



A MITEL
PRODUCT
GUIDE

Mitel OpenScape Xpert

OpenScape Xpert with MiVoice MX-ONE

Solution guide

08/2026

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Europe Limited. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos, and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel"), Unify Software and Solutions GmbH & Co. KG or its affiliates (collectively "Unify") or others. Use of the Trademarks is prohibited without the express consent from Mitel and/or Unify. Please contact our legal department at iplegal@mitel.com for additional information. For a list of the worldwide Mitel and Unify registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2026, Mitel Networks Corporation

All rights reserved

Contents

1 Overview.....	4
1.1 Configuration environment.....	4
2 MiVoice MX-ONE configuration.....	5
2.1 Creating new subscribers.....	5
2.2 Music on Hold setup.....	7
2.3 Configuration of Mitel 6873i SIP Telephone.....	10
3 OpenScape Xpert configuration.....	11
3.1 System Manager.....	11
3.2 Setting up the model.....	11
3.3 Creating and assigning the MLC(s).....	12
3.4 Creating and assigning lines.....	15

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 MLC¹
- 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 > 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**.

The screenshot shows the Mitel Provisioning Manager interface. The top navigation bar includes 'Users', 'Services', 'Administrators', 'System', 'Logs', and 'Own Settings'. The 'Services' tab is active, and the 'Extension' sub-tab is selected. The main content area is titled 'Extension Number - Add - Step 1 / 2'. It contains two dropdown menus: 'MiVoice MX-ONE' (set to 'MX-ONE') and 'Extension Type' (set to 'IP'). Navigation buttons include '<- Back', 'Next ->', 'Apply', and 'Cancel'. A help window is open on the right, titled 'Extension', providing information about extensions and a list of supported types.

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

- 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

Provisioning Manager

Logged in as: **pmadmin**
[About](#)
[User Guide](#)
[Site Map](#)
[Logout](#)

[Users](#)
[Services](#)
[Administrators](#)
[System](#)
[Logs](#)
[Own Settings](#)

[Extension](#)
[Available Extensions](#)
[Individual Division](#)
[Mailbox](#)
[CloudLink Gateway Network Trunks](#)

Extension Number - Add - Step 2 / 2
Shortcuts : [Common Service Profiles](#) [Go...](#) [Help](#)

IP
<- Back Next -> Apply Cancel

General

MiVoice MX-ONE:
MX-ONE

Initiate Multiple Extensions:
☒

Multiple Extensions:
200

Extension Number Range:
88361-88600

Extension Number:
1010

Description:

Domain Name:
DEFAULT

Server Number:
1

Customer:
trading

Common Service Profile:
1 - CSP 1 (None)

Phone Language:
Default

Boss/Secretary:
None

Home Area Code:

Allow Mitel Dialer Softphone:
☐

Protocol:
☒ SIP
☒ IP

MAC Address:

Backup Answering Position Number:

Allow Security Exception:
☒

EDN Extension:
☐

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

Name Identity

First Name:

Last Name:

Authorization Code

Authorization Codes:
Edit...

Ring Signal

Ring Signals:
Edit...

Public CLI Number

Public CLI Number:

Activate CLI number:
☐

Type of CLI number:
Unknown Public

Public CLI Number Presentation Restriction :
☐

Personal Number

Personal Number List:
Edit...

Function Keys

Phone Type:
Other type

Panel Type:
No panel

Function Keys:
Change...

Alias Number Setup

Select Alias Number to use:
☒ No Alias Number
☐ Individual Alias
☐ Group Alias

Individual Alias (CTI Group) Number:

Group Setup

Hunt Group(s)

Hunt Group Number

Group Alias

Call Pickup Group:
None

Group Do Not Disturb:
None

Advanced...

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 a template in the **Using 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 DDV field will

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 displays the Mitel Service Node Manager interface. The top navigation bar includes the Mitel logo, 'Service Node Manager', and user information (Logged in as: admin, About, User Guide, Site Map, Logout). Below this is a secondary navigation bar with tabs: Initial Setup, Number Analysis, Telephony, Services (highlighted), System, Tools, and Logs. A breadcrumb trail shows the path: Connections > Messages > Voice Announcements > Media Branch > Office Routing > Server > CSTA Server > Incoming Call Handling > Enterprise Gateway > Emergency Location. On the left, a sidebar lists various announcement-related options: Voice Messages, Announcement Setup (selected), 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' and contains three fields: 'Directory Number' (1010), 'Welcome Announcement' (empty), and 'Continuous Announcement' (MOH (256)). Each field has a help icon and a dropdown arrow. At the bottom of the form 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

Apply Cancel

General

MiVoice MX-ONE: MX-ONE

Extension Number: 1010

Description:

Server Number: 1

Extension Type: IP

Customer: trading

Common Service Profile: 1 - CSP 1 (None)

Phone Language: Default

Maximum Charging Cost:

Backup Answering Position Number:

Allow Security Exception:

Allow Mitel Dialer Softphone:

EDN Extension: NO

MAC Address:

Boss/Secretary: None

Home Area Code:

Protocol: SIP

BluStar Client Model: None

Allow Third Party Client: ☒

Allow Video Functionality:

Enable MMC Functionality:

Allow Extension in Call Park Pool Group:

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

Name Identity

First Name: Tit

Last Name: Egy-ezer

Include in Dial by Name Database:

Name Presentation Order: ☒ First Name is presented ☒ Second Name is presented

Restrict Presentation:

Information:

Recorded Voice Announcements

Welcome Announcement: None

Continuous Announcement: MOH

Authorization Code

Authorization Codes: Edit...

Ring Signal

Ring Signals: Edit...

Parallel Ringing

Secondary Directory Number 1:

Secondary Directory Number 2:

No delay seizure lists are available

Public CLI Number

Public CLI Number:

Activate CLI number:

Type of CLI number: Unknown Public

Public CLI Number Presentation Restriction:

Special Purpose Extension

Phone Type: Normal

Hotline Number:

Personal Number

Personal Number List: Edit...

Personal Number After Diversion or Follow Me:

Restrict First Ring Tone:

Connected Party Display Information: Show both connected party call list and information

Idle Display Information: Show information on idle display

Logged On Status

Registered Phone Type: Mitel MLC 8.1.1.0-121

Function Keys

Phone Type: Other type

Panel Type: No panel

Function Keys: Change...

IP Phone Server: Enter Manual URL

Domain Folder:

Alias Number Setup

Select Alias Number to use: ☒ No Alias Number ☐ Individual Alias ☐ Group Alias

Individual Alias (CTI Group) Number:

Group Setup

Hunt Group(s):

Hunt Group Number:

Group Alias:

Call Pickup Group: None

Group Do Not Disturb: None

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

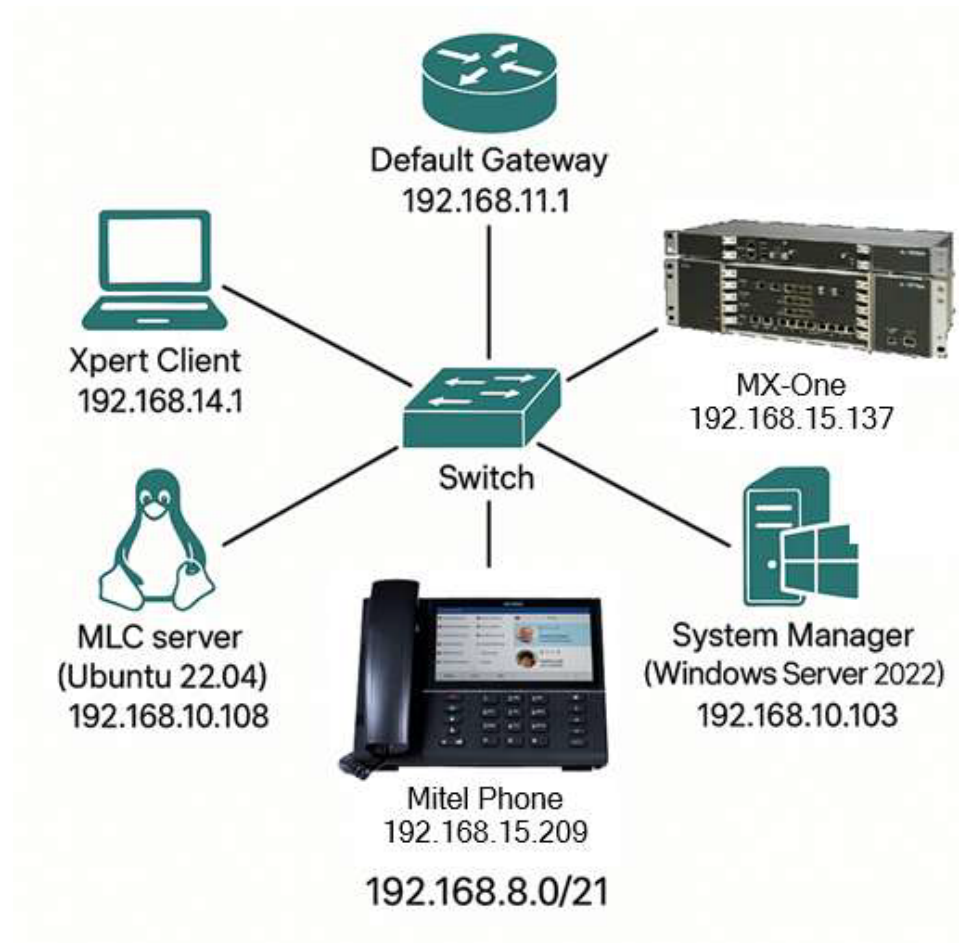
3.1 System Manager

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.

The screenshot shows the 'Edit MLC: 1.100.1.0' configuration window. The 'General' tab is selected. The 'Topology' section contains fields for Node Address (1.100.1.0), Alias Name, Location (Default Location), and Group Name. The 'Version' section contains Required Software (8.1.1.0-121) and Active Software (8.1.1.0-121). The 'SNMP' section contains Severity (Off). The 'Options' section contains Enable Early Media (unchecked), Continuous-call BYE Timer [ms] (500), and Keyset Primary Line ([Do not use keyset]). The 'Operation Mode' section contains the Operation Mode dropdown, which is highlighted with a green box and shows 'Mitel MiVoice MX-ONE'. At the bottom right are 'Save' and 'Cancel' buttons.

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	8.1.1.0-121
Active Software	8.1.1.0-121
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 MX-ONE
Save Cancel	

- 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**.

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 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.

