

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.

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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

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.

Administrator Pages | **User Pages** | **Logout**

Admin Login
Network
 General IP configuration
 IPv4 configuration
 IPv6 configuration
 Update Service (DLS)
 QoS
 Port configuration
 LLDP-MED operation
System
File transfer
Local functions
 Date and time
Speech

IPv4 configuration

LLDP-MED Enabled ☐
 DHCP Enabled ☐
 DHCP lease time
 IP address 192.168.138.188
 Subnet mask 255.255.254.0
 Default route 192.168.138.249
 Route 1 IP address
 Route 1 gateway

- DLS configuration

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

Enter the OpenStage 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.

Administrator Pages | **User Pages** | **Logout**

Admin Login
Applications
 Bluetooth
Network
 General IP configuration
 IPv4 configuration
 IPv6 configuration
 Update Service (DLS)
 QoS
 Port configuration
 LLDP-MED operation
System
 System Identity
 SIP interface

Update Service (DLS)

DLS address 192.168.138.41
 DLS port 18443
 Contact gap 300
 Revert to default security ☐
 Security status Default
 Security PIN
 Submit Reset

- Date and time:

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

Administrator Pages | **User Pages** | **Logout**

Admin Login
Network
System
File transfer
Local functions
 Date and time
Speech
 General information
Security and Policies
 Ringer setting
 Mobility
Diagnostics
Maintenance

Date and time

Time source

SNTP IP address 192.168.138.157
 Timezone offset (hours) 1

Daylight saving

Daylight saving ☒
 Difference (minutes) 60
 Auto time change ☒
 DST zone Europe (Rest)
 Submit Reset

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".

The screenshot shows the OpenStage SIP configuration web interface. The top navigation bar includes 'User Pages', 'Administrator Pages', and 'Logout'. The left sidebar lists various configuration options: User login, Date and Time, Audio, Configuration, Outgoing calls, Incoming calls, Deflecting, Forwarding (highlighted), Handling, CTI calls, Connected calls, Context menu, Keypad, BLF, Call logging, Phone, Locality, Security, Phonebook, and Diagnostic information. The main content area displays the 'Forwarding' settings. A red box highlights the 'Forwarding' section, which includes the following fields:

- Forwarding Favourites**
- Forward all calls** (checked)
- to** (dropdown menu showing 161)
- Direct destination** (text input field)
- Forward on busy** (checked)
- to** (dropdown menu showing 80017012345678)
- Direct destination** (text input field)
- Forward on no reply** (checked)
- to** (dropdown menu showing 80023026673783)
- Direct destination** (text input field)
- No reply delay (seconds)** (text input field showing 15)

Below the 'Forwarding' section is the 'Alerts' section, which includes:

- Visual alerts** (checked)
- Audible alerts** (checked)
- Forwarding party** (dropdown menu showing Display last)
- Submit** and **Reset** buttons

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 OpenStage Business IP-Address

The screenshot shows the 'Administrator Pages' tab selected. The left sidebar lists various configuration categories: Admin Login, Network, System, Features, Security, File transfer, and Local functions. Under 'Features', 'Addressing' is highlighted. The main content area displays the 'Addressing' configuration form with the following fields:

Addressing	
MW server URI	192.168.138.157
Conference	
Group pickup URI	
Callback: FAC	
Callback cancel all	
BLF pickup code	
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

- 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

The screenshot shows the 'Administrator Pages' tab selected. The left sidebar lists various configuration categories: Admin Login, Network, System, Features, Security, File transfer, and Local functions. Under 'Features', 'Configuration' is highlighted. The main content area displays the 'Configuration' form with the following fields:

Configuration	
General	
Emergency number	
Voice mail number	71
MWI LED	Key only
Missed call LED	Key only
Allow refuse	<input checked="" type="checkbox"/>
Hot/Warm phone	No Action
Hot/Warm destination	
Initial digit timer (seconds)	30

A red rectangular box highlights the 'Voice mail number' field, which contains the value '71'.

- Local functions -> Message Settings

The OpenScope 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:

The screenshot shows the 'Messages settings' configuration page. The left sidebar lists various system settings, with 'Local functions' expanded to show 'Messages settings'. The main content area contains the 'Messages settings' form. A red box highlights the following sections:

- New urgent items:** Set to 'Hide'.
- Old items:** Set to 'Hide'.
- Old urgent items:** Set to 'Hide'.

Other visible settings include 'New items' (set to 'Show') and 'Alternative label' fields for each category. 'Submit' and 'Reset' buttons are at the bottom of the form.

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)

The screenshot shows the 'Ringer setting' configuration page. The left sidebar lists various system settings, with 'Local functions' expanded to show 'Ringer setting'. The main content area contains the 'Ringer setting' form. A red box highlights the first three rows of the table:

Name	Ringer sound	Pattern melody	Pattern sequence	Duration (sec)	Audible
alert-internal	Pattern	1	2	60	Ring
alert-external	Pattern	2	2	60	Ring
alert-recall	Pattern	3	2	60	Ring

Other rows in the table show default settings for other ringer sounds.

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

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:

The screenshot shows the 'Feature access' configuration page in the OpenStage web interface. The left sidebar contains a navigation menu with categories like Applications, Network, System, Features, Security, File transfer, Local functions, Speech, Security and Policies, Ringer Setting, Mobility, Diagnostics, and Maintenance. The 'Feature access' option is highlighted. The main content area is divided into several sections, each with a list of features and their status (checked or unchecked). The 'Video calls' option under the 'Call associated' section is circled in red. The 'USB device access' option under the 'Services' section is also circled in red.

Feature access	
Call control	
Blind transfer	<input checked="" type="checkbox"/>
3rd call leg	<input checked="" type="checkbox"/>
Call establish	
Callback	<input type="checkbox"/>
Call pickup	<input type="checkbox"/>
Group pickup	<input type="checkbox"/>
Call deflection	<input checked="" type="checkbox"/>
Call forwarding	<input checked="" type="checkbox"/>
Do not disturb	<input checked="" type="checkbox"/>
Refuse call	<input checked="" type="checkbox"/>
Repertory dial key	<input checked="" type="checkbox"/>
Call associated	
Phone book lookups	<input checked="" type="checkbox"/>
DSS feature	<input type="checkbox"/>
BLF feature	<input type="checkbox"/>
Line overview	<input type="checkbox"/>
Video calls	<input checked="" type="checkbox"/>
CTI	
CTI control	<input checked="" type="checkbox"/>
Services	
Bluetooth	<input checked="" type="checkbox"/>
Web based manag.	<input checked="" type="checkbox"/>
USB device access	<input checked="" type="checkbox"/>
Backup to USB	<input checked="" type="checkbox"/>
Feature toggle	<input checked="" type="checkbox"/>
Phone lock	<input checked="" type="checkbox"/>

Submit Reset

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.

The screenshot shows the 'User Pages' tab selected in the top navigation bar. The left sidebar contains a menu with 'CTI calls' highlighted. The main content area displays the 'CTI calls' configuration section, which is highlighted with a red box. This section contains three checkboxes: 'Allow auto-answer' (checked), 'Allow beep on auto-answer' (checked), and 'Allow beep on auto-reconnect' (unchecked). Below these checkboxes are 'Submit' and 'Reset' buttons.

CTI calls	
Allow auto-answer	<input checked="" type="checkbox"/>
Allow beep on auto-answer	<input checked="" type="checkbox"/>
Allow beep on auto-reconnect	<input type="checkbox"/>

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

The screenshot shows the 'Administrator Pages' tab selected in the top navigation bar. The left sidebar contains a menu with 'Feature access' highlighted. The main content area displays the 'Feature access' configuration section, which is highlighted with a red box. This section contains several sub-sections with checkboxes: 'Call control' (Blind transfer, 3rd call leg), 'Call establish' (Callback, Call pickup, Group pickup, Call deflection, Call forwarding, Do not disturb, Refuse call, Repertory dial key), 'Call associated' (Phone book lookups, DSS feature, BLF feature, Line overview, Video calls), 'CTI' (CTI control), and 'Services' (Bluetooth, Web based manag., USB device access, Backup to USB, Feature toggle, Phone lock). Below these sections are 'Submit' and 'Reset' buttons.

Feature access	
Call control	
Blind transfer	<input checked="" type="checkbox"/>
3rd call leg	<input checked="" type="checkbox"/>
Call establish	
Callback	<input type="checkbox"/>
Call pickup	<input type="checkbox"/>
Group pickup	<input type="checkbox"/>
Call deflection	<input checked="" type="checkbox"/>
Call forwarding	<input checked="" type="checkbox"/>
Do not disturb	<input checked="" type="checkbox"/>
Refuse call	<input checked="" type="checkbox"/>
Repertory dial key	<input checked="" type="checkbox"/>
Call associated	
Phone book lookups	<input checked="" type="checkbox"/>
DSS feature	<input type="checkbox"/>
BLF feature	<input type="checkbox"/>
Line overview	<input type="checkbox"/>
Video calls	<input checked="" type="checkbox"/>
CTI	
CTI control	<input checked="" type="checkbox"/>
Services	
Bluetooth	<input checked="" type="checkbox"/>
Web based manag.	<input checked="" type="checkbox"/>
USB device access	<input checked="" type="checkbox"/>
Backup to USB	<input checked="" type="checkbox"/>
Feature toggle	<input checked="" type="checkbox"/>
Phone lock	<input checked="" type="checkbox"/>

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"

The screenshot shows the 'Call logging' configuration page. On the left, the 'User Pages' tab is selected, and the 'Call logging' option under the 'Configuration' section is highlighted. The main content area shows the 'Call logging' settings:

- Enable call log:** ☒
- Missed:** A dropdown menu with three options: 'Exclude answered elsewhere' (selected), 'Include answered elsewhere', and 'Exclude answered elsewhere'.
- Submit:** A button to save the configuration.

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.

The screenshot shows the 'Connected calls' configuration page. On the left, the 'User Pages' tab is selected, and the 'Connected calls' option under the 'Configuration' section is highlighted. The main content area shows the 'Connected calls' settings:

Setting	Value
Allow call transfer	<input checked="" type="checkbox"/>
Allow call joining	<input checked="" type="checkbox"/>
Allow exit conference	<input type="checkbox"/>
Allow hold reminder	<input checked="" type="checkbox"/>
Hold reminder delay (minutes)	3
Hold and hang-up	<input type="checkbox"/>
Allow music on hold	<input type="checkbox"/>
Allow conferences	<input checked="" type="checkbox"/>
Allow secure call alert	<input checked="" type="checkbox"/>
Toggle associate	<input type="checkbox"/>
Lower IL alert	<input checked="" type="checkbox"/>

Buttons: Submit, Reset

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*

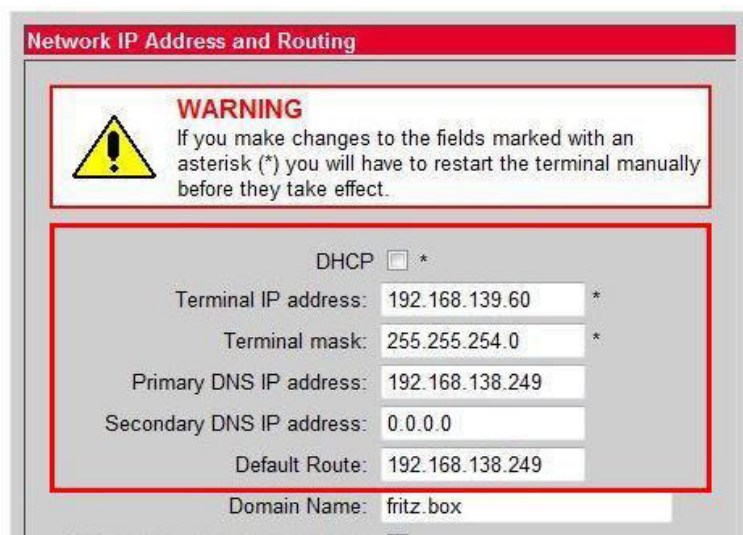
Versions:	
Application:	V3 R0.61.0
SIP stack:	4.0.28.28
SIP signaling:	0.0.1
Web content:	V3 R0.61.0
Netboot:	4.05
Part Number:	S30817-S7400-A103-5

1.3.1 Basic Configuration

Default password: "123456"



- 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

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
Auto answer - CTI	<input checked="" type="checkbox"/> *
Callback - busy	<input type="checkbox"/> *
Call deflect	<input type="checkbox"/> *
Call display by number	<input type="checkbox"/> *
Call forwarding	<input type="checkbox"/> *
Call join	<input checked="" type="checkbox"/> *
Call pickup	<input type="checkbox"/> *
Call transfer	<input checked="" type="checkbox"/> *
Do not disturb	<input checked="" type="checkbox"/> *
DSM - Address book	<input type="checkbox"/>
DSM - Call control	<input type="checkbox"/>
DSM - WAP browser	<input type="checkbox"/>
Hot keypad dialing	<input type="checkbox"/> *
Log forwarded calls	<input type="checkbox"/>
Music on hold	<input type="checkbox"/> *

Feature	Status
Auto reconnect - CTI	<input type="checkbox"/> *
Callback - no reply	<input type="checkbox"/> *
Call display by name	<input type="checkbox"/> *
Call duration	<input type="checkbox"/> *
Call hold (explicit)	<input checked="" type="checkbox"/>
Call park	<input type="checkbox"/> *
Call recording	<input type="checkbox"/>
Call waiting	<input type="checkbox"/> *
DSM - Contacts	<input type="checkbox"/>
DSM - Speed dial	<input type="checkbox"/>
DSM - Voice recognition	<input type="checkbox"/>
GPU New Call Beep	<input type="checkbox"/>
Local conference	<input type="checkbox"/> *
Message waiting	<input checked="" type="checkbox"/> *

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.

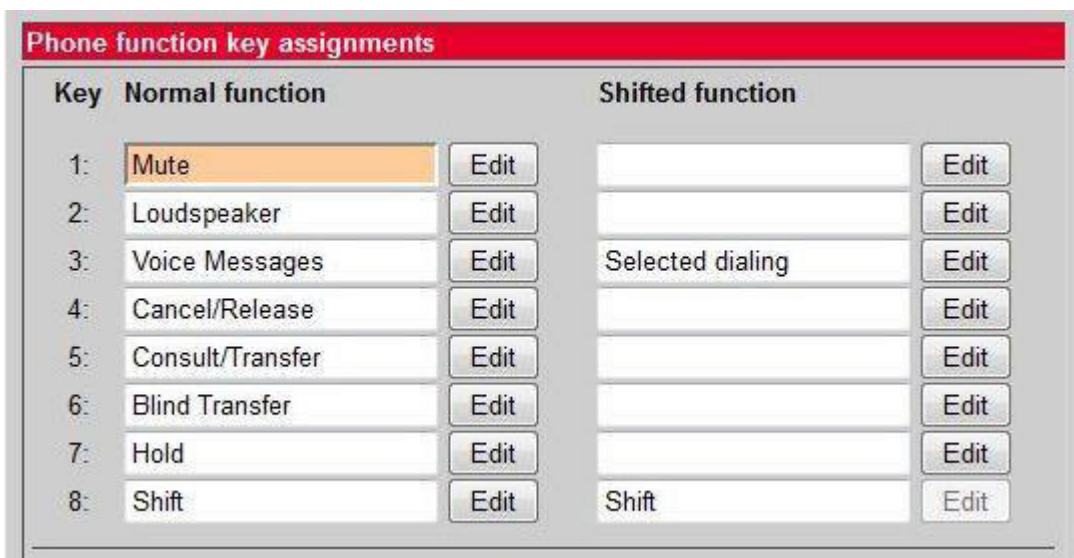
1.3.3 Message Waiting

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.



Phone function key assignments

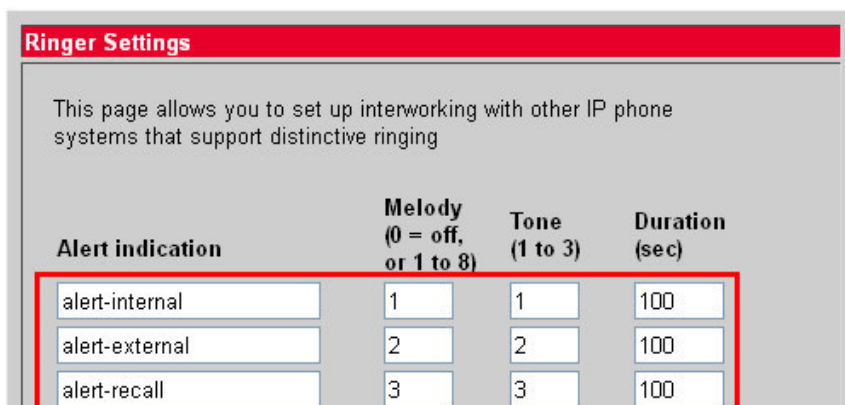
Key	Normal function	Shifted function
1:	Mute	
2:	Loudspeaker	
3:	Voice Messages	Selected dialing
4:	Cancel/Release	
5:	Consult/Transfer	
6:	Blind Transfer	
7:	Hold	
8:	Shift	Shift

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)



Ringer Settings

This page allows you to set up interworking with other IP phone systems that support distinctive ringing

Alert indication	Melody (0 = off, or 1 to 8)	Tone (1 to 3)	Duration (sec)
alert-internal	1	1	100
alert-external	2	2	100
alert-recall	3	3	100

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.

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