Mitel OpenScape Business

Configure SIP Trunk for Telenor Norway

OpenScape Business V3 Mainboard Family
OpenScape Business S

About this document

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

Note: The basis for this document is the current OpenScape Business *V4R0*. 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	*V4R0*
Telenor Norway	**Features & Capabilities**
Account (DID/Client)	*DID*
Multisite	*no*
CLIP / CLIR	*yes*
CLIP no Screening	*no*
COLP	*no*
Call Forwarding (302)	*yes* [1)]
DTMF (RFC2833/4733)	*yes*
Codecs G.722/G.711/G.729	*yes* [2)] */ yes / no*
T.38 Fax	*yes* [3)]
Secure trunk	*yes*

Remarks:

For security reasons OpenScape Business uses dedicated SIP server ports for internal (5060) and external (5070) traffic. As ***Telenor Norway*** can handle SIP traffic on port 5060 only, the external SIP port in OpenScape Business MUST be configured to port 5060. It is recommended to set the SIP port (internal) to port 5070.

- Call Forwarding (302) - Route optimize – is active in default.
- The use of the G.722 codec must be enabled on the end devices with priority 1 (first line codec). The use of G.722 depends on the characteristics of the remote device and is not available for international calls.
- The option of sending or receiving T.38 faxes depends on the properties of the remote station and is not released for the secure trunk.

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Table of History

Date	Version	Changes
2025-09-22	1.0	release with OpenScape Business V3R4.2
2025-12-10	1.1	profile available within OpenScape Business V3R4.3
2026-07-31	1.2	update OpenScape Business V4R0 • secure trunk

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Information

The ***Telenor Norway*** SIP-Trunk is released for the first time with OpenScape Business V3R4.2 variants

- OpenScape Business V3 Mainboard Family
- OpenScape Business S

Trunk Configuration Data provided by Telenor Norway

The customer administrator interface "Min Bedrift" (="My company") is available at https://www.telenor.no/bedrift/mbw/.

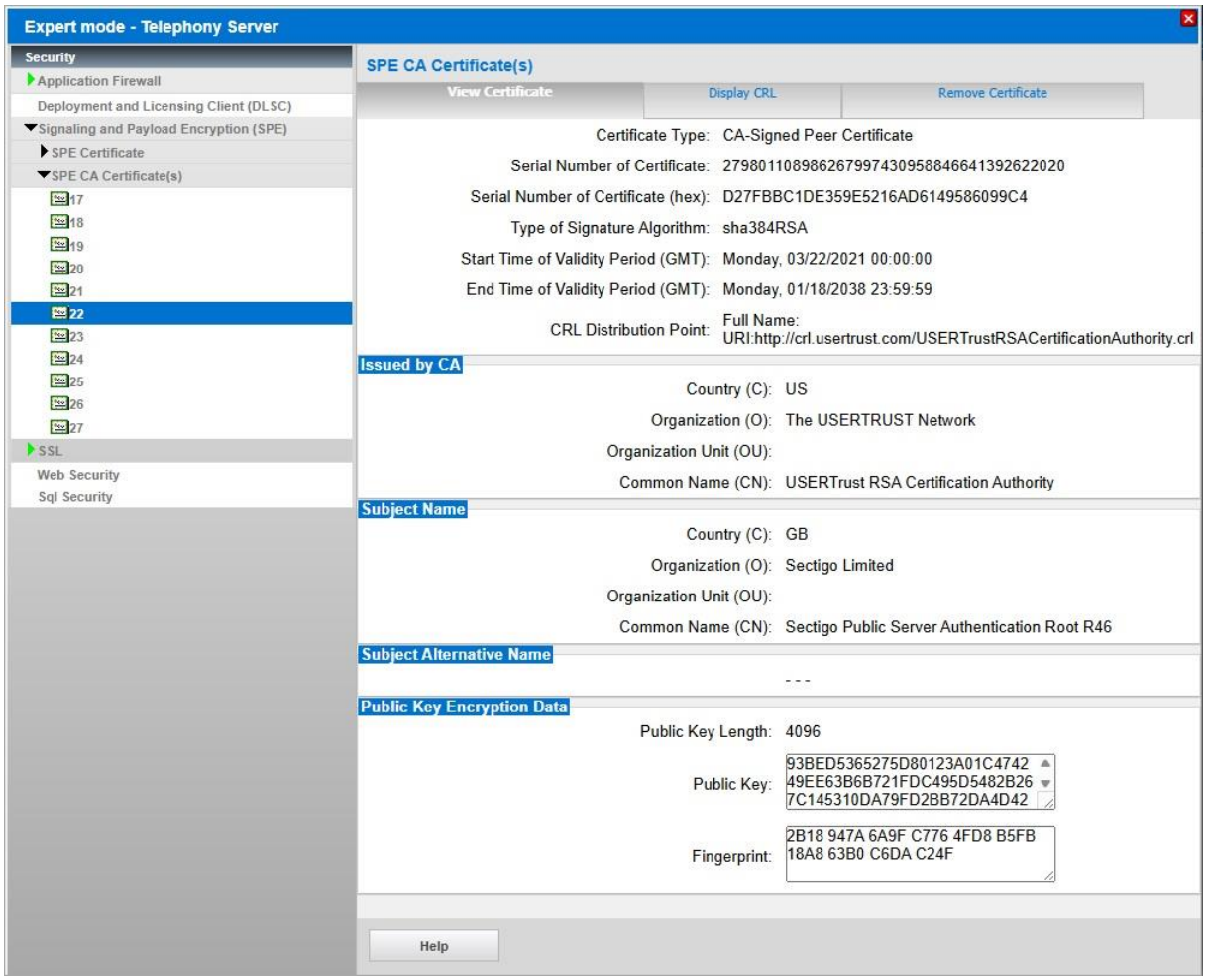
More details can be found under:

https://www.telenor.no/binaries/bedrift/kundeservice/mobilt-bedriftsnett/mbn-admin/Brukermanual-MBN-Admin-V5-2.pdf.

Configuration Wizard

Encryption (TLS/SRTP)

Optionally, signaling encryption using TLS and the voice channel encryption using SRTP can be enabled. ***Telenor Norway*** uses public trust certificates from Sectigo. The required root certificates of Sectigo is preinstalled.



Internet Telephony

Go to Central Telephony – “Internet Telephony“

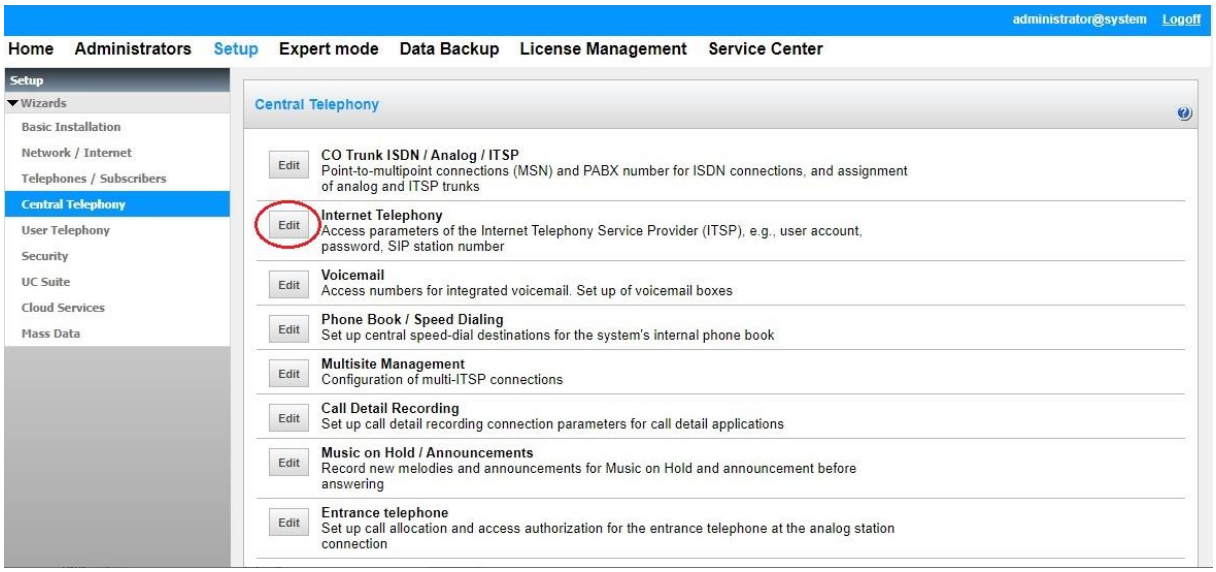


Figure 1

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

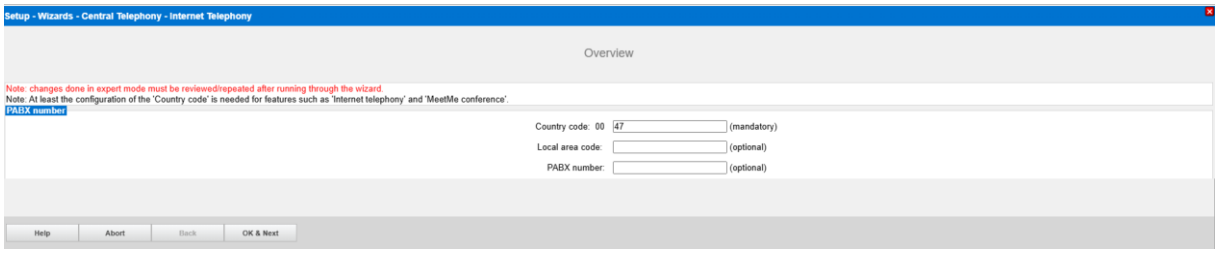


Figure 2

Click [OK & Next].

Provider configuration and activation for Internet Telephony

- No call via Internet -> uncheck
- Use County specific view: "***Norway***" and select "***Telenor Norway***"

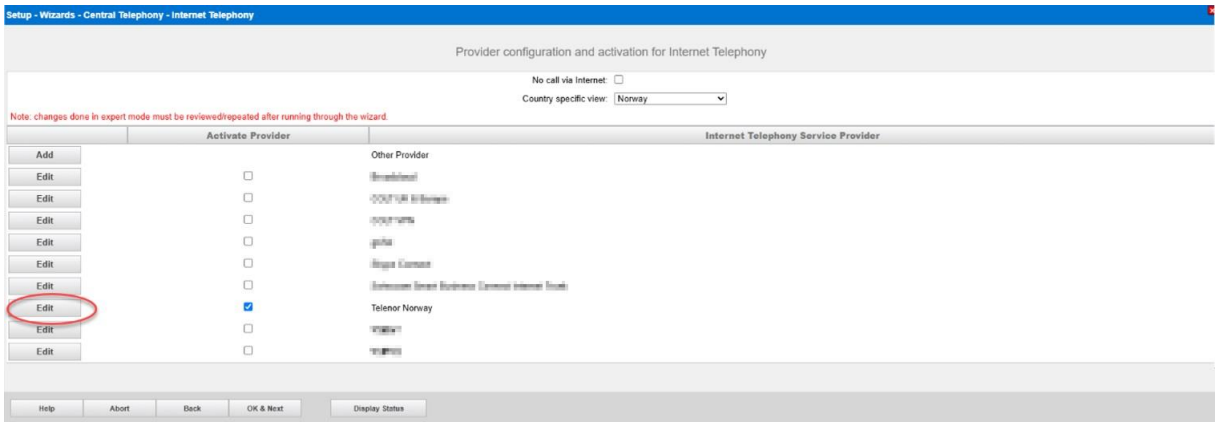


Figure 3

Activate Provider and click on [Edit].

On the next page the preconfigured ***Telenor Norway*** server data are displayed and need not to be changed.

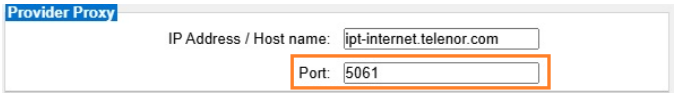
Registered account is for single user/single number accounts only - primarily use case are a deskphone or SIP/analogue adapter without PBX. Trunks are static at ***Telenor*** SBC.

Provider STUN

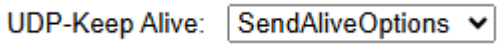
The ***Telenor*** IPT platform requires that the layer 3 (IP) address used for the signalling is fixed. This static address is provisioned in the **Telenor** SBC. For Internet based access, the received IP-address must be public and unique per end-customer.
Therefore 3rd party STUN servers must be used to discover what public IP address the OpenScape Business is recognized by when traversing Internet.

Secure Trunk

Enabling "Secure Trunk" for signaling and payload encryption (OpenScape Business V4R0) requires Provider Proxy Port 5061 and needs to be activated in Expert Mode:



Further sending of OPTIONS needs to be activated:



Route optimize active

This option is enabled by default. Rerouting is carried out by ***Telenor*** SBC during a call forwarding (SIP 302). The system loses further control over the call. The control of the call remains at ***Telenor*** SBC.
Disabling this option is not released for OpenScape Business on ***Telenor Norway*** SIP-Trunk.

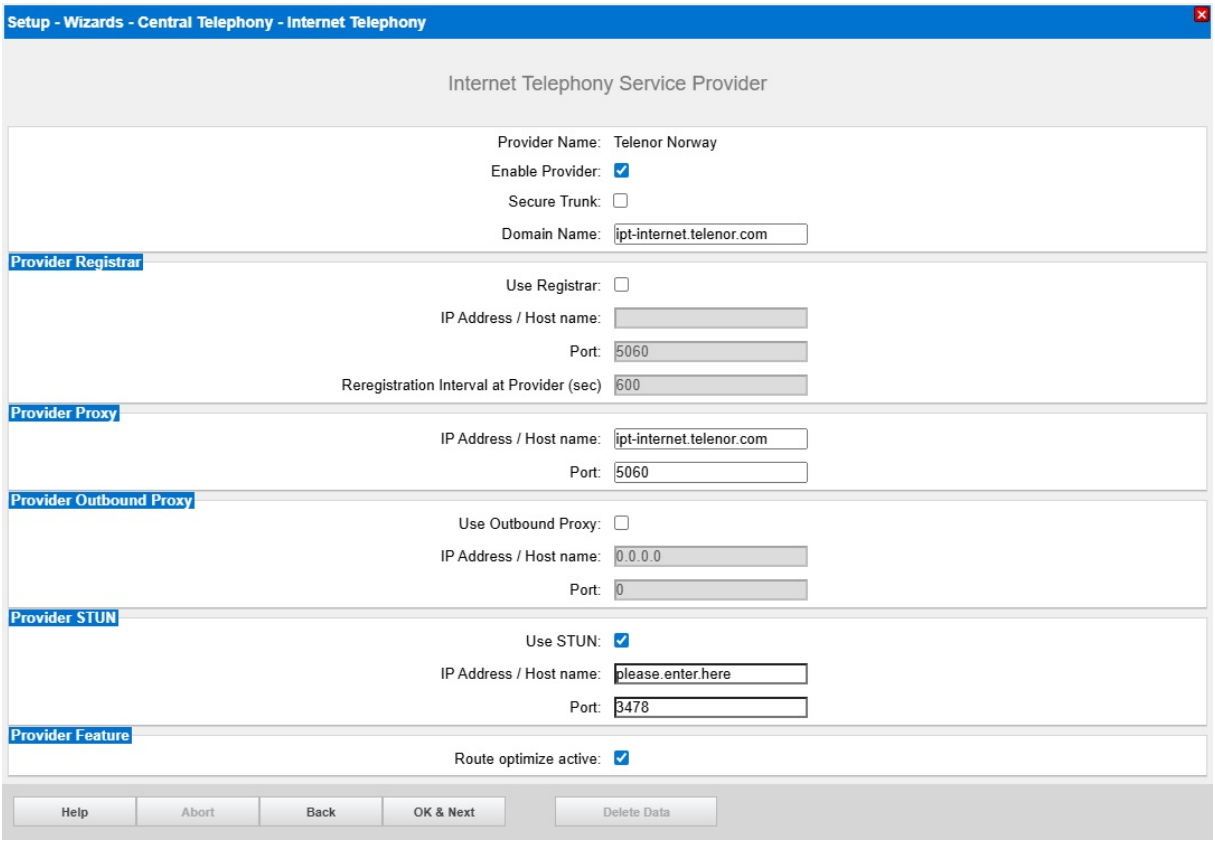


Figure 4

Click [OK & Next]

.

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

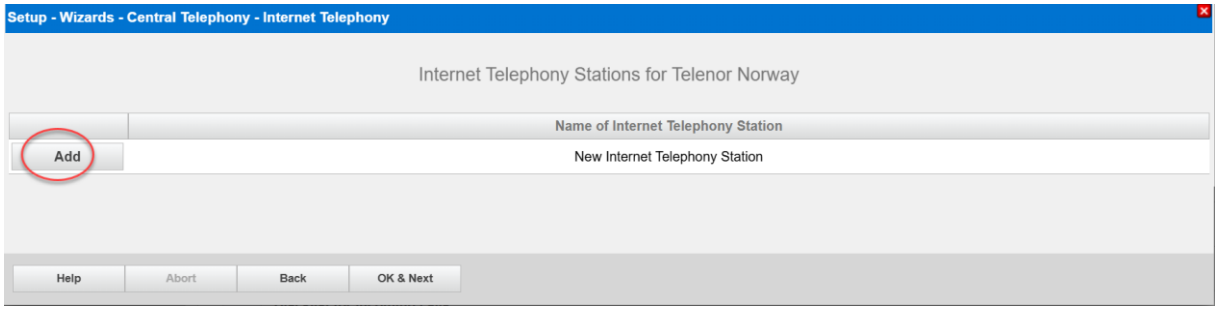


Figure 5

Click on [Add].

Data is provided by the ***Telenor Norway***.

Internet telephony station:	**Username** is inserted here
Authorization name:	**Username** is inserted here
Password:	**Password** not provided by Telenor Norway, just fill main number
Default number:	Main number of connection. The default number is used as outgoing number when no DDI number is assigned to a station. Usually, the **Lead Number** is entered here.

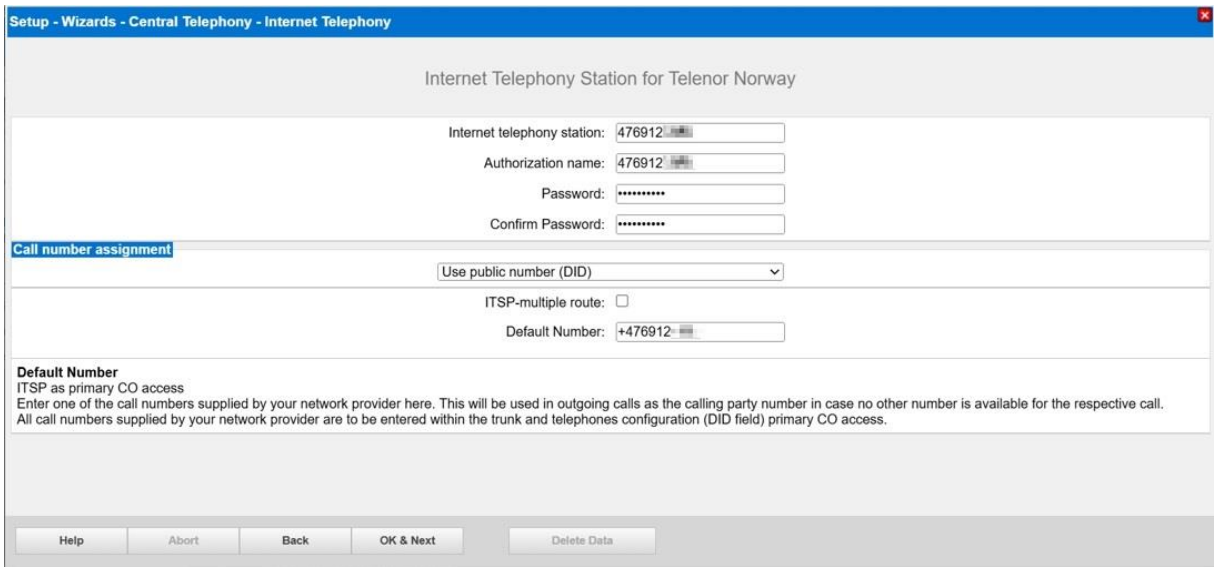


Figure 6

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

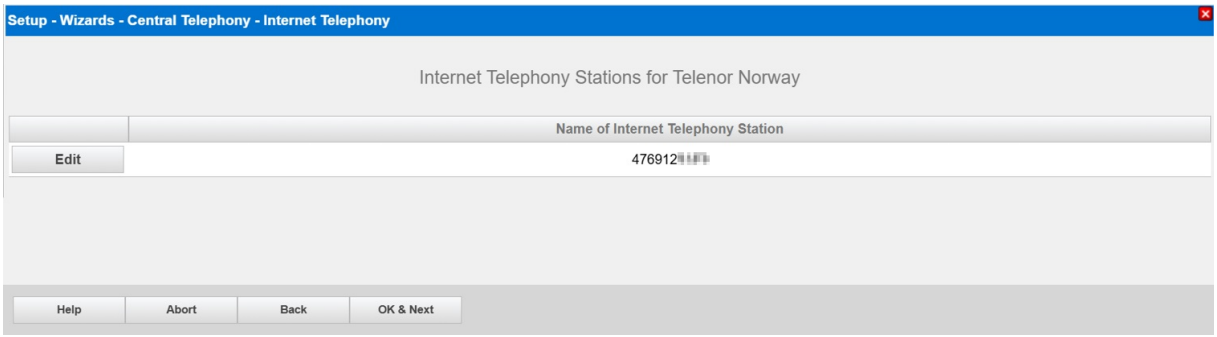


Figure 7

Click [OK & Next]

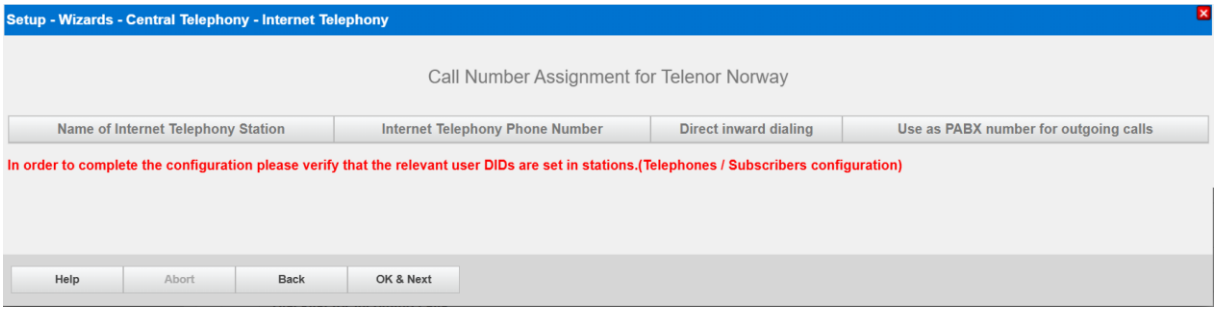


Figure 8

Click [OK & Next] (no input needed)

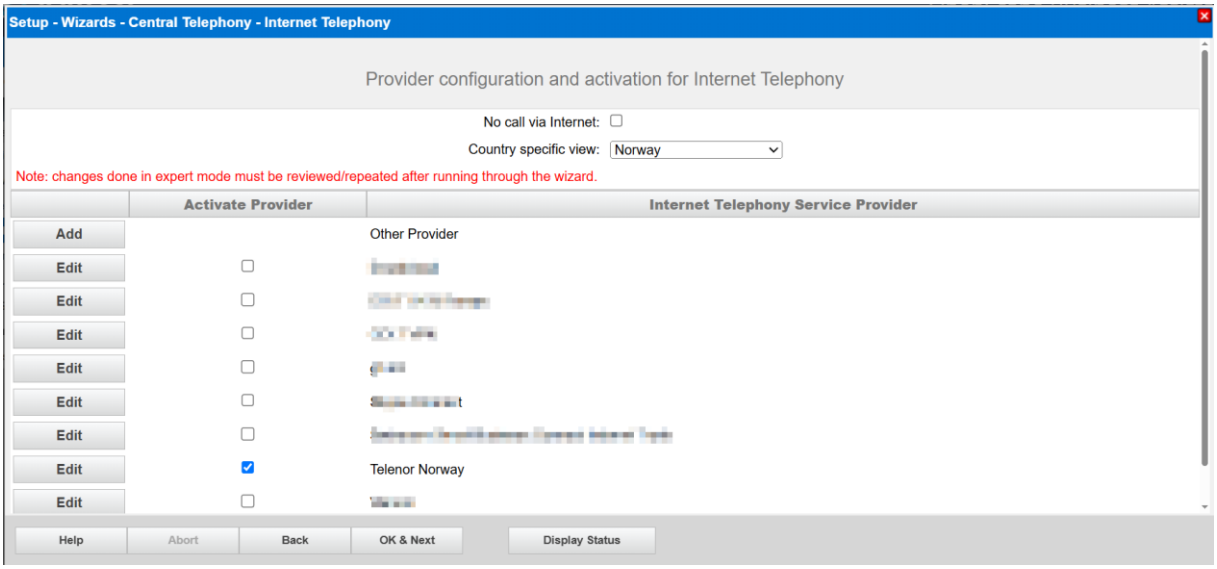


Figure 9

Click [OK & Next]

Define bandwidth (# Trunks)

The amount of simultaneous Internet (**Assigned Lines**) calls must be aligned with the **Maximum Active Calls** assigned to the Trunk Group of the Telenor Norway Enterprise Portal.

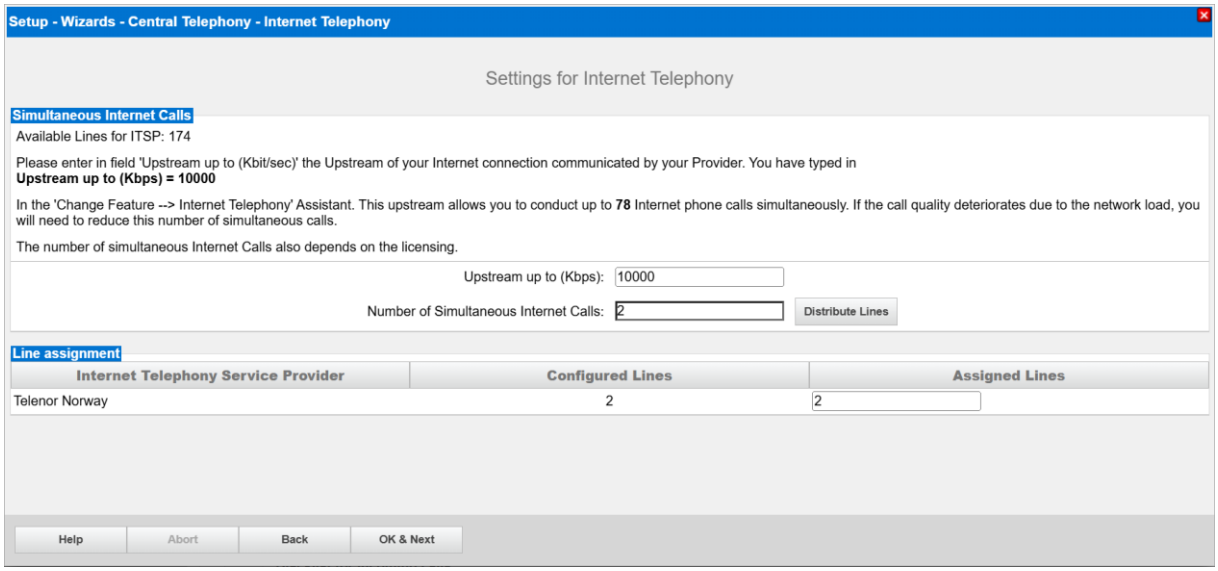


Figure 10

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.

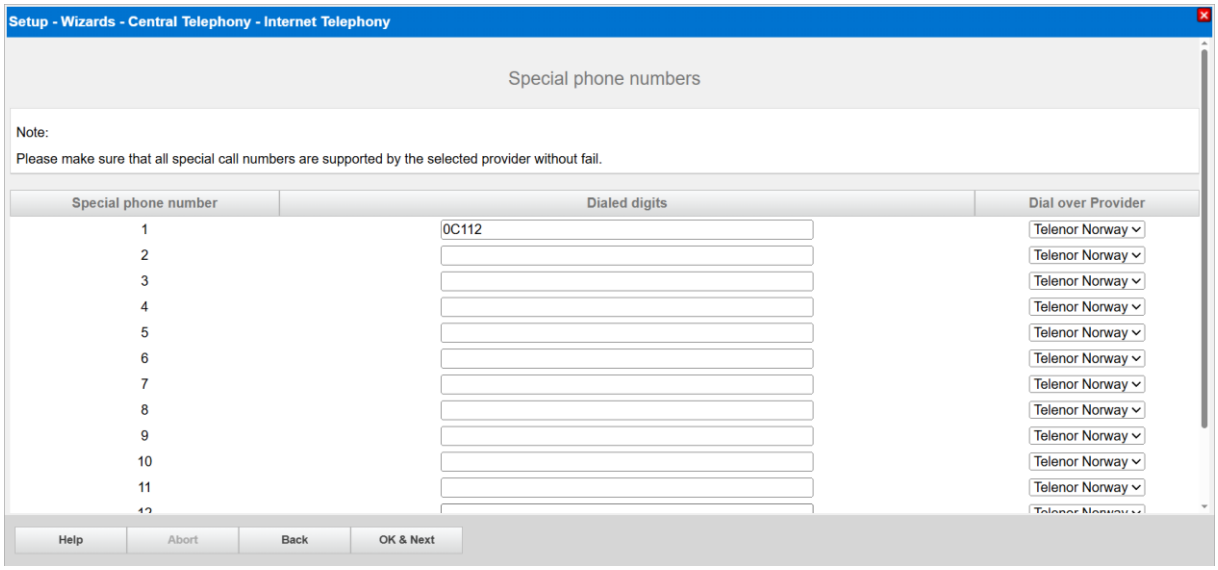


Figure 11

Click [OK & Next]

On next page status of ITSP is displayed.

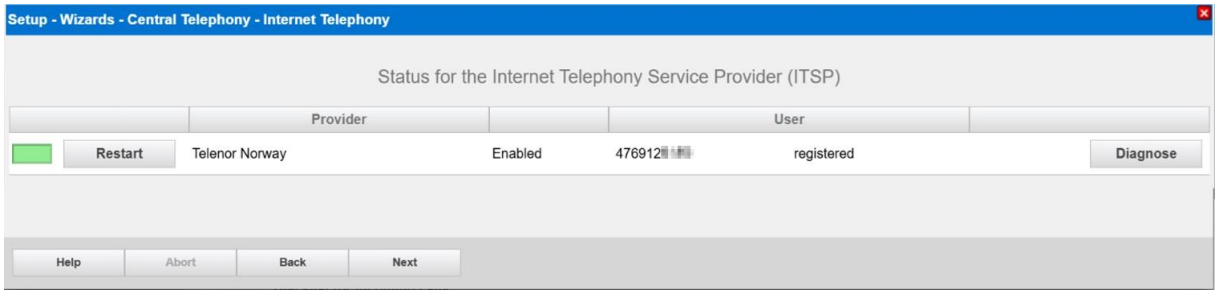


Figure 12

- 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]

„Exchange Line Seizure“

Select which trunk will access code 0. Note: No area code necessary in Norway

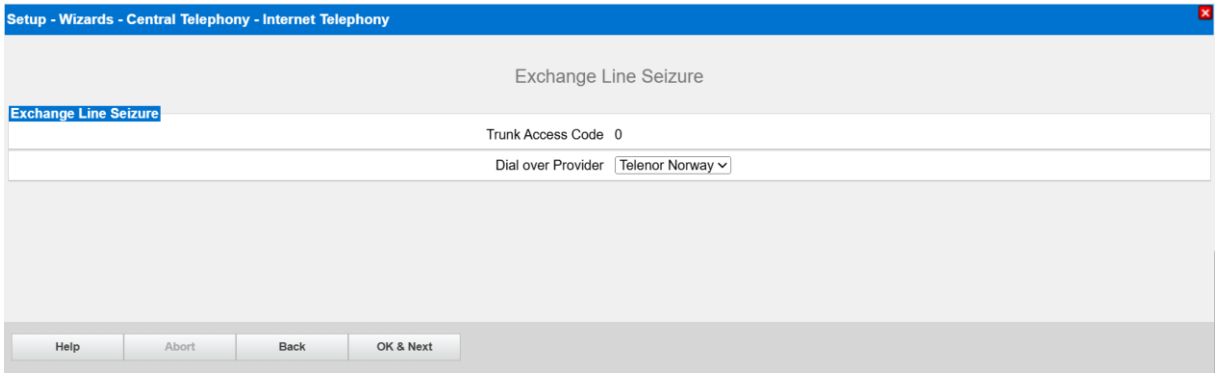


Figure 13

Click [OK & Next]

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

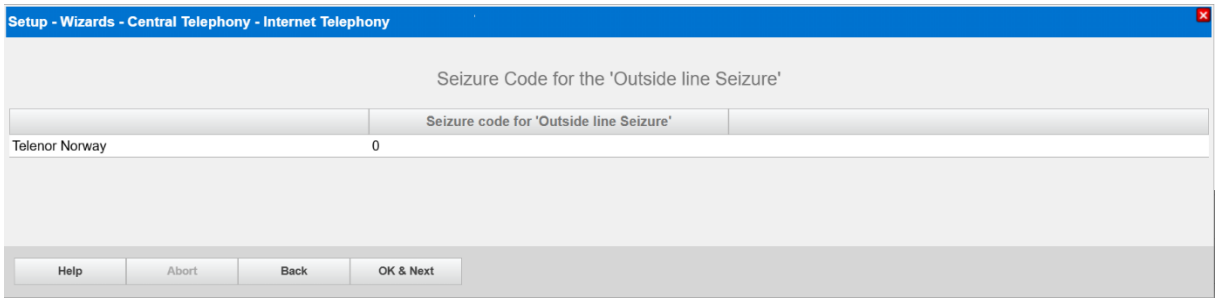


Figure 14

Click [OK & Next] and

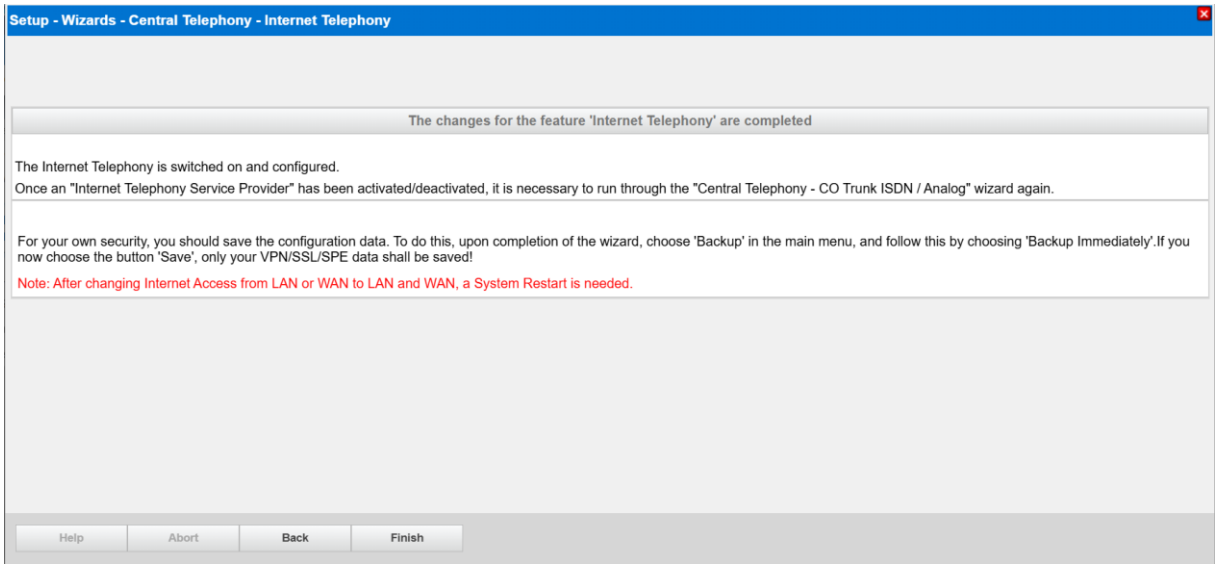


Figure 15

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).

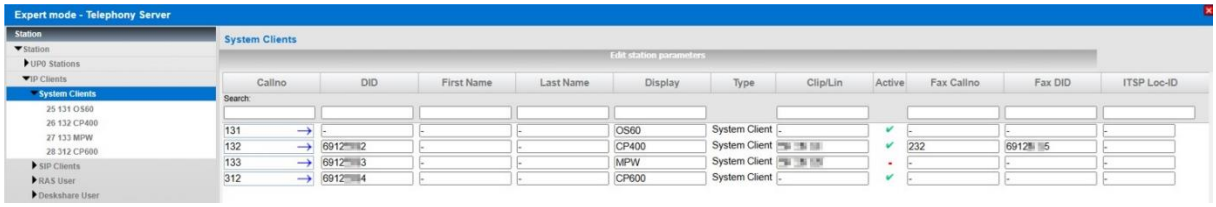


Figure 16

Additional Configuration

License

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

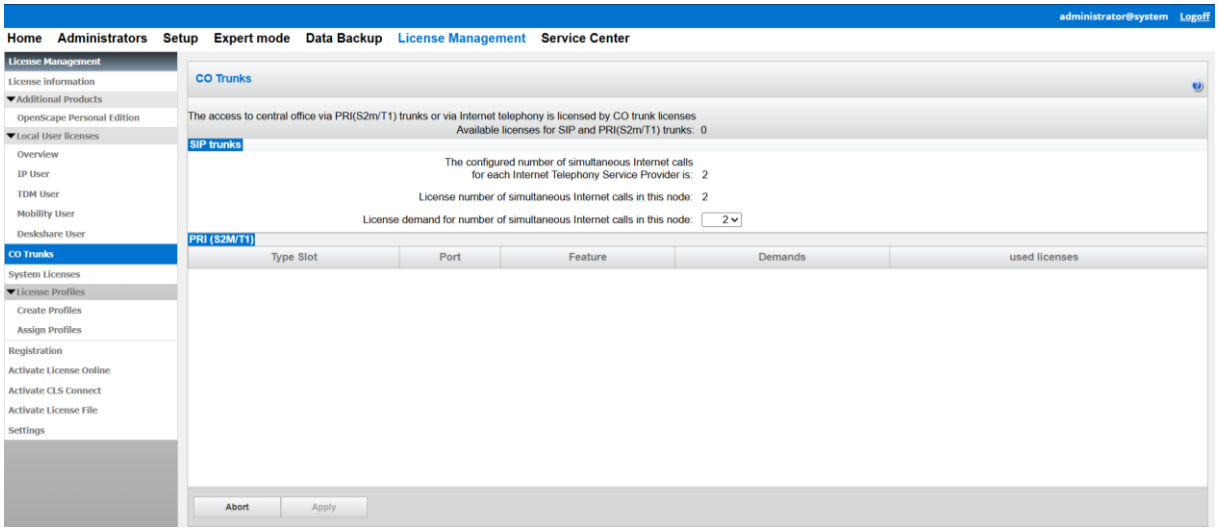


Figure 17

Known limitations and restrictions

Office router needs to be configured for use of ***Telenor Norway*** ITSP, IP traffic from Telenor Norway should be forwarded to internal IP address of OpenScape Business

Telenor's central IP addresses

Telenor has 3 IPT Access Points (AP) Arthur, Marvin and Trillian. These are defined by their own IP addresses, and incoming traffic to a customer will come from any of these access points. Outbound traffic can be sent any of the AP's. Please note that it **is a requirement** that you are able to receive traffic from multiple access points, and **it is recommended** that outbound traffic can be distributed between access points. You can choose which allocation method you want to use, the most common being round-robin or hunt. If your telephony server only supports 2 access points, Arthur and Marvin should be used. Note that the availability of IPT defined in the SLA agreement assumes that *at least* 2 access points have been applied.

Access point	IP address	Dns
Arthur	148.122.97.152	ipt-internet.telenor.com
Marvin	148.122.97.184	
Trillian	148.122.97.120	

It is possible to use DNS or IP addresses directly. See attachmendt for an overview of DNS records.

Mandatory configuration in Expert Mode

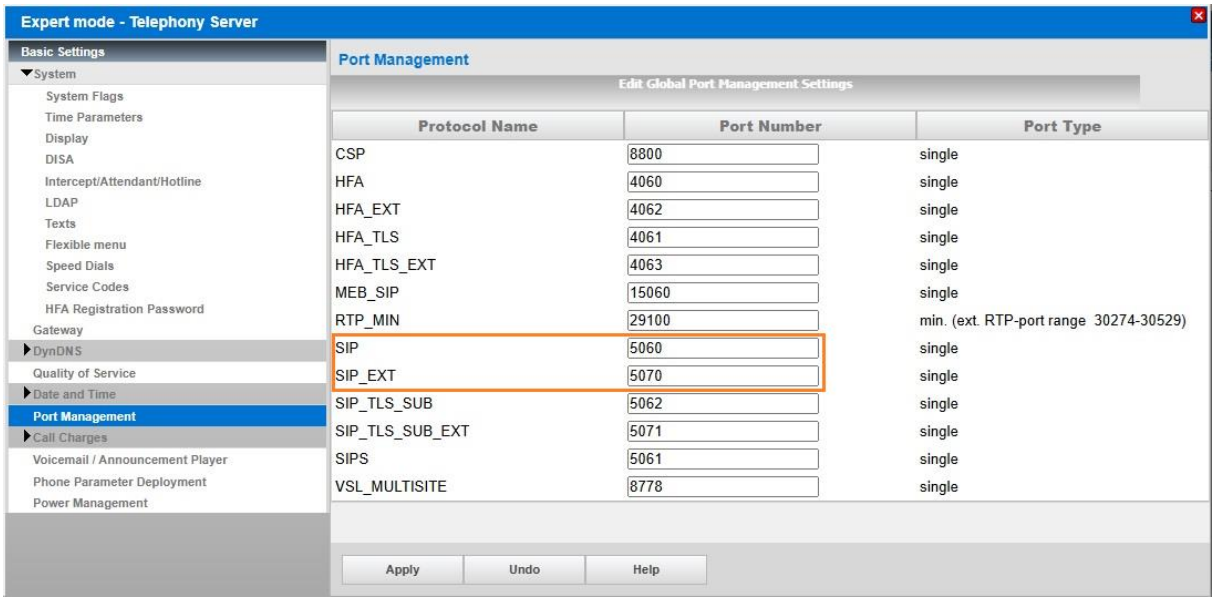
In this chapter hints about mandatory settings are listed for:

- Port Management
- Codec Parameters

Port Management

Go to Expert Mode → Telephony Server → Basic Settings → Port Management

To comply with the requirements of ***Telenor Norway*** the SIP_EXT port **MUST** be configured with 5060 (default is 5070).

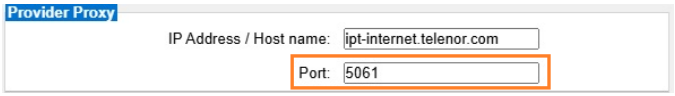


The internal SIP port should be set to a different port (e.g. 5070). Having internal and external port with the same value is possible but may lead to significant security risks.

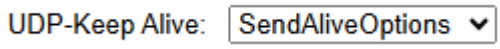
After the ports are changed, OpenScape Business **MUST** be restarted.

Secure Trunk

Enabling "Secure Trunk" for signaling and payload encryption (OpenScape Business V4R0) requires Provider Proxy Port 5061 and needs to be activated in Expert Mode:



Further sending of OPTIONS needs to be activated:

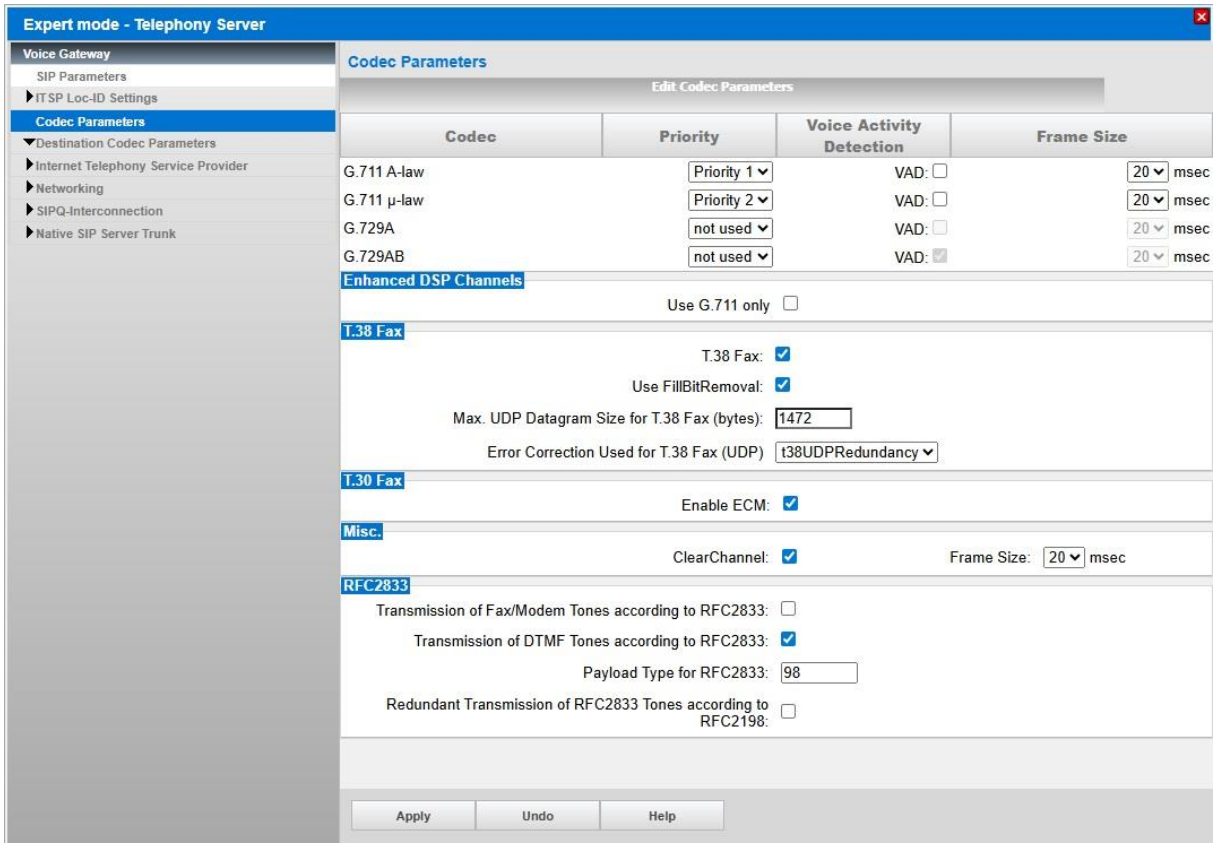


Codec Parameters

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

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

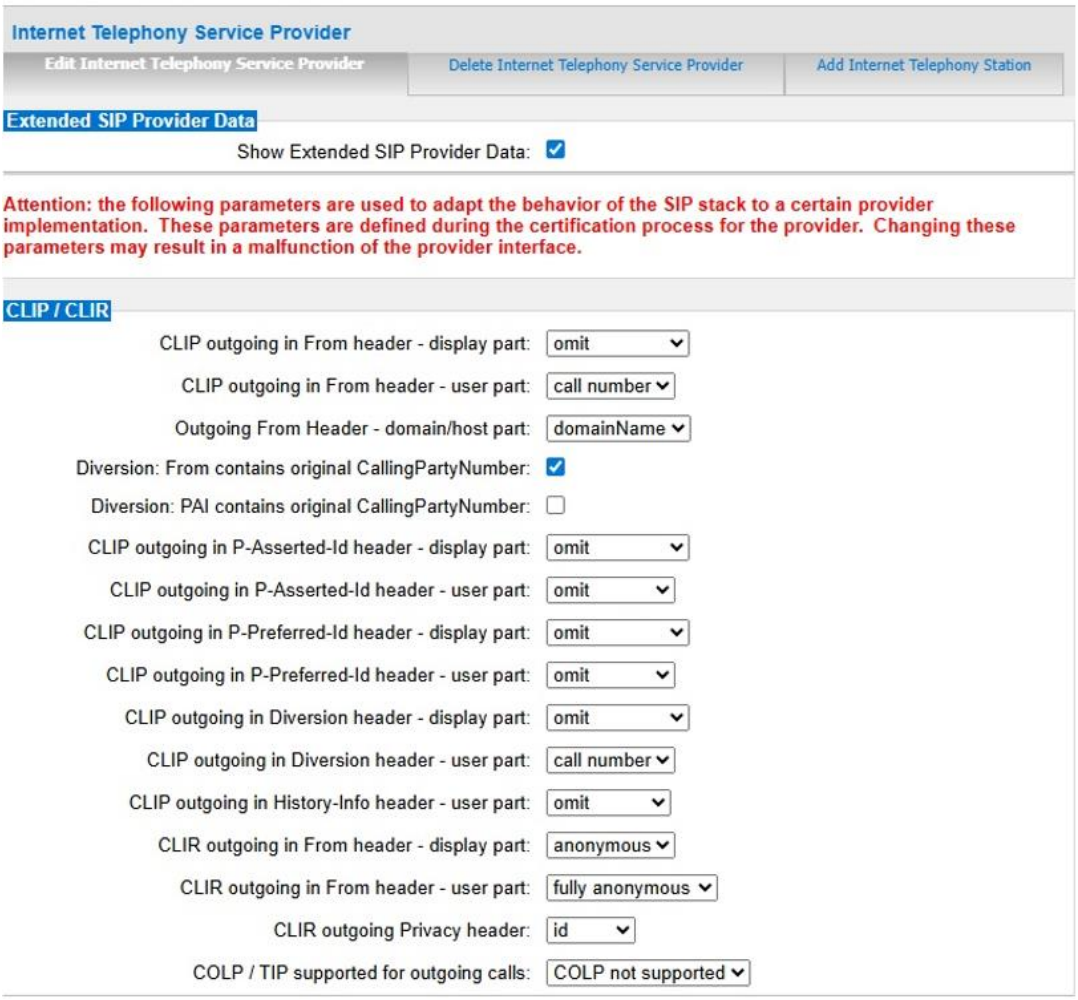
1. G.729AB is **NOT** supported by Telenor Norway and **SHOULD** be disabled.
2. T.38 shall be disabled for secure trunk.

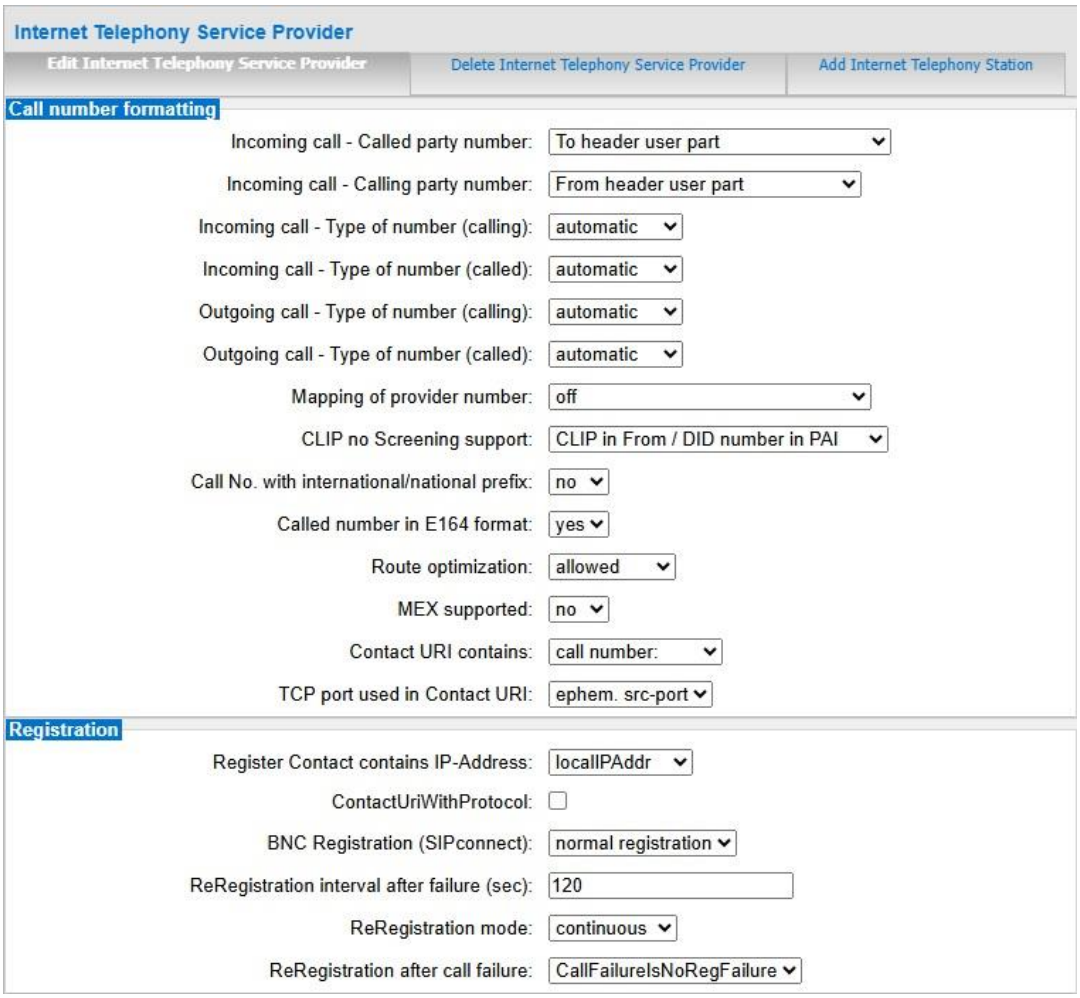


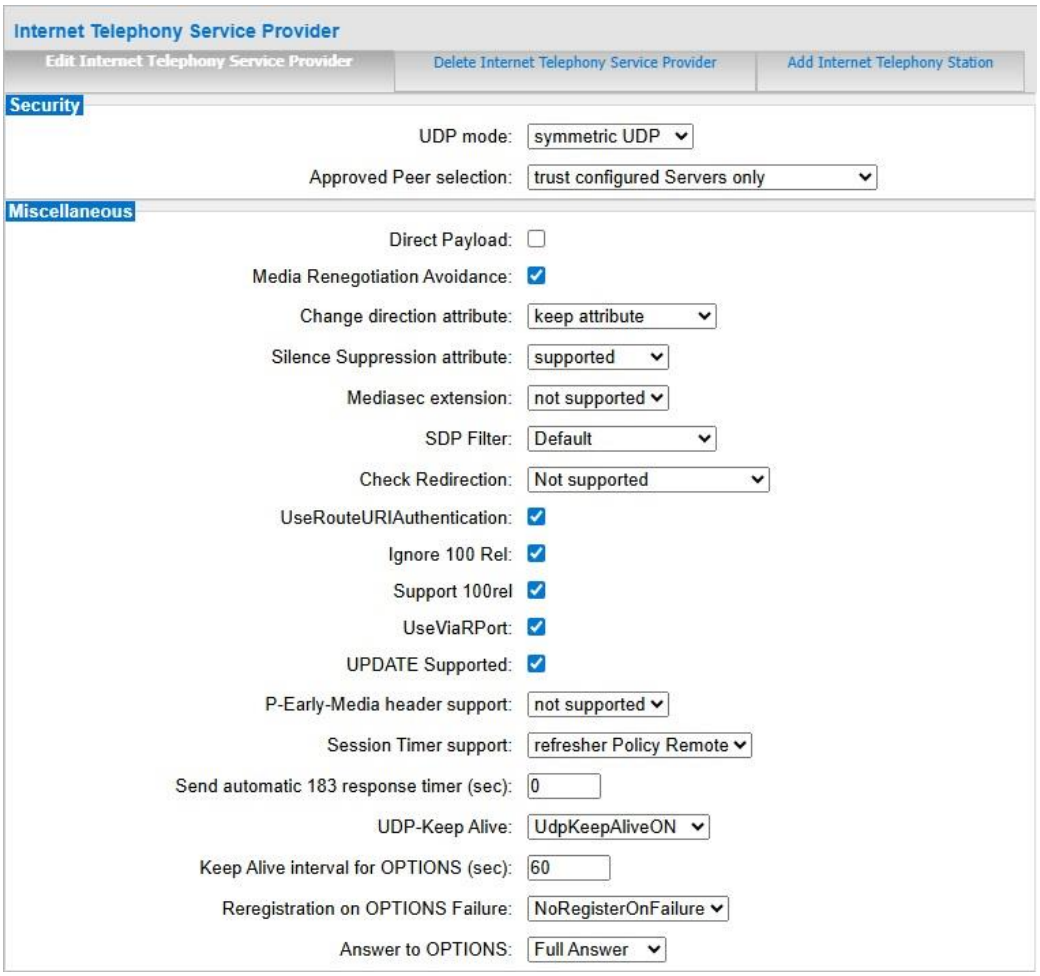
Hint: if the T.38-Fax settings are changed OpenScape Business **MUST** be restarted.

Appendix

Extended SIP Provider Data




Internet Telephony Service Provider
Edit Internet Telephony Service Provider
Delete Internet Telephony Service Provider
Add Internet Telephony Station
Call number formatting
Incoming call - Called party number: To header user part
Incoming call - Calling party number: From header user part
Incoming call - Type of number (calling): automatic
Incoming call - Type of number (called): automatic
Outgoing call - Type of number (calling): automatic
Outgoing call - Type of number (called): automatic
Mapping of provider number: off
CLIP no Screening support: CLIP in From / DID number in PAI
Call No. with international/national prefix: no
Called number in E164 format: yes
Route optimization: allowed
MEX supported: no
Contact URI contains: call number:
TCP port used in Contact URI: ephem. src-port
Registration
Register Contact contains IP-Address: localIPAddr
ContactUriWithProtocol:
BNC Registration (SIPconnect): normal registration
ReRegistration interval after failure (sec): 120
ReRegistration mode: continuous
ReRegistration after call failure: CallFailureIsNoRegFailure


Internet Telephony Service Provider
Edit Internet Telephony Service Provider
Delete Internet Telephony Service Provider
Add Internet Telephony Station
Security
UDP mode: symmetric UDP
Approved Peer selection: trust configured Servers only
Miscellaneous
Direct Payload:
Media Renegotiation Avoidance:
Change direction attribute: keep attribute
Silence Suppression attribute: supported
Mediasec extension: not supported
SDP Filter: Default
Check Redirection: Not supported
UseRouteURIAuthentication:
Ignore 100 Rel:
Support 100rel
UseViaRPort:
UPDATE Supported:
P-Early-Media header support: not supported
Session Timer support: refresher Policy Remote
Send automatic 183 response timer (sec): 0
UDP-Keep Alive: UdpKeepAliveON
Keep Alive interval for OPTIONS (sec): 60
Reregistration on OPTIONS Failure: NoRegisterOnFailure
Answer to OPTIONS: Full Answer