

# Gigaset pro

## Third Party Interoperability Testing



Desktop Phones  
DE310 DE410 DE700 DE900



N510 pro  
Business class DECT system



N720 pro  
MultiCell DECT System



### InterOperation & Configuration Notes For Gigaset pro IP Desktop Phones & DECT Systems Interworking With The iHub 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	Authored by	Sections affected	Reason for change
Rev 001	7 August 2013	JL	All	Initial release
Rev 002	14 August 2013	JL		vMail MWI supported in new DExxx firmware

# 1. Overview

## 1.1. Introduction

This document provides a summary of how the iHub 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 iHub.

## 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 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
iHub	Genband
Gigaset N300IP & N510 pro	42.075
Gigaset N720DM pro	70.068
Gigaset DE310pro & DE410pro	02.00.05
Gigaset DE700pro & DE900pro	02.00.08

# 3. Configuration

## 3.1. Gigaset

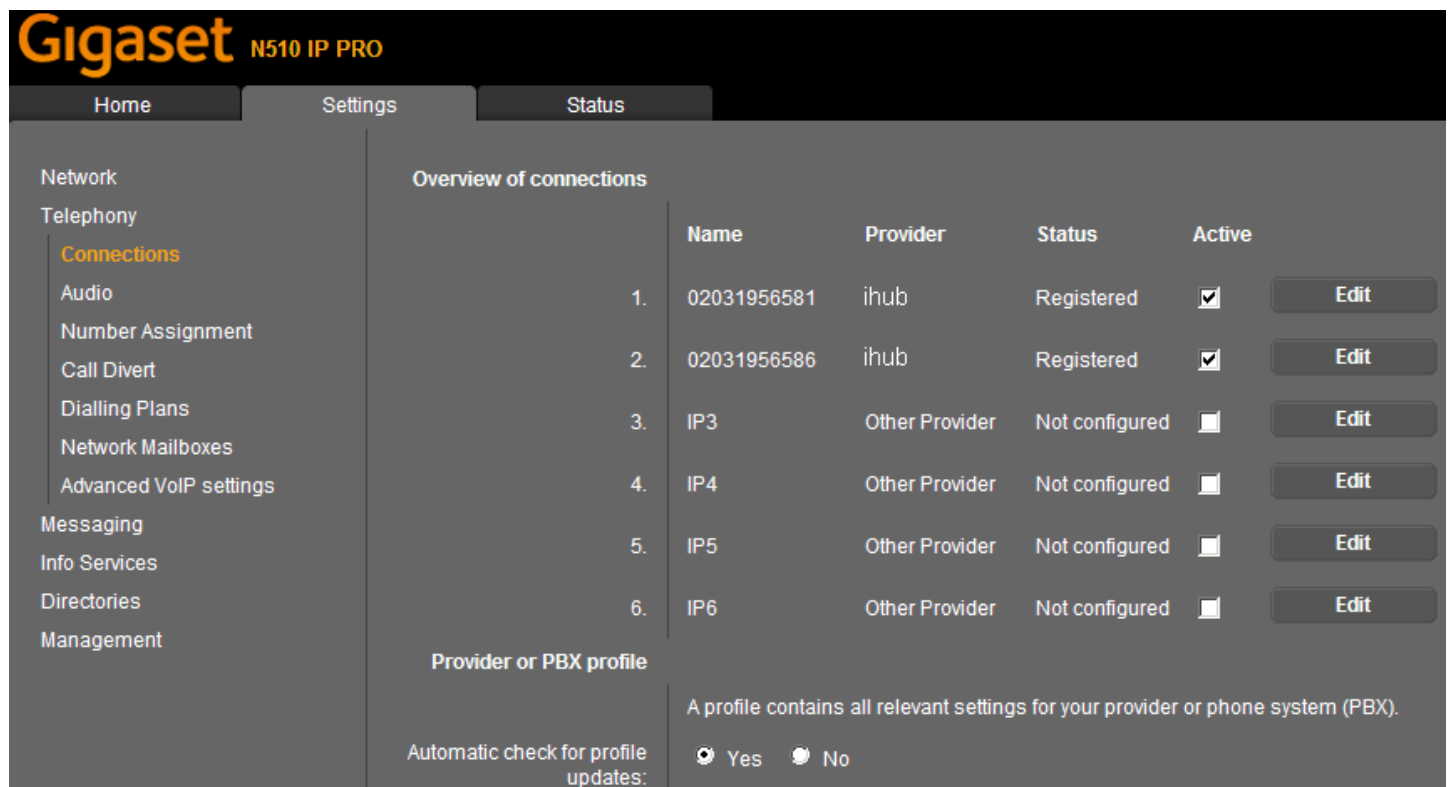
The screenshots are those of an N510pro however similar configuration parameters are shared across the Gigaset IP product portfolio.

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 displays the Gigaset N510 IP PRO web interface. The top navigation bar includes 'Home', 'Settings', and 'Status'. The left sidebar lists various configuration categories: Network, Telephony, Connections (highlighted), Audio, Number Assignment, Call Divert, Dialling Plans, Network Mailboxes, Advanced VoIP settings, Messaging, Info Services, Directories, and Management. The main content area is titled '1. IP Connection' and contains the following sections and fields:

- 1. IP Connection**: Assign a connection name or actual phone number for identification. Field: 02031956581.
- VoIP Configuration / Profile Download**: Start Configuration Assistant button.
- Provider**: ihub.
- Profile Version**: (empty field).
- Personal Provider Data**:
  - Authentication name: 02031956581
  - Authentication password: (masked with dots)
  - Username: 02031956581
  - Display name: 02031956581
- Show Advanced Settings** button.
- General data for your service provider**:
  - Domain: ihub.hostedipt.co.uk
  - Proxy server address: cs2k.hostedipt.co.uk
  - Proxy server port: 5060
  - Registration server: cs2k.hostedipt.co.uk
  - Registration server port: 5060
  - Registration refresh time: 180 sec
- Network data for your service provider**:
  - STUN enabled:  Yes  No
  - STUN server address: (empty field)
  - STUN server port: 3478
  - STUN refresh time: 240 sec
  - NAT refresh time: 20 sec
  - Outbound proxy mode:  Always  Automatic  Never
  - Outbound server address: (empty field)
  - Outbound proxy port: 5060
  - Select Network Protocol: Automatic

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



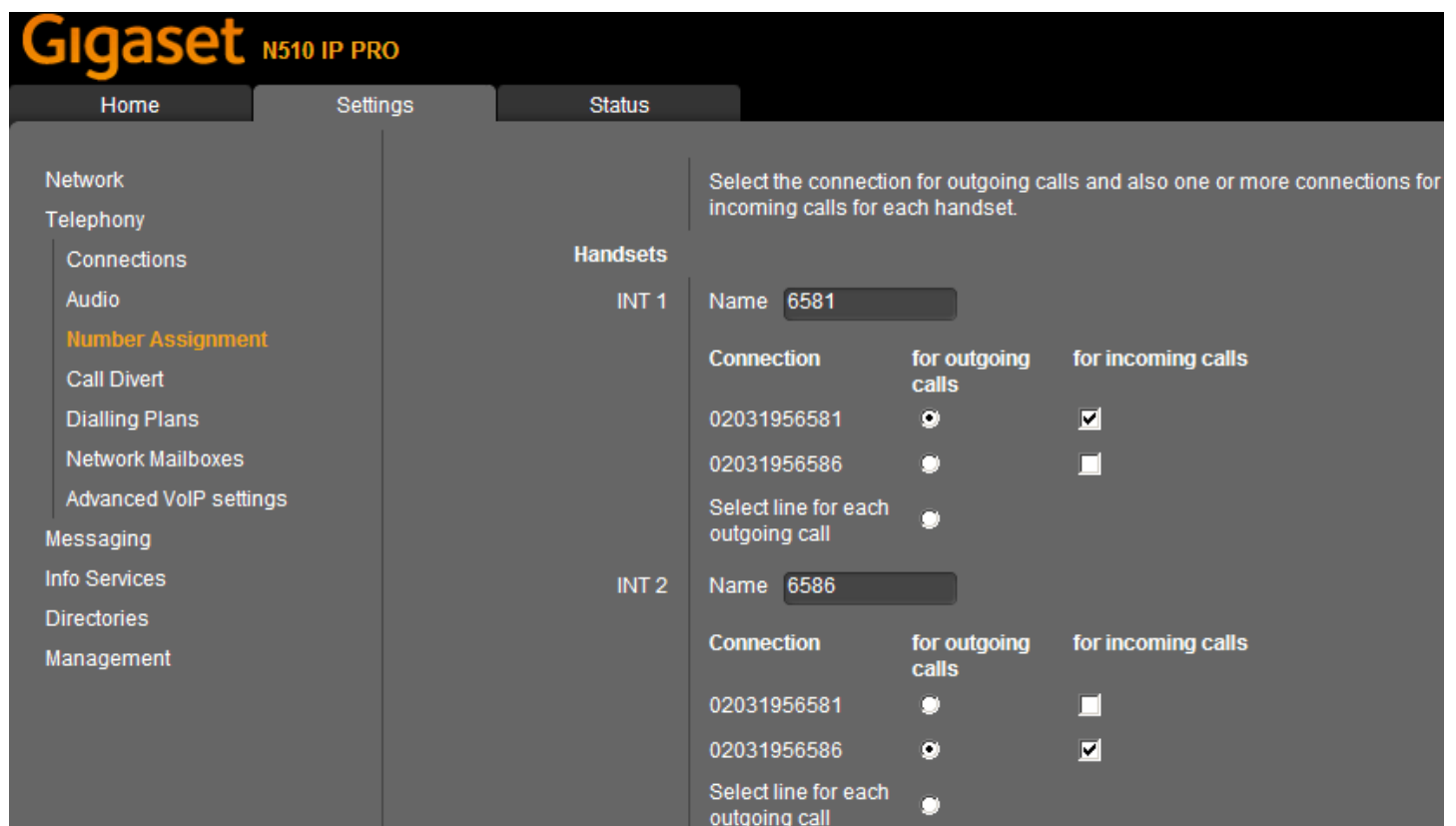
The screenshot shows the 'Overview of connections' page in the Gigaset N510 IP PRO settings. The left sidebar lists various settings categories, with 'Connections' selected. The main area displays a table of connections with columns for Name, Provider, Status, and Active. Below the table is a section for 'Provider or PBX profile' with a radio button for 'Automatic check for profile updates'.

Name	Provider	Status	Active
1. 02031956581	ihub	Registered	<input checked="" type="checkbox"/>
2. 02031956586	ihub	Registered	<input checked="" type="checkbox"/>
3. IP3	Other Provider	Not configured	<input type="checkbox"/>
4. IP4	Other Provider	Not configured	<input type="checkbox"/>
5. IP5	Other Provider	Not configured	<input type="checkbox"/>
6. IP6	Other Provider	Not configured	<input type="checkbox"/>

Provider or PBX profile  
A profile contains all relevant settings for your provider or phone system (PBX).  
Automatic check for profile updates:  Yes  No

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' page in the Gigaset N510 IP PRO settings. The left sidebar lists various settings categories, with 'Number Assignment' selected. The main area displays a table for 'Handsets' with columns for Name, Connection, for outgoing calls, and for incoming calls. Below the table is a section for 'Select line for each outgoing call'.

Name	Connection	for outgoing calls	for incoming calls
6581	02031956581	<input type="radio"/>	<input checked="" type="checkbox"/>
	02031956586	<input type="radio"/>	<input type="checkbox"/>
	Select line for each outgoing call	<input type="radio"/>	
6586	02031956581	<input type="radio"/>	<input type="checkbox"/>
	02031956586	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
	Select line for each outgoing call	<input type="radio"/>	

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

The screenshot shows the Gigaset N510 IP PRO settings interface. The 'Settings' tab is active, and the 'Network Mailboxes' menu option is highlighted in the left sidebar. The main content area displays the 'Network Mailboxes' configuration table.

Connection	Call number	Active
02031956581	7702	<input checked="" type="checkbox"/>
02031956586	7702	<input checked="" type="checkbox"/>

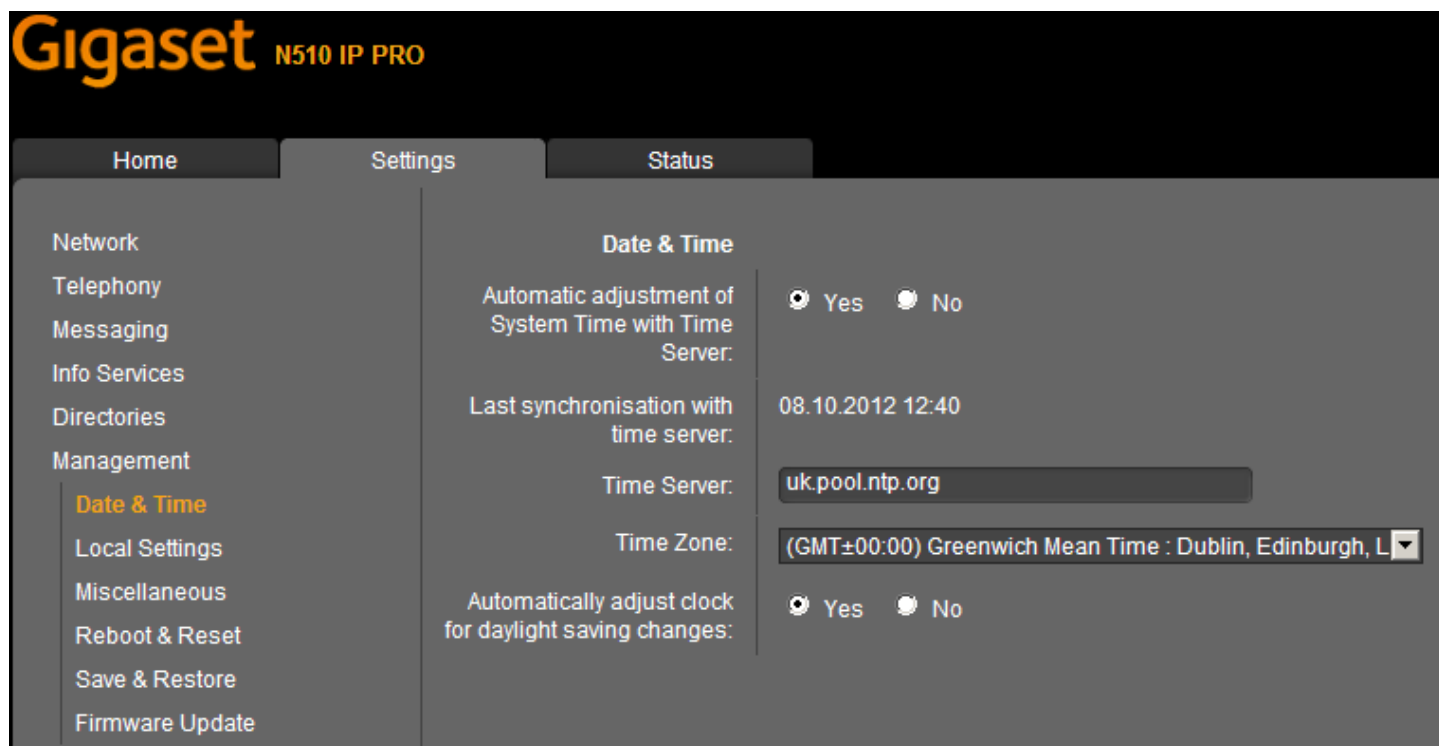
Select the **Messaging > MWI Light** menu option:  
Ensure the Network Mailboxes is checked. Missed call notification is optional.

The screenshot shows the Gigaset N510 IP PRO settings interface. The 'Settings' tab is active, and the 'Messaging > MWI Light' menu option is highlighted in the left sidebar. The main content area displays the 'Message Waiting Indicator (MWI)' configuration page.

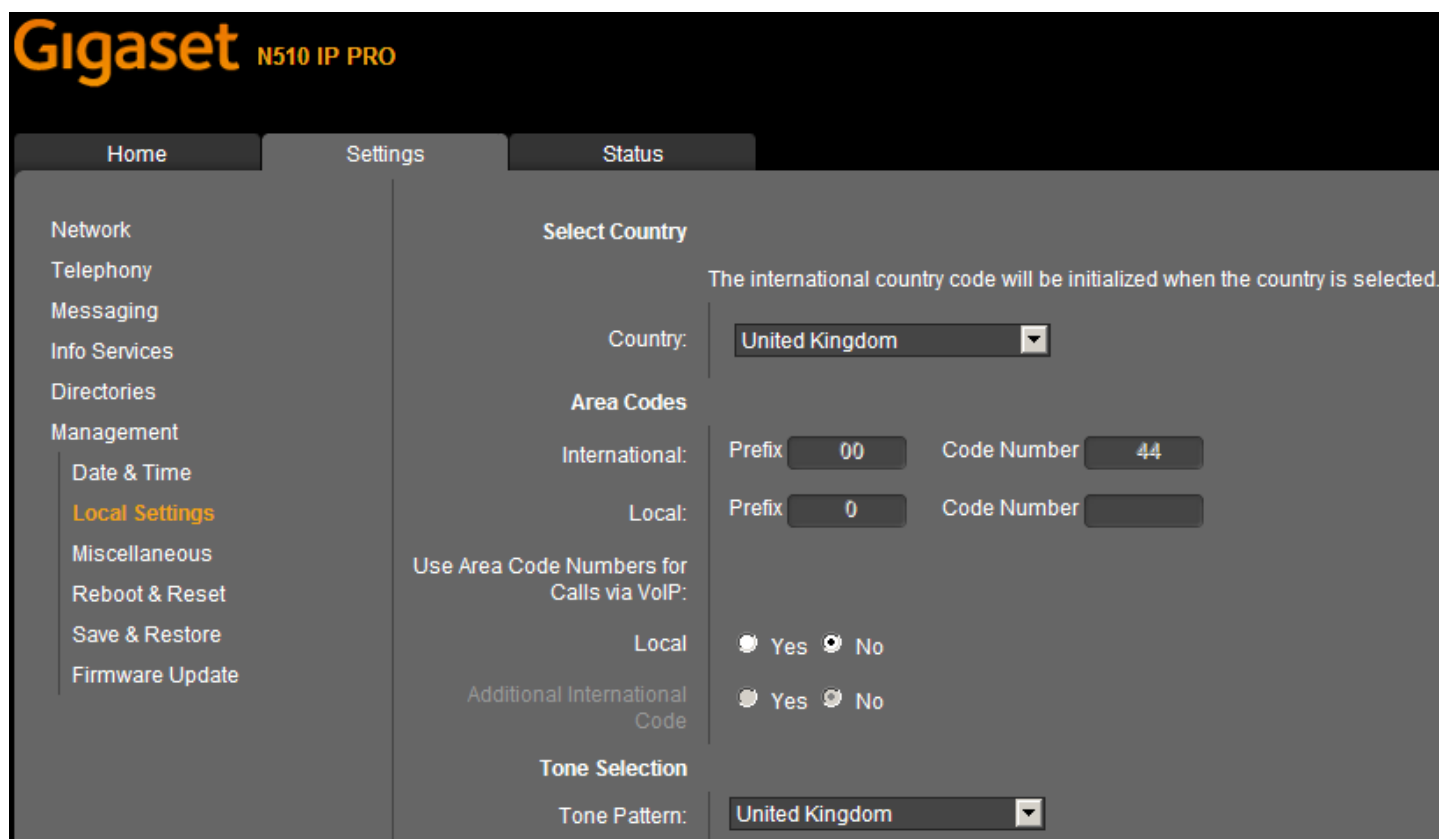
You can enable or disable the flashing MWI LED in the message key on your handsets for the following message types:

Message Type	6581	6586
Missed calls	<input type="checkbox"/>	<input type="checkbox"/>
Missed alarms	<input type="checkbox"/>	<input type="checkbox"/>
eMail	<input type="checkbox"/>	<input type="checkbox"/>
Network Mailboxes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

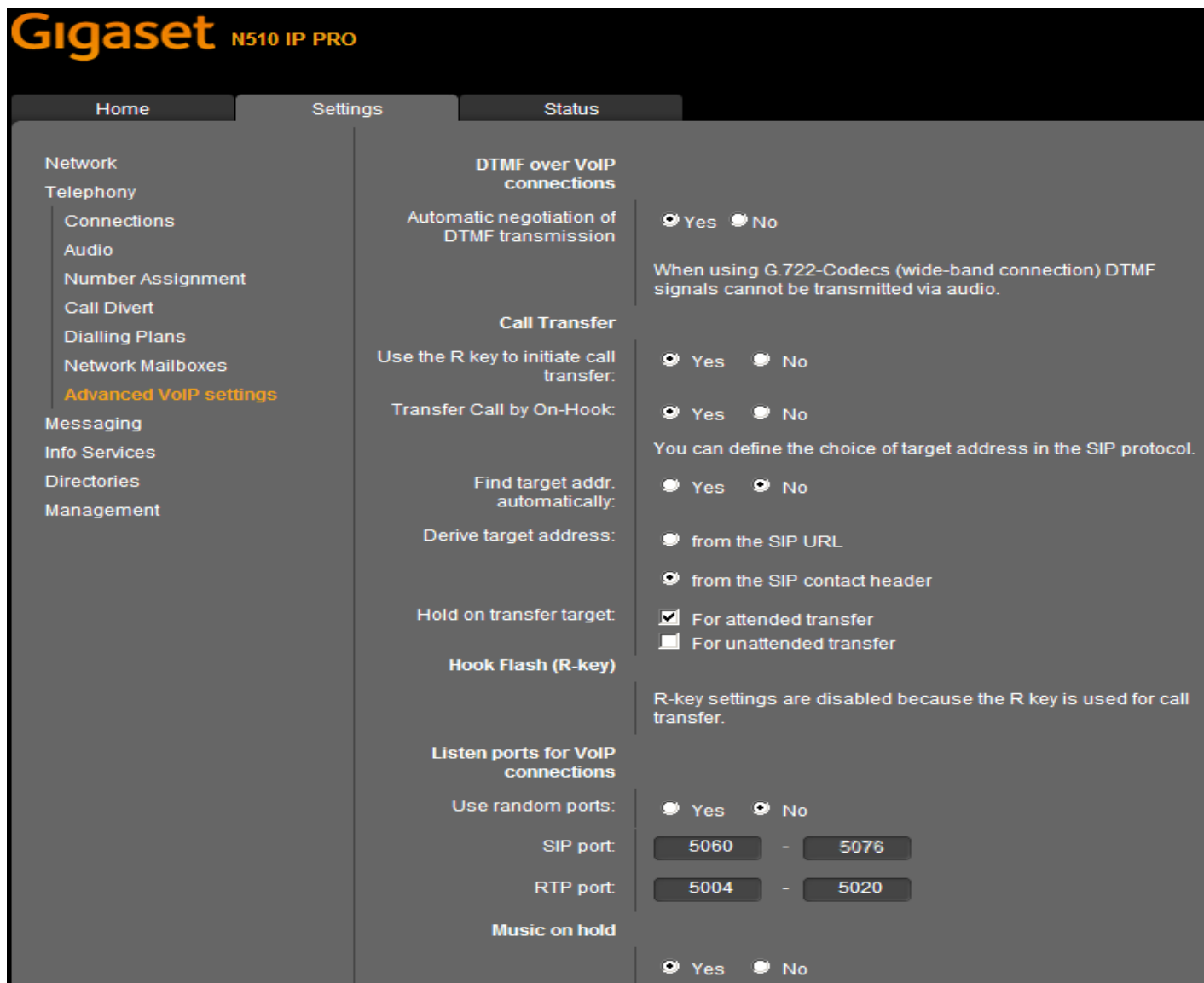
Select the **Date & Time** menu option:  
Enter your preferred NTP server.



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



-----

**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:
  - Blind Transfer - hang up to transfer the call unannounced
  - Consultative 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](#)

[Highlights only – full test plan results available upon request]

---

Further configuration details can be found in the product specific Admin Guides which are available for download in the Support area of the Gigaset pro website.

Comments or questions in relation to this document should be addressed to the originator:

James Linton  
Technical Sales Manager Gigaset pro UK & Ireland

### Gigaset pro

Office: +44 1244 567919

Cell: +44 7774 778855

eMail: [James.Linton@Gigaset.com](mailto:James.Linton@Gigaset.com)

Gigaset pro Portal: [www.Gigaset.com/PRO](http://www.Gigaset.com/PRO)

