

MITEL  
SIP Center of Excellence

Mitel 3300 Integrated Communications Platform  
SIP Compatibility Reference Document

SIP CoE 08-5159-00014



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## Overview

The purpose of this document is to provide the “All Purpose View” of the SIP Interop with the Mitel 3300 Integrated Communications Platform (ICP). Contained within this document is the current list of approved interop service providers, endpoints, gateways, firewalls, application servers and enterprise SIP Servers.







If a device is not listed below, please contact your local Account Executive for the latest SIP interop activity on your device.

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**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.**











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## Legend

 <b>APPROVED</b>	<p>Reserved for MSA Gold Preferred members only, this rare classification is reserved for key strategic components of our portfolio for which Mitel assumes the full responsibility for support, acting as the interface between the customer and the 3rd party as necessary.</p>
 <b>COMPATIBLE</b>	<p>The most common certification which means the device/service 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.</p>
 <b>3<sup>rd</sup> PARTY SELF-ASSESSED</b>	<p>Denotes that the 3rd party provider of the device/service has performed the interop testing they deem necessary and has asserted to Mitel that the interop was successful. All support related to the interop is referred directly to the 3rd party, as they are the ones making the assertion of compatibility, not Mitel.</p>
 <b>FIELD-ASSESSED</b>	<p>For informational purposes only, field-assessed means that the device/service has been tested and/or used to some degree by someone successfully, though details may or may not be available. Mitel product support does NOT apply to field-assessed interops.</p>
	<p>Indicates a newly added interop since the last published version of this document.</p>
	<p>Indicates an update to the configuration guide has been created since the last published version.</p>

## SIP Trunking Service Providers

Provider	3300 ICP	Status	Notes	Config Guide
360 Networks	9.0 UR2	 COMPATIBLE	Video calls not supported	08-4940-00055
Accessline	9.0	 COMPATIBLE		08-4940-00036
Allstream	9.0	 COMPATIBLE	Testing performed with lab environment , Teleworker limitations	08-4940-00015
AT&T	8.0 UR4	 COMPATIBLE	IP Flexreach SIP Service	08-4940-00014
	10.0	 COMPATIBLE	The SIP COE team concluded Mitel testing successfully. Known issues with conferencing and faxing have been addressed. AT&T certification is still pending.	
babyTel	7.1 UR2	 COMPATIBLE		07-4940-00005
Bandwidth.com	10.0	 COMPATIBLE	T.38 and Video not supported	08-4940-00030
Broadview	9.0	 COMPATIBLE		08-4940-00031
BT Italia	8.0 UR4	 COMPATIBLE	Known issues with Call Privacy, and certain call features with loopback calling.	08-4940-00032
Cbeyond	8.0	 COMPATIBLE	Certification from Cbeyond still awaiting successful customer trials	07-4940-00006
COLT	9.0	 3 <sup>rd</sup> PARTY SELF-ASSESSED	International calls and faxing	09-4940-00067
Edge Telecom	9.0 UR2	 COMPATIBLE	Known issues with ACD interflow/overflow to PSTN and faxing.	09-4940-00064
Eutelia	9.0	 COMPATIBLE	Long ringing and teleworker limitations, T.38 faxing not supported	08-4940-00039
Gamma	9.0	 COMPATIBLE	IP Authenticated Service	08-4940-00037
	9.0	 COMPATIBLE	Account Authenticated Service. Teleworker limitations, T.38 faxing not supported, ACD Interflow	08-4940-00040
Global Crossing	7.1 UR2	 COMPATIBLE		07-4940-00002
II-NET Australia	9.0	 COMPATIBLE	No outgoing personal Caller-ID, Teleworker hold-recall, private calls.	08-4940-00044
Iristel	9.0 UR1	 COMPATIBLE	Known issues with NuPoint Messenger	08-4940-00046
Nations Broadband	9.0 UR1	 COMPATIBLE	G711 faxing only and video not supported	09-5159-00041

Mitel NetSolutions	Various	 COMPATIBLE	Refer to Mitel Netsolutions for installations instructions	N/A
Paetec	8.0 UR1	 COMPATIBLE	Paetec Legacy network (not US LEC or McLeod)	08-4940-00009
	9.0	 COMPATIBLE	Paetec Dynamic IP SIP (Broadsoft). T.38 faxing not supported	08-4940-00035
	9.0	 COMPATIBLE	Paetec Genband. T.38 faxing not supported	08-4940-00038
TESA	9.0	 FIELD-ASSESSED	Issues with Call Holding/Conferencing, Transferring, ACD, TW, ME	N/A
Viatel	8.0 UR4	 COMPATIBLE		08-4940-00026
Voiceflex	9.0 UR1	 COMPATIBLE	Issues of MOH, ACD, transferring, TW, Faxing	09-4940-00063
Vono	9.0	 FIELD-ASSESSED	Issues with Call Holding/Conferencing, Transferring, ACD, TW, ME	N/A
Vosky	9.0 UR2	 COMPATIBLE	Video, Faxing, G729 not support	09-5159-00048
Voxalis (UK)	8.0 UR1	 COMPATIBLE		08-4940-00013




## SIP Endpoints

Vendor	Product Version	3300 ICP	Status	Notes	Config Guide
Aastra	480i	8.0 UR3	 COMPATIBLE	Known issues with Hold when there is no Music on Hold and supervised transfers.	08-5159-00003
Alcatel/Lucent	7342 ISAM	8.0 UR3	 3 <sup>rd</sup> PARTY SELF-ASSESSED	Known issues with MWI notification	08-4940-00023
Ascom	I75	9.0 UR1	 COMPATIBLE	Known issues with call transfer, call forward and MWI issues with Teleworker	08-5159-00025
Cisco	7941	9.0 UR2	 COMPATIBLE	Known issues with MWI, Call forwarding and conferencing and TW	09-5159-00051
	7960	9.0 UR2	 COMPATIBLE	Known issues with MWI, Call forwarding and conferencing and TW	09-5159-00052
	7970	9.0 UR1	 COMPATIBLE	Known issues with MWI, Conference, DND, TW, Call Forwarding and DTMF signalling	09-5159-00037
CounterPath	Bria	8.0 UR3	 COMPATIBLE	Known issues with Voicemail retrievals and Call Forwarding	08-4940-00025
	Bria	9.0	 COMPATIBLE	Known issues with Voicemail retrievals and Call Forwarding *** Tested with MBG	08-5159-00008
	Eyebeam	9.0 UR2	 COMPATIBLE	Call Park, Conference	09-5159-00047
Cyberdata	010844 VOIP Speaker	9.0 UR1	 COMPATIBLE	VOIP Indoor Paging Speaker	09-5159-00034
Gtek	MIP-200 WiFi	9.0	 COMPATIBLE	Call Hold, Park FAC, Conference and Transfer are not supported	08-5159-00031
Grandstream	BT 200	8.0 UR3	 COMPATIBLE	Known limitations with authentication, call transferring and call park & retrieve	08-5159-00007
	GXP2000	8.0 UR4	 COMPATIBLE	Known limitations with authentication and supervised call transferring	08-5159-00016
Kirk	6000	9.0	 COMPATIBLE	Known limitations with Conferencing, supervised transfer and MWI	08-5159-00026
Linksys	SPA2102	8.0 UR3	 COMPATIBLE	Known issues with call park and retrieve.	08-5159-00010
Mitel	5330/ 5340	8.0 UR3	 COMPATIBLE	Known issues with transfer	08-5159-00013
Nokia	E71	9.0 UR1	 COMPATIBLE	Known issues with MWI, Conference, Call forwarding, Hold and Teleworker	08-5159-00027
Polycom	VVX 1500	9.0 UR2	 COMPATIBLE	Call Parking and Music on Hold	09-5159-00050
	SoundPoint IP 301	8.0 UR3	 COMPATIBLE	Known issues with certain Music on Hold scenarios.	08-5159-00004








	SoundPoint IP 501	9.0	 COMPATIBLE	Known issues with MWI, Forward, Hold and Call Parking features.	08-5159-00024
	SoundPoint IP 550	9.0	 COMPATIBLE	Known issue with Call holding, Call Parking, Music on Hold	08-5159-00029
	SoundPoint IP 601	9.0	 COMPATIBLE	Known issues with MWI, Forward, Hold and Call Parking features.	08-5159-00022
	SoundPoint IP 4000	8.0 UR3	 COMPATIBLE	Known issues with MWI and Call Parking features.	08-5159-00001
	Sound Station IP 6000	8.0 UR4	 COMPATIBLE	Known issues with MWI, Forward, Hold and Call Parking features.	08-5159-00021
	Sound Station IP 7000	8.0 UR4	 COMPATIBLE	Known issues with MWI, Forward, Hold and Call Parking features.	08-5159-00020
RTX	RTX DECT	9.0 UR2	 COMPATIBLE	Call forwarding	09-5159-00045
Siemens	C470	9.0 UR2	 COMPATIBLE	Known issues with Call Parking features.	09-5159-00040
Spectralink	8002	9.0 UR1	 COMPATIBLE	Known issue with conferencing and teleworker	08-5159-00019
	8020/8030	9.0	 COMPATIBLE	Updated firmware to fix known issues.	08-5159-00018
Teledex	iPhone Series	7.1	 3 <sup>rd</sup> PARTY SELF-ASSESSED	Issues discovered at 8.0 UR2 site, Teledex has updated firmware/configuration to resolve issues	N/A
	ND2210S	9.0 UR1	 COMPATIBLE	Call park, call forwarding issues in specific scenarios	08-5159-00002
Telematrix	3300 IP	9.0 UR2	 COMPATIBLE	Known issues with call release, transfer, conference and other	08-4940-00028
	9600 IP	9.0 UR2	 COMPATIBLE	Known issues with call release, transfer, conference and other	09-4940-00053
UT Starcom	F1000G	8.0 UR3	 COMPATIBLE	Known issues with MWI and certain Music on Hold scenarios.	08-5159-00009
Windows Mobile	6.1	9.0	 COMPATIBLE	Refer to config guide for complete list	08-5159-00030

## SIP Gateways





Vendor	Product Version	3300 ICP	Status	Known Issues	Config Guide
Audiocodes	Mediant 1000	8.0 UR3	 COMPATIBLE	Lineside integration to the 3300 with known conferencing issues.	08-5159-00005
	Mediant 1000	8.0 UR3	 COMPATIBLE	Trunkside integration to the 3300.	08-5159-00017
	MediaPack 118	8.0 UR3	 COMPATIBLE	Lineside integration to the 3300 with known conferencing issues.	08-5159-00006
	MediaPack 118	10	 COMPATIBLE	Trunkside integration to the 3300. Known issue with conferencing.	08-5159-00015
Allied Telesis	AT-RG163SH	9.0 UR2	 COMPATIBLE	Several issues. Please refer to config guide	09-4940-00091
Citel	Portico TVA	8.0 UR4	 COMPATIBLE	Lineside integration to the 3300	08-4940-00033
Linksys	SPA8000	9.0 UR1	 COMPATIBLE	Lineside integration. Known issues with transfers and private calls	09-5159-00035
	SPA8000	9.0 UR1	 COMPATIBLE	Trunkside integration. Known issues with MWI and Call forwarding with Teleworker	09-5159-00036
Mediatrix	1100 Series	7.1 UR2	 COMPATIBLE	Trunkside integration to the 3300. This device is now discontinued.	06-5177-00009
		8.0	 COMPATIBLE	Lineside integration to the 3300. This device is now discontinued.	08-4940-00011
	4100 Series	8.0 UR3	 COMPATIBLE	Lineside Integration, known issues around call transfer, MWI and Conferencing	08-5159-00011
		9.0	 COMPATIBLE	Trunkside Integration, known issues around call transfer	08-4940-00042
Multitech	MVP210	9.0	 COMPATIBLE	Lineside integration to the 3300. Known issues with MWI	08-5159-00023
	MVP210	9.0 UR1	 COMPATIBLE	Trunkside integration to the 3300.	08-5159-00032



## SIP Firewall / Enterprise Session Border Controller








Vendor	Product Version	3300 ICP	Status	Known Issues	Config Guide
Adtran	Total Access 908e	9.0	 COMPATIBLE	Long ring timers – fixed in Adtran version A1.05	08-4940-00041
Ingate	SBE	8.0 UR3	 COMPATIBLE		08-4940-00022
	Firewall 1450	8.0 UR3	 COMPATIBLE		06-5177-00011
	SIParator	8.0 UR3	 COMPATIBLE		06-5177-00011
Edgewater	Edgemark 4508	8.0 UR3	 FIELD-ASSESSED		N/A
Fortinet	FortiWifi-60B	8.0 UR4	 COMPATIBLE		08-4940-00029
Mitel	Multi-Protocol Border Gateway (MBG) 5.1	9.0 UR1	 COMPATIBLE	Limitation with T.38 faxing and video pass through	09-4940-00066

## SIP Applications and Servers

Vendor	Product Version	3300 ICP	Status	Known Issues	Config Guide
Ascendent	4.2.1	8.0 UR3	 COMPATIBLE		08-4940-00045
Benbria BlazeCast Paging	2.0	9.0 UR1	 APPROVED	Known issues with Inband DTMF	09-5159-00054
Geomant	MWI	9.0 UR2	 COMPATIBLE		09-4940-00060
GFI	GFI FaxMaker 14.3	9.0 UR1	 COMPATIBLE	Trunkside integration with T.38 only	09-4940-00049
IBM / Lotus	Sametime Unified Telephony Server	9.0 UR1	 3 <sup>rd</sup> PARTY SELF-ASSESSED	Trunk side integration	09-4940-00052
Innovation	InnLine IP	9.0 UR2	 COMPATIBLE	DND forwarding, G729 not support	09-5159-00049
Interactive Intelligence	CIC Server 2.4	8.0 UR3	 COMPATIBLE		08-4940-00012
IPC Information Systems	Alliance MX	9.0 UR2	 COMPATIBLE		09-4940-00062
Isca	Interact Platform 0.9.9 3411	9.0 UR2	 COMPATIBLE		09-4940-00058
Microsoft	Exchange 2007 UM	9.0 UR2 SR2	 COMPATIBLE	Message playback via Play to phone only on subset of Mitel device, TLS and T.38 Fax not supported, G723 codec not supported	08-5159-00033
Netvitessess	MCLink	9.0 UR2	 COMPATIBLE		09-5159-00053
OpenText	First Class	9.0 UR2	 COMPATIBLE	Forwarded from DND set	09-4940-00059
Voice4Net	IVR Server	9.0 UR1	 COMPATIBLE	Trunkside integration. Known issues with transfer to busy ACD queue and invalid extensions	09-4940-00048
Sagem Interstar	XMedius Fax Server 5.5	9.0 UR2	 COMPATIBLE	Trunkside integration with T.38 only	09-4940-00047

## Enterprise SIP Servers

**NOTE: Testing with a SIP server does *NOT* guarantee successful interoperation with a service provider that uses that server. To determine whether successful interop has been achieved with a particular service provider, please reference the SIP Trunking Service Provider list above.**

Vendor	Product Version	3300 ICP	Status	Known Issues	Config Guide
Asterisk	1.2	7.0	 FIELD-ASSESSED		06-5160-00002
Cisco Call Manager		9.0 UR2	 FIELD-ASSESSED		09-4940-00068
Mitel	5000	9.0 UR1	 COMPATIBLE	Trunkside integration. Known issues with session timers, T.38 and Video.	09-5159-00038
Nortel CS2K	SN09	9.0	 FIELD-ASSESSED	Not tested independently. Tested as part of MTS Allstream interop	N/A
Broadsoft	Broadworks Rel 13, Rel 14 SP7	9.0	 COMPATIBLE		08-4940-00010
Huawei		7.1 UR2	 FIELD-ASSESSED	T.38 and PRACK no supported	07-4940-00003
Metaswitch	6.1	9.0 UR1	 COMPATIBLE	Session Timers, ACD Overflow, Video	09-4940-00054

## Appendix A – SIP Trunk Interop Details

Listed below are details of each **Compatible** SIP Trunk Interop executed along with version details and test case status for each. Always refer to the individual configuration guide for the latest limitation list.

Provider	3300 Rel	ACD	NuPoint	Mobile Extension	Teleworker	Video	T.38	Config Guide
360 Networks	9 UR2 ✓	✓	12.0 ✓	1.6 ✓	5.0 ✓	✗	✓	09-4940-00055
Accessline	9 ✓	✓	–	1.6 ✓	5.0 ✓	–	–	08-4940-00036
Allstream	9 ✓	✓	11.0 ✓	1.6 ✓	5.0 •	–	✓	08-4940-00015
AT&T	8.0 UR4 •	✓	–	1.5 •	4.5 •	–	–	08-4940-00014
babyTel	7.1 UR2 ✓	✓	–	–	–	–	–	07-4940-00005
Bandwidth.com	10 ✓	✓	12.0 ✓	1.7 ✓	5.0 ✓	✗	✗	08-4940-00030
Broadview	9 ✓	✓	–	1.6 ✓	5.0 ✓	–	–	08-4940-00031
BT Italia	8.0 UR4 •	•	–	1.5 ✓	4.5 •	–	–	08-4940-00032
Cbeyond	8 •	✓	–	–	4.5 •	–	–	07-4940-00006
Edge Telecom	9.0 UR2 ✓	•	12.0 ✓	1.6 ✓	5.0 ✓	✗	✗	09-4940-00064
Eutelia	9 •	✓	–	1.6 ✓	5.0 ✗	–	✗	08-4940-00039
Gamma IP Auth	9 ✓	✓	–	1.6 ✓	5.0 ✓	–	✓	08-4940-00037
Gamma Acct Auth	9 •	•	11.0 ✓	1.6 ✓	5.0 •	–	✗	08-4940-00040
Global Crossing	7.1 UR2 ✓	–	–	–	–	–	–	07-4940-00002
II-NET Australia	9 •	✓	–	1.6 ✓	5.0 •	–	✓	08-4940-00044
Iristel	9 UR1 ✓	✓	12.0 •	1.6 ✓	5.0 ✓	–	✓	08-4940-00046
Linksys SPA8000	9 UR1 •	✓	12.0 ✓	1.6 ✓	5.0 ✓	–	✓	09-5159-00035
Multitech MVP210	9 UR1 •	✓	12.0 ✓	1.6 ✓	5.0 ✓	–	✓	08-5159-00032
Nations Broadband	9 UR1 ✓	✓	12.0 ✓	1.6 ✓	5.0 ✓	✗	✓	09-5159-00041
Paetec - Genband	9 ✓	✓	–	1.6 ✓	5.0 ✓	–	✗	08-4940-00038
Paetec - Broadsoft	9 ✓	✓	–	1.6 ✓	5.0 •	–	✗	08-4940-00035
Paetec - Lucent	8.0 UR1 ✓	✓	–	1.5 ✓	4.5 ✓	–	–	08-4940-00009
Viatel	8.0 UR4 ✓	✓	–	1.6 ✓	5.0 ✓	–	–	08-4940-00026
Voiceflex	9 UR1 •	•	12.0 ✓	1.6 ✓	5.0 •	✗	✗	09-4940-00063
Vosky	9.0 UR2 •	✓	12.0 ✓	1.6 ✓	5.0 •	✗	✗	09-5159-00048
Voxalis (UK)	8.0 UR1 ✓	✓	–	–	–	–	–	08-4940-00013

- ✓ - all test cases passed successfully. No known issues.
- - some test cases failed. Refer to config guide for list of limitations
- ✗ - all test cases failed. Refer to config guide for list of limitations

## Appendix B – SIP Lineside Interop Details

Listed below are details of each **Compatible** SIP Lineside Interop executed along with version details and test case status for each. Always refer to the individual configuration guide for the latest limitation list.

SIP Device	Model	3300 Rel	Basic Call	Hold	Transfer	Conference	MWI	T.38	Video	Teleworker	Config Guide
Aastra	480i	8.0 UR3	✓	•	•	✓	✓	-	-	-	08-5159-00003
Ascom	i75	9.0 UR1	✓	✓	•	✓	✓	-	-	5.0 •	08-5159-00025
Cisco	7941	9.0 UR2	•	✓	✓	•	✗	-	-	5.0 •	09-5159-00052
Cisco	7960	9.0 UR2	•	✓	✓	•	✗	-	-	5.0 •	09-5159-00052
Cisco	7970	9.0 UR1	•	✓	✓	•	✗	-	-	5.0 ✗	09-5159-00037
Cyberdata	010844 VOIP Speaker	9.0 UR1	✓	✗	✗	✗	✗	-	-	-	09-5159-00034
CounterPath	Bria	8.0 UR3	•	✓	✓	✓	✓	-	-	-	08-4940-00025
CounterPath	Bria	9	•	✓	✓	✓	✓	-	-	5.0 •	08-5159-00008
CounterPath	Eyebeam	9.0 UR2	✓	✓	✓	•	✓	-	-	5.0 •	09-5159-00047
Gtek	MIP-200 WiFi	9	•	✗	✗	✗	✗	-	-	5.0 •	08-5159-00031
Grandstream	BT 200	8.0 UR3	•	✓	•	✓	✓	-	-	-	08-5159-00007
Grandstream	GXP2000	8.0 UR4	•	✓	•	✓	✓	-	-	-	08-5159-00016
Kirk	6000	9	✓	✓	•	•	•	-	-	-	08-5159-00026
Linksys	SPA2102	8.0 UR3	•	✓	✓	✓	✓	-	-	-	08-5159-00010
Linksys	SPA8000	9.0 UR1	✓	✓	✓	✓	•	-	-	5.0 •	09-5159-00035
Mitel	5330/ 5340	8.0 UR3	✓	✓	•	✓	✓	-	-	-	08-5159-00013
Multitec	MVP210	9	✓	✓	✓	✓	•	-	-	-	08-5159-00023
Nokia	E71	9.0 UR1	•	•	✓	✗	✗	-	-	5.0 ✗	08-5159-00027
Teledex	ND2210S	9.0 UR1	•	✓	✓	✓	✓	-	-	5.0 •	08-5159-00002
Polycom	VVX 1500	9.0 UR2	✓	•	✓	✓	✗	-	✓	5.0 ✓	09-5159-00050
Polycom	SoundPoint IP 301	8.0 UR3	✓	•	✓	✓	✓	-	-	-	08-5159-00004
Polycom	SoundPoint IP 501	9	•	•	✓	✓	✗	-	-	-	08-5159-00024
Polycom	SoundPoint IP 550	9	•	•	✓	✓	✓	-	-	-	08-5159-00029
Polycom	SoundPoint IP 601	9	•	•	✓	✓	✗	-	-	-	08-5159-00022
Polycom	SoundPoint IP 4000	8.0 UR3	•	✓	✓	✓	✗	-	-	-	08-5159-00001
Polycom	Sound Station IP 6000	9	•	•	✓	✓	✗	-	-	-	08-5159-00021
Polycom	Sound Station IP 7000	9	•	•	✓	✓	✗	-	-	-	08-5159-00020
RTX	RTX DECT	9.0 UR2	•	✓	✓	✓	✓	-	-	5.0 •	09-5159-00045
Siemens	C470	9.0 UR2	•	✓	✓	✓	✓	-	-	5.0 •	09-5159-00040
Spectralink	8002	9.0 UR1	✓	✓	✓	•	✓	-	-	5.0 ✗	08-5159-00019
Spectralink	8020/8030	9	✓	✓	✓	✓	✓	-	-	-	08-5159-00018
Telematrix	3300 IP	9.0 UR2	•	✓	•	•	✓	-	-	5.0 ✓	08-4940-00028
Telematrix	9600 IP	9.0 UR2	•	•	•	•	✓	-	-	5.0 ✓	09-4940-00053
UT Starcom	F1000G	8.0 UR3	✓	•	•	•	•	-	-	-	08-5159-00009





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