

FAQ - Microsoft Teams Integration

Gigaset

Valid for:	N610	N670	N870	N870E	Embedded Integrator	Virtual Integrator
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Valid for N610 / N670 / N870 / N870E. Software 2.52 or higher is needed.

Here we describe how to configure the Gigaset N610/N670 /N870/N870E to integrate with Microsoft Teams.

We assume that it is installed by an qualified technician who have the knowledge about the Gigaset DECT system and Microsoft Teams.

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1. Supported features

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Make and receive basic calls	<p>Users can make/receive calls:</p> <ul style="list-style-type: none">• 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) <p>The DECT systems acts as a Teams endpoint. Inbound calls will also be forked to the user's SIP device</p>
Multiple simultaneous calls	<p>A user in a call can put the call on hold to make or receive other calls. A user can also conference two calls</p>
Do Not Disturb (DND)	<p>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</p>
Hold/Resume and Mute/Unmute	<p>A user can hold and resume or mute and unmute a call by using the features for those actions on the device</p>
Voicemail	<p>Users can listen to electronically stored voice messages that callers leave for them (Dial *99* to access the VM box)</p>
Message waiting indicator	<p>Users can receive notifications that alert them when they have new voicemail messages</p>
Sign-in and sign-out	<p>Users can sign in and sign out of Teams</p> <ul style="list-style-type: none">• 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 / Simultaneous ring	<p>A user can set forwarding rules (always, on timeout, and busy) for the device, this can be done on the:</p> <ul style="list-style-type: none"> • DECT system • Teams platform <ul style="list-style-type: none"> ◦ Dial *32* to disable all Call forwarding's ◦ Dial *33*<phone-number> to forward all calls to this phone-number ◦ Dial *34*<phone-number> to forward all calls after 10 seconds no answer to this phone-number ◦ Dial *35*<phone-number> to simultaneous ring a second device after 20 seconds
Call Waiting	<p>During an active call and another call comes in:</p> <ul style="list-style-type: none"> • Accept the call • Decline the call
CLIP	Display the phone number for incoming can outgoing calls
Multiple devices	<p>The user can sign-in on more then one SIP device and Teams client applications</p> <p>On the same DECT system, login on 1 DECT handset is supported. (Incoming call is only signaled to one DECT handset)</p>
Multiple platforms:	Our DECT system can be connected to Microsoft Teams and parallely also to other platforms
Phonebook	<p>The DECT system can use an LDAP phonebook to show the names/numbers</p> <p>You can also generate your own central phonebook and upload to the DECT system if there is no LDAP phonebook</p>
Music on Hold (MOH)	A caller on hold, music is played
Presence	<p>Locally presence status information like:</p> <ul style="list-style-type: none"> • 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	<p>Easy installation via auto-provisioning, can be started via:</p> <ul style="list-style-type: none"> • 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

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- 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.4.InitHsProvURL" value="http://emea.ipp.sdg.teams.microsoft.com"/>

<param name="SipProvider.2.Name" value="Microsoft Teams onboarding"/>

</nvm>
</provisioning>
```

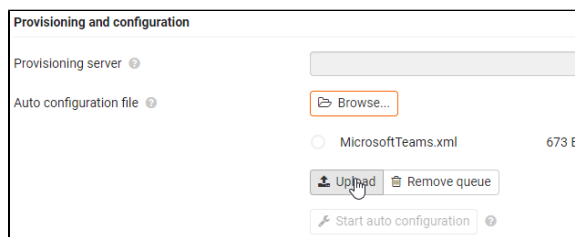
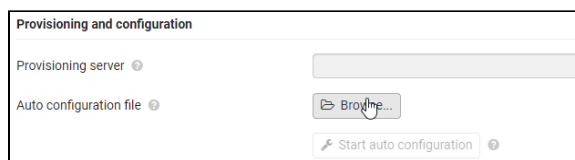
Click here to download the provisioning file: [MicrosoftTeams.xml](#)

Upload the provisioning file: The provisioning file can be uploaded via the web-interface.

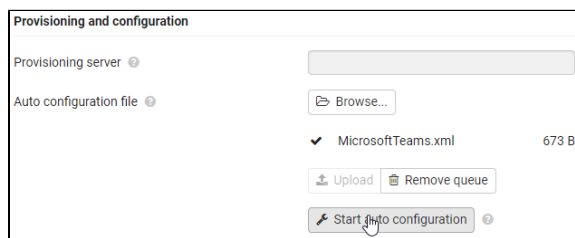
Open the Gigaset DECT system web-interface:

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

Select the provisioning file, click on **Upload**.



Click on **Start auto configuration**



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

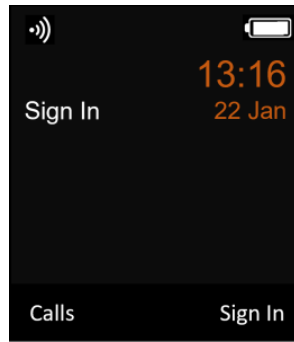
Select as VoIP provider "**Microsoft Teams onboarding**"

It can be that you see the VoIP provider "**Microsoft 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.

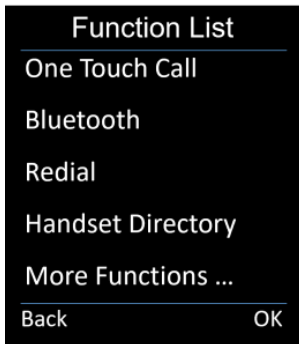


6. Softkey for Sign-in/out

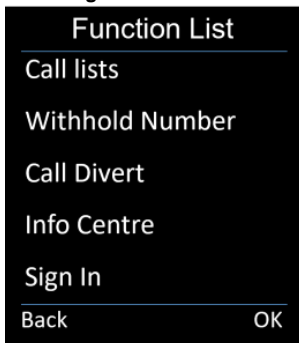
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Handsets that have completed the on-boarding, need to be able to Sign-in/out. For this, you need to assign an "Sign In" softkey.

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



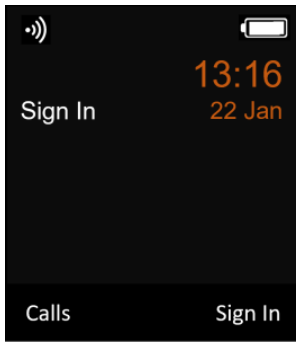
3. Select **Sign In**



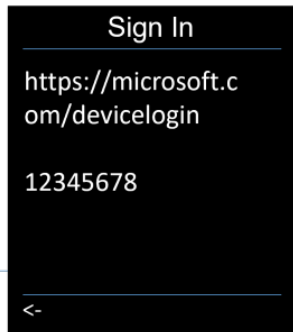
7. Handset Sign-in

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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.



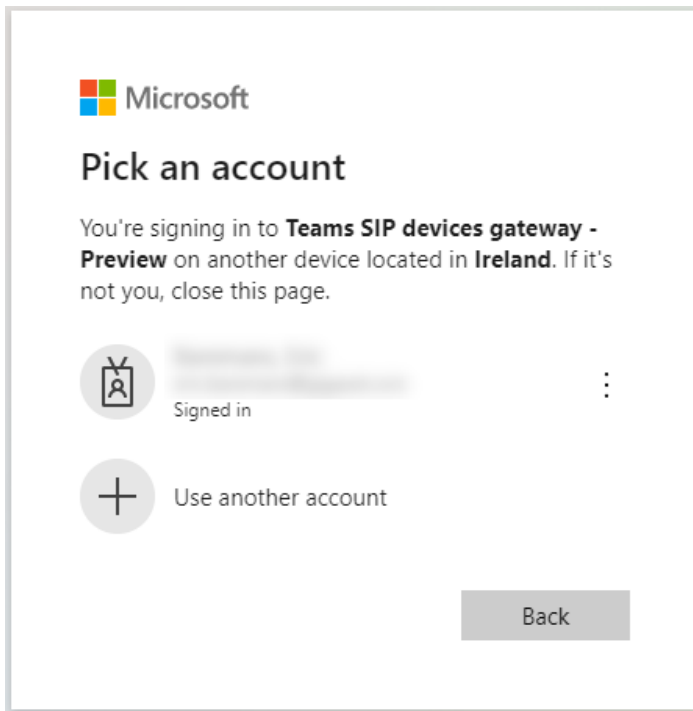
3. The Sign In process is now done on a PC or device with an internet browser.

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)

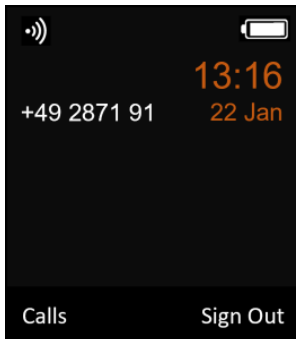
Sometimes you need to login first and then enter the code

4. Click on Next and select your Microsoft account.



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

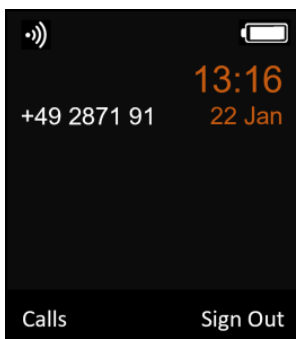
It can take a few minutes before provisioning is started. If the procedure is successful, you will see your **user-name** depends on the user configuration in the display.



8. Handset Sign-Out

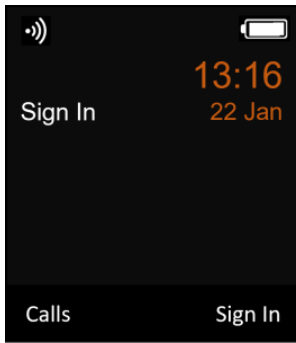
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1. You can Sign Out by pressing the Softkey "Sign Out"



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.



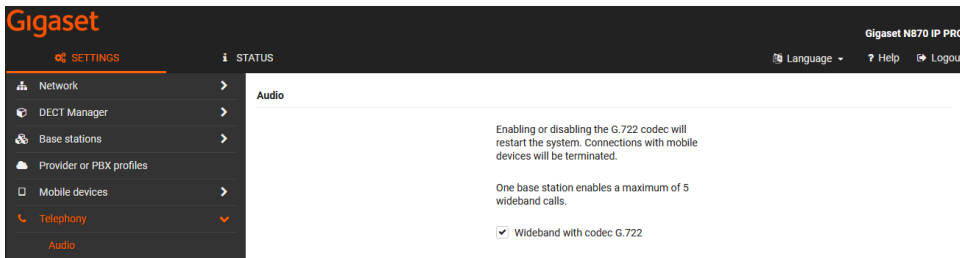
9. Increase audio quality (G.722 codec)

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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**



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	<div>←</div> <div>→</div> <div>↑</div> <div>↓</div>	
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 ?	Germany ▼
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

Provisioning and configuration	
Provisioning server	https://euwe.dm.sdg.teams.microsoft.com/device/mmilaacc/7C2F807C2I
Last sync time	2023-04-11 09:39:03
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 send?

By default the user-agent contains: [FAQ - User agent](#)

- Device type
- Software version
- MAC address
- Number of handsets

Microsoft only wants to see the:

- Device type
- Software 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 [same 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 SIP account valid?

If your device is registered with the onboarding account and:

- 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.

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

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.

Sign-in is not working

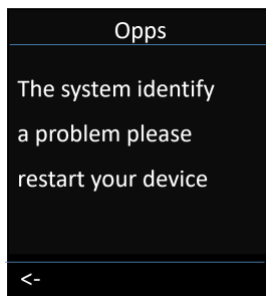
There could be multiple reasons

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.

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

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

How to trace Teams login using syslog

See this page: [FAQ - Microsoft Teams Integration: How to trace and read the syslog output](#)

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

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