Mitel Revolution

Configuration Guide for MiVoice Office 250

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Mitel Revolution Configuration Guide for Mitel MiVoice Office 250

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Introduction

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

Notifications can be sent to endpoints such as iOS and Android smartphones; Instant Messaging clients, SMS clients, and Mitel Revolution Desktop Notification Client; Paging Relay; Legacy Paging and Analog Systems; IP Speakers; Clocks; Message Boards; Social Media accounts; and more. Visit us on the web at <u>Mitel Revolution Web Help</u> 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 <u>Mitel Revolution Web Help</u>.
- 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 <u>MiVoice Office 250</u> <u>Installation and Administration Guide</u>.
- 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 <u>MiVoice Office</u> 250 Features and Programming Guide.

Introduction

• **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.

🕅 Mitel		Rev	olution	03:38:19 PM IST ④ 厚 ① : powered by デンSun-Apps metherical tested
Dashboard		3		0
Notifications	•	QUICK NOTIFICATIONS	LAST SENT NOTIFICATION Last sent notification details	
Co Scheduler	•	view all notifications	view all sent notification	ins
Configuration	•	31 SCHEDULED NOTIFICATIONS Summary of this week's uppoming events	RECENTLY SENT NOTIFICATIONS	
System Status	6		Summary of recently sent notifications	
Ilsers Contact		view all events	Sent Date Name Sent T	
& Sites			view all sent notification	ins
Logging				
Global Setting	5			
1 Help	•			

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 <u>Mitel Compatibility Matrix</u>.

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.

livo250_162 - MiVoice Office 250 DB Programming View Operations Tools Favorites Help					-	Ц	
🕽 🎓 🔒 Recent 👻 🌗 MiVoice Office 250 🔸 Sys	tem > Devices	and Feature Codes	SIP Peers SIF	Trunk Groups			
MiVoice Office 250	↑ Extension	Description	Username				
- Maintenance Accounts	+## 02002	Tata Trunk	66070100				
- 🖉 Software License	1113 SECOL	Payolution	00070100				
- System	1110 92004	MiVBtrunk					
App Suite Server Configuration	1113 92004	TELLIS					
- 🍄 CloudLink Gateway	1113 52010	PT					
Controller	HIJ 92011	Edee					
Realized Information	HIJ SECIE	Luge					
Devices and Feature Codes							
Assistants							
Extension Lists							
Peature Codes							
Hunt Groups							
Madama							
The Network Groups		Create SIP Trunk	Group	N			
Noder		Create SIP Trunk	Group from Template	45			
B Page Ports							
Page Zones							
Phantoms & Hot Desk Profiles							
Phones							
Node Trunk Groups							
😑 🐳 SIP Peers							
E SIP Phone Groups							
SIP Trunk Groups							
92002							
jan 192003							
Configuration							
Registrar							
Registrar							
← & Registrar ← G Authentication ← ★ Keep-Alive							
- n Registrar - Authentication - → Keep-Alive - 달• NAT Settings							
▲ Registrar ▲ Authentication ➡ Keep-Alive ↓ NAT Settings 雲 Alternate IP/FQDN List							
- Ma Registrar - Authentication - ← Ceep-Alive - Et+ NAT Settings - ∰a Alternate IP/FQDN List ⊕ Et+ Route Sets							

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).

Value Name Extended Value Column (dB) 2 Phones 17 Trunks SIP Phone Groups SIP Trunk Groups SIP Voice Mails Audio Diagnostics Sampling Period 5 Audio Diagnostics Samplings 12 Audio Frames/IP Packet 2 08 Average In Time Frame Percentage Threshold 60 08 Average In Time Frame Timer 5 Minimum Playback Time 20 Transmit DTMF Level North America -7 -9 ■ DTMF Encoding Setting G.711 Mu-Law **∃**▼ Speech Encoding Setting G.711 Mu-Law B Fax Control-Messages Redundancy Count Fax Page-Data Redundancy Count B Fax Detection Sensitivity 50 ■ Fax Encoding Setting (Fax Transmission) T.38 E▼ Fax Maximum Connection Speed 14400 Supports RTP Redirect No

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.

- **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 1 - State -						
Software License	* Name	Value	Extended Value			
System	Trunks					
App Suite Server Configuration	💥 Multiple Ring-In					
CloudLink Gateway	Emergency Outgoing Access					
Controller	Uutgoing Access					
Bruisse and Feature Codes	W Toll Restriction					
Acceptante	E▼ Audio for Calls Camped onto this Device	MOH port				
	E▼ Music-On-Hold	MOH port				
The Sectore Coder	E▼ Audio on Transfer to Ring	Ringback				
Hunt Groups	E▼ Audio on Transfer to Hold	Music-On-Hold				
IP Connections	E▼ Audio on Hold for Transfer Announcement	Music-On-Hold				
A Modems	E▼ Audio for Calls Holding for this Device	MOH port				
Network Groups	Echo Trunk Number	No				
Nodes	= Day Ring-In Type	Single	30 NONE			
Page Ports	Thight Ring-In Type	Single	20 NONE			
Page Zones	Send Station Extension / Username to Attached DBY	No	INC. INCINE			
9600	Propagate Original Caller ID	No				
IP/Digital Telephones	Calling Party Name	NO				
Trunks	Calling Party Number					
Page Ports and Off-Node Page Zones	Calling Party Number	Ne				
	Porce Irunk Group Calling Party Name and Number	No				
IP/Digital Telephones	Truck Diet Magaze Original Caller ID to P-Asserted-Identity	IND				
Trunks	Z Irunk Pilot Name					
Page Ports and Off-Node Page Zones	Irunk Pilot Number	100				
🗄 🕎 Phantoms & Hot Desk Profiles	Vise Trunk Pilot Number in P-Asserted-Identity	No				
Phones	Vise P-Asserted-Identity Header	Yes				
CO Trunk Groups	Vise CPN Restriction	No				
Node Trunk Groups	Vise Trunk Pilot Number in Contact	No				
SIP Peers						
SIP Phone Groups						
⊡-fff SIP Trunk Groups						
⊕- <u>ff</u>] 92002						
□- <u>ff</u>] 92003						
- Ka Kegistrar						
NAT Settings						
The Route Sets			2			
			-0			
the the trunks						
Multiple Ring-In						
Emergency Outgoing Access						
Outgoing Access						
the Tall Destriction						

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:

- 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

MiVoice Office 250 Configuration



MiVoice Office 250	Ex	tension	Description	Username	Туре	
Maintenance Accounts	6	331	Supervisor	Supervisor	52xx/53xx	
Software License	6	333	Fire Dispatch	Fire Disp	52xx/53xx	
- Controller						
G Conference-Related Information						
😑 💑 Devices and Feature Codes						
⊞ , at Assistants						
Extension Lists						
Hunt Groups						
- IP Connections						
H-A Modems						
Groups						
Node IP Connection Groups						
Burge Nodes						
A Local						
97002						
E- 1 Page Zones						
E Local						
9601						
Trucks						
i i i i i i i i i i i i i i i i i i i						

SMTP Configuration for Emergency Email Notification

Note:

- The Numbering Plan Emergency option enables you to program the emergency number(s) that the system uses when users enter the Emergency Call feature code (for example, 911 in the U.S). An E-mail is the trigger when a user dials 911 from the phone.
- When the customer site is configured to use a NG911 vendor for emergency call routing, the Mitel Revolution activator for emergency call notification must be the NG911 vendor service (for example, through an inbound email notification from the NG911 provider to Mitel Revolution, or through an API-based integration between the NG911 vendor and Mitel Revolution), and not a 911 activation from the PBX.

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

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

MiVoice Office 250	Name	Value
Maintenance Accounts Software License System App Suite Server Configuration CloudLink Gateway Controller Conference-Related Information Conference-Related Information Conference-Related Information Conference-Related Information File-Based MOH Files Hunt-Group Related Information P-Related Information P-Related Information Maintenance Fir Numbering Plan Sockets Numbering Plan Sockets System Manager System Manager System Manager System Manager Users Voice Processor	Administrator E-mail Address E-mail Address E-mail Real Name E-mail SMTP Port E-mail SMTP Server E-mail System E-mail Username Gateway Password Allow any authorization servers	venkatesh 587 smtp.gmail.com SMTP venkateshwaran54@gmail.com ####### Yes

Figure 11: Example of creating E-mail Gateway

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

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

192.168.10.162 - MiVoice Office 250 DB Programming <u>File View Operations Tools Favorites Help</u>		
G Ø Ø B Recent ▼ B MiVoice Office 250 → Users	Testing	
MiVoice Office 250 Maintenance Accounts Software License System Users Users User-Related Information Connect User1 Suser 2 Suser 3 Suser 4 Suser 5 Suser	Name Associated Destinations Dynamic Extension Express Administrator-Related Information Main Extension E-mail Address Mobile E-mail Address Mobile E-mail Address Finable Dynamic Extension Express Enable DND Override Enable Human-Answer-Supervision Enable Personal Conference Access Enable Mid-Call Features Enable Mid-Call Features Enable Voice Detection Cogin Username Enable User Web Portal Login Password	Value Value 1000 venkateshwaran54@gmail.com No Yes On - Full Prompt No No No No No No No No No No



Figure 12: Shows Administrator-Related Information

St B	ystem Alar	ms Notific	ation	_		Х
Alar	ns notifica	ation for:	1000 (Testing)	Enable	d 🙂	Ø
^			Alarm groups			^
	Alarm Gro	oup Desci	ription			
	Critical	There	is an emergency. Immediate attention is highly i	recomme	nded.	
	Major	The p	hone system may not be functioning properly. In	nmediate	attentio	on i
	Minor	If this	issue persists the phone system may become lin	nited. Atte	ention is	s ad
	Warning	If this	warning continues the phone system may have	unexpecte	ed beha	vior
	Other	Used	for information, diagnostics and other unclassifie	d alarms.	Attenti	ion 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	e DDM-1	6 limit	
	1004	Major	DDM-16 in bay b is is not compatible in a CS-50)00 chassi	s	
	1007	Major	MSP Alert x			
	1008	Major	DDM-16 in bay b failed to power up due to an u	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			
1	A011	Critical	Emergency Call Made By 'Ext. eeeee' - username	2		
	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): st	ring		
	A018	Warning	Invalid System Manager Certificate			
	A020	Warning	VoiceMailUnit: Printer Off-Line			•
			OK Ca	ncel	Ap	ply

Multicast Configuration on MiVoice OfficeApplicationsSuite

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	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 Handsets added or removed from Page Zones will require a reboot for changes to take effect. Page Zone 1 2 239201201324964 2 3 3 3 M Page 1 of 1 (1) trems
 Keymap Profiles Configuration Profiles Projicit SiR Hot Desting Firmware Models Handset Images Siceensavers Sine Settings Servers Servers Prone Manager Cutbound 	Vote Current Show/Hide Advanced Options Show/Hide Advanced Options Description Show/Hide Advanced Options Show/Hide Advanced Options Override Cast Address Save Cancel



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
- <u>Configure Your Mitel Phone System</u>

ConfigureSIPActivator

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.



IP address of MiVoice Office 250

TransporttypeisUDP

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.

🕅 Mitel		Revolution
Dashboard	SIP REGISTRATION GENERAL SETTINGS	
Notifications	Name * 1001	
Co Scheduler +	Registrar URI * sip 1001@192.168.10.162;transport=udp	
Configuration	Registrar server URI. For example: sip:domain.com	
System Status	Address Of Record * 1001@192.168.10.162	
L Users Contacts > & Sites	Registration address of record. For example: user@domain.com	
Logging	Register Interval * 300	
Global Settings	in seconds	
Help	Username	
	Password	
	Realm Separate multiple realms with a comma ONLYI	
0	CANCEL SAVE	

Figure 14: Example of Configuring the SIP Registration

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

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.

- 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.

Name *			
MIV0250	1		
sip:9601	@192.168.	10.162	
example:	sip:123@1	0.1.1.10	
User Na	me		
Passwoi	rd		۲
Domain	Or Realm		
might not trunk doc	be required umentation	1 consult you	ur SIP device or
RTP Port	t		
0			
	elav		
DTME D	unay		
DTMF De			ding the
DTMF De 3 Wait this DTMF see	many secor quence.	nds before sen	
DTMF De 3 Wait this DTMF set	many secor quence.	nds before sen	
DTMF De 3 Wait this DTMF set Send D1 Send this answered	many secor quence. TMF Seque dtmf seque I. Use 'p' to	ence insert a 1 sec	call is ond delay.
DTMF De 3 Wait this DTMF set Send D1 Send this answered Use	many secor quence. TMF Seque dtmf seque I. Use 'p' to e SIP Reg	ence ince after the insert a 1 sec	call is ond delay.

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 <u>Mitel</u> <u>Revolution web help</u>.

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 <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:
 - 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.

G	Dashboard	SENERAL Notification level settings			~
	Notifications	Notification Name *	Notification Type	0	
31	Scheduler	Paging_OneWay	One-Way	-	
÷	Configuration	PriorityC	>	5	
٦	System Status	Dashboard Icon () None	Available in All Sites		
1	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 Office 250 System Administration Tool.
- 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 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 dropdown lists.

ESSAGE DETAILS Content to send to the endpoints			~
Caller ID ③ Show •			
Opening Tone Bell-Ding-1.mp3	Closing Tone FV_Lunch-Break-Begin.wav	۲	
Volume0 10	Use device default		
Select Image			
Font Color			
Devices without font color support will use their default color			
Title * Welcome to MiVB SVE lab{dateLocal}		{)•	
Body Welcome to MIVB SVE lab{dateLocal}{callerID}		07	

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-mailActivatorand 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.

🕅 Mitel		Revolution
Dashboard	IMAP SERVER SETTINGS GENERAL SETTINGS	
A Notifications	Name * Email	
Scheduler 🕨	✓ Available in All Sites	
Configuration	Hostname *	
System Status	Hostname or IP Address of the IMAP server	
Users Contacts & Sites	Port * 993	
E Logging	Username *	
Global Settings	venkateshwaran54@gmail.com	
⑦ Help →	Password *	
	Use TLS Most email servers require TLS	
	CANCEL SAVE	

For more details about the fields in the Email settings, see **Configure Revolution Email Activator** section in the <u>Mitel Revolution web help</u>. For details of emergency number setup, see the **About Emergency Services** section in the <u>MiVoice Office 250 help file</u>.

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.

🕅 Mitel		Revolution
Dashboard Dashboar	EMAIL TRIGGER CONDITION GENERAL SETTINGS	
Notifications	Name " Test	
Constant Scheduler	✓ Available in All Sites	
iii Configuration →	Match Conditions	
System Status	Field * MatchType * Pattern * Subject + Contains + Registered "Emergency Ca	
L Users Contacts > & Sites	+	
Logging		
Global Settings	Activator Text Body Template (Body) (Subject)	
(?) Help →		
	Text is passed into the activated notification's body field	
	CANCEL SAVE	

Figure 15: Shows EMAIL TRIGGER CONDITION GENERAL SETTINGS

								R	evol	utio	n			
Dashboard														
	EMAIL													
Notifications	Send email notifications to	contacts using a	n SMTP ser	ver conne	ction Set	up maliboxe	es to be m	onitored, a	nd					
-	create anygers to activate t	B INSTITUTION PROF	in an annan		t.									
15 Scheduler	ACTIONS	SETTINGS												
Configuration														
	Email Trigger Condition	V												
System Status	Name 4*					Site					Notificati	ion(s)		
Users Contacts + & Sites	Email					All					email 99	9		
E Logging	IMAP Server Settings ~	0												
Global Settings	Name 47													
	MIVO250													
Help														

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 <u>Mitel Revolution web help</u>.

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.

Notification Name *	Notific	ation Type	0	
Email	Store	d Audio	*	
Activation Type	0	Iterations		
Iteration	*	1		
Priority	0			5
Dashboard Icon	0	uallable in All Cites		

- 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.

SENERAL Notification level settings	>
SELECT TRIGGERS Select what activates the notification	~
Email - Test	
ADD A NEW TRIGGER	
Activator -	
Content to send to the endpoints	>
ENDPOINT & CONTACT SELECTION Devices & Contacts that the notification will be sent to	>

- 5. From the Trigger drop-down list, select Test.
- 6. Select Activate and click Add.
- 7. 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.

EXAMPLE 2 Content to send to the end	dpoints			~
Caller ID Show	? •			
Select Audio				
Air-Raid-Siren.mp3	⊛ ×			
Volume	7	Use device default		
Select Image				
Font Color				
Devices without font color support w default color	vill use their			
Title *				
{callerID} Body				
{activatorBody}{activatorCoordinat {notificationName}{timeLocal}	es}{activatorLo	ocation}{activatorTitle}{dateLocal}	{} \	

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.



8. 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.

Name * ML Test		
IP Address *		
239.10.10.13		
24964 If the stream route assigned port nun the range of 2048	is throulah a Paging Relay, the ber must be an even value in)-32768	
Route To Netwo	rks	
Provide comma de CIDR /24 format ti use to relay static CANCEL	ilmited network addresses in at you would like Revolution to stream audio.	

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

lone	ints dynamically	-	
ELECT YOUR DEVIC	ES & CONTACTS		
Search			
🔩 Endpoints 🛛 🔝 Conta	cts 🗣 User Tags	System Tags	Unse
2003			
2323			
250			
<u>R</u> Aastra6869I - 5015			
<u>R</u> Mitel6920 - 1019			
<u>R</u> Mitel6920 - 5011			
<u>Mitel6930 - 1007</u>			
<u>R</u> Mitel6930 - 1007			
R MIVo250			
NL lest		N	

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.

0	Dashboard			ROUPS	
٨	Notifications	•	REDUNDANCY SER	VER\$	1
63	Scheduler	٠	WIN-1D0RDH9PQL	8 - WIN-1D0RDH9PQL8	
÷	Configuration	•	• Endpoints	WIN-PDO9SVM7BU6	
8	System Status		User Tags	UPS	NEW
ı	Users Contacts & Sites	•	 Media 		÷
Ξ	Logging		Floor Plans		0
¢	Global Settings		 Areas Phone Systems 	,	o û
0	Help	•	Other Devices	•	o mì
			Public Alerts	•	
			Integrations Email	•	

SERVER PRIORITY GROUPS	NEW
Name	iii v
DEFAULT	0
Secondary	¢ 💼
New Priority Group	¢ 🖻
WIN-HOOP7QQJ2A1 - WIN-HOOP7QQJ2A1	
WIN-APDGOSM20U3 - WIN-APDGOSM20U	3

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.

Dashboard	SIP LINE GENERAL SETTINGS
Notifications	Name " mivb_notify_1519
Scheduler	Available in All Sites
Configuration	Priority Group Secondary
System Status	
	Extension * 1519
& Sites	If your SIP Trunk requires a prefix, include it in the Extension
Logging	Security Code 1234
Global Settings	Enter 0 for no security code Activator Text Title
3 Help	Sip Text#1 Title
	Activator Text Body
	Sip Text #1 Message Body
	CANCEL SAVE

Priority Group selection for SIP notification

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

Mitel Revolution Configuration

🗇 Dashboard	SIP REGISTRATION GENERAL SETTINGS
Notifications	Name * 1009
C Scheduler	Priority Group Secondary
€ Configuration →	Registrar URI *
System Status	sip:192.168.10.69 Registrar server URI. For example: sip:domain.com
Users Contacts > & Sites	Address Of Record * 1009@192.168.10.69
Logging	Registration address of record. For example: user@domain.com
Global Settings	Register Interval * 300 in seconds
(?) Help +	Username
	Password
	Realm Separate multiple realms with a comma ONLY!
	CANCEL SAVE

Third-Party Troubleshooting

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

You can access these logs from Mitel Revolution > Logging.

See the <u>Mitel Revolution web help</u> > <u>Logging</u> topic for more information. Also, refer to the <u>Mitel</u> <u>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-ARID Products

This section describes the procedures for creating a ticket for a non-ARID product by using IVR and by using Mitel Website.

Creating an IVR Ticket (Americas Only)

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

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

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

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

For example:

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

Creating a Web Ticket

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

Service Request Details	Contact Information Product Inform		
 Enter a license ID License ID: 	Select a product		
Product Name: * SW Version: *	Please select an eritr	× ب	
On-Site Version: Platform: Sub-Product:	Please select an ent 5624 WiFi Handset 5634 WiFi Handset	y Î	

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.

Create New Service Request



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.

<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 the notifications when the primary stops responding.

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

Activator/Notification	ctivator/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	Not supported		
(Active-Standby)	No option to point an alternate route when the primary route fails.		
Emergency Call Trigger	Supported		
(Active-Standby)	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	Supported		
(Active-Active)	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	Supported		
(Active-Active)			
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	Supported		
(Active-Standby)	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	Not supported		
(Active-Standby)	Revolution expects the Phones to be registered with both Revolution servers for the secondary Revolution to send XML notifications.		
Multicast Notification	Supported		
(Active-Standby)	Secondary Revolution sends the multicast notifications while the primary is not available.		

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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 Revolution Technical Support



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