

Digital Integration between 1st CTI's Innovator UVMS and the Mitel SX200



Innovation in Communication...



It's About You!

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WARNINGS

- 1) This version of the Innovator is digital, and must use DNIC ports. The Innovator emulates a Mitel SUPERSET 430. Do not connect the voice mail ports to ONS or COV ports on the Mitel.
- 2) Do not attempt to connect a Data Module to any Innovator port or split the port connection to any other device.
- 3) Do not power the Innovator up until you have completed all the installation instructions, in order.
- 4) All Innovator systems should be installed on a battery backup or at a bare-minimum a surge protector.
- 5) You should be a certified Mitel technician to install any equipment on a Mitel PBX. At a bare-minimum you should have access to a certified technician.
- 6) 1st CTI does not warrant any equipment beyond that of the Innovator Unified Voice Messaging Server.
- 7) It is assumed the technician installing this device has an understanding of basic telecommunications, interconnecting, switching, and CO circuits.
- 8) The software contained within the Innovator (PC) is property of 1st CTI. In no way does the software ever change title from 1st CTI to the end user, dealer, interconnect, or wholesaler.
- 9) This manual and the information contained herein is considered correct as of April 26, 2003. 1st CTI reserves the right to change this information at any time, without notice.
- 10) The Innovator does not support Centrex trunking functions operating in front of the Mitel PBX.
- 11) The instructions in this manual are ONLY for Innovator systems being connected to a Mitel SX200 or SX2000. Instructions in this manual **override** any instructions that are given in the standard Innovator Installation & Administration manual.
- 12) Legal notices, copyrights, and trademark information is located at the end of this document.
- 13) 1st CTI STRONGLY SUGGESTS THE INSTALLER/TECHNICIAN COMPLETES A BACKUP OF THE MITEL SX200 BEFORE INSTALLING THE INNOVATOR UVMS.

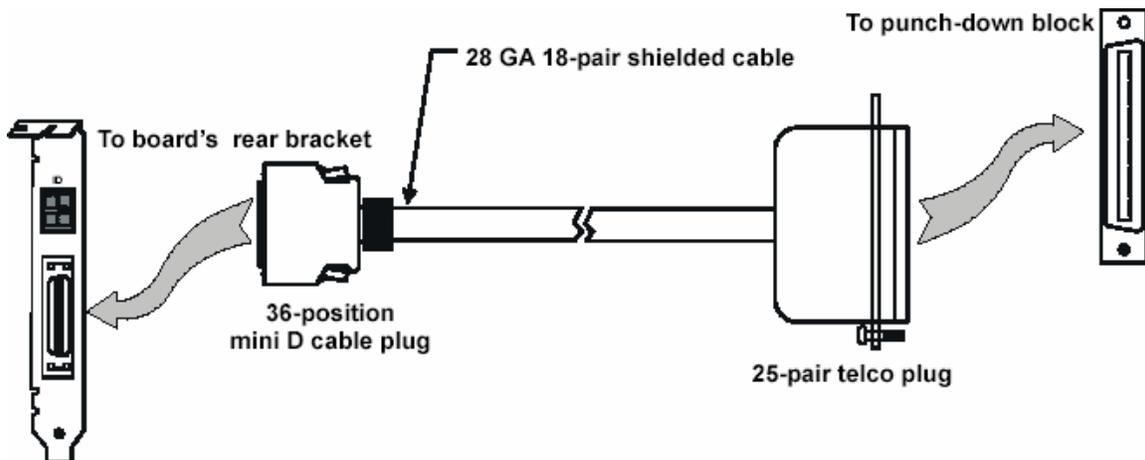
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CROSS-CONNECTING

Included within the shipping container with your Innovator UVMS, is a 25 pair amphenol cable, which has a 36-position mini "D" connector. The "D" connector is what you will use to connect to the back of the Innovator with. At the opposite end of the cable is a 25 pair female amphenol connector, which you will use to make the connection to your BIX, 66, 110, or patch panel on your IDF/MDF.

The pin-out of the Innovator uses the even-pairs from the 25 pair amphenol cable. The pin-outs start at pin 2, **NOT** pin 1. From there you will cross-connect pins 4, 6, and 8 on the 4 port model, and also 10, 12, 14, and 16 on the 8 port model. If your Innovator has more than 8 ports you will simply duplicate the same procedure for the next card in the PC. These pairs are cross-connected to any free DNIC ports on the Mitel, but we suggest you keep the ports in a series if possible.



CLASS OF SERVICE (COS)

Under the Class Of Service (COS) form (03), create a COS that is different from all other devices (i.e. SUPERSETS, SLT's, digital devices, or CO trunks). To create a new COS, select option 3 from the main menu.

Once you enter the COS form, you will default to COS 1. You will need to change the COS to one that is not currently in use. To do this select option 3, by pressing **<ESC> <3>**. Now select a COS number that is not currently in use (you may need to print a CDE to find this information).

The simplest way to enable and disable the required options is to press **<ESC> <7>**, type in the option number (listed beside every option), followed by the **<ENTER>** key. By doing this you will go directly to the option and see if it is enabled or disabled. If it is already set correctly you can go onto the next option in the list. If the option is in the opposite mode (either enabled or disabled) you can simply press **<ESC> <1>** to toggle the mode.

ENABLE the following options:

- Can flash a incoming trunk (212)
- Can flash a outgoing trunk (213)
- Data Security (216)
- Direct to ARS (217)

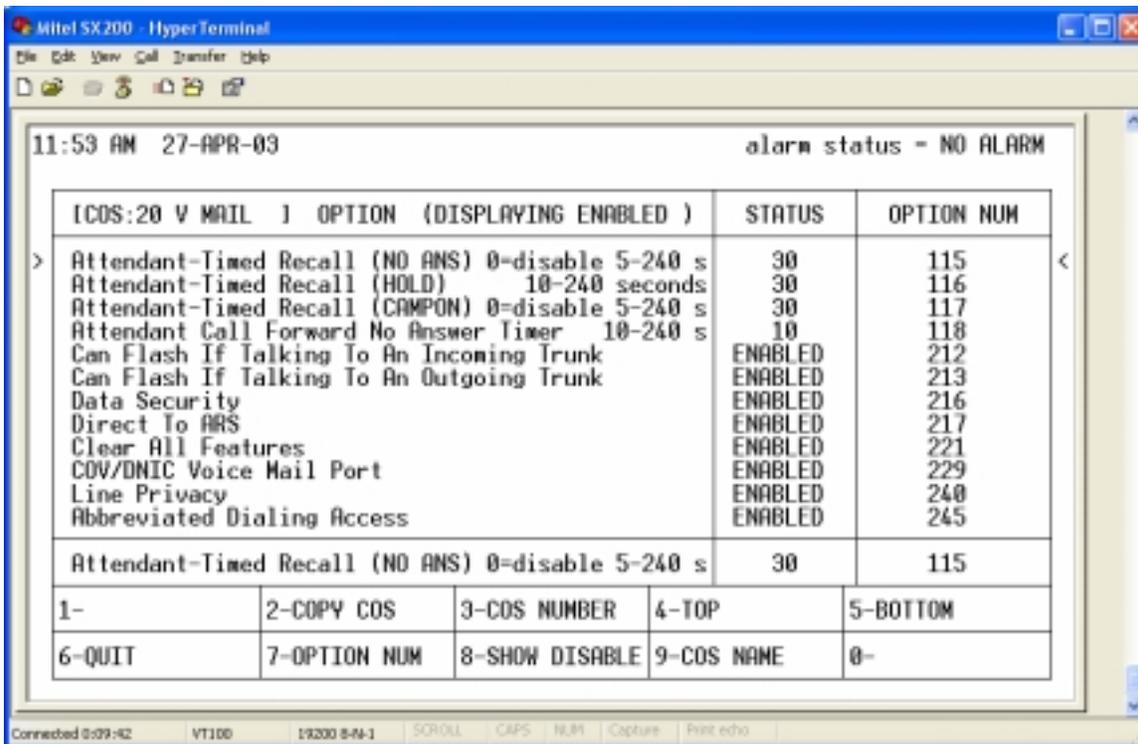
- COV/DNIC Voice Mail (229)
- Abbreviated Dialing Access (245)
- Transfer Dial Tone (251)
- Message Sending (259)
- Camp On (301)
- Paging Zones (303 – 312) **OPTIONAL**
- CO to CO Trunk Connect (313) **OPTIONAL – See warning below.**
- Recording Failure to Hang Up Timer (130 seconds) (404)
- Display ANI/DNIS/CLASS Information (502)
- Display CLASS Name (503)
- Station/Set: Show Internal Numbers on My Phone (508)
- Auto Line Select to Prime (604)
- Enhanced Answering Position (606)

DISABLED the following options:

- Broker's Call (203)
- Lockout Alarm Applies (227)
- SS420 Optional CLASS/ANI Display (504)
- Disconnect Alarm (603)

Remember to press **<ENTER>** twice to confirm your setting changes to the COS.

Change the name of the COS to "V Mail" or something similar, so other technicians that service the switch will know what this COS is for. To change the COS name press **<ESC>** **<9>** followed by the name you wish and the **<ENTER>** key.



WARNING: CO-to-CO Trunk Connect can be enabled to support call processing to and from remote networked or non-networked sites. CO charges may apply and you do increase your chances of toll fraud. 1st CTI cannot be held liable in anyway for fraudulent charges or miss use of CO circuits.

CLASS OF RESTICTION (COR)

Because every company has different needs when it comes to Class of Restriction (COR) and different ways of programming COR we suggest you use one of the existing COR's.

NOTICE: Remember Outcalling to cellular phones, pagers, and other numbers maybe required functionality of certain users. If you block all out dialing, the Innovator will not be able to send notifications to pagers or other external numbers.

NOTICE: If you require technical support on COR, please contact Mitel Technical Support in Kanata, Ontario at 1-800-MITEL-SX.

ADDING THE PORTS TO THE MITEL SX200

Now add the new extensions to the system by using Desktop Device Assignments (form 09). You will need to change the station type to SUPERSET 430. You can do this by moving your cursor to the correct line and pressing, <ESC>, <4>, <ESC>, <4>, <TAB>. You will do this for every port on the Mitel that the Innovator will occupy.

WARNING: It is understood that the Mitel SX200 will check the extension type when it is plugged in and modify form 09 for you, BUT it is recommended that the installer/technician change the set type to a SUPERSET 430 manually, before powering up the Innovator.

Now you will give each Innovator port an extension number, assign a tenant number, assign the COS and COR values, and label the port. Again you can move to the correct port by using your cursor keys. In the first field enter the tenant number. You can use any tenant you wish, but most installations will use "1", for tenant 1. Should you use a different tenant number then the actual mailbox owners, you will need to allow "tenant to tenant interconnection", in form 5. Do **NOT** press <ENTER> at this point.

Next press <TAB> to move to the Extension field. Enter the extension number you wish to use for that particular port. 1st CTI suggests all the Innovator ports use a consecutive numbering plan (i.e. 401, 402, 403, 404 etc.). We suggest using xx1 as the first port, xx2 as the second port, and so on. Leave xx0 as the access code for the hunt group. Again press <TAB> to move to the COS field.

Assign the same COS value that you created before in the first step. Press <TAB> to assign the COR value. Again you will have to pick a COR value on your own

Finally you will need to give the port a name. It is up to the installer or customer how the voice mail ports are labeled. Most Innovator installations will use "INNOVATORx", where the "x" is the port number (i.e. 1-8), but you can use whatever you wish. In cases where you have more than 8 ports you will need to shorten the name or use a different one, as "INNOVATORxx" is too long. To complete this stage press <ENTER>.

You may add notations to the Comments field, but you are not required to do so. Do **NOT** assign any value in the Paging or Associated fields.

11:54 AM 27-APR-03 alarm status = NO ALARM

BAY	SLT	CCT	TEN	EXTN	COS	COR	TYPE	PAGE	NAME	ASSOC	COMMENTS
1	01	06	1	261	19	1	Stn		FAX MACHIN		Fax Machine
1	01	07	1	395	19	1	Stn		VM MODEM		Innovator Modem
1	01	08					Stn				
1	01	09					Stn				
1	01	10	1	174	20	1	Stn		NEIL ULTRA		Phan. for Ultra
1	01	11	1	399	19	1	Stn		PBX MODEM		PBX Modem
1	01	12	1	279	19	1	Stn		NEIL'S P/C		Modem
1	02	01	1	401	20	1	430		INNOVATOR1		
1	02	02	1	402	20	1	430		INNOVATOR2		
1	02	03	1	403	20	1	430		INNOVATOR3		
1	02	04	1	404	20	1	430		INNOVATOR4		
1	02	05					410				
1	01	11	1	399	19	1	Stn		PBX MODEM		PBX Modem

1-MOVE 2-FIND EXT 3- 4- 5- ** MORE **
6-QUIT 7-BAY/SLT/CCT 8-DELETE 9-SHOW CESID 0-

Connected 0:10:48 VT100 19200 8-N-1 SCROLL CAPS NUM Capture Print echo

HUNT GROUPS

Once the extension numbers have been entered, you must add the extensions to the hunt group. From the hunt group form (17), selected a new hunt group. Now you can simply type the extension numbers into the form and press <ENTER> after each entry.

WARNING: Do **NOT** use the Call Forwarding function to call forward busy ports of the Innovator, to the next port. Call Forwarding should be removed from the Innovator's Class of Service.

Ensure the hunt group type is set as "Terminal," by pressing <ESC> <1> <ESC> <1>.

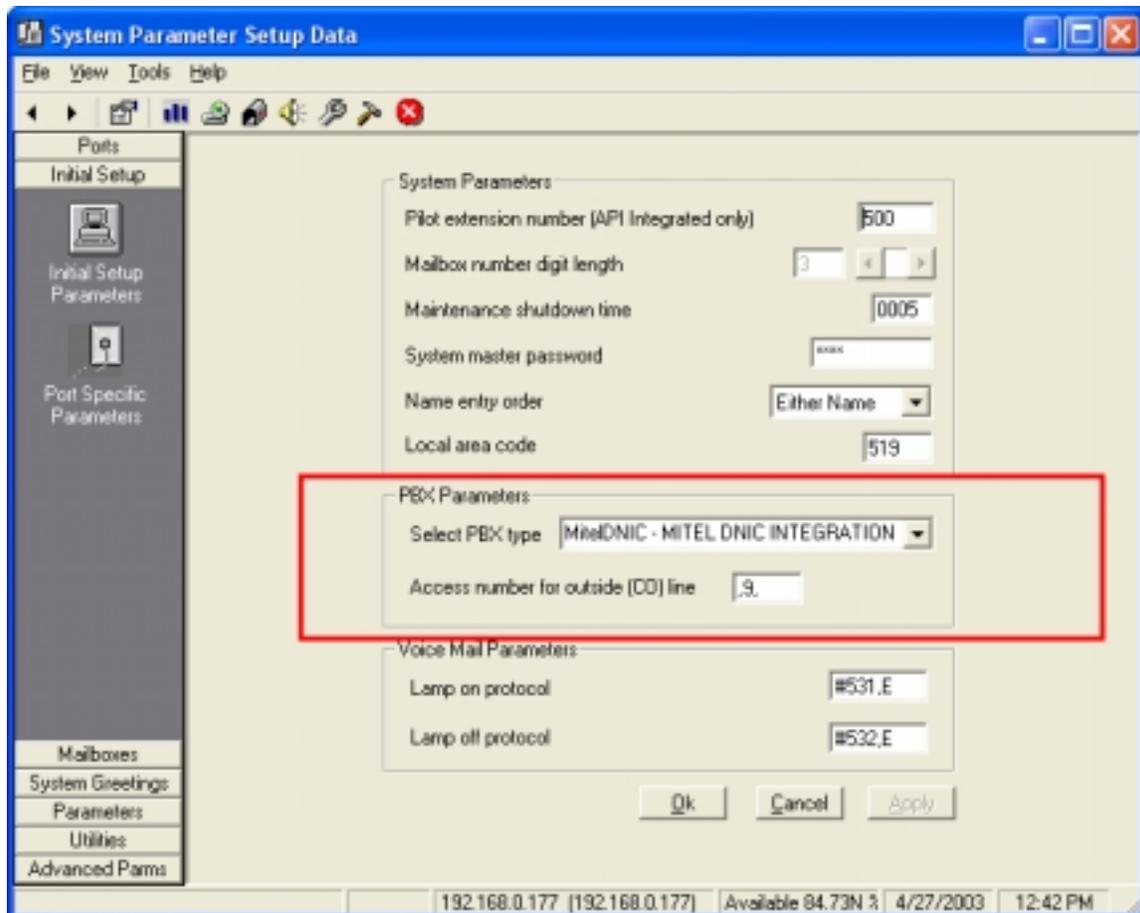
(615) 889-4248. Remember to tell your support representative that you are working on a Mitel DNIC integration.

WARNING: 1st CTI suggests that every Innovator (and Mitel switch) be connected to a UPS. Many UPS's on the market will actually shut the Innovator system down, when the UPS senses the power levels are getting dangerously low. Consult your 1st CTI representative for further information.

PROGRAMMING THE INNOVATOR INTEGRATION TYPE

Login to the Innovator, and select the <Initial Parameters Setup>, from the <Initial Parameters> menu. You will need to tell the Innovator what type of integration it is working with. From the <Select PBX Type> pull down menu, select "MitelDNIC – Mitel DNIC Integration."

NOTICE: Innovator's that ship from our Nashville, TN warehouse come preprogrammed for the phone switch you specify. When you get your Innovator, it should already be programmed for a Mitel DNIC integration.



PROGRAMMING THE MESSAGE WAITING CODE

Next you will have to tell the Innovator, which Feature Access Code (FAC) will activate and deactivate the Message Waiting (M/W) lamps on the users SUPERSET or SLT. You may be required to dial into the Mitel system and lookup the message waiting code.

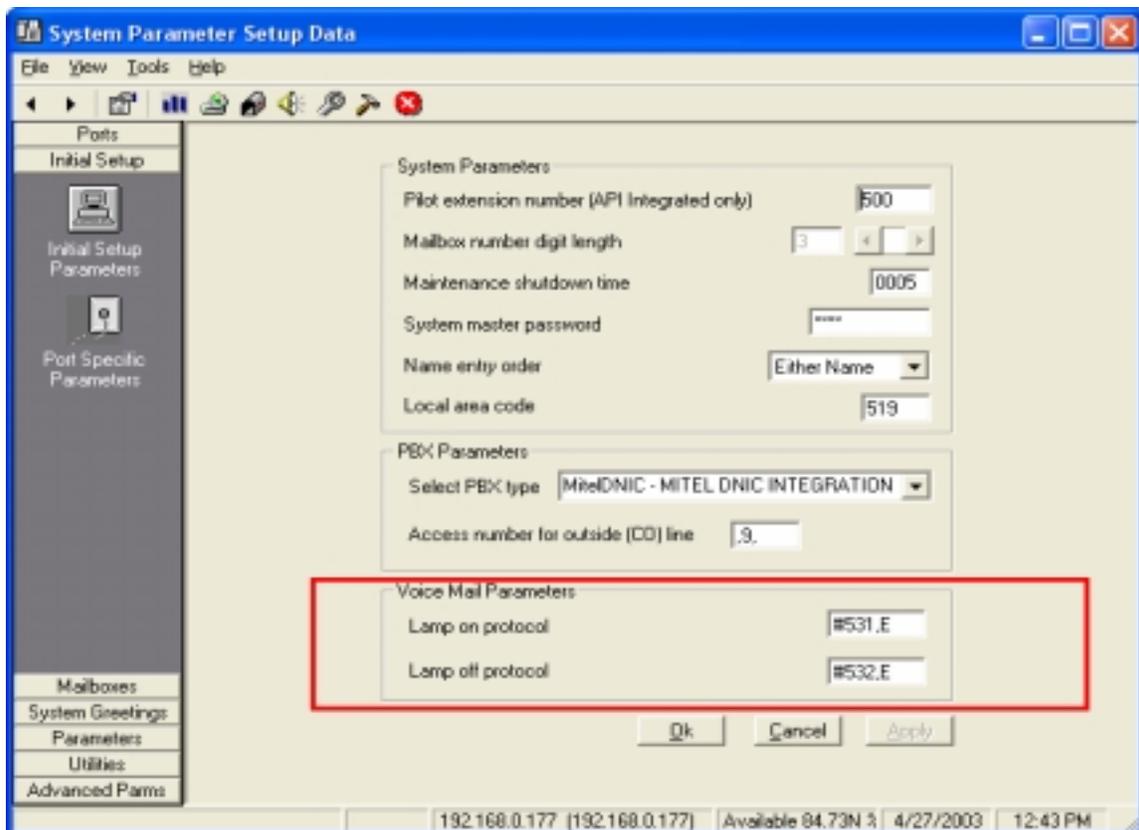
The M/W code can be found within the Feature Access Codes menu (form 02). Within the FAC form, select feature number 41. The far right field will indicate the FAC for M/W. Populate this value into the Lamp On and Lamp Off fields within the **<Initial Setup Parameters>** screen of the Innovator. Remember you must enter a 1 after the M/W FAC to turn on the lamp, and a 2 after the M/W FAC to turn the lamp off. In either case, the M/W FAC will be followed by an "E." The "E" will tell the Innovator to dial the user's extension number.

Here is an example from ABC Company.

M/W FAC: #53 (+1 for on, +2 for off)

Lamp on protocol: #531,E ← Turns on the lamp at ext. E

Lamp off protocol: #532,E ← Turns off the lamp at ext. E



FEATURE	FEATURE NAME	ACCESS CODE		
36	SUPERSET 4 Room Status Display			
37	Direct To ARS	9		
38	UCD Agent Login/Logout	#41		
39	Analogue Network Accept Callers Extension			
40	SUPERSET 4 Maid In Room Stat. Display			
41	Send Message	#53		
42	Call Message Sender of Oldest Message			
43	Callback - No Answer			
44	ACD Login/Logout			
45	ACD Silent Monitoring			
46	Flash over Trunk			
47	Program Feature Key			
41	Send Message	#53		
1-	2-	3-	4-TOP	5-BOTTOM
6-QUIT	7-FEATURE NUM	8-DELETE	9-	0-

EXTENSION FORWARDING TO VOICE MAIL

Calls will be transferred from extensions to the Innovator via the Call Forwarding Busy and Ring No Answer features of the Mitel. The Mitel offers many types of Call Forwarding, mainly two will be used, Busy and Ring No Answer (RNA). Ensure Call Forward Busy (206) and Call Forward RNA (207) are enabled in the user's COS. Although Call Forwarding can be set on a set-by-set bases, Call Forwarding can also be set from the console, and is the ideal place for the installer to set these options.

From the console press **<FUNCTION>** **<F2>** **<F4>**, dial the extension number of a SUPERSET or SLT, and **<F2>**. You now see the extensions' current forwarding settings (Always, No Answer, and On Busy). At most the No Answer and On Busy should be set to the Innovator hunt group number. Repeat these steps for every user in the Mitel system that will have a voice mailbox. If a user does not have voice mail, there is no need to give a forwarding point.

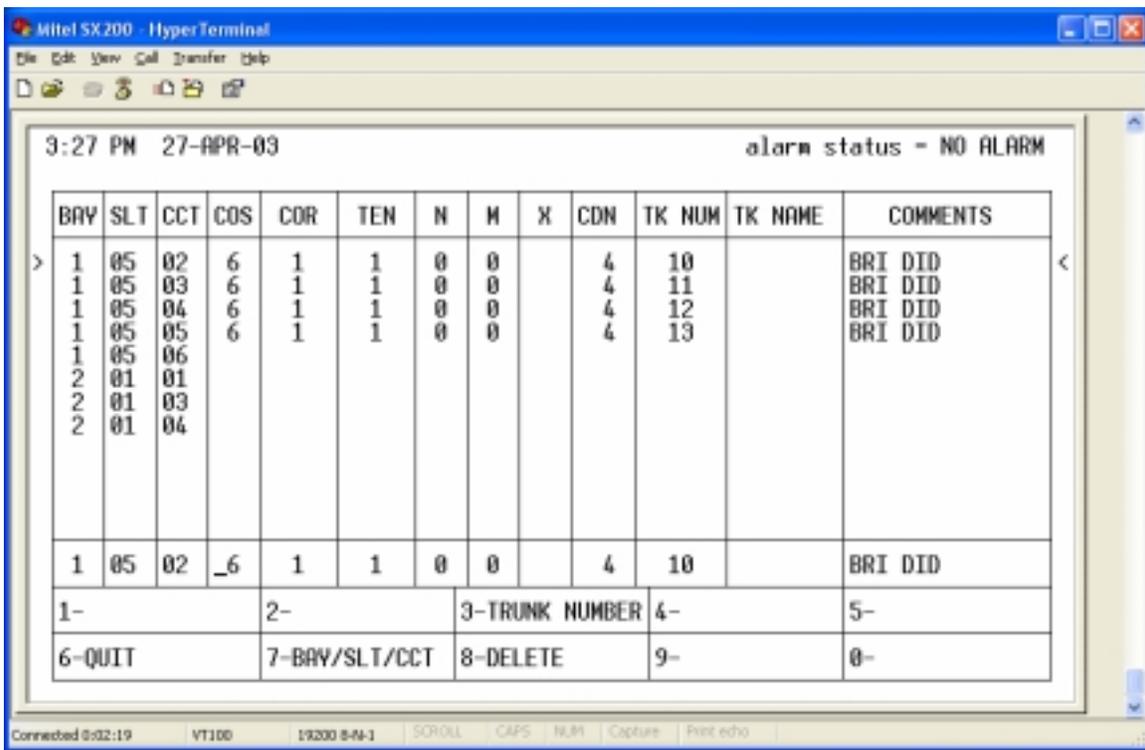
If you or the end-user wish to set Call Forwarding at station level, you will press **<SUPERKEY>** **<YES>** (to Call Forward) **<YES>** (on RNA & BUSY) and dial the extension number of the Innovator hunt group. Ensure the end-user knows how to remove and assign Call Forwarding at the station level.

WARNING: Should you forward extensions (i.e. SUPERSETs, analog etc.) to the Innovator system, and you have not create a mailbox for that particular extension, the Innovator will respond with the generic auto attendant greeting (auto attendant 1) when it answers.

Dial-In Trunks (form 15):

If you subscribe to analog/Loop Start DID lines, PRI, or BRI, you will be required to use form 15, Dial-In Trunks. It is important to note, that since the Central Office (CO) sends the Mitel PBX the required digits to tell it where to route the call, there is no manual routing. The CO sends the digits to the PBX, the PBX determines the location for the call based on those digits, and routes the call to the appropriate extension.

In most cases it is easier to assign the hunt group pilot number equal to that of the DID number from the CO. In cases where this is not possible (i.e. phone number 519 823-1661 and a voice mail pilot of 400) you could create extension 661, and have it Call Forward All to 400. By using this method, the Mitel will route the call to extension 661 based on the digits from the CO, and then the Mitel will Call Forward the call to one of the Innovator ports in the hunt group (400).



MULTI-TENANT AUTO ATTENDANT (Optional)

Programming a multi tenant environment is not hard, but does take a little thought. For ease of learning we will use a demonstration, ABC Company and XYZ Company. Both companies use the Mitel and Innovator, with the Innovator being hunt group number 400. The Innovator ports are 401-408. For this example our Abbreviated Dial Access code will be "5."

Company	CO Description	CO Circuit/ID	CO Trunk Group
ABC Company	Line 1	01	01
	Line 2	02	01
	Line 3	03	01
XYZ Company	Line 1	04	02
	Line 2	05	02
	Line 3	06	02

You will need to create an Abbreviated Dial string for each trunk in the system. Each Abbreviated Dial will be similar in terms of the digit format, but each trunk will have a different indicator. Look at the chart below for more of an example.

Abbreviated Dial	String	CO Line it Effects / Logical ID
5311	400****01	Line 1 of ABC Co. (01)
5312	400****02	Line 2 of ABC Co. (02)
5313	400****03	Line 3 of ABC Co. (03)
5321	400****04	Line 1 of XYZ Co. (04)
5322	400****05	Line 2 of XYZ Co. (05)
5323	400****06	Line 3 of XYZ Co. (06)

From our example above, each Abbreviated Dial calls the Innovator hunt group (400), waits for an answer, then dials "***0x." The Innovator will only see the "***0x" when it answers.

Now on the Innovator side you will have to setup the strings to correspond with the Auto Attendant greetings. Click on **<Advanced Parameters>** under the **<Advanced Parameters>** menu within the Innovator Programming GUI. Click on **<Inband Setup>**. Under the "Key" characteristics type "***0x" where the "x" is 1, 2, 3, 4, 5, or 6 in this example. Now under the "Operation" characteristics select "TRK/Trunk", this tells the Innovator that the digit format that it has received from the Mitel is for an incoming trunk. Finally under "Data" you will place your Auto Attendant number for this trunk. Because we have two companies it will most likely be "1" for ABC Company and "2" for XYZ Company. Take a look at the chart below for a detailed look.

KEY	Operation	Data
**01	TRK (Trunk)	1
**02	TRK (Trunk)	1
**03	TRK (Trunk)	1
**04	TRK (Trunk)	2
**05	TRK (Trunk)	2
**06	TRK (Trunk)	2

You will also need to set a "inband delay" on the Innovator side, so the Innovator knows to hold the Auto Attendant greeting until it has received all the inband DTMF's. To do this, select **<Integration Delay Second>** under the **<PBX Parameters Section>** of **<Advanced Parameters>**. Type "1" in the Integration Delay field and click **<APPLY>**.

NOTICE:

If you require further instruction or assistance on Multi-Tenant Auto Attendants please contact 1st CTI's Nashville, TN Support Office at (615) 889-4248.

SUPERIOR CUSTOMER SERVICE

Before leaving the customers site please complete this checklist:

- Place a test call to every port and make sure all the ports are answering.
- Leave a few voice mail messages, and ensure calls are being forwarded to the correct mailbox.
- If the customer is using PRI, BRI, or T1, test and ensure the correct DID's are being answered by the correct auto attendant.
- If the Innovator is also acting as Auto Attendant ensure all lines are being answered, and receive the correct greeting.
- Show the customer (on-site contact) of the basic call flows and how and where the Innovator comes into play.
- Ensure CommLink™ is working correctly on all the desktops that have it installed.
- Make sure the modem is answering on the Innovator.
- If the customer does not have a UPS, inform them they should consider purchasing one.

THIS CONCLUDES INSTALLATION...

Thank you for purchasing 1st CTI's Innovator UVMS. We appreciate your business.

**If you require technical assistance at any time please call our
Nashville, TN Support Office at (615) 889-4248.**

FAQ's/TROUBLE SHOOTING

Q: My Mitel system shows all (or most) of the voice mail ports going into use every three minutes. There is no one on the line, why is the Innovator's ports in use?

A: The Innovator is completing a sanity check to ensure the Mitel is still operational and sees the ports of the Innovator. The Innovator will check to ensure a caller is not present on the line before disconnecting. This functionality has no effect on the Mitel or the Innovator, but provides a safety net to ensure everything is working correctly. This functionality can not be deactivated.

Q: At times the console shows "ALARM" and the logs show "SUPERSET Unplugged."

A: Should the Innovator be rebooted or loose power the Innovator cannot support an emulation of a SUPERSET 430, and as such the Mitel thinks the Innovator has been removed. It is suggested that Option (603) from the COS is disabled. It has no effect on the Innovator, but creates fewer alarms.

Q: When a person calls the Innovator from a Superconsole 1000, 7000 or Sub Attendant, and requests a certain extension, the Innovator will not transfer the call to that extension, why?

A: A console user can not be transferred in any way. The Mitel SX200 blocks transfers of consoles by any other type of extension.

Q: How does a person Record a Call, or use Call Queuing?

A: In order for Call Queuing and Record a Call to work, the telephone user must have CommLink™ installed and active on their desktop. From there the Mitel and Innovator will work together and provide full functionality of the options to the end user. Ensure you have enabled and activated these features within the mailbox owner's COS & mailbox configuration on the Innovator.

Q: I have a SUPERSET 430, 4150. Can I use the softkeys of the display to interact with the voice mail system?

A: At this time softkey support is not an available option. But check back soon.

Q: Does the end user have to enter a "9" before their pager or cell phone number, when Outcalling is activated?

A: As long as you have specified the required digit for out dialing under the System Parameters form, the end user is only required to dial the telephone number for their cellular device.

Q: Can the Innovator operate in a multi-tenant environment?

A: Yes

Q: The end user is complaining that message lamps are not coming on. Why?

A1: Ensure you have option 07 (Cancel 24-hour message waiting) in your systems configuration/timer settings form (04) enabled. If this option is disabled, the Mitel switch will erase any messages from the Innovator 24 hours after it is sent.

A2: In larger Mitel installations, the Mitel SX200 can only have 750 active messages. Although a message lamp on a SUPERSET or SLT is active, that extension may have more than one message. If three people send a message to one particular extension, that extension is considered to have three active messages, and your total active messages available is increased by three (750-3=747). Messages are stored on the Mitel in a FIFO order, so if you reach 750, no more messages may be sent.

A3: Port blockage. The Innovator does not set message waiting states to SUPERSETs by dialing access codes. The Innovator uses digital strings to activate and deactivate the message lamps. Although the Innovator sends message waiting indications via digital packets to the Mitel, the port is still required to go off hook. If your calling volume is excessive, you may experience message waiting delays or a lack of message waiting on some extensions all together.

A4: Ensure you have SUPERSET Messaging (option 605) enabled within the users COS.

A5: Ensure you have the correct message waiting on/off code setup within the Innovator. To change the message waiting on/off code, select **<Initial Setup Parameters>** from the **<Initial Setup>** menu. At the bottom of the screen you will see fields for on and off. Enter the same code in each field, plus a 1 for on and 2 for off, then a comma, finished by E.

An example would be, ABC Company uses #53 as the message waiting code.

Lamp on protocol:	#531,E
Lamp off protocol:	#532,E

#53 is the access code for message waiting.

1 turns on the lamp, 2 turns off the lamp on the users SUPERSET or SLT.

, tells the Innovator to wait

E tells the Innovator to dial the user's extension number

A6: If a user complains that they are not getting their messages, you can look at the logs and receive detailed information about messages being left, listened to, saved, and/or deleted. Consult 1st CTI for help with interrupting these logs and how the logs are stored.

Q: I find ports are not hanging up as soon as the calling party (internal or external) hangs up. What can I do?

A: The Mitel tells the Innovator when to hang-up. Ensure that you have the Last Party Clear – Dial Tone (option 22) disabled. The Innovator will work with this function enabled, however when enabled, proper disconnect supervision is not sent to the Innovator until 30 seconds after the caller has hung up. Also your messages may have a period of dial tone at the end of the message, since the disconnect supervision is not sent to the Innovator until that period of dial tone has timed out. For best results, we suggest you disable LPC – DT (option 22).

Q: Will the Innovator support an upgrade from a SX 200 to SX 2000 (2K)?

A: Absolutely. Please consult your 1st CTI representative for upgrade information and required SX 2000 functionality.

Q: What do I need to do to allow Call Queuing?

A: On the Mitel side of things, the call forward busy (CFB) must be turned off. Second you cannot use Multicall appearances on the extension or other extensions around the office. A Key Line appearance may appear on multiple extensions. By allowing a Multicall in any form you give a open path for the call to be routed, when the extension is truly busy, and the Innovator can not tell if the extension is busy or not.

On the Innovator side, you will need to activate the Monitor transfer feature, permit Call Queuing in the COS and activate it in the mailbox options.

Q: During a call transfer there is a few seconds on music on hold (MOH) before ringing commences. Can this be turned off?

A: No, unfortunately the Mitel system is what is providing this, and it cannot be removed if you are using a MOH source.

Q: Our system operator does not like to page overhead using the PA system... Is it possible for the Innovator to answer our calls and then page overhead?

A: Absolutely! By setting up Innovator to act as your auto attendant, Innovator will answer all the calls coming into the business, request the extension number of the person the caller is calling for, and then transfer the call. After all this is done, Innovator will go over the paging system and announce the name of the person/department, followed by "you have a call ringing at your telephone." The user can then go to their phone and pickup the call or dial the Pickup Code + their extension number to be connected with the calling party.

There are two options when it comes to overhead paging. You can **A)** have the Innovator page you overhead for every call, or **B)** have Innovator page you when you fail to answer the call. In the first scenario (A), Innovator will transfer the call to your desk phone (or maybe a cordless phone) and then go directly to paging you

overhead. In the second scenario (B) Innovator will transfer the call to your phone and should you not answer, Innovator will take the call back, place it on hold, and make a paging announcement for you. Failure to answer the holding call will result in the call being transferred back to the Innovator to take a message.

To setup scenario A, load your Call Forwarding settings within CommLink™. Place a "P" for paging in the first forwarding option followed by the paging code of the Mitel. You may need to print the CDE for the Mitel PBX or load the FAC form to find out this code.

To setup scenario B, load your Call Forwarding settings within CommLink™. Place your extension number in the first field. Second place a "P" in the second Call Forwarding field, followed by the paging access code. What we have done here, is asked Innovator to try you at your extension number first, then come back to page the call, if and only if the mailbox owner fails to answer. In the third step of this scenario, you will have to set the Call Forward RNA within the users Mitel SX 200 COS to one (1) ring or more, then the Innovator Call Forward RNA number of rings. For example, if the Innovator is set to 4 RNA rings, you will need to set the Mitel to 5. Finally you have to select "Monitored Transfer" within the Innovator Mailbox Setup. This option is located just below the mailbox users' extension number field.

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