

OpenScape Business V3

How to Configure G9 Telecom Portugal

About this document

This configuration guide describes an example of how to set up the **G9 Telecom** SIP trunk as an ITSP connection to the OpenScape Business.

Note: The basis for this document is the current OpenScape Business *V3R2 FR1*. 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.

System	OpenScape Business
Released with Version	<i>V3R2 FR1</i>
<i>G9 Telecom SIP Trunk</i>	Features & Capabilities
Account (DID/Client)	<i>DID</i>
Multisite	<i>yes - single trunk</i>
CLIP / CLIR	<i>yes / yes</i>
CLIP no Screening	<i>no</i>
COLP	<i>no</i>
Call Forwarding (302)	<i>No</i>
DTMF (RFC2833/4733)	<i>yes</i>
Codecs G711/G729	<i>yes / no</i>
T.38 Fax	<i>no</i>
Secure trunk	<i>no</i>

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Date	Version	Changes
07/06/2022	1	First Version for V3R2
22/11/2022	1.1	Release of profile for OpenScape Business V3R2.1

Information

Trunk Configuration Data provided by G9 Telecom

Credential are sent via SMS to the final Customer.

Configuration Wizard

Internet Telephony

Go to Central Telephony – “Internet Telephony”

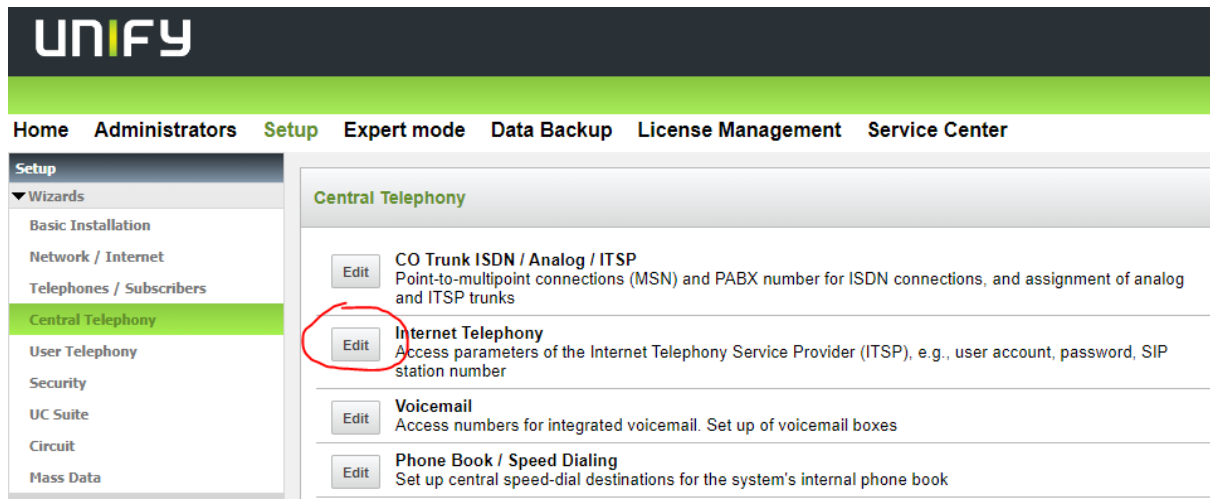


Figure 1

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

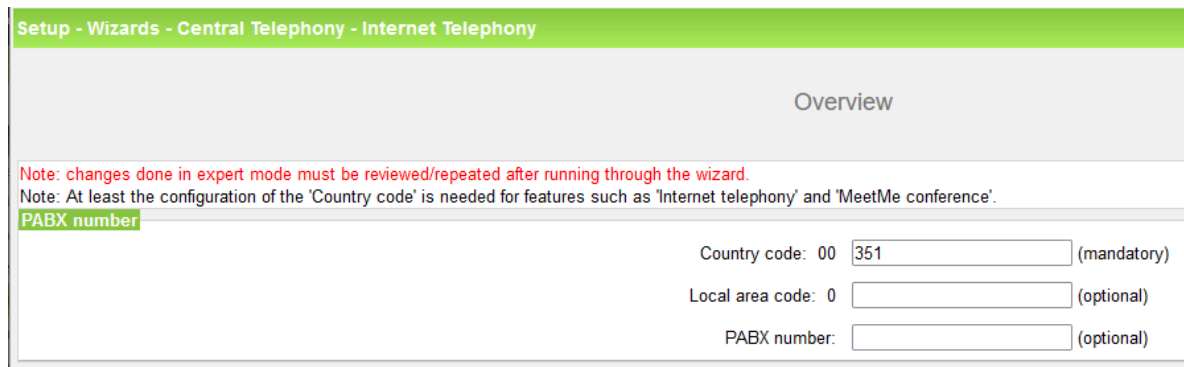


Figure 2

Click [OK & Next].

Provider configuration and activation for Internet Telephony

No call via Internet -> uncheck

Use County specific view: **Portugal** and select **G9 Telecom**

Setup - Wizards - Central Telephony - Internet Telephony

Provider configuration and activation for Internet Telephony

No call via Internet:

Country specific view: Portugal

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"/>	Altice Portugal
Edit	<input type="checkbox"/>	Broadcloud
Edit	<input type="checkbox"/>	COLT UK & Europe
Edit	<input type="checkbox"/>	COLT VPN
Edit	<input checked="" type="checkbox"/>	G9 Telecom
Edit	<input type="checkbox"/>	gnTel
Edit	<input type="checkbox"/>	Skype Connect
Edit	<input type="checkbox"/>	Skype for Business

Help Abort Back OK & Next Display Status

Figure 3

Activate Provider and click on [Edit].

On the next page the server addresses are predefined:

Setup - Wizards - Central Telephony - Internet Telephony

Internet Telephony Service Provider

Provider Name:

Enable Provider:

Secure Trunk:

Domain Name:

Transport protocol:

Provider Registrar

Use Registrar:

IP Address / Host name:

Port:

Reregistration Interval at Provider (sec):

Provider Proxy

IP Address / Host name:

Port:

Provider Outbound Proxy

Help Abort Back OK & Next Delete Data

Figure 4

Click [OK & Next].

In the next dialog the specific customer SIP User data will be configured.

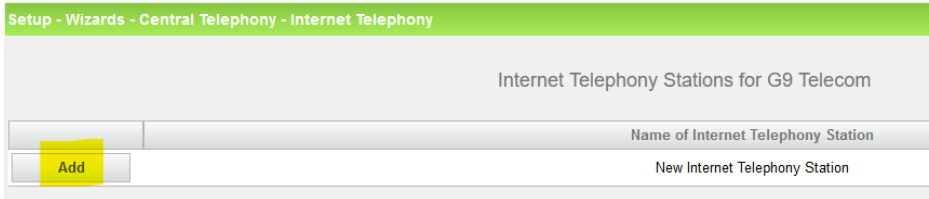


Figure 5

Click on [Add].

Data provided by the technician:

Internet telephony station: Username is inserted here (e.g: 123456789)

Authorization name: Username is inserted here (e.g: 123456789)

Password: Password provided by **G9 Telecom**

Default number: Main number of connections. The default number is used as outgoing number when no DDI number is assigned to a station. (e.g: +35123456789). Usually, the **Lead Number** is entered here.

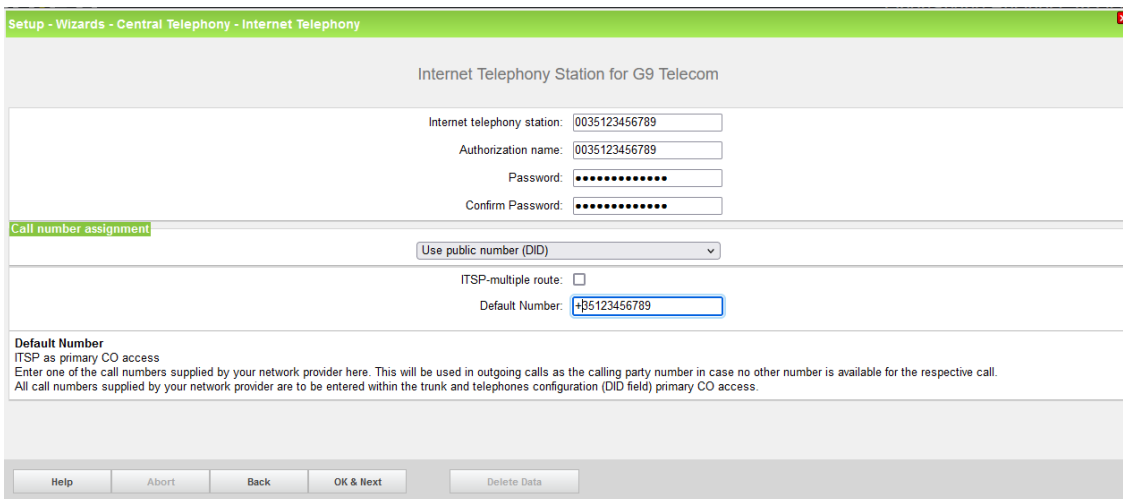


Figure 6

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

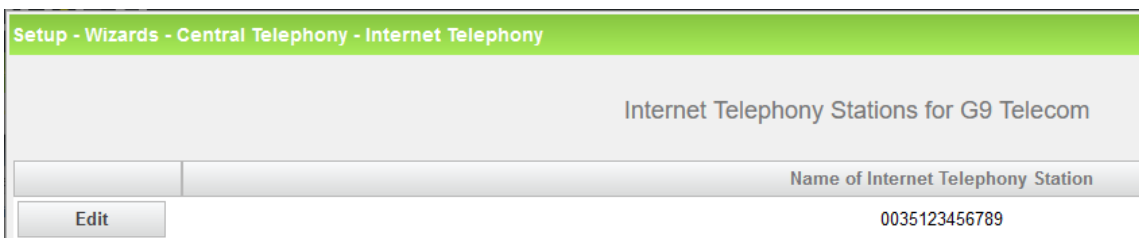


Figure 7

Click [OK & Next]

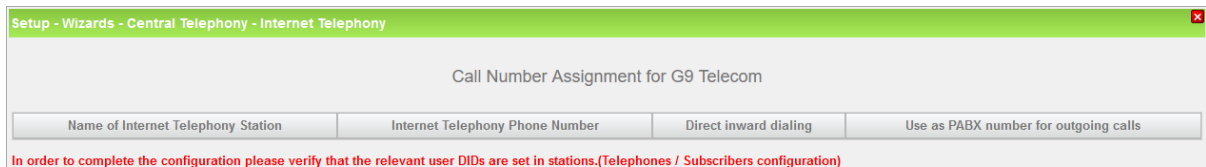


Figure 8

Click [OK & Next] (no input needed)

The next page displays the different ITSPs again.

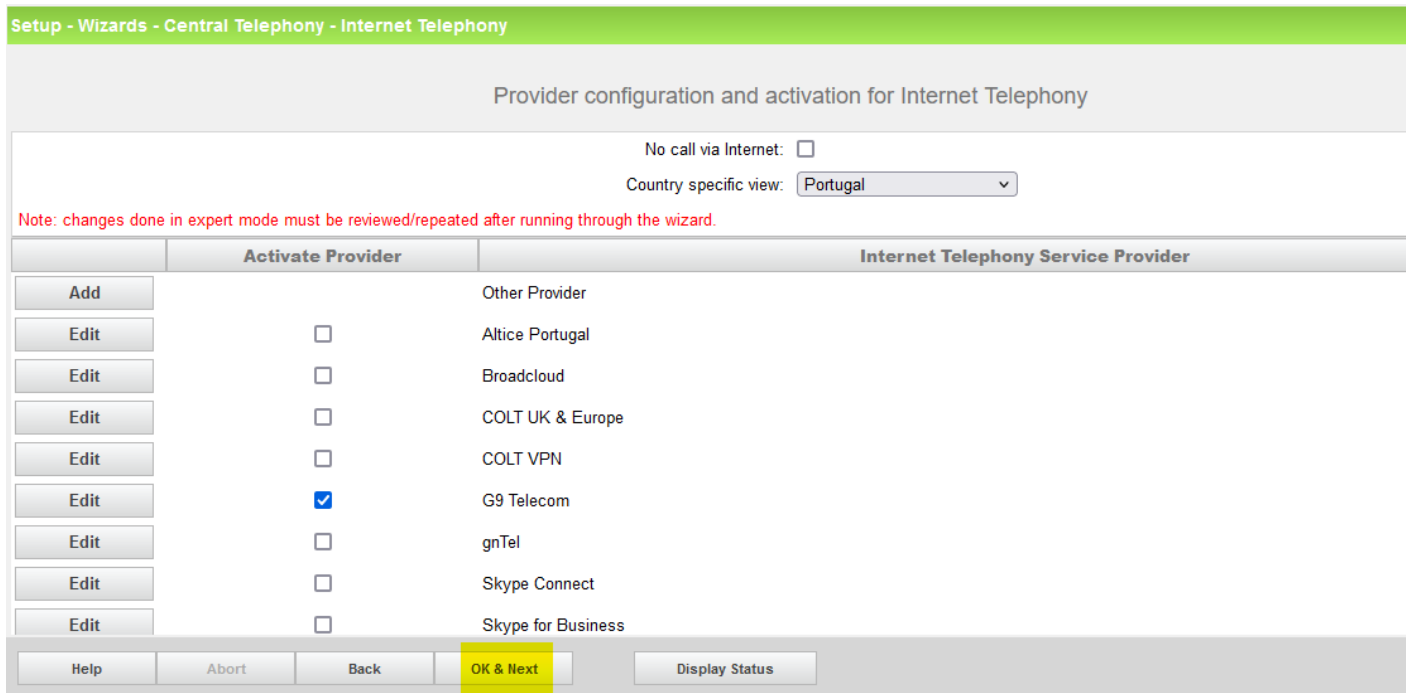


Figure 9

Click [OK & Next]

Define bandwidth (# Trunks)

The amount of simultaneous Internet calls (**Assigned Lines**) must be aligned with the **Number of channels** assigned by **G9 Telecom** for this particular trunk. The information is provided from the technician at the time of the installation of the service.

Setup - Wizards - Central Telephony - Internet Telephony

Settings for Internet Telephony

Simultaneous Internet Calls

Available Lines for ITSP: 119

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) = 2000**

In the 'Change Feature --> Internet Telephony' Assistant. This upstream allows you to conduct up to 15 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: Distribute Lines

Line assignment

Internet Telephony Service Provider	Configured Lines	Assigned Lines
G9 Telecom	4	<input type="text" value="4"/>

Help Abort Back OK & Next

Figure 10

Click [OK & Next]

Special phone numbers

In this dialog it is possible to route special phone numbers. Please make sure that the numbers are routed to the primary trunk.

The screenshot shows a configuration window titled "Special phone numbers" with a green header bar. Below the header, there is a "Note" section with the following text: "Emergency calls should always be built up with ISDN or Analog Trunk for safety reasons. Please make sure that all special call numbers are supported by the selected provider without fail." Below the note is a table with three columns: "Special phone number", "Dialed digits", and "Dial over Provider". The table contains 10 rows, numbered 1 to 10. Row 1 has "0C112" in the "Dialed digits" column and "G9 Telecom" in the "Dial over Provider" column. Rows 2 through 9 have empty "Dialed digits" columns and "G9 Telecom" in the "Dial over Provider" column. Row 10 has an empty "Dialed digits" column and "ISDN/Analog Trunk" in the "Dial over Provider" column. At the bottom of the window, there are four buttons: "Help", "Abort", "Back", and "OK & Next". The "OK & Next" button is highlighted in yellow.

Special phone number	Dialed digits	Dial over Provider
1	0C112	G9 Telecom
2		G9 Telecom
3		G9 Telecom
4		G9 Telecom
5		G9 Telecom
6		G9 Telecom
7		G9 Telecom
8		G9 Telecom
9		G9 Telecom
10		ISDN/Analog Trunk

Figure 11

Click [OK & Next]

On next page status of ITSP is displayed.

The screenshot shows a configuration window titled "Status for the Internet Telephony Service Provider (ITSP)" with a green header bar. Below the header, there is a table with the following data: "Provider" is "G9 Telecom", "Enabled" is "Enabled", "User" is "0035123456789", and "registered" is "registered". There is a "Restart" button to the left of the "Provider" column and a "Diagnose" button to the right of the "registered" column. At the bottom of the window, there are four buttons: "Help", "Abort", "Back", and "Next". The "Next" button is highlighted in yellow.

Provider	Enabled	User	registered
G9 Telecom	Enabled	0035123456789	registered

Figure 12

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)

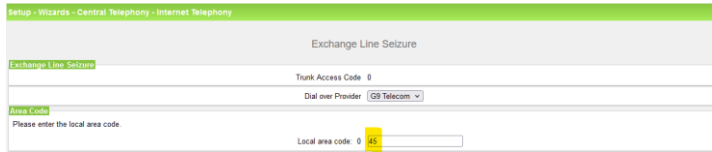



Figure 13

Click [OK & Next]

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



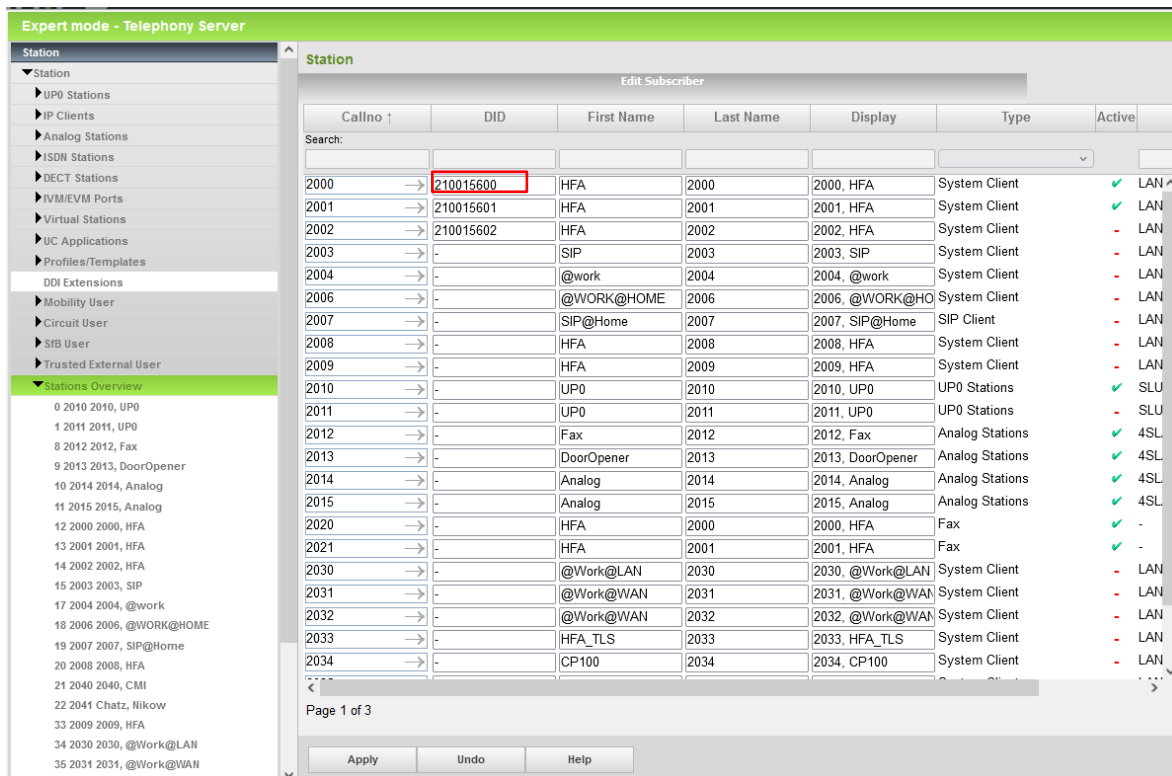
Seizure code for 'Outside line Seizure'	
ISDN	88
G9 Telecom	80

Figure 14

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

DID configuration

In this example the location data is chosen with the most flexible type of configuration: *Country code* only. Therefore in the DID Section, the full DID will need to be entered without the country code.



Callno ↑	DID	First Name	Last Name	Display	Type	Active
2000	210015600	HFA	2000	2000, HFA	System Client	✓ LAN
2001	210015601	HFA	2001	2001, HFA	System Client	✓ LAN
2002	210015602	HFA	2002	2002, HFA	System Client	- LAN
2003	-	SIP	2003	2003, SIP	System Client	- LAN
2004	-	@work	2004	2004, @work	System Client	- LAN
2006	-	@WORK@HOME	2006	2006, @WORK@HO	System Client	- LAN
2007	-	SIP@Home	2007	2007, SIP@Home	SIP Client	- LAN
2008	-	HFA	2008	2008, HFA	System Client	- LAN
2009	-	HFA	2009	2009, HFA	System Client	- LAN
2010	-	UP0	2010	2010, UP0	UP0 Stations	✓ SLU
2011	-	UP0	2011	2011, UP0	UP0 Stations	- SLU
2012	-	Fax	2012	2012, Fax	Analog Stations	✓ 4SL
2013	-	DoorOpener	2013	2013, DoorOpener	Analog Stations	✓ 4SL
2014	-	Analog	2014	2014, Analog	Analog Stations	✓ 4SL
2015	-	Analog	2015	2015, Analog	Analog Stations	✓ 4SL
2020	-	HFA	2000	2000, HFA	Fax	✓ -
2021	-	HFA	2001	2001, HFA	Fax	✓ -
2030	-	@Work@LAN	2030	2030, @Work@LAN	System Client	- LAN
2031	-	@Work@WAN	2031	2031, @Work@WAN	System Client	- LAN
2032	-	@Work@WAN	2032	2032, @Work@WAN	System Client	- LAN
2033	-	HFA_TLS	2033	2033, HFA_TLS	System Client	- LAN
2034	-	CP100	2034	2034, CP100	System Client	- LAN

Figure 15

Additional Configuration

License

Add the “S2M/SIP Trunk” license to the SIP-Trunk

The screenshot shows the UNIFY License Management interface. The top navigation bar includes Home, Administrators, Setup, Expert mode, Data Backup, License Management, and Service Center. The left sidebar menu is expanded to show License Management options: License information, Additional Products (OpenScape Personal Edition), Local User licenses (Overview, IP User, TDM User, Mobility User, Deskshare User), CO Trunks (highlighted), and System Licenses.

The main content area is titled "CO Trunks" and contains the following text:

The access to central office via PRI(S2m/T1) trunks or via Internet telephony is licensed by CO trunk licenses
Available licenses for SIP and PRI(S2m/T1) trunks: 0

Below this, the "SIP trunks" section is visible, showing:

The configured number of simultaneous Internet calls for each Internet Telephony Service Provider is: 4
License number of simultaneous Internet calls in this node: 4
License demand for number of simultaneous Internet calls in this node: 4

At the bottom, the "PRI (S2M/T1)" section is partially visible, showing a table with the following headers:

Type Slot	Port	Feature	Demands
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Figure 16

Mandatory configuration in Expert Mode

Codec Parameters

Go to Expert Mode → Telephony Server → Voice Gateway → Codec Parameters

To comply with the requirements of the **G9 Telecom** the following codec parameters **MUST** be changed:

- Unsupported G729AB codec must be disabled.
- G.729 disabled. Use G.711 only.
- T38 fax protocol is not supported by G9 Telecom, fax is supported via G.711 only. For this you **MUST** disable T38 protocol

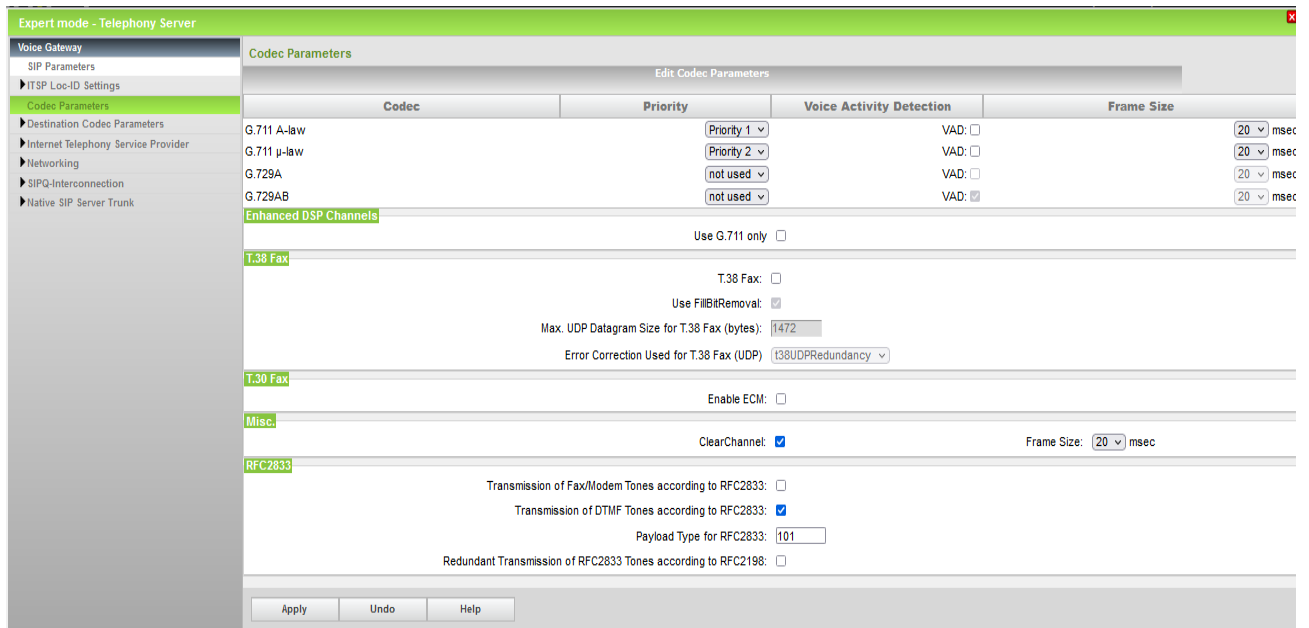


Figure 17

After disabling T.38 OpenScope Business **MUST** be restarted.