# **OpenScape Business V2**

# How to Configure SIP Trunk for COSMOTE

## **Table of Contents**

Configuration Data
Configuration Wizard 4
Internet Telephony
Define bandwidth (# Trunks)7
Special phone numbers
DID configuration
Additional manual Configuration11
LCR changes (mandatory)11
Route configuration12
Cosmote Profile Settings used at certification process
Expert Mode-Telephony Server-Internet Telephony Server Provider
How to check the status of SIP connection with COSMOTE15
Status OpenScape Business15
How to get Traces in case of problem 16
Wireshark traces
Internal traces

# Table of History

Date	Version	Changes
26-09-2016	1.0	First version
02-10-2016	1.1	Final version

# **Configuration Data**

Information from ITSP COMOTE GR provided:

Name	Example
Call Number:	2142163500 - 09
Number of DID digits:	3
SIP Domain:	Ims.otenet.gr
SBC_IP:	n/a
digest Auth.:	Yes
SIP Username:	+302142163500@ims.otenet.gr
SIP Passwort:	*****
Clip no Screening:	yes
Number of voice-channels:	4

## **Configuration Wizard**

### **Internet Telephony**

#### Go to "Central Telephony – Internet Telephony"

	lize terprise	OpenScape Business Assistant
		administrator@system Logoff
Home Administrators Se	etup Expert mode Data Backup License Management Service Center	
Setup		
▼ Wizards	Central Telephony	()
Basic Installation		5
Network / Internet	Edit CO Trunk ISDN / Analog / ITSP	
Telephones / Subscribers	Point-to-multipoint connections (MSN) and PABX number for ISDN connections, and assignment of analog and ITSP trunks	
Central Telephony	Internet Telephony Access parameters of the Internet Telephony Service Provider (ITSP), e.g., user account, password, SIP station number	
User Telephony	voicemail	
Security	Access numbers for integrated voicemail. Set up of voicemail boxes	
UC Suite	Fdit Phone Book / Speed Dialing	
Circuit	Set up central speed-dial destinations for the system's internal phone book	
	Edit Multisite Management Configuration of multi-ITSP connections	
	Edit Call Detail Recording Set up call detail recording connection parameters for call detail applications	
	Edit Music on Hold / Announcements Record new melodies and announcements for Music on Hold and announcement before answering	
	Edit Entrance telephone Set up call allocation and access authorization for the entrance telephone at the analog station connection	

The overview page appears for entering the location data. The most flexible type of configuration is to enter the Country code only.

Setup - Wizards - Central Telephony - Internet Telephony				
Overview				
Note: changes done in expert mode must be reviewed/repeated after running through the wizard.				
Note: At least the configuration of the 'Country code' is needed for features such as 'Internet telephony' and 'MeetMe conference'.				
PABX number				
Country code: 30	(mandatory)			
Local area code:	(optional)			
PABX number:	(optional)			

#### Click [OK & Next].

Provider configuration and activation for Internet Telephony -> No call via Internet -> uncheck Use County specific view: Greece and select COSMOTE.

Setup - Wizards - Central Telephony - Internet Telephony				
Provider configuration and activation for Internet Telephony				
No call via Internet:  Country specific view: Greece				
	Activate Provider	Internet Telephony Service Provider		
Add		Other Provider		
Edit		COLT UK & Europe		
Edit		COLT VPN		
Edit		cosmote		
Edit		Skype Connect		
Edit		Verizon		
Edit		Vodafone Anlagenanschluss R3		

Activate Provider and click on [Edit].

On the next name the	nradatingd convers tor	COSMOTE are displayed	ad no changes ar	a needed here
UII LITE HEAL DAGE LITE	predefilied servers for	COSIVIOIL al C displaye	EU, HU CHAIIgES AI	e neeueu nere.

Setup - Wizards - Central Telephony - Internet Telephony			
Internet Telephon	Internet Telephony Service Provider		
Provider Name:	cosmote		
Enable Provider:			
Domain Name:	ims.otenet.gr		
Transport protocol:	udp ~		
Transport security:	traditional (upd or tcp) $ \smallsetminus $		
Provider Registrar			
Use Registrar:	<u> </u>		
IP Address / Host name:	ims.otenet.gr		
Port:	0		
Reregistration Interval at Provider (sec)	600		
Provider Proxy			
IP Address / Host name:	ims.otenet.gr		
Port:	0		
Provider Outbound Proxy			
Use Outbound Proxy:			
IP Address / Host name:	0.0.0.0		
Port:	0		
Provider Inbound Proxy			
Use Inbound Proxy:			
IP Address / Host name:	0.0.0.0		

Click [OK & Next].

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

Setup - Wizards - Central Telephony - Internet Telephony				
	Internet Telephony Stations for COSMOTE			
	Name of Internet Telephony Station			
Add	New Internet Telephony Station			

Click on [Add].

Data provided by ITSP COSMOTE is inserted here.

Internet telephony station:	SIP Username without domain name is inserted here (e.g: +302142163500)
Authorization name:	SIP Username is inserted here (e.g: +302142163500@ims.otenet.gr)
Password:	Password provided by COSMOTE
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: +302142163500)

Setup - Wizards - Basic Installation - Basic Installation

Internet Telephony Station for COSMOTE		
Internet telephony station:	+302144163500	
Authorization name:	+302144163500@ims.otene	
Password:	••••	
Confirm Password:	••••	
Default Number:	+302144163500	
MEX Number:		

Default Number ITSP as primary CO access Enter one of the call numbers supplied by your network provider here. This will be used in outgoing calls as the calling party number in case no other number is available for the respective call. All call numbers supplied by your network provider are to be entered within the trunk and telephones configuration (DID field) primary CO access.

MEX Number To use the feature Mobile Extension (MEX) you have to enter a MEX number here. An entered MEX number will only be stored if the ITSP is marked as 'active'. For use of MEX it is also necessary to configure a DISA number.

#### Enter the relevant data an click [OK & Next].

Setup - Wizards - Basic Installation - Basic Installation						
Call Number Assignment for COSMOTE						
Name of Internet Telephony Station	Name of Internet Telephony Station Internet Telephony Phone Number Direct inward dialing Use as PABX number for outgoing calls					
In order to complete the configuration please verify that the relevant	vant user DIDs are set in stations.(Telephones / Subscribers conf	iguration)				
Help Abort Back OK & Nex	d					

Click [OK & Next] (no input needed)

Setup - Wizards -									
	Provider configuration and activation for Internet Telephony								
		No call via Internet: 🗆							
		Country specific view: Greece ~							
Note: changes done	e in expert mode must be reviewed/repeated after running	through the wizard.							
	Activate Provider	Internet Telephony Service Provider							
Add		Other Provider							
Edit		COLT UK & Europe							
Edit		COLT VPN							
Edit	$\checkmark$	cosmote							
Edit		Skype Connect							
Edit		Verizon							
Edit		Vodafone Anlagenanschluss R3							
Help	Abort Back OK & Next	Display Status							

On the next page you can check the status of the ITSP. Click [Display status]

Setup - Wizards - Central Telephony - Internet Telephony										
	Statua fa	r the Internet Teleph	anny Sondon Brouder (ITCD)							
	Status for the internet Telephony Service Provider (TISP)									
	Provider		User							
	COLT UK & Europe	Disabled								
	COLT VPN	Disabled								
Restart	cosmote	Enabled	+302144163500	registered						

Click [Next] (no input needed)

You return toi the previous screen. Click [OK & Next] (no input needed)

## 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 128K, one trunk is created.

Setup - Wizards - Central Telephony - Internet Telephony								
Settings for Internet Telephony								
Simultaneous Internet Calls								
Under 'Setup - Wizards - Network / Internet - Internet Access', you have entered the va	lue Upstream up to (Kbps) = 16384							
in the 'Change Feature> Internet Telephony' Assistant. This upstream allows you to	conduct up to 60 Internet phone calls simultaneously. If the call quality deteriorates di	ue to the network load, you will need to reduce this number of simultaneous calls.						
The number of simultaneous Internet Calls also depends on the licensing.								
	Number of Simultaneous Internet Calls: 4 Distribut	te Lines						
Line assignment								
Internet Telephony Service Provider	Configured Lines	Assigned Lines						
cosmote	4	4						

#### Click [OK & Next]

## **Special phone numbers**

In this dialog it is possible to route special phone numbers. When special phone numbers are not supported over the ITSP route it is possible to change this here.

Setup - Wizards - Central Telephony - Internet Tel	ephony	<b>۵</b>						
Special phone numbers								
Note:								
Please make sure that all special call numbers are support	ted by the selected provider without fail.							
Special phone number	Dialed digits	Dial over Provider						
1	0C112	cosmote ~						
2	0C100	cosmote 🗸						
3	0C166	cosmote ~						
4	0C199	cosmote ~						
5		cosmote ~						
6		cosmote ~						
7		cosmote ~						

#### Click [OK & Next]

#### On next page status of ITSP is displayed.

Setup - Wizards -							
			Status for	the Internet Teleph	ony Service Provider (ITS	SP)	
		Pi	ovider			User	
		COLT UK & Europe		Disabled			
		COLT VPN		Disabled			
Resta	rt	cosmote		Enabled	+302144163500		registered
		Skype Connect		Disabled			
		Verizon		Disabled			
		Vodafone Anlagenanschluss R	23	Disabled			
		Circuit UTC (Cloud)		Disabled			
Help	Abort	Back Nex	E				

After this status page two more dialogs with "Exchange Line Seizure" and an overview with all configured "Outside line Seizure" are displayed.

Setup - Wizards - Central Telephony - Internet Telephony	
Exchange L	ine Seizure
Trunk Access Code	0
Dial over Provider	cosmote v
Help Abort Back OK & Next	

Setup - Wizards - Central Telephony - Internet Telephony							
Seizure Code for the 'Outside line Seizure'							
	Seizure code for 'Outside line Seizure'						
cosmote	855						
Help Abort Back OK & Next							

## **DID configuration**

In general the DID has to be configured in long format

The country code 30 has to be configured as described before. The DID must always be the number without the country code (e.g: 210xxxxxx).

#### Attention:

You MUST NOT use other number configurations in the DID because that will cause problems in different call scenarios and UC functionality. (e.g: for the DID-number 2142163501 do NOT configure 2142163 as Local Area Code and PABX number and then 3 digits 501 as DID)

Box	Slot	Callno	First Name	Last Name	Name	DID	Туре	Fax Callno	Fax DID	Class of service	Call pickup
-	- [	100	ŀ	ŀ	-	2144163500	System Client ~		-	International ~	- ``
-	- [	101	-	-	-	2144163501	System Client ~		-	International ~	-
-	- [	102	-	-	-	-	No Port ~		-	International ~	-
-	- [	103	-	-	-	-	No Port ~		-	International ~	-
-	- [	104	-	-	-	-	No Port ~		-	International ~	
-	- [	105	-	-		-	No Port ~		-	International ~	
-	- [	106	-	-	-	-	No Port ~		-	International ~	
-	- [	107	-	-	-	-	No Port ~		-	International ~	
-	- [	108	-	-		-	No Port ~		-	International ~	
-	- 1	109		-	-		No Port ~		-	International ~	

## **Additional manual Configuration**

## LCR changes (mandatory)

In expert mode , Telephony Server, LCR , - change the "Routing Table" in the way that **all Dial plans** related to SIP (COSMOTE) route should follow the Routing Table 4.

If not changed manually, the Routing table 4 uses the Dial Rule 'SIP' which by default has the Dial Rule format= 'A', Network Access='Main Network Supplier' and Type='Unknown'.

In case of a system with sw >=V2R2 the LCR should look like

<b>NFY</b> Harmonize vour enterpr	ise				С	penScape Bu	siness As	ssi
LCR LCR Flags	Dial Plan	Chan	nge Dial Plan		Display Dial	Plan		
Dial Plan	Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service	Emergenci	
Routing table	- Diarrian	Hume	- Didicu digita		E		Emergeney	1
1 - Table	7	I		$ 4 \rightarrow $				
2 - Table	8			$ 4 \rightarrow  $				
3 - Table	9			$4 \rightarrow$				
4 - Table	10			$4 \rightarrow$				
5 - Table	11			$4 \rightarrow$		<b>N</b>		
6 - Table	12			$4 \rightarrow$		<b>N</b>		
7 - Table	13		1	$4 \rightarrow$		<b>N</b>		
6 - Table	14	-	-			<b>N</b>		
9 - Table	15	1				2		
11 - Table	10		1 1 007					
12 - Table	10	Services			-	E.	-	
13 - Table	17	National			-		-	
14 - Table	18	Local	pc1z	$4 \rightarrow$		<b>₩</b>		
15 - Table	19	Local	DCNZ	4 ▾ →				
16 - Table	20	International	0C00-Z	4 💌 —>		N		
17 - Table	21	Cosmote	855CZ	$4 \bullet \rightarrow$		<b>N</b>		
18 - Table	22	Cosmote	855C0-Z	$4 \cdot \rightarrow$		P		
19 - Table	23	Cosmote	855C1Z	$4 \rightarrow$		V		
20 - Table	24	Cosmote	855CNZ	$4 \rightarrow$				
21 - Table	25	Cosmote	85500.7			<b>N</b>		
23 - Table		Standard	PSSCOUL 2			2	Г	
24 - Table	20		p3002					
25 - Table	27	Standard	056CU-Z	6 <b>▼</b> →	-			
26 - Table	28	Standard	B56C1Z	$ 6 \bullet \rightarrow$				
27 - Table	29	Standard	B56CNZ	$6 \rightarrow$		M	1	
28 - Table	30	Standard	856C00-Z	$6 \bullet \rightarrow$		<b>V</b>		
29 - Table	31	Annl-Suite	L399	12 🔹 🛶				
30 - Table	Page 1 of 1	)						
31 - Table								
32 - Table	Арр	ly Undo	Help					

#### In case of sw <V2R2 the LCR should look like

16	Standard	OCZ	4 ▼ →
17	Standard	DC1Z	$4 \rightarrow$
18	Standard	DCNZ	$4 \rightarrow$
19	Cosmote	855CZ	$4 \rightarrow$
20	Cosmote	855C1Z	$4 \rightarrow$
21	Cosmote	855CNZ	$4 \rightarrow$
22	Standard	85607	

Expert mode - Telephony Server										×		
LCR	A Routin	a Table										
LCR Flags	Routin	giable		_	ch	ango Douting Table						
Classes Of Service		Change Koeding Yabie										
Dial Plan						Pouting Table	n:4	an-bloc	conding			
▼Routing table						Routing Table	c.••	en-bioc	senang			
1 - Table	Index	Dedicated	Route		Dia	Rule	min, COS	Warning	Dedicated Gateway	GW Node ID		
2 - Table		Route										
3 - Table	1		cosmote ~		SIP	$\rightarrow$	15 ~	None ~	No ~			
4 - Table	2		None ~		None v	·	15 ~	None ~	No ~			
5 - Table	3		None ~		None 🗸	•	15 🗸	None ~	No ~			
6 - Table	4		None ~		None	•	15 ~	None ~	No			
7 - Table	5		None		None	-	15 ~	None	No			
8 - Table	6		None		Nono		16	Nono	No			
9 - Table	-		None ~		None .		15 0	None 2				
10 - Table	(		None ~		None	·]	15 ~	None ~	No			
11 - Table	8		None ~		None 🗸	·	15 ~	None ~	No ~			
13 - Table	9		None ~		None v	·	15 ~	None ~	No ~			
14 - Table	10		None ~		None v	•	15 🗸	None ~	No v			
15 - Table	11		None ~		None	-	15 ~	None ~	No			
16 - Table	12		None		None	5	15 ~	None	No			
17 - Table	12		Nese		Nees	-	16	Nee	Na			
18 - Table	15				INONE	·)	10 🗸	Inquie <				
19 - Table	14		None ~		None	·	15 ~	None ~	No			
20 - Table	15		None ~		None 🗸	·	15 ~	None ~	No ~			
21 - Table	16		None ~		None 🗸	•	15 ~	None ~	No ~			
22 - Table												
23 - Table												
24 - Table												
25 - Table												
26 - Table												
27 - Table	1	Apply Un	do Help									
28 - Table	~											

#### **Route configuration**

You only need to setup the country code (30) for the route occupied for COSMOTE, if not exists already.

As recommended above, Local area code and PABX number must be empty.

The route parameters:

- Call No. With International/national prefix : unchecked
- No and type outgoing: Country code
- Call number type: DID

are automatically configured when the profile of COSMOTE is enabled by relevant wizard.

Consequently, you don't need to change/edit anything else here.

Trunks/Routing	Route				
Trunks	Change Route	Change Routing Parameters		Special Parameter change	
▼Route		bridinge rooderig i drameter o		cycles a change	
ISDN		Route Name:	cosmote	1	^
Trk Grp. 2				-	
Trk Grp. 3		Seizure code:	855		
Trk Grp. 4		CO code (2nd trunk code):		]	
Trk Grp. 5	Gateway Location				
Trk Grp. 6		Country ander	20		
Trk Grp. 7		Country code.	50		
UC Suite		Local area code:			
Trk Grp. 9		PABX number:			
Trk Grp. 10	PABX number incoming				_
Trk Grp. 11	TADA number-incoming		00	7	
cosmote		Country code:	30		
Tric Grp. 13		Local area code:		]	
Trk Grp. 14		DARY sumber		7	
Ink Grp. 15		PADA number:		]	
OSIC Feature		Location number:			
MSN appign	PABX number-outgoing				
ISDN Parameters		Country code:		1	
I JON Parameters				J	
		Local area code:			
		PABX number:		]	
		Suppress station number:			
	Overflow route				
		Overflow route :	None ~		
	Digit transmission				

## **Cosmote Profile Settings used at certification process**

Expert mode

### **Expert Mode-Telephony Server-Internet Telephony Server Provider**

You don't need to change/edit anything in the profile of COSMOTE since the settings are already preconfigured.

However, the following pictures depict the official pre-defined profile as it is certified.

SIP Parameters	Internet Telephony Service Provider	
Codec Parameters	Edit Internet Telephony Service Provider Delata Enteropa Envice Provider Add Internet Telephony Station	
Destination Codec Parameters	Show Extended SIP Provider Data:	^
▼Internet Telephony Service Provider		
▶181	Attention: the following parameters are used to adapt the behavior of the SIP stack to a certain provider implementation. These parameters are defined during the certification process	or
Acropolis	the provider. Changing these parameters may result in a malfunction of the provider interface.	
Amis		
▶ AT&T		
BabyTEL	CLIP outgoing in From header - display part: omit v	
▶ BCOM	CLIP outgoing in From header - user part: call number ~	
Belgacom IMS		
Belgacom	Outgoing From Header - domain/host part. domainName 🗸	
Bouygues	Diversion: From contains original CallingPartyNumber:	
BT IPVS	Diversion: PAI contains original CallingPartyNumber.	
Cablecom	CLID extension in D. Assented M. bander, display and anity of	
Cbeyond		
CenturyLink 1	CLIP outgoing in P-Asserted-Id header - user part: call number ~	
CenturyLink 2	CLIP outgoing in P-Preferred-Id header - display part: ornit ~	
COLT UK & Europe	OliP antroine is D Defend M handra area and the	
Contractor Drimun	CLIP outgoing in P-Preierreo-to neader - user part.	
Commander Primus	CLIP outgoing in Diversion header - display part: omit ~	
	CLIP outgoing in Diversion header - user part. call number V	
Cosmote		
• +302144163500	CLIR outgoing in From header - display part: omit v	
Despeoppert B.V	CLIR outgoing in From header - user part: call number 🗸	
Destiny	CLIR outdoing Privacy header	
Detel		
e for AG	COLP / TIP supported for outgoing calls:  COLP supported v	~
ecotel sinTrunk Connect 1.0	V Apply Undo Restart ITSP Help	
<	<b>)</b>	
Expert mode - Telephony Server		×
Voice Cateway		
SIP Parameters	Internet Telenhenu Cenuider	
	Internet lelephony service Provider	.
Codec Parameters	Edit Internet Telephony Service Provider         Debte Internet Telephony Service Provider         Add Internet Telephony Station	
Codec Parameters Destination Codec Parameters	Edit Internet Telephony Service Provider     Edit Internet Telephony Service Provider     COLID / TID supported for autorizing calls: COLID supported vy	^
Codec Parameters Destination Codec Parameters Internet Telephony Service Provider	Ref Internet Telephony Service Provider     Ref Internet Telephony Service Provider     COLP / TIP supported for outgoing calls: COLP supported	^
Codec Parameters Destination Codec Parameters Internet Telephony Service Provider 181		^
Codec Parameters Destination Codec Parameters Internet Telephony Service Provider 181 Acropolis	Internet releption yservice Provider     Delete Internet Telephony Service Provider     Add Internet Telephony Station       COLP / TIP supported for outgoing calls:     COLP supported     ~       Ceil number formatting     Incoming call - Called party number:     reguest line	^
Codec Parameters Destination Codec Parameters winternet Telephony Service Provider 181 Acropolis Amis		^
Codec Parameters Destination Codec Parameters mitternet Telephony Service Provider 181 Acropolis Amis Att S	Internet:     releption(r)     Service     Add Internet Telephony Service     Add Internet Telephony Station       Coll number formatting     COLP / TIP supported for outgoing calls:     COLP supported     ✓       Incoming call - Called party number:     request line     ✓       Incoming call - Calling party number:     From header user part.     ✓	^
Codec Parameters Destination Codec Parameters miternet Telephony Service Provider 1614 Acropolis Amis ATST BabyTEL	Internet releptority service Provider     Delete Internet Telephony Service Provider     Add Internet Telephony Station       COLP / TIP supported for outgoing calls:     COLP supported     ~       Ceill number formatting     Incoming call - Called party number:     reguest line       Incoming call - Calling party number:     From header user part     ~       Incoming call - Type of number (calling):     automatic ~	^
Codec Parameters Destination Codec Parameters winternetTelephony Service Provider 1:61 Acropolis Arnis Arnis BabyTEL B&COM	Internet relephony Service Provider       Delete Internet Telephony Service Provider       Add Internet Telephony Station         CoLP / TIP supported for outgoing calls:       COLP / Supported ~       COLP / C	^
Codec Parameters Destination Codec Parameters "internet Telehony Service Provider 1&1 Acropolis Arnis Arnis BabyTEL BCOM Belgacom IMS	Internet releption/y service Provider         Delete Internet Telephony Service Provider         Add Internet Telephony Station           CoLP / TIP supported for outgoing calls:         COLP supported v            Coll number formatting         Incoming call - Called party number:         request line            Incoming call - Calling party number:         From teader user part             Incoming call - Type of number (calling):         automatic v             Outgoing call - Type of number (calling):         automatic v	^
Codec Parameters Destination Codec Parameters winternet Telephony Service Provider 161 Acropolis Acris Acris Acris BabyTEL BCOM Belgacom IMS Belgacom	Internet releptony service Provider     Debts Internet Teleptony Service Provider     Add Internet Teleptony Station       COLP / TIP supported for outgoing calls:     COLP supported ~        Cell number formatting     Incoming call - Called party number:     reguest line ~       Incoming call - Calling party number:     From header user part ~        Incoming call - Type of number (calling)     automatic ~       Outgoing call - Type of number (calling)     automatic ~       Outgoing call - Type of number (calling)     automatic ~	^
Codec Parameters Destination Codec Parameters winternetTelephony Service Provider 1:61 Acropolis Artis Artis BatyTEL BaCOM Belejacom Mits Belejacom Bourgues	Internet releptory service Provider       Delete Internet Telephony Service Provider       Add Internet Telephony Station         Coll number formating       Coll outgoing calls:       COLP / TIP supported for outgoing calls:       COLP supported ~         Incoming call - Called party number:       reguest line       ~         Incoming call - Calling party number:       From header user part       ~         Incoming call - Type of number (calling):       automatic ~       ~         Outgoing call - Type of number:       off       ~	^
Codec Parameters Destination Codec Parameters winternet Telephony Service Provider 184 Acris Acris Artis BabyTEL BCOM Belgacom IMS Belgacom Bourgues BT IPV S	Internet releption() service Provider       Delete Internet Telephony Service Provider       Add Internet Telephony Staton         COLP / TIP supported for outgoing calls:       COLP supported v          Coll number formating       Incoming call - Called party number:       request line          Incoming call - Calling party number:       From hader user part           Incoming call - Type of number (calling):       automatic v           Outgoing call - Type of number (calling):       automatic v           Outgoing call - Type of number (calling):       automatic v           CulP no Screening support.       (not supported)       v	^
Codec Parameters Destination Codec Parameters winternet Telephony Service Provider 161 Acropolis Arris Arta T BabyTEL BCOM Belgacom MS Belgacom Bourgues BT IPVS Cablecom	Internet releptiony service Provider       Debts Internet Telephony Service       Add Internet Telephony Station         COLP / TIP supported for outgoing calls:       COLP supported for       ✓         Cell number formating       Incoming call - Called party number:       reguest line       ✓         Incoming call - Calling party number:       From header user part       ✓         Incoming call - Type of number (calling)       automatic       ✓         Incoming call - Type of number (calling)       automatic       ✓         Outgoing call - Type of number (calling)       automatic       ✓         Mapping of provider number:       off       ✓         Call No. wth international/national prefix:       no        ✓	^
Codec Parameters Destination Codec Parameters winternet Telephony Service Provider 141 Acropolis Arnis AT&T BabyTEL BaCMM Beligacom IMS Beligacom Bourgues Bat IPVS Codecom Codeco	Internet releptory Service Provider       Debte Internet Teleptory Service       Add Internet Teleptory Station         Coll of Internet Teleptory Service Provider       Add Internet Teleptory Station         Coll number formating         Incoming call - Called party number:       reguest line         Incoming call - Calling party number:       From header user part       >         Incoming call - Type of number (calling):       automatic       >         Incoming call - Type of number (calling):       automatic       >         Outgoing call - Type of number (calling):       automatic       >         Cull number formating       Cull number (calling):       automatic       >         Incoming call - Type of number (calling):       automatic       >       >         Cutgoing call - Type of number (calling):       automatic       >       >         Cutgoing call - Type of number (calling):       automatic       >       >         Cutgoing call No. with international/national prefix:       not       >       >         Call No. with international/national prefix:       no       >       >	Ŷ
Codec Parameters Pestination Codec Parameters "internet Telephony Service Provider 141 Acropolis Amis AfaT BabyTEL BCOM Belgacom MS Belgacom Bourgues BetyPS Cablecom Cheyond CentryUnin 1	Internet releptiony service Provider       Delete Internet Telephony Service Provider       Add Internet Telephony Station         COLP / TIP supported for outgoing calls:       COLP supported for          Coll number formating       Incoming call - Called party number:       reguest line          Incoming call - Calling party number:       Incoming call - Calling party number:       From header user part          Incoming call - Type of number (calling):       automatic           Incoming call - Type of number (calling):       automatic           Outgoing call - Type of number (calling):       automatic           Outgoing call - Type of number (calling):       automatic           Call No. with international/national prefix:       ford           Call No. with international/national prefix:       no           Register Contact contains IP-Address:       [bcallPAdfr	Ŷ
Codec Parameters Destination Codec Parameters winternet Telephony Service Provider 161 Acropols Arris Arta T BabyTEL BCOM Belgacom IMS Belgacom Bourgues Bourgues BT IPVS Cablecom Coepond Coepond Computink 1 CenturyLink 2	Internet releptory Service Provider       Debts Internet Telephony Service Provider       Add Internet Telephony Station         COLP / TIP supported for outgoing calls:       COLP supported ~          Cell number formating       Incoming call - Called party number:       reguest line ~         Incoming call - Called party number:       From header user part ~          Incoming call - Type of number (calling)       automatic ~          Incoming call - Type of number (calling)       automatic ~          Outgoing call - Type of number (calling)       automatic ~          Mapping of provider number:       from supported ~          Call No. wth international/national perfor       m          Register Contact contains IP-Address:       localIPAddr ~	Ŷ
Code: Parameters Destination Code: Parameters winternetTelephony Service Provider 141 Acropolis Artis Artis BatyTEL BacOM Belapacon IMS Belapacon IMS Belapacon Boorgues Bet IPVS Cobeyond CcenturyLink 1 CenturyLink 2 Colt UK & Europe	Internet releption() service Provider       Delete Internet Telephony Service Provider       Add Internet Telephony Station         COLP / TIP supported for outgoing calls:       COLP / Supported v          Coll number formating:       Incoming call - Called party number:       request line          Incoming call - Called party number:       From header user part          Incoming call - Type of number (calling):       automatic v          Incoming call - Type of number (calling):       automatic v          Outgoing call - Type of number (calling):       automatic v          Cull number called):       automatic v          Cull number called):       automatic v          Cull number (calling):       automatic v          Cull number (calling):       automatic v          Cull number (calling):       automatic v          Cull no. wth international/national prefix       m v          CentractUnWithProtoco:	
Codec Parameters Pestination Codec Parameters Minternet Telephony Service Provider 144 Acropolis Amis AfaT BabyTEL BoCoM Belgacom Bourgues Belgacom Bourgues Belgacom Bourgues Belgacom Codenury Link 2 Cohl Wie & Europe COLT VIPA	Internet releption       Service Provider       Add Internet Telephony Service         Coll number formating       COLP / TIP supported for outgoing calls:       COLP supported v         Cell number formating       Incorning call - Called party number:       reguest line       v         Incorning call - Called party number:       from header user part       v         Incorning call - Type of number (calling)       automatic       v         Incorning call - Type of number (calling):       automatic       v         Outgoing call - Type of number (calling):       automatic       v         Cull number formating:       automatic       v         Incorning call - Type of number (calling):       automatic       v         Outgoing call - Type of number (calling):       automatic       v         Cull no. with international/national prefix:       for       v         Call No. with international/national prefix:       no       v         Register Contact contains IP-Address:       [bcallPAddr       v         ContactUnWohProtoco:       Inormal registration       v	^
Code: Parameters Destination Code: Parameters winternetTelephony Service Provider 161 Acropolis Arris Arta T BabyTEL BCOM Belgacom IMS Belgacom Bourgues Bourgues BT IPVS Cablecom CoentryLink 1 CenturyLink 2 COLT VIK & Europe COLT VIK M	Internet releption       Service Provider       Add Internet Telephony Station         Coll of Internet Telephony Service Provider       COLP / TIP supported for outgoing calls:       COLP supported v         Coll number formating       Incoming call - Called party number:       reguest line       v         Incoming call - Called party number:       From header user part       v         Incoming call - Type of number (calling)       automatic v       v         Incoming call - Type of number (calling)       automatic v       v         Outgoing call - Type of number (calling)       automatic v       v         Mapping of provider number:       off       v         Call No. with international/national prefix       m       v         Call No. with international/national prefix       m       v         Contact/DWIMP/Protocol:       E       E         BNC Registration (SIPConnect):       Immend automatic v       E         Reflexitation (SIPConnect):       Immend automatic v       v         Reflexitation (SIPConnect):       Immend automatic v       E         Reflexitation (SIPConnect):       Immend automatic v       v         Reflexitation (SIPConnect):       Immend automatic v       V         Reflexitation interval after failure (cae):       120       V <td>^</td>	^
Code Parameters Destination Code Parameters winternet Telephony Service Provider 141 Acropols Arnis ArTS BabyTEL BCOM Belgacom MS Belgacom Bourgues Bat TPVS Cobeyond Cobeyond Cobeyond ComunyLink 1 Contruct,Ink 2 COLT VIK & Europe COLT VIK & Europe Colt VIK	Internet releption       Add Internet Telephony Service       Add Internet Telephony Station         COLP / TIP supported for outgoing calls: COLP supported v         Coll number formating:       Incoming call - Called party number: request line       v         Incoming call - Called party number:       From header user part       v         Incoming call - Type of number (calling):       automatic       v         Incoming call - Type of number (calling):       automatic       v         Outgoing call - Type of number (calling):       automatic       v         Cull No. wth international/national prefix       m       v         Call No. wth international/national prefix       m       v         Register Contact Contains IP-Address:       locallPAddr       v         ContactUn/WithProtocot:       ENC Registration (SIPConnect):       mormal registration v         ReRegistration interval after failure (see: 100       100       100       100	*
Code Parameters Poestination Code Parameters winternet Telephony Service Provider 1 64 Acropolis Amis Arta Amis Arta Amis Ata Amis Ata Amis Ata Amis Ata Amis	Internet releption       Add Internet Telephony Service       Add Internet Telephony Staton         Coll number formating       COLP / TP supported for outgoing calls:       COLP supported v         Coll number formating       Incorning call - Called party number:       reguest line       v         Incorning call - Called party number:       reguest line       v       v         Incorning call - Called party number:       reguest line       v       v         Incorning call - Type of number (calling)       automatic v       v       v       v         Outgoing call - Type of number (calling)       automatic v       v <t< td=""><td>*</td></t<>	*
Code: Parameters Destination Code: Parameters winternetTelephony Service Provider 161 Acropols Acropols Arris AtTaT BabyTEL BCOM Belgacom IMS Belgacom Bourgues Bourgues Bourgues Bourgues Cablecom Cobeyond Codeyond ConturyLink 2 ConturyLink 4 ConturyLink 4 ConturyLink 4 Commander Primus Completel <b>* cosmole</b> * cosmole	Internet releptory Service Provider       Delete Internet Telephony Service Provider       Add Internet Telephony Station         Coll ourse formating       COLP / TIP supported for outgoing calls: COLP supported v       COLP / Supported v         Cell number formating       Incorning call - Called party number: reguest line v       v         Incorning call - Called party number: form header user part v       Incorning call - Type of number (calling): automatic v         Incorning call - Type of number (calling): automatic v       Incorning call - Type of number (calling): automatic v         Mapping of provider number: called provider number: called voite provider voite provider number: called voite provider number: called voite provider voite provider voite provider voite provider	*
Code Parameters Destination Code Parameters Waternet Telephony Service Provider 141 Acropolis Arins ATST BabyTEL BCOM Belgacon MIS Belgacon MIS Belgacon MIS Belgacon MIS Belgacon MIS Cableon Code Service Code Service Code Service Code Service Code Service Code Service Code Service Code Service Completel Completel Completel Completel Completel Completel Code Service Code Service Service Code Service Service Code Service Service Code Service Code Servic	Internet releption       Add Internet Telephony Service       Add Internet Telephony Station         COLP / TIP supported for outgoing calls: COLP supported v         Coll number formating:       Incoming call - Called party number:       request line v         Incoming call - Called party number:       From header user part       v         Incoming call - Type of number (calleg):       automatic v       v         Incoming call - Type of number (calleg):       automatic v       v         Outgoing call - Type of number (calleg):       automatic v       v         Call No. with international/national prefix:       of       v         Call No. with international/national prefix:       for v       c         ContactUnWithProtocol:       E       E       ENC Registration (SIPconnect):       formall registration v         ReRegistration media:       Gentinuous v       continuous v       ReRegistration media:       continuous v         ReRegistration media:       CallFairuresh/RegFairure v       Security       continuous v       continuous v	*
Codec Parameters Destination Codec Parameters Maternet Telephony Service Provider 1641 Acropolis Aminis ArTAT BabyTEL BCOM Belgacom Beogrames Beogrames Beogrames Beogrames Cablecom Cobjecom Cobjecom Cobjecom Cobjecom CommyLink 2 ContinyLink 2 ContinyLink 2 ContinyLink 2 ContinyLink 2 ContinyLink 2 ContinyLink 2 ContinyLink 2 Commander Primus Commander Primus Commonies Common	Internet releption       Add Internet Telephony Service       Add Internet Telephony Staton         Coll rumber formating       COLP / TP supported for outgoing calls: COLP supported v <ul> <li>Coll number formating</li> <li>Incorning call - Called party number: request line v</li> <li>Incorning call - Called party number: request line v</li> <li>Incorning call - Type of number (calling)</li> <li>automatic v</li> <li>Incorning call - Type of number (calling)</li> <li>automatic v</li> <li>Outgoing call - Type of number (calling)</li> <li>automatic v</li> <li>Cull P no Screening support: Inot supported v</li> <li>ContactUnWohProtoco:</li> <li>ENC Registration</li> <li>ReRegistration internal after failure (sec): ft20</li> <li>ReRegistration internal after failure (sec): ft20</li> <li>ReRegistration mode: continuous v</li> <li>ReRegistration mode: continuous v</li> <li>ReRegistration mode: continuous v</li> <li>ReRegistration mode: continuous v</li> <li>ReRegistration after call failure: CollFailure (StoRegFailure v)</li> </ul>	*
Codec Parameters Destination Codec Parameters winternet Telephony Service Provider 161 Acropolis Arris Araf T BabyTEL BCOM Belgacom IMS Belgacom IMS Belgacom Bourgues Bourgues Bourgues Bourgues Cablecom Cobeyond Cobeyond ComburgLink 1 ConturyLink 2 COLT VK & Europe COLT VKN Commander Primus Completel <b>* cosmole</b> -3024445300 CTBC Destiny	Internet releptony Service Provider       Delete Internet Telephony Service Provider       Add Internet Telephony Station         Coll P / TIP supported for outgoing calls:       COLP / Supported for outgoing calls:       COLP supported for         Call number formating       Incoming call - Called party number:       reguest line       Incoming call - Called party number:         Incoming call - Called party number:       from header user part       Incoming call - Type of number (calling):       automatic         Incoming call - Type of number (calling):       automatic       Incoming call - Type of number (calling):       automatic         Cult on Screening support:       Internet releptony for over number:       Internet       Internet       Internet         Register Contact contains IP-Address:       Incoming registration       Incoming registration       Incoming registration         Referent Telephony Service       Internet Telephony Service Provider       Internet Telephony Service Provider       Internet Telephony Service         Incoming call - State of number (calling):       automatic       Internet Telephony Service       Internet Telephony         Incoming call - Type of number (calling):       automatic       Internet Telephony       Internet Telephony         Cult Prove       Cult Prove of number (calling):       automatic       Internet Telephony       Internet Telephony         Registration	
Code Parameters Destination Code Parameters winternet Telephony Service Provider 141 Acropolis Arans AraTs BabyTEL BabyTEL Belgacon MJS Belgacon MJS Coll TUR & Europe Coll TUR & Europe Coll TUR & Europe Coll TUR & Europe Completel Destconnect E.V. Desting Belfacon	Internet releption       Add Internet Telephony Service       Add Internet Telephony Station         Coll rumber formating:       COLP / TIP supported for outgoing calls:       © OLP supported \$\sigma\$\sigma\$\sigma\$       \$\sigma\$         Cell number formating:       Incoming call - Called party number:       request line       \$\sigma\$         Incoming call - Called party number:       From hader user part       \$\sigma\$         Incoming call - Type of number (calling):       automatic       \$\sigma\$         Incoming call - Type of number (calling):       automatic       \$\sigma\$         Outgoing call - Type of number (calling):       automatic       \$\sigma\$         Cull No. with international/national prefix:       for       \$\sigma\$         Call No. with international/national prefix:       for       \$\sigma\$         ContactUnWuthProtocol:       \$\sigma\$       \$\sigma\$         BNC Registration filer failure (sec):       ft@       \$\sigma\$         ReRegistration and are failure (sec):       ft@       \$\sigma\$         ReRegistration are call failure:       CallFailurelsNRegFailure \$\sigma\$       \$\sigma\$         Security       UDP mode:       asymmetric UDP \$\sigma\$       \$\sigma\$         Approved Peer selection:       true (sec):       true (sec);       \$\sigma\$         Internet failure (SPC pee	~
Code Parameters Poestination Code Parameters mitternet Telephony Service Provider 1641 Acropolis Armis ArtaT BabyTEL BoCoM Belgacom Bobygues Belgacom Bobygues Belgacom Code	Internet releption       Service Provider       Add Internet Telephony Service       Add Internet Telephony Staton         Coll rumber formating       COLP / TP supported for outgoing calls: COLP supported \$\sigma\$       COLP supported \$\sigma\$       \$\sigma\$         Coll number formating       Incoming call - Called party number: [reguest line \$\sigma\$       \$\sigma\$       \$\sigma\$         Incoming call - Type of number (calling)       automatic \$\sigma\$       \$\sigma\$       \$\sigma\$         Incoming call - Type of number (calling)       automatic \$\sigma\$       \$\sigma\$       \$\sigma\$         Outgoing call - Type of number (calling)       automatic \$\sigma\$       \$\sigma\$       \$\sigma\$         Outgoing call - Type of number (calling)       automatic \$\sigma\$       \$\sigma\$       \$\sigma\$         Outgoing call - Type of number (calling)       automatic \$\sigma\$       \$\sigma\$       \$\sigma\$         Call No. with international/national prefix:       fort       \$\sigma\$       \$\sigma\$         ContactUnWMrhProtocot       \$\sigma\$       \$\sigma\$       \$\sigma\$       \$\sigma\$         ReRegistration interval after failure (sec)       \$\text{t20}       \$\sigma\$       \$\sigma\$         ReRegistration after call failure:       \$\sigma\$       \$\sigma\$       \$\sigma\$       \$\sigma\$         ReRegistration after call failure:       \$\sigma\$ </td <td>× .</td>	× .

×

Expert mode - Telephony Server				
Volas Colours				
SID Deservations	Internet Telephony Service Provider			
Sir Parameters		Edit Internet Telephony Service Provider Add Internet Telephony Service Provider Add Internet Telephony Station		
Destination Codec Parameters				
Vinternet Telenhony Service Provider	Registration			
181	Register Contact contains IP-	-Address: locallPAddr ~		
Acropolis	ContactUnWith	nProtocol:		
Amis	BNC Registration (SIR	connect): normal registration		
AT&T	Divo Registration (oir-			
BabyTEL	ReRegistration interval after fail	lure (sec): 120		
BCOM	ReRegistrati	ion mode: continuous ~		
Belgacom IMS	RePenietration after c	all failura: CallEailuraleNoDeoEailura		
Belgacom				
Bouygues	Security			
BT IPVS	UL	DP mode: asymmetric UDP ~		
Cablecom	Approved Peer	selection: trust configured Servers only		
Cbeyond	Miscellaneous			
CenturyLink 1	Direct	Payload:		
CenturyLink 2				
COLT UK & Europe	Media Kenegotiation Avoidance:			
COLT VPN	UseRouteURIAuthe	entication: 🖂		
Commander Primus	Ignore	e 100 Rel: 🗹		
Completel	Use	ViaRPort:		
▼cosmote		humantadi 🔽		
+302144163500	OFDAIL S	apponed.		
CTBC	Session Time	r support: not active v		
Deanconnect B.V.	Send automatic 183 response tin	mer (sec): 0		
Destri	LINP.K	een Alive: UldnKeenAliveON		
Deter	ODF-K	coprane. [copreeprinteon *]		
e-ton AG	Apply Undo Restart ITSP Help			
> ecolor albitulity conflect 1.0				

## How to check the status of SIP connection with COSMOTE

### **Status OpenScape Business**

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

U	<b>NIFY</b> Harm	nonize enterpr	ise			OpenScape Business Assistant
						administrator@system <u>Loqoff</u>
Home	Administrators	Setup	Expert mode	Data Backup	License Management	nt Service Center
Service (	ienter					
Documer	its					
Software						
▶ Invent	ory					
SW Upo	late					
E-mail Fo	rwarding					
Remote	Access					
Restart	Reload					
▼Diagno	stics					
Status						
Event \	liewer					
Trace						
Service	e Log					

Service Center - Diagnostics -	ce Center - Diagnostics - Status						
Station Status	Dialup Network Status	ITSP Status	VPN Status	Overview of IP Addresses		BLF Status	
	Status f	or the Internet Telep	hony Service Provide	er (ITSP)			
			-				
	Provider			User			
	COLT UK & Europe	Disabled					
	COLT VPN	Disabled					
Restart	cosmote	Enabled	+302144163500		registered		
	Skype Connect	Disabled					
	Verizon	Disabled					
	Vodafone Anlagenanschluss R3	Disabled					
	Circuit UTC (Cloud)	Disabled					
Help Abort	Back Finish						

## How to get Traces in case of problem

#### Wireshark traces

A Wireshark trace helps you to analyses SIP issues very easily. It is possible to start traces on the system which can be analyzed via Wireshark.

Expert mode / maintenance / traces

TCP Dump: Create max. 5 files with PCAP which can be downloaded afterwards and opened in Wireshark.

Rpcap Daemon: Will start the rpcap daemon and open a server port which allows direct remote access from protocol analyzers like Wireshark.

Expert mode - Maintenance					
Traces	TCP Dump				
Trace Format Configuration	TCD Dump State				
Trace Output Interfaces	Ter Dump State				
Trace Log		Okat TOD Dura			
Digital Loopback					
Customer Trace Log	TCP Dump Status: undefined / no canture (0)	Stop TCP Dump			
M5T Trace Components	Tor Dump Status, underined / no capture (6)				
Secure Trace		Cleanup TCP Dump			
Call Monitoring					
License Component					
Trace Profiles	Currently no TCP Dump capture file available.				
Trace Components	Photo careful (Stat TCD Parent)				
TCP Dump	Please create one via Start ICP Dump .				
rpcap Daemon					
	⊠auto refresh	Seconds until next automatic refresh: 59			

#### **Internal traces**

For a better analyses of problems internal system traces will be needed. Trace profiles are already pre-configured to make it easier to capture internal traces.

When issues with ITSP's occurs, the following trace profiles should be activated:

- Basic
- Voice\_Fax\_Connection
- SIP\_Interconnection\_Subscriber\_ITSP

In case there are issues with the registration of an ITSP the following trace profile should also be activated.

SIP\_Registration

The relevant traces can be downloaded via Service Center – Diagnostics-Trace menu.

tps:/	//192.168.1.60/managemen	/admin/jsp/SiteMain.jsp?localeSelected=en&errorusr=0	▼ C Q Search ☆ 自 ♥ ♣ ♠				
11	FY Harmoni	zé Prorise	OpenScape Business As				
	Statt	CSTA_application	traces have to be collected additionally.				
	Start	Display_problems	The displayed texts are incorrect, missing or appear after a delay. This of the applies to all device types with a display.				
	Start	Feature_Service_activation	Issues with feature/service (de-)activation via service code or menu option.				
	Start	Gateway_Stream_detailed	Detailed analysis of issues with missing payload in calls between IP and TOM, e.g. SIP trunk to UPOE phone or TOM trunk to IP phone. High influence on the system performance.				
	Start	Gateway_Stream_overview	Issues with missing payload in calls between IP and TDM, e.g. SIP trunk to UPDE phone or TDM trunk to IP phone. Overview only, but low influence on the system performance.				
	Start	IP_Interfaces	Issues with system IP interfaces:, i.e. WAN, LAN or Admin.				
	Start	License_problem	Issues with licensing, e.g. with license configuration or evaluation.				
	Start	Network_Call_Routing_LCR Issues with alive monitoring in between nodes, LCR dialrules or unreachat destinations.					
	Start	Peripheral_cards	Issues with the initialization or startup of peripheral cards.				
	Start	RAS_or_Internal_access	Shall be combined with the IP_Interfaces profile for detailed analysis of example of the second state of t				
	Start	Ressources_MOH_Conferencing	Issues with music on hold or conferencing.				
	Stop	SIP_Interconnection_Subscriber_ITSP	Shall be combined with the voice_fax_connection profile for detailed analysis of issues with SIP phones, access points, ITSP interfaces or SIP interconnections, e.g. calls to or from ITSP/SIP are not signaled at phones, DTMF or fax cannot be sent or received witTSP/SIP interconnections.				
	Start	SIP_Registration	ITSP / SIP-nodes / SIP-phones / SIP-access points cannot register or lose egistration.				
	Start	Smart_VM	Shall be combined with the voice_fax_connection profile for detailed analysis of issues with Smart Voicemail.				
	Start	UC_Smart	Shall be combined with the voice_fax_connection profile for detailed analysis 😑				
	Stop	Voice_Fax_connection	Issues with voice or fax connections, e.g. missing or distorted connections, wrong LED signals, interrupted calls or faxes, user cannot take or answer call, call not ringing at phone, no ringback tone. This trace profile is enabled by default (factory settings). It may be combined with interface specific profiles depending on the involved device types.				
	Start	VPN	Issues with VPN connections, e.g. connection disrupted, unable to import or generate SSL certificate (crt), certificate revocation list (crt), peer certificate (pkcs12) for VPN, unable to import or generate SPE certificate.				
	Help Abo	t Back. Next Delete Trace	Diagnosis Logs				

Arstant 🎯 🧊 🖸 🍞 🙆 🗞 🏷 🖻 🕑 💭 🟹 🦪

EN 客 🔂 🗐 🌒 12:58 💻