

A MITEL PRODUCT GUIDE

Unify OpenScape Business

OpenScape Business V3

Mitel SIP DECT Phone configuration guide 10/2024



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1 Introduction

This guide describes the steps needed for the basic configuration of SIP-DECT 9.2 to interconnect with OpenScape Business V3 system.

The following chapters describe the basic steps for configuring SIP-DECT with the OpenScape Business system. The configuration settings below refer to SIP specific configuration.

For detailed information regarding the SIP DECT phones basic system setup and network you can refer to SIP DECT phones Mitel administration manuals.

1.1 Supported Features

The following features are supported in SIP DECT phones with OpenScape Business V3 communication system:

- Call transfer: unattended, attended, blind
- Call forward (CFU, CFNR, CFB)
- Call hold
- Call reject
- Call swap
- Call resume
- CLIR
- Call waiting
- Call log
- Call pickup group
- CLIP (Display the call number or name from caller)
- Consultation (via R key from SIP-DECT devices)
- Distinctive ringing (Different ringtones for internal, external and recall)
- MWI
- DTMF
- 3rd-party call control (make call, reject call, clear connection)
- Open Directory Service
- Standby OMM

The following restrictions apply for the supported features:

- Call forward (CFU, CFNR, CFB): Call forward can be activated on SIP-DECT device diversion information is present on display but destination is not shown.
- Call waiting: On SIP-DECT device Call waiting can be activated or deactivated. If Call Waiting is activated and second call is answered the third call received is notified but cannot be answered. Third call handling is not supported, will lead to unwanted transfer or alternate call if is signaled. The "third line" cannot be switched off.
- Call Pickup group: supported with min. version SIP-DECT V9.2 HF1. Call pickup notification presented on DECT device contains string "Call Back" and Feature access code for pickup as information.

Two SIP-DECT configurable options available: Pickup tone – 5 knocking tones (default) Splash ring - pickup notification is signaled also acoustically to the user.

- 3rd-party call control (make call, reject call, clear connection): When Cordless-IP-User is used as 3rd party Call Control device (e.g. UC Smart), only Make Call, Reject call and Clear Call (Connection) are supported
- Call initiated from myPortal DECT device will ring for ~2s and auto-answer is activated afterward. After auto-answer SIP-DECT microphone is muted. Auto-answer timer is not configurable.
- · Call log is not available is DECT device is out of range or powered off.

The telephony features that are not listed above are not supported. For example:

- Conference
- Do Not Disturb
- Reverse lookup for LDAP directories (Search type is "Surname")
- SIP-DECT messaging: SIP-DECT messaging between SIP-DECT devices and Desk phones e.g. CP
- SIP-DECT Paging, vCard Receive, Locating
- SIP@home

For more information, you may refer to OpenScape Business V3 Administrator Documentation.

1.2 Software License

Make sure that the OpenScape Business licenses are assigned and activated to the SIP stations via the license management of the OpenScape Business Assistant (WBM) prior to SIP-DECT configuration.

Make sure that OpenScape Business license is assigned for Open Directory Service if OSBiz integrated LDAP based directory service is used.

2 SIP-DECT start up

Bellow steps describe a configuration example for initial setup of SIP-DECT. For detailed information, check SIP-DECT OM System Manual Administrator guide.

Before you start configuring the SIP DECT 9.2 phones with OpenScape Business system you have to configure the Open Mobility Manager IP network.

You can configure and register the SIP DECT phones with OpenScape Business system through the Open Mobility Manager.

2.1 Configuring the local DECT Base Station Configuration

To access the Open Mobility Manager you have to configure the local DECT Base Station through the Open Mobility Configurator tool.

Prerequisites

You have to install Open Mobility Configurator tool.

Bellow example shows static IP address configuration, for other options e.g DHCP please check SIP-DECT OM System Manual.

Step by Step

- 1) Connect the DECT base station(s) to your LAN and power up the units.
- Open the Open Mobility Configurator and navigate to General > Options to select your network interface.
- 3) Click Scan to find the base stations connected to your LAN.
- 4) Enter the following credentials for the initial start up:
 - a) username: omm
 - b) password: omm
 - c) Click OK.

| OM Configurator | - • × |
|--|---|
| Di Mitel | <u>General</u> Help |
| MAC address local config IP address Net mask Router OMM address 2nd OMM addr. TFTP server TFTP file name | Tasks |
| UM2 address Rock config Padross Net mak Rocker OM4 address Par File TTP File same I 19 80-03 4x.20 H X - - - - - - | Texts Scan Add RFP Desr List Edit configuration Edit configuration Parts Configuration Send Configuration Send Configuration Send Configuration Send Service Selected RFP Some RFP Config Ladd RFP Config |
| Info console Interface: Readest PC in FC = Family ControlL_ 1 == Pro | |

5) Select a base station entry and double click for configuration.

- 6) In the General tab provide the following information:
 - a) Select the Use local config option
 - b) Enter the IP Address of the DECT base station
 - c) Enter the Net Mask
 - d) Enter the IP of the Router
 - e) Click OK.

| 0 | 0 | M Configurator | - • × |
|--|---|----------------|------------------------------|
| 🕫 Mitel | | | <u>G</u> eneral <u>H</u> elp |
| MAC address local config IP address Net mask R | oter OMM address 2nd OMM addr TFTP server | TETP file name | Tasks |
| ₩ 14:00:09:00:33:77 ¥ | | - | Scan |
| | | | Add RFP |
| | | | Clear List |
| | | | Edit configuration |
| | | | Copy Configuration |
| | | | Paste Configuration |
| | | | Send Configuration |
| Detail Data 14:00:e9:0e:a3:7f | | | Factory Reset |
| General Pv6 OpenMobility Other | | | Remove selected RFP |
| Use local config 🧊 | | | Save RFP Config |
| IP Address 10.123.122.117 | | | Load RFP Config |
| Net Mask 255.255.254.0 | | | |
| Router 10.123.123.254 | | | |
| Read Configuration | | | |
| The set Contragon and set | | | |
| OK | | | |
| | | | |
| | | | |
| Info console | | | |
| | | | |
| | | | |
| Interdence Desided: DEIs FF Family Constant | | | |

- 7) In the **OpenMobility** tab provide the following information:
 - a) Enter the **OMM address** or OMM1 and OMM2 if active standby is required for OM Standby feature.
 - b) Enter the DNS addresses.
 - c) Click OK.
- 8) Click **Send Configuration** to apply the configuration to the DECT base station.

2.2 Accessing Open Mobility Manager

You can access the Open Mobility Manager as follows.

Step by Step

1) Enter the IP address of the base station that you have configured into a browser.

2) Enter the default credentials:

| a) username: omm b) password: omm | | |
|---|---|-------------|
| D0 OpenMobility Manager SIP-DE: X + | | × 0 - |
| D Mitel SIP-DECT 9.2 | | DE EN ES FR |
| | Login PARC Uder name Pressored | |
| © 2006-2024 Mitel Networks Corporation. | | |

- 3) Click OK.
- 4) Click Accept to accept the End User License Agreement.
- **5)** The first time that you login with the default credentials you have to change the password:
 - a) Navigate to System > User Administration.
 - b) Enter the new password in the **Password** field.
 - c) Enter gain the password in the **Password confirmation** field.
 - d) Click OK.
- 6) Navigate to System Settings > Interfaces and in the Remote access field enable the SSH access.

3 SIP-DECT licensing

Licenses are required based on the SIP-DECT system size and feature set. For small systems for up to 5 RFPs no license is required. For more details, check SIP-DECT OM System Manual chapter Licensing.

3.1 Configuring a Portable Access Rights Key

Licenses are required based on the SIP-DECT system size and feature set. For systems with up to 5 RFPs no license is required. For more details, check SIP-DECT OM System manual, chapter Licensing.

You have to configure a Portable Access Rights Key (PARK) to operate a SIP-DECT system with up to five DECT base stations.

Step by Step

- 1) Navigate to System > System Settings in the Open Mobility Manager.
- 2) In the **PARK** field select one of the following options:
 - a) Click **Online PARK request** to generate a license-request file that contains the PARK code.
 - b) Click Offline PARK request, if no internet connection is available. From the PARK request file download the request file by clicking Save. In the Import PARK file field select the PARK file and Import it into the OMM system.
 - c) Follow the instructions provided to get a valid PARK from Mitels PARK Manager. Upload PARK file provided by Mitel PARK Manager into the OMM system.

| 🕅 Mitel | SIP-DECT 9.2 | | Advanced DE EN ES FR Logo |
|--|---------------------------------|--|--|
| Status | System Settings | | |
| System | Status | | |
| System Settings | A Please check the status page. | | |
| Provisioning & Software Update SIP | OK Cancel | | Restart |
| User Administration | | General settings | |
| DB Management | System name | SIP-DECT | |
| Event Log | Tone scheme | DE • | |
| Base Stations | | DECT settings | |
| SIP Users/Devices WLAN | PARK | Online PARK request Manual PARK import | Changing these settings causes the OpenMobility Manager to be reset. |
| licenses | Regulatory domain | None | When changing the DECT regulatory domain all DECT base stations will be reset. |
| | | WLAN settings | When changing the WLAN settings, all access points will be dependent of the setting of the se |
| | Regulatory domain | None ~ | uballivareu. |
| | | Date and time | |
| | NTP server | 1.mitel.pool.ntp.org 2.mitel.pool.ntp.org 3.mitel.po | pol.ntp.org Default |
| | Time zone | Central European (CET UTC+1 DST) | |

- In the General settings > Regulatory domain click on the drop down menu and select a domain.
- 4) Configure the NTP server if necessary.
- 5) Select a Time zone from the drop down menu.
- 6) Click **OK** at the top of the page.

3.2 Adding new base stations

You can add new base stations from the base Stations menu.

Prerequisites

You have to perform steps described in chapter Configuring the local DECT Base Station Configuration on page 6 before you start adding new Base stations.

Step by Step

1) Navigate to Base Stations in the Open Mobility Manager.

| | SIP-D | ECT | 9.2 | | | | | Advanc | ed DE EN E | S FR | Lo |
|------------------|--------------|-------------------|--------------------|-------------------|----------------|---------|------|--------|------------------------|--------------|----------|
| Status | Base Stat | ions | | | | | | | | | |
| System | Status | | | | | | | | | | |
| ites | A Please | check the | status page. | | | | | | | | |
| ase Stations | | | | | | | | | | n de la como | T al cat |
| DECT Cluster 1 | New | | | | | | | | 50 | Inted by DEC | T Clusi |
| Unconfigured | Capturing un | configures | DECT base stations | | | | | | | | |
| IP Users/Devices | Stop | - · | | | | | | | | Cantun | e allow |
| vstem Features | | _ | | | | | | | | | |
| icenses | | | | | | | | | | | |
| nfo | | | | | 1 Base station | | | | | | |
| upport | DECT Cluste | ir 1: 1 Bas ID | e station Name | MAC address | IP address | HW type | Site | RPN | Reflective environment | Connected | Act |
| | / 🖻 | 0000 | OMM RFP 1 | 14:00:E9:0E:A3:7F | 10.123.122.117 | RFP 45 | 1 | 00 | × | ~ | |
| | Unconfigure | t: 1 Base : ID | station Name | MAC address | IP address | HW type | Site | RPN | Reflective environment | Connected | Act |
| | | | | | | 000.44 | | | | | |

- 2) Click Capturing unconfigured base stations.
- 3) Click Edit RFP, when new captured RFPs pop in the unconfigured section.

4) Click Edit.

The **New base station** pop up window is displayed.

| 🔀 OpenMobility Manag | er SIP-DECT 9.2-JE16 - Google Chrome | _ | | \times |
|---|---|--------|--------|----------|
| 8 Not secure http: | e://10.123.122.117/fp_cnf.html?id=1&v=0 | | | |
| Configure base stat | tion | Re-enr | olment | |
| | General settings | | | |
| MAC address | 14:00:E9:0E:BA:40 | | | |
| Name | Base_Station1 | | | |
| Site | 1 • | | | |
| Emergency Location Identification Number (ELIN) | | | | |
| | DECT settings | | | |
| DECT Cluster | 1 | | | |
| Preferred synchronization source | 0 | | | |
| Reflective environment | | | | |
| | WLAN settings | | | |
| WLAN profile | 0 🗸 | | | |
| 802.11 channel | × | | | |
| Output power level | Full 🗸 | | | |
| ОК | | Cance | el | |

- 5) Enter the name information for the base station:
- 6) Enable the **DECT settings** by clicking on the check box and assign the DECT Cluster the RFP belongs to.
- 7) Click OK.

Upon successful configuration the new base station is displayed in the list with the connected and active Base Stations.

4 Basic SIP configuration

You can configure the basic SIP settings for the SIP DECT phones.

4.1 Configuring the Proxy server

You can set an IP address for the SIP proxy server.

Prerequisites

The Advanced check box must be selected to access the following settings.

Step by Step

- 1) Navigate to System > SIP in the Open Mobility Manager.
- 2) In the **Proxy server**, enter the IP address of the OpenScape Business system.
- In the Registrar server, enter the IP address of the OpenScape Business system.
- Disable the Microphone mute option by clicking on the check box. By default this option is enabled.
- 5) Disable the **Send SIPS over TLS** option by clicking on the check box. Relevant only when transport protocol is set to TLS.
- 6) Click OK.

| 🕅 Mitel 🛛 | SIP-DECT 9.2 | | | Advanced | DE EN ES FR | Logout |
|---|--------------|---|---|----------|-------------|--------|
| Satus System Social Parage Social Parage Soc | | Base settings 19 (3.1.3.46 0669 | рес - (666 - (666 - (666 - (666) - (666) | | | |
| | | | | | | |

NOTICE: RTP settings from SIP menu should not contain only G.722 since G.722 codec is not supported by OpenScape Business X system if payload ends in the system, e.g. for calls to TDM, CMI devices, If calls has end-to-end payload then calls only with G722 is successful e.g. between two SIP-DECT devices.

4.2 Configuring Sites menu

Make sure that the SRTP of the site is disabled. SRTP is disabled by default

Step by Step

- 1) Navigate to **Sites** in the Open Mobility Manager.
- 2) Locate the site of your interest and click the edit button (\checkmark).
- **3)** Disable the SRTP parameter.

5 SIP Users/Devices

The SIP Users/Devices menu provides an overview of all configured SIP users and devices sorted by their phone number.

5.1 SIP-DECT subscription

Enable the following setting for SIP users:

Step by Step

- 1) Navigate to SIP Users/Devices in the Open Mobility Manager.
- 2) Enable the Auto-create on subscription by clicking on the check box.

Auto-create on subscription allows the automatic subscription of DECT phones, without any device administration. This subscription method creates an unbound device dataset. The device is mapped to a specific user dataset when the user logs in to the phone.

| 🕅 Mitel 🛛 | SIP-DECT 9.2 | | Advanced | DE EN ES FR Logout |
|--|--|--|----------|--|
| Status System Sites Base Stations SIP UserNovices WULAN System Features Licenses Licenses Support | SIP Usern/Devices State A Prove the states page. C C C C C C C C C C C C C C C C C C C | General 11:1000278 Subscription C Off 2 mm SB UserDevice New Import Second | | Auto-create en subscriptor. ♥ Subscripton allowed X |



 Select the Subscription option from the drop down menu in the Subscription field.

| 🕅 Mitel | SIP-DECT 9.2 | | Advanced | DE EN ES FR | Logout |
|---|---|--|----------|-------------------------------|----------------|
| Status System Sites Base Stations SIP Users/Devices | SIP Users/Devices Satus Please check the status page OK Cancel | | | | |
| WLAN System Features Licenses Info Support | PARK DECT authentication code | 0eneral 1F10406778 (31101003167400) | | | |
| | Auto-create on subscription Subscription Wildcard subscription | Subscripton V 2 min V | | Auto-create on s Subscript | ion allowed: × |
| | Create a new SIP UsenDevice Import Search | Ser Gentlavioe New Import Search | | | |
| | 0 SIP Users/Devices | | | | |
| © 2006-2024 Mitel N | Networks Corporation. | | | | |

4) Click OK.

5.2 Adding new user

You can create new unbound SIP- DECT phone users.

Only the mandatory parameters are described below.

Step by Step

- 1) Navigate to SIP Users/Devices in the Open Mobility Manager.
- 2) In the Create a new SIP User/Device field, click New.

The New SIP user pop window is displayed.

| | | | New SIP user | | | |
|---------------------------------------|---------------------------------|----------------------|--------------------------------------|--------------------|-------------------|---------------|
| 🕅 Mitel | SIP-DECT 9.2 | | | General settings | DE EN ES FR | Logout |
| | | | Display name | | _ | |
| Status | SIP Users/Devices | | Number/SIP user name | | | |
| O | | | Alternative display number | | | |
| System | Status | | PIN | | | |
| Sites | A Please check the status page. | | User/Device relation | Unbound V | | |
| Base Stations | 01/ | | IPEI | | | |
| SIP Users/Devices | OK Cancel | | DECT authentication code | | | |
| WLAN | | | Login/Additional ID | | | |
| System Features | | General | SOS number | | | |
| Licensee | PARK | 1F10406778 (31101003 | ManDown number | | | |
| Licenses | DECT authentication code | | Voice mail number | | | |
| Into | | Subscription | Number used for visibility checks | 0 | | |
| Support | Auto-create on subscription | | | | Auto-create on su | bscription: 🗸 |
| | Subscription | Subscription | | sir authentication | Subscriptio | n allowed: 🗸 |
| | Wildcard subscription | 2 min 👻 | Authentication user name | | | |
| | | SIR Liner/Device | Password confirmation | | | |
| | Create a new SIP User/Device | New | | | | |
| | Import | Import | | User service | | |
| | Search | Search | Use SIP user name | Global | | |
| | A SID Linear Devices | | Use SIP user authentication | Gibbai V | | |
| | 0 SIP Osers/Devices | | User name | | | |
| | | | Authentication name | | | |
| | | | Password | | | |
| | | | Password confirmation | ••• | | |
| © 2006-2024 Mitel Ne | atworks Corporation | | | Key lock | | |
| E E E E E E E E E E E E E E E E E E E | | | | - | | |

- 3) Enter the following required information in the **General settings** section:
 - a) Display name
 - b) Number/SIP user name
 - c) PIN

The PIN that is configured is used for DECT authentication of the phone on SIP-DECT system.

- 4) Enter the following required information in the SIP authentication section:
 - a) User name
 - b) Password/Password confirmation
 - c) User/Device Relation = unbound

If no name is specified, the number will be used by default during SIP registration and authentication.

NOTICE: Alternative display number must not be configured.

See the example below for adding a new user:

| Expert most = hisphory 5 Host Host Form | Arreste Station Section 1 Station Figure - Can management and Arreste Station Section 1 Section |
|--|--|
| Hore Vinters | Entrant Status annexes Mitalan Fage (de under also Mitalan |
| Hoto Status Con Status Data Destatus Status Dic Applications Dic Applications Dic Applications | Extent Extent by Extent by Extent by Tage SP Case Control Cont |
| See Protection File Classic File Classic File Classic File F | Ell andre younders Ell an |
| Liste Fightern Clents Fitter Star Clents Tot Star Clents Destahare User Bes Virtual Stations Sec Sec DCApple.clons Res Norther Trengtures | Stowert Type SP Clean Claimster 417 |
| Fiss Early Clears Tele Poetshorn User Eres Virtual Stations See Virtual Stations See Virtual Stations Beg Professiones | Type: SIP Clean Calinamber: 417 Colored Statement |
| Enter Exernities Exernities Exernities Exernities Exernities Exernities Exernities Exernities | Calinumber: 417 |
| Ben Virtual Stations Secs VIC Applications Nets Profiles/Templates | Director 47 CO DEAT |
| Sec DC Applications Net Profiles/Templates | Disalary 111 Did DECT |
| Net Profiles/Templates | Display, with dimbers |
| | Parameter |
| DOI Extensions | If Device Password has been already set, same password must be used upon Apply at edit workpoint client data to keep device registration on |
| Mobility User | |
| SrB User | Password masses |
| Stal Trusted External User | Confirm assessed |
| Incr Stations Overview | |
| Teat Key Programming | SIP User ID / Usernarse: SIP-417 |
| 0. | Ranker RMO-StD |
| and the second sec | |
| 144 | Fixed IP address: |
| 4 | Paddress: 0.0.0 |
| 9.0 | |
| B.Aug | Secondary system ID: |
| 19560 | Internet Registration with Internal SBC: |
| | |
| | |
| | |
| | |
| the second s | |
| | |
| | |
| | |
| | |
| the second se | |
| | |
| the second se | Apply Undo Help C 3 |
| | |
| | And A second |

The new user is added in the SIP Users/Devices list.

| OD OpenMobility Manu ← → O O Not | ager 5/P-01 × + secure Helges//10.123.122.117/home.html | | | | - (* D | 3 × |
|--|---|--|------|----------|---|--------|
| 🕅 Mitel | SIP-DECT 9.2 | | | Advanced | DE EN ES FR L | .ogout |
| Status System Sites Base Stations SIP Users/Devices WLAN System Features Licenses Info | SIP Users Devices Sears A Rear check the status page. OK Cancel PARK OCCT authentication code | General 1513608778 (31131603167400) 155791 | | | | |
| Support | Auto-create on subscription Subscription Wildcard subscription | Subscription V [2 min V] | | | Auto-create on subscrip Subscription allow | son 🗸 |
| | Create a new SIP User/Device Import Search | SP User/Device New Import Search | | | | |
| | Display name | 1 (3) SIP vie Number/SIP vier name 240 | PD - | | Subscribed Do | writad |
| © 2006-2024 Mitel N | letworks Corporation. | | | | | |

After successful SIP-DECT phone registration IPEI will be shown on SIP User/ Devices page.

6 System features workarounds and hits

6.1 Voicemail

You can configure a system-wide voicemail number or a user-specific voicemail number. The voicemail number is used by the DECT phone when a voice box call is initiated. The system-wide voice mail number can be overruled by a user specific voicemail number.

Prerequisites

The Advanced check box must be selected to access the following settings.

Check voice mail number configured in OpenScape Business Assistant system. Navigate to **Setup > Wizards > Central Telephony > Voicemail** and verify the voicemail number.

Step by Step

- **1)** To activate a system-wide voicemail number proceed with the following configuration:
 - a) Navigate to System > System Settings in the Open Mobility Manager.
 - b) In the **Voice mail number** field, enter the phone number that is used when initiating a voice box call.
 - c) Click OK.

| 치 Mitel | SIP-DECT 9.2 | | Advanced | DE EN ES FR | Logout |
|---------------------|---|---------------|-------------------------------------|---------------------------------------|--------|
| | Enabled | 0 | | | |
| Status | Emergency Location Identification Number (ELIN) | | | | |
| System | | | | | |
| System Settings | | Security | | | |
| Provisioning & | Security level | High v | | | |
| Software Opdate | | | | | |
| User Administration | | WLAN settings | When changing the WLAI deactivated. | 4 settings, all access points will be | |
| Time zones | Regulatory domain | None ~ | | | |
| SNMP | Dynamic Frequency Selection | | | | |
| DB Management | | | | | |
| Remote Management | | QoS settings | | | |
| Event Log | ToS for voice packets | B8 🔤 | | | |
| Sites | ToS for signalling packets | B8 | | | |
| Base Stations | TTL (Time to live) | 64 | | | |
| SIP Users/Devices | | | | | |
| | | Voice mail | | | |
| WDW | Voice mail number | 780 | | | |
| System Features | | | | | |
| Licenses | | User service | | | |
| Info | Use SIP user name | | | | |
| Support | Use SIP user authentication | | | | |
| | Reverse XSI directory lookup | | | | |
| | Max. number of matching digits | 6 🗸 | | | |
| @ 2008 2024 Mitol N | latuarka Corporation | | | | |

d) Navigate to **System > SIP** in Open Mobility Manager and activate **Explicit MWI subscription**.

Explicit MWI subscription period must be configured to 1800s.

- **2)** To activate a user-specific voicemail number proceed with the following configuration:
 - a) Navigate to SIP Users/Devices in the Open Mobility Manager.
 - b) Select the user of your choice and click the edit button (\checkmark).
 - c) Navigate to the **Voice mail number** parameter and enter the voicemal number.

6.2 Creating or updating directory entries

Open Directory Service (ODS) for OpenScape Business provides access to the internal user directory.

You can configure directory entries or update existing entries from the **Directory** menu.

Open Directory Service can be configured in SIP-DECT as Directory and can be used to search for LDAP search for dial out.

Search is performed in the Surname.

Reverse lookup not supported.

Step by Step

- 1) Navigate to System Features > Directory in the Open Mobility Manager.
- 2) Click the pencil icon next an existing directory entry in the list.

The Configure directory entry pop up window is displayed.

| 🕅 Mitel | SIP-DE | CT 9.2 | | OpenMobility Manager SIP-DECT 9.2 | -JE16 - Google Chrome | - | | ×nced | DE EN ES FR | Logout |
|--|----------------|---|-----------------------------|--|---|-------|---|--------|-------------|--|
| Status System Sites Base Stators SiP UservDovices WLAN System Features Dat Trainere Dist Trainere Dist Viceo Dist Comp. Teature (comp. mode) Pattere Access Codes XAL Applications | SIP-DE | CT 9.2 eck the status page. Order | 10 1 2 3 4 5 | Dr Derektelinty Karage SPACET 34 O Not secure Helpec/110.23.122 Configure directory entry Active Type LDP security Name Search base Search b | B/B - Google Cheme Directory Directory Directory Directory Directory Down Surgers Surgers Surgers 10 1117 v) 300 10 101 101 101 101 101 | | | × need | DE EN ES FR | Active Comparison Active Ac |
| Info Support | | | | User name Password confirmation Path (ond parameters) Use provisioning security configuration | | Cance | 1 | | | |
| © 2006-2024 Mitel N | atworks Corpor | ation. | | | | | | | | |

- 3) In the Active field, click on the check box to activate the directory.
- 4) In the **Type** field, select the type of directory from the drop down menu.
- 5) In the Name field, enter a name for the directory.
- 6) In the LDAP Security field, select the type of security form the drop down menu.
- 7) In the **Search base** field, specify the location form which the search begins.
- 8) In the **Display type** field, specify how the search results will be displayed.
- 9) In the Server search timeout field, enter the seconds during which the OMM waits for search results from the LDAP server.
 - The possible values are between 1-10 seconds.
- **10)** In the **Protocol** field, select the type of protocol to communicate with the directory server.
- 11) In the **Port** field, enter the port number for the LDAP directory server
- 12) In the Server field enter the Ip address of the LDAP directory.
- **13)** In the **User name** field, enter the name of the account for the directory server access.
- **14)** In the **Password** field, enter the password of the account for the directory server access.

15) Click OK.

For correct number format of dial out you may need to configure the **Digit treatment** . To do that navigate to **System Features > Digit treatment**.

6.3 Setting a Distinctive ring

You can set a Distinctive ring tones can be set for call types.

Prerequisites

OM Management portal must be installed.

Step by Step

- 1) Navigate to Configuration > System > SIP in the OM Management portal .
- 2) Click on the Supplementary Services tab.
- 3) Navigate to the Distinctive ring tone for call type area.
- 4) In the Internal field, add Bellcore-dr1 for internal call.
- 5) In the External field, add Bellcore-dr2 for external call.
- 6) In the Callback field add Bellcore-dr3 for recall alerting.
- 7) Click OK.

| n | Basic settings Advanced set DTMF settings Intercond | tings Registr Rush-to-talk | Con traffic shaping [B Supplementary services | chup settings Conference | RTP settings Security | - | |
|---------------------------|--|-------------------------------|---|-----------------------------|--------------------------|---|--|
| | Call behaviour | | | Call release line of | | | |
| c settings | Call transfer by hook (Boxd/7xxd) | | | old call release timeout (5 | 540 | | |
| nced settings | Ringback on hold | ×. | Fai | ed call release timeout 5 | sec | | |
| profiles | Call reject on silent charging | | | | | | |
| sioning administration | Miscellaneous | - | Truscale Cali | r Mantiferation after 11 | | | |
| management | Local ine handing | * | SIP reRepister after | 2 active OMM fallover | | | |
| ise stations | Maximal digits of internal call number | • | | | | | |
| iones ice rooms | Distinctive ring tone for call type Internal Belicore | a1 |) Emergency | | | | |
|) | Calback | | | | | | |
| | | OK | Cancel | | | | |
| | | | | | | | |
| | | | | | | | |

6.4 Disabling conference calls

Conference calls are not supported in SIP-DECT phones with OpenScape Business system.

Prerequisites

OM Management portal must be installed.

You have to disable the conference option in the OM Management portal.

Step by Step

- 1) Navigate to Configuration > System > SIP in the OM Management portal.
- 2) Click on the Conference tab.
- 3) In the Server type field select the option None from the drop-down menu.

| nfiguration | Basic settings Advanced settings Registration traffic shaping Backup settings RTP settings DTMF settings Intercom/Pusit-to-talk Supplementary services Conference Security | |
|--------------------------|--|--|
| Status | Conference server | |
| Basic settings | Server type Nane | |
| Advanced settings SIP | URL | |
| SIP profiles | Internal conference | |
| User administration | Suppress audio on hold | |
| Sites | | |
| DECT base stations | | |
| WLAN | | |
| DECT phones | | |
| Conference rooms | | |
| System features | | |
| Licenses | | |
| Support | | |
| | OK | |
| | | |
| | | |
| | | |

6.5 Configuring CoA profiles

You can import a variable list on the Mitel handsets with supported OpenScape Bussiness feature access codes.

Prerequisites

OM Management portal must be installed.

Step by Step

- Navigate to Configuration > System features > CoA profiles in the OM Management portal.
- 2) Click **Create** in the **Tasks** list on the right-hand side of the CoA profiles window.

The New CoA profile pop up window is displayed.

- 3) Configure the settings for the CoA profile:
 - a) Name: Specify a name for the CoA profile
 - b) Default: Indicate whether this is the default CoA profile that is used
 - c) **ID**: Select an ID for the CoA profile from the drop-down menu.
- 4) Click Import file to import the CoA file.

The new CoA profile is available in the CoA profiles page.

For example by long pressing Key 5 in the SIP-DECT device the following features are available:

| 🛤 Mitel | Ø (| ς, | • | | | | | | <u>G</u> eneral <u>H</u> elp |
|------------------------|----------------|---------------|-------|---|---|--------|------|-----------|------------------------------|
| | | | | The stress | | | News | | |
| Configuration | 20 | 2024-05-30 08 | 46:00 | Time stamp | | Defeut | Name | Tasks | |
| Status | | | | | | | | Greate | |
| System | | | | | | | | 0 | |
| Sites | | | | | | | | Configure | |
| DECT base stations | | | | | | | | Delete | |
| WLAN | | | | | | | | | |
| DECT phones | | | | | | | | | |
| Conference rooms | | | | | | | | | |
| System features | | | | | | | | | |
| General settings | CoA default pr | ofile | | | | | | | |
| Feature access codes | General | | | | | | | | |
| Alarm triggers | Name | | | 10. ConfigurationNetwork0.87 TES | | | | | |
| Digit treatment | Hunc | | | UD_KeyAssignmentidleMaster= long | d5 vist1 | | | | |
| Directory | | | | UD_VListShortName= 1 "VL1" | | | | | |
| Directory (comp. mode) | | | | UD_VListEntry= 1 1 "x23x2385 <in< td=""><td>f+Leave Hunt inf>" "Leave Hui</td><td></td><td></td><td></td><td></td></in<> | f+Leave Hunt inf>" "Leave Hui | | | | |
| XML applications | | | | UD_VListEntry= 1.3 "86 <inf=suppl< td=""><td>ress caling D>" "Suppress cal</td><td></td><td></td><td></td><td></td></inf=suppl<> | ress caling D>" "Suppress cal | | | | |
| CoA profiles | Im | port file | | UD_VListEntry= 1.5 **57 <diab=<inf=< td=""><td>Call Pickup (Group)>-<r=2000></r=2000></td><td></td><td></td><td></td><td></td></diab=<inf=<> | Call Pickup (Group)>- <r=2000></r=2000> | | | | |
| Licenses | | | · | | | | | | |
| Support | | | | • | • | | | | |
| | | OK | | Capital | | | | | |
| | | 011 | | our our | | | | | |
| | | | | | | | | | |
| info console | | | | | | | | - | |
| | | | | | | | | | |

CoA template Editing the CoA template requires a UTF-8 without BOM (byte order mark) editor.

For example:

- UD_ConfigurationName=VLIST TEST
- UD_KeyAssignmentIdleMaster= long.d5 vlst1
- UD_KeyAssignmentIdleMaster= long.d5 vlst1
- UD_VListName = 1 "OSBiz VLST1" # Titel
- UD_VListShortName = 1 "VL1" # Softkey
- UD_VListSubItems = 1 0
- UD_VListEntry = 1 1 "\x23\x2385<inf=Leave Hunt inf>" "Leave Hunt group" "" ""

UD_VListEntry = 1 2 "\x23\x2385<inf=Rejoin Hunt inf>" "Rejoin Hunt group" "" ""

UD_VListEntry = 1 3 "*86<inf=Suppress calling ID>" "Suppress calling ID" "" ""

UD_VListEntry = 1 4 "\x2386<inf=Enable calling ID>" "Enable calling ID" "" ""

For detailed information, see Mitel SIP-DECT administration documentation.

6.6 Standby OMM

For SIP-DECT resiliency Standby OMM can be configured using OM Configurator tool. Check SIP DECT OM System Manual for more details.

6.7 Pickup Group Notification

Call pickup groups are groups of stations in which each station is notified and can accept calls for the other stations in the group

Pickup Group allows a member to be notified and answer a call on behalf of another member.

Administrator can activate Group pickup for each subscriber by Configuring pickup Feature code e.g. *57 default code for OpenScape Business beside OpenScape Business configuration.

Configuration example OpenScape Business

| | | | | | OpenScape Bus | siness ∆ssistant | |
|--------------------------|-------------------------------|-------------|-----------------------|---------|---------------------|------------------|-----|
| | Expert mode - Telephony Serve | er | | | | × | |
| | Incoming calls | Call pickup | | | | ogoff. | |
| lom | ▼Groups/Hunt groups | | Display Selected Grou | | Edit Selected Group | | ١ |
| | (2)651 VOICEMAIL | | | | | | |
| Exper | (3)652 AutoAttendant | Call | no. | Name | | Group | |
| Mair | ▶ Team/top | 629 | 620 058 | SIPD | 1 | | |
| Tele | ▼Call pickup | 627 | 627 OSDI2 | SIP D | 1 | _ | 1 |
| Basi | Group 1 | 037 | 037 0382 | , 317-0 | 1 | prt | |
| Sect | Group 2 | | | | | | |
| Make | Group 3 | | | | | | |
| nen | Group 4 | | | | | | |
| Rou | Group 5 | | | | | | |
| LCR | Group 6 | | | | | | |
| Voic | Group 7 | | | | | | |
| Stat | Group 8 | | | | | | |
| Stat | Group 9 | | | | | | |
| Core | Group 10 | | | | | | |
| Inco | Group 11 | | | | | | |
| Trur | Group 12 | | | | | | |
| | Group 13 | | | | | | a l |

Configuration example SIP-DECT

| 🛤 Mitel 🛛 | SIP-DECT 9.2 | Configure SIP User/Device | Conselection |
|-------------------|---------------------------------|----------------------------|--------------------|
| | A Please check the status page. | | General settings |
| Status | | Display name | SIP-DECT 241 OSBI2 |
| Sustem | OK Cancel | Number/SIP user name | 241 |
| System | | Alternative display number | |
| Sites | | PIN | |
| Base Stations | DADK | User/Device relation | Dynamic 🗸 |
| SIP Users/Devices | PARK | IPEI | 12520 0545476 * |
| WLAN | DECT authentication code | DECT authentication code | |
| System Features | | Login/Additional ID | |
| Licenses | Auto-create on subscription | Delete subscription | |
| Licenses | Subscription | SOS number | |
| Info | Wildcard subscription | ManDown number | |
| Support | | Voice mail number | |
| | | Pickup group number | *57 |
| | Create a new SIP User/Device | Number used for visibility | |
| | Import | checks | 0 |
| | Search | | SIP authentication |
| | | Authentication user name | SIP-241 |
| | | Password | |
| | Display name | Password confirmation | |
| | 🚨 🖌 🔍 📋 SIP-DECT 240 OSBiz | | Heer service |
| | 📱 🚺 🔍 📋 SIP-DECT 241 OSBiz | Use SIP user name | Global V |

Beside display notification a pickup is signaled also acoustically to the user. Two SIP-DECT configurable options available by administrator:

Pickup tone - 5 knocking tones (default).

Splash ring - pickup notification is signaled also acoustically to the user for loud environment.

Configuration example:

In OMM select Splash ring option from System, System Settings

| 🕅 Mitel | SIP-DECT 9.2 | | Z Advanced | DE <mark>en</mark> es fr | Logout |
|--|---------------------------------------|--------------|------------|--------------------------|--------|
| Status System | Splash ring | Pickup group | | | |
| System Settings Provisioning & Software Undate | | User service | | | |
| SIP | Use SIP user name | | | | |
| User Administration | Use SIP user authentication | | | | |
| Time zones | Reverse XSI directory lookup | | | | |
| SNMP | Max. number of matching digits | 6 🕶 | | | |
| DB Management | DECT phone system administration menu | | | | |

The phone number or name of the subscriber originally called and the phone number or name of the caller are shown on the SIP-DECT Call Pickup notification.

Group Call can be picked up by pressing off hook key or ignored by pressing Reject Key.

If call is not picked up will not be shown in Caller list.



For more information, see OpenScape Business Administration manual.

6.8 Multiple SIP profiles up to 20

By assigning a SIP-DECT user to such a SIP profile, the users of a SIP-DECT system can be distributed.

to the different OpenScape Business systems.

One SIP profile necessary for each OpenScape Business system. Each SIP profile has an unique identifier and will be assigned in SIP-DECT user configuration.

Example of SIP profiles configuration in OMP. OMP application must be installed first.



Unique identifier (ID) from 0 to 19. Default value of SIP profile ID is 0 therefore no.

The profile with the ID 0 corresponds to SIP Proxy / Registrar server configured in **System > SIP Basic > Settings** menu.

e.g. SIP-DECT assignment to a "SIP profile"

| 🕅 Mitel | 👳 Q 🖌 | | | | | | | <u>G</u> eneral <u>H</u> |
|--|---|--|---|--|--|--|---------------|---|
| onfiguration Status System Sites DECT base stations WLAN | User D 0x001 SF 0x002 SF 0x023 SF 0x024 SF | Name IP-DECT 628 OSBit:1 IP-DECT 637 OSBit:2 IP-DECT 240 OSBit:2 IP-DECT 241 OSBit:2 | Number/SP user name 628 637 240 241 | Description 2 | SP auth, user name SP-824 SP-837 SP-240 SP-241 | User rel. type Dynamic Dynamic Dynamic Dynamic | Fixed SP port | Tasks Create Configure Delete 34 Filter |
| DECT phones Overview Users Devices Conference rooms System features Licenses | User #0x003 Energency no. Ceneral SP Incorr Authentication user name Password | User monitoring i ring calls Conference SIP-240 | Configuration data U Messaging Locata | ser service i Key lock ng Additional services | | | | Select columns |
| Support | VIP SIP profile ID Fixed port | Us4 | ed for visibility checks | | | | | |
| | ОК | Cancel | | | | | | |

All profiles will share same configuration for Transport protocol.

Different Transport Protocol e.g. TLS can be configured in **System > SIP Basic > Settings** menu and this will apply to all profiles.

After Transport protocol is switched from TCP/UDP to TLS all proxy/registrar port settings with a 5060 value are automatically changed to 5061.

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