A MITEL
PRODUCT
GUIDE

# Mitel OpenScape Xpert

## OpenScape Xpert with MiVoice MX-ONE

Solution guide
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Mitel

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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[1]
- OpenScape Xpert Client machine

[1] More than 1 (one) MLC was used to execute the tests in this report.

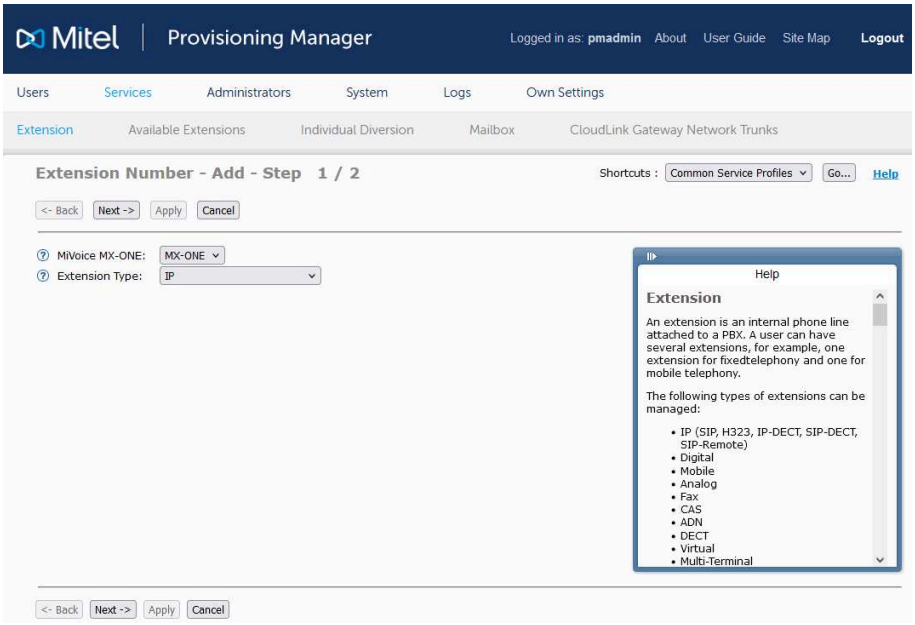
# 2 MiVoice MX-ONE configuration

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

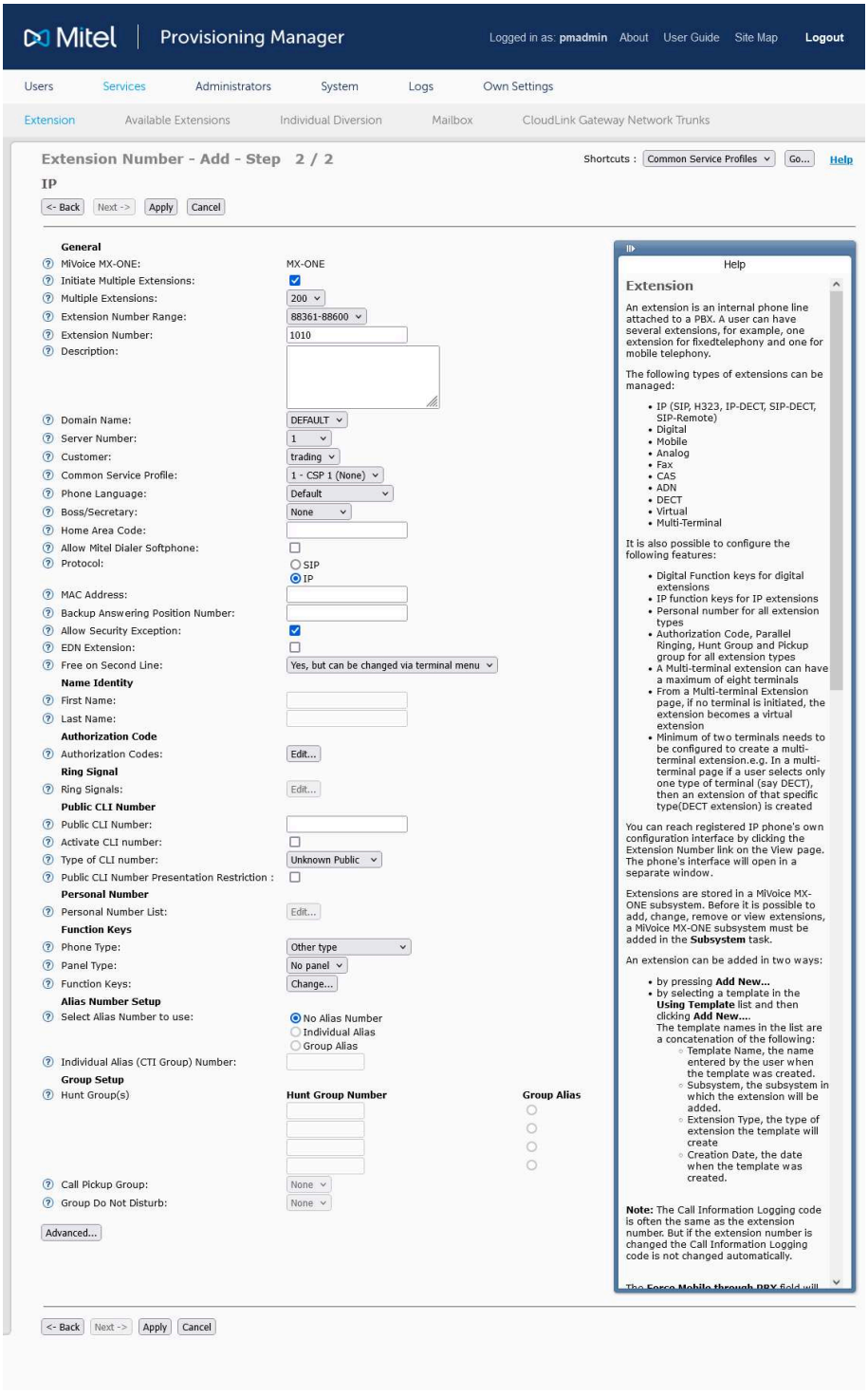
**Step by Step**

1) Navigate to **Services > Extention** 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**.



**4)** Configure the following:

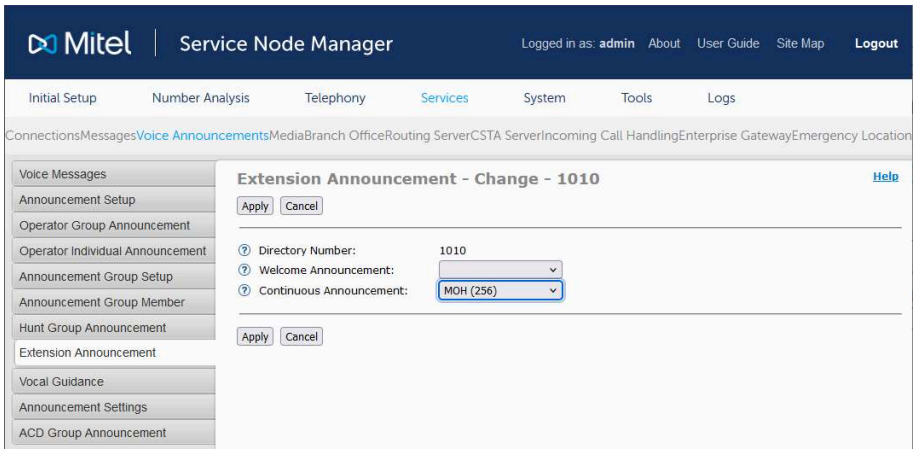
a) Initiate multiple extensions: yes
b) Multiple extensions:
c) Extension number: 1010
d) Server number: 1
e) Customer: trading
f) Common service profile: CSP 1
g) Protocol: IP (selected in the previous step)
h) Authorization Code




## 2.2 Music on Hold setup

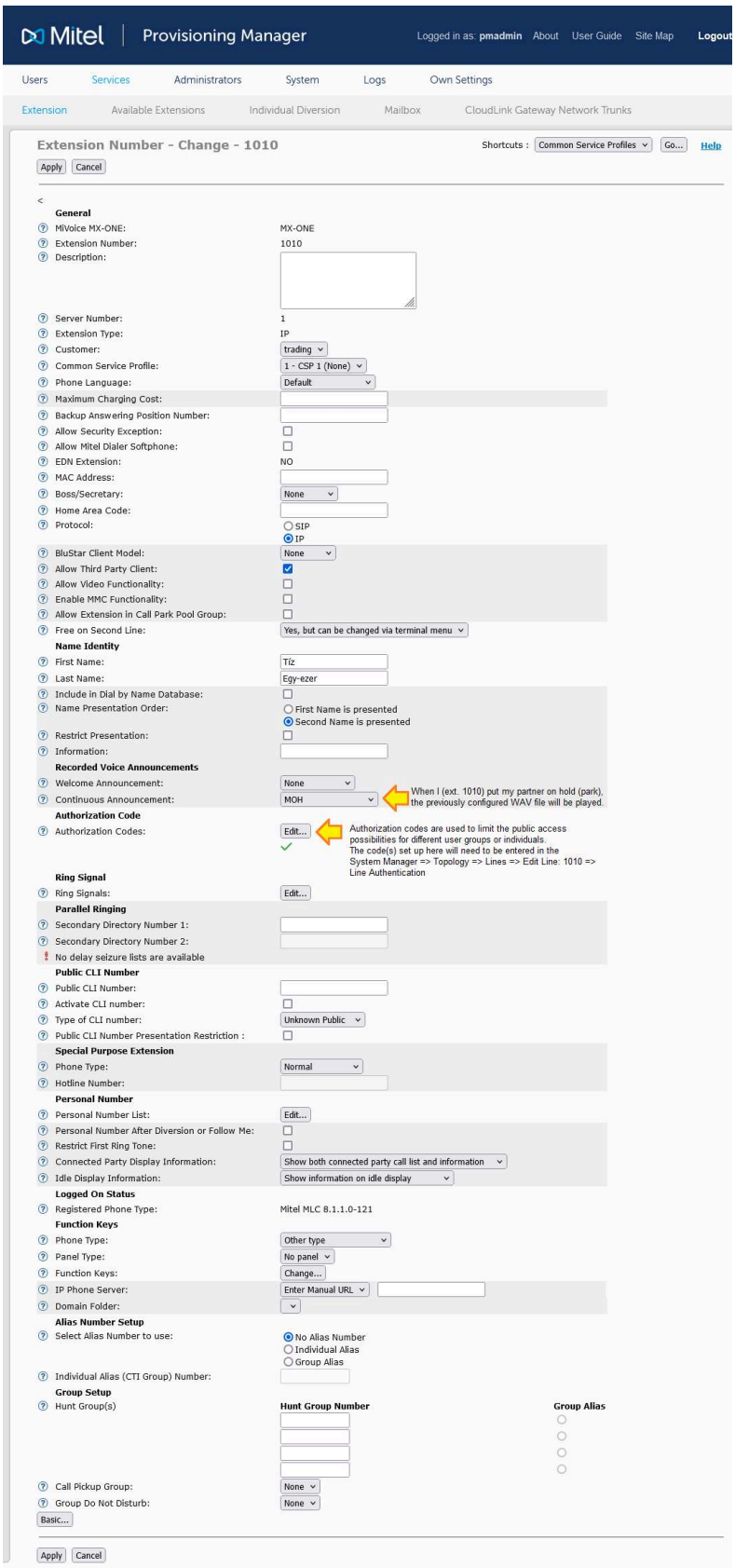
### Step by Step

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.




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.



## 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

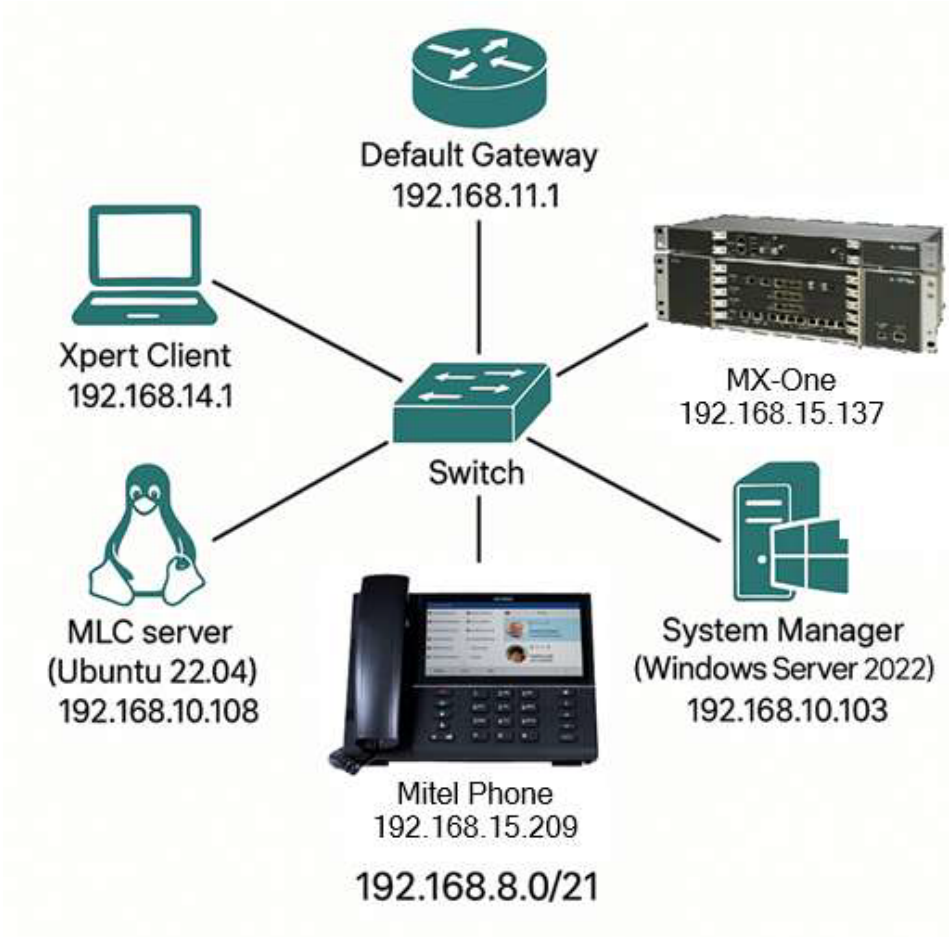
## 3.1 System Manager

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.

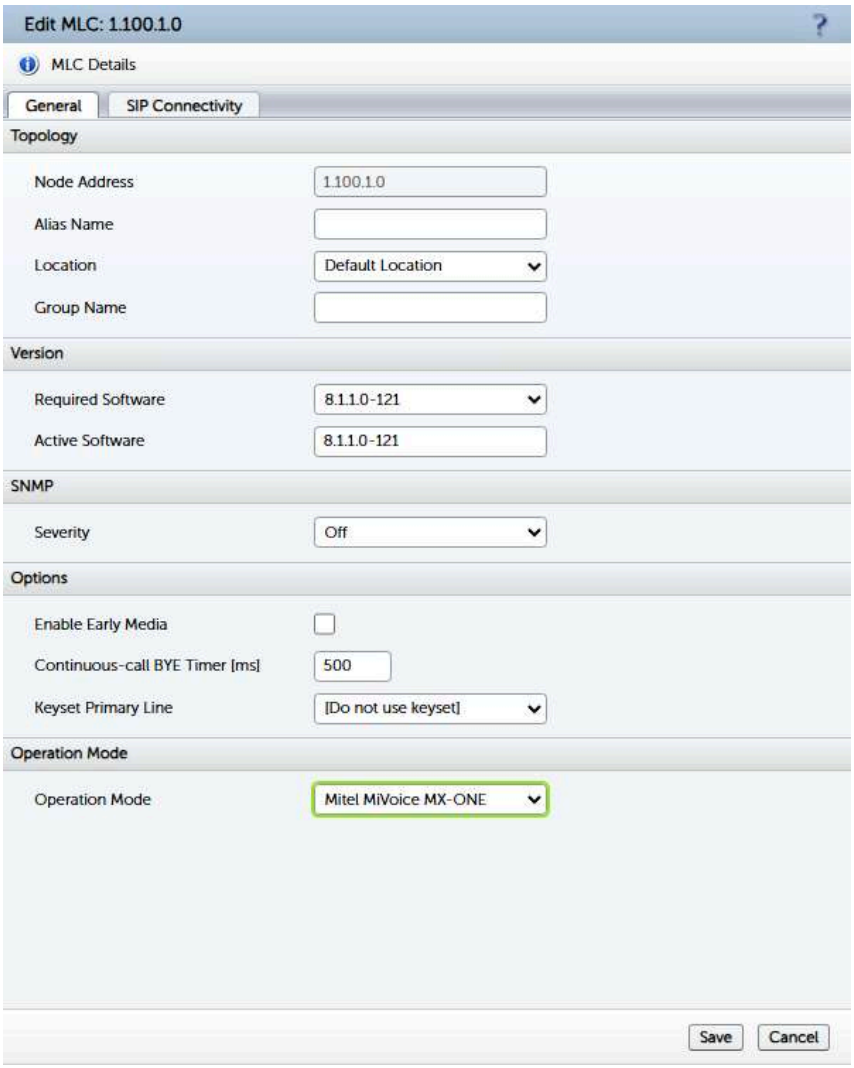
**2)** In the **MLC List**:

- 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.

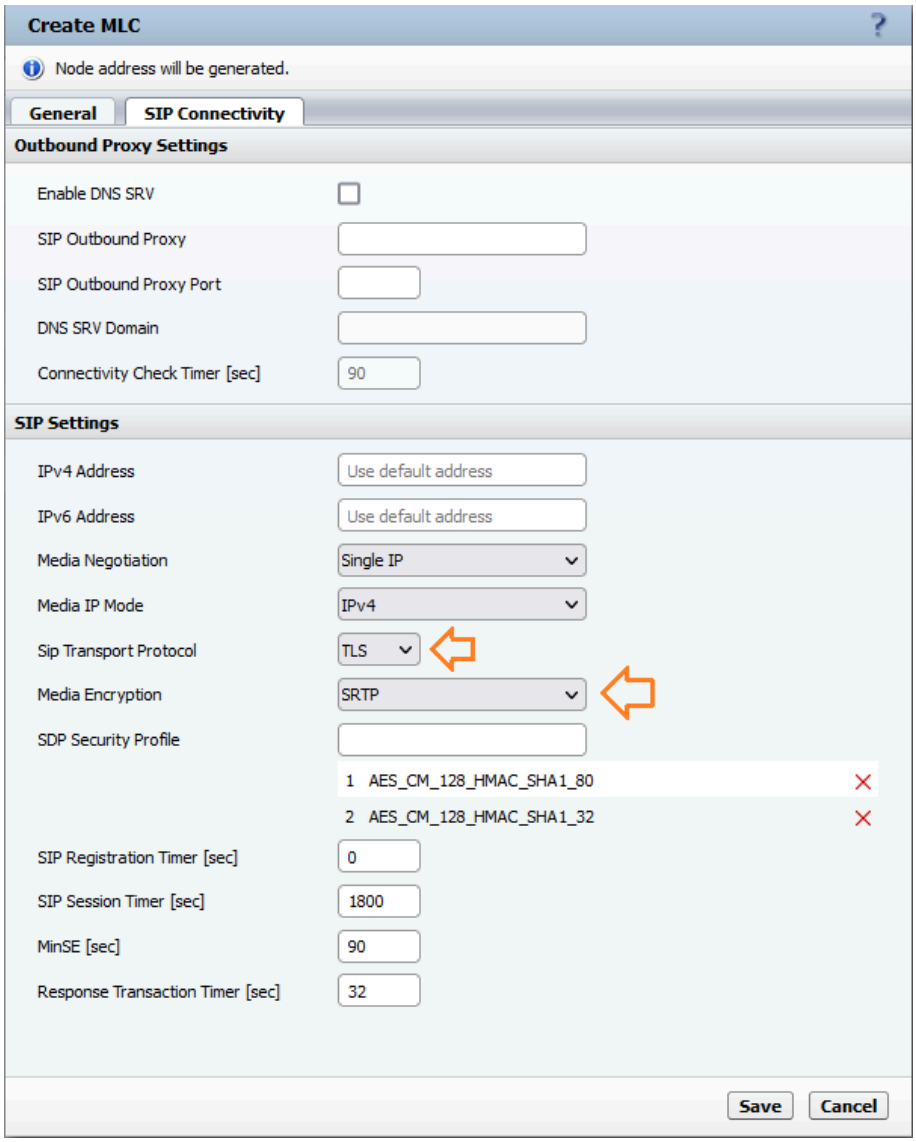
3) Configure the following field in the **General** tab:
   a) **Operation Mode** of the MLC: select the **Mitel MiVoice MX-ONE** option.



**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**.




**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 adress 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.

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