OpenScape Business V3

Configuration Kwebbl SIP Trunk
- Austria
- Belgium
- Germany
- Netherlands
- Switzerland

OpenScape Business V3 Mainboard Family
OpenScape Business S

About this document

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

Note: The basis for this document is the current OpenScape Business *V3R4*. 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	***V3R4***
Kwebbl SIP Trunk	**Features & Capabilities**
Account (DID/Client)	*DID*
Multisite	*yes - single trunk / dedicated trunk*
CLIP / CLIR	*yes / yes*
CLIP no Screening	*no*
COLP	*no*
Call Forwarding (302)	*no*
DTMF (RFC2833/4733)	*yes*
Codecs G.722/G.711/G.729	*no / yes / no*
T.38 Fax	*no*
Secure trunk	*no*

Remarks:

OpenScape Business is not approved for the use of the T.38-Fax protocol on the ***Kwebbl SIP Trunk*** profile.

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Date	Version	Changes
12.02.2025	1.0	release with OpenScape Business V3R4
01.08.2025	1.1	profile included in OpenScape Business V3R4.2 update on Trunk Configuration Data

Information

The ***Kwebbl SIP Trunk*** SIP-Trunk will be released for the first time with OpenScape Business V3R4.

Trunk Configuration Data

The configuration data needed to setup the ***Kwebbl SIP Trunk*** are available in the ***Kwebbl*** Customer portal. Please choose: 'Brand: Mitel | Model: OpenScape Business'.

Trunk Configuration

To use the trunk functionality, it is necessary to create a trunk on the Kwebbl platform. A SIP trunk can be created in the tab **[Devices]**, subtab **[Trunks]**.

Click on **[+Add]** to create a new trunk and follow the 2-step configuration wizard.

Configuration Wizard – Step 1:

DEVICE DETAILS

- **Name:** Type the name of the trunk
- **Concurrent calls:** Choose the number of simultaneous call channels (1-100)
- **Brand:** Choose the brand of the trunk
- **Type:** Choose or type the model of the trunk
- **Numbers format for inbound calls:** Choose the number format for SIP headers:
  - With plus: e.g. +310241651777
  - Without plus: e.g. 310241651777

IP WHITELIST

IP whitelisting is optional, but strongly recommended for enhanced security and fraud prevention.

- **IP address:** Specify the IP address and subnet to whitelist it for the trunk accounts registrations.

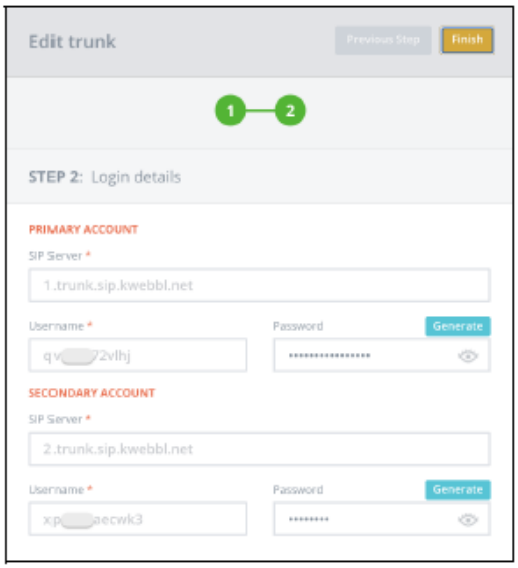
ADDING NUMBERS

- **Choose the Number or/and Caller ID you want to add:** Open the dropdown menu and select the target number or number block. Press [+] to assign the number or number block to the trunk.
  - DID: Select the option if you want to receive calls on the number or a number from the block.
  - Caller ID: Select the option if you want the trunk to be able to dial out with the number or a number from the block.

FAILOVER TO DIAL PLAN

Configuration of the failover to dial plan is optional. Enable the option to redirect calls to an (external) fallback number to ensure the end user's reachability in case the trunk is for some reason unavailable. The routing needs to be preconfigured on the panel.

Configuration Wizard – Step 2:



At the second step you will find the **Primary Trunk account** and **Secondary Trunk account details**: username, password and SIP server address.

The password for the trunk account can be created manually or generated.

It is strongly recommended to register the trunk on both Primary and Secondary SIP servers to ensure failover in case of service disruptions.

Click **[Finish]** to save the Trunk. The trunk and all associated information will be displayed in the **[Trunks]** subtab.

Once the trunk is registered on the Kwebbl platform, a green registration dot will appear on the panel. By hovering over the green dot, the user-agent details can be viewed. If the trunk account has not been registered yet or lost the registration, the dot will be grey.

Additionally, the trunk internal and external IP addresses, as well as the registration expiration timer can be viewed on the panel.

This configuration example is part of the ***Kwebbl*** documentation „SIP Trunk Configuration“.

Configuration Wizard

Internet Telephony

Go to Central Telephony – “Internet Telephony“

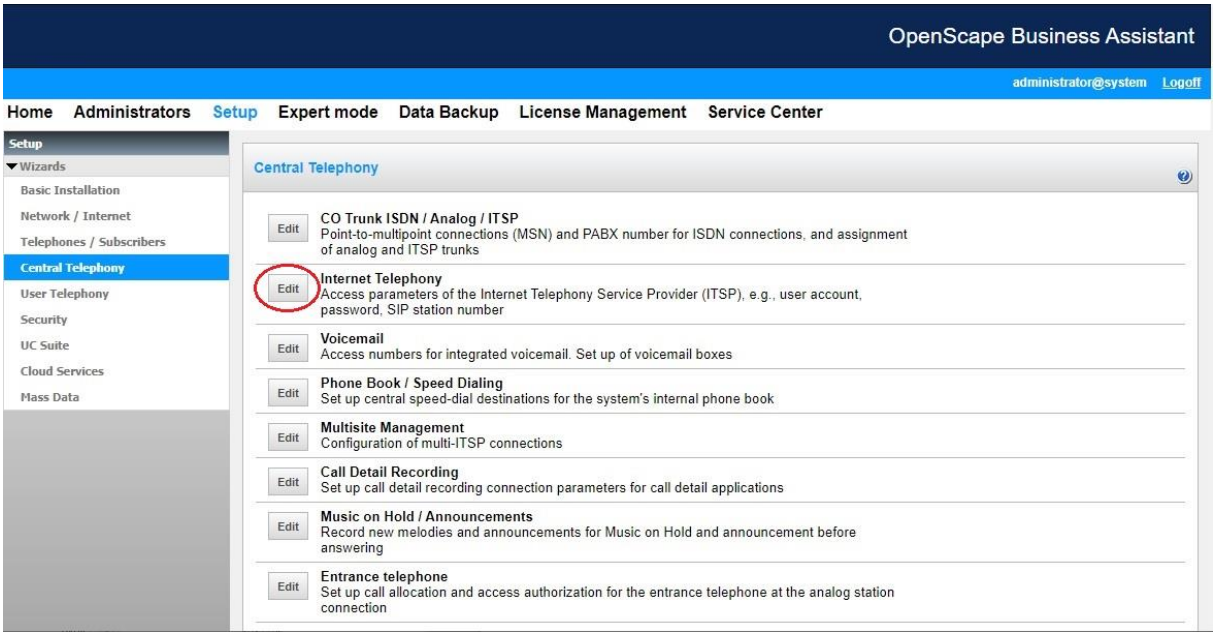


Figure 1

The overview page appears for entering the location data. The most flexible type of configuration is to enter the Country code only. The ***Kwebbl SIP Trunk*** is released for the following countries:

- Austria
- Belgium
- Germany
- Netherlands
- Switzerland

The following example is based on the country code ***Germany***.

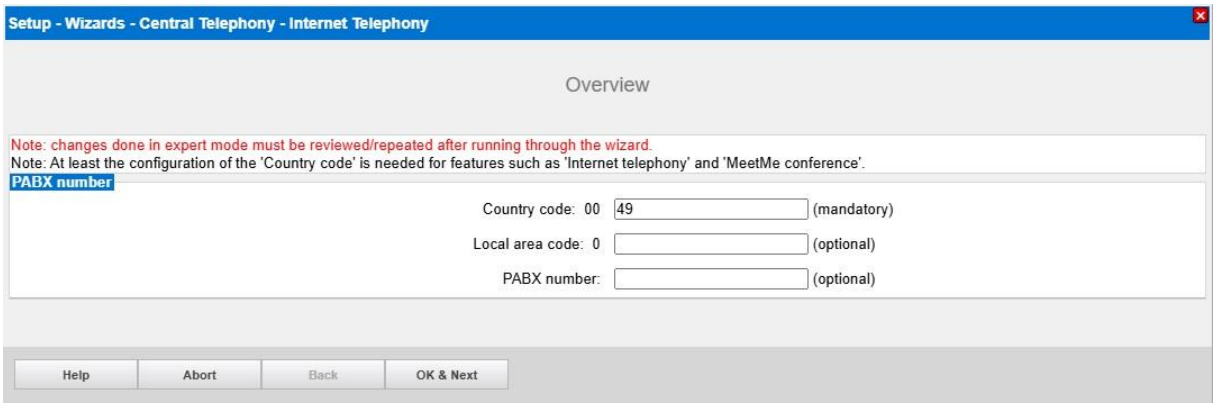


Figure 2

Click [OK & Next].

Provider configuration and activation for Internet Telephony

- “No call via Internet” -> uncheck
- “County specific view”: here ***Germany*** and select ***Kwebbl SIP Trunk***

	As long as the profile ***Kwebbl SIP Trunk*** is not available, please create a private profile ***Kwebbl_2*** (see appendix).

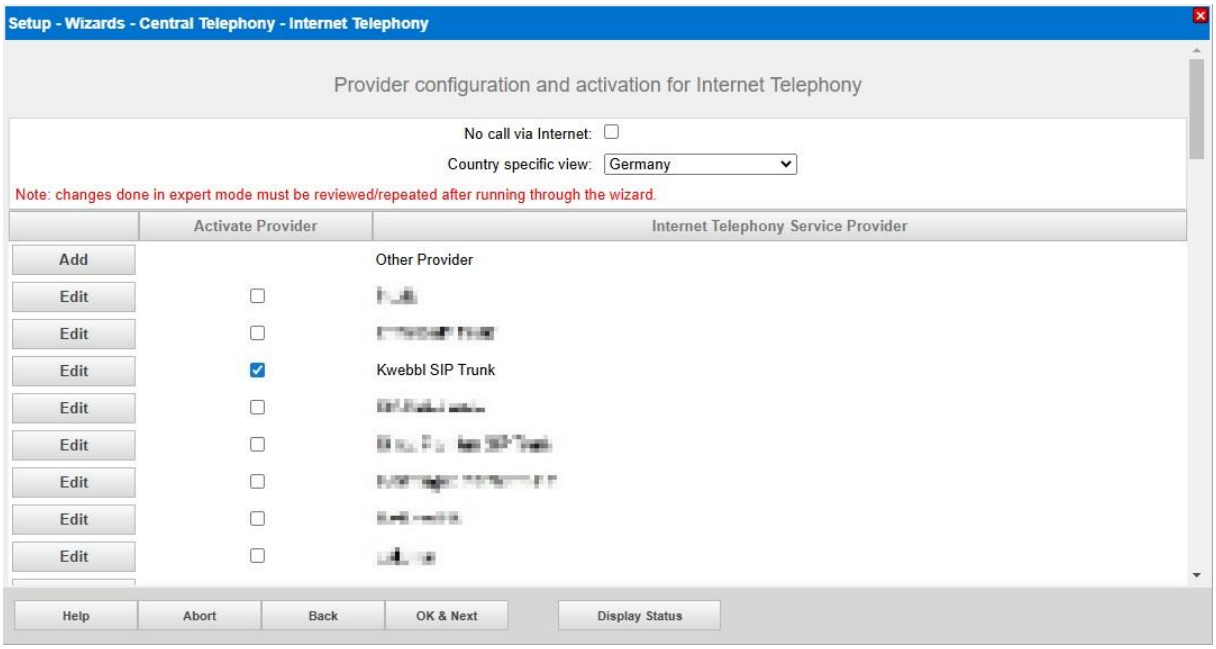


Figure 3

Activate Provider and click on [Edit].

On the next page no changes are required. The Primary Trunk account is preconfigured.

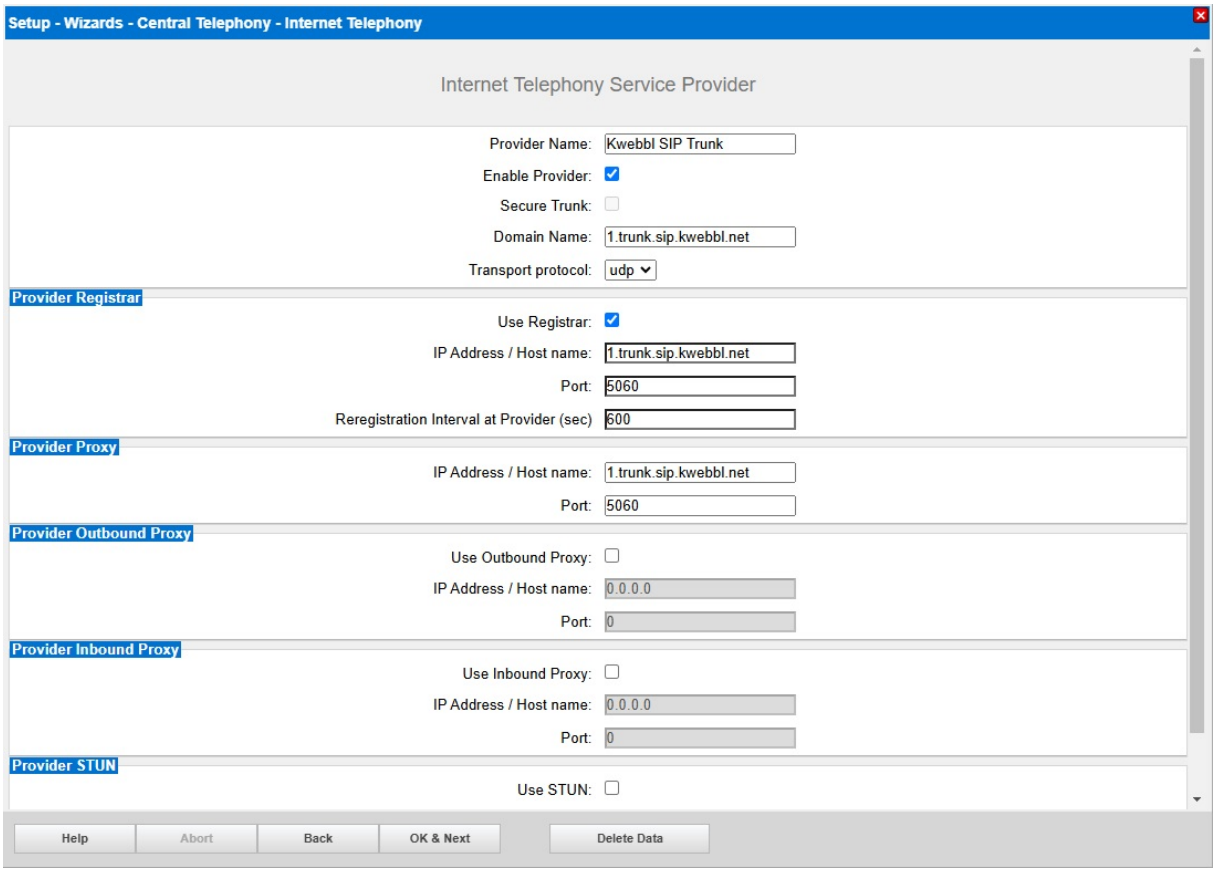


Figure 4

Click [OK & Next].

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

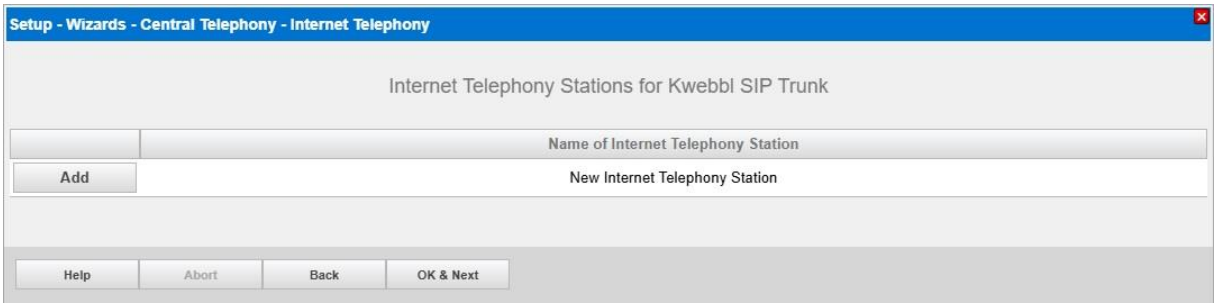


Figure 5

Click on [Add].

The Data is provided by the ***Kwebbl*** customer portal.

Internet telephony station: Username

Authorization name: Username

Password: Password

Default number: Main number of connection in E.164 format (e.g.: +4930300153[redacted]). The default number is used as outgoing number when no DDI number is assigned to a station. Usually the Lead Number is entered here.

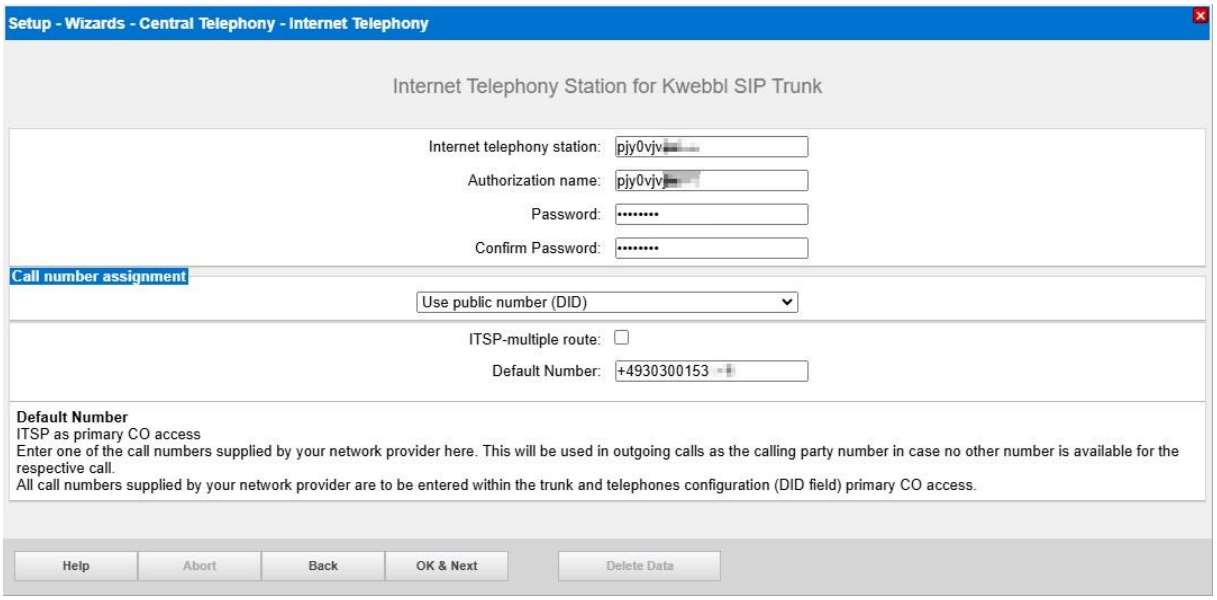


Figure 6

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

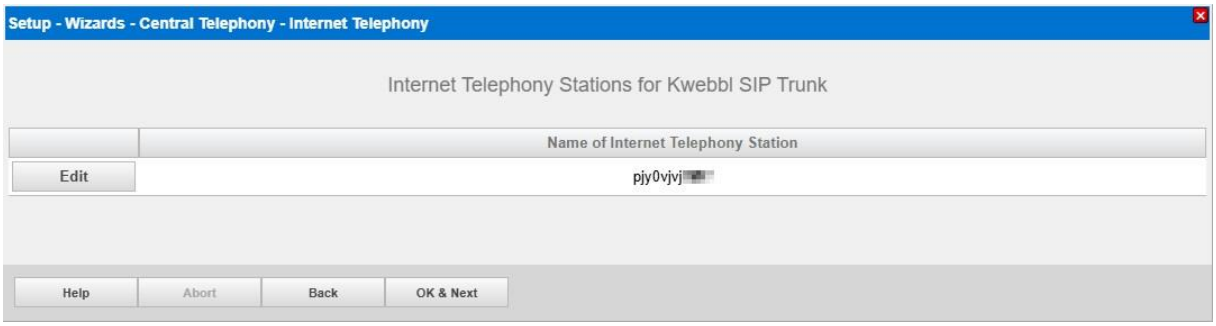


Figure 7

Click [OK & Next]

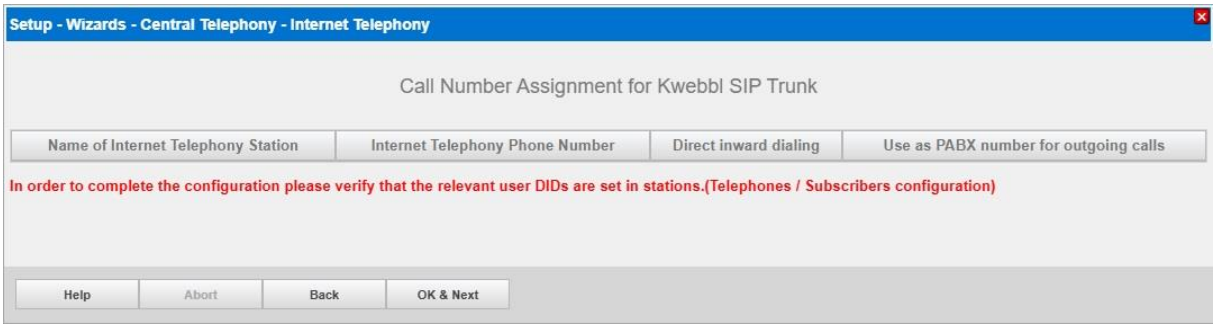


Figure 8

Click [OK & Next] (no input needed)

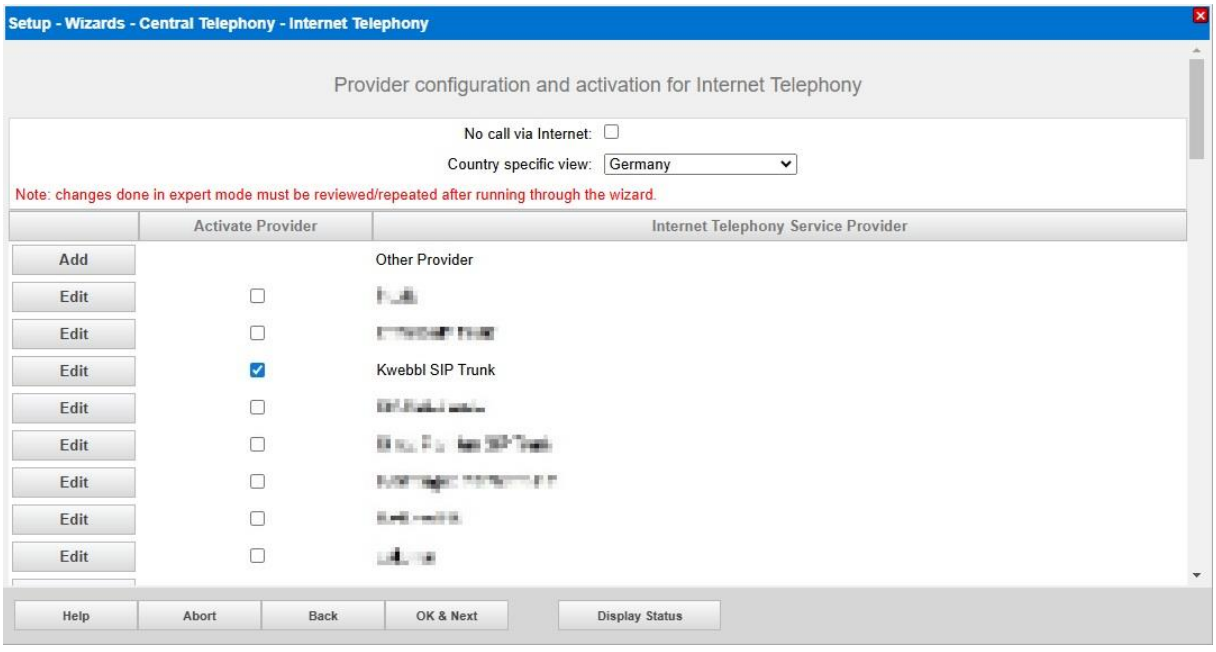


Figure 9

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 of the ***Kwebbl SIP Trunk*** customer portal.

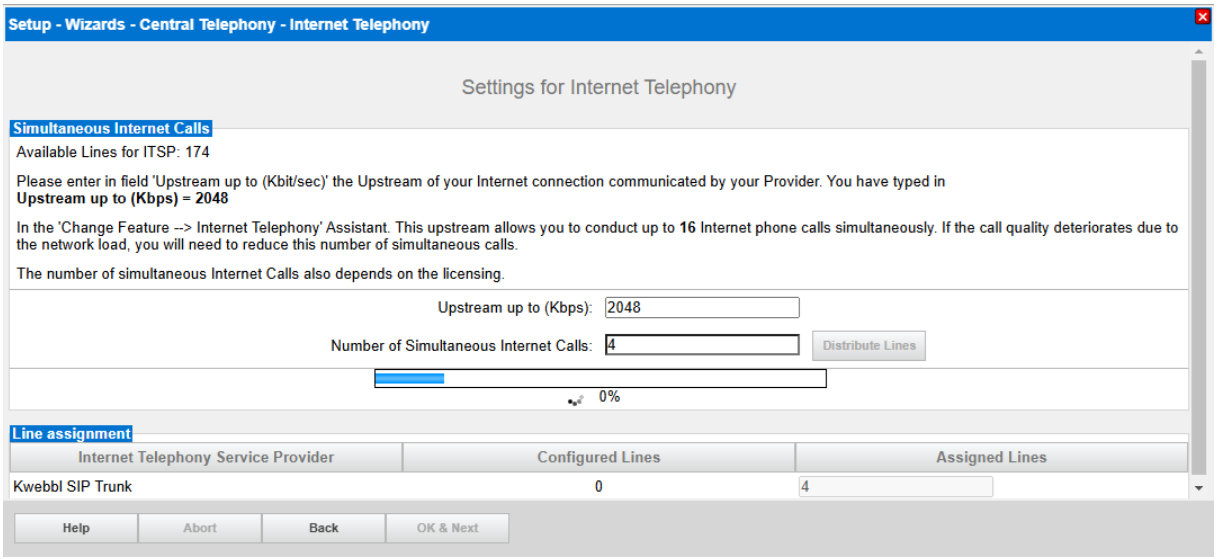


Figure 10

Click [OK & Next]

Special phone numbers

In this dialog it is possible to route special phone numbers. If special numbers are not to be routed via the ITSP direction, this must be changed accordingly.

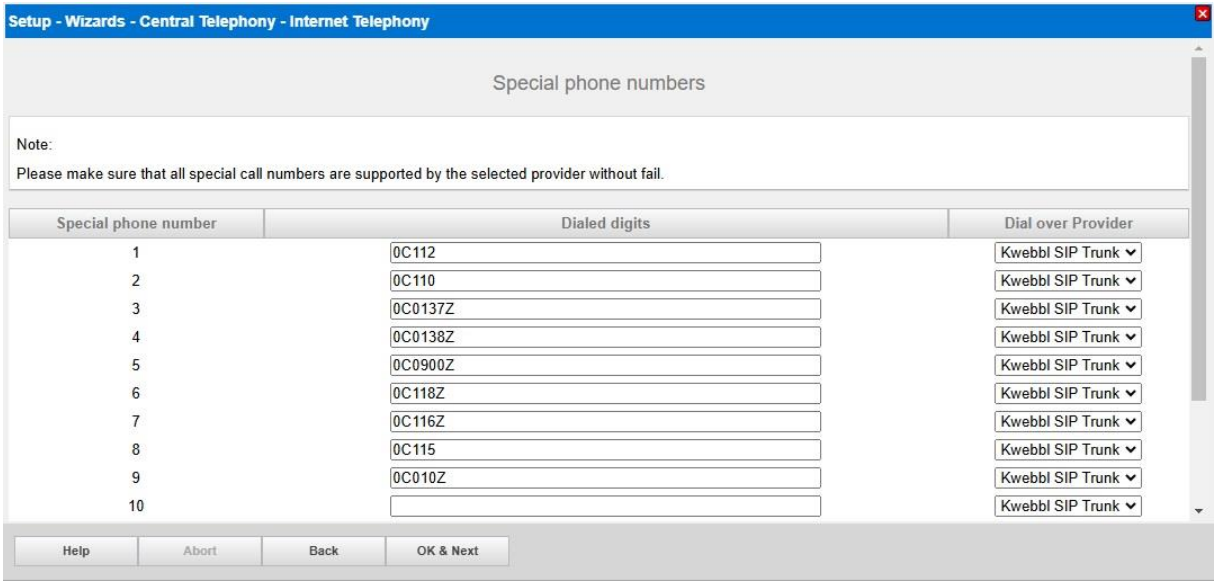


Figure 11

Click [OK & Next]

On next page status of ITSP is displayed.

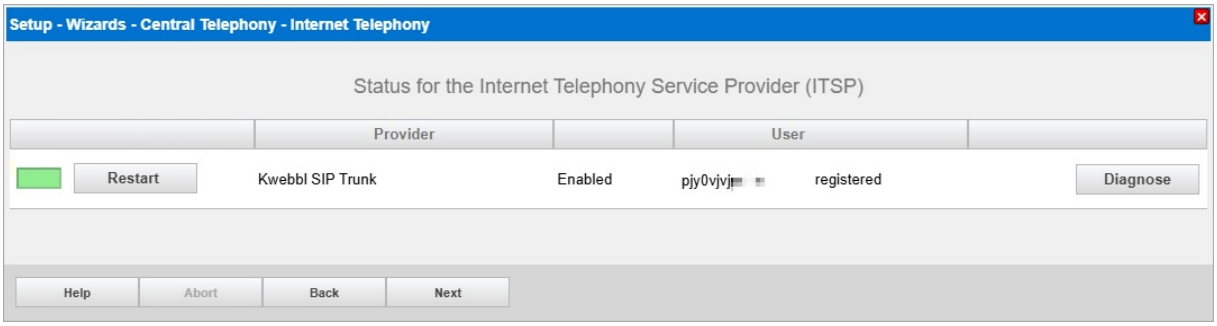


Figure 12

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)

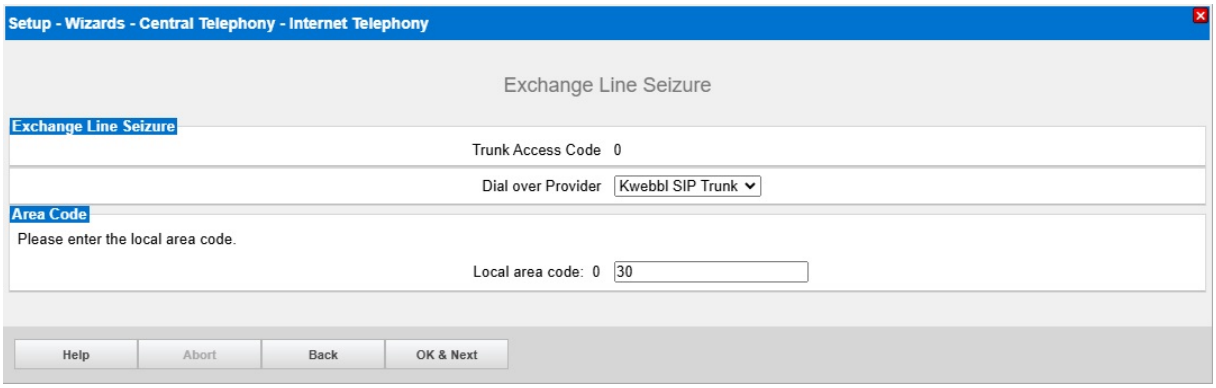


Figure 13

Click [OK & Next]

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

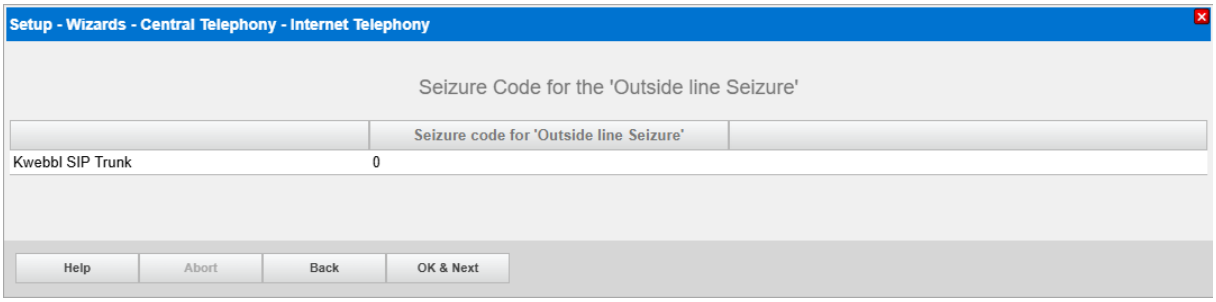


Figure 14

Click [OK & Next] and

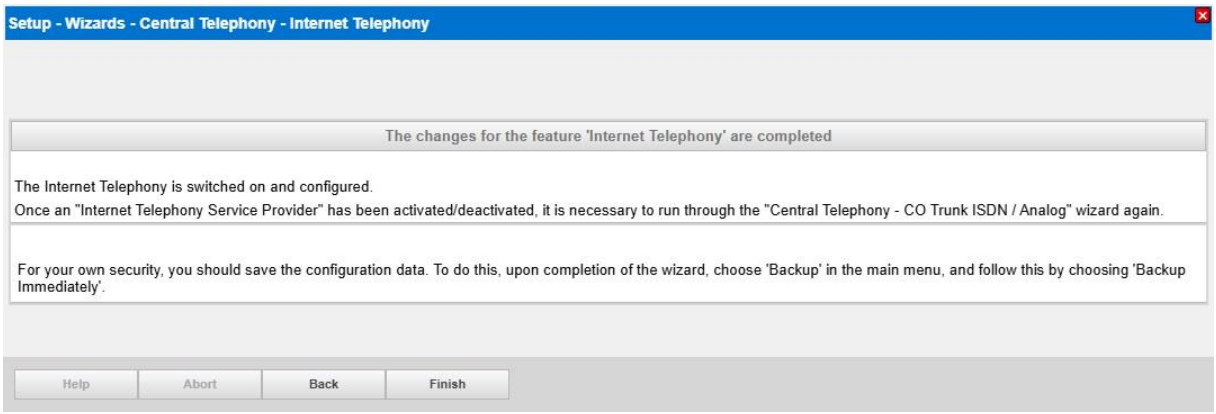


Figure 15

on the next page [Finish].

DID configuration

In the DID Section, the DID will need to be entered (remaning part without country code, and if configured without local area code, PABX number).

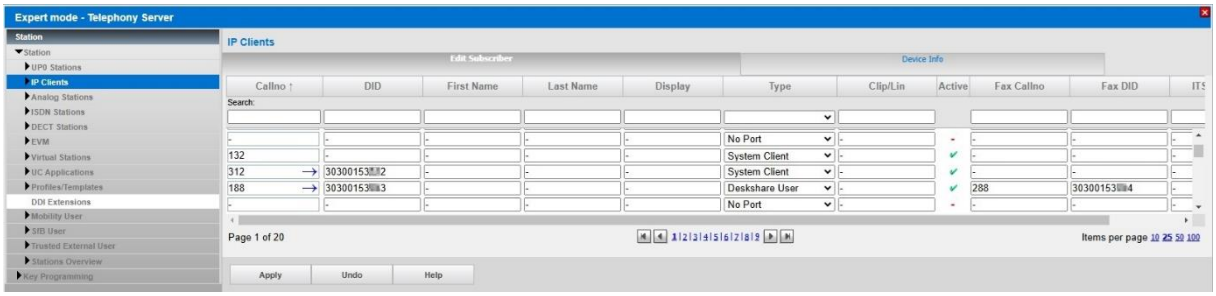


Figure 16

Additional Configuration

License

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

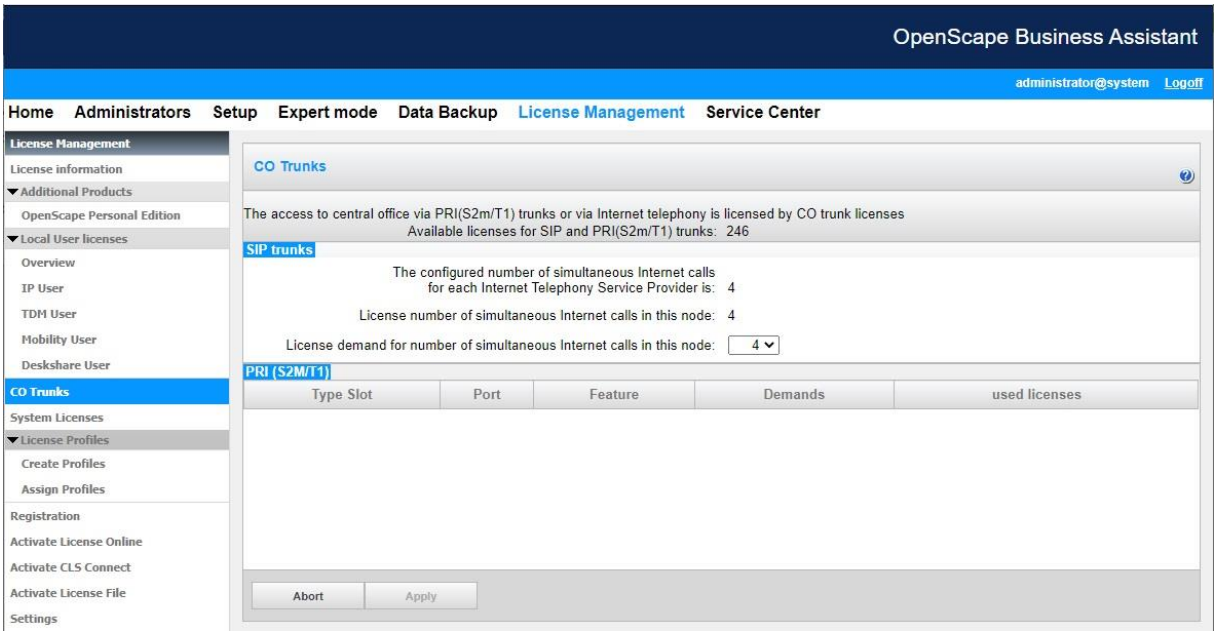


Figure 17

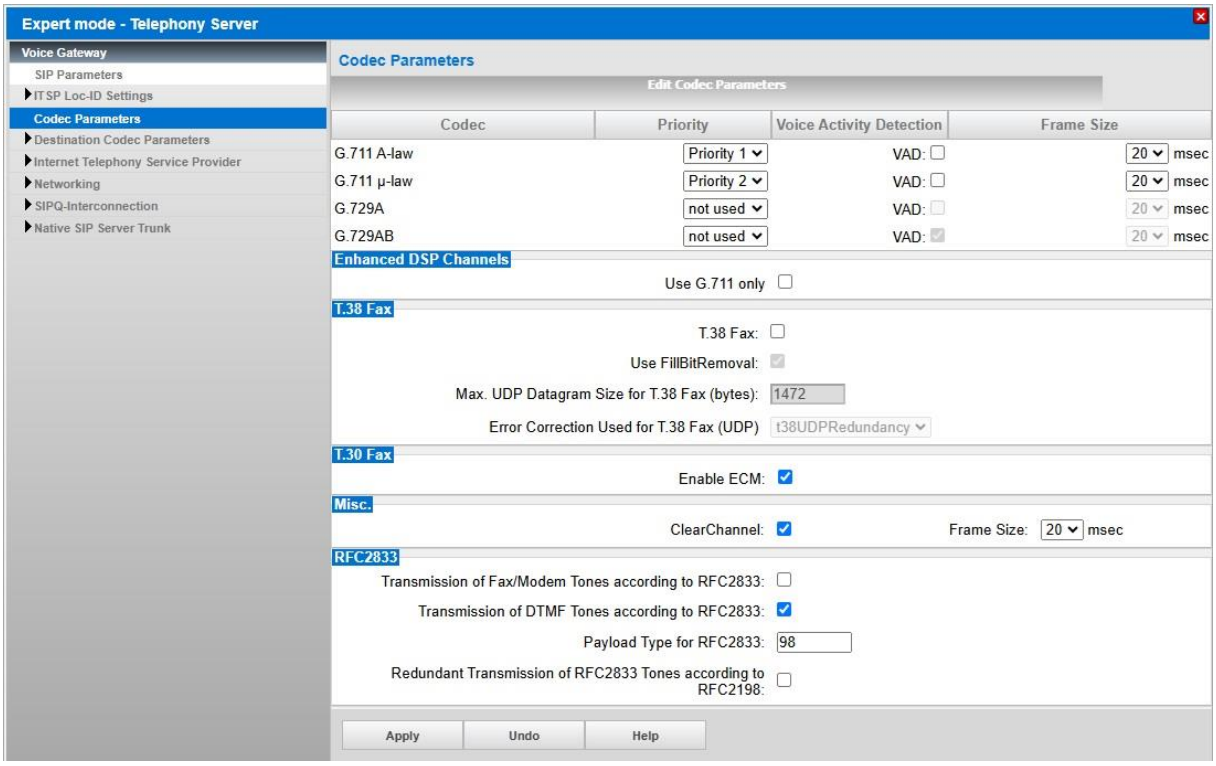
Mandatory configuration in Expert Mode

Codec Parameters

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

To comply with the requirements of the ***Kwebbl SIP Trunk*** profile the following codec parameters must be changed:

1. G.729A/G.729AB are not supported and should be disabled.
2. OpenScape Business is not approved for the use of the T.38-Fax protocol on the ***Kwebbl SIP Trunk*** profile. Therefore T.38 Fax should be deactivated.



After the T.38-Fax settings are changed OpenScape Business must be restarted.

Appendix

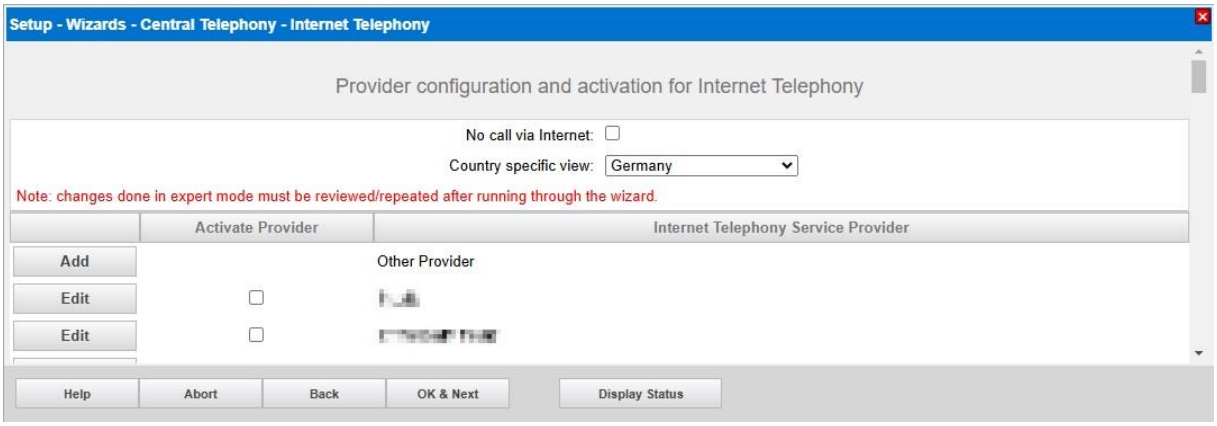
Create profile

As long as the ***Kwebbl SIP Trunk*** profile is not yet available, please first create a private profile with the name ***Kwebbl_2*** as follows.

Please open the wizard for “Central Telephony – Internet Telephony” as described in **Figure 1** and **Figure 2** and go to:

Provider Configuration and -activation for Internet-Telephony:

- “No call via Internet” -> uncheck
- “County specific view”: e.g. ***Germany*** and select ***Other Provider***

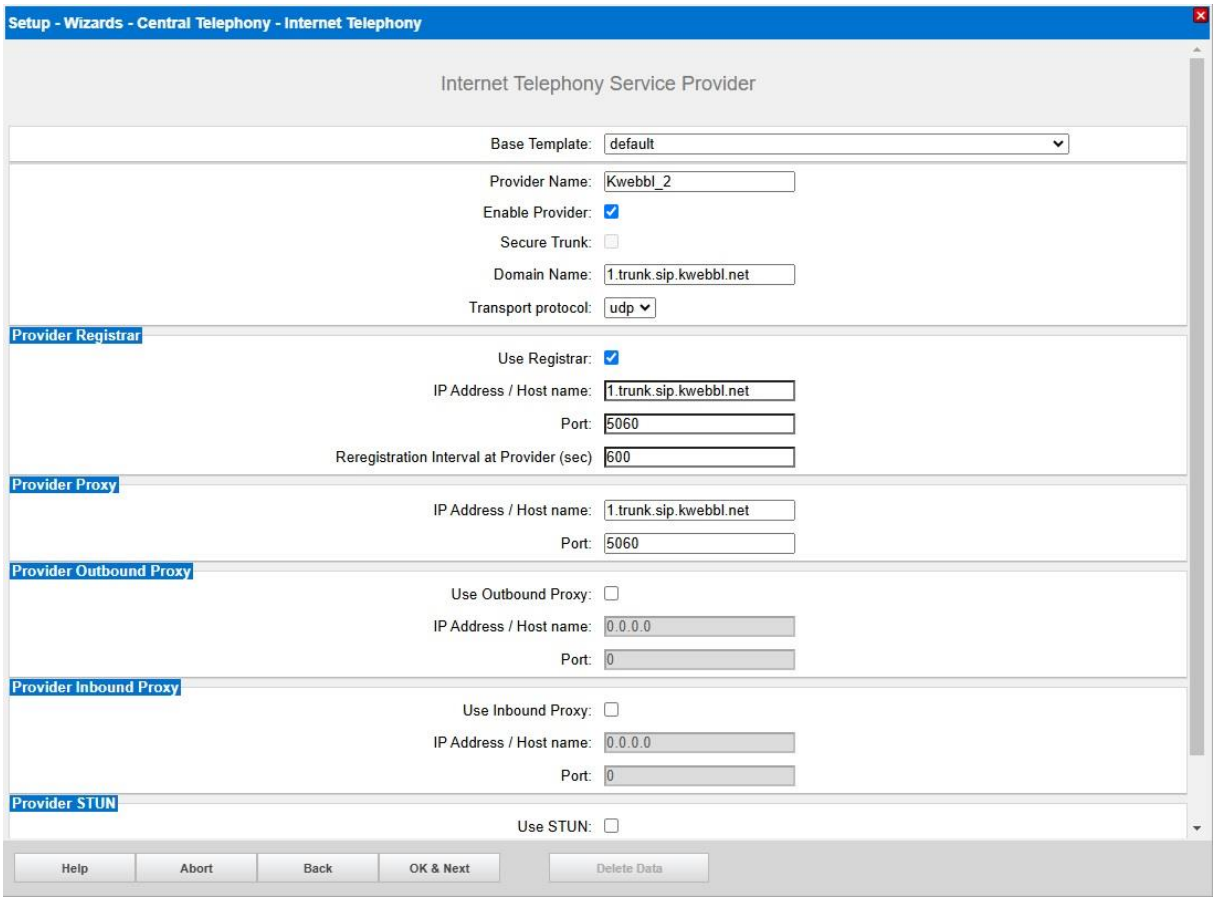


Click on [Add].

Use the ***default*** template with name ***Kwebbl_2***, enable the provider and configure the server data provided for the ***Kwebbl SIP Trunk***

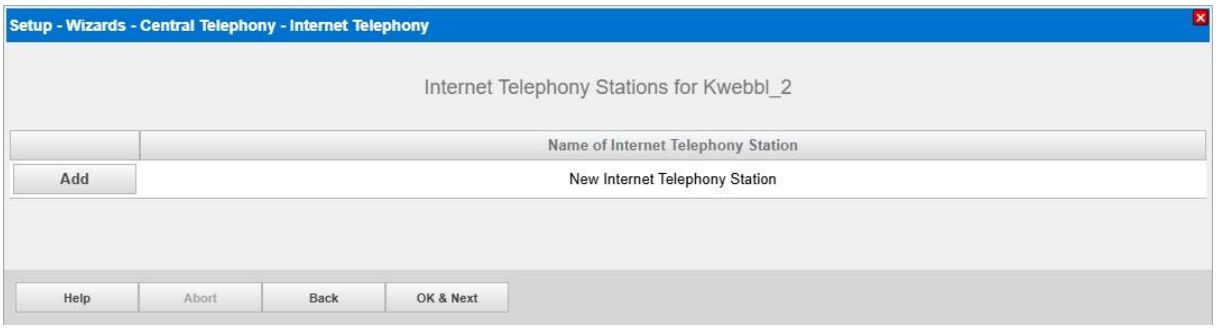
- **Gateway Domain Name:** 1.trunk.sip.kwebbl.net (Primary Trunk account)
- **Provider Registrar:** 1.trunk.sip.kwebbl.net (Primary Trunk account)
- **Provider Proxy**: 1.trunk.sip.kwebbl.net (Primary Trunk account)

as follows (see **Figure 4**):



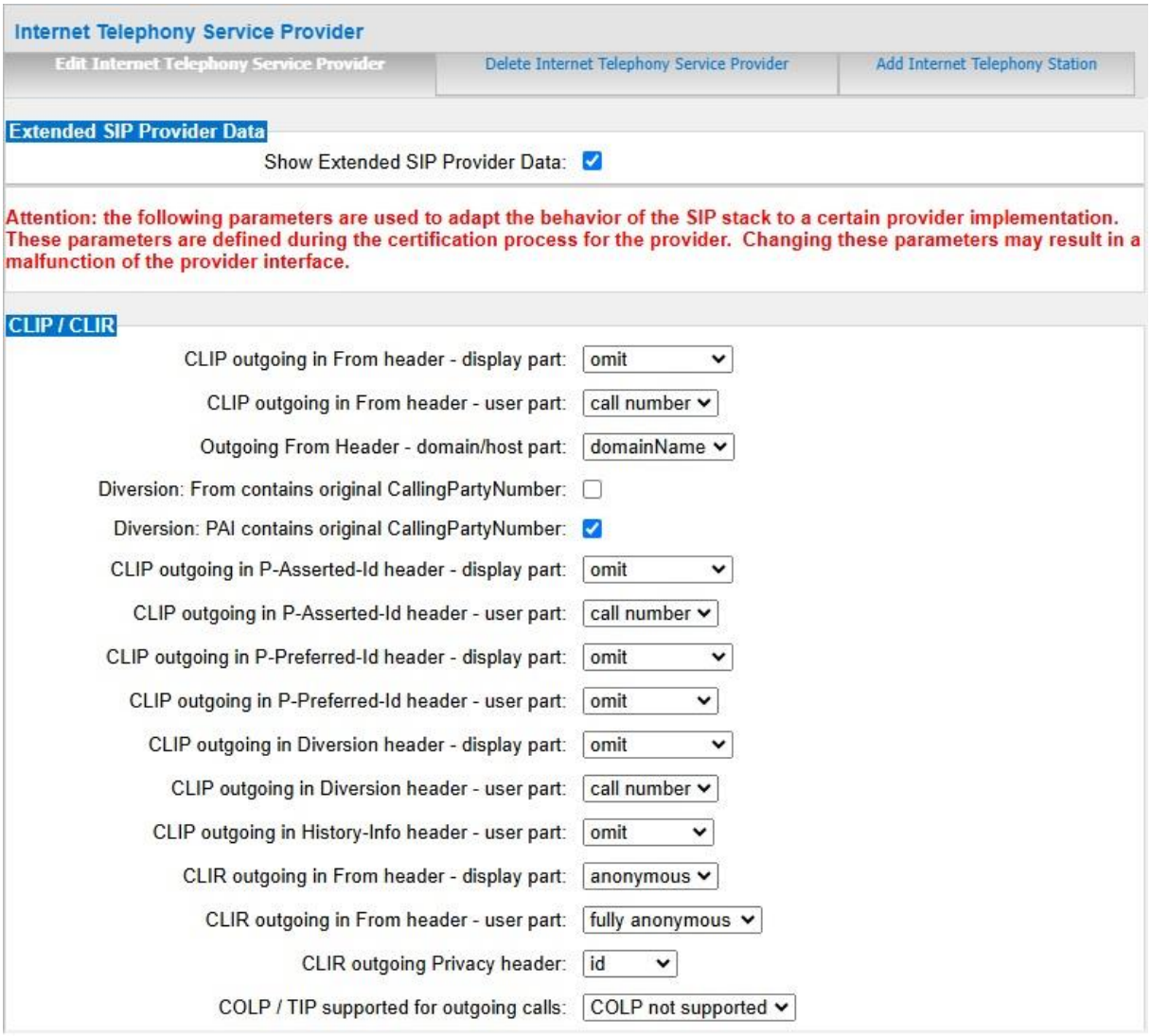
Click [OK & Next]

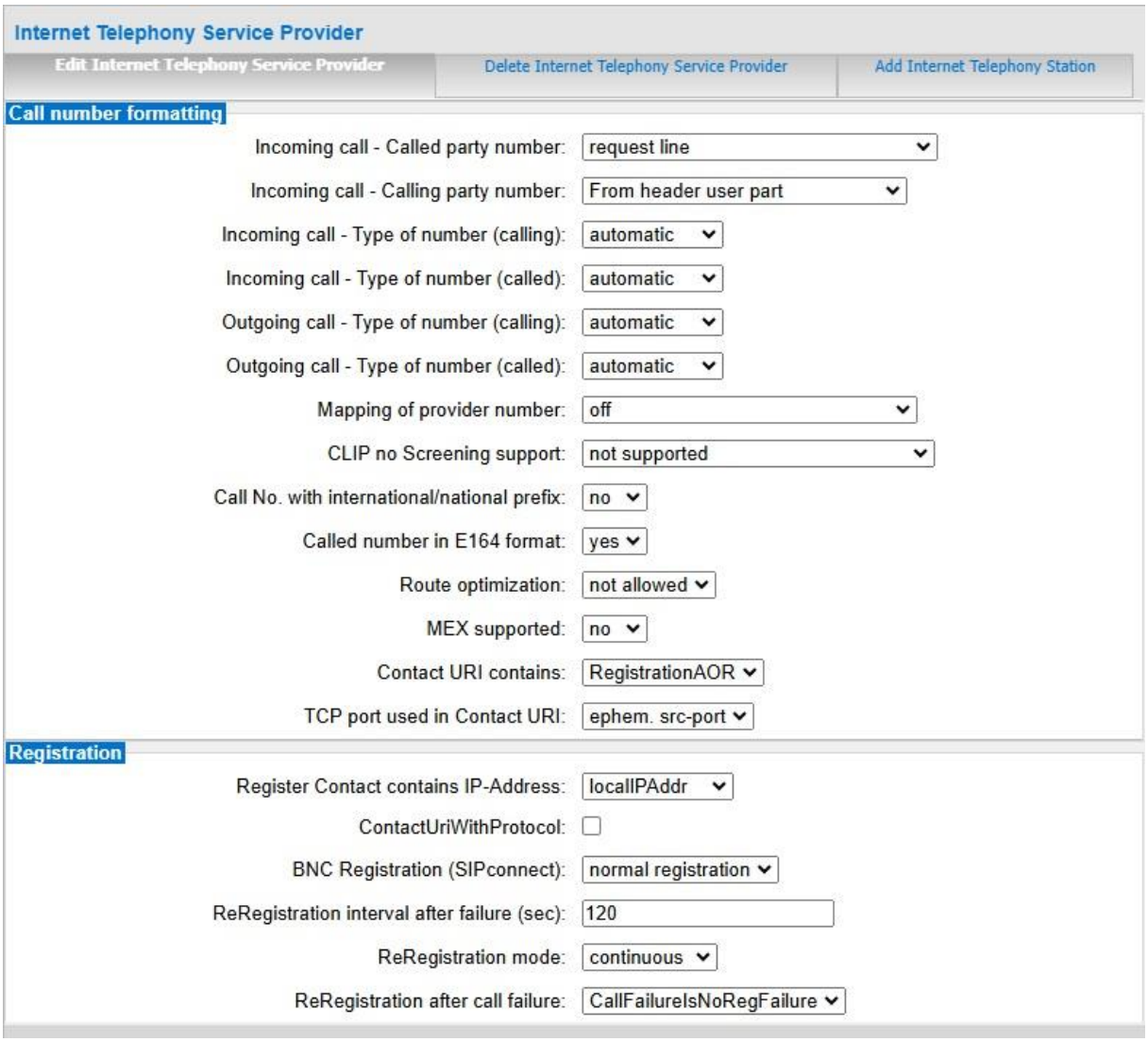
In the following dialog, the access data is entered, as described in the instructions from **Figure 5** onwards.

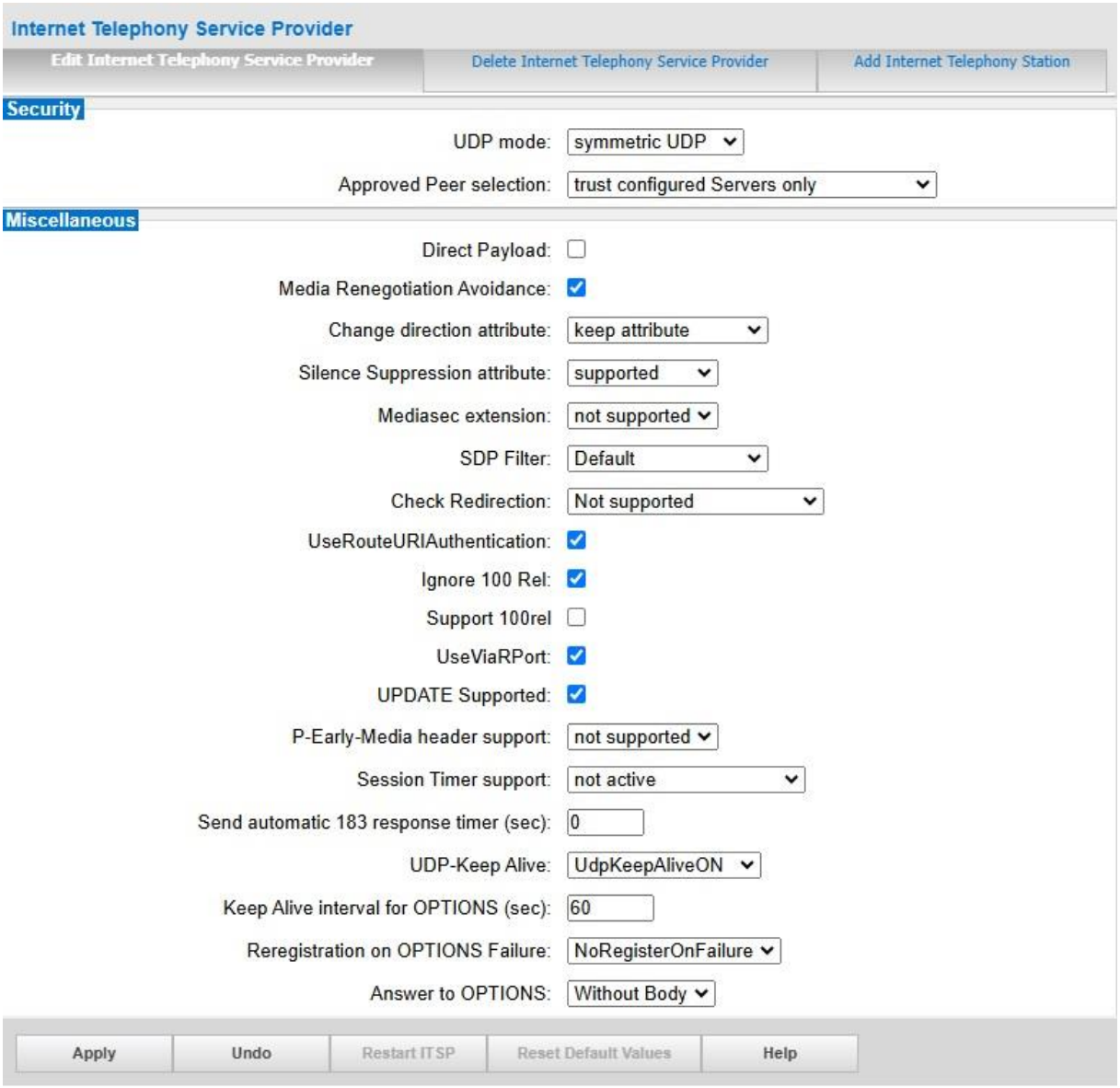


Extended SIP Provider Data

To ensure compatibility with the ***Kwebbl SIP Trunk***, the following settings must be made in Expert Mode → Voice Gateway → Internet Telephony Service Provider → ***Kwebbl_2*** for the extended SIP provider data:




Internet Telephony Service Provider
Edit Internet Telephony Service Provider
Delete Internet Telephony Service Provider
Add Internet Telephony Station
Call number formatting
Incoming call - Called party number: request line
Incoming call - Calling party number: From header user part
Incoming call - Type of number (calling): automatic
Incoming call - Type of number (called): automatic
Outgoing call - Type of number (calling): automatic
Outgoing call - Type of number (called): automatic
Mapping of provider number: off
CLIP no Screening support: not supported
Call No. with international/national prefix: no
Called number in E164 format: yes
Route optimization: not allowed
MEX supported: no
Contact URI contains: RegistrationAOR
TCP port used in Contact URI: ephem. src-port
Registration
Register Contact contains IP-Address: localIPAddr
ContactUriWithProtocol:
BNC Registration (SIPconnect): normal registration
ReRegistration interval after failure (sec): 120
ReRegistration mode: continuous
ReRegistration after call failure: CallFailureIsNoRegFailure



Click on [Apply] and restart the ITSP [Restart ITSP].

Please close the window and run through the ITSP Wizard for ***Kwebbl_2*** again (Figure 3).