Mitel OpenScape Business

Configuration NFON SIP Trunk

- Austria
- France
- Germany
- Italy
- Poland
- Spain
- United Kingdom

OpenScape Business V3 Mainboard Family
OpenScape Business S

About this document

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

Note: The basis for this document is the current OpenScape Business *V3R4.3*. 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	*V3R4.3*
<ITSP>	**Features & Capabilities**
Account (DID/Client)	*DID*
Multisite	*yes - single trunk / dedicated 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	*yes*
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.).

The ***NFON*** switching system supports fax transmission using the T.38 protocol. This requires that both the receiving end and the network operator of the receiving end also support T.38. Therefore, fax transmission using T.38 cannot be guaranteed.

Alternatively, fax transmission is possible using the G.711a voice codec (pass-through).

For the “Secure Trunk” option, the T.38 Fax protocol is not supported and must be disabled.

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Table of History

Date	Version	Changes
01.08.2025	1.0	Release ***NFON SIP Trunk*** with OpenScape Business V3R4.2
10.12.2025	1.1	Update for OpenScape Business V3R4.3: • profile available • countries • Secure Trunk (TLS) – configuration via Expert Mode
31.07.2026	1.2	Update for OpenScape Business V4R0: • Secure Trunk (TLS) – configuration via Wizard

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Information

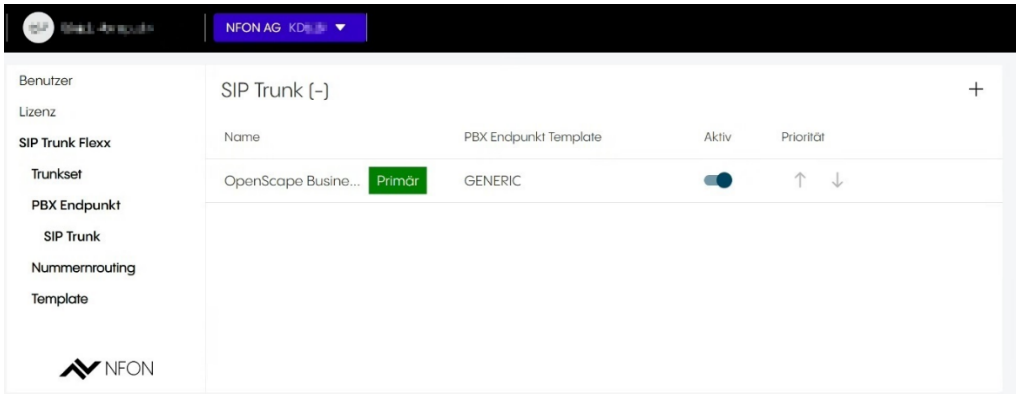
The ***NFON SIP Trunk*** profile was released for the first time with OpenScape Business V3R4.2 variants

- OpenScape Business V3 Mainboard Family
- OpenScape Business S

Trunk Configuration Data

The configuration data required to set up the SIP trunk can be found in the NFON customer portal https://siptrunk.nfon.com/.

Further information can be found here: SIP Trunk Flexx.



Configuration Wizard

Encryption (TLS/SRTP)

Optionally, signaling encryption using TLS and the voice channel encryption using SRTP can be enabled. ***NFON*** uses public trust certificates from DigiCert. The required root and intermediate certificates can be downloaded in pem format here:

https://www.digicert.com/digicert-root-certificates.htm

The certificates are imported in WBM under Expert Mode → Telephony → Security → Signaling and Payload Encryption (SPE) → SPE CA Certificates.

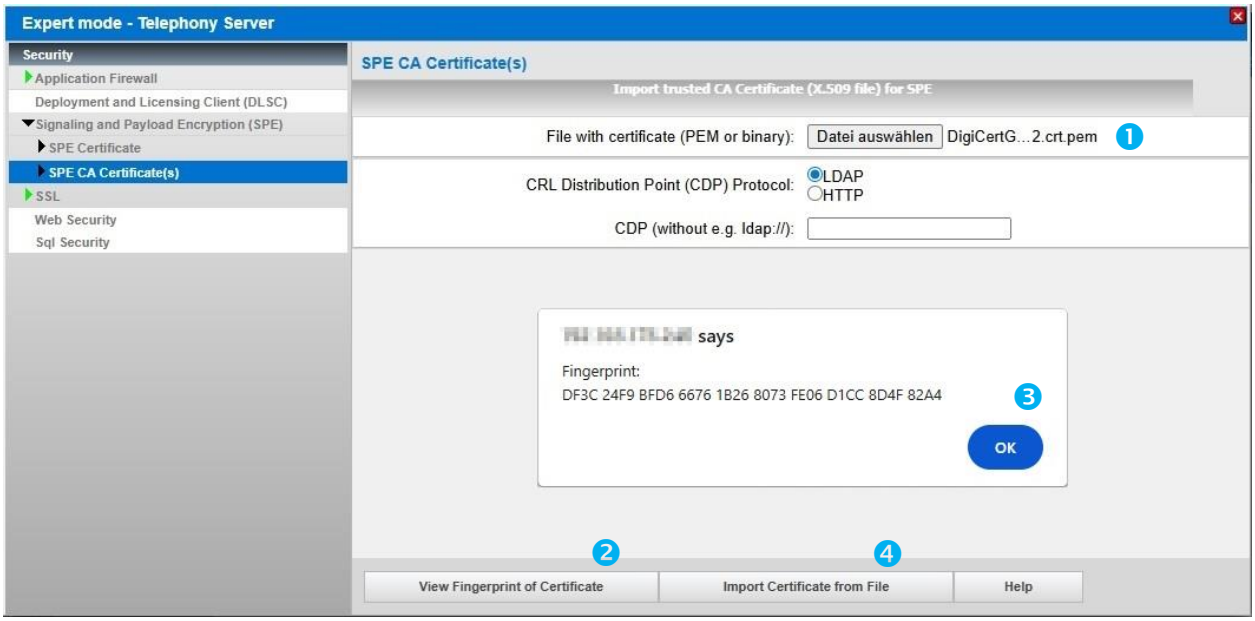
DigiCert Global Root G2

Valid until: 15/Jan/2038

Serial #: `03:3A:F1:E6:A7:11:A9:A0:BB:28:64:B1:1D:09:FA:E5`

SHA1 Fingerprint: `DF:3C:24:F9:BF:D6:66:76:1B:26:80:73:FE:06:D1:CC:8D:4F:82:A4`

SHA256 Fingerprint: `CB:3C:CB:B7:60:31:E5:E0:13:8F:8D:D3:9A:23:F9:DE:47:FF:C3:5E:43:C1:14:4C:EA:27:D4:6A:5A:B1:CB:5F`

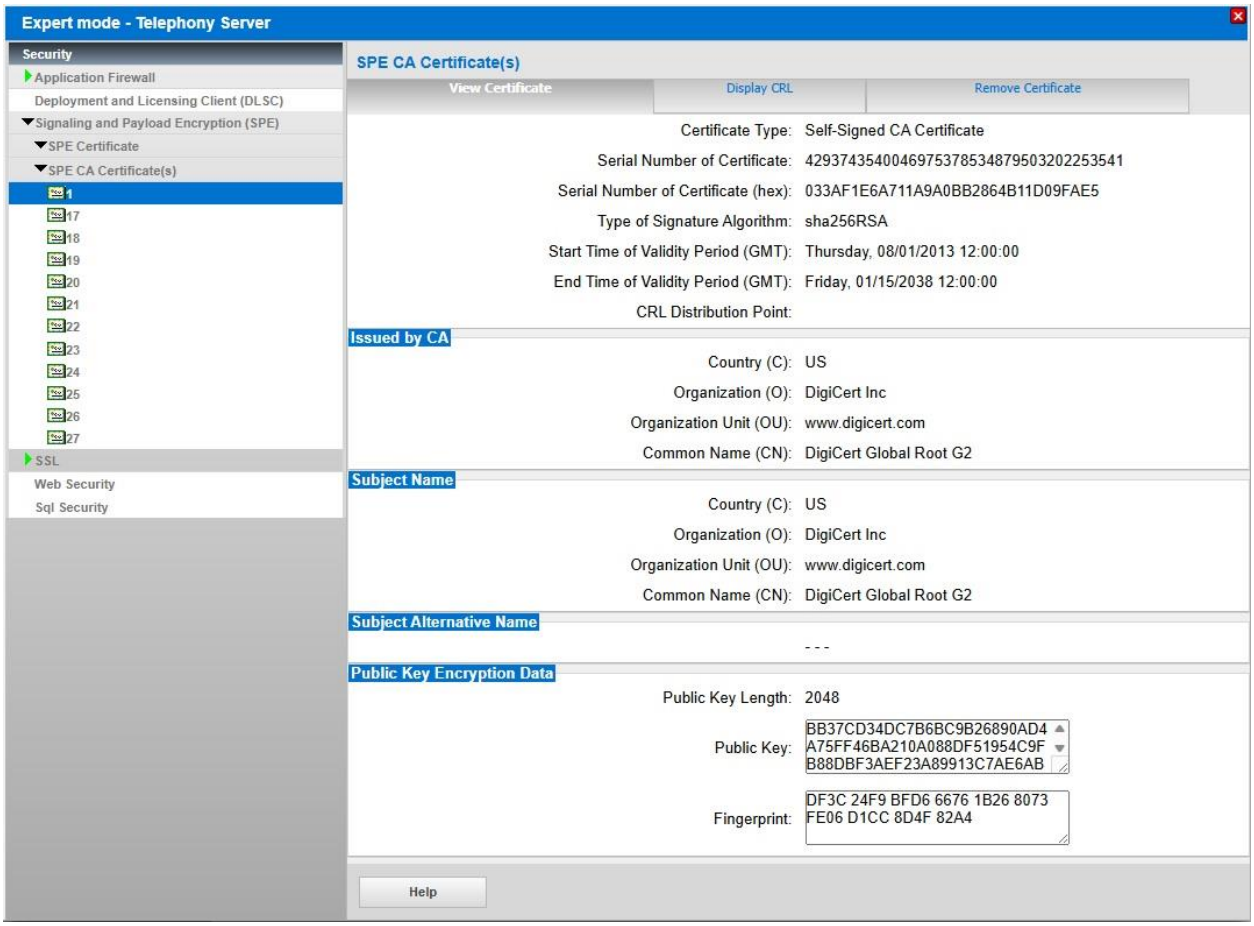


Select the *.pem file containing the root certificate for import (1) and click [Show certificate fingerprint] (2). Then close the fingerprint window with [OK] (3). Click [Import certificate from file] (4) and wait until the confirmation window appears.

Close with [OK].

	OpenScape Business cannot import files containing a certificate chain. Each file may only contain one certificate.

The imported certificate can now be displayed. To do this, click on the "number" (here: "1"), not on the icon.



As a next step, import the intermediate certificate in the same way.

RapidSSL TLS RSA CA G1

Issuer: DigiCert Global Root G2

Valid until: 02/Nov/2027

Serial #: `0B:25:94:22:CE:D9:81:2A:15:A0:4E:99:52:8A:0E:FA`

SHA1 Fingerprint: `CB:FE:9E:B4:3B:3B:37:FE:0D:FB:C4:C2:EB:2D:4E:07:D0:8B:D8:E8`

SHA256 Fingerprint: `44:22:E9:63:EE:53:CD:58:CC:9F:85:CD:40:BF:5F:FE:C0:09:5F:DF:1A:15:45:35:66:1C:1C:06:BC:AD:C6:9B`

Internet Telephony

Go to Central Telephony → "Internet Telephony"

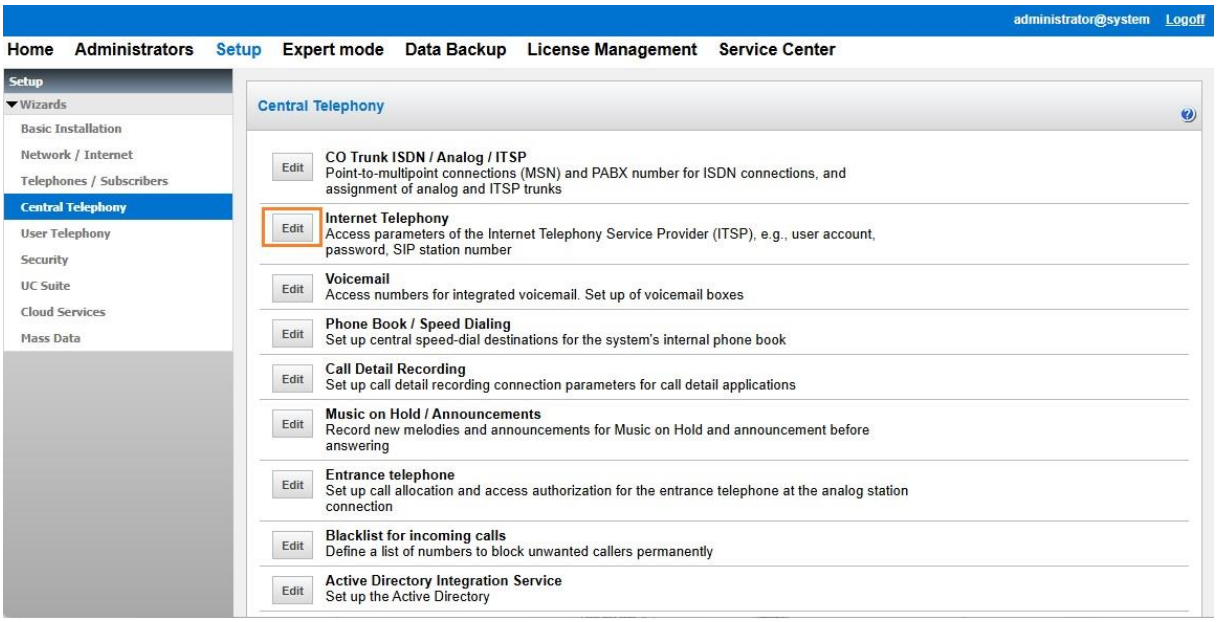


Figure 1

The overview page appears for entering the location data. The most flexible type of configuration is to enter the Country code only.

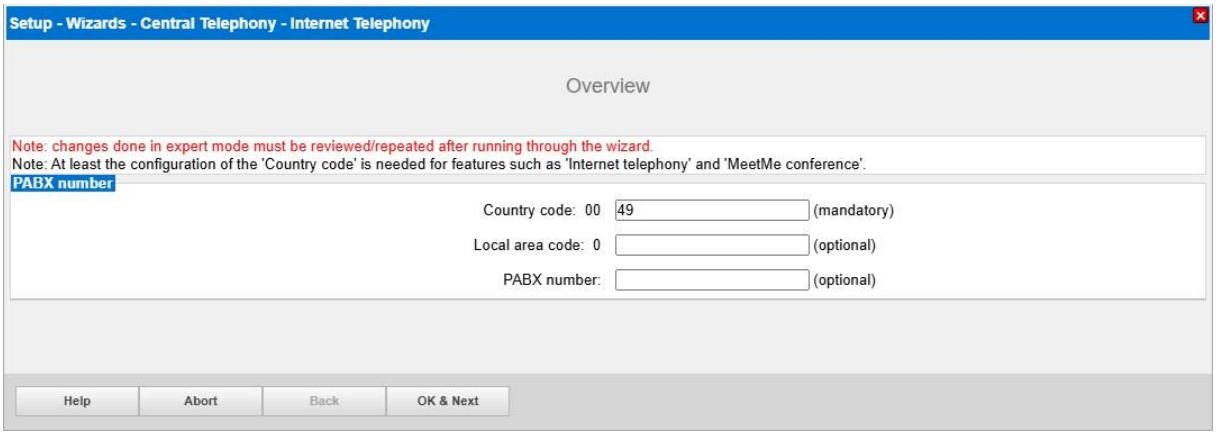


Figure 2

Click [OK & Next].

Provider configuration and activation for Internet Telephony

- No call via Internet -> uncheck
- Use Country specific view: ***Germany*** and select ***NFON SIP Trunk***

	The profile ***NFON SIP Trunk*** is visible under Country specific view: ***Germany***.

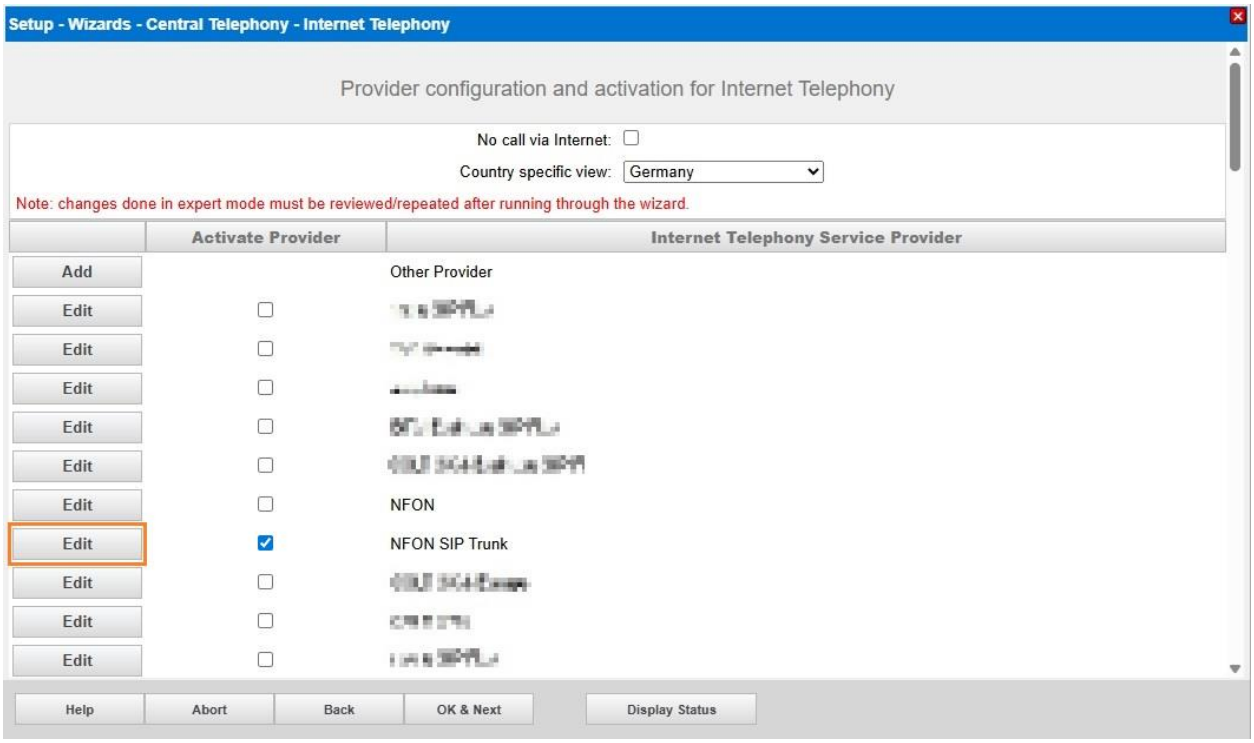


Figure 3

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.

	In the operating mode "Package with UC Suite", the transport protocol TCP must be used: Transport protocol: tcp

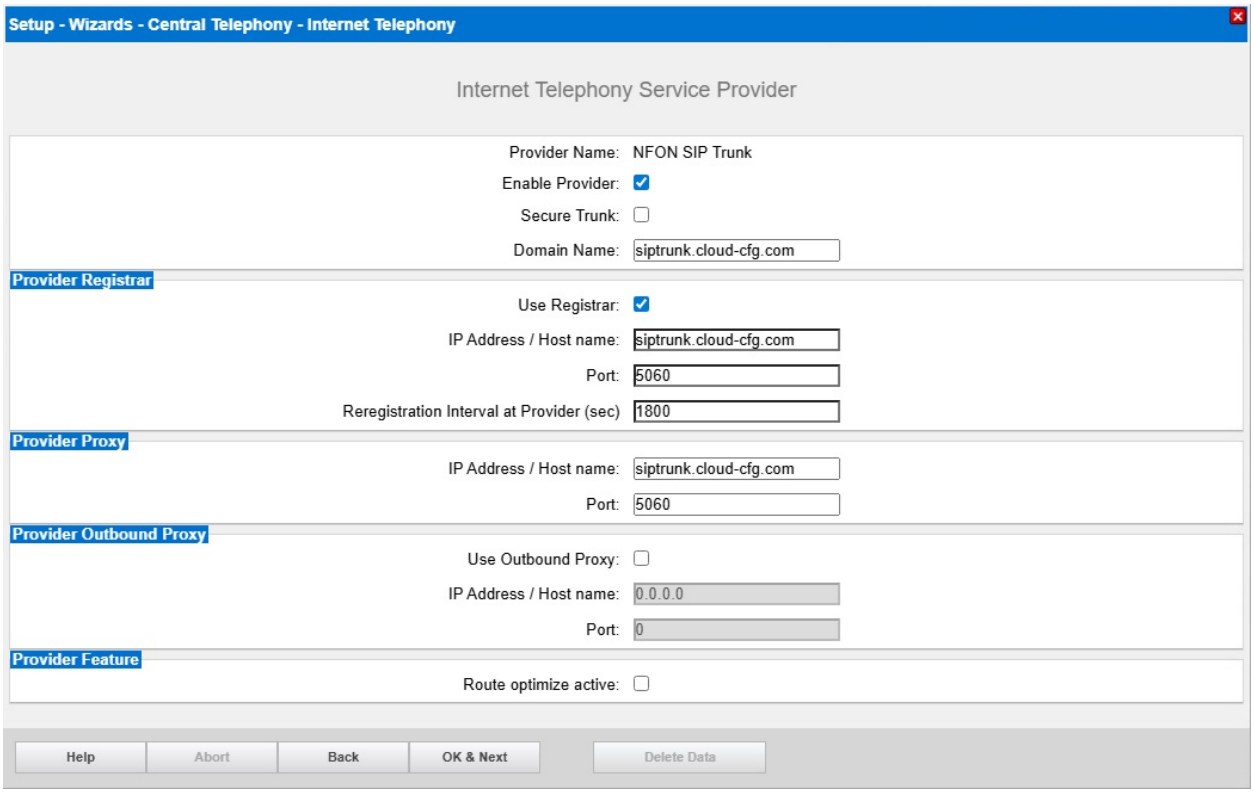


Figure 4

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 control of the call remains with the Central Office.

Click [OK & Next].

In the next dialog the specific customer SIP user data will be configured.

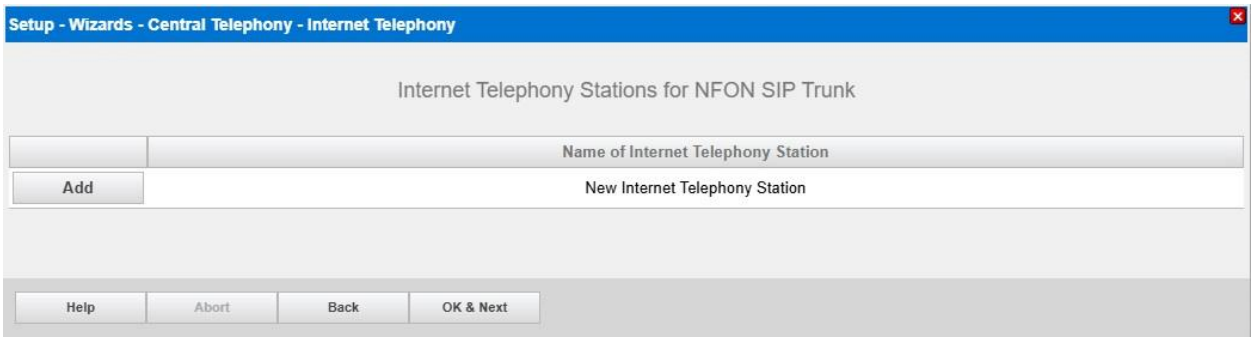


Figure 5

Click on [Add].

This page is used to enter the data provided by ***NFON*** (s. https://siptrunk.nfon.com/)

Internet telephony station: SIP-Username

Authorization name: SIP-Username

Password: Password

Default number: Enter one of the call numbers supplied by your network provider here. This will be used in outgoing calls as the calling party number in case no other number is available for the respective call. Usually, the Lead Number is entered here.

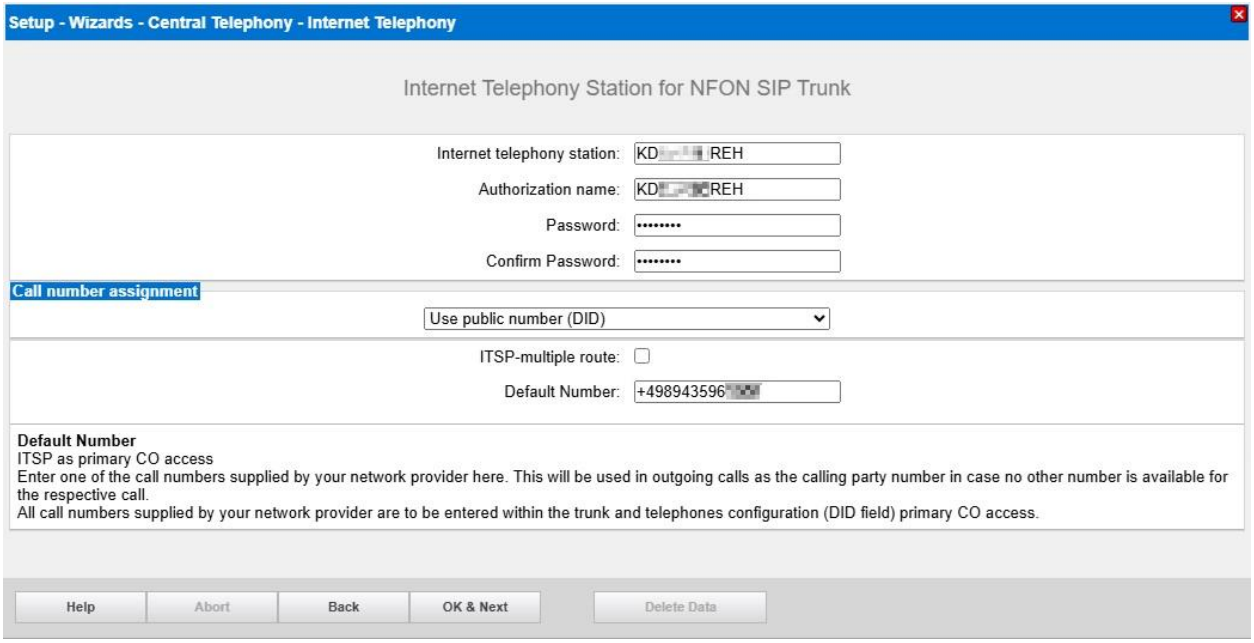


Figure 6

Enter the relevant data and click [OK & Next].

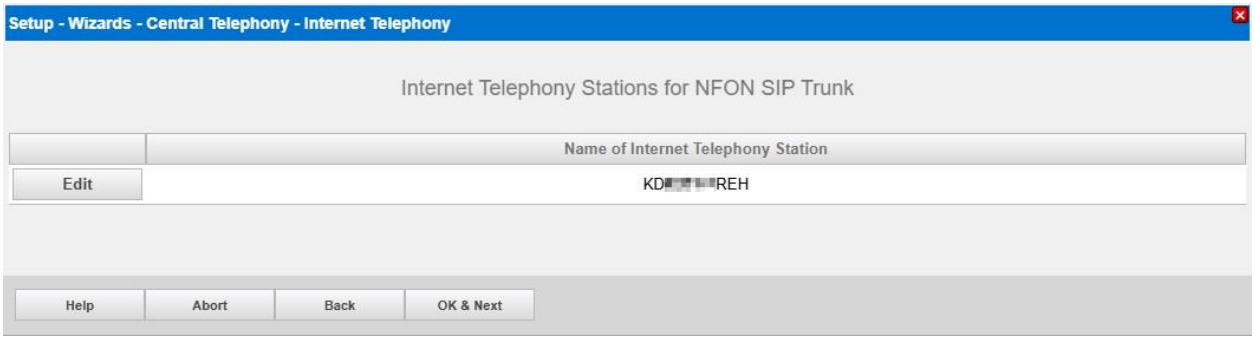


Figure 7

Click [OK & Next]

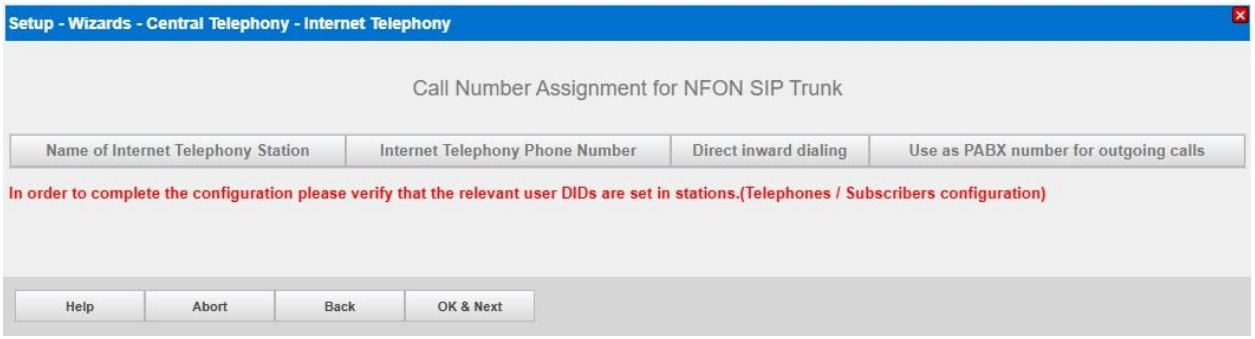


Figure 8

Click [OK & Next]

You will now return to the page shown in Figure 3

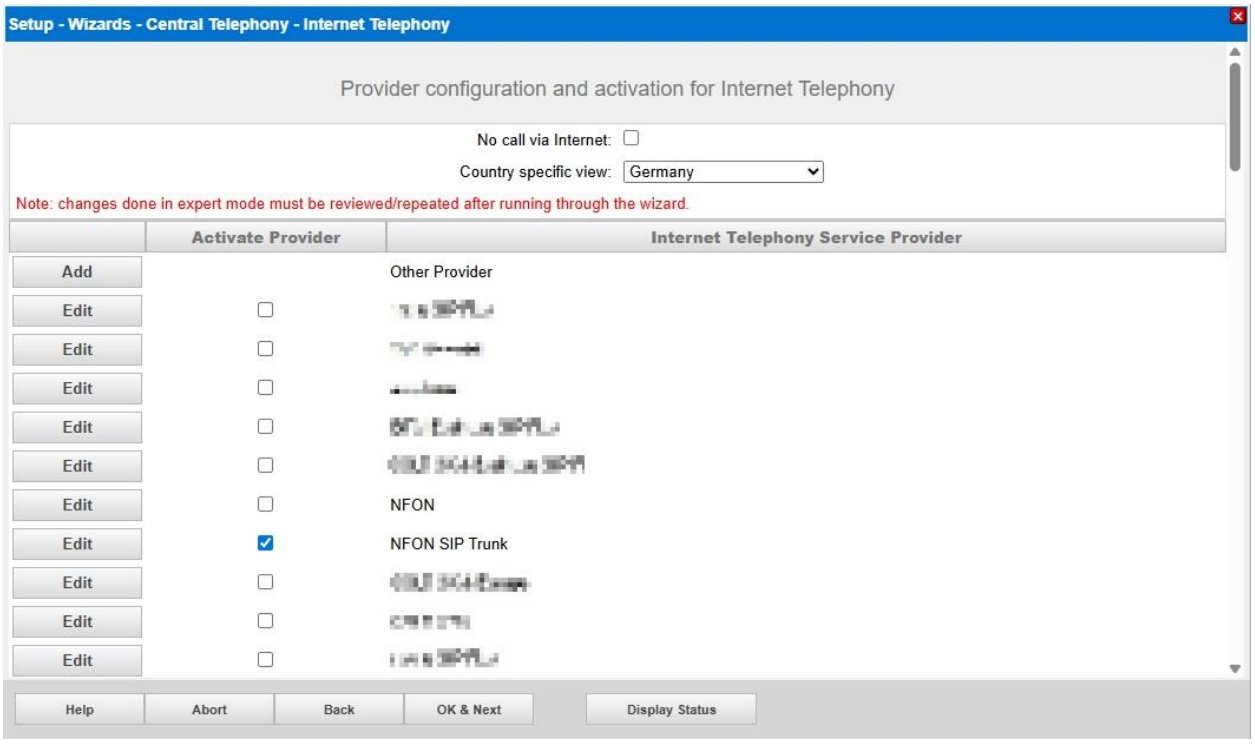


Figure 9

Click [OK & Next]

Define bandwidth (# Trunks)

The next step is to determine the number of simultaneous calls to the provider. Based on the bandwidth entered in the internet configuration, the system suggests a maximum value.

This value must be adjusted to match the number of calls specified by ***NFON***.

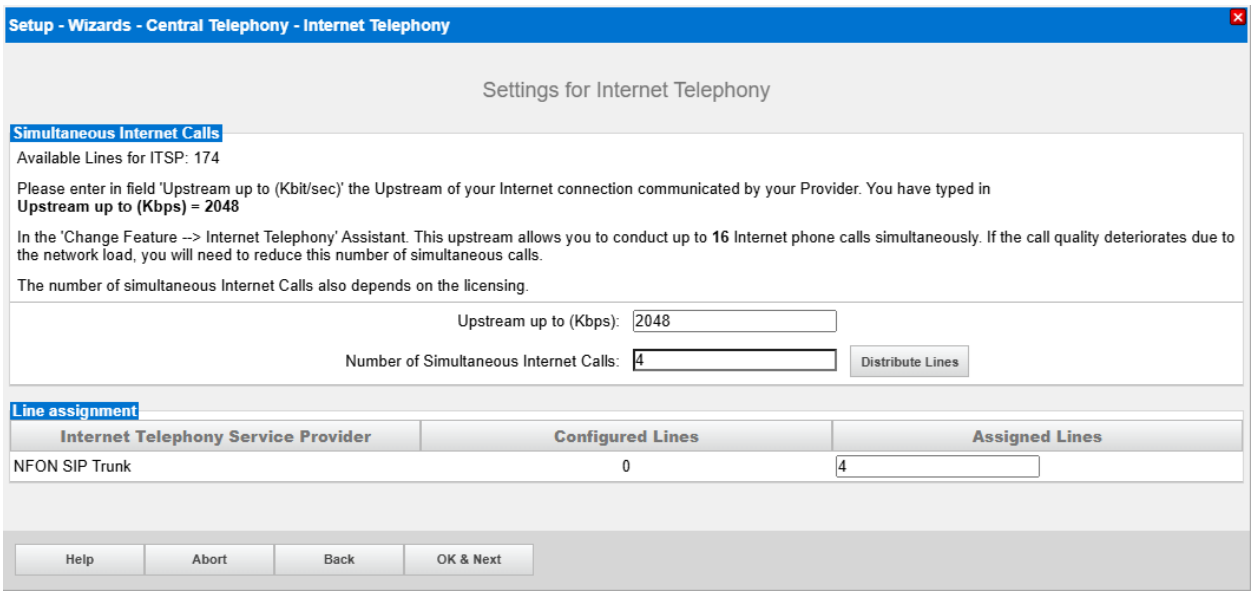


Figure 10

Click [OK & Next]

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

Special phone numbers

The next step is to define the routing for special service numbers. If special service numbers should not be routed via ***NFON SIP Trunk***, this must be changed accordingly.

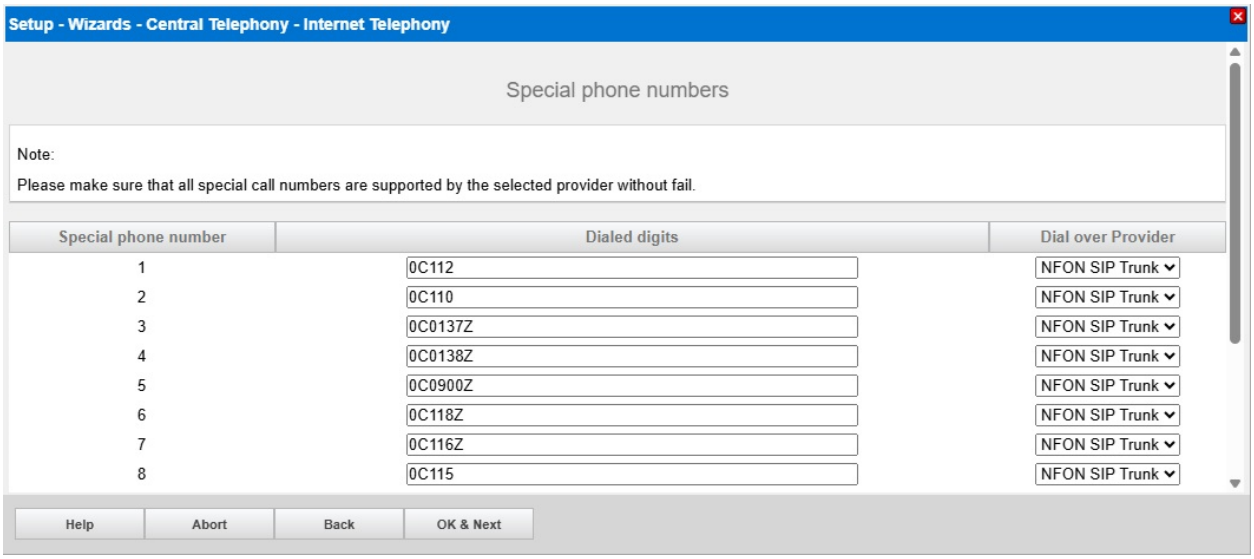


Figure 11

Click [OK & Next]

On next page status of ITSP is displayed.

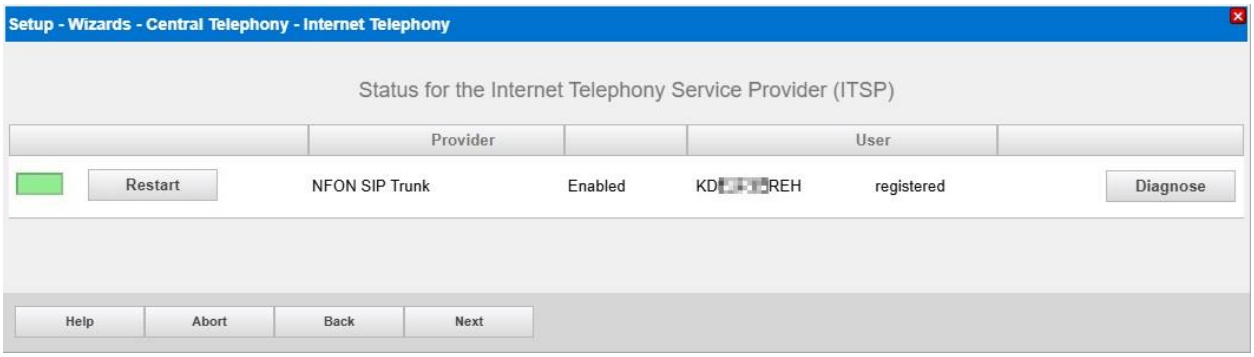


Figure 12

- 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]

On the following page, the route for the default trunk line assignment is set and the area code is requested (necessary for dialing within your own local network). The area code must be entered without the prefix (0).

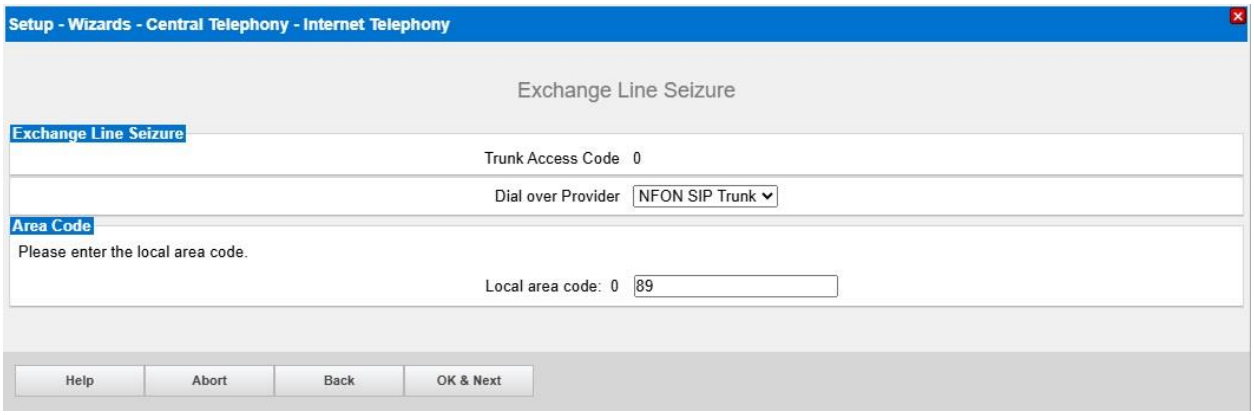


Figure 13

Click [OK & Next]

Overview with all configured „Outside line Seizure“ are displayed.

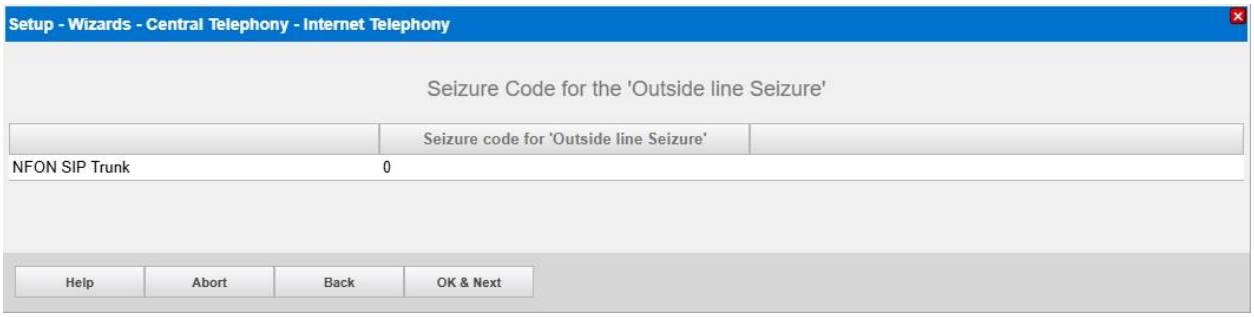


Figure 14

Click [OK & Next] and

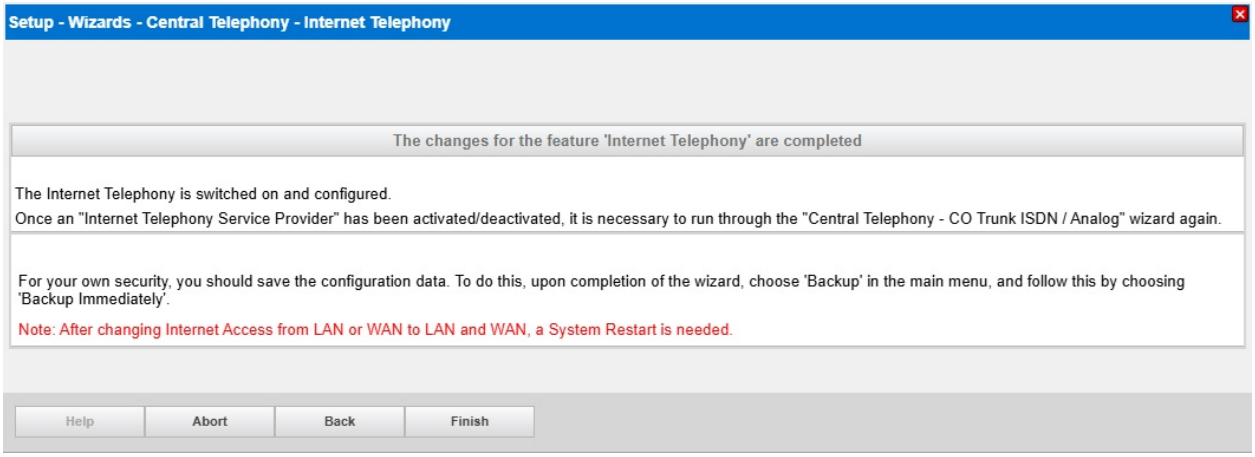


Figure 15

on the next page [Finish].

DID configuration

In the DID Section, the DID will need to be entered (remaning part without country code, and if configured without local area code, PABX number).

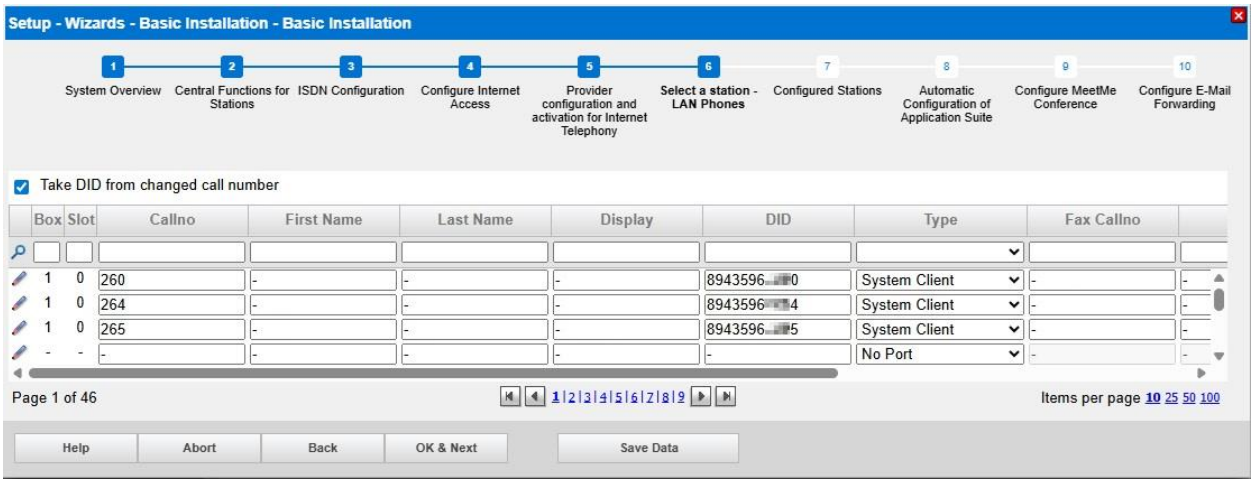


Figure 16

Additional Configuration

License

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

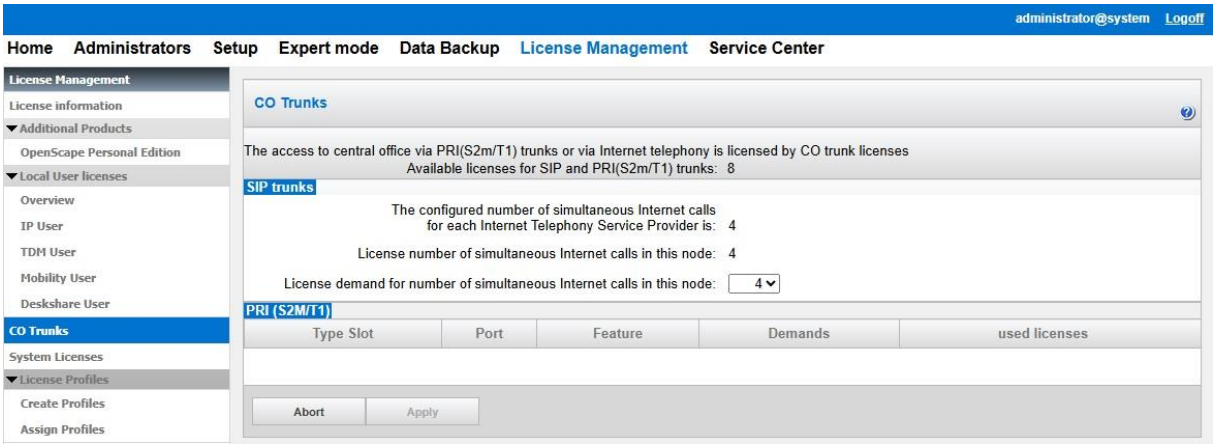
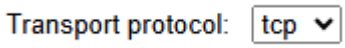


Figure 17

Known limitations and restrictions

In the operating mode "Package with UC Suite", the transport protocol TCP must be used:



via Expert mode → Telephony Server → Voice Gateway → Internet Telephony Service Provider → ***NFON SIP Trunk*** (see appendix).

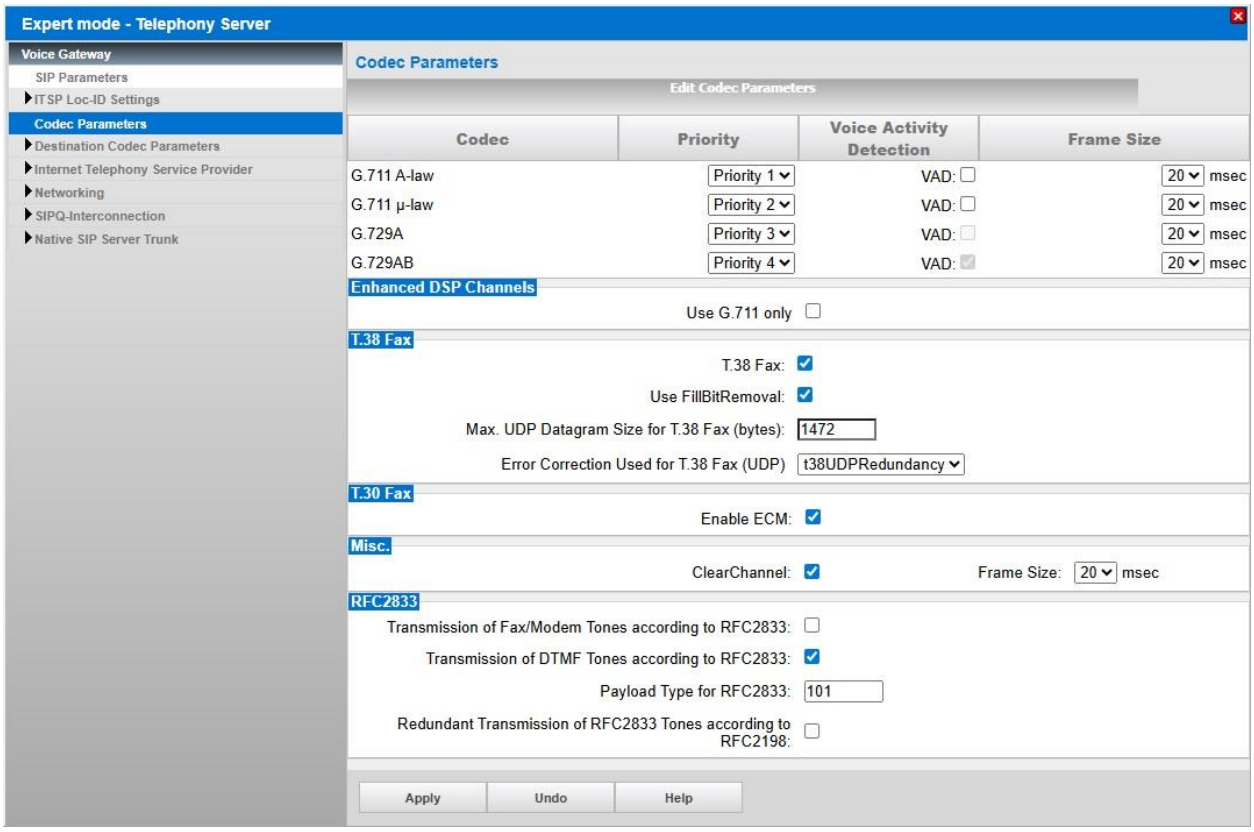
Mandatory configuration in Expert Mode

Codec Parameters

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

To comply with the requirements of the ***NFON SIP Trunk*** profile the following codec parameters must be changed:

1. for the “Secure Trunk” option, the T.38-Fax protocol is not supported and must be disabled
2. RFC 2833 payload type must be 101



Note: after the T.38-Fax settings are changed, OpenScape Business must be restarted.