

MiVoice MX-ONE
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 for specific models, such as Mitel 6900/6800 using VDP logon, and the Mitel 7444 (H.323).

The feature means that the extension users have the possibility to register in their home site, while being a visitor in another site within the same private IP-network, and get the normal functionality which the extension has in its home node, even when actually physically located in another node.

Definitions

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 (and HTTP) or H.323 signaling.

Log-on or 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.

Glossary

For a complete list of abbreviations and glossary, see the description for *Acronyms*, *Abbreviations*, and *Glossary*.

Facilities

For MITEL 6900/6800 SIP Phones

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 SIP phones do not have any concept of home or visitor node, but the <user>.cfg (and <user>_local.cfg) configuration file is fetched from the home network. For the SIP phones, the VDP feature must be supported and used, and this is only valid for the 6800/6900 models. The Mitel 6863 model does not support corporate logon.

For the 6900/6800 phones, the log-on looks as usual.

The Mitel 6800/6900 SIP phones can also (when remotely logged on to the home node) get a special display when calling an emergency number, suggesting log-off, in order to make the emergency call from the visited node, either logged-off or logged-on, to get correct location information.

Extension Types Supporting Corporate Log-on

The following extension types are supported:

Only specific models of IP telephones support this feature.

SIP extension using VDP logon (Mitel 6900/6800)

NOTE: SIP extensions using XML logon (Mitel 6900/6800/6700), do not support Corporate logon. This means none of the old 6700 models, nor the 6863 model support Corporate logon.

Configuration or Management

The Mitel 6800/6900 SIP phones do not need any specific configuration as such.

There are prerequisites for the private network and PBXes where corporate logon shall be used. The following must be in place:

- Coordinated number plan must be used in the network.
- SIP tie-lines must exist between the involved MX-ONE nodes.
- Mitel 6800/6900 SIP phones must be used.
- Authorization codes must be used in the logon.
- For TLS/Secure mode, all involved MX-ONE nodes must accept the same CA (certificate authority) and all involved MX-ONE nodes must be possible to route via firewalls.

Configuration Example with Two MX-ONE Nodes

In a simplified example with two MX-ONE nodes, with coordinated number plan, defined route destinations (to the other node), and three-digit extension numbers, it could look for example like this:

In MX-ONE Node 1

- `number_initiate -numbertype ex 100..199`
- `number_initiate -numbertype ec -number 2` (ec = closed/coordinated number) plan).
- `RODDI:DEST=2,SRT=1`; (destination to node 2 to be able to log on there, for example with extension 200).

NOTE: Corporate log-on is only supported directly between two MX-ONE nodes, and it is not supported when an intermediate MX-ONE node is involved.

Registration or Log-on and Log-off

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

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

Rejection of Log-on

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

Making or 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.

Emergency Calls

Users of remotely logged on Mitel 6900/6800 SIP phones using VDP logon, which make an emergency call (in their home node), will if corporate logon is configured for the IP domain, get a special display message suggesting log-off, to make the emergency call from the local visited node instead, to get correct location information.

User Interface

Corporate log-on will for the Mitel 6800/6900 phones use the normal log-on key/menu.

Mitel 6900/6800 SIP Phones

Configuration

A specific corporate log-on configuration can be done for the IP domain. This provides an alternate display, in case an emergency call is made. See the *MiVoice MX-ONE Technical Reference Guide, Unix Commands* (command `ip_domain --corporate-logon`) parameter for details.

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

To do a corporate log-on when logged off, 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, from logged on state

Not applicable.

Some Other Considerations**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.

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.

Customer Group

The Corporate log-on function will not work if Customer Group (multi-tenant) is used in the home node.

Log-on or 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.

Security, TLS

TLS is supported for the Mitel 6900/6800 phones. All nodes in the corporate network must accept the same CA.

For MITEL 7444 (H.323) Phones**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.

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.

Extension Types Supporting Corporate Log-on

Only specific models of IP/H.323 telephones support this feature. The following extension type is supported:

H.323 extension (Mitel 7444).

Configuration or Management

The Mitel 7444 H.323 phones must be configured with a list of all accessible MX-ONE systems (names and IP addresses) in the private network. Also notice the setting (for the Mitel 7444 H.323 phones) of the local emergency numbers in the terminals. TLS security, if used, also requires some settings.

Registration or Log-on and Log-off

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

As a result of the log-on, the Mitel 7444 phone gets new values of user, password, and server IP address.

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 H.323 phone. All idle corporate logged on Mitel 7444 users will be logged off at the designated time.

Rejection of Log-on

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

Making or 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.

Emergency Calls

For emergency calls made from Mitel 7444 H.323 phones, if the remotely logged on user makes an emergency call, the phone will use the procedure for logged out phones (that is, 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.

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.

Mitel 7444 H.323 Phones

Configuration

The 7444 phones must be configured with a list of all accessible MX-ONE Service Nodes (their names and IP addresses) in the private network. See the d44x01-config.txt configuration file for details.

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

For execution/log-on for Mitel 7444, from logged-off state, see the *Mitel 7444 IP phone for MX-ONE User Guide*.

For execution/log-on for Mitel 7444, from logged-on state, see the *Mitel 7444 IP phone for MX-ONE User Guide*.

Some Other Considerations/Limitations

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.

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.

Customer Group

The Corporate log-on function will not work if Customer Group (multi-tenant) is used in the home node.

Log-on or 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.

Security, TLS

TLS is supported for the Mitel 6900/6800 phones. All nodes in the corporate network must accept the same CA.

Hardware

No specific hardware is required for this facility.

Summary

For MITEL 6900/6800 SIP Phones

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 (SIP phones using VDP logon) phones.

A specific corporate log-on configuration can be done per IP domain. This provides an alternate display, in case an emergency call is made in a remote node.

The Corporate logon functionality is available from MX-ONE version 7.3.

For MITEL 7444 H.323 Phones

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 for H.323 phones available for Mitel 7444 phones only. 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 Mitel 7444) log-on menu item, indicating 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 MX-ONE version (i.e. works with versions 4.1 and later), 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.



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