<u>**AltiGen KB**</u>

AltiGen SIP-Trunk Configuration For SoTel

February 2015: For instructions on configuring SoTel SIP trunks for MaxCS Release 7.5, see article 1173. Click here to open that article.
June 2012 These application notes are provided for dealers who are configuring AltiGen Communication's MAXCS with SoTel's SIP-Trunking service.

Introduction

From an administrator's point of view, a SIP trunk is very similar to a Triton analog trunk. Once it is up and running, you can assign a trunk access code to it. You can also mix SIP trunks with analog trunks, T1, or PRI trunks in the Out Call Routing table. Like analog trunks, each SIP trunk has a PSTN number. SIP trunks can also receive caller name and caller ID.

Configure port forwarding

You must forward specific ports to support the SoTel SIP trunk.

Identify the port range for your voice resources, and forward these ports to MAXCS.

The easiest way to identify these ports in MaxAdministrator is to choose View > Current Resource Statistics. Scroll over to the Local Ports column; it lists all UDP ports used by the system.

To find the port range manually, take twice the number of VoIP resources in the system and add that to one more than the base port (49152 for XP, 2000, 2003 or 49664 for 2008). For example, if you have an Office 1G running XP Pro with one 12-port and one 30-port board, your UDP port range for RTP (talkpath) traffic would be 49152 through 49237 (42 VoIP resources total, times two ports per resource is 84, added to one more than the base port of 49152 calculates to 49236).

Make sure port 5060 is open.

Configure the SIP Trunk in Enterprise Manager

This section describes the steps you take to configure the SIP trunk within Enterprise Manager.

In MaxAdministrator, open Enterprise Manager by choosing VoIP > Enterprise Network Management.

In Enterprise Manager, click Codec.

In the lower corner, click Add to add a new codec profile.

Provide a name for this new codec profile (for example, SoTel SIP) and click OK.

Select the proper codec from the drop-down list. SoTel supports both g.711 μLaw and g.729 codecs.

Set DTMF Delivery to RFC 2833, and set SIP Early Media to Enable. Click Apply.

Click the Servers button.

Click the IP Codec tab.

In the bottom of the IP Codec pane, click Add.

Enter 4.53.160.135 for both of the From and To IP addresses.

Select SoTel SIP as the Codec.

Click OK.

Configure the SIP Trunk in MaxAdministrator

This section describes the steps to configure and enable the SIP trunk within MaxAdministrator.

In MaxAdministrator, double-click the SIPSP board in the Boards panel.

In the Board Configuration window, double-click SIP trunk.

In the SIP Signaling Channel Configuration window, click SIP Trunk Configuration.

In the SIP Trunk Configuration window, click SIP Trunk Profile.

In the SIP Trunk Profile window, click Add to add a new profile.

Name this new profile SoTel, and then click OK.

Set the SIP Protocol Field for the SIP Calling Number to P-Asserted-Identity.

Select Carrier can only accept Calling Number with minimum and set it to 10 digits.

Enter your main SoTel number in the Use this as Calling Number if the Carrier cannot accept configured numbers box.

Select Send Caller Name if you wish to send the extension's name in the outbound call. Note that many remote systems may not receive or display this information.

Be sure that Enable Standard Record-Route Header is NOT checked.

Select To Header as the Incoming DID Number Field.

In the SIP Trunk Configuration window, highlight the first SIP Trunk channel to be configured, and click Edit.

Enter the following information:

For the SIP Server IP Address enter 4.53.160.135

Enter the User Name and Password

For IP-authenticated SIP accounts, enter your main SoTel number as the User Name, and AltiGen as the Password.

For Login/Password-authenticated SIP accounts, enter the User Name and Password provided to you by SoTel.

Domain

For IP authentication, enter termination2.sotelips.net

For Username/Password authentication, enter register2.sotelips.net

SIP Register Period

For IP-authenticated SIP accounts, enter 0

For Login/Password-authenticated SIP accounts, enter 60

Select the SoTel SIP Trunk profile.

Set both the SIP Source Port and the SIP Destination Port to 5060.

Check Enable Channel.

Click OK to save the changes.

Use the Copy To... feature to copy the configuration for this channel to any other channels that are needed.

Click OK again, to close the SIP Trunk Configuration window.

A pop-up window will warn you to restart switching; this does not apply to changes made to SIP Trunks, and

can be safely ignored. Click OK to proceed.

Click OK to close the Board Configuration window.

Verify Configuration

At this point, you should verify the configuration and make sure that the voice path can be heard in both directions.

Make a call through the SIP trunk.

Receive a call through the SIP trunk (for convenience, call from your cell phone).

If you have several SIP trunks, make/receive several calls at the same time.

If the voice is not heard in both directions, please review the configuration steps to make sure you have configured the trunks properly. If you still have a problem, contact AltiGen Communications.

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