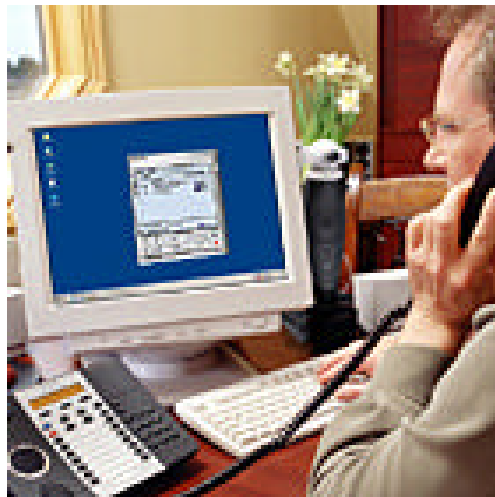


## **Mitel PBX Interface with Conferencing Server Configuration Notes**



**Note: This document is maintained by Mitel**

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## TDM CONNECTION

### Introduction

This document describes the configuration of Mitel Networks PBX's to correctly interface to the Interactive Group Communication System (IGC) by VCon. For more information on the configuration of the IGC, please refer to *Mitel 3300 - RemoteAbility IGC Integration Specifications V1*. Note that a qualified Technician should undertake all PBX configurations.

### 3300ICP with ISDN or SX2000 with ISDN

- Attach VCon IGC server T1 link to NSU, DSU or Embedded PRI card
  - Configure hardware for Line Termination through jumpers or DIP switch – please refer to the Technician's Handbook of the correct product (3300 or SX2000)
- connect to server with a straight through cable
- Program trunks
  - for example, please see Example of T1 PRI programming on 3300
- Program PRI link characteristics through IMAT (for NSU or DSU) or through ESM (embedded PRI card in 3300ICP)
  - Protocol used is DMS-250, user side
- Reset NSU or PRI card to allow new configuration to load
- Test link to server by dialing <feature access code for individual trunk access> <trunk number><any 4 digit number>< # > e.g.  
<\*\*2><6101><1000><#>
  - You should hear "Welcome to RemoteAbility"
- Program ARS so that a single four digit number accesses the IGC system
  - Program trunk group
  - Add trunks to trunk group
  - Create Digit Modification Assignment
  - Create Route Assignment
  - Create ARS Digits Dialed Assignment
  - Please see Example of ARS Programming on 3300 or SX2000



## Example of T1 PRI programming on 3300 or SX2000

### Class Of Service – changes from default values

Public Network Access via DPNSS	Yes
ANI/DNIS/ISDN Number Delivery	Yes

### Link Descriptor Assignment

Number:	4
Address for Message Control:	A
BER - Maintenance Limit, 10**-n:	4
BER - Service Limit, 10**-n:	3
Data Call Alternate Digit Inversion:	Yes
Framing Losses in 24 hrs - Maintenance Limit:	255
Framing Losses in 24 hrs - Service Limit:	9000
Integrated Digital Access:	ISDN NODE
Satellite Link Delay:	No
Slip Rate - Maintenance Limit (slips/24hr.):	5000
Slip Rate - Service Limit (slips/24hr.):	7000
Alarm Debounce Timer - Service Limit (millisec.):	500
Voice Encoding:	Invert
Data Encoding:	Nil
QSIG Private Network Access:	No
Digital Link Fault Delay Timer (sec.):	240
Termination Mode:	LT
T1 Only:	
B8ZS Zero Code Suppression:	Yes
Operation Mode:	DSX-1
CSU Tx Line Build-Out (dB.):	
DSX-1 Line Length (Ft.):	0-133
Extended Super Frame:	Yes
Inverted D channel ( DPNSS only ):	No
E1 Only:	
CRC-4 Enabled:	Yes
E1 Line Length (Ft.):	0-133
E1 Impedance (Ohms):	120



**Digital Link Assignment**

Controlle r Module	Port	Unit	Shel f	Slot	Link	Interface Type
	1	1	6	1	1	UNIVERSAL T1
	1	1	6	1	2	UNIVERSAL T1

**MSDN-DPNSS-DASSII Trunk Circuit Descriptor**

Number	Card Type	Dual Seizure Priority	Far End Connection	Signalling Protocol
4	UNIVERSAL T1	Incoming	Local Office	MSDN-DPNSS

**Trunk Service Assignment**

Trunk Service Number:

4

Release Link Trunk:

No

Class of Service:

4

Class of Restriction:

1

Baud Rate:



300

Intercept Number:

1

Non-dial In Trunks Answer Point - Day:

Non-dial In Trunks Answer Point - Night 1:

Non-dial In Trunks Answer Point - Night 2:

Dial In Trunks Incoming Digit Modification - Absorb:

0

Dial In Trunks Incoming Digit Modification - Insert:

Trunk Label:

ISDN Trunk

## Digital Trunk Assignment

Cabinet:

6

Shelf:



1

Slot:

1

Circuit:

1

Card Type:

UNIVERSAL T1

Trunk Number:

6101

Trunk Service Number:

4

DTS Service Number:

Circuit Descriptor Number:

4

Interconnect Number:

1

### **3300 ICP with T1/D4 or SX2000 with T1/D4**

- Attach VCon IGC server T1 link to NSU, DSU or Embedded PRI card
  - Configure hardware for Line Termination through jumpers or DIP switch – please refer to the Technician's Handbook of the correct product (3300 or SX2000)
- connect to server with a straight through cable



- Program trunks
  - for example, please see Example of T1/D4 Programming on 3300 or SX2000
- Test link to server by dialing <feature access code for individual trunk access> <trunk number><any 4 digit number>< # > e.g. <\*\*2><6101><1000><#>
  - You should hear “Welcome to Remoteability”
- Program ARS so a single four digit number accesses the IGC system
  - Program trunk group
  - Add trunks to trunk group
  - Create Digit Modification Assignment **\*\* see following note**
  - Create Route Assignment
  - Create ARS Digits Dialed Assignment
  - Please see Example of ARS Programming on 3300 or SX2000

**\*\*Note: The Dialogic card in the IGC server is expecting ANI on the T1D4 trunk, but the 3300 or SX2000 does not deliver ANI over T1D4. This will result in a 10 to 15 second delay in accessing the IGC after the trunk access number is dialed. To correct this, send an ANI digit string to the trunk through the Digit Modification Form. See below.**

Digit Modification Assignment

Digit Modification Number	Number of Digits to Absorb	Digits to be Inserted	Final Tone Plan/Information Marker
1	3		
2	0		
3	1	<T01>	
4	0	**6135922122**	

**Example of T1/D4 (CAS) Programming on 3300 or SX2000**

**Class Of Service – changes from default values**

Public Network Access via DPNSS	Yes
ANI/DNIS/ISDN Number Delivery	Yes

**Link Descriptor Assignment**

Number:





4

Address for Message Control:

BER - Maintenance Limit, 10\*\*-n:

4

BER - Service Limit, 10\*\*-n:

3

Data Call Alternate Digit Inversion:

Yes

Framing Losses in 24 hrs - Maintenance Limit:

255

Framing Losses in 24 hrs - Service Limit:

9000

Integrated Digital Access:

T1D4

Satellite Link Delay:

No

Slip Rate - Maintenance Limit (slips/24hr.):

5000

Slip Rate - Service Limit (slips/24hr.):

7000

Alarm Debounce Timer - Service Limit (millisec.):

500

Voice Encoding:



Invert

Data Encoding:

Nil

QSIG Private Network Access:

No

Digital Link Fault Delay Timer (sec.):

240

Termination Mode:

NT

T1 Only:

B8ZS Zero Code Suppression:

Yes

Operation Mode:

DSX-1

CSU Tx Line Build-Out (dB.):

DSX-1 Line Length (Ft.):

0-133

Extended Super Frame:

No

Inverted D channel ( DPNSS only ):



No

E1 Only:

CRC-4 Enabled:

No

E1 Line Length (Ft.):

0-133

E1 Impedance (Ohms):

120

**Digital Link Assignment**

Controller Module	Port	Unit	Shelf	Slot	Link	Interface Type	Digital Link Descriptor	Comment
1	1	6	1	1	1	UNIVERSAL T1	4	Remoteability
1	1	6	1	1	2	UNIVERSAL T1	4	T1D4

**Digital E and M Trunk Circuit Descriptor Assignment**

Number:

4

Call Collision Handling:



AT&T

AT&T Call Collision Handling:

Backoff

Ignore Far End Disconnect:

No

Release Acknowledge Timer:

80

Address Signalling:

DTMF

Disconnect Timer:

300

Incoming Start Type:

Wink

Dial Tone on Incoming Seize:

No

Outpulse Delay Timer:

800

Outgoing Start Type:

Wink

Supervision Timer:

200

Maximum Wink Timer:

400

Minimum Wink Timer:



100

Guard Timer:

500

Fake Answer Supervision After Outpulsing:

No

Ignore Answer Supervision:

No

Release Supervision Expected:

Yes

Audio Inhibit Until Answer Supervision:

Yes

Far End Connection:

Main PBX

Facility Type:

Combination

Minimum Flash Timer:

250

Maximum Flash Timer:

200

Drop Digit Rcvr for Outgoing Audio Before Ans Sup:

No

Flash Timer:

300



## Trunk Service Assignment

Trunk Service Number:

4

Release Link Trunk:

No

Class of Service:

4

Class of Restriction:

1

Baud Rate:

300

Intercept Number:

1

Non-dial In Trunks Answer Point - Day:

Non-dial In Trunks Answer Point - Night 1:

Non-dial In Trunks Answer Point - Night 2:

Dial In Trunks Incoming Digit Modification - Absorb:

0



Dial In Trunks Incoming Digit Modification - Insert:

Trunk Label:

T1 Trunk

### Digital Trunk Assignment

Cabinet:

6

Shelf:

1

Slot:

1

Circuit:

1

Card Type:

UNIVERSAL T1

Trunk Number:

6101

Trunk Service Number:

4

DTS Service Number:

Circuit Descriptor Number:

4

Interconnect Number:



1

## Example of ARS Programming on 3300 ICP/SX2000

### Create Trunk Group

#### Trunk Group Assignment

Trunk Group Number	Hunt Mode	Trunk Group Busy RAD	Maximum Network Hop	Comments
3	Terminal			Analog TG
4	Circular			Remoteabilty
5	Terminal			To Sx2000

### Add individual trunks to trunk group

- all 23 ISDN trunks or 24 T1/D4 trunks should be added to the trunk group

#### Trunk Group Members

Member	Trunk Number
1	6101
2	6102
3	6103
4	6104
5	6105
6	6106
7	6107
8	6108
9	6109





10

6110



**Create Digit Modification Assignment**

- in this example, we are using Digit Modification number 4, and there are no digits to absorb or to insert

Digit Modification Assignment

Digit Modification Number	Number of Digits to Absorb	Digits to be Inserted	Final Tone Plan/Information Marker
1	3		
2	0		
3	1	<T01>	
4	0		
5	0		

**Create Route Assignment**

- in this example, we are using Route 4

Route Assignment

Route Number	Trunk Group Number	COR Group Number	Digit Modification Number	Digits Before Outpulsing	XNET Trunk Group Number	Route Type	Compressic
1		1	1		1		Off
2		1	1				Off
3	3	1	3				Off
4	4	1	4				Off
5	5	1	1				Off

**Create ARS Digits Dialed Assignment**

- in this example, the digits dialed to access the Vcon IGC are 1100

ARS Digits Dialed Assignment

Digits Dialed	Number of Digits to Follow	Termination Type	Termination Number
1100	0	Route	4
201	4	Route	1



## **SX200 with ISDN**

- Attach VCon IGC server to PRI card with straight through cable
  - Configure hardware for Line Termination. Please refer to SX200 Technician's Handbook for more information.
- Program trunks
  - Please see Example of T1 PRI Programming on SX200
- Use IMAT to configure PRI card for DMS250, user side
- Reset PRI card to allow new configuration to load
- Program ARS
  - See SX200 Technician's Handbook for more information

**Example of T1 PRI Programming on SX200**

Refer to SX200 EL/ML Technicians Handbook , Programming a PRI, for System Configuration, Class of Service Options and System Options/System Timers.

Form 13

Assign T1 E&M circuit descriptor to the ISDN trunk.

3:39 PM 25-JAN-03 alarm status = MAJOR

DESCRIPTOR	TRUNK TYPE	NUMBER OF TRKS ASSIGNED	COMMENTS	
> 01	T1 E&M	10	<	
02	T1 E&M	26		
03	8-CIRCUIT CLASS	0		
04	8-CIRCUIT CLASS	0		
05	8-CIRCUIT CLASS	0		
06	6-CIRCUIT CO	0		
07	6-CIRCUIT CO	0		
08	6-CIRCUIT CO	0		
09	6-CIRCUIT CO	0		
10	6-CIRCUIT CO	0		
11	4-CIRCUIT CLASS	0		
12	4-CIRCUIT CLASS	0		
01	T1 E&M	10		
1-	2-	3-	4-	5-
6-QUIT	7-DESC NUMBER	8-SEL. OPTION	9-REVIEW	0-

VT-100 Kermit |direct connect-Com1| 19200 N-8-1 |rd sd cts| 9:53AM |Row 19 Col 16|  
Port opened - Com1 Connected 20:19:27

Procomm Plus Terminal

File Edit View Options Data Tools Window Help

Rapid Connect-Data: Script File: STARTUP

3:40 PM 26-JAN-03 alarm status = MAJOR

[ T I E&M TRUNK: 1 ]	OPTION NAME	[ SUPERVISION PARAMETER ]	STATUS		
>	Reverse to Idle		NO		
	Far-end gives answer supervision		NO		
	Inhibit automatic supervision		NO		
	No seize alarm		NO		
	No release alarm		NO		
	Toll office		NO		
	Is this a CO		YES		
	DTMF		NO		
	Save Busy-Out Status		YES		
	Disconnect timer	150 - 900 ms ( 50 ms inc )	300		
	Release acknowledge timer	2 - 240 s ( 2 s inc )	40		
	Guard timer	200 - 1000 ms ( 100 ms inc )	800		
	Reverse to Idle		<input checked="" type="checkbox"/> NO		
	1-YES	2-	3-	4-	5-
	6-QUIT	7-	8-	9-	0-

Alt Host Chat LogonWiz WinLink Cmd Mode Send Fax Explorer DOS Prmpt

VT-100 Kermit |direct connect-Com1| 19200 N-8-1 rd sd cd cts 9:54AM Row 19 Col 70

Port opened - Com1 Connected 20:20:22

Procomm Plus Terminal

File Edit View Options Data Tools Window Help

Rapid Connect-Data: Script File: STARTUP

3:41 PM 26-JAN-03 alarm status = MAJOR

[ T I E&M TRUNK: 1 ]	OPTION NAME	[ TRANSMISSION PARAMETER ]	STATUS		
>	Incoming start type		WINK		
	Debounce timer	20 - 150 ms ( 10 ms inc )	100		
	Wink timer	150 - 300 ms ( 50 ms inc )	200		
	Outgoing start type		WINK		
	Digit outputting ratio		60/40		
	Output pulse delay timer	100 - 2000 ms ( 100 ms inc )	800		
	Flash timer	200 - 700 ms ( 100 ms inc )	300		
	Flash type		LOOP FSH		
	Flash over trunk		NO		
	Interdigit timer	300 - 800 ms ( 100 ms inc )	800		
	Wait for delay timer	300 - 5000 ms ( 100 ms inc )	5000		
	Remote end is a satellite		NO		
	Flash type		<input checked="" type="checkbox"/> LOOP FSH		
	1-RING GROUND	2-	3-	4-	5-
	6-QUIT	7-	8-	9-	0-

Alt Host Chat LogonWiz WinLink Cmd Mode Send Fax Explorer DOS Prmpt

VT-100 Kermit |direct connect-Com1| 19200 N-8-1 rd sd cd cts 9:55AM Row 19 Col 70

Port opened - Com1 Connected 20:20:52



3:42 PM 26-JAN-03 alarm status = MAJOR

[ T1 E&M TRUNK: 1 ]	OPTION	NAME	[ IN/OUT GOING PARAMETER ]	STATUS
	Digit outpulsing ratio			60/40
	Outpulse delay timer	100 - 2000 ms	( 100 ms inc )	800
	Flash timer	200 - 700 ms	( 100 ms inc )	300
	Flash type			LOOP FSH
	Flash over trunk			NO
	Interdigit timer	300 - 800 ms	( 100 ms inc )	800
	Wait for delay timer	300 - 5000 ms	( 100 ms inc )	5000
	Remote end is a satellite			NO
	Remote end is a satellite with OPS lines			NO
	Direct access on CO Line Keys: bypass Key System Toll Control			NO
	Release Link Trunk			NO
>	QSIG Supplementary Services			NO
	QSIG Supplementary Services			NO
	1-YES	2-	3-	4-
	6-QUIT	7-	8-	9-
				0-

Alt Host Chat Logon/Wiz WinLink Cmd Mode Send Fax Explorer DOS Pmpt  
 VT-100 Kermit |direct connect-Com1 19200 N-8-1 rd sd cd cts 9:56AM Row 19 Col 70  
 Port opened - Com1 Connected 20:21:48



Define the incoming ISDN trunk as a Dial In trunk in form 15

Procomm Plus Terminal

File Edit View Options Data Tools Window Help

Rapid Connect-Data: Script File:

Data STARTUP

3:45 PM 26-JAN-03 alarm status = MAJOR

BAY	SLT	CCT	COS	COR	TEN	N	M	X	CON	TK NUM	TK NAME	COMMENTS	
2	06	01	2	1	1	4	0		1	1		PRI LINK 1	
2	06	02	2	1	1	4	0		1	2			
2	06	03	2	1	1	4	0		1	3			
2	06	04	2	1	1	4	0		1	4			
2	06	05	2	1	1	4	0		1	5			
2	06	06											
2	06	07											
2	06	08											
2	06	09											
2	06	10											
2	06	11											
2	06	12											
2	06	08											
1-				2-			3-TRUNK NUMBER			4-		5-	
6-QUIT				7-BAY/SLT/CCT			8-			9-		0-	

Alt Host Chat LogonWiz WinLink Cmd Mode Send Fax Explorer DOS Prmpt

VT-100 Kermit direct connect-Com1 19200 N-8-1 rd sd ccd cts 9:59AM Row 19 Col 15

Port opened - Com1 Connected 20:24:57

Assign the ISDN trunks to a trunk group in Form 16

3:47 PM 26-JAN-03 alarm status = MAJOR

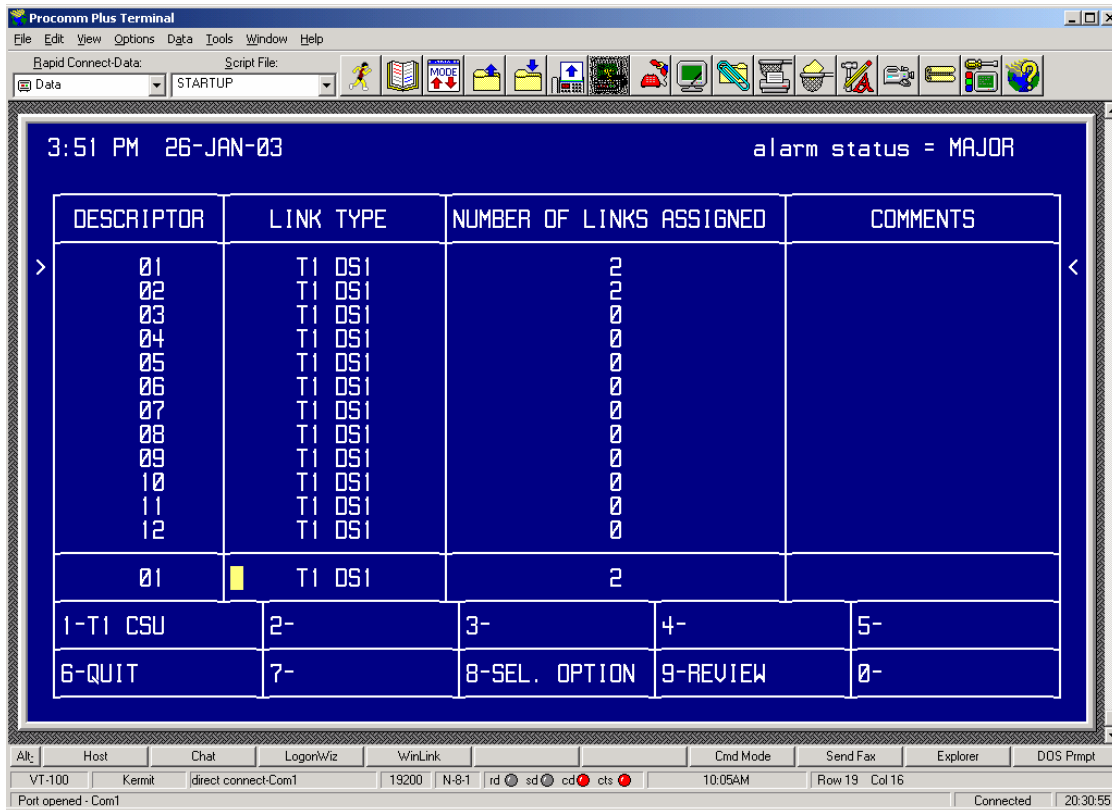
[GRP: 1-PRI 1 ] [SMDR ] [TERM]	TK NUM	BAY	SLT	CCT	COMMENTS
	1	02	06	01	PRI LINK 1
	2	02	06	02	
	3	02	06	03	
	4	02	06	04	
	5	02	06	05	
	1	02	06	01	PRI LINK 1

1-NO SMDR	2-CIRCULAR	3-INSERT	4-TK GRP NAME	5-TRUNK GROUP
6-QUIT	7-	8-DELETE	9-	0-

VT-100 Kermit direct connect-Com1 19200 N-8-1 rd sd cts 10:01AM Row 19 Col 40  
Port opened - Com1 Connected 20:27:19



Select a T1 Link Descriptor for the ISDN trunks in form 42



Procomm Plus Terminal

File Edit View Options Data Tools Window Help

Rapid Connect-Data: Script File: STARTUP

3:51 PM 26-JAN-03 alarm status = MAJOR

[ LINK DESCRIPTOR NUMBER : 1 ]	IN/OUT GOING	VALUE		
> Alarm debounce timer	( 300 - 3200 ms )	2500		
Line Coding	{ AM1, AM1&ZCS, 8B2S }	8B2S		
Line Build Out	{ 0, -7.5, -15, -22.5 DB }	0 DB		
Line Length	{ max 132, 265, 398, 533 or 655 }	0-132		
Framing	{ 04 or ESF }	04		
Slip rate - maintenance limit	{ 0 - 9000 } /24 hrs	255		
Slip rate - service limit	{ 0 - 9000 } /24 hrs	7000		
Slip rate - network sync limit	{ 0 - 9000 } /24 hrs	7		
BER - maintenance limit ( 10**-n , n =	{ 3,4,5,6 } / hour	3		
BER - service limit ( 10**-n , n =	{ 3,4,5,6 } / hour	3		
Framing losses - maintenance limit	{ 0 - 9000 } /24 hrs	255		
Framing losses - service limit	{ 0 - 9000 } /24 hrs	9000		
Alarm debounce timer ( 300 - 3200 ms )		2500		
1-	2-	3-	4-	5-
6-QUIT	7-	8-	9-	0-

Alt Host Chat LogonWiz WinLink Cmd Mode Send Fax Explorer DOS Prmpt

VT-100 Kermit |direct connect-Com1 19200 N-8-1 rd sd cts 10:05AM Row 19 Col 68

Port opened - Com1 Connected 20:31:28

Procomm Plus Terminal

File Edit View Options Data Tools Window Help

Rapid Connect-Data: Script File: STARTUP

3:52 PM 26-JAN-03 alarm status = MAJOR

[ LINK DESCRIPTOR NUMBER : 1 ]	IN/OUT GOING	VALUE		
Line Length	{ max 132, 265, 398, 533 or 655 }	0-132		
Framing	{ 04 or ESF }	04		
Slip rate - maintenance limit	{ 0 - 9000 } /24 hrs	255		
Slip rate - service limit	{ 0 - 9000 } /24 hrs	7000		
Slip rate - network sync limit	{ 0 - 9000 } /24 hrs	7		
BER - maintenance limit ( 10**-n , n =	{ 3,4,5,6 } / hour	3		
BER - service limit ( 10**-n , n =	{ 3,4,5,6 } / hour	3		
Framing losses - maintenance limit	{ 0 - 9000 } /24 hrs	255		
Framing losses - service limit	{ 0 - 9000 } /24 hrs	9000		
RTS timer - service limit exceeded	{ 1 - 255 min }	30		
RTS timer - net slip limit exceeded	{ 1 - 255 min }	30		
> RTS timer - after alarm	{ 0 - 300 sec }	10		
RTS timer - after alarm ( 0 - 300 sec )		10		
1-	2-	3-	4-	5-
6-QUIT	7-	8-	9-	0-

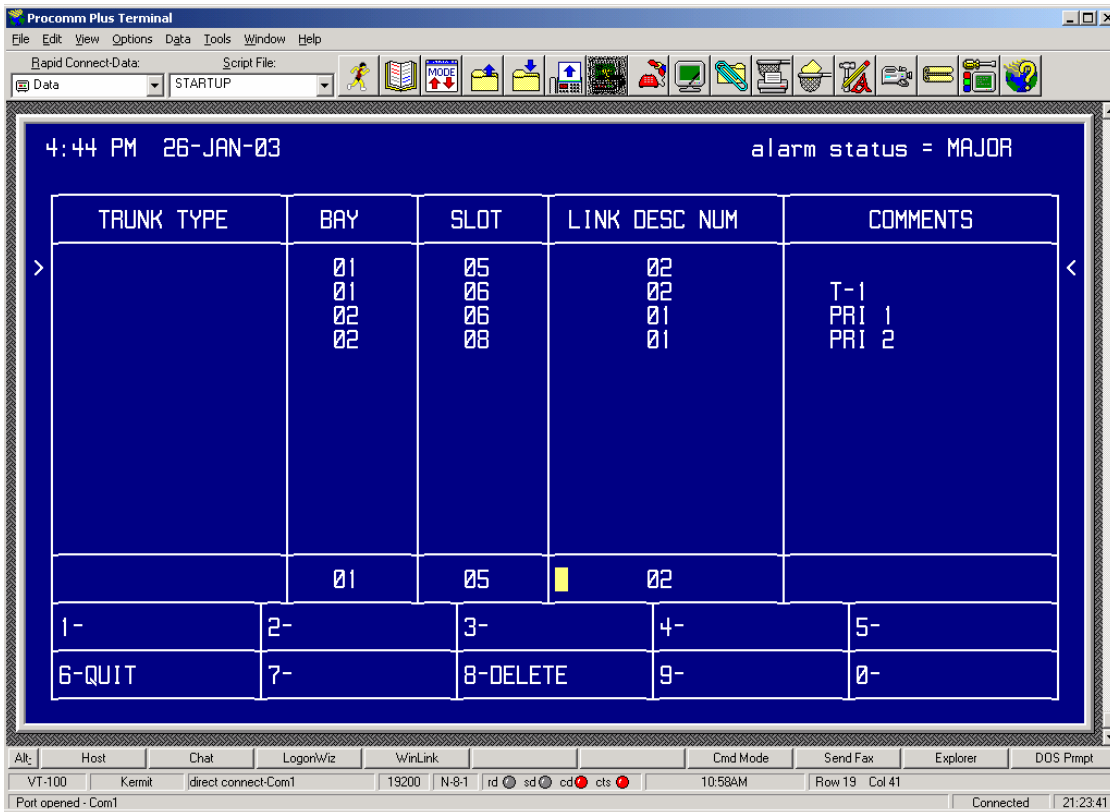
Alt Host Chat LogonWiz WinLink Cmd Mode Send Fax Explorer DOS Prmpt

VT-100 Kermit |direct connect-Com1 19200 N-8-1 rd sd cts 10:06AM Row 19 Col 68

Port opened - Com1 Connected 20:32:25



Assign the ISDN link descriptor to slot 6 and/or slot 8 on the PRI card bay, Form 43

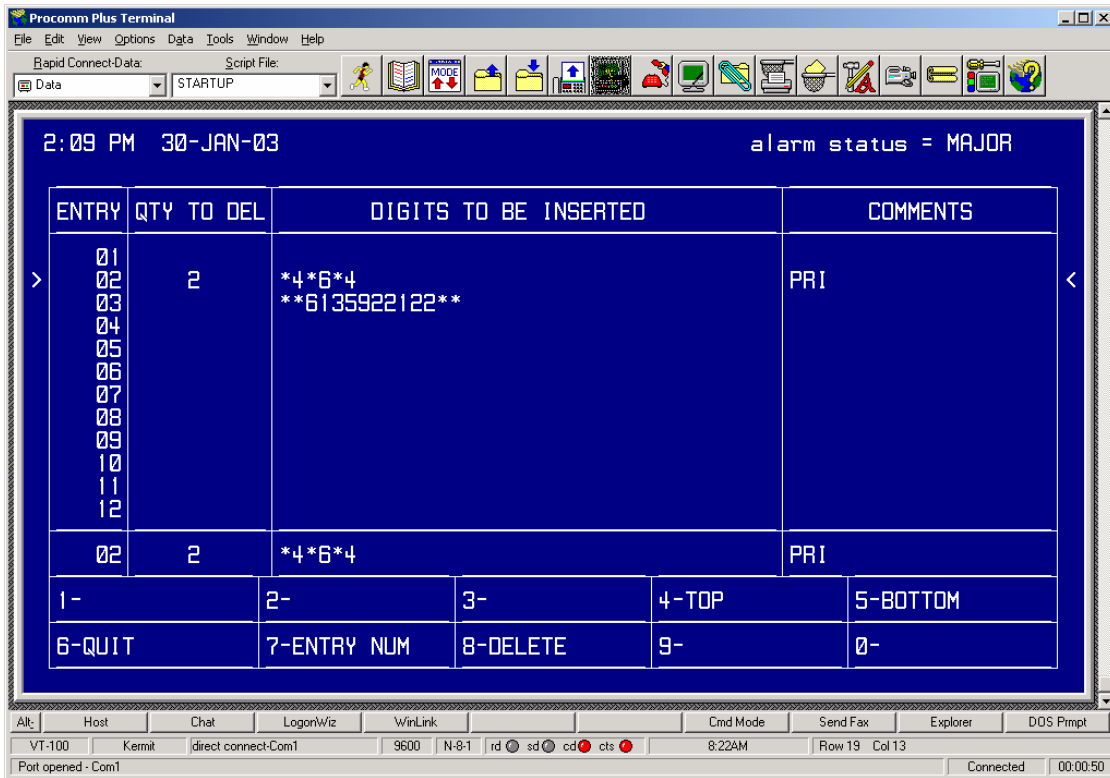


Form 44, Network Sync - To be determined by qualified Technician

### SX200 with T1/D4

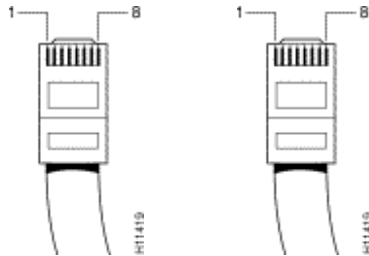
- Attach VCon IGC server to SX200 with cross over cable.
- Program trunks for T1/D4. All values are default.
- Program ARS so that a single four digit number accesses the IGC system
  - See SX200 Technician’s Handbook for more information
  - Send simulated ANI down trunk using Digit Modification Table, form 22 as shown below with digit mod number 3. The Dialogic card in the IGC expects ANI, and there will be a 10 – 15s delay accessing the server unless such a string is sent down the trunk.





### T1 Crossover cable wiring Specifications [RJ45 Connector]

Supplied with RemoteAbility system.



Connector A Pin	Connector B Pin
1	4
2	5
4	1
5	2

## IP CONNECTION INSTUCTIONS AND OUTLINE

### IP Connection Introduction

This document describes how to configure the 3300ICP for IP IGC Release 6.6. This document will only talk about the minimum configuration required on the 3300ICP for the VCON IP IGC to function. For further feature programming of the 3300ICP refer to the 3300ICP Guides provided by Mitel Networks.

### Requirements for IP Connection

To configure the 330ICP for IP IGC you should have:

- The basic knowledge and certificates from Mitel Networks on the 3300ICP and the IP IGC 6.6 Server.
- A Mitel Networks 3300ICP properly licensed for Users and Mitai/Tapi Computer Integration. Verify these in the License and Option Selection from the ESM in: "System Configuration" → "System Capacity" → "License and Option Selection"
- A IP IGC Server 6.6 properly licensed and configured

## Configuring the Mitel Networks 3300ICP

There is 4 different tasks that have to be completed on the Mitel Networks 3300ICP for the VCON IP IGC to function properly.

### You Must:

- Create the IP Phones to act as IGC Ports
- Set the Class of Service
- Assign the New Class of Service to the IP Phones
- **CREATE THE HUNT GROUP WITH THE IP PHONES INCLUDED**

### 1. Create the IP Phones

1. Open the 3300ICP ESM in Internet Explorer 5.5 or later
2. Login (use defaults unless you have changed your password)
  - Login: system
  - Password: password
3. Select the System Administration Tool
4. Select "System Configuration" → "Devices" → "IP Telephones" → "Multiline IP Sets" → "Multiline IP Set Configuration"
5. Click "Add"
6. Select the following:
  - Number of Records to Add → (Amount of ports on the IGC)
  - Device Type → 5020IP
  - Number → The first port # of the IGC (note this must be one higher then the Hunt Group # example HG = 3000 Number = 3001)
  - Increment By → 1 (MUST Be 1 or The IGC Will Not Work)
  - Interconnect Number → 1 (unless programming with another Interconnect)
7. Click "Save"
8. Click "OK"



Range Programming -- Web Page Dialog

**Add Range Programming - Multiline IP Set Configuration** Help

This form allows you to add one or more records.

1. Enter the number of records to add:

2. Define the Add Range Programming Pattern:

Field Name	Value to Add	Increment by
Device Id:		-
Hot Desk User:	<input checked="" type="radio"/> No <input type="radio"/> Yes	-
Hot Desk PIN:	<input type="text"/>	-
Confirm Hot Desk PIN:	<input type="text"/>	-
Device Type:	5020 IP	-
PKM:	None	-
Number:	3001	1
ACD Set:	<input checked="" type="radio"/> No <input type="radio"/> Yes	-
Line Type:	Not Assigned	-
Interconnect Number:	1	
Language:		-
MAC Address:		-

Preview Save Cancel

All the required Ports of the IP IGC are now created

## 2. Set the Class of Service

Note: Steps 1, 2 & 3 are NOT required if already logged into the ESM

1. Open the 3300ICP ESM in Internet Explorer 5.5 or later
2. Login (use defaults unless you have changed your password)
  - Login: system
  - Password: password
3. Select the System Administration Tool
4. Select "System Configuration" → "Devices" → "Class of Service Option Assignment"
5. Select an Unused Class of Service (Example Class of Service # 5)
6. Click "Change"
7. Change the Following:
  - Comment → IP IGC Ports (or any other distinguishing comment)
  - HCI/CTI/TAPI Call Control Allowed → Yes
  - HCI/CTI/TAPI Monitor Allowed → Yes
8. Click "Save"
9. Click "OK"

Executive Busy Override:	<input type="radio"/> No	<input checked="" type="radio"/> Yes
External Trunk Standard Ringback:	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Flexible Answer Point:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Follow 2nd Alternate Reroute for Recall to Busy ACD Agent:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Forced Verified Account Code:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Forced Non-Verified Account Code:	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Group Call Forward Follow Me Accept:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Group Call Forward Follow Me Allow:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Group Page Accept:	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Group Page Allow:	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Handset Volume Adjustment Saved:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Handsfree AnswerBack Allowed:	<input type="radio"/> No	<input checked="" type="radio"/> Yes
HCI/CTI/TAPI Call Control Allowed:	<input type="radio"/> No	<input checked="" type="radio"/> Yes
HCI/CTI/TAPI Monitor Allowed:	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Head Set Switch Mute:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Hot Desk Remote Logout Enabled:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Hot Desk Login Accept:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Hotel Room Extension:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Hotel Room Monitor Setup Allowed:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Hotel Room Monitoring Allowed:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Hotel/Motel Room Personal Wakeup Call Allowed:	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Hotel/Motel Room Remote Wakeup Call Allowed:	<input checked="" type="radio"/> No	<input type="radio"/> Yes

The Class of Service for the IGC IP Ports is now created



### 3. Assign the New Class of Service to the IP IGC Ports

Note: Steps 1, 2 & 3 are NOT required if already logged into the ESM

1. Open the 3300ICP ESM in Internet Explore 5.5 or later
2. Login (use defaults unless you have changed your password)
  - Login: system
  - Password: password
3. Select the System Administration Tool
4. Select "System Configuration" → "Devices" → "Station Service Assignment"
5. Select the First IP Phone (IGC IP Port – Ex. 3001)
6. Click "Change"
7. Change the Following:
  - Number of Records to Change → (Amount of ports on the IGC)
  - Class of Service – Day → Change all to → 5 (New Class of Service #)
  - Class of Service–Night1 → Change all to → 5 (New Class of Service #)
  - Class of Service–Night2 → Change all to → 5 (New Class of Service #)
8. Click "Save"

Range Programming -- Web Page Dialog

Change Range Programming - Station Service Assignment

This form allows you to change one or more records, starting at the following record:

Number	Intercept Number	Class of Service - Day	Class of Service - Night1	Class of Service - Night2	Class of Restriction - Day	Class of Restriction - Night1
3000	1	1	1	1	1	1

1. Enter the number of records to change:

2. Define the Change Range Programming Pattern:

Field Name	Change action	Value to change	Increment by
Number:	-	3000	-
Intercept Number:	Leave all unchanged	<input type="text" value="1"/>	<input type="text"/>
Class of Service - Day:	Change all to	<input type="text" value="5"/>	<input type="text"/>
Class of Service - Night1:	Change all to	<input type="text" value="5"/>	<input type="text"/>
Class of Service - Night2:	Change all to	<input type="text" value="5"/>	<input type="text"/>
Class of Restriction - Day:	Leave all unchanged	<input type="text" value="1"/>	<input type="text"/>

Preview Save Cancel

The IGC Ports now have the correct Class of Service assigned to them.

#### 4. Create the Hunt Group

Note: Steps 1, 2 & 3 are NOT required if already logged into the ESM

1. Open the 3300ICP ESM in Internet Explorer 5.5 or later
2. Login (use defaults unless you have changed your password)
  - Login: system
  - Password: password
3. Select the System Administration Tool
4. Select "System Administration" → "Call Handling" → "Hunt Groups" → "Hunt Group Assignment"
5. Click "Add"
6. Select the following
  - Hunt Group → The Hunt Group Number (Should be 3000 if the ports start at 3001 always one below the first port number)
  - Hunt Group Mode → Either Terminal or Circular
  - Hunt Group Type → Voice

Range Programming -- Web Page Dialog

1. Enter the number of records to add:

2. Define the Add Range Programming Pattern:

Field Name	Value to Add	Increment by
Hunt Group:	<input type="text" value="3000"/>	<input type="text"/>
Hunt Group Mode:	<input checked="" type="radio"/> Terminal <input type="radio"/> Circular	-
Hunt Group Name:		-
First RAD:	<input type="text"/>	<input type="text"/>
Second RAD:	<input type="text"/>	<input type="text"/>
Night Answer RAD:	<input type="text"/>	<input type="text"/>
Hunt Group Priority:	<input type="text"/>	<input type="text"/>
First Threshold:	<input type="text"/>	<input type="text"/>
Second Threshold:	<input type="text"/>	<input type="text"/>
Alert Device DN:	<input type="text"/>	<input type="text"/>
Hunt Group Type:	<input type="text" value="Voice"/>	-

Preview Save Cancel

7. Click "Add Member"
8. Select the following

- Number of Records to Add → Enter the number of ports
  - Number → The 1<sup>st</sup> Port Number (3001 if the Hunt Group is 3000)
  - Increment By → 1 (MUST Be 1 or The IGC Will Not Work)
9. Click “Save”

**Range Programming -- Web Page Dialog**

**Add Range Programming - Hunt Group Members** Help

This form allows you to add one or more records.

1. Enter the number of records to add:

2. Define the Add Range Programming Pattern:

Field Name	Value to Add	Increment by
Number:	<input type="text" value="3001"/>	<input type="text" value="1"/>
Name:		

Preview Save Cancel

The IGC Hunt Group is now created and populated with the IGC IP ports