



A MITEL  
PRODUCT  
GUIDE

# Mitel OpenScape Xpert

OpenScape Xpert with MiVoice MX-ONE

Solution guide

08/2025

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# 1 Overview

This guide describes the configuration steps to integrate the OpenScape Xpert with MiVoice MX-ONE.

## 1.1 Configuration environment

To configure the deployment, you will need the following components:

- LAN Switch
- MiVoice MX-ONE
- Mitel 6873i Phone
- Windows Server 2019 running the System Manager
- Ubuntu 22.04 LTS (Jammy Jellyfish) running the MLC<sup>1</sup>
- OpenScape Xpert Client machine

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<sup>1</sup> More than 1 (one) MLC was used to execute the tests in this report.

## 2 MiVoice MX-ONE configuration

To access the MiVoice MX-ONE management websites, you first need to place your PC on the same network or configure a tunnel. Once this step is successful, you simply need to enter the administrator login/password on the administrator web page of the MiVoice MX-ONE.

### 2.1 Creating new subscribers

#### Step by Step

- 1) Navigate to **Services > Extension** in the Provisioning Manager.
- 2) In the **MiVoice MX-ONE** field select **MX-ONE**.
- 3) In the **Extension type** field select **IP** and click **Next**.

The screenshot shows the Mitel Provisioning Manager interface. The top navigation bar includes the Mitel logo, 'Provisioning Manager', and user information (Logged in as: padmin). Below this is a secondary navigation bar with tabs: Users, Services, Administrators, System, Logs, and Own Settings. The 'Services' tab is active, and within it, the 'Extension' sub-tab is selected. The main content area is titled 'Extension Number - Add - Step 1 / 2'. It contains two dropdown menus: 'MiVoice MX-ONE' (set to 'MX-ONE') and 'Extension Type' (set to 'IP'). Navigation buttons include '< Back', 'Next >', 'Apply', and 'Cancel'. A 'Shortcuts' section shows 'Common Service Profiles' with a 'Go...' button and a 'Help' link. A help window is open on the right, titled 'Help' and 'Extension', providing information about extensions and a list of supported types: IP (SIP, H323, IP-DECT, SIP-DECT, SIP-Remote), Digital, Mobile, Analog, Fax, CAS, ADN, DECT, Virtual, and Multi-Terminal.

- 4) Configure the following:
  - a) Initiate multiple extensions: yes
  - b) Multiple extensions:
  - c) Extension number: 1010
  - d) Server number: 1
  - e) Customer: trading
  - f) Common service profile: CSP 1
  - g) Protocol: IP (selected in the previous step)
  - h) Authorization Code



### Step by Step

- 1) Navigate to **Services # Voice Announcements # Voice Messages** in the Service Node Manager.
- 2) In the **Services** page select the **Announcement Setup** tab and assign the recently added voice message to an announcement number and name, such as 256, MOH.
- 3) Designate this announcement as the **Continuous Announcement** for the extension(s) on the Extension Announcement tab.

The screenshot shows the Mitel Service Node Manager interface. The top navigation bar includes the Mitel logo, 'Service Node Manager', and user information (Logged in as: admin, About, User Guide, Site Map, Logout). Below this is a secondary navigation bar with tabs: Initial Setup, Number Analysis, Telephony, Services (selected), System, Tools, and Logs. A breadcrumb trail reads: Connections > Messages > Voice Announcements > Media Branch > Office Routing > Server > CSTA Server > Incoming Call Handling > Enterprise Gateway > Emergency Location. On the left, a sidebar lists various announcement-related options: Voice Messages, Announcement Setup (selected), Operator Group Announcement, Operator Individual Announcement, Announcement Group Setup, Announcement Group Member, Hunt Group Announcement, Extension Announcement, Vocal Guidance, Announcement Settings, and ACD Group Announcement. The main content area is titled 'Extension Announcement - Change - 1010' with a 'Help' link. It contains three fields: 'Directory Number' (1010), 'Welcome Announcement' (empty dropdown), and 'Continuous Announcement' (MOH (256) dropdown). 'Apply' and 'Cancel' buttons are at the bottom.

Alternatively, in the Provisioning Manager navigate to **Services # Extensions** and click the 'pencil' icon in the row of the desired extension



number. Then, click the **Advanced** button at the bottom of the page and configure the **Continuous Announcement** field.

**Extension Number - Change - 1010**

Shortcuts : [Common Service Profiles](#) [Go...](#) [Help](#)

[Apply](#) [Cancel](#)

**General**

⑦ MiVoice MX-ONE: MX-ONE

⑦ Extension Number: 1010

⑦ Description:

⑦ Server Number: 1

⑦ Extension Type: IP

⑦ Customer: trading

⑦ Common Service Profile: 1 - CSP 1 (None)

⑦ Phone Language: Default

⑦ Maximum Charging Cost:

⑦ Backup Answering Position Number:

⑦ Allow Security Exception:

⑦ Allow Mitel Dialer Softphone:

⑦ EDN Extension: NO

⑦ MAC Address:

⑦ Boss/Secretary: None

⑦ Home Area Code:

⑦ Protocol: ☐ SIP ☒ IP

⑦ BluStar Client Model: None

⑦ Allow Third Party Client: ☒

⑦ Allow Video Functionality:

⑦ Enable MMC Functionality:

⑦ Allow Extension in Call Park Pool Group:

⑦ Free on Second Line: Yes, but can be changed via terminal menu

**Name Identity**

⑦ First Name: Tit

⑦ Last Name: Egy-ezer

⑦ Include in Dial by Name Database:

⑦ Name Presentation Order: ☐ First Name is presented ☒ Second Name is presented

⑦ Restrict Presentation:

⑦ Information:

**Recorded Voice Announcements**

⑦ Welcome Announcement: None

⑦ Continuous Announcement: MOH

**Authorization Code**

⑦ Authorization Codes: [Edit...](#)

**Ring Signal**

⑦ Ring Signals: [Edit...](#)

**Parallel Ringing**

⑦ Secondary Directory Number 1:

⑦ Secondary Directory Number 2:

⚠ No delay seizure lists are available

**Public CLI Number**

⑦ Public CLI Number:

⑦ Activate CLI number:

⑦ Type of CLI number: Unknown Public

⑦ Public CLI Number Presentation Restriction:

**Special Purpose Extension**

⑦ Phone Type: Normal

⑦ Hotline Number:

**Personal Number**

⑦ Personal Number List: [Edit...](#)

⑦ Personal Number After Diversion or Follow Me:

⑦ Restrict First Ring Tone:

⑦ Connected Party Display Information: Show both connected party call list and information

⑦ Idle Display Information: Show information on idle display

**Logged On Status**

⑦ Registered Phone Type: Mitel MLC 8.1.1.0-121

**Function Keys**

⑦ Phone Type: Other type

⑦ Panel Type: No panel

⑦ Function Keys: Change...

⑦ IP Phone Server: Enter Manual URL

⑦ Domain Folder:

**Alias Number Setup**

⑦ Select Alias Number to use: ☒ No Alias Number ☐ Individual Alias ☐ Group Alias

⑦ Individual Alias (CTI Group) Number:

**Group Setup**

⑦ Hunt Group(s):

**Hunt Group Number**

**Group Alias**

⑦ Call Pickup Group: None

⑦ Group Do Not Disturb: None

[Basic...](#)

[Apply](#) [Cancel](#)

## 2.3 Configuration of Mitel 6873i SIP Telephone

Log in to the WebUI of the telephone and set the following:

### Step by Step

**1) Navigate to **Advanced Settings > Global SIP > Basic SIP Network Settings**:**

- a) Proxy Server: 192.168.65.XX
- b) Proxy Port: 5061
- c) Registrar Server: 192.168.65.XX
- d) Registrar Port: 5061

**2) Navigate to **Advanced Settings > Global SIP > Advanced SIP Settings**:**

- a) Transport Protocol: TLS
- b) Local SIP TLS Port: 5061

**3) Navigate to **Advanced Settings > Global SIP > RTP Settings**:**

- a) RTP Encryption: SRTP Only

**4) Navigate to **Advanced Settings > TLS Support**:**

For more information, see Mitel 6800/6900/6900w Series SIP Phones Administrator guide.

## 3 OpenScape Xpert configuration

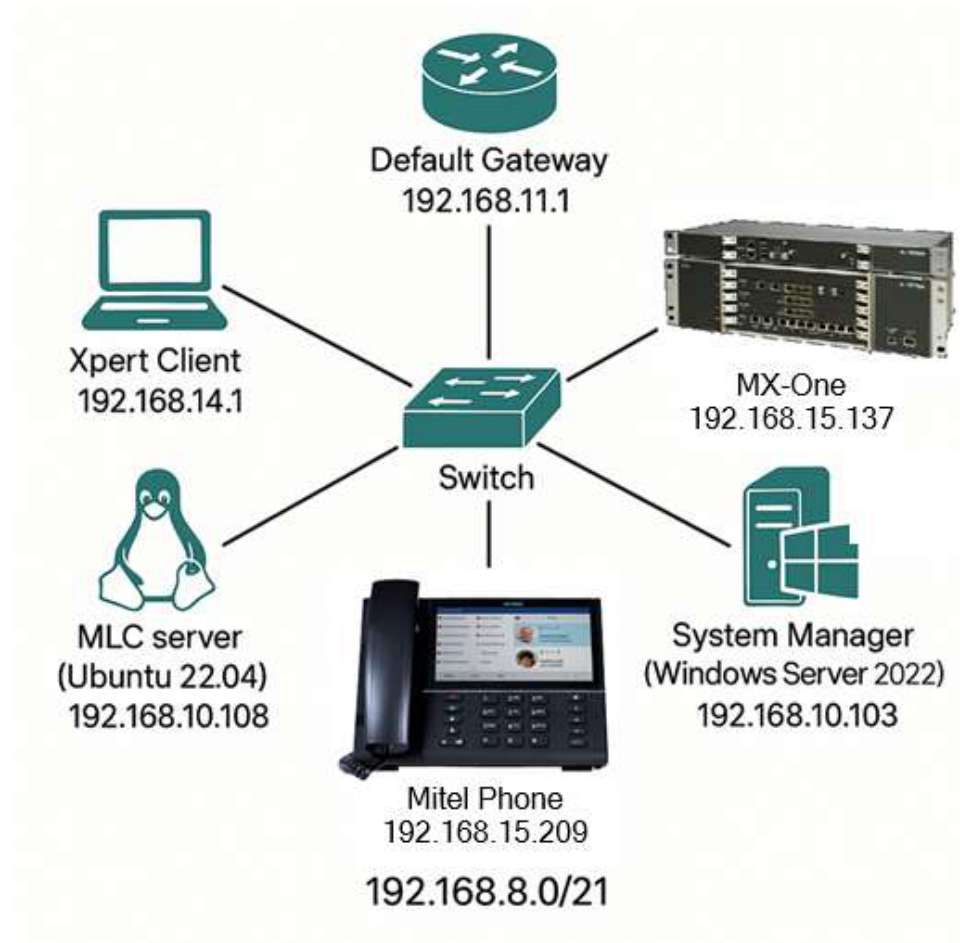
### 3.1 System Manager

Log in to the OpenScape Xpert Management Portal in a web browser on the PC using the following IP address <https://192.168.65.XY:8443/osxmp/> ( the IP address of the Windows Server is 192.168.65.XY) or locally on the server (<https://localhost:8443/osxmp/>).

### 3.2 Setting up the model

Make sure that all devices are on the same network as the MiVoice MX-ONE software.

To do this, check the software information of the devices and verify that their IP addresses start with (192.168.65.XX). If not, check again the installation, and then reboot the device.



### 3.3 Creating and assigning the MLC(s)

#### Prerequisites

You are logged into the OpenScape Xpert Management Portal.

#### Step by Step

- 1) In the navigation panel click the **MLCs** entry in the **Topology** section.

The first page of the **MLC List** appears in the work space showing all Multi Line Controllers configured in the system.

- 2) In the **MLC List**:

- To edit an existing entry, click on the blue highlighted node address of the MLC to be edited.

The **Edit MLC: <node address>** window appears showing the **General** tab.

- To create a new MLC, click the **Create...** button in the list header.

The **Create MLC** window appears showing the **General** tab.

- 3) Configure the following field in the **General** tab:
- a) **Operation Mode** of the MLC: select the **Mitel MiVoice MX-ONE** option.

The screenshot shows the 'Edit MLC: 1.100.1.0' configuration window with the 'General' tab selected. The window is divided into several sections: 'Topology', 'Version', 'SNMP', 'Options', and 'Operation Mode'. The 'Operation Mode' section at the bottom has a dropdown menu set to 'Mitel MiVoice MX-ONE', which is highlighted with a green box. Other fields include 'Node Address' (1.100.1.0), 'Alias Name' (empty), 'Location' (Default Location), 'Group Name' (empty), 'Required Software' (8.1.1.0-121), 'Active Software' (8.1.1.0-121), 'Severity' (Off), 'Enable Early Media' (unchecked), 'Continuous-call BYE Timer [ms]' (500), and 'Keyset Primary Line' ([Do not use keyset]).

Section	Field	Value
Topology	Node Address	1.100.1.0
	Alias Name	
	Location	Default Location
	Group Name	
Version	Required Software	8.1.1.0-121
	Active Software	8.1.1.0-121
SNMP	Severity	Off
Options	Enable Early Media	<input type="checkbox"/>
	Continuous-call BYE Timer [ms]	500
	Keyset Primary Line	[Do not use keyset]
Operation Mode	Operation Mode	Mitel MiVoice MX-ONE

Save Cancel

- 4) Change the following fields in the **SIP Connectivity > SIP Settings** tab:
  - a) In the SIP Transport Protocol field select **TLS**.
  - b) In the Media Encryption field select **SRTP**.

**Create MLC**

Node address will be generated.

**General** | **SIP Connectivity**

**Outbound Proxy Settings**

Enable DNS SRV ☐

SIP Outbound Proxy

SIP Outbound Proxy Port

DNS SRV Domain

Connectivity Check Timer [sec]

**SIP Settings**

IPv4 Address

IPv6 Address

Media Negotiation

Media IP Mode

Sip Transport Protocol

Media Encryption

SDP Security Profile

1	AES_CM_128_HMAC_SHA1_80	✗
2	AES_CM_128_HMAC_SHA1_32	✗

SIP Registration Timer [sec]

SIP Session Timer [sec]

MinSE [sec]

Response Transaction Timer [sec]

**Save** **Cancel**

- 5) Click **Save**.

A confirmation message is displayed.

As the last step of an MLC installation, the software will start. If this was the first time, it will fail to start and display a warning that the IP address of the SM is required, accompanied by a sample command to solve this.

Before going further, supplying the certificates to the MLC is recommended to enable media encryption and secure SIP communication.

When the System Manager IP address is determined and substituted into the sample command (then executed), the MLC can be started and will initiate a connection.

The recently created MLC entry on the **MLC List** page will show a click-able **Unassigned** text in the **Assigned IP** column. Click on this text and select the IP

address of the MLC from the pop-up list. Refresh the page after a few seconds to see the solid circle turn green (instead of being red) in the **Status** column.

## 3.4 Creating and assigning lines

### Prerequisites

You are logged into the OpenScape Xpert Management Portal.

### Step by Step

- 1) In the navigation panel click the **Lines** entry in the **Topology** section.

**Line Groups tree structure** appears on the left side showing all Line Groups configured in the system, at least the [Base Line Group] created by default.

The first page of the **Line List** appears in the work space showing all Lines configured in the system.

- 2) To create a new line, click the **Create...** button in the list header.

The **Create Line** window appears showing the **General** tab.

- 3) In the **General** tab, under the **PBX connectivity** area make sure that the **Registrar** and the **SIP Proxy** is the IP address of the MiVoice MX-ONE.

- 4) In the **General** tab, under the **Line Authentication** area the **User Name** and **Password** fields refer to the server MD5 authenticator username and password that have been defined in the admin portal of the MiVoice MX-ONE.

- 5) Click **Save**.

A confirmation message is displayed. A new line is added to the line list or the existing line is stored.

Finally, assign the lines to the MLC(s) by clicking on the **Unassigned** text in the **MLC Assignment** column and select one from the pop-up list of MLCs. Choosing from this list is easier when the MLC was given an alias.

