

Mitel SX200 Digital
Mitel SX200 Light
Mitel ML/EL

Overview

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 voice mail messages.

System 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).

Place all ONS voice mail extensions in the same hunt group in Form 17 (Hunt Groups), 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.

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) allows 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:

1	2	3	4	5	6
Hunt Group Access Code	Pause A	Voice Mail System Operation Code	Pause B	Ext. Num.	Pause

- 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 translates 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.

For message forward to a mailbox:

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 voice

Mail port receives all of the digits. The Duvoice voicemail should not require more than 1 second worth of pause.

For message retrieval from a mailbox:

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:

Slot 1 : **Hunt Group Access Number, *1, **, *6, *9**

Slot 2 : **Hunt Group Access Number, *1, #, *6, *9**

Slot 3 : **Hunt Group Access Number, *1, #, *6, *9**

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.

Voice Mail Programming

Use switch integration 536 for Mitel SX200 Digital ONS.

By default the Duvoice voicemail uses *761 for the MWI on code and *762 for the MWI off code.