



OpenScape Business V3

Configure Proximus Enterprise Voice - Belgium

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 **Proximus Enterprise Voice** as an ITSP connection to the OpenScape Business.

Note: The basis for this document is the current OpenScape Business V3R4.1. 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	V3R4.1
Proximus Enterprise Voice	Features & Capabilities
Account (DID/Client)	DID
Multisite	yes - dedicated trunk
CLIP / CLIR	yes
CLIP no Screening	no
COLP	no
Call Forwarding (302)	yes
DTMF (RFC2833/4733)	yes
Codecs G.722/G.711/G.729	yes / yes / yes
T.38 Fax	no
Secure trunk	no

Remarks:

- The profile **Proximus Enterprise Voice** is released for:
 - OpenScape Business V3 Mainboard Family
 - OpenScape Business S
- 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 properties of the remote station (end device, IP system connection, ...).
- UC-Fax is not released for **Proximus Enterprise Voice**.

Table of Contents

Information	4
Trunk Configuration Data	4
Configuration Wizard.....	5
Internet Configuration (LAN Interface only).....	5
Configure LAN Interface	6
Internet Configuration (WAN Interface dedicated to ITSP)	8
Configure WAN Interface	9
Internet Telephony	12
Define bandwidth (# Trunks)	18
Special phone numbers.....	19
DID configuration.....	21
Additional Configuration.....	22
License.....	22
Known limitations and restrictions.....	22
Mandatory configuration in Expert Mode	23
Codec Parameters.....	23

Table of History

Date	Version	Changes
15.05.2025	1.0	release with OpenScape Business V3R4.1

Information

The **Proximus Enterprise Voice** SIP-Trunk is released for the first time with OpenScape Business V3R4.1.

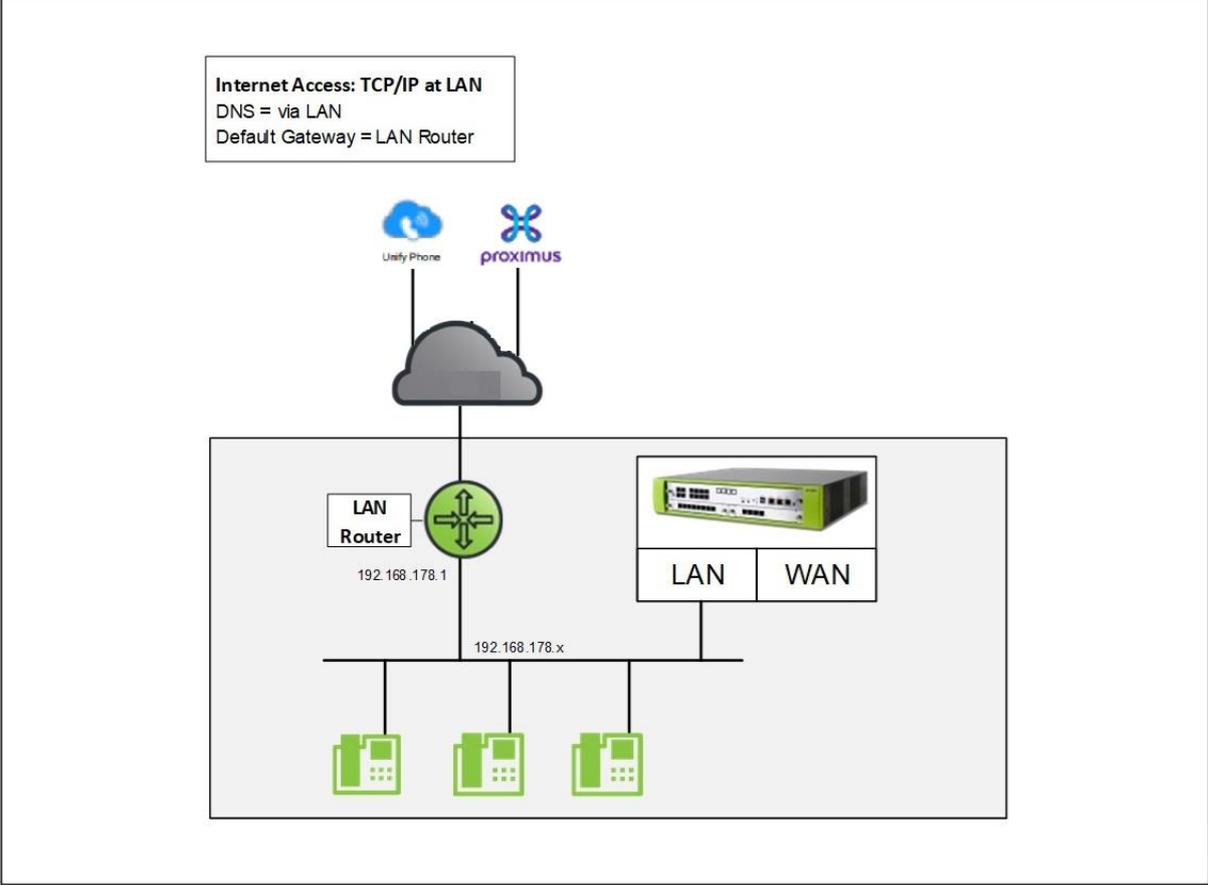
Trunk Configuration Data

Only the **Proximus** Service can access the customer account configuration data.

Configuration Wizard

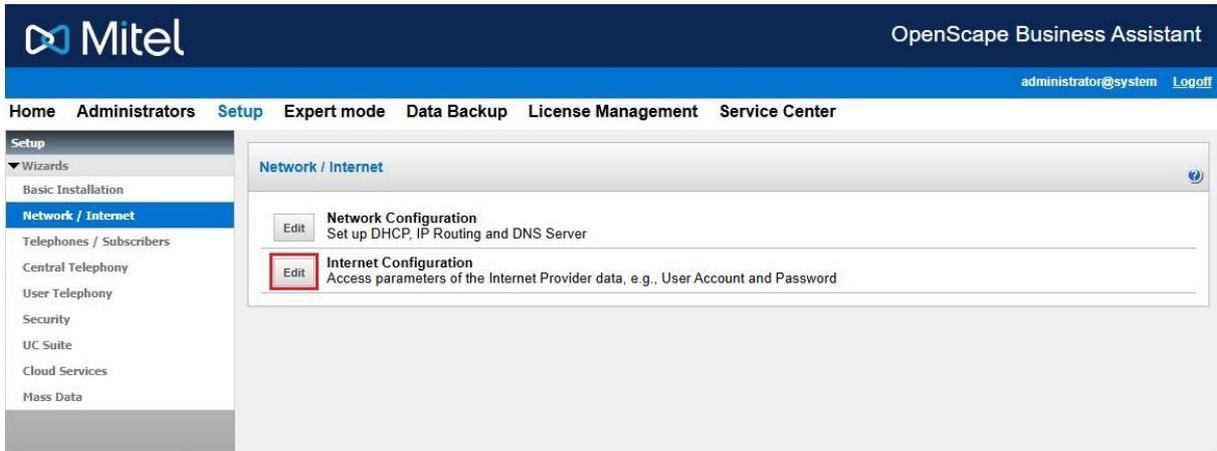
Internet Configuration (LAN Interface only)

Proximus supplies the SIP trunk connection in conjunction with the appropriate access device. In this configuration OpenScape Business is connected to the network via the LAN interface only. The WAN interface is NOT used.

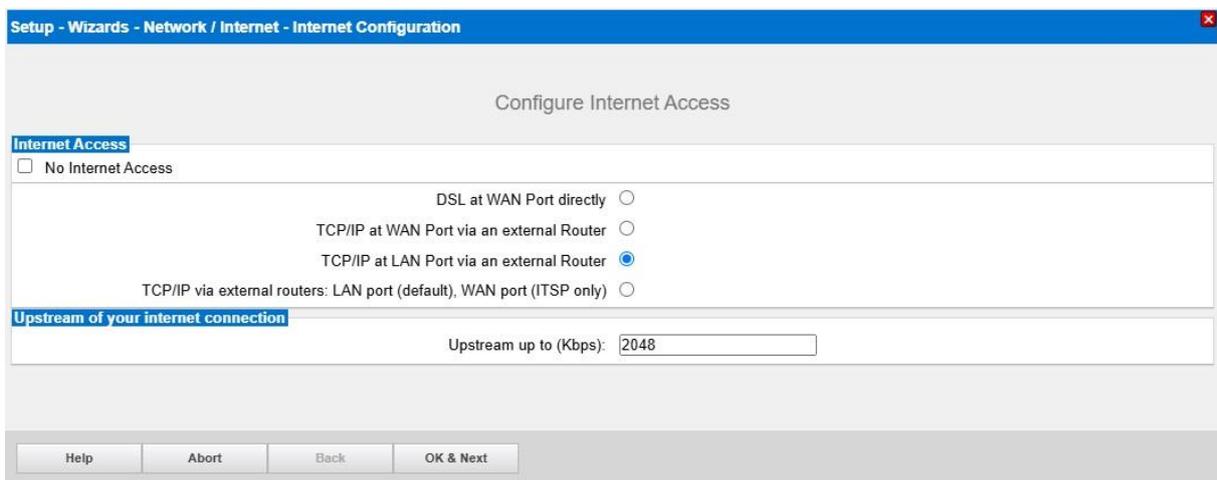


Configure LAN Interface

For the configuration of the LAN Interface go to wizard for Network / Internet – “Internet Configuration” or Basic Installation,



activate the option „*TCP/IP at LAN Port via an External Router*” and assign upstream for LAN and WAN interface.



Click [OK & Next].

On next page please add the primary DNS Server and default router of the LAN interface:

Setup - Wizards - Network / Internet - Internet Configuration

Routing Configuration

DNS Server

IP Address of primary DNS Server:

Default Router

IP Address of Default Router:

Help Abort Back OK & Next

Click [OK & Next].

With the next step finish the wizard:

Setup - Wizards - Network / Internet - Internet Configuration

The 'Internet Access' feature has been changed successfully.

You have configured your Internet Access via LAN successfully.

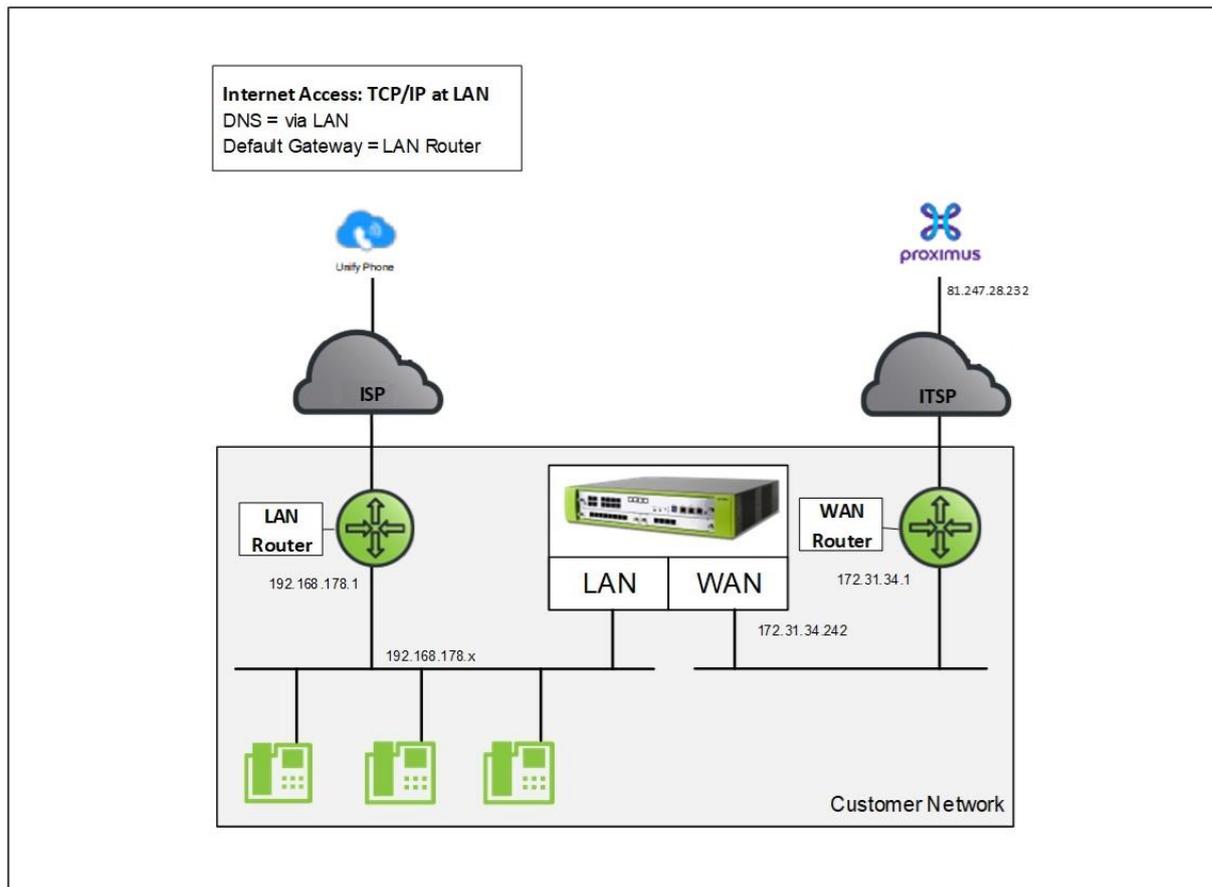
For your own security, you should save the configuration data. To do this, upon completion of the wizard, choose 'Backup' in the main menu, and follow this by choosing 'Backup Immediately'.

Help Abort Back Finish

Click [Finish].

Internet Configuration (WAN Interface dedicated to ITSP)

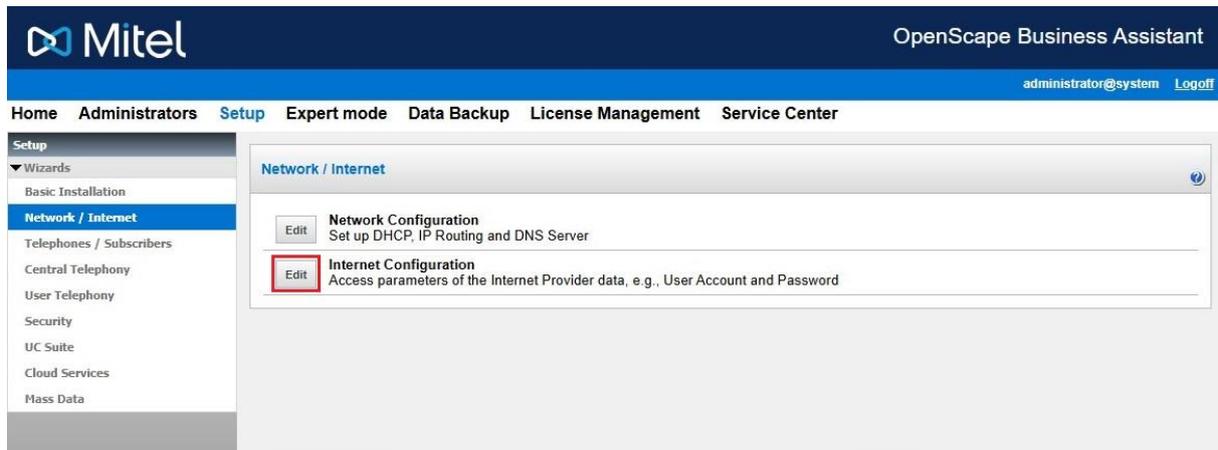
Proximus supplies the SIP trunk connection in conjunction with the appropriate access device. The IP address for the OpenScope Business is listed in the customer data and must be configured on the WAN interface whereby on parallel e.g. Unify Phone can be accessed via the LAN interface.



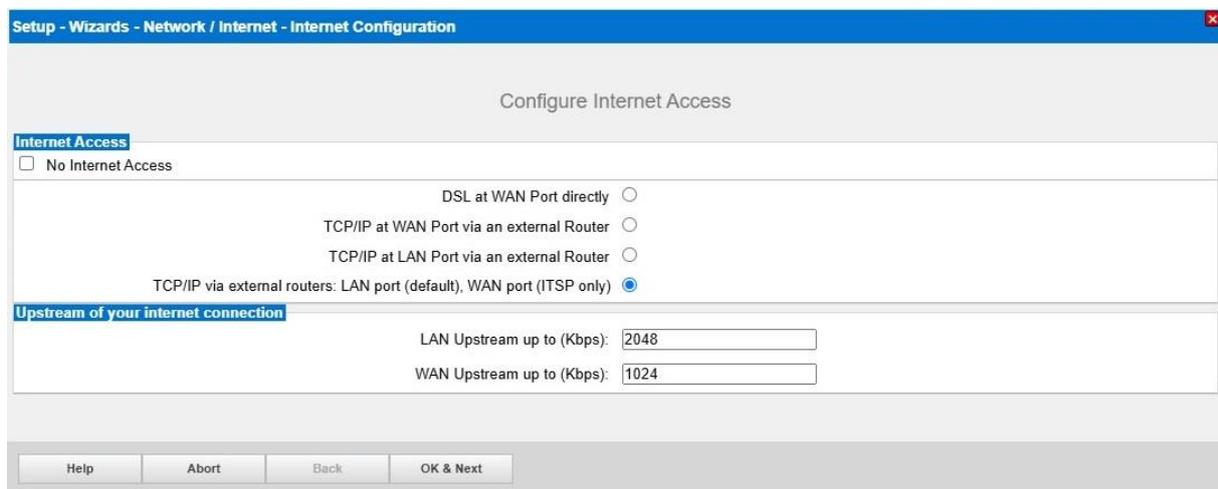
No static route is required for the default configuration.

Configure WAN Interface

For the configuration of the WAN Interfaces go to wizard for Network / Internet – “Internet Configuration” or Basic Installation,



activate the option „**TCP/IP via external routers: LAN port (default), WAN port (ITSP only)**” and assign upstream for LAN and WAN interface.



Click [OK & Next].

On the next page please add OpenScape Business WAN IP address, Subnet Mask and IP address of Default Router for WAN interface:

Setup - Wizards - Network / Internet - Internet Configuration

Internet Access

IP Address: 172.31.34.242

Subnet Mask: 255.255.255.0

MAC Address : 00:1a:e8:c6:02:cc

Ethernet Link Mode: Auto

Max. Data Packet Size (bytes): 1500

Bandwidth Control for Voice Connections: None

Bandwidth for Downloads: 10000

Bandwidth for Uploads: 10000

Bandwidth Used for Voice/Fax (%): 80

IEEE802.1p/q Tagging:

IEEE802.1p/q VLAN ID: 0

IP Address of Default Router for WAN: 172.31.34.1

Help Abort Back OK & Next

Click [OK & Next].

On next page please add the primary DNS Server and default router of the LAN interface:

Setup - Wizards - Network / Internet - Internet Configuration

Routing Configuration

DNS Server

IP Address of primary DNS Server: 192.168.178.1

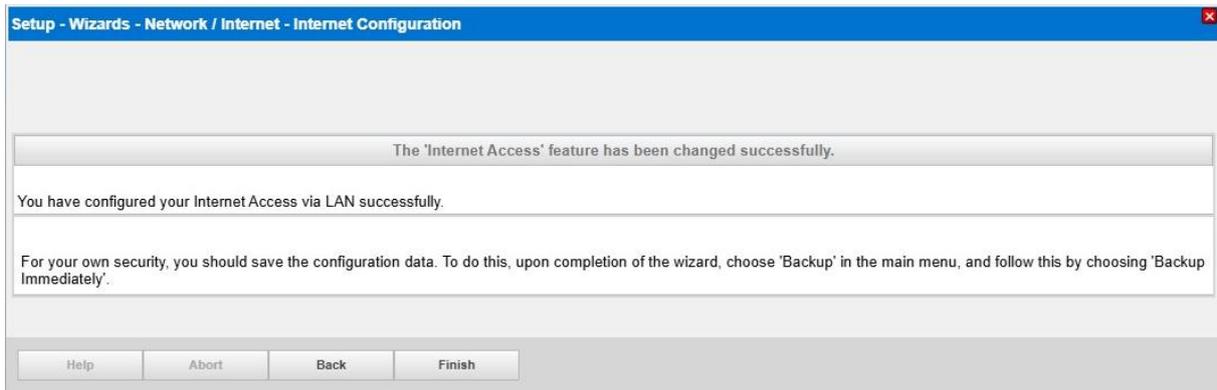
Default Router

IP Address of Default Router: 192.168.178.1

Help Abort Back OK & Next

Click [OK & Next].

With the next step finish the wizard:

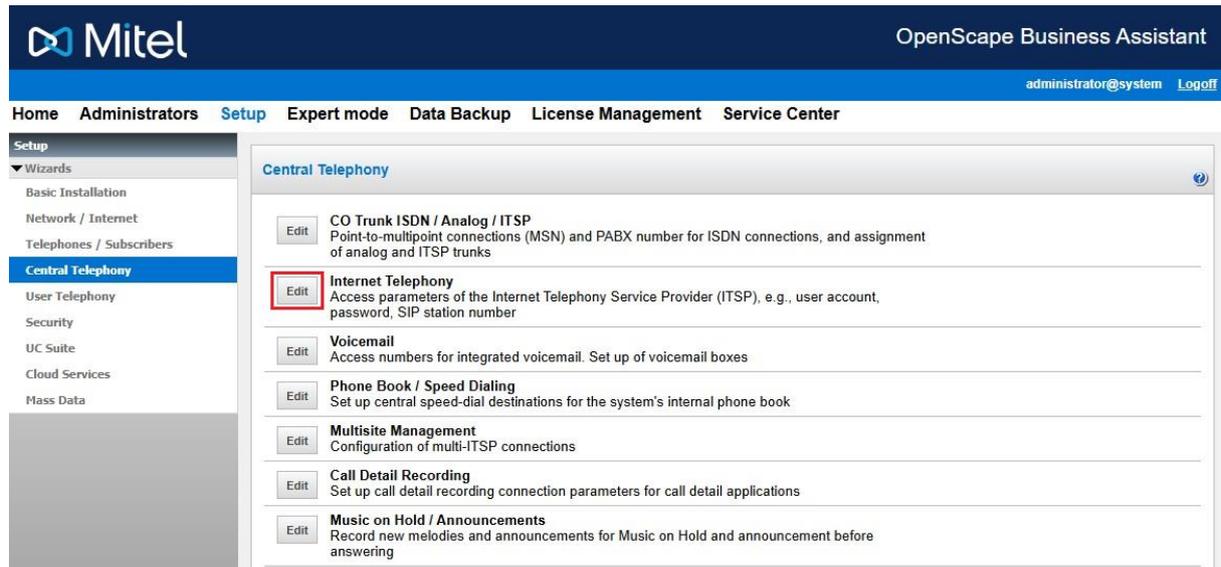


Click [Finish].

	<p>After activating the „TCP/IP via external routers: LAN port (default), WAN port (ITSP only)” settings the OpenScope Business must be restarted.</p>
---	---

Internet Telephony

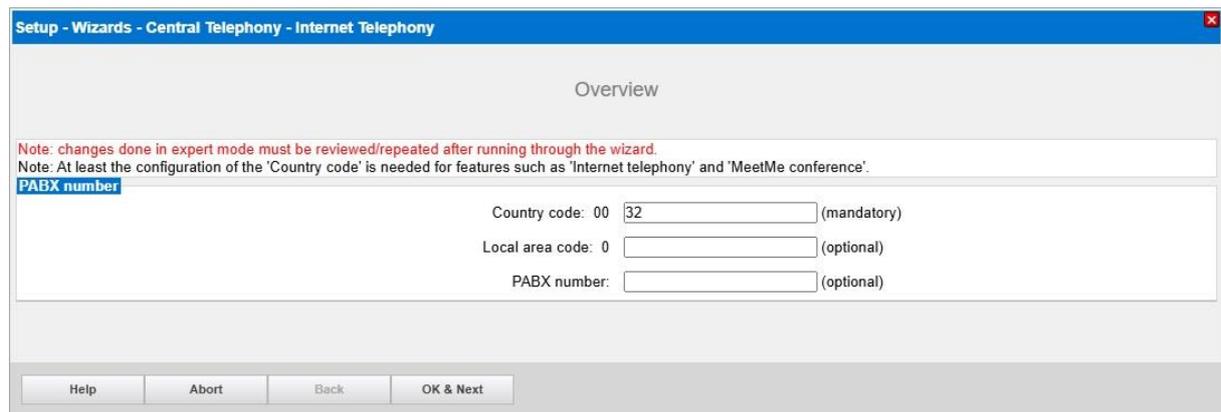
Go to Central Telephony – “Internet Telephony”



The screenshot shows the Mitel OpenScope Business Assistant interface. The top navigation bar includes the Mitel logo and the text 'OpenScope Business Assistant'. Below the navigation bar, there are tabs for 'Home', 'Administrators', 'Setup', 'Expert mode', 'Data Backup', 'License Management', and 'Service Center'. The 'Setup' tab is active, and a sidebar on the left lists various setup options, with 'Central Telephony' selected. The main content area displays the 'Central Telephony' configuration page, which includes several sections with 'Edit' buttons: 'CO Trunk ISDN / Analog / ITSP', 'Internet Telephony' (highlighted with a red box), 'Voicemail', 'Phone Book / Speed Dialing', 'Multisite Management', 'Call Detail Recording', and 'Music on Hold / Announcements'.

Figure 1

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



The screenshot shows a wizard window titled 'Setup - Wizards - Central Telephony - Internet Telephony'. The window displays the 'Overview' page for entering location data. It includes a note: 'Note: changes done in expert mode must be reviewed/repeated after running through the wizard.' and another note: 'Note: At least the configuration of the 'Country code' is needed for features such as 'Internet telephony' and 'MeetMe conference'.' Below the notes, there are input fields for 'Country code: 00 32 (mandatory)', 'Local area code: 0 (optional)', and 'PABX number: (optional)'. At the bottom of the window, there are buttons for 'Help', 'Abort', 'Back', and 'OK & Next'.

Figure 2

Click [OK & Next].

Provider configuration and activation for Internet Telephony

- No call via Internet -> uncheck
- Use County specific view: “**Belgium**” and select “**Proximus Enterprise Voice**”

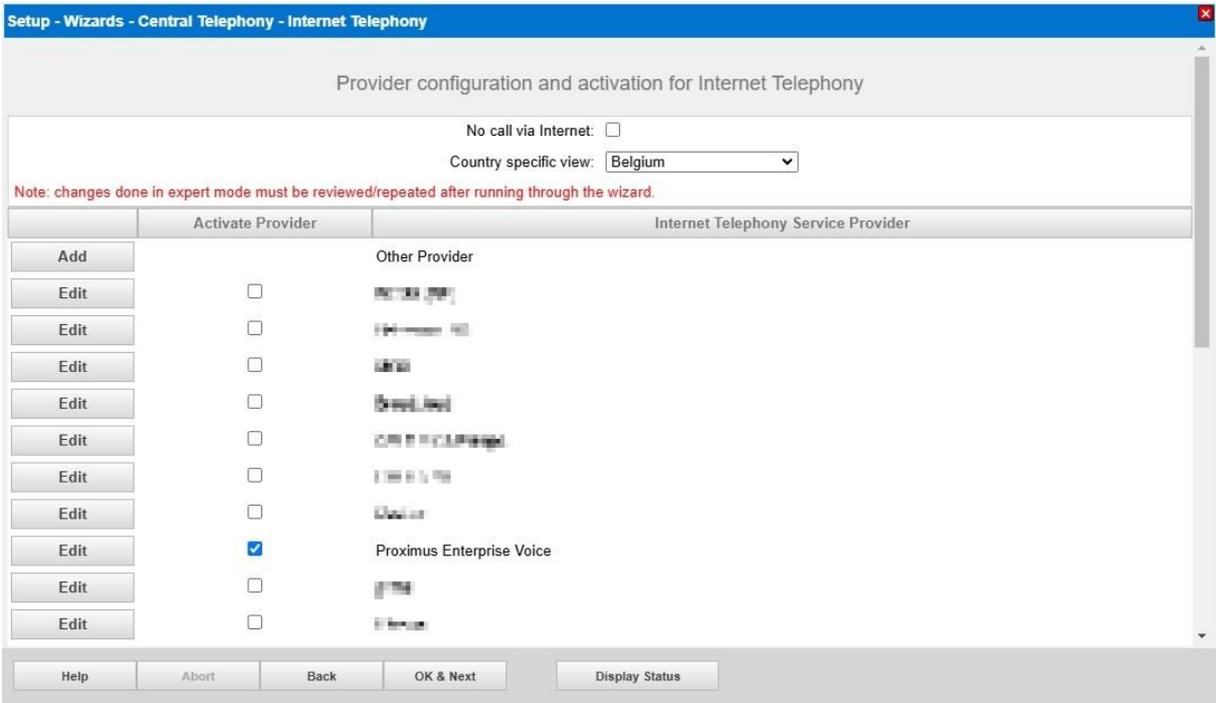


Figure 3

Activate the profile *Proximus Enterprise Voice* and click on [Edit].

a) SIP Trunk via LAN Interface

On the next page you see the pre-configured information on

- **Domain Name / Provider Registrar** and the **Provider Proxy**

Please make sure that "**Rerouting active**" is activated. Rerouting takes place in the Central Office during a call forwarding (SIP 302) and control of the call remains with the Central Office.

Setup - Wizards - Central Telephony - Internet Telephony

Internet Telephony Service Provider

Provider Name: Proximus Enterprise Voice

Enable Provider:

Secure Trunk:

Domain Name:

Provider Registrar

Use Registrar:

IP Address / Host name:

Port:

Reregistration Interval at Provider (sec):

Provider Proxy

IP Address / Host name:

Port:

Provider Outbound Proxy

Use Outbound Proxy:

IP Address / Host name:

Port:

Provider Feature

Route optimize active:

Help Abort Back OK & Next Delete Data

Figure 4a: SIP Trunk via LAN Interface

Click [OK & Next].

b) SIP Trunk via WAN Interface

On the next page you see the pre-configured information on

- **Domain Name / Provider Registrar** and the **Provider Proxy**

Please make sure that **"ITSP traffic is routed exclusively through the WAN port"** and **"Rerouting active"** are activated. Rerouting takes place in the Central Office during a call forwarding (SIP 302) and control of the call remains with the Central Office.

The screenshot shows a wizard window titled "Setup - Wizards - Central Telephony - Internet Telephony". The main heading is "Internet Telephony Service Provider".

Provider Name: Proximus Enterprise Voice

Enable Provider:

Secure Trunk:

Domain Name:

ITSP traffic is routed exclusively through the WAN port:

Provider Registrar

Use Registrar:

IP Address / Host name:

Port:

Reregistration Interval at Provider (sec):

Provider Proxy

IP Address / Host name:

Port:

Provider Outbound Proxy

Use Outbound Proxy:

IP Address / Host name:

Port:

Provider Feature

Route optimize active:

At the bottom, there are buttons for "Help", "Abort", "Back", "OK & Next", and "Delete Data".

Figure 5b: SIP Trunk via WAN Interface

Click [OK & Next].

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

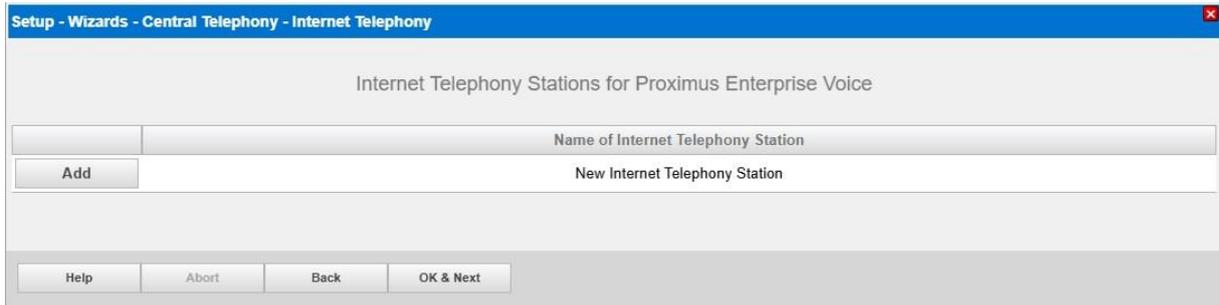


Figure 6

Click on [Add].

The account configuration data is provided by **Proximus** Service.

Default number: Main number of the account in E.164 format. The default number is used as outgoing number when no DDI number is assigned to a station. (e.g.: +3222 [redacted]).

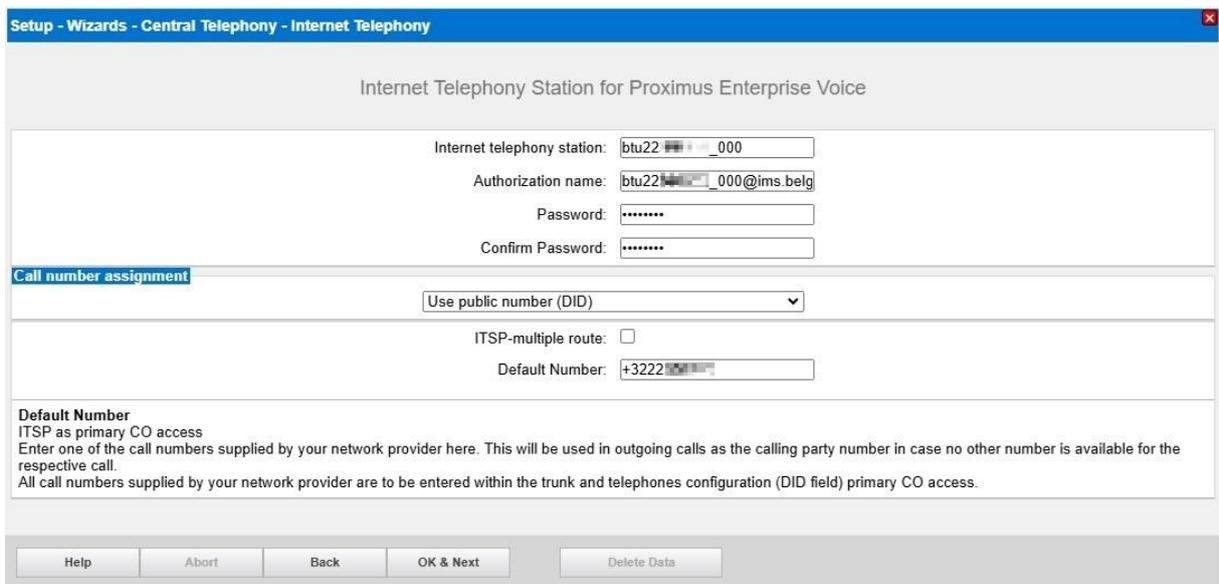


Figure 7

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

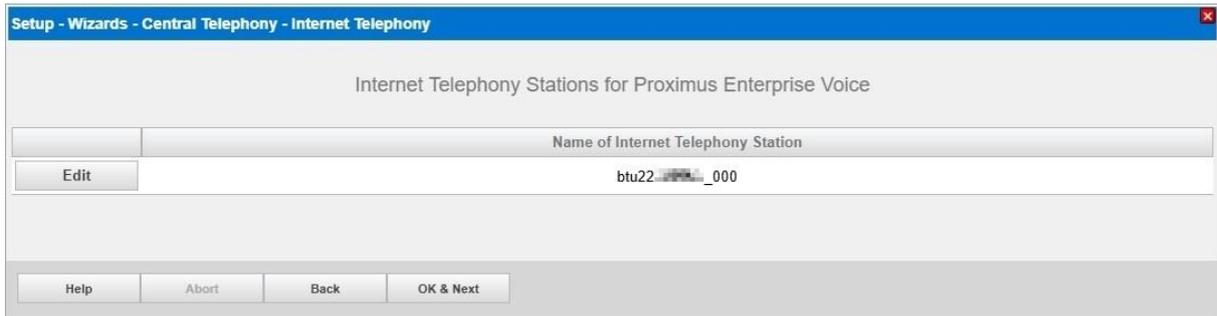


Figure 8

Click [OK & Next]

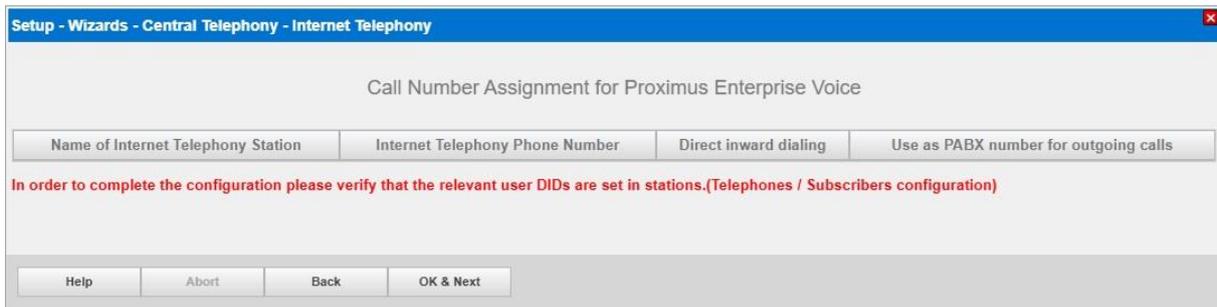


Figure 9

Click [OK & Next] (no input needed)

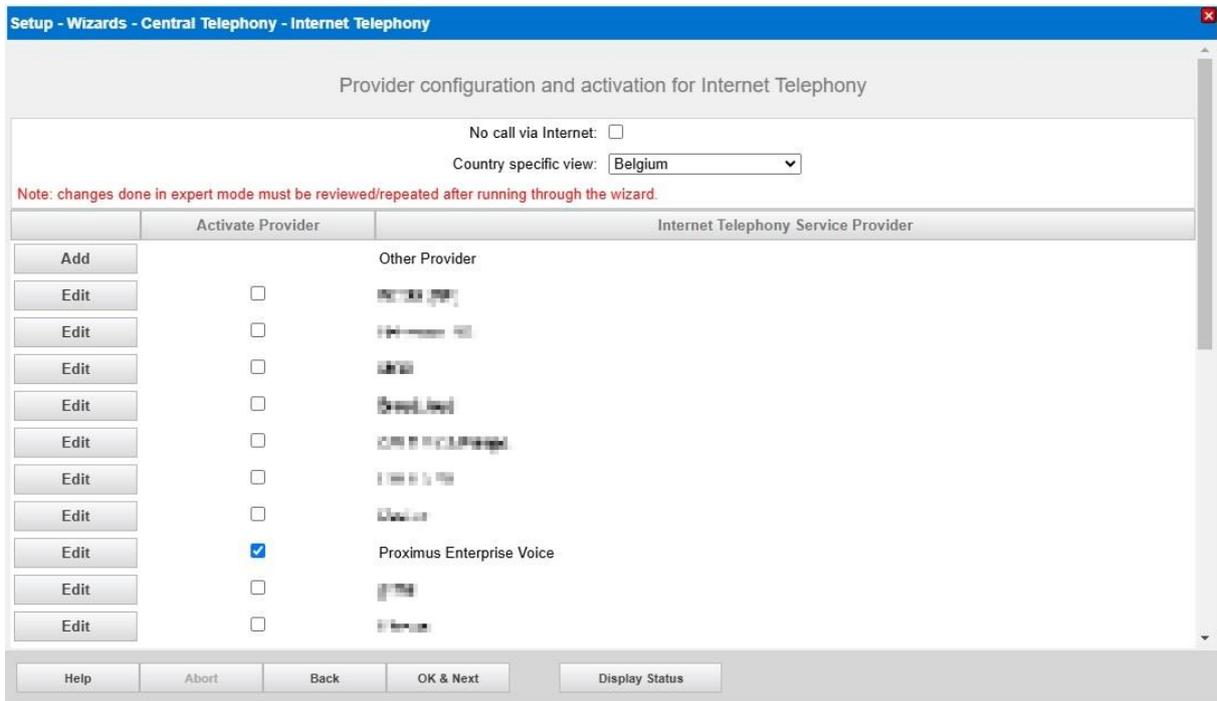


Figure 10

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 *Proximus* Enterprise Portal.

Setup - Wizards - Central Telephony - Internet Telephony

Settings for Internet Telephony

Simultaneous Internet Calls

Available Lines for ITSP: 170

Please enter in field 'Upstream up to (Kbit/sec)' the Upstream of your Internet connection communicated by your Provider. You have typed in
Upstream up to (Kbps) = 2048

In the 'Change Feature --> Internet Telephony' Assistant. This upstream allows you to conduct up to **16** Internet phone calls simultaneously. If the call quality deteriorates due to the network load, you will need to reduce this number of simultaneous calls.

The number of simultaneous Internet Calls also depends on the licensing.

Upstream up to (Kbps):

Number of Simultaneous Internet Calls:

0% 0%

Line assignment

Internet Telephony Service Provider	Configured Lines	Assigned Lines
Proximus Enterprise Voice	0	<input type="text" value="4"/>

Figure 11

Click [Distribute Lines] and [OK & Next]

Special phone numbers

In this dialog it is possible to route special phone numbers.

Special phone number	Dialed digits	Dial over Provider
1	0C112	Proximus Enterprise Voice
2	0C100	Proximus Enterprise Voice
3	0C101	Proximus Enterprise Voice
4	0C105	Proximus Enterprise Voice
5	0C106	Proximus Enterprise Voice
6	0C116000	Proximus Enterprise Voice
7		Proximus Enterprise Voice
8		Proximus Enterprise Voice
9		Proximus Enterprise Voice
10		Proximus Enterprise Voice

Figure 12

Click [OK & Next]

On next page status of ITSP is displayed.

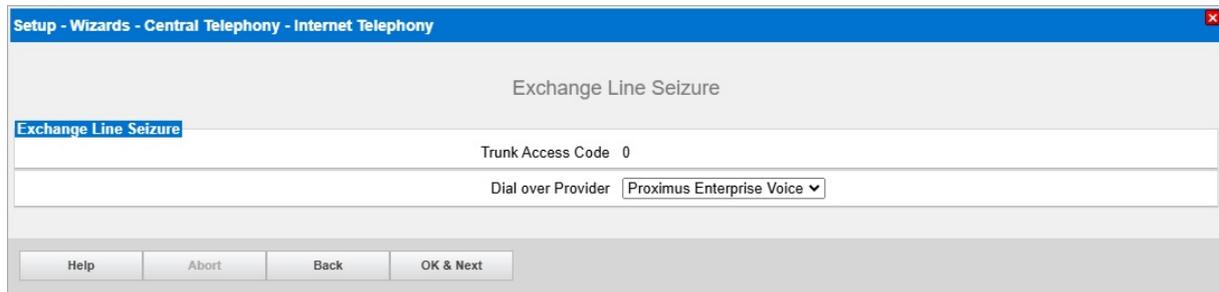
Provider	User
Proximus Enterprise Voice Enabled	btu22.000_000 registered

Figure 13

Click [Next]

„Exchange Line Seizure“

Select which trunk will access code 0. Enter the local area code without prefix digits (needed only when local area code was not entered in first step PBX number)

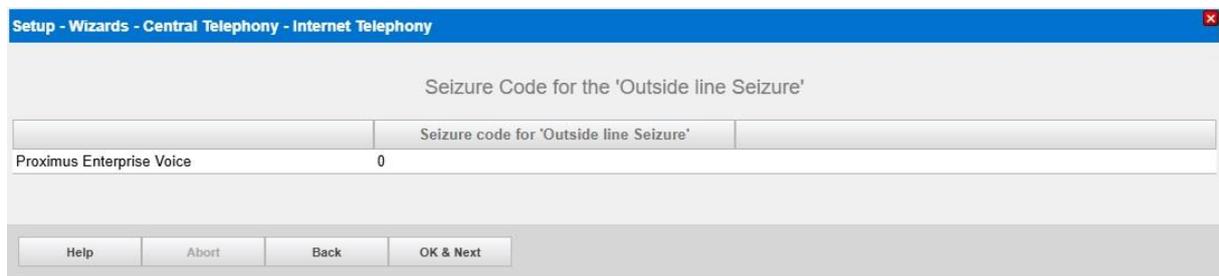


The screenshot shows a window titled "Setup - Wizards - Central Telephony - Internet Telephony". The main heading is "Exchange Line Seizure". Below it, there is a sub-heading "Exchange Line Seizure". The form contains two input fields: "Trunk Access Code" with the value "0" and "Dial over Provider" with a dropdown menu showing "Proximus Enterprise Voice". At the bottom, there are four buttons: "Help", "Abort", "Back", and "OK & Next".

Figure 14

Click [OK & Next]

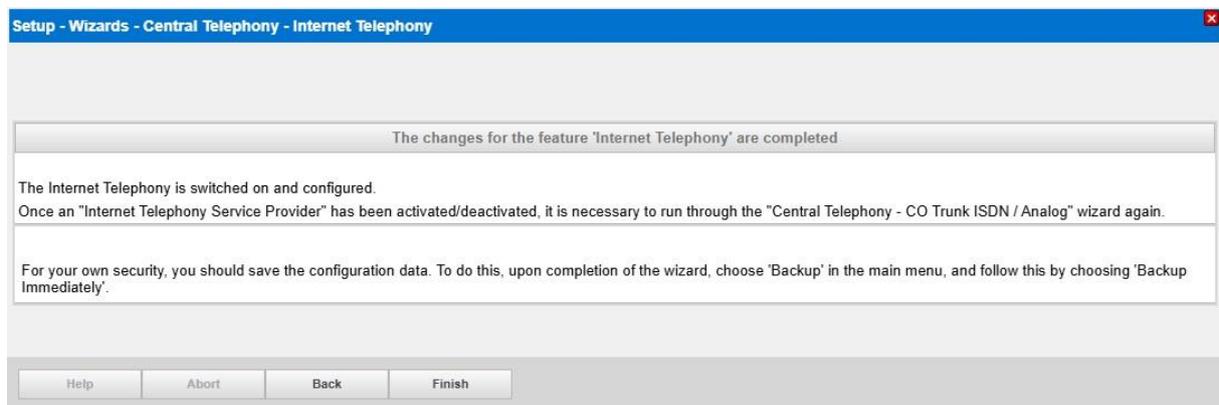
Overview with all configured „Outside line Seizure“ are displayed.



The screenshot shows a window titled "Setup - Wizards - Central Telephony - Internet Telephony". The main heading is "Seizure Code for the 'Outside line Seizure'". Below it, there is a table with two columns: "Seizure code for 'Outside line Seizure'" and "Seizure code for 'Outside line Seizure'". The first row shows "Proximus Enterprise Voice" and "0". At the bottom, there are four buttons: "Help", "Abort", "Back", and "OK & Next".

Figure 15

Click [OK & Next] and



The screenshot shows a window titled "Setup - Wizards - Central Telephony - Internet Telephony". The main heading is "The changes for the feature 'Internet Telephony' are completed". Below it, there is a text box with the following content: "The Internet Telephony is switched on and configured. Once an 'Internet Telephony Service Provider' has been activated/deactivated, it is necessary to run through the 'Central Telephony - CO Trunk ISDN / Analog' wizard again. For your own security, you should save the configuration data. To do this, upon completion of the wizard, choose 'Backup' in the main menu, and follow this by choosing 'Backup Immediately'." At the bottom, there are four buttons: "Help", "Abort", "Back", and "Finish".

Figure 16

on the next page [Finish].

DID configuration

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



Figure 17

Additional Configuration

License

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

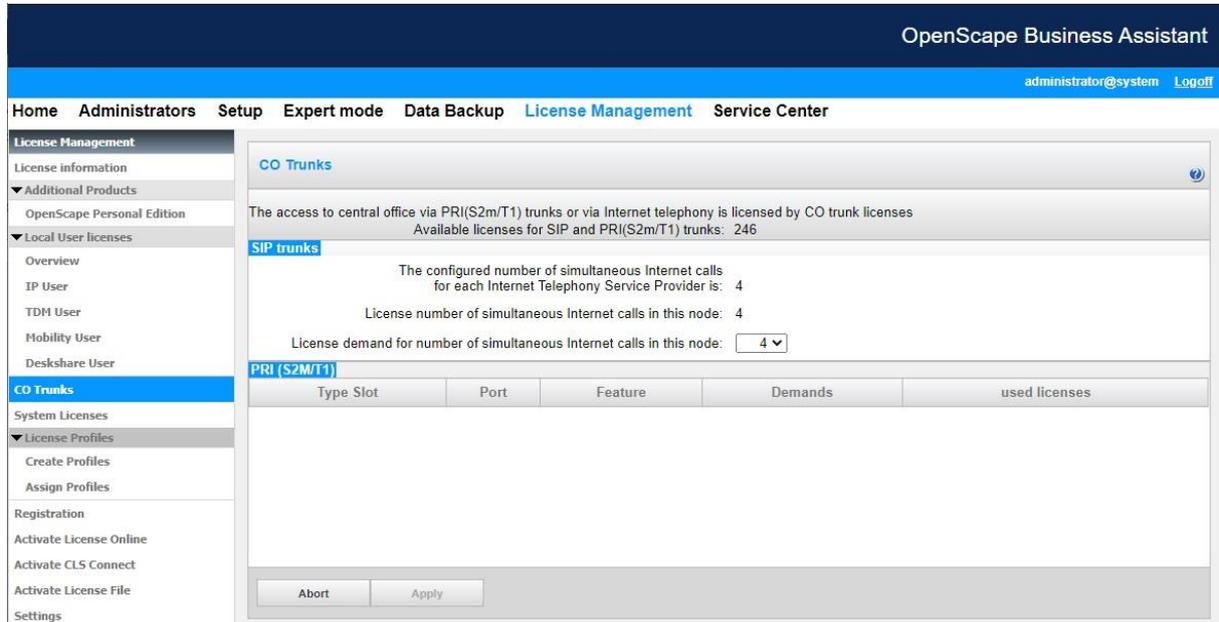


Figure 18

Known limitations and restrictions

UC-Fax is not released for *Proximus Enterprise Voice*.

Mandatory configuration in Expert Mode

Codec Parameters

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

To comply with the requirements of the **Proximus Enterprise Voice** profile the following codec parameters must be changed:

1. T.38-Fax protocol is not supported and must be disabled.
2. RFC 2833 payload type must be 101.

The screenshot shows the 'Expert mode - Telephony Server' configuration window. The left sidebar shows a tree view with 'Voice Gateway' expanded, and 'Codec Parameters' selected. The main area is titled 'Codec Parameters' and contains a table of codec settings.

Codec	Priority	Voice Activity Detection	Frame Size
G.711 A-law	Priority 1	VAD: <input type="checkbox"/>	20 msec
G.711 μ-law	Priority 2	VAD: <input type="checkbox"/>	20 msec
G.729A	Priority 3	VAD: <input type="checkbox"/>	20 msec
G.729AB	Priority 4	VAD: <input checked="" type="checkbox"/>	20 msec

Below the table, there are several sections for configuration:

- Enhanced DSP Channels:** Use G.711 only
- T.38 Fax:** T.38 Fax: ; Use FillBitRemoval: ; Max. UDP Datagram Size for T.38 Fax (bytes): 1472; Error Correction Used for T.38 Fax (UDP): t38UDPRedundancy
- T.30 Fax:** Enable ECM:
- Misc.:** ClearChannel: ; Frame Size: 20 msec
- RFC2833:** Transmission of Fax/Modem Tones according to RFC2833: ; Transmission of DTMF Tones according to RFC2833: ; Payload Type for RFC2833: 101; Redundant Transmission of RFC2833 Tones according to RFC2198:

At the bottom, there are buttons for 'Apply', 'Undo', and 'Help'.

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