Gigaset pro

Third Party Interoperability Testing

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

Gigaset pro
Gigaset Communications UK Ltd • 2 White Friars, Chester CH1 1NZ, UK
www.Gigaset.com/pro • Telephone: +44 1244 567900

Contents

Change History

Document revision	Date	Authored by	Sections affected	Reason for change
Rev 001	7 August 2013	JL	All	Initial release

Gigaset pro
Gigaset Communications UK Ltd • 2 White Friars, Chester CH1 1NZ, UK
www.Gigaset.com/pro • Telephone: +44 1244 567900

1. Overview

1.1. Introduction

This document provides a summary of how the Hello Telecom 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 Hello Telecom.

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**equest **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
Hello Telecom	
Gigaset N300IP & N510 pro	42.075
Gigaset N720DM pro	70.068

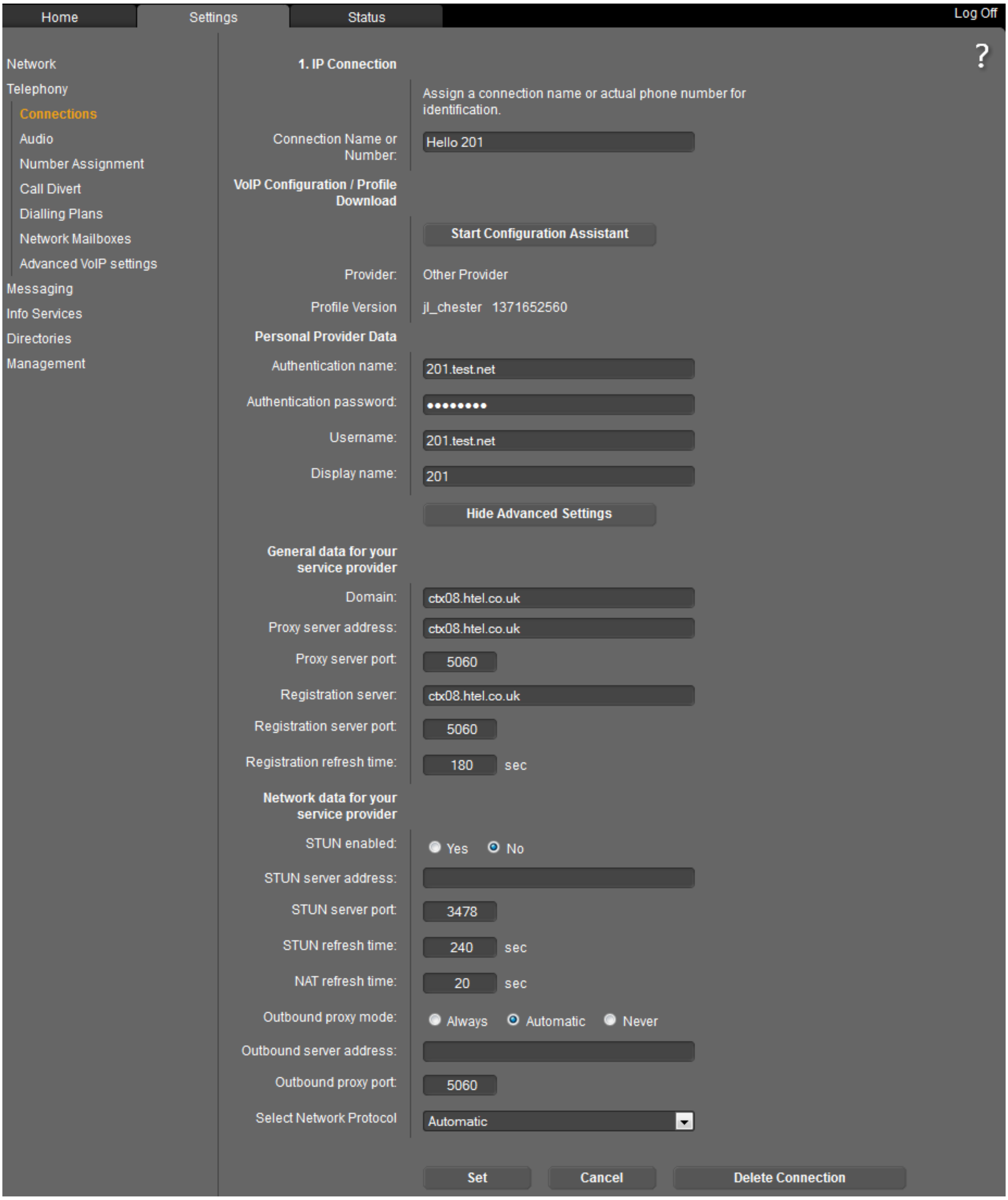
Gigaset Communications UK Ltd • 2 White Friars, Chester CH1 1NZ, UK
www.Gigaset.com/pro • Telephone: +44 1244 567900

3. Configuration

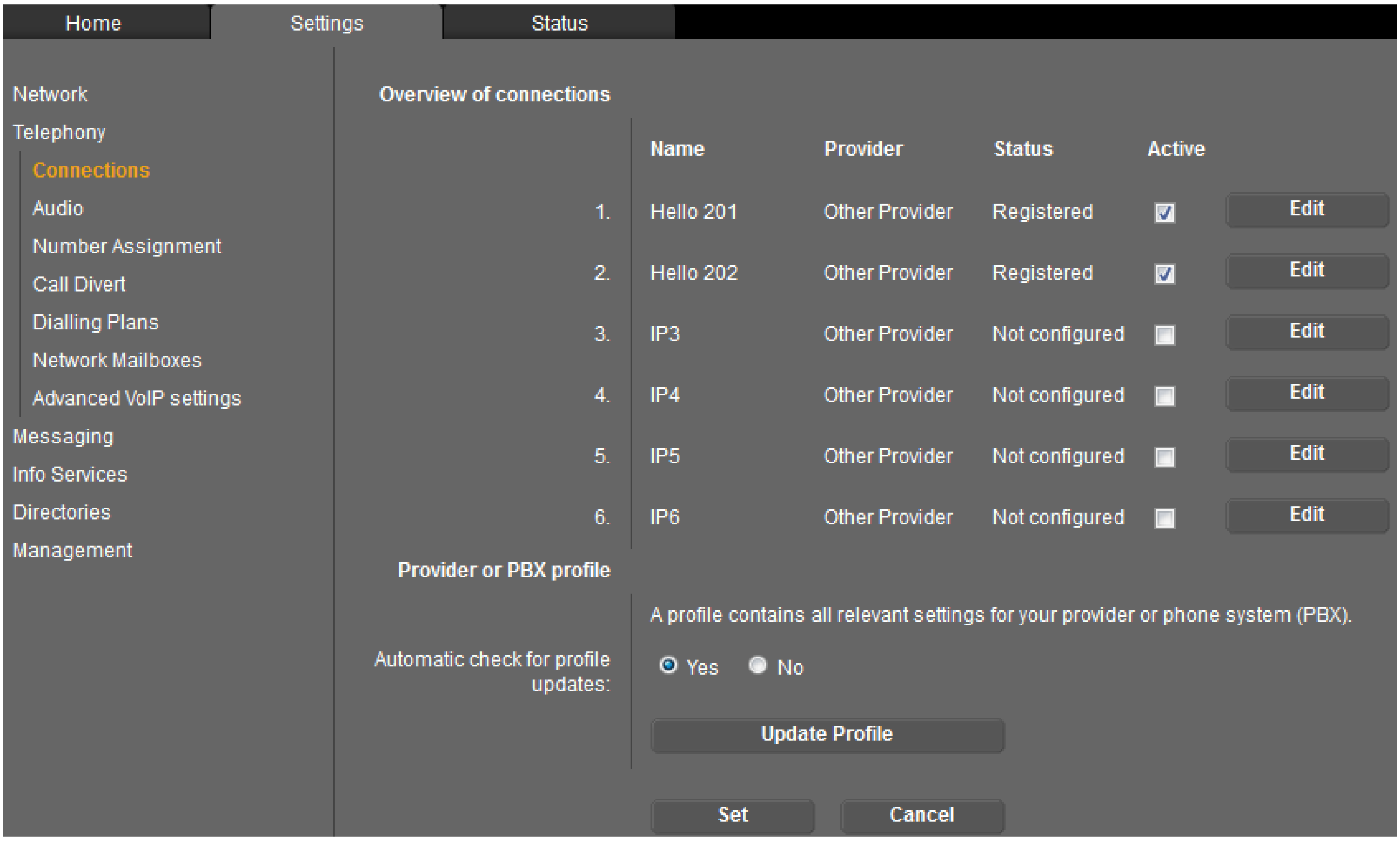
3.1. Gigaset

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

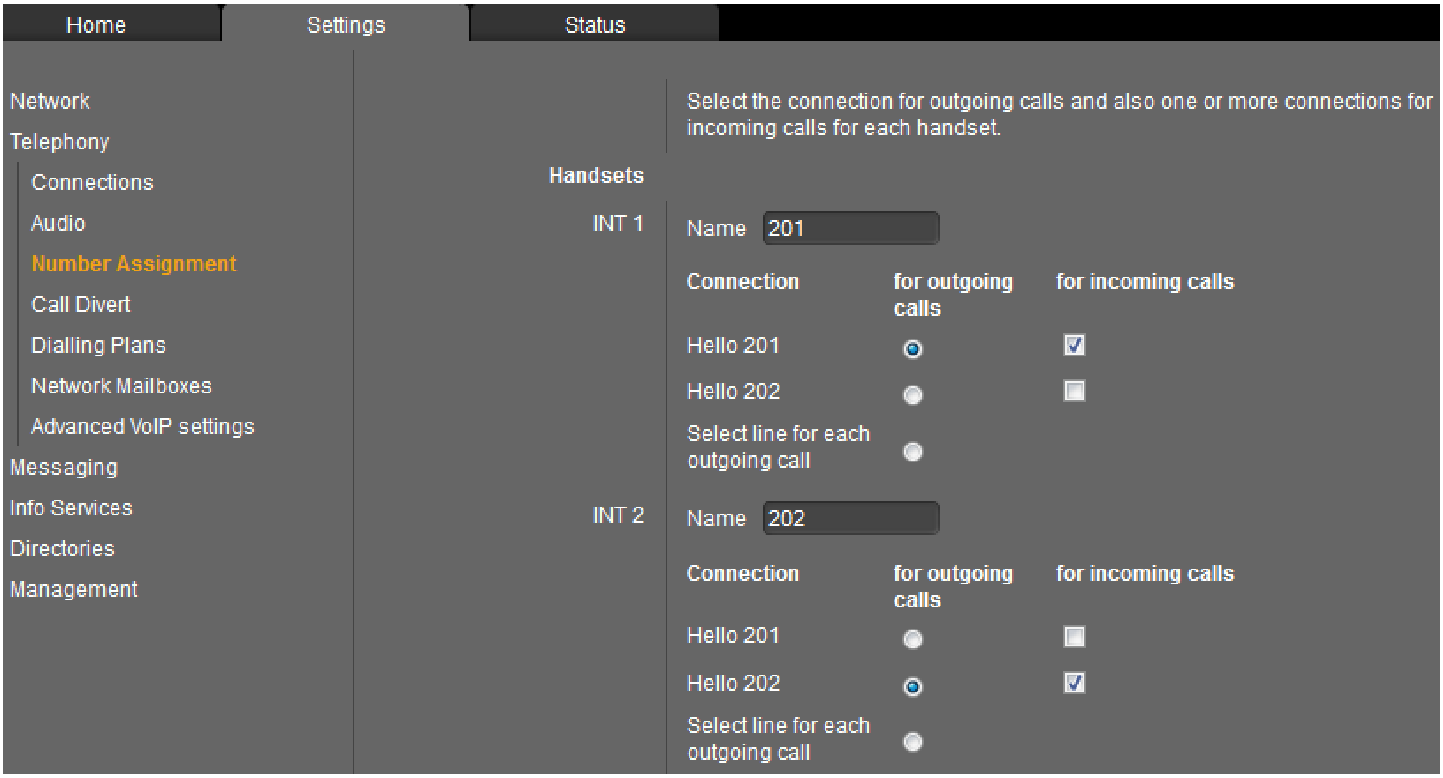
Under the menu heading **Connections** edit the first VoIP account IP1 [note: up to six VoIP accounts/DECT Users can be configured on the N300IP and N510pro, whilst up to 100 Users on the N720 pro system]. Enter the VoIP account User credentials and global PBX settings:



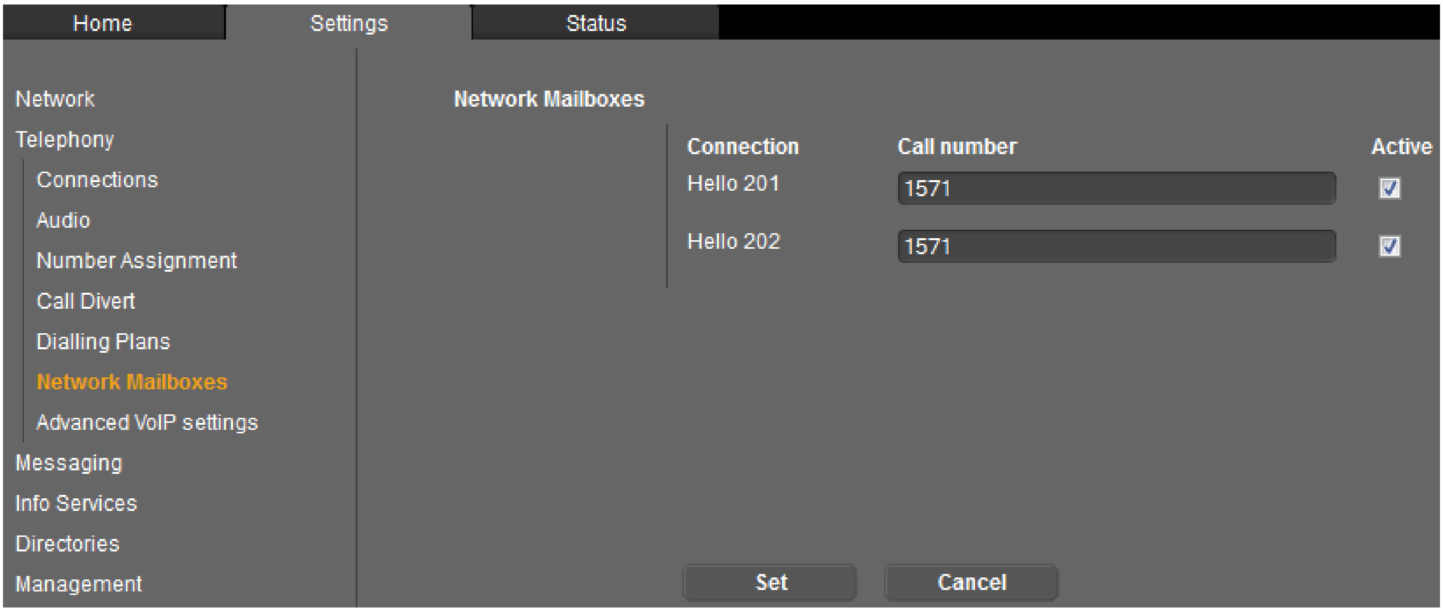
Click **Set** and note the Status changes to **Registered**:



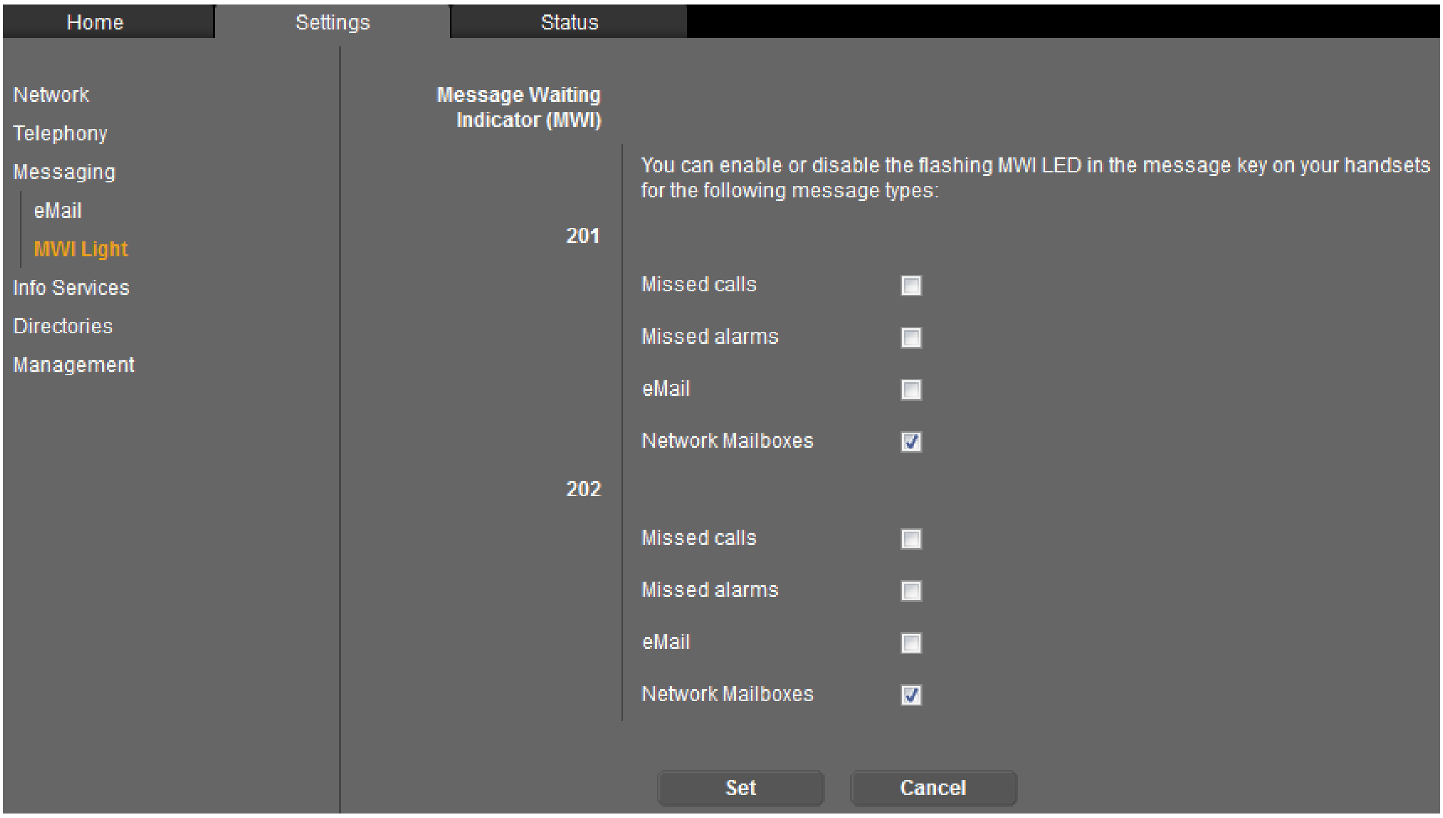
Select the **Number Assignment** menu option:
Ensure that the correct connection is used for both outgoing and incoming calls.



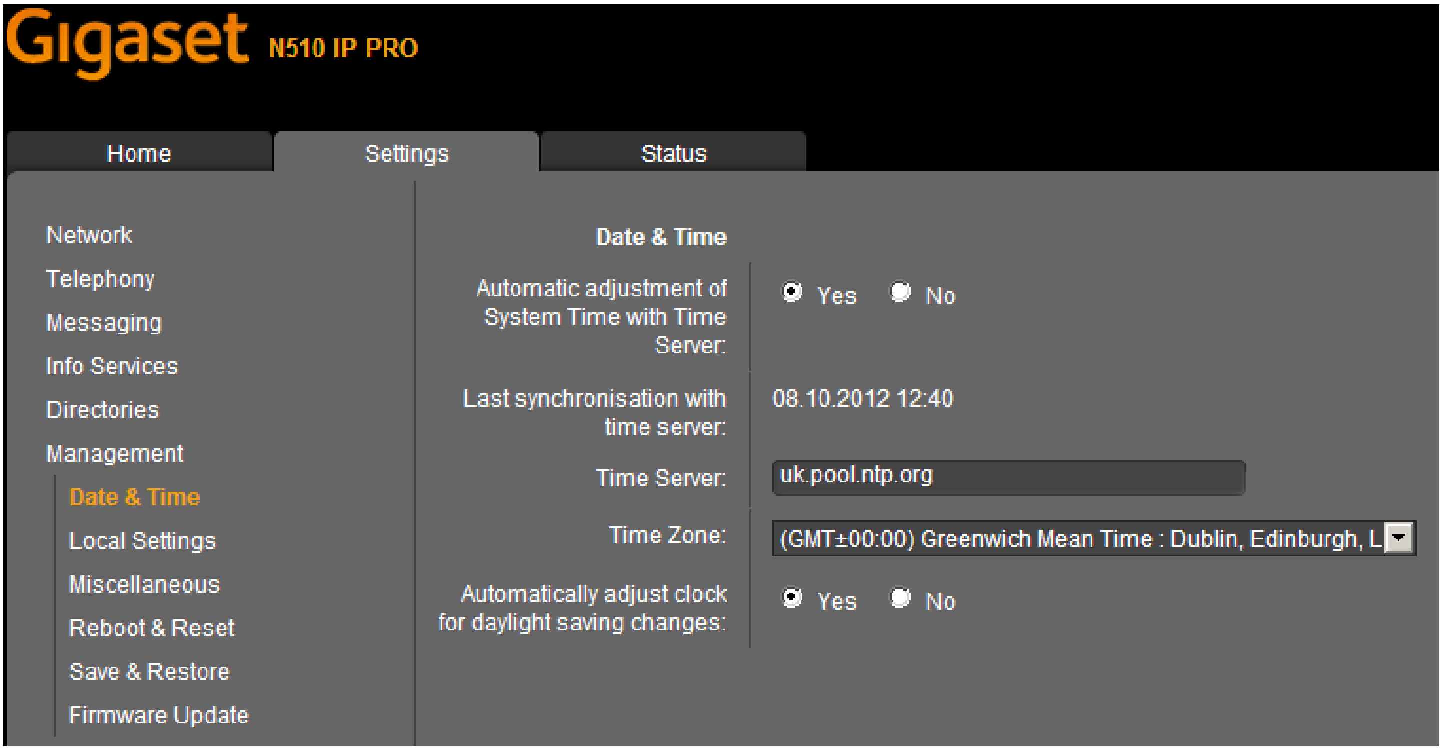
Select the **Network Mailboxes** menu option:
Enter the Hello Telecom network voicemail access number.



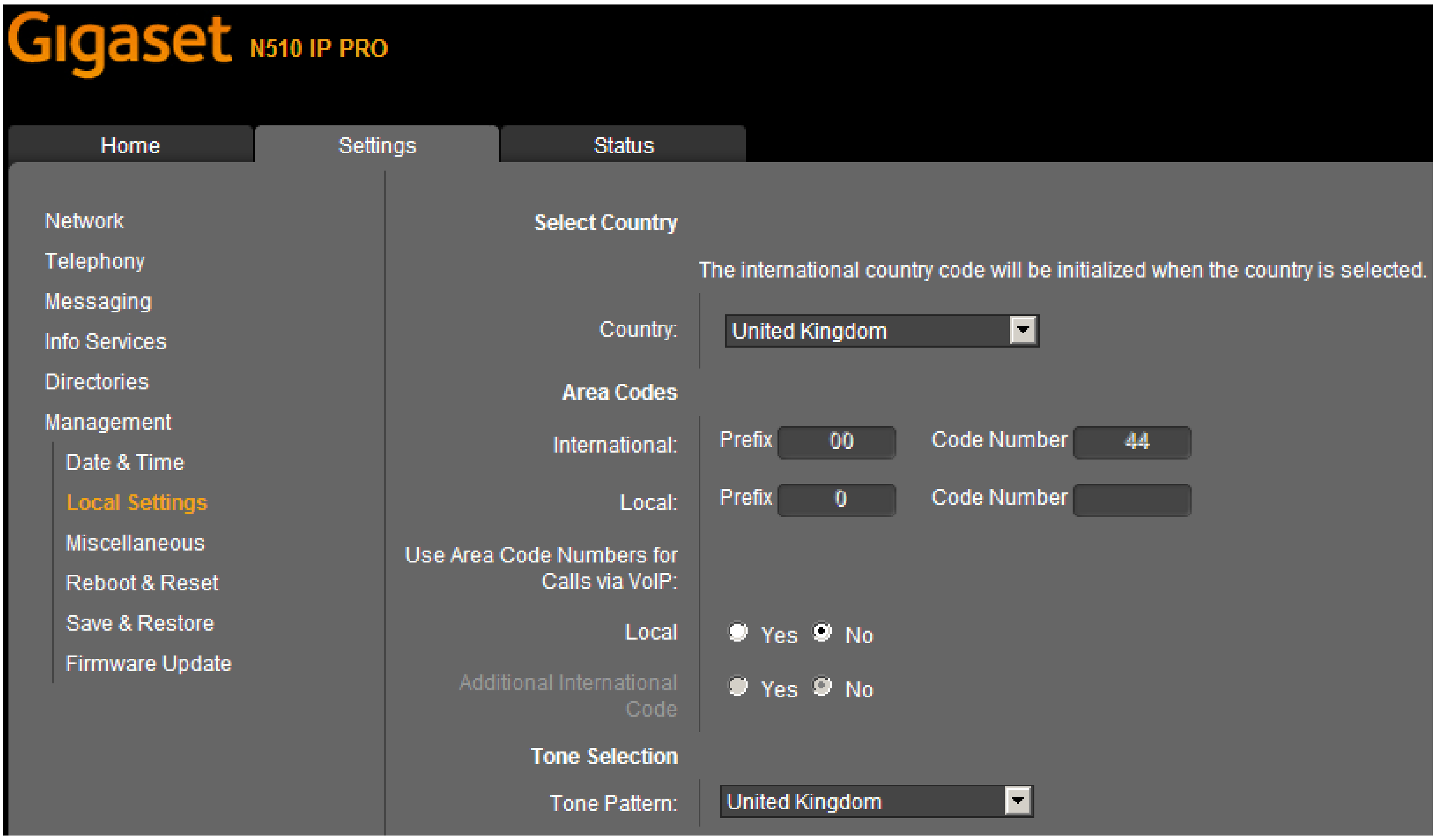
Select the **Messaging > MWI Light** menu option:
Ensure the Network Mailboxes is checked. Missed call notification is optional.



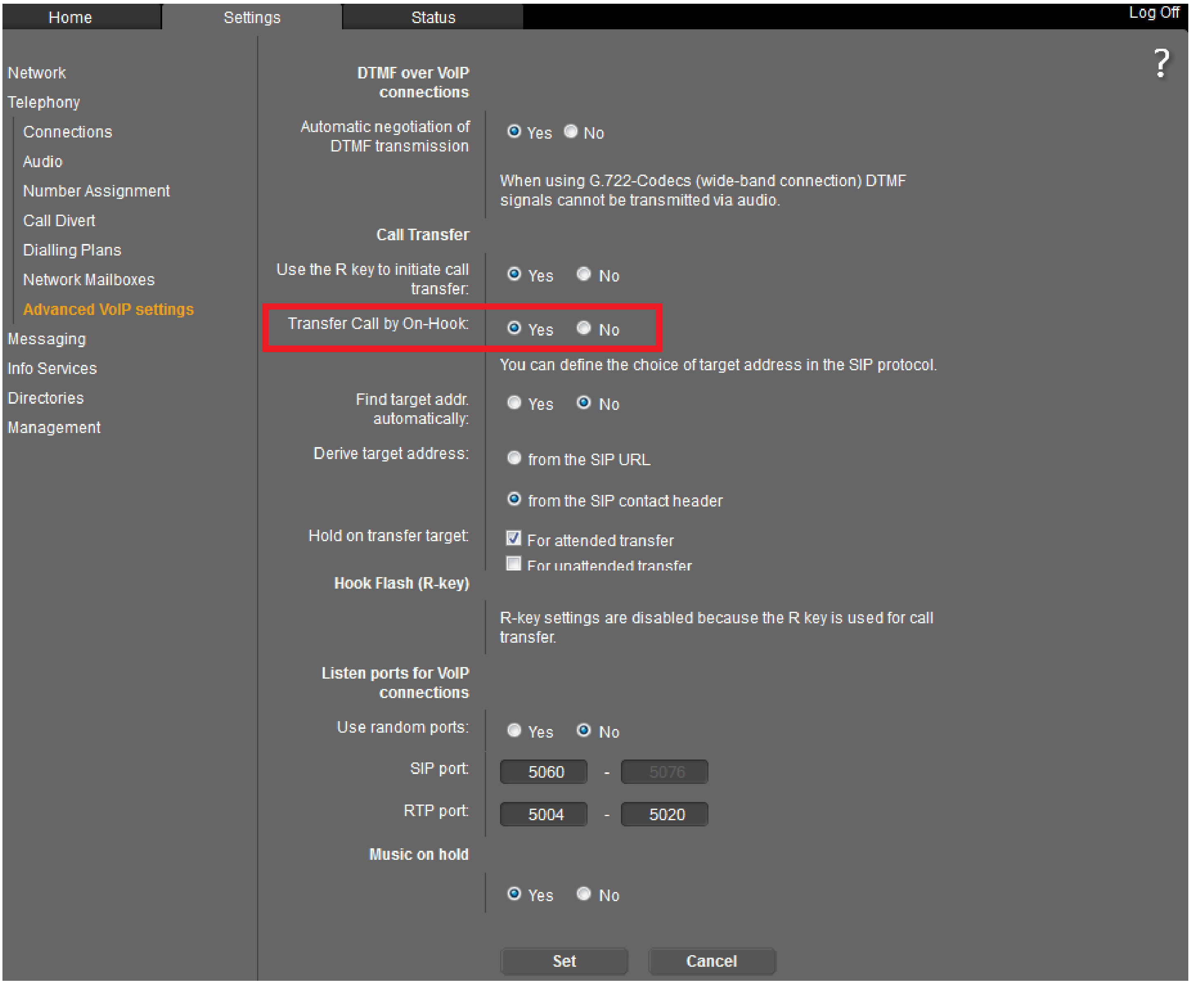
Select the **Date & Time** menu option:
Enter your preferred NTP server.



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
Gigaset pro Portal: www.Gigaset.com/PRO