

Settings and
configuration guide for
Flexi with Aastra A400

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System Requirements

Hardware Requirements

The telecommunication interface between the Flexi system and the Aastra PBX can today be either S0 or SIP depending on which Flexi product you want to use.

To get full functionality of your Flexi system requires that there are a number of free S0 ports in your PBX or free SIP licenses (resources). How many S0 ports or SIP licenses required depends on the size of the system (how many users etc.).

Software Requirements

To connect your Flexi system to the Aastra PBX requires at least 1.2 of the Aastra PBX.

CTI communication between the Flexi system and the Aastra system is via the CORBA interface which means that both systems have to be on the same network.

License Requirements in Aastra A400

Third party CTI Basic: License "CTI Third Party Basic", art.nr 20327411

NOTE:

- When third party license is order, a CTI connection license will be generated
License "CTI Connection to Aastra 415/430", art.nr 20952174 alt. License "Connection to Aastra 470", art.nr20952171
- When third party license is order in combination with an Aastra application (Aastra 1560/OfficeSuite), a connection license will be generated. License "Connection to Aastra 415/430", art.nr 20952176 alt. License "Connection to Aastra 470", art.nr 20952173

ATAS (depends on model CE): License "ATAS Interface 415/430", art.nr 20952021 alt. License "ATAS Interface 470", art.nr 20952022

Standard SIP terminal: License "1 Standard SIP Terminal", art.nr 20329240 one per voice channel to Flexi

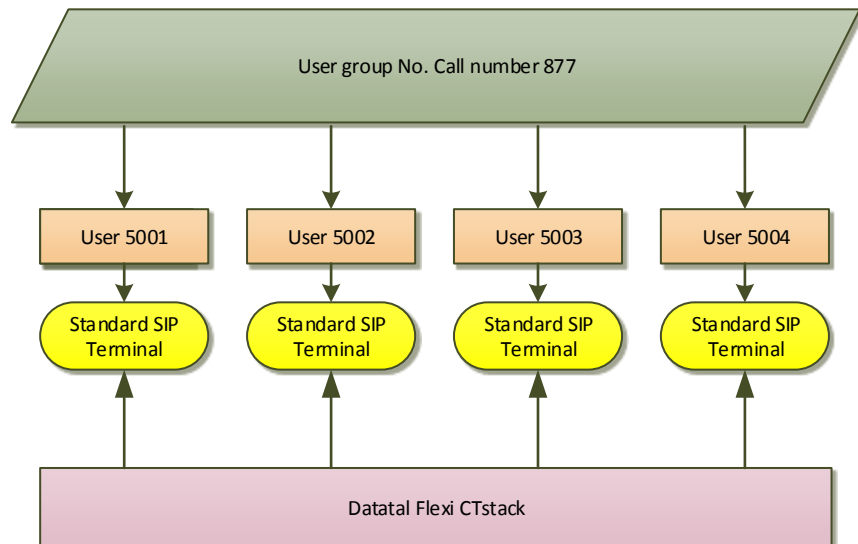
Installation prerequisites

To get full functionality of the calendar integration in your system requires that everything is configured correctly in your Aastra PBX. Have a look in your Aastra documentation if you need more help.

Configuration

AMS

Concept:



User group is attending to be destinationnumber for Presentity, can also be startpoint in Flexi TID or Flexi ContactCenter

DSP

The telecommunication interface between the Flexi system and the Aastra PBX can today be either S0 or SIP depending on which Flexi product you want to use. Notice you have to allocate same amount of VoIP that Flexi intend to use. Ex. 2 VoIP are 2 Flexi channels

DSP settings must be as shown below.

DSP configuration: Summary voice channe									
Card (AMS)	VoIP mode	Voice mail mode	DECT	VoIP	FoIP				
▶ CPU1	G.711/G.729		10	6					
1 of 1 record(s)									
Slot	Card (AMS)	DSP chip	DECT	VoIP	FoIP	VM/AA	GSM	FXD	Modem
1	CPU1		1 10						
SM1_DSP-1	SM-DSPX2		1				20		
SM1_DSP-1	SM-DSPX2		2	6					

Terminal Data

Each SIP terminal must include these settings

Terminal ID	Description	Free seating	Call number
53	Flexi ch 1	no	5001
54	Flexi ch 2	no	5002

53

Terminal ID:

Description:

Call number:

Name:

Terminal interface:

Terminal subtype:

Configured type:

Connected type:

Port:

Barring:

Door open DTMF sequence:

Emergency destination:

PSTN overflow:

AIN area:

Hotline call number:

Hotline delay:

Force call waiting:

Special ringing tone:

Terminal ID	Description	Free seating	Call number	
53	Flexi ch 1	no	5001	Flexi c
54	Flexi ch 2	no	5002	Flexi c

53 of 69

Terminal ID:

IP address:

Port:

Registered:

Bandwidth area:

Relay RTP stream via communication server:

Enable 'keep alive':

Fax device:

SIP user name:

SIP password:

Send redirecting information:

Transport protocol:

Notice

- "Send redirection information" MUST be "Yes, using 'Diversion header (recurring)'"
- SIP Username and password will be used in Datatal CTstack settings later in installation, it's wise to not use a weak SIP password, 1234 is a weak password.

Terminal ID	Description	Free seating	Call number
53	Flexi ch 1	no	5001
54	Flexi ch 2	no	5002

53

Call number	Name	Terminal Profile
5001	Flexi ch 1	1

User Groups

A user group is needed to collect all the connections that will go against the Flexi system.

Call number is destination number that you need to Flexi installation

User groups					
User group No.	Call number	Name	Call distribution	UG sub group from member	General bell
25	877	FLEXI	Cyclic		No

25 of 99 record(s)

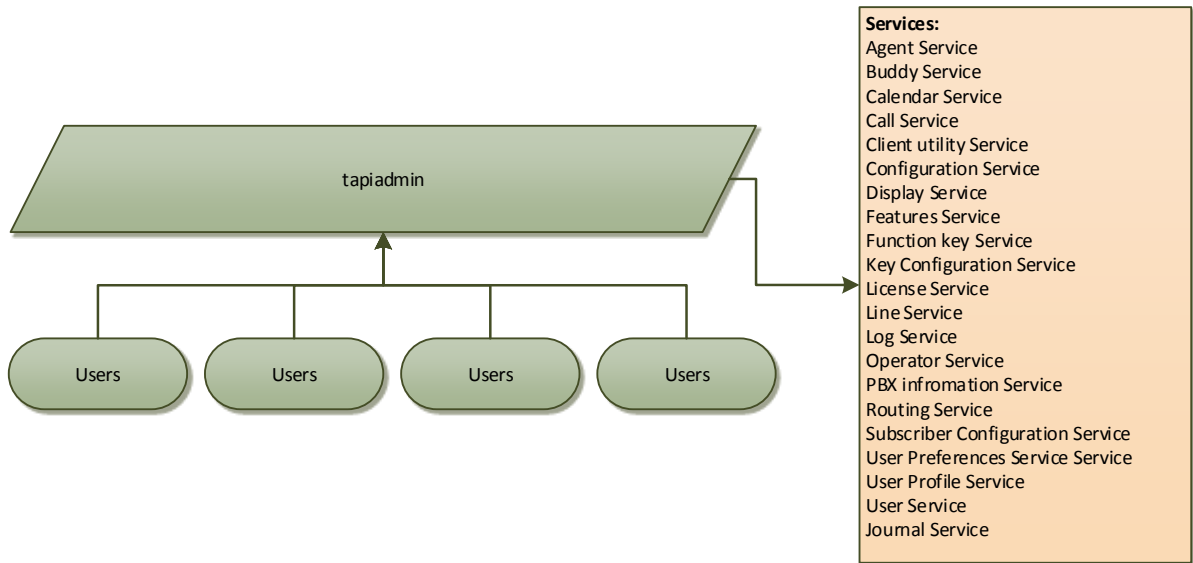
Position	Internal user	Name	Group	Logged out	Logged out by CFU
1	5001	Flexi ch 1	Main group	No	No
2	5003	Flexi ch 3	Main group	No	No
3	5004	Flexi ch 4	Main group	No	No
4	5005	Flexi ch 5	Main group	No	No
5	5006	Flexi ch 6	Main group	No	No
6	5007	Flexi ch 7	Main group	No	No
7	5008	Flexi ch 8	Main group	No	No
8	5009	Flexi ch 9	Main group	No	No
9	5010	Flexi ch 10	Main group	No	No

User group				
User group No.	Call number	Name	Call distribution	UG sub group from member
25	877	FLEXI	Cyclic	

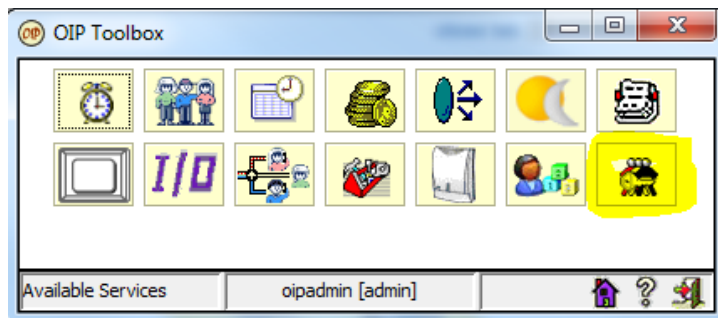
25 of 99 record

User group No.:	<input type="text" value="25"/>	General bell:	<input type="text" value="No"/>
Call number:	<input type="text" value="877"/>	Operator console:	<input type="text" value="No"/>
Name:	<input type="text" value="FLEXI"/>	Member group delay:	<input type="text" value="No"/>
Call distribution:	<input type="text" value="Cyclic"/>	Large user group:	<input type="text" value="No"/>
UG sub group from member:	<input type="text"/>	Entry in unanswered call list:	<input type="text" value="Yes"/>
		Operator console delay:	<input type="text" value="No"/>
		General bell delay:	<input type="text" value="No"/>
		Members remain in UG if forwarded to ext. dest.:	<input type="text" value="No"/>
		Home Alone:	<input type="text" value="No"/>

OIP



Tapiadmin account is used as a super account in OIP for 3rd party applications. By default it must be reconfigured. Add some services and add all PBX users under Lines. NOTICE All users need to have "License = Basic"

**User Profiles**

Go to the "Lines" tab on the TAPIADMIN user . It's important that all users are added. The Flexi system is using the TAPIADMIN user to monitor and control other users.

User groups – TAPI_ADMINISTRATORS

The following "Services" except those that are installed by default is required for the system to work fully.

Calendar Service – Used by the Flexi system when calendar integration is in use.

Display Service – Used by the message waiting indication function in the Flexi system.

Function Key Service – Used by the Flexi system to log in/out users in a group.

Routing Service – Used by the Flexi system to activate diversions in the PBX .

User Profile Service -

Configuration Service -

Key Configuration Service – Used by Presentity app in the Flexi system

Subscriber Configuration Service - Used by Presentity app in the Flexi system

Journal Service – Reports call list from PBX, this will be content in combine with voicemail in web and mobile application

PLEASE verify that all services are added as screenshot below

The screenshot shows the 'User Profiles' application window. The left pane displays a tree view of the system structure, with 'TAPI_ADMINISTRATORS' selected under 'User Groups'. The right pane shows the configuration for this group:

- User Group Name: TAPI_ADMINISTRATORS
- Group Description: TAPI Administrators
- Services (with Access):

Service Name	Access Type
ACD Log Service	user
ACD Service	admin
Agent Service	groupAdmin
Buddy Service	admin
Calendar Service	user
Call Service	admin
Client Utility Service	user
Configuration Service	user
Display Service	admin
Feature Service	user
Function Key Service	user
Key Configuration Service	user
License Service	user
Line Service	user
Login Service	user
Log Service	user
Operator Service	user
PBX Information Service	user
Routing Service	admin
Subscriber Configuration Service	user
User Preferences Service	user
User Profile Service	user
User Service	user

The bottom status bar shows the user 'oipadmin [admin]' and system icons.

Under user tapiadmin and lines, add all user that attend to be in Flexi configuration

Common Lines Startup Windows Details PUM VoiceMail

Settings

License: None Twin Partner:

Journal mode: Dynamic Application: No Application

GSM User:

Terminal:

Automatic

Access rights

Line name/number	Switch Info	Access Right
DECT 21:21	1	Owner
Dialapp:57	1	Monitor
Erik Kalström:26	1	Owner
Erik Test:80	1	Owner
FLEXI CH1:27	1	Monitor

All users that Flexi will monitor as Presentity users, Flexi Contact Center agent or Flexi TID agent must have Basic license in User Profiles.

User Profiles

Number	Name	License	
21	DECT 21	Basic	Dyr
57	Dialapp	None	Dyr
26	Erik Kalström	Basic	Per
80	Erik Test	Basic	Dyr
27	FLEXI CH1	None	Dyr
28	FLEXI CH2	None	Dyr
29	FLEXI CH3	None	Dyr

Diversion by phone via REDkey / via code

“Diversion via REDkey/via code (*73*)“ feature has been added in version 5.4 of Flexi Presentity.

The code is the same as in the Flexi system, description is what to be typed on the phone and is always ended with #.

If no time is entered you will be diverted with a default time which is configurable in AdmiTal Web in the Flexi system. See the default codes below.

All below is configured in AdmiTalWeb under Interception->Interceptioncodes

Code	Description with examples	Format	Default time
0 Lunch	*73*00*1300# is Lunch will be back 13:00	TTMM	1 h
1 Not available	*73*01*1045# is Not available will be back 10:45	TTMM	20 min
2 Not available	*73*02*03130800# is Not available will be back Friday 13 at 08:00	MMDD TTMM	1 day
3 Meeting	*73*03*1500# is meeting will be back 15:00	TTMM	1 h
4 (no code)	*73*04*04111600# is will be back 11 april 11:00	MMDD TTMM	3 h
5 Business trip	*73*05*03120830# is Business trip will be back 12 march 08:30	MMDD TTMM	1 day
6 Customer visit	*73*06*03101600# is Customer visit will be back 10 march 16:00	MMDD TTMM	3 h
7 Not available	*73*07*1400# is Not available will be back 14:00	TTMM	2 h
8 Ill	*73*08*03150830# is ill will be back 15 mars 08:30	MMDD TTMM	(until further notice)
9 Not available	*73*09*03110900# is Not available will be back 11 march 09:00	MMDD TTMM	(until further notice)
10 On parental leave	*73*10*03200830# is On parental leave will be back 20 march 08:30	MMDD TTMM	1 day
11 Holiday	*73*11*04201000# in on Holiday will be back 20 april 10:00	MMDD TTMM	1 day
12 On leave	*73*12*05300830# is On leave will be back 30 may 08:30	MMDD TTMM	1 day
13 Businessmeeting	*73*13*1630# is on businessmeeting will be back 16:30	TTMM	1 h
99 Öppna telefon	*73*99# Opens all active interceptions		Open

Activate Flexi Presentity display menu

Display menu can be used i 2 ways, one disappear when interceptions is gets activated, others will not disappear when its activated.

There are only 6 codes that are in this menu, some codes will only show a part of its name (6 letters), this limits are in PBX/OIP. You can change these code in AdmiTal Web, Interception->Interceptioncodes

Function	Discription
Disapper when interception gets activated	*73**0#
Do not disapper when interception gets activated	*73**#

Settings in Datatal CTStack settings

Require: Internet explorer 10 or higher, Chrome or Firefox, websockets support

If upgrade for < Flexi 5.9, Dialogic Diva will be replaced with Datatal CTstack and configuration is imported from Dialogic diva softIP

1. Open browser on Flexi Server, browse to <http://localhost:1339>

2. Enter a name

3. Click on SIP

Datatall CTStack Configuration

Main menu

- CTStack
- SIP

Aastra A400 x

- Media
- SIP**
- Telephony

+ Create entity

Commit Revert

Aastra A400 - SIP

Dialogs

Dialogs

Always create early dialogs: Retry-After 4xx: Use OPTIONS for keep-alive:

Outbound

Always use proxy: Outbound proxy: Set 'Diversion' header on MakeCall: Set 'History-Info' header on MakeCall:

Transfer

Park other calls on MakeCall: Play 'ring' at other calls on MakeCall: Terminate local call transfer on INVITE: Treat BYE as transfer success: Use 'Remote-Target' in 'Refer-To': Wait for park complete on MakeCall:

Registrations

4. Scroll down to registrations and click on "ADD"

The screenshot displays the 'Datatal CTStack Configuration' interface. On the left is a sidebar with a 'Main menu' containing 'CTStack' and 'SIP'. Below it, a green header indicates 'Aastra A400' with a close button. The sidebar also includes 'Media', 'SIP', and 'Telephony' sections, along with a '+ Create entity' button and 'Commit'/'Revert' buttons at the bottom.

The main configuration area is divided into several sections:

- Call Settings:** Includes options like 'Play 'ring' at other calls on MakeCall:', 'Terminate local call transfer on INVITE:', 'Treat BYE as transfer success:', 'Use 'Remote-Target' in 'Refer-To':', and 'Wait for park complete on MakeCall:'.
- Registrations:** A section titled 'Users' containing a list of registrations. The list is highlighted in yellow and includes entries for IP addresses 192.168.255.40 with ports 5001 through 5010. To the right of the list are 'ADD', 'EDIT', and 'REMOVE' buttons.
- SIP Dialogs:** Includes 'Use 'From' header:'.
- RFC 3325:** Includes 'P-identity mode:' (set to 'Both') and 'Use P-Asserted-Identity:' (checked).
- Transport:** Includes 'Transport:' (set to 'TCP').

At the bottom of the interface, the 'datatalab' logo is visible.

5. Set:

Address: Standard SIP terminal extension

Name: Set a name

Enable: Check

Expires: Timer for re-registrations

Registrar: Server-IP to registrar, usually PBX-IP

Username: Username for Standard SIP terminal

Password: Password for Standard SIP terminal

The screenshot shows a web browser window titled 'Datatal CTStack Configuration' with the URL 'localhost:1339/#'. The main content area displays a configuration form for '(empty registration) [disabled]'. The form fields are as follows:

Field	Value
Address:	5001
Name:	Channel 1
Enabled:	<input checked="" type="checkbox"/>
Expires:	600
Registrar:	192.168.255.40
Username:	5001
Password:	Password

Below the form is a 'Close' button. On the left sidebar, there is a 'Main menu' with options for 'SIP' and 'CTStack'. Under 'Aastra A400', there are options for 'SIP', 'Telephony', and 'Media'. A '+ Create entity' button is also present. At the bottom of the sidebar, it says '8 change(s) pending' with 'Commit' and 'Revert' buttons.

Then click Close

6. Commit and commit changes

The screenshot shows a notification box with the text '8 change(s) pending' and two buttons: 'Commit' (green) and 'Revert' (red).

7. For more registrations, you need to repeat step 6 and 7. Remember to commit after each registrations.

Registrations
Users

Registrations: ? 192.168.255.60 - 5001
192.168.255.60 - 5002

ADD
EDIT
REMOVE

8. Default domain: PBX-IP

Name: Flexi

Port: 5060

Default SIP URI host: PBX-IP

Trunk mode: Checked

Profile: Use A400 user

Lines: Enter number of lines that is order, if entered 20 lines and the license is valid for 16 lines, CTstack will only use 16 lines simultaneous

Datatall CTStack Configuration

Main menu

- CTStack
- SIP

Aastra A400 x

- Media
- SIP
- Telephony

+ Create entity

Aastra A400 - Telephony

Line configuration

Standard

BlindCall source mode: ? All ▼

INVITE expires: ? 30

Lines: ? 8

SIP

Address

Address: ? string

Default domain: ? 192.168.255.40

Default SIP URI host: ? 192.168.255.40

Default SIP URI port: ? 5060

Name: ? Flexi

Profile

Apply: ? None ▼

Current: ? A400 (user)

Trunk

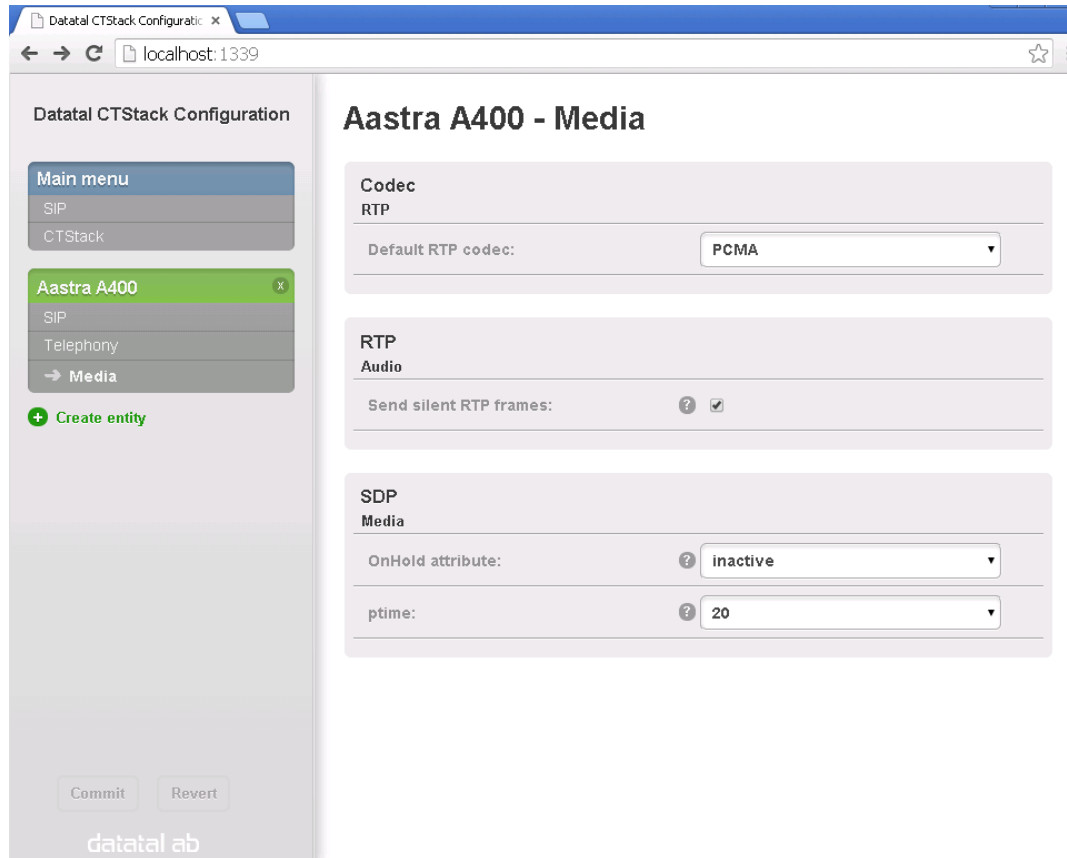
Trunk mode: ?

9. Click Commit and Commit changes

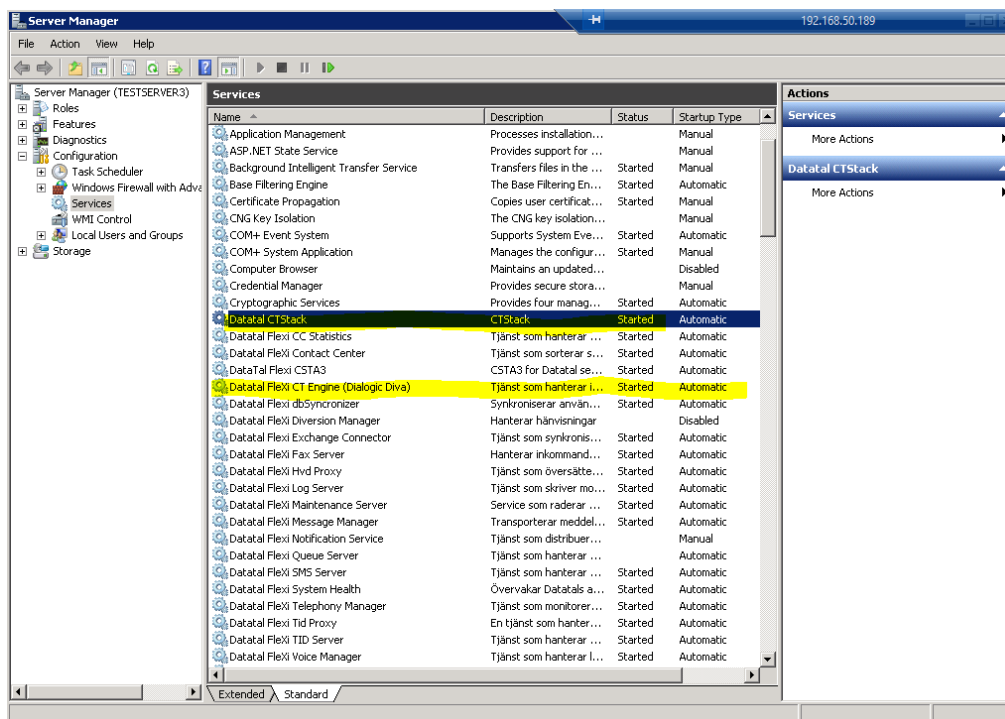
6 change(s) pending

Commit
Revert

10. Media, leave it unchanged



11. STOP and START CTStack and CTENGINE services, when number of lines are change these two service has to be restarted



Good to know

Scenario 1

Problem

An incoming call from a customer to Flexi, customers press DTMF 1 for support. Flexi transfer the call to an extension in PBX. Support doesn't answer the call and the call goes back to Flexi after 30 seconds, previous the problem here was that PBX signal the first extension that customer called. That means that if the call was transfer by Flexi it would not reach supports voicemail.

Solution

Set CFNR destination for internal calls to nothing and goto 2.3.3.2 in AMS configuration. Set Recall time normal to lower than users internal call delay. When no answer is timed PBX will now be signaled that Support didn't answer to Flexi on SIP-diversion-header

Default call forwarding if no answer	
Internal call delay:	30
CFNR destination for internal calls:	
External call delay:	30
CFNR destination for external calls:	
Priority over activated CFNR:	No

Recall / ringing duration	
Recall time normal:	25 s
Recall time for virtual user:	600 s
Internal ringing duration:	10800 s
User group	
User group transfer delay:	3 rings

Scenario 2

Problem

An incoming call to a user, user answer call and start to speak with the customer. User decide to transfer call to Support queue that uses Flexi CC. Before was a recommendation from Datatal that user should transfer blind to Flexi. Reason to that was that Flexi wasn't able to transfer call to an agent when user already has a park call.

Solution

If a user what's to transfer a call to Flexi its recommended to user "park" first call instead of pressing "new call" on Aastra-phone.

Scenario 3

This is more of a recommendation, if you have a user that works as an operator in Aastra 1560 then Flexi should transfer to extension 9 in PBX.

Scenario 4

Problem

Operator that not uses Aastra 1560 thinks that they have no overview of the queue from Flexi. When a customer press 9 in voicemail to reach operator. It could be a good idea to transfer call to an CDE with an number.

27 Flexi-kö 5995 1 A Yes Yes No

27 of 272 record(s)

CDE: 27 CDE in use: Yes

Name: Flexi-kö Force showing the DDI number: No

Call number: 5995 CDE if no answer: [dropdown]

Switch group: 1 CDE forwarding time: 30

Company: A CDE if busy: [dropdown]

Music on hold: As defined in 'Music on Hold' [CM_5.3] Show forwarding information instead of CDE name: Yes

Welcome announcement: [dropdown] Show CDE name at first position: No

Enter ICL data: Yes Enable PSTN overflow (AIN): Yes

Delete unused CDE

27 Flexi-kö 5995 1 A Yes Yes No

27 of 272 record(s)

	Switch position 1	Switch position 2	Switch position 3
Destination	KT	KT	KT
User group	[dropdown]	[dropdown]	[dropdown]
User group name	[text]	[text]	[text]
User	[text]	[text]	[text]
User name	[text]	[text]	[text]
Welcome announcement	[dropdown]	[dropdown]	[dropdown]
Queue	[dropdown]	[dropdown]	[dropdown]

Copy routing settings

Terminal data

Terminal ID	Description	Free seating	Call number	Name	Terminal interface	Terminal subtype	Cor
34	Magnus Backström sidolin	no	3003	Magnus Sidolin	IP	Key telephone	Aastra 5370p

153 of 243 record(s)

Key number	Key type	Function	Number memory 1	Name memory 1
Presence	Function	Presence menu		
1	External line			Flexi-kö
2	External line			Flexi-kö
3				
4				
5				
6				
7				
8				
9				
10				
11				
12	Personal line			