FAQ - Microsoft Teams Integration Gigaset

 Valid for:
 N610
 N670
 N870E
 Embedded Integrator
 Virtual Integrator

Valid for N610 / N670 / N870 / N870E. Software 2.52 or higher is needed.



1. Supported features	
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Make and receive basic calls	 Users can make/receive calls: PSTN (if available on the Teams platform) Teams or Skype for Business users who have SIP devices Teams and Skype for Business client applications (answer calls only) The DECT systems acts as a Teams endpoint. Inbound calls will also be forked to the user's SIP device
Multiple simultaneous calls	A user in a call can put the call on hold to make or receive other calls. A user can also conference two calls
Do Not Disturb (DND)	A user can set do not disturb on the device so that the device will not ring for incoming calls. This has no impact on the user's status on all other Teams endpoints
Hold/Resume and Mute /Unmute	A user can hold and resume or mute and unmute a call by using the features for those actions on the device
Voicemail	Users can listen to electronically stored voice messages that callers leave for them (Dial *99* to access the VM box)

Message waiting indicator	Users can receive notifications that alert them when they have new voicemail messages
Sign-in and sign-out	Users can sign in and sign out of Teams
	 Local sign-in /out on the DECT handset via an configured softkey Remote sign-in /out by the Teams administrator
DTMF	Users can press number keys to provide input during interactive voice response calls
Teams meetings	A user can join a Teams meeting by dialing the meeting access number
Call transfers	Users can transfer calls. SIP Gateway supports both blind and consultative transfers
Call forwarding	A user can set forwarding rules (always, on timeout, and busy) for the device, this can be done on the:
, Simultaneous ring	 DECT system Teams platform Dial *32* to disable all Call forwarding's Dial *33*<phone-number> to forward all calls to this phone-number</phone-number> Dial *34*<phone-number> to forward all calls after 10 seconds no answer to this phone-number</phone-number> Dial *35*<phone-number> to simultaneous ring a second device after 20 seconds</phone-number>
Call Waiting	 During an active call and another call comes in: Accept the call Decline the call
CLIP	Display the phone number for incoming can outgoing calls
Multiple devices	The user can sign-in on more then one SIP device and Teams client applications On the same DECT system, login on 1 DECT handset is supported. (Incoming call is only signaled to one DECT handset)
Multiple platforms:	Our DECT system can be connected to Microsoft Teams and parallelly also to other platforms
Phonebook	The DECT system can use an LDAP phonebook to show the names/numbers
	You can also generate your own central phonebook and upload to the DECT system if there is no LDAP phonebook
Music on Hold (MOH)	A caller on hold, music is played
Presence	Locally presence status information like:
	 DND icon Teams username on display after successful Microsoft Teams registration Sign-in as username on display signaling the on-boarding state
Security	SIP and SRTP is encrypted, makes eavesdropping impossible

Shared line	Forking with other Microsoft Teams supported devices and/or soft clients
Easy dialing internal numbers	Via the DECT area code solution, internal numbers can be used as the system will convert it to the full external Teams phone number
Auto-provisioning	 Easy installation via auto-provisioning, can be started via: Microsoft Teams sending a check-sync Web-interface button per Teams handset
Language support	Each handset can have it's own language.

2. Gigaset prerequisites

- An N610 with software 2.52 or higher, that supports up to 8 DECT handsets
- An N670 with software 2.52 or higher, that supports up to 20 DECT handsets
- An N870(E) with software 2.52 or higher, that supports up to 20.000 DECT handsets
- A Gigaset PRO DECT handset (Also the Unify OpenStage M3 is supported)
- No Gigaset licenses are needed

3. Microsoft prerequisites

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- Microsoft SIP gateway is enabled in your tenant
- Microsoft Teams certified phone Gigaset N610 / N670 / N870 / N870E
- A license for Phone System (via E5 or a standalone license)

You need one of the following prerequisites:

- Microsoft Teams shared device license enabled for the user (Common Area Phone license)
- Microsoft Teams user must have a phone number (Microsoft Teams Calling Plan, Direct Routing, or Operator Connect)

4. Documentation

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Gigaset N610 IP PRO	N610: Overview of the device with links to Datasheets, manuals and FAQ
Gigaset N670 IP PRO	N670: Overview of the device with links to Datasheets, manuals and FAQ
Gigaset N870 IP PRO	N870: Overview of the device with links to Datasheets, manuals and FAQ
Gigaset N870E IP PRO	N870E: Overview of the device with links to Datasheets, manuals and FAQ
Gigaset IP DECT release notes	Release notes N610/N670/N870/N870E

Supported DECT handsets	Supported DECT Handsets
Microsoft Teams compatible devices, see at the bottom of the page for the Gigaset DECT	https://learn.microsoft.com/en-us/microsoftteams/sip- gateway-plan
Microsoft Teams, set up common area phones	https://learn.microsoft.com/en-us/microsoftteams/set-up- common-area-phones

5. Gigaset DECT system, how to configure

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Here we describe the configuration/installation of the Gigaset DECT system to be used together with teams.

Firmware upgrade: Upgrade the system to the firmware 2.52 or higher

First configuration: You need a minimum configuration to start with Microsoft Teams, we have made it easy and created an provisioning file for you. Download the following provisioning file that contains the settings you need:

!!!Do not modify this file!!!

```
<?xml version="1.0" encoding="UTF-8"?>
<provisioning version="1.1" productID="e2">
<!-- Gigaset DECT - Initial Configuration File -->
<!-- Version: 30/03/2023 -->
<nvm>
<!-- Provisioning URL -->
<param name="SipProvider.1.InitHsProvURL" value="http://emea.ipp.sdg.teams.microsoft.com"/>
<param name="SipProvider.2.InitHsProvURL" value="http://emea.ipp.sdg.teams.microsoft.com"/>
<param name="SipProvider.3.InitHsProvURL" value="http://emea.ipp.sdg.teams.microsoft.com"/>
<param name="SipProvider.3.InitHsProvURL" value="http://emea.ipp.sdg.teams.microsoft.com"/>
<param name="SipProvider.3.InitHsProvURL" value="http://emea.ipp.sdg.teams.microsoft.com"/>
<param name="SipProvider.3.InitHsProvURL" value="http://emea.ipp.sdg.teams.microsoft.com"/>
<param name="SipProvider.4.InitHsProvURL" value="http://emea.ipp.sdg.teams.microsoft.com"/>
<param name="SipProvider.2.Name" value="Microsoft Teams onboarding"/>
```

Click here to download the provisioning file: MicrosoftTeams.xml

Upload the provisioning file: The provisioning file can be uploaded via the web-interface. Open the Gigaset DECT system web-interface:

Go to SETTINGS - System - Provisioning and configuration, click on Browse

Select the provisioning file, click on Upload.

Provisioning and configuration		
Provisioning server 🔞		
Auto configuration file 💿	🔁 Broyline	
	🖋 Start auto configuration 🔞	
Provisioning and configuration		
Provisioning server 🔞		
Auto configuration file 💿	🖻 Browse	
	MicrosoftTeams.xml	673 B
	▲ Upimad 📾 Remove queue	
	🖌 Start auto configuration	

Click on Start auto configuration

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Microsoft Teams onboarding

Add an DECT handset: Go to: SETTINGS - Mobile devices - Administration

Select as VoIP provider "Microsoft Teams onboarding"

It can be that you see the VoIP provider "Micros oft Teams onboarding" 2 times, both can be used.

After successful registration, the handset is configured and will show on the display:

This is an Microsoft Onboarding SIP account, that is used to sign-in the user account. It is not possible to make or receive calls with this account.



VoIP provider 💿

6. Softkey for Sign-in/out

Handsets that have completed the on-boarding, need to be able to Sign-in/out. For this, you need to assign an "Sign In" softkey.

- 1. On the handset, long-press on the left or right softkey to open the Function List
- 2. Go to More functions...

Function List	
One Touch Call	
Bluetooth	
Redial	
Handset Directory	
More Functions	
Back	OK



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3. Select Sign In

Function List Call lists Withhold Number	
Call lists Withhold Number	
Withhold Number	
Call Divert	
Info Centre	
Sign In	
Back	ОК

7. Handset Sign-in

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1. For Local Sign-in/out, the user needs to press the Soft Key "Sign In" to start the Sign In procedure.



2. On your DECT handset you will see the Microsoft pairing URL and the Pairing code needed to login.



3. The Sign In process is now done on a PC or device with an internet browser.

Open the pairing URL: https://microsoft.com/devicelogin (or the link showed on your screen)

Enter the pairing code: (The code is **not** case sensitive) **Sometimes you need to login first an then enter the code**

nter the code displayed or	n your app or device.
lode	
	T.

4. Click on Next and select your Microsoft account.

- Mic	crosoft	
Pick a	an account	
You're sig Preview not you,	gning in to Teams SIP devi on another device located close this page.	ices gateway - in Ireland . If it's
à	Signed in	÷
+	Use another account	
		Back

5. Microsoft will send an SIP Notify to you system (Onboarding account), that starts the handset provisioning.

It can take a few minutes before provisioning is started. If the procedure is successful, you will see your **user-name** depends on the user configuration in the display.



8. Handset Sign-Out

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1. You can Sign Out by pressing the Softkey "Sign Out"



2. Microsoft will send an SIP Notify to you system, that starts the handset provisioning.

It can take a few minutes before provisioning is started. If the procedure is successful, you will see "Sign In" on the display.



9. Increase audio quality (G.722 codec)

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By default the audio codec G.711 is used.

If required, an higher audio quality can be achieved by enabling the G.722 codec. (Enabling the G.722 codec will change the maximum of parallel calls to 5 per base)

1. In the DECT system, go to: SETTINGS - telephony - Audio - Enable: Wideband with codec G.722

Gigaset					Gigaset N	1870 IP PRO
	OS SETTINGS		STATUS	😫 Language 🗸	? Help	🕞 Logou
#	Network	>	Audio			
Ð	DECT Manager	>				
80	Base stations	>		Enabling or disabling the G.722 codec will restart the system. Connections with mobile		
•	Provider or PBX profiles			devices will be terminated.		
۵	Mobile devices	>		One base station enables a maximum of 5 wideband calls.		
¢						
	Audio			wildeband with Codec 6.722		

2. Activate the G.722 codec for the Provider or PBX profiles with the name - Microsoft Teams signin (Do this for each Provider profile with this name if multiple available)

Settings for Codecs 🔞				
	Active codecs			Available codecs
	PCMU PCMA G729 G722	^	 	
		~		

10. Internal number dialing

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In Microsoft teams the user has one phone number and that is the external number. For internal calls, the full external phone number must be dialed.

Using the Area code feature in our DECT solution, internal numbers can be dialed where the system will automatically convert this to the full external number.

Example:

Phone number = 0049 2871 1234500 - 0049 2871 1234599

• In the web-interface go to: SETTINGS - Telephony - Call settings

Enter the Area Codes, conform the company number.

Area Codes			
Country 🕤	ermany 👻		
International			
Prefix 📀	00		
Area code 📀	49		
Local			
Prefix 📀	0		
Area code 💿	2871		
Use area code 💿	For local and national calls -		

- Instead of dialing the full number example: 0049 2871 1234500 The user can dial 1234500
- If needed, the local Area code can be increased to be able to dial internally using even less digits.

11. Auto-provisioning web-interface options

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From software 2.53 or higher, the web-interface has the following provisioning options:

- Handset provisioning URL
 Last provisioning request date and time
 Start auto configuration

In the web-interface go to: SETTINGS - Mobile devices - Administration - Edit handset - Provisioning and configuration.

This is only visible for handsets using the Teams provisioning.

12. FAQ			
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Which SIP/HTTP user-agent is	By default the user-agent contains: FAQ - User agent		
Senu :	 Device type Software version MAC address Number of handsets 		
	Microsoft only wants to see the:		
	Device typeSoftware version		
	For this solution, the correct user-agent is set via provisioning.		
When I have an integrator with multiple DECT Managers, do we need to change the user- agent via auto-provisioning so that every device uses the sam e user-agent?	No, the user-agent is changed by auto-provisioning to send only the device type and software version and is also valid for an integrator solution.		
What is an Microsoft onboarding SIP account?	Each device that is not logged in Teams, get's an Microsoft Onboarding SIP account. This account offers an active SIP registration to the Microsoft platform. It is not possible to make or receive calls using this account, it is needed to start the Teams login.		
How long is an onboarding	If your device is registered with the onboarding account and:		
SIP account valid?	 SIP refresh registration is continuous then the account stays active for always There is no SIP refresh registration (device switched off) then account is deleted by Microsoft after 14 days 		
How long is an Sign-in SIP accounts valid?	If your device is Signed-in:		
	 SIP refresh registration is continuous then the account stays active for always There is no SIP refresh registration (device switched off) then account is deleted by Microsoft after 30 days 		
How is provisioning started?	Provisioning is started by the Microsoft platform using the Onboarding / Sign-in SIP account. Via an SIP Notify send by the Microsoft platform using the active SIP account, provisioning is started.		
	If the SIP account is not registered then provisioning can not be started.		
	The SIP Notify is send by the SIP platform where the handset is registered against. (The active SIP registration normally keeps the firewall open.)		
Who generates the text on the display during sign-in/out?	The text "Signed Out Successfully" or the URL to Microsoft with code is generated by the Microsoft platform using the xHTML/RAP protocol.		

Provisioning and configuration

https://euwe.dm.sdg.teams.microsoft.com/device/mmilaacc/7C2F807C2I

Provisioning server

Last sync time

2023-04-11 09:39:03

The URL for login is different then described on this wiki.

Sign-in is not working

After Sign-in, you see the following message on the display:



How to trace Teams login using syslog

If I register a new DECT handset, I can see the VoIP provider "Microsoft Teams onboarding" multiple times, which one should I use.

Teams user settings are changed, when do we see the changes in the DECT system?

Always use the URL that is displayed on the DECT handset as Microsoft sometimes makes changes that could results to use another URL. The URL on the handset is coming from Microsoft and is the only valid URL.

There could be multiple reasons

- 1. There is an missing Teams license
- 2. SIP notify is not received

Try the Sign-in using an Microsoft account where you know it is working.

This is generated by Microsoft when you start a sign-in and the Onboarding SIP account is not registered.

This can happen that you pre-configure the system and handsets, but installation is for example weeks later, then the Onboarding accounts are deleted by Microsoft.

Try to:

- 1. Start provisioning via the web-interface
- 2. Re-register the DECT handset

See this page: FAQ - Microsoft Teams Integration: How to trace and read the syslog output

It does not matter which of these providers you select, both can be used.

The Microsoft SIP Gateway synchronize the user's attributes in every SIP register refresh with Teams.

- If the display name or phone number is modified, then the SIP GW sends NOTIFY with check/sync to fetch new the new config with updated attributes but user still signed in.
- 2. If user credentials or policies or license have changed, then SIP GW forces sign out and user MUST sign in again.