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your enterprise

OpenScape Business V1

Tutorial

SIP Endpoint Configuration – 3CX-Phone

Version 1.0

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

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1. 3CX-Phone

For information see the 3CX homepage:
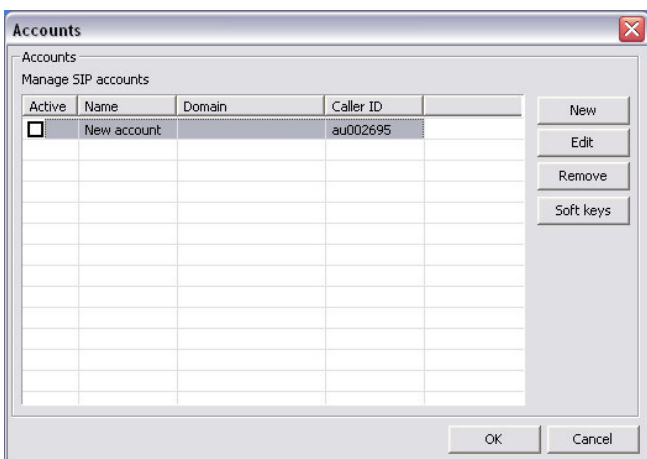
http://www.3cx.com/products/products-info/

3CXPhone – FREE SoftPhone for Windows, Android and Iphone

Used Software Version: Windows: 3CXPhone ver. 5.0.14900.0

1.1. Basic Configuration

Basic Settings

Open the account settings dialogue and create a new (or edit the existing default) account

Phone Value	
Account name	Displayed in the Phone, only local relevance.
	configured in OpenScape Business: **Telephones / Subscribers-> IP Telephones -> Edit**
Extension	Call number
Caller ID	Optional, Phone name can only be seen in the network traces, OpenScape Business uses the name configured in system
ID	SIP User ID / Username
Password	Password
	configured in OpenScape Business:
Local IP	IP-Address of OpenScape Business

1.2. Hold/Retrieve/Alternate

Hold, Retrieve and Alternate are supported either by the Hold button or by the line keys.
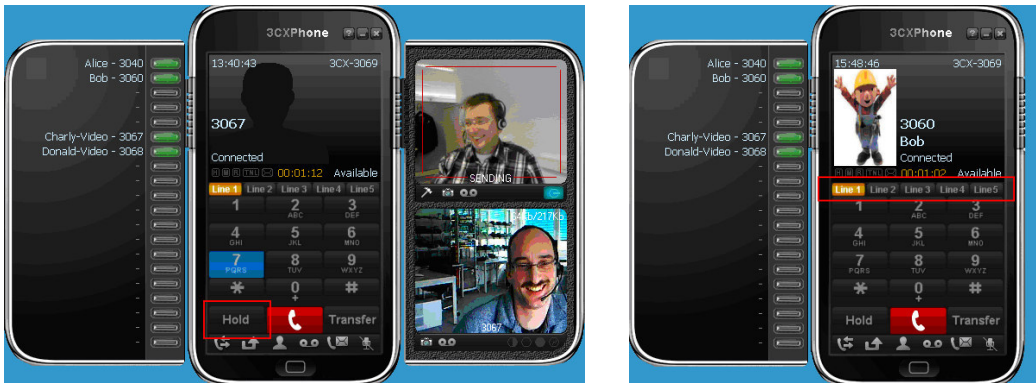
1.3. Transfer

Attended - and Blind Transfer is supported.

See: http://www.3cx.com/VOIP/ip-phone-help/Using-3CXphone.html

1.4. CLIP/CLIR/CNIP - Name and Number presentation

The phone can display names (default) or the call number
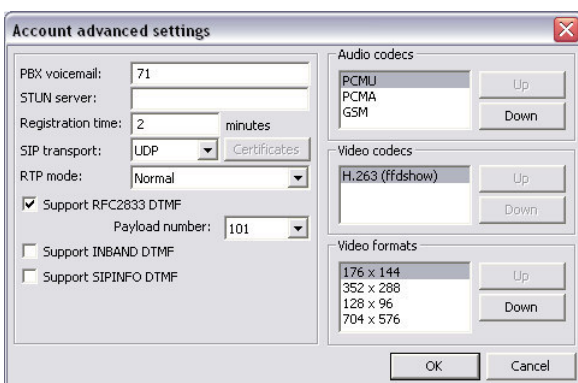
1.5. Call Waiting / Call offer

Not supported by 3CX phone

1.6. Call Forwarding

Not supported by 3CX phone

1.7. Message Waiting

For this feature the "Account advanced settings" PBX voicemail has to be configured.

1.8. Distinctive Ringing

Not supported by 3CX phone

1.9. Local phone features

The phone allows to activate DND.

For use with **3PCC** Auto-Answer can be set. In this case the phone will answer incoming calls automatically.

The phone provides a Call history list and a Missed Call List

The phone provides the capability to record calls on the device.

1.10. Known limitations and restrictions

Message Waiting:

The 3CX phone does not correctly process the Message Summary notification sent by the system. Thus a waiting message is NOT signaled through the "envelope- icon" on the phone.

Codec support:

The free of charge version of the 3CX phone comes with codec support for PCMa,PCMU and GSM. If a call is initiated to a phone which is restricted to compressed codecs only this will lead to "no payload" or a call rejection.

Speed dial keys

If the speed dial keys are used, the phone subscribes to the presence service. This is not supported by OpenScape Business, thus the keys show idle status.

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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