

## 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)

Basic	Call Routing	Calling Line ID	SDP Options	Signaling and Header Manipulation	Timers	Key Press Event	Outgoing DID Ranges
Profile Information							
Allow Peer To Use Multiple Active M-Lines							No
Allow Using UPDATE For Early Media Renegotiation							No
Avoid Signaling Hold to the Peer							No
AVP Only Peer							Yes
Enable Mitel Proprietary SDP							No
<u>Force sending SDP in initial Invite message</u>							<u>Yes</u>
Force sending SDP in initial Invite - Early Answer							<u>No</u>
Ignore SDP Answers in Provisional Responses							No
Limit to one Offer/Answer per INVITE							No
NAT Keepalive							No
Prevent the Use of IP Address 0.0.0.0 in SDP Messages							Yes
Renegotiate SDP To Enforce Symmetric Codec							No
Repeat SDP Answer If Duplicate Offer Is Received							No
Restrict Audio Codec							No Restriction
RTP Packetization Rate Override							No

## **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 by email at [service@cloudli.com](mailto:service@cloudli.com).

You can also reach us by phone Monday-Friday 8am to Midnight, Eastern Time and Saturday-Sunday 10am to 6pm, Eastern Time at:

Canada	USA
Montréal: 514 201-6550 Toronto: 416 848-0990 Toll free: 1-877-258-VoIP (8647)	Toll free: 1-877-808-VoIP (8647)

**Address:** 1425 René-Lévesque, Suite 700, Montréal, Québec, Canada H3G 1T7

**Website:** [www.cloudli.com](http://www.cloudli.com)

---

Thank you for choosing Cloudli as your Internet Telephony Service Provider. We at Cloudli will continually strive to provide you a reliable service. As well, we will be regularly adding additional capabilities that you may find useful. Please keep up-to-date by visiting us at the Cloudli website.

---

---