

OpenScape Business V2

How to Configure SIP Trunk for COSMOTE

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Table of History

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

Configuration Data

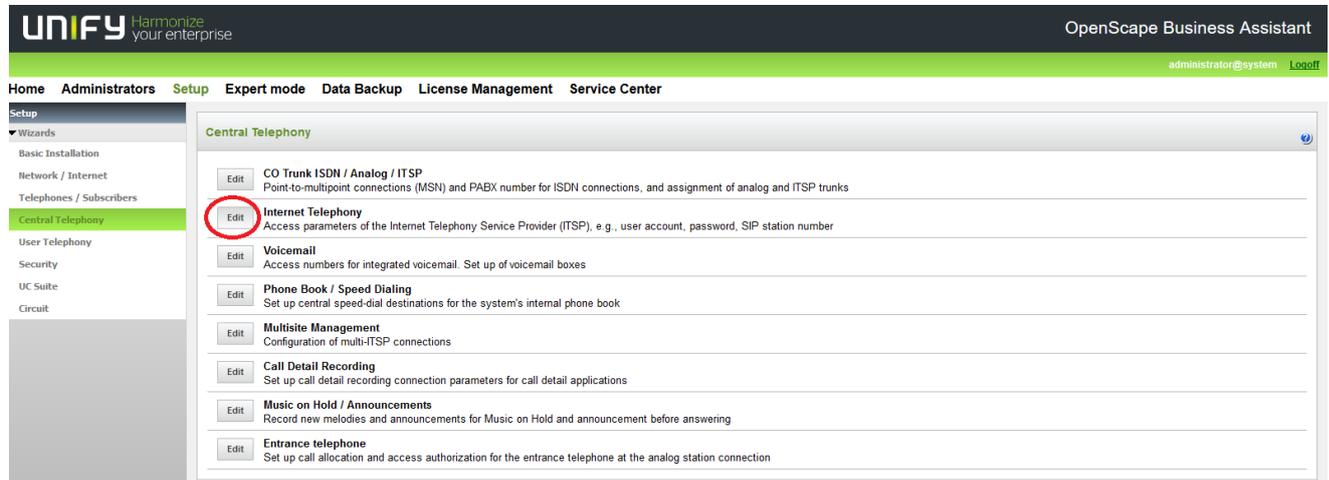
Information from ITSP COMOTE GR provided:

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 Password:	*****
Clip no Screening:	yes
Number of voice-channels:	4

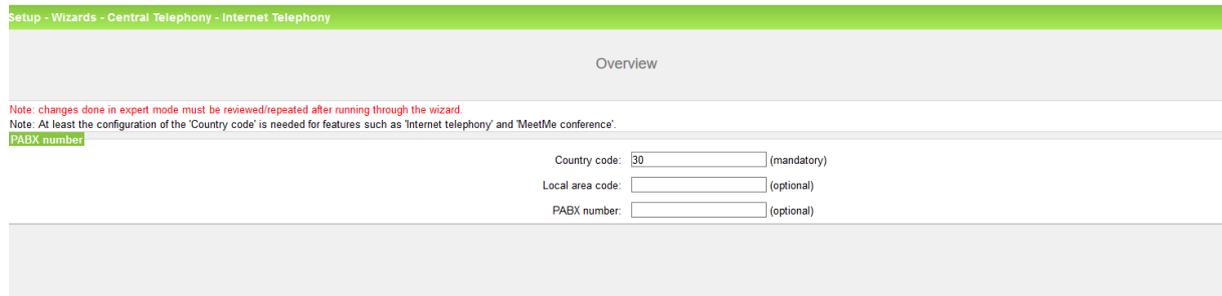
Configuration Wizard

Internet Telephony

Go to „Central Telephony – Internet Telephony“

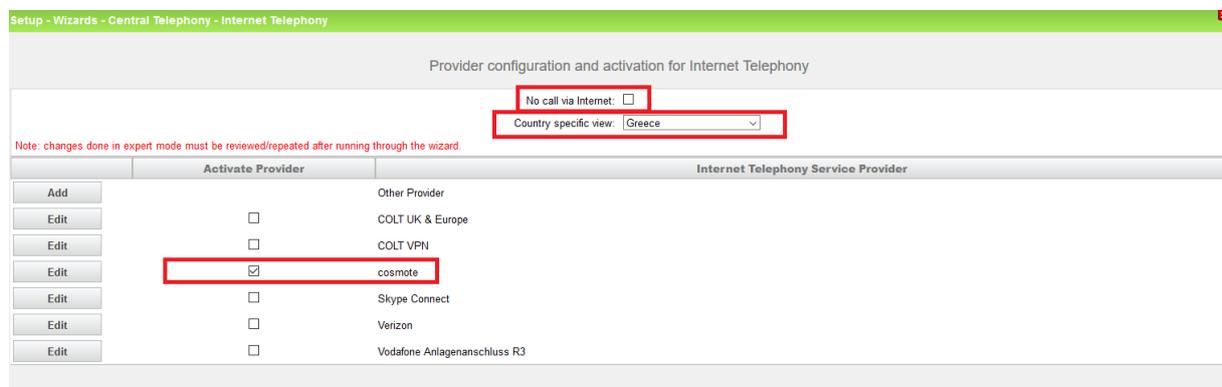


The overview page appears for entering the location data. The most flexible type of configuration is to enter the Country code only.



Click [OK & Next].

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



Activate Provider and click on [Edit].

On the next page the predefined servers for COSMOTE are displayed, no changes are needed here.

Setup - Wizards - Central Telephony - Internet Telephony

Internet Telephony Service Provider

Provider Name:

Enable Provider:

Domain Name:

Transport protocol:

Transport security:

Provider Registrar

Use Registrar:

IP Address / Host name:

Port:

Reregistration Interval at Provider (sec)

Provider Proxy

IP Address / Host name:

Port:

Provider Outbound Proxy

Use Outbound Proxy:

IP Address / Host name:

Port:

Provider Inbound Proxy

Use Inbound Proxy:

IP Address / Host name:

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
<input type="button" value="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)

Enter the relevant data and click [OK & Next].

Click [OK & Next] (no input needed)

Setup - Wizards - Central Telephony - Internet Telephony

Provider configuration and activation for Internet Telephony

No call via Internet:

Country specific view:

Note: changes done in expert mode must be reviewed/repeated after running through the wizard.

	Activate Provider	Internet Telephony Service Provider
Add		Other Provider
Edit	<input type="checkbox"/>	COLT UK & Europe
Edit	<input type="checkbox"/>	COLT VPN
Edit	<input checked="" type="checkbox"/>	cosmote
Edit	<input type="checkbox"/>	Skype Connect
Edit	<input type="checkbox"/>	Verizon
Edit	<input type="checkbox"/>	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

Status for the Internet Telephony Service Provider (ITSP)

	Provider	Status	User
<input type="checkbox"/>	COLT UK & Europe	Disabled	
<input type="checkbox"/>	COLT VPN	Disabled	
<input checked="" type="checkbox"/>	cosmote	Enabled	+302144163500 registered

Restart

Click [Next] (no input needed)

You return to 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

Available Lines for ITSP: 204

Under 'Setup - Wizards - Network / Internet - Internet Access', you have entered the value **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 due 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:

Line assignment

Internet Telephony Service Provider	Configured Lines	Assigned Lines
cosmote	4	<input type="text" value="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 Telephony

Special phone numbers

Note:
Please make sure that all special call numbers are supported 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 - Central Telephony - Internet Telephony

Status for the Internet Telephony Service Provider (ITSP)

	Provider	Status	User
<input type="checkbox"/>	COLT UK & Europe	Disabled	
<input type="checkbox"/>	COLT VPN	Disabled	
<input checked="" type="checkbox"/>	cosmote	Enabled	+302144163500 registered
<input type="checkbox"/>	Skype Connect	Disabled	
<input type="checkbox"/>	Verizon	Disabled	
<input type="checkbox"/>	Vodafone Anlagenanschluss R3	Disabled	
<input type="checkbox"/>	Circuit UTC (Cloud)	Disabled	

Restart

Help Abort Back Next

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 Line Seizure

Exchange Line Seizure

Trunk Access Code 0

Dial over Provider

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: 210xxxxxxx).

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)

Take DID from changed call number

Box	Slot	Callno	First Name	Last Name	Name	DID	Type	Fax Callno	Fax DID	Class of service	Call pickup
		100				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	
		109					No Port			International	

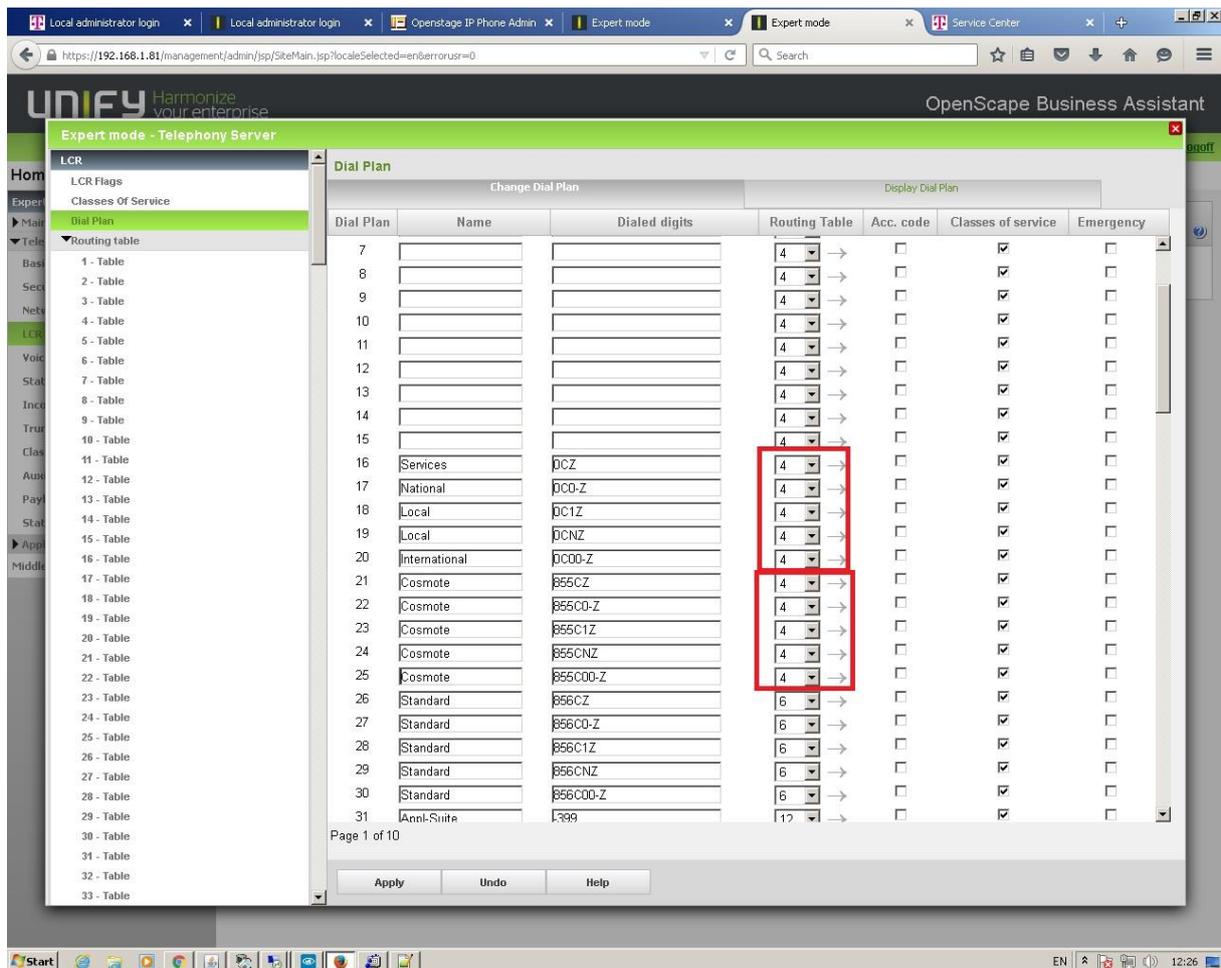
Additional manual Configuration

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.**

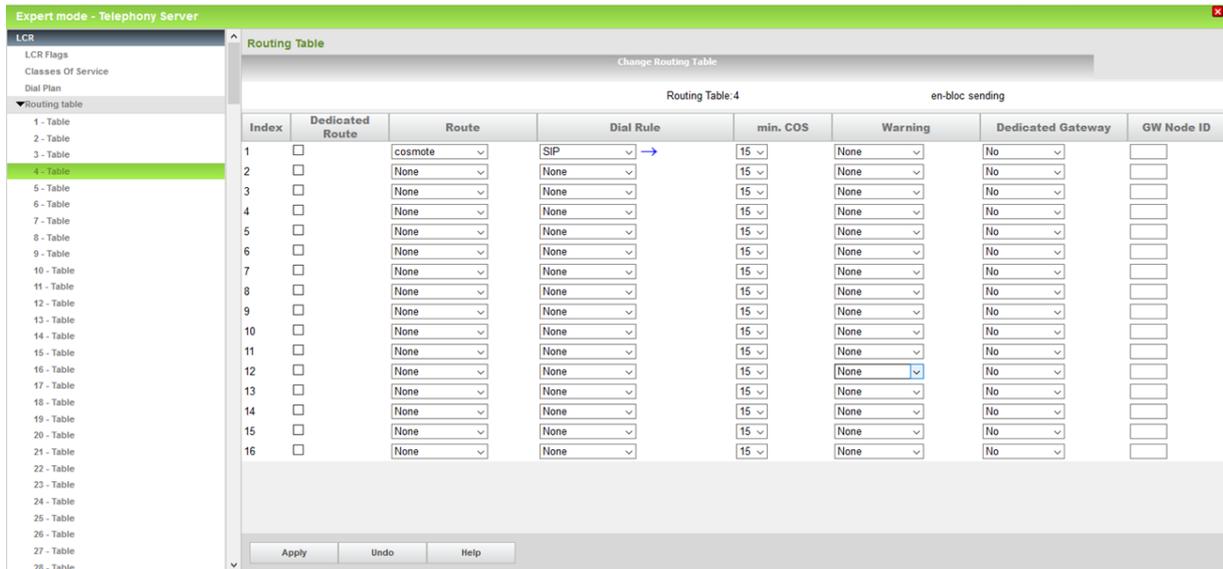
If not changed manually, the Routing table 4 uses the Dial Rule ‘SIP’ which by default has the Dial Rule format= ‘A’, Network Access=‘Main Network Supplier’ and Type=‘Unknown’ .

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



In case of sw <V2R2 the LCR should look like

16	Standard	0CZ	4	→
17	Standard	0C1Z	4	→
18	Standard	0CNZ	4	→
19	Cosmote	855CZ	4	→
20	Cosmote	855C1Z	4	→
21	Cosmote	855CNZ	4	→
22	Standard	856CZ	6	→



Route configuration

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

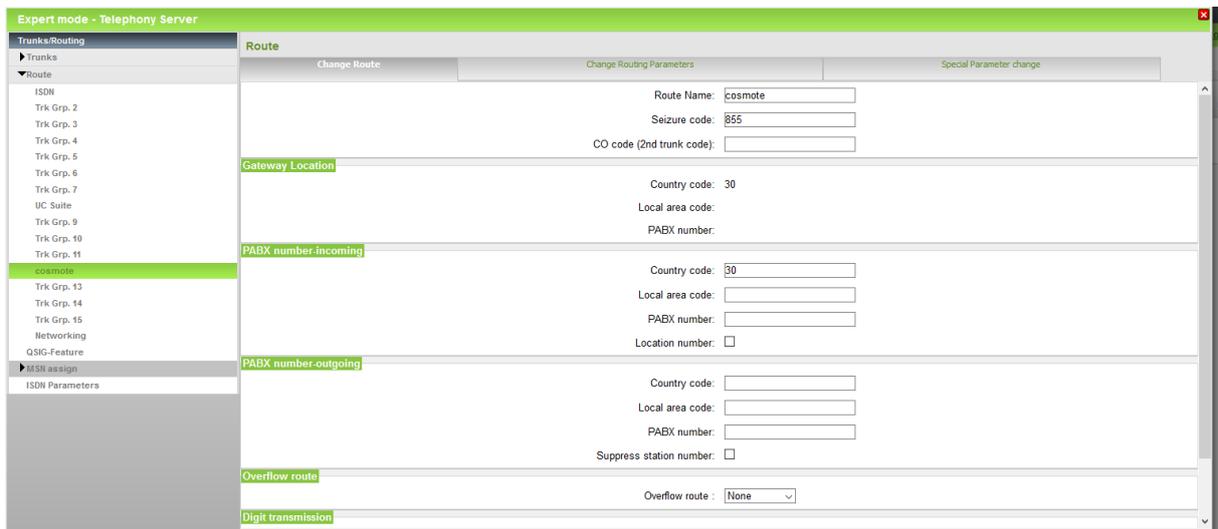
As recommended above, Local area code and PABX number must be empty.

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.

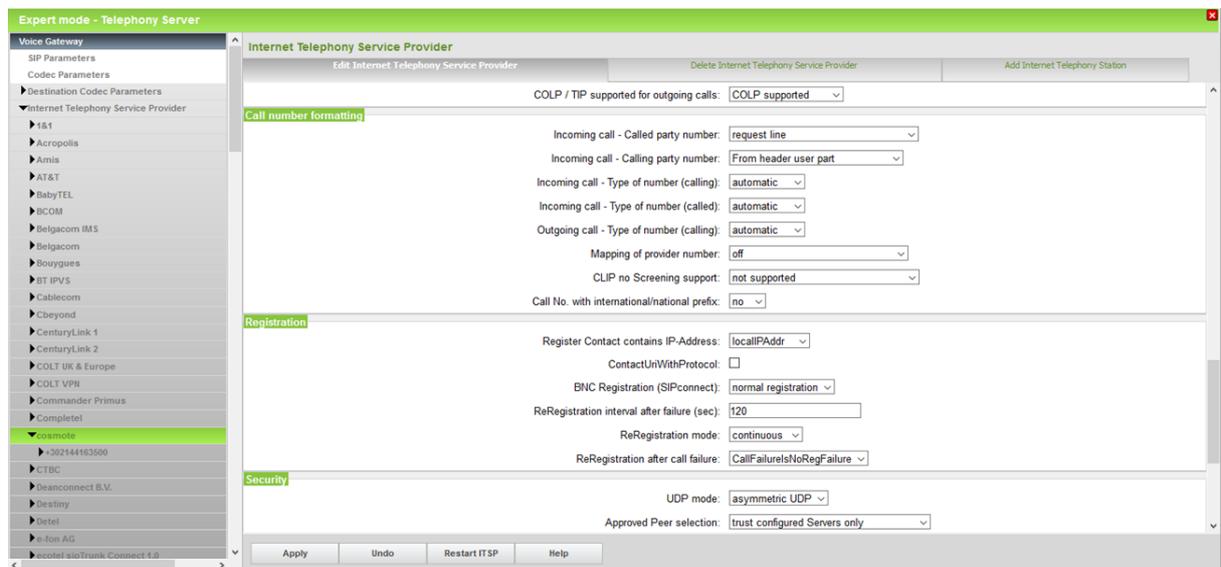
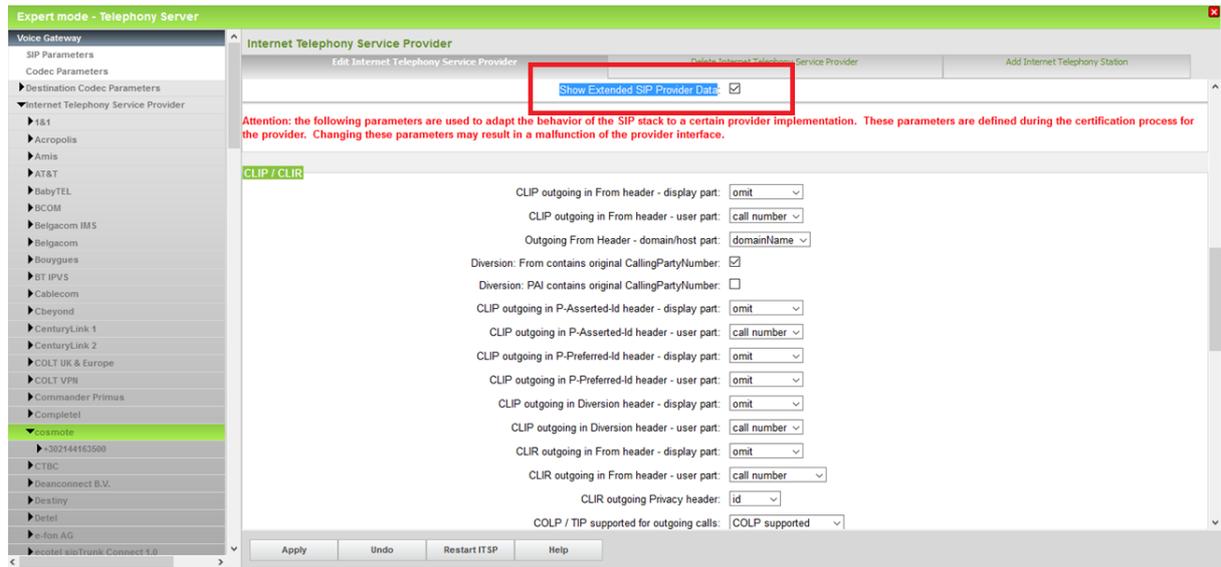


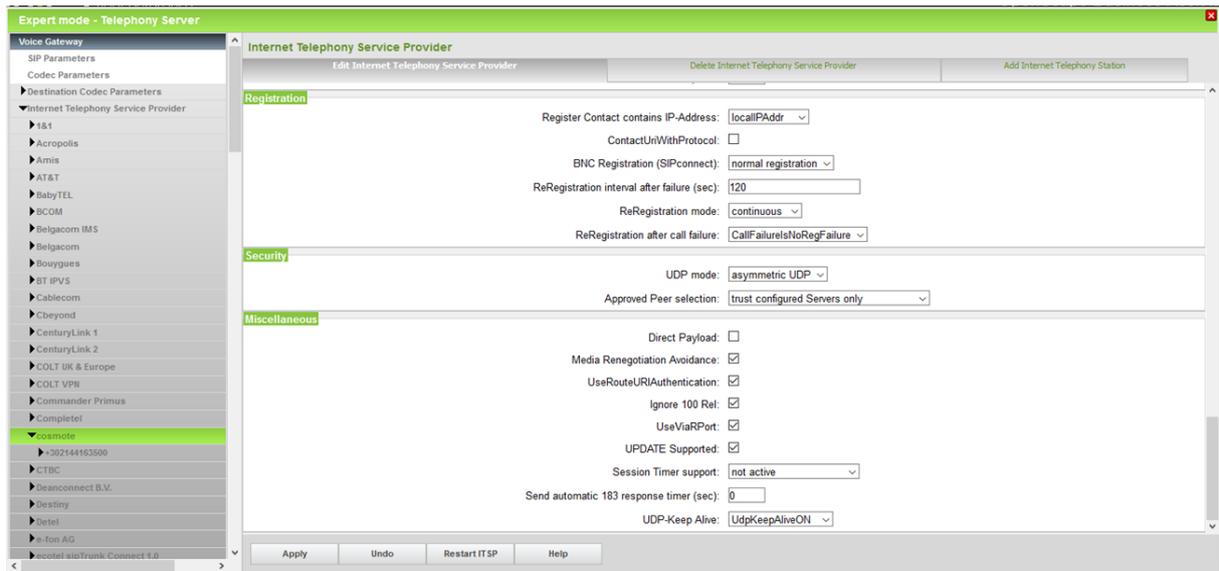
Cosmote Profile Settings used at certification process

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.

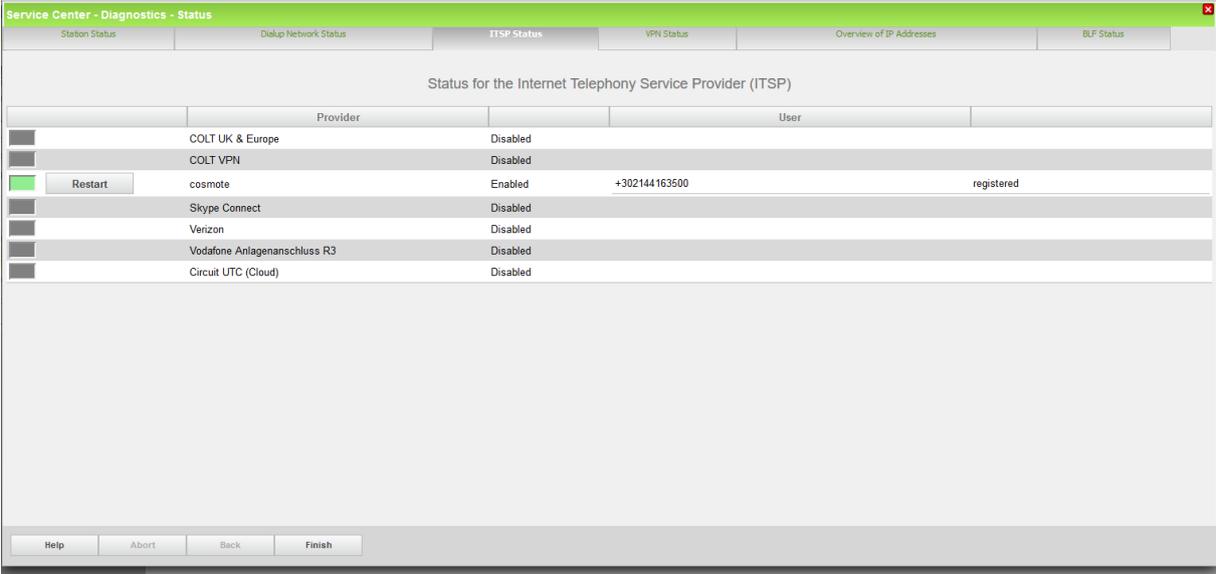
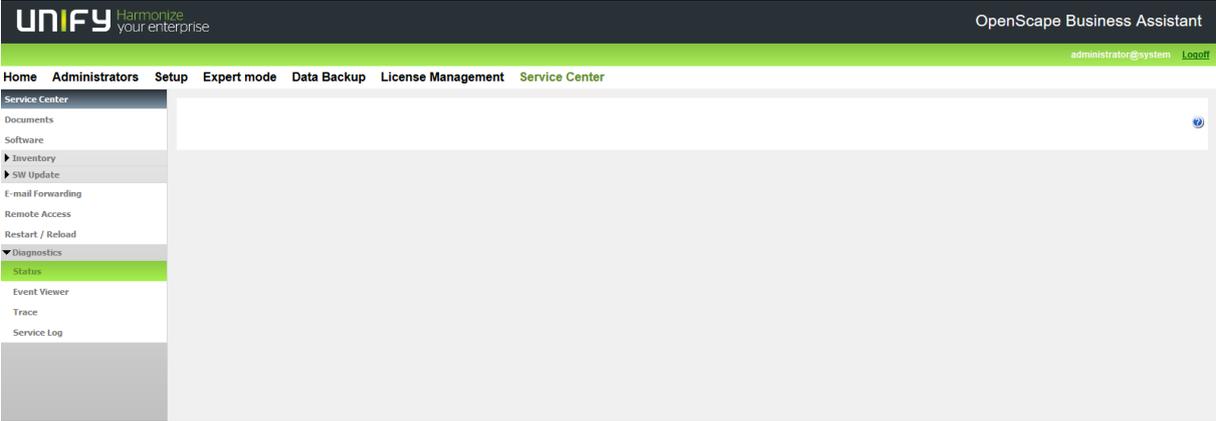




How to check the status of SIP connection with COSMOTE

Status OpenScope Business

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



How to get Traces in case of problem

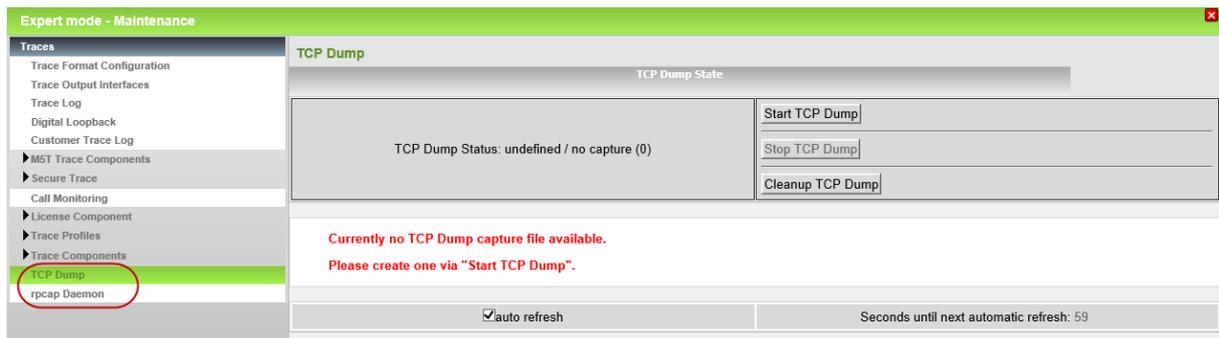
Wireshark traces

A Wireshark trace helps you to analyse 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.



Internal traces

For a better analysis 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 occur, 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.

