



A MITEL
PRODUCT
GUIDE

Mitel OpenScape Xpert

OpenScape Xpert with MiVoice Business

Solution guide

08/2026

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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 Server 2022 running System Manager
- Ubuntu 24.04 LTS running the MLC ¹
- OpenScape Xpert Client machine

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

2 MiVoice Business configuration

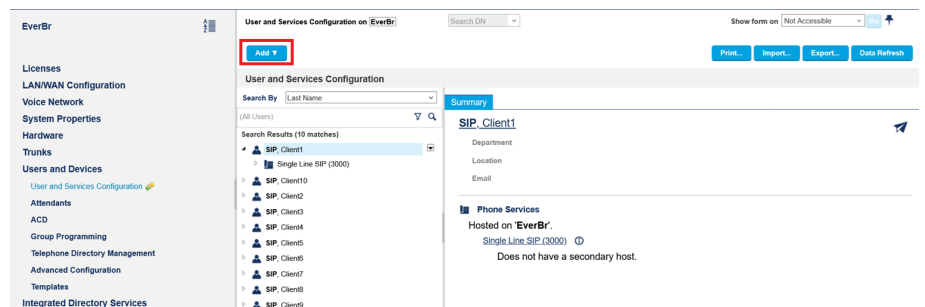
To access the MiVoice Business System Administration tools, you first need to place your PC on the same network or configure a tunnel. Once this step is successful, you simply need to enter the administrator login/password on the administrator web page of the MiVoice Business.

2.1 Creating new users

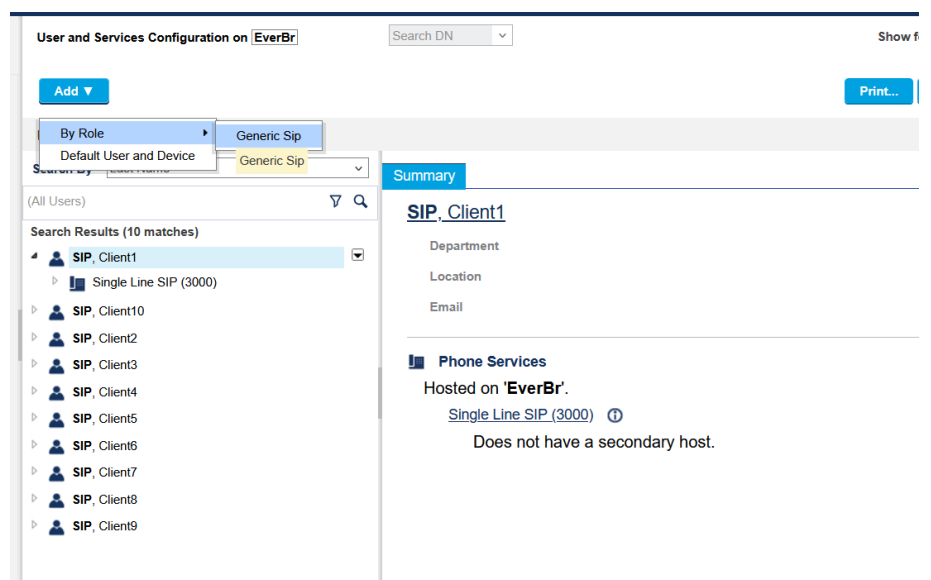
Create the required user accounts and assign them phone numbers to enable line provisioning.

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**.



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

The screenshot shows the 'User and Services Configuration' page for 'SIP, Client1'. The 'User Profile' tab is selected, displaying various user attributes. The 'Single Line SIP (3000)' checkbox is checked under the 'Prime Phone Service' section.

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

The screenshot shows the 'User and Services Configuration' page for 'SIP, Client1'. The 'Service Profile' tab is selected, displaying service-related attributes. The 'Single Line Phone' checkbox is unchecked.

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

2.2 Music On Hold setup

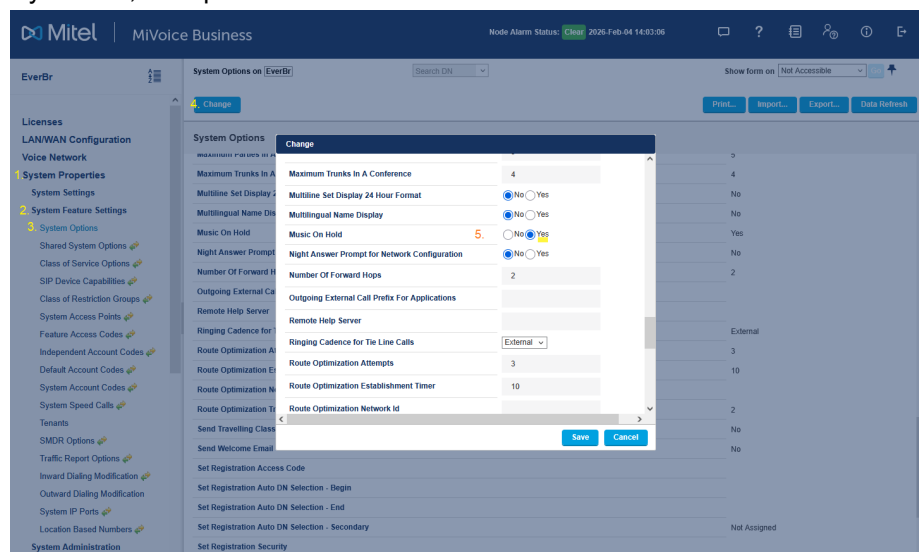
You can configure the Music On Hold in the MiVoice Business System Administration tool.

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**.



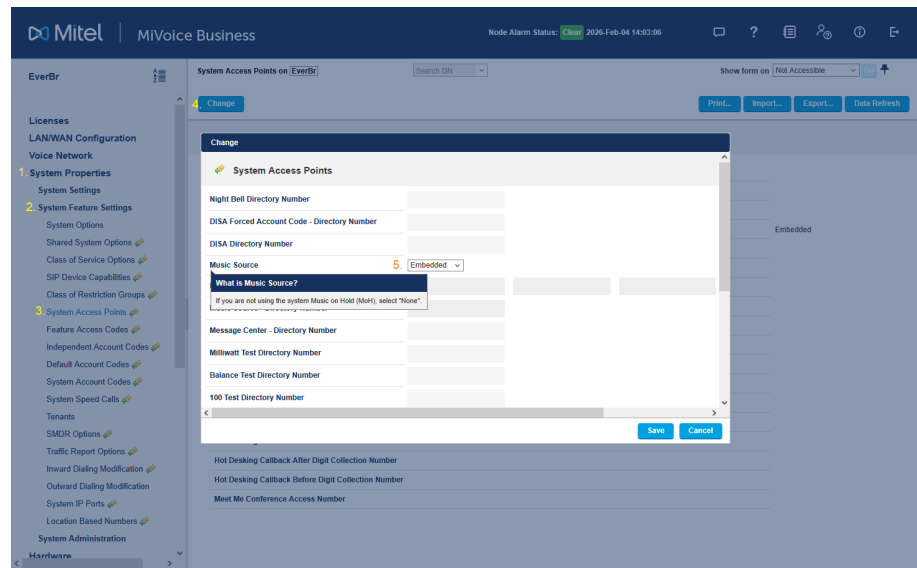
2.2.2 Set Music Source to Embedded

Follow the steps below to set Music Source to Embedded.

Step by Step

- 1) In the MiVoice Business System Administration tool, navigate to **System Properties > System Feature Settings > System Access 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:

Audio Source ID	Audio Source Label	Audio Source	Audio File Size (KB)
0	message001.wav	music453da365-3a2b-11f0-ac34-0050569fae84_out	101
1	autoanswer	music998809-b4e6-11f0-ac34-0050569fae84_out	76

Type	Number	Name
System MOH (enabled)		

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) **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 192.168.15.135 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

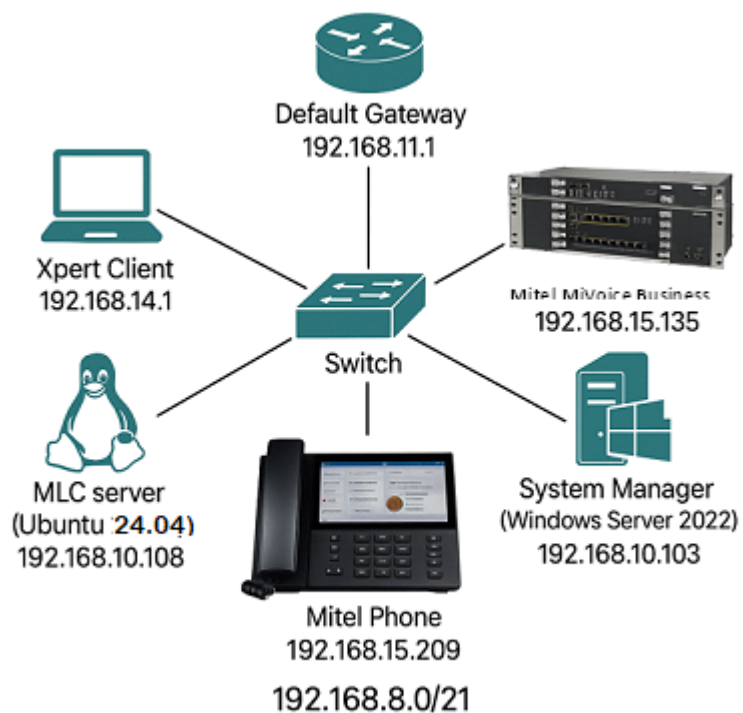
3.1 System Manager

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: <note 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: 1100.1.0' window. The 'General' tab is active. The 'Alias Name' field is highlighted with a green border. The 'Operation Mode' is set to 'Mitel MiVoice Business'.

- 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**.

Edit MLC: 1.100.1.0

MLC Details

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

- 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.

After determining the System Manager IP address and inserting it into the sample command, execute the command. You can then start the MLC, which will initiate the 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

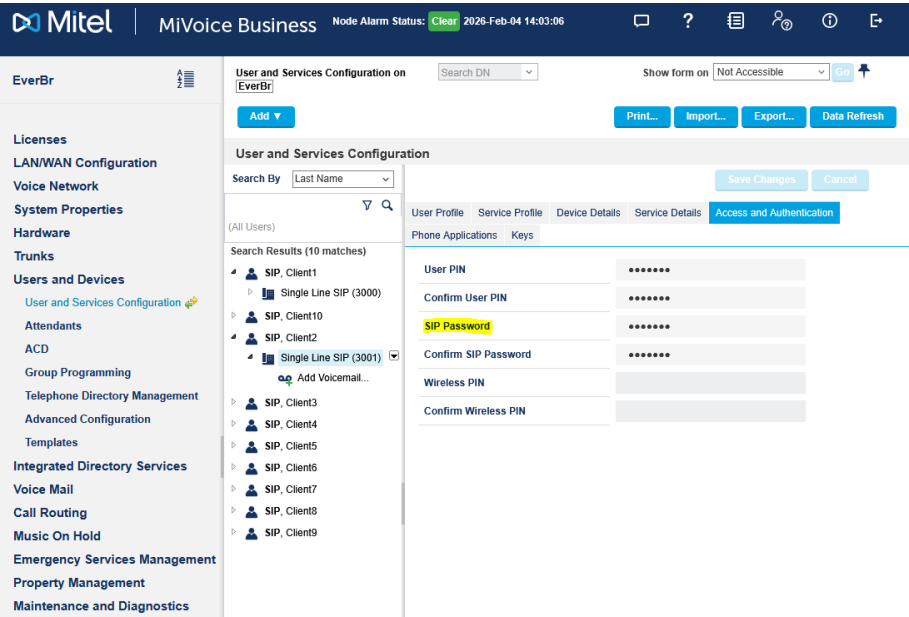
Password:

Voice Recording with SIPREC

Record with SIPREC: ☐

- 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 **General** tab, under the **Line Authentication** area, the **User Name** and **Password** fields, refer to the **User Profile > Number and Access**

and Authentication > SIP Password fields, that have been defined for the client/user in the admin portal of the MiVoice Business.



Repeat this procedure as needed.

- 5) 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.

