serve (COS) for each MiCollab AM port. The following is an example of the COS programming for MiCollab AM ports.

```
COMMAND:CREATE
NOUN: COS_NUMBER 1
FEATURES ASSIGNED TO COS 1
  A A C C C C C D D D E I N N P S S S S T T V C W E
  C P F F M O S C N T O N F O R A P S Y R T D A N P
  B V E I P F F P D S V T L H V V D O C M T C D K L
  - - - - -
DS   N Y N N N N N N N N N N Y N N N N N N N N N N
```

	F A C		T R Q		E X H S
	N		F T		E
	A		R R		X
	C		A Q		H
	-		- -		S
DS	N	DS	N N		-
				DS	N

	E X T L		M A N M
	E		M
	X		A
	T		N
	L		M
DS	N	DS	N

MUSIC ON HOLD
CHANNEL

DS 1

INTERCOM BLOCKING SECTION: COS'S THAT CAN BE CALLED BY COS 1

	ALL
	SAME VALUE
DS	Y Y

Programming the Button Table for MiCollab AM Ports

Program a unique button table for the MiCollab AM ports. Fields in boldface are critical to the integration.

To program each MiCollab AM port:

- 1 Create a button table for the MiCollab AM ports. The type of layout must be 400.
- 2 Define Feature Key 09 as the **Line** key.
- 3 Define Feature Key 30 as the **CNCT** key.
- 4 Define Feature Key 37 as the **MWCTR** key.
- 5 Define Feature Key 38 as the **Transfer** key

The following is an example of the RP400 button table layout for MiCollab AM ports.

```

COMMAND: CREATE
NOUN:BUTTON
Type of layout? 400
Button Table Number:3

PHONE
TYPE      TABLE #
400      3

BTN FEAT INDX BTN FEAT INDX BTN FEAT INDX BTN FEAT INDX

```

```

-----
1  REPD  1  11  REPD  9  21              31
2  REPD  2  12  REPD 10  22              32
3  REPD  3  13  REPD 11  23              33
4  REPD  4  14  REPD 12  24              34
5  REPD  5  15  REPD 13  25              35
6  FLASH          16  REPD 14  26          36  SPKR
7  REPD  7  17  REPD 15  27          37  MWCTR
8  REPD  8  18  REPD 16  28          38  XFER
9  LINE  1  19  REPD 17  29
10 HOLD          20  SET              30  CNCT

```

Programming the RP Record for MiCollab AM Ports

Create an RP record for each MiCollab AM port and assign the extension number and the button table previously created to each PAD. The PAD must be a physical port of an RP400 circuit card. The following is an example of RP programming.

```

COMMAND:CREATE
NOUN:RP
PAD:010115

```

```

          D V          S
          A M          P
      RLID    T O REF  TBL BUZZ          K D
PAD  TYPE    A D NO.  NO. INTERCM VOICE C R T EXTN 1  R MW BI
-----
01/010115    RP400          N RL 0    3          Y N 3101    Y N Y

```

Programming the MiCollab AM Hunt Group

Program a hunt group for the MiCollab AM ports using an easily remembered number that subscribers use to call MiCollab AM. Define any overflow parameters to the attendant or other designated location. The following is an example of HD_Group programming.

```

COMMAND:CREATE HD_GROUP
PILOT #:3100

```

```

PILOT  GROUP GROUP      FWD/BUSY
NO.    NO.  TYPE COS  C  NUMBER  COMMENTS
-----
3100   2    H    0  E  5000    CallXpress

EXTN   EXTN   EXTN   EXTN   EXTN   EXTN   EXTN   EXTN
-----
3101   3102   3103   3104   3105   3106   3107   3108

```

Programming Subscriber Extensions for Voice Mail

Program subscriber telephones to forward to the MiCollab AM hunt group pilot number on Ring No Answer and Busy conditions.

The following is an programming example of subscriber telephone modification.

```
COMMAND:MODIFY EXTEN
EXTEN #:3690

                                FORWARD  ON
                                BSY RNA DND
                                SYSTEM    FORWARDING
EXTN TYPE COS TARGET 1 TARGET 2 TARGET 3 TARGET 4 I E I E I E RINGDOWN
-----
3690 EXT  2    3100                                1 1 1 1 1 1 - - -

NAME
Paul Petzoldt
```

Program a message-waiting button to the button table for subscriber telephones. The following is an programming example of button table modification.

```
COMMAND: MODIFY
NOUN:BUTTON
Type of layout? 400
Button Table Number:2

PHONE
TYPE      TABLE #
400        2

BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX
---
1  MSGWT      11          21          31  DND
2   SET       12          22          32
3  REPDL 1    13          23          33
4  REPDL 2    14          24          34
5  REPDL 3    15          25          35
6              16          26          36  SPKR
7  LINE  3    17          27          37
8  LINE  2    18          28          38  XFER
9  LINE  1    19          29
10 HOLD      20          30
```

Program subscriber telephones to call MiCollab AM when their message-waiting button is pressed. Use the station speed number (SSPN) code to program this button. Index 0 must be used. The default SSPN code is ##3. To verify this code on your PBX, type the following command:

LIST Feat_Code SSPN.

To program the MWI button:

- 1** Go offhook on the telephone.
- 2** Press the **MWI** button.
- 3** Dial **##3** (SSPN code) + **0** (Index 0) + **3100** (MiCollab AM hunt group pilot).

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 linecard. Table 4 shows the wiring connections for the RP400 digital stations. The stations connect to the even numbered pairs only. For additional information about installing the linecard, refer to the spare parts document shipped with the linecard.

Table 4. Dialogic D/82 Wire Cut Down

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

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

Programming Dialogic Configuration Manager

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

IMPORTANT If this is an existing MiCollab AM system with a previous version of Dialogic software installed, you must remove it and any Dialogic point release software before you install MiCollab AM version 9.4 and Dialogic System Release 6.0 update 241 on the Call Server platform. If the MiCollab AM version 9.4 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, go to **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 **Siemens_Rolm** 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 **Rolm**.
 - d From the **Model** dropdown list, select **9751 9005 SW**.
 - e From the **Integration Type** dropdown list, select **Dialogic D/82 RP400 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, make any changes to the default settings your site requires.
- 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 In the **Incoming Hunt Mode** field, enter the mode for this integration.
 - c In the **Hunt Group Access Code** field, enter the hunt group access code you configured previously in the section [Programming the MiCollab AM Hunt Group](#). This is the pilot number that users dial to reach MiCollab AM.
 - 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 **Rolm**.
 - b** From the **Model** dropdown list, select **9751 9005 SW**.
 - c** From the **Integration Type** dropdown list, select **Dialogic D/82 RP400 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, make any changes to the default settings your site requires.
- 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.
 - c** In the **Hunt Group Access Code** field, enter the hunt group access code you configured previously in the section [Programming the MiCollab AM Hunt Group](#). This is the pilot number that users dial to reach MiCollab AM.
 - 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.