

Setup different CLIPs for a single MSN in a standalone system with ITSP trunks only

Use case example:

We have two groups of subscribers (e.g. Sales and Service) in an OpenScape Office MX/LX system.
Currently we have 4 DID ITSP numbers assigned to the system:

22129205990	sales	Auto Attendant	(internal 400)
22129205991	sales	representative	(internal 401)
22129205992	service	Auto Attendant	(internal 402)
22129205993	service	technician 1	(internal 403)
-	service	technician 2	(internal 404)

For incoming calls each subscriber is reachable via the (Auto)-Attendant or with his own MSN/DID (if available).
For outgoing calls the normal case is that each subscriber is using as CLIP his own MSN/DID.

For outgoing calls we want to use one CLIP when calling from sales and another one when calling from service. OSOMX currently does not support entering manually CLIP information for an ITSP. Every time the relevant MSN/DID that is configured in ITSP profile is used automatically. Sending a different CLIP can only be achieved with the following special configuration and under specific preconditions:

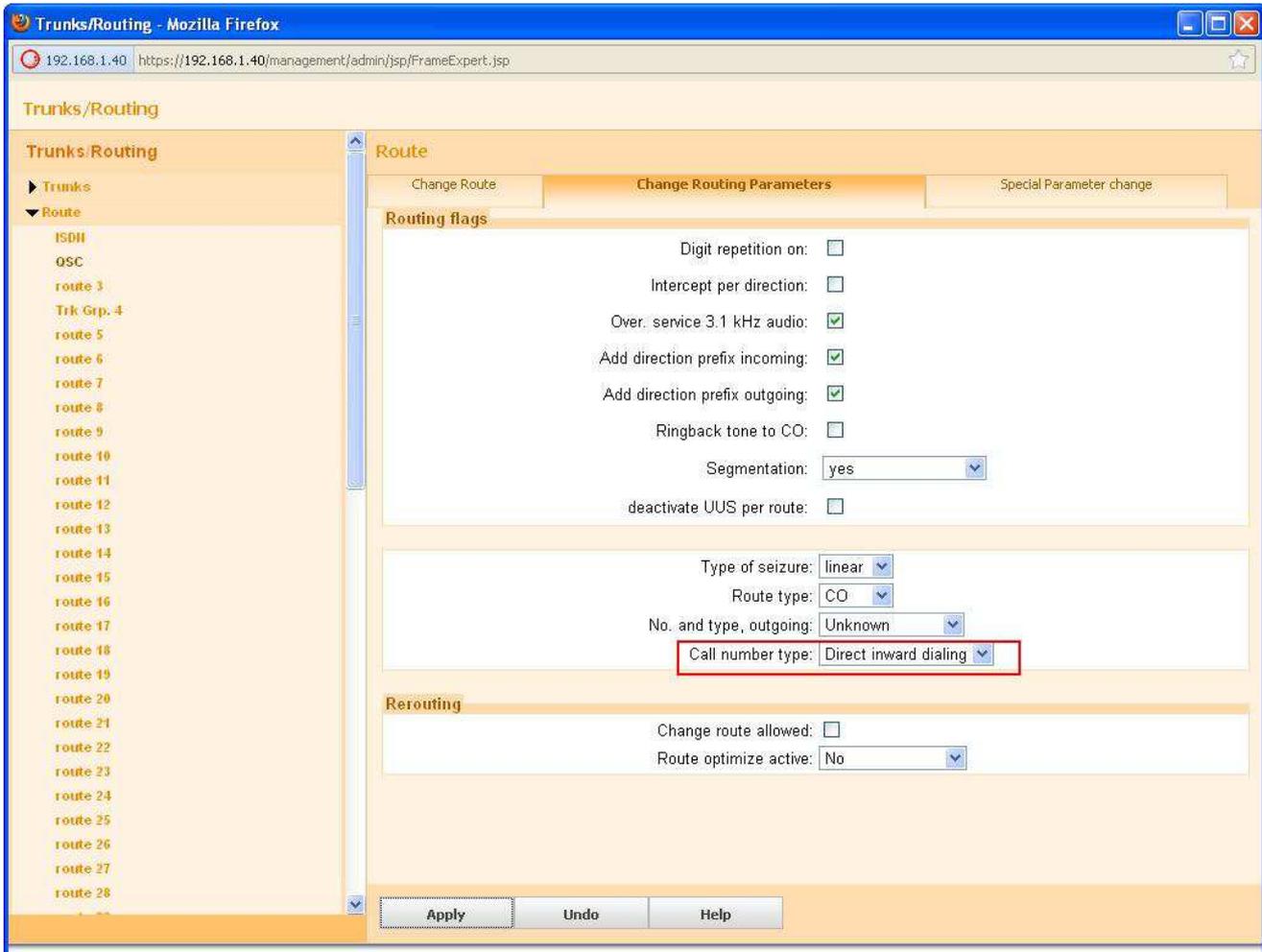
If a system is configured with ITSP trunks only, the ISDN CLIP can be used for this ITSP.

Known restrictions and Limitations

	<p>The procedure described here</p> <ul style="list-style-type: none">- cannot be used in systems which are connected to ITSP and ISDN providers in parallel (because only one DID can be programmed)- cannot be used in networked systems, when routing of incoming ITSP calls between nodes is necessary- can be used for one ITSP with DID numbers only
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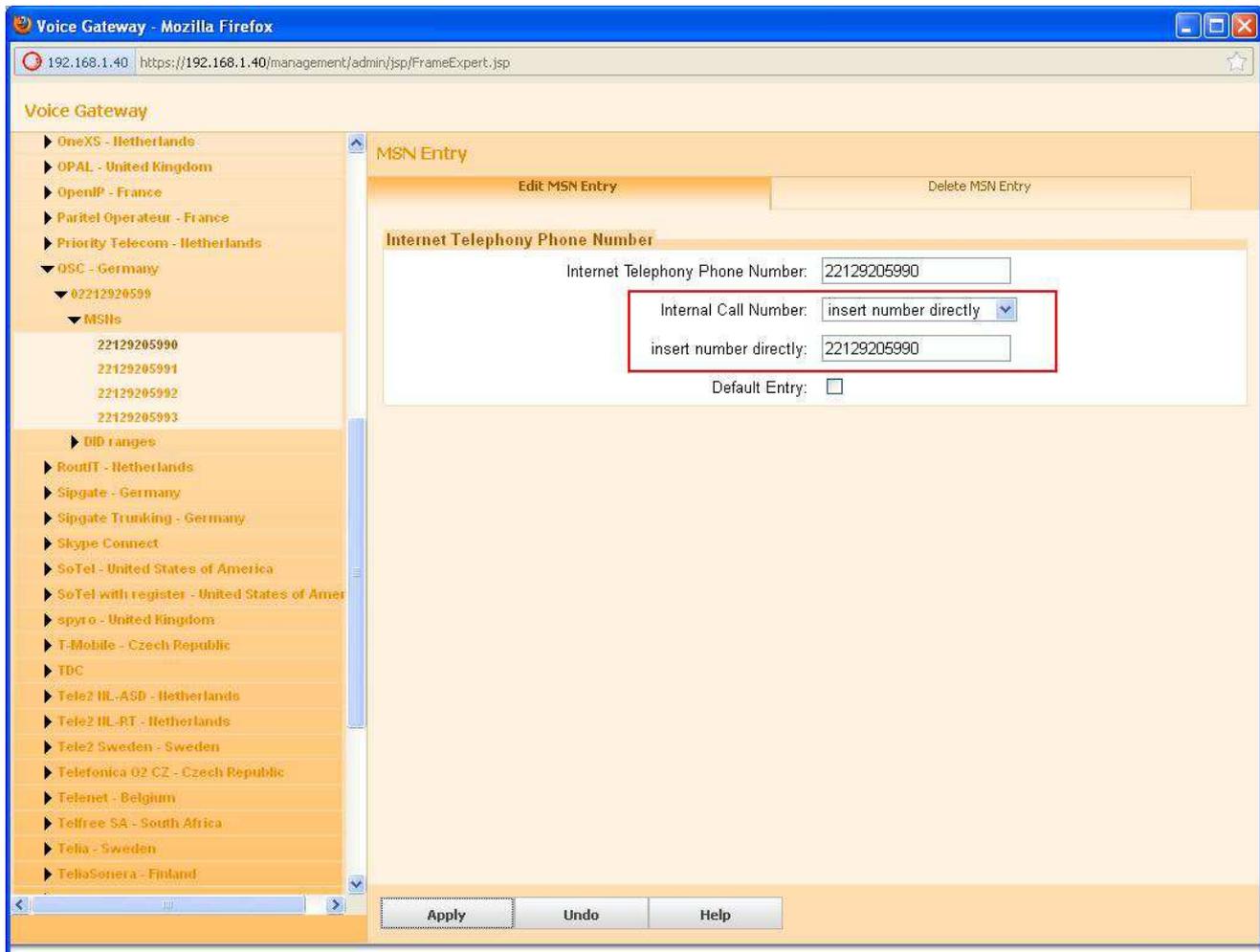
Detailed configuration description:

As DID numbers are used with this configuration the "Routing Parameters" have to be set accordingly. Verify that in the Trunks/Routing > Routing Parameters > in ITSP route the Call number type is set to Direct inward dialing.



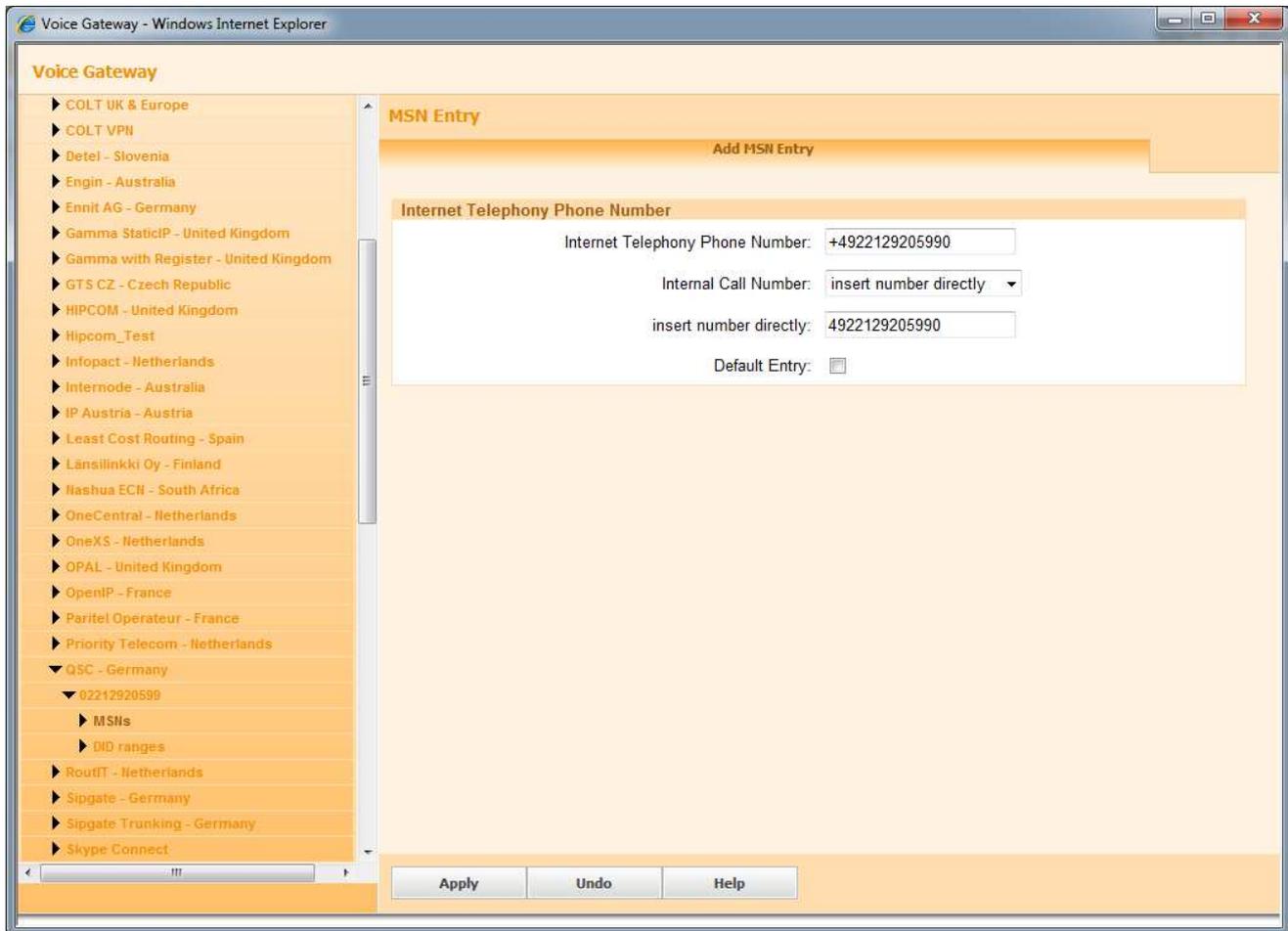
When Call number type is set to Direct inward dialing the ITSP number MUST be mapped to a DID number which is configured under Expert Mode -> Voice Gateway.

In the Edit MSN Entry dialog a "insert number directly" option is available. Here you MUST enter the DID number.

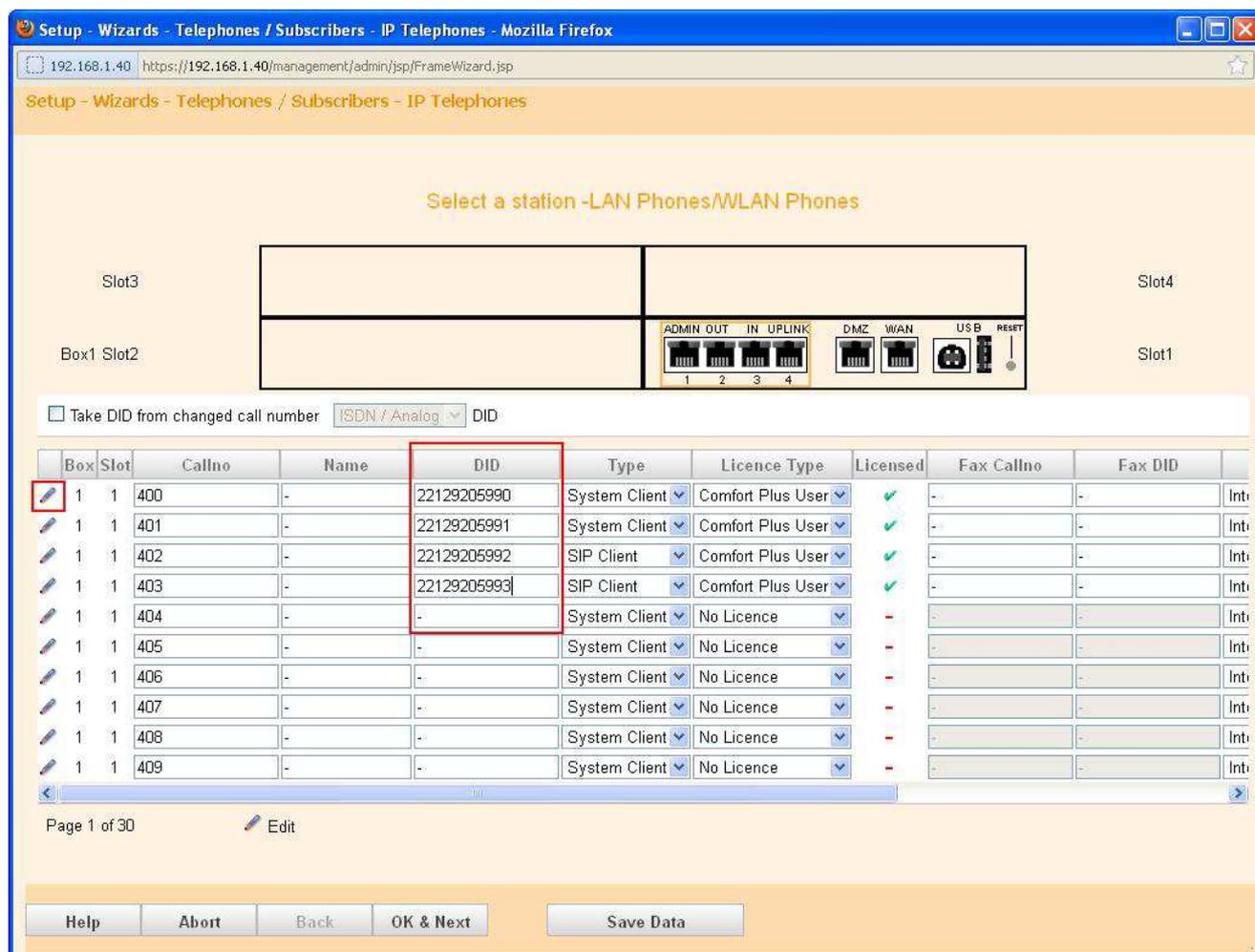




If the ITSP number contains a '+', the number containing '+' must be entered in Internet telephony phone number, the same number without '+' must be entered in "internal call number" as seen in the screenshot below.



When the DID number is configured for the ITSP the corresponding entries have to be created for the individual subscribers in the Stations Configuration in *Setup > Wizards > Telephones > Subscribers > IP Telephones*
 First enter the Direct Inward dialing number for the incoming call direction as seen below:



The different CLIP number we want for each group should be assigned for the outgoing call as well in the relevant Clip/Lin field as seen below: (You can see this field if you click the Edit button at the left side as seen above)

Setup - Wizards - Telephones / Subscribers - IP Telephones - Mozilla Firefox

192.168.1.40 | https://192.168.1.40/management/admin/jsp/FrameWizard.jsp

Setup - Wizards - Telephones / Subscribers - IP Telephones

Change Station

	Station	Fax
Name: (for Subscriber):	<input type="text"/>	
Call number:	<input type="text" value="400"/>	<input type="text"/>
Direct inward dialing: (Number for Direct Inward Dialing)	<input type="text" value="22129205990"/>	<input type="text"/>

direct inward dialing for Internet Telephony

QSC:

Parameter

Type:

Device Type: optiPoint 410 Economy Plus

Clip/Lin:

Licence Type:

Licensed: Yes

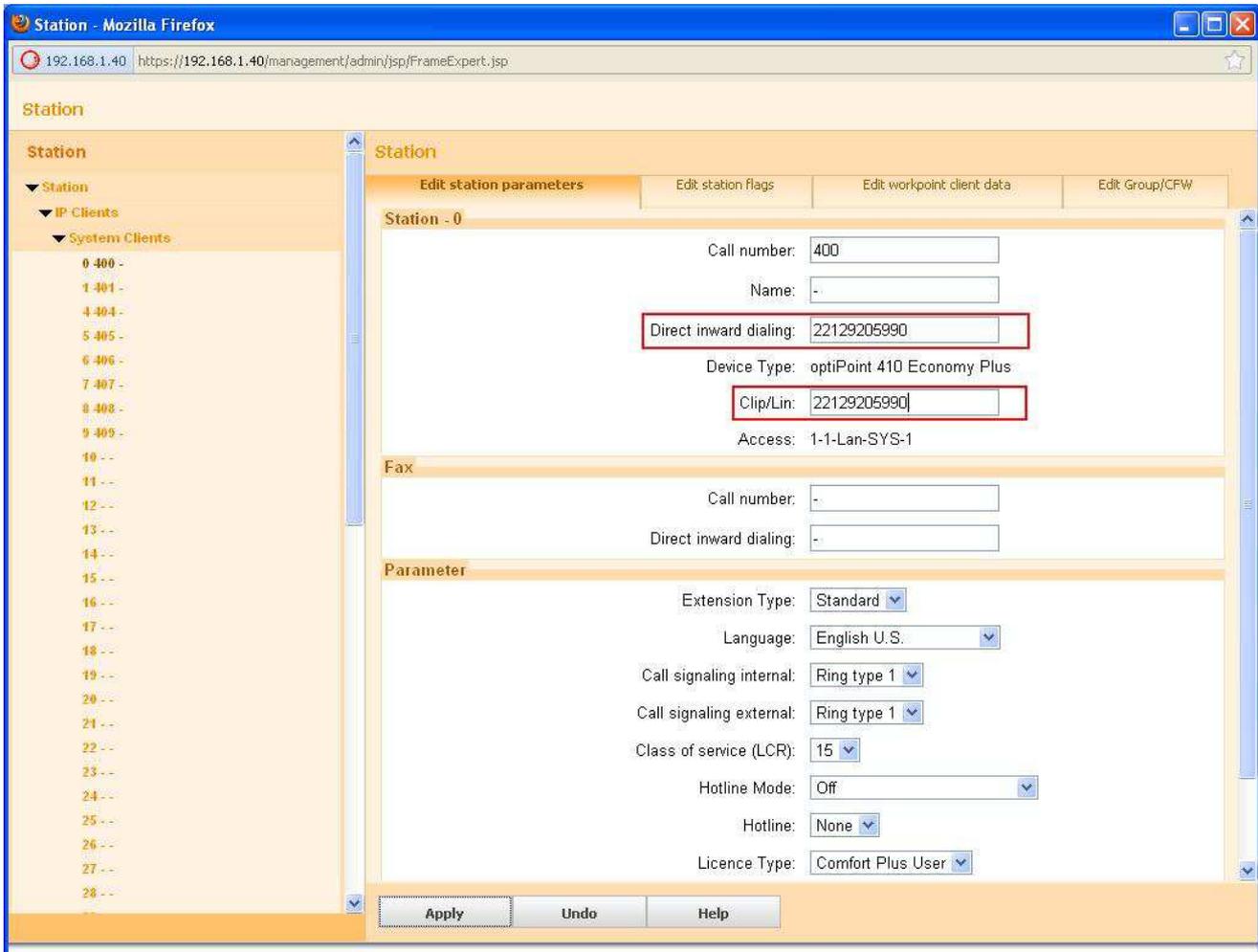
Language:

Call signaling internal:
(Ringer pitch for internal calls):

Call signaling external:
(Ringer pitch for external calls):

Help Abort Back OK & Next

As an alternative the "Expert mode" can be used to enter the CLIP:



In our example we have used the same CLIP 22129205990 for the two sales stations (400 and 401).

Also another CLIP 22129205992 is configured for the service stations (402, 403 and 404).

* Note that this is possible also for 404 that does not have a DID. (DID field is empty – only Clip/Lin is filled in).

With this configuration now, if we make an outgoing call via sales stations (400 or 401) we will see the same CLIP 22129205990 in the outgoing call (in the FROM header in INVITE). If we make an outgoing call via the service stations (402, 403 or 404) we will see 22129205992.

The incoming call handling has not changed at all. It is working according to the ITSP MSN/DID configuration in Voice Gateway. E.g if we call 22129205991 then station 401 will ring.