OpenScape Business

How to Configure SIP Trunk for BroadCloud

- Germany
- France
- Italy
- United Kingdom
- Australia

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Table of History

Date	Version	Changes
06.04.2017	1.0	Released
10.09.2024	1.1	Editorial changes

Note: The basis for this document is the current OpenScape Business at the time of certification. Since OpenScape Business is constantly developed, input masks and interfaces as well as requirements may change in the future. The settings and entries described here then apply accordingly.
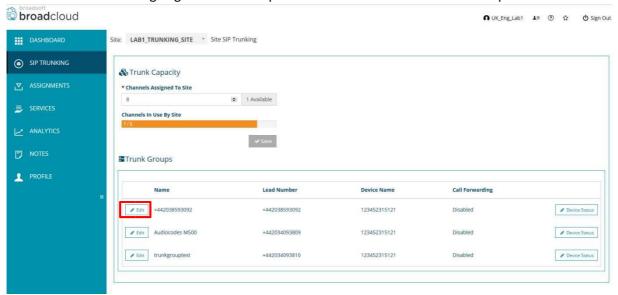
Information

The BroadCloud provider is available and released for the countries USA, UK, Germany, France, Italy and Australia.

This configuration guide is valid for all countries listed above except the USA

Trunk Configuration Data provided by BroadCloud

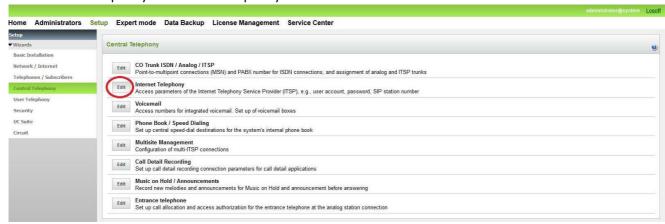The configuration data needed to setup the SIP trunk can be found on the BroadCloud Enterprise Portal under SIP Trunking Page > Trunk Group > Edit under the selected Trunk Group:

Configuration Wizard

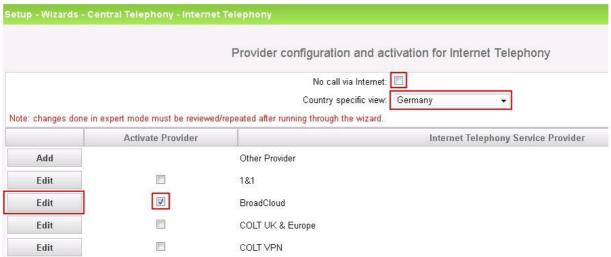## Internet Telephony

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.

Overview

Note: changes done in expert mode must be reviewed/repeated after running through the wizard.
Note: At least the configuration of the 'Country code' is needed for features such as 'Internet telephony' and 'MeetMe conference'.

PABX number

Country code: 00	49	(mandatory)
Local area code: 0		(optional)
PABX number:		(optional)

Click [OK & Next].

Provider configuration and activation for Internet Telephony -> No call via Internet -> uncheck Use County specific view: UK, Germany, France, Italy or Australia and select "*BroadCloud*".

Setup - Wizards - Central Telephony - Internet Telephony

Provider configuration and activation for Internet Telephony

No call via Internet: ☐
Country specific view: Germany ▼

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	☐	1&1
Edit	☑	BroadCloud
Edit	☐	COLT UK & Europe
Edit	☐	COLT VPN

Activate Provider and click on [Edit].

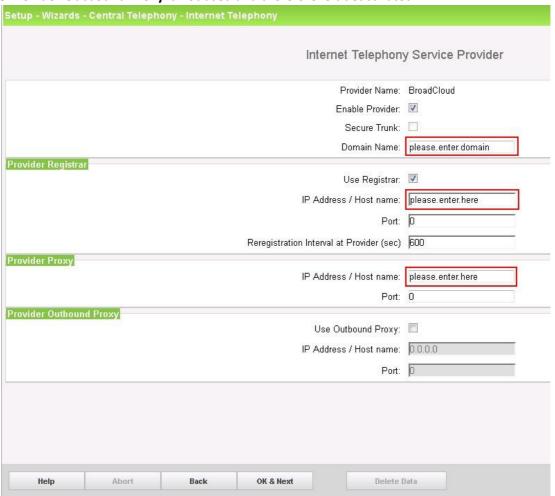On the next page you have to enter the following information:

- **Domain Name**
  The SIP Domain Name can be found on the *BroadCloud* Enterprise Portal, under SIP Trunking Page > Trunk Group > Edit under the selected Trunk Group. The part required is found on the section called Registered Domain.

!!! The Domain in the screenshot is only an example. !!!

- **Provider Registrar** and the **Provider Proxy**. Use the country individual names:

BroadCloud UK: uk.sipconnect-udp.broadcloud.eu
BroadCloud Germany: de.sipconnect-udp.broadcloud.eu
BroadCloud France: fr.sipconnect-udp.broadcloud.eu
BroadCloud Italy: it.sipconnect-udp.broadcloud.eu
BroadCloud Australia: me.sipconnect-udp.broadcloud.com.au

The **Provider Outbound Proxy** is not used and therefore left deactivated.
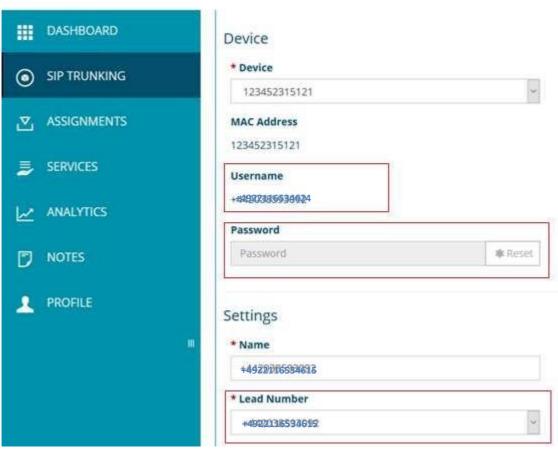

Click [OK & Next].

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

Click on [Add].

Data provided on the BroadCloud Enterprise Portal, under SIP Trunking Page > Trunk Group > Edit under the selected Trunk Group:

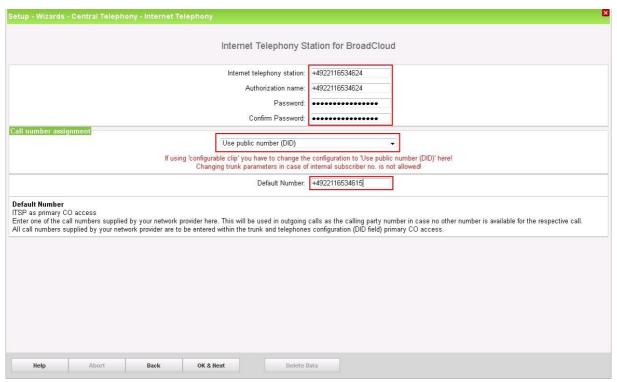The data provided on this page are used to fill the following fields:

Internet telephony station: **Username** is inserted here (e.g: +4922116534624)

Authorization name: **Username** is inserted here (e.g: +4922116534624)

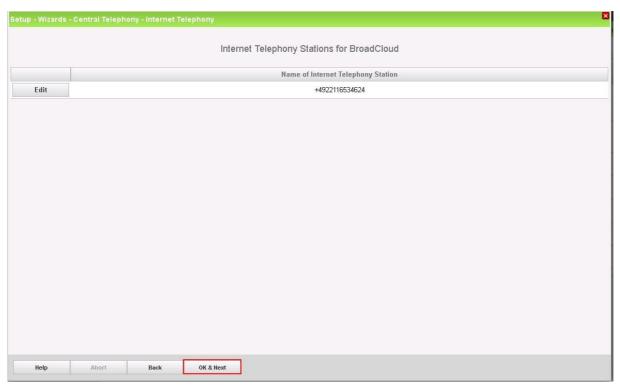**Password**:   **Password** provided by BroadCloud

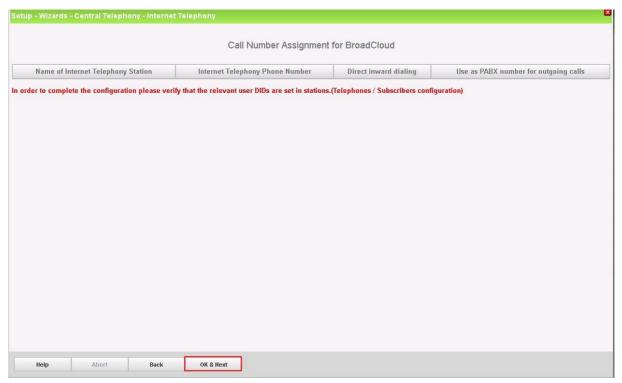**Default number**:   Main number of connection. The default number is used as outgoing number when no DDI number is assigned to a station. (e.g: +4922116534615). Usually the **Lead Number** is entered here.
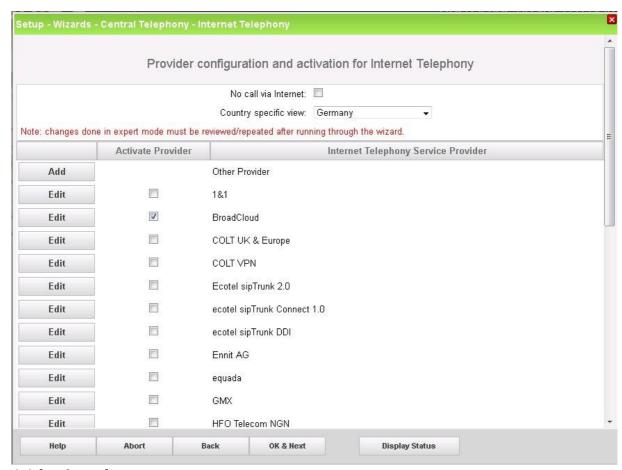

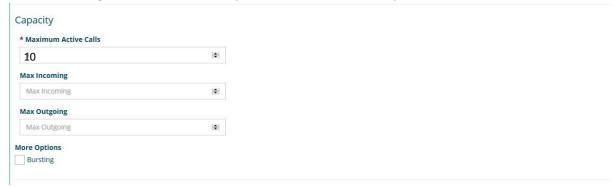Enter the relevant data and click [OK & Next].

Click [OK & Next]

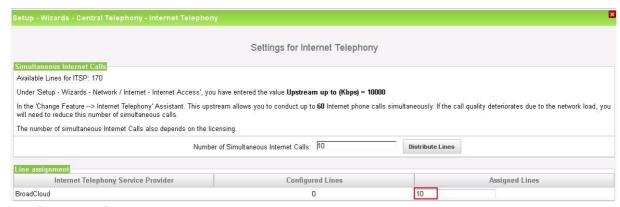

Click [OK & Next] (no input needed)

Provider configuration and activation for Internet Telephony

No call via Internet: ☐

Country specific view: Germany ▼

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	☐	1&1
Edit	☑	BroadCloud
Edit	☐	COLT UK & Europe
Edit	☐	COLT VPN
Edit	☐	Ecotel sipTrunk 2.0
Edit	☐	ecotel sipTrunk Connect 1.0
Edit	☐	ecotel sipTrunk DDI
Edit	☐	Ennit AG
Edit	☐	equada
Edit	☐	GMX
Edit	☐	HFO Telecom NGN

Help	Abort	Back	OK & Next	Display Status

Click [OK & Next]

Define bandwidth (# Trunks)

The amount of simultaneous Internet (**Assigned Lines**) calls must be aligned with the **Maximum Active Calls** assigned to the Trunk Group on the BroadCloud Enterprise Portal.
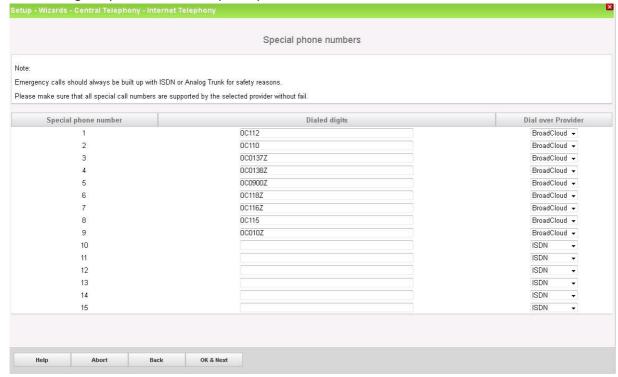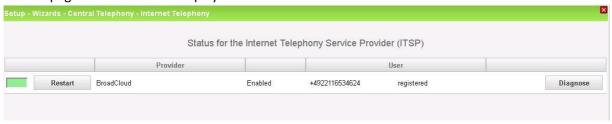

Click [OK & Next]

Special phone numbers

In this dialog it is possible to route special phone numbers.
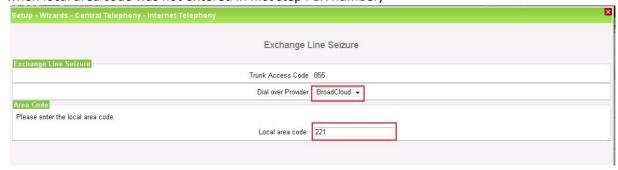

Click [OK & Next]

On next page status of ITSP is displayed.

Click [Next]

„Exchange Line Seizure":

Select which trunk will access code 0. Enter the local area code without prefix digits (needed only when local area code was not entered in first step PBX number)

Click [OK & Next]

Overview with all configured „Outside line Seizure" are displayed.

Click [OK & Next] and on the next page [Finish]

DID configuration

In the DID Section, the full DID will need to be entered without the country code.

All numbers shown in the BroadCloud **Trunk user DDI** can be used as DID and can be found on the BroadCloud Enterprise Portal under the SIP Trunking Page > Trunk Group > **Assigned** in the column **Phone Number**:
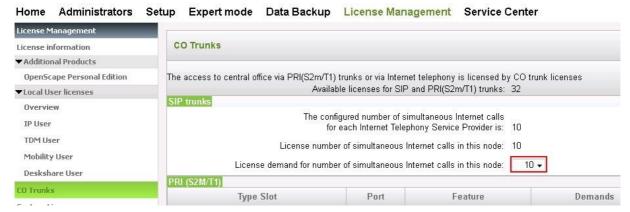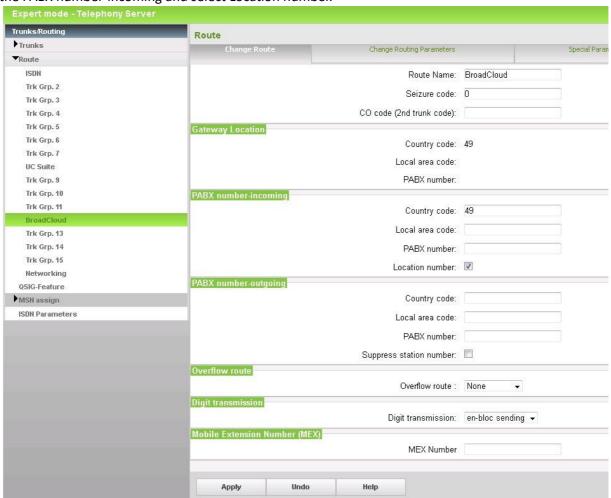
Additional Configuration

License
Add the "S2M/SIP Trunk" license to the SIP-Trunk
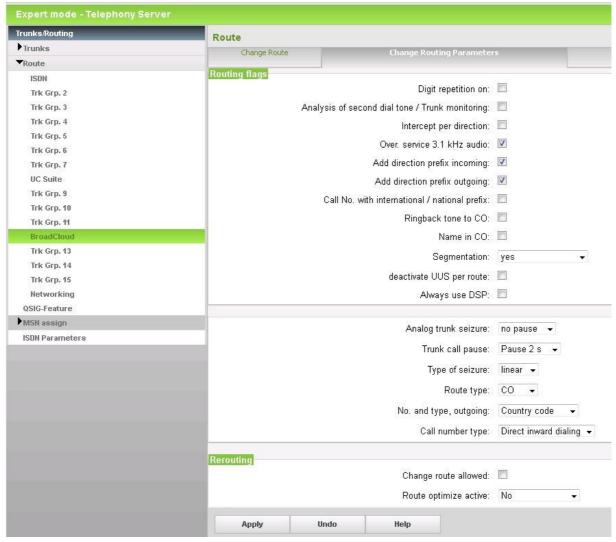

Route configuration (optional)

The route configuration will be created automatically. It should look like below.

Best praxis is to enter the default Access Code in the field "Seizure code", enter the Country code for the PABX number-incoming and select Location number.

The route parameters:

Expert mode - Telephony Server

Trunks/Routing	
▶ Trunks	
▼ Route	
ISDN	
Trk Grp. 2	
Trk Grp. 3	
Trk Grp. 4	
Trk Grp. 5	
Trk Grp. 6	
Trk Grp. 7	
UC Suite	
Trk Grp. 9	
Trk Grp. 10	
Trk Grp. 11	
BroadCloud	
Trk Grp. 13	
Trk Grp. 14	
Trk Grp. 15	
Networking	
QSIG-Feature	
▶ MSN assign	
ISDN Parameters	

Route

Change Route | Change Routing Parameters

Routing flags

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:	CO
No. and type, outgoing:	Country code
Call number type:	Direct inward dialing

Rerouting

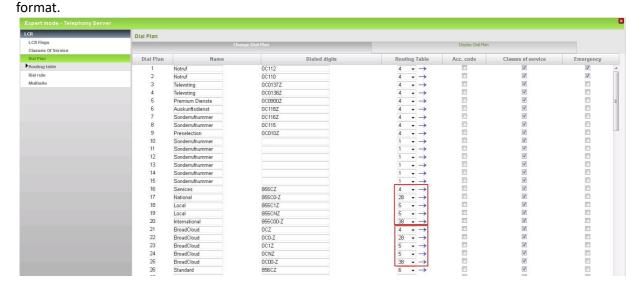|	
Change route allowed:	☐
Route optimize active:	No

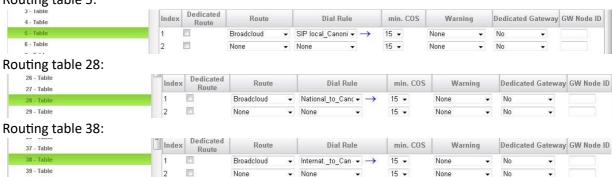Apply | Undo | Help

LCR changes (optional)

In V2R2 all necessary LCR rule will be created automatically. It should look like below.

In expert mode, Telephony Server, LCR , - change the "Routing Table" in the way that **local calls will be routed to Routing Table 5 – dial rule "local", national calls will be routed to Routing Table 28 – dial rule "national" and international calls will be routed to Routing Table 38 dial rule "international"**

The dial rule manipulates the number so that the called party number is always in the international format.
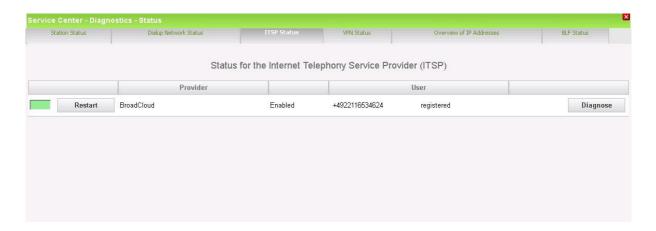

Routing table 5:

Routing table 28:

Routing table 38:

Dial rules:

How to check the status of SIP connection with BroadCloud

"Status" provides information about the registration status of the ITSP. The ITSP registration can also be restarted here.

Known restrictions:

1. CLIP No Screening is not supported for outgoing calls. A phone cannot present a number which is not owned by the provider trunk.
2. COLP: Provider doesn't support Connected Line Identification Presentation
3. Special scenario in case of non-DID phone and forwarded attendant phone.
   Description in detail: A non-DID Phone usually present the attendant DID for external calls. In case the attendant activates call-forwarding to an external destination and the non-DID phone is calling the attendant, the call will be rejected by the provider. Reason: The provider does not accept calls with the same FROM and DIVERSION number.

Appendix

Supported Features

1. The Provider use dynamic Registration
2. The Provider support codec G.711, G.729 and G.722. But it is not allowed to use G.722 only
3. Fax: T.38 is supported by the provider.
4. Diverted calls present the number of the caller:
   In a transit call forwarding scenario the provider provides the number of the caller.
   e.g. external A calls internal B. B is forwarded to external C. C get the number information of A
5. The MultiSite Scenario is supported: The Provider is able to provided numbers in different Areas in the same country at the same sip-trunk.
6. DTMF: RFC2833 out-of-band is supported

Supported Numbering Formats

Outgoing call

Called Party (REQUEST, TO): GNF:

+498944234199905@<SP FQDN>

Calling Party (FROM, PAI, Diversion):

GNF: +4922116534615@<SP FQDN>

Incoming call

Called Party (REQUEST, TO): GNF:

+4922116534615@<SP FQDN>

Calling Party (FROM):

GNF: +498944234199905@<SP FQDN>