Overview

This document provides information on integrating a Mitel SX200 Digital PABX or Mitel SX200 Light PABX with a DuVoice voicemail COV Voice Mail. Refer to the Mitel Manual for more information.

The integration is based on the use of system abbreviated dial numbers. This eliminates several dialing steps involved in the sending and retrieving of voice mail messages.

System Requirements

Mitel 1004 or higher software.

Switch Programming

Enable the following COS options in the COV voice mail ports COS.
> COS Option 212 (Can Flash if talking to an incoming trunk).
> COS Option 216 (Data Security).
> COS Option 220 (Do Not Disturb).
> COS Option 239 (Priority Dial 0).
> COS Option 259 (Message Sending).
> COS Option 604 (Auto Line Select).

If the Duvoice voicemail is going to be used as auto attendant, also include the following COS option in the voice mail ports COS.
> COS Option 251 (Transfer Dial Tone).

Enable the following COS Options in the COS of the extensions that will have voice mail(Form 03).
> COS Option 206 (Call Forwarding – Busy).
> COS Option 207 (Call Forwarding – Don't Answer).
> COS Option 208 (Call Forwarding – External).
> COS Option 232 (Message Waiting Setup: Lamp).

Enable System Option 22 (Last Party Clear: Dial Tone), so that dial tone will be provided on a hang up to release the voice mail port.. If trunk calls are to reach the Duvoice voicemail via a forwarding system abbreviated dial number, enable System Option 21 (Incoming to Outgoing Call Forward).

For message waiting indicators:
> Enter the following codes into Feature 41 Option 2.
>> A *761 for the MWI On code.
>> A *762 for the MWI Off code.

Voice Mail Programming

Use switch integration 538 for Mitel SX200 Digital/EL COV on VS/FrontDesk voice mail systems.
By default the Duvoice voicemail uses *761 for the MWI on code and *762 for the MWI off code.