

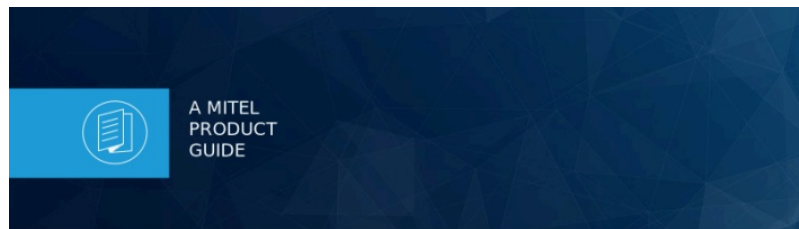


Contents [[hide](#)]

- 1 [Mitel MiCollab Platform Integration](#)
- 2 [Introduction](#)
- 3 [Supported MiCollab Applications](#)
- 4 [NuPoint Unified Messaging](#)
- 5 [MiVoice Border Gateway](#)
- 6 [MiCollab AWW](#)
- 7 [MiCollab Client](#)
- 8 [COS Settings for MiCollab Users](#)
- 9 [COS for Application Ports](#)
- 10 [Appendix A](#)
- 11 [FAQ](#)
- 12 [Documents / Resources](#)
 - 12.1 [References](#)



Mitel MiCollab Platform Integration



MiCollab Platform Integration Guide for MiVB

Release 10.0

February 2025



Introduction

This chapter contains the following sections:

- Purpose of this Guide
- Communication Platform Support
- Supported MiCollab Applications
- Client Station Support

Purpose of this Guide

This guide provides instructions on how to configure the Mitel communication platforms to support the MiCollab applications.

Communication Platform Support

All the communication platforms (network elements) must be of the same type on a single MiCollab or a multi-MiCollab site deployment. You cannot connect MiCollab to a mix of different network elements (for example, MiVoice 5000 and MiVoice MX-ONE). Also, it is not possible to change the communications server that is connected to the MiCollab system. The MiCollab system must be reinstalled and reconfigured to support a different type of communication server.

Supported MiCollab Applications

The applications supported by a MiCollab installation are dependent on the following criteria:

- Communications platform
- Deployment configuration, and
- MiCollab platform

MiVoice Business Communication Platforms

For the supported MiVoice Business communications platforms, the following MiCollab applications are supported:

- NuPoint Unified Messaging
- MiCollab Client in integrated mode; see respective section for a description of these modes.
- MiCollab Audio, Web, and Video (AWV) Conferencing.
- MiVoice Border Gateway: Refer to the MiVoice Border Gateway Installation and Maintenance Guide for a table of the supported features.

Client Station Support

MiCollab clients (for example, MiCollab End User portal, MiCollab System Administrator portal, MiCollab AWV clients, and so forth) are supported on various operating systems. Refer to the Engineering Guidelines for details.

This chapter contains the following sections:

- Introduction
- Identify the Network Elements for MiVB Systems
- NuPoint Unified Messaging
- MiVoice Border Gateway
- MiCollab AWV
- MiCollab Client
- Default Class of Service Settings
- COS Settings for MiCollab Users

- COS for Application Ports

Introduction

To manually configure the MiCollab and MiVoice Business application system resources:

1. “Identify the Network Elements for MiVB systems”.
2. Complete the basic application programming on the communications platform and on the MiCollab platform for the required applications as described in the following sections:
 - “NuPoint Unified Messaging”
 - “MiVoice Border Gateway”
 - “MiCollab AWV”
 - “MiCollab Client”
3. Configure MiCollab Client mode. Refer to the MiCollab Installation and Maintenance Guide for instructions.
4. Configure the MiCollab system application settings (for example, NP-UM ICP, NP-UM Line Groups, AWV web conference SIP server, and so forth) manually through the application administration interfaces. Refer to the application online help for instructions.
5. Add any additional users and services including the NuPoint Unified Messaging mailboxes through the Users and Services application. Under Applications, click Users and Services. Follow the instructions provided in the online help to add users. After you add a user, the MiCollab system automatically starts the services (for example, NP-UM) that you assigned to that user.
6. After you have programmed the site configuration data, it is recommended that you make a backup of the MiCollab system database.

Note:

After the MiVoice Business integration is complete, the users who are on MiCollab Server but not on DeployU are not automatically synced (Deployment Profile status Un-Deployed). Import the users into DeployU by performing a manual import function (MiCollab Client Deployment

- Import Users) or deploy the users manually from MiCollab Server Manager >

Applications

- Users and Services. For simplified MiCollab Client Deployment, refer to the MiCollab Client Deployment application online help.

Identify the Network Elements for MiVB Systems

This procedure identifies the MiVoice Business network elements for all the installed applications for Flow Through Provisioning.

1. Log into the MiCollab server manager.
2. Under Applications, click Users and Services.
3. Click the Network Element tab.
4. Click Add.
5. Complete the MiVoice Business Network Element fields.
 - Refer to the help for field descriptions.
 - Check the Use NuPoint UM IP Integration Licenses if the Network Element will support the NuPoint UM application ports.
6. If the system includes the NP-UM application, complete the following:
 - Enter the “Call Reroute First Alternative Number”.
 - Enter the “NP-UM voice mail hunt group number” in the “Call Forward Destination Directory Number” field.
 - Enter the hunt group number for the HCI Reroute Hunt Group. (This hunt group is used to enable MWI lamp on stations with mailboxes via the MiTAI application interface.)
7. Click Save.
8. If you are adding the first network element to the list, you are prompted to associate the element with the default UCC templates. If you select Yes, the network element field for the primary phone in the default templates is automatically set to the name of this network element. If you select No, you must create custom templates and associate them with this element.
9. After you save your changes to the Network Elements tab, if the network element supports the NP-UM application ports, you must activate the changes.
 - At the top of the screen, click the NuPoint activation link.
 - Click OK. Wait for the configuration to activate. This step takes the NP-UM application out of service.

10. Click Return to Server Manager in the left-hand menu

NuPoint Unified Messaging

Mitel MiVoice Business Programming

This integration uses the Mitel MiVoice Business system along with the MiTAI application. NuPoint Unified Messenger emulates virtual extensions on the MiVoice Business system. The MiVoice Business system and the NuPoint Unified Messaging server should be on the same virtual local area network.

The following sections describe the basic programming required on the MiVoice Business platform to support NP-UM. For detailed information about MiVoice Business programming, refer to the MiVoice Business System Administration Tool Help.

Note:

If you are licensed for the Record A Call optional feature and it is enabled, your telephones must be registered as 5240 devices, except for the lines that are used for Message Waiting Indication. These lines be registered as 5020 devices. If you are not licensed for Record A Call or it is not enabled, your telephones must be registered as 5020 devices.

Program Voicemail Ports

1. Log into the MiVoice Business System Administration Tool.
2. In the Class of Service Options form, program COS 82 for the voicemail ports and the sets.

COS OPTIONS FOR MESSAGE WAITING PORTS	VALUE
HCI/CTI/TAPI Call Control Allowed	Yes
HCI/CTI/TAPI Monitor Allowed	Yes
Public Network Access via DPNSS	Yes
COV/ONS/E&M Voice Mail Port	Yes

3. In the Class of Service Options form, program COS 83 for the Record-A-Call ports.

COS OPTIONS FOR MESSAGE WAITING PORTS	VALUE
HCI/CTI/TAPI Call Control Allowed	Yes
HCI/CTI/TAPI Monitor Allowed	Yes
Public Network Access via DPNSS	Yes
COV/ONS/E&M Voice Mail Port	Yes

4. Program COS number 84 with the following options for the MWI port(s).

COS OPTIONS FOR MESSAGE WAITING PORTS	VALUE
HCI/CTI/TAPI Call Control Allowed	Yes
HCI/CTI/TAPI Monitor Allowed	Yes
COV/ONS/E&M Voice Mail Port	Yes
Do Not Disturb Permanent	Yes

5. In the Shared System Options form, program the system options.

Note:

The system option “DPNSS/QSIG Diversion Enabled” must be set to Yes in order for the called extension number to forward to voice mail across an E1 DPNSS integration

6. In the System Options form, program the Set Registration Access Code value (for example: ***) and the Set Replacement Access Code value (for example: ###).
7. In the Feature Access Codes form, program the Message Waiting Activate code (for example, *33) and the Message Waiting Deactivate code (for example, #33).

Program Voicemail Hunt Group and Ports

1. In the Hunt Group form, program a voicemail hunt group with the following parameters:

- Hunt Group: Enter a unique directory number for the hunt group pilot number (default applied by MiCW = 7000)
 - Hunt Group Mode: Circular
 - Hunt Group Priority: Set a hunt group priority (Default 64)
 - Hunt Group Type: Voicemail
2. In the Telephone Directory form, assign the name “NuPoint Voicemail” to the Hunt Group directory number.
 3. In the User and Services Configuration form, create virtual voicemail ports. For each port:
 - Number: Enter a unique directory number
 - Device Type: Enter 5020 IP for devices with voicemail only; enter 5240 IP for devices with voicemail and record-a-call functionality. (To obtain record-a-call functionality you must purchase the Record-a-Call option for your NP-UM licenses).
 - Hot Desk User: No
 - Voice Mail: No
 - Class of Service Day: COS (Day) (Night 1) (Night 2) = Enter COS 82 for voicemail only; enter COS 83 for voicemail ports with record-a-call functionality
 - Class of Restriction Day: COR (Day) (Night 1) (Night 2) = 1.
 4. In the Hunt Group form, add all the directory numbers of the voicemail ports to the “NuPoint Voicemail” hunt group (default applied by MiCW is four members starting at extension number 6001).

Program Record-A-Call Hunt Group

(Only required if you have purchased Record-a-Call option for your NP-UM licenses.)

1. In the Hunt Group form, program a Record A Call hunt group and enter the following parameters:
 - Hunt Group: Enter a unique directory number for the hunt group pilot number (default applied by MiCW = 6500)
 - Hunt Group Mode: Circular
 - Hunt Group Priority: Set a hunt group priority (Default 64)
 - Hunt Group Type: Recorder
2. In the Telephone Directory form, assign the name “Record A Call” to the Hunt Group

directory number.

3. In the Hunt Group form, add the directory numbers of the voicemail ports to the “Record A Call” hunt group (that is, add the same members that you added to the “NuPoint Voicemail” hunt group).

Program Message Waiting Indication

You can program Message Waiting Indication to flash a lamp on a user’s phone when the user has a voice mail message waiting in their mailbox. There are two possible configurations:

- You can configure the system to use DTMF signaling to send the message waiting indication to the voicemail port. This configuration supports multiple MiVoice Business network elements in a cluster, but requires an additional voicemail port.

OR

- You can configure an HCI Reroute phantom hunt group to route the message waiting signals to the user voice mailboxes. This configuration is only supported for one MiVoice Business system, but it doesn’t use a voicemail port.

To program MWI indication using DTMF signaling:

1. In the User and Services Configuration form, create a virtual port:
 - Number: Enter a unique directory number
 - Device Type: 5020 IP
 - Hot Desk User: No
 - Voice Mail: No
 - Class of Service Day: COS (Day) (Night 1) (Night 2) = COS 84
2. In the Hunt Group Assignment form, add the directory number to the NuPoint MWI Hunt Group as the last member of the Voicemail hunt group.

To support MWI indication using HCI Reroute:

1. In the Hunt Group form, program a HCI Reroute Phantom hunt group and enter the following parameters:
 - Hunt Group: Enter a unique directory number for the hunt group pilot number
 - Hunt Group Mode: Circular

- Hunt Group Priority: Set a hunt group priority (Default 64)
 - Hunt Group Type: HCI Reroute
2. In the Telephone Directory form, assign the name “HCI Reroute” to the Hunt Group directory number.
 3. In the Call Rerouting Assignment forms, program the system to route the message waiting signals to the user voicemail boxes. Refer to the MiVoice Business System Administration Tool for instructions on how to configure call rerouting.

MiCollab Programming for NuPoint Unified Messaging

1. Log into the MiCollab Administration portal.
2. Under Applications, click NuPoint Web Console.
3. Click Edit Offline Configuration.
4. Click Duplicate to copy the current Active Configuration (1) to the Offline Configuration.

Create Voice Mail Line Group

1. Click Line Groups and then click Add.
2. Create a line group for the standard voice mail ports. This line group will correspond to the voicemail hunt group that you programmed on the MiVoice Business system.
 - Click the Lines tab
 - Enter a line group number or click Next Available to select the next available line group number.
 - Enter “Voice Mail” in the Name field
 - Set the Application field to “NuPoint Voice”.

Figure 1: Adding Voice Mail Line Group

3.

Your OFFLINE configuration has changed. You must commit and activate the configuration to apply the changes to your system. ?

Add Line Group

Save Cancel

Line Group Number: 1 Next Available

Name: Voice Mail

Application: NuPoint Voice

User Interface: None

Fax group connection: None

Lines Dialing Plan Voicemail Dial Strings

Lines

Add Edit Delete

☐ Line Triplet Device Extension or Port

Save Cancel

Click Dialing Plan.

- Select Standard Mode
- Set the dialing plan to v,v,v,v,v,v,v,v,3 as show in the following graphic:

Figure 2: Voice Mail Line Group Dialing Plan

Lines Dialing Plan Voicemail Dial Strings

Dialing Plan

☒ Standard Mode

Length of extensions starting with...

1 : Variable Standard

2 : Variable Standard

3 : Variable Standard

4 : Variable Standard

5 : Variable Standard

6 : Variable Standard

7 : Variable Standard

8 : Variable Standard

9 : 3 digits Standard

☐ Classic Mode

Dialing Plan: v,v,v,v,v,v,v,v,3

Save Cancel

4. Leave the Voicemail and Digit Strings tabs at the default settings.
5. Add the lines to the group and map them to the MiVoice Business voice mail hunt group extensions:

- Under Lines, click Add
 - Enter a line number or click Next Available to select the next available line number.
 - Enter the number of lines that you want to add. This number should equal the number of MiVoice Business voice mail hunt group extensions.
 - Select the name of the PBX.
 - In the Mapping field enter the first extension number from the MiVoice Business voice mail hunt group. After you click Add the specified number of extensions will be added consecutively. If the hunt group extension numbers are not consecutive, add each extension number individually.
 - Click Add.
6. Click Save.
7. After you save your changes to the Network Elements tab, if the network element supports the NP-UM application ports, you must activate the changes.
- At the top of the screen, click the NuPoint activation link.
 - Click OK. Wait for the configuration to activate. This step takes the NP-UM application out of service.
8. Click Return to Server Manager in the left-hand menu.

Figure 3: Adding Lines to Voice Mail Line Group

The screenshot shows the 'Lines' configuration page in the MiVoice Business administration portal. At the top, there are 'Save' and 'Cancel' buttons. Below them, the 'Line Group Number' is set to '1'. The 'Name' field contains 'Voice Mail'. The 'Application' dropdown is set to 'NuPoint Voice'. The 'User Interface' dropdown is set to 'None'. The 'Fax group connection' dropdown is set to 'None'. Below these fields are tabs for 'Lines', 'Dialing Plan', 'Voicemail', and 'Dial Strings'. The 'Lines' tab is active, showing a table with columns for 'Line Triplet', 'Number of lines', 'PBX', 'Mapping', and 'Extension or Port'. A 'Lines' dialog box is open over the table, allowing for adding, editing, or deleting lines. The dialog box contains fields for 'Line Triplet' (set to '1:0:1'), 'Number of lines' (set to '10'), 'PBX' (set to '3300ICP'), and 'Mapping' (set to '1001'). There is a 'Next Available' button next to the 'Line Triplet' field. The dialog box also has 'Add', 'Edit', and 'Delete' buttons at the top and 'Save', 'Add', and 'Cancel' buttons at the bottom.

MiVoice Border Gateway

MiVoice Border Gateway (Teleworker Services, SIP Trunking, and Secure Call Recording) is supported with MiVoice Business.

Teleworker Service

There is no additional programming required on the communication platform to support teleworkers.

1. Log into the MiCollab Administration portal.
2. Under Applications, click MiVoice Border Gateway.
3. On the Status-Dashboard and Configuration – Setting tabs, ensure that the following parameters are programmed:

WEB PAGE TAB	SETTINGS	PROGRAMMING STEP
Dashboard	MBG Status	Enabled.
	Courtesy down?	Enabled (Checked)

Configuration	G.729 Transcoding	Set to False.
	Local Streaming	Set to True.

4. The MiVoice Border Gateway allows the MiCollab server in LAN mode to manage MBG services that are running on a single MiVoice Border Gateway (MBG) server located in the DMZ. To support this configuration, you must create a cluster on the MBG server with the MiCollab server and MBG server as the only members of the cluster.

Note:

Refer to the MiCollab Engineering Guidelines for MBG firewall requirements.

SIP Trunking

1. Log into the MiCollab Administration portal.
2. Under Applications, click MiVoice Border Gateway.
3. Click the Configuration tab.
4. Edit the default SIP settings and enable SIP trunk support and from this tab. Refer to the MiVoice Border Gateway online help and the MBG Installation and Maintenance guide for instructions.

Secure Recording Connector

1. Log into the MiCollab Administration portal.
2. Under Applications, click MiVoice Border Gateway.
3. Refer to the MiVoice Border Gateway online help and the MBG Installation and Maintenance guide for instructions on how to configure sets with secure call recording.

MiCollab AWW

MiCollab AWW application is supported on MiCollab for MiVoice Business. You must configure these systems to support the MiCollab Audio, Web and Video Conferencing application that is installed on the MiCollab server.

Refer to the MiCollab AWW Administrator's Online Help on the Mitel Customer

Documentation site for instructions. Refer to the MiCollab Engineering Guidelines for MBG firewall requirements.

Install MiCollab AWW Conferencing Client for all Users (as administrator)

If you are running in a networked environment, you can (as the administrator of the computers) install MiCollab Audio, Web and Video Conferencing Client for all users. This is usually done in a Terminal server or Citrix environment.

If you wish to do this, download the executable file from <http://<MiCollab Audio, Web and Video Conferencing server FQDN>/wd/MiCollab Audio, Web and Video ConferencingClient-admin.exe> and follow the instructions.

Note:

You must have Administrator privileges to install MiCollab Audio, Web and Video Conferencing Client for all users. The software must be placed in a location that all users can access. If a user on the system already has the MiCollab Audio, Web and Video Conferencing Client installed on their machine locally, that version takes precedence over the administrator-installed version.

Configure Communications Platform for AWW

Configure MiVoice Business for AWW

When the system platform you are using is the MiVoice Business, configure it first before you enter the SIP Server Configuration information in MiCollab Audio, Web and Video Conferencing. This allows the MiVoice Business to communicate and operate with the MiCollab Audio, Web and Video Conferencing product installed on the MiCollab server.

Configure the MiVoice Business as follows:

- “Configure SIP Device Capabilities”
- “Configure SIP Peer Profiles”
- “Configure Extended Hunt Groups”
- “Configure Class of Service (COS)”
- “Create IP Devices”
- “Create a Hunt Group”

Configure SIP Device Capabilities

MiCollab Audio, Web and Video Conferencing is configured as a SIP extension on the MiVoice Business and allows the two to communicate. If the SIP Session Timer times-out before the system establishes a session with MiCollab Audio, Web and Video Conferencing, the session is torn down and the call does not complete. Configure the SIP device to prevent a scenario where attendees may be inadvertently dropped when an outgoing call is place during a conference.

Configure SIP Device Capabilities and set the following:

- Replace System based with Device based In-Call Features: Set to Yes.
- Session Timer: Set value to 0.
- SDP Options/Allow Device To Use Multiple Active M-lines: Set to Yes.

To ensure proper Caller ID is displayed, set the following in SIP Device Capabilities :

- Allow Display Update: Set to Yes
- Use P-Asserted Identity Header: Set to Yes.

Configure SIP Peer Profiles

When using SIP trunks, also ensure that SIP Peer Profile for both ends of the SIP trunk are set to the following:

- Allow Display Update: Set to Yes
- Use P-Asserted Identity Header: Set to Yes

Configure Extended Hunt Groups

It is only necessary to configure Extended Hunt Groups when more than 65 MiCollab Audio, Web and Video Conferencing User Licenses are purchased. Configure the MiVoice Business for Extended Hunt Groups to allow you to program a hunt group with more than 64 members.

Note:

When selecting Extended Hunt Groups, the Hunt Group capacity of the system changes from 176 hunt groups with a maximum of 64 members each, to 16 hunt groups with a

maximum of 240 members each. Although you can program more, only one 240-member hunt group is recommended per system.

Configure License and Option Selection, and then set Extended Hunt Group to Yes.

Configure Class of Service (COS)

Create a new COS for MiCollab Audio, Web and Video Conferencing SIP ports by modifying the default COS configuration. This COS is assigned to the hunt group you create for MiCollab Audio, Web and Video Conferencing, see “Create a Hunt Group”. Configure Class of Service Options/Assignment for COS you will use for MiCollab Audio, Web and Video Conferencing ports, and then set Suppress Simulated CCM after ISDN Progress to Yes.

Create IP Devices

Create IP devices on the system for conferencing extensions on MiCollab Audio, Web and Video Conferencing.

Add a new device and configure the Multiline IP Set Configuration. Complete the following information for the multiline IP set range:

- Enter the number of records to add: The number of IP devices that you are creating. Typically, the value entered equals the number of MiCollab Audio, Web and Video Conferencing User Licenses purchased.
- Device Type: Select Generic SIP Phone from the list.
- Number: Type the starting extension number. If the extension numbers are consecutive (recommended) increment by 1.
- Interconnect Number: Type 1 .

Create a Hunt Group

Program a hunt group for dialing into a conference using the IP devices you created. Configure the Hunt Group Assignment. Complete the following information for the hunt group range:

- Enter the number of records to add: Type 1 (typical) for the number of hunt groups you are creating.
- Hunt Group: Type an extension number for the hunt group.
- Class of Service Day: Type the number of the COS you created earlier, see “Configure

Class of Service (COS)". Default is 1.

- Class of Service – Night1: Type the number entered for Class of Service Day. Default is 1.
- Class of Service – Night2: Type the number entered for Class of Service Day. Default is 1.
- Hunt Group Priority: Leave as the default value, which is 64.
- Hunt Group Type: Select Voice from the list.

Add a member to the Hunt Group Assignment, and then complete the following information for the hunt group member range:

- Enter the number of records to add: This is the number of IP devices that you added previously, see "Create IP Devices".
- Number: Type the starting extension number. If the extension numbers are consecutive (recommended), increment by 1.

Note:

AWV SIP extension numbers must consist of digits 0 to 9 only. The * and # characters are not supported.

MiCollab Client

The MiCollab Client application is supported on MiCollab for MiVoice Business systems. You must configure these systems to support the MiCollab Client clients (MiCollab Client deskphones or MiCollab Client softphone users).

MiCollab Client Integrated Mode

If your site includes the MiCollab Client application,

- Integrate the MiCollab Client database with the MiCollab database by running the MiCollab Client Integration wizard.

Refer to the MiCollab Installation and Maintenance Guide to determine if you should run the MiCollab Client Integration Wizard and use MiCollab Client integrated mode.

MiCollab Client Application Configuration

Refer to the following sections in the MiCollab Client Administrator Guide for configuration information:

- Configure the PBX
- Configure Integrated Applications
- Access the MiCollab Client Administration Page
- Provision MiCollab Client
- Install Desktop Client
- Install Mobile Client

Note that you must enable the following Nupoint UM FCOS options to allow the MiCollab Client Desktop client to control voice mail calls:

- FCOS 289 Enable UM-SMTP
- FCOS 290 Enable UM-Web
- FCOS 295 Enable UM Pro

For simplified MiCollab Client Deployment instructions, refer to the MiCollab server manager help.

Note:

To enable remote client station to log in and to enable MiCollab Mobile Client users to establish connections, you must install an SSL Certificate on the MiCollab and MBG servers. Refer to the online help associated with the Web Server Certificates page for instructions.

MiCollab Client User Provisioning

If your system is in MiCollab Client integrated mode, you provision MiCollab Client services from the USP application.

Firewall Requirements

Refer to the MiCollab Engineering Guidelines for MBG firewall requirements.

Default Class of Service Settings

The following tables list the COS settings that the Mitel Configuration Wizard applies to

the MiVoice Business system and the MiCollab application services (where applicable). If you manually configure the MiVoice Business system and MiCollab applications, then you must program these Class of Service Option settings into the MiVoice Business system through the System Administration Tool. The corresponding COS option number must also be programmed into the Network Elements page of the Users and Services application. If you choose to manually program these COSs, it is recommended that you use the default COS numbers that are applied by the Mitel Configuration Wizard. For simplicity, only the deltas from the default Class of Service settings are listed. Therefore, to manually create a required COS, select the COS number and then apply the settings specified below. On an existing MiVoice Business system, if a COS number (for example COS 11) is already in use, you will need to modify your COS programming to free up the required COS. Note that you can use the Copy button in the Class of Service Assignment form to copy existing settings to a different COS number. You can also use the Copy button to copy the default settings from a blank COS to one of the required COS numbers if the COS has been modified.

COS Settings for MiCollab Users

If you use the Mitel Configuration Wizard to configure a MiVoice Business system with the MiCollab applications, the wizard automatically creates COS 11 and 13 with the required settings for Hot Desk users on the MiVoice Business system. However, you must manually configure COS 11 and COS 13 into the MiCollab user templates.

Table 1: Default Hot Desk User COS's

Option	Hot Desk User COS's (Default)	
	User (COS 11)	VM User with RAC (COS 13)
ACD Silent Monitor Accept	Yes	Yes
ACD Silent Monitor Allowed	Yes	Yes

ACD Silent Monitor Notification	Yes	Yes
Group Presence Control	No	No
Group Presence Third-Party Control	No	No
Hot Desk External User Answer Confirmation	No	Yes
Hot Desk External User Permanent Login	Yes	Yes
Hot Desk Login Accept	Yes	Yes
Hot Desk Remote Logout Enabled	Yes	Yes
Record a Call – Active	No	Yes
SMDR Internal	Yes	Yes
Work Timer	20 s	20 s

Note:

If MiCollab Client is integrated into MiCollab, you must manually set the following options for COS 11 and 13:

- “Group Presence Control” to Yes
- “Group Presence Third Party Control” to Yes
- “Voicemail Softkey Allowed” to No

Note:

If MiCollab Client is integrated into MiCollab, you must manually set the following options

for COS 20, 21, and 22:

- “Group Presence Control” to Yes
- “Group Presence Third Party Control” to Yes
- “Voicemail Softkey Allowed” to No

COS for Application Ports

The wizard creates COS 82, 84, and 85 for the NuPoint Unified Messaging application and the Speech Auto Attendant application with the required settings for the ports:

Table 2: Default NuPoint Unified Messaging Ports COS's

Option	NP Ports COS (Default)	NP MWI Ports COS (Default)	Speech AA Ports COS (Default)
	(COS 82)	(COS 84)	(COS 85)
Calling Party Name Substitution	No	No	Yes
COV/ONS/E&M Voice Mail Port	Yes	Yes	No
Dialled Night Service	No	No	Yes
Display Dialed Digits during Outgoing Calls	No	No	Yes
Do Not Disturb Permanent	No	Yes	No

HCI/CTI/TAPI Call Control Allowed	Yes	Yes	Yes
HCI/CTI/TAPI Monitor Allowed	Yes	Yes	Yes
Public Network Access via DPNSS	Yes	No	Yes

The wizard creates COS 86 with the required settings for the MiCollab AWW ports:

Table 3: Default AWW Ports COS

Option	AWW Ports COS (Default)
	(COS 86)
Suppress Simulated CCM after ISDN Progress	Yes

Appendix A

This chapter contains the following sections:

- Voice Prompts

AUDIO, WEB AND VIDEO CONFERENCING VOICE PROMPTS

Voice Prompts

The following table lists the English (United States) voice prompts available in the MiCollab Audio, Web and Video Conferencing product. The prompt numbers and names listed are the same for all available languages.

The following table lists the English (United States) voice prompts.

#	Prompt Name	Script
---	-------------	--------

0	TURN_OFF_MUSIC	To turn off the music, press one.
1	WELCOME	Welcome to the conference center.
2	ENTER_PIN	Enter an access code, and then press #. To cancel, press *.
3	CANCELLED_RETRY	Cancelled. Please try again.
4	FIRST_BADPIN	That access code isn't recognized — please try again.
5	NEXT_BAD_PIN	That access code isn't recognized.
6	REENTER_PIN	To enter another code, press *.
7	REENTER_END	To enter another code, press *, or to end this call , press #.
8	REENTER_ASSIST	To enter another code, press *, or for assistance, press zero.
9	SAY_NAME	At the tone, say your name and then press #. <b eep>
10	NO_LEADER	The leader hasn't activated this call yet. Please stay on the line.
11	GOODBYE	Thank you for calling the conference center. Goodbye.
12	CONNECTING	One moment while your call is connected.
13	TOO_EARLY	That conference hasn't started yet.

14	TOO_LATE	That conference has already ended.
15	CALL_NOT_AVAIL	That conference isn't available now.
16	NO_OPER	I'm sorry, the operator isn't available now.

#	Prompt Name	Script
17	FIRSTCALLER	You're the first person in this conference. Please stay on the line.
18	CAN'T_COMPLETE	Sorry, we're unable to complete your call.
19	CALLER_UNAVAIL	That person isn't available right now.
20	ZERO	Zero
21	ONE	One
22	TWO	Two
23	THREE	Three
24	FOUR	Four
25	FIVE	Five
26	SIX	Six
27	SEVEN	Seven
28	EIGHT	Eight
29	NINE	Nine
30	ONE_MOMENT	One moment, please.

31	NO_PORTS	All circuits are busy. Please try again in a few minutes.
32	DBL_POUND	At any time, you may press the # key twice for a list of options.
33	RECORDING_END	The recording has ended. To start again, press one. Otherwise, you may hang up.
34	PAUSED	Paused. To resume, press two.
35	RECORDINGS	Recordings
36	DIALOUT_CONFIRM	You've been invited to a conference call. To join, press one. To decline, press two.
37	DECLINED	Invitation declined. Goodbye.
40	LIST_NAMES	For a list of names, press three.
41	PLACE_CALL	To place a call, press two.
42	NO_NAMES	Names are not available.
43	RETURN_CONF	To return to the conference, press *.
44	INVALID_OPTION	Sorry, that's not a recognized option.
45	OPTION_NA	Sorry, that option isn't available.
46	RETURNING	Returning to conference.
47	2ND_LEG_2WAY	Do you want to keep this call? To keep the call and return to the conference, press one. To drop the call and return, press two.

48	BUSY	That number is busy.
49	CALL_2WAY	To return to the conference, press *. To try an other number, press one.

#	Prompt Name	Script
50	CANT_JOIN	I'm sorry. The call leader hasn't give n approval for you to join this confer ence. Goodbye.
51	HUNG_UP	The person you called is no longer on the line.
52	INCOMPLETE_CALL	Sorry, we couldn't complete your cal l.
53	JOINING	Now joining...
54	NAME_2WAY	I'm not sure if you recorded a name. To keep this recording, press one. T o try again, press two.
55	NEXT_NO_NAME	Sorry, I still didn't hear you say a na me. You can' t join the conference u ntil you record your name. To try ag ain, press one.
56	NO_ANSWER	There's no answer at that number.
57	MAGIC_KEY	Ready to place a call. To return to t he conference at any time, press th e * key twice.
58	NO_NAME	Sorry, I didn't hear you say a name.
59	RECORD_CANCELLED	Recording cancelled.

60	ROLLCALL	To cancel the list at any time, press *.
61	ROLLCALL_2WAY	To return to the conference, press *. To repeat the list, press one.
62	CANCELLED	Cancelled.
63	ENTER_NUMBER	Enter a phone number. When you have finished, press #.
64	DIAL_ANOTHER	Cancelled. You may dial another number now, or to return to the conference, press *.
65	INVALID_PHONE	Sorry, we're unable to call that number. You may dial another number now, or to return to the conference, press *.
66	INVALID_PHONE2	Sorry, that phone number isn't valid.
67	COUNT1	There are...
68	COUNT2	...people in this call.
69	TEN	Ten
70	ELEVEN	Eleven
71	TWELVE	Twelve
72	THIRTEEN	Thirteen
73	FOURTEEN	Fourteen
74	FIFTEEN	Fifteen
75	SIXTEEN	Sixteen

76	SEVENTEEN	Seventeen
77	EIGHTEEN	Eighteen
78	NINETEEN	Nineteen
79	TWENTY	Twenty

#	Prompt Name	Script
80	THIRTY	Thirty
81	FORTY	Forty
82	FIFTY	Fifty
83	SIXTY	Sixty
84	SEVENTY	Seventy
85	EIGHTY	Eighty
86	NINETY	Ninety
87	HUNDRED	Hundred
88	OPTIONS	Options.
89	DROPPED	The call has been dropped.
90	ONE_CALLER	There is one person in this call.
91	MUTE	To mute your line, press one.
92	UNMUTE	To unmute your line, press one.
93	NUMCALLERS	To hear the number of callers, press three.

94	CHECK_RETURN	To return to the conference, press * now. Other wise select from the following options...
95	NAMES	Names.
96	DIALOUT_NO_PORTS	All circuits are busy. Please try your call again in a few minutes.
97	RECORD	This call is being recorded.
98	REC_STOP	The recording has been stopped.
99	TRY LATER	Please try your call again in a few minutes.
100	JOIN_TONE	<Rising beep tone>
101	LEAVE_TONE	<Descending beep tone>
102	MUTE_TONE	<double beep tone>
103	UNMUTE_TONE	<triple beep tone>
104	DIALTOJOIN	To join the call press one.
105	EOCP_CONFWILLEND	This conference will end in...
106	EOCP_MINUTES	...minutes.
107	EOCP_ENDNOW	Please conclude your conference now to avoid being disconnected when this conference terminates.
108	EOCP_LDREXTEND	The designated leader will now be asked to extend this conference. You may continue this conference while the leader is away.

109	EOCP_LDRMNU1	Extend conference. Press the * key to cancel and return to the conference at any time.
110	EOCP_LDRMNU2	To extend the conference for 15 minutes, press one; for 30 minutes, press two, for 45 minutes, press three; for 60 minutes, press four.

#	Prompt Name	Script
111	EOCP_EXTGOOD	This conference has been extended successfully.
112	EOCP_EXTFAIL	I'm sorry, currently there are not enough ports available to extend this conference for that length of time.
113	EOCP_TOOLONG	Please select a shorter extension period...
114	EOCP_ENDED	This call has ended. Goodbye.
115	EOCP_LDRMNU3	...or press the * key to return to the conference.
116	AUDIO_LOCKED	This conference has been locked by the leader.
117	AUDIO_LK_MNU1	To lock this conference, press 5.
118	AUDIO_LK_MNU2	To unlock this conference, press 5.
119	AUDIO_LK_ST_1	This meeting is now locked.
120	AUDIO_LK_ST_2	This meeting is now unlocked.

121	PID_TOGGLE	To enter a Personal ID, press star.
122	PID_SELECT	Enter your Personal ID, then press pound.
123	ACODE_TOGGLE	To enter an Access Code, press star.
124	PID_SKIP	To skip your Personal ID, press star.
125	PID_RETRY	That Personal ID isn't recognized, please try again.
126	PID_FINAL	That Personal ID isn't recognized.
127	PID_APPROVAL	Access to this conference requires leader approval.
128	PID_LEADER	Contact your Conference Leader to accept your request to attend this conference.
129	PID_MNU_4	To enter your Personal ID, press 4.
130	PID_MNU_RET	To return to the conference, press star.
131	PID_NOT_REG	That Personal ID isn't registered for this conference.
132	PID_CHG_FAIL	There was an error when attempting to change your Personal ID.
133	ACODE_SELECT	Enter an Access Code, then press pound.

134	JOIN_MUTED	Your audio is muted. You can hear the conference but cannot speak unless enabled by the conference leader.
135	DUPLICATE_PID	This conference restricts duplicate Personal IDs. That Personal ID is already in use.
136	AUDIO_ONLY_CONF	You have accessed an audio-only conference. Video is not available.

mitel.com

Copyright 2025, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation, including itself and subsidiaries and authorized entities. Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means -electronic or mechanical – for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos and graphics (collectively “Trademarks”) appearing on Mitel’s Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC), its affiliates, parents, or subsidiaries (collectively “Mitel”) or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for

additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks> .

®,™ Trademark of Mitel Networks Corporation

© Copyright 2025, Mitel Networks Corporation


All rights reserved

FAQ

- **Q: Can I connect MiCollab to different network elements?**

A: No, all communication platforms must be of the same type on a single MiCollab or multi-MiCollab site deployment.

Documents / Resources

	Mitel MiCollab Platform Integration [pdf] User Guide MiCollab Platform Integration, MiCollab, Platform Integration, Integration
---	--

References

- [User Manual](#)

Integration, MiCollab, MiCollab Platform Integration, Mitel, Platform

Mitel Integration

Leave a comment

Your email address will not be published. Required fields are marked *

Comment *

Name

Email

Website

☐ Save my name, email, and website in this browser for the next time I comment.

Post Comment

Search:

e.g. whirlpool wrf535swhz

Search

[Manuals+](#) | [Upload](#) | [Deep Search](#) | [Privacy Policy](#) | [@manuals.plus](#) | [YouTube](#)

This website is an independent publication and is neither affiliated with nor endorsed by any of the trademark owners. The "Bluetooth®" word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. The "Wi-Fi®" word mark and logos are registered trademarks owned by the Wi-Fi Alliance. Any use of these marks on this website does not imply any affiliation with or endorsement.