Mitel Revolution

Configuration Guide for MiVoice MX-ONE

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ating a Web Ticket

Appendix 1	Mitel Revolution Integration Notes for MiVoice MX-ONE	
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Introduction

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

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

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

Note: Mitel Revolution supports multicast paging for 6900 series phones. Multicasting is not supported through the MiVoice Border Gateway to teleworker configured sets.

About this Guide

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

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

and extension management). You can download the document from <u>MiVoice MX-ONE</u> <u>Management Applications Descriptions.</u>

Mitel Revolution Overview

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

🕅 Mitel	Rev	olution	03:38:19 PM IST () 🗐 🛈 🗄 powered by Classification United
Dashboard	3	9	0
A Notifications	QUICK NOTIFICATIONS Of Send a quick one-off notification	LAST SENT NOTIFICATION Last sent notification details	
Scheduler •	view all notifications	view all sent notifications	
Configuration	SCHEDULED NOTIFICATIONS Summary of this week's upcoming events	RECENTLY SENT NOTIFICATIONS	-
System Status	view all events	summer of teoriny and nonications	
Lusers Contacts + & Sites		Sent Date Name Sent To	
E Logging			
Global Settings			
Help			

Notification Overview



Creating notifications involves the following three main steps:

- 1. Assigning the triggers for sending notifications (SIP Activator/SNMP/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 Create Notifications.

Network Topology

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



Software Dependencies and Compatibilities

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

MiVoice MX-ONE Configuration

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

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

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

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

Configure SNMP Settings

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

Note: Mitel Revolution supports SNMP V1, V2 and V3, and MX-ONE supports SNMP V1, V2, and V3 for emergency call notification.

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

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

Set trapsink < Primary Revolution IP>

• For SNMP version 2

Set trap2sink < Primary Revolution IP>

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

Set trapsink < Secondary Revolution IP>

• For SNMP version 2

Set trap2sink < Secondary Revolution IP>

g. Restart the SNMP service

Note:

- Multiple Revolution IP entries can be added so that MX-ONE sends traps to all the destination addresses. Traps failing to reach the destination are alarmed by MX-ONE with an error.
- You can use a custom community string of your choice. Mitel recommends that you follow industry best practices including avoidance of default/public strings. For our testing, we have used "examplestring".
- We recommend that networking protections (ACL/firewalls) be used to restrict access to unauthorized SNMP connections other than between the MX-ONE and Revolution.
- Configure an emergency dest (ARS) in MX-ONE by setting the D26=1 in the ADC parameter while creating the route. For example, MDSH>roddi:rou=100,dest=123,srt=3,ADC=000500000000250000001000100;

SIP Trunk

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

Create SIP Trunk

Perform the following steps to create a SIP trunk:

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

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

where,

Route number - creates a route with the Mitel Revolution server

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

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

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

Note: Execute the command in MDSH mode.

For example,

```
ROCAI:ROU=<Routenumber>,SEL=711000000000000,SIG=0111110000A0,TRAF=0
3151515,TRM=4,SERV=3100001001,BCAP=001100;
```

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

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

roddi:rou=20,dest=678,srt=4,ADC=000500000000250000001011000;

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

The following illustration provides an overview of the SIP Route.

Add Using Template	: <pre><pre>Oefault template></pre></pre>		✓ Manage Tem	<u>plates</u>					
③ Select a Route Name:	All View	Change							
	Route Number 😽	Route Name 💩	SIP Profile Name 🛛 🕹	First Name 🔌	Last Name 🚸	Type of Signaling	00	Complete	00
🗆 Q 🥖 🗙 🗎 🔯	20	20	Default			SIP		Yes	
🗆 Q / 🗶 🗈 🗞	30	30	Default			SIP		Yes	

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

Route	Route - View - 20	
Destination	Done Street View 30	
Corporate Name		
Busy No Answer Rerouting	General	
Verset Number Description	Profile Name	Default
vacant number recounty	Route Name Route Number	20 20
Customer Rerouting	STD Route Specific Data	
Public Exchange Number	are noute specific bata	
Charging	Outgoing Traffic Remote Port	5060
Mobile Direct Access Dest	Protocol to Use When Calling Unknown Public Number	UDP
	From URIString for Unknown Public Number	sip:?@192.168.10.172
	Incoming Traffic Type of Accepted Calls	All
	Priority for Incoming Calls	255
	Handle as Extension Incoming Invite Challenge	No
	Emergency Call Data	- The Manual Control of the Control
	Type of Accepted Calls	EMERGENCY
	Third Party Registration	235
	Type of Registration	No Registration
	Supervise Trusts Route Destination	No supervision
	Trusted Privacy Domain	Not Trusted
	Route Category	
	Disturbance Level	0
	Route Selection Category	
	Incoming Traffic Line Selection During Outgoing Traffic	Open for Incoming Traffic Sequential
	Route Characteristics Outgoing Traffic	Normal route
	Allow Alternative Route Selection	Permitted
	Allow Virtual Calls	Yes
	Allow Malidous Call Tracing	No
	Facilities Restriction Level Receive Traveling Class Mark Information	0 No
	Route to Telident Machine for Emergency Calls	Normal
	Traffic Category	2
	Call Discrimination Group Night for Incoming External Lines	Fully Open
	Call Discrimination Group Day for Incoming External Lines	Fully Open
	Traffic Connection Class Service Category	Fully Open
	Allow Initiation of Call Waiting Tone Transmission	Yes
	Allow Reception of Call Waiting Tone and Intrusion	Yes
	Type of Route	Trunk Lines
	Allow Paging Over Speech Channel	No
	Mobile Extension without R1 Number Allow Bearer Canability Substitution	Yes
	Allow High Level Compability Substitution	No
	Allow Number Conversion	Yes
	Signaling Data	
	Dial Tone Characteristics after External Line Seizure	No monitoring path established
	User of Digit Transmission for Transit Exchange Use Net Service Facilities	No
	Ringing Tone Transmission for Outgoing Traffic	A-party receives ringing tone
	Ringing Tone Transmission for Outgoing Traffic	After minimum number of digits
	Further Route Data	
	Signal Diagram for Common Incoming and Outgoing Traffic Crypto offer	SRTP
	May use replaces to update remote end	No
	May use early replaces to update remote end Use forced gateway.	No
	Use session timer	Yes
	Use SIP-URI parameter user=phone Enforce data media neer through modern and far	Yes
	Service route	No
	Do not display name received from external party	No
	SDP restrictions Request End to End DTMF signalling from other side	No restrictions
	Use inband DTMF instead of INFO when RFC2833 is not used	info
	Incoming Traffic	No
	Use diversion information from network (RFC4244) Use diversion information from network (RFC5806)	No
	Use Referred-by information from network (RFC3892)	No
	xva media mode	kva uses early media

Configure SIP Trunk

Perform the following steps to configure the SIP trunk:

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

🕅 Mite	el Serv	vice Node M	anager		Logged in a	s: service About	User Guid
Initial Setup	Number A	nalysis Tele	phony	Services	System	Logs	
Extensions	Operator	Call Center	Groups	Extern	al Lines	System Data	IP Phor
Route Destination	De	stination	e: <default td="" tem<=""><td>plate></td><td>Shorte</td><td>uts: (<manage sho<="" td=""><td>rtcuts> • C</td></manage></td></default>	plate>	Shorte	uts: (<manage sho<="" td=""><td>rtcuts> • C</td></manage>	rtcuts> • C
Corporate Name Busy No Answer R	Rerouting	Select Destination: [All • Vi	ew			

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

🕅 Mitel 🛛	Service Node Manager	Logged in as: service About User Guide S
Initial Setup Nur	nber Analysis Telephony Services	System Logs
Extensions Opera	tor Call Center Groups Exte	ernal Lines System Data IP Phone
Route Destination Corporate Name Busy No Appears Perputing	Destination - Add - Step 1 / 4 Type of Destination	
Vacant Number Rerouting	 Type of Destination: Destination Fictitious destination 	
Public Exchange Number	<- Back Next -> Apply Cancel	

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

D	Destination enange 070	
Destination	Apply Cancel	
Corporate Name		(70
Busy No Answer Rerouting	Route Name:	20
Vacant Number Rerouting	Primary Choice is the sequence number for the route choice in a	alternative routing
Customer Rerouting	 Start Position for Digit Transmission: Type of Seizure of External Line: 	Immediate seizure
	 Porward Switching: 	
Public Exchange Number	Type of Called Number:	Unknown public V
Charging	Type of Calling Public Number:	Unknown public V
Mabile Direct Access Dest	Type of Calling Private Number:	Unknown private 🗸
WODIle Direct Access Dest	⑦ Use as Emergency Destination:	
	Pre-digits in order to form a new External Number:	
	⑦ Truncated Digits in Dialed Number:	0 🗸
	⑦ Type of Signal Seizure:	Terminating seizure
		O Transit seizure
	⑦ B-Answer Signal Available:	
	⑦ Allow to send Traveling Class Mark:	
	⑦ Route Type:	Public
	⑦ Maximum Number of Transit Exchanges:	25 ~
	PNR Number Translation Information:	No Translation V
	⑦ Supplementary Services Using User to User Interface:	Not Allowed 🗸
	⑦ Use Least Cost Routing for All Calls:	
	② Allow Sending of Expensive Route Warning Tone:	
	⑦ Type of Protocol to use for Supplementary Service Call Offer:	User to User Interface(UUI)
	⑦ Type of Protocol for Call Back/Call Completion:	Generic Function Protocol(GFP) User to User Interface(UUI) Generic Function Protocol(GFP)
	⑦ Show Original A-Number:	
	⑦ Use Original A-Number's Type of Number:	
	⑦ Enable Enhanced Sent A-Number Conversion:	
	⑦ Use ETSI Diversion Supplementary Service:	
	Basic	

Create an Alternate Route

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

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

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

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

RODAI:ROU=20,TYPE=TL66,VARI=0000000,VARC=0000000,VARO=00000500;

Extensions	Operator	Call Center	Groups	External Lines		System Data	IP Phone	DECT
Route	Dest	ination						
Destination] [D (1)					
Corporate Name	Add	Using Template: <	Default template>		· <u>·</u>	<u>tanage Template</u>	25	
Busy No Answer Re	erouting 🕜 Se	elect Destination: All	▼ View					
Vacant Number Rer	routing				-	* 1 <u></u>		
Customer Rerouting		D 2 2 2 10 10 66	estination 🍫 C	ustomer Name 🥠	Choice	Noute Name	No Fictitious Destination	ation 🍫
Public Exchange Nu	umber	2 / 🗶 🖻 🛐 67	8			20	No	
		2 / 🗙 🗈 🛐 67	8		1	30	No	

Configure6800/6900SIPPhones

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

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

action uri poll2: http://<<Secondary revolution server IP>>/MitelRegistrar/?dn=\$\$SIPUSERNAME\$\$&ip=\$\$LOCALIP\$\$ action uri poll interval2: 60

where,

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

Note:

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

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

Manage e be remove	ndpoint nai ed by deleti	mes and settings from this page. Only ing the setup in the module that creat	y inactive endpoints can be delete ted them.	ed. Active er	ndpoints can			
Module	Status	Name	URN	Site	IP Address	Licensed		÷
Desktop	Active	DNC - trayad @ IN-6YJQ882	@DNC:1c6d2e1d-11d5-4 597-9eaf-16ac0e3ddd1c	All	10.8.138.97	0		•
Mitel	Inactiv e	Mitel6920 - 19208	@Mitel:00085D5BEAF2	All	172.19.64.196	0	Ô	•
Mitel	Inactiv e	Mitel6920 - 55009	@Mitel:00085D5BEB78	All	10.211.26.163	0	â	o
Mitel	Inactiv	Mitel6920 - 76200	@Mitel:00085D5BEA70	All	10.211.26.154	0	ŵ	0

Configure Multicast IP for SIP Phones

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

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



4. Click SAVE.

Note: Multicast is not supported via MBG for teleworkers.

For multicast configuration on Mitel Revolution, see Stream Notifier Configuration.

Mitel Revolution Configuration

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

Installation and Configuration

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

- <u>System Requirements</u>
- Installation

Configure SIP Activator

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

Create SIP Lines

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

Perform the following steps to create a new SIP line:

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

For **Extension**, enter the SIP extension number defined in the MiVoice MX-ONE Service Node Manager. For example, 1234.

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



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

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

Create Notifications

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

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

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

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

Dashboard	GENERAL Notification level settings			~
Notifications	Malfester News 1	Notification Tom	0	
31 Scheduler	Paging_OneWay	One-Way	•	
🕂 Configuration 🕨	Priority	0	5	
System Status	Dashboard Icon None	Available in All Sites		
Users Contacts > & Sites				

- 4. Click the **TRIGGERS** settings and enter the following values:
 - a. From the Activator drop-down list, select SIP.
 - b. You can create a new trigger or select an existing trigger.
 - Follow the steps to create a new trigger:
 - From the **Trigger** drop-down list, select **New Trigger**.
 - Enter a descriptive Name for the SIP line.
 - Enter the Extension number that you defined in the MiVoice MX-ONE.
 - Enter the remaining informations if required.
 - Click **SAVE** to save the changes.

Follow the steps to select an existing trigger:

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

Content to send to the endpoints			~
Caller ID ⑦ Show			
Opening Tone Bell-Ding-1.mp3	Closing Tone FV_Lunch-Break-Begin.wav	(\mathbf{b})	
Volume0 10	Use device default		
Select Image			
Font Color			
Devices without font color support will use their default color			
Title * Welcome to MX-ONE SVE lab{dateLocal}			
Body Welcome to MX-ONE SVE lab{dateLocal}{callerID}			

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

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

ENDPOINT & CONTACT SELECTION Devices & Contacts that the notification will be sent to	~
Allow users to add endpoints dynamically None SELECT YOUR DEVICES & CONTACTS	
Search	Unselect
 DNC - administrator @ WIN-RFHGLOHPBIK DNC - sve @ PC-win8 DNC - sve @ sve-PC3 Mitel Rev (31896) 	

7. Click SAVE.

Add SNMP Activator for Emergency Call

Note:

If the customer site is configured to use an 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 add an SNMP activator for an emergency call:

- 1. Go to Configuration > Phone Systems > Dial Monitoring.
- 2. Click NEW and select NEW MITEL DIAL MONITOR.

The MITEL DIAL MONITOR GENERAL SETTINGS page opens.

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

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

🕅 Mitel		Revolution
Dashboard	MITEL DIAL MONITOR GENERAL SETTINGS	
Notifications	Name * 1010	
Scheduler	Vailable in All Sites	
E Configuration	General Settings Monitored Number *	
System Status	6051010 Number to monitor	
Users Contacts + & Sites	CESID Exact CESID or Regular Expression to match	
Logging	Template Title * Emergency Call	
Global Settings	Template Body	
Help	(CallerName) (CallingDN) called (DialedDigits) from location (Location)	
	Version * VI SNUP trap message version (V1, V2, V3 with submetication, and V3 with submetication and privacy phrase)	
	CANCEL SAVE	

SNMP Setting for SNMP Community String

1. Go to **Configuration > Integrations > SNMP trap trigger**.



- 2. Enter the string name in the String Community String field.
- 3. Click Save to save the settings.

Importing Location details to SIP device for XML Registration

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

Go to Configuration > EndPoints > DIRECTORY.

•	ENDPOINTS						
iles:	ENDPOINT LIST ENDPOINT MAP DIRECTORY						
Mi	anage directory names and settings from this page. Only directory entrie	is can be deleted					1
	Name	Destination Code	Location	Latitude	Longitude	Elevation	÷
*	Testing	1900					
<	testing1	1900					
*	Mitel Mitel6930 + 302-4000620	302-4000620					
~	FINDHQUSER3 - 400101-1704	400101-1704					
	FINDLDVSUSER11 - 400101-1786	400101-1786	12345				
*	FINDLDVSUSER21 - 400101-1767	400101-1787					
<	FINDWDVSUSER18 - 400101-1969	400101-1969					

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

1.

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

•< Edit and Import from CSV
Choose File
CLOSE

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

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

Match Data to Destination Code					
Update Endpoints					
Update Directory Entries					
Add Directory Entries					
Name	*	Destination Code	7	Location	2
Rev2,Reg		1011		MyHome_shelf	

5. Click Import.

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

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

Assign the SNMP Trigger to the Notification

Perform the following steps to create a notification and to assign Mitel dial monitor triggers to the notification:

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

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

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

Variable	Description			
{SysName}	IP address or host name is configured in the SNMP Configuration form used to identify the system responding to the emergency call.			
{SeqNumber}	An incrementing number beginning from 1; used for correlating the retry logs.			
{CallType}	Indicates that the call is an emergency call.			
{CallingDN}	The DN of the device used to place the emergency call.			
{DialedDigits}	The digits that are out-pulsed on the outgoing trunk after digit modification is performed.			

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

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

Trigger SNMP Emergency Notification

Perform the following steps to trigger an emergency notification:

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

Notification Name * Emergency Test			Notification Type Stored Audio	e	? •	
Activation Type Iteration	? •	Iterations 1		Repeat Interval (seconds) 60		
Priority		()			5
Dashboard Icon None		(?)	🗸 Available i	in All Sites		

- 4. Click the TRIGGERS settings and enter the following values:
 - Select SNMP from the Activator drop-down list.
 - Select **Emergency** from the **Trigger** drop-down list.
 - From the Select Trigger Behavior drop-down list, select Activate and click Add.

Select TRIGGERS Select what activates the notification	Select what activates the notification
ADD A NEW TRIGC	SNMP - Emergency
SNMP New Trigger	ADD A NEW TRIGGER
MESSAGE	Activator 👻

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

Content to send to the e	ndpoints			~
Caller ID Show	1			
Air-Raid-Siren.mp3	Θ×			
Volume				
	7	Use device default		
Select Image				
Font Color				
Devices without font color support default color	will use their			
Title * {callerID}			07	
Body				
{activatorBody}{activatorCoordin: {notificationName}{timeLocal}	ates}{activatorL	ocation}{activatorTitle}{dateLocal}	07	

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



7. Click SAVE.

Stream Notifier Configuration

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

1. Go to Configuration > Static Stream.

-			STATIC STREAM		
÷	Notifications	*	Activate notifications by monitoring a unicat Configure static streams that can be used a	st or multicast G.711 Real-time Transport Protocol (RTP) stream, as endpoints to receive notifications.	
63	Scheduler	•	ANTIONS		
÷	Configuration		• Endpoints		
6	System Status		User Tags	IP Address	Port
			Priority Groups		
1	Users Contacts & Sites	•	• Media	239.10.10.13	24964
Ξ	Logging		Floor Plans		
-			S. Areas		
¢	Global Settings		C Phone Systems +		
•	Help	,	CER Other Devices		
			Public Alerts		
			O Integrations		
			Email		
			Mobile		
			SMS/Dialer		
			Static Stream		

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

Name * ML Test	
P Address *	
Port *	
24964 f the stream routes through a Paging Relay, the ssigned port number must be an even value in he range of 20480-32768	e
Route To Networks	
Provide comma delimited network addresses in DDR /24 format that you would like Revolution use to relay static stream audio.	to

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

NISSI	to add endpoints	dynamically		
None		•		
SELECT YO		& CONTACTS		
Search				
Endpoint	s Contacts	💊 User Tags	System Tags	Unse
<u>Q</u> 2003				
<u>Q</u> 2323				
250				
Aastra6	8691 - 5015			
🔉 Mitel692	20 - 1019			
🙇 Mitel692	20 - 5011			
<u>Ritel693</u>	30 - 1007			
🧟 Mitel693	30 - 1007			
	0			
And				
🙇 ML Test				

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.

Mitel Revolution Configuration

	Dashboard		¢ک و		ROUPS		
¢	Notifications	•	REDUNDA	NCY SERVI	ERS		•
Ēõ	Scheduler	•	WIN-1D0F	RDH9PQL8	- WIN-1D0RDH9PQL8		
(Configuration	•	et Endpoi	nts	WIN-PD093VW/D00		
B	System Status		🗣 User Ta	gs	UPS	NEW	l
•	Users Contacts	•	Priority	Groups			
	& Sites		() Media	lana		₹	
Ξ	Logging		Areas	14115		•	
ф	Global Settings		Phone	Systems	>	⇔	
?	Help	•	Other D	evices	•	✿ 亩	
			A Public /	Alerts	•		
			্টি Integrat	tions	•		
			🖂 Email				

Mitel Revolution Configuration

SERVER PRIORITY GROUPS	NEW
Name	₩
DEFAULT	0
Secondary	⇔ ≘
New Priority Group	¢ 💼
WIN-HOOP7QQJ2A1 - WIN-HOOP7QQJ2A1	
WIN-APDGOSM2OU3 - WIN-APDGOSM2OU3	
CANCEL SAVE	

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

Priority Group Configuration for Activators

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

🕅 Mitel		Revolution
🕜 Dashboard	SIP LINE GENERAL SETTINGS	
A Notifications	Name * 1000_mxone	
C Scheduler	Available in All Sites	
Configuration >	Priority Group secondery	
System Status	Extension *	
Users Contacts + & Sites	If your SIP Trunk requires a prefix, include it in the Extension	
E Logging	Security Code 1234	
Global Settings	Enter 0 for no security code Activator Text Title	
⑦ Help →	Activator Text Body Sip Text #1 Message Body	
	CANCEL SAVE	

Third-Party Troubleshooting

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

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

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

Mitel Revolution Technical Support

Technicians who have completed Mitel Revolution technical training and certification can open tickets with Mitel Technical Support for further assistance with Mitel Revolution.

Creating tickets for Non-ARIDProducts

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

Creating an IVR Ticket (Americas Only)

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

Note: These menu options may change at any time, based on the support status of the product.

3. When prompted, enter the product version number, using the * key for dots and the # key to submit.

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

For example:

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

Creating a Web Ticket

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

Service Request Details	Contact Information	Product Information
O Enter a license ID	Select a product	
License ID:		
Product Name: *	Please select an eritr	y -
SW Version: *	1	م
On-site version.	Please select an ent	ny 👘
Platform.	5624 WiFi Handset	
Sub-Product.	5634 WiFi Handset	
	CT Gateway	

- 5. In the Site Information page, select the site from the drop-down list under Select Site.
 - If the customer site is not listed, please use your company's name



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



Appendix 1: Mitel Revolution Integration Notes for MiVoice MX-ONE

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

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

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

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

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

Activator/Notification	Integration Detail		
Activators			
SIPActivator	Supported		
	SIP Activator co	ode is sent to Revolution using SIP trunks.	
EmergencyCallActivator	Supported		
	SNMP traps are	e sent to Revolution for an emergency call.	
	Note: Supporte Version 3	ed version is SNMP Version 1, Version 2, and	
SIPActivator	Supported		
(Active-Standby)	MX-ONE uses the alternate (secondary) route to send SIP Activator to the secondary Revolution when the primary does not respond.		
Emergencycalltrigger	Supported		
(Active-Standby)	SNMP traps are sent to both Revolution servers. Revolution dispatches the notification based on whichever is active.		
	Note: In the evversions are SN	rent of redundancy, the supported SNMP IMP Version 1, and SNMP Version 2.	
SIPActivator	Supported		
(Active-Active)	A different route needs to be set up on MX-ONE so that SIP Activator code can be sent to both the primary and secondary Revolution servers as needed.		
EmergencyCalltrigger	Supported		
(Active-Active)			
Notifications			
PBXPagingNotification	MiNET	Not Applicable	
		MX-ONE does not support MiNET.	

SIP

Not Supported

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

	from which the notifications would come from. Both primary and secondary Revolution can handle XML notifications if the phone is pointed to the respective Revolution.
Multicast Notification	Supported
(Active-Active)	notifications at a given time.
Clearing notifications displays after a specified time	By default, the notifications are cleared after a pre-set time duration. Set the duration to delay clearing of notifications beyond the default time duration.
Queuing Notifications	Revolution will queue the notifications for any overlapping endpoints running high priority notifications. In this case, the lower-priority notifications will return a status of "Queued" and will attempt to run only after the high priority notifications complete.
	Note: This functionality is available only for non-live notification types. Therefore, you cannot use this for one-way, two-way, conference, answer, or listen-in notification types.
XML and priority XML notifications	When a call is ringing, only the priority XML notifications (stored audio / one-way / two-way) will be sent out.
(one way/stored audio/two-way) to devises	
XML and priority XML notifications (one way/stored audio/two-way) to devises that are in calling state	During a call, both XML and priority XML notifications for one-way and two-way will be sent out. For stored audio, only the priority XML notifications will be sent out.



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