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Introduction

This file gives basic information on integrating the Duvoice VM with Mitel SX50 telephone system. Refer to the Mitel programming for more information.

Switch Hardware Required

- Mitel SX50 telephone system with MS55 software.
- One extension on a COV/Superset 4 card per Duvoice VM port is required in slot one in the Mitel cabinet.
- One analog extension for the modem is recommended. If no extensions are available wire a trunk line to the modem using a TKM switch.

Switch Programming

Command 100 System Options

REG 03(Tone And Ringing Control) = 0301411000 BIT h=0 Disconnect Tone:
Disable

REG 12(Message Waiting) = 121030 BIT c=1,BIT d=0, BIT f=0

Command 110 Feature Access Code Programming

REG 19(Hunt Group 1 Access Code) = 19491 Hunt Group Access Code =491

COS Programming: Create COS 9 For VM

Command 129 COS 9 Programming

REG 2 21100010001

BIT a(Register)=2(Register 2)

BIT b(Switchhook/Ground Button Flash)=1(Flash for Consultation Hold)

BIT c(Call Direction)=1(Bothway Calling)

BIT g(Message Waiting)=1(Enabled)

BIT k(Do Not Disturb)=1

REG 3 30011000001

BIT a(Register)=3(Register 3)

BIT d(Data Line Security)=1(Enabled)

BIT e(Call Hold)=1(Enabled)

BIT k(Voice Mail Port)=2(Message Optimization Control)

REG 4 4111100100

BIT a(Register)=4(Register 4)

BIT b(Call Forward-Follow Me)=1(Internal Only)

BIT c(Call Forward-Busy)=1(Internal Only)

BIT d(Call Forward-No Answer)=1(Internal Only)

BIT e(Call Forward Busy/No Answer)=1(Internal Only)

BIT h(Executive Busy Override Security)=1(Enabled)

REG 5 50000000000

BIT a(Register)=5(Register 5)

BIT b-j(Abbreviated Dial Numbers)=0(Disabled)

Switch Programming Continued...

REG 7 71010100
BIT a(Register)=7(Register 7)
BIT b(Superset4/420 Telephone message Programming)=1(Enabled)
BIT d(Auxiliary Attendant Position)=1(Enabled)
BIT f(Directed Call Pickup Security)=1(Enabled)

REG 8 80000
BIT a(Register)=8(Register 8)
BIT b(Extension Camp-on)=0(Disabled)
BIT c(Trunk Camp-on)=0(Disabled)
BIT d(Inward Dial Trunk Camp-on)=0(Disabled)

Superset/Station Programming: Example Slot 4 Programming

Command 304

01090000301
02090000302
03090000303
04090000304
05090000305
06090000306
07090000307
08090000308
BIT a and b(Circuit Number 01-08 for COV and DNIC Cards)
BIT c(Extension Type)=0(Extension)
BIT d(Class Of Service)
BIT e(Allow Attendant to Change Extension COS)=0(Not Allowed)
BIT f(Pickup Group)=0(No Pickup Group)
BIT g(ARS Routing Class of Service)=0(ARS Route does not apply)
BIT h(OPS Loop Length)=0(Short)
BIT i,j,k, and l(Extension Number)

Command 361 Hunt Group Programming

REG 1 100
BIT a(Register)=1(Register 1)
BIT b(Hunt Type)=0(Circular)
BIT c(Hunt Group Linking)=0(Unlinked)

REG 2-9 2301
3302
4303
5304
BIT a(Hunt Group Member Number)
BIT b,c,d and e(Hunt Group Member Extension Number)

Message Waiting Port Should Be In The Hunt Group

Command 425-4 Station Programming MWI Lines
REG 1: Extensions 301-304
01111301
01111302
01111303
01111304

Switch Programming Continued...

Command 501 Trunk Programming (Auto Attendant Day And Night)
REG 4 40501610000 Hunt Group 161
BIT a(Register)=4(Register 4)
BIT b(Dictation Trunk)=0(Disabled)
BIT c(Inter-ringing Delay)=5(5seconds)
BIT d(Day Answer Mode)=0(Direct-In-Line)
BIT e,f, and g(Day Answer Point)=161(Hunt Group 161)
BIT h(Busy Intercept)=0(Disabled)
BIT i(Do Not Disturb Intercept)=0(Disabled)
BIT j(No Answer Intercept)=0(Disabled)
BIT k(Illegal/Vacant Number Intercept)=0(Disabled)

REG 5 501610000 Hunt Group 161
BIT a(Register)=5(Register 5)
BIT b(Night Answer Mode)=0(Flexible Night Service)
BIT c,d, and e(Night Answer Point)=161(Hunt Group Number)
BIT f(DID Night Answer Point)=0(Disabled)

Call Forward Busy/No Answer Code 60 Command 110. Program Call Forward Busy/No Answer Into Room COS. Program Each Room To Call Forward To VM Hunt Group 491(60 491). Call Forward VM Ports For No Answer To Operator Extension.

VM Programming

Program VM With Switch Integration #534 (See System Configuration chapter 7 in manual)

SX50 Port Wakeup Software

The SX50 has an inherent problem with the COV ports 'falling asleep' or busying out. In order to combat this, DuVoice has created a function to check the voicemail ports hourly for dial tone. If anything other than dial tone is detected, the voice mail system will reboot itself, thus, reinitializing the COV ports.

To turn on the port wakeup software:

- Log into mailbox 97 using the technician password 8000.
- Press 5 for System Configuration, 8 For More Options, and 2 for Port Wakeup Function.
- Press 1 to toggle the Port Wakeup software.

- Enter the voice mail port extension *in order* in the For More Options section of System Configuration.
- Reboot the voice mail system and observe port one of the voice mail system call the rest of the ports.