

Title: Mitel SUPERSWITCH**Document: IN000005****Date: April 14, 2005**

Overview

This document covers installation and integration issues for the Mitel SUPERSWITCH. using Dialogic D/82 boards, including the following:

- Mitel SX-200

Throughout the remainder of this document, the term *PBX* is used to refer to any of the above models and the term *VMS* is used to refer to any model of DV2000 or DV4 unless otherwise noted.

Theory of Operation

The integration emulates a Mitel SUPERSET 430 phone.

Critical Considerations

When configuring the dialogic D/82 board the integration type should be set to MITEL_DNIC_M430.

Features Supported

Message Lights	Inband using code *76
Fwd to a personal greeting RNA	Supported
Fwd to a personal greeting Busy	Supported
Fwd to a personal greeting DND	Supported
Different Busy Greeting	
Auto Login to a mailbox	Supported
Trunk ID Multiple Tenant	
Voice Mail Transfer Button to a mailbox	
Record a call	
DID fax	
Caller ID with message	Supported
Trunk to trunk transfer (unsupervised)	
LS Disconnect	
Tone Disconnect	
Supervised Transfers	Supported
Call Screening	
Caller Queuing	

PBX Requirements and Programming

Details requirements and programming steps...

Requirements

PBX Requirements...

Programming

All VMS extensions must be set as to device type 430.

The following list contains the minimum Calls of Service (COS) settings for the VMS extensions. Those listed in **bold** are required.

OPTION	STATUS	OPTION NUM
Attendant-Timed Recall (NO ANS) 0=disable 5-240 seconds	30	115
Attendant-Timed Recall (HOLD) 10-240 seconds	30	116
Attendant-Timed Recall (CAMPON) 0=disable 5-240 seconds	30	117
Attendant Call Forward No Answer Timer 10-240 seconds	30	118
Message Waiting Setup – Lamp	ENABLED	232
Line Privacy	ENABLED	240
Transfer Dial Tone	ENABLED	251
Call Forward – Don't Answer Timer 2-6 rings	3	253
PBX Telephone – Call Hold Recall Timer 1-10 minutes	1	254
Repeated Camp-On Beeps Timer 5-15 seconds	10	255
UCD Music On Hold Timer 0-50 minutes	0	256
Display Prime As Forwarder	ENABLED	258
Message Sending	ENABLED	259
Delay Ring Timer 2-6 rings	3	263
Paging Default (0-9) (0 Gives All Enabled Zones)	0	312
Recording Failure to Hangup Timer 1-255 seconds	30	404
PBX SUPERSET Telephone – Automatic Outgoing Line	ENABLED	604
SUPERSET Tel. – Guest Rm Template (0-3)(DN)	0	610
ACD – Agent Template (0-3, 0=disable)	0	650
ACD – Supervisor Template (0-3, 0=disable)	0	651
ACD – Senior Supervisor Template (0-3, 0=disable)	0	652
Key Set/Sub Att – Call Hold Notify Timer 0-600 seconds	60	681
SMDR – Drop Calls < n Digits (0..11, disable=0)	0	803
DTRX herald Text Select (1-4)	1	905

When creating a hunt group for the Voice mail extensions you must enter all the extension numbers into the group. Then give it an access code which does not match that of another SUPERSET.

This switch gives dialtone followed by reorder tone for disconnect if Last Party Clear Dialtone System Option 22 is ENABLED. If this option is disabled then the switch will give silence for disconnect.

Voicemail Requirements and Programming

Details requirements and programming steps...

Requirements

List voicemail versions and hardware requirements

Programming

Select "Mitel Digital" as the PBX template for all ports.

It is suggested that all mailbox's are configured with the Notification template MWI On At Logoff. This will insure the MWI light remains lit if the mailbox still has new unread messages. This must be done because the switch will turn the light off when the user calls the voice mail.

Troubleshooting and Testing

Details on how to troubleshoot the integration

Conclusion

If you need further assistance please contact DuVoice Technical Support Monday - Friday 8am - 5pm Pacific Time, (425)250-2393.