



OpenScape Business V3

How To Configure SIP Trunk for Pocos NL

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Table of History

Date	Version	Changes
2021-03-15	1.0	First version
2021-06-02	1.1	Second version
2021-07-29	1.2	
2021-12-13	1.3	Released with OpenScape Business V3R1 FR2
2024-09-10	1.4	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

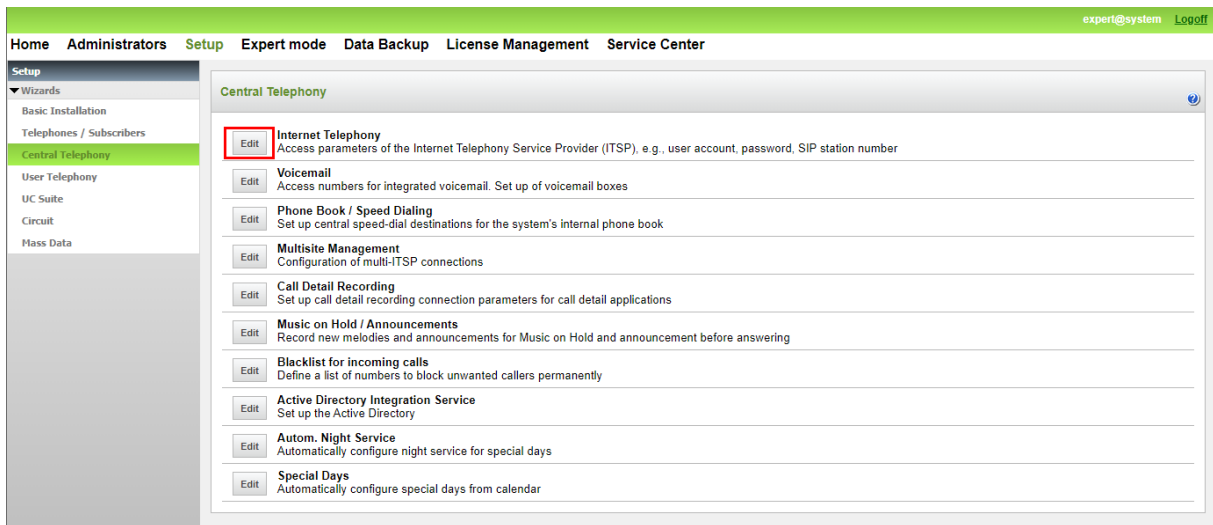
Information from Pocos

Name	Example
Call Number(s):	+31773020190 (.....3020199)
Gebruikersnaam:	sip175964
Wachtwoord:	*****
Number of voice-channels:	2

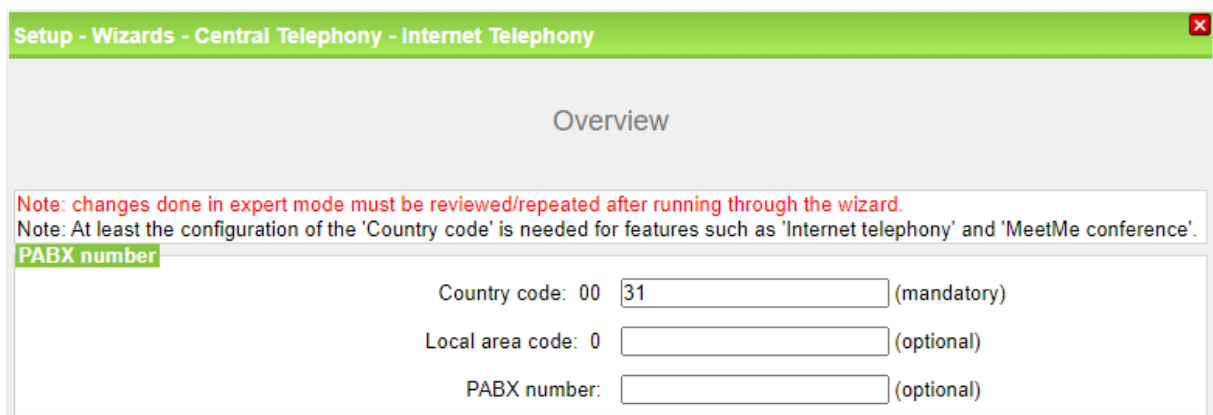
Configuration Wizard

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.



In this case, remaining digits are filled in DID field.
Click [OK & Next].

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

Setup - Wizards - Central Telephony - Internet Telephony

Provider configuration and activation for Internet Telephony

No call via Internet:

Country specific view: Netherlands

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"/>	BCOM
Edit	<input type="checkbox"/>	BLU
Edit	<input type="checkbox"/>	Broadcloud
Edit	<input type="checkbox"/>	COLT UK & Europe
Edit	<input type="checkbox"/>	COLT VPN
Edit	<input type="checkbox"/>	Deanconnect B.V.
Edit	<input type="checkbox"/>	gnTel
Edit	<input type="checkbox"/>	Infopact
Edit	<input type="checkbox"/>	KPN
Edit	<input type="checkbox"/>	Motto Communications
Edit	<input type="checkbox"/>	oneCentral
Edit	<input type="checkbox"/>	OneXS
Edit	<input checked="" type="checkbox"/>	Pocos NL
Edit	<input type="checkbox"/>	RoutIT
Edit	<input type="checkbox"/>	Signet B.V.

Activate Provider and click on [Edit].

The following settings are shown. They should not be changed.
 Only setup STUN if this is disabled.

Setup - Wizards - Central Telephony - Internet Telephony

Internet Telephony Service Provider

Provider Name: Pocos NL

Enable Provider:

Secure Trunk:

Domain Name: sip.itco.nl

Transport protocol: udp

Provider Registrar

Use Registrar:

IP Address / Host name: sip.itco.nl

Port: 5060

Reregistration Interval at Provider (sec): 63

Provider Proxy

IP Address / Host name: sip.itco.nl

Port: 5060

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

Port: 0

Provider STUN

Use STUN:

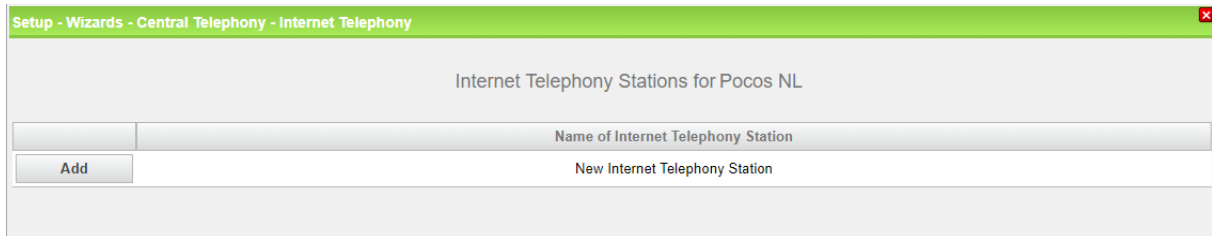
IP Address / Host name: stun.pocos.nl

Port: 3478

Click [OK & Next].

Internet Telephony configuration

In this dialog the specific customer SIP User data will be configured.



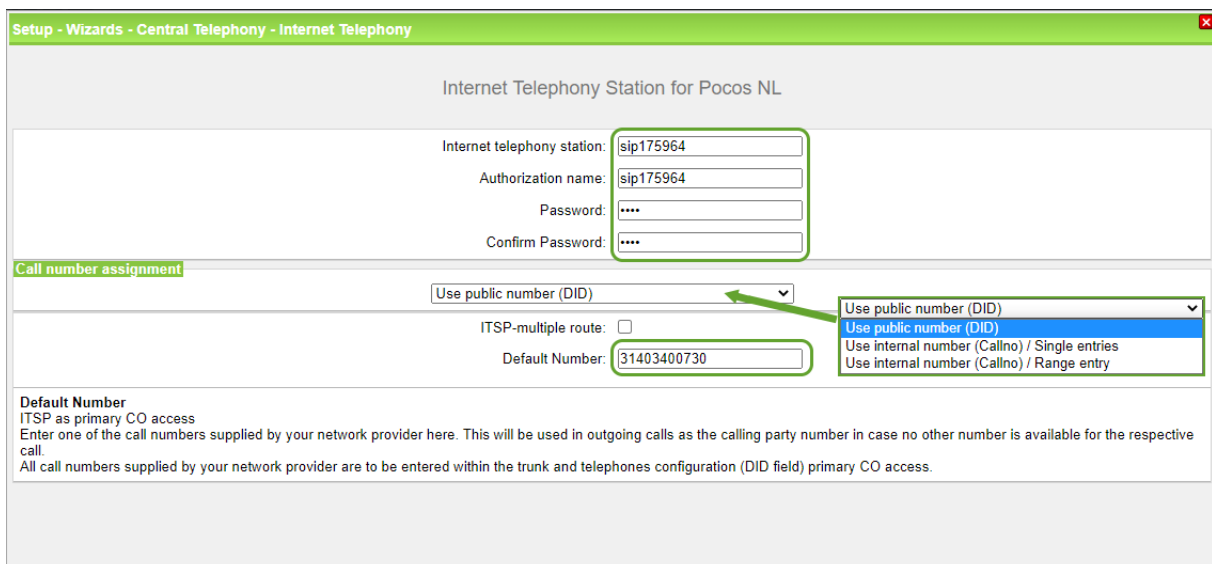
Click on [Add].

Data provided by ITSP Pocos is inserted here.

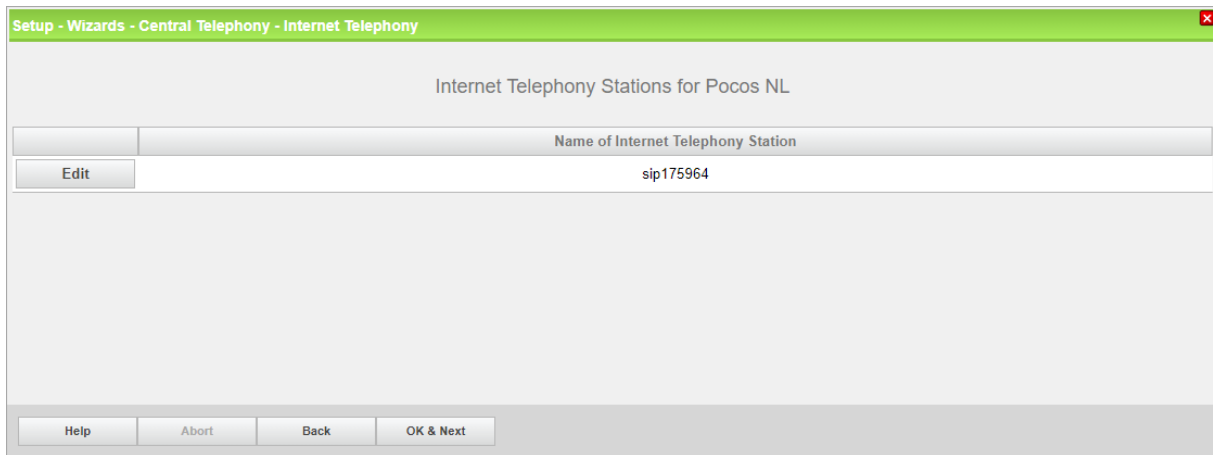
Internet telephony station: "SIP-User" is inserted here.
Authorization name: "SIP-User" is inserted here.
Password: "Wachtwoord" provided by ITSP Pocos is inserted here.
Call number assignment: Select "Use public number (DID)". This is the easiest and preferred way to define the phone numbers in the system. Phone numbers are treated as a normal DID number in the system as if it was normal ISDN.

ITSP multiple route: Must be used in case more than one account of the same provider (in this case Pocos) has to be configured on the same system. When this flag is activated you will be able to define extra accounts.

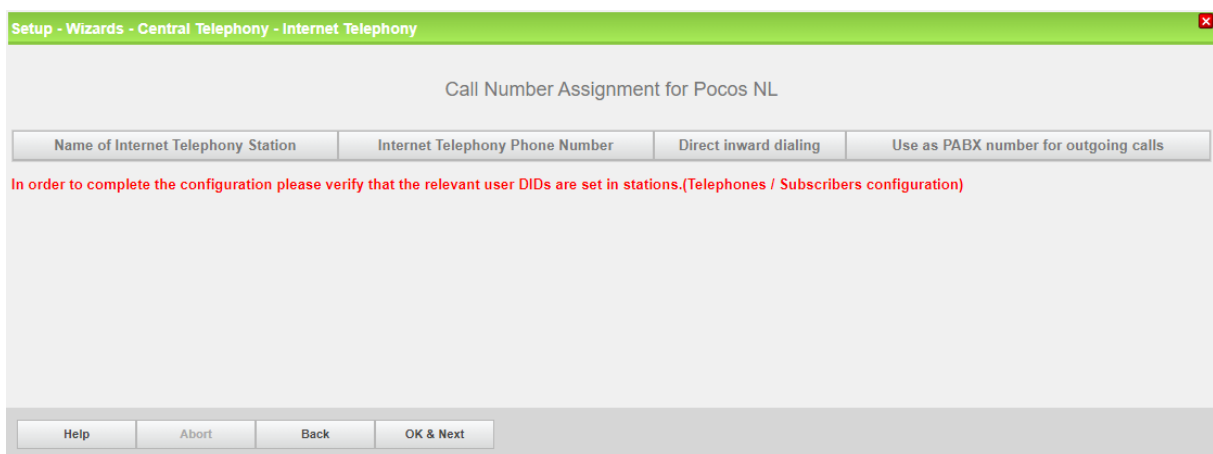
Default number: Main number of the connection. The default number is used as outgoing number when no DDI number is assigned to a station (number must be in implicitly international format).



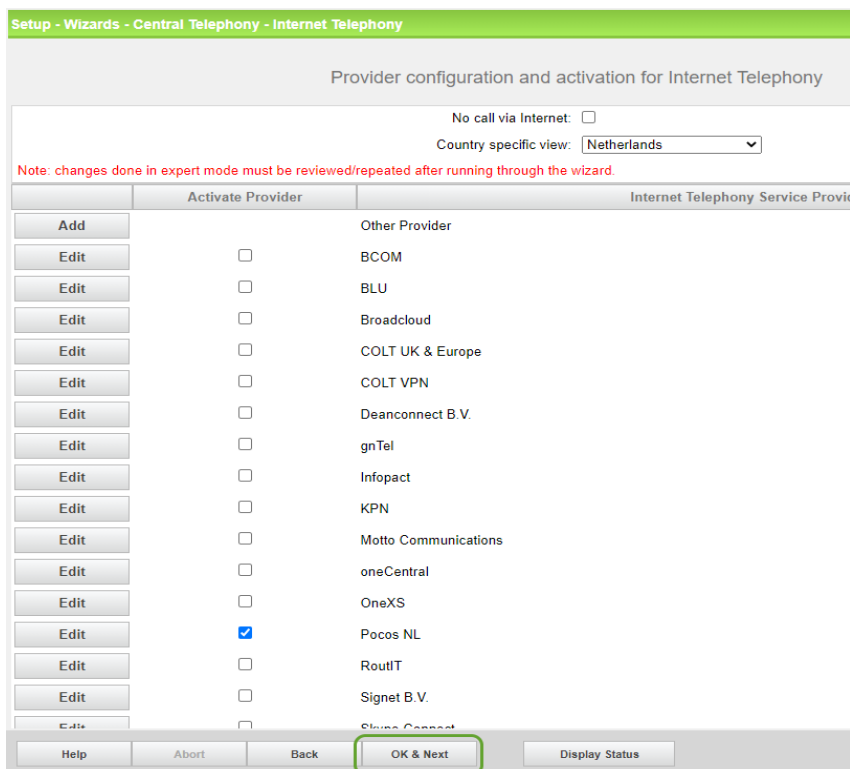
Click [OK & Next].



Click [OK & Next].



Click [OK & Next] (no input needed).



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 128kb/s one trunk is created. The number of lines can also be defined manually: Type in the Number of Simultaneous trunks (less than the automatically calculated) and click [Distribute Lines].

Settings for Internet Telephony

Simultaneous Internet Calls

Available Lines for ITSP: 190

Please enter in field 'Upstream up to (Kbit/sec)' the Upstream of your Internet connection communicated by your Provider. You have typed in **Upstream up to (Kbps) = 2048**

In the 'Change Feature --> Internet Telephony' Assistant. This upstream allows you to conduct up to 16 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.

Upstream up to (Kbps):

Number of Simultaneous Internet Calls:

Line assignment

Internet Telephony Service Provider	Configured Lines	Assigned Lines
Pocos NL	2	<input type="text" value="2"/>

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.

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	<input type="text" value="0C112"/>	<input type="button" value="Pocos NL ▼"/>
2	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
3	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
4	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
5	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
6	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
7	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
8	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
9	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
10	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
11	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
12	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
13	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>
14	<input type="text"/>	<input type="button" value="Pocos NL ▼"/>

Click [OK & Next] and the ITSP status will be displayed.

Setup - Wizards - Central Telephony - Internet Telephony

Status for the Internet Telephony Service Provider (ITSP)

	Provider	Enabled	User	
<input type="button" value="Restart"/>	Pocos NL	Enabled	sip175964	registered <input type="button" value="Diagnose"/>

In case status LED is orange there is something wrong in the previous configuration. Click [Next].

After this status page the dialog with „Exchange Line Seizure“ is displayed.

Here you need to configure your own local area code. This is needed to make external calls without the area code. The LCR will be adapted accordingly.

Setup - Wizards - Central Telephony - Internet Telephony

Exchange Line Seizure

Exchange Line Seizure

Trunk Access Code 0

Dial over Provider

Area Code

Please enter the local area code.

Local area code: 0

Click [OK & Next].

Setup - Wizards - Central Telephony - Internet Telephony

Seizure Code for the 'Outside line Seizure'

Provider	Seizure code for 'Outside line Seizure'
Pocos NL	0

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'.

Click [Finish].