MITEL

Communications Director

IP-DECT System (Global)
Push-to-Talk (PTT) Configuration Guide

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IP-DECT System (Global)
Push-to-Talk (PTT) Configuration Guide
(software version 5.0.x)
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About this Guide

This guide describes how to configure the Push-to-Talk (PTT) solution for the 5604 and 5607 Wireless Handsets. For more detailed information, see the following documents:

- *5604 Wireless Handset User Guide*
- *5604 Wireless Handset Configuration Guide*
- *5607 Wireless Handset User Guide*
- *5607 Wireless Handset Configuration Guide*
- *WSM Installation and Operation Guide*
- *Audio and Web Conferencing (AWC) Configuration and Maintenance Manual*
- *Mitel Application Suite Installation and Maintenance Guide*

Push to Talk (PTT)

The Push-to-Talk function enables a pre-defined group of mobile staff to participate in a call whereby they all listen to the group's call activity, typically in loudspeaker (Handsfree) mode. They press and hold a button in order to speak.

For PTT to function, the PTT-capable handsets in the PTT group must be configured on the Wireless Messaging Services (WSM) Gateway. Additionally, a conference bridge, such as Mitel's Audio & Web Conferencing (AWC) must be configured to support the PTT calls.

Two types of PTT calls can be made:

- PTT Voice Style (initiated by the handset)
- PTT Message Style (initiated by the system)

PTT Voice Style Calls (Handset initiated)

Each member of a PTT group is able to initiate a PTT call via a PTT request. This PTT Call request is typically programmed onto a softkey, hotkey or multi-function button on the handset for quick access.

Once a PTT Call request is made, the system invites the other members of the PTT group into the PTT call. The invitation typically barges onto the invited members' handsets following brief alerting of the incoming PTT call; manual PTT Call acceptance can be configured optionally.

Once the PPT group members have received/accepted their PTT invitations, the system automatically dials them onto the configured conference bridge and they are now active in a PTT call.

Note: Depending on the configuration, it may take 10 seconds or more for all members to be active on the PTT call from the time a user initiates a PTT request.

Note: Multiple PTT groups are supported; if a handset is a member in multiple groups, the PTT Groups can be programmed onto the handset menu to enable selection of the appropriate PTT group Call request.

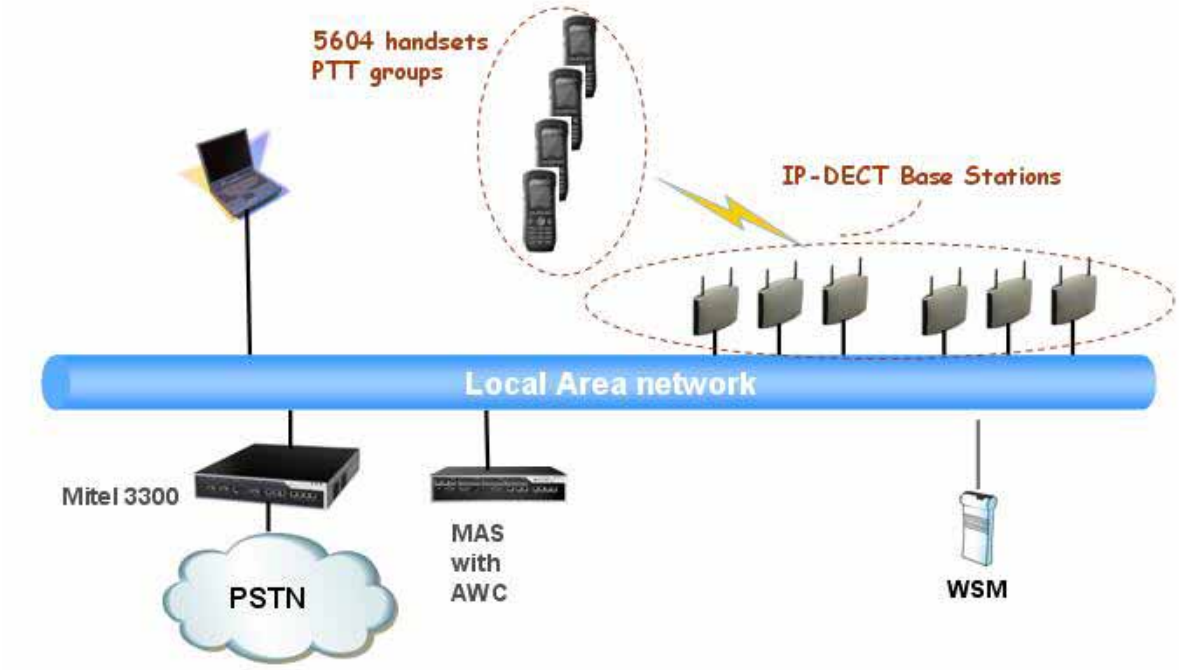
PTT Message Style (System/Application initiated):

This mode is typically utilized in conjunction with an application that will trigger the PTT call based on a alarm or communication escalation.

Note: This method is not covered in this guide and requires an additional Alarm Management Server (AMS) module.

PTT Solution Components

The diagram below illustrates the components that comprise the PTT solution.



PTT Solution Components Minimum Software Requirements

- Mitel Communications Director, Release 4.1 or later
- IP-DECT Base Stations, Release 4.0 or later
- 5604 Wireless Handsets, Release 3.0 or later
- 5607 Wireless Handset, Release 3.2 or later
- Wireless Services Messaging (WSM), Release 2.5 or later
- Mitel Application Suite (MAS) Installation and Maintenance Guide, Release 2.0 SP1 or later
- Audio Web Conferencing (AWC), Release 3.7 or later

Configuring PTT

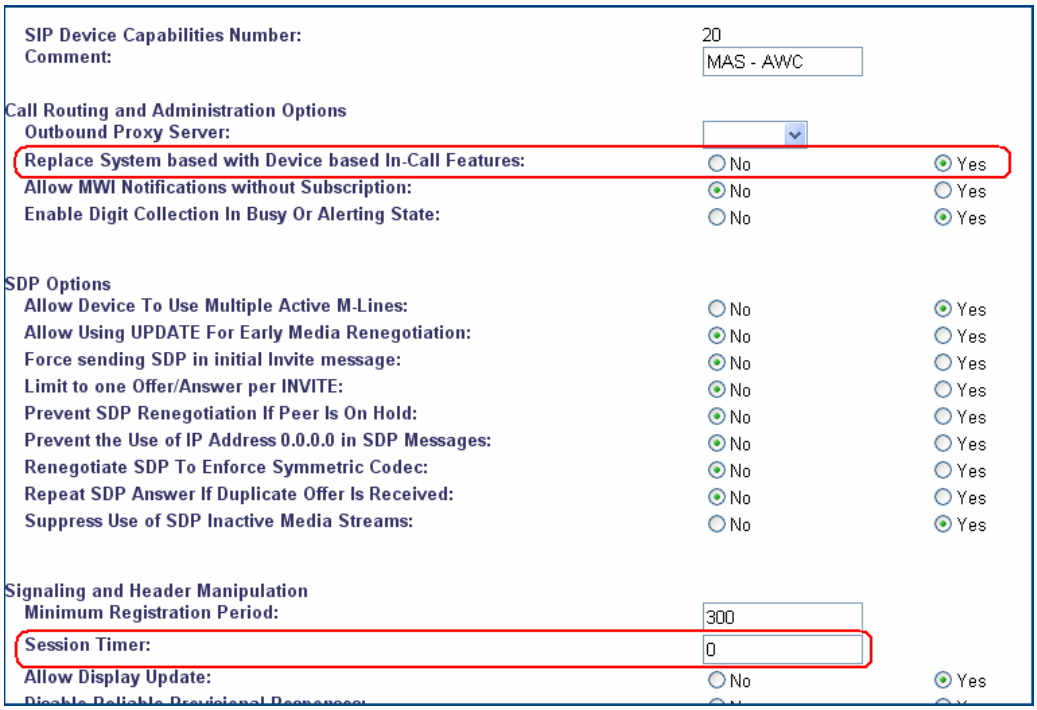
Configure the following components for PTT:

- Mitel Communications Director - the 3300 ICP
- Mitel Application Suite (MAS)
- Audio Web Conferencing (AWC)

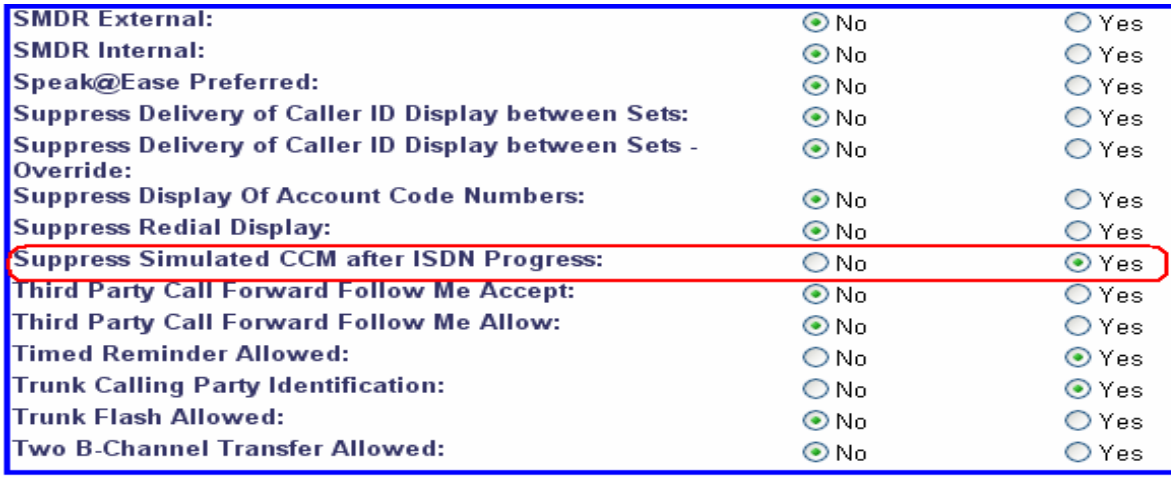
Configuring the 3300 ICP

Configure the 3300 ICP first before you enter the SIP Server Configuration information in AWC:

1. Configure SIP Device Capabilities
   - Select the SIP Device Capabilities Assignment form
   - Select **Yes** for the **Replace System based with Device based In-Call Features** option
   - In the **Session Timer** box, type 0 for the value to clear the timer



2. Configure the Class of Service (COS) for the AWC hunt group
   - Select **Yes** for **Suppress Simulated CCM after ISDN Progress**



3. Create IP Devices for the AWC Hunt Group
   - Select **Users and Devices > Advanced Configuration > IP Phones > Multiline IP Sets**
   - Complete the following information for the Multiline IP set range:
   - Click **Add** to create new IP devices
   - Enter the number of records to add: The number of IP devices that you are creating. The value entered equals the number of AWC User Licenses purchased.
   - **Device Type:** Select Generic SIP Phone from the list.
   - **Number:** Type the starting extension number. increment by 1.
   - **Interconnect Number:** Type 1.

Note: It is recommended that you create consecutive extension numbers for AWC IP devices.

4. Create a hunt group for AWC for dialing into a conference using the IP devices you created.
   - Select **Users and Devices > Group Programming > Hunt Groups**.
   - Click **Add** to create a hunt group.
   - **Hunt Group:** Type an extension number for the hunt group.
   - **Class of Service Day/Night1/Night2**: Type the number of the COS you created earlier.
   - **Hunt Group Priority**: Leave as the default value, which is 64.
   - **Hunt Group Type:** Select Voice from the list.
   - Click **Add Member** at the bottom of the Hunt Group Assignment page to add the extensions you created to the hunt group.

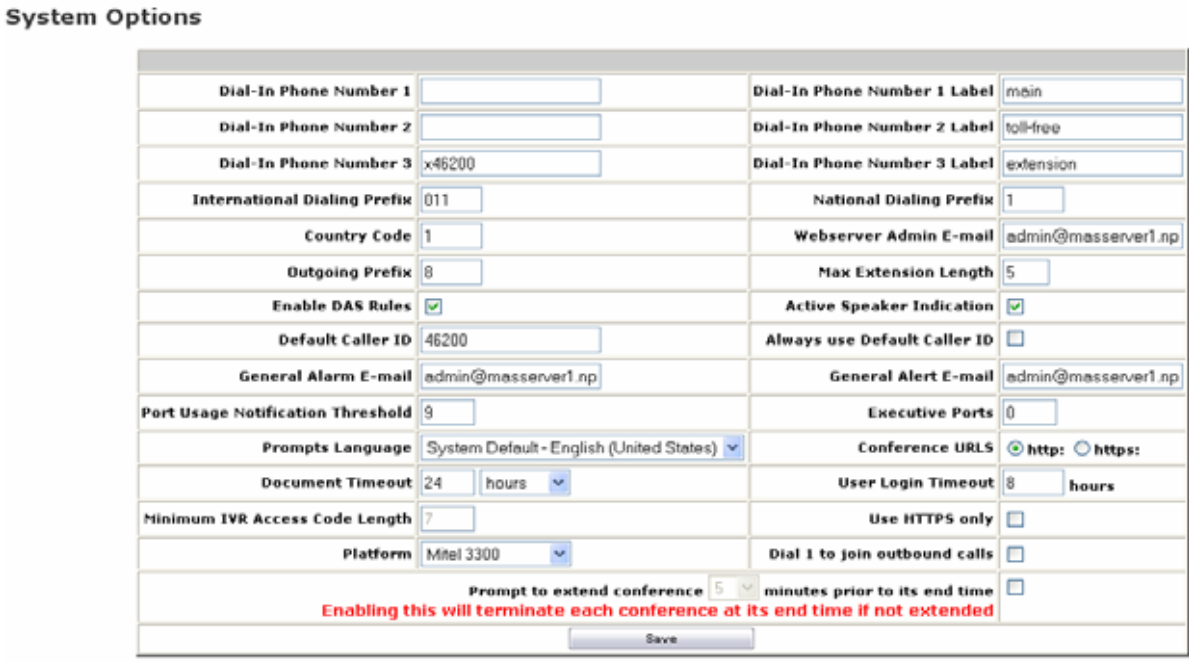
Configuring MAS 2.0 or later

- Follow the instructions from *MAS Installation and Maintenance Guide*:
  - Upgrade MAS to 2.0 SP1 or later version
  - Install AWC 3.7 or later with a license on MAS server
- Select Audio and Web Conferencing from MAS GUI
  - Configure System Options
  - Configure SIP server
  - Configure users

Configure System Options

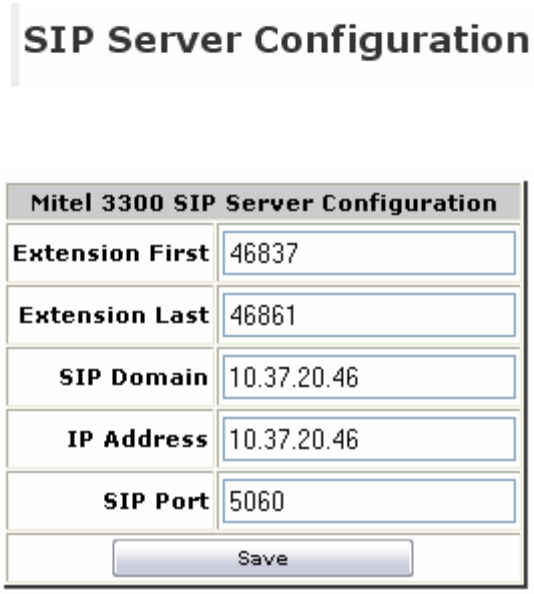
Configure the following system options:

- **Dial-In Phone Number:** enter the hunt group number created from 3300 ICP
- **Platform:** Mitel 3300



Configuring the SIP Server

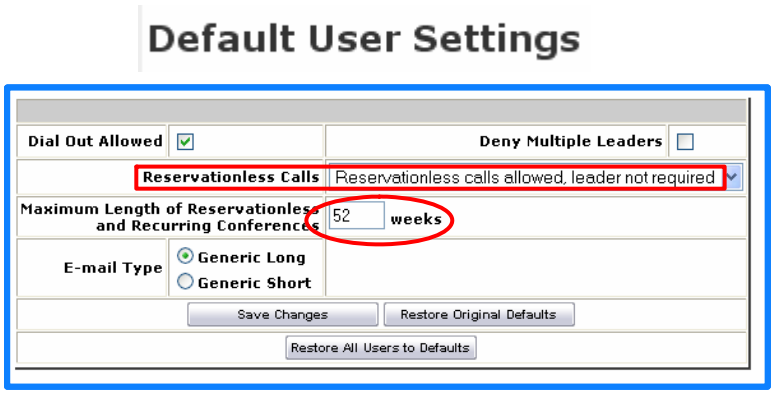
1. Configure the following SIP Server fields:
   - **Extension First:** Type the extension number of the first IP device in the hunt group
   - **Extension Last:** Type the extension number of the last IP device in the hunt group
   - **SIP Domain:** This can be the domain name, fully qualified domain name (FQDN) or the IP address of the Mitel 3300 system used to register the AWC SIP ports.
   - **IP Address**: Type the IP address of the Mitel 3300 system.
   - **SIP Port:** typically 5060.
2. Click **Save,** and then click **OK** at the prompt.



Configure Users

1. From the AWC administrator page, select **Add User** to create the conference user.
   - **Username:** email address of user

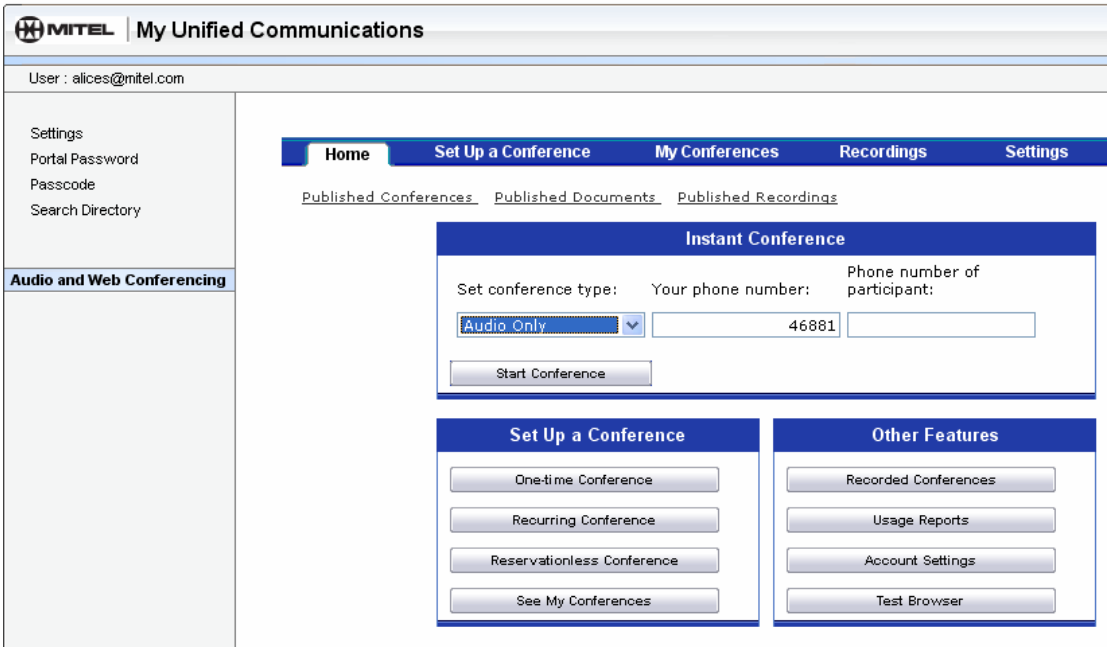
2. Select the Default User Settings:
   - Select **Reservationless calls allowed leader not required.**
   - Configure the **Maximum length of reservationless conference duration**.
   - Recommend the conference duration is within two years
3. Save the configuration.



Set Up Reservationless Conferences

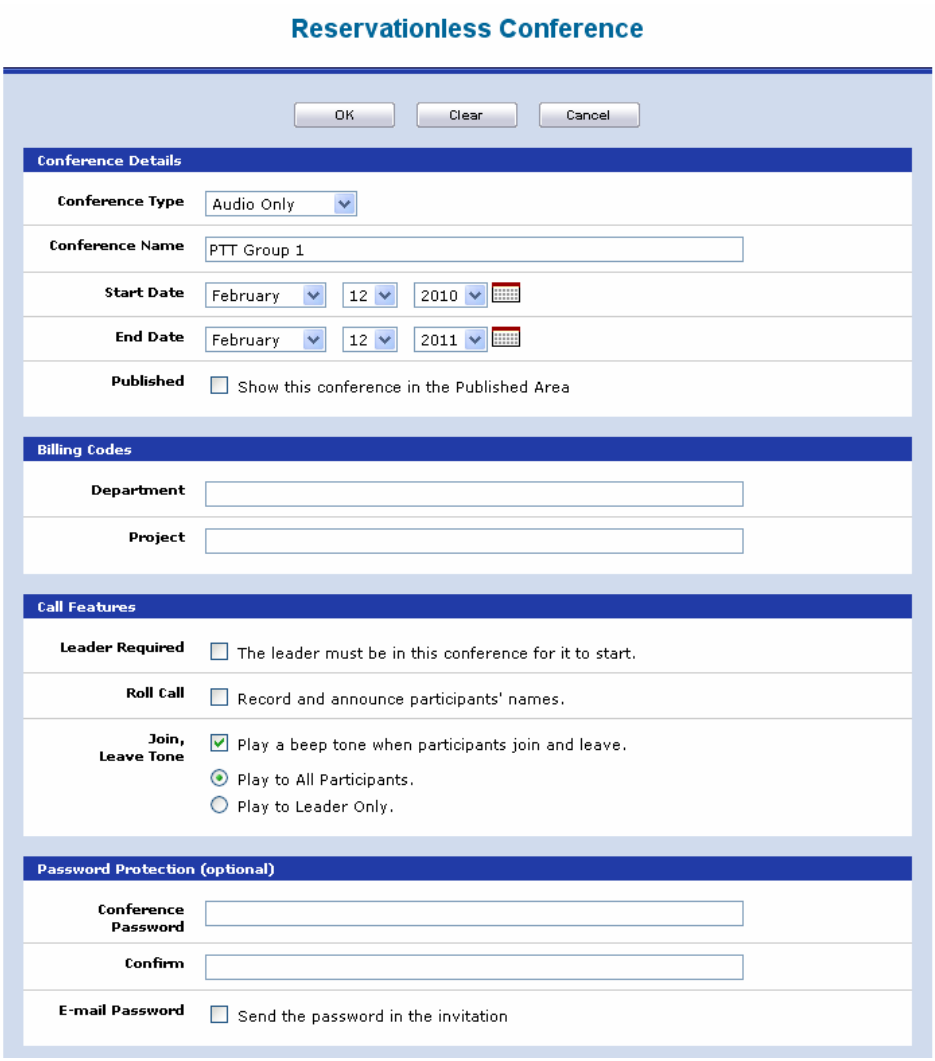
Follow the steps below to set up the conference details.

1. Log in to the AWC User Portal.
2. Enter http://xx.xx.xx.xx in web browser address field:
   - for example: xx.xx.xx.xx : MAS server IP address
3. Select AWC User Portal to set up the conference.
4. Login and select **Audio and Web Conferencing.**
5. Select conference type: **Audio only.**
6. Set up a conference: **Select Reservationless conference**



Configure the Conference Details

1. Select the Conference Type: **Audio only**.
2. Enter the conference name.
3. Select the start date and end date (default is the maximum length of conference defined by Default user settings).
4. Configure call features.
5. Click **OK** to save configuration.



6. Keep records of the following information:
   - Dial-in Numbers
   - Participant Access Code
7. Repeat the steps above to set up more conferences for additional PTT groups.

Note: Each PTT group needs one Reservationless conference.

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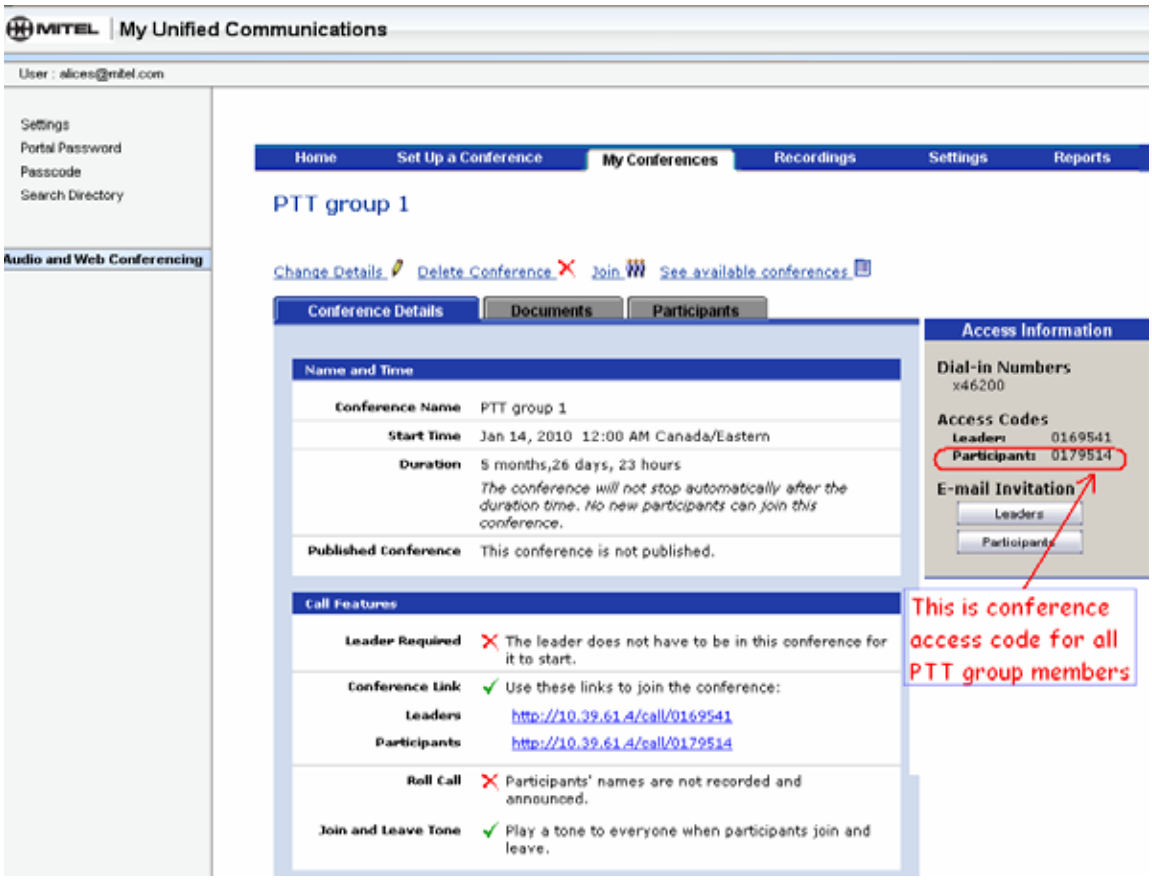
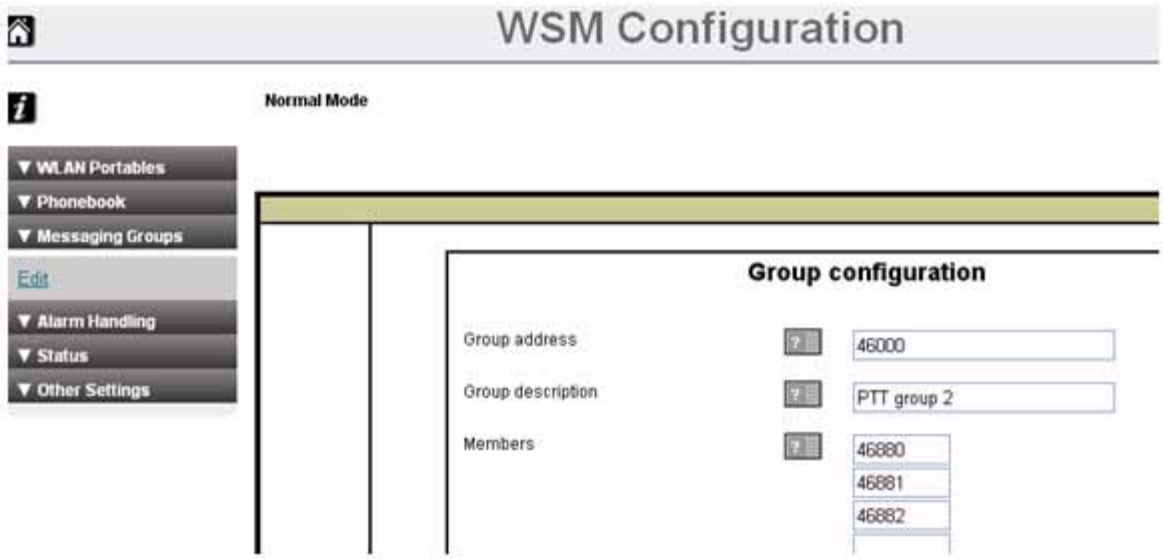


Configuring WSM

Follow the steps below to configure WSM.

1. Select **Messaging Groups.**
2. Create PTT group number, name and members.



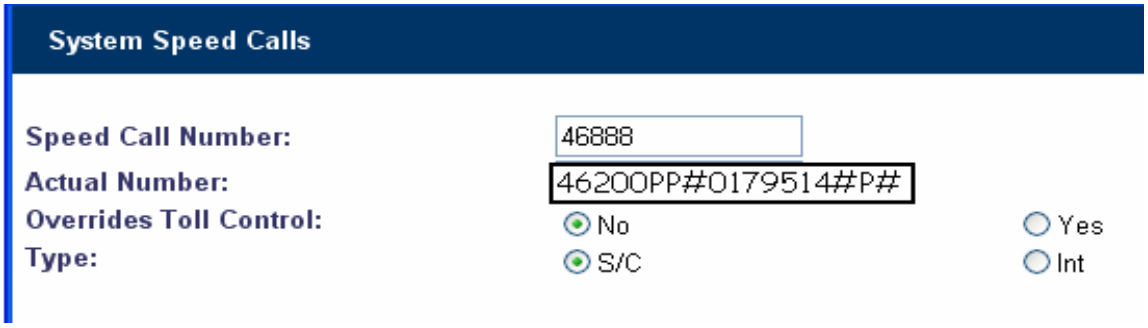
Configuring the 3300 System Speed Call Configuration

Follow the steps below to configure the 3300 system speed call for the PTT group:

1. From 3300 ICP, select **System Options**.
2. Verify **Speed Call Pause Duration** is set to 3 seconds.
3. Select **System Speed Call.**
4. Create a speed call number in 3300 ICP for PTT groups:
   - Click **Add** and fill in the following field to create speed call number:
   - **Speed Call Number:** the number the handset dials to the AWC, 46888 for example.
   - **Actual Number**: AWC hunt group number + pause + conference access code # + Pause #

     For example:
     46200PP#0179514#P#
   - PP#: pause 6 seconds to wait for AWC call response
   - P# at end: stop second voice prompt to reduce call set up time
5. Repeat this procedure to create additional speed call numbers for all PTT groups.

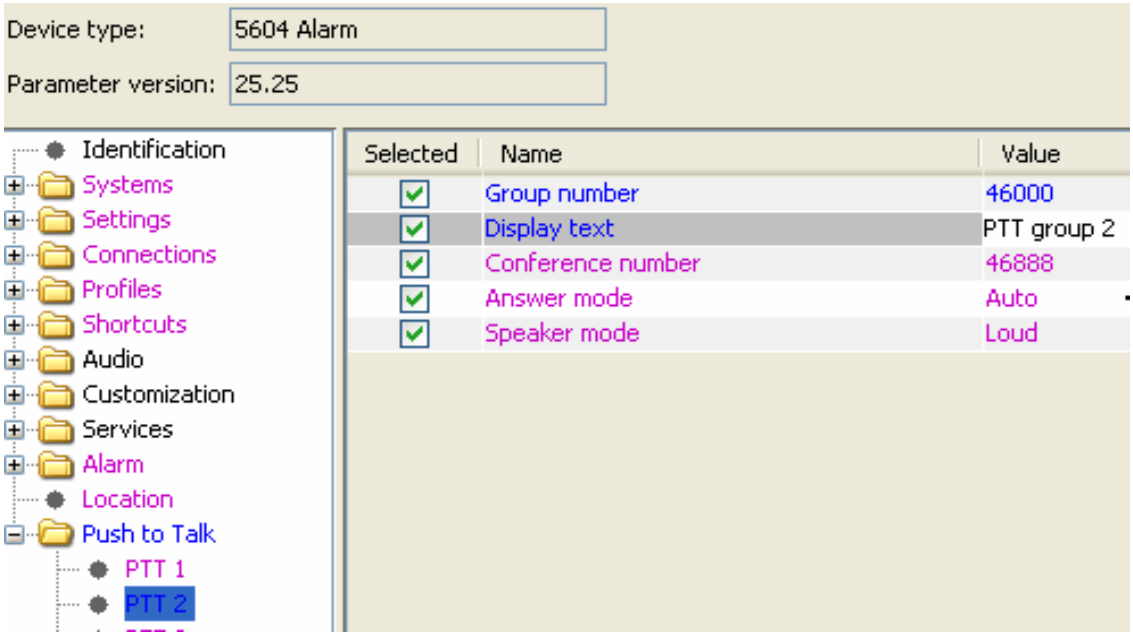
Note: Every PTT group has its conference access code.



Configuring the 5604/5607 Handset Template - Option 1

Follow the steps below to configure the 5604/5607 Handset template.

1. Select **Device Manager** from the WSM main page.
2. Select the **Template** tab.
3. Create a 5604/5607 template with PTT groups.
4. Select **Push to Talk**.
   - Select PTT group
   - **Group number:** the group number created from WSM, for example, 46000.
   - **Conference number:** the speed call number programmed from the 3300 ICP, for example, 46888.
5. Select **Answer mode**: auto or manual.
6. Select **Speaker mode**: loud or normal.
7. Apply the template to the 5604/5607 handsets.



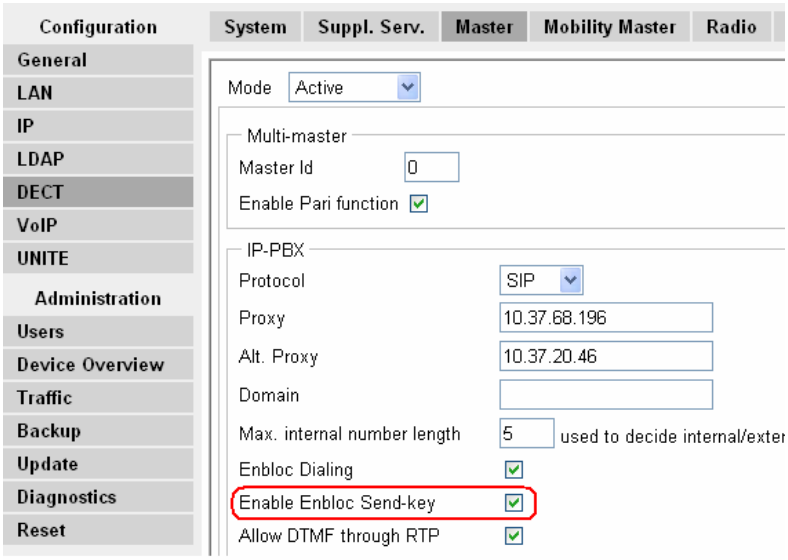
Configuring the 5604/5607 Handset Template - Option 2

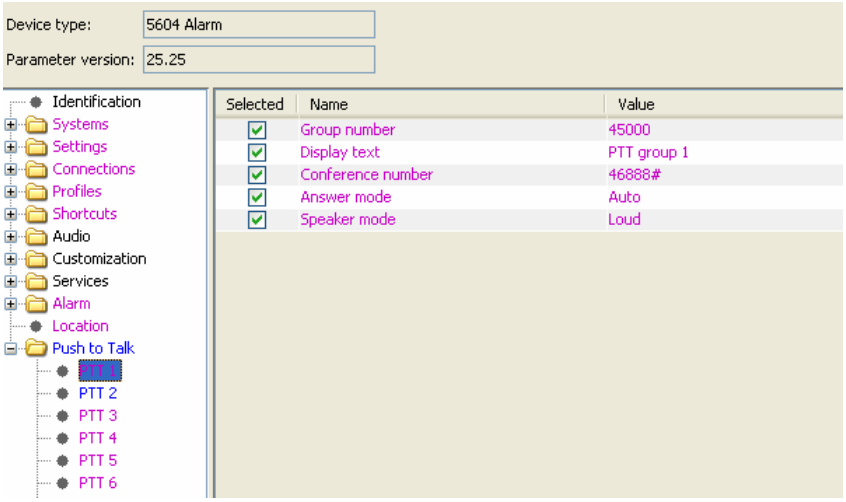
The Enbloc Send-key can be enabled to reduce call setup time by 4 seconds.

1. In the Master Base Station configuration, select **DECT – Master,** and enable **Enable Enbloc send-key**.
2. In the PTT group configuration: add '#' after the conference number.

- Conference number: for example, 46888# .

Note: When Enable Enbloc send-key is enabled, it will not be possible to dial a number that includes '#'. Confirm with 3300 ICP-related configurations, such as FAC. For example, if a FAC contains a #, it is recommended that this option not be used because it will interfere with the operation of the FAC.





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