

InnLine IP Wakeup Call Off-loading Guide for Mitel MiVB

PBX PROGRAMMING, INSTALLATION AND TESTING GUIDE



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May 2018

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Advantages to Wakeup Call off-loading

- ◆ The Mitel MiVoice has more resources to issue multiple wakeup calls for the same time.
- ◆ The Mitel MiVoice issued wakeup call does not follow a stations call forwarding or call rerouting to voicemail on a busy or no answer.

Requirements

- ◆ Direct IP connection to the Mitel MiVoice controller using port 1753
- ◆ Program access codes for feature names “Hotel/Motel Room Remote Wakeup Call – Set” and “Hotel/Motel Room Remote Wakeup Call – Cancel”
- ◆ Announcement device for playing wake-up messages (delivered by Mitel MiVoice)

How Wakeup Call off-loading works

The time is presently 8:00pm. A guest sets a wakeup call for 6:00am the next morning, using the voicemail system’s automated guest services feature. The voicemail’s outdial port goes off-hook and dials the access code assigned to the feature name “Hotel/Motel Room Remote Wakeup Call – Set” plus the wakeup time and station number. The voicemail application confirms that the wakeup call was successfully registered in the Mitel MiVoice, since it monitors the wakeup status messages produced with its **Mitel Hotel/Motel Wakeup Port** (MITWAK) device interface. This interface makes an IP client connection to the Mitel MiVoice controller’s IP address at port 1753. If the wakeup call cannot be off- loaded to the PBX, the voicemail will take responsibility for issuing the wakeup call.

If a second wakeup call is requested (later than the first), the voicemail will wait until the first wakeup call is completed by the PBX *before* off-loading the next event. The same logic holds true for any number of multiple wakeup requests scheduled for the room.

If the second requested wakeup call is *earlier* than the first that was just off-loaded, the voicemail application will off-load it, which will change the wake-up time in the PBX. The wakeup request that was changed will then be off-loaded when the first event is completed.

PBX PROGRAMMING FOR WAKE-UP REPORTING

Feature Access Code Assignment

Assign feature access codes for the following feature names:

- Hotel/Motel Room Remote Wakeup Call – Set
- Hotel/Motel Room Remote Wakeup Call – Cancel

Class of Service Options Assignment

Enable the following Class of Service Option for the voicemail stations:

- Hotel/Motel Room Remote Wakeup Call Allowed – Yes

VOICEMAIL PROGRAMMING

Wake-up Call Settings

Go to **System > Tenants > Tenant1**

Double-click **Wake-up Calls** icon

Click the **Off-loading** tab and ensure that the External Device field is set to Mitel

The screenshot shows the 'Wake-up Call Settings' dialog box with the 'Off-loading' tab selected. The dialog has four tabs: 'General', 'Failure Notification', 'Off-loading', and 'Report Options'. The 'Off-loading' tab is active, showing options for controlling the off-loading of wake-up calls. The 'External Device' dropdown is set to 'Mitel'. Below this, there are four input fields: 'Set Wake-up Code Prefix' (containing '##93'), 'Set Wake-up Code Suffix' (empty), 'Clear Wake-up Code Prefix' (containing '##94'), and 'Clear Wake-up Code Suffix' (empty). The 'Set Wake-up Code Prefix' and 'Clear Wake-up Code Prefix' fields are highlighted with red rectangles. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

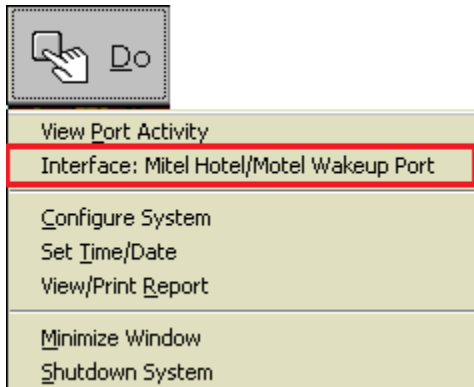
Field	Value
External Device	Mitel
Set Wake-up Code Prefix	##93
Set Wake-up Code Suffix	
Clear Wake-up Code Prefix	##94
Clear Wake-up Code Suffix	

In the “Set Wake-up Code Prefix” field, enter the feature access code that is assigned to “Hotel/Motel Room Remote Wakeup Call – Set”. The above screen shot is using **##93** as an example.

In the “Clear Wake-up Code Prefix” field, enter the feature access code that is assigned to “Hotel/Motel Room Remote Wakeup Call – Cancel”. The above screen shot is using **##94** as an example.

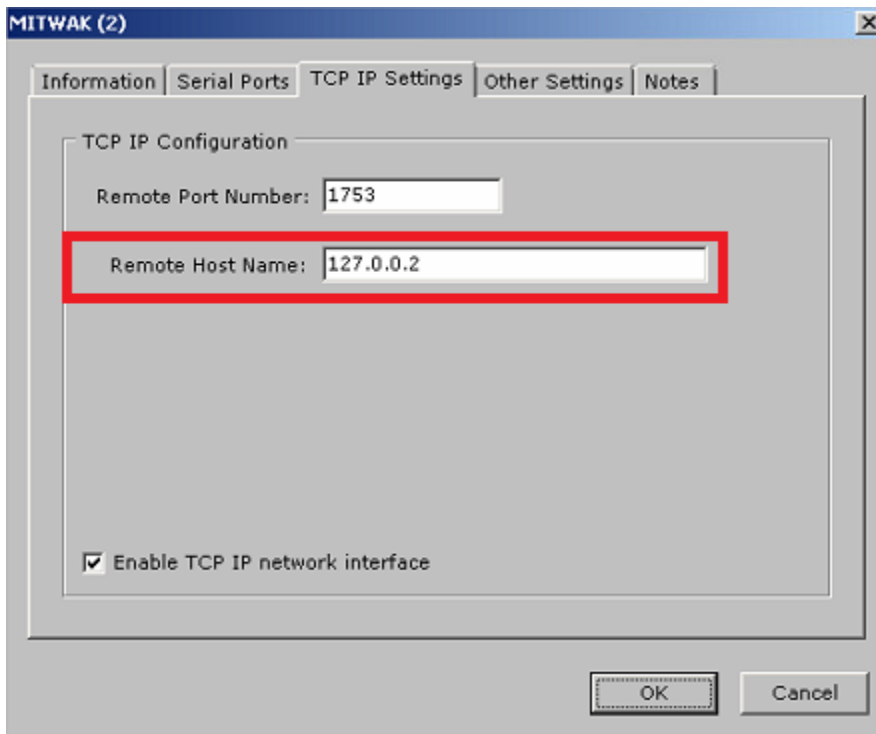
Device Interfaces

Check by clicking the **Do** button to see if the proper device interface is loaded on the voicemail server:



If it is not present, activate it by going to **System > Device Interfaces**.

Mitel Hotel/Motel Wakeup Port (MITWAK)



The image shows the MITWAK (2) configuration window with the 'TCP IP Settings' tab selected. The 'Remote Port Number' is set to 1753. The 'Remote Host Name' field, containing the IP address 127.0.0.2, is highlighted with a red rectangle. The 'Enable TCP IP network interface' checkbox is checked. The 'OK' and 'Cancel' buttons are at the bottom right.

MITWAK (2)

Information Serial Ports TCP IP Settings Other Settings Notes

TCP IP Configuration

Remote Port Number: 1753

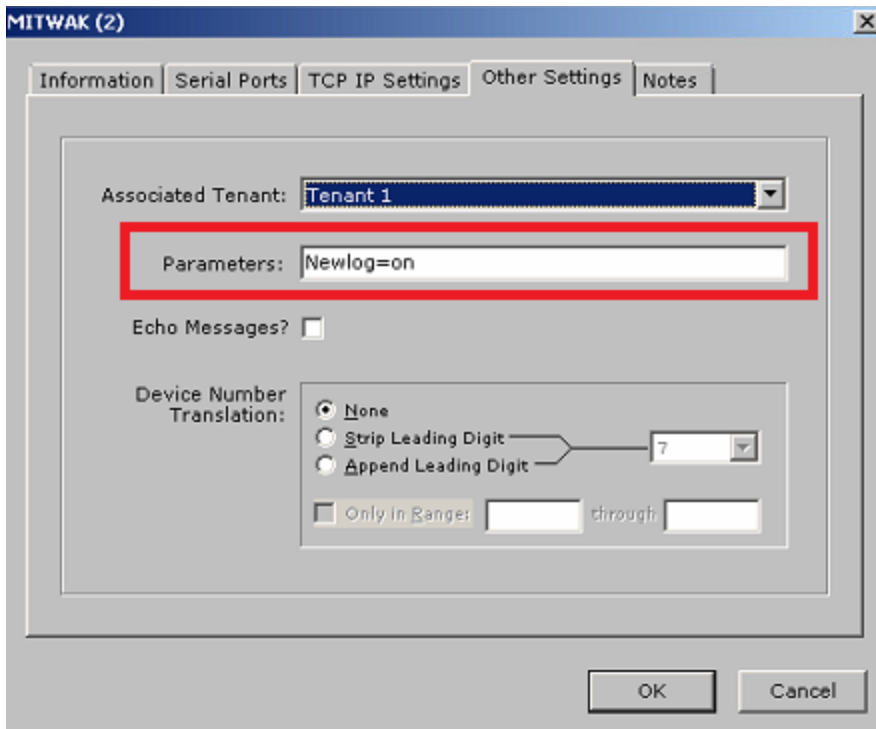
Remote Host Name: 127.0.0.2

☒ Enable TCP IP network interface

OK Cancel

Under the **TCP IP Settings** tab, enter the Mitel MiVoice controller IP address in the **Remote Host Name** field

Ensure that the statement: **Newlog=on** is in the Parameters field.



The image shows the MITWAK (2) configuration window with the 'Other Settings' tab selected. The 'Associated Tenant' dropdown is set to 'Tenant 1'. The 'Parameters' field, containing 'Newlog=on', is highlighted with a red rectangle. The 'Echo Messages?' checkbox is unchecked. The 'Device Number Translation' section has 'None' selected. The 'Only In Range' checkbox is unchecked. The 'OK' and 'Cancel' buttons are at the bottom right.

MITWAK (2)

Information Serial Ports TCP IP Settings Other Settings Notes

Associated Tenant: Tenant 1

Parameters: Newlog=on

Echo Messages? ☐

Device Number Translation:

☒ None

☐ Strip Leading Digit

☐ Append Leading Digit

☐ Only In Range: through:

OK Cancel

TESTING

Before testing, it's important that both clocks (Mitel MiVoice and the InnLine IP voicemail) are synchronized.

Access voicemail and go to automated guest services. Set a wake-up call for a guest for at least 10 minutes in the future. In our test example below, we will set a wake-up call for 9:30am from guest mailbox 7208.

After setting the wakeup call, the voicemail will dial the appropriate feature access code plus the time and station number as shown below:

*8#109307208

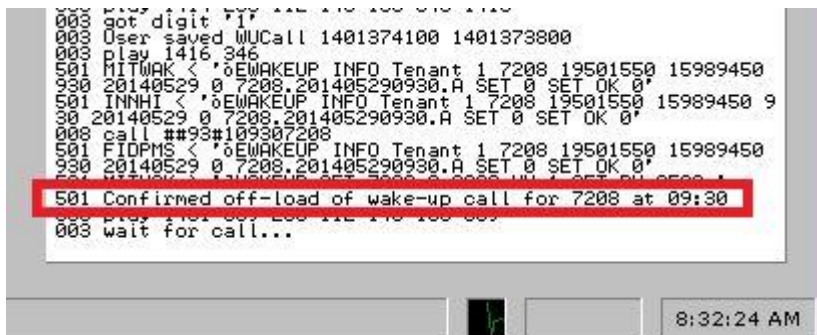
(If the wakeup was set to reoccur daily, the dial string would appear as *8#1*09307208)

Next, the Mitel Hotel/Motel Wakeup Port interface will receive the following message:



The screenshot shows a red text message on a black background. The message is: "FI2014-MAY-29 08:31:50 HOTEL A/Active -Info- ITW #1715[CR][LF] [LF]WAKE-UP:1 7208 9:30 Set By Extensi on 2508[CR][LF][LF][CR][CR][LF][LF] FI". The text is wrapped across several lines.

This message is the voicemails indication that the codes it dialed were received and understood by the Mitel MiVoice PBX. The voicemail then displays the following message:



The screenshot shows a text message on a black background. The message is: "501 Confirmed off-load of wake-up call for 7208 at 09:30". The text is wrapped across several lines. At the bottom right of the screen, there is a timestamp "8:32:24 AM".

After the above items take place, the Mitel MiVoice will deliver the wake-up call at the prescribed time. The voicemail application keeps track of the how many attempts are made to the room, since that information is delivered to the Mitel Hotel/Motel Wakeup Port interface.

If the call goes unanswered by the guest, the voicemail can notify a station (usually one at the front desk) that the wake-up call wasn't answered. To configure an extension to receive these wake-up failure notifications, click the **Do** button and choose **Configure System**. Under the Tenant, go to the wake-up calls icon, and select the **Failure Notification** tab. By default, extension 0 will receive these notifications. Select the field and change its value (to any valid PBX extension) if a different notification point is desired.

You can confirm that the wake-up call is registered in the Mitel MiVoice by using the maintenance command: **LOCATE FEATURE EXTENSION**

Command:

LOCATE FEATURE EXTENSION 7208

LOCATE FEATURE EXTENSION 7208

System Response:

Card Type : 8 Port On Premise L
Circuit Location : 2 1 1 5
Extension : 7208
Active Features :
Call Forward No Answer Internal : 2500
Call Forward Busy Internal : 2500
Phone Lock: Unlocked
Wake-Up1: 9:30
Service Level: Full

REPORTS

The voicemail system incorporates all wakeup messages sent to the MITWAK interface to its wake-up call report, including wakeup calls that have been set by the Attendant Console or other administrative extensions that have permissions to set wakeup requests:

```
*****
*
*               InnLine IP Voice Mail System
*           W A K E - U P   C A L L   R E P O R T
*               Tenant 1
*               05/29/2014 9:10a
*
*   Lists activity regarding the configuration and processing of wake-up
*   calls over a 24 hour period.
*
*****
```

H I S T O R Y

Mailbox	When	What	For	By
7208	05/29 08:30:56	SET	05/29 09:30	GUEST
7204	05/29 08:36:11	SET	05/29 09:00	WU-1 SET BY 2999
7205	05/29 08:37:19	SET	05/29 10:00	WU-1 SET BY 5001
7204	05/29 08:59:54	NO ANSWER	1 05/29 09:00	
7204	05/29 09:01:55	NO ANSWER	2 05/29 09:00	
7204	05/29 09:03:55	NO ANSWER	**3 05/29 09:00	

P E N D I N G W A K E - U P C A L L S

When	Mailbox	Guest	Attempt	Reoccurs Daily
05/29 09:30	7208	Oinksley, Bela Mr	1	No
05/29 10:00	7205	Bearden, Alex Mr	1	No

Summary

```
-----
Calls Set..... 3
Calls Cleared..... 0
Calls Snoozed..... 0
Calls Reoccurring Daily... 0
Calls Attempted..... 3
Calls Pending..... 2
```

END OF DOCUMENT