

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



#### **Table of Contents**

1	0\	/erview	3
2	Pre	erequisites	3
3	Av	raya IP Office 500 PBX Configuration	3
3	3.1	SIP Settings	4
2	3.2	DID Configuration	7
3	3.3	Backup/Restore	8



### **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 <u>www.optimumbusiness.com/SIP</u> 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.

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

#### **PBX Information**

### **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.

J1 LAN2		ONS	Voicema	ail	Telephony	Directo	
LAN Settings VoIP Network Topology DHCP Pools							
H323 Gatekeeper Enable							
reate Extn				A	uto-create U	ser	
SIP Trunks Enable							
SIP Registrar Enable							
Auto-create Extn/User							
Domain Name 10.10.101.1							
	s VoIP iatekeeper l reate Extn inks Enable jistrar Enab reate Extn/l lame	VoIP Net atekeeper Enab reate Extn nks Enable jistrar Enable reate Extn/User lame	Val Lanz DNS § VoIP Network T iatekeeper Enable reate Extn inks Enable jistrar Enable reate Extn/User lame	I UNX Voicem VolP Network Topology atekeeper Enable reate Extn inks Enable ipistrar Enable reate Extn/User ame 10.1	AI LARZ DRS Voicemail 3 VoiP Network Topology D iatchceper Enable reate Extr inks Enable iptrar Enable reate Extr/User ame 10.10.1	Al LANZ UKS Voicemail (elephony sitekeeper Enable reate Extri inks Enable istrar Enable reate Extri ame 10.10.101.1	

**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**.

SIP Line Transport SIP URI VoIP	T38 Fax SIP Credentials		
Line Number	17	In Service	
ITSP Domain Name	10.10.101.1	Check OOS	
		Call Routing Method	Request URI 🔹
		Originator number for forwarded and twinning calls	
URI Type	SIP 🔹		

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**.

optimum.

SIP Line Transport SIP URI VoIP T	138 Fax SIP Credentials	
ITSP Proxy Address 10.10.101.1		
Network Configuration		
Layer 4 Protocol UDP	Send Por	rt 5060
Use Network Topology Info Non	ne 🔹 Listen Po	ort 5060
Explicit DNS Server(s) 0 . Calls Route via Registrar 🔽	0 · 0 · 0 ·	0 · 0

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**.

New SIP Credentials		
User name	4085555555	ОК
Authentication Name	4085555555	Cancel
Contact	4085555555	
Password	•••••	
Confirm Password	•••••	
Expiry (mins)	60	
Registration required		

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

DTMF Support	Inband 🗸
	Inband RFC2833 Info

**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.

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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.

Edit SIP Credentials	
User name	4085555555
Authentication Name	4085555555
Contact	4085555555
Password	•••••
Confirm Password	•••••
Expiry (mins)	60
Registration required	

When done click **OK**. Finally click **File→Save Configuration**.





When the below screen appears simply click Merge.

IP Office Settings						
7054E0B						
Configuration Reboot Mode						
Cancel	Help					
	7054E0B					

**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**.

Standard	Voice Recording	Destinations
Bearer Cap	oability	Any Voice 🔹
Line Group ID		17 🔹
Incoming	Number	4085555556

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Then click on the **Destinations** tab & associate the DID to the appropriate extension.

Standa	d Voice Recording	Destinations	
	TimeProfile		Destination
•	Default Value		201 Extn201
*			201 Extn201
			202 Extn202
			203 Extn203
			204 Extn204
			205 Extn205
			206 Extn206
			207 Extn207
			208 Extn208
			 116 5-4-116

Repeat this for remaining extensions. When done click **OK**.

#### 3.3 Backup/Restore

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

File	Edit	View	Tools	Help				
	Open C	Open Configuration Ctrl+O						
	Close Configuration							
	Save Co	Save Configuration Ctrl+S						
	Save Configuration As							
	Change Working Directory							
	Preferences							
	Offline							
	Advanced							
	Backup,	/Restore	N		•			
	Import/	Export		5	•			