



OpenScape Business V2

How To Configure SIP Trunk for your ITSP

KPN VoiPConnect



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Table of History

Date	Version	Changes
2016-05-02	1.0	First version
2016-10-26	2.0	Changed to latest setting
2017-06-22	2.1	Changes for V2R3 (ab)



Configuration Data

Information from ITSP KPN Telecom NL provided:

Name of Customer Related Data	Example	Used in Field of OSBiz-WBM	Needs to be configured
Call Number:	(0311) 40463x (DDI-10)		
Number of DIDs	10		
Number of DID digits	9		
SIP Domain	kpn.nl	SIP Domain Name:	
SBC_IP:	10.122.216.84 UDP 5060	SIP Provider Proxy	x
Account (gebruikersnaam):	31311404630	Internet Telephony Station	x



Configuration Wizard

Internet Telephony

Go to „Central Telephony – Internet Telephony“

The overview page appears for entering the location data. The most flexible type of configuration is to enter the Country code only.

As outgoing number only the port assigned phone numbers are used.
In this case, remaining digits are filled in DID field.
Click [OK & Next]



Provider configuration and activation for Internet Telephony

No call via Internet -> uncheck

Use Country specific view: Netherlands and select KPN.

Activate Provider		Internet Telephony Service Provider
Add		Other Provider
Edit	<input type="checkbox"/>	BCOM
Edit	<input type="checkbox"/>	COLT UK & Europe
Edit	<input type="checkbox"/>	COLT VPN
Edit	<input type="checkbox"/>	Deanconnect B.V.
Edit	<input type="checkbox"/>	Infopact
Edit	<input checked="" type="checkbox"/>	KPN
Edit	<input type="checkbox"/>	Motto Communications
Edit	<input type="checkbox"/>	oneCentral
Edit	<input type="checkbox"/>	OneNS
Edit	<input type="checkbox"/>	Priority Telecom
Edit	<input type="checkbox"/>	RoutIT
Edit	<input type="checkbox"/>	Skype Connect
Edit	<input type="checkbox"/>	SpeakUp

Activate Provider and click on [Edit].

Click "OK & Next"

On the next page the preconfigured data are shown. On this page you MUST enter the SBC_IP address you received from KPN (e.g. 10.122.216.84) Transport protocol and port are already defined.

Provider Name: KPN
Enable Provider: ☒
Secure Trunk: ☐
Domain Name: kpn.nl

Provider Registrar
Use Registrar: ☐
IP Address / Host name: 0.0.0.0
Port: 5060
Reregistration Interval at Provider (sec): 600

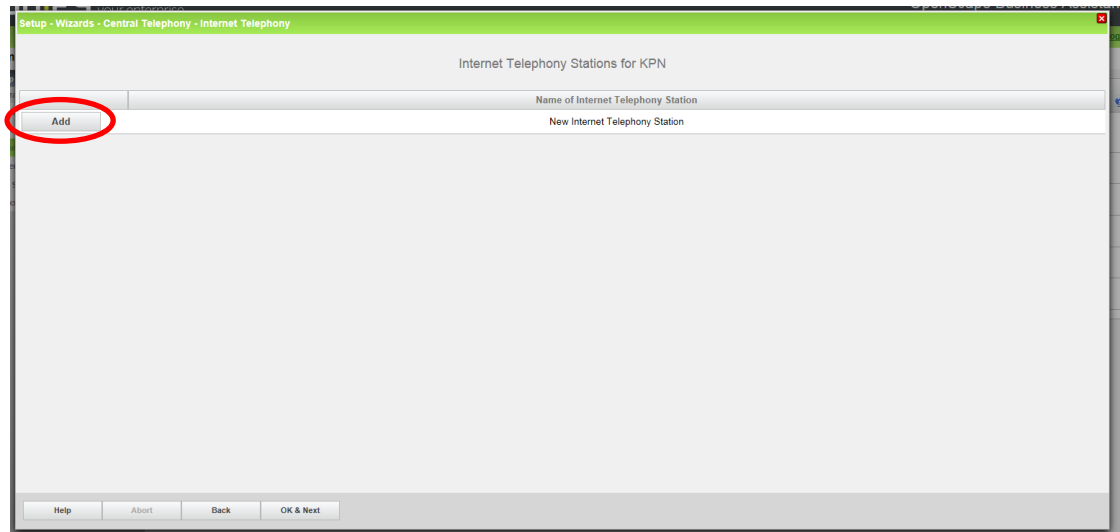
Provider Proxy
IP Address / Host name: please.insert.ip
Port: 5060

Provider Outbound Proxy
Use Outbound Proxy: ☐
IP Address / Host name: 0.0.0.0
Port: 0



Internet Telephony configuration

In this dialog the specific customer SIP Userdata will be configured.



Click on [Add].



Data provided by ITSP KPN as described in page 3 taken from the relevant table are filled in here.

Internet telephony station: SIP Username is inserted here (gebruikersnaam)

Authorization name: SIP Username is inserted here (gebruikersnaam), although it's not necessary

Password: Password is not required (wachtwoord)

Hint: Default number should be in the same format as the rest of the DID numbers which are sent from Osbiz in outgoing calls in SIP From header. This number is used when there is no DID configured at the station which initiates the outgoing call and there is no Intercept with configured DID defined.

Click [OK & Next].

Click [OK & Next].



Setup - Wizards - Central Telephony - Internet Telephony

Call Number Assignment for KPN

Name of Internet Telephony Station	Internet Telephony Phone Number	Direct inward dialing	Use as PABX number for outgoing calls
------------------------------------	---------------------------------	-----------------------	---------------------------------------

In order to complete the configuration please verify that the relevant user DIDs are set in stations.(Telephones / Subscribers configuration)

Help Abort Back OK & Next

Click [OK & Next] (no input needed)

Setup - Wizards - Central Telephony - Internet Telephony

Provider configuration and activation for Internet Telephony

No call via Internet: ☐

Country specific view: Netherlands

Note: changes done in expert mode must be reviewed/repeated after running through the wizard.

	Activate Provider	Internet Telephony Service Provider
Add		Other Provider
Edit	<input type="checkbox"/>	BCOM
Edit	<input type="checkbox"/>	COLT UK & Europe
Edit	<input type="checkbox"/>	COLT VPN
Edit	<input type="checkbox"/>	Deanconnect B.V.
Edit	<input type="checkbox"/>	Infopact
Edit	<input checked="" type="checkbox"/>	KPN
Edit	<input type="checkbox"/>	Motto Communications
Edit	<input type="checkbox"/>	oneCentral
Edit	<input type="checkbox"/>	OneXS
Edit	<input type="checkbox"/>	Priority Telecom
Edit	<input type="checkbox"/>	RoutIT
Edit	<input type="checkbox"/>	Skype Connect
Edit	<input type="checkbox"/>	SpeakUp

Help Abort Back OK & Next Display Status

Click [OK & Next]



Define bandwidth (# Trunks)

In the next part the number of simultaneous calls via the SIP trunk will be defined. The calculation of the number of trunks is done by the wizard automatically depending on the bandwidth. For each 128K, one trunk is created.

Setup - Wizards - Central Telephony - Internet Telephony

Settings for Internet Telephony

Simultaneous Internet Calls

Available Lines for ITSP: 190

Please enter in field 'Upstream up to (Kbit/sec)' the Upstream of your Internet connection communicated by your Provider. You have typed in **Upstream up to (Kbps) = 1280**

in the 'Change Feature --> Internet Telephony' Assistant. This upstream allows you to conduct up to **10** Internet phone calls simultaneously. If the call quality deteriorates due to the network load, you will need to reduce this number of simultaneous calls. The number of simultaneous Internet Calls also depends on the licensing.

Upstream up to (Kbps):

Number of Simultaneous Internet Calls:

Line assignment

Internet Telephony Service Provider	Configured Lines	Assigned Lines
KPN	10	<input type="text" value="10"/>

Help Abort Back OK & Next

Click [OK & Next]

Special phone numbers

In this dialog it is possible to route special phone numbers. When special phone numbers are not supported over the ITSP route it is possible to change this here.

Setup - Wizards - Central Telephony - Internet Telephony

Special phone numbers

Note:
Please make sure that all special call numbers are supported by the selected provider without fail.

Special phone number	Dialed digits	Dial over Provider
1	00112	KPN ▼
2		KPN ▼
3		KPN ▼
4		KPN ▼
5		KPN ▼
6		KPN ▼
7		KPN ▼
8		KPN ▼
9		KPN ▼
10		KPN ▼
11		KPN ▼
12		KPN ▼
13		KPN ▼
14		KPN ▼
15		KPN ▼

Help Abort Back OK & Next

Click [OK & Next]



On next page status of ITSP is displayed.

Hint: Please consider for ITSP connection with no Registration, provider status will be shown always green.

Setup - Wizards - Central Telephony - Internet Telephony

Status for the Internet Telephony Service Provider (ITSP)

	Provider	Status	User
	BCOM	Disabled	
	Circuit UTC (Cloud)	Disabled	
	COLT UK & Europe	Disabled	
	COLT VPN	Disabled	
	Deanconnect B.V.	Disabled	
	Infopact	Disabled	
	KPN	Enabled	31311404630 registered
	Motto Communications	Disabled	
	oneCentral	Disabled	
	OneXS	Disabled	
	Priority Telecom	Disabled	
	RoutIT	Disabled	
	Skype Connect	Disabled	
	SpeakUp	Disabled	
	Tele2 NL-ASD	Disabled	
	Tele2 NL-RT	Disabled	
	T-Mobile (NL)	Disabled	
	Verizon	Disabled	
	Vodafone Anlagenanschluss R3	Disabled	
	Vodafone NL	Disabled	
	Voiceworks	Disabled	

Restart

Help Abort Back Next

Click [Next]

After this status page two more dialogs with „Exchange Line Seizure“ and an overview with all configured „Outside line Seizure“ are displayed.



Multisite configuration (*)

Multi-site refers to the integration of currently up to 8 different local area codes in a single system via the same ITSP. (For example, numbers from Rotterdam 010 xxx, Amsterdam 020, etc.). All up to 8 area codes must be within one country.

Additional configuration notes: (*): *Due to technical limitations in test environment these settings are not tested during certification.*

DID configuration

In general the DID has to be configured in long format. E.g. OS60, 857920260 for a user regionfree, OS40 367920003 for user in Almere.

The country code 31 has to be configured as described before.

Callno	First Name	Last Name	Name	DID	Type	Fax Callno	Fax DID	Class of service	Call pickup
201	-	-	OS60	857920260	System Client	301	857920269	Internationaal	-
202	-	-	OS40	367920003	System Client	-	-	Internationaal	-
203	-	-	Giga N300 SL400	857920262	SIP Client	-	-	Internationaal	-
204	-	-	3CX Phone softd	857920263	SIP Client	-	-	Internationaal	-
-	-	-	-	-	No Port	-	-	Internationaal	-
-	-	-	-	-	No Port	-	-	Internationaal	-
-	-	-	-	-	No Port	-	-	Internationaal	-
-	-	-	-	-	No Port	-	-	Internationaal	-



Multisite Table

The Multisite wizard is available when at least one ITSP is active. In expert mode Multisite can be found in the LCR configuration. Here you define which phone uses which area code when dialing without local area code.

Setup - Wizards - Network / Internet - Multisite Management

Define multi-site areas based on an area dialing code and assign the corresponding ITSP/trunk group

Up to 8 areas with freely editable names and an optional max 15 digit area dialing code with leading national prefix (0)

Configuration of areas allows users to dial a local destination w/o area dialing string

	Delete	Area Code	Area	Dedicated Route
1	<input type="checkbox"/>	0		-
2	<input type="checkbox"/>	085	Regiovrj	KPN
3	<input type="checkbox"/>	036	Almere	KPN
4	<input type="checkbox"/>			-
5	<input type="checkbox"/>			-
6	<input type="checkbox"/>			-
7	<input type="checkbox"/>			-
8	<input type="checkbox"/>			-

Help Abort Back OK & Next Save

Edit Stations/Groups

Setup - Wizards - Network / Internet - Multisite Management

Assign stations and groups to the corresponding area

Move from area: all to area: Regiovrj

Selection	Callno	DID	Name	Type	Area
<input type="checkbox"/>	201	857920280	OS80	System Client	Regiovrj
<input type="checkbox"/>	202	367920003	OS40	System Client	Almere
<input type="checkbox"/>	203	857920282	Giga N300 SL400	SIP Client	Regiovrj
<input type="checkbox"/>	204	857920283	3CX Phone softcl	SIP Client	Regiovrj
<input type="checkbox"/>	301	857920289	OS80	Fax	Regiovrj
<input type="checkbox"/>	7401	-	-	Conference	Area 1
<input type="checkbox"/>	7402	-	-	Conference	Area 1
<input type="checkbox"/>	7403	-	-	Conference	Area 1
<input type="checkbox"/>	7404	-	-	Conference	Area 1
<input type="checkbox"/>	7405	-	-	Conference	Area 1
<input type="checkbox"/>	7406	-	-	Virtual Stn	Area 1
<input type="checkbox"/>	7407	-	-	Virtual Stn	Area 1
<input type="checkbox"/>	7408	-	-	Virtual Stn	Area 1
<input type="checkbox"/>	7409	-	-	Virtual Stn	Area 1
<input type="checkbox"/>	7400	-	-	Virtual Stn	Area 1
<input type="checkbox"/>	7430	-	-	Parking	Area 1
<input type="checkbox"/>	7410	857920288	-	Auto-Attendant	Area 1
<input type="checkbox"/>	7411	-	-	Auto-Attendant	Area 1
<input type="checkbox"/>	7412	-	-	Auto-Attendant	Area 1
<input type="checkbox"/>	7413	-	-	Auto-Attendant	Area 1
<input type="checkbox"/>	7414	-	-	Auto-Attendant	Area 1
<input type="checkbox"/>	-	-	-	Auto-Attendant	Area 1
<input type="checkbox"/>	-	-	-	Auto-Attendant	Area 1
<input type="checkbox"/>	-	-	-	Auto-Attendant	Area 1
<input type="checkbox"/>	-	-	-	Auto-Attendant	Area 1
<input type="checkbox"/>	-	-	-	Auto-Attendant	Area 1

Select all

Help Abort Back OK & Next Save



Additional manual Configuration

LCR changes

Important “Dial rule” for local calls

Expert mode - Telephony Server

LCR

- LCR Flags
- Classes Of Service
- Dial Plan
- Routing table
- Dial rule**
- Multisite

Dial Rule

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	D0E3A	Main network supplier	Unknown
9			Unknown	Unknown
10			Unknown	Unknown
11			Unknown	Unknown
12			Unknown	Unknown
13			Unknown	Unknown
14			Unknown	Unknown
15			Unknown	Unknown
16			Unknown	Unknown
17			Unknown	Unknown
18			Unknown	Unknown
19			Unknown	Unknown
20			Unknown	Unknown
21			Unknown	Unknown
22			Unknown	Unknown

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Items per page 10 25 50 100

Apply Undo Help