

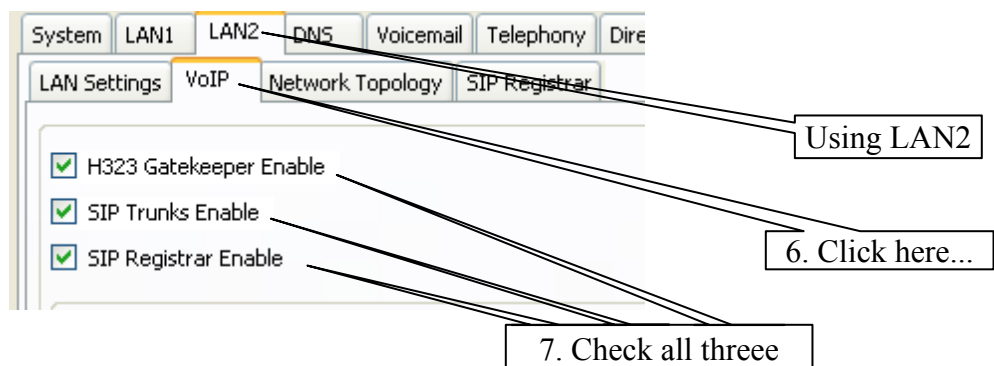
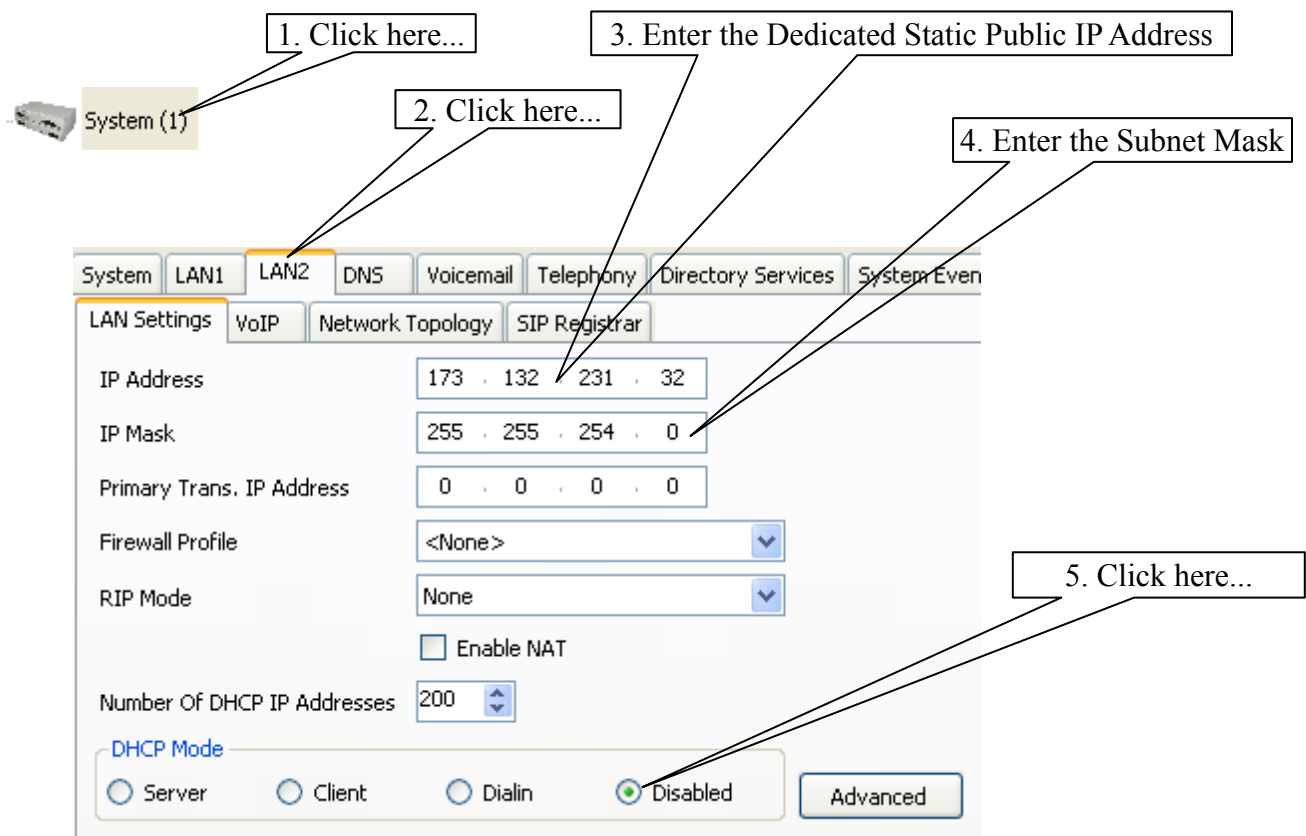
Avaya IP Office Essential Edition

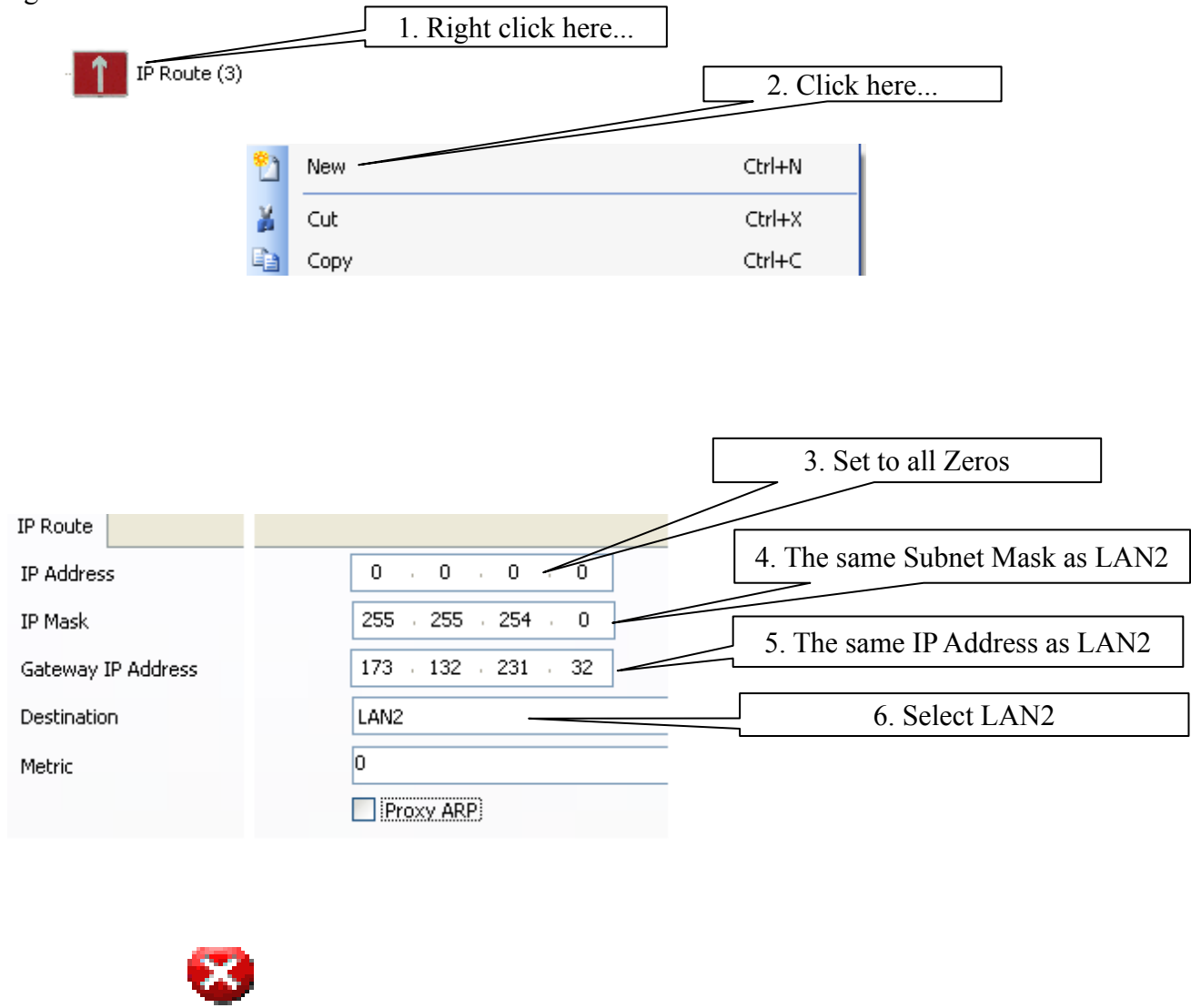
Connecting a 3rd Part SIP Phone to the KSU

Telquest Tech Support

You must have a Dedicated Static Public IP Address at the KSU for this to work.

Using LAN2 (WAN) on the back of the KSU, connect a patch cord that has direct Internet access as listed above.





If you see any Error Symbols then you will need to correct any other IP Route conflicts.

If you get ringing and One Way or No Audio then either your Remote 3rd Party SIP Phone is:

Behind a router and is sending its Private LAN IP Address instead of its Public IP Address.
This can sometimes be fixed by using the STUN feature in your 3rd Party Phone or using
SIP ALG, SIP Applications Gateway or SIP Transformations in your router. (if it has any of them)

Your Internet Service Provider is blocking it.

The Softphone on your Smart Phone is not compatible in some way.

If your 3rd Party Phone does not Register at all then review all the settings in it to be sure they are correct.

We do not provide support for any 3rd Party SIP Phones or Soft Phones.

1. Click here...

2. Click here...

3. The same IP Address as LAN2

4. Don't change any other settings...

System | LAN1 | LAN2 | DNS | Voicemail | Telephony | E

LAN Settings | VoIP | Network Topology | SIP Registrar

Domain Name: 173.132.231.32

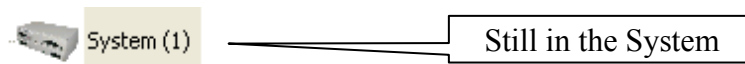
Layer 4 Protocol: Both TCP & UDP

TCP Port: 5060

UDP Port: 5060

Challenge Expiry Time (secs): 10

Auto-create Extn/User: ☒



Click here...

System | LAN1 | LAN2 | DNS | Voicemail | Telephony | Directory Services

DNS Server IP Address: 208 . 67 . 222 . 222

Backup DNS Server IP Address: 0 . 0 . 0 . 0

Enter the DNS info. **DO NOT** use your router (Example: 192.168.1.1) for the DNS.

Use the DNS Address that is associated with your Public IP Address.
The DNS Address comes from your ISP.