

MiCollab Advanced Messaging Tango Networks Accelerator SIP Integration Technical Note

For version 9.1 and above

Notice

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Preface

This Integration Technical Note (ITN) is written for technicians 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 Tango Networks Accelerator telephone system.

This document describes how to integrate MiCollab AM with a Tango Networks Accelerator 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.

The Tango Networks Accelerator SIP Trunk integration consists of two major components: the Tango Networks Accelerator Call Server (Tango Networks Accelerator telephone system), and MiCollab AM. MiCollab AM uses SIP trunks to integrate with the switch and thus uses static SIP endpoints.

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

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>
Online help	MiCollab AM online help system

Features Supported by This Integration

The Tango Networks Accelerator can be configured to act like a basic PBX supporting basic PBX features when integration of a commercial PBX is not available. The Accelerator does not, however, offer extensive PBX-like capabilities such as Park/Retrieve, Hunt Groups, etc.

The following tables list the features supported using the Tango Networks Accelerator SIP 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

Table 3. Integration features supported for Tango Networks Accelerator SIP

Feature	Supported
ANI/CLI	Yes
MWI set/clear	Yes
MWI outband	Yes

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 **SIP Server Address** in the **Integration Options** dialog must use the IP or hostname of the Accelerator. Single node Accelerators use the physical IP address (or hostname) of the Accelerator. Dual node Accelerators use the IP address (or hostname) of the Service IP shared between the nodes.

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 Tango Networks Accelerator Release 8.2

- Tango Networks Accelerator version 8.2 and a SIP Access Port License for each MiCollab AM port
- MC-8, NTVQ01AB VMG Voice Media Gateway Card 8-port assembly; or MC-32, NTVQ01BB VMG Voice Media Gateway Card 32-port Assembly; or MGC, NTDW60BAE5 Media Gateway Controller
- Premium Network Service Package

MiCollab AM Requirements

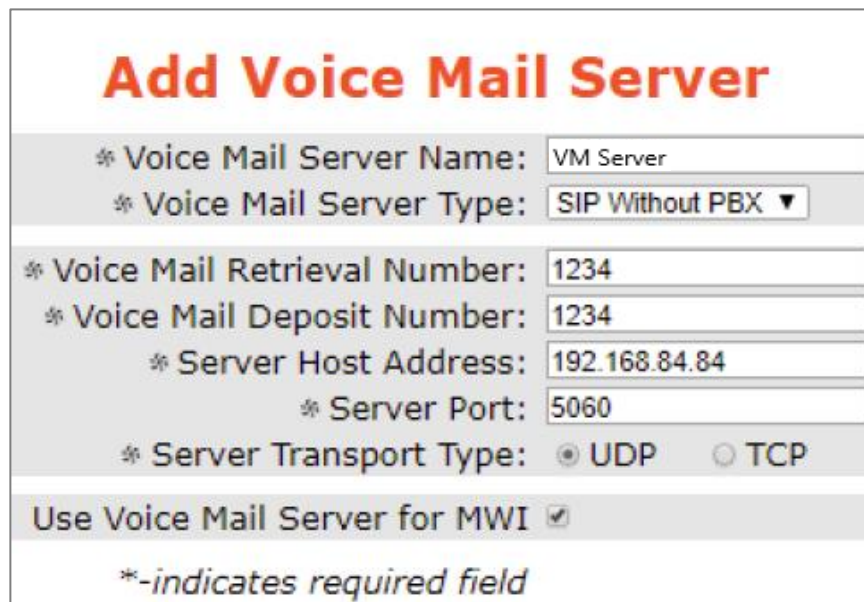
- MiCollab AM version 9.1
- Mitel software key diskette or feature file with the Tango Networks Accelerator SIP integration enabled and one Virtual SIP and RTP license enabled for each port involved in the integration
- One or two 10 MB, 100 MB, or 1000 MB (gigabit) network interface cards with cables

Configuring Tango Networks Accelerator for Integration with MiCollab AM

The following steps describe the unique configuration areas needed to integrate the Mitel MiCollab AM PBX with the Tango Networks Accelerator. Refer to the *Accelerator Provisioning Guide* for a comprehensive explanation of Accelerator provisioning.

Configuring the Voice Network Menu: Voice Mail Servers

- 1 **Add a new voice mail server** (*required*) – There are no unique configuration items for Trunk Dial Plans and the MiCollab AM PBX. For additional information, refer to the *Accelerator Provisioning Guide, Voice Networks, Add Voice Mail Servers* section.



The screenshot shows a web form titled "Add Voice Mail Server" in red text. The form contains several fields, each preceded by an asterisk indicating it is required. The fields are: "Voice Mail Server Name" with the value "VM Server", "Voice Mail Server Type" with a dropdown menu showing "SIP Without PBX", "Voice Mail Retrieval Number" with the value "1234", "Voice Mail Deposit Number" with the value "1234", "Server Host Address" with the value "192.168.84.84", "Server Port" with the value "5060", and "Server Transport Type" with radio buttons for "UDP" (selected) and "TCP". Below these fields is a checkbox labeled "Use Voice Mail Server for MWI" which is checked. At the bottom of the form, there is a note: "*-indicates required field".

- 2 **Voice Mail Server Name** (*required*) – Enter the name of the voice mail server. Maximum length is 45 characters.
- 3 **Voice Mail Server Type** (*required*) – Select **SIP Without PBX**. This will route the call with the Route via Enterprise policy.

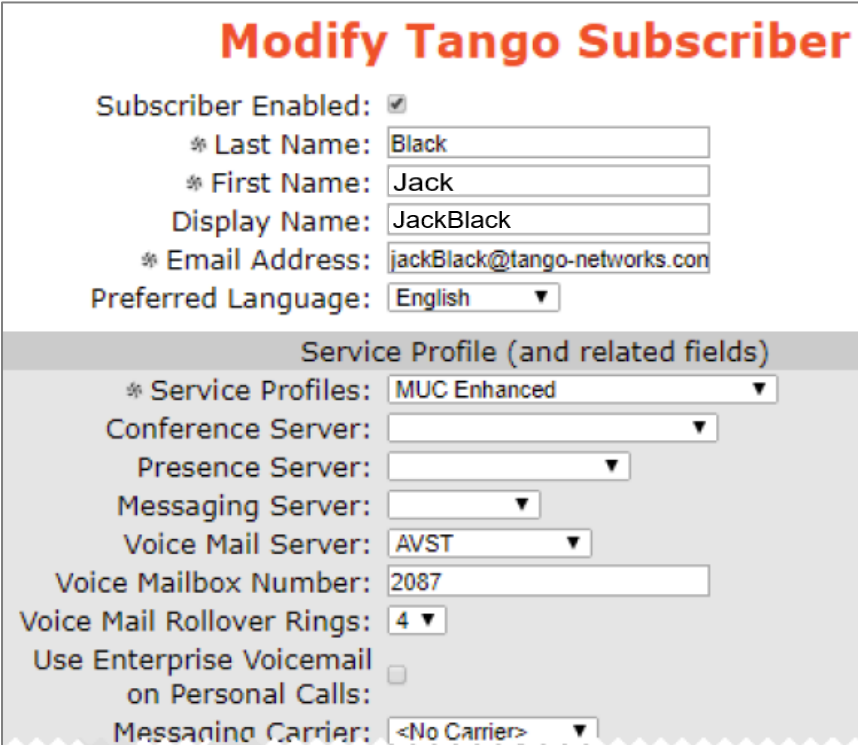
NOTE The **SIP Without PBX** type is used when there is no Home PBX for the subscriber and the Accelerator subscriber record shows **<None>** as the Home PBX.

- 4 **Voice Mail Retrieval Number** (*required*) – Enter the phone number for voice mail retrievals. Maximum length is 20 digits.
- 5 **Voice Mail Deposit Number** (*required*) – Enter the phone number for voice mail deposits. Maximum length is 20 digits.

- 6 **Server Host Address** (*required*) – Enter a valid IP address or hostname of the voice mail server.
- 7 **Server Port** (*required*) – Enter the port number assigned to the voice mail server.
- 8 **Server Transport Type** (*required*) – Select the transport type used for this voice mail server. The choices are either **UDP** or **TCP**.
- 9 **Use Voice Mail Server for MWI** (*optional*) – When selected, the Message Waiting Indicator (MWI) is obtained from the same server used for deposit/retrieval.

Configuring the Subscribers Menu

- 1 Assign the Mitel MiCollab AM voice mail server to your Accelerator subscriber. For more information, refer to the *Accelerator Provisioning Guide, Voice Networks, PBXs, Add New PBX* section.



Modify Tango Subscriber

Subscriber Enabled: ☒

* Last Name:

* First Name:

Display Name:

* Email Address:

Preferred Language:

Service Profile (and related fields)

* Service Profiles:

Conference Server:

Presence Server:

Messaging Server:

Voice Mail Server:

Voice Mailbox Number:

Voice Mail Rollover Rings:

Use Enterprise Voicemail on Personal Calls: ☐

Messaging Carrier:

- 2 Provision the **Voice Mailbox Number** that coincides with a MiCollab AM subscriber mailbox.

NOTE The **Voice Mail Rollover Rings** parameter is only available when your Home PBX on the subscriber record (field not shown) is defined as **<None>**.

Configuring MiCollab AM

Once the telephone system is installed and 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:

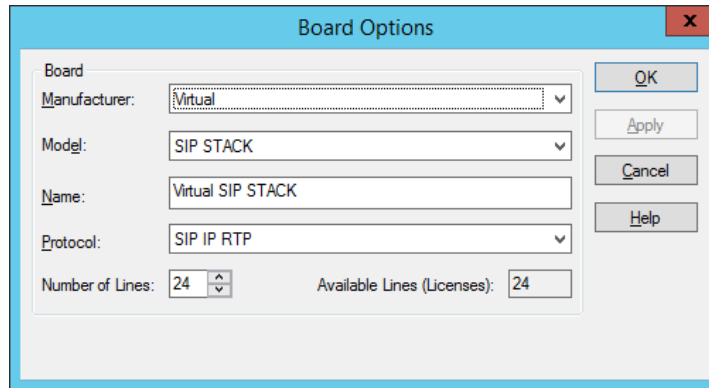
- [Configuring MiCollab AM for the Integration During Initial Installation](#): Integrate the telephone system while you install MiCollab AM for the first time.
- [Configuring Existing MiCollab AM for the Integration](#): Integrate a new telephone system on your existing MiCollab AM system.

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:

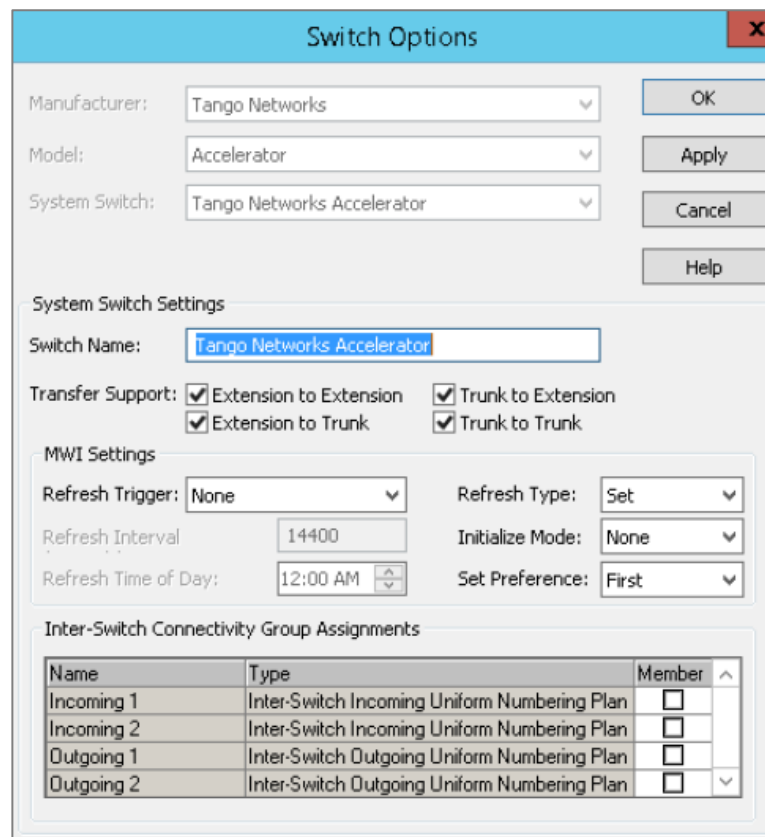
- 1 In the **Database Initialization Parameters** dialog box, configure the following options:
 - a In the **Mailbox Length** box, enter the mailbox length in digits. The sample installation uses 4 digits as the mailbox length.
 - b In the **First Extension** box, enter first extension number for the first line. You can also leave the **First Extension** box empty.
 - c From the **Manufacturer** dropdown list, select **Tango Networks**.
 - d From the **Model** dropdown list, select **Accelerator**.
 - e From the **Integration Type** dropdown list, select **SIP Trunk**.
- 2 Click **Next**. The **Board Options** dialog box appears.



The **Board Options** dialog box contains the following fields and controls:

- Board Manufacturer:** Virtual (dropdown)
- Model:** SIP STACK (dropdown)
- Name:** Virtual SIP STACK (text field)
- Protocol:** SIP IP RTP (dropdown)
- Number of Lines:** 24 (spin box)
- Available Lines (Licenses):** 24 (spin box)
- Buttons:** OK, Apply, Cancel, Help

- 3 In the **Board Options** dialog box, configure the following options:
 - a From the **Manufacturer** dropdown list, select **Virtual**.
 - b From the **Model** dropdown 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** dropdown 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.



The **Switch Options** dialog box contains the following sections and controls:

- Manufacturer:** Tango Networks (dropdown)
- Model:** Accelerator (dropdown)
- System Switch:** Tango Networks Accelerator (dropdown)
- Buttons:** OK, Apply, Cancel, Help
- System Switch Settings**
 - Switch Name:** Tango Networks Accelerator (text field)
 - Transfer Support:**
 - ☒ Extension to Extension
 - ☒ Trunk to Extension
 - ☒ Extension to Trunk
 - ☒ Trunk to Trunk
- MWI Settings**
 - Refresh Trigger:** None (dropdown)
 - Refresh Type:** Set (dropdown)
 - Refresh Interval:** 14400 (text field)
 - Initialize Mode:** None (dropdown)
 - Refresh Time of Day:** 12:00 AM (spin box)
 - Set Preference:** First (dropdown)
- Inter-Switch Connectivity Group Assignments**

Name	Type	Member
Incoming 1	Inter-Switch Incoming Uniform Numbering Plan	<input type="checkbox"/>
Incoming 2	Inter-Switch Incoming Uniform Numbering Plan	<input type="checkbox"/>
Outgoing 1	Inter-Switch Outgoing Uniform Numbering Plan	<input type="checkbox"/>
Outgoing 2	Inter-Switch Outgoing Uniform Numbering Plan	<input type="checkbox"/>

- 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 options as follows:

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

Table 4. Required Parameters View – Integration Options

Field	Required Value
SIP Server Address	Enter the IP address of the Accelerator. If your Accelerator is a dual node configuration, you will use the LAN Service IP address of the Accelerator. If your configuration is a single Node Accelerator, you will use the physical IP LAN IP address.
SIP Server Port	Leave the default port number as 5060 .
SIP Domain Name	Leave the SIP domain name blank.
Transport for outgoing SIP messages	Select the transport protocol used for sending out SIP messages. The default value is TCP .
Local IP Address to bind on	Enter the IP address of the network interface card (NIC) on the MiCollab AM platform that supports the SIP integration. If there is only one NIC, this field typically contains the IP address of that NIC already. The sample installation uses the IP address of the MiCollab AM system.
SIP Location Connection Port	Enter the port number on which MiCollab AM listens for incoming SIP messages. The default value is 5060 .
SIP parser qualifier string	Same as the SIP Server Address above. If you have a dual node Accelerator you will use the LAN Service IP address. Single node Accelerators will use the physical LAN IP address of the Accelerator.

- 8 Click **OK**. The **Switch Section Options** dialog box appears.

Switch Section Options

Local Switch: Tango Networks Accelerator

System Switch Section: Tango Networks Accelerator Section

System Switch Section Settings

Name: Tango Networks Accelerator Section

Node Code:

Location Code:

Location: Frisco

MWI Integration: Tango Networks Accelerator SIP Trunk

Local Switch Section Settings

View: Required Parameters

Set Defaults

Name	Value
Incoming Hunt Mode	Terminal
Hunt Group Access Code	1234

- 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 In the **Incoming Hunt Mode** field, enter **Terminal**.
 - c In the **Hunt Group Access Code** field, enter the pilot number that matches with the DN prefix programmed for the Gateway Endpoint associated with this MiCollab AM Call Server. The sample installation uses 1234.
 - 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 then select the **Lines** tab.
- 12 In the table on the **Lines** tab, enable all 4 lines for **Callouts** and **Open**. For information on configuring callout settings, see the topic *Configuring Callout Settings*, in the online help system.

Lines

☒ Busy telephone line when closed

Line	Extension	Switch Integration Name	Section	Callouts	Open	
1		Tango Networks Accelerator SIP Trunk	Tango Networks Accelerator Se...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2		Tango Networks Accelerator SIP Trunk	Tango Networks Accelerator Se...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
3		Tango Networks Accelerator SIP Trunk	Tango Networks Accelerator Se...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4		Tango Networks Accelerator SIP Trunk	Tango Networks Accelerator Se...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

- 13 Click **OK** to save all changes. This completes the new MiCollab AM installation procedure.
- 14 Proceed to [Configuring Tango Networks Accelerator for Integration with MiCollab AM](#) to complete the integration.

Configuring Existing MiCollab AM for the Integration

NOTE Depending on your Mitel MiCollab AM license key, you may need to contact your sales representative to purchase the Tango Networks Accelerator specific key.

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**.

Main

CX Server

Current Status: **Stopped**

System Name:

Server Name:

Company Name: ABC Company

Dealer Name: ABC Telecom Services

Server Version: 9.0.0 build 1488

Serial Number: 4000000000000

Voice Storage: 1248 Hour(s) 43 Minute(s)

Startup

☐ Automatic Startup

Shutdown

Force Stop

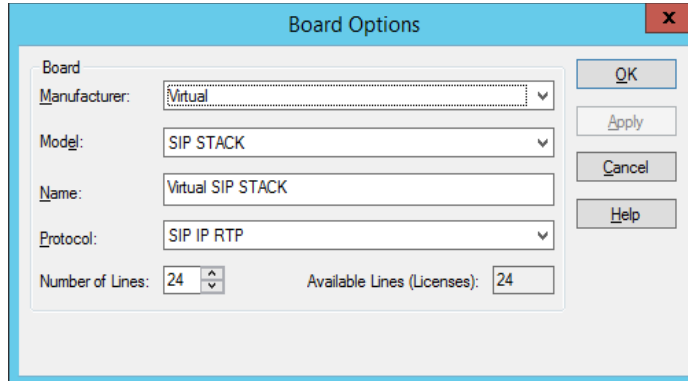
Database...

Daily Maintenance...

About...

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** dropdown list, select **Virtual**.
 - b From the **Model** dropdown 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** dropdown 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**. The sample installation uses 4 lines.
 - 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** dropdown list, select **Tango Networks**.
 - b From the **Model** dropdown list, select **Accelerator**.
 - c From the **Integration Type** dropdown list, select **SIP Trunk**.
- 5 Click **OK**. The **Switch Options** dialog box appears.

Switch Options

Manufacturer: Tango Networks

Model: Accelerator

System Switch: Tango Networks Accelerator

OK Apply Cancel Help

System Switch Settings

Switch Name: Tango Networks Accelerator

Transfer Support: ☒ Extension to Extension ☒ Trunk to Extension
☒ Extension to Trunk ☒ Trunk to Trunk

MWI Settings

Refresh Trigger: None Refresh Type: Set

Refresh Interval: 14400 Initialize Mode: None

Refresh Time of Day: 12:00 AM Set Preference: First

Inter-Switch Connectivity Group Assignments

Name	Type	Member
Incoming 1	Inter-Switch Incoming Uniform Numbering Plan	<input type="checkbox"/>
Incoming 2	Inter-Switch Incoming Uniform Numbering Plan	<input type="checkbox"/>
Outgoing 1	Inter-Switch Outgoing Uniform Numbering Plan	<input type="checkbox"/>
Outgoing 2	Inter-Switch Outgoing Uniform Numbering Plan	<input type="checkbox"/>

- 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 options as follows:

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

Table 5. Required Parameters View – Integration Options

Field	Required Value
SIP Server Address	Enter the IP address of the Accelerator. If your Accelerator is a dual node configuration, you will use the LAN Service IP address of the Accelerator. If your configuration is a single Node Accelerator, you will use the physical IP LAN IP address
SIP Server Port	Leave the default port number as 5060 .
SIP Domain Name	Leave the SIP domain name blank.
Transport for outgoing SIP messages	Select the transport protocol used for sending out SIP messages. The default value is TCP .
Local IP Address to bind on	Enter the IP address of the network interface card (NIC) on the MiCollab AM platform that supports the SIP integration. If there is only one NIC, this field typically contains the IP address of that NIC already. This sample uses the IP address of the MiCollab AM system.

SIP Location Connection Port	<p>Enter the port number on which MiCollab AM listens for incoming SIP messages.</p> <p>The default value is 5060.</p>
SIP parser qualifier string	<p>Same as the SIP Server Address above.</p> <p>If you have a dual node Accelerator you will use the LAN Service IP address.</p> <p>Single node Accelerators will use the physical LAN IP address of the Accelerator.</p>

- 9 Click **OK**. The **Switch Section Options** dialog box appears.

Name	Value
Incoming Hunt Mode	Terminal
Hunt Group Access Code	1234

- 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 In the **Incoming Hunt Mode** field, select **Terminal**.
 - c In the **Hunt Group Access Code** field, enter the pilot number that matches with the DN prefix programmed for the Gateway Endpoint associated with this MiCollab AM Call Server. The sample installation uses 1234.
 - d Click **OK**.
- 11 In **MiCollab AM Configuration**, verify that that the Accelerator telephone system is properly added and configured in the **Switches**, **Switch Sections**, and **Integrations** tabs.

12 Select the **Lines** tab.

13 In the table on 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.

Lines

☒ Busy telephone line when closed

Line	Extension	Switch Integration Name	Section	Callouts	Open	
1		Tango Networks Accelerator SIP Trunk	Tango Networks Accelerator Se...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	^
2		Tango Networks Accelerator SIP Trunk	Tango Networks Accelerator Se...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
3		Tango Networks Accelerator SIP Trunk	Tango Networks Accelerator Se...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4		Tango Networks Accelerator SIP Trunk	Tango Networks Accelerator Se...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	v

< >

14 Click **OK** to save all changes. This completes the provisioning and configuration section for existing MiCollab AM systems.