Service Guideline

Mitel Cordless IP V2 Rx

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History of Change

VERSION:	DATE:	DESCRIPTION:
1.1	2022-04-04	Draft with new Template
1.2	2022-05-31	Released
1.3	2023-06-15	Update to cover new OpenScape Cordless IP Entry
2.0	2024-08-16	Update to new Mitel Template

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1. Introduction

1.1. General

This service guideline describes product-specific features regarding installation, setup and maintenance of the product OpenScape Cordless IP V2.

This document does not contain descriptions of the global processes and structures of the Mitel service organizations. We assume that the users at whom this document is aimed have a sound working knowledge of the general service procedures.

This document is subject to the requirements of DIN ISO 9001 and in this respect is a controlled document. For certification in accordance with DIN ISO 9001 it is necessary to inform all organizational units concerned without exception.

This document is subject to the CIP (Continuous Improvement Process). Suggestions for improvement are welcome and should be sent to the Service Guideline author, respectively to your contractual agreed contact partner.

1.2. Country specifics

Country specifics will be dealt with in the individual sections if necessary.

1.3. Target Group

Global Operations managers

Managers of the service organizations, delivery units and delivery partners

Realization management, engineering, project planning and technical processing managers

Logistics

FSE / RSE (maintainers)

Product support (GVS)

1.4. Contact partners

If you have any questions or require additional information, please contact the relevant contact person for products and services in your country-specific Mitel organization.

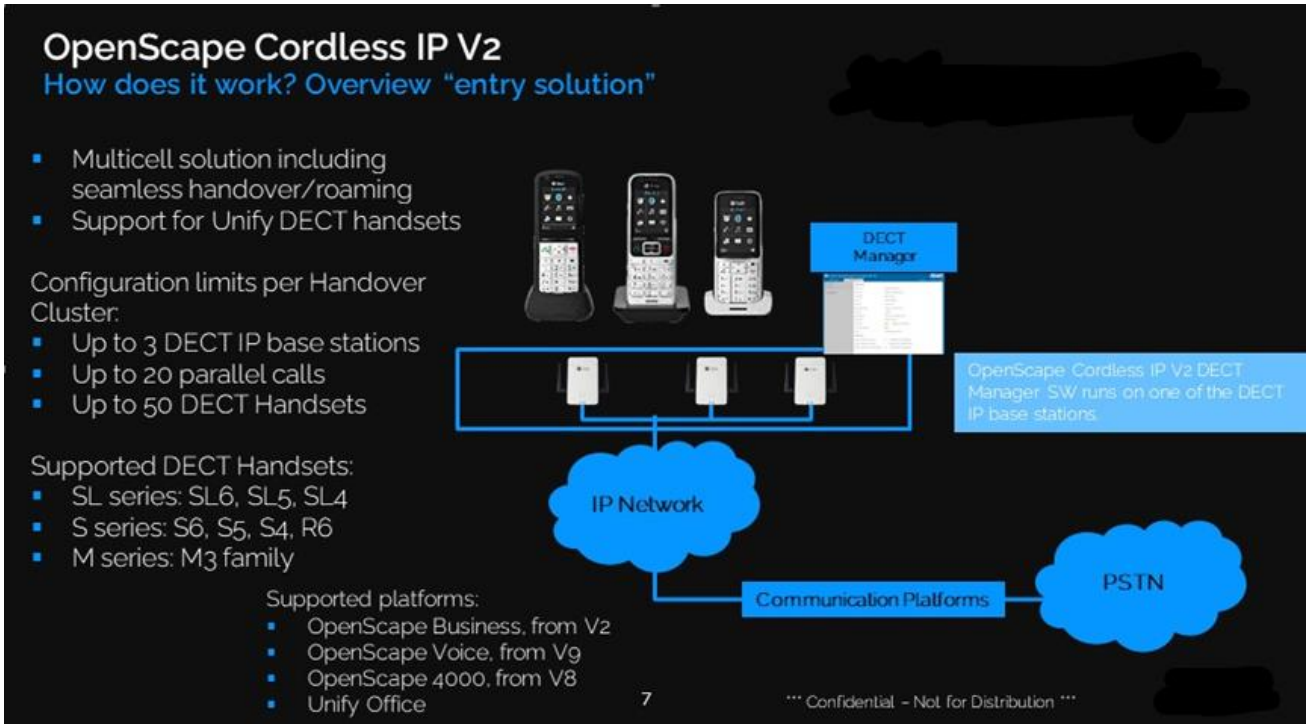
2. Product Information

2.1. Product description

OpenScape Cordless IP V2 is the DECT over IP solution for pure IP and hybrid platforms. It enables the customer to use DECT handsets on all Unify platforms.

Unlike the long-established OpenScape Cordless Office/OpenScape Cordless Enterprise solutions, the DECT over IP base stations used in the OpenScape Cordless IP V2 solution have an Ethernet connector and are operated in the LAN.

As OpenScape Cordless IP V2 uses a SIP interface to the communication server, the feature set differs from OpenScape Cordless Office/Enterprise.



OpenScape Cordless IP V2
How does it work? Data "small solution"

- Multicell solution including seamless handover/roaming
- Support for Unify DECT handsets
- OpenScape Cordless IP DECT Manager SW runs on one of the DECT IP base stations

Configuration limits per Handover Cluster:
- Up to 10 DECT IP base stations
- Up to 20 parallel calls
- Up to 50 DECT Handsets

Supported DECT Handsets:
- SL series: SL6, SL5, SL4
- S series: S6, S5, S4, R6
- M series: M3 family

Supported platforms:
- OpenScape Business, from V2
- OpenScape Voice, from V9
- OpernScape 4000, from V8
- Unify Office

The expression "Handover Cluster" describes a certain number of DECT IP base stations with seamless handover capability (in the picture the green bordered area)

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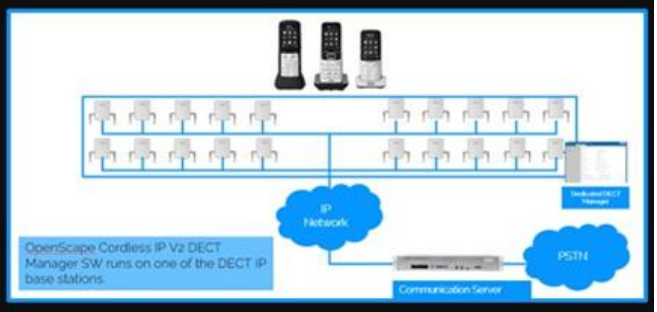
OpenScape Cordless IP V2
How does it work? Data "medium solution"

- Multicell solution including seamless handover/roaming
- Support for Unify DECT handsets
- OpenScape Cordless IP DM SW runs on a dedicated base station with disabled radio part

- Configuration limits per Handover Cluster:
- Up to 60 DECT IP base stations
- Up to 50 parallel calls
- Up to 250 DECT Handsets

- Supported DECT Handsets:
- SL series: SL6, SL5, SL4
- S series: S6, S5, S4, R6
- M series: M3 family



Supported platforms:
- OpenScape Business, from V2
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The expression "Handover Cluster" describes a certain number of DECT IP base stations with seamless handover capability (in the picture the green

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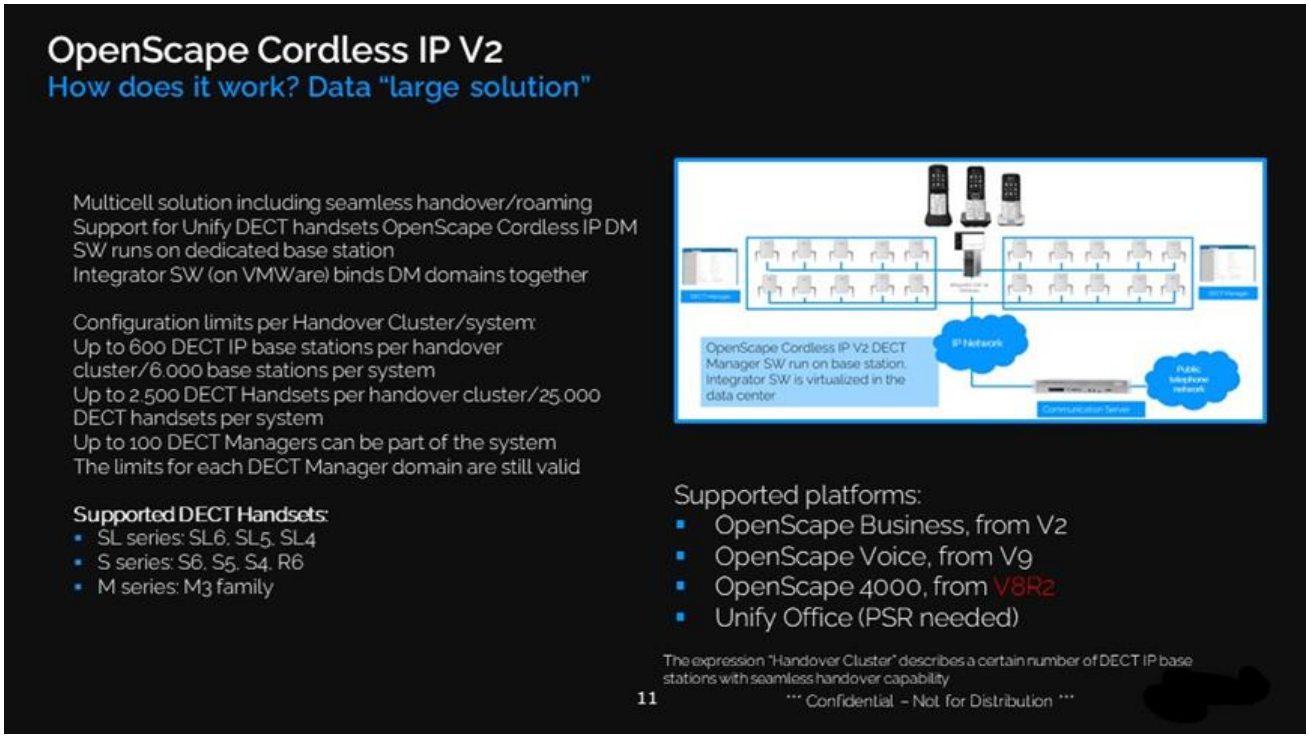


For more detailed information about core features of the product please refer to Sales Information. Technical details are listed in the related data sheet.

2.2. Limitations / dependencies

The OpenScape Cordless IP V2 small and medium solution is released on the following platforms:

(OpenScape Cordless IP V2/DECT Manager and Integrator SW running on a base station)

- OpenScape Business, from V2
- OpenScape Voice from V9
- OpenScape 4000 from V8
- Unify Office/Unify X (Deutsche Telekom)

The release of the large solution (Integrator SW on VMWare and support of multiple sites with central administration and roaming).

The following handsets are supported with the OpenScape Cordless IP V2 solution with the full range of features:

- OpenScape DECT Phone S5, SL5
- OpenScape DECT Phone S6, SL6 and R6
- OpenStage SL4 professional
- Gigaset S4 professional
- OpenStage M3 family

In addition, the DECT GAP standard is also available with a limited range of features for DECT handsets with GAP capability. Some functions may be restricted when GAP-capable mobile devices are connected. Product Support only supports the Unify DECT handsets mentioned above. Detailed information to the DECT handsets can be obtained via Experts Wiki: Link

For dependencies on other versions or products, see Sales Information.

2.3. Product introduction

Information on product availability in the various countries and the associated milestones are provided in the Mitel Portfolio Overview.

As a client/partner of Mitel additional information on this can be obtained via Partner Portal or from your contractual agreed contact partner.

2.4. Product delivery

An order usually consists of hardware, software and the required licenses.

2.4.1. Hardware/Software

OpenScape Cordless IP V2 - Base Station BSIP2

- One BSIP2
- It can be used as DECT management system or as base station
- Two antennas

OpenScape Cordless IP V2 – Base Entry

This base position must be ordered once per system and is mandatory for all installations This base license has to be activated in the system.

- 1 x Base Entry License for SIEL
- 1 x License for DECT-Manager

OpenScape Cordless IP V2 – Base

This base position must be ordered once per system and is mandatory for all installations This base license has to be activated in the system.

- 1 x Base License for SIEL
- 1 x License for DECT-Manager

OpenScape Cordless IP V2 - DECT Manager License

OpenScape Cordless IP V2 - Integrator Software License

OpenScape Business Cordless IP V2 DECT Manager

First Cordless IP DECT Manager License within the OS Business solution. Contains three DECT managers.

OpenScape Business Cordless IP V2 per additional DECT Manager

Can only be used if the above mentioned DECT Manager license is activated on the system: L30250-U622-B736

Single-Port PoE Injector

The OpenScape Cordless IP V2 Base Station (BSIP2) is designed to be powered by PoE (Power over Ethernet, according to IEEE 802.3af), and has no local power supply. If PoE is not available, the unit can inject the required power into the Ethernet connection to the device from an external source.

The delivery package does not include a mains power cord, so this must be ordered separately.

Outdoor Housing for a Base Stations (Neutral), without Heating

Protective outdoor housing for base stations, unheated, with an ambient temperature range from +50°C to -20°C. Pole mounting kit must be ordered separately.

ORDERING STRUCTURE: (GERMAN AND INTERNATIONAL)	PST-NR:	LM-NO:	CATEGORY/TKZ
OpenScape Cordless IP V2 Base	BFA220	L30280-F600-A220	DECTIPSW
OpenScape Cordless IP V2 Base Entry	BFA232	L30280-F622-A232	PSR Required
OpenScape Cordless IP V2 – Base Station BSIP2	BFA221	L30280-F600-A221	CORDLESS
OpenScape Cordless IP V2 - DECT Manager License	BFA222	L30280-F622-A222	
OpenScape Cordless IP V2 - Integrator Software License	BFA223	L30280-F622-A223	
OpenScape Cordless IP V2 - AML License	BFA224	L30280-F622-A224	
OSBiz CIPV2 DECT Manager (contains already 3 DECT Manager licenses)	CUB736	L30250-U622-B736	
OSBiz CIPV2 additional DECT Manager (only valid in combination with L30250-U622-B736 OSBiz CIPV2 DECT Manager as a prerequisite)	CUB737	L30250-U622-B737	
One- Port Power over Ethernet Injector	BFA184	L30280-F600-A184	MOBIDEV
Mains Power Cord EU 2,5m	DUA389	L30251-U600-A389	HIPA1000
Mains Power Cord UK 2,5m	DUA235	L30251-U600-A235	33X035X0
Mains Power Cord SWZ 2,5m	BZF103	L30280-Z600-F103	33X035X0
Outdoor Housing	BBB212	L30280-B600-B212	CORDLESS
Mast Mounting Kit for Outdoor Housing	DUA910	L30251-U600-A910	CORDLESS
Site Planning Kit for DECT installations	BFA227	L30280-F600-A227	

2.4.2. License handling

Central License Server (CLS) is the central tool for managing product and service licenses. If products and/or software support services have been ordered from Mitel, CLS will provide the appropriate licenses. The license activation follows defined rules, which are described in detail in the CLS User Guide.

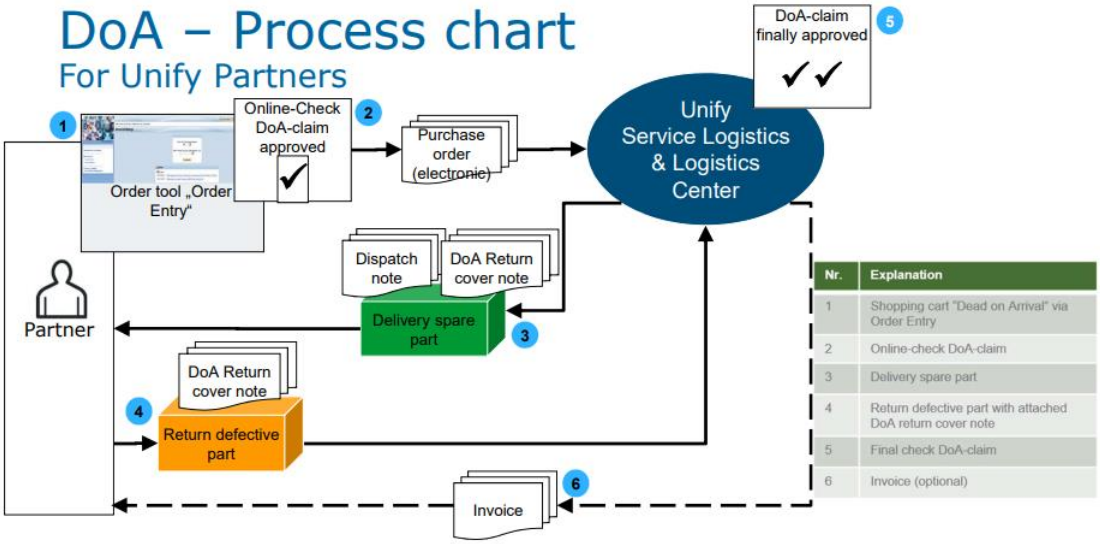
Licenses are initially displayed on the CLS account of the partner who ordered the respective products and services. Licenses can be easily identified or searched for using the relevant LAC sent to the partner in the delivery note.

With the CLS, product licenses and service licenses are assigned by defined numbers. In addition, each product base and service base license carries its own SIEL ID prior to license activation.

Detailed information on all features (order positions) is provided in the TI - Online.

2.4.3. Delivery procedure, unpacking quality and transport damage

For information on the delivery procedure, damage during transport and unpacking quality, see Mitel Global Service Logistics.



2.4.4. Defect Liability and Warranty

The respective defect liability clauses agreed to by the customer in the contract (warranty) apply.

3. Service Data

3.1. Reporting

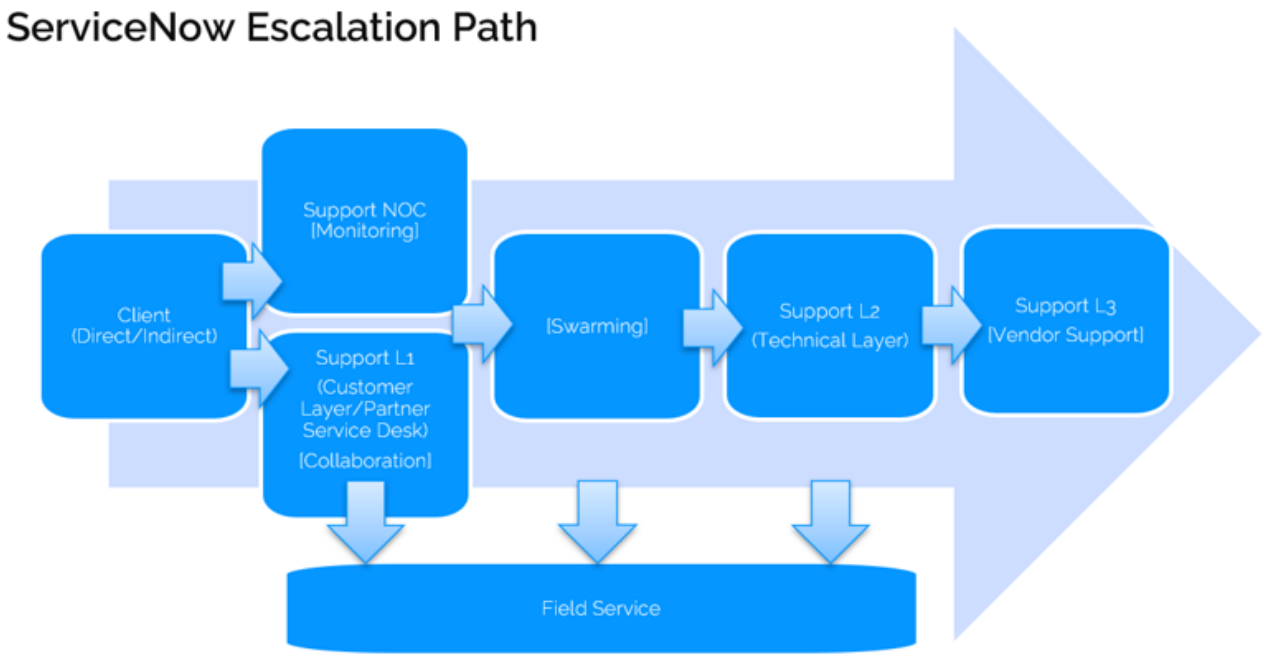
3.1.1. SNOW data

Product Family	Communication Systems
Product Group	OpenScape Cordless IP
Product Type	OpenScape Cordless IP
Product Version	V2
SW Version	

3.1.2. Service Knowledge base data

Product Family	Communication Systems
Product Group	OpenScape Cordless IP
Product Type	OpenScape Cordless IP
Product Version	V2
SW Version	

3.1.3. Escalation Path



3.1.4. Support Model

Country	CL	TL	NOC	FIELD	GVS
AR	BR.IMSR.OSV.POR.L1	BR.IMSR.OSV.L2		AR.OSS.DISPATCH	BR.MSD.SPA
AT	AT.MSD.ROC	ZZ.IMSR.Application.L2	ZZ.GVS.CMI	AT.OSS.SDP.OECS	AT.MSD.ROC
AT	ZZ.IMSR.CL.Apps	ZZ.IMSR.Application.L2	ZZ.GVS.CMI	AT.OSS.SDP.OECS	ZZ.IMSR.CL.Apps
BR	BR.IMSR.OSV.POR.L1	BR.IMSR.OSV.L2		BR.OSS.DISPATCH	BR.MSD.POR
CL	BR.IMSR.OSV.SPA.L1	BR.IMSR.OSV.L2		CL.OSS.DISPATCH	BR.MSD.SPA
CO	BR.IMSR.OSV.SPA.L1	BR.IMSR.OSV.L2		CO.OSS.OESIA	BR.MSD.SPA
DE	DE.IMSR.CL.Others	DE.IMSR.Others.L2	ZZ.GVS.CMI	DE.OSS.SDP.SPIE	DE.IMSR.CL.Others
DE	DE.IMSR.CL.Others.SEC	DE.IMSR.Others.L2	ZZ.GVS.DEU.SECURE	DE.OSS.SDP.SPIE	DE.IMSR.CL.Others.SEC
ES	ES.IMSR.DEVICE	BR.IMSR.ES.GENERIC.L2		ES.OSS.SDP.Sermicro	ES.IMSR.DEVICE
FI			ZZ.GVS.CMI	BE.OSS	
FR			ZZ.GVS.CMI	BE.OSS	
GB	ZZ.IMSR.CL.SME	ZZ.IMSR.SME.L2	ZZ.GVS.CMI	UK.OSS	UK.MSD.EMT
GB	ZZ.IMSR.CL.SME	ZZ.IMSR.SME.L2	ZZ.GVS.CMI	UK.OSS	ZZ.IMSR.CL.SME
HQ	DE.IMSR.CL.Others	DE.IMSR.Others.L2	ZZ.GVS.CMI	DE.OSS.SDP	DE.IMSR.CL.Others
IT	IT.IMSR.GENERAL.L1	ZZ.IMSR.CL.SME		IT.OSS.MANET	IT.IMSR.GENERAL.L1
MX	BR.IMSR.OSV.SPA.L1	BR.IMSR.OSV.L2		MX.OSS.ALPHA	BR.MSD.SPA
US				US.OSS	no_support
Partner	BR.ServiceDesk.PartnerDesk	ZZ.IMSR.Large.L2	ZZ.GVS.CMI		BR.ServiceDesk.PartnerDesk
Partner	ZZ.PartnerSupp.OSBIZ	ZZ.PartnerSupp.OSBIZ	ZZ.GVS.CMI		RO.ServiceDesk.PartnerDesk
Partner	ZZ.PartnerSupp.OSBIZ	ZZ.PartnerSupp.OSBIZ	ZZ.GVS.CMI		ZZ.IMSR.CL.OS4K
Partner	ZZ.PartnerSupp.OSBIZ	ZZ.PartnerSupp.OSBIZ	ZZ.GVS.CMI		DE.ServiceDesk.PartnerDesk
Partner	ZZ.PartnerSupp.OSBIZ	ZZ.PartnerSupp.OSBIZ	ZZ.GVS.CMI	ZZ.IMSR.CL.OS4K	ZZ.IMSR.CL.OS4K

4. Services

4.1. General

A robust Services portfolio from Mitel means additional revenue opportunities from the delivery, management and maintenance of Mitel solutions. Available in two commercial formats to suit your customer needs, Mitel Services augment your business performance while delivering market leading communication and collaboration solutions to your customers, whether co-delivered in partnership with Mitel or as a simple resale where Mitel assumes responsibility for delivery on your behalf.

A summary of all Services and further information can be found within the Mitel Portfolio Services.

4.2. Consulting, Design and Integration Service

Mitel offers a range of services to help partners deliver evaluation, design and integration services in relation to Mitel solutions.

- Success Workshops
- Assessment and Readiness Checks
- Solution Design & Integration
- Application Customization
- Solution Implementation

Mitel can support Partners in the delivery of their projects in these areas, subject to availability in dedicated markets. Please contact your local sales account manager for more details.

4.3. Managed, Support and Maintain Services

Mitel offers Support Services that Partners sell to customers as foundational support for Mitel solutions, with software license upgrades built in. It's easy to buy, manage and renew, so customers stay current and protected.

The following Offerings for Support and Maintain as well as Managed Service respectively Service Elements apply for this product.

Regional availability may differ and shall be verified.

DESCRIPTION/TIMES:	8 - 5	10 - 5	12 - 6	24 - 7
Software Support (co-delivery)				x
Software Support Resale	X			x
Remote Service Platform				x
Total Care	x	x	x	x
Managed Service Desk				
Change Management				
Service Level Management				
ProActive Fault Monitoring				
Backup & Recovery Services				
Proactive Patch Management				

Firewall Patching Services				
Performance Management				
Transition & Connectivity Services				

As a client/partner of Mitel additional information on this can be obtained via Partner Portal https://unify.com/en/partners/partner-portalor from your contractual agreed contact partner.

4.4. Customer Network Analysis

Assessments and Readiness Checks discover new areas of innovation, mitigate potential roadblocks and build a solid foundation for project execution. They can also help to understand and identify unmet customer needs and potential technology gaps within the current operational model and identify pitfalls and risks in the current infrastructure.

Assessments and Readiness Checks therefore help create a common baseline for further project phases and establish a secure plan concerning the technical issues and project costs.

VoIP Design Assessment provides an assessment of the existing IP network infrastructure in order to determine its readiness for supporting real time voice traffic and, if necessary, to give recommendations for improvement.

VoIP Readiness Check is a tool supported check for LAN and WAN which analyses the as-is state of the IP network and defines the necessary steps and actions to successfully integrate the planned communications solution into your network infrastructure.

WLAN Security Readiness Check verifies the security level of your Mobile Infrastructure, focused on WLAN. This service offering supports the identification of solution-related security requirements and assess the requirements with respect to the existing WLAN infrastructure.

Mitel Assessments and Readiness Checks are tailored to meet individual customer requirements. Typically, they would include:

- Overall evaluation of the assessed Infrastructure
- Detailed documentation of the on-site measurements
- Analysis of the results collected as a result of the assessment
- Technical report and recommendations to meet the planned future requirements

5. Installation, Start-up and Maintenance

5.1. General

The commissioning of the system essentially includes the following steps. The functional and non-functional steps not only serve as specifications but are additionally the basis for requirements tracking and change management.

- Accepting and checking order data e.g. SoW, TDS, ATMN
- Travel to the customer if on-site deployment is agreed or necessary.
- Customer data collection
- Checking technical requirements at the customer's site
- Check and record delivery with delivery bill
- Unpacking of the delivery
- Assemble components according to assembly instructions (assembly, cabling, grounding, labeling)
- Check and switch on power supply
- Wiring of components according to service manual
- Dispose of packaging
- Download and install the current SW from SWS (according to service manual)
- Download and setup of licenses from CLS
- Set up and test the remote connection
- System configuration with the recorded customer data in compliance with the SHB
- Update to latest available version with Hotfixes at the time of installation
- If the system is not delivered as an appliance make sure that the operating system subscription is activated so that security updates can be applied
- Check and test the solution according to ATMN and SHB
- Initial data backup
- Documentation of the customer solution (OSD² / MS Visio / Technical Design Specification, patch plans)
- Customer briefing (short training)
- Security checklist review with the customer
- Customer handover
- Order completion and customer signature

5.2. Skill requirements

5.2.1. General qualification requirements

With the integration of modern communication and collaboration technologies, the complexity of the systems increases. In addition to configuring and setting up the individual components, more training must be provided to understand the relevant dependencies and interrelationships within the overall system.

This also includes the end devices and clients to be connected. Encryption and mobility, as well as knowledge of modern IT architecture and software, especially network technologies, databases, Linux and Windows operating systems, and container and virtualization technologies.

As defined for service personnel working on the call desk, service desk, incident management, back-end support, problem management and onsite.

Systems specialists are trained through APT training.

5.2.2. Product skill requirements

Installation Start-up of standard features Integration in networks, special features, solutions Maintenance On-Site Maintenance Remote

Successful examination of

Atos Unify OpenScape Cordless IP für Service (OCIBASISCS)

https://academy.unify.com/enweb/beschreibung1.jsp?Course=BAACMOE

Successful examination of

Atos Unify OpenScape Cordless IP V2 R0 (OCIV2R0SDS)

https://academy.unify.com/enweb/beschreibung1.jsp?Course=BAACMOE

5.2.3. Product Curriculum Path

See previous chapter.

5.3. Installation

To use the telephone system the following steps must be performed:

- The device is shipped as a base station.
- Configure at least one device as Integrator/DECT
- Configure the local network settings via web configurator
- Perform a firmware update
- Register the base stations to the DECT manager
- Configure the base station synchronization
- Configure VoIP Communication System or provider
- Register handsets and perform handset configuration
- Create a backup to save your configuration

Additional steps for the large solution:

- Install Integrator on VMware (DHCP mandatory)
- Update Integrator SW
- Add the DECT managers to the virtual integrator.

In case of applications the actual version, preferably with the latest fix release, will be delivered. Before installing the application, basic PC SW like OS and Browser has to be updated with the newest update/patches to cover late upcoming security issues. HW deliveries with preinstalled SW contain the most reasonable version from a technical and economical point of view at least the actual minor release. It needs to be proved in individual cases whether to update the product with the latest release which has been provided by SWS server or not. In case of IP-endpoints it has to be checked in either case if the actual version has been delivered. Otherwise, the product has to be updated with the latest release which has been provided by SWS server using DLS. This task is already covered by the calculated installation time.

5.4. Start-up

Perform DECT measurement and site planning

During the planning phase of your DECT network you should have created an installation plan for the DECT managers and base stations. The service department must have all necessary customer data (e.g. installation checklist, Customers data collection ...) before the system installation can be started.

If the specification sheet on the requirements or the tender does not contain the necessary configuration data sets, this can be prorated by LC Service and charged to LC sales. No flat-rate billing plans are expected.

From a size of the DECT network of about 3 BSIP2 DECT base stations a Site Survey at the customer environment is necessary. This ensures the availability of a DECT radio network in which a cordless telephony should be possible. This measurement is separately to be market. The radio coverage is determined by the local service units or by other departments.

L30280-F613-A8 BFA8 Analysis of RF Environment for Cordless Systems (Base Station Requirements)

5.5. Maintenance process

5.5.1. Software corrections

Software errors and problems will be addressed via software update, provided that a version which includes the fix is available.

Required SW corrections will be provided as Minor Release, Fix Release, Hotfix as Delta and/or Full Release versions. Available and released corrections are documented with Release Notes in the Service Knowledge Base.

5.5.2. Hardware corrections

Hardware errors/problems will be addressed via service logistic (RUAD).

5.5.3. Software supply

Required SW corrections will be provided via the global SWS Supply System. As a client or partner of Mitel additional information on this can be obtained via Partner Portal or from your contractual agreed contact partner.

5.5.4. Incident reporting

Tickets can be generated and tracked via the WEB Support Portal (WSP).

https://mitel.service-now.com/unify

A short instruction can be found on the AWSP directly.

Guideline Opening Tickets for Partners and Self Maintainer

5.6. System access

5.6.1. On-site system access

A Windows PC with Internet Explorer and a LAN connection to the OpenScape 4000 system is required for access to the system. To minimize the preparation work it is advisable to install the needed software beforehand.

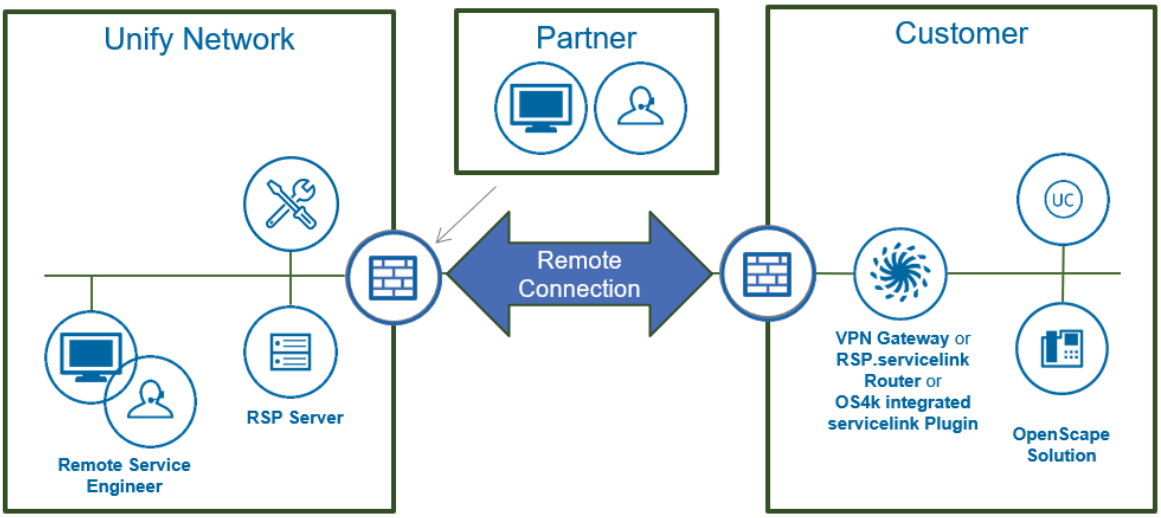
5.6.2. Remote system access

The purpose of RSP is to provide a cost-effective toolset to help Partner enterprises to achieve operational advantages and enrich their service processes. Mitel offers a solution for standard remote access in order to reduce the installation and maintenance costs regarding the Partner’s time and travelling expenses, and to amend response and resolution times for the Partner and for Mitel Service. This will gain trust and therefore raise the acceptance of the Mitel product portfolio.

5.7. Remote Service Platform (RSP)

5.7.1. General

The purpose of RSP is to provide a cost-effective toolset to help Partner enterprises to achieve operational advantages and enrich their service processes. Mitel offers a solution for standard remote access in order to reduce the installation and maintenance costs regarding the Partners time and travelling expenses, and to amend response and resolution times for the Partner and for Mitel Service. This will gain trust and therefore raise the acceptance of the Mitel product portfolio.



5.7.2. Description of the remote system access

User Interface: The Remote Users are entitled to work on the Windows Terminal Server (WTS) and use the Equipment Explorer (EqE) as main User Interface. The EqE provides a powerful and detailed search machine to find customer devices and build up secured RSP connections.

Toolset on RSP: A powerful Service toolset enables the Remote User to maintain the whole Mitel portfolio in an efficient way. Tools for diagnostic, file transfer, configuration, SW Management and remote MACs are already offered. This toolset will be enhanced continuously.

Security: Best security currently available due to RSP.servicelink connection with Server- and Client certificates and 256 bit AES encryption. RSP.servicelink offers Firewall friendly set up for the customer. Only outgoing Port 443 needs to be open. All incoming ports can be turned off for maximum customer protection. This is currently seen as “gold standard” security solution for VPN transfers and even used by government to protect security relevant transfers. Site-to-Site VPN offers similar security as RSP.servicelink but without Client Certificates.

Usability: The entitlement system enables maximal security and comfortable handling for the Remote User to access the RSP. IC Partners use a special Service Partner Access (SPA) to get access to the RSP. The Single Sign On feature enables Remote Users to access the Customer device without entering Account credentials for the device. Service Automation uses the same access using the stored credentials (if allowed).The EqE provides a quick and very detailed search machine showing a lot of important information about the device, customer or customer access policies.

Connectivity Types: These connectivity methods support the whole Mitel portfolio incl. legacy products.

1) RSP.servicelink is an easy to install connectivity and is based on OpenVPN technology and SSL VPN protocol. With client and server certificates it offers the highest security standard.

2) Site-to-Site VPN is an established industry standard but needs complex configuration.

3) Dial-up for legacy products

Data Center: The RSP infrastructure is centralized in a Data center in Germany. High availability will be guaranteed with 2 geo redundant locations. The virtualized and scalable server farm covers the future need of increasing performance. Further Information is available at the Partner Portal.

5.7.3. SESAP / RSP / HiSPA Support

You will find general information as well as product related information regarding these issues within the Service Knowledge Base or the Intranet.

5.8. Data backup

The product provides standard backup features, no additional description necessary. Please see the product documentation.

5.9. Upgrades

OpenScape Cordless IP V2 is not compatible with HiPath Cordless IP V1, therefore a migration from HiPath Cordless IP V1 to OpenScape Cordless IP V2 requires the exchange of HW (base stations) and the related SW.

A new site survey is recommended DECT handsets, outdoor box, external antennas and PoE injectors of Hipath Cordless IP V1 can be re-used for OpenScape Cordless IP V2.

OpenScape Cordless IP V2 and HiPath Cordless IP V1 can be used as separate systems with the same communication server. Distortions by overlapping radio coverage should be avoided. Roaming and handover is not possible between OpenScape Cordless IP V2 and HiPath Cordless IP V1 systems.

Customers using HiPath Cordless IP V1 and migrating to OpenScape Cordless IP V2 will get a cash back per BSIP1 that is sent back to Unify within three months after OSCIP V2 was delivered.

For more information, please see Sales Information.

5.10. Tools and test equipment

OPENSCAPE SITE PLANNING KIT

The Site Planning Kit helps you to plan and install your DECT multi-cell system. It contains one measuring base station, two measuring handsets and further helpful accessories for exact determination of the DECT environmental conditions for the planned network, and is delivered in a case.

You can use the measuring devices in the case to determine the DECT wireless coverage at your location, establish how many base stations are required and their optimum location and find sources of interferences in the wireless network

Site Planning Kit – DECT Messkoffer BFA227 L30280-F600-A227

5.11. Service Information

Service information (software and hardware releases / modifications) will be filed in the Service Knowledge Base

6. Training

6.1. General

We offer a comprehensive portfolio of training and certification resources. This section provides information about our training program and access to training resources from our Mitel Academy. Learn about our Mitel certification offerings which are fundamental to our partner program.

6.2. Certification

The Mitel Certification Program underpins the Mitel Partner Program. Certification validates your skills related to our technology and solutions. It plays an important role in building credibility and trust among customers and differentiating you from your competition. More detailed information about the Mitel Certification Program can be found on the Academy site.

6.3. Information on the training offer

Information on course modules and curriculum paths for this product can be obtained from the course Catalog issued by the Academy for Professional Training (APT). The course names are given in chapter Product specific skill requirements.

7. Documentation

DESCRIPTION:
OpenScape Cordless IP V2 Administrator Documentation
OpenScape Cordless IP V2, Data Sheet
OpenScape Cordless IP V2, Service Documentation
OpenScape Cordless IP V2 Base station BSIP2 Security Leaflet
Security Checklist

Service documentation is available as e-docu (Technical Product Documentation) on the intranet. If paper form is needed please print the PDF-file stored at that page.

Find general documentation not directly related to this specific product or product version in this section of the Partner Portal

8. Spare parts / logistics

8.1. Initial spare parts – crash parts

Crash part = part the failure of which has serious repercussions, including system shutdown!

NAME:	PART NUMBER:	REPAIR CODE: (Y / N /R)*
OpenScape Cordless IP V2 – Base Station BSIP2	S30852-H2717-R102	r
One - Port Power over Ethernet Injector	S30122-X8009-X20	n
One - Port PoE Injector - Power Cord UK	C39195-Z7001-C32	n
One - Port PoE Injector - Power Cord EU	C39195-Z7001-C11	n
One - Port PoE Injector - Power Cord CH	C39195-Z7001-C38	n
Outdoor Housing	S30122-X7469-X2	n

* y = repairable / n = not repairable > discard! / r = not repairable but return!

8.2. Initial spare parts

NAME:	PART NUMBER:	REPAIR CODE: (Y / N /R)*
OpenScape Cordless IP V2 – Base Station BSIP2	S30852-H2717-R102	r
One - Port Power over Ethernet Injector	S30122-X8009-X20	n
One - Port PoE Injector - Power Cord UK	C39195-Z7001-C32	n
One - Port PoE Injector - Power Cord EU	C39195-Z7001-C11	n
One - Port PoE Injector - Power Cord CH	C39195-Z7001-C38	n
Outdoor Housing	S30122-X7469-X2	n

* y = repairable / n = not repairable > discard! / r = not repairable but return!

8.3. Spare parts in phase out (limited availability)

Not applicable.

8.4. Spare parts supply

For Mitel guidelines see Global Service Logistics under General Spare Part Logistics Information.

8.5. Ordering procedure

8.5.1. International Processes and Documents

Process overview Partner International
Process description Advance Hardware Replacement (AHR)
Process description Repair & Return (R&R)
Process description Warranty (WTY)
Process description Dead on Arrival (DoA)
Return Guideline for Partner

8.5.2. Processes & Documentation for German Partners (German only)

Prozessübersicht Partner Deutschland
Prozessbeschreibung Advance Hardware Replacement (AHR) - Partner Deutschland
AHR Logistik Pauschale Emergency ZL Deutschland Karte
Emergency Spare Parts for German Partners

All users (internal / Partner) may access the Order Entry tool using the Customer Partner Portal.

9. Data protection and information security

9.1. Security

It is mandatory to adapt the systems default settings. The Security Checklist gives recommendations how to harden the product according to best-practice security measures. It presents a checklist to ensure all necessary installation and configuration steps can be taken and adapted to the individual customer's environment and security policy.

The latest Security Checklist should be used with every update of a product to a newer major or minor version. The document can be found via Partner Portal in e-docu. Country-specific regulations must be observed.

A print-out of the Security Checklist can be used to document the deviations of the security settings on customer wish.

9.2. Product Security Advisories and Security Notes

Security Advisories are published to address security issues in Mitel products and how to mitigate or solve them.

List of Security Advisories

9.3. General Data Protection

General Data Protection Regulation compliant data protection and privacy for all individuals within the European Union is only provided on our latest solutions or product versions. Please upgrade your systems always to assure up-to-date security and compliance with legal requirements.

10. Abbreviations

APT	Academy for Professional Training
ATMN	Acceptance Test Manual
CLS	Central License Server
DoA	Defect on arrival
FSE	Field Service Engineer
GO	Global Operations
GVS	Global Vendor Support
HiSPA	HiPath Serviceability Platform for Applications
MAC	Move, Add, Changes
RSE	Remote Service Engineer
RSP	Remote Service Platform
RuAD	Repair and Replacement Service (Reparatur und Austausch Dienst)
SESAP	Secured Enterprise Service and Administration Platform
SIEL ID	Unique product indentifier
SIRA	Secured Infrastructure for Remote Access
SNOW	ServiceNOW
SHB	service manual
SoW	Statement of Work
SWS	Software Supply
TDS	Technical Design Specification
VPN	Virtual Private Network
WTS	Windows Terminal Server

11. Documentation Reference

The product guideline can be found on the Partner Portal https://unify.com/en/partners/partner-portal under Downloads and Documents.

12. References

Further related information can be found under the following links:

Guidelines:

Opening Tickets for Partners and Self Maintainer

Tracing Guideline for Incidents

Product Security Advisories and Security Notes

Security Advisories

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