

# Mitel ONS

This document provides information on integrating a Mitel SX200 Digital PABX or Mitel SX200 Light PABX with a DuVoice voicemail ONS 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 voicemail messages.

## Requirements

- Mitel 1004 or higher software.

## Switch Programming

### **Enable the following COS options in the ONS 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 261 (ONS Voice Mail Port).
- COS Option 265 (VoiceMail Speed Dial Index 0-255, must be set to the index that is set in CDE form 31 for message retrieval).
- 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).
- COS Option 245 (Abbreviated Dialing Access).

## Other

- Place all ONS voice mail extensions in the same hunt group in Form 17 (HuntGroups), and assign an access code to the group.
- Assign an access code to feature 24(Abbreviated Dial Access) in Form 02 (Feature Access Codes). Assign an access code to feature 41 (Send Message), so that the Duvoice voicemail will be able to turn on message waiting on a telephone extension.
- 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.

**Note** 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).

**CDE Form 31 (System Abbreviated Dial Entry Programming):**

Special codes entered in the System Abbreviated Dial Form (CDE Form 31) allow you to customize the PABX operation to suit the operation of the Duvoice voicemail. The special codes are:

CODE	DESCRIPTION
*1	5 second pause
*3	Insert manual digits (2digits expected)
*6	Tone out caller extension number
*9	1 second pause
**	DTMF digit *
#	DTMF digit #
0-9	DTMF digits 0-9

**The following example describes the feature’s timing requirements:**

NOTE: The ending code for any string must end with a 1 second pause.

1	2	3	4	5
Hunt Group Access Code	Pause A (*9)	Voice Mail Code ( ** or &)	Ext. Num. (*6)	Pause (*9)

1. The access code of the voice mail port hunt group.
2. Length of time required for the Duvoice voicemail to prepare to receive an optional operation code after receiving the call.
3. Digit(s) indicating the type of operation to be performed by the Duvoice voicemail. For message retrieval Duvoice voicemail is looking for a \* followed by extension number, and for Message taking Duvoice voicemail looks for a # followed by extension number.
4. Length of time required by Duvoice voicemail system to receive a mailbox number, after receiving the operation code.
5. Usually \*6 for a forwarded call. \*6 translate into the originally called party’s extension number. For non-forwarded call, \*6 translates into the caller’s extension number.
6. The shortest \*1 / \*9 combination to ensure that the Duvoice voicemail ONS voice mail port receives all of receives all of the digits. This must be included to pulse speed dial number to the Duvoice voicemail.

**Programming CDE Form 31 to integrate with the Duvoice voicemail:**

Ring no answer

- Enter an index number for message forward in the INDEX NUMBER field.
- Enter the following in the Digit String field:

- The Duvoice voicemail hunt group access code.
- Any combination of the \*1 and \*9 codes combining to result in an answer pause suitable to the voice mail system. The Duvoice voicemail should not require more than 1 second worth of pause.
- The voice mail system access code for the type of call forwarding which corresponds to the mailbox owner's call forwarding. By default the Duvoice voicemail is looking for a # followed by the extension number.
- Input a \*6 for the forwarded extension's mailbox number.
- The shortest \*1 / \*9 combination to ensure that the Duvoice voicemail ONS voiceMail port receives all of the digits. The Duvoice voicemail should not require more than 1 second worth of pause.
- CDE Dial string sample - 555\*9\*9#\*6\*9 = RNA/BNA calls In this example 555 is the hunt group

## Direct

- Enter an index number for message retrieve in the INDEX NUMBER field.
- Enter the following in the Digit String field:
  - The Duvoice voicemail hunt group access code.
  - Any combination of the \*1 and \*9 codes combining to result in an answer pause suitable to the voice mail system. The Duvoice voicemail should not require more than 1 second worth of pause.
  - The voice mail system access code for message retrieval. By default the Duvoice voicemail is looking for a \* followed by the extension number.
  - Input a \*6 for the forwarded extension's mailbox number.
  - The shortest \*1 / \*9 combination to ensure that the DuVoice voicemail ONS voice Mail port receives all of the digits. The Duvoice voicemail should not require more than 1 second worth of pause.

## Example Codes For CDE Form 31:

**Note:** The strings must end with a 1 second pause and 2 seconds between the huntgroup and the first start or pound digit.

In this example 555 will be used as the hunt group. Example:

- 555\*9\*9\*9\*\*\*6\*9 = User login calls.
- 555\*9\*9#\*6\*9 = RNA/BNA calls.

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.

Operator Console Coverage to Voicemail: In Day mode have the Console COS timer forward to Night position 1 which should be a telephone with a voice mailbox.

## DuVoice Programming

### Tone Table

The voice interface boards and the Dialogic software is tone sensitive (busy tone, ring-no-answer tone, reorder tone, etc). Each PBX is different so DuVoice has included tone tables with each DV2000. Tone tables are important for positive disconnect and for the possibility of the use of call progress or supervised transfers. Here is the instructions to select a tone table for the DV2000:

- Stop the DV2000 using Activity Monitor.
- Open the Dialogic Configuration Manager located in START/ALL PROGRAMS/INTEL DIALOGIC SYSTEM SOFTWARE/CONFIGURATION MANAGER - DCM
- A window will appear indicating the DCM could not detect devices... click OK to accept.
- Stop the Dialogic services by clicking on the STOP icon located in the menu bar of the Dialogic Configuration Manager.
- Open the properties for the voice interface board by double-clicking the Dialogic board listed.
- Click on the FILES tab to access the tone file location.
- On the lower half of the screen, there is a setting called PARAMETER and next to it is a window with the setting called TSFFILENAME. Click on the ... button to the right of this setting to browse for the tone file name.
- Locate C:\DuVoice\TONETABLES.
- Select the MITEL-ONS.TSF file and click on OPEN.
- Click on the MISC. tab to access the general settings.
- Left click on TSFFILESUPPORT and change the value to YES.
- Left click on DISCONNECTTONE and change the value to YES.
- Click OK to finish configuration.
- Click the green colored ball icon located in the menu bar of the Dialogic Configuration Manager. Close the application when done.
- Start the DV2000 using Activity Monitor.

## Testing

- Check operation after the voicemail is running.
- Check the disconnect:
  - Did the voicemail disconnect the port immediately after the phone was hung up?