



Mitel Axxess/5000 Integration

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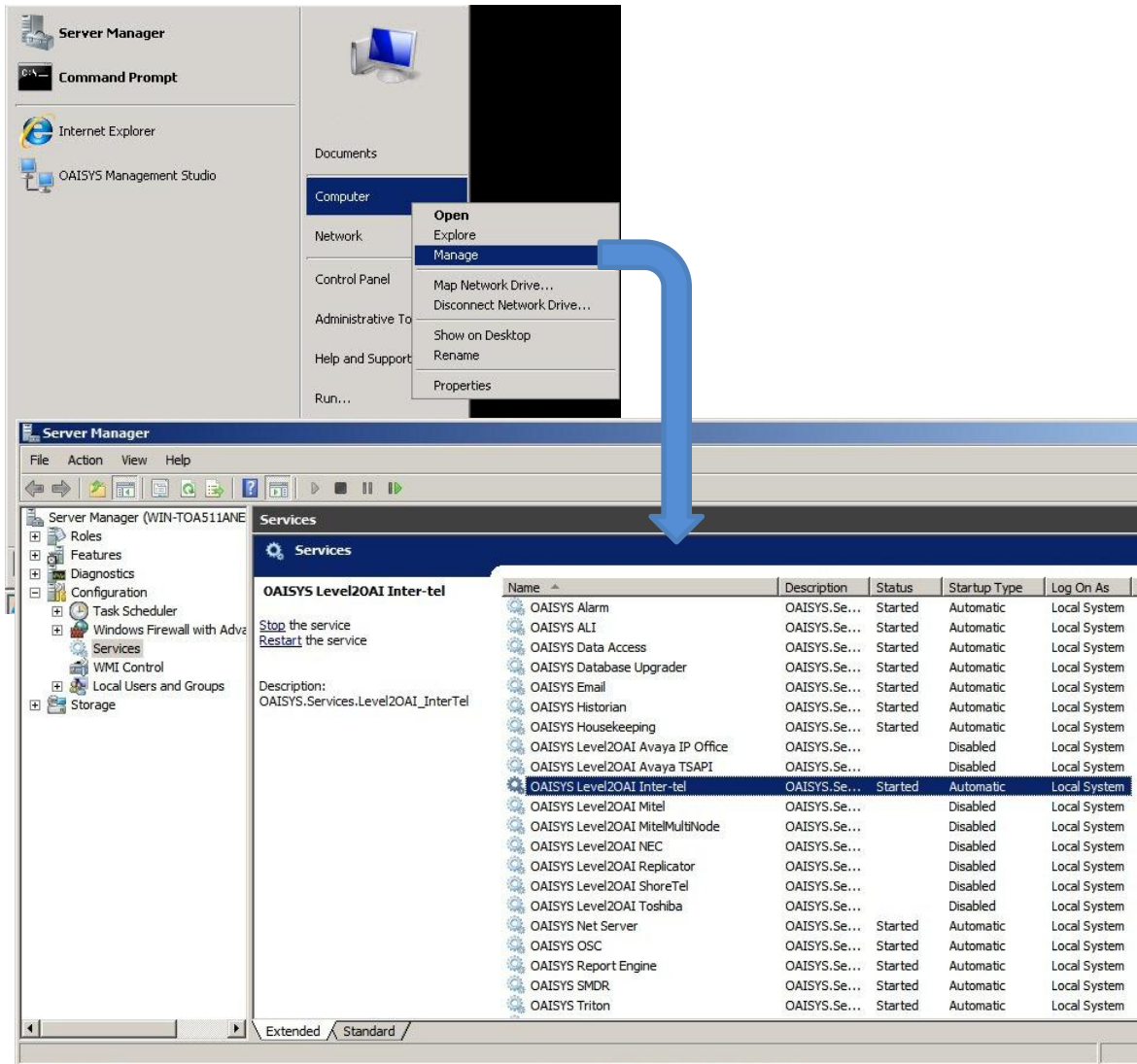


OVERVIEW

OAISYS products integrate with the Mitel Axxess/5000 systems to provide a robust call logging and call recording solution. This Guide describes the connection and Trunk Numbering requirements when using OAISYS integration with a Mitel Axxess/5000.

SECTION 1

1. To configure Mitel Axxess/5000: Navigate to Services Manager → find the Level2 OAI Inter-tel service (Mitel Axxess and 5000 only)

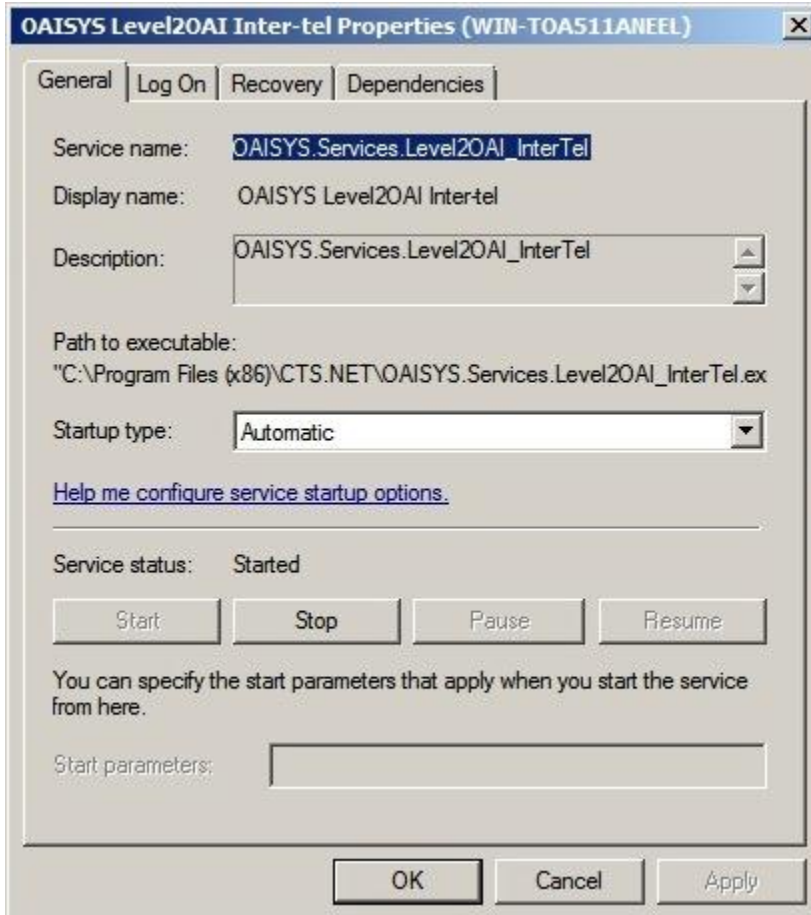


The screenshot shows the Windows Server Manager interface. A context menu is open over the 'Computer' icon in the left-hand navigation pane, with the 'Manage' option selected. A blue arrow points from this menu to the Services console in the main window. The Services console displays a list of services, with 'OAISYS Level2OAI Inter-tel' highlighted. The service is currently started and set to automatic startup.

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	Local System
OAISYS Email	OAISYS.Se...	Started	Automatic	Local System
OAISYS Historian	OAISYS.Se...	Started	Automatic	Local System
OAISYS Housekeeping	OAISYS.Se...	Started	Automatic	Local System
OAISYS Level2OAI Avaya IP Office	OAISYS.Se...	Started	Automatic	Local System
OAISYS Level2OAI Avaya TSAPI	OAISYS.Se...	Disabled	Automatic	Local System
OAISYS Level2OAI Inter-tel	OAISYS.Se...	Started	Automatic	Local System
OAISYS Level2OAI Mitel	OAISYS.Se...	Disabled	Automatic	Local System
OAISYS Level2OAI MitelMultiNode	OAISYS.Se...	Disabled	Automatic	Local System
OAISYS Level2OAI NEC	OAISYS.Se...	Disabled	Automatic	Local System
OAISYS Level2OAI Replicator	OAISYS.Se...	Disabled	Automatic	Local System
OAISYS Level2OAI ShoreTel	OAISYS.Se...	Disabled	Automatic	Local System
OAISYS Level2OAI Toshiba	OAISYS.Se...	Disabled	Automatic	Local System
OAISYS Net Server	OAISYS.Se...	Started	Automatic	Local System
OAISYS OSC	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	Local System



2. If connecting through another Net Server, choose the Level2OAI Replicator service regardless of the PBX type → right-click; select Properties and change Startup type to “Automatic” Startup → press Start to begin running



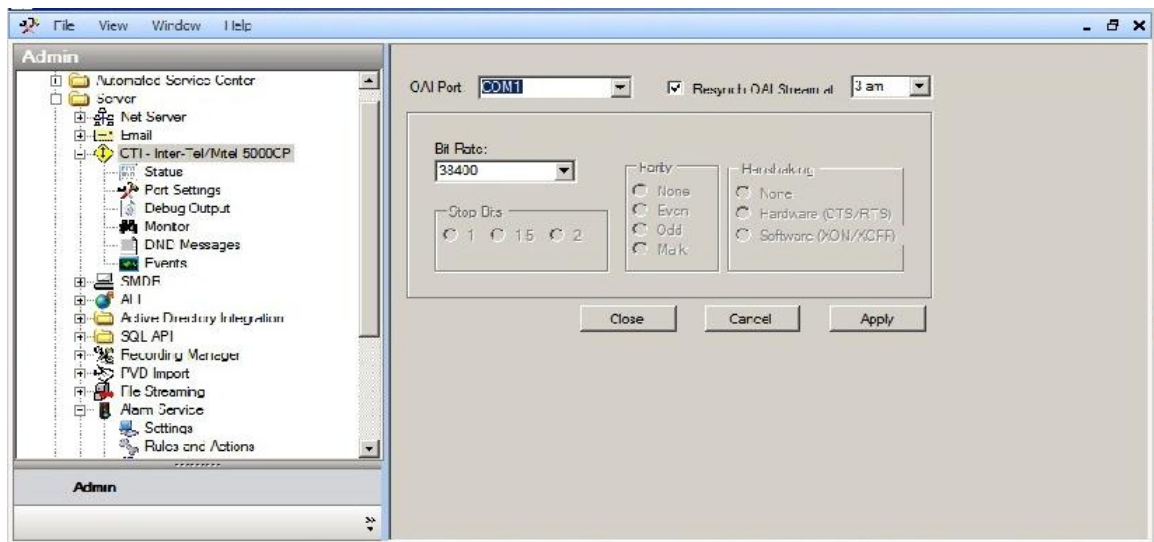
SECTION 2

SELECTING THE CTI INTEGRATION

1. Select the OAI Port under Port settings

OAI Port Settings

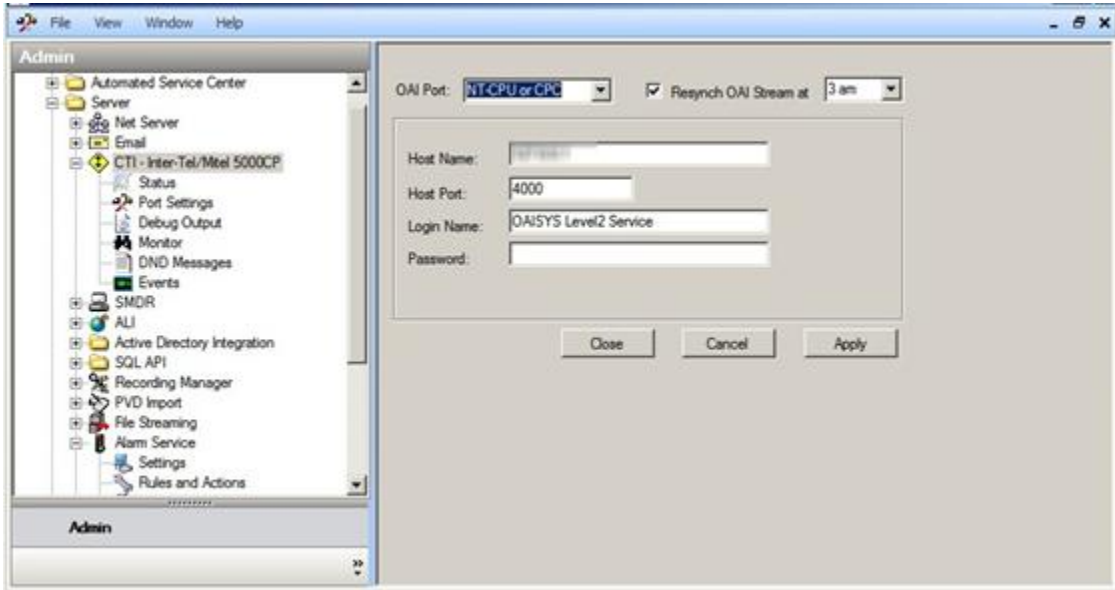
COM1 – Change protocols to match Port settings





NT-CPU OR CPC

Put in the host name or the IP address of the NT-CPU or CPC card.
Make sure the host port matches.

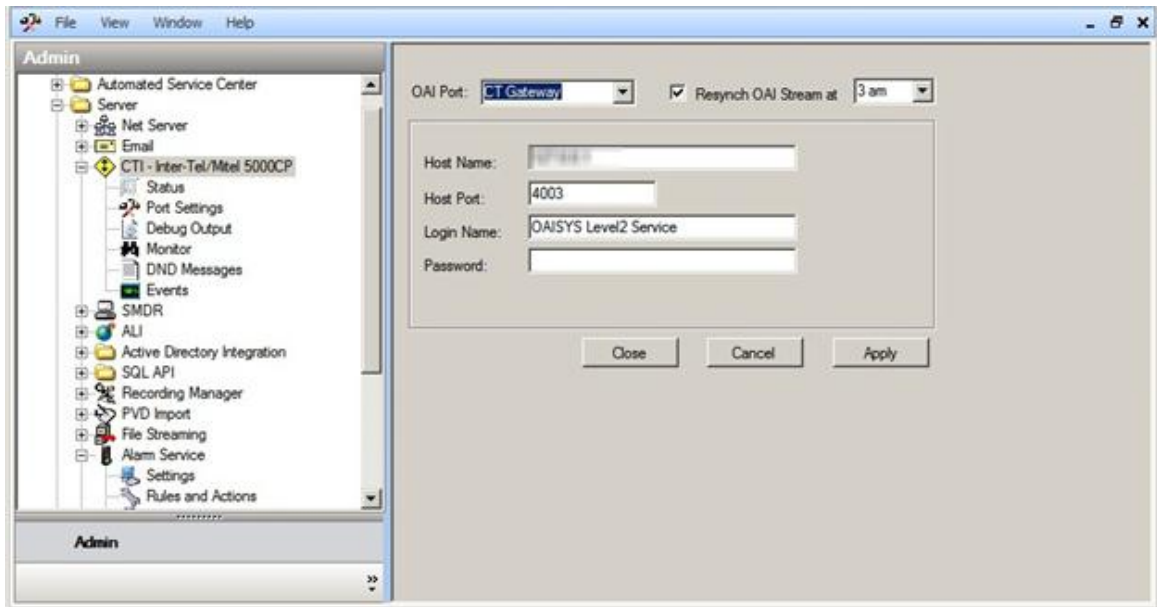




CT GATEWAY

Put in the host name or the IP address of the CT Gateway.

Make sure the host port matches that of the Application Port setting in the CT Gateway.

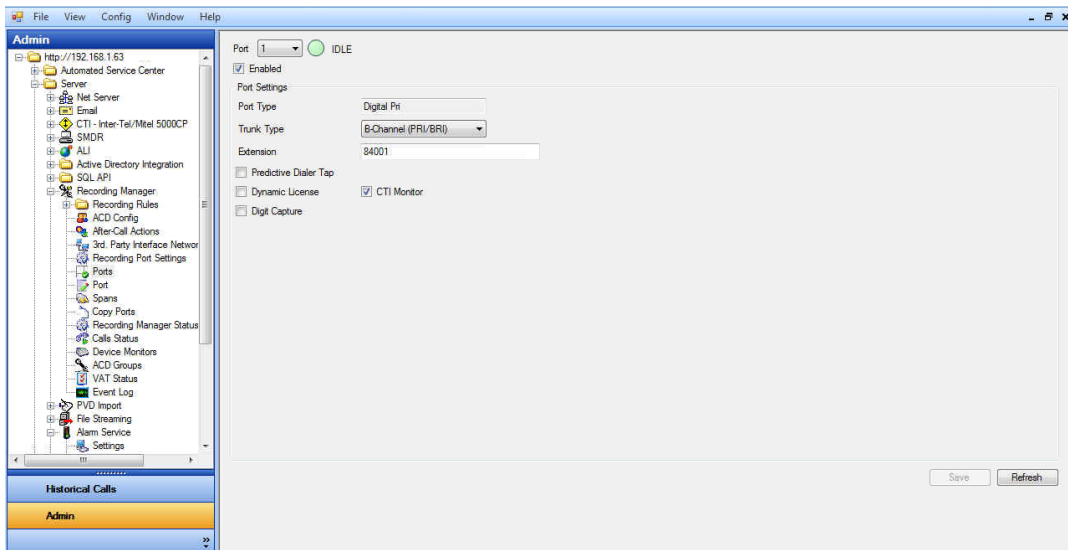


SECTION 3

TRUNK ID PROGRAMMING WITH MITEL AXCESS/5000

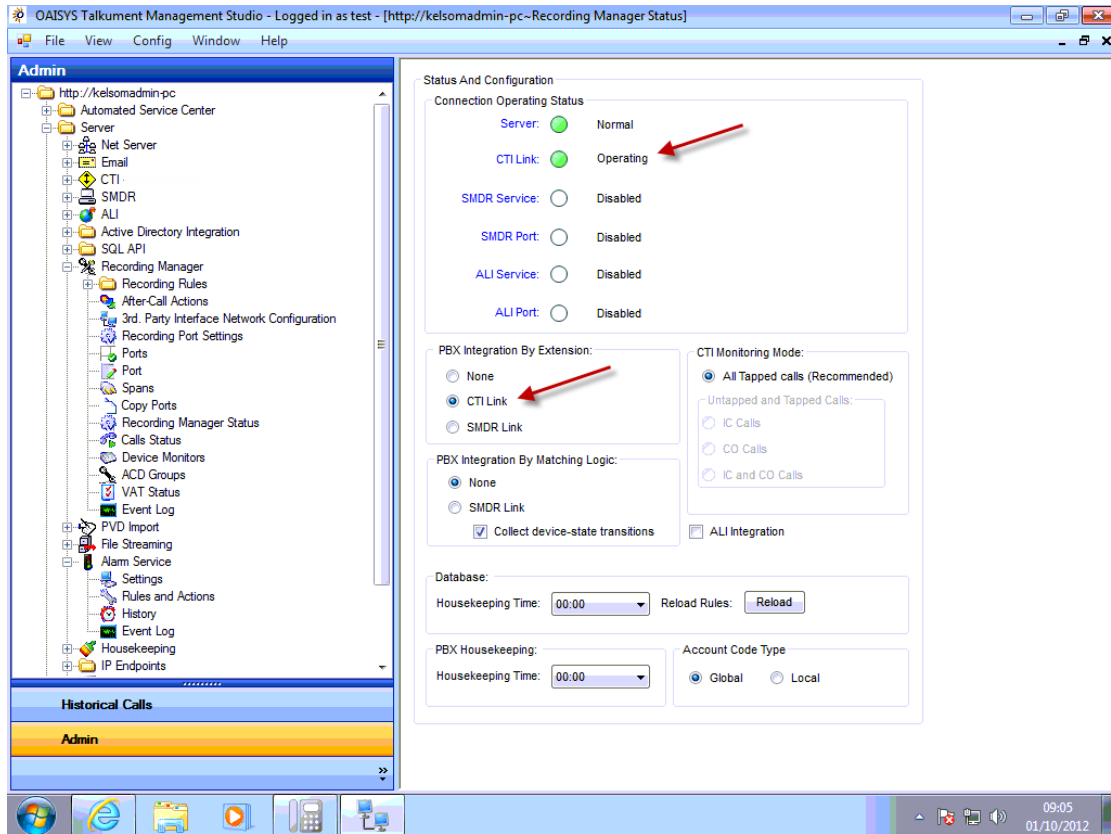
1. Trunk IDs in Mitel Axxess/5000 PBXs are numeric strings, so please follow the example below that applies to your application.
2. Required Numbering Convention:
 - a. Trunk IDs for Analog, T1, and PRI lines should appear like 9XXXX, where XXXX should match what is listed for each trunk in the PBX programming.

Here is an example of what a PRI trunk should look like in Tracer/Talkument:





3. Navigate to Recording Manager → Recording Manager Status
 - a. Program to CTI Mode



For all other questions regarding Mitel Axxess/5000 integration, please contact Technical Support at 888-496-9040, Option 4 for Support.