Unify Office

Atos Unify Device Installation Service

Configuration Guide

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Atos

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1 Unify Device Installation Service Overview

This guide provides basic information on how to use the Unify Device Installation Service (UDIS) tool.

1.1 Motivation

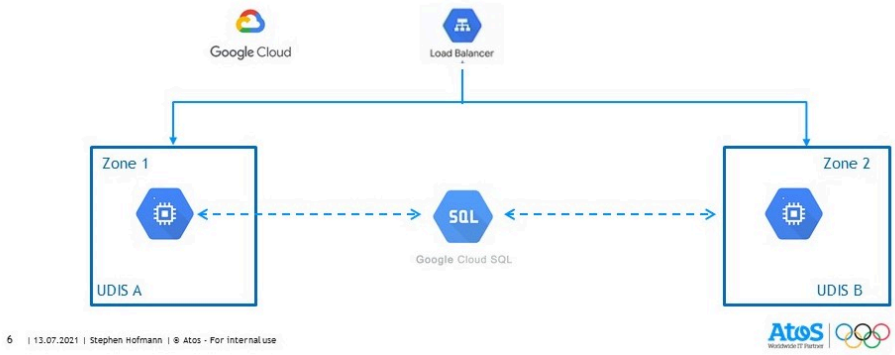
The creation of a configuration file can be complex, time consuming and requires a depth know how. UDIS works with a Unify Office super administration account. It is fully multitenant capable and GDPR compliant. With a few clicks a configuration file is built.

1.2 Supported devices

You can get the configuration files build for the following supported devices with UDIS:

- OpenScape Dect IP V2
- Mediatrix Analogue Adapters
- OpenStage Devices and OpenScape DeskPhone IP (basic SIP feature set only)
- Gigaset Maxwell Devices (PSR / License required can be ordered via UnifyOffice PM Team)

1.3 Architecture

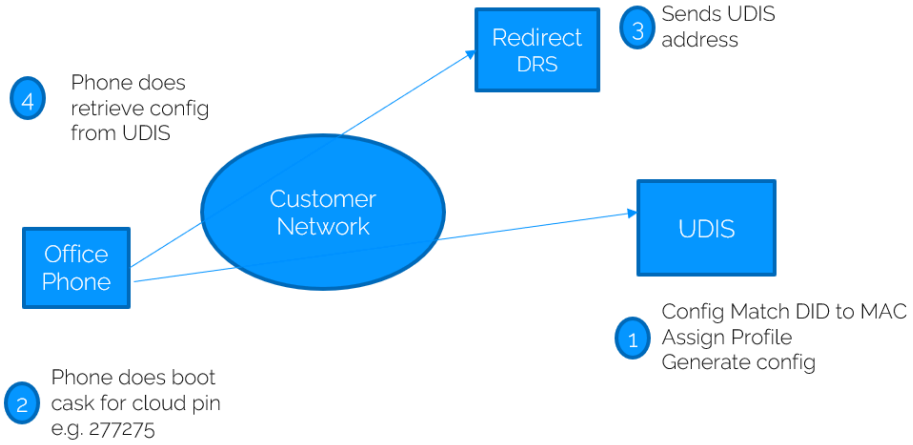


1.4 Firewall settings

You must open the following ports:

Towards redirect service port 18443 cloud-setup.com

UDIS port 443 UDIS.unifyoffice.com + UDIStandi.unifyoffice.com


Redirect
DRS
3
Sends UDIS
address
4
Phone does
retrieve config
from UDIS
Customer
Network
Office
Phone
UDIS
1
Config Match DID to MAC
Assign Profile
Generate config
2
Phone does boot
cask for cloud pin
e.g. 277275

2 Getting started with Unify Device Installation Service

2.1 How to login to Unify Device Installation Service

UDIS is a cloud service tool.

Step by Step

1) Click the following link to login into the service:

https://udis.unifyoffice.com/

You will be prompted to login via your Unify Office account.

2) Use your Unify Office administrator's account to login to the main UDIS webpage.

Authorize UDIS adaptor to have access into your Unify Office account.

2.2 How to import/update users from Unify Office

In Unify Office you are able to deploy nativly our CP device Series via the Service Web Tool of Unify Office using auto deployment / Zero Touch.

For other SIP devices (e.g. Openstage phones, DeskPhone IP55G/35G (eco), Mediatrix, DECT IP, etc.) the UDIS tool should be used.

From Unify Office administrator page this category is under the **Other Phones** menu.

Step by Step

1) Login to **Unify Device Installation Service**.

2) Click the **Import/Update** button in Import/Update from Unify Office area.

Users which are configured as other Devices will be imported or updated.

2.3 How to bulk import users to Unify Office

Step by Step

1) Login to **Unify Device Installation Service**.

2) Select one of the following options in the **Export** area:

a) Click the **Export to Excel file** or **Export to CSV file** button to export data displayed in the **Devices** table above.

b) Click the **Export to CSV file (complete)** button to export all data stored in the database.

The exported file contains all data of the already

3) Open the exported file and insert the MAC address and Profile data.

For example, via vlookup on data generated by customers legacy DLS.

4) Click the **Choose File** button in the **Import** area and select the modified file to import it in UDIS. Click **Import**.

5) Click the **Create Configuration files for all devices** button in the **Generation of Configuration Files** area.

2.4 How to use Local file Repository

This functionality allows you to upload a software load for OpenScape Cordless IP V2.

Step by Step

1) Login to Unify Device Installation Service.

2) Scroll down to Local file Repository:

a) Click **Choose File** and upload your latest firmware file for OpenScape Cordless Ip V2 e.g., oscip_V2R1.39.2.bin .

b) Click to **Upload** .

NOTICE: It may take few minutes until uploaded files are shown in the table above.

One the file name appears, click copy file name to the clipboard right next after the file name.

3) You have to assign in the selected profile the correct firmware load.

Search the OS Cordless IP V2 profile, select **Edit**, scroll to right downwards and paste the correct file name in the Firmware box which you have in your clipboard.

3 OpenStage and Deskphone IP

3.1 OpenStage and DeskPhone IP configuration

Step by Step

1) Login to **Unify Device Installation Service**.

2) Click the **Import/Update** button in Import/Update form Unify Office area.

Users which are configured as other Devices will be imported or updated. All other e.g. Desktop app or CP devices will not be imported.

3) Select a free user from the imported list, once the import is completed. The following options are available:

a) **Edit**
b) **Delete**
c) **Generate ConfigFiles**
d) **Show log**

4) Click **Edit** to view the configuration settings for the specific user created by Unify Office app.

You can enter information in the empty fields such as the profile and the MAC address. Fill in these fields, with information regarding the device of your preference. For example, if we are going to add an IP35G Eco phone device, then select as a profile the DeskPhone IP.

Once all the changes are completed save the modifications by clicking the **Store** button.

5) Click again **Edit** and select **SIPProx** from the drop-down menu.

NOTICE: Select the next available for your region e.g. SIPProxy EMEA-TLS sip40.ringcentral.com .

And confirm with store.

6) Click **Generate ConfigFiles** to create the configuration file.

All previous stored changes will be used in order to generate the configuration file and therefore update the Unify Office as well.

IMPORTANT: After generation you can adjust the time on how long the config date will be kept on the server. This is currently set to 14 days and can be modified by the admin by editing the config per device in the **Expiration Date** field.

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7) Click **Show log** to view the log file.

8) Hover over the question mark icon to view the PIN which will be used on the phone device after a factory reset. For example:

"Install latest SIP load Factory reset your Device Enter PIN 277275".

Next steps

When the UDIS steps are completed plugin the device and apply a factory reset. Make sure that the lab network setup allows the device to communicate via internet and therefore to register with Unify Office. Then proceed with factory reset and finally enter the PIN as described above.

The latest GA Load needs to be installed at the DeskPhone IP and the devices MAC ID has to be associated with the DL in the UDIS tool.

The factory reset at the device has to be performed. The user will have to type the Redirect PIN 277275.

Once the device is redirected, it finds the configuration file and starts the configuration process.

NOTICE: Only Basic SIP features are supported in the devices. Comfort features are only supported on the CP series Devices.

IMPORTANT: The following open ports need to give in the customer network:

Towards redirect service port 18443 cloud-setup.com

UDIS port 443 UDIS.unifyoffice.com + UDIStandi.unifyoffice.com

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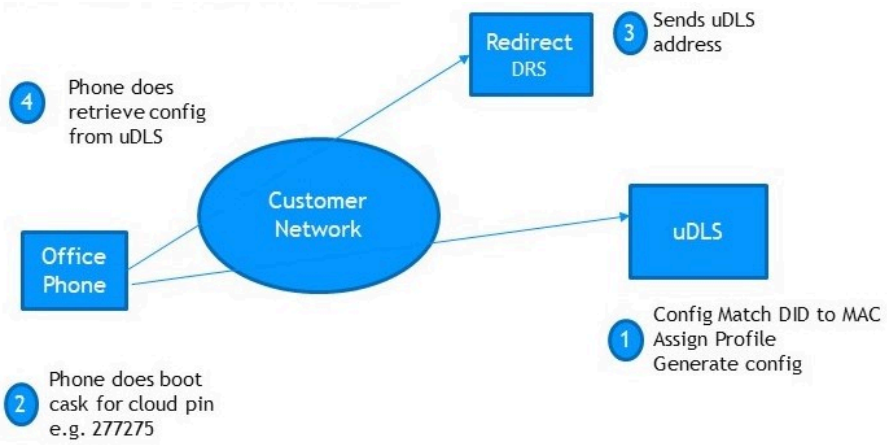

3.2 Passwords

After configuring a device via UDIS, the user default password of OpenStage, DeskPhone IP 35 and DeskPhone IP 55 have been set to 123456 which the user has to change after first login into the user settings to their own desire.

After configuring a device via UDIS, the admin default password of OpenStage, DeskPhone IP 35 and DeskPhone IP 55 have been set to 08150815.

NOTICE: This have been introduced to know which passwords are used and to keep consistency with the connected devices.

NOTICE: Only Basic SIP features are supported in the devices. Comfort features are only supported on the CP series Devices.

4 Mediatrix

Supported devices

The following boxes are supported:

- Mediatrix 4102
- Mediatrix C7 Series
- Mediatrix S7 Series
- Mediatrix S7 LP Series

4.1 Mediatrix Configuration

You can provision the Mediatrix device manually via the UDIS tool, or set up Mediatrix C710, C711 and S724 as Analog Terminal Adapter to use with Unify Office.

NOTICE: Unify Office does not provide additional support for devices purchased from third party vendors. For product support on devices not purchased from Unify Office, refer to the product's vendor for support.

Models tested for automatic provisioning:

MDX GW C710, C711 S/W : Dgw v46.1.2142.0

MDX GW S724 S/W: Dgw v46.1.2142.0

Before proceeding to setup your device

- The Mediatrix unit is connected to the network and powered on.
- Enable DHCP server and identify connected Mediatrix GWs.
- Analog phones or fax machines are connected to FXS ports.
- System date and time is configured on the Mediatrix unit.
- Make sure you have the following information about the Mediatrix unit:
  - IP address of the Mediatrix unit LAN Interface.

    Default IP: 192.168.0.11
  - FXS port numbers used

Problems & Restrictions

- Send or receive FAX is not operational at the moment.
- Device displays are not updated when user creates a conference from the device.
- Device displays are not updated with the correct CID information after consult/blind transfer, call forward and call deflect.
- When you disable in your Unify Office account a user with extension / endpoint configured in the Mediatrix unit and registered, all other registered endpoints of the Mediatrix unit are unregistered after some minutes.

As a workaround, you can perform the following steps:

- Delete or change the configuration of the Mediatrix unit, so that the Mediatrix unit does no longer send any registration for the extension(s) you want to disable or delete.
- Disable or delete the extensions/users on your Unify Office Account.

4.2 How to provision Mediatrix semi-automatically

To produce config files for the Mediatrix unit with the aid of UDIS tool, perform the following steps:

Step by Step

1) Assign devices to existing extensions on your Unify Office account (UO). They should correspond to analog devices connected to the Mediatrix unit.

2) Log in to UDIS tool using your UO account. the **Import/Update** button in Import/Update form UnifyOffice area and, then, click the **Devices** button. The available devices are displayed.

3) Find the device/user as configured on the UO. See step 1.

4) Click **Edit**. The SIP Settings from your Unify Office account for this specific device/user are displayed.

5) Under the **Profile** menu, select the proper Mediatrix profile according to the model of interest. For example, choose Mediatrix-C7xx for C711 or C710 Mediatrix. Click the **Store** button, in order to save the changes.

6) Click again **Edit**. Now the menu has changed according to MDX needs. Under the _idx_ area, add the FSX port of interest where an analogue device will be connected.

7) On **MAC address** area, add the MAC address of the MDX model plus the relevant port under the **_idx_** area in the format <MAC address>(idx port number) i.e., 001AE874E206(1).Then click the **Store** button.

8) Click again **Edit** and select **SIPProx** from the drop-down menu.

NOTICE: Select the next available for your region e.g. SIPProxy EMEA-TLS sip40.ringcentral.com, SIPProxyPort EMEA-TLS :5096.

And confirm with store.

9) Click **Generate Configfile** and, then, click **Download ConfigFiles**. The zipped config file comes up with 3 files. The RootCA, the intermediate certificate plus and the mediatrix config file.

10) Import this configuration file to Mediatrix gateway device. The gateway should register to UO. Follow the same steps as in manual setup in order to log in to MDX. Then,

a) On the Management menu, select the **Backup/Restore** option. Click **factory reset**. After the factory reset via the DHCP server or manually, identify the new IP address of the MDX GW. In the manual way, on a plugged analogue phone

device dial #.#0. A recorded message regarding the ETH1 IP address will be announced

b) Log in again to MDX GW. Navigate to **Management > Certificates** menu. Under the **Certificate Import Through Web Browser** area, import the intermediate and the Root certificate.

NOTICE: Use type other and then choose the proper file to import.

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c) Under the **Management** menu click **Configuration Scripts**.

d) Select the option **Activate unsecure scripts transfers through web client**.

e) Under the **upload Script Through Web Broswer**, select the **CFG** file to download from the UDIS tool. Click the **upload & execute** button. In less than a minute the new configuration will be uploaded and the MDX is registered successfully on UO. The connected device to correct FXS port is registered and has a dial tone.

NOTICE: In case that you want to add more FXS ports, just pick up a device and add the _idx_ port. Finally, Generate and then download the last configured port.

Validation

You can verify that the Metriatrix unit is successfully registered to Unify Office as follows:

- Navigate to **SIP > Gateways** and check the state in the **Gateway Status** table. The state should be `Ready`.

You can verify that the endpoints are successfully registered to Unify Office as follows:

- Navigate to **SIP** > **Registrations** and check the registration status of the endpoints you have previously configured in the **Endpoints Registration Status** table. The status should be `Registered`.
- Place a call from and to an analog device connected to the Mediatrix unit and make sure that the call is established.

If the Mediatrix unit or an endpoint is not successfully registered, please check the settings as configured by the imported CFG file, cabling, and network connection.

4.3 Passwords

After a configuration via UDIS the default passwords for the user"Public" have been set to:

User: public

Password: UnifyOffice

NOTICE: It can be difficult to figure out which passwords are used and to keep consistently to the connected mediatrix devices.

5 OpenScape Cordless IP

5.1 How to provision OpenScape Cordless IP

To produce config files for the OpenScape Cordless IP with the aid of UDIS tool, perform the following steps:

Step by Step

1) Assign devices to existing extensions on your Unify Office account (UO).
2) Log in to UDIS tool using your UO account. the **Import/Update** button in Import/Update form UnifyOffice area and, then, click the **Devices** button. The available devices are displayed.
3) Find the device/user as configured on the UO. See step 1.
4) Click **Edit**. The SIP Settings from your Unify Office account for this specific device/user are displayed.
5) Under the **Profile** menu, select the proper OS Cordless IP profile according to the one you need.

   OS Cordless IP (PIN): an individual PIN for registering the Handset

   OS Cordless IP (IPUI): one PIN 0000 but does require you to have the IPUI from the Dect device handy and right away assign this to the correct number port

   Click the **Store** button, in order to save the changes.
6) Click again **Edit** and select **SIPProx** from the drop-down menu.

   NOTICE: Select the next available for your region e.g. SIPProxy EMEA-TLS sip40.ringcentral.com, SIPProxyPort EMEA-TLS :5096.

   And confirm with store.
7) Click **Generate Configfile**.
8) To import this configuration on OpenScape Cordless IP Base Station (the Base which has the Dect-Manager) log in, browse first with the local Cordless IP web page to:
   - System: Security and change to Accept all certificates and confirm with **Set** button on the bottom of the Web page to save your configuration
   - System: Provisioning and configuration
   - Enter https://cloud-setup.com:18443 confirm with hitting the **Set** button on the bottom of the Web page to save your configuration. "And trigger via the button the import of your configuration by clicking within the same page **Start auto configuration** you will get the message Provisioning successful."
   - You have to register your Handset/ Handsets on the Cordless IP system by browsing to **Mobile Devices > Administration**

- Select in the right corner **View** and click **PIN**. Finally the PIN which you need to type on the Dect Device himself will be visible (depending on the chosen methode PIN vs IPUI).
- Start your charged Handset, and you will be asked to select register, and enter the 4digit long PIN and confirm with registered.

Validation

You can verify that the OpenScape Cordless IP Configuration is successfully registered to Unify Office as follows:

- Navigate to **Mobile Devices > Administration** per each Handset Sip should display you a check make icon so your Dect handset is registered. The state should be `Ready`.

You can verify that the endpoints are successfully registered to Unify Office as follows:

- Navigate to **SIP** > **Registrations** and check the registration status of the endpoints you have previously configured in the **Endpoints Registration Status** table. The status should be `Registered`.
- Place a call from and to Cordless IP connected to the DECT Handset and make sure that the call is established.

5.2 How to update OpenScape Cordless IP Number Porting

During Number Porting the Temp assigned Numbers will be changed with the real numbers at the customer side.

Step by Step

1) Log in to main Cordless IP Base station.

2) Browse to **Settings > Mobile devices > Administration** select all your registered Handsets and click to export.

You will get a file called exported-mobile-device-YYYY-MM-DD.xml file

3) Browse to status and copy the Mac Address 58:9e:xx:yy:zz:ww

4) Log in to UDIS using your UO account. Click the **Import/Update** button in **Import/Update form UnifyOffice** area and then click the **Devices** button.

The available devices are displayed.

5) Locate the section Import device config XML.

6) Select **Update OS Cordless IP V2 UO (IPUI)** in **Device Profile**.

7) Insert your **MAC Address** in the respective field.

8) Select and upload your exported exported-mobile-device-YYYY-MM-DD.xml.

9) Click **Import**.

The import may take a while.

The device is imported and mapped with the extension.

10) After verifying the new number matches, click to generate config files.

11) Log in to main Cordless IP Base station.

12) Verify under **Settings > Systems > Provisioning and configuration** that the provisioning server is set (https://cloud-setup.com:18443) and click the **Start auto configuration** button.

You will get a pop up `Provisioning successful`.

13) Navigate to **SIP > Registrations** and check the registration status of the endpoints you have previously configured in the Endpoints Registration Status table.

The status should be `Registered`.

Place a call from and to an the registered DECT device connected and make sure that the call is established.

5.3 How to software update OpenScape Cordless IP

There has been an enhancement made to support a software update via UDIS towards the Cordless IP.

Step by Step

1) Log in to UDIS.

2) If no device data ais visible, klick to import/Update Button

3) Select your fist Number which is assigned to you first Idx port and click edit.

4) Or In case your data is not visible anymore (Data Retention) .

5) You will need to edit and all date 58:9e:xx:yy:zz:ww (1).

6) Please select and use the Software Update OS Cordless IP V2.

7) Update the Profile with your data Chapter 2.4.

8) Firmware and Firmware Version.

9) Store config.

10) Click the button Generate ConfigFiles.

The tool is now prepared for the software update nightly Time Frame (between 2am and 5am)

11) In case for an immediate software update, please trigger a restart of your Dect Manager.

12) Next day, login in to OSCordless system and verify the success of the software update.