Mitel Revolution

Configuration Guide for MiVoice Office 250

v2022.1

July 2022

Mitel

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

Mitel Revolution Configuration Guide for Mitel MiVoice Office 250
®, ™ Trademark of Mitel Networks Corporation
© Copyright 2022 Mitel Networks Corporation
All rights reserved

Contents

Introduction 5
About this Guide 5
Emergence Call Notifications (USA Only) 5
Documentation 5
Overview 7
NotificationOverview 8
NetworkTopology 9
Software Dependencies and Compatibilities 9
MiVoice Office 250 Configuration 10
Create SIP Users 10
Create a SIP Trunk Group 10
Program the Configuration Settings 11
Program the Trunk Group Configuration Properties 16
Program the Trunks in the Trunk Group Configuration 17
Create Page Zones 18
SMTP Configuration for Emergency Email Notification 22
Multicast Configuration on MiVoice Office Applications Suite 27
Mitel Revolution Configuration 29
Installation and Configuration 29
Configure SIP Activator 29
Configuring the SIP Registration 29
Authenticating the SIP Lines 30
Create SIP Lines 32
Create SIP Endpoints 33
CreateNotifications 34
E- mail Activator and Notification 37
Assign the Email Activator to the Notification (Email notification) 39
Trigger a Notification 40
Stream Notifier Configuration 42
Priority Groups 44

Priority Group Configuration for Activators.....45
Priority Group selection for SIP notification.....46

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.

Emergence 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.

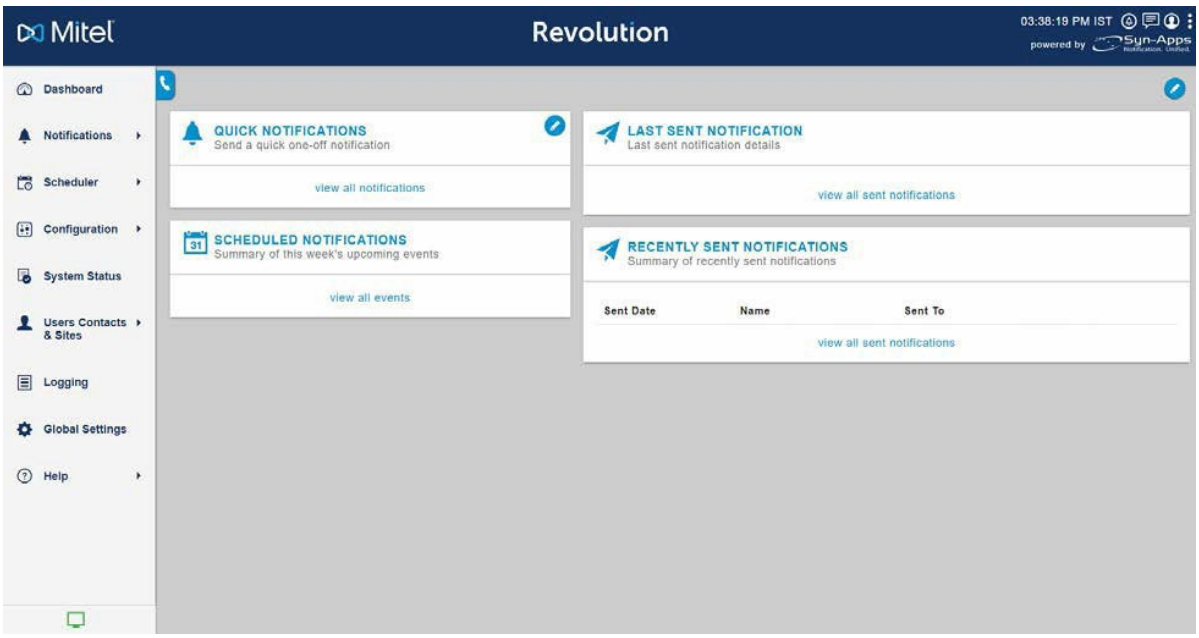
Documentation

- **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.

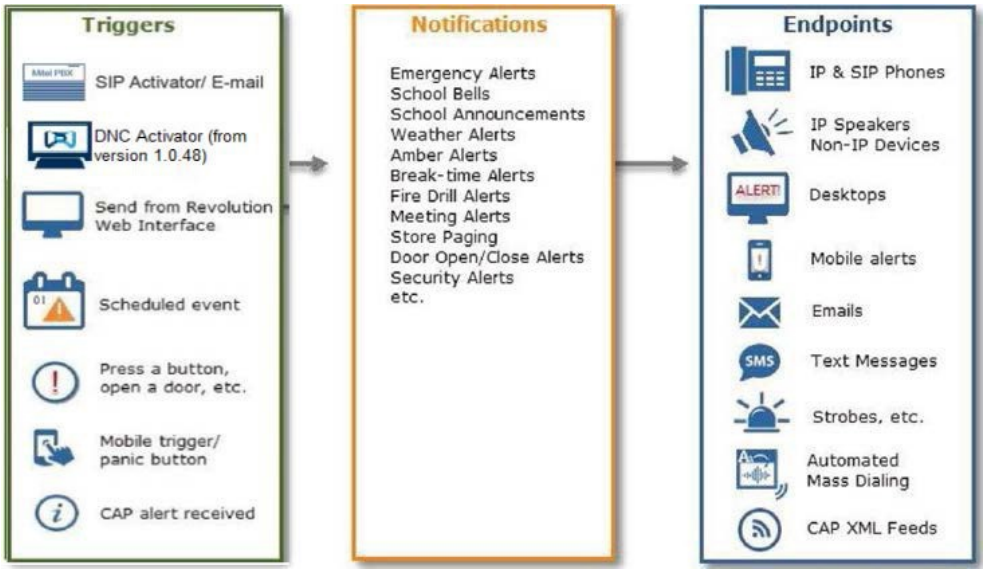
- **MiVoice Office 250 DB Programming Help**: The MiVoice Office 250 DB Programming Help provides information about installation programming. To access MiVoice Office 250 DB Programming Help, while in DB Programming, select Help – Help Topics, or press F1.

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



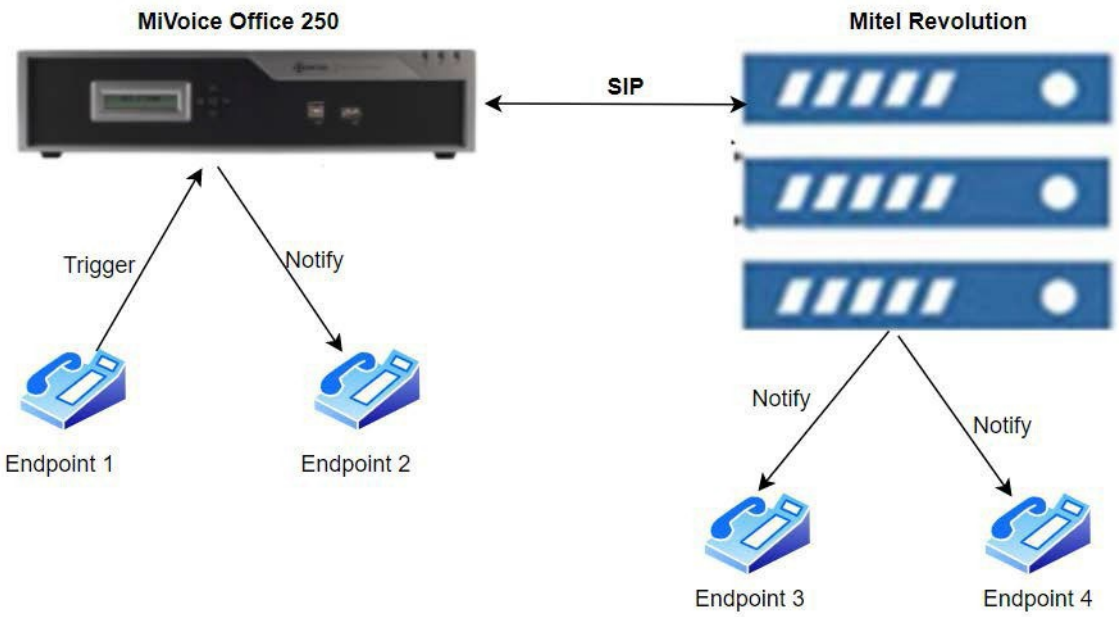
Creating Notifications involve the following three main steps:

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.

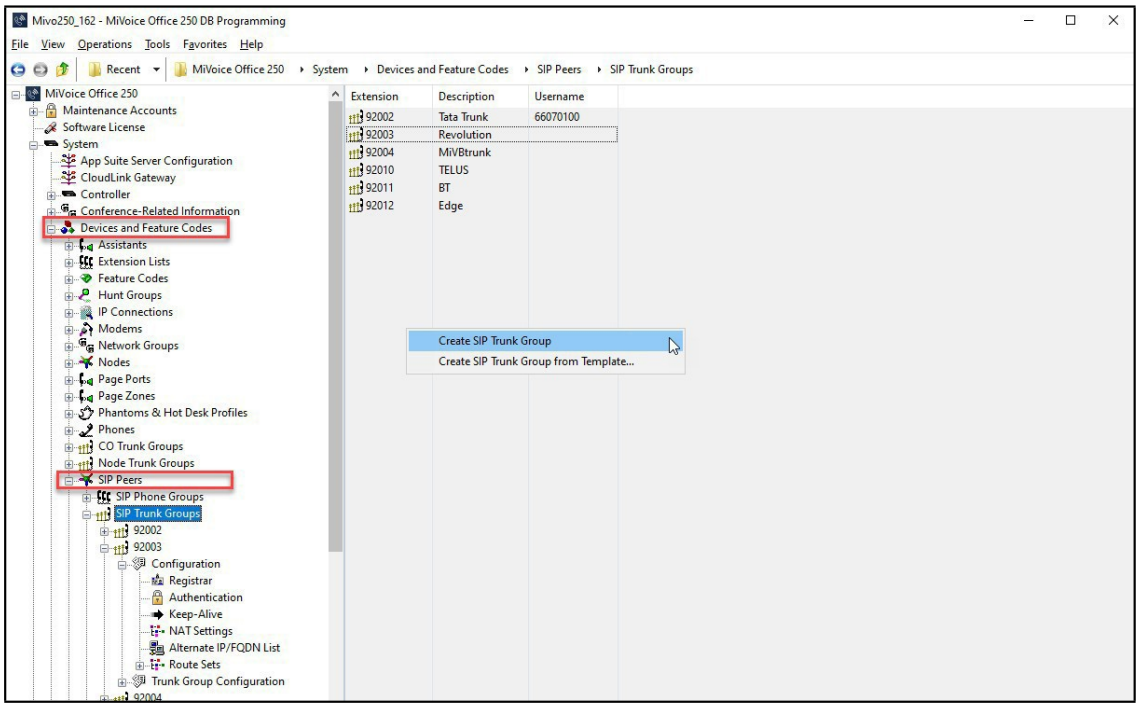


Figure 1: Example of Creating a SIP Trunk Group

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.

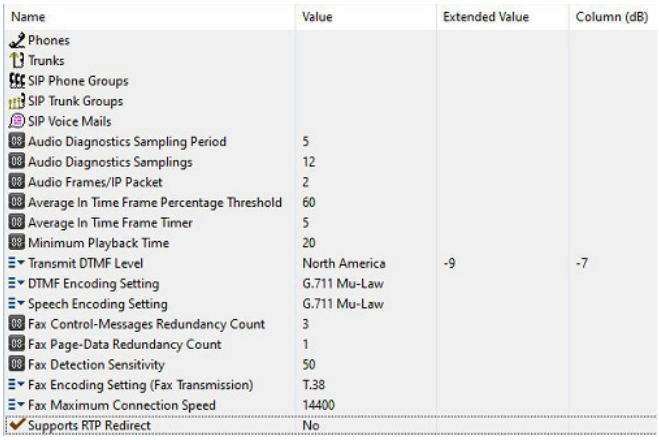
Program the Configuration Settings

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.

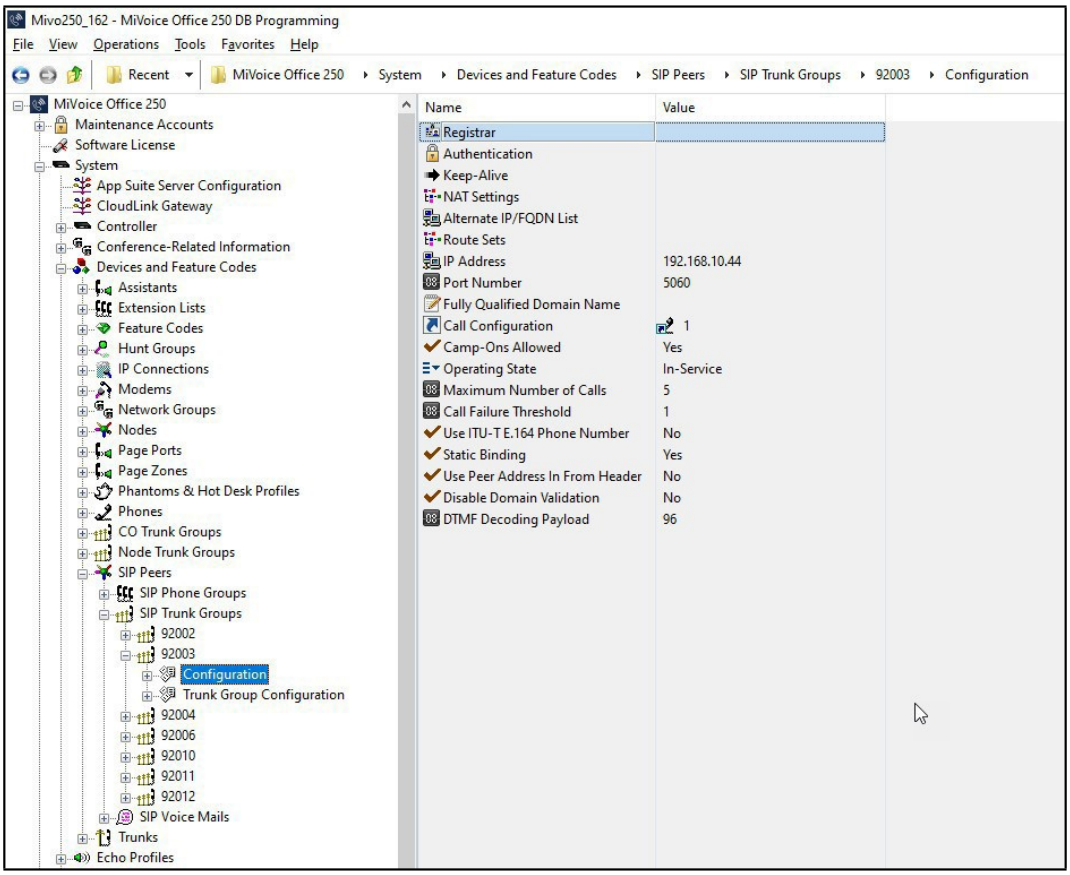


Figure 2: Example of Configuration Settings

- **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.

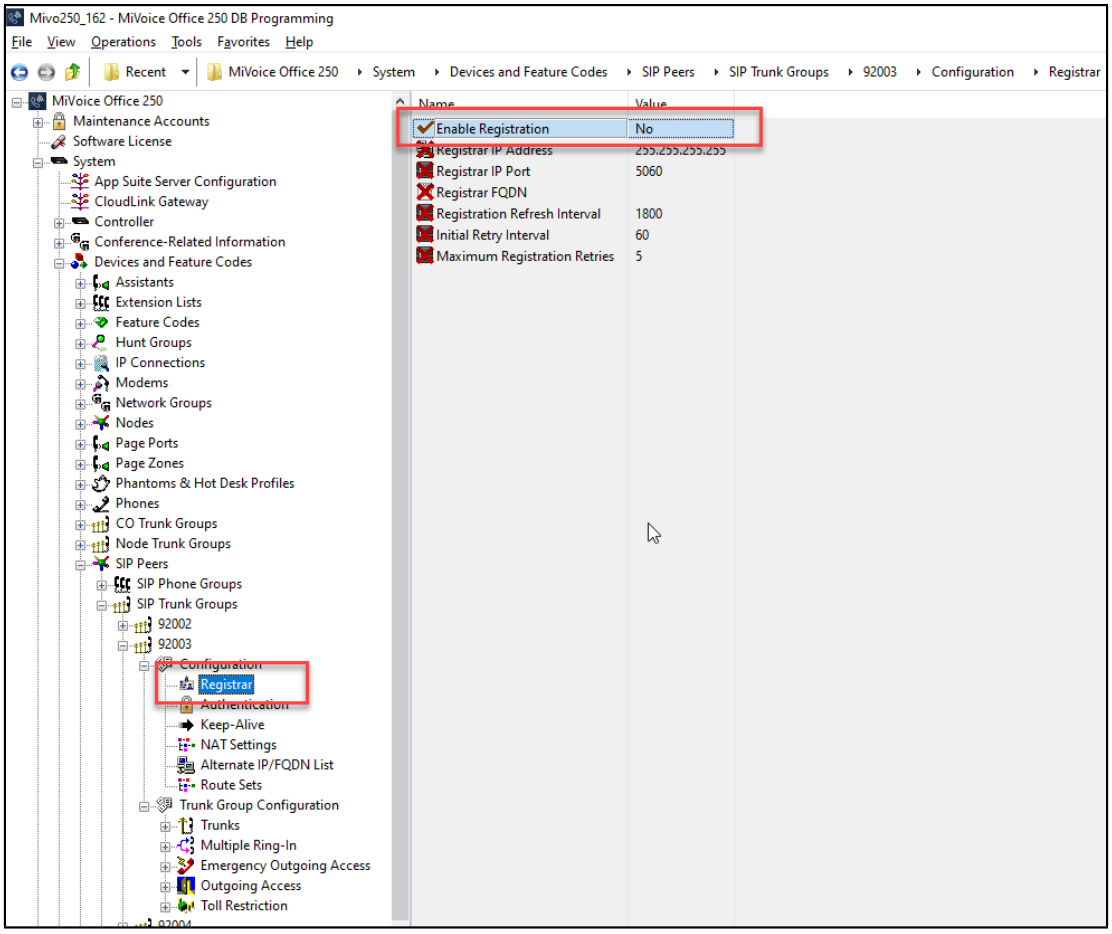


Figure 3: Example of a Registrar Form

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

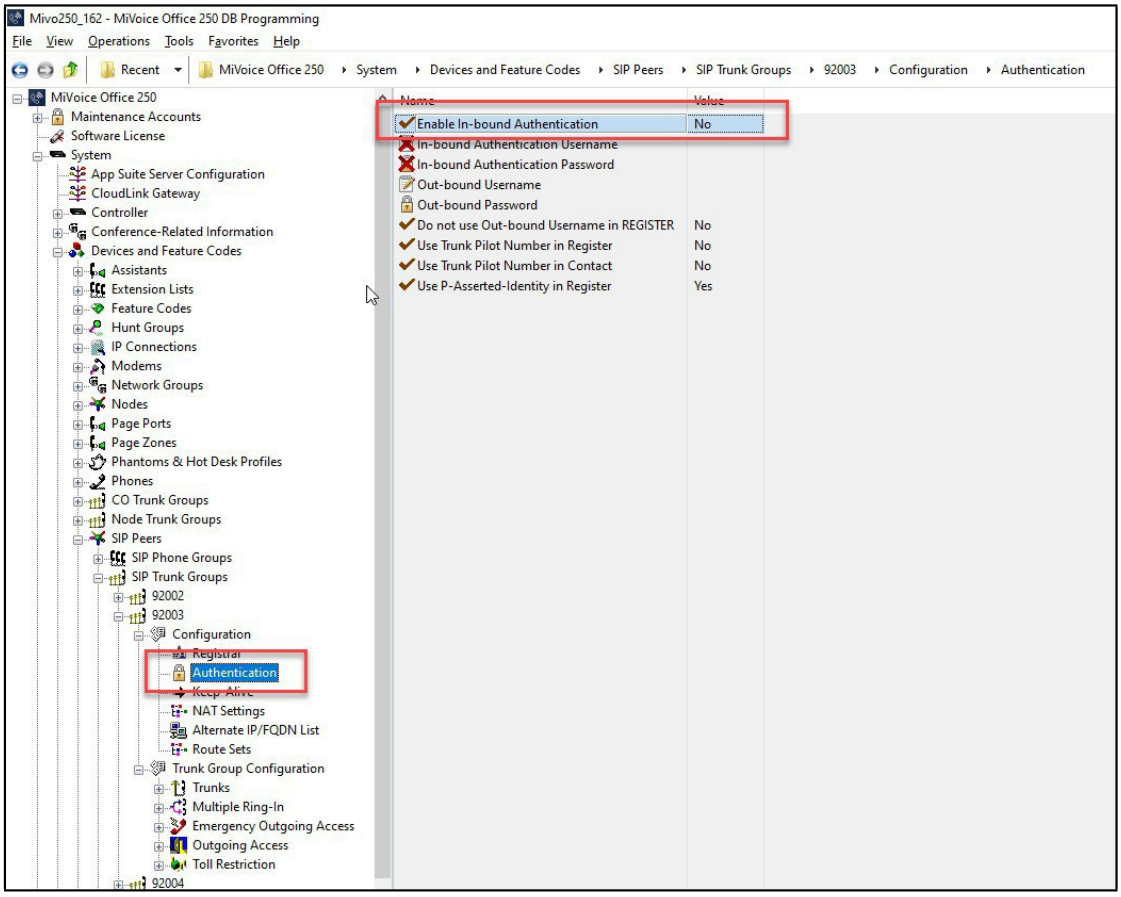


Figure 4: Example of an Authentication Form

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*.

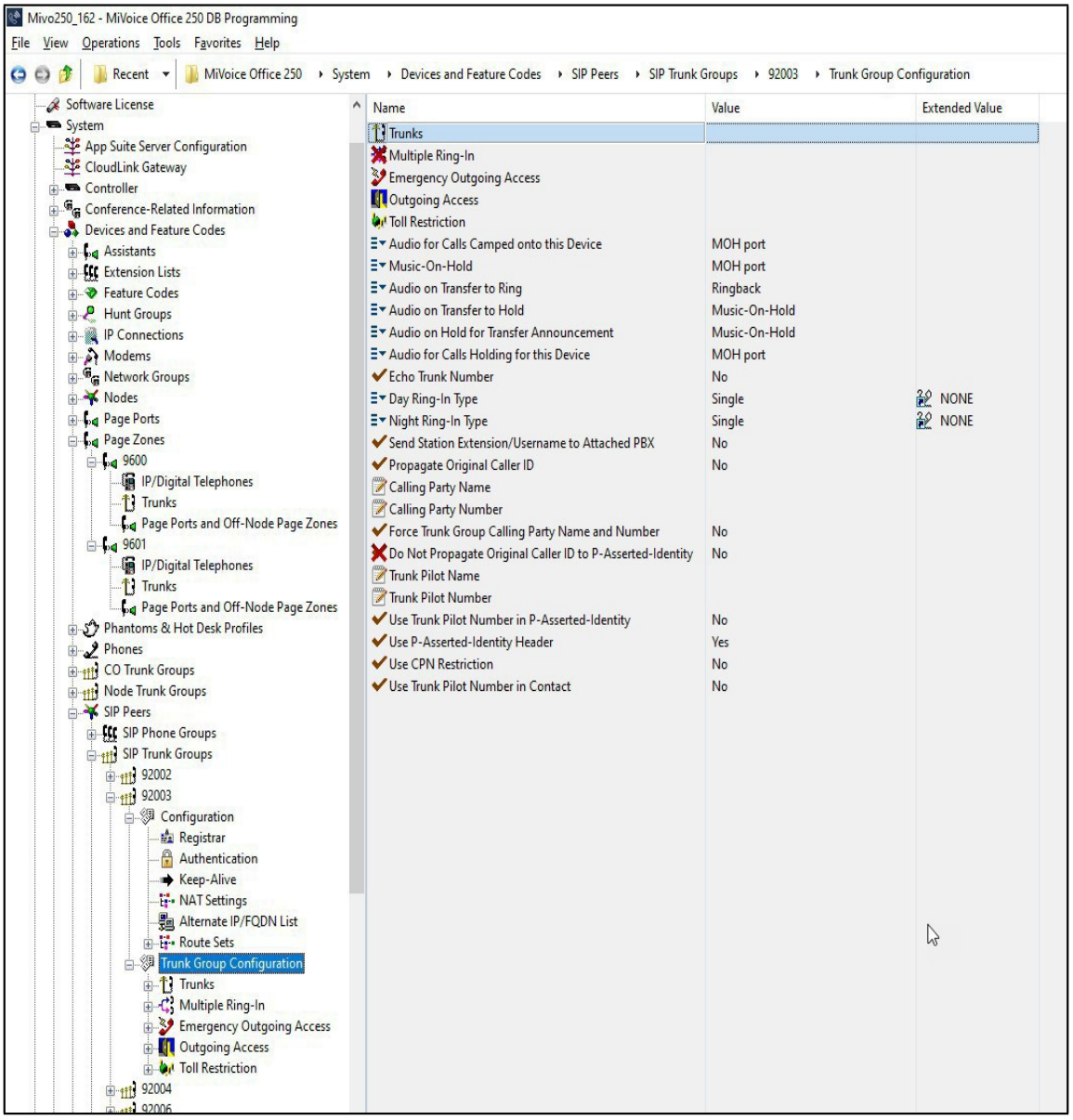


Figure 5: Example of Trunk Group Configuration

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.

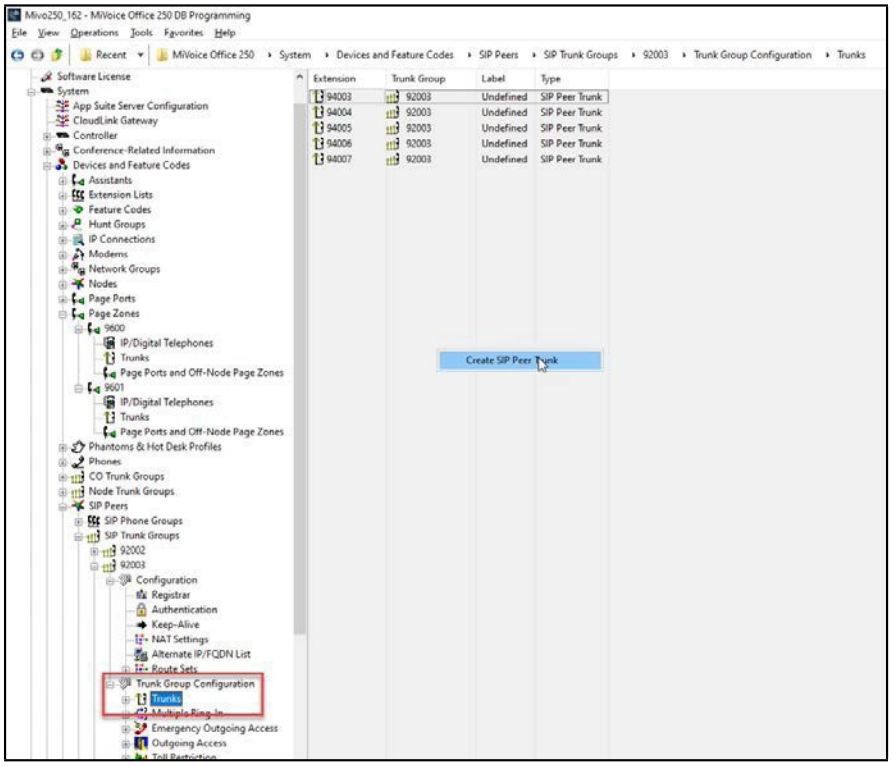


Figure 6: Example of SIP Trunks creating

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.

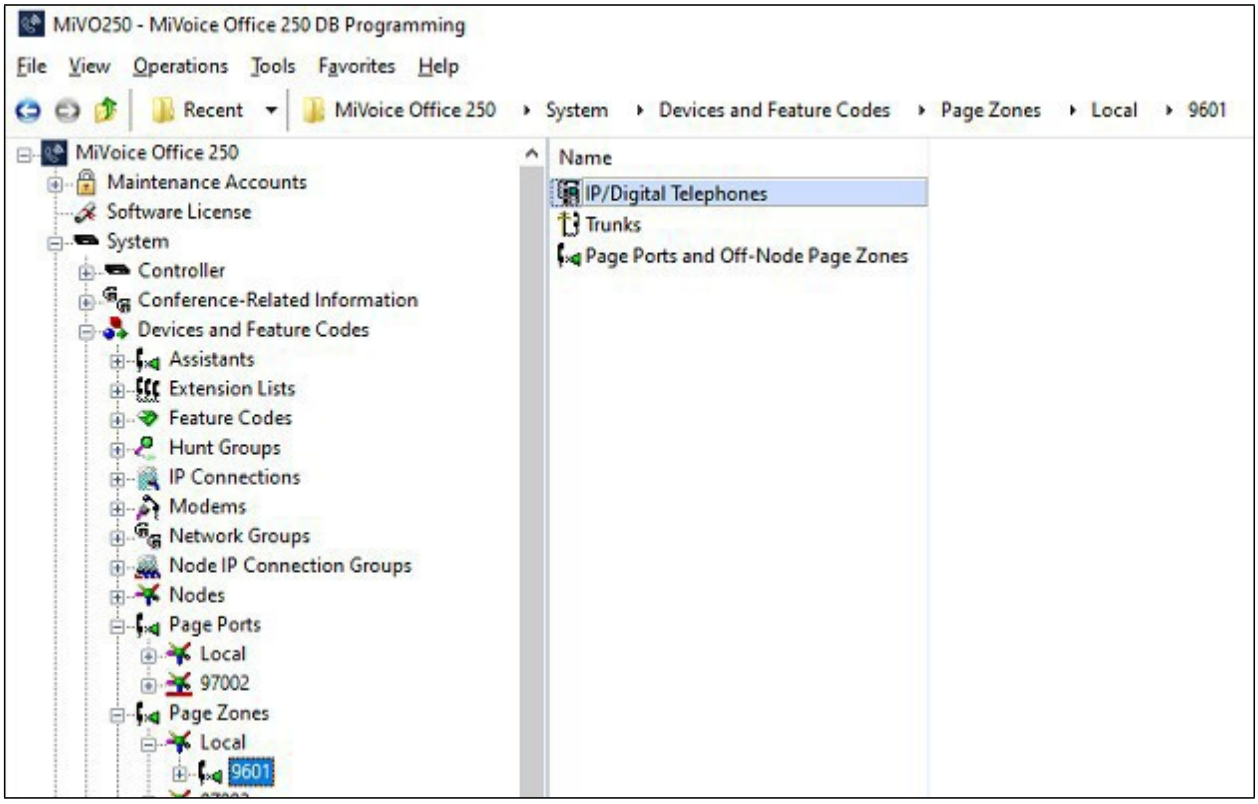


Figure 7: Shows IP/Digital Telephones tab

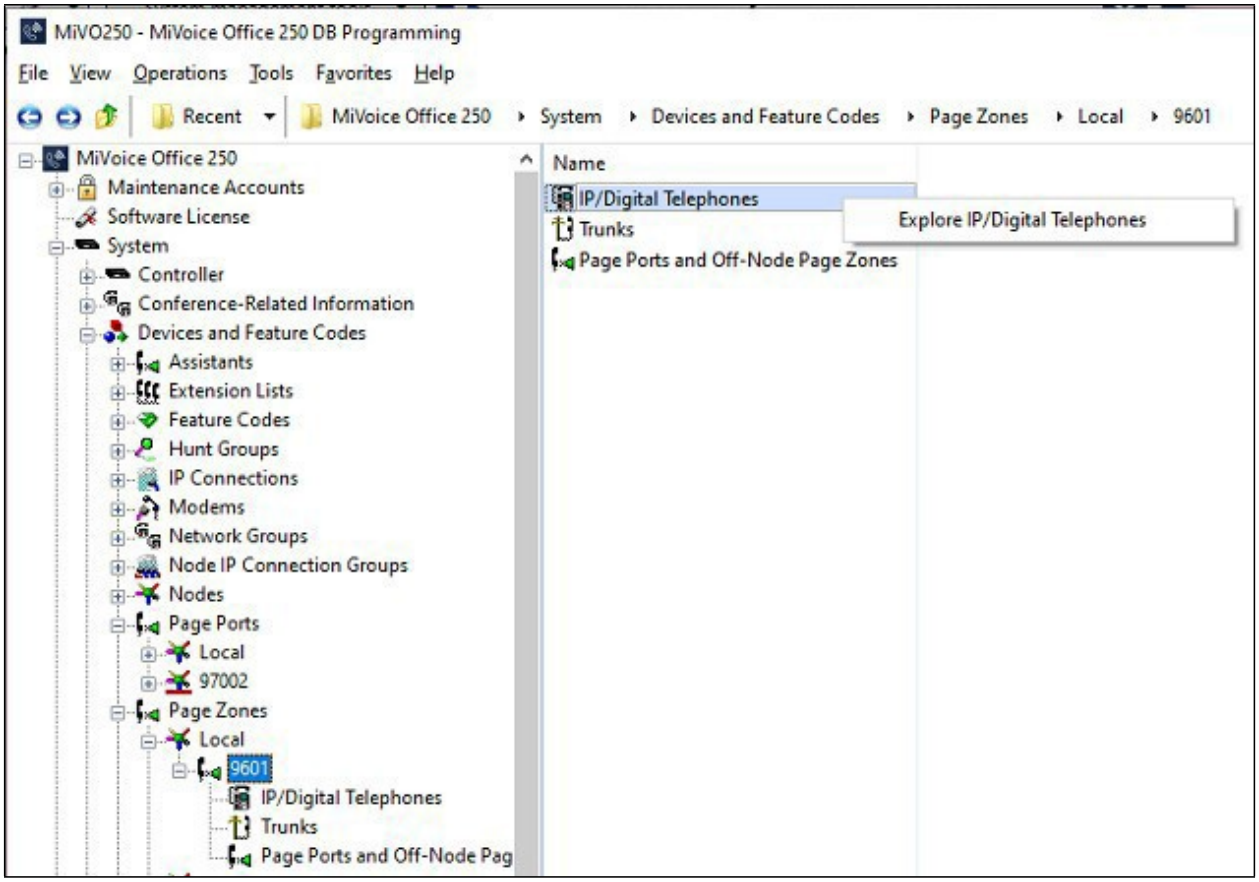


Figure 8: Shows Explore IP/Digital Telephones tab

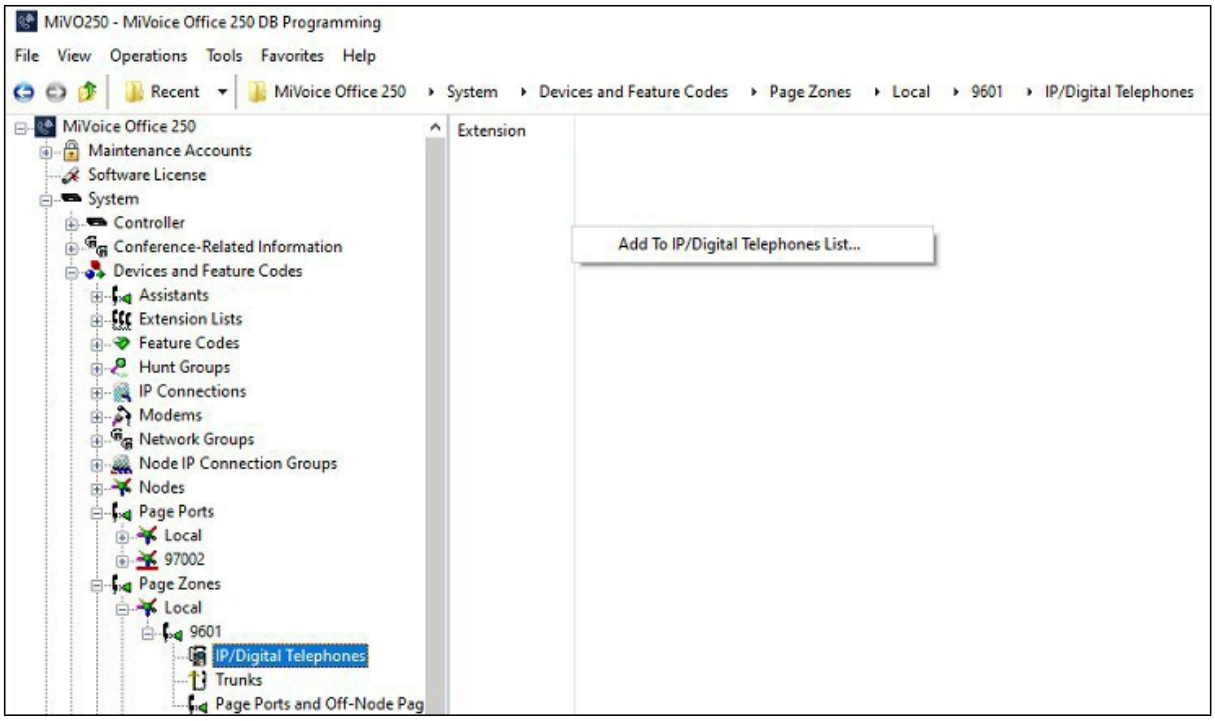


Figure 9: Shows Add To IP/Digital Telephones List tab

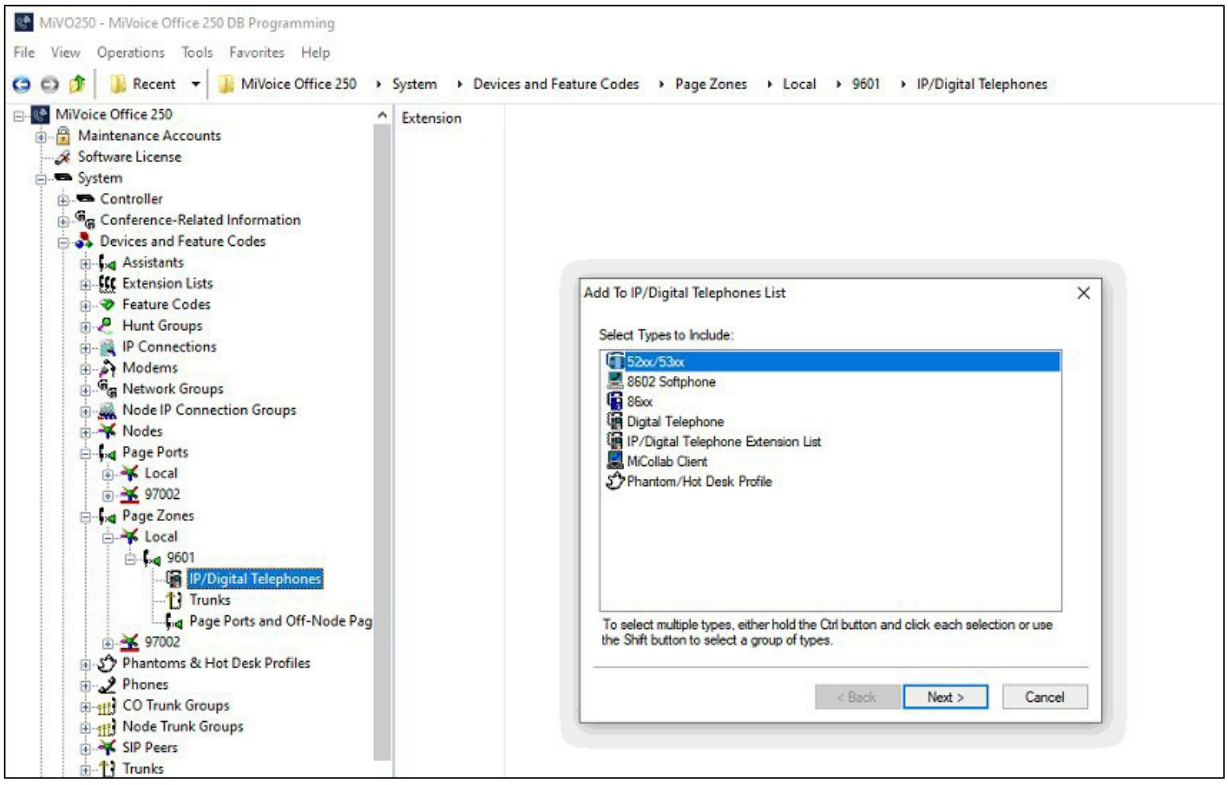
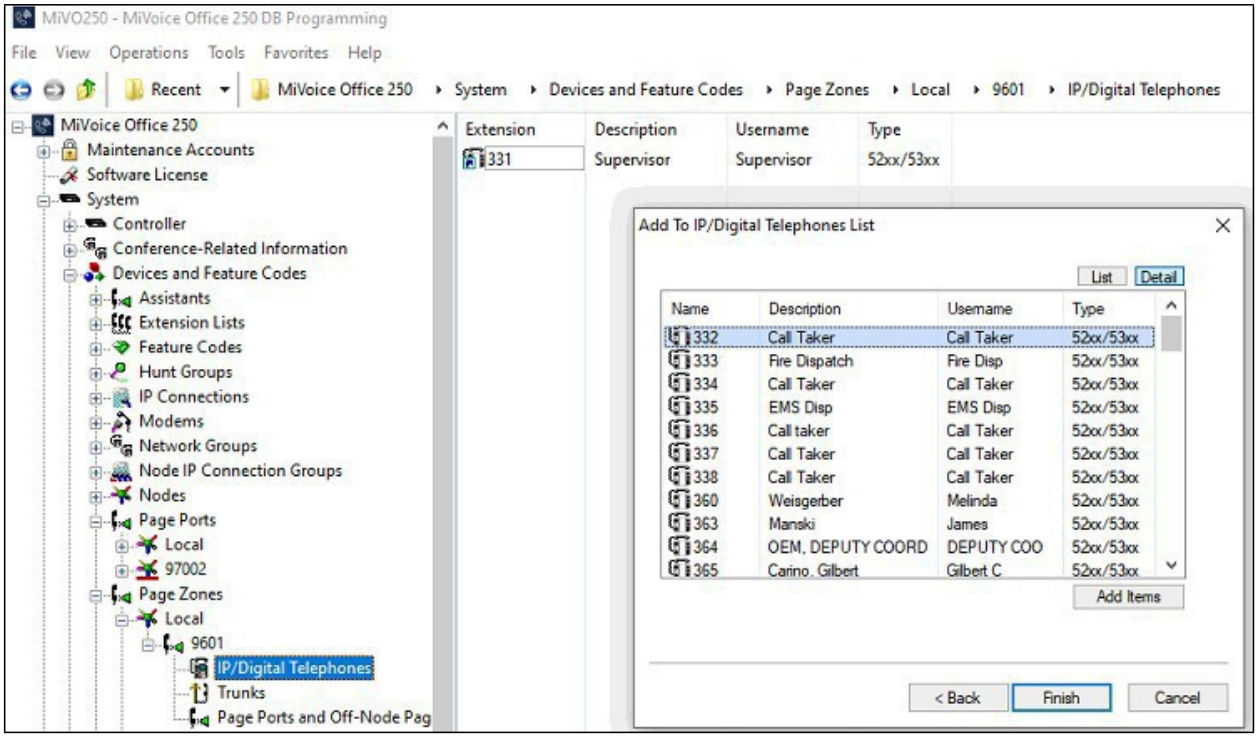
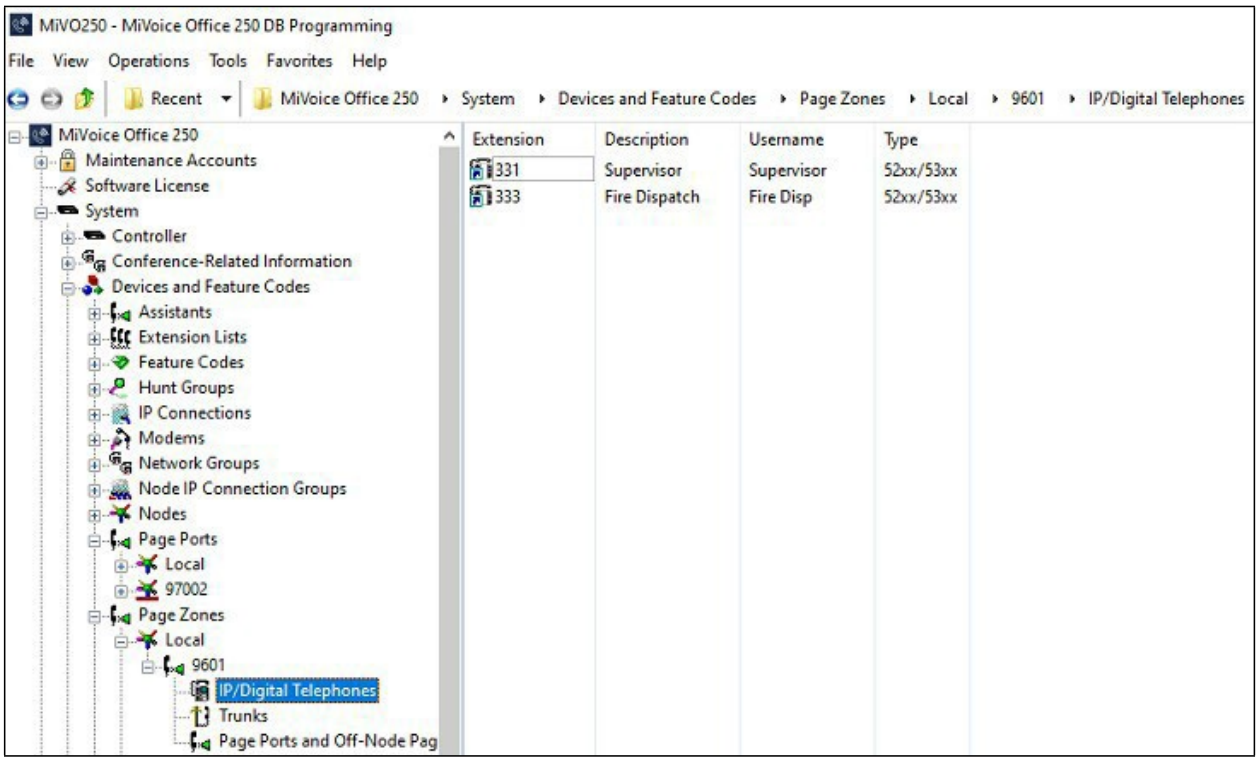


Figure 10: Shows IP/Digital Telephones List


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
List
Detail
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
Add Items
< 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.

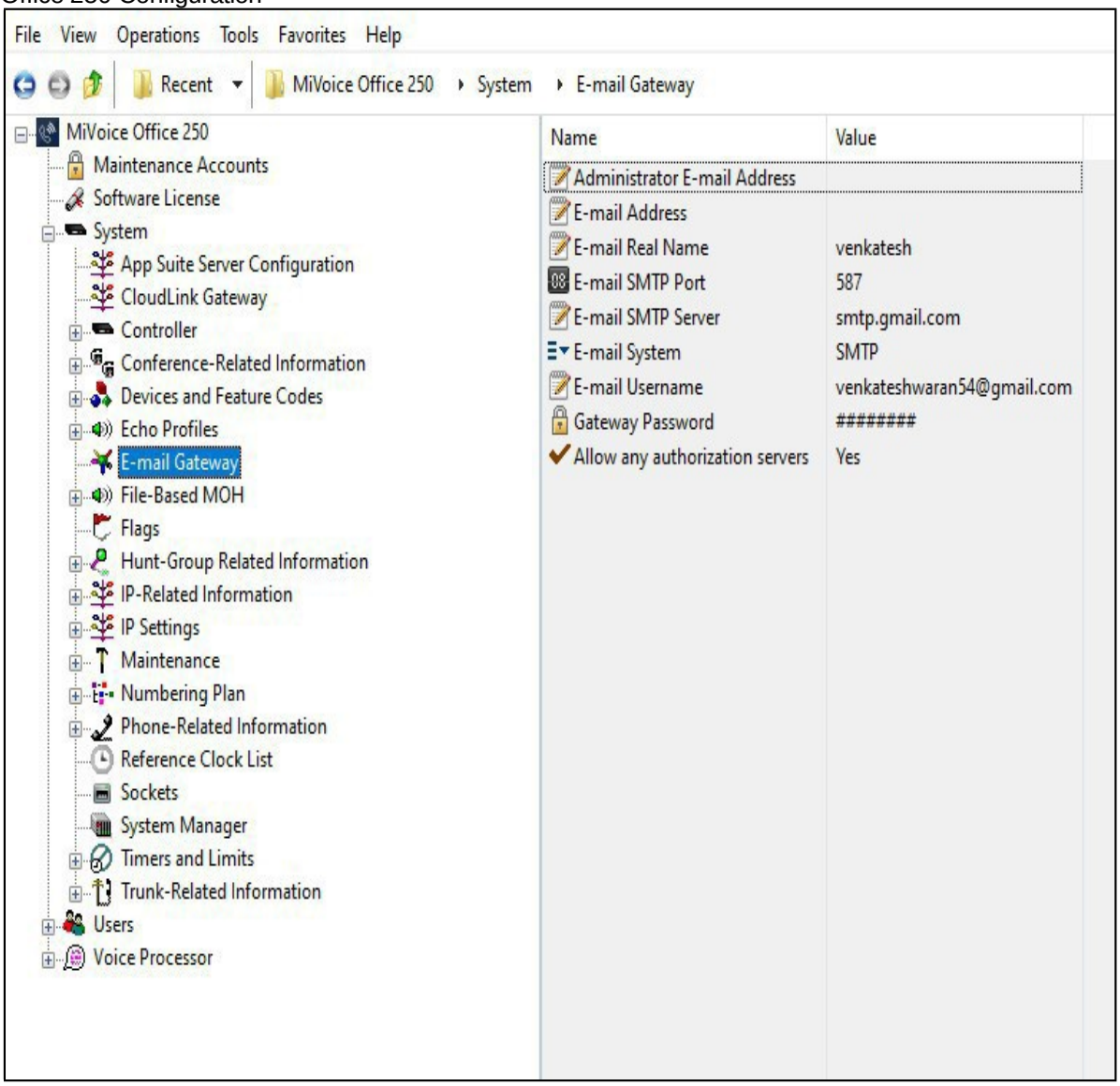
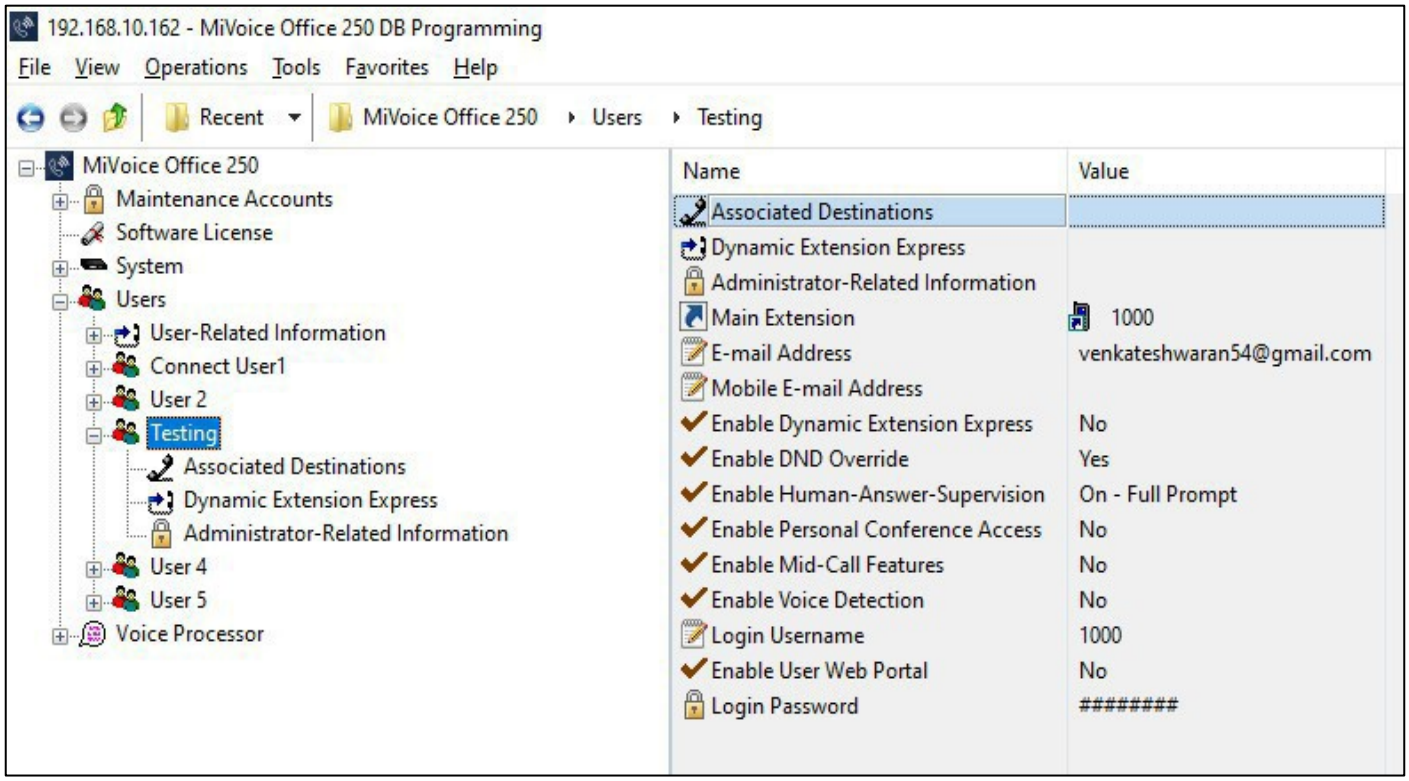


Figure 11: Example of creating E-mail Gateway

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.



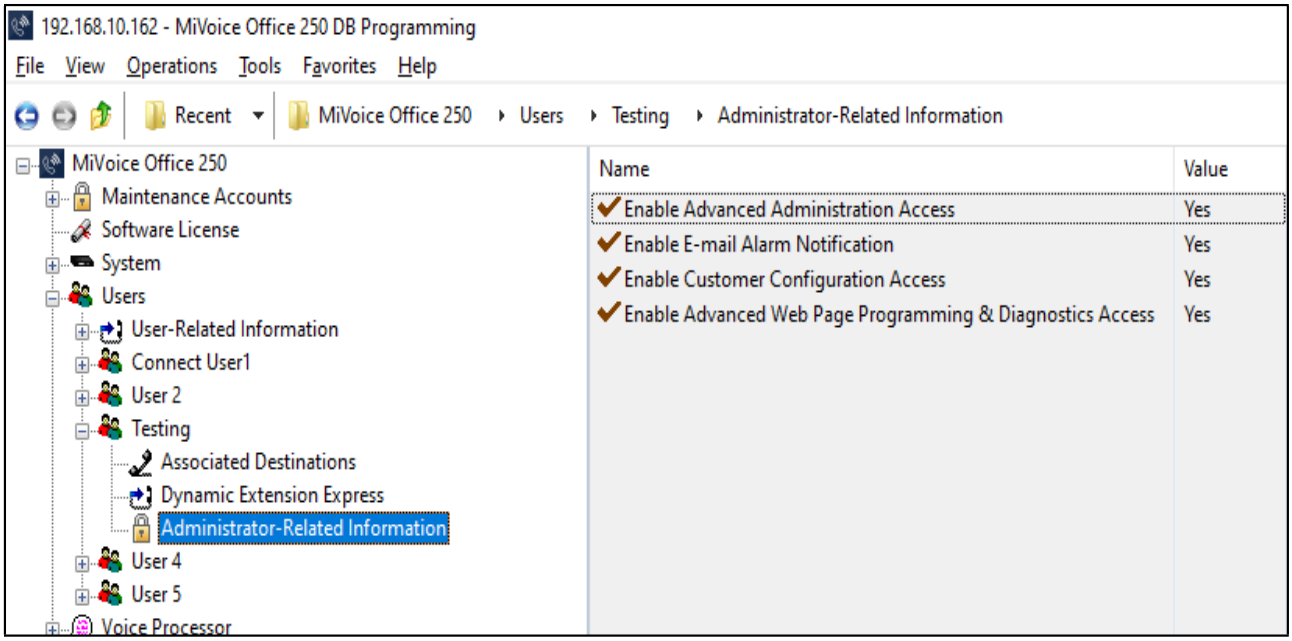
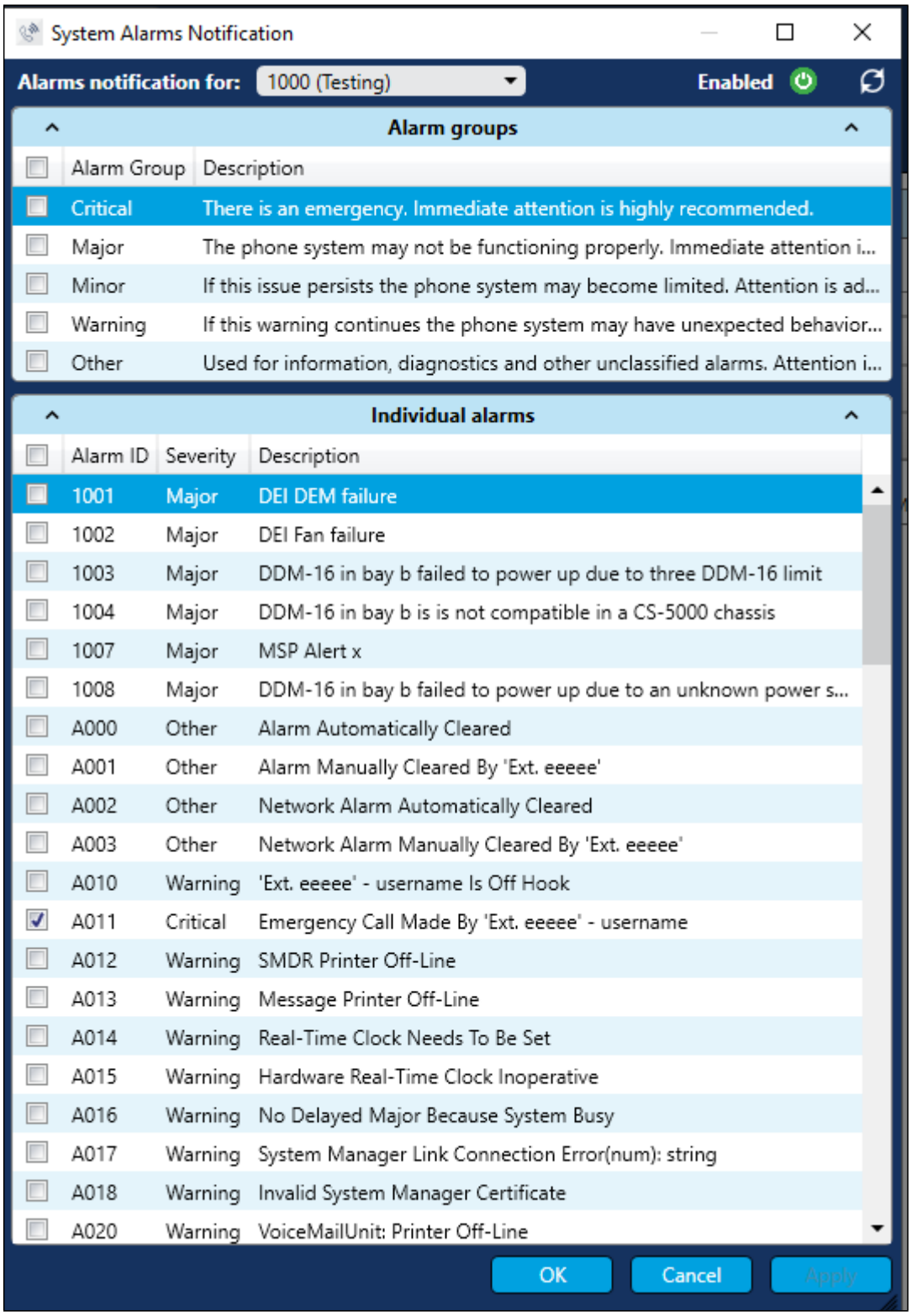


Figure 12: Shows Administrator-Related Information


System Alarms Notification
Alarms notification for:
1000 (Testing)
Enabled
Alarm groups
Alarm Group
Description
Critical
There is an emergency. Immediate attention is highly recommended.
Major
The phone system may not be functioning properly. Immediate attention i...
Minor
If this issue persists the phone system may become limited. Attention is ad...
Warning
If this warning continues the phone system may have unexpected behavior...
Other
Used for information, diagnostics and other unclassified alarms. Attention i...
Individual alarms
Alarm ID
Severity
Description
1001 Major DEI DEM failure
1002 Major DEI Fan failure
1003 Major DDM-16 in bay b failed to power up due to three DDM-16 limit
1004 Major DDM-16 in bay b is is not compatible in a CS-5000 chassis
1007 Major MSP Alert x
1008 Major DDM-16 in bay b failed to power up due to an unknown power s...
A000 Other Alarm Automatically Cleared
A001 Other Alarm Manually Cleared By 'Ext. eeeee'
A002 Other Network Alarm Automatically Cleared
A003 Other Network Alarm Manually Cleared By 'Ext. eeeee'
A010 Warning 'Ext. eeeee' - username Is Off Hook
A011 Critical Emergency Call Made By 'Ext. eeeee' - username
A012 Warning SMDR Printer Off-Line
A013 Warning Message Printer Off-Line
A014 Warning Real-Time Clock Needs To Be Set
A015 Warning Hardware Real-Time Clock Inoperative
A016 Warning No Delayed Major Because System Busy
A017 Warning System Manager Link Connection Error(num): string
A018 Warning Invalid System Manager Certificate
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.

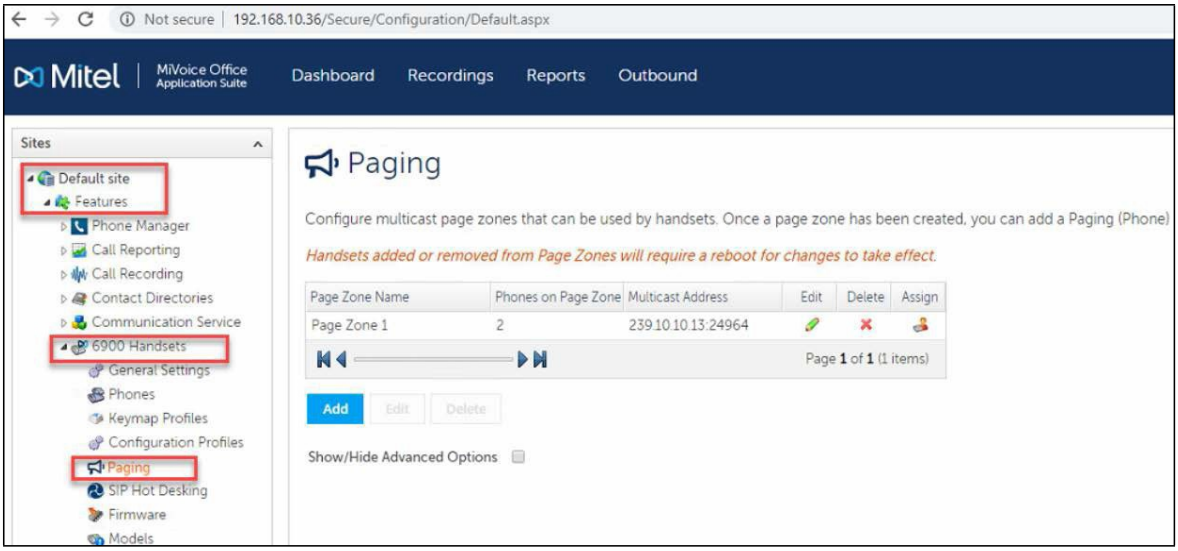
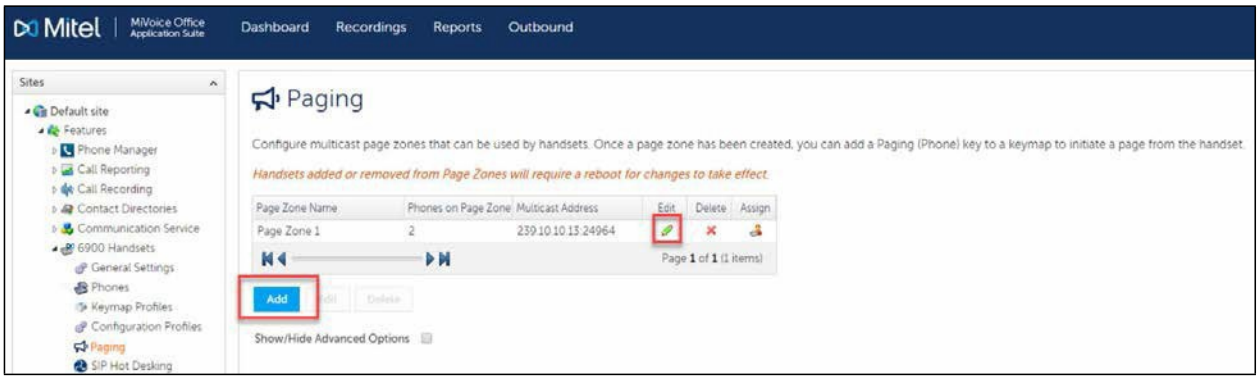
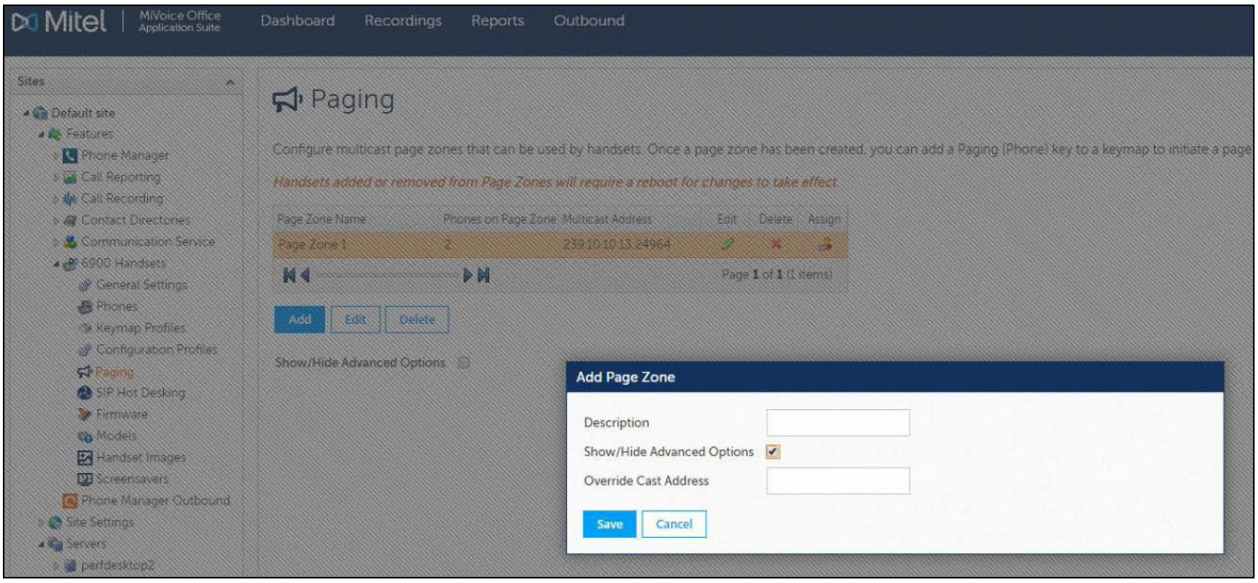
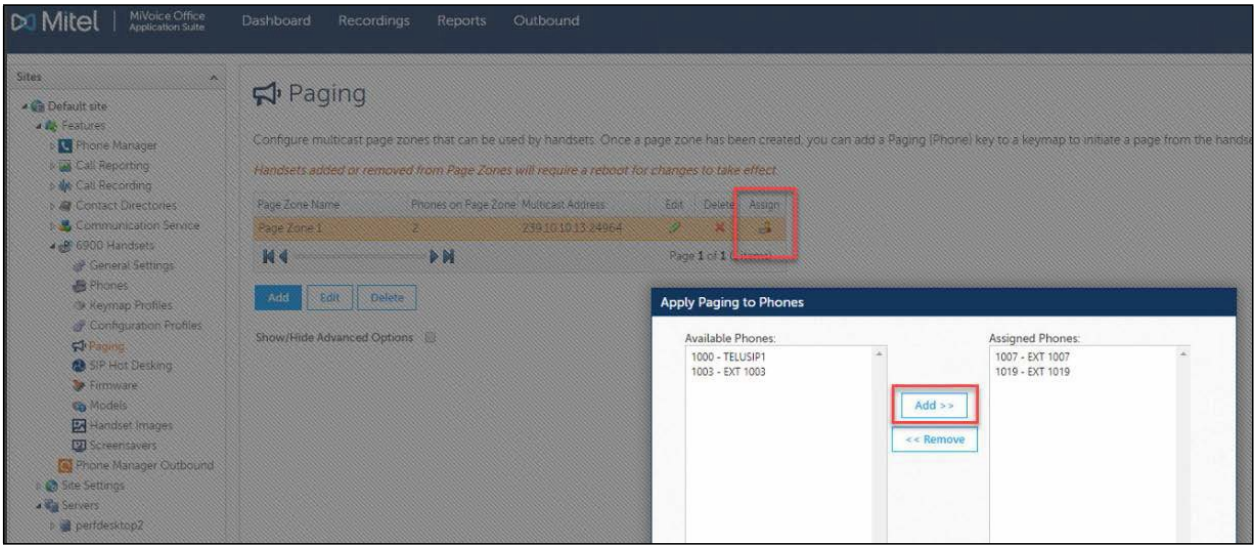


Figure 13: Shows Multicast Configuration on MiVOAS


Mitel
MiVoice Office Application Suite
Dashboard
Recordings
Reports
Outbound
Sites
Default site
Features
Phone Manager
Call Reporting
Call Recording
Contact Directories
Communication Service
6900 Handsets
General Settings
Phones
Keymap Profiles
Configuration Profiles
Paging
SIP Hot Desking
Paging
Configure multicast page zones that can be used by handsets. Once a page zone has been created, you can add a Paging (Phone) key to a keymap to initiate a page from the handset.
Handsets added or removed from Page Zones will require a reboot for changes to take effect.
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


Mitel
MiVoice Office Application Suite
Dashboard
Recordings
Reports
Outbound
Paging
Add
Edit
Delete
Show/Hide Advanced Options
Add Page Zone
Description
Show/Hide Advanced Options
Override Cast Address
Save
Cancel


Mitel
MiVoice Office Application Suite
Dashboard
Recordings
Reports
Outbound
Paging
Add
Edit
Delete
Show/Hide Advanced Options
Apply Paging to Phones
Available Phones:
1000 - TELUSIP1
1003 - EXT 1003
Add >>
<< Remove
Assigned Phones:
1007 - EXT 1007
1019 - EXT 1019

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**.

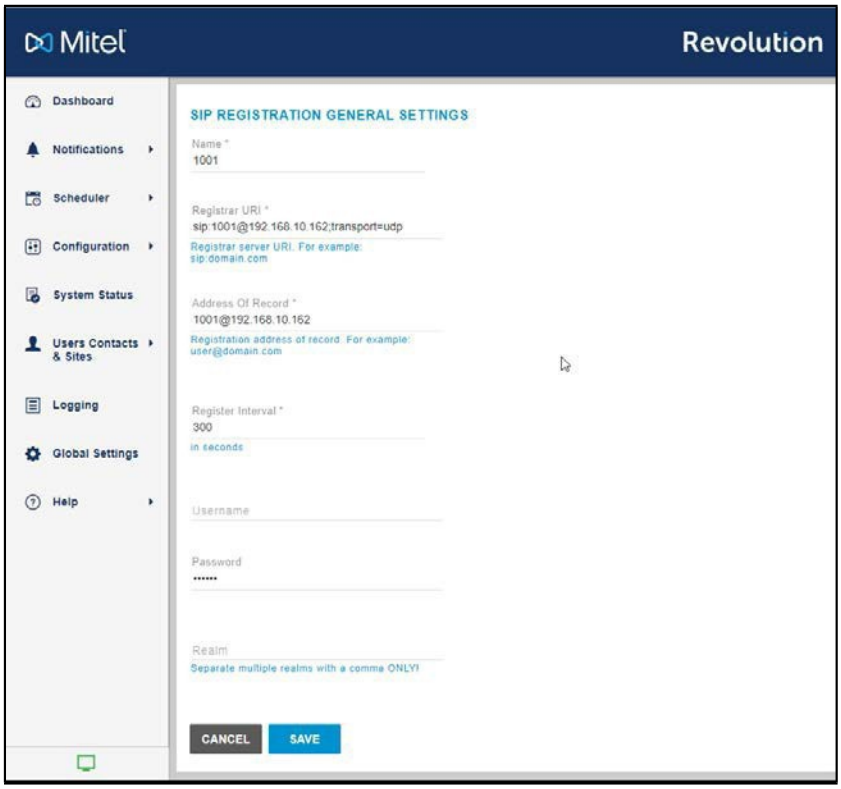


Figure 14: Example of Configuring the SIP Registration

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

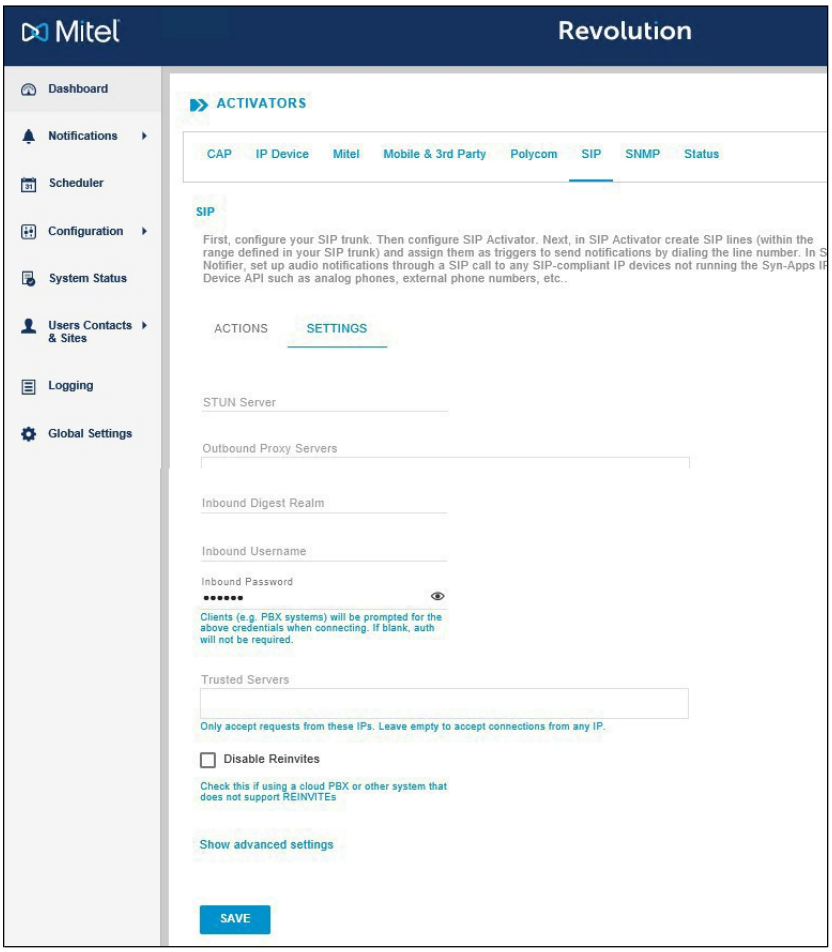
Authenticating the SIP Lines

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	Select the check box to enable this option. By default, this check box is cleared. If you are using a Cloud PBX system (for example, BroadSoft), you must perform the following SIP configuration: • **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**.

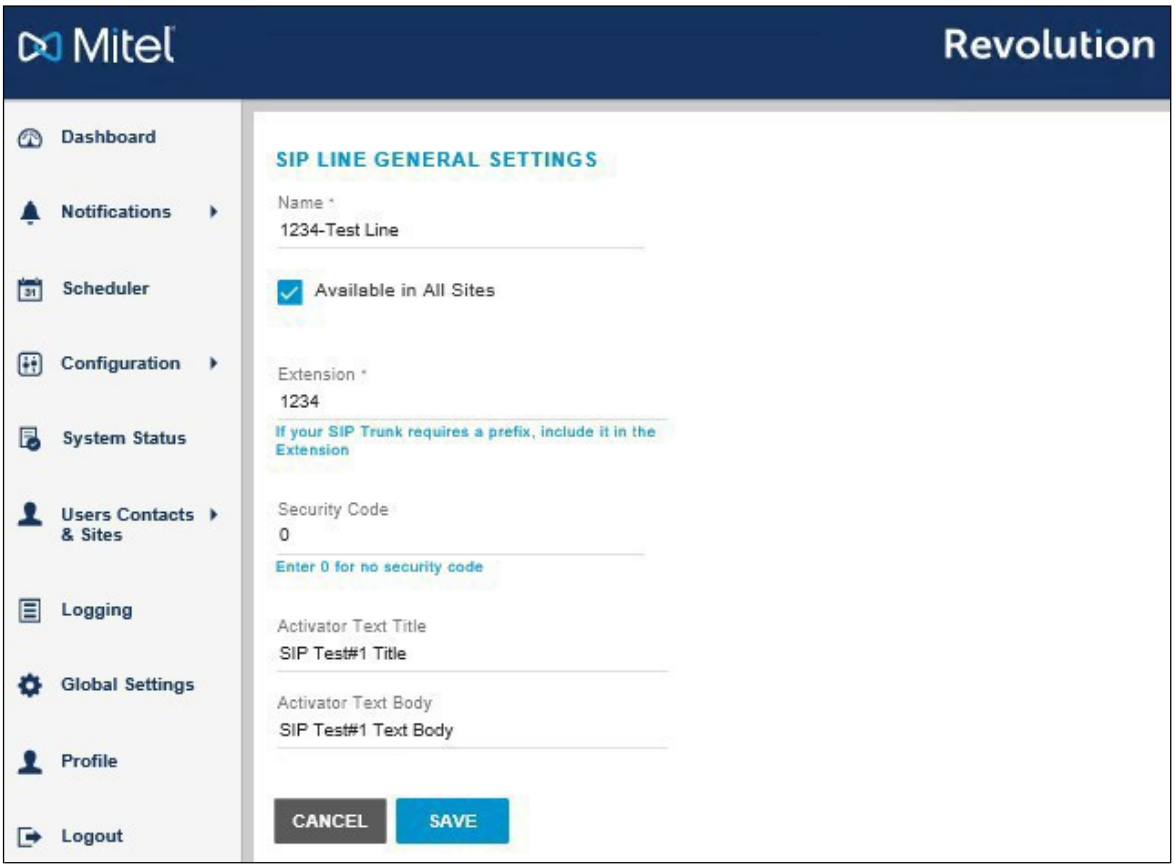


Create SIP Lines

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**.

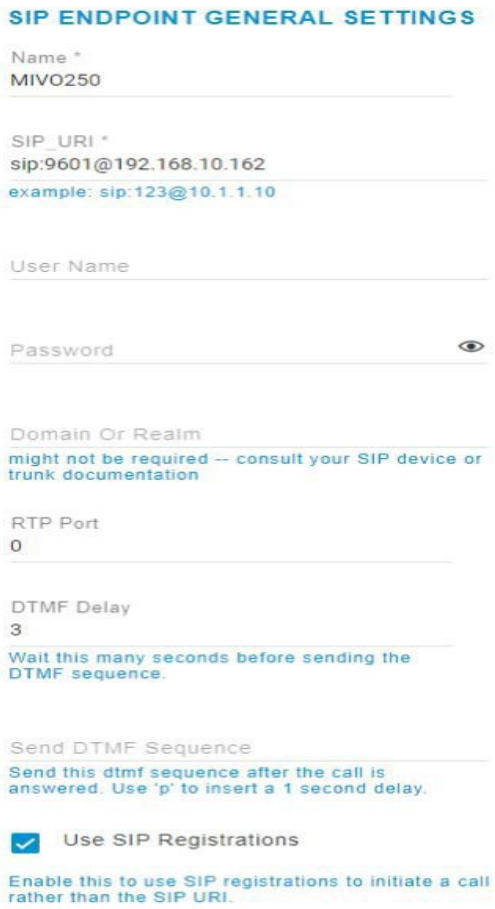
   The **SIP ENDPOINT GENERAL SETTINGS** page opens.
3. Enter a descriptive **Name** that will help your users identify the endpoint to which they are assigning a notification. This name is displayed on the **Endpoints** page and in the Manage Notifications > Endpoint & Contact Selection section.
4. Enter 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**.



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

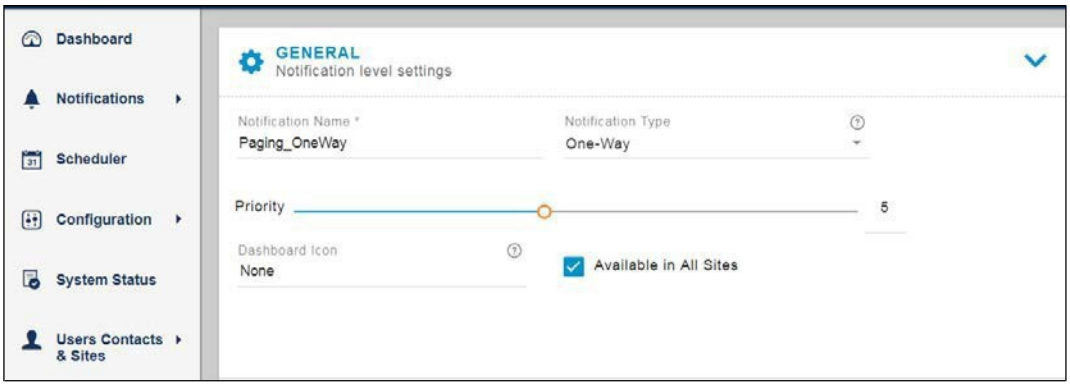
This section describes the procedure how to create a trigger for a one-way audio notification.

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.

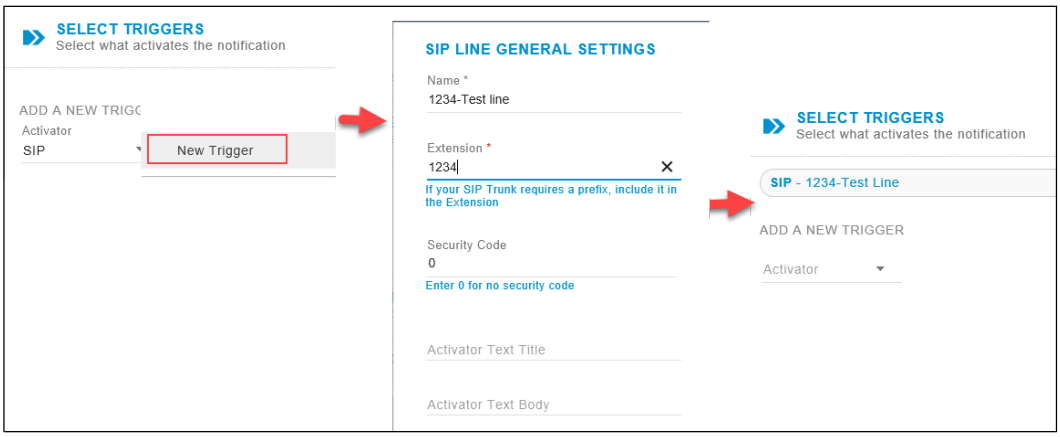
Perform the following steps to trigger a one-way audio notification:

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.

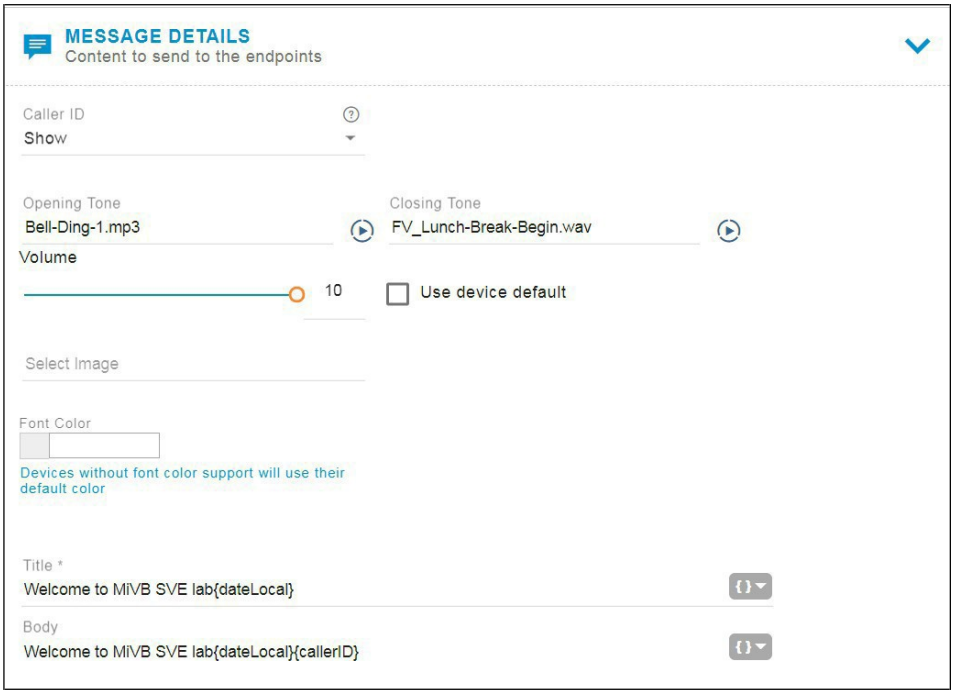


4. Click the **TRIGGERS** settings and enter the following values:
   a. From the **Activator** drop-down list, select **SIP**.
   b. From the **Trigger** drop-down list, select **New Trigger**.
   c. Enter a descriptive **Name** for the SIP line.
   d. Add the **Extension** number that you defined in the MiVoice Office 250 System Administration tool.

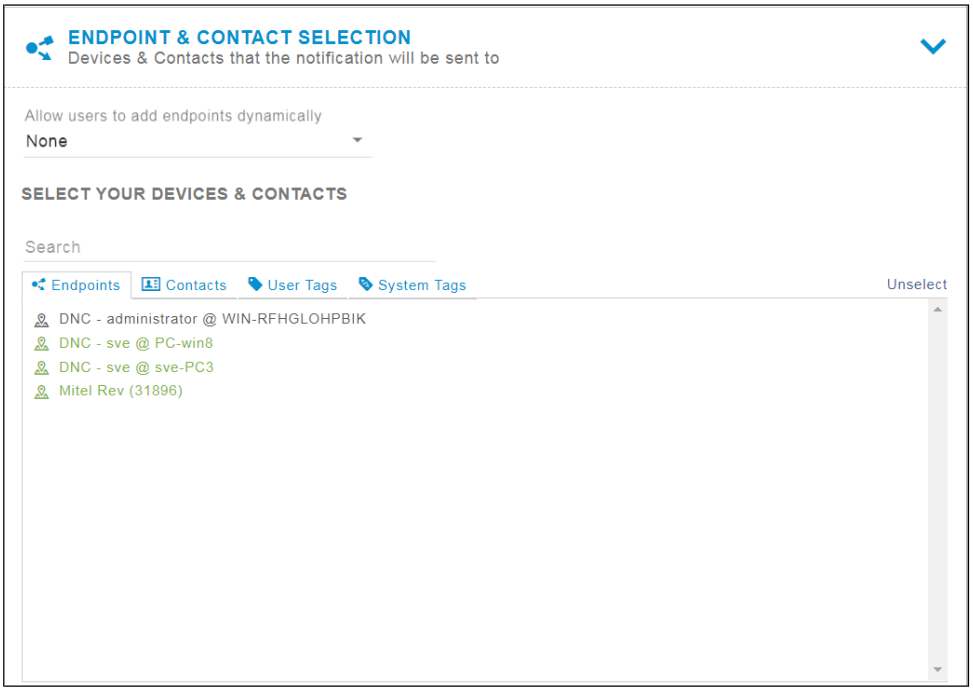


5. Click the **MESSAGE DETAILS** and enter the following values:
   a. From the **caller ID** drop-down list, select **Show**.
   b. Select the **Opening Tone** and **Closing Tone** from the respective drop-down lists.
   c. Set the **Volume** for the notification. This volume overrides the volume set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

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



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.



6. Click **SAVE**.

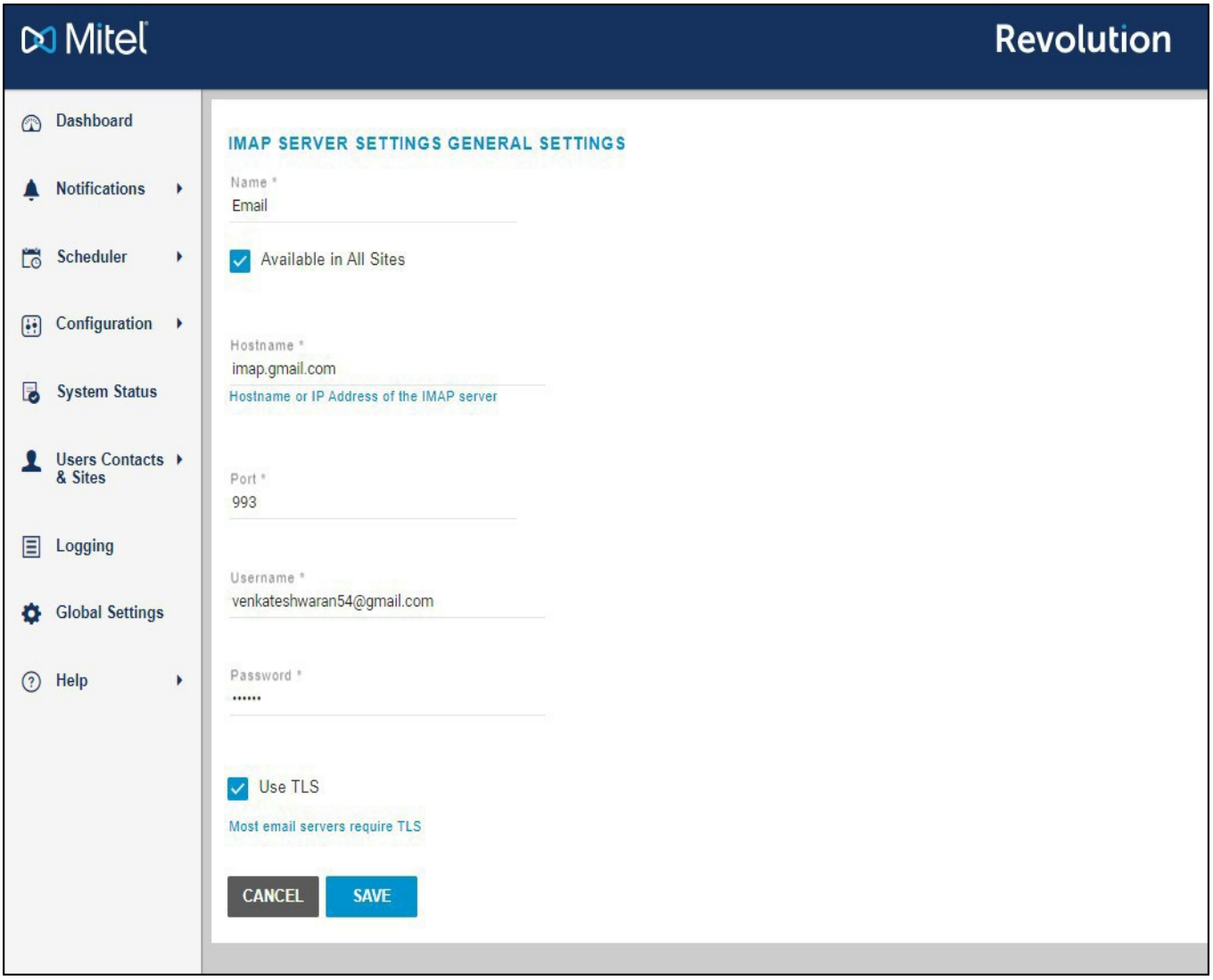
E-mail Activator and Notification

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.



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.

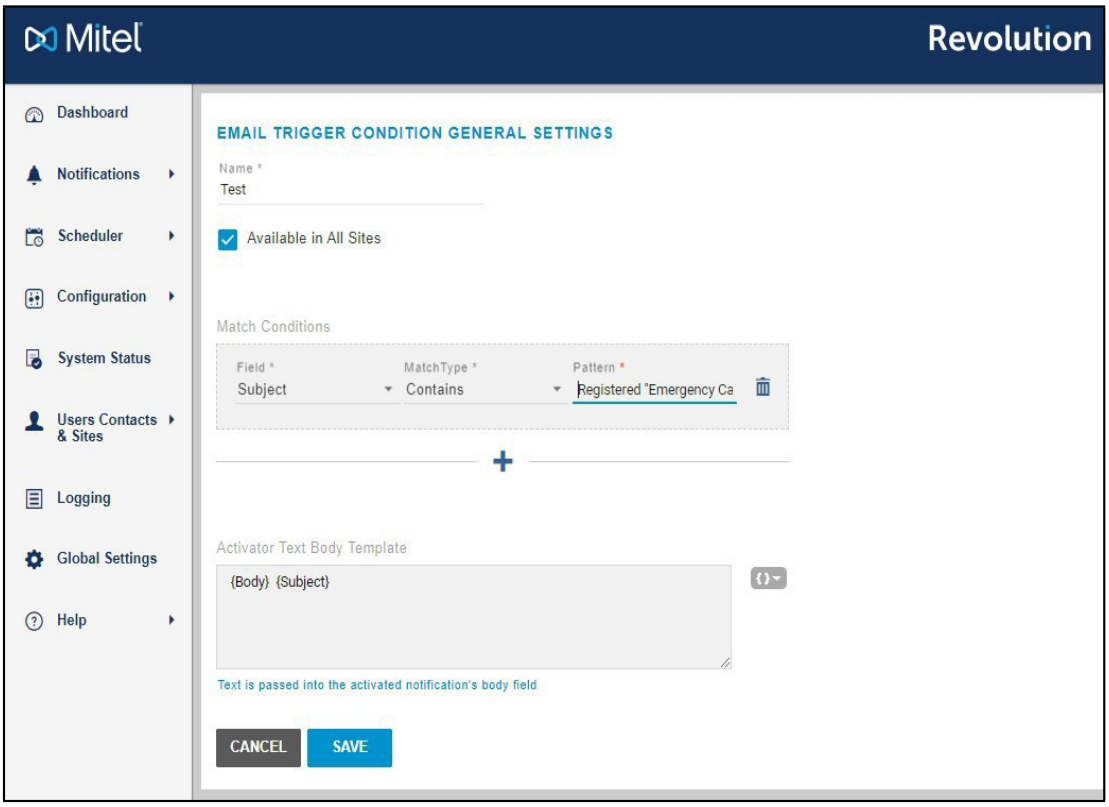
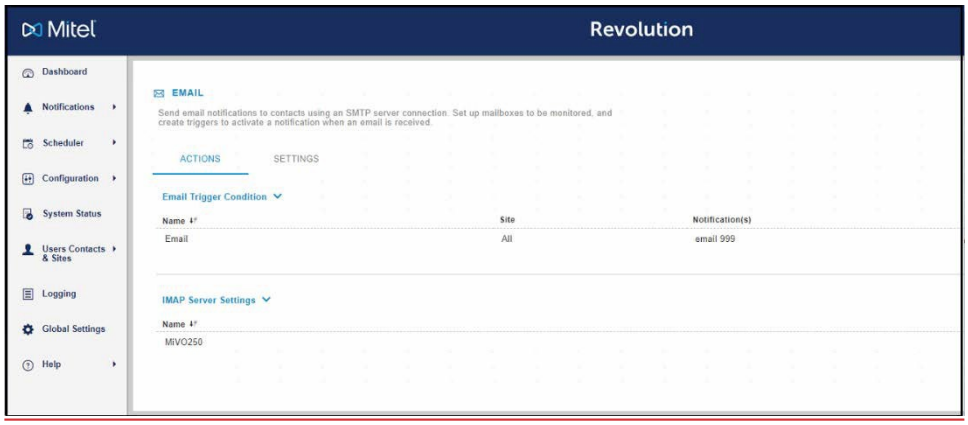


Figure 15: Shows EMAIL TRIGGER CONDITION GENERAL SETTINGS



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:

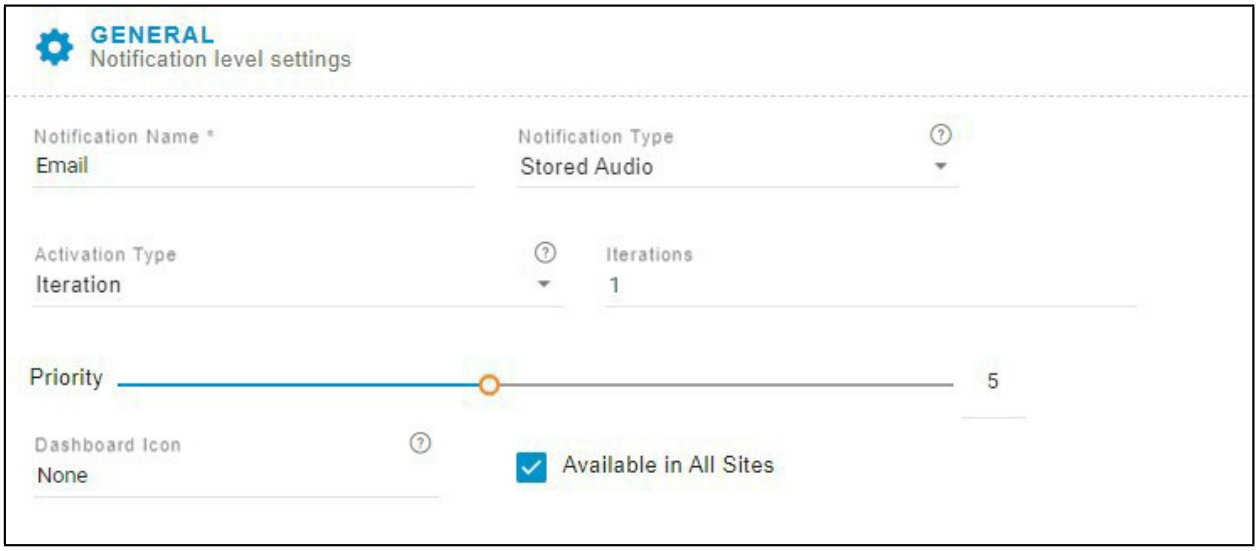
Field	Value
General	From the **Notification Type** drop-down list, select Text and Images or Stored Audio notification type. You can select **Text to Speech** as this is an emergency notification. To include an opening tone to draw the receiver's attention, select **Stored Audio** notification type. Do not select **One- Way**, **Recorded**, or **Two-Way** notification types.
Select Triggers	From the **Activator** drop-down list, select **Email** and then select the trigger you created.
Message Details	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.
Endpoint & Contacts	Assign the endpoints and contacts to which you want the emergency notification to be sent. 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**.

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

Trigger a Notification

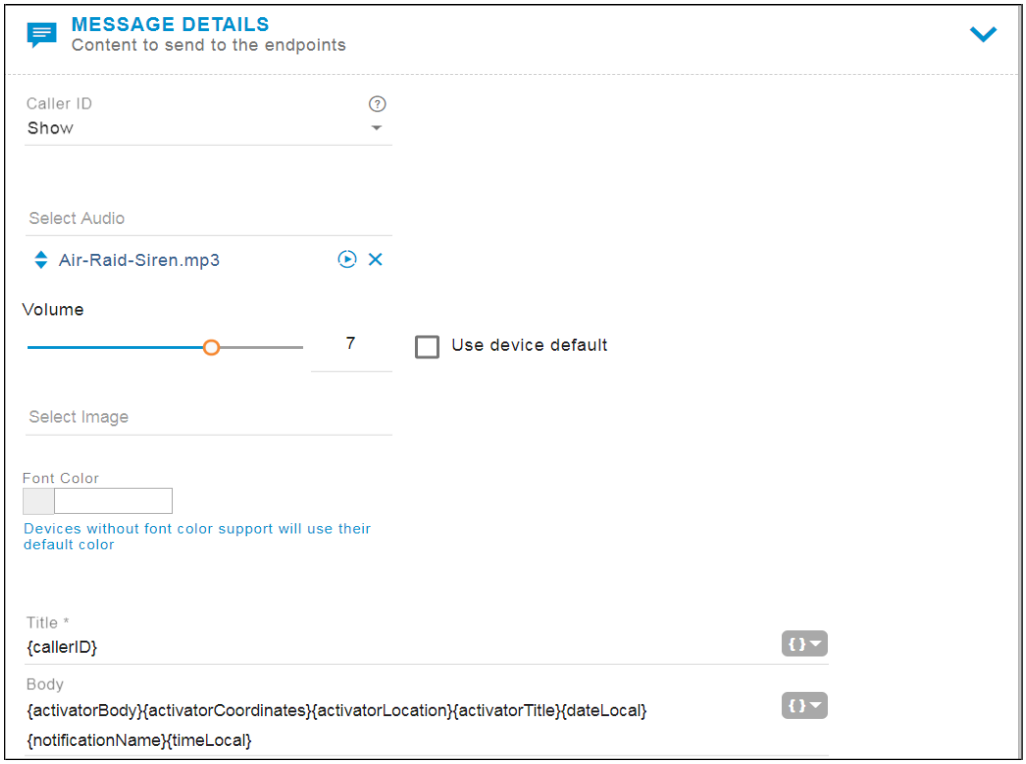
Perform the following steps to trigger an emergency notification:

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.

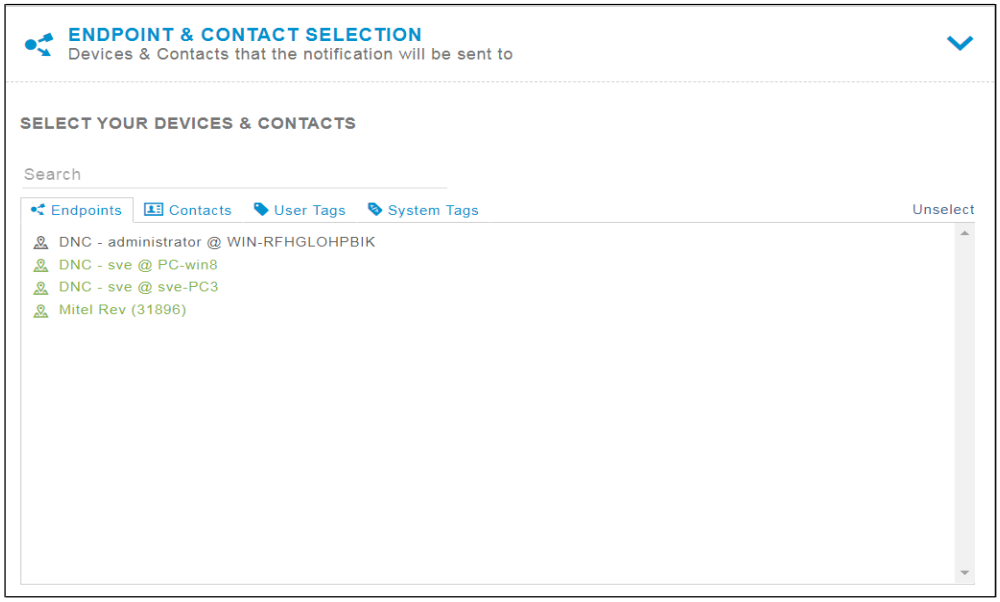


   e. **Dashboard Icon**: Select an image from the drop-down list.
4. Click the **TRIGGERS** settings and enter the following values:
   a. From the **Activator** drop-down list, select **Email**.

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.



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.



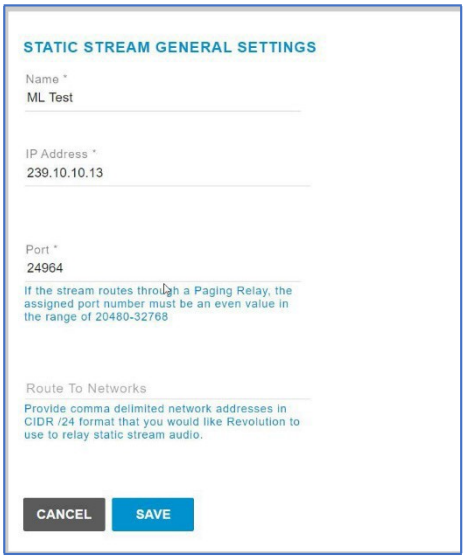
7. Click **Save**.

Stream Notifier Configuration

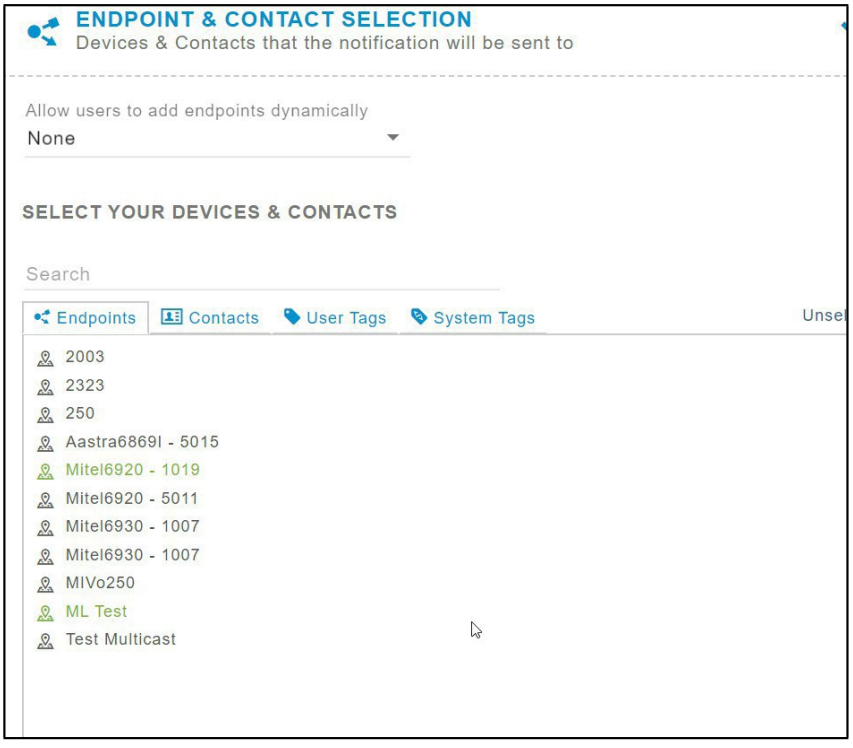
This section describes the Mitel Revolution stream notifier configuration for MiVoice Office 250.

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**.



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



Note: 53xx phones do not support multicast.

Priority Groups

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

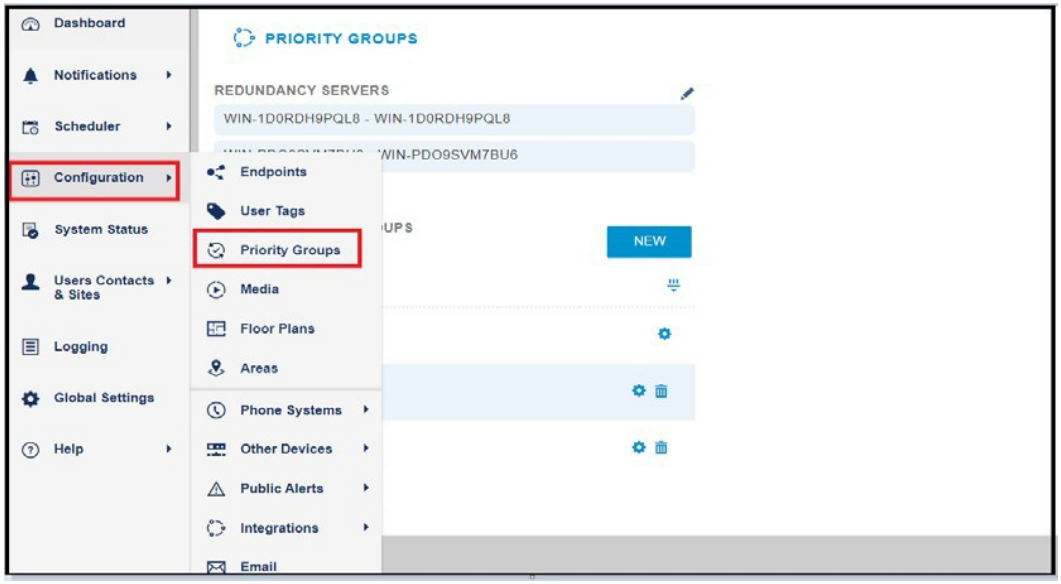
Priority groups are used to:

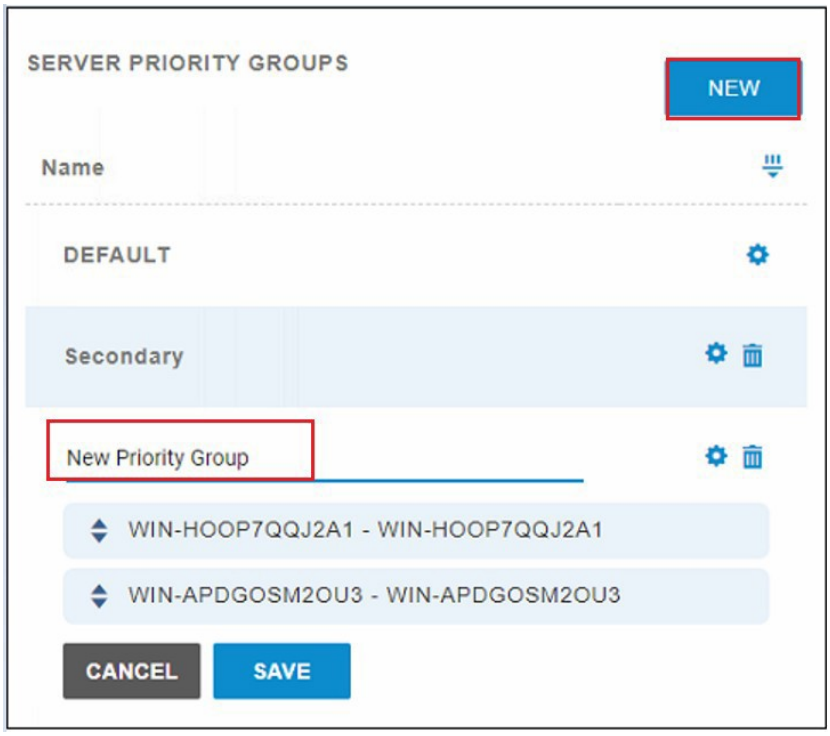
- Define failover order for your redundant servers.
- Define different server priorities such that we can distribute activations to different servers. For example, for Group A you could list your primary server first, while for Group B your secondary could be first.

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.

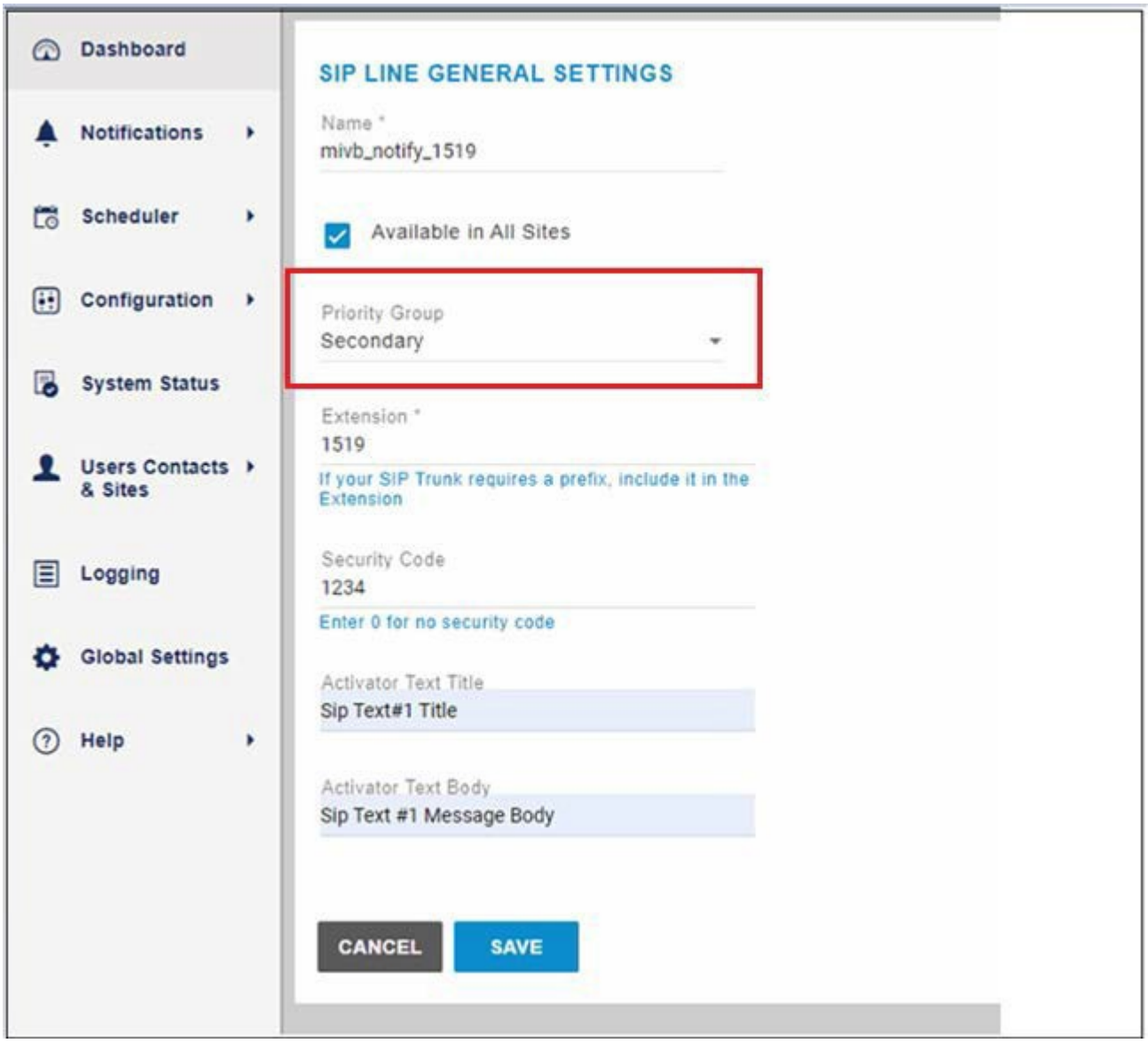




Priority Groups are referenced when trigger activators are created or edited. Priority Groups are selected from the **Priority Groups** field in the configured order. Notification triggers are activated from the first server listed (or lower priority servers in the case of failover) in the **Priority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

Priority Group Configuration for Activators

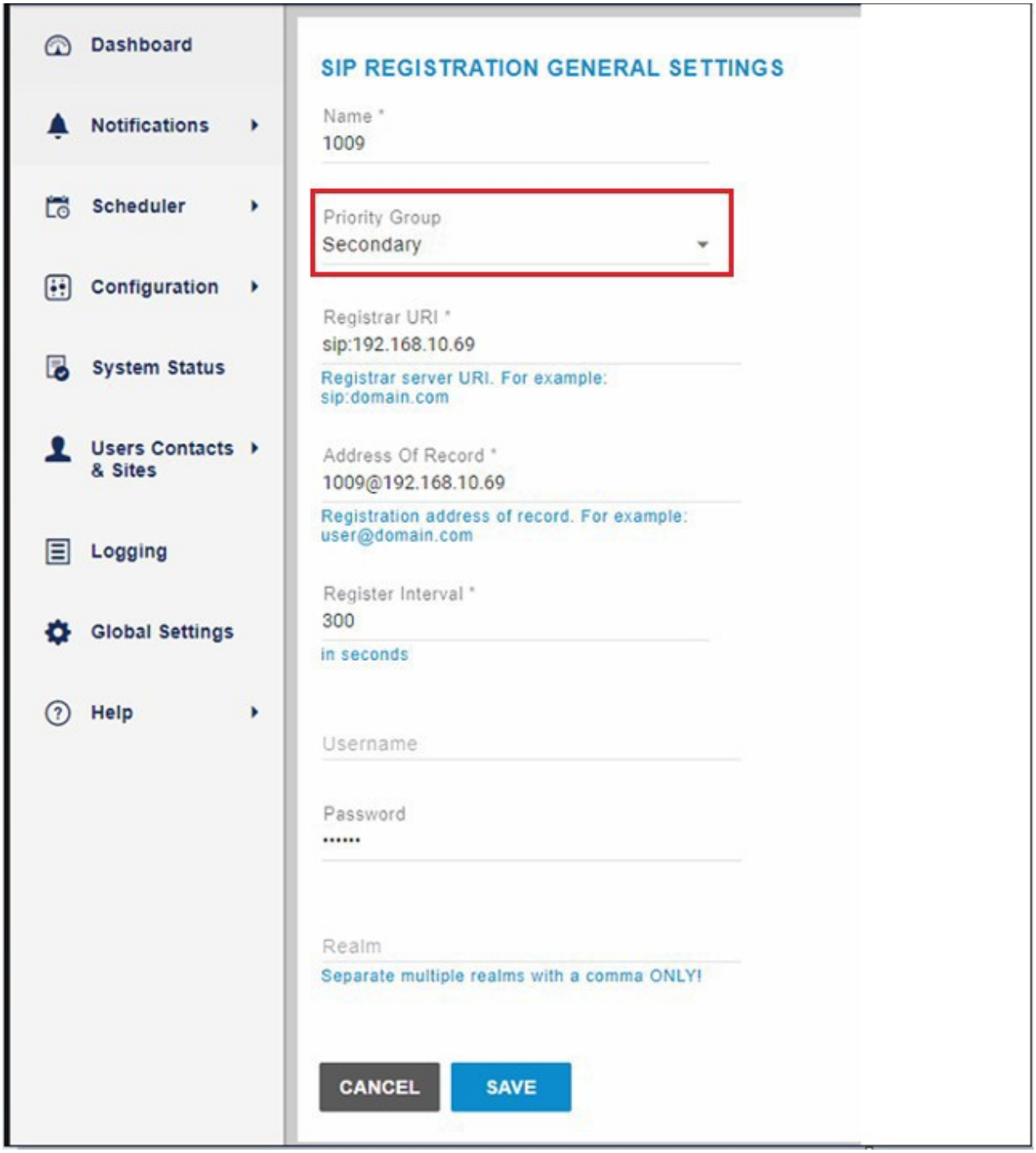
To configure Priority Group for Activators, navigate to **Configuration** > **Phone Systems** > **SIP** > **SIP Line**.



Priority Group selection for SIP notification

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

Mitel Revolution Configuration



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.

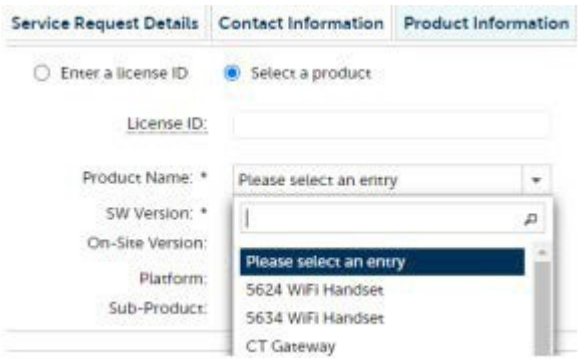
   Note: To know the version number of your product, log in to TechCentral Tracker to find the list of versions in the drop-down menu.

For example:

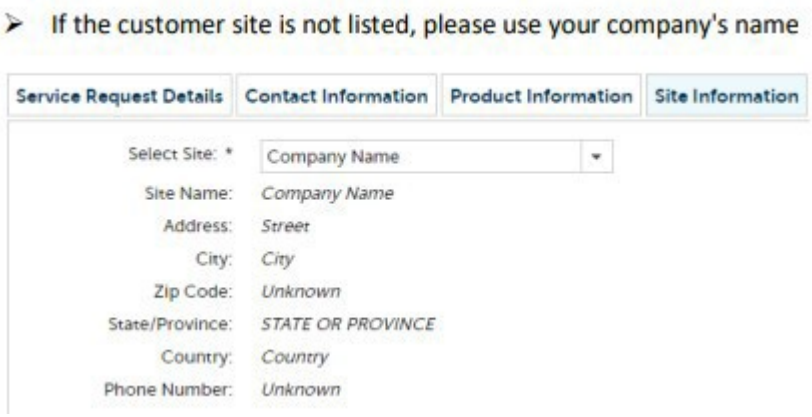
If you are using Mitel Revolution R2021.1, to enter this in the IVR you would select “2021*1#” on your keypad.

Creating a Web Ticket

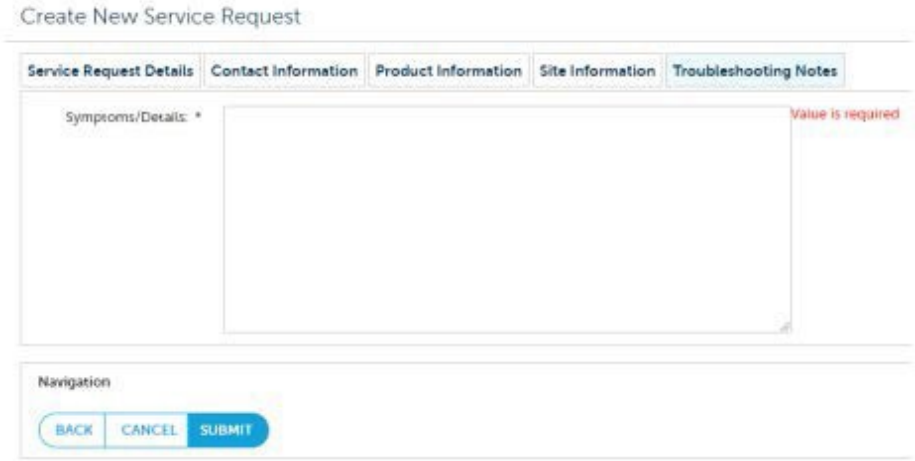
1. Log in to https://www.mitel.com/login > **MiAccess** (partner Login) > **TechCentral Tracker**.
2. Click **Create New Service Request**.
3. Enter the **Service Request Details** (Severity, Summary) and **Contact Information**.
4. On the **Product Information** page, select **Select a product**.



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



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



Appendix 1 Mitel Revolution Integration Notes for MiVoice 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. The Revolution does not support the MiVoice Office 250 Automated Mitel notifier. To support text to image, Revolution should support an automated Mitel notifier. 69XX phones on MiVoice Office 250 does 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 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.
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.

Mitel
Powering connections
mitel.com

© Copyright 2022, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation, including itself and subsidiaries and authorized entities. Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.