UNIFY Harmonize your enterprise

OpenScape Business V1

Tutorial

SIP Endpoint Configuration – OpenScape PE

Version 1.0

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.
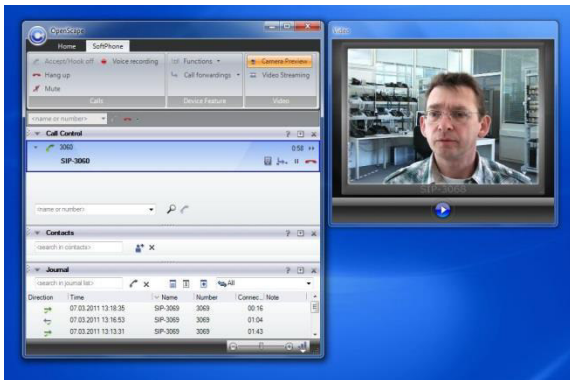
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Table of History

Date	Version	Changes
2013-06-14	1.0	Initial Creation

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1 OpenScape Softclient

1.1 OpenScape Personal Edition V4

UserGuide:

http://apps.g-dms.com:8081/techdoc/en/P31003G2540U100017619/P31003G2540U100017619.pdf

Used Client Software: *V3.2 R1.2.0*

1.1.1 Basic Configuration

After starting the OpenScape PE the following Logon window is opened:

Choose a reasonable text for "Login" (e.g. your phone number) and "Profile" (e.g. your system/company name), enter your password and select "Manage" to configure your client.

- Audio Schemas:

First check, if the "Audio Schema" is configured and shows the correct connected devices. Without having a valid Audio schema OpenScape PE cannot be started.
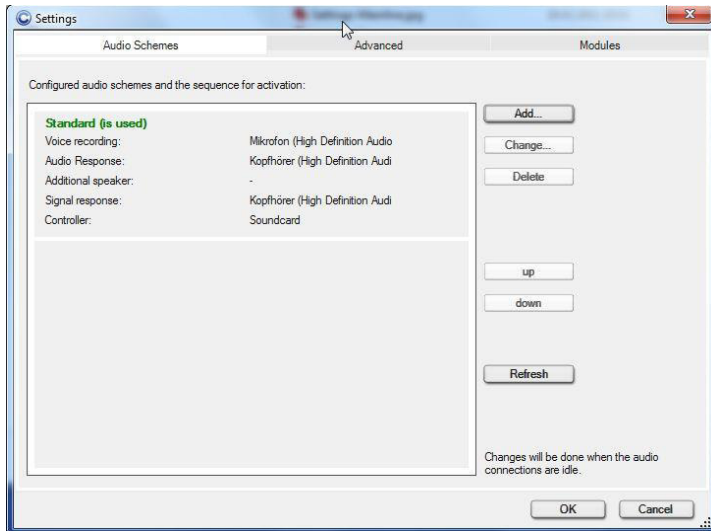

- Advanced – SIP Service Provider – System services:

Within this table services can be selected / deselected. Select "Custom" as server Type for OpenScape Business and mark "Video connections". All other checkboxes are unselected.

OpenScape Business V1 – Tutorial: SIP Endpoint Configuration – OpenScape PE
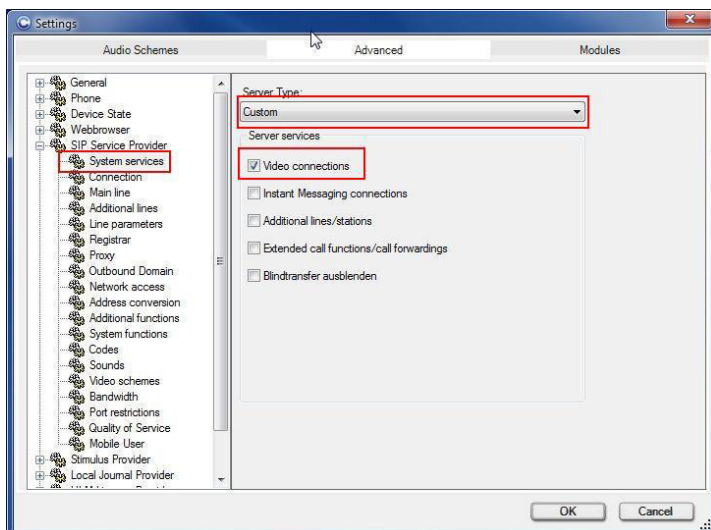
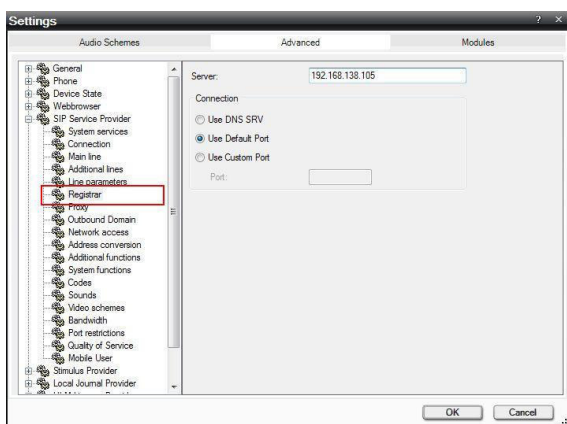- Advanced – SIP Service Provider – Mainline

Enter the user (line) specific configuration data:
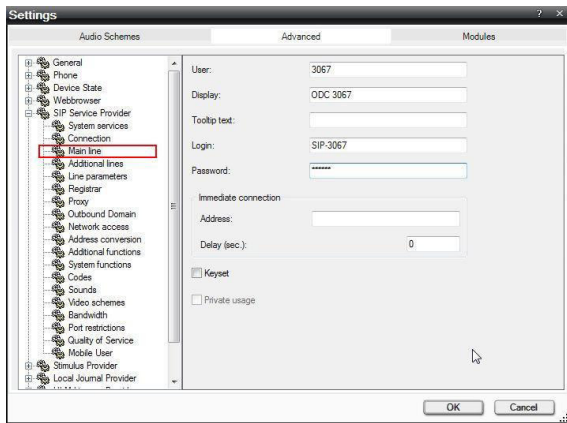
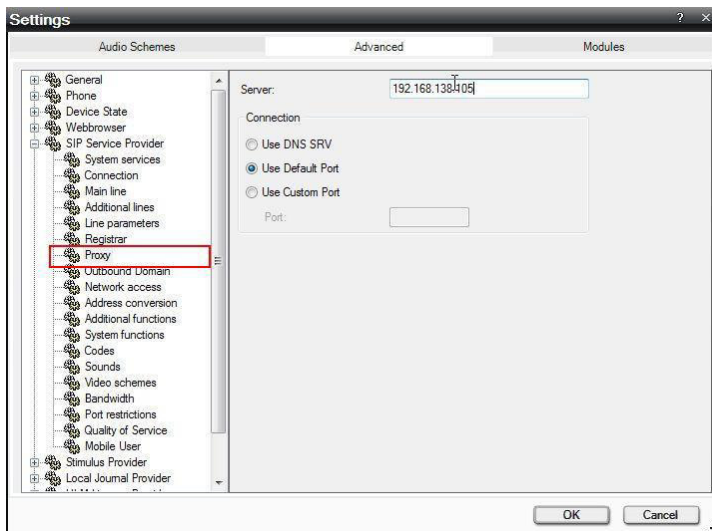| Phone Value	configured in OpenScape Business (see 1.7): Telephones / Subscribers-> IP Telephones -> Edit
User	Call number
Display	Optional, Phone name can only be seen in the network traces, OpenScape Business uses the name configured in system
Login	SIP User ID / Username
Password	Password

- Advanced – SIP Service Provider – Registrar

Enter the OpenScape Business as Registrar Server

Phone Value	configured in OpenScape Business:
Server	IP-Address of OpenScape Business

Advanced – SIP Service Provider – Proxy

Enter the OpenScape Business as Proxy Server

| Phone Value	configured in OpenScape Business:
Server	IP-Address of OpenScape Business

- Advanced – SIP Service Provider – Sounds

Select the appropriate country specific Tone-Scheme

Deselect MOH: Local MOH in the client MUST be deactivated. If local MOH is activated there will be a mixture of local and system provided MOH.
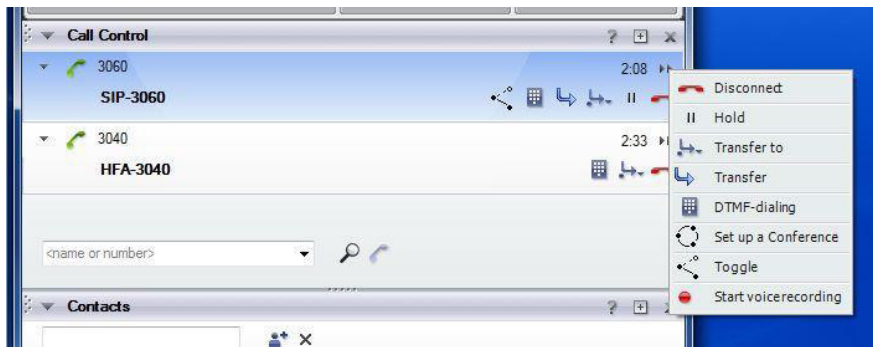
OpenScape Business V1 – Tutorial: SIP Endpoint Configuration – OpenScape PE
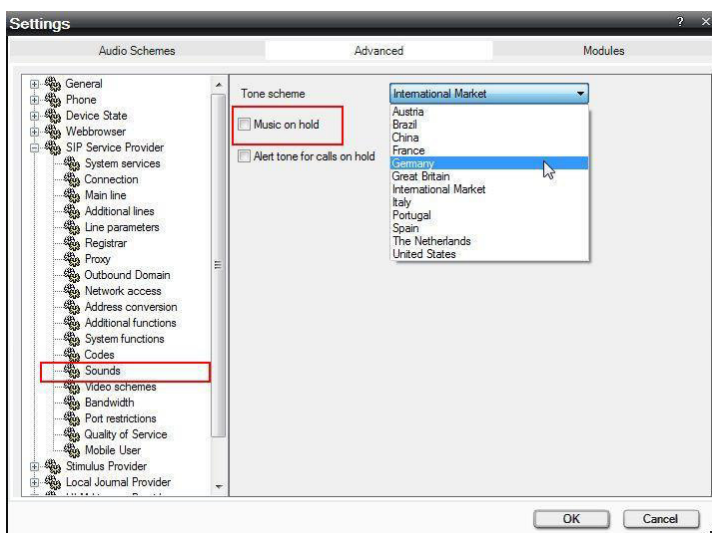
1.1.2   Hold/Retrieve/Alternate

Hold, Retrieve and Alternate are supported by icons in the phone menu
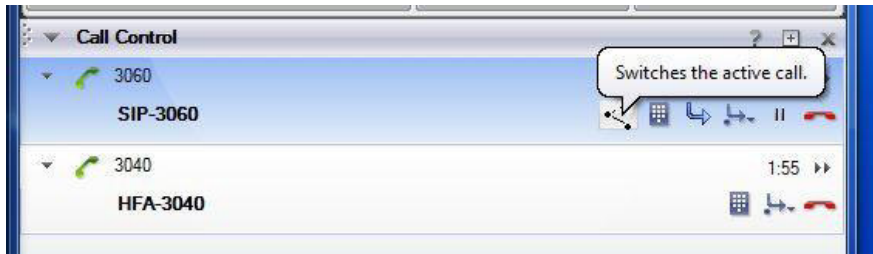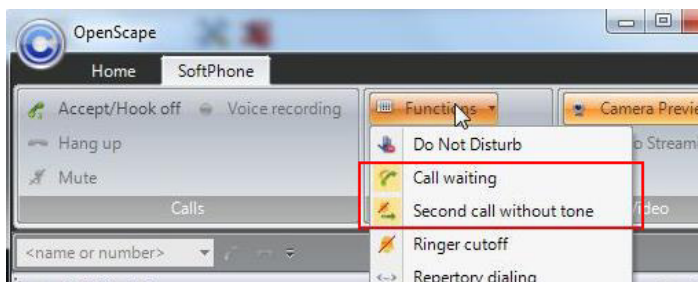

1.1.3   Transfer

Attended and Blind Transfer is supported

1.1.4   Call Waiting / Call offer

Call waiting is controlled via the "Functions" menu, but it has to be enabled in OpenScape Business WBM as well.

If call waiting is enabled, a second parameter is offered to control if a tone should be used for audible signaling.

1.1.5   Call Forwarding

The client offers

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

A dedicated call forwarding management function is available:
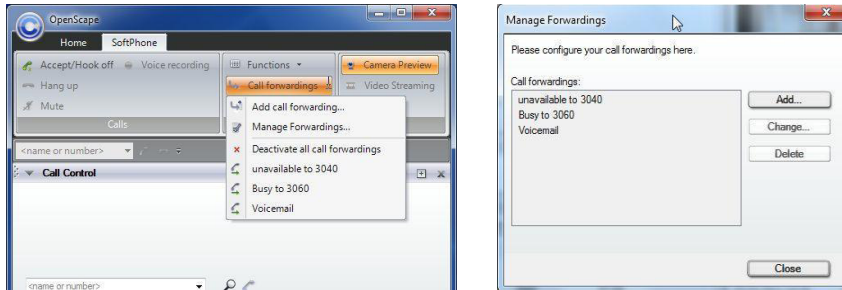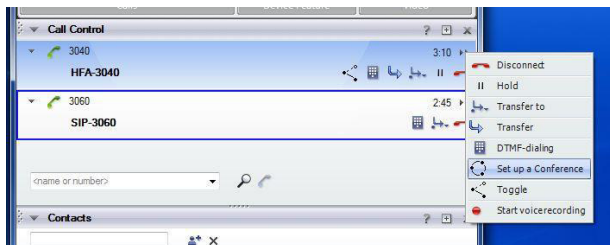

1.1.6 Message Waiting

To be completed

1.1.7 Distinctive Ringing

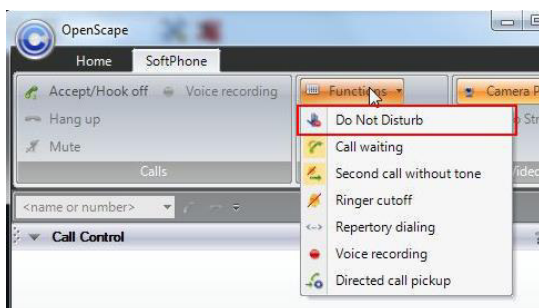Not supported by OpenScape PE

1.1.8 Local phone features

OpenScape PE offers a local 3 party conference. Active and held call can be connected to a 3 way conference by activating conference in the phone menu.

Conference is supported by the phone.

Do Not Disturb can be activated by the "Functions" menu:

Voice recording can be used to locally record a conversation. The recoded files are stored under "\My Documents\My Music\VoiceRecordings"

1.1.9 Known limitations and restrictions

As OpenScape PE is provided for several communication servers there are some options/features offered, which are not supported in OpenScape Business, e.g. Directed call pickup

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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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