datatal ab

Aastra
IntelliGate
PBX settings for SIP

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1 System Requirements

1.1 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 SO ports or SIP licenses required depends on the size of the system (how many users etc.).

1.2 Software Requirements

To connect your Flexi system to the Aastra PBX requires at least version I7.9 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.

1.3 License Requirements

CTI Basic, art. 20 327 411

ATAS Protocol art. 20 952 021 till A150/300/2025/2045, alt. art. 20 952 022 till A2065.

PBX CTI Connection art. 20 952 046 alt. PBX Full Connection art.nr. 20 952 048 till A150/300/2025/2045

PBX CTI Connection art. 20 952 043 alt. PBX Full Connection art.nr 20 952 045 till A2065

1.4 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.

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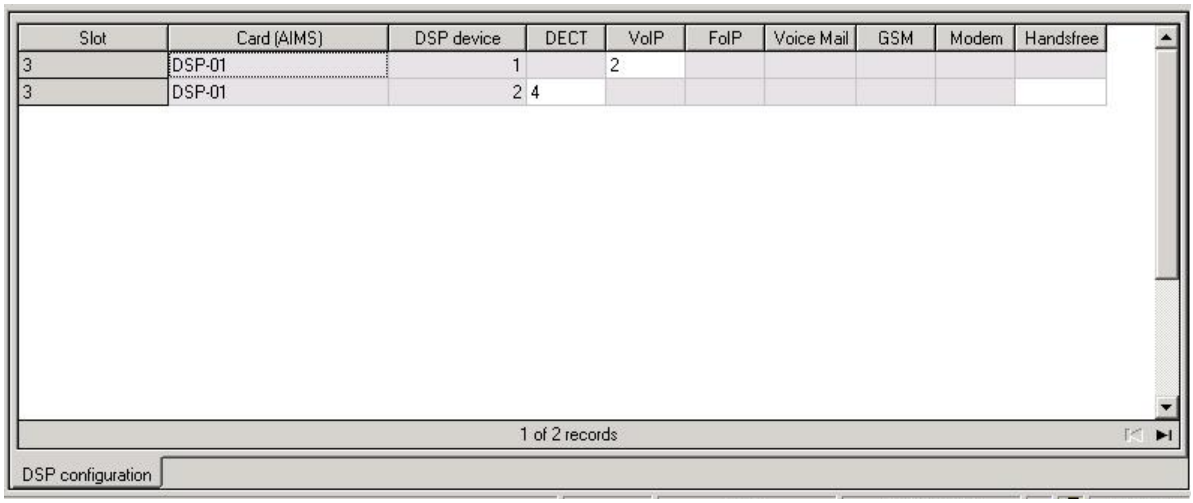
2 Configuration

2.1 AIMS

2.1.1 DPS

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.



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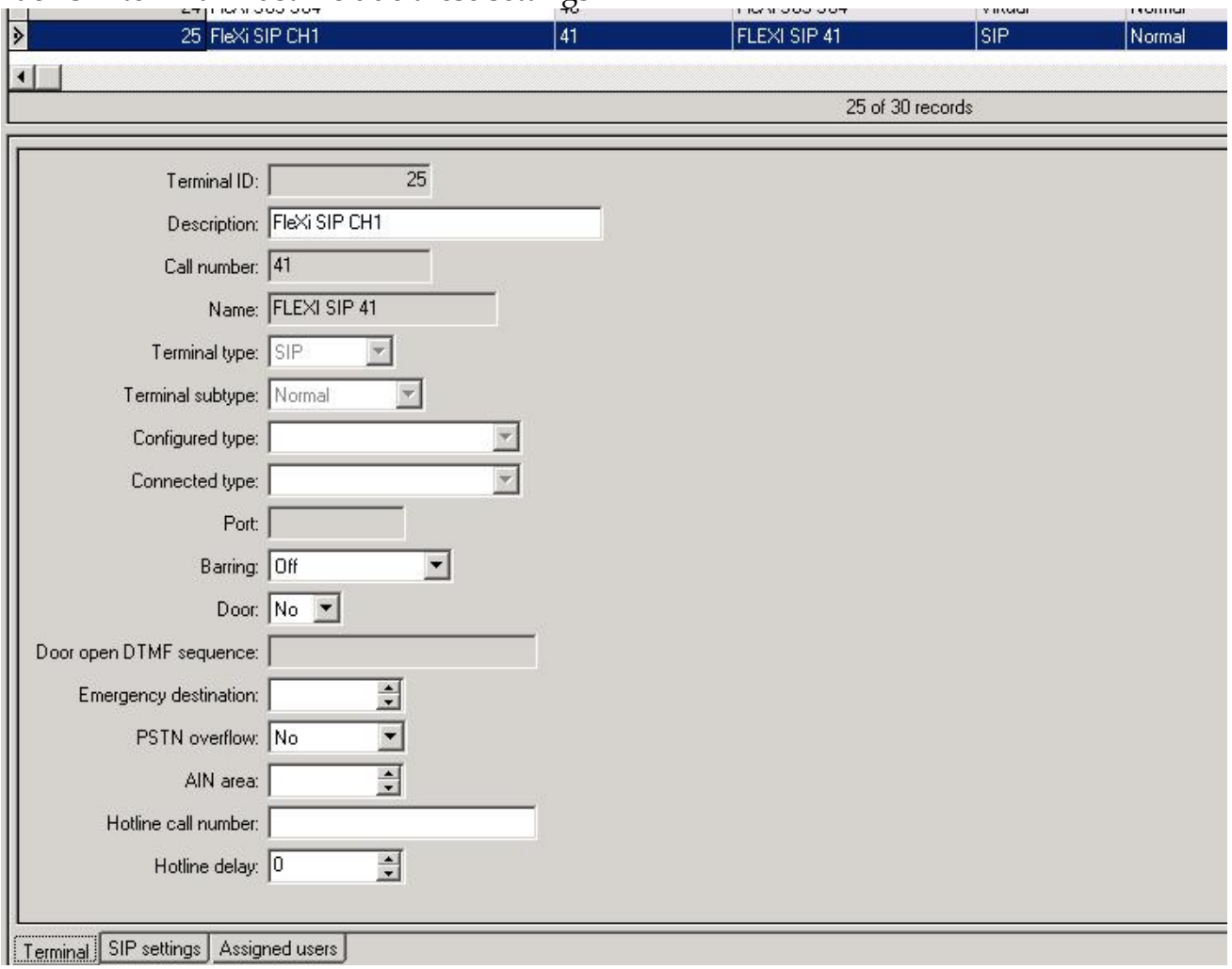
2.1.2 Terminal Data

Each SIP teminal must include these settings



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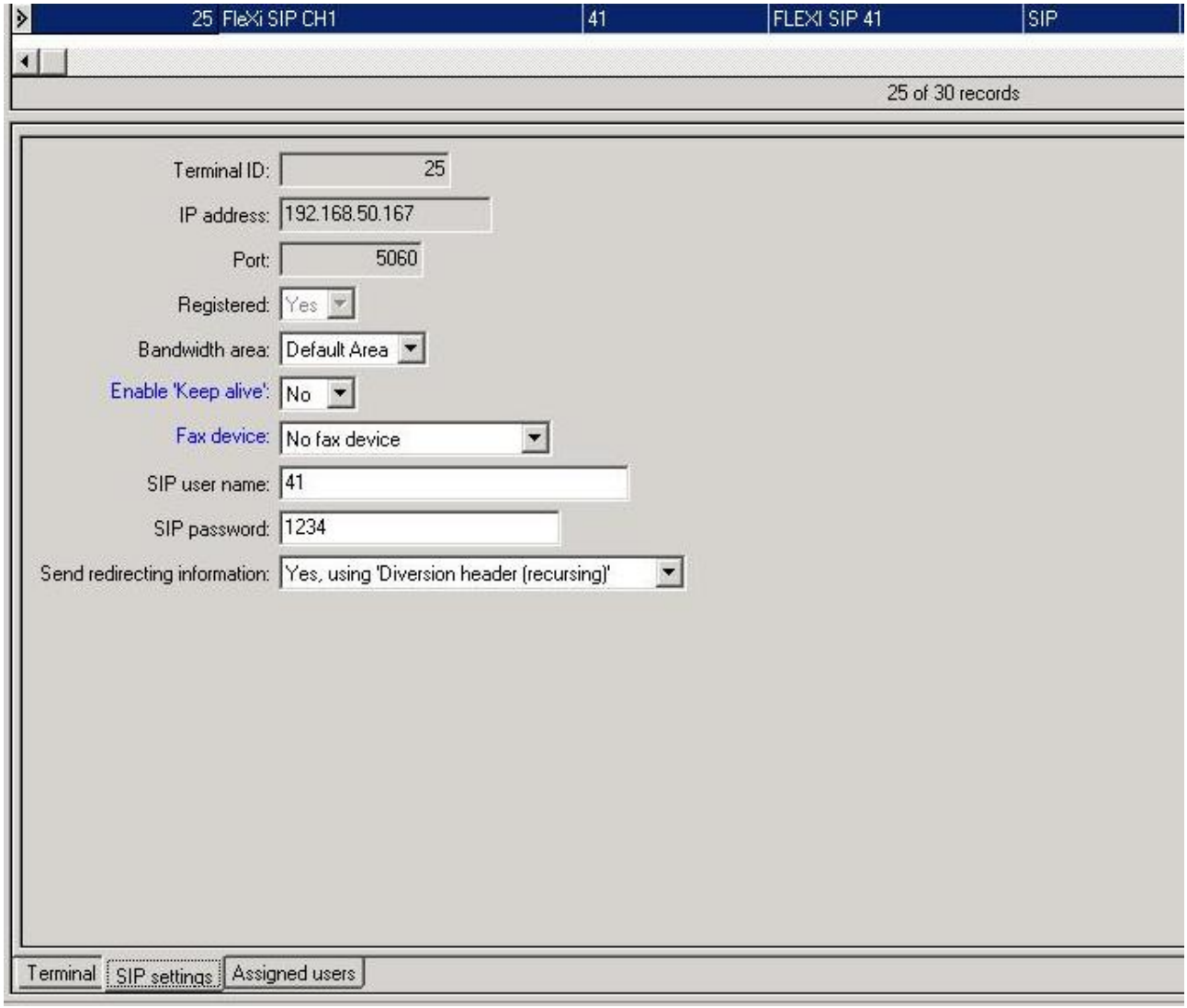

Notice "Send redirection information" MUST be "Yes, using 'Diversion header (recursing)"

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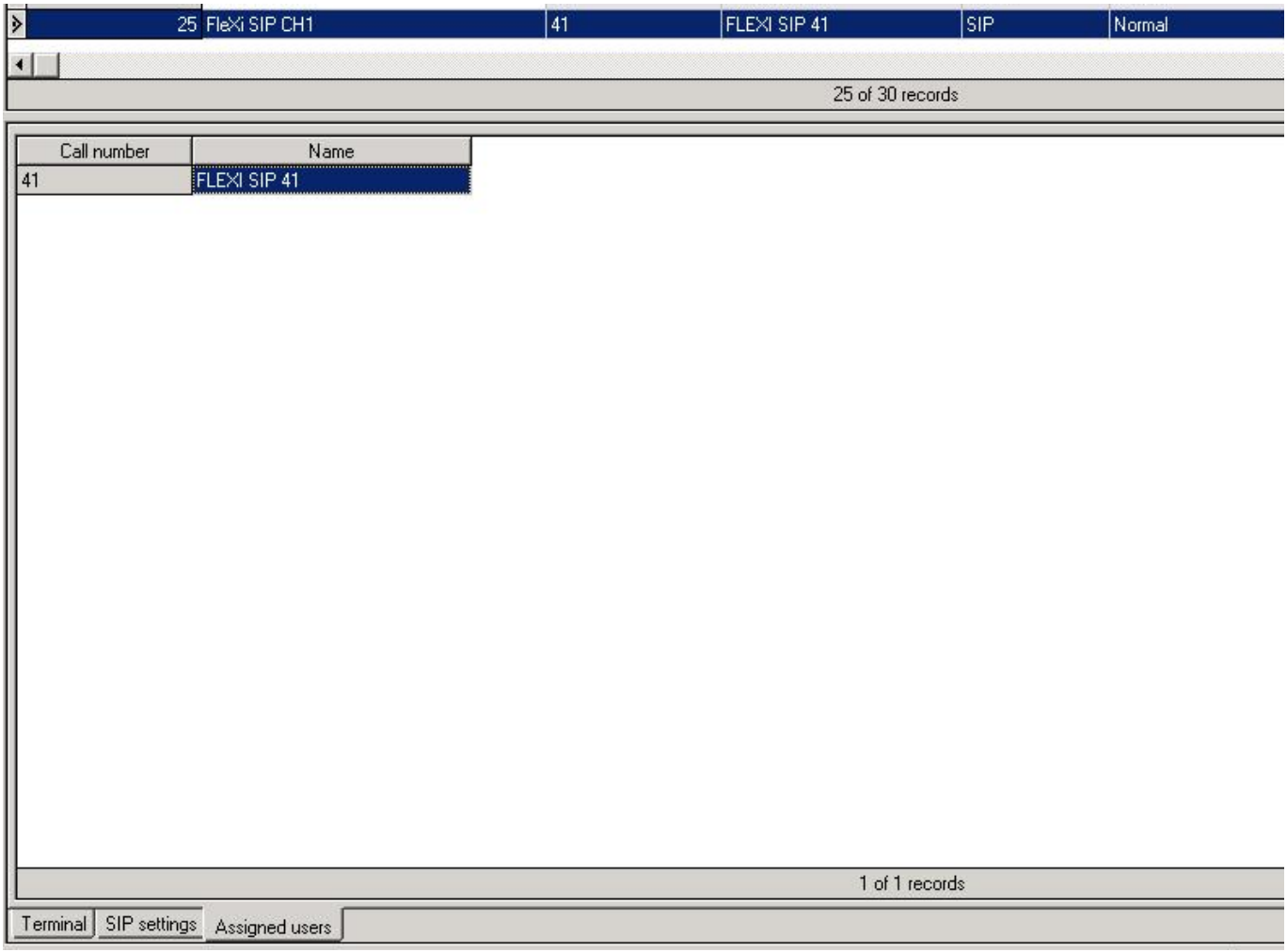

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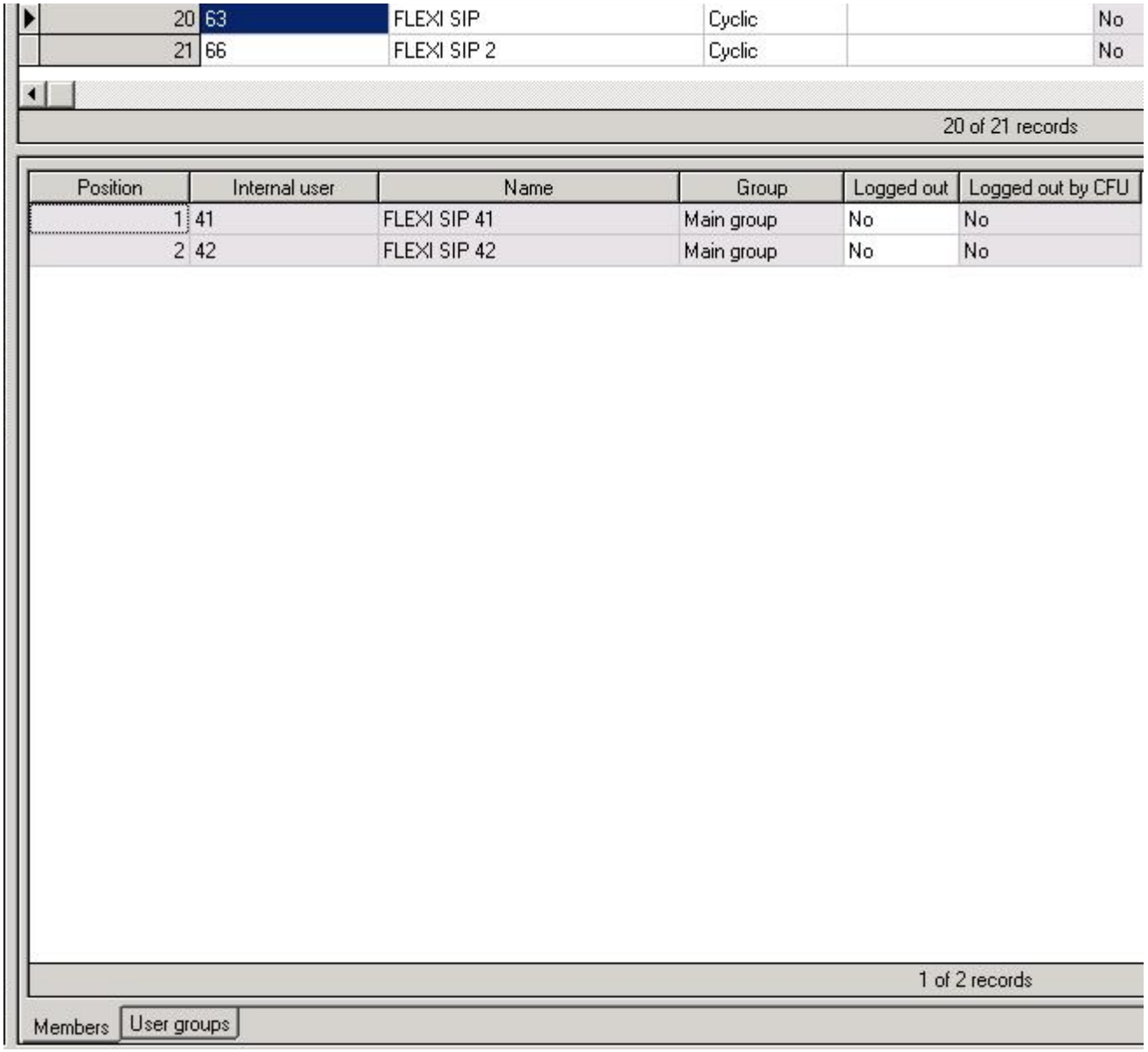
2.1.3 User Groups

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



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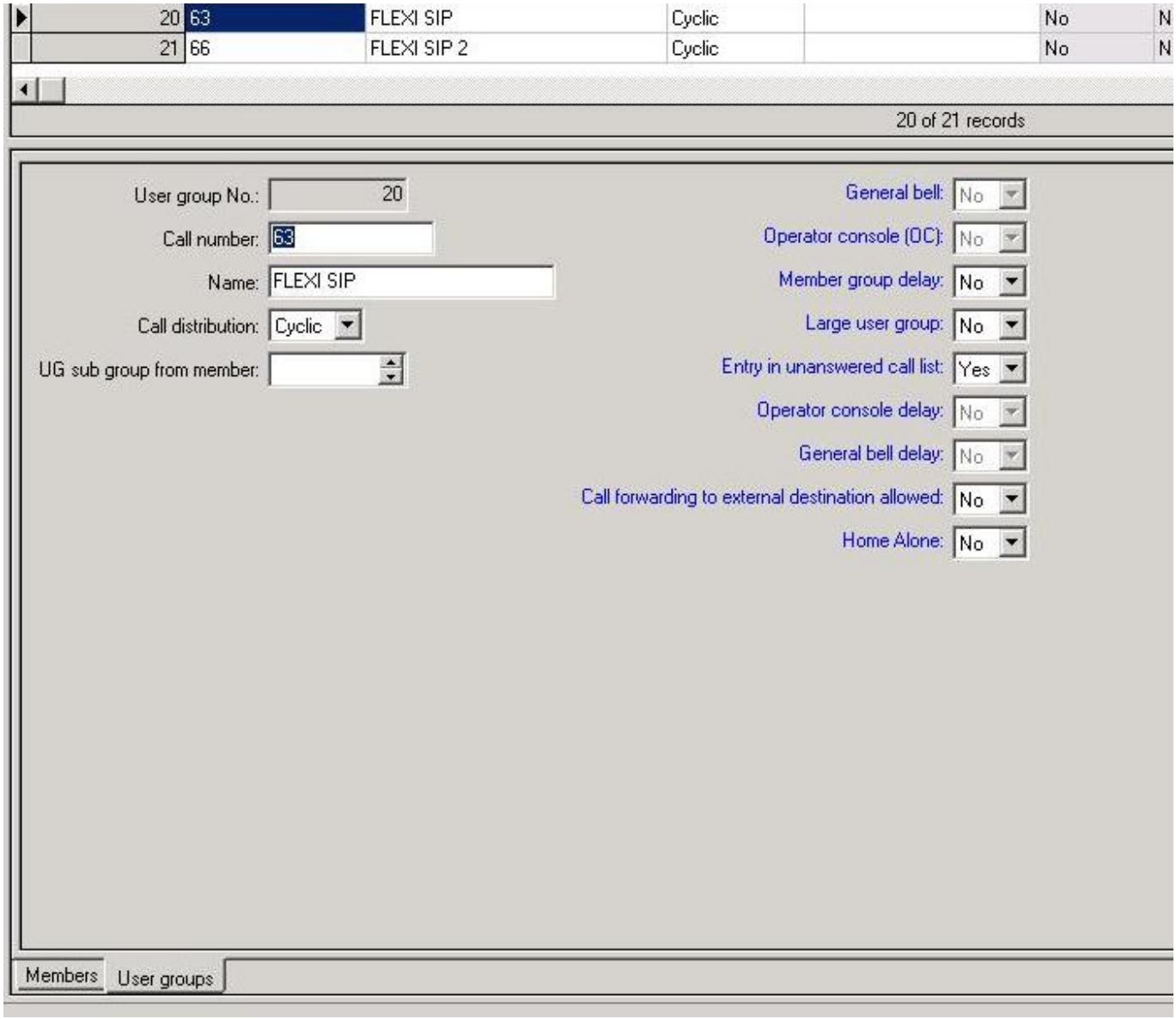

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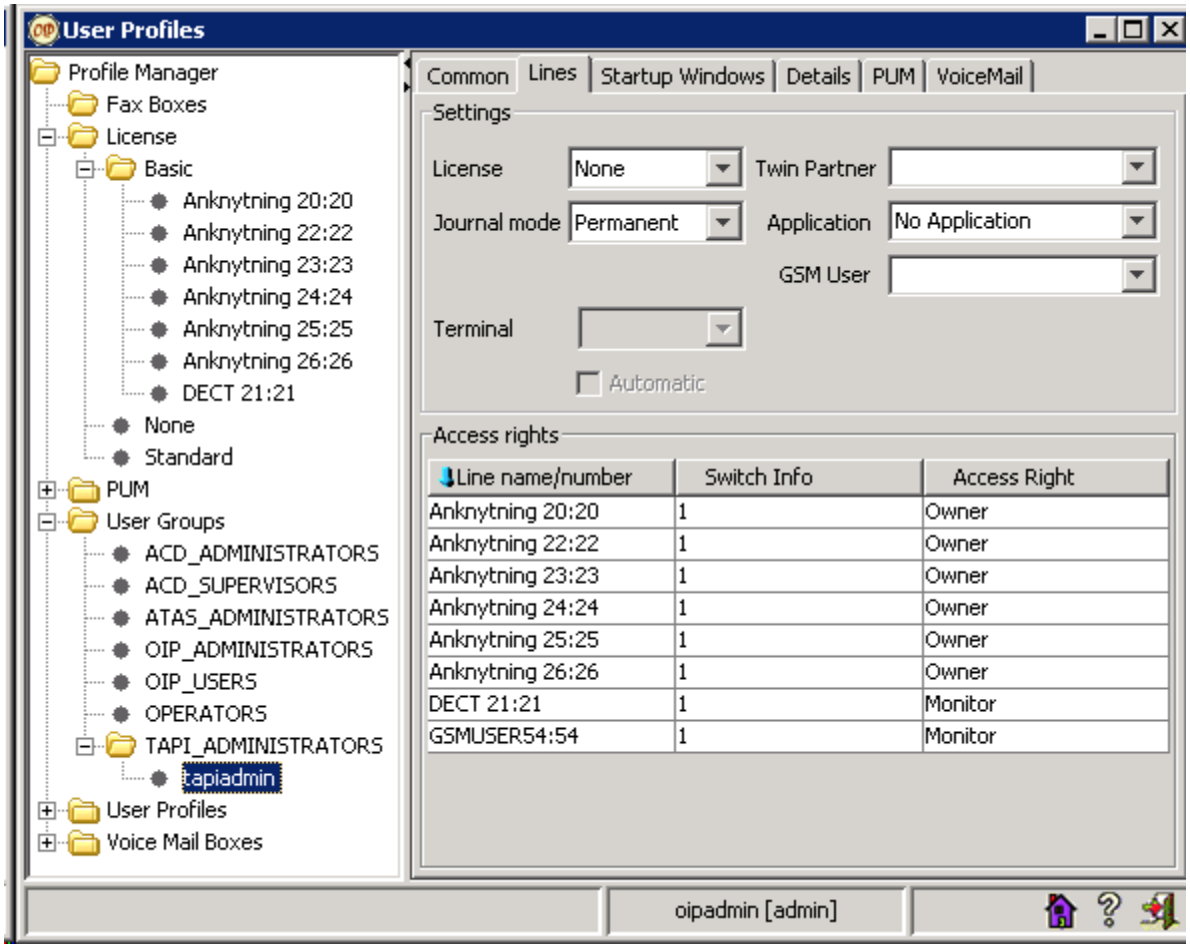
2.2 OIP

2.2.1 User Profiles

Go to the ”Lines” tab on the TAPIADMIN user . It’s important that all users are added with ”Access Right” ”Owner” as shown below. The Flexi system is using the TAPIADMIN user to monitor and control other users.



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2.2.2 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.

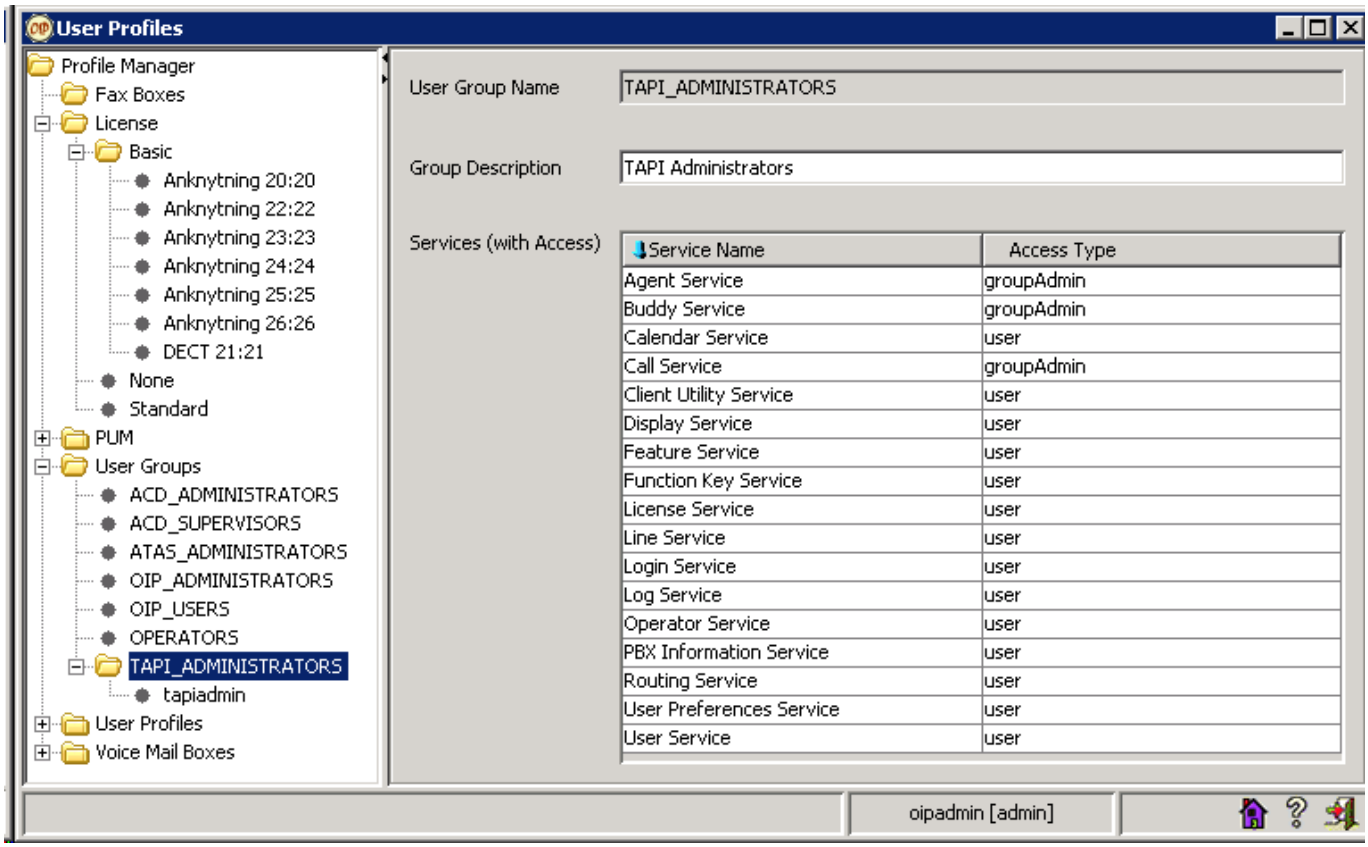
Routing Service – Used by the Flexi system to activate diversions in the PBX .

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



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2.3 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 avaliable 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 avalibale 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 avaliable 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

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2.3.1 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**#

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