InnLine IP Integration Guide for MiVB using Generic SIP Stations

PBX PROGRAMMING, INSTALLATION AND TESTING GUIDE

CONNECTED GUESTS

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InnLine IP integration guide for Mitel MiVB using Generic SIP Stations.
Screen images are based on Release level: 8.0 SP3 PR1 – Active software load: 14.0.3.33
May 2018

Contents

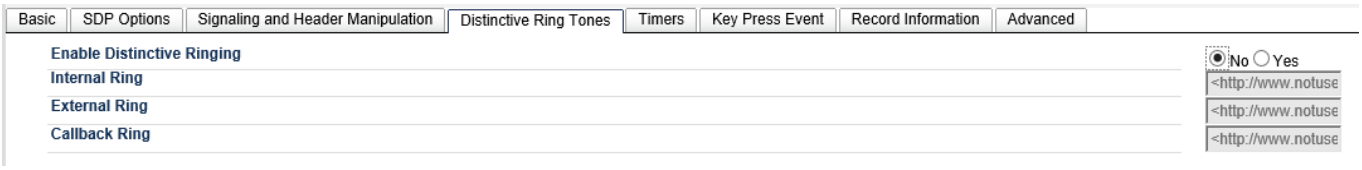
REQUIREMENTS:

- Software release 9.0.1.20 or higher.
- One IP user license per voicemail port. (IP User licenses are purchased from Mitel. The number of licenses is displayed under Licenses > License and Option Selection form)
- An analog extension (or dedicated CO line) for the system's modem.
- Network connection to the MiVoice controller (InnLine IP must reside on the same network/subnet as the controller and must have a static IP address)

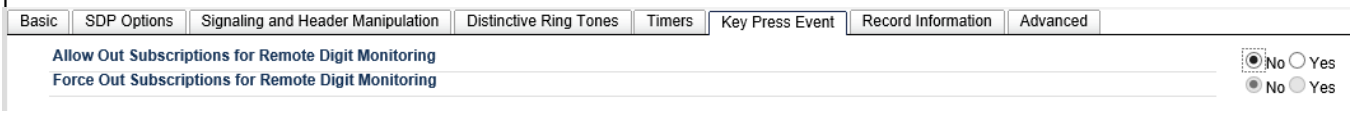
PBX PROGRAMMING:

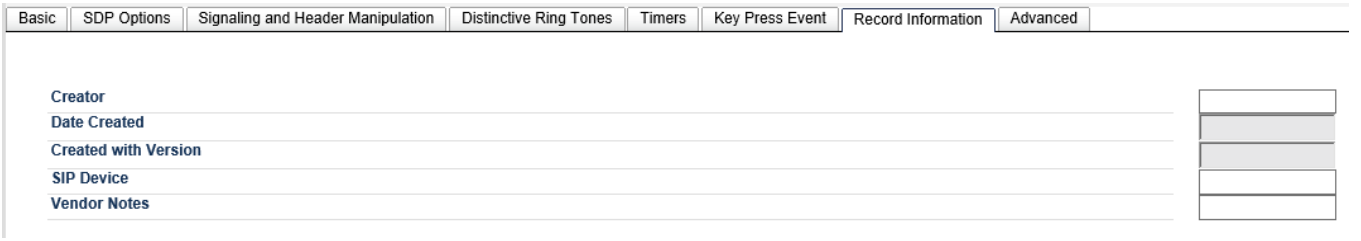
SIP Device Capabilities Assignment form

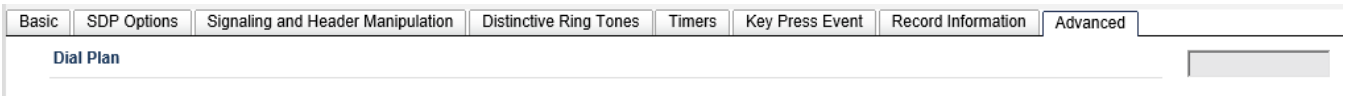
Open the first number, and set "Replace System based with Device based In-Call Features" to **YES**. Check all other settings as shown below (all the other settings are Mitel default).


Basic
SDP Options
Signaling and Header Manipulation
Distinctive Ring Tones
Timers
Key Press Event
Record Information
Advanced
Enable Distinctive Ringing
No
Yes
Internal Ring
<http://www.notuse
External Ring
<http://www.notuse
Callback Ring
<http://www.notuse


Basic
SDP Options
Signaling and Header Manipulation
Distinctive Ring Tones
Timers
Key Press Event
Record Information
Advanced
Registration Period Minimum
300
Session Timer
0
Session Timer: Local as Refresher
No
Yes
Subscription Period
3600
Subscription Period Minimum
300
Subscription Period Refresh (%)
80
Invite Ringing Response Timer
0


Basic
SDP Options
Signaling and Header Manipulation
Distinctive Ring Tones
Timers
Key Press Event
Record Information
Advanced
Allow Out Subscriptions for Remote Digit Monitoring
No
Yes
Force Out Subscriptions for Remote Digit Monitoring
No
Yes


Basic
SDP Options
Signaling and Header Manipulation
Distinctive Ring Tones
Timers
Key Press Event
Record Information
Advanced
Creator
Date Created
Created with Version
SIP Device
Vendor Notes


Basic
SDP Options
Signaling and Header Manipulation
Distinctive Ring Tones
Timers
Key Press Event
Record Information
Advanced
Dial Plan

Multiline IP Set Configuration form

Create a new Device Type for each voicemail port. Program each new Device Type as a “Generic SIP Phone”, and keep the line type as “Single Line”

Multiline IP Sets

Device Id	Hot Desk User	Device Type	Auxiliary Module	Number	ACD Enabled	Line Type	Interconnect Number	Hot Desk User External Dialing Prefix	Hot Desk User External Number	Max Call History Records	Language	Tenant Number	Service Level
42	No	Generic SIP Phone	None	2501	No	Single Line	1			0	English	1	Full
43	No	Generic SIP Phone	None	2502	No	Single Line	1			0	English	1	Full
44	No	Generic SIP Phone	None	2503	No	Single Line	1			0	English	1	Full
45	No	Generic SIP Phone	None	2504	No	Single Line	1			0	English	1	Full
46	No	Generic SIP Phone	None	2505	No	Single Line	1			0	English	1	Full
47	No	Generic SIP Phone	None	2506	No	Single Line	1			0	English	1	Full
48	No	Generic SIP Phone	None	2507	No	Single Line	1			0	English	1	Full
49	No	Generic SIP Phone	None	2508	No	Single Line	1			0	English	1	Full

When creating these Generic SIP Phones, you must assign a **SIP Password** to each of these device types. The SIP Password must be the same for each device type, and can be a maximum of 6 digits in length. **We recommend programming a SIP Password of 12345 for each Generic SIP Phone**.

Field Name	Change action	Value to change	Increment by
Device Id	-	42	-
Hot Desk User	Change to	No / Yes	-
Device Type	Change to	Generic SIP Phone	-
Auxiliary Module	Change to	None	-
Number	Change to	2501	
Local-only DN	Change to		-
User PIN	Change to		-
Confirm User PIN	Change to		-
SIP Password	Change to	•••••••	-
Confirm SIP Password	Change to	•••••••	-
ACD Enabled	Change to	No / Yes	-
Line Type	-	Single Line	-
Interconnect Number	Change to	1	
External Hot Desk User License	Change to	No / Yes	-
Hot Desk User External Dialing Prefix	Change to		-
Hot Desk User External Number	Change to		-
Language	-	English	-
Max Call History Records	Change to	0	
MAC Address	Change to		-
Tenant Number	Change to	1	
Lock Default Configuration	Change to	No / Yes	-
HTML Infrastructure License	Change to	No / Yes	-
HTML GUI Application	Change to		-

New Page Application1	Change to		-
New Page Application2	Change to		-
New Page Application3	Change to		-
Notification Application1	Change to		-
Notification Application2	Change to		-
Notification Application3	Change to		-
Branding Application	Change to		-
Screen Saver Application	Change to		-
Service Level	-	Full	-
Pin Security Status	Change to	Weak or Expired	-

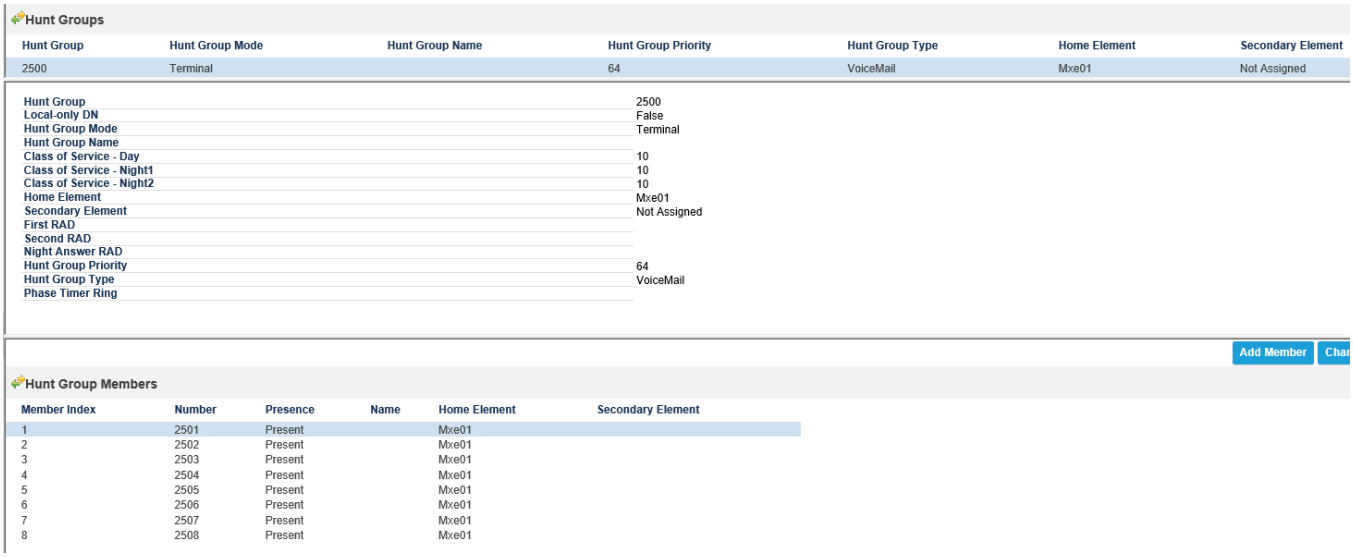
Class of Service Option Assignment (Voicemail ports)

Configure a new Class of Service number for the Generic SIP voicemail ports. Set the following options to YES:

- ☐ Busy Override Security
- ☐ Camp-on Tone Security / Fax Machine
- ☐ Message Waiting
- ☐ Multiline Set On Hook Dialing
- ☐ Suppress Simulated CCM after ISDN Progress
- ☐ COV/ONS/E&M Voice Mail Port

Hunt Group Assignment

Create a new hunt group for InnLine IP, and add **all** the Generic SIP stations to that group. Configure the Hunt Group Mode as "Terminal" and the Hunt Group Type as "Voicemail". The picture below depicts a hunt group setup for 8 ports:



Hunt Groups

Hunt Group	Hunt Group Mode	Hunt Group Name	Hunt Group Priority	Hunt Group Type	Home Element	Secondary Element
2500	Terminal		64	VoiceMail	Mxe01	Not Assigned

Hunt Group	2500
Local-only DN	False
Hunt Group Mode	Terminal
Hunt Group Name	
Class of Service - Day	10
Class of Service - Night1	10
Class of Service - Night2	10
Home Element	Mxe01
Secondary Element	Not Assigned
First RAD	
Second RAD	
Night Answer RAD	
Hunt Group Priority	64
Hunt Group Type	VoiceMail
Phase Timer Ring	

Add Member

Hunt Group Members

Member Index	Number	Presence	Name	Home Element	Secondary Element
1	2501	Present		Mxe01	
2	2502	Present		Mxe01	
3	2503	Present		Mxe01	
4	2504	Present		Mxe01	
5	2505	Present		Mxe01	
6	2506	Present		Mxe01	
7	2507	Present		Mxe01	
8	2508	Present		Mxe01	

NOTE: All voicemail stations must be in the same hunt-group, including the ports set for outbound only. This way the message envelope button on Mitel IP type sets will function properly, and return the caller to voicemail when pressed. **The COS for this hunt group needs to be the same COS as the generic sip stations.**

Class of Service Option Assignment (Voicemail users)

Set the following Class of Service options to YES for all voice mail users:

- ☐ Call Forwarding (Internal Destination)
- ☐ Message Waiting – Audible Tone Notification - **Optional**[1]

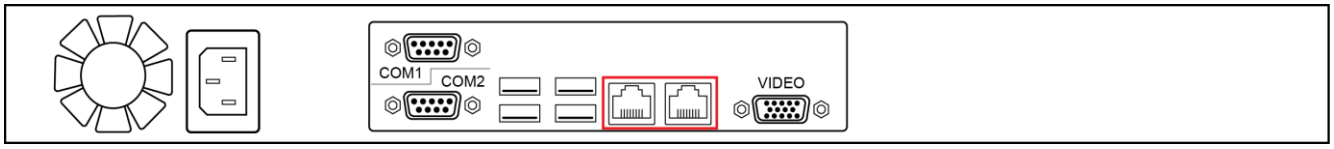
Feature Access Code Assignment

Assign a access code to the following feature numbers:

- ☐ Message Waiting – Activate
- ☐ Message Waiting – Deactivate

NETWORK CONNECTIONS:

Connect the network cable (coming from the network switch the MiVB is using) to one of the two network connectors on the back of the system. Ensure that the network connector is assigned a static IP address, preferably on the same subnet as the MiVB controller.

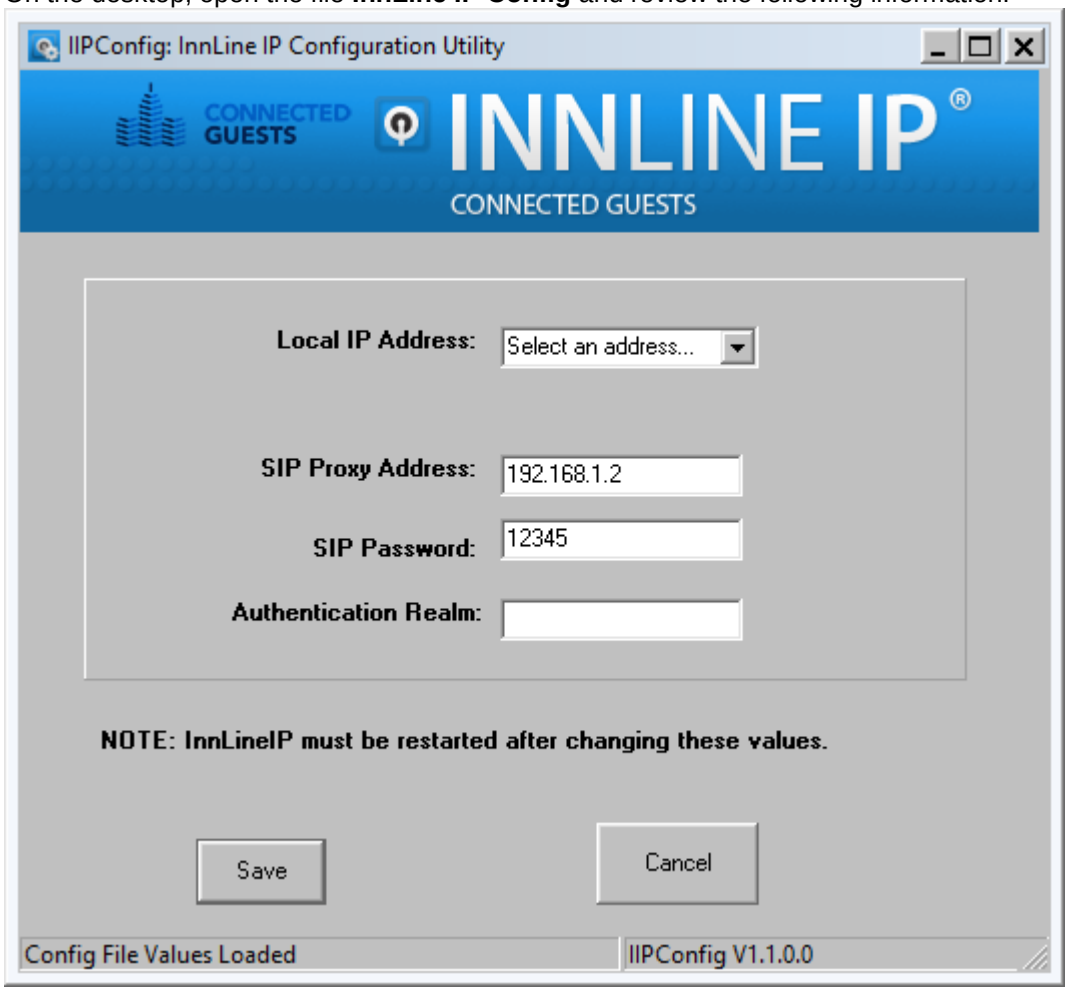


[1] Enable for users that do not have message lamps

VOICEMAIL PROGRAMMING:

InnLine IP Configuration Utility (IIPConfig)

On the desktop, open the file **InnLine IP Config** and review the following information:



Local IP Address: This field displays IP Address assigned currently assigned to any network adapters on the server running the InnLine IP voicemail application.

SIP Proxy Address: This is the IP Address of the MiVB controller. The default value is 192.168.1.2. If the IP address of your MiVoice controller is different, change this field to reflect its address.

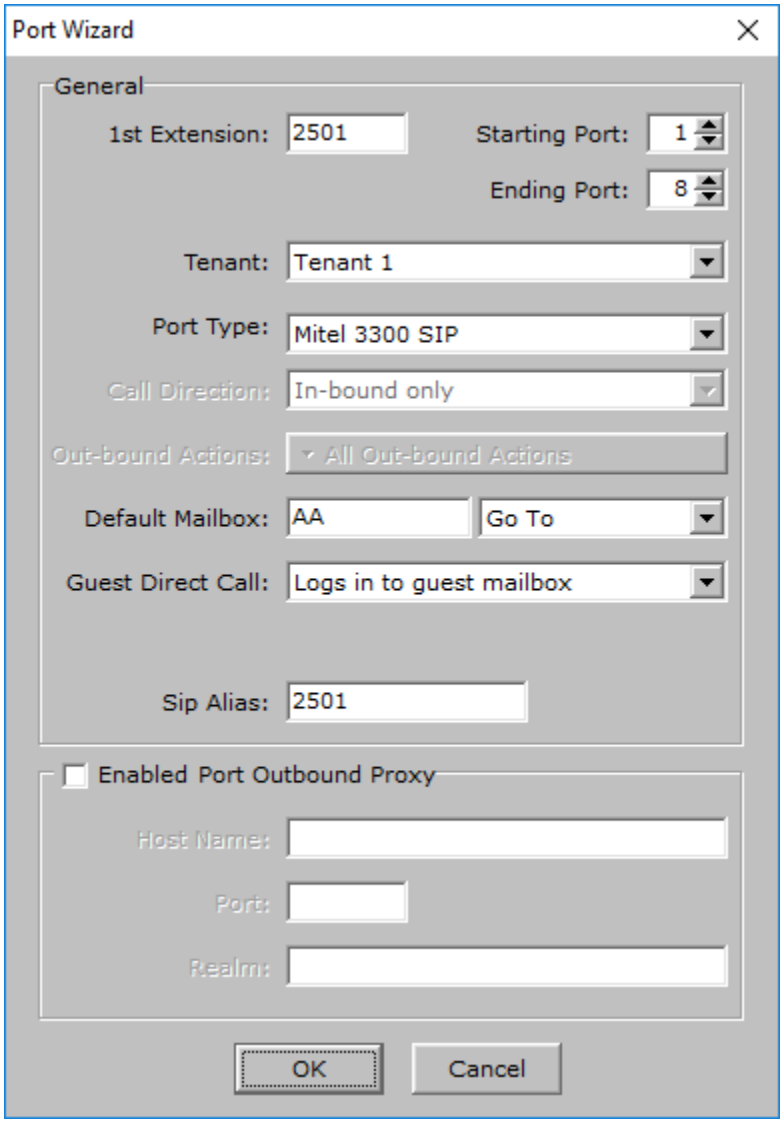
SIP Password: This is the SIP Password that you programmed for the Generic SIP Phones. If you programmed a different pin number then the default value of 12345, change the field to reflect what you programmed.

Authentication Realm: This is the system name that is found in the system options assignment form, or the local network element in the network element form. Enter that name in this field. **Please note that this name cannot contain a space anywhere. If this name has a space, InnLine IP will be unable to register with the SIP stations in the MiVoice.**

When done, click **Save**, then **Cancel** to exit. In order for these changes to take, you must stop InnLine IP application, and then re-start it (by double-clicking the InnLine IP icon located on the desktop.
If no changes are needed after reviewing this form, click **Cancel** to exit the form.

Voice Port configuration

Go to Do>Configure System>Voice Ports and double-click the Port Wizard (choose Yes to run the port wizard)



If your SIP extensions are concurrent, enter the first number in both the 1st Extension and Sip Alias fields. Click OK. The port wizard will now automatically populate these fields in the other Port screens.

TESTING:

Testing direct call integration (From any station)

Place a call from a station to the hunt group access code for voicemail. The display information will show what station number is calling.

```
001 << DIRECT CALL FROM 203 >>
001 play 513
008 call 76203
001 wait for call...
```

Testing call forward integration

Call forward one guest extension on a “busy/no answer” to the voicemail hunt-group for this test. Call forwarding may be programmed from the attendant console (provided its COS allows this function), or from the station itself.

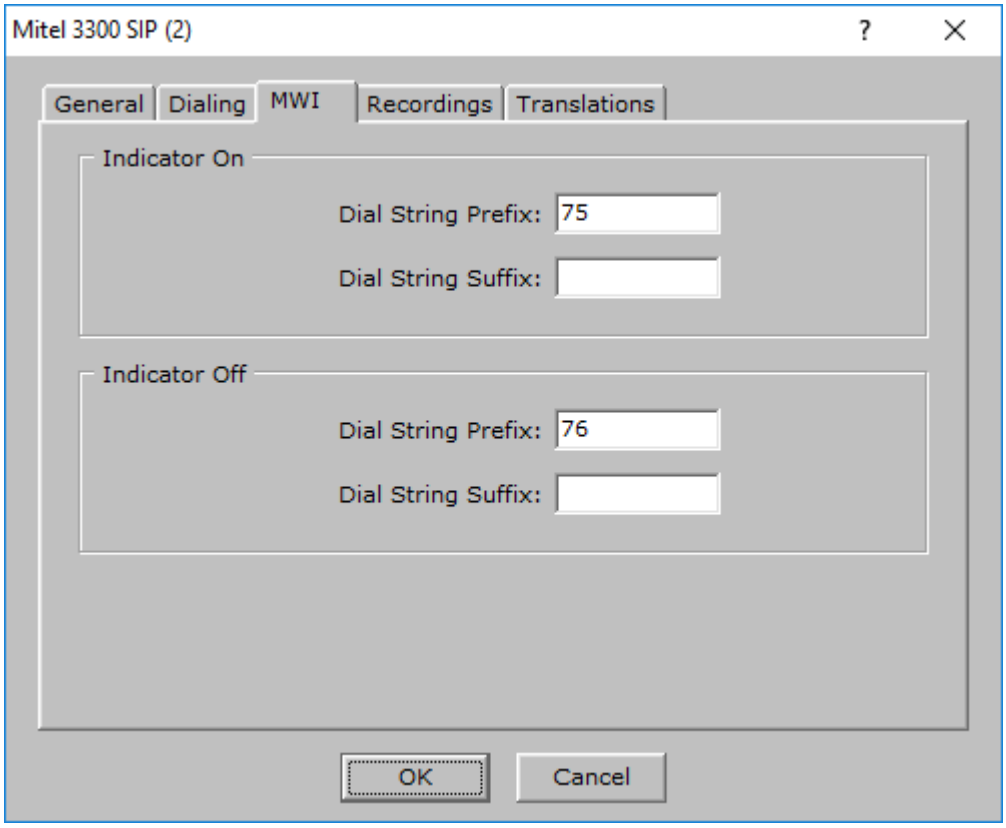
From a staff extension, call the guest extension, allowing it to forward to voicemail. The display information will show both the calling and called party.

```
001 << FORWARDED CALL FROM 7104 DIALED BY 203 >>
001 play GUNA
008 call 76203
008 VBCall(dialstring='76203',timeout=1000)=0 (car=0)
001 play 1631 1634
001 wait for call...
```

Perform this forwarding test via a trunk (outside line) as well.

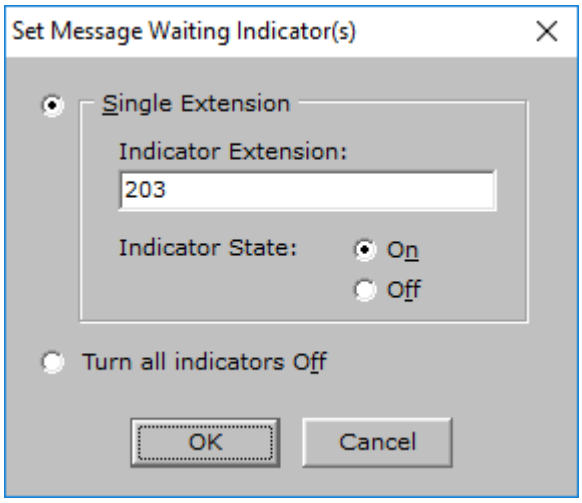
Testing message lamps

To test message lamps, enter the MESSAGE WAITING – ACTIVATE feature access code in Indicator On Dial String Prefix field, and the MESSAGE WAITING – DEACTIVATE feature access code in the Indicator Off Dial String Prefix field . In the example below, we are using 75 for ON and 76 for OFF.



Check under the Feature Access Code Assignment form in the Mitel MiVoice programming to verify that you entered the correct Message Waiting codes

After confirming that the correct Message Waiting codes, test a message lamp by going to **System > Tenants > Tenant 1 > Mailboxes**. Double click the **Set MWI(s)** icon.



Enter a valid extension number and test turning the message lamp on and off. The following information will be displayed on the “Monitor” portion of the system’s main screen (example below is of turning a message lamp on):

```
008 call 75203
```

Call forward / Re-route all voicemail users

After all call integration and message lamp functionality has been tested, proceed with call forwarding all guestroom extensions and selected staff extension users to the hunt-group access code that will be for voicemail, so calls will forward (or re-route) to the voicemail on a busy or a no answer at the station.

TROUBLE SHOOTING INFO

To check if the SIP extensions are registered between the MiVoice and the InnLine IP system, go to the Maintenance Commands section of the MiVoice PBX, and type the command: **SIP REGISTRAR CONTACTS ALL**

Command:

```
SIP REGISTRAR CONTACTS ALL
```

```
ALARMS
BACKGROUND OFF
BACKGROUND OFF <CEPT|...>
BACKGROUND ON
BACKGROUND ON <CEPT|...>
BACKGROUND STATUS
```

System Response:

```
Registrar Entry(s)
--------------------
1 (0x16b804f8) State:Registered Addr:sip:301@192.168.52.2
   Contact1:  sip:301@192.168.52.13
      Time Left:3855 Expires:7200 Priority:0 Port:5060
204 (0x16b80ca0) State:Registered Addr:sip:500@192.168.52.12
   Contact1:  sip:500@192.168.52.12
      Time Left:3487 Expires:3600 Priority:0 Port:5060
203 (0x16b80d00) State:Registered Addr:sip:501@192.168.52.12
   Contact1:  sip:501@192.168.52.12
      Time Left:3487 Expires:3600 Priority:0 Port:5060
202 (0x16b80d60) State:Registered Addr:sip:502@192.168.52.12
   Contact1:  sip:502@192.168.52.12
      Time Left:3487 Expires:3600 Priority:0 Port:5060
199 (0x16b80dc0) State:Registered Addr:sip:503@192.168.52.12
   Contact1:  sip:503@192.168.52.12
      Time Left:3482 Expires:3600 Priority:0 Port:5060
205 (0x16b80fe8) State:Registered Addr:sip:504@192.168.52.12
   Contact1:  sip:504@192.168.52.12
      Time Left:3487 Expires:3600 Priority:0 Port:5060
200 (0x16b81048) State:Registered Addr:sip:505@192.168.52.12
   Contact1:  sip:505@192.168.52.12
      Time Left:3487 Expires:3600 Priority:0 Port:5060
206 (0x16b810a8) State:Registered Addr:sip:506@192.168.52.12
   Contact1:  sip:506@192.168.52.12
      Time Left:3487 Expires:3600 Priority:0 Port:5060
201 (0x16b81108) State:Registered Addr:sip:507@192.168.52.12
   Contact1:  sip:507@192.168.52.12
      Time Left:3487 Expires:3600 Priority:0 Port:5060
```

This shows that SIP extensions 500 through 507 are registered with InnLine IP server at 192.168.52.12

If you just want to check on the registered status of an individual SIP extension, use the command: **SIP REGISTRAR CONTACTS <extension number>**

END OF DOCUMENT