

OpenScape Business V1

Tutorial

SIP Endpoint Configuration -
OpenScape Desk Phone IP / OpenStage SIP

Version 1.2

Definitions

HowTo

An OpenScape Business HowTo describes the configuration of an OpenScape Business feature within the OpenScape Office 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
2013-06-14	1.0	Initial Creation
2013-06-24	1.1	Add Deskphone IP
2014-06-18	1.2	Update for V1R3 (DLI, Group Pickup)

1 OpenScape Desk Phone IP35/55



Wiki-Page:

[http://wiki.unify.com/wiki/OpenScape_Desk_Phone_IP_\(SIP\)](http://wiki.unify.com/wiki/OpenScape_Desk_Phone_IP_(SIP))

The following steps describe the necessary configuration for the OpenScape Desk Phone SIP endpoints. The relevant configuration parameters are almost identical and the WBM pages are similar for both endpoints.

Used Endpoint Software:

OpenScape Desk Phone IP35/55 SIP **V3 R1.43.0**

Default Administrator password: "123456"

1.1 Basic Configuration with DLI

When using the integrated update service (DLI) of the OpenScape Business the **OpenScape Desk Phones** will receive automatic software updates and the default configuration data.

In default the phones will use DHCP for network configuration and receive the DLI server address from the DHCP server.

If DHCP is not used or the DLI server address is not deployed by the DHCP server, manual configuration is necessary:

Enter the OpenScape Business IP-Address and press Submit. If the phone is not yet configured, it will prompt you to enter the phone number. Now the phone will perform a restart and will perform the software update (if available).

Administrator Pages **User Pages** **Logout**

Admin Login
Applications
Bluetooth
Network
General IP configuration
IPv4 configuration
IPv6 configuration
Update Service (DLS)
QoS
Port configuration
LLDP-MED operation
System
File transfer
Local functions
Date and time
Speech

Update Service (DLS)

DLS address 192.168.138.157

Default mode port 18443

Contact gap 300

Revert to default security ☐

Mode Default

Security PIN

Submit Reset

- Date and time:

For a correct time and date display enter the OpenScape Business IP-Address for SNTP-Server, if not provided by DHCP.

Administrator Pages **User Pages** **Logout**

Admin Login
Applications
Bluetooth
Network
System
File transfer
Local functions
Date and time
Speech
General information
Security and Policies
Ringer Setting
Mobility
Diagnostics
Maintenance

Date and time

Time source

SNTP IP address 192.168.138.249

Timezone offset (hours) 1

Daylight saving

Daylight saving ☒

Difference (minutes) 60

Auto time change ☐

DST zone Europe (Rest)

Submit Reset

1.2 Manual configuration

The DLI will configure the endpoint with all necessary basic configuration parameters. Nevertheless the following features may need individual configuration.

1.2.1 Call Forwarding (optional)

The endpoint offers

- CFB Forward on busy
- CFNR Forward on no reply
- CFU Forward all calls

Call forwarding can be activated on the phone menus. Predefined settings may be entered on the following **User Page**:

The call forwarding targets must be entered first under "Forwarding Favorites".

User login

Date and Time

Audio**Configuration**

Outgoing calls

Incoming calls

Deflecting

Forwarding

Handling

Connected calls

Context menu

Keyset

BLF

Bluetooth

Call logging**Phone**

Locality

Security

Diagnostic information

Forwarding

Settings

[Forwarding Favourites](#)

CF immediate ☒

to 498972279806

Direct destination

CF busy ☒

to 498972279803

Direct destination

CF no reply ☒

to 498972279806

Direct destination

No reply delay (seconds) 16

Alerts

Visual alerts ☒

Audible alerts ☒

Forwarding party Display last

Submit Reset

1.2.2 Message Waiting (optional)

Subscribed MWI is supported by the Endpoint and a waiting message is signalled in the display or with a fixed Voicemail-Key. MWI is preconfigured by DLI and may be changed to your needs:

- Features-Addressing :

To activate subscribing for MWI support enter the OpenStage Business IP-Address

Administrator Pages

User Pages

Logout

Admin Login

Applications

Bluetooth

Network

System

System Identity

SIP interface

Registration

SNMP

Features

Configuration

DSS settings

Program keys

Fixed Keys

Keyset operation

Addressing

Call completion

Feature access

Addressing	
MW server URI	192.168.138.157
Conference	
Group pickup URI	*57
Callback: FAC	
Callback cancel all	
BLF pickup code	*59
Submit	Reset

- Features-Configuration :

Voice mail number - enter the call number that will be used to establish a call to the Voicemail in case if a message is present

Administrator Pages

User Pages

Logout

Admin Login

Applications

Bluetooth

Network

System

System Identity

SIP interface

Registration

SNMP

Features

Configuration

DSS settings

Program keys

Fixed Keys

Keyset operation

Addressing

Call completion

Feature access

Configuration	
General	
Emergency number	
Voice mail number	498972279810
MWI LED	Key & AlertBar
Missed call LED	Key only
Allow refuse	<input checked="" type="checkbox"/>
Hot/Warm phone	No Action
Hot/Warm destination	
Initial digit timer (seconds)	30
Allow uaCSTA	<input type="checkbox"/>
Server features	<input type="checkbox"/>
Not used timeout (minutes)	2

1.2.3 Distinctive Ringing (optional)

For distinctive ringing the “info=” string received in the Alert-Info: header field is used. The DLI will download the following predefined settings which may be changed:

- “alert-internal” for Internal call
- “alert-external” for External call
- “alert-recall” for Recall (e.g., following transfer)

Administrator Pages
User Pages
Logout

Admin Login

Applications

Bluetooth

Network

System

File transfer

Local functions

Date and time

Speech

General information

Security and Policies

Ringer Setting

Distinctive

Map To Specials

Mobility

Diagnostics

Maintenance

Distinctive

This page allows you to set up interworking with other IP phone systems that support distinctive ringing

Name	Ringer sound	Pattern melody	Pattern sequence	Duration (sec)	Audible
alert-internal	Pattern	1	2	60	Ring
alert-external	Pattern	2	2	60	Ring
alert-recall	Pattern	3	2	60	Ring
	Pattern	2	2	60	Ring
	Pattern	2	2	60	Ring
	Pattern	2	2	60	Ring

Ringer sounds may be downloaded to the phone according to your needs.

1.2.4 Group feature support (mandatory)

SIP endpoints can be members of Groups and/or Basic / Executive MULAP.

- Features-Addressing :

The feature code defined in the system is NOT deployed by DLI and **must** be entered as “Group Pickup URI” (default *57)

Administratorseiten
(Admin)
Benutzersseiten
Abmeldung

Admin Login

Applications

Network

System

System Identity

SIP interface

Registration

SNMP

Features

Configuration

DSS settings

Program keys

Fixed Keys

Keyset operation

Addressing

Call completion

Addressing

MW server URI 172.17.162.152

Conference

Group pickup URI *57

Callback FAC

Callback cancel all

BLF pickup code *59

Submit
Reset

- avoid logging of group calls (User Pages):

To avoid logging of group calls which are answered by another member of the group, Call logging has to be enabled and configured with "Exclude answered elsewhere"

User Pages
Administrator Pages
Logout

User login
Date and Time
Audio
Configuration
Outgoing calls
Incoming calls
Connected calls
Context menu
Keyset
BLF
Bluetooth
Call logging
General

General


Enable call log ☒

Submit
Reset

User Pages
Administrator Pages
Logout

User login
Date and Time
Audio
Configuration
Outgoing calls
Incoming calls
Connected calls
Context menu
Keyset
BLF
Bluetooth
Call logging
General
Missed calls
Video Call

Missed calls


The operation of the missed logging feature to "Exclude answered elsewhere" is dependent on signalling support by the SIP server.

Answered elsewhere
Delete entry

Exclude
When called

Submit
Reset

1.2.5 Known limitations and restrictions

System provided MOH

Local MOH in the Phone MUST be deactivated. This is predefined by DLI.

If local MOH is activated there will be a mixture of local and system provided MOH on the phone.

2 OpenStage 15/20/40/60/80



Wiki-Page:

http://wiki.unify.com/wiki/OpenStage_SIP

Used Endpoint Software:

OpenScape Desk Phone IP35/55 SIP

V3 R1.43.0

The configuration of the OpenStage Phones is similar to the OpenScape Desk Phone.

3 OpenStage 5



Wiki-Page:

http://wiki.unify.com/wiki/OpenStage_5

Manuals:

http://wiki.unify.com/wiki/OpenStage_SIP

The following steps describe the necessary configuration for the OpenStage 5 SIP endpoints.

Used Endpoint Software: V3 R0.61.0 SIP

Versions:	
Application:	V3 R0.61.0
SIP stack:	4.0.28.28
SIP signaling:	0.0.1
Web content:	V3 R0.61.0
Netboot:	4.05
Part Number:	S30817-S7400-A103-5

3.1 Manual configuration

3.1.1 Basic Configuration

Default password: “123456”

- Network – IP and routing: if no DHCP is used, enter the IP network configuration parameters as used in your network.

- Date and time: For a correct time and date display enter the OpenScape Business IP-Address for SNTP-Server, if not provided by DHCP.

Registration & Basic Telephony

- Administrator Menu – System... - SIP environment
enter the Endpoint number and name

Phone Value	configured in OpenScape Business: Telephones / Subscribers-> IP Telephones -> Edit
Phone number	Call number
Phone name	Optional, Phone name can only be seen in the network traces, OpenScape Business uses the name configured in system
Registrar IP address	IP-Address and Port of OpenScape Business
Server IP address	IP-Address and Port of OpenScape Business
SIP gateway address	Left blank
SIP Realm	Realm
SIP User ID	SIP User ID / Username
SIP Password	Password



WARNING

If you make changes to the fields marked with an asterisk (*) you will have to restart the terminal manually before they take effect.

Terminal details:

Phone number: 3568

Phone name: OS5-3568

Register by name: ☐

SIP details:

SIP routing: Server * ▼

Registrar IP address or DNS name: 192.168.138.90 Port: 5060

Server IP address or DNS name: 192.168.138.90 Port: 5060

Gateway IP address or DNS name: 0.0.0.0 Port: 5060

SIP port: 5060

RTP Base port: 5010 *

Outbound proxy: ☐

Default OBP domain name:

SIP transport: UDP ▼

SIP server type: OS Voice * ▼

SIP session timer enabled: ☐

SIP session timer value: 3600 seconds

Registration timer value: 3600 seconds

SIP realm: SMO-SIP

SIP user ID: SIP-3568

New SIP password:

Confirm SIP password:

Transaction timer: 32000 milliseconds, default=32000

Registration backoff timer: 60 seconds, default=60

Miscellaneous:

Message Waiting IP address or DNS name: 192.168.138.90

Emergency number:

Voicemail number: 71

Feature Access / Auto-answer for 3PCC calls:

For best interworking with OpenScape Business the following features must be disabled/enabled

Feature access

This page allows you to control which features are available to the User on this phone.

Checking the Status box allows the user to access the feature, but feature marked with an asterisk (*) will also need enabling at the phone to become active.

Feature	Status
Auto answer - CTI	<input checked="" type="checkbox"/> *
Callback - busy	<input type="checkbox"/> *
Call deflect	<input type="checkbox"/> *
Call display by number	<input type="checkbox"/> *
Call forwarding	<input type="checkbox"/> *
Call join	<input checked="" type="checkbox"/> *
Call pickup	<input type="checkbox"/> *
Call transfer	<input checked="" type="checkbox"/> *
Do not disturb	<input checked="" type="checkbox"/> *
DSM - Address book	<input type="checkbox"/>
DSM - Call control	<input type="checkbox"/>
DSM - WAP browser	<input type="checkbox"/>
Hot keypad dialing	<input type="checkbox"/> *
Log forwarded calls	<input type="checkbox"/>
Music on hold	<input type="checkbox"/> *

Feature	Status
Auto reconnect - CTI	<input type="checkbox"/> *
Callback - no reply	<input type="checkbox"/> *
Call display by name	<input type="checkbox"/> *
Call duration	<input type="checkbox"/> *
Call hold (explicit)	<input checked="" type="checkbox"/>
Call park	<input type="checkbox"/> *
Call recording	<input type="checkbox"/>
Call waiting	<input type="checkbox"/> *
DSM - Contacts	<input type="checkbox"/>
DSM - Speed dial	<input type="checkbox"/>
DSM - Voice recognition	<input type="checkbox"/>
GPU New Call Beep	<input type="checkbox"/>
Local conference	<input type="checkbox"/> *
Message waiting	<input checked="" type="checkbox"/> *

To allow the endpoint to answer 3PCC calls automatically (and activate the speaker), the Auto answer CTI flag must be set.

3.1.2 Call Forwarding

Not supported, use system provided call management.

3.1.3 Message Waiting

Subscribed MWI is supported by the Endpoint and a waiting message is signaled with a programmed Voicemail-Key.

Enter IP-Address and voicemail number of OpenScape Business in Administrator Menu – System... - SIP environment (see 3.1.1)

Phone Value	configured in OpenScape Business:
Message Waiting IP address	IP-Address of OpenScape Business
Voicemail number	Access number of VM

In default the Voice Messages are programmed as Key 3. By pressing this button the programmed destination is called.

Key	Normal function	Shifted function
1:	Mute	
2:	Loudspeaker	
3:	Voice Messages	Selected dialing
4:	Cancel/Release	
5:	Consult/Transfer	
6:	Blind Transfer	
7:	Hold	
8:	Shift	Shift

3.1.4 Distinctive Ringing

For distinctive ringing the OpenStage 5 Endpoints use the "info=" string received in the Alert-Info: header field.

To configure different ringing signals the "Ringer-Setting" has to be filled with one of the following strings:

1. "alert-internal" for Internal call
2. "alert-external" for External call
3. "alert-recall" for Recall (e.g., following transfer)

Ringer Settings

This page allows you to set up interworking with other IP phone systems that support distinctive ringing

Alert indication	Melody (0 = off, or 1 to 8)	Tone (1 to 3)	Duration (sec)
alert-internal	1	1	100
alert-external	2	2	100
alert-recall	3	3	100

3.1.5 Known limitations and restrictions

System provided MOH

Local MOH in the Phone **MUST** be deactivated

Feature support

OpenStage 5 SIP provides some features which are NOT supported by OpenScape Business (e.g. Callback, Call Pickup, ...)

To hide some of these features set the Feature Access flags as shown in 3.1.1

As a low cost endpoint OpenStage 5 does not support the OpenScape Business features local Conference, Alternate and Call waiting.

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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