Mitel Revolution

Configuration Guide for MiVoice MX-ONE

v2021.2

October 2021

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TRADEMARKS

Mitel Revolution Configuration Guide for Mitel MiVoice MX-ONE

Contents

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 Mitel Revolution Web Help to learn more about the Mitel Revolution product.

With Mitel Revolution, users can quickly send notifications, 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 supports multicast paging for 6900 series phones. Multicasting is not supported through the MiVoice Border Gateway to teleworker configured sets.

About this Guide

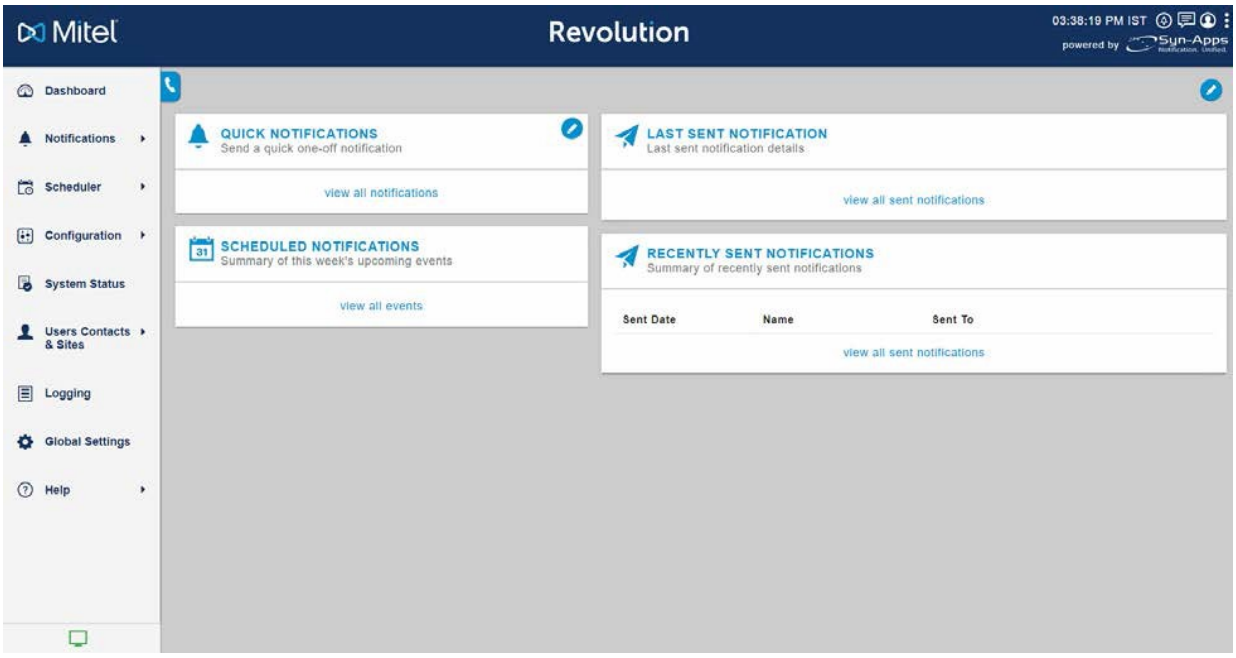
This document describes the configuration of Mitel Revolution for Mitel MiVoice MX-ONE.

Documentation

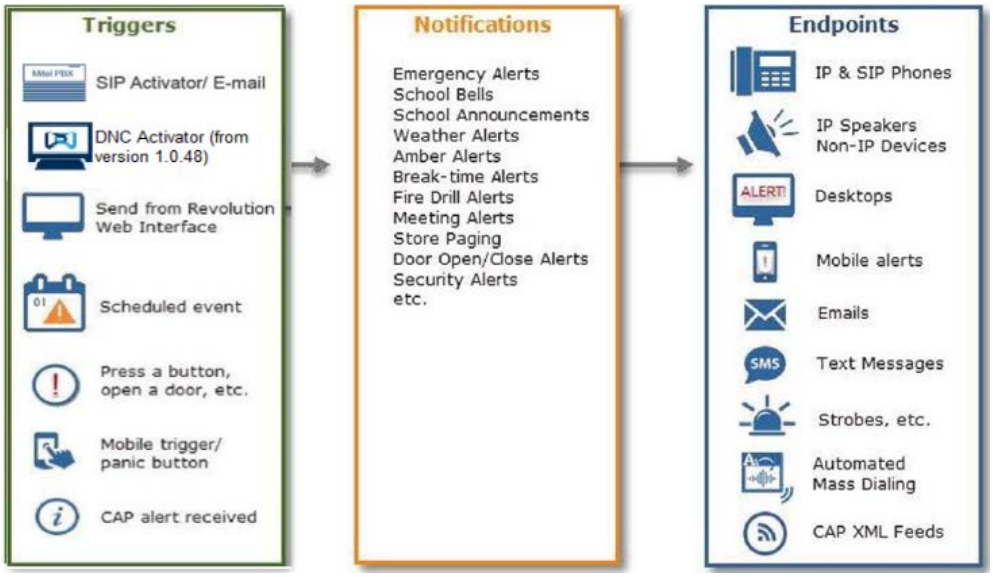
- **Mitel Revolution Web Help**: This contains information about installing Mitel Revolution, initial setup, feature configuration, maintenance and troubleshooting, end-user tasks, system monitoring, and upgrade related details. You can access the web help at Mitel Revolution Web Help.
- **MiVoice MX-ONE Administrator Guide - Operational Directions**: The document explains how to configure, administer, and maintain the features of the Mitel MiVoice MX-ONE system. You can download the document from MiVoice MX-ONE Administrator Guide - Operational Directions.
- **MiVoice MX-ONE Management Applications Descriptions**: This document describes the MiVoice MX-ONE Manager suite comprising the management applications MX-ONE Service Node Manager (system management) and MX-ONE Provisioning Manager (user and extension management). You can download the document from MiVoice MX-ONE Management Applications Descriptions.

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.



Notification Overview



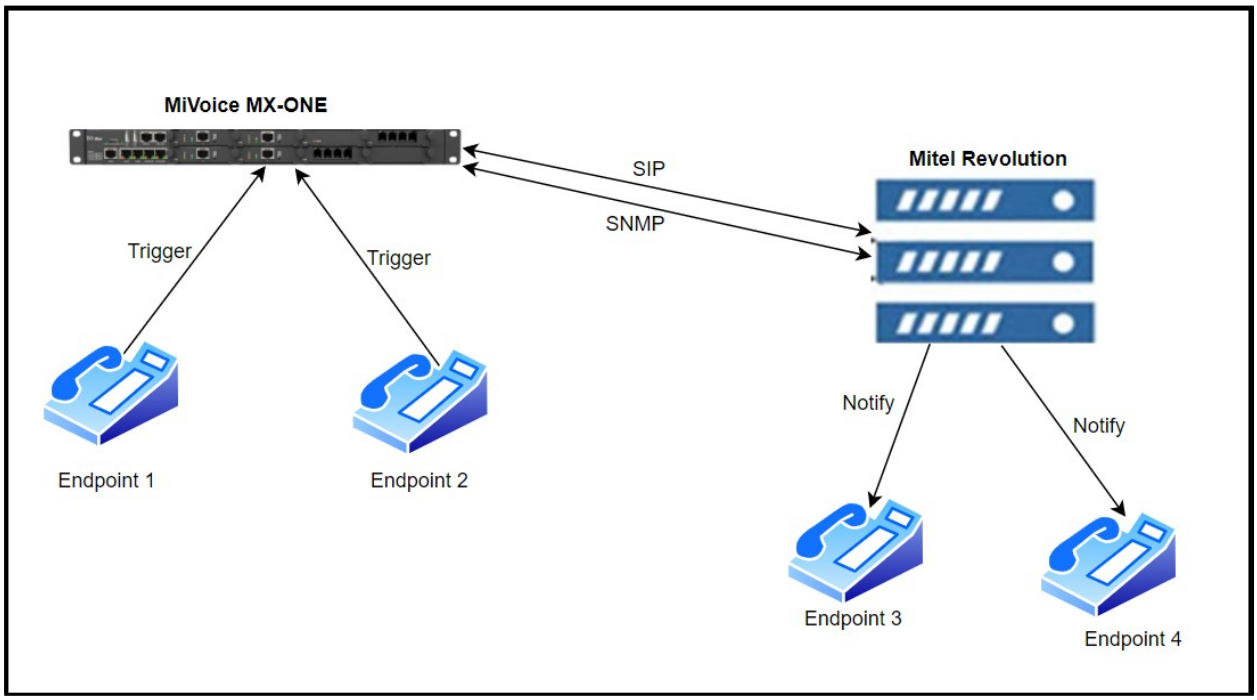
Creating notifications involves the following three main steps:

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

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

Network Topology

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



Software Dependencies and Compatibilities

For a list of MX-ONE software versions supported and compatible with Mitel Revolution, see Mitel Compatibility Matrix.

MiVoice MX-ONE Configuration

This section describes the steps to configure Mitel MiVoice MX-ONE for Mitel Revolution.

The user must configure the following general MX-ONE settings before proceeding to configure MX-ONE for Mitel Revolution:

- Create and configure an outgoing SIP trunk from the MiVoice MX-ONE to Mitel Revolution; see SIP Trunk.

Note: The MiVoice Office MX-ONE connection configured for the Mitel Revolution interface must not have a Secure RTP profile enabled.

Configure SNMP Settings

To trigger a notification on Mitel Revolution whenever a user dials an emergency number, SNMP Trap messages for the SIP trunk must be configured in the MiVoice MX-ONE.

Note: Mitel Revolution supports SNMP V1, V2 and V3, but SNMP support in MX-ONE for emergency call notification is limited to SNMP V1 or V2.

For MiVoice MX-ONE Release 7.2 and later, perform the following steps to configure SNMP settings:

1. Log in to the MiVoice MX-ONE.
2. Edit the **snmpd.conf** files at the location **/etc/snmp/** as follows:
   - For **snmpd.conf**, edit the following:
     a. **Set rwcommunity examplestring <Primary Revolution IP>**
     b. **Set rwcommunity examplestring <Secondary Revolution IP>**
     c. **Set trapcommunity examplestring <Primary Revolution IP>**
     d. **Set trapcommunity examplestring <Secondary Revolution IP>**
     e. Do either of the following depending on the SNMP version:
        - For SNMP version 1

        Set trapsink <Primary Revolution IP>

        - For SNMP version 2

        Set trap2sink <Primary Revolution IP>

     f. Do either of the following depending on the SNMP version:
        - For SNMP version 1

        Set trapsink <Secondary Revolution IP>

        - For SNMP version 2

        Set trap2sink <Secondary Revolution IP>

     g. **Restart the SNMP service**

Note:

- Multiple Revolution IP entries can be added so that MX-ONE sends traps to all the destination addresses. Traps failing to reach the destination are alarmed by MX- ONE with an error.
- You can use a custom community string of your choice. Mitel recommends that you follow industry best practices including avoidance of default/public strings. For our testing, we have used "examplestring".
- We recommend that networking protections (ACL/firewalls) be used to restrict access to unauthorized SNMP connections other than between the MX-ONE and Revolution.

3. Configure an emergency dest (ARS) in MX-ONE by setting the D26=1 in the ADC parameter while creating the route. For example, MDSH>roddi:rou=100,dest=123,srt=3,ADC=000500000000025000000100 0100;

SIP Trunk

This section describes how to create and configure an outgoing SIP trunk.

Create SIP Trunk

Perform the following steps to create a SIP trunk:

1. Log in to MX-ONE through putty.
2. Execute the following command to create a SIP trunk.

```
sip_route -set -route <Route number> -uristring0 'sip:?@<Revolution
IP>' -fromuri0 'sip:?@<Mx-One IP>' -accept FROM_DOMAIN -match
'<Revolution IP>'
```

where,

Route number - creates a route with the Mitel Revolution server

Request URI - sent as 'sip:?@<Revolution IP>'

From Header - sent as 'sip:?@<MXONE-IP>'

From Domain - MX-ONE accepts all traffic containing the Revolution Server IP in the from domain

Note: Execute the command in MDSH mode.

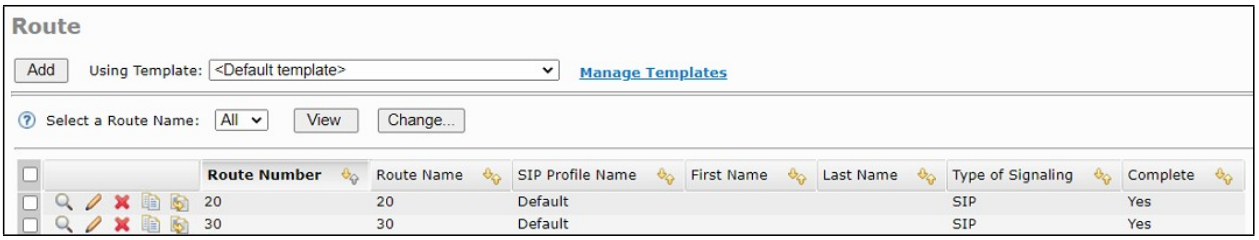
For example,

```
ROCAI:ROU=<Routenumber>,SEL=7110000000000010,SIG=0111110000A0,TRAF=0
3151515,TRM=4,SERV=3100001001,BCAP=001100;

RODAI:ROU=<Routenumber>,TYPE=TL66,VARI=00000000,VARC=00000000,VARO=0
0000000;
```

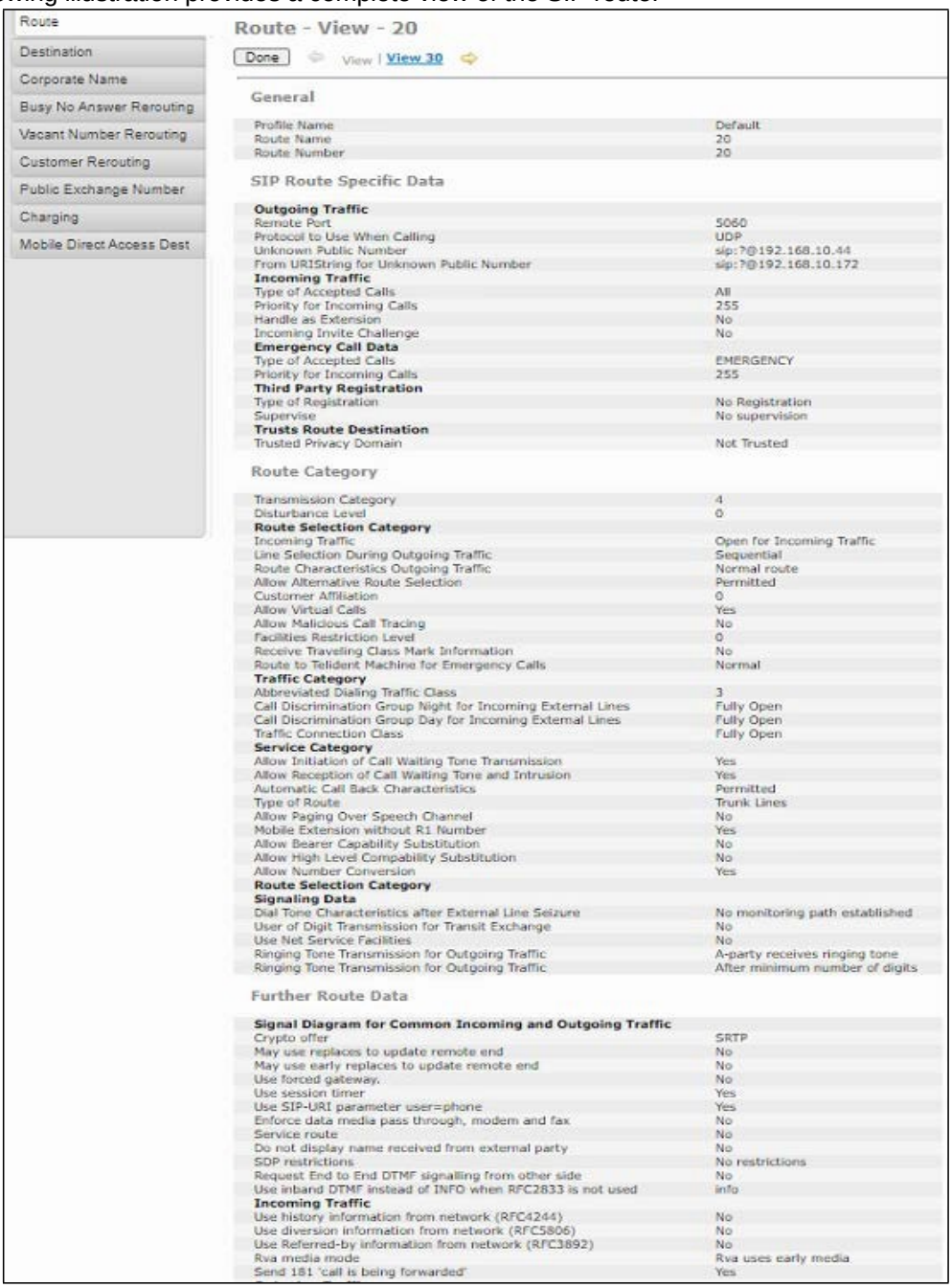
```
ROEQI:ROU=<Route number>,TRU=1-1&&1-9;

roddi:rou=20,dest=678,srt=4,ADC=000500000000025000000101l000;
```

3. After executing the command, verify the configuration in the MiVoice MX-ONE Service Node Manager (SNM).
4. In the SNM web interface, use the **Route** form to create and configure MiVoice MX-ONE SIP trunks. Navigate to **Telephony > External Lines > Route >Select the route name >View.**

The following illustration provides an overview of the SIP Route.



The following illustration provides a complete view of the SIP route.



Route
Destination
Corporate Name
Busy No Answer Rerouting
Vacant Number Rerouting
Customer Rerouting
Public Exchange Number
Charging
Mobile Direct Access Dest

Route - View - 20

Done | View | View 30

General

Profile Name	Default
Route Name	20
Route Number	20

SIP Route Specific Data

Outgoing Traffic	
Remote Port	5060
Protocol to Use When Calling	UDP
Unknown Public Number	sip:?@192.168.10.44
From URIString for Unknown Public Number	sip:?@192.168.10.172
Incoming Traffic	
Type of Accepted Calls	All
Priority for Incoming Calls	255
Handle as Extension	No
Incoming Invite Challenge	No
Emergency Call Data	
Type of Accepted Calls	EMERGENCY
Priority for Incoming Calls	255
Third Party Registration	
Type of Registration	No Registration
Supervise	No supervision
Trusts Route Destination	
Trusted Privacy Domain	Not Trusted

Route Category

Transmission Category	4
Disturbance Level	0
Route Selection Category	
Incoming Traffic	Open for Incoming Traffic
Line Selection During Outgoing Traffic	Sequential
Route Characteristics Outgoing Traffic	Normal route
Allow Alternative Route Selection	Permitted
Customer Affiliation	0
Allow Virtual Calls	Yes
Allow Malicious Call Tracing	No
Facilities Restriction Level	0
Receive Traveling Class Mark Information	No
Route to Telident Machine for Emergency Calls	Normal
Traffic Category	
Abbreviated Dialing Traffic Class	3
Call Discrimination Group Night for Incoming External Lines	Fully Open
Call Discrimination Group Day for Incoming External Lines	Fully Open
Traffic Connection Class	Fully Open
Service Category	
Allow Initiation of Call Waiting Tone Transmission	Yes
Allow Reception of Call Waiting Tone and Intrusion	Yes
Automatic Call Back Characteristics	Permitted
Type of Route	Trunk Lines
Allow Paging Over Speech Channel	No
Mobile Extension without R1 Number	Yes
Allow Bearer Capability Substitution	No
Allow High Level Compability Substitution	No
Allow Number Conversion	Yes
Route Selection Category	
Signaling Data	
Dial Tone Characteristics after External Line Seizure	No monitoring path established
User of Digit Transmission for Transit Exchange	No
Use Net Service Facilities	No
Ringing Tone Transmission for Outgoing Traffic	A-party receives ringing tone
Ringing Tone Transmission for Outgoing Traffic	After minimum number of digits

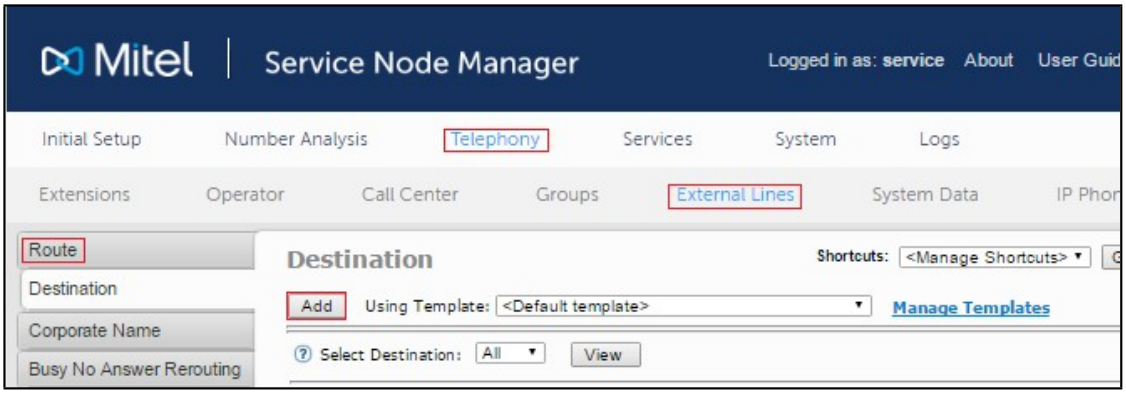
Further Route Data

Signal Diagram for Common Incoming and Outgoing Traffic	
Crypto offer	SRTP
May use replaces to update remote end	No
May use early replaces to update remote end	No
Use forced gateway.	No
Use session timer	Yes
Use SIP-URI parameter user=phone	Yes
Enforce data media pass through, modem and fax	No
Service route	No
Do not display name received from external party	No
SDP restrictions	No restrictions
Request End to End DTMF signalling from other side	No
Use inband DTMF instead of INFO when RFC2833 is not used	info
Incoming Traffic	
Use history information from network (RFC4244)	No
Use diversion information from network (RFC5806)	No
Use Referred-by information from network (RFC3892)	No
Rva media mode	Rva uses early media
Send 181 'call is being forwarded'	Yes

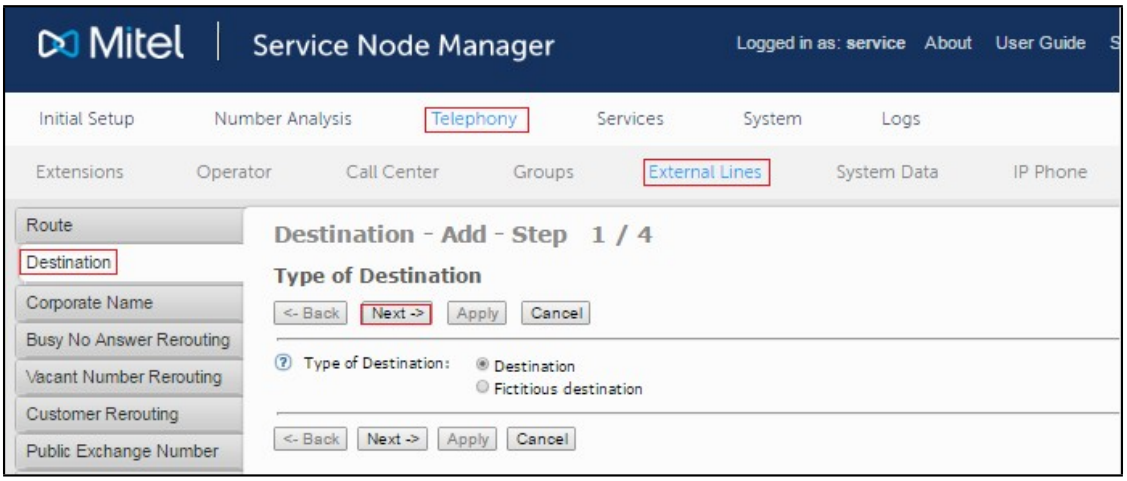
Configure SIP Trunk

Perform the following steps to configure the SIP trunk:

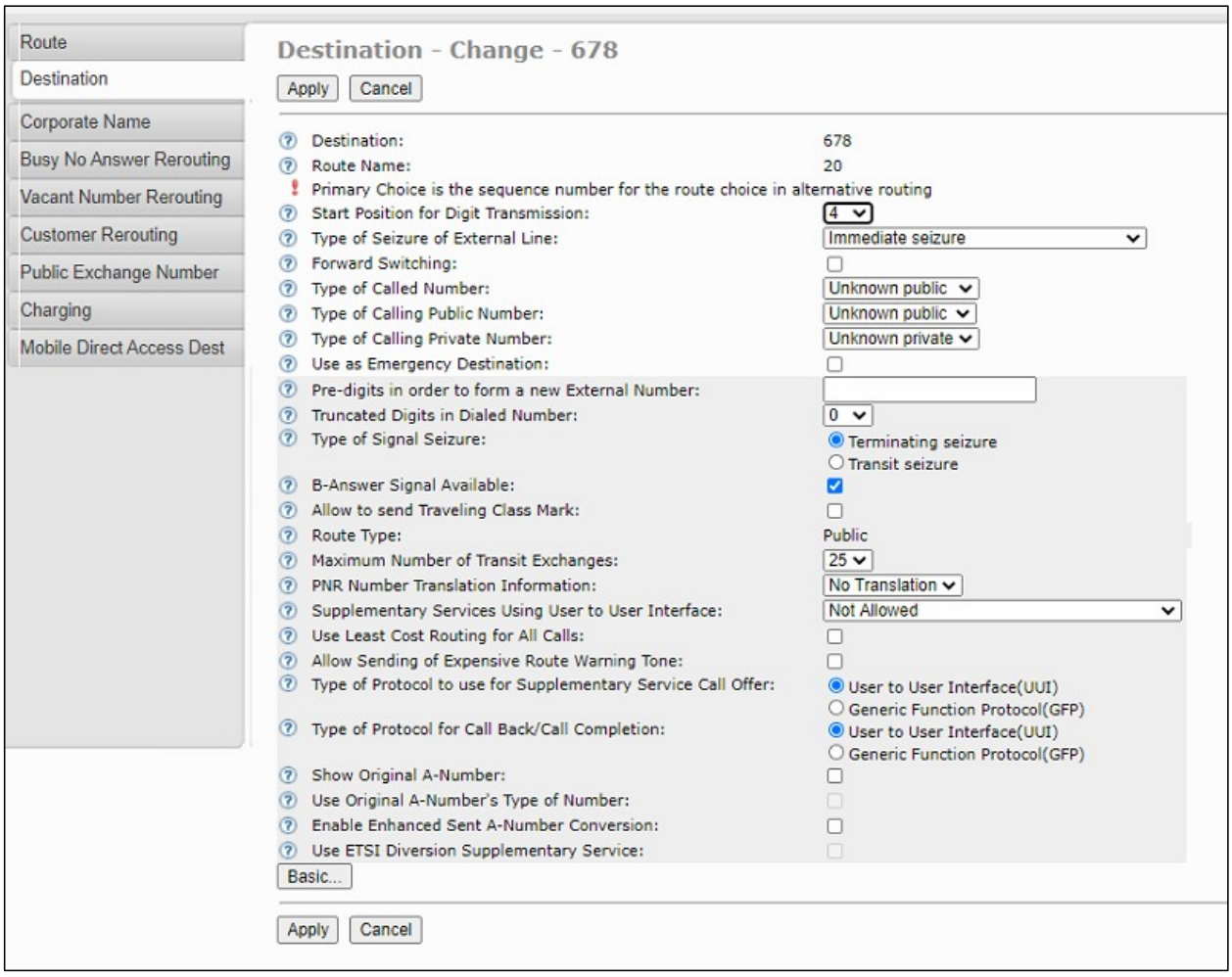
1. In the Service Node Manager (SNM) web interface, navigate to **Telephony > External Lines > Destination** and click **Add**.



2. Choose the **Type of Destination** by selecting the **Destination** button and clicking **Next**.



3. Review the configuration, click **Apply,** and then click **Done**.



Create an Alternate Route

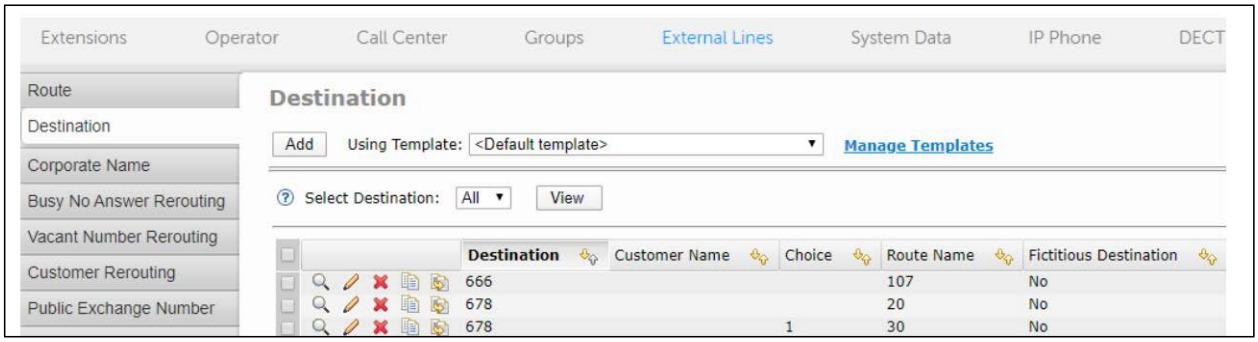
This option is used to let the MX-ONE switch to a secondary Revolution server if the Revolution redundancy solution is deployed.

1. Create the second route (alternate route) pointing to the secondary Revolution.
2. Set the destination for the second route the same as that for the first route, select Alternative Route Choice as 1, and specify the remaining settings as required.

As shown in the following example, when a user dials 678 followed by a number, MX-ONE tries the primary Route 20 and if there is no response from this route within the time configured in rodai cmd then MX-ONE tries the Alternate Route 30, which points to the secondary Revolution.

Ensure that while creating the first trunk route (`RODAI`), `VARO` 6th bit is set between 1-9 (number of seconds to wait for an answer to the INVITE, after which the call is rejected or routed through the alternate route).

```
RODAI:ROU=20,TYPE=TL66,VARI=00000000,VARC=00000000,VARO=00000500;
```



Configure 6800/6900 SIP Phones

To configure 6800/6900 series SIP phones with Mitel Revolution, add the following configuration parameters in the configuration file (startup.cfg, or aastra.cfg), which registers the phones on the Mitel Revolution server:

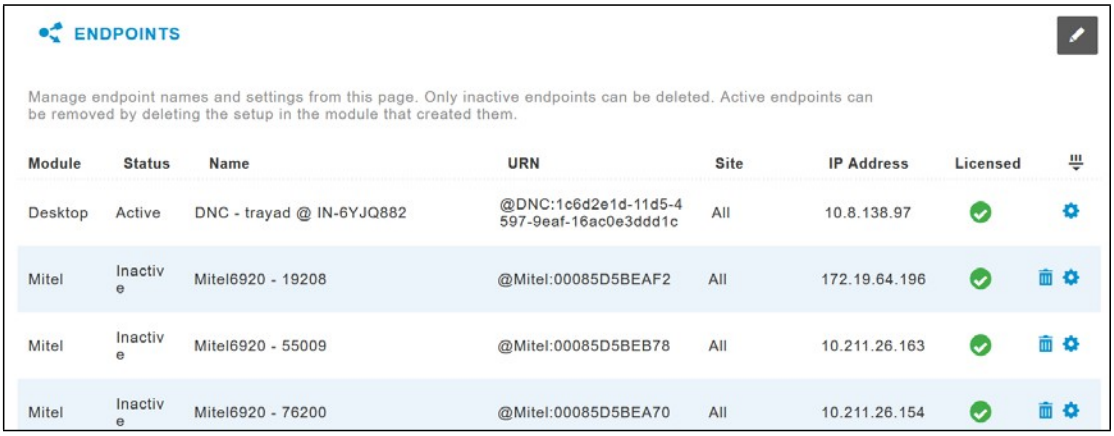
xml application post list: <<Primary revolution server IP>>,<<Secondary revolution server IP>> action uri poll 1:http://<<Primary revolution server IP>>/MitelRegistrar/?dn=$$SIPUSERNAME$$&ip=$$LOCALIP$$ action uri poll interval 1: 60 action uri poll 2:http://<<Secondary revolution server IP>>/MitelRegistrar/?dn=$$SIPUSERNAME$$&ip=$$LOCALIP$$ action uri poll interval 2: 60xml

where,

- *xml application post list* is the HTTP server that is pushing XML applications to the IP phones.
- primary revolution server IP is the IP address of the Mitel Revolution primary server and secondary revolution server IP is the IP address of the Mitel Revolution secondary server (enter this IP address only if you have a secondary server).
- *action uri poll* is the URI to be called at every *action uri poll interval* (seconds).
- *action uri poll interval* is the interval, in seconds, between calls from the phone to the *action uri poll*. The interval can be between 60 seconds and 300 seconds depending on how frequently you want the phone to register.

> **Note:** Reboot the phone after the parameters are included in the configuration file.
>
> **Note:** XML Notifications are not supported on 68xx and 69xx sets that are configured as Teleworker phones.

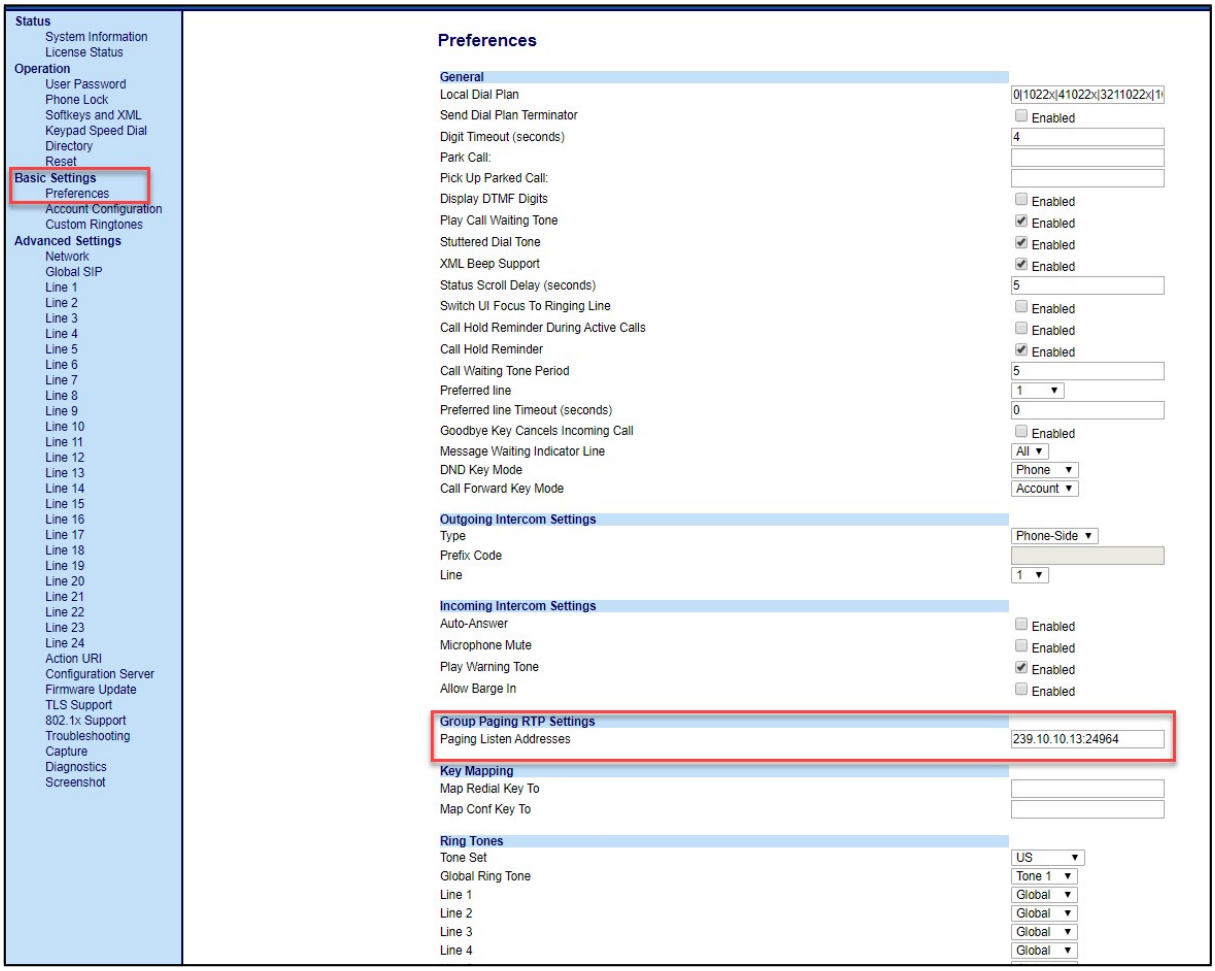
After successful configuration, the 6800/ 6900 SIP phones are listed under the **Endpoints** section in Mitel Revolution. Ensure that **Status** is **Active** and **Licensed** is enabled.



Configure Multicast IP for SIP Phones

Perform the following steps in the Mitel Web UI to set the Multicast IP for 6800/6900 series SIP phones:

1. Go to **Basic Settings** > **Preferences**.
2. In the **Preferences** page, navigate to **Group Paging RTP Settings** > **Paging Listen Addresses**.
3. In the **Paging Listen Addresses** field, set the Multicast IP followed by the port number.



4. Click **SAVE**.

> **Note:** Multicast is not supported via MBG for teleworkers.

For multicast configuration on Mitel Revolution, see [Multicast Configuration.]

Mitel Revolution Configuration

This section describes how to configure Mitel Revolution with the MiVoice MX-ONE.

Installation and Configuration

Refer to the following topics in the Mitel Revolution Web Help for information about installing Mitel Revolution on Windows Server 2008, 2012/2012r2, or 2016 and configuring it for your Mitel system.

- System Requirements
- Installation

Configure SIP Activator

This section describes the Mitel Revolution configurations for MiVoice MX-ONE.

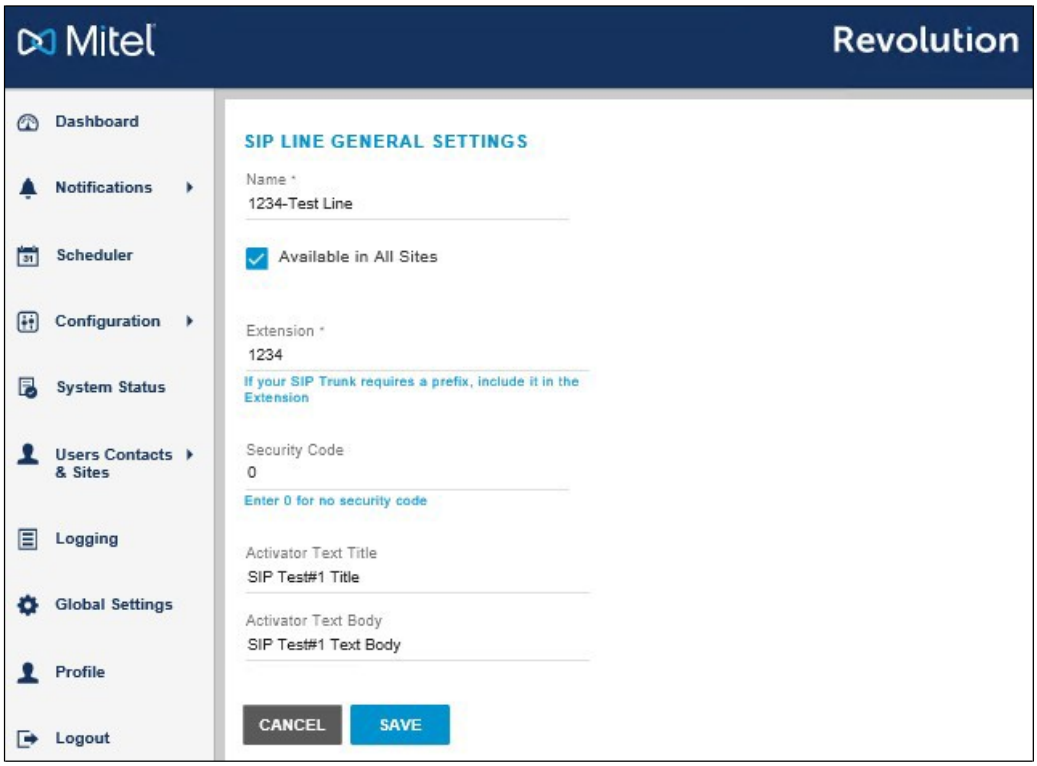
Create SIP Lines

Note: SIP lines are created for the extension range defined in the MX-ONE.

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 extension number defined in the MiVoice MX-ONE Service Node Manager. For example, 1234.
4. (Optional) Enter a numeric **Security Code** of your choice. 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. You may choose to repeat the Security codes.
5. (Optional) Enter an **Activator Text Title** and **Activator Text Body** that can be used with, or in place of, a notification title and body text.
6. Click **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.

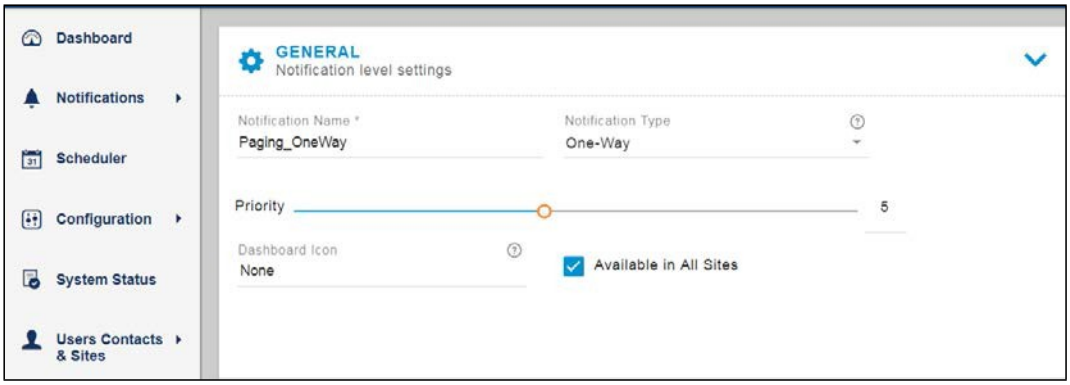
Create Notifications

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

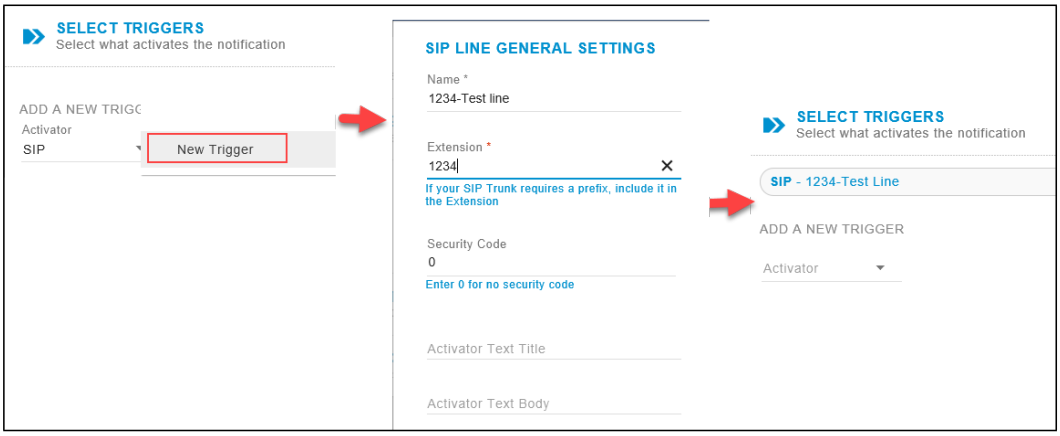
For an overview of how the system works and other types of notifications, see **Notifications Basics** and **Manage Notifications** sections in the Mitel Revolution web help.

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

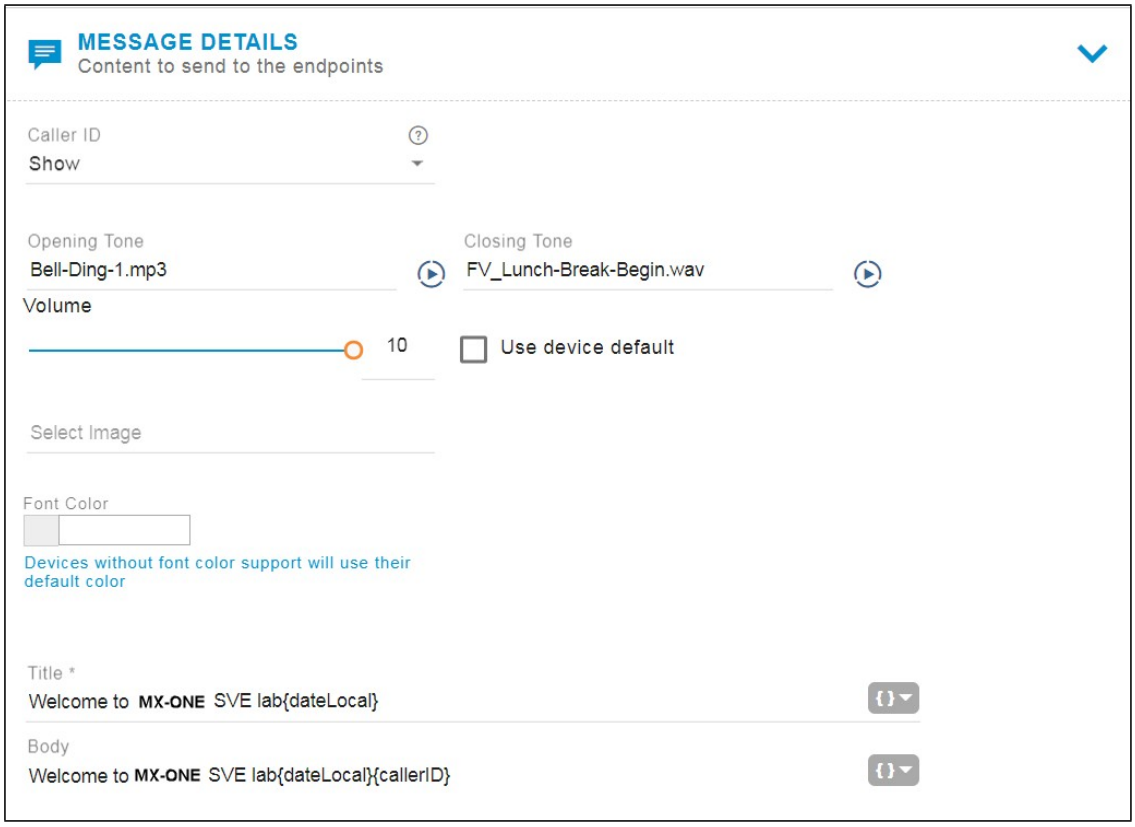
1. Go to **Notifications** > **Manage**.
2. Click **NEW NOTIFICATION**.
3. Enter the following **GENERAL** settings:
    a. **Notification Name**: Enter a descriptive name for the notification.
    b. **Notification Type**: Select **One-Way** from the drop-down list.
    c. **Priority**: Assign a priority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



4. Click the **TRIGGERS** settings and enter the following values:
   - Select **SIP** from the **Activator** drop-down list.
   - Select **New Trigger** from the **Trigger** drop-down list.
   - Enter a descriptive **Name** for the SIP line.
   - Add the **Extension** number that you defined in the MiVoice MX-ONE.

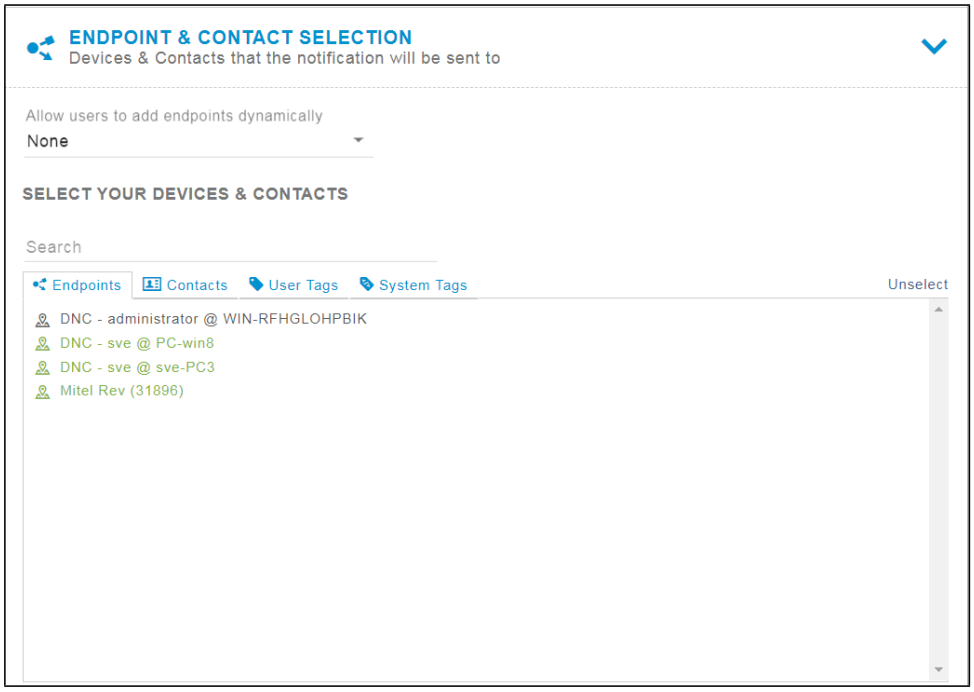


5. Click **MESSAGE DETAILS** settings and enter the following values:
   - Select **Show** from the **Caller ID** drop-down list.
   - Select an **Opening Tone** and a **Closing Tone** from the respective drop-down lists.
   - Set the **Volume** for the notification. This volume overrides the volume set on the endpoint receiving the notification, such as a phone or speaker.
   - (Optional) Select an image from the Stored Images drop-down list. This is the image that is sent with the notification. You can repeat this step to select more images, if needed.
   - Choose **Font Color** for the notification fonts.
   - Enter a **Title** and the content for notification in the **Body**.
   - Leave **'Clear notification...' unselected**. (Selecting 'Clear notification...' removes the notification message from a phone's display once the selected audio files finish playing).



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

   Leave **'Allow users to add endpoints dynamically'** at **None.**



7. Click **SAVE**.

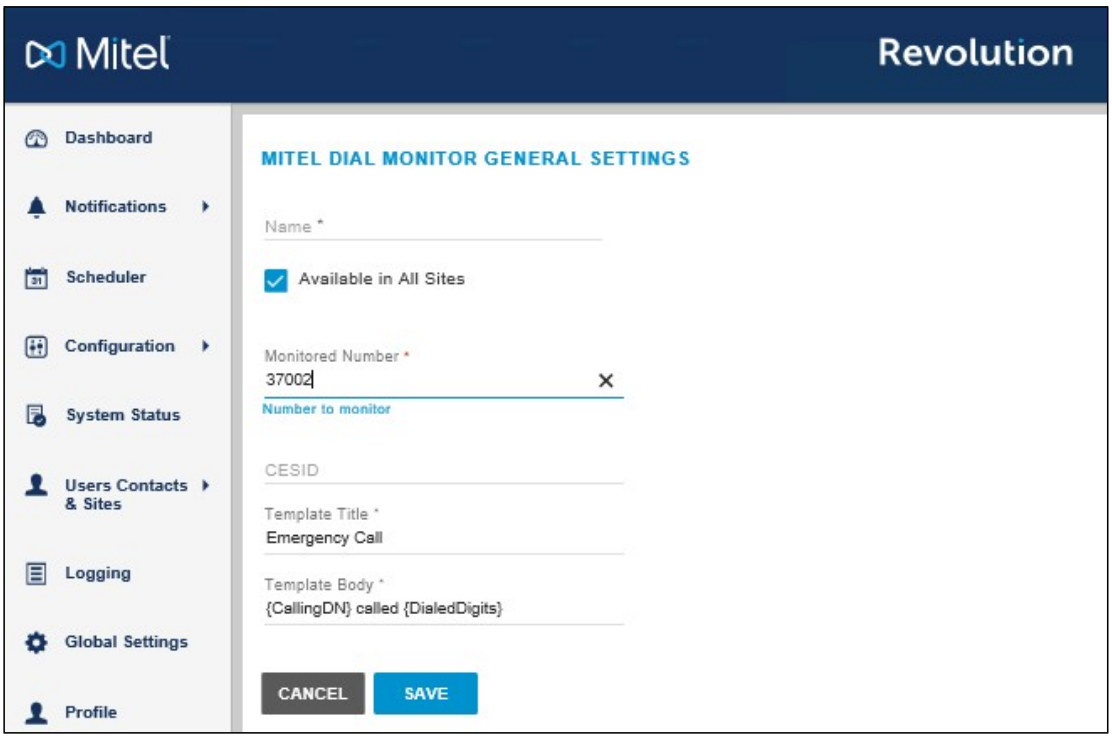
Add SNMP Activator for Emergency Call

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**.

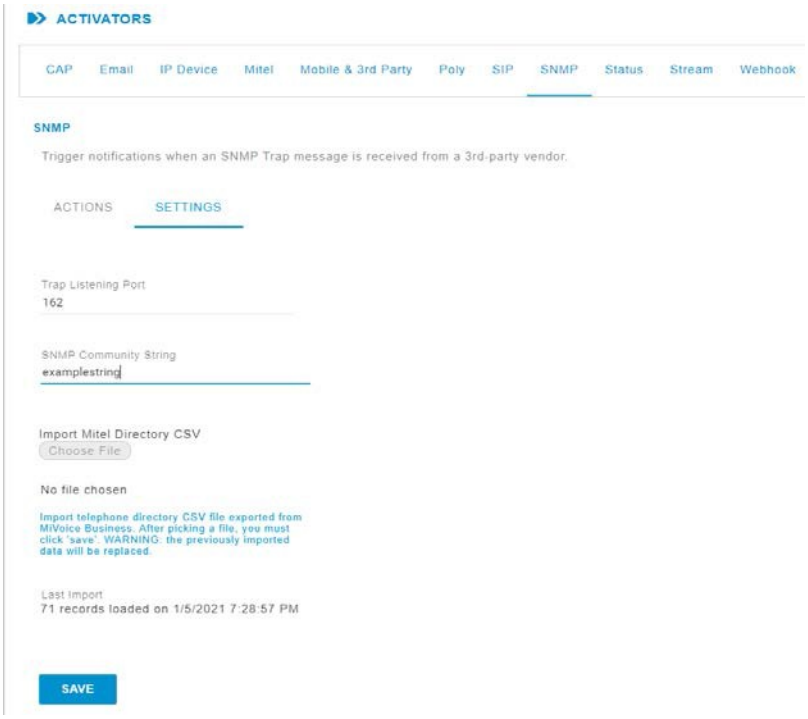
   The **MITEL DIAL MONITOR GENERAL SETTINGS** page opens.
3. Enter a **Name** for the emergency number.
4. For **Monitored Number**, enter the number to be configured in your MiVoice MX-ONE.
5. From the drop-down list of **Version** select the same version that you have configured in MX-ONE.
6. Click **SAVE**.

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



SNMP Setting for SNMP Community String

1. Go to **Configuration** > **Activators** > **SNMP** > **SETTINGS**.



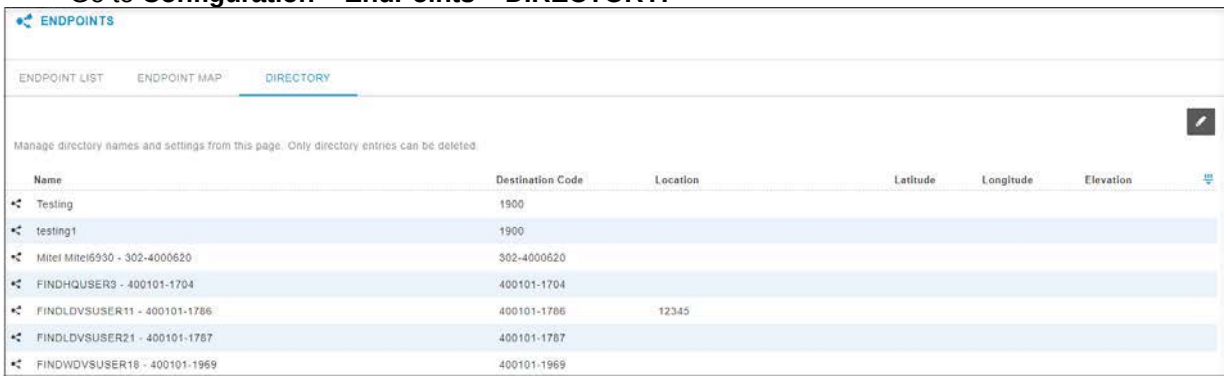
2. Enter the string name in the **String Community String** field.

3. Click **Save** to save the settings.

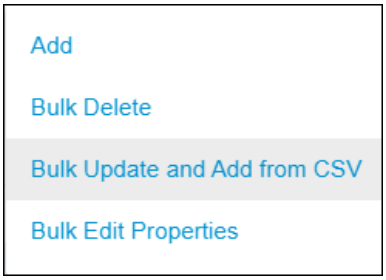
Importing Location details to SIP device for XML Registration

Users registered directly with Revolution using XML post will not have their locations details updated in their directory. To update the locations details of these users, the admin must import their location details using the following steps:

1. Go to **Configuration** > **EndPoints** > **DIRECTORY.**



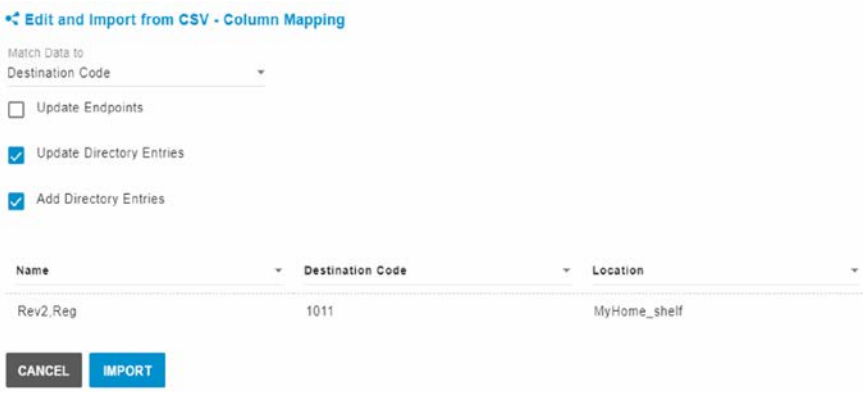
2. Click the pencil icon ( ) **Bulk Edit** > **Bulk Update and Add from CSV.**



3. Click **Choose File** and select the CSV file from your saved location. The **Edit and Import from CSV – Column Mapping** screen is displayed.

4. From the drop-down list of **Match Data to** select **Destination Code**. Clear the **Update Endpoints** check box.

> **NOTE:** By default, the **Update Endpoints** check box is selected.



5. Click **Import**.

   The location details of users registered directly with Revolution using XML post will be updated in their directory.

For more details about the fields in the emergency settings, see the **Configure Revolution SNMP Activator** section in the Mitel Revolution web help. For more details about emergency number setup, see the **Emergency Number** section in MiVoice MX-ONE Management Applications Descriptions.

Assign the SNMP Trigger to the Notification

Perform the following steps to create a notification and to 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 **Notification Type** drop-down list, select Text and Images or Stored Audio notification as the notification type. Select **Text to Speech** as this is an emergency notification. To include an opening tone to invite the receiver's attention, select **Stored Audio** notification type. Do not select **One-Way**, **Recorded**, or **Two-Way** notification types.
Select Triggers	From the **Activator** drop-down list, select **SNMP** and then select the trigger you created.
Message Details	Select the **Title** and **Body** variables that you have defined in **SNMP** the **Mitel Dial Monitor Activator** page of Revolution. The following table describes 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 **Mobile** check box in the **Contact Methods section**.

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 beginning 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.

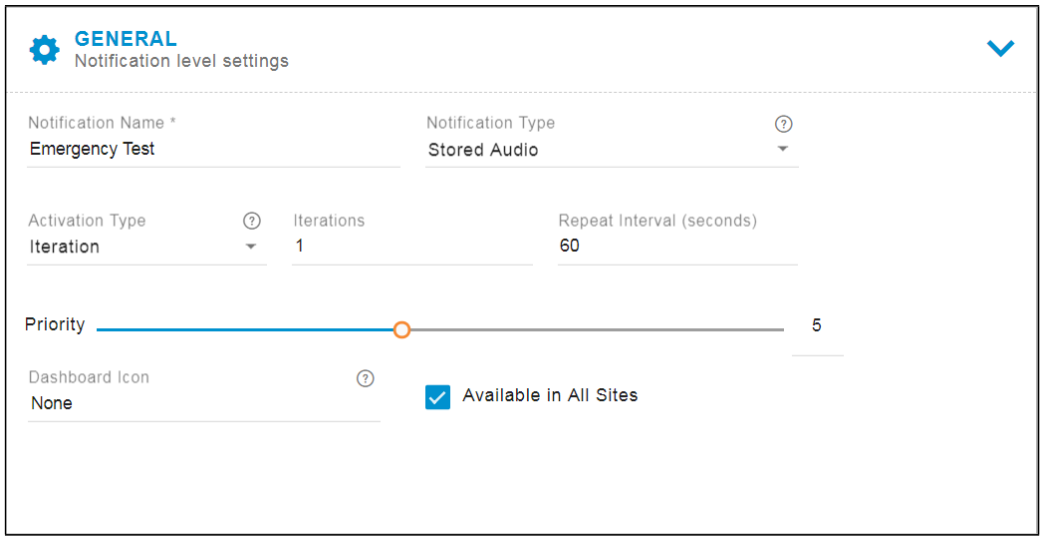
{RegistrationDN}	Used when an emergency call is placed from a hot desk service.
{DetectTime}	The date and time (in seconds) when the emergency call was initiated by the system.

For more details about creating and assigning notifications, see the **Notifications Basics** and **Manage Notifications** sections in the Mitel Revolution web help.

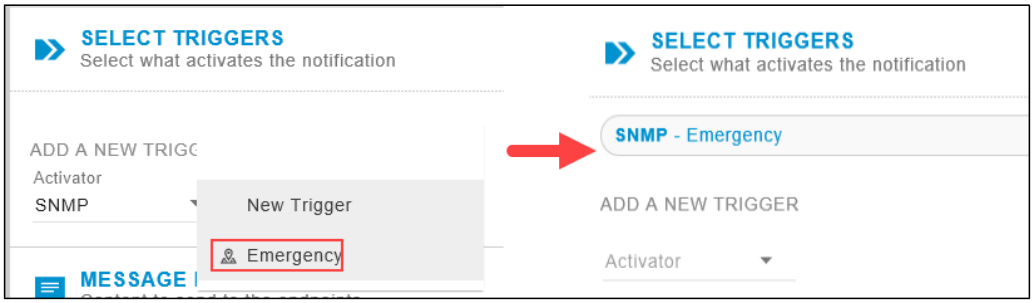
Trigger SNMP Emergency Notification

Perform the following steps to trigger an emergency notification:

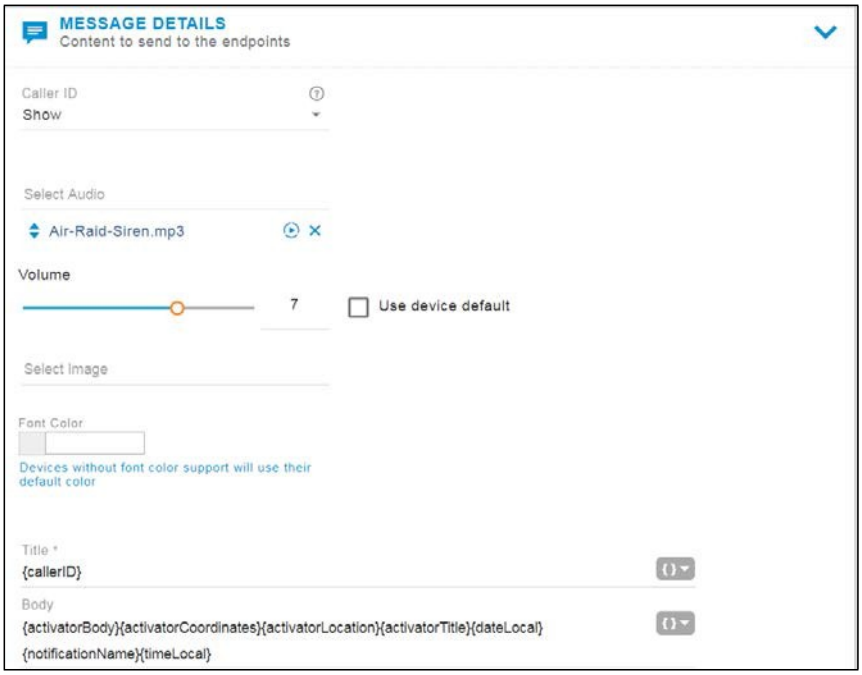
1. Go to **Notifications** > **Manage**.
2. Click **NEW NOTIFICATION**.
3. Enter the following **GENERAL** setting values:
   - **Notification Name**: Enter a descriptive name for the notification.
   - **Notification Type**: Select **Stored Audio** from the drop-down list.
   - **Activation Type**: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



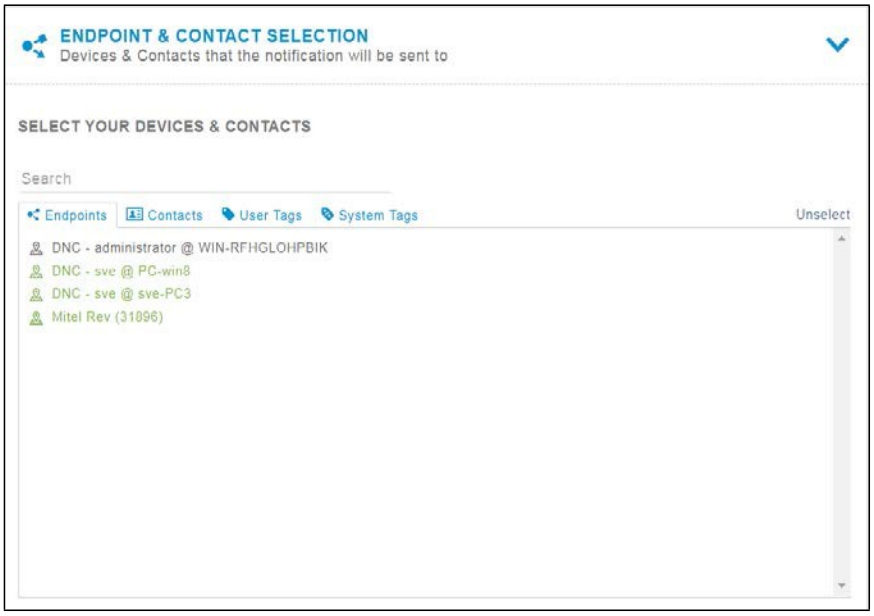
4. Click the **TRIGGERS** settings and enter the following values:
   - Select **SNMP** from the **Activator** drop-down list.
   - Select **Emergency** from the **Trigger** drop-down list.



5. Click **MESSAGE DETAILS** setting and enter the following values:
   - Select **Show** from the **caller ID** drop-down list.
   - Select the **audio** to play from the **Select Audio** drop-down list.
   - Set the volume by adjusting the volume button.
   - Choose **Font Color** for the notification.
   - Type the **Title** and content for notification in the **Body** and add the required variables from the respective drop-down lists.



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

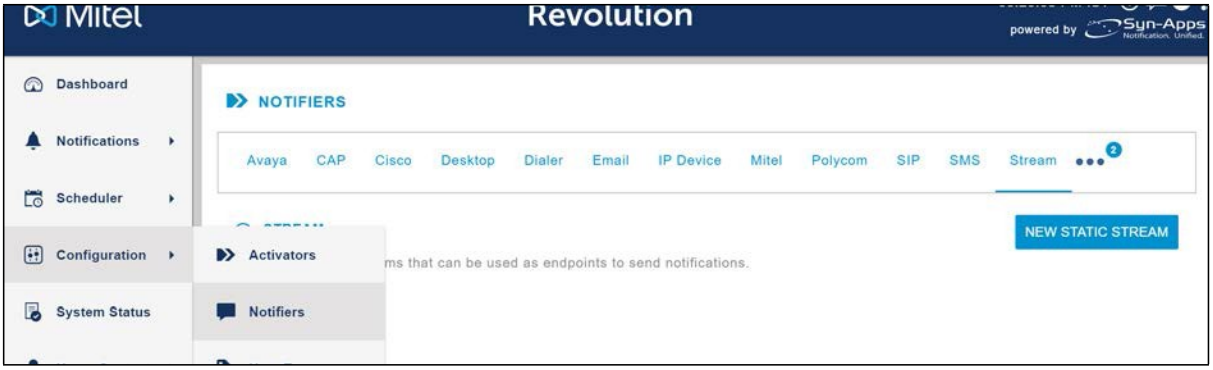

ENDPOINT & CONTACT SELECTION
Devices & Contacts that the notification will be sent to
SELECT YOUR DEVICES & CONTACTS
Search
Endpoints
Contacts
User Tags
System Tags
Unselect
DNC - administrator @ WIN-RFHGLOHPBIK
DNC - sve @ PC-win8
DNC - sve @ sve-PC3
Mitel Rev (31896)

7. Click **SAVE**.

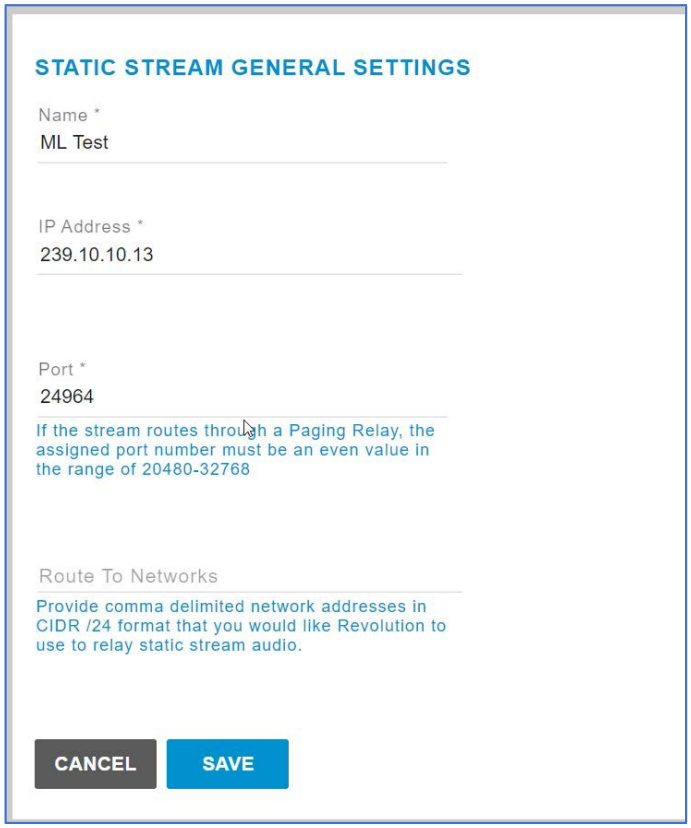
Multicast Configuration

Perform the following steps to create a new static stream for multicast configuration:

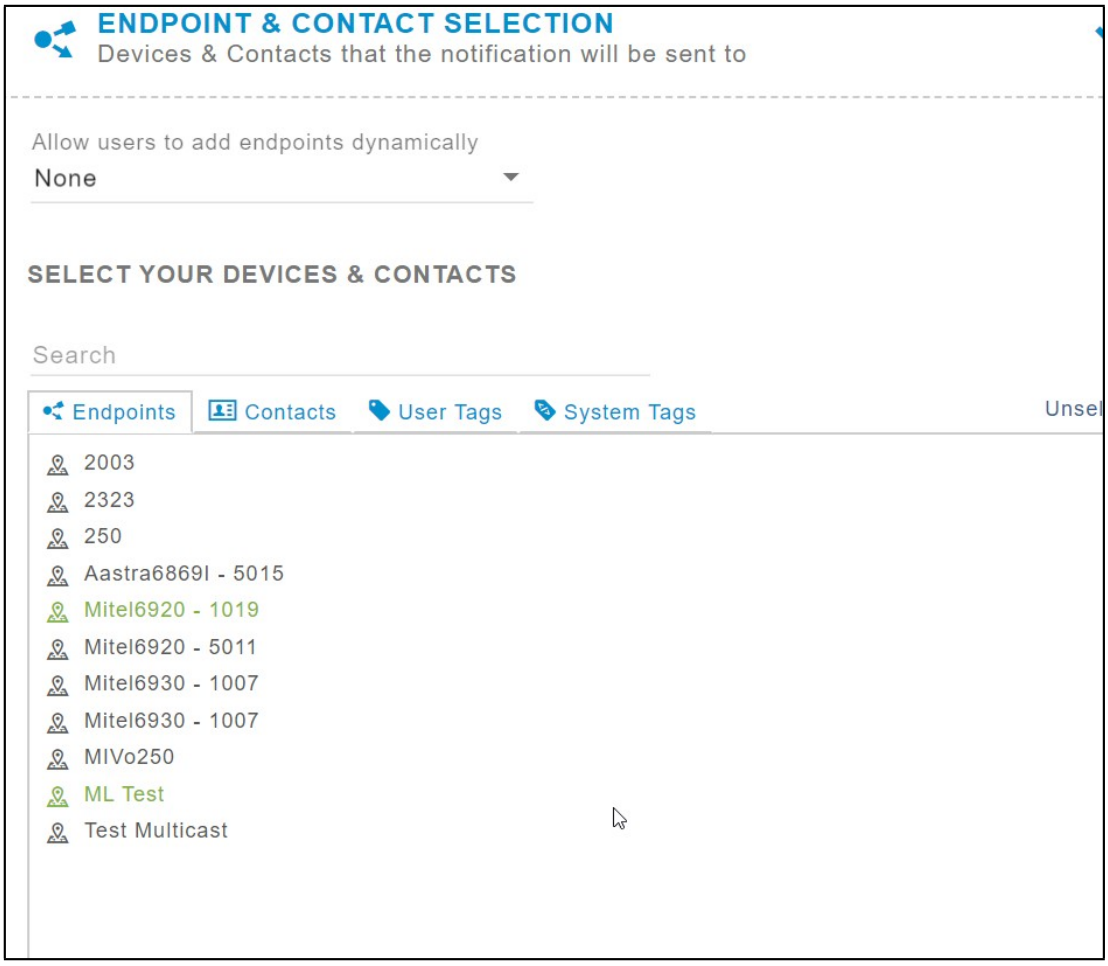
1. Go to **Configuration** > **Notifiers** > **Stream**.



2. Click **NEW STATIC STREAM** and provide the following details for Static Stream General settings:
   - **Name**: Provide a descriptive name for the multicast stream.
   - **IP Address**: Enter the multicast IP.
   - **Port**: Enter the port for Multicast IP.



3. After the stream is created, assign the stream as an endpoint for the notification.



Priority Groups

Priority Groups define a primary server and the failover order of your redundant servers.

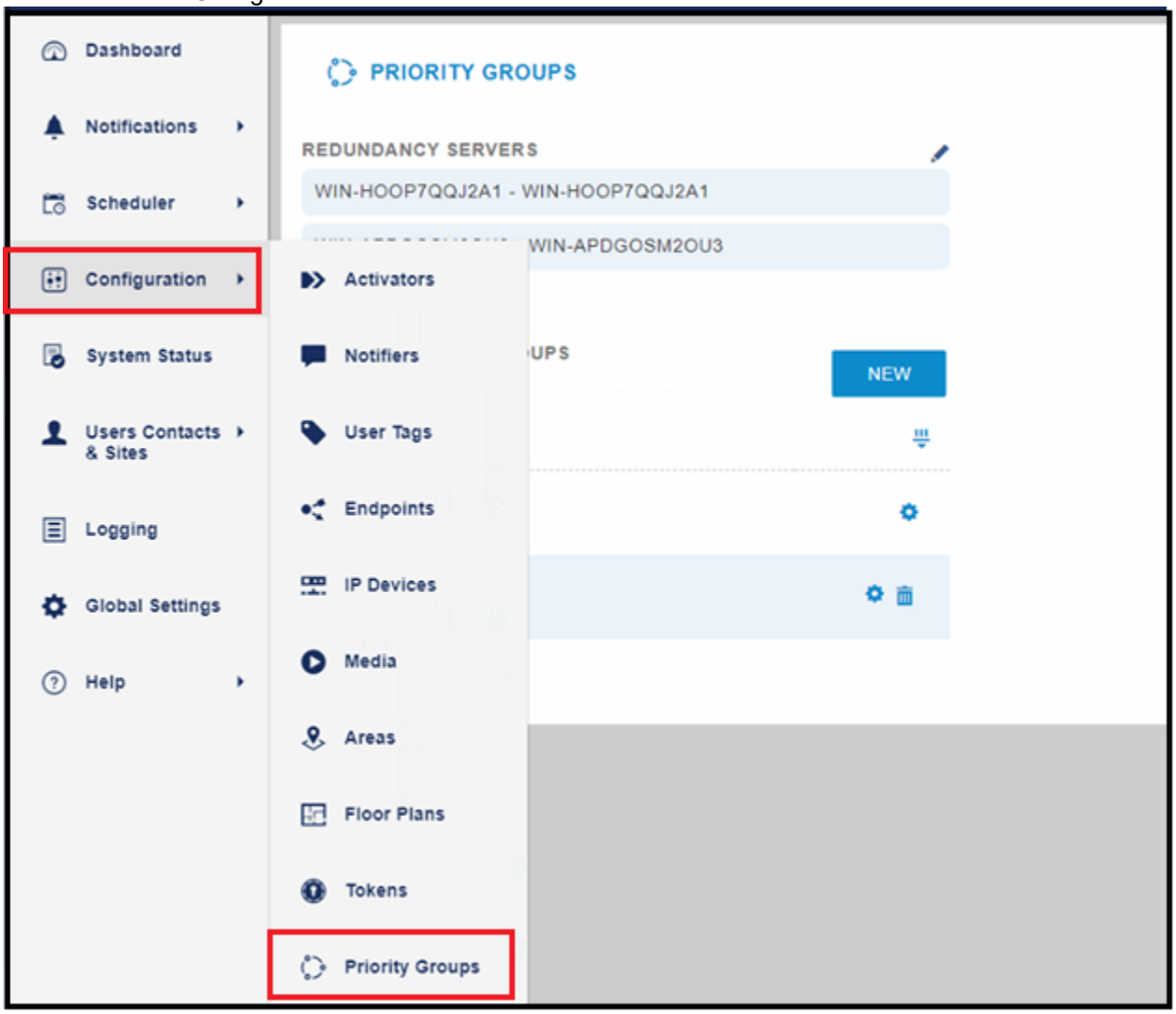
Priority groups are used to:

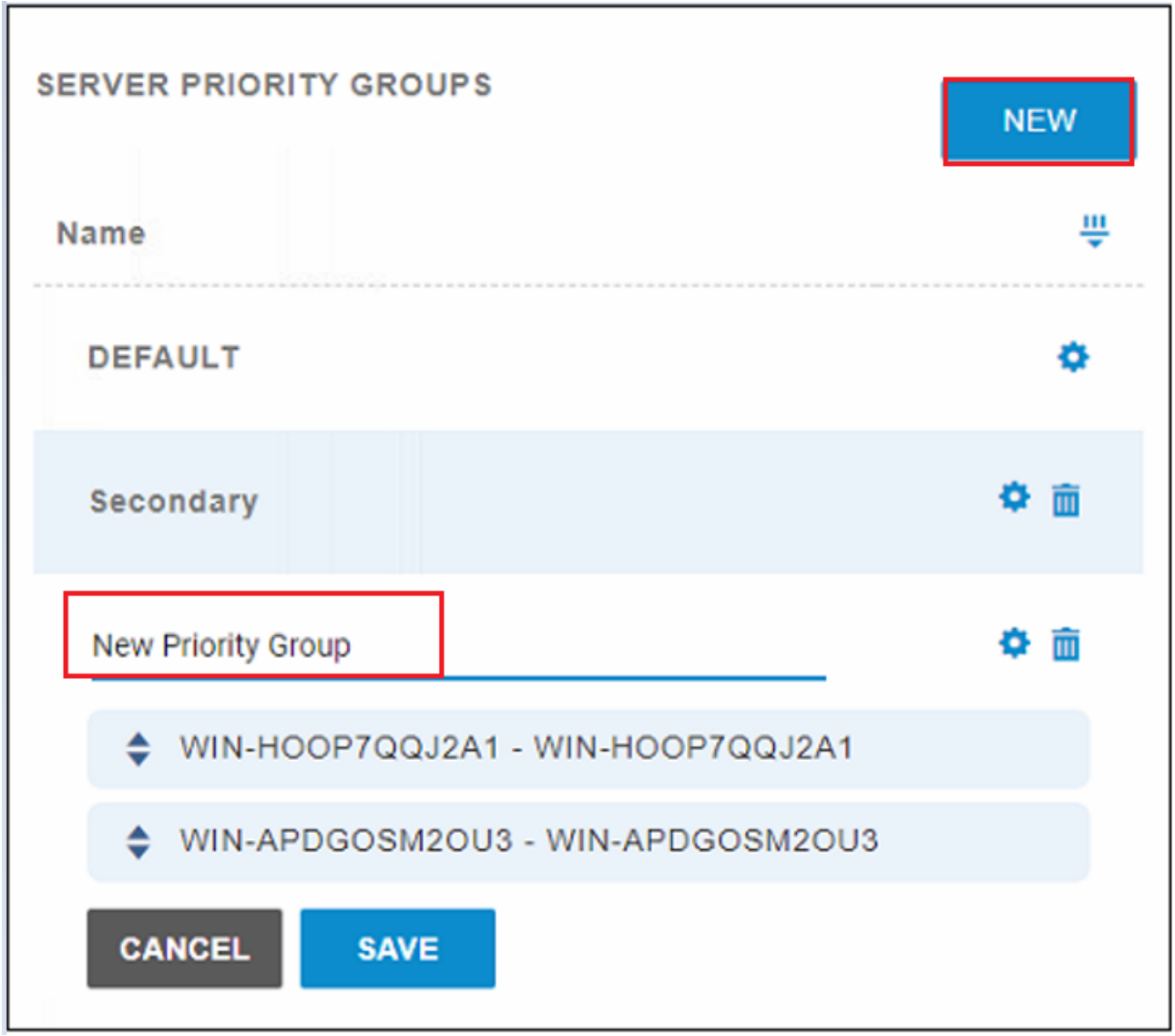
- Define failover order for your redundant servers.
- Define different server priorities such that we can distribute activations to different servers. For example, for Group A you could list your primary server first, while for Group B your secondary could be first.

If we do not create any priority groups, beyond the Default, then Revolution behaves as if it was in an Active/Standby scenario for any failover scenarios and all notifications will go through the highest priority server that is active.

Follow the steps to create the Priority Groups

1. Navigate to **Configuration** > **Priority Groups.** The Priority Groups page opens.
2. Click **NEW** to create a new Priority Group.
3. Click and drag the server boxes to specify a priority order of your choice, with highest priority server placed first.

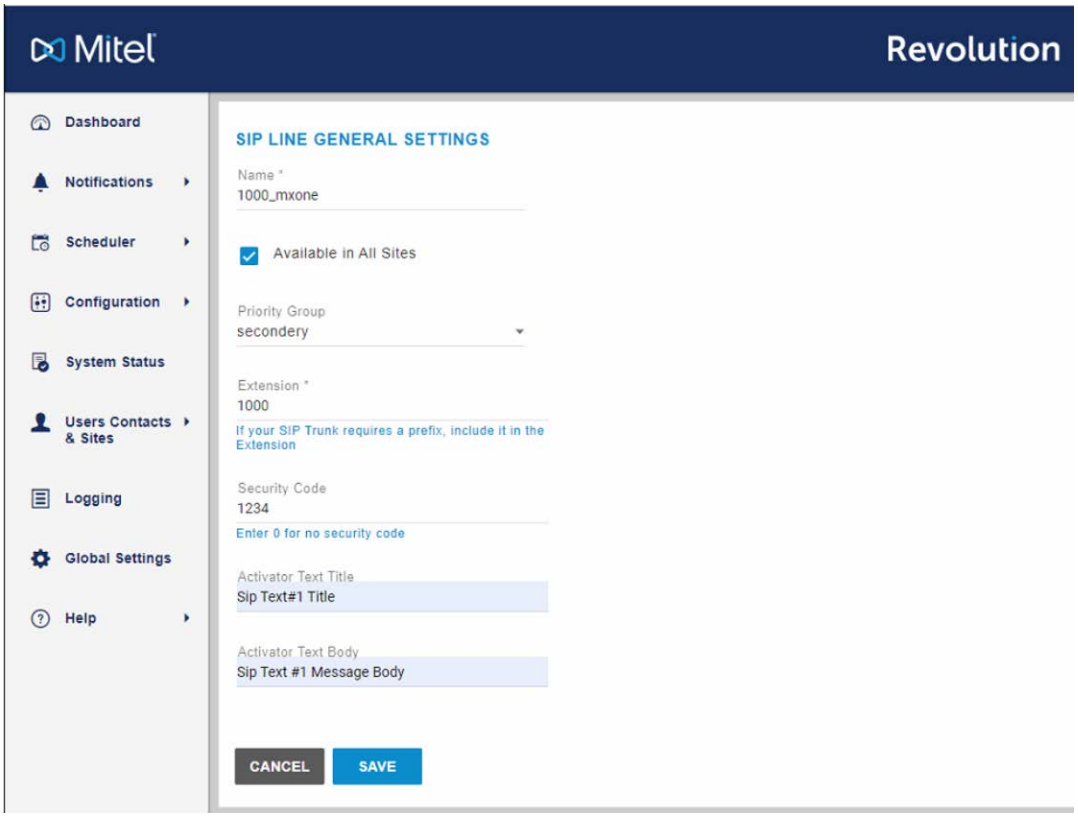

Dashboard
Notifications
Scheduler
Configuration
System Status
Users Contacts & Sites
Logging
Global Settings
Help
Activators
Notifiers
User Tags
Endpoints
IP Devices
Media
Areas
Floor Plans
Tokens
Priority Groups
PRIORITY GROUPS
REDUNDANCY SERVERS
WIN-HOOP7QQJ2A1 - WIN-HOOP7QQJ2A1
WIN-APDGOSM2OU3
NEW



Priority Groups are referenced when trigger activators are created or edited. Priority Groups are selected from the **Priority Groups** field in the configured order. Notification triggers are activated from the first server listed (or lower priority servers in the case of failover) in the **Priority Groups** field.

Priority Group configuration for Activators

To configure Priority Group for Activators, navigate to **Configuration** > **Activators** > **SIP** > **SIP Line.**


Mitel
Revolution
Dashboard
Notifications
Scheduler
Configuration
System Status
Users Contacts & Sites
Logging
Global Settings
Help
SIP LINE GENERAL SETTINGS
Name *
1000_mxone
Available in All Sites
Priority Group
secondery
Extension *
1000
If your SIP Trunk requires a prefix, include it in the Extension
Security Code
1234
Enter 0 for no security code
Activator Text Title
Sip Text#1 Title
Activator Text Body
Sip Text #1 Message Body
CANCEL
SAVE

Third-Party Troubleshooting

Basic troubleshooting can be done by using the various Mitel Revolution log files.

You can access the log files from **Mitel Revolution** > **Logging**.

See the Mitel Revolution web help > Logging topic for more information about troubleshooting. Also, refer to the Mitel Revolution web help > Troubleshooting 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.

Creating tickets for Non-ARID Products

This section describes the procedures to create tickets for a non-ARID product by using IVR and Mitel Website.

Creating an IVR Ticket (Americas Only)

1. Call the Mitel Revolution Support team at any of the following phone numbers:
   - 800-722-1301 (option 5 - # - 8)
   - 613-592-7849 (option 8)
2. When prompted to enter an ARID (License ID), press # to listen to the list of non-ARID products.
   - Press 3 for **Applications** (Mitel Revolution, Mitel Performance Analytics, Mitel Mass Notification, CT Gateway)

   > **Note:** These menu options may change at any time, based on the support status of the product.
3. When prompted, enter the product version number, using the * key for dots and the # key to submit.

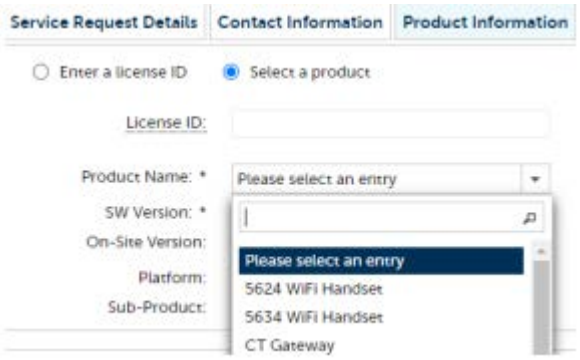
   > **Note:** To know the version number of your product, log in to TechCentral Tracker to find the list of versions in the drop-down menu.

For example:

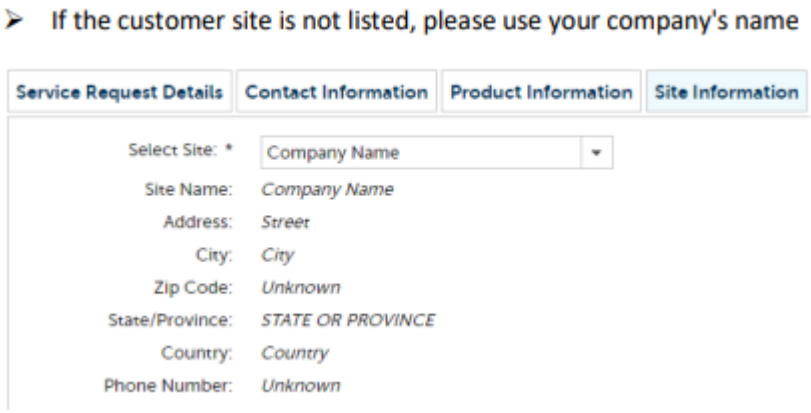
If you are using Mitel Revolution R2021.1, to enter this in the IVR you would select “2021*1#” on your keypad.

Creating a Web Ticket

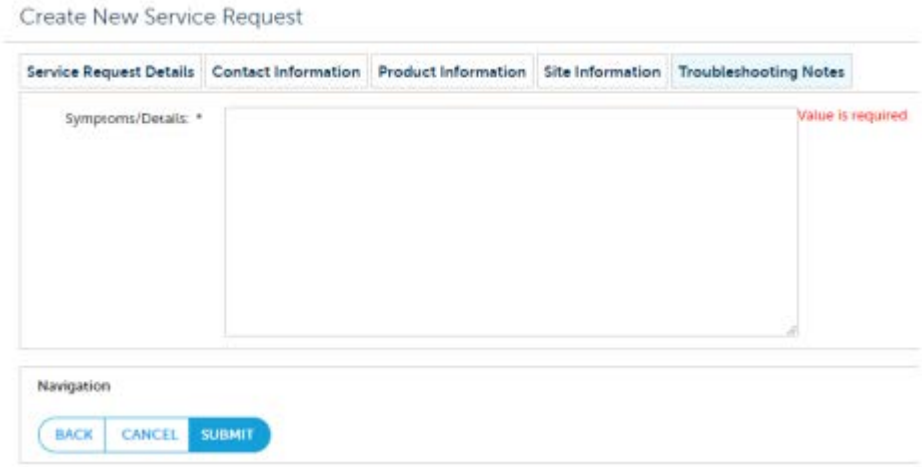
1. Log in to https://www.mitel.com/login > **MiAccess** (partner Login) > **TechCentral Tracker**.
2. Click **Create New Service Request**.
3. Enter the **Service Request Details** (Severity, Summary) and **Contact Information**.
4. On the **Product Information** page, select **Select a product**.



5. In the **Site Information** page, select the site from the drop-down list under **Select Site**.



6. In the **Troubleshooting Notes** page, enter the details of the issue and click **SUBMIT**.



Appendix 1 Mitel Revolution Integration Notes for MiVoice MX-ONE

The following table summarizes a list of integrated features available when Mitel Revolution is connected to the MiVoice MX-ONE.

Activator Active-Standby – The scenario where PBX can successfully switch to Standby server when the Revolution Active is not responding.

Activator Active-Active – The scenario where PBX can send Activator to both primary and secondary Revolution server as needed.

Notification Active-Standby – The scenario where Revolution can successfully use the Standby server to dispatch notifications when the primary stops responding.

Notification Active-Active – The scenario where both primary and secondary can simultaneously process notifications.

Activator/ Notification	Integration Detail	
Activators		
SIP Activator	Supported SIP Activator code is sent to Revolution using SIP trunks.	
Emergency Call Activator	Supported SNMP traps are sent to Revolution for an emergency call. **Note:** Supported version is SNMP Version 1.	
SIP Activator (Active-Standby)	Supported MX-ONE uses the alternate (secondary) route to send SIP Activator to the secondary Revolution when the primary does not respond.	
Emergency call trigger (Active-Standby)	Supported SNMP traps are sent to both Revolution servers. Revolution dispatches the notification based on whichever is active.	
SIP Activator (Active-Active)	Supported A different route needs to be set up on MX-ONE so that SIP Activator code can be sent to both the primary and secondary Revolution servers as needed.	
Emergency Call trigger (Active-Active)	Supported	
Notifications		
PBX Paging Notification	MiNET	Not Applicable MX-ONE does not support MiNET.
	SIP	Not Supported

		MX-ONE does not support PBX Paging based on SIP integration. Support Multicast Paging Relay from Revolution.
XML Text Display	MiNET	Not Applicable MX-ONE does not support MiNET.
	SIP	Supported devices include 68xx, 6920, 6930, 6940, and 6970.
XML Audio	MiNET	Not Applicable MX-ONE does not support MiNET.
	SIP	68XX and 69XX phones support two-way Audio.
XML Notifications	XML Notifications are not supported on 68xx and 69xx sets that are configured as Teleworker phones.	
Multicast	MiNET	Not Applicable MX-ONE does not support MiNET.
	SIP	68XX and 69XX phones support multicast streaming.
Location details	Create a CSV file with Name, Extension, and Location as required fields, and upload it to the EndPoints Directory. Revolution pulls the location from the CSV file and adds the location information to the notification.	
PBX Paging Notification (Active-Standby)	Not supported MX-ONE does not support PBX paging based on SIP integration. Support Multicast Paging Relay from Revolution.	
XML Notification (Active-Standby)	Supported Secondary Revolution sends XML Notifications when the primary instances is no longer active. SIP devices (release later than 6.0) support registering with multiple XML servers. XML notifications work as long as the registration with Revolution is active.	
Multicast Notification (Active-Standby)	Supported Secondary Revolution dispatches the multi-cast notifications while the primary is not available.	
PBX Paging Notification (Active-Active)	Not supported MX-ONE does not support PBX paging based on SIP integration. Support Multicast Paging Relay from Revolution.	
XML Notification (Active-Active)	Supported Phones need to register with the respective Revolution servers	

	from which the notifications would come from. Both primary and secondary Revolution can handle XML notifications if the phone is pointed to the respective Revolution.
Multicast Notification (Active-Active)	Supported Both primary and secondary Revolution can handle multi-cast notifications at a given time.