

Quick Guide EVOIPneo active for Mitel MiVoice 5000



Administration manual for system providers

8/9/2022

Product line Neo, version 7.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

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1 General information

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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

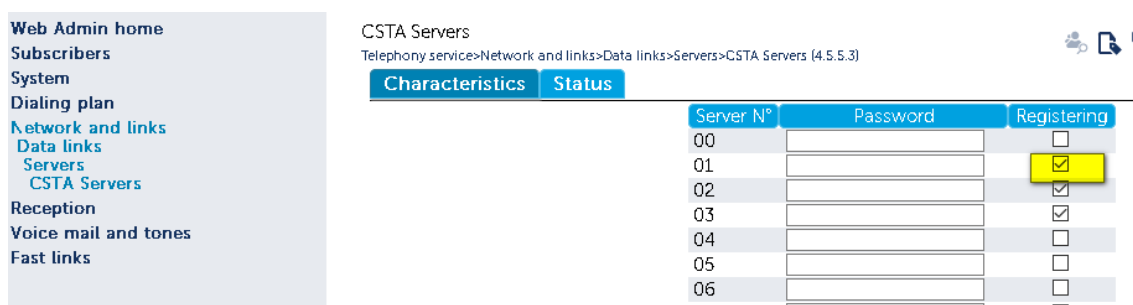
3 Configure Mitel MiVoice 5000



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:

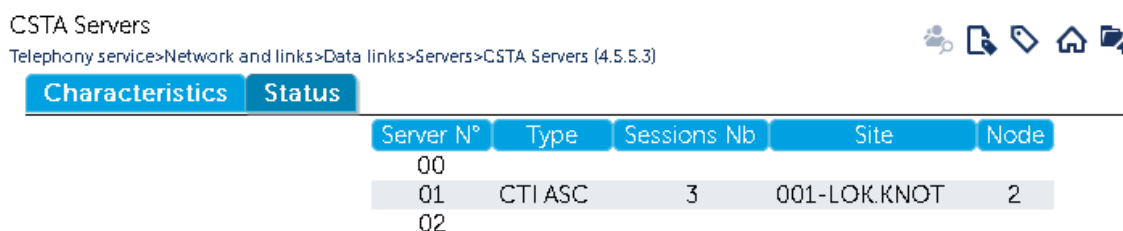
1. Select the menu item *Network and links* > *Data links* > *Servers* > *CSTA Servers*.
2. Activate the registering of the CSTA server in this section.



Server N°	Password	Registering
00		<input type="checkbox"/>
01		<input checked="" type="checkbox"/>
02		<input checked="" type="checkbox"/>
03		<input checked="" type="checkbox"/>
04		<input type="checkbox"/>
05		<input type="checkbox"/>
06		<input type="checkbox"/>
07		<input type="checkbox"/>

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*.



Server N°	Type	Sessions Nb	Site	Node
00				
01	CTI ASC	3	001-LOK.KNOT	2
02				

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.

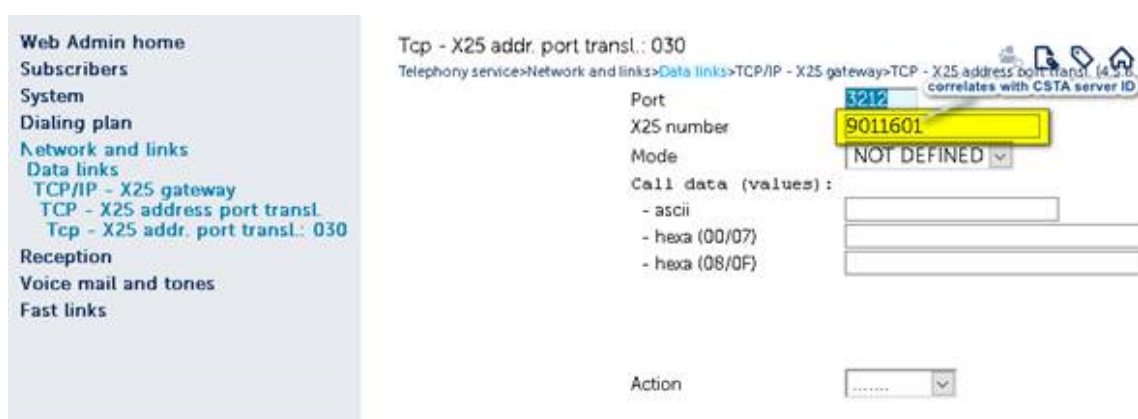


Fig. 3: Mitel MiVoice 5000 - Configure gateway

In the table, you see the configured CSTA links.

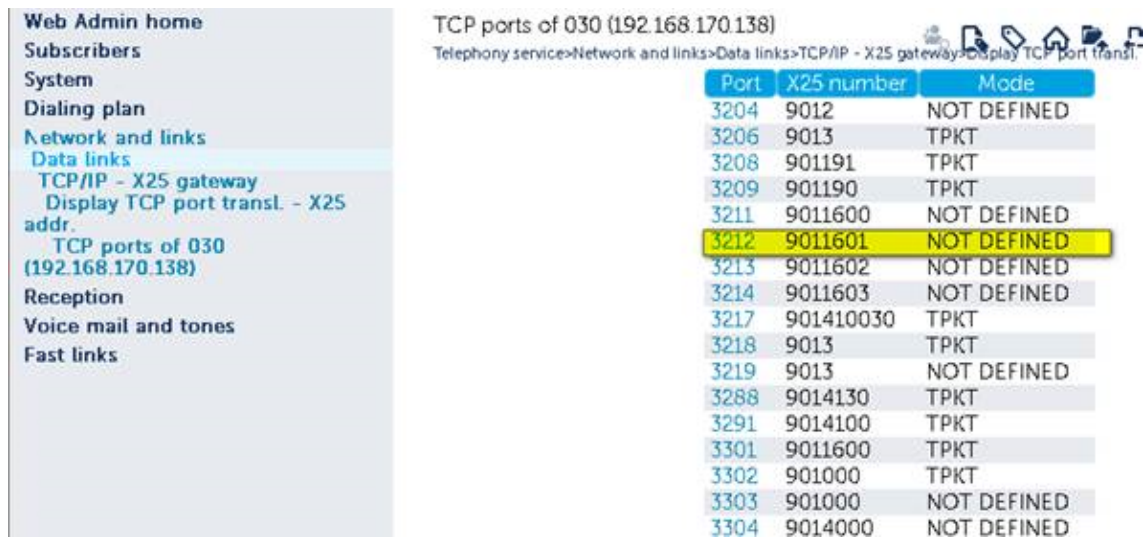


Fig. 4: Mitel MiVoice 5000 - configured CSTA link

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.

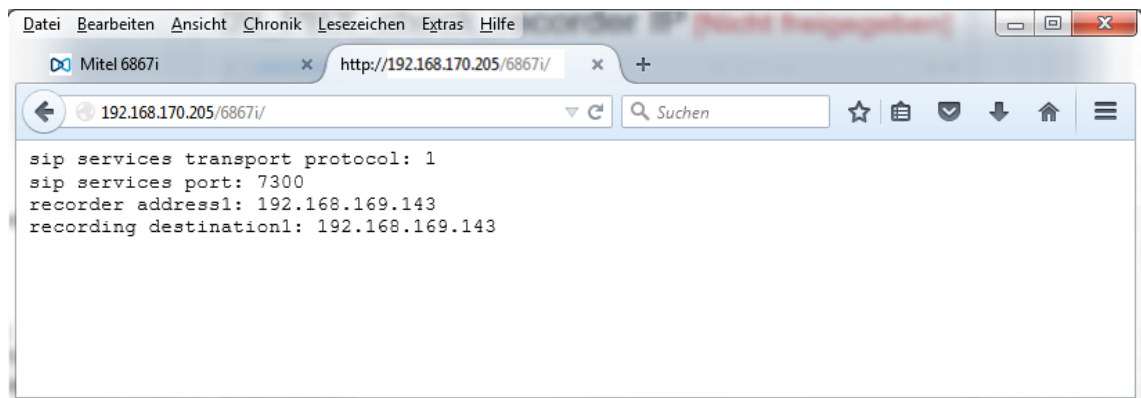


Fig. 5: Check IP address and transport protocol

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

<i>recorder address1</i>	Enter the IP address of the recording server, e. g. 192.168.169.143 .
<i>sip services transport protocol:</i>	Enter the respective value for the deployed transport protocol: UDP = 1 TCP = 2 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.

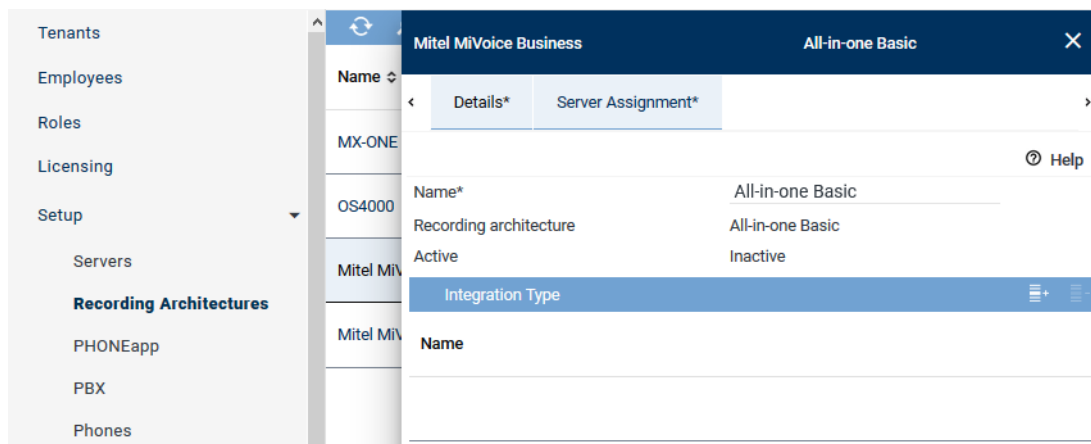


Fig. 6: Create recording architecture

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*.

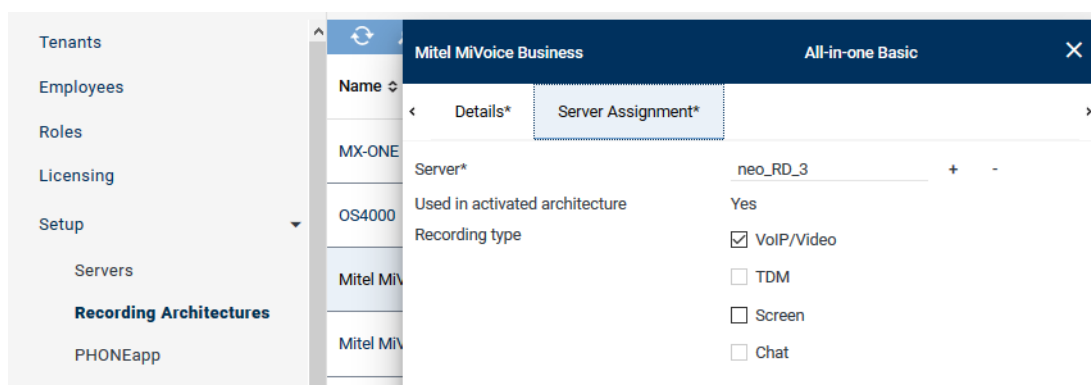


Fig. 7: Activate recording type

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

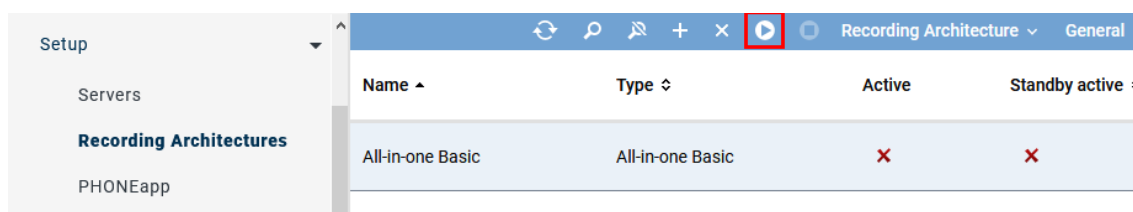


Fig. 8: Activate recording architecture

5

Create integration for Mitel MiVoice 5000

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

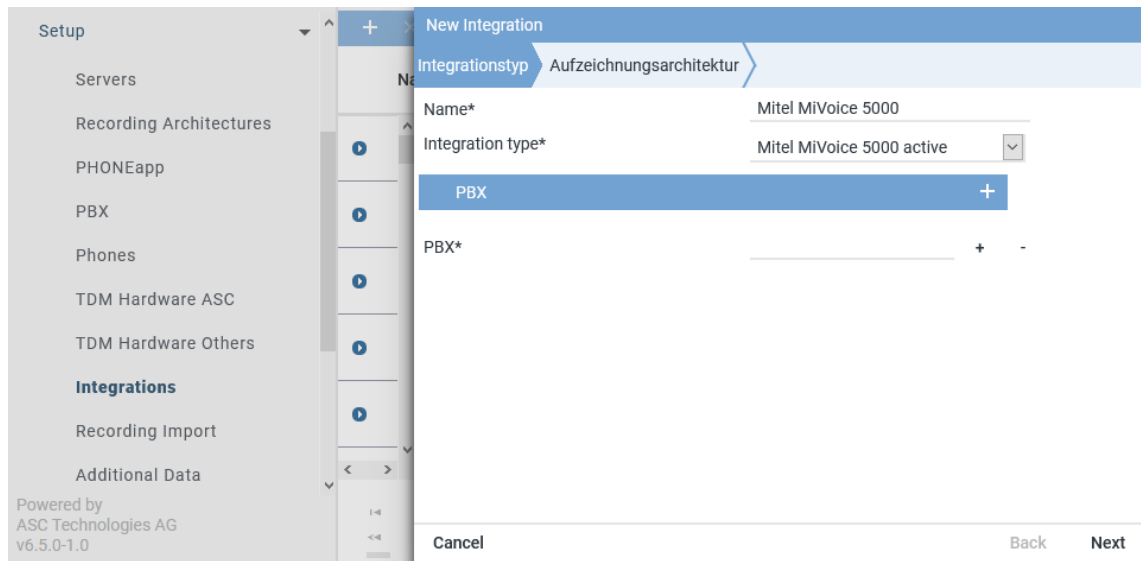



Fig. 9: Create integration

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](#).

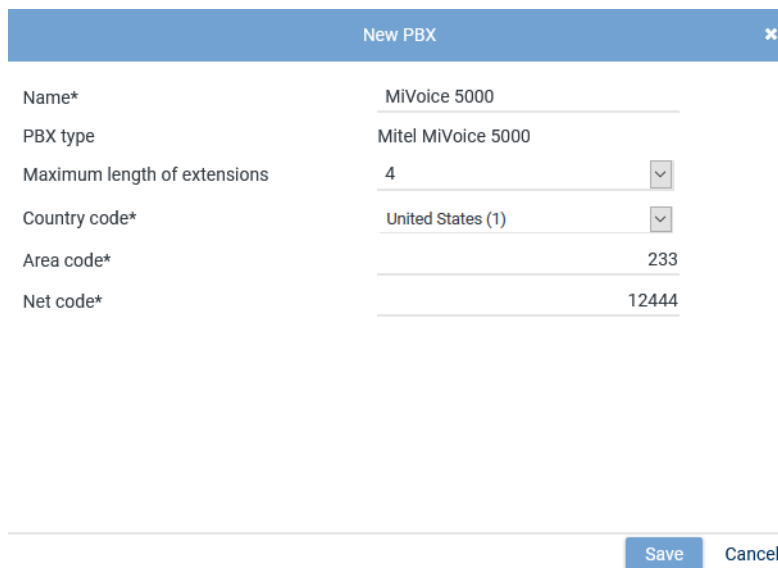


Fig. 10: Create PBX

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.

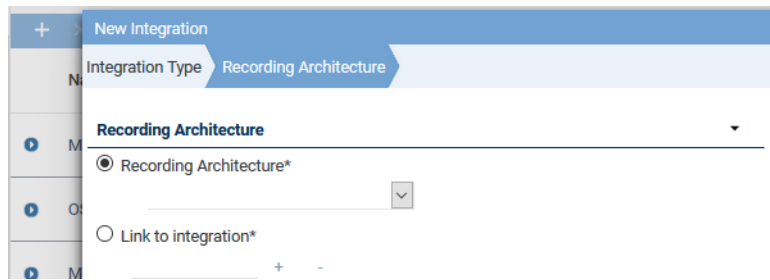


Fig. 11: Assign recording architecture

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



Until version 7.1, 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 <u>CTIconnect</u> Service.
Password	Enter the password required to authenticate on the <u>CTIconnect</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:

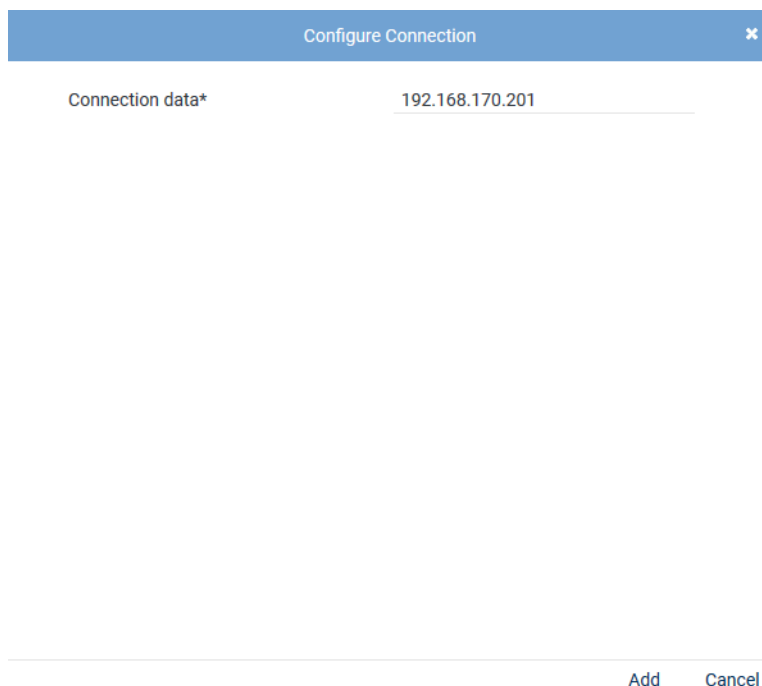


Fig. 17: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the FQDN .

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)

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

1. In the group field headline *Additional Data*, click on the arrow ► to open the group field and assign the additional data to the data fields.

Additional Data		
ACDAgentGroup	Please select...	▼
SuitPilotNumber	Please select...	▼
SuitPilotName	Please select...	▼
Arbitrary assignment +		
MitelQueueName	MitelQueueName	▼ -
CallingDeviceID	CallingPartyIVR	▼ -
CalledDeviceID	CalledParty	▼ -

Fig. 18: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- *AccountCode*
 - *AccountCodeVerified*
 - *CallingDeviceName*
 - *CalledDeviceName*
 - *CallingPartyIVR*
 - *CalledParty*
 - *EventCause*
 - *GlobalCallID*
 - *MitelQueueName*
 - *substitutedCPNNumber*
 - *substitutedCPNName*
2. 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>
substitutedCPNNumber	<i>substitutedCPNNumber</i>
substitutedCPNName	<i>substitutedCPNName</i>
GlobalCallID	<i>GlobalCallID</i>
CallingDeviceName	<i>CallingDeviceName</i>
CalledDeviceName	<i>CalledDeviceName</i>
EventCause	<i>EventCause</i>
AccountCode	<i>AccountCode</i>
AccountCodeVerified	<i>AccountCodeVerified</i>

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

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

5.2.2

Tab MBG

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

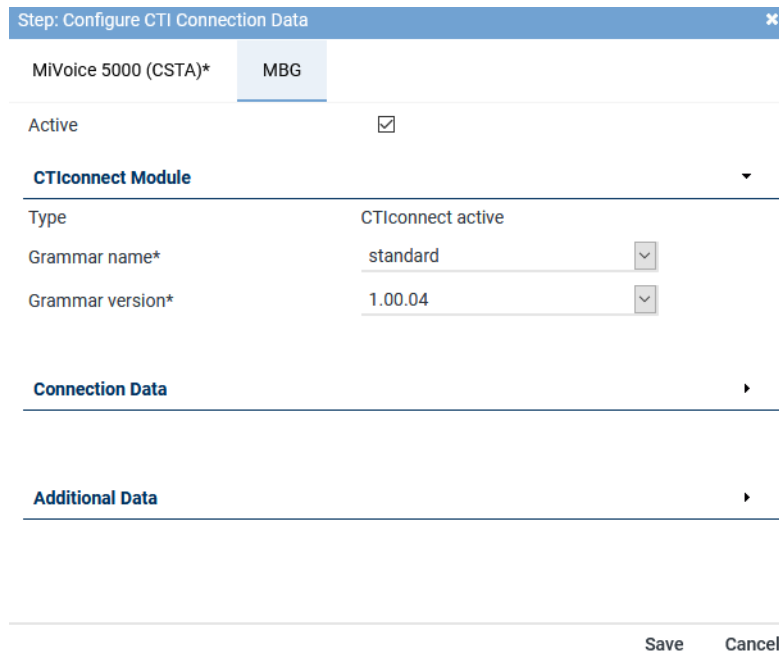
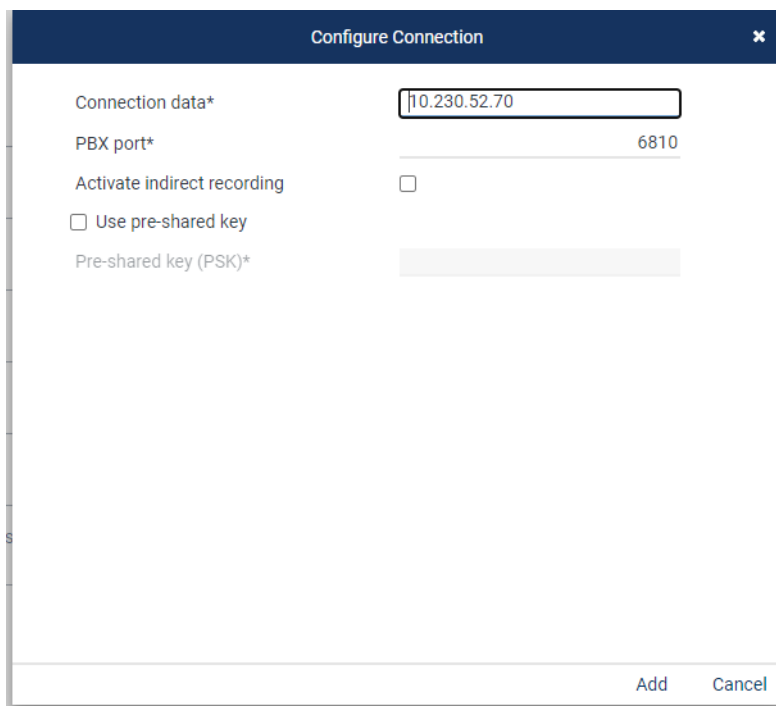


Fig. 19: Configure CTIconnect connection data to **MBG**

3. Click on the button *Add* to enter the IP addresses of the **MBGs**.
4. Enter all **MBGs** via which recording is supposed to take place.
5. Only activate indirect recording if you would like to record supported MiNET devices.
NOTICE! The devices must have been connected to the MiVB directly.
6. 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 the IP address '10.230.52.70'.
- PBX port***: A text input field containing the port number '6810'.
- Activate indirect recording**: A checkbox that is currently unchecked.
- Use pre-shared key**: A checkbox that is currently unchecked.
- Pre-shared key (PSK)***: A text input field that is currently empty.

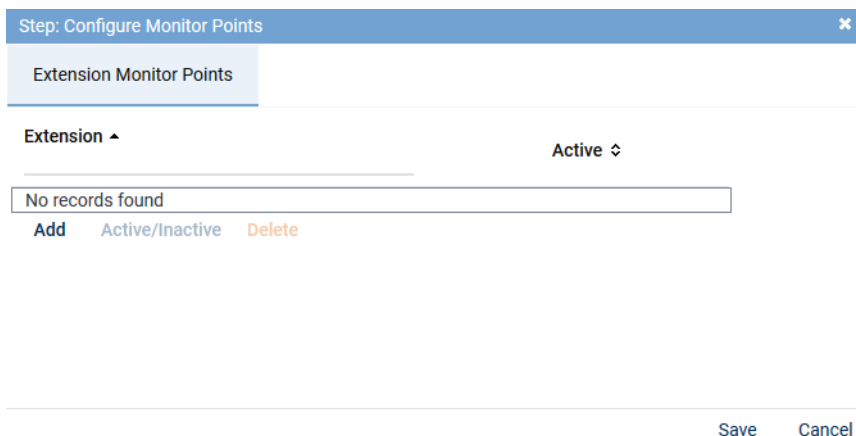
At the bottom right of the dialog, there are two buttons: **Add** and **Cancel**.

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 following configuration options:

- Extension Monitor Points**: A tab that is currently selected.
- Extension**: A dropdown menu with a downward arrow.
- Active**: A dropdown menu with a double-headed arrow.
- No records found**: A message displayed in a text box.
- Add**, **Active/Inactive**, and **Delete**: Three buttons located below the message box.

At the bottom right of the dialog, there are two buttons: **Save** and **Cancel**.

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 the <i>SIP</i> signaling on which the recording server waits for the signaling. Default value for <i>UDP</i> and <i>TCP</i> is 5060. NOTICE! If you would like to use several integrations, you must configure a separate <i>SIP</i> port for each integration.
<i>Remote SIP port</i>	Enter the port for the end devices, here 7300.
<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 3211.

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

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.

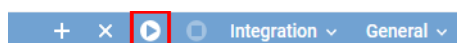


Fig. 25: Activated integration

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

6

Configure PHONEapp for Mitel

If you would like to use the XML PHONEapp, you have to execute the following configuration:

1. Configure key assignment for the phones.
2. Modules in the application *Configure System Configuration*:
 - Servers module
 - Activate recording control
 - Select recording architecture
 - PHONEapp module
 - Configure phone types
 - Configure basic settings
 - PBX module
 - Activate PHONEapp configuration
 - Configure PBX-specific parameters
 - Phones module
 - Configure the parameters for the assignment of the phone, e. g. extension, PBX phone ID, computer name, address for replay via phone, phone type, and time slot.
 - Recording Planner module
 - Configure operation modes

6.1

Configure Servers module

To be able to control the recording by means of PHONEapp, you have to activate recording control in the Servers module.

1. Select the menu item *Setup > Servers* in the navigation bar.
2. Select the tab *Usage*.

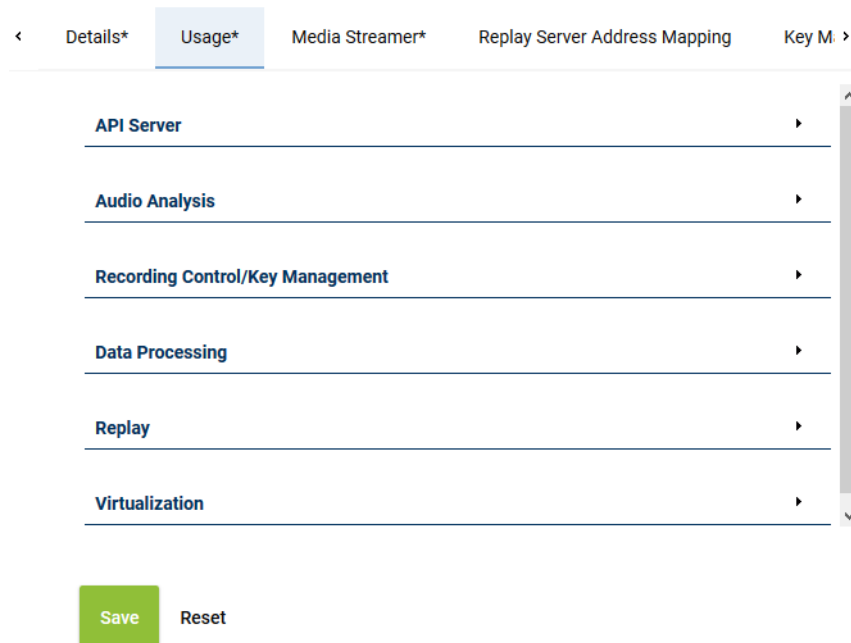


Fig. 26: Servers - tab Usage

3. Open the group field *Recording Control/Key Management*.

6.1.1 Group field Recording Control/Key Management

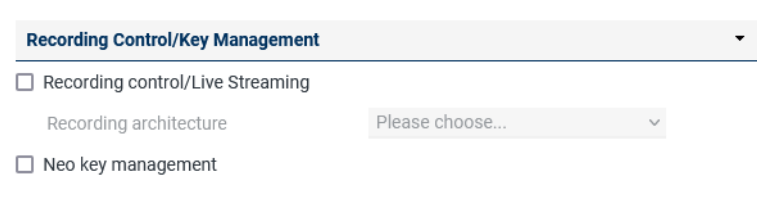


Fig. 27: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/Live Streaming</i>	This recording solution does not support external recording control.
<i>Neo key management</i>	<p>This function serves for customer-specific recording encryption. To be able to configure the conditions for key management, activate the check box <i>Neo key management</i>.</p> <p>The function can only be activated if the license <i>ASC_KEY_MANAGEMENT</i> is available.</p> <p>For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p>

Tab. 4: Configure recording control/key management

6.2 Configure PHONEapp module

In the PHONEapp module, you can configure the default settings for phone applications and configure phone types.

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

⇒ The following window appears:

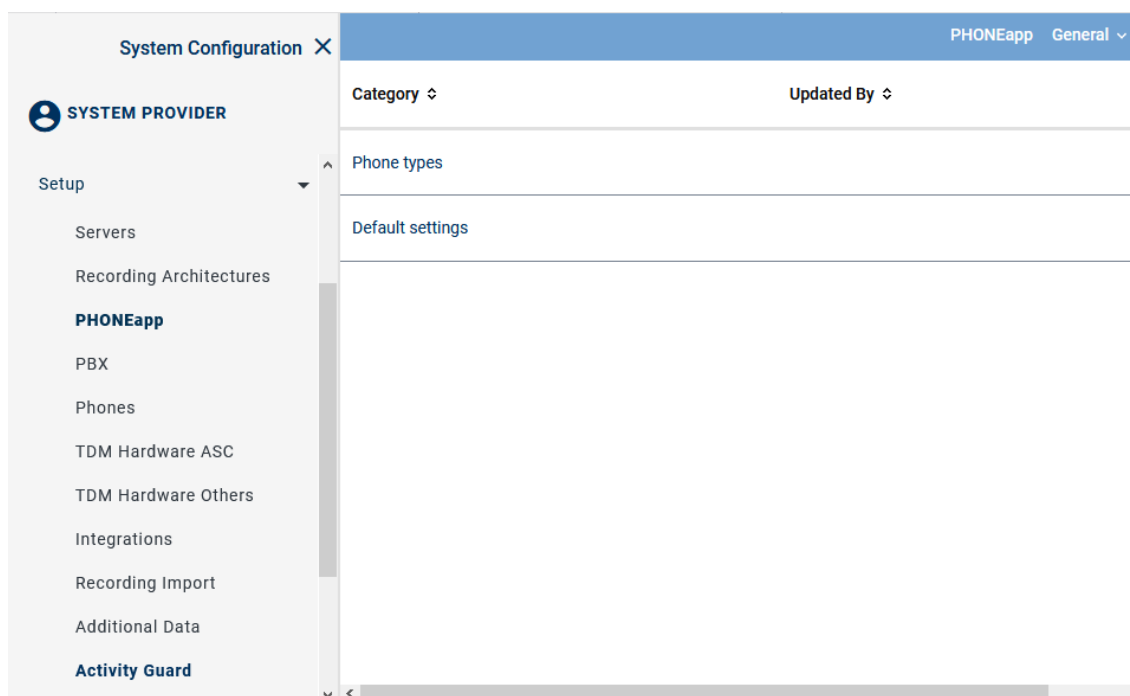


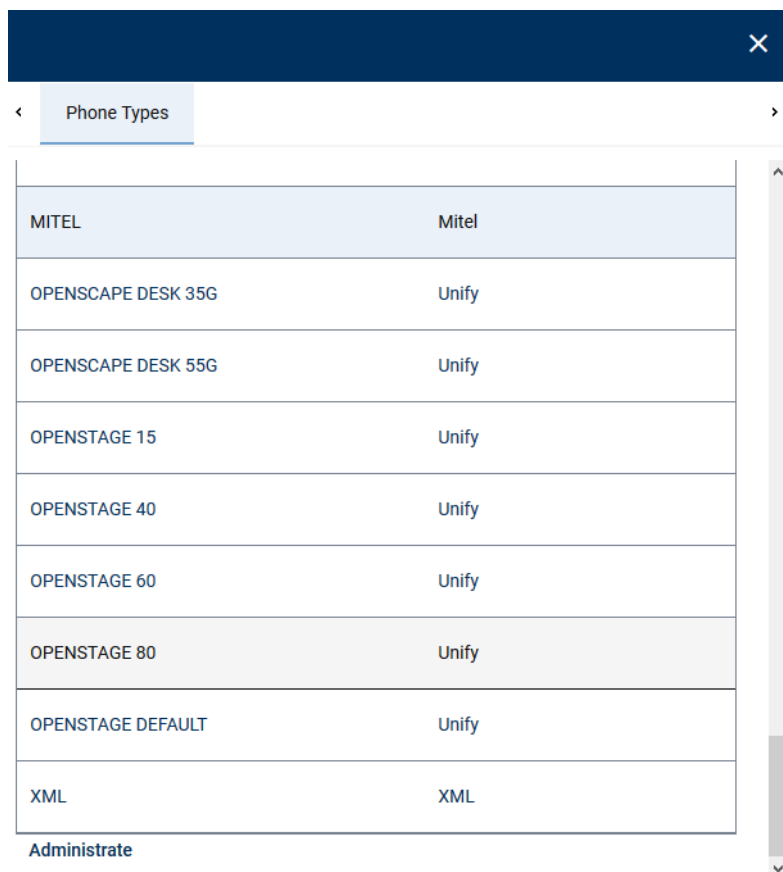
Fig. 28: PHONEapp - main view:

In the category *Phone types*, you can display the properties of the supported end devices and add additional phone types.

6.2.1 Category Phone Type

The category *Phone Types* displays the properties of the supported end devices.

1. In the main view of *Setup > PHONEapp*, select the category *Phone Types*.
 ⇒ In the detail view, a table is displayed which contains all supported end devices.

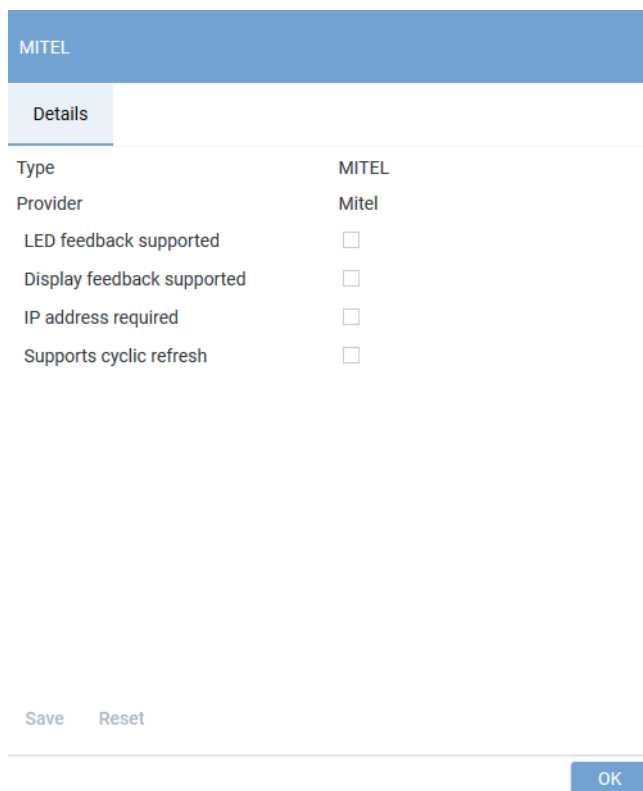


Phone Types	
MITEL	Mitel
OPENScape DESK 35G	Unify
OPENScape DESK 55G	Unify
OPENSTAGE 15	Unify
OPENSTAGE 40	Unify
OPENSTAGE 60	Unify
OPENSTAGE 80	Unify
OPENSTAGE DEFAULT	Unify
XML	XML

Administrate

Fig. 29: Detail view phone types

2. To display the properties of the phone type, select the type *Mitel* and click on the button *Administrate*.
 ⇒ In the window *Phone Type*, the properties of the selected end device are displayed.



The screenshot shows a configuration window titled "MITEL". It has a "Details" tab selected. The window displays the following information:

Type	MITEL
Provider	Mitel
LED feedback supported	<input type="checkbox"/>
Display feedback supported	<input type="checkbox"/>
IP address required	<input type="checkbox"/>
Supports cyclic refresh	<input type="checkbox"/>

At the bottom left, there are "Save" and "Reset" buttons. At the bottom right, there is an "OK" button.

Fig. 30: Display of the properties

NOTICE! The properties cannot be configured here but are displayed to inform you which functions are supported by the end device.

- Click on the button *Close* to close the window and to change to the detail view.

6.2.2 Category Default Settings

Define the values of the general settings for your PBX here. The default settings are divided into different group fields.

- In the main view of *Setup > PHONEapp*, select the category *Default Settings*.
⇒ Different group fields are displayed in the detail view.

<
Default Settings*

General


Activated ☒
PHONEapp URL*
Only certified requests ☐

Language

Time Parameter



Response waiting time* Milliseconds
Error waiting time* Milliseconds
Phone refresh interval* Milliseconds

Tagging Attributes

Request Parameter	Field
tag_field	ASC_COMMENT 

Add
Delete


Register Fields

Field	Recording Control Field	Active
Comment	ASC_COMMENT	 

Add
Delete

Predefined Tagging Fields

☐ Activated



Tagging Field

Save
Reset

Fig. 31: Detail view Default settings

- Adjust the respective settings.
- Click on the button **Save**.

General	Here, you have to enter the address of the PHONEapp and activate it.
<ul style="list-style-type: none"> Activated 	Activates the recording control by means of the PHONEapp .
<ul style="list-style-type: none"> PHONEapp URL 	Enter the URL under which the PHONEapp is supposed to be accessible. You may use the IP address or the host name of the application server.

	<p>Enter the additional port, if it differs from default (port 80 for <i>http</i> or port 443 for <i>https</i>), e. g. <i>http://<core_ip>:90</i>.</p> <p>The end device will establish a connection with this URL. The PHONEapp transfers the data provided by the URL to the display of the end device.</p> <p>When using a load balancer, enter the IP address and the port of the load balancer here.</p>
<ul style="list-style-type: none"> • <i>Only certified requests</i> 	<p>If the check box has been activated, certificate-based authentication of the client (end device) on the server is required. To be able to do so, the client certificate must be imported in the certificate key store of the server.</p>
<i>Language</i>	<p>Select the respective default language for the PHONEapp from the drop-down list. The selected language applies to all end devices, unless the display language in the module <i>Setup > Phones</i> is not configured otherwise.</p>
<i>Time Parameter</i>	<p>Define the time parameters in milliseconds here. Do not make any changes without a prior consultation of your local ASC support or the ASC support under +49 700 27278776.</p>
<ul style="list-style-type: none"> • <i>Response waiting time</i> 	<p>Define the period of time during which the PHONEapp is supposed to send a response to the phone. The response waiting time covers the period from the moment of receiving the phone's request via the internal processing of the request to the moment of returning the results to the end device. If the request could not be processed during this period of time, the end device will display a message that the processing is still in progress.</p>
<ul style="list-style-type: none"> • <i>Error waiting time</i> 	<p>Define the maximum period of time available for processing a request. The error waiting time covers the maximum period of time from the moment when the PHONEapp has sent the request to the completion of the internal processing of the request. If the signal of pressing a key could not be processed during the indicated period of time, the process is canceled and an error message is issued.</p>
<ul style="list-style-type: none"> • <i>Phone refresh interval</i> (this setting is only relevant for Alcatel and Cisco) 	<p>Define the interval during which the status is supposed to be refreshed on the phone. If the interval is too short, the display starts blinking repeatedly. If the interval is too long, it may take very long until the current status of the recording is displayed on the end device.</p>
<i>Tagging Attributes</i>	<p>Here, you define which data field is filled when tagging via the PHONEapp. All additional data fields as well as the field <i>ASC_COMMENT</i> are available.</p>
<i>Register Fields</i>	<p>Here, you configure how the tagging value is displayed.</p> <p>All IDs listed under <i>Setup > Additional Data</i> as well as the field <i>ASC-COMMENT</i> can be used.</p>
<i>Predefined Tagging Fields</i>	<p>Define whether a comment field with free text or selectable predefined tagging fields are supposed to be used and saved on the end devices.</p>
<ul style="list-style-type: none"> • <i>Activated</i> 	<p>Activates the list of predefined tagging fields on the end device. If the function has been deactivated, a manual comment field is displayed.</p>

- *Tagging Field*

Define which selectable predefined tagging fields are supposed to be used and saved on the end devices.

6.2.2.1 Configure group field Tagging Attributes



The name of the request parameter *tag_field* must not be changed nor must its assignment be deleted. Otherwise tagging via the PHONEapp does not work anymore. The request parameter *tag_field* can be allocated to another available field, though.




Tagging attributes should only be changed in exceptional justified cases. Incorrect changes can cause a malfunction of the PHONEapp.

Every request parameter may only be used once. The available field may be allocated several times to different request parameters. All additional data which has been marked as available in the Additional Data module of the application System Configuration can be used as field.

Add and edit tagging attributes


1. In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Tagging Attributes*.



Request Parameter	Field
tag_field	ASC_COMMENT

Add Delete

Fig. 32: Group field Tagging Attributes



2. Click on the button *Add*.
⇒ A new entry is added.
3. To edit the entry, click on the icon .
⇒ The line can be edited.



Request Parameter	Field
tag_field	ASC_COMMENT
New request parameter	New field

Add Delete

Fig. 33: Edit tagging attributes

4. Enter the respective parameters.
5. To save the changes, click on the icon .
To discard the changes, click on the icon .
6. In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.

Delete tagging attributes

1. In the detail view, select the attribute you would like to delete.
2. Click on the button *Delete*.
3. Click on the button *Yes*.

⇒ The selected attribute is removed from the list.

4. Click on the button *Save* to apply the change in the tab *Default settings*.


6.2.2.2 Configure group field Register Fields

Add and edit register fields

1. In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Register Fields*.

Register Fields		
Field	Recording Control Field	Active
Comment	ASC_COMMENT	✓
<div> Add Delete </div>		



Fig. 34: Group field Register Fields

2. Click on the button *Add*.
⇒ A new entry is added.
3. To edit the entry, click on the icon .
- ⇒ The line can be edited.

Register Fields		
Field	Recording Control Field	Active
Comment	ASC_COMMENT	✓
<div> Add Delete </div>		

New field	New RC field	<input checked="" type="checkbox"/>	✓ ✕
-----------	--------------	-------------------------------------	-----

Fig. 35: Edit register fields

4. Enter the respective parameters.
The name in the field *Field* can be selected arbitrarily. In the field *Recording Control Field*, all IDs listed under *Setup > Additional Data* can be used. In addition, the field name *ASC_COMMENT* can be used.
5. Activate or deactivate the register field via the check box.
6. To save the changes, click on the icon .
To discard the changes, click on the icon .
7. In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.

Delete register fields

1. In the detail view, select the attribute you would like to delete.
2. Click on the button *Delete*.
3. Click on the button *Yes*.
⇒ The selected attribute is removed from the list.
4. Click on the button *Save* to apply the change in the tab *Default Settings*.

6.2.2.3 Configure group field Predefined Tagging Fields

Within the *PHONEapp*, you can tag recorded conversations. This allows associating conversations with certain topics and later on filtering or searching for these conversations. By default, the *PHONEapp* offers either comment fields to enter free text or predefined tagging fields. Users can see these attributes when pressing a certain key on the end device. Users can tag conversations during or after recording.

Activate comment field with free text

1. In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Predefined Tagging Fields*.
 2. Deactivate the check box *Activated*.
- ⇒ The comment with free text is displayed during the tagging process.

Activate tagging fields without free text

Here, you can configure predefined tagging fields which are supposed to be added to the conversations.

1. In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Predefined Tagging Fields*

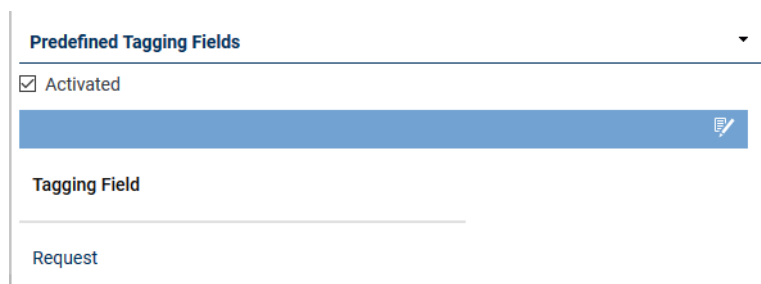

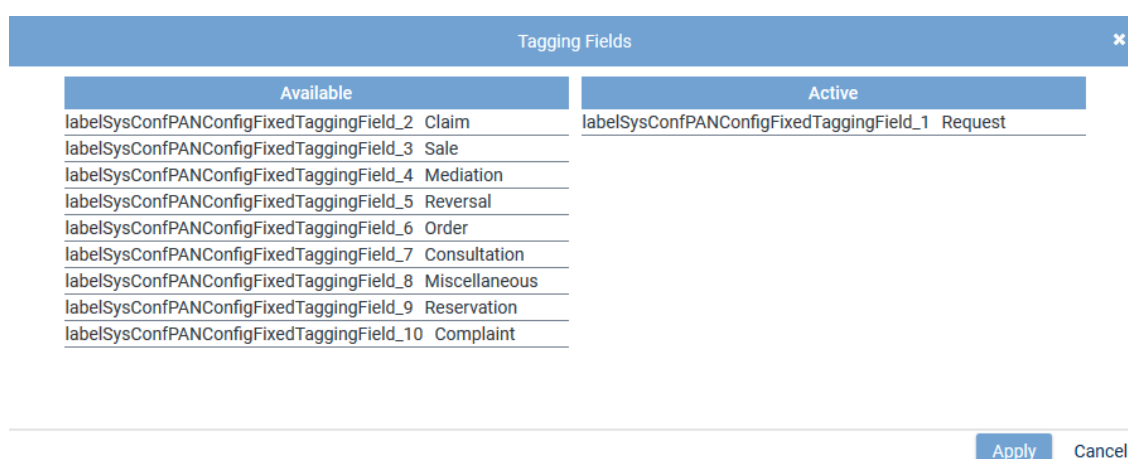


Fig. 36: Configure tagging fields

2. Activate the check box *Activated*.
 3. Click on the icon  (*Edit*).
- ⇒ The window *Tagging Fields* appears.




Available	Active
labelSysConfPANConfigFixedTaggingField_2 Claim	labelSysConfPANConfigFixedTaggingField_1 Request
labelSysConfPANConfigFixedTaggingField_3 Sale	
labelSysConfPANConfigFixedTaggingField_4 Mediation	
labelSysConfPANConfigFixedTaggingField_5 Reversal	
labelSysConfPANConfigFixedTaggingField_6 Order	
labelSysConfPANConfigFixedTaggingField_7 Consultation	
labelSysConfPANConfigFixedTaggingField_8 Miscellaneous	
labelSysConfPANConfigFixedTaggingField_9 Reservation	
labelSysConfPANConfigFixedTaggingField_10 Complaint	

Fig. 37: Edit tagging fields

The following fields are available by default in the list *Available*:

<i>Request</i>	Use this attribute to tag conversations revolving around a request.
<i>Claim</i>	Use this attribute to tag conversations revolving around a claim.
<i>Mediation</i>	Use this attribute to tag conversations revolving around a mediation.

<i>Order</i>	Use this attribute to tag conversations revolving around an order.
<i>Consultation</i>	Use this attribute to tag conversations revolving around a consultation.
<i>Reservation</i>	Use this attribute to tag conversations revolving around a reservation.
<i>Complaint</i>	Use this attribute to tag conversations revolving around a complaint.
<i>Sale</i>	Use this attribute to tag conversations revolving around a sale.
<i>Reversal</i>	Use this attribute to tag conversations revolving around a reversal.

- To add a field, drag the selected field from the list of available fields on the left to the list *Active* in the window on the right and drop it there.
- To apply the changes, click on the button *Apply*.
To discard the changes, click on the button *Cancel* or on the icon .
- To activate the added fields, click on the check box *Activated*.
- In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.



The tagging fields are displayed along with the corresponding resource string. You can adjust tagging fields in the Resource Editor module of the application System Configuration. See administration manual *System Configuration - Resource Editor*.

Changes in the Resource Editor module only affect future recordings. Existing taggings are not changed.



You can change the position of a tagging field by moving the selected field to the required position while holding the left mouse key down.

6.3

Configure PBX module

In the PBX module, you must activate the PHONEapp configuration.

- Select the menu item *Setup > PBX* in the navigation bar.
- Select the tab *PHONEapp Configuration*.

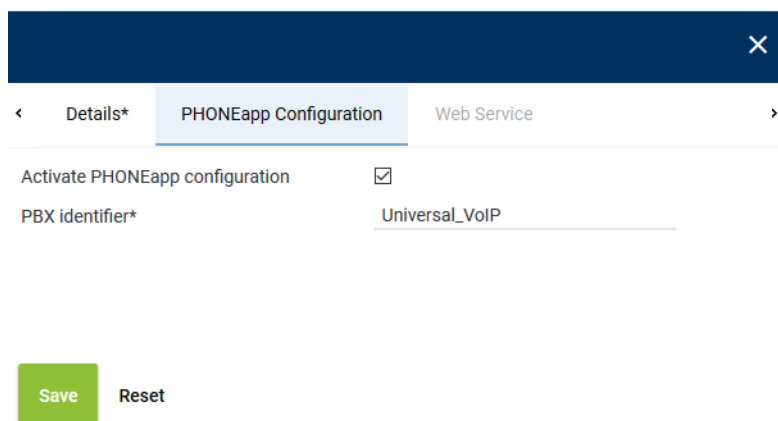


Fig. 38: Activate PHONEapp configuration

- Enter the following parameters:

<i>Activate PHONEapp configuration</i>	Here, the PHONEapp is activated.
<i>PBX identifier</i>	Enter the identifier of the PBX. The ID allows identifying the end devices unambiguously when using several PBXs in connection with PHONEapps.. This identifier is defined during the installation of the PBX. Use letters, numbers, and understrikes.

- In the detail view, click on the button *Save* to apply the changes in the tab *PHONEapp Configuration*.



The fields marked with " * " are mandatory fields. These fields have to be filled out.

6.4 Configure Phones module

To use the Mitel PHONEapp, you must create the phone type in the Phones module.

- Select the menu item *Setup > Phones* in the navigation bar.

⇒ The following window appears:

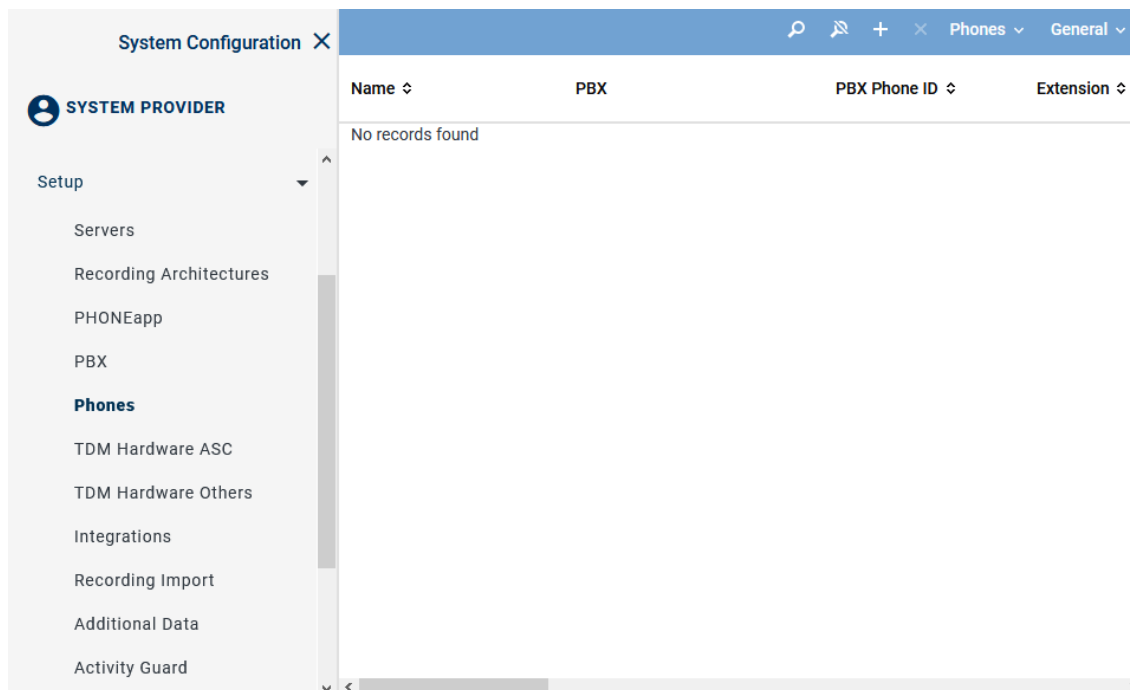


Fig. 39: Phones - main view

Depending on the table configuration, the following information is displayed in the table in the main view:

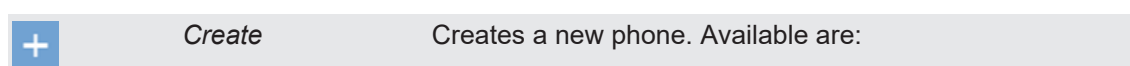
<i>Name</i>	Shows the name of the phone.
<i>PBX</i>	Shows the name of the PBX.
<i>PBX Phone ID</i>	Shows the identifier which has been configured for the phone in the PBX.
<i>Extension</i>	Shows the assigned extension of the phone.
<i>Computer Name</i>	Shows the computer name if it has been defined in the details.
<i>Phone Type</i>	Shows the selected phone type if the PHONEapp configuration has been activated.
<i>Display Language</i>	Shows the selected display language.





6.4.1 Toolbar of the Phones module

The toolbar offers the following functions:



Fig. 40: Toolbar




		<ul style="list-style-type: none"> • IP phone • TDM phone
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria, see Search. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that the main view displays all data sets again.
	<i>Delete</i>	Deletes the selected phone upon confirming the security prompt.
<i>Phones</i>	<i>Import</i>	Opens a window in which you can select an XSLT file to be imported.
	<i>Edit</i>	Allows multiple editing of existing phones.
<i>General</i>	<i>Print</i>	Opens a list of existing phones along with the option to print it.
	<i>Adjust Table</i>	Opens a window where you can adjust the following settings for the main view: <ul style="list-style-type: none"> • Displayed information • Order of the displayed columns • Number of rows per page
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as the default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

6.4.2 Create phones

1. To create and configure new phones manually, click on the icon  (*Create*) in the toolbar of the main view.

In recording solutions using TDM phones as well as IP phones, a context menu appears in which you can select which phone type you would like to create. The selection depends on the PBX and the installed licenses.

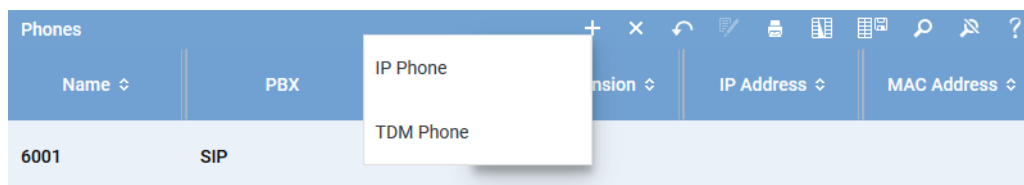
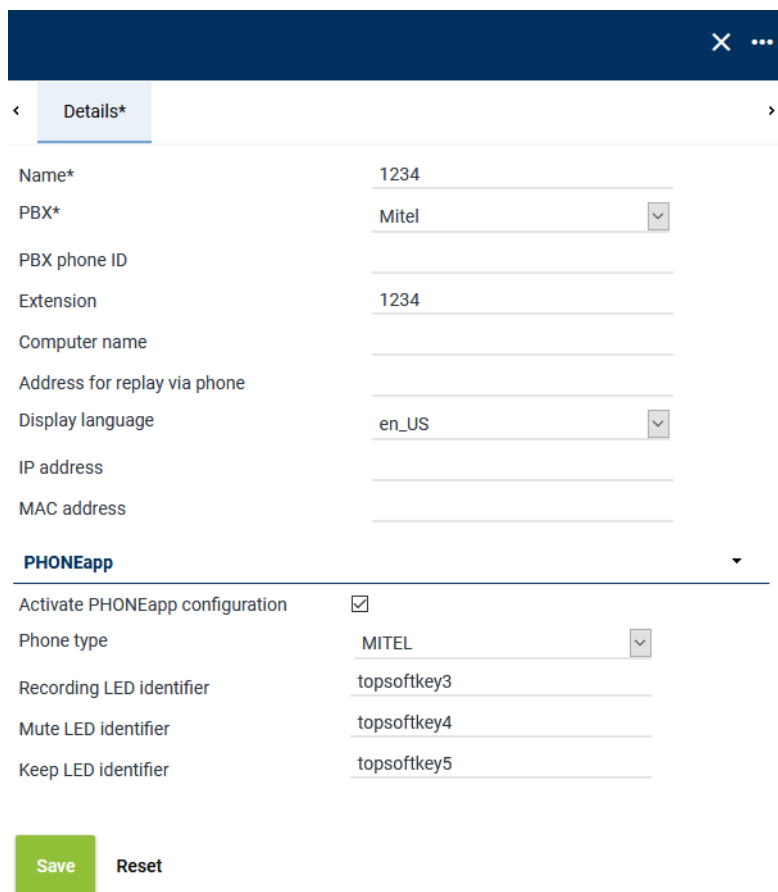


Fig. 41: Create phone

2. Select the menu item *IP Phone*.
⇒ In the detail view, the tab *Details* appears.



Details*

Name* 1234

PBX* Mitel

PBX phone ID

Extension 1234

Computer name

Address for replay via phone

Display language en_US

IP address

MAC address

PHONEapp

Activate PHONEapp configuration ☒

Phone type MITEL

Recording LED identifier topsoftkey3

Mute LED identifier topsoftkey4

Keep LED identifier topsoftkey5

Save Reset

Fig. 42: Create phones - activate PHONEapp

The configuration parameters are closely correlated.

The following parameters are relevant for this recording solution:

- *Extension*
- *IP address*

NOTICE! You can configure the functionality Free Seating during the configuration of the function keys with the parameter FS, see [chapter "Configure function keys on the Mitel phone"](#), p. 35.

Parameter	Value/Description
<i>Name</i>	Enter the name of the phone.
<i>PBX</i>	From the drop-down list, select the PBX where the phone has been registered.
<i>Extension</i>	Enter the extension of the end device to be recorded.
<i>Address for replay via phone</i>	Here, you can enter the address of the phone where the calls are supposed to be replayed. Depending on the agent logging in on this phone, only audio data will be provided that the agent is allowed to replay. For more information about this feature refer to the administration manual <i>Configuration replay via phone</i> .
<i>Display language</i>	Select the language for the display from the drop-down list.
<i>IP address</i>	Enter the IP address of the end device to be recorded.


Tab. 5: Add phone

Group field PHONEapp

Parameter	Description
Activate PHONEapp configuration	<p>Activate the check box to use the functions of the PHONEapp.</p> <p>This function is only available if it has been activated previously in the following modules:</p> <ul style="list-style-type: none"> • in the PBX module in the tab PHONEapp • and in the PHONEapp module
Phone type	<p>Select the corresponding phone type from the drop-down list. The phone types are only displayed if the corresponding license for the PHONEapp has been installed and the PHONEapp has been activated in the PHONEapp module.</p>
Recording LED identifier	<p>Enter the softkey for the recording start.</p> <ul style="list-style-type: none"> • For SIP phones, softkeys are called <i>topsoftkey</i>, in the example <i>topsoftkey3</i>. • For Mitel MiNet phones in combination with a Mitel MiVoice Business PBX, softkeys are called <i>prgkey</i>; enter <i>prgkey3</i>.
Mute LED identifier	<p>Enter the softkey for the mute function.</p> <ul style="list-style-type: none"> • For SIP phones, softkeys are called <i>topsoftkey</i>, in the example <i>topsoftkey4</i>. • For Mitel MiNet phones in combination with a Mitel MiVoice Business PBX, softkeys are called <i>prgkey</i>; enter <i>prgkey4</i>.
Keep LED identifier	<p>Enter the softkey for the keep function.</p> <ul style="list-style-type: none"> • For SIP phones, softkeys are called <i>topsoftkey</i>, in the example <i>topsoftkey5</i>. • For Mitel MiNet phones in combination with a Mitel MiVoice Business PBX, softkeys are called <i>prgkey</i>; enter <i>prgkey5</i>.

1. Click on the button *Save*.
2. Click on the button *Close* to finish this configuration step.
3. Repeat the steps for each end device.

6.4.3 Delete phones

1. In the main view, select the phone you would like to delete.
2. Click on the icon  (*Delete*).
 - ⇒ The security prompt to delete an element appears.
3. To really delete the selected phone, confirm the security prompt.

6.5 Configure Recording Planner module

The different operation modes of call recording are configured in the Recording Planner module of the application System Configuration.

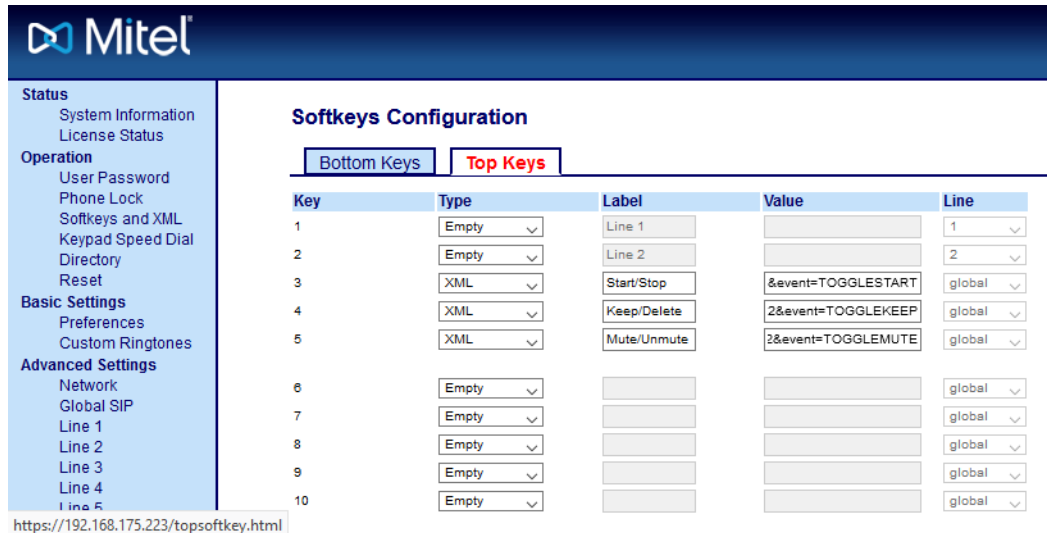


For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

6.6 Configure function keys on the Mitel phone

To be able to use the keys and the LED display on the phone, you must configure the function keys of every phone.

1. Call up the URL of the phone via the web interface.
2. Select the menu item *Operation > Softkeys and XML* in the navigation bar.



Key	Type	Label	Value	Line
1	Empty	Line 1		1
2	Empty	Line 2		2
3	XML	Start/Stop	&event=TOGGLESTART	global
4	XML	Keep/Delete	2&event=TOGGLEKEEP	global
5	XML	Mute/Unmute	2&event=TOGGLEMUTE	global
6	Empty			global
7	Empty			global
8	Empty			global
9	Empty			global
10	Empty			global

Fig. 43: Configure function keys via the web interface

3. Click on the tab *Top Keys*.
4. Select the entry *XML* from the drop-down list.
5. In the entry field *Label*, enter the information that is supposed to be visible on the display.
6. In the entry field *Value*, enter the command which is supposed to be triggered when pressing the key:

NOTICE!

The phone will replace the placeholder `$$SIPUSERNAME$$` with the extension.

The parameter `FS` stands for Free Seating to allow the assignment of the extension even if the IP address changes.

Replace the entry `<RECORDER-IP>` with the IP address of the XML Push Server.

Start/Stop	<code>http://<RECORDER-IP>/PHONEapp/MitelPHONEApp?deviceExtension=\$\$SIPUSERNAME\$\$&event=TOGGLESTART&FS=true</code>
Keep/Delete	<code>http://<RECORDER-IP>/PHONEapp/MitelPHONEApp?deviceExtension=\$\$SIPUSERNAME\$\$&event=TOGGLEKEEP&FS=true</code>
Mute/Unmute	<code>http://<RECORDER-IP>/PHONEapp/MitelPHONEApp?deviceExtension=\$\$SIPUSERNAME\$\$&event=TOGGLEMUTE&FS=true</code>

7. Click on the button *Save Settings* to apply the entries.

Configure network settings

To enable the LEDs, the HTTPS network settings must be configured for each phone.

1. Select the menu item *Advanced Settings > Network*.

Status System Information License Status Operation User Password Phone Lock Softkeys and XML Keypad Speed Dial Directory Reset Basic Settings Preferences Custom Ringtones Advanced Settings Network Global SIP Line 1 Line 2 Line 3 Line 4 Line 5 Line 6 Line 7 Line 8 Line 9 Line 10 Line 11 Line 12 Line 13 Line 14 Line 15 Line 16 Line 17 Line 18 Line 19 Line 20 Line 21 Line 22 Line 23 Line 24 Action URI Configuration Server	Network Settings IPv6 Settings IPv6 <input type="checkbox"/> Enabled Basic Network Settings DHCP <input checked="" type="checkbox"/> Enabled IP Address 192.168.175.223 Subnet Mask 255.255.240.0 Gateway 192.168.168.11 Primary DNS 192.168.168.11 Secondary DNS 0.0.0.0 Hostname 692008000FE15893 LAN Port Auto Negotiation PC Port PassThru Enable/Disable <input checked="" type="checkbox"/> Enabled PC Port Auto Negotiation Advanced Network Settings DHCP Download Option Any LLDP <input type="checkbox"/> Enabled LLDP packet interval 30 NAT IP 0.0.0.0 NAT SIP Port 51620 NAT RTP Port 51720 Rport (RFC 3581) <input type="checkbox"/> Enabled HTTPS Settings HTTPS Server - Redirect HTTP to HTTPS <input type="checkbox"/> Enabled HTTPS Server - Block XML HTTP POSTs <input type="checkbox"/> Enabled Client Method TLS 1.2 Validate Certificates <input type="checkbox"/> Enabled Check Certificate Expiration <input checked="" type="checkbox"/> Enabled Check Certificate Hostnames <input checked="" type="checkbox"/> Enabled Trusted Certificates Filename
---	---

Fig. 44: Configure HTTPS settings

2. Deactivate the check box for the following parameters:

- HTTPS Server - Redirect HTTP to HTTPS
- HTTPS Server - Block XML HTTPS POSTs

Configure IP address of the XML Push Server

To ensure that the events are executed completely, you must configure the IP address of the XML Push Server for the communication between the phone and the recording server.

1. Select the menu item *Advanced Settings > Configuration Server Settings* in the navigation bar.

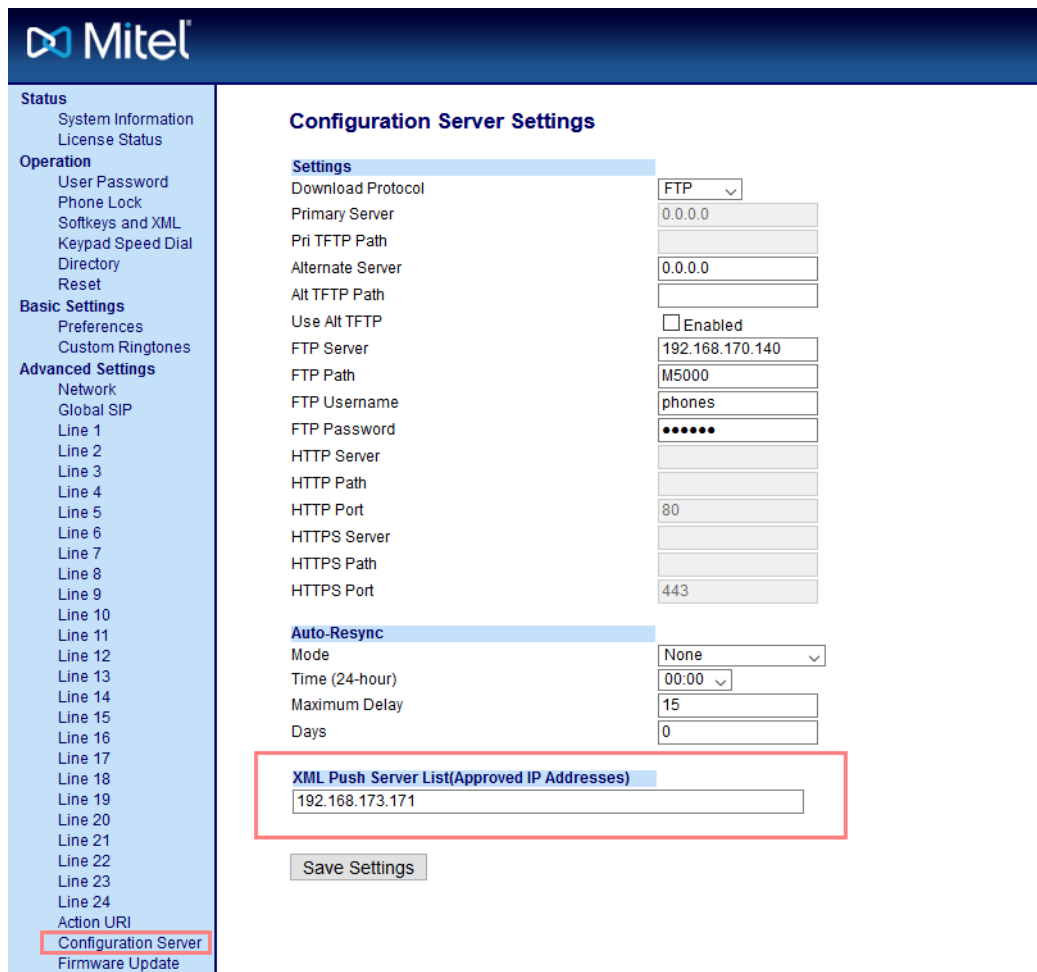


Fig. 45: Configure XML Push Server

2. In the section *XML Push Server List (Approved IP Addresses)*, enter the IP address of the recording server.
3. Click on the button *Save Settings* to apply the entries.
 - ⇒ In the display of the phone, the LED indicator shows the respective status.



Fig. 46: Assignment of the top keys and displayed status of the recording

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*.

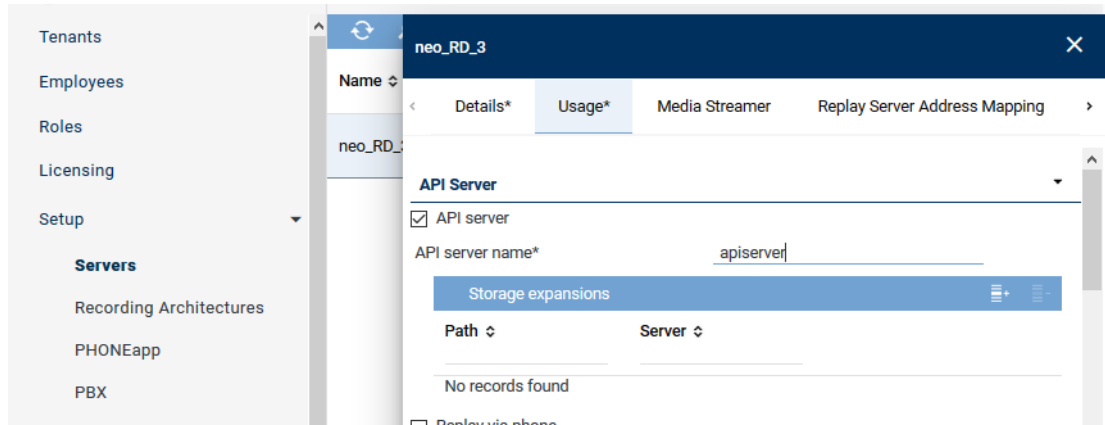


Fig. 47: Configure API server for replay

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.

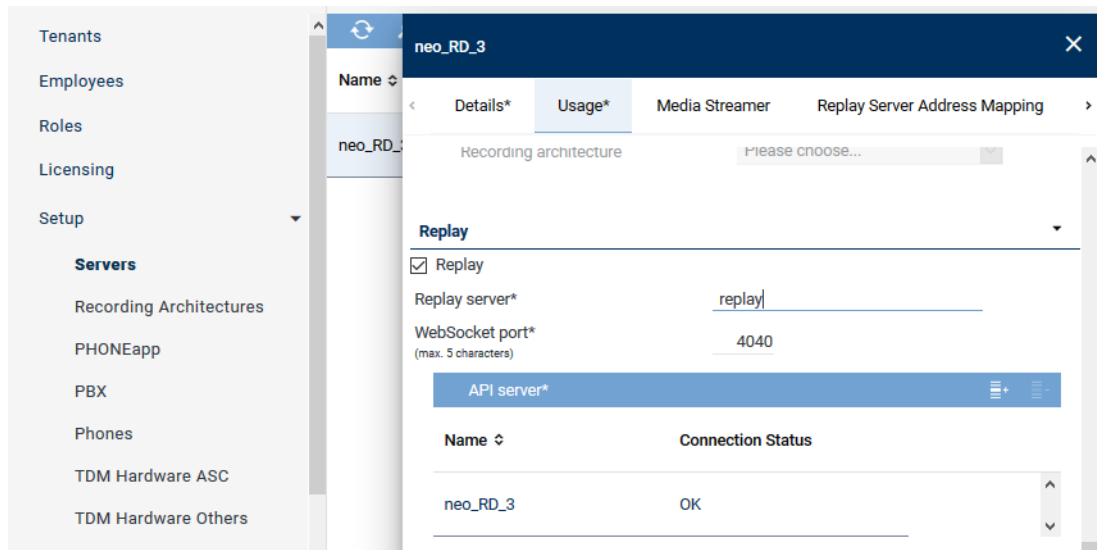


Fig. 48: Configure replay server

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.

FQDN

Fully Qualified Domain Name

LED

Light-emitting diode

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.

TCP

Transmission Control Protocol, controlled connection establishment, protected data transmission

UDP

User Datagram Protocol UDP is a minimal, connectionless network protocol which belongs to the core members of the Internet protocol suite. Its purpose is to make sure that data transmitted via the Internet reach the designated application. There is no destination check.

URL

Uniform resource locator. Identifies and locates a resource (e. g. a website) about the used access method (e. g. the used network protocol as HTTP or FTP) and the location of the resource in the computer network. (Source: Wikipedia 20th November 2013)