MITEL – SIP COE

Technical Configuration Notes

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SIP CoE 10-4940-00152



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Mitel Technical Configuration Notes – Configure the MCD for use with the Ascom i62 March 2014, 14-4940-00152_3

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Overview

This document provides a reference to Mitel Authorized Solutions providers for configuring the Mitel MCD to host the Ascom i62 Phone. The different devices can be configured in various configurations depending on your VoIP solution. This document covers a basic setup with required option setup.

Interop History

Version	Date Reason				
1	November 8, 2010	Initial Interop with Mitel 3300 MCD 4.2 and the Ascom i62 v2.1.19			
2	Mars 3, 2014	Interop with Mitel MCD 6.0 SP3 and the Ascom i62 v5.1.22			

Interop Status

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

COMPATIBLE	The most common certification which means the device/service has been tested and/or validated by the Mitel SIP CoE team. Product support will provide all necessary support related to the interop, but issues unique or specific to the 3rd party will be referred to the 3rd party as appropriate.
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Software & Hardware Setup

This was the test setup to generate a basic SIP call between the Ascom i62 SIP device and the MCD.

Manufacturer	Variant	Software Version
Mitel	MCD Platform	12.0.3.15
Mitel	5330	5.2
Mitel	5340	5.2
Mitel	5360	5.2
Mitel	5624	5.1.18
Ascom	i62	5.1.22

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 Pans for detailed test cases.

Feature	Feature Description	Issues	
Basic Call	Making and receiving a call		
DTMF Signal	Sending DTMF after call setup (i.e. mailbox password)	1	
Call Hold	Putting a call on hold	1	
Call Transfer	Transferring a call to another destination		
Call Forward	ward Forwarding a call to another destination		
Conference	Conferencing multiple calls together		
Redial	Last Number Redial	1	
MWI	Message Waiting Indication	1	
T.38 Fax	Fax Messages	Not Supported	
Video	Video Capabilities	Not Supported	
Teleworker	Mitel remote connectivity with Teleworker	Not tested	
Personal Ring Group	Multiple sets ringing when one number dialed	V	
Resiliency	Device able to handle one MCD failing		
1			

 \mathbf{V} - No issues found \mathbf{X} - Issues found, cannot recommend to use Δ - Issues found

Device Recommendations

The Ascom i62 is recommended to be deployed in Device Based mode. If configuring the network for Resiliency, it is recommended to use the Ascom i62 built in Failback Redundancy settings. Refer to the Ascom i62 Resiliency programming section later on in this document.

Resiliency

The following table lists the scenarios of resilience supported by this device when connected to the MCD.

Device	Scenario 1	Scenario 2	Scenario 3	Scenario 4
	Bronze	Silver	Gold	Platinum
Ascom i62	1	✓	Not Supported	Not Supported
	× •			A

 \blacksquare - No issues found \blacksquare - Issues found, cannot recommend use \blacksquare - Issues found

Note: Refer to list of device limitations and known issues later in the document for recommendations.

The various scenarios are described below. The scenario names are a convenience for understanding this section of the configuration guide.

Scenario 1: Resiliency is achieved by utilizing the ability of DNS servers to provide multiple IP addresses against a single FQDN. This is generally achieved by using DNS SRV or A records. This scenario requires nothing from a SIP Endpoint except that it supports standard DNS behaviour.

Scenario 2: The device has inherent knowledge of the primary and secondary MCDs and will switch between them if a SIP request (**REGISTER**, **INVITE**, or **SUBSCRIBE**) times out. Behaviour will be characterized based on whether the device returns to primary ICP and when this occurs. This scenario has some dependency on user action in order to detect a failure, especially if configured with a long registration expiry time, so the chance of a user experiencing a long delay making a call goes up.

Scenario 3: The behaviour of the device is the same as that of scenario 2, except that the device will "ping" the currently active server with an **OPTIONS** request. If the **OPTIONS** request times out, the device will switch to the alternate server for all future requests. The intent of this scenario is to provide much faster failure detection by the device. This will allow devices to failover to their alternate ICP much more quickly, and much more unnoticeably. (If the device can detect a failure of the primary ICP, and can failover immediately, the chance that the user even notices a lack of service falls dramatically.)

Scenario 4: The device will support a new SIP header designed specifically for resiliency. The *P-Alternate-Server* header must be included in a **200 OK** or **301 Moved Permanently** response. This header will include data that designates the potential servers and which server the UA must use.

Device Limitations

This is a list of problems or not supported features when the Ascom i62 SIP device is connected to the Mitel MCD.

Feature	Problem Description
Call Park	The Ascom i62 can only retrieve the last parked call on any given number.
	Recommendation: This is a known behaviour of call park. See Mitel Support for further information on this feature.
PRG	The Ascom i62 cannot push a call back to the Personal Ring Group using the Handoff Feature Access Code.
	Recommendation: This is a known problem with the Personal Ring Group. Contact Mitel Support for further information and reference DPAR MN00326623.
DTMF	The Ascom i62 do not support in-band DTMF.
	Recommendation: Use the default DTMF setting (out-of-band, RFC2833).
Call Forwarding with MBG	The MBG does not currently support device based features.
Not tested	Recommendation: Use the MCD to configure the Call Forwarding, either with FAC or through the web manager. Contact Mitel Support for further information and refer to DPAR MN00361640.
MWI with MBG Not tested	The Ascom i62 cannot currently SUBSCRIBE for MWI when registering through the MBG. The i62 will not receive a notification if there is a new message waiting in its voice mail.
	Recommendation: Mitel is aware of the problem and is working on correcting it. Contact Mitel Support for further information and refer to DPAR MN00361522.

Network Topology

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



Figure 1 – Network Topology

Configuration Notes

This section is a description of how the SIP Interop was configured. These notes should give a guideline how a device can be configured in a customer environment and how the Ascom i62 was configured in our test environment.

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.

MCD Configuration Notes

The following steps show how to program a MCD to connect with the Ascom i62 Phone.

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 packet size). 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 MCD 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 MCD Programming

• The SIP signaling connection uses UDP on Port 5060.

Licensing and Option Selection – SIP Licensing

Ensure that the MCD is equipped with enough SIP Device licenses for the connection of SIP end points. This can be verified within the License and Option Selection form.

	'10.30.32.17(2.170' Alarm Status: 🔗 No Alarm 2014-Mar-04 21:44:40					N	Message Board About Help Logo			
View Alphabetically 🗸 🛹 sps	Share	License and (Option Selection	DN 1	o search	~	Show	form on Not	Accessible	Go 🖌	
IP Consoles 🖨	_	Change					Print	. Import	Export	Data Refresh	
IP Routing											
IP Telephones - All		License a	and Option Selection	1							
IP Telephones - Programme	d										
IP Telephones - Unprogram	med	Online Licer	sing with the Applicat	tion Managen	nent Center						
IP/XNET Trunk Groups											
IP/XNET Trunk Profiles			Application Record I	D 97506792							
ISDN Called Party Inward D	ialing Moc	Custom Tur	Licence Charing	Llandurana k	dentifier						
ISDN Calling Party Inward D	ialing Mo	System Type	e License Snaring	Hardware II	dentitier						
ISDN Outgoing Numbers		Enterprise	INU	0000003366	ou				Local Limite		
ISDN Protocol									Local Linits		
Key Templates 🧬			4				Available			Can be	
L2 to CESID Mapping		Licensed Op	buons		Locally	Locally	for	Durahaaad	Licenses	Over	
LAN Policy (QoS)					Consumed	Allocated	Allocation	Purchaseu	Allowed	Allocated	
Layer 2 Switch		Users									
License and Option Selectio	n		IP Users		30	67	0	67	Unrestricted	Yes	
Line Quality Measurement			External Hot Desk U	sers	0	6	0	6	Unrestricted	Yes	
Linked Suites 🧬			ACD Active Agents		0	5	20 1	5	Unrestricted	Yes	
Local-only Directory Numbe	r List 🧀		Analog Lines		ŏ	16	0	16	Unrestricted	Yes	
Location Based Numbers 🚜	<u>،</u>		IP Console Active O	perators	0	0	1 🚎	0	Unrestricted	Yes	
Location Specification 🧈			Multi-device Users		0	0	20 າຫ	0	Unrestricted	Yes	
			Wulli-device Sulles		U	U	20 🧰	U	Unrestricted	Yes	
		Messagin	g								
Loudeneeker Deging	ware		Embedded Voice Ma	il	17	20	0	20	Unrestricted	Yes	
Loudspeaker Paging			Embedded Voice Ma	il PMS	1	Yes	0	1	Unrestricted	Yes	
Maintenance Commands		Trunking	/Networking								
Maintenance Logs - Air			Digital Links		0	2	0	2	Unrestricted	Yes	
Maintenance Logs - Error			Compression			8	0	8	Unrestricted	Yes	
Maintenance Logs - Mornin			SIP Trunks		3	4	0	4	Unrestricted	Yes	
MiXML Applications	9		on mana				Ŭ		omesticed	105	
Multi device Suites		Others									
Multi dovice Lloor Groups	<u> </u>		MCD IDS Connection	n	0	No	1 भ	0	Unrestricted	Yes	
Multi-device Oser Groups @			MLPP		U	NO	1 1	0	Unrestricted	Yes	
Multiline Advisory Messages	· 🛹	Configuratio	on Options			1-2-4					
Multiline Appearance Group	s		Country			United Kingdom					
Multiline DNI Sets			Extended Agent Skil	I Group		No					
Multiline IP Sets 🖨			Maximum Elements	ble IP Users		30					
Multiline Set Keys 🦨			and Devices	00010		700					
Network Elements 📣			Extended Hunt Grou	p pndod Kov		No					
Network Services Units	~		Lines	sideu Key	I	No					

Figure 2 – License and Option Selection

Class of Service Assignment

The Class of Service Options Assignment form is used to create or edit a Class of Service and specify its options. Classes of Service, identified by Class of Service numbers, are referenced by the Station Service Assignment form for the SIP devices.

Many different options may be required for your site deployment, but these are the options that are required to be changed from the default for a Generic SIP Device to work with the MCD.

- HCI/CTI/TAPI Call Control Allowed set to Yes
- HCI/CTI/TAPI Monitor Allowed set to Yes
- Message Waiting set to Yes
- Conference Call set to Yes
- Public Network Access via DPNSS set to Yes
- Auto Campon Timer is blanked (no value)

	ode '10.30.32.1	170' /	Alarm Status: 🧭 No Alarm 2014-Mar-04 21:44:40		Message Board About	Help Logout
View Alphabetically 🗸 🐗	3DS Share		Class of Service Options DN to search	<u>~</u>	Show form on Not Accessible	✓ Go ↓
ARS Route Plans ARS Routes	mhore -	^	Change Copy		Print Import Export	. Data Refresh
Associated Directory Nu	mbers 🛹		< Page 1 of 11 >	Go to:	✓ value:	Go
Backup			Class of Service Options			
Bandwidth Management	t 🛹		Class Of Service Number		Comment	
Bearer Capabilities			1			
Call Coverage Services	47		2			
Call Forwarding Profile	₽		-			
Call Park			3			
Call Recognition Service	9 🧈		4		Multiline Sets	
Call Rerouting 🖨			5		VM Ports	
Call Rerouting Always A	Iternatives 🤞		6			
Call Rerouting First Alter	rnatives 🛹		7			
Call Rerouting Second A	\Iternatives 🤞					
Calling Line ID Restrictio	on .		8			
Card Assignment			9			~
CESID - Default			10			
CESID Assignment 🧬			General Advanced			
CESID Logs			Class Of Service Number	4		
Class of Restriction Grou	ups 🧬		Comment	Multilin	ne Sets	\sim
Class of Service Options	i 🧈		ACD			
Cluster Elements 🚁	i		ACD Agent Behavior on No Answer	Logout	t	
CO Tone Detection			ACD Make Busy on Login	15 No		
Codec Settings 🚕			ACD Silent Monitor Accept	No		
Console Softkeys			ACD Silent Monitor Allowed	No		
Controller Module Config	uration		Follow 2nd Alternate Reroute for Recall to Busy ACD Ager	nt No		
Controller Registry -	garadon		Work Timer	0		
CPN Substitution			Announce			
Current Bandwidth Static	stics		Call Announce Line	No		
Date and Time			Handsfree AnswerBack Allowed	No		
			Busy Override	110		
Denault Account Codes	€ ⁷		Busy Override Security	No		
Device Control 11			Disable Executive Busy Override Tone	No		
Device Connectivity - Al	1 Wod		Executive Busy Override	Yes		
Device Connectivity - Mo	oved		Call Control Timer			
DHCP IP Address Rang	e		Dialing Conflict Timer	30		
DHCP Lease Viewer			First Digit Timer	15		
DHCP Options		V	Inter Digit Timer	10		
DHCP Server			Call Duration	45		\sim
(>		Can Ouration			

Figure 3 – Class of Service

SIP Device Capabilities Assignment

This form provides configuration options that can be applied to various types of SIP devices. The association between the SIP device and the form is similar to how the Class of Service options work. The SIP Device Capabilities number provides a SIP profile that can be applied to particular SIP devices to allow for alternate capabilities as recommended through the Mitel interop process.

Ascom i62 is recommended to use the predefined SIP Device Capabilities number 69

MITEL Node '10.30.32.170)' Alarm Status: 🔗 No Alarm 2014-Feb-:	24 17:06:17	Message Board About Help Logout			
View Alphabetically 🔽 🛹 SDS Share	SIP Device Capabilities	DN to search	Show form on Not Accessible 🔽 Go 🗸			
Restore Ring Groups 🚓 Scheduler	Change Copy		Print Import Export Data Refresh			
SDS Distribution Errors - All SDS Distribution Errors - System SDS Distribution Errors - User	64	Generic SIP	ŕ			
SDS Form Comparison SDS Form Sharing 💣 Shared System Ontions 者	66 67	5603 SH 5604 SIP 5607 SIP				
Single Line DNI Sets Single Line IP Sets	68 69	5610 SIP 5624 SIP				
SIP Device Capabilities SIP Peer Profile SIP Peer Profile Assignment by Incorr	70 71	5505 SIP UC Endpoint	and and			
SIP Peer Profile Called Party Inward L SIP Peer Profile Calling Party Inward I SMDR Options 💣 SNMP Configuration 🖨	SIP Device Capabilities Basic SDP Options Signalin	g and Header Manipulation Distinctive Ring To	ones Timers Key Press Event Record Information			
SNMP Trap Forwarding Software Logs - All Software Logs - Error	Advanced SIP Device Capabilities Number Comment		69 5624 SIP			
Software Logs - Info Software Logs - Warning Spanning Tree	Call Routing and Administration Op Outbound Proxy Server Replace System based with Devi	tions ce based In-Call Features	No 🖲 Yes			
Suites	Allow MWI Notifications without Enable Digit Collection In Busy C	Subscription Dr Alerting State	● No ● Yes ○ No ● Yes			

Figure 4 – SIP Device Capabilities

User and Device Configuration

On the Mitel MCD, a SIP device can be programmed in the User Configuration form or the Multiline IP Set Configuration form and are programmed as a "Generic SIP Phone". If Resiliency is required, select the Secondary Element from the drop down box.

MITEL' Node '10.30.32.170'	Alarm Status: 🚫	No Alarm 2014-Feb-24 17:06:17	8			Message Boa	rd About H	lelp Logout
View by Category 🔽 🛹 SDS Share	User and Device (Configuration	DN	to search		Show form on No	t Accessible	✓ Go ¥
Licenses LAN/WAN Configuration Voice Network System Properties Hardware Trunks Users and Devices	User and Device Search Scope: Find a field name Add v Cha	e Configuration Search: Local Admin Group d: Number that nge Copy Delete	has a value of.		Search	Print, Import	Export	Data Refresh
User and Device Configuration 🖨	Number: 4644	Name: i62 4644	Hot Desking U	ser: No	Device Type:	Generic SIP Phone	Apply Sa	ive Cancel
Attendants ACD Group Programming	Profile Devic User Profile	e Details Service Details	Voice Mail	Access and	Authentication	hone Applications	Keys	
Telephone Directory Management	Last Name	i62 4644	Role	No Role	~			
Advanced Configuration	First Name		Language	English	~			
Voice Mail	Department		Email					
Call Routing	Location		IDS-Manageable					
Music On Hold Emergency Services Management	e							
Property Management	Number	4644	Directory	Name	i62 4644			
Maintenance and Diagnostics	Hot Desking	User	Prime Nar	ne	● No ◯ Yes			
	Device Type	Generic SIP Phone	Privacy		● No ◯ Yes			
	Service Leve	el Full	Home Ele	ment	-			
	Local-only D	IN	Secondar	y Element	Not Assigned	$\mathbf{\overline{\mathbf{v}}}$		
	ACD Enable	d						

Figure 5 – User and Device Configuration – Profile Tab

Enter the Class of Service number and SIP Device Capabilities previously configured in the Service Details tab.

	' Alarm Status: 🔗 No Alarm 2014-Feb-24 17:06:17	Record Changed Successfi Message Board About Help Logout				
View by Category 🔽 💞 SDS Share	User and Device Configuration	search Show form on Not Accessible Go 🗸				
 Licenses LAN/WAN Configuration Voice Network System Properties Hardware Trunks 	User and Device Configuration Search: Search Scope: Local Admin Group Find a field named: Number https://www.search.com https://www.search.com https://www.search.com 	has a value of: Search				
 Users and Devices User and Device Configuration 2 Attendants 	Add Change Copy Delete Number: 4644 Name: i62 4644 Hot Deski	Print Import Export Data Refresh ng User: No Device Type: Generic SIP Phone Apply Save Cancel				
• ACD	Profile Device Details Service Details Voice Mail Access and Authentication Phone Applications Keys					
 Group Programming Telephone Directory Management Advanced Configuration Templates Voice Mail 	Class of Service Class of Restriction	Day Night 1 Night 2 4 4 4 1 1 1				
Music On Hold	External Hot Desking Enabled	• No Ves				
Emergency Services Management Depart: Management	External Hot Desking Number					
Maintenance and Diagnostics	Personal Speedcall Allocation	10				
	SIP Device Capabilities	69				
	Interconnect Number	1				
	Tenant Number	1				
	Lock Default Configuration	● No ○ Yes				
	Max Call History Records	0				
	Non-Busy Extension	• No Ves				
	Call Coverage Service Number	1				

Figure 6 – User and Device Configuration – Service Details Tab

The Login PIN is the SIP authentication password and the username is the DN. The Number and Login PIN must match the information in the Ascom i62 User Configuration.

Group 'lab' Alarm Status	🕕 Major
Sipint1	User and Device Configuration on Sipint1 DN to search
View Alphabetically 🐱 🖉 SDS Share	
I raffic Report Options	User and Device Configuration Search:
Trunk Attributes	Oser and Device Configuration Search.
Trunk Circuit Descriptor - CO	Search Scope: 💿 Sipint1 🔘 Admin Group
Trunk Circuit Descriptor - DID	
Trunk Circuit Descriptor - Digital C	Find a field named: Number 🕐 that has a value of: 3543
Trunk Circuit Descriptor - Digital D	
Trunk Circuit Descriptor - Digital E	
Trunk Circuit Descriptor - E and M	Add Change Copy Delete Print
Trunk Circuit Descriptor - Loop Tie	
Trunk Circuit Descriptor - MSDN-D	Number: 3543 Name: Ascom 162 Service Type: User and Device Device Type: Gene
Trunk Groups	Profile Device Details Service Details Voice Mail Access and Authentication
Unit Configuration	Linex BIN
URI/Number Translation	
User and Device Attributes 🛹	Confirm User PIN
User and Device Configuration 🎺	Wireless BIN
User Authorization Profiles 🥏	
VM Business Hours Settings	Confirm Wireless PIN
VM Distribution Lists	/
VM Fax Detection	Deskten Admin
VM Greetings	
VM Greetings Definition	Login ID
VM Mailboxes	Language English
VM Multi-Level Auto Attendants	Becoward
VM Network Servers	Fassworu
VM Network Users	Confirm Password
VM Options	

Figure 7 – Multiline IP Set Configuration – Access and Authentication Tab

You use the Keys tab in the User and Device Configuration to assign the line type, ring type, and directory number to each line selected on the Ascom i62 device. The Ascom i62 must be programmed with 2 lines to allow Device based In-Call Features.

MITEL' Node '10.30.32.170'	Alarm Status: 🔗 No Alarm 2014-Feb-24 17:06:17	Message Board About Help Logout
View by Category Verson Share	User and Device Configuration	DN to search Show form on Not Accessible Go 4
 Licenses LANWAN Configuration Voice Network System Properties Hardware Trunks Users and Devices User and Device Configuration # Attendants ACD 	User and Device Configuration Search: Search Scope: Local Admin Group Find a field named: Number that has a value of: Search Add Change Copy Delete Number: 464 Name: 162 4644 Hot Desking User: No Device Type: Generic S Frontie Device Datails Sendre Details Voice Mail Access and Authoritication Device Type: Generic S	Print., Import., Export., Data Refresh SIP Phone Apply Save Cancel
Group Programming		Conv Keys
Telephone Directory Management Advanced Configuration Templates	Button Number Label Line Type URL Button Directory Number Rin 2 CW Multicall 4644 Rin	ng Type MiXML Application Feature Phone Application Feature And Application Feature Ap
Voice Mail	Button Number 2 Button Dir.	Number 4644
Call Routing	Label CW Ring Type	Ring
Music On Hold	Line Type Multicall MiXML App	Dication Feature Not Assigned
Emergency Services Management	URL Phone Appl	lication Feature
Property Management		
Maintenance and Diagnostics	3 Not Assigned	Not Assigned
	4 Not Assigned	Not Assigned

Figure 8 – Multiline Set Key Assignment

Reroute Assignment

Mitel recommends that call forwarding is programmed using the Call rerouting forms of the MCD. Call forwarding programmed from the Ascom i62 has also been tested but we suggest that administrators use Call Rerouting.

Call Rerouting is configured at the system to allow for extensions to forward on different conditions to different extensions, i.e. forward to voicemail when no answer. The following is a description how to configure call rerouting and does not necessarily show how this Ascom i62 was programmed.

Program the Call Rerouting First Alternative Assignment form with the destination of the call forwarding and the options (Normal, This, Last). Please see the MCD help files for more info.

There is also a Call Rerouting Second Alternative Assignment form for more complicated forwarding needs.

Call Rerouting First Alternative Assignment									
First Alternative Number	Busy / DND DID	Busy / DND TIE	Busy / DND CO	Busy / DND Int	No Answer DID	No Answer TIE	No Answer CO	No Answer Int	Directory Number
1	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	
2	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	
3	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	
4	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	
5	This	This	This	This	This	This	This	This	6950
6	This	This	This	This	This	This	This	This	6900
7	Normal	Normal	Normal	Normal	This	This	This	This	6900
8	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	
9	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	
10	This	This	This	This	This	This	This	This	6513
11	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	
12	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	
13	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	
14	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	
15	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	

Figure 9 – Call Rerouting Alternative Assignment

Call Rerouting Always Alternative Assignment								
Always Alternative Number	Originating Device DID	Originating Device TIE	Originating Device CO	Originating Device INT	Directory Number			
1	No Reroute	No Reroute	No Reroute	No Reroute				
2	No Reroute	No Reroute	No Reroute	No Reroute				
3	No Reroute	No Reroute	No Reroute	No Reroute				
4	No Reroute	No Reroute	No Reroute	No Reroute				
5	No Reroute	No Reroute	No Reroute	No Reroute				
6	No Reroute	No Reroute	No Reroute	No Reroute				
7	No Reroute	No Reroute	No Reroute	No Reroute				
8	No Reroute	No Reroute	No Reroute	No Reroute				
9	No Reroute	No Reroute	No Reroute	No Reroute				
10	Reroute	Reroute	Reroute	Reroute	6513			
11	No Reroute	No Reroute	No Reroute	No Reroute				
12	No Reroute	No Reroute	No Reroute	No Reroute				
13	No Reroute	No Reroute	No Reroute	No Reroute				
14	No Reroute	No Reroute	No Reroute	No Reroute				
15	No Reroute	No Reroute	No Reroute	No Reroute				

If any Call Forwarding Always is required then the Call Rerouting Always Alternative Assignment form would need to be programmed.

Figure 10 – Call Rerouting Always Alternative Assignment

Use the Alternative Numbers from the previous forms and fill out the Call Rerouting Assignment form for the Ascom i62 programmed extension.

ECall Rerouting Assignment								
Number	Call Rerouting - Day	Call Rerouting - Night1	Call Rerouting - Night2	Call Rerouting DND Type	Call Rerouting - 1st Alt.	Call Rerouting - 2nd Alt.		
6100	1	1	1	All	1	1		
6101	1	1	1	All	1	1		
6102	1	1	1	All	1	1		
6300	1	1	1	All	7	1		
6301	1	1	1	All	7	1		
6302	1	1	1	All	7	1		
6303	1	1	1	All	7	1		
6305	1	1	1	All	7	1		
6306	1	1	1	All	1	1		
6511	1	1	1	All	1	1		
6512	1	1	1	All	1	1		
6513	1	1	1	All	1	1		
6521	1	1	1	All	1	1		
6522	1	1	1	All	1	1		
6523	1	1	1	All	1	1		
6541	1	1	1	All	1	1		
6542	1	1	1	All	10	1		
6570	1	1	1	All	1	1		
6580	1	1	1	All	1	1		
6590	1	1	1	All	1	1		

Figure 11 – Call rerouting Assignment

Ascom i62 Configuration Notes

Configuration notes below cover necessary settings to log in an Ascom i62 to a WiFi network and MCD. For additional configuration of Ascom i62 functionality refer to "Configuration Manual Ascom i62 VoWiFi Handset".

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 MCD MCD. In the 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 12.

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

Figure 12 – Create new site

NewSite - WinP	DM		· · · · ·	-	· · · ·			23
File Device Numb	ber Template Licen	se Options H	lelp					
Devices Numbers	Templates Licenses							
	File management					X	<u>ן</u>	
New Edit Delet	Parameter definition	Software La	nguage Company Phone	book		. — .		
	Device type	Version	Parameter defin	Software type	File	Add		
5604	5603	4.0.7	15.95	Firmware	5603_v4.0.7.bin		Lastr.	•
5624	5604	4.0.7	25.175	Firmware	5604_v4.0.7.bin	Delete		
Desktop Charger A	5604 Alarm	4.0.7	25.175	Firmware	5604_Alarm_v4		·	- 11
d62 Protector	5607	4.0.7	1.155	Firmware	5607_v4.0.7.bin			- 11
d81 Protector	5607 Alarm	4.0.7	1.155	Firmware	5607_Alarm_v4		. I	
i62 Messenger i62 Protector	Import files			-	The second	×		
i62 Talker	Look in:	🧮 Desktop			- 🌶 📂 🖽 🖪			
	Recent Items	Name	Plan Rev Mar 2013A.ppt.	Size J 683 bytes	Item type Date m Shortcut 2013-0 File folder 2012 1	odified	ŀ	
		Ascom i	62 v5 1 22 pkg	14.5 MR	DKG Eile 2013-1	2-071		
	Deelstern	File name:	Ascom_i62_v5.1.22.pkg	14,51010	2014-0	Open		
		Files of type:	Software files (.bin, .im	g, .mot, .pkg)	•	Cancel		
	ספסוט	4.2.3	25.221	rimware	D1090_V4.2.3.0III		1	
	i62 Messenger	5.1.22	14.269	Firmware	Ascom_i62_Mess			
	i62 Protector	5.1.22	14.269	Firmware	Ascom_i62_Prote			
	162 Talker	5.1.22	14.269	Firmware	Ascom_i62_ialke			
	Rack Charger	1.5.2	3.2	Firmware	Rack_Charger_V			
4						Close		
1 item selected								

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

Figure 13 – Add new package

4. Click Numbers tab and then click New button. Enter the handset number, which matches the number created in the Mitel MCD, and ensure that Device type is correct (see Figure 14).

🕺 New numbers	
Device type: i62 Talker	-
Parameter version: 14.269	-
Template: None	-
P <u>r</u> efix:	
Single <u>Call number</u> : 4644	
Stop call number:	
OK Cancel	

Figure 14 – 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 15).

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 Wiza	rd
WinPDM has detected a i62 Talker device with parameter v	version 14.269
What do you wish to do with this device?	Associate device
Associate with number	Choose a number to associate with
Associate this device with an available number.	Deu Nuu Device tui Paraui Deviceu. Dui Dui in Stur in Taui Taui
🔘 Run template	4643 i62 Talker 14.150 00013E Sy ✓ 201 ▲
There are no compatible templates for this device.	4644 62 Talker 14.269 00013E Sy ✓ 201
Edit parameters	9910 102 Talker 14,130 00013E Sy ✓ 201
Edit parameters on this device.	
Do nothing	
Close this dialog without any further actions.	
Click Next to continue	
Next >	
	-
	Search for: in: Description Show all
	OK Cancel

Figure 15 – 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 system A. Configure the highlighted parameters (see Figure 16).

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. (See next section as an example).



Figure 16 – Network Settings

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.



Figure 17 – VoIP: General

In left hand pane, click VoIP and then SIP. Enter the IP address/FQDN of the Mitel MCD. If Resiliency is being used, enter the IP address/FQDN of the secondary MCD. Enter the password of the device as previously configured on the MCD in the 'SIP proxy password' field. Ensure that the Registration identity and Authentication identity are Endpoint ID. Set the Hold type to Send Only as shown below.

	👩 Edit parameters	for 4644	-	-	×
	Device type:	i62 Talker			
	Parameter version:	14.269			
	Network Device Audio		Name SIP Transport	Value UDP	0
			Outbound proxy mode Primary SIP proxy Secondary SIP proxy	No ascom-rd.com	8
	General		Listening port SIP proxy ID	5060 ascom-rd.com	0
	• SIP • Ustomization	1	SIP proxy password Send DTMF using RFC 2833 or Hold type	RFC2833 SendOnly	2 2 2
	 Headset User Profiles Shortcuts 		Registration identity Authentication identity	Endpoint number Endpoint number	0
			Call forward locally MOH locally Hold on Transfer	No No	8
			Direct signaling SIP Register Expiration	No 300	0
			SIP Message behavior	Display Management	0
				OK Ca	incel

Figure 18 – VoIP: SIP settings for Bronze Resiliency

5 Edit parameters for 46	44	-	×
Device type: i62 Tal	ker		
Parameter version: 14.269	9		
H Network	Name	Value	
Device	SIP Transport	UDP	2
	Outbound proxy mode	No	0
	Primary SIP proxy	10.30.32.170	0
	Secondary SIP proxy	10.30.32.171	2
	Listening port	5060	8
	SIP proxy ID		2
	SIP proxy password	*******	2
	Send DTMF using RFC 2833 or	RFC2833	2
Headset	Hold type	SendOnly	8
	Registration identity	Endpoint number	2
Shortcuts	Authentication identity	Endpoint number	2
	Call forward locally	No	•
	MOH locally	No	•
	Hold on Transfer	No	2
	Direct signaling	No	•
	SIP Register Expiration	300	8
	SIP Message behavior	Display Management	•
		ОК Са	ancel

Figure 19 – VoIP: SIP settings for Silver Resiliency

 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 MCD (needed for MWI). Enter the extension of the Voice Mail in both the "Message Centre number" and the "Voice mail number".



Figure 20 – Device settings: Message Centre



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