OpenScape Business V2

How to Configure SIP Trunk for Fusion Connect

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Date	Author	Version	Changes
20-11-2016		1.0	Version 1 Template Only
04/06/2017	M. Lipinski	.02	Revised Creation of Note
04/10/2017	M. Lipinski	.03	Revised Creation of Note Content
04/11/2017	M. Lipinski	.04	Added License Configuration

Configuration Data

The following information was provided by the ITSP and was used as part of the test configuration. The information you receive may be slightly different

Information from ITSP Fusion Connect provided:

Name of Customer Related Data	Example	Used in Field of OSBiz-WBM
Call Number:	3302471014/4407100175	
Account:	3302471014	Internet Telephony Station
SIP Username:	3302471014	Authorization Name:
SIP Password:	fgwOLWkhGi	Password & (Confirm Password)
Number of voice-channels:	4	Assigned Lines

Configuration Wizard

This section will provide the step by step information for the configuring the Fusion ITSP trunks into your system. The profile name created for the Fusion service is Fusion 360.

Internet Telephony

This section is require to activate the ITSP and configure the customer specific information for the ITSP

Using the *Path Setup > Wizards > Central Telephony > Internet Telephony* access the menus by pressing the Edit *Button*.
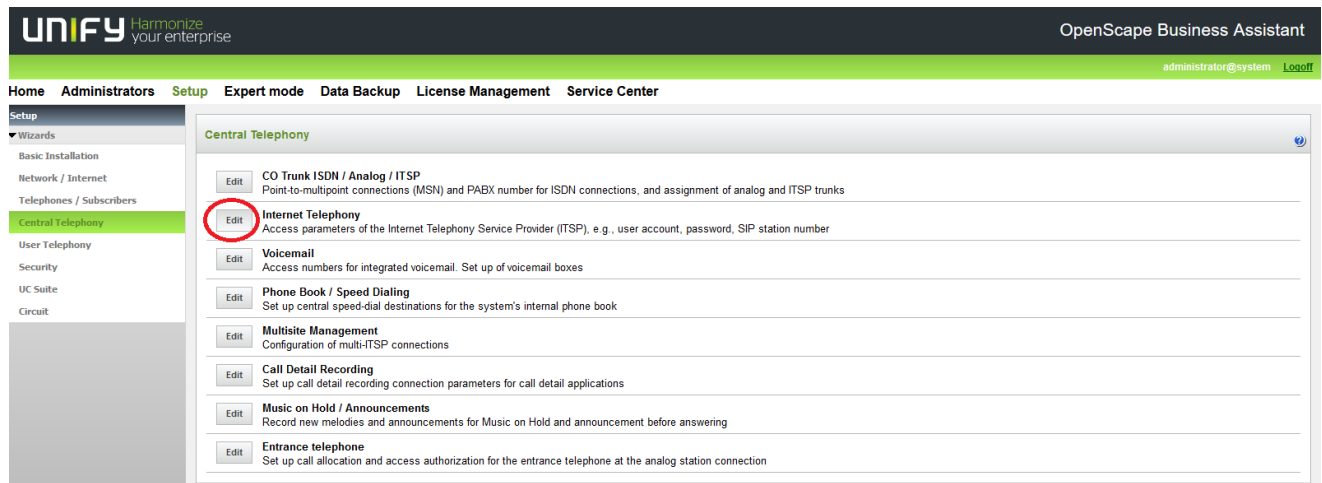
The overview page appears for entering the location data. The most flexible type of configuration is to enter the Country code only. In the example the US country code "1" has been entered

Figure 1

Press OK/Next to continue.

Activate Provider

On the **Provider configuration and activation for Internet Telephony form** confirm that the <u>No call via Internet</u> check box is unchecked and the <u>Activate Provider Check box</u> associated with the Fusion 360 offering is checked. After activating the provider press the Edit button.

Figure 2

Hint: If you are find that the Activate Provider check boxes and or the "No Call via Internet" check box are locked try Reinitializing the LCR table under *Setup > Wizards > Basic Installation > Basic Installation> Central Functions for Stations.*

Figure 3

Add Internet Telephony Station Account Number

On the Internet Telephony Station for Fusion 360 form enter the Internet telephony station number, authorization name password and Default DID number information. Please insure that the "Use public number (DID) button is selected.

Figure 4

Hint: Default number must be in 10 digit format. The default number is used when there is no DID configured at the station which initiates the outgoing call and there is no Intercept with configured DID defined.

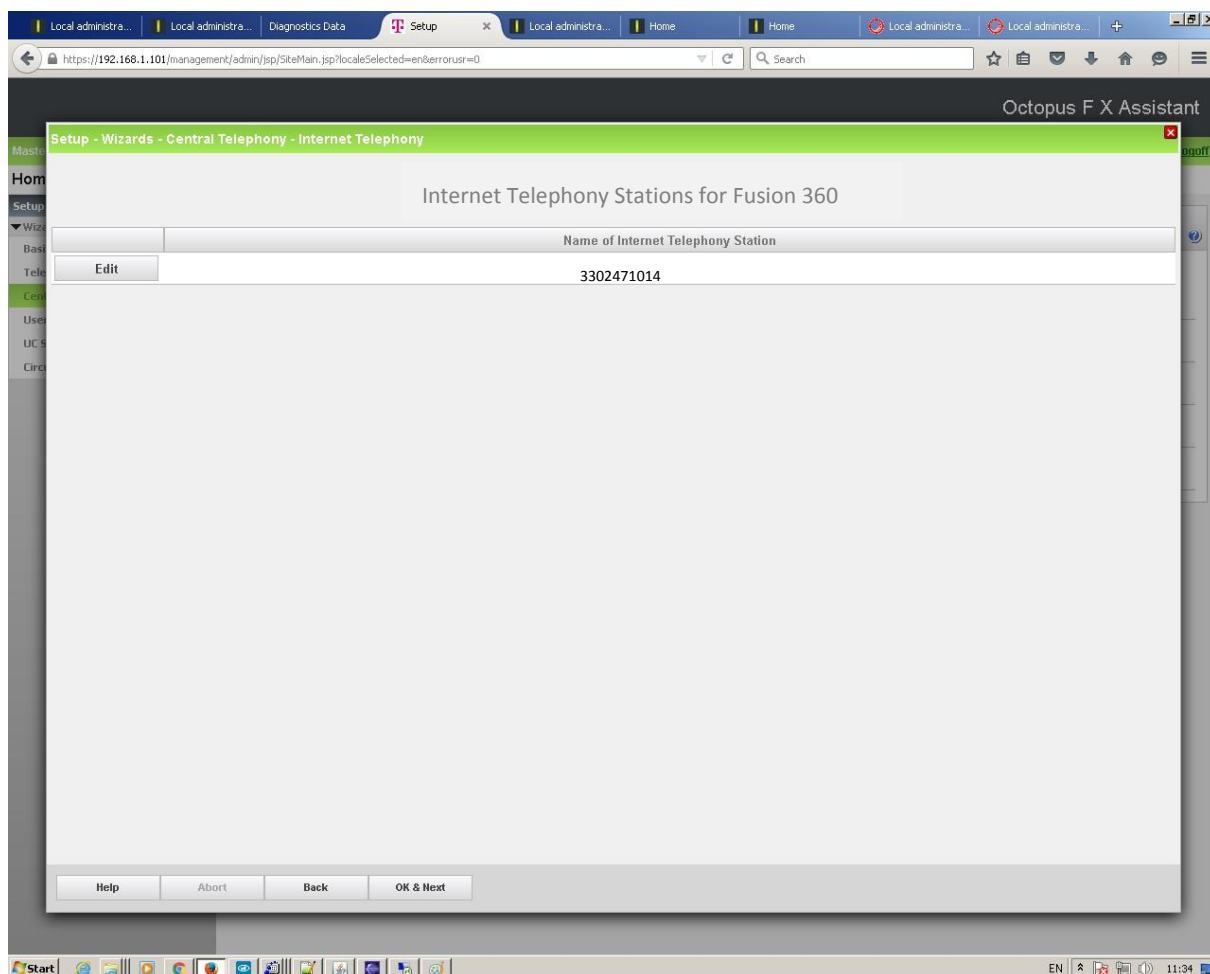Enter the relevant data and press [OK & Next].
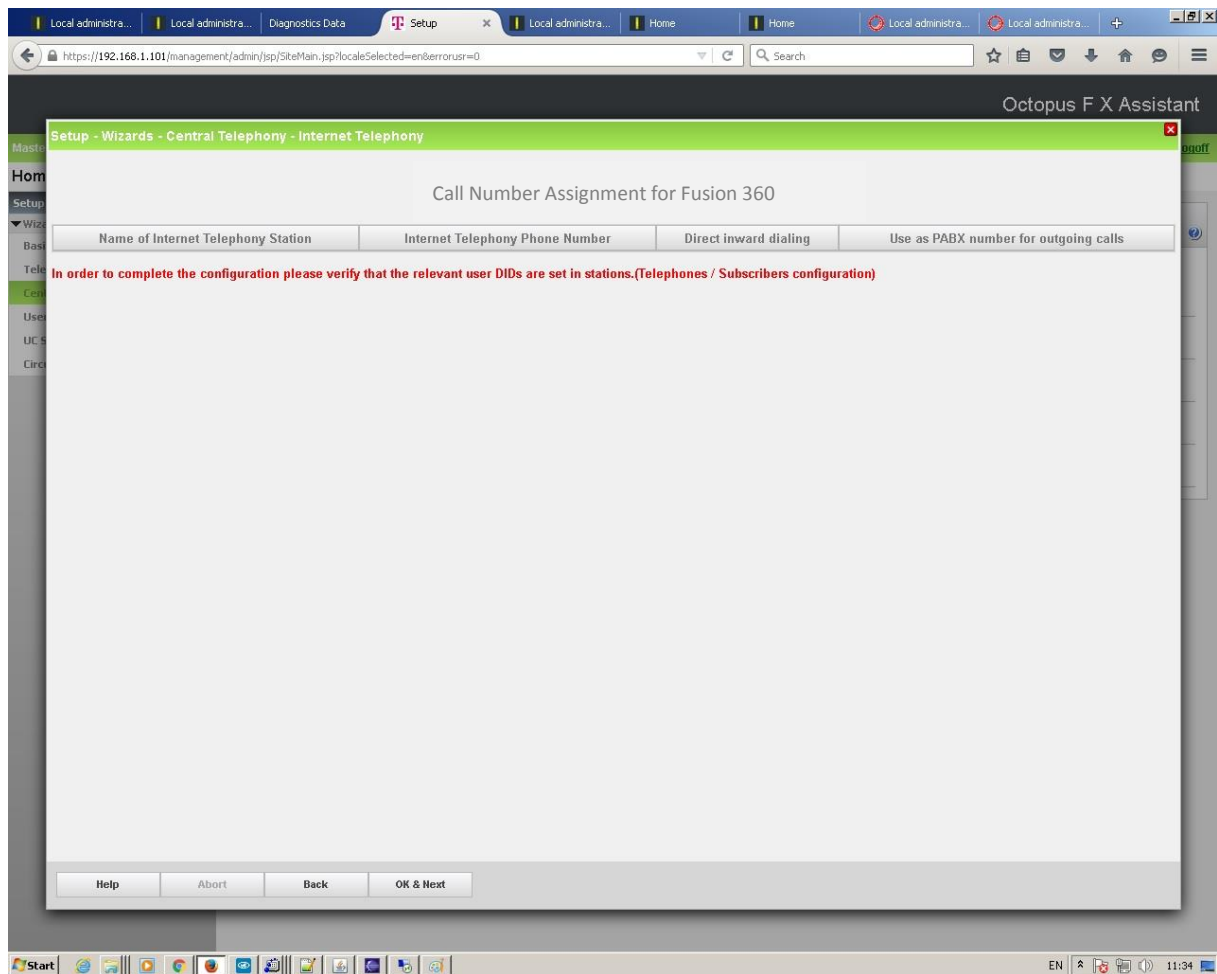
Figure 5

Click [OK & Next]

Figure 6

Hint: As DID mode is selected, the configuration of DIDs is done directly at the Stations configuration.

Click [OK & Next]

Define Quantity of Concurrent Trunk Sessions

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. If the calculated amount of lines differs from the lines according to the received data, please enter the correct value under "Assigned lines".

Figure 7

Click [OK & Next]

Special phone numbers

In this form 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. In the example below 911 calls will be routed over the ITSP group.

Figure 8

Click [OK & Next]

Status Display and Restart Options

On next page the status of ITSP is displayed.

Figure 9

Click [Next]

Exchange Line Seizure

The exchange line seizure normally occurs by dialing the prefix "9". Within this code, different providers are prioritized (depending on what is preset). For example, an outbound call may be first routed via an

ITSP and, if the exchange line seizure fails, be then sent via ISDN. In our example the Fusion 360 group will be set up as the priority group for the dial 9 seizure code

Setup - Wizards - Central Telephony - Internet Telephony

Exchange Line Seizure

Exchange Line Seizure

Trunk Access Code 9

Dial over Provider Fusion 360 ▾

Figure 10

Click [OK & Next]

Setup - Wizards - Central Telephony - Internet Telephony

Seizure Code for the 'Outside line Seizure'

	Seizure code for 'Outside line Seizure'	
Fusion 360	4501	

Figure 11

Click [OK & Next]

DID configuration

In general the DID has to be configured in specific format and most suggested is the long format (whole number without national prefix).

Figure 12

Optional Location ID (LIN) Setting

In some cases the customer may need to send a different number to the PSTN other than the DID number associated with a subscriber.

Using the Path: Expert > Telephony Server > Basic Settings > System Flags enable the "Configurable CLIP" flag

Using the Path, *Setup - Wizards - Telephones / Subscribers - IP Telephones,* press the Edit button next to the station to access the subscriber detail information. Enter the telephone number to be displayed to the PSTN in the CLIP/Lin field.

Figure 13

ITSP Route Parameter Settings

After the ITSP is registered with the system the next step will be to revise the route group settings for the associated trunk group. *Path: Expert > Trunks/Routing > Route > Select Route*

Using the above path select the Fusion 360 Route group. On the Change Route tab insure the Suppress Station number flag is disabled and the Digit transmission is set to en-bloc sending.

Figure 14

Click Apply

On the Change Routing Parameters tab insure that the "Add direction prefix for incoming and outgoing call flags" are disabled and the "No and type outgoing" entry is set to <u>Local Area Code</u> and the Call number type is set for <u>Direct inward dialing.</u> Press the "Apply" Button to confirm the information.

Figure 15

Click Apply then [OK & Next]

Voice Gateway Codecs and RFC Parameters

<u>Please note that our tests have shown that fax transmission using the T.38 protocol with the Fusion 360 trunks was not successful. The T.38 Fax flag should be disabled.</u> Our tests using the G.711 fax standard were successful however fax transmission over the SIP trunks may not work consistently.

Using the path Expert > Voice Gateway > Codec Parameters uncheck the T.38 fax check box

Figure 16

Click Apply then [OK & Next]

Least Cost Routing Changes (Information Only)

In some cases additional changes to the Least Cost Routing configuration may be required. Normally, the default entries which are created automatically when an ITSP is activated should allow you to place local, long distance and International calls. Custom entries should always be placed at the end of the default entry section. The following diagram provides you with the flow of a typical call through LCR.
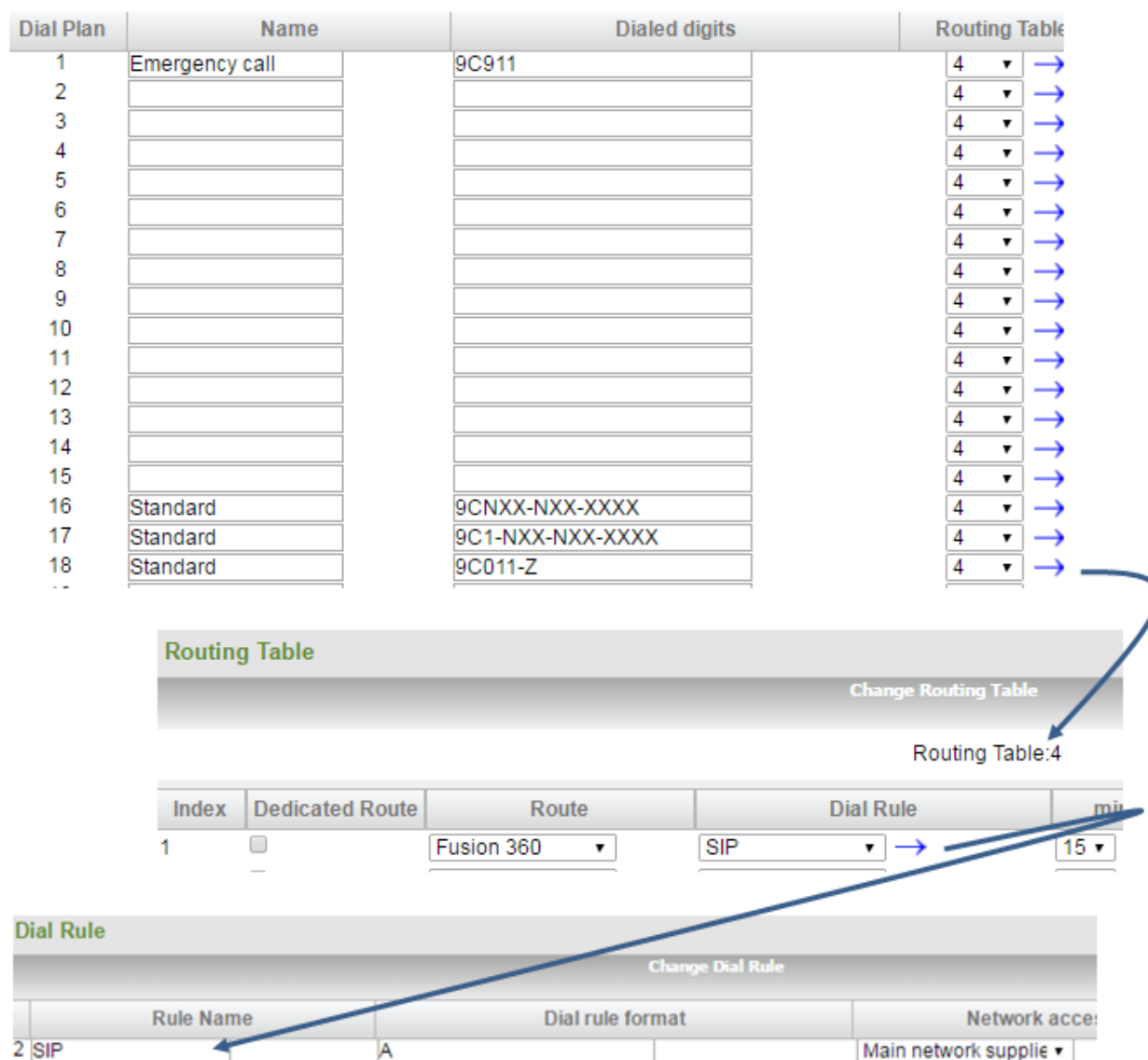

Figure 17

Licensing Activation

The final step is to insure the SIP Trunk sessions are licenses.

Each SIP Trunk session will require an S2M/T1 channel license. You can confirm if the licenses have been purchased by displaying the License Management > License Information form. In the example below 4 S2M channel licenses have been purchased and activated.

Using the Path License Management > Local User Licenses > CO Trunks select the qty of S2M licenses and then Click [OK & Next]

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