



MITEL 3300 INTEGRATION GUIDE

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Americas Headquarters

OAISYS

7965 S. Priest Drive, Suite 105

Tempe, AZ 85284

USA

www.oaisys.com

(480) 496-9040



MITEL 3300 INTEGRATION

ABOUT THIS GUIDE

This manual, *Mitel 3300 Integration*, explains how to set up the connection and trunk numbering requirements when using the OAISYS recording solution with a Mitel 3300. It enables people, teams, and organizations to capture greater insight into their phone-based interactions, providing more efficient management of their overall business operations.

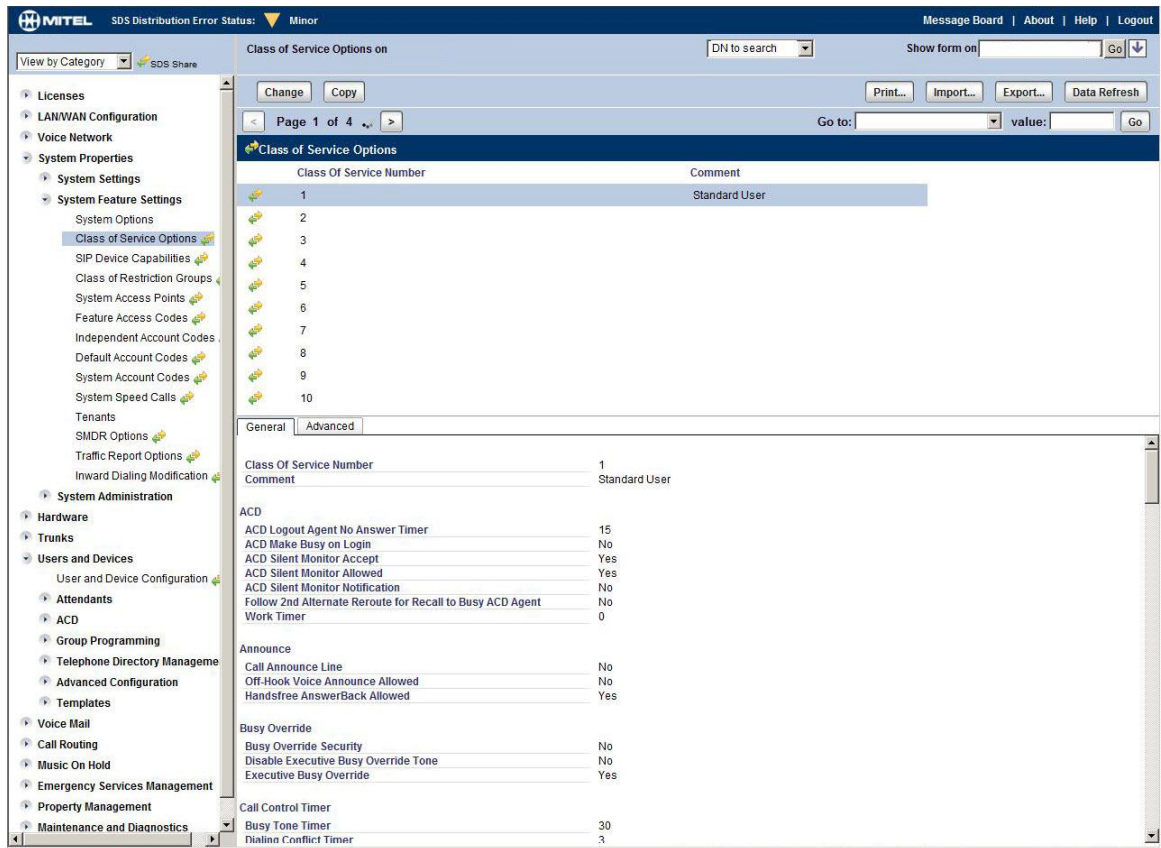
INTENDED AUDIENCE

The information provided in this manual is written for experienced technical support representatives and IT/Networking administrators who install and configure the Mitel 3300 telecommunications system. Users should be familiar with Mitel terminology and programming procedures.

SECTION 1: CONFIGURATION PROCEDURE

Use the information provided in the subsequent pages to configure the Mitel 3300 ICP.

1. From System Properties → expand System Feature Settings and select Class of Service Options



The screenshot shows the Mitel 3300 ICP configuration interface. The left sidebar contains a tree view with 'System Feature Settings' expanded to 'Class of Service Options'. The main content area displays a table of Class of Service Options and a configuration form for the selected option (Class of Service Number 1).

Class Of Service Number	Comment
1	Standard User
2	
3	
4	
5	
6	
7	
8	
9	
10	

The configuration form for Class of Service Number 1 includes the following settings:

- Class Of Service Number: 1
- Comment: Standard User
- ACD:
 - ACD Logout Agent No Answer Timer: 15
 - ACD Make Busy on Login: No
 - ACD Silent Monitor Accept: Yes
 - ACD Silent Monitor Allowed: Yes
 - ACD Silent Monitor Notification: No
 - Follow 2nd Alternate Reroute for Recall to Busy ACD Agent: No
 - Work Timer: 0
- Announce:
 - Call Announce Line: No
 - Off-Hook Voice Announce Allowed: No
 - Handsfree AnswerBack Allowed: Yes
- Busy Override:
 - Busy Override Security: No
 - Disable Executive Busy Override Tone: No
 - Executive Busy Override: Yes
- Call Control Timer:
 - Busy Tone Timer: 30
 - Dialing Conflict Timer: 3



- a. Verify each of the Trunk COS Assignments have “Yes” selected for the following:
 - i. HCI/CTI/TAPI Call Control Allowed
 - ii. HCI/CTI/TAPI Monitor Allowed

Class of Service Options on

< Page 1 of 11 >

Class of Service Options

	Class Of Service Number	Comment
	1	Standard User
	2	

General

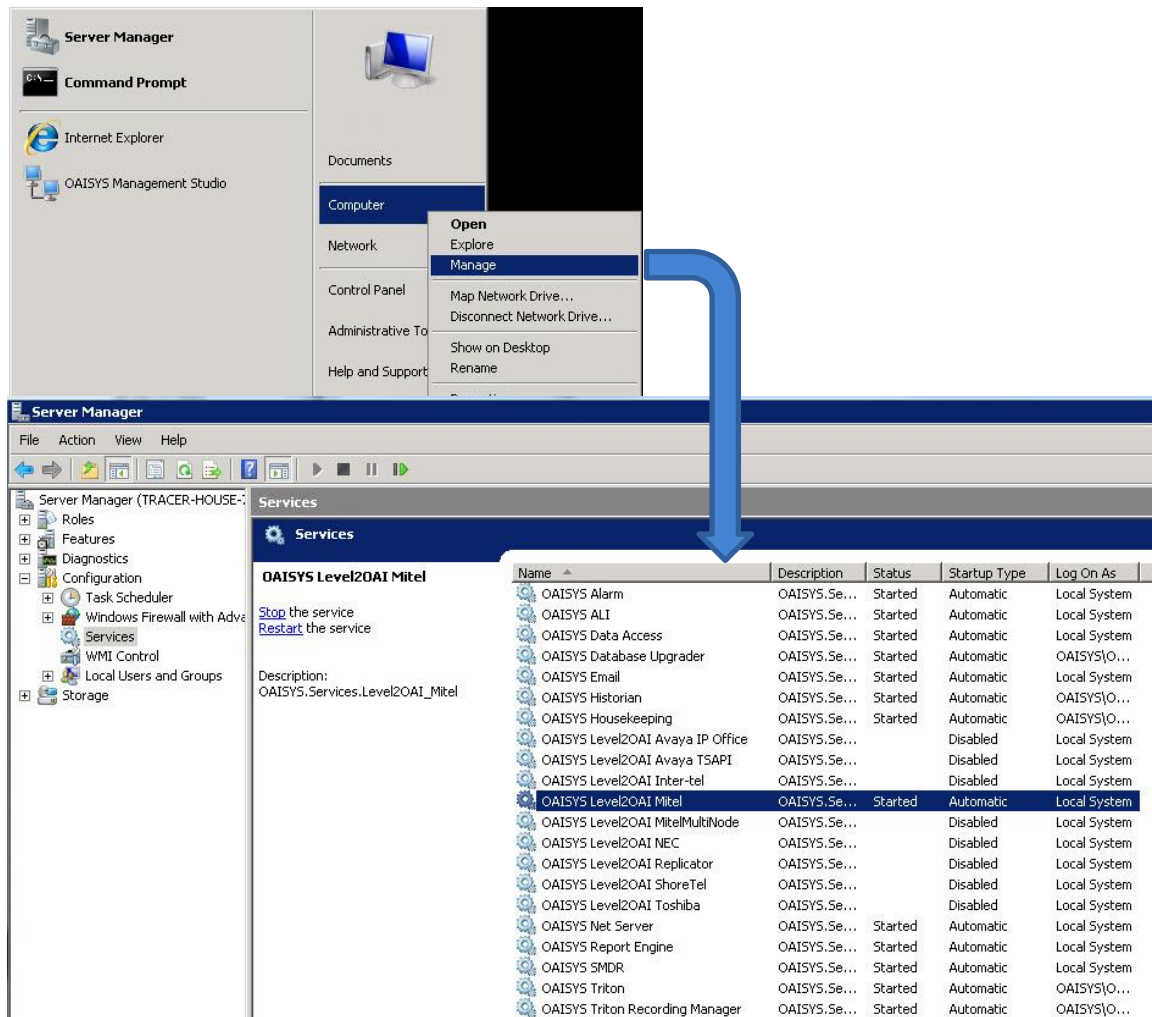
HCI

HCI/CTI/TAPI Call Control Allowed No Yes

HCI/CTI/TAPI Monitor Allowed No Yes

SECTION 2: MITEL 3300 LEVEL2 SERVICE

1. Navigate to Services Manager
2. Locate the level2 OAI service for Mitel 3300
 - a. If connecting through another Net Server, choose the Level2OAI Replicator service regardless of the PBX type
 - b. Right-click the selected Level2 Service → select Properties

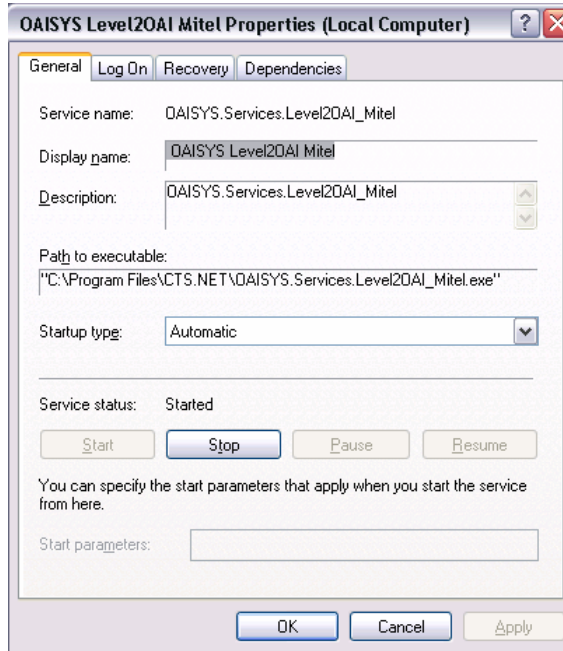


The screenshot shows the Windows Server Manager interface. The left-hand navigation pane is expanded to 'Services'. The main pane displays a list of services. The service 'OAISYS Level2OAI Mitel' is selected and highlighted in blue. A context menu is open over this service, with the 'Manage' option selected. A blue arrow points from the 'Manage' option in the context menu to the selected service in the list.

Name	Description	Status	Startup Type	Log On As
OAISYS Alarm	OAISYS.Se...	Started	Automatic	Local System
OAISYS ALI	OAISYS.Se...	Started	Automatic	Local System
OAISYS Data Access	OAISYS.Se...	Started	Automatic	Local System
OAISYS Database Upgrader	OAISYS.Se...	Started	Automatic	OAISYS(O...
OAISYS Email	OAISYS.Se...	Started	Automatic	Local System
OAISYS Historian	OAISYS.Se...	Started	Automatic	OAISYS(O...
OAISYS Housekeeping	OAISYS.Se...	Started	Automatic	OAISYS(O...
OAISYS Level2OAI Avaya IP Office	OAISYS.Se...	Disabled	Disabled	Local System
OAISYS Level2OAI Avaya TSAPI	OAISYS.Se...	Started	Disabled	Local System
OAISYS Level2OAI Inter-tel	OAISYS.Se...	Disabled	Disabled	Local System
OAISYS Level2OAI Mitel	OAISYS.Se...	Started	Automatic	Local System
OAISYS Level2OAI MitelMultiNode	OAISYS.Se...	Disabled	Disabled	Local System
OAISYS Level2OAI NEC	OAISYS.Se...	Disabled	Disabled	Local System
OAISYS Level2OAI Replicator	OAISYS.Se...	Disabled	Disabled	Local System
OAISYS Level2OAI ShoreTel	OAISYS.Se...	Disabled	Disabled	Local System
OAISYS Level2OAI Toshiba	OAISYS.Se...	Disabled	Disabled	Local System
OAISYS Net Server	OAISYS.Se...	Started	Automatic	Local System
OAISYS Report Engine	OAISYS.Se...	Started	Automatic	Local System
OAISYS SMDR	OAISYS.Se...	Started	Automatic	Local System
OAISYS Triton	OAISYS.Se...	Started	Automatic	OAISYS(O...
OAISYS Triton Recording Manager	OAISYS.Se...	Started	Automatic	OAISYS(O...

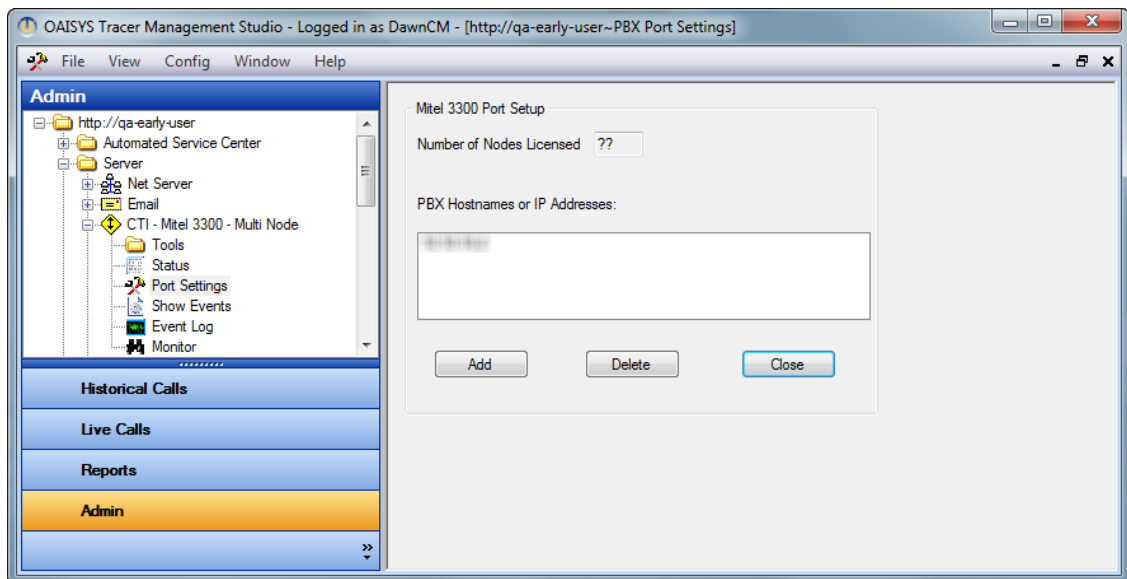


- c. Change Startup type to “Automatic” → click “Apply”
- d. Click “Start” to restart the service → click “Okay”



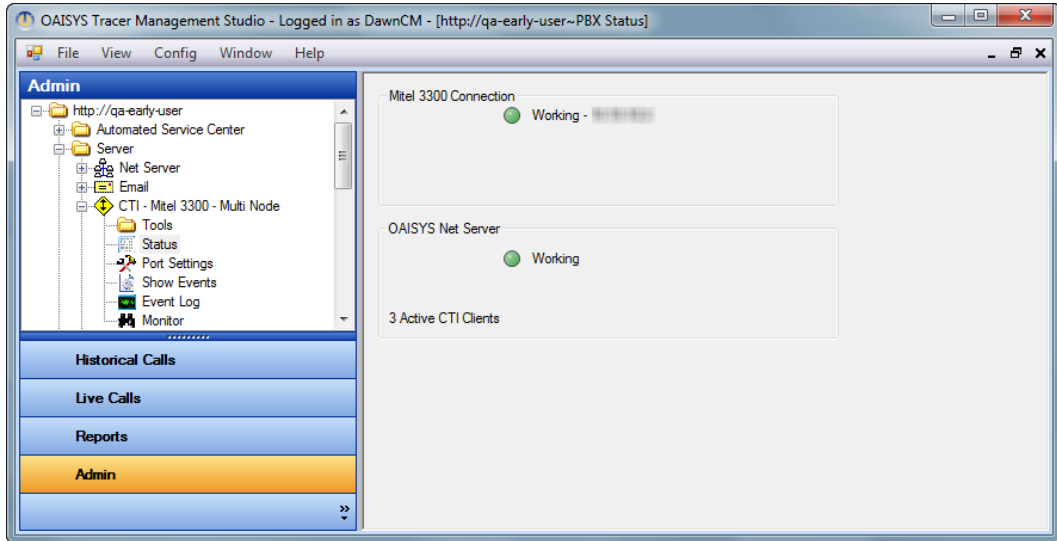
SECTION 3: CONFIGURING MITEL 3300 CONNECTION

1. Log into the OAISYS Management Studio as a System Administrator
2. Expand the Mitel 3300 CTI → Click on “Port Settings”
3. Input the IP address of the 3300 Controller that OAISYS will connect to → click “Apply”



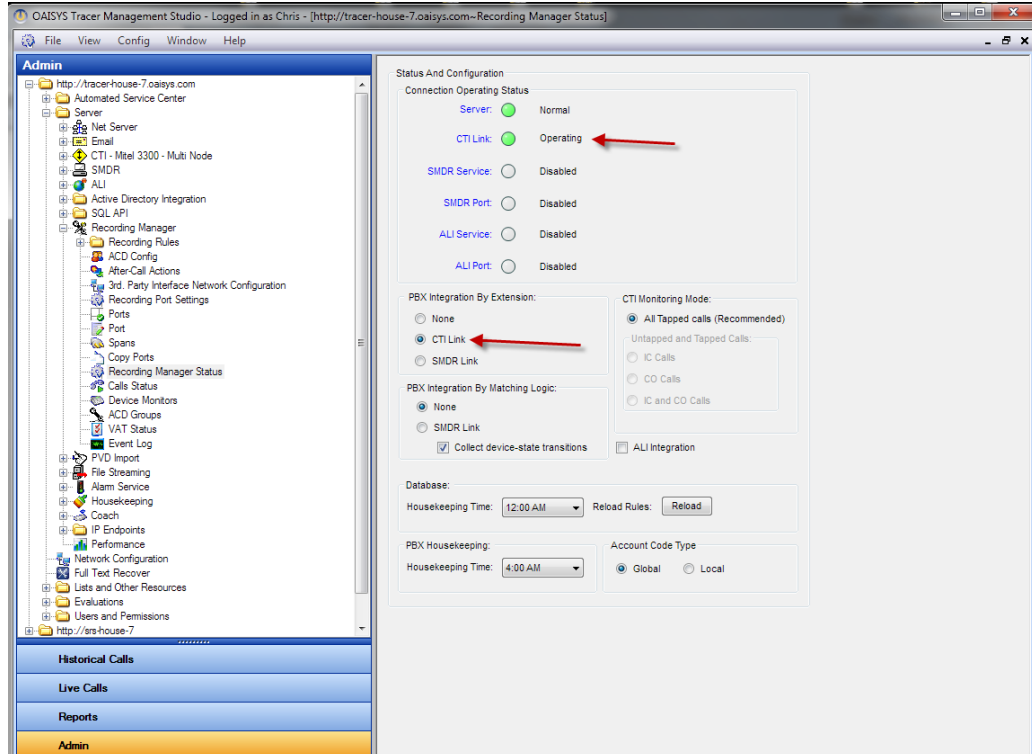
NOTE: It is necessary to restart the Mitel Level2 Service to activate the connection immediately

4. Click on “Status” to ensure the connection is active



5. Navigate to Recording Manager → Recording Manager Status

a. Program to CTI mode



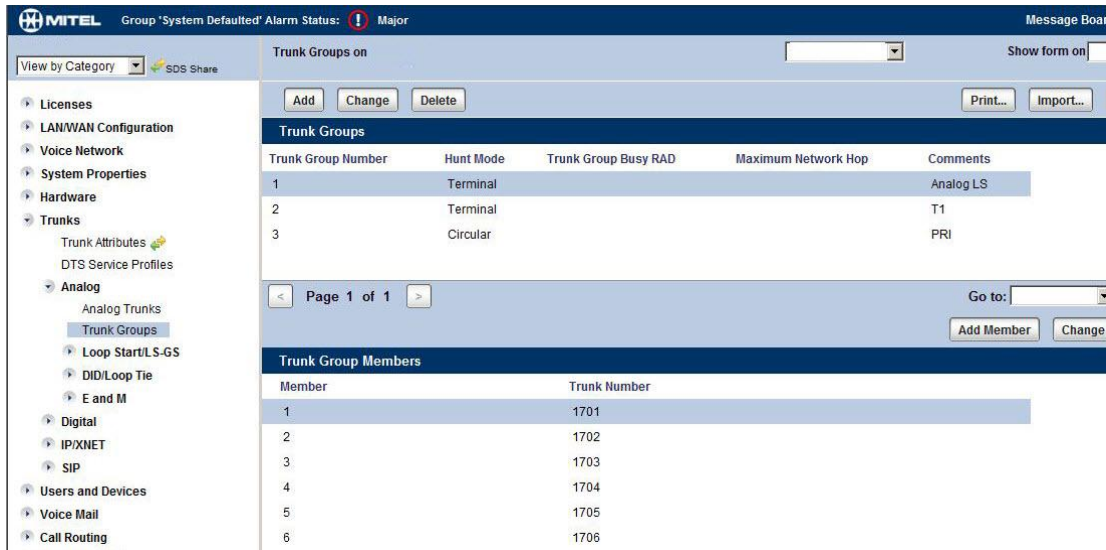
TRUNK ID PROGRAMMING WITH MITEL 3300

Trunk IDs in Mitel 3300 PBXs are numeric strings.

REQUIRED NUMBERING CONVENTION

Trunk IDs for Analog, T1, and PRI lines must appear as follows:

TXXXX, where XXXX needs to match what is listed for each trunk in the Mitel PBX programming.

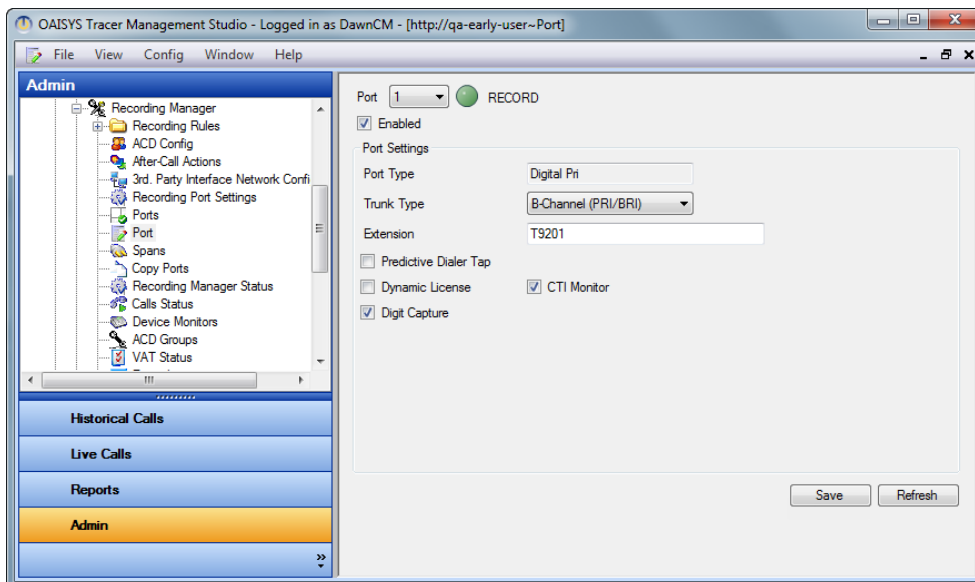


The screenshot shows the Mitel PBX configuration interface for Trunk Groups. The left sidebar shows a tree view with 'Trunks' expanded to 'Analog' and 'Trunk Groups' selected. The main area displays a table of Trunk Groups and a list of Trunk Group Members.

Trunk Group Number	Hunt Mode	Trunk Group Busy RAD	Maximum Network Hop	Comments
1	Terminal			Analog LS
2	Terminal			T1
3	Circular			PRI

Member	Trunk Number
1	1701
2	1702
3	1703
4	1704
5	1705
6	1706

Sample PRI Trunk configuration in Tracer/Talkument



The screenshot shows the OAISYS Tracer Management Studio interface. The left sidebar shows a tree view with 'Admin' expanded to 'Ports'. The main area displays the configuration for Port 1, which is a B-Channel (PRI/BRI) trunk.

Port 1 RECORD

Enabled

Port Settings

Port Type: Digital Pn

Trunk Type: B-Channel (PRI/BRI)

Extension: T9201

Predictive Dialer Tap

Dynamic License

CTI Monitor

Digit Capture

Save Refresh

If Technical Assistance is required, please call 888-496-9040, Option 4 for Support.