MITEL – SIP CoE

Technical Configuration Notes

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Configure Ascom i62 phones for use with MiVoice Office

SIP CoE 14-4940-00310



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Mitel Technical Configuration Notes – Configure MiVoice Office (formerly Mitel 5000 CP) for use with Ascom i62 SIP telephones. March 2014, 14-4940-00310

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Contents

OVERVIEW	1
Interop History	1
Interop Status	1
Software & Hardware Setup	1
Tested Features	2
Device Limitations	3
Network Topology	4
GENERAL CONFIGURATION NOTES	5
MiVoice Office Configuration Notes	5
MiVoice Office Configuration Notes Network Requirements	5
MiVoice Office Configuration Notes Network Requirements Assumptions for the MiVoice Office Programming	5 5 5
MiVoice Office Configuration Notes Network Requirements Assumptions for the MiVoice Office Programming Software License – SIP Licensing	5 5 6
MiVoice Office Configuration Notes Network Requirements Assumptions for the MiVoice Office Programming Software License – SIP Licensing Add a SIP Phone in MiVoice Office	5 5 6 7
MiVoice Office Configuration Notes Network Requirements Assumptions for the MiVoice Office Programming Software License – SIP Licensing Add a SIP Phone in MiVoice Office SIP Phone' configuration details	5 5 6 7
MiVoice Office Configuration Notes. Network Requirements. Assumptions for the MiVoice Office Programming Software License – SIP Licensing. Add a SIP Phone in MiVoice Office. SIP Phone' configuration details Voice Mailbox Creation	
MiVoice Office Configuration Notes. Network Requirements. Assumptions for the MiVoice Office Programming Software License – SIP Licensing. Add a SIP Phone in MiVoice Office. SIP Phone' configuration details Voice Mailbox Creation SIP Phone Groups	
MiVoice Office Configuration Notes. Network Requirements. Assumptions for the MiVoice Office Programming Software License – SIP Licensing. Add a SIP Phone in MiVoice Office. SIP Phone' configuration details Voice Mailbox Creation SIP Phone Groups Call Configurations	
MiVoice Office Configuration Notes. Network Requirements. Assumptions for the MiVoice Office Programming Software License – SIP Licensing. Add a SIP Phone in MiVoice Office. SIP Phone' configuration details Voice Mailbox Creation SIP Phone Groups Call Configurations Music-on-Hold (MOH) Configuration	

Overview

This document provides a reference to Mitel Authorized Solutions providers for configuring the MiVoice Office to host the Ascom i62 SIP telephones. Different SIP devices can be configured in various configurations depending on your VoIP solution. This document covers a basic Ascom i62 SIP telephones' setup with required options setup.

Interop History

Version	Date	Reason
1	March 2014	Initial Interop with MiVoice Office and the Ascom i62 SIP telephones

Interop Status

The Interop of the Ascom i62 SIP telephones has been given a Certification status. This device will be included in the SIP CoE Reference Guide. The status the Ascom i62 SIP telephones achieved is:



Software & Hardware Setup

This was the test setup to generate a basic SIP call between the Ascom i62 SIP telephones and MiVoice Office.

Manufacturer	Variant	Software Version
Mitel	MiVoice Office (formerly 5000 CP)	6.0.9.61
Ascom	i62 WiFi SIP telephone	5.1.22
Mitel	5340 (SIP)	05.02.03.01
Mitel	5360 (IP)	05.02.02.08

Tested Features

This is an overview of the features tested during the Interop test cycle and not a detailed view of the test cases. Please see the SIP Line Side Interoperability Test Plans for detailed test cases.

Feature	Feature Description	Issues
Basic Call	Making and Receiving basic calls	
DTMF Signal	Sending DTMF after call setup (i.e. mailbox password)	
Call Hold	Putting a call on hold	
Call Transfer	Transferring a call to another destination	1
Call Forward	Forwarding a call to another destination	
Conference	Conferencing multiple calls together	
Redial	Last Number Redial	✓
MWI	Message Waiting Indication	
Dynamic Extension	Multiple sets ringing when one number dialed	✓
T.38 Fax	Fax Messages	Not Supported
G.711 Fax	Fax Messages	Not Supported
🗹 - No issues foun	d X - Issues found, cannot recommend to use	- Issues found

Device Limitations

This is a list of problems or not supported features when Ascom i62 SIP telephones are connected to the MiVoice Office.

Feature	Problem Description
In-band DTMF on i62 WiFi	Currently, Ascom i62 WiFi SIP phone does not support in-band DTMF.
	Recommendation: Use RFC 2833.

Network Topology

This diagram shows how the testing network is configured for reference.



Figure 1 – Network Topology

General Configuration Notes

These notes offer basic guidelines how a device can be configured in a customer environment and how the Ascom i62 SIP telephones were configured in our test environment.

For more detailed information on the programming of MiVoice Office, please refer to the <u>Mitel</u> 5000 CP Features and Programming Guide.

Disclaimer: Although Mitel has attempted to setup the interop testing facility as closely as possible to a customer premise environment, implementation setup could be different onsite. YOU MUST EXERCISE YOUR OWN DUE DILIGENCE IN REVIEWING, planning, implementing, and testing a customer configuration.

MiVoice Office Configuration Notes

The following steps show how to program MiVoice Office to connect with the Ascom i62 SIP telephones.

Network Requirements

- There must be adequate bandwidth to support the voice over IP. As a guide, the Ethernet bandwidth is approx 85 Kb/s per G.711 voice session and 29 Kb/s per G.729 voice session (assumes 20ms packetization). As an example, for 20 simultaneous SIP sessions, the Ethernet bandwidth consumption will be approx 1.7 Mb/s for G.711 and 0.6Mb/s. Almost all Enterprise LAN networks can support this level of traffic without any special engineering. Please refer to the 5000 Engineering guidelines for further information.
- For high quality voice, the network connectivity must support a voice-quality grade of service (packet loss <1%, jitter < 30ms, one-way delay < 80ms).

Assumptions for the MiVoice Office Programming

• The SIP signaling connection uses UDP on Port 5060.

Software License - SIP Licensing

Ensure that MiVoice Office is equipped with enough Category 'F' Phones licenses for the connection of SIP end points. This can be verified within the Software License Feature section form.

5000 CP Gradient Accounts Software License System	Software License Feature	Value
Accounts Software License System	OF C . T	
Software License System	System Type	5000 CP
E System	💯 ACD Hunt Group	Yes
1 20 June	🖗 Additional T1/E1/PRI Ports	3
Osers Osers	🕲 Agent Help	Yes
Im main voice Processor	💯 Analog Voice Mail Hunt Group	Yes
	🕲 Category 'A' Phones	100
	Category 'B' Phones	100
	💯 Category 'C' Phones	100
	🕲 Category 'D' Phones	100
	Category 'E' Phones	32
	Strategory 'F' Phones	32
	🖓 Desktop Interface	Yes
	Opnamic Extension Express	Yes
	STIE-Based MOH Sources	100
	💯 Hot Desking	Yes
	IP Networking	Unlimited
	Meet-Me Conferencing	Yes
	💯 Remote ACD Hunt Groups	Yes
	SIP Trunks	100
	🕅 SIP Voice Mail Ports	100
	💯 System Health Report	Yes
	💯 System OAI Events	Yes
	🕅 System OAI Third Party Call Control	Yes
	💯 Voice Processor Messaging Networking	Yes
	🕅 Unified Voice Messaging Ports	32
	🕅 Unified Voice Messaging Blackberry® Integration	Yes
	💯 Unified Voice Messaging E-mail Synchronization	Yes
	^{(別} User Web Portal	Yes

Figure 2 – Software License

Add a SIP Phone in MiVoice Office

Navigate to System->Device and Feature Codes->Phones->Local (for networked configurations).

Right click on the free space in right hand side pane and select Create SIP Phone as shown in **Figure 3**.

Pick (or type in) the extension number for the new SIP phone and click OK.



Figure 3 – SIP phone creation

SIP Phone' configuration details

After successful creation of a new SIP phone, double click on it. The default configuration settings will be displayed as shown in **Figure 4**.

In this screen, you may need to change some of the settings:

1. Passcode – this passcode is used for Remote Programming feature such as call forward to the public network. The default passcode is the extension number of the phone.

- Configure Audio settings for camped, held and ringing calls as required. For instance, you can change the audio playback ringing, camped or holding scenarios to <u>File-Based</u> <u>Music-on-Hold</u> and described later in this document.
- 3. Take a note of SIP Phone Group number since we will need it later.



Figure 4 – SIP phone configuration overview

Associated Extensions

Click Associated Extensions node as shown in **Figure 5**.

Configure Voice Mail extension according to the site configuration. Also, configure Outgoing Extension to allow this SIP phone to seizure some definite trunk line when making an outbound call.



Figure 5 – Settings for Associated Extensions

Flags

14-4940-00310

The use of Flags can differ from site to site. In our test environment, we use the settings as shown in **Figure 6**.

Modems	*	Flag	Value
 Network Groups Nodes Page Ports Page Zones Phones 10220 10221 10221 10222 10223 1000 1001 1001 1001 1003 1011 1015 1015 1020 Gass of Service Fags Forwarding Paths Wailboxes CO Trunk Groups SIP Peers 	III	 Alternate Hold Timer Attendant Audio Diagnostics Camp-On to ARS DID/E&M Receive Busy Instead of Camp-On Do-Not-Disturb Allowed Manual Forward To Public Network Propagate Original Caller ID on Transfer Receive Busy Instead of DND Ring Intercom Always On/Off System Forwarding 	No Yes No Yes Yes No No No Yes
Node 1 Online 5000 CP North America	Dot51	192.168.101.51	

Figure 6 – Flag settings (an example)

Voice Mailbox Creation

By default, when the new phone has been added to MiVoice Office, there was no voicemail box created for this extension.

That's why, if you click Mailboxes node as in **Figure 6**, you don't see any mailboxes associated with this new extension. So, we have to create the user's voice mailbox manually.

Navigate to Voice Processor->Devices->Mailboxes->Local (for networked configurations).

Right click on the free space in right hand side pane and select Create Associated Mailboxes as shown in **Figure 7**.

Select the phone type – SIP Phone, and click Next. Click on newly created SIP phone and click Add Items button. Then click Finish button.



Figure 7 – Mailbox creation

After successful creation of the new voice mailbox, double click on it to view its settings. Since the associated user has never accessed the voicemail before, the default mailbox initialization status is set to No and the System Greeting is being used as the default one. The default passcode to access voice mailbox is 1111.

So, make a call from Ascom i62 into the voicemail pilot number to initialize the mailbox. (You need to change the passcode and record the voicemail box' name and greetings). Configure some other options as required. See the example in **Figure 8**.



Figure 8 – Voice mailbox settings

When configuring call forwarding to a voicemail box, it is not enough to create the mailbox and assign it to the phone. You also have to define the Forwarding Path and assign it to the phone. To do this:

- 1. Navigate to System->Phone Related Information->System Forwarding Paths
- Define at least Forwarding Point 1 for the selected path. In the example in Figure 9, we defined extension 2500 as the forwarding point for the path #1. Extension 2500 represents the pilot number to dial Basic voicemail (BVM).

NOTE: You can create many Forwarding Paths for various circumstances. For easier identification later on, we would recommend to enter a text in the Description field as shown in **Figure 9**.

🕀 🥒 Phones	·	Number	Description	Forwarding Point 1	Forwarding Point 2	Forwarding Po
E Trunk Groups		➡1	to Basic VM	2500	32 NONE	32 NONE
I Mode Trunk Groups		⇒ 2		22 NONE	22 NONE	32 NONE
🕀 📲 SIP Peers		⇒3		32 NONE	2 NONE	32 NONE
⊞TJ Trunks		⇒ 4		32 NONE	22 NONE	22 NONE
Echo Profiles		⇒ 5		38 NONE	22 NONE	22 NONE
E-mail Gateway		➡ 6		12 NONE	22 NONE	12 NONE
••••••••••••••••••••••••••••••••••••••		7		22 NONE	22 NONE	22 NONE
		* 8		22 NONE	22 NONE	22 NONE
Hunt-Group Related Information		→ 0		22 NONE	22 NONE	22 NONE
P-Related Information		→ 10		2 NONE	22 NONE	22 NONE
T Maintenance		→ 11		2 NONE	28 NONE	22 NONE
Numbering Dan				20 NONE	20 NONE	20 NONE
Phone-Related Information		12			20 NONE	
Account Codes						20 NONE
Application Profiles						
Applications						20 NONE
Attendants						20 NONE
Audio Diagnostics				NONE	20 NONE	20 NONE
Flags		➡ 18		2 NONE	20 NONE	NONE
Key Assignments		➡ 19		NONE	20 NONE	NONE
Message Centers		➡ 20		NONE	2 NONE	NONE
Hessages	=	➡ 21		NONE	NONE	NONE
Rimary Attendants		➡ 22		NONE	NONE	NONE
System Forwarding Paths		➡ 23		NONE NONE	NONE	2 NONE
System Speed Dial		➡ 24		NONE NONE	NONE NONE	2 NONE
Reference Clock List		➡ 25		2 NONE	2 NONE	2 NONE
Sockets		➡ 26		22 NONE	🧟 NONE	22 NONE
System Manager		➡ 27		22 NONE	22 NONE	22 NONE
S Timers and Limits		➡ 28		2 NONE	22 NONE	32 NONE
Trunk-Related Information		➡ 29		22 NONE	22 NONE	22 NONE
Users		➡ 30		32 NONE	22 NONE	32 NONE
) Voice Processor		a ≜ 21		20 NONE	20 NIONE	20 NONE

Figure 9 - Example of Forwarding Path definition

Now, when Forwarding Path #1 is configured, we can assign it the phone:

- 1. Navigate to System->Device and Feature Codes->Phones-><Phone's extension number>->Forwarding Paths
- 2. Right click in right hand pane and select Add to Forwarding Paths List
- 3. Select the Forwarding Paths and click Next
- 4. Select the required Forwarding Path's number (#1) and click Add Items button
- 5. Click Finish

NOTE: If you wish to forward unanswered <u>internal</u> calls to the defined Forwarding Point, set parameter **Fwd Call Type – IC Calls** to "**Yes**" as shown on **Figure 10**.



Figure 10 - Example of the properties for defined Forwarding Path

SIP Phone Groups

Previously, we noticed the SIP Phone Group' number in <u>SIP Phone' configuration details</u> section. Now, we need to configure some settings there.

Navigate to System->Device and Feature Codes->SIP Peers->SIP Phone Groups and collapse the node where our SIP phone resides (P9006 in our test environment). Click Configuration as shown in **Figure 11**.

In Configuration screen, we can see in which Call Configuration this SIP phone resides in. You can access the Call Configuration for this Phone Group by double clicking on it. See section <u>Call Configuration</u> section later in this document for details.

Here, we also can define whether Camp-on allowed or not and change the phones' operational status to e.g. Out-of-Service – Maintenance.

Make sure that Maximum Number of Calls is set to 2! Otherwise, Call Forwarding on Busy will not work.



Figure 11 – SIP Phone Groups' configuration

Authentication

To increase the security of SIP devices Mitel recommends enabling In-Bound Authentication where possible.

Click Authentication and ensure that option Enable In-bound Authentication is set to "Yes" as shown in **Figure 12**.

Enter alphanumerical details in the In-Bound Authentication Username and Password fields. **NOTE:** Make sure that these Username and Password match the settings for the SIP authentication in your Ascom i62 SIP phone.

Making these changes will provide an increased level of security as the SIP device is challenged for logon, and its username and password checked against those you have configured.



Figure 12 – Authentication setting for the SIP Phone Group

MWI

The MWI field determines whether the phone accepts Message Waiting Indication (MWI) from MiVoice Office.

Verify that option Accept MWI is set to Yes. See Figure 13 for details.

Leave the configuration option for NAT Settings at its default value. Registrations - All fields there are read-only and will appear after SIP device registered with MiVoice Office.



Figure 13 – MWI settings

Call Configurations

Call configurations define the settings that IP and SIP phones use when connected to calls. You can assign multiple devices to a specific call configuration.

By default, all IP devices are being placed in Call Configuration 1, which is programmable. For the SIP phones, you assign the Call Configuration to the <u>SIP Phone Groups</u>.

You can program up to 25 different Call Configurations.

Set Audio Frames/IP Packet to "2" which corresponds to the RTP packet rate of 20ms.

Ensure that **DTMF Encoding Setting** and **Transmit Lever** are set according to the site requirements.

NOTE: Since Ascom i62 WiFi does not support in-band DTMF, we recommend setting DTMF Encoding to "RFC2833".

Also set the required Speech Encoding Setting.

See an example in Figure 14.

To view the list of the SIP Phone Groups that are currently assigned to the call configuration, navigate to:

- 6. System->IP-Related Information->Call Configurations->SIP Phone Groups
- 7. Click the SIP Phone's group number.



Figure 14 – Call Configuration

Music-on-Hold (MOH) Configuration

There is a built-in port located on the back of MiVoice Office chassis where you can connect an external music source.

Alternatively, you can use File-Based MOH which plays the audio file stored in system memory.

NOTE: This feature requires the File-Based MOH Source software license.

Before File-Based MOH will be enabled in MiVoice Office, you have to convert your music file into 8bit, Mono, non-proprietary G.711 format. The converted file must have extension **.n64u**.

After file conversion step, you have to upload this .n64u audio file to MiVoice Office using the web connection (and not through the Mitel DB Programming!). For details, please refer to the Mitel 5000 CP Features and Programming Guide.

When preparation steps are completed, you can enable File-Based MOH for the SIP phone.

Navigate to SIP phone's main configuration page as in Figure 4.

As an example, let's set File-Based MOH for the **Calls Holding for this Device**. Click corresponding line in Value column and select "File-Based MOH" as shown in **Figure 15**.

Right click on Extended Value and follow the wizard to pick and assign the newly uploaded audio file as the source of music.



Figure 15 – Select File-Based MOH

Ascom i62 WiFi Configuration Notes

The following steps show the basics of how to program the Ascom i62 WiFi phones to interconnect with the MiVoice Office.

The configuration settings below are the main reference points and by no means be considered as the comprehensive configuration instructions.

The Portable Device Manager (PDM) is used for administration and programming of the i62 WiFi handsets and exists in two versions, the *PDM Windows version* and the *PDM System version*.

Below note describes configuration with PDM Windows version. All settings and updates are in this case done via the DP1 Desktop Programmer for i62.

The following steps show how to program the Ascom i62 WiFi phone to interconnect with the MiVoice Office. In the Windows' Start menu, select *All Programs -> Ascom WinPDM -> Ascom WinPDM*.

- 1. Navigate to File -> Site Management
- 2. In Site Management window, click New button and enter the site details as it is shown on **Figure 16**.

Site management		X
Name	Description	New
👩 Create site	ne Description Create site Import Export Export Edit OK Cance Open Load Delete Close	
Site name: New Site		Export
Description:		Edit
	OK Cancel	Open
		Load
		Delete
		Close

Figure 16 - Create new site

NewSite - WinP	DM						- 0 X
File Device Numb	oer Template Licen	se Options H	lelp				
Devices Numbers	Templates Licenses						
	J File management					23)
New Edit Delet	Parameter definition	Software Lar	nguage Company Phone	book			
(AII)	Device type	Version	Parameter defin	Software type	File	Add	
5604 5624	5603 5604	4.0.7 4.0.7	15.95 25.175	Firmware Firmware	5603_v4.0.7.bin 5604_v4.0.7.bin	Delete	· Ldstr
Desktop Charger A	5604 Alarm	4.0.7	25.175	Firmware	5604_Alarm_v4		i
d62 Protector	5607	4.0.7	1.155	Firmware	5607_v4.0.7.bin		
i62 Messenger i62 Protector	Import files	4.0.7	1.155	Firmware	5607_Alarm_V4	×	
i62 Talker	Look in:	E Desktop			- 🌶 📂 🛄		
	Recent Items	Name Release P work	lan Rev Mar 2013A.ppt.	Size It 683 bytes Si Fi	tem type Date n hortcut 2013-1 ile folder 2013-1 KG File 2014	nodified 05-15 1 12-18 1	
	Desktop	File name:	Ascom_i62_v5.1.22.pkg	14,5 1010 1		Open	
		Files of type:	Software files (.bin, .im	g, .mot, .pkg)	•	Cancel	
	ספסום	4.2.3	23.221	rimware	D1090_V4.2.3.0III		
	i62 Messenger	5.1.22	14.269	Firmware	Ascom_i62_Mess		
	i62 Talker	5.1.22	14.269	Firmware	Ascom i62 Talke		
	Rack Charger	1.5.2	3.2	Firmware	Rack_Charger_v		
•						Close	
1 item selected							

3. Import the package containing the definition file and the software, File>File Management

Figure 17 – Add new package

4. Click Numbers tab and then click New button. Enter the handset number, which matches the extension number created in the Mitel MiVoice Office, and ensure that Device type is correct (see **Figure 18**).

🗿 New numb	ers X
Device type:	i62 Talker 👻
Parameter vers	ion: 14.269
Template:	None 👻
P	refix:
Single C	all number: 1020
🔘 Range St	art call number:
St	top call number:
	OK Cancel

Figure 18 – Add new number

5. Insert Ascom i62 WiFi phone into USB cradle. As soon as new device is detected by USB port, the New Device Wizard window will popup offering to "Associate this handset with number", "Run template" or "Do nothing". Select "Associate this handset with number" and then select the number that you have just added (see **Figure 19**).

The prompt to enter user name and password should appear on the phone's screen. Since this phone has not been configured yet, leave it for now.

NOTE: The new configuration settings will come into effect as soon as you remove the handset from USB cradle.

Device Wizard		×`									
Welcome to the Found Device Wizard											
Ascom WinPDM has detected a i62 Talker device with parameter ve	rsion 14.26	9									
What do you wish to do with this device?											
Associate with number	Associa	ate device		1.00							x
Associate this device with an available number.	Co Associ										
Run template	Choose a	number to associat	te with								_
Run a template on this device.	Desc	Number	Devic	Para	D	o	Sta	Sa	La	La	
		4444	i62 Talker	14.150			Sync	V			
Edit parameters		1020	i62 Talker	14.269	00		Not	\checkmark	201		
Edit parameters on this device.		49894423413331	162 Talker	14.2/1			Sync	~			
Do nothing											
Close this dialog without any further actions.											
Child March to another											
Click Next to continue											
Next >											
inc. ()											
											Ŧ
	Search f	ior:		in:	Descri	iption	•		Show al		
								ОК		Cano	el

Figure 19 – Associate number with device

6. Click again Numbers tab and right click on the number in right hand pane. Select Edit.

NOTE: Alternatively, you can select the number in the right hand pane and then click "Edit" button at the tab's top.

7. In Edit Parameters screen, collapse System node and select Network A. Configure the highlighted parameters (see **Figure 20**).

NOTE: In our test environment, we have chosen to use "DHCP mode" and leave the default IP settings intact.

NOTE: The setting for "SSID" <u>must match exactly</u> the one configured in your wireless access point. The Security mode of choice for the validation was WPA2-PSK AES.



Figure 20 – Network Settings

Ascom i62

8. In Edit Parameters screen, expand VoIP node and click General. Select **SIP** as the **VoIP protocol** and ensure that the **Codec configuration** conforms to your Network deployment.

👸 Edit parameters for	1020	×
Device type: i62	Talker	
Parameter version: 14.	269	
Parameter version: 14.	269 Name Value Replace Call Rejected with User Busy Yes VoIP protocol SIP Codec configuration G.711 u-law Codec packetization time configuration 20 Offer Secure RTP No Internal call number length 4 Endpoint number 1020	2 2 2 2 2 2 2 2 2
	OK	Cancel

Figure 21 – VoIP: General

In left hand pane, click VoIP and then SIP. Enter the IP address/FQDN of the Mitel MiVoice Office. Enter the password of the device as previously configured on the MiVoice Office in the 'SIP proxy password' field. Ensure that the Registration identity and Authentication identity are the same Endpoint Number. Set the Hold type to SendOnly as shown below. Make sure the SIP proxy password matches the password set in the MiVoice Office (See section Authentication and Figure 12).

6 Edit parameters	for 1020					x
Device type:	i62 Talker	•				
Parameter version:	14.269					
Network Network Device Audio Presence Location VoIP General H.323 SIP Customization Headset User Profiles Shortcuts	1	Name SIP Transport Outbound proxy mode Primary SIP proxy Secondary SIP proxy Listening port SIP proxy ID SIP proxy password Send DTMF using RFC 2 Hold type Registration identity Authentication identity Call forward locally Hold on Transfer Direct signaling SIP Register Expiration SIP Message behavior	833 or SIP I	Value UDP No 192.168.101.51 0.0.0.0 5060 ********** RFC2833 SendOnly Endpoint number Endpoint number Yes Yes No No 300 Ignore		
				ОК	Cance	!

Figure 22 – VoIP: SIP settings

9. In left hand pane, click Device and then Message Centre.

The "**Message Centre number**" is required in order the handset to send SUBSCRIBE message to the MiVoice Office (needed for MWI). Enter the extension of the Voice Mail in both the "**Message Centre number**" and the "**Voice mail number**". See **Figure 23** for details.

Edit parameters for 1020			×
Device type: i62 Talker Parameter version: 14.269			
Network Device Call Services In call functionality Settings General Unite Wessage centre Call Emergency call Nur Log Audio Presence Customization User Profiles Shortcuts In custom custom	Name Message Centre number Voice mail number Voice mail call clears MWI	Value 2500 2500 No	
		ОК	Cancel

Figure 23 – Device settings: Message Centre



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