

# MiCollab Advanced Messaging 23.2 Verizon Hosted IP Centrex (HIPC) SIP Trunk Integration Technical Note

For version 23.2 and above

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# Preface

This Integration Technical Note (ITN) is written for dealers who are experienced with MiCollab Advanced Messaging (MiCollab AM) and are familiar with its procedures and terminology. This document also assumes that you are familiar with the features and programming of the Verizon Hosted IP Centrex (HIPC) telephone system, referred to in this document as Verizon HIPC.

This document describes how to integrate MiCollab AM with a Verizon HIPC telephone system, using the Session Initiation Protocol (SIP) integration. This integration operates exclusively over a TCP/IP-based network; it uses no analog or digital voice telephony ports, but passes voice communication and signaling information over the network.

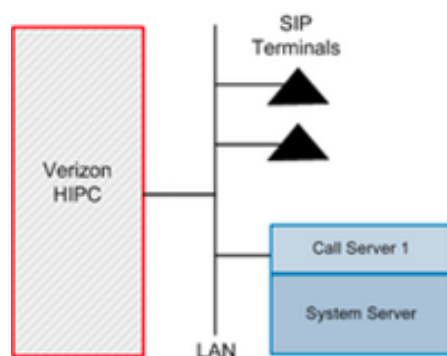


Figure 1. Verizon HIPC Integration

The Verizon HIPC SIP Trunk integration consists of the telephone system and MiCollab AM. Verizon configures the SIP trunks as virtual trunks and terminates them on the dedicated facilities at the site. MiCollab AM uses the SIP trunks to integrate with the switch through static SIP endpoints. The Verizon HIPC routes all calls directed to MiCollab AM to these SIP endpoints. Similarly, the Verizon HIPC routes all of the outgoing calls and MWI requests from MiCollab AM to their proper destinations. MiCollab AM provides the hunting.

The Verizon HIPC can direct calls to multiple MiCollab AM Call Servers through the Mitel SIP Routing Manager Service. The SIP Routing Manager Service:

- Changes the way in which SIP calls are directed; it does not change the destination of either inbound or outbound calls.
- Acts as an intermediary, it redirects SIP call traffic to the appropriate destination.
- Allows the routing of SIP Trunk calls to multiple MiCollab AM Call Servers

For more information on the SIP Routing Manager Service, refer to the Configuring MiCollab AM section.

This ITN documents the procedure for setting up the integration. The process consists of programming the telephone system and configuring MiCollab AM. If the SIP Routing Manager is deployed for this integration, it must be installed and configured prior to starting MiCollab AM. Critical application considerations are also

## References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

## Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
  - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
  - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
  - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
  - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
  - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
  - **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
  - **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel-certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

## Documentation Updates

Documentation updates may be available from the following sources:

- Mitel-certified technicians can view or download documents and program files from our partner web site: [www.mitel.com](http://www.mitel.com)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

## Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document** Titles of other documents are shown in italics.

Example: See the *System Installation and Configuration Guide*.

- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

**WARNING** A warning paragraph advises you of circumstances that can result in the loss of data, harm to the MiCollab AM System Server platform, or personal harm.

**CAUTION** Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

**IMPORTANT** An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

**NOTE** A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

For more detailed documents, refer to the following list of references:

Table 1. References

Document Type	Document Title
Administration Documentation	<i>System Administration Guide</i>
Server Documentation	<i>System Installation and Configuration Guide</i>
Server Documentation	<i>SIP Routing Manager System Administrator Guide</i>
Online help	MiCollab AM online help system

## Features Supported by this Integration

The following tables list the features supported using the Verizon HIPC SIP Trunk integration.

Table 2. Call forward to personal greeting support for these common call types

Divert to MiCollab AM on	Supported
No Answer	Yes
Busy	Yes
Forward All	Yes
Do Not Disturb	No

Table 3. Integration features supported for Verizon HIPC SIP Trunk

Feature	Supported	Notes
Automatic subscriber logon	Yes	
ANI/CLI	Yes	
Announce Busy greeting on forwarded calls	Yes	
Call screening	Yes	Note 1
Caller queuing	Yes	Note 2
DNIS	Yes	
End-to-end DTMF, attendant console	Yes	

End-to-end DTMF, proprietary telephones	Yes	
Fax Tone Detection	Yes	
Internal calling party ID for reply	Yes	
Live record, integrated	No	
Live reply to sender	Yes	
Message notification callouts	Yes	
MWI, set/clear	Yes	
MWI, inband/outband	Outband	
Networking; AMIS, analog	No	
Overflow from MiCollab AM to attendant	Yes	
Overflow to MiCollab AM from attendant	Yes	
PBX-provided disconnect signaling	Yes	
Revert to operator	Yes	
Transfers, blind	Yes	Note 3
Transfers, confirmed	Yes	Note 3
Transfers, fully supervised	Yes	Note 3
Transfers, monitored	Yes	Note 3
Trunk ID for call routing	No	
SIP Routing Manager	No	
Multiple Integrations	Yes	Note 4
Automatic subscriber logon	Yes	

## NOTES

1. Only available when using supervised transfers.
2. Caller Queuing is specific to each local Call Server. Call Servers within the system are unaware of queued calls to the same subscriber on other Call Servers. For more information, refer to [Critical Application Considerations](#).



3. When transferring to TDM devices. For more information, refer to the information regarding transfers in [Critical Application Considerations](#).
4. See [Critical Application Considerations](#).

# Critical Application Considerations

Known limitations or conditions within the telephone system and MiCollab AM that affect the integration performance are listed here. General recommendations are provided when ways to avoid these limitations exist.

- If you want to call individual lines directly, you must populate the line extensions on the **Lines** tab before starting MiCollab AM.
- You must configure the **Incoming Hunt Mode** in the **Switch Section Options** dialog box. This integration supports terminal, circular, reverse terminal and reverse circular hunt modes only. The default mode is Terminal.
- You must configure the **Trunk Group Access Code** in the **Switch Section Options** dialog box. This code cannot conflict with extensions. This must match with the DN prefix associated with this MiCollab AM Call Server.
- The SIP Domain Name in the **Integration Options** dialog box must match the domain name configured on the Verizon HIPC. This is a case sensitive value.
- On a MiCollab AM server with two or more NICs, the NIC that supports this integration must not occupy first place in the operating system's binding order. The primary (public) network interface card (NIC) must be the first network connection in the network binding order. MiCollab AM binds and communicates to other servers and subscribers on this network connection. For more information, refer to [Changing the Network Binding Order on the MiCollab AM Platform](#).
- If a call is transferred out of MiCollab AM, and at least one end-point is a TDM based device, the inbound and outbound SIP trunks remain connected for the duration of the call. The MiCollab AM port returns to idle and can take other calls as long as additional SIP resources are available. Because additional SIP resources are required, a SIP trunk to MiCollab AM port ratio greater than 1:1 is recommended.
- MiCollab AM supports G.729a with support for annex b on the incoming audio stream only. MiCollab AM does not transmit annex b packets.
- When codec negotiation takes place between MiCollab AM and the PBX, MiCollab AM always offers the G.729 audio format as an option. You may configure G.729 as the preferred codec in MiCollab AM; however, the decision whether to use G.729 is always made by the PBX.
- The Call Queuing feature does not transcend the Call Server. Calls may be queued on multiple Call Servers for the same subscriber but Call Servers do not have knowledge of calls in the queue on other Call Servers within the system. Callers may be prompted with specific information about their place in the queue; however, the information pertains to the specific Call Server on which their call is queued.
- Discuss the network switch and firewall requirements with the site's IT administrator before you begin the integration with MiCollab AM to resolve any restrictions related to ports and IP addresses through the premise firewall, routers, and network.

- The MiCollab AM **Integration Options** parameter, **Validate Remote Hosts for Media** validates each incoming audio packet and accepts it only if it is sent from a valid endpoint. The parameter is disabled by default. Enabling this parameter causes MiCollab AM to reject RTP packets from invalid endpoints, rejects MWI packets that timeout after a specified number of times, and overcomes port lockups when callers hang up while MiCollab AM is performing a blind transfer.

**IMPORTANT** Enabling this parameter causes processing overhead and should only be enabled when necessary.

- MiCollab AM 23.2 supports up to 10 integration types (i.e., licensed integrations) in total per system. However, the following limitations apply to each Call Server:
  - Limited to 3 integration types per Call Server
  - The 3 integration types can be any mix of TDM and SIP (e.g., 1 TDM and 2 SIP)
  - Limited to 1 Cisco UCM SCCP IP integration. Can be mixed with TDM, but not with SIP.
  - Connect up to 10 telephone systems total per Call Server (e.g., 2 Avaya Communication Manager systems using SIP + 5 Avaya IP Office systems using SIP + 3 Siemens HiPath 4000 systems using Station Set Emulation)

# Installation Requirements

Review the following information before performing any of the procedures in this document. To install this integration successfully, you must meet the installation requirements for both the telephone system and MiCollab AM.

## Telephone System Requirements for Verizon HIPC

- Verizon HIPC is not available in all areas. Please contact your Verizon Business Representative for feature availability and configuration information. You can learn more about HIPC from the Verizon website, <http://www.verizonbusiness.com>.

## MiCollab AM Requirements

- MiCollab AM version 23.2
- Mitel software key diskette or feature file with the Verizon HIPC SIP Trunk integration enabled and one Virtual SIP and RTP license enabled for each port involved in the integration
- One 100 Mbps or 1000 Mbps (1 Gbps) network interface card

# Programming the Telephone System

Please contact your Verizon Business Representative for feature availability and configuration information. Your business representative will help you determine the type of physical interface, network gateway, and feature set you require for your site. Verizon technical staff will work with your telecomm staff to implement your installation.

# Configuring MiCollab AM

Once the telephone system is programmed, you must configure MiCollab AM for the integration. There are two ways you can configure MiCollab AM: (1) Configuring MiCollab AM for the telephone system integration when you are installing MiCollab AM for the first time, or (2) Configuring the existing MiCollab AM with the new telephone system integration.

Click the appropriate steps that your system requires from below and follow the steps:

- [Configuring MiCollab AM for the Integration During Initial Installation](#): Integrate the telephone system while you install MiCollab AM for the first time.
- [Configuring Existing MiCollab AM for the Integration](#): Integrate a new telephone system on your existing MiCollab AM system.

**NOTE** If you want to call individual lines directly, you must populate the line extension numbers on the Lines tab before starting MiCollab AM.

**NOTE** For general information on integrations, refer to the **Integrating MiCollab AM with the Telephone System** chapter in the *System Installation and Configuration Guide*, and the topic, **Integrating MiCollab AM with the Telephone System**, in the online help.

## Configuring MiCollab AM for the Integration During Initial Installation

To configure MiCollab AM for the integration during the initial installation:

- 1 In the **Database Initialization Parameters** dialog box, configure the following options:
  - a In the **Mailbox Length** box, enter the mailbox length in digits.
  - b In the **First Extension** box, enter first extension number for the first line. You can also leave the **First Extension** box empty.
  - c From the **Manufacturer** drop-down list, select **Verizon**.
  - d From the **Model** drop-down list, select **HIPC**.
  - e From the **Integration Type** drop-down list, select **SIP Trunk**.
- 2 Click **Next**. The **Board Options** dialog box appears.

- 3 In the **Board Options** dialog box, configure the following options:
  - a From the **Manufacturer** drop-down list, select **Virtual**.
  - b From the **Model** drop-down list, select **SIP STACK**.
  - c In the **Name** field, the name for this board is automatically generated. Enter a new name if necessary.
  - d From the **Protocol** drop-down list, select **SIP IP RTP**.
  - e In the **Number of Lines** field, enter the number of lines this board uses. The total number of lines is limited by the capacity of the board and the number of **Available Line Licenses**.
- 4 Click **OK**. The **Switch Options** dialog box appears.
- 5 If necessary, make any changes to the default settings your site requires in the **Switch Options** dialog box.

**NOTE** The settings related to the telephone system in the **Switch Options** dialog box are filled in automatically when you select the correct telephone system during setup.

If you need to customize settings on the **Switch Options** dialog box to meet requirements specific to your site, refer to the documentation accompanying the telephone system, the online help, and the *System Installation and Configuration Guide*.

- 6 Click **OK**. The **Integration Options** dialog box appears.
- 7 In the **Integration Options** dialog box, configure the following options:

- a In the **Local Integration Settings** section, select the **Required Parameters** view, and configure the following options:

Table 4. Required Parameters Settings – Integration Options

Field	Value	
SIP Server Address	If...	Then...
	The SIP Routing Manager is not installed	Enter the Verizon HIPC IP address.
	The SIP Routing Manager is installed	Enter the SIP Routing Manager IP address.

SIP Server Port	If...	Then...
	The SIP Routing Manager is not installed	Enter the listen port configured on the Verizon HIPC.
	The SIP Routing Manager is installed	Enter the listen port configured on the SIP Routing Manager.
Transport for outgoing SIP messages	Select the transport protocol used for sending out SIP messages. The default value is <b>TCP</b> .	
Use DNS Discovery Process	Select this box to use DNS discovery.	
Local IP Address to bind on	Select the IP address of the NIC on the Call Server platform that connects to the Verizon HIPC.	
SIP Local Connection Port	Enter the TCP port MiCollab AM listens for incoming SIP messages. The default port is 5060.	
SIP Parser Qualifier String	<p>In cases of a single SIP integration on the call server, enter the local IP address to which the integration is bound. This field is used by MiCollab AM to match SIP packets to the appropriate SIP integration.</p> <p>In cases where there are multiple SIP integrations on the call server, use a string that is unique to each SIP integration.</p> <p><b>For example:</b></p> <p>The extension that will be used as the hunt number on the PBX followed by the "@" symbol and the IP of the call server, such as 5000@172.16.4.202.</p> <p>The hunt number must be unique across all IP integrations.</p> <p>The Fully Qualified Domain Name (FQDN) of the switch, such as pbx1.sipdomain.com.</p> <p><b>NOTE</b> This setting must match a string in the SIP header that is unique to this particular integration.</p>	

**b** Click **OK**. The **Switch Section Options** dialog box appears.

**8** In the **Switch Section Options** dialog box, configure the following options:

**a** In the **Local Switch Section Settings** section, select the **Required Parameters** view.

**b** In the **Incoming Hunt Mode** field, select the mode for this integration.

**NOTE** This integration supports **terminal**, **circular**, **reverse terminal**, and **reverse circular** hunt modes only.



- c In the **Hunt Group Access Code** field, enter the Trunk Group Access Code. This number must match with the Directory Number that Verizon has specified as the trunk access number for MiCollab AM.
  - d Click **OK**.
- 9 Continue through and complete the configuration. At the end of the configuration, a confirmation dialog box appears. Click **OK**.
  - 10 If **MiCollab AM Configuration** does not open automatically after the configuration completes, open **MiCollab AM Configuration**, and select the **Lines** tab.
  - 11 In the table from the **Lines** tab, configure callouts for the application. For information on configuring callout settings, see the topic *Configuring Callout Settings*, in the online help system.
  - 12 Click **OK** to save all changes.

## Configuring Existing MiCollab AM for the Integration

To configure exiting MiCollab AM for the telephone integration:

- 1 Open **MiCollab AM Configuration**, and go to the **Main** tab.
- 2 In the **Main** tab, click **Shutdown** to stop the system. Wait until the **Current Status** shows **Stopped**.

**NOTE** If you have not configured the virtual board with your MiCollab AM system yet, complete **Step 3**. If your MiCollab AM already has the virtual board configured, skip to **Step 4**.

- 3 **[Optional]** Select the **Boards** tab, and then click the **Add** button. The **Board Options** dialog box appears.

- a From the **Manufacturer** drop-down list, select **Virtual**.
- b From the **Model** drop-down list, select **SIP STACK**.
- c In the **Name** field, the name for this board is automatically generated. Enter a new name if necessary.
- d From the **Protocol** drop-down list, select **SIP IP RTP**.
- e In the **Number of Lines** field, enter the number of lines this board uses. The total number of lines is limited by the capacity of the board and the number of **Available Line Licenses**.

- f** Click **OK**.
- 4** Select the **Switches** tab and click the **Add** button. The **Switch Integration Data Setup** dialog box appears.
- a** From the **Manufacturer** drop-down list, select **Verizon**.
  - b** From the **Model** drop-down list, select **HIPC**.
  - c** From the **Integration Type** drop-down list, select **SIP Trunk**.
- 5** Click **OK**. The **Switch Options** dialog box appears.
- 6** If necessary, make any changes to the default settings your site requires in the **Switch Options** dialog box.

**NOTE** The settings related to the telephone system in the **Switch Options** dialog box are filled in automatically when you select the correct telephone system during setup.

If you need to customize settings on the **Switch Options** dialog box to meet requirements specific to your site, refer to the documentation accompanying the telephone system, the online help, and the *System Installation and Configuration Guide*.

- 7** Click **OK**. The **Integration Options** dialog box appears.
- 8** In the **Integration Options** dialog box, configure the following options:
- a** In the **Local Integration Settings** section, select the **Required Parameters** view and configure the following options:

Table 5. Required Parameters Settings – Integration Options

Field	Value	
SIP Server Address	If...	Then...
	The SIP Routing Manager is not installed	Enter the Verizon HIPC IP address.
	The SIP Routing Manager is installed	Enter the SIP Routing Manager IP address.
SIP Server Port	If...	Then...
	The SIP Routing Manager is not installed	Enter the listen port configured on the Verizon HIPC.
	The SIP Routing Manager is installed	Enter the listen port configured on the SIP Routing Manager.
Transport for outgoing SIP messages	Select the transport protocol used for sending out SIP messages. The default value is <b>TCP</b> .	

Use DNS Discovery Process	Select this box to use DNS discovery.
Local IP Address to bind on	Select the IP address of the NIC on the Call Server platform that connects to the Verizon HIPC.
SIP Local Connection Port	Enter the TCP port MiCollab AM listens for incoming SIP messages. The default port is 5060.
SIP Parser Qualifier String	<p>In cases of a single SIP integration on the call server, enter the local IP address to which the integration is bound. This field is used by MiCollab AM to match SIP packets to the appropriate SIP integration.</p> <p>In cases where there are multiple SIP integrations on the call server, use a string that is unique to each SIP integration.</p> <p><b>For example:</b></p> <p>The extension that will be used as the hunt number on the PBX followed by the "@" symbol and the IP of the call server, such as 5000@172.16.4.202.</p> <p>The hunt number must be unique across all IP integrations.</p> <p>The Fully Qualified Domain Name (FQDN) of the switch, such as pbx1.sipdomain.com.</p> <p><b>NOTE</b> This setting must match a string in the SIP header that is unique to this particular integration.</p>

**b** Click **OK**. The **Switch Section Options** dialog box appears.

**9** In the **Switch Section Options** dialog box, configure the following options:

**a** In the **Local Switch Section Settings** section, select the **Required Parameters** view.

**b** In the **Incoming Hunt Mode** field, select the mode for this integration.

**NOTE** This integration supports **terminal**, **circular**, **reverse terminal**, and **reverse circular** hunt modes only.

**c** In the **Hunt Group Access Code** field, enter the Trunk Group Access Code. This number must match with the Directory Number that Verizon has specified as the trunk access number for MiCollab AM.

**d** Click **OK**.

**10** In **MiCollab AM Configuration**, verify that the telephone system is properly added and configured in the **Switches**, **Switch Sections**, and **Integrations** tabs.

**11** Select the **Lines** tab.

**12** In the table from the **Lines** tab, configure callouts for the application. For information on configuring callout settings, see the topic *Configuring Callout Settings*, in the online help system.

**13** Click **OK** to save all changes.

## Configuring MiCollab AM for SIP Failover

MiCollab AM can be configured for automatic failover to the secondary SIP server in the event of the primary/host SIP server failure. Use the instructions provided in this section to add or remove secondary SIP server(s) for failover.

### To add a SIP failover server:

- 1 From **MiCollab AM Configuration**, click the **Integrations** tab.
- 2 From the **Integrations** list, select your integration, and then click **Edit**.
- 3 In the **Integration Options** dialog box, go to the **Local Integration Settings** section.
- 4 From the **View** drop-down list, select **Failover Server Settings**.
- 5 Click the **Add Failover Server** button. Two new rows are added to configure the secondary SIP server.
- 6 In the **Secondary SIP Server Address** and **Secondary SIP Server Port** rows, enter the appropriate value as follows:

Table 6. Secondary SIP Server Address and the Secondary SIP Server Port example

Field	Value
Secondary SIP Server Address	<p>Enter the TCP/IP address or an FQDN of the secondary node.</p> <p><b>For example:</b> The IP address 123.45.6.789 as displayed on the Review/Modify SIP Gateway screen.</p> <p><b>NOTE</b> This integration requires the machine name to be a fully qualified domain name. Therefore, use the Machine Name field as displayed on the Review/Modify SIP Gateway screen during the integration process.</p> <p><b>IMPORTANT</b> This value must match the configuration on the Gateway of the secondary node.</p>
Secondary SIP Server Port	<p>Enter the port number of the secondary node. The default value is <b>5060</b>.</p>

- 7 From the **View** drop-down list, select **Integration Specific Parameters**. The **Integration Specific Parameters** view appears.
- 8 In the **Integration Specific Parameters** list, enter the information as shown in the following table:

**NOTE** The parameters in the following table is listed in alphabetical order. The actual Integration Specific Parameters on your system may not be listed in the same order presented in the table below.

Table 7. Integration Specific Parameters

Field	Value
Enable SIP server failover	Select this check box to allow for failover and to enable the failover server setting changes.
Delay (in ms) between Failover attempts	The delay in milliseconds before MiCollab AM attempts to register its port with the SIP server. The default is <b>1000</b> ms.
Incoming off hook delay	800
Outgoing off hook delay	0
On hook delay	300
Type of Call Progress to use for External Calls	<p>How this should be set depends on the gateway used for the integration.</p> <ul style="list-style-type: none"> <li>• If the gateway supports call progress through to the endpoint, set to <b>Digital</b>.</li> <li>• If the gateway reports early that the call is connected, such as before the phone rings or while the phone is ringing, set to <b>Media</b>.</li> </ul>

- 9 Click **Apply** to save the changes.
- 10 To add another failover server repeat **Steps 4-9**.
- 11 Click **OK** to close the **Integration Options** dialog box.

### To remove a SIP Failover Server:

- 1 From **MiCollab AM Configuration**, click the **Integrations** tab.
- 2 From the **Integrations** list, select your integration, and then click **Edit**.
- 3 In the **Integration Options** dialog box, go to the **Local Integration Settings** section.
- 4 From the **View** drop-down list, select **Failover Server Settings**.
- 5 In the **Failover Server Settings** view, click the **Remove Failover Server** button.
- 6 At the confirmation prompt, click **Yes** to confirm the deletion.

**NOTE** If multiple servers are listed, the last server address and port pair on the list is deleted first.

- 7 Click **Apply** to save the changes, and then click **OK** to close the **Integration Options** dialog box.

# Changing the Network Binding Order on the MiCollab AM Platform

If your MiCollab AM server platform is a component of two or more local or wide area networks (LANs or WANs), you must make sure that this integration does not interfere with the normal network operation of the server. By default, MiCollab AM uses the primary (public) network interface card (NIC) in the platform, the first NIC in the network binding order. If you want MiCollab AM to use a NIC other than the first one, you must make several required configuration changes. It is much easier to configure the Integration to use another NIC by simply setting the integration parameter **Local IP Address to bind on** to the address of the NIC connected to the PBX.

**NOTE** The operating system gives precedence to the first network connection in the list followed by the remaining connections based on their position in the list.

The instructions in this section ensure that the binding order is correct when you set up the integration. However, if you replace a NIC on the MiCollab AM server platform later, the platform's operating system registers the new adapter at the bottom of its binding order. Restoring the original binding order should correct any problems caused by the change.

**IMPORTANT** The following procedure shifts the binding order of the network interface cards. To determine which NIC is associated with a specific network connection, right-click the connection in the **Network Connections** window, and then select **Properties**.

## Windows Server 2012 R2

To change the binding order of multiple NICs:

- 1 From the taskbar, click **Start** > **Control Panel**.
- 2 In the **Control Panel**, click **Network and Internet** > **Network and Sharing Center**.
- 3 On the left pane, select **Change Adapter Settings**.
- 4 Press **Alt** to display the menu bar.
- 5 On the menu bar, select **Advanced**, and then click **Advanced Settings**.
- 6 On the **Adapters and Bindings** tab of **Advanced Settings**, click the network connection that serves MiCollab AM.
- 7 Click the up arrow button to the right of the **Connections** list as many times as needed to move the connection to the top of the list.
- 8 Click **OK**, and then close the **Network Connections** window and the **Control Panel**.

## Windows Server 2016 / 2019

To change the binding order of multiple NICs:

- 1 From the taskbar, select **Start > Control Panel**.
- 2 In the **Control Panel**, click **Network and Internet > Network and Sharing Center**.
- 3 On the left pane, select **Change Adapter Settings**.
- 4 Right-click the network connection that serves MiCollab AM and then select **Properties**.
- 5 On the **Networking** tab of the **Local Area Connection Properties** dialog box, select **Internet Protocol Version 4 (TCP/IPv4)**, and then click **Properties**.
- 6 On the **General** tab of the **Internet Protocol Version 4 (TCP/IPv4) Properties** dialog box, click the **Advanced** button.
- 7 On the **IP Settings** tab of the **Advanced TCP/IP Settings** dialog box, clear the **Automatic metric** check box and then type in a low value in the **Interface metric** field. The lower the value, the higher the priority.

**NOTE** For all Windows systems, the value 1 is reserved for the loopback adapter. It is recommended to use a value of 2 or higher for the network connection that serves MiCollab AM.

- 8 Click **OK** on all of the dialog boxes to save the settings, and then close the **Local Area Connection Properties** dialog box.
- 9 Repeat steps 4 through 8 to assign an Interface metric value to all other network adapters.

# Configuring Quality of Service (QoS)

As of version 6.0, MiCollab AM has no internal support for QoS. QoS must now be implemented externally via group policies as Policy-Based QoS. Refer to your operating system's documentation for details.

Table 8. QoS Configuration

Field	Setting
Application Name	At_TelephonyServer.exe
Protocol	Match the setting used for the integration UDP or TCP
Source Port	<p>MiCollab AM requires a range of ports for audio support. The MiCollab AM audio ports start at the Local Media Base UDP Port configured in the <b>Server</b> tab. Each MiCollab AM line reserves 10 ports. Hence, the port range starts from the number configured there, and goes to the last port of the last line. The formula for calculating the highest port number in the range is as follows:</p> $\text{BasePortNumber} + (\text{NumberOfCXPorts} * 10) - 1.$ <p>Hence, if the base port is 10000, and MiCollab AM has 8 lines, then the port range to use would be:</p> <p>10000:10079</p>
DSCP Value	46