



## OAISYS Multiple MiTAI Connections

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## OVERVIEW

This feature will benefit our Mitel customers by reducing the number of OAISYS Servers required in a multi node configuration. It will allow one OAISYS Server to connect to multiple 3300s; each having one MiTAI.

## REQUIREMENTS

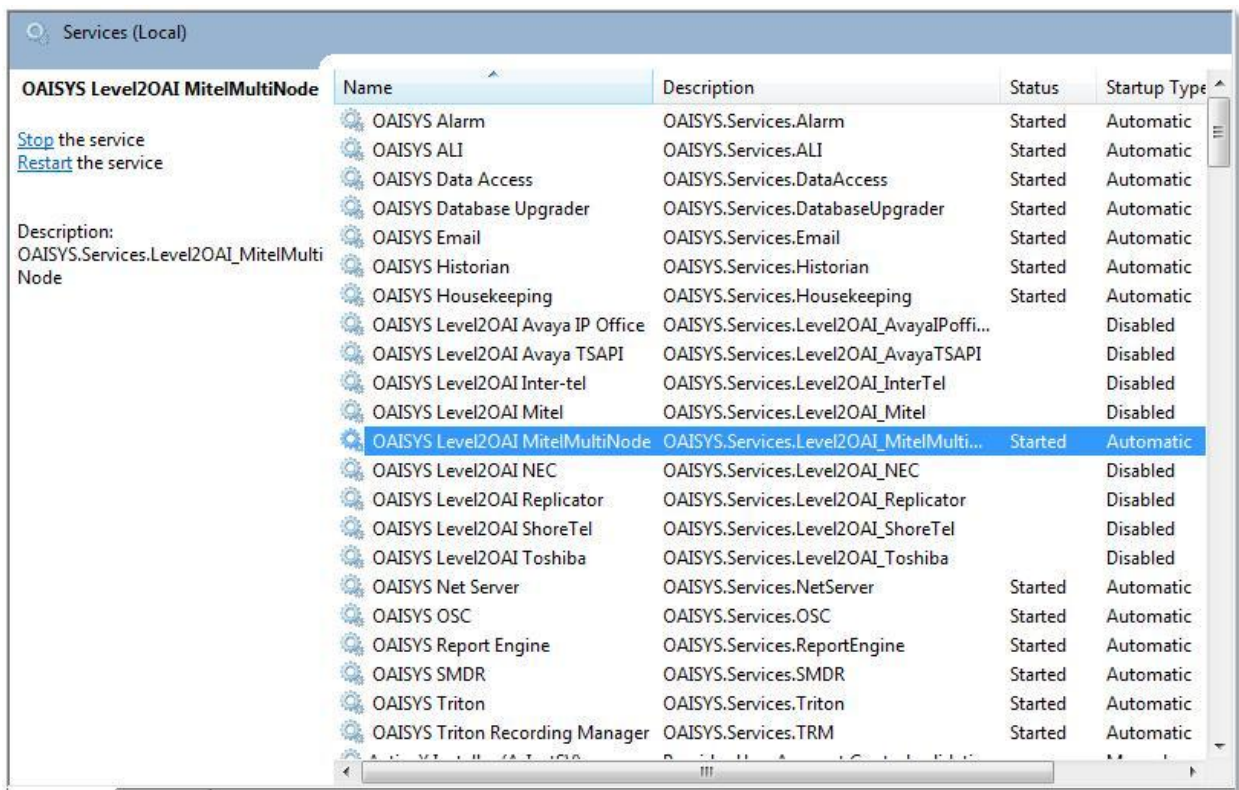
- OAISYS Software Version 7.0 or higher
- Mitel 3300
- MiTAI license (one per MiTAI connection)
- OAISYS Multi Node License (one per node)



## OAISYS CONFIGURATION

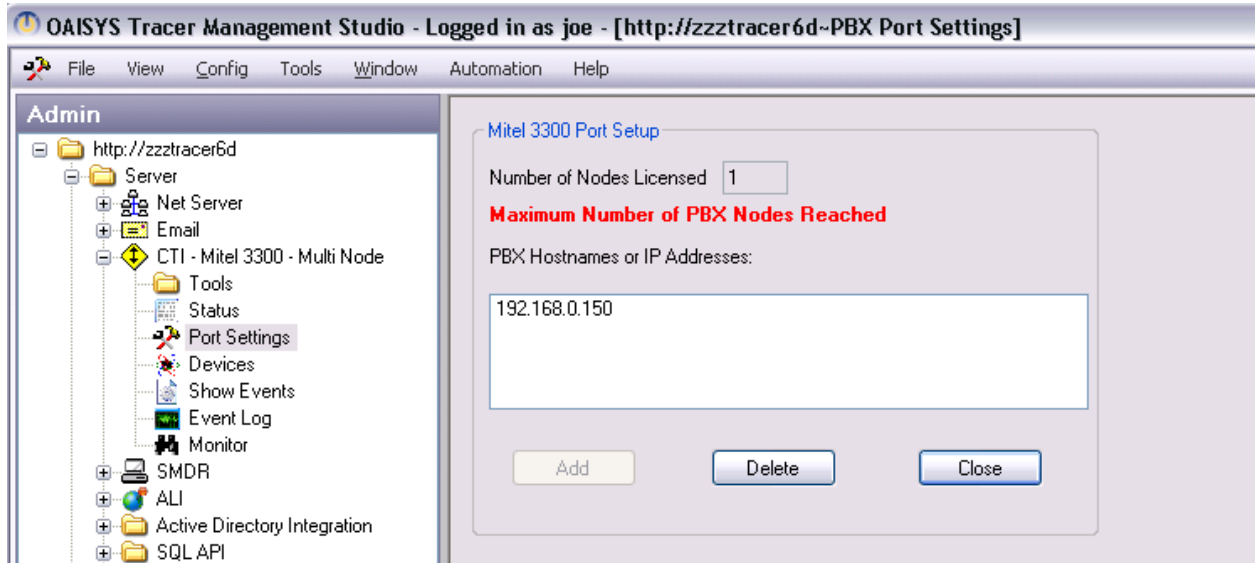
1. To start the multiple node Level 2 Mitel Service, go to Windows services → highlight OAISYSLevel2OAI MitelMultiNode → right-click to start the service

**NOTE:** There will be two Level 2 Services: the single node and the multiple node. The Level 2 Service for the single node is labeled OAISYSLevel2OAI Mitel





2. Open the OAISYS Administrator application → go to the CTI node → select Port Settings
  - a. The Number of Nodes Licensed displays the total number of Node licenses available
  - b. Add the PBX Hostname or IP Address for each 3300 with MiTAI
  - c. Add one IP Address or Hostname for each MiTAI node
  - d. Click close to save your changes





## KNOWN LIMITATIONS

Support for SIP devices is not available.

Conference calls [parties in two or more nodes that are conferenced together] MiTAI does not report node extensions on conference calls.

ACD – MiTAI cannot reliably report ACD information. It is not recommended to use MultiNode Level2 if using ACD Routing with MCD 4.0 and below. The use of ACD Routing can be used with MCD 5.0 (and above). However, the ability to search or sort call recordings according to ACD Agent ID or ACD Group ID is not available (do not program ACD Paths in ACD Group list within OAISYS Management Studio).

**NOTE:** If you are using Hot Desking, you will still be able to search by extension (which is the same as the Agent ID for Mitel Hot Desking).