Overview

This Mitel COV integration offers a highly functional integration by emulating a Superset 4 telephone. This integration is available on Mitel 100, 200, and 200 Digital telephone systems.

The integration consists of six functions:

Call forward busy, ring no answer.
One touch message retrieval.
Message waiting light on/off.
Return to operator.

Requirements

Mitel SX100, 200, or 200 Digital telephone system.
COV or Superset Card (8 circuit analog COV cards must be revision E11 or higher)

Switch Programming

Set the trunk impedance to 600 ohms.

Voice Mail Port Extensions.
    Disable Camp-On.
    Enable Flash if Talking to Station.
    Enable Flash if Talking to an Incoming Trunk.
    Can Flash if Talking to an Outgoing Trunk.
    Disable "auto answer" or "hands free answering" on voice mail ports.

Enable the following voice mail port COS Options:
    Data Security.
    Station Override Security.

Enable the following station port system options.
    Can Flash if Talking to Station.
    Can Flash if Talking to and Incoming Trunk.
    Can Flash if Talking to an Outgoing Trunk.
    Call Forwarding Don't Answer Time-Out.
    Message Waiting Setup (Lamp).

Add under voicemail COS:
    Sub Attendant On (Option 106)
Enable the following station port COS options.
    Call Forwarding Don't Answer.
    External Call Forwarding Connect Enabled.

Enable the following station port COS option for the VM extension number of the last VM Port for MWI.

       Auto Outgoing Line (COS 18, Option 604)

Disable the following station port COS options.

       Automatic Callback.
       Call Forwarding Busy.
       Camp On.

Voice Mail Programming

Use switch integration number 537 for Mitel SX100 /200 COV on VS/FrontDesk voice mail systems.

On Mitel release 1005 or older, the MWI codes must be modified in the voicemail system. The MWI On code is 72,ext and the MWI Off code is 76,ext.

On Mitel with 218 software, set the switch integration number to 534 for Mitel SX50. This will use the SX50 MWI codes to turn on and off MWIs.