MITEL

Border Gateway Release 5.2

Multiple Services, One Server, Secure Unified Communications

The Mitel® Border Gateway (MBG) is the next generation evolution of the Mitel Teleworker Solution for business and SIP Service Providers. Mitel Border Gateway is the revised name for the previous Mitel Multi-Protocol Border Gateway and stand-alone Mitel Teleworker Solution products. It has been renamed to reflect the evolution of the offering as a platform for the secure deployment of multiple services in a number of network edge configurations.

MBG Release 5.2 provides the ability for the teleworker service to run co-resident with the new Applications Web proxy service and the new SIP Trunk Proxy service. In addition, release 5.2 delivers the following new benefits:

- increased scalability of the teleworker service beyond 2,500 users per server through clustering of multiple servers
- time-zone configuration of remote teleworker and MiNet phones
- the SIP Trunk Proxy service of MBG serves as a SIP-aware firewall, enabling connection to SIP trunks without the need for 3rd party firewall hardware
- support for variable packetization across various SIP trunk service providers
- the latest phone firmware including support for the Mitel 5312 / 5324 IP Phones, Mitel 5550 IP Console, DeTeWe MiNet phone, SpectraLink Minet phone, and Ascom SIP phone phones
- supports the Mitel SX-200 IP Communications Platform (ICP) (teleworker service only) and continues support for the Mitel 3600 Hosted Key System, and the Mitel 3300 IP Communications Platform (ICP).

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MBG Enables

The MBG solution makes it possible for all businesses to reap the benefits of teleworking and unified communications: increased employee productivity, lower real estate costs, higher employee retention, and more. The MBG solution is ideal for:

- remote offices or home-based employees that require access to the corporate office phone system;
- day-extenders – employees who regularly take work home with them or whose jobs require they be accessible outside regular business hours;
- mobile workers – employees that need access to the corporate office phone system while on the move.

MBG Delivers

The MBG is a multi-services platform that enables all size enterprises to easily enjoy the benefits of unified communications through a low-cost, secure, "plug and work" solution that extends company unified communications to virtually any location. The ease of administration model initially introduced for teleworker has been extended to the Applications Web Proxy and SIP trunk proxy services.

Mitel Applications Web Proxy

MBG 5.2 now supports the secure proxy of the Mitel Applications Suite Audio and Web Conferencing web application, and the Mitel Unified Communicator® Mobile client, without requiring a VPN client. The MBG can be deployed in the DMZ and interface with one MAS server within the company network providing access for devices on the internet. This does not require the deployment of a VPN client or additional ports to be opened on the company firewall.

Mitel SIP Trunk Proxy

MBG Release 5.2 has been tested to confirm interoperability with a number of SIP trunk services providers, including the configuration of variable packetization across different service providers. Other SIP trunk services should function, however, Mitel can provide no guarantee of interoperability without testing. For the latest information on which SIP trunk services have been tested with the MBG, please check with your Mitel authorizedPARTNER.

Mitel Teleworker Solution

The solution connects a remote office to the corporate voice network to provide full access to all of the office phone system's calling features, single voicemail and access to corporate audio conferencing.

MBG Release 5.2 Supported End Points

3300 ICP and SX-200	Mitel 5020 IP Phone	Note: SX-200 ICP does not support SIP
	Mitel 5212 IP Phone	
	Mitel 5215 IP Phone	
	Mitel 5220 IP Phone	
	Mitel 5224 IP Phone	
	Mitel 5235 IP Phone[1]	
	Mitel 5312 IP Phone	
	Mitel 5324 IP Phone	
	Mitel 5330 IP Phone	
	Mitel 5340 IP Phone	
	Mitel Navigator[1]	
	Mitel 5560 IPT[1]	
	Mitel Unified Communicator® Advanced Softphone	
	Mitel Contact Center Softphone[1]	
	IP DECT Global (Ascom)[1]	
	IP DECT EMEA (DeTeWe)[1]	
	Mitel 5550 IP Console[1]	
	Mitel 5304 IP Phone (Secure Recording Connector only)	
Hosted Key System	Mitel 5212 IP Phone	Polycom® 3011[3]
	Mitel 5220 Dual Mode IP Phone[2]	Mediatrix® 1102 ATA2[4]
	Mitel 5224 IP Phone	Mediatrix 1104 ATA2[4]
	Mitel 5312 IP Phone	Mediatrix 1124 ATA2[4]
	Mitel 5324 IP Phone	
	Mitel 5340 IP Phone	
	Telematrix® 3000	

Server Configuration Modes

Network edge (server-gateway): In this mode, the MBG server resides parallel to the business firewall and has direct public Internet connectivity, acting as the firewall or Internet gateway for voice communication traffic. The server hardware must be equipped with two Ethernet interfaces – one to connect to the external public Internet and one to connect to the internal LAN.

DMZ deployment (server-only): The MBG is provided by an Mitel Standard Linux (MSL) server installed in the customer's existing DMZ. In this configuration, the MSL must be installed in "server-only" mode. The corporate firewall provides static network address translation between an externally visible address and the DMZ address of the MSL. The MSL must have a static IP address visible from the external network (Internet). This should be a separate address from the external IP address of the firewall, although some firewalls that support port forwarding may allow sharing the address. It is vital that this address actually be static as any change of the address will cause remote sets to lose connectivity. The TCP and UDP port numbers used on the external address of the firewall must be preserved when the packets are passed to the MSL on the DMZ.

[1]Not supported for the SX-200
[2]Part number 50003791 only
[3]SIP Firmware 1.6.7.0098
[4]Firmware 5.0.15.86

Clustering to Increased Capacity Beyond 2,500 Phones

MBG Release 5.2 increases the number of supported teleworker IP phones beyond the current 2,500 maximum for all supported MiNet phone types, through a high availability meshed, mixed model, server cluster. This enables improved availability for centralization of remote access capabilities with load balancing of supported MiNet devices across the cluster. Each server in the cluster must have a base kit license, but the teleworker clients are now licensed cluster wide. Current, separate stand-alone teleworker systems can be merged into a cluster following the documented procedures.

Hardware Requirements

RAM	4 GB
Hard Drive	250 GB
NIC	Single NIC in LAN mode (server-only) or dual NIC when deployed in network edge (server-gateway)
Monitor	Minimum resolution of 800 x 600 pixels
Platform	Intel® X86 compatible. For details, please see your Mitel authorizedPARTNER.

Software Requirements

Web Browser	Microsoft® Internet Explorer® Release 6.0 or higher
MSL	Mitel Standard Linux Release 9.0

Compatibility with Mitel Platforms

SX-200 ICP	Release 4.0 and later (the SX-200 ICP does not support SIP)
3300 ICP	Release 7.1 UR2 or later
Hosted Key System	Release 4.0.0.3 or later

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