UNIFY Harmonize
your enterprise

OpenScape Business V1

Tutorial

SIP Endpoint Configuration -
OpenStage SIP / OpenScape Desk Phone IP

Version 1.1

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.

Table of Contents

Table of History

Date	Version	Changes
2013-06-14	1.0	Initial Creation
2013-06-24	1.1.	Add Deskphone IP

OpenScape Business V1 – Tutorial: SIP Endpoint Configuration – OpenStage SIP / OpenScape Deskphone IP

1 OpenStage SIP

1.1 OpenStage15/20/40/60/80 SIP

Wiki-Page:

http://wiki.siemens-enterprise.com/index.php/OpenStage_SIP

Manuals:

http://www.siemens-enterprise.com/us/support/downloads-phones-devices/openstage-sip.aspx

The following steps describe the necessary configuration for the OpenStage SIP endpoints. The relevant configuration parameters are almost identical and the WBM pages are similar for all endpoints. (OpenStage 60/80 offer some additional features, which are not relevant for the use at OpenScape Business)

Used Endpoint Software:

OpenStage15 SIP	V3 R1.43.0
OpenStage20 SIP	V3 R1.43.0
OpenStage40 SIP	V3 R1.43.0
OpenStage60 SIP	V3 R1.43.0
OpenStage80 SIP	V3 R1.43.0

1.1.1 Basic Configuration

Default Administrator password: "123456"

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

- DLS configuration

When using the integrated update service of OpenScape Business the OpenStage phones will receive automatic software updates.

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). After the restart continue with the configuration of the registration parameters.

- Date and time:

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

OpenScape Business V1 – Tutorial: SIP Endpoint Configuration – OpenStage SIP / OpenScape Deskphone IP

Registration & Basic Telephony

- System - System Identity – enter the Endpoint number and name

Phone Value	configured in OpenScape Business : Telephones / Subscribers-> IP Telephones -> Edit
Terminal number	Call number
Terminal name	Optional, Phone name can only be seen in the network traces, OpenScape Business uses the name configured in system

- System – Registration:

!	For best interoperability it's proposed to set the SIP Server type to Genesys.

Phone Value	configured in OpenScape Business:
SIP server address	IP-Address of OpenScape Business
SIP registrar address	IP-Address of OpenScape Business
SIP gateway address	Left blank or IP-Address of OpenScape Business
	configured in OpenScape Business: **Telephones / Subscribers-> IP Telephones -> Edit**
Realm	Realm
User ID	SIP User ID / Username
Password	Password

1.1.2 Call Forwarding

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".

OpenScape Business V1 – Tutorial: SIP Endpoint Configuration – OpenStage SIP / OpenScape Deskphone IP

1.1.3 Message Waiting

Subscribed MWI is supported by the Endpoint and a waiting message is signaled in the display or with a fixed Voicemail-Key. Switch to the "Administrator Pages" for configuring the MW server URI.

- Features-Addressing :

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

- 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

- Local functions -> Message Settings

The OpenScape Business system always reports the amount of new messages (new items) to a SIP endpoint. There is no information about "urgent messages" (new urgent items) or "old messages" (old items, old urgent items). To avoid displaying useless information the "Message settings" should be configured "hidden" as shown in the following screenshot:

1.1.4 Distinctive Ringing

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

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

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

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

OpenScape Business V1 – Tutorial: SIP Endpoint Configuration – OpenStage SIP / OpenScape Deskphone IP

1.1.5 Video Calls

OpenStage 60/80 as well as OpenScape Desk Phone IP 55 support video calls. To allow video call the following flags must be set:

OpenScape Business V1 – Tutorial: SIP Endpoint Configuration – OpenStage SIP / OpenScape Deskphone IP

1.1.6   Miscellaneous configuration hints

Auto-answer for 3PCC calls:

To allow the endpoint to answer 3PCC calls automatically (and activate the speaker), the following features needs to be selected.

You must switch to the "User Pages" tab for this configuration.

Feature support

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

To hide these features from the UI deselect the following items

OpenScape Business V1 – Tutorial: SIP Endpoint Configuration – OpenStage SIP / OpenScape Deskphone IP

Group feature support

SIP endpoints can be members of Groups and/or Basic / Executive MULAP. To avoid logging of group calls which are answered by another member of the group Call logging has to be configured with "Exclude answered elsewhere"

1.1.7   Known limitations and restrictions

System provided MOH

Local MOH in the Phone MUST be deactivated.

You must switch to the "User Pages" tab for this configuration. If local MOH is activated there will be a mixture of local and system provided MOH on the phone.

1.2 OpenScape Desk Phone IP 35/55 SIP

Wiki-Page:

http://wiki.siemens-enterprise.com/wiki/OpenScape_Desk_Phone_IP

Manuals:

http://wiki.siemens-enterprise.com/wiki/OpenScape_Desk_Phone_IP#Documentation

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

1.2.1 Known limitations and restrictions

The preprogrammed "Pick up -Key" of the IP35 phone is currently NOT supported in OpenScape Business. (It is planned to support this function in the upcoming version)

1.3   OpenStage 5 SIP

Wiki-Page:

http://wiki.siemens-enterprise.com/wiki/OpenStage_5

Manuals:

http://www.siemens-enterprise.com/us/support/downloads-phones-devices/openstage-sip.aspx

The following steps describe the necessary configuration for the OpenStage 5 SIP endpoints.
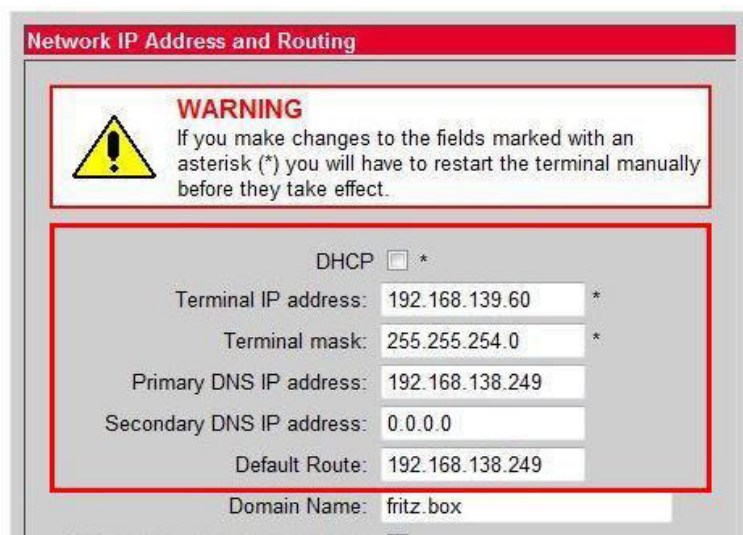
Used Endpoint Software: *V3 R0.61.0 SIP*

1.3.1   Basic Configuration

Default password: "123456"

OpenScape Business V1 – Tutorial: SIP Endpoint Configuration – OpenStage SIP / OpenScape Deskphone IP

- 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

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

1.3.2   Call Forwarding

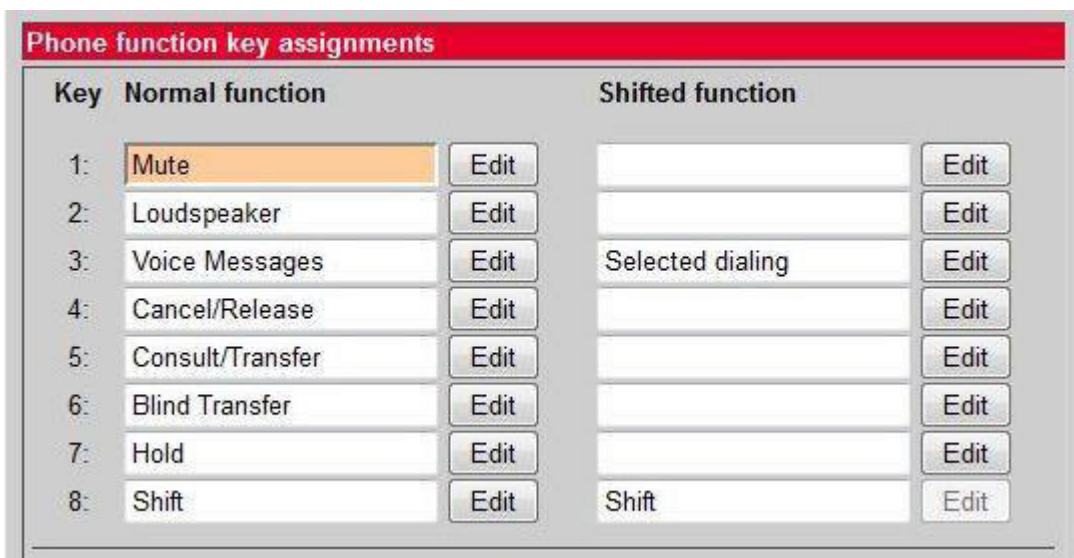Not supported, use system provided call management.

1.3.3   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 1.3.1)

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.

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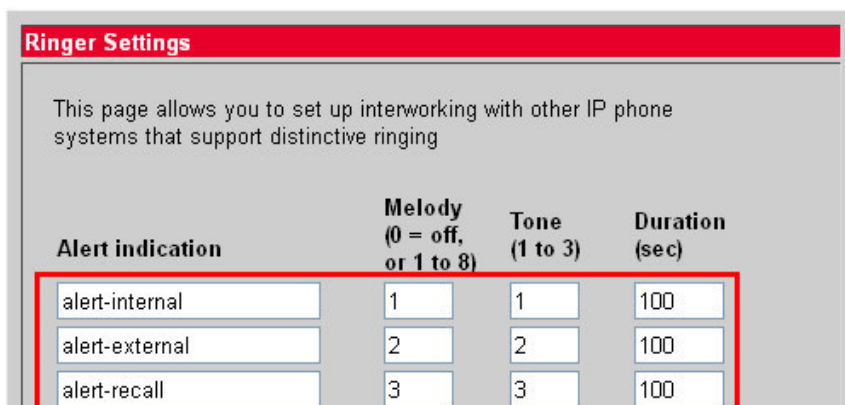
For distinctive ringing the OpenStage 5 Endpoints use the "info=" string received in the Alert-Info: header field.

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

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

1.3.5 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 1.3.1

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.

Unify.com