



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.



- optimum.
- 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		X
Enter or select the r Communication Ser	name of the MAX ver system to connect to	
ALTIGEN AB6E60	01	•
OK	Cancel	
	10 10 10	

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



optimum.

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	U.S.A & Canada 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	

optimum.

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	8	Trunk Access Code	- Area Code	Direction
0:0001	PBI	8 .		1	
0.0002	PBI	8 .	8	631	C Dutgoing
10:0003	FBI	8 -			C Incoming
00.8004	PBI	8 -	Phone Number		@ Both
30.8005	PBI	8 -	and a second		
00:0006	PRI	8	6769114		C Papero 🕑
00:0007	PRI	8			C E911
8000:00	PRI	B +			
00.0009	PRI	8 -	Description		Trunk Dialing Scheme
00:0010	PRI	8 -	10		C Overlap
00:0011	PRI	8			
00:0012	PBI	8 .	Trunk Call Predial String		· Enbloc
00.0014	PBI	8			Altribute
00:8015	PBI	8 -	Trunk Predial Sting		
00.0016	PBI	8 -			C In Service
00.0017	PBI	8 -	Centrex Transfer		Out Of Service
00.0018	FRI	8 .	Enable Centres Trans		
00.0019	PBI	8 -	Transfer Predial String		Tie Trunk
00.0020	PBI	8	I fantier medial string	1	Enable Tie Trunk
00.0021	PRI	8 -	Note: Faith of be used.	r prediel atting is not set.	T Enable Tie Trunk
00.0022	PRI	8 -			Recording Option
01:0000	H323	N -	Holiday Profile	Business Hour Profile	
01.0001	H323	N -	System *	System *	Disable
01:0002	H323	N -	Skoem	System 💌	
01:0003	H323	N +			License Assignment
01:0004	H323	N -		The second second second second	Concurrent Session
01:0005	H323	N -		Trunk Phope Set	Fear Avenue and a second of the
01:0006	H323-	N -			Note: Please make sure
01:0007	H323-	N -			System/Recording
01.0008	H323 H323-	N			Configuration is set to
	H325	N			Trunk Based Recording
4		100 B			

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

optimum.

SIP Server IP Address	10.10.1251	
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/Extension				Restiction Anowening One Number Access Monitor List		
Vun. 01 47 58 69	Type Virtual Virtual Virtual Virtual	Name OneZero OneFou TwoFine ThreeSoc	Dep	General Group Group Petronal Information Petronal Information Parameter OneFourSeven Parameter OneFourSeven Parameter OneFourSeven Fasture Polite Seven Fasture Davide/Hame P En	Speed Doaling Mail Management Notification Last Name Orgenations Dispatiment Dispatiment Transmitted OD Set	
	Account Code Enable Forced Account Code Orande Movied Preserve Movied Preserve Code Validation Preserve Code Validation Biock Account Code Display	Contracting Option License Assignment How Voltage cal Disable Recording tore Recording tore Disable Recording tore Disable Disable				
				Type C Physical Extension Vistual Extension C = Extension Location	Element Enable IP Extension Connect Value Shean to Server Connect Value Shean to Server Cogne IP Addres	
1		as _ 1	<u>*</u>	Local Envel D Logic Derver D Free Rest	Finable Fabback to Mobile Extension Mobile Extension Channel [02:000 Prome Display Nomber Line: Caller Number Name Line (JP 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.

ent/Supervisor/Extension	General Group Speed Dialing Mail Management Note Restriction Answering One Number Access Monitor		
um. Type Name Dep	Bestriction Answering	One Number Access Monitor List	
Yean, Joge J. Herrier, Long Ton Wald Dev. Concerner 1990 Physical Concerner 2990 IP Teoffre. 2990 Virtual Threefox.	Duck Revention Planetation on Duckah Prevail Cala Orly Interval Local, and Unreinsteind and define Also Interval Local Provident And define Also Interval Local Provident And define Planetation	d parlies	
	Enversion can be a search to 10 open (e.g. 1907 e 976) Other Call Restrictions Search and Search and Search and Search and Search and Search and Search and Search and Search and Search and Search and Search and Search and Search and Search an	, Notification and Reminder Call to an Outside Number	
	F Allow Dutside Caller to Make or Forward Inter	nahonat 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.

optimum.

Igent/Supervisos/Extension	General Group Speed Disk	
Nan. Type Name Dep 101 Vinal Ondoro. 147 PP Ondrox. 559 PP Indro. 563 Vinual Treefor.	Call Valing Call Valing Call Valing Call Valing	Mail Management Montection Montection
۲ کار	IT Enable Single Call Valling IT Enable Multiple Call Valling IT Enable Live Call Handling It Enable Live Call Handling	

- 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.



optimum.

7 ACTIVE 705	General IP 710/720 IP 705 IP 600		
8 ACTIVE 705 9 INACTIVE	General Info	Time Display	Network Setting
	Version: IP705.0113.0108.2292	Offant: 00:00	TOS/OSCP(Hav) 40
	Abov 10.10.125.11	Format 83.00PM 12H	resourcement he
	Enable Configure Password	TETP	Enable VLAN
		1898	BURGERS
	1	Server 10 10 325 11	Line Port VLAN
	Detail Turk Access Code	T Real Phone T Boot Download	PC Port VEAN
	Debug	NAT Setting	
	E contestand E contestad	NAT Status: Disable	
	🗖 Dave Denne June	and the second s	
	Parmet	NAT Addess 10.10.125.13	
	Trace Level		
	Log Server IIIII	Arthur D. Langel	
	SIP Transport	3 d Party SIP Device	
	F Perintert TLS F SRTP	Enable SIP Telephony Service	

- 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.