

Quick Guide EVOIPneo active for Mitel MiVoice 5000



Administration manual for system providers

3/23/2021

Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

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2 Introduction

This is a quick guide for a recording architecture of the type All-in-one Basic Recording in combination with a Mitel MiVoice 5000 PBX.

This document describes the standard minimum settings for operative recording with available additional data.

To carry out a configuration based on a quick guide, basic knowledge of the *neo* software is required. For more information refer to the corresponding in-detail administration manual for the recording variant.



The following configuration has to be carried out as system administrator.

1. Log in to the application System Configuration with the following login data:

User name	system-admin
Password	A\$c123

3 Configure Mitel MiVoice 5000



A Mitel engineer configures the Mitel MiVoice 5000 PBX. The IP address of the recording server must be entered in the configuration file of the PBX so that the RTP data can be sent to the recording server.

The following information is an exemplary configuration:

1. Select the menu item *Network and links* > *Data links* > *Servers* > *CSTA Servers*.
2. Activate the registering of the CSTA server in this section.

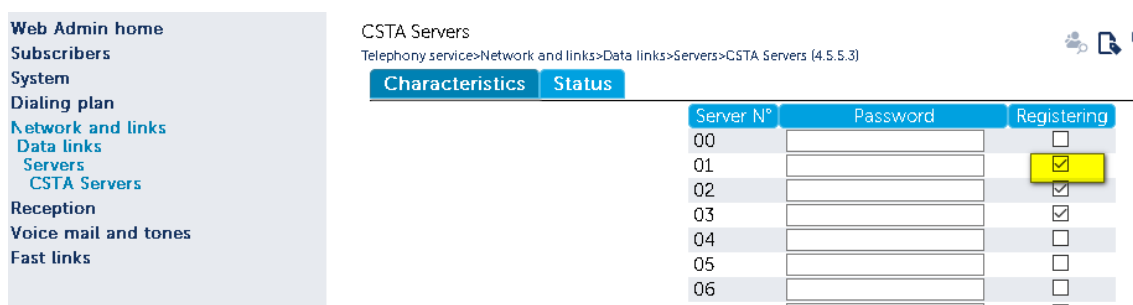


Fig. 1: Mitel MiVoice 5000 - Configure registering

3. If the server has been connected, you can see the type and the location of the server in the tab *Status*.

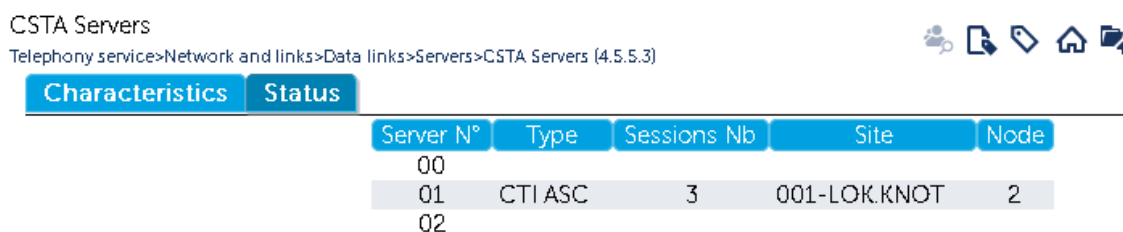


Fig. 2: Mitel MiVoice 5000 - Status of CSTA server

4. Under the menu item *Network and links* > *Data links* > *TCP-IP - X25 gateway*, you can configure the port and the number of the gateway.

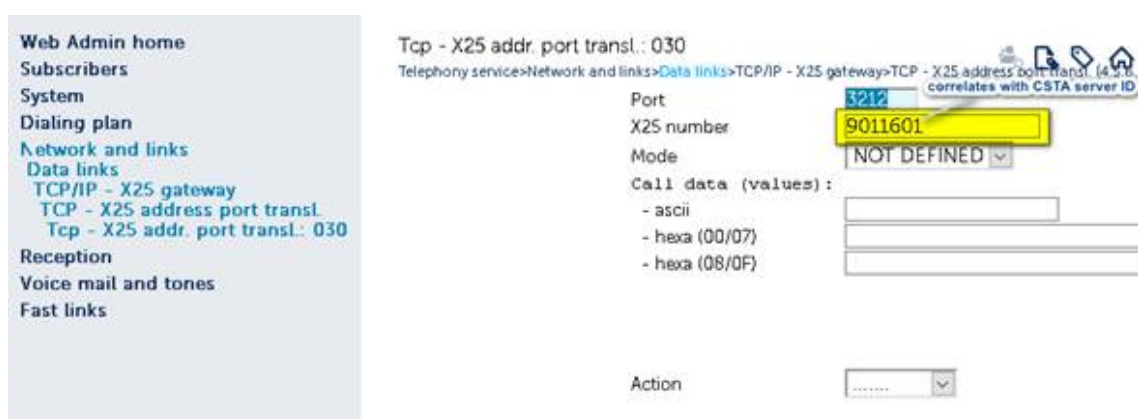


Fig. 3: Mitel MiVoice 5000 - Configure gateway

In the table, you see the configured CSTA links.

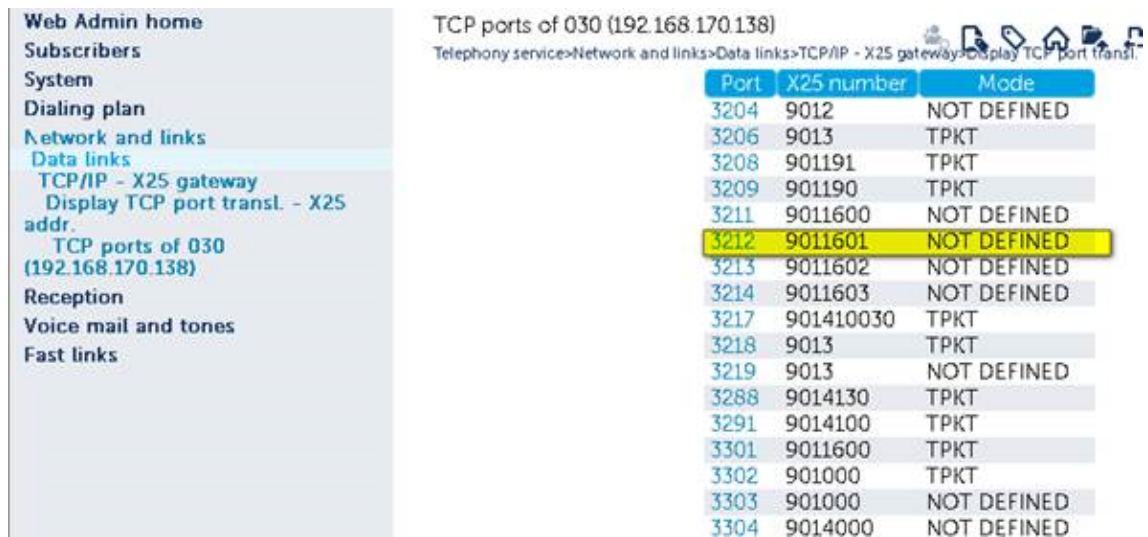


Fig. 4: Mitel MiVoice 5000 - configured CSTA link

3.1

Check functionality

Check IP address and transport protocol

The configuration of the recording by means of a SIP INVITE without MBG is saved in the configuration file *startup.cfg*. The phones get the settings from this configuration file upon starting.

- Open the configuration file of the phone via the browser using the IP address of the PBX, e. g. <http://192.168.170.205/6867i>.
⇒ The file *startup.cfg* opens.

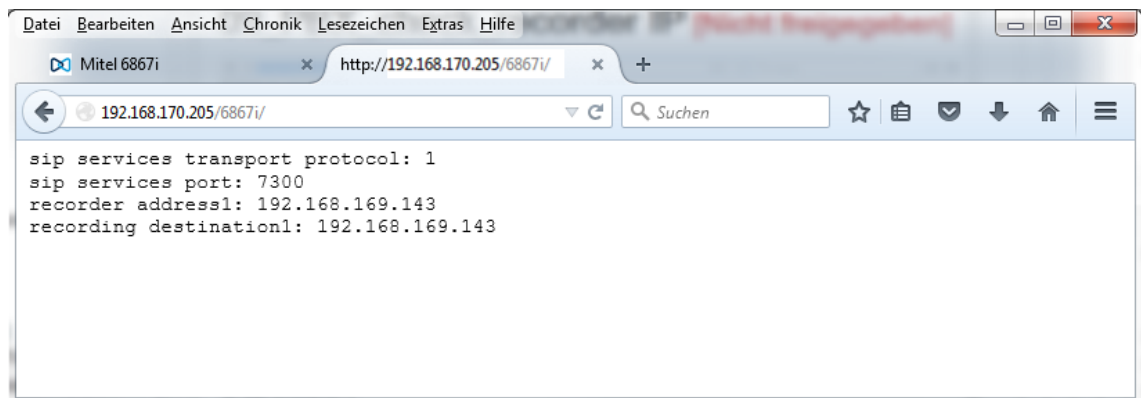


Fig. 5: Check IP address and transport protocol

- Here, you can check the ACTIVE VOIP RECORDING SETTINGS.

<i>recorder address1</i>	Enter the IP address of the recording server, e. g. <i>192.168.169.143</i> .
<i>sip services transport protocol:</i>	Enter the respective value for the deployed transport protocol: <i>UDP = 1</i> <i>TCP = 2</i> The configuration must coincide with the SIP configuration of the end devices in the PBX.
<i>recorder periodic beep</i>	If this parameter has been configured, a beep signal is sent in defined intervals during the recording. This entry only appears if it has been configured in the PBX.

If recording has been configured in the *startup.cfg* and calls are recorded according to the [SIP INVITE](#) mechanism, the display of the phone indicates that recording is taking place. This information is not displayed if calls are recorded by means of the [MBG](#).

4 Create recording architecture

1. Select the menu item *Setup > Recording Architectures* in the navigation bar.

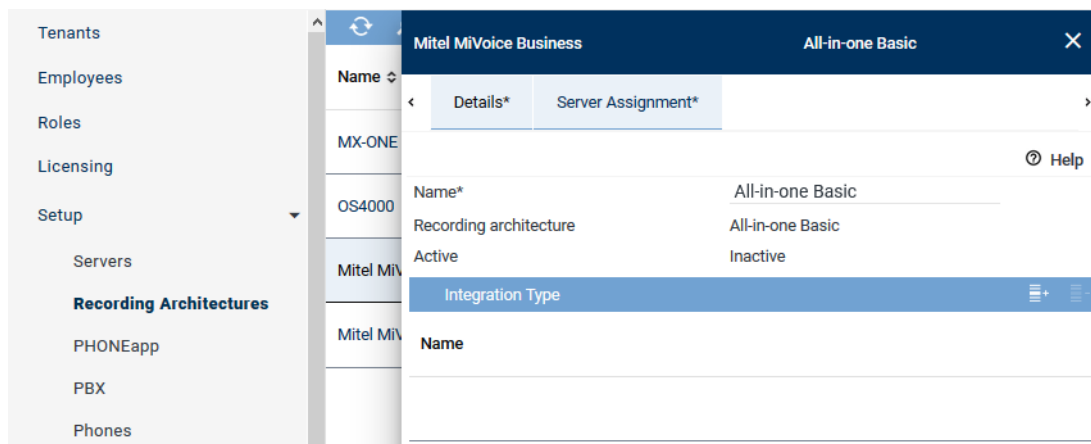


Fig. 6: Create recording architecture

2. Create a recording architecture of the type All-in-one Basic Recording.
3. Add the integration type Mitel MiVoice 5000 active.
4. Open the tab *Server Assignment* and select the respective server.
5. Activate the recording type *VoIP/Video*.

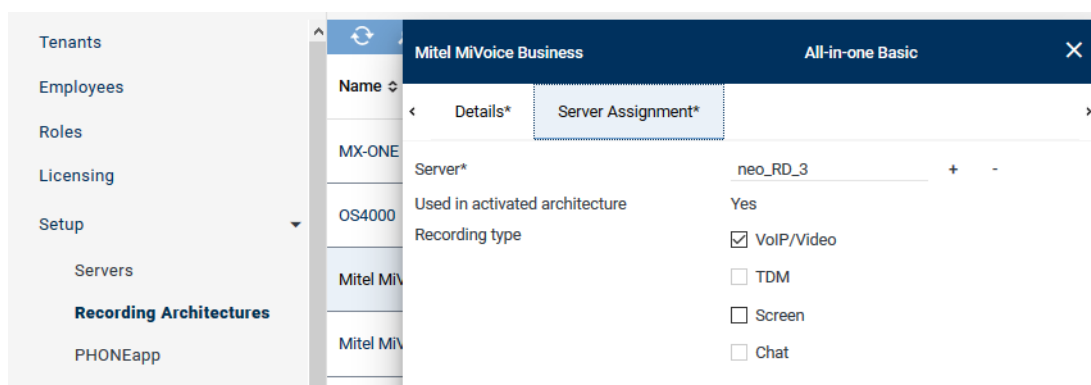


Fig. 7: Activate recording type

6. Activate the recording architecture. The following configuration is only possible with an activated recording architecture.

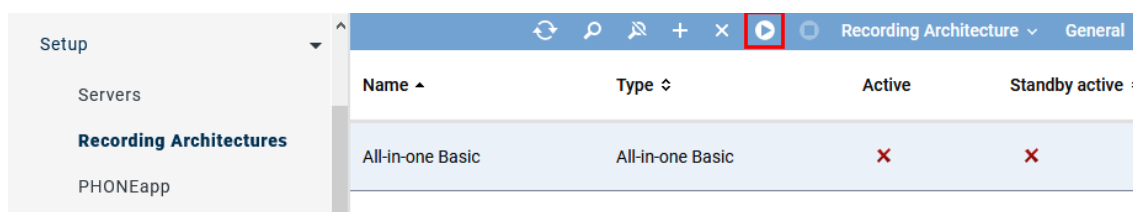


Fig. 8: Activate recording architecture

5

Create integration for Mitel MiVoice 5000

1. In the navigation bar, select the menu item *Setup > Integrations*.

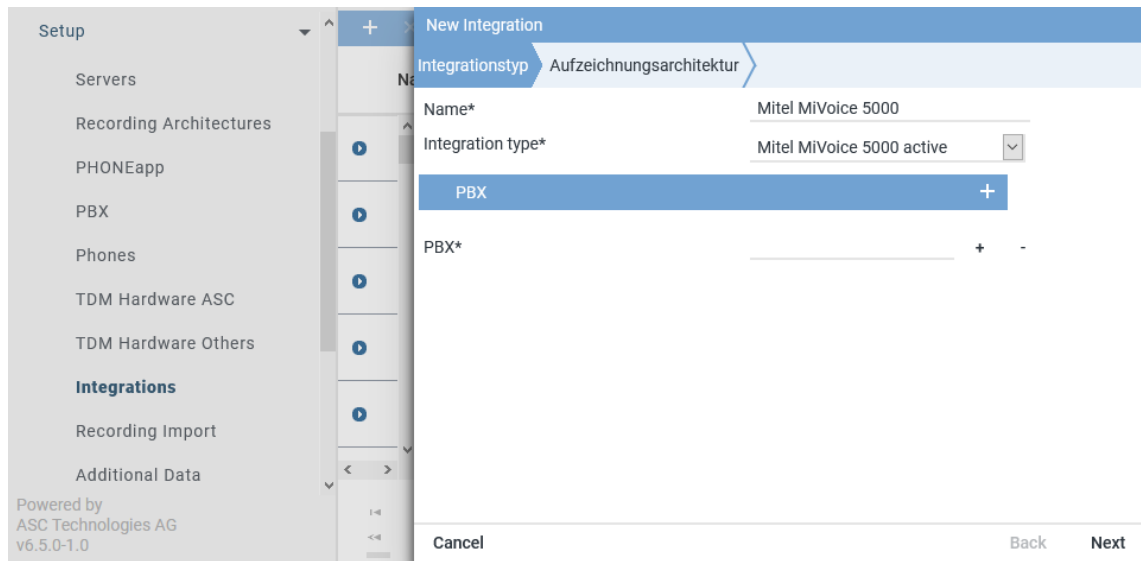



Fig. 9: Create integration

2. Enter a name for the integration.
3. From the drop-down list, select the entry *Mitel MiVoice 5000 active*.
4. Click on the icon  in the table headline *PBX*.
5. Create the respective [PBX](#).

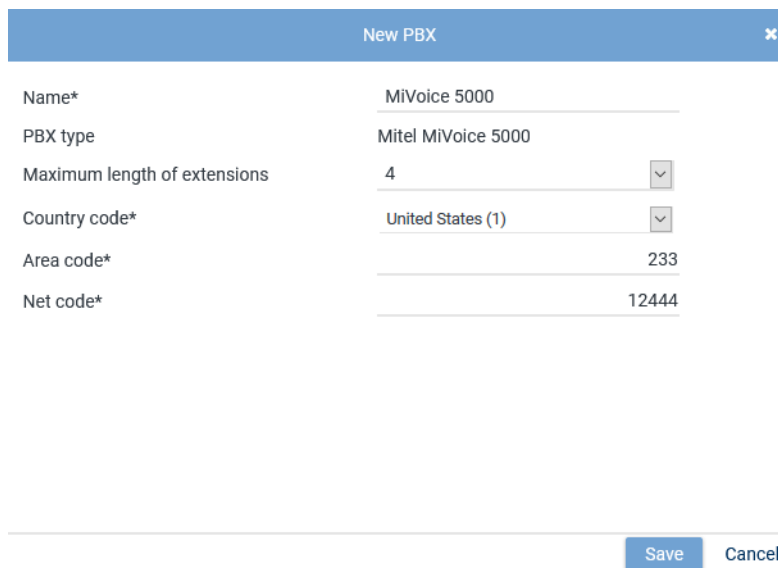


Fig. 10: Create PBX

6. Enter the respective parameters.
7. Upon saving the entries, the PBX appears in the detail view.
8. Click on the button *Next* to change to the tab *Recording Architecture*.
9. Select the recording architecture appearing in the selection.
The recording architecture is only displayed if it has been activated.

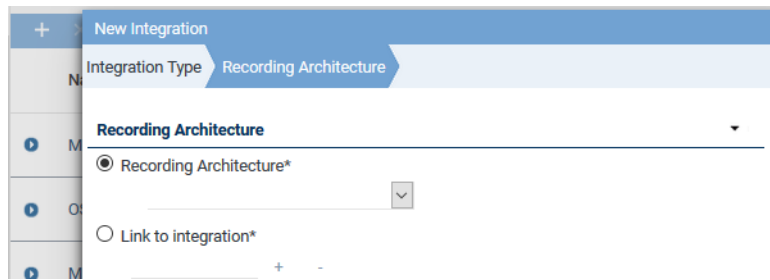


Fig. 11: Assign recording architecture

10. Save the entries.

⇒ The integration appears in the main view.

5.1 Configuration steps

1. To complete the configuration of the integration, click on the icon ⓘ in front of the name of the new integration.

⇒ The following configuration steps appear:

Mitel MiVoice 5000		Mitel MiVoice 5000 active	✗	✓
Step	Configuration			
Configure recording architecture	✓	✎		
Configure CTI connection data	✗	✎		
Configure monitor points	✗	✎		
Global recording settings	✗	✎		
Configure recording servers	✗	✎		
Configure add-on	✓	✎		
Configure miscellaneous settings	✓	✎		

Fig. 12: Configuration steps of the integration

5.2 Configure CTI connection data

1. In the main view in the line *Configure CTI connection data*, click on the button ⓘ (Edit configuration step) to configure the CTI connection data.

5.2.1 Tab MiVoice 5000

In this tab, you can configure the CTI connect module for the recording variant via Mitel MiVoice 5000.

Step: Configure CTI Connection Data

MiVoice 5000 (CSTA)*
MBG

CTIconnect Module

Type	CTIconnect active
Grammar name*	standard
Grammar version*	2.00.02

Connection Data

Additional Data

Save
Cancel

Fig. 13: CTI connection data - tab MiVoice 5000 (CSTA)

1. In the table in the group field *Connection Data*, click on the button *Add*.
2. Enter the IP address of the port for the PBX connection.

Configure Connection

Connection data*	192.168.170.227
PBX port*	3211

Add
Cancel

Fig. 14: Configure connection data



In the current version, the PBX Mitel MiVoice 5000 does not support more than 2 [CSTA](#) links.

3. Click on the button *Add* to apply the entries and to close the window.

5.2.1.1 Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active ☒

CTIconnect Module ▼

Type CTIconnect passive

Grammar name* standard ▼

Grammar version* 1.00.01 ▼

Login name asc_cticonnect

Password ••••••

Fig. 15: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> Service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> Service.

Tab. 1: Configure CTIconnect module

5.2.1.2 Group field Connection Data

In this group field, you can configure the connection data to the CTIconnect module.

Connection Data ▼

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 16: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

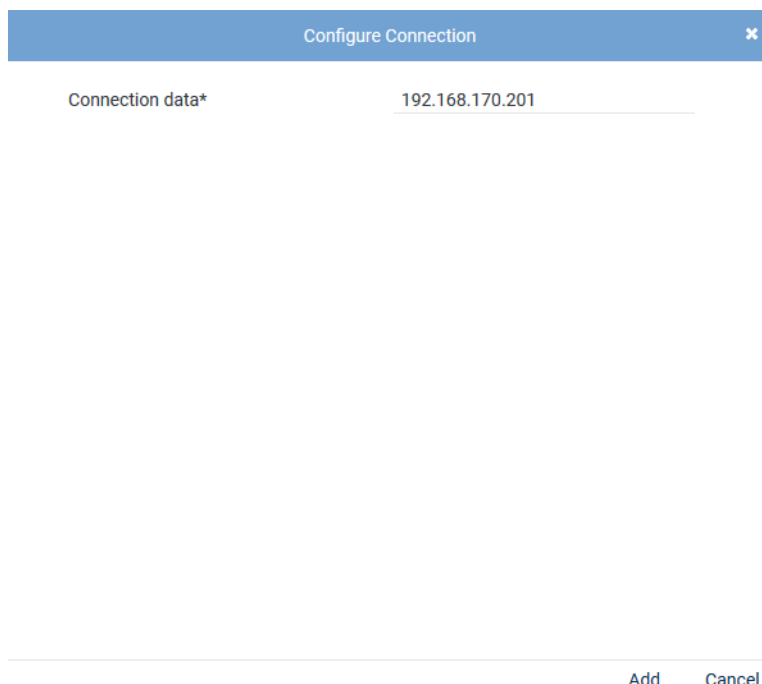


Fig. 17: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of Mitel MiVoice Business (MiTAI link).

Tab. 2: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

5.2.1.3 Group field Additional Data MiVB (MiTAI)

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

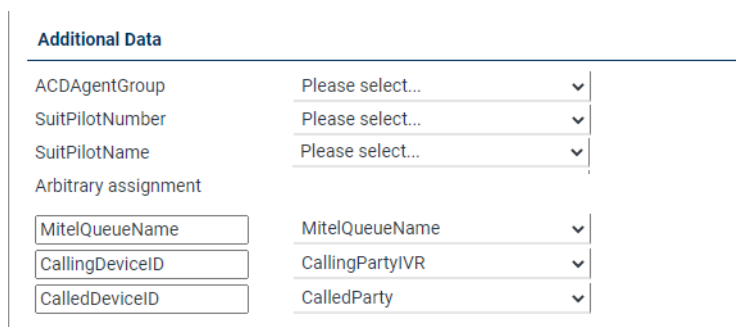


Fig. 18: CTI connection data - additional data

The following additional data is available for the variant with MiVB (MiTAI):

- *ACDAgentGroup*
- *SuitPilotNumber*
- *SuitPilotName*

In addition to the proposed additional data you can opt for an arbitrary assignment of further additional data for this variant, too.

2. In the entry fields of the additional data, add the following information:
 - *MitelQueueName*

- *CallingDeviceID*
 - *CalledDeviceID*
- From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

MitelQueueName	<i>MitelQueueName</i>
CallingDeviceID	<i>CallingPartyIVR</i>
CalledDeviceID	<i>CalledParty</i>



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

- Click on the button *Save* to apply the settings and to finish this configuration step.

5.2.2

Tab MBG

- Select the tab **MBG** to configure the connection data for recording by means of Mitel Border Gateway.
- Activate the check box for the module *MBG*.

Step: Configure CTI Connection Data

MiVoice 5000 (CSTA)*
MBG

Active
☒

CTIconnect Module

Type
CTIconnect active

Grammar name*
standard

Grammar version*
1.00.04

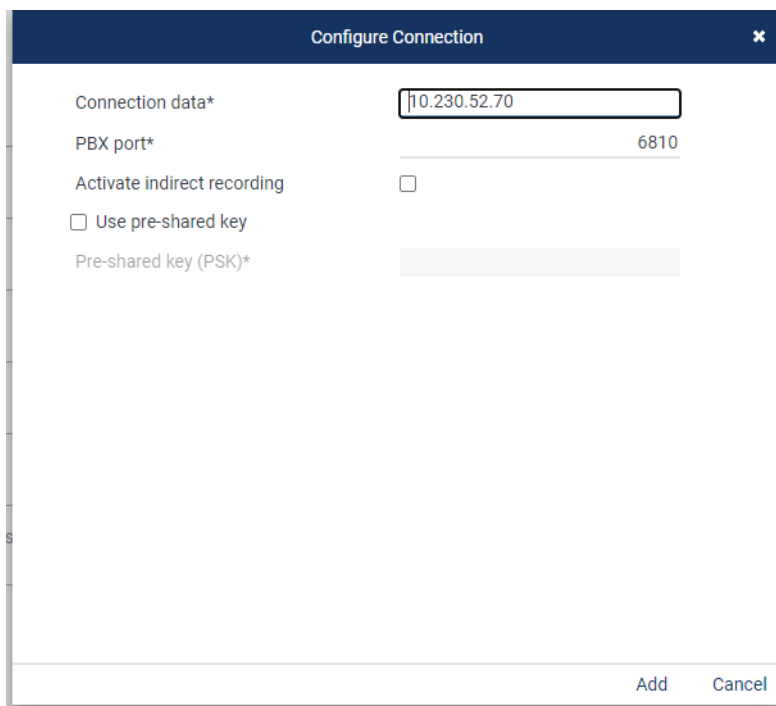
Connection Data

Additional Data

Save
Cancel

Fig. 19: Configure CTIconnect connection data to **MBG**

- Click on the button *Add* to enter the IP addresses of the **MBGs**.
- Enter all **MBGs** via which recording is supposed to take place.
- Only activate indirect recording if you would like to record supported MiNET devices.
NOTICE! The devices must have been connected to the MiVB directly.
- Deactivate the option Pre-shared key.
NOTICE! A pre-shared key is currently only supported in GCP environments with a special **MBG** version.



The 'Configure Connection' dialog box contains the following fields and controls:

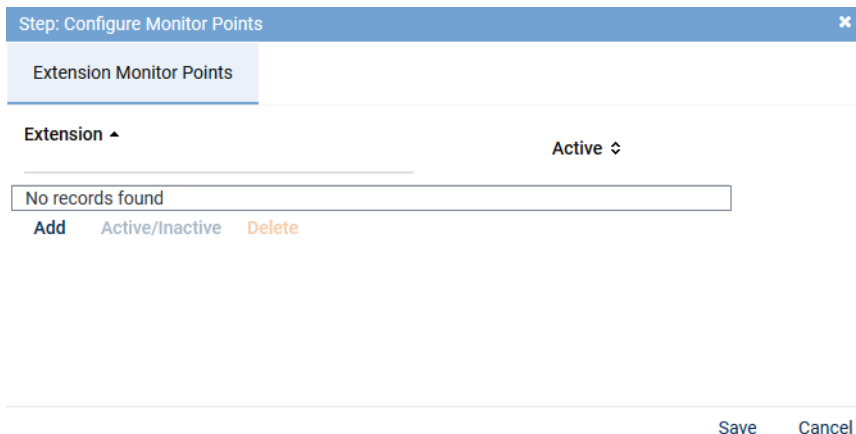
- Connection data***: A text input field containing '10.230.52.70'.
- PBX port***: A text input field containing '6810'.
- Activate indirect recording**: An unchecked checkbox.
- Use pre-shared key**: An unchecked checkbox.
- Pre-shared key (PSK)***: A text input field.
- Buttons**: 'Add' and 'Cancel' buttons at the bottom right.

Fig. 20: Add connection data for all MBGs

- Click on the button *Add* to apply the settings.

5.3 Configure monitor points

- In the main view in the line *Configure monitor points*, click on the button  (*Edit configuration step*).



The 'Step: Configure Monitor Points' dialog box shows the 'Extension Monitor Points' tab. It includes a table with columns 'Extension' and 'Active'. The table is currently empty, displaying 'No records found'. Below the table are buttons for 'Add', 'Active/Inactive', and 'Delete'. At the bottom right are 'Save' and 'Cancel' buttons.

Fig. 21: Configuration step - Configure monitor points

5.3.1 Tab Extension Monitor Points



For the recording variant with **MBG** or **SRC**, the phones which are supposed to be recorded must have been registered on the **SRC**.

- In the tab *Extension Monitor Points*, click on the button *Add* to add the extensions for the monitored end devices.
- Enter all extensions which are supposed to be monitored and activate them by clicking on the button *Active/Inactive*.

Step: Configure Monitor Points

Extension Monitor Points

Extension ▾

Active ⇅

6000	✓
6001	✓

Add
Active/Inactive
Delete


Save
Cancel

Fig. 22: Add extension monitor points

- Click on the button **Save** to apply the settings and to finish this configuration step.

5.4

Global recording settings

- In the main view in the line *Global recording settings*, click on the button  (*Edit configuration step*).

Step: Global Recording Settings

Details*

Transport protocol

UDP

▼

Port SIP signaling*

5060

Remote SIP port*

7300

PBX IP address*

192.168.170.227

PBX port*

3211

Save
Cancel

Fig. 23: Configuration step - Global recording settings


- Enter the following parameters in the tab *Details*:

<i>Transport protocol</i>	Selected the deployed protocol, e. g. <i>UDP</i> .
<i>Port SIP signaling</i>	Enter the port for <i>SIP</i> signaling on which the signaling is received. Default value is <i>5060</i> .
<i>Remote SIP port</i>	Enter the port for the end devices, here <i>7300</i> .
<i>PBX IP address</i>	Enter the IP address for the connection to the PBX.
<i>PBX port</i>	Enter the port for the connection to the PBX, here <i>3211</i> .

Tab. 3: Global recording settings

- Click on the button **Save** to complete the configuration in this step.

5.5 Configure recording servers

1. In the main view in the line *Configure recording servers* click on the button  (*Edit configuration step*).



Step: Configure Recording Servers

Recording Server	REC-01
Server Name	REC-01
	Details*
	Recording Module Active MiVoice 5000 <input checked="" type="checkbox"/>
	Configured IP address 192.168.173.171
	IP address of the recording server* 192.168.173.171
	Minimum port* 20000
	Maximum port* 20999
	Recording Module Active Mitel <input checked="" type="checkbox"/>
	Configured IP address 192.168.173.171
	IP address of the recording server* 192.168.173.171
	Minimum port* 21000
	Maximum port* 21999
	Save

Rows per page 50 1 - 1 of 1

Close

Fig. 24: Configuration step - Configure recording servers

For ACTIVE VoIP recording and recording by means of the MBG, you must activate both recording variants.

2. Activate the two recording modules:




Recording Module Active MiVoice 5000
Recording Module Active Mitel

3. Select the IP address of the recording server from the drop-down list.
4. Select a separate port range for each recording variant, e. g.

Recording Module Active MiVoice 5000	Port range 20000-20999
Recording Module Active Mitel	Port range 21000-21999

5. Click on the button *Save*.
6. Click on the button *Close* to finish this configuration step.

5.6 Activate integration

1. Mark the integration in the main view, so that the icon  (*Activate*) becomes active in the toolbar.
2. To activate the integration, click on the icon  (*Activate*).
⇒ In the column *Active*, the icon  (*Active*) appears.

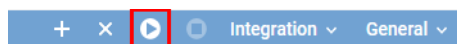


Fig. 25: Activated integration

When starting the integration, the recording server establishes the connection to the **CSTA** interface and to the **MBGs** and starts recording.

6 Configure replay function

To be able to use the replay function in the application POWERplay Web, you must activate it.

1. Select the menu item *Setup > Servers*.
2. Select the respective server in the main view.
3. Select the tab *Usage*.

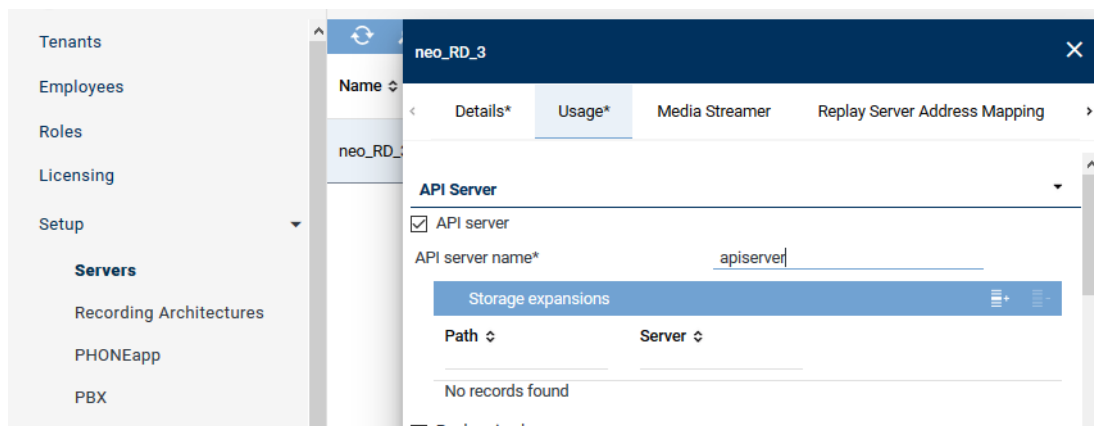


Fig. 26: Configure API server for replay

4. Open the group field *API Server*.
5. Activate the check box *API server*.
6. Enter the name for the *API server*.
7. Save the entries.
8. Scroll down to the group field *Replay* and open it.

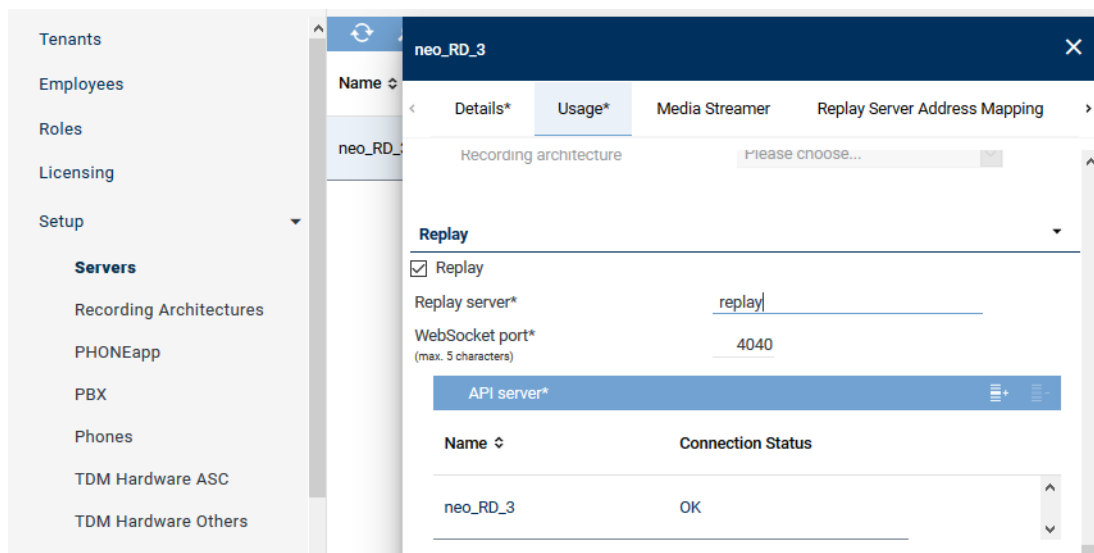


Fig. 27: Configure replay server

9. Activate the check box *Replay*.
 10. Enter a name for the *replay server*.
 11. Select the *API server* you have previously configured by clicking on the list icon in the table headline *API server*.
 12. Click on the button *Save* to apply the settings.
- ⇒ The replay function now has been activated.
13. Log in to the application POWERplay Web with the default login to check that replay is working.

User name	1st-tenant-admin
Password	A\$c123

14. Ensure that all pop-ups have been enabled and accept the certificate.

⇒ The latest recordings appear in the view.

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Glossary

API server

Server on which the API service runs. (API=Application Programming Interface)

CSTA

Computer Supported Telecommunications Applications (CSTA) Standard which defines how data is transferred between PBX and all external computer programs connected to the device.

MBG

MiVoice Border Gateway

PBX

Private Branch Exchange

Replay server

Server on which the replay function has been activated. Recordings can be replayed via this server.

RTP

Real-time Transport Protocol is a protocol to continuously transmit audio and video files via the IP protocol within the network.

SIP

Session Initiation Protocol

SRC (Mitel)

With Mitel, the recording session is delivered to the recording server via the Secure Recording Connector.