Mitel OpenScape Business

SIP Trunk for Chunghwa Telecom IP Centrex - Taiwan

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 ***Chunghwa Telecom IP Centrex*** as an ITSP connection to the OpenScape Business.

Note: The basis for this document is the current OpenScape Business *V3R4.3*. Since OpenScape Business is constantly developed, input masks and interfaces as well as requirements may change in the future. The settings and entries described here then apply accordingly.

System	OpenScape Business
Released with Version	*V3R4.3*
Chunghwa Telecom IP Centrex	**Features & Capabilities**
Account (DID/Client)	*DID*
Multisite	*no*
CLIP / CLIR	*no*
CLIP no Screening	*no*
COLP	*no*
Call Forwarding (302)	*no*
DTMF (RFC2833/4733)	*yes*
Codecs G.722/G.711/G.729	*no / yes / yes*
G.711 Fax /T.38 Fax	*no / no*
Secure trunk	*no*

Remarks:

The SIP trunk ***Chunghwa Telecom IP Centrex*** is not released for

- G.711 Fax / T.38 Fax
- UC Suite

Table of Contents

Information 3
Trunk Configuration Data provided by Chunghwa 3
Configuration Wizard 4
Internet Configuration (WAN Interface dedicated to ITSP) 4
Configure WAN Interface 5
Internet Telephony 8
Define bandwidth (# Trunks) 13
Special phone numbers 14
DID configuration 16
Additional Configuration 18
License 18
Known limitations and restrictions 18
Mandatory configuration in Expert Mode 19
Port management 19
Codec Parameters 20
Appendix 21
Create profile 21
Extended SIP Provider Data 22

Table of History

Date	Version	Changes
18.02.2026	1.0	Release ***Chunghwa Telecom IP Centrex*** with OpenScape Business V3R4.3
31.07.2026	1.1	profile included starting with OpenScape Business V4R0

© 2026 Mitel Networks Corporation. All Rights Reserved. Mitel and the Mitel logo are trademark(s) of Mitel Networks Corporation. Unify and associated marks are trademarks of Unify Software and Solutions GmbH & Co. KG. All other trademarks herein are the property of their respective owners.

Information

The ***Chunghwa Telecom IP Centrex*** SIP-Trunk will be released for the first time with OpenScape Business V3R4.3 variants

- OpenScape Business V3 Mainboard Family
- OpenScape Business S

Trunk Configuration Data provided by Chunghwa

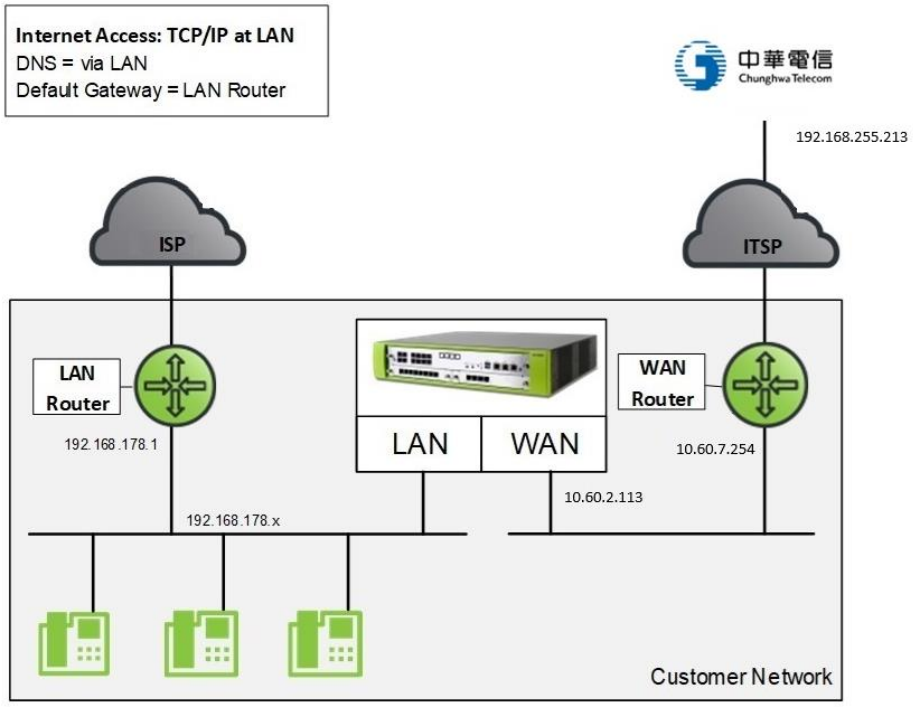
Applying for ***Chunghwa Telecom IP Centrex*** requires providing the OpenScape Business IP information (configured as WAN IP), Domain Name for SIP Trunk, SIP Proxy Domain, and Outbound Proxy IP Address. This information can also be provided by the ***Chunghwa Telecom*** installer who provides the ITSP.

Configuration Wizard

Internet Configuration (WAN Interface dedicated to ITSP)

Chunghwa Telecom supplies the SIP trunk connection in conjunction with the appropriate access device.

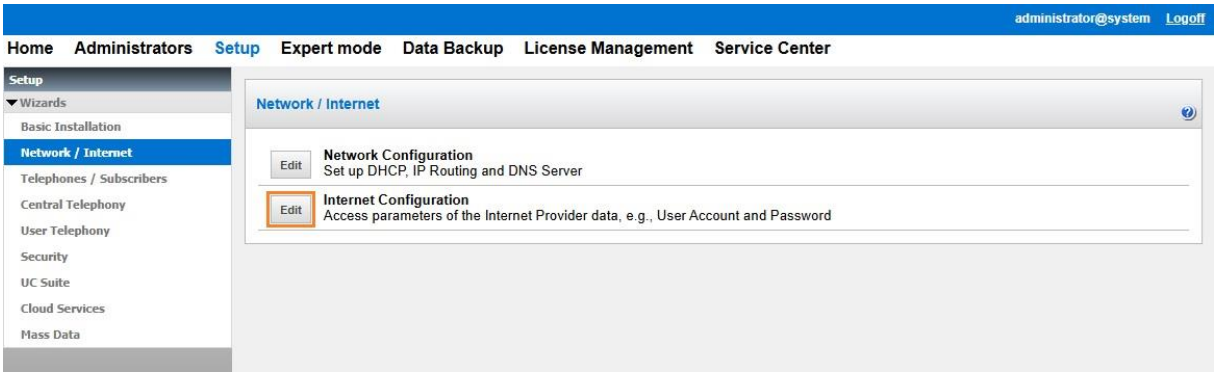
The IP address for the OpenScape Business is listed in the customer data and must be configured on the WAN interface, e.g.:



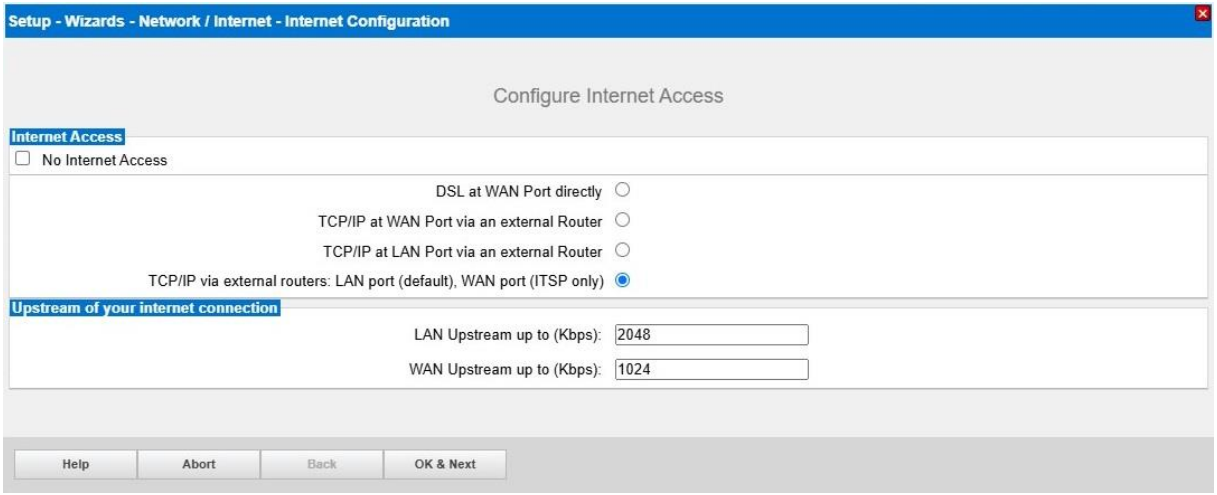
	No static route is required for the default configuration.

Configure WAN Interface

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

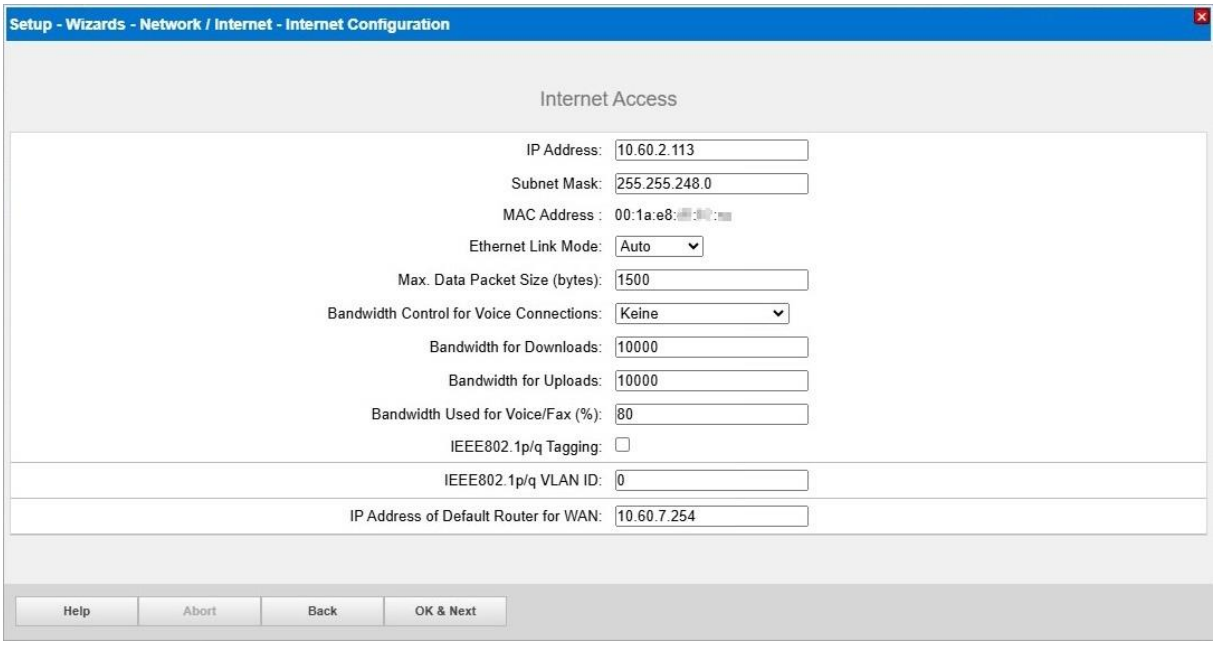


activate the option „***TCP/IP via external routers: LAN port (default), WAN port (ITSP only)***" and assign upstream for LAN and WAN interface.



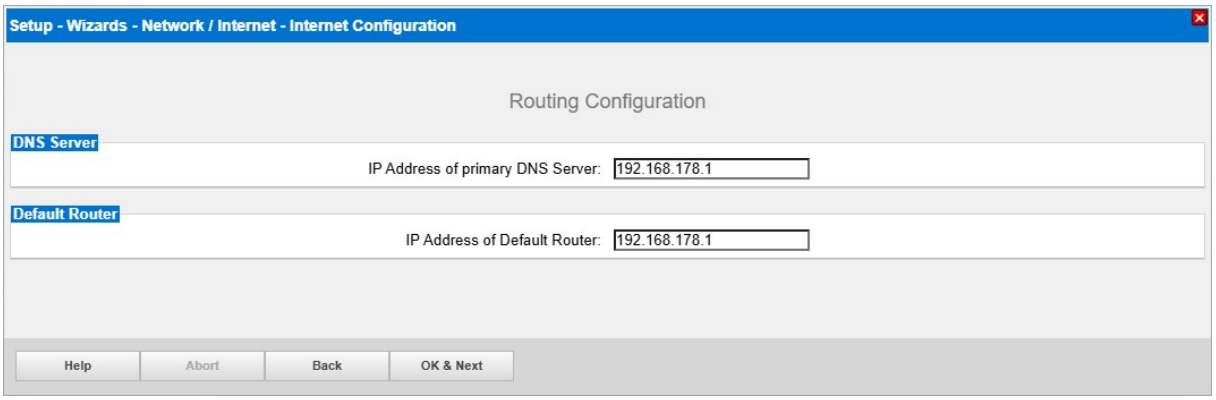
Click [OK & Next].

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



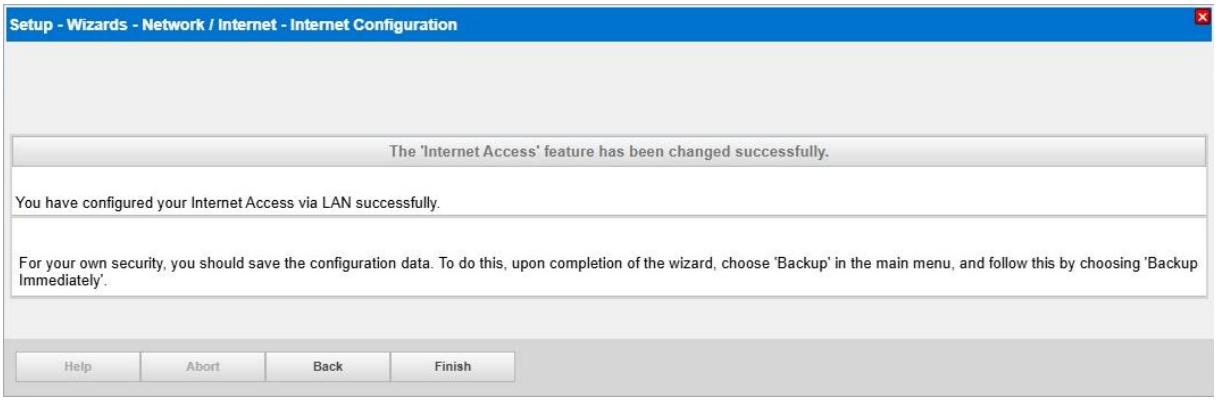
Click [OK & Next].

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



Click [OK & Next].

With the next step finish the wizard:



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"

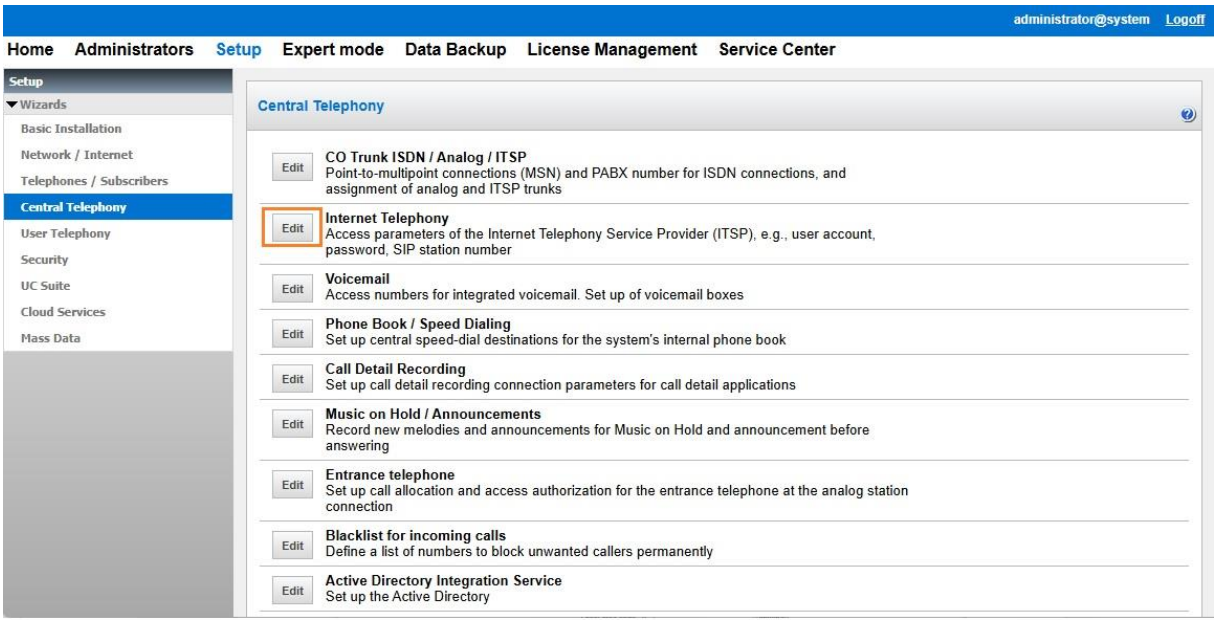


Figure 1

The overview page appears for entering the location data – e.g.:

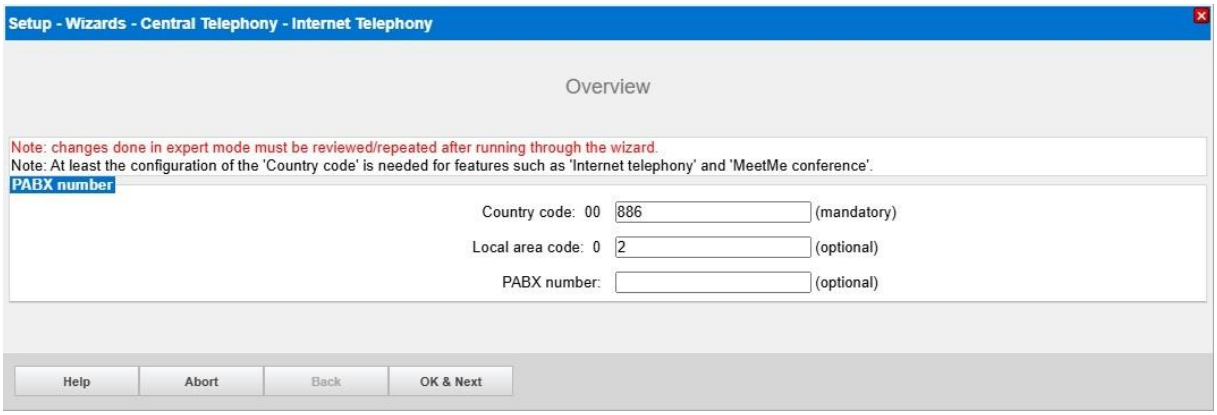


Figure 2

Click [OK & Next].

Provider configuration and activation for Internet Telephony

- No call via Internet -> uncheck
- Use County specific view: ***Taiwan*** and select ***Chunghwa Telecom IP Centrex***

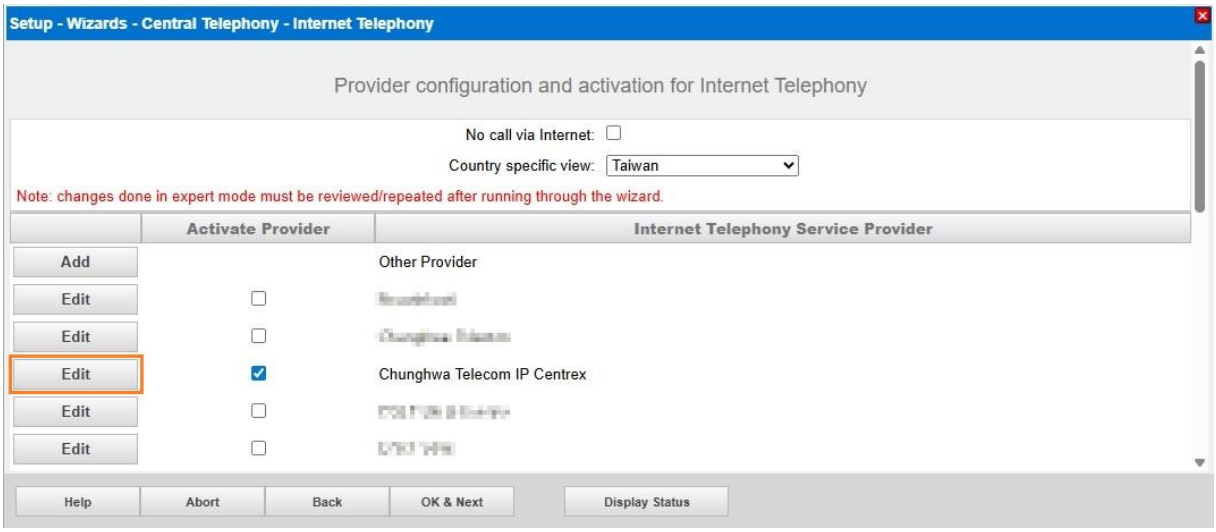


Figure 3

Activate Provider and click on [Edit].

On the next page please enter **Domain Name**, **Provider Proxy** and **Provider Outbound Proxy** provided by ***Chunghwa Telecom***. The required **Ports** are pre-configured and need not to be changed.

In this example:.

- **Domain Name**: im2.cht.com.tw
- **Provider Proxy**: im2.cht.com.tw
- **Provider Outbound Proxy**: 192.168.255.213

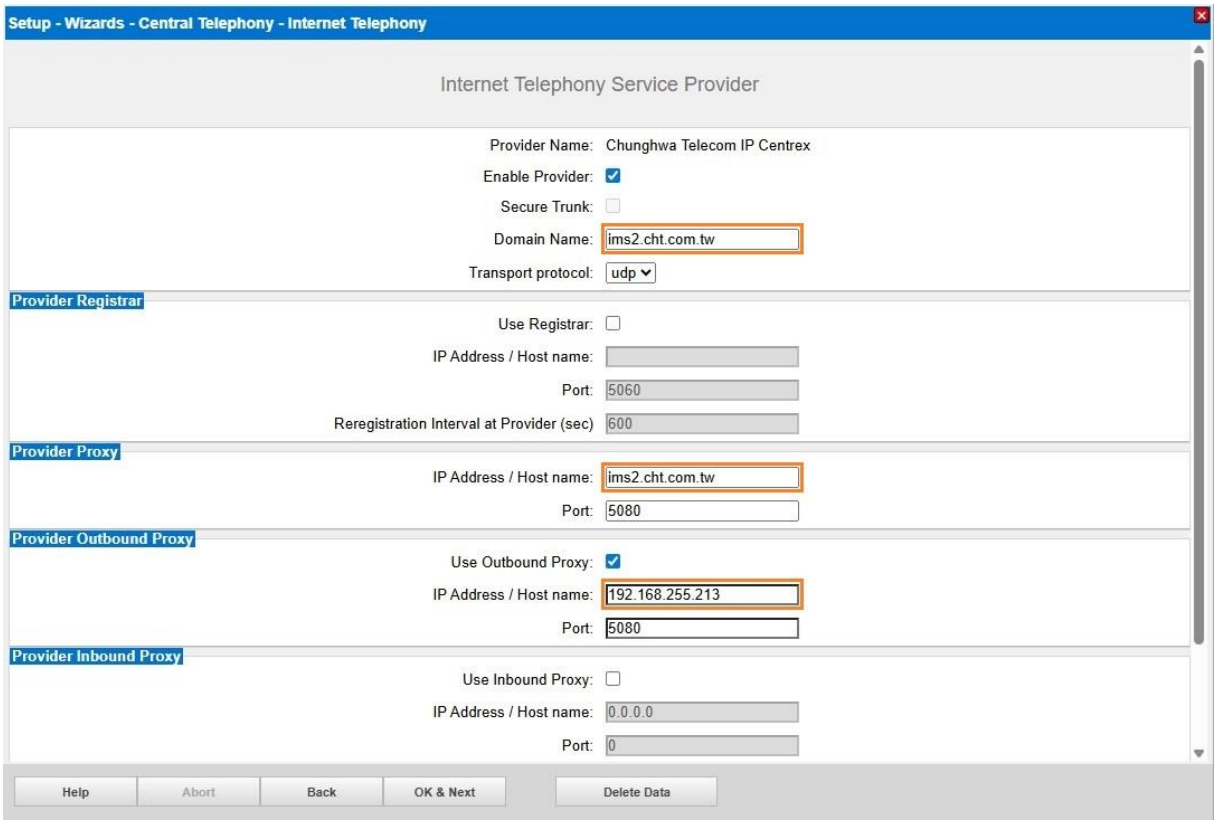


Figure 4

Click [OK & Next].

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

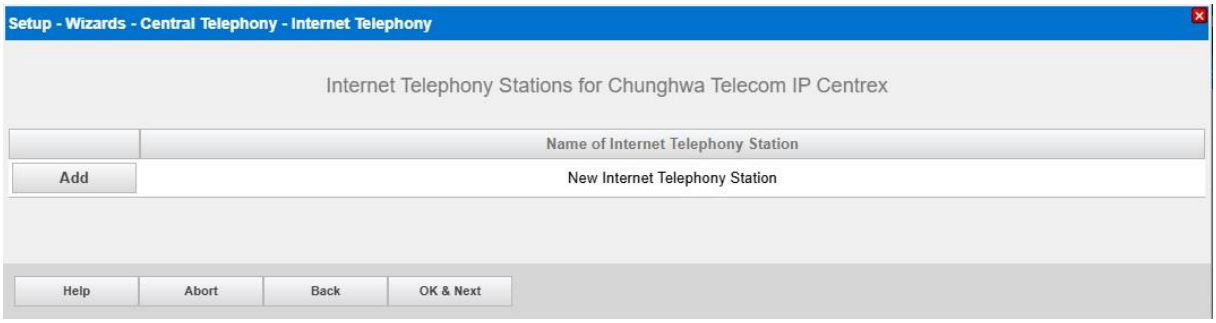


Figure 5

Click on [Add].

Data provided by the ***Chunghwa Telecom***.

Internet telephony station: PSTN Number

Authorization name: n/a

Password: n/a

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

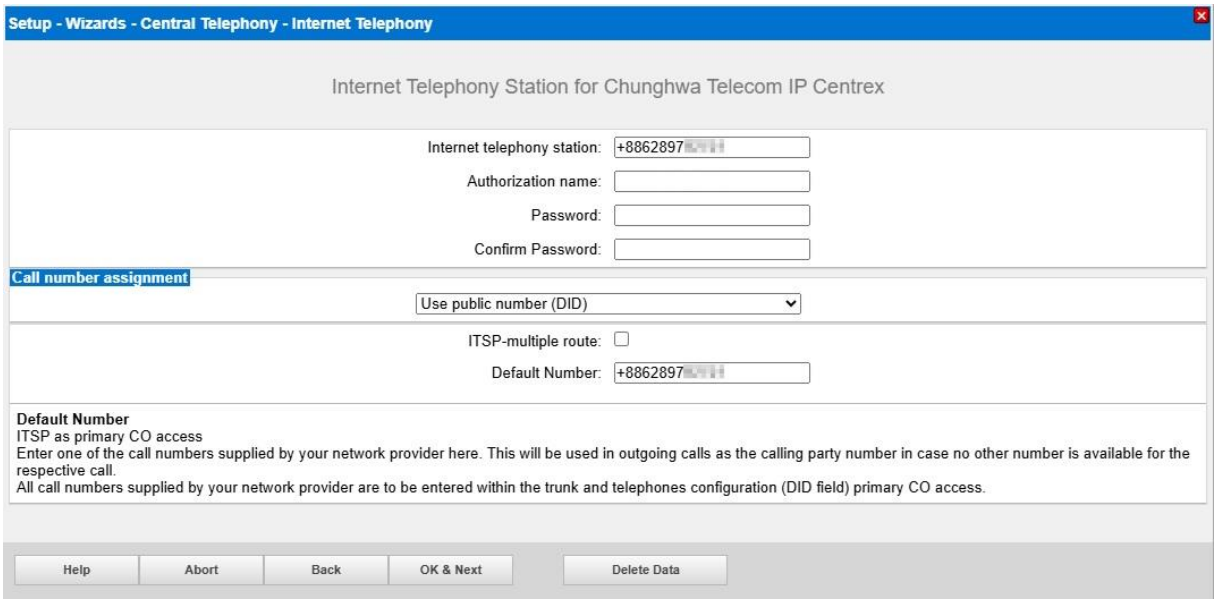


Figure 6

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

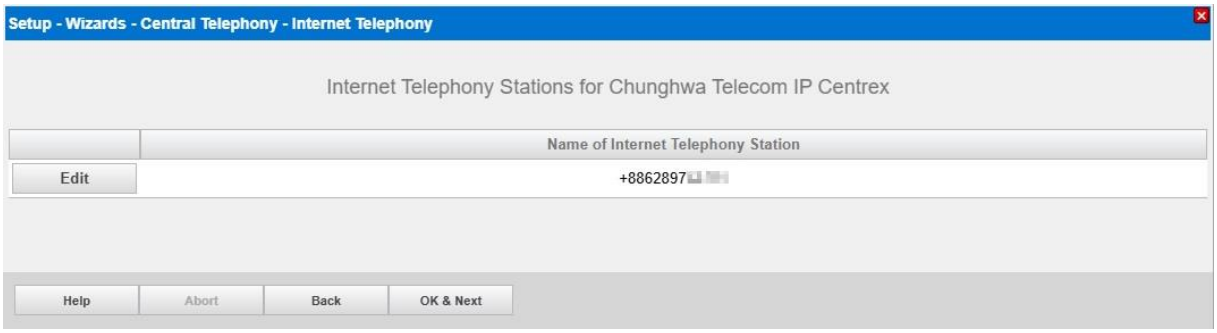


Figure 7

Click [OK & Next]

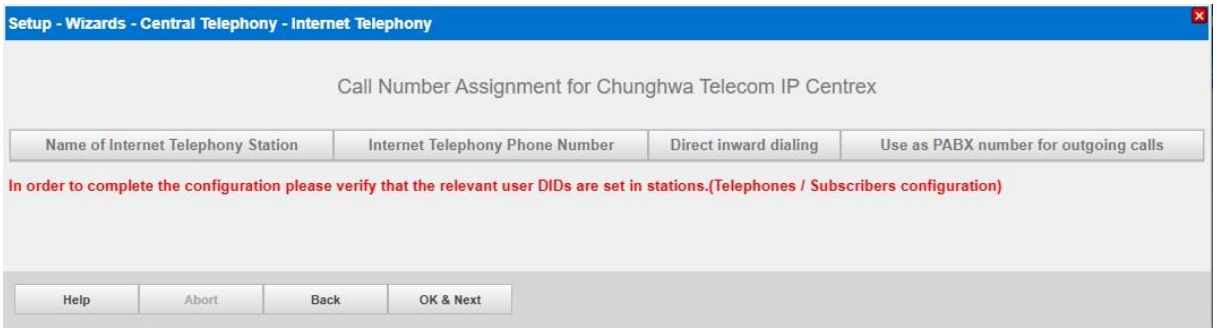


Figure 8

Click [OK & Next] (no input needed)

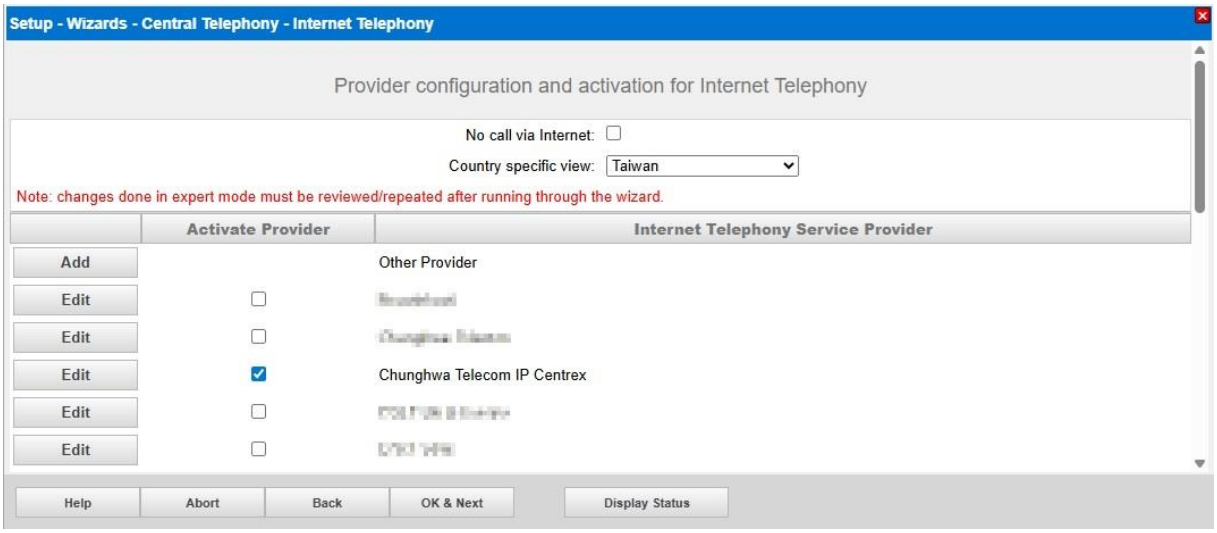


Figure 9

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 by ***Chunghwa Telecom***.

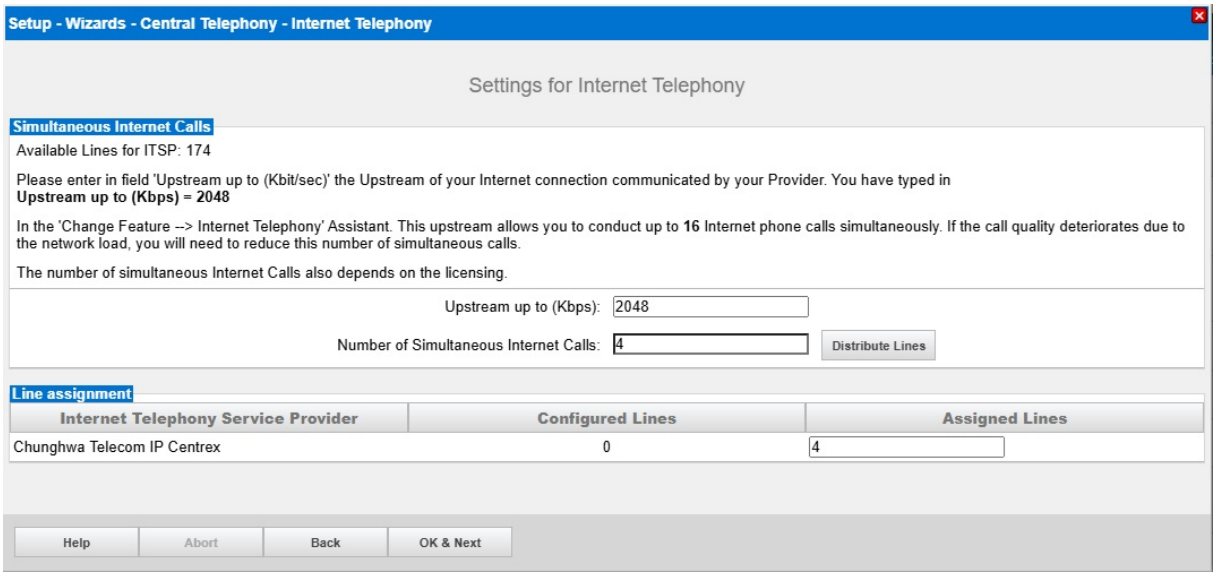


Figure 10

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 adjust the routing of special phone numbers. The following example is for the TAIPEI area. For other areas, please adjust the settings according to customer's needs.

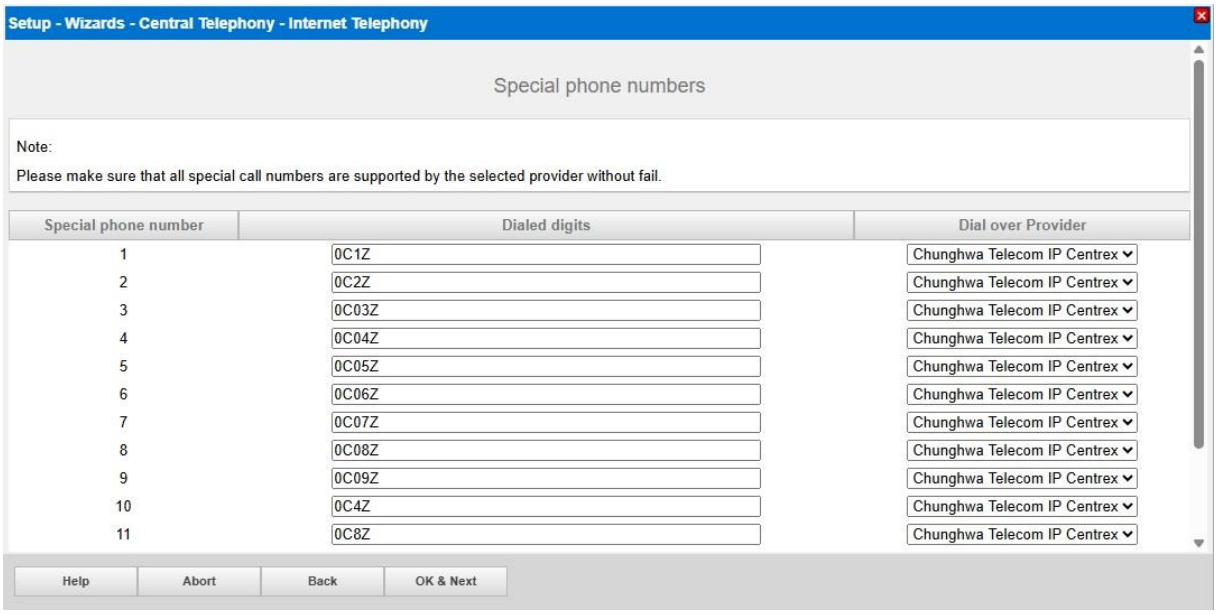


Figure 11

Click [OK & Next]

On next page status of ITSP is displayed.

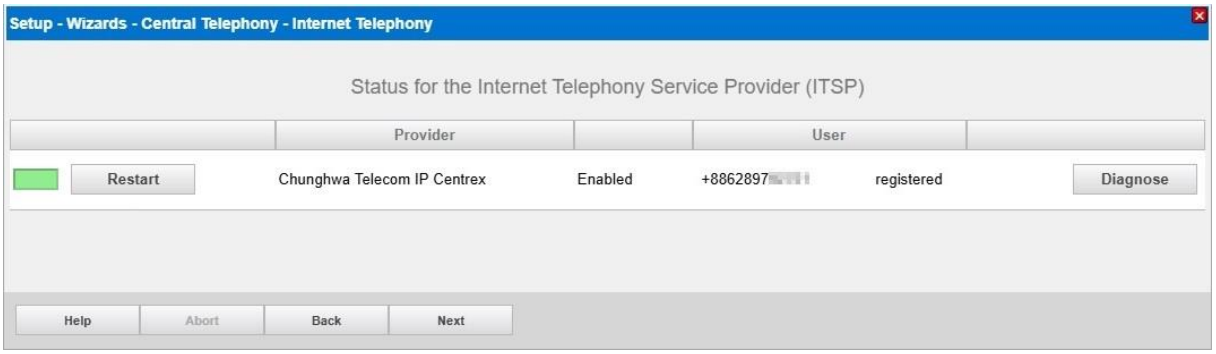


Figure 12

- 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. Enter the local area code without prefix digits (needed only when local area code was not entered in first step PBX number).

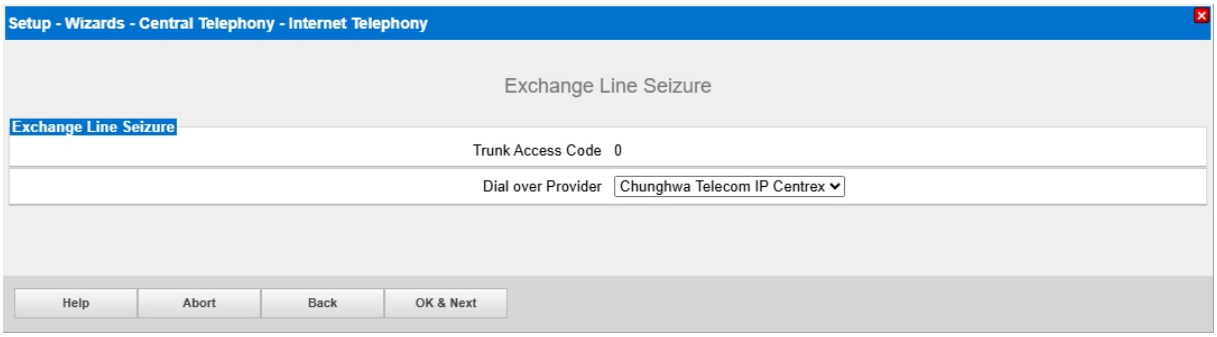


Figure 13

Click [OK & Next]

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

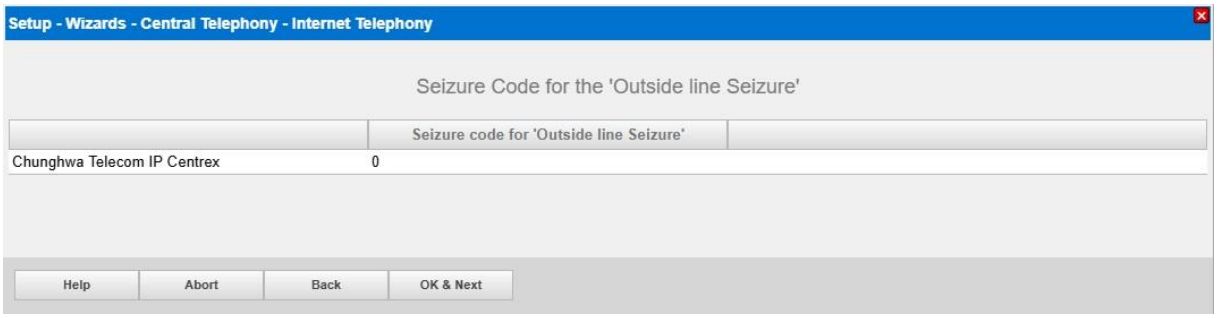


Figure 14

Click [OK & Next] and

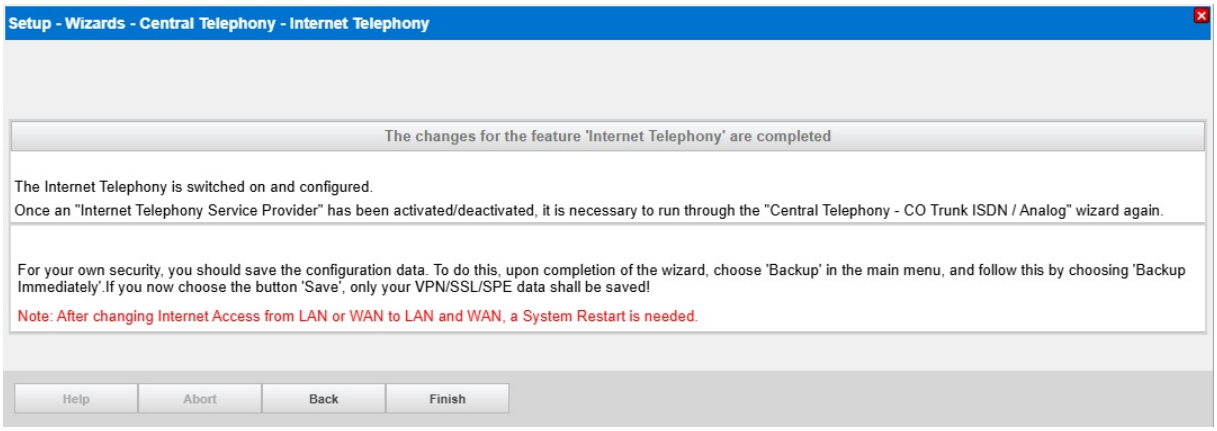


Figure 15

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). Mostly the DID is same with Extension Number (Callno).

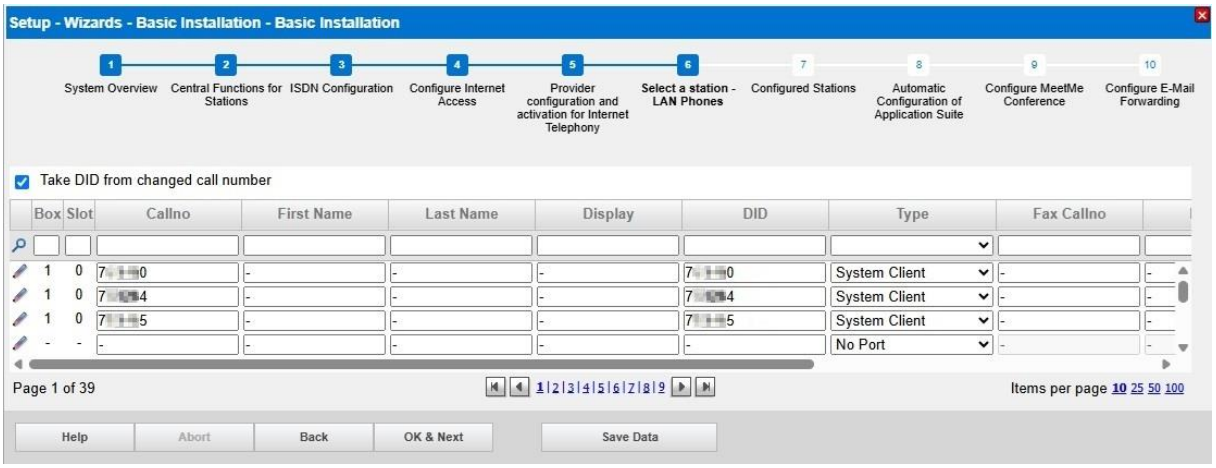


Figure 16

In the trunk route outgoing, always use the same outbound number to dial (activate “Supress station number).

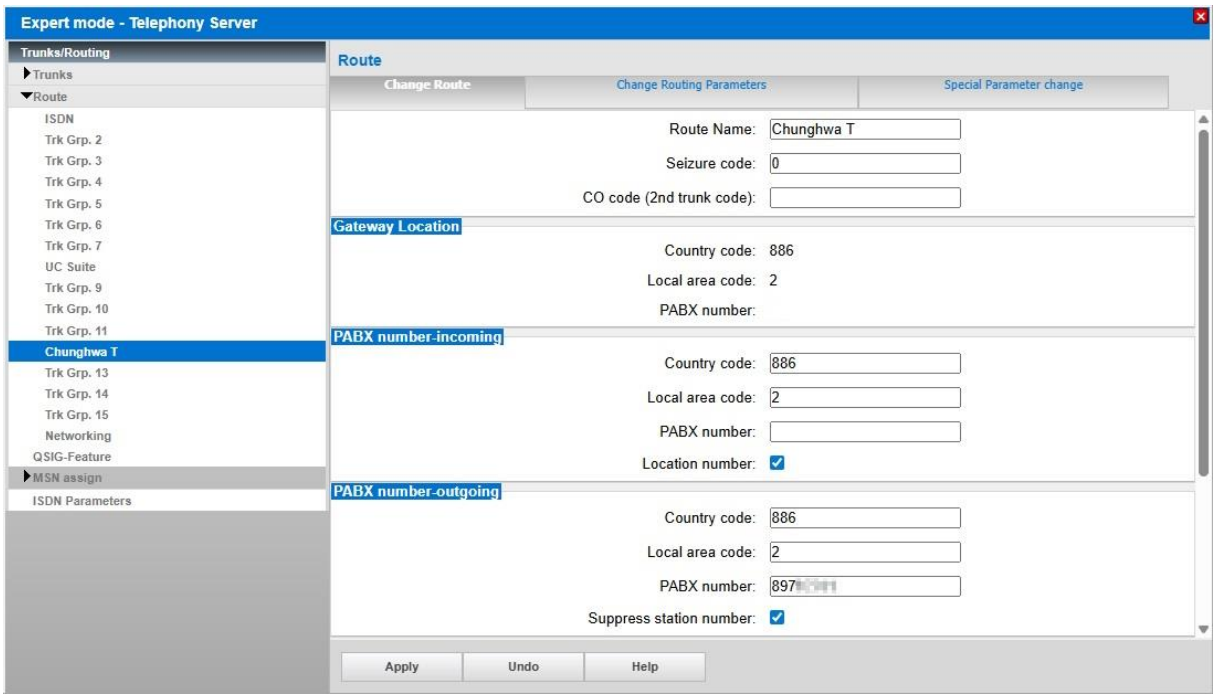


Figure 17

For inbound calls the PABX number outgoing of **Figure 17** is configured as AutoAttendant group.

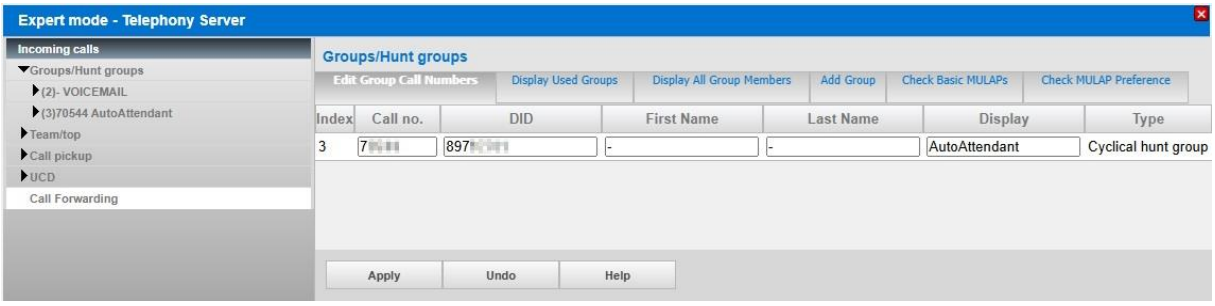


Figure 18

Additional Configuration

License

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

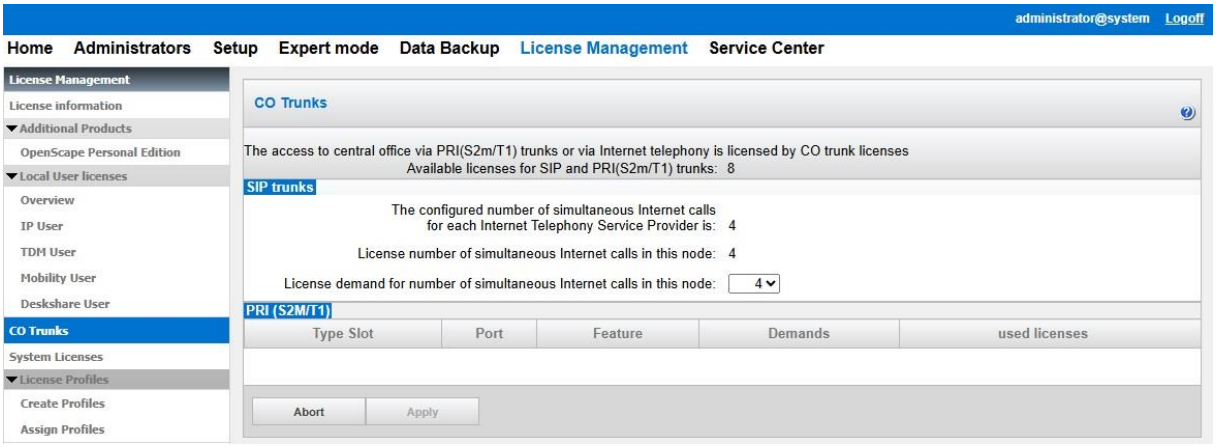


Figure 19

Known limitations and restrictions

The SIP trunk ***Chunghwa Telecom IP Centrex*** is not released for

- G.711 Fax / T.38 Fax
- UC Suite

Hold call or Tranfer Call from far end was not tested.

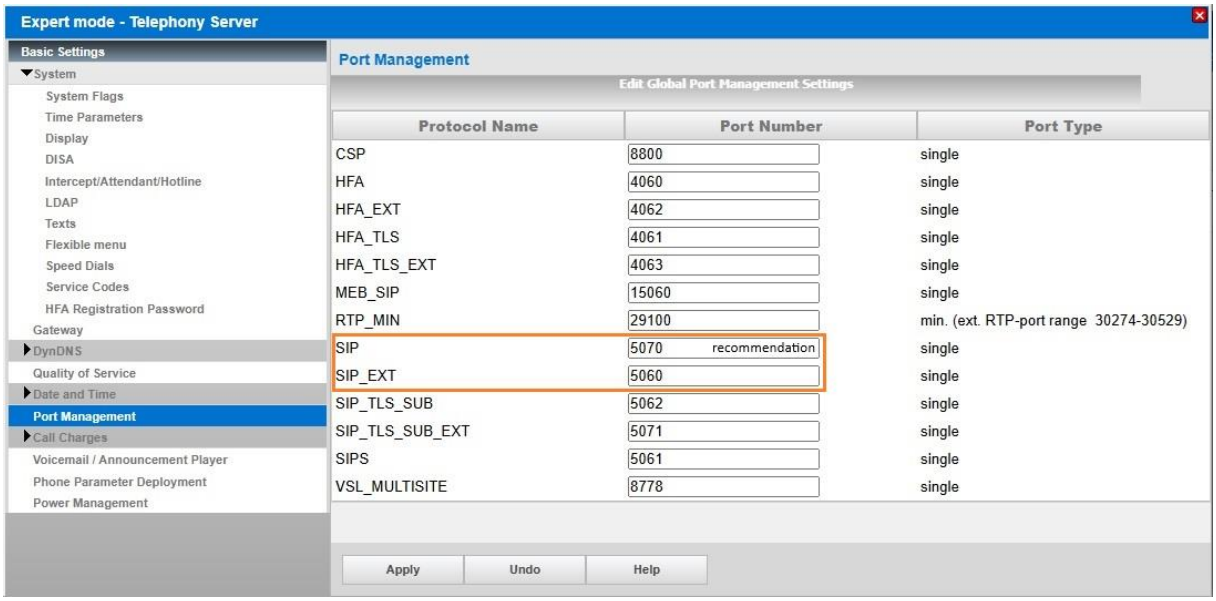
Mandatory configuration in Expert Mode

Port management

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

To comply with the requirements of the ***Chunghwa Telecom IP Centrex*** the SIP_EXT port **MUST** be configured with 5060 (default is 5070).

It's recommended that SIP devices can be identified as internally or externally connected.



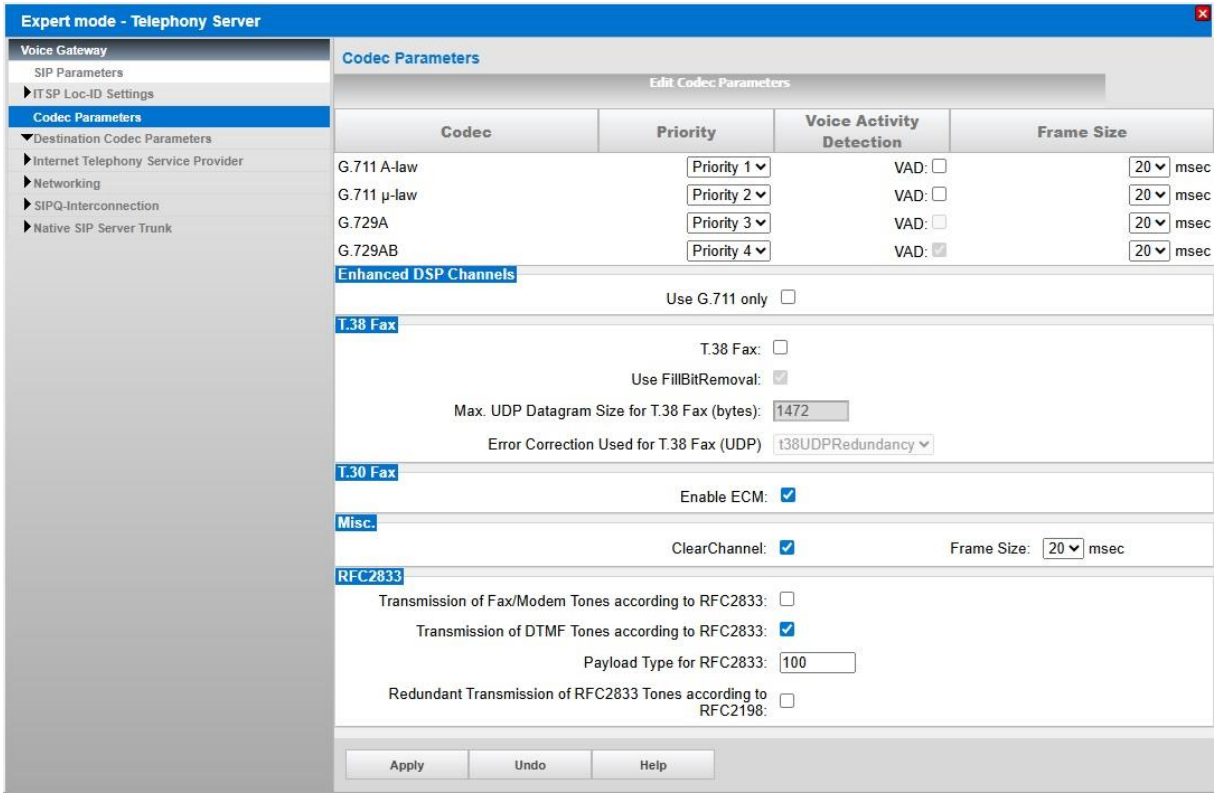
After the ports are changed, OpenScape Business **MUST** be restarted.

Codec Parameters

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

To comply with the requirements of the ***Chunghwa Telecom IP Centrex*** the following codec parameters **MUST** be changed:

1. The usage of the T.38-Fax protocol is not released for ***Chunghwa Telecom IP Centrex***. For this reason, disable T.38-Fax protocol.
2. RFC 2833 payload type must be set to customer's requirements and is provided by ***Chunghwa Telecom***, for example 100.



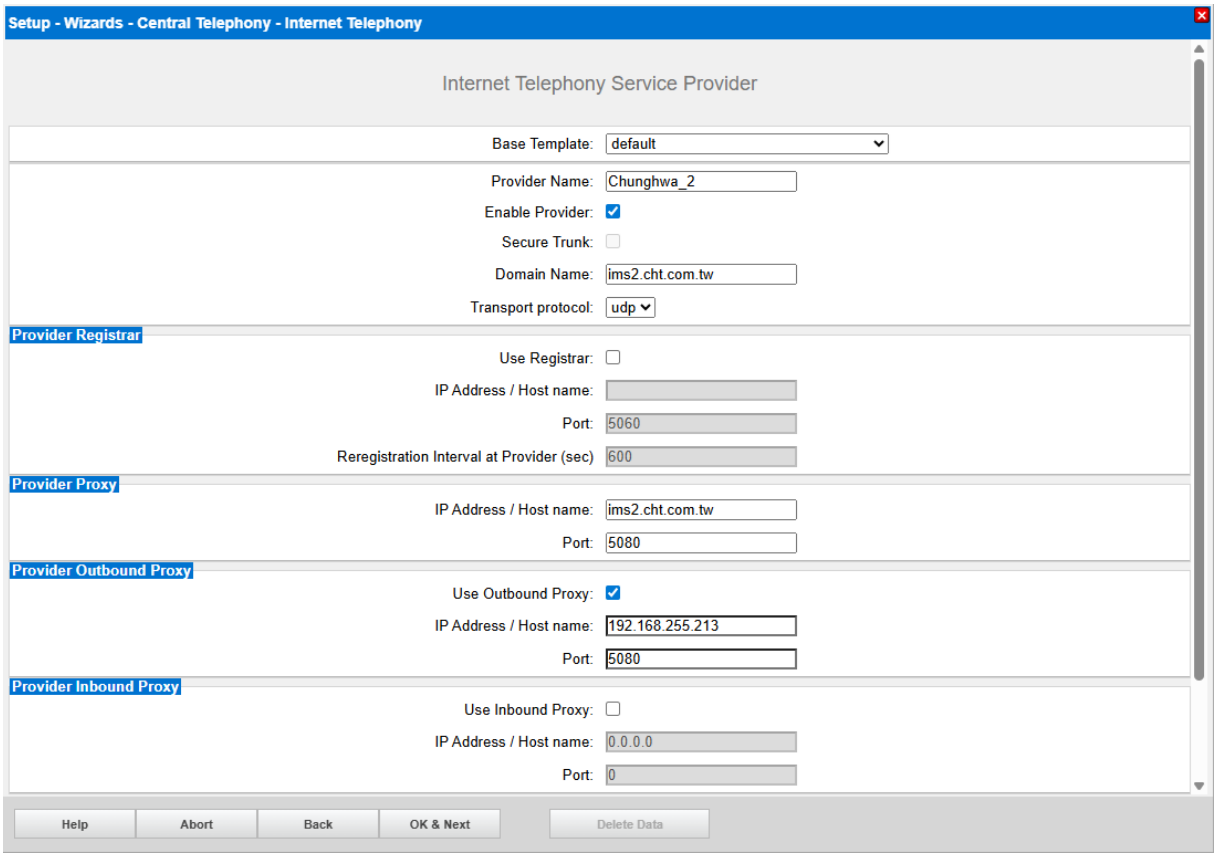
After the T.38-Fax settings are changed OpenScape Business **MUST** be restarted.

Appendix

Create profile

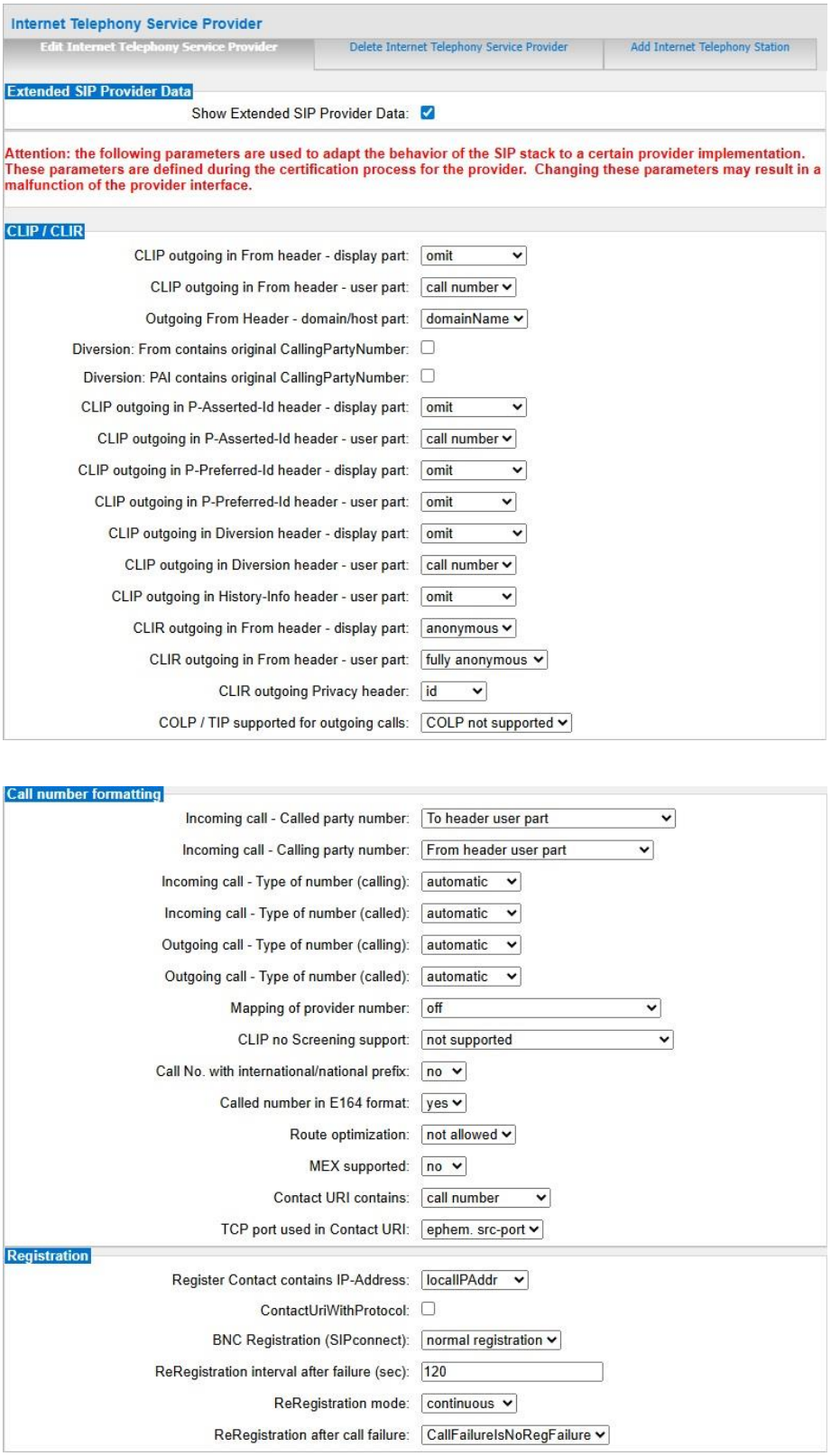
Reference information in case a private profile e.g. ***Chunghwa _2*** is in use. In this example:

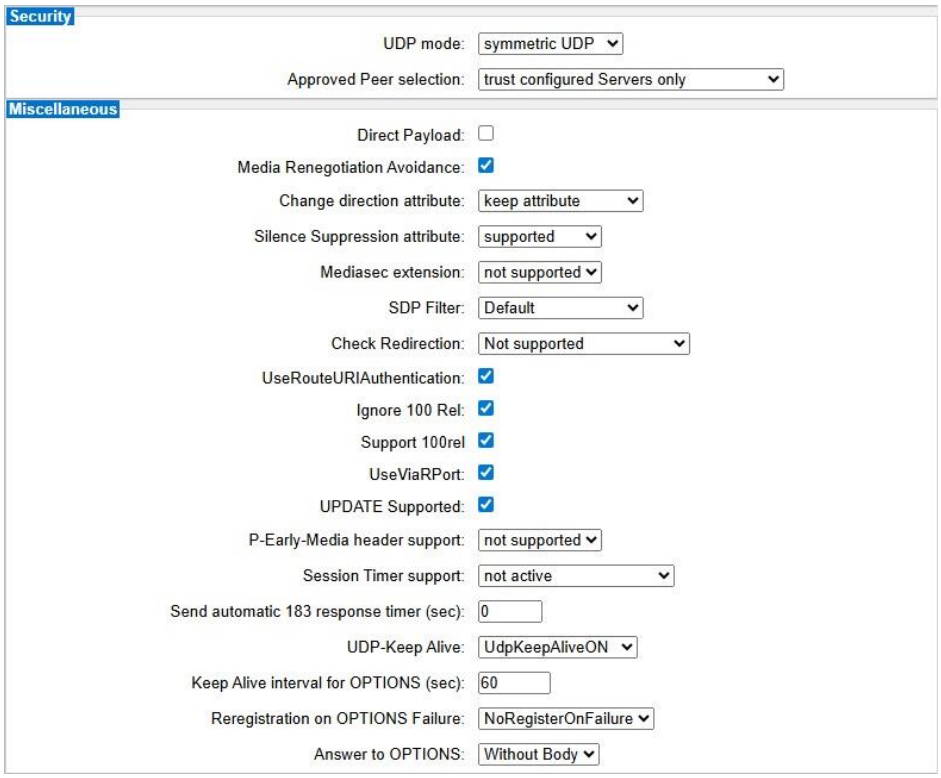
- **Domain Name**: im2.cht.com.tw
- **Provider Proxy**: im2.cht.com.tw **Port**: 5080
- **Provider Outbound Proxy**: 192.168.255.213 **Port**: 5080



Extended SIP Provider Data

To ensure compatibility with the ***Chunghwa Telecom IP Centrex***, the following settings must be made in Expert Mode → Voice Gateway → Internet Telephony Service Provider → ***Chunghwa_2*** for the extended SIP provider data:




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: not active
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: Without Body