babyTEL Mitel 3300 Configuration Addendum

Introduction

The information in this addendum addresses two issues not identified in the Mitel Configuration Document dated September 2013 (MCD).

New Issue Identified: No SDP in initial SIP INVITE message

Problem: Missing SIP 180 message causing no ring back in outgoing call or one way audio when transferring to external number

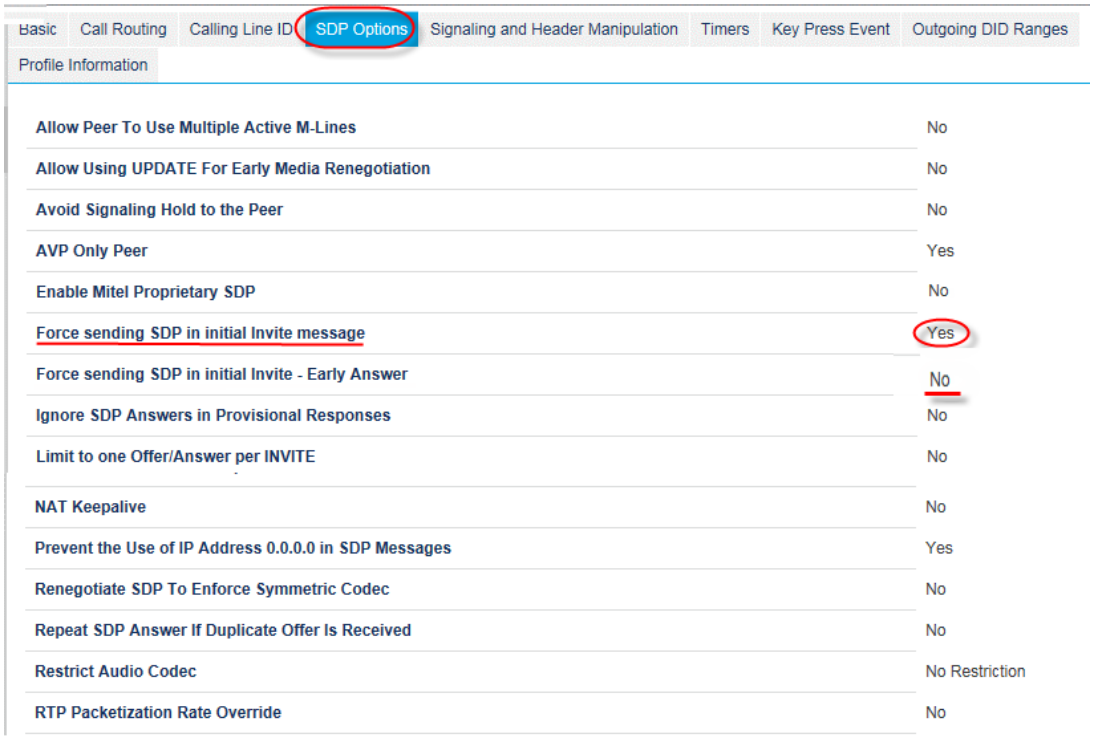
This issue involves problems encountered as a result of a configuration setting of the Mitel 3300 that is not correctly stated in the MCD.

Solution: Configuration change

To correct this, we need to force the Mitel 3300 to send SDP in initial SIP INVITE message.

Go to SIP Peer Profile ⇒SDP Options:

- Force sending SDP in initial Invite message: YES
- Force sending SDP in initial Invite - Early Answer: NO (if yes the option to ring concurrently an extension and an external number doesn't work. Mitel 3300 doesn't initiate call to the external number)



New Issue Identified: No In-Band DTMF Support with certain Mitel Answer Points

Problem: Callers using devices that do not support RFC-2833 will not be able to use DTMFs when answered by one these Mitel Answer Points

It has been noted that answer points such as Mitel's advanced UM platform Nupoint, do not have DTMF receives and will not be able to detect in-band DTMF.

Solution: Ensure RFC-2833 is supported by the calling device

There is no workaround on the Mitel side, however, DTMFs will work if the calling device supports sending DTMFs using RFC-2833.

In practice most devices support both in-band and RFC-2833 DTMFs.

In some cases RFC-2833 may need to be disabled, for example when the device is used on a line with an alarm or Point-of-Sale terminal. When a user makes use of such a device to call and is answered by Nupoint or similar answer point that does not inspect IP-media, hence does not detect in-band DTMF, that user will not be able to use DTMF to interact with that system's IVR menu. Designers of the IVR should take care to properly handle the case where users are unable to interact via DTMF.

Contact

If you require assistance you can contact us 24 hours a day, 7 days a week, by email at service@babytel.net.

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