OpenScape Business

How to Configure SIP Trunk for BT Wholesale Hosted Communications

UK

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Table of History

Date	Version	Changes
15.11.2017	1.0	First version
18.12.2017	1.1	Additional Changes to reflect ITSP features
06.10.2023	1.2	V3 - change profile -registration setting "Register Contact contains IP-Address" is configured to "localIPAddr" instead of the "domain"
09.09.2024	1.3	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.

Trunk Configuration Data provided by BT Wholesale

The configuration data needed to setup the SIP trunk can be found on the BT Wholesale Business Portal under Company > Site > Features> Trunks
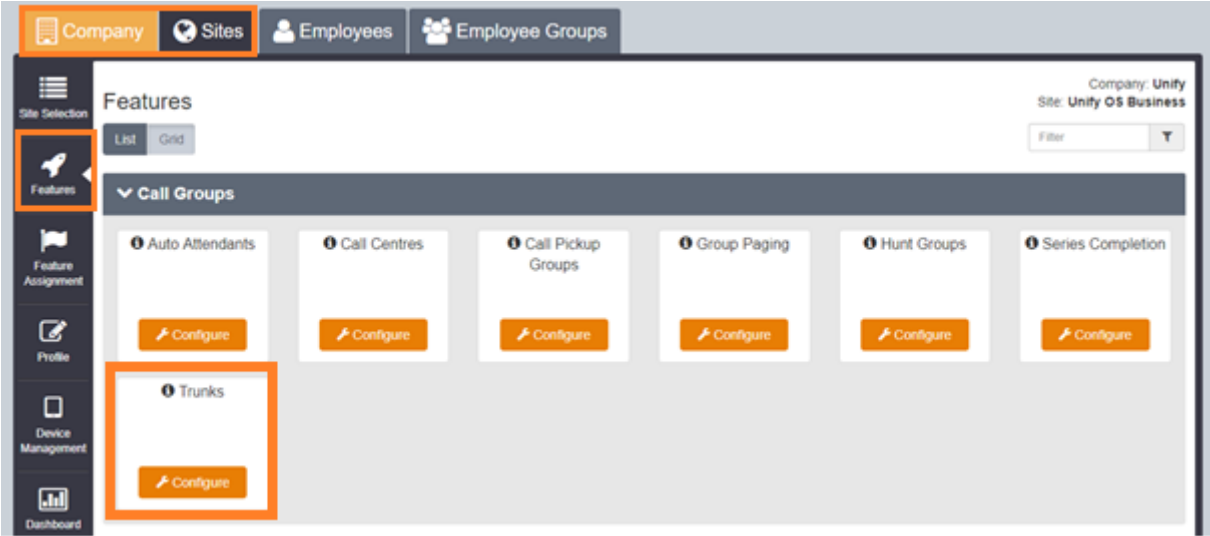
It is possible to configure trunk level features from this screen, please view the section at the end of this guide to confirm compatibility with Openscape Business.

Take note of the domain name of the trunk, located under "Trunk ID"

For this example, "siptunify.com" is being used. This is for trial purposes and live trunks will have a unique customer domain
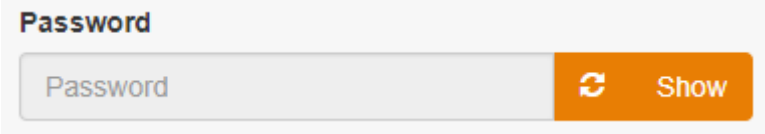

Click the link under "Trunk Name" and take note of the following information:

Directory Number

Authentication username

Authentication Password – Current password cannot be viewed, First use arrows to generate a new password, then "Show" to show password

Trunk Settings

? Assistance

General Settings

* Trunk ID

| unifyosbusiness | @siptunify.com |

* Name

| Unify OS Business |

Feature Package

| Trunk Group plus ▾ |

* Caller ID First Name

| Unify |

Directory Number

| +44-5600653801 | ⟳ Change |

* Caller ID Last Name

| OS Business |

Extension

| 3801 |

Language

| English ▾ |

Call Settings

Max Channels Per Trunk On This Site

10

Channels Available For Bursting To This Site

10

* Total Number of Channels

| 10 | (Max 10 Calls) |

Number Of Channels For Bursting To This Trunk

| 0 | (Max 10 Calls) |

Max Active Incoming Calls

| 0 |

Max Active Incoming Bursting Calls

| 0 |

Max Active Outgoing Calls

| 0 |

Max Active Outgoing Bursting Calls

| 0 |

☑ **Authentication Enabled**

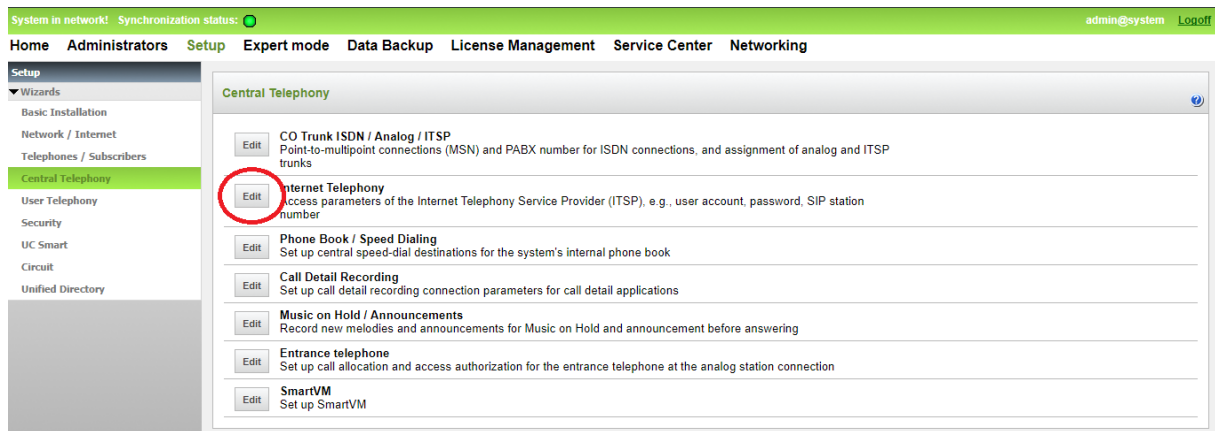*** Username**

| unifyosbusiness |

Password
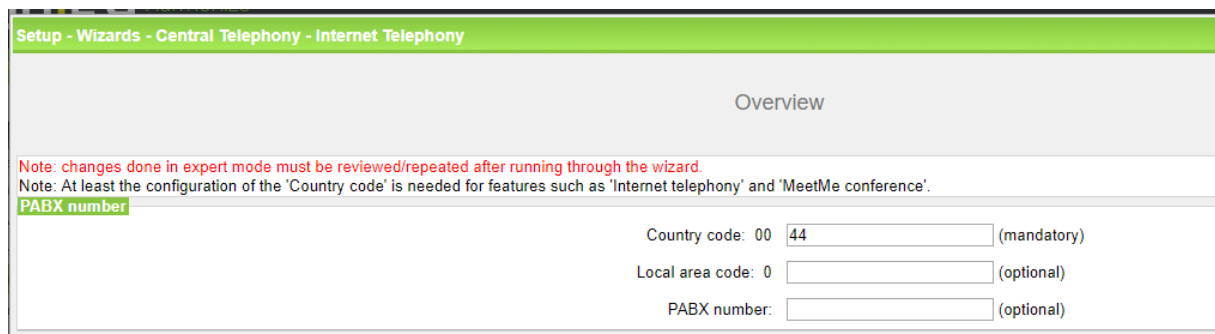
| Password | ⟳ Show |

Configuration Wizard

Internet Telephony

Go to 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.

Click [OK & Next].

Provider configuration and activation for Internet Telephony -> No call via Internet -> uncheck

Use County specific view: United Kingdom and select **BT Wholesale Hosted Communications**.
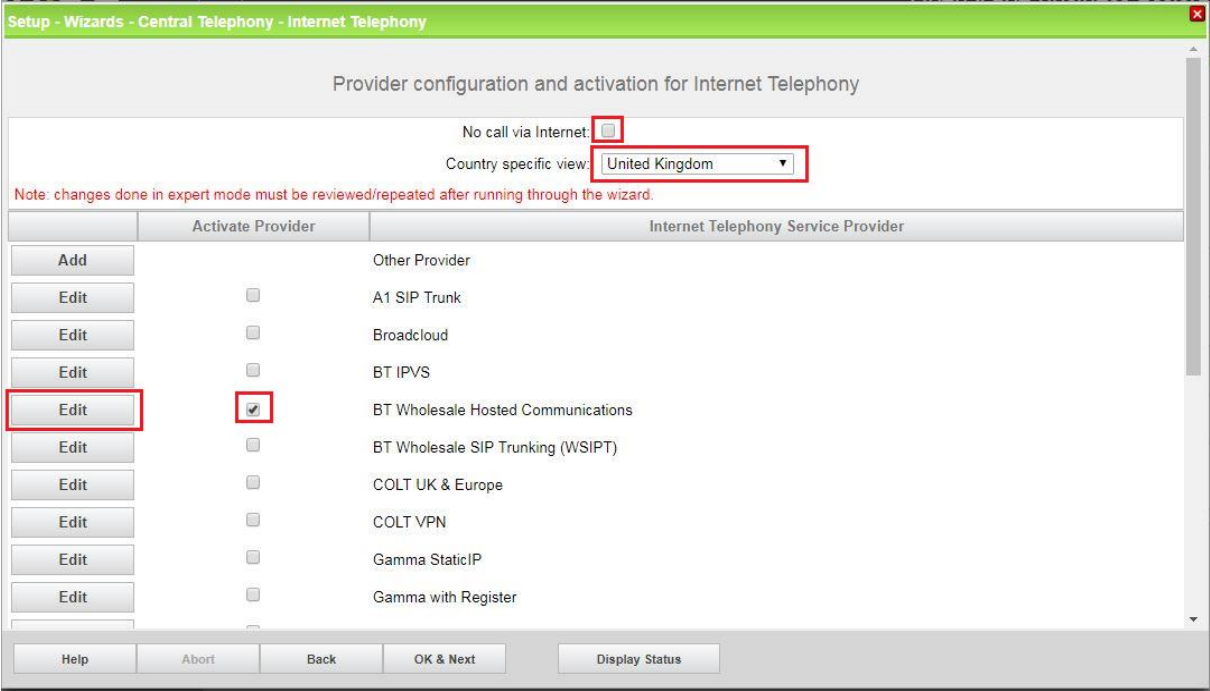
Activate Provider and click on [Edit].

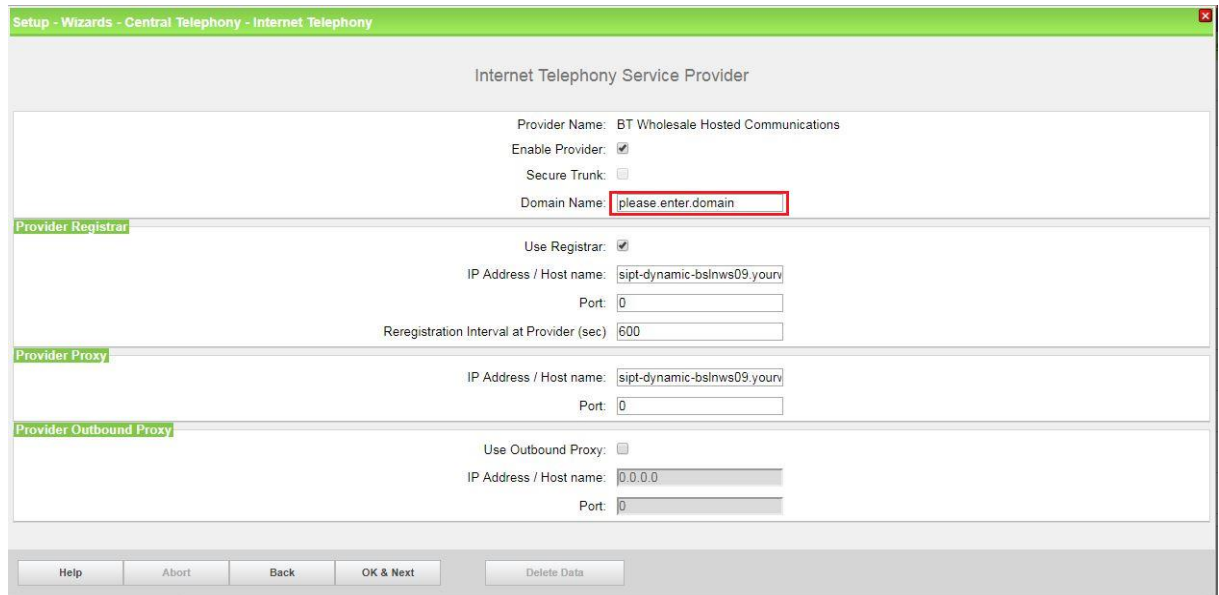On the next page you have to enter the following information:

- **Domain Name**
  The SIP Domain Name can be found on the WHC Business Portal, under Company > Site > Features > Trunks. The part required is found on the section called Trunk ID.
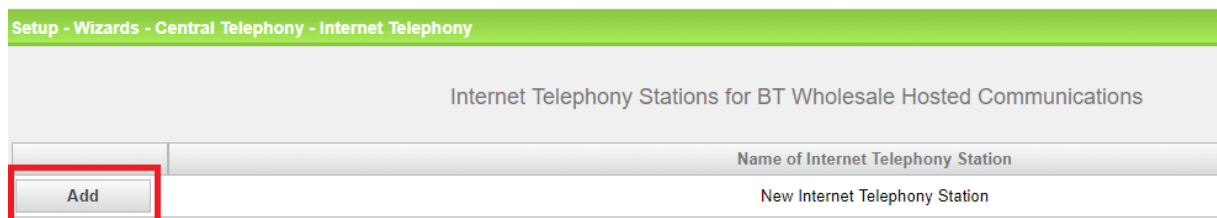 !!! The Domain in the screenshot is only an example. !!!

Trunks

1 Trunk found. Displaying all Trunks

	Trunk Name	Trunk ID	Device ID	Device Category
	Unify OS Business ✏	unifyosbusiness@siptunify.com	Unify OS Business	Group

⊘ Cancel	✔ Save

- Please enter the domain (without @). All other fields on this page are predefined and must not be changed

Setup - Wizards - Central Telephony - Internet Telephony

Internet Telephony Service Provider

Provider Name: BT Wholesale Hosted Communications
Enable Provider: ☑
Secure Trunk: ☐
Domain Name: please.enter.domain

Provider Registrar
Use Registrar: ☑
IP Address / Host name: sipt-dynamic-bslnws09.yourv
Port: 0
Reregistration Interval at Provider (sec) 600

Provider Proxy
IP Address / Host name: sipt-dynamic-bslnws09.yourv
Port: 0

Provider Outbound Proxy
Use Outbound Proxy: ☐
IP Address / Host name: 0.0.0.0
Port: 0

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

Click [OK & Next].

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

Setup - Wizards - Central Telephony - Internet Telephony

Internet Telephony Stations for BT Wholesale Hosted Communications

	Name of Internet Telephony Station
Add	New Internet Telephony Station

Click on [Add].

Data provided on the BT Wholesale Business Portal under Company > Site > Features> Trunks > Link under "Trunk Name"

The data provided on this page are used to fill the following fields:

Internet telephony station: **Directory Number** is inserted here (In implicit International format e.g. **44**1234567890)

Authorization name: **Username** is inserted here (e.g: unifyosbusiness)

Password: **Password**

Default number: Main number of connection. The default number is used as outgoing number when no DDI number is assigned to a station. (e.g: 441234567890). Usually the **Lead Number** is entered here. This must be entered in Implicit International format and the number **must** be present on the SIP account. (e.g. 441234567890)

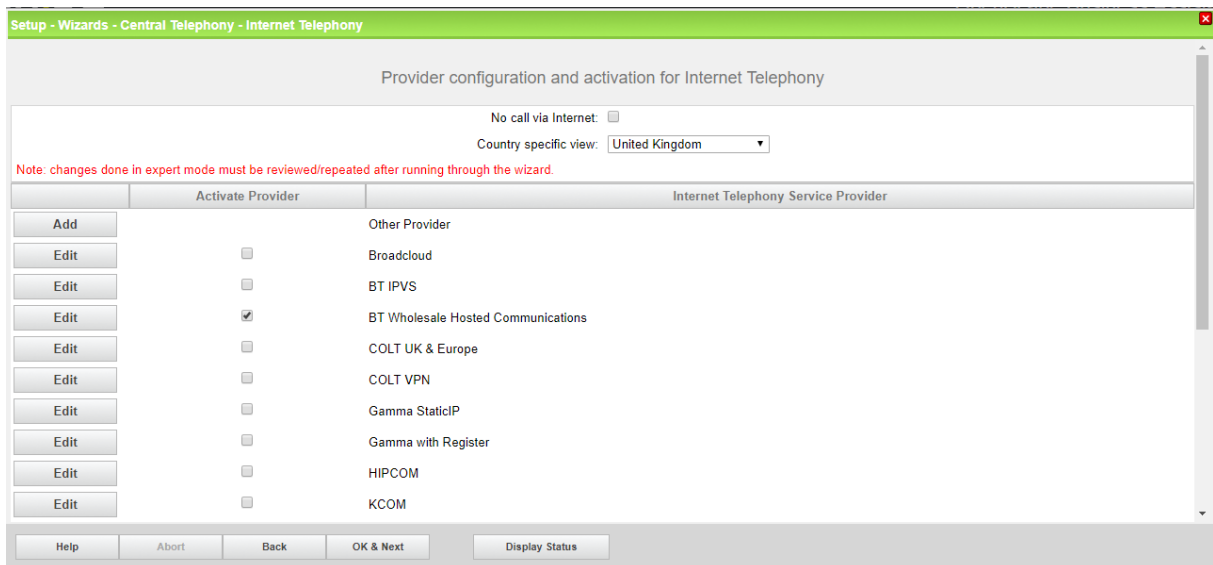Enter the relevant data and click [OK & Next].
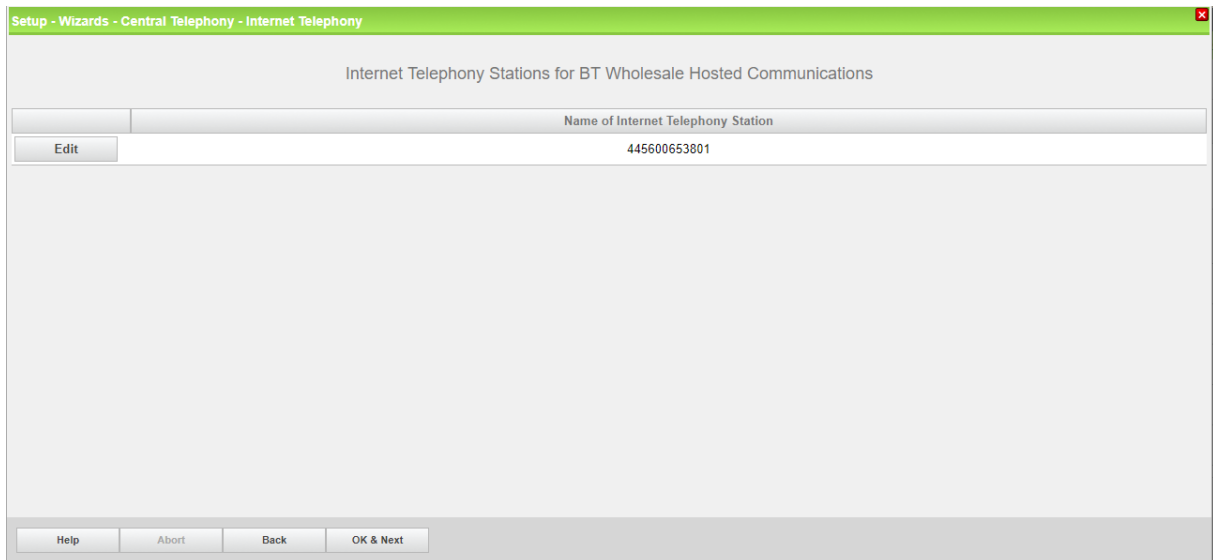
Click [OK & Next]
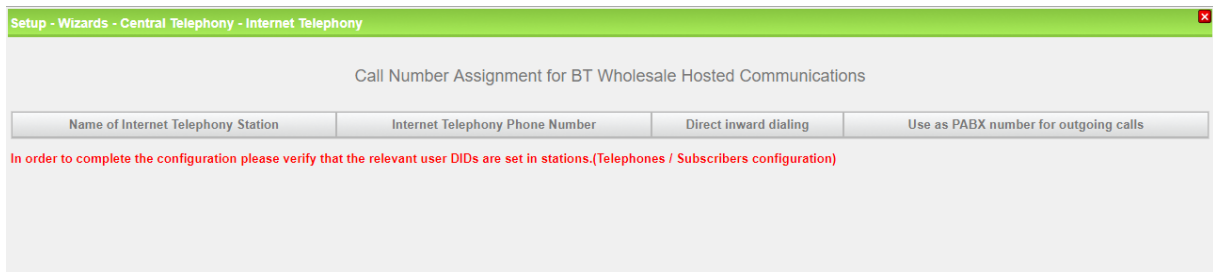
Click [OK & Next] (no input needed)

Click [OK & Next]

Define bandwidth (# Trunks)

The amount of simultaneous Internet (**Assigned Lines**) calls must be aligned with the **Max Channels Per Trunk** assigned to the Trunk Group on the *BT Wholesale Business* Portal

Please note, depending on customer configuration, this value may be read only on the business portal. For restricted companies any changes must be actioned by the provider on the "Business Zone" portal

Click [OK & Next]

Special phone numbers

In this dialog it is possible to route special phone numbers.

Click [OK & Next]

On next page status of ITSP is displayed.

Click [Next]

„Exchange Line Seizure":

Select which trunk will get access code 9. Enter the local area code without prefix digits (needed only when local area code was not entered in first step PBX number)

Click [OK & Next]

Overview with all configured Seizure codes for „Outside line Seizure" are displayed.

Click [OK & Next] and on the next page [Finish]

DID configuration

In the DID Section, the full DID will need to be entered without the country code.

Each DDI is assigned against a "User" and can be found on the BTW Business Portal under Company > Sites > Employees

	Username	Status	First Name	Surname	Phone Number	Extension	Site Name	
☐	05600653802	Active	UnifyOSBusiness	UserA	+44 56 00653802	3802	Unify OS Business	⬧ Select
	05600653803	Active	UnifyOSBusiness	UserB	+44 56 00653803	3803	Unify OS Business	⬧ Select
	05600653804	Active	UnifyOSBusiness	UserC	+44 56 00653804	3804	Unify OS Business	⬧ Select
	05600653805	Active	UnifyOSBusiness	UserD	+44 56 00653805	3805	Unify OS Business	⬧ Select
	05600653806	Active	UnifyOSBusiness	UserE	+44 56 00653806	3806	Unify OS Business	⬧ Select
	05600653807	Active	UnifyOSBusiness	OfficeUC	+44 56 00653807	3807	Unify OS Business	⬧ Select
	05600653808	Active	Unify OS Business	UC User 2	+44 56 00653808	3808	Unify OS Business	⬧ Select
	Unifyadmin	Active	Unify	Admin	+44 56 00653800	3800	Unify OS Business	⬧ Select

If users do not wish to display their DDI and instead display a Department or Site number, this can be entered under "CLIP/Lin" in the same format

Additional Configuration

License

Add the "S2M/SIP Trunk" license to the SIP-Trunk

Route configuration (optional)

The route configuration will be created automatically. It should look like below.
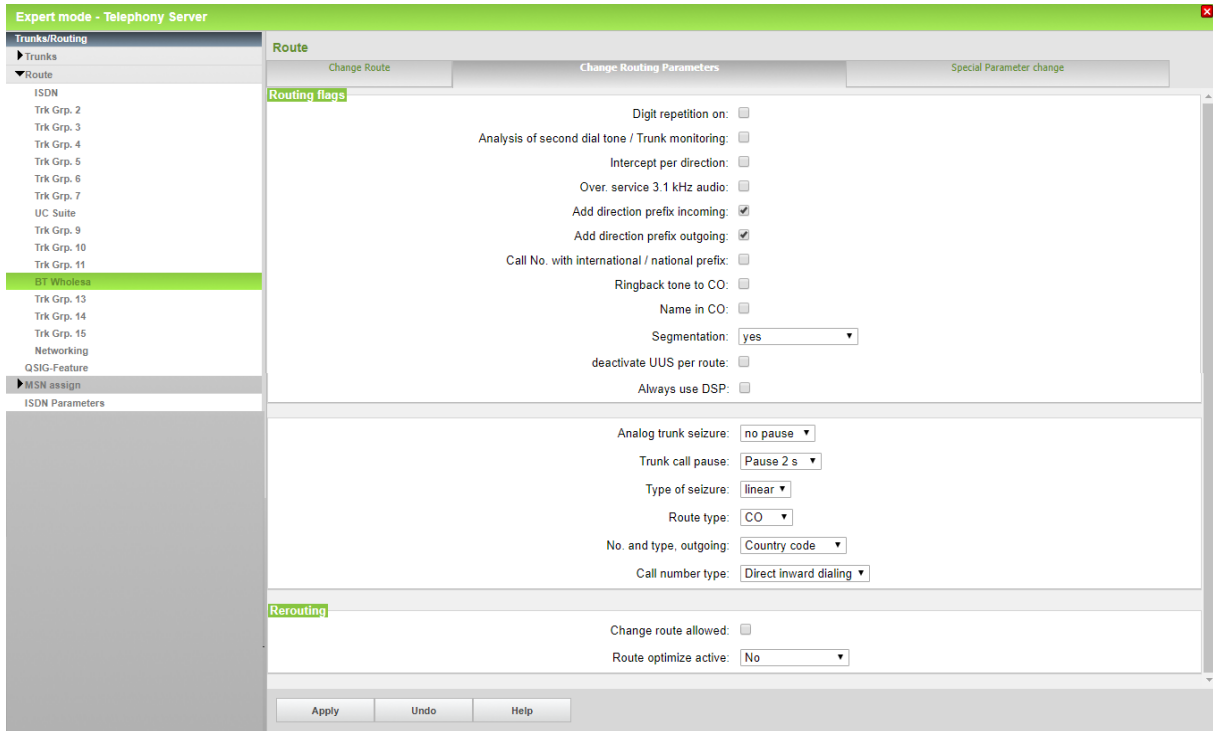
Best practice is to enter the default Access Code in the field "Seizure code", enter the Country code for the PABX number-incoming and select Location number.

The route parameters:

LCR changes (optional)

In V2R3 all necessary LCR rule will be created automatically.

How to check the status of SIP connection with BT Wholesale Hosted Centrex

"Status" provides information about the registration status of the ITSP. The ITSP registration can also be restarted here.
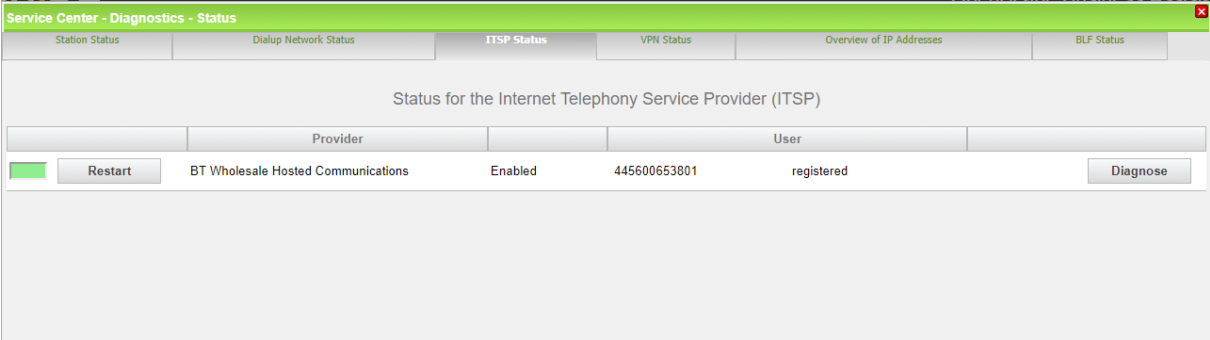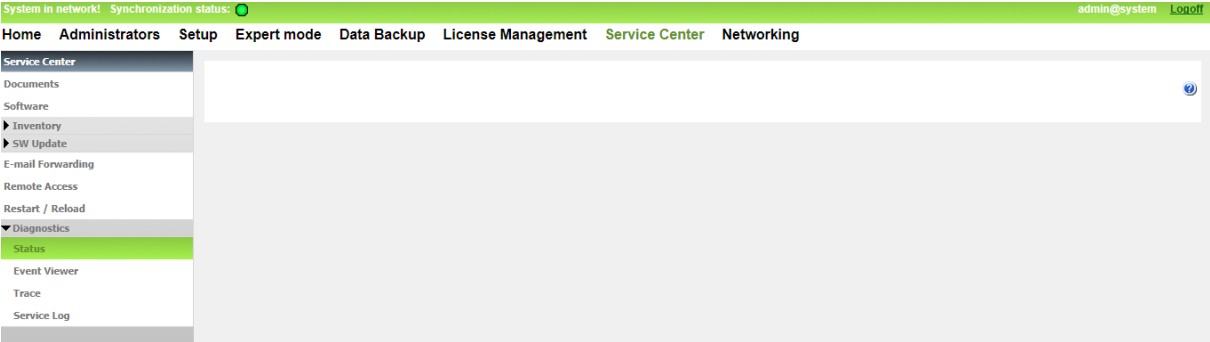
Known restrictions

1. CLIP No Screening is not supported for outgoing calls. A phone cannot present a number which is not owned by the provider trunk.
2. COLP: Provider doesn't support Connected Line Identification Presentation

Trunk Features:

The main purpose of this document is to give guidance on configuring the SIP trunk between the ITSP and OpenScape Business. There are a suite of features provided at a trunk level which can be used to introduce additional functionality to the ITSP, however, there are limitations on which features are and are not supported with OpenScape Business.

The below tables aim to give an overview of supported and unsupported features. For full information on configuring these features please refer to documentation provided by BT Wholesale as part of their platform.

Where DDIs are configured with appropriate licensing features can be configured at a per DDI level. Where this licensing is not in place limited features (such as diverts etc.) can be configured at a trunk level for all DDIs assigned to that trunk.

Openscape Business can only support external numbers in certain formats, due to this it is not possible to support multi-site dialling via BT Wholesale Communications. Where multi-site dialling is required, it is recommend to look at alternative methods such as OpenScape Business Networking or Device@Home

Site level features

Features situated at a site level aim to introduce additional functionality to call routing before reaching the PBX and in most cases, are used to route calls to multiple DDIs.

Configuration for these features is completed via:

Company > Select Company > Sites > Select Site > Features
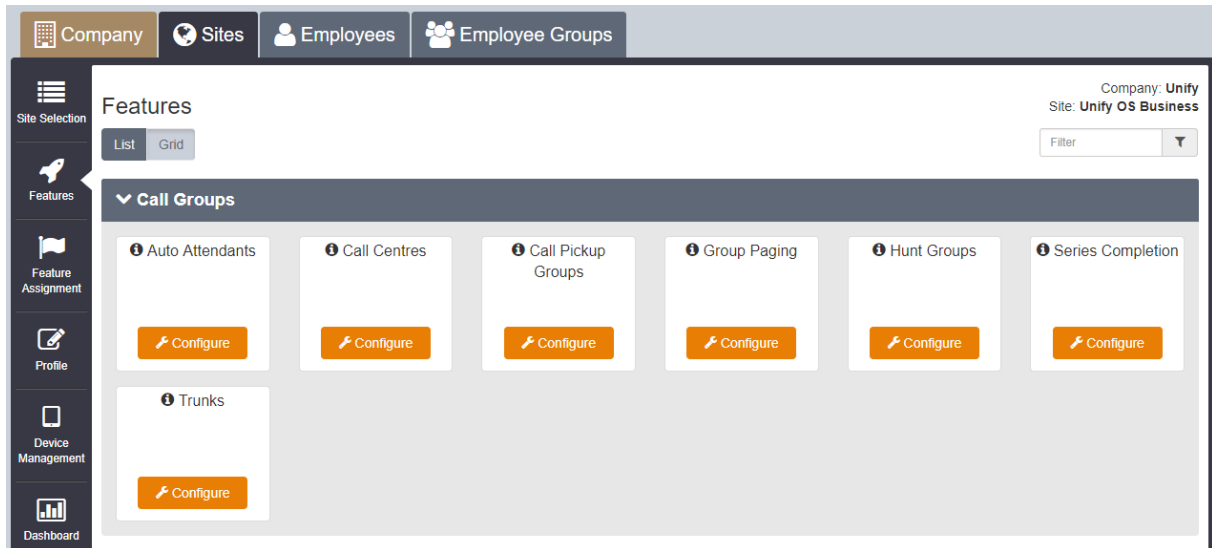
Feature	Usage example	Support in OpenScape Business
Auto Attendant	Cloud based Auto Attendant able to divert to Multiple Sites where a WAN or VPN isn't available for native Openscape Business networking	Supported
Call Centre	Cloud based queueing allowing a limited number of SIP trunks to be fitted and Queue further calls in the cloud	Supported
Call Pickup Groups	-	Not supported
Group Paging	-	Not supported
Hunt Group	Hunt group functionality across multiple sites	Supported
Series Completion	Hunt Group functionality – used in conjunction with other features as an intercept when lines are busy.	
Trunks	The primary use case for configuring the SIP trunk connection to OpenScape Business as well as defining overflow / trunk level diverts to alternate destinations	Supported

User level features

Features situated at a user level interact on a per DDI basis (where a DDI is configured to have this additional functionality)
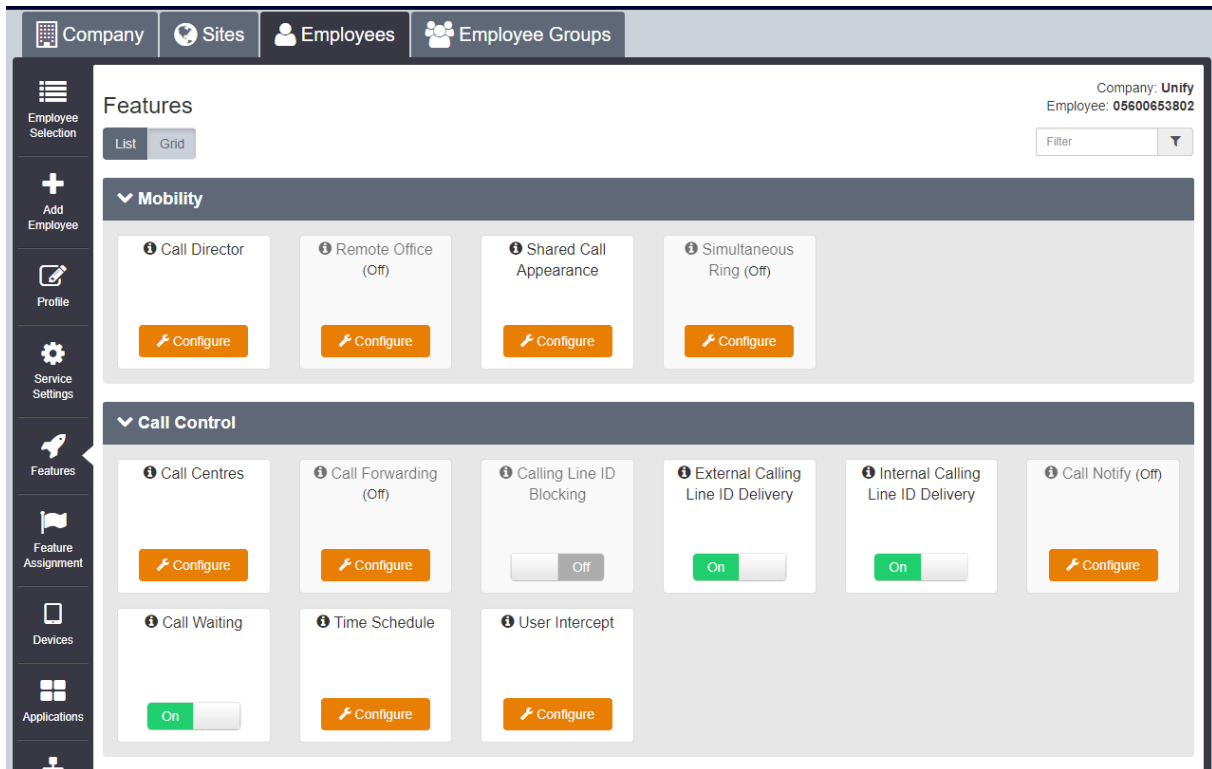
Feature	Usage example	Support in OpenScape Business	Minimum SIPT User License required
Call Director	Allows calls to be signalled to multiple destinations (PBX Deskphone, mobile, etc.) and for calls to be moved between these devices	Supported	Fixed User
Remote Office	Allows a remote destination to receive incoming calls for the DDI	Supported	Fixed User
Shared Call Appearance	Allows additional devices to be added to the DDI user to both ring simultaneously and to make outbound calls as the user. This feature also allows for calls to be moved between these devices	Supported	Fixed User
Simultaneous Ring	Allows calls to be signalled to multiple destinations	Supported	Fixed User
Call Centres	Allows users to sign in / out of a call centre queue and change their agent status * User must be added to a call centre for this option to be available	Supported	Trunking User*

Feature	Usage example	Support in OpenScape Business	Minimum SIPT User License required
Call Forwarding	Trunking User license allows for Forward when not reachable (e.g. SIP not registered) * Higher licenses allow for Call Forward Always, Busy and No Answer	CF Always & Not Reachable – Supported CF Busy & No Answer – Recommend to handle on PBX Call Management	Trunking User*
Calling Line ID Blocking	Blocks Outbound CLI Display	Supported but recommend to leave disable and handle via PBX	Trunking User
External Calling Line ID Delivery	Allows for display / hiding of external caller information	Supported	Trunking User
Internal Calling Line ID Delivery	Allows for display / hiding of on-platform caller information. This only functions when calls route via the ITSP platform	Supported	Trunking User
Call Notify	Email notification when a user receives a call	Supported	Fixed User
Call Waiting		Not Supported	Trunking User
Time Schedule	Used in conjunction with other features to define activation at specific times	n/a	Trunking User
User Intercept	Allows calls to be intercepted with an announcement and callers given either an alternate number or "Transfer on 0" option. Used when a number needs to be taken out of service	Supported	Functional User