

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	по
COLP	по
Call Forwarding (302)	yes
DTMF (RFC2833/4733)	yes
Codecs G.722/G.711/G.729	yes / yes / yes
T.38 Fax	по
Secure trunk	по

Remarks:

- The profile *Proximus Enterprise Voice* is released for:
 OpenScape Business V3 Mainboard Familiy
 - 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*.

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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,

\bowtie	Mitel						OpenScape Business Assis	tant
							administrator@system	Logoff
Home	Administrators	Setup	Expert mode	Data Backup	License Management	Service Center		
Setup		-						
▼ Wizards		N	etwork / Internet					())
Basic Ins Network Telephor Central 1 User Tele	stallation : / Internet nes / Subscribers Felephony ephony		Edit Network C Set up DH Edit Internet C Access par	onfiguration CP, IP Routing and I onfiguration ameters of the Inter	DNS Server rnet Provider data, e.g., User A	ccount and Password		
UC Suite Cloud Se Mass Da	rvices ta							

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

Configure Int	ternet Access
t Access	
DSL at WAN Port directly	0
TCP/IP at WAN Port via an external Router	0
TCP/IP at LAN Port via an external Router	•
TCP/IP via external routers: LAN port (default), WAN port (ITSP only)	0
am of your internet connection Upstream up to (Kbps):	2048
Upstream up to (Kbps):	2048
Help Abort Back OK & Next	

Click [OK & Next].

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

Setup - Wizards - Network / Internet - Internet Configuration	×
Routing Configuration	
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:

Setup - Wizards -	Network / Intern	et - Internet Conf	iguration	
			The 'Internet Acc	ess' feature has been changed successfully.
You have configur	ed vour Internet Ac	case via LAN succ	acefully	
Tou nave comigu	ed your internet Ac	0633 VIA EAIN 3000	saaruny.	
For your own sec	urity, you should sa	we the configuratio	n 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	
SM				

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 OpenScape 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.



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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,

X	Mitel						OpenScape Business Assis	tant
							administrator@system	Logoff
Home	Administrators	Setup	Expert mode	Data Backup	License Management	Service Center		
Setup	_							
▼ Wizard	5	N	etwork / Internet					0)
Basic I	nstallation							-
Netwo	rk / Internet		Edit Set up DH	onfiguration	DNS Server			
Teleph	ones / Subscribers	-			DIVO SEIVEI			
Central	l Telephony		Edit Access par	ameters of the Inte	ernet Provider data, e.g., User A	ccount and Password		
User Te	elephony							
Securit	Y							
UC Suil	te							
Cloud 9	Services							
Mass D	ata	_						

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

Configure Int	ernet Access	
met Access		
No Internet Access		
DSL at WAN Port directly	0	
TCP/IP at WAN Port via an external Router	0	
TCP/IP at LAN Port via an external Router	0	
TCP/IP via external routers: LAN port (default), WAN port (ITSP only)	۲	
ream of your internet connection. LAN Upstream up to (Kbps):	2048	
WAN Upstream up to (Kbps):	1024	
Help Abort Back OK & Next		

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:	0
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:

etup - wizarus -	Network / Intern	et - Internet Conf	iguration				×
			The 'Internet Access' featu	re has been changed succe	essfully.		
You have configure	ed your Internet Ac	cess via LAN succ	essfully.				
For your own secu Immediately'.	urity, you should sa	ive the configuratio	n data. To do this, upon com	pletion of the wizard, choose	'Backup' in the main	menu, and follow th	is by choosing 'Backup

Click [Finish].



After activating the "*TCP/IP via external routers: LAN port (default), WAN port (ITSP only)*" settings the OpenScape Business must be restarted.

Internet Telephony

Go to Central Telephony – "Internet Telephony"

🕅 Mitel	Орег	nScape Business Assistant
		administrator@system Logoff
Home Administrators Se	tup Expert mode Data Backup License Management Service Center	
Setup		
▼ Wizards	Central Telephony	(2)
Basic Installation		9
Network / Internet	CO Trunk ISDN / Analog / ITSP	
Telephones / Subscribers	Point-to-multipoint connections (MSN) and PABX number for ISDN connections, and assignment of analog and ITSP trunks	
Central Telephony	Internet Telephony	
User Telephony	Edit Access parameters of the Internet Telephony Service Provider (ITSP), e.g., user account,	
Security	password, SIP station number	
UC Suite	Edit Access numbers for integrated voicemail. Set up of voicemail hoves	
Cloud Services		
Mass Data	Edit Phone Book / Speed Dialing Set up central speed-dial destinations for the system's internal phone book	
	Edit Multisite Management Configuration of multi-ITSP connections	
	Edit Call Detail Recording Set up call detail recording connection parameters for call detail applications	
	Edit Music on Hold / Announcements Record new melodies and announcements for Music on Hold and announcement before answering	



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

Setup - Wizards - Central Telephony - Internet Telephony			×					
	Overview							
Note: changes done in expert mode must be reviewed/repeated a Note: At least the configuration of the 'Country code' is needed fo PABX number	after running through the v or features such as 'Interne	vizard. et telephony' and 'MeetMe cor	ference'.					
	Country code: 00	32	(mandatory)					
	Local area code: 0		(optional)					
	PABX number:		(optional)					
Help Abort Back OK &	& Next							



Provider configuration and activation for Internet Telephony

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

Setup - Wizards	- Central Telephony - Internet	Telephony	×
	P	Provider configuration and activation for Internet Telephony	Î
Note: changes do	nne in expert mode must be revie	No call via Internet: Country specific view: Belgium ved/repeated after running through the wizerd	
Hote. changes do	Activate Provider	Internet Telephony Service Provider	
Add	1	Other Provider	
Edit		AC100 (PP)	
Edit		Normal March 10	
Edit		340	
Edit		bret/wi	
Edit		ON THOMPSON	
Edit		10000	
Edit		Della	
Edit		Proximus Enterprise Voice	
Edit		174	
Edit		literat.	+
Help	Abort Back	OK & Next Display Status	

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	y Service Provider
Provider Name:	Proximus Enterprise Voice
Enable Provider:	
Secure Trunk:	
Domain Name:	ims.belgacom.be
Provider Registrar	21
Use Registrar:	
IP Address / Host name:	ims.belgacom.be
Port:	5060
Reregistration Interval at Provider (sec)	120
Provider Proxy	
IP Address / Host name:	ims.belgacom.be
Port:	5060
Provider Outbound Proxy	
Use Outbound Proxy:	
IP Address / Host name:	81.247.28.232
Port:	5060
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.

Setup - Wizards - Central Telephony - Internet Telephony	
Internet Telephon	y Service Provider
Provider Name:	Proximus Enterprise Voice
Enable Provider:	
Secure Trunk:	
Domain Name:	ims.belgacom.be
ITSP traffic is routed exclusively through the WAN port:	
Provider Registrar Use Registrar:	
IP Address / Host name:	ims.belgacom.be
Port:	5060
Reregistration Interval at Provider (sec)	120
Provider Proxy IP Address / Host name:	ims.belgacom.be
Provider Outbound Proxy	5000
Use Outbound Proxy:	
IP Address / Host name:	81.247.28.232
Port:	5060
Provider Feature Route optimize active:	
Help Abort Back OK & Next	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.

Inte	net Telenhony Stations for Provinus Enterprise Voice	
	net relephony stations for movinus Enterprise volce	
	Name of Internet Telephony Station	
Add	New Internet Telephony Station	

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).

Setup	- Wizards - Central Telephony	- Internet Telephony	
		Internet Telephony Station fo	r Proximus Enterprise Voice
		Internet telephony station: Authorization name: Password:	btu22000 btu22000@ims.belg
Call r	number assignment	Confirm Password: Use public number (DID) ITSP-multiple route:	·····································
Defa ITSP Enter respe All ca	ult Number ¹ as primary CO access r one of the call numbers supplied active call. all numbers supplied by your netw	Default Number: by your network provider here. This will be used in ork provider are to be entered within the trunk and t	outgoing calls as the calling party number in case no other number is available for the elephones configuration (DID field) primary CO access.
	Help Abort	Back OK & Next	Jelete Data

Figure 7

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

Setup	- Wizards	- Central Telephony	- Internet Telephony	×
			Internet Telephony Stations for Proximus Enterprise Voice	
			Name of Internet Telephony Station	
	Edit		btu22000	
	Help	Abort	Back OK & Next	

Figure 8

Click [OK & Next]

		Call Number Assignment for Pro	oximus Enterprise Voice)
Name of Inte	rnet Telephony Station	Internet Telephony Phone Number	Direct inward dialing	Use as PABX number for outgoing calls
ler to comple	te the configuration please	verify that the relevant user DIDs are set in a	stations (Telephones / Subscr	ibers configuration)
der to comple	te the configuration please	verify that the relevant user DIDs are set in a	stations.(Telephones / Subscri	ibers configuration)
der to comple	te the configuration please	verify that the relevant user DIDs are set in a	stations.(Telephones / Subscri	ibers configuration)

Figure 9

Click [OK & Next] (no input needed)

Setup - Wizards ·	- Central Telephony - Internet	t Telephony	×
	P	Provider configuration and activation for Internet Telephony	Î
Note: changes do	ne in expert mode must be revie	No call via Internet: □ Country specific view: Belgium ✓ ewed/repeated after running through the wizard.	
	Activate Provider	Internet Telephony Service Provider	
Add		Other Provider	- 1
Edit		AC100 (FP)	
Edit		Personal State	
Edit		30	
Edit		bred.ind	
Edit		CHIT FCMPage	
Edit		100010	
Edit		Delter	
Edit		Proximus Enterprise Voice	
Edit		process of the second	
Edit		Three 1	-
Help	Abort Back	OK & Next Display Status	

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 Tele	phony - Internet Tele	phony				×
		Setti	ngs for Internet Telephon	у		
Simultaneous Internet Calls Available Lines for ITSP: 170 Please enter in field 'Upstream un Unstream un to (Khor) = 2008	up to (Kbit/sec)' the Ups	tream of your Intern	et connection communicated by y	our Provider. You have	e typed in	
In the 'Change Feature> Intern network load, you will need to re The number of simultaneous Inte	net Telephony' Assistar duce this number of si ernet Calls also depend	t. This upstream allo nultaneous calls. Is on the licensing.	ws you to conduct up to 16 Intern	et phone calls simultar	neously. If the call quality deterior	ates due to the
	Numb	Upstream er of Simultaneous	up to (Kbps): 2048	Distribut	e Lines	
			≰, 0%			
Line assignment Internet Telephony S	ervice Provider		Configured Lines		Assigned Lines	
Proximus Enterprise Voice			0	4		
Help Abort	Back	OK & Next				

Figure 11

Click [Distribute Lines] and [OK & Next]

Special phone numbers

In this dialog it is possible to route special phone numbers. Setup - Wizards - Central Telephony - Internet Telephony Special phone numbers Note: Please make sure that all special call numbers are supported by the selected provider without fail. Special phone number Dialed digits Dial over Provider 1 0C112 Proximus Enterprise Voice 0C100 2 Proximus Enterprise Voice 3 0C101 Proximus Enterprise Voice 4 0C105 Proximus Enterprise Voice 5 0C106 Proximus Enterprise Voice 0C116000 Proximus Enterprise Voice 6 7 Proximus Enterprise Voice 8 Proximus Enterprise Voice 9 Proximus Enterprise Voice Proximus Enterprise Voice 10



Help

Click	[OK &	Next]

On next page status of ITSP is displayed.

Back

OK & Next

Abort

	o (ephony - Internet Telephony	up - Wizards - Central Tel	
	User	e Internet Tele	Status for th Provider		
Diagnos	2000 registered	Enabled	Proximus Enterprise Voice	Restart	
	User	Enabled	Provider Proximus Enterprise Voice	Restart	

Click [Next]

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"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)

Setup - Wizards	- Central Telepho	ny - Internet Telej	bhony	×
	_		Exchar	nge Line Seizure
Exchange Line S	eizure		Trunk Access	Code 0
			Dial over Pro	ovider Proximus Enterprise Voice 🗸
Help	Abort	Back	OK & Next	

Figure 14

Click [OK & Next]

Overview with all configured "Outside line Seizure" are displayed.

Setup - Wizards - Central Telephony - In	×	
	Seizure Code for the 'Outside line Seizure'	
	Seizure code for 'Outside line Seizure'	
Proximus Enterprise Voice	0	
Proximus Enterprise Voice	U	
Help Abort	Back OK & Next	
nop nort		

Figure 15

Click [OK & Next] and

etup - Wizards - C	entral Telepho	ny - Internet Tele	phony		
			The changes for the	feature 'Internet Telephony' are c	completed
The Internet Telepho	ny is switched o	n and configured.	n activated/deactivate	it is percessary to rup through the '	"Control Tolonhoov - CO Trunk ISDN / Analoa" wizard again
	lephony Service			in is necessary to run unough the	Central Telephony - CO Hunk ISBN / Analog Wizard again.
For your own securit Immediately'.	ty, you should sa	ave the configuratio	n data. To do this, upo	completion of the wizard, choose '	'Backup' in the main menu, and follow this by choosing 'Back

Figure 16

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).

Expert mode - Telephony Serv	er											E
Station	^	IR Clients										
▼ Station		in onenes			rds r beek		_		Davies Joh			
UP0 Stations					cuit subscriber				Device Init			
▼IP Clients		Call	no t	DID	First Name	Last Name	D	isplay	Type	Clip/Lin	Active	Fax Callno
System Clients		Coarch						in proof	.164	onfinant		
SIP Clients		Search.		1			1			•	_	
RAS User		-										
Deskshare User		115	\rightarrow	22 5	-				System Client	· -	· ·	
Analog Stations		116	\rightarrow	22 6	-	-	-		System Client	• -	v	
ISDN Stations		117	\rightarrow	22 7]-]-	-		System Client	•]-	~	-
DECT Stations		-		-	-	-	-		No Port	-	-	- *

Figure 17

Additional Configuration

License

Add the "S2M/SIP Trunk" license to the SIP-Trunk

							OpenScape Business Assis	stant
							administrator@system	Logoff
Home	Administrators	Setup	Expert mode	Data Backup	License Management	Service Center		
License Ma	anagement							
License in	formation	C) Trunks					0)
 Addition 	al Products							-
OpenSca	ape Personal Edition	The	access to central of	ffice via PRI(S2m/T	1) trunks or via Internet telepho	ny is licensed by CO trunk lice	nses	
▼Local Us	er licenses	SIP	trunks	Available licens	es for SIP and PRI(S2m/11) tru	nks: 246		
Overview	N			The configured nu	mber of simultaneous Internet of	alls		
IP User				for each Inte	rnet Telephony Service Provide	ris: 4		
TDM Use	er		Licer	nse number of simu	Itaneous Internet calls in this no	ode: 4		
Mobility	User		License demand	for number of simu	Itaneous Internet calls in this no	ode: 4 🗸		
Desksha	re User	PR	(S2M/T1)					_
CO Trunks			Type Slot	Port	Feature	Demands	used licenses	
System Lie	censes							
✓License I	Profiles							
Create P	rofiles							
Assign P	rofiles							
Registratio	DR							
Activate L	icense Online							
Activate C	LS Connect							_
Activate Li	icense File		Abort	Apply				
Settings								
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 \rightarrow Telephony Server \rightarrow Voice Gateway \rightarrow 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.

Voice Gateway	Codec Parameters									
SIP Parameters	oodeo i arameters	Cite Codes Basensters								
TTSP Loc-ID Settings										
Codec Parameters	Codec	Priority	Voice Activity Detection		Frame Size					
Destination Codec Parameters	C 711 A Jaw	Priority 1 x	VAD:		20.5	meau				
Internet Telephony Service Provider	G.TTA-law	Phoney 1 V	VAD. C		20 -	msec				
Networking	G.711 µ-law	Priority 2 🗸	VAD: L		20 •	 msec 				
SIPQ-Interconnection	G.729A	Priority 3 🗸	VAD:		20 •	 msec 				
Native SIP Server Trunk	G.729AB	Priority 4 🗸	VAD:		20 •	✓ msec				
	Enhanced DSP Channels									
		Use G.711 only								
	T.38 Fax									
		T.38 Fax:								
	Use FillBitRemoval:									
	Max. UDP Data	Max. UDP Datagram Size for T.38 Fax (bytes): 1472								
	Error Corre	Error Correction Used for T.38 Fax (UDP) t38UDPRedundancy ~								
	T.30 Fax									
		Enable ECM:								
	Misc.			F 01	20]					
		ClearChannel:		Frame Size:	20 V msec					
	Transmission of Fax/Moder	Tones according to RFC2833:								
	Transmission of DTME Tones according to PEC2833									
	Payload Type for RFC2833: 101									
	Redundant Transmission	of RFC2833 Tones according to RFC2198:								

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