

Mitel Revolution

Configuration Guide for MiVoice Office 250

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Mitel Revolution Configuration Guide for Mitel MiVoice Office 250

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Contents

Introduction	5
About this Guide	5
Documentation	5
Overview	6
Notification Overview	7
Network Topology	8
Software Dependencies and Compatibilities	8
MiVoice Office 250 Configuration	9
Create SIP Users	9
Create a SIP Trunk Group	9
Program the Configuration Settings	10
Program the Trunk Group Configuration Properties	15
Program the Trunks in the Trunk Group Configuration	16
Create Page Zones	17
SMTP Configuration for Emergency Email Notification	21
Multicast Configuration on MiVoice Office Applications Suite	25
Mitel Revolution Configuration	27
Installation and Configuration	27
Configure SIP Activator	27
Configuring the SIP Registration	27
Authenticating the SIP Lines	28
Create SIP Lines	30
Create SIP Endpoints	31
Create Notifications	32
E- mail Activator and Notification	35
Assign the Email Activator to the Notification (Email notification)	37
Trigger a Notification	38
Multicast Configuration	40
Priority Groups:	42
Priority Group configuration for Activators	43

Priority Group selection for SIP notification..... 44

Third-Party Troubleshooting..... 46

Mitel Revolution Technical Support..... 47

Creating tickets for Non-ARID Products..... 47

Appendix 1 Mitel Revolution Integration Notes for MiVoice Office 250..... 49

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 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.

About this Guide

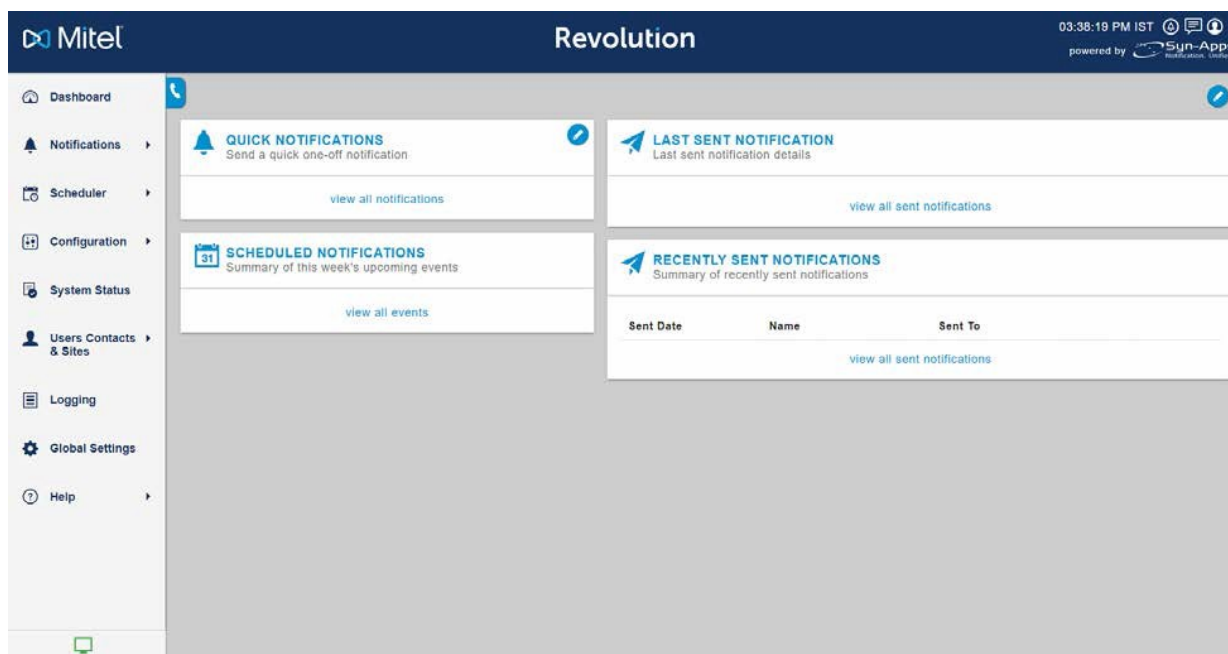
This document describes the configuration of Mitel Revolution for the Mitel MiVoice Office 250 platform.

Documentation

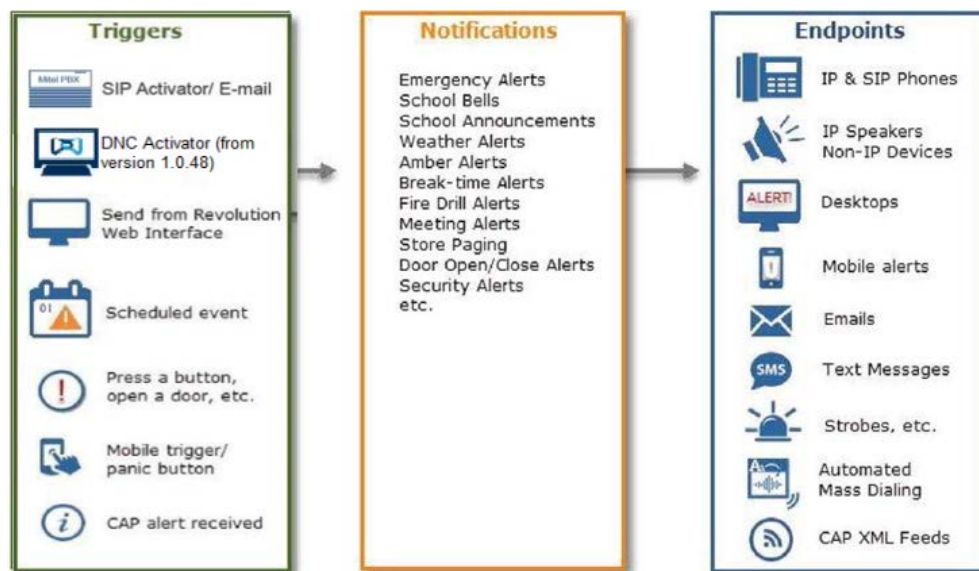
- **Mitel Revolution Web Help:** The Mitel Revolution Web Help contains information about installing Mitel Revolution, initial setup, feature configuration, maintenance and troubleshooting, end-user tasks, system monitoring, and upgrade related details. You can access the web help at [Mitel Revolution Web Help](#).
- **MiVoice Office 250 Installation and Administration Guide:** The MiVoice Office 250 Installation and Administration Guide provides the information needed to plan, install, perform initial programming, implement, and maintain the MiVoice Office 250. The Mitel MiVoice Connect System Administration Guide can be downloaded from [MiVoice Office 250 Installation and Administration Guide](#).
- **MiVoice Office 250 Features and Programming Guide:** The MiVoice Office 250 Features and Programming Guide provides descriptions and procedures for performing common administrative tasks using the MiVoice Office 250 Database (DB) Programming application. This includes instructions to complete system configuration and perform system adds, moves, and changes after installation. This guide can be downloaded from [MiVoice Office 250 Features and Programming Guide](#).
- **MiVoice Office 250 DB Programming Help:** The MiVoice Office 250 DB Programming Help provides information about installation programming. To access MiVoice Office 250 DB Programming Help, while in DB Programming, select Help – Help Topics, or press F1.

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



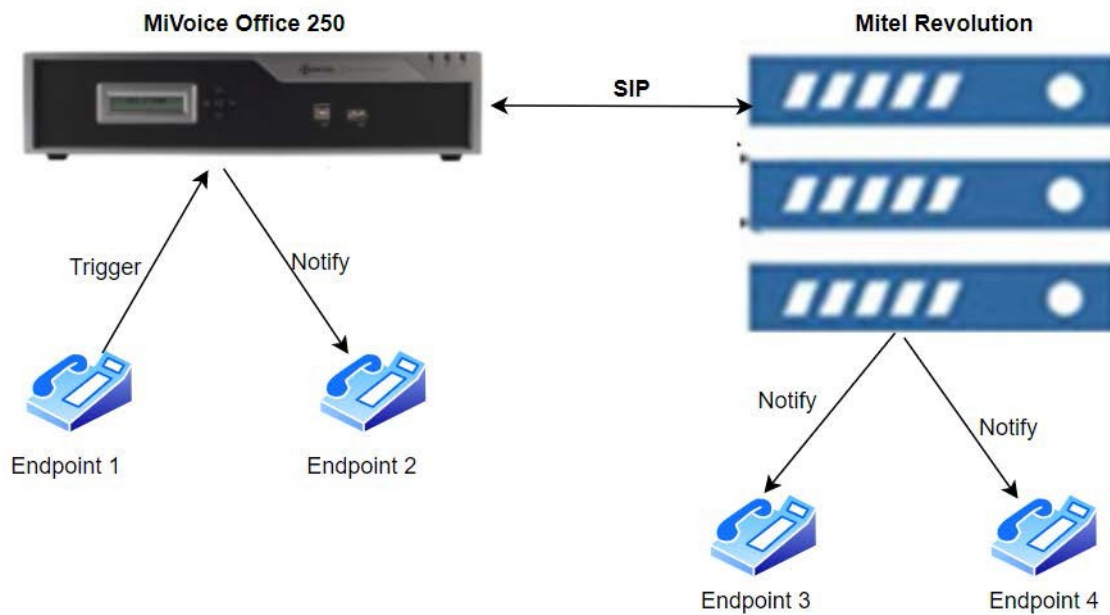
Creating Notifications involve the following three main steps:

1. Assigning the triggers for sending notifications. (SIP Activator/E-mail Trigger)
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 [Creating Notifications](#).

Network Topology

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



Software Dependencies and Compatibilities

For a list of MiVoice Office 250 software versions supported and compatible with Mitel Revolution, see [Mitel Compatibility Matrix](#).

MiVoice Office 250 Configuration

This section describes the steps to configure a Mitel MiVoice Office 250 for Mitel Revolution.

The user must configure the following general MiVoice Office 250 settings before proceeding to configure the MiVoice Office 250.

- Create a generic SIP extension on your MiVoice Office 250 System Administration tool. See [Creating SIP Users](#).
- Configure an outgoing SIP Trunk from the MiVoice Office 250 System Administration tool to Mitel Revolution. See [Creating a SIP Trunk](#).
- Create a SIP Trunk Group on your MiVoice Office 250 System Administration tool and add members to the group. See [To create a SIP Trunk Group for Mitel Revolution](#),

Create SIP Users

For details of the procedure for creating and adding users, refer *Chapter 8 – Phones and Devices* in the *MiVoice Office 250 Features and Programming Guide* available on Document Center.

Create a SIP Trunk Group

Perform the following steps to create a SIP Trunk Group from the MiVoice Office 250 Database (DB) Programming application:

1. Navigate to **System > Devices and Feature Codes > SIP Peers > SIP Trunk Groups**.
2. Right-click in a blank area in the right pane, and then select **Create SIP Trunk Group**. The **Create SIP Extension** dialog box opens.
3. Enter the starting extension number, and then click **OK**. The SIP Trunk appears in the list.

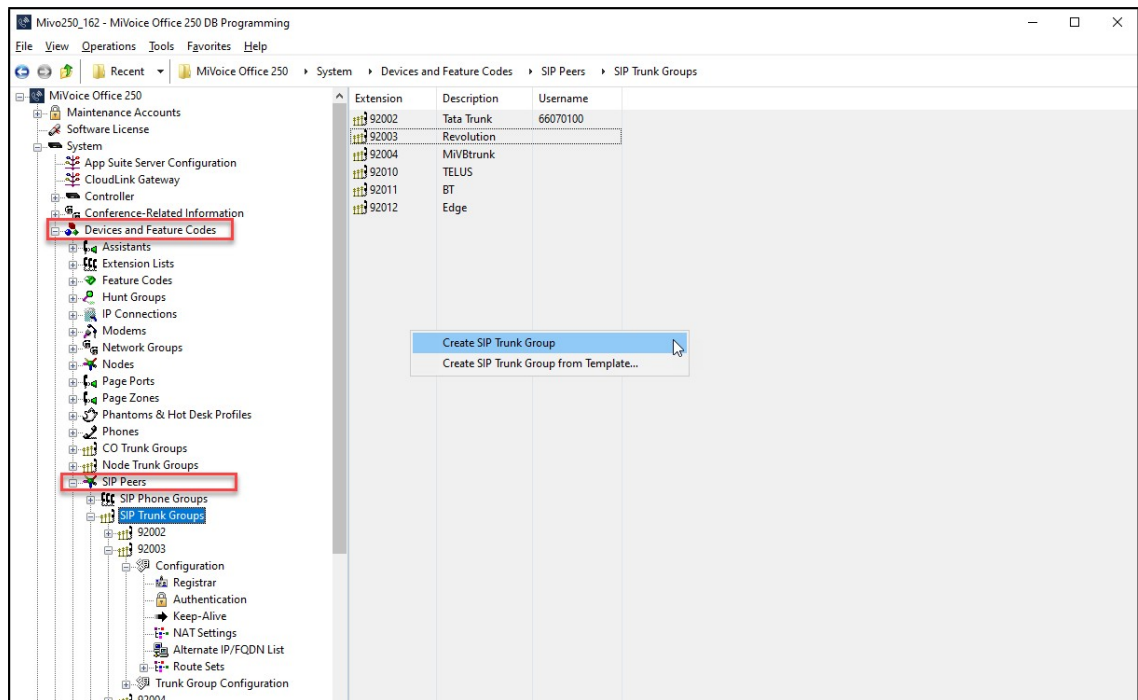


Figure 1: Example of Creating a SIP Trunk Group

When you create the SIP Trunk Group for Mitel Revolution, you must set the parameters in the Configuration and the Trunk Group Configuration nodes.

A sample configuration for Mitel Revolution is provided in this document that will help with manually configuring the SIP Trunk group.

Program the Configuration Settings

To program the **Configuration settings**, configure the following:

- **IP Address:** Configure the IP address (not required if an FQDN is used).
- **Port Number:** Indicates the port that the system listens on the system for SIP Peer messages. The range is 0–65535. Leave at the default value of 5060.
- **Fully Qualified Domain Name:** Indicates the domain name of the SIP Peer Trunk Group (not required if IP addresses are used).
- **Call Configuration:** Enter the call configuration number that you want to use with this Trunk Group.

Double-clicking **Call Configuration** directs you to the Call Configuration folder where you can add a new call configuration profile or configure the existing profile(s) (for example, codecs for voice and faxing, DTMF settings, and so on).

Note: By default, the **Support RTP Redirect** field is set to **Yes**. You must set the **Support RTP Redirect** to **No** for the **Conference Notification Type** to work.

Name	Value	Extended Value	Column (dB)
Phones			
Trunks			
SIP Phone Groups			
SIP Trunk Groups			
SIP Voice Mails			
Audio Diagnostics Sampling Period	5		
Audio Diagnostics Samplings	12		
Audio Frames/IP Packet	2		
Average In Time Frame Percentage Threshold	60		
Average In Time Frame Timer	5		
Minimum Playback Time	20		
Transmit DTMF Level	North America	-9	-7
DTMF Encoding Setting	G.711 Mu-Law		
Speech Encoding Setting	G.711 Mu-Law		
Fax Control-Messages Redundancy Count	3		
Fax Page-Data Redundancy Count	1		
Fax Detection Sensitivity	50		
Fax Encoding Setting (Fax Transmission)	T.38		
Fax Maximum Connection Speed	14400		
Supports RTP Redirect	No		

- **Operating State:** Indicates the operating state of the SIP Peer. If required, the status can be changed to “Out-of-Service – Maintenance”.
- **Maximum Number of Calls:** Indicates the maximum number of concurrent permitted towards the SIP Peer. This number is not configurable and is controlled by the number of SIP Trunks that have been added to the SIP Trunk Group. See the section [Programming the Trunks in Trunk Group Configuration](#) for details.
- **Use ITU-T E.164 Phone Number:** If set to Yes, the Mitel MiVoice 250 handles ITU-T E.164 formatted phone numbers as part of the incoming SIP INVITE messages from the SIP Peer. For Mitel Revolution, this is set to No.
- **Static Binding:** It specifies whether a static binding exists for the corresponding SIP Peer. If set to Yes, then the IP address and listening port for the SIP Peer must be configured. Set the value to Yes.
- **Use Peer Address in From Header:** This is not required. Set the value to No.
- **Route Sets:** The address or FQDN of an SBC or the MBG.
- **Keep-Alive:** The Keep-Alive option keeps refreshing the NAT bindings for any Firewall/NAT in the path. It also helps in determining whether the SIP Peer is reachable or not. Leave the default values as is.
- **NAT Settings:** Specifies the NAT address type. The default is “No NAT or SIP-Aware NAT” (for systems that are using a SIP-aware firewall). If you are not using a SIP-aware firewall, you must change the setting to “Non SIP-Aware NAT”. Leave the default values as such.

MiVoice Office 250 Configuration

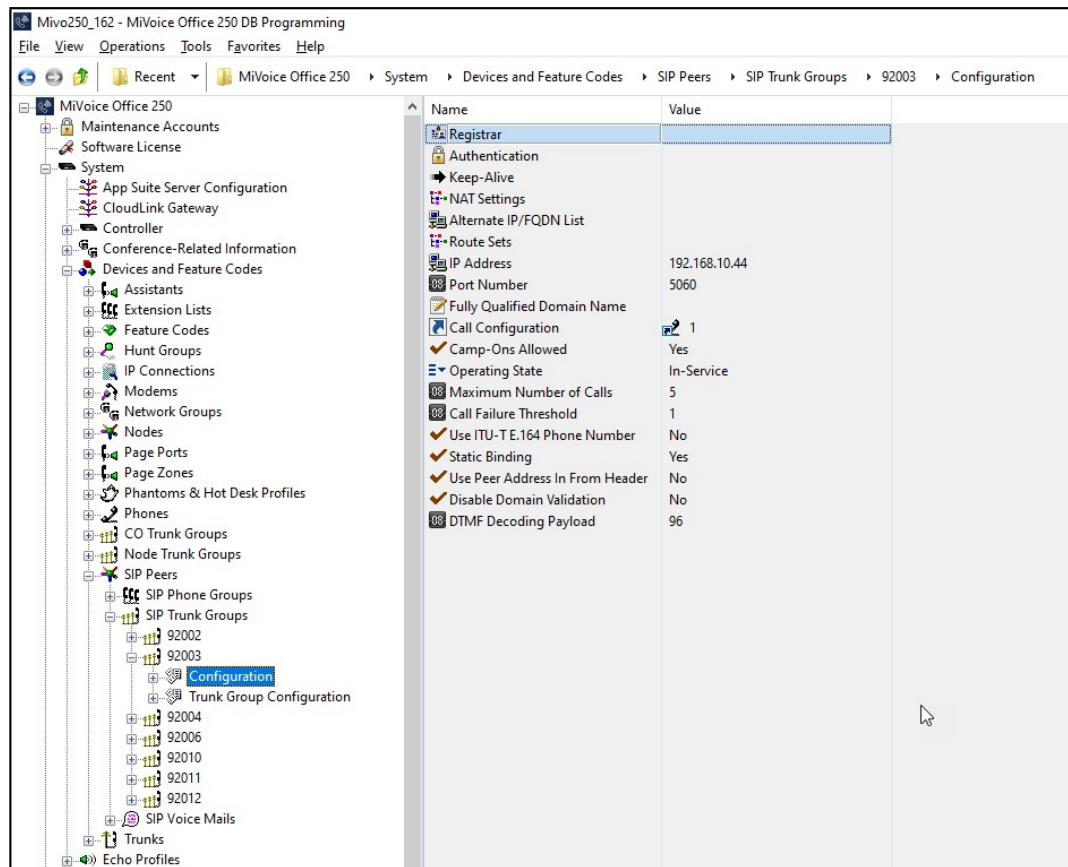


Figure 2: Example of Configuration Settings

- **Registrar:** The Mitel Revolution Service Provider SIP Trunk does not require any registration. Set the **Enable Registration** option to **No** as shown in Figure 3.

MiVoice Office 250 Configuration

The screenshot displays the 'MiVoice Office 250 DB Programming' application. The left sidebar shows a tree view of the configuration hierarchy, with 'Registrar' selected under 'Configuration'. The main pane shows the 'Registrar' configuration form with the following settings:

Name	Value
<input checked="" type="checkbox"/> Enable Registration	No
<input checked="" type="checkbox"/> Registrar IP Address	255.255.255.255
<input checked="" type="checkbox"/> Registrar IP Port	5060
<input checked="" type="checkbox"/> Registrar FQDN	
<input checked="" type="checkbox"/> Registration Refresh Interval	1800
<input checked="" type="checkbox"/> Initial Retry Interval	60
<input checked="" type="checkbox"/> Maximum Registration Retries	5

Figure 3: Example of a Registrar Form

- **Authentication:** In this form, ensure that **Enable In-Bound Authentication** is set to **No** as shown in Figure 4.

The screenshot displays the 'MiVoice Office 250 DB Programming' application. The left sidebar shows a tree view of the configuration hierarchy, with 'Authentication' selected under 'Configuration'. The main pane shows the 'Authentication' configuration form. The 'Enable In-bound Authentication' checkbox is checked, and its value is set to 'No'. Other settings include 'In-bound Authentication Username' (disabled), 'In-bound Authentication Password' (disabled), 'Out-bound Username' (disabled), 'Out-bound Password' (disabled), 'Do not use Out-bound Username in REGISTER' (checked), 'Use Trunk Pilot Number in Register' (checked), 'Use Trunk Pilot Number in Contact' (checked), and 'Use P-Asserted-Identity in Register' (checked).

Name	Value
<input checked="" type="checkbox"/> Enable In-bound Authentication	No
<input type="checkbox"/> In-bound Authentication Username	
<input type="checkbox"/> In-bound Authentication Password	
<input type="checkbox"/> Out-bound Username	
<input type="checkbox"/> Out-bound Password	
<input checked="" type="checkbox"/> Do not use Out-bound Username in REGISTER	No
<input checked="" type="checkbox"/> Use Trunk Pilot Number in Register	No
<input checked="" type="checkbox"/> Use Trunk Pilot Number in Contact	No
<input checked="" type="checkbox"/> Use P-Asserted-Identity in Register	Yes

Figure 4: Example of an Authentication Form

Program the Trunk Group Configuration Properties

Perform the following steps to program the Trunk Group Configuration properties:

1. Navigate to **System > Device and Feature Codes > SIP Peers > SIP Trunk Groups > <SIP Trunk group #> > Trunk Group Configuration**.
2. For the rest of the settings, refer to the *DB Programming Help*.

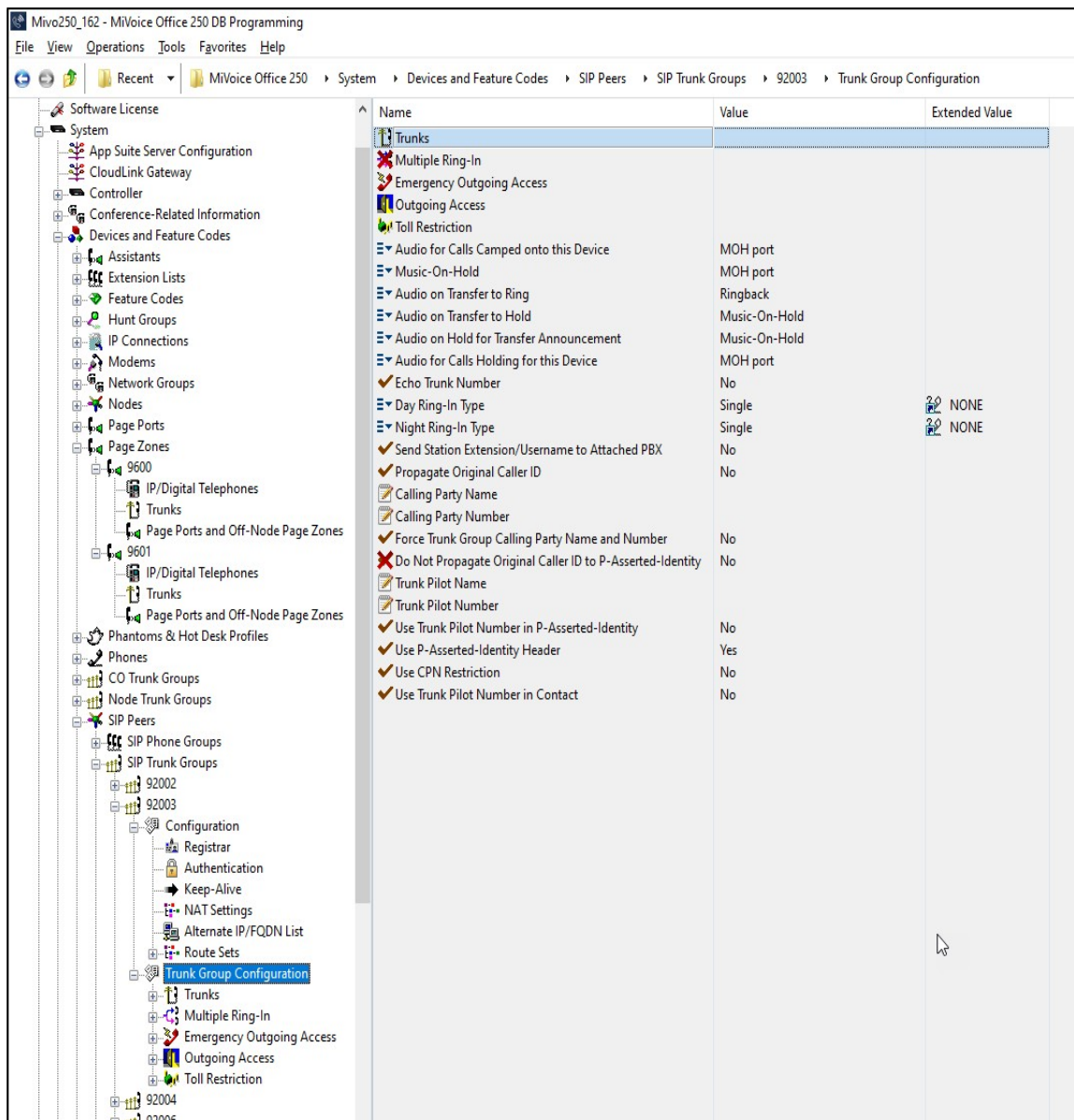


Figure 5: Example of Trunk Group Configuration

Program the Trunks in the Trunk Group Configuration

Note: The number of SIP Trunks created here appears as **Maximum Number of Calls** in the Configuration screen (see Figure 6).

Perform the following steps to create SIP Peer Trunks:

1. Navigate to **System > Device and Feature Codes > SIP Peers > SIP Trunk Groups > <SIP Trunk group #> >Trunk Group Configuration > Trunks**.
2. Right-click the right pane and the select **Create SIP Peer Trunk**. The **Create SIP Peer Trunk** dialog box opens (see Figure 6).
3. Select the extension number you want to use for the item in the Starting Extension field. Choose a number that is recommended for your system. For CSM, it is recommended that you use unique Trunk Group numbers in a multi-node environment.
4. Indicate the number of extensions you want to create in the **Number of Extensions** field. If the system is set to have more than one extension, the new trunks will assign sequentially to the next available numbers.
5. Click **OK**. See Figure 6.

Note: The number of available SIP Trunk licenses restricts the number of SIP Peer Trunks.

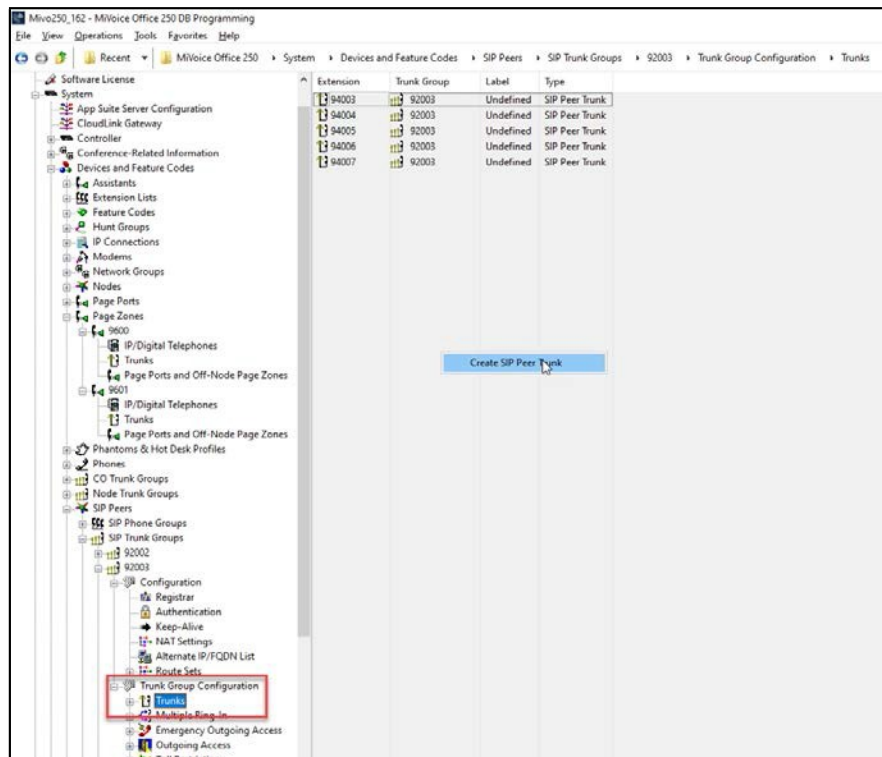


Figure 6: Example of SIP Trunks creating

Create Page Zones

Perform the following steps to create page zones and add members to that zone:

1. Navigate to **Devices and features codes > Page Zones**.
2. Right-click at the left section of the page zone tab to create new page zones and to add the required number of extensions under the new page zones.
3. Set **Use zone for direct paging** to **No**.
4. Double-click the **IP/Digital Telephones** tab.
5. Select the type of phones and add the extensions to the page zones. See the preceding figure.

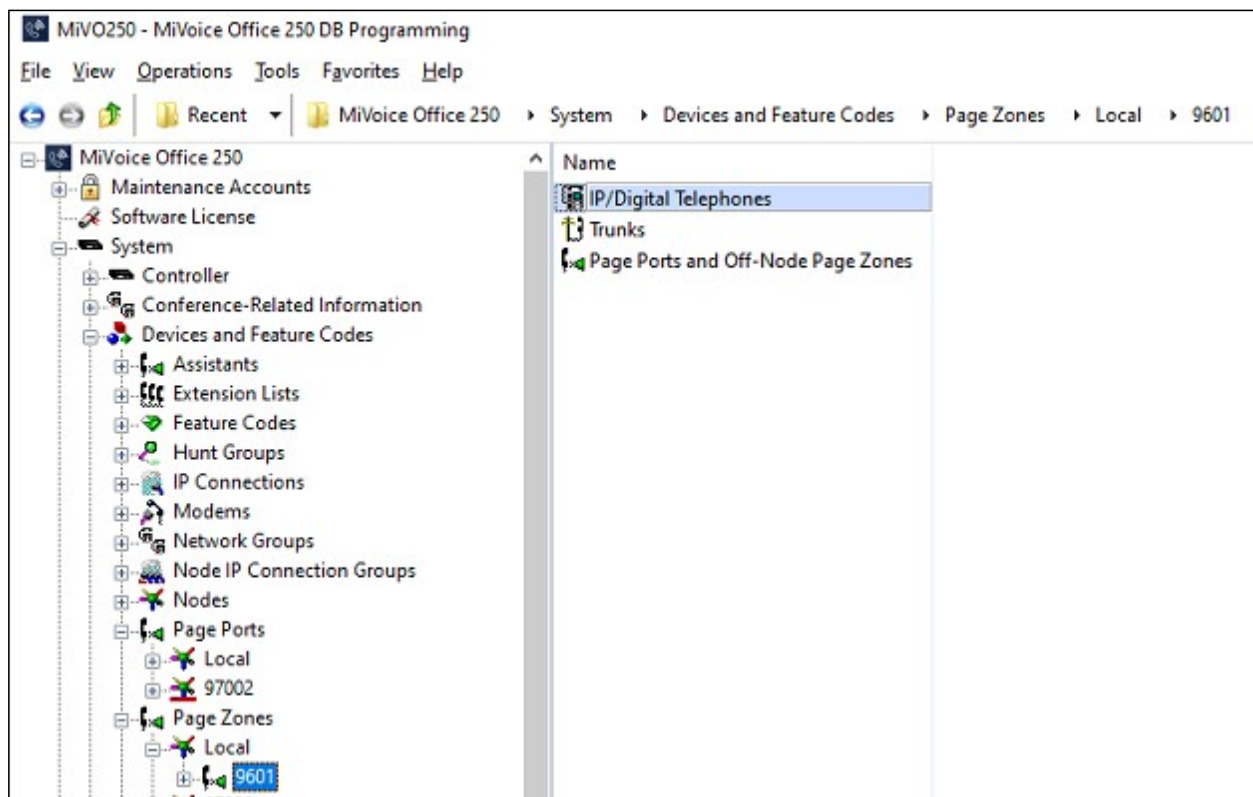


Figure 7: Shows IP/Digital Telephones tab

MiVoice Office 250 Configuration

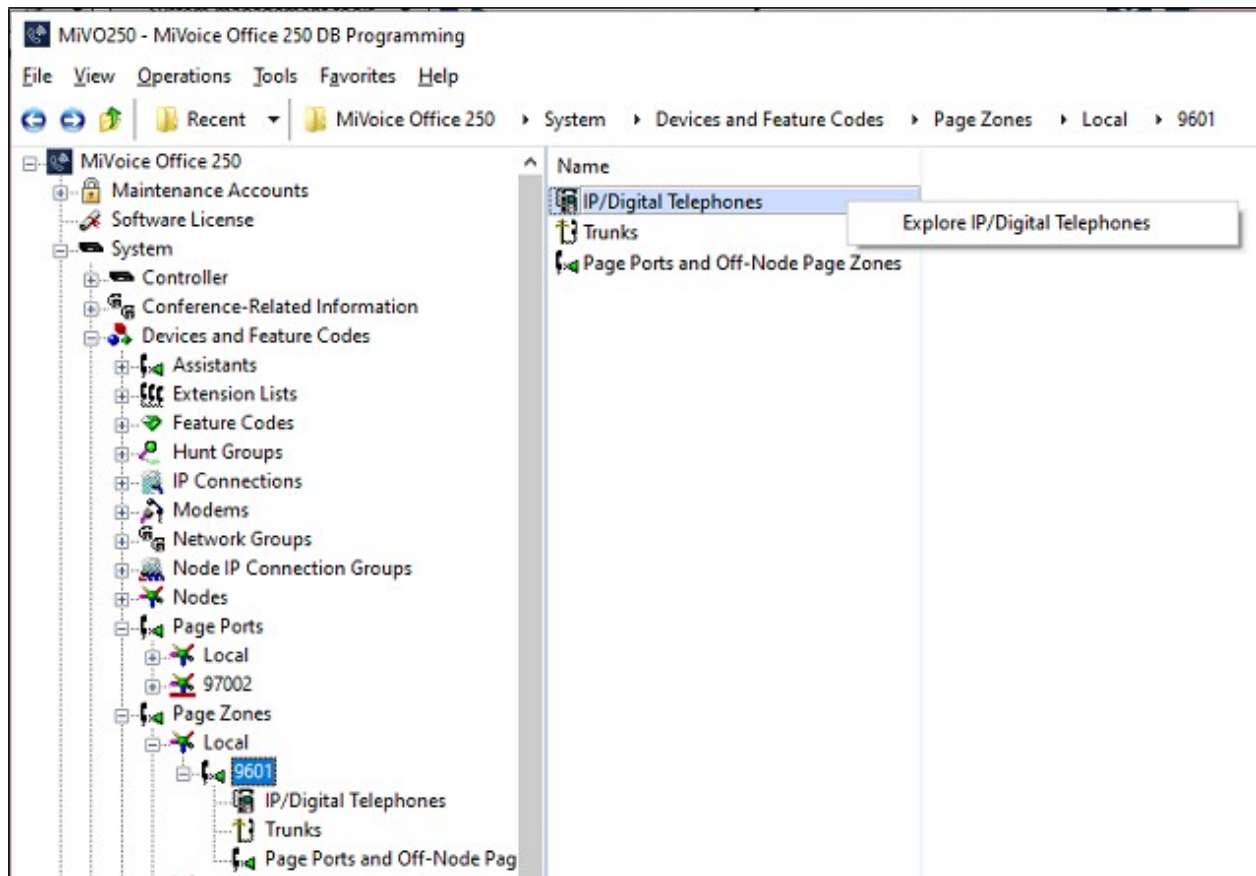


Figure 8: Shows Explore IP/Digital Telephones tab

MiVoice Office 250 Configuration

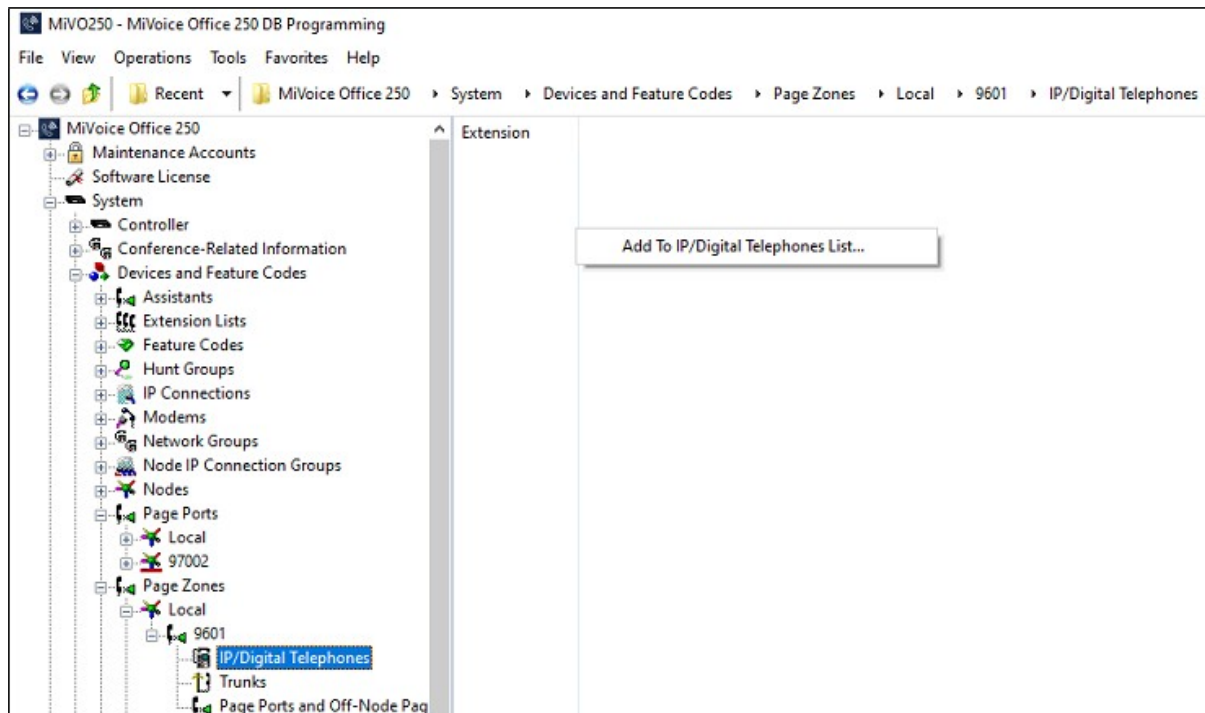


Figure 9: Shows Add To IP/Digital Telephones List tab

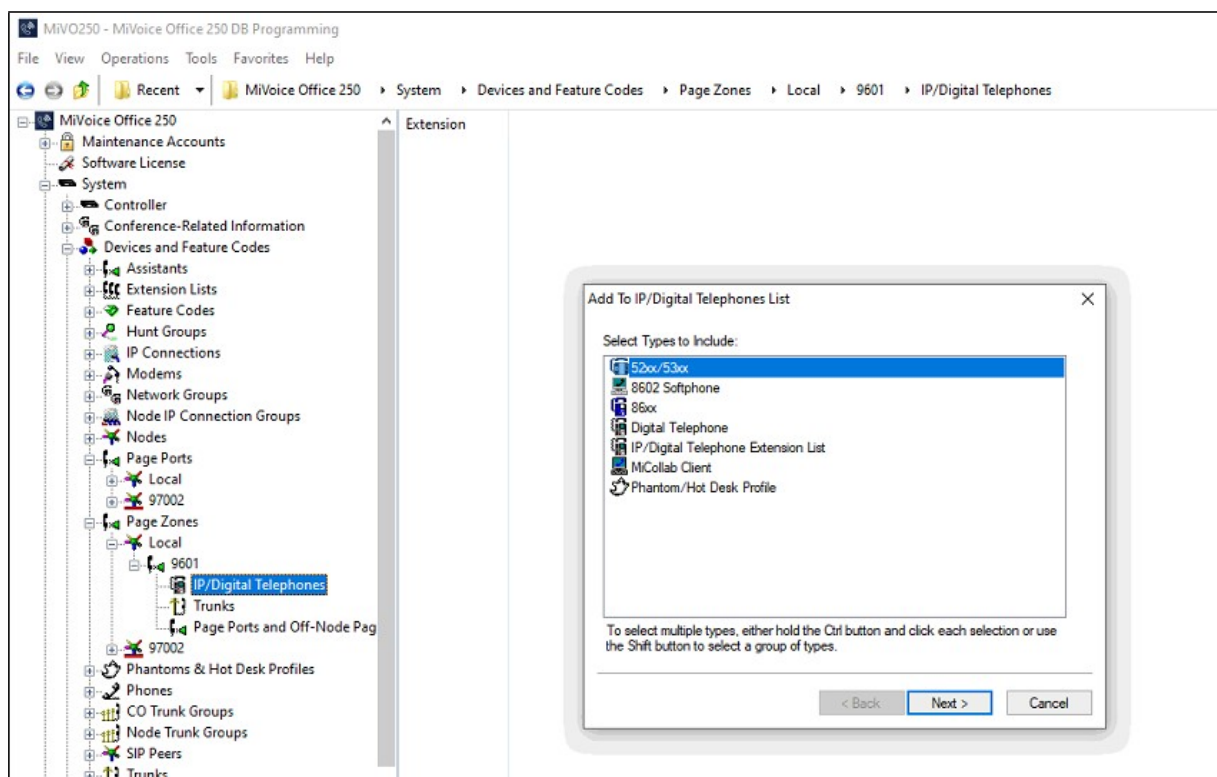


Figure 10: Shows IP/Digital Telephones List

MiVoice Office 250 Configuration

MiVO250 - MiVoice Office 250 DB Programming

File View Operations Tools Favorites Help

Recent MiVoice Office 250 > System > Devices and Feature Codes > Page Zones > Local > 9601 > IP/Digital Telephones

MiVoice Office 250

- Maintenance Accounts
- Software License
- System
 - Controller
 - Conference-Related Information
 - Devices and Feature Codes
 - Assistants
 - Extension Lists
 - Feature Codes
 - Hunt Groups
 - IP Connections
 - Modems
 - Network Groups
 - Node IP Connection Groups
 - Nodes
 - Page Ports
 - Local
 - 97002
 - Page Zones
 - Local
 - 9601
 - IP/Digital Telephones
 - Trunks
 - Page Ports and Off-Node Pag

Extension	Description	Username	Type
331	Supervisor	Supervisor	52xx/53xx

Add To IP/Digital Telephones List

Name	Description	Username	Type
332	Call Taker	Call Taker	52xx/53xx
333	Fire Dispatch	Fire Disp	52xx/53xx
334	Call Taker	Call Taker	52xx/53xx
335	EMS Disp	EMS Disp	52xx/53xx
336	Call taker	Call Taker	52xx/53xx
337	Call Taker	Call Taker	52xx/53xx
338	Call Taker	Call Taker	52xx/53xx
360	Weisgerber	Melinda	52xx/53xx
363	Manski	James	52xx/53xx
364	OEM, DEPUTY COORD	DEPUTY COO	52xx/53xx
365	Carino, Gilbert	Gilbert C	52xx/53xx

< Back Finish Cancel

MiVO250 - MiVoice Office 250 DB Programming

File View Operations Tools Favorites Help

Recent MiVoice Office 250 > System > Devices and Feature Codes > Page Zones > Local > 9601 > IP/Digital Telephones

MiVoice Office 250

- Maintenance Accounts
- Software License
- System
 - Controller
 - Conference-Related Information
 - Devices and Feature Codes
 - Assistants
 - Extension Lists
 - Feature Codes
 - Hunt Groups
 - IP Connections
 - Modems
 - Network Groups
 - Node IP Connection Groups
 - Nodes
 - Page Ports
 - Local
 - 97002
 - Page Zones
 - Local
 - 9601
 - IP/Digital Telephones
 - Trunks
 - Page Ports and Off-Node Pag

Extension	Description	Username	Type
331	Supervisor	Supervisor	52xx/53xx
333	Fire Dispatch	Fire Disp	52xx/53xx

SMTP Configuration for Emergency Email Notification

Note: The Numbering Plan Emergency option enables you to program the emergency number(s) that the system uses when users enter the Emergency Call feature code (for example, 911 in the U.S). An E-mail is the trigger when a user dials 911 from the phone.

Perform the following steps to create an E-mail Gateway:

1. Go to **MiVoice Office 250 > System > E-mail Gateway**.
2. Enter Server and User Details.

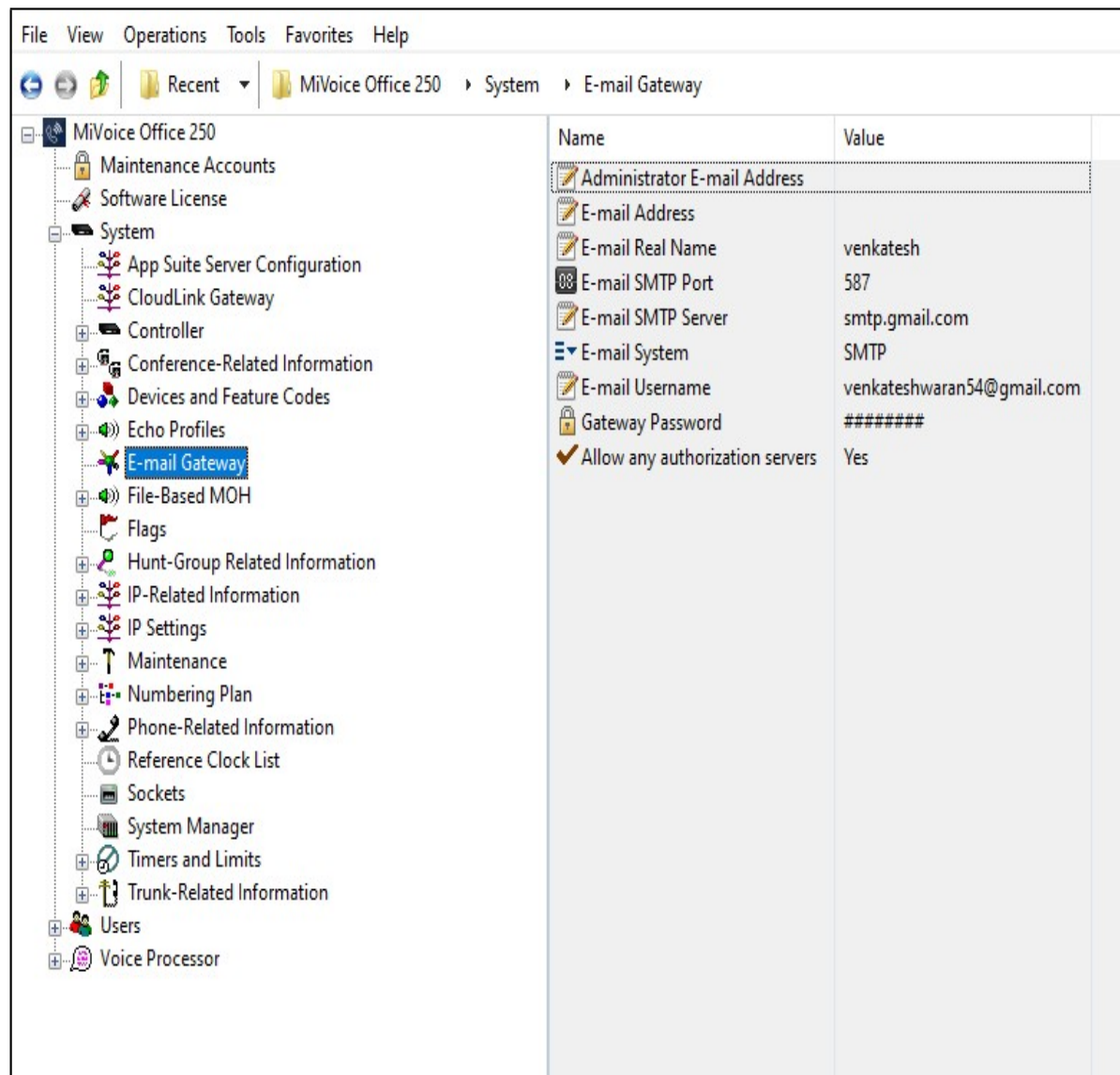


Figure 11: Example of creating E-mail Gateway

Perform the following steps to create an E-mail Notification:

1. Go to **MiVoice Office 250 > Users.**
2. Create/Select Existing user.
3. Enter Desired Email Address.
4. Select **Administrator-Related Information.**
5. Enable **All Setting.**
6. Click the **Setup** option at the top right of MiVoice Office 250 System Administration & Diagnostics.
7. Enable **A011** Alarm in **Individual Alarms** Section.

192.168.10.162 - MiVoice Office 250 DB Programming

File View Operations Tools Favorites Help

Recent MiVoice Office 250 > Users > Testing

Name	Value
Associated Destinations	
Dynamic Extension Express	
Administrator-Related Information	
Main Extension	1000
E-mail Address	venkateshwaran54@gmail.com
Mobile E-mail Address	
Enable Dynamic Extension Express	No
Enable DND Override	Yes
Enable Human-Answer-Supervision	On - Full Prompt
Enable Personal Conference Access	No
Enable Mid-Call Features	No
Enable Voice Detection	No
Login Username	1000
Enable User Web Portal	No
Login Password	#####

192.168.10.162 - MiVoice Office 250 DB Programming

File View Operations Tools Favorites Help

Recent MiVoice Office 250 Users Testing Administrator-Related Information

MiVoice Office 250

- Maintenance Accounts
- Software License
- System
- Users
 - User-Related Information
 - Connect User1
 - User 2
 - Testing
 - Associated Destinations
 - Dynamic Extension Express
 - Administrator-Related Information
 - User 4
 - User 5
- Voice Processor

Name	Value
✓ Enable Advanced Administration Access	Yes
✓ Enable E-mail Alarm Notification	Yes
✓ Enable Customer Configuration Access	Yes
✓ Enable Advanced Web Page Programming & Diagnostics Access	Yes

Figure 12: Shows Administrator-Related Information

System Alarms Notification

Alarms notification for: **1000 (Testing)** **Enabled**

Alarm groups

Alarm Group	Description
<input type="checkbox"/> Critical	There is an emergency. Immediate attention is highly recommended.
<input type="checkbox"/> Major	The phone system may not be functioning properly. Immediate attention i...
<input type="checkbox"/> Minor	If this issue persists the phone system may become limited. Attention is ad...
<input type="checkbox"/> Warning	If this warning continues the phone system may have unexpected behavior...
<input type="checkbox"/> Other	Used for information, diagnostics and other unclassified alarms. Attention i...

Individual alarms

Alarm ID	Severity	Description
<input type="checkbox"/> 1001	Major	DEI DEM failure
<input type="checkbox"/> 1002	Major	DEI Fan failure
<input type="checkbox"/> 1003	Major	DDM-16 in bay b failed to power up due to three DDM-16 limit
<input type="checkbox"/> 1004	Major	DDM-16 in bay b is is not compatible in a CS-5000 chassis
<input type="checkbox"/> 1007	Major	MSP Alert x
<input type="checkbox"/> 1008	Major	DDM-16 in bay b failed to power up due to an unknown power s...
<input type="checkbox"/> A000	Other	Alarm Automatically Cleared
<input type="checkbox"/> A001	Other	Alarm Manually Cleared By 'Ext. eeeee'
<input type="checkbox"/> A002	Other	Network Alarm Automatically Cleared
<input type="checkbox"/> A003	Other	Network Alarm Manually Cleared By 'Ext. eeeee'
<input type="checkbox"/> A010	Warning	'Ext. eeeee' - username Is Off Hook
<input checked="" type="checkbox"/> A011	Critical	Emergency Call Made By 'Ext. eeeee' - username
<input type="checkbox"/> A012	Warning	SMDR Printer Off-Line
<input type="checkbox"/> A013	Warning	Message Printer Off-Line
<input type="checkbox"/> A014	Warning	Real-Time Clock Needs To Be Set
<input type="checkbox"/> A015	Warning	Hardware Real-Time Clock Inoperative
<input type="checkbox"/> A016	Warning	No Delayed Major Because System Busy
<input type="checkbox"/> A017	Warning	System Manager Link Connection Error(num): string
<input type="checkbox"/> A018	Warning	Invalid System Manager Certificate
<input type="checkbox"/> A020	Warning	VoiceMailUnit: Printer Off-Line

OK Cancel Apply

Multicast Configuration on MiVoice Office Applications Suite

If you are using 6900 series phones, perform the following steps on MiVOAS (MiVoice Office Application Suite) to configure a paging zone to receive notifications.

Note: In this section, it is assumed that the MiVoice Office Application Suite has already been configured to support 6900 series phones.

1. Log in to the MiVoice Office Application Suite.
2. Go to the **Paging** section under **Sites**. See Figure 15.
3. Click **Add** and in the **Add Page Zone** dialog box enter the description, select the checkbox, and enter the Multicast address with port number.
4. Click **Save**.
5. Click the **Apply** button and select the 6900 phones that you want to listen for page notifications from Mitel Revolution.
6. Reboot the phones.

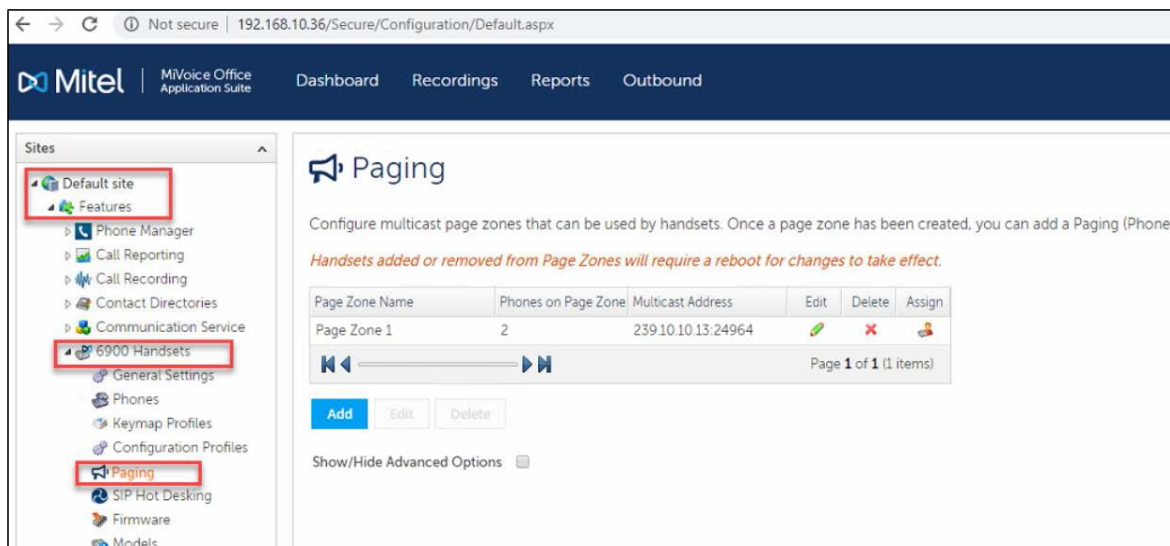


Figure 13: Shows Multicast Configuration on MiVOAS

MiVoice Office 250 Configuration

The screenshot shows the Mitel MiVoice Office 250 Configuration interface. The left sidebar contains a tree view with categories like Sites, Features, and 6900 Handsets. The main content area is titled 'Paging' and includes instructions on configuring multicast page zones. A table lists existing page zones, with 'Page Zone 1' having 2 phones and a multicast address of 239.10.10.13.24964. The 'Add' button is highlighted with a red box.

Page Zone Name	Phones on Page Zone	Multicast Address	Edit	Delete	Assign
Page Zone 1	2	239.10.10.13.24964			

Page 1 of 1 (1 items)

Add

Show/Hide Advanced Options

The screenshot shows the 'Add Page Zone' dialog box. It contains fields for 'Description', 'Show/Hide Advanced Options' (checked), and 'Override Cast Address'. The 'Save' and 'Cancel' buttons are at the bottom.

Add Page Zone

Description

Show/Hide Advanced Options ☒

Override Cast Address

Save **Cancel**

The screenshot shows the 'Apply Paging to Phones' dialog box. It contains two lists: 'Available Phones' and 'Assigned Phones'. The 'Add >>' button is highlighted with a red box.

Apply Paging to Phones

Available Phones:

- 1000 - TELUSIP1
- 1003 - EXT 1003

Assigned Phones:

- 1007 - EXT 1007
- 1019 - EXT 1019

Add >> **<< Remove**

Mitel Revolution Configuration

This section describes how to configure Mitel Revolution with the MiVoice Office 250 platform.

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 configure it for your Mitel system.

- [System Requirements](#)
- [Installation](#)
- [Configure Your Mitel Phone System](#)

Configure SIP Activator

This section describes the Mitel Revolution Configurations for MiVoice Office 250.

Configuring the 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=UDP



IP address of MiVoice Office 250



Transport type is UDP

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 Office 250 System Administration tool.

For example, 1001@XX.XX.XX.XX



SIP user
extension



IP address of MiVoice Office 250

6. Enter the **Registration Interval** according to the guidelines defined in MiVoice Office 250 System Administration tool.
7. Enter the **Username** and **Password** using the MiVoice Office 250 System Administration tool.
8. Click **SAVE**.

9. Click **Settings** and select the **Disable Reinvites** check box.

10. Click **SAVE**.

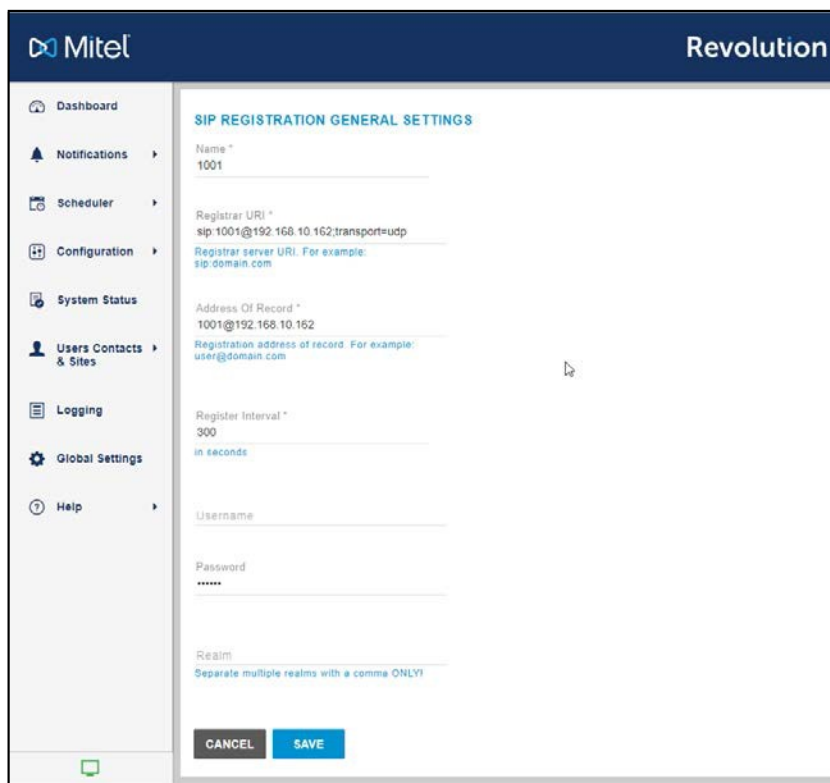
The screenshot shows the Mitel Revolution web interface. On the left is a navigation menu with options: Dashboard, Notifications, Scheduler, Configuration, System Status, Users Contacts & Sites, Logging, Global Settings, and Help. The main content area is titled 'SIP REGISTRATION GENERAL SETTINGS'. It contains several input fields: 'Name' with the value '1001', 'Registrar URI' with the value 'sip:1001@192.168.10.162;transport=udp', 'Registrar server URI' with a placeholder example 'sip:domain.com', 'Address Of Record' with the value '1001@192.168.10.162', 'Registration address of record' with a placeholder example 'user@domain.com', 'Register Interval' with the value '300' and a unit of 'in seconds', 'Username', 'Password' (masked with asterisks), and 'Realm' with a note 'Separate multiple realms with a comma ONLY'. At the bottom right of the form are 'CANCEL' and 'SAVE' buttons.

Figure 14: Example of Configuring the SIP Registration

For more details about SIP registration, see **Generic SIP registration** section in the [Mitel Revolution web help](#).

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 user name.
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 amount 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 reached, 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 does not use the default port.
Trusted Servers	Leave this field blank to accept connections from any IP address. Your company security policies dictate whether you need to list specific servers.
Transport Layer Security	<p>Your company security policies dictate whether you need to enable TLS for transferring data over your network. (TLS is the successor to SSL.)</p> <p>MiVoice Office 250 does not support TLS.</p>
Disable Reinvites	<p>Select the check box to enable this option. By default, this check box is cleared.</p> <p>If you are using a Cloud PBX system (for example, BroadSoft), you must perform the following SIP configuration:</p> <ul style="list-style-type: none"> • 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. <p>The type of firewall you have set up determines whether you need to configure STUN server. Consult your network administrator.</p> <ul style="list-style-type: none"> • 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 system.

7. Click **SAVE**.

The screenshot shows the Mitel Revolution configuration interface. The left sidebar contains navigation links: Dashboard, Notifications, Scheduler, Configuration, System Status, Users Contacts & Sites, Logging, and Global Settings. The main content area is titled 'ACTIVATORS' and has tabs for CAP, IP Device, Mitel, Mobile & 3rd Party, Polycorn, SIP, SNMP, and Status. The 'SIP' tab is selected, showing a 'SETTINGS' sub-tab. The settings include fields for STUN Server, Outbound Proxy Servers, Inbound Digest Realm, Inbound Username, and Inbound Password (masked with dots). A note states: 'Clients (e.g. PBX systems) will be prompted for the above credentials when connecting. If blank, auth will not be required.' There is also a 'Trusted Servers' field with a note: 'Only accept requests from these IPs. Leave empty to accept connections from any IP.' A checkbox for 'Disable Reinvites' is present, with a note: 'Check this if using a cloud PBX or other system that does not support REINVITES.' A link for 'Show advanced settings' is at the bottom, along with a 'SAVE' button.

Create SIP Lines

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 extensions, enter the SIP extension number defined in the MiVoice Office 250 System Administration tool. 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** text 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 SIP Endpoints

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

1. Go to **Configuration > Notifiers > SIP**.
2. Click **NEW > NEW SIP ENDPOINT**.
The **SIP ENDPOINT GENERAL SETTINGS** page opens.
3. Enter a descriptive **Name** that will help your users identify 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 Office 250 System Administration tool

Note: All SIP endpoints must include TCP as the transport type. Prefix the SIP line number with the direct page access number defined in the MiVoice Office 250 System Administration tool.

For example, if 9600 is the page group number, the corresponding SIP endpoint should be [sip:9600@XXX.X.X.X;transport=UDP](#)


5. Click **SAVE**.

SIP ENDPOINT GENERAL SETTINGS

Name *
MIVO250

SIP_URI *
sip:9601@192.168.10.162
example: sip:123@10.1.1.10

User Name

Password 

Domain Or Realm
might not be required -- consult your SIP device or trunk documentation

RTP Port
0

DTMF Delay
3
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.

☒ **Use SIP Registrations**
Enable this to use SIP registrations to initiate a call rather than the SIP URI.

Note: By default, the **User SIP Registrations** checkbox is selected, users must not clear this check box.

For more details about creating endpoints, see the **SIP Endpoints** section in the [Mitel Revolution web help](#).

Create 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 the **Notifications Basics** and the **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:

- **Notification Name:** Enter a descriptive **Name** for the notification.
- **Notification Type:** Select **One-way** from the drop-down list.
- **Priority:** You can assign a priority level in the range 1-10.
- **Dashboard Icon:** Select an image from the drop-down list.


4. Click the **TRIGGERS** settings and enter the following values:

- From the **Activator** drop-down list, select **SIP**.
- From the **Trigger** drop-down list, select **New Trigger**.
- Enter a descriptive **Name** for the SIP line.
- Add the **Extension** number that you defined in the MiVoice Office 250 System Administration tool.

5. Click the **MESSAGE DETAILS** and enter the following values:

- From the **caller ID** drop-down list, select **Show**.
- Select the **Opening Tone** and **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 a speaker.
- (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.
- Choose **Font Color** for the notification fonts.

- f. Type the **Title** and **Body** names and add the required variables from the respective drop-down lists.



MESSAGE DETAILS

Content to send to the endpoints

Caller ID

Show

Opening Tone

Bell-Ding-1.mp3

Volume

10

☐ Use device default

Closing Tone

FV_Lunch-Break-Begin.wav


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 **ENDPOINT & CONTACT SELECTION**, start typing 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


Allow users to add endpoints dynamically


None


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)

- 6. Click **SAVE**.**

E-mail Activator and Notification

Perform the following steps to add an e-mail for an emergency call:

1. Go to **Configuration > Activators > Email**.
2. Click **NEW** and select **NEW IMAP SERVER SETTINGS**.
The **NEW IMAP SERVER SETTINGS** page opens.
3. Enter a **Name** for **IMAP SERVER**, **IMAP HOST NAME**, **PORT**, **USERNAME**, **PASSWORD** and select the **SSL** Check box.
4. Click **SAVE**.

Note: IMAP server setting/Exchange server setting enables retrieving the notification email and checking the Email Trigger for the notification.

Mitel Revolution

IMAP SERVER SETTINGS GENERAL SETTINGS

Name *

Email

☒ Available in All Sites

Hostname *

imap.gmail.com

Hostname or IP Address of the IMAP server

Port *

993

Username *

venkateshwaran54@gmail.com

Password *

☒ Use TLS

Most email servers require TLS

CANCEL **SAVE**

For more details about the fields in the Email settings, see **Configure Revolution Email Activator** section in the [Mitel Revolution web help](#). For details of emergency number setup, see the **About Emergency Services** section in the [MiVoice Office 250 help file](#).

Perform the following steps to add an Email Activator Trigger for an emergency call:

1. Go to **Configuration > Activators > Email**.
2. Click **NEW** and select **NEW EMAIL TRIGGER CONDITION GENERAL SETTINGS**.
3. The **NEW EMAIL TRIGGER CONDITION GENERAL SETTINGS** page opens.
4. Enter a **Name** for **EMAIL TRIGGER**.
5. Enter **Matching Conditions** as per the mail setup in MiVoice Office 250.
6. Click **Save**.

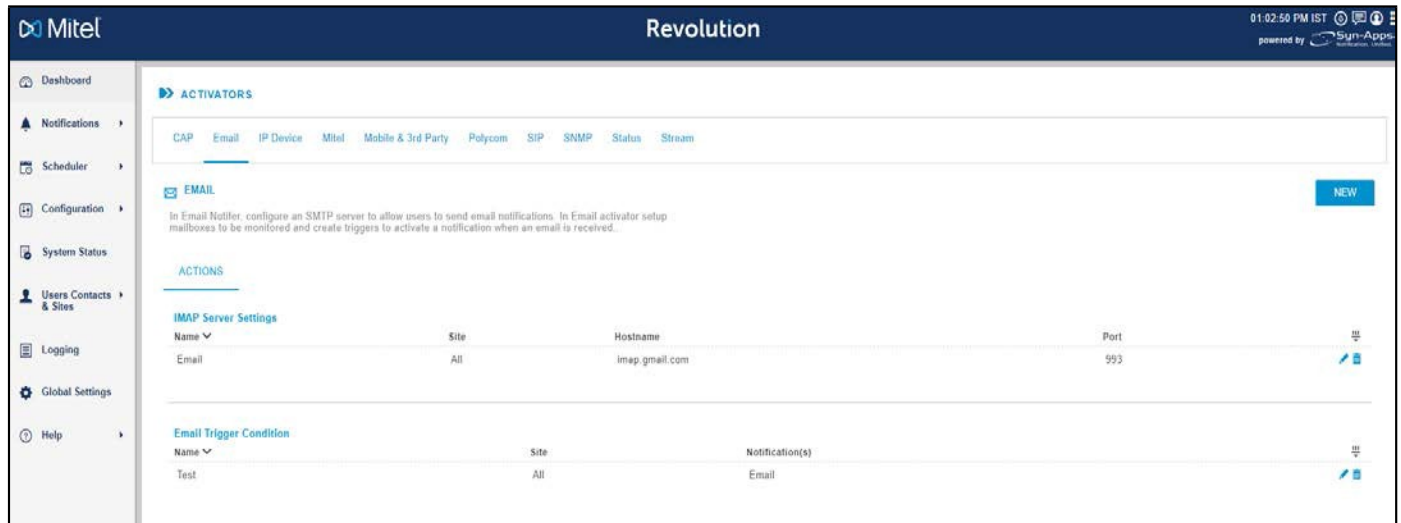
Note: When a user dials the emergency number, the MiVoice Office 250 sends out an E-mail to the Mitel Revolution interface and notification is initiated based on notification settings on Mitel Revolution. The Stored Message and Text & Image notification types are supported for E-mail notifications.

The screenshot displays the Mitel Revolution configuration interface. On the left is a sidebar with navigation links: Dashboard, Notifications, Scheduler, Configuration, System Status, Users Contacts & Sites, Logging, Global Settings, and Help. The main content area is titled 'EMAIL TRIGGER CONDITION GENERAL SETTINGS'. It contains the following fields and controls:

- Name ***: A text input field containing 'Test'.
- Available in All Sites**: A checkbox that is checked.
- Match Conditions**: A section with three dropdown menus: 'Field *' (Subject), 'MatchType *' (Contains), and 'Pattern *' (Registered *Emergency Ca). There is a trash icon to the right of the Pattern dropdown.
- Activator Text Body Template**: A text area containing '{Body} {Subject}'.
- Buttons**: 'CANCEL' and 'SAVE' buttons at the bottom.

Below the text area, a note states: 'Text is passed into the activated notification's body field'.

Figure 15: Shows EMAIL TRIGGER CONDITION GENERAL SETTINGS



Assign the Email Activator to the Notification (Email notification)

Perform the following steps to create a notification that you want to send and assign an E-mail Activator to the notification:

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

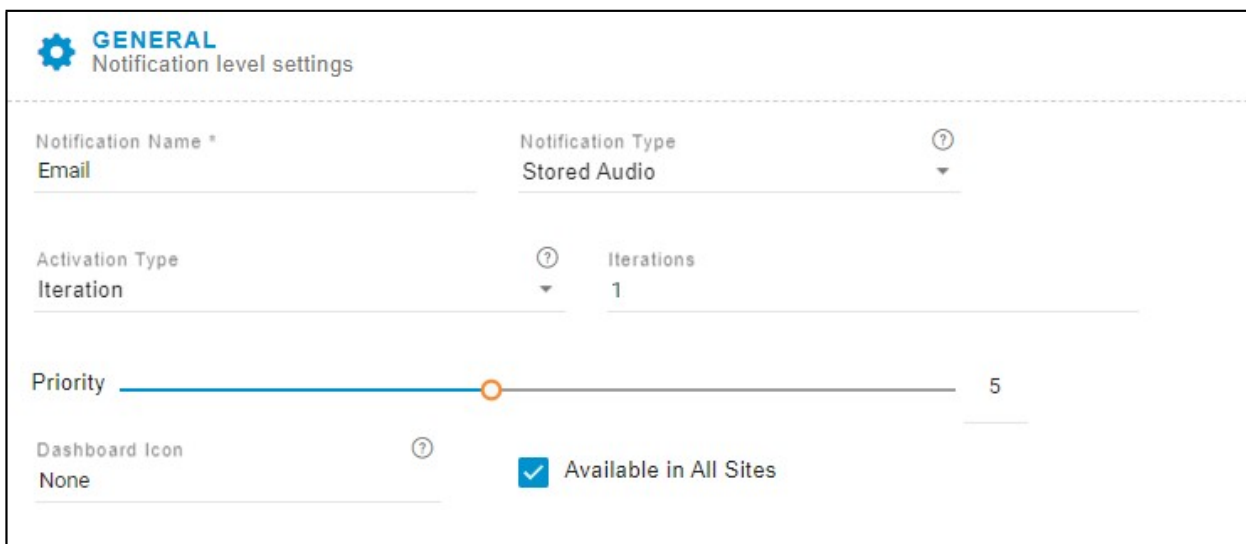
Field	Value
General	<p>From the Notification Type drop-down list, select Text and Images or Stored Audio notification type.</p> <p>You can select Text to Speech as this is an emergency notification.</p> <p>To include an opening tone to draw the receiver's attention, select Stored Audio notification type. Do not select One-Way, Recorded, or Two-Way notification types.</p>
Select Triggers	<p>From the Activator drop-down list, select Email and then select the trigger you created.</p>
Message Details	<p>Select the Title and Body variables that you defined in the Mitel Dial Monitor page for the emergency call. The following table describes the variables that can be selected while creating a notification.</p>
Endpoint & Contacts	<p>Assign the endpoints and contacts to which you want the emergency notification to be sent.</p> <p>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.</p>

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

Trigger a 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 in the range 1-10.



GENERAL
Notification level settings

Notification Name *
Email

Notification Type
Stored Audio

Activation Type
Iteration

Iterations
1

Priority
5

Dashboard Icon
None

☒ Available in All Sites

- e. **Dashboard Icon**: Select an image from the drop-down list.
4. Click the **TRIGGERS** settings and enter the following values:
 - a. From the **Activator** drop-down list, select **Email**.

GENERAL
Notification level settings

>

SELECT TRIGGERS
Select what activates the notification

>

Email - Test

🗑

ADD A NEW TRIGGER

Activator

MESSAGE DETAILS
Content to send to the endpoints

>

ENDPOINT & CONTACT SELECTION
Devices & Contacts that the notification will be sent to

>

5. From the **Trigger** drop-down list, select **Test**.
6. 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 drop- down lists.

MESSAGE DETAILS
Content to send to the endpoints

>

Caller ID
Show

?

Select Audio

Air-Raid-Siren.mp3

Volume

7
☐ Use device default

Select Image

Font Color

Devices without font color support will use their default color

Title *

{callerID}

{}

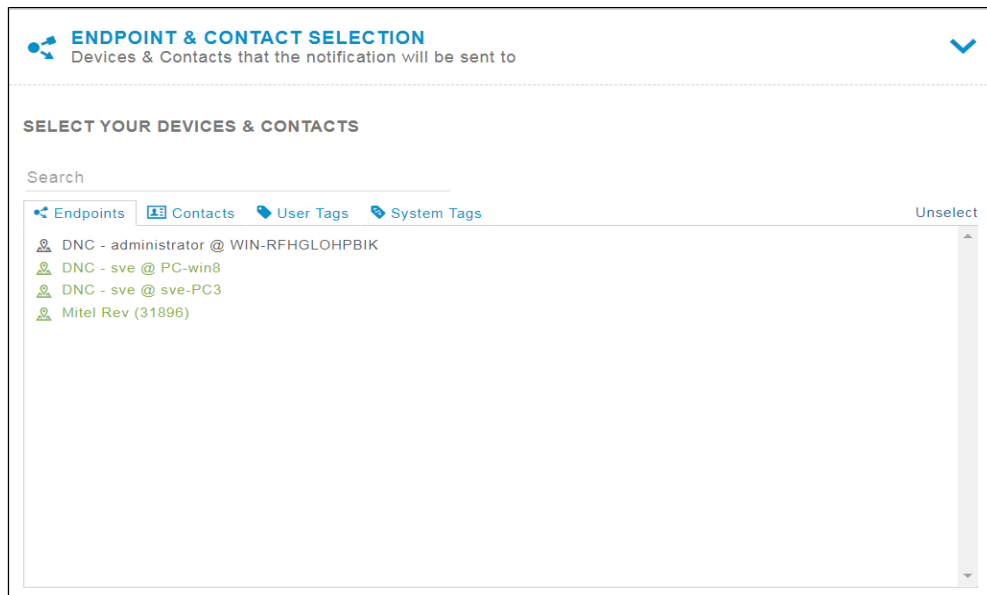
Body

{activatorBody}{activatorCoordinates}{activatorLocation}{activatorTitle}{dateLocal}

{}

{notificationName}{timeLocal}

In the **Endpoint & Contact Selection**, start typing 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.

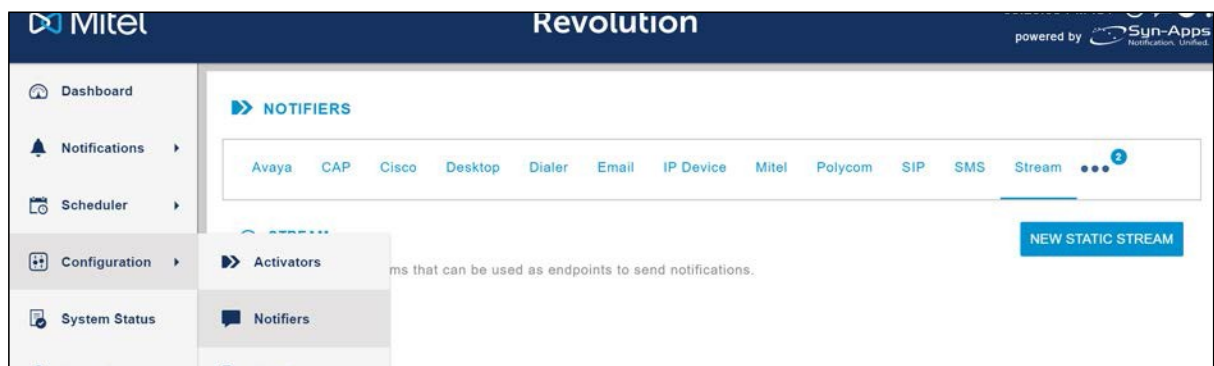


7. Click **Save**.

Multicast Configuration

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

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



2. Click on **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 the multicast IP.

STATIC STREAM GENERAL SETTINGS

Name *

ML Test

IP Address *

239.10.10.13

Port *

24964

If the stream routes through a Paging Relay, the assigned port number must be an even value in the range of 20480-32768

Route To Networks

Provide comma delimited network addresses in CIDR /24 format that you would like Revolution to use to relay static stream audio.

CANCEL **SAVE**

- Once the stream is created, assign the stream as an endpoint for the notification.

ENDPOINT & CONTACT SELECTION

Devices & Contacts that the notification will be sent to

Allow users to add endpoints dynamically

None

SELECT YOUR DEVICES & CONTACTS

Search

Endpoints **Contacts** **User Tags** **System Tags** Unsel

- 2003
- 2323
- 250
- Aastra6869I - 5015
- Mitel6920 - 1019
- Mitel6920 - 5011
- Mitel6930 - 1007
- Mitel6930 - 1007
- MIVo250
- ML Test
- Test Multicast

Note: 53xx phones do not support multicast.

Priority Groups:

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

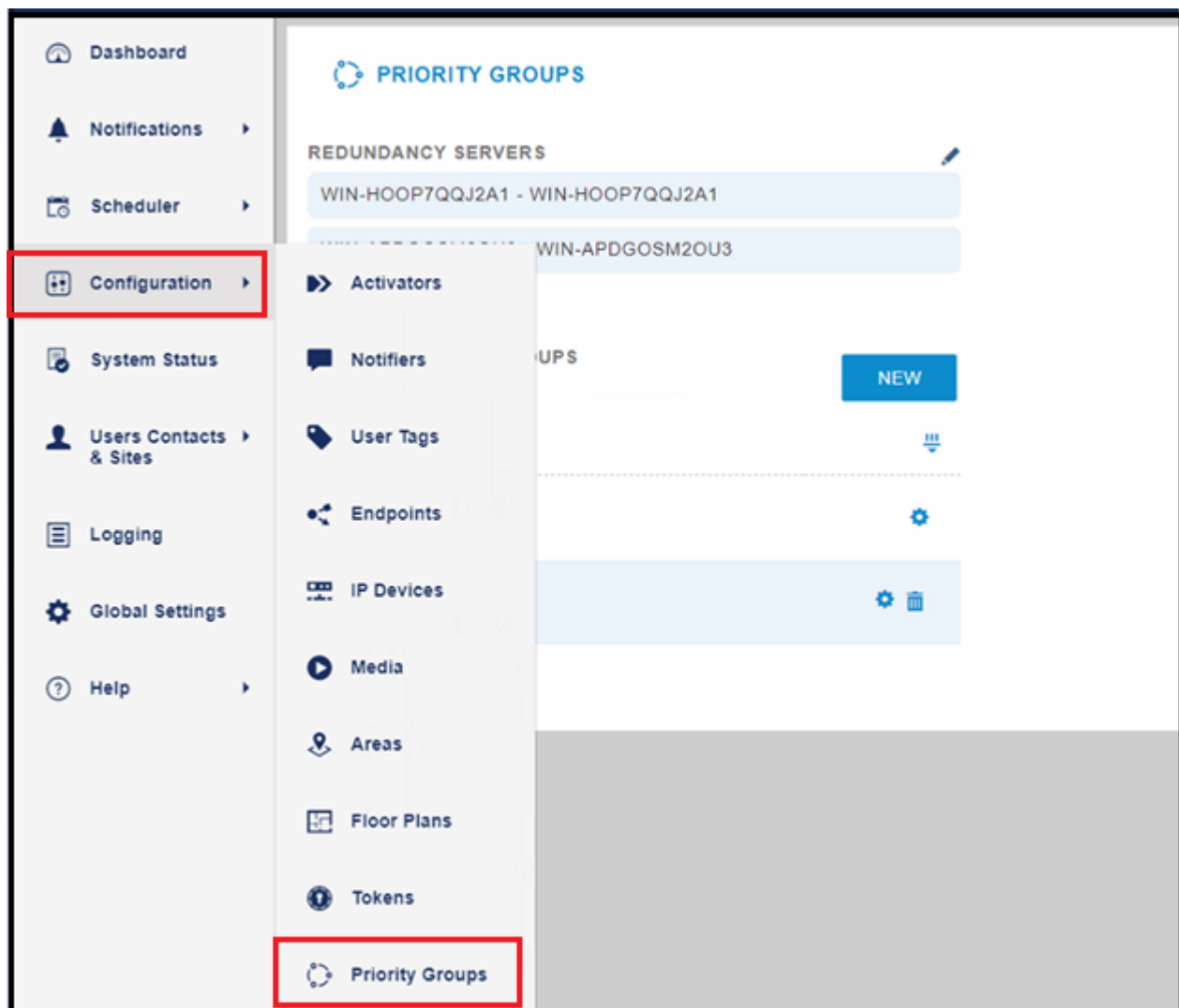
Priority groups are used to:

- 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.



SERVER PRIORITY GROUPS

NEW

Name	
DEFAULT	
Secondary	
New Priority Group	
WIN-HOOP7QQJ2A1 - WIN-HOOP7QQJ2A1	
WIN-APDGOSM2OU3 - WIN-APDGOSM2OU3	

CANCEL

SAVE

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**.

The screenshot displays the 'SIP LINE GENERAL SETTINGS' page in the Mitel Revolution Configuration interface. The left sidebar contains navigation links: Dashboard, Notifications, Scheduler, Configuration, System Status, Users Contacts & Sites, Logging, Global Settings, and Help. The main content area shows the following settings:

- Name ***: mivb_notify_1519
- ☒ **Available in All Sites**
- Priority Group**: Secondary (highlighted with a red box)
- Extension ***: 1519
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

At the bottom of the form are two buttons: **CANCEL** and **SAVE**.

Priority Group selection for SIP notification

To access the SIP Registration, navigate to **Configuration > Activators > SIP > SIP Registration**.

Dashboard

Notifications

Scheduler

Configuration

System Status

Users Contacts & Sites

Logging

Global Settings

Help

SIP REGISTRATION GENERAL SETTINGS

Name *
1009

Priority Group
Secondary

Registrar URI *
sip:192.168.10.69
Registrar server URI. For example:
sip:domain.com

Address Of Record *
1009@192.168.10.69
Registration address of record. For example:
user@domain.com

Register Interval *
300
in seconds

Username

Password

Realm
Separate multiple realms with a comma ONLY!

CANCEL

SAVE

Third-Party Troubleshooting

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

You can access these logs from Mitel Revolution > Logging.

See the [Mitel Revolution web help > Logging](#) topic for more information. 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 for creating a ticket for a non-ARID product by using IVR and by using 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**.

Service Request Details | Contact Information | **Product Information**

☐ Enter a license ID ☒ Select a product

License ID:

Product Name: *

SW Version: *

On-Site Version:

Platform:

Sub-Product:

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

➤ If the customer site is not listed, please use your company's name

Service Request Details | Contact Information | Product Information | **Site Information**

Select Site: *

Site Name:

Address:

City:

Zip Code:

State/Province:

Country:

Phone Number:

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

Create New Service Request

Service Request Details | Contact Information | Product Information | Site Information | **Troubleshooting Notes**

Symptoms/Details: *

Value is required

Navigation

Appendix 1 Mitel Revolution Integration Notes for MiVoice Office 250

The following table summarizes a list of Integrated features available when Mitel Revolution is connected to the MiVoice Office 250.

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 the notifications when the primary stops responding.

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

Activator/ Notification		Integration Detail
Activators		
SIP Activator		Supported SIP Activator code is sent to Revolution using SIP Trunks.
Emergency Call Activator		Supported Email notification is triggered when an emergency call is made.
SIP Activator (Active-Standby)		Not supported No option to point an alternate route when the primary route fails.
Emergency Call Trigger (Active-Standby)		Supported It hardly matters which Revolution is active. There is no direct connection between MiVoice Office 250 and Revolution but MiVoice Office 250 triggers an emergency email, and Revolution downloads email and sends the notification depending on which server is active.
SIP Activator (Active-Active)		Supported A different route needs to be set up on MiVoice Office 250 so that the SIP Activator code can be sent to both the primary and secondary Revolution servers as needed.
Emergency Call trigger (Active-Active)		Supported
Notifications		
	MiNET	Supported on 53XX phones. 69XX phones on MiVoice Office 250 do not

PBX Paging Notification		support MiNET.
	SIP	Not supported
XML Text Display	MiNET	53XX phones do not support XML text display. 69XX phones on MiVoice Office 250 do not support MiNET.
	SIP	Not Supported There is a tight XML integration between 69XX and MiVoice Office Application suite (MiVOAS). For 69XX to receive XML notifications, they need to be registered as XML end points on Revolution. As per the current support on 69XX, only one XML connection can exist. If the phones are already pointed to MiVOAS, they cannot be used to receive the XML notification. This feature will be made available in SIP R6.0.
XML Audio	MiNET	53XX phones do not support XML. 69XX phones on MiVoice Office 250 do not support MiNET.
	SIP	Not Supported Refer to the other XML Note in appendix.
Multicast	MiNET	53XX phones do not support Multicast. 69XX phones on MiVoice Office 250 do not support MiNET.
	SIP	69XX phones support multicast streaming.
Location details	Not supported	
PBX Paging Notification (Active-Standby)	Supported Secondary Revolution takes 5 seconds to 10 seconds to register with MiVoice Office 250 after the primary goes down. Subsequently, it uses the same SIP registration to send out paging notifications.	
XML Notification (Active-Standby)	Not supported Revolution expects the Phones to be registered with both Revolution servers for the secondary Revolution to send XML notifications.	
Multicast Notification (Active-Standby)	Supported secondary Revolution sends the multicast notifications while the primary is not available.	
PBX Paging Notification (Active-Active)	Supported For Paging to work simultaneously from both primary and secondary servers, these servers need to be registered separately with MiVoice Office 250. Revolution uses SIP user to	

	stream the paging. Revolution sends SIP registration to active priority group server.
XML Notification (Active-Active)	Not Supported Refer to the other XML Note in appendix.
Multicast Notification (Active-Active)	Supported Both primary and secondary Revolution can handle multicast notifications at a given time.



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