OpenScape Business

How to Configure SIP Trunk for HGC Hong Kong

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Table of History

Date	Version	Changes		
12.02.2018	1.0	irst version		
15.03.2018	1.1	Minor update		
10.09.2024	1.2	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.

Information

The HGC provider is available and released for the countries: Hong Kong.

Trunk Configuration Data provided by HGC

The configuration data needed to setup the SIP trunk can be found on the HGC service order and SIP router acceptance form.

Hutchison G		Hutchison Global Communications Limited 9/F, Hutchison Telecom Tower 99 Cheung Fai Road, Tsing Yi, New Territories Hong Kong Tel: 2128 5452 Fax: 21231234
	SIP Router A	Acceptance Form
Circuit No.	:A/B/	Z Order No
Type of Job	: Vew Installation Re-	configuration Relocation
Customer Name	Unify Limited	
Contact Person	:	_ Installation Date :
Installation Address	i	
(A / B / Z - End)	1 <u></u>	
Circuit Type		Interface Ethernet C
Switch	SIP from NP:	No Bance 3906 20xx (3 digits)
	flaatlansi	Hornenge
FTTO UP	ncations:	
Subnet Mask		
Gateway	i <u>e e e e e e e e e</u>	**SIP Proxy: 10.100.221.232:5061
SIP Router Installed	d <u>:</u>	
Brond		Router IR Address 192 168 29 159 / 24
Model No		
Serial No.		E-rear I
The equipment abor provision of the a	ve shall remain Hutchison Global Co bove data services at customer pren be liable to Hutchison Global Comm	mmunications Limited's property at all time and is used for nise. nunications Limited for any loss or damage to the equipment above.
The customer shall		
The customer shall SIP test information	12	
The customer shall SIP test information Date	11	Return 1200

Configuration Wizard

Internet Configuration

With reference to SIP trunk configuration data from ITSP, it is assigned with dedicated IP address (field #4 in SIP Router Acceptance Form) with default gateway that connecting to ITSP network router or switch.

It can be setup through Setup Wizards > "Network / Internet" > "Internet Configuration"

Setup - Wizards - Network / Interne	et - Internet Configuration	n 🛛
	Internet	Access
Automatic Addre	ess Configuration (via DHCP):	
	IP Address: Subnet Mask:	192.168.29.158 255.255.255.0
	MAC Address :	00:1a:e8:5e:a6:23
	Ethernet Link Mode:	Auto 🗸
Ma	x. Data Packet Size (bytes):	1500
1	Network Address Translation:	V
Bandwidth Control for Voice Connections:		None -
	Bandwidth for Downloads:	10000
	Bandwidth for Uploads:	10000
Bandv	vidth Used for Voice/Fax (%):	80
	IEEE802.1p/q Tagging:	
	IEEE802.1p/q VLAN ID:	0
Help Abort	Back OK & Nex	et

Depending on system model, the IP address of WAN interface for OpenScape Business X8 system can be checked or modified in Expert mode > "Telephony Server" > "Network Interface":

etwork interfaces	Mainboard LAN 1 (WAN)
Mainboard	Show LAN 1 Mode Edit LAN 1 Interface Edit ACD
Host Name	
LAN 1 (WAN)	Internet Service Provider Selection: LAN Connection Type TCP/IP V
LAN 2	
LAN 3 (Admin) FTD-Server	Internet access via an external Router:
DHCP	
Application Board	Automatic Address Configuration (via DHCP):
Host Name	IP Address: 192.168.29.158
LAN 1	Subact Made: DEE 2EE 2EE 0
LAN 2	Зирнегмаяк. [235,235,235,0
	MAC Address : 00:1a:e8:5e:a6:23
	Ethernet Link Mode: Auto
	Max. Data Packet Size (bytes): 1500
	Network Address Translation: 🗹
	Bandwidth Control for Voice Connections: None
	Bandwidth for Downloads: 10000
	Bandwidth for Uploads: 10000
	Bandwidth Used for Voice/Fax (%): 80

The IP address of default gateway (field #3 in SIP Router Acceptance Form) can be reviewed in Expert mode > "Telephony Server" > "Routing":

Expert mode - Telephony Server		×
Routing	Default Router	
▼IP Routing	Edit Default Deuter	
Mainboard		
Static Routes	Default Routing via: I AN	
Default Router		
DNS Server	IP Address of Default Router: 192.168.29.159	
Application Board		
NAT		
PSTN		
	Apply Undo Help	

Internet Telephony

							expert@system <u>Logof</u>
Home	Administrators	Setup	Expert mode	Data Backup	License Management	Service Center	
Setup							
▼ Wizard	s		Central Telephony				0)
Basic I	nstallation						9
Networ	rk / Internet		Edit CO Trunk	ISDN / Analog / IT	SP (MON) and DADY surplus for	IODN	
Teleph	ones / Subscribers		ITSP trunk	s	s (WSN) and PADA number for I	ISDN connections, and assignment of analo	ig and
Centra	l Telephony		Internet 1	elephony			
User To	elephony		Access pa	arameters of the Inter	rnet Telephony Service Provider	r (ITSP), e.g., user account, password, SIP	
Securit	ty .		station nu	mber			
UC Suit	te		Edit Access nu	I umbers for integrated	l voicemail. Set up of voicemail	l boxes	
Circuit			Phone Bo	ook / Speed Dialing	1		
			Edit Set up cer	ntral speed-dial desti	inations for the system's internations	al phone book	
			Edit Multisite	Management			
			Configurat	ion of multi-ITSP con	nections		
			Edit Call Deta	il Recording	anaction parameters for call det	tail applications	
			Set up cal				
			Edit Record ne	w melodies and ann	ouncements for Music on Hold	and announcement before answering	
			Entrance	telephone			
			Set up cal	I allocation and acce	ess authorization for the entran	ce telephone at the analog station connecti	n

Go to Setup Wizards > "Central Telephony" > "Internet Telephony"

The overview page appears for entering the location data.

Please enter country code (i.e. "852" for Hong Kong region) with optional local area code, which is depending on number of digits on ITSP incoming calls.

The number of digit length and range of DID number can be negotiated with HGC on application

The local area code will be combined with subscriber DID number as CLIP for outgoing call.

Setup - Wizards - Central Telephony - Internet Telephony				
Overview				
Note: changes done in expert mode must be reviewed/repeated a	fter running through the wizard.			
PABX number	leaders such as internet telephony and meetine contenence.			
Country code: 001	852 (mandatory)			
Local area code:	39062 (optional)			
PABX number: (optional)				
Halp Abart Bask OK 8	Novt			
neip Aboit Back OK 8	NEXL			

Click [OK & Next]

Provider configuration and activation for Internet Telephony -> uncheck "No call via Internet", use "County specific view" to select "All countries" and select "HGC" as "Activate Provider".

Setup - Wizards -	Central Telephony - I	nternet Telephony
	Provider cont	iguration and activation for Internet Telephony
	(No call via Internet:
	(Country specific view: All countries
Note: changes dor	ne in expert mode must	be reviewed/repeated after running through the wizard.
	Activate Provider	Internet Telephony Service Provider
Add		Other Provider
Edit		Broadcloud
Edit		COLT UK & Europe
Edit		COLT VPN
Edit		ндс
Edit		HKBN
Edit		Skype Connect
Help	Abort	Back OK & Next Display Status

Click on [Edit]

Setup - Wizards - Central Telephony - Internet Telephony	8
Internet Telephon	y Service Provider
Provider Name:	HGC
Enable Provider:	
Secure Trunk:	E
Domain Name:	insert.domain.here
Transport protocol:	udp 🗸
Provider Registrar Use Registrar:	
IP Address / Host name:	
Port:	5060
Reregistration Interval at Provider (sec)	600
Provider Proxy IP Address / Host name: Port:	insert.ip.here 5061
Provider Outbound Proxy	•
Help Abort Back OK & Next	Delete Data

With reference to trunk configuration data that provided by HGC to fill in "Domain Name" and "IP Address / Host name" of Provider Proxy. Please ensure that the port number of Provider Proxy must be set as 5061.

Setup - Wizards - Central Telephony - Internet Tele	ephony	8
Internet Te	lephony	Service Provider
Provide	er Name:	HGC
Enable	Provider:	•
Secu	re Trunk:	
Domai	in Name:	10.100.221.232
Transport	protocol:	udp T
Provider Registrar Use F	Registrar:	
ii Addess / iio	Port:	5060
Reregistration Interval at Provi	der (sec)	600
IP Address / Ho	ost name:	10.100.221.232
	Port:	5061
Help Abort Back	ОК 8	Next Delete Data

Enter the data (field #2 in SIP Router Acceptance Form) with reference to ITSP SIP trunk information. Then click [OK & Next]

Setup - Wizards	- Central Telephony - Internet Telephony
	Internet Telephony Stations for HGC
	Name of Internet Telephony Station
Add	New Internet Telephony Station

Click on [Add] to create new Internet Telephony Station

Setup - Wizards -	Central Telepho	ny - Internet Telep	bhony		×
		Internet Te	lephony Static	on for HGC	
		Internet telephon	y station: 3906200	00	
		Authorizatio	on name:		
		P	assword:		
		Confirm Pa	assword:		
		ITSP-multip	ole route: 🔲		
		Default	Number: 3906200	00	\supset
Default Number ITSP as primary C Enter one of the ca number in case no All call numbers su primary CO access	O access all numbers supplie other number is a upplied by your net s.	ed by your network wailable for the resp work provider are to	provider here. This bective call. b be entered within	will be used in outgo the trunk and telepho	ing calls as the calling party ones configuration (DID field)
Help	Abort	Back	OK & Next	Delete I	Data

Enter the data of "Internet telephony station" and "Default Number" with reference to prime number of SIP trunk (field #1 in SIP Router Acceptance Form) and then click [OK & Next].

Setup - Wizards -	Central Telepho	ny - Internet Tele	phony	×
		Internet Te	lephony Stations for HGC	
			Name of Internet Telephony Station	
Edit			39062000	
Help	Abort	Back	OK & Next	

Click [OK & Next]

Setup - Wizards -	Setup - Wizards - Central Telephony - Internet Telephony						
		Call Numb	er Assignme	nt for HGC			
Name of Intern Stati	et Telephony on	Internet Telepho Numbe	ny Phone I	Direct inward dialing	Use as PABX number for outgoing calls		
In order to comple configuration)	ete the configurat	ion please verify th	at the relevant u	ser DIDs are set	t in stations.(Telephones / Subscribers		
Help	Abort	Back	OK & Next				



Setup - Wizards -	Central Telephony - I	nternet Telephony	×			
	Provider configuration and activation for Internet Telephony					
		No call via Internet:				
	(Country specific view: All countries				
Note: changes do	ne in expert mode must	be reviewed/repeated after running through the wizard.				
	Activate Provider	Internet Telephony Service Provider				
Add		Other Provider				
Edit		Broadcloud				
Edit		COLT UK & Europe				
Edit		COLT VPN				
Edit		ндс				
Edit		HKBN				
Edit		Skype Connect	Ŧ			
Help	Abort	Back OK & Next Display Status				

Click [Display Status] to verify SIP trunk for "HGC" is activated

Setup - Wizards - Central Telephony - Internet Telephony				×
Status for	the Internet Tele	phony Service	Provider (ITSP)	
Provider			User	
Restart HGC	Enabled	39062000	registered	Diagnose
Help Abort Back OK				

Green color box means the ITSP provider is activated, click [OK] to return, then click [OK & Next] with no further input

Enter number of simultaneous Internet calls with reference to number of channels by ITSP SIP trunk <u>and</u> available license for SIP trunk in License Management, then click "Distribute Lines".

Setup - Wizards - Central Telephony - Interne	Setup - Wizards - Central Telephony - Internet Telephony							
Settings for Internet Telephony								
Simultaneous Internet Calls								
Under 'Setup - Wizards - Network / Internet - Inte	ernet Access', you have entered the value Upstrea	m up to (Kbps) = 10000						
In the 'Change Feature> Internet Telephony' A call quality deteriorates due to the network load,	ssistant. This upstream allows you to conduct up to you will need to reduce this number of simultaneou	o 60 Internet phone calls simultaneously. If the us calls.						
The number of simultaneous Internet Calls also o	depends on the licensing.							
Number of Sim	ultaneous Internet Calls: 2	Distribute Lines						
Line assignment								
Internet Telephony Service Provider	Configured Lines	Assigned Lines						
HGC 2 2								
Help Abort Back	OK & Next							

Click [OK & Next]

Setup - Wizards -	Central Teleph	ony - Internet Tele	phony	×
		Spec	ial phone numbers	
Note:				
Please make sure	that all special c	all numbers are supp	ported by the selected provider without f	ail.
Special phone n	umber		Dialed digits	Dial over Provider
1		9C999		HGC V
2				HGC V
3				HGC V
4				HGC V
5				HGC V
6				HGC V
Help	Abort	Back	OK & Next	

Enter special phone numbers; such as emergency telephone number (e.g. "999"), leading with access code for SIP trunk (e.g. "9"), then click [OK & Next] and [Next] with no further input.

Remarks:

- It is strongly recommended to select TDM trunk for emergency call out if available.
- Dial plan can be modified on LCR in Expert mode afterwards

Setup - Wizards - Ce	Setup - Wizards - Central Telephony - Internet Telephony						
Evaluation Line Seizu		Excha	nange Line Seizure				
Exchange Line Seizu	Trunk Access Code 4111						
		Dial over F	Provider HGC				
Help	Abort	Back	OK & Next				

Click [OK & Next] with no further input ("Trunk Access Code" was assigned on Setup Wizards)

Setup - Wizards - Central Telephony - Internet Telephony						
	Seizure (Code for the 'Outside line Seizure'				
	Seizure co	ode for 'Outside line Seizure'				
HGC	9					
Help Ab	ort Back	OK & Next				

Click [OK & Next] with no further input (Seizure code for "Outside line Seizure" was assigned on Setup Wizards)

Setup - Wizards - Central Telephony - Internet Telephony						
		The changes for	the feature 'Intern	net Telephony' are completed		
The Internet Telep	honv is switched or	and configured				
Once an "Internet Trunk ISDN / Anal	Telephony Service og" wizard again.	Provider" has beer	n activated/deactiva	ated, it is necessary to run through the "Central Telephony - CO		
For your own secu and follow this by	urity, you should sa choosing 'Backup I	ve the configuration mmediately'.	n data. To do this, u	upon completion of the wizard, choose 'Backup' in the main menu,		
Неір	Abort	Back	Finish			

Click [Finish] to complete setup wizard

DID configuration

The DID number range should be reference to ITSP SIP trunk information. It may assign "Callno" and "DID" with same number for easy management.

Station	UP0 Stations					
Station	Edit S	ubscriber	UP	0 Master/Slave	Devi	ce Info
UP0 Stations						
IP Clients	Callno	DID	First Name	Last Name	Display	Clip/Lin
Analog Stations	Seamh					
ISDN Stations	Search.	1				
DECT Stations						
IVM/EVM Ports	2001 →	001	2001	TEST	TEST, 2001	-
Virtual Stations	2002 →	002	2002	TEST	TEST, 2002	-
UC Applications	2003 →	003	2003	TEST	TEST, 2003	-
Profiles/Templates	-	-	-	-	-	-
DDI Extensions		-	-	-	-	-
Mobility User	4					
Circuit User	Page 1 of 1				lte	ems per page 10 25
SfB User	, ago t of t			_ =		into por page 12 12
Stations Overview						

The Local area code (which is set on "Internet Telephony" setup wizard) will be used to combine with "DID" number as caller display on outbound call. It is possible to change CLIP for station subscriber individually as request.

Station can be set and activated as intercept position for those spare (i.e. not in use) DID number as need.

Expert mode - Telephony Server		×
Basic Settings	Intercept/Attendant/Hotline	
▼System	Edit Totoscont/Attonduct/Mation	
System Flags		
Time Parameters		
Display	Intercept position	
DISA	Day: 2001 TEST, 2001 👻	
Intercept/Attendant/Hotline		
LDAP	Night: 2001 TEST, 2001 -	
Texts	Central intercept position	
Flexible menu	Poute: Nano x	
Speed Dials	Note. Note	- 1
Service Codes	Call number:	
Gateway		_
DynDNS	Intercept to Intercept position	
Quality of Service	on RNA: 🕑	
Date and Time	on Busy:	
Port Management	an Involid.	
Call Charges	on invand.	
Voicemail / Announcement Player	on Incomplete:	
Phone Parameter Deployment	on unanswered recall:	
Power Management		
	on Reject: 🗹	
	Apply Undo Help	

Additional Configuration

License

Add the "S2M/SIP Trunk" license to the SIP-Trunk

					expert@system	Logoff
Home Administrators Se	tup Expert mode	Data Backup Lic	ense Management	Service Center		
License Management						
License information	CO Trunks					2
00-1A-E8-5F-B7-DB						•
00-1A-E8-5E-A6-21	The access to central offic	e via PRI(S2m/T1) trun Available licenses f	nks or via Internet telephony for SIP and PRI(S2m/T1) tru	is licensed by CO trunk licenses		
Floating	SIP trunks					
Additional Products		The configured numb	er of simultaneous Internet	calls		
OpenScape Personal Edition		for each Interne	t Telephony Service Provide	eris: 2		
▼Local User licenses	Lice	nse number of simultar	neous Internet calls in this n	ode: 2		
Overview	License demand	for number of simultar	neous Internet calls in this n	ode: 2 🔻		
IP User	PRI (\$2M/T1)					
TDM User	Type Slot	Port	Feature	Demands	used licenses	
Mobility User						_
Deskshare User						
CO Trunks						
System Licenses						
▼License Profiles						
Create Profiles						
Assign Profiles	Abort	K & Next				

Port management

According to ITSP requirement, it has to assign **port 5061** for SIP signaling.

Go through Expert Mode – Telephony Server – Basic Settings – Port Management and set SIP_EXT to 5061. Please consider that a restart of system is required after applying this adjustment.

Basic Settings	Port Management									
System		Edit Global Port Management Settings								
System Flags										
Time Parameters	Protocol Name	Port Number	Port Type							
DISA	CSP	8800	single							
Intercept/Attendant/Hotline	HFA	4060	single							
LDAP	HFA FXT	4062	single							
Texts		4064	-ingle							
Flexible menu	HFA_ILS	4061	single							
Speed Dials	HFA_TLS_EXT	4063	single							
Service Codes	MEB SIP	15060	single							
Gateway	BTP MIN	29100	min (ext_RTP-port range_30274-30529)							
DynDNS		5000	-il-							
Quality of Service	SIP	5060	single							
Date and Time	SIP_EXT	5061	single							
Port Management	SIP_TLS_SUB	5062	single							
Voicemail / Appouncement Disver	SIP TLS SUB EXT	5071	single							
			5							

Voice activity detection (VAD)

According to ITSP requirement, voice activity detection (VAD) must be activated for G711 codecs. In addition Redundant Transmission for RFC2833 must be disabled.

Expert mode - Telephony Server				8
Voice Gateway	Codec Parameters			
SIP Parameters		Edit Codec Parameters		
FITSP Loc-ID Settings				
Codec Parameters	Codec	Priority	Voice Activity Detection	Frame Size
Destination Codec Parameters	G.711 A-law	Priority 2 •	VAD: 🗹	20 * msec
Internet Telephony Service Provider	G.711 p-law	Priority 1	VAD: 🗹	20 • msec
Retworking	G.729A	Priority 3 •	VAD:	20 V msec
Hating PD Parent Trank	G 729AB	Priority 4	VAD 2	20 • msec
· Haute Sil- Server Trunk	Enhanced DSP Channels			
		Use G.711 only		
	T.38 Fax			
		T.38 Fax:	2	
		Use FillBitRemoval:	2	
		Max. UDP Datagram Size for T.38 Fax (bytes):	1472	
		Error Correction Used for T.38 Fax (UDP)	t38UDPRedundancy •	
	Misc.			
		ClearChannel	2	Frame Size: 20 • msec
	RFC2833			
		Transmission of Fax/Modern Tones according to RFC2833	0	
		Transmission of DTMF Tones according to RFC2833	×	
		Payload Type for RFC2833	98	
		Redundant Transmission of RFC2833 Tones according to RFC2198		
	Ante Date Date			
	Abbib augo Holb			

Moreover, silence suppression for all IP phones (HFA & SIP) must be activated.

Administrator Pages	User Pages	Logout
Admin Login Network System File transfer	Codec preferences	
Local functions Date and time Speech	Allow "HD" icon	
Codec preferences Audio settings General information	G.711 ranking)
Security and Policies Ringer Setting	G.729 ranking	×
Diagnostics Maintenance	G./22 ranking Submit Reset)

Route configuration (optional)

There are some dial strings are generated automatically in Dial Plan after setup wizard. With reference to numbering plan for telecommunications services in Hong Kong, please update dial plan setting as need.

Expert mode - Telephony Server								×
LCR	Dial Plan							
LCR Flags Classes Of Service		Change [)ial Plan		Display Dial P	Yan		
Dial Plan	Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service	Emergency	v
Routing table	1	Emergeney cell	00000	4 -		2		-
Dial rule	2	Emergency call	90333	4 •				
Multisite	2			4 •				
				4 ▼ →				
	4			4 ▼ →		4		
	5			$4 \rightarrow$		•		
	6			$4 \bullet \rightarrow$		×		
	7			$4 \bullet \rightarrow$		v		
	8			4 ▼ →		v		
	9			4 ▼ →		4		
	10			4 ▼ →		v		
	11			4 ▼ →		s		
	12			4 ▼ →		4		
	13			4 ▼ →		v		
	14					v		
	15					v		
	16	Sequine cell	0019577	4				
	17	Service call	3C105AA	4				-
	Page 1 of 1	0						
	App	ly Undo	Help					

It may assign different routing table on designated dialed digits that assign different Class of Service (COS) as toll control.

CR Flags	Diai Pian									
Classes Of Service		Chang	e Dial Plan		Display Dial P	lan				
Dial Plan	Dial Plan	Name	Dialed digits	Routing Table	Routing Table Acc. code		Emergency			
Routing table	20		000000000							
Dial rule	20	Local	9092XXXXX	4 ▼ →		•				
Multisite	29	Local	9C93XXXXXX	$4 \bullet \rightarrow$		•				
	30	Local	9C94XXXXXX	$4 \bullet \rightarrow$		a				
	31	Local	9C95XXXXXX	$4 \bullet \rightarrow$		4				
	32	Local	9C96XXXXXX	$4 \bullet \rightarrow$		A				
	33	Local	9C97XXXXXX	$4 \bullet \rightarrow$						
	34	Local	9C98XXXXXX	$4 \rightarrow$		4				
	35			- ▼ →						
	36	Appl-Suite	-099	12 • →		4				
	37	Ann-Player		12 ▼ →		•				
	38	IP-Network	-Z	13 ▼ →		v				
	39			· · ·		4				
	40					1				
	41	Toll-Call	90007	6		v				
	42	Tell Cell	00177	<u> </u>						
	42	Toil-Call	36172	0.		<u> </u>				
	40			· · ·						
	Page 1 of 1	כ								

Expert mode - Telephony Server										
LCR	A Routing	Table								
LCR Flags				_	Change Pouting T	able		_		
Classes Of Service					change Routing H					
Dial Plan										
Routing table					Routing Tab	le:4		en-bloc	sending	
1 - Table		Dedicated	D (0.101	1 000				
2 - Table	Index	Route	Route		Dial Rule	min. COS	vvarning	3	Dedicated Gateway	GW Node ID
3 - Table	1	HGC	•	SIP	• →	15 🔻	None	•	No 🔻	
4 - Table	2	None	· · ·	None	•	15 🔻	None	•	No. T	
5 - Table			-			15 -		_		
6 - Table	3 -	None	• •	None	•	15 •	None	•	NO V	
7 - Table	4	None	• •	None	*	15 🔻	None	•	No 🔻	
8 - Table	5	None	•	None	•	15 🔻	None	•	No 🔻	
9 - Table	6	None		Nene	-	15 -	Nene	-	No	
10 - Table	0 -	INORE	• •	None	•	15 1	None	<u> </u>	INU +	
11 - Table	7	None	• •	None	*	15 🔻	None	•	No 🔻	
12 - Table	8	None	• •	None	•	15 🔻	None	•	No 🔻	
13 - Table	9	None	•	None	•	15 🔻	None	•	No. T	
14 - Table			, .	None		15 .	None		NO -	
15 - Table	10 🗆	None	• •	None	•	15 🔻	None	•	No 🔻	-
16 - Table										
17 - Table	A	pply Une	do	Help						
18 Table										

Expert mode - Telephony Server				×
LCR	Dial Rule			
Classes Of Service		Change Dial Rule		
Dial Plan	Rule Name	Dial rule format	Network access	Туре
Dial rule	1 CO	A	Main network supplie ▼	Unknown 🔻 🔺
Multisite	2 SIP	A	Main network supplie V	Unknown
	3 SIP local	HE2A	Main network supplie 🔻	Unknown 🔻
	4 MEB	E1A	Corporate Network	PABX number 🔹
	5 IP-Network	A	Corporate Network	Unknown 🔻
	6 Multi-Location	BA	Corporate Network	Unknown 🔻
	7 Gateway call	E1A	Corporate Network	Unknown 🔻
	8 COInternat	E4A	Main network supplie V	Unknown 🔻
	9 Add_cc_to_Canoni	D852E2A	Main network supplie V	Country code 🔻
	10 National_to_Cano	D852E3A	Main network supplie V	Country code 🔹
	11 Internatto_Can	E3A	Main network supplie V	Country code 🔹
	12 SIP local_Canoni	HE2A	Main network supplie V	Country code 🔻
	13		Unknown 🔻	Unknown 🔻
	Page 1 of 11	M 4 1 2 3 4	15161Z1819 🕨 🕅	Items per page 10 25 50 100
	Apply Undo	Help		

How to check the status of SIP connection with HGC

It is supported to check with Service Center > "Diagnostics" > "Status" for ITSP registration status or restart as need.

Administrators Setup Expert mode Data Backup License Management Service Center ments are entory Update Il Forwarding te Access rt / Reload gnostics tus nt Viewer ce vice Log							
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Select "ITSP Status" tag to check status of SIP trunk, green color means in ready state.

ervice Center - D)iagnostics - Sta	tus					
Station Status		Dialup Network Statu	IS	ITSP Status	VPN Status	Overview of IP Addresses	BLF Status
			Status for	the Internet Tele	phony Service Pro	ovider (ITSP)	
		Provid	er			User	
Rest	art HGC			Enabled	39062000	registered	Diagnose
Help	Abort	Back	Finish				

Known restrictions:

- "CLIR" is not supported by ITSP; user may dial with prefix "133" to mask caller display instead
- "CLIP no screening" is not supported by ITSP
- "COLP" is not supported by ITSP