

TS-1085: How To Connect Mitel 3300 To Comm One For Integration With Proximiti Cell Integration Products.

Comm One LLC - Technical Support Documentation

[Support Documentation Index](#)

Tuesday, April 06, 2010

9:42 AM

The information in this article applies to:

JR and PRO

BACKGROUND:

Comm One Call Accounting has an integration with Proximiti's WorkTRAKR and CellTRAKR products. This integration allow integration of cell phone call records into Comm One Call Accounting. With this integration you can print both cell calls and office call records made by employees for management purposes.

MITEL 3300 INTEGRATION:

Comm One Call Accounting does integrate with all Mitel phone systems including the Mitel 3300. The Mitel 3300 system sends call records over an IP address instead of a serial port like most Mitel systems. To capture and report this information you need our TCP/IP Capture Utility. To set up that utility you will need to know:

- a. The IP Address of your Mitel 3300 phone system.
- b. The Port # that the Call Records are being sent on. (Default = 1752)

Here is the link to download the Advanced TCP/IP Software Utility:

www.commone.net/ftp/agg/aipdlog30.exe

Here is the link to the Installation and Setup Guide for the Advanced TCP/IP Utility:

http://www.commone.net/ftp/users_guide/tcpip10.pdf

THE BASIC PROCESS:

Mitel Call Records: SMDR/CDR Records are captured from the Mitel 3300 using the IP Utility and are saved to text files. The Comm One Call Processing Utility automatically imports these records into the Comm One databases so that you can generate reports on the data.

Proximiti Cell Records: Proximiti loads their collector utility on the same computer as the Comm One Software. As each cell call is completed, the Proximiti utilities send the record and save them into the Comm One database tables.

If you have any questions relating to the Comm One / Proximiti / Mitel 3300 integratoin please feel free to contact us.

Comm One Technical Support

12723 Whisper Creek Cove

Draper, UT 84020

801-523-9797

support@commone.com

Last Reviewed: 08/31/2010

TS-1085

TS-1085	Date: 04/06/2 010
---------	-------------------------

Keyword
s:
Proximiti
/Mitel
3300
Integrati
on