Siemens Enterprise Networks

optiPoint 400 standard SIP version 2.3.14

DECLARATION DATE: 4/29/04

DECLARED BY: Global Vendor Support

DEPENDENCY MATRIX:

Deployment Tool:	V1.2.24 or higher

EXCEPTIONS: See restrictions, chapter 1.

PLATFORMS:

This version is intended for use with RFC 3261 compliant systems. Specific testing has been conducted with the Siemens HiQ6200 SIP Proxy server v2.1, Sylantro application server v3.0.1, as well as Broadsoft Broadworks release 10.0.1.28

DELIVERABLES:

OptiPoint 400 Standard SIP Software

- Application: sip_v2_3_14.app

Documentation

English language: (//www.siemens.com/hipath)		
	Administrator Manual: OptiPoint 400 Standard SIP v2.3	A31003-A2056-C234-61-76A9
	Operating Manual OptiPoint 400 Standard SIP v2.3	A31003-A2056-C234-61-7619

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1 Restrictions/Known Problems/Workarounds

1.1 Restrictions

1.2 Known Problems/Workarounds

1.2.1 Minimum DHCP requirements

When providing network configuration through DHCP, the DHCP server needs to provide at least the following options to allow the phone to work.

- 3 Router Address
- 42 NTP Server Address
- 6 Domain Name Server Address
- 15 Domain Name

2 Reason for the Release

This software release is intended as a correction bind for the Optipoint 400 standard SIP v2.3, this software supersedes released version 2.3.12

2.1 Corrected Problems

2.2 Corrections that have been incorporated in v2.3.14

MR Number	Problem Summary
F89405	Configure expire time >=40 sec the src port increments
F90530	lr=1 parameter is wrong
F82330	User – Agent header should not contain MxSF (reworked)
F91953	Phone rejecting INVITES containing an fmtp parameter
F91952	Unknown IP address in via: header

2.3 Corrections that were incorporated in v2.3.13

MR Number	Problem Summary
F73085	oP400 not coming up reliably when VLAN discovery set to DHCP
F78625	BS: no Moh after returning to held status after Consultation
F79995	Phone does not stop register attempts when 403 is received
F82897	Can not program destination name via phone menu
F82929	Broadsoft: phone tries to Join the User and PSTN call legs
F82955	OP400 fails to disconnect from Conference via menu
F83549	Aborted funct key set-up leaves key LED flashing
F83593	Voice path delays after unholding the call
F84940	Incorrect menu string when changing default OBP domain
F85220	RFC2833 DTMF payload type not ok
F85459	No call clearing when no common audio mode
F86258	One-way audio when reconnect from two-way hold
F88642	Local Conference allowed with G723/G729 codec
F88835	MDX: Transferred phone display "Caller ID Unknown"

3 Installation/Upgrade Instructions

3.1 New Installation

See the optiPoint 400 standard SIP v2.3 Administrator Manual.

3.2 Procedure for upgrading from v2.1.x, v2.2.x or v2.3.x

The 2.3.14 software application can be delivered to optiPoint 400 standard phones using an FTP server, via the local user interface (TUI), via the web browser (GUI), or via the deployment tool. If the deployment tool is used you must ensure that no other configuration changes are configured with the exception of operations under the “File Transfer” tab. For additional information refer to the optiPoint 400 standard SIP v2.3 Administrator Manual.

Note: This software contains the new download protection rules. The software can be used to upgrade phones using SIP software and also phones using HiPath software.

Note: Upgrading the software may fail due to not enough available memory in the phone. If the upgrade fails please restart the phone, refer to the Administrator Manual. In cases where you are upgrading the phone from a

previous SIP version of v2.1.1 or v2.2.x you must perform a “Factory Reset” to ensure correct operation of the phone. Performing a factory reset will change all values on the phone to factory default, including enabling the DHCP option.

Factory reset:

- Upload the configuration file from the phone
- Remove the handset from the handset cradle (off hook)
- Unplug the LAN cable from the bottom of the phone

  Note: If the phone is powered via the LAN cable an external power supply must be connected to the phone

- Press the **3 4 #** keys simultaneously, enter the reset password = **1 2 4 8 1 6**
- The phone will now reset, reconnect the LAN cable

  Note: If the phone is powered via the LAN cable disconnect the external power supply

- Replace the phone handset (on hook)
- Re-enter the phone configuration or download the previously saved configuration file.

After successfully resetting the phone, to the factory default settings, the DHCP option is set to on which allows for automatic IP-address provisioning in a DHCP environment.

For further help please contact your next level support.

4 Hints and Tips

4.1 General

- Administration Interfaces:
  1. Phone Menu, used for direct configuration of an optiPoint 400 standard SIP phone.
  2. Web Interface, used for remote configuration of an individual optiPoint 400 standard SIP phone.
  3. Deployment Tool used for remote configuration of multiple optiPoint 400 standard SIP phones.

For additional detailed information on the various administration interfaces please refer to the optiPoint 400 standard SIP v2.3 Administrator Manual.

- To enable the phone to make DNS SRV requests it is necessary to set the outbound proxy flag to **on** and set the Server and Registrar SIP addresses to the domain, which will be used by DNS to query the SRV records.
- If phones are configured with different RTP packet size (10ms <-> 20ms), a call will not be possible (cleared – unknown on display). Make sure all phones in your network are configured with the same packet size or set packet size to auto (administration->Audio->RTP packet size)
- If one phone is configured to use compression only (G.729 or G.723) while another phone is configured to use G.711 preferred, it depends on the compression setting on the phone using G.711 if a call can be made or not. If compression is set to G.729 while codec G.711 is selected as preferred audio codec, only phones with G.711 or G.729 only can be called. Phones with G.723 only are not reachable. (and vice versa)

5 SUPPORT

In the event of encountering a problem with the optiPoint 400 standard SIP v2.3.x, direct issues for technical support to one of the following.

5.1 Contact Method

- Email: sip-support@siemens.at
- Or Hotline: +43 51705 6100 (Hours: 07:30 AM to 04:30 PM Central European Time)

5.2 Required Information

- Detailed description of the error condition that you are experiencing.
- Software application version installed in the optiPoint 400 standard SIP phone, (e.g. v.2.3.14).
- Part number of the optiPoint 400 standard SIP phone, located on the bottom of the device.
- Manufacturer and software version of the SIP server.
- Manufacturer and software version of the Proxy server (if applicable).
- A copy of the configuration file from the optiPoint 400 standard SIP phone, (if possible).
- A brief description of the network topology to which the optiPoint 400 standard SIP phone is connected to.

5.3 Glossary