

MiCollab with MiVoice MX-ONE, an example

INSTALLATION AND CONFIGURATION INSTRUCTION



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.

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>.

© Copyright 2016, Mitel Networks Corporation

All rights reserved

1

INTRODUCTION

This document contains an example of basic installation and configuration of the MiCollab application server for integration with MiVoice MX-ONE.

2

PREREQUISITES

- Configure MX-ONE for MiCollab integration (see MX-ONE integration chapter in MiCollab Customer Documentation).
 - Configure PBX group and members in MX-ONE to be used for AWW.
 - Configure SIP trunk in MX-ONE using profile NuPoint (remember to use remote port=5058).
 - Configure csta link in MX-ONE.
- Used numbers and IP address in the examples:
 - Attendant number in MX-ONE: 09
 - MX-ONE IP address: 192.168.222.100
 - Internal number serie:4xxxx
 - Internal number length: 5 digits
 - NuPoint: Access number: 6001
 - Lines to NuPoint VoiceMail: 15
 - Lines for NuPoint MWI: 1
 - Lines for outgoing calls from NuPoint: 4
 - AWW Access number: 8003
 - Number of ports AWW: 3
 - SIP Port Extension numbers for AWW: 8004,8005,8006

3

OVA DEPLOYMENT INSTALLATION

Do as follows:

Deploy the MiCollab .ova file:

- Start the virtual machine.
- Open the console interface.
- Choose keyboard.
- Restore from backup - no.
- Set Administrator's password (this is the same for both root and admin user).
- Select Timezone - (e.g. CET).
- Enter primary domain - (e.g. mydomain.com).
- Enter system name - (e.g. micollab).
- Select only eth0 - just now no WAN should be enabled.
- Type the IP address of the server.
- Type the netmask.
- Do not configure IPv6.
- Do not configure eth1.
- Do not configure another local network adapter.
- Type the default gateway for the server.
- Type the IP address of the corporate DNS.
- Select the corporate DNS for DNS resolution.
- Wait for the configuration to be activated.
- Enter ARID and IP address (Important use correct address) of the MMC and then select PBX type.
- Login through the console interface as admin.
- Select 9. Manage Trusted Networks.
- Select 2. Add IPv4 trusted network.(e.g the internal corporate ip network segments).
- Enter the subnetmask.
- Enter the router to use for the trusted network - normally the same router as for the server.
- Select Next, then Back to the menu.
- Login to <https://<fqdn>/server-manager> with admin and password configured during installation.

4

CONFIGURATION OF MICOLLAB

In the main window and from the left menu you administrate the configuration of the MiCollab, see below. Complete all configurations before start using PM to deploy users.

Mitel | MiCollab admin@micollab0

Applications

- Users and Services
- Audio, Web and Video Conferencing
- MiVoice Border Gateway
- NuPoint Web Console
- MiCollab Client Service
- MiCollab Client Deployment
- Licensing Information

ServiceLink

- Install Applications
- Status

Administration

- Web services
- Backup
- View log files
- Event viewer
- System information
- System monitoring
- System users
- Shutdown or reconfigure
- Virtualization

Configuration

- Integrated Directory Service
- MiCollab Client Integration Wizard
- MiCollab Settings
- MiCollab Language
- Vidyo Settings
- Networks
- E-mail settings
- Google Apps
- DHCP
- Date and Time
- Hostnames and addresses
- Domains
- IPv6-in-IPv4 Tunnel
- SNMP
- Ethernet Cards
- Review configuration

Security

- Remote access
- Port forwarding
- Web Server Certificate
- Certificate Management

Miscellaneous

- Support and licensing
- Help

Licensing Information

This page displays details about user licensing for your applications. "Currently used" totals displayed in red indicate that you have assigned some services for which you are not currently licensed. Reseller.

Unified Communications and Collaboration (UCC) Bundles

Bundle	User Licenses	Currently used
UCC Basic User for Enterprise (V4.0)	5000	0
UCC Entry User for Enterprise (V4.0)	100	1
UCC Premium User for Enterprise (V4.0)	100	1
UCC Standard User for Enterprise (V4.0)	100	1

Application User Totals

Application	User Licenses	Currently used
Audio, Web and Video Conferencing	10000	2
Nupoint Unified Messaging	302	5
Teleworker	450	0
MiCollab Client		
Console	0	0
Deskphone	200	2
Mobile	200	2
Softphone	200	2

MiCollab 7.0.0.51
 Mitel Standard Linux 10.3.26
 OVA 7.0.0.29
 © Mitel Networks Corporation

Figure 1: Main window

4.1

MENU: SERVICE LINK

- Select Service Link and then Status.
- If you have not entered your ARID (Service account id) during the initial installation then enter it now together with the ip.address of the MMC.

Note! If you have not selected the PBX during the initial installation, go to ServiceLink/Install Applications/Install Applications - select the PBX type and Next.

4.2

MENU: CONFIGURATION

- Select and start the MiCollab Client Integration Wizard.
- Select MiCollab Language Settings and set the System Language and Other NuPoint UM Prompt.

- Select E-mail settings. If required, configure settings for outbound SMTP server and userid.

4.3 MENU: SECURITY

- Select Remote Access. If required, change Secure Shell Settings to allow SSH access for later diagnostics.

4.4 MENU: ADMINISTRATION

- Select System Users. For the account micollab api. select Reset password and enter a new password. You will require this user account and password when configuring the MiCollab subsystem in PM.

4.5 MENU APPLICATION

4.5.1 OPTION: USERS AND SERVICE

4.5.2 Select User and Services and then configure following options

4.5.2.1 *Option: Network Element*

- Select Add.
- Type =MiVoice MX-ONE
- System Name= <my Mxone>
- IP Address = 192.168.222.100
- Call Forward Destination Number = 6001

4.5.2.2 *Option: User templates*

- **Select Add.**
Create customer roles templates from available default templates. It's done by selecting wanted default template, creating a copy of it and save with a new name. Edit the created customer templates for Entry, Premium, Standard and Standard - Mobile.
- **Entry**
 - Select TUI Passcode. TUI Passcode = Same as Primary Phone Extension (can only be used if extension length is 4 digits or more). TUI Passcode = Use this value = 4-10 digits (if extension length is less than 4 digits).
 - Attendant Extension: 09
 - Message Waiting #1 = DTMF to PBX
- **Premium**
 - Password = Use this value = "Strong Password"

- Select TUI Passcode
- TUI Passcode = Same as Primary Phone Extension (can only be used if extension length is 4 digits or more)
- TUI Passcode = Use this value = 4-10 digits (if extension is less than 4 digits)
- Attendant Extension: 09
- Message Waiting #1 = DTMF to PBX
- **Standard**
 - Password = Use this value = Enter a strong Password
 - Select TUI Passcode
 - TUI Passcode = Same as Primary Phone Extension (can only be used if extension length is 4 digits or more)
 - TUI Passcode = Use this value = 4-10 digits (if extension is less than 4 digits)
 - Attendant Extension: 09
 - Message Waiting #1 = DTMF to PBX
- **Standard - Mobile**
 - Password = Use this value = Enter a strong Password
 - Select TUI Passcode
 - TUI Passcode = Same as Primary Phone Extension (can only be used if extension length is 4 digits or more)
 - TUI Passcode = Use this value = 4-10 digits (if extension is less than 4 digits)
 - Attendant Extension: 09
 - Message Waiting #1 = DTMF to PBX

4.5.3

OPTION: MICOLLAB CLIENT SERVICE

Select MiCollab Client Services and then Configure MiCollab Client Services. Configure following options.

4.5.3.1

PBX Nodes.

- Select the PBX Node and configure.
- Set length: 5 (internal number length in the MiVoice MX-ONE).

4.5.3.2

Enterprise

Select Enterprise and then Default Account Settings

- Select appropriate Country from the dropdown list

4.5.4 OPTION: AUDIO, WEB AND VIDEO CONFERENCING

Select Audi, WEB and VIDEO conferencing and configure following options.

4.5.4.1 *Configure SIP Server*

- Select Add and configure, MX-ONE SIP Server Configuration.
Extension first: 8004
Extension last: 8006
- SIP password: 8003 (if authorization code is set to 8003 in MX-ONE for the extensions 8004-8006)
- SIP Domain: mydomain.com (domain of MX-ONE)
- IP Address: 192.168.222.100
- SIP Port: 5060

4.5.4.2 *Web Conferencing Settings*

- Select and configure Web Conference Name.
- Web conferencing Name: micollab.mydomain.com

4.5.4.3 *System Options*

Select and configure System Options:

- Platform - MiVoice MX-ONE
- Dial -in phone number 1: 8003 (Internal number to AVW)
- Dial - in Phone Number 1 Label: internal
- Dial-in Phone number 2: 8468003 (corporate number to AWW)
- Dial- in Phone number 2 Label: corporate
- Dial -in number 3 +4684428003 (Public number to AWW)
- Dial- In Phone number 3 Label: Public
- Webserver admin E-mail system.admin@mydomain.com
- Generate Alert E-mail system admin@mydomain.com
- Prompt for Access Code first: Enable checkbox
- Allow HD Video Resolutions: Enable checkbox
- Prompt to extend conference 5 minutes prior to its end time: Enable checkbox

4.5.5 OPTION: NUPOINT WEB CONSOLE

Select and NuPoint Web Console and configure following options

4.5.5.1

Offline Configuration

- Select Offline configuration/Edit Offline configuration and Duplicate Active Configuration - yes

Then select and configure following items:

a) Network Elements/Add

Type = SIP GATEWAY

Name = Mxone

IP Address = 192.168.222.100

Number of Ports = 20

b) Dialers (Pagers) (for Request playback call feature in UCA client)

Select:

- Add a "dialer"
- Number: Select Next Available
- Enter a name - Dialer
- Access code: T
- Hold Time : 20
- Add

c) Line Groups/Add

Add a line group for Voicemail connection:

Line Group Number = 1

Name = VoiceMail

Application = NuPoint Voice

User Interface = NuPoint Voice

Lines/Add

Line Triplet - next Available

Number of lines = 15

PBX = MX-ONE

Mapping = 1 (0 must not be used, see Online help - "add at Line Group)

"Save"

Pilot Number = 6001

Dialling Plan:

Length of extensions starting with...

4 = 5 digits

Voicemail

System Attendent's extension = 09

Save

d) Line Groups/Add

Add a line group for Message Waiting indication:

Line Group Number = 2

Name = MWI

Application = DTMF to PBX Dialler
User Interface = NuPoint Voice
Lines/Add
Line Triplet - next Available
Number of lines = 1
PBX = MX-ONE
Mapping = 16
Add
Pilot number = 6001
DTMF to PBX Dialler/DTMF to PBX Dialer
Pre-DN On Dial String = 1
Pre-DN Off Dial String = 0
Save

e) Line Groups/add

Add a line group for Outgoing calls from NuPoint:

Line Group Number = 3
Name = Outgoing Dialler
Application = Outbound (Pager) Dialer
User Interface = NuPoint Voice
Lines/Add
Line Triplet - next Available
Number of lines = 4
PBX = MX-ONE
Mapping = 17
Add
Pilot number = 6001
Save
Dialling Plan
Length of extensions starting with...
4 = 5 digits
Dialers (Paggers)
Select the Dialer(Pagers) created in step b) by selecting the checkbox
Save

f) Select Commit Changes and Exit and then Activate.

4.5.5.2

Active Configuration/Line Groups

- Select Active Configuration/Line groups and then Edit line group for Voicemail (Linegroup 1)
- Check that Prompt Language 1 is set to default (Do not change this).

4.5.5.3

Class of service Feature COS/14. MAS

Select Class of Service/Feature COS and then Edit FCOS number 14 (MAS)

Enable checkbox for:

051 Do not switch language for outside callers

218 Passcode NOT needed on direct calls

263 Store Caller Line Id as a phone or mailbox number

264 Play outside caller user interface (with FCOS bit 280)

280 Enable CLI Outside caller interface (with FCOS bit 264)

5

TEST ACCESS TO AWV AND NUPOINT

- Call Voice Mail (access number 6001). Get Welcome message.
- Call to AWV (access number 8003). Get prompt to enter conference code.