

Alarm Server Release 3.1 – MiVoice MX-ONE

Voice connection

JANUARY 2016

VERSION 0.1

DEPL- 2368



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REVISION CONTROL INFORMATION

| DATE | AUTHOR | VERSION | CHANGES |
|------------|-------------|---------|-----------------|
| 25/08/2015 | Falk Aßmann | 1.0 | Initial version |

REFERENCED DOCUMENTS

| REFERENCE | TITLE |
|-----------|----------------------------|
| -- | Mitel Brand Guidelines.pdf |

DEFINITIONS AND ABBREVIATIONS

| ACRONYM | EXPLANATION |
|---------|--------------------|
| | Mitel Alarm Server |
| MX-ONE | MiVoice MX-ONE |

OVERVIEW

This guideline describes how to setup a connection between Mitel Alarm Server and Customer PBX to use Voice Alarming features.

Voice Alarming describes the function to start an audio guided Alarm via call from an external or internal source identified with the transmitted number - optional PIN protected.

The recording of a Message that must transmit to the receiver that is able to play this message is an optional feature.

It also describes the ability to receive an Alarm via Voice either as recorded Message during activation of the Alarm or with a uploaded standard Voice Message that describes the activated Alarm.

There is the option to enter an optional PIN to receive the Alarm message and to repeat or confirm the alarm.

This can be very flexible combined with other alarming options. E.g. pressed button leads to start the Alarm and call to receive the alarm as well as start with voice and receive via Text Message

Remote Service Access requires a basic setup of the Voice Alarming Feature

1 PRECONDITIONS

Network between PBX and Mitel Alarm Server; VoIP ready environment

The PBX provides a SIP User account with option up to 20 parallel sessions.

Mitel Alarm Server will register against that SIP User Account.

To represent multiple Alarm types virtual numbers must be forwarded to this PBX SIP User Account.

SDP is

1. G.711 A-Law
2. G.711 μ -Law
3. DTMF 101 as RTP payload type DTMF (RFC4733/ RFC2833)

1.1 PBX LICENSES

MX-ONE requires

86L00085AAA-A MX TS Public SIP Route

86L00088AAA-A MX TS SIP Trunk Channel (per Voice Channel – max 20)

1.2 MITEL ALARM SERVER LICENSE

Mitel Alarm Server requires a Voice Alarming Channel License (max 20 channels)

2 PBX SETUP

Add a SIP Trunk

The screenshot shows the Mitel Service Node Manager interface. The top navigation bar includes tabs for Initial Setup, Number Analysis, Telephony (selected), Services, System, Tools, and Logs. Below this, a sub-navigation bar shows Extensions, Operator, Call Center, Groups, External Lines (selected), System Data, IP Phone, and DECT. The main content area is titled 'Route - Add - Step 1 / 9'. On the left, a sidebar lists various routing options: Destination, Corporate Name, Busy No Answer Rerouting, Vacant Number Rerouting, Customer Rerouting, Public Exchange Number, Charging, and Mobile Direct Access Dest. The main form area contains two dropdown menus: 'Type of Signaling' set to 'SIP' and 'Profile Name' set to 'Default'. Navigation buttons include '<- Back', 'Next ->', 'Apply', and 'Cancel'.

Remote Proxy IP = IP Address of the Mitel Alarm Server

Route - Add - Step 2 / 2

The screenshot shows the 'Route - Add - Step 2 / 2' configuration screen. At the top, there are navigation buttons: '<- Back', 'Next ->', 'Apply' (highlighted with a dashed border), and 'Cancel'. Below this, the 'Basic settings' section includes 'Route Name' (set to 'Mitel AS') and 'Route Number' (set to '2'). The 'Profile specific settings' section includes a red warning icon and the text 'Refer to the Help panel for parameters description'. Below this, there are three fields: 'Number of Trunks' (set to '30'), 'Remote Proxy IP' (set to 'AS IP Address'), and 'Server Numbers' (set to '1'). Each of these three fields has a red asterisk (*) next to its label, indicating a required field.

Add a number series

Number Series - Add - Step 1 / 2

? Select the Number Series Type: ☐ Internal numbers
☒ External numbers

Number Series - Add - Step 2 / 2

! External Number Series

? External Coordinated Destination:

? External Destination:

Add a route

Destination - Add - Step 1 / 4

Type of Destination

? Type of Destination: ☒ Destination
☐ Fictitious destination

Destination - Add - Step 2 / 4

Route Details

? Destination:

? Route Name:

? Customer Choice: ☐

Destination - Add - Step 3 / 3**ADC Details**

? Destination: 8
 ? Route Name: Mitel AS

? Show Original A-Number: ☒
 ? Use Original A-Number's Type of Number: ☒
 ? Enable Enhanced Sent A-Number Conversion: ☒

Create virtual Numbers as many as different alarm types that must started. That numbers must be forwarded to 8xxxx (84000 in the example)

3 MITEL ALARM SERVER SETUP

Interface type Audio Unit must created

Interfaces

Audio Unit

Audio Unit

Interface type

Audio Unit

Label

Audio Unit

Description

☒ Interface active

Log level

INFO

Trace

Inaktiv

☐ Use user defined alarm text






Enter MX-ONE IP Address and choose SIP profile for MX-ONE

Audio Unit

| General settings | Endpoints | Special settings | Hotline Alarms | Messages |
|--|-----------|------------------|----------------|----------|
| <div> <div>Connected call manager</div> <div>None</div> </div> <div> <div>SIP profile for</div> <div>MX-ONE</div> </div> | | | | |
| <div>SIP Connection</div> <div> <div>SIP server</div> <div>10.103.33.3</div> </div> <div> <div>SIP port</div> <div>5060</div> </div> <div> <div>SIP user</div> <div></div> </div> <div> <div>SIP number</div> <div>5007</div> </div> <div> <div>SIP password</div> <div></div> </div> <div> <div>SIP-ID (leave empty to use SIP number)</div> <div></div> </div> | | | | |
| <div> <div>Maximum message length (in seconds)</div> <div>120</div> </div> <div> <div>Call time</div> <div>30 sec.</div> </div> | | | | |
| <div> <div>Phone number for remote service</div> <div></div> </div> | | | | |
| <div>Criteria for successful message delivery</div> <div> <input checked="" type="radio"/> Manual acceptance by user (DTMF) <input type="radio"/> Complete playback of message <input type="radio"/> Playback of message for a minimum time (in seconds) <div>30</div> </div> | | | | |

Check

Interfaces

| Status | Name | Connection | Status Info | Uptime | Restart |
|---|----------------|-------------------|-----------------------------------|----------|---|
|  | Mitel SIP-DECT | 10.22.10.15:12622 | OpenMobility Manager SIP-DECT 6.0 | 14 hours |  |
|  | Audio Unit | 10.22.10.20:5060 | CSTA OK, HTTP OK, SIP OK | 14 hours | |