Configure MiVB 7.2 for use with the Mitel SIP-DECT Phones

OCTOBER 2015
SIP COE 14-4940-00309
TECHNICAL CONFIGURATION NOTES
Mitel Technical Configuration Notes – Configure the MiVB 7.2 for use with the Mitel SIP-DECT Phone.

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Overview

This document provides a reference to Mitel Authorized Solutions Providers for configuring the MIVB ICP to host the Mitel SIP-DECT Phones. The different devices can be configured in various configurations depending on your VoIP solution. This document covers a basic setup with required option setup.

Interop History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>March, 2014</td>
<td>Interop with MIVB 6.0 (12.0.1.24) and Mitel SIP-DECT 5.0SP2</td>
</tr>
<tr>
<td>2</td>
<td>September, 2014</td>
<td>Interop with MIVB 7.0(13.0.1.53) and Mitel SIP-DECT 5.0 SP2</td>
</tr>
<tr>
<td>3</td>
<td>April, 2015</td>
<td>Interop with MIVB 7.1(13.1.0.33) and Mitel SIP-DECT 6.0 (Device Limitation table on Page 4 updated) (Fig-5 and Fig-10 Updated)</td>
</tr>
<tr>
<td>4</td>
<td>September, 2015</td>
<td>Interop with MIVB 7.2 (13.2.0.15) and Mitel SIP-DECT 6.0 SP1/6.1 (Device Limitation table on Page 4 updated) (Fig-15, Fig-16 and Fig-17 Added)</td>
</tr>
<tr>
<td>5</td>
<td>October, 2015</td>
<td>Interop with MIVB 7.2 (13.2.0.17) and Mitel SIP-DECT 6.1 (MIVB Call Service Menu support in SIP-Dect 6.1, See Page-26 onwards)</td>
</tr>
</tbody>
</table>

Interop Status

The Interop of the Mitel SIP-DECT Phones has been given a Certification status. This device will be included in the SIP CoE Reference Guide. The status the Mitel SIP-DECT Phones achieved is:

The most common certification which means the device/service has been tested and/or validated by the Mitel SIP CoE team. Product support will provide all necessary support related to the interop, but issues unique or specific to the 3rd party will be referred to the 3rd party as appropriate.
Software & Hardware Setup

This was the test setup to generate a basic SIP call between the Mitel SIP-DECT Phones and the MIVB.

<table>
<thead>
<tr>
<th>Interop History Version</th>
<th>Manufacturer</th>
<th>Variant</th>
<th>Software Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mitel</td>
<td>MIVB – MXe Platform</td>
<td>13.0.1.20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6xx Handsets</td>
<td>5.5 SP1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SIP-DECT RFP 35ip</td>
<td>5.0 SP2</td>
</tr>
<tr>
<td>2</td>
<td>Mitel</td>
<td>MIVB- MXe Platform</td>
<td>13.0.1.53</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6xx Handsets</td>
<td>5.5 SP1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SIP-Dect RFP 35ip</td>
<td>5.0SP2</td>
</tr>
<tr>
<td>3</td>
<td>Mitel</td>
<td>MIVB-MXe Platform</td>
<td>13.1.0.33</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6xx Handsets</td>
<td>6.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SIP-Dect RFP 35ip</td>
<td>6.0</td>
</tr>
<tr>
<td>4</td>
<td>Mitel</td>
<td>MIVB-MXe Platform</td>
<td>13.2.0.15</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6xx Handsets</td>
<td>6.0SP1 &amp; 6.1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SIP-Dect RFP 35ip</td>
<td>6.0SP1 &amp; 6.1</td>
</tr>
<tr>
<td>5</td>
<td>Mitel</td>
<td>MIVB-MXe Platform</td>
<td>13.2.0.17</td>
</tr>
<tr>
<td></td>
<td>6xx Handsets</td>
<td></td>
<td>6.1</td>
</tr>
<tr>
<td></td>
<td>SIP-Dect RFP 35ip</td>
<td></td>
<td>6.1</td>
</tr>
</tbody>
</table>
Tested Features

This is an overview of the features tested during the Interop test cycle and not a detailed view of the test cases. Please see the SIP Line Side Interoperability Test Plans for detailed test cases.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Feature Description</th>
<th>Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Call</td>
<td>Sending and Receiving calls</td>
<td>✓</td>
</tr>
<tr>
<td>Basic codec's</td>
<td>Sending and Receiving calls</td>
<td>✓</td>
</tr>
<tr>
<td>DTMF Signal</td>
<td>Sending DTMF after call setup (i.e. mailbox password)</td>
<td>✓</td>
</tr>
<tr>
<td>Call Hold</td>
<td>Putting a call on hold</td>
<td>✓</td>
</tr>
<tr>
<td>Call Transfer</td>
<td>Transferring a call to another destination</td>
<td>✓</td>
</tr>
<tr>
<td>Call Forward</td>
<td>Forwarding a call to another destination</td>
<td>✓</td>
</tr>
<tr>
<td>Conference</td>
<td>Conferencing multiple calls together</td>
<td>✓</td>
</tr>
<tr>
<td>Redial</td>
<td>Last Number Redial</td>
<td>✓</td>
</tr>
<tr>
<td>Call Park</td>
<td>Parking a call on the system for retrieval</td>
<td>✓</td>
</tr>
<tr>
<td>MWI</td>
<td>Message Waiting Indication</td>
<td>✓</td>
</tr>
<tr>
<td>Direct Page</td>
<td>Receiving Direct Page</td>
<td>✓</td>
</tr>
<tr>
<td>Teleworker</td>
<td>Connecting via Teleworker</td>
<td>✓</td>
</tr>
<tr>
<td>Personal Ring Group</td>
<td>Multiple sets ringing when one number dialed</td>
<td>✓</td>
</tr>
<tr>
<td>Resiliency</td>
<td>Device able to handle one MI/VB failing</td>
<td>✓</td>
</tr>
</tbody>
</table>

- No issues found  - Issues found, cannot recommend to use  - Issues found
Resiliency

The following table lists the scenarios of resilience supported by this device when connected to the MiVB 7.2 on the MiVB.

<table>
<thead>
<tr>
<th>Device</th>
<th>Scenario 1</th>
<th>Scenario 2</th>
<th>Scenario 3</th>
<th>Scenario 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mitel SIP-DECT Phones</td>
<td>Not Tested</td>
<td>✅</td>
<td>Not Tested</td>
<td>Not Tested</td>
</tr>
</tbody>
</table>

- No issues found  ✅ - Issues found, cannot recommend use  🚸 - Issues found

**Note:** Refer to list of device limitations and known issues later in the document for recommendations.

The various scenarios are described below. The scenario names are a convenience for understanding this section of the configuration guide.

**Scenario 1:** Resiliency is achieved by utilizing the ability of DNS servers to provide multiple IP addresses against a single FQDN. This is generally achieved by using DNS SRV or A records. This scenario requires nothing from a SIP Endpoint except that it supports standard DNS behavior.

**Scenario 2:** The device has inherent knowledge of the primary and secondary MiVBs and will switch between them if a SIP request (**REGISTER**, **INVITE**, or **SUBSCRIBE**) times out. Behavior will be characterized based on whether the device returns to primary ICP and when this occurs. This scenario has some dependency on user action in order to detect a failure, especially if configured with a long registration expiry time, so the chance of a user experiencing a long delay making a call goes up.

**Scenario 3:** The behavior of the device is the same as that of scenario 2, except that the device will "ping" the currently active server with an **OPTIONS** request. If the **OPTIONS** request times out, the device will switch to the alternate server for all future requests. The intent of this scenario is to provide much faster failure detection by the device. This will allow devices to failover to their alternate ICP much more quickly, and much more unnoticeably. (If the device can detect a failure of the primary ICP, and can failover immediately, the chance that the user even notices a lack of service falls dramatically.)

**Scenario 4:** The device will support a new SIP header designed specifically for resiliency. The **P-Alternate-Server** header must be included in a **200 OK** or **301 Moved Permanently** response. This header will include data that designates the potential servers and which server the UA must use.
Device Limitations

This is a list of problems or not supported features when the Mitel SIP-DECT Phones is connected to the Mitel MiVB.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Problem Description</th>
</tr>
</thead>
</table>
| Conference    | **MiVB 7.1 and older with SIP-Dect 6.0 and older:** Due to several issues, using the Mitel SIP DECT handsets as a conferencing host is not supported at this time. The Mitel SIP-DECT handsets can participate in a conference hosted by another device.  
**Recommendation:** Reference defect MN00542318 when contact Mitel Product Support regarding this issue.  
**MiVB 7.2 with SIP-Dect 6.0SP1/SIP-Dect 6.1:** Conferencing is now supported using the Mitel SIP DECT handsets as a conferencing host. Please refer Figure: 15, 16 and 17. |
| Direct Page   | The Mitel SIP-DECT system does not support Auto Answer SIP messaging for R5.5 SP1. Direct Page can be initiated from the Mitel handsets but they can not receive a Direct Page.  
**For Mitel SIP-DECT R6.0, Mitel handsets support receiving Direct Page.** |
Network Topology

This diagram shows how the testing network is configured for reference.
Configuration Notes

This section is a description of how the SIP Interop was configured. These notes should give a guideline as to how a device can be configured in a customer environment and how the Mitel SIP-DECT Phones was configured in our test environment.

We recommend that the Mitel SIP-DECT Phones is configured in Device Based mode. You will configure the Device Based mode in the SIP Device Capabilities Form as described later in this section.

Disclaimer: Although Mitel has attempted to setup the interop testing facility as closely as possible to a customer premise environment, implementation setup could be different onsite. YOU MUST EXERCISE YOUR OWN DUE DILIGENCE IN REVIEWING, planning, implementing, and testing a customer configuration.

MiVB Configuration Notes

The following steps show how to program a MiVB to connect with the Mitel SIP-DECT Phones.

Network Requirements

- There must be adequate bandwidth to support the voice over IP. As a guide, the Ethernet bandwidth is approx 85 Kb/s per G.711 voice session and 29 Kb/s per G.729 voice session (assumes 20ms packetization). As an example, for 20 simultaneous SIP sessions, the Ethernet bandwidth consumption will be approx 1.7 Mb/s for G.711 and 0.6Mb/s. Almost all Enterprise LAN networks can support this level of traffic without any special engineering. Please refer to the MiVB Engineering guidelines for further information.

- For high quality voice, the network connectivity must support a voice-quality grade of service (packet loss <1%, jitter < 30ms, one-way delay < 80ms).

Assumptions for the MiVB Programming

- The SIP signaling connection uses UDP on Port 5060.
Licensing and Option Selection – SIP Licensing

Ensure that the MiVB is equipped with enough IP Users licenses for the connection of SIP end points. This can be verified within the License and Option Selection form. See Figure 1.

![License and Option Selection](image)

Figure 1 – License and Option Selection
Multiline IP Set Configuration

On the Mitel MiVB, a SIP device can be programmed either in the User Configuration form or the Multiline IP Set Configuration form and are programmed as a “Generic SIP Phone”. Enterprise Manager can also be used to provision where this application is installed. The User PIN is the SIP authentication password and the Number is the Directory Number (DN is a telephone number). The Number and User PIN must match the information in the Mitel SIP-DECT Phones settings. All other field names should be programmed according to the site requirements or left at default. See an example in Figure 2.

Figure 2 – Multiline IP Set Configuration
Class of Service Assignment

The Class of Service Options form is used to create or edit the Class of Service and specify its options. Classes of Service, identified by Class of Service numbers, are referenced by the Station Attributes form for the SIP device.

Many different options may be required for your site deployment, but the options below are required to be changed from the default for a Generic SIP Device to work with the MiVB. (See example in Figure 3)

Under General tab:

Navigate to section Campon and ensure:

- Auto Campon Timer is **blanked (no value)**

Navigate to section HCI and ensure:

- HCI/CTI/TAPI Call Control Allowed set to **Yes**
- HCI/CTI/TAPI Monitor Allowed set to **Yes**

Navigate to section Trunk and ensure:

- Public Network Access via DPNSS set to **Yes**

Under Advanced tab:

Navigate to section Conference and ensure:

- Conference Call set to **Yes**

Navigate to section Message Waiting and ensure:

- Message Waiting set to **Yes**
Figure 3 – Class of Service
SIP Device Capabilities

This form provides configuration options that can be applied to various types of SIP devices. The association between the SIP device and the form is similar to how the Class of Service options work. The SIP Device Capabilities number provides a SIP profile that can be applied to particular SIP devices to allow for alternate capabilities as recommended through the Mitel interop process.

In the SIP Device Capabilities form, program a SIP Device Capabilities Number for the Mitel SIP-DECT Phones. The form below depicts how the options were set for the interop testing. Note that “Enable Digit Collection In Busy Or Alerting State” set to yes is only required for setting a callback. It is recommended to set this to no if callbacks are not required. It is strongly recommended to set SDP parameters as described below, failing to do so may affect interoperability.

---

**Figure 4 – SIP Device Capabilities - Basic**
Set SDP Options as shown in Figure 5.
Set Signaling and Header Manipulation as shown in Figure 6.

![SIP Device Capabilities](image)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow Display Update</td>
<td>Yes</td>
</tr>
<tr>
<td>Disable Reliable Provisional Responses</td>
<td>No</td>
</tr>
<tr>
<td>Disable Use of User-Agent and Server Headers</td>
<td>No</td>
</tr>
<tr>
<td>Fail REFER To Keep Call Active On Mid-Call Feature</td>
<td>No</td>
</tr>
<tr>
<td>If TLS use 'sips:' Scheme</td>
<td>No</td>
</tr>
<tr>
<td>Multilingual Name Display</td>
<td>No</td>
</tr>
<tr>
<td>Override Auto-Answer Headers</td>
<td>No</td>
</tr>
<tr>
<td>Override Auto-Answer Headers With</td>
<td>No</td>
</tr>
<tr>
<td>Remove Anonymous User</td>
<td>No</td>
</tr>
<tr>
<td>Require Reliable Provisional Responses on Outgoing Calls</td>
<td>Yes</td>
</tr>
<tr>
<td>Suppress Redirection Headers</td>
<td>No</td>
</tr>
<tr>
<td>Use P-Asserted Identity Header</td>
<td>Yes</td>
</tr>
<tr>
<td>Use user=phone</td>
<td>No</td>
</tr>
</tbody>
</table>

Figure 6 – SIP Device Capabilities – Signaling and Header Manipulation
Settings for the Timers are an important part for the SIP devices configuration. Set Registration Period, Subscription Period and Session Timer to match those configured in the Mitel SIP-DECT configuration and according to the site requirements. See an example in Figure 7.

The settings on all other tabs of SIP Device Capabilities remain unchanged, at their default values.

Figure 7 – SIP Device Capabilities – Timers
Station Attributes

Use the Station Attributes form to assign the previously configured Class of Service and SIP Device Capability number to each of the Mitel SIP-DECT Phones in the MiVB. This form utilizes Range Programming.

Select the Mitel SIP-DECT Phones’ number then select Change. Enter the previously configured SIP Device Capability number and Class of Service for Day, Night 1 & Night 2. See an example in Figure 8 below.
Mitel SIP-DECT Configuration Notes

The following steps show the basics of how to program the Mitel SIP-DECT system to interconnect with the Mitel MiVB ICP.

The configuration settings below are the main reference points and by no means be considered as the comprehensive configuration instructions. Only the SIP specific setup is covered here. Basic system setup and network configuration are beyond the scope of this document.

Configuring Mitel SIP-DECT

After the initial network setup and basic system configuration the SIP specific parameters are configured using either the Open Mobility Manager or the Web page based configuration tool. The figures below are based on the Open Mobility Manager and cover only the very basic SIP settings. Each installation will have different configurations based on site specific requirements.

Initial SIP Configuration Parameters

Basic SIP Server Settings
Under the System>SIP Basic Settings tab enter the IP address or host name of for your Proxy server and Registration server. In our case they are the same address Set the port to 5060 which is the default.

Figure 9 – Basic SIP Settings
Codec Settings

Under the System>SIP RTP settings tap enter the preferred order for the codec’s you require.

Figure 10 – RTP Settings

In our test installation all other SIP settings were left at there default values which may or may not be the case depending on your installation environment.

Note: Single Codec Reply in SDP option should always be enabled to achieve proper interoperability.
Advanced Settings

Under the System>SIP Advanced settings Explicit MWI Subscription should be enabled. In our test installation all other SIP settings were left at their default values which may or may not be the case depending on your installation environment.

Figure 11 – Advanced Settings
Sites
In the Sites list under the General tab make sure SRTP is set to disabled for all sites.

Figure 12 – Sites (SRTP settings)
Individual Extension Setup

Under the Portable parts>Users create a user and under the General tab enter the users Name and number of the users SIP extension. Leave all other fields blank as depicted in Figure 11.

![General Extension Setup](image)

**Figure 13 – General Extension Setup**

Now enter the SIP information for the new extension under the SIP tab. In our setup the extension number was used as the Authentication user name but does not have to be. Enter the Authentication password. This information must match the information configured in Figure 2 (the Multiline IP Set Configuration). If there was no authentication information entered in the Multiline IP Set Configuration these fields can be left blank.
Figure 14 – SIP Extension Setup
Conference Setup

Using the Mitel SIP DECT handsets as a conferencing host can be achieved by performing following steps:

External - Blind Transfer: an external conference server is used, e.g. MiVoice Business. The initiation of the conference will be signalized as blind transfer to a destination given by URL parameter configured in SIP-Dect OMP.

Note: URL parameter should match the Feature Access Code on MiVB side for Conference Call in the Feature Access Code Form.

![Feature Access Code Form](image)

Figure 15 – Feature Access Code Form
Conference feature programming on SIP-DECT can be achieved by following steps:
The conference modes can be configured globally for all SIP-DECT users on the OMP System -> SIP -> Conference.

Figure 16 – Conference Setup-Global
Alternatively, the conference mode for individual users can be configured on the OMP DECT Phones -> Users -> Conference tab. When the Global setting is selected for a user, the global system conference mode will be used for this user.

Figure 17 – Conference Setup-Individual User
MiVB Call Service Menu

Overview

With Configuration over Air (CoA) SIP-DECT allows to
- Configure phone settings (e.g. language, ring behavior, messaging,…)  
- hide, gray, lock or PIN protect menus  
- configure soft keys

With SIP-DECT 6.1 this capability has been enhanced to also deploy customizable menus. Up to 2 menus (variable lists) with each containing up to 10 entries can be configured in a configuration profile.

In this example we use this feature to deploy a call services menu to the DECT phone. This menu offers a GUI to enable or disable PBX features based on feature access codes.

The menu is accessible when the phone is in an idle state via a soft key “more”. Depending on the feature the phone ask for user input or execute directly.

Deployment sample (MiVoice Business):

<table>
<thead>
<tr>
<th>Idle</th>
<th>Menu (EN)</th>
<th>User Input</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Idle Menu" /></td>
<td><img src="image2" alt="Menu (EN)" /></td>
<td><img src="image3" alt="User Input" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Menu (FR)</th>
<th>Menu (DE)</th>
<th>Menu (NL)</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image4" alt="Menu (FR)" /></td>
<td><img src="image5" alt="Menu (DE)" /></td>
<td><img src="image6" alt="Menu (NL)" /></td>
</tr>
</tbody>
</table>
Requirements

- SIP-DECT Release 6.1 or higher
- 602 DECT Phones with Software 6.1 or higher
- CoA provisioning file from repository (pbx_menu_coa.zip) e.g. mivb_menu_en.coa

Configuration

General

In the repository CoA provisioning files are provided including a list of items and feature access codes.

The codes included in the CoA files must match the feature access codes and handling configured in the PBX system.

Modify the CoA file or your PBX system configuration to match each other if required.

The CoA provisioning file can be modified e.g. to include a phone configuration. Please read the SIP-DECT manuals for further information.
A repository with sample provisioning files is included in the pbx_menu_coa.zip file. Download the repository file using this link http://gsd.aastra.com/SIP-DECT/COA/pbx_menu_coa.zip?encoded=0518cc01d55094151be6c

The following table provides a content overview of feature codes and matching regions.

The feature codes based on the MiVoice Business default FAC v.13.2

<table>
<thead>
<tr>
<th>Feature Code</th>
<th>legacy</th>
<th>US/CAN</th>
<th>DE / BE / NL</th>
<th>UK / FR AUS /other</th>
<th>NZ</th>
<th>Action on click</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Forward</td>
<td>**8</td>
<td>*355</td>
<td>*21</td>
<td>*64</td>
<td>*31</td>
<td>Input + dial</td>
</tr>
<tr>
<td>Call Forward Cancel</td>
<td>##8</td>
<td>#350</td>
<td>#29</td>
<td>*70</td>
<td>**30</td>
<td>Dial</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>*5</td>
<td>*370</td>
<td>*25</td>
<td>*06</td>
<td>*11</td>
<td>Dial</td>
</tr>
<tr>
<td>Do Not Dist. Cancel</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Pickup</td>
<td>*6</td>
<td>#44</td>
<td>**3</td>
<td>*53</td>
<td>*8</td>
<td>Dial</td>
</tr>
<tr>
<td>Call Park Retrieve</td>
<td>*8#</td>
<td>*0</td>
<td>###8</td>
<td>*52</td>
<td>**7</td>
<td>Input + dial</td>
</tr>
<tr>
<td>Direct/Group Page</td>
<td>*37</td>
<td>#7</td>
<td>*41</td>
<td>**</td>
<td>###</td>
<td>Input + dial</td>
</tr>
<tr>
<td>Loudspeaker Page</td>
<td>**9</td>
<td>*7</td>
<td>**9</td>
<td>*01</td>
<td>*06</td>
<td>Dial</td>
</tr>
</tbody>
</table>

The phone menu is available in different languages.

Deploy the file matching to your region and language.

Filename syntax: mivb_menu_<region>_ <language>.coa

Languages:

<table>
<thead>
<tr>
<th>Lang. code</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN</td>
<td>English</td>
</tr>
<tr>
<td>FR</td>
<td>French / français</td>
</tr>
<tr>
<td>DE</td>
<td>German / deutsch</td>
</tr>
<tr>
<td>NL</td>
<td>Dutch / Nederland</td>
</tr>
</tbody>
</table>

Regions:

<table>
<thead>
<tr>
<th>Region</th>
<th>Matching country’s using default FAC</th>
</tr>
</thead>
<tbody>
<tr>
<td>us_can</td>
<td>US = USA CAN = Canada</td>
</tr>
<tr>
<td>de_be_nl</td>
<td>DE = Germany, BE = Belgium, NL = Netherlands</td>
</tr>
<tr>
<td>uk_fr_aus_other</td>
<td>UK = United Kingdom, FR = France, AUS = Australia, other = other regions</td>
</tr>
<tr>
<td>nz</td>
<td>NZ = New Zealand</td>
</tr>
</tbody>
</table>

legacy = codes for backward compatibility reasons to other Mitel DECT solutions
SIP-DECT Configuration

Connect to the OMM using OMP and create a new CoA Profile.

**OMP > Configuration > System features > CoA Profiles**

If this CoA profile shall apply to all 602 DECT Phones in this system, enable the “Default” checkbox. The profile will then apply to all users, also if an additional profile is configured for a specific user.

If this profile should only apply to specific users, define a Profile Name.
Use Import file to upload the required coa file.

If the profile was not set as “Default” users must be assigned to use this profile.
Go to **OMP > Configuration > DECT Phones > Users.**
Select the user(s) you like to apply this profile to and click on configure.

Switch to the configuration data tab and select the profile you like to apply.

To provide the menu in different languages create multiple CoA profiles and assign the CoA profile with the correct language to the user manually.
Editing COA files

In general we recommend using the files without modifications as the configured feature codes match the PBX defaults.
Edit the configuration files with a text editor like Notepad. Within the CoA files editing requirements and notes are described.

Call server (MiVB) information

MiVoice Business Configuration

Check that all required feature access codes are configured in the MiVB.
System Administration Tool (Web)
System Properties > System Feature Settings > Feature Access Codes
Additional References

Documentation for Mitel SIP-DECT Phones is available from the Support–Downloads page on the Mitel web site.