



A MITEL  
PRODUCT  
GUIDE

# Mitel OpenScape Xpert

OpenScape Xpert with MiVoice MX-ONE

Solution guide

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## Overview

Configuration environment

# 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.

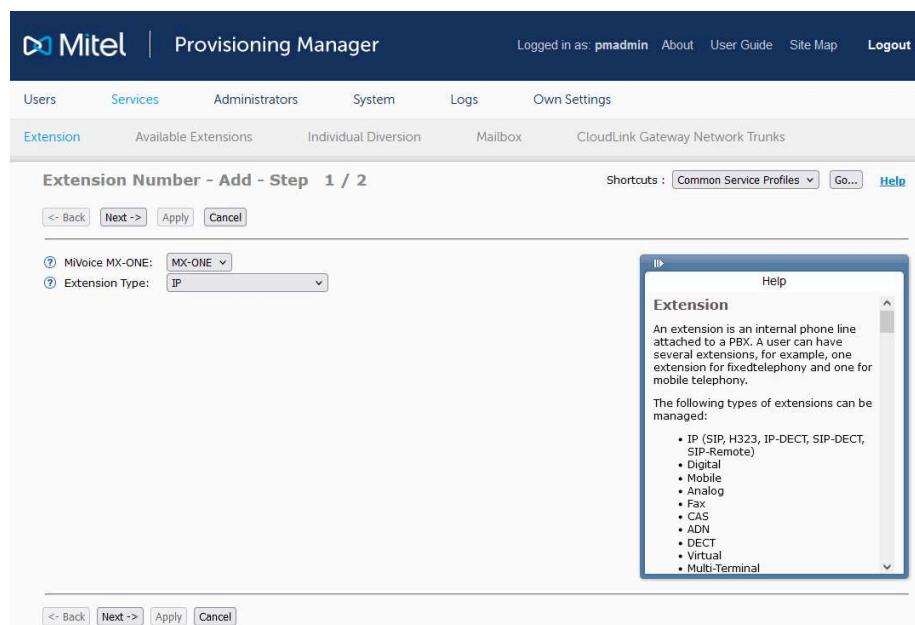
## 2 MiVoice MX-ONE configuration

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**.



## **MiVoice MX-ONE configuration**

- 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

**Extension Number - Add - Step 2 / 2**

**IP**

<- Back | Next -> | **Apply** | **Cancel**

**General**

⑦ MiVoice MX-ONE: **MX-ONE**

⑦ Initiate Multiple Extensions: **200**

⑦ Multiple Extensions: **88361-88600**

⑦ Extension Number Range: **1010**

⑦ Extension Number: **1010**

⑦ Description:

⑦ Domain Name: **DEFAULT**

⑦ Server Number: **1**

⑦ Customer: **trading**

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

⑦ Phone Language: **Default**

⑦ Boss/Secretary: **None**

⑦ Home Area Code:

⑦ Allow Mitel Dialer Softphone:

⑦ Protocol: **SIP**  **IP**

⑦ MAC Address:

⑦ Backup Answering Position Number:

⑦ Allow Security Exception: **Yes, but can be changed via terminal menu**

⑦ EDN Extension:

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

**Name Identity**

⑦ First Name:

⑦ Last Name:

**Authorization Code**

⑦ Authorization Codes: **Edit...**

⑦ Ring Signal: **Ring Signal**

⑦ Ring Signals: **Ring Signals**

**Public CLI Number**

⑦ Public CLI Number:

⑦ Activate CLI number:

⑦ Type of CLI number: **Unknown Public**

⑦ Public CLI Number Presentation Restriction:

**Personal Number**

⑦ Personal Number List: **Edit...**

**Function Keys**

⑦ Phone Type: **Other type**

⑦ Panel Type: **No panel**

⑦ Function Keys: **Change...**

**Alias Number Setup**

⑦ Select Alias Number to use:

**Group Setup**

⑦ Individual Alias (CTI Group) Number:

**Hunt Group(s)**

**Hunt Group Number**

⑦ Call Pickup Group: **None**

⑦ Group Do Not Disturb: **None**

**Group Alias**

⑦ No Alias Number  **No Alias Number**

⑦ Individual Alias  **Individual Alias**

⑦ Group Alias  **Group Alias**

**Advanced...**

<- Back | Next -> | **Apply** | **Cancel**

**Help**

**Extension**

An extension is an internal phone line attached to a PBX. A user can have several extensions, for example, one extension for fixed telephony and one for mobile telephony.

The following types of extensions can be managed:

- IP (SIP, H323, IP-DECT, SIP-DECT, SIP Remote)
- Digital
- Mobile
- Analog
- Fax
- CAS
- ADN
- DECT
- Virtual
- Multi-Terminal

It is also possible to configure the following features:

- Digital Function keys for digital extensions
- IP function keys for IP extensions
- Personal number for all extension types
- Authorization Code, Parallel Ringing, Hunt Group and Pickup group for all extension types
- A Multi-terminal extension can have a maximum of eight terminals
- From a Multi-terminal Extension page, if no terminal is initiated, the extension becomes a virtual extension
- Minimum of two terminals needs to be configured to create a multi-terminal extension, e.g. In a multi-terminal page if a user selects only one type of terminal (say DECT), then an extension of that specific type(DECT extension) is created

You can reach registered IP phone's own configuration interface by clicking the Extension Number link on the View page. The phone's interface will open in a separate window.

Extensions are stored in a MiVoice MX-ONE subsystem. Before it is possible to add, change, remove or view extensions, a MiVoice MX-ONE subsystem must be added in the **Subsystem** task.

An extension can be added in two ways:

- by pressing **Add New...**
- by selecting an template in the **User Template** list and then clicking **Add New...**

The template names in the list are a concatenation of the following:

- Template Name, the name entered by the user when the template was created.
- Subsystem, the subsystem in which the extension will be added.
- Extension Type, the type of extension the template will create.
- Creation Date, the date when the template was created.

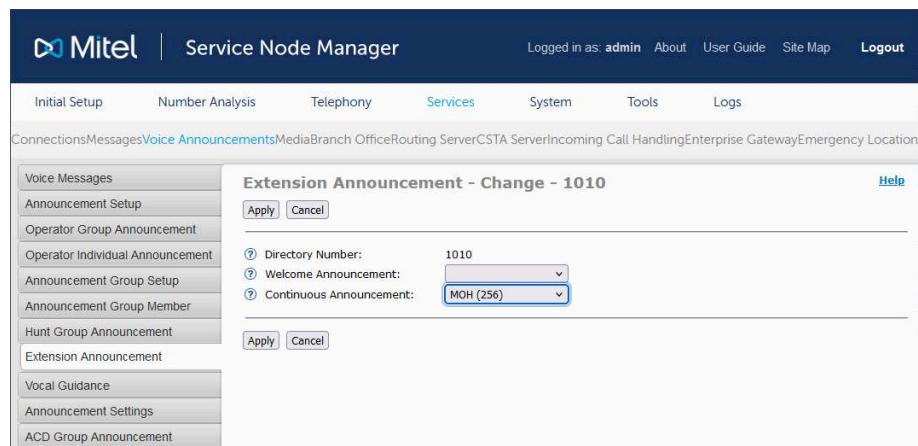
**Note:** The Call Information Logging code is often the same as the extension number, but if the extension number is changed the Call Information Logging code is not changed automatically.

The Force Mobile through PBX field will be

## 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.



The screenshot shows the Service Node Manager interface. The top navigation bar includes the Mitel logo, 'Service Node Manager', and a user session (Logged in as: admin). The main menu bar has links for Initial Setup, Number Analysis, Telephony, Services, System, Tools, and Logs. Below the menu is a breadcrumb navigation: Connections > Messages > Voice Announcements > Media Branch Office Routing Server > CSTA Server > Incoming Call Handling > Enterprise Gateway > Emergency Location. The left sidebar has a 'Voice Messages' section with sub-options: Announcement Setup, 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 dropdown fields: 'Directory Number' (1010), 'Welcome Announcement' (dropdown menu), and 'Continuous Announcement' (dropdown menu, currently set to 'MOH (256)'). At the bottom are 'Apply' and 'Cancel' buttons.

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.

Mitel Provisioning Manager

Logged in as: pmadmin About User Guide Site Map Logout

Users Services Administrators System Logs Own Settings

Extension Available Extensions Individual Diversion Mailbox CloudLink Gateway Network Trunks

### 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:  
 ⑦ Home Area Code:  
 ⑦ Protocol: SIP  
 ⑦ BluStar Client Model: None  
 ⑦ Allow Third Party Client: checked  
 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: Tiz  
 ⑦ Last Name: Egy-ezer  
 ⑦ Include in Dial by Name Database:  
 ⑦ Name Presentation Order:  
 ⑦ Restrict Presentation:  
 ⑦ Information:  
**Recorded Voice Announcements**  
 ⑦ Welcome Announcement:  
 ⑦ Continuous Announcement:  
**Authorization Code**  
 ⑦ Authorization Codes: [Edit...](#) When I (ext. 1010) put my partner on hold (park), the previously configured WAV file will be played.

**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**

⑦ Call Pickup Group:  
 ⑦ Group Do Not Disturb:  
[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

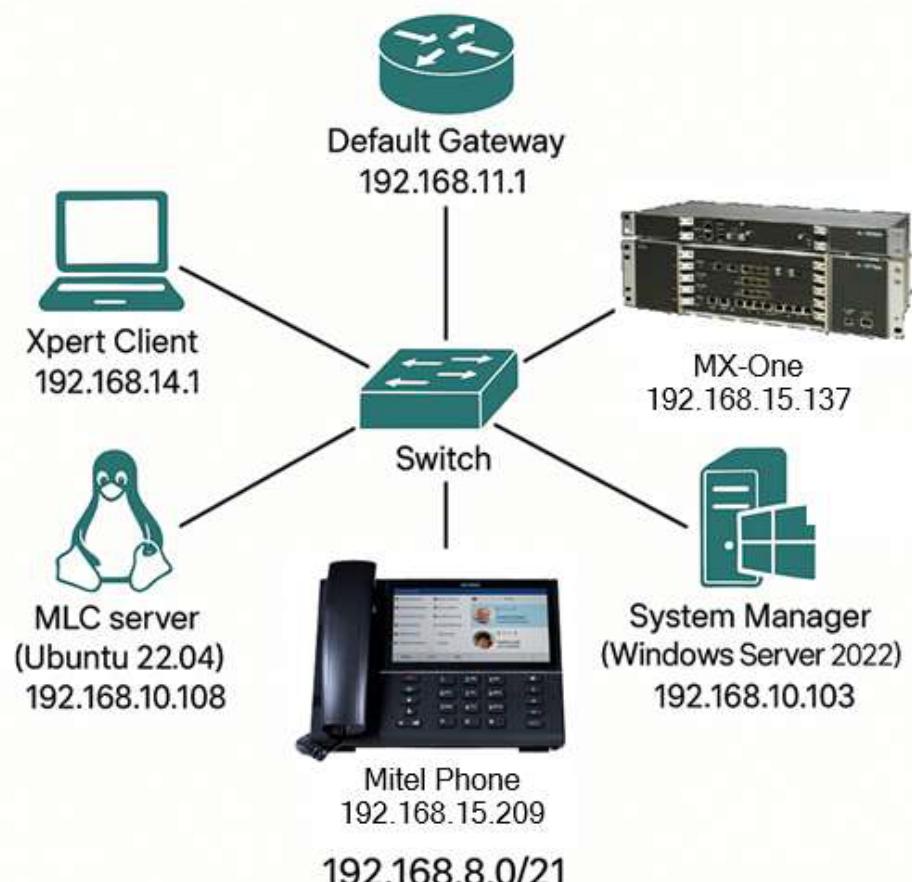
### 3.1 System Manager

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.

Edit MLC: 1.100.1.0

MLC Details

General SIP Connectivity Topology

Node Address	1.100.1.0
Alias Name	
Location	Default Location
Group Name	

Version

Required Software	8.11.0-121
Active Software	8.11.0-121

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:

- In the SIP Transport Protocol field select **TLS**.
- In the Media Encryption field select **SRTP**.

The screenshot shows the 'Create MLC' configuration dialog with the 'SIP Connectivity' tab selected. In the 'SIP Settings' section, the 'Sip Transport Protocol' dropdown is set to 'TLS' and the 'Media Encryption' dropdown is set to 'SRTP'. Orange arrows highlight these two settings.

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 clickable **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.

