OpenScape Business

How to configure gnTel Sip trunk

# Table of contents

# Table of History

| Date | Version | Changes |
|------|---------|---------|
| 08.08.2017 | 1.0 | |
| 19.03.2018 | 1.1 | Disabled Stun, Serveradres changed to voip.gntel.eu and support of call deflection (302) |
| 06.09.2024 | 1.2 | editorial changes |
| | | |

**Note**: The basis for this document is the current OpenScape Business at the time of certification. 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.

# Configuration data

The customer settings can be found in the Provisioning interface.
Here you can find the assigned phone numbers, account code and password.



# Servers and ports

The server addresses and ports which are used in the profile.

| Name gnTel Server | Function | URL | Port Nr. | Altern. Port Nr. |
|---|---|---|---|---|
| SIP Server | Call Agent | voip.gntel.eu | 5060 | 38388 |
| SIP Server | Proxy Server | voip.gntel.eu | 5060 | 38388 |
| STUN Server | STUN | stun.gntel.eu | 3478 | |
| NTP Server | Date and time | ntp.gntel.eu | | |
| Media Gateway | Audio | | | |

# IP ranges

IP ranges that should be accessible from the customer site.

| Network Address | Netmask | Alternative Netmask | Explanation |
|---|---|---|---|
| 194.140.246.0 | 255.255.255.0 | /24 | Address range from 194.140.246.1 up to and including 194.140.246.255 |
| 91.215.4.0 | 255.255.252.0 | /22 | Address range from 91.215.4.1 up to and including 91.215.7.255 |

# Codecs

Video connections are not supported by OpenScape Business.

| Codec | Netto Bitrate | Explanation |
|---|---|---|
| PCMA | 64 kbit/s | G.711 A-law |
| PCMU | 64 kbit/s | G.711 µ-law |
| G.729 | 8 kbit/s | One time licence fee / channel |
| H.263 | Variable | Video Codec |
| H.264 | Variable | Video Codec |

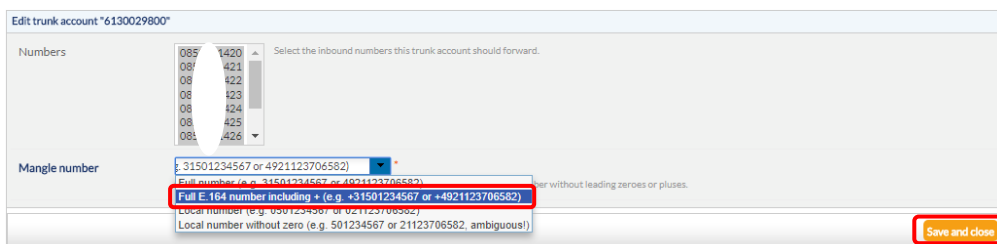# Provisioning Interface

## Trunk Account Settings
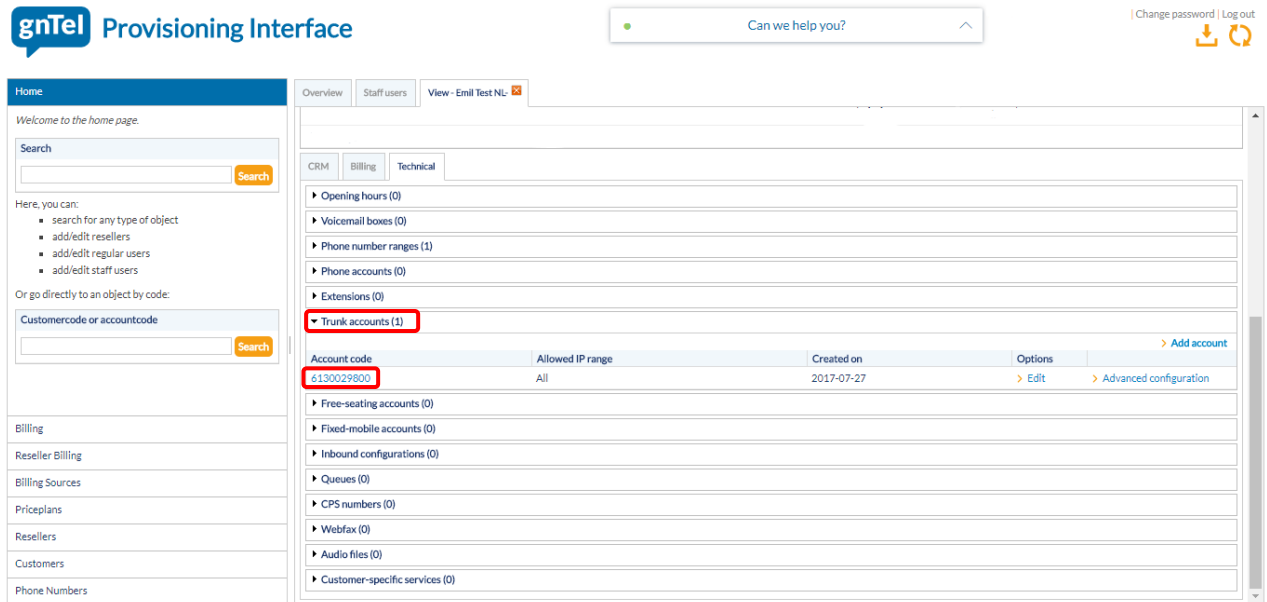


After logging into the Provisioning Interface go to the Customer page, then click on Trunk accounts -> Account Code
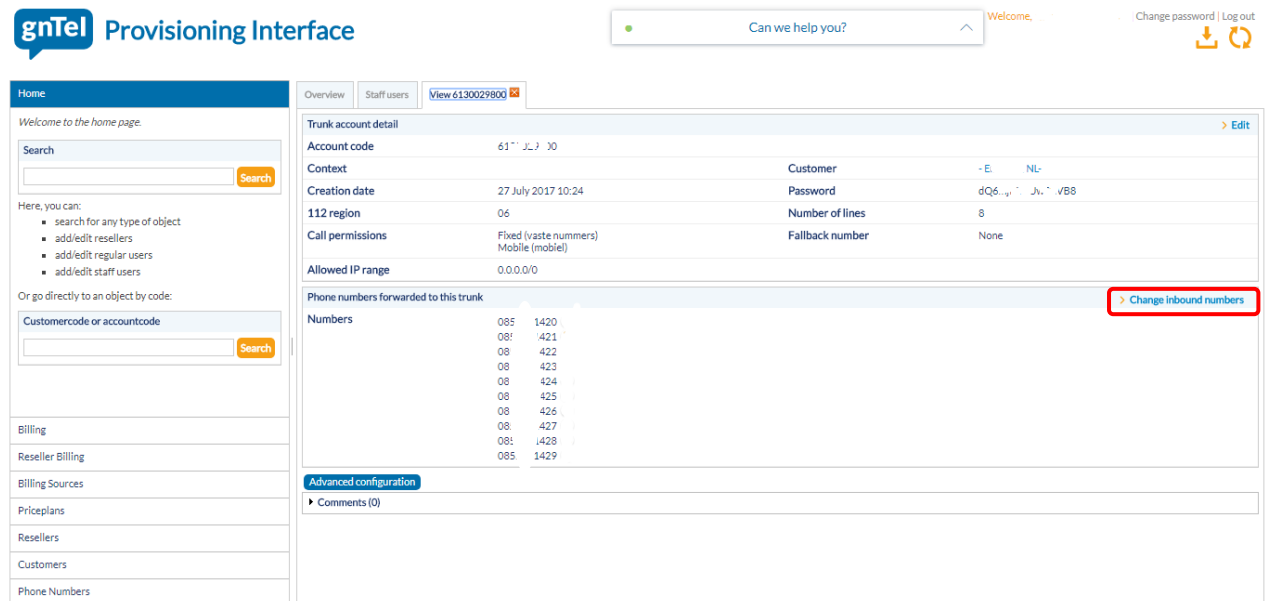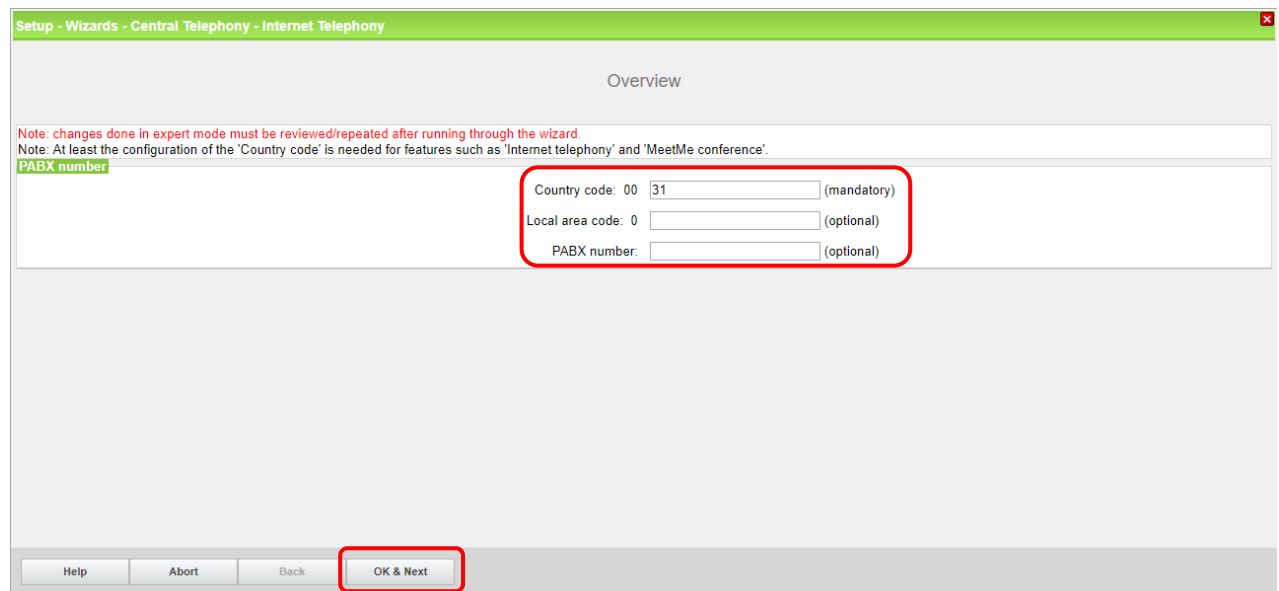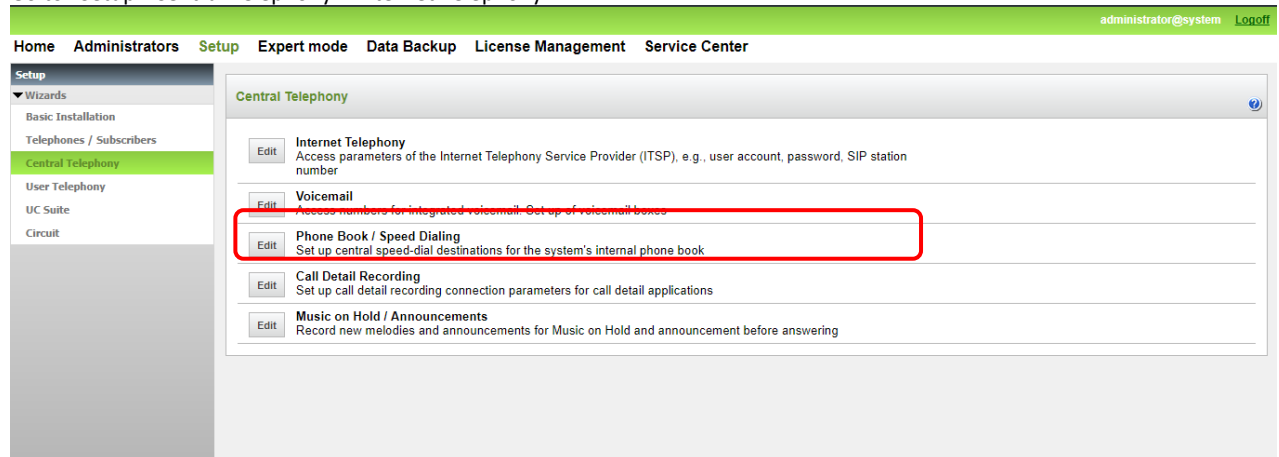


Click on Change inbound numbers



Change the Mangle number format -> Full E.164 number including +

# Configuration Wizard

## Internet telephony

Go to "Setup - Central Telephony – Internet Telephony"





The overview page appears for entering the location data. The most flexible type of configuration is to enter the Country code only.
This is absolutely necessary for multisites scenarios and CLIP No Screening.
If the assigned number is to be sent as an outgoing number, the remaining digits are entered in the DDI field (see page 11).
Click "OK & Next"

# Provider configuration



Uncheck No call via Internet, Country specific view: Netherlands, and Activate Provider gnTel.
Click "Edit"

The server data are already preset by the profile.
Here the features call forwarding can be activated by means of rerouting:
• "Rerouting active" deactivated (default) -> a call forwarding establishes a second connection and control of the call remains in the system
• "Rerouting active" activated -> Rerouting is carried out in the office during a call forwarding. The system loses further control over the call



The preconfigured data is shown.
Click "OK & Next"

# Internet Telephony configuration

In this dialog the specific customer SIP Userdata will be configured.



Click on "Add"



Internet telephony station:   Account Code
Authorization name:           Account Code
Password:                     Password
Default Number:               The main number of the company in international format (+31)
                              The default number is used when there is no DID/Clip configured

Click "OK & Next"
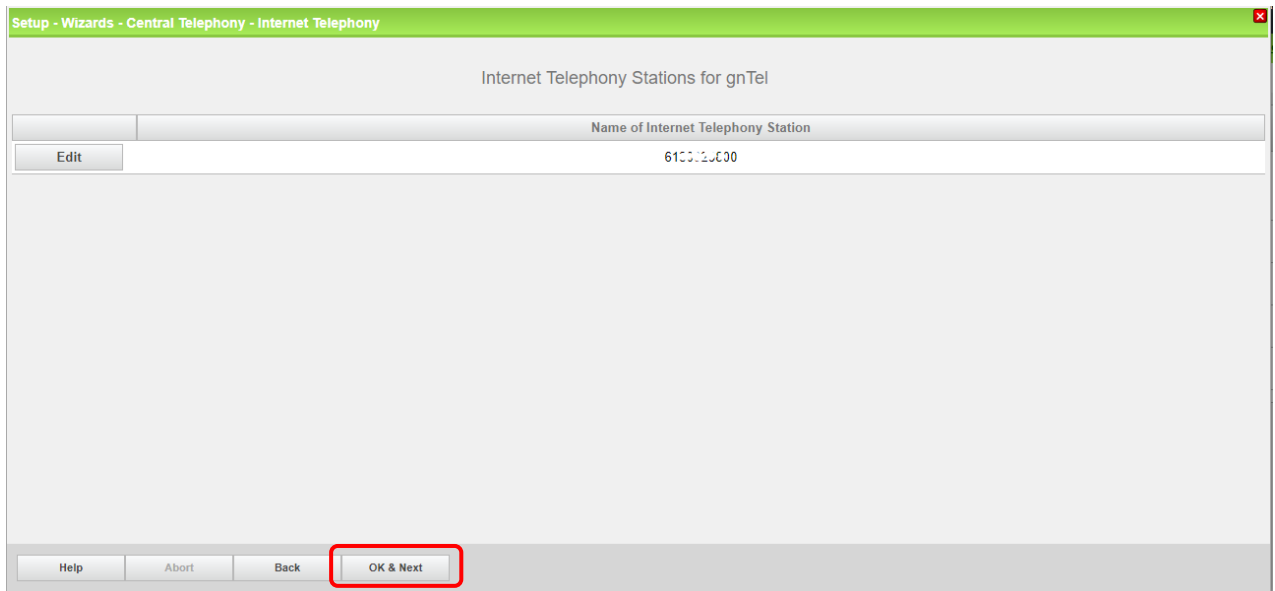
Click "OK & Next"
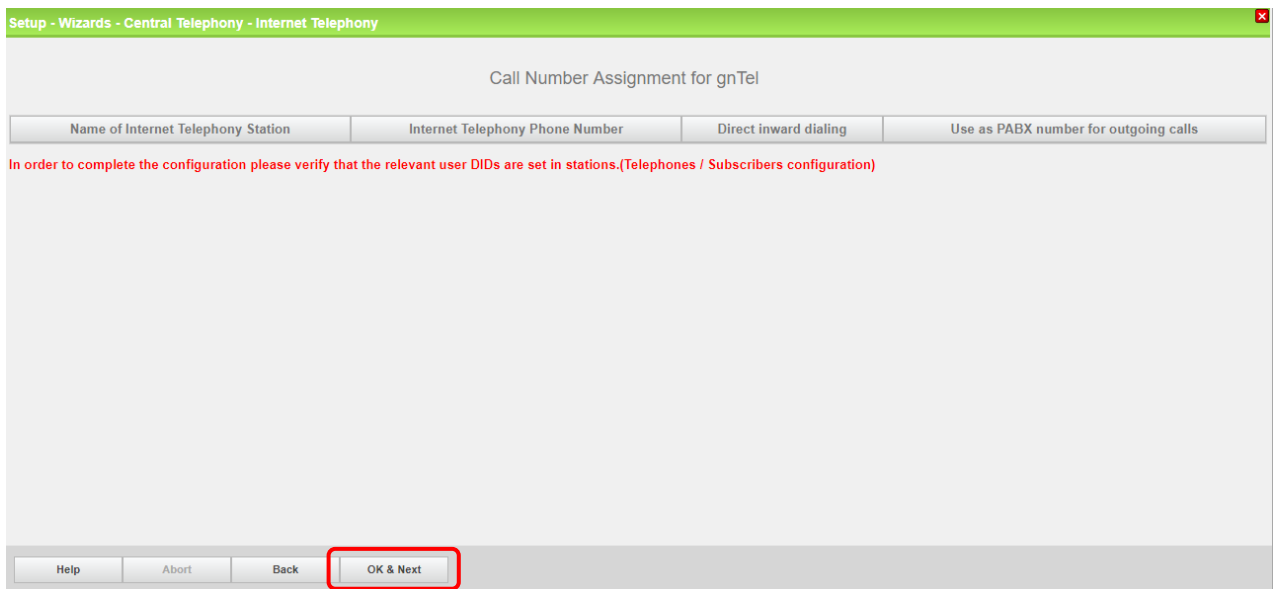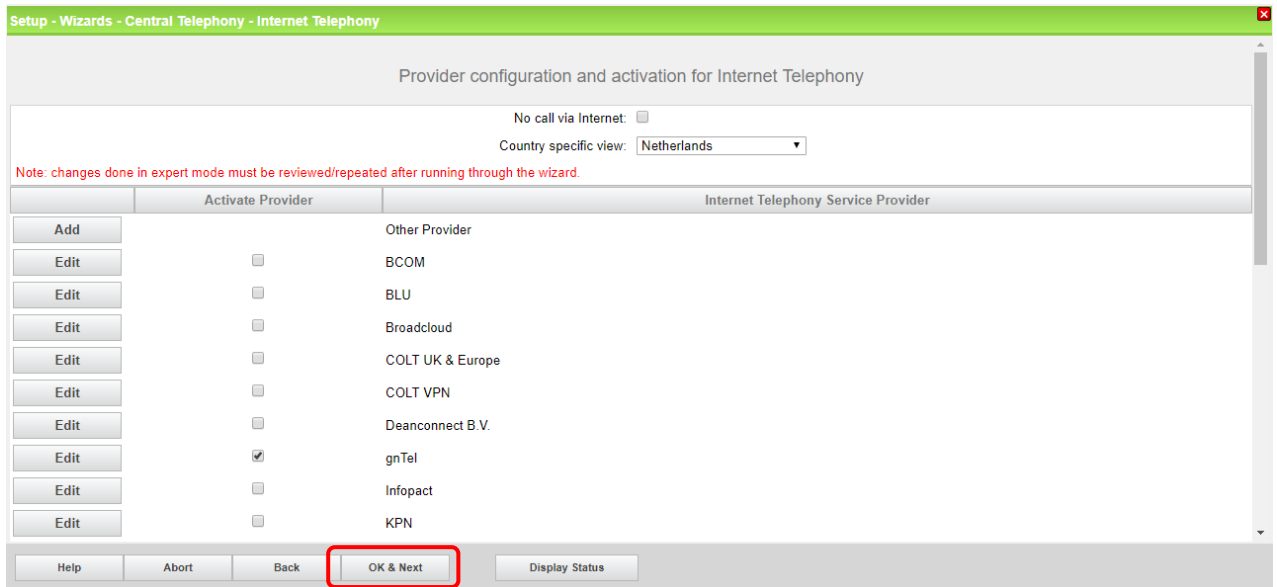


Click "OK & Next"

Click "OK & Next"

## Define bandwidth (# Trunks)
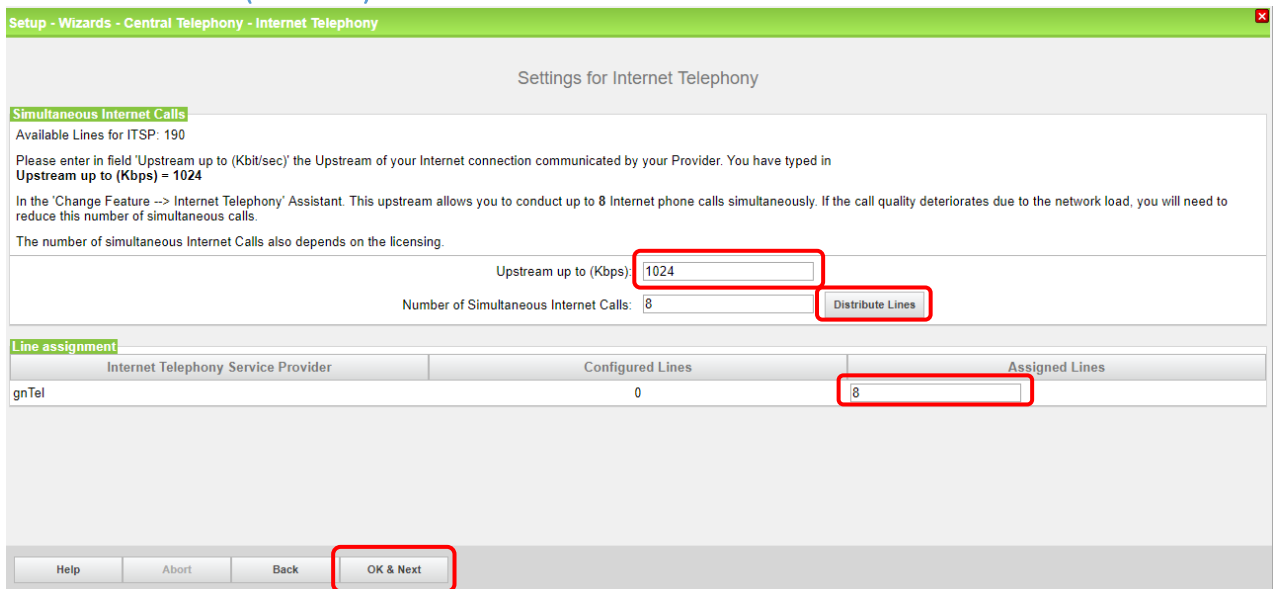


In the next part the number of simultaneous calls via the SIP trunk will be defined. The calculation of the number of trunks is done by the wizard automatically depending on the bandwidth. For each 128Kbps one trunk is created.
Click "OK & Next"

## Special phone numbers



In this dialog it is possible to route special phone numbers. When special phone numbers are not supported by the sip provider it is possible to change the route here
Click "OK & Next"

## Status ITSP



Click "OK & Next"

Exchange Line Seizure

**Exchange Line Seizure**

Trunk Access Code   0

Dial over Provider   gnTel NL ▼

**Area Code**

Please enter the local area code.

Local area code:  0   20

| Help | Abort | Back | OK & Next |

"Exchange Line Seizure" select which trunk will access code 0. Enter the local area code without prefix digits (only needed when local area code was not entered in first step PBX number)
Click "OK & Next"

Seizure Code for the 'Outside line Seizure'

| | Seizure code for 'Outside line Seizure' | |
|---|---|---|
| gnTel | 855 | |

| Help | Abort | Back | OK & Next |

The Seizure code for the Outside line can be different (depends on the given value in base config).
Click "OK & Next"

Setup - Wizards - Central Telephony - Internet Telephony

The changes for the feature 'Internet Telephony' are completed

The Internet Telephony is switched on and configured.

For your own security, you should save the configuration data. To do this, upon completion of the wizard, choose 'Backup' in the main menu, and follow this by choosing 'Backup Immediately'.
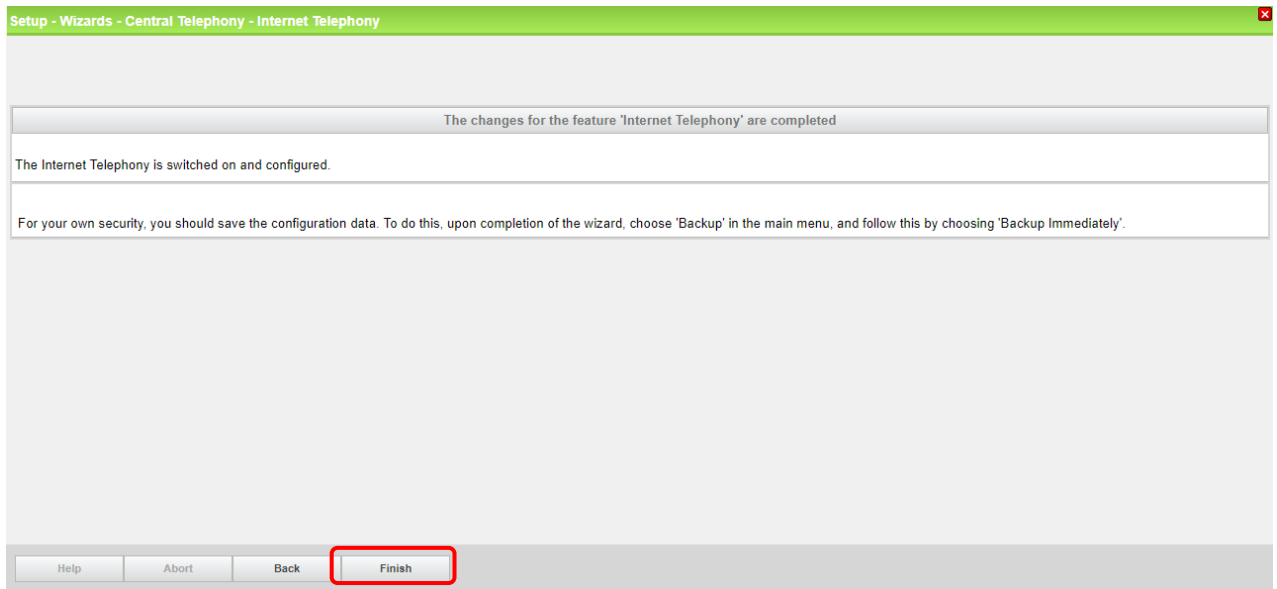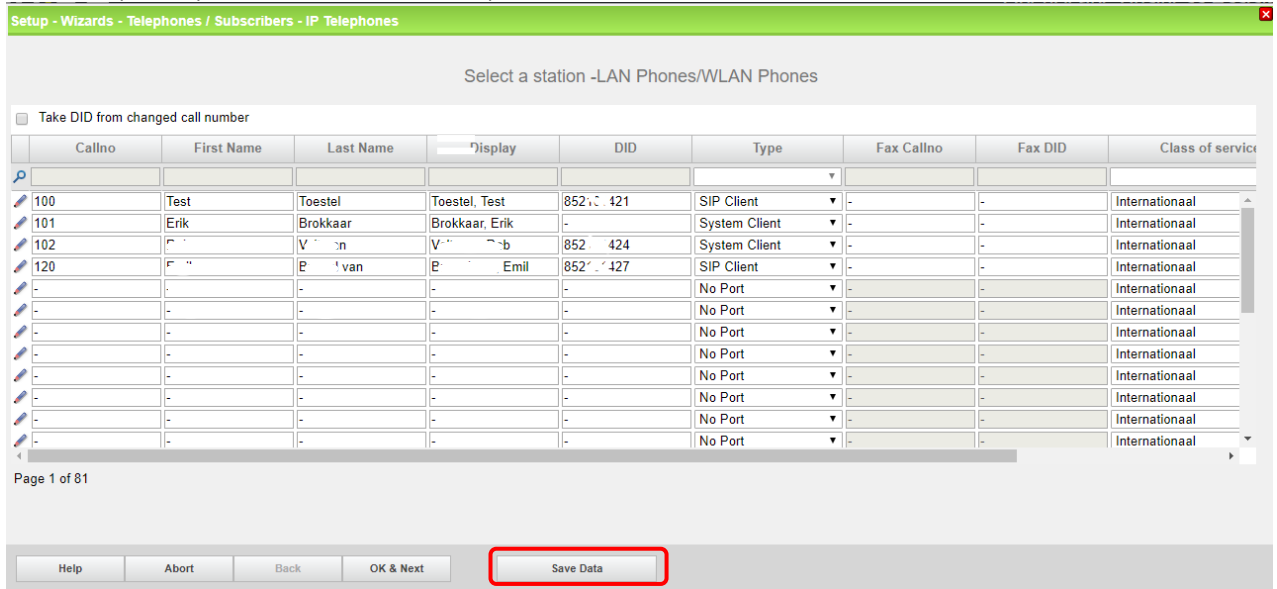
| Help | Abort | Back | Finish |

Click "Finish"

## DID Configuration

Go to "Setup – Telephones / Subscribers – IP Telephones"

Setup - Wizards - Telephones / Subscribers - IP Telephones

Select a station -LAN Phones/WLAN Phones

☐ Take DID from changed call number

| | Callno | First Name | Last Name | Display | DID | Type | Fax Callno | Fax DID | Class of service |
|---|---|---|---|---|---|---|---|---|---|
| 🔍 | | | | | | ▼ | | | |
| ✏ | 100 | Test | Toestel | Toestel, Test | 852.. 421 | SIP Client ▼ | - | - | Internationaal |
| ✏ | 101 | Erik | Brokkaar | Brokkaar, Erik | - | System Client ▼ | - | - | Internationaal |
| ✏ | 102 | F.. | V..  ..n | V..  ..b | 852  424 | System Client ▼ | - | - | Internationaal |
| ✏ | 120 | F.. | P..  van | P..  Emil | 852' .'427 | SIP Client ▼ | - | - | Internationaal |
| ✏ | - | - | - | - | - | No Port ▼ | - | - | Internationaal |
| ✏ | - | - | - | - | - | No Port ▼ | - | - | Internationaal |
| ✏ | - | - | - | - | - | No Port ▼ | - | - | Internationaal |
| ✏ | - | - | - | - | - | No Port ▼ | - | - | Internationaal |
| ✏ | - | - | - | - | - | No Port ▼ | - | - | Internationaal |
| ✏ | - | - | - | - | - | No Port ▼ | - | - | Internationaal |
| ✏ | - | - | - | - | - | No Port ▼ | - | - | Internationaal |
| ✏ | - | - | - | - | - | No Port ▼ | - | - | Internationaal |

Page 1 of 81

| Help | Abort | Back | OK & Next | Save Data |

In general the DID has to be configured without +31 and leading 0.