MiVoice MX-ONE: SIP-DECT Migration from Legacy DECT Technologies

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Mitel

Contents

INTRODUCTION

This document outlines the supported features and functionality when migrating to Mitel SIP-DECT products from Mitel Integrated DECT (TDM DECT) or IP-DECT in conjunction with MiVoice MX-ONE.

This document also outlines known limitations with mixed deployments and provides workarounds or general timelines when new functionality will be supported.

Additionally, as interoperability deployments are complex, we expect this document to be continuously updated as knowledge develops from experiences of migrated deployments.

STRATEGY AND POSITIONING

Mitel SIP-DECT is the go-to-market DECT solution to be offered with MiVoice MX-ONE in all new sales situations on all markets where the SIP-DECT offer is available.

For existing customers with Integrated DECT, who are considering migrating their existing TSW or MX-ONE solution from “legacy to IP”, the opportunity for shifting their entire DECT installation over to SIP-DECT shall be considered as the standard approach.

Full replacement should be the preferred approach as it eliminates any question marks or limitations inherited in a mixed environment. In addition, any mixed or hybrid installation would only be an interim step on the road towards IP/SIP. Please also be aware that the radio infrastructure, Radio Bases and RFP’s, cannot be mixed. There is no functional integration between the two radio environments and additionally a duplication of radio networks will impact the radio performance.

An aggressive offer for a full replacement, if it can be done without opening the door for competitors or the need for public tenders, would be the best and safest solution for the customer. For Mitel, and Mitel’s partners, the success with such up-lift would secure our long-term relation with that customer and future sales of replacement DECT phones as well as possible expansions.

For most customers planning to merge to IP the existing DECT hardware infrastructure is old and new investment in it may well be necessary.

Additionally, with migration the spreading of the cost, over time, is supported by the re-use of existing DT Phones in the SIP-DECT environment. The supported features and limitations are described in the following chapters. Re-use of these phones and cost savings is limited by typical replacement cycle.

Depending on the type of business the customer is in the average age of the handsets would vary between 2-4 years, with a replacement cycle often around 3-4 years. Full up lift would reduce their running replacement cost for the next 2-4 years.

To simplify the migration from TDM-based base stations to IP-based base stations Mitel offers the Streamline range of Ethernet switches. With Streamline the Ethernet cabling can be done over traditional twisted pair cables for distances up to 365 meters. This makes it possible to keep existing base station cabling in places where CAT5/6 cabling may be difficult or expensive, or where the normal 100-meter restriction for Ethernet cabling would cause a problem.

SUPPORTED HIGH-LEVEL CONFIGURATIONS

SIP-DECT is supported on the following mixed deployment configurations:

- Mitel DTxxx DECT Phones are supported on SIP-DECT RFP base-station infrastructure
- Mitel 6x2 DECT Phones are supported on MX-ONE TDM-DECT Environments

MITEL DTXXX DECT PHONE AND 56XX PHONE SUPPORT ON MX-ONE WITH SIP-DECT

MiVoice MX-ONE** with Mitel DT390/DT690/DT692/DT43x DECT Phones and 56XX phone supported on SIP-DECT RFP* infrastructure.

** Software Version of SIP-DECT >= 6.2*
*** Software version of MX-ONE >= 6.1 SP1*

Supported features

FEATURE	SUPPORTED	ADDITIONAL INFORMATION
SIP-DECT Multicell Network (handover)	Yes	handover within groups of 256 RFPs, of up to 4096 RFPs
SIP-DECT Multicell Network (roaming)	Yes	
DECT Security	Yes	DECT Encryption
Idle Display	Yes	Time / Date / System / Name / Number
Active Call Display	Yes	Name / Number / Call Duration
Time and Date	Yes	Sync with System, Set Time / Date Format
Answer Calls	Yes	Incl. Call Pickup (direct + group pickup) Ok
Make Calls	Yes	
Silent Ringing and Mute	Yes	Local feature
Callback	Yes	
Call Waiting	Yes	Order Ok, Answer with OnHook and Recall
Intrusion	Yes	
Bypass	Yes	
Park a Call (Inquiry/Refer back)	Yes	
Park a Call (Hold/Resume)	Yes	Hold Ok, Resume = Answer with On Hook and Recall
Conference	Yes	
Transfer	Yes	
Call Forwarding***	Yes	Activate / Deactivate OK
Personal Number	Yes	Activate/Deactivate OK, No display info on active PN list
Voice Mail (MWI)	Yes	
CLIP	Yes	
Caller Lists	Yes	Local feature: Number / Time / Date
Phonebook, directory services	Yes	Local feature
Voicemail (Message Waiting Indication)	Yes	
Feature Access Codes (FAC)	Yes	
System Menu	Yes	Program Menu by xPDM
Alarm activation	Yes	Program Alarm Number by xPDM
Distinctive Ringing	Yes	
Calling Party Name	Yes	Calling Party name of the incoming call is displayed in the call log.

***** Call Forward Indication on Mitel DTxxx and 56xx phones**

As of SIP-DECT 8.1, Mitel DTxxx and 56xx phones have a call forwarding indication for “CALL FORWARDING IMMEDIATELY”.
Call forwarding immediately is indicated on these phones in the same way as the phones would be operated on MX-ONE with TDM DECT:

- 1st line “<own number>” and “>”
- 2nd line “<forwarding destination>”

To achieve this, the MX-ONE needs to send a Call Forwarding Indication in XML (XML terminal API for 600d phones). Example:

```
<?xml version="1.0" encoding="UTF-8"?>
<AastraIPPhoneConfiguration
    triggerDestroyOnExit="yes"
    setType="local">
    <ConfigurationItem>
        <Parameter>Set forwarding</Parameter>
        <Value>Forwarding</Value>
    </ConfigurationItem>
    <ConfigurationItem>
        <Parameter>Set idle line</Parameter>
        <Value>55013</Value>
    </ConfigurationItem>
</AastraIPPhoneConfiguration>
```

Known limitations

FEATURE	SUPPORTED	WORKAROUND OR RESOLUTION TIMELINE
DECT Enhanced Security	No	Switch off for SIP-DECT system
SMS for Text Messaging / Contacts	No	Not compatible
Alarm Operation / Messaging	No	Not compatible / no messaging

MITEL 6X2 DECT PHONE SUPPORT ON MX-ONE WITH TDM-DECT

Mitel 6x2* DECT Phones are supported on MX-ONE TDM-DECT** infrastructure. Supported call services controlled by feature codes work similarly as on DT-Phones. Call service menu entries as defined for 600 series mapped to feature codes if applicable.

***** *Software Version of Mitel 6x2 >= 7.0 SP5 needed*
*** Software version of MX-ONE >= 6.2*

Supported features

FEATURE	SUPPORTED	ADDITIONAL INFORMATION
DECT Multicell Network	Yes	Connection and External handover
DECT encryption	Yes	Standard DECT encryption
Idle Display	Yes	Time / Date / System / Name / Number
Active Call Display	Yes	Name / Number / Call Duration
Time and Date	Yes	Sync with System, Set Time / Date Format
Answer Calls	Yes	Incl. Call Pickup (direct + group pickup) Ok
Make Calls	Yes	
Silent Ringing and Mute	Yes	Local feature
Callback	Yes	
Call Waiting	Yes	
Intrusion	Yes	
Bypass (a Follow me)	Yes	
Park a Call (Inquiry/Refer back)	Yes	
Park a Call (Hold/Resume)	Yes	
Conference	Yes	
Transfer	Yes	
Call Diversion (Follow me)	Yes	Includes display info
Personal Number	Yes	
Do not disturb (Call Protection)	Yes	Includes display info
Voice Mail (MWI)	Yes	
Caller List	Yes	Local feature: Name / Number / Time / Date
Redial List	Yes	Local feature: Name / Number / Time / Date
Personal directory	Yes	Local feature
Feature Access Codes (FAC)	Yes	
Call service menu support	Yes	Select template on subscribe (Default, FR, SE, UK).

Known limitations

FEATURE	SUPPORTED	WORKAROUND OR RESOLUTION TIMELINE
Central directory, LDAP	No	
SMS for Text Messaging / Contacts	No	Not compatible
Alarm Operation / Messaging	No	Not compatible / no messaging