



### SIP Trunking using the Optimum Business SIP Trunk adaptor and the AltiGen Max1000 IP PBX version 6.7

### Goal

The purpose of this configuration guide is to describe the steps needed to configure the AltiGen IP PBX version 6.7 for proper operation with Optimum Business SIP Trunking.

### Prerequisites

Please follow the instructions in the Optimum Business SIP Trunk Set-Up Guide. The Set-Up Guide was left by the Optimum Business technician at installation. If you do not have the Set-Up Guide, go to **www.optimumbusiness.com/SIP** to download a copy.

This configuration guide provides the steps for PBX registration mode. Static (non-registration) mode of PBX operation is not supported on the AltiGen PBX.

- AltiGen configuration GUI Max Administrator version 6.7.0.205.
- AltiGen software version 6.7.

### **AltiGen Max Administrator Configuration**

The steps below describe the minimum configuration required to enable the AltiGen 6.7 PBX to use Optimum Business SIP trunking for inbound and outbound calling. Please refer to the AltiGen product documentation for more information on other advanced PBX features.

The configuration described here assumes that the AltiGen is already configured and operational with station side phones using assigned extensions or DIDs. This configuration is based on AltiGen Version 6.7.



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- 1. Start the Max Administrator software application by double clicking the icon from your desktop.
- 2. Select the appropriate Max Communication Server system to connect to.

Select Server	×
Enter or select the nar Communication Serve	ne of the MAX r system to connect to
ALTIGEN AB6E601	
OK	Cancel
5	100 IV

3. Login to the Max Administrator. The default password is "22222". The initial screen defaults to the User Configuration screen.



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#### 4. Select "System."

- a. Select "General."
- b. Under "Country" select U.S.A. & Canada.
- c. Under "System Home Area Code" enter the area code of the DID's you will be using.
- d. Under "System Main Number" enter the number of your main DID (without area code).
- e. Under "System ID" select the number "1."

Click **"ok"** or **"Apply"** to save settings.

System ID	Country
Manager Extension	Distinctive Ring     Enable Distinctive Ring     Enable Operator Call Priority Ringing     Enable Workgroup Call Priority Ringing
System Home Area Code [678	Conference Bridge Option End Conference If No Extensions Participating
System Main Number 2384025	System Call Park Timeout Ring Back in 2 🚊 Minutes
PRICalling Number	Play Greeting Phrase phrase0401
Operator Select an extension or group as operator Extension 258	Group Members
Call Supervision	-

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#### 5. Select "Trunk."

- a. Scroll to the bottom and select "SIP-Trunk."
- b. Under "Trunk Access Code" select the number "9."
- c. Under "Area Code" enter the area code of the DID's you will be using.
- d. Under "System Main Number" enter the number of your main DID (without area code).
- e. Under "Direction" select the "Both" option.

Location	Type	Access Code Pho -	General In Call Routing   C	Jut Call Blocking	
0.0000	PRI	β -	- Teurk Access Code	- Area Code	Direction
0:0001	PBI	8 .	THE PROCESS COLD		
0.0002	PBI	8 -	8 1	631	C Dutgoing
30:0003	PBI	8			C Incoming
30.8004	PBI	8 -	Phone Number		G Bath
30.0005	PBI	8 -	and a second		
00:0006	PRI	- B.	6769114		1 Pageo
00:0007	PRI	8			C E911
00:0008	PHI	8 +			
1010039	PE	8 .	Description		Trunk Dialing Scheme
00.0010	PRI DDI	0 -	10		C Üverlap
00.0011	DD1	0			
00.0012	PPI	0	Trunk Call Predial String		(* Enbloc
00.0013	PPI	8			Attribute
00.0015	PBI	8	I Trunk Predial Sting		
00.0016	PBI	8			C In Service
00.0017	PBI	8 -	Centrex Transler		Out Dt Service
00.0018	FRI	8 -	Enable Centres Trans		
00.0019	PBI	8	Turnel a David al Chines		Tie Trunk
00.0020	PBI	8	I fantier medial string	1	E Fastly To Test
00.0021	PRI	8 -	Note: Faith of be used.	r prediel string is not set	T Enable Tie Trunk
00.0022	PRI	8 -			Recording Online
01:0000	H323	N -	Holiday Profile	Buoness Hour Profile	Trecorde of opposit
01.0001	H323	N -	Territoria and		Disable
01:0002	H323	N -	Shorem	l Sharaan	
01:0003	H323	N +			License Assignment
01:0004	H323	N -		The second second second second	Constant Destant
71:0005	H323-	N		Trunk Propeses	Nacional Statistical Control of C
01:0006	H323-	N ·		· · · · · · · · · · · · · · · · · · ·	Note: Please make sure
01:0007	H3Z3-	N -			System/Recording
8000.10	H-323	N S			Configuration is set to
01:0009	H-323	· · · ·			Trunk Based Recording
CONTRACTOR OF		1			

- f. Select "Trunk Properties" then "SIP Trunk Configuration."
- g. Select a Trunk Group to configure and click "Edit."

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SIP Server IP Address	10101251	
User Name	6782384025	
Password		
Domain	10.10.125.1	
SIP Register Period	180	Sec.
SIP Trunk Profile	Default 💌	
SIP Source Port	5060 •	
SIP Destination Port	5060	
Automatic NAT Traversal		
Enable Channel		

#### h. Enter the Sip Trunk data for each field

**SIP Server IP Address**: Enter the IP address that was assigned to the Optimum Business Sip Trunk Adaptor. This is the IP address that was entered in step 2 of the Optimum Business Sip Trunk Set-Up Guide. **User Name**: Enter the Pilot DID number. The Pilot DID should also be entered as the User ID in the Optimum Business Sip Trunk Adaptor. This is step 3 of the Optimum Business Sip Trunk Set-Up Guide.

**Password**: Enter the password. This password must match the password entered in the Optimum Business Sip Trunk Adaptor. This is step 3 of the Optimum Business Sip Trunk Set-Up Guide.

**Domain**: Enter the IP address that was assigned to the Optimum Business Sip Trunk Adaptor. This is the IP address that was entered in step 2 of the Optimum Business Sip Trunk Set-Up Guide.



**SIP Register Period**: Enter the registration interval to the upstream provider. Recommended: 180 Seconds.

**SIP Trunk Profile**: When set to the "Default" option, the Pilot DID will be used for the outbound Caller ID. This can be over ridden if the outbound Caller ID is manually configured in the phone extensions.

SIP Source Port: Set to 5060 (Commonly used for SIP traffic) SIP Destination Port: Set to 5060 (Commonly used for SIP traffic) Automatic NAT Traversal: Make sure this box is unchecked. Enable Channel: Make sure this box is checked.

**NOTE**: The AltiGen only supports Registration mode. Static mode is not supported.

- 6. Select "Extension."
  - a. Select the "**General**" tab and choose the extension you would like to edit.
  - Assign that extension a DID by adding the number to the "Description" and "DID Number" section. In this example we used (6316769114).
  - c. Under "**IP Extension**" select "Enable IP Extension" and "Dynamic IP Address."

Agent/Supervisor/Sitemation		Fleatiction Anoven	ing One Number Access Monitor List		
Aun. 01 47 58 69	Type Virtual Virtual Virtual Virtual	Name OneZero OneFour TwoFine ThreeSoc	Dep	General Group Petronal Information First Name Password Description 6315759114 Petronal Information Finalize Daskley-Name 17 En	Speed Dakry Mail Management Notification Last Name Orefoud Smith Dispatinent Dispatinent Calific State Calific Sta
	Account Code     Enable Forced Account Code     Orande Minwed     Present Code Validation     Present Code Validation     Present Code Validation     Biock Account Code Display	Cold Recording Option     License Assignment     How Volds op cal     Dicable     Recording Tome     Recording Tome     Dicable     Tomeshe     Recording Tome     Dicable			
		Type Physical Extension Virtual Extension C in Extension Location From The	If Edminion     Finable IP Extension     Connect Value Sheam to Server     Dynamic IP Address     Logon IP Address     Uoro III Address     Hone Made Server III     Enable 3rd Party Sp. Dence		
-		40	1 70	Lingen There (I)	Finide Tableck to Mobile Extension     Mobile Extension Channel (02:000)     Phone Display     Nomber Line:     Caller Number      Name Line (IP Phone):     Caller Name     T





- d. Select the "**Restriction**" tab.
- e. Under "**Outcall Restrictions**" select "No Restriction on Outcall."
- f. Under "**Other Call Restrictions**" select "Allow Calls to be Transferred" or "Conferenced to an Outside Number" and "Allow Extension User to Configure Forwarding, Notification and Reminder Call to an Outside Number.

en/supervisor/extension	General Group Speed Du	sing Mai Management Notication
um. Type Name Dep	Hestiction Answering	Une Number Access Monitor List
<ol> <li>Vinuel Oracions.</li> <li>IP Devices.</li> <li>IP TwoFee.</li> <li>IP TwoFee.</li> <li>IP TwoFee.</li> <li>Virtual Threedis.</li> </ol>	Dickall Remission  No. Remission  No. Remission and Ducade  Instance Cash Only  No. Remission and Ducade  Ad cash advent descept the defined perfers  Proteins Ad cash advent descept the defined perfers  Proteins Ad cash advent descept the defined perfers  Proteins Advance  Protein	of profiles
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	Allow Call Productor     Allow Calls to Enderse d or Conferenced     Allow Extension Uses to Conference forwarde     Allow Dutade Calles to Make or Forward     Allow Dutade Calles to Make or Forward Inte	tto an Outside Number g. Notification and Perninder Call to an Outside Number hom within VM System matricnal Calls from within VM System

- g. Select the **"Answering"** tab.
- h. Under "Call Waiting" select "Enable Multiple Call Wating."
- i. Under "**Busy Call Handling**" select "Enable Busy Call Handling" and "Place Caller in Queue."
- j. Under "**No Answer Call Handling**" select "Enable No Answer Handling" and "Forward to Voice Mail."

Click "Ok" or "Apply" to save settings.

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Igent/Supervisor/Extension	General Group Speed Disk	ng Mail Management Notification
Nam. Type Name Dep 01 Vitual Onc <sup>2</sup> co 44 IP Onc <sup>2</sup> co 44 IP Onc <sup>2</sup> co 89 Vitual TheeSe.	Forward to Live Park     Forward to Park	Annotagement     Annotagement     Annotagement     De Note Database     De Note Database     De Note Database     Exade to e Not Database     Readed to Note Database     No Annover Call Hunding     Construction     Forwards to     Torowed to Anno     Construction     Forwards to Anno     Construction     Forwards to Anno     Forwards     Forwards
< Edd Edd	Endel Single Call Walking     Endel Kingle Call Walking     Endel Live Call Handing	

- 7. Select "IP Phone."
  - a. Select the extension you would like to configure.
  - b. Under "**General Info**" put in the PBX IP address in the box next to "Altiserv." In this example we used (10.10.125.11).
  - c. Under "**TFTP**" put in the PBX IP address in the box next to "Server." In this example we used (10.10.125.11).
  - d. Under "Default Trunk Access Code" select the number "9."

Click "Ok" or "Apply" to save settings.



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7 ACTIVE 705 8 ACTIVE 705	General   IP 730/720   IP 705   IP 600	Inchain	Natural Saltan
369 INACTIVE	Verson IP705.0113.0108.2292 Alterny 10_10_12_11	Offset         00:00         •           Foresat         03:00PM \ 12H         •	TOS/OSCP(Hav) 40
	Enable Configure Password	1919	E Enable VLAN
	Delault Trunk Access Code	C Real PPhone C Box Download	PC Port VLAN
	Debug Construct Construction Construction Parment	- NAT Setting NAT Status: Dirable NAT Address: 10.10.125.13	
	Trace Level 10 11	Tempto Astendare (10) accedi	
	SIP Transport	3id Party SIP Dence	

- 8. For Call Forwarding go to "Extension" select the "Answering" tab and select the extension you would like to configure. Under "Forward All Calls" select "Enable Forward to" and select "Outside Number." Now enter the number you would like to forward to in the box below.
- 9. For Call Park, while on a call hit the "Flash" button and enter #41. This will place the call into system park. To pick up the call, from any phone in system dial #41.

### Important

#### Inband DTMF:

The Cablevision network only supports inband DTMF tones. The AltiGen PBX only supports sending out-of-band DTMF tones. In order for the AltiGen 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 AltiGen PBX to inband DTMF tones. To enable this conversion, log into the Optimum SIP Trunk Adaptor and click on the Convert Inband DTMF checkbox, and click the Submit button to update this setting. This is step 3 in the Optimum Business Sip Trunk Set-Up Guide.

#### **DTMF Tone Duration**:

The DTMF tone duration generated by the phones needs to be increased from the default value of 180ms-200ms to 600ms. The AltiGen PBX does not have access to change the DTMF settings on the PBX, you must change it on each phone.