

MiCollab Advanced Messaging

Siemens Hicom 300E D/42 or D/82 Digital

Station Emulation

Integration Technical Note

For version 9.1 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 Siemens Hicom 300E telephone system.

This document describes how to integrate MiCollab AM with a Siemens Hicom 300E 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 linecards emulate OPTIE12 digital telephone stations; the D/42 emulates four such stations, the D/82 emulates eight stations. These digital extensions provide DTMF signaling and voice communication between MiCollab AM and the Siemens Hicom 300e telephone system. The linecard reads the calling-party and called-party information that would appear on its LCD display if it were an actual OPTIE12 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 Siemens Hicom 300E D/42 or D/82 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
Do Not Disturb	Yes

Table 3. Integration features supported for Siemens Hicom 300E station set

Feature	Supported	Notes
Automatic subscriber logon	Yes	
<i>Announce Busy</i> greeting on forwarded calls	Yes	
ANI/CLI	Yes	
Call screening	Yes	
Caller queuing	Yes	
DNIS	No	
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, 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
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/82 configurations have a twelve-card limitation per Call Server platform. 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 D/42 or D/82 Physical Interface](#), later in this document.
- Dialogic Configuration Manager defaults the PBX switch type to Norstar. You must select the correct PBX switch type, Siemens_Hicom, before you start the Dialogic service.
- The **Lines** tab must have the correct extension numbers specified in each line.
- Do not program numeric characters or symbols in the subscriber name field of the PBX station programming.
- 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 10 digits.
- If you plan to use supervised transfers (T-type), we recommend installing the Music on Hold (MOH) feature 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.
- PBX stations that support a D/42 or D/82 card 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

- Siemens Hicom 300E Version 9006.5 SMR4 patch A or later
- One OPTIE12 station port for each integrated MiCollab AM port

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.
- Mitel software key diskette or feature file with the Siemens Hicom 300E D/82 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 JCT-U specific PBX interface cable assembly for each Dialogic D/42JCT-U or D/82 JCT-U card
- Uninterruptible power supply and surge protection device (recommended)

Programming the Telephone System

Follow the recommendations and programming examples in this section to program the Hicom 300E 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 programming information on this PBX, refer to the appropriate Siemens documentation.

Programming the Class of Service

Program a distinct class of service (COS) for the MiCollab AM ports. The fields in bold are critical to the integration. The class of service must allow:

- Receive DTMF tones from digital stations (INDTMF)
- Set and clear message-waiting lights (MSGWCAP)

The following is an example of the COS programming.

```
<dis-cos
TYPE = cos
COS = 1
DIS-COS: COS, 1;
H500: AMO COS STARTED
+-----+-----+-----+-----+
| COS | VOICE | DTE | FAX |
+-----+-----+-----+-----+
| 1 | INDTMF | | |
| | MB | | |
| | MSGWCAP | | |
| | TTT | | |
| | VC | | |
| | VCE | | |
+-----+-----+-----+-----+
AMO-COS -111 CLASSES OF SERVICE, SWITCHING UNIT
DISPLAY COMPLETED;
```

Programming the Key Layout for the MiCollab AM Ports

Program a Key Layout table for the MiCollab AM ports. This table should be a separate and unique key table from all other stations. The Line appearance must be programmed on Key 12. The XFER Key must be programmed on key 7.

IMPORTANT Program key assignments as shown. Deviating from these assignments will cause the integration to fail.

The following is an example of the Key Layout programming.

```
<dis-kepro
TYPE = std
STD = 1
DIGTYPE = optie12
DIS-KEPRO:STD,1,OPTIE12;
H500: AMO KEPRO STARTED
+-----+-----+-----+-----+-----+-----+
| STD| DIGTYPE|          KEY ASSIGNMENT          |
+-----+-----+-----+-----+-----+-----+
|  1 | OPTIE12 | 1 MB      2 VACA  3 DDS  4 DDS  5 VACA |
|    |         | 6 VACA  7 XFER  8 VACA  9 VACA 10 VACA |
|    |         |11 VACA 12 LINE |
+-----+-----+-----+-----+-----+-----+
AMO-KEPRO-111          KEY PROGRAMMING FOR DIGITAL TERMINALS
DISPLAY COMPLETED;
```

Programming the MiCollab AM Ports

Program the digital stations used for MiCollab AM ports as Advanced OPTIset 12 telephones.

To program each MiCollab AM port:

- 1 Assign the COS and Key Layout table that you defined previously to each MiCollab AM port.
- 2 Set the CUI parameter to **Yes** to enable disconnect supervision.
- 3 Set the DEVFUNC type t to **OPTI**.
- 4 Program the EVMS parameter. When programming the EVMS parameter, it is essential to understand the application you are installing. In standalone or CORNET environments where all of the PBXs are Hicom 300E, the EVMS parameter should be set to Yes. When the network involves a Hicom 150E, this parameter must be set to No. A mailbox (MB) and a direct destination select (DDS) key must be used instead of a Phonemail (PHML) key on subscriber stations.

The Advanced OPTIset stations assigned to MiCollab AM are programmed as shown in the following example.

```
<dis-scsu
STNO = 4501
TYPE = all
DIS-SCSU:3020,ALL;
H500: AMO SCSU STARTED
STNO    4501   NAME   -CallXpress port 1          ACT DEV
COS1      1   COSX    0   DIAL      -   DLIDX      -   DEVFUNC OPTI
COS2      1   SPDC1   -   DPLN      0   TA         N   PEN 1-1-103-3
LCRCOSV1  1   SPDC2   -   HTLNIDX   -   TADLIDX    -   PUBSCR
LCRCOSV2  1   SPDI    10   ITR       0   TAINS      -   ACTCDE    00000
LCRCOSD1  1   HANDSFR N   SPECL    -   ACCLASS    -   NTYPE     -
LCRCOSD2  1   INS     Y   PUGRP    -   QPRIOR    -   RPTYPE
```

```

DSSALERT  N   DTS      N   STD      1   FAXSERV N/A   HDSTYPE  NONE
NWBALNO   -   CDIDX    -   WINKOFF  -   SEIZE     -   DTE DL VER
CFWDV     N   CFWDD    N   DND      N   CALLWAIT  N   VCE DL VER  0
VCP       ON  MSGWLMP  -   PHONMAIL N   COMGRP    0   DNIDSP     N
MAINO     -   CUI      Y   KEYM     0   TSI       1   LOCODE     -
DCFVBUSY  N   API      N   EVMS     Y   EVMSIDX   0   OPTITYPE  OEADV
TATYPE    -                   TATYPE2  -                   FLASH
PATTERN                   TFAGROUP    ATMADDR                   SPKALERT
FIXED CFW1 -                   FIXED CFW2 -                   VAR CFW  -
STATION-HUNT N
UCD-HUNT    Y
PILOT-HUNT  N
NIGHTVARIANT N
-----
AMO-SCSU -111          SUBSCRIBER CONFIGURATION IN THE SWU
DISPLAY COMPLETED;

```

Programming the Hunt Group for the MiCollab AM Ports

Program the MiCollab AM ports into a hunt group. You can assign these ports as a group in one of two ways: Program the ports into a UCD hunt group, a circular hunt group, or program each port to forward on busy to the succeeding port. In the latter case, the last port can be programmed to forward on busy back to the first port or to a designated overflow position. It may be desirable to exclude the MWI port from the hunt group and dedicate it to setting and clearing message-waiting indicators.

If a dedicated MWI port is not desirable, and the application includes a CORNET application with a Hicom 150E, both a hunt group and the forwarding method should be used. In this environment, the EVMS feature and the Callback key can no longer be used. When the EVMS feature is disabled, the MWI on the station is immediately extinguished on any direct station call to voice mail that is answered by the MWI port. To avoid this problem, program the hunt group as described and forward all of the ports except the MWI port to one another. Program the DDS key on the subscriber stations to call the first forwarded port and not the hunt group number. This prevents direct station calls from being answered by the MWI port. The following is an example of hunt group programming.

```

DISPLAY-HUNT:4500,,,,,;
H500:  AMO HUNT  STARTED
+-----+
| UCD/PILOT HUNTING FOR ALL DPLN                SERVICE  = VCE
+-----+-----+-----+-----+
| AC  | HUNT GRP NAME  | TYP| SUBSCRIBER NUMBER
+-----+-----+-----+-----+
|4500 | CallXpress     | LIN| STNO: 4501, 4502, 4503, 4504, 4505
|      |                 |    | 4506, 4507, 4508
|      |                 |    | CQMAX: 10
|      |                 |    | FNA:  YES
+-----+-----+-----+-----+
AMO-HUNT -111          ASSIGNMENT OF UCD AND PILOT HUNT PARAMETERS
DISPLAY COMPLETED;

```

Programming Subscriber Stations

Program the subscriber stations to forward to the MiCollab AM pilot number. The type of forwarding depends on the needs of each subscriber. Follow these conditional guidelines for programming subscriber telephones to MiCollab AM. When the voice mail system is serving a Hicom 150E in a CORNET environment, the Phonemail (PHML) key cannot be used on any PBX in the network. Instead, program a direct destination select (DDS) key and a mailbox (MB) key. Assign the destination as the first MiCollab AM port. The following are examples of subscriber station programming.

Program a PHML key for subscribers when the EVMS parameter of the SCSU record for all MiCollab AM stations is set to **Yes**.

```
<dis-kepro
TYPE = std
STD = 2
DIGTYPE = optie12
DIS-KEPRO:STD,2,OPTIE12;
H500: AMO KEPRO STARTED
+---+-----+-----+-----+-----+-----+
| STD| DIGTYPE|          KEY ASSIGNMENT          |
+---+-----+-----+-----+-----+-----+
|  1 |OPTIE12 | 1 PHML   2 VACA   3 PROG   4 MENU   5 SNR
|    |         | 6 FWD    7 DATA   8 CONF   9 HOLDM  10 CNCT
|    |         |11 XFER   12 LINE
+---+-----+-----+-----+-----+-----+
AMO-KEPRO-111          KEY PROGRAMMING FOR DIGITAL TERMINALS
DISPLAY COMPLETED;
```

Program a MB and DDS key for subscribers when the EVMS parameter of the SCSU record for all MiCollab AM stations is set to **No**.

```
<dis-kepro
TYPE = std
STD = 2
DIGTYPE = optie12
DIS-KEPRO:STD,2,OPTIE12;
H500: AMO KEPRO STARTED
+---+-----+-----+-----+-----+-----+
| STD| DIGTYPE|          KEY ASSIGNMENT          |
+---+-----+-----+-----+-----+-----+
|  1 |OPTIE12 | 1 MB     2 DDS     3 PROG     4 MENU     5 SNR
|    |         | 6 FWD    7 DATA   8 CONF     9 CBK     10 CNCT
|    |         |11 XFER   12 LINE
+---+-----+-----+-----+-----+-----+
AMO-KEPRO-111          KEY PROGRAMMING FOR DIGITAL TERMINALS
DISPLAY COMPLETED;
```

Installing the 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. Dialogic D/42 and D/82 wire cut-down](#) shows the wiring connections for the OPTIset digital stations. The stations connect to the even-numbered pairs only. For additional information about installing a linecard, refer to the spare parts document shipped with that linecard.

Table 4. Dialogic D/42 and D/82 wire cut-down

Pair	Color	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
	Green/Red	R (Port 4)	D/42 or D/82

9	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 9.1 and Dialogic System Release 6.0 update 241 on the Call Server platform. If the MiCollab AM version 9.1 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_Hicom** 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 **Siemens**.
 - d From the **Model** dropdown list, select **Hicom 300e**.
 - e From the **Integration Type** dropdown list, select **Dialogic D/82 OPTiset 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 Telephone System](#). 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 **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 **Siemens**.
 - b From the **Model** dropdown list, select **Hicom 300e**.
 - c From the **Integration Type** dropdown list, select **Dialogic D/82 OPTiset 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 Telephone System](#). 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.