



A MITEL  
PRODUCT  
GUIDE

# Mitel 6867/6865 IP Phone

OpenScape Voice

Integration Guide

12/2025

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# 1 Overview

This guide outlines the configuration, requirements, and feature limitations for integrating Mitel 6867 and 6865 IP Phones with Unify OpenScape Voice.

The integration enables specific OpenScape Voice (OSV) features on the Mitel 6867/6865 series phones. Administrators must apply specific configuration parameters to ensure correct signaling and feature operation.

## 1.1 Related Documentation

For comprehensive details on system administration and device usage, refer to the following guides:

- [OpenScape Voice V11 Administrator Documentation](#)
- [Mitel 6865i SIP Phone User Guide](#)
- [OpenScape Voice V11, Security Checklist](#)

## 2 Prerequisites

Installation and security protocols for deploying Mitel 6867/6865 phones within an OpenScape Voice environment.

### 2.1 Software product versions

Ensure the following minimum software versions are deployed to support the features described in this guide:

- **OpenScape Voice:** V10 R3.30.0 or later.
- **Mitel Phone Firmware:** V 6.5.0.224 or later.

#### Software Updates

It is recommended to regularly install product updates to remove identified security vulnerabilities and software defects, improve stability, and add the latest functionality.

### 2.2 Security Requirements

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#### IMPORTANT:

It is **mandatory** to apply the [Security Checklist](#) after the first installation and after every major or minor upgrade. The Security Checklist document presents a checklist to ensure all necessary installation and configuration steps can be taken and adapted to the individual customer's environment and security policy.

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Deviations from standard settings should be documented in the security checklist in consultation with the customer's contact person.

### 2.3 Regulations

Administrators must adhere to all applicable national and regional telecommunications regulations, including country-specific regulations, when deploying Mitel 6867/6865 phones.

## 3 Upgrade and Migration Notes

Information regarding firmware fallback and new parameter support introduced in version V 6.5.0.224.

### **Fallback Support**

Fallback to an earlier firmware version is supported. This may be required for troubleshooting or to maintain interoperability with other certified components in the environment.

## 4 Configuring OpenScape Voice–Mitel Phone Integration

The following sections describe the required configurations for integrating OpenScape Voice with Mitel phones, covering settings on both the Mitel phones and within OpenScape Voice.

### 4.1 Configuring OpenScape Voice Large Conference on Mitel 6867/6865 IP Phones

Follow the recommended steps to configure the required parameters on the Mitel 6867/6865 IP Phone to enable OpenScape Voice integration features.

Starting with firmware version V 6.5.0.224, OpenScape Voice–specific features are disabled by default on Mitel 6867/6865 phones. To enable OSV integration and support large centralized conferences, add the required parameters to the phone configuration as described below.

#### Step by Step

- 1) Open the Mitel phone configuration file (`.cfg`) in a text editor or provisioning system.
- 2) Enable OpenScape Voice integration by adding the following line:  
`openscape enable: 1`  
The default value is **0** (disabled).
- 3) Configure the centralized conference behavior using the `sip centralized conf` parameter.
  - **Parameter is “Configured” :**  
`sip centralized conf: 1`
    - If the phone is not yet a member of a centralized conference, it requests a new centralized conference from the server.
    - If the phone is already a member, it adds the party to the existing centralized conference.
  - **Parameter is “Not Configured” :**  
`sip centralized conf: 0`
    - If the phone is not a member of a centralized conference, it acts as a conference mixer and creates a three-party local conference.
    - If the phone is a member of a centralized conference, it adds the party to the centralized conference.
- 4) Save the configuration file and reboot the target phone(s) to apply the changes.

### 4.2 Configuring Digest Authentication in OpenScape Voice

Digest Authentication is not configured on the Mitel SIP phone itself. It is a subscriber-level feature configured in **OpenScape Voice**.

OpenScape Voice fully supports Digest Authentication, which is applied per subscriber under:

**OpenScape Voice → Subscribers → Authentication**

## Configuring OpenScape Voice–Mitel Phone Integration

When registering to OpenScape Voice using Digest Authentication, the Mitel SIP phone only consumes the credentials provided by the system.

The **username must be the phone number (Directory Number)**. Do not use alphanumeric subscriber IDs, as authentication will fail.

This behavior is consistent with OpenScape Voice SIP authentication handling for third-party SIP devices.

### Example configuration:

OpenScape Voice subscriber:

- Realm: realm3
- User: 2108189795
- Password: \*\*\*\*\*

Mitel SIP phone (to register successfully):

- Realm: 2108189795
- User: 2108189795
- Password: \*\*\*\*\*



## 5 Certificate Management

Mitel SIP phones support certificate-based TLS communication for secure services such as HTTPS management access and EAP-TLS authentication for 802.1X.

TLS certificates must be issued by a trusted Certificate Authority (CA), either a public CA or an enterprise CA, according to customer security policy.

Certificate management, including importing certificates, trusting the Root CA, and renewing certificates before expiry, is performed through the phone configuration and the corresponding server configuration.

Certificate creation and lifecycle management are customer responsibilities and are not specific to the Mitel SIP phone.

Refer to the [Mitel SIP Phone Administrator Guide](#) (Certificate Management section) and the [OpenScape Voice Security Checklist document](#) for details on certificate usage and import.

## 6 Hardware and Software Compatibility

Compatibility information for integrating Mitel 6867/6865 phones with OpenScape Voice.

### Supported Hardware

Product Name	Product Item Number
Mitel 6867 and 6865 IP Phone	P30152-P1805-A1

### Tested Software Versions

Product	Preferred Version
OpenScape Voice	V10 R3.30.0 or later
Mitel Phone Firmware	V6.5.0.224

### Common Compatibility Matrix

Hardware and software products that have been tested together with this version of the product are listed in the common compatibility matrix. The current matrix can be found on the [Unify Partner Portal](#).

## 7 Serviceability and Licensing

Service, management, and licensing details for Mitel 6867/6865 phones.

### **Management Information Base (MIB)**

The product supports sending SNMP V2 traps. SNMP V3 traps are not supported.

### **License Management**

This product is licensed using CLS (Common Licensing Service).

### **Remote Serviceability**

The product is not certified for the following remote access tools:

- RSP
- HiSPA
- RTPatch

### **Case Tracking**

Tickets can be generated and tracked via the WEB Support Portal (AWSP) at <http://atosunify.service-now.com/unify>.

## 8 Supported Features and Restrictions

A summary of feature behavior, limitations, and restrictions when operating Mitel 6867/6865 phones with OpenScape Voice.

### Feature Limitations

The following table outlines specific behaviors where the Mitel 6867/6865 devices differ from standard OpenScape Voice (CP) devices.

Feature	Restriction / Behavior
Call Forward	Not able to control server call forward via the phone. Server-based forwarding only.
Group Pickup	Phones do not receive visual notification or alerting tones for incoming call pickup group calls.
Call Park	Park is not completed on 6867/6865 devices.
Call Back	Not possible to activate Callback during an outgoing call.
Music on Hold	No local (phone) music on hold available. Music on hold from the server works correctly.
Multiline	Multiline functionality on 6867/6865 phones is different from CP phones.
Toggle / Alternate	Alternate option is not available. Functionality can be achieved via a two-step action: Hold and then Retrieve (pickup) the second call.
Consult	Consult option is not available. Workaround: Use the Conference option.
TLS-SRTP	Devices support only SDES for SRTP. MIKEY is not supported.
Unified Communications (UC)	UC functionality is not supported from Mitel devices.
Bluetooth	Bluetooth is not supported.
Opus	Opus feature is not supported.

## 9 Known Issues and Workarounds

A list of known limitations, important issues, and associated workarounds.

Issue ID	Description	Workaround / Action
DTP-73963	Digest authentication fails when alphanumeric usernames (e.g., "realm3") are used.	Use the phone number as the user name for Digest Authentication.
DTP-74349	Fail to register to OpenScape Voice using TLS certificate authentication.	Requires creation of new certificates.
DTP-74244	Conference information is not displayed among all parties.	None available.
DTP-74032	Devices are not receiving visual or audible notifications in Group pickup scenarios.	None available.
DTP-73964	Directed pickup is not possible.	None available.
DTP-74233	No support of MIKEY for SRTP.	Use SDES for SRTP.

