



A MITEL
PRODUCT
GUIDE

Configuration Guide for Mitel OpenScape CP and 6900 for Zoom Phone

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Mitel Certified Desktop Devices

Mitel and Zoom have officially certified the Mitel 6900 series of IP phones and the Mitel OpenScape CP series of IP phones. Users and administrators can now utilize full zero touch assisted provisioning with the Mitel certified devices.

Certified Devices

Zoom Phone supports the following IP phone devices. Account owners and admins can add these devices to the Zoom web portal as part of the provisioning process.

- Mitel OpenScape CP100
- Mitel OpenScape CP110
- Mitel OpenScape CP200
- Mitel OpenScape CP205
- Mitel OpenScape CP210
- Mitel OpenScape CP400
- Mitel OpenScape CP410
- Mitel OpenScape CP600
- Mitel OpenScape CP700
- Mitel OpenScape CP710
- Mitel 6905
- Mitel 6910
- Mitel 6915
- Mitel 6920w
- Mitel 6930w
- Mitel 6940w
- Mitel 6970

The following expansion modules are also supported.

- Mitel OpenScape KM400 expansion module
- Mitel OpenScape KM410 expansion module
- Mitel OpenScape KM600 expansion module
- Mitel OpenScape KM710 expansion module
- Mitel M695 expansion module

Supported Provisioning Features

Zoom Assisted Provisioning

Mitel certified phones support Zoom Assisted provisioning via Zoom portal enabling Zoom service to fully manage these devices for configuration and firmware management. Mitel devices can be added, assigned and fully configured via the Zoom Phone portal.

Zero-Touch Provisioning

Mitel certified phones support Zoom Phone Zero Touch Provisioning. When provisioning Mitel certified devices via Zoom Phone portal, the MAC address of Mitel devices are automatically populated into Mitel ZTP server and redirect URL added to connect Mitel devices to Zoom Phone provisioning servers.

For this service to work, Mitel devices must be able to connect to both Mitel ZTP service and Zoom Phone.

To see firewall rules for zero touch provisioning, please refer to the Mitel support website.

https://wiki.unify.com/wiki/Firewall_Rules_for_Mitel_IP_Phones

Supported Device Features

The following features are now supported on both Mitel OpenScape CP series and Mitel 6900 series IP phones with Zoom Phone service:

- Busy Lamp Field (BLF)
- Call waiting
- Date/time format and time zone sync with Zoom web portal
- Firmware version control
- Hot desking
- Message (voicemail) waiting indicator
- Multiple line appearance
- NTP server/secondary NTP server
- Phone local admin password
- Enable/disable phone web interface
- Resync/auto-polling (automatic update)
- Speed dial
- SRTP secure call (w/ AES-256)

The following features are now supported on Mitel OpenScape CP series phones.

- Cloud failover
- Multiple languages

The following features are now supported on Mitel 6900 series phones.

- Background image set from Zoom web portal

Assisted Provisioning via Zoom Web Portal

This section provides instructions on how to configure a Mitel device via the Zoom assisted provisioning portal.

A 6940w IP Phone is used as an example but instructions are applicable to all Mitel 6900 and OpenScope CP supported models in Zoom Web Portal.

Prerequisites:

Zoom Phone account: a valid Zoom Phone subscription is required to assign a Mitel endpoint.

Login to Zoom Web portal at <https://zoom.us/>.

The following Zoom SIP Device configurations are included in this section

1. Create Zoom Users
2. Add Device
3. Associate Device to Zoom Phone service

Create Zoom Users

Zoom Users are created to login to Zoom clients on desktop or mobile. It can also be assigned to a SIP Device. The steps for creating a user are as follows:

1. Navigate to **ADMIN > User Management > Users**. Click + **Add Users** to create new Zoom users. Provide the desired email address(es), select a 'User Type' and fill out the user details as desired and select **Add**.

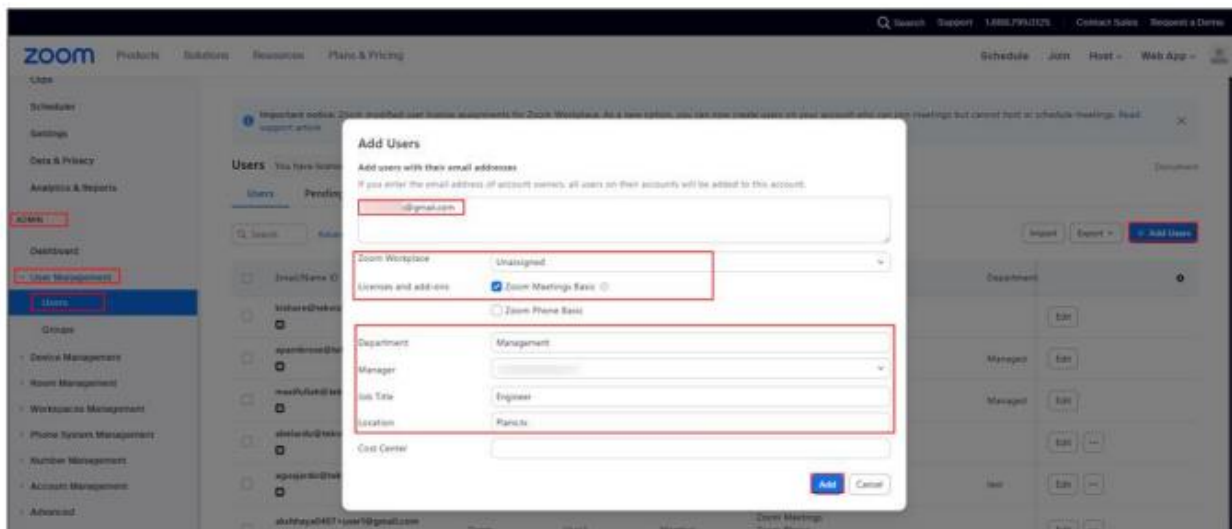


Figure 1 : Add Users

2. A Zoom activation email is sent to the email address used in creating the user, follow the instructions to active the zoom account

3. Navigate to **Phone System Management > Users & Rooms**. Find the user and select it.

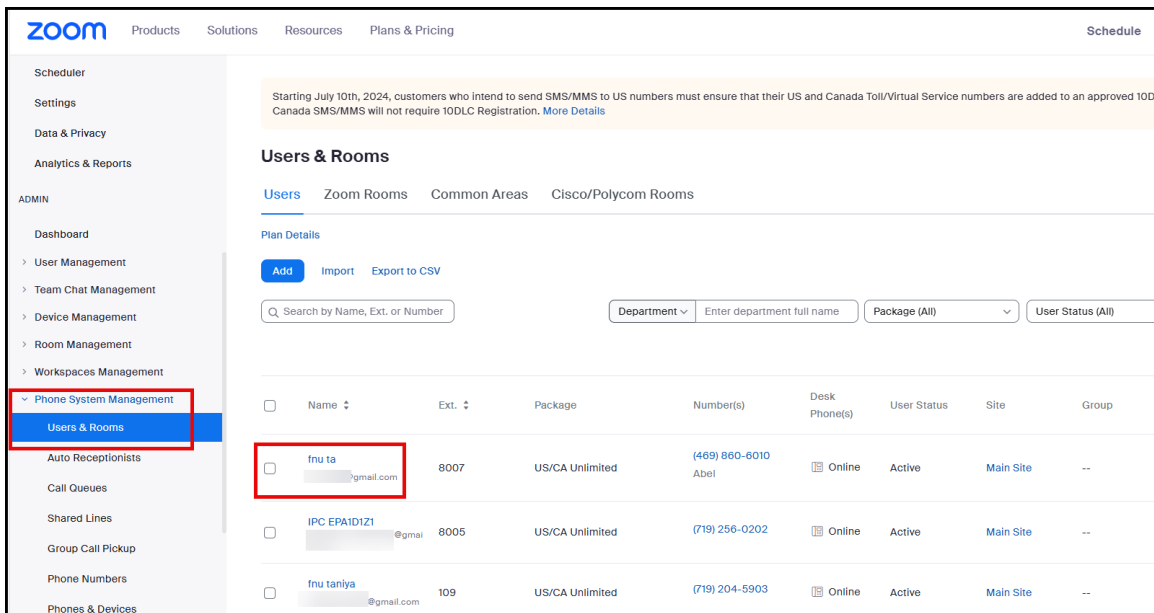


Figure 2 : Users and Rooms

4. Next to the **Package** field under **Profile**, select the **Assign** option.

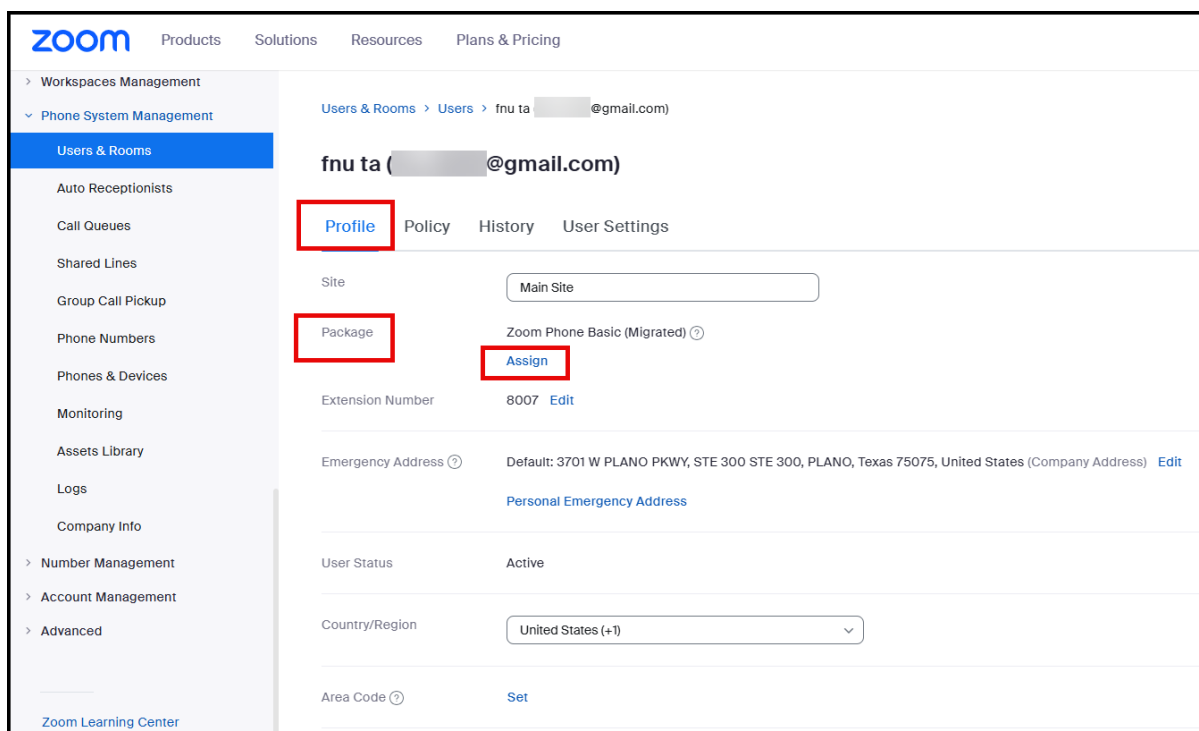


Figure 3 : Assigning Package

5. Select the desired package **US/CA Unlimited Calling Plan**. Click Save to complete.

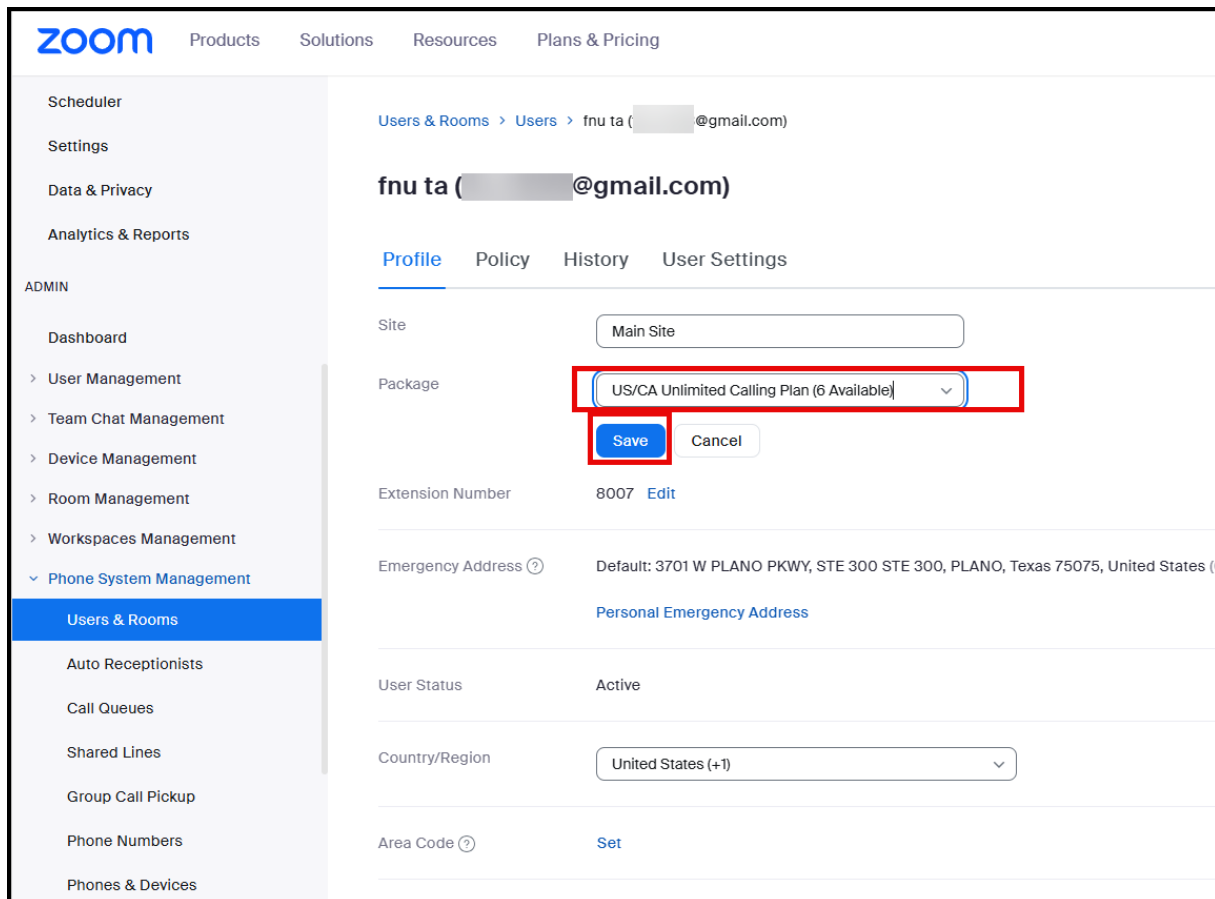


Figure 4 : Assigning Package

6. In the same field, next to **Number(s)**, select **Assign**. A pop-up page is brought up with a list of all tenant's available phone numbers.

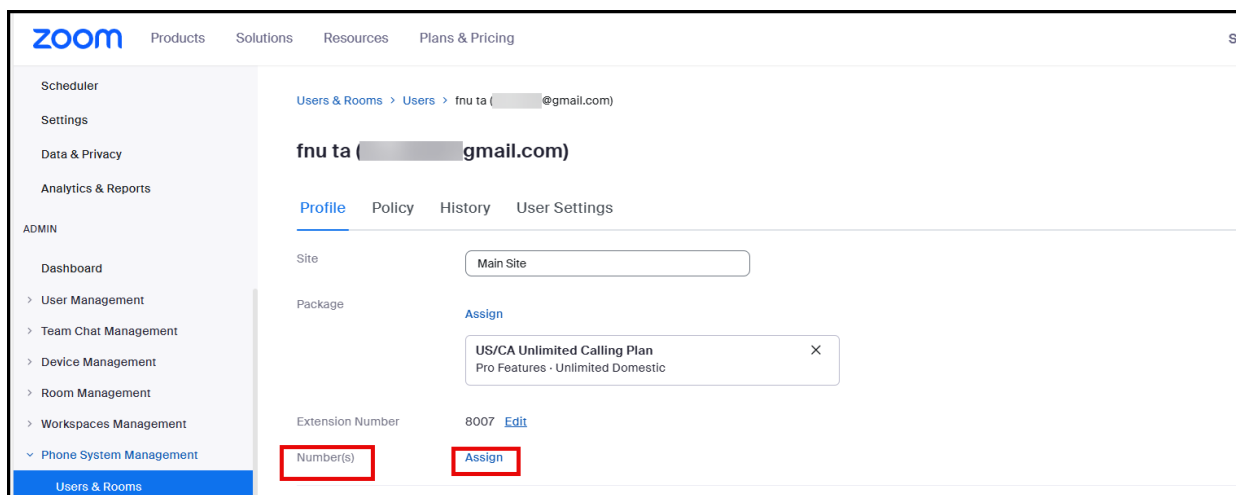


Figure 5 : Assigning Numbers

- Check the radio box next to the desired number and choose **Confirm** to complete. **NOTE:** A Calling Plan license or equivalent is required to assign PSTN DIDs.

The screenshot shows the Zoom Admin console interface. On the left is a sidebar with navigation options: Scheduler, Settings, Data & Privacy, Analytics & Reports, ADMIN, Dashboard, User Management, Team Chat Management, Device Management, Room Management, Workspaces Management, Phone System Management, Users & Rooms (highlighted), Auto Receptionists, Call Queues, Shared Lines, Group Call Pickup, Phone Numbers, Phones & Devices, and Monitoring. The main content area shows a modal window titled 'Outgoing' with a table of phone numbers. The table has columns for a selection radio button, a number field, a location field, a number type field, and a site field. The number '9010' is selected, and the 'Confirm' button at the bottom right of the modal is highlighted with a red box.

	Number	Location	Type	Site
☐	[Redacted]	United States	Toll Number	Incoming & Outgoing Main Site
☐	[Redacted]	United States	Toll Number	Incoming & Outgoing Main Site
☐	[Redacted]	United States	Toll Number	Incoming & Outgoing Main Site
☐	[Redacted]	United States	Toll Number	Incoming & Outgoing Main Site
☐	[Redacted]	United States	Toll Number	Incoming & Outgoing Main Site
☒	9010	Crandall, Texas, United States	Toll Number	Incoming & Outgoing Main Site
☐	[Redacted]	United States	Toll Number	Incoming & Outgoing Main Site
☐	[Redacted]	United States	Toll Number	Incoming & Outgoing Main Site

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Confirm Cancel

Figure 6 : Assigning Numbers

Add Mitel SIP Devices

- Navigate to **ADMIN > Phone System Management > Phones & Devices**. Click **Add**
 - Set **Display Name**: John Doe Mitel 6940w
 - Set **MAC Address**: add the 6940w MAC Address here
 - Set **Device Type**: select Mitel
 - Set **Assigned to**: Select Assign (not shown in the image below) and select the newly created user in previous steps. Select **Add**.
 - Click **Save**

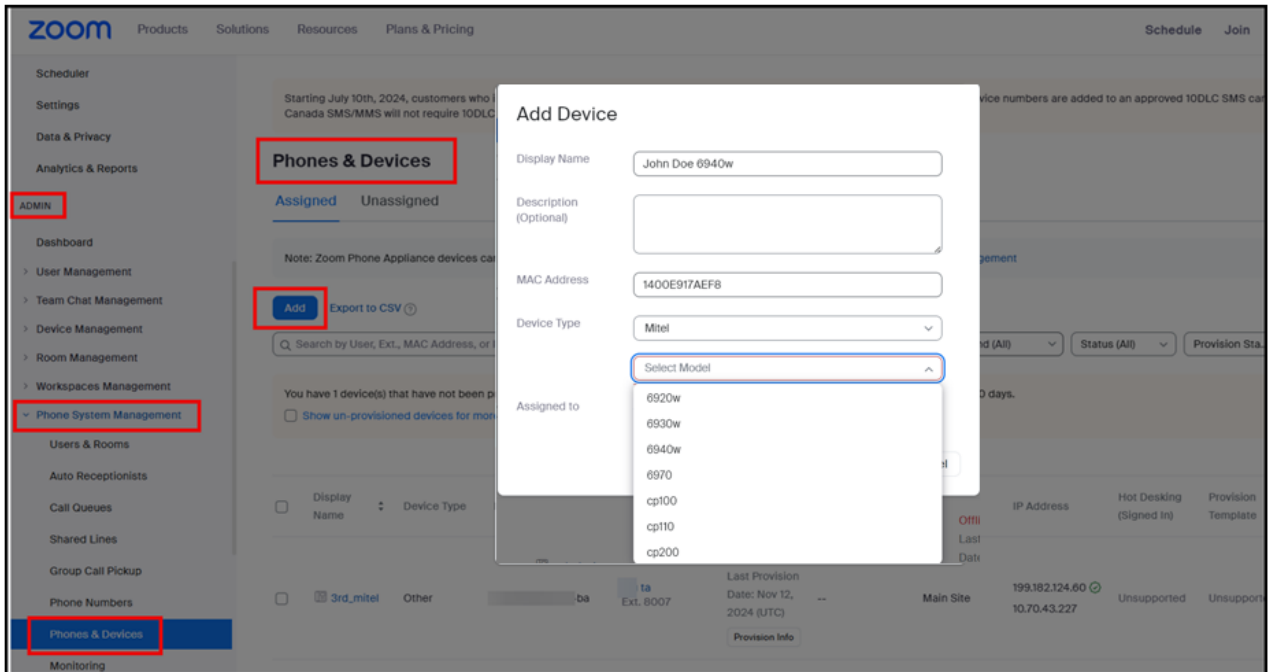


Figure 2 : Add Desk Phone

Associate Device to Zoom Phone Service

Once a device MAC is associated to a User then all that remains to do is to trigger the device to connect to Zoom Phone servers. This can be achieved either automatically (via ZTP) or manually (via adding assisted provisioning URL into the phone).

Mitel certified devices support ZTP provisioning and after adding the device Zoom Phone will automatically add the MAC address into Mitel ZTP servers. Factory resetting the phone will trigger the device to use MITEL ZTP and connect to Zoom Phone.

Factory reset needed for provisioning

This device supports zero touch provisioning. After the factory reset is triggered, the process will take a few minutes, please wait until it is finished. If it fails, try [Assisted Provisioning](#).

Figure 7 : Provisioning via ZTP

If this process is not available or fails, then assisted provisioning can be accessed via adding the model specific assisted provisioning URL into the phones WebUI configuration server settings. Instructions are provided online during the provisioning process (multiple screens).

Provisioning

MAC Address 14-00-e9-05-0f-a0

Device Type Mitel 6920w

Provisioning URL <https://gopbxmtp.zoom.us/api/v2/pbx/provisioning/Mitel/6920w>

[Copy to Clipboard](#)

1 Step 1 2 Step 2

Reset the existing configuration:

1. On your phone, press the **Settings** key.
2. Press the **Advanced** softkey at the bottom of the screen and enter the admin password.
3. Scroll all the way to the right and select **Reset**, then choose the **Factory Default** option.

NOTE: You will be prompted to enter administration login credentials. The default admin password is **22222**. If you do not know the username and password, contact the vendor of the phone.

Click **Next**.

Next

Close

Figure 8 : Provisioning via Assisted Provisioning URL

Additional Resources

[Getting started with provisioning desk phones](#)

[Provisioning Desk Phones and Devices](#)

[Assisted provisioning URLs](#)

[Your Guide to Getting Started with Zoom Phone](#)

[Zoom Phone System Support](#)