Mitel Revolution

Configuration Guide for MiVoice Business

V2019.3

January 2020

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. 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.

TRADEMARKS

Mitel Revolution Configuration Guide for Mitel MiVoice Business

Table of Contents

Introduction

The Mitel Revolution interface provides a way to centrally manage creating and sending notifications. This interface can be used to send emergency and non-emergency notifications such as Live or Stored Audio Notifications, Weather Alerts, AMBER Alerts, IPAWS Alerts, and Text Messages to supported devices.

Notifications can be sent to endpoints such as iOS and Android smartphones; Instant Messaging clients, SMS clients, and Mitel Revolution Desktop Notification Client; Paging Relay; Legacy Paging and Analog Systems; IP Speakers; Clocks; Message Boards; Social Media accounts; and more. Visit us on the web at Mitel Revolution Web Help to learn more about Mitel Revolution product.

Users can quickly send notifications and get real-time status on notifications and view scheduled notifications and a list of recently sent notifications from their dashboard. Users can also view sent notification details to see which endpoints received notifications. They can manage notifications from a single location, viewing all notifications, endpoints assigned, and the type of each notification.

> **Note:** Mitel Revolution does not support multicast paging for the MiVoice Business communications platform with the Mitel 6900 series phones (MiNET mode). This support will be added starting with MiVoice Business Release 9.1.

About this Guide

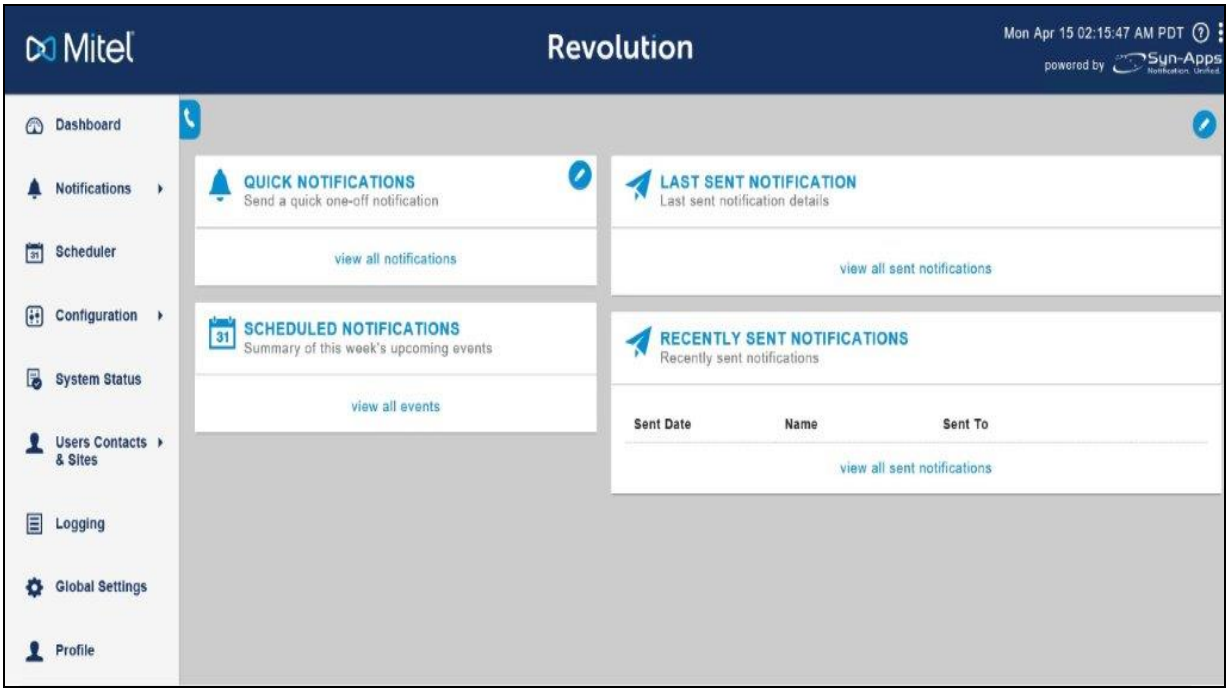
This document describes the configuration of Mitel Revolution for Mitel MiVoice Business platform.

Documentation

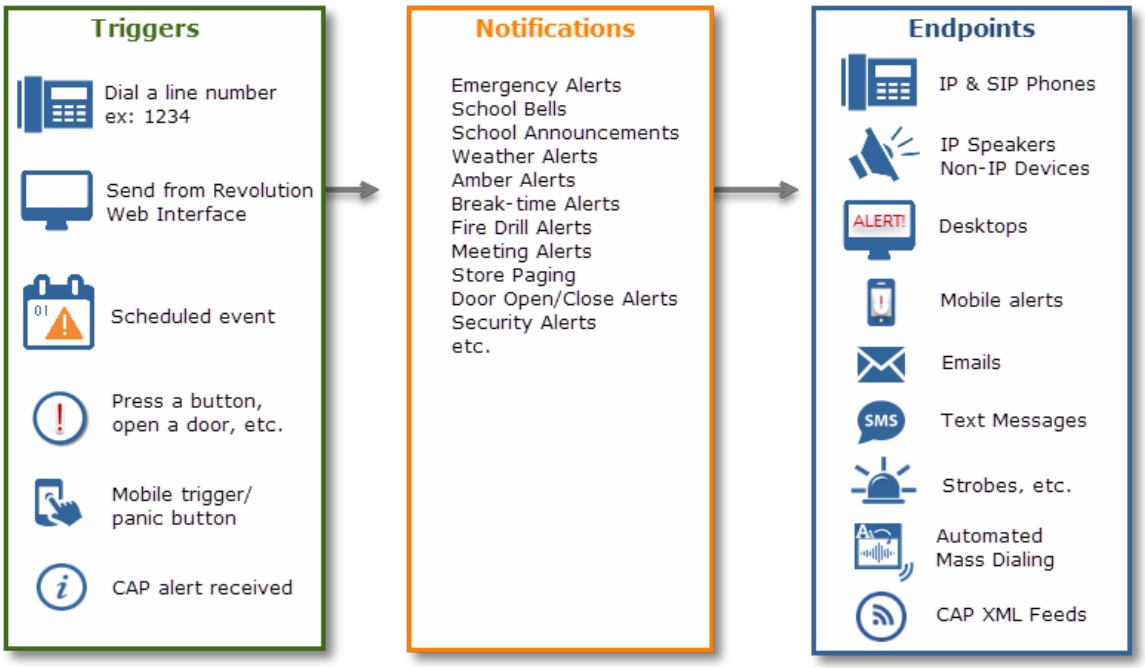
- Mitel Revolution Web Help: The Mitel Revolution Web Help contains information about installing Mitel Revolution, initial setup, feature configuration, maintenance and troubleshooting, end-user tasks, system monitoring, and upgrade related details. You can access the web help at Mitel Revolution Web Help.
- MiVoice Business System Administration Tool Help: The MiVoice Business System Administration Tool Help contains information about the forms in the MiVoice Business System Administration tool. It also, explains the features that can be programmed using the tool. You can access the Tool Help at MiVoice Business Web Help.

Mitel Revolution Overview

The Mitel Revolution interface provides a Dashboard for quick access to frequently used notifications, status of sent notifications, and scheduled notifications. The Dashboard can be configured for each user. Users having the required permissions can maintain their dashboard themselves. Access to configuring the Revolution modules is denied to all user roles except the administrator.



Notification Overview



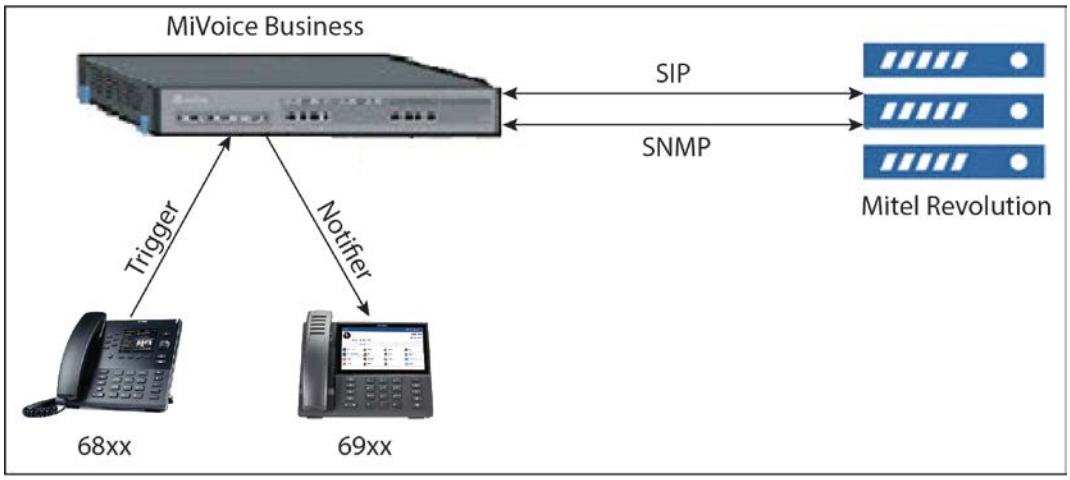
Creating notifications involve the following three main steps:

- Assigning the triggers for sending notifications.
- Creating the content (image, audio, or text) to be sent.
- Assigning the endpoints that receive the notifications.

For more information about creating notifications on the Mitel Revolution interface, see Creating Notifications.

Network Topology

The following diagram explains how the elements in the network are connected to the Mitel Revolution:



Software Dependencies and Compatibilities

For a list of supported MiVoice Business software versions compatible with Mitel Revolution, see Mitel Compatibility Matrix.

MiVoice Business Communication Manager Configuration

This section describes the steps to configure a Mitel MiVoice Business Communication Manager for Mitel Revolution.

The user must configure the general MiVoice Business settings. These configuration settings include the following:

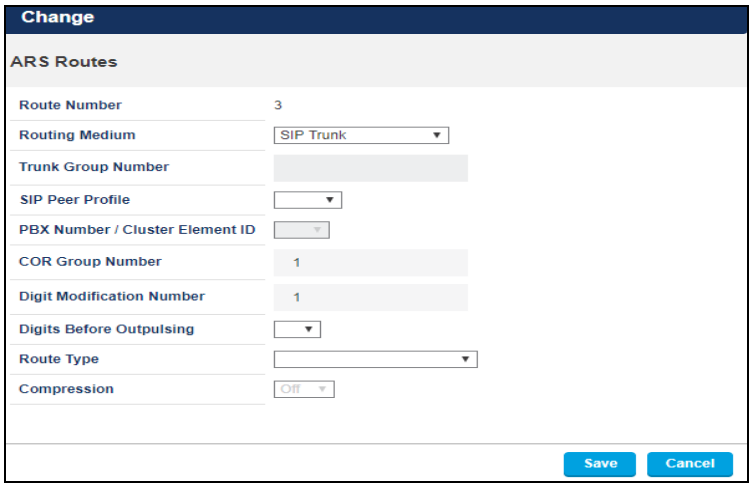
- Creating a generic SIP extension on your MiVoice Business System Administration tool, see Creating SIP Users.
- Configure an outgoing SIP trunk from the MiVoice Business System Administration tool to Mitel Revolution see Creating SIP Trunk.
- Creating a page group on your MiVoice Business System Administration tool and add members to the group see Configuring an Outgoing SIP Trunk.

Note: The MiVoice Business Communication Manager configured for the Mitel Revolution interface must not have a Secure RTP profile enabled.

Perform the following steps to route the SIP trunk group to Mitel Revolution:

1. To set the routing medium for the SIP peer profile:
   a. Go to the **ARS Routes** form.
   b. Select the available **Route Number**.
   c. Click **Change**.
   d. Enter values for the following fields:

Field	Value
Routing Medium	Select **SIP Trunk** from the drop-down list.
SIP Peer Profile	Select the SIP peer profile name that you have created for Mitel Revolution.
Route Type	Select the routing type from the drop-down list. By default, select **PSTN Access Via DPNSS** for SIP Trunk.



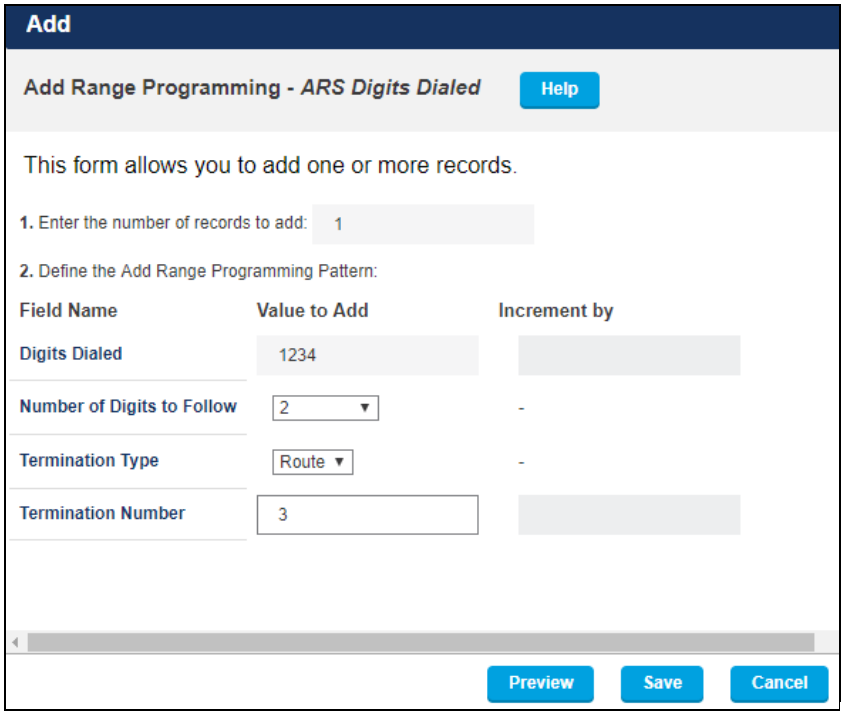
e. Click **Save**.

2. To set the dial number to monitor the outgoing SIP trunk:

a. Go to the **ARS Digits Dialed** form.

b. Enter values for the following fields:

Field	Value
Digits Dialed	Enter the partial or complete external numbers dialed to access subsequent routing information. For example, 1234.
Number of Digits to Follow	Select the number of digits expected to follow the partial number specified under Digits Dialed. For example, 2.
Termination Type	Select **Route** from the drop-down list if the calls to the specified digits are to go directly to a route.
Termination Number	Enter the **Route Number** you have selected in the **ARS Routes** form. For example, 3.



c. Click **Save**.

Note: Use the default values for the other fields in the form.

Configuring SNMP Settings

If you are using the Mitel Emergency Services and want to trigger a notification on Mitel Revolution when an emergency number is dialed, the SNMP Trap messages for the SIP trunk must be configured in the MiVoice Business System Administration tool.

For Release 9.0, perform the following steps to configure SNMP settings:

1. Log in to the MiVoice Business Communication Manager using the link in the following format:

   MiVoice Business System Administration tool IP address/server-manager/

2. From the **SNMP Service Status** drop-down list, select **Enabled** to enable the SNMP feature.
3. Enter the IP address of the Mitel Revolution in the **Trap host or address** field.
4. Click **Save**.
5. You can perform the following steps to configure the shared system option:
   a. Go to the **Shared System Option** form.
   b. Click **Change**.
   c. In the **Trap host or address for ER Notification** field, enter the Mitel Revolution IP address.
   d. Click **Save**.

Note: Use the default values for the other fields in the form.

For Releases 8.0 and 7.2 SP1 PR2, perform the following steps to configure SNMP settings:

1. Go to the **SNMP Configuration** form.
2. In the **Enable SNMP Agent**, select the **Yes** check box to enable the SNMP feature.
3. Enter the Mitel Revolution IP address in the **IP Address** field.
4. Enter the **Comments** to identify that the IP address corresponds to the Mitel Revolution.
5. Click **Save**.

Note: Use the default values for the other fields in the form.

Creating SIP Users

Perform the following steps to create a new user on the MiVoice Business System Administration tool:

1. Go to the **Users and Services Configuration** form.
2. Click **Add**.
3. Select **By Role** > **Basic User**.
4. In the **User Profile** tab, enter values for the following fields:

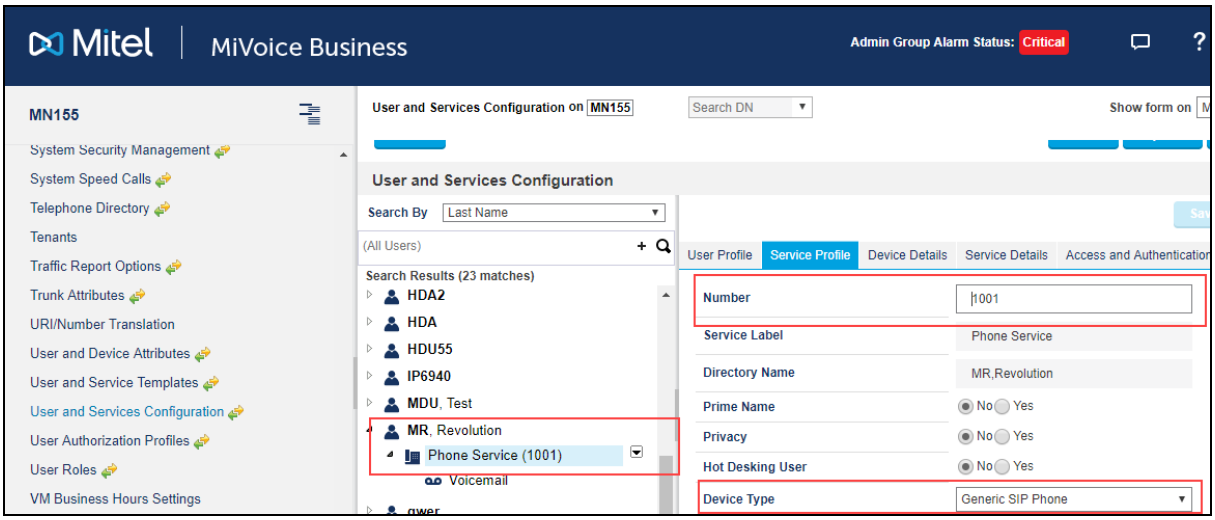
Field	Value
Last Name	Enter the last name of the Mitel revolution interface.
First Name	Enter the first name of the Mitel revolution interface.

5. In the **Service Profile** tab, enter values for the following fields:

Field	Value
Number	Enter an extension number for the user. For example, 1001.
Device Type	Select **Generic SIP Phone** from the drop-down list.
Secondary Element	Select a secondary element from the drop-down list.

6. Click **Save Changes**.

Note: Use the default values for the other fields in the form.



Creating SIP Trunk

This section describes how to create a new network element and configure an outgoing SIP trunk. Creating a SIP trunk involves the following steps:

- Add a network element to the MiVoice Business Communication manager.
- Creating a SIP peer profile for the new network element.
- Identifying a class of service to the SIP line.
- Configuring an Outgoing route to the SIP trunk.
- Configuring SNMP setting for emergency notifications.

Adding a New Network Element

Perform the following steps to add a new network element to the MiVoice Business System Administration tool:

1. Go to the **Network Elements** form.
2. Click **Add** to create a new network element.
3. Enter values for the following fields:

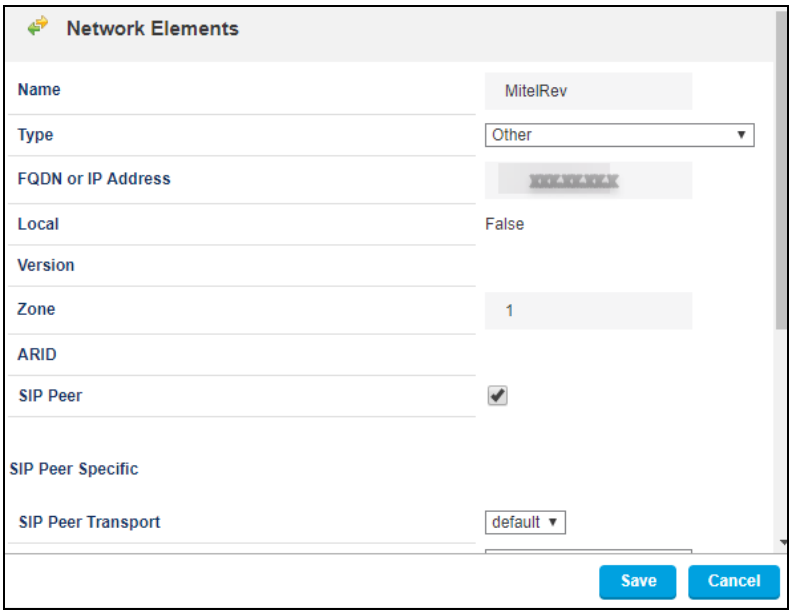
Field	Value
Name	Enter an alphanumeric name of up to nine characters for the Mitel Revolution interface. For example, MitelRev.
Type	Select **Other** from the drop-down list.
FDQN or IP Address	Enter the IP address or FQDN of the Mitel Revolution interface.

4. Select the **SIP Peer** check box.
5. In the **SIP Peer Port** field, enter the SIP port if you will not use the default port value.

> **Note:** By default, the SIP Peer Port value is set as 5060.

6. Click **Save**.

> **Note:** Use the default values for the other fields in the form.

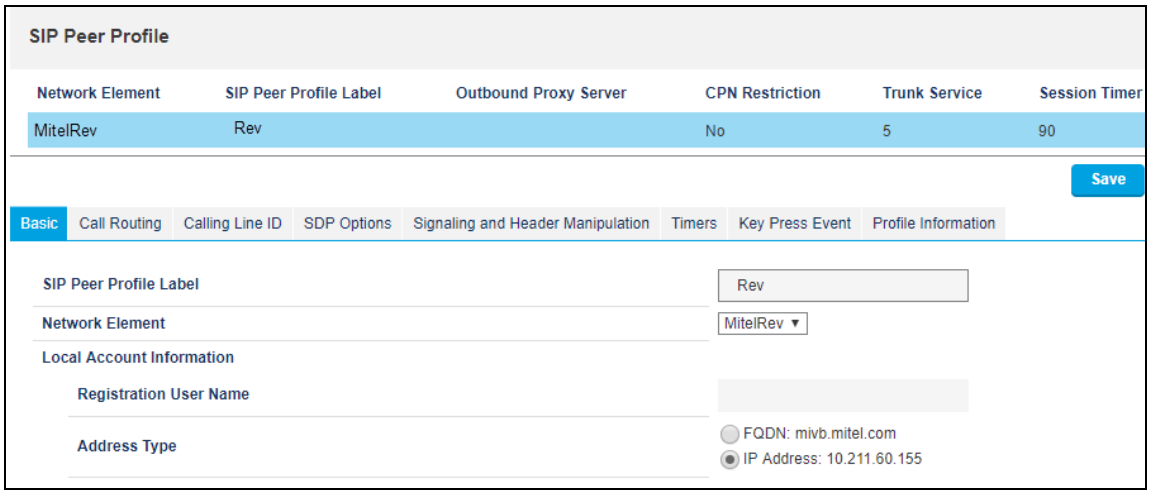


Creating a SIP Peer Profile

Perform the following steps to create a new SIP peer profile:

1. Go to the **SIP Peer Profile** form.
2. In the **Basic** tab, enter values for the following fields:

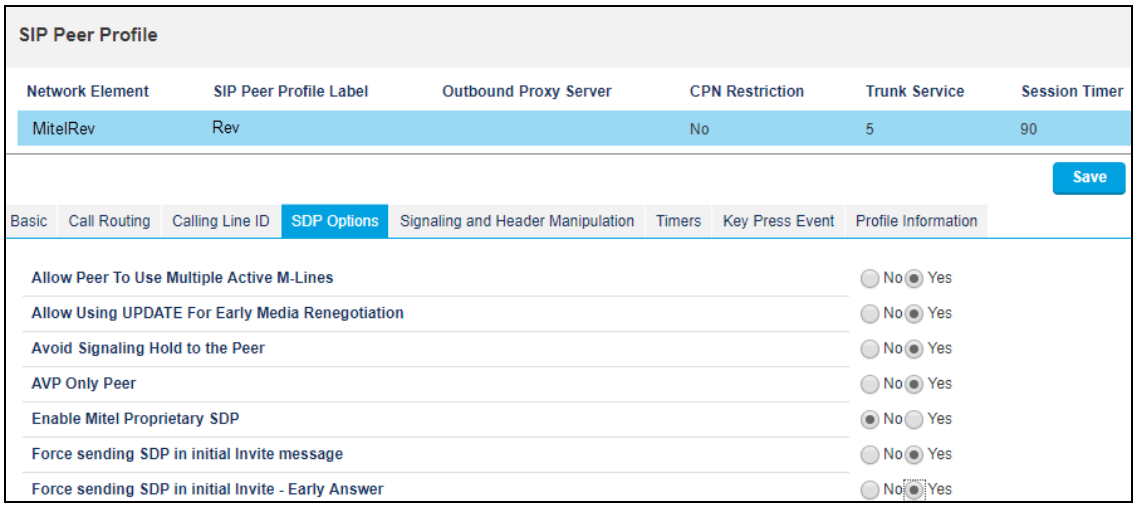
Field	Value
SIP Peer Profile Label	Enter an alphanumeric name of up to nine character for Mitel Revolution interface. For example, Rev.
Network Element	Select the Mitel Revolution interface name that you created in the **Network Element** form. For example, MitelRev.
Address Type	Select the IP of the MiVoice Business System Administration tool.
Trunk Service	Enter the available **Trunk Service number** from the **Trunk Attributes** form. For example, 2.
Authentication Options > User Name	Enter the user name from the **Inbound Username** field of the Mitel Revolution interface.
Authentication Options > Password	Enter the password from the **Inbound Password** field of the Mitel Revolution interface.



Note: If you want to authenticate the configuration of the SIP trunk, enter the **Username** and **Password** field values in the **Inbound Username** and **Inbound Password** fields in the **Authenticating the SIP Lines** section of Mitel Revolution.

3. In the **SDP Options** tab, enter values for the following fields:

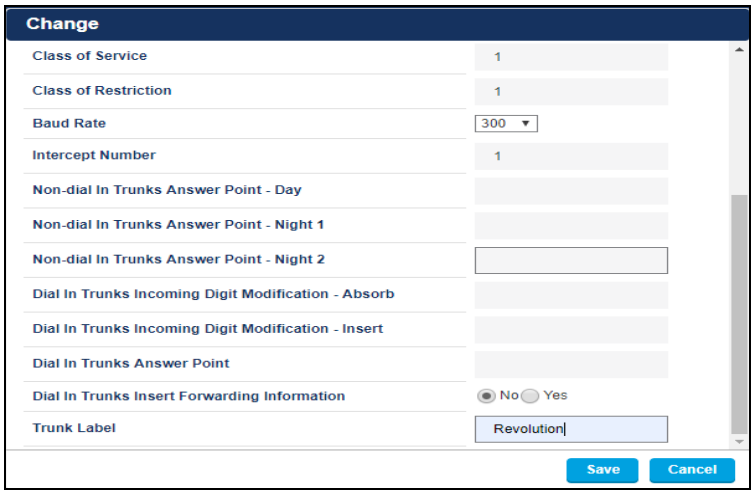
Field	Value
Allow Using UPDATE for Early Media Renegotiation	Yes
Force sending SDP in initial invite message	Yes
Force sending SDP in initial invite - Early Answer	Yes



4. In the **Signaling and Header Manipulation** tab, enter the **Trunk Group Display** field to identify that this trunk group is for Mitel Revolution.
5. Click **Save**.
6. Go to the **Trunk Attributes** form.
7. Select the available **Trunk Service Number**. For example, 2.
8. Click **Change**.

9. Enter specific values in the following fields:

Field	Value
Class of Service	Enter a class of service available in the **Class of Service Options** form.
Trunk Label	Enter a name for the Mitel Revolution trunk.



10. Click **Save**.

> **Note:** Use the default values for the other fields in the form.

Identifying the Class of Service

Perform the following steps to identify the class of service used for Mitel Revolution:

1. Go to the **Class of Service Options** form.
2. Select the **Class of service** you have used in the **Trunk Attributes** form for the **Trunk Service Number** assigned to Mitel Revolution.
3. Click **Change**.
4. Add **Comments** to identify that this class of service is used for Mitel Revolution.
5. Click **Save**.

> **Note:** Use the default values for the other fields in the form.

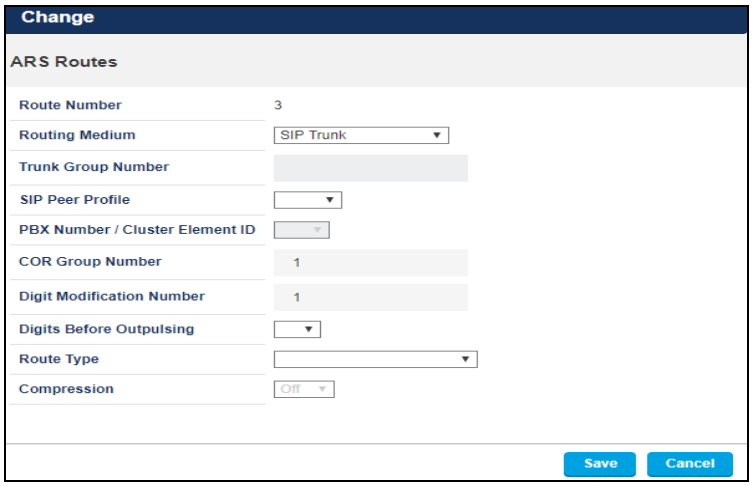
Configuring an Outgoing SIP Trunk

Perform the following steps to route the SIP trunk group to Mitel Revolution:

1. To set the routing medium for the SIP peer profile:
   a. Go to the **ARS Routes** form.
   b. Select the available **Route Number**.
   c. Click **Change**.

d. Enter values for the following fields:

Field	Value
Routing Medium	Select **SIP Trunk** from the drop-down list.
SIP Peer Profile	Select the SIP peer profile name that you have created for Mitel Revolution.
Route Type	Select the routing type from the drop-down list. By default, select **PSTN Access Via DPNSS** for SIP Trunk.



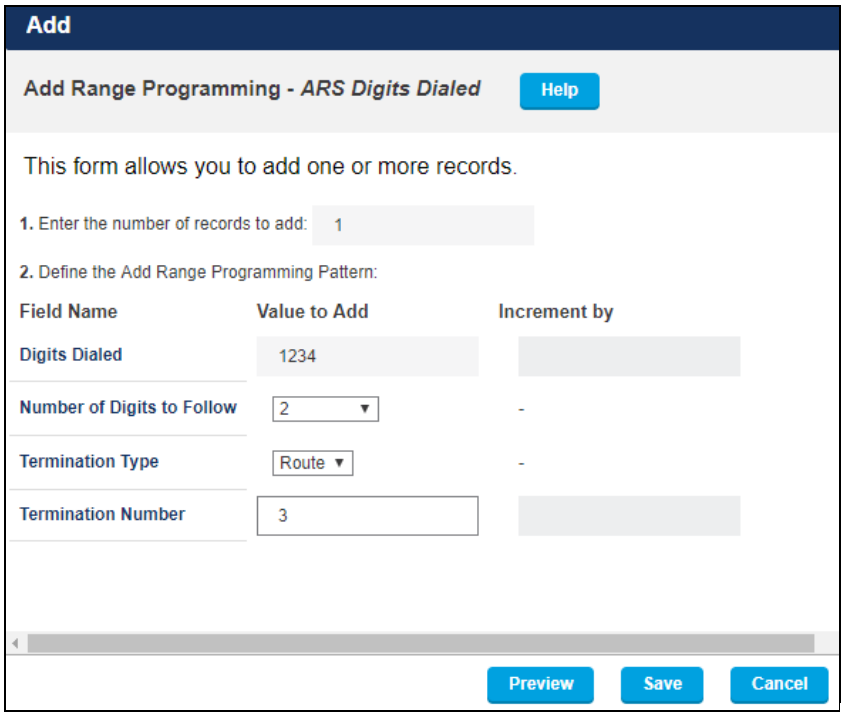
e. Click **Save**.

2. To set the dial number to monitor the outgoing SIP trunk:

a. Go to the **ARS Digits Dialed** form.

b. Enter specific values in the following fields:

Field	Value
Digits Dialed	Enter the partial or complete external numbers dialed to access subsequent routing information. For example, 1234.
Number of Digits to Follow	Select the number of digits expected to follow the partial number specified under Digits Dialed. For example, 2.
Termination Type	Select **Route** from the drop-down list if the calls to the specified digits are to go directly to a route.
Termination Number	Enter the **Route Number** you have selected in the **ARS Routes** form. For example, 3.



c. Click **Save**.

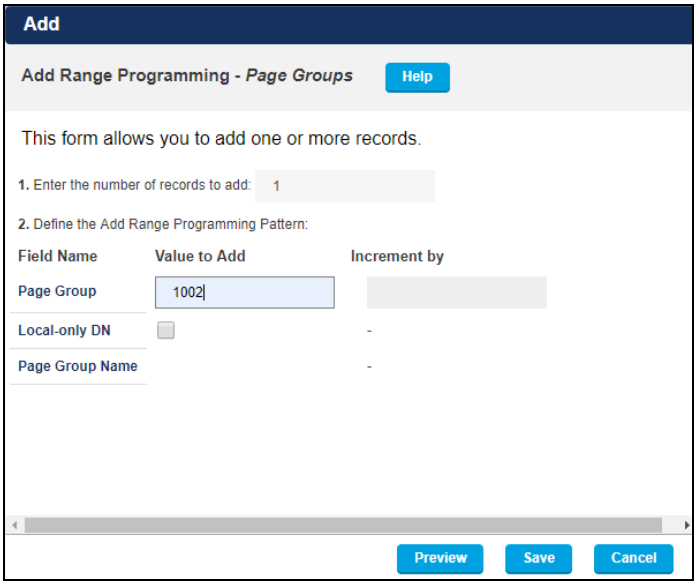
Note: Use the default values for the other fields in the form.

Creating a Page Group

Perform the following steps to create a page group and add members to the group:

1. Ensure that Class of Restriction (COR) and interconnect restrictions allow the paging and paged parties to connect.
2. Go to the **Page Groups** form.
3. Enter values for the following fields:

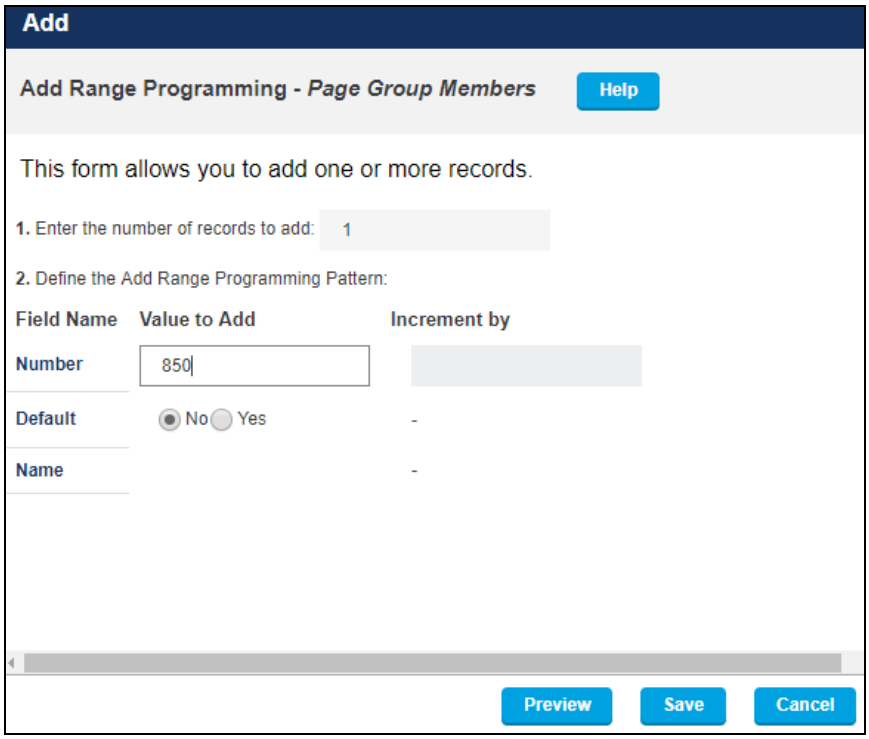
Field	Value
Page Group	Enter the number of the Page Group. For example, 1002.
Local-only DN	By default, this field is disabled. Do not change the selection.
Page Group Name	System-generated, protected field. Contains the name associated with the page group directory number in the Telephone Directory form.



4. Click **Save**.
5. Select the page group you created and click **Add Member**.
6. Enter values for the following fields:

Field	Value
Number	Enter the local directory numbers that are members of the page group. A directory number can be a member of more than one-page group, and the directory number can be placed in a page group even if the COS options for Group Page - Allow and Group Page - Accept are disabled. For example, add extensions of 53xx 0r 69xx phones.
Default	Select **Yes** to Indicate this page group is the directory

	number's default or prime page group.
Name	System-generated, protected field. Contains the name associated with the member directory number in the **Telephone Directory** form.

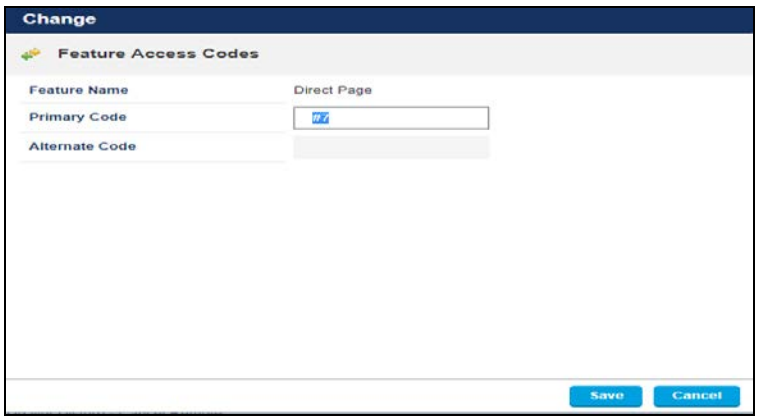


7. In the **Class of Service Options** form, configure the following:
   - To allow a user to initiate a Group Page, select **Group Page Allow**. A user does not need to be a member of a Page Group to initiate a Group Page.
   - To allow a user to receive Group Pages, select **Group Page Accept**.
8. Assign a Direct Page code in the **Feature Access Codes** form for the new page group created.

Adding Feature Access Code

Perform the following steps to add the access codes for the **Direct Page** feature to page another telephone over its built-in speaker:

1. Go to the **Feature Access Code** form.
2. Select the **Direct Page** feature.
3. Click **Change**.
4. Add a **Primary Code** number.



5. Click **Save**.

Note: Use the default values for the other fields in the form.

Mitel Revolution Configuration

This section describes how to configure Mitel Revolution with the MiVoice Business System Administration tool.

Installation and Configuration

Refer to the following topics in the Mitel Revolution Web Help to install Mitel Revolution on Windows Server 2008, 2012/2012r2, or 2016 and configure it with your Mitel system.

- System Requirements
- Installation
- Configure Your Mitel Phone System
- Mitel SIP Trunk

SIP Activator Configuration

This section describes the Mitel Revolution configurations for MiVoice Business Communication Manager.

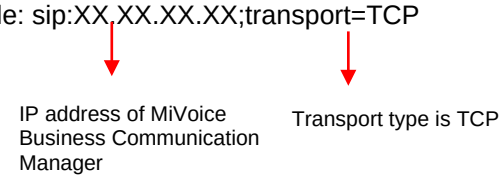
Configuring SIP Registration

Perform the following steps to configure the SIP registration:

1. Go to **Configuration** > **Activators** or **Notifiers** > **SIP**.
2. Click **NEW** and select **NEW SIP REGISTRATION**.

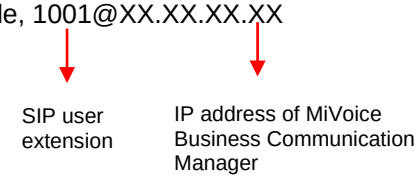
   The **SIP REGISTRATION GENERAL SETTINGS** form opens.
3. Enter a descriptive **Name** that identifies this SIP line registration.
4. In the **Registrar URI** field, enter the registrar server URI in the format **sip:domain.com**.

   For example: sip:XX.XX.XX.XX;transport=TCP

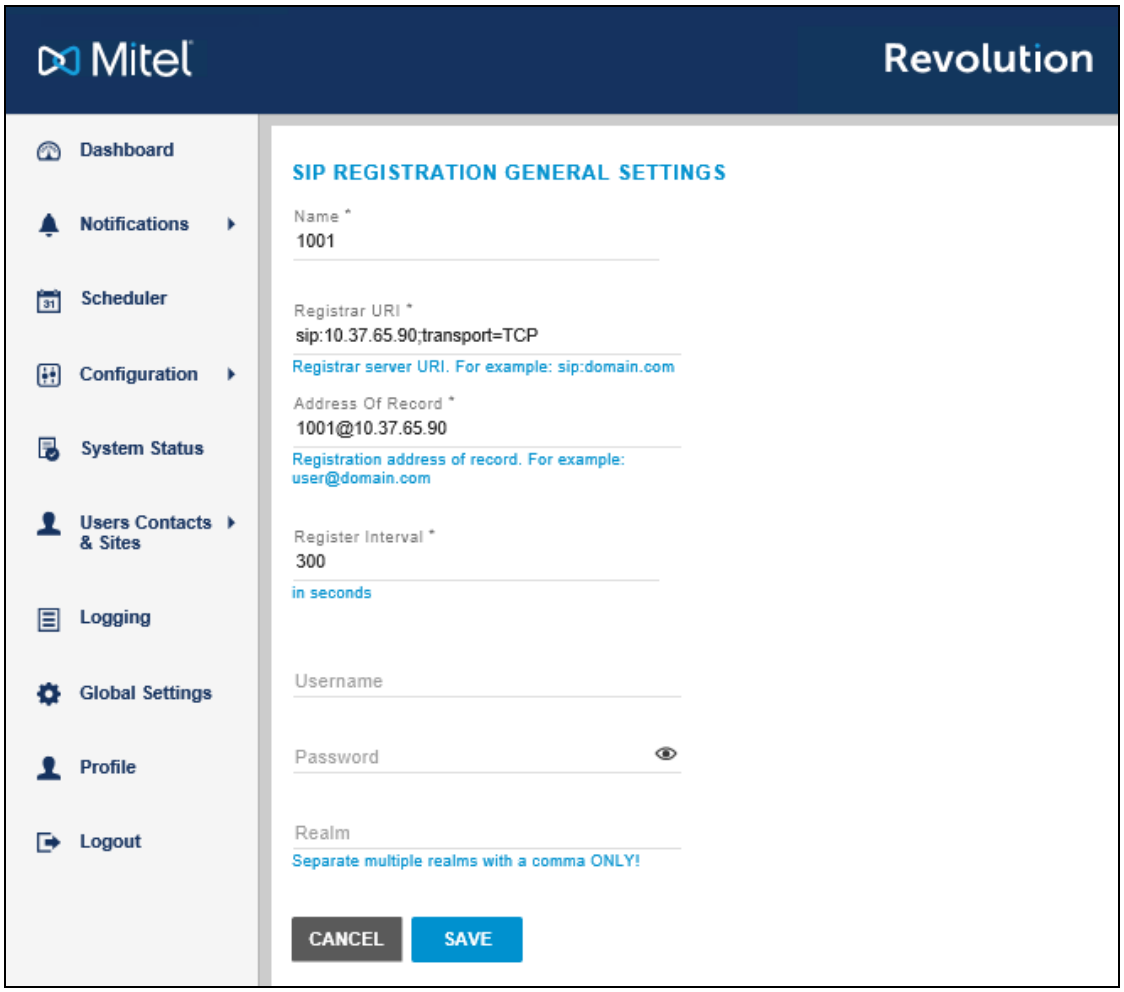
   

5. In the **Address of Record** field, enter the registration address of record in the format **user@domain.com**, where user is the SIP extension number defined in the **Users and Services Configuration** form of the MiVoice Business System Administration tool.

   For example, 1001@XX.XX.XX.XX

6. Enter the **Registration Interval** according to the guidelines defined in MiVoice Business System Administration tool.
7. Enter the **Username** and **Password** from MiVoice Business System Administration tool.
8. Click **Save.**
9. Click **Settings** and select the **Disable Reinvites** check box.
10. Click **Save**.



For more details about SIP registration, see **Generic SIP registration** section in the Mitel Revolution web help.

Authenticating the SIP Lines

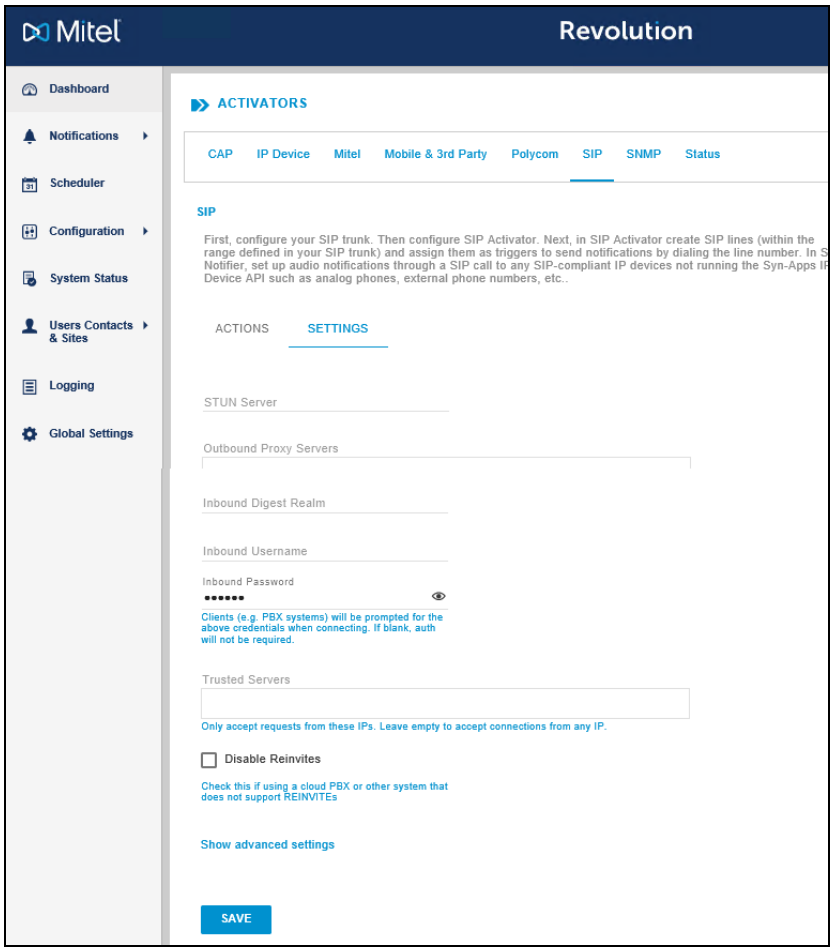
Perform the following steps to authenticate the SIP lines:

1. Go to **Configuration** > **Activators** or **Notifiers** > **SIP**.
2. Click **Settings**.
3. Leave the **Inbound Digest Realm** field blank.
4. In the **Inbound Username** field, enter the Mitel Business System Administration tool username.
5. In the **Inbound Password** field, enter the Mitel Business System Administration tool password.

6. In the **Settings** page, enter values for the following fields:

Field	Value
Pin Timeout Seconds	This is the length of time you want to allow a user to enter a security code before the system times out and ends the call. When the time limit is met, an audio message is played letting the user know that the system has timed out and the call will end.
STUN Server and Outbound Proxy Servers	Leave these fields blank. They do not apply to Mitel system setup.
SIP Port	You need to update this field only if your Mitel server is not using the default port.
Trusted Servers	Leave this field blank to accept connections from any IP. Your company security policies dictate whether you need to list specific servers.
Transport Layer Security	Your company security policies dictate whether you need to enable TLS for transferring data over your network. (TLS is the successor to SSL.) When Enable TLS is selected, Mitel Revolution checks the servers, certificate store for a certificate with the friendly name of SIPACTIVATOR. This can be a CA-signed certificate that your company has created and installed. If the friendly name is SIPACTIVATOR, it will be used. If Mitel Revolution cannot find a certification with the friendly name of SIPACTIVATOR, a self-signed certificate is created. You can replace this certificate, if necessary. Just make sure its friendly name is SIPACTIVATOR. The certificate is used to encrypt data from Mitel Revolution going across your network.
Disable Reinvites	Select the check box to enable this option. By default, this field is disabled. If you are using a Cloud PBX system (for example, BroadSoft), you must perform the following SIP configuration: • **STUN Server -** The STUN server allows clients to determine the public IP address, the type of NAT (Network Address Translators) they are using, and the Internet side port associated by the NAT with a local port. This information is used to set up UDP communication between the client (Mitel Revolution) and the VoIP provider (for example, BroadSoft) to establish a call. The type of firewall you have set up determines whether you need to configure STUN server. Consult your network administrator. • **Outbound Proxy Servers** - Consult your Cloud PBX vendor documentation to determine whether an Outbound Proxy Server is required for Mitel Revolution to register with your Cloud PBX system.

7. Click **Save**.



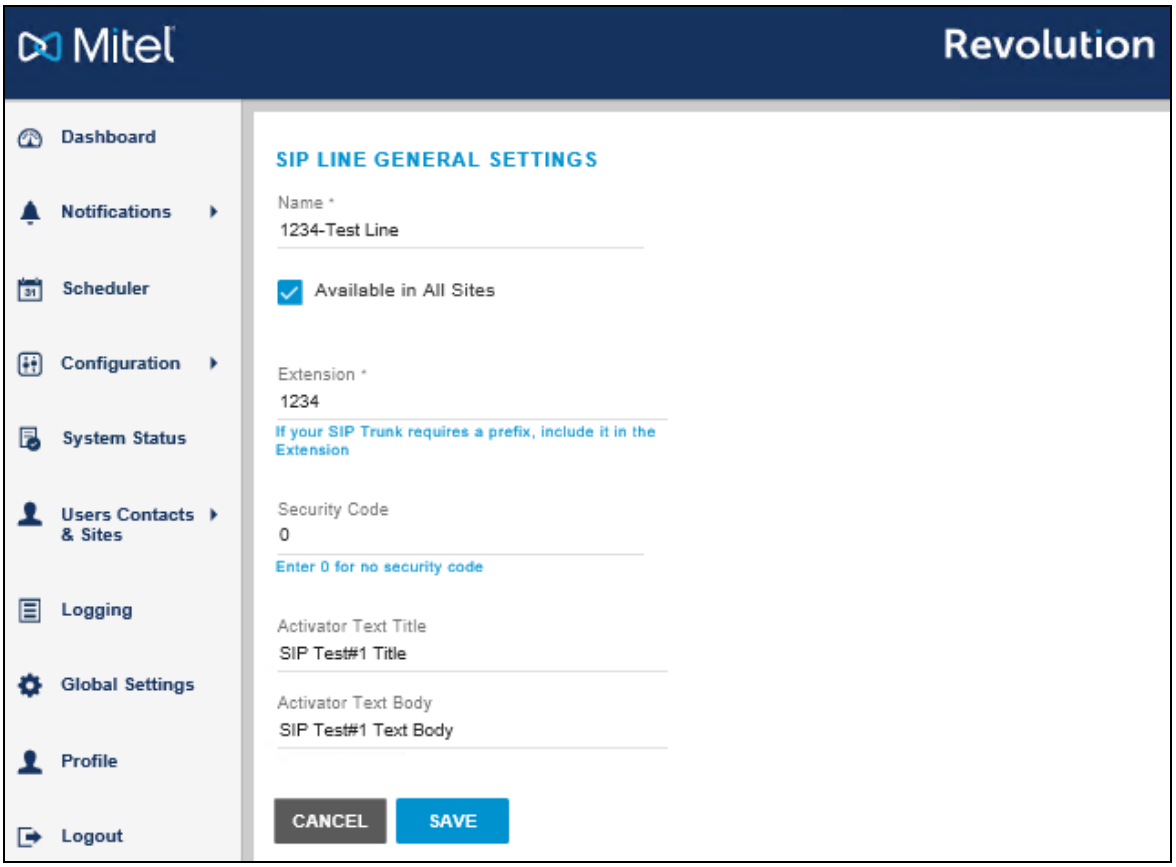
Creating SIP Lines

> **Note:** SIP lines are created for the extension range that is defined in the **Digits Dialed** field of the **ARS Digits Dialed** form.

Perform the following steps to create a new SIP line:

1. Go to **Configuration** > **Activator** > **SIP**.
2. Click **NEW** and select **NEW SIP LINE**.
3. Enter a descriptive **Name** for the SIP line.

   For extension, enter the SIP number extension range defined in the MiVoice Business System Administration tool. For example, 1234.
4. (Optional) Enter a numeric security code of your choosing. Security codes contain at least 3 digits. Leave the field with the default value 0 if you do not want to have a security code. Security codes can be repeated.
5. (Optional) Enter **Activator Text Title** and **Activator Text Body** text that can be used with, or in place of, a notification title and body text.
6. Click **Save**.



SIP lines entered here can be assigned to notifications as actions that trigger sending the notifications.

For more details about SIP lines, see **Create SIP lines** section in the Mitel Revolution web help.

Creating SIP Endpoints

Perform the following steps to create a SIP endpoint for SIP notifier:

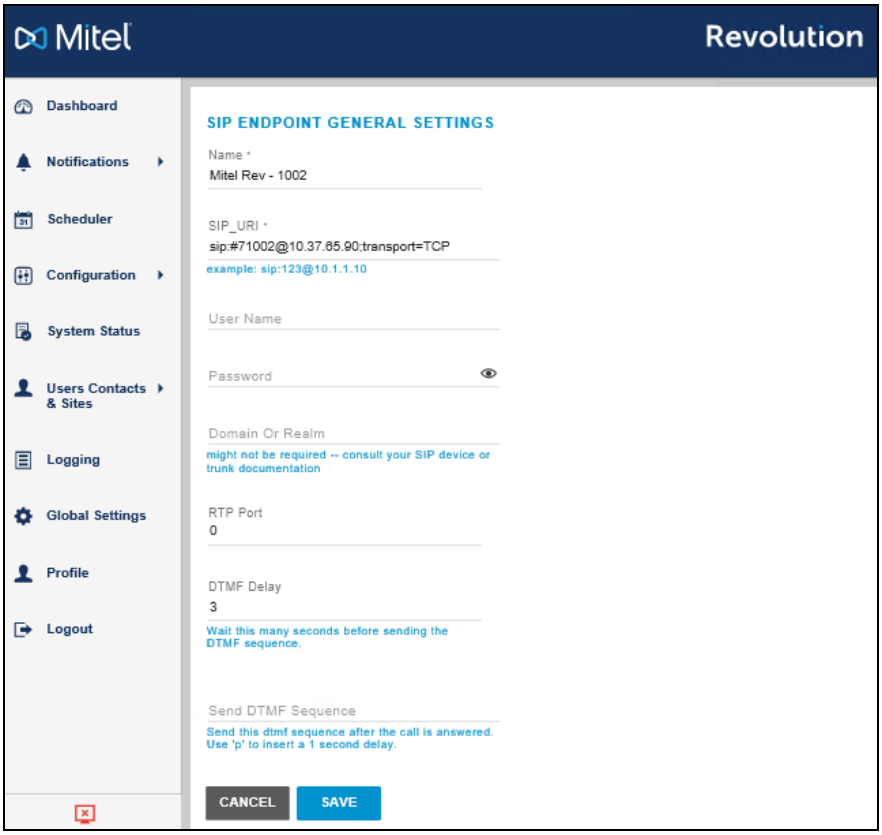
1. Go to **Configuration** > **Notifiers** > **SIP**.
2. Click **NEW** > **NEW SIP ENDPOINT**.

   The **SIP ENDPOINT GENERAL SETTINGS** page opens.
3. Enter a descriptive **Name** that will help your users know the endpoint to which they are assigning a notification. This name is displayed on the Endpoints page and in the **Manage Notifications** > **Endpoint & Contact Selection** section.
4. Enter the **SIP_URI** in the following format:

   sip:SIP line number@IP address of MiVoice Business System Administration tool

> **Note:** All SIP endpoints must include TCP as the transport type. You can prefix the direct page access code defined in the MiVoice Business System Administration tool before the SIP line number.
>
> For example, if 1002 is the page group number and **7 is the Direct Page primary code, the corresponding SIP endpoint is *sip:**71002@XXX.X.X.X;transport=TCP.*

5. Click **Save**.



For more details about creating endpoints, see **SIP Endpoints** section in the Mitel Revolution web help.

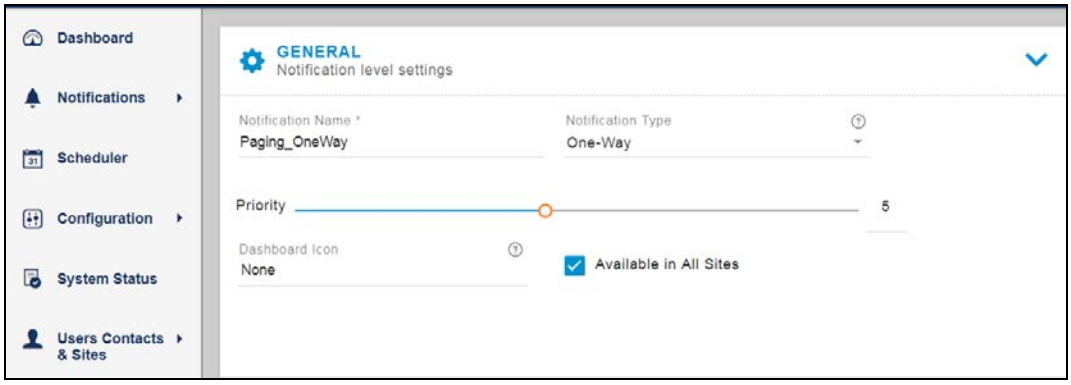
Creating Notifications

This section describes the procedure how to create a trigger for a one-way audio notification.

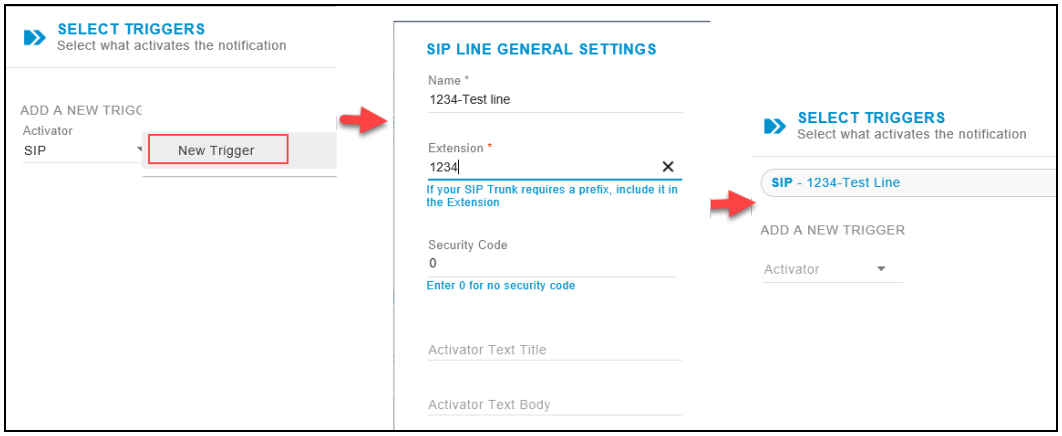
For an overview of how the system works and other types of notifications, see **Notifications Basics** and **Manage Notifications** sections in the Mitel Revolution web help.

Perform the following steps to trigger a one-way audio notification:

1. Go to **Notifications** > **Manage**.
2. Click **NEW NOTIFICATION**.
3. Enter the following **GENERAL** settings:
   a. **Notification Name**: Enter a descriptive name for the notification.
   b. **Notification Type**: Select **One-way** from the drop-down list.
   c. **Priority**: You can assign a priority level of 1-10.
   d. **Dashboard Icon**: Select an image from the drop-down list.



4. Click the **TRIGGERS** setting and enter the following values:
   a. From the **Activator** drop-down list, select **SIP**.
   b. From the **Trigger** drop-down list, select **New Trigger**.
   c. Enter a descriptive **Name** for the SIP line.
   d. Add the **Extension** number that you defined in the MiVoice Business System Administration tool.



5. Click the **MESSAGE DETAILS** and enter the following values:

   a. From the **caller ID** drop-down list, select **Show**.

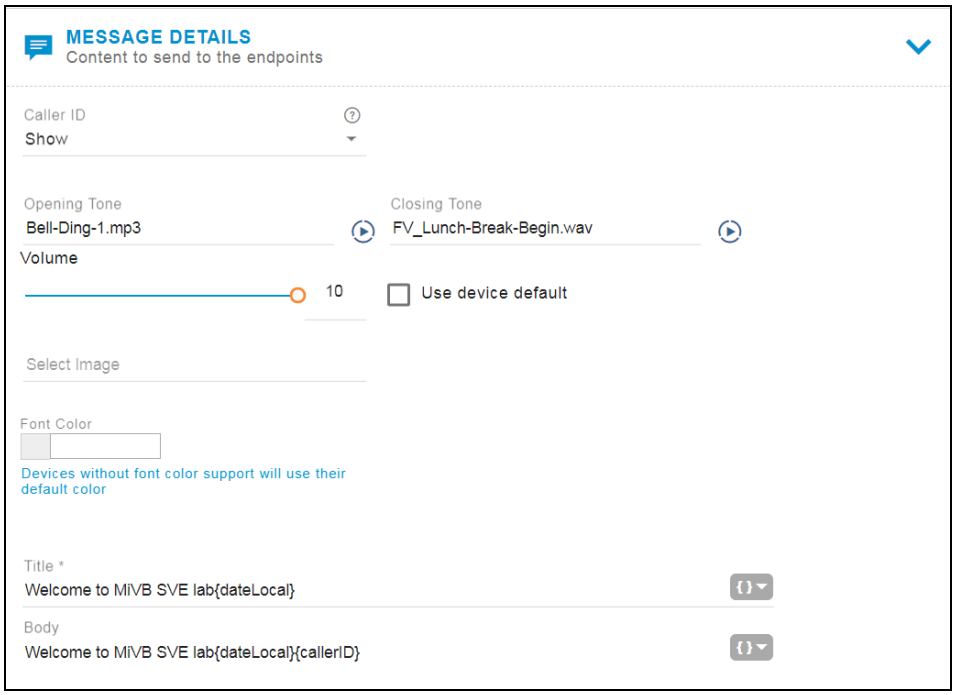
   b. Select the **Opening Tone** and **Closing Tone** from the respective drop-down lists.

   c. Set the **Volume** for the notification. This volume overrides the volume set on the endpoint receiving the notification, such as a phone or speaker.

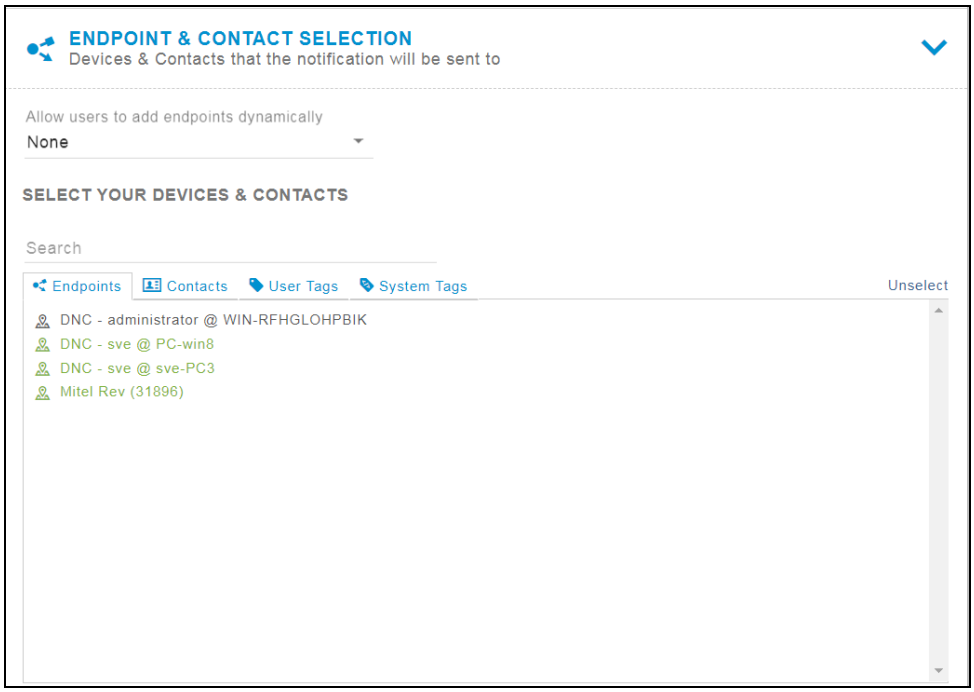
   d. (Optional) From the **Stored Images** drop-down list, select an image to be send with the notification. You can repeat this step to select an additional image, if needed.

   e. Choose **Font Color** for the notification fonts.

   f. Type the **Title** and **Body** names and add required variables from the respective drop-down lists.



In the **ENDPOINT & CONTACT SELECTION**, start typing the keyword in the **Search** field and select the endpoint where the notification must be sent. You can select individual endpoints, contacts, or user tags.


ENDPOINT & CONTACT SELECTION
Devices & Contacts that the notification will be sent to
Allow users to add endpoints dynamically
None
SELECT YOUR DEVICES & CONTACTS
Search
Endpoints
Contacts
User Tags
System Tags
Unselect
DNC - administrator @ WIN-RFHGLOHPBIK
DNC - sve @ PC-win8
DNC - sve @ sve-PC3
Mitel Rev (31896)

6. Click **Save**.

Adding SNMP Activator for Emergency Call

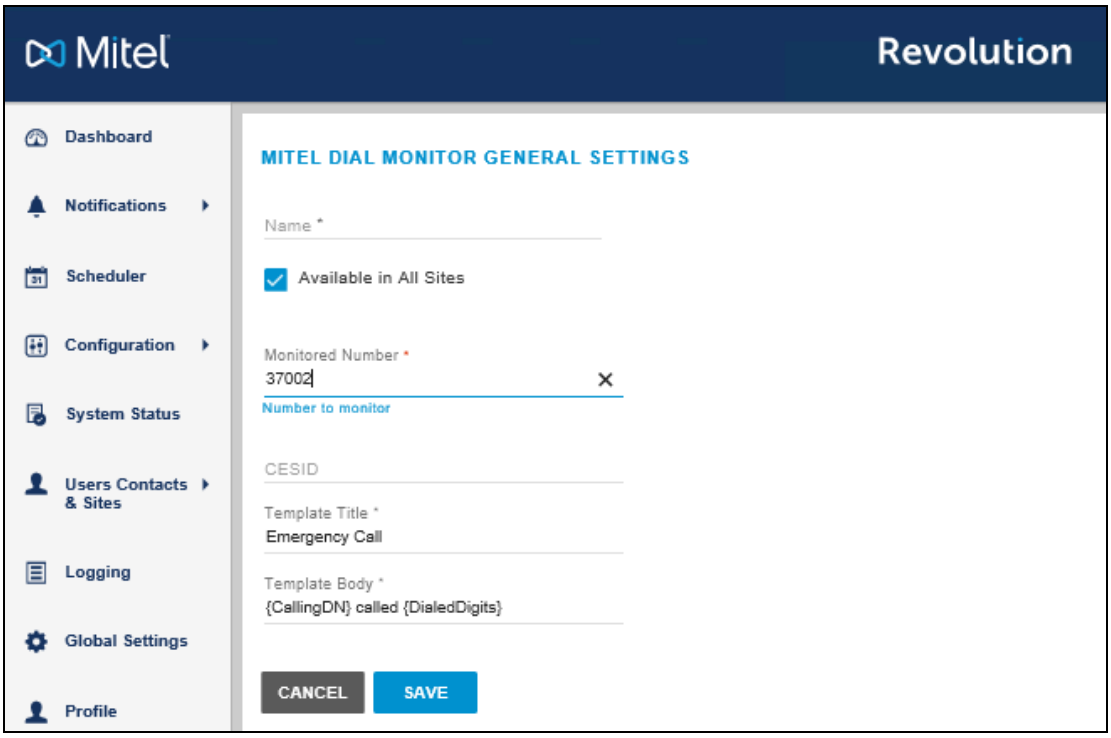
Perform the following steps to add an SNMP activator for an emergency call:

1. Go to **Configuration** > **Activators** > **SNMP**.
2. Click **NEW** and select **NEW MITEL DIAL MONITOR**.

   The **MITEL DIAL MONITOR GENERAL SETTINGS** page opens.
3. Enter a **Name** for the emergency number.
4. For **Monitored Number**, enter the number to be configured in your MiVoice Business System Administration tool.
5. Enter the **CESID** (Customer Emergency Services ID) assigned to the number you entered in the **Number to monitor** field.

   The CESID value is defined for the number in the **CESID Assignment** form of the MiVoice Business System Administration tool.
6. Click **Save**.

Note: When a user dials the emergency number, the MiVoice Business Communication Manager sends out a trap to the Mitel Revolution interface and notification is initiated based on notification settings on Mitel Revolution. The Stored Message and Text & Image notification types are supported for emergency notifications.



For more details about the fields in the emergency settings, see **Configure Revolution SNMP Activator** section in the Mitel Revolution web help and **About Emergency Services** section in the MiVoice Business help file for emergency number setup details.

Assigning the SNMP Trigger to the Notification

Perform the following steps to create a notification that you want to send and assign Mitel dial monitor triggers to the notification:

1. Go to **Notifications** > **Manage**.
2. Click **NEW NOTIFICATION**.
3. Enter specific values in the following fields:

Field	Value
General	From the **Notification Type** drop-down list, select Text and Images or Stored Audio notification type. You can select **Text to Speech** as this is an emergency notification. To include an opening tone to get the receivers attention, select **Stored Audio** notification type. Do not select **One-Way**, **Recorded**, or **Two-Way** notification types.
Select Triggers	From the **Activator** drop-down list, select **SNMP** and then select the trigger you created.
Message Details	Select the Title and Body variables that you have defined in the Mitel Dial Monitor page for the emergency call. The following table describes about the variables that can be selected while creating a notification.
Endpoint & Contacts	Assign the endpoints and contacts you want the emergency notification to be sent to. If you want the notification to be sent to the Mobile app, add the contacts and select the **Mobile** check box in the **Contact Methods section**.

While creating notifications, you can configure the following variables to derive the Caller Name, Number, Location, Department information on the SNMP trap Notification, text message, and so on.

Variable	Description
{SysName}	IP address or host name is configured in the SNMP Configuration form used to identify the system responding to the emergency call.
{SeqNumber}	An incrementing number from 1, used for correlating the retry logs.
{CallType}	Indicates that the call is an emergency call.
{CallingDN}	The DN of the device used to place the emergency call.
{DialedDigits}	The digits that are out pulsed on the outgoing trunk after digit modification is performed.
{RegistrationDN}	Used when an emergency call is placed from a hot desk service.
{CallingPNI}	The Primary Node ID for the caller (if applicable).

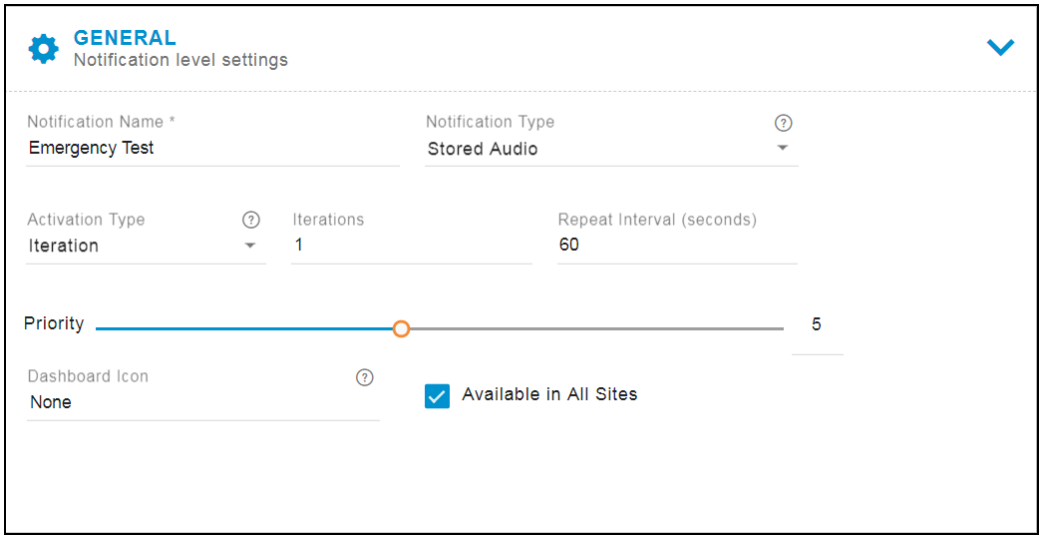
{DetectTime}	The date and time (in seconds) when the system initiated the emergency call.
{CesidDigits)	This is the CESID from: the **CESID Assignment** form (for the Directory Number), L2 to CESID Mapping form (for a device from which the emergency call is placed), Network Zones form (for a zone from which an emergency call was placed), or Default CESID form (for the whole system).
{Location} {CallerName}	Location of the phone as defined in the phone directory imported from Mitel. If you are not importing the phone directory, then do not use these variables.

For more details about crating and assigning notifications, see **Notifications Basics** and **Manage Notifications** sections in the Mitel Revolution web help.

Triggering SNMP Emergency Notification

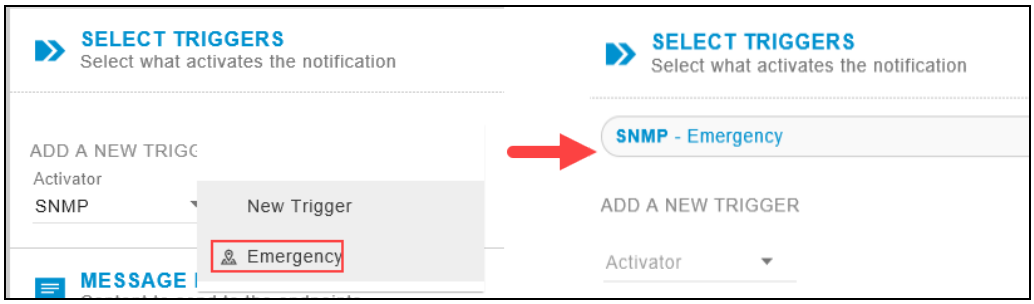
Perform the following steps to trigger an emergency notification:

1. Go to **Notifications** > **Manage**.
2. Click **NEW NOTIFICATION**.
3. Enter the following **GENERAL** setting values:
   a. **Notification Name**: Enter a descriptive name for the notification.
   b. **Notification Type**: Select **Stored Audio** from the drop-down list.
   c. **Activation Type**: Select the activation type from the drop-down list and set the **Repeat Interval** (in seconds) to repeat the sending of the notification.
   d. **Priority**: You can assign a priority level of 1-10.
   e. **Dashboard Icon**: Select an image from the drop-down list.



4. Click the **TRIGGERS** setting and enter the following values:
   a. From the **Activator** drop-down list, select **SNMP**.

b. From the **Trigger** drop-down list, select **Emergency**.



5. Click the **MESSAGE DETAILS** and enter the following values:

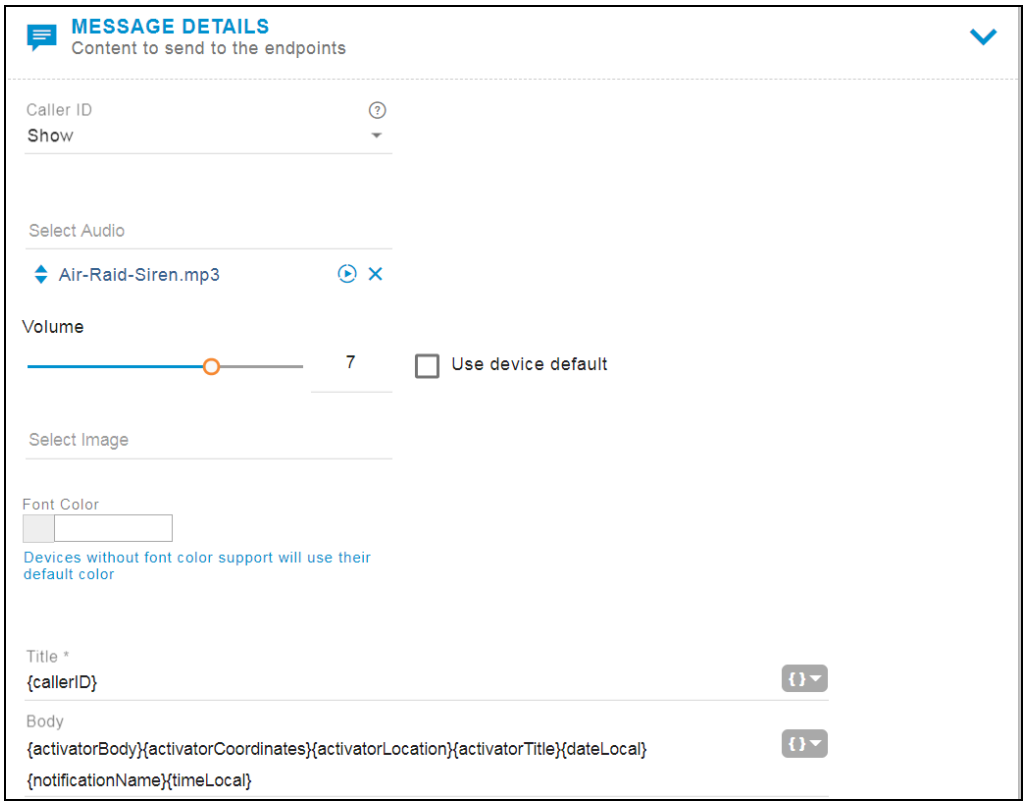
a. From the **caller ID** drop-down list, select **Show**.

b. From the **Select Audio** drop-down list, select the **audio** to play.

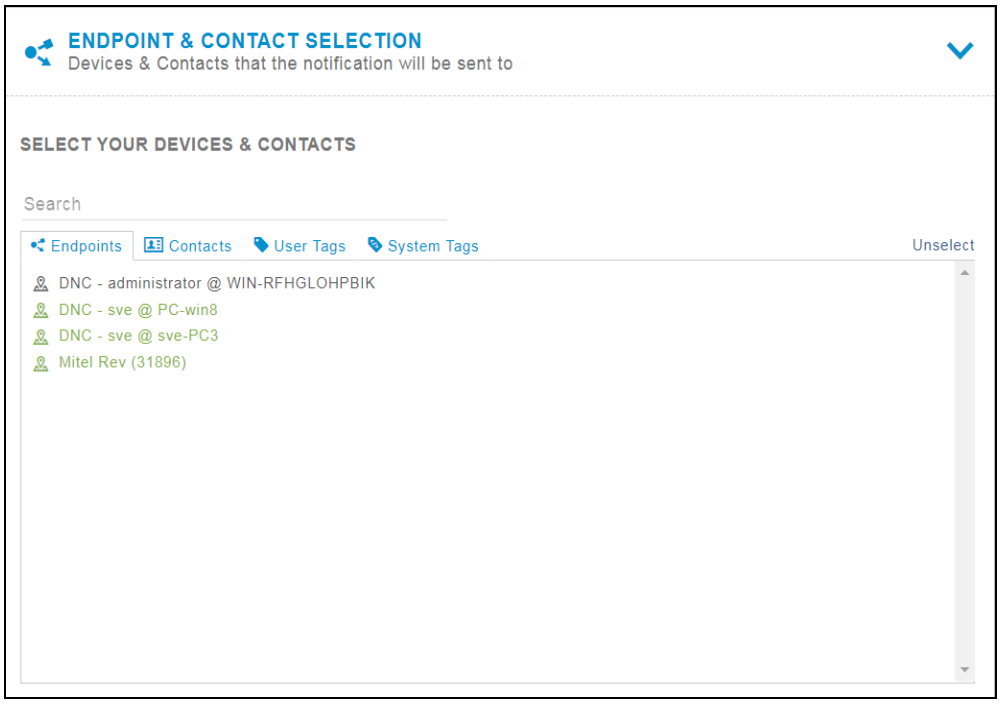
c. Set the volume by adjusting the volume button.

d. Choose **Font Color** for the notification.

e. Type the **Title** and **Body** names and add the required variables from the respective drop-down lists.



In the **Endpoint & Contact Selection**, start typing the keyword in the **Search** field and select the endpoint where the notification must be sent. You can select individual endpoints, contacts, or user tags.



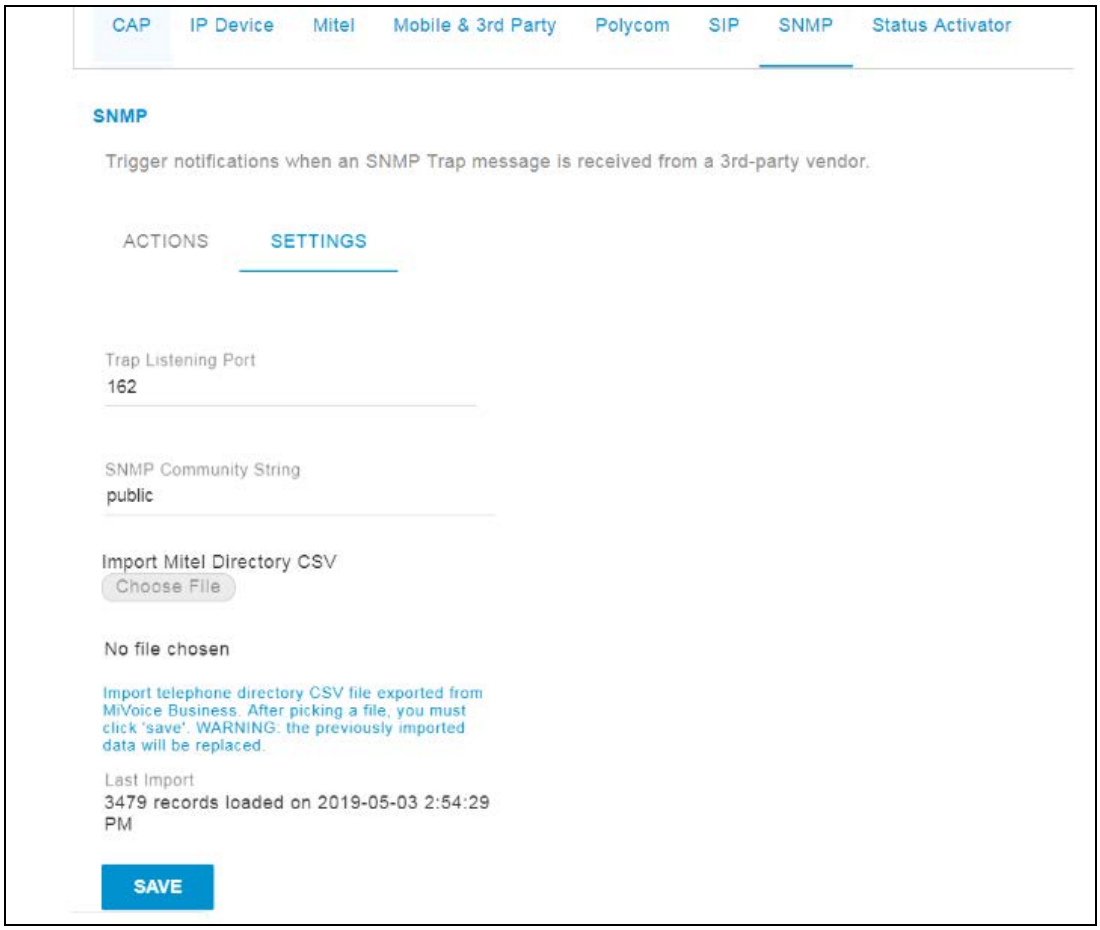
6. Click **Save**.

Configuring SNMP Activator

You can create Mitel Dial Monitor trigger, which is an SNMP trap, and assign the trigger to notifications. If you want to include the caller's name and location in the trigger notification, you must import your Mitel phone directory to Mitel Revolution.

Perform the following steps to export contacts from your MiVoice Business Communication Manager to a CSV file and import them to Mitel Revolution:

1. Export Contacts from the **Telephone Directory** of the MiVoice Business Communication Manager to a CSV file.
2. Go to **Configuration** > **Activators** > **SNMP**.
3. Click **Choose file** under Import **Mitel Directory CSV** and select the CSV file you exported in step 1.



4. Click **Save**.

> **Note:** The exported file is not listed on the **Mitel Settings** page, but you can verify that the file is exported in the SNMP logs.

Integration Details

The following table summarizes a list of Integrated features when the Mitel Revolution is connected to MiVoice Business.

Feature	Integration Detail
DNS SRV	• For any invalid DNS SRV domain, Revolution keeps sending DNS queries after adding a valid SRV record. SIP services must be restarted to get rid of continuous DNS queries for invalid SRV entries. • New DNS queries are not generated (despite saving the configuration) for an SRV record until the TTL expires. SIP services must be restarted for Revolution to download DNS updates by sending new queries. • Revolution requires to have SIP UDP records to register with MiVoice Business when the SRV record is set up. • Ensure that the DNS server return the server list with servers organized according to priority. Revolution always tries to register with first record in the DNS response list regardless of the priority of the listed record. As a result, if the list is not organized as per priority, Revolution might end up registering with one of the secondary servers despite the higher priority of the Primary server.
Multiple Notifications	Mitel Revolution has SIP lines registered with MiVoice Business, which is used to send notifications. The number of SIP line registrations required on Revolution is same as the maximum number of simultaneous notifications that are sent from Revolution to MiVoice Business.
Call Hold	Call Hold for a SIP Activator one-way paging plays Music on Hold (if enabled). It does not disconnect the call. The call will be resumed which will stream one-way paging.
TLS/SRTP	Mitel Revolution does not support TLS/SRTP
SIP Phones	SIP Phones cannot be added to an MiVoice Business Page Group. However, Notifications can be activated using SIP Phones.

Third-Party Troubleshooting

Basic troubleshooting can be done using the various Mitel Revolution log files. You can access these from Mitel Revolution > Logging. See the Mitel Revolution web help > Logging topic for more information. In addition, refer to the Mitel Revolution web help > Troubleshooting topics.

Mitel Revolution Technical Support

Technicians who have completed Mitel Revolution technical training and certification can open tickets with Mitel Technical Support for further assistance with Mitel Revolution. The options and procedures for opening tickets are documented on InfoChannel Worldwide:

1. Log on to **MiAccess** (connect.mitel.com)
2. Select **InfoChannel** in the left sidebar
3. Select "**Mitel – Worldwide**" from the drop-down menu
4. Select **Services and Support** > **Support Services** > **Technical Support**