

MiCollab Advanced Messaging 9.4 Visual Voicemail in Mitel SIP phones System Administrator Guide

For version 9.4 and above

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Preface

This guide provides installation and configuration instructions for Visual Voicemail in Mitel SIP phones (the Visual Voicemail application).

This guide is written for Mitel-certified administrators and technicians who are familiar with Mitel, MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, and the Microsoft Windows® operating system.

Before implementing any procedures in this guide, ensure that MiCollab AM software is installed and running successfully.

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.

Installation and Configuration

This section provides the information necessary to install the Visual Voicemail application.

Requirements

- Only a limited set of Mitel IP phones are supported, mostly those in the 6800 and 6900 series phone models.
- Mitel PBX and firmware version targeting MX-ONE 7.3 SP2 and later.
- In the MiCollab AM server configuration settings, the **Default Recording Format** must be set to **G.711 U-Law** or **A-Law**.
- To make sure that the **Forward by Extension** feature of this application works as expected, the destination **Extension** in the MiCollab AM server must match the **Mailbox ID** of any **Subscriber** that is configured to receive messages.
- The Visual Voicemail application is provided via the Mobile Client Service, therefore that service must be installed and configured. To install the service, follow installation instructions detailed in the document Mobile Client Service.pdf.

NOTE: While the Mobile Client Service supports the configuration of multiple servers, the Visual Voicemail application supports only a single server. Only the first server configured in the service Admin app is used.

- Copy the Mobile Client Service URL for use during the Visual Voicemail application installation.

NOTE For more information about copying the Mobile Client Service URL, see Copying the Mobile Client Service URL.

Copying the Mobile Client Service URL

1. Make sure that the Mobile Client Service is installed.
2. Open the Mobile Client Service admin app.
3. Copy the Mobile Client Service URL address in your browser but leave off the *admin.php* filename. For example: *http://###.###.###.###*.

Mitel IP Phone Configuration:

IMPORTANT: Depending on your phone model and software version, the navigation paths on your system can differ from those described in the following instructions.

Only a limited set of Mitel IP phones are supported, mostly those in the 6800 and 6900 series phone models.

1. On your phone, select the following to locate your phone's IP address: **Gear button > Status > Network**
2. Open a browser.
3. Enter your phone's IP address (located in step 1) and go to that address

NOTE For more information about copying the Mobile Client Service URL, see Copying the Mobile Client Service URL.

4. On the phone's IP address page, login with your administrator credentials.
5. Navigate to **Softkeys and XML**, then configure the following soft key entry:
 - a. **Type=xml**
 - b. **Label=Voicemail**
 - c. **Value=http(s)://SERVICE_URL/cxxml.php?uid=\$\$SIPUSERNAME\$\$**

NOTE: In the Value URL, replace **SERVICE_URL** with the Mobile Client Service URL. For more information about copying the Mobile Client Service URL, see Copying the Mobile Client Service URL.

TIP: Optionally, you can force a user to enter their Mailbox ID at logon, by removing the **uid=\$\$SIPUSERNAME\$\$** portion of the **Value** URL.

- d. Leave the remaining columns with default values.
 - e. Save your changes.
6. Navigate to **Advanced Settings > Action URI** and configure the **Disconnected event**.
7. Enter the following value:
http://SERVICE_URL/cxxml.php?type=Action&action=disconnected&addr=\$\$LOCALIP\$\$&key=\$\$SIPUSERNAME\$\$&file=\$\$INCOMINGNAME\$\$

NOTE: Failure to configure the **Disconnect event** will result in the closing of the Visual Voicemail application after audio playback.

8. Save your changes.