



Configuration Note 77145

Mitel SX2000* COV Mitel SX2000 Light* COV

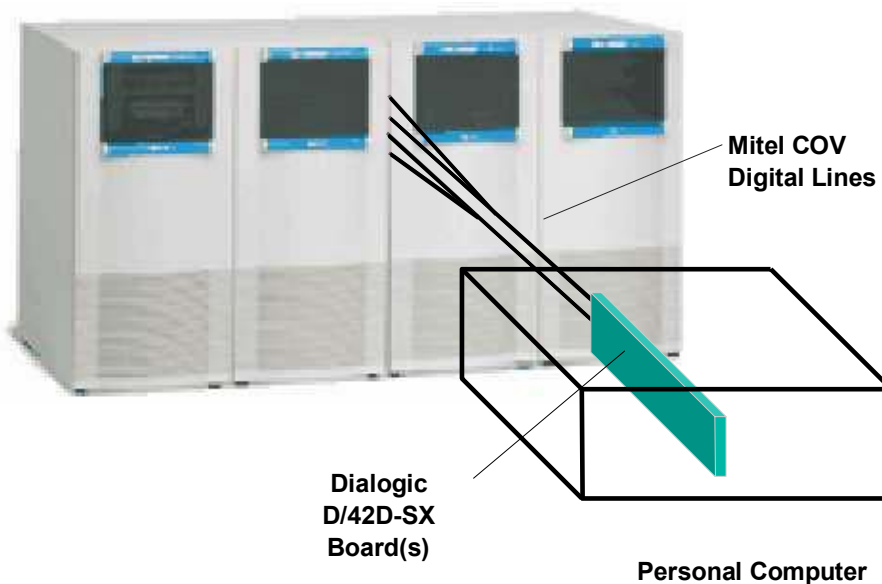
Revised 6/2/99

Octel 50

Voice Processing

Module

Mitel SX- 2000 Light



**Communications with the
SX2000 is achieved by
emulating a Superset 4
Telephone**

1.0 METHOD OF INTEGRATION

Set Emulation. The Dialogic D/42-SX voice board emulates a Superset 4* telephone. Call forward to personal greeting is achieved by digital data being sent simultaneously with the call to the Octel 50. Message waiting indicators are set and canceled by dialing a soft key feature access code prefix, the subscriber's extension, followed by a suffix code. A hookflash followed by the extension transfers the caller to the operator

**Supported Voice Processing
Modules**

1.1 SUPPORTED VOICE PROCESSING MODULES

The Octel 50 is a Year 2000 (Y2K) compliant, PC based, enhanced voice messaging product release intended to replace the Smooth Operator, Smooth Operator Ultra Lite, Smooth Operator Lite and Cooperator product lines.

Disclaimer: Configuration Notes are designed to be a general guide reflecting Lucent Technologies - ECAG experience configuring its systems. These notes cannot anticipate every configuration possibility given the inherent variations in all hardware and software products. Please understand that you may experience a problem not detailed in a Configuration Note. If so, please notify Sales Engineering at (408) 324-3066, and if appropriate we will include it in our next revision. ECAG accepts no responsibility for errors or omissions contained herein.

2.0 ORDERING INFORMATION

Ordering Information

This integration will support 16
ports.

PBX hardware requirements

PBX software requirements

Additional Material Requirements

2.0 OCTEL 50 ORDERING INFORMATION

This integration supports up to 16 Octel 50 ports.

Dialogic and Brooktrout kit versions of this product are available depending on the application.

For existing systems with greater than 16 ports please consult with your sales representative.

3.0 PBX HARDWARE REQUIREMENTS

- COV Line Card (6 port) 9109-020-000

3.1 PBX SOFTWARE REQUIREMENTS

- Supported Software: MS2000-MS2007
- Automatic Route Select (ARS) - for Outcalling and networking

NOTE:

For installations at Mitel software MS2003, release H10.16A should be used. This software level corrects the problems with message- waiting notification caused by insufficient message-waiting buffers.

3.2 ADDITIONAL MATERIAL REQUIREMENTS

- A Personal Computer with a millennium-compliant version of DOS is required to support the messaging system hardware and software. Chapter 2 of the Installation Guide provides minimum hardware requirements for identifying this item.
- When using the Dialogic D/42D-SX™ you will need:
 - One RJ-14 jack with 4-conductor line cord for every two Octel 50 ports
- If FaxMail is installed.
 - One analog line per Tr112™ port.
 - Two RJ-11 Jacks with 4-conductor line cord for every Brooktrout 2 port Tr112™ board.
- For optional remote service pack:
 - Remote maintenance modem (28.8 kbps minimum) - External.
 - Request one analog line for remote service access. In addition order one RJ-11 Jack and 1-conductor modular telephone cord.
- For optional battery power backup:

- Uninterruptable power supply (UPS) and cable (requires a single serial port).

4.0 SUPPORTED FEATURES

[✓] Items are supported

Supported integration features

System Forward to Personal Greeting		Message Waiting	
All Calls	[✓]	LCD Display	[✓]
Ring/no answer	[✓]	LED	[✓]
Busy	[✓]	Lamp	[]
Busy/No Answer	[✓]	Audible / Stutter Dial Tone	[✓]
Do Not Disturb	[✓]	Multiple Return to Operator	[✓]
Station Forward to Personal Greeting		Direct Call	[✓]
All Calls	[✓]	Auto Attendant	[✓]
Ring/no answer	[✓]	Outcalling	[✓]
Busy	[✓]	Personal Greeting of Original-Called Party	
Busy/No Answer	[✓]	Multiple Call Forward	[✓]
Do Not Disturb	[]	Double Call Forward	[]
Flexible Forwarding		Call Coverage	[]
Forward to No Answer Greeting	[✓]	Intercom Paging	[✓]
Forward to Busy Greeting	[✓]	Supervised Transfers	
Intercom/CO Forwarding	[✓]	Call Screening	[✓]
		Call Queuing	[✓]
		Intercom Paging	[✓]
		Record Telephone Conversation	[]

4.1 DISCONNECT TYPE

Disconnect Type - positive disconnect

Digital command from the switch produces positive disconnects. For proper external disconnect supervision, Ground start or Supervised Loop start CO lines are recommended.

Note: *When Superset Telephone - Headset Operation is active then Disconnect is achieved by Dial Tone detection with Last Party Clear Dial Tone enabled in the Mitel.*

5.0 CONFIGURING THE MITEL

Programming PBX system parameters

Before you begin programming, it is recommended that FORMPRINT ALL be used for a hard copy of the customer database to verify existing programming. Refer to the Programming section in the Mitel manual for information on entering, saving, and exiting database programming. Mitel's feature description for Voice Mail - COV port supplies required information. Document 9150-953-003NA is available from Mitel for Voice Processor Installation.

When menu options are displayed on the maintenance terminal there are three commands options available:

- 1 - form menu Used to bring up the next sub levels of menu options.
- 2 - edit form Edit the highlighted menu option. If the selection can not be edited then "edit form" will request entry of a form name and bypass's the sub menu option.

6 - read form Allow review of highlighted menu option. If selection is not a readable form then allows for direct entry of a form name bypassing the sub menu option.

In following, bold SX2000 Main Menu selections are used for proper voice mail implementation.

- Account Code Forms
- Attendant Forms
- Automatic Route Selection Forms
- Call Rerouting Forms**
- Data Call Forms
- Dataset Forms
- Digital Link Forms
- Group Forms**
- Moves And Changes Forms
- Multiline Set Forms**
- ONS OPS Station Forms
- System Forms**
- Station Service Forms**
- Telephone Directory Forms**
- Trunk Forms**

From the main menu perform a *form menu* on **System Forms**.

System Forms menu

- Application Logical Port Assignment
- Circuit Link Cable Assignment
- Class Of Service Options Assignment**
- Dimension And Feature Display**
- Dimension And Feature Selection
- DNI Circuit Assignment
- Feature Access Code Assignment
- Form Access Authorization
- Hotel Options Assignment
- Intercept Handling Assignment
- Interconnect Restriction Table
- Loudspeaker Paging Assignment
- Maximum Dialed Digits
- Message Link Cable Assignment
- Miscellaneous Assignment
- Node Identity Assignment
- SMDR Options Assignment
- System Configuration
- System Options Assignment**
- System Port Assignment
- System Speed Call Assignment
- Traffic Options Assignment
- User Authorization Profile

5.1 CONFIGURING THE SYSTEM VARIABLES

From System form menu perform an *edit form* on **System Options Assignment**.

Option	Value
Callback Cancel Timer (1-24 hrs)	24
Callback Activation (Group/Prime)	Group
Call Rerouting Timer (5-60 secs)	30
Ringing Cadence for Tie Line Calls (internal/external) . .	External
DTRX Autobaud Timeout (0-240 secs)	60
DTRX Inactivity Timeout (0-240 secs)	60
Data Line Error Threshold (0-1000 in 1/10th Percent) . .	100
Loop Signaling Trunks - Invalid DN Handling	Immediate
Maximum CO Trunks In A Conference (0-8)	8
Maximum Parties In A Conference (3-8)	8
Maximum Trunks In A Conference (0-8)	8
Music On Hold (Yes/No)	Yes
Multiline Set Callback Message Cancel Timer (1-255 hrs) . .	
DTRX Herald Message (Enter Line Below 0-77 characters) . .	
SX2000:	
AC system (Yes/No)	Yes
Battery Backup (Yes/No)	No
Battery Cabinet Alarm Information (Yes/No)	No
Maintenance Terminal Automatic Logout (Yes/No)	Yes
System Name (0-9 characters)	
Disable End of Dial Character (#) (Yes/No)	No
Interconnect Checking for Conference Calls (Yes/No)	No
Last Number Redial Source (All Trunks/CO Trunks/All Calls)	All Trunks
Route Optimization Establishment Timer (10s - 120s)	10
Route Optimization Attempts (0-3)	3
Route Optimization Network Id (max of 7 digits)	
Route Optimization Trailing Digits (2-26)	2
Dialed Number Editing For Trunks (Yes/No)	Yes
Number Of Forward Hops (2 - 10)	10
Multiline Set Display 24 Hour Format (Yes/No)	No

In the above example setting **Multiline Set Callback Message Cancel Timer** to the max 255 hours should keep message waiting lights on for 10 days and 15 hours. Leaving the option blank will stop the audit from canceling any Call-Me-Back messages. Below MS2006 software, the Timer can be set from 1 to 24 hours only.

FORM DIMENSION AND FEATURE DISPLAY

Perform *read form* on **Dimension And Feature Display**. Check Features Purchased, and verify that **Cov Set is set to YES**.

CONFIGURING THE OCTEL 50 LINE PORTS

Note:

Before assigning all line check section 5.5 about assigning message waiting lines.

FORM DIMENSION AND FEATURE DISPLAY

From System form menu perform an *edit form* on **Class Of Service Options Assignment**. The following shows all features available. Those shown as **select No** may be made active based on-site requirements.

COS Option	Select
Account Code Verified	No
ACD Silent Monitoring - Accept	No
ACD Silent Monitoring - Allowed	No
ACD Silent Monitoring - Notification	No
Auto Answer Allowed	No
Autovon Autopreemption	No
Autovon Trunk	No
Brokers Call	No
Busy Override Security	No
Call Announce Line	No
Call Forwarding - Accept	Yes
Call Forwarding (External Destination)	No
Call Forwarding (Internal Destination)	No
Call Forwarding - Override	No
Call Hold.	Yes
Call Hold - Remote Retrieve	Yes
Call Pickup - Dialed: Accept	No
Call Pickup - Directed: Accept	No
Call Privacy	No
Call Waiting - Swap	No
Camp-on Tone Security	No
Clear All Features Remote	Yes
Conference Call	Yes
COV/ONS/E&M Voicemail Port	Yes
DASS II OLI/TLI Provided	No
Dialed Night Service	No
Do Not Disturb	No
Executive Busy Override	No
Flexible Answer Point	No
Forced Account Code	No
HCI Call Control Allowed	No
HCI Monitor Allowed	No
Hotel Room Extension	No
Individual Trunk Access	No
Loudspeaker Pager Override	No

COS Option	Select
Loudspeaker Pager Override Security	No
Message Waiting	Yes
Message Waiting - Audible Tone Notification	No
Message Waiting - Deactivate On Off-Hook	Yes
Message Waiting - Inquire	Yes
Multiline Set Loop Test	No
Multiline Set Message Center Remote Read Allowed	No
Multiline Set Music	No
Multiline Set On Hook Dialing	Yes
Multiline Set Phonebook Allowed	No
Non-DID Extension	No
Non-Verified Account Code	No
Pager Access - All Zones	No
Pager Access - Individual Zones	No
Privacy Released	No
Public Network Access via DPNSS	No
Public Network Identity Provided	No
Public Network To Public Network Connection Allowed	No
Recorded Announcement Device	No
Redial Facilities	No
Ringing Line Select	No
Station Message Detail Recording (SMDR)	Yes
Timed Reminder Allowed	No
Trunk Calling Party Identification	No
Timer Options / Account Code Length	Value
Account Code Length (2-12)	12
ANSWER PLUS - Delay To Message Timer (0-300 secs)	20
ANSWER PLUS - Expected Offhook Timer (0-255 secs)	30
ANSWER PLUS - Message Length Timer (0-120 secs)	10
ANSWER PLUS - System Reroute Timer (0-720 secs)	0
Attendant Busy-out Timer (1-1440 mins)	1440
Auto Camp-on Timer (0-30 secs, Blank for Off)	30
Autovon Precedence (0-4)	4
Busy Tone Timer (10-120 secs)	30
Call Forward No Answer Timer (0-125 secs)	15
Call Hold Timer (10-600 secs)	300
Camp-on Recall Timer (0-180 secs)	180
Delay Ring Timer (5-60 secs)	5
Dialing Conflict Timer (2-5 secs)	3
First Digit Timer (5-60 secs)	15
Inter-Digit Timer (3-60 secs)	10
Lockout Timer (10-60 secs)	60
Message Waiting Ringing Start Time (00:00 to 23:59)	:
Message Waiting Ringing Stop Time (00:00 to 23:59)	

Return to main menu, perform a *form menu* on **Station Service Forms**. Perform *edit form* on the **Station Service Assignment Form**.

Add or Change Class of Service for the Directory number used by Octel 50 ports. Header information defines the columns as follows:

Directory Number	Prim Extension for each Octel 50 port
Intercept Number	Uses intercept 1 unless site requirements require use of another intercept number.
Class of Service	Feature class of services for DAY mode and Night1 or Night2
DAY	
NIGHT1	
NIGHT2	
Class of Restriction	Toll fraud should be considered when assigning a COR. External dialing may be required for paging and outcalling.
DAY	
NIGHT1	
NIGHT2	
Default Account Code Index	Used with forced Account codes

Octel 50 - Hunt Group

From the main menu, perform a *form menu* on **Group Forms**. Perform *edit form* on the **Hunt Group Assignment Form**.

Create a Hunt Group containing Octel 50 ports; enter the number assigned into the Pilot Number prompt. Perform a *recall* on the group. Header information is as follows:

Pilot Number	Octel 50 group Directory number
Name	Name Assigned in Telephone Directory Form
Hunt Mode	Default is Circular
Priority	Processing priority use 64 for example.
Group Type	Voice
1st Threshold (%)	Used for ACD groups.
RAD1	Used for ACD groups.
2nd Threshold (%)	Used for ACD groups.
RAD2	Used for ACD groups.
Alert Device	extension number of Loud bell device
NIGHT RAD	Used for ACD groups.
Phase Timer	Used for ACD groups.
Member	Pre-assigned by system
Directory Number	Enter extension of Octel 50 Port
Name	Assigned in Telephone Directory Form

Octel 50 - Name Assignment

Return to main menu, and perform a *form menu* on **Telephone Directory Forms**. Perform *edit form* on the **Telephone Directory Form**.

Change the Telephone Name for the Telephone Numbers from the Default UN to something that the Subscribers will recognize. It will help them identify where calls are coming from.

Name	Telephone	Department	Location	Prime
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	Number			Name
VOICE MAIL 1	7501			No
VOICE MAIL 2	7502			No
VOICE MAIL 3	7503			No
VOICE MAIL 4	7504			No
VOICE MAIL HUNT	7500			No

5.3 CONFIGURING THE SUBSCRIBER STATIONS

From System form menu perform an *edit form* on **Class Of Service Options Assignment**. The following features affect the way Octel 50 interfaces with a subscribers' phone. Those shown as **select No**, may be made active based on site requirements, except for **COV or ONS Voice Mail Port**, it should remain no for all subscriber stations.

COS Option	Select
Call Forwarding - Accept	Yes
Call Forwarding (Internal Destination)	Yes
Call Forwarding - Override	No
COV or ONS Voice Mail Port	No
Message Waiting	Yes
Message Waiting - Audible Tone Notification	No
Message Waiting - Deactivate On Off-Hook	No
Message Waiting - Inquire	No
Timer Options / Account Code Length	Value
Call Forward No Answer Timer (0-125 secs)	36
Message Waiting Ringing Start Time (00:00 to 23:59)	
Message Waiting Ringing Stop Time (00:00 to 23:59)	
No Answer Recall Timer (0-125 secs)	125

System programming for call forwarding to Octel 50

After returning to main menu, perform a *form menu* on **Call Rerouting Forms**. Perform *edit form* on the **Call Rerouting Always Alternative Assignment Form**. The system Administrator should determine the number of always alternative routing combination required. There are only two options for each originating device **Reroute** or **No Reroute**. Insert Octel 50 directory number in the Routed to field and calls rerouted will go directly to the extension's mailbox programmed with the Alternative number.

Always Alternative Number	Always Originating Device				Directory Number Routed To
	DID	TIE	CO	INTERNAL	
1	No Reroute	No Reroute	No Reroute	No Reroute	
2	Reroute	No Reroute	No Reroute	Reroute	7500
3	No Reroute	No Reroute	No Reroute	No Reroute	
4	Reroute	Reroute	Reroute	Reroute	7500

From the **Call Rerouting Forms** menu, perform *edit form* on the **Call Rerouting First Alternative Assignment**. The system Administrator should determine the number of first alternative routing combination required. There are three options for each originating device **Normal**, **This** or **Last**. With “Normal” no reroute is performed. Use “This” to have the reroute use the directory number as the first alternative number. “Last” will wait until the second alternative number has been attempted. Insert Octel 50 directory number in the Routed to field and calls rerouted will go directly to the extension’s mailbox programmed with Alternative number.

First									Director y Number Routed To
Alter- native Number	DID	Busy / DND Originating Device			DID	No Answer Originating Device			
		TIE	CO	Int		TIE	CO	Int	
1	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	
2	This	This	This	This	This	This	This	This	7500
3	This	This	This	This	This	This	This	This	6220
4	This	This	This	This	Normal	Normal	Normal	Normal	7799
5	This	This	This	This	This	This	This	This	3022
6	This	This	This	This	This	This	This	This	3023

From the **Call Rerouting Forms** menu, perform *edit form* on the **Call Rerouting Second Alternative Assignment**. The system Administrator should determine the number of second alternative routing combination required. There are three options for each originating device **Normal**, **This** or **Last**. The second alternative rerouting works the same as the first. Insert Octel 50 directory number in the Routed to field and calls rerouted will go directly to the extension’s mailbox programmed with the Alternative number.

Second	Busy / DND / No Answer				Directory Number
Alternative	Originating Device				Routed To
Number	DID	TIE	CO	Internal	
1	Normal	Normal	Normal	Normal	
2	This	This	This	This	3022
3	This	This	This	This	3023
4	This	This	This	This	7500
5	Normal	Normal	Normal	Normal	

From the **Call Rerouting Forms** menu, perform *edit form* on the **Call Rerouting Assignment**. The system Administrator should determine the type of alternative routing required for each field.

Default is “All” for Do not Disturb. A blank can be used for no rerouting. Do not disturb calls use first and second alternative numbers.

Number	Always Alternative Number			Do Not Disturb Type	First Alternative Number	Second Alternative Number
	DAY	NIGHT1	NIGHT2			
0	1	1	1	All	1	1
3190	1	1	1		2	1
3191	1	1	1	All	2	1
3192	1	1	1		2	1

3193	1	1	1	All	2	1
3881	1	1	1	All	1	1
5422	1	1	1	All	1	1
5423	1	1	1	All	1	1
5424	1	1	1	All	1	1
5426	1	1	1	All	1	1

Station programming for call forwarding to Octel 50

Subscribers with digital multiline phones can control forwarding of the station to Octel 50 through the use of softkey's. They should refer to the user guide for their style of phone for instruction on set the different types of call forwarding available.

From System forms menu perform an *edit form* on **Feature Access Code Assignment**, determine if the default primary code is being used or was an alternative code assigned. Subscribers with analog would use these codes to set up the different types of call forwarding.

Feature Name	Primary Code	Alternative Code
Call Forwarding - Busy (External Source)	210	
Call Forwarding - Busy (Ext & Int Source)	211	
Call Forwarding - Busy (Internal Source)	212	
Call Forwarding - No Answer (External Source)	216	
Call Forwarding - No Answer (Ext & Int Source)	217	
Call Forwarding - No Answer (Internal Source)	218	
Call Forwarding - Override	219	
Cancel All Forwarding	229	
Cancel Call Forwarding - Busy (Ext & Int Source)	230	
Cancel Call Forwarding - End Chaining	231	
Cancel Call Forwarding Follow Me	232	
Cancel Call Forwarding Follow Me - Remote	233	
Cancel Call Forwarding - No Answer (Ext & Int Source)	234	
Clear All Features	235	
Message Waiting - Activate	260	*78
Message Waiting - Deactivate	261	*79
Remote Clear All Features	268	
Multiline Set Headset - On	272	
Multiline Set Headset - Off	273	

Note:

Technical Support has found that using *78 / *79 for Message Waiting activate and deactivate codes. Message Waiting Light control had been by softkey and now these dial codes are preferred. See section 6.0 Message Waiting Parameters.

5.4 CONFIGURING THE TRUNK GROUPS

Return to main menu, perform a *form menu* on **Trunk Forms**. Perform *edit form* on the **Trunk Service Assignment Form**.

Enter Octel 50 hunt group directory number in Non-dial In Trunks answer points for Day, Night 1, and Night 2

**Three alternatives are available
for message waiting on the
SX2000**

**The recommended configuration
for message waiting ports**

Trunk Service No.	RLT	COS	COR	Baud Rate	Inter- cept No.	Non-dial In Trunks Answer Points			Dial In Trunks Incoming Digit Modification		Trunk Label
						Day	Night 1	Night 2	Absorb	Insert	
1	No	9	1	9600	1				0		DID-1
2	No	9	1	9600	1				0		DID-2
3	No	10	1	9600	1				0		VNET MCI
4	No	11	1	9600	1				0		LOCAL-1
5	No	11	1	9600	1				0		LOCAL-2
6	No	13	1	9600	1				0		PAGE
7	No	11	1	9600	1	7500	7500	7500	0		LOCAL GTE

5.5 CONFIGURING THE MESSAGE WAITING PORT(S)

Three alternatives are available for message waiting on the Octel 50. The first scenario is recommended for the following reasons:

It provides dedicated ports for message waiting, avoiding potential call collisions and delays in message waiting caused by the use of non-dedicated ports.

It prevents the loss of integration on 'Call Me Backs' to the Octel message-waiting ports. Forwarding the message-waiting port(s) to the hunt group causes the loss of integration.

This solution avoids the potential issue of delays in message waiting caused by an inadequate number of total Call-Me-Back messages available on the PBX. (The total number of Call-Me-Back messages allowed is configurable. Check with the PBX technician.)

RECOMMENDED MESSAGE-WAITING CONFIGURATION (PRIOR TO N STREAM SOFTWARE):

The following is the recommended configuration for message waiting ports on Mitel SX2000 PBX's using software prior to N Stream:

1. Dedicate port(s) to message waiting to ensure that there are ports available to set message waiting. These ports will use for message delivering, beeper and all function requiring an outcalling.
2. Do not include the message-waiting port(s) in the Octel hunt group.
3. The class of service for the message-waiting ports should be optioned:

COS Option	Select
Call Forwarding - Accept	No
Call Forwarding (External Destination)	No
Call Forwarding (Internal Destination)	No
Call Forwarding - Override	No
COV/ONS/E&M Voicemail Port	No
Do Not Disturb	No
Message Waiting	No

COS Option	Select
Multiline Set Loop Test.	No
Multiline Set Message Center Remote Read Allowed	No
Multiline Set Music	No
Multiline Set On Hook Dialing	Yes
Multiline Set Phonebook Allowed	No
Non-DID Extension	Yes

- Do not forward the message-waiting ports to the Octel hunt group.
- When the Octel 50 sets message-waiting notification, there will be no extension in the display and the subscribers will not be able to use the Call Me Back feature. Instead, subscribers should be trained to recognize a message-waiting notification that is not accompanied by an extension number in the display as a signal to dial the Octel pilot number and retrieve messages.

A SECONDARY MESSAGE-WAITING CONFIGURATION:

The following configuration can be used for systems not using dedicated message waiting ports:

Important Note:

Delays in message waiting and call collisions may occur when non-dedicated message-waiting ports are configured.

- If the customer chooses to not have the recommended dedicated message-waiting ports, create one hunt group for *all* Octel ports and create a Class of Service for *all* Octel ports as follows:

COS Option	Select
Call Forwarding - Accept	Yes
Call Forwarding (External Destination)	No
Call Forwarding (Internal Destination)	No
Call Forwarding - Override	No
COV/ONS/E&M Voicemail Port	Yes
Message Waiting	Yes
Message Waiting - Audible Tone Notification	No
Message Waiting - Deactivate On Off-Hook	Yes
Message Waiting - Inquire	Yes
Multiline Set Loop Test.	No
Multiline Set Message Center Remote Read Allowed	No
Multiline Set Music	No
Multiline Set On Hook Dialing	Yes
Multiline Set Phonebook Allowed	No
Non-DID Extension	Yes

MESSAGE WAITING CONFIGURATION FOR N STREAM:

The following configuration is recommended on systems using 2007 N Stream software:

A second configuration which
uses non-dedicated message
waiting ports

1. Include the Message-Waiting ports in the Octel Hunt Group.
2. Create a unique Class of Service for the Message-Waiting port(s) with the following features:

COS Option	Select
Call Forwarding - Accept	No
Call Forwarding (External Destination)	No
Call Forwarding (Internal Destination)	No
Call Forwarding – Override	No
COV/ONS/E&M Voicemail Port	Yes
Do Not Disturb	Yes
Message Waiting	Yes
Message Waiting – Audible Tone Notification	No
Message Waiting – Deactivate On Off-Hook	Yes
Message Waiting – Inquire	Yes
Multiline Set Loop Test.	No
Multiline Set Message Center Remote Read Allowed	No
Multiline Set Music	No
Multiline Set On Hook Dialing	Yes
Multiline Set Phonebook Allowed	No
Non-DID Extension	Yes

From the **Call Rerouting Forms** menu, perform *edit form* on the **Call Rerouting Assignment**. The system Administrator should determine the type of alternative routing required for each field.

Number	Always Alternative Number			Do Not Disturb Type	First Alternative Number	Second Alternative Number
	DAY	NIGHT1	NIGHT2			
7504	4	4	4	All	2	2

Note:

The feature “Do Not Disturb Permanent” will route all calls made to the Message-Waiting ports to the Octel Hunt Group. Displays on digital telephone sets will show “MSG WAITING”, and if the “READ MSG” is used, the display will indicate the Octel Hunt Group number as the source of the message, instead of the extension number of the Message-Waiting extension that sent the message-waiting command.

6.0 CONFIGURING THE OCTEL 50

During the install process, run the Integrator program and choose the Mitel SX2000 COV switch. The Integrator will place appropriate feature codes into the Octel 50 Setup.

The integrator should insert the following codes. Four digit extensions are assumed.

Outside Line Access Code

9,

Off Hook Delay (OFFHDLY)	50
Hook Flash Interval (FLINTVL)	50
DTMF Tone Length (TONELEN)	8

Message Waiting Parameters

Permit Message Waiting Lights	1
Message Indicator Dials Number On Hook	1
Message Waiting Light Prefix ON	*78
Message Waiting Light Suffix ON	*79
Message Waiting Light Prefix OFF	
Message Waiting Light Suffix OFF	

DID Parameters

Total Number of DID Digits	15
Location of Inband Signaling Code	2
Number of Milliseconds to Wait for Digits	50
Code for Go to Voice Mail	\$CFFM
Start at End of String for Go to Voice Mail	Disabled
Location of Mailbox Number for Go to Voice Mail	9
Code for Immediate Subscriber Login to Mailbox	\$
Start at End of String for Immediate Login	Disabled
Location of Mailbox Number for Immediate Login	3
Code for Busy Extension	\$CFB
Start at End of String for Busy Extension	Disabled
Location of Mailbox Number for Busy Extension	8
Code for No Answer Extension	\$CFNA
Start at End of String for No Answer Extension	Disabled
Location of Mailbox for No Answer Extension	9
Start at End of String for Default Code	Enabled
Location of Mailbox Number for Default Code	4

Note: *Verify these dialing sequences for your PBX*

In addition to running the Integrator, ensure the following parameter is set to its corresponding value in System Setup.

Hangup Detection Parameters

Minimum Duration for Drop in Loop Current (LCDTIME)	6
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After running the Integrator, you must manually edit a system file in the \CVR1 directory to prevent Octel 50 lines from going into Lockout.

Edit OPERATOR.SYS and add the following parameter:

INITSTR -++-

As Octel 50 starts it will perform the INITSTR on each of its ports. It will do an ON-HOOK event (-), OFF-HOOK event (+), OFF-HOOK event (+) and then an ON-HOOK event (-). This will remove lockout from any

Important notes concerning this
integration

lines that have been placed in that condition during the period that Octel 50 was not running. See Section 7.4 Lines in Lockout Condition.

7.0 CONSIDERATIONS/ALTERNATIVES

The following items should be considered, below:

- ☐ Supervised Transfers
- ☐ Configuring Dedicated Ports for Message Waiting Lights
- ☐ Direct Call for Message Retrieval
- ☐ Off Hook Considerations - Line In Lockout Condition
- ☐ Call Screening

7.1 SUPERVISED TRANSFERS

If Octel 50 is programmed to execute a supervised transfer, Handsfree Announce must be disabled. If call forwarding is on at the station, ensure that it is for Ring/No Answer only, and that the ring timer is greater than the Maximum Rings for the mailbox.

7.2 CONFIGURING DEDICATED PORTS FOR MESSAGE WAITING LIGHTS

If Octel 50 is not set up with dedicated outbound ports, there is a possibility of call collisions occurring. Call collisions happen when an outbound call and an inbound call attempt to use the same port simultaneously. This results in the loss of Forward to Personal Greeting integration on the incoming call.

In addition to possible call collisions, the Mitel will automatically extinguish a station's Message Waiting Light (MWL) if the station connects with a member of the hunt group that set the MWL. For example: John receives a message, Octel 50 lights the MWL. John returns to his desk and calls Mary, Mary's phone is forwarded to Octel 50. Since John is now connected to the hunt group that turned his light on, the Mitel automatically extinguishes the MWL even though John hasn't logged into his mailbox and listened to his message. This is a result of Mitel's "Messaging-Call Me Back" feature.

This MWL conflict can be avoided by dedicating the ports used for OUTBOUND in a separate hunt group. Create a second hunt group in the same manner as described in **section 5.2 Configuring the Octel 50 LINE PORTS** sub paragraph **Octel 50 - Hunt Group**. Program these OUTBOUND ports to forward always to the pilot number of the Voice Mail hunt group (this will prevent subscribers from calling in on these ports and causing delays for scheduled MWL events). When a Octel 50 OUTBOUND port (seen in System Setup as "2" in OUTBOUND) sets an MWL, it will be set by a port that is not a member of the hunt group to which subscribers

forward their phones and thus will not extinguish the MWL on a forwarded call.

If there are complaints of intermittent message waiting lights, check the state of Option **Multiline Set Callback Message Cancel Timer** in System Options Assignment form. Setting **Multiline Set Callback Message Cancel Timer** to the max 255 hours should keep message waiting lights on for 10 days and 15 hours.

Beginning with Mitel SX2000 Release - MS2006 the max is 24 hours. Train subscribers to check for message the first thing every morning. See Section 5.1.

7.3 DIRECT CALL FOR MESSAGE RETRIEVAL

Instruct subscribers to dial the pilot number of the Octel 50 hunt group to retrieve their messages (or program a button on the phone to do the same) . This will retain the Direct Call feature for message retrieval. Otherwise, if a subscriber presses the Message Call Back soft key, the call will forward from the OUTBOUND port into the Voice Mail Hunt group and will lose the integration information; the system will answer with the main greeting.

7.4 OFF HOOK CONSIDERATIONS - LINE IN LOCKOUT CONDITION

Octel 50 lines will go into Lockout if they remain Off Hook for too long. To remove this condition and get the switch and Octel 50 back in sync, do the following: replace the Octel 50 line with a Superset; come off hook and then go on hook; wait a minute; the phone should be restored; reconnect the line to Octel 50.

If fax mail is active the following may produce undesirable results.

INITSTR -++-,+272!-

As Octel 50 starts it will perform the INITSTR on each of its ports. It will do an ON-HOOK event (-), OFF-HOOK event (+), OFF-HOOK event (+) and then an ON-HOOK event (-), wait 2 seconds (.), dial 272(feature code for Multiline set Headset -on), Return (!) and ON-HOOK event (-) . See Section 6.0 Configuring the Octel 50 for programming an INITSTR.

7.5 CALL SCREENING

Octel 50 must establish a three-way conference in order to return to the calling party if the subscriber wishes to reject or redirect a call. When using Call Screening to redirect or reject a call, the subscriber must wait until the entire phrase *"Please hang up now to transfer the caller"* or *"Thank you, good-bye"* is voiced before hanging up. Subscribers who have not been trained on the proper use of Call Screening should have the feature disabled in the Mailbox Class of Service.

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