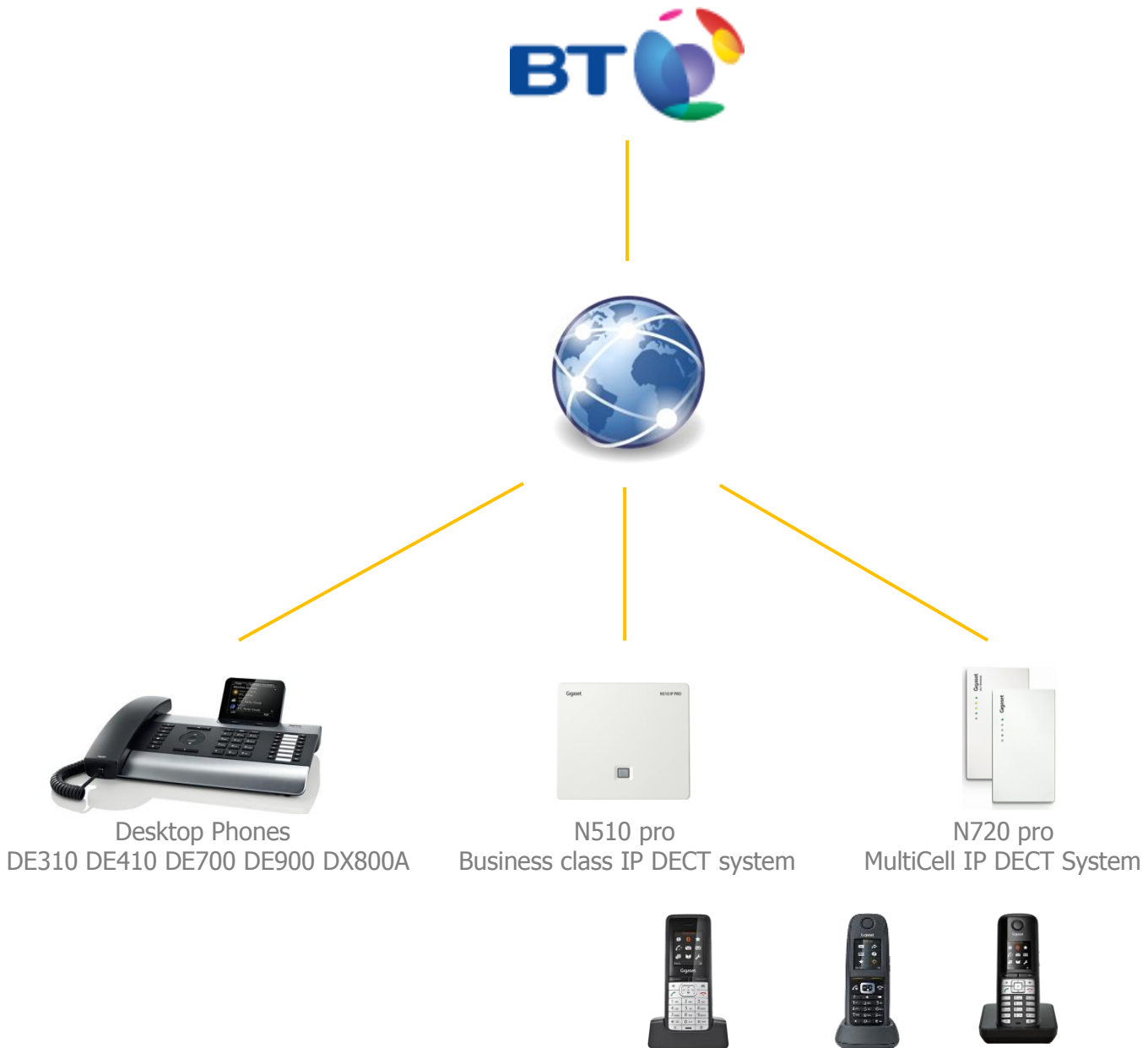


# Gigaset pro

## Third Party Interoperability Testing



### InterOperation & Configuration Notes For Gigaset pro IP Desktop Phones & IP DECT Systems Interworking With The BT Hosted PBX Service

# Contents

<b>CHANGE HISTORY</b> .....	<b>2</b>
<b>1. OVERVIEW</b> .....	<b>3</b>
1.1. INTRODUCTION.....	3
1.2. SESSION INITIATION PROTOCOL.....	3
<b>2. TESTING CONFIGURATION</b> .....	<b>3</b>
2.1. SOFTWARE VERSIONS.....	3
<b>3. CONFIGURATION</b> .....	<b>4</b>
3.1. GIGASET.....	4
3.2. CORRECT PROCEDURE FOR INITIATING CALL TRANSFERS FROM A GIGASET DECT HANDSET: .....	9
<b>4. TEST RESULTS</b> .....	<b>10</b>

## Change History

Document revision	Date	Author ed by	Sections affected	Reason for change
Rev 001	30 May 2014	JL	All	Initial release

# 1. Overview

## 1.1. Introduction

This document provides a summary of how the BT Hosted PBX Service can interoperate with Gigaset pro IP DECT Cordless systems and phones. This is a Gigaset pro "self-certification" document based on own testing with BT.

## 1.2. Session Initiation Protocol

Session Initiation Protocol (SIP) is a simple protocol that facilitates peer-to-peer communication sessions. Users (or, in general, any addressable entities) in a SIP framework are identified by Universal Resource Identifiers (URI). Each such Internet-style address (for example, sip: johndoe@proximitycomms.com) maps into one or more Contacts, each of which typically represents a device or service at which the corresponding user may be reached. The SIP framework is responsible for routing a request for a peer-to-peer session addressed to a given URL to one or more appropriate contacts for that URL. The framework may utilise information about the preferences, presence and location of the user identified by the URL, to determine the most appropriate contacts. The protocol also provides mechanisms to specify the type of session that is requested as well as means to change session parameters.

It is important to understand that SIP is not a standardised protocol but in fact is an IETF RFC (**R**equ**S**t **F**or **C**omment). An RFC is a document that describes the specifications for a recommended technology. If the specification is ratified it becomes a standards document. At the time of producing this document SIP still remains a RFC. Not all RFCs become standards; some are designated indefinitely with Informational or Experimental status. Therefore interoperability of two SIP devices is not guaranteed; this is why Gigaset pro has produced this document to explain the configuration and features available when using its products with third-party providers' services.

Full details of the SIP IETF RFC can be found here: <http://www.ietf.org/rfc/rfc3261.txt>

# 2. Testing Configuration

## 2.1. Software versions

The following software versions were used during the testing by Gigaset pro

Device	Software version
BT	Unknown but tested May 2014
Gigaset N300IP & N510 pro	42.194
Gigaset N720DM pro	70.084
Gigaset DE310 & DE410	02.00.08
Gigaset DE700 & DE900	02.00.10

# 3. Configuration

## 3.1. Gigaset

The screenshots are those of an N510pro however similar configuration parameters are shared across the Gigaset IP product portfolio.

Under the menu heading **Connections** edit the first VoIP account IP1 [note: up to six VoIP accounts/DECT Users can be configured on the N300IP and N510pro, whilst up to 100 Users on the N720 pro system]. Enter the VoIP account User credentials and global PBX settings:

The screenshot shows the 'Settings' tab of the Gigaset IP configuration interface. The left sidebar contains a menu with categories: Network, Telephony, Messaging, Info Services, Directories, and Management. Under 'Telephony', 'Connections' is selected. The main area is titled '1. IP Connection' and contains the following fields and options:

- Connection Name or Number:** BT
- VoIP Configuration / Profile Download:** Start Configuration Assistant
- Provider:** Other Provider
- Profile Version:** (empty)
- Personal Provider Data:**
  - Authentication name: Enter SIP Username
  - Authentication password: Enter SIP Password
  - Username: Enter SIP Username
  - Display name: Enter Phone Number
- General data for your service provider:**
  - Domain: Enter SIP Domain Name
  - Proxy server address: Enter SIP Domain Name
  - Proxy server port: 5060
  - Registration server: Enter SIP Domain Name
  - Registration server port: 5060
  - Registration refresh time: 180 sec
- Network data for your service provider:**
  - STUN enabled:  Yes  No
  - STUN server address: (empty)
  - STUN server port: 3478
  - STUN refresh time: 240 sec
  - NAT refresh time: 0 sec
  - Outbound proxy mode:  Always  Automatic  Never
  - Outbound server address: Enter Outbound Proxy
  - Outbound proxy port: 5060
  - Select Network Protocol: Automatic

Buttons at the bottom: Set, Cancel, Delete Connection.

Click **Set** and note the Status changes to **Registered**:

The screenshot shows the 'Overview of connections' section in the Gigaset web interface. A table lists six connections, with the first one (BT) highlighted in red. The status of this connection is 'Registered'.

	Name	Provider	Status	Active	
1.	BT	Other Provider	Registered	<input checked="" type="checkbox"/>	Edit
2.	IP2	Other Provider	Not configured	<input type="checkbox"/>	Edit
3.	IP3	Other Provider	Not configured	<input type="checkbox"/>	Edit
4.	IP4	Other Provider	Not configured	<input type="checkbox"/>	Edit
5.	IP5	Other Provider	Not configured	<input type="checkbox"/>	Edit
6.	IP6	Other Provider	Not configured	<input type="checkbox"/>	Edit

Below the table, there is a section for 'Provider or PBX profile' with a note: 'A profile contains all relevant settings for your provider or phone system (PBX).'

Select the **Number Assignment** menu option:

Ensure that the correct connection is used for both outgoing and incoming calls.

The screenshot shows the 'Number Assignment' settings in the Gigaset web interface. The 'Handsets' section is active, showing configuration for 'INT 1'. The 'Name' field is set to 'Enter Phone Number'. Under 'Connection', 'BT' is selected for both 'for outgoing calls' and 'for incoming calls'. The 'Call Manager' section is also visible, with 'BT' selected for 'Connection', 'No' for 'Enable Call Manager', and 'INT 1' for 'Handset'. 'Set' and 'Cancel' buttons are at the bottom.

Select the **Network Mailboxes** menu option:  
Enter the network voicemail access number.

The screenshot shows the 'Settings' menu with 'Network Mailboxes' selected. The main area displays a table for configuring network mailboxes. A yellow box highlights the first row, which is for connection 'BT' with call number '1571' and an active checkbox checked.

Connection	Call number	Active
BT	1571	<input checked="" type="checkbox"/>

Buttons: Set, Cancel

Select the **Messaging > MWI Light** menu option:  
Ensure the Network Mailboxes is checked. Missed call notification is optional.

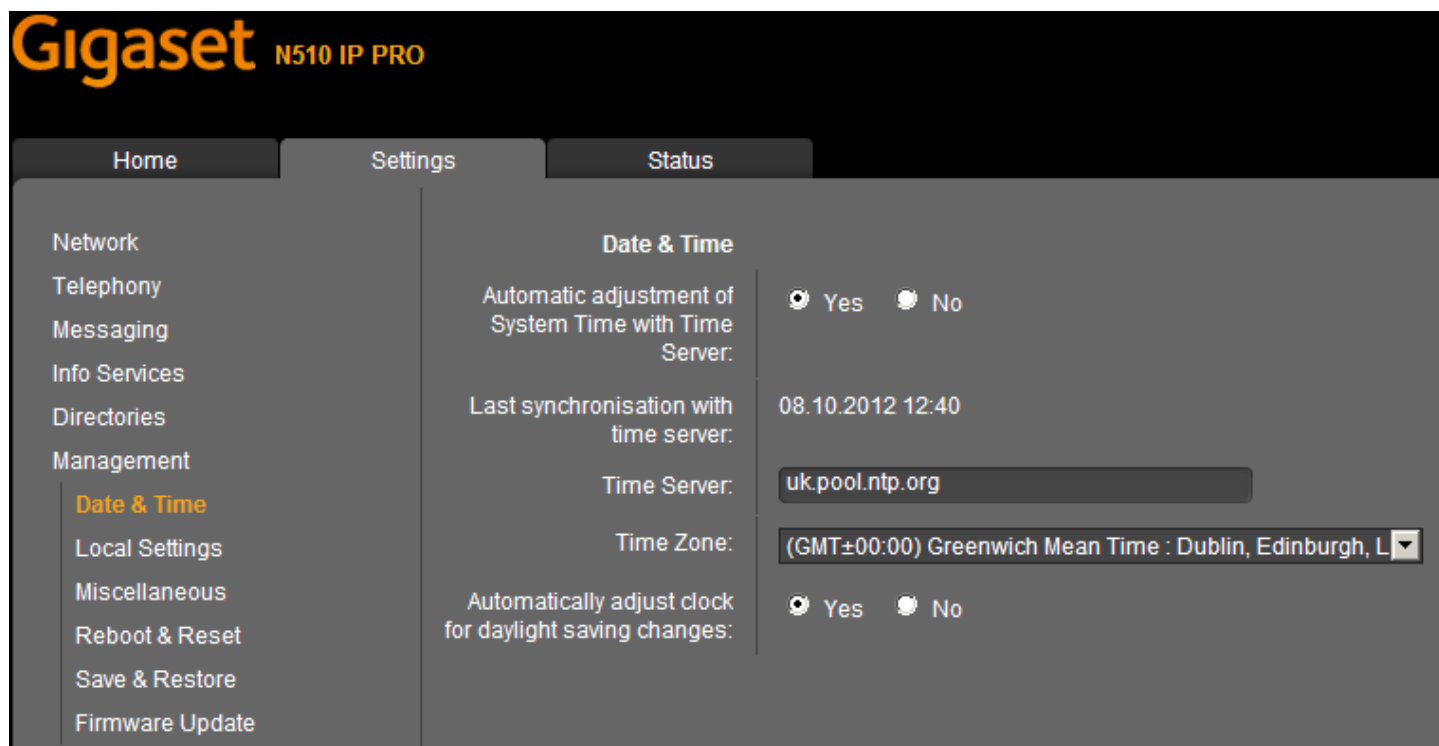
The screenshot shows the 'Settings' menu with 'Messaging > MWI Light' selected. The main area displays the 'Message Waiting Indicator (MWI)' configuration for 'INT 1'. It includes a descriptive text and a list of message types with checkboxes to enable or disable MWI LED notifications. 'Network Mailboxes' is checked, while 'Missed calls', 'Missed alarms', and 'eMail' are unchecked.

You can enable or disable the flashing MWI LED in the message key on your handsets for the following message types:

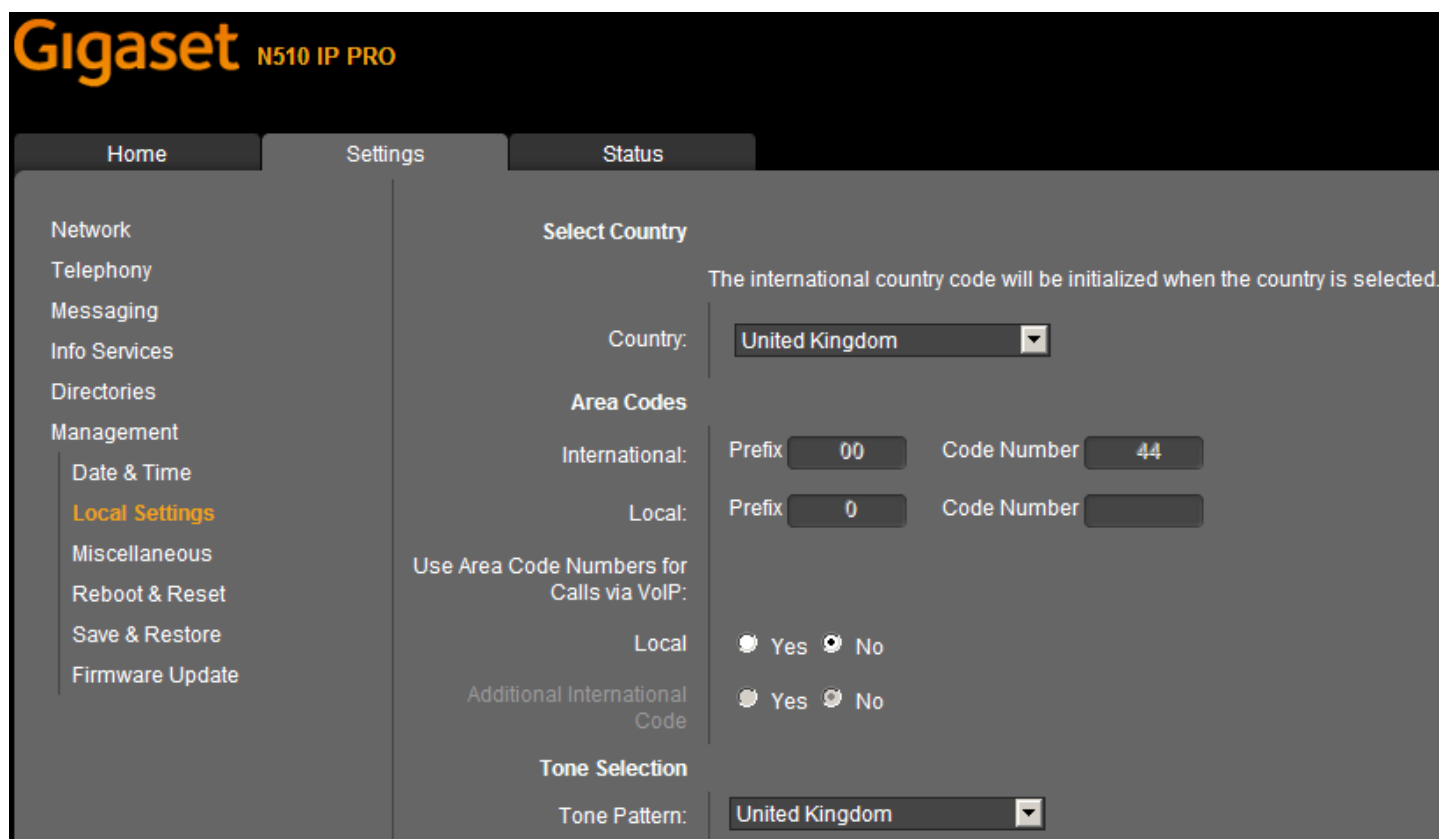
Message Type	Enabled
Missed calls	<input type="checkbox"/>
Missed alarms	<input type="checkbox"/>
eMail	<input type="checkbox"/>
Network Mailboxes	<input checked="" type="checkbox"/>

Buttons: Set, Cancel

Select the **Date & Time** menu option:  
Enter your preferred NTP server.



Select the **Local Settings** menu option:  
Ensure that the UK Tone scheme is selected.



Select the **Advanced VoIP Settings** menu option:  
Ensure that **Transfer Call By On-Hook** is selected

The screenshot displays the 'Settings' page of a Gigaset device. The left sidebar contains a menu with 'Advanced VoIP settings' highlighted. The main content area shows various VoIP configuration options. The 'Transfer Call by On-Hook' option is selected and highlighted with a red box. Below it, there are sections for 'Hook Flash (R-key)' and 'Listen ports for VoIP connections'. At the bottom, there are 'Set' and 'Cancel' buttons.

**INFO NOTE:** All of the above settings can be Auto Provisioned into the Gigaset Device using plain XML via appropriate Redirection methods, thereby achieving a Zero-Touch experience with a new device for the End User.



## 3.2. Correct procedure for initiating Call Transfers from a Gigaset DECT handset:

During an established call, proceed as follows:

1. Press either the **R** key (Recall/Hookflash-telecoms terminology!) or the soft key **Ext.Call** (as indicated in the display during the call) to place the call on hold. Either will have the effect of signalling to the PBX to place the call on hold.
2. Enter the telephone number of the User you wish to call and wait for ringing.
3. At this stage you can either:
  - Un-supervised Transfer - hang up to transfer the call unannounced
  - Supervised Transfer - wait for the other party to answer, then consult/announce the call and hang up. Or it could be that the other party doesn't wish to speak with the Caller in which case select the displayed option to **END ACTIVE CALL** and you will be connected to the Caller once again.



## 4. Test Results

See published results [here](#)

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Further configuration details can be found in the product specific Admin Guides which are available for download in the Gigaset pro [Wiki](#).

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