A MITEL
PRODUCT
GUIDE

Mitel 6930w/6940w IP Phone

OpenScape Voice

Integration Guide
12/2025

Mitel

Notices

Trademarks

Contents

1 Overview

This guide outlines the configuration, requirements, and feature limitations for integrating Mitel 6930w and 6940w IP Phones with Unify OpenScape Voice.

The integration enables specific OpenScape Voice (OSV) features on the Mitel 6900w 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 6930/6930w IP Phone User Guide
- Mitel 6940/6940w IP Phone User Guide
- OpenScape Voice V11, Security Checklist

2 Prerequisites

Installation and security protocols for deploying Mitel 6930w/6940w 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:** V6.5.0.224 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

IMPORTANT:

It is **mandatory** to apply the Security Checklist after the first installation and after every major or minor upgrade. This ensures system default settings are hardened according to best practices for the individual customer's environment and security policy.

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.

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 when deploying Mitel 6900w series phones.

3 Upgrade and Migration Notes

Information regarding firmware fallback and new parameter support introduced in version V6.5.0.224.

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 6930w/6940w IP Phones

Follow the recommended steps to configure the required parameters on the Mitel 6930w/6940w IP Phone to enable OpenScape Voice integration features.

Starting with firmware version **V6.5.0.224**, OpenScape Voice–specific functionality is disabled by default (set to "0") on the Mitel 6900w series phones. To activate OSV integration features and support large centralized conferences, administrators must add the following parameters to the phone's configuration file (`.cfg`).

Step by Step

1) Open the Mitel phone configuration file (`.cfg`) in a text editor or your provisioning system.

2) Enable OpenScape Voice integration by adding the following line:

```
openscape enable: 1
```

Default value: **0** (disabled).

3) Configure the centralized conference behavior using the `sip centralized conf` parameter.

- When the parameter is **configured**:
  ```
  sip centralized conf: 1
  ```

  – If the phone is **not** part of a centralized conference, it requests a new centralized conference from the server and adds all parties.
  – If the phone **is** already a member (host or participant) of a centralized conference, it adds new parties directly to that conference.

- When the parameter is **not configured**:
  ```
  sip centralized conf: 0
  ```

  – If the phone is **not** part of a centralized conference, it acts as a conference mixer and creates a 3-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

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 6930w/6940w phones with OpenScape Voice.

Supported Hardware

Product Name	Product Item Number
Mitel 6930w and 6940w 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, which also includes the respective versions required to use with the current version of this product. The full Common Compatibility Matrix can be found on the Unify Partner Portal under **Sell > Portfolio Information**.

7 Serviceability and Licensing

Service, management, and licensing details for Mitel 6930w/6940w phones.

Management Information Base (MIB)

The product supports sending **SNMP v2** traps. SNMP v3 is not supported.

License Management

This product utilizes **CLS** licensing.

Remote Serviceability

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

- RSP
- HiSPA
- RTPatch

Case Tracking

Support tickets can be generated and tracked via the WEB Support Portal (AWSP).

8 Supported Features and Restrictions

A summary of feature behavior, limitations, and restrictions when operating Mitel 6900w series phones with OpenScape Voice.

Feature Limitations

The following table outlines specific behaviors where the Mitel 69xx devices differ from standard OpenScape Voice (CP) devices.

Feature	Restriction / Behavior
Call Forward	Cannot be controlled via the phone UI (Server-based forwarding only).
Group Pickup	The phone does not receive visual notifications or alerting tones for incoming call pickup group calls.
Call Park	Park feature is not completed on 69xx devices.
Call Back	Cannot activate Callback during an outgoing call.
Music on Hold	No local (phone-based) Music on Hold available. Server-based Music on Hold works correctly.
Consultation	Consult option is unavailable. **Workaround:** Use the Conference option.
Alternate/Toggle	Alternate option is not available on 6900W phones. **Workaround:** Perform a two-step action: Hold current call, then Retrieve (pickup) the second call.
Consult	Consult option not available. Workaround: Use the Conference option.
UC Features	Unified Communications functionality is not supported.
TLS / SRTP	• SRTP supports **SDES** only. MIKEY is not supported. • Trusted TLS registration requires the creation of new certificates.
UC	UC functionality is not supported from Mitel devices.
Multiline	Multiline functionality on 6xx phones is different from CP phones.
Conference Display	Conference information is not displayed among all parties.
Directed Pickup	Directed pickup is not possible with 69xx/69xx devices.
CTI Assisted Calls	CTI assisted calls do not Auto Answer.
LED Behavior	LED status indicators differ from Unify CP devices.
Language	Latin characters may display incorrectly even after switching the language.

9 Known Issues and Workarounds

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

Current Known Issues

Issue ID	Description	Workaround / Action
DTP-73963	Digest authentication fails when alphanumeric usernames (e.g., "realm3") are used.	Use the **phone number** as the username for Digest Authentication.
DTP-74349	Fail to register to OpenScape Voice using TLS certificate authentication.	This issue requires the creation of new certificates.
DTP-74244	Conference information is not displayed among all parties.	None available.
DTP-74135	Multiline behavior differs from CP phones.	None available.
DTP-73964	Directed pickup is not possible.	None available.
DTP-74202	CTI Assisted calls are not Auto Answered.	None available.
DTP-74245	LED behavior differs from CP devices.	None available.
DTP-74303	Redial key behavior differs.	None available.
DTP-74233	No support of MIKEY for SRTP.	Use SDES for SRTP.

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