

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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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.

Emergency Call Notifications (USA Only)

For customers in the USA utilizing a next-generation 911 solution (NG911) for emergency call routing purposes, the NG911 vendor should be considered as the primary source for Kari's Law local alerting, and Revolution notifications of 911 calls should be considered an ancillary alert of the event, with the activation of 911-related Mitel Revolution notifications being triggered by the NG911 vendor and not the PBX.

If the customer is not using a NG911 vendor for emergency calls then Mitel Revolution can serve as the primary notifier and mechanism for enabling local alerts associated with Kari's Law.

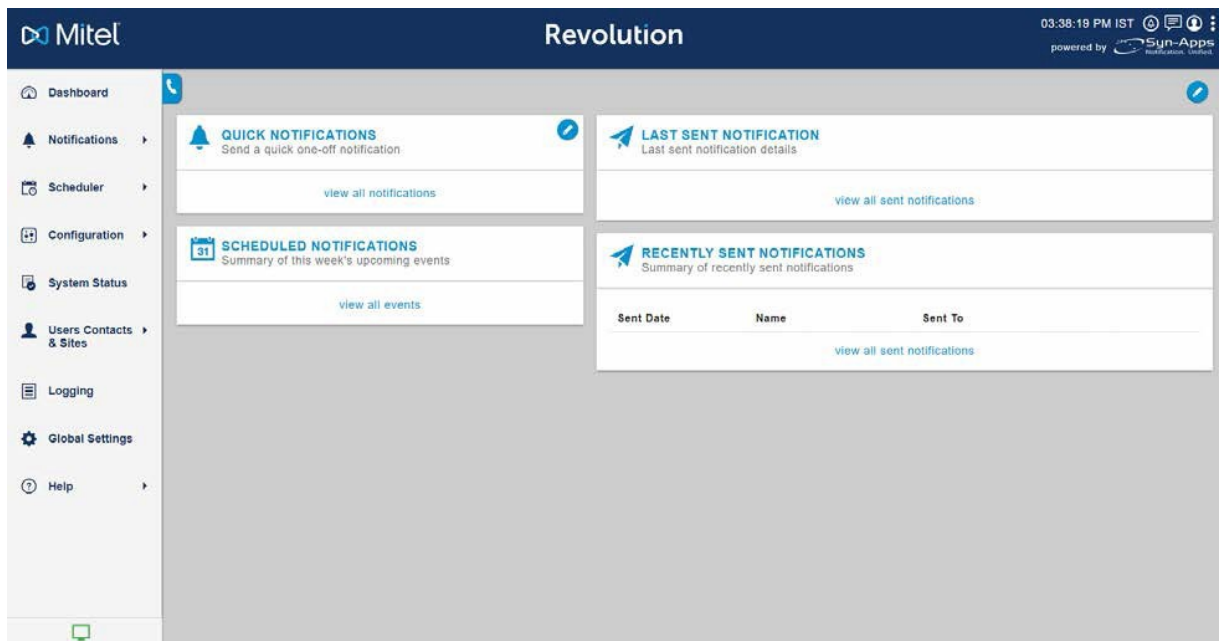
Documentation

- **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](#).

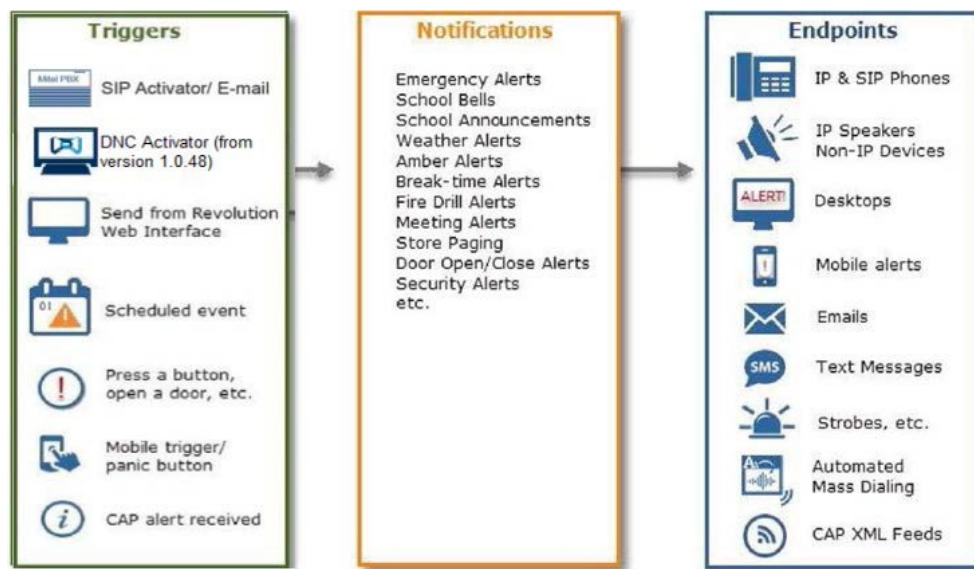
- **MiVoice Office 250 DB Programming Help:** The MiVoice Office 250 DB Programming Help provides information about installation programming. To access MiVoice Office 250 DB Programming Help, while in DB Programming, select Help – Help Topics, or press F1.

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



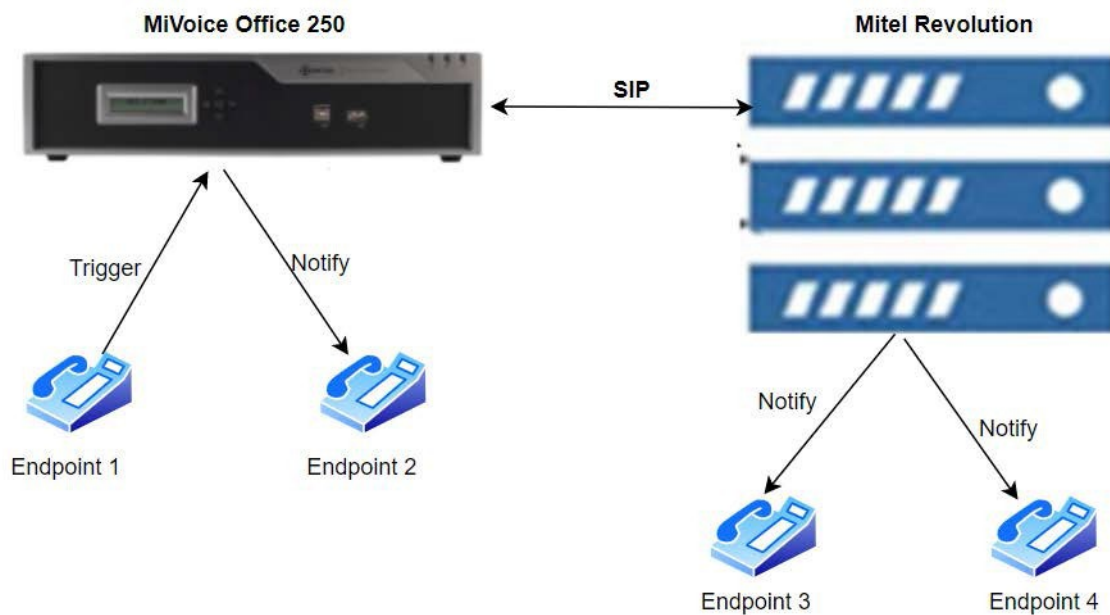
Creating Notifications involve the following three main steps:

1. Assigning the triggers for sending notifications. (SIP Activator/E-mail/DNC Activator).
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.

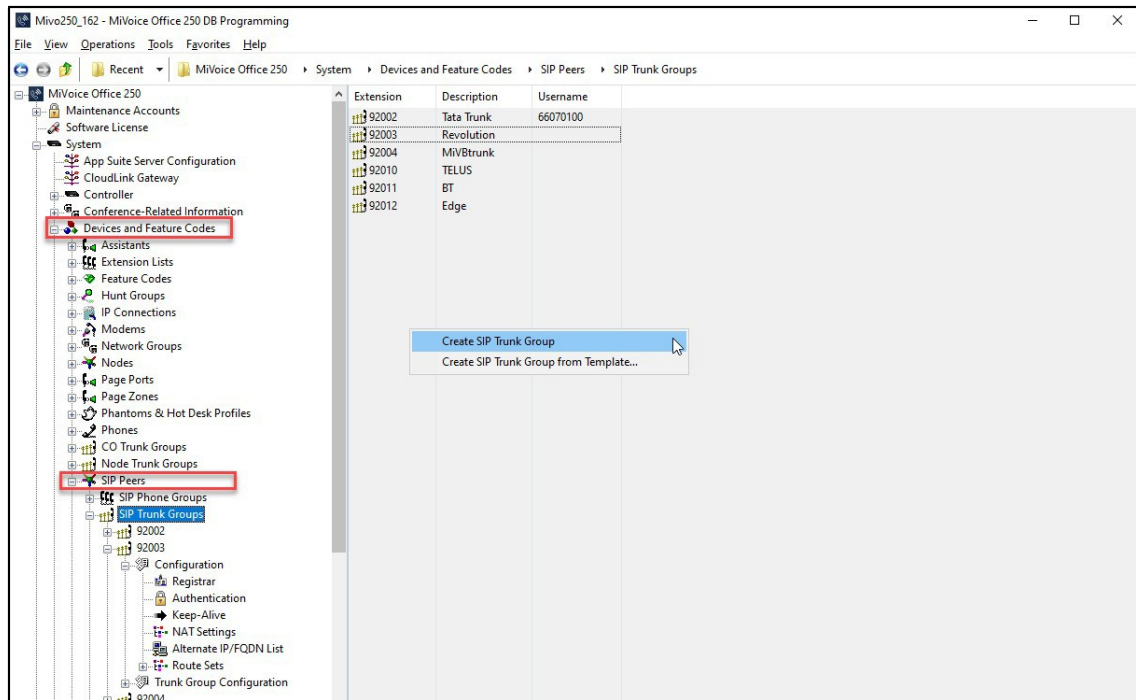


Figure 1: Example of Creating a SIP Trunk Group

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

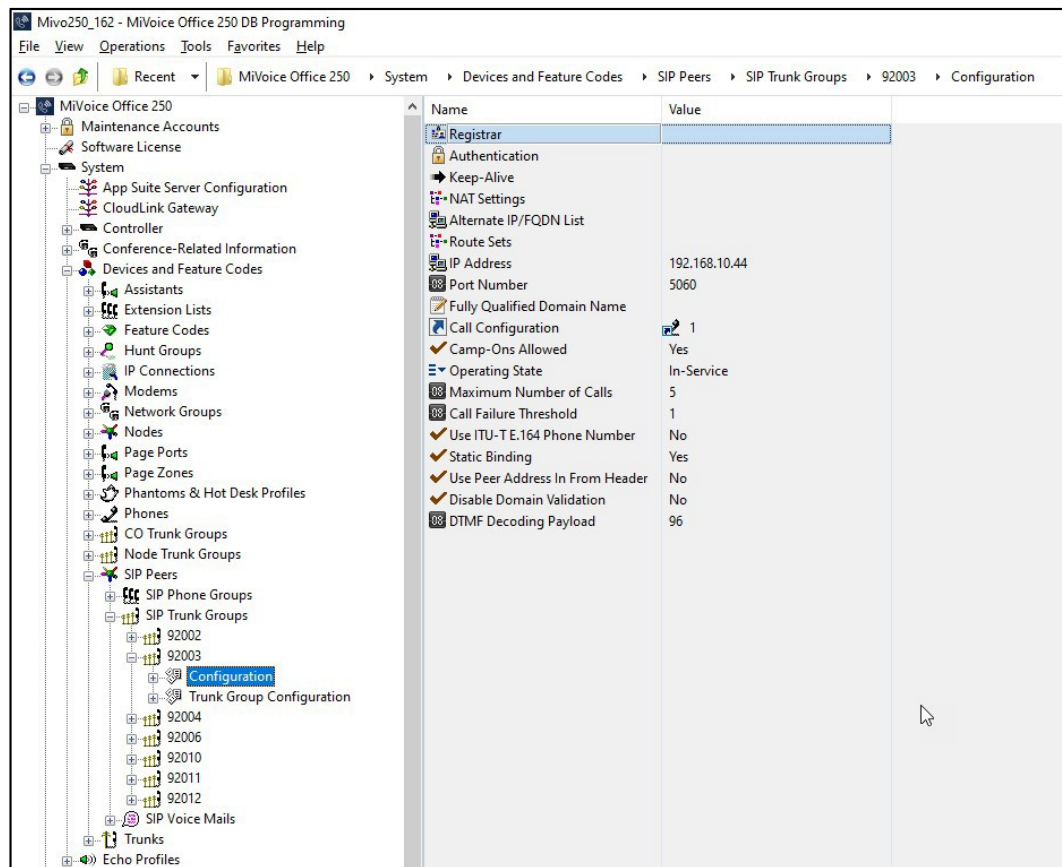


Figure 2: Example of Configuration Settings

- **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 shows the MiVoice Office 250 DB Programming interface. The left pane displays a tree structure of configuration options. The right pane displays a table of configuration parameters for the selected SIP Peer.

Left Pane (Tree Structure):

- Mivo250_162 - MiVoice Office 250 DB Programming
 - File
 - View
 - Operations
 - Tools
 - Favorites
 - Help
 - Recent
 - MiVoice Office 250
 - System
 - Devices and Feature Codes
 - SIP Peers
 - SIP Trunk Groups
 - 92003
 - Configuration
 - Registrar** (highlighted with a red box)
 - Authentication
 - Keep-Alive
 - NAT Settings
 - Alternate IP/FQDN List
 - Route Sets
 - Trunk Group Configuration
 - Trunks
 - Multiple Ring-In
 - Emergency Outgoing Access
 - Outgoing Access
 - Toll Restriction

Right Pane (Configuration Table):

| 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 interface. The left sidebar shows a tree view of the configuration hierarchy, with 'Authentication' selected under 'Configuration' for SIP Trunk Group 92003. The main pane shows a table of authentication settings.

| Name | Value |
|---|-------|
| <input checked="" type="checkbox"/> Enable In-bound Authentication | No |
| <input checked="" type="checkbox"/> In-bound Authentication Username | |
| <input checked="" type="checkbox"/> In-bound Authentication Password | |
| <input checked="" type="checkbox"/> Out-bound Username | |
| <input checked="" 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*.

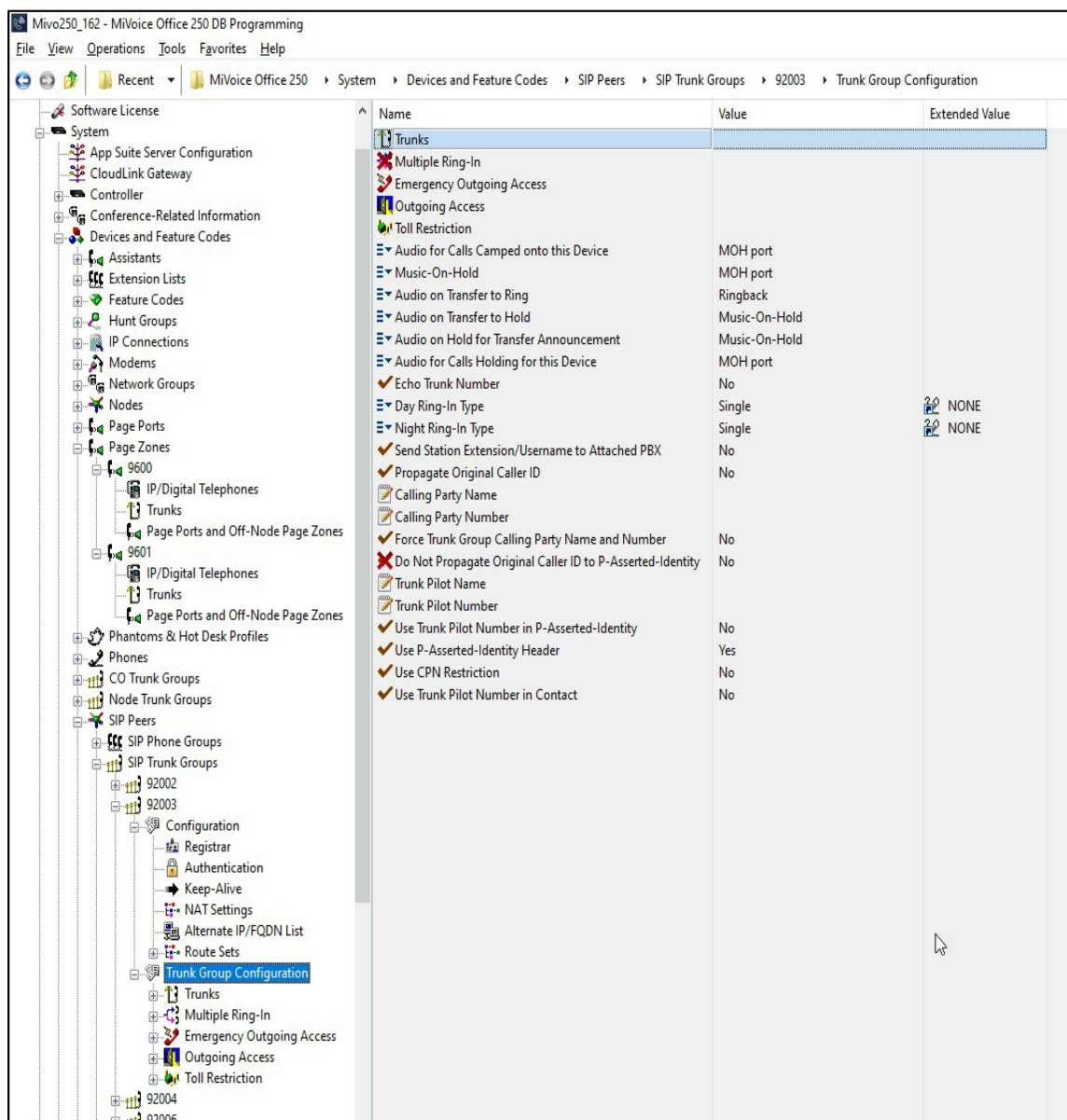


Figure 5: Example of Trunk Group Configuration

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.

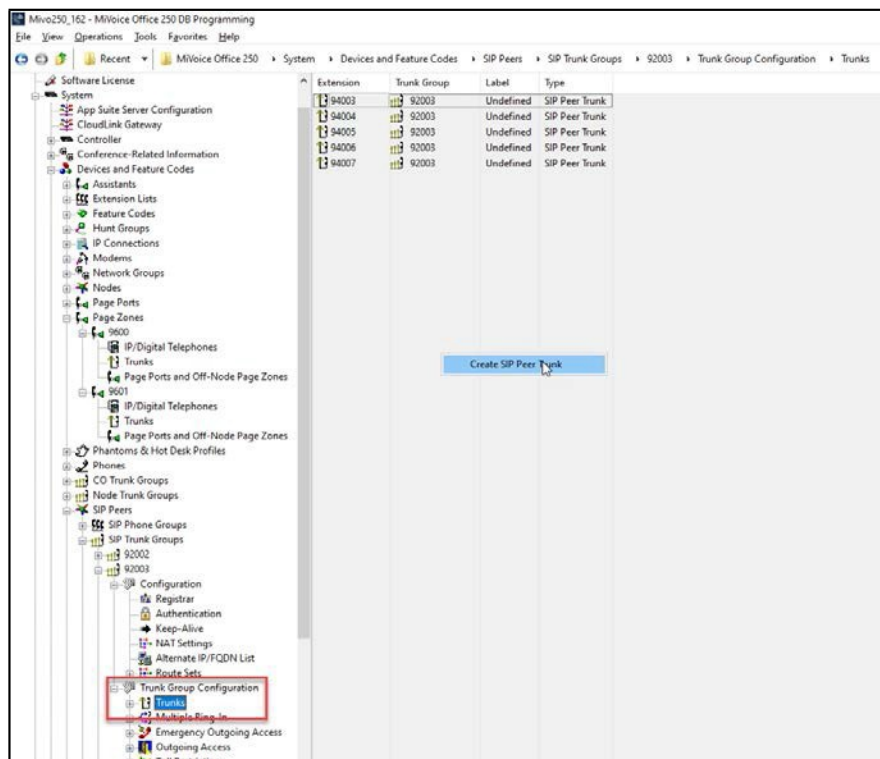


Figure 6: Example of SIP Trunks creating

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.

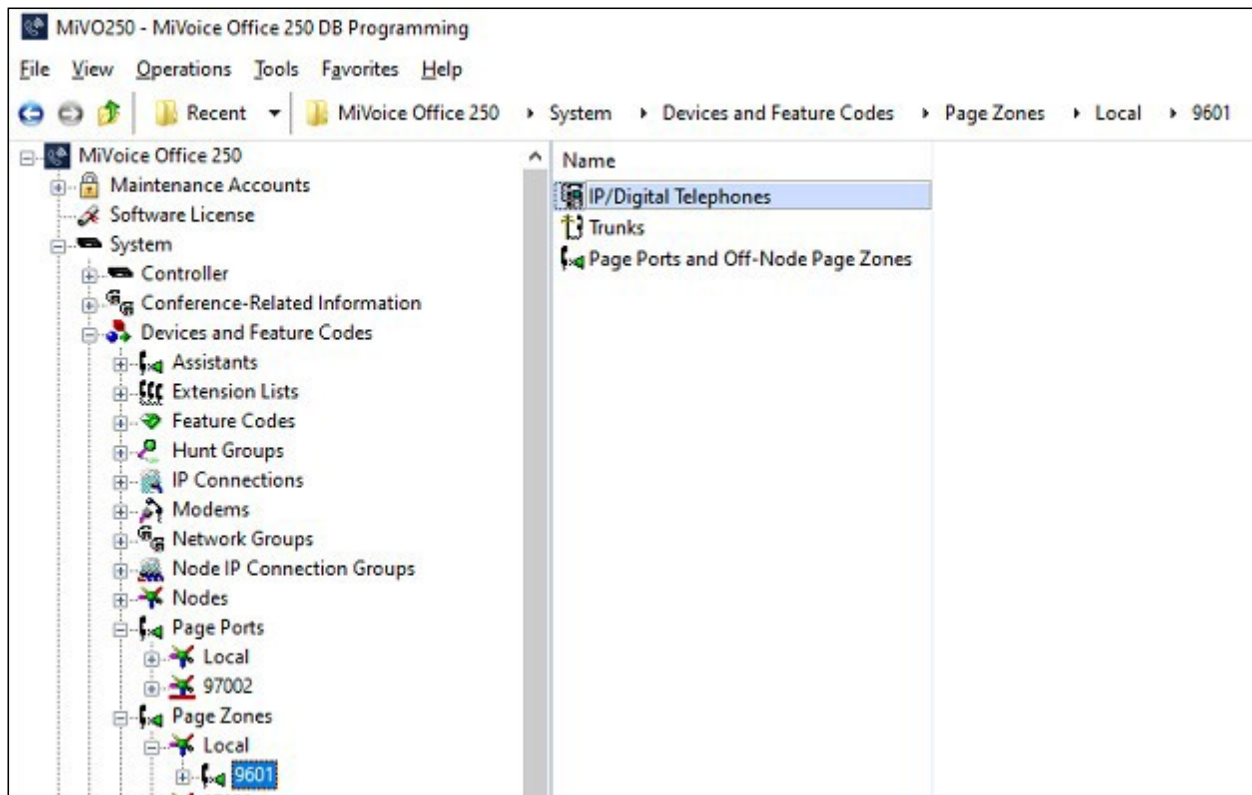


Figure 7: Shows IP/Digital Telephones tab

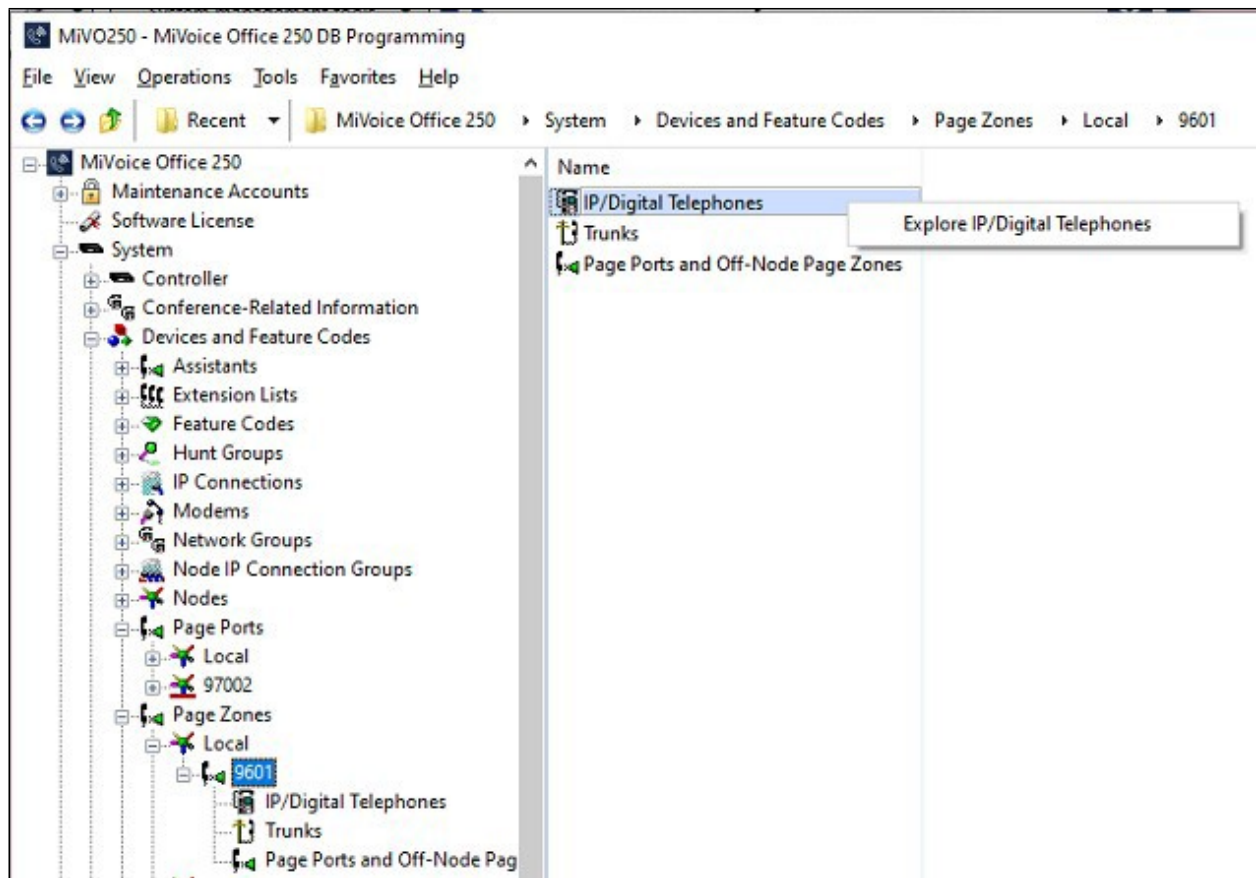


Figure 8: Shows Explore IP/Digital Telephones tab

MiVoice Office 250 Configuration

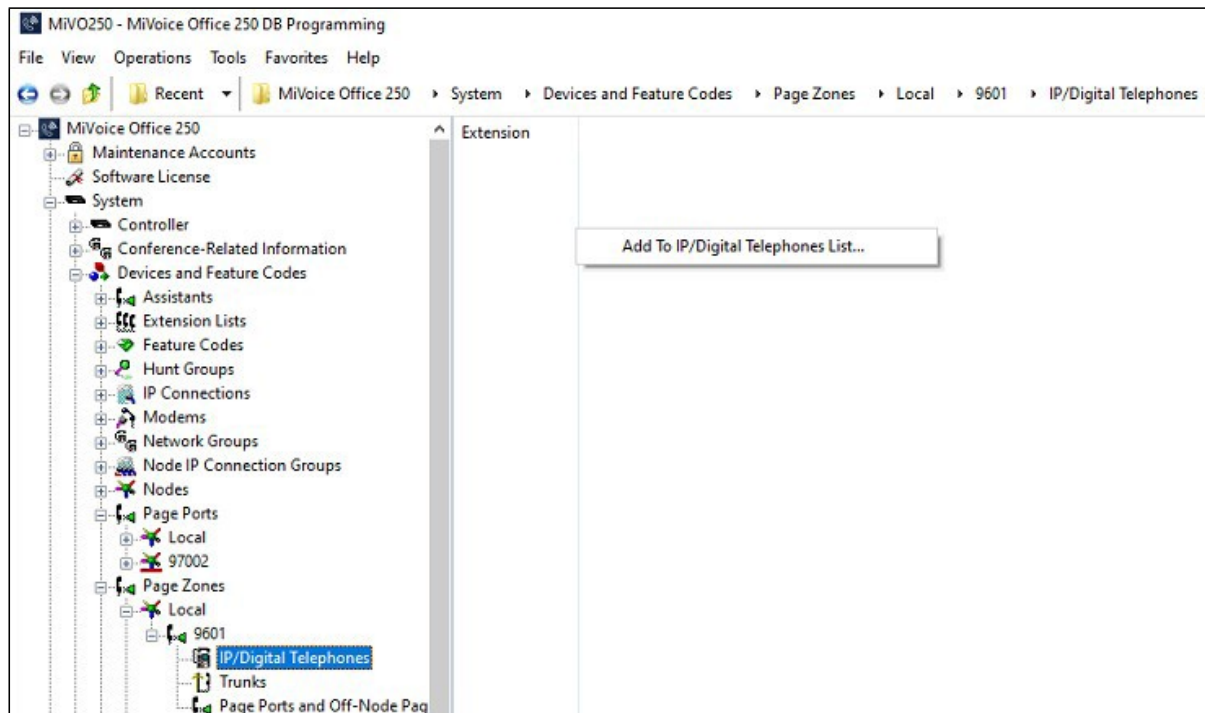


Figure 9: Shows Add To IP/Digital Telephones List tab

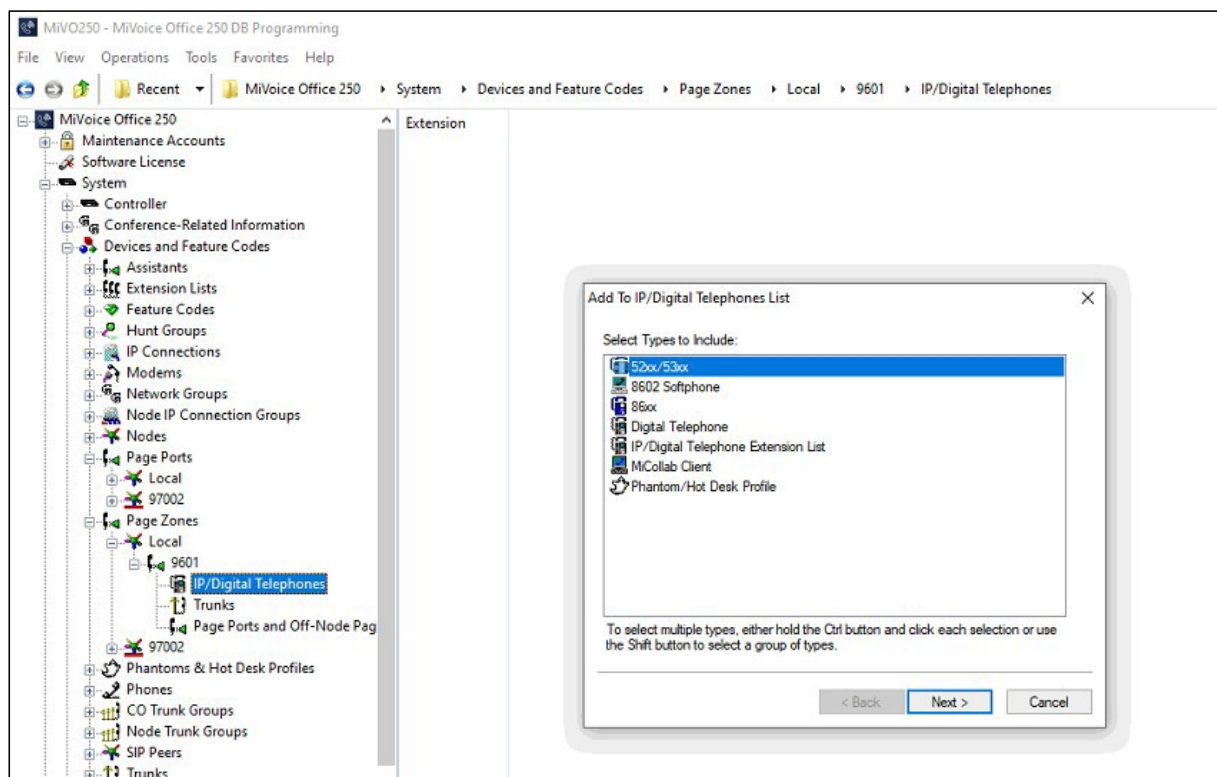


Figure 10: Shows IP/Digital Telephones List

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.
- When the customer site is configured to use a NG911 vendor for emergency call routing, the Mitel Revolution activator for emergency call notification must be the NG911 vendor service (for example, through an inbound email notification from the NG911 provider to Mitel Revolution, or through an API-based integration between the NG911 vendor and Mitel Revolution), and not a 911 activation from the PBX.

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.

MiVoice Office 250 Configuration

The screenshot displays the MiVoice Office 250 configuration application. The left sidebar shows a tree view of configuration categories, with 'E-mail Gateway' selected. The right pane shows a list of configuration parameters for the selected category.

| Name | Value |
|---------------------------------|----------------------------|
| Administrator E-mail Address | |
| E-mail Address | |
| E-mail Real Name | venkatesh |
| E-mail SMTP Port | 587 |
| E-mail SMTP Server | smtp.gmail.com |
| E-mail System | SMTP |
| E-mail Username | venkateshwaran54@gmail.com |
| Gateway Password | ##### |
| Allow any authorization servers | Yes |

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 | ##### |

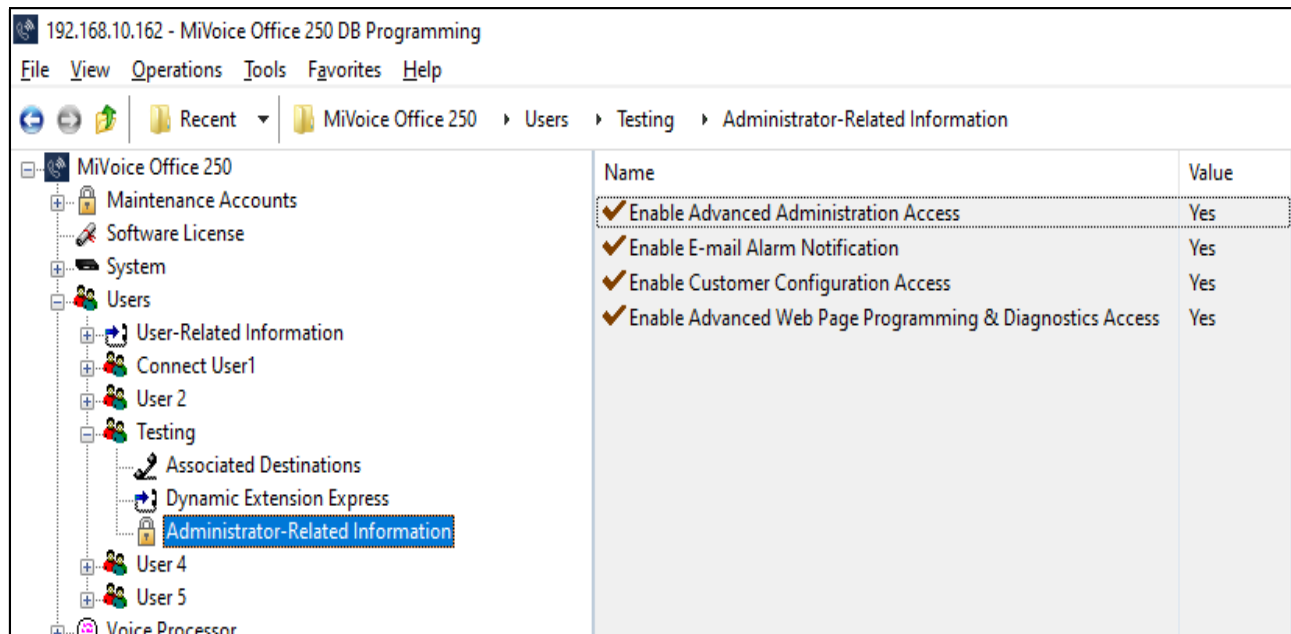


Figure 12: Shows Administrator-Related Information

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.

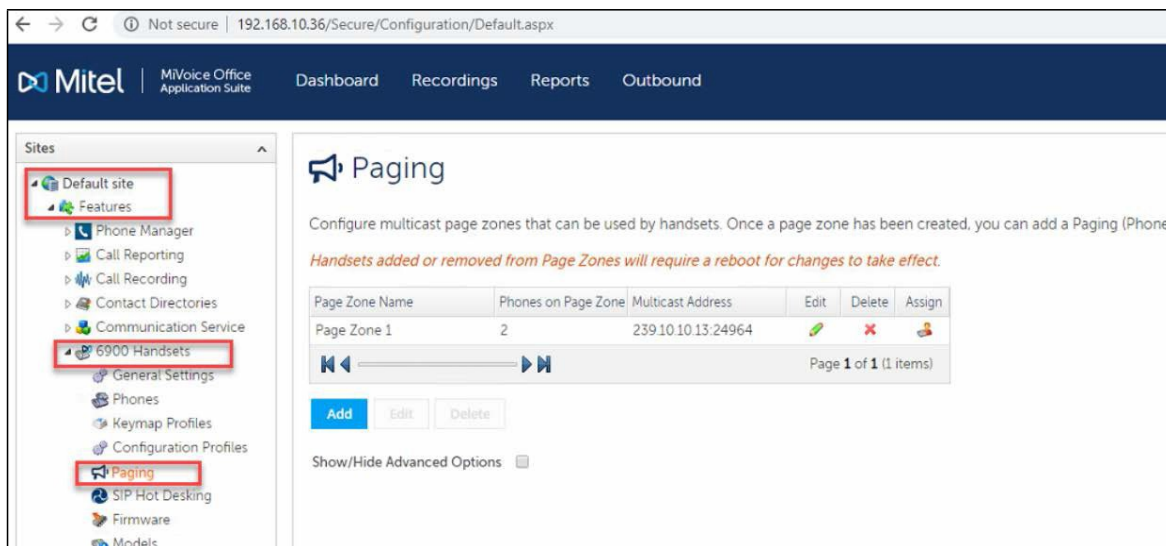


Figure 13: Shows Multicast Configuration on MiVOAS

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 | | | |

This screenshot shows the 'Add Page Zone' dialog box open over the Paging configuration page. The dialog box has 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

This screenshot shows the 'Apply Paging to Phones' dialog box open over the Paging configuration page. The dialog box displays 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 > Phone Systems > 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**.

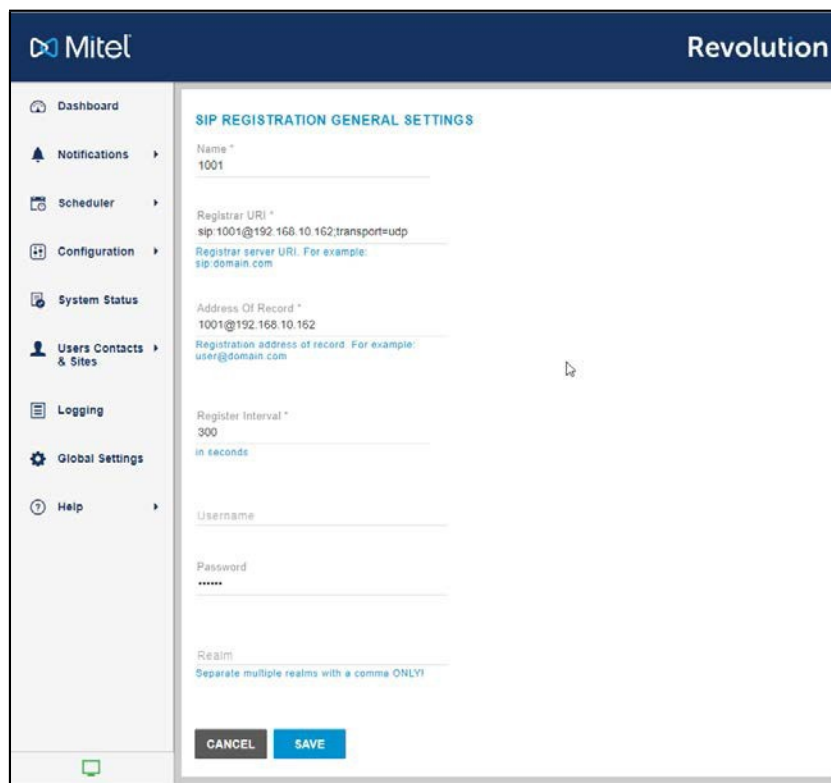
The screenshot shows the Mitel Revolution web interface. On the left is a navigation sidebar with icons and labels for Dashboard, Notifications, Scheduler, Configuration, System Status, Users Contacts & Sites, Logging, Global Settings, and Help. The main content area is titled 'SIP REGISTRATION GENERAL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

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 > Phone Systems > 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 | Your company security policies dictate whether you need to enable TLS for transferring data over your network. (TLS is the successor to SSL.)

MiVoice Office 250 does not support TLS. |
| 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.

The type of firewall you have set up determines whether you need to configure STUN server. Consult your network administrator. • 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 displays the Mitel Revolution web interface. On the left is a navigation sidebar with links to 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, Polycom, SIP, SNMP, and Status. The 'SIP' tab is selected. Below the tabs, there is a brief instruction: 'First, configure your SIP trunk. Then configure SIP Activator. Next, in SIP Activator create SIP lines (within the range defined in your SIP trunk) and assign them as triggers to send notifications by dialing the line number. In S Notifier, set up audio notifications through a SIP call to any SIP-compliant IP devices not running the Syn-Apps IP Device API such as analog phones, external phone numbers, etc..'. The 'SETTINGS' sub-tab is active, showing fields for STUN Server, Outbound Proxy Servers, Inbound Digest Realm, Inbound Username, and Inbound Password (masked with dots and an eye icon). A note states: 'Clients (e.g. PBX systems) will be prompted for the above credentials when connecting. If blank, auth will not be required.' Below these are fields for Trusted Servers and a checkbox for 'Disable Reinvites' with a note: 'Check this if using a cloud PBX or other system that does not support REINVITES'. A 'Show advanced settings' link is present. At the bottom is a blue 'SAVE' button.

Create SIP Lines

Perform the following steps to create a new SIP line:

1. Go to **Configuration > Phone Systems > 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 > Phone Systems > 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**.

The screenshot shows the 'SIP ENDPOINT GENERAL SETTINGS' form. It includes the following fields and options:

- Name ***: MIVO250
- SIP_URI ***: sip:9601@192.168.10.162
example: sip:123@10.1.1.10
- User Name**: (empty)
- Password**: (empty, with an eye icon for visibility toggle)
- 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

Closing Tone
FV_Lunch-Break-Begin.wav

Volume
10 ☐ Use device default

Select Image

Font Color
[Color Picker]
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 > 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.

The screenshot shows the Mitel Revolution web 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 is titled "IMAP SERVER SETTINGS GENERAL SETTINGS". It contains the following fields and options:

- 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** and **SAVE** buttons at the bottom.

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 > 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**.

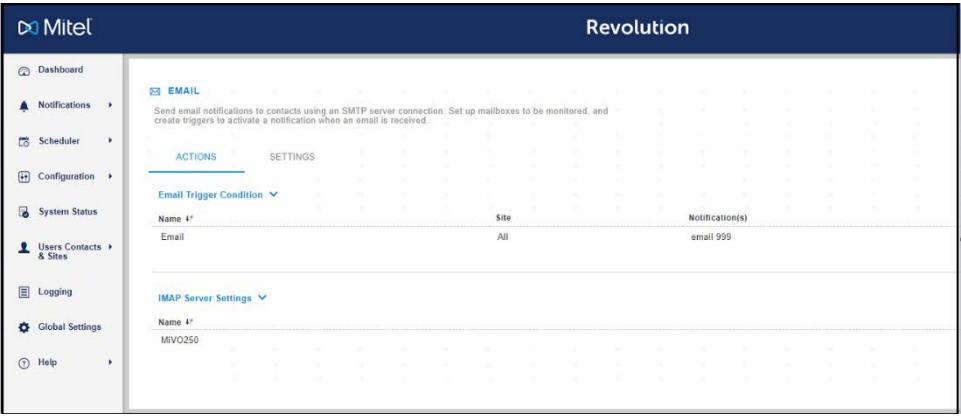
Note: When a user dials the emergency number, the MiVoice Office 250 sends out an E-mail to the Mitel Revolution interface and notification is initiated based on notification settings on Mitel Revolution. The Stored Message and Text & Image notification types are supported for E-mail notifications.

The screenshot displays the Mitel Revolution web 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 sections:

- Name ***: A text input field containing "Test".
- Available in All Sites**: A checkbox that is checked.
- Match Conditions**: A section containing a table with the following data:

| Field * | MatchType * | Pattern * |
|---------|-------------|--------------------------|
| Subject | Contains | Registered *Emergency Ca |
- Activator Text Body Template**: A text area containing the template "{Body} {Subject}".
- Text is passed into the activated notification's body field**: A small note below the template.
- CANCEL** and **SAVE** buttons at the bottom.

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:

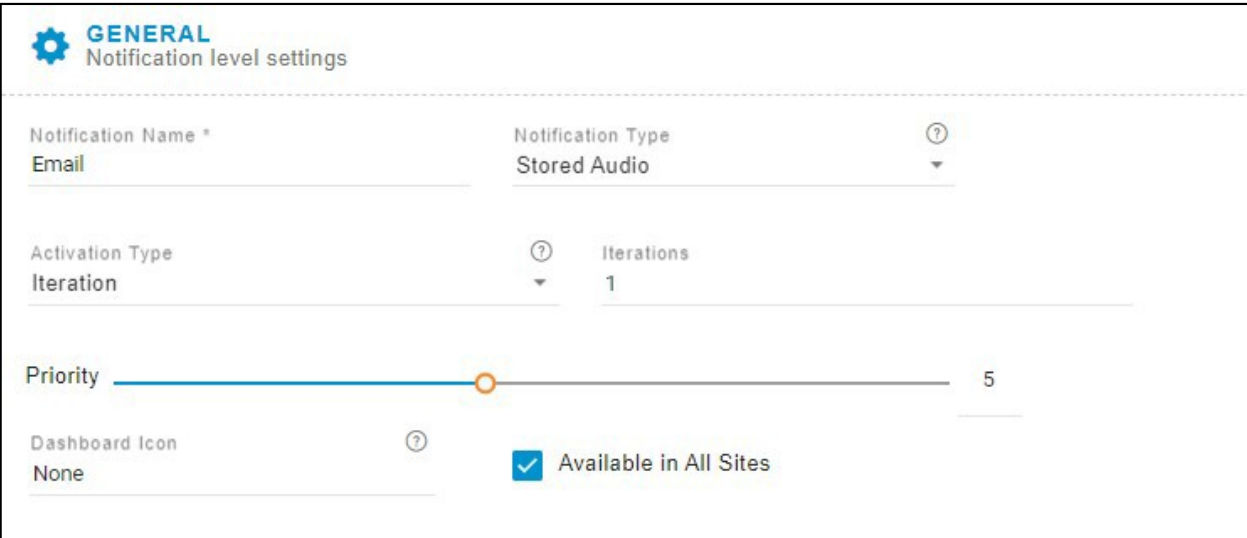
| Field | Value |
|---------------------|---|
| General | <p>From the Notification Type drop-down list, select Text and Images or Stored Audio notification type.</p> <p>You can select Text to Speech as this is an emergency notification.</p> <p>To include an opening tone to draw the receiver's attention, 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.



The screenshot shows the 'GENERAL' tab for 'Notification level settings'. The interface includes the following fields and controls:

- Notification Name ***: A text input field containing the word 'Email'.
- Notification Type**: A dropdown menu currently set to 'Stored Audio'.
- Activation Type**: A dropdown menu set to 'Iteration'.
- Iterations**: A numeric input field set to '1'.
- Priority**: A horizontal slider bar ranging from 1 to 10, with an orange marker positioned at 5.
- Dashboard Icon**: A dropdown menu set to 'None'.
- Available in All Sites**: A checkbox that is checked, indicated by a blue square.

- 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.

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**.

Stream Notifier Configuration

This section describes the Mitel Revolution stream notifier configuration for MiVoice Office 250.

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

1. Go to **Configuration > Static Stream**.
2. Click **NEW STATIC STREAM**.
3. Enter the required Multicast details (same as Multicast configuration in MiVoice Office Application Suit).
4. Click **Save**.

Mitel Revolution Configuration

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

5. 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 Unselected

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.

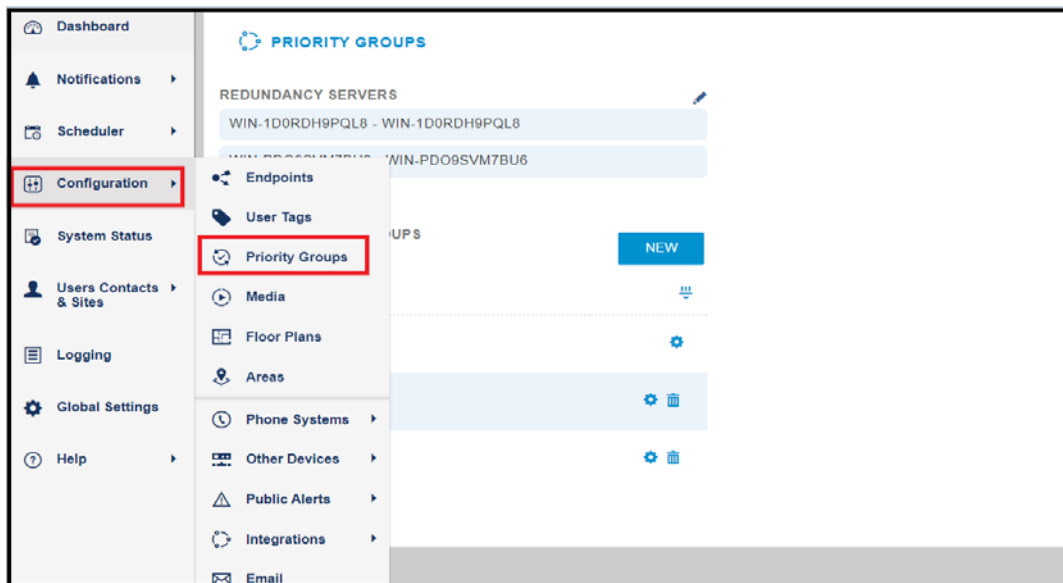
Priority groups are used to:

- 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.



The screenshot shows the 'SERVER PRIORITY GROUPS' configuration window. At the top right is a blue 'NEW' button. Below the title is a 'Name' label with a dropdown arrow. A dashed line separates the header from the list of groups. The list contains three items: 'DEFAULT' with a gear icon, 'Secondary' with gear and trash icons, and 'New Priority Group' (highlighted with a red box) with gear and trash icons. Below the list are two server entries, each with a double-headed arrow icon and text: 'WIN-HOOP7QQJ2A1 - WIN-HOOP7QQJ2A1' and 'WIN-APDGOSM2OU3 - WIN-APDGOSM2OU3'. At the bottom are 'CANCEL' and 'SAVE' buttons.

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 > Phone Systems > SIP > SIP Line**.

The screenshot displays the 'SIP LINE GENERAL SETTINGS' configuration page in the Mitel Revolution interface. On the left is a navigation sidebar with options: Dashboard, Notifications, Scheduler, Configuration, System Status, Users Contacts & Sites, Logging, Global Settings, and Help. The main content area is titled 'SIP LINE GENERAL SETTINGS' and contains the following fields:

- Name ***: mivb_notify_1519
- Available in All Sites**: A checked checkbox.
- Priority Group**: A dropdown menu with 'Secondary' selected. This field is highlighted with a red rectangular box.
- Extension ***: 1519. Below this is a note: 'If your SIP Trunk requires a prefix, include it in the Extension'.
- Security Code**: 1234. Below this is a note: 'Enter 0 for no security code'.
- Activator Text Title**: A text input field containing 'Sip Text#1 Title'.
- Activator Text Body**: A text input field containing '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 > Phone Systems > 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:

5624 WiFi Handset
5634 WiFi Handset
CT Gateway

- 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: *Company Name*

Address: *Street*

City: *City*

Zip Code: *Unknown*

State/Province: *STATE OR PROVINCE*

Country: *Country*

Phone Number: *Unknown*

- 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 | <p>53XX phones do not support XML text display. The Revolution does not support the MiVoice Office 250 Automated Mitel notifier.</p> <p>To support text to image, Revolution should support an automated Mitel notifier.</p> <p>69XX phones on MiVoice Office 250 does not support MiNET.</p> |
| | SIP | <p>Not Supported.</p> <p>There is a tight XML integration between 69XX and MiVoice Office Application suite (MiVOAS). For 69XX, to receive XML notifications, they must be registered as XML end points on Revolution. As per the current support on MiVOAS, only one XML connection can be configured. If the phones are already pointed to MiVOAS, they cannot be used to receive the XML notification. MiVoice Office Application suite supports Multiple polling request for SIP R6.0 and above.</p> |
| XML Audio | MiNET | <p>53XX phones do not support XML.</p> <p>69XX phones on MiVoice Office 250 do not support MiNET.</p> |
| | SIP | <p>Not Supported</p> <p>Refer to the other XML Note in appendix.</p> |
| Multicast | MiNET | <p>53XX phones do not support Multicast.</p> <p>69XX phones on MiVoice Office 250 do not support MiNET.</p> |
| | SIP | 69XX phones support multicast streaming. |
| Location details | Not supported | |
| PBX Paging Notification
(Active-Standby) | <p>Supported</p> <p>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.</p> | |
| XML Notification
(Active-Standby) | <p>Not supported</p> <p>Revolution expects the Phones to be registered with both Revolution servers for the secondary Revolution to send XML notifications.</p> | |
| Multicast Notification
(Active-Standby) | <p>Supported</p> <p>secondary Revolution sends the multicast notifications while the primary is not available.</p> | |

| | |
|--|---|
| 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. |

