



A MITEL
PRODUCT
GUIDE

Mitel OpenScape Xpert

OpenScape Xpert with MiVoice 5000

Solution guide

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1 Overview

This guide describes the configuration steps to integrate the OpenScape Xpert with MiVoice 5000.

1.1 Configuration environment

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

- LAN Switch
- MiVoice 5000 Compact Server or equivalent
- Mitel 6873i Phone
- Windows Server 2019 running the System Manager
- Debian 11 (bullseye) running the MLC¹
- OpenScape Xpert Client machine

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

2 MiVoice 5000 configuration

2.1 Creating new subscribers

You have to create two new subscribers for the Mitel terminal from the MiVoice 5000 Web Admin.

Step by Step

- 1) Navigate to **Subscribers > Subscriptions > Create**.

- 2) Select the **Subscriber type**.
- 3) Enter the new subscriber's number in the **First directory number** field.
The number must not be assigned to another subscriber in the directory.
- 4) Enter the number of subscriptions you want to create starting from the previously entered number in the **Requested number** field.
- 5) Click **Confirmation**.

2.2 Verification of Subscription Creation

After creating the subscribers, you must verify that the numbers have been created.

To do this, perform the following:

Step by Step

- 1) Navigate to **Subscribers > Subscriptions > Display by internal numbers**.

Display by internal numbers
Telephony service>Subscribers>Subscriptions>Display by local number (1.2.2)

Directory	Name	Type Model	Company Slot/IP address/number	E-mail	VIP	User Portal account	TVB	SIP authentication
2000	DURANT	INTERNAL 6867i	STE 0 192.168.205.200	NO	YES	YES	YES	YES
2001	DURAND	INTERNAL	STE 0	NO	YES	YES	YES	YES
2002	DUPOND	INTERNAL	STE 0	NO	YES	NO	YES	YES
2020	DURANT	INTERNAL 6867i	STE 0 192.168.205.200	NO	YES	NO	YES	YES
2100	MARTIN	AUTOMATIC ATDC	STE 0	NO	YES	NO	YES	YES
3000	ANTOINE	INTERNAL	STE 0	NO	YES	NO	YES	YES
3001	MESSAGERIE	INTERNAL	STE 0	NO	YES	NO	YES	YES
3002	MESSAGERIE	INTERNAL	STE 0	NO	YES	NO	YES	YES
3003	MESSAGERIE	INTERNAL	STE 0	NO	YES	NO	YES	YES
3004	MESSAGERIE	INTERNAL	STE 0	NO	YES	NO	YES	YES
3005	MESSAGERIE	INTERNAL	STE 0	NO	YES	NO	YES	YES
3006	MESSAGERIE	INTERNAL	STE 0	NO	YES	NO	YES	YES
3007	MESSAGERIE	INTERNAL	STE 0	NO	YES	NO	YES	YES
3100	Super G 3100	SUPER GROUP	MITEL_FR					
4000	Groupeement BDX	GROUP	MITEL_FR					
5000	ABO 5000	GROUP	STE 0					
7995	MESSAGERIE	COMMON	STE 0					
7997	MESSAGERIE	INTEGR. VMAIL	STE 0					

You can confirm that the subscribers have been created successfully and view information about them.

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 ²
- 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 ³
- 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:**

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 192.168.65.XX refers to the MiVoice 5000

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

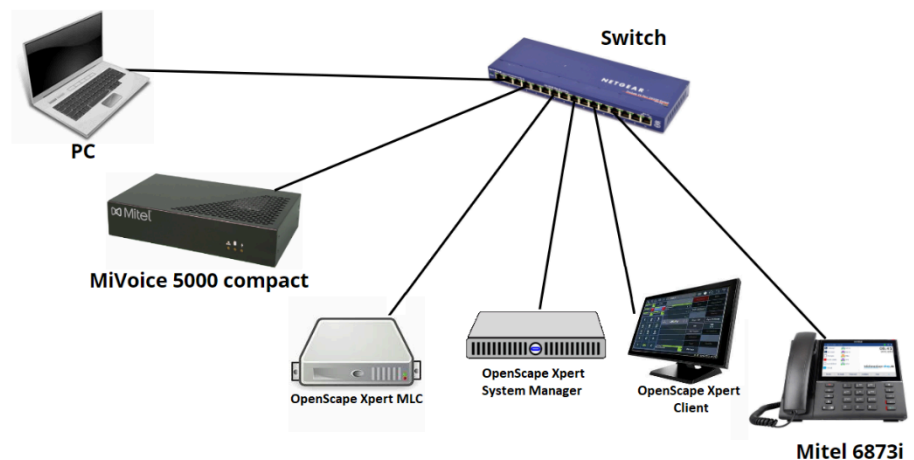
Log in to the OpenScape Xpert Management Portal in a web browser on the PC using the following IP address <https://192.168.65.XY:8443/osxmp/> (the IP address of the Windows Server is 192.168.65.XY) or locally on the server (<https://localhost:8443/osxmp/>).

3.2 Setting up the model

Make sure that all devices are on the same network as the MiVoice 5000 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.

Mounting the model



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 5000** option.

Create MLC

Node address will be generated.

General | SIP Connectivity

Topology

Node Address: will be generated

Alias Name: optional, nice to have

Location: Default Location

Group Name:

Version

Required Software: 8.0.20.0-192

Active Software:

SNMP

Severity: Off

Options

Enable Early Media: ☐

Continuous-call BYE Timer [ms]: 500

Keyset Primary Line: [Do not use keyset]

Operation Mode

Operation Mode: Mitel MiVoice 5000 !

Make sure to set the Operation Mode to Mitel MiVoice 5000

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**.

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 5000.
- 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 5000.
- 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.

