Mitel OpenScape Business

Configure SIP Trunk for BCOM Netherlands

About this document

This configuration guide describes an example of how to set up the SIP trunk ***BCOM*** *NL* as an ITSP connection to the OpenScape Business.

Note: The basis for this document is the current OpenScape Business *V3R4 FR3*. Since OpenScape Business is constantly developed, input masks and interfaces as well as requirements may change in the future. The settings and entries described here then apply accordingly.

System	OpenScape Business
Released with Version	*V3R4 FR3*
BCOM	**Features & Capabilities**
Account (DID/Client)	*DID*
Multisite	*yes - single trunk*
CLIP / CLIR	*yes*
CLIP no Screening	*yes*
COLP	*no*
Call Forwarding (302)	*yes*
DTMF (RFC2833/4733)	*yes*
Codecs G.722/G.711/G.729	*yes / yes / no*
T.38 Fax	*no*
Secure Trunk	*yes*

Remarks:

The use of the G.722 codec must be enabled with priority 1 on the end devices (first-line codec). The use of G.722 depends on the characteristics of the receiving end (end device, IP PBX connection, etc.).

Secure Trunk (TLS) uses the onboard Let's Encrypt certificates.

Table of Contents

Information 3

Trunk Configuration Data provided by BusinessCom 3

Configuration Wizard 4

Encryption (TLS/SRTP) 4

Internet Telephony 5

Internet Telephony configuration 8

Define bandwidth (# Trunks) 12

Special phone numbers 12

Additional Configuration 14

License 14

Mandatory configuration in Expert Mode 15

Codec Parameters 15

Profile Parameters 15

Number Format 16

Table of History

Date	Version	Changes
2016-02-19	1.0	First version
2018-04-10	1.1	Second version
2024-09-05	1.2	editorial changes
2026-02-18	1.2	recertification for OpenScape Business V3R4.3 update: • profile parameters for Session Timer, numbering format, call number presentation in Call Forwarding scenarios • G.722 support • Secure Trunk (TLS) – configuration via Expert Mode
2026-07-31	1.3	update for OpenScape Business V4R0 • profile update for Session Timer, numbering format, call number presentation in Call Forwarding scenarios • Secure Trunk (TLS) – configuration via Wizard

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Information

The ***BCOM*** NL SIP-Trunk is recertified for OpenScape Business V3R4 FR3 variants

- OpenScape Business V3 Mainboard Family
- OpenScape Business S

including support of secure trunk.

The OpenScape Business V2 Mainboard Family can be used with the profile parameter update for Session Timer, numbering format, call number presentation in Call Forwarding scenarios.

Trunk Configuration Data provided by BusinessCom

The configuration data needed to setup the SIP trunk can be found on the partner portal of businesscom.nl and TLS setup for Secure Trunk requested at support@businesscom.nl

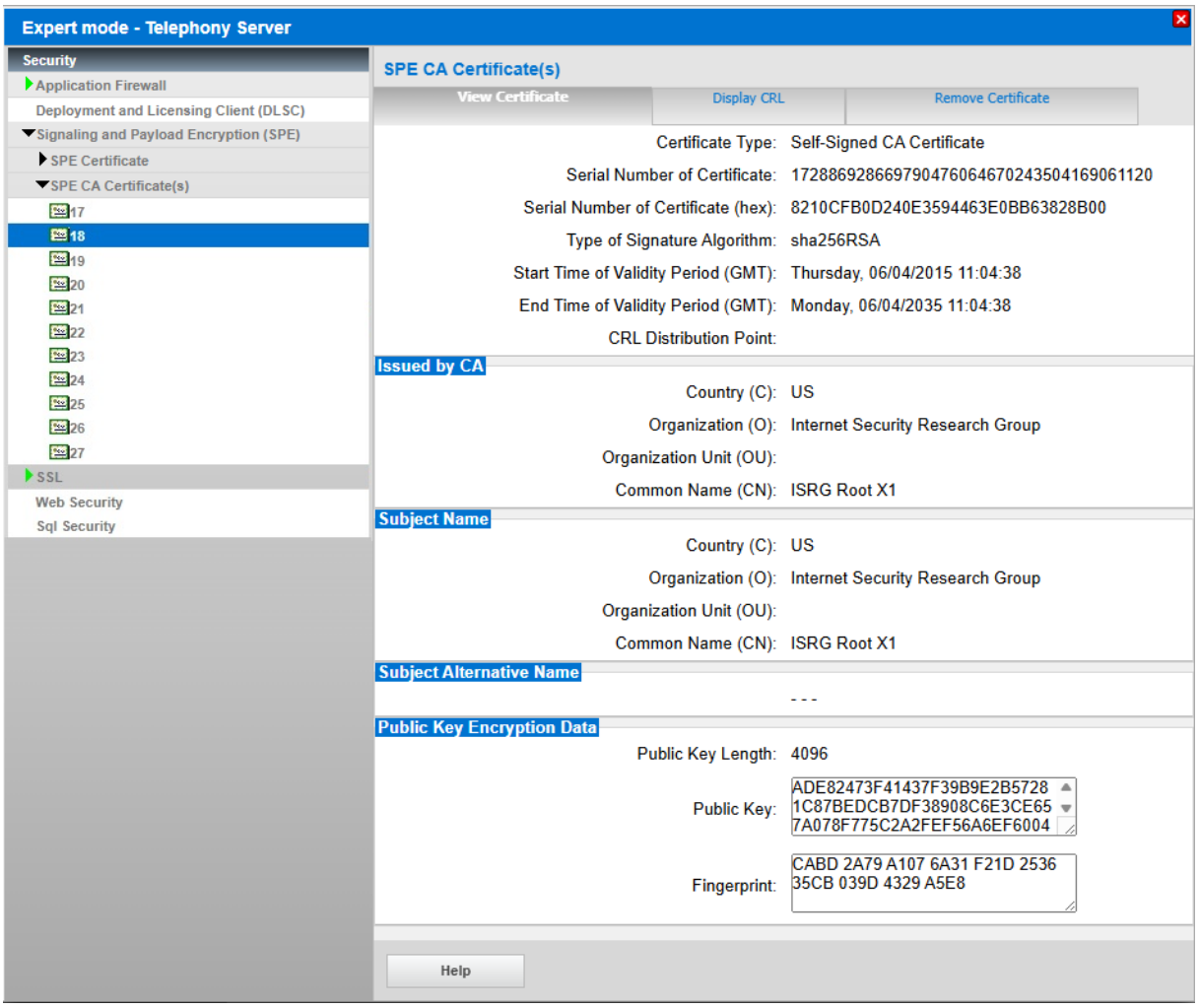
Information from ***BusinessCom*** NL provided via the WEB portal of ***BCOM***:
http://www.businesscom.nl

Name	**Example**
Call Number:	(0413) 4
SIP Username:	31413
SIP Password:	**********
Number of voice-channels:	2

Configuration Wizard

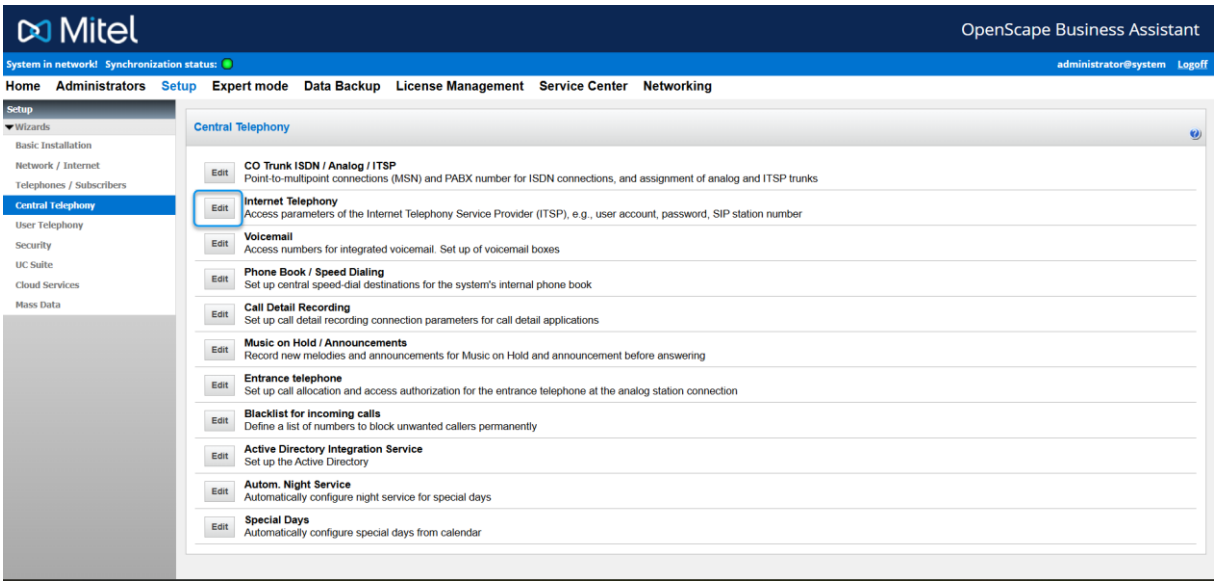
Encryption (TLS/SRTP)

Optionally, signaling encryption using TLS and the voice channel encryption using SRTP can be enabled. ***BCOM*** uses public trust certificates from Let's Encrypt. The required root and intermediate certificates of Let's Encrypt are preinstalled, e.g.:

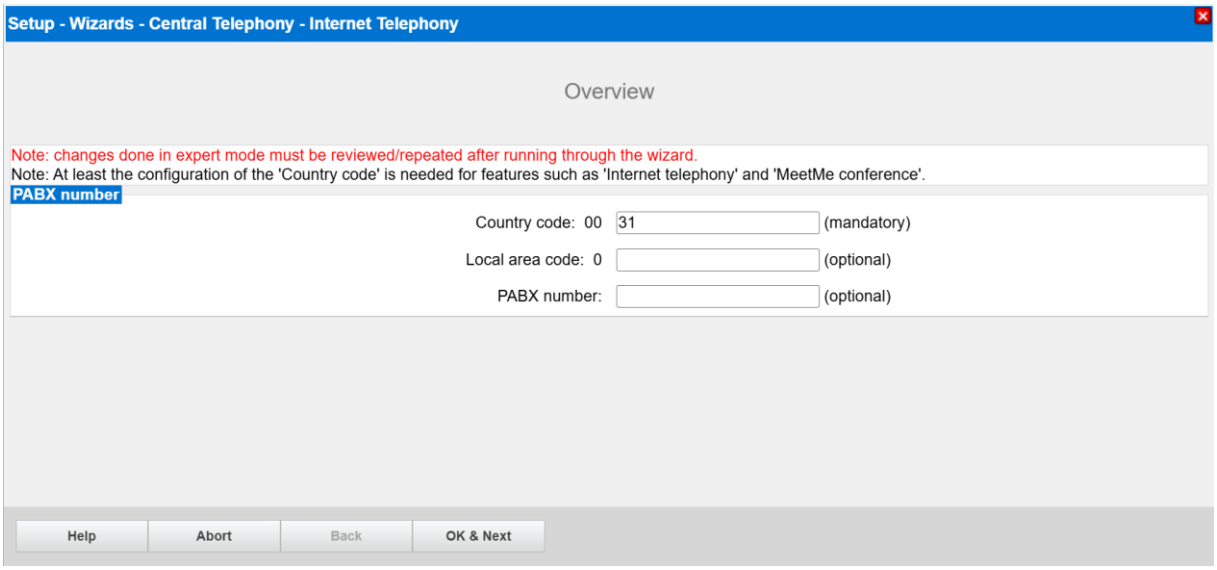


Internet Telephony

Go to „Central Telephony – Internet Telephony“



The overview page appears for entering the location data. The most flexible type of configuration is to enter the Country code only. For Multisite scenarios and CLIP No Screening this is mandatory.

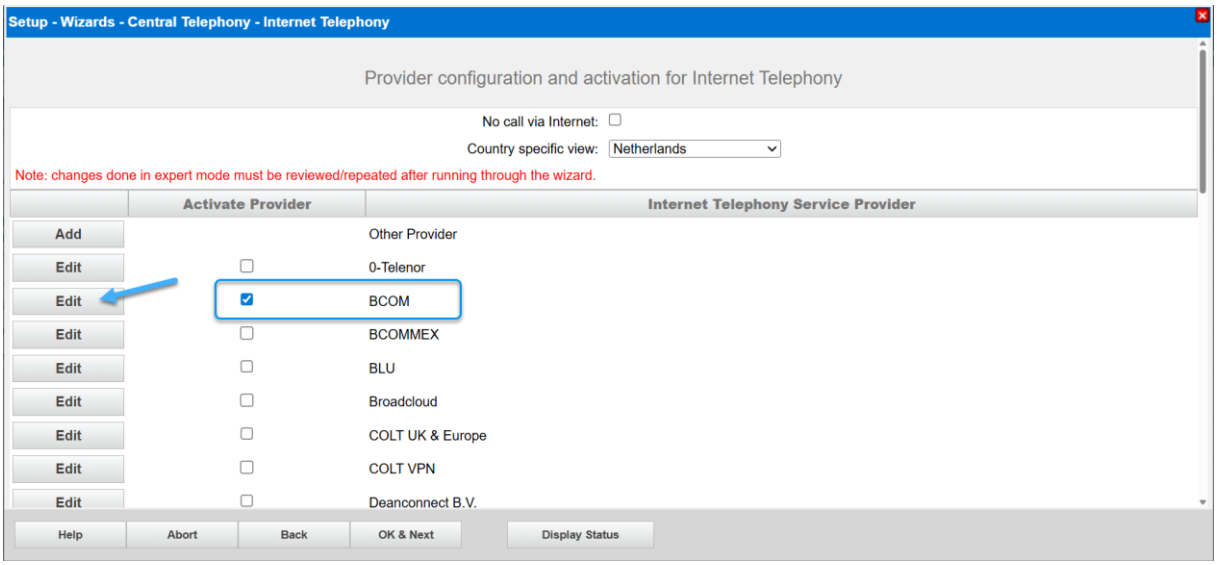


As outgoing number only the port assigned phone numbers are used.
In this case, remaining digits are filled in DID field.

Click [OK & Next]

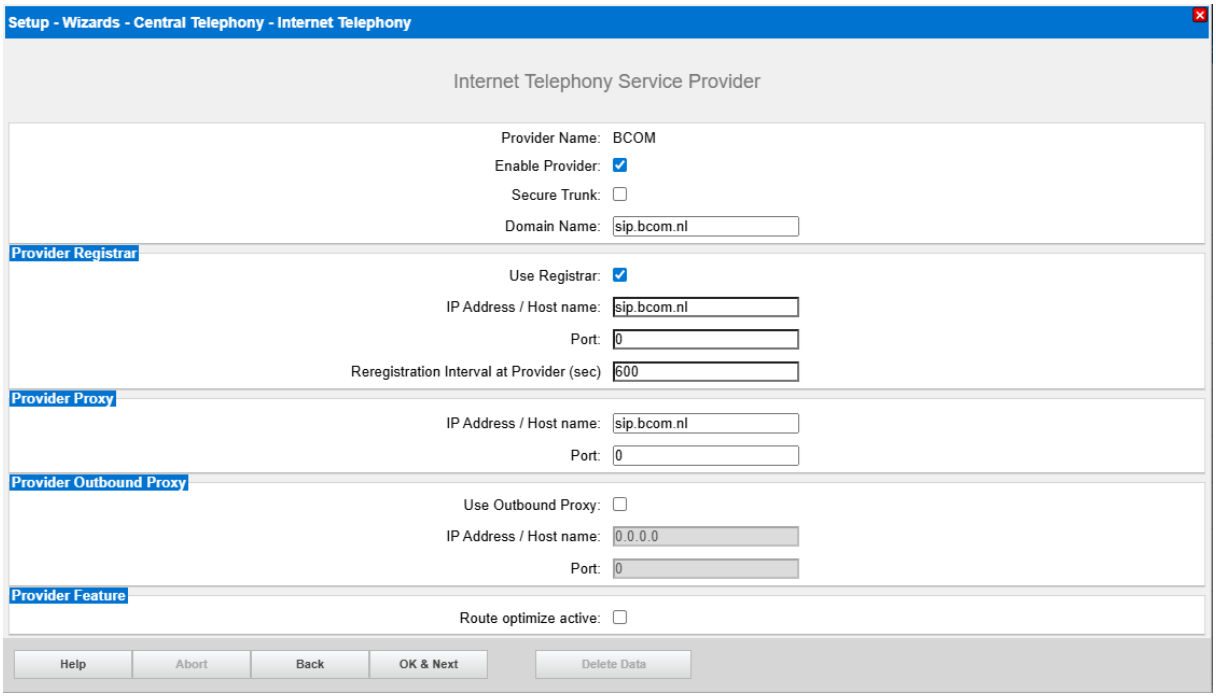
Provider configuration and activation for Internet Telephony -> No call via Internet -> uncheck

Use Country specific view: ***Netherlands*** and select ***BCOM***.



Activate Provider and click on [Edit].

The server data will be displayed on the next page. This data is already pre-configured, and no changes are required.

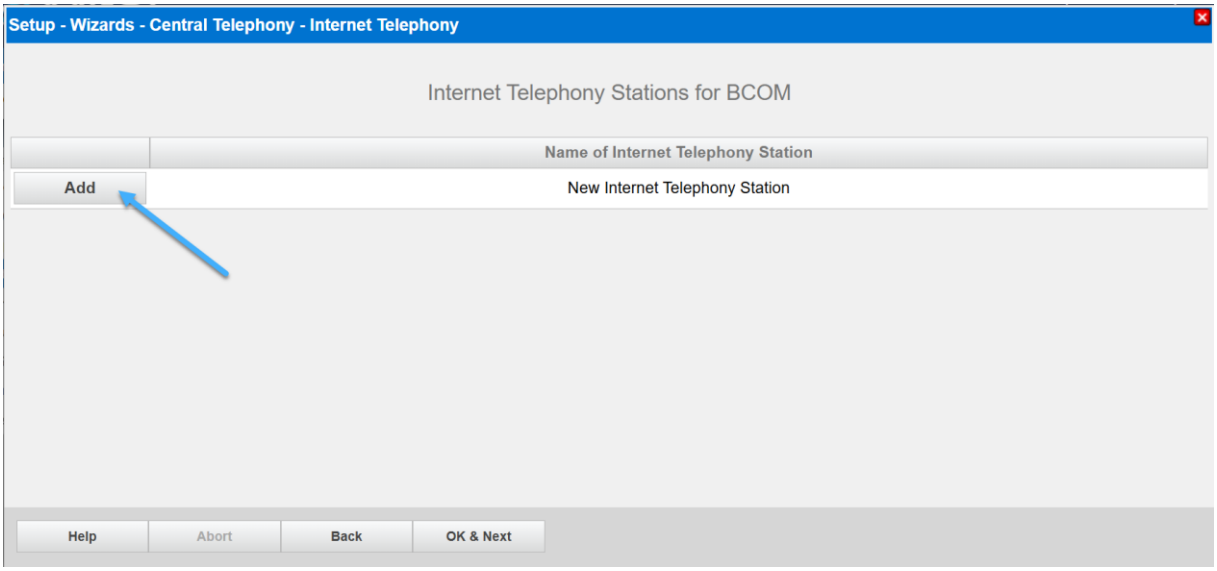


On this page the behavior of the features call forwarding can be controlled:

- Secure trunk (since OpenScape Business V4R0)
- "Rerouting active" deactivated (default) -> a call forwarding establishes a second connection and control of the call remains in the OpenScape Business.
- "Rerouting active" activated -> Rerouting takes place in the Central Office during a call forwarding (SIP 302) and the trunk channels in the system will remain free.

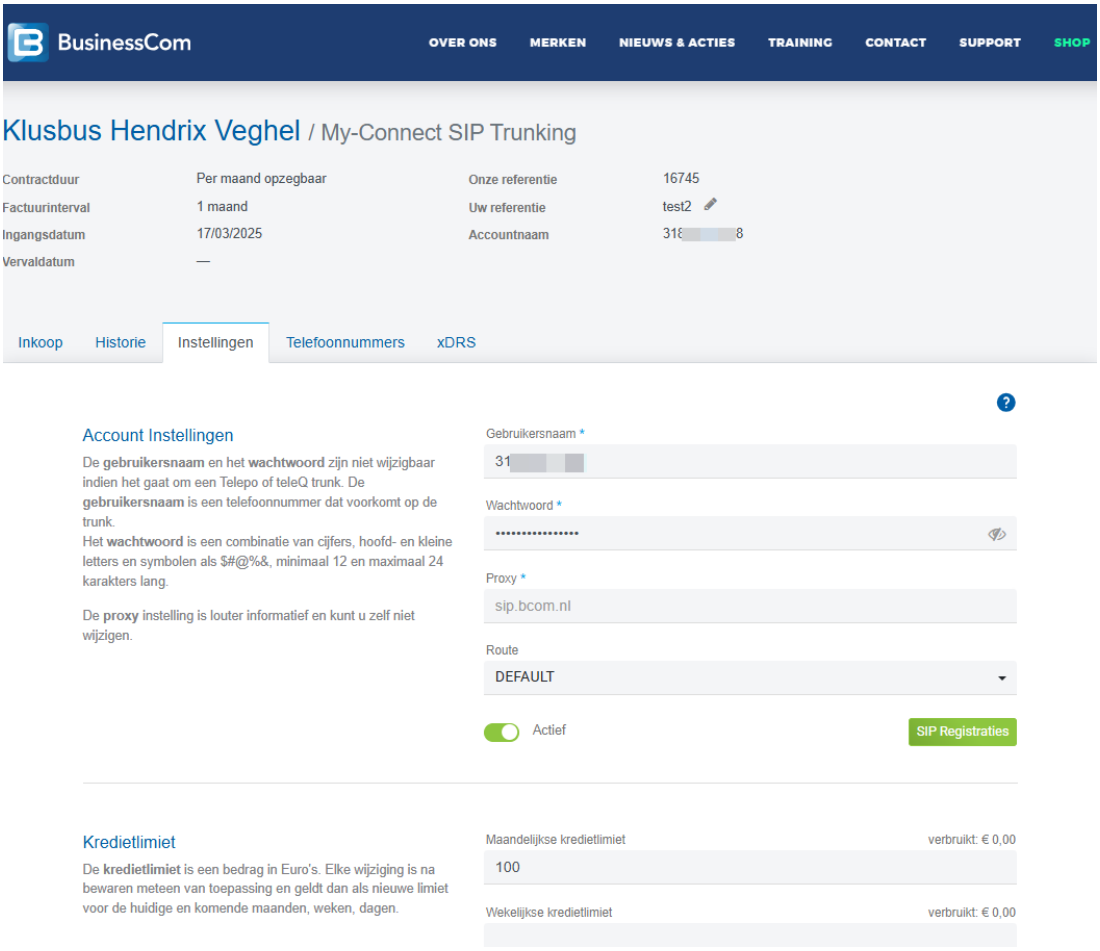
Internet Telephony configuration

In this dialog the specific customer SIP User data will be configured.

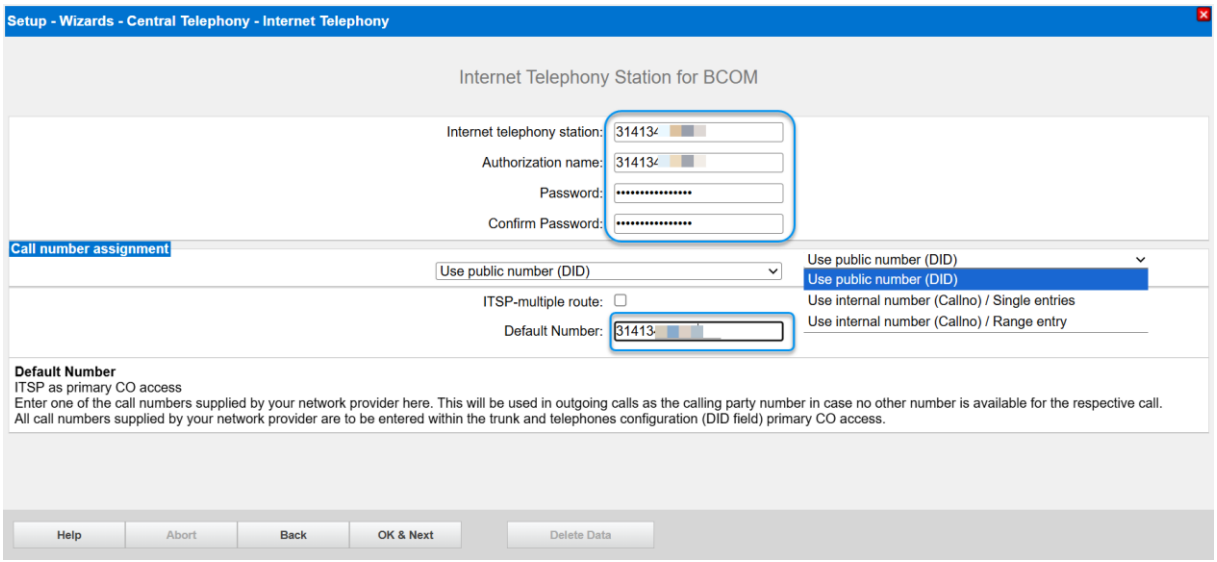


Click on [Add].

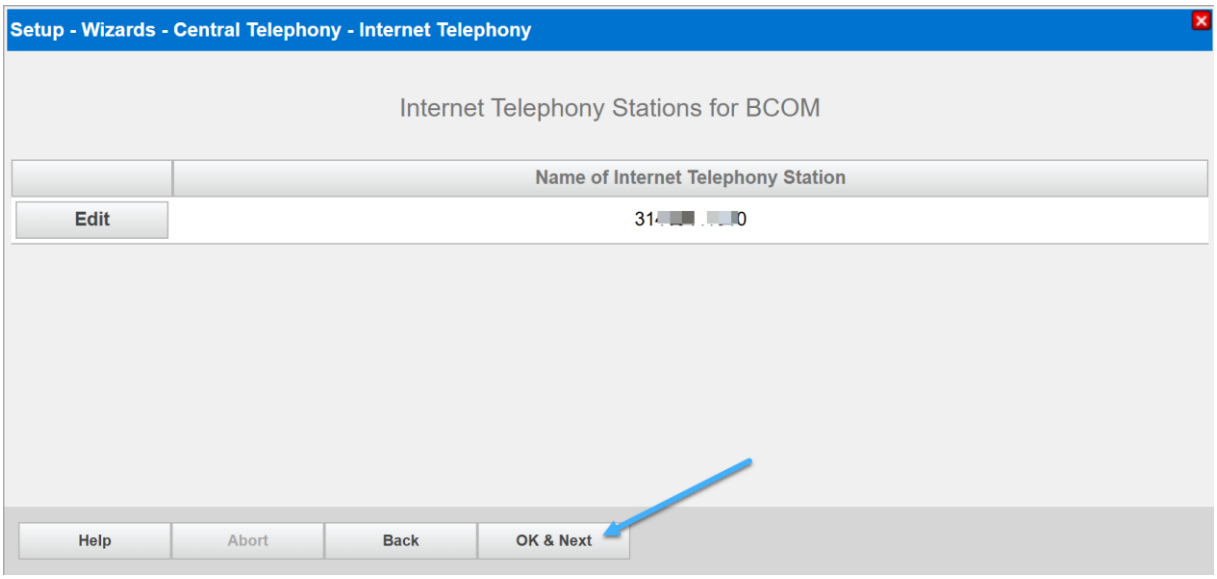
Data provided by Partner Portal ***BusinessCom*** is inserted here.



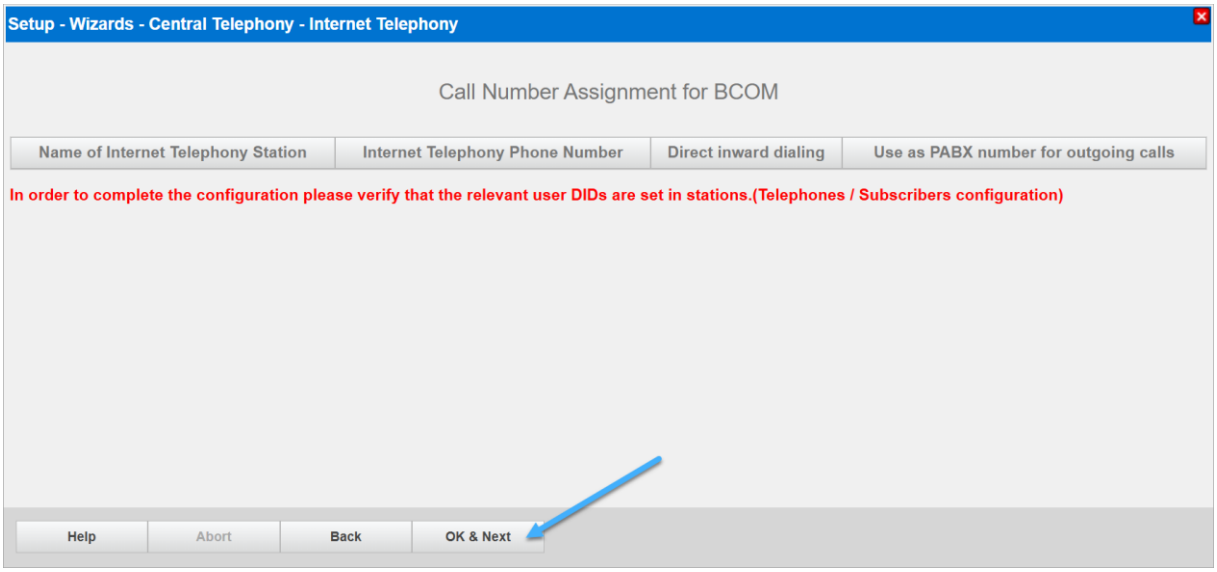
Internet telephony station:	SIP Username is inserted here (gebruikersnaam)
Authorization name:	SIP Username is inserted here (gebruikersnaam)
Password:	Password provided by ***BusinessCom*** (wachtwoord)
Call number assignment:	select “Use public number (DID)”. This is the easiest and preferred way to define the phone numbers in the system. Phone numbers are treated as a normal DID number in the system as if it was normal ISDN. With the 2 other options a translation table between the external phone number and the internal number must be configured.
ITSP multiple route:	Must be used in case more then one account of the same provider (in this case ***BCOM***) must be configured on the same system. When this flag is activated, you will be able to define extra accounts.
Default number:	Main number of connection. The default number is used as outgoing number when no DDI number is assigned to a station.



Click [OK & Next].



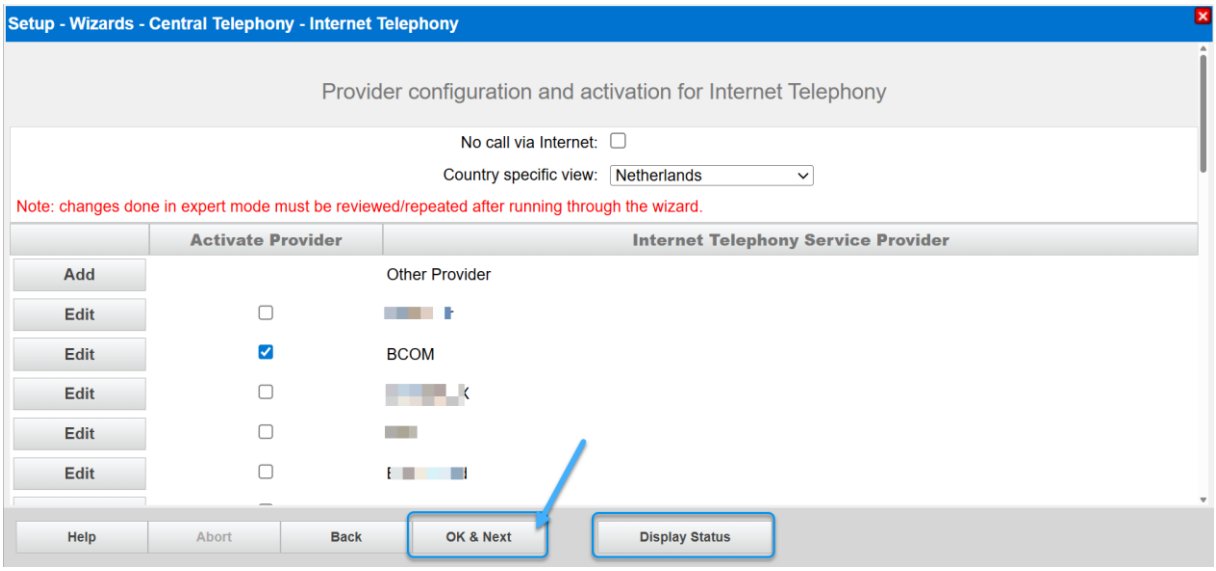
Click [OK & Next].

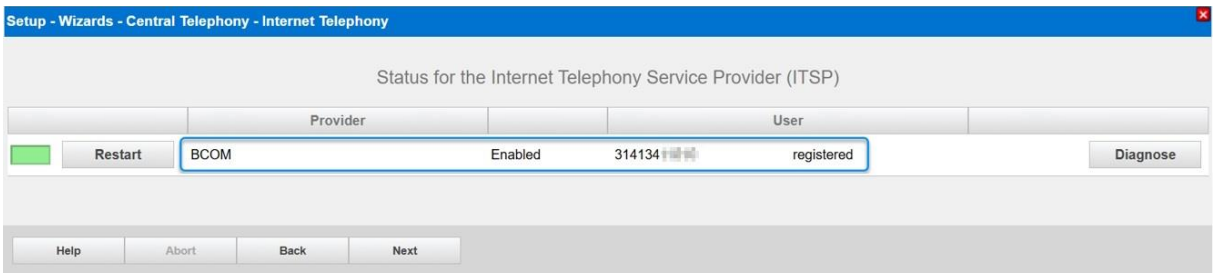


Click [OK & Next] (no input needed)

On the next page status of ITSP can be displayed. In case there is something wrong in the configuration, the status of ITSP is „not registered“ (see p. 14).

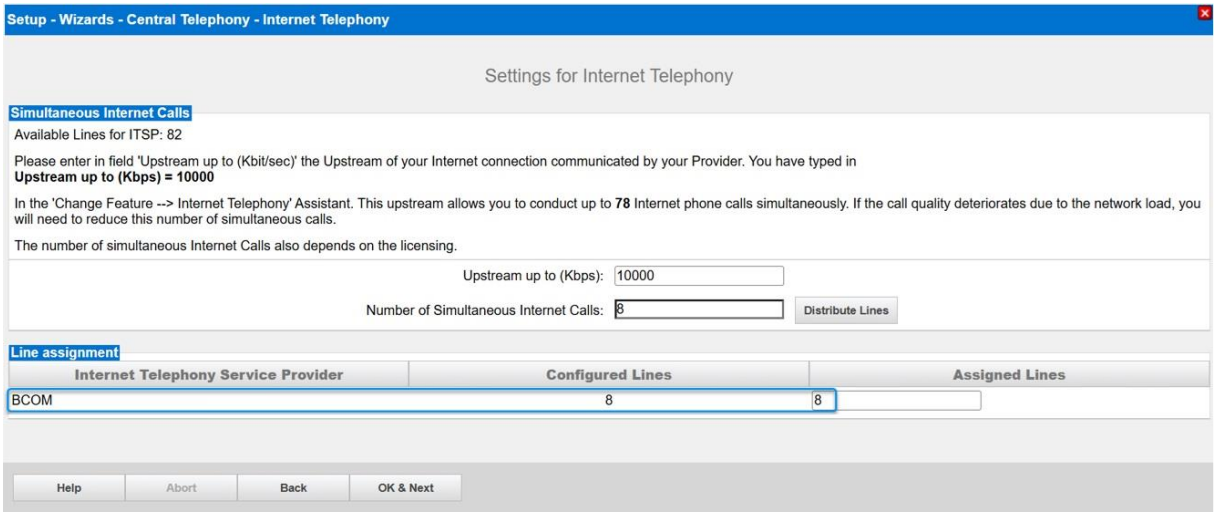
With [OK & Next] you can skip the status and go directly to the configuration of the number of trunks.





Define bandwidth (# Trunks)

In the next part the number of simultaneous calls via the SIP trunk will be defined. The calculation of the number of trunks is done by the wizard automatically depending on the bandwidth. For each 128K, one trunk is created. The number can also be defined manually.

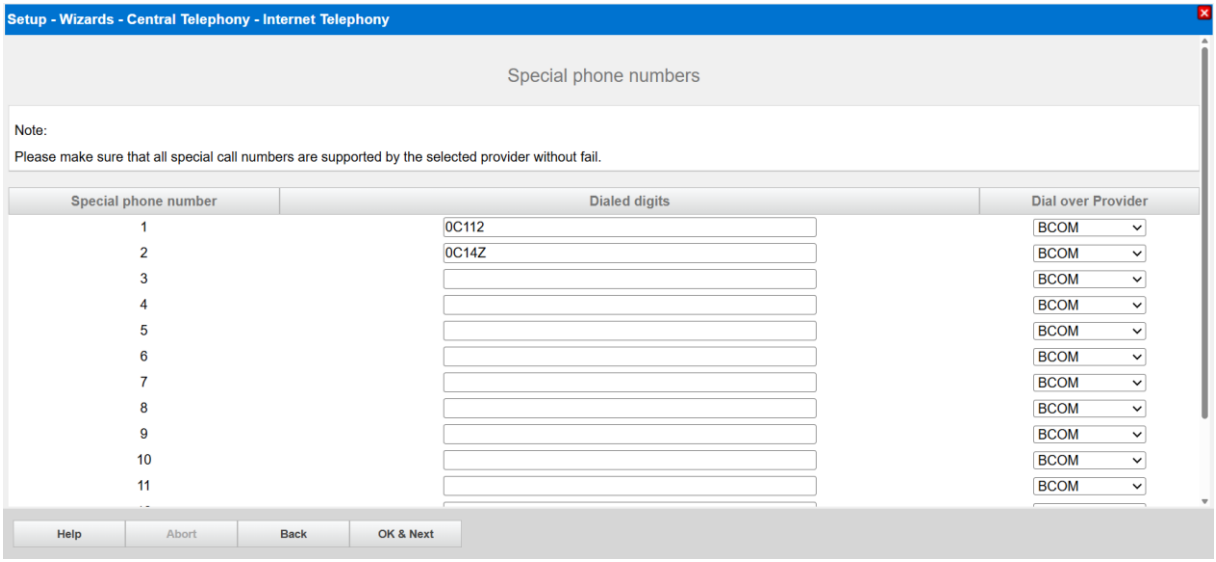


Click [OK & Next]

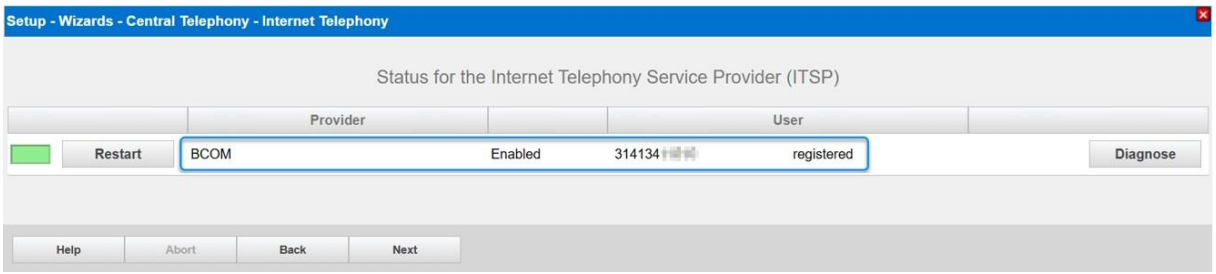
Now the corresponding configuration data will be created and entered into the system, please wait until the progress bar reaches 100%

Special phone numbers

In this dialog it is possible to route special phone numbers. When special phone numbers are not supported over the ITSP route it is possible to change this here.



Click [OK & Next] and the ITSP status will be displayed



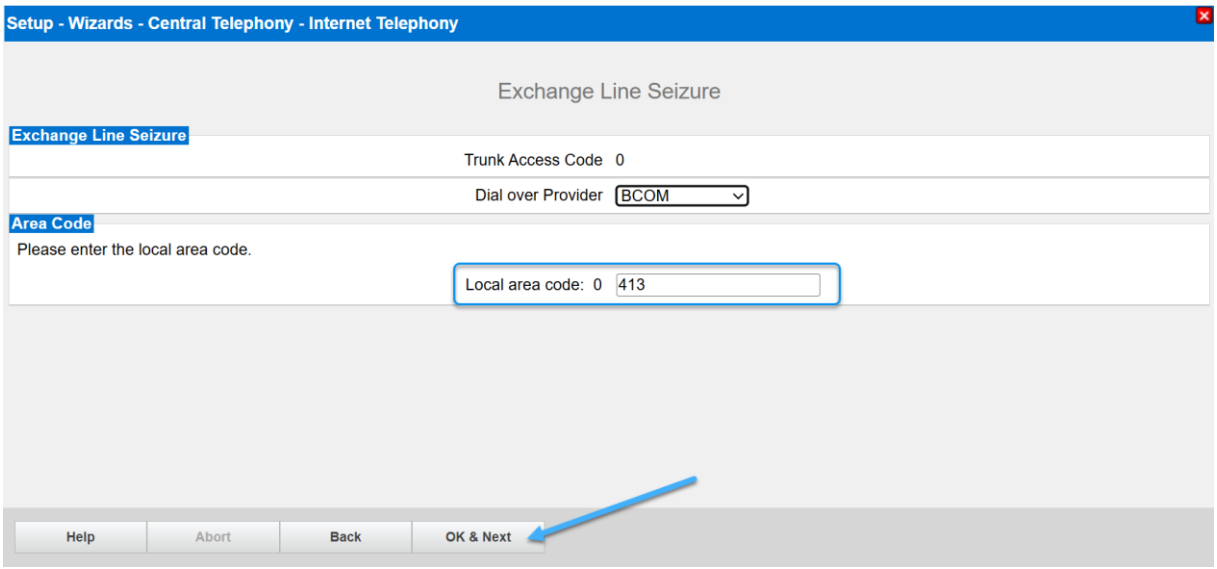
- If the SIP trunk has been successfully registered, the light will be green, and you can proceed to the next step. The "Diagnose" button opens a new window with a list of configured data.

- If the light is orange, clicking the "Diagnose" button will open a new window. This window provides information about potential problems and a list of configured data for review.

Click [Next]

After this status page the dialog with „Exchange Line Seizure" is displayed.

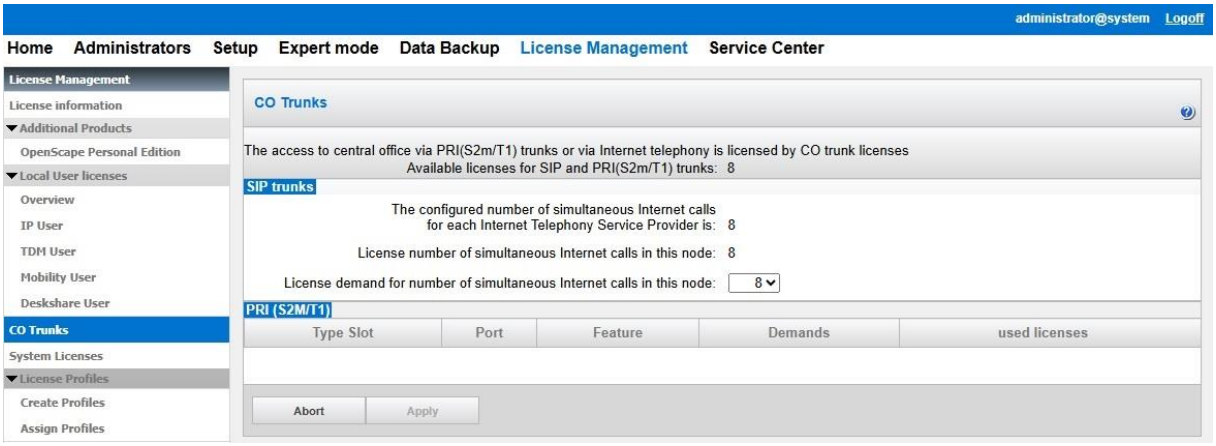
Here you need to configure your own local area code. This is needed to make external calls without the area code. The LCR will be adapted accordingly.



Additional Configuration

License

Add the “S2M/SIP Trunk” license to the SIP-Trunk



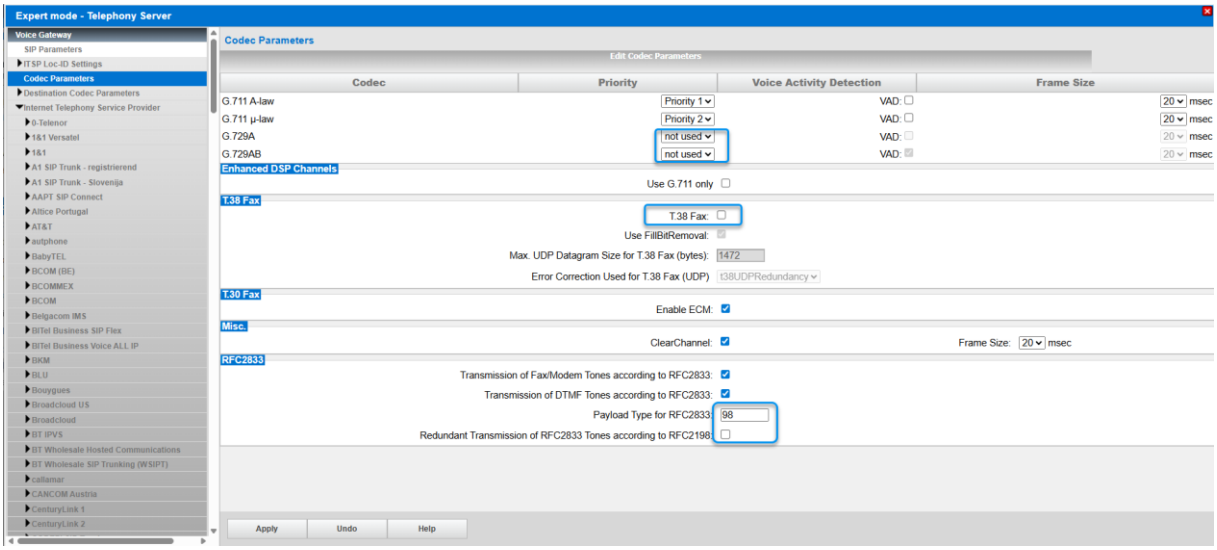
Mandatory configuration in Expert Mode

Codec Parameters

Go to Expert Mode → Telephony Server → Voice Gateway → Codec Parameters

To comply with the requirements of the ***BCOM*** the following codec parameters **MUST** be changed:

1. RFC 2833 payload type **MUST** be 98.
2. RFC 2198 support **MUST** be disabled.
3. G.729A and G.729AB is **NOT** supported by ***BCOM*** and **SHOULD** be disabled.
4. OpenScape Business is not approved for the use of the T.38-Fax protocol on the ***BCOM*** profile. Therefore T.38 Fax should be deactivated.



After the T.38-Fax settings are changed OpenScape Business must be restarted

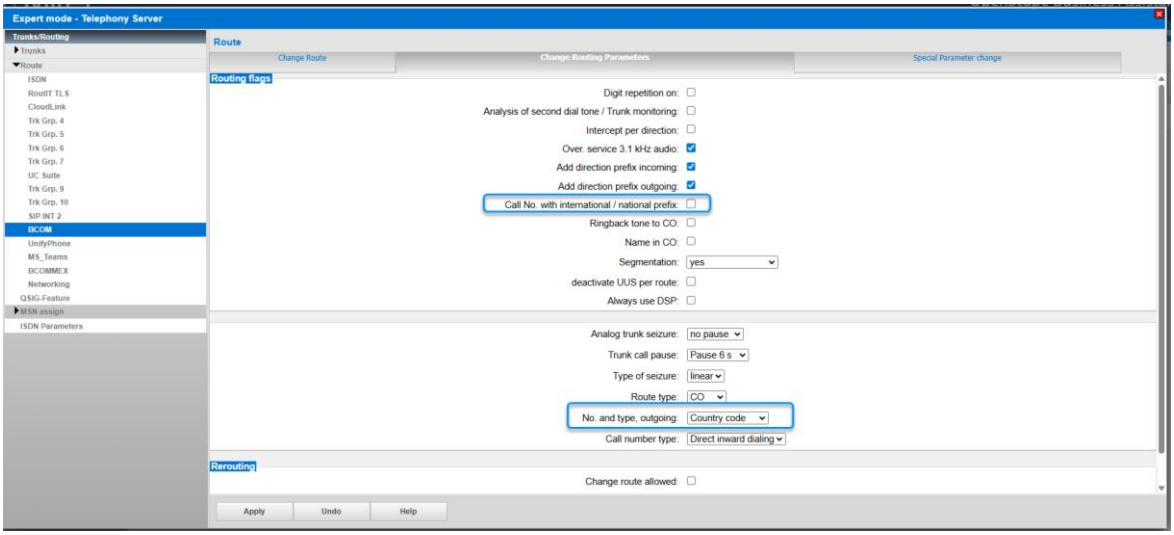
Profile Parameters

The *Extended SIP Provider Data* have been checked and where needed updated within the recertification with OpenScape Business V3R4 FR3 (included in OpenScape Business V4R0).

Please go to Expert mode → Telephony Server → Voice Gateway → Internet Telephony Service Provider → ***BCOM*** and set following parameters:

- Diversion: From contains original CallingPartyNumber: ☑ (enabled)
- Incoming call - Type of number (calling): **international**
- CLIP no Screening support: **CLIP in FROM / DID number in PAI**
- Call No. with international/national prefix: **no**
- Session Timer support: **refresher Policy Remote**

Number Format

In Expert mode – Telephony Server – Trunks/Routing

- Call No. with international/national prefix: ☐ (disabled)
- No. And type outgoing: **Country code**