

SIP DECT 7.1 with MiVoice MX-ONE 7.0

INSTALLATION NOTES



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1

GENERAL

This document is valid for Mitel SIP-DECT installations, when installing SIP-DECT in a MX-ONE Service Node environment.

1.1

SCOPE

This document describes how to configure Mitel SIP-DECT to link with MX-ONE Service Node. This is only a complement to the MX-ONE and SIP-DECT installation guides.

If you are not familiar with these products, please read the product documentation first.

Content:

- Integrated Features (Overview)
- Configuration

2

INTEGRATED FEATURES (OVERVIEW)

With the integration of SIP-DECT and MX-ONE, additional MX-ONE features become available on the SIP-DECT terminals. This section provides an overview of the features which vary from the standard SIP-DECT handling. Further features are described in the user manuals.

2.1

LOCAL LINE HANDLING

When switched off, all R key events (Hook flash) in an active call state will be sent via SIP INFO as DTMF. This allows a handling similar to analog terminal e.g. initiating 3 party conference, hold, transfer, brokering where the MX-ONE control the line handling.

2.2

HANDSET IDLE SCREEN MODIFICATION


MX-ONE does automatically modify the Idle Display of Mitel 600 DECT phones.

This includes user name, caller profile and diversion information. All modifications pushed by the MX-ONE are temporary and not visible in the OMM database e.g. using OMP.

When the handset initially registers to the MX-ONE, all handset modifications are refreshed.



Modifications by MX-ONE:

- User name
- Number: 5031
- Caller Profile: Profile 1
- Idle Line: Meeting 15:00
- Forward Indication Icon: 

2.3

SERVICE MENU - HANDSET APPLICATIONS

Using Mitel 600 DECT phones, XML applications can be used. MX-ONE offers a diversion menu, similar to the Mitel 6900/6800/6700 terminals.

Using the diversion menu, the handset can set Do not disturb, Diversion, Presence, FollowMe, Ext.FollowMe and select the active call profile.

Do as follows:

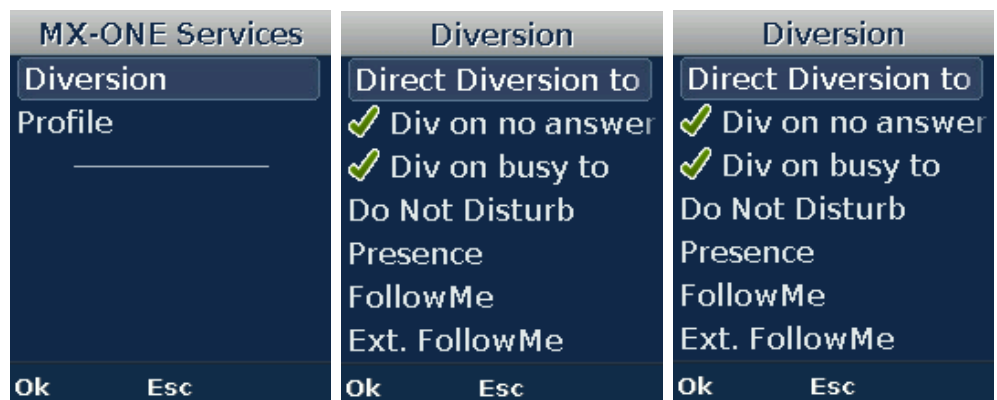
1. To access application from the handset, use custom soft keys or the menu:



Applications - e.g. external applications



A long press - Server menu (for the diversion menu and active call profiles).



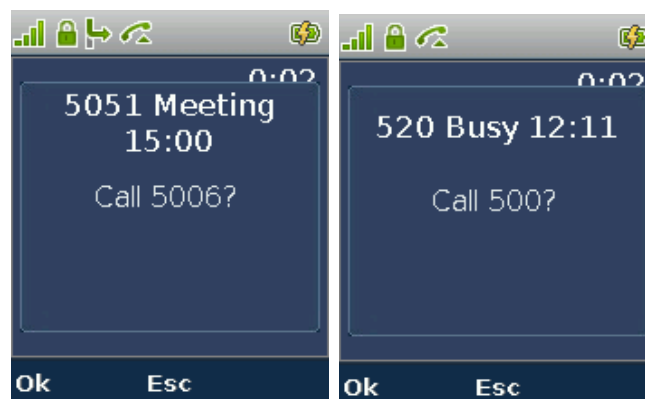
2.4

XML FEATURES WITHIN A CALL

Message Diversion



MX-ONE can send information to the handset also within active call states. This is used to display absence information at the calling party.



Call Back presentation

Activate **CallBack** or press the **DTMF** digit, **Call Back** will be confirmed with a call back message in the display.



2.5

HANDSET EDITOR

Since the Mitel600 c/d firmware 4.0, the dial editor is alphanumeric by default.



The key * toggles between digit input and letter input as well as upper case and lower case. A long key press on * will input *

For MX-ONE the recommendation is to reduce the editor to numbers only for the best user experience. This can be done for all phones in the OMM or local per DECT Phone.

OMM:

OMP> System > Advanced settings > DECT Phones > enable “ Dial editor supports digits only “

Per phone:

It is possible to configure the "Character set" in the Handset System > Subscription >  or 

3 CONFIGURATION

For the following configurations we recommend to use the OMP tool as some parameters are not configurable in the OMM Web - Portal.

In addition to the basic SIP-DECT setup and configuration, the OMM parameter described in 3.1-3.4 below, shall be changed in the default configuration to connect with MX-ONE.

3.1 SYSTEM > ADVANCED SETTINGS

Additional Services:

- Voice mail number: *32#

DECT phones:

- Dial editor supports digits only: enabled

3.2 SYSTEM > SIP (USE OMP)

Basic Settings:

- Proxy server / Registration server: MX-ONE

Advanced Settings:

- Explicit MWI subscription: enabled
- User agent info: enabled
- X-Aastra-ID Info: enabled
- Dial terminator: none
- Call reject state code (user reject): 603
- Call reject state code (device unreachable): 480
- Semi-attended transfer mode: Attended

Backup Settings:

- Backup Proxy server / Registration server: Setup the connection to a backup MX-ONE e.g. when using no server redundancy. SIP-DECT do support SIP registration redirection e.g. SIP 302.
- For advanced redundancy it is possible to use "127.0.0.1" as a backup proxy when using UDP/5060 for SIP signaling. If this is set the OMM performs DECT to DECT calls if no call server is reachable
- Fail-over keep alive: can be enabled to monitor the availability of the primary/backup SIP servers. (recommended when using SIP redundancy)

DTMF settings:

- Out-of-band: enabled
- Method: info

Supplementary services:

- Call Forwarding / diversion: disabled
- Local line handling: disabled
- SIP re-register after 2 active OMM fail-over: enabled

Security:

In Case encrypted SIP signaling (TLS) and voice encryption (SRTP) should be used, an import of a trusted certificate (from MX-ONE or CA) is required.

The import of certificates can be done manually via OMP or using a configured download server.

Be aware that the OMM can only use one signaling protocol, so all users (IP extensions) and backup SIP servers must support TLS as well.

3.3

SERVICE MENU / SYSTEM FEATURES > XML APPLICATIONS (USE OMP)


In OMP type System features->XML applications, and configure pre-configured Name "Server menu" with values:

Protocol: HTTP
 Port: 22222
 Server: SIPProxy
 ("SIPProxy" is a OMM placeholder for the users current active SIP Proxy)
 Path: ServicesDect?user={number}

Active	<input checked="" type="checkbox"/>
Name	<input type="text" value="Server menu"/>
Protocol	HTTP <input type="button" value="v"/>
Port	<input type="text" value="22222"/> <input type="checkbox"/> Use default port
Server	<input type="text" value="SIPProxy"/>
User name	<input type="text"/>
Password	<input type="password"/>
Password confirmation	<input type="password"/>
Path (and parameters)	<input type="text" value="ServicesDect?user={number}"/>

Configure the pre-configured application "Callback" with values:

Protocol: HTTP
 Port: 22222
 Server: SIPProxy
 ("SIPProxy" is a OMM placeholder for the users current active SIP Proxy)
 Path: CallBack?user={number}

Active	<input checked="" type="checkbox"/>
Name	callCompletion
Protocol	HTTP 
Port	22222 <input type="checkbox"/> Use default port
Server	SIPProxy
User name	<input type="text"/>
Password	<input type="password"/>
Password confirmation	<input type="password"/>
Path (and parameters)	CallBack?user={number}

3.3.1

CALL LOGS SYNCHRONIZATION


To enable MX-ONE synchronized call logs in SIP-DECT, do the following:

1. Configure the pre-configured applications as **Caller list** and **Redial list** with the following settings:
 - Protocol: HTTP
 - Port: 22222
 - Server: SIPProxy ("SIPProxy" is a OMM placeholder for the users current active SIP Proxy).
 - Path: CSIntegration?object=history

Note: If enabled, MX-ONE centralized name and number logs must be enable for all SIP-DECT extensions in MX-ONE. As in SIP-DECT, this setting applies to all users in the OMM.

The user can find the settings in the extension profiles (for example, through `extension_profile -c --csp x --ext-cnnlog1`).

For the caller list:

Active	<input checked="" type="checkbox"/>
Name	Caller list
Protocol	HTTP 
Port	22222 <input type="checkbox"/> Use default port
Server	SIPProxy
User name	<input type="text"/>
Password	<input type="password"/>
Password confirmation	<input type="password"/>
Path (and parameters)	CSIntegration?object=history

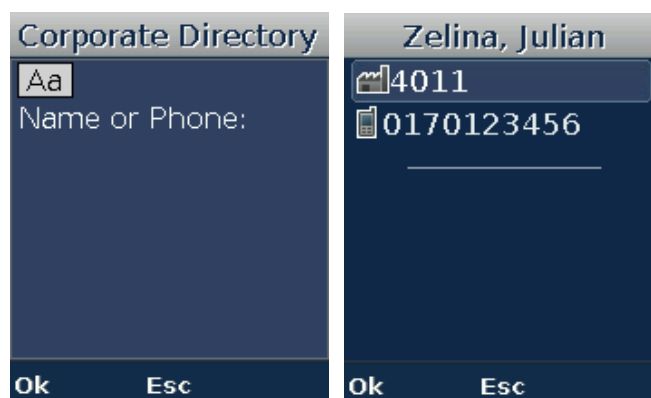
And for the redial list:




Active	<input checked="" type="checkbox"/>
Name	<input type="text" value="Redial list"/>
Protocol	HTTP <input type="button" value="v"/>
Port	<input type="text" value="22222"/> <input type="checkbox"/> Use default port
Server	<input type="text" value="SIPProxy"/>
User name	<input type="text"/>
Password	<input type="password"/>
Password confirmation	<input type="password"/>
Path (and parameters)	<input type="text" value="CSIntegration?object=history"/>

3.4

CMG DIRECTORY

CMG offers a Mitel XML terminal interface to search the corporate Directory. SIP-DECT can be configured to use this interface on the Mitel 600 DECT phone terminals using Mitel CMG BluStar Web 8.0 and later.



The handset can access the directory in idle or call state using the Directory  function. E.g. Key Up: ,  within call /dial state. This requires adding CMG as XML directory in the OMM using OMP.

Configure a new directory:

- 1) Connect to **OMM** using **OMP** or **Web service** and **System features**, and then select tab **Directory**.
Select **XML** from the list **Type**.
- 2) Type **CMG** in the field **Name**.
- 3) Select the tab XML Application.
- 4) Type the `/xml/directory/CorpDir.php` in the field **Path**.

Directory entry

General LDAP XML application

Type XML ☐

Active ☒

Order 1

Name Directory

Directory entry

General LDAP XML application

Protocol HTTP

Server cmgserver

User name

Password

Password confirmation

Path (and parameters) /xml/directory/CorpDir.php

Note: To access CMG with a Mitel 600 DECT phone use the build in central directory functions and soft keys.