

# MiCollab Advanced Messaging Tadiran Telecom Coral IPx SIP Station Integration Technical Note

For version 9.2 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 its procedures and terminology. It also assumes that you are familiar with the features and functionality of the Tadiran Telecom Coral IPx telephone system.

This document describes how to integrate MiCollab AM with a Tadiran Telecom Coral IPx telephone system, using the Session Initiation Protocol (SIP) integration. The Tadiran Telecom Coral IPx integration is a SIP Station integration. This integration operates exclusively over a TCP/IP-based network; it uses no analog or digital voice telephony ports, but passes voice communication and signaling information over the network.

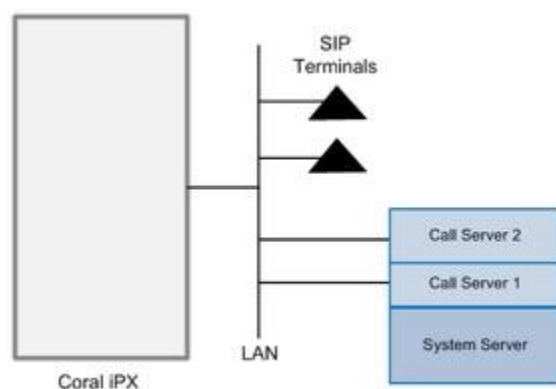


Figure 1. Diagram of MiCollab AM integration with a Coral IPx phone system

MiCollab AM registers its SIP ports as terminals or endpoints. The iPX provides the hunting. The iPX routes all incoming calls for MiCollab AM to the hunt group pilot number. MiCollab AM sets and clears message-waiting indicators (MWIs) by dialing PBX feature access codes on lines configured to do MWI callouts.

This ITN documents the procedures for setting up the Coral IPx integration. The process consists of programming the Tadiran Telecom Coral iPX telephone system, installing MiCollab AM software and configuring MiCollab AM. This document also describes the critical application considerations with which you should be familiar before you begin work on the integration.

## 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](http://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 the Tadiran Telecom Coral iPX telephone system, see the Tadiran Telecom Coral IPx documentation.

## Features Supported by this Integration

The following tables list the features supported using the Tadiran Telecom Coral IPx integration

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	No

Table 3. Integration features supported for Tadiran Telecom Coral IPx SIP Station

Feature	Supported	Notes
Automatic subscriber logon	Yes	
ANI/CLI	Yes	
Announce Busy greeting on forward busy calls	Yes	
Call screening	Yes	Note 1
Caller queuing	Yes	Note 2
DNIS	Yes	
End-to-end DTMF, attendant console	Yes	
End-to-end DTMF, proprietary telephones	Yes	
Fax Detection	Yes	
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 disconMitelt signaling	Yes	
Revert to operator	Yes	
SRTP	No	Note 3
TLS	No	Note 3
Transfers, blind	Yes	
Transfers, confirmed	Yes	
Transfers, supervised	Yes	
Transfers, monitored	Yes	
Trunk ID for call routing	Yes	
Multiple Integrations	Yes	Note 4

## NOTES

1. Available only when using supervised transfers.
2. Caller Queuing is specific to each local Call Server. Call Servers within the system are unaware of queued calls to the same subscriber on other Call Servers. For more information, refer to the section, [Critical Application Considerations](#).
3. MiCollab AM supports negotiation for SRTP media streams using the Secure RTP profile defined in RFC 3711 with the offer/answer model defined in RFC 3264. To enable SRTP, RTP, or both, see integration configuration options documentation for the switch. The default setting is RTP. Please note that MiCollab AM doesn't support RFC 5939 which is an extension of RFC 3264. Also, please note that SRTP has not been qualified for this integration, and no switch programming is available for setting up SRTP on the switch side. However SRTP may be enabled as described above, and technical support will be available on a best effort basis.
4. See [Critical Application Considerations](#).



# 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.

- You must populate Line extension numbers on the **Lines** tab before starting MiCollab AM or the integration will fail. The extension numbers are registered as SIP stations with the IP PBX during system startup.
- Configure the MiCollab AM **Incoming Hunt Mode** in the **Switch Section Options** dialog box. The hunt mode must match the type of hunting provided by the IP PBX. This helps to alleviate any *glare* conditions between the IP PBX and the Call Server. The default mode is Terminal.
- You must configure the **Hunt Group Access Code** in the **Switch Section Options** dialog box. This code cannot conflict with extensions.

**For example:**

You can use 6000 for the Hunt Group Access Code and start MiCollab AM extensions with 6001.

- On a MiCollab AM server with two or more NICs, the NIC that supports this integration must not occupy first place in the operating system's binding order. The primary (public) network interface card (NIC) must be the first network connection in the network binding order. MiCollab AM binds and communicates to other servers and subscribers on this network connection. For more information, refer to [Changing the Network Binding Order on the MiCollab AM Platform](#).
- MiCollab AM supports G.729a with support for annex b on the incoming audio stream only. MiCollab AM does not transmit annex b packets.
- When codec negotiation takes place between MiCollab AM and the PBX, MiCollab AM always offers the G.729a audio format as an option. You may configure G.729a as the preferred codec in MiCollab AM; however, the decision whether to use G.729a is always made by the PBX.
- The SIP TCP/IP address in the **Integration Options** dialog box must match the SIP Terminal TCP/IP address configured in the telephone system.
- The Call Queuing feature does not transcend the Call Server. Calls may be queued on multiple Call Servers for the same subscriber but Call Servers do not have knowledge of calls in the queue on other Call Servers within the system. Callers may be prompted with specific information about their place in the queue; however, the information pertains only to the specific Call Server on which their call is queued.
- MiCollab AM 9.2 supports up to 10 integration types (i.e., licensed integrations) in total per system. However, the following limitations apply to each Call Server:
  - Limited to 3 integration types per Call Server
  - The 3 integration types can be any mix of TDM and SIP (e.g., 1 TDM and 2 SIP)
  - Limited to 1 Cisco UCM SCCP IP integration. Can be mixed with TDM, but not with SIP

- Connect up to 10 telephone systems total per Call Server (e.g., 2 Avaya Communication Manager systems using SIP + 5 Avaya IP Office systems using SIP + 3 Siemens HiPath 4000 systems using Station Set Emulation)
- SIP timers for Aastra EETS integrations are incompatible with other SIP integrations. Thus, it is not possible to have an EETS integration with any other SIP integration on the Call Server.
- The MiCollab AM **Integration Options** parameter, **Validate Remote Hosts for Media** validates each incoming audio packet and accepts it only if it is sent from a valid endpoint. The parameter is disabled by default. Enabling this parameter causes MiCollab AM to reject RTP packets from invalid endpoints, rejects MWI packets that timeout after a specified number of times, and overcomes port lockups when callers hang up while MiCollab AM is performing a blind transfer.

**IMPORTANT** Enabling this parameter causes processing overhead and should only be enabled when necessary.

# 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.

You may implement this integration on the following Tadiran Telecom telephone systems:

- Coral IPx Office
- Coral IPx 500
- Coral IPx 800
- Coral IPx 3000
- Coral IPx 4000

## Telephone System Requirements

- Tadiran Telecom Coral IPx with main software 16.01.06
- Tadiran Telecom Coral IPx VoIP gateway (CUGW or PUGW) version 10.83
- One SIP terminal license in the Coral IPx for each SIP voicemail connection to MiCollab AM
- One SIP voicemail license in the Coral IPx for each SIP voicemail connection to MiCollab AM
- One SIP terminal license in the Coral IPx for MWI operation and connection to MiCollab AM
- One SIP voicemail license in the Coral IPx for MWI operation and connection to MiCollab AM

You can find more information about these products in the Tadiran documentation.

## MiCollab AM Requirements

- MiCollab AM software version 9.2
- At least one 100 MB or 1000 MB network interface card and cable
- MiCollab AM software key diskette or feature file with the Tadiran Coral IPx SIP integration enabled and one Virtual SIP and RTP license enabled for each port involved in the integration

# Programming the Telephone System

WinSCP (file transfer) and PuTTY (SSH utility) are open source programs that have been tested and approved for use with the messaging system.

These programs can be downloaded from the Internet or installed from the Installation disc.

## Preparing the Telephone System for the Integration

Make sure the following configuration tasks are complete on the telephone system before you begin programming for the integration. Verify the:

- Defining the SIP Terminal
- Programming the Key Terminal
- Assigning the MiCollab AM ports into an ACD group

For more information on completing these tasks, refer to the documentation accompanying your telephone system.

## Defining the SIP Terminal (Root, 9, 1, 4)

Define a SIP Terminal for each MiCollab AM port in the integration, plus one port for MWI. The following is an example of SIP Terminal programming.

```
4150

INDEX -      0
CURRENT_ZONE -      0
REQUIRED_ZONE (#/R) - 0
PASSWORD (maximum 20 chars/R) - 12345
Media negotiation (Early/Late) - LATE
HOLD support (Early/Late) - LATE
TRANSFER METHOD (Refer/re-Invite) - re-Invite
SUPPORT_SESSION_PROGRESS_183 (Y/N) - YES
XFER_ON_RING_WITHOUT_REPLACES(Y/N) - NO
DIVERSION_HEADER_URI_TYPE (No/Sip/Tel) - SIP
IP_ADDRESS - 172.16.34.10
USER_AGENT -
STATUS - ACTIVE
```

## Programming the Key Terminal (Root, 0, 2, 1.2, 0 KEY)

Assign a Key Terminal for each SIP terminal (MiCollab AM port) in the integration. The following is an example of Key Terminal programming.

```

KEYSET_DEF
DIAL# - 4150
PRM_COS- 0
SEC_COS- 0
PRIV_LIBS- 10
TERMINAL- N
ORIGIN- N
BLOCK- N
O/G_TK_REST- N
PRIVACY- Y
EXCL_HOLD- N
HARD_HOLD- Y
LAST_NUM- Y
SECURITY- N
DND_WP Y
REC_SPK_STATUS- N
IP_FAX- Y
IP_MODEM- N
ATT- N
AUTO_UNATT- N
AUTO_REL_AL- N
PASSCODE- NONE
CHECK_OUT- N
MULTI_APP- N
M.A.MUTE_RING N
MUTE_RING- Y
ANS_WITH_HF- N
AUTO_ANS- N
IDLE_DISP.- N
V_MAIL- Y
VM_CAMP- N
DTMF_SIGNAL- NONE
SEC_CALL_DISP- Y
AUDIO_PATH- N
BLOCK_REORDER- N
ANNOUNCER- N
MUSIC- N
MUSIC_NUM- 0
V_PAGE_IN- N
AUTO_ANS_V_P- N
Elapse_time- N
auto_join/auto_hld/xfer/off- 0
auto_dtmf_in_3way_&_conf (Y/N) - N
SPKR_ON/OFF- N
BLIND_ATT- N
3RD_PARTY_EVENTS- N
pcc- No

```

ACD_PC-	No
block busy/idle events -	N
sms -	N
SOFTKEY-	N
MIC-	Y
DISPLAY_SIZE-	NO_DSP
LANGUAGE-	DEFAULT
EXT_RNG_ONLY-	N
BUT_NUM-	0
SEND_ID-	Y
ALI-	NONE
SEC_ALI-	NONE
AOC_E_DISPLAY-	N
ALERT_MAKECALL -	Y
CALL_TRACE -	N
#_OF_CALLS_TRACED-	0
PERM/TEMP_R(P/T) -	P
VIP(Y/N) -	N
MUSIC_ON_HOLD -	0
CCR_TONE-	N
ENHANCED_DIAL_MODE -	N
report_3rd_party_events-	N
TEM EXIST-	NONE
TEM INSTALLED-	0
TURRET EXT DPEM -	NONE
KEEP RTP AFTER 3WAY -	N
send failure report -	N
CORD_DISCONNECT_AS_WIRELESS_HEADSET	N

## Assigning the MiCollab AM Ports into an ACD Hunt Group (Root, 0, 5, 0 or Hunt)

Assign the MiCollab AM ports to an ACD hunt group. The following is an example of Hunt Group programming.

```

HUNT# -          4399

NAME:
SHORT (5) -      CllXp
FULL (16) -      MiCollab AM
GROUP TYPE (Ucd/Acd) - A
IVR_ACD (Y/N)-   N
VM_GROUP(Y/N) -   Y
LOAD ID -        N
CAP_REINTRODUCTION_OF_QUEUED_CALL(Y/N) - N
SEARCH TYPE (0-circ,1-term, 2-statis)-    0
EXTENDED OVERFLOW (Y/N)-                  N
ONE STEP GROUP -                          N
USER_CANNED_MESSAGE# (0-15/R) - NONE

```

```
MUSIC_SOURCE (0..3) - 0
RETAIN_HUNT_MUSIC_SOURCE (Y/N) - N
MUSIC_WITH_ANSWER(Y/N) - N
WRAP-UP TIME (sec) - 10
NOTE: #_of_q_calls_for_busy greater/equal #_of_q_calls_for_delay
#_OF_Q_CALLS_FOR_DELAY - NONE
CALL_DELAY_TIME (sec) - 30
#_OF_Q_CALLS_FOR_BUSY - NONE
TIME_TO_OVERFLOW (sec) - 30
TIME_TO_2nd_ANN (sec) - 20
TIME_TO_NEXT_MEM (sec) - 5
CALL_WAITING_TONE - N
MEM# 1 - 4153
MEM# 2 - 4152
MEM# 3 - 4151
MEM# 4 - 4150
```

# 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:

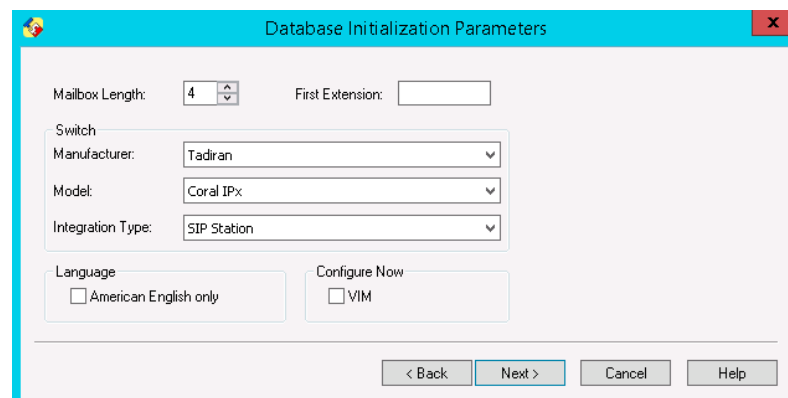
- [Configuring MiCollab AM for the Integration During Initial Installation](#): Integrate the telephone system while you install MiCollab AM for the first time.
- [Configuring Existing MiCollab AM for the Integration](#): Integrate a new telephone system on your existing MiCollab AM system.

**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 MiCollab AM with the Telephone System**, in the online help.

## Configuring MiCollab AM for the Integration During Initial Installation

To configure MiCollab AM with the integration during the initial installation:

- 1 In the **Database Initialization Parameters** dialog box, configure the following options:



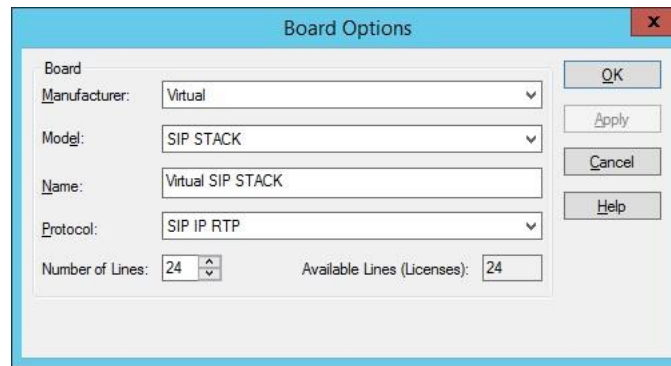
The screenshot shows the 'Database Initialization Parameters' dialog box. It includes the following fields and options:

- Mailbox Length:** A spinner box currently set to 4.
- First Extension:** An empty text input field.
- Switch Manufacturer:** A dropdown menu with 'Tadiran' selected.
- Model:** A dropdown menu with 'Coral IPx' selected.
- Integration Type:** A dropdown menu with 'SIP Station' selected.
- Language:** A checkbox labeled 'American English only'.
- Configure Now:** A checkbox labeled 'VIM'.
- Navigation Buttons:** '< Back', 'Next >', 'Cancel', and 'Help'.

- 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** drop-down list, select **Tadira**.
- d From the **Model** drop-down list, select **Coral IPx**.
- e From the **Integration Type** drop-down list, select **SIP Station**.



- 2 Click **Next**. The **Board Options** dialog box displays for the virtual board configuration.

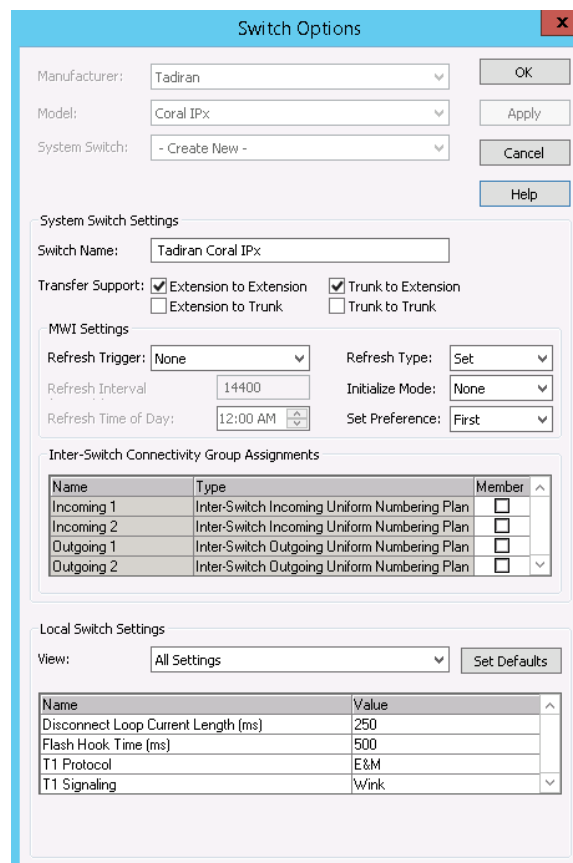


The **Board Options** dialog box is shown with the following configuration:

- Board**: Virtual
- Model**: SIP STACK
- Name**: Virtual SIP STACK
- Protocol**: SIP IP RTP
- Number of Lines**: 24
- Available Lines (Licenses)**: 24

Buttons on the right: OK, Apply, Cancel, Help.

- 3 In the **Board Options** dialog box, configure the following options:
- a From the **Manufacturer** drop-down list, select **Virtual**.
  - b From the **Model** drop-down list, select **SIP STACK**.
  - c In the **Name** field, the name for this board is automatically generated. Enter a new name if necessary.
  - d From the **Protocol** drop-down list, select **SIP IP RTP**.
  - e In the **Number of Lines** field, enter the number of lines this board uses. The total number of lines is limited by the capacity of the board and the number of **Available Line Licenses**.
- 4 Click **OK**. The **Switch Options** dialog box appears.



The **Switch Options** dialog box is shown with the following configuration:

- Manufacturer**: Tadiran
- Model**: Coral IPx
- System Switch**: - Create New -

Buttons on the right: OK, Apply, Cancel, Help.

**System Switch Settings**

- Switch Name**: Tadiran Coral IPx
- Transfer Support**:
  - ☒ Extension to Extension
  - ☐ Extension to Trunk
  - ☒ Trunk to Extension
  - ☐ Trunk to Trunk
- MWI Settings**:
  - Refresh Trigger**: None
  - Refresh Interval**: 14400
  - Refresh Time of Day**: 12:00 AM
  - Refresh Type**: Set
  - Initialize Mode**: None
  - Set Preference**: First

**Inter-Switch Connectivity Group Assignments**

Name	Type	Member
Incoming 1	Inter-Switch Incoming Uniform Numbering Plan	<input type="checkbox"/>
Incoming 2	Inter-Switch Incoming Uniform Numbering Plan	<input type="checkbox"/>
Outgoing 1	Inter-Switch Outgoing Uniform Numbering Plan	<input type="checkbox"/>
Outgoing 2	Inter-Switch Outgoing Uniform Numbering Plan	<input type="checkbox"/>

**Local Switch Settings**

**View**: All Settings

Buttons: Set Defaults

Name	Value
Disconnect Loop Current Length (ms)	250
Flash Hook Time (ms)	500
T1 Protocol	E&M
T1 Signaling	Wink

- 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, configure the following options:

- a In the **Local Integration Settings** section, select the **Required Parameters** View and configure the following settings:

Table 4. Required Parameter Settings

Field	Value
SIP Server Address	<p>Enter the TCP/IP address of the SIP Terminal.</p> <p><b>For example:</b></p> <p>The IP address 172.16.34.10 configured in SIP Terminal programming. Defining the SIP Terminal (Root, 9, 1, 4).</p> <p><b>IMPORTANT</b> This value must match the configuration of the SIP Terminal.</p>
SIP Server Port	<p>Enter the port on which listens MiCollab AM for incoming SIP messages.</p> <p>The default value is <b>5060</b>.</p>

**IMPORTANT** This value must match the configuration of the SIP Terminal.

Transport for outgoing SIP Messages	Select the transport protocol used for sending out SIP messages. The default value is <b>TCP</b> .
Local IP Address to bind on	Select the local TCP/IP address of the MiCollab AM machine that communicates with the iPX.  This is a drop-down box and displays all available local TCP/IP addresses.
SIP Local Connection Port	Enter the port MiCollab AM listens on for incoming SIP messages. The default value is <b>5060</b> .
SIP parser qualifier string	<ul style="list-style-type: none"><li>• <b>Single SIP integration on the call server:</b> Enter the local IP address to which the integration is bound. This field is used by MiCollab AM to match SIP packets to the appropriate SIP integration.</li><li>• <b>Multiple SIP integrations on the call server:</b> Use a string that is unique to each SIP integration.</li></ul> <p><b>For example:</b></p> <p>The extension that will be used as the hunt number on the PBX followed by the @ symbol and the IP of the call server, such as 5000@172.16.4.202.</p> <p>The hunt number must be unique across all IP integrations.</p> <p>The Fully Qualified Domain Name (FQDN) of the switch, such as pbx1.sipdomain.com.</p> <p><b>NOTE</b> This setting must match a string in the SIP header that is unique to this particular integration.</p>
PBX Password	Enter the password associated with the SIP Terminal Device Name.  <b>IMPORTANT</b> This password must match the SIP password on the iPX.
Media packet size (milliseconds)	MiCollab AM sends/receives packets containing the number of milliseconds worth of audio data set here. The default value is 20.

- b** In the **Local Integration Settings** section, select the **Integration Specific Parameters** view, and configure the following settings:

Local Integration Settings

View: Integration Specific Parameters Set Defaults

Name	Value
Base ASR Sensitivity (External)	5
Use Single Channel on Blind Transfers	<input checked="" type="checkbox"/>
Use Single Channel for Monitor Transfers	<input checked="" type="checkbox"/>
Type of call progress to use for external calls	Digital
Enable SIP server failover	<input type="checkbox"/>
Delay (in MS) between Failover attempts	1000
Enable fallback to primary SIP server	<input type="checkbox"/>
Rehome to Primary server timer (in MS)	90000
Maximum SIP message size (in Kilobytes)	4

- Find **Type of Call Progress to use for External Calls** and set the value as how the gateway is used for the integration.
    - Digital:** Select if the gateway supports call progress through to the endpoint.
    - Media:** Select if the gateway reports early that the call is connected, such as before the phone rings or while the phone is ringing.
- c** In the **Local Integration Settings** section, select the **Software DTMF Detection Settings** view, and configure the following settings:

Local Integration Settings

View: Software DTMF Detection Settings Set Defaults

Name	Value
DTMF Detection Type	Hardware
Software DTMF logging level	Nothing
Talkoff Immunity Level	0 No DTMF loss
CPU level for talkoff immunity	Normal

- Find **DTMF Detection Type**, and set the value as **Hardware**.
- 8** Click **OK**. The **Switch Section Options** dialog box appears.

Switch Section Options

Local Switch: Tadiran Coral IPx

System Switch Section: - Create New -

System Switch Section Settings

Name: Tadiran Coral IPx Section

Node Code:

Location Code:

Location: Seattle

MWI Integration: Tadiran Coral IPx SIP Station

Local Switch Section Settings

View: Required Parameters

Set Defaults

Name	Value
Incoming Hunt Mode	Terminal
Hunt Group Access Code	

OK, Apply, Cancel, Help

- 9 In the **Switch Section Options** dialog box, configure the following options.
  - a In the **Local Switch Settings** section, select **Required Parameters** view.
  - b In the **Incoming Hunt Mode** field, select the mode appropriate for your configuration.
  - c In the **Hunt Group Access Code** field, type the pilot number or destination code that users dial to reach MiCollab AM.

**NOTE** Select the hunt mode that matches the hunt mode type in IP PBX programming.

- 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, enter the extension number of each integrated line on the Call Server.

**IMPORTANT** You must enter the PBX extension numbers that the Call Server is configured to answer or the integration will fail. The extension numbers are registered as SIP stations with the IP PBX during system startup.

- 13 Click **OK** to save all changes.

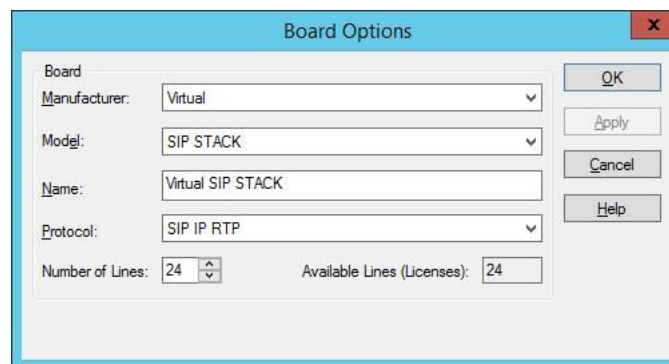
# Configuring Existing MiCollab AM for the Integration

To configure existing MiCollab AM for the telephone integration:

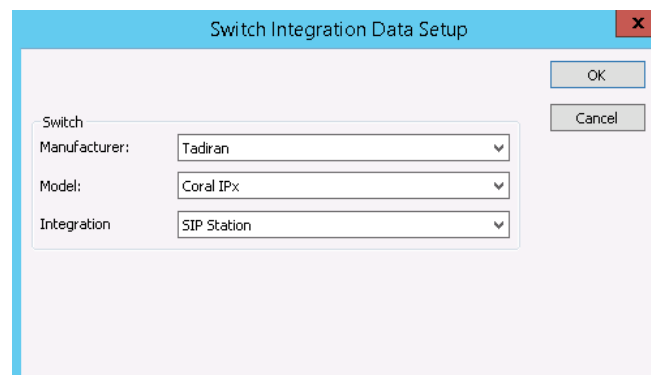
- 1 Open **MiCollab AM Configuration**, and go to the **Main** tab.
- 2 In the **Main** tab, click **Shutdown** to stop the system. Wait until the **Current Status** shows **Stopped**.

**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 **Boards** tab, and then click the **Add** button. The **Board Options** dialog box appears.

The 'Board Options' dialog box is shown with a light blue title bar and a red close button. It contains several fields: 'Manufacturer' (Virtual), 'Model' (SIP STACK), 'Name' (Virtual SIP STACK), 'Protocol' (SIP IP RTP), 'Number of Lines' (24), and 'Available Lines (Licenses)' (24). On the right side, there are buttons for 'OK', 'Apply', 'Cancel', and 'Help'.

- a From the **Manufacturer** drop-down list, select **Virtual**.
  - b From the **Model** drop-down list, select **SIP STACK**.
  - c In the **Name** field, the name for this board is automatically generated. Enter a new name if necessary.
  - d From the **Protocol** drop-down list, select **SIP IP RTP**.
  - e In the **Number of Lines** field, enter the number of lines this board uses. The total number of lines is limited by the capacity of the board and the number of **Available Line Licenses**.
  - f Click **OK**.
- 4 Select the **Switches** tab, and then click the **Add** button. The **Switch Integration Data Setup** dialog box appears.

The 'Switch Integration Data Setup' dialog box is shown with a light blue title bar and a red close button. It contains three drop-down menus: 'Manufacturer' (Tadiran), 'Model' (Coral IPx), and 'Integration' (SIP Station). On the right side, there are buttons for 'OK' and 'Cancel'.

- a From the **Manufacturer** drop-down list, select **Tadira**.
- b From the **Model** drop-down list, select **Coral IPx**.
- c From the **Integration Type** drop-down list, select **SIP Station**.

5 Click **OK**. The **Switch Options** dialog box appears.

**Switch Options**

Manufacturer: Tadira  
Model: Coral IPx  
System Switch: - Create New -

OK  
Apply  
Cancel  
Help

**System Switch Settings**  
Switch Name: Tadira Coral IPx

Transfer Support:  
☒ Extension to Extension  
☒ Trunk to Extension  
☐ Extension to Trunk  
☐ Trunk to Trunk

**MWI Settings**  
 Refresh Trigger: None  
 Refresh Type: Set  
 Refresh Interval: 14400  
 Initialize Mode: None  
 Refresh Time of Day: 12:00 AM  
 Set Preference: First

**Inter-Switch Connectivity Group Assignments**

Name	Type	Member
Incoming 1	Inter-Switch Incoming Uniform Numbering Plan	<input type="checkbox"/>
Incoming 2	Inter-Switch Incoming Uniform Numbering Plan	<input type="checkbox"/>
Outgoing 1	Inter-Switch Outgoing Uniform Numbering Plan	<input type="checkbox"/>
Outgoing 2	Inter-Switch Outgoing Uniform Numbering Plan	<input type="checkbox"/>

**Local Switch Settings**  
View: All Settings Set Defaults

Name	Value
Disconnect Loop Current Length (ms)	250
Flash Hook Time (ms)	500
T1 Protocol	E&M
T1 Signaling	Wink

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, configure the following options:

- a In the **Local Integration Settings** section, select the **Required Parameters** View and configure the following settings:

Table 5. Required Parameter Settings

Field	Value
SIP Server Address	<p>Enter the TCP/IP address of the SIP Terminal.</p> <p><b>For example:</b></p> <p>The IP address 172.16.34.10 configured in SIP Terminal programming.</p> <p>Defining the SIP Terminal (Root, 9, 1, 4).</p> <p><b>IMPORTANT</b> This value must match the configuration of the SIP Terminal.</p>
SIP Server Port	<p>Enter the port on which listens MiCollab AM for incoming SIP messages.</p> <p>The default value is <b>5060</b>.</p> <p><b>IMPORTANT</b> This value must match the configuration of the SIP Terminal.</p>
Transport for outgoing SIP Messages	<p>Select the transport protocol used for sending out SIP messages.</p> <p>The default value is <b>TCP</b>.</p>
Local IP Address to bind on	<p>Select the local TCP/IP address of the MiCollab AM machine that communicates with the iPX.</p> <p>This is a drop-down box and displays all available local TCP/IP addresses.</p>



SIP Local Connection Port	Enter the port MiCollab AM listens on for incoming SIP messages. The default value is <b>5060</b> .
SIP parser qualifier string	<ul style="list-style-type: none"> <li>• <b>Single SIP integration on the call server:</b> Enter the local IP address to which the integration is bound. This field is used by MiCollab AM to match SIP packets to the appropriate SIP integration.</li> <li>• <b>Multiple SIP integrations on the call server:</b> Use a string that is unique to each SIP integration.</li> </ul> <p><b>For example:</b></p> <p>The extension that will be used as the hunt number on the PBX followed by the @ symbol and the IP of the call server, such as 5000@172.16.4.202.</p> <p>The hunt number must be unique across all IP integrations.</p> <p>The Fully Qualified Domain Name (FQDN) of the switch, such as pbx1.sipdomain.com.</p> <p><b>NOTE</b> This setting must match a string in the SIP header that is unique to this particular integration.</p>
PBX Password	Enter the password associated with the SIP Terminal Device Name. <p><b>IMPORTANT</b> This password must match the SIP password on the iPX.</p>
Media packet size (milliseconds)	MiCollab AM sends/receives packets containing the number of milliseconds worth of audio data set here. The default value is 20.

- b** In the **Local Integration Settings** section, select the **Integration Specific Parameters** view, and configure the following settings:

The screenshot shows the 'Local Integration Settings' window with the 'Integration Specific Parameters' view selected. The 'View' dropdown is set to 'Integration Specific Parameters' and there is a 'Set Defaults' button. The table below lists the settings:

Name	Value
Base ASR Sensitivity (External)	5
Use Single Channel on Blind Transfers	<input checked="" type="checkbox"/>
Use Single Channel for Monitor Transfers	<input checked="" type="checkbox"/>
Type of call progress to use for external calls	Digital
Enable SIP server failover	<input type="checkbox"/>
Delay (in MS) between Failover attempts	1000
Enable fallback to primary SIP server	<input type="checkbox"/>
Rehome to Primary server timer (in MS)	90000
Maximum SIP message size (in Kilobytes)	4

- Find **Type of Call Progress to use for External Calls** and set the value as how the gateway is used for the integration.
    - **Digital:** Select if the gateway supports call progress through to the endpoint.
    - **Media:** Select if the gateway reports early that the call is connected, such as before the phone rings or while the phone is ringing.
- c** In the **Local Integration Settings** section, select the **Software DTMF Detection Settings** view, and configure the following settings:

Local Integration Settings

View: Software DTMF Detection Settings Set Defaults

Name	Value
DTMF Detection Type	Hardware
Software DTMF logging level	Nothing
Talkoff Immunity Level	0 No DTMF loss
CPU level for talkoff immunity	Normal

- Find **DTMF Detection Type**, and set the value as **Hardware**.

9 Click **OK**. The **Switch Section Options** dialog box appears.

Switch Section Options

Local Switch: Tadiran Coral IPx OK

System Switch Section: - Create New - Apply

System Switch Section Settings

Name: Tadiran Coral IPx Section Cancel

Node Code:  Help

Location Code:

Location: Seattle

MWI Integration: Tadiran Coral IPx SIP Station

Local Switch Section Settings

View: Required Parameters Set Defaults

Name	Value
Incoming Hunt Mode	Terminal
Hunt Group Access Code	

10 In the **Switch Section Options** dialog box, configure the following options.

- In the **Local Switch Settings** section, select **Required Parameters** view.
- In the **Incoming Hunt Mode** field, select the mode appropriate for your configuration.
- In the **Hunt Group Access Code** field, type the pilot number or destination code that users dial to reach MiCollab AM.

**NOTE** Select the hunt mode that matches the hunt mode type in IP PBX programming.

- 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, enter the extension number of each integrated line on the Call Server.

**IMPORTANT** You must enter the PBX extension numbers that the Call Server is configured to answer or the integration will fail. The extension numbers are registered as SIP stations with the IP PBX during system startup.

- 14 Click **OK** to save all changes.

## Configuring MiCollab AM for SIP Failover

MiCollab AM can be configured for automatic failover to the secondary SIP server in the event of the primary/host SIP server failure. Use the instructions provided in this section to add or remove secondary SIP server(s) for failover.

To add a SIP failover server:

- 1 From **MiCollab AM Configuration**, click the **Integrations** tab.
- 2 From the **Integrations** list, select your integration, and then click **Edit**.
- 3 In the **Integration Options** dialog box, go to the **Local Integration Settings** section.
- 4 From the **View** drop-down list, select **Failover Server Settings**.
- 5 Click the **Add Failover Server** button. Two new rows are added to configure the secondary SIP server.
- 6 In the **Secondary SIP Server Address** and **Secondary SIP Server Port** rows, enter the appropriate value as follows:

Table 6. Secondary SIP Server Address and the Secondary SIP Server Port example

Field	Value
Secondary SIP Server Address	<p>Enter the TCP/IP address or an FQDN of the secondary node.</p> <p><b>For example:</b></p> <p>The IP address 123.45.6.789 as displayed on the Review/Modify SIP Gateway screen.</p> <p><b>NOTE</b> This integration requires the machine name to be a fully qualified domain name. Therefore, use the Machine Name field as displayed on the Review/Modify SIP Gateway screen during the integration process.</p> <p><b>IMPORTANT</b> This value must match the configuration on the Gateway of the secondary node.</p>
Secondary SIP Server Port	<p>Enter the port number of the secondary node. The default value is <b>5060</b>.</p>

- 7 From the **View** drop-down list, select **Integration Specific Parameters**. The **Integration Specific Parameters** view appears.
- 8 In the **Integration Specific Parameters** list, enter the information as shown in the following table:

**NOTE** The parameters in the following table is listed in alphabetical order. The actual Integration Specific Parameters on your system may not be listed in the same order presented in the table below.

Table 7. Integration Specific Parameters

Field	Value
Enable SIP server failover	Select this check box to allow for failover and to enable the failover server setting changes.
Delay (in ms) between Failover attempts	The delay in milliseconds before MiCollab AM attempts to register its port with the SIP server. The default is <b>1000 ms</b> .
Incoming off hook delay	800
Outgoing off hook delay	0
On hook delay	300
Type of Call Progress to use for External Calls	<p>How this should be set depends on the gateway used for the integration.</p> <ul style="list-style-type: none"><li>• If the gateway supports call progress through to the endpoint, set to <b>Digital</b>.</li><li>• If the gateway reports early that the call is connected, such as before the phone rings or while the phone is ringing, set to <b>Media</b>.</li></ul>

- 9 Click **Apply** to save the changes.
- 10 To add another failover server repeat **Steps 4-9**.
- 11 Click **OK** to close the **Integration Options** dialog box.

## To remove a SIP Failover Server:

- 1 From **MiCollab AM Configuration**, click the **Integrations** tab.
- 2 From the **Integrations** list, select your integration, and then click **Edit**.
- 3 In the **Integration Options** dialog box, go to the **Local Integration Settings** section.
- 4 From the **View** drop-down list, select **Failover Server Settings**.
- 5 In the **Failover Server Settings** view, click the **Remove Failover Server** button.
- 6 At the confirmation prompt, click **Yes** to confirm the deletion.

**NOTE** If multiple servers are listed, the last server address and port pair on the list is deleted first.

- 7 Click **Apply** to save the changes, and then click **OK** to close the **Integration Options** dialog box.

# Changing the Network Binding Order on the MiCollab AM Platform

If your MiCollab AM server platform is a component of two or more local or wide area networks (LANs or WANs), you must make sure that this integration does not interfere with the normal network operation of the server. By default, MiCollab AM uses the primary (public) network interface card (NIC) in the platform, the first NIC in the network binding order. If you want MiCollab AM to use a NIC other than the first one, you must make several required configuration changes. It is much easier to configure the Integration to use another NIC by simply setting the integration parameter **Local IP Address to bind** on to the address of the NIC connected to the PBX.

**NOTE** The operating system gives precedence to the first network connection in the list followed by the remaining connections based on their position in the list.

The instructions in this section ensure that the binding order is correct when you set up the integration. However, if you replace a NIC on the MiCollab AM server platform later, the platform's operating system registers the new adapter at the bottom of its binding order. Restoring the original binding order should correct any problems caused by the change.

**IMPORTANT** The following procedure shifts the binding order of the network interface cards. To determine which NIC is associated with a specific network connection, right-go to the connection in the **Network Connections** window, and then select **Properties**.

## Windows Server 2012 R2

To change the binding order of multiple NICs:

- 1 From the taskbar, go to **Start > Control Panel**.
- 2 In the **Control Panel**, click **Network and Internet > Network and Sharing Center**.
- 3 On the left pane, select **Change Adapter Settings**.
- 4 Press **Alt** to display the menu bar.
- 5 On the menu bar, select **Advanced**, and then click **Advanced Settings**.
- 6 On the **Adapters and Bindings** tab of **Advanced Settings**, click the network connection that serves MiCollab AM.
- 7 Click the up arrow button to the right of the **Connections** list as many times as needed to move the connection to the top of the list.
- 8 Click **OK**, and then close the **Network Connections** window and the **Control Panel**.

# Windows Server 2016 / 2019

To change the binding order of multiple NICs:

- 1 From the taskbar, select **Start > Control Panel**.
- 2 In the **Control Panel**, click **Network and Internet > Network and Sharing Center**.
- 3 On the left pane, select **Change Adapter Settings**.
- 4 Right-click the network connection that serves MiCollab AM and then select **Properties**.
- 5 On the **Networking** tab of the **Local Area Connection Properties** dialog box, select **Internet Protocol Version 4 (TCP/IPv4)**, and then click **Properties**.
- 6 On the **General** tab of the **Internet Protocol Version 4 (TCP/IPv4) Properties** dialog box, click the **Advanced** button.
- 7 On the **IP Settings** tab of the **Advanced TCP/IP Settings** dialog box, clear the **Automatic metric** check box and then type in a low value in the **Interface metric** field. The lower the value, the higher the priority.

**NOTE** For all Windows systems, the value 1 is reserved for the loopback adapter. It is recommended to use a value of 2 or higher for the network connection that serves MiCollab AM.

- 8 Click **OK** on all of the dialog boxes to save the settings, and then close the **Local Area Connection Properties** dialog box.
- 9 Repeat steps 4 through 8 to assign an Interface metric value to all other network adapters.

# Configuring Quality of Service (QoS)

As of version 6.0, MiCollab AM has no internal support for QoS. QoS must now be implemented externally via group policies as Policy-Based QoS. Refer to your operating system's documentation for details.

Table 8. QoS Configuration

Field	Setting
Application Name	At_TelephonyServer.exe
Protocol	Match the setting used for the integration UDP or TCP
Source Port	<p>MiCollab AM requires a range of ports for audio support. The MiCollab AM audio ports start at the Local Media Base UDP Port configured in the <b>Server</b> tab. Each MiCollab AM line reserves 10 ports. Hence, the port range starts from the number configured there, and goes to the last port of the last line. The formula for calculating the highest port number in the range is as follows:</p> $\text{BasePortNumber} + (\text{NumberOfCXPorts} * 10) - 1.$ <p>Hence, if the base port is 10000, and MiCollab AM has 8 lines, then the port range to use would be:</p> <p>10000:10079</p>
DSCP Value	46