A MITEL
PRODUCT
GUIDE

Mitel OpenScape Business

Mitel SIP DECT Phone Configuration Guide
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Mitel

Notices

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Contents

1 History of Changes

Changes mentioned in the following list are cumulative.

Changes in V3R4 FR2

Issue number	Date	Update description	Impacted chapters
03	July 2025	Include the entire provisioning process to this user guide, instead of referring to OSBiz Admin Guide Document restructuring and new chapters	Introduction on page 6 Adding Base Stations on page 17 Configuring Mitel SIP DECT Devices on page 10 Configuring Open Mobility Manager (OMM) on page 8 Configuring Users on page 19 Enabling the DHCP Server and Static IP Address Assignment on page 8 Subscribe DECT Phone to OMM on page 21 Static IP Addresses > Parameters on page 9 Station > Station Parameters on page 20 Provisioning Configuration on page 14

Issue number	Date	Update description	Impacted chapters
02	May-June 2025	Updates for the Mitel SIP DECT provisioning	Introduction on page 6 Configuring Local DECT Base Station Accessing Open Mobility Manager on page 12 Provisioning Configuration on page 14 new Adding Base Stations on page 17 Basic SIP Configuration on page 25 Adding New Users Manually on page 22 Voicemail Creating or Updating Directory Entries Disabling Conference Calls on page 26 Standby OMM

2 Introduction

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

NOTICE: Configuring SIP DECT stations via WBM generates configuration files used by Open Mobility Manager (OMM) to automatically set-up base stations.

2.1 Supported Features

The following features are supported in SIP DECT phones with OpenScape Business 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, Administrator Documentation*.

2.2 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.

3 Configuring Open Mobility Manager (OMM)

Configuration of Mitel SIP DECT solution is performed using OpenScape Business Assistant (WBM) and the Open Mobility Manager (OMM) web-admin, in five basic steps:

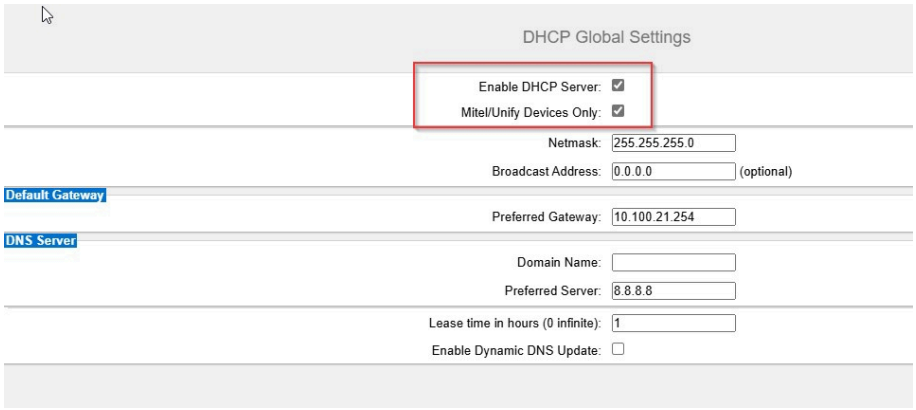
- OMM receives static IP address of OpenScape Business DHCP server
- In WBM the RFP device is set as OMM
- Retrieving firmware
- Basic OMM configuration
- Basic user configuration (Only adding/modifying users is possible. Deletion of existing users must be done through the OMM web-admin.)

3.1 Enabling the DHCP Server and Static IP Address Assignment

Step by Step

1) Login to WBM and navigate to **Expert Mode > Network Interfaces > DHCP**.

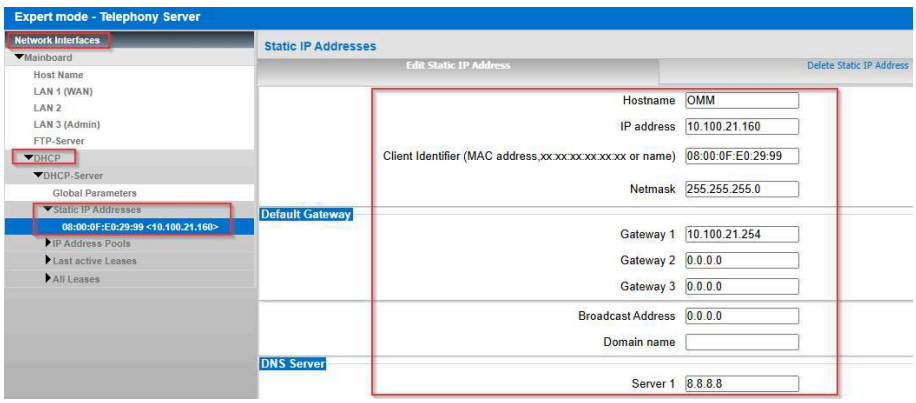
2) Click to enable the **Enable the DHCP Server** and **Mitel/Unify Devices Only** checkboxes.



3) Navigate to **Network Interfaces > DHCP Server > Static IP Addresses**.

4) In the **Static IP Addresses** window, click on the **Add Static IP Address** tab.

5) Enter the required information as seen in the example screenshot below. Description of each parameter can be found in the following chapter *Static IP Address > Parameters*.



6) Click **Apply**.

3.1.1 Static IP Addresses > Parameters

Parameter Description of Tabs:

- **Display Static IP Address**
- **Add Static IP Address**
- **Edit Static IP Address**
- **Delete Static IP Address**

Parameters	Description
Hostname	Name or description of the IP station (e.g., PC or server) that is to receive a fixed IP address. Example: `Print Server`.
IP address	Desired fixed IP address. Example: `192.168.1.10`.
Client Identifier	MAC address of the IP station ex. Mitel SIP-DECT RFP device.
Subnet Mask:	Netmask of the subnet. Example: `255.255.255.0`.
Default Gateway	
Gateway 1	IP address under which the default gateway can be reached. If an Internet router is used in the network, the Internet router is the default gateway. Example: `192.168.1.1`. If the communication system is directly connected to an Internet modem, the communication system is the default gateway. Example: `192.168.1.2`.
Default Gateway 1	IP address under which a second default gateway (router) can be reached (optional).
Default Gateway 1	IP address under which a third default gateway (router) can be reached (optional).
Broadcast Address	With the broadcast address, all IP stations of a network or subnet can be addressed by the DHCP server (optional). Example: `0.0.0.0`.
Domain Name	Domain name of the internal network, max. 80 characters, e.g., `mynet.home` (optional).
DNS Server	
Server 1	IP address under which the DNS server can be reached. If the communication system is directly connected to an Internet modem, the default value `0.0.0.0` must not be changed. The communication system uses it to automatically connect to a DNS server from the Internet. An external DNS server can also be entered. Example: the DNS server of the Internet router (`192.168.1.1)` or a DNS server from the Internet (`google-public-dns-a.google.com`).
Server 2	IP address under which a second DNS server can be reached (optional).
Server 3	IP address under which a third DNS server can be reached (optional).
Enhanced Security	
Relay Option	A hexadecimal number configured by the administrator for extra security.

Parameters	Description
Lease time in hours (0 infinite)	Maximum validity period in hours, 0 = infinite lifetime (default: 1 hour).

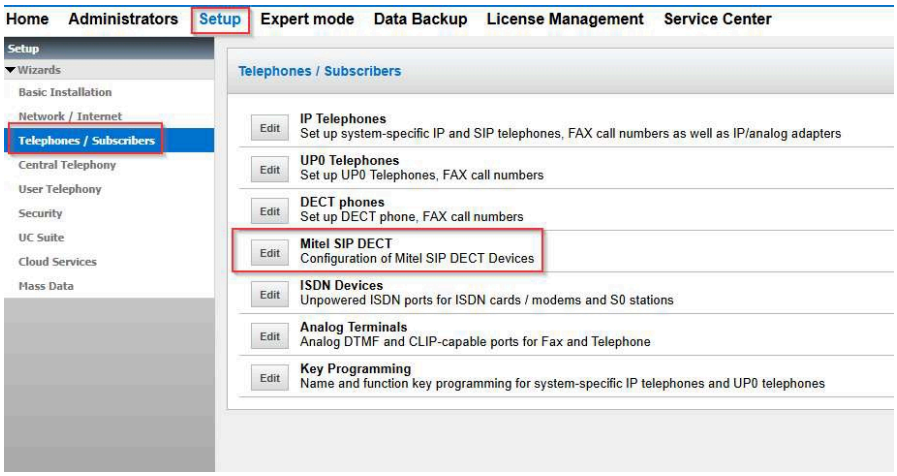
3.2 Configuring Mitel SIP DECT Devices

Prerequisites

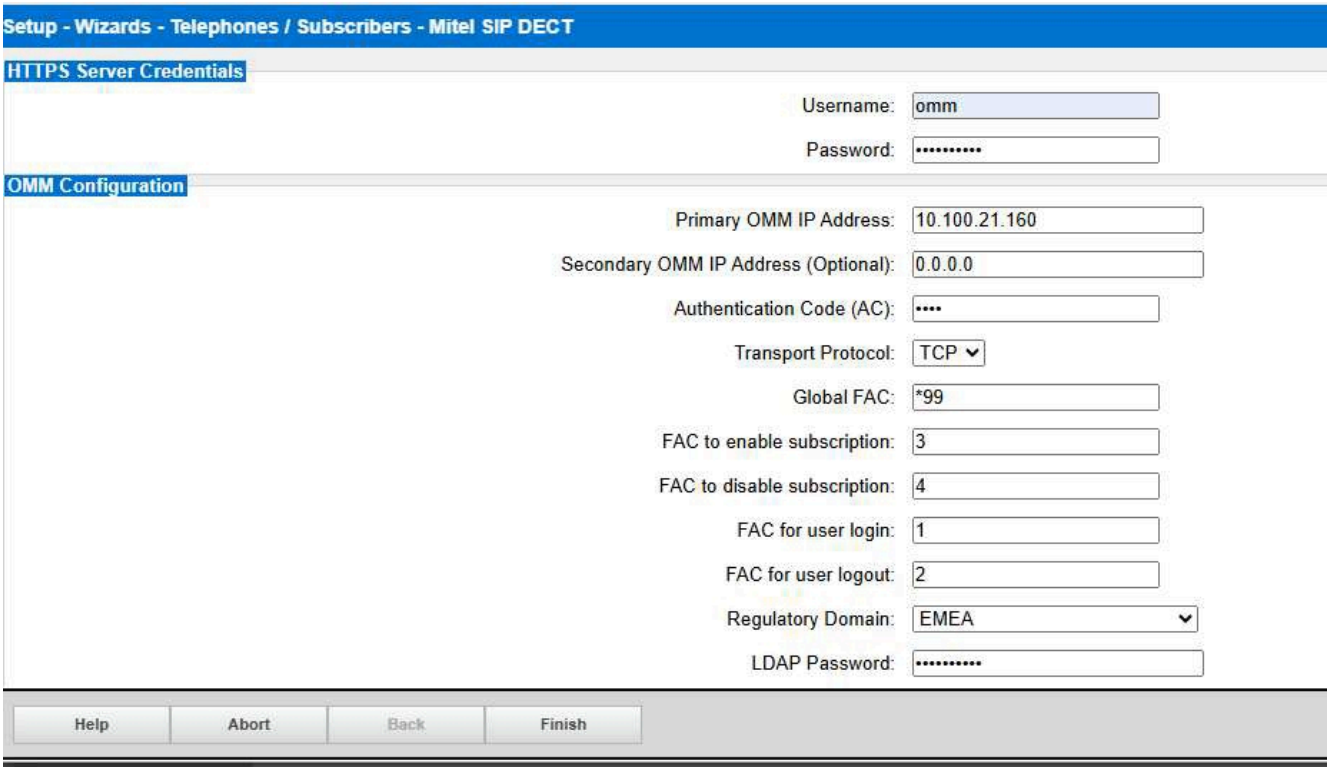
The MAC address for the SIP DECT RFP device is known.

Step by Step

1) In WBM, navigate to **Setup > Wizards** > **Telephones / Subscribers**.
2) Click on **Edit** to start the **Mitel SIP DECT** wizard.

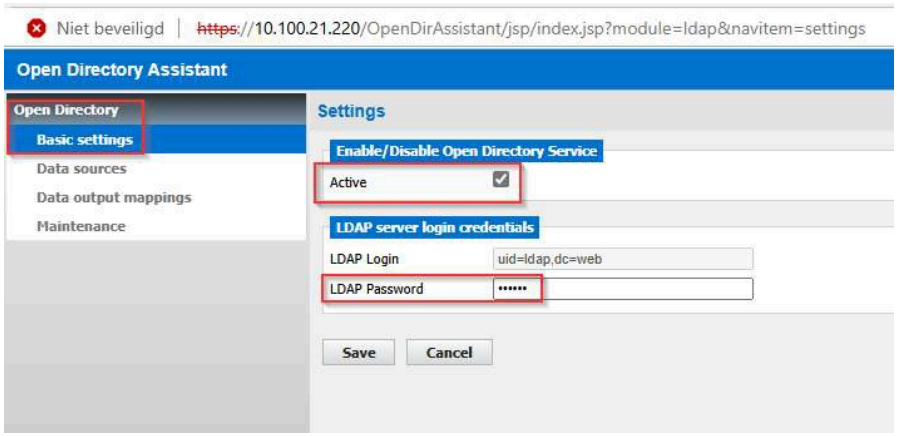


3) Configure the basic settings as seen in the example screenshot below.



4) Under **HTTPS Server Credentials**, provide the credentials to access the server.
   a) Set the **Username** and **Password** (these are used by the OMM to login to the WBM).
5) Under **OMM Configuration**:
6) Provide the **Primary OMM IP Address** and **Secondary OMM IP Address (Optional)** IP address of the OMM.
7) Set the **Authentication Code (AC)** (code for subscribing DECT-phones on the OMM).
8) In **Transport Protocol**, choose one of the following values from the drop-down menu:
   - TCP (preferred protocol)
   - UDP
   - TLS
9) Set the various Feature Access Codes (FAC) under the following fields:
   a) **Global FAC** (The main feature access code. This should be a code that is not used by OpenScape Business)
   b) **FAC to enable subscription** (code for opening the subscription on the DECT system)
   c) **FAC to disable subscription** (code for closing the subscription on the DECT system)
   d) **FAC for user login** (bound device to a SIP user on the OpenScape Business)
   e) **FAC for user logout** (unbound device from a SIP user on the OpenScape Business)

10) In **Regulatory Domain**, choose one of the following values from the drop-down menu:
    - EMEA
    - US
    - Brazil
    - Taiwan
    - Radio 1910 - 1927 MHz 250 Mw
11) Provide the **LDAP password** to access the OpenScape Business internal user directory. This password should also be set in OpenScape Business and the Open Directory has to be enabled.



12) Click **Finish**.
    The configuration files needed from the OMM application are generated.
13) Connect the Mitel SIP DECT RFP device to the network. Wait for a few moments for the device to receive an IP address from the DHCP server.

3.3 Accessing Open Mobility Manager

You can access the Open Mobility Manager as follows.

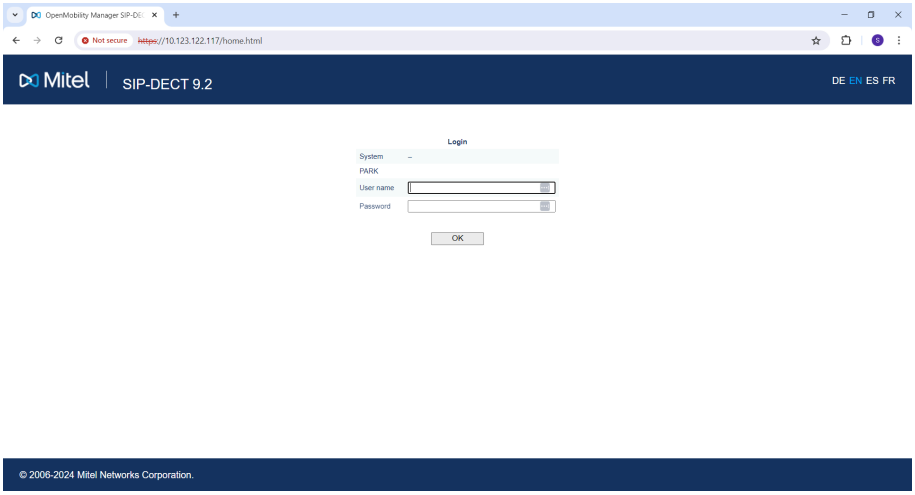
Step by Step

1) Connect the DECT base station(s) to your LAN and power up the units and wait for a couple of minutes.
2) Enter the IP address of the base station that you have configured into a browser.

3) Enter the default credentials:

a) username: omm

b) password: omm



4) Click **OK**.

5) Click **Accept** to accept the End User License Agreement.

6) The first time that you login with the default credentials you have to change the passwords:

a) Navigate to **System > User Administration**.

b) Enter the new password in the **Password** field.

c) Enter again the password in the **Password confirmation** field.

d) Click **OK** and again **OK** in the browser's confirmation pop-up.

e) Enter the new password in the **Password** field, for the Root SSH.

f) Enter again the password in the **Password confirmation** field.

g) Click **OK** and again **OK** in the browser's confirmation pop-up.

3.4 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, Licensing"*.

3.4.1 Configuring Portable Access Rights Keys

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, see the *"SIP-DECT OM System Manual, 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:

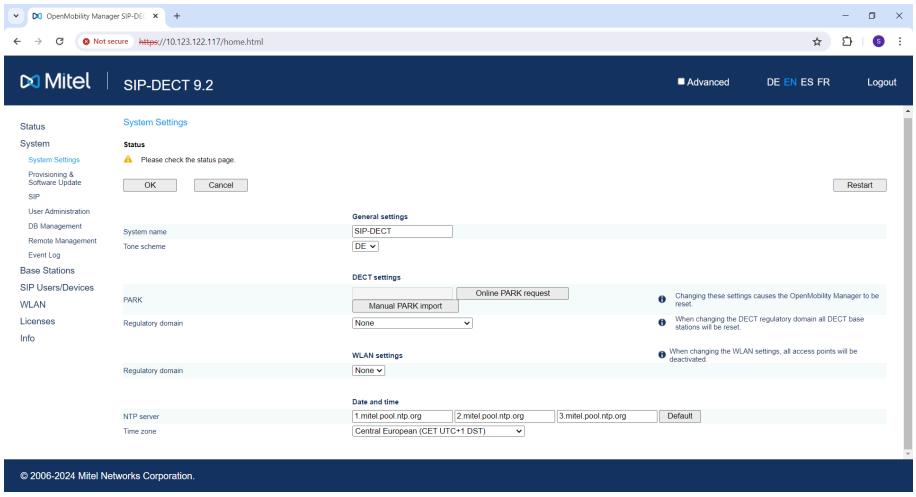
a) Click **Online PARK request** to generate a license-request file that contains the PARK code.

b) Click **Offline PARK request**, if no internet connection is available.

c) From the **PARK request file** download the request file by clicking **Save**.

d) In the **Import PARK file** field select the PARK file and **Import** it into the OMM system.
The system restarts.

e) To get a valid PARK, follow the instructions provided from Mitel's PARK Manager. Upload PARK file provided by Mitel PARK Manager into the OMM system.



3) Navigate to **General settings > Regulatory domain** click on the drop down menu and select a domain.

4) If necessary, configure the **NTP server**.

5) Select a **Time zone** from the drop down menu.

6) Click **OK** at the top of the page.

3.5 Provisioning Configuration

Prerequisites

You have completed the steps of the chapter *Configuring Mitel SIP DECT Devices*.

You have access to OMM, as described in the chapter *Accessing Open Mobility Manager*.

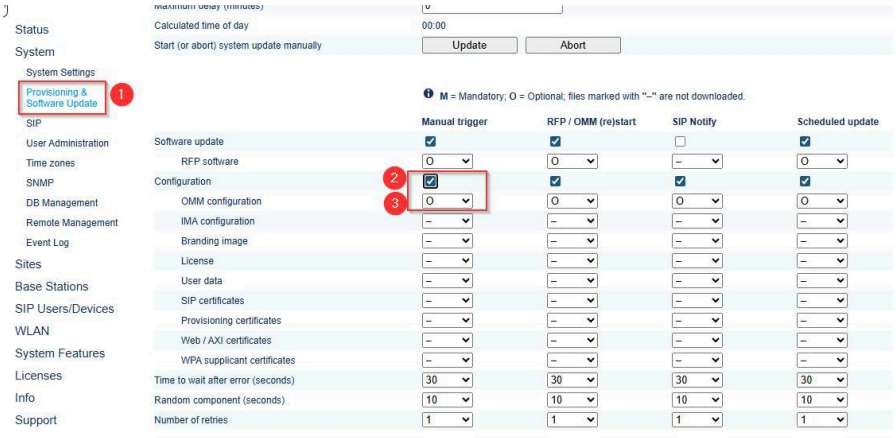
Step by Step

1) Open the web interface of the OMM and login. If necessary, change the omm and root password.

2) Navigate to **Advanced > Provisioning & Software Update**.

3) Click to enable the checkbox **Configuration** in the **Manual trigger** column.

4) Set **OMM configuration** to **O**.

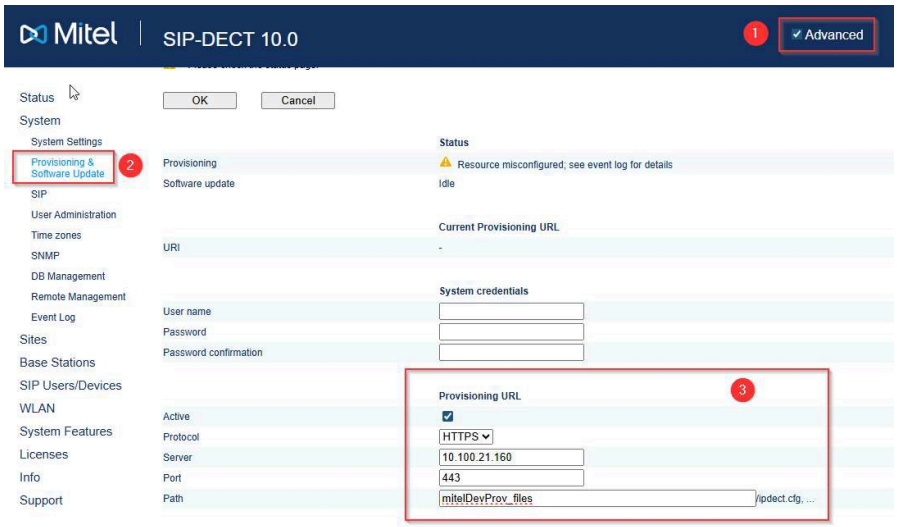


5) Under **System credentials** provide the following values that will be used for the OMM to connect to OpenScape Business and retrieve the configuration files. These values have to be the same as those configured in WBM.

   a) User name
   b) Password
   c) Password confirmation

6) Under **Provisioning URL**, click to enable the **Active** checkbox.
7) Set the **Protocol** to **HTTPS** (default).
8) In **Server**, provide the IP address of the OpenScape Business system.
9) Set **Port** to **443**.

10) Set **Path** to `provisioning_files/mitelDevProv_files`.



11) Click to uncheck and disable **Validate certificates**.

12) Click to uncheck and disable **Validate expires**.

13) Click to uncheck and disable **Validate hostname**.

14) Click **OK** at the top of the page.

15) Under **System update** click **Update**.

Upon completion the configuration files generated via WBM are loaded in the system after a few minutes. Navigate to **Event Log** to monitor the provisioning process.

4 Base Stations

4.1 Adding Base Stations

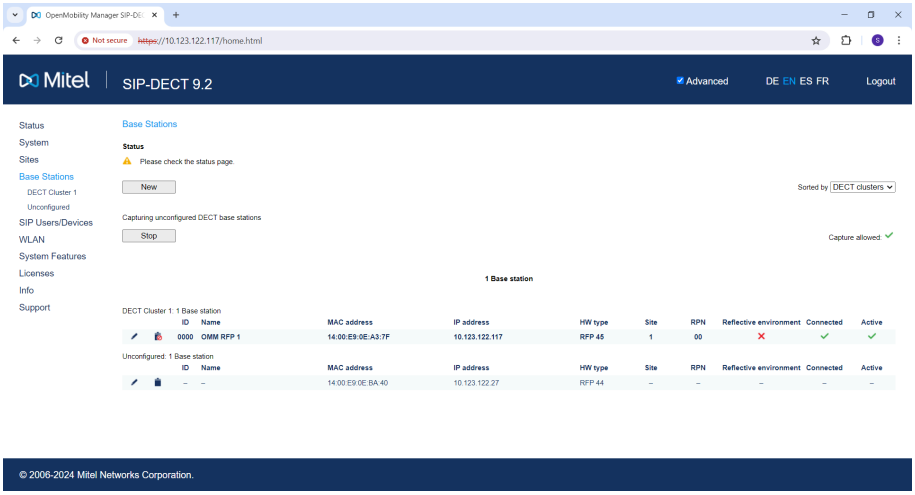
You can add new base stations from the Base Stations menu.

Prerequisites

Perform the steps described in chapter Configuring Local DECT Base Station, before you start adding new base stations.

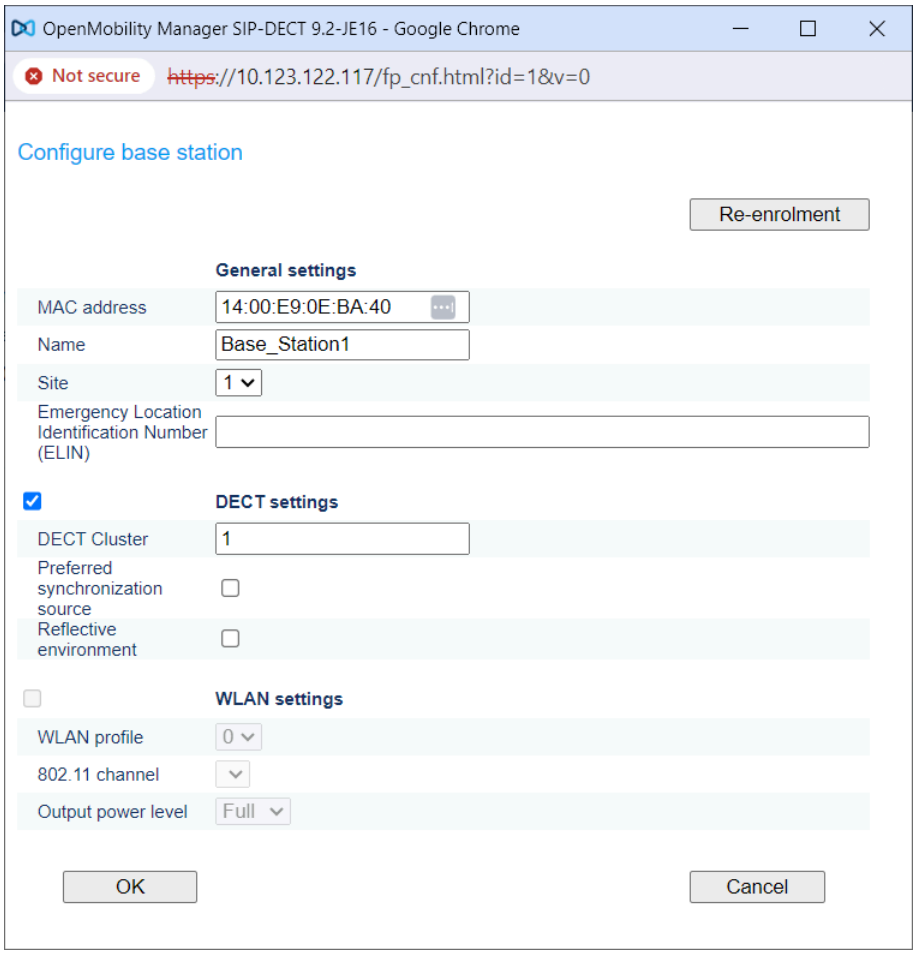
Step by Step

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



2) Under **Capturing unconfigured DECT base stations**, click **Start**. The base stations will be displayed as **Unconfigured** in the list.
3) Click **Edit RFP**, when a newly captured RFPs appears under the unconfigured section.

4) Click **Edit**.
The **Configure base station** pop up window is displayed.



5) Enable the **DECT settings** by clicking on the check box and assign the **DECT Cluster** the RFP belongs to.
6) Click **OK**.

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

5 User Configuration

5.1 Configuring Users

You can use **Expert Mode** to configure the SIP stations.

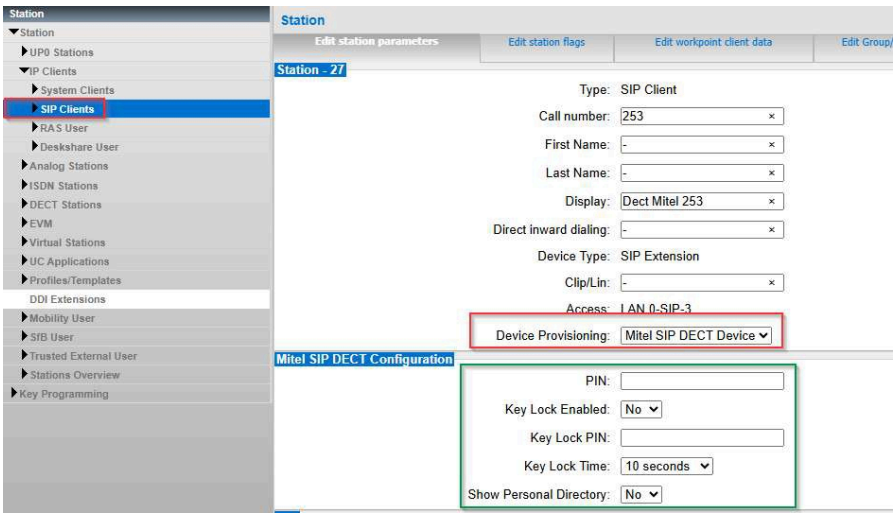
Prerequisites

You are logged on to the WBM with the **Expert** profile.

> **NOTICE:** Users can be edited/deleted only if they have been added manually.

Step by Step

1) In the navigation tree, click **Expert Mode** > **Telephony Server** > **Station**.
2) In the new window, click to expand **Station** and then select **IP Client**. A list of all IP/SIP stations appears.
3) In the **Type** column, select **SIP Client**.
4) Click **Apply**.
5) Click the blue arrow, next to the IP station call number, under the **CallNo** column.
6) Select **Mitel SIP DECT Device** from the drop-down menu in **Device Provisioning**.



The **Mitel SIP DECT Configuration** option appears.

7) Under **Mitel SIP DECT Configuration** option, set the following:
   a) Enter the device's **PIN**. This PIN code will be used to bound a subscribed DECT phone to the SIP user.
   b) In **Key Lock Enabled**, enable (Yes) or disable (No) the device key lock.
   c) In **Key Lock PIN** enter the PIN for the key lock.
   d) In **Key Lock Time** enter the time for the key lock PIN to take effect.
   e) In **Show Personal Directory** choose whether the personal directory is visible (Yes) or not (No).

8) Click **Apply**.
9) Navigate to the **Edit workpoint client data** tab.
10) Under **Parameters**, configure the values as described in Station Parameters.
11) Click **Apply**.

5.1.1 Station > Station Parameters

Parameter Description of Tabs:

- **Edit station parameters**

Parameters	Description
Stations - ...	
Type	Type of the station.
Call number	Internal call number of the station.
First Name	Freely selectable first name for the station. Value range: max. 32 characters.
Last Name	Freely selectable last name for the station. Value range: max. 32 characters.
Display	Freely selectable name for the station. By default, it is created using the First Name and Last Name parameters depending on display name algorithm. Value range: max. 16 characters, no umlauts or special characters
Direct inward dialing	DID number of the station.
Device type	Displays the device associated with the subscriber.
Clip/Lin	Sequence of digits to be displayed at the called party instead of the actual number for outgoing external calls (e.g., for E911 emergency services in the USA) Value range: max. 16 digits
Access	Displays the physical interface at which the device is connected.
Device Provisioning	This menu is only visible to SIP stations and the following values are available: • **Standard** (default value) • **Mitel SIP DECT Device** (The specific SIP device is used for the Mitel SIP DECT). **NOTICE:** The **Mitel SIP DECT Device** option is only supported on V3 hardware and OSBiz S systems.
Mitel SIP DECT Configuration: This menu becomes visible only when **Mitel SIP DECT Device** is selected under **Device Provisioning**.	

Parameters	Description
PIN	The PIN code of the device.
Key Lock Enabled	Enable (Yes) or disable (No) the device key lock.
Key Lock PIN	The PIN for the key lock.
Key Lock Time	The time for the key lock to take effect.
Show Personal Directory	Choose whether the personal directory is visible (Yes) or not (No).

5.1.2 Subscribe DECT Phone to OMM

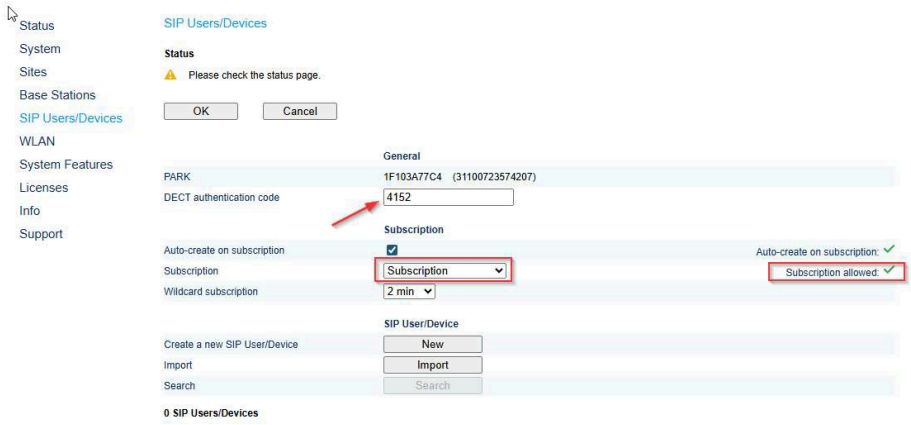
The SIP Users/Devices menu provides an overview of all configured SIP users and devices sorted by their phone number.

Enable the following setting for SIP users.

Step by Step

1) Navigate to **SIP Users/Devices** in the Open Mobility Manager.
2) If needed, 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.
3) Select the **Subscription** option from the drop down menu in the **Subscription** field.

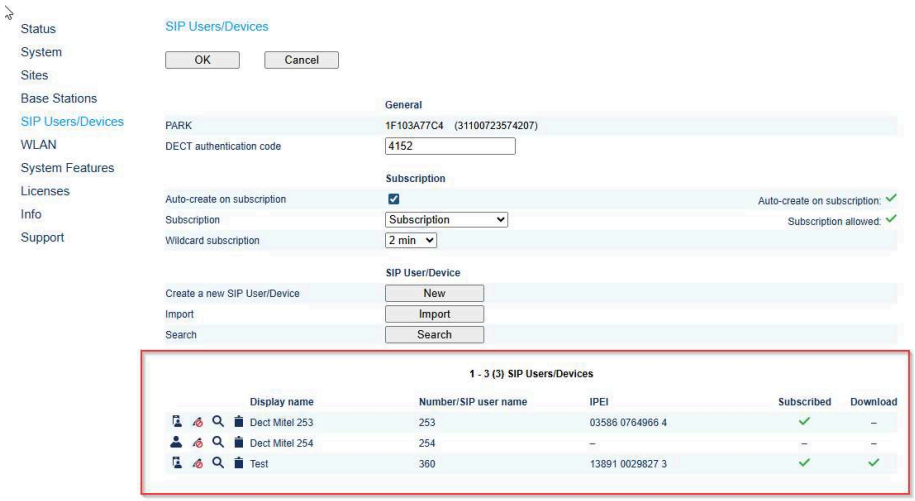


4) Click **OK**.

5.1.3 Bounding DECT Phone to SIP User

Step by Step

1) Click **Login** on the phone, or via the **Administrator** menu on the phone or via the **FAC**.
2) Enter the internal number and as password the PIN code configured under the SIP user in WBM.
3) The user becomesvisible and bound to the DECT phone in the OMM. If you don’t enter the PIN code and stop the login, you still see the user with the internal number and separate the unbound DECT phone.



5.2 Adding New Users Manually

In case needed, you can manually create new unbound SIP DECT phone users. Adding users manually is mandatory since users can be added through provisioning.

Only the mandatory parameters are described below.

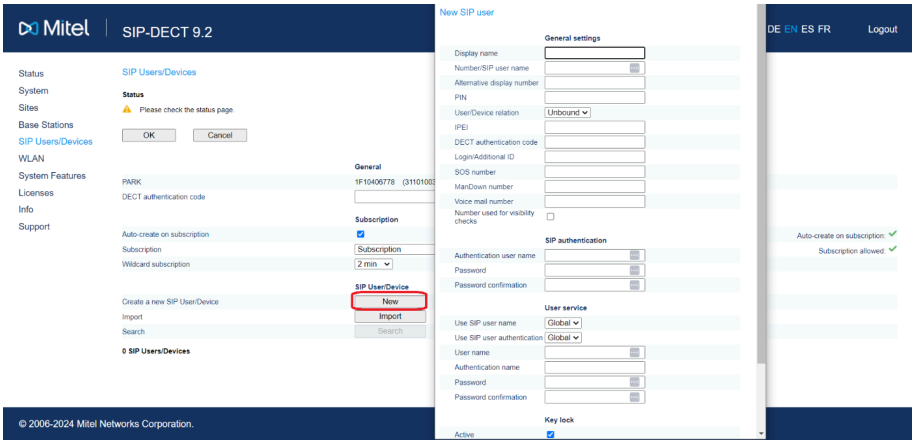
NOTICE: Users can be edited/deleted only if they have been added manually.

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.



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

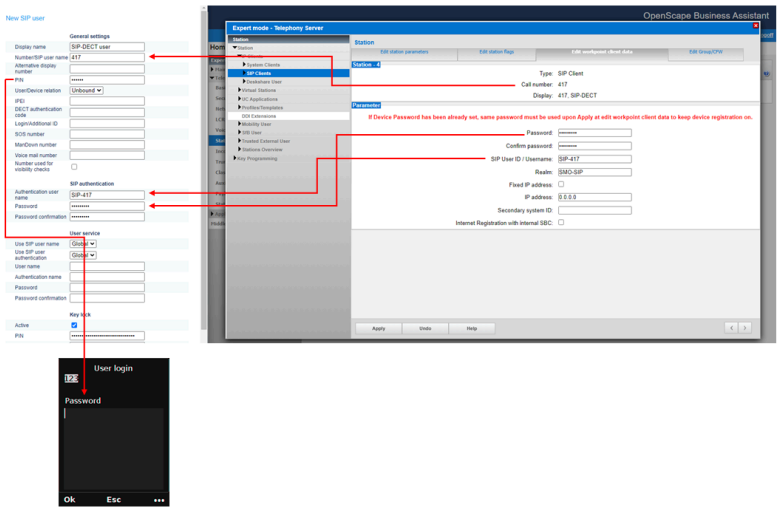
      The PIN that is configured is used for DECT authentication of the phone on SIP-DECT system.

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

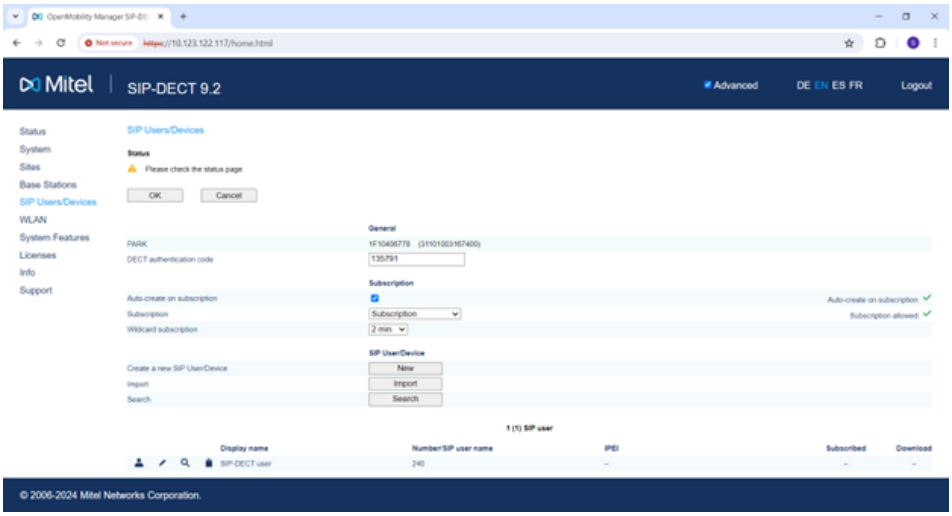
   If no name is specified, the number will be used by default during SIP registration and authentication.

> **NOTICE:** Alternative display number must not be configured.

See the example below for adding a new user:



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



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

6 Basic SIP Configuration

6.1 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 ( ).
3) If needed, disable the SRTP parameter.

7 System features workarounds and hits

7.1 Setting Distinctive Ring

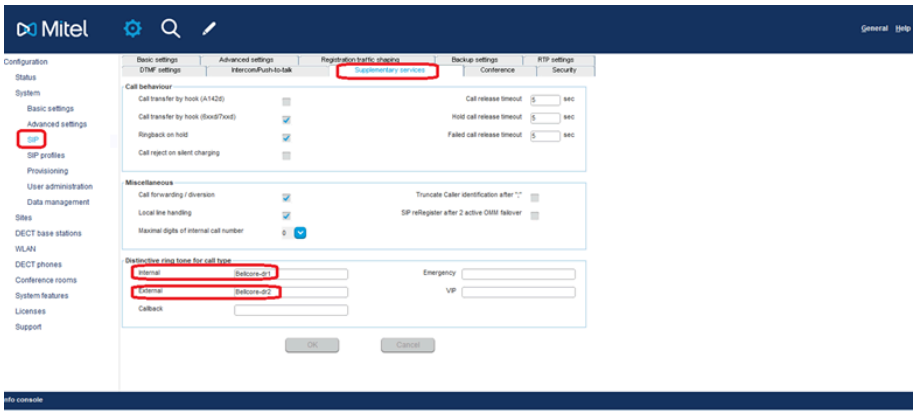
Distinctive ring tones can be set for different call types.

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**.



7.2 Disabling Conference Calls

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

Prerequisites

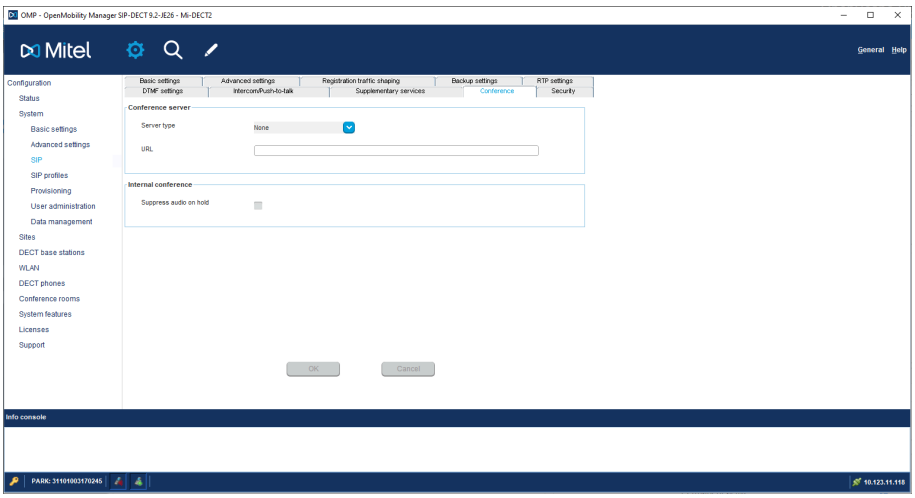
OM Management portal must be installed.

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.



7.3 Configuring CoA profiles

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

Prerequisites

OM Management portal must be installed.

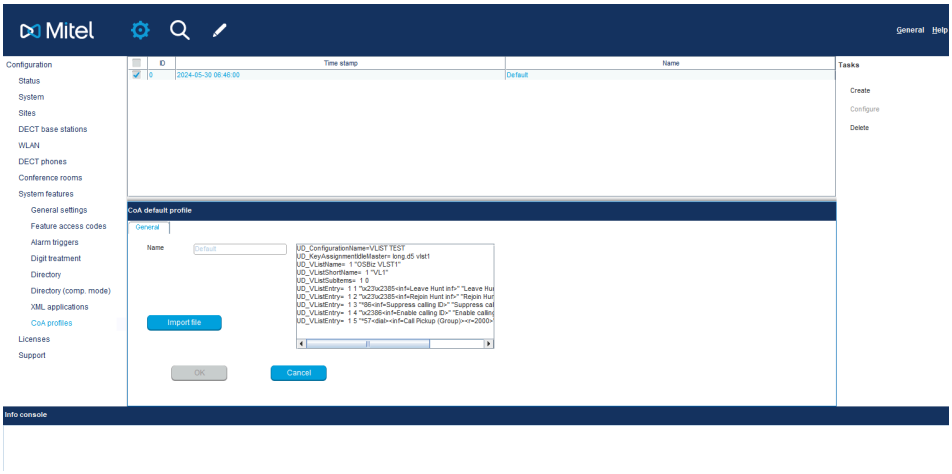
Step by Step

1) 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:



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"*.

7.4 Pickup Group Notification

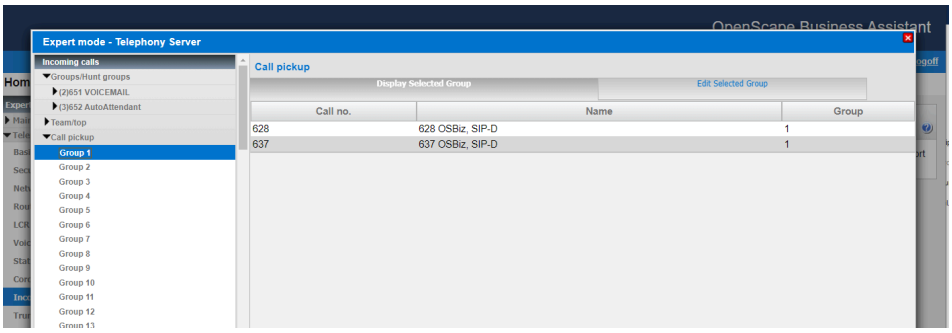
Call pickup groups are groups of stations in which each station is notified and can accept calls for the other stations in the group

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

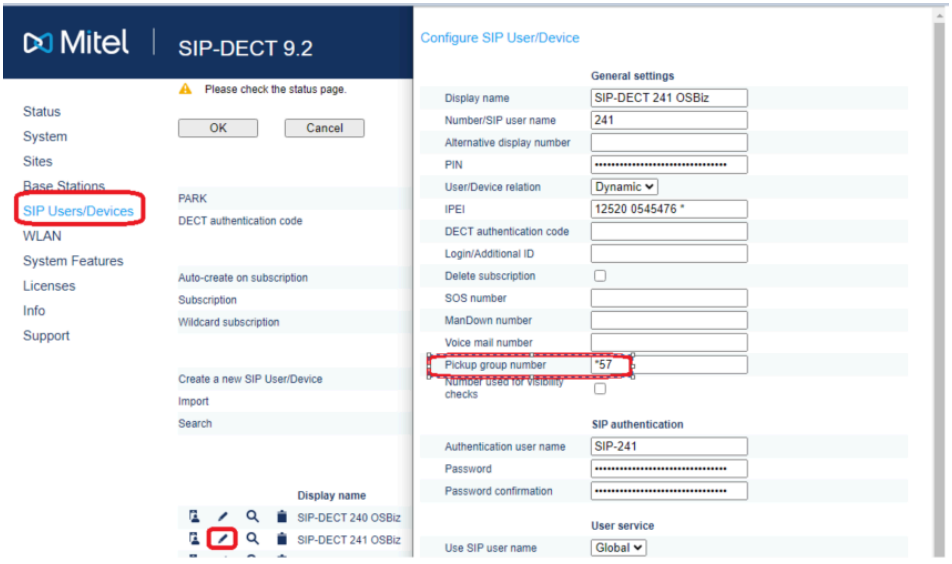
Administrator can activate Group pickup for each subscriber by Configuring pickup Feature code e.g. *57 default code for OpenScape Business beside OpenScape Business configuration.

NOTICE: Pickup Group Notification feature is only available if you have added users manually (and not via provisioning), following the steps of the *Adding New Users Manually* chapter.

Configuration example for OpenScape Business



Configuration example SIP-DECT



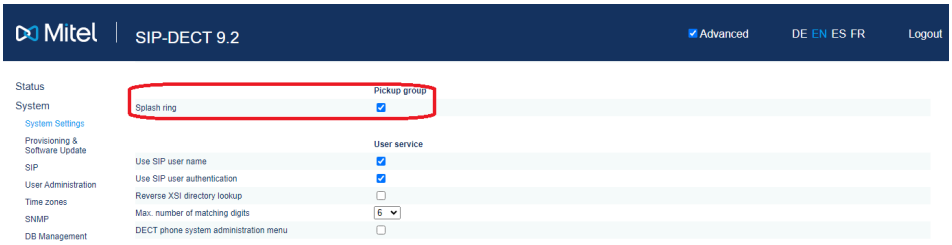
Beside display notification a pickup is signaled also acoustically to the user. Two SIP-DECT configurable options available by administrator:

Pickup tone – 5 knocking tones (default).

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

Configuration example:

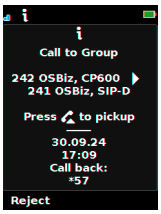
In OMM select Splash ring option from System, System Settings



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.



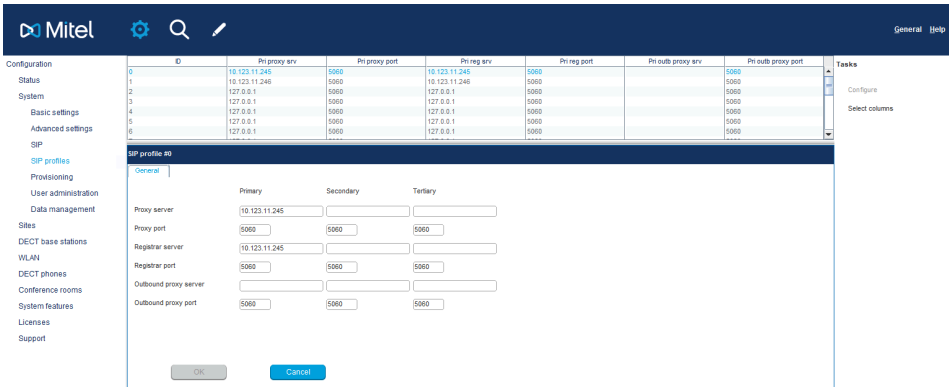
For more information, see *OpenScape Business, Administration Documentation*.

7.5 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.

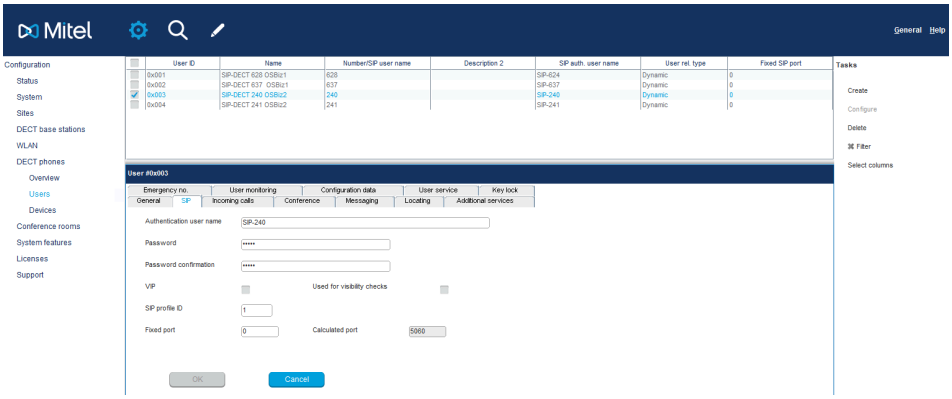
Example of SIP profiles configuration in OMP. OMP application must be installed first.



Unique identifier (ID) ranges 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"



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.