

MITEL – SIPCoE

# Technical Configuration Notes



Configure the MCD 6.0 for use  
with the Commend SIP  
Doorphone

SIP CoE 13-4940-00251

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Mitel Technical Configuration Notes – Configure the MCD for use with the Commend SIP Doorphone

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## Overview


This document provides a reference to Mitel Authorized Solutions Providers for configuring the Mitel 3300 ICP to host the Commend SIP Doorphone. 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

Version	Date	Reason
1	February 27, 2012	Interop with Mitel 3300 12.0.0.49 and Commend SIP Doorphone

## Interop Status

The Interop of the Commend SIP Doorphone has been given a Certification status. This device will be included in the SIP CoE Reference Guide. The status the Commend SIP doorphone achieved is:

	<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>
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## Software & Hardware Setup

This was the test setup to generate a basic SIP call between Commend SIP doorphone and the 3300 ICP.


Manufacturer	Variant	Software Version
Mitel	3300 ICP – Mxe Platform	12.0.0.49
Mitel	MBG – Teleworker	V7.1.31.0
Mitel	5330 SIP Sets	SIP (05.02.00.15)
Mitel	5320 IP Sets	Minet (05.02.00.15)
Commend	WS800P SIP Doorphone	Firmware: 3.0 Build: 259
GE	Wireline Analog Set	n/a

## 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 Line Side Interoperability Test Plans for detailed test cases.

Feature	Feature Description	Issues
Basic Call	Making and receiving a call	
DTMF Signal	Sending DTMF after call setup (i.e. mailbox password)	
Call Hold	Putting a call on hold	N/S
Music-on-Hold	The sounds played to other party which is held	N/S
Call Transfer	Transferring a call to another destination	N/S
Call Forward	Forwarding a call to another destination	N/S
Conference	Conferencing multiple calls together	N/S
Redial	Last Number Redial	N/S
MWI	Message Waiting Indication	N/S
Dynamic Extension	Personal Ring Group configuration	N/S
Resiliency	Basic calls through a Secondary SIP proxy	
T.38 Fax	Fax Messages	N/S
Video	Video Capabilities	N/S
Teleworker	Mitel remote connectivity with Teleworker	

 - No issues found

 - Issues found, cannot recommend to use

 - Issues found

## Resiliency

The following table lists the scenarios of resilience supported by this device when connected to the MCD 6.0 on the 3300 ICP.

Device	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Commend doorphone	X	Not Supported	Not Supported	Not Supported

✓ - No issues found    X - Issues found, cannot recommend use    ⚠ - Issues found

**Note:** Refer to list of device limitations and known issues later in the document for recommendations.

The various scenarios are described below. The scenario names are a convenience for understanding this section of the configuration guide.

**Scenario 1:** Resiliency is achieved by utilizing the ability of DNS servers to provide multiple IP addresses against a single FQDN. This is generally achieved by using DNS SRV or A records. This scenario requires nothing from a SIP Endpoint except that it supports standard DNS behavior.

**Scenario 2:** The device has inherent knowledge of the primary and secondary 3300 ICPs and will switch between them if a SIP request (**REGISTER**, **INVITE**, or **SUBSCRIBE**) times out. Behavior will be characterized based on whether the device returns to primary ICP and when this occurs. This scenario has some dependency on user action in order to detect a failure, especially if configured with a long registration expiry time, so the chance of a user experiencing a long delay making a call goes up.

**Scenario 3:** The behavior of the device is the same as that of scenario 2, except that the device will “ping” the currently active server with an **OPTIONS** request. If the **OPTIONS** request times out, the device will switch to the alternate server for all future requests. The intent of this scenario is to provide much faster failure detection by the device. This will allow devices to failover to their alternate ICP much more quickly, and much more unnoticeably. (If the device can detect a failure of the primary ICP, and can failover immediately, the chance that the user even notices a lack of service falls dramatically.)

**Scenario 4:** The device will support a new SIP header designed specifically for resiliency. The *P-Alternate-Server* header must be included in a **200 OK** or **301 Moved Permanently** response. This header will include data that designates the potential servers and which server the UA must use.

## Device Limitations

This is a list of problems or not supported features when the Commend SIP Doorphone is connected to the Mitel 3300 ICP.

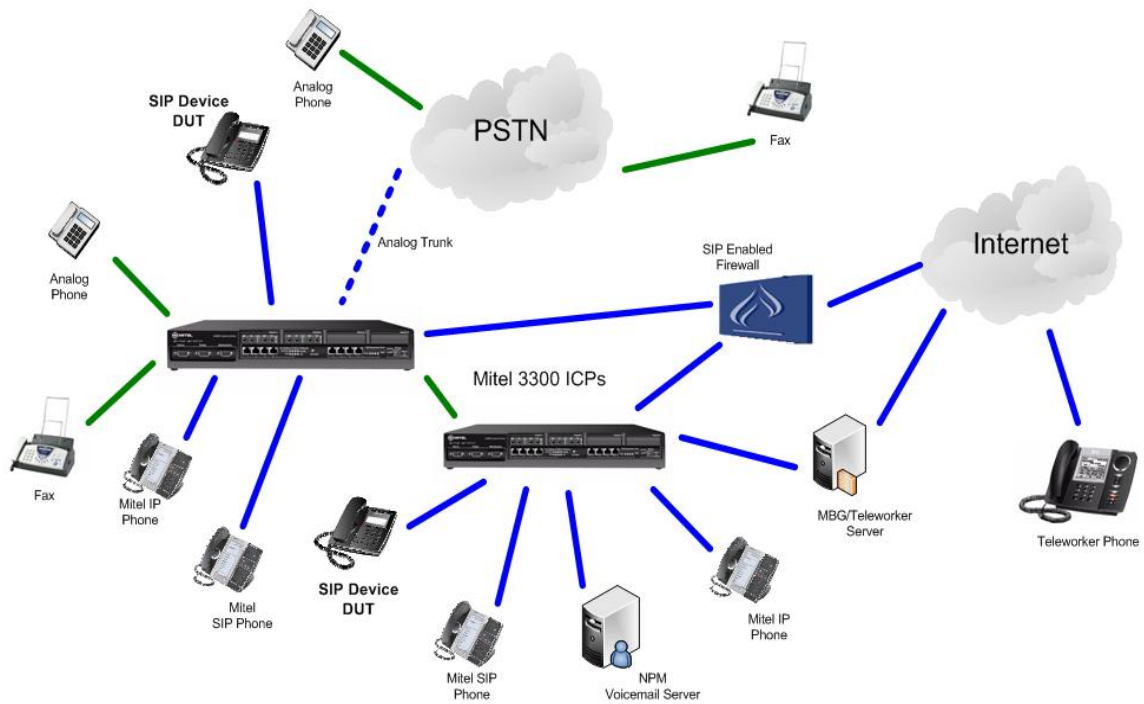
Feature	Problem Description
De-registration	Not supported. The Commend SIP Doorphone has no means on the client to de-register. <b>Recommendation:</b> Contact your local Commend reseller for further details
All Call Features	The Commend SIP Doorphone has only a single call button to initiate outbound calls to a pre-provisioned DN, and therefore cannot support call features. <b>Recommendation:</b> Contact your local Commend reseller for further details
DTMF	For In-Band DTMF on SIP to SIP calls, you could hear the played tones on the Commend SIP Doorphone, but the tones would not activate the door relay. <b>Recommendation:</b> use RFC2833
Codec Support	The Commend 8028 does not support G729 <b>Recommendation:</b> Use G711 or G722 codec.
Resiliency	Not supported – The Commend Doorphone does not switch to secondary MCD when the primary MCD is not available. <b>Recommendation:</b> Contact your local Commend reseller for further details
Miscellaneous	The Commend SIP Doorphone does not support non-preferred Provisional Response (PRACK or no PRACK) and did not maintain long calls through Session Timer resets (neither UPDATE nor re-INVITE). <b>Recommendation:</b> Contact your local Commend reseller for further details



## Network Topology

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

### Mitel SIP Interop Network Configuration



## Configuration Notes

This section is a description of how the SIP Interop was configured. These notes should give a guideline as to how a device can be configured in a customer environment and how the Commend doorphone was configured in our test environment.

We recommend that the Commend doorphone is configured in Device Based mode. You will configure the Device Based mode in the SIP Device Capabilities Form as described in this section.

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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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### 3300 ICP Configuration Notes

The following steps show how to program a 3300 ICP to connect with the Commend doorphone.

#### 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 3300 ICP Programming

- The SIP signaling connection uses UDP on Port 5060.

## Licensing and Option Selection – SIP Licensing

Ensure that the 3300 ICP is equipped with enough IP Users licenses for the connection of SIP end points. This can be verified within the License and Option Selection form. See Figure 1.

The screenshot displays the 'License and Option Selection' page for a Sipint2 system. The interface includes a sidebar with various system configuration options, a main header with search and action buttons, and a central table of licensed options. The 'IP Users' option is highlighted, showing 45 locally consumed licenses and 2000 locally allocated licenses. A 'Local Limits' table is also present, indicating that licenses are unrestricted and can be over-allocated.

Licensed Options					Local Limits	
	Locally Consumed	Locally Allocated	Available for Allocation	Purchased	Licenses Allowed	Can Be Over Allocated
<b>Users</b>						
IP Users	45	2000	100	2100	Unrestricted	Yes
External Hot Desk Users	2	20	80	100	Unrestricted	Yes
ACD Active Agents	0	100	0	100	Unrestricted	Yes
HTML Applications	0	100	400	500	Unrestricted	Yes
Analog Lines	0	10	0	10	Unrestricted	Yes
IP Console Active Operators	0	0	1	0	Unrestricted	Yes
Multi-device Users	0	0	20	0	Unrestricted	Yes
Multi-device Suites	0	0	20	0	Unrestricted	Yes
<b>Messaging</b>						
Embedded Voice Mail	16	100	0	100	Unrestricted	Yes
Embedded Voice Mail PMS	1	Yes	0	1	Unrestricted	Yes
<b>Trunking/Networking</b>						
Digital Links	0	2	14	16	Unrestricted	Yes
Compression		16	112	128	Unrestricted	Yes
FAX Over IP (T.38)		16	48	64	Unrestricted	Yes
SIP Trunks	139	1000	0	1000	Unrestricted	Yes
<b>Others</b>						
MCD IDS Connection	0	No	1	0	Unrestricted	Yes
MLPP	0	No	1	0	Unrestricted	Yes
<b>Configuration Options</b>						
Country		North America				
Extended Agent Skill Group		No				
Maximum Elements per Cluster		250				
Maximum Configurable IP Users and Devices		5600				
Extended Hunt Group		No				

Figure 1 – License and Option Selection

## Multiline IP Set Configuration

On the Mitel 3300 ICP, a SIP device can be programmed either in the User Configuration form or the Multiline IP Set Configuration form and are programmed as a “Generic SIP Phone”. Enterprise Manager can also be used to provision where this application is installed.

The User PIN is the SIP authentication password and the Number is the Directory Number (DN is a telephone number). The Number and User PIN must match the information in the Commend doorphone’s settings. All other field names should be programmed according to the site requirements or left at default. See an example in Figure 2.

The screenshot shows the Mitel Enterprise Manager interface for configuring Multiline IP Sets. A modal window titled "Change Range Programming - Multiline IP Sets" is open, displaying a table of existing sets and a configuration form for a new set. The configuration form includes the following fields:

- 1. Enter the number of records to change: 1
- 2. Define the Change Range Programming Pattern:

Field Name	Change action	Value to change	Increment by
Device Id	-	73	-
Hot Desk User	Change to	<input type="radio"/> No <input type="radio"/> Yes	-
Device Type	Change to	Generic SIP Phone	-
Auxiliary Module	Change to	None	-
Number	Change to	2803	-
Local-only DN	Change to	<input type="checkbox"/>	-
User PIN	Change to	••••••	-
Confirm User PIN	Change to	••••••	-
ACD Enabled	Change to	<input checked="" type="radio"/> No <input type="radio"/> Yes	-
Line Type	-	Single Line	-
Interconnect Number	Change to	1	-
External Hot Desk User License	Change to	<input checked="" type="radio"/> No <input type="radio"/> Yes	-
Hot Desk User External Dialing Prefix	Change to	-	-
Hot Desk User External Number	Change to	-	-
Language	-	English	-

Figure 2 – Multiline IP Set Configuration

## Class of Service Assignment

The Class of Service Options form is used to create or edit the Class of Service and specify its options. Classes of Service, identified by Class of Service numbers, are referenced by the Station Attributes form for the SIP device.

Many different options may be required for your site deployment, but the options below are required to be changed from the default for a Generic SIP Device to work with the 3300 ICP. (See example in Figure 3)

Under General tab:

Navigate to section Campon and ensure:

- Auto Campon Timer is **blanked (no value)**

Navigate to section HCI and ensure:

- HCI/CTI/TAPI Call Control Allowed set to **Yes**
- HCI/CTI/TAPI Monitor Allowed set to **Yes**

Navigate to section Trunk and ensure:

- Public Network Access via DPNSS set to **Yes**

The screenshot shows the Mitel SIPint2 web interface. The main content area is titled 'Class of Service Options on Sipint2'. It features a navigation menu on the left with 'Class of Service Options' selected. The main area displays a table of Class of Service Options (1-8) and their associated settings. The 'General' tab is selected, and the 'HCI' section is highlighted with a red box, showing 'HCI/CTI/TAPI Call Control Allowed' and 'HCI/CTI/TAPI Monitor Allowed' both set to 'Yes'.

Class of Service	Options	Value
1	General	
2	IP Sets	
3	NPM VM Ports	
4	NPM MWI	
5	IP Sets DND	
6	Voicemail Ports	
7	SIP Trunk	
8	ACD Agents	

Section	Option	Value
HCI	HCI/CTI/TAPI Call Control Allowed	Yes
	HCI/CTI/TAPI Monitor Allowed	Yes
Hot Desk	Green BLF Lamp for Logged in Hotdesk User	No
	Hot Desk External User - Allow Mid-Call Features	Yes
	Hot Desk External User - Answer Confirmation	No
	Hot Desk External User - Dial Tone on Call Complete	Yes
	Hot Desk External User - Permanent Login	Yes
	Hot Desk External User - Remote MWI Enable Feature Access Code	**23
	Hot Desk External User - Remote MWI Disable Feature Access Code	**21
	Hot Desk External User - Reseize Timer	180
	Hot Desk Login Accept	No
	Hot Desk Remote Logout Enabled	No

Figure 3 – Class of Service

## SIP Device Capabilities

This form provides configuration options that can be applied to various types of SIP devices. The association between the SIP device and the form is similar to how the Class of Service options work. The SIP Device Capabilities number provides a SIP profile that can be applied to particular SIP devices to allow for alternate capabilities as recommended through the Mitel interop process.

In the SIP Device Capabilities form, program a SIP Device Capabilities Number for the Commend doorphone. Ensure that "Enable Digit Collection in Busy Or Alerting State" is set to 'Yes'.

The screenshot displays the Mitel SIP Device Capabilities configuration interface. The left sidebar shows a navigation menu with 'SIP Device Capabilities' highlighted. The main content area shows the configuration for 'Office\_DE'. The 'SIP Device Capabilities' section is expanded, showing the 'Basic' tab. The 'SIP Device Capabilities Number' is set to 18, and the 'Comment' is 'Commend'. The 'Enable Digit Collection In Busy Or Alerting State' option is checked to 'Yes'.

Field	Value
SIP Device Capabilities Number	18
Comment	Commend
Enable Digit Collection In Busy Or Alerting State	Yes

Figure 4 – SIP Device Capabilities - Basic

Settings for the Timers are important part for the SIP devices configuration. Set Registration Period, Subscription Period and Session Timer according to the site requirements. Ensure that the time periods for Registration and Subscription are matching those configured in Commend doorphone. See an example in Figure 5.

The settings on all other tabs of SIP Device Capabilities form remain unchanged, at their default values.

The screenshot shows the Mitel SIP Device Capabilities configuration interface. The left sidebar contains a navigation menu with 'SIP Device Capabilities' highlighted. The main content area shows the configuration for a device named '18'. The 'Timers' tab is selected, displaying a table of timer settings. The 'Session Timer' is highlighted with a red box, and its value is 90. Other timer values are also visible: Registration Period Minimum (300), Subscription Period (3600), Subscription Period Minimum (300), Subscription Period Refresh (%) (80), and Invite Ringing Response Timer (0).

Registration Period Minimum	300
Session Timer	90
Subscription Period	3600
Subscription Period Minimum	300
Subscription Period Refresh (%)	80
Invite Ringing Response Timer	0

Figure 5 – SIP Device Capabilities – Timers

## Station Attributes

Use the Station Attributes form to assign the previously configured Class of Service and SIP Device Capability number to each of the Commend doorphones in the 3300 ICP. This form utilizes Range Programming.

Select the Commend doorphone device number then select Change. Enter the previously configured SIP Device Capability number and Class of Service for Day, Night 1 & Night 2. See an example in Figure 6 below.

The screenshot displays the MITEL Sipint2 web interface. On the left is a navigation menu with 'Station Attributes' highlighted. The main area shows a table of station attributes for Sipint2. The table has columns for Number, Intercept Number, and Class of Service - Day. The row for number 2803 is highlighted. A 'Change' button is visible above the table. A modal window titled 'Change Range Programming - Station Attributes' is open, showing a table with columns for Field Name, Change action, Value to change, and Increment by. The table lists various attributes like Class of Service - Day, Class of Service - Night1, Class of Service - Night2, Class of Restriction - Day, Class of Restriction - Night1, Class of Restriction - Night2, Default Acct. Code, Zone Assignment Method, Zone ID, and SIP Device Capabilities. The 'SIP Device Capabilities' field is set to 18. The 'Class of Service' fields are set to 1. The 'Number' field is set to 2803. The 'Intercept Number' field is set to 1.

Number	Intercept Number	Class of Service - Day	Class of Service - Night1	Class of Service - Night2	Class of Restriction - Day	Class of Restriction - Night1
2803	1	1	1	1	1	1
2456	1	1				
2501	1	1				
2502	1	1				
2533	1	16				
2701	1	3				
2702	1	4				
2800	1	1				
2801	1	1				
2802	1	1				
2803	1	1				
2804	1	1				
2805	1	1				
2806	1	1				
2901	1	6				
2902	1	6				

Figure 6 – Station Attributes



## Commend doorphone Configuration Notes

The following steps show how to program the Commend doorphone to interconnect with the 3300ICP.

The configuration settings below are the main reference points and by any means could not be considered as the comprehensive configuration instructions.

We strongly recommend contacting the phones' manufacturer Commend International GmbH website <http://www.commend.com/sip> for more detailed instructions and manuals.

### Accessing Commend Doorphone

In our test environment, we configured Commend doorphone through the web interface.

The SIP stations are delivered ex works with a standard IP address, via which the web interface of the station can be accessed:

- IP address **192.168.1.200**
- Subnet mask **255.255.255.0**


If the station can not be used in the local network (LAN) with this IP address, then the following procedure is recommended:

- Establish connection between PC and SIP station via a hub (or switch) or via a direct connection cable.
- The PC must be in the same subnet as the SIP station.
- This means, an appropriate IP address of that subnet range (e.g. 192.168.1.199) has to be allocated to the PC temporarily.

**Note:** When connecting the SIP station with this IP-address to the local network (LAN), it is essential to make sure that this IP-address does not already exist in the network! Take a note of IP address assigned to the phone, e.g. 192.168.101.131.

After entering the IP address, a login dialogue appears where following data has to be entered:

- User name → factory default: **admin**
- Password → factory default: **commend**


SIP Station

Home
Network
SIP
Phonebook
Audio
Input
Output
System

### SIP Settings

Display Name:	Commend
Local SIP Port:	5060 <small>(default=5060)</small>
Local RTP Port:	16384 <small>(default=16384)</small>
Registration max. Expires:	3600 <small>(3600 Seconds)</small>

### Primary Server

Registration enabled:	<input checked="" type="checkbox"/> <small>(disable for serverless operation)</small>
User:	2803 <small>("user", "user@domain" or "user@domain.port")</small>
Password:	••••
Proxy:	192.168.101.11 <small>("host" or "host.port")</small>

### Secondary Server

Secondary Server enabled:	<input type="checkbox"/>
User:	<input type="text"/> <small>("user", "user@domain" or "user@domain.port")</small>
Password:	<input type="password"/>
Proxy:	<input type="text"/> <small>("host" or "host.port")</small>

### Tertiary Server

Tertiary Server enabled:	<input type="checkbox"/>
User:	<input type="text"/> <small>("user", "user@domain" or "user@domain.port")</small>
Password:	<input type="password"/>
Proxy:	<input type="text"/> <small>("host" or "host.port")</small>

### Call Settings

Answer Call:	Any Button
Auto Answer Delay:	5 <small>(0 = no delay, value in Seconds, default=5)</small>
Answer Call:	<input type="checkbox"/>

**Figure 7 – Commend SIP Doorphone**

The screenshot displays the 'SIP Station' web interface. At the top, there is a navigation menu with options: Home, Network, SIP, Phonebook, Audio, Input, Output, and System. The main content area is titled 'Add new Contact' and contains a form with the following fields:

- Name: Mitel phone
- Destination: 2800 (with a note: *(user, user@domain or user@domain.port)*)
- Entry Visible:  (with a note: *(Displays Entry in LCD Phonebook)*)
- Speed Dial Number: 1
- Direct Call Button: None (with a dropdown arrow)

Below the form are buttons for 'Sequences' and 'Add'. The next section is 'Import/Export', featuring an 'Import' button and an 'Export' button. The 'Webcall' section has a 'Manual Action' field and 'Call' and 'Hangup' buttons. The 'Phonebook' section contains a table with the following data:

Name	Call Destination	Speed Dial Number	Direct Call Button	Edit	Delete
Mitel phone	Call:2800	1			

At the bottom of the page, the URL 'www.commend.com' is visible on the left and a small logo on the right.

Figure 8 – Initial Configuration

SIP Station

Home
Network
SIP
Phonebook
Audio
Input
Output
System

### Relay 1

Status:	On
Manual Actions:	<input type="button" value="On"/> <input type="button" value="Off"/> <input type="button" value="Flashing"/> <input type="button" value="Toggle"/> <input type="button" value="Door opener"/>
DTMF Password Enabled:	<input type="checkbox"/>
DTMF Password:	<input type="text"/>
DTMF Button for On:	1
DTMF Button for Off:	2
DTMF Button for Flashing:	4
DTMF Button for Toggle:	5
DTMF Button for Door opener:	6
Door opener Timer:	2 (2 Seconds)

### Relay 2

Status:	Off
Manual Actions:	<input type="button" value="On"/> <input type="button" value="Off"/> <input type="button" value="Flashing"/> <input type="button" value="Toggle"/> <input type="button" value="Door opener"/>
DTMF Password Enabled:	<input type="checkbox"/>
DTMF Password:	<input type="text"/>
DTMF Button for On:	-
DTMF Button for Off:	-
DTMF Button for Flashing:	-
DTMF Button for Toggle:	-
DTMF Button for Door opener:	-
Door opener Timer:	2 (2 Seconds)

### Attendant Contacts Relay 1

Outgoing Call:	Nothing	Input 1 - Active:	Nothing
Incoming Call:	Nothing	Input 1 - Inactive:	Nothing

**Figure 9 – Initial Configuration**

## Mitel Resiliency Configurations

Resiliency behavior tested as in **Scenario 1**, configure the parameter for Domain server as shown in Figure 11.

In this example,

sipint4sipint2 is the FQDN name of the primary 192.168.101.11 SIP Proxy (3300 ICP) using DNS SRV or A records to get the secondary 192.168.101.20 (i.e. Alternative) SIP proxy (3300 ICP).

**NOTE:** Before configuring this parameter, make sure that DNS server correctly resolves the names of the SIP proxy to IP addresses! The order, in which the SIP proxies IP addresses are resolved, is also important! To check it, use the command in command shell:

```
nslookup sipint4sipint2.sipcoe.mitel.com
```

```
Server: ad-sip-interop.sipcoe.mitel.com
```

```
Address: 192.168.101.200
```


```
Name: sipint4sipint2.sipcoe.mitel.com
```

```
Addresses: 192.168.101.11, 192.168.101.20
```

In this example, **192.168.101.11** is the IP address of primary SIP Proxy (3300 ICP) and **192.168.101.20** is the IP address of the secondary (i.e. Alternative) SIP proxy (3300 ICP).

**NOTE:** Although FQDNs could be set for the primary and secondary PBXs' addresses, we recommend using of IP addresses. The site's DNS server can be inaccessible in case of the network failure. That's why, for better reliability, the use of IP addresses is more preferable.

Do not forget to click Apply to submit the settings to Commend doorphone to force the phone to reset and load new settings.


SIP Station

Home
Network
SIP
Phonebook
Audio
Input
Output
System

### SIP Settings

Display Name:	Commend
Local SIP Port:	5060 <small>(default=5060)</small>
Local RTP Port:	16384 <small>(default=16384)</small>
Registration max. Expires:	3600 <small>(3600 Seconds)</small>

### Primary Server

Registration enabled:	<input checked="" type="checkbox"/> <small>(disable for serverless operation)</small>
User:	2803 <small>("user", "user@domain" or "user@domain.port")</small>
Password:	••••
Proxy:	sipint4sipint2.sipcoe.mitel.com <small>("host" or "host.port")</small>

### Secondary Server

Secondary Server enabled:	<input type="checkbox"/>
User:	<input type="text"/> <small>("user", "user@domain" or "user@domain.port")</small>
Password:	<input type="text"/>
Proxy:	<input type="text"/> <small>("host" or "host.port")</small>

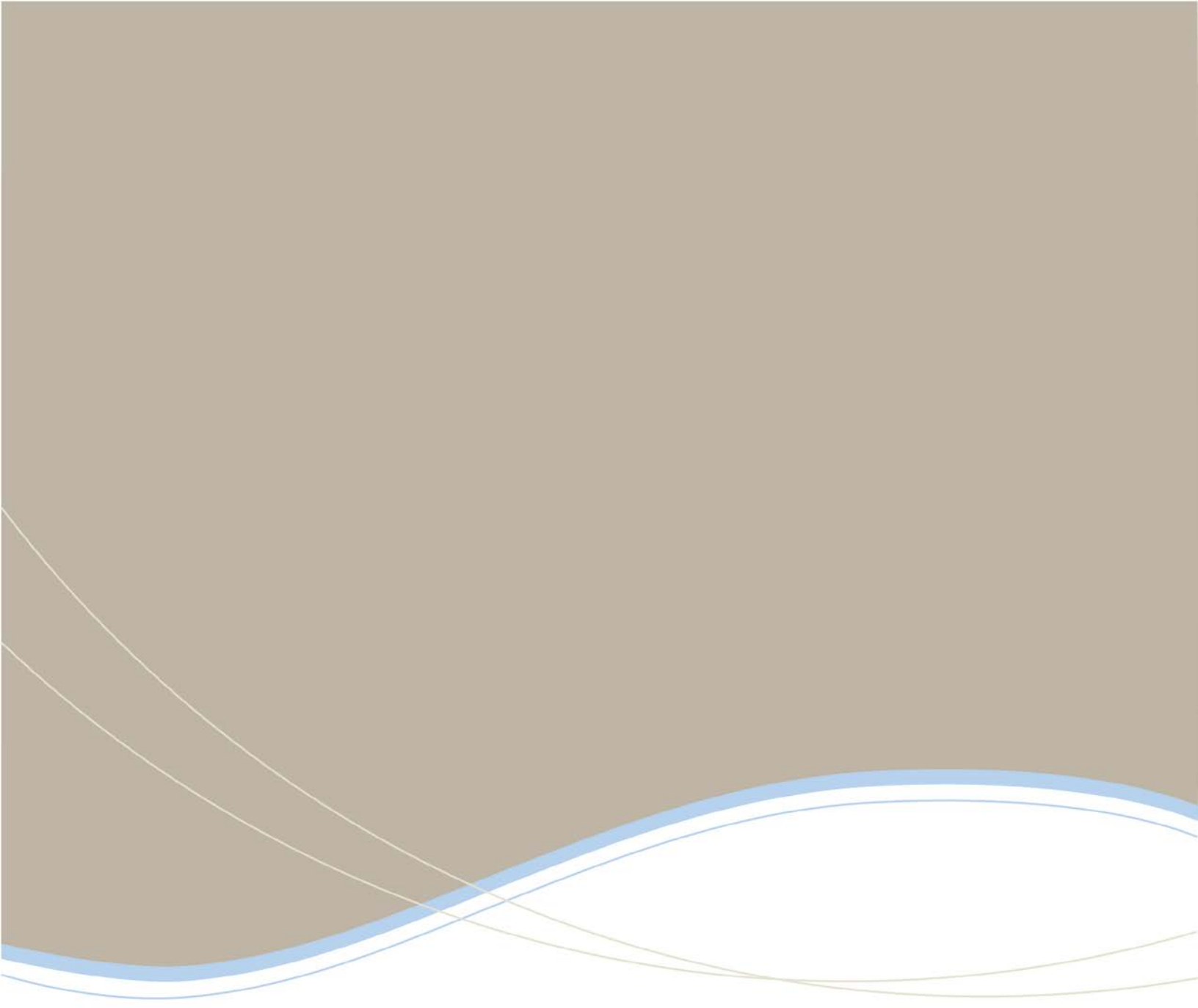
### Tertiary Server

Tertiary Server enabled:	<input type="checkbox"/>
User:	<input type="text"/> <small>("user", "user@domain" or "user@domain.port")</small>
Password:	<input type="text"/>
Proxy:	<input type="text"/> <small>("host" or "host.port")</small>

### Call Settings

Answer Call:	Any Button
Auto Answer Delay:	5 <small>(0 = no delay, value in Seconds, default=5)</small>
Cancel Call:	Button X

Figure 10 – Scenario 1 resiliency



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Global Headquarters	U.S.	EMEA	CALA	Asia Pacific
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