

Mitel MiContact Center Enterprise

OPEN APPLICATION SERVER
HARDWARE INSTALLATION INSTRUCTION

Release 9.5 SP3



NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

Open Application Server Hardware Installation Instruction
Release 9.5 SP3 – April 2022

®,™ Trademark of Mitel Networks Corporation
© Copyright 2022 Mitel Networks Corporation
All rights reserved

OVERVIEW

This document describes the following topics in detail:

- Connecting the CTI Server
 - Connecting the CTI (ApplicationLink) Server to the MX-ONE Telephony switch (TSW)
 - Connecting the CTI Server to MX-ONE Telephony Server (TSE)
 - ApplicationLink (CSTA Phase - I)
 - X-LINK(CSTA Phase - III)

CONNECTING THE CTI SERVER

CONNECTING THE CTI SERVER TO THE MX-ONE TELEPHONY SWITCH

The communication link between the MX-ONE Telephony switch and the ApplicationLink Server(s) is provided via the Local Area Network (LAN). This is accomplished with a logical TCP/IP connection between the Application Link Server(s) and one or more NIU boards in the MX-ONE Telephony switch. The NIU board must be connected to the same LAN as the CTI Server. For optimum performance, it is recommended that one NIU board will be installed in every LIM that contains any object related to the Application Link Server (that is, any telephone device or ACD/CTI group). This will distribute the load among the LIMs.

CONNECTING THE CTI SERVER TO MX-ONE TELEPHONY SERVER

CONNECTING THROUGH APPLICATIONLINK (CSTA PHASE - I)

The communication link between the MX-ONE Telephony server and the ApplicationLink Server is provided through the Local Area Network (LAN). This is accomplished with a logical TCP/IP connection between the ApplicationLink and Telephony Server.

CONNECTING TO CSTA PHASE - III CALL CONTROL SERVER, X-LINK

Open Application Server can be connected to X-LINK via Local Area Network (LAN) over TCP/IP.



Note: If OAS is configured to connect to X-LINK, ApplicationLink Server cannot be configured, or the other way around.

Refer to document OAS Software Configuration, 1/1543-FAS10455, for details on how to configure the OAS CTI server.



mitel.com

Copyright 2022, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation, including itself and subsidiaries and authorized entities. Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.