

MiCollab Advanced Messaging Simplified Message Desk Interface Integration Technical Notes

For version 9.1 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 who are familiar with MiCollab AM procedures and terminology. It also assumes that you are familiar with the features and functionality of the Simplified Message Desk Interface.

This document describes the Simplified Message Desk Interface (SMDI) used to integrate MiCollab AM with specific telephone systems. The SMDI integration is an outbound data link integration.

Originally used with Centrex, SMDI is now an industry-standard protocol that supplies calling and called-party identification, as well as message-waiting indicator (MWI) set and clear functions through an RS-232 data link. The RS-232 interface sends calling and called-party information to MiCollab AM. Analog single-line stations carry voice and DTMF signaling between the caller and MiCollab AM.

When a call is sent to MiCollab AM, the PBX or Centrex office sends an accompanying data packet with call-type information over the RS-232 serial connection to MiCollab AM. The data packet is matched with the associated ringing voice mail port and MiCollab AM answers the call with the appropriate dialog.

The industry standard SMDI integration is used to integrate with various telephone systems through third-party OEM gateways that interface between the telephone system and MiCollab AM. These gateway devices are protocol converters—they emulate digital telephones of the PBX, capture the digital display information and convert it to the SMDI protocol before sending the call and the data packet to MiCollab AM.

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

For specific information about SMDI, see the *Simplified Message Desk Interface* technical reference produced by Telcordia® Technologies, formerly known as Bell Communications Research (Telcordia part numbers GR-283 and TR NWT-000283-SUP01).

Features Supported by this Integration

The following tables list the features supported using the SMDI integration.

IMPORTANT PBX telephone systems that use the SMDI interface to integrate with MiCollab AM are numerous, so the supported features may vary from one PBX manufacturer to another. Tables 1 and 2 show the features supported by the Bellcore SMDI interface and may not necessarily represent the features supported by every PBX manufacturer.

Table 2. Call forward to personal greeting support for 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 SMDI

Feature	Supported	Notes
Automatic subscriber logon	Yes	
ANI/CLI	Yes	
Announce Busy greeting on forward busy calls	Yes	
Call screening	Yes	
Caller queuing	Yes	
DNIS	Yes	
End-to-end DTMF, attendant console	Yes	
End-to-end DTMF, proprietary telephones	Yes	
Fax ports	Yes	Note
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, inbound/outbound	Outbound	
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
Transfers, confirmed	Yes
Transfers, fully supervised	Yes
Transfers, monitored	Yes
Trunk ID for call routing	No

NOTE Requires separate analog ports or a separate fax server.

Critical Application Considerations

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

- The correct Message Desk terminal number must be assigned to each integrated port for all SMDI integrations. The integration does not function if these entries are incorrect. Assign terminal numbers using the **Lines** tab. Do not enter the actual extension numbers of the ports in this tab; instead, enter their associated terminal numbers. The terminal numbers must be consecutive, starting with port 1.

NOTE Some SMDI applications deviate from the Bellcore specification by requiring the extension number instead of the Message Desk terminal number. If the SMDI packet of your application contains the extension number of the port and not the message desk terminal, then use the extension number when configuring MiCollab AM.

- Station numbers cannot have a 0 as the leading digit. Non-numeric DTMF tones cannot be used as any character in the station number. The maximum length of a station number is 10 digits.

Centrex

- A special full-duplex 4-wire leased line modem (Bell 202-T) is required to connect to a Centrex CO switch. In the United States, the telephone company does not provide this modem. The telephone company's demarcation for this dedicated 4-wire data circuit is an RJ45 USOC jack. The modem connects to the telephone company's RJ45 and to MiCollab AM via a standard 25-conductor RS-232 cable (which you must supply).
- Central office connections using 3A translators and the D channel of an ISDN circuit to provide SMDI or the SMDI compatible simplified message service interface (SMSI) to the customer site still require a 202T modem for the final connection to the MiCollab AM serial port.
- Standard asynchronous modems (the type used with most PCs) cannot be used for this purpose, even if they claim to be leased line or 4-wire compatible. The data connection from the central office requires a Bell 202-T modem. You can obtain a Bell 202-T modem at specialty electronics retailers. It is also available as a special-order item through Graybar Electric and Wyle Distributors. Ask for Motorola stock #62025197, Leased Line Modem, Bell 202-T. If you cannot find this modem locally, you can order it directly from Motorola. Call 847-240-7700 for ordering information. The RS 232 cable can be purchased at any computer store.

NOTE If the 202-T modem fails, the integration stops working. Since this type of modem is not widely available, you may want to keep a spare on hand.

IMPORTANT Some central office switches automatically disable the dedicated data circuit if the Bell 202-T modem on the customer premises is turned off or disabled for a length of

time. In some cases, a telephone company engineer must manually initiate a new connection when this happens. For this reason, it is a good idea to use a UPS and connect the Bell 202-T modem to the UPS. Also, do not turn the Bell 202-T modem off. If you need to isolate MiCollab AM from the Bell 202-T modem for any reason, disconnect the RS-232 cable from MiCollab AM and leave the modem turned on and connected to the dedicated data circuit.

- It is good practice to determine the telephone company representative's name and telephone number to contact in case of trouble with the dedicated data circuit. Most telephone companies consider these circuits to be private data lines, even though the near end is the central office switch. Determining how to report trouble on this circuit ahead of time saves time if problems do occur.
- While some NT DMS100 Centrex switches provide MWI lamps, but depending on the distance from the central office, most central offices do not provide the capability for using lamps as an MWI. Instead, they offer stutter dial tone as MWI. Check with your local CO for specific information regarding their MWI capabilities.

NOTE Some central offices do not support MWI.

- With 5ESS COs only, make sure that Ground reference is set to Yes in the CO programming.
- Music on hold (MOH) is not generally available with Centrex. Therefore, callers hear silence while supervised (T-type) transfers are in progress. Blind transfers are recommended.

Serial Integrations in a Multi-Box Call Server Environment

In a multi-box environment, it is possible that a single serial link connection may need to service two or more Call Servers. The serial link can be terminated on any Call Server or System Server with Call Services within the system. The data is distributed to the correct Call Server or Call Servers through the network interface of the MiCollab AM system.

- Use the **Link Integration Mode** parameter on the **Integration Options** dialog box of the server to configure each server in the system as:
 - Normal – the serial link is connected to this server's COM port, and is not passing serial data through the network to other Call Servers
 - Link Client – The serial link is connected to another server in the system and is receiving integration data through the network
 - Link Server – The serial link is connected to this server and is passing serial data through the network to other Call Servers
 - MWI Only – The server is only sending/receiving MWI data to the switch
- If you are terminating the serial link at the System Server, the System Server must have Call Services enabled. It is not required to have lines enabled on the System Server.
- If you use the System Server to perform only MWI operation for the integration, the System Server must have Call Services enabled. It is not required to have lines enabled on the System Server.

- To send serial data independently to multiple Call Servers in the system, use the Perle IOLAN DS1™ and TruePort™ software to configure each participating server in the system. See *the Installing the Perle IOLAN DS1 Serial to Ethernet Converter* spare parts document for information on the DS1 device and installation instructions.

Installation Requirements

Review this section before performing any of the procedures described. To install this integration successfully, you must meet the installation requirements listed for both the telephone system and MiCollab AM.

Telephone System Requirements

- One fully operational SMDI serial link connected to MiCollab AM
- One analog line for each integrated MiCollab AM voice port, or
- One T1 channel for each integrated MiCollab AM voice port

For Centrex

- One Centrex line for each integrated MiCollab AM voice port
- One fully operational 4-wire SMDI data link from the central office configured for the Centrex lines to be connected to MiCollab AM ports
- After service is established, the message desk number for the data link and the Centrex extension numbers for each integrated port (this information is supplied by the telephone company)
- One 4-wire external modem compatible with the Bell system 202-T protocol

IMPORTANT A standard data modem cannot be used.

- For the remote maintenance modem (if equipped), one CO line or one Centrex line

Telephone system requirements for third-party integrations using the SMDI interface vary from one PBX manufacturer to another. See the section, [Telephone System Requirements](#); of the related document for information on the PBX you are integrating with MiCollab AM.

MiCollab AM Requirements

- Properly configured system server platform running Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)
- MiCollab AM version 9.1 – consult the Mitel Connect web site for the current software patches and service pack information.
- Software key diskette or feature file with SMDI Integration enabled
- Be prepared to specify Centrex, or the PBX manufacturer and model, when ordering the integration.
- One Dialogic port or T1 channel for each MiCollab AM voice port to be integrated

- One available serial COM port

NOTE If you are using the Perle IOLAN DS1 device, you must install and configure the Perle TruePort virtual COM port on each server participating in the integration

- Uninterruptible power supply (UPS) and surge protection device (recommended)

Programming the Telephone System

Follow the recommendations in this section to ensure proper programming and configuration of the telephone system for the SMDI integration. The installing technician should be familiar with programming the telephone system. Refer to the appropriate documentation for information on programming the telephone system.

Centrex

Centrex is a central-office (CO) based set of features and services that provides PBX functionality to a customer location using standard POTS telephone wiring. Each Centrex extension is connected directly to the central office switch. Centrex is known by other names such as Centron® and ESSX®.

Centrex requires special programming in the central office for SMDI. Qualified telephone company personnel do the programming. Both the 4-wire dedicated data circuit and the corresponding Centrex stations are terminated on RJ14C jacks at the customer location. Contact the serving telephone company's representative for correct message desk and station number assignments.

For all SMDI integrations, it is important to document the station numbers and terminal numbers of all ports connected to MiCollab AM accurately. This information is used later to ensure that the ports are connected in the correct order.

Communicating with your PSTN Centrex Carrier

Centrex SMDI features are available from many telephone company central offices. The Customer Service Representative of your local telephone company can provide you with information regarding Centrex SMDI service in the central office that serves your company.

Once you have committed to a Centrex SMDI interface, the telephone company creates an order to have the service installed to your business location. In most cases, a service representative is assigned to your account, and further communication with the telephone company is done through this channel.

You must provide the telephone company representative with the following information.

- The FCC registration number of the MiCollab AM line card you are connecting to the Centrex lines
- The number of Centrex lines you want installed for your MiCollab AM system. One Centrex line is required for each MiCollab AM port.
- How you want the MiCollab AM lines to be terminated at your location.

For example:

Single-line POTS service or T1 channels to serve as MiCollab AM lines. Typically:

T1 lines are terminated on an RJ-45 at the telephone company demarcation.

POTs lines are terminated on an RJ-21x 66-block at the telephone company demarcation.

The 4-wire SMDI link is terminated on an RJ-45 jack at the telephone company demarcation.

NOTE The local telephone company typically refrains from installing inside wiring to device locations. You may need to contact an electrical contractor or telephone contractor to install the wiring and the required jacks for connecting MiCollab AM lines to the central office. If you are using T1, the local telephone company requires a channel service unit (CSU) between the central office and the far end termination (MiCollab AM).

- The lines serving MiCollab AM must be in a terminal hunt group.
- Subscriber extensions must forward to MiCollab AM on a Ring-No-Answer and Busy condition (Busy/No Answer). Forwarding can be hard-coded in the central office or subscribers can use access codes to change call forwarding conditions and destination targets. Mitel recommends you have the central office hard code the Busy/No Answer destination to MiCollab AM. Allow subscribers to change the All Call Forward condition and target destination from their telephone.

The local telephone company must provide you with the following information.

- The telephone numbers of each MiCollab AM line
- The location of the lines at the telephone company demarcation
- The hunt group number
- The Message Desk number
- The terminal number of each Centrex line serving MiCollab AM
- The specific type of 4-wire 202-type modem if different than the modem compatible with the Bell system 202-T protocol
- The feature codes for enabling/disabling call forwarding on subscriber telephones

PBX Telephone Systems Using the SMDI Interface

Various PBX telephone systems support the SMDI interface. The integration is the same although the audio interface may differ, depending on the telephone system you are integrating with MiCollab AM. Direct calls and forwarded calls to voice mail are directed to the pilot number of the MiCollab AM hunt group. The integration data is sent to MiCollab AM through the RS-232 interface and the caller is presented with the correct greeting.

Please refer to the documentation sources that cover the programming and installation of the SMDI interface for the telephone system you are integrating with 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 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 the first Message Desk terminal number of the first line.

NOTE SMDI requires a Message Desk terminal number, not the actual directory number. Typically, 0001 is the first terminal number.

- c From the **Manufacturer** dropdown list, select **Generic**.
- d From the **Model** dropdown list, select **Centrex**.
- e From the **Integration Type** dropdown list, select **SMDI serial port**.

IMPORTANT As previously stated, the SMDI interface is used by many PBX manufacturers and third-party manufacturers. Be sure to select the manufacturer that best matches the telephone system you are integrating with MiCollab AM.

- 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, verify that the following parameters correctly match the central office or PBX settings.
 - a In the **Local Integration Settings** section, select the **Communication Settings** view and verify that the parameters match the settings.
 - b Select the **Integration Specific Parameters** view and verify that **Message Desk number**, **Length of PBX Station Numbers**, and **Length of Extensions** are correct.

IMPORTANT If these values are not correct, the integrations will not function.

- 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 extension you configured previously in the section, [Programming the Telephone System](#), or the code that was configured by local Telco personnel. 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 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 **Board** tab, and then click the **Add** button. The **Board** 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 **Switch** tab and click the **Add** button. The **Switch Integration Data Setup** dialog box appears.
 - a From the **Manufacturer** dropdown list, select **Generic**.
 - b From the **Model** dropdown list, select **Centrex**.
 - c From the **Integration Type** dropdown list, select **SMDI serial port**.

IMPORTANT As previously stated, the SMDI interface is used by many PBX manufacturers and third-party manufacturers. Be sure to select the manufacturer that best matches the telephone system you are integrating with MiCollab AM.

- 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, verify that the following parameters correctly match the central office or PBX settings.
 - a In the **Local Integration Settings** section, select the **Communication Settings** view and verify that the parameters match the settings.
 - b Select the **Integration Specific Parameters** view and verify that **Message Desk number**, **Length of PBX Station Numbers**, and **Length of Extensions** are correct.

IMPORTANT If these values are not correct, the integrations will not function.

- 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 extension you configured previously in the section, [Programming the Telephone System](#), or the code that was configured by local Telco personnel. 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.

Configuring Subscriber Mailboxes for SMDI

Configure the SMDI prefix for all of the Subscriber mailboxes that belong to the SMDI Switch Section. You can use the Template Edit feature of the MiCollab AM Admin utility to modify the SMDI prefix field in a range of Subscriber mailboxes. Use the Devices tab of the Subscriber mailbox to assign extension numbers and SMDI prefixes.

SMDI Prefix

Apply the SMDI prefix to all extension devices assigned to Subscriber mailboxes that are within the SMDI Switch Section. Enter the SMDI prefix used to pad each device number in the extension category list to a valid packet length. This is necessary to form a standard SMDI data packet. For instance, if you are using a 7-digit SMDI packet and a 4-digit extension number, the SMDI prefix is 000 (where 0 is a prefix digit). For ANI, a 10-digit SMDI packet would require an SMDI prefix of 000000 for the same 4-digit extension number. All Subscriber mailboxes within the same Switch Section must have the same SMDI prefix length. This field cannot be blank unless the mailbox length matches the length of SMDI packet.

Extension Device Number Length

Apply the extension number length for all Device Types in the Extension category list of Subscriber mailboxes to all Subscriber mailboxes within the SMDI Switch Section. The Device Extension number field for each assigned extension must contain a number having the same length as the extension numbers of the telephone switch. This includes:

- Voice (All types)
- Operator (All types)
- Fax