

# MiCollab Advanced Messaging Avaya BCM D82 DSE Integration Technical Note

For version 9.0 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 who are familiar with its procedures and terminology. It also assumes that you are familiar with the features and functionality of the Avaya Business Communications Manager (BCM) telephone system.

This document describes how to integrate MiCollab AM with an Avaya BCM telephone system, using a Dialogic D/42JCT-U or D/82JCT-U linecard. This integration is a digital station-set emulation type integration.

The Dialogic D/42 and D/82 linecards emulate M7324 digital telephone stations; the D/42 linecard emulates four such stations, the D/82 emulates eight stations. These digital extensions provide DTMF signaling and voice communication between MiCollab AM and the telephone system.

The linecard reads the calling-party and called-party information that would appear on its LCD display if it were an actual M7324 station and passes that information to the MiCollab AM server as ringing is sent to the port. The data is matched with the ringing extension and MiCollab AM answers with the appropriate dialog. Message waiting indicator (MWI) operation is also performed over the digital station port.

**NOTE** References in this document to the Dialogic D/82JCT-U card apply to the D/42 or D/82JCT-U-PCIU card, which can be installed in either 3.5-volt or 5-volt PCI slots and the Dialogic D/42 or D/82 JCT-U PCIe x1 linecards.

Use this document in conjunction with the *System Installation and Configuration Guide*, the *System Administration Guide* and the MiCollab AM online help system. For specific information about the Avaya BCM telephone system, please refer to the Avaya documentation.

## 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 documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **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.

- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **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.

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

Table 1. References

Document Type	Document Title
Server Documentation	System Installation and Configuration Guide – <i>Removing Dialogic and Aculab Software Components Chapter</i>
Spare Parts Documentation	Dialogic PCI Express and Euro PCI Express Linecards Installation and Replacement
Spare Parts Documentation	Dialogic PCI and Euro PCI Linecards Installation and Replacement

## Documentation Updates

Documentation updates may be available from the following sources:

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

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

## 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.** *Italics* fonts can also signify the titles of other documents.

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

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. 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 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.

## Features Supported by This Integration

The following tables list the features supported using the Avaya Business Communications Manager digital station 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

Yes

Table 3. Integration features supported for Avaya Business Communications Manager

Feature	Supported	Notes
Automatic subscriber logon	Yes	
ANI/CLI	Yes	
Announce Busy greeting on forward busy calls	Yes	
Call screening	Yes	
Caller queuing	Yes	Note 1
DNIS	No	
End-to-end DTMF, attendant console	N/A	
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, analog	Yes	
Overflow from MiCollab AM to attendant	Yes	
Overflow to MiCollab AM from attendant	Yes	
PBX-provided disconnect signaling	Yes	
Transfers, blind	Yes	
Transfers, confirmed	Yes	
Transfers, fully supervised	Yes	
Transfers, monitored	Yes	
Trunk ID for call routing	Yes	

**NOTE** 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](#).



# 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.

- The MiCollab AM **Lines** tab must have the correct extension (DN) numbers specified in each line.
- If you plan to use supervised transfers (T-type), it is recommended that you install the Music on Hold (MOH) feature on the telephone system to assure callers of proper call handling and system operation. Otherwise, callers transferred to a station by MiCollab AM will experience a period of silence and might misunderstand what is happening to their calls.
- The **Hunt Group Access Code** value in each MiCollab AM switch section definition must be set to the DN of the MiCollab AM hunt group in the telephone system. If this value is set incorrectly or not set at all, message waiting indicators (MWIs) will not function properly. For more information, refer to [Appendix A – Troubleshooting](#).
- 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.
- All Dialogic D/42 and D/82 configurations have a twelve-card limitation per Call Server. The total quantity of ports that can be installed per server as a result of this limitation varies between 48 and 96; depending on how many of the Dialogic cards installed in the server platform are D/42 cards.
- The port connections on the D/42 and D/82 cards are polarity-sensitive. The Dialogic service may fail to initialize the ports if the polarities of the PBX connections are reversed. Terminate all station wiring as shown in [Installing the Dialogic D/42 or D/82 Physical Interface](#).
- Station numbers cannot use 0 as the leading digit. Non-numeric DTMF tones cannot be used as any character in a station number. The maximum length of a station number is ten digits.
- The Dialogic Configuration Manager defaults to Norstar as the PBX switch type. You must select Avaya\_BCM as the PBX switch type prior to starting the Dialogic service.
- The Avaya BCM telephone system assigns directory numbers to physical connections on the switch. Thus, in order to know the directory numbers (DNs) MiCollab AM is using, you need to know which physical ports on the telephone system are connected to your D/42 or D/82 cards. Mitel recommends that you determine all of the MiCollab AM DNs before you start programming the switch.
- The 4x16 media bay module (MBM) must be configured with its trunk ports on bus ID 5 and its station ports on bus ID 6, or with its trunk ports on bus ID 6 and its station ports in bus ID 7. For more information, refer to [Selecting Bus Assignment for the 4x16 Media Bay Module](#).

- You must configure the telephone system for partial double-density operation before you configure the system's numbering plan. This setting is required, and configuring it deletes the existing numbering information.
- The telephone system must provide two B channels to each D/42 or D/82 card. Channel B1 carries call control information, while channel B2 carries transfer control information.

# 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

- Avaya BCM 200 or 400 telephone system
- One available BCM digital station port for each integrated MiCollab AM port (using either the 4x16 MBM or the DSM 32+ MBM)
- One LAN CTE client license per integrated MiCollab AM server

More information about these products can be found in the Avaya BCM documentation.

## MiCollab AM Requirements

- MiCollab AM version 9.0
- Network interface card and cable and network connectivity between the MiCollab AM platform and the telephone system
- MiCollab AM feature file with the Avaya BCM D/42 D/82 integration enabled
- One Dialogic D/42JCT-U or D/82JCT-U port for each MiCollab AM voice port to be integrated
- One Dialogic D/82-U specific PBX interface cable assembly for each Dialogic D/42 or D/82 card

# Programming the Telephone System

Follow the recommendations and programming examples in this section to program the Avaya BCM telephone system for integration with MiCollab AM. Programming examples show commands and parameters that are necessary for integration. They do not represent PBX programming in its entirety.

The installing technician should be familiar with programming the Avaya BCM telephone system with the online System Administration & Management application. Refer to the *Avaya BCM Application Note* or the Avaya documentation for specific information on programming the telephone system.

## Selecting Bus Assignment for the 4x16 Media Bay Module

The 4x16 media bay module (MBM) contains both trunk ports and station ports. These two classes of ports typically occupy adjacent bus IDs within the telephone system. In a partial double-density system, the station ports must be assigned to bus ID 6 or 7. With these settings, the trunk ports are assigned to bus ID 5 or 6, respectively.

**IMPORTANT** Once you have set the bus assignment for the MBM and installed it, and before you configure the numbering plan in the telephone system, you must configure the telephone system for partial double-density operation. Changing this setting deletes the existing numbering plan information.

### To change the bus assignment on a 4x16 MBM:

- 1 Locate the six-position DIPswitch array on the underside of the MBM near the back of the unit.
- 2 Set switches 4 through 6 as shown in the following table.

Table 4. Switch settings

Station Bus ID	Trunk Bus ID	Switch 4	Switch 5	Switch 6
6	5	1	0	0
7	6	0	1	1

**NOTE** Switches 1 through 3 control the offset on each bus. Any offset setting can be used.

# Programming the MiCollab AM Ports

This section covers how to program lines for MiCollab AM on the Avaya BCM telephone system.

**IMPORTANT** Before you start, determine which line pool you want to dedicate for MiCollab AM callouts. Any one line pool between A and O (inclusive) is an acceptable choice, so long as that line pool is not used for anything else

## To program the MiCollab AM ports:

- 1 From the System Administration & Management web application select **Services > Telephony Services > System DNs > Inactive DNs**, and then **Set DNs**.
- 2 Select a MiCollab AM DN that you want to configure.

**IMPORTANT** The Avaya BCM telephone system assigns directory numbers to physical connections on the switch. Thus, in order to know the directory numbers (DNs) to use for the MiCollab AM ports, you need to know which physical ports on the telephone system are connected to your D/42 or D/82 cards. If you are unable to locate all of your MiCollab AM DNs, please refer to [Appendix A – Troubleshooting](#).

- 3 On the **DN** dialog box, select **General**.
- 4 Select **M7324** from the **Model** list (if the list is available), select **None** from the **Control Set** list, and then type an appropriate name in the **Name** text box.

**NOTE** It is helpful to set the Name text box to a value, such as CXPRESS, that identifies each line assigned to MiCollab AM.

- 5 On the **DN** dialog box, select **Line Access**.
- 6 In the **Intercom Keys** text box, type **1**.
- 7 Select **Line Access > Line Pool Access**, and then click **Del All** if it is available.
- 8 Click **Add**, and then add the dedicated MiCollab AM line pool.

**NOTE** The Line Pool text box takes a single letter to represent a line pool, not the entire name of the line pool. Thus, you would use B to get line pool B—not pool B, line pool B, or any other form.

- 9 Select **Answer DNs**, and then click **Del All** if it is available.
- 10 On the **DN** dialog box, select **Capabilities**.
- 11 In the **Receive Short Tones** list, select **Y**.
- 12 Repeat steps 2 through 11 for each MiCollab AM line you need to configure.

## Programming the Hunt Group

The hunt group is the number that subscribers dial to access MiCollab AM.

**NOTE** Because subscribers frequently dial the hunt group number, choose a DN that is easily remembered.

### To program the hunt group:

- 1 From the System Administration & Management web application select **Services > Telephony Services**, and then **Hunt Groups**.
- 2 Select the hunt group that you want to use as the MiCollab AM hunt group.

**IMPORTANT** The DN is not the number next to the hunt group item. Rather, the DN of the currently selected hunt group item appears in a text box on the right. Write down the DN of the hunt group you pick for reference later in the configuration process.

- 3 In the Mode list, select **Rotary**.
- 4 In the Name text box, enter a name such as UMXPRESS.
- 5 Select the MiCollab AM hunt group, and then select **Members**.
- 6 Click Add, enter a MiCollab AM DN, and then click **Save**.
- 7 In the hunt group, select the member you just added, and then select Ring Only from the Appearance Type list.
- 8 Repeat steps 6 through 7 for each MiCollab AM DN in your integration.
- 9 In the MiCollab AM hunt group, select **Line Assignment**.
- 10 Click **Add**, enter in the number of the external line you want MiCollab AM to directly answer, and then click **Save**.
- 11 Repeat step 10 for each external line that you want directly answered by MiCollab AM.

## Programming the External Trunk

You must associate a trunk with the dedicated MiCollab AM line pool if you want MiCollab AM to be able to make outgoing calls.

### To program the external trunk:

- 1 From the System Administration & Management web application select **Services > Telephony Services > Lines > Physical Lines**, and then **Enabled Physical Lines**.
- 2 Expand the trunk physical line that you want MiCollab AM to use for outgoing calls, and then select **Trunk/Line Data**.
- 3 Select the dedicated MiCollab AM **line pool** from the Line Type list (see [Programming the MiCollab AM Ports](#)).

4 Click **Save**.

# Installing the Dialogic D/42 or D/82 Physical Interface

Each D/42 or D/82 card connects to the PBX with a Dialogic D/82-U PBX interface cable assembly. One end of the cable is a 25-pair male RJ-21 connector; the other end is a Dialogic mini-D 36-pin connector that plugs into the connector on the end plate of the Dialogic linecard. Table 3 shows the wiring connections for the M7324 digital stations.

Table 5. Dialogic D/42 or D/82 Wire Cut Down

Pair	Color	M7324 Stations	Usage
1	White/Blue		
	Blue/White		
2	White/Orange	T (Port 1)	D/42 or D/82
	Orange/White	R (Port 1)	D/42 or D/82
3	White/Green		
	Green/White		
4	White/Brown	T (Port 2)	D/42 or D/82
	Brown/White	R (Port 2)	D/42 or D/82
5	White/Slate		
	Slate/White		
6	Red/Blue	T (Port 3)	D/42 or D/82
	Blue/Red	R (Port 3)	D/42 or D/82
7	Red/Orange		
	Orange/Red		
8	Red/Green	T (Port 4)	D/42 or D/82
	Green/Red	R (Port 4)	D/42 or D/82



9	Red/Brown		
	Brown/Red		
10	Red/Slate	T (Port 5)	D/82 only
	Slate/Red	R (Port 5)	D/82 only
11	Black/Blue		
	Blue/Black		
12	Black/Orange	T (Port 6)	D/82 only
	Orange/Black	R (Port 6)	D/82 only
13	Black/Green		
	Green/Black		
14	Black/Brown	T (Port 7)	D/82 only
	Brown/Black	R (Port 7)	D/82 only
15	Black/Slate		
	Slate/Black		
16	Yellow/Blue	T (Port 8)	D/82 only
	Blue/Yellow	R (Port 8)	D/82 only

# Installing the Avaya BCM Enabling Software

Before you can configure MiCollab AM for the Avaya BCM digital station emulation integration, you must install the Avaya BCM Enabling Software component found on the MiCollab AM Installation Media version 9.0. This software is typically installed at the time of the initial MiCollab AM software installation. If this is a new integration to an existing Call Server then you must re-install the MiCollab AM software to install the Avaya BCM Enabling software. The Avaya BCM Enabling software component provides the necessary software and driver information required to support the Avaya BCM digital station emulation integration.

**IMPORTANT** If you are upgrading from a previous version of MiCollab AM software, you must remove previous versions of the Dialogic system software, and Avaya BCM enabling software before starting the MiCollab AM and Avaya BCM Enabling Software installation process. If you do not remove these items, the Setup program will require you to do so before proceeding with the installation. Once you have removed previous versions of software, you must restart your Call Server before you begin installing MiCollab AM software. Failure to do so can result in errors with the software installation. For information on removing previous versions of Dialogic software, refer to the system installation manual, *Removing, installing Dialogic and Aculab Software Support Components*.

## To install the Avaya BCM Enabling Software:

- 1 Insert the MiCollab AM Installation Media into the appropriate drive on the Call Server platform.
- 2 On the media, under the Server Components menu, select MiCollab AM Server. The MiCollab AM Installation Wizard is launched.
- 3 Click Next to continue through the Setup process, and then at the Select Hardware Support Components window, select
  - The Avaya BCM Enabling Software component
  - The Dialogic System Release software version that corresponds to the MiCollab AM software version you are running.

Follow the prompts to complete the MiCollab AM and Avaya BCM software installation. Refer to the Install Guide for more information on installing and configuring MiCollab AM software.

# Programming Dialogic Configuration Manger

By default, the Dialogic Configuration Manager program sets the parameter PBXSwitch to Avaya\_Norstar. You must change this parameter to the appropriate PBX type you are integrating with MiCollab AM.

**IMPORTANT** If this is an existing MiCollab AM system with a previous version of Dialogic software installed, you must remove it and any Dialogic point release software before you install MiCollab AM and the corresponding Dialogic System Release software on the Call Server platform. If you do not remove these items, the Setup program will require you to do so before proceeding with the installation. Once you have removed previous versions of software, you must restart your Call Server before you begin installing MiCollab AM software. Failure to do so can result in errors with the software installation. For information on removing previous versions of Dialogic software, refer to the system installation manual, *Removing, installing Dialogic and Aculab Software Support Components*.

## To program the Dialogic Configuration Manager:

- 1 On the Start menu at the MiCollab AM platform, select **Programs > Dialogic System Release > Configuration Manager-DCM**.
- 2 Stop the Dialogic service if it is running.
- 3 Double-click the first installed D/42 or D/82 linecard to open the **Properties** sheet.
- 4 On the Miscellaneous tab, select the **PBXSwitch** parameter.
- 5 In the **Values** box, choose **Avaya\_BCM** as the PBX type.
- 6 On the **Telephony Bus** tab, verify that the correct PCM encoding scheme is selected. The default value is automatic or U-Law; you must change this value to A-Law outside of the U.S. and Japan.
- 7 Click **OK** to close the Properties sheet.
- 8 Repeat steps 3 through 7 for each D/42 or D/82 linecard that is installed.
- 9 Restart the Dialogic service and close Dialogic Configuration Manager.

# 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** 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 the Telephony Server 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** dropdown list, select **Avaya**.
  - d From the **Model** dropdown list, select **BCM**.
  - e From the **Integration Type** dropdown list, select **Dialogic D/82 M7324 Set Emulation**.
- 2 Click **Next**. The **Board Options** dialog box appears.
- 3 Depending on the type of Aculab card you have installed, configure the board options. Refer to the appropriate Spare Parts document for more information on the Aculab card you are installing.
- 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 values if necessary.
- 8 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 Integration Settings** section, select the **Required Parameters** view.
  - b For the **Incoming Hunt Mode** value, select **Circular**.
  - c In the **Hunt Group Access Code** field, enter the value you configured previously in the section, [Programming the Hunt Group](#). This is the pilot number that users dial to reach MiCollab AM.
  - d Click **OK**.
- 10 Continue through and complete the configuration. At the end of the configuration, a confirmation dialog box appears. Click **OK**.
- 11 If **MiCollab AM Configuration** does not open automatically after the configuration completes, open **MiCollab AM Configuration**, and 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 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 Depending on the type of Aculab card you have installed, configure the board options. Refer to the appropriate Spare Parts document for more information on the Aculab card you are installing.

- b** Click **OK**.
- 4** Select the **Switches** tab and click the **Add** button. The **Switch Integration Data Setup** dialog box appears.
  - a** From the **Manufacturer** dropdown list, select **Avaya**.
  - b** From the **Model** dropdown list, select **BCM**.
  - c** From the **Integration Type** dropdown list, select **Dialogic D/82 M7324 Set Emulation**.
- 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 values if necessary.
- 9** Click **OK**. The **Switch Section Options** dialog box appears.
- 10** In the **Switch Section Options** dialog box, configure the following options:
  - a** In the **Local Integration Settings** section, select the **Required Parameters** view.
  - b** For the **Incoming Hunt Mode** value, select **Circular**.
  - c** In the **Hunt Group Access Code** field, enter the value you configured previously in the section, [Programming the Hunt Group](#). This is the pilot number that users dial to reach MiCollab AM.
  - d** Click **OK**.
- 11** In **MiCollab AM Configuration**, verify that that the telephone system is properly added and configured in the **Switches**, **Switch Sections**, and **Integrations** tabs.
- 12** Select the **Lines** tab.
- 13** 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.
- 14** Click **OK** to save all changes.

# Appendix A – Troubleshooting

This section documents solutions to problems that you may encounter during or after MiCollab AM installation. If you encounter a problem that is not present in this section, please call Mitel for further assistance.

Table 6. Symptoms/Solution

Symptoms	Solutions
Missing MiCollab AM DNs	
Unable to locate one or more MiCollab AM DNs in the System Administration & Management web application	<p>MiCollab AM DNs show up in one of two places on the Avaya BCM, depending on whether or not the switch considers the DN to be active. In the System Administration &amp; Management web application, select <b>Services &gt; Telephony Services</b>, and then <b>System DNs</b>. If a MiCollab AM DN is considered active, find it by expanding <b>Active Set</b> DNs. If a MiCollab AM DN is considered inactive, find it by expanding Inactive DNs, then <b>Set DNs</b>.</p> <p>A DN is considered active if the corresponding linecard for that DN has been started by the Dialogic System Configuration Manager application. If a linecard has been started, then stopped, there will be a delay before the DNs of that linecard show as inactive again.</p>
No MWI Activity	
<p>Symptoms:</p> <p>One or more MWIs do not function correctly</p> <p>The Windows Application Log on the Call Server platform reports an error against AT_BCMSi.exe with the description STATUS: Invalid Parameter: While performing a MWI operation</p>	<p>Solution:</p> <p>In MiCollab AM Configuration, set the Hunt Group Access Code to the DN of the MiCollab AM hunt group in the telephone system. For more information, refer to the sections <a href="#">Programming the Hunt Group</a> and <a href="#">Configuring MiCollab AM</a>.</p>