

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 Coms Hosted PBX Service

Contents

CHANGE HISTORY	2
1. OVERVIEW	3
1.1. INTRODUCTION.....	3
1.2. SESSION INITIATION PROTOCOL.....	3
2. TESTING CONFIGURATION	3
2.1. SOFTWARE VERSIONS.....	3
3. CONFIGURATION	4
3.1. GIGASET.....	4
3.2. CORRECT PROCEDURE FOR INITIATING CALL TRANSFERS FROM A GIGASET DECT HANDSET:	10
4. TEST RESULTS	11

Change History

Document revision	Date	Authored by	Sections affected	Reason for change
Rev 001	14 August 2013	JL	All	Initial release

1. Overview

1.1. Introduction

This document provides a summary of how the Coms 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 Coms

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
Coms Hosted PBX Platform	
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 configuration interface for a VoIP connection. The left sidebar contains navigation options: Home, Settings, Status, Network, Telephony, Connections, 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 includes the following sections and fields:

- 1. IP Connection**: Assign a connection name or actual phone number for identification. Field: Connection Name or Number:
- VoIP Configuration / Profile Download**:
- Provider**: Other Provider
- Profile Version**: jl_chester 1371652560
- Personal Provider Data**:
 - Authentication name:
 - Authentication password:
 - Username:
 - Display name:
- General data for your service provider**:
 - Domain:
 - Proxy server address:
 - Proxy server port:
 - Registration server:
 - Registration server port:
 - Registration refresh time: sec
- Network data for your service provider**:
 - STUN enabled: Yes No
 - STUN server address:
 - STUN server port:
 - STUN refresh time: sec
 - NAT refresh time: sec
 - Outbound proxy mode: Always Automatic Never
 - Outbound server address:
 - Outbound proxy port:
 - Select Network Protocol:

Buttons at the bottom:

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

The screenshot shows the 'Status' tab in the Gigaset pro settings. The left sidebar lists 'Network' and 'Telephony' categories. Under 'Telephony', 'Connections' is highlighted. The main area is titled 'Overview of connections' and contains a table with the following data:

	Name	Provider	Status	Active	
1.	coms 1106	Other Provider	Registered	<input checked="" type="checkbox"/>	Edit
2.	coms 1107	Other Provider	Registered	<input checked="" 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 is the 'Provider or PBX profile' section, which includes a description: 'A profile contains all relevant settings for your provider or phone system (PBX)'. It has radio buttons for 'Automatic check for profile updates:' set to 'Yes', and an 'Update Profile' button. At the bottom are 'Set' and 'Cancel' buttons.

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' menu option selected in the 'Telephony' section. The main area is titled 'Handsets' and contains configuration for two handsets, INT 1 and INT 2. Each handset has a 'Name' field and a table for selecting connections for outgoing and incoming calls.

Handset INT 1: Name: 1106

Connection	for outgoing calls	for incoming calls
coms 1106	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
coms 1107	<input type="radio"/>	<input type="checkbox"/>

Select line for each outgoing call:

Handset INT 2: Name: 1107

Connection	for outgoing calls	for incoming calls
coms 1106	<input type="radio"/>	<input type="checkbox"/>
coms 1107	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>

Select line for each outgoing call:

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

The screenshot shows a web interface with a top navigation bar containing 'Home', 'Settings', and 'Status'. The left sidebar lists menu items: Network, Telephony, Connections, Audio, Number Assignment, Call Divert, Dialling Plans, Network Mailboxes (highlighted in orange), Advanced VoIP settings, Messaging, Info Services, Directories, and Management. The main content area is titled 'Network Mailboxes' and contains a table with the following data:

Connection	Call number	Active
coms 1106	*99	<input checked="" type="checkbox"/>
coms 1107	*99	<input checked="" type="checkbox"/>

At the bottom of the main content area are two buttons: 'Set' and 'Cancel'.

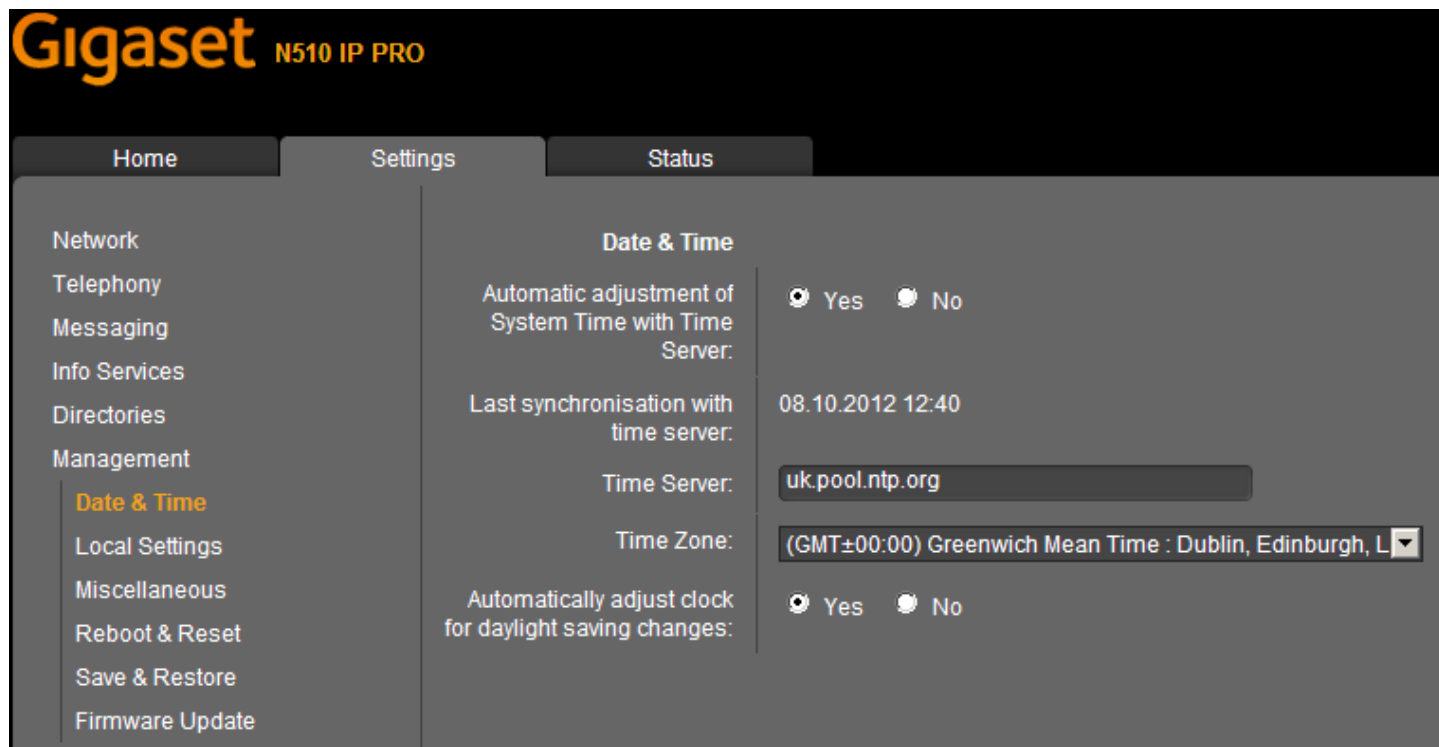
Select the **Messaging > MWI Light** menu option:
Ensure the Network Mailboxes is checked. Missed call notification is optional.

The screenshot shows a web interface with a top navigation bar containing 'Home', 'Settings', and 'Status'. The left sidebar lists menu items: Network, Telephony, Messaging, eMail, MWI Light (highlighted in orange), Info Services, Directories, and Management. The main content area is titled 'Message Waiting Indicator (MWI)' and contains the following text: 'You can enable or disable the flashing MWI LED in the message key on your handsets for the following message types:'. Below this text are two sections for connection numbers 1106 and 1107, each with a list of message types and their corresponding status (checked or unchecked):

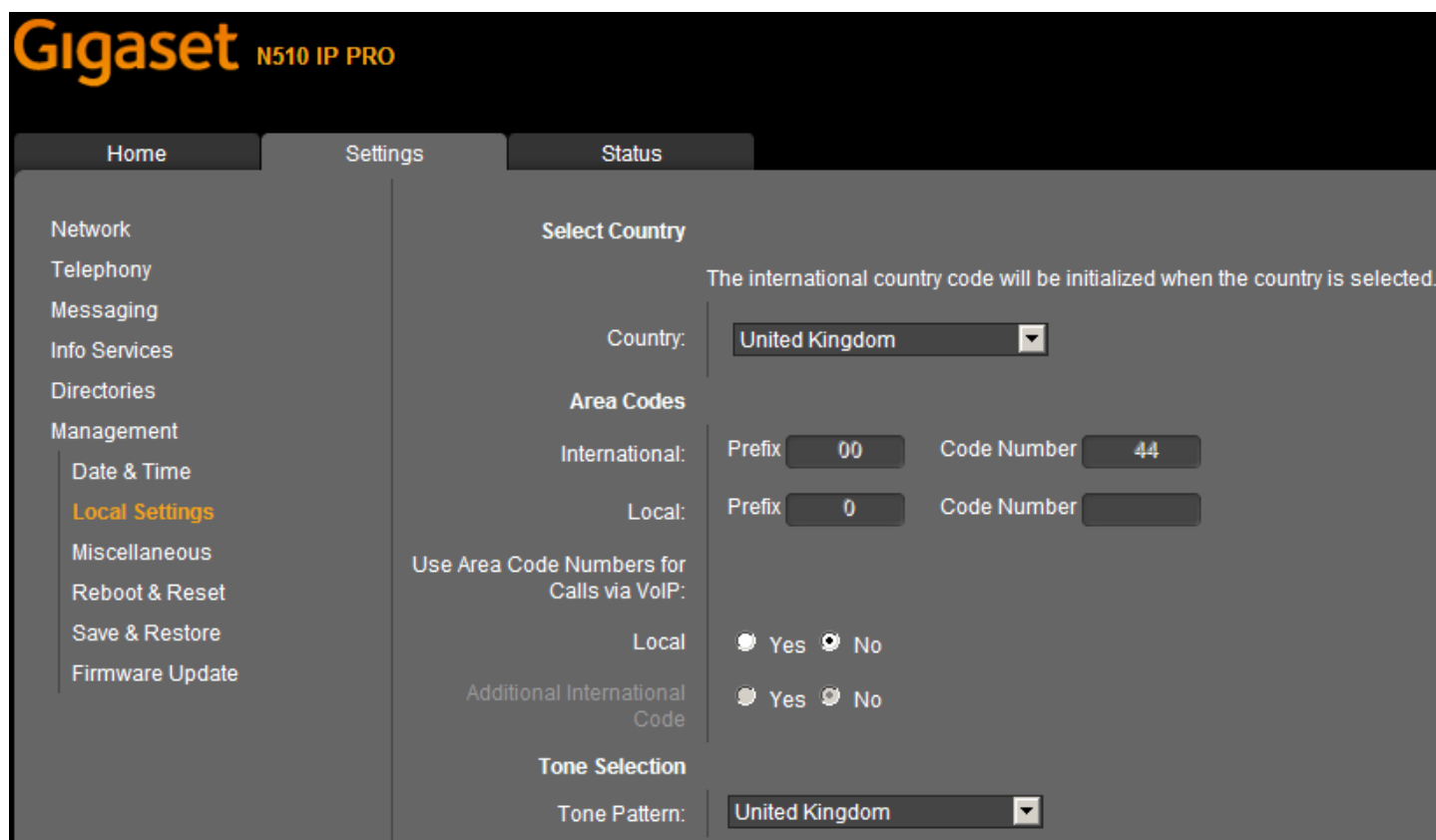
Connection	Message Type	Status
1106	Missed calls	<input type="checkbox"/>
	Missed alarms	<input type="checkbox"/>
	eMail	<input type="checkbox"/>
	Network Mailboxes	<input checked="" type="checkbox"/>
1107	Missed calls	<input type="checkbox"/>
	Missed alarms	<input type="checkbox"/>
	eMail	<input type="checkbox"/>
	Network Mailboxes	<input checked="" type="checkbox"/>

At the bottom of the main content area are two buttons: 'Set' and '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 web interface for a Gigaset N510 IP PRO device. The top navigation bar includes 'Home', 'Settings', and 'Status'. The left sidebar lists various settings categories, with 'Advanced VoIP settings' highlighted in orange. The main content area is divided into several sections:

- DTMF over VoIP connections:** 'Automatic negotiation of DTMF transmission' is set to 'Yes'.
- Call Transfer:** 'Use the R key to initiate call transfer:' is set to 'Yes'. 'Transfer Call by On-Hook:' is also set to 'Yes'.
- Hook Flash (R-key):** A message states: 'R-key settings are disabled because the R key is used for call transfer.'
- Listen ports for VoIP connections:** 'Use random ports:' is set to 'No'. The SIP port range is 5060 - 5076, and the RTP port range is 5004 - 5020.
- Music on hold:** Set to 'Yes'.

For DExxx Desktop Phones select **Function Keys** to configure BLF (Busy Lamp Field) and to show live call status of other Users:

The screenshot shows the Gigaset DE410 IP PRO Configuration Assistant interface. The user is logged in as an administrator. The 'Settings' tab is active, and the 'Function Keys' menu item is selected in the left sidebar. The 'Program Keys' configuration page is displayed, showing the following fields:

Field	Value
Key	PK1
Function Select	BLF
Connection Name	coms 1106
Phone Number	01224671107
Directed Call Pickup Code	*33

Buttons for 'Save' and 'Cancel' are located at the bottom right of the configuration area.

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.

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