# Mitel Revolution

Configuration Guide for MiVoice Business

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# 🔀 Mitel

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# Introduction

The Mitel Revolution interface provides a way to centrally manage creating and sending notifications. This interface can be used to send emergency and non-emergency notifications such as Live or Stored Audio Notifications, Weather Alerts, AMBER Alerts, IPAWS Alerts, and Text Messages to supported devices.

Notifications can be sent to endpoints such as iOS and Android smartphones; Instant Messaging clients, SMS clients, and Mitel Revolution Desktop Notification Client; Paging Relay; Legacy Paging and Analog Systems; IP Speakers; Clocks; Message Boards; Social Media accounts; and more. Visit us on the web at <u>Mitel Revolution Web Help</u> to learn more about Mitel Revolution product.

Users can quickly send notifications and get real-time status on notifications and view scheduled notifications and a list of recently sent notifications from their dashboard. Users can also view sent notification details to see which endpoints received notifications. They can manage notifications from a single location, viewing all notifications, endpoints assigned, and the type of each notification.

**Note:** Mitel Revolution does not support multicast paging for the MiVoice Business communications platform with the Mitel 6900 series phones (MiNET mode). This support will be added starting with MiVoice Business Release 9.1.

### About this Guide

This document describes the configuration of Mitel Revolution for Mitel MiVoice Business platform.

### **Documentation**

- Mitel Revolution Web Help: The Mitel Revolution Web Help contains information about installing Mitel Revolution, initial setup, feature configuration, maintenance and troubleshooting, end-user tasks, system monitoring, and upgrade related details. You can access the web help at <u>Mitel Revolution Web Help</u>.
- MiVoice Business System Administration Tool Help: The MiVoice Business System Administration Tool Help contains information about the forms in the MiVoice Business System Administration tool. It also, explains the features that can be programmed using the tool. You can access the Tool Help at <u>MiVoice Business Web Help</u>.

# Mitel Revolution Overview

The Mitel Revolution interface provides a Dashboard for quick access to frequently used notifications, status of sent notifications, and scheduled notifications. The Dashboard can be configured for each user. Users having the required permissions can maintain their dashboard themselves. Access to configuring the Revolution modules is denied to all user roles except the administrator.

M	itel	Rev	olution		Mon Apr 15 02:15:47 AM PDT ① powered by CSun-Apps Nonecton United
🕜 Dashb	oard	9			0
A Notific	ations )	QUICK NOTIFICATIONS Send a quick one-off notification	LAST SENT	NOTIFICATION ication details	
🛐 Sched	uler	view all notifications		view all s	ent notifications
🕂 Config	juration 🕨	SCHEDULED NOTIFICATIONS Summary of this week's upcoming events		SENT NOTIFICATION	15
😼 Syster	m Status	view all events	Sont Date	Name	Capt To
L Users & Site	Contacts → s		Sent Date	view all s	ent notifications
E Loggi	ng				
🧔 Globa	l Settings				
1 Profile					

# Notification Overview



Creating notifications involve the following three main steps:

- Assigning the triggers for sending notifications.
- Creating the content (image, audio, or text) to be sent.
- Assigning the endpoints that receive the notifications.

For more information about creating notifications on the Mitel Revolution interface, see Creating Notifications.

# Network Topology

The following diagram explains how the elements in the network are connected to the Mitel Revolution:



# Software Dependencies and Compatibilities

For a list of supported MiVoice Business software versions compatible with Mitel Revolution, see <u>Mitel Compatibility Matrix</u>.

# MiVoice Business Communication Manager Configuration

This section describes the steps to configure a Mitel MiVoice Business Communication Manager for Mitel Revolution.

The user must configure the general MiVoice Business settings. These configuration settings include the following:

- Creating a generic SIP extension on your MiVoice Business System Administration tool, see Creating SIP Users.
- Configure an outgoing SIP trunk from the MiVoice Business System Administration tool to Mitel Revolution see Creating SIP Trunk.
- Creating a page group on your MiVoice Business System Administration tool and add members to the group see Configuring an Outgoing SIP Trunk.

**Note:** The MiVoice Business Communication Manager configured for the Mitel Revolution interface must not have a Secure RTP profile enabled.

Perform the following steps to route the SIP trunk group to Mitel Revolution:

- 1. To set the routing medium for the SIP peer profile:
  - a. Go to the **ARS Routes** form.
  - b. Select the available Route Number.
  - c. Click Change.
  - d. Enter values for the following fields:

Field	Value	
Routing Medium	Select SIP Trunk from the drop-down list.	
SIP Peer Profile	Select the SIP peer profile name that you have created for Mitel Revolution.	
Route Type	Select the routing type from the drop-down list. By default, select <b>PSTN Access Via DPNSS</b> for SIP Trunk.	

Change	
ARS Routes	
Route Number	3
Routing Medium	SIP Trunk 🔻
Trunk Group Number	
SIP Peer Profile	Ŧ
PBX Number / Cluster Element ID	Ŧ
COR Group Number	1
Digit Modification Number	1
Digits Before Outpulsing	T
Route Type	•
Compression	Off 🔻
	Save Cancel

- e. Click Save.
- 2. To set the dial number to monitor the outgoing SIP trunk:
  - a. Go to the ARS Digits Dialed form.
  - b. Enter values for the following fields:

Field	Value	
Digits Dialed	Enter the partial or complete external numbers dialed to access subsequent routing information. For example, 1234.	
Number of Digits to Follow	Select the number of digits expected to follow the partial number specified under Digits Dialed. For example, 2.	
Termination Type	Select <b>Route</b> from the drop-down list if the calls to the specified digits are to go directly to a route.	
Termination Number	Enter the <b>Route Number</b> you have selected in the <b>ARS Routes</b> form. For example, 3.	

Add			
Add Range Programm	ing - ARS Digits Dialed	Help	
This form allows you to	add one or more reco	rds.	
1. Enter the number of records	to add: 1		
2. Define the Add Range Progr	amming Pattern:		
Field Name	Value to Add	Increment by	
Digits Dialed	1234		
Number of Digits to Follow	2 🔻	-	
Termination Type	Route •	-	
Termination Number	3		
1		Droviow	Cancol
		Preview Save	Cancel

c. Click Save.

Note: Use the default values for the other fields in the form.

## Configuring SNMP Settings

If you are using the Mitel Emergency Services and want to trigger a notification on Mitel Revolution when an emergency number is dialed, the SNMP Trap messages for the SIP trunk must be configured in the MiVoice Business System Administration tool.

For Release 9.0, perform the following steps to configure SNMP settings:

1. Log in to the MiVoice Business Communication Manager using the link in the following format:

MiVoice Business System Administration tool IP address/server-manager/

- 2. From the SNMP Service Status drop-down list, select Enabled to enable the SNMP feature.
- 3. Enter the IP address of the Mitel Revolution in the Trap host or address field.
- 4. Click Save.
- 5. You can perform the following steps to configure the shared system option:
  - a. Go to the Shared System Option form.
  - b. Click Change.
  - c. In the **Trap host or address for ER Notification** field, enter the Mitel Revolution IP address.
  - d. Click Save.

**Note:** Use the default values for the other fields in the form.

For Releases 8.0 and 7.2 SP1 PR2, perform the following steps to configure SNMP settings:

- 1. Go to the SNMP Configuration form.
- 2. In the Enable SNMP Agent, select the Yes check box to enable the SNMP feature.
- 3. Enter the Mitel Revolution IP address in the IP Address field.
- 4. Enter the **Comments** to identify that the IP address corresponds to the Mitel Revolution.
- 5. Click Save.
  - **Note:** Use the default values for the other fields in the form.

## **Creating SIP Users**

Perform the following steps to create a new user on the MiVoice Business System Administration tool:

- 1. Go to the Users and Services Configuration form.
- 2. Click Add.
- 3. Select By Role > Basic User.
- 4. In the User Profile tab, enter values for the following fields:

Field	Value		
Last Name	Enter the last name of the Mitel revolution interface.		
First Name	Enter the first name of the Mitel revolution interface.		

5. In the Service Profile tab, enter values for the following fields:

Field	Value
Number	Enter an extension number for the user. For example, 1001.
Device Type	Select Generic SIP Phone from the drop-down list.
Secondary Element	Select a secondary element from the drop-down list.

#### 6. Click Save Changes.

Note: Use the default values for the other fields in the form.

Mitel   MiVoice Busi	ness	Admin	Group Alarm Status: Critical	□ ?
MN155	User and Services Configuration on MN155	Search DN T		Show form on
System Security Management 🛹 🔹			-	
System Speed Calls 🧬	User and Services Configuration			
Telephone Directory 🧬	Search By Last Name 🔻			Sav
Tenants	(All Users) + Q	Licar Profile Service Profile Devi	ico Dotailo Sonvico Dotailo	Access and Authentication
Traffic Report Options 🧬	Search Results (23 matches)	User Frome Service Frome Devi	ice Details Service Details	Access and Authentication
Trunk Attributes 🦨	▶ 👗 HDA2	Number	1001	
URI/Number Translation	🕨 🚨 HDA	Service Label	Dhone Convice	
User and Device Attributes 🖨	▶ 🚨 HDU55	Service Laber	Filone Service	
User and Service Templates 🥏	▷ 🚨 IP6940	Directory Name	MR,Revolution	
User and Services Configuration 🖨	MDU, Test	Prime Name	No     Yes	
User Authorization Profiles 🖨	MR, Revolution	Privacy	No Yes	
User Roles 🖨	Phone Service (1001)	Hot Desking User	No Yes	
VM Business Hours Settings	de voicemail     de aver	Device Type	Generic SIP Phone	×

# **Creating SIP Trunk**

This section describes how to create a new network element and configure an outgoing SIP trunk. Creating a SIP trunk involves the following steps:

- Add a network element to the MiVoice Business Communication manager.
- Creating a SIP peer profile for the new network element.
- Identifying a class of service to the SIP line.
- Configuring an Outgoing route to the SIP trunk.
- Configuring SNMP setting for emergency notifications.

Adding a New Network Element

Perform the following steps to add a new network element to the MiVoice Business System Administration tool:

- 1. Go to the Network Elements form.
- 2. Click Add to create a new network element.
- 3. Enter values for the following fields:

Field	Value	
Name	Enter an alphanumeric name of up to nine characters for the Mitel Revolution interface. For example, MitelRev.	
Туре	Select Other from the drop-down list.	
FDQN or IP Address	Enter the IP address or FQDN of the Mitel Revolution interface.	

- 4. Select the SIP Peer check box.
- 5. In the SIP Peer Port field, enter the SIP port if you will not use the default port value.
  - Note: By default, the SIP Peer Port value is set as 5060.
- 6. Click Save.

Note: Use the default values for the other fields in the form.

A Network Elements	
Name	MitelRev
Туре	Other •
FQDN or IP Address	XINCANCAN
Local	False
Version	
Zone	1
ARID	
SIP Peer	
SIP Peer Specific	
SIP Peer Transport	default 🔻
	Save Cancel

#### Creating a SIP Peer Profile

Perform the following steps to create a new SIP peer profile:

- 1. Go to the SIP Peer Profile form.
- 2. In the **Basic** tab, enter values for the following fields:

Field	Value
SIP Peer Profile Label	Enter an alphanumeric name of up to nine character for Mitel Revolution interface. For example, Rev.
Network Element	Select the Mitel Revolution interface name that you created in the <b>Network Element</b> form. For example, MitelRev.
Address Type	Select the IP of the MiVoice Business System Administration tool.
Trunk Service	Enter the available <b>Trunk Service number</b> from the <b>Trunk Attributes</b> form. For example, 2.
Authentication Options > User Name	Enter the user name from the <b>Inbound Username</b> field of the Mitel Revolution interface.
Authentication Options > Password	Enter the password from the <b>Inbound Password</b> field of the Mitel Revolution interface.

SIP F	Peer Profile							
Netw	vork Element	SIP Peer	Profile Label	Outbound Proxy Server	С	PN Restriction	Trunk Service	Session Timer
Mitel	Rev	Rev			N	0	5	90
								Save
Basic	Call Routing	Calling Line ID	SDP Options	Signaling and Header Manipulation	Timers	Key Press Event	Profile Information	
SIP	SIP Peer Profile Label				Rev			
Net	work Element					MitelRev <b>v</b>		
Loc	Local Account Information							
Registration User Name								
	Address Type	9				<ul> <li>FQDN: mivb.mite</li> <li>IP Address: 10.2</li> </ul>	l.com 11.60.155	

**Note:** If you want to authenticate the configuration of the SIP trunk, enter the **Username** and **Password** field values in the **Inbound Username** and **Inbound Password** fields in the **Authenticating the SIP Lines** section of Mitel Revolution.

3. In the SDP Options tab, enter values for the following fields:

Field	Value
Allow Using UPDATE for Early Media Renegotiation	Yes
Force sending SDP in initial invite message	Yes
Force sending SDP in initial invite - Early Answer	Yes

SIP	Peer Profile							
Net	work Element	SIP Peer	Profile Label	Outbound Proxy Server	СР	N Restriction	Trunk Service	Session Timer
Mit	elRev	Rev			No		5	90
								Save
Basic	Call Routing	Calling Line ID	SDP Options	Signaling and Header Manipulation	Timers	Key Press Event	Profile Information	
All	Allow Peer To Use Multiple Active M-Lines							
All	Allow Using UPDATE For Early Media Renegotiation							
Av	Avoid Signaling Hold to the Peer ONO Yes							
AV	AVP Only Peer ON® Yes							
En	Enable Mitel Proprietary SDP       O No Yes							
Fo	Force sending SDP in initial Invite message							
Fo	Force sending SDP in initial Invite - Early Answer							

- 4. In the Signaling and Header Manipulation tab, enter the Trunk Group Display field to identify that this trunk group is for Mitel Revolution.
- 5. Click Save.
- 6. Go to the Trunk Attributes form.
- 7. Select the available Trunk Service Number. For example, 2.
- 8. Click Change.

9. Enter specific values in the following fields:

Field	Value
Class of Service	Enter a class of service available in the <b>Class of Service</b> <b>Options</b> form.
Trunk Label	Enter a name for the Mitel Revolution trunk.

Change		
Class of Service	1	4
Class of Restriction	1	
Baud Rate	300 🔻	
Intercept Number	1	
Non-dial In Trunks Answer Point - Day		
Non-dial In Trunks Answer Point - Night 1		
Non-dial In Trunks Answer Point - Night 2		
Dial In Trunks Incoming Digit Modification - Absorb		
Dial In Trunks Incoming Digit Modification - Insert		
Dial In Trunks Answer Point		
Dial In Trunks Insert Forwarding Information	No Yes	
Trunk Label	Revolution	]
	Save	Cancel

#### 10. Click Save.

Note: Use the default values for the other fields in the form.

Identifying the Class of Service

Perform the following steps to identify the class of service used for Mitel Revolution:

- 1. Go to the Class of Service Options form.
- 2. Select the Class of service you have used in the Trunk Attributes form for the Trunk Service Number assigned to Mitel Revolution.
- 3. Click Change.
- 4. Add **Comments** to identify that this class of service is used for Mitel Revolution.
- 5. Click Save.

Note: Use the default values for the other fields in the form.

Configuring an Outgoing SIP Trunk

Perform the following steps to route the SIP trunk group to Mitel Revolution:

- 1. To set the routing medium for the SIP peer profile:
  - a. Go to the ARS Routes form.
  - b. Select the available Route Number.
  - c. Click Change.

d. Enter values for the following fields:

Field		Value		
Routing Medium		Select SIP Trunk from the drop-down list.		
SIP Peer Profile		Select the SIP peer profile name that you have created for Mitel Revolution.		
Route Type		Select the routing type from the drop-down list. By default, select <b>PSTN Access Via DPNSS</b> for SIP Trunk.		
Change				
ARS Routes				
Route Number	3			
Routing Medium	SIP Trunk	T		
Trunk Group Number				
SIP Peer Profile	•			
PBX Number / Cluster Element ID	T.			
COR Group Number	1			
Digit Modification Number	1			
Digits Before Outpulsing	•			
Route Type		<b>v</b>		
Compression	Off v			
		Save Cancel		

- e. Click Save.
- 2. To set the dial number to monitor the outgoing SIP trunk:
  - a. Go to the ARS Digits Dialed form.
  - b. Enter specific values in the following fields:

Field	Value
Digits Dialed	Enter the partial or complete external numbers dialed to access subsequent routing information. For example, 1234.
Number of Digits to Follow	Select the number of digits expected to follow the partial number specified under Digits Dialed. For example, 2.
Termination Type	Select <b>Route</b> from the drop-down list if the calls to the specified digits are to go directly to a route.
Termination Number	Enter the <b>Route Number</b> you have selected in the <b>ARS Routes</b> form. For example, 3.

Add					
Add Range Programm	Add Range Programming - ARS Digits Dialed Help				
This form allows you to	add one or more reco	ords.			
1. Enter the number of records	to add: 1				
2. Define the Add Range Prog	ramming Pattern:				
Field Name	Value to Add	Increment by			
Digits Dialed	1234				
Number of Digits to Follow	2 🔻	-			
Termination Type	Route V	-			
Termination Number	3				
4					
		Preview Save Cancel			

c. Click Save.

Note: Use the default values for the other fields in the form.

# Creating a Page Group

Perform the following steps to create a page group and add members to the group:

- 1. Ensure that Class of Restriction (COR) and interconnect restrictions allow the paging and paged parties to connect.
- 2. Go to the Page Groups form.
- 3. Enter values for the following fields:

Field	Value
Page Group	Enter the number of the Page Group. For example, 1002.
Local-only DN	By default, this field is disabled. Do not change the selection.
Page Group Name	System-generated, protected field. Contains the name associated with the page group directory number in the Telephone Directory form.

Add						
Add Range Pro	Add Range Programming - Page Groups Help					
This form allow	s you to add one or mo	re records.				
1. Enter the number of	of records to add: 1					
2. Define the Add Ra	nge Programming Pattern:					
Field Name	Value to Add	Increment by				
Page Group	1002					
Local-only DN		-				
Page Group Name		-				
4				Þ		
		Preview	Save Cancel			

- 4. Click Save.
- 5. Select the page group you created and click Add Member.
- 6. Enter values for the following fields:

Field	Value
Number	Enter the local directory numbers that are members of the page group. A directory number can be a member of more than one-page group, and the directory number can be placed in a page group even if the COS options for Group Page - Allow and Group Page - Accept are disabled. For example, add extensions of 53xx 0r 69xx phones.
Default	Select <b>Yes</b> to Indicate this page group is the directory

	number's default or prime page group.
Name	System-generated, protected field. Contains the name associated with the member directory number in the <b>Telephone Directory</b> form.

Add				
Add Range Programming - Page Group Members Help				
This form allows you to add one or more records.				
1. Enter the number of records to add: 1				
2. Define the Add Range Programming Pattern:				
Field Name Value to Add Increment by				
Number 850				
Default      No Yes -				
Name -				
4				
Preview Save Cancel				

- 7. In the Class of Service Options form, configure the following:
  - To allow a user to initiate a Group Page, select **Group Page Allow**. A user does not need to be a member of a Page Group to initiate a Group Page.
  - To allow a user to receive Group Pages, select Group Page Accept.
- 8. Assign a Direct Page code in the **Feature Access Codes** form for the new page group created.

## Adding Feature Access Code

Perform the following steps to add the access codes for the **Direct Page** feature to page another telephone over its built-in speaker:

- 1. Go to the Feature Access Code form.
- 2. Select the Direct Page feature.
- 3. Click Change.
- 4. Add a Primary Code number.

Change			
A Feature Access C	odes		
Feature Name	Direct Page		
Primary Code	1082 1		
Alternate Code			
		Save	Cancel

5. Click Save.

Note: Use the default values for the other fields in the form.

# **Mitel Revolution Configuration**

This section describes how to configure Mitel Revolution with the MiVoice Business System Administration tool.

## Installation and Configuration

Refer to the following topics in the Mitel Revolution Web Help to install Mitel Revolution on Windows Server 2008, 2012/2012r2, or 2016 and configure it with your Mitel system.

- System Requirements
- Installation
- <u>Configure Your Mitel Phone System</u>
- <u>Mitel SIP Trunk</u>

## SIP Activator Configuration

This section describes the Mitel Revolution configurations for MiVoice Business Communication Manager.

**Configuring SIP Registration** 

Perform the following steps to configure the SIP registration:

- 1. Go to Configuration > Activators or Notifiers > SIP.
- 2. Click NEW and select NEW SIP REGISTRATION.

The SIP REGISTRATION GENERAL SETTINGS form opens.

- 3. Enter a descriptive Name that identifies this SIP line registration.
- 4. In the Registrar URI field, enter the registrar server URI in the format sip:domain.com.

For example: sip:XX,XX.XX.XX;transport=TCP



5. In the Address of Record field, enter the registration address of record in the format user@domain.com, where user is the SIP extension number defined in the Users and Services Configuration form of the MiVoice Business System Administration tool.

For example, 1001@XX.XX.XX.XX SIP user IP address of M

SIP user IP address of MiVoice extension Business Communication Manager

- 6. Enter the **Registration Interval** according to the guidelines defined in MiVoice Business System Administration tool.
- 7. Enter the Username and Password from MiVoice Business System Administration tool.
- 8. Click Save.
- 9. Click Settings and select the Disable Reinvites check box.
- 10. Click Save.

🕅 Mitel		Revolution
Dashboard     Dashboar	SIP REGISTRATION GENERAL SETTINGS	
Notifications	Name * 1001	
Scheduler	Registrar URI * sip:10.37.65.90;transport=TCP	
iii Configuration →	Registrar server URI. For example: sip:domain.com Address Of Record *	
System Status	Registration address of record. For example: user@domain.com	
Users Contacts > & Sites	Register Interval * 300	
Logging	in seconds	
Global Settings	Username	
Profile	Password	
🕞 Logout	Realm Separate multiple realms with a comma ONLY!	
	CANCEL SAVE	

For more details about SIP registration, see **Generic SIP registration** section in the <u>Mitel</u> <u>Revolution web help</u>.

Authenticating the SIP Lines

Perform the following steps to authenticate the SIP lines:

- 1. Go to Configuration > Activators or Notifiers > SIP.
- 2. Click Settings.
- 3. Leave the Inbound Digest Realm field blank.
- 4. In the **Inbound Username** field, enter the Mitel Business System Administration tool username.
- 5. In the **Inbound Password** field, enter the Mitel Business System Administration tool password.

6. In the **Settings** page, enter values for the following fields:

Field	Value	
Pin Timeout Seconds	This is the length of time you want to allow a user to enter a security code before the system times out and ends the call. When the time limit is met, an audio message is played letting the user know that the system has timed out and the call will end.	
STUN Server and Outbound Proxy Servers	Leave these fields blank. They do not apply to Mitel system setup.	
SIP Port	You need to update this field only if your Mitel server is not using the default port.	
Trusted Servers	Leave this field blank to accept connections from any IP. Your company security policies dictate whether you need to list specific servers.	
Transport Layer Security	Your company security policies dictate whether you need to enable TLS for transferring data over your network. (TLS is the successor to SSL.) When Enable TLS is selected, Mitel Revolution checks the servers, certificate store for a certificate with the friendly name of SIPACTIVATOR. This can be a CA-signed certificate that your company has created and installed. If the friendly name is SIPACTIVATOR, it will be used. If Mitel Revolution cannot find a certificate is created. You can replace this certificate, if necessary. Just make sure its friendly name is SIPACTIVATOR. The certificate is used to encrypt data from Mitel Revolution going across your network	
Disable Reinvites	<ul> <li>Select the check box to enable this option.</li> <li>By default, this field is disabled.</li> <li>If you are using a Cloud PBX system (for example, BroadSoft), you must perform the following SIP configuration: <ul> <li>STUN Server - The STUN server allows clients to determine the public IP address, the type of NAT (Network Address Translators) they are using, and the Internet side port associated by the NAT with a local port. This information is used to set up UDP communication between the client (Mitel Revolution) and the VoIP provider (for example, BroadSoft) to establish a call.</li> <li>The type of firewall you have set up determines whether you need to configure STUN server. Consult your network administrator.</li> </ul> </li> <li>Outbound Proxy Servers - Consult your Cloud PBX vendor documentation to determine whether an Outbound Proxy Server is required for Mitel Revolution to register with your Cloud PBX evature</li> </ul>	

7. Click Save.

X	Mitel	Revolution
	Dashboard	▶ ACTIVATORS
٠	Notifications >	CAP IP Device Mitel Mobile & 3rd Party Polycom SIP SNMP Status
31	Scheduler	SIP
÷.	Configuration	First, configure your SIP trunk. Then configure SIP Activator. Next, in SIP Activator create SIP lines (within the range defined in your SIP trunk) and assign them as triggers to send notifications by dialing the line number. In S
	System Status	Notmer, set up audio notifications through a SIP call to any SIP-compliant IP devices not running the Syn-Apps If Device API such as analog phones, external phone numbers, etc
1	Users Contacts > & Sites	ACTIONS SETTINGS
≡	Logging	STUN Server
۰	Global Settings	Outbound Proxy Servers
		Inbound Digest Realm
		Inbound Username
		Inbound Password
		Clients (e.g. PBX systems) will be prompted for the above credentials when connecting. If blank, auth will not be required.
		Trusted Servers
		Only accept requests from these IPs. Leave empty to accept connections from any IP.
		Disable Reinvites Check this if using a cloud PBX or other system that does not support REINVITEs
		Show advanced settings
		SAVE

#### **Creating SIP Lines**

**Note:** SIP lines are created for the extension range that is defined in the **Digits Dialed** field of the **ARS Digits Dialed** form.

Perform the following steps to create a new SIP line:

- 1. Go to Configuration > Activator > SIP.
- 2. Click NEW and select NEW SIP LINE.
- 3. Enter a descriptive Name for the SIP line.

For extension, enter the SIP number extension range defined in the MiVoice Business System Administration tool. For example, 1234.

- (Optional) Enter a numeric security code of your choosing. Security codes contain at least 3 digits. Leave the field with the default value 0 if you do not want to have a security code. Security codes can be repeated.
- 5. (Optional) Enter Activator Text Title and Activator Text Body text that can be used with, or in place of, a notification title and body text.
- 6. Click Save.

🕅 Mitel		Revolution
🙆 Dashboard	SIP LINE GENERAL SETTINGS	
Notifications	Name * 1234-Test Line	
31 Scheduler	✓ Available in All Sites	
€ Configuration →	Extension * 1234	
System Status	If your SIP Trunk requires a prefix, include it in the Extension	
Users Contacts > & Sites	Security Code 0 Enter 0 for no security code	
E Logging	Activator Text Title SIP Test#1 Title	
🔅 Global Settings	Activator Text Body SIP Test#1 Text Body	
Profile		
[→ Logout	CANCEL SAVE	

SIP lines entered here can be assigned to notifications as actions that trigger sending the notifications.

For more details about SIP lines, see Create SIP lines section in the Mitel Revolution web help.

# **Creating SIP Endpoints**

Perform the following steps to create a SIP endpoint for SIP notifier:

- 1. Go to Configuration > Notifiers > SIP.
- 2. Click NEW > NEW SIP ENDPOINT.

The SIP ENDPOINT GENERAL SETTINGS page opens.

- Enter a descriptive Name that will help your users know the endpoint to which they are assigning a notification. This name is displayed on the Endpoints page and in the Manage Notifications > Endpoint & Contact Selection section.
- 4. Enter the SIP\_URI in the following format:

sip:SIP line number@IP address of MiVoice Business System Administration tool

**Note:** All SIP endpoints must include TCP as the transport type. You can prefix the direct page access code defined in the MiVoice Business System Administration tool before the SIP line number.

For example, if 1002 is the page group number and \*\*7 is the Direct Page primary code, the corresponding SIP endpoint is *sip*:\*\*71002 @XXX.X.X.X;transport=TCP.

5. Click Save.

🕅 Mitel		Revolution
🕜 Dashboard	SIP ENDPOINT GENERAL SETTINGS	
Notifications	Name * Mitel Rev - 1002	
Scheduler	SIP_URI * sip:#71002@10.37.85.90;transport=TCP	
E Configuration	example: sip:123@10.1.1.10	
🐻 System Status	User Name	
Users Contacts > & Sites	Password	
E Logging	Domain Or Realm might not be required consult your SIP device or trunk documentation	
Global Settings	RTP Port 0	
Profile	DTMF Delay 3	
🕞 Logout	Wait this many seconds before sending the DTMF sequence.	
	Send DTMF Sequence Send this dtmf sequence after the call is answered. Use 'p' to insert a 1 second delay.	
×	CANCEL SAVE	

For more details about creating endpoints, see SIP Endpoints section in the Mitel Revolution web help.

## **Creating Notifications**

This section describes the procedure how to create a trigger for a one-way audio notification.

For an overview of how the system works and other types of notifications, see **Notifications Basics** and **Manage Notifications** sections in the <u>Mitel Revolution web help</u>.

Perform the following steps to trigger a one-way audio notification:

- 1. Go to Notifications > Manage.
- 2. Click NEW NOTIFICATION.
- 3. Enter the following GENERAL settings:
  - a. Notification Name: Enter a descriptive name for the notification.
  - b. Notification Type: Select One-way from the drop-down list.
  - c. **Priority**: You can assign a priority level of 1-10.
  - d. **Dashboard Icon**: Select an image from the drop-down list.

Dashboard     Dashboar		GENERAL Notification level settings					~
Notifications	÷ +	Notification Name *		Notification Type	0		
31 Scheduler		Paging_OneWay		One-Way	*		
Configuratio	n 🕨	Priority	-	)		5	
System State	us	Dashboard Icon None	(1)	✓ Available in All Sites			
Users Conta & Sites	cts ⊧						

- 4. Click the TRIGGERS setting and enter the following values:
  - a. From the Activator drop-down list, select SIP.
  - b. From the Trigger drop-down list, select New Trigger.
  - c. Enter a descriptive Name for the SIP line.
  - d. Add the **Extension** number that you defined in the MiVoice Business System Administration tool.

SELECT TRIGGERS     Select what activates the notification	SIP LINE GENERAL SETTINGS Name * 1234-Test line	
Activator SIP New Trigger	Extension * 1234 X If your SIP Trunk requires a prefix, include it in the Extension	SELECT TRIGGERS Select what activates the notification
	Security Code 0 Enter 0 for no security code	ADD A NEW TRIGGER
	Activator Text Title	
	Activator Text Body	

- 5. Click the **MESSAGE DETAILS** and enter the following values:
  - a. From the caller ID drop-down list, select Show.
  - b. Select the **Opening Tone** and **Closing Tone** from the respective drop-down lists.
  - c. Set the **Volume** for the notification. This volume overrides the volume set on the endpoint receiving the notification, such as a phone or speaker.
  - d. (Optional) From the **Stored Images** drop-down list, select an image to be send with the notification. You can repeat this step to select an additional image, if needed.
  - e. Choose Font Color for the notification fonts.
  - f. Type the **Title** and **Body** names and add required variables from the respective dropdown lists.

MESSAGE DETAILS     Content to send to the endpoints			~
Caller ID ⑦ Show •			
Opening Tone Bell-Ding-1.mp3	Closing Tone FV_Lunch-Break-Begin.wav	۲	
Volume 10	Use device default		
Select Image			
Font Color			
Devices without font color support will use their default color			
Title * Welcome to MIVB SVE lab{dateLocal}			
Body Welcome to MiVB SVE lab{dateLocal}{callerID}			

In the **ENDPOINT & CONTACT SELECTION**, start typing the keyword in the **Search** field and select the endpoint where the notification must be sent. You can select individual endpoints, contacts, or user tags.



6. Click Save.

# Adding SNMP Activator for Emergency Call

Perform the following steps to add an SNMP activator for an emergency call:

- 1. Go to Configuration > Activators > SNMP.
- 2. Click NEW and select NEW MITEL DIAL MONITOR.

The MITEL DIAL MONITOR GENERAL SETTINGS page opens.

- 3. Enter a Name for the emergency number.
- **4.** For **Monitored Number**, enter the number to be configured in your MiVoice Business System Administration tool.
- 5. Enter the **CESID** (Customer Emergency Services ID) assigned to the number you entered in the **Number to monitor** field.

The CESID value is defined for the number in the **CESID Assignment** form of the MiVoice Business System Administration tool.

6. Click Save.

**Note:** When a user dials the emergency number, the MiVoice Business Communication Manager sends out a trap to the Mitel Revolution interface and notification is initiated based on notification settings on Mitel Revolution. The Stored Message and Text & Image notification types are supported for emergency notifications.



For more details about the fields in the emergency settings, see **Configure Revolution SNMP Activator** section in the <u>Mitel Revolution web help</u> and **About Emergency Services** section in the <u>MiVoice Business help file</u> for emergency number setup details. Assigning the SNMP Trigger to the Notification

Perform the following steps to create a notification that you want to send and assign Mitel dial monitor triggers to the notification:

- 1. Go to Notifications > Manage.
- 2. Click NEW NOTIFICATION.
- 3. Enter specific values in the following fields:

Field	Value
General	From the <b>Notification Type</b> drop-down list, select Text and Images or Stored Audio notification type.
	You can select <b>Text to Speech</b> as this is an emergency notification.
	To include an opening tone to get the receivers attention, select <b>Stored Audio</b> notification type. Do not select <b>One-Way</b> , <b>Recorded</b> , or <b>Two-Way</b> notification types.
Select Triggers	From the <b>Activator</b> drop-down list, select <b>SNMP</b> and then select the trigger you created.
Message Details	Select the Title and Body variables that you have defined in the Mitel Dial Monitor page for the emergency call. The following table describes about the variables that can be selected while creating a notification.
Endpoint & Contacts	Assign the endpoints and contacts you want the emergency notification to be sent to.
	If you want the notification to be sent to the Mobile app, add the contacts and select the <b>Mobile</b> check box in the <b>Contact</b> <b>Methods section</b> .

While creating notifications, you can configure the following variables to derive the Caller Name, Number, Location, Department information on the SNMP trap Notification, text message, and so on.

Variable	Description
{SysName}	IP address or host name is configured in the SNMP Configuration form used to identify the system responding to the emergency call.
{SeqNumber}	An incrementing number from 1, used for correlating the retry logs.
{CallType}	Indicates that the call is an emergency call.
{CallingDN}	The DN of the device used to place the emergency call.
{DialedDigits}	The digits that are out pulsed on the outgoing trunk after digit modification is performed.
{RegistrationDN}	Used when an emergency call is placed from a hot desk service.
{CallingPNI}	The Primary Node ID for the caller (if applicable).

{DetectTime}	The date and time (in seconds) when the system initiated the emergency call.
{CesidDigits)	This is the CESID from: the <b>CESID Assignment</b> form (for the Directory Number), L2 to CESID Mapping form (for a device from which the emergency call is placed), Network Zones form (for a zone from which an emergency call was placed), or Default CESID form (for the whole system).
{Location} {CallerName}	Location of the phone as defined in the phone directory imported from Mitel. If you are not importing the phone directory, then do not use these variables.

For more details about crating and assigning notifications, see **Notifications Basics** and **Manage Notifications** sections in the <u>Mitel Revolution web help</u>.

#### Triggering SNMP Emergency Notification

Perform the following steps to trigger an emergency notification:

- 1. Go to Notifications > Manage.
- 2. Click NEW NOTIFICATION.
- 3. Enter the following GENERAL setting values:
  - a. Notification Name: Enter a descriptive name for the notification.
  - b. Notification Type: Select Stored Audio from the drop-down list.
  - c. Activation Type: Select the activation type from the drop-down list and set the **Repeat** Interval (in seconds) to repeat the sending of the notification.
  - d. Priority: You can assign a priority level of 1-10.
  - e. Dashboard Icon: Select an image from the drop-down list.

lotification Name * Emergency Test			Notification Type Stored Audio	(	?) •	
Activation Type teration	? •	Iterations 1	R 6	epeat Interval (seconds) 0		
riority		(	)		_ 5	
)ashboard Icon None		?	🗸 Available in	All Sites		

- 4. Click the TRIGGERS setting and enter the following values:
  - a. From the Activator drop-down list, select SNMP.

b. From the Trigger drop-down list, select Emergency.

Select what	RIGGERS activates the notification	Select what activates the notification
ADD A NEW TRIG	GC	SNMP - Emergency
SNMP	New Trigger	ADD A NEW TRIGGER
MESSAGE	& Emergency	Activator

- 5. Click the **MESSAGE DETAILS** and enter the following values:
  - a. From the **caller ID** drop-down list, select **Show**.
  - b. From the Select Audio drop-down list, select the audio to play.
  - c. Set the volume by adjusting the volume button.
  - d. Choose Font Color for the notification.
  - e. Type the **Title** and **Body** names and add the required variables from the respective dropdown lists.

Content to send to the end	dpoints			~
Caller ID Show	? •			
Select Audio				
Air-Raid-Siren.mp3 Volume	⊛×			
	7	Use device default		
Select Image				
Font Color				
Devices without font color support w default color	ill use their			
Title * {callerID}			{} <b>`</b>	
Body {activatorBody}{activatorCoordinat {notificationName}{timeLocal}	es}{activatorLo	ocation}{activatorTitle}{dateLocal}		

In the **Endpoint & Contact Selection**, start typing the keyword in the **Search** field and select the endpoint where the notification must be sent. You can select individual endpoints, contacts, or user tags.



6. Click Save.

**Configuring SNMP Activator** 

You can create Mitel Dial Monitor trigger, which is an SNMP trap, and assign the trigger to notifications. If you want to include the caller's name and location in the trigger notification, you must import your Mitel phone directory to Mitel Revolution.

Perform the following steps to export contacts from your MiVoice Business Communication Manager to a CSV file and import them to Mitel Revolution:

- 1. Export Contacts from the **Telephone Directory** of the MiVoice Business Communication Manager to a CSV file.
- 2. Go to Configuration > Activators > SNMP.
- 3. Click Choose file under Import Mitel Directory CSV and select the CSV file you exported in step 1.

						1.0000000	
SNMP							
Trigger no	otifications v	/hen an S	SNMP Trap message is	received from	n a 3rd-	party vendo	or.
	10 05	TTINGS					
ACTION	NS SE	TTINGS					
Trap Lister	ning Port						
162							
	11/72217						
SNMP Con	nmunity String	3					
Import Mit	el Directory	CSV					
Choose	File						
No file ch	osen						
Import teler	ohone director	v CSV file	exported from				
MiVoice Bu click 'save'	siness. After p WARNING: ti	picking a fi	le, you must slv imported				
data will be	replaced.	and the second second	and the second				
Last Impor	t						
3479 reco PM	oras loaded (	on 2019-(	05-03 2:54:29				

4. Click Save.

**Note:** The exported file is not listed on the **Mitel Settings** page, but you can verify that the file is exported in the SNMP logs.

# **Integration Details**

The following table summarizes a list of Integrated features when the Mitel Revolution is connected to MiVoice Business.

Feature	Integration Detail		
DNS SRV	<ul> <li>For any invalid DNS SRV domain, Revolution keeps sending DNS queries after adding a valid SRV record. SIP services must be restarted to get rid of continuous DNS queries for invalid SRV entries.</li> </ul>		
	<ul> <li>New DNS queries are not generated (despite saving the configuration) for an SRV record until the TTL expires.</li> <li>SIP services must be restarted for Revolution to download DNS updates by sending new queries.</li> </ul>		
	<ul> <li>Revolution requires to have SIP UDP records to register with MiVoice Business when the SRV record is set up.</li> </ul>		
	<ul> <li>Ensure that the DNS server return the server list with servers organized according to priority.</li> </ul>		
	Revolution always tries to register with first record in the DNS response list regardless of the priority of the listed record. As a result, if the list is not organized as per priority, Revolution might end up registering with one of the secondary servers despite the higher priority of the Primary server.		
Multiple Notifications	Mitel Revolution has SIP lines registered with MiVoice Business, which is used to send notifications. The number of SIP line registrations required on Revolution is same as the maximum number of simultaneous notifications that are sent from Revolution to MiVoice Business.		
Call Hold	Call Hold for a SIP Activator one-way paging plays Music on Hold (if enabled). It does not disconnect the call. The call will be resumed which will stream one-way paging.		
TLS/SRTP	Mitel Revolution does not support TLS/SRTP		
SIP Phones	SIP Phones cannot be added to an MiVoice Business Page Group. However, Notifications can be activated using SIP Phones.		

# Third-Party Troubleshooting

Basic troubleshooting can be done using the various Mitel Revolution log files. You can access these from Mitel Revolution > Logging. See the <u>Mitel Revolution web help</u> > <u>Logging</u> topic for more information. In addition, refer to the <u>Mitel Revolution web help</u> > <u>Troubleshooting</u> topics.

# Mitel Revolution Technical Support

Technicians who have completed Mitel Revolution technical training and certification can open tickets with Mitel Technical Support for further assistance with Mitel Revolution. The options and procedures for opening tickets are documented on InfoChannel Worldwide:

- 1. Log on to MiAccess (connect.mitel.com)
- 2. Select InfoChannel in the left sidebar
- 3. Select "Mitel Worldwide" from the drop-down menu
- 4. Select Services and Support > Support Services > Technical Support



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