

Corporate log-on

DESCRIPTION



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GENERAL

This document describes the Corporate log-on feature (also called network roaming), which is supported for SIP and H.323 terminals, but only specific models, like the Mitel 6900/6800/6700 and the Mitel 7444.

The feature means that the extension user has the possibility to register in his/her home site, while being a visitor in another site within the same private IP-network.

1.1

DEFINITIONS

1.1.1

CORPORATE

Corporate means in this context that the IP-network is an enterprise network with IP connection between the different sites in the network. The visitor's extensions must be able to address the home site system/network via SIP or H.323 signaling, for access to the configuration file.

1.1.2

LOG-ON/LOG-OFF

Log-on is the same as Registration or Roaming for an IP extension. The registration means an authentication that the terminal is allowed to log-on to the system and the actual acknowledgment of the terminal in the system, making the terminal known by the system.

Log-off is the same as De-registration for an IP extension.

1.2

GLOSSARY

For a complete list of abbreviations and glossary, see the description for ACRONYMS, ABBREVIATIONS AND GLOSSARY.

2 FACILITIES

2.1 FUNCTIONAL OVERVIEW

The Corporate log-on service means that a visitor to a corporate IP networked system is allowed to log-on to his/her home exchange using any IP terminal of appropriate type assigned as hot-desk telephone at the visited site.

The Mitel 6900/6800/6700 phones do not have any concept of home or visitor node, but the aastra.cfg configuration file is fetched from the home network.

An alternate log-on menu item (for the Mitel 7444 phone), Corporate log-on, will be shown on the terminals that support the feature.

Selecting this option will initiate a procedure that shows a list of corporate locations. When the user has selected his home location, the terminal will register with the associated IP address.

The telephone will when registered work in the normal way, with the exception of the Emergency call feature (for the Mitel 7444 phone), which will address the local visited site, not the home site.

2.1.1 EXTENSION TYPES SUPPORTING CORPORATE LOG-ON

Only specific models of IP telephones support this feature.

The following extension types are supported:

- SIP extension (Mitel 6900/6800/6700)
- H.323 extension (Mitel 7444)

2.2 CONFIGURATION/MANAGEMENT

A specific corporate log-on package for the phones is required for the Corporate log-on feature. Also notice the setting (for the Mitel 7444 phones) of the local emergency numbers in the terminals. TLS security, if used, also requires some settings.

2.3 REGISTRATION/LOG-ON AND LOG-OFF

The registration/log-on is basically done in the normal way for the IP protocol in question, but towards the IP address of the user's home node.

As a result of the log-on, the phone gets new values of user, password, and SIP proxy/SIP registrar.

Should the roaming/visiting user forget to log-out, it is possible to log-out the phone automatically at a designated time, e.g. 3:00 AM, but this is only supported with the Mitel 7444 phone. All idle corporate logged on Mitel 7444 users will be logged off at the designated time.

2.4 REJECTION OF LOG-ON

The registration can of course be rejected with the ordinary reasons, like congestion, unauthorized or incompatible terminal, or other reasons.

2.5 MAKING/RECEIVING CALLS

Once the terminal is logged on, it can make and receive calls in the normal way, addressing the user's normal number. The terminal is actually logged on to the user's home node although being at a visitor site.

2.6 EMERGENCY CALLS

For emergency calls, if the remotely logged on user makes an emergency call, the phone will use the procedure for logged out phones (i.e. the **local emergency number** will be dialed). The emergency number list that must be present in the phone, supports up to 3 emergency numbers, and must be configured appropriately.

The feature is available for Mitel 7444 phones, but not for the Mitel 6900/6800/6700 phones.

2.7 USER INTERFACE

An appropriate corporate log-on key/menu is presented on the terminal that supports the corporate log-on feature, instead of the normal log-on key/menu.

A list of MX-ONE Service Nodes will be presented to the user. When the appropriate node is selected, the normal log-on procedure will be presented to the user, who is requested to enter user number and password.

When this information is filled in and the enter key (or equivalent) is pressed, the phone will try to register to the designated system.

2.7.1 MITEL 6900/6800/6700 SIP PHONES

Configuration

A specific corporate log-on configuration package must be installed and configured in the phones. This package provides a menu list associated with the Log-on key, of all accessible Service Nodes (their names and URIs) in the private network.

See the `aastra.cfg` configuration file for details.

Corporate log-on users with Mitel 6900/6800/6700 phones will remain logged on, unless forced log-off on time is configured, or manual log-off is done.

Execution/log-on for Mitel 6900/6800/6700, from logged off state

- 1) To do a corporate log-on when logged off, press Log-on key, and choose the home MX-ONE Service Node.
- 2) The selected node will prompt for the extension number.

- 3) Enter the number and press "Submit". Password (PIN code) is prompted if required. Enter the password and press "Submit".

Execution/log-on for Mitel 6900/6800/6700, from logged on state

Not applicable.

2.7.2

MITEL 7444 H.323 PHONES

Configuration

A specific corporate log-on configuration package must be installed and configured in the phones. This package provides a Corporate log-on menu, listing all accessible Service Nodes (their names and URIs) in the private network.

See the `aastra.cfg` configuration file for details.

Note: All idle Mitel 7444 corporate log-on users will be logged off at 03:00 at night.

Execution/log-on for Mitel 7444, from logged-off state

See the Mitel 7444 IP phone for MX-ONE User Guide.

Execution/log-on for Mitel 7444, from logged-on state

See the Mitel 7444 IP phone for MX-ONE User Guide.

2.8

SOME OTHER CONSIDERATIONS

2.8.1

CALL INFORMATION LOGGING AND CHARGING

This will be handled by the home node, and in the normal way, except for emergency calls, which will be logged and charged in the local visitor node.

2.8.2

CSTA FUNCTIONS

A CSTA based application only connected in the home node will work in the normal way (except if the user makes an emergency call, and thus temporarily logs on to the visitor site).

A CSTA based application only connected in the visitor node will not be able to monitor, get events or request CSTA services for the "corporate log-on user", since the user is registered in the home site.

If the application has connections to both home and visitor nodes it could get CSTA functions to work towards both systems.

2.8.3

LOG-ON/LOG-OFF RESTRICTIONS, TIME LIMITED LOG-ON

For specific terminals that are restricted from logging on/logging off (for example conference room phones, elevator phones or similar) the Corporate log-on function will not be available.

If time limited log-on is set, it is also valid for corporate log-on users.

2.8.4

SECURITY, TLS

TLS is supported for Mitel 7444 phones and for Mitel 6900/6800/6700 phones, but only one certificate is supported, so TLS will only work in one node, preferably the home node.

TLS also requires a setting of “SIP outbound proxy”, as this information is not pushed to the phone at log-on.

3 HARDWARE

No specific hardware is required for this facility.

4 SUMMARY

The Corporate log-on service means that a visitor to a corporate IP networked system is allowed to log-on to his/her home exchange using any IP terminal of appropriate type assigned as hot-desk telephone at the visited site.

The corporate log-on feature is available for Mitel 6900/6800/6700 and 7444 phones.

The telephone will when registered work in the normal way, with the exception of the Emergency call feature, which (for the Mitel 7444) will address the local visited site, not the home site.

A visitor to a corporate IP networked system shall be allowed to log-on to his home exchange using any IP terminal of appropriate type assigned as hot-desk telephone at the visited site.

An alternate log-on key or (for 7444) log-on menu item, corporate log-on, will be shown on applicable terminals.

Selecting this option will initiate a procedure that shows a list of corporate locations. When the user has selected his home location, the terminal will register with the associated IP address.

The feature is rather independent of version of MX-ONE (i.e. works with versions 4.1, 5.0 or 6.x), it is possible to log-on to any valid MX-ONE Service Node in a mixed environment.

For emergency calls, if the remotely logged on user makes an emergency call, the phone (Mitel 7444 only) will use the procedure for logged out phones (i.e. the local emergency number will be dialed). The emergency number list that must be present in the phone, can have up to 3 numbers, but old versions of the phones have fewer emergency numbers.