Interop IP Devices XRC Services

XRC Services

About XRC Services

De XRC services Group verzorgt en ontzorgt IT- en Communicatiediensten. Het unieke portfolio van de XRC services Group is ondergebracht in branchegerichte dienstenpakketten die uitsluitend via gecertificeerde partners worden verkocht.

XRC services voorziet in het leveren van advies, hardware, software en (installatie)diensten op IT & Communicatie gebied binnen verschillende branches. Of het nu gaat om de noodzakelijke dataverbindingen voor telefonie omgevingen, beveiligingssystemen, multimediadiensten, kassacommunicatie, pinautomaten, netwerkbekabeling, ICT beheer of servicediensten.

See below for a list with supported features when using the Gigaset PRO IP Devices on the providers network.

Supported features

Feature	Maxwell 10	Maxwell 3	Maxwell 2	Maxwell basic	N870 IP	N720 IP	N510 IP
Software release:	2.6.32	2.16.6	2.16.6	2.16.6	2.12.0	108	242
Basic Call	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Calling line (CLIP)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Connected line (COLP)	_[1]	_[1]	_[1]	_[1]	_[1]	_[1]	_[1]
Anonymous call	_[2]	_[2]	_[2]	_[2]	_[2]	_[2]	_[2]
Do Not Disturb	Yes	Yes	Yes	Yes	Yes	-	-
Message waiting	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call list/history	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Voice mail deposit/retrieval	_[1]	_[1]	_[1]	_[1]	_[1]	_[1]	_[1]
Call waiting	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Hold / Toggle	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call forward (CFU)	_[2]	_[2]	_[2]	_[2]	_[2]	_[2]	_[2]
Call forward (CFNR)	_[2]	_[2]	_[2]	_[2]	_[2]	_[2]	_[2]
Call forward (CFB)	_[2]	_[2]	_[2]	_[2]	_[2]	_[2]	_[2]
Call Transfer attended	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Transfer early attended	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Transfer unattended	Yes	Yes	Yes	Yes	Yes	-	-
Call completed elsewhere	Yes	Yes	Yes	Yes	Yes	Yes	Yes
DTMF (RFC2833)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Conference 3pty	Yes	Yes	Yes	Yes	-	-	Yes
BLF Busy / Idle indication	Yes	Yes	Yes	Yes[3]	-	-	-
Call pick-up direct	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call pick-up group	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call pick-up BLF	Yes	Yes	Yes	Yes[3]	-	-	-
Auto provisioning	Yes	Yes	Yes	Yes	_[1]	Yes	Yes
SIP Security							
SIPS		_[2]	_[2]	_[2]	_[2]	-	-
SIP via TLS		Yes	Yes	Yes	Yes	-	-
SRTP		Yes	Yes	Yes	Yes	-	-

-	Not supported by device
_[1]	Not supported by the platform
_[2]	Platform feature via FAC
3	Via key extention module

Feature codes

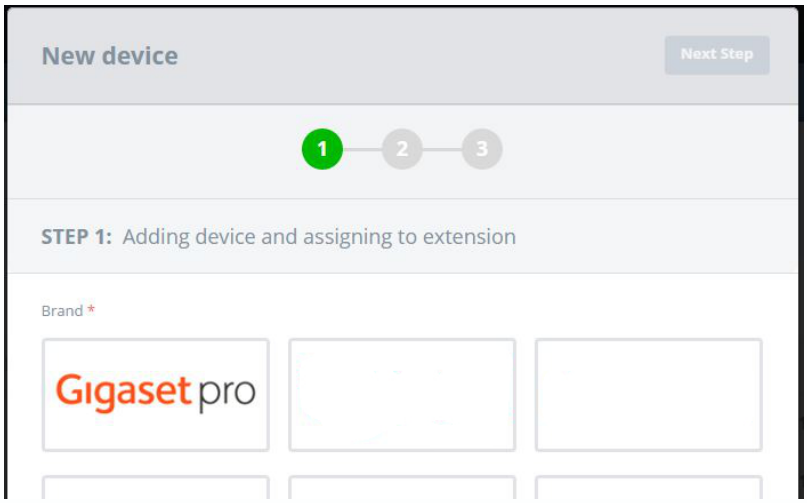
The following feature codes are supported by the platform.

code	feature
31 number	Anonymous call to this number
32 number	Toggle Code: Enables/Disabled anonymous call for the next call On or Off (Announcement)
*32	Toggle Code: Enables/Disable anonymous call for all calls On/Off (Announcement)
#32	Toggle Code: Enables/Disable anonymous call for all calls On/Off (Announcement)
*35	Toggle Code: Hotdesking to login/out on a device
35[int]	Toggle Code: Hotdesking to login/out on a device
35[int]*[pin]	Toggle Code: Hotdesking to login/out on a device
*100 / #100	Toggle Code: Login/off in waiting queue, dependent on your previous state.
*101 / #101	Login/off in all waiting queues.
*102 / #102	Change Waiting queue status for all queues to "break"
*103 / #103	Logoff from all waiting queues.
1233	Voicemail box of user
*8	Pick up first ringing
*8[extension number]	Directed pickup of [Extension]
*8[group number]	Group pickup
*96 / #96	Voicemail box of user
*[xx]	Toggle Code: To activate/deactivate the dial plan with number xx
1233 [vmbox-nr]	Listen to voicemail messages of voicemail box number [vmbox-nr]
*96 [vmbox-nr]	Listen to voicemail messages of voicemail box number [vmbox-nr]
#96 [vmbox-nr]	Listen to voicemail messages of voicemail box number [vmbox-nr]

Auto provisioning

The Gigaset N510, N720 and Maxwell 10, Maxwell 3 and Maxwell basic are released behind the XRC Services platform including auto provisioning.

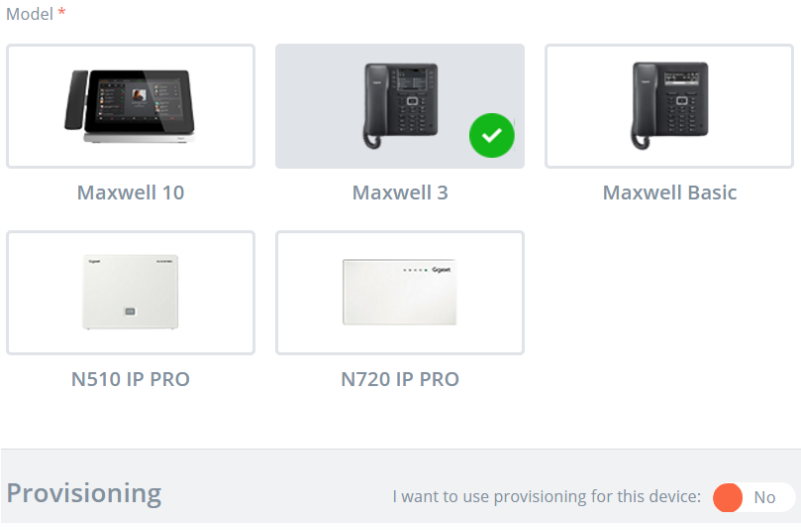
Go to Devices and click +Add and choose Gigaset pro:



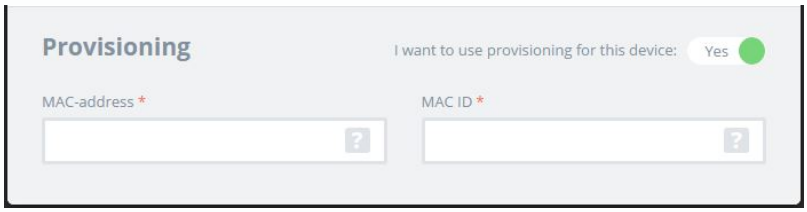
Select the desired certified Gigaset pro product:



Enable auto-provisioning by clicking on No switch to change to Yes:



Enter the device MAC address and ID:



To finalize, click on next at the top.

When all steps are taken, like adding users and so on, the device will now automatically be added to the Gigaset pro redirect server.
Connect or restart the device and the device will auto-provisioned.

Documentation and information:

Find here the support site