

# MiVoice MX-ONE

Example Configuration of MiCollab with MX-ONE - Installation and Configuration Instruction

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# Introduction

This document contains an example of basic installation and configuration of the MiCollab application server for integration with MiVoice MX-ONE.

# Prerequisites

- Configure MX-ONE for MiCollab integration (see MX-ONE integration chapter in MiCollab Customer Documentation).
  - Configure PBX group and members in MX-ONE to be used for AWW.
  - Configure SIP trunk in MX-ONE using profile NuPoint (remember to use remote port=5058).
  - Configure csta link in MX-ONE.
- Used numbers and IP address in the examples:
  - Attendant number in MX-ONE: 09
  - MX-ONE IP address: 192.168.222.100
  - Internal number serie:4xxxx
  - Internal number length: 5 digits
  - NuPoint: Access number: 6001
  - Lines to NuPoint VoiceMail: 15
  - Lines for NuPoint MWI: 1
  - Lines for outgoing calls from NuPoint: 4
  - AWW Access number: 8003
  - Number of ports AWW: 3
  - SIP Port Extension numbers for AWW: 8004,8005,8006

# OVA Deployment Installation

Do as follows:

Deploy the MiCollab .ova file:

- 1) Start the virtual machine.
- 2) Open the console interface.
- 3) Choose keyboard.
- 4) Restore from backup - no.
- 5) Set Administrator's password (this is the same for both root and admin user).
- 6) Select Timezone - (e.g. CET).
- 7) Enter primary domain - (e.g. mydomain.com).
- 8) Enter system name - (e.g. micollab).
- 9) Select only eth0 - just now no WAN should be enabled.
- 10) Type the IP address of the server.
- 11) Type the netmask.
- 12) Do not configure IPv6.
- 13) Do not configure eth1.
- 14) Do not configure another local network adapter.
- 15) Type the default gateway for the server.
- 16) Type the IP address of the corporate DNS .
- 17) Select the corporate DNS for DNS resolution.
- 18) Wait for the configuration to be activated.
- 19) Enter ARID and IP address (Important use correct address) of the FMC and then select PBX type.
- 20) Login through the console interface as admin.
- 21) Select 9. Manage Trusted Networks.
- 22) Select 2. Add IPv4 trusted network.(e.g the internal corporate ip network segments).
- 23) Enter the subnetmask.
- 24) Enter the router to use for the trusted network - normally the same router as for the server.
- 25) Select Next, then Back to the menu.
- 26) Login to <https://<fqdn>/server-manager> with admin and password configured during installation.

# Configuration of MiCollab

In the main window and from the left menu you administrate the configuration of the MiCollab, see below. Complete all configurations before start using PM to deploy users.

**Figure 1:** Main window

**Mitel | MiCollab** admin@micollab01

**Applications**  
 Users and Services  
 Audio, Web and Video Conferencing  
 MiVoice Border Gateway  
 NuPoint Web Console  
 MiCollab Client Service  
 MiCollab Client Deployment  
 Licensing Information

**ServiceLink**  
 Install Applications  
 Status

**Administration**  
 Web services  
 Backup  
 View log files  
 Event viewer  
 System information  
 System monitoring  
 System users  
 Shutdown or reconfigure  
 Virtualization

**Configuration**  
 Integrated Directory Service  
 MiCollab Client Integration Wizard  
 MiCollab Settings  
 MiCollab Language  
 Video Settings  
 Networks  
 E-mail settings  
 Google Apps  
 DHCP  
 Date and Time  
 Hostnames and addresses  
 Domains  
 IPv6-in-IPv4 Tunnel  
 SNMP  
 Ethernet Cards  
 Review configuration

**Security**  
 Remote access  
 Port forwarding  
 Web Server Certificate  
 Certificate Management

**Miscellaneous**  
 Support and Licensing  
 Help

**Licensing Information**  
 This page displays details about user licensing for your applications. "Currently used" totals displayed in red indicate that you have assigned some services for which you are not currently licensed. Reseller.

**Unified Communications and Collaboration (UCC) Bundles**

Bundle	User Licenses	Currently used
UCC Basic User for Enterprise (V4.0)	5000	0
UCC Entry User for Enterprise (V4.0)	100	1
UCC Premium User for Enterprise (V4.0)	100	1
UCC Standard User for Enterprise (V4.0)	100	1

**Application User Totals**

Application	User Licenses	Currently used
<b>Audio, Web and Video Conferencing</b>	10000	2
<b>NuPoint Unified Messaging</b>	302	5
<b>Teleworker</b>	450	0
<b>MiCollab Client</b>		
Console	0	0
Deskphone	200	2
Mobile	200	2
Softphone	200	2

MiCollab 7.0.0.51  
 Mitel Standard Linux 10.3.26  
 OVA 7.0.0.51  
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## Menu: Service Link

- Select Service Link and then Status.
- If you have not entered your ARID (Service account id) during the initial installation then enter it now together with the ip.address of the FMC.

**NOTE:** If you have not selected the PBX during the initial installation, go to ServiceLink/Install Applications/Install Applications - select the PBX type and Next.

## Menu: Configuration

- Select and start the MiCollab Client Integration Wizard.
- Select MiCollab Language Settings and set the System Language and Other NuPoint UM Prompt.
- Select E-mail settings. If required, configure settings for outbound SMTP server and userid.

## Menu: Security

- Select Remote Access. If required, change Secure Shell Settings to allow SSH access for later diagnostics.

## Menu: Administration

- Select System Users. For the account micollab api. select Reset password and enter a new password. You will require this user account and password when configuring the MiCollab subsystem in PM.

## Menu Application

Menu application options are discussed in this section.

### Option: Users and Service

Select User and Services and then configure following options:

- Option: Network Element
  - a) Select Add.
  - b) Type =MiVoice MX-ONE
  - c) System Name= <my Mxone>
  - d) IP Address = 192.168.222.100
  - e) Call Forward Destination Number = 6001
- Option: User templates
  - Select Add.

*Create customer roles templates from available default templates. It's done by selecting wanted default template, creating a copy of it and save with a new name. Edit the created customer templates for Entry, Premium, Standard and Standard - Mobile.*
  - Entry
    - Select TUI Passcode. TUI Passcode = Same as Primary Phone Extension (can only be used if extension length is 4 digits or more). TUI Passcode = Use this value = 4-10 digits (if extension length is less than 4 digits).



- Attendant Extension: 09
  - Message Waiting #1 = DTMF to PBX
- Premium
  - Password = Use this value = "Strong Password"
  - Select TUI Passcode
  - TUI Passcode = Same as Primary Phone Extension (can only be used if extension length is 4 digits or more)
  - TUI Passcode = Use this value = 4-10 digits (if extension is less than 4 digits)
  - Attendant Extension: 09
  - Message Waiting #1 = DTMF to PBX
- Standard
  - Password = Use this value = Enter a strong Password
  - Select TUI Passcode
  - TUI Passcode = Same as Primary Phone Extension (can only be used if extension length is 4 digits or more)
  - TUI Passcode = Use this value = 4-10 digits (if extension is less than 4 digits)
  - Attendant Extension: 09
  - Message Waiting #1 = DTMF to PBX
- Standard - Mobile
  - Password = Use this value = Enter a strong Password
  - Select TUI Passcode
  - TUI Passcode = Same as Primary Phone Extension (can only be used if extension length is 4 digits or more)
  - TUI Passcode = Use this value = 4-10 digits (if extension is less than 4 digits)
  - Attendant Extension: 09
  - Message Waiting #1 = DTMF to PBX

## Option: MiCollab Client Service

Select MiCollab Client Services and then Configure MiCollab Client Services. Configure following options.

### PBX Nodes.

- Select the PBX Node and configure.
- Set length: 5 ( internal number length in the MiVoice MX-ONE).

### Enterprise

- Select Enterprise and then Default Account Settings.
- Select appropriate Country from the drop-down list

## Option: Audio, Web and Video Conferencing

Select Audi, WEB and VIDEO conferencing and configure following options.

### Configure SIP Server

- Select Add and configure, MX-ONE SIP Server Configuration.  
*Extension first: 8004*  
*Extension last: 8006*
- SIP password: 8003 (if authorization code is set to 8003 in MX-ONE for the extensions 8004-8006)
- SIP Domain: mydomain.com (domain of MX-ONE)
- IP Address: 192.168.222.100
- SIP Port: 5060

### Web Conferencing Settings

- Select and configure Web Conference Name.
- Web conferencing Name: micollab.mydomain.com

### System Options

Select and configure System Options:

- Platform - MiVoice MX-ONE
- Dial -in phone number 1: 8003 (Internal number to AVW)
- Dial - in Phone Number 1 Label: internal
- Dial-in Phone number 2: 8468003 (corporate number to AWV)
- Dial- in Phone number 2 Label: corporate
- Dial -in number 3 +4684428003 (Public number to AWV)
- Dial- In Phone number 3 Label: Public
- Webserver admin E-mail system.admin@mydomain.com
- Generate Alert E-mail system admin@mydomain.com
- Prompt for Access Code first: Enable checkbox
- Allow HD Video Resolutions: Enable checkbox
- Prompt to extend conference 5 minutes prior to its end time: Enable checkbox

## Option: NuPoint Web Console

Select and NuPoint Web Console and configure following options

### Offline Configuration

Select Offline configuration/Edit Offline configuration and Duplicate Active Configuration - yes

Then select and configure following items:

- 1) Network Elements/Add
  - a) Type = SIP GATEWAY
  - b) Name = Mxone
  - c) IP Address = 192.168.222.100
  - d) Number of Ports = 20
- 2) Dialers (Pagers) (for Request playback call feature in UCA client) and select:
  - a) Add a "dialer"
  - b) Number: Select Next Available
  - c) Enter a name - Dialer
  - d) Acces code: T
  - e) Hold Time : 20
  - f) Add
- 3) Line Groups/Add
  - a) Add a line group for Voicemail connection:
    - Line Group Number = 1
    - Name = VoiceMail
    - Application = NuPoint Voice
    - User Interface = NuPoint Voice
    - Lines/Add
    - Line Triplet - next Available
    - Number of lines = 15
    - PBX = MX-ONE
    - Mapping = 1 (0 must not be used, see Online help - "add at Line Group)
    - "Save"
    - Pilot Number = 6001
    - Dialling Plan
    - Length of extensions starting with...
    - 4 = 5 digits
    - Voicemail
    - System Attendent's extension = 09
    - Save
  - b) Add a line group for Message Waiting indication:
    - Line Group Number = 2
    - Name = MWI
    - Application = DTMF to PBX Dialler
    - User Interface = NuPoint Voice

- Lines/Add
- Line Triplet - next Available
- Number of lines = 1
- PBX = MX-ONE
- Mapping = 16
- Add
- Pilot number = 6001
- DTMF to PBX Dialler/DTMF to PBX Dialer
- Pre-DN On Dial String = 1
- Pre-DN Off Dial String = 0
- Save

c) Add a line group for Outgoing calls from NuPoint:

- Line Group Number = 3
- Name = Outgoing Dialler
- Application = Outbound (Pager) Dialer
- User Interface = NuPoint Voice
- Lines/Add
- Line Triplet - next Available
- Number of lines = 4
- PBX = MX-ONE
- Mapping = 17
- Add
- Pilot number = 6001
- Save
- Dialling Plan
- Length of extensions starting with...
- 4 = 5 digits
- Select the Dialer(Pagers) created in step b) by selecting the checkbox
- Save

4) Select Commit Changes and Exit and then Activate.

### Active Configuration/Line Groups

- Select Active Configuration/Line groups and then Edit line group for Voicemail (Linegroup 1)
- Check that Prompt Language 1 is set to default (Do not change this).

### Class of service Feature COS/14. MAS

- Select Class of Service/Feature COS and then Edit FCOS number 14 (MAS)
- Enable checkbox for:

- 051 Do not switch language for outside callers
- 218 Passcode NOT needed on direct calls
- 263 Store Caller Line Id as a phone or mailbox number
- 264 Play outside caller user interface (with FCOS bit 280)
- 280 Enable CLI Outside caller interface (with FCOS bit 264)

# Test Access to AWV and NuPoint

- Call Voice Mail (access number 6001). Get Welcome message.
- Call to AWV (access number 8003). Get prompt to enter conference code.

