

Mitel MiContact Center Enterprise

OPEN APPLICATION SERVER
HARDWARE INSTALLATION INSTRUCTION

Release 9.5 SP2



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Open Application Server Hardware Installation Instruction
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OVERVIEW

This document describes the following topics in detail:

- Connecting the CTI Server
 - Connecting the CTI (ApplicationLink) Server to the MX-ONE Telephony switch (TSW)
 - Connecting the CTI Server to MX-ONE Telephony Server (TSE)
 - ApplicationLink (CSTA Phase - I)
 - X-LINK(CSTA Phase - III)

CONNECTING THE CTI SERVER

CONNECTING THE CTI SERVER TO THE MX-ONE TELEPHONY SWITCH

The communication link between the MX-ONE Telephony switch and the ApplicationLink Server(s) is provided via the Local Area Network (LAN). This is accomplished with a logical TCP/IP connection between the Application Link Server(s) and one or more NIU boards in the MX-ONE Telephony switch. The NIU board must be connected to the same LAN as the CTI Server. For optimum performance, it is recommended that one NIU board will be installed in every LIM that contains any object related to the Application Link Server (that is, any telephone device or ACD/CTI group). This will distribute the load among the LIMs.

CONNECTING THE CTI SERVER TO MX-ONE TELEPHONY SERVER

CONNECTING THROUGH APPLICATIONLINK (CSTA PHASE - I)

The communication link between the MX-ONE Telephony server and the ApplicationLink Server is provided through the Local Area Network (LAN). This is accomplished with a logical TCP/IP connection between the ApplicationLink and Telephony Server.

CONNECTING TO CSTA PHASE - III CALL CONTROL SERVER, X-LINK

Open Application Server can be connected to X-LINK via Local Area Network (LAN) over TCP/IP.



Note: If OAS is configured to connect to X-LINK, ApplicationLink Server cannot be configured, or the other way around.

Refer to document OAS Software Configuration, 1/1543-FAS10455, for details on how to configure the OAS CTI server.



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