

# Mitel MiTAI Integration Guide

Version 5.3

This document contains information about the configuration of Quality Management Suite for recording Mitel MiTAI calls.



## Note

With Mitel version 6.1 the audio data is encrypted by default. We must disable this encryption using the Mitel System Administration tool to get the proper audio.

## Configuring the Quality Management Suite for recording Mitel MiTAI calls

The information this section provides the steps required to configure Quality Management Suite for recording Mitel MiTAI calls.

To configure Quality Management Suite for recording Mitel MiTAI calls, complete the following steps.

1. Open a web browser on the computer running the Enghouse Interactive Data Service and access **http://localhost/qms**. *The Call Recording Login page displays.*
2. Enter administrative credentials into the **Username** and **Password** fields. The default username and password is **admin**.
3. Click **Login**. *The Quality Management interface displays.*
4. Select **Services** under the Administration category on the left-side of the window. *The Services tab displays.*
5. Click **Call Recording** and click the **Edit** button. *The CallRecording [host] tab displays.*
6. Click the **PBX Type** drop-down under Service Details and select **Mitel MiTAI**.
7. Enter the IP address of the Mitel PBX in the **PBX IP Address** field.
8. Click the **Save** button in the Actions bar.
9. Click **Users** under the Administration category on the left-side of the window. *The Users tab displays.*
10. Configure all Mitel MiTAI users for which Quality Management Suite records calls.
11. The **Primary Extension** field in the Call Recording Settings section is required to match the Active-DN (Dial-able Number) configured for the user's Mitel MiTAI phone.
12. Enter the DN's from all other line appearances on the user's Mitel MiTAI phone into the **Additional Extensions** field (as a comma delimited list).
13. Enter the IP Address of the user's Mitel MiTAI phone into the **Endpoint IP Address** field.
14. Click the **Save** button in the Actions bar.
15. Repeat steps 11-14 for each user to extension entry listed.

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