Technical Bulletin 100

Migrating from VTech VCS752 conference phone to the Snom C520 conference phone

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This technical bulletin provides detailed information about the differences between the VTech VCS752 and Snom C520.

This information applies to and is up to date for VCS752 software version 1.1.5.A and later, and C520 software version 1.40.32.

Introduction

This Technical bulletin is intended to assist partners to transitioning from the VTech device VCS752 that has been end of life to the equivalent Snom branded model C520. This document outlines the difference between the two models highlighting the deployment and default setting differences out of the box.

Terminology

The following terms may assist in understanding the <name> feature:

- **SRAPS** – stands for **S**nom **R**edirect **A**nd **P**rovisioning **S**ervice

- **tbook** – internal reference to Snom's **t**elephone **book** (directory)

Redirection Service

The C520 is a Snom branded device is set to work with the Snom redirect service. Unlike the VCS752 that is set to use the VTech redirect server.

To sign up for the free service, please go to https://sraps.Snom.com. For more information about SRAPS, refer to Snom online wiki https://service.Snom.com/display/wiki/SRAPS.

Configuration files Name

VCS752

By default, the VCS752 supports the following configuration file name and file types:

General file: **<model>.cfg**.

MAC-specific file: **<model>_<MAC Address>.cfg**.

The <model> variable is the VTech product model: VCS752. The configuration files above are simple text-based format with no hierarchy.

C520

By default, the C520 does support the same configuration filenames as above. The official model name is C520-WiMi, i.e. C520-WiMi.cfg

The standard text-based format supported in VCS752 is still supported on the C520. Parameters name space remains the same.

XML Configuration files

The C520 now support Snom style XML configuration file. See the following example format.
The parameter namespace will be the same as those supported in the .cfg file mentioned above.

```
<?xml version="1.0" encoding='utf-8'?>
<settings>
<phone-settings>
<setting_server perm="RW">https://secure-provisioning.Snom.com/SnomC520/SnomC520.htm</setting_server>
</phone-settings>
</settings>
```

```
<?xml version="1.0" encoding='utf-8'?>
<settings>
<phone-settings>
<update_policy perm="RW">auto_update</update_policy>
</phone-settings>
<firmware-settings>
<firmware perm="">URI</firmware>
</firmware-settings>
</settings>
```

Certificates

The VCS752 does not come preloaded with trusted certificate. The C520 has been pre-loaded with the following certs:

- Snom
- Telesec – Trust Center
- Digital Signature Trust
- Baltimore CyberTrust
- Go Daddy
- COMODO
- GlobalSign
- Verisign
- Certum

SIP messages, MAC addresses and User Agent Field

The SIP User Agent field on the C520 has been changed to User-Agent: SnomC520/1.40.xx-0-ENG where xx denotes the two-digit maintenance version of the software.

The SIP User Agent field on the C520 can include the MAC address of the device as well. This requires turning on the setting **mac_info_in_every_sip_message** that is set to OFF by default.

```
∨ Message Header
    > Via: SIP/2.0/UDP 10.91.20.201:5060;rport;branch=z9hG4bK251386167
    > From: "707" <sip:707@10.91.186.5>;tag=1308086078
    > To: <sip:705@10.91.186.5>
      Call-ID: 2066545585
      [Generated Call-ID: 2066545585]
    > CSeq: 20 INVITE
    > Contact: <sip:707@10.91.20.201:5060>
      Content-Type: application/sdp
      Allow: INVITE,ACK,CANCEL,BYE,REFER,SUBSCRIBE,NOTIFY,MESSAGE,OPTIONS,INFO,UPDATE
      Max-Forwards: 70
      User-Agent: snomC520/1.40.47-0-ENG 000413A01201
      Supported: replaces
      Content-Length:   330
> Message Body
```

HTTP GET variables support

The C520 supports a variable tag {mac} and $phone_IP within the GET command. The phone will return the MAC and the IP address of the device in response.

Please note the user agent in the HTTP get has also been changed – see the following example:

```
User-Agent: Mozilla/4.0 (compatible; snomC520-SIP 1.40.47-0-ENG 000413a015cb)\r\n
```

Directory

The directory provisioning on the C520 supports only the Snom tbook style format. Inside the settings tag in the *XML configuration files* section above, the XML tag (**<tbook>** or **<phone-book**) contains a list of contact entries to be provisioned into the internal phone directory.

```
<tbook complete="true">
 <item context="<outgoing_SIP_identity>" type="<contact_category>"
 <number><contact_number></number>
  <number_type><type> </number_type>
  <first_name><contact_name></first_name>
  <last_name><contact_name></last_name>
  </item>
 …
   <item context="<outgoing_SIP_identity>" type="<contact_category>"
 <number><contact_number></number>
  <number_type><type> </number_type>
  <first_name><contact_name></first_name>
```
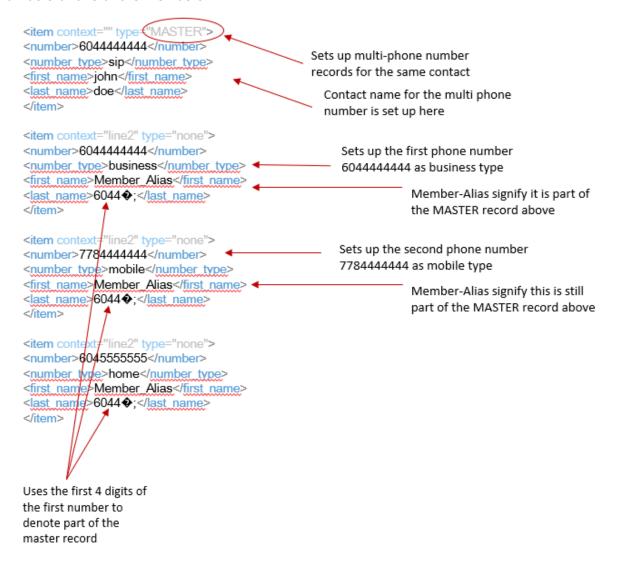
```
<last_name><contact_name></last_name>
</item>


</tbook>
```
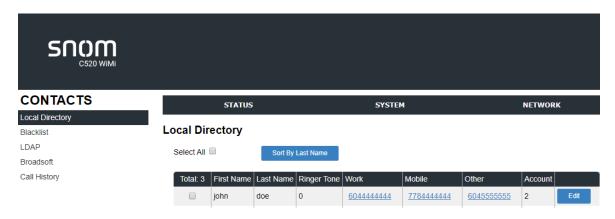
Like the VCS752, the C520 supports multiple **numbers per person**, but is achieved using the following **Master-entry format**. number=AnyUniqueNumber - must be one of the telephone-numbers of one of the members.

```
<item context="" type="MASTER">
<number>6044444444</number>          Sets up multi-phone number
<number_type>sip</number_type>       records for the same contact
<first_name>john</first_name>
<last_name>doe</last_name>           Contact name for the multi phone
</item>                              number is set up here

<item context="line2" type="none">
<number>6044444444</number>          Sets up the first phone number
<number_type>business</number_type>  6044444444 as business type
<first_name>Member_Alias</first_name>
<last_name>6044�;</last_name>        Member-Alias signify it is part of
</item>                              the MASTER record above

<item context="line2" type="none">
<number>7784444444</number>          Sets up the second phone number
<number_type>mobile</number_type>    7784444444 as mobile type
<first_name>Member_Alias</first_name>
<last_name>6044�;</last_name>        Member-Alias signify this is still
</item>                              part of the MASTER record above

<item context="line2" type="none">
<number>6045555555</number>
<number_type>home</number_type>
<first_name>Member_Alias</first_name>
<last_name>6044�;</last_name>
</item>
```

Uses the first 4 digits of the first number to denote part of the master record

This sample record above will show up in the web interface as:

Known Issue

The csv file format cannot be imported or exported. Only the above xml format can be imported or exported. The support for csv file will be corrected in the future.

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Documentation

For more information, refer to the online documentation: https://service.Snom.com

Product support

For additional questions, please refer to the on-line support:
https://helpdesk.Snom.com/support/home