About Spectrum Enterprise:

Spectrum Enterprise is a division of Charter Communications following a merger with Time Warner Cable and acquisition of Bright House Networks. Spectrum Enterprise is a national provider of scalable, fiber technology solutions. The Spectrum Enterprise portfolio includes networking and managed services solutions, including Internet access, Ethernet and Managed Network Services, Voice, TV and Cloud solutions. Our industry-leading team of experts works closely with clients to achieve greater business success.

About this document:

Spectrum Enterprise assures IP PBX compatibility by conducting interoperability testing to ensure any potential compatibility issues have been resolved prior to installation. Please review the IP PBX configuration instructions in this guide prior to your installation date.

Be advised that this document may contain references to Time Warner Cable Business Class. All references to Time Warner Cable Business Class, TWCBC or TWC should be read as Spectrum Enterprise.

Thank you,

Spectrum Enterprise
Configure MiVoice Office 250 6.0 SP2 with MBG for use with Time Warner Cable Business Class SIP Trunking service

MARCH 2015
SIP COE 15-4940-00364
TECHNICAL CONFIGURATION NOTES
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Mitel Technical Configuration Notes:

Configure the MiVoice Office 250 for use with Time Warner Cable Business Class
March 2015, 15-4940-00364

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Overview

This document provides a reference to Mitel Authorized Solutions providers for configuring the MiVoice Office 250 to connect to Time Warner Cable Business Class (TWCBC) SIP Trunking. The different devices can be configured in various configurations depending on your VoIP solution. This document covers a basic setup with required option setup.

Interop History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>March, 2015</td>
<td>Initial test with TWCBC and MiVoice Office 250 6.0 SP2</td>
</tr>
</tbody>
</table>

Interop Status

The Interop of TWCBC has been given a Certification status. This service provider or trunking device will be included in the SIP CoE Reference Guide. The status TWCBC achieved is:

![COMPATIBLE]

The most common certification which means TWCBC has been tested and/or validated by the Mitel SIP CoE team. Product support will provide all necessary support related to the interop, but issues unique or specific to the 3rd party will be referred to the 3rd party as appropriate.

Software & Hardware Setup

This was the test setup to generate a basic SIP call between TWCBC and the MiVoice Office 250.

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Variant</th>
<th>Software Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mitel</td>
<td>MiVoice Office 250</td>
<td>6.0 SP2</td>
</tr>
<tr>
<td>Mitel</td>
<td>MBG – Gateway / Teleworker</td>
<td>8.1.23.0</td>
</tr>
<tr>
<td>Mitel</td>
<td>NuPoint Voicemail on MiCollab</td>
<td>Build 17.0.0.24.01</td>
</tr>
<tr>
<td>Mitel</td>
<td>5312, 5320, 5360 IP Sets</td>
<td>6.01.00.06</td>
</tr>
<tr>
<td>Service Provider</td>
<td>TWCBC</td>
<td>NA</td>
</tr>
</tbody>
</table>
**Tested Features**

This is an overview of the features tested during the Interop test cycle and not a detailed view of the test cases. Please see the SIP Trunk Side Interoperability Test Plans (08-4940-00034) for detailed test cases.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Feature Description</th>
<th>Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Call</td>
<td>Making and receiving a call through TWCBC and their PSTN gateway, call holding, transferring, conferencing, busy calls, long calls durations, variable codec.</td>
<td>✔️</td>
</tr>
<tr>
<td>Automatic Call Distribution</td>
<td>Making calls to an ACD environment with RAD treatments, Interflow and Overflow call scenarios and DTMF detection.</td>
<td>✔️</td>
</tr>
<tr>
<td>NuPoint Voicemail</td>
<td>Terminating calls to a NuPoint voicemail boxes and DTMF detection.</td>
<td>✔️</td>
</tr>
<tr>
<td>Packetization</td>
<td>Forcing the MiVoice Office 250 to stream RTP packets through its E2T card at different intervals, from 10ms to 60ms</td>
<td>▶️</td>
</tr>
<tr>
<td>Personal Ring Groups</td>
<td>Receiving calls through TWCBC and their PSTN gateway to a personal ring group. Also moving calls to/from the prime member and group members.</td>
<td>✔️</td>
</tr>
<tr>
<td>Teleworker</td>
<td>Making and receiving a call Through TWCBC and their PSTN gateway to and from Teleworker extensions</td>
<td>✔️</td>
</tr>
<tr>
<td>Fax</td>
<td>T.38 and G711Fax Calls</td>
<td>▶️</td>
</tr>
</tbody>
</table>

✔️ - No issues found  ❌ - Issues found, cannot recommend to use  ▶️ - Issues found
Device Limitations and Known Issues

This is a list of problems or not supported features when TWCBC is connected to the MiVoice Office 250.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Problem Description</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice Codec</td>
<td>TWCBC only supports G711Ulaw for voice codec.</td>
<td><strong>Recommendation</strong>: Configure MiVoice Office 250 utilize G711 codec for voice</td>
</tr>
<tr>
<td>Faxing</td>
<td>TWCBC only supports G711 Pass-through for fax.</td>
<td><strong>Recommendation</strong>: Configure MiVoice Office 250 utilize G711 codec for fax</td>
</tr>
<tr>
<td>Packetization</td>
<td>Exclusively tested with stream RTP at 20ms (TWCBC only supports 20ms Packetization rate) instead of Mitel testing range of 20ms and 30ms.</td>
<td><strong>Recommendation</strong>: Set Packetization rate to 20ms.</td>
</tr>
<tr>
<td>Caller ID</td>
<td>If the From/PAI contains the caller ID other than assigned DID account by TWCBC, TWCBC will replace it with the pilot number for the account and send to the target PSTN user as Caller ID. TWCBC uses Diversion Header to authorize the redirecting call which MiVoice Office 250 does not support.</td>
<td><strong>Recommendation</strong>: Disable Propagate Original Caller ID under Trunk Group Configuration for SIP Trunk Group to TWCBC</td>
</tr>
<tr>
<td>Provision Responses</td>
<td>Both TWCBC and MiVoice Office 250 don’t support PRACK</td>
<td><strong>Recommendation</strong>: Disable PRACK at MBG</td>
</tr>
</tbody>
</table>
Network Topology

This diagram shows how the testing network is configured for reference.

Figure 1 – Network Topology
Configuration Notes

This section is a description of how the SIP Interop was configured. These notes should give a guideline how a device can be configured in a customer environment and how TWCBC and MiVoice Office 250 programming was configured in our test environment.

Disclaimer: Although Mitel has attempted to setup the interop testing facility as closely as possible to a customer premise environment, implementation setup could be different onsite. YOU MUST EXERCISE YOUR OWN DUE DILIGENCE IN REVIEWING, planning, implementing, and testing a customer configuration.

MiVoice Office 250 Configuration Notes

The following steps show how to program a MiVoice Office 250 to interconnect with TWCBC.

Network Requirements

- There must be adequate bandwidth to support the voice over IP. As a guide, the Ethernet bandwidth is approx. 85 Kb/s per G.711 voice session and 29 Kb/s per G.729 voice session (assumes 20ms packetization). As an example, for 20 simultaneous SIP sessions, the Ethernet bandwidth consumption will be approx. 1.7 Mb/s for G.711 and 0.6Mb/s. Almost all Enterprise LAN networks can support this level of traffic without any special engineering. Please refer to the 3300 Engineering guidelines for further information.
- For high quality voice, the network connectivity must support a voice-quality grade of service (packet loss <1%, jitter < 30ms, one-way delay < 80ms).

Assumptions for the MiVoice Office 250 Programming

- The SIP signaling connection uses UDP on Port 5060
Licensing and Option Selection – SIP Licensing

Ensure that the MiVoice Office 250 is equipped with enough SIP trunk licenses for the connection to TWCBC. This can be verified under the **Software License** form.

![Software License Form]

**Figure 2 – License Selection**
Creating and Configuring a SIP Peer Trunk Group

Navigation: System -> Device and Feature Codes -> SIP Peer -> SIP Trunk Groups

To create a SIP Trunk Group for TWCBC, right click in the right hand window panel under SIP Trunk Groups and then select “Create SIP Trunk Group”. A pop-up window shows and input Start Extension, 92003 is given for this test and then click OK.

Figure 3 – Create SIP Trunk Group
Program the Configuration folder as described below:

Navigation: System -> Device and Feature Codes -> SIP Peer -> SIP Trunk Groups -> 92003 -> Configuration

- **Registration**: If the SIP peer does not require registration, the fields in this folder do not need to be configured. The **Enable Registration** option is set to **No** by default and the remaining fields appear with a red “X”.

- **Authentication**:
  - **Username**: This field applies only if the SIP peer requires registration or call authentication.
  - **Password**: This field applies only if the SIP peer requires registration or call authentication.

- **Keep-Alive**: The Keep-Alive option keeps refreshing the NAT bindings for any Firewall/NAT in the path. It also helps in determining whether the SIP peer is reachable or not.

- **NAT Settings**: Specifies the NAT address type. The default is “No NAT or SIP-Aware NAT” (for systems that are using a SIP-aware firewall). If you are not using a SIP-aware firewall, you must change the setting to “Non SIP-Aware NAT”.

- **Alternate IP/FQDN List**: Some providers use multiple IP addresses to send SIP messages to the MiVoice Office 250. You must add All IP addresses or FQDNs other than the primary IP/FQDN to the list for all calls to be successful.

- **Route Sets**: Add the IP address of the MBG to the route set, 10.65.1.20 is given for this test.

- **IP Address**: Indicates the **LAN IP address** of the TWCBC ESG. 10.65.1.200 is given for this example. Please contact TWCBC for your deployment.

- **Port Number**: Indicates the port that the system listens on the system for SIP peer messages. The range is 0–65535, 5060 is used for this setup.

- **Fully Qualified Domain Name**: Indicates the domain name of the SIP peer trunk group. Leave it blank for this test.

- **Call Configuration**: **Call Configuration 1** is used for this setup.

- **Operating State**: Indicates the operating state of the SIP peer. Set it to **In-Service**.

- **Maximum Number of Calls**: Indicates the maximum number of concurrent calls that are permitted towards the SIP peer. DB Programming restricts this field based on the number of the SIP Trunks and SIP trunk licenses.

- **Use ITU-T E.164 Phone Number**: If set to Yes, the MiVoice Office 250 handles ITU-T E.164 formatted phone numbers as part of the incoming SIP INVITE messages from the SIP peer. **No** is set for this setup.

- **DTMF Decoding Payload**: **101** is used for the setup as TWCBC uses the same payload for DTMF.
Figure 4 – SIP Trunk Group for TWCBC

Figure 5 – Registration not required for TWCBC
Figure 6 – Authentication not required for TWCBC

Figure 7 – TWCBC SIP Trunk Group – Keep-Alive

Figure 8 – TWCBC SIP Trunk Group: NAT Setting
Create Route Set for MBG

Add to Route Sets List: Under SIP Peer – SIP Trunk Group – Configuration, add Route Set using IP address of the MBG (Mitel Border Gateway).
Programming the Trunk Group Configuration Folder


- **Ring-In Type Day/Night**: Set Call Routing Table 1 for both Day and Night Ring-In Type for this setup, please refer to section Call Routing Table.
- **Propagate Original caller ID**: No is set for this lab test as TWCBC uses Diversion Header to authenticate the redirecting call which MiVoice Office 250 does not support. If From/PAI Header contains ID other than assigned DID numbers, TWCBC will replace it with the account pilot number and allow the call to pass instead of rejecting it.
- **Music-On-Hold**: File-based MOH is selected for this test.
- **Audio on Transfer/Hold**: File-Based MOH is selected.
Create the SIP peer trunks as follows:

Navigation: System -> Device and Feature Codes -> SIP Peer -> SIP Trunk Groups -> 92003 -> Trunk Group Configuration -> Trunks

- Right-click the right pane, and the select Create SIP Peer Trunk. The Create SIP Peer Trunk Extension dialog box appears.
- Select the extension number you want to use for the item in the Starting Extension field. The recommended range is 94001–94999; 94030 is used in this lab setup.
- Indicate the number of extensions you want to create in the Number of Extensions field. If the system is set to have more than one extension, the new trunks are assigned sequentially to the next available numbers. 9 is set for this example. The number SIP Peer trunk is restricted by the number of available SIP Trunks license.
- Click OK.

Figure 13 – Create SIP Trunks

Figure 14 – SIP Trunks Cont.
Call Routing Table

Navigation: **System** -> **Trunk-Related Information** -> **Call Routing Tables** -> **Table 1**

- **Pattern**: Set with the DID numbers assigned by TWCBC.
- **Ring-In Type**: Default value **Single** is used for all DIDs.
- **Ring-In Destination**: Set the proper target for the call to be routed to.

![Call Routing Table](image)

**Figure 15 – Call Routing Table**

IP Call Configurations

Call configurations define the settings that IP endpoints and gateways use when connected to calls. You can assign multiple devices to a specific call configuration.

By default, all IP devices are placed in Call Configuration 1, which is programmable. You do not need to add SIP endpoints to Call Configurations, because these devices negotiate call configurations before establishing a connection. You can program up to 25 different Call Configurations. Call Configuration 1 was used for phone and SIP trunk, while Call Configuration 3 was used for NuPoint voice mail.

- **Set Audio Frames/IP Packet**: 2 (20ms packetization rate) is set for this test.
- **DTMF Encoding Setting**: RFC2833 is selected for this test.
- **Set Speech Encoding Setting**: G711 Mu-Law is selected as TWCBC supports G711 Codecs only.
- **Fax Encoding Setting**: TWCBC supports only G711 Mu-Law Pass-through for fax hence **G.711 Mu-Law** is selected for this test.
- **Support RTP redirect**: for Call Configuration 1, YES is set, and No is set for Configuration 3.
- Leave all other fields as default.

Figure 16 – Call Configuration

Figure 17 – Call Configuration for NuPoint Voice mail
Call Routing

By default, the Feature Code for Outgoing Calls in MiVoice Office 250 is set to “8”. User can dial “8” then follow by the 10/11 digits (i.e.: 8 1 214242XXXX) for outgoing calls. The User may also dial by the SIP trunk Group’s extension (i.e.: 92003 1 214242XXXX) or dial by each SIP trunk extension (i.e.: 94030 1 214242XXXX).

Navigation: System -> Device and Feature Codes -> Feature Codes

![Figure 18 – Feature Codes](image)

In order to let user pickup correct trunk group for outgoing call, need to assign the proper SIP trunk Group extension to the phone:

Navigation: System -> Device and Feature Code -> Phones -> Local -> XXXX (i.e. 2504) -> Associated Extension

![Figure 19 – Associated Extensions of phone](image)
SIP Voice Mail Configuration (NuPoint)

MiVoice Office 250 can use embedded Basic Voice Mail or integrated with NuPoint Voice Mail. Before configure NuPoint SIP Peer Voice mail, please make sure BVM (Basic Voice Mail) is disabled.


Figure 20 – Disable Basic Voice Mail
Create SIP Voice Mail

Navigation: **System** -> **Devices and Feature Codes** -> **SIP Peers** -> **SIP Voice Mails**

- First, right-click the right pane, and select **Create SIP Voice Mail**.
- A pop-up window appears and click “**YES**” to confirm this SIP Voice Mail is NuPoint UM.
- The next pop-up window “**Create SIP Voice Mail Extension**” appears and set **P9001** as **Starting Extension** and **1** as **Number of Extensions**.
- Click **OK**

![Figure 21 – Create SIP Voice Mail](image)
SIP Voice Mail Configuration (NuPoint)

Navigation: System -> Devices and Feature Codes -> SIP Peers -> SIP Voice Mails -> P9001 -> Configuration

- Set **IP Address**: NuPoint UM IP Address **10.64.3.4** is given here.
- Set **Port Number**: Port **5058** is given for this test as we are using NuPoint UM on MiCollab, if it is NuPoint UM Standalone, then Port 5060 will be used.
- Set **Call Configuration**: Call Configuration 3 (see Section [IP Call Configurations](#)) is used for this test.
- **Maximum Number of Ports**: 4 is given for this test, this number should be same as the ports under the Line Group 1 in [NuPoint UM Configuration](#).
- **DTMF Decoding Payload**: 101 is given to match SIP trunk and TWCBC DTMF payload.
- Leave all other fields as default.

![Figure 22 – SIP Voice Mail Configuration](image)

---

**Figure 22 – SIP Voice Mail Configuration**
SIP Voice Mail Pilot (NuPoint)

Navigation: System -> Devices and Feature Codes -> SIP Peers -> SIP Voice Mails -> P9001 -> Applications

- Right-click the right pane, and select Create Voice Mail.
- At new pop-up window, set 2600 as Starting Extension and 1 as Number of Extensions.
- Click OK.

![Figure 23 – SIP Voice Mail Application](image)

Set SIP Voice Mail Pilot to 2600 and leave all other fields as default.

![Figure 24 – SIP Voice Mail Pilot](image)
SIP Voice Mail Mailbox (NuPoint)


- Right-click the right pane, and select Create Associated Mailboxes
- Select 52xx/53xx as Type in next pop-up window, then click Next.
- Select desire extensions and click Add Items, then Finish.

![Image of Mitel 5000 - Mitel D8 Programming](image)

Figure 25 – Create Associated Mailbox

![Image of Mitel 5000 - Mitel D8 Programming with associated mailboxes](image)

Figure 26 – Associated mailboxes
NuPoint UM on MiCollab Configuration Notes

This section provides detailed steps to configure NuPoint UM on MiCollab.

- Click **NuPoint Web Console** under **Applications** in the navigation pane after logging into **MiCollab server-manager**.

![Figure 27 – MiCollab Server – Manager](image)

- Click **Edit Offline Configuration** under **Offline Configuration** in the navigation pane. The Duplicate Active Configuration page appears.

![Figure 28 – Offline Configuration](image)

- Click **YES** to duplicate the active configuration to the offline configuration for editing purpose.
Add SIP Gateway Network Element

- Select **Network Elements** under **Offline Configuration** in the navigation pane,
- Click **Add** at Network Elements page.

At Add Network Element Page

- Set **Type**: Select **SIP Gateway** from drop-down.
- Set **Name**: **MiVoice Office** is given for this setup
- Set **IP Address**: This is the MiVoice Office 250 Base Server IP address (if your deployment with MiVoice Office 250 equipped with a Processing Server, then enter the IP address of Processing Server). **10.70.61.2** is given in this setup.
- Set **Number of Ports**: **5** is given here.
- Click **Save**.
Add Voice Mail Line Group

- Select Line Groups under Offline Configuration in the navigation pane,
- Click Add.

Set Line Group Number: Specify a number or click Next Available. 1 is given for this setup.
- Set Name: 5000VM is used here.
- Set Application: NuPoint Voice is selected from drop-down.
- Set User Interface: Call Director is selected from drop-down.
Under **Dialing Plan tab**, create a dialing plan based on site requirement. We specify all digits to be **Variable** except digit 9.

Click **Lines** tab, then click **ADD**.

Set **Line Triplet**: Click **Net Available button**, it will populate automatically. **1:0:0** is showed as this is the 1<sup>st</sup> Line Triplet configured in NuPoint Voice Mail.
• Set **Number of Lines**: This number should match the number configured in previous section [SIP Voice Mail Configuration](#). 4 is given in this setup.
• Set **PBX**: Select **MiVoice Office** programmed in section [Network Element](#) from drop-down.
• Set **Mapping**: 1 is set for this test as the starting mapping number.
• Click **Add**

**Figure – 35 Add Line Triplet**

- Enter pilot number in the field that matches the **Pilot Number** defined in MiVoice Office 250 [SIP Voice Mail Pilot](#) section, 2600 is given in this example.
- Click **Save** to complete the Line Group configuration.

**Figure 36 – Add Line Group cont.**
Add Message Waiting Indicator (MWI) Line Group

- **At Line Groups** page, Click **Add**.

  ![Figure 37 – Add MWI Line Group](image)

  - **Set Line Group Number**: It will automatically populates or you can set a number. **2** is given for this test.
  - **Set Name**: **MWI** is given for this test.
  - **Set Application**: Select **DTMF to PBX Dialer** from drop-down.
  - **Set User Interface**: Select **NuPoint Voice** from drop-down.
  - **Set Fax Group Connection**: Leave the default value **None**.

  ![Figure 38 – Add MWI Line Group Cont.](image)

- **Click DTMF to PBX Dialer** tab
- **Set Pre-DN On Dial String**: **1** is given here.
- **Set Pre-DN Off Dial String**: **0** is given for the test
- **Set Initial Dialtone Detect**: **Checked**
- **Set Suppress Updates to MWI**: **Checked**.
• Leave all other fields either empty or unchecked.

![Figure 39 – DTMF to PBX Dialer](image)

---

**Figure 39 – DTMF to PBX Dialer**

- Click **Lines** tab.
- Click **Add**.
- Click **Next Available** to select **Line Triplet**.
- Set **Number of Lines**: 1 is given for the test.
- Set **PBX**: Select **MiVoice Office** from drop-down, this was configured in section **Network Element**.
- Set **Mapping**: Set this to the next number according to the sequential mapping set for the line groups under same SIP Gateway. 5 is given in this example.
- Click **Add**.

---

**Figure 40 – Add MWI Line Triplet**
• Set **Pilot Number: 2600** which was configured as Pilot Number in MiVoice Office 250 section **SIP Voice Mail Pilot** is given here.

• Click **Save** to complete the configuration.

![Figure 41 – Add MWI Line group Cont.](image)

**Activate Offline Configuration**

• Select **Commit Change & Exit** under **Offline Configuration** in the navigation pane.

![Figure 42 – Commit Changes](image)

• Click **Commit** at **Commit Offline Changes** page

![Figure 43 – Commit Change Cont.](image)
• Then click **activate** link.
• Uncheck **Wait for MWI/pager queue to be empty** at **Active Offline configuration**
• Click **Activate** button.

![Activate Offline Configuration](image)

**Figure 44 – Activate the Configuration**

• Click **OK** at pop-u window to confirm.

![Message from webpage](image)

**Figure 45 – Activate the Configuration Cont.**

• Click **OK** at Activation complete page.

![Message from webpage](image)

**Figure 46 – Activate the Configuration Cont.**
Add Mailbox

Navigation: Mailbox Maintenance -> Mailboxes

- Click Add.

Figure 47 – Add Mailbox

- Set Mailbox Number: 2504 is given in this example.
- Set Name: TWCBC User1 is given in this setup.
- Set Passcode: input proper passcode for the mailbox.
- Set Extension: input associated MiVoive Office 250 Extension, 2504 is used here.

Figure 48 – Add Mailbox Cont.
• Click **Message Waiting** tab.

• Set **Message Waiting #1 Type**: DTMF to PBX is selected from drop-down.

• Leave all other fields as default.

• Click **Save**.

Figure 49 – Message Waiting

• Click **OK** at the pop-up window to complete the configuration.

Figure 50 – Add Mailbox Cont.
MiVoice Border Gateway Configuration Notes

This section explains how to configure MiVoice Border Gateway (MBG).

When configuring MiVoice Border Gateway (MBG), you need to specify the Network Profile, Gateway Mode is used in this setup.

Navigate to: MiVoice Border Gateway -> Configuration -> Network Profiles

Click the “→” beside Sever-gateway configuration on the network edge then click Apply

Then you need to identify or add “the MiVoice Office 250” where MBG will forward SIP messages to and then to configure the SIP trunk.

Navigate to MiVoice Border Gateway -> Configuration -> ICPs

Ensure that the *MiVoice office 250 is configured. If needed, click the Add ICP link and add a new Mitel switch, also make sure desire MiVoice Office 250 is set as default ICP by check the associated radio buttons and click Update Default ICPs.
Navigate to **MiVoice Border Gateway -> Configuration -> Settings**

Under **SIP options**, please make sure:

- **SIP support**: Enabled.
- **PRACK support**: Disabled.

![Figure 53 – Settings – SIP options](image)

To add a new SIP trunk:

- Click **Services** tab and then click **SIP trunking**
- Click **Add a SIP trunk** link.

![Figure 54 – Add SIP Trunk](image)
Enter the SIP trunk details as follow:

- Set **Name**: TWCBC is given in this setup
- Set **Remote trunk endpoint address**: 10.65.1.200 is given in this lab setup. This is the LAN IP Address of the TWCBC ESG. Please contact TWCBC for the IP address for your deployment.
- Set **Remote trunk endpoint port**: 5060 is used as suggested by TWCBC.
- Set **Remote RTP framesize (ms)**: This is the packetization rate you want to set on this trunk, TWCBC only supports 20ms packetization rate.
- Set **RTP address override**: LAN Interface is select from drop down. MBG send/receive all SIP/RTP packets to/from TWCBC ESG via LAN interface as the WAN of MBG is setup with public IP address for Teleworker.
- Set **PRACK**: Select Disabled from drop-down as TWCBC does not support PRACK.
- Set **Routing rules**: It allows routing of TWCBC assigned DIDs to the selected MiVoice Office.
- The rest of the settings are optional and could be configured if required.
- Click **Save** button.

Figure 55 – Add SIP Trunk Cont.