

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)

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"

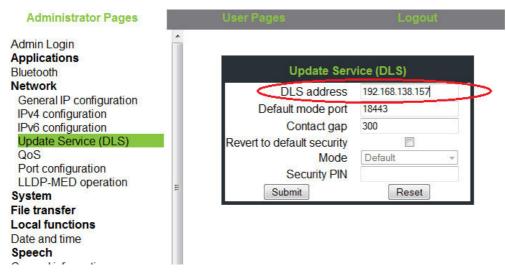
1.1 Basic Configuration with DLI

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).



• Date and time:

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

User Pages	Logout
Time source	Date and time
SNTP IP address Timezone offset (hours)	192.168.138.249 1
Daylight saving	
Daylight saving Difference (minutes)	60
Auto time change	
	Reset
	Time source SNTP IP address Timezone offset (hours) Daylight saving Daylight saving Difference (minutes) Auto time

1.2 Manual configuration

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

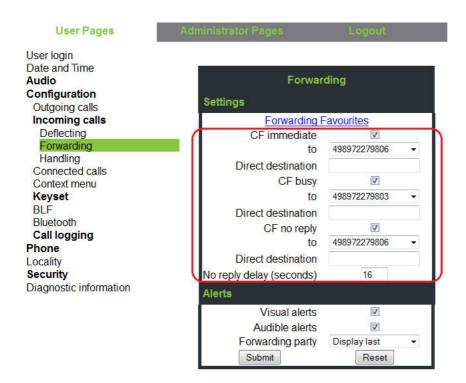
1.2.1 Call Forwarding (optional)

The endpoint offers

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- 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".

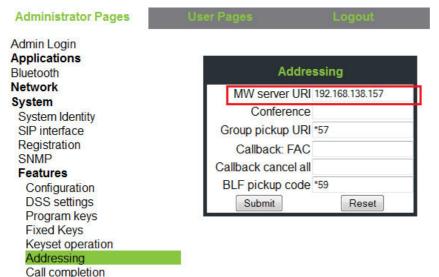


1.2.2 Message Waiting (optional)

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 :

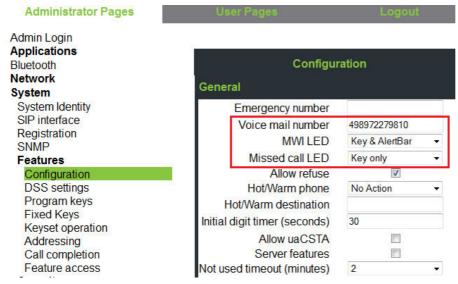
To activate subscribing for MWI support enter the OpenScape Business IP-Address



• Features-Configuration :

Feature access

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



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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	1					Logout	
Admin Login Applications Bluetooth Network System File transfer				Distir set up interworkir stinctive ringing		none		
Local functions Date and time Speech	Name	Ring	er sound	Pattern melody	Pattern sequence	Duratio	n (sec) Audibl	e
General information	alert-internal	Pattern	▼ 1	•	2	▼ 60	Ring	•
Security and Policies	alert-external	Pattern	→ 2	•	2	▼ 60	Ring	
Ringer Setting Distinctive	alert-recall	Pattern	v 3	•	2	▼ 60	Ring	-
Map To Specials		Pattern	▼ 2	•	2	▼ 60	Ring	-
Mobility		Pattern	→ 2	•	2	▼ 60	Ring	
Diagnostics		Pattern	v 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.

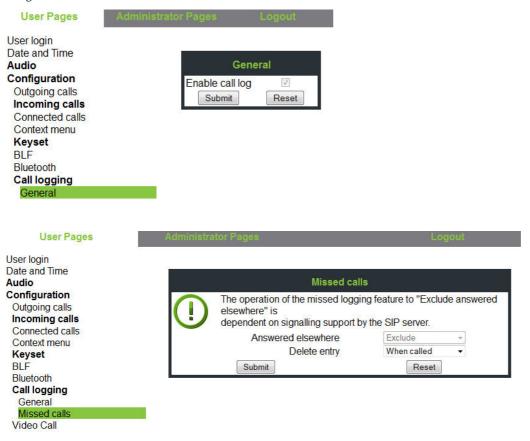
• Features-Addressing :

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



• 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"



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

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Default password: "123456"

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

WARNING If you make changes asterisk (*) you will h before they take effect	ave to restart the terr	
DHCP		
Terminal IP address:	192.168.139.60	*
Terminal mask:	255.255.254.0	*
renninar mask.		
Primary DNS IP address:	192.168.138.249	

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

SNTP server IP address:	192.168.138.90
Entering a blank (or in client to listen for broa	valid) address will cause the SNI

Registration & Basic Telephony

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• 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,
r none name	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

rminal details:	1	_		
	Phone number:	3568		
	Phone name:	OS5-3568	}	
	Register by name:			
P details:		-		
[SIP routing:		• *	D. 1. 5000
	IP address or DNS name:	The second second second		Port: 5060
	IP address or DNS name:	Acres 1	38.90	Port: 5060
Gateway	IP address or DNS name:	A CONTRACTOR		Port: 5060
	SIP port:	Fisherrow	*	
	RTP Base port:	5010		
	Outbound proxy:			
E	efault OBP domain name:	-		
	SIP transport:	UDP -		
	SIP server type:	OS Voice	*	
Ş	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	milliseco	nds, default=32000
	Registration backoff timer:	60	seconds,	default=60
cellaneous:				
Message Waiting	IP address or DNS name:	192.168.1	38.90	
	Emergency number:			
	Voicemail number:	71		

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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 Feature Status * * Auto answer - CTI Auto reconnect - CTI Callback - busy * Callback - no reply * Call deflect * Call display by name * * Call display by number Call duration * Call forwarding * Call hold (explicit) ~ Call join × * Call park * Call pickup * Call recording Call transfer × × Call waiting * Do not disturb * DSM - Contacts DSM - Address book DSM - Speed dial DSM - Call control DSM - Voice recognition DSM - WAP browser GPU New Call Beep Hot keypad dialing * Local conference * Log forwarded calls Message waiting * * Music on hold Submit Reset

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	IP-Address of OpenScape Business
address	
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	Edit		Edit
2:	Loudspeaker	Edit		Edit
3:	Voice Messages	Edit	Selected dialing	Edit
4:	Cancel/Release	Edit		Edit
5:	Consult/Transfer	Edit		Edit
6:	Blind Transfer	Edit		Edit
7:	Hold	Edit		Edit
8:	Shift	Edit	Shift	Edit

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)

his page allows you to s ystems that support dis		vith other IP	' phone
Alert indication	Melody (0 = off, or 1 to 8)	Tone (1 to 3)	Duration (sec)
	4	1	100
alert-internal	1		100
alert-internal alert-external	2	2	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.

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