SIP Trunking using the Optimum Business SIP Trunk Adaptor and the Avaya IP-Office 500 version 9.0 IP-PBX

Avaya IP-Office 500 version 9.0 IP-PBX

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1 Overview

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

2 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.

SIP authentication credentials

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

PBX Information

Manufacturer:	Avaya
Model:	IP Office 500
Software Version:	9.0
Does the PBX send SIP Registration messages (Yes/No)?	Yes
Vendor Contact:	www.avaya.com

3 Avaya IP Office 500 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 Avaya IP Office 500 product documentation for more information other 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 Avaya IP Office 500 version 9.0. In this document the address of the Avaya which is communicating with the Optimum Business SIP Trunk IP Adaptor is 10.10.101.11 /24 while the Optimum Business SIP Trunk Adaptor's IP address is 10.10.101.1 /24.

3.1 SIP Settings

To configure SIP navigate first to **System➔LAN2➔VoIP** and check **SIP Trunks Enable, SIP Registrar Enable**, & **Auto-create Extn/User**. Next to **Domain Name** enter the address of the Optimum Business SIP Trunk Adaptor which in this case was 10.10.101.1. The IP address was assigned to the Optimum Business SIP Trunk Adaptor in step 2 of the Optimum Business SIP Trunk Set-Up guide.

NOTE: Click the interface that is communicating to the Optimum Business SIP Trunk Adaptor. In this example it was LAN2.

Navigate to **Line** then click on the **SIP Line** tab. Enter the address of the Optimum Business SIP Trunk Adaptor next to **ITSP Domain Name**. Check **In Service**. Select **SIP** next to **URI Type** and **Request URI** next to **Call Routing Method**. The **Line Number** in this case was **17**. When done click **OK**.

optimum.
let's connect more

Click on the **Transport** tab. Enter the address of the Optimum Business SIP Trunk Adaptor next to **ITSP Proxy Address**. Select **UDP** next to **Layer 4 Protocol** & enter **5060** for ports. Check **Calls Route via Registrar**. When done click **OK**.

Click on the **SIP Credentials** tab then click **Add**. Enter the appropriate SIP credentials that will be used between the PBX & the Optimum Business SIP Trunk Adaptor. The credentials must match the credentials configured for the Optimum Business SIP Trunk Adaptor. This was configured in step 3 of the Optimum Business SIP Trunk Set-Up Guide. Enter **60** next to **Expiry (mins)** then check **Registration required** to require registration. When done click **OK**.

To change DTMF to Inband click on the **VoIP** tab & select **Inband** from the **DTMF Support** menu.

IMPORTANT: The Cablevision network only supports in-band DTMF tones. For proper operation with Optimum Business SIP Trunking, the PBX must be configured to send Inband DTMF. Note, DTMF tone duration can't be modified in the system.

When the device is registered to the Optimum Business SIP Trunk Adpator the **Register** column within the **SIP Credentials** tab will display **True** as shown.


To configure Static Mode simply edit the line configured within the **SIP Credentials** tab & uncheck **Registration Required** as shown. You must configure the Optimum Business SIP Trunk Adaptor for a passive connection using the local, private IP Address of hre PBX. This is step 3 of the Optimum Business SIP Trunk Set-Up Guide.

When done click **OK**. Finally click **File→Save Configuration**.
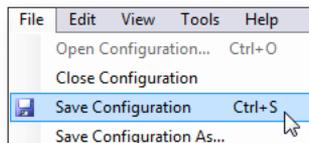
When the below screen appears simply click **Merge**.
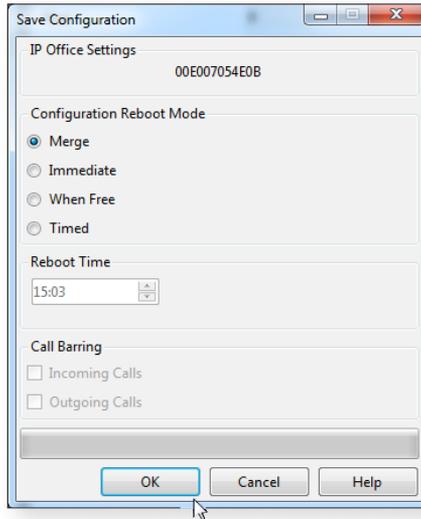
NOTE: Repeat this step each time a change is made to the device for the configuration to take effect.

3.2   DID Configuration

To associate DIDs to extensions navigate to **Incoming Call Route** & click on the empty screen then select **New**. Select the appropriate **Line Group ID**. Enter the DID next to **Incoming Number**.

Then click on the **Destinations** tab & associate the DID to the appropriate extension.
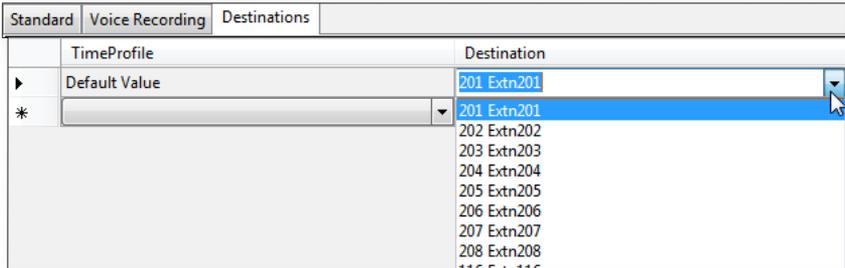
Repeat this for remaining extensions. When done click **OK**.

3.3 Backup/Restore

To backup or restore navigate to **File→Backup/Restore**.