

Mitel Interaction Recording

QUICK INSTALLATION GUIDE

Version 6.5



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Version 6.5
December 2020

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Chapter 1 Introduction

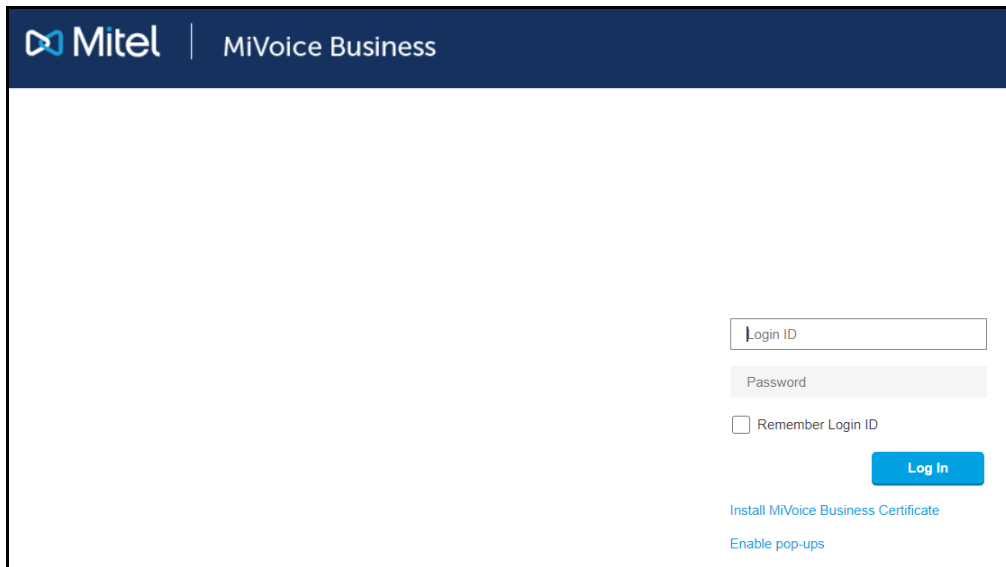
This is a quick start guide that explains the MiVoice Business (MiVB) and MiVoice Border Gateway (MBG) configuration requirements to support the Mitel Interaction Recording (MIR) application powered by ASC. Mitel Interactive Recording supports station-side or trunk-side recording of calls. Refer to the respective sections in this guide for the configuration steps.

Chapter 2 MiVB–MIR Integration Settings

Computer Telephony Integration (CTI) Authentication

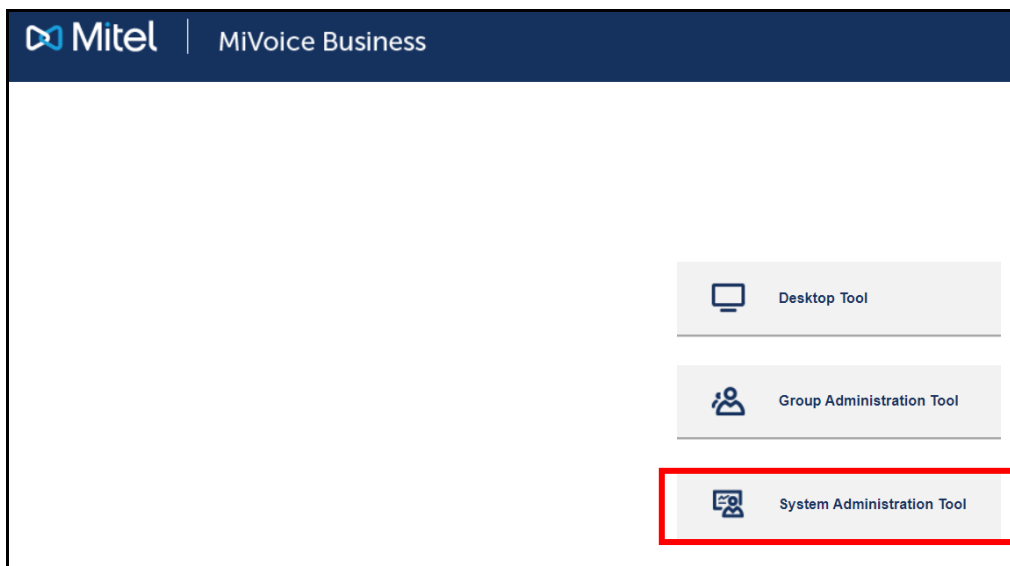
Perform the following procedure to enable user access to the MIR application through MiVB.

1. Log on to the **MiVoice Business** website.



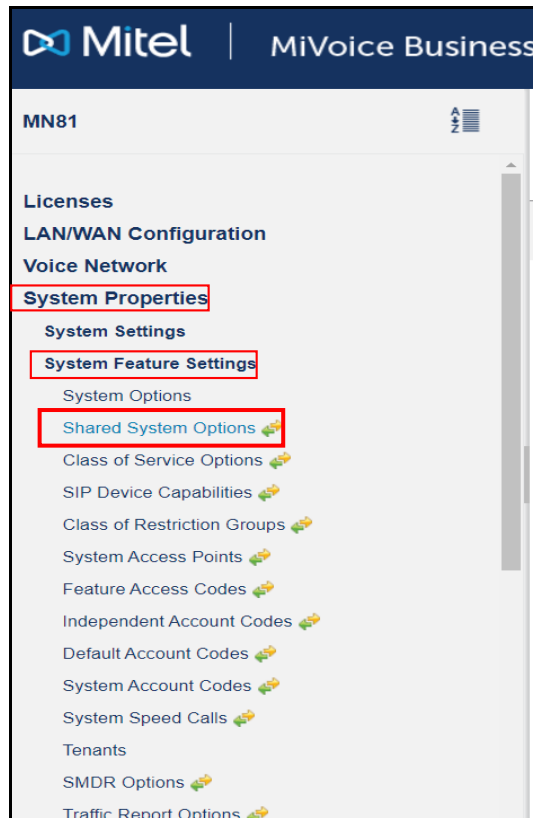
The screenshot shows the Mitel MiVoice Business login page. The header features the Mitel logo and 'MiVoice Business' text. The main content area is mostly blank, with a login form on the right side. The form includes a 'Login ID' input field, a 'Password' input field, and a checkbox for 'Remember Login ID'. A blue 'Log In' button is positioned below the password field. At the bottom of the form, there are two links: 'Install MiVoice Business Certificate' and 'Enable pop-ups'.

2. Select **System Administration Tool**.



The screenshot shows the Mitel MiVoice Business dashboard. The header features the Mitel logo and 'MiVoice Business' text. The main content area displays three tool options: 'Desktop Tool', 'Group Administration Tool', and 'System Administration Tool'. The 'System Administration Tool' option is highlighted with a red rectangular border, indicating it is the selected tool.

3. Navigate to **System Properties**, click **System Feature Settings**, and select **Shared System Options**.



4. Enable CTI Application Authentication.

- Click **Change** on the **Shared System Options** screen.

Shared System Options on **MN81**

Change

Shared System Options

DPNSS/QSIG Diversion Enabled	Yes
Enable CTI Application Authentication	No
Emergency DID Routing Enabled	No

- From the **Change** window, select **Yes** for **Enable CTI Application Authentication**, and click **Save**.

Note: Enabling CTI Application Authentication conflicts with the MiVB configuration for Cloudlink.

Change

Shared System Options

DPNSS/QSIG Diversion Enabled ☐ No ☒ Yes

! Enable CTI Application Authentication ☐ No ☒ Yes

Emergency DID Routing Enabled ☒ No ☐ Yes

Emergency Response

Enable ER TRAPS ☐ No ☒ Yes

Trap IPAddress/FQDN for ER Notification 10.211.26.172

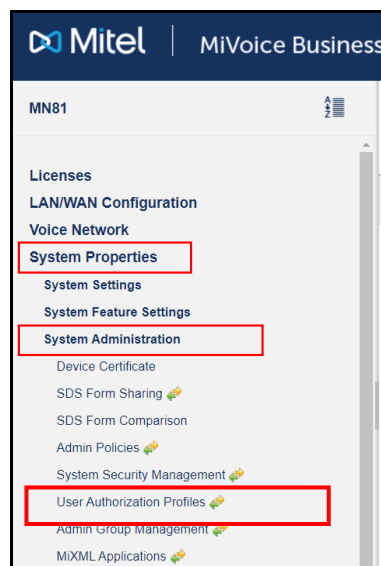
TRAP Community String datta

Enable access to Server Manager ☐ No ☒ Yes

Maintain Original Forward or Reroute Reason ☐ No ☒ Yes

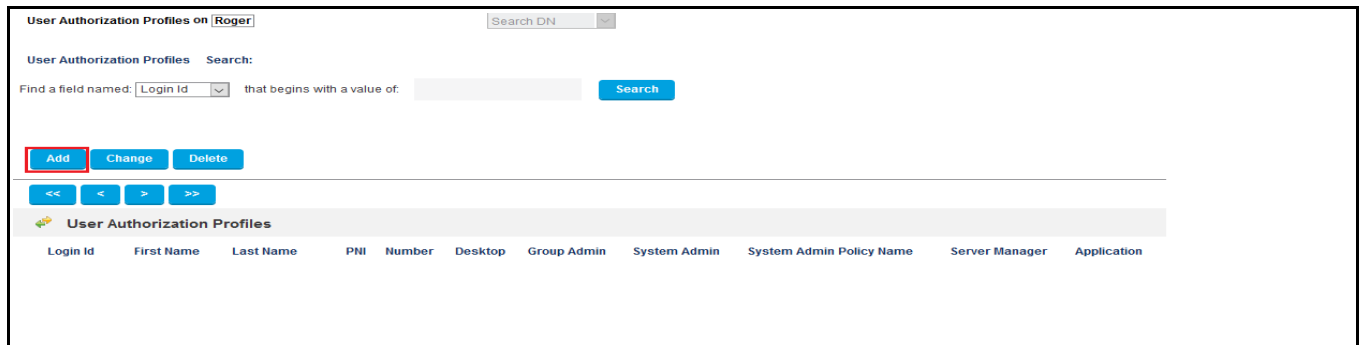
Save **Cancel**

- Navigate to **System Properties**, click **System Administration**, and select **User Authorization Profiles**.



6. Create a new user for the application level access for MiXML.

- Click **Add** in the User Authorization Profiles screen.



User Authorization Profiles on **Roger** Search DN

User Authorization Profiles Search:

Find a field named: Login Id that begins with a value of: Search

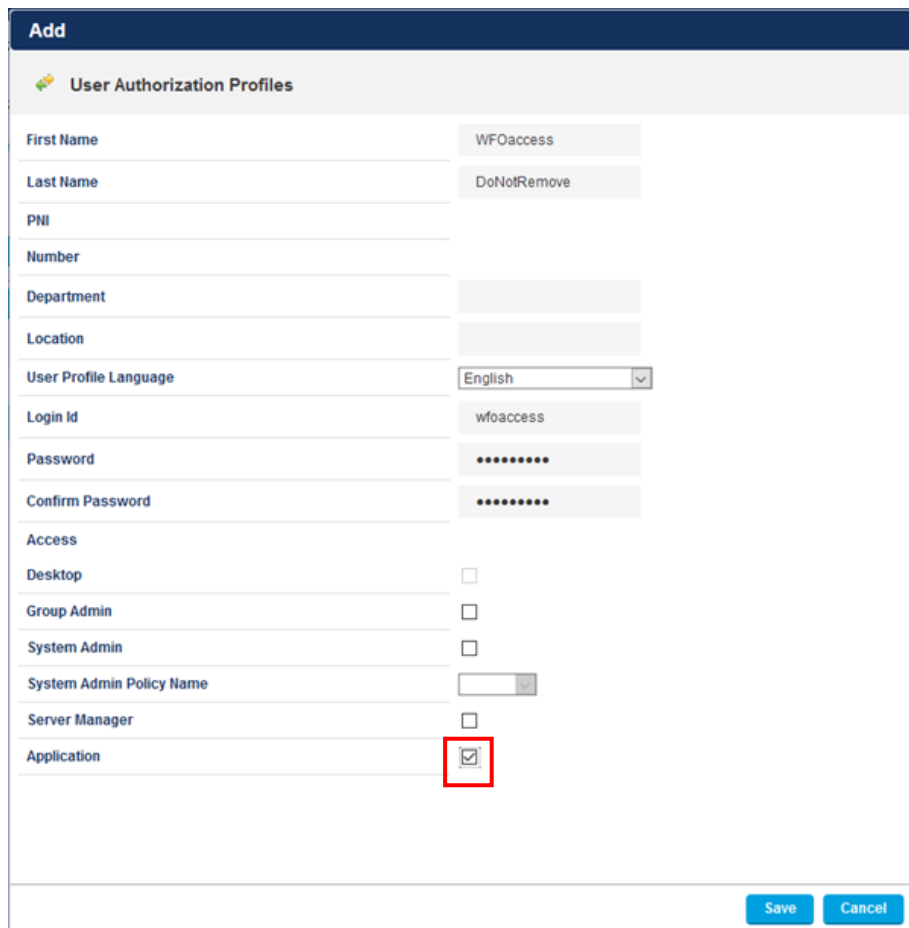
Add Change Delete

<< < > >>

User Authorization Profiles

Login Id	First Name	Last Name	PNI	Number	Desktop	Group Admin	System Admin	System Admin Policy Name	Server Manager	Application
----------	------------	-----------	-----	--------	---------	-------------	--------------	--------------------------	----------------	-------------

- In the **Add** window, enter the **First Name**, **Last Name**, **Login id**, and **Password**. Select the **Application** check box and click **Save**.



Add

User Authorization Profiles

First Name: WFOaccess

Last Name: DoNotRemove

PNI:

Number:

Department:

Location:

User Profile Language: English

Login Id: wfoaccess

Password:

Confirm Password:

Access:

Desktop: ☐

Group Admin: ☐

System Admin: ☐

System Admin Policy Name:

Server Manager: ☐

Application: ☒

Save Cancel

- After the setting is saved, the **Application** column in the **User Authorization Profiles** table will show as **True**.

User Authorization Profiles on **Roger** Search DN

User Authorization Profiles Search:

Find a field named: Login Id that begins with a value of: Search

Add Change Delete

<< < > >>

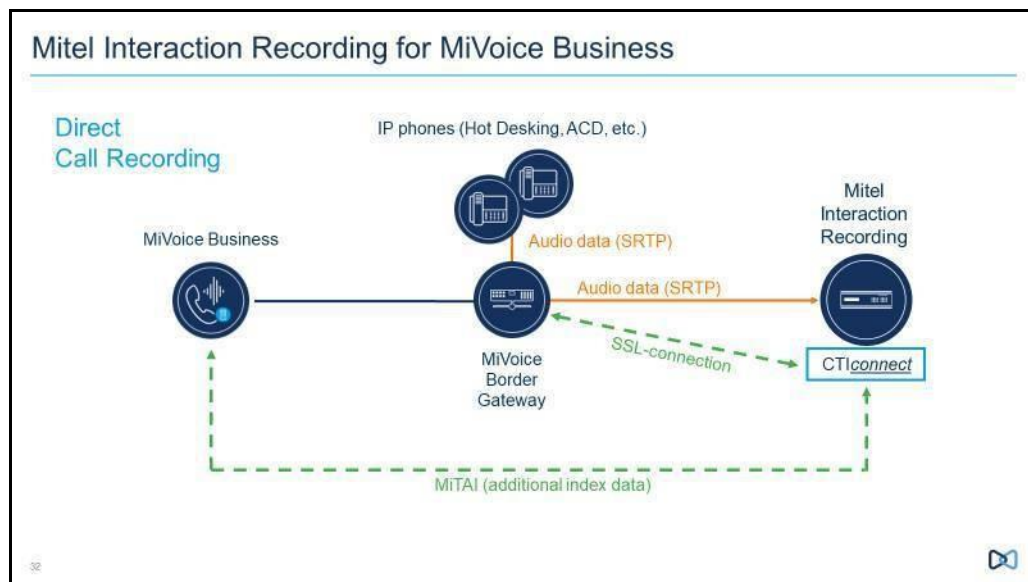
User Authorization Profiles

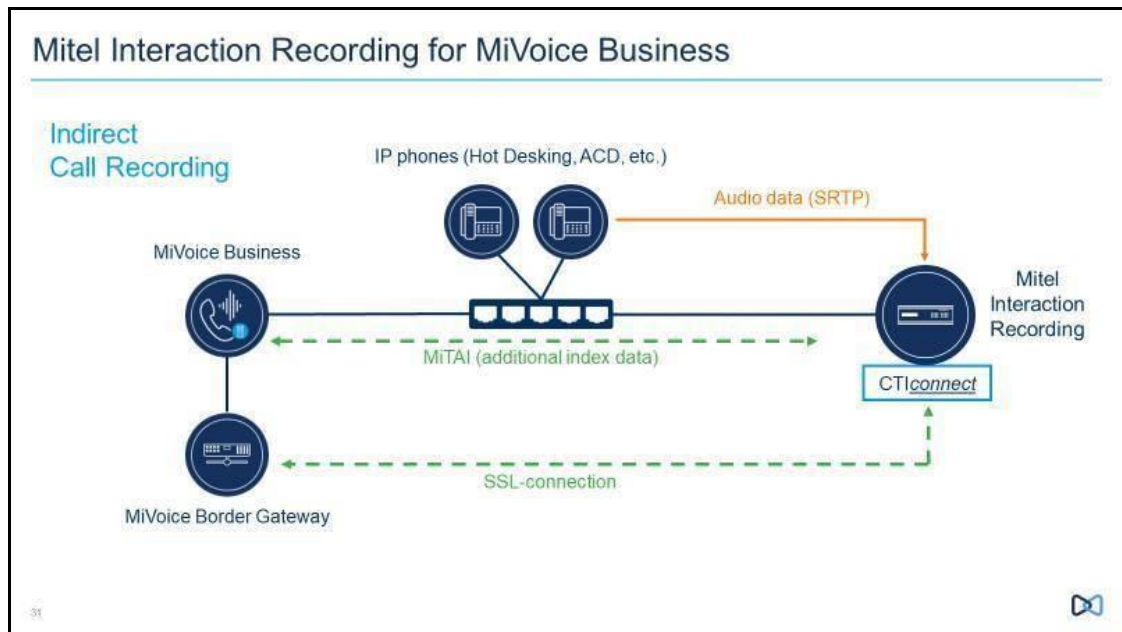
Login Id	First Name	Last Name	PNI	Number	Desktop	Group Admin	System Admin	System Admin Policy Name	Server Manager	Application
wfoaccess	WFOaccess	DoNotRemove			False	False	False		False	True

The user will now be able to access the MIR application through MiVB.

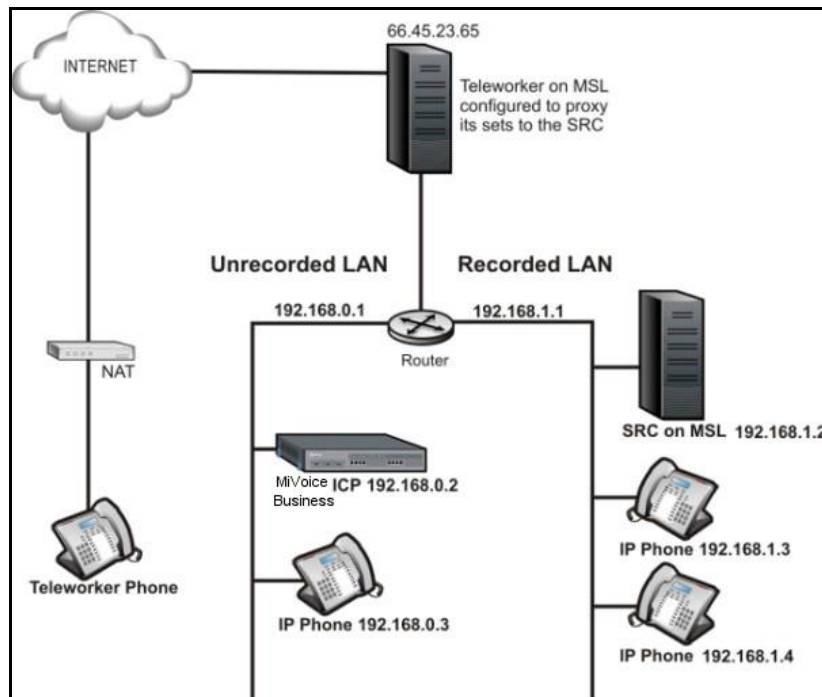
MiVoice Business for Station-Side SRC Recording

- Station-side Secure Recording Connector (SRC) uses the SRC capability of the Mitel Border Gateway (MBG) product. Mitel SRC provides two modes of operation: Direct and Indirect call recording. Mitel supports Direct call recording with MIR only. Mitel also strongly recommends using one MBG for Direct call recording and another MBG for Indirect call recording.





2. In Direct mode, the SRC is essentially a MiNET proxy on the network between the phones and the MiVoice Business, and it provides a copy of the call audio to a call recording system. The phones register with the SRC, which registers on their behalf with MiVoice Business.
3. Call recording servers can interact with multiple clustered SRCs for scaling and resiliency. Clustering the SRC with Teleworker MBG is not supported.
4. MBG servers can be chained together to enable recording of remote teleworker phones. The following figure shows an example of a teleworker set connecting through the edge MBG to an MBG server for call recording (and finally to the MiVoice Business), so that it can be recorded along with the sets on the Recorded LAN. To configure this scenario, an *ICP* entry is added to the edge MBG containing the IP address of the LAN MBG used for recording. All remote sets to be recordable must be configured with that *ICP*. The recording MBG will then proxy the remote sets to their real ICP.



The following sections describe the procedures for configuring MiVoice Business and MiVoice Border Gateway for station-side SRC integration.

MiVoice Business

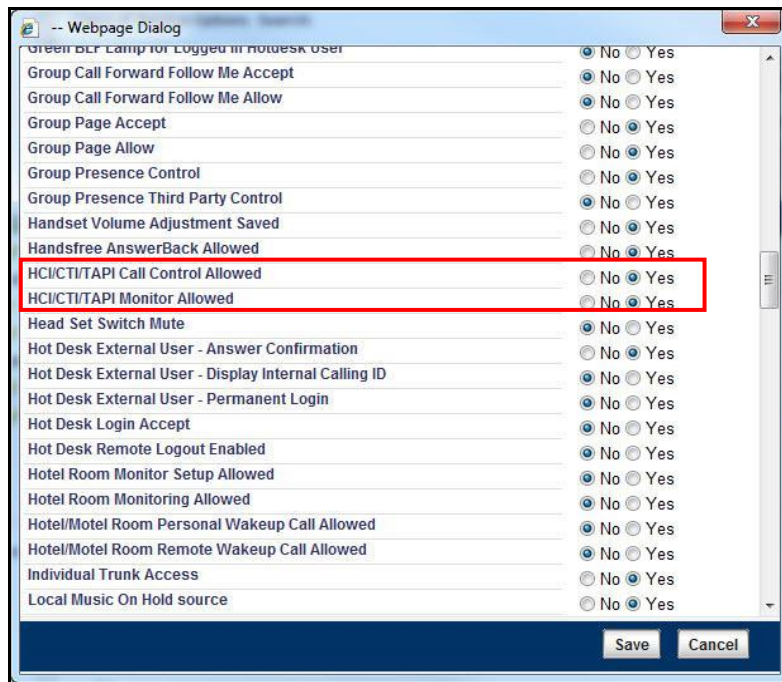
Station Class of Service

1. Navigate to **System Properties** and click **System Feature Settings**.
2. Select **Class of Service Options** Assignments.

The screenshot shows the Mitel House3300 System Administration interface. The left sidebar contains the navigation tree with 'System Properties' and 'System Feature Settings' highlighted. The main area displays the 'Class of Service Options' table.

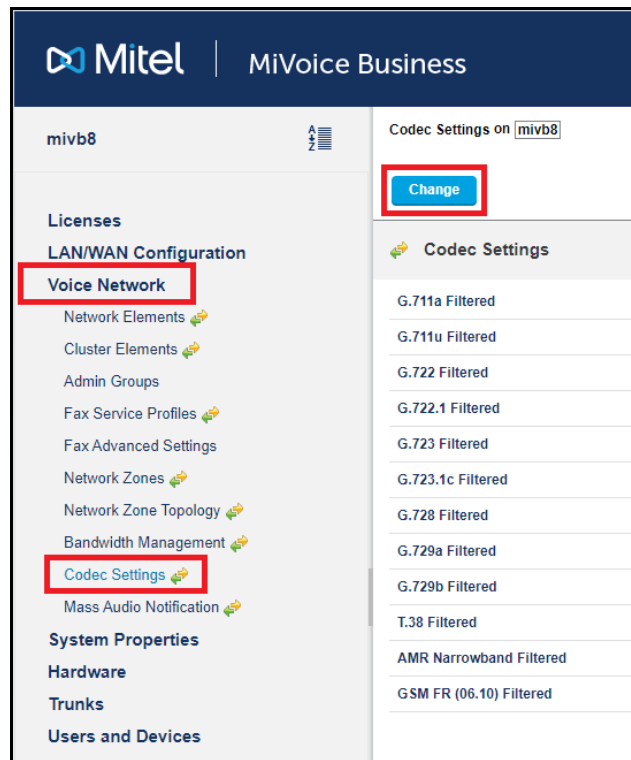
Class Of Service Number	Comment
1	Standard User
2	Ext Hot Desk
3	ACD Agent 0W/rp
4	ACD Sup 0W/rp
5	Call Fwd Ext
6	Front Desk
7	Hot Desk Phone
8	ACD Agent 5W/rp
9	ACD Sup 5W/rp
10	ME W/ACD Mon
11	AWC Ports
12	SIP Extensions
13	
14	
15	auto-answer

3. Make sure that **Yes** is selected for the following Station (Extension) COS Assignments:
 - **HCI/CTI/TAPI Call Control Allowed**
 - **HCI/CTI/TAPI Monitor Allowed**

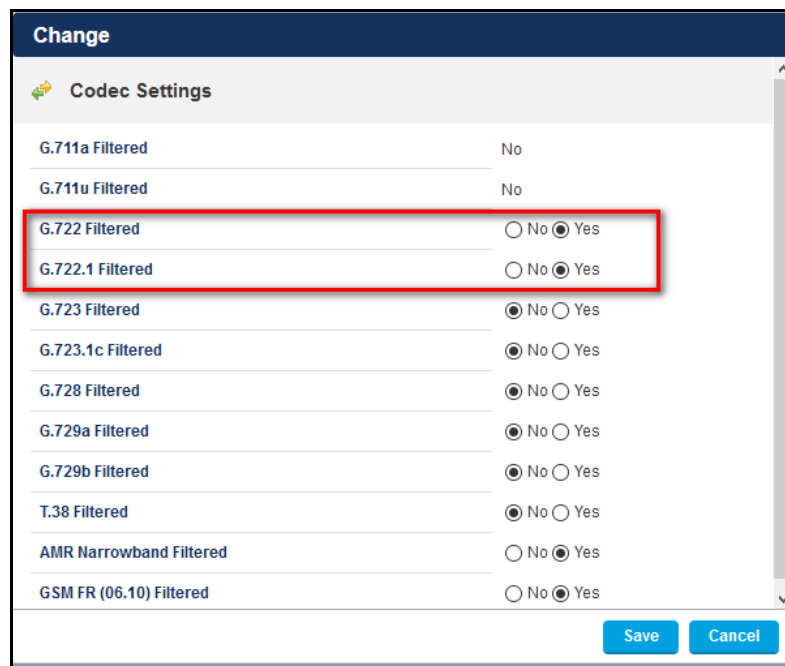


Codec Requirements

1. Navigate to **Voice Network**, click **Codec Settings** and select **Change**.



2. Select Yes for the **G.722 Filtered** and the **G.722.1 Filtered** options.
3. Click **Save**.

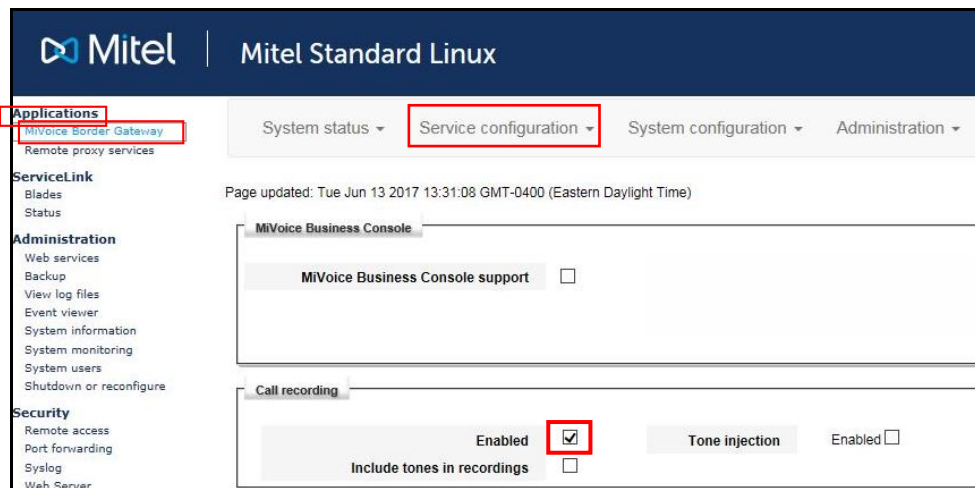


MiVoice Border Gateway

Enable Call Recording in MBG

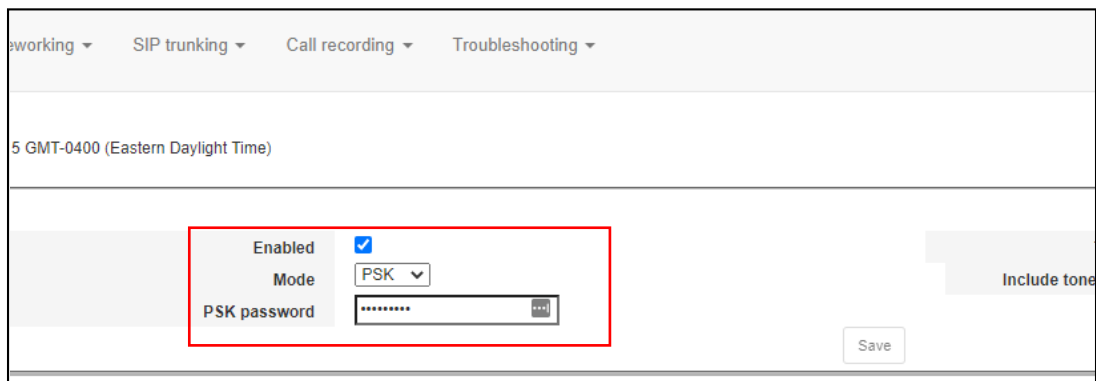
1. Log in to the **MBG Web Admin** using admin credentials.

2. Navigate to **Applications**, click **MiVoice Border Gateway**, click **Service configuration**, and select **Application Integration** from the drop-down list.
3. Under **Call recording**, select the **Enabled** check box and click **Save**.



4. Enter the pre-shared key (PSK) password.

Note: Mitel Google Cloud Platform (GCP) requires PSK password as a replacement for the MBG client certificate requirement.



For details on implementing MBG in VMware virtual machine environment, see the following Mitel documents. All the documents are available on Mitel OnLine and InfoChannel.

- **Virtual Appliance Deployment Solutions Guide**
- **VMware Virtual Appliance Quick Reference Guide**

Add MiVoice Business as an ICP

1. Navigate to **Applications**, click **MiVoice Border Gateway**, click **Service configuration**, and select **Manage ICP** from the drop-down list.
2. Add a new ICP with the following information.
 - a. **Name:** Type the descriptive name.
 - b. **Hostname or IP address:** Type the IP address of the MiVoice Business.
 - c. **Type:** Select **MiVoice Business** from the Type list.
 - d. **SIP capabilities:** Select **UDP** from the SIP capabilities list.

Note: Do not enable Indirect call recording.

The screenshot shows the Mitel Standard Linux web interface. In the left sidebar, 'Applications' is selected, and 'MiVoice Border Gateway' is highlighted. In the main content area, the 'Service configuration' tab is active, and the 'Manage ICP' link is highlighted. The form for adding a new ICP is displayed with the following fields:

Name	MiVB 1	Hostname or IP address	10.47.61.30
Type	MiVoice Business	MiNet installer password	
SIP capabilities	UDP	Indirect call recording capable	<input type="checkbox"/>

The following shows an example of multiple configured ICP's.

The screenshot shows the Mitel Standard Linux web interface with the 'ICP Information' table displayed. The table lists the following ICPs:

Default for MiNet	Default for SIP	Name	Hostname or IP address	Type	Installer password	SIP capabilities	Indirect call recording capable		
<input type="radio"/>	<input type="radio"/>	10.102.154.101	10.102.154.101	MiVoice Business		UDP	<input checked="" type="checkbox"/>		
<input type="radio"/>	<input type="radio"/>	10.19.4.21	10.19.4.21	MiVoice Business		UDP	<input checked="" type="checkbox"/>		
<input type="radio"/>	<input type="radio"/>	10.19.4.50	10.19.4.50	MiVoice Business		UDP	<input checked="" type="checkbox"/>		
<input type="radio"/>	<input type="radio"/>	MiVB 1	10.47.61.30	MiVoice Business		UDP	<input checked="" type="checkbox"/>		
<input type="radio"/>	<input type="radio"/>	MCS	10.35.102.9	MiVoice Business		UDP	<input checked="" type="checkbox"/>		

Direct Call Recording

Add the Mitel *MiNET Device* for each extension to be recorded.

1. Navigate to **Applications**, click **MiVoice Border Gateway**, and select **Service configuration**.
2. Add a new device by configuring the following:
 - a. **Enabled**: Select the **Enabled** check box.
 - b. **Configured ICP**: Select a previously added ICP for the MiVoice Business.
 - c. **MAC Address**: Enter the MAC address of the device to be recorded.
 - d. **Description**: Enter a descriptive name.

You can provision multiple devices for recording on MBG. To simplify this process, turn off **Restrict MiNet Devices** in the MBG UI. This allows the devices to connect and forward call recordings to the default ICP. The ICP will redirect the devices to their home element. For more details, see *MiVoice Border Gateway Installation and Maintenance Guide*.

Note: The devices may not be activated into service if the default ICP is down when they try to connect to it.

3. Navigate to **Applications**, click **MiVoice Border Gateway**, click **System**, and select **Setting MiNet options** from the drop-down list and clear **Restrict MiNet devices**.

Approving MIR certificate

Note: Mitel GCP does not require approval for the MIR certificate. The PSK password is used in place of the MIR certificate.

Perform the following step after the configuration for MIR-CTI integration is active.

To approve the MBG certificates:

1. Navigate to **Security** and select **MBG client certificates**.



- a. In the **Queued CSRs** section, select the **CSR for the Call Recording server**.
- b. Scroll down and select **Approve**.

Following is an example of an approved MBG certificate:

Manage Certificates

In this panel, you can manage all Certificate Signing Requests (CSRs) in the queue of this server, and any signed certificates issued by this server's Certificate Authority (CA).

To approve or reject a request, click on the Request ID, and use the resulting page. Before you approve a CSR, you should establish the individual's identity by some means (by a phonecall at the very least), or you will defeat the purpose of this exercise.

The following are the details of your Certificate Authority's signing certificate.

Issuer	Issuer: C=CA, ST=ON, O=Mitel Networks, OU=VoIP, CN=Mitel 6000 CA/emailAddress=security@Mitel.com
Subject	Subject: CN=ServiceLink Account ID: 50309237/emailAddress=admin@src01.mitel.com, O=XYZ Corporation
Not before	Jan 20 20:03:19 2009 GMT
Not after	Jan 18 20:03:19 2019 GMT

Queued CSRs

Certificate ID	Subject
3ce17f56-d0e5-4c2d-8063-74f47d77cfe2	UID=2145d599-7634-46ae-993f-48662c73bd81, L=Mitel IFT, CN=emng-mitel-trial.marwatch.net, O=Martello
70f653fa-475d-402b-b32f-eaf47d7d27a0	UID=2145d599-7634-46ae-993f-48662c73bd81, L=Mitel IFT, CN=emng-mitel-trial.marwatch.net, O=Martello

Approved Certificates

Certificate ID	Subject
43ce9c2e-8fb1-4c72-b59a-100395066f8c	CN=Snitch@10.39.164.100:0
4bfa36d8-3247-46bf-be5f-afa22708a0b9	CN=Snitch@10.39.40.202_SRC@10.35.3.7
3a82c3aa-b613-4158-9e08-276d776eeef4	CN=Snitch@10.39.164.13_SRC@10.35.3.7
b3bb64cc-ef7a-4218-b5cd-adc5f9dax9d	CN=Snitch@10.35.5.42

MiVoice Business for SIP Trunk-Side SRC Recording

The following sections describe the procedures for configuring MiVoice Business and MiVoice Border Gateway for SIP trunk-side SRC recording. However, this section does not provide an end-to-end explanation of SIP trunk configurations in MiVB. For details about SIP trunk configurations, see the *MiVB Help files*.

MiVoice Business

1. Navigate to **System Properties** and select **System Feature Settings**.
2. Click **Class of Service Options** Assignments.

Details for this option are displayed on the right pane.

The screenshot shows the MiVoice Business web interface. The left sidebar contains a navigation menu with the following items: Licenses, LAN/WAN Configuration, Voice Network, System Properties (highlighted), System Settings, System Feature Settings (highlighted), System Options, Shared System Options, Class of Service Options (highlighted), SIP Device Capabilities, Class of Restriction Groups, System Access Points, Feature Access Codes, Independent Account Codes, Default Account Codes, System Account Codes, System Speed Calls, Tenants, SMDR Options, Traffic Report Options, Inward Dialing Modification, and Outward Dialing Modification. The main content area displays the 'Class of Service Options' configuration page. At the top, there is a header bar with the Mitel logo, 'MiVoice Business', and a status bar showing 'Node: 'AquaLab' Alarm Status: Clear 2016-Oct-19 10:59:38'. Below the header, there is a search bar and a 'Show form on' dropdown. The main content area shows a table of Class of Service Options with columns for Class Of Service Number and Comment. The table has 5 rows, with the first row highlighted. Below the table, there is a 'General' tab and an 'Advanced' tab. The 'General' tab is active, showing configuration details for Class Of Service Number 1, including ACD settings.

Class Of Service Number	Comment
1	
2	Sets
3	
4	
5	

Below the table, the 'General' tab is active, showing configuration details for Class Of Service Number 1.

Class Of Service Number	Value
Class Of Service Number	1
Comment	
ACD	
ACD Agent Behavior on No Answer	Logout
ACD Agent No Answer Timer	15
ACD Make Busy on Login	No
ACD Silent Monitor Accept	No
ACD Silent Monitor Accept Monitoring Non-Prime Lines	No
ACD Silent Monitor Allowed	No
ACD Silent Monitor Notification	No

3. Make sure that **Yes** is selected for the following Station and Trunk COS Assignments:

- **HCI/CTI/TAPI Call Control Allowed**
- **HCI/CTI/TAPI Monitor Allowed**

The screenshot shows the Mitel MiVoice Business configuration interface. The left sidebar contains a navigation menu with the following items: Licenses, LAN/WAN Configuration, Voice Network, System Properties, System Settings, System Feature Settings, System Options, Shared System Options, Class of Service Options (highlighted), SIP Device Capabilities, Class of Restriction Groups, System Access Points, Feature Access Codes, Independent Account Codes, Default Account Codes, System Account Codes, System Speed Calls, Tenants, SMDR Options, Traffic Report Options, Inward Dialing Modification, and Outward Dialing Modification.

The main content area displays the 'Class of Service Options' configuration for 'AquaLab'. The 'General' tab is selected, and the 'HCI' section is highlighted with a red box. The 'HCI/CTI/TAPI Call Control Allowed' and 'HCI/CTI/TAPI Monitor Allowed' options are both set to 'Yes'.

Option	Yes/No
Campan Tone Security	<input type="radio"/> No <input checked="" type="radio"/> Yes
External Trunk Standard Ringback	<input type="radio"/> No <input checked="" type="radio"/> Yes
Fax Capable	<input type="radio"/> No <input checked="" type="radio"/> Yes
Return Disconnect Tone When Far End Party Clears	<input type="radio"/> No <input checked="" type="radio"/> Yes
HCI	
HCI/CTI/TAPI Call Control Allowed	<input type="radio"/> No <input checked="" type="radio"/> Yes
HCI/CTI/TAPI Monitor Allowed	<input type="radio"/> No <input checked="" type="radio"/> Yes
Hot Desk	
Green BLF Lamp for Logged in Hotdesk User	<input type="radio"/> No <input checked="" type="radio"/> Yes
Hot Desk External User - Allow Mid-Call Features	<input type="radio"/> No <input checked="" type="radio"/> Yes

- Navigate to **Voice Network**, click **Network Elements**, and select **Add** to define an **Outbound Proxy** element for MBG.

Note: In this example, **MBG** is added as the outbound proxy element.

The screenshot shows the Mitel MiVoice Business web interface. The left sidebar contains a navigation menu with the following items: Licenses, LAN/WAN Configuration, Voice Network, Network Elements, Cluster Elements, Admin Groups, Fax Service Profiles, Fax Advanced Settings, Network Zones, Network Zone Topology, Bandwidth Management, Codec Settings, System Properties, Hardware, Trunks, Users and Devices, Integrated Directory Services, Voice Mail, Call Routing, Music On Hold, Emergency Services Management, and Property Management. The 'Voice Network' and 'Network Elements' items are highlighted with red boxes. The main area displays the 'Network Elements' configuration page for 'AquaLab'. It includes a table with columns: Name, Type, PBX Number/Cluster Element ID, FQDN or IP Address, Data Sharing, and Version. The table lists three elements: AquaLab (Local), MBG, and PBX-CO. The MBG row is highlighted in blue, and the PBX-CO row is highlighted in red. Below the table, the details for the selected MBG element are shown, including its Type (Outbound Proxy), FQDN or IP Address (10.47.61.27), Data Sharing (NO), Local (False), Version, Zone (1), and ARID.

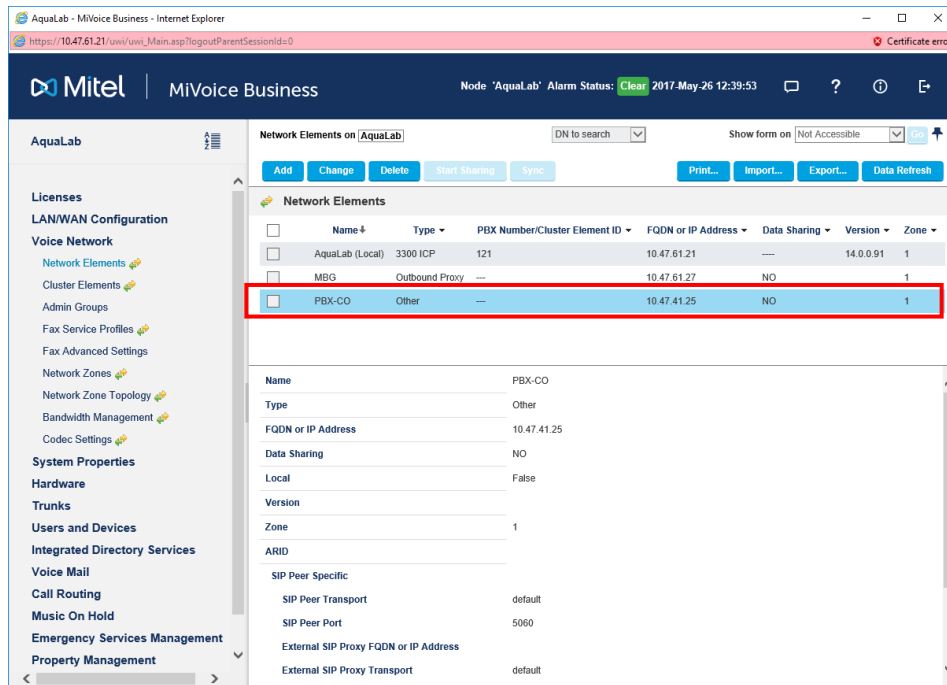
Name	Type	PBX Number/Cluster Element ID	FQDN or IP Address	Data Sharing	Version
AquaLab (Local)	3300 ICP	21	10.47.61.21	---	14
MBG	Outbound Proxy	---	10.47.61.27	NO	
PBX-CO	Other	---	10.47.41.25	NO	

Details for MBG:

- Name: MBG
- Type: Outbound Proxy
- FQDN or IP Address: 10.47.61.27
- Data Sharing: NO
- Local: False
- Version:
- Zone: 1
- ARID:
- Outbound Proxy Specific:

- Add a network element for your edge device. In this example, PBX-CO is added as the network element. Make Note of the name given as this is used in configuring the MBG and Call Recording.

Note: Scroll down and make sure that the SIP Peer Port is set to **5060**.

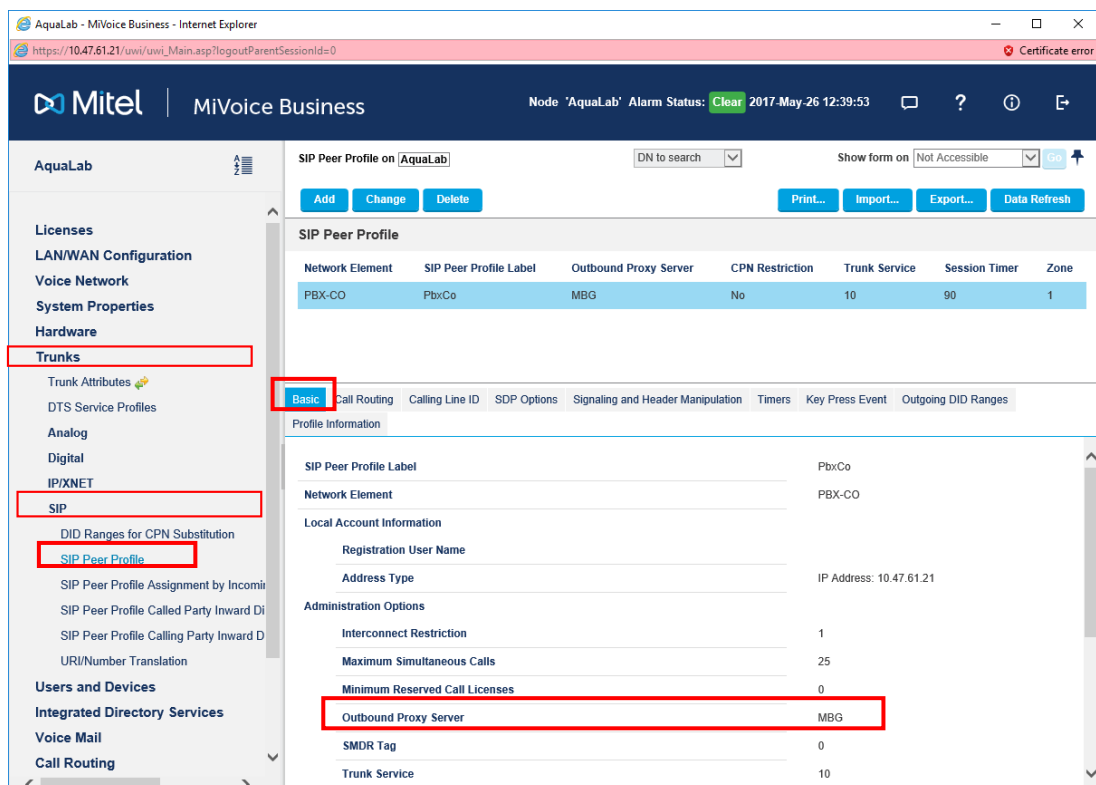


6. Navigate to **Trunks**, click **SIP**, and select **SIP Peer Profile** to add a SIP Peer Profile for your edge device **Network Element**.

Note: Only one SIP PEER Profile is supported while the SIP Peer Profile Assignment is being used by the Incoming DID Form on the MIVB. That is, only one of the SIP Peer Profiles can be recorded.

7. In the **Basic** tab, select **MBG** network element as the **Outbound Proxy Server**.

Note: This is the outbound proxy element defined for MBG in step 4 in this example.



8. In the **Signaling and Header Manipulation** tab,

- Select **Yes** for **Use P-Call-Leg-ID Header**.
- For **P-Preferred Identity Header**, select **Peer Profile Default CPN** from the drop-down list.

9. Click **Save**.

The screenshot shows the Mitel MiVoice Business configuration interface. The left sidebar contains a navigation menu with categories like Licenses, LAN/WAN Configuration, Voice Network, System Properties, Hardware, Trunks, Users and Devices, Integrated Directory Services, Voice Mail, Call Routing, Music On Hold, Emergency Services Management, Property Management, and Maintenance and Diagnostics. The main content area is titled 'SIP Peer Profile on Roger' and includes a table for 'SIP Peer Profile' with columns for Network Element, SIP Peer Profile Label, Outbound Proxy Server, CPN Restriction, and Trunk Service. Below the table, there are tabs for Basic, Call Routing, Calling Line ID, SDP Option, Signaling and Header Manipulation (which is selected and highlighted with a red box), Timers, Key Press Event, and Profile Information. The 'Signaling and Header Manipulation' tab contains various settings, some of which are highlighted with red boxes: 'Use P-Call-Leg-ID Header' is set to 'Yes', 'Use P-Preferred Identity Header' is set to 'Peer Profile Default CPN' (selected from a dropdown), and 'Use Restricted Character Set For Authentication' is set to 'No'.

Network Element	SIP Peer Profile Label	Outbound Proxy Server	CPN Restriction	Trunk Service
MitelSIP	MitelSIP		No	1
Revol	Revol		No	1

Basic | Call Routing | Calling Line ID | SDP Option | **Signaling and Header Manipulation** | Timers | Key Press Event | Profile Information

Suppress Redirection Headers: No

Use Fixed Retry Time for 491: ☒ No ☐ Yes

Use Privacy: none: ☒ No ☐ Yes

Use P-Asserted Identity Header: ☐ No ☒ Yes

Use P-Asserted Identity for Billing: ☐ No ☒ Yes

Use P-Call-Leg-ID Header: ☒ No ☒ Yes

Use P-Early-Media Header: No

Use P-Preferred Identity Header: Peer Profile Default CPN

Use Restricted Character Set For Authentication: ☒ No ☐ Yes

Use To Address in From Header on Outgoing Calls: ☒ No ☐ Yes

Use user-phone: ☒ No ☐ Yes

Use user-phone for Diversion Header: ☒ No ☐ Yes

MiVoice Border Gateway

1. Navigate to Applications, click **Mitel Border Gateway**, click **Service Configuration**, and select **SIP Trunking** from the drop-down list.

The screenshot shows the Mitel Standard Linux web interface. The left sidebar has a red box around the 'Applications' menu, with 'MiVoice Border Gateway' selected. The top navigation bar has a red box around the 'Service configuration' dropdown menu. The main content area shows the 'SIP trunk information' section with a table of existing trunks. A red box highlights a '+' icon to add a new trunk.

SIP trunk information

Enabled	Name	Remote endpoint	Number of routing rules	PRACK support
✓	PBX-CO	10.47.41.25 : 5060	1	Use master setting

2. Click the “+” mark to add a new SIP trunk. Make sure that the name matches that of the network element in MiVB.

Note: The name of the MiVB network and the SIP trunk must match exactly (case sensitive), for the recording of the audio to function properly.

3. Enter the **IP address** of the edge device and select the appropriate MiVB as the **Primary**.

Page updated: Fri May 26 2017 12:51:49 GMT-0400 (Eastern Daylight Time)

This interface provides the ability to edit a SIP trunk's details. Edit below, and click the "Save" button to commit the changes. If you do not wish to save, simply navigate elsewhere.

Manage SIP trunk

Enabled ☒

Name **PBX-CO**

Remote trunk endpoint port 5060

Remote trunk endpoint address 10.47.41.25

Options keepalives Always

Accept traffic from any port ☐

Options interval 60

Rewrite host in PAI ☒

Remote RTP framesize (ms) Auto

Idle timeout (s) 3600

RTP address override ---

Local streaming ☐

PRACK support Use master setting

Log verbosity Use master setting

Authentication username

Confirm authentication password

Set-side RTP security Allow

Icp-side RTP security Disable

Re-invite conversion ☐

Search routing rules

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Note, if you modify your routing rules, you must save them before changing pages or navigating elsewhere, or those changes will be lost.

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Match	Rule	Primary	Secondary	Description
1 Request UI	*	MVB Aquarius		

Enable Call Recording in MBG

To enable Cal Recording in MBG:

1. Navigate to **Applications**, click **MiVoice Border Gateway**, click **Service Configuration**, and select **Application Integration** from the drop-down list.
2. Under **Call Recording**, select the **Enabled** check box and click **Save**.

Page updated: Tue Jun 13 2017 13:31:08 GMT-0400 (Eastern Daylight Time)

MiVoice Business Console

MiVoice Business Console support ☐

Call recording

Include tones in recordings ☒

Tone injection Enabled ☐

Chapter 3 References

For more details regarding specific guides/topics, see the following MiVoice Business documents in Document Center:

- *Failover - See Resiliency Guidelines*

<https://www.mitel.com/document-center/business-phone-systems/mivoice-business/mivoice-business/90sp3/en/4mivoicebusiness90sp3res>

For more details regarding specific guides/topics, see the following Mitel Border Gateway documents in Document Center:

- *MBG Engineering Guidelines*

<https://www.mitel.com/document-center/applications/mivoice-border-gateway/100/en/mbgengs100>