



# SIP Trunking using the Optimum Business SIP Trunk Adaptor and the Allworx 6x IP-PBX



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### **1** Overview

The purpose of this configuration guide is to describe the steps needed to configure the Allworx 6x IP-PBX for proper operation Optimum Business Sip Trunking.

### 2 SIP Trunk Adaptor Set-up Instructions

These instructions describe the steps needed to configure the LAN side of the Optimum Business SIP Trunk Adaptor.

#### Step 1:

#### Log on to the Optimum Business SIP Trunk Adaptor

1. Connect a PC to port 4 of the Optimum Business SIP Trunk Adaptor, the silver device labeled Edgewater Networks, 4550 series.



- 2. Open a Web browser and go to IP Address http://10.10.200.1. A login box will appear.
- Enter login and password and click 'OK'. Login: pbxinstall Password: s1ptrunk



### Step 2:

#### **Click on the LAN Settings Link**

1. Assign an IP Address to the LAN interface of the SIP Trunk Adaptor. The IP address must be on the same subnet as the IP PBX. This changes the address on port 1 of the Optimum Business SIP Trunk Adaptor.

Note: This will become your local SIP proxy IP address. No other IP addresses will be provided by Cablevision.

2. Optional: Specify a VLAN for your voice traffic. Click the 'Enable Voice VLAN Tagging' check box. The default VLAN ID is 100.

Note: VLAN 200 should not be used. It is dedicated to port 4 for management.



3. Optional: Enable the DHCP server. This will allow the SIP Trunk Adaptor to act as a DHCP server, which will provide IP addresses to the voice network, and create a dedicated voice LAN, as per diagram 2.

00

mum.

4. Click 'Submit'.



## Diagram 1 SIP Trunk Adaptor for IP-PBXs

Using a connection from the customer's LAN, the SIP Trunk Adaptor's address can be a statically assigned private IP address. It may not be assigned a Public IP address.

#### **Diagram 2** SIP Trunk Adaptor for IP-PBXs Example: Separate Voice and Data Networks Configuration





### Step 3:

#### **Click on the SIP Trunk Configuration Link**

- 1. Select your IP PBX make and model from the drop-down menu.
- 2. Specify how the IP PBX will register to the Optimum Business SIP Trunk Adaptor.
- 3. The Cablevision network only supports Inband DTMF. Click on the check box next to "Convert Inband DTMF" if you cannot configure your IP PBX to

	Select your PBX:	Asterisk 👻	
Menu	Passive connection us	sing the local, private IP address of the PE	X
stomer	This address must be on th	e same subnet as the IP Address that is specified fo	r the LA
N Settings P Trunk Infiguration	PBX Address:		
agnostics (stem	Active connection using the second	ng registration	
	User Id:	secret	
	Password:		
	Convert Inband DTMF:		
	Submit Reset		
	Status:		
	Trunk Status:	Not Registered	
	DID's		
	5164939899 (Pilot number) 5164939768 5164939769 5164939769 5164939795	an D	

send out Inband DTMF. The DTMF tone duration generated by the phones and/or PBX may need to be increased from their default setting. Some phones and/or PBX have a default setting between 180ms to 200ms. This setting is too low. The recommended setting is 600ms.

4. Click 'Submit'.

### Step 4:

#### **Diagnostics Link**

You can make a test call directly from your phone or use the test call application under the Diagnostics link.

optimum	Network Test Tools	lp
optimoin.	A network administrator may use the test tools on this page to verify connectivity of the System and trace the path of data throughout the	
Configuration Menu • Customer • LAN Settings SIP Trunk SIP Trunk	network. Outboand Call Test: This test will ble a call to the provided telephone number and play a series of tones for 3 seconds. Plich Number: Seconds.	0
Diagnostics     System	Telephone Number:	
	Inbound Call Test: When this test is enabled calls received for the pilot number are diverted to the internal Te UA for 13 minusci, after this algoand time the test is automatically disabled. © Enabled Summ:	st
	Ping Test: IP Address to Ping: Ping Reset	
	Traceroute Test: IP Address to Trace:	



#### Step 4 continued

Field	Description
Outbound Call Test TelephoneNumber	Specifies an outside phone number to which an outbound call will be initiated. The pilot telephone number of the SIP Trunk will be prepopulated.
Pilot Number	Displays the provisioned pilot number, which is used for outbound and inbound call tests.
Call	Initiates a call outbound to a telephone number entered or inbound to the pilot number displayed.
Inbound Call Test (radio button)	Indicates whether inbound test call will be enabled or disabled. If inbound test calls are enabled, calls made to the pilot number will be redirected to the test UA for fifteen minutes. When the pilot number is dialed, you will hear a test message play.
Submit	Enables or disables the inbound call test.
IP Address to Ping	Verifies basic connectivity to a networking device. Successful ping test results indicate that both physical and virtual path connections exist between the system and the test IP address.
Ping Button	Sends a ping to the IP address specified in the field "IP Address to Ping".
IP Address to Trace	Tracks the progress of a packet through the network. The packet can be tracked through the WAN or LAN interfaces of the adaptor.
Interface (radio button)	Indicates whether a packet will be tracked through the LAN or the WAN.
Traceroute Button	Initiates a traceroute to the specified IP address on either the LAN or the WAN.
Reset	Clears all fields and selections and allows you to enter new information. Reset applies to outbound call test, ping and traceroute.



### **3 Additional Set-up Information**

### Systems

optimum.	System Help
Configuration Menu	Software Version: Version 11.6.14.1 Fri Jan 4 17:49:28 PST 2013
Customer <u>LAN Settings</u> SIP Trunk	Hostname: 5164939899
Configuration Diagnostics System	Model: EdgeMarc 4552
	Vendor:
	Cablevision
	LAN Interface MAC Address:
	Registration Status: The ALG feature is registered. View <u>license kev</u> .
	System Date:
	02/29/2016 15:03:40 UTC
	Change Password: • pbxinstall

FieldDescriptionPbxinstall LinkSelect to change the default password for the pbxinstall login ID.<br/>Only the password can be changed. The login ID cannot be changed.

#### Password

optimum	Set Password		<u>Help</u>
-	Change the GUI password b must be between 6 and 8 ch	y filling in the fields below. The password paracters in length.	l .
Configuration Menu • Customer • LAN Settings SIP Truck Configuration • Diagnostics • System	Username: Current Password: New Password: Confirm Password: Submit Reset	pbxinstall	



Field	Description
Username	Specifies the username for which the password can be changed.
Current Password	Specifies the current password.
New Password	Specifies the new password.
Confirm Password	Confirms the new password.
Submit	Applies the settings configured on this page.
Reset	Clears all fields and selections and allows you to enter new information.

### **4 International Calling**

Optimum Voice Business Trunking offers an optional International Calling Service for direct-dialed calls made from the Customer's business or from any phone via the Optimum Voice International Calling remote access number to destinations outside of the United States, Puerto Rico, Canada and the U.S. Virgin Islands at per minute rates. The Customer must login to the Optimum Business Account Center and activate the service on the Optimum Business Trunk Pilot telephone number to activate the service and manage the monthly International spending limit for the account.

Activating International calling on the Pilot TN will enable International calling for all Direct Inward Dial (DIDs) telephone numbers as well. Blocking International calling for one or more DIDs is managed by the customer directly from the PBX phone system configuration. To minimum the exposure to fraudulent calling, It is recommended to limit International calling capability to those DID's that require it and set up an account spending limit that reflects what is necessary to run the business.

It is the Customer (and/or the Customer Agent's) responsibility to properly secure the customer's PBX to prevent the PBX from being compromised and fraudulent calls from being made by unauthorized (internal or external) users. If fraudulent calls are detected, Cablevision reserves the right to disable International Calling until the PBX is properly secured by the customer.



### **5 PBX Configuration**

The steps below describe the minimum configuration required to enable the PBX to use Optimum Business SIP Trunking for inbound and outbound calling. Please refer to the Allworx 6x product documentation for more information on advanced PBX feature configuration.

The configuration described here assumes that the PBX is already configured

and operational with station side phones using assigned extensions or DIDs. This configuration is based on Allworx 6x version 8.0.7.6.

#### SIP authentication credentials

• This knowledgebase solution provides the configuration steps for both PBX registration and static or non-registration modes of operation.

#### Table 1 - PBX Information

Manufacturer:	Allworx
Model:	Allworx 6x
Software Version:	8.0.7.6
Does the PBX send SIP Registration messages (Yes/No)?	Yes
Vendor Contact:	www.allworx.com

### 6 SIP Configuration

To configure SIP, navigate to **Home→Phone System→Outside Lines** and click **add new SIP Proxy** under **SIP Proxies** below.

▼ SIP Proxies 🝳 add new SIP Proxy

Enter a description for the Optimum Business SIP Trunk Adaptor next to **Description**. Enter the Pilot DID next to **User ID**. Enter the Optimum Business SIP Trunk Adaptor's IP address next to **SIP Server** and **Outbound Proxy** followed by port **5060**. This is the same IP Address assigned to the Optimum Business SIP Trunk Adaptor in step 2 of the Optimum Business SIP Trunk Set-Up Guide.

Check **SIP Registration required**. Enter the same Pilot DID next to **Login ID** followed by a password. The login and password must match what was configured in the Optimum Business SIP Trunk Adatpor. This was step 3 in the Optimum Business Sip Trunk Set-Up Guide.

In fields **Maxium Active Calls** and **Number of Line Appearances** enter **10**. Check **Send digits as dialed** and select all digits next to **Digits Sent**.

SIP	Proxy	
	Description	EM-4552
	User ID	6314488988
	SIP Server	10.10.107.1 Port 5060
	(customer domain/realm)	(enter IP Address or Domain Name)
	Outbound Proxy	10.10.107.1 Port 5060
_	(If different from SIP Server)	(enter IP Address or Domain Name)
	SIP Registration required	
	Login	ID 6314488988
	Passwo	(6 to 40 characters)
	Registr	rar Port
	(if different from Outbound Pro	XY) (enter IP Address or Domain Name)
	Caller ID Name	up to 47 characters: letters digits . , \ _ ' -
		Use External Caller ID Name from handset (if specified)
		Use Caller ID Name from external sources (if received)
	Caller ID Number	(up to 24 digits)
	•	Use External Caller ID Number from handset (if specified)
		Use Caller ID Number from external sources (if received)
	Maximum Active Calls	10 (1 to 99, should not exceed proxy capabilities or available bandwidth)
lur	nber of Line Appearances	10 (0 to Maximum Active Calls)
	Append Enterprise Prefix t	o Dialback number for incoming calls
	send digits as dialed (witho	ut deleting, inserting, or appending per External Dialing Rules)
	Digits Sent	all digits • (digits from the processed dialed number to send to the proxy)
ef	ault Auto Attendant	
ele	ect the attendant used to an	swer when calls received from this source are routed to an Auto Attendant.
Aut	to Attendant 1 (x*431) 🔻	



Under Advanced Settings check Enable Early Media. Set Obtain DID/DNIS number from to SIP To:header field. Enter dialed number after Use.

Advanced Settir	igs 🕄
Pad DTMF R	'P Packets
🗷 Enable Early	Media (allow audio from 183 Session Progress responses)
Supports SIF	REFER (when calls from this proxy are transferred back to this proxy)
Supports SIF	Redirect (when call requests from this proxy are routed back to the proxy)
Use E.164 fo	rmat for phone numbers
🗌 Offer '100rel	support (RFC 3262 - PRACK)
Supports Syr	nmetric Response Routing (RFC 3581 - include "rport" in requests)
Allow SIP P-	Asserted-Identity (RFC 3325 - Adds device to the Trust Domain)
	✓ Use Proxy Caller ID Name
Caller ID Na	me
User	ID
Dom	ain
Send SIP Divers	ion header never (RFC 5806 - Diversion Indication in SIP)
Obtain DID/DN	IS number from SIP To: header field 🔻
Use dialed num	er vin Request URI of outbound calls

A DID Block needs to be configured for **Call Route** below. Navigate to **Home>Phone System>Outside Lines** and next to **Direct Inward Dial Blocks** click **add new DID Block**. Specify the Pilot DID next to **Starting Phone Number** and enter the number of DIDs next to **Total number of phone numbers in DID Block**. Leave **DID Routing Plan** to **Routing Plan 1**. When done click **Update**.

DID Block		
Starting Phone Number Total number of phone numbers in DID Block DID Routing Plan	(408) 555-5555 5 Routing Plan 1	(include Area Code and Exchange)
Update Cancel		



Navigate back to Home→Phone System→Outside Lines and click Modify under SIP Proxies. Under Call Route check Routed using DID Block: and select the configured DID Block.

II Route 😨 Proxy is an "Enterprise Server" (calls received from this proxy follow the Internal Dial Plan)	
Calls received from this SIP Proxy go to:  Extension choose an extension  Auto Attendant  Voicemail for user analoguser analoguser (analoguser)  Routed using DID Block:	
(408) 555-5555 / 5 Numbers / Routing Plan 1	

When done click **Update**.

To configure Static mode leave fields as is except uncheck **SIP Registration required**.

SIP Registration required	
Login ID	4085555555
Password	••• (6 to 40 characters)
(if different from Outbound Provy)	Port
	(enter IP Address or Domain Name)

When done click **Update**.

### 7 Extensions/DID

To create DIDs for the extensions navigate to **Home→Phone System→Outside Lines** and next to **Direct Inward Dial Blocks** click **add new DID Block**.







Enter the Pilot DID next **to Starting Phone Number** then specify the amount of numbers within this DID block next to **Total number of phone numbers in DID Block**. Leave **DID Routing Plan** to **Routing Plan 1**. When done click **Update**.

DID Block		
Starting Phone Number Total number of phone numbers in DID Block DID Routing Plan	(408) 555-5555 5 Routing Plan 1 ▼	(include Area Code and Exchange)
Update Cancel		

To map the created DID block to extensions navigate to **Home→Phone System→ Outside Lines** and under **Direct Inward Dial Routing Plans** click on **Details**.

▼ Direct Inward Dial Routing		
Routing Plan	Action	
Routing Plan 1	Details Delete	

By clicking **Modify** next to each DID, specific extensions may be assigned as shown.

Routing Plan Info	rmation modify		
Description	Routing Plan	1	
Default Extensio	n 0 - Operator		
Default DNIS Na	ne {none}		
DID Blocks using	this plan (408) 555-55	555 / 5 number	5
Q Search term ► Bulk Edit ▲ Phone Number (408) 555-5555	match Phone N Extension 278 - Qa User 01	Umber, Extension, DNIS Name {none}	DNIS Nar Action Modify
(408) 555-5556	256 - Qa User 01	{none} {none}	Modify
(408) 555-5557	*431 - Auto Attendant	1 {none}	Modify
(408) 555-5558	108 - fax fax fax	{plan default}	<u>Modify</u>
(408) 555-5559	{plan default}	{plan default}	<u>Modify</u>



Navigate to **Home→Phone System→Handsets** and click on **Modify** next to a user.

► Analog Handsets (116 handsets may be added to the system)							
▼ SIP Handsets reboot Allw	▼ SIP Handsets reboot Allworx handsets (116 handsets may be added to the system)						
add new Allworx Handset add new Allworx Reach Handset (1 Allworx Reach handset may be added to the system) add new Generic SIP Handset (6 Generic SIP handsets may be added to the system) Show: In Allworx Handsets I Allworx Reach Handsets I Generic SIP Handsets							
Handset	Line	Owner	Caller ID	Identification	Action		
Allworx 9212 PBX Station (Def MAC: 00-0A-DD-83-07-7C 10.	<u>ault)</u> 10.107	<u>.17</u> :5060	<u>View</u> Configuration <u>Ad</u>	d Call Appearance	Reboot Replace		
Qa User 01	1	qauser01 (x278)	Qa User 01	User ID: *5100, Login ID: 5100 (expires: Aug 11, 2015 07:42 pm)	Modify Delete Ring		
Allworx 9212 PBX Station (Default) View Configuration Add Call Appearance Reboot Reprace MAC: 00-0A-DD-83-05-F1 10.10.107.18:5060							
Qa User 02	1	qauser02 (x256)	Qa User 02	User ID: *5101, Login ID: 5101 (expires: Aug 11, 2015 07:42 pm)	Modify Delete Ring		

Make sure the user's DID is specified under **External Caller ID Number**.

Call Appearance		
Call Forwarding: disabled		
Phone Type:	SIP Model: Allworx 9212	
MAC Address:	00-0A-DD-83-07-7C	
Owner	Qa User 01 (qauser01)	<b>v</b>
Internal Caller ID Name	Qa User 01	up to 47 characters: letters digits . , \ _ ' -
Internal Caller ID Number	use owner's extension	<b>v</b>
External Caller ID Name	4085555556	up to 47 characters: letters digits . , \ _ ' -
External Caller ID Number	4085555556	(up to 24 digits)
Emergency Caller ID Number	not specified 🔻	
Description	Qa User 01	
Dialing Privileges Group	Dialing Privileges (Default) 🔻	
SIP Registration		
User ID *5100		
Binding *5100@10.10.107.17:	5060	
Login ID 5100		
(expires: Aug 11, 2015 07:42 pr	n)	
Call Appearance Features		
Hold Music Selection Use Han	dset Preference Group Setting 🔻	
Cap Place Calls		
Update		



To configure Call Forward for a user navigate to **Home→Phone System→Users** and click **Modify** next to a user. As an example this user's presence will be changed to **Busy**. In a similair way change the user to a desired status other than **In Office**.

Ext.	▲Name		Presence	Site	Action
<u>278</u>	01, Qa User (qauser01) 🖾 🔹	System User (Default)	In Office	(local)	Modify Delete more

Presence		
Currently		
🔍 In Office		
O At A Meeting		
On Vacation		
On Business Trip		
O At Home		
Away		
🖲 Busy		

When done click **Update**.

Next navigate to **Phone System→Extensions** and click **View Call Routes** for that specific user and **Active** should appear under **Busy**.

Presence: Busy [ACTIVE]	add new Call Route
On calls from all callers:	
dial 9 (408) 555-5559	

Click **Modify** next to **Presence: Busy** and under **Call Route** enter the number to be forwarded to next to **Dial number**.

3	ll Route 🗐
0	dd a connection attempt
0	Hang up
(	Transfer to Auto Attendant *400 - Default Auto Attendant 🔻
(	Transfer to Call Queue Queue 0 🔻
Q	Transfer to Voicemail for user Qa User 01 (qauser01)

When done click **Update**.



For Call Park the number to dial upon pushing park from the phone will be displayed on the screen. The parking location will be a number between 701 and 709. This number should then be dialed from a different phone for Call Retrieve.

### 8 Dial Plan

To configure Dial Plan navigate to **Home→Phone System→Dial Plan** and here is where dialing rules may be added or changed. Click **modify** next to **Internal Dial Plan** to change Dial Plan settings.

🗹 Use	Use Extension Mode				
		Plan			
9 🔻	9 + external number	External Call access (follows External Dialing Rules below)			
0 •	0	Operator			
	1xx 2xx 3xx 4xx 5xx 6xx 7xx 8xx	User and System Extensions			
	*8 + enterprise number	Enterprise calling			
	*5nnn Internal station access (reserved for system)				
	*250-*299 *24nnn	Speed dial numbers			
	*6 + user extension	Message Center			
	*700 call park *701-*709 call retrieve *7xxx call pickup *79 + audit pin code	Call Functions (park/pickup/audit pin code)			
	*3 + user extension	Leave a voicemail for extension			
	*403 door relay *408 conference center *42n do not disturb *43n auto attendants *44nn call queues *4950-*4999 call retrieve *45xxx call forwarding *46n paging	PBX Functions			

Note: It is required to reboot the phones for new settings to take effect.



Clicking **view** next to **Internal Dial Plan** displays the Phone Functions Reference Card that will reveal PBX features invoked by the Allworx phones.

Internal Dial Plan	view the Phone Functions Reference Card
	6

To enable NANPA click **Modify** under **External Dialing Rules** then check the box just above. When done click **Update**.

External Dialing Rules		
🖉 Enable North American Number	Plan Administration (NAN	PA)
The system routes calls using the Ser is enabled or disabled it changes the types supported based on the NANPA	vice Group that has been as types of numbers dialed that setting.	signed to the <i>type</i> of number dialed. When NANPA the system supports. The table below displays the
Туре	Number dialed	
Long Distance	9+1nnnnnnnn	
Emergency	9+911	
Phone Services (211,311,411,511,611,711,811)	9+n11	
Operator	9+0	
Long Distance Services	9+1010	
International Calls	9+011	
Public SIP Directory	*8+nnnn (4 digits)	
PIN Code	*79+nnnnn (5 digits)	
Outside Line Seizure	9#	
NANPA is typically enabled for installa	ations in North America.	

To set an area code to allow 7-digit dialing click **Modify** next to **Home Area Code**.

North American Numbering Plan Administration (NANPA)	enabled	Modify
Home Area Code	408	Modify

An area code may then be entered as shown.



When done click **Update**.



Under **Automatic Route Selection** outgoing calls may be created to prepend leading digits such as 9 and control the way digits are sent out. To do so click **add new rule** and enter as desired.

Automatic Route Selection add new rule					
Number Dialed	Output Dial String	Service Group	Action		
9+nnnnnn	1408+nnnnnn	All SIP Proxies	Modify Delete		
9+1nnnnnnnnn	1nnnnnnnnn	All SIP Proxies	Modify		
9+1408nnnnnn	1408nnnnnn	All SIP Proxies	Modify Delete		
n - number (0-9	)				

A service group is a group assigned a specific set of services. The Optimum Business SIP Trunk Adaptor will need to be assigned into a service group and this service group should be designated under **Services** in the next section. To map the Optimum Business SIP Trunk Adaptor to a service group click **add new Service Group.** In this case the Optimum Business SIP Trunk Adaptor which is the SIP Proxy is designated in service groups **All Trunk Devices** and **All SIP Proxies**.

Group	Service(s)	Action
All CO Lines	(no services)	Copy
All CO Lines & SIP Gateways	(no services)	Copy
All SIP Gateways	(no services)	Copy
All SIP Proxies	EM-4552 (SIP Proxy)	Copy
All Trunk Devices	EM-4552 (SIP Proxy)	Copy

Now under **Services** click **Modify** and this will specify which service groups can use listed services. In this example **All Trunk Devices** was chosen for desired services. Doing this allows the current extensions to call these numbers.

External Dialing Rules				
Description	Number Dialed	Service Group		
Phone Services (211,311,411,511,611,711,811)	9+n11	All Trunk Devices	Ŧ	
Operator	9+0	All Trunk Devices	•	
Long Distance Services	9+1010	No Devices	•	
International Calls	9+011	All Trunk Devices	T	
Public SIP Directory	*8+4 digits	All SIP Proxies	•	
PIN Code	*79+5 digits	All CO Lines	۲	
Outside Line Seizure	9#	No Devices	•	

When done click **Update**.



Click View under Dialing Privileges Groups.



If needed certain calls may be allowed or denied by clicking **Modify** next to **Toll Restriction**.



#### **IMPORTANT:**

The Cablevision network only supports inband DTMF tones. The Allworx PBX only supports sending out-of-band DTMF tones. In order for the Allworx PBX to operate correctly with the Cablevision network, the Optimum SIP Trunk Adaptor must be enabled to convert out-of-band DTMF tones sent by the Allworx PBX to inband DTMF tones. To enable this conversion, log into the Optimum SIP Trunk Adaptor using the login and password specified in the Optimum SIP Trunk Adaptor Setup Guide. On the **SIP Trunk Configuration** page, you **must** check the **Convert Inband DTMF** checkbox, and click the **Submit** button to update this setting, as shown below. Tone duration cannot be changed on the system nor on the phones.



Optimum Business SIP Trunk Adaptor - Configuration Step 3

Configuration Menu	SIP Trunk Configuration			
Customer	Select your PBX:	Allworx 6x/24x		
LAN Settings     SIP Trunk     Configuration     Diagnostics     System	<ul> <li>Passive connection us PBX</li> <li>This address must be on t for the LAN interface</li> </ul>	ing the local, private IP address of the the same subnet as the IP Address that is specified		
	PBX Address:	192.168.1.10		
	Active connection usir	ng registration		
	User Id:			
	Password:			
	Convert Inband DTMF:	⊻		
	Submit Reset			
	Status:			
	Trunk Status:	Registered		
	DID's			
	6316769522 ( Pliot number ) 6316769523 6316769524 6316769525	-		

### 9 Auto Attendant

To configure Auto Attendant simply map its extension to an available DID like previous extensions by navigating to **Home>Phone System>Outside Lines>DID Routing Plan**.

▲ Phone Number	Extension	<b>DNIS Name</b>	Action
(408) 555-5555	278 - Qa User 01	{none}	Modify
(408) 555-5556	256 - Qa User 02	{none}	Modify
(408) 555-5557	*431 - Auto Attendant 1	{none}	<u>Modify</u>
(408) 555-5558	{plan default}	{plan default}	Modify
(408) 555-5559	{plan default}	{plan default}	Modify



Once the Auto Attendant extension is mapped to a DID, the Auto Attendant menu can be created by navigating to **Home >Phone System >Auto Attendants**. In this example extension 278 was mapped to digit 1 and extension 256 was mapped to digit 2.



### 10 Backup/Restore

To backup or restore the configuration navigate to **Home→Maintenance** and click on **Import/Export**. Under **Export Configuration** simply right click **View** and save.



To restore click **Choose File** under **Import Configuration** and locate the configuration file for restoration.

