



A MITEL
PRODUCT
GUIDE

Mitel OpenScape Xpert

OpenScape Xpert with MiVoice Business

Solution guide

02/2026

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Overview

Configuration environment

1 Overview

This guide describes the configuration steps to integrate the OpenScape Xpert with MiVoice Business.

1.1 Configuration environment

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

- LAN switch
- MiVoice Business
- Mitel 68731i Phone
- Windows Server2022 running System Manager
- Ubuntu 24.04 LTS running thw MLC ¹
- OpenScape Xpert Client machine

¹ More than 1 MLC was used to execute the tests in this report

2 MiVoice Business configuration

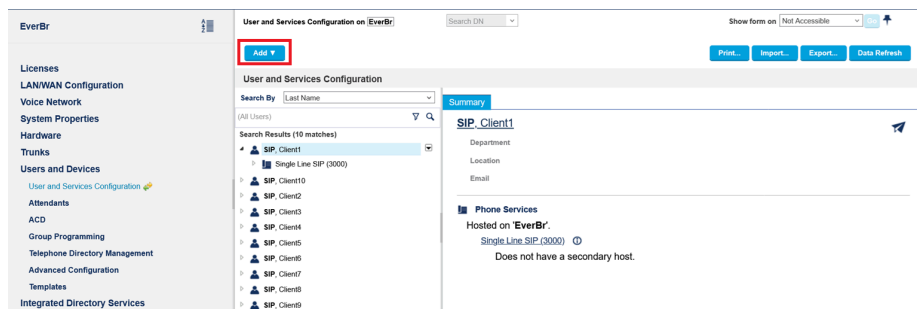
To access the MiVoice Business System Administration tools, you first need to place your PC on the same network or configure a tunnel. Once this step is successful, you simply need to enter the administrator login/password on the administrator web page of the MiVoice Business.

2.1 Creating new users

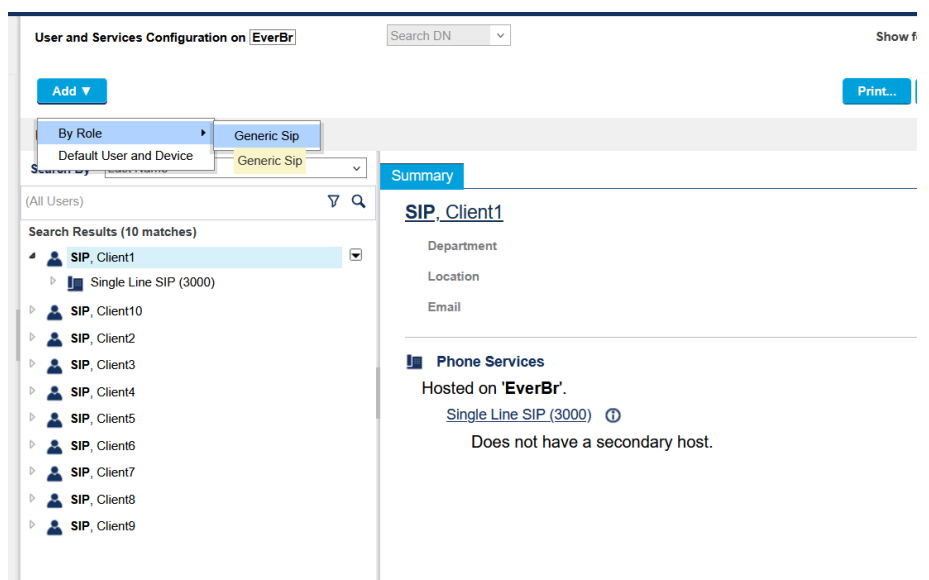
Create the required user accounts and assign them phone numbers to enable line provisioning.

Step by Step

- 1) In the MiVoice Business System Administration tool navigate to **User and Devices > Users and Services Configuration**.
- 2) Click **Add** to create a new user.



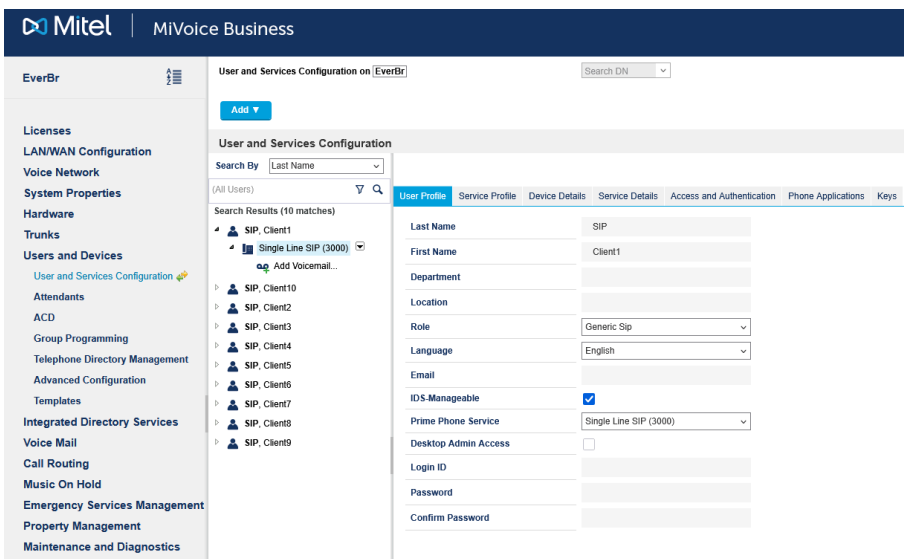
- 3) From the drop-down menus, select **By Role**, then choose **Generic Sip**.



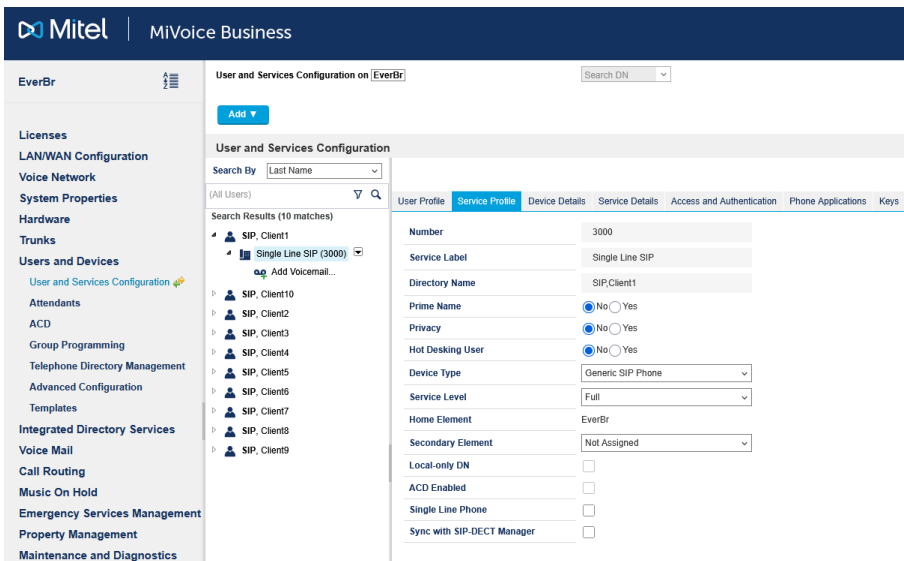
MiVoice Business configuration

Music On Hold setup

- Adjust the parameters according to your deployment.
The example below illustrates a configuration from the test environment.



NOTICE: If the **Single Line Phone** checkbox is selected, there will be no **Keys** tab at the end.



NOTICE: The multi-line features were not included in the scope of the test.

2.2 Music On Hold setup

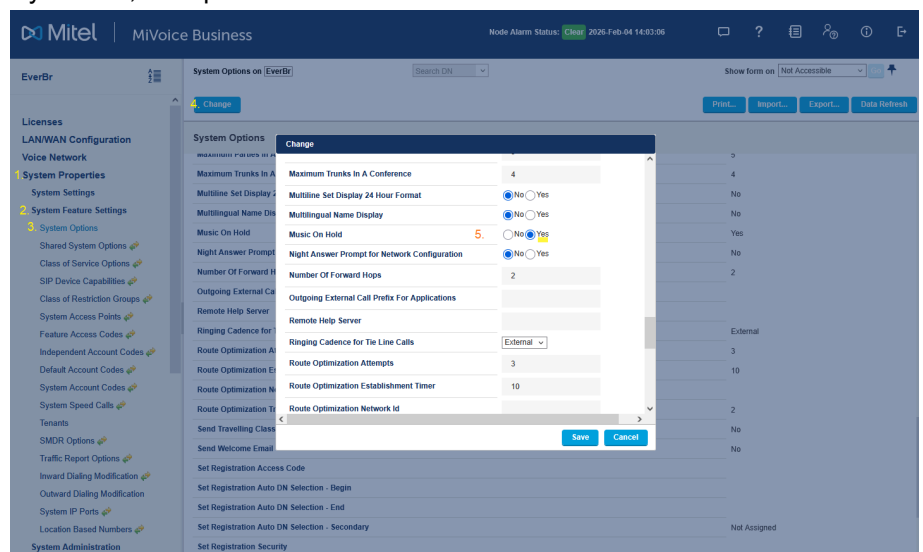
You can configure the Music On Hold in the MiVoice Business System Administration tool.

2.2.1 Enable the Music On Hold option

Follow the steps below to enable the Music On Hold option.

Step by Step

- 1) In the MiVoice Business System Administration tool, navigate to **System Properties > System Feature Settings > System Access Points**.
- 2) Check if Music On Hold is already enabled.
- 3) Click **Change**. The Change pop up window appears.
- 4) Next to the **Music On Hold** option, select **Yes**.
By default, the option is set to **No**.



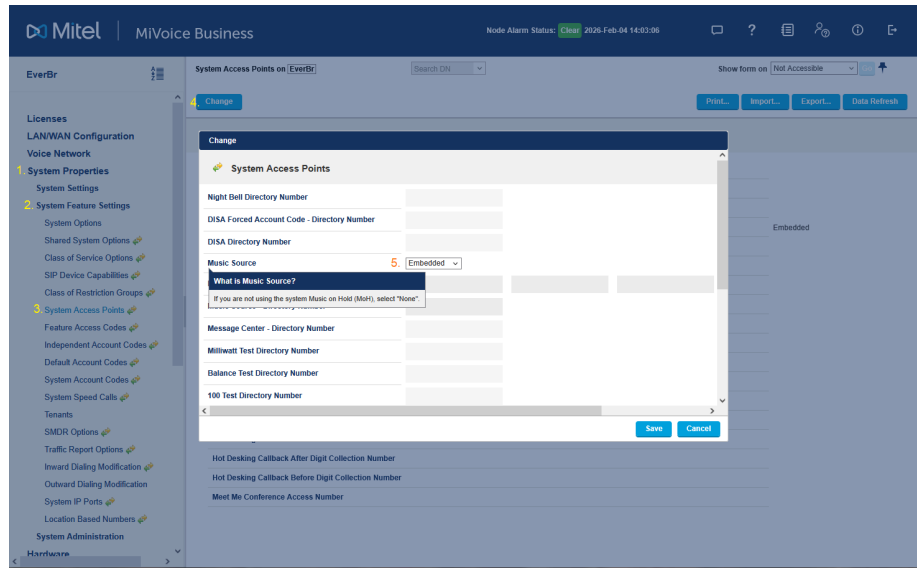
2.2.2 Set Music Source to Embadded

Follow the steps below to set Music Source to Embadded.

Step by Step

- 1) In the MiVoice Business System Administration tool, navigate to **System Properties > System Feature Settings > System Acces Points**.
- 2) Click **Change**.
The Change pop up window appears.

3) Next to the **Music Source** option, select **Embedded**.



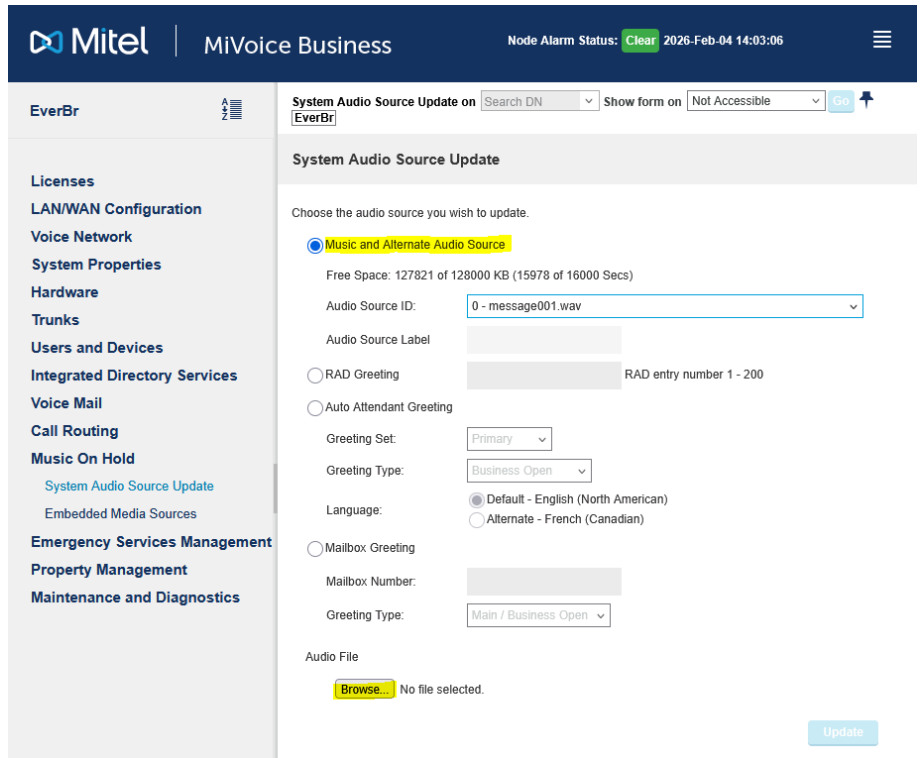
2.2.3 Select or Upload an Audio Source

Follow the steps below to select or upload Audio Source.

Step by Step

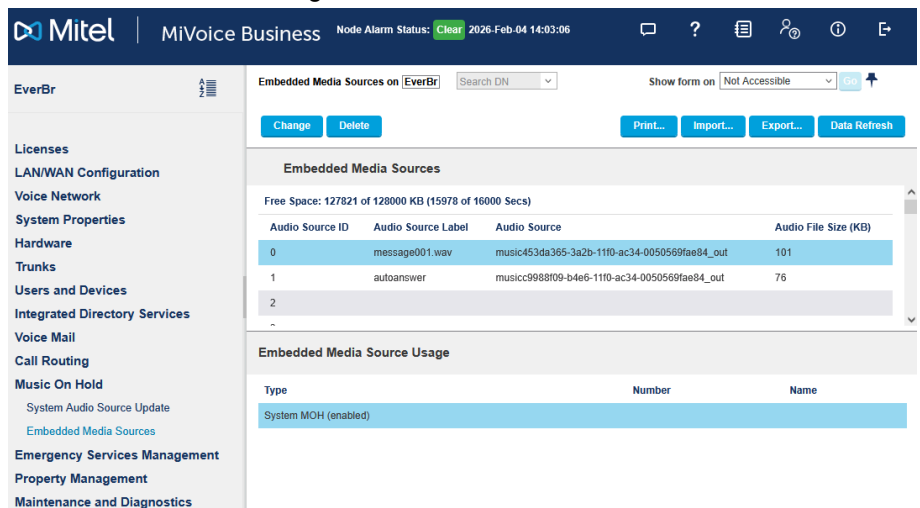
1) In the MiVoice Business System Administrator tool, navigate to **Music On Hold > System Audio Source Update** and select one of the following options:

- System default source
- Upload a custom audio by clicking the **Browse** button.



2) If a custom audio has been uploaded, select the **Update** button.

The **Embedded Media Source** page should reflect the following modification:



2.3 Configuration of Mitel 68731i SIP Telephone

Log in to the WebUI of the phone device and set the following:

Step by Step

- 1) Navigate to **Advance Settings > Global SIP > Basic SIP Network Settings**:
 - a) **Proxy Server**: 192.168.15.135²
 - b) **Proxy port**: 5061
 - c) **Registrar Server**: 192.168.15.135
 - d) **Registrar Port**: 5061
- 2) Navigate to **Advance Settings > Global SIP > Advanced SIP Settings** :
 - a) **Transport Protocol**: TLS³
 - b) **Locsl 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**:

Enter the certificate file names and the private key file name in the appropriate fields. The Root and Intermediate Certificate files contain one root certificate and zero or more intermediate certificates which must be placed in order of certificate signing with root certificate being the first in the file. If the local certificate is signed by some well known certificate authority, then that authority provides the user with the Root and Intermediate Certificate files (most likely just CA root certificate).

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

² The IP address 192.168.15.135 refers to the MiVoice BUSINESS

³ Note that no tests were carried out with the Persistent TLS or any other setting apart from the one indicated.

3 OpenScape Xpert configuration

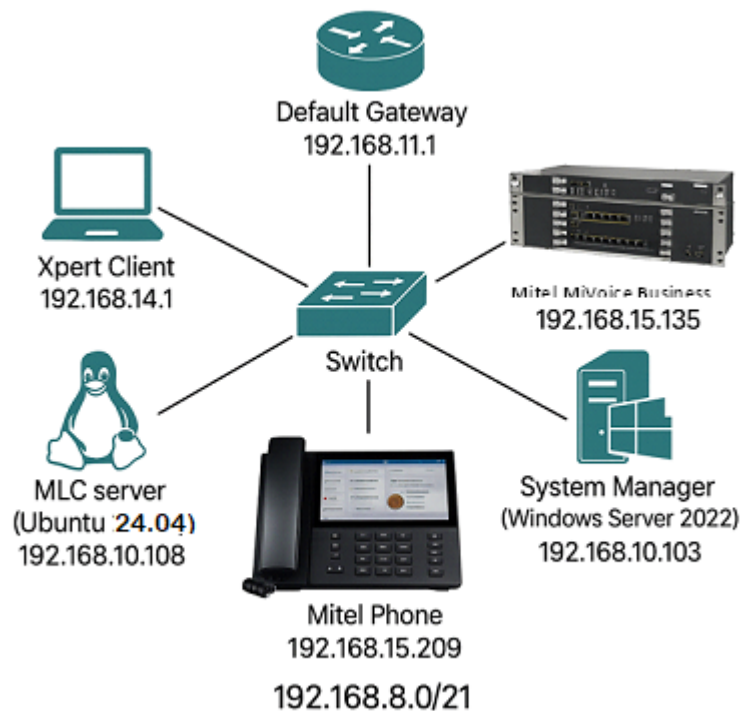
3.1 System Manager

Log in to the OpenScape Xpert Management Portal in a web browser on the PC at <https://192.168.10.103:8443/osxmp/> (where 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

Ensure that all devices are connected to the same network as the MiVoice Business system.

To verify this, review the software information on each device and confirm that the assigned IP address begins 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) **Operational Mode** of the MLC: select the **Mitel MiVoice Business** option.

The screenshot shows the 'Edit MLC: 1.100.1.0' configuration window. It features a title bar with the text 'Edit MLC: 1.100.1.0' and a question mark icon. Below the title bar is a 'MLC Details' section with two tabs: 'General' (selected) and 'SIP Connectivity'. The 'General' tab is divided into several sections: 'Topology' with fields for Node Address (1.100.1.0), Alias Name (empty), Location (Default Location), and Group Name; 'Version' with Required Software (8.2.0.0-158) and Active Software (8.2.0.0-158); 'SNMP' with Severity (Off); 'Options' with Enable Early Media (unchecked), Continuous-call BYE Timer [ms] (500), and Keyset Primary Line ([Do not use keyset]); and 'Operation Mode' with a dropdown menu set to 'Mitel MiVoice Business'. At the bottom right, there are 'Save' and 'Cancel' buttons.

4) Enter a name in the **Alias Name** field to make identifying a particular MLC easier in the future. It can be modified later

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

The screenshot shows the configuration page for MLC 1.100.1.0. The 'SIP Connectivity' tab is active, and the 'SIP Settings' section is expanded. The 'SIP Transport Protocol' dropdown is set to 'TLS' and the 'Media Encryption' dropdown is set to 'SRTP'. Below these, there is a list of SDP Security Profiles:

Profile ID	Profile Name	Status
1	AES_CM_128_HMAC_SHA1_80	✗
2	AES_CM_128_HMAC_SHA1_32	✗

At the bottom of the configuration page, there are 'Save' and 'Cancel' buttons.

- 6) 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 connected into the OpenScape Xpert Management Portal.

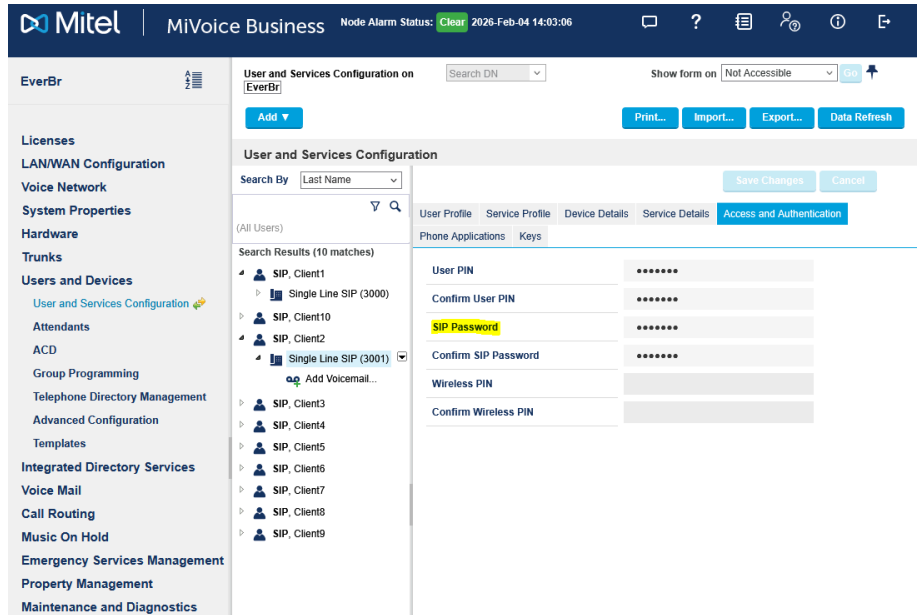
Step by Step

- 1) In the navigation panel click the **Lines** entry in the **Topology** section.
The **Line List** page appears.
- 2) To create a new line, click the **Create...** button in the least header.
The **Create Line** window appears.
The **Edit Line** dialogue shown below has the same fields.

Edit Line: MiVoice3001	
Line Details	
General Global Default	
General Line Settings	
Name	MiVoice3001
URI	3001
Line Group	[Base Line Group]
PBX Connectivity	
Registrar	192.168.15.135
Registrar Port	5061
SIP Proxy	192.168.15.135
SIP Proxy Port	5061
Line Authentication	
Realm	EverBr
User Name	3001
Password	*****
Voice Recording with SIPREC	
Record with SIPREC	<input type="checkbox"/>

- 3) In the **General** tab, under the **PBX connectivity** field, make sure that the IP address of **Registrar** and **SIP Proxy** is the same as the IP address in MiVoice Business.

- 4) In the MiVoice Business System Administration tool assign the lines to the MLC by clicking on the **Unassigned** text in the **MLC Assignment** column and selecting one from the pop-up list of MLCs.



Repeat this procedure as needed.

