

AudioCodes MP-202 Configuration Guidelines for MAXCS 7.5

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Intended audience:
AltiGen Authorized Partners

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AltiGen Communications, Inc.
679 River Oaks Parkway, San Jose, CA 95134
Telephone: 888-AltiGen (258-4436) | Fax: 408-597-9020
E-mail: info@altigen.com Web site: www.altigen.com

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This guide explains the how to configure the AudioCodes MP-202 Telephone Adapter for fax machines.

These instructions apply only to systems using AltiGen-provided SIP Trunks.

IMPORTANT: AltiGen does not provide general configuration support for AudioCodes products. AltiGen only supports the MP-202 device as a fax adapter. A support agreement with AudioCodes is required.

The instructions in this guide are based upon configuration for an AudioCodes MP-202 device with firmware version 2.6.4_build_9_1.

Prerequisites

In order to implement fax support, your environment must meet the following requirements:

- You must have an AudioCodes MP-202 Telephone adapter
- You will need to provision SIP Trunk groups for the adapter
- You must have a dedicated public IP address assigned directly to the MP-202 adapter
- Your deployment must be using AltiGen SIP Trunks

Fax-over-IP (FoIP) Limitations

Sending and receiving faxes over IP service has known limitations. AltiGen, along with many other companies, uses the T.38 industry standard for FoIP configuration. The T.38 protocol contains minor variations in how it can be implemented. Because of these variations, one provider's FoIP handling can vary from another's, thus introducing the possibility of incompatibilities. As the standard continues to evolve, it is reasonable to expect these variations to diminish over time.

If your organization typically sends frequent faxes that are lengthy multiple page documents, consider retaining a few analog lines and traditional fax machines as a backup option.

AudioCodes Adapter Configuration

Complete these steps to configure the MP-202 device. These instructions assume that you are configuring the device for the first time.

Follow the manufacturer's instructions for connecting the device to your environment.

1. Open the AudioCodes MP-202 configuration tool. (Refer to your AudioCodes documentation for the URL and the login information.)
2. The first page will prompt you to select a language. Choose a language and click **OK**.

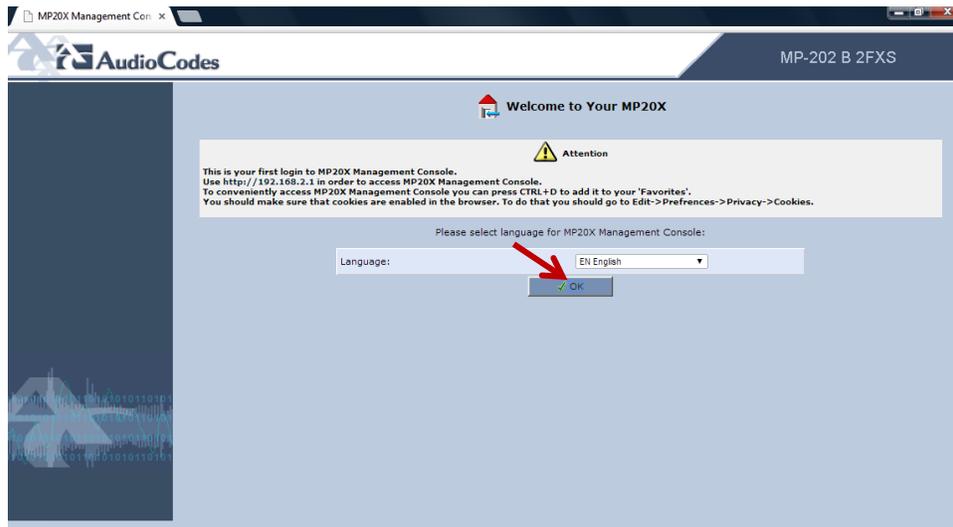


Figure 1: The AudioCodes Configuration Page

3. Enter the user name **admin** and enter a password for this configuration tool. Click **OK**.
4. On the left, select **Network Connections**.

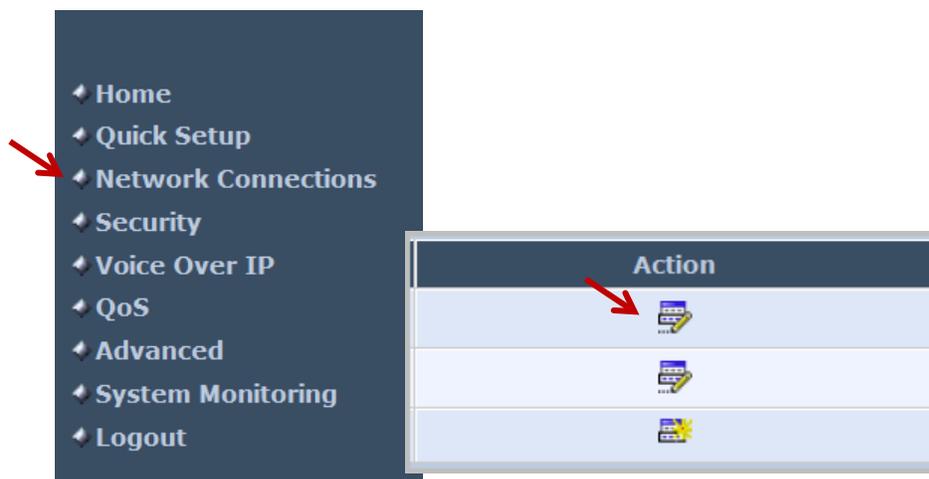


Figure 2: Choose Network Connections on the menu

5. In the *Action* column, click the **Edit** icon  in the row for the WAN interface. You will always use the WAN interface for the SIP trunk network.
6. Click **Settings**.
7. Configure the WAN Ethernet properties. You will set the WAN link to static by selecting settings and changing from the default value of DHCP to static address.
 - Enter the public IP address, Default gateway address, and the subnet mask.
 - Specify which DNS server should be used. (The figure shows a cloud DNS IP address of 4.2.2.1).


WAN Ethernet Properties

Name:	WAN Ethernet
Device Name:	eth0
Status:	Connected
Network:	WAN
Connection Type:	Ethernet
MAC Address:	00:90:8f:2e:70:7c
IP Address:	23.24.131.85
Subnet Mask:	255.255.255.248
Default Gateway:	23.24.131.86
DNS Server:	4.2.2.1 208.89.113.142
IP Address Distribution:	Disabled
Received Packets:	1638517
Sent Packets:	16872
Time Span:	266:56:43

Figure 3: Configure the WAN properties

8. Click **Apply**. Click **OK**.
9. In the menu on the left, select **Voice Over IP**.
10. Click **Advanced**.
11. On the *Signaling Protocol* tab, configure the following settings:
 - Set *SIP Transport Protocol* to **UDP**.
 - Check the *Use SIP Proxy* checkbox.
 - For the *Proxy IP Address or Host Name*, enter the MAXCS server IP address that the ATA will be connecting to.
 - Clear the *Use SIP Proxy IP and Port for Registration* checkbox.
 - Set *SIP Security* to **Allow All SIP traffic**.
 - Check **Use SIP Registrar**.
 - Enter the MAXCS server IP or hostname as the *Registrar Address*.

Signaling Protocol

Signaling Protocol: SIP

SIP Transport Protocol: UDP

Local SIP Port: 10080

Gateway Name - User Domain: 10.40.1.43

Enable PRACK

Include ptime in SDP

Enable rport

Connect media on 180

Enable Keep Alive using OPTIONS

SIP Proxy and Registrar

Use SIP Proxy

Proxy IP Address or Host Name: 10.40.1.43

Proxy Port: 10080

Maximum Number of Authentication Retries: 10

Use SIP Proxy IP and Port for Registration

Sip Security: Allow All SIP traffic

Use SIP Registrar

Registrar Address: 10.40.1.43

Registrar Port: 10080

Register Expires: 60 Seconds

Use Redundant Proxy

Use SIP Outbound Proxy

Figure 4: The Signaling Protocol tab

12. Click **Apply**. Click **OK**.
13. Along the top, select the **Media Streaming** tab.
14. In the *Codecs* section, set codec 1 to **G.711 kbps u-Law**. Set *Packetization Time* to **20** for all codecs.

Codecs		
Codecs Priority	Supported Codecs	Packetization Time
1st Codec	G.711, 64kbps, u-Law	20
2nd Codec	G.711, 64kbps, u-Law	20
3rd Codec	G.711, 64kbps, u-Law	20
4th Codec	G.711, 64kbps, u-Law	20

Figure 5: Set Codec parameters

15. On the top, select the **Voice and Fax** tab. Set *Image Data Redundancy Level* to 3. Set *T30 Control Data Redundancy Level* to 3. Make sure that your configuration matches all of the settings in the next figure.

Gain Control	
<input type="checkbox"/> Enable Automatic Gain Control	
Jitter Buffer	
Minimum Delay (10 to 150 milliseconds):	<input type="text" value="35"/> milliseconds
Optimization Factor (1 to 13):	<input type="text" value="7"/>
Silence Compression	
<input type="checkbox"/> Enable Silence Compression	
Echo Cancellation	
<input checked="" type="checkbox"/> Enable Echo Cancellation	
Fax and Modem Settings	
Fax Transport Mode:	<input type="text" value="T.38 Relay"/>
Max Rate:	<input type="text" value="14.4 Kbps"/>
Max Buffer:	<input type="text" value="1024"/>
Max Datagram:	<input type="text" value="320"/>
Image Data Redundancy Level:	<input type="text" value="3"/>
T30 Control Data Redundancy Level:	<input type="text" value="3"/>
Fax Relay Jitter Buffer Delay:	<input type="text" value="0"/>
<input checked="" type="checkbox"/> Error Correction Mode	
Modem Transport Mode:	<input type="text" value="Bypass"/>
Modem Bypass Payload Type:	<input type="text" value="103"/>
Fax/Modem Bypass Codec:	<input type="text" value="G.711, 64kbps, u-Law"/>
<input checked="" type="checkbox"/> Enable CNG Detection	

Figure 6: The Fax and Modem Settings

16. Along the top, select the **Line Settings** tab. Click the **Edit** icon  on the row that you want to change.

17. Add the telephone number:

- *User ID* is the extension number
- *Display Name* is for display
- *Authentication User Name* is the extension number
- *Authentication Password* is the SIP registration password

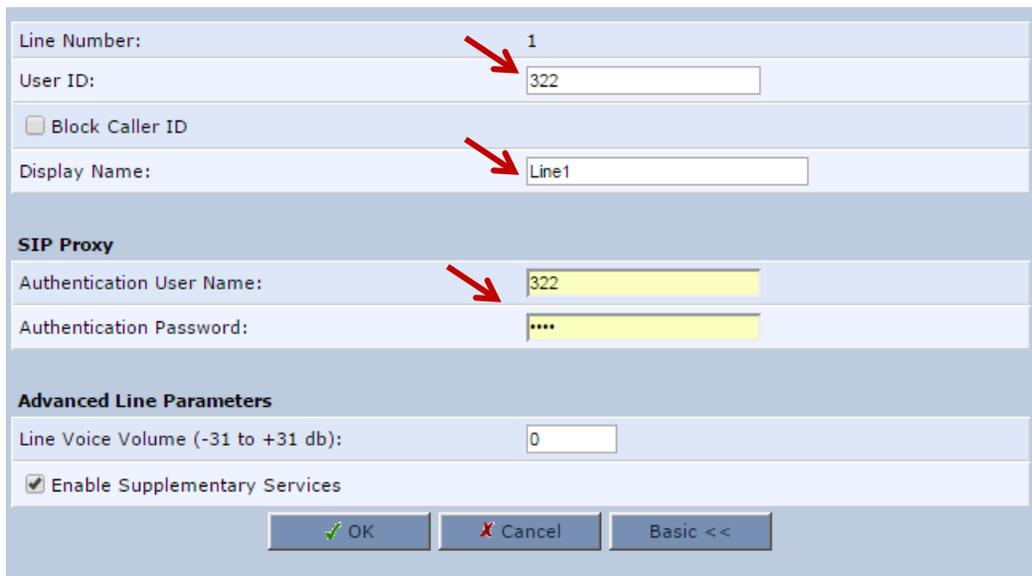


Figure 7: The Line Settings tab

18. On the left menu, select **Advanced**. Click the **Remote Administration** icon to configure remote login access.

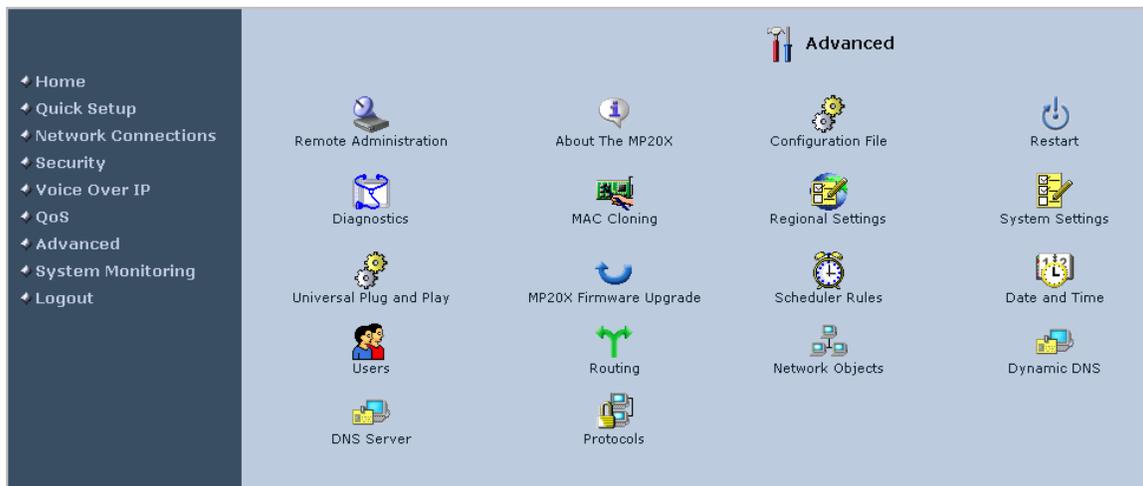


Figure 8: Configure remote login access

19. Check the boxes as shown in the next figure and click **Apply**.



Figure 9: Access parameters

MAXCS IP Extension and SIP Configuration

After configuring the device, you must set various parameters within MAXCS 7.5, configure a SIP Trunk profile, and create two SIP Trunk channels.

For instructions, refer to the Fax-over-IP Configuration chapter of the *MAXCS 7.5 ACM Administration Manual*.

AltiGen Technical Support

For FoIP implementation, AltiGen technical support will provide assistance and troubleshoot the configuration steps based on this configuration guide. Configurations other than the ones covered in this guide are not supported by AltiGen. If you encounter an issue with connectivity (for example, if the fax device does not drop the line), contact the device's manufacturer for support.

AltiGen does not provide general configuration support for AudioCodes products. For general configuration information, refer to your AudioCodes documentation.

AltiGen provides technical support to Authorized AltiGen Partners and distributors only. End user customers, please contact your Authorized AltiGen Partner for technical support.

Authorized AltiGen Partners and distributors may contact AltiGen technical support by the following methods:

- You may request technical support on AltiGen's Partner web site, at <https://partner.altigen.com>. Open a case on this site; a Technical Support representative will respond within one business day.
- Call 888-ALTIGEN, option 5, or 408-597-9000, option 5, and follow the prompts. Your call will be answered by one of AltiGen's Technical Support Representatives or routed to the Technical Support Message Center if no one is available to answer your call.

Technical support hours are 5:00 a.m. to 5:00 p.m., PT, Monday through Friday, except holidays.

If all representatives are busy, your call will be returned in the order it was received, within four hours under normal circumstances. Outside AltiGen business hours, only urgent calls will be returned on the same day (within one hour). Non-urgent calls will be returned on the next business day.

Please be ready to supply the following information:

- Partner ID
- AltiGen Certified Engineer ID
- Product serial number
- AltiWare or MAXCS version number
- Number and types of boards in the system
- Server model
- The telephone number where you can be reached