

I. Introduction

This MiVoice Business R7.0 Integration Guide provides general instructions for integration of the **Talkaphone VOIP Series Phone/WEBS® Series Device** with a Mitel MiVoice Business installation. It is recommended to read this instruction set completely before starting any installation. For detailed Talkaphone VOIP Series Phone/WEBS® Series

Device setup instructions, please consult the **Talkaphone VOIP Series Phone/WEBS® Series Device Manual**.



Talkaphone's VOIP Series Phone has tested compatible with Mitel MiVoice Business R7.0. The Mitel Compatible logo signifies that Talkaphone's product has undergone interoperability testing by Talkaphone together with Mitel based on testing criteria set by Mitel. Talkaphone is solely responsible for the support and warranty of its product. Mitel makes no warranties, express or implied, with respect to Talkaphone's product or its interoperation with the listed Mitel product(s) and disclaims any implied warranties of merchantability, fitness for a particular use, or against infringement.

II. Prerequisites

- Mitel MiVoice Business R7.0 pre-installed
- SIP Device Licensing for Third-party SIP (Basic) devices
- Network access to the MiVoice Server, Talkaphone VOIP Series Phone/WEBS® Series Device and all network services (SIP, TFTP, HTTP, FTP, DNS, RTP/SRTP)

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III. MiVoice Business Basic Configuration

Basic instructions for integrating a **Talkaphone VOIP Series Phone/WEBS® Series Device** with a Mitel MiVoice Business R7.0 are included. Advanced setup of MiVoice Business features is outside the scope of this document.

1. Using a web browser, enter the IP address (or FQDN if configured) of the MiVoice Business Server in the address bar:

	MiVoice Business
Login ID:	system
Password:	
	C Remember Login ID
	Login
Important	: Are you using a pop-up blocker? Click here for important information
	If you are receiving security certificate warnings in Internet Explorer, install the Mitel Root Certificate

Figure 1 – Login Page

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2. Login to MiVoice Business and click on the 'System Administration Tool':

	Click to launch a tool:
Ì	Desktop Tool
-	Group Administration Tool
	System Administration Tool

Figure 2 – System Administration Tool

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3. Go to Licenses-> License and Option Selection

Ensure that the MiVoice Business is equipped with enough SIP Device licenses for the connection of SIP end points. This can be verified within the License and Option Selection form.

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License and Option Selection System Capacity	License a	nd Option Selection	i.							
Application Group Licensing and	Online Licen	sing with the Application	1 Management Center							
LANVWAN Configuration		Application Record ID	14381823							
Voice Network	-	SP22-04ral displaying	Sector Sec.							
System Properties	System Type	License Sharing	Hardware Identifier							
· Hardware	Enterprise	No	De96dd44-a471-4b8	36-						
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· Voice trail				Consumed	Altocated	Allocation	Purchased	Allower	1 Alocated	
 Call Routing 	Users									
Music On Hold		IP Users		6	16	0	16	Unrestricte	Yes	
Emergency Services Management	1	External Hot Desk User	18	0	10	0	10	Unrestricted	s Yes	
Property Management	1	ACD Active Agents		0	5	0	5	Unrestricter	1 Yes	
Maintenance and Diagnostics	1	HTML Applications		0	0	20 1	0	Unrestricter	1 Yes	
	1	MilliVoice Business Cost	sole Active Operators	0	ő	20 -		Unrestricter	5 No	
	1	Multi-device Users		0	5	0	5	Unrestricte	1 Yes	
	1	Multi-device Suites		0	5	0	5	Unrestricted	s Yes	
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		and the			140			Consecutore.	100	

Figure 3 – License and Option Selection

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4. Go to System Properties-> System Feature Settings-> Class of Service Options In the Class of Service Options, program a Class of Service Number for the Talkaphone VOIP Series Phone/WEBS® Series Device. Make the following changes and then click 'Save Changes' Many different options may be required for your site deployment, but these are the options that are required to be changed from the default for a Generic SIP Device to work with the MiVoice Business.

Conference Call: Set to 'Yes'

Public Network Access via DPNSS: Set to 'Yes'

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LAN/WAN Configuration	< Page 1 of 11 >	Go to:	value:	Go
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System Properties	**Class of Service Options			
System Settings	Class Of Service Humber	Comment		
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System Options	2			
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Class of Service Options 🥔		(and a second		
SIP Device Capabilities 🥔				
Class of Restriction Groups	(m) 0			
System Access Points 🥔	6			
Feature Access Codes 🧬	7			
Independent Account Codes	<i>🛹</i> 8			
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System Account Codes 🧈	10			
System Speed Calls 🦨	Freedow L Advanced			
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SMDR Options 4P	Class Of Service Number	3		1
Traffic Report Options 🥔	Lonnen	Tanaphone		
Inward Dialing Modification a	ACII Ameri Baharing on He Annuar	Longert		
System iP Porta 🧀	ACD Agent No Answer Timer	15		
Location Based Numbers 🥔	ACD Make Busy on Login	No		
System Administration	ACD Stent Monitor Accept ACD Start Monitor Accept Monitoring New Drime Lines	No		
· Hardware	ACD Silent Monitor Allowed	No		
🛞 Trunks	ACD Silent Monitor Notification	No		
Users and Devices	Work Timer	0		
Integrated Directory Services	Announce			
i thice that	Call Announce Line	No		
Cal Destina	Off Hook Voice Announce Allowed	No		
Car Noteing	Handstree AnswerBack Allowed	No		
+ Music On Hold	Busy Overnde	402-2		
Emergency Services Management	Disable Executive Busy Override Tone	No		
 Property Management 	Executive Basy Override	No		
 Maintenance and Diagnostics 	Call Control Timer			
	Busy Tone Timer	30		
	Dating Conflict Timer	3		
	Inter Digit Timer	10		

Auto Campon Timer: Leave as blank (no value)

Figure 4 – Class of Service Options

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5. Go to System Properties-> System Feature Settings-> SIP Device Capabilities

In the Device Capabilities form, program a SIP Device Capabilities Number for the Talkaphone VOIP Series Phone/WEBS[®] Series Device. Make the following changes and then click '**Save Changes**'.

Replace System based with Device based In-Call Feature: Set to 'Yes'.

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Sipint4 View by Category 🔽 🛹 sps share	SIP Devic	e Capabilities or	Sipint4	DN	to search	~	s	how form on Sipi	nt4 (Login N	ode) 🔽 Go ↓
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LAN/WAN Configuration Voice Network	SIP D	evice Capabilit	ies						*****	
 System Properties 	SIP Devi	ce Capabilities I	Number	Comment						
System Settings	3			SIP Device mode						1
System Feature Settings System Options Shared System Options Class of Service Options SIP Device Capabilities Class of Restriction Groups	2 3 4 5 6			aastra_sip WIP330&BT286 Linksys_SPA2102 polycom4000 Grandstream						
System Access Points Feature Access Codes	7			Mitel_sip						
Independent Account Codes Default Account Codes	Basic Called P	SDP Options Party Inward Dialir	Signaling and g Modification	Header Manipulation Record Information	Distinctive R Advanced	ing Tones	Timers	Key Press Ever	nt	
System Account Codes System Speed Calls 🐲 Tenants SMDR Options Traffic Report Options Inward Dialing Modification 🚅 Outward Dialing Modification	SIP Devi Commer Call Rout Outbour Replace Allow M Enable D	ce Capabilities I ht ling and Adminis d Proxy Server System based v WI Notifications Jigit Collection I	Number stration Options with Device base without Subscri n Busy Or Alerti	d In-Call Features Yes ption No ng State No	Device de					

Enable Digit Collection in Busy Or Alerting State: Set to "No"

Figure 5 – SIP Device Capabilities

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6. Go to Users and Devices-> Users and Services Configuration



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add a new user and associated device.

Figure 7 – Add a new User

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a. In the 'User Profile' page enter the following fields. Then click 'Save Changes'.

Last Name: Enter a Last name for the User First Name: Enter a First name for the User Department: Enter a Department name Location: Enter the location for the phone

ew by Category 🔽 🛹 SDS Share	User and Services DN1 Configuration on	search 🔽		Show fo	rm on No	I Accessible	Ƴ Go	
Licenses	Add T			Print	Import	Export Da	ita Rofre	
LAN/WAN Configuration	User and Services Configurat	ion						
System Properties	Add by Role : Default					Save Changes	Cance	
Hardware	🔺 🔔 Talkaphone Company	User Profile	Service Profile	e Devic	e Details	Service Details		
Trunks	Phone Service	Access and Au	thentication	Phone Ap	plications	Keys		
Users and Devices User and Services Configuration 🥜		Last Name			Com	pany	×	
Attendants		First Name			Talka	Talkaphone		
ACD		Department			Lab			
Group Programming	nming		Location			Niles		
Telephone Directory Management		Role Language Email IDS-Manageable Prime Phone Service					V	
Advanced Configuration					Engli	English 🔽		
Integrated Directory Services					Lingin			
Voice Mail								
Call Routing								
Music On Hold					Phone Service		V	
Emergency Services Management								
Maintenance and Diagnostics		Login ID			1			
		Password			-			
		Confirm Pas	sword		-			

Figure 8 – User Profile

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b. In the 'Service Profile' page enter the following fields. Then click 'Save Changes'.

Number: Enter a unique extension for the Talkaphone VOIP Series Phone **Device Type:** Select 'Generic SIP Phone'

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 Licenses LAN/WAN Configuration Voice Network 	Add T User and Services Configuration		Print_ Import.	Export. Data Refresh
System Properties	Add by Role : Default			Save Changes Cancel
 Hardware Trunks 	 Talkaphone Company Phone Service (100) 	User Profile Service Profile Phone Applications Keys	Device Details Service Details	Access and Authentication
 Users and Devices User and Services Configuration 		Number	100	
Attendants		Service Label	Phone Service	
ACD		a state and the second second		
Group Programming		Directory Name	Company, Talkaphone	
Telephone Directory Management		Print Hand	eu ou	
Advanced Configuration		Prime Name	No ∪ Yes	
Templates		Privacy	No ○ Yes	
Integrated Directory Services		100-100 - 400 - 300		
Voice Mail		Hot Desking User	No ○ Yes	
Call Routing		Device Type	Generic SIP Phone	~
Music On Hold		Service Level	Full	~
Emergency Services Management		Home Element	Local 146	
Property Management				-
Maintenance and Diagnostics		Secondary Element	Not Assigned	<u>×</u>
		Local-only DN	8	
		ACD Enabled		
2				

Figure 10 – Service Profile

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c. In the 'Access and Authentication' page enter the following fields. Then click 'Save Changes'.

SIP Password: Enter a password for this user in the system **Confirm SIP Password**: Re-enter the password

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 Licenses LAN/WAN Configuration Voice Network System Properties Hardware Trunks Users and Devices User and Services Configuration Attendants 	Add V User and Services Configuration Add by Role : Default Talkaphone Company Phone Service (100)	Print Import Export Data Refresh Save Changes Cancel User Profile Service Details Service Details Accoss and Authentication Phone Applications Keys User PIN
 ACD Group Programming Telephone Directory Management Advanced Configuration Templates Integrated Directory Services Voice Mail Call Routing Music On Hold Emergency Services Management Property Management Maintenance and Diagnostics 		SIP Password Confirm SIP Password Wireless PIN Confirm Wireless PIN
()		

Figure 11 – Access and Authentication

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d. In the 'Service Details' page enter the following fields. Then click 'Save Changes'.
 Class of Service: Enter the Class of Service Options number for Talkaphone's VOIP Series Phone as in Step 4.

SIP Device Capabilities: Enter the SIP Device Capabilities number for Talkaphone's VOIP Series Phone as in Step 5.

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System Properties	Add by Role : Default				Save Changes	Cancel	
Hardware	Talkaphone Company	User Profile Service Profile Dev	ice Details	Service Details	Access and Aut	hentication	
Trunks	Phone Service (100)	Phone Applications Keys					
 Users and Devices User and Services Configuration			Day	Night 1	Night 2		
Attendants		Class of Service	1	1	1		
· ACD		Class of Restriction	1	1	1		
Group Programming			L.		L.		
Telephone Directory Management		External Hot Desking Enabled	P No	Vee			
Advanced Configuration		External Hot Desking Dialing Prefix	110				
Templates		External Hot Desking Daming Prenx	_				
Integrated Directory Services		External Hot Desking Number	_				
Voice Mail		DID Service Number			÷.		
Call Routing		Use DID Number for Outgoing Calls					
Music On Hold		Volte recent days scrabble builds at her			100002		
Property Management		Personal Speedcall Allocation			~		
Maintenance and Diagnostics		Zone Assignment Method	Defau	it.	v		
		Zone ID	1	A 1.9			
		SIP Device Capabilities	1				
		Interconnect Number	1				
· .		Tenant Number	1		1		



8. If adding multiple Talkaphone VOIP Series Phone/WEBS[®] Series Device, repeat Step 6a-6d for each device.

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IV. Talkaphone VOIP Series Phone/WEBS® Series Device Configuration Notes

Pre-requisites

Prior to configuring a Talkaphone VOIP Series Phone/WEBS[®] Series Device, ensure the unit is powered on and connected to the network. The Talkaphone VOIP Series Phone/WEBS[®] Series Device can be configured from a computer with either a TCP/IP network connection or a DB-9 Serial port. The Talkaphone VOIP Series Phone/WEBS[®] Series Device supports straight-through serial connections for basic programming. For access to the full configurable feature set, a web browser will be required.

The Talkaphone VOIP Series Phone/WEBS[®] Series Device currently supports access from:

- Internet Explorer 8 or greater
- Firefox 3.5 or greater

Accessing the Talkaphone VOIP Series Phone/WEBS® Series Device WEB GUI

9. Ensure both the Talkaphone VOIP Series Phone/WEBS[®] Series Device and your PC are connected to the Local Area Network. A direct connection to the Talkaphone VOIP Series Phone/WEBS[®] Series Device will require the use of a crossover network cable.

Talkaphone VOIP Series Phone/WEBS® Series Device are pre-configured with the following default settings: IP Address: 192.168.1.10

Username: admin / Password: admin@123

Configure the IP address of your PC to be on the same subnet as the Talkaphone VOIP Series Phone/WEBS® Series Device. For example, 192.168.1.3

10. Open a supported web browser and direct it to the IP address of the Talkaphone VOIP Series Phone/WEBS[®] Series Device. For example, enter the following URL: http://192.168.1.10.

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11. The browser prompts for authentication.

Enter the default Username and Password. After authentication is successful, you are redirected to the WEB GUI Home page.

A username and password are being requested by http://192.168.1.10. The site sa		equired	uthentication
User Name:	ays: "GoAhead"	A username and password are being requested by http://192.168.1.10. The site sa	0
			User Name:
Password:			Password:

Figure 13 – Authentication Tab

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Configuration Settings Using the WEB GUI

12. The 'Home' page shows the Hostname, current Firmware version and the MAC address of the device.

+•		
TALKAPHO	INE	
Home	Home	
Mantenance	Tomo	
Network	System Information	
VoIP	Hostname : VOIP-500	
Devices	Device Mode : 4BH5K	
Digital Outputs	Firmware-Version : 1.0.2.2	
Voice Messages	Bootloader Version : 1.1.9	
Self Diagnostics & Reporting	MAC Address : 00:1E:EB:00:12:78	
Authentication	Contact Information	
Rebost	Address : 7530 North Natchez Ave. Niles, IL 60714 Telephone : (773) 539-1100 Fax : (773) 539-1241 Emai : info@takaphone.com Web : www.takaphone.com Powered by:	
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Figure 14 – Home Screen

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13. Go to Network-> IP Settings. Make the following changes and click '**Apply**' to save changes.

Stat ic IP: Man TALKAPHONE uall Home **IP Settings** Maintenance У Network Configure network connection : set IP Settings O DHCP - Automatic Configuration SIP Settings stati Static IP - Manual Configuration VoIP Specify network details for "Static IP - Manual Configuration" : c IP Devices IP Address 192.168.1.10 and Digital Outputs 255.255.255.0 Subnet Mask Voice Messages net Default Gateway 192.168.1.1 Self Diagnostics & Reporting wor **DNS** Server Authienticition Reboat Enter hostname : k Hostname VOIP-500 addr esse s. e 15 – IP Settings Copyright @ 2014 Tak-A-Phone Co. All rights reserved.

DHCP: Select DHCP to automatically assign an IP address to the device.

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14. Go to SIP Settings page and manually enter SIP settings and click 'Apply' to save changes.

Assign a phone number: Enter the extension number as created in step 6 'Service Profile'-> 'Phone Number' in the MiVoice Business.

Specify FQDN/IP Address: Enter the IP address of the MiVoice Business server.

Enable/disable SIP registration: Checked

Username: The Username is the extension number for the Talkaphone VOIP Series Phone/WEBS[®] Series Device.

Password: Enter the 'SIP Password' as created for this user in Step 6 'Access and Authentication'-> 'SIP Password' in the MiVoice Business.

IP Address: Enter the IP address of the MiVoice Business server.

Re-registration time: Enter the re-registration time with the MiVoice Server

50CB	SIP Settings				
vite:	Assign a phone number Phone Number 100	î 3			
tanga	Specify SIP Server FQDN Primary SIP Server 1	/JP Address : FQON/JP Address	192.168.40.146		
dguts manges	Secondery SIP Server	er FQDN/IP Address FQDN/IP Address	volp500.local volp500.local	-Used for Resiliency	
nonlice & Reporting cation	faable/disable SIP regis	tration :	474F724 (44		
	Specify SIP registrar : Usersame Password Primary SIP Server :	100 •••••	8.40.146		
	Secondary SIP Server	er IP Address IP Address		Used for Resiliency	
	Re-registration Time	3600	(Range: 10-14400 secon	te)	
	Specify outbound proxy	1	10.000		
	Username Password Outbound Proxy 1 IP Address	100 ••••••• 192.168.40.146			
	Outbound Proxy 2 IP Address Outbound Proxy 3 IP Address			Used for Resiliency	
	Port	5060 (Port Rar	ge: 1024-49151)		

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15. Go to VOIP-> Number Lists- Make the following changes and click '**Apply**' to save changes.

Select a number list to configure- Use the drop-down menu to select the number list to be configured (List1 is the default list assigned to Button 1.)

Enter numbers in selected list- Enter the list of destination numbers. Provide up to six numbers. Numbers can be in the format of plain numbers/aliases or as number@ip-address.

Number Lists Select a number list to configure List1 Enter numbers in selected list : 1 301 2 3 4	
Select a number list to configure list v Enter numbers in selected list :	
Select a number list to configure list1 ¥ Enter numbers in selected list : 1 301 2 3 4	
Enter numbers in selected list :	
1 301 2 3 4	
2 3 4	
3	
3	
4	
5	
0	
Note	
	Note To ressign a number list to specific buttons, go to Devices > Buttons To assign a number list to an auxiliary input; go to Devices > Auxiliary Inputs State All rights reserved.

16. Repeat steps 10-13 for any additional Talkaphone VOIP Series Phone/WEBS[®] Series Device.

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