

# **Avaya IP Office Essential Release 7.0 Using Flowroute for Mobile Twinning Telquest Tech Support**

**Flowroute.com is similar to an Internet Telephone Service Provider.  
They will allow you to alter the Caller ID information that is sent out when you make a call.**

**This is useful in the Avaya IP Office Essential Edition phone system in two areas.**

**First:**

**If you have DID Numbers, each extension can send their direct number on outbound calls.**

**Second:**

**When you use the Twinning /Mobile Twinning/Mobility feature, you can receive the Caller ID of the original party that called you on your cell phone.**

**Go to Flowroute.com and create an account.**

**This document does not cover that procedure.**

**Write down your Flowroute:**

**SIP Registrar / Proxy**

**Username & Auth Username**

**Password**

1. Right Click...

2. Mouse Over...

3. Click Here...

4. This Tab...

Created by the IPO

5. Enter as shown...

SIP Line - Line 19

SIP Line Transport SIP URI VoIP T38 Fax SIP Credentials

Line Number 19

ITSP Domain Name sip.flowroute.com

Prefix

National Prefix 0

Country Code

International Prefix 00

Send Caller ID None

Association Method By Source IP address

In Service ☒

Use Tel URI ☐

Check OOS ☒

Call Routing Method To Header

Originator number for forwarded and twinning calls

☒ REFER Support

Incoming Auto

Outgoing Auto

**Just change the settings that are indicated.**

**Leave all others at the default setting.**

1. This Tab...

2. Enter as shown...

SIP Line - Line 19

SIP Line Transport SIP URI VoIP T38 Fax SIP Credentials

ITSP Proxy Address sip.flowroute.com

3. This Tab...

SIP Line - Line 19

SIP Line Transport SIP URI VoIP T38 Fax SIP Credentials

4. Click on Add...

Add...

Remove

Edit...

This is at the bottom of the screen

5. Enter YOUR Flowroute account info...

Edit SIP Credentials

User name 12345678

Authentication Name 12345678

Contact 12345678

Password \*\*\*\*\*

Expiry 60

Registration required ☒

Note: The "Contact" is the same as the "User Name"

1. This Tab...

SIP Line - Line 19

SIP Line Transport SIP URI VoIP T38 Fax SIP Credentials

2. Enter as shown...

3. Select YOUR Flowroute User Name

Note: Use the same Line Number as seen on Page 2

4. You can set this as high as you like. Flowroute will allow multiple calls. Just be sure sure that you have enough Internet bandwidth

**Edit Channel**

Via	<None>
Local URI	* <input type="button" value="v"/>
Contact	* <input type="button" value="v"/>
Display Name	* <input type="button" value="v"/>
PAI	None <input type="button" value="v"/>
Registration	1: 123456789 <input type="button" value="v"/>
Incoming Group	19 <input type="button" value="v"/>
Outgoing Group	19 <input type="button" value="v"/>
Max Calls per Channel	1 <input type="button" value="v"/>

**Save all your changes and send the Configuration to the KSU.**

**If everything works correctly, calls that are “Twinned” to your cell phone should display the telephone number of the party calling you.**