Application Note:
AudioCodes MP-202 Adapter Configuration Guidelines For SIP Trunk Inc

MaxCS Release 7.0 Update 1

February 17, 2015

Intended audience:
AltiGen Authorized Partners

Contents

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 via SIP Trunk Inc.

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 an additional SIP Trunk group for the adapter
- You must have a dedicated public IP address assigned directly to the MP-202 adapter
- You must have a SIP trunk with T.38 fax support

Audio Codes MP-202 Telephone Adapter Configuration

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

1. Open the AudioCodes MP-202 configuration tool. The first page will prompt you to select a language. Choose a language and click **OK**.
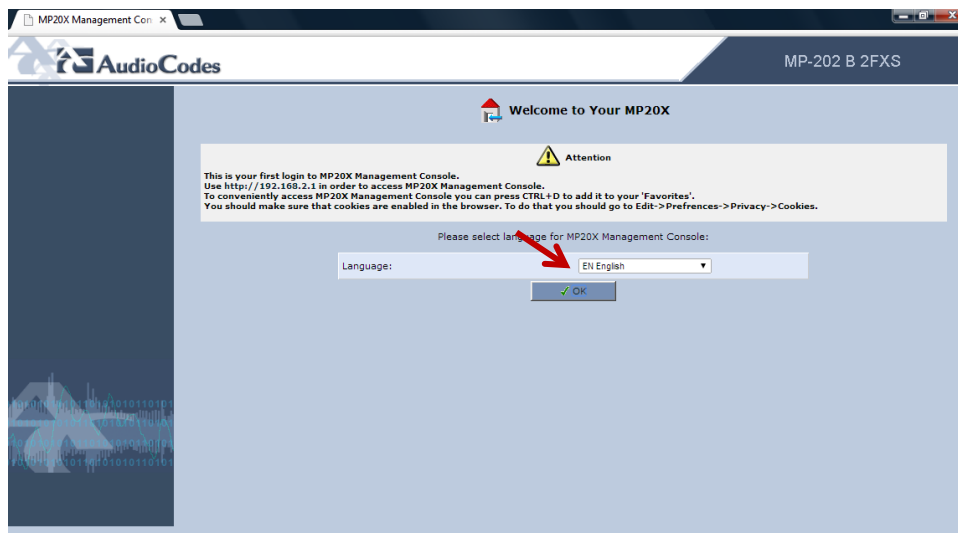

Figure 1: The AudioCodes Configuration Page

Enter the user name **admin** and enter a password for this configuration tool. Click **OK**.

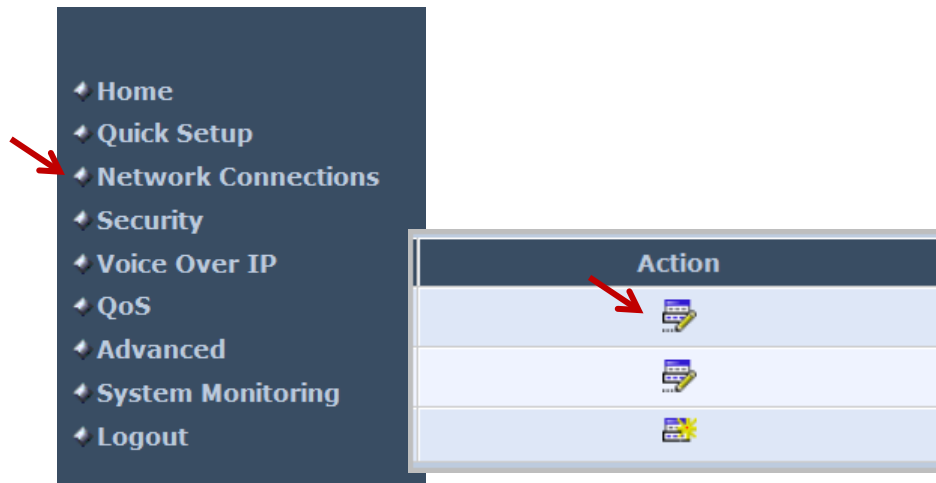2. On the left, select **Network Connections**.

Figure 2: Choose Network Connections on the menu

3. 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.

4. Click **Settings**.

5. 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).

Figure 3: Configure the WAN properties

6. Click **Apply**. Click **OK**.

7. In the menu on the left, select **Voice Over IP**.

8. Click **Advanced**.

9. 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 SIP Server IP Address that is provided for you on the *General* tab of the system in the Cloud Order portal.

    -   Clear the *Use SIP Proxy IP and Port for Registration* checkbox.

    -   Set *SIP Security* to **Allow All SIP traffic**.

Figure 4: The Signaling Protocol tab

10. Click **Apply**. Click **OK**.

11. Along the top, select the **Media Streaming** tab.

12. 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

13. 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
☐ Enable Automatic Gain Control

Jitter Buffer
Minimum Delay (10 to 150 milliseconds): 35 milliseconds
Optimization Factor (1 to 13): 7

Silence Compression
☐ Enable Silence Compression

Echo Cancellation
☑ Enable Echo Cancellation

Fax and Modem Settings
Fax Transport Mode: T.38 Relay ▼
Max Rate: 14.4 Kbps ▼
Max Buffer: 1024
Max Datagram: 320
Image Data Redundancy Level: 3
T30 Control Data Redundancy Level: 3
Fax Relay Jitter Buffer Delay: 0
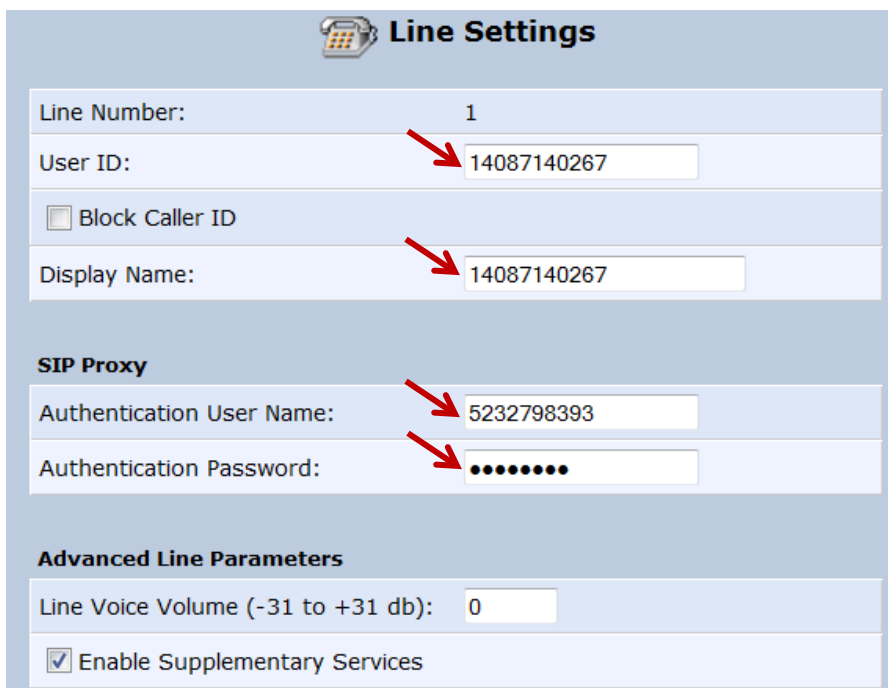☑ Error Correction Mode
Modem Transport Mode: Bypass ▼
Modem Bypass Payload Type: 103
Fax/Modem Bypass Codec: G.711, 64kbps, u-Law ▼
☑ Enable CNG Detection

Figure 6: The Fax and Modem Settings

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

15. Log into the MAXCS Cloud order portal and retrieve the Fax details that are provided on the *General* tab of your system.

16. Add the telephone number:

   - *User ID* is the telephone number
   - *Display Name* is the same telephone number that you configured in the user ID
   - *Authentication User Name* is the SIPTrunk username from the *General* tab in the order portal.
   - *Authentication Password* is the SIPTrunk password from the *General* tab in the order portal.

Figure 7: The Line Settings tab

17. On the left menu, select **Advanced**. Click the **Remote Administration** icon to configure remote login access.
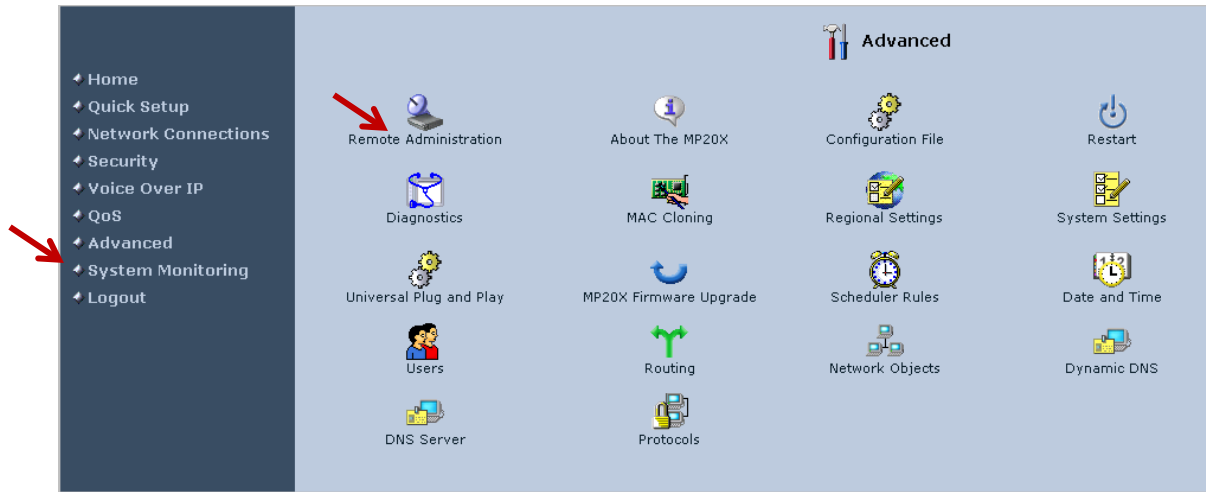
Figure 8: Configure remote login access

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

Figure 9: Access parameters

19. The last step is to change the authentication method to IP Authentication in SIP Trunk Inc. Log onto https://partner.altigen.com and open a support case to request this change. In the case, include the following information:

- The public IP address assigned to the MP-202 device
- The order ID number from the associated account in the Cloud portal, along with the system name

AltiGen Technical 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

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