

OpenScape Business V2

How to configure gnTel Sip trunk

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Table of History

Date	Version	Author	Changes
08.08.2017	1.0	EvB	
19-03-2018	1.1	EvB	Disabled Stun, Serveradres changed to voip.gntel.eu and support of call deflection (302)

Configuration data

The customer settings can be found in the Provisioning interface. Here you can find the assigned phone numbers, account code and password.

gnTel Provisioning Interface		• Ca	in we help you?	Welcome,	Change password Log out	
Home	Overview Staff users View 613002	29800 🖾				
Welcome to the home page.	Trunk account detail					> Edit
Search	Account code	61 JL2-00				
Search	Context			Customer	- Enin, Loss NL-	
Here you can:	Creation date	27 July 2017 10:24		Password	dQ6 ₉ , 1. Uv. 1.VB8	
 search for any type of object 	112 region	06		Number of lines	8	
 add/edit resellers add/edit regular uppr 	Call permissions	Fixed (vaste nummers) Mobile (mobiel)		Fallback number	None	
 addredit regular dsets addredit staff users 	Allowed IP range	0.0.0/0				
Or go directly to an object by code:	Phone numbers forwarded to this trunk					> Change inbound numbers
Customercode or accountcode	Numbers	085 1420 085 1421 08 422 08 423 08 424 08 424 08 425 08 425				
Billing		08. 427 08 ¹ 428				
Reseller Billing		085 1429				
Billing Sources	Advanced configuration					
Priceplans	 Comments (0) 					
Resellers						
Customers						
Phone Numbers						

Servers and ports

The server addresses and ports which are used in the profile.

Name gnTel Server	Function	URL	Port Nr.	Altern. Port Nr.
SIP Server	Call Agent	voip.gntel.eu	5060	38388
SIP Server	Proxy Server	voip.gntel.eu	5060	38388
STUN Server	STUN	stun.gntel.eu	3478	
NTP Server	Date and time	ntp.gntel.eu		
Media Gateway	Audio			

IP ranges

IP ranges that should be accessible from the customer site.

Network Address	Netmask	Alternative Netmask	Explanation
194.140.246.0	255.255.255.0	/24	Address range from 194.140.246.1 up to and including 194.140.246.255
91.215.4.0	255.255.252.0	/22	Address range from 91.215.4.1 up to and including 91.215.7.255

Codecs

Video connections are not supported by OpenScape Business.

Codec	Netto Bitrate	Explanation
РСМА	64 kbit/s	G.711 A-law
PCMU	64 kbit/s	G.711 μ-law
G.729	8 kbit/s	One time licence fee / channel
Н.263	Variable	Video Codec
H.264	Variable	Video Codec

Provisioning Interface

Trunk Account Settings

gnTel Provisioning Inte	erface	•	Can we help you?	^	Change password Log out
Home	Overview Staff users View - Emil Test NL-				
Welcome to the home page.					-
Search Search	CRM Billing Technical				
Here, you can:	Opening hours (0)				
 search for any type of object 	 Voicemail boxes (0) 				
 add/edit resellers add/edit regular users 	 Phone number ranges (1) 				
 add/edit staff users 	Phone accounts (0)				
Or go directly to an object by code:	 Extensions (0) 				
Customercode or accountcode	 Trunk accounts (1) 				
Search					> Add account
	Account code A	llowed IP range	Created on	Options	
	Free-seating accounts (0)	11	2017-07-27	> Edit	> Advanced configuration
Billing	Fixed-mobile accounts (0)				
Reseller Billing	 Inbound configurations (0) 				
Billing Sources	Queues (0)				
Priceplans	CPS numbers (0)				
Resellers	• Webfax (0)				
Customers	Audio files (0)				
Phone Numbers	Customer-specific services (0)				

After logging into the Provisioning Interface go to the Customer page, then click on Trunk accounts -> Account Code

gnTel Provisioning Inte	erface		Can we help yo	u?	Change password Log out
Home	Overview Staff users View 613002	9800 🛛			
Welcome to the home page.	Trunk account detail				> Edit
Search	Account code	61 JL 2 00			
Search	Context		Customer	r - Ek I, NL-	
	Creation date	27 July 2017 10:24	Password	dQ6, `. Jv. `	.VB8
 search for any type of object 	112 region	06	Number of	of lines 8	
add/edit resellers add/edit regular users	Call permissions	Fixed (vaste nummers) Mobile (mobiel)	Fallback r	number None	
 add/edit staff users 	Allowed IP range	0.0.0/0			
Or go directly to an object by code:	Phone numbers forwarded to this trunk				> Change inbound numbers
Customercode or accountcode	Numbers	085 1420 08; 421 08 422 08 423 08 424 08 424 08 425 08 426			
Billing		08: 427			
Reseller Billing		085 1429			
Billing Sources	Advanced configuration				
Priceplans	 Comments (0) 				
Resellers					
Customers					
Phone Numbers					

Click on Change inbound numbers

Edit trunk account "61300	29800"
Numbers	085 420 Select the inbound numbers this trunk account should forward. 08 421 - 08 422 - 08 424 - 08 425 - 08 426 -
Mangle number	1501234567 or 4921123706582) Full number (e.g. 31501234567 or 4921123706582) Full E-164 number including + (e.g. 31501234567 or 44921123706582) Local number (e.g. 501234567 or 21123706582, ambiguous!) Local number vithout zero (e.g. 501234567 or 21123706582, ambiguous!) Save and close

Change the Mangle number format -> Full E.164 number including +

Configuration Wizard

Internet telephony

Go to "Setup - Central Telephony – Internet Telephony"

	onize enterprise	OpenScape Business Assistant
		administrator@system Logoff
Home Administrators	Setup Expert mode Data Backup License Management Service Center	
Setup		
▼ Wizards	Central Telephony	0
Basic Installation		
Telephones / Subscribers	Edit Internet Telephony Access parameters of the Internet Telephony Service Provider (ITSP), e.g., user account, password, SIP station	
User Telephony	number	
UC Suite	Edit Voicemail Access numbers for integrated voicemail. Set up of voicemail boxes	
Circuit	Phone Book / Speed Dialing	
	Edit Set up central speed-dial destinations for the system's internal phone book	
	Editt 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	

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'.	
Country code: 00 31 (mandatory)	
Local area code: 0 (optional)	
PABA number: (optional)	
Help Abort Back OK & Next	

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

This is absolutely necessary for multisites scenarios and CLIP No Screening.

If the assigned number is to be sent as an outgoing number, the remaining digits are entered in the DDI field (see page 11). Click "OK & Next"

Provider configuration

Setup - Wizards -	Central Telephony - Internet Telep	hony	×
		Provider configuration and activation for Internet Telephony	
		No call via Internet:	
		Country specific view: Netherlands	
Note: changes don	ne in expert mode must be reviewed/re	peated after running through the wizard.	_
	Activate Provider	Internet Telephony Service Provider	
Add		Other Provider	
Edit		BCOM	
Edit		BLU	
Edit		Broadcloud	
Edit		COLT UK & Europe	
Edit		COLT VPN	
Edit		Deanconnect B.V.	
Edit		gn Tel	
Edit		Infopact	
Edit		KPN	-
Help	Abort Back	OK & Next Display Status	

Uncheck No call via Internet, Country specific view: Netherlands, and Activate Provider gnTel. Click "Edit"

The server data are already preset by the profile.

Here the features call forwarding can be activated by means of rerouting:

• "Rerouting active" deactivated (default) -> a call forwarding establishes a second connection and control of the call remains in the system

• "Rerouting active" activated -> Rerouting is carried out in the office during a call forwarding. The system loses further control over the call

Setup - Wizards - Central Telephony - Internet Telephony	
Internet Telephon	y Service Provider
Provider Name:	gnTel
Enable Provider:	8
Secure Trunk:	
Domain Name:	volp.gntel.eu
Provider Registrar Use Registrar	a contraction of the second seco
IP Address / Host name:	vojo.antel.eu
Port	5060
Rerenistration Interval at Provider (ser)	300
Provider Proxy	
IP Address / Host name:	volp.gntel.eu
Port:	5060
Provider Outbound Proxy	
Use Outbound Proxy.	
IP Address / Host name:	0.0.0.0
Port:	p
Call deflection:	8
Help Abort Back OK & Next Delete Data	
The preconfigured data is shown	

The preconfigured data is shown. Click "OK & Next"

Internet Telephony configuration

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

Setup - Wizards - (entral Telephony - Internet Telephony
	Internet Telephony Stations for gnTel
	Name of Internet Telephony Station
Add	New Internet Telephony Station
Help	Abort Back OK & Next

Click on "Add"

Internet Telephony Station for gnTel Internet telephony station: [6101.0.00] Authorization name: [6101.0.00] Authorization name: [6101.0.00] Passwort: [
Internet telephony station: 6100.0000 Authorization name: 6000.000 Passwort: Passwort: Confirm Passwort: Confirm Passwort: Use public number (DID) If using 'configurable clip you have to change the configuration to Use public number (DID)' herel Changing trunk parameters in case of internal subscriber no. is not allowed ITSP-multiple route:
Call number assignment Use public number (DID) If using 'configurable clip you have to change the configuration to Use public number (DID)' herel Changing trunk parameters in case of internal subscriber no. is not allowed ITSP-multiple crute:
ITSP.multinla route:
Default Number: +31852:^1420
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.
Help Abort Back OK & Next Delete Data

Internet telephony station:Account CodeAuthorization name:Account CodePassword:PasswordDefault Number:The main number of the company in international format (+31)
The default number is used when there is no DID/Clip configured

Click "OK & Next"

Setup - Wizards - C	entral Telephony - Internet Telephony
	Internet Telephony Stations for gnTel
	Name of Internet Telephony Station
Edit	6100020800
Help	Abort Back OK & Next

Click "OK & Next"

Setup - Wizards - Central Telephony - Internet Teleph	ony		2		
	Call Number Assignment for gnTel				
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	t the relevant user DIDs are set in stations.(Telephon	es / Subscribers configuration)			
Help Abort Back	OK & Next				

Click "OK & Next"

Setup - Wizards -	Central Telephony - Internet Telepho	ny	×
		Provider configuration and activation for Internet Telephony	
		No call via Internet:	
		Country specific view: Netherlands	
Note: changes don	e in expert mode must be reviewed/repea	ated after running through the wizard.	
	Activate Provider	Internet Telephony Service Provider	
Add		Other Provider	
Edit		BCOM	- 1
Edit		BLU	
Edit		Broadcloud	
Edit		COLT UK & Europe	
Edit		COLT VPN	
Edit		Deanconnect B.V.	
Edit	Ø	gnTel	
Edit		Infopact	
Edit		KPN	-
Help	Abort Back	OK & Next Display Status	

Click "OK & Next"

Define bandwidth (# Trunks)

Setup - Wizards - Central Telephony - Internet Telephony	
Settings for Int	ernet 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 b' Upstream up to (Kbps) = 1024	y your Provider. You have typed in
In the 'Change Feature> Internet Telephony' Assistant. This upstream allows you to conduct up to 8 Inter reduce this number of simultaneous calls.	rnet phone calls simultaneously. If the call quality deteriorates due to the network load, you will need to
The number of simultaneous Internet Calls also depends on the licensing.	
Upstream up to (Kbps):	1024
Number of Simultaneous Internet Calls:	8 Distribute Lines
Line assignment	
Internet Telephony Service Provider Configu	red Lines Assigned Lines
gnTel	0 8
Help Abort Back OK & Next	

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 128Kbps one trunk is created. Click "OK & Next"

Special phone numbers

Setup - Wizards - Central Telephony - Internet Telephony		
	Special phone numbers	
Note: Please make sure that all special call numbers are supported by the selected prov	vider without fail.	
Special phone number	Dialed digits	Dial over Provider
1 2 3 4 5 6 7 8 9 10 11 11 12 13 14		gnTel • gnTel •
Help Abort Back OK & Next		

In this dialog it is possible to route special phone numbers. When special phone numbers are not supported by the sip provider it is possible to change the route here Click "OK & Next"

Status ITSP

Setup - Wizards - Central Te	lephony - Internet Telephony				×
	Status for the Internet Telephony Service Provider (ITSP)				
	Provider		L	lser	
Restart	gnTel	Enabled	6130029800	registered	Diagnose
		_			
Help Abort	Back Next				

Click "OK & Next"

etup - Wizards - Central Telephony - Internet Telephony
Exchange Line Seizure
Trunk Access Code 0
rea Code Please enter the local area code.
Local area code: 0 20
Help Abort Back OK & Next

"Exchange Line Seizure" select which trunk will access code 0. Enter the local area code without prefix digits (only needed when local area code was not entered in first step PBX number) Click "OK & Next"

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

The Seizure code for the Outside line can be different (depends on the given value in base config). 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'.	
Help Abort Back Finish	
Click "Finish"	

DID Configuration

Go to "Setup – Telephones / Subscribers – IP Telephones"

Callno	First Name	Last Name	Display	DID	Туре		Fax Callno	Fax DID	Class of	serv
						v				
100		T. J	T	85210.421	SIP Client	T -		-	Internationaal	
101	5	E. Jar	Blik	-	System Client	۰.		-	Internationaal	
102	F	Vun	V	852 424	System Client	۲.		-	Internationaal	
120	E.,	Bc van	Bucching Imil	8521 - 127	SIP Client	۲.		-	Internationaal	
	-	-	-	-	No Port	۲.		-	Internationaal	
	-	-	-	-	No Port	۲.		-	Internationaal	
	-	-	-	-	No Port	۲ -		-	Internationaal	
	-	-	-	-	No Port	۰.		-	Internationaal	
	-	-	-	-	No Port	۲.		-	Internationaal	
	-	-	-	-	No Port	۲.		-	Internationaal	
	-	-	-	-	No Port	۲ -		-	Internationaal	
	-	-	-	-	No Port	۲ -		-	Internationaal	

In general the DID has to be configured without +31 and leading 0.