

System

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1 OpenScape Office – Basic installation

1.1 General information

Use the following entries according to your exercise and infrastructure.

- "Classroom" infrastructure
or...
- "Flying Classroom" infrastructure

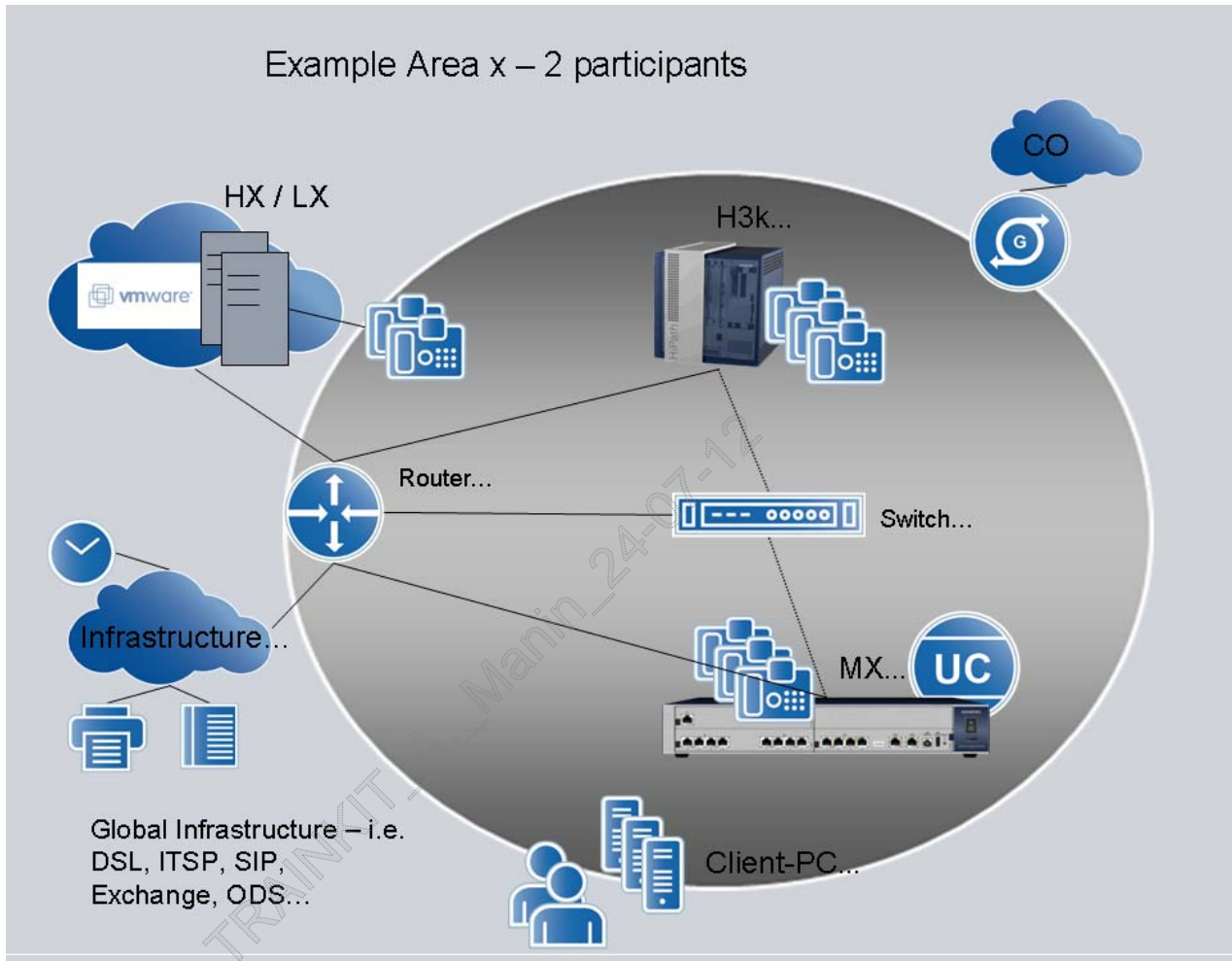
This exercise is divided into 3 subchapters:

- Basic configuration
- System features
- Station features

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1.2 “Classroom” & “Flying classroom” infrastructure (e.g. Munich APT)

Global infrastructure...



1.3 Prerequisites

The course participant can administer the system in the administrator level.

Laboratory environment: Please use the general Module III for numbering plans, IP addresses, routing environment etc.

Preconfiguration:

- Systems have been reloaded
- The system can be accessed via IP

2 Basic installation

Starting point:

The systems are preconfigured.

Aim:

Check the features and functions in the "standalone" system or via interworking if configured.

2.1 Basic installation

Ask your lecturer about the existing infrastructure.

Begin with the initial installation...., the following workflow is recommended:

- Kick off the WBM on the administrator PC - use a suitable browser - e.g. Firefox.
- Kick off the installation with the "Basic Installation" wizard.
- Configure the CO numbers, lines, subscribers, emails corresponding to your infrastructure.
- Licensing of the system > valid licenses required.
- Carry out a data backup (optionally in the laboratory environment).
- Configure the telephones - if the "plug and play" startup does not function, configure the necessary settings manually on the terminal.

2.1.1 "Plug and Play" startup of the terminals

Plug and play startup means that the parameters required by the workpoint are automatically transferred to the device when it is connected. Through synchronization with the OpenScape Office system a virtual device is created in the DLI/DLS for each device configured in the system.

Assignment of the virtual device can be made by entering the "Terminal" number on the workpoint - e.g. the internal extension. If the call number was configured in the system, the terminal is operational after a short period.

2.1.1.1 Autoconfiguration prerequisites

Requirement:

The terminal detects the DLS/DLI. How is the terminal given the information?

- By manual entry on the terminal > administration interface
- Via DHCP server of the system > no further settings are necessary
- Via DHCP server of the customer with vendor-specific parameters > Option & Class

With Siemens IP phones, the IP address of the DLS and the VLAN ID can be transmitted in the vendor-specific parameters.



Note:

Further information is given in the Administration Manual of the OpenScape Deployment Service product > "Configuring the DHCP server for DLS".

2.1.1.2 LLDP-MED with DHCP - Example:

Requirement:

Switchport supports the Link Layer Detection protocol (LLDP-MED).

OS IP workpoints as of V2.0 incl. the Link Layer Detection protocol (LLDP-MED) and separation between voice/VLAN data (802.1p/q), the "VLAN tag":

Aim:

Manual entry of the "subscriber" call number on the Accounting Management workpoint and successful registration.

Workflow:

1. The OS registers when the switchport is connected with LLDP MED support.
2. LLDP MED: OS is given the VLAN ID (voice VLAN) and CoS/QoS info by the switch port
3. OS makes a DHCP request to a DHCP server (Voice VLAN)

OS is given IP configuration and DLI/DLS - i.e. which IP address does the DLI/DLS have? - by the DHCP server.

Let's continue with the terminal....

- The auto configuration only functions if the workpoint is in the state it had on delivery, i.e. factory default, otherwise only “delta” information is transmitted between the DLI/DLS and workpoint. The “Factory Reset” can be carried out on the terminal by pressing the 2+8+9 keys at the same time or in the administration menu.
Additional information on “Factory Reset” is given in the Administration Manual of the workpoints.
- Automatic synchronization between OpenScape Office System and virtual device in the DLI/DLS - this uses internal call number, gatekeeper, logon password etc.
Also functions with internal call number change in the OpenScape Office System!
- The terminals require the DLI/DLS address to register at the DLI/DLS- see: Autoconfiguration prerequisites.
- Now the “subscriber” call number is entered on the terminal > after a short time the terminal is ready for use.

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3 System features

Starting point:

The first-time installation and basic installation have been carried out. IP workpoints are connected and operable.

Additional information in Chapter 2, "Basic installation".

Aim:

Check the features and functions in the "standalone" system or via interworking if configured.

3.1 Setting up telephony – Case studies

3.1.1 Logo – OpenStage 40/60/80 telephone display

The customer logo can be uploaded for the following IP workpoints:

- OpenStage 40
- OpenStage 60
- OpenStage 80

The following parameters must be fulfilled:

- OpenStage 40 monochrome (black/white) 144x32 as *.BMP
- OpenStage 60/80 256 colors, 240x70 as *.JPG or *.PNG
- Default logo as BIN (available on the SW server)

Exercise - Prerequisite

- Telephones are operable
- Display logo available, e.g. os60_240x70.jpg (Germany APT -> FileServer)
- Expert mode

Aim:

Upload of a customer-specific display logo.

Procedure

Expert mode > Maintenance> Software Image > Phone Image Logos:

The screenshot shows the 'Software Image' management interface. On the left is a tree view with the following structure:

- Software Image
 - Gateway Software
 - Phone Images
 - Phone Images via Internet
 - Phone Image Logos
 - Registered Phone Image Logos (selected)

The main panel is titled 'Phone Logo Images' and contains the following sections:

- Load Phone Logo Images via HTTP**
- Upload Phone Logo Image to the System via HTTP**
 - Remote File Name (PC File System):
- Currently Installed Logo Images**
 - Selection of the workpoints, to which the logo should be deployed
 - Deploy to Workpoints with Selected Device Type:

File name	Action
miss_piggy.jpg	<input type="button" value="Distribute"/> <input type="button" value="Delete"/>

3.1.2 Attendant console

The central attendant console is to be set up in the OSO system. The following features are to be set up:

- Calls are to be taken at stn. 100 "Hans" in "day" operation.
- Voice mail is to accept calls during "night" operation.

1. **Explanation:** "Night" operation to voice mail - **Example 1**

Configure via wizard or in expert mode:

Attendant	
Day:	100 Hans
Night:	100 Hans

Intercept to attendant	
on RNA:	<input checked="" type="checkbox"/>
on Busy:	<input type="checkbox"/>
on Invalid:	<input checked="" type="checkbox"/>
on Incomplete:	<input checked="" type="checkbox"/>
on unanswered recall:	<input type="checkbox"/>

Attendant code	
Call number Internal:	9
Call number External:	0

Configure via wizard or in expert mode:

Call Forwarding

Edit Call Forwarding

Select Station / Group

100	Hans
100	Hans
101	Juergen
102	Claudia
103	Daniela

☒ All stations
☐ Licensed stations
☐ All groups
☐ Arranged groups

Edit Call Forwarding

Call forwarding sequence

day night internal

first: Voicemail box

afterwards: 100 Hans

afterwards: User defined

afterwards:

The targets for day, night and internal are always the same:
Call forwarding starts after: 40 seconds
No call forwarding if busy:

Destinations

Station

100	Hans
101	Juergen
102	Claudia
103	Daniela

Groups

-
-
-
-

Announcements

--

Voicemail box

External destination
User defined

2. Explanation: Night mode to voice mail - Example 2

The night mode should be forwarded to a "Voice mail Group" (e.g.7474). Incoming voice messages should be displayed and checked by stns. 100 and 101.

Configure in expert mode:

Setup - Wizards - Central Telephony - Voicemail

Change Voicemail box

Call number of the box: 7474

Direct inward dialing number: - editable

Name of the box: nightservice

Tel. directory: ☐

Members

	Call no.	Name
Add	No entry	
Delete	100	Hartwig
Delete	101	Richard

Help Abort Back OK Change Order Delete Data

Configure via wizard or in expert mode:

Basic Settings

Basic Settings

- System
 - System Flags
 - Time Parameters
 - Display
 - DISA
 - Intercept/Attendant/Hotline
 - LDAP
 - Texts
 - Flexible menu
 - Speed Dials
 - Gateway
- DynDNS
 - AF/EF Codepoints
 - Quality of Service
- Date and Time
 - Port Management
- Call Charges
 - Access Points
 - Voicemail

Intercept/Attendant/Hotline

Edit Intercept/Attendant/Hotline

Intercept position

Day: 101 Richard

Night: 7474 nightservice

Central intercept position

Route: None

Call number:

Intercept to intercept position

on RNA: ☒

on Busy: ☐

on Invalid: ☒

on Incomplete: ☒

on unanswered recall: ☐

Telephone lock intercept

Call number: None

Attendant code

Call number Internal: 9

Call number External: 0

Check in OpenScope Office administration: Configuration of voice-mail group...

Groups

VoiceMail Groups Fax Groups

VoiceMail Groups	Pilot	Type	# Users	# Message
nighservice	7474	Parallel Notification	2	4

...and check assignment:

Add VoiceMail Group

Name:

PIN:

Type:

Users

- [100] Hans
- [101] Juergen
- [102] Claudia
- [103] Daniela
- [104] -
- [105] -
- [106] -
- [107] -
- [108] -
- [109] -

Pilot

- 7474

Hint: To select more than one (1) hold the Ctrl key down and click the users you wish to include in the group.

3.1.2.1 Exercise: Escape extension to the intercept station

- During day mode, station 102 "Claudia" should be forwarded to the intercept station after 40 seconds.

Call Forwarding

Edit Call Forwarding

Select Station / Group

102	Claudia	
100	Hans	
101	Juergen	
102	Claudia	
103	Daniela	

☒ All stations
☐ Licensed stations
☐ All groups
☐ Arranged groups

Edit Call Forwarding

Call forwarding sequence

day **night**

first: 102 Claudia

afterwards: External destination 9

afterwards: User defined

afterwards:

The targets for day and night are always the same:

Call forwarding starts after: 40 seconds

No call forwarding if busy: ☐

Destinations

Station

100	H
101	J
102	C
103	D

Groups

400	g
600	s
300	v
401	m

Announcements

#801	s
------	---

Voicemail box

External destination
User defined

Explanation:

Configure call forwarding to the attendant console as the 2nd destination.

Configure the call forwarding time to 40 seconds...

3.1.2.2 Exercise: Authorized station for night service

- Authorization for activating the night mode must include stations 100 and 102.

Explanation: Station 100 is authorized by default. Night service authorization must be assigned to station 102:

Classes of Service

- ▶ Station
- ▶ Class of Service Groups
- ▶ Allowed Lists
- ▶ Denied Lists
- Night service
- ▶ COH Group Assignment
- COH Matrix
- ▶ Autom. night service
- Special Days

Night Service

Edit night service

Authorized station for night service

Station
101: Juergen
103: Daniela
104: Gundula
105: Bernd
5101: Richard SIP
107: -
108: -
250: Help!
251: Moody
252: -
253: -

Add >>

<< Delete

Authorized station

Authorized station
100: Hans
102: Claudia

Apply Undo Help

- **Optional:** Program the "Night Service" key on stations 100 and 102

The following key programming options are available:

- Key programming directly on the terminal: Function *91 -> Night mode
- Key programming in the wizard: Telephones/Subscriber -> Key programming.

Note: Night service can be configured for a maximum of 5 authorized stations.

Attention: If all authorized stations are deleted, all stations can carry out night service.

Check that the system is functioning properly.

3.1.3 Group Call / Hunt Group

Configure a call group with the following settings:

- Call number: 450
- DID: 450
- Name: Service
- Type: Cyclical hunt group

Explanation: Incoming caller is distributed to group members in turn.

- Members: 102 and 103

Check that the system is functioning properly.

3.1.4 Executive / Secretary

Configure a 1/1 executive/secretary function with the following features:

- Name: Training Boss
- Members:
 - Executive 1, stn. 101
 - Secretary 1, stn. 102
- Key assignment: To unassigned keys

Explanation: Required lines (101 and 102), also called "MULAP", including direct call are automatically programmed to unassigned keys.

OSO configuration is completed.

Check IP workpoints are functioning properly.

Comment: IP WP stns. 101 and 102 are assigned new internal call numbers, e.g. **101 and **102, through the setup of the executive/secretary function. These new internal call numbers must be configured manually on the IP WP, or per WBM. Please consult the Administration Manual for additional information on the executive / secretary function.

3.1.5 Central Telephone Book

The OpenScope Office central telephone book is to be used. A maximum of 1000 entries can be configured. As an example, an MS Excel file, *.csv format with field separator: <;>, is to be created and imported. Configure the following example entries:

Speed Dial	Call number	Name
001	008979800100	OSO 3000
002	008979300101	OSO System5

Table 3-1

Check that the system is functioning properly.

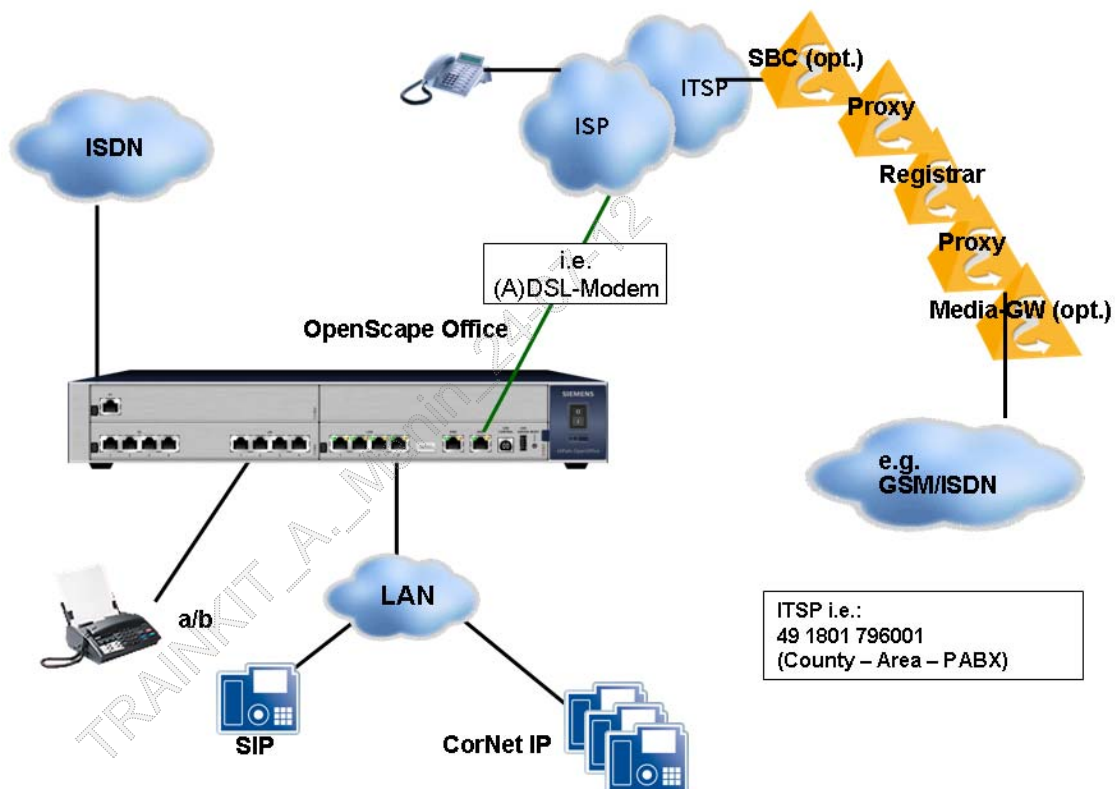
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3.1.6 Internet telephony (ITSP access)

Starting point:

OpenScope Office has a properly operating Internet Service Provider connection (abbreviated as: ISP). The maximum upstream transfer rate is 256 kbit/s. The maximum downstream transfer rate is 3 Mbit/s. DSL telephony is set up for the Internet Telephony Service Provider (abbreviated as: ITSP). Two system clients are set up (internal: 100 Hans and 101 Juergen).

Overview - Scenario



Important: For the system to function correctly, the DNS must be accessible by the ISP!

Note: With an upstream transfer rate of 256 kbit/s, a maximum of two calls is possible at the same time by default. Observe the configuration guideline!

Aim:

Telephony is to be possible over the Internet. The exercise describes the setup of the HiPath system based on the example of the "training" Internet telephony provider. OpenScope Office is to be configured via the wizard. Setup IP workpoints are also to be assigned an ITSP DID call number.

Comment: The exercise is provided as an example. Please adapt it to your infrastructure.

3.1.6.1 OpenScape Office features

- Direct ISP connection (e.g. DSL modem).
- Extended-Fast-Connect support - see module 09 "Add-on" or Administration Manual.
- RTP proxy - see Administration Manual.

3.1.6.2 Internet Telephony Service Provider (ITSP) Features

- Domain: iandc.training.com
- IP: SIP Registrar: 2.3.3.124:5060 (FQDN: sip.iandc.training.com)
- IP: SIP Proxy: 2.3.3.124:5060 (FQDN: sip.iandc.training.com)
- Internet telephony direct dial connection (DDI/DID).
- Necessary infrastructure components such as "Session Border Controller" for "Voice enabling".
- Telephony call number: 49180179X00 (X=Area) and DID: XXX (3-digit).
- SIP client account - for authentication e.g.
 - SIP user ID: 49180179X00 (X=area)
 - SIP password: siemens



Note:

The "STUN" function is not required as OpenScape Office is connected directly with the ISP and detects the IP address assigned by the ISP/ITSP. Communication (correct IP address and port number) is therefore ensured.

Solution:

Configuration via wizard; see “Features” for required data.

In expert mode, check the configuration carried out for:

- Voice gateway -> SIP parameters
- ITSP
- ISDN classmark
- Lines / Networking
 - Lines -> LAN
 - Route
 - Routing parameters
- Routing - LCR

Additional information in the Administration Manual.

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3.2 Setting up telephony – Case studies – Add-on

Extended features are to be set up for the system.



Additional information on features and startup via wizard and expert mode is given in the Administration Manual.

Applicable for all exercises: Initial installation of OpenScape Office has been completed. IP workpoints are connected and operable.

3.2.1 Connection rights (ITR)

This exercise shows the setup of the connection rights and their matrix as an example.

The other voice stations should not be able to access the fax machine. Only the attendant with call number 100 should be able to reach the fax machine for test purposes. Communication via “trunk” is to be inherently possible.

Please note that the ITR group assignment must be observed for access to different speed-dialing ranges. The access rights available for the speed-dialing destinations should not be changed.

Procedure

Set up the necessary connection rights in the connection matrix and assign these to the stations in the connection matrix group allocation.

- **Checking the G3 fax configuration**

Start the wizard for the setup of analog terminals and check the configuration for the first analog subscriber:

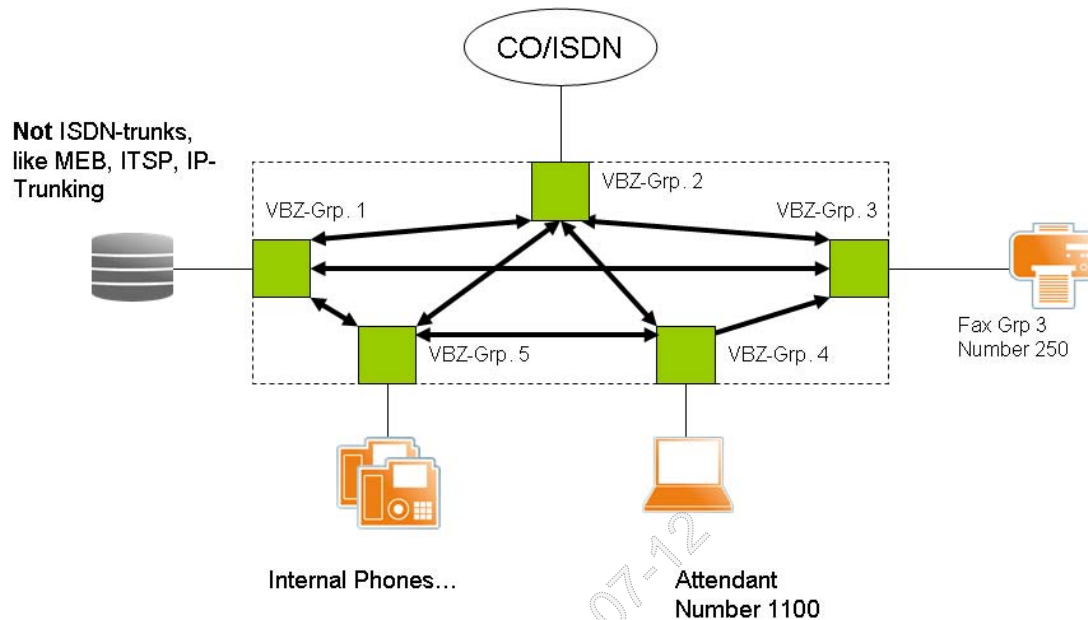
WBM setup > Wizards > Terminals / Subscribers > Analog Terminals

If necessary, configure a name for the first analog subscribers with the call number 250, e.g. FaxGrp 3 with DID 250.

- **Set up ITR group**

Change to expert mode and configure the necessary assignment for the trunks and subscribers as well as for the attendant and fax subscribers under Rights, ITR Group Assignment.

- Assignment of subscribers to ITR class of service group**



The attendant with the call number 100 is assigned to ITR group 4, all other subscribers are assigned to ITR group 5.

- Assignment of trunks to ITR groups**

The ISDN trunks are assigned to ITR group 2, all other trunks remain in ITR group 1.

- Assignment of system speed dialing range to ITR group**

The subscribers of ITR groups 1, 4 and 5 are assigned to the abbreviated dialing number 0 to 999.

- Display/change of ITR matrix**

Classes of Service

- ▶ Station
- ▶ Class of Service Groups
- ▶ Allowed Lists
- ▶ Denied Lists
- Night service
- ▼ CON Group Assignment
 - CON Group Assignment
 - Trunk to CON Group
 - CON Group Speed Dial Range
 - CON Matrix
- ▶ Autom. night service
- Special Days

Display CON Matrix

Edit CON Matrix

Connection matrix

	Block all	Release all	Group-internal only													
	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
1												↔	↔	↔	↔	↔
2												↔	↔	↔	↔	
3													↔	↔		
4												↔	↔			
5												↔				
6																
7																

3.2.2 Block billable service call numbers

The call number 0900-xxx should not be reachable from ext. 103.

Procedure

Set up the list of barred call numbers under Setup > Wizards > User Telephony > Rights - add the call number, e.g. 0900.

Setup > Wizards > Terminals / Subscribers > IP terminals, the subscriber 103 is given the "Blocked call numbers" right.

Note the connection of the permissions to the call management - LCR.

In our example, we seize the default trunk route with "0CZ". Toll restriction must be activated!

Routing							
Routing		Dial Plan					
<ul style="list-style-type: none"> IP Routing IP Mapping NAT PSTN LCR <ul style="list-style-type: none"> Classes Of Service Dial Plan Routing table Dialrule 		Change Dial Plan			Display Dial Plan		
Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service	Emergency	
15	Standard	0CZ	1		<input checked="" type="checkbox"/>		
16	Standard	0C1Z	1		<input type="checkbox"/>		
17	Standard	0C1Z	1		<input type="checkbox"/>		
18	Standard	0C1Z	1		<input type="checkbox"/>		
19	Standard	80CZ	4		<input checked="" type="checkbox"/>		
20	Standard	80C1Z	5		<input checked="" type="checkbox"/>		

3.2.3 Announcement before answer – Suggestion 1

Note: The following example shows a suggestion. Other configurations are quite conceivable.

Prerequisite

- Tool: Audio converter - OpenScape Office DVD or APT Munich: Fileserver
- Customer-specific announcement

Aim:

Configure the “Announcement before answering” function for the central Attendant Answering Position with the call number 100, the announcement should be a maximum of 5 seconds long. A customized announcement should greet the external caller.

Please note that no announcement should be imported for internal calls to Attendant Answering Position 100.

Procedure

Setup > Wizards > Group call / Hunt Group, configure a new group with the internal and external DID call number 300 and name, e.g. Attendant. Assign call number 100 of the Attendant Answering Position to group 300.

Copy the "Audio converter" tool of OpenScape Office to the local drive of the PC. Then start the audio converter, load the audio file desired by the customer and generate the announcement for OpenScape Office. Transfer the announcement to OpenScape Office.

Setup > Wizards > Central Telephony > Music on Hold / Announcements, load the previously created audio files via HTTP:

Note: You can load audio files (WAV files) with the following format for music on hold and announcements: - PCM, 128 kbps, 8/16-bit, mono, sample rate 8 khz

When the audio file is loaded, the configuration can be completed in the wizard for music on hold / announcements.

Announcement	Audio File	Description	Type of Announcement
1	welcome.wav	Courtesy Service	Start/Stop

After OK and Next, call forwarding for Group 300 can be changed in the wizard. Select the already-configured Group 300 and push Announcement 1 (#801) into the call destination list as the first destination per Drag and Drop.

3.2.4 Announcement before answer - Suggestion 2

Note: The following example shows a suggestion. Other configurations are quite conceivable.

Starting basis:

Extension 101 is assigned the intercept station with the code "0".
The "welcome.wav" audio file is available to you - see Suggestion 1.

Aim:

An external subscriber who dials "0" should immediately receive a greeting announcement.
The terminal should ring **in parallel** to the announcement. The intercept station is to have the option of accepting the call at any time.

Procedure:

The following procedure is recommended

- Wizard: "Music on hold/Announcements" - Upload announcement -> e.g. welcome.wav
- Expert mode: Configuration of a "UCD Group" and assignment of the announcement
- Expert mode/Wizard: Configure "Call Forwarding"

Solution - Example

Continue with "Wizard":

Setup -> Wizards -> Central Telephony -> Music on hold / Announcements:

- Configuration of the audio files - e.g.: "welcome.wav" - APT Munich: Use the file from the fileserver.
- Announcements - Type of Announcement: "Start / Stop."

Setup - Wizards - Central Telephony - Music on Hold / Announcements

Step 3 of 5

Announcements

Announcement	Wave File	Description	Type of ann.
1	welcome.wav	Announcement	Start / Stop
2			Start / Stop

- Configure a UCD group.

Expert mode: Inbound calls -> UCD

The screenshot shows the 'Web based management - Microsoft Internet Explorer' window. The main heading is 'Incoming calls'. On the left is a tree view with categories: 'Incoming calls', 'Groups/Hunt groups', 'Mobility Entry groups', 'Team/top', 'Call pickup', and 'UCD'. Under 'UCD', 'Group 1 UCD' is selected. The main content area is titled 'UCD' and contains three tabs: 'Edit UCD Group', 'Edit UCD Group Parameters', and 'Add-Del'. The 'Edit UCD Group' tab is active, showing 'UCD group 1' configuration. The fields are as follows:

Field	Value
Call number	310
Direct inward dialing number	310
Name	UCD
Prim. ring cycles	3 Cycles
Sec. ring cycles	3 Cycles
Queued calls	10
AICC	no
Ann. change	once
Overflow time	600
Ann. delay time	0

Explanation:

“310” is a “pseudo” call number. The *DID entry* is optional.

Delay time announcement: Defines the time after which the announcement is played.

- Assignment of the announcement...

Incoming calls

- Incoming calls
 - Groups/Hunt groups
 - Mobility Entry groups
 - Team/top
 - Call pickup
 - UCD
 - Group 1 - UCD
 - Group 2 -
 - Group 3 -
 - Group 4 -
 - Group 5 -
 - Group 6 -
 - Group 7 -

UCD

Edit UCD Group Edit UCD Group Parameters Add-Delete UCD Group Members

UCD group 1

Group parameters

Dest. index	Announcement	Wait time
Index 1	Ann: announcement	1 Cycle
Index 2	Ann: -	1 Cycle

- Add UCD ID...

UCD

Edit UCD Group Edit UCD Group Parameters Add-Delete UCD Group Members

UCD group 1

Add / Delete Members

Selection	Members
ID 101	ID 100
ID 102	
ID 103	
ID 104	
ID 105	
ID 106	
ID 107	
ID 108	
ID 109	
ID 110	

Add >> << Delete

- Permanently available to -> the “Agent” logs into the UCD group with *401 + UCD ID and remains in this group.

Incoming calls

- Groups/Hunt groups
 - (1)400 group Central
 - (2)600 Sales
 - (3)300 Vertrieb
 - (4)401 Night
- Mobility Entry groups
- Team/top
- Call pickup
- UCD
- Call Forwarding

UCD

Display UCD Groups Edit UCD Parameters

UCD flags

Allow UCD applications ☒

Agents permanently available ☒

Automatic wrap-up time

Wrap-up time (cycles) 0

Priorities for internal calls

- Call forwarding no reply - 101 -> 1st destination is the UCD group "310" - parallel signaling is ensured.

Incoming Calls

Incoming calls

- Groups/hunt groups
- Mobility Entry groups
- Team/top
- Call pickup
- UCD
- Call Forwarding

Call Forwarding

Edit Call Forwarding

Select Station / Group

101	Juergen
100	Hans
101	Juergen
102	Claudia
103	Daniela

☒ All stations
☐ Licensed stations
☐ All groups
☐ Arranged groups

Edit Call Forwarding

Call forwarding sequence

day night internal

first: 310 UCD

afterwards:

afterwards:

afterwards:

The targets for day, night and internal are always the same:
 Call forwarding starts after: ☒ 15 seconds
 No call forwarding if busy: ☐

Destinations

Station

100	Hans
101	Juergen
102	Claudia
103	Daniela

Groups

310	UCD
#202	UCD group 2

Announcements

#301	Sorry
------	-------

Voicemail box

External destination

User defined

Finished.

Add on:

Question: Can more than 1 external station reach the intercept station?

Answer: Yes. The number of waiting calls is set in the UCD group.

Question: Can extension 101 be called in DID?

Answer: Yes, the external caller also hears the greeting.

3.2.5 Music on Hold (MoH)

Configure a customized music on hold (MOH).

Prerequisite

- Tool: Audio converter - OpenScape Office DVD or APT Munich: Fileserver
- Customized MoH

Procedure

Copy the Audioconverter of OpenScape Office to the local drive of the PC. Then start the Audioconverter, load the customer-desired audio file and generate the MOH file for OpenScape Office. Transfer the MOH to OpenScape Office.

Setup - Wizards - Central Telephony - Music on hold / Announcements, load the previously created audio files via HTTP:

Note: You can load audio files (WAV files) with the following format for music on hold and announcements: - PCM, 128 kbps, 8/16-bit, mono, sample rate 8 khz

Step 2 of 5 of the wizard

Internal music on hold

The internal music on hold is imported for "Consultation hold", "Call hold" and "Call suspend".

Activate internal music on hold:

Audiofile: mei_moh_fertig.wav

Description: mei music on hold



Maximum 20 MOH resources available in the system.

3.2.6 Account Codes (PKZ)

Configure project access codes for the outgoing external dialing which means that each externally dialed call number in the direction of the ISDN provider requires the entry of an account code. If an external call number is dialed in the direction of the ITSP, no project access code is necessary. The 6-digit project access code entered should be checked against a list and only project access codes from this list should be possible. (Account Codes).

Please note that no project access code is required for emergency numbers and special call numbers!

Procedure

Setup - Wizards - Central Telephony - Call Detail Recording

Set up project access codes:

Configure the project access codes "123456", "234567" and "345678", for example.

Follow the instructions in the wizard.

Change to expert mode and then to Routing -> LCR -> Dialplan.

Activate project access codes for standard call numbers to the ISDN provider for the dialplan index (default LCR created via the wizard) 16, 17 and 18 in each case.

3.2.7 Importing/exporting customer data

Aim:

The existing configuration is exported and then imported.

How?

- Use Expert Level > Maintenance > Configuration > Port Configuration > Export...
- The following phone number blocks should be used for each area: x100 - x199 where x = area. Example: The first station of area 4 should be assigned phone number 4100.
- The import is performed using the "Basis Installation" wizard.

3.2.8 Profile template

Aim:

User guidance on the telephone is changed to "English" for sales employees.

How?

- Use Expert Level....

The screenshot shows the Siemens configuration interface. On the left, the 'Station' menu is expanded, showing a list of profiles under 'Profiles/Templates'. The profile '955 sales' is highlighted with a red box. On the right, the 'Profile - 1' configuration page is displayed. It includes a 'Name' field set to 'sales' and a 'Parameter' section with the following settings:

- Extension Type: Standard
- Language: English U.S.
- Call signaling internal: Ring type 1
- Call signaling external: Ring type 1
- Class of service (LCR): 15
- Hotline Mode: Off
- Hotline: None

- Members are assigned under "Add/Delete Profile member"

Note: The profile can be exported to the administration PC and reimported when necessary.

3.2.9 Ringing assignment per line

This exercise is optional.

Aim:

The capability of the system should be made clear, assigning lines of different intercept stations. A prerequisite is that no intercept station has been defined in the WBM under Telephony Server > Basic Settings > System > Intercept/VPL/Hotline.

Exercise:

For ISDN/Analog/T1/ITSP, configure the ringing assignment per line for the required extensions during the day and at night (depending on availability).

How?

Expert Mode - Telephony Server > Lines/Routing

Example:

Trunk ISDN > Day phone number: x100 Night phone number: x100

Trunk ITSP > Day phone number: x101 Night phone number: x101

ISDN example

The screenshot displays the 'Trunks/Routing' configuration window. On the left, a tree view shows the hierarchy: Trunks > LAN > TLANI4 > S0 > Box: 1, Slot: 2 > Port 1 CO Trunk. Under 'Port 1 CO Trunk', there are two entries: '##700 5-1-1' and '##701 5-1-2'. The '##700 5-1-1' entry is selected. The main area shows the configuration for this selected line. It includes fields for 'Trunk: 1', 'Box/Slot/Port/Line: S0 1-2-1-1', 'Code: ##700', and 'Route: ISDN'. Below these fields, there is a section titled 'Ringing assignment per line' with two dropdown menus: 'Day call no.: 101 Waller, Juergen' and 'Night call no.: 102 Richis'.

3.2.10 Central call detail recording (CDR)

The system stores the call charge data as required and make them available on external call charge recording software. The call charge output of the system to an external call charge recording tool can be done as follows:

- via https (Port 443)
- via TCP/IP connection via any free port



Integration via TFTP Client / Server is not supported.



Details on call detail recording can be found in the administrator documentation - incl. examples of call charge detail records.

3.2.10.1 Brief overview of call detail recording

Call charge output format - example; "via TCP Client" means that as soon as a call charge data record has been generated in the system, there is automatic forwarding to an external call charge recording tool via TCP / IP Socket connection. The IP address and port number of the PC on which the call charge recording software has been installed, must be configured.

Basic Settings

Basic Settings

- System
 - System Flags
 - Time Parameters
 - Display
 - DISA
 - Intercept/Attendant/Hotline
 - LDAP
 - Texts
 - Flexible menu
 - Speed Dials
 - Gateway
- DynDNS
 - AF/EF Codepoints
 - Quality of Service
- Date and Time
 - Port Management
- Call Charges
 - Call Charges - Output Format
 - Call Charges - Factors
 - Call Charges - Account Codes
 - Voicemail

Call Charges - Output Format

Edit Output Format

Format of Call Records

- Compressed Output ☒
- Last 4 digits suppressed ☐
- Log incoming calls ☐
- Call Duration ☒
- On Ringing ☒
- Output MSN ☐
- Decimal format ☒
- Display amounts instead of units ☒
- Outgoing without connection ☒

CDR system

Output Format: **LAN-TCP-Client**

TCP-Client: 1.24.11.248 3100

Charge factors for displaying on the telephone and for the call charge output...

Basic Settings

Basic Settings

- ▼ System
 - System Flags
 - Time Parameters
 - Display
 - DISA
 - Intercept/Attendant/Hotline
 - LDAP
 - Texts
 - Flexible menu
 - Speed Dials
 - Gateway
- DynDNS
- AF/EF Codepoints
- Quality of Service
- Date and Time
- Port Management
- ▼ Call Charges
 - Call Charges - Output Format
 - Call Charges - Factors
 - Call Charges - Account Codes
 - Voicemail

Call Charging - Factors

Edit Factors

Currency: EUR

Computing accuracy: Via call charge pulse

Call charge factor per direction

Routes	Multiplier	Multi-ISDN	Currency	charges	Advice of charge
ISDN	6	6		<input type="checkbox"/>	Interim final
Trk Grp. 2	6	6		<input type="checkbox"/>	Interim final
Trk Grp. 3	6	6		<input type="checkbox"/>	Interim final
Trk Grp. 4	6	6		<input type="checkbox"/>	Interim final
Trk Grp. 5	6	6		<input type="checkbox"/>	Interim final
Trk Grp. 6	6	6		<input type="checkbox"/>	Interim final

Charges project performance figures - with or without testing...

Basic Settings

Call Charges - Account Codes

Edit Account Codes

Checking procedure





Checking procedure: Check number of characters

Characters to be checked: 5

Account code lists

List	Account code
0	22222
1	99999
2	
3	
4	
5	
6	
7	
8	

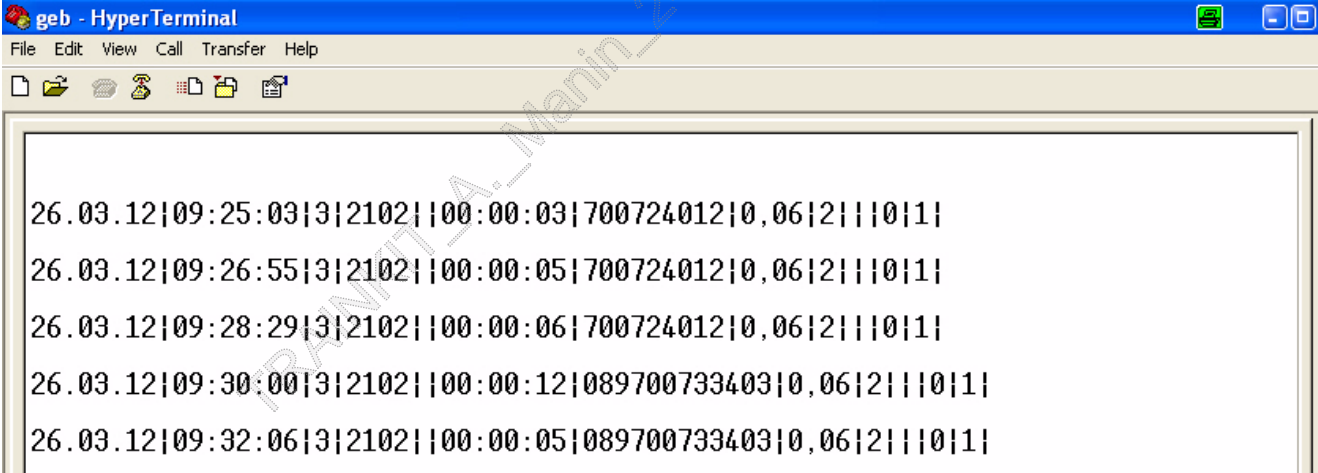
Free-of-charge software can be obtained via the Service Center...

	More details on OpenScape Office and the phone terminals of the OpenStage family can be
	CSV Templates (Speed Dial Numbers, Port Data)
Software	
Download	Description
	Call Charge Manager
	CommunicationsClients (myPortal, myPortal for Outlook, myAttendant, myAgent, Fax Prin

Test: Data record OK? For testing, as suitable too can be used to test the consistency of the data record.

The call charge output format of the system in our example is:

- Output format: TCP-Client with port 3100
- other settings per default / currently not in use



```

geb - HyperTerminal
File Edit View Call Transfer Help

26.03.12|09:25:03|3|2102||00:00:03|700724012|0,06|2|||0|1|
26.03.12|09:26:55|3|2102||00:00:05|700724012|0,06|2|||0|1|
26.03.12|09:28:29|3|2102||00:00:06|700724012|0,06|2|||0|1|
26.03.12|09:30:00|3|2102||00:00:12|089700733403|0,06|2|||0|1|
26.03.12|09:32:06|3|2102||00:00:05|089700733403|0,06|2|||0|1|
  
```

Your lecturer will be happy to show you the test set-up...

3.2.11 Online User (HPT tool) - Status: 03/2012

Further details in Module 7 „Serviceability“...

TRAINKIT_A._Manin_24-07-12

4 Subscriber features

Starting point:

The first-time installation and basic installation have been carried out. IP workpoints are connected and operable.

Additional information in Chapter 2, "Basic installation".

Aim:

Check the features and functions in the "standalone" system or via interworking if configured.

4.1 Setting up telephony – Case studies

As an example, some functions are configured using export mode. For further information, please use the Administration Guide.

4.1.1 Subscriber parameters

Exercise

Changing the user language to "US English"

The screenshot displays the 'Station' configuration window in the Siemens SIP Manager. The left sidebar shows a tree view with 'Station' expanded, and 'System Clients' listed. The main area is titled 'Station - 0' and contains several tabs: 'Edit station parameters', 'Edit station flags', 'Edit workpoint client data', and 'Edit Group/CFW'. The 'Edit station parameters' tab is active, showing fields for 'Call number' (100), 'Name' (Hartwig), 'Direct inward dialing' (100), 'Device Type' (OpenStage 40), 'Clip/Lin' (-), and 'Access' (1-1-Lan-SYS-1). Below these is a 'Fax' section with 'Call number' (-) and 'Direct inward dialing' (-). The 'Parameter' section at the bottom includes 'Extension Type' (Standard), 'Language' (English U.S., highlighted with a red box), 'Call signaling internal' (Ring type 1), 'Call signaling external' (Ring type 1), 'Class of service (LCR)' (15), 'Hotline Mode' (Off), 'Hotline' (None), 'Licence Type' (Comfort Plus User), and 'Licensed' (Yes).

4.1.2 Subscriber data

Exercise

The subscriber should be “connect-entitled”, i.e. he can connect to an existing connection.

The subscriber should be able to carry out "Associated dialing/services", i.e. he can configure call forwarding (using service code) for another subscriber from his terminal, for example.

The screenshot displays the Siemens Station configuration interface. On the left, a tree view shows the hierarchy: Station > IP Clients > System Clients. A list of subscribers is shown, with '0 100 Hartwig' selected. The main area is titled 'Station' and contains four tabs: 'Edit station parameters', 'Edit station flags', 'Edit workpoint client data', and 'Edit Group/CFW'. The 'Edit station flags' tab is active, showing configuration for 'Station - 0'. The 'Call number' is 100 and the 'Name' is Hartwig. Under 'Station flags', several options are listed with checkboxes. Two options are highlighted with red boxes: 'Override class of service on:' (checked) and 'Associated dialing/services:' (checked). Other options include 'Override Do Not Disturb:', 'FWD external permitted:', 'Prevention of voice calling off:', 'Disa Class of service:', 'Transit allowed via Hook-on:', 'System telephone lock reset:', 'MCID access:', 'Entry in telephone directory:', 'Edit tel. number:', 'No group ringing on busy:', 'Call waiting rejection on:', 'Discreet Call:', and 'Discreet Call Lock:'. At the bottom, there are 'Apply', 'Undo', and 'Help' buttons.

Station	Call number	Name
0 100 Hartwig	100	Hartwig

Station flags	Value
Override class of service on:	<input checked="" type="checkbox"/>
Override Do Not Disturb:	<input type="checkbox"/>
FWD external permitted:	<input checked="" type="checkbox"/>
Prevention of voice calling off:	<input checked="" type="checkbox"/>
Disa Class of service:	<input type="checkbox"/>
Transit allowed via Hook-on:	<input type="checkbox"/>
System telephone lock reset:	<input type="checkbox"/>
MCID access:	<input type="checkbox"/>
Entry in telephone directory:	<input checked="" type="checkbox"/>
Edit tel. number:	<input type="checkbox"/>
No group ringing on busy:	<input type="checkbox"/>
Associated dialing/services:	<input checked="" type="checkbox"/>
Call waiting rejection on:	<input type="checkbox"/>
Discreet Call:	<input type="checkbox"/>
Discreet Call Lock:	<input type="checkbox"/>

4.1.3 Workpoint client data

Exercise:

The subscriber should use a logon password on the system, i.e. the terminal always logs onto the system with the internal call number and the password. The password must also be activated on the terminal.

4.1.4 Change groups/call forwarding

Following functions:

- Display of activated call forwarding. A change is not possible here.
- Assignment of right - e.g. International.
Changes in rights must be carried out in consultation with the customer!
Each IP workpoint has the International right per default.
- Assignment of the call pickup group - also using wizards...

4.1.5 Key programming

Exercise:

As an example, the configuration of a "Repdial key" should be indicated.

Furthermore, the configuration on selected terminals of the same mode should be copied.

