

**MiCollab Advanced Messaging 9.4**  
**Avaya Communication Server 1000 D/82**  
**Digital Station Emulation**  
**Integration Technical Note**

For version 9.4 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 are familiar with its procedures and terminology. This document also assumes that you are familiar with the features and programming of the Avaya/Nortel CS 1000 or Meridian 1 telephone system.

This document describes how to integrate MiCollab AM with an Avaya/Nortel CS 1000 or Avaya/Nortel Meridian 1 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 D/42 and D/82 linecards emulate M2616 digital telephone stations; the D/42 linecard emulates four such stations, the D/82 emulates eight stations. These digital extensions provide DTMF signaling and voice communication between MiCollab AM and the telephone system. The linecard reads the calling-party and called-party information that would appear on its LCD display if it were an actual M2616 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](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>
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 CS 1000 or Meridian Digital Station Emulation integration.

Table 2. Call forward to personal greeting support for these 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 CS 1000 and Meridian station set

Feature	Supported	Notes
Automatic subscriber logon	Yes	
ANI/CLI	Yes	
Announce Busy greeting on forwarded 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, 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/42 and D/82 configurations have a twelve-card limitation per Call Server. 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 if the polarities of the PBX connections are reversed. Terminate all station wiring as shown in the section, [Installing the Dialogic D/42 or D/82 Physical Interface](#).
- The telephone system allows a maximum of 30 hunting steps in each hunt group.
- The MiCollab AM **Lines** tab must have the correct extension (DN) numbers specified in each line.
- Non-numeric dual tone multi-frequency (DTMF) tones cannot be used as any character in the station number. The maximum length of a station number is ten digits.
- The Dialogic Configuration Manager defaults to Norstar as the PBX switch type. You must select Nortel\_Meridian 1 as the PBX switch type prior to starting the Dialogic service.
- If you plan to use supervised transfers (T-type), we recommend installing the Music on Hold (MOH) feature on the telephone system 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.
- For Meridian releases prior to version 16.65, the attendant console will need an external DTMF generator for transferring callers to voice mail and logging on to MiCollab AM.
- Overflow from an operator will go to a specific extension number only; it will not overflow past the lead extension number of the MiCollab AM hunt group.
- No display name may be more than 17 characters long. This is the largest text string that Meridian 2616 extension sets can display. Overflow characters can block integrated MiCollab AM operation from stations set with names exceeding this limit.
- If you are upgrading from a previous version of MiCollab AM, you must program a Make Set Busy (MSB) key. For more information, refer to [Programming MiCollab AM Ports in a Hunt Group](#).
- For release 18 Meridian software or later, in addition to the programming information provided in this document, add or activate the call party name display, option 95. Also, in the Class of Service (CLS) for MiCollab AM ports, allow Call Party Name Display (CNDA) and Dialed Name Display (DNDA).
- To use camp-on or callback in the telephone system, set hunting denied (HTD) in the station class of service.

# 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

- Avaya Communication Server 1000 release 7.6 or prior, or Meridian version 1011 release 14.0 or later
- One M2616 station port for each integrated MiCollab AM port; use either a NT8D02AB, QPC578 linecard, or NTDK16BA 48 DLC
- DDSP digit display, option 19
- Enhanced end-to-end (EES) signaling, option 10
- Message Waiting Center (MWC), option 46
- To enable M2616 sets, options ARIE 170 and DSET 88
- To overflow incoming calls from the operator to automated attendant, Attendant Overflow Position (AOP), option 56
- For ACD support, Automatic Call Distribution Package A (ACDA), option 45s
- For Agent ID login mode, Automatic Call Distribution Package C (ACDC), option 42
- For Release 18 and later, Calling Party Name Display, option 95
- For releases prior to 16.65, the attendant console will need an external DTMF generator for transferring callers to subscriber mailboxes and logging on to MiCollab AM.

## MiCollab AM Requirements

- Properly configured system server platform running Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), Windows Server 2019 (Server with Desktop Experience), or Windows Server 2022 (Server with Desktop Experience)
- MiCollab AM version 9.4 – consult the Mitel web site for the current software patches and service pack information (see References earlier in this document).
- Mitel software key diskette or feature file with the Meridian 1 Dialogic D/82 M2616 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-U specific PBX interface cable assembly for each Dialogic D/42 or D/82 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 telephone system 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 information on programming and installing the telephone system, refer to the *Meridian Integrated Services Network, Features Description & Operation Manual*. The Northern Telecom Practice (NTP) library also provides additional information.

## Programming MiCollab AM Ports in a Hunt Group

Follow these guidelines to program the telephone system for ports connecting to MiCollab AM in a hunt group arrangement. The information provided here is for Generic X11, Release 14.0 and later.

### To program MiCollab AM ports in a hunt group:

- Spread connections to the D/42 or D/82 linecard across the digital station cards in different loops to avoid possible blocking problems in high-traffic situations.
- Program one M2616 terminal number (TN) for each MiCollab AM line. Configure each TN as a new digital display set.
- Program the MiCollab AM extensions into a hunt group. When all MiCollab AM ports are busy, the last number in this group should hunt to another extension, which can then forward to the operator or receptionist. (If calls consistently go to the overflow extension, this indicates that you might need to add more integrated lines to MiCollab AM.)
- The PBX allows a maximum of 30 hunt steps.
- NCOS software must be set at a level compatible with your NARS/BARS. If you are allowing long-distance callouts for MiCollab AM, set the NCOS level accordingly.
- Make sure that the message center is allowed in LD 15.
- The class of service (CLS) must contain FBD, WTA, MTD, FNA, HTA, ADD, HFD, MWA, CNDA, and DDGD.
- Set LHK to 0 for all MiCollab AM ports to prevent hunting up the keys.
- The default values CPTA and CPFA allow camp-on to another extension. You must disable the camp-on feature on all MiCollab AM ports. To turn this option off, specify CPTD and CPFD (camp-on denied) in the CLS field.
- FITD should be specified in the CLS field if flexible incoming tones have been enabled in the telephone system. If this option has not been enabled, do not specify FITD.
- To provide outside trunk access to MiCollab AM...

- If you have direct inward dialing (DID) trunks, assign the first extension on MiCollab AM sets (the stations programmed in LD 11) as a DID station number. The other stations can be set up as internal extension numbers.
- If you do not have DID service, build an auto terminate route for the combination trunks you want to go into MiCollab AM. Also, in LD 16, the Route Data Block (RDB), answer Yes to the AUTO prompt.
- In LD 14, the Trunk Data block, at the ATDN prompt, specify the extension number of the first line in MiCollab AM. Do this for each trunk you want in the auto terminate route going to MiCollab AM.

Program the key assignment as shown in Table 4. Keys 00 through 07 must be assigned the functions shown. For Key 00, YYYY represents the MiCollab AM port's DN number. In the Hunt field, XXXX represents the extension number (DN) of the next assigned MiCollab AM port in the linear hunt group. Be sure to insert the appropriate extension number for your installation. The following is an example of station programming for MiCollab AM ports.

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

Table 4. Example programming for MiCollab AM ports (LD 11)

TN	
<b>TYPE</b>	<b>2616</b>
CDEN	8D
CUST	0
FDN	
TGAR	0
LDN	NO
NCOS	7
RNPG	0
SCI	0
SSU	
<b>CLS</b>	<b>FBD, WTA, MTD, FNA, HTA, ADD, HFD, MWA, CNDA, CPFD, CPTD, DDGD</b>
<b>HUNT</b>	<b>XXXX</b>
<b>LHK</b>	<b>0</b>

---

**KEY**00 **SCR YYYY** (Call Appearance)

01

02 **MSB** (Make Set Busy)03 **TRN** (Transfer)04 **MCK** (Message Cancellation)05 **MIK** (Message Indication)

06

07 PROGRAM

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## Creating Multiple Subscriber Hunt Groups

The telephone system allows a maximum of 30 hunting steps in each hunt group. Thus, to support more than 30 ports, you must establish multiple hunt groups within the telephone system. To distribute call traffic among the hunt groups you create, we recommend the following practices:

### To create multiple subscriber hunt groups:

- Divide the subscribers at the site into groups. For example, you might designate specific floors, buildings or departments as subscriber groups.
- Instruct the subscribers in each group to forward their phones to the associated hunt group.
- Program speed dial access keys on each subscriber's telephone to connect to MiCollab AM and retrieve messages at the associated hunt group's lead extension number, or instruct the subscribers in each group to dial that number to log on to MiCollab AM.
- In systems that handle automated attendant call traffic, dedicate one or more separate hunt groups for that traffic.

## Programming MiCollab AM Ports in an ACD Group

MiCollab AM ports can be programmed in the CS1000 or Meridian 1 as an ACD group and receive overflow calls from other ACD groups. The system must have ACD options installed.

Follow these guidelines to program the telephone system for ports connecting to MiCollab AM. Fields that are listed here are critical for programming MiCollab AM in an ACD environment.

### To program MiCollab AM ports in an ACD group:

- The handset-removal or MSB-to-indicate-log-out option must be disabled in the MiCollab AM ACD group (HOML = NO).
- The RDNA or Restrict DN Access option must be disabled (RDNA = NO).
- The MWC (LD 23) option must be set to YES to allow subscribers to forward or overflow to MiCollab AM.

- MiCollab AM will receive overflows from other agent groups as forwarded calls. Be sure to configure the application to handle calls of this type.
- The MiCollab AM ACD group does not use the Overflow feature, but can use an Interflow DN (IFDN) and Night Call Forward DN (NCFW) of 0. When all MiCollab AM ports are busy or in MSB, calls will interflow to the operator.
- Spread connections to the telephone system across the digital station cards in different loops to avoid possible blocking problems in high-traffic situations.
- Set up extension numbers in an ACD group. Program the digital display sets for each MiCollab AM port as 2616 type stations.
- If calls consistently go to the Interflow extension, you might need to add additional integrated lines to MiCollab AM.
- NCOS software must be set at a level compatible with your NARS/BARS. If you are allowing long distance callouts for MiCollab AM, set the NCOS level accordingly.
- Class of Service (CLS) must contain ADD, MWD, CCSD, CNDA, and DNDA.
- FITD should be specified in the CLS field if the Flexible Incoming Tones option has been enabled in the telephone system. If this option has not been enabled, do not specify FITD.
- Program the key assignment as shown in Table 6. Keys 00 through 05 must be assigned the functions shown. Program these keys only.
- For Key 00, ACD XXXX represents the MiCollab AM ACD agent extension and Key 01 SCR YYYY represents a unique extension used to perform callouts.

**IMPORTANT** Program the key assignments as shown. Deviating from these assignments will cause problems with the digital set integration.

#### To provide outside trunk access to MiCollab AM:

- If you have direct inward dialing (DID) trunks, assign the first extension on MiCollab AM sets (the stations programmed in LD11) as a DID station number. The other stations can be set up as internal extension numbers.
- If you do not have DID service, build an auto terminate route for the combination trunks you want to go into MiCollab AM. Also, in LD16—the Route Data block (RDB)—answer Yes to the AUTO prompt.
- In LD14, the Trunk Data block, at the ATDN prompt, specify the extension number of the first line in MiCollab AM. Do this for each trunk you want in the auto terminate route going to MiCollab AM.
- Trunk-to-trunk link transfers are not available when programming MiCollab AM in the ACD configuration.

Table 5. Example programming of an ACD group 4500 (LD 23)

TYPE	ACD
CUST	0

ACDN	<b>4500</b>
MWC	<b>YES</b>
MAXP	XXXX # of MiCollab AM ports
SDNB	<b>YES</b>
FORC	<b>NO</b>
SPCP	<b>YES</b>
CWTH	0
NCWL	<b>NO</b>
HOML	<b>NO</b>
RDNA	<b>NO</b>
RPRT	YES
IVR	<b>YES</b>

Table 6. Example programming of the SCB data block (LD 23)

TYPE	SCB
CUST	<b>0</b>
AID	YES or NO (Yes = Augent ID Mode, No = Position ID Mode)
IDLB	XXXX first agent number (Agent ID lower bounds, 0001 is the default)
IDUB	XXXX last agent number (Agent ID upper bounds, 9999 is the default)
LOG	XXX Number of MiCollab AM ports or maximum number of agents that can be logged in at any one time

Table 7. Example Programming for an Agent set in the MiCollab AM ACD group 4500 (LD 11)

DES	CX1
TN	

TYPE	<b>2616</b>
CDEN	<b>8D</b>
CUST	0
CLS	<b>ADD, MWD, CCSD, CNDA, DNDA</b>
KEY	00 <b>ACD 4500 0 XXXX</b> <b>AGN</b> (XXXX is the Agent/Position ID, which must match extensions on the Lines tab) 01 <b>SCR YYYY</b> (YYYY is a unique non-DID extension used to perform callouts) 02 <b>MSB</b> 03 <b>TRN</b> 04 <b>MCK</b> 05 <b>MIK</b> 06 07 PROGRAM

## Programming Subscriber Extensions for Voice Mail

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.

### To program subscriber extensions for voice mail:

- Program call forwarding from each subscriber station for internal calls, external calls, or both to MiCollab AM.
- In the FDN and Hunt field, specify the lead extension number of the hunt group or the ACD pilot number.
- Class of service (CLS) must contain FNA and MWA. Also, if you use blind transfers, HTA must be enabled. If you use monitored or supervised T-type transfers, do not enable HTA.
- To enable the Announce Busy feature of MiCollab AM on Call-Forward Busy calls, program the following parameters in LD 95:  
RESN=Yes  
HUNT=Busy
- Optionally, you can assign a programmable key to retrieve messages through the MWK response to the KEY prompt.

Table 8 provides an example of subscriber station programming.



Table 8. Example programming for a subscriber station (LD 11)

TN	
TYPE	2008
CDEN	4D
CUST	0
FDN	4500
TGAR	0
LDN	NO
NCOS	3
RNPG	0
SCI	0
SSU	
CLS	UNR FBD WTD LPR MTD FNA HTA ADD MWA AAD IMD XHD IRD NID OLD VCE POD CCSD SWD LND CNDA* DNDA* CFTD SFD MRD DDV CNID ICDD MCTD GPUD DPUD DNDA CFXA ARHD *=Rel 18 or later
HUNT	4500
LHK	0
KEY	00 SCR YYYY 01 TRN 02 A06 03 CFW 4 04 MSB 05 ADL 16 06 MWK 4500

## NOTES

Station forwards to group 4500 on RNA.

Station hunts to group 4500 on busy.

# Installing the Dialogic 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 Dialogic linecard. Table 9 shows the wiring connections for the M2616 digital stations. The M2616 stations connect to the even-numbered pairs only.

Table 9. Dialogic D/82 wire cut-down

Pair	Color	M2616 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

Pair	Color	M2616 Stations	Usage
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 Manger

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 9.4 and Dialogic System Release 6.0 update 241 on the Call Server platform. If the MiCollab AM version 9.4 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, select **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 **Nortel\_Meridian\_1** 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 **Avaya**.
  - d From the **Model** dropdown list, select **CS 1000**.
  - e From the **Integration Type** dropdown list, select **Dialogic D/82 M2616 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 If necessary, make any changes to the default settings your site requires in the **Integration Options** dialog box.
- 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 or the ACD pilot number you configured 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 **Boards** tab, and then click the **Add** button. The **Board Options** 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 **Switches** tab and click the **Add** button. The **Switch Integration Data Setup** dialog box appears.
  - a** From the **Manufacturer** dropdown list, select **Avaya**.
  - b** From the **Model** dropdown list, select **CS 1000**.
  - c** From the **Integration Type** dropdown list, select **Dialogic D/82 M2616 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** If necessary, make any changes to the default settings your site requires in the **Integration Options** dialog box.
- 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 or the ACD pilot number you configured 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.