



OpenScape Business V2

How To
OpenScape Business Connector
(based hUTC with dynamic registration)

Version 1.16

Definitions

HowTo

An OpenScape Business HowTo describes the configuration of an OpenScape Business feature within the OpenScape Business administration. It addresses primarily trained administrators of OpenScape Business.

Tutorial

Within the OpenScape Business tutorials procedures for installation, administration and operation of specific devices, applications or systems, which are connected to OpenScape Business, are described. The tutorial addresses primarily trained administrators of OpenScape Business.

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Table of History

Date	Version	Changes
09-03-2016	0.1	Initial Version of configuration hints
10-03-2016	0.2	Screenshots and examples added
23-09-2016	0.3	Screenshot for Route configuration corrected in Expert mode, add LCR example for US
05-10-2016	04	Screenshots examples for Circuit eu and na (Wulf)
02-11-2016	05	Hints for STUN (Wulf)
30.01.2017	09	Update Changes for Circuit release and Special Configuration (Wulf)
28.03.2018	1.0	Update multiple OSbiz and Circuit Screenshots (Wulf)
03.04.2018	1.1	Add Troubleshooting (Wulf)
16.04.2018	1.2	Add Screenshot Troubleshooting an Circuit License (Wulf)
08.05.2018	1.3	Add how many Users and Connectors (Wulf)
19.10.2018	1.4	Add additional IP Address Firewall rules (chapter 8.3) (Wulf)
07.02.2019	1.5	Add Enhanced Feature Interworking (Wulf)

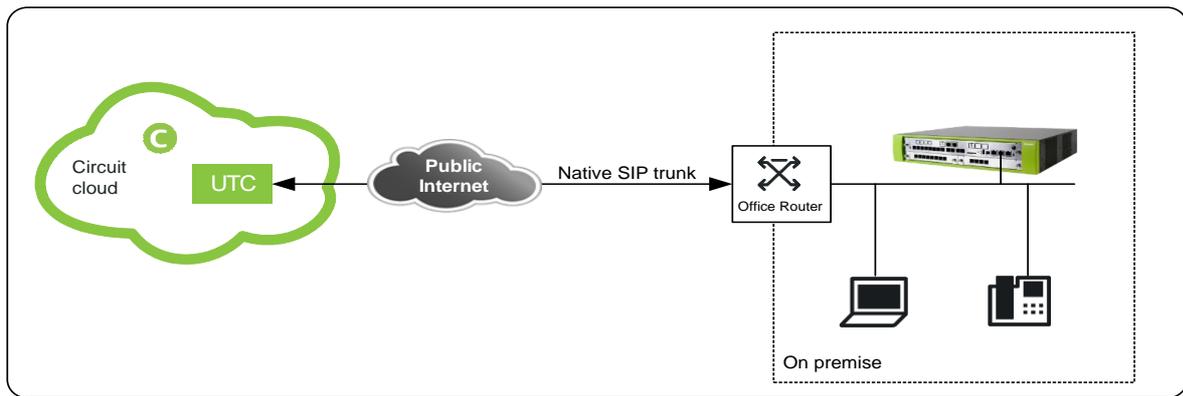
01.04.2019	1.6	Circuit new IP Addresses and Ports (Wulf)
08.04.2019	1.7	Add Troubleshooting Firewall hints / Certificate Error (Wulf)
04.06.2019	1.8	Add Voicemail configuration / enhance troubleshooting / Certificate import (Wulf)
09.07.2019	1.9	Add V2R7 Features and Circuit Conference (Wulf)
12.07.2019	1.10	Partner Portal Error; Adding Picture for Circuit Conference (Wulf)
07.08.2019	1.11	Problem with Suppressed calling ID Circuit Client, Circuit Conference direction prefix
19.08.2019	1.12	**Numbers not allowed for Circuit User
07.10.2019	1.13	Adding IP Addresses and Port for additional SBC (important for Firewall)
18.10.2019	1.14	Some small text corrections
30.10.2019	1.15	Typo Error Ports
03.06.2020	1.16	OSBiz V3 Features

1. Introduction

To provide the Circuit solution with OpenScape Business several components are used and needs to configure. The solution consists of the Circuit Server, the hUTC (Hosted Universal Telephone Connector) and the OpenScape Business communication system.

The hUTC is located in the Circuit cloud. The connection between the hUTC and the OpenScape Business system is a native SIP trunk connected through the public internet.

You can also connect multiple OpenScape Business to one Circuit Tenant, by using the same API key for each OpenScape Business System. Each OpenScape Business System will get automatically an own trunk after running the wizard.



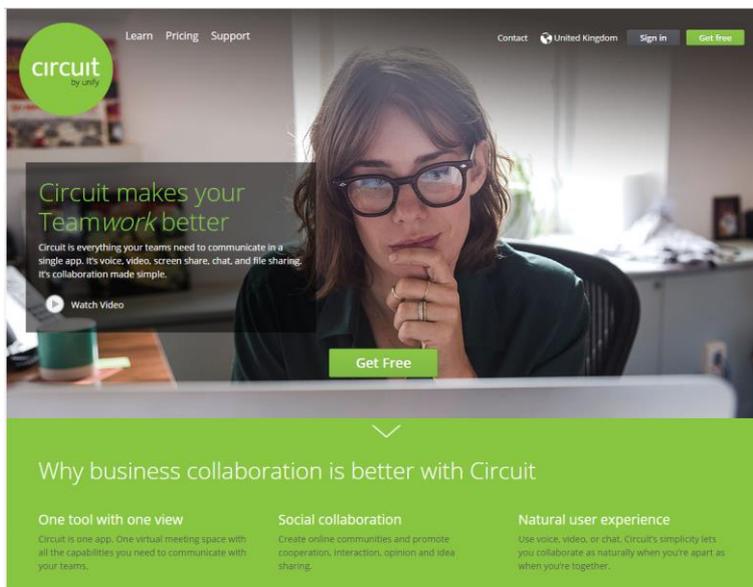
For the solution, two configuration steps are necessary

1. Configuration of the Circuit environment (including hUTC)
2. Configuration of OpenScape Business system

2. Configuration of Circuit

2.1. Request Circuit Tenant

To connect OpenScape Business with Circuit you need an active Circuit Tenant. If you have not yet signed up for Circuit, please request a free Circuit Tenant to start the configuration steps. (<https://www.circuit.com/home>)



Please enter the requested data. At the end sign up in circuit and login as administrator.

2.2. Circuit Licenses

For Telephony with hUTC each Circuit User which shall be able to place telephone calls with OpenScape Business need to have the right license. This can be either the UnifyTeam or the UnifyEnterprise or the UnifyProfessional license.

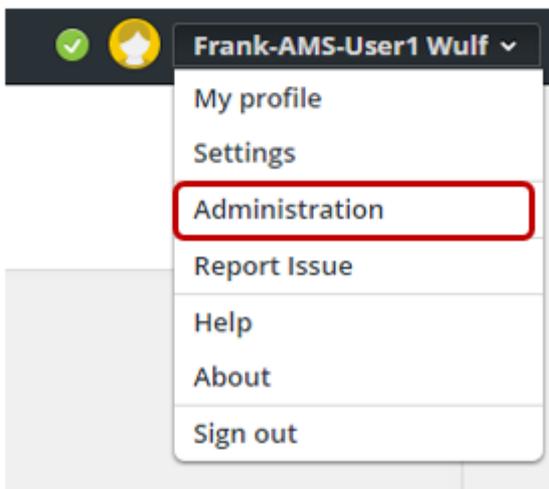
The current licenses shown under Administration->Domain.

If the required licenses are not available, press the button “Manage Packages”. This will forward you to the unifyportalshop where you can order additional licenses.



2.3. Create Circuit User(s)

Login as Circuit Admin User and go to the Administration page: add at least the Circuit Users which should be able to place telephone calls with OpenScape Business.



Add at least the Circuit Users, which should be able to place telephone calls with OpenScape Business.

Administration

✕

The screenshot shows the 'Users' tab in the Administration interface. A table lists three users: Frank Wulf (Administrator, UnifyProfessional), Frank-AMS-Us... (Administrator, UnifyEnterprise), and Frank-AMS-Us... (User, UnifyProfessional). Below the table, two buttons are highlighted with a red box: 'Invite single user' (green) and 'Invite multiple users' (white).

Name	Role	Package	Status	Data usage	Last login	Phone number
Frank Wulf	Administrator	UnifyProfessional	Active	3.66 MB	Sep 29, 2016	Assign number
Frank-AMS-Us...	Administrator	UnifyEnterprise	Active	1.78 MB	Today	+49 211 7007100
Frank-AMS-Us...	User	UnifyProfessional	Active	0 Bytes	Sep 26, 2016	+49 211 7007210

Please assign the required licenses to the Circuit Users:

Administration

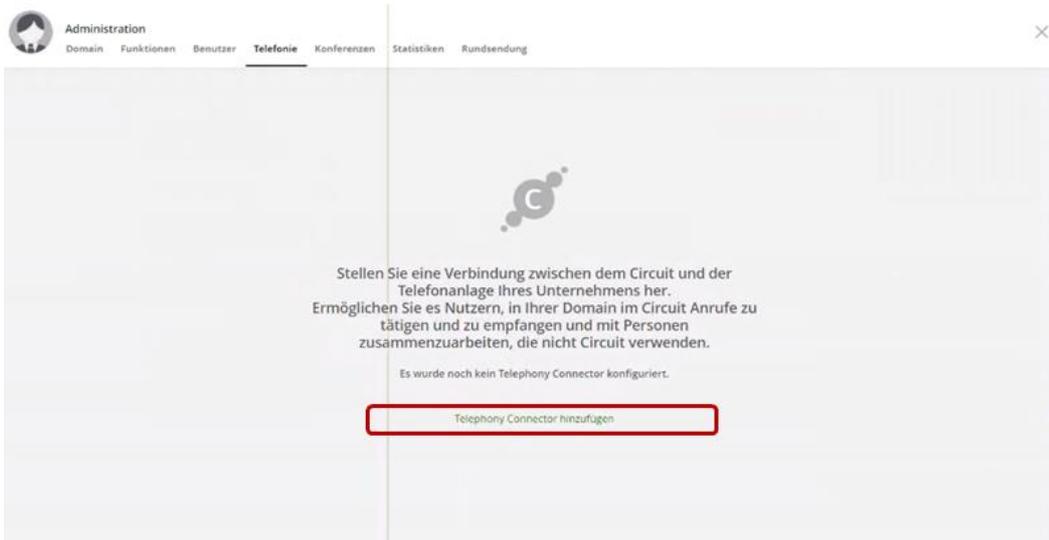
✕

The screenshot shows the 'Users' tab in the Administration interface. A table lists three users. The 'UnifyEnterprise' package for the second user, Frank-AMS-Us..., is highlighted with a red box. Below the table, two buttons are visible: 'Invite single user' (green) and 'Invite multiple users' (white).

Name	Role	Package	Status	Data usage	Last login	Phone number
Frank Wulf	Administrator	UnifyProfessional	Active	3.66 MB	Sep 29, 2016	Assign number
Frank-AMS-Us...	Administrator	UnifyEnterprise	Active	1.78 MB	Today	+49 211 7007100
Frank-AMS-Us...	User	UnifyProfessional	Active	0 Bytes	Sep 26, 2016	+49 211 7007210

2.4. Request the Connectivity to OpenScape Business

Administration->Telephony

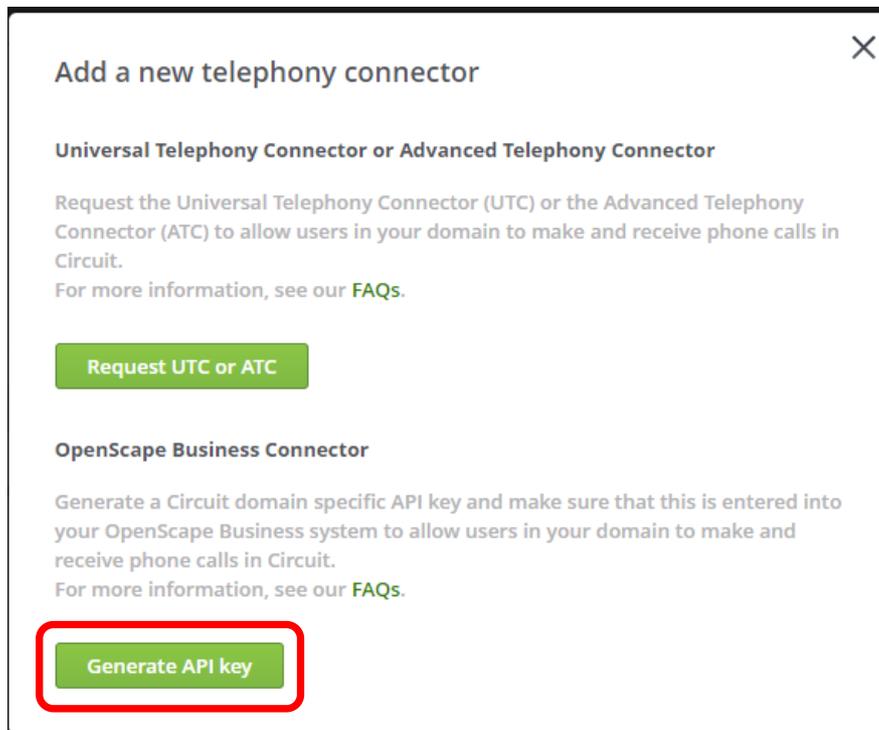


Please add under settings Telephony the telephony connector.

Per Circuit Tenant, max of 150 Connectors possible (Example 100 OSBiz Systems and 50 ATC)

Each OSBiz can only have one connector.

Please Generate the API Key



The API key for your OpenScape Business has been successfully generated

API key:

```
eyJhbGciOiJIUzI1NiJ9.eyJhcGILZXkiOiJGS1VjejdY0I5UHR0Wnl5eW9zdUJLZlIw  
b2U0d1FPSUYrckdYUGRnSnNqdHA3bFZ5MWx2NVFBR0gzL0F4ZG1kTU1JUUR  
rZmlOaHhJN0d4M2dURkFPTzJkL2tqZ1d4Uy9HMnd1MmFSejRCaEhXV1RyRXY
```

Copy the API key to your OpenScape Business system to connect it with your Circuit domain.

✓ API key copied

Copy to Clipboard

Close

Now you can get the API Key, needed for further OpenScape Business configuration.

“use the same API Key for each OpenScape Business system”.

3. Configuration OpenScape Business

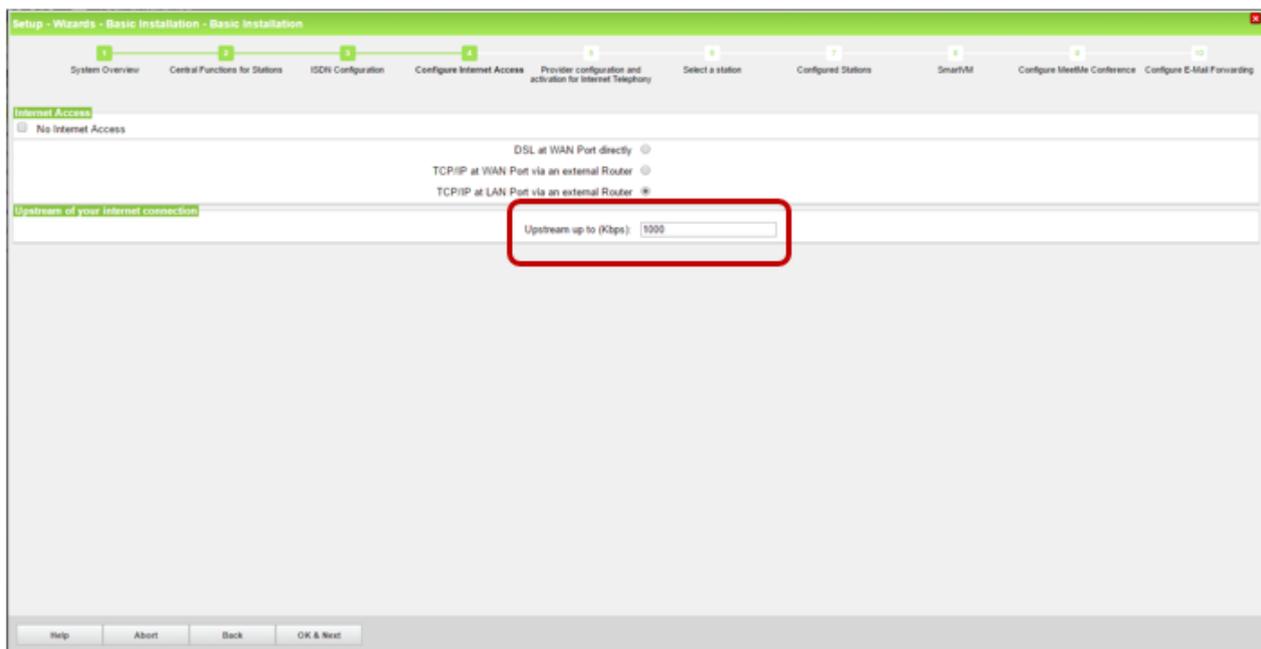
3.1. Basic Installation / Network/Internet Wizard

Circuit is connected via the internet, you have to configure the internet connection of the system. Enter the correct upstream value, this is used later on to calculate the max amount of concurrent internet calls.

Connectivity to Circuit only via external Router permitted.

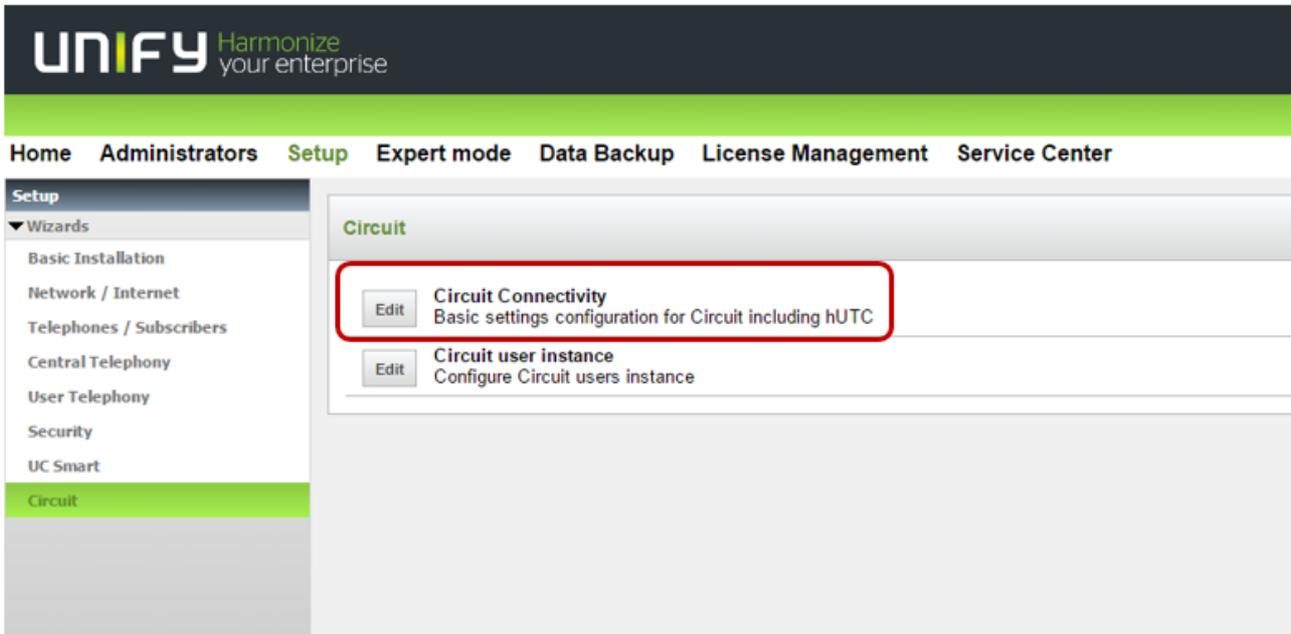
If OSBiz WAN Interface is active, Internet Access via WAN must be possible, If WAN is active, OSBiz Circuit connector is only possible via WAN. If no Internet access via WAN OSBiz Circuit Connector will not work.

Please be aware that STUN is prerequisite in OSBiz and working.



3.2. Circuit Connectivity Wizard

Basic configuration settings for Circuit including native SIP trunk to hUTC. Connectivity wizard will configure and establish the connection.



Actions:

Check “Enable Circuit”; Check “Use Circuit API-Key”;

New: Check Enable “Enhanced feature interworking” (Enable CTI features OSBiz-Circuit) (min OSBiz Version V2 R6.1.1_009)

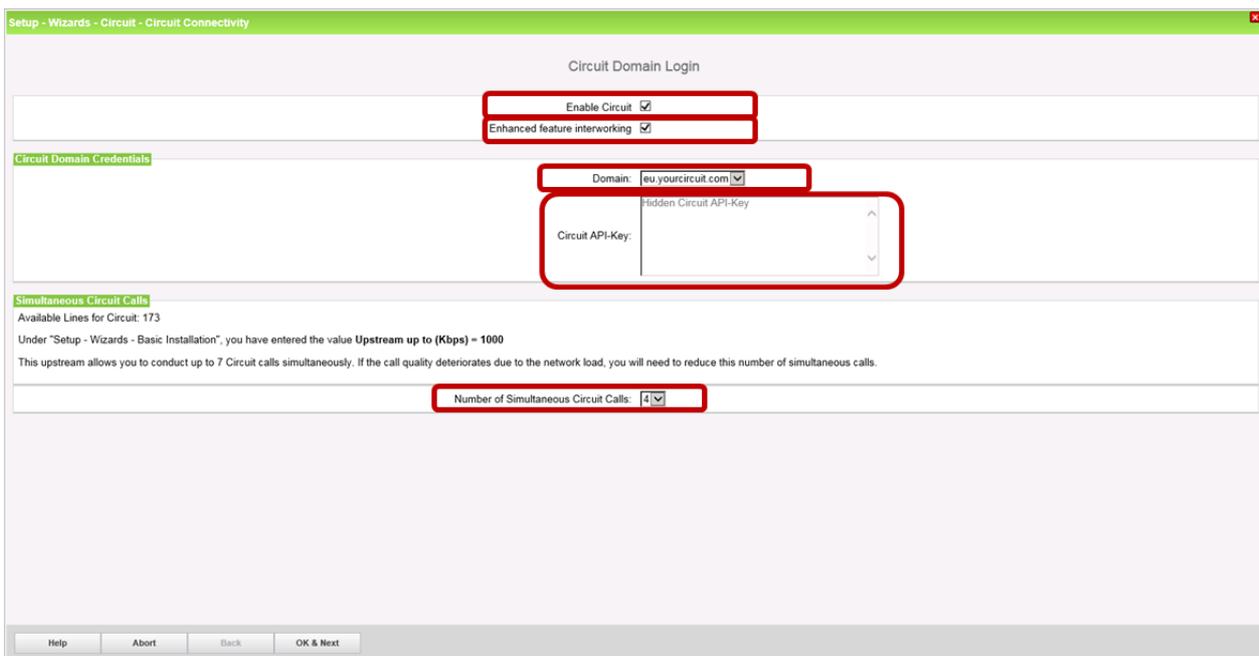
Hint: If you run the Wizard first Checkbox “Enhanced feature interworking” is greyed out, you have to rerun the wizard.

select Domain (Get the Information from Circuit tenant Administrator)

insert the API Key via copy and paste; (Get the API Key from Circuit tenant Administrator)

select Number of simultaneous circuit calls.

The “upstream up to (Kbps)” value defines the overall bandwidth, which can be used for voice calls to the internet. This includes Circuit calls as well as ITSP and/or Device@Home calls.

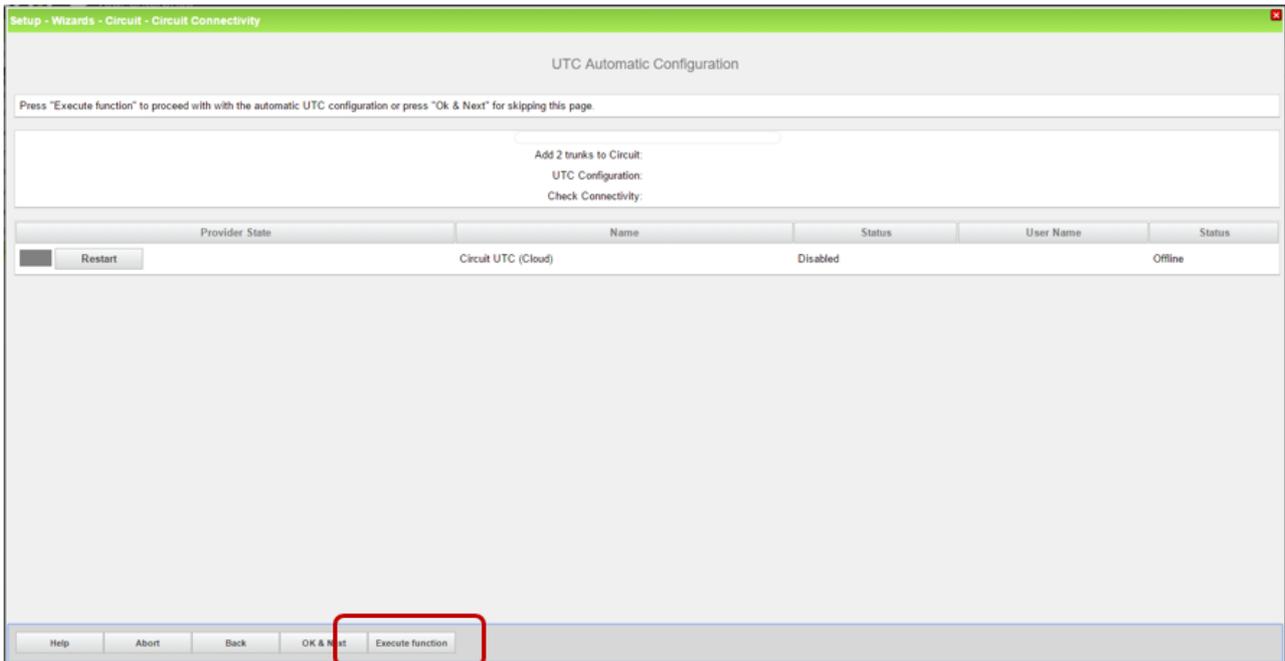


Hint:

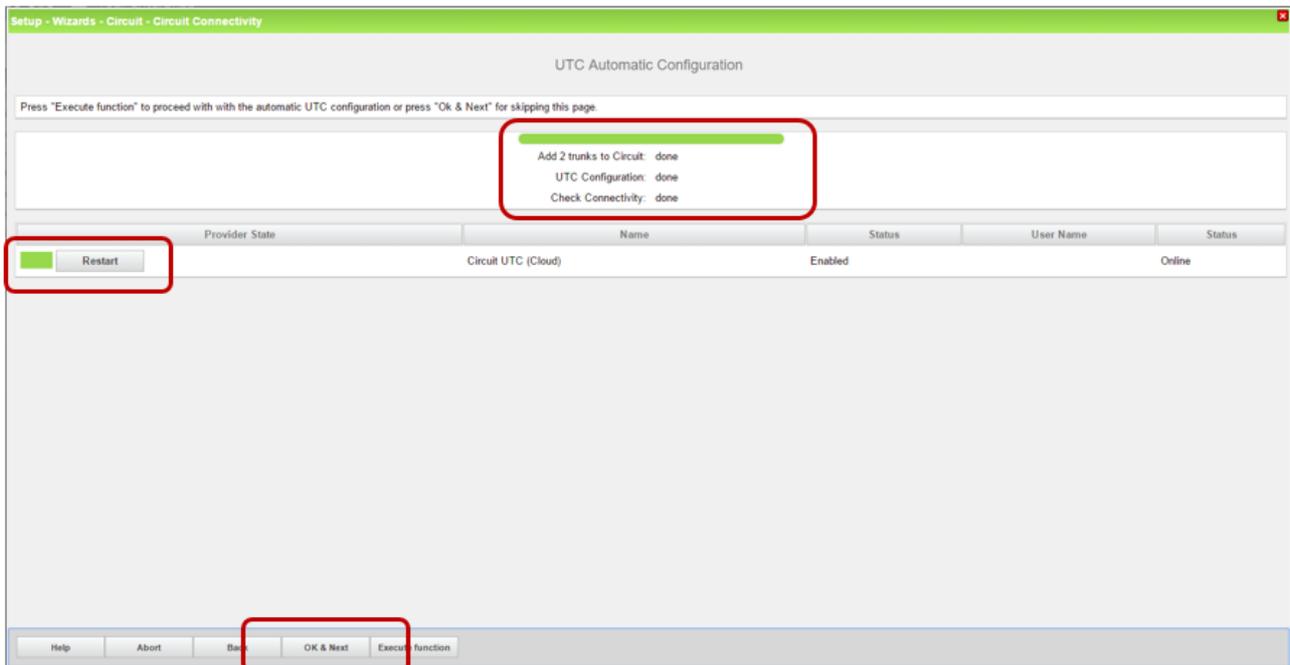
If you want to connect multiple OpenScape Business Systems to one tenant, you must run on each system the Wizard and “use the same API Key for each system”. Each System will create an own trunk to Circuit.

Press OK&Next

Press execute Function



Wizard configures the trunks and establishes the connection to Circuit:



Press OK&Next

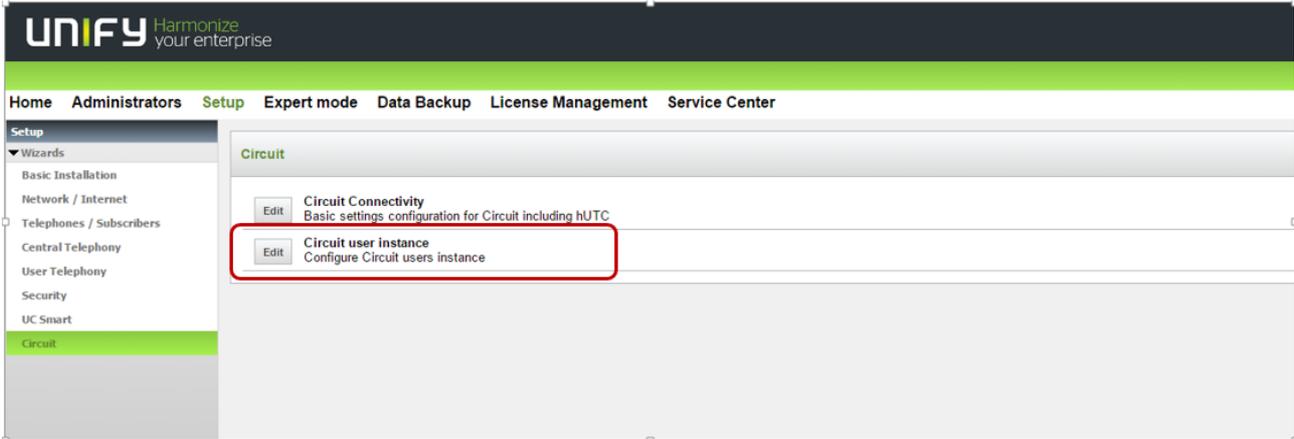
Hint:

If needed IP and Ports hUTC can be verified through Expert Mode/Telephony Server/Voice Gateway/Native SIP Server Trunk/Circuit UTC (Cloud), you can also find the Stun configuration here.

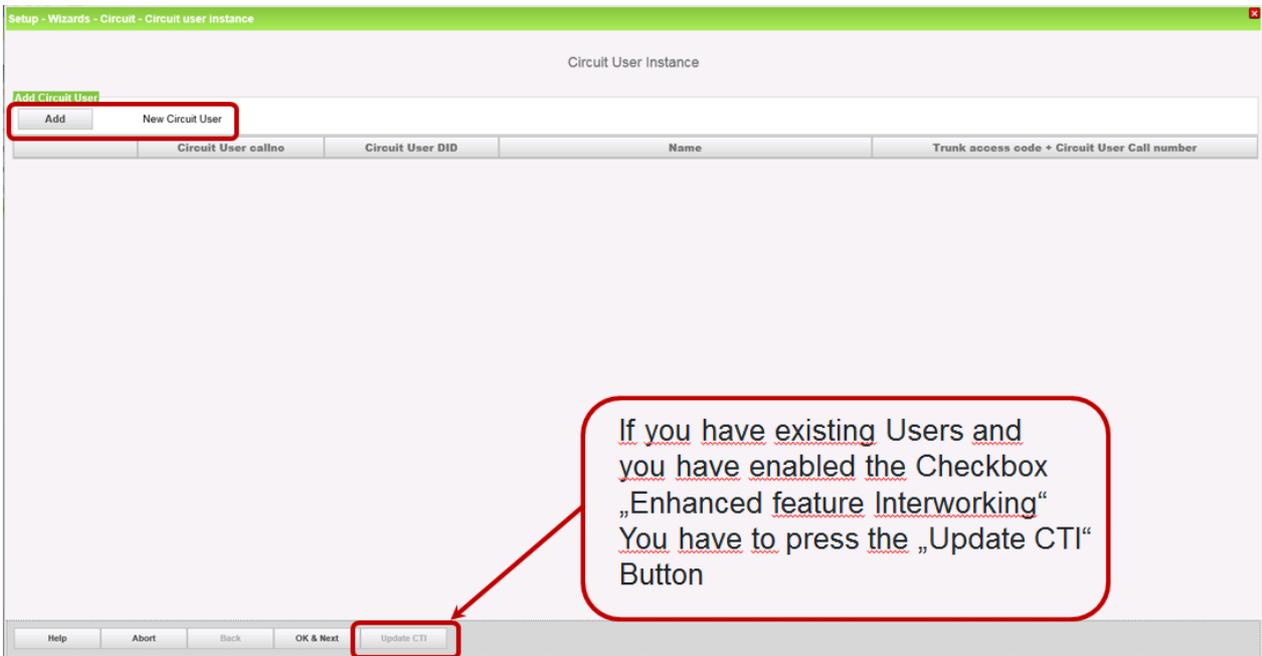
3.3. Circuit User Instance

Configure Circuit User instances

Note: for each Circuit User Instance you need a free internal call number to address the virtual station, which represents the Circuit User in the system and max 150 User for OSBiz X Systems and 250 User for OSBiz S (per OSBiz System)



Actions: Add new Circuit User; Edit configured Circuit User



3.4. OSBiz Circuit CTI Features V2R6 FR2

Feature	Client Mode	Desk Phone Mode
Make call	✓	✓
Answer call	✓	✓
Clear call / Reject call	✓	✓
DTMF support	✓	✓
Hold / Retrieve call	✓	✓
Unattended call transfer	✓	✓
OSBiz Voicemail Handling	✓	✓
Call Forwarding	✓	✓
Consultation call	✓	✓
Attended call transfer	✓	✓
Swap call (= alternate)	✓	✓

OSBiz User and Voicemail License needed

3.5. OSBiz Circuit CTI Features V2R7

CTI Feature	Client mode	Desk Phone mode
Call Move (Push/Pull)	✓	✓
OSBiz System Conference	✓	✓
Busy in a conversation (DND) *	✓	✓

Configuration – Circuit User wizard	
show available users	✓
inherit first and last name from Circuit User name	✓

3.6. OSBiz Circuit CTI Feature Circuit Conference

Circuit Conference with OSBiz integration OSBiz to Circuit

OSBiz User 307 dial into Circuit Conference via defined conference Number 66 and Circuit Conference PIN.

Participants Conference details Files

Creator Frank C. Wulf Schedule a conference

URL [https://www.yourcircuits.com/james?token=5523354d-2377-4055-b4ed-7d562091e1fd](#) Change details

PIN 7504 704 873 3

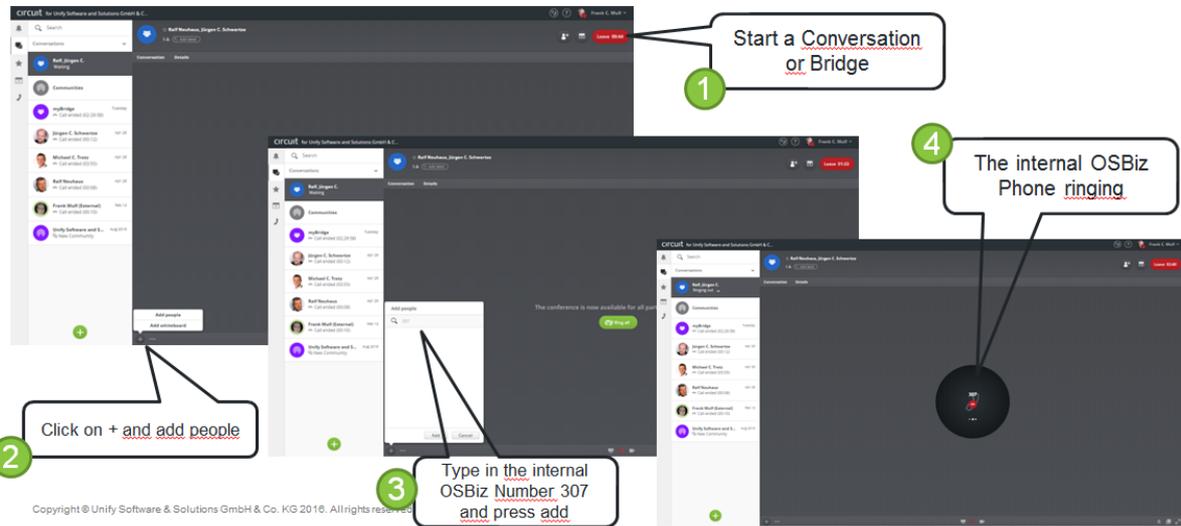
Local dial-in numbers OSBiz 240 English +49 211 700766

Dial-in numbers Australia English +61 2 8310 9880

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The diagram illustrates the integration between OSBiz and Circuit. A SIP Trunk connects OSBiz to the Circuit cloud. A desk phone (307) is connected to the SIP Trunk and can dial into the Circuit Conference (Number 66) via the ITSP/PSTN network.

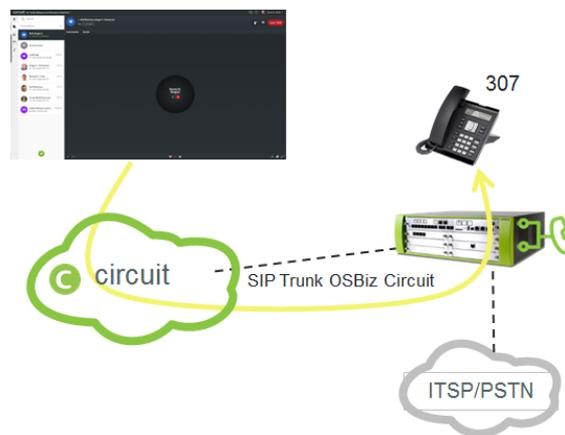
Circuit Conference with internal OSBiz Telephony User (Deskphone, Dect,...)



Circuit Conference with OSBiz integration Circuit to OSBiz

If you need an Internal OSBiz User in a Circuit Conference, now you can add the User to the Circuit Conference, using the same way as today with external phone number.

You can simply add the user by pressing the add button and typing in the internal number e.g.: 307



Circuit Conference with OSBiz integration

OSBiz needs only an LCR Entry

Dial Plan	Name	Dialled digits	Routing Table	Acc. code	Classes of service	Emergency
25	Profikom IP-As m	855000-2	58		<input checked="" type="checkbox"/>	<input type="checkbox"/>
26	Circuit		6		<input type="checkbox"/>	<input type="checkbox"/>
27	Circuit		79		<input type="checkbox"/>	<input type="checkbox"/>
28	Circuit-Conf	66	66		<input checked="" type="checkbox"/>	<input type="checkbox"/>
29	Profikom-Internat		11		<input checked="" type="checkbox"/>	<input type="checkbox"/>
30	Circuit	855000-2	59		<input type="checkbox"/>	<input checked="" type="checkbox"/>
31	Appr-Suite	7988	12		<input checked="" type="checkbox"/>	<input type="checkbox"/>
32	Standard	8552	1		<input type="checkbox"/>	<input checked="" type="checkbox"/>

Dial Plan
66 to reach
the Circuit
System Conference

Routing Table	Routing Table 66	in-line sending
1	Circuit-Conf	<input checked="" type="checkbox"/>
2	None	<input type="checkbox"/>
3	None	<input type="checkbox"/>

Route to Circuit

Dial Rate	Dial Rate D49211700766	Corporate network	Country code
66	Circuit-Conf	<input checked="" type="checkbox"/>	

Dial Rule
D49211700766

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Slide 5

Circuit Conference without direction prefix

e.g.: 85566 to 66

Route configuration parameters:

- Analysis of second dial tone / Trunk monitoring:
- Intercept per direction:
- Over service 3+ kHz audio:
- Add direction prefix incoming:
- Add direction prefix outgoing:
- Call No. with international / national prefix:
- Ringback tone to CO:
- Name in CO:
- Segmentation: yes
- deactivate UUS per route:
- Always use DSP:
- Analog trunk seizure: no pause
- Trunk call pause: Pause 2 s
- Type of seizure: linear
- Route type: PABX
- No. and type, outgoing: Country code
- Call number type: Direct inward dialing
- Change route allowed:
- Route optimize active: No

Circuit Conference with OSBiz integration Circuit Settings

The screenshot shows the 'Administration' page for 'Circuit' under the 'Conferences' tab. A table lists existing conference numbers for various countries: Israel, Japan, Luxembourg, and Norway. Below this table, a section titled 'Custom conference numbers' allows adding new numbers. A red box highlights this section, and a callout points to the 'Add conference number' button with the text 'Add OSBiz Conference Number'.

Country	Language	Type	Number
Israel	English (UK)	Toll	+972 8 372 0965
Japan	English (UK)	Toll	+81 3 4520 9316
Luxembourg	English (UK)	Toll	+352 20 88 17 86
Norway	English (UK)	Toll	+47 21 03 13 40

Custom conference numbers
These are the custom dial-in numbers for conferences in the domain.

OSBiz-240 Germany English Local +49 211 700766

Mute on join settings
Configure the mute on join settings for conferences in the domain.

Automatically mute participants when joining a conference

Automatically mute participants who are called out from a conference

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Slide 6

Circuit Conference with OSBiz add Dial out Number for OSbiz

The screenshot shows the 'Administration' page for 'Circuit' under the 'Telephony' tab. A table lists OSBiz connectors. A red box highlights the 'GTC 046' connector, and a callout points to it with the text 'Click assigned OSBiz Trunk'. Another red box highlights the 'Dial out number' field in the connector details, and a callout points to it with the text 'Add OSBiz Conference Number'.

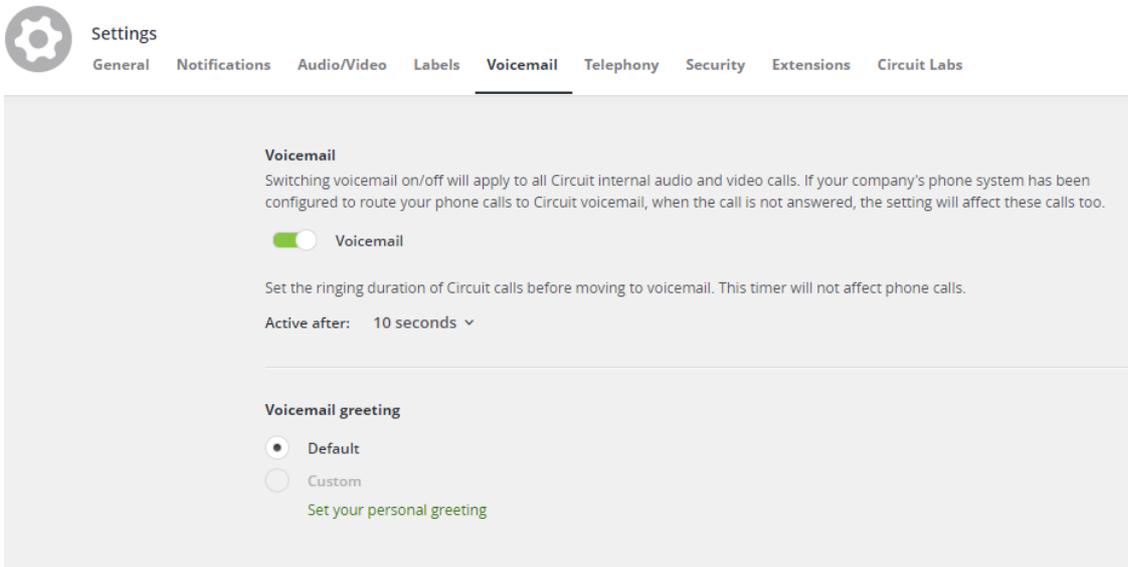
Connector name	Category	Pool name	Type	Status	Sharing
GTC 043	Connector	OSBiz	Unavailable	Unavailable	
GTC 044	Connector	OSBiz	Unavailable	Unavailable	
GTC 045	Connector	OSBiz	Unavailable	Unavailable	
GTC 046	Connector	OSBiz	Available	Available	
GTC 047	Connector	OSBiz	Unavailable	Unavailable	

Connector details for GTC 046:

Connector name: GTC 046
Category: OSBiz Business Connector
Version: 1.2.3681
SBC hostname: sbc-07.gigacloud.com
SBC number: 000 400 000
Dial out number: +49 211 700766

Connector settings:
 Suspend
 Synchronization settings to SBC

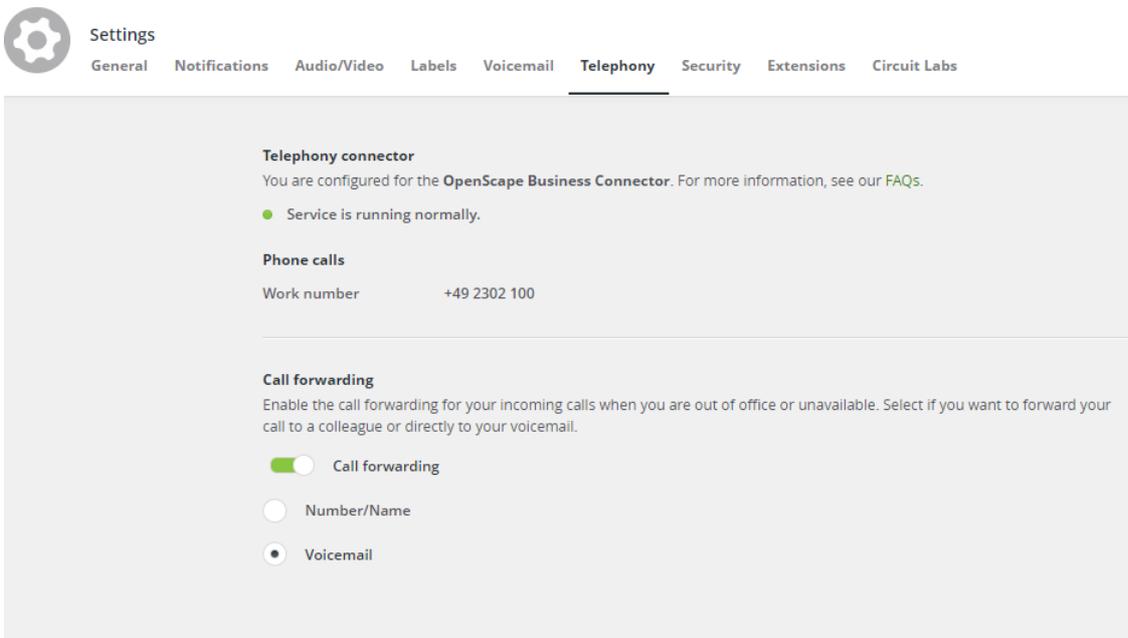
3.7. OSBiz Circuit CTI Feature Circuit Voicemail



Disabling the OSBiz Voicemail settings of the specific Users (uncheck the Voicemail license and avoid forwarding to OSBiz Voicemail via CFU and CFNR)

3.8. OSBiz Circuit CTI Feature OSBiz Voicemail

Configuration for Circuit Client (Precondition Voicemail is configured and running in OSBiz)



3.9. OSBiz V3 Features

3.9.1. OSBiz Circuit V3 Feature overview

new Features V3 OSBiz-Circuit Interworking

CTI Feature	Client mode	Desk Phone mode
Snooze interworking	✓	✓
Camp On	✓	✓
Alternative Number	✓	✓
Call Routing	✓	✓
Circuit-Teams support	✓	✓

Configuration – Circuit User wizard	
Custom Conference number (as local dial in service)	V2R7
Circuit Voicemail in Call Management	✓

3.9.2. OSBiz Circuit V3 Custom Conference Number

Custom Conference numbers as local dial in service (V2R7)

Administration
Domain Features Users Telephony **Conferences** Statistics Compliance Broadcast

Overview
Configure the dial-in numbers that will appear in conference invites.
Preview invitation

System conference numbers
These are the default dial-in numbers for conferences in the domain.

Country	Language	Mode	Number
<input type="checkbox"/> United States	English (UK)	Toll	+1 561-923-1666
<input type="checkbox"/> Germany	German	Toll	+49 89 700731903
<input type="checkbox"/> France	English	Toll	+1 561-923-1777
<input type="checkbox"/> United States	English	Toll	+1 561-923-1555
<input type="checkbox"/> Greece	English	Toll	+30 21 0818 7955

Custom conference numbers
These are the custom dial-in numbers for conferences in the domain.

Country	Language	Mode	Number
<input checked="" type="checkbox"/> TEST-OSBIZ-DUS132	Germany	English	Local +49 2302 667 660

Add conference number



OpenScape Business can be used as a local dial in gateway for Circuit Conferences

Save telephony costs (local dial in) and increase conference capabilities by using Circuit Cloud Conference Services

Additional Users can be added for e.g. internal OSBiz Users (via OSBiz to Circuit Connector)

needs proper LCR rules of the Circuit route

Custom Conference numbers as local dial in service (V2R7)



Administration
Domain Features Users Telephony **Conferences** Statistics Compliance Broadcast

Overview
Configure the dial-in numbers that will appear in conference invites.

Preview invitation

System conference numbers
These are the default dial-in numbers for conferences in the domain.

<input type="checkbox"/>	United States	English (UK)	Toll	+1 561-923-1666
<input type="checkbox"/>	Germany	German	Toll	+49 89 700731903
<input type="checkbox"/>	France	English	Toll	+1 561-923-1777
<input type="checkbox"/>	United States	English	Toll	+1 561-923-1555
<input type="checkbox"/>	Greece	English	Toll	+30 21 0818 7955

Custom conference numbers
These are the custom dial-in numbers for conferences in the domain.

<input checked="" type="checkbox"/>	TEST-OSBIZ-DUS132	Germany	English	Local	+49 2302 667 660
-------------------------------------	-------------------	---------	---------	-------	------------------

Add conference number

OpenScape Business can be used as a local dial in gateway for Circuit Conferences

Save telephony costs (local dial in) and increase conference capabilities by using Circuit Cloud Conference Services

Additional Users can be added for e.g. internal OSBiz Users (via OSBiz to Circuit Connector)

needs proper LCR rules of the Circuit route

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3.9.3. OSBiz V3 Circuit Voicemail in Call Management

Circuit Voicemail in Call Management (1)



Setup - Wizards - Circuit - Circuit user instance

Circuit Voicemail Allocation

Press "Execute function" to proceed with the automatic UTC Voicemail Allocation or press "Ok & Next" for skipping this page.

Circuit Voicemail Allocation
Trunk access code + Circuit Voicemail Call number: 85600492302667 - [71]

Circuit User Instance

Add Circuit User

	Circuit User extno	Circuit User DID	Name	Trunk
Edit	200		Neuss, Frank	856004923
Edit	202	202	Bochum, Claus	856004923
Edit	351	351	Nürnberg, Michae	856004923

Help Abort Back OK & Next Update CTI **Execute function**

Call Forwarding

Call dest. list: 1

Edit Call Forwarding

Target 1: Called station
Target 2: User defined
Target 3: External destination
Route: Circuit
External destination: 85600492302667171
Target 4: No entry
Call forwarding starts after: 15 seconds
Call forward on busy mode:
Second range
Second ringer Target: No entry
Second ringer Type: Immediate

must be part of "Circuit User Allocation" numbering plan might be limited on 2 digits for FT

optional

matches LCR rules of the Circuit route

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6

Circuit Voicemail in Call Management (2)



if configured, all Circuit Users have to use the Circuit Voicemail no mix with other OSBiz VM for Circuit User

only the Circuit Client has access to Circuit Voicemail

Note: pure OSBiz User can still use OSBiz Voicemail

7

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Circuit Voicemail in Call Management (3)



Settings

General Notifications Audio/Video **Telephony** Voicemail Teams Labels Security Extensions Circuit Labs

Telephony connector
You are configured for the OpenScape Business Connector. For more information, see our FAQs.
● Service is running normally.

Phone calls
Work number 100

Call forwarding
Enable the call forwarding for your incoming calls when you are out of office or unavailable. Select if you want to forward your call to a colleague or directly to your voicemail.

Call forwarding
 Number/Name
 Voicemail

Alternative number
Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. Use the alternative number to control the routing of your calls between your devices.
 Alternative number

CFU status visible at the desk phone (MULAP)

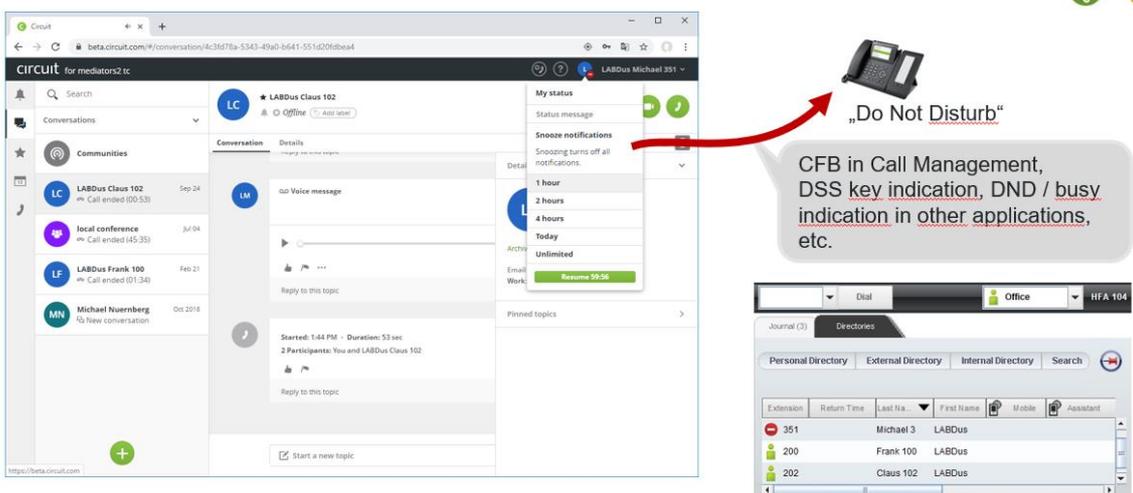
Note: receiving a new Circuit Voicemail is not signaled at the desk phone

8

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3.9.4. OSBiz V3 Snooze Interworkin

Snooze Interworking

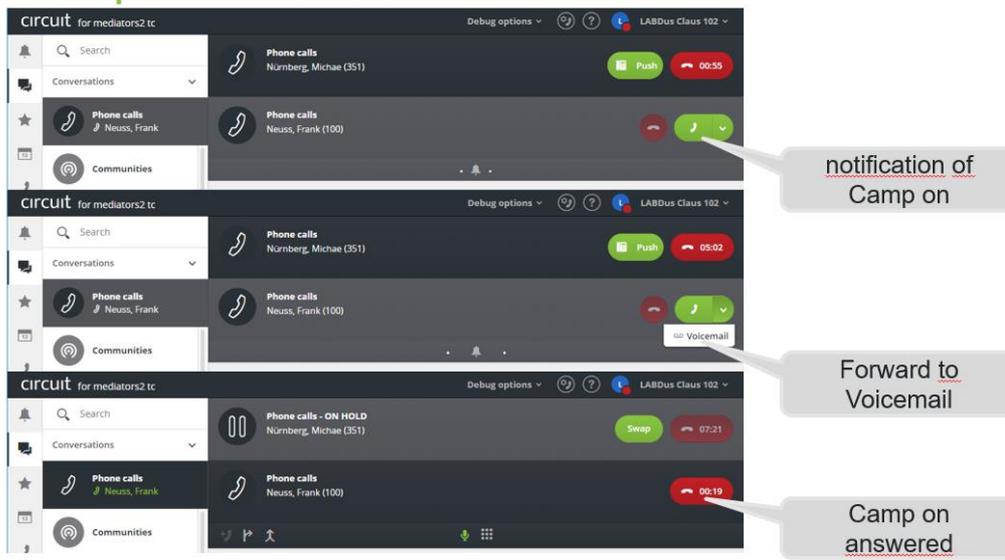


Extension	Return Time	Last It...	First Name	Mobile	Assistant
351		Michael 3	LABDus		
200		Frank 100	LABDus		
202		Claus 102	LABDus		

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3.9.5. OSBiz V3 Camp on

Camp on



notification of Camp on

Forward to Voicemail

Camp on answered

Note: mobile clients (iOS and Android) during FT

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Alternative Number (2)



Settings
General Notifications Audio/Video **Telephony** Voicemail Teams Labels Security Extensions Circuit Labs

Alternative number
Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. Use the alternative number to control the routing of your calls between your devices.

Alternative number +49 2138

any external number in E.164 format

Setup - Wizards - Circuit - Circuit user instance

Circuit User Allocation

Circuit User

Trunk access code + Circuit User Call number (855-0049-2302-667-) 102

Circuit User callno: 202

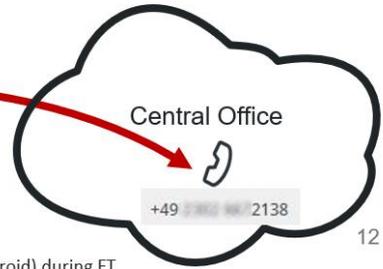
Circuit User DID: 202

Name: LABDus Claus 102

Select Circuit User: mtc10@tc.com

Help Abort Back OK & Next Delete

with binding



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Note: mobile clients (iOS and Android) during FT

Alternative Number (1)



Settings
General Notifications Audio/Video **Telephony** Voicemail Teams Labels Security Extensions Circuit Labs

Alternative number
Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. Use the alternative number to control the routing of your calls between your devices.

Alternative number

Setup - Wizards - Circuit - Circuit user instance

Circuit User Allocation

Circuit User

Trunk access code + Circuit User Call number (855-0049-2302-667-) 102

Circuit User callno: 202

Circuit User DID: 202

Name: LABDus Claus 102

Select Circuit User: mtc10@tc.com

Help Abort Back OK & Next Delete

Station

Edit station parameters Edit station flags Edit Group/DW

Station - 3502

Type: Circuit User

Call number: 202

First Name: LABDus

Last Name: Claus 102

Display: LABDus Claus 102

Direct inward dialing: 202

Device Type: virtual

ClipLin: -

Access: -

Alternative number

Type: Circuit station

Circuit Call number: 85500492302667102

Web Feature ID: None

11

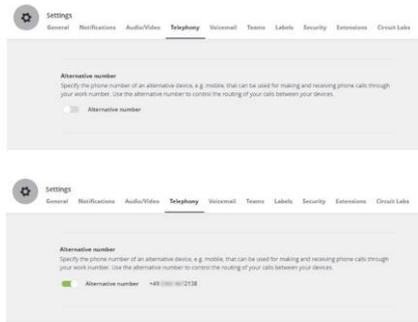
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Alternative Number - binding



Binding of Circuit User

telephony status, Call Management, DSS key indication, DND / busy indication in other applications, etc. follow the „Alternative number“

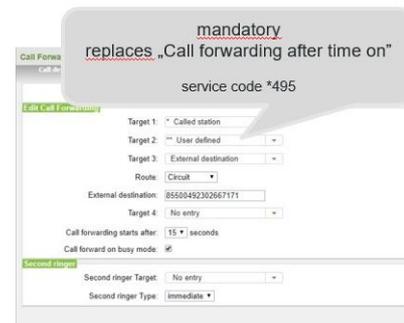
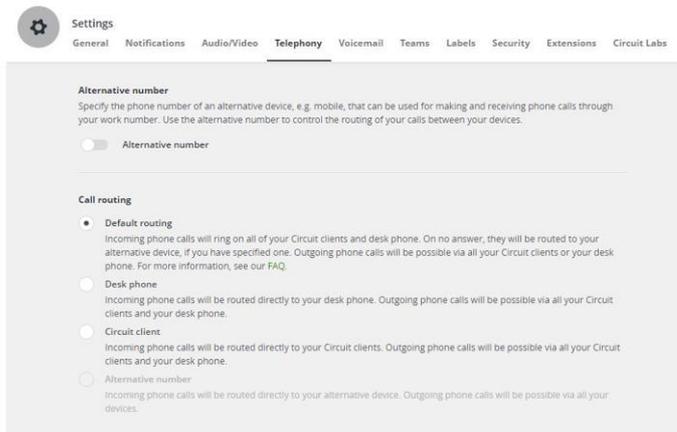


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3.9.7. OSBiz V3 Call Routing

Call Routing (1)



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Call Routing (2)

Settings
General Notifications Audio/Video **Telephony** Voicemail Teams Labels Security Extensions Circuit Labs

Alternative number
Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. Use the alternative number to control the routing of your calls between your devices.

Alternative number +49 (0) 2138

Call routing

- Default routing**
Incoming phone calls will ring on all of your Circuit clients and desk phone. On no answer, they will be routed to your alternative device, if you have specified one. Outgoing phone calls will be possible via all your Circuit clients or your desk phone. For more information, see our FAQ.
- Desk phone**
Incoming phone calls will be routed directly to your desk phone. Outgoing phone calls will be possible via all your clients and your desk phone.
- Circuit client**
Incoming phone calls will be routed directly to your Circuit clients. Outgoing phone calls will be possible via all your clients and your desk phone.
- Alternative number**
Incoming phone calls will be routed directly to your alternative device. Outgoing phone calls will be possible via all your clients and your desk phone.

without binding
internal caller will see: forwarded to ...

Central Office
+49 (0) 2138

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Call Routing (3)

Settings
General Notifications Audio/Video **Telephony** Voicemail Teams Labels Security Extensions Circuit Labs

Alternative number
Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. Use the alternative number to control the routing of your calls between your devices.

Alternative number +49 (0) 2138

Call routing

- Default routing**
Incoming phone calls will ring on all of your Circuit clients and desk phone. On no answer, they will be routed to your alternative device, if you have specified one. Outgoing phone calls will be possible via all your Circuit clients or your desk phone. For more information, see our FAQ.
- Desk phone**
Incoming phone calls will be routed directly to your desk phone. Outgoing phone calls will be possible via all your Circuit clients and your desk phone.
- Circuit client**
Incoming phone calls will be routed directly to your Circuit clients. Outgoing phone calls will be possible via all your clients and your desk phone.
- Alternative number**
Incoming phone calls will be routed directly to your alternative device. Outgoing phone calls will be possible via all your clients and your desk phone.

without binding
internal caller will see: forwarded to ...

Central Office
+49 (0) 2138

16

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Call Routing (4)

Settings
General Notifications Audio/Video **Telephony** Voicemail Teams Labels Security Extensions Circuit Labs

Alternative number
Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. Use the alternative number to control the routing of your calls between your devices.

Alternative number +49 2138

Call routing

- Default routing
Incoming phone calls will ring on all of your Circuit clients and desk phone. On no answer, they will be routed to your alternative device, if you have specified one. Outgoing phone calls will be possible via all your Circuit clients or your desk phone. For more information, see our FAQ.
- Desk phone
Incoming phone calls will be routed directly to your desk phone. Outgoing phone calls will be possible via all your Circuit clients and your desk phone.
- Circuit client
Incoming phone calls will be routed directly to your Circuit clients. Outgoing phone calls will be possible via all your Circuit clients and your desk phone.
- Alternative number
Incoming phone calls will be routed directly to your alternative device. Outgoing phone calls will be possible via all your devices.

without binding
internal caller will see: „forwarded to“

Central Office
+49 2138

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Call Routing (5)

Settings
General Notifications Audio/Video **Telephony** Voicemail Teams Labels Security Extensions Circuit Labs

Alternative number
Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. Use the alternative number to control the routing of your calls between your devices.

Alternative number +49 2138

Call routing

- Default routing
Incoming phone calls will ring on all of your Circuit clients and desk phone. On no answer, they will be routed to your alternative device, if you have specified one. Outgoing phone calls will be possible via all your Circuit clients or your desk phone. For more information, see our FAQ.
- Desk phone
Incoming phone calls will be routed directly to your desk phone. Outgoing phone calls will be possible via all your Circuit clients and your desk phone.
- Circuit client
Incoming phone calls will be routed directly to your Circuit clients. Outgoing phone calls will be possible via all your clients and your desk phone.
- Alternative number
Incoming phone calls will be routed directly to your alternative device. Outgoing phone calls will be possible via all your devices.

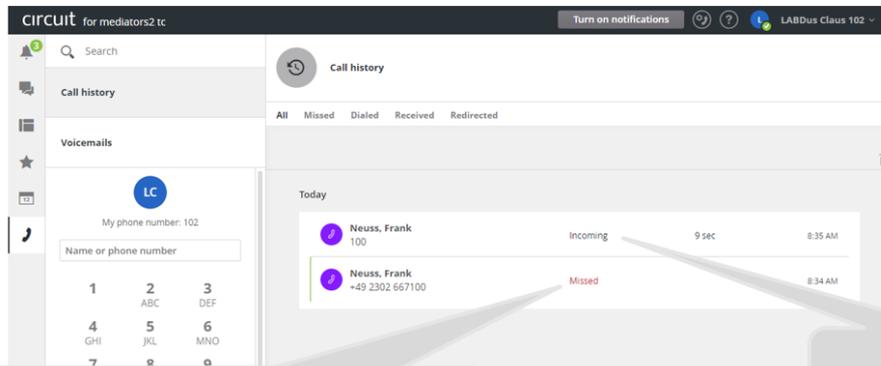
with binding
like UC Suite „CallMe“ – now with features (like consultation)

Central Office
+49 2138

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Call Routing (6)



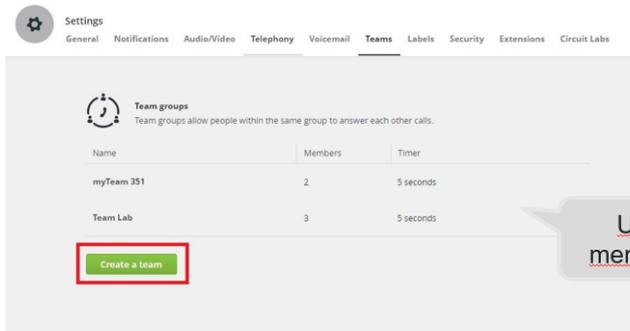
without binding
 Call Routing: Default routing, Desk phone, Circuit Client
 internal caller will see: „forwarded to“

with binding
 Call Routing: Alternative number
 like UC Suite „CallMe“

3.9.8. Circuit teams

Circuit-Teams (1)

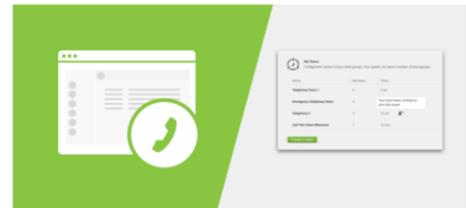
Circuit-Teams is a newly introduced Circuit feature which is released to incorporate with OSBiz V3 only.



User's own teams and membership in other teams

Team calls

Now you can create teams where team members are notified about incoming calls. Team members have the ability to answer the call based on a call pickup model



Note: no impact on OSBiz Call Management – no indication in OSBiz if Teams active

Circuit-Teams (2)



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Circuit-Teams (3)



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Circuit-Teams (4)



circuits for mediators2.tc Turn on notifications LABDus Frank 100

Search

Call history

Voicemails

LF

My phone number: 100

Name or phone number

Call history

All Missed Dialed Received Redirected

Today

HFA 104	+49 2302 667104	Missed	3:31 PM
---------	-----------------	--------	---------

circuits for mediators2.tc Turn on notifications LABDus Michael 351

Search

Call history

Voicemails

LM

My phone number: 351

Name or phone number

Call history

All Missed Dialed Received Redirected

Today

HFA 104	+49 2302 667104	Incoming	5 sec	3:31 PM
---------	-----------------	----------	-------	---------

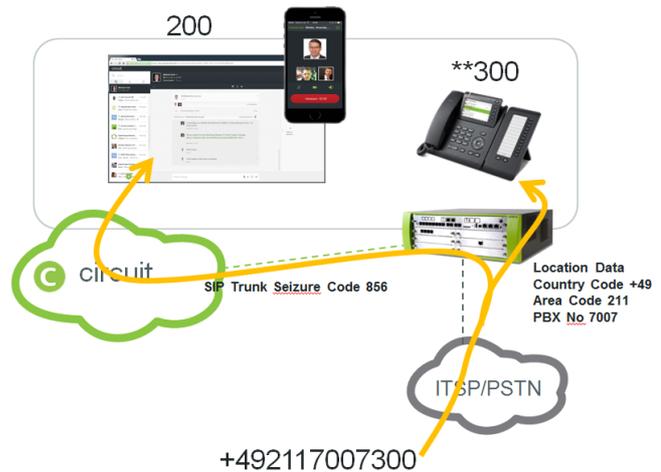
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3.10. OSBiz Scenario Configuration

3.10.1. Scenario 1: Basic MULAP with system phone and Circuit User

Incoming Call, „Twinning“ (ONS)

- **Twinning** between Circuit + OpenScape Business User (ONS) +492117007300
- Answer Call via Circuit or OpenScape Business Device
- Customer is reachable via **One Number Service** on his/her preferred device
- IP/TDM User license needed for the fixed Desktop Phone as usual



1. Select the Circuit User for which this configuration applies
2. Enter the MULAP DID (all needed prefixes are added automatically by the wizard)
3. Enter the associated internal call number (callno) of the virtual user
4. Enter the associated DID number of the virtual user

Setup - Wizards - Circuit - Circuit user instance

Circuit User Allocation

Circuit User

Trunk access code + Circuit User Call number (856-0049-211-7007-)

Circuit User callno:

Circuit User DID:

Name: Frank C. Wulf

Search by: Name E-mail

Select Circuit User:

Ralf Neuhaus	Jürgen C. Schwartz	Michael C. Trotz	Frank C. Wulf

Help Abort Back **OK & Next**

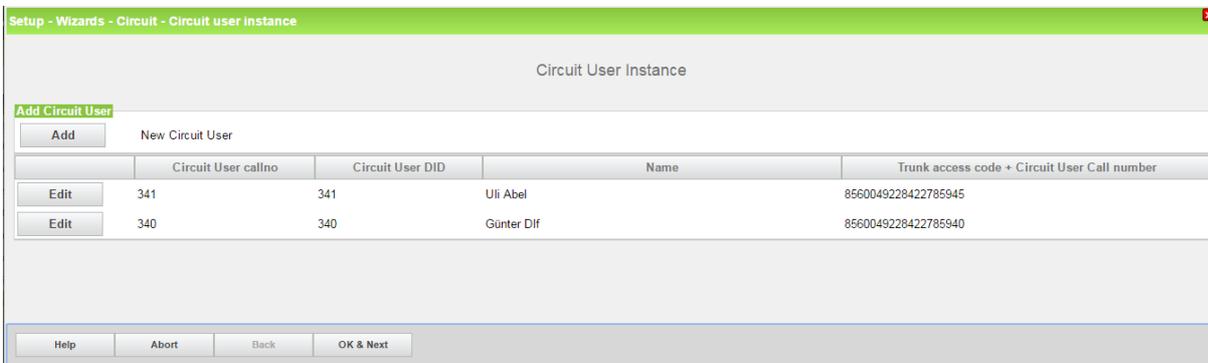
Press OK & Next

Hint:

Same Rules as Mobility, each User needs “**DSP Resources**” (important for X Systems).

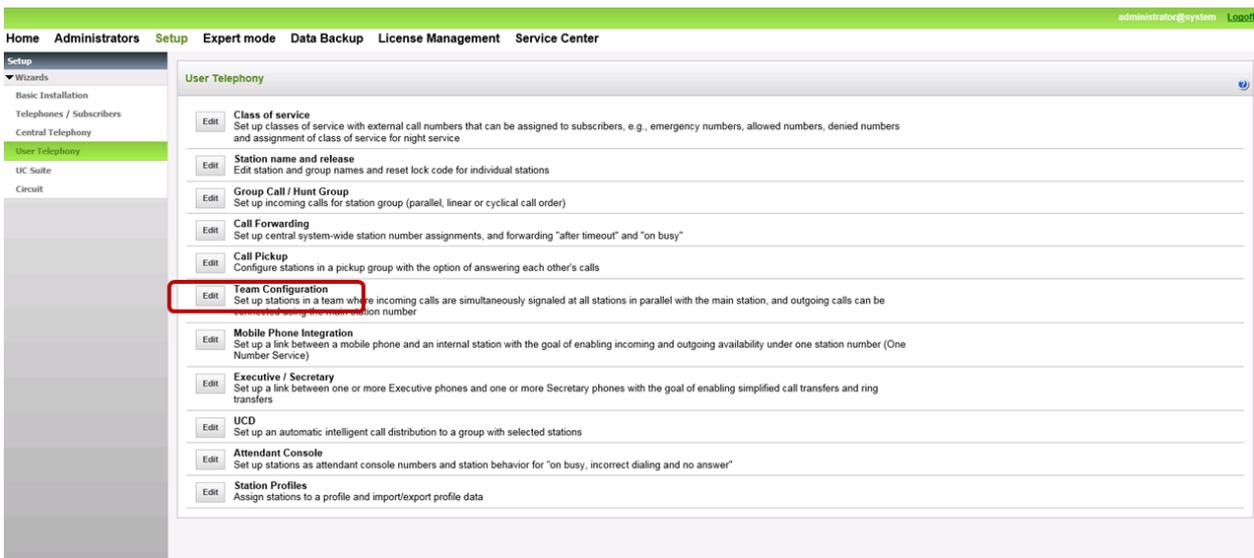
To Pull the Circuit Call to the desk phone, please add DSS Key on Desk phone with Circuit Phone Number (virtual Circuit User)

The next page gives an overview of all configured Circuit Users



Press OK&Next

Leave the „Circuit“ wizard and Create a MULAP by entering the „Team Configuration“ wizard



Press, “Add” to create a new MULAP



Select the associated Deskphone



Assign Name to MULAP and select the associated Circuit User callno

Setup - Wizards - User Telephony - Team Configuration

Change Team Configuration

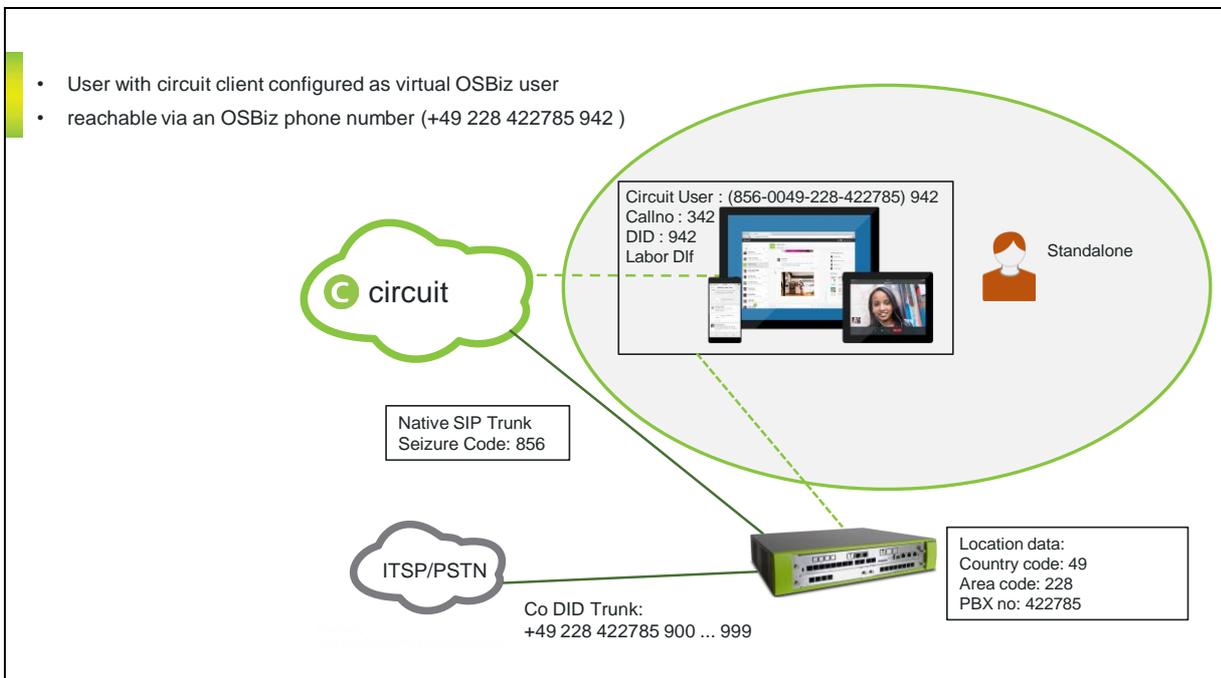
Team	Fax
First Name: <input type="text" value="Frank"/> Last Name: <input type="text" value="Wulf"/> Display: <input type="text" value="Wulf, Frank"/>	
Internal Call Number: <input type="text" value="300"/>	<input type="text"/>
Direct inward dialing number: <input type="text" value="300"/>	<input type="text"/>
Team as group member: <input type="checkbox"/>	

Telephones	Second Telephone	Third Telephone
<input type="text" value="300"/>	<input type="text" value="200 Frank C. Wulf"/>	<input type="text"/>

Press OK&Next

MULAP configuration is finished

3.10.2. Scenario 2: standalone Circuit User



1. Select the Circuit User for which this configuration applies
2. Enter the DID (all needed prefixes are added automatically by the wizard)
3. Enter the internal call number (callno) of the virtual user
4. Enter the same DID as in step 2

Setup - Wizards - Circuit - Circuit user instance

Circuit User Allocation

Circuit User

Trunk access code + Circuit User Call number (856-0049-228-422785-)

Circuit User callno:

Circuit User DID:

Name:

Select Circuit User:



6c556c42-5f81-42b2-



Labor Dif



Roland Dif



Uli3 Dif



Frank Dif



GTC 001
GTC

Press OK&Next

The next page gives an overview of all configured Circuit Users

Setup - Wizards - Circuit - Circuit user instance

Circuit User Instance

Add Circuit User

New Circuit User

	Circuit User callno	Circuit User DID	Name	Trunk access code + Circuit User Call number
<input type="button" value="Edit"/>	341	341	Uli Abel	8560049228422785945
<input type="button" value="Edit"/>	340	340	Gunter Dif	8560049228422785940
<input type="button" value="Edit"/>	342	942	Labor Dif	8560049228422785942

Press OK & Next

Leave the „Circuit“ wizard, standalone user configuration is finished.

4. Configuration in Expert Mode

4.1. OpenScape Business LCR Configuration (ROW)

Additional manual configuration in LCR is required in order to reformat the dial string to E.164 format.

1. Changes in Dial plan
2. Create dial rule
3. Configure Route table

Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service	Emergency
20	International	0000-Z	38		<input checked="" type="checkbox"/>	<input type="checkbox"/>
21	Telekom IP-As mi	855CZ	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22	Telekom IP-As mi	855C0-Z	28	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
23	Telekom IP-As mi	855C1Z	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
24	Telekom IP-As mi	855CNZ	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
25	Telekom IP-As mi	855C00-Z	38	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
26	Circuit	856CZ	6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
27	Circuit	856C0-Z	29	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
28	Circuit	856C1Z	7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
29	Circuit	856CNZ	7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Delete the existing default entries for the Circuit route

Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service	Emergency
20	International	0000-Z	38		<input checked="" type="checkbox"/>	<input type="checkbox"/>
21	Telekom IP-As mi	855CZ	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22	Telekom IP-As mi	855C0-Z	28	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
23	Telekom IP-As mi	855C1Z	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
24	Telekom IP-As mi	855CNZ	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
25	Telekom IP-As mi	855C00-Z	38	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
26			6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
27			29	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
28			7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
29			7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Add a Dial plan entry: <seizure code Circuit route>C<international prefix>-Z e.g. 856C00-Z

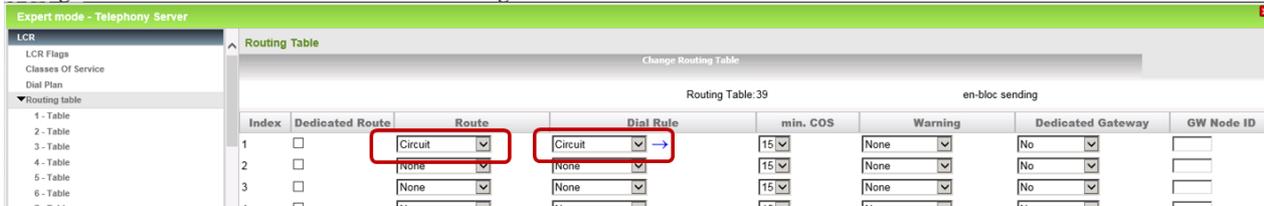
Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service	Emergency
20	International	0000-Z	38		<input checked="" type="checkbox"/>	<input type="checkbox"/>
21	Telekom IP-As mi	855CZ	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22	Telekom IP-As mi	855C0-Z	28	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
23	Telekom IP-As mi	855C1Z	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
24	Telekom IP-As mi	855CNZ	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
25	Telekom IP-As mi	855C00-Z	38	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
26			6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
27			29	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
28			7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
29			7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
30	Circuit	856C00-Z	39	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Dial

Create dial rule E3A, Network access = corporate network, type =country code



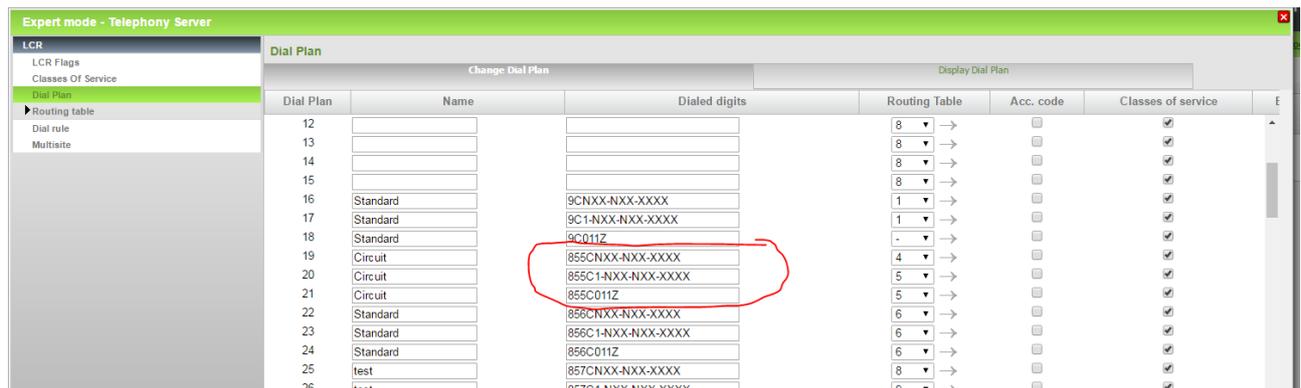
Configure Route table: select Circuit route and assign the Circuit Dial Rule



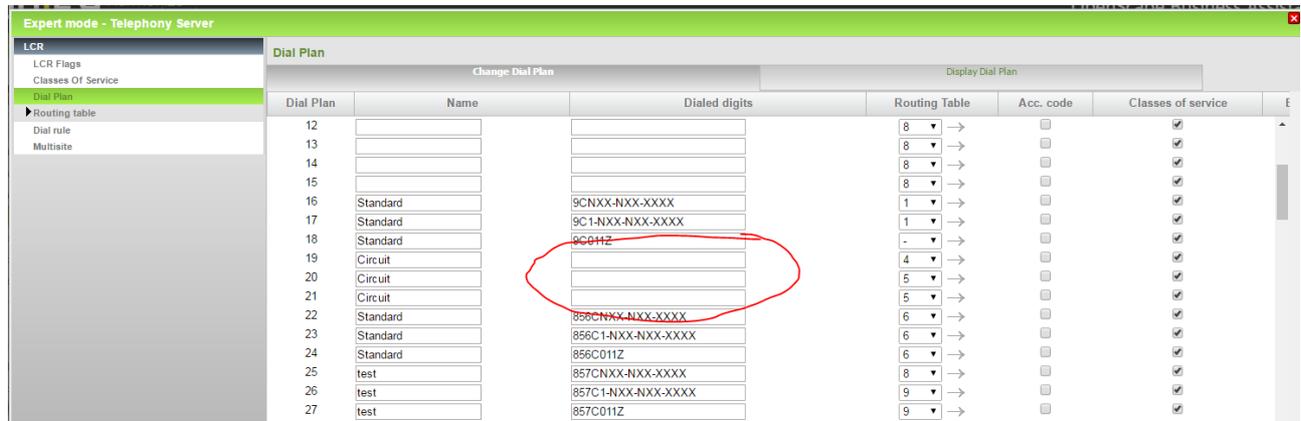
4.2. OpenScape Business LCR Configuration (US)

Additional manual configuration in LCR is required in order to reformat the dial string to E.164 format.

1. Changes in Dial plan
2. Create dial rule
3. Configure Route table



Delete the existing default entries for the Circuit route



Add a Dial plan entry: <seizure code Circuit route>C<international prefix>-Z e.g. 855C011-Z

Expert mode - Telephony Server

LCR

LCR Flags

Classes Of Service

Dial Plan

Change Dial Plan

Display Dial Plan

Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service
12			8		<input checked="" type="checkbox"/>
13			8		<input checked="" type="checkbox"/>
14			8		<input checked="" type="checkbox"/>
15			8		<input checked="" type="checkbox"/>
16	Standard	9CNXX-NXX-XXXX	1		<input checked="" type="checkbox"/>
17	Standard	9C1-NXX-NXX-XXXX	1		<input checked="" type="checkbox"/>
18	Standard	85C01Z	-		<input checked="" type="checkbox"/>
19	Circuit	855C011-Z	4		<input checked="" type="checkbox"/>
20	Circuit		5		<input checked="" type="checkbox"/>
21	Circuit		5		<input checked="" type="checkbox"/>
22	Standard	856CNXX-NXX-XXXX	6		<input checked="" type="checkbox"/>
23	Standard	856C1-NXX-NXX-XXXX	6		<input checked="" type="checkbox"/>
24	Standard	856C011Z	6		<input checked="" type="checkbox"/>
25	test	857CNXX-NXX-XXXX	8		<input checked="" type="checkbox"/>
26	test	857C1-NXX-NXX-XXXX	9		<input checked="" type="checkbox"/>
27	test	857C011Z	9		<input checked="" type="checkbox"/>
28	Standard	858CNXX-NXX-XXXX	10		<input checked="" type="checkbox"/>
29	Standard	858C1-NXX-NXX-XXXX	10		<input checked="" type="checkbox"/>

Create dial rule: E3A, Network access = corporate network, type =country code

Expert mode - Telephony Server

LCR

LCR Flags

Classes Of Service

Dial Plan

Change Dial Rule

Rule Name	Dial rule format	Network access	Type
1 CO	A	Main network supplier	Unknown
2 SIP	A	Main network supplier	Unknown
3 SIP local	HE2A	Main network supplier	Unknown
4 MEB	E1A	Corporate Network	PABX number
5 IP-Network	A	Corporate Network	Unknown
6 Multi-Location	BA	Corporate Network	Unknown
7 Gateway call	E1A	Corporate Network	Unknown
8 COInternat	E1A	Corporate Network	Unknown
9		Unknown	Unknown
10 Circuit	E3A	Corporate Network	Country code
11		Unknown	Unknown
12		Unknown	Unknown
13		Unknown	Unknown

Configure Route table: select Circuit route and assign the Circuit Dial Rule

Expert mode - Telephony Server

LCR

LCR Flags

Classes Of Service

Dial Plan

Change Routing Table

Routing Table: 4 en-bloc sending

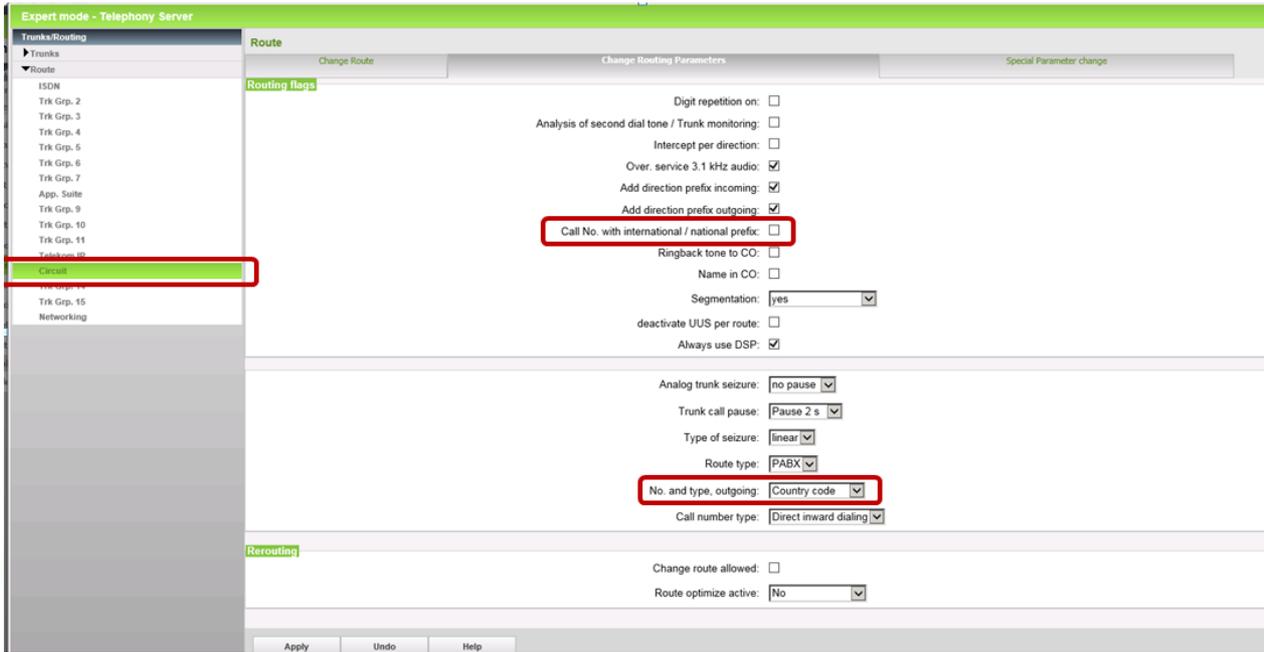
Index	Dedicated Route	Route	Dial Rule	min. COS	Warning	Dedicated Gateway	GW Node ID
1	<input type="checkbox"/>	Circuit	Circuit	15	None	No	
2	<input type="checkbox"/>	None	None	15	None	No	
3	<input type="checkbox"/>	None	None	15	None	No	
4	<input type="checkbox"/>	None	None	15	None	No	
5	<input type="checkbox"/>	None	None	15	None	No	
6	<input type="checkbox"/>	None	None	15	None	No	
7	<input type="checkbox"/>	None	None	15	None	No	
8	<input type="checkbox"/>	None	None	15	None	No	
9	<input type="checkbox"/>	None	None	15	None	No	

4.3. Route Configuration

Select Circuit Route

Disable Call No. with international / national prefix:

Set No. and type, outgoing: to Country Code



5. Special Configuration no DID

This Chapter should give some hints, if Customer have no DID for each Circuit User and should configured only by experts.

Outgoing call via Circuit Client (ONS) without DID Attendant Number should shown

- Circuit User (MULAP with OSBiz User) calls external User
- Circuit User sent MULAP Calling Number (ONS)
- Internal Number for ONS → 100
- External DID for Attendant +49 2302 983874 also used for outgoing calls from Team Member 100

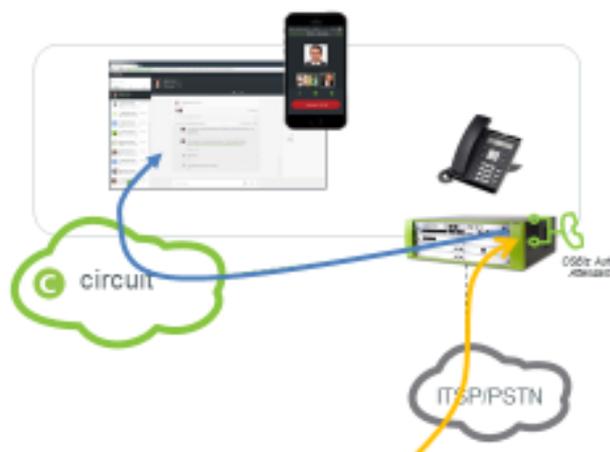


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2

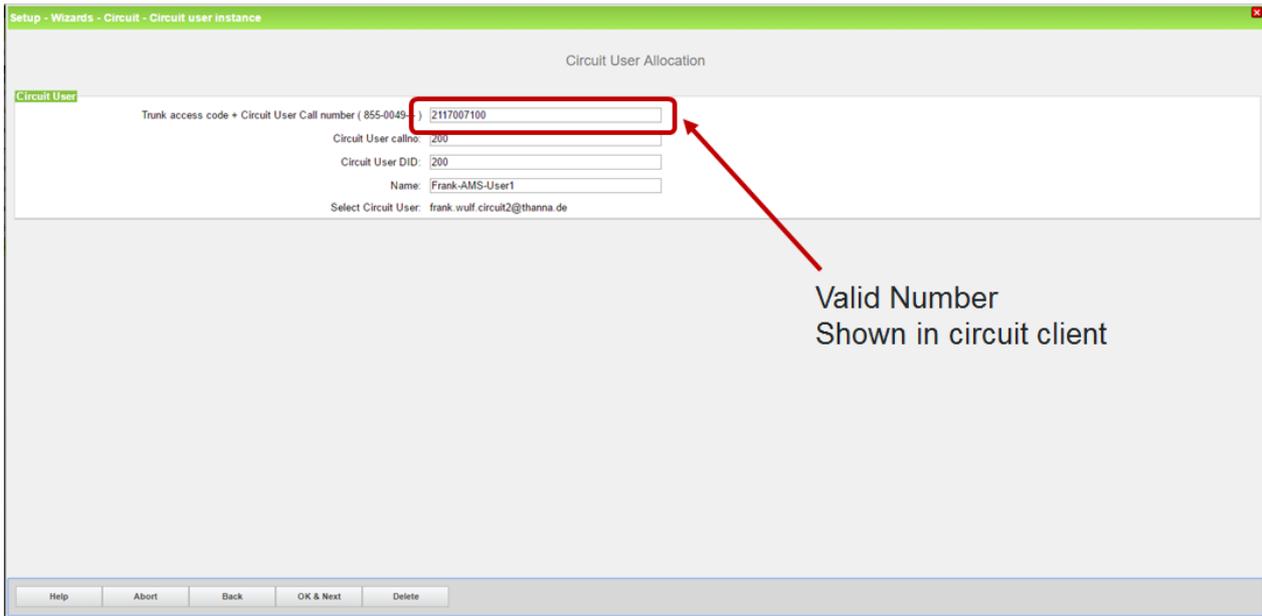
External Call via OSBiz Auto Attendant – forwarding to Circuit Client (User)

- External Call to OpenScape Business Auto Attendant
- Target User Circuit Client (User)
- Customer call can be transferred to a Circuit or OpenScape Business User



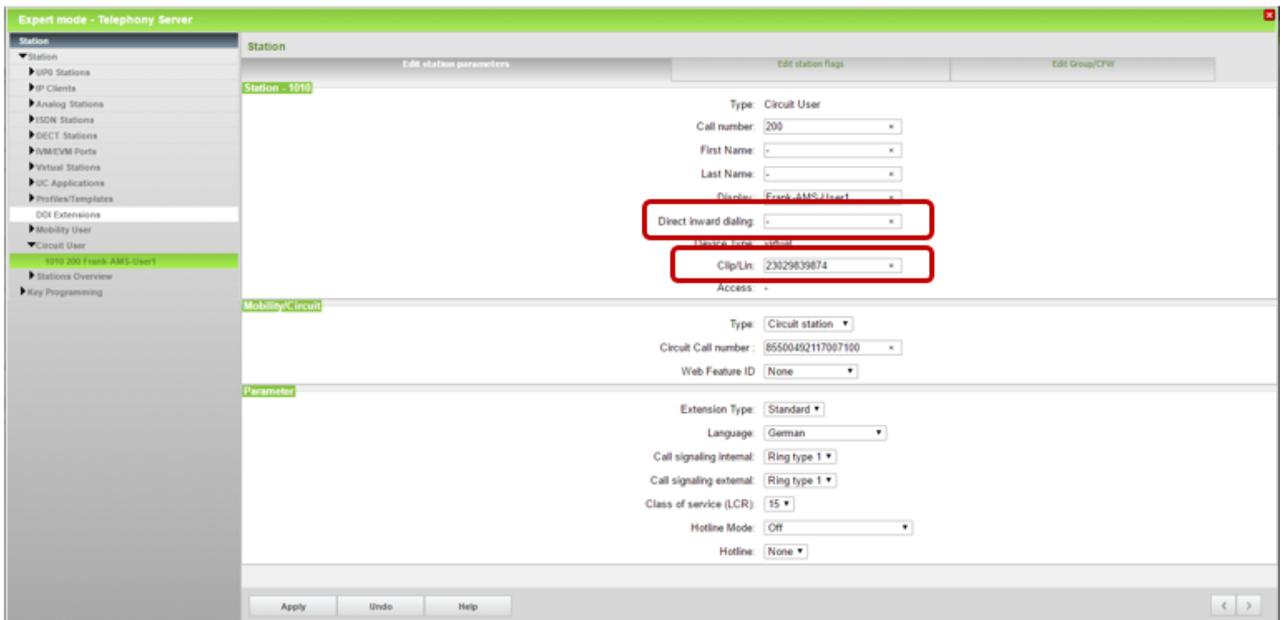
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3



Circuit User Wizard

Use Expert Mode to configure external Number, which should show for external calls and delete DID



Configure Team

Setup - Wizards - User Telephony - Team Configuration

Change Team Configuration

Team		Fax	
First Name:	-		
Last Name:	-		
Display:	Wall Team		
Internal Call Number:	100		
Direct inward dialing number:			

Voicemail

UC Smart Mailbox type: MailBox

Recording:

Greeting: Greeting 1

Password Reset:

Telephones

First Telephone	Second Telephone	Third Telephone
**100	200 Frank-AMS-User1	

Help Abort Back OK & Next Delete Data

Configure Call Number Type Configure No and Type outgoing

Expert mode - Telephony Server

Route

Change Route Change Routing Parameters Special Parameter change

Routing Says

Digit repetition on:

Analysis of second dial tone / Trunk monitoring:

Intercept per direction:

Over service 3.1 kHz audio:

Add direction prefix incoming:

Add direction prefix outgoing:

Call No. with international / national prefix:

Ringback tone to CO:

Name in CO:

Segmentation: yes

deactivate UUS per route:

Always use DSP:

Analog trunk seizure: no pause

Trunk call pause: Pause 2 s

Type of seizure: linear

Route type: PABX

No. and type, outgoing: Unknown

Call number type: Internal

Change route allowed:

Route optimize active: No

Apply Undo Help

6. Firewall Rules

6.1. Outbound connection for https

Protocol: TCP
Source IP: OpenScape Business host IP
Source Port: TCP ephemeral port
Destination IP: Circuit Domain (eu.yourcircuit.com / na.yourcircuit.com)
Destination Port: 443

6.2. Outbound connection for SIP signaling*

Protocol: TCP
Source IP: OpenScape Business host IP
Source Port: TCP ephemeral port
Destination IP: Circuit hUTC IP ¹⁾ EU Loadbalancer (35.246.135.106)
Destination Port: 65060/65061 ¹⁾
SBC IP and Port: EU 34.76.3.39:10000-20000 and 35.246.129.43:10000-20000

!New since October 2019, Additional media udp ports must be open:

35.233.23.114 port 10000-20000

35.198.129.132 port 10000-20000

34.77.77.239 port 10000-20000

35.246.191.177 port 10000-20000

¹⁾ hUTC IP/Port can be verified through Expert Mode/Telephony Server/Voice Gateway/Native SIP Server Trunk/Circuit UTC (Cloud), you can also find the Stun configuration here.

For more details, see also Chapter Firewall hints

6.3. Outbound RTP Ports OSBiz

Used RTP Ports OpenScape Business:

29274:30529 OSBiz S > Server

30528:30887 OSBiz X > Embedded

Circuit RTP port range is 10000 - 20000

7. OpenScape Business Serviceability

7.1. Required trace configuration options for error reporting

OpenScape Business Trace Profiles:

1. Basic
2. Voice Fax Connections
3. SIP_Interconnection_Subscriber_ITSP
4. SIP_Registration (for registration only problems)

OpenScape Business Trace Components:

1. FP_Circuit: lvl 9
2. FP_DH_SIP: lvl 9 (only for OpenScape Business X variant)
3. FP_DH_CARD: lvl9

7.2. Additional helpful data and files for error analysis:

OpenScape Diagnosis Logs

Wireshark traces

OSBiz TCP Dump

Diagnostic data Service Center >> Status >> ITSP >> Circuit Trunk >> Diagnose

8. Troubleshooting hints:

8.1. General Troubleshooting checklist and hints

Before you start some diagnostic you should activate the OSBiz Traces:

OpenScape Business Trace Profiles:

5. Basic
6. Voice Fax Connections
7. SIP_Interconnection_Subscriber_ITSP
8. SIP_Registration (for registration only problems)

OpenScape Business Trace Components (set level in Expert Mode):

4. FP_Circuit: lvl 9
5. FP_DH_SIP: lvl 9 (only for OpenScape Business X variant)
6. FP_DH_CARD: lvl9

In some cases, it can be necessary to start OSBiz TCP Dump and collect data.

For further diagnostic please provide diagnostic for the connector:

OSBiz Service Center >> Status >> ITSP >> Status Circuit connector

If you have general Problems with the connector:

1. Check if you have OSBiz Software OSBiz V2R5.1.1_030 or higher, only Basic Call
2. Check if you have OSBiz Software OSBiz V2R6 FR2 (>**V2 R6.2.0_029!** recommend HF10), first release with Circuit CTI
3. Check if you have only OSBiz LAN Interface active.
4. If you have OSBiz also WAN active, you must have full Internet access via WAN possible.
5. If OSBiz WAN interface have full access to Internet and Gateway is set to LAN, Routing entry in OSBiz necessary.
6. If you have activated OSBiz LAN and OSBiz WAN and only Internet access via LAN, no Circuit connector possible.

If you have checked this points and V2R6 FR 2 please proceed:

1. Test without Enhanced Feature Flag in Circuit connectivity wizard. (execute function)
2. Check Status via OSBiz Service Center >> Status >> ITSP Status Circuit connector should registered
3. If not, view diagnostic and collect diagnostic data for further service.
If OSBiz Connector is registered:
 1. Restart the Circuit Client (Refresh or Logon/Logoff)
 2. Check Telephony Button in the Circuit Client is red or black?
 3. Please try a phone call from and to Circuit Client

Enable Enhanced Feature set again

1. Run Connectivity Wizard and enable enhanced feature interworking (execute function)
2. Check Status via OSBiz Service Center >> Status >> ITSP Status Circuit connector should registered
3. Check if min Key-length is set to 1024 (expert mode >> security >> SPE)
4. Restart the Circuit connector
5. Check Status via OSBiz Service Center >> Status >> ITSP Status Circuit connector should registered?
6. Check if SPE Support and have a valid Certificate is installed, if not disable SPE Support (expert mode >> basic settings >> System Flags

7. Check Status via OSBiz Service Center >> Status >> ITSP Status Circuit connector should registered?
8. If Connector is registered please try a phone call from and to the Circuit Client
9. If calls from OSBiz to Circuit not possible, please check LCR

Further general hints:

Restart OSBiz X System via Service Center

Restart OSBiz S Systems via Linux >> reboot via CMD or GUI

Check Firewall Settings:

For EU

- we need outgoing connections from OSBiz to TCP eu.yourcircuit.com:443
- Outgoing connections to TCP 35.246.135.106, Port 65060 and 65061
- media UDP open from/to 34.76.3.39:10000-20000 and 35.246.129.43:10000-20000
- incoming TCP connections open from 35.246.135.106 to OSBiz signaling IP:port.

!New since October 2019, Additional media UDP ports must be open:

- 35.233.23.114 port 10000-20000
- 35.198.129.132 port 10000-20000
- 34.77.77.239 port 10000-20000
- 35.246.191.177 port 10000-20000

For US

- outgoing connections from OSBiz to TCP na.yourcircuit.com:443
- Outgoing connections to TCP 35.222.85.63:65060, 35.222.85.63:65061 (TLS)
- media UDP open from/to 35.231.244.59:10000-49999, and 35.232.51.243:10000-49999
- incoming TCP connections open from 35.222.85.63 to OSBiz signalling IP:port.

8.2. Partner Administration Error, Unable to add OpenScape Business trunk



Please try with the Customer Circuit Client, to generate the API Key via Circuit Client Administration.
After you will see the API key in Partner Administration

8.3. ** Numbers for Circuit user

It's not allowed to use e.g.: **1550 Number for Circuit user.

8.4. Incoming Calls not possible

If incoming calls not possible, please check LCR Rules (Chapter 4).

8.5. Direct Call to Circuit User in Team not possible

If Circuit User is in a Team, you can only call the Circuit User from own Team Member.

It is not possible since V6R2_FR2 to call a Team Circuit User direct, the Circuit User can only be reached via Team Number.

8.6. Phone Number from Circuit Client not shown for external calls (suppress calling ID)

If Circuit Client Number is not visible for external calls, please check via OSBiz WBM Expert Mode >> Statistic >> Station, if Suppress calling ID is switched on, please switch off via Associated dialing/services by another station *83 "Phone Number Circuit Client" #0.

Please ensure the flag Associated dialing/services is set on for the other station (deskphone).

8.7. Circuit connectivity Wizard Rest API Error

Please check API Key is right, most problem copy and paste Error (Blank at the End of the API Key).

Please check if OSBiz resolves names via DNS

Please check with Circuit Administrator if you have no Free License in Circuit for Users active.

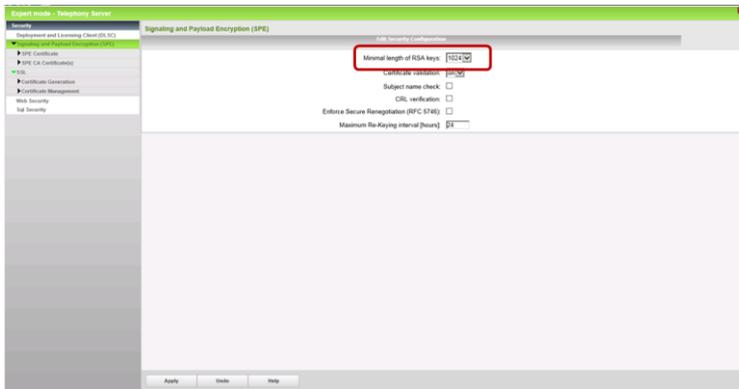
8.8. Circuit connectivity Certificate Error

If you find the following Error in the Service Center - Diagnostic – Status- ITSP Status – Diagnose button

----- Last Diagnostic information for this User -----

resFE_MITOSFW_TLS SOCK_OUTGOINGUNKNOWNCA: unknown_ca TLS alert sent

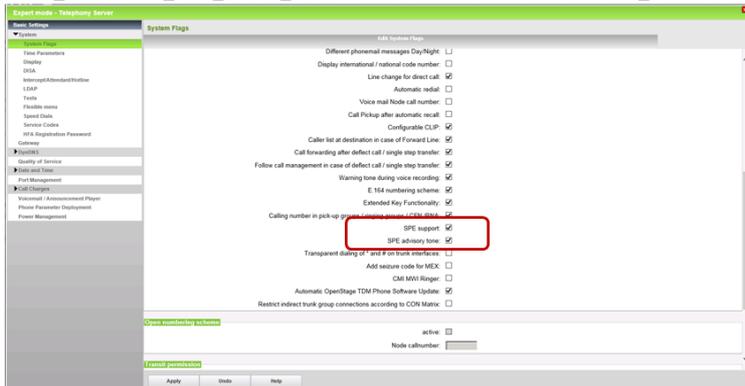
Please check the Minimal length of RSA keys: must 1024



SPE must disabled, if you have this Error in diagnostic

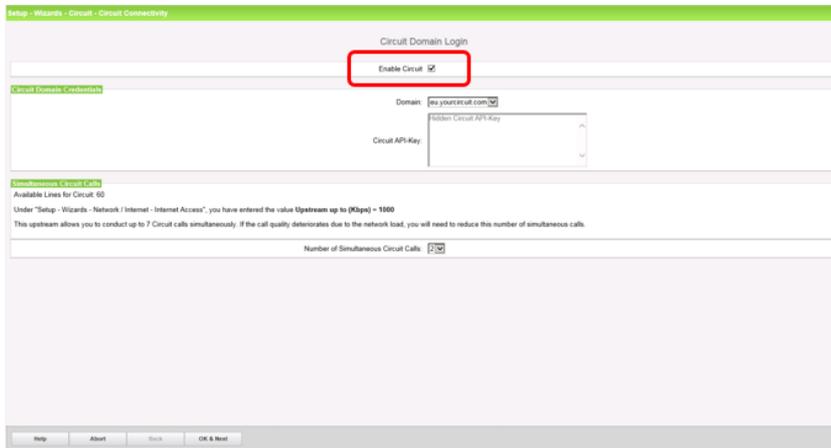
----- Last Diagnostic information for this User -----

resFE_MITOSFW_TLS SOCK_OUTGOINGUNKNOWNCA: unknown_ca TLS alert sent



8.9. Circuit connectivity Wizard starts with all fields filled out, but nothing ongoing

Please Disable Checkbox “Enable Circuit” and press OK&Next.
End the Circuit connectivity Wizard and start again from scratch (Chapter 3.2).



8.10. Firewall and General Problems after running Circuit Connector Wizard

Please check via Expert Mode the IP Addresses and ports, you should got from Circuit, by running the Circuit Connectivity Wizard. (Normally empty). Check your Firewall Settings.

For EU we need outgoing connections from OSBiz to TCP eu.yourcircuit.com:443, Outgoing connections to TCP 35.246.135.106, Port 65060 and 65061 media UDP open from/to 34.76.3.39:10000-20000 and 35.246.129.43:10000-20000 and incoming TCP connections open from 35.246.135.106 to OSBiz signaling IP:port.

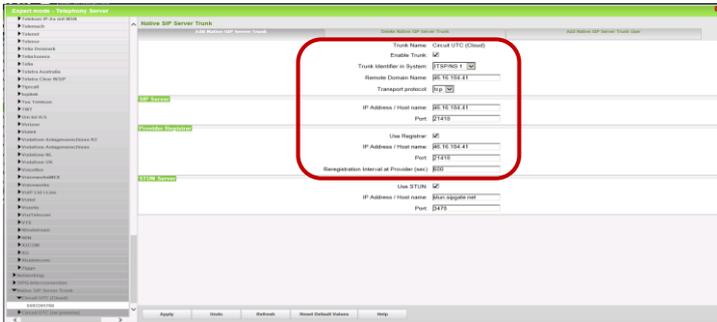
New additional SBC behind loadbalancer (October 2019)

- 35.233.23.114:10000-20000
- 35.198.129.132:10000-20000
- 34.77.77.239:10000-20000
- 35.246.191.177:10000-20000

For US

- outgoing connections from OSBiz to TCP na.yourcircuit.com:443
- Outgoing connections to TCP 35.222.85.63:65060, 35.222.85.63:65061 (TLS)
- media UDP open from/to 35.231.244.59:10000-49999, and 35.232.51.243:10000-49999
- incoming TCP connections open from 35.222.85.63 to OSBiz signaling IP:port.

Please use only the Circuit Connectivity Wizard, you can check in Expert Mode:



8.10.1. Sophos XG Firewall

Session Initiation Protocol (SIP) Support must be enabled, in default it's disabled.

Please read Sophos XG Instructions how to enable SIP Module.

How to find out from OSBiz:

In OSBiz Service Center, diagnostic – status – ITSP Status,

hint can be the message:

resFEMITOSFW_NET_SOCKET_CONNECTIONLOST: Connection lost

```

----- Last Packet Received for this User -----
----- Last Diagnostic information for this User -----
resFEMITOSFW_NET_SOCKET_CONNECTIONLOST: Connection lost

----- Current state -----
STUN: OK
Registration: init

----- Connection List: -----
[0]: peerAddr=192.168.2.241:15060 TCP proxy=192.168.2.241:15060 type=OsigTrunk Number of User(s)=1
[1]: peerAddr=35.246.135.106:65060 TCP proxy=35.246.135.106:65060 type=NativeTrunk Number of User(s)=1

Local TCP-port: 0
Remote TCP-addr:

----- Configuration Data -----
provider name: Circuit UTC (Cloud)
user name: 7773351608
authorization user name: gtc-003875d5eb9a-76af-4c32-8570-4d898b460a73
domain name: 35.246.135.106
transport protocol: tcp
transport security: Traditional
media security: RTP only
proxy: 35.246.135.106:65060
registrar: 35.246.135.106:65060
expiration time: 600
outbound proxy: not used
STUN server: stun.sipgate.net:3478
    
```

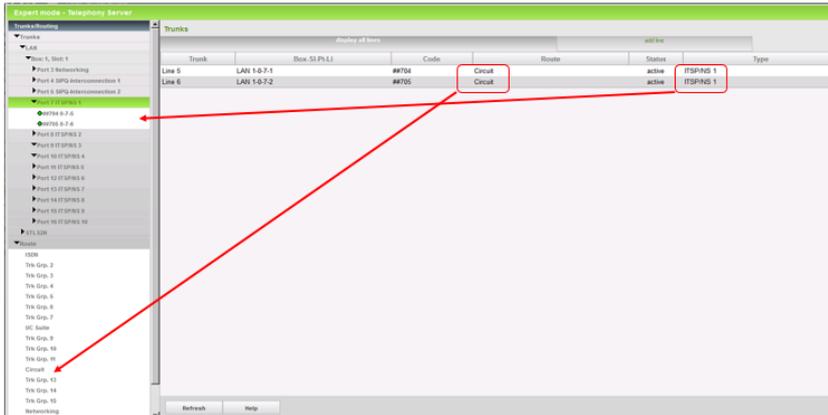
Ping to 35.246.135.106 from OSBiz was possible (Expert Mode) (ICMP allowed by Sophos firewall)

Tracert to 35.246.135.106 from OSBiz was not possible (blocked by Sophos firewall)

- 1) Enable TCP Dump in OSBiz
- 2) Run the connectivity wizard or restart the Connector
- 3) Stop TCP Dump and download the cap files
- 4) Open with Wireshark, you will find messages sent to 35.246.135, but will get no answer,

8.11. Incoming and Outgoing calls not possible

Please check automatic circuit trunk assignment



8.12. How to generate Server Certificate, not needed for OSBiz Circuit Connector

!Not needed for Circuit configuration! See also Chapter “Circuit connectivity, Certificate Error”

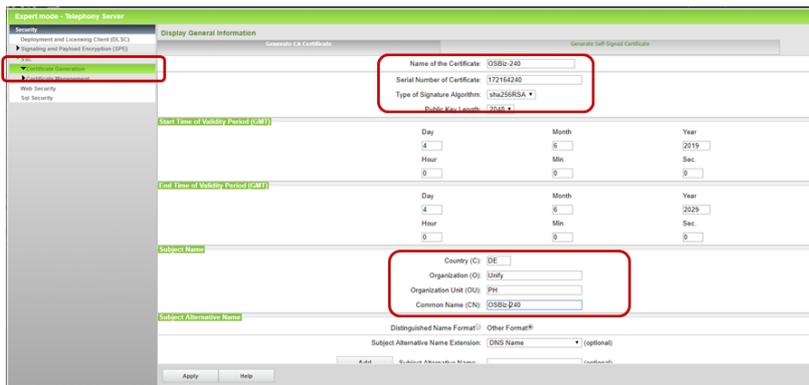
For Secure Networking Trunk Connection in OSBiz (not Circuit connectivity) you need a Server Certificate, or if SPE (Signaling and payload encryption) Checkbox is enabled in OSBiz.

Here you will find the description how to generate a CA Certificate with OSBiz.

Precondition is Name, Serial Number and Applicant to create, also to check Data (valid)

You have to proceed with the following Steps:

Fill out Data



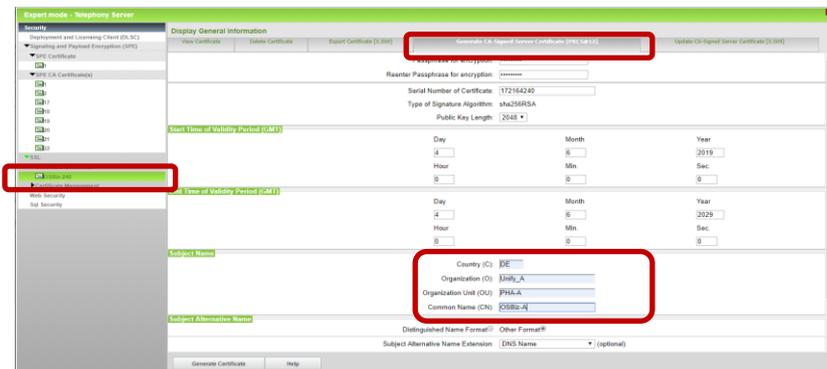
Generate Certificate PKCS#12

To generate the certificate, following is needed:

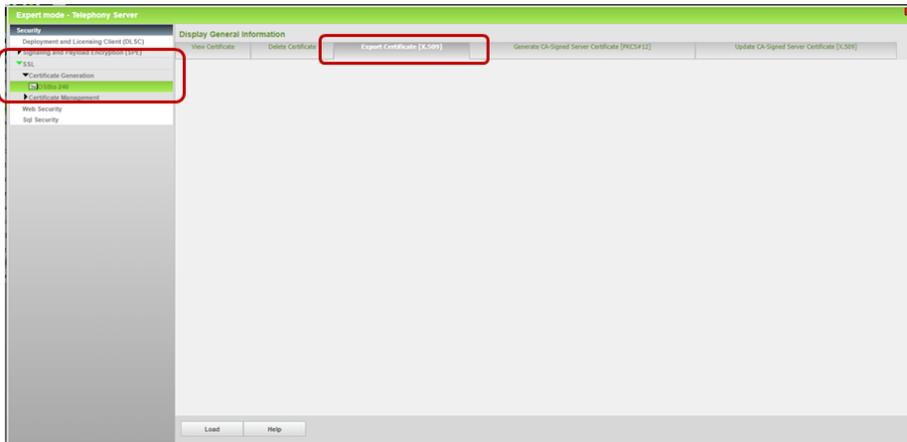
Passphrase:

Same Serial Number as in first Step

Subject name, must be different from first step



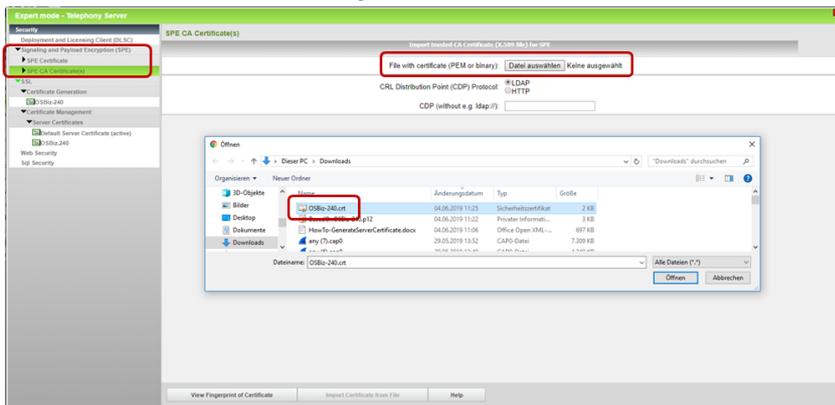
Export Certificate X509



After press Load, Certificate will be stored on your PC

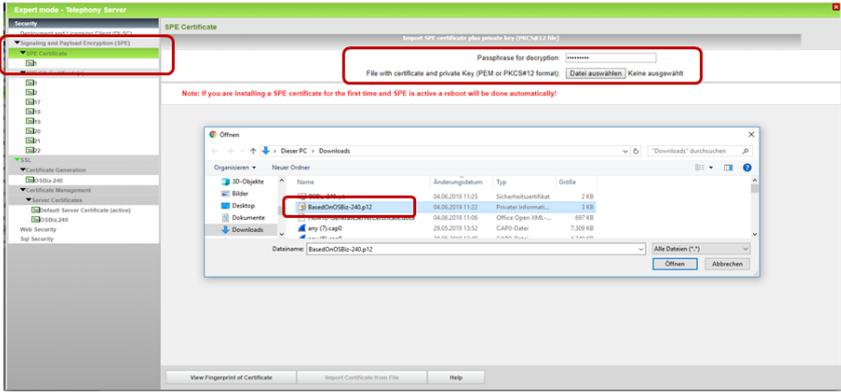
Certificate import:

first start with SPE CA Certificate import

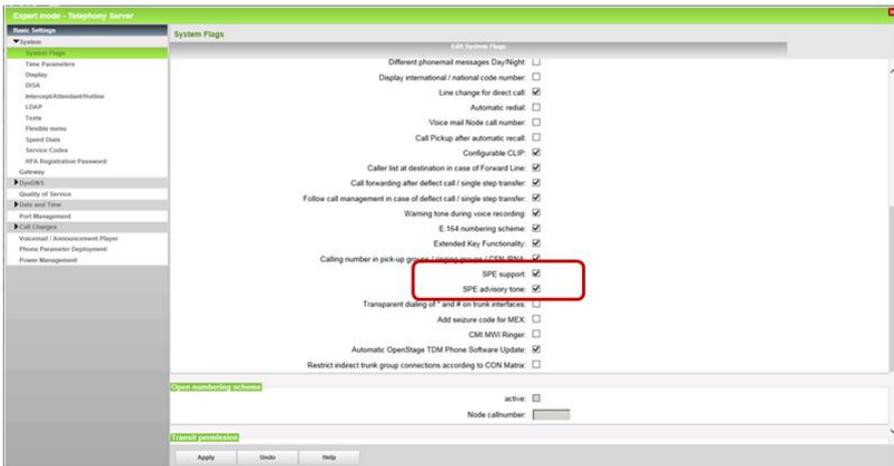


Press View Fingerprint to import

Import SPE Certificate



Enable Flag SPE and if needed also SPE tone also



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