

# Avaya IP Office Essential DIDs on SIP Trunks Telquest Tech Support

**Note: Configuring SIP Service is not an exact science. These are GENERAL SETTINGS. Your ITSP (Internet Telephone Service provider) may require settings.**

**This is when you have multiple numbers (DIDs) on a single SIP Trunk Account**

The image shows a screenshot of the Avaya IP Office configuration interface. The top part shows a list of lines with a context menu open for 'Line (9)'. The bottom part shows the configuration page for 'SIP Line - Line 18'.

**Top Section: Line List and Context Menu**

- 1. Right Click here...**: Points to the 'Line (9)' entry in the list.
- 2. Mouse Over here...**: Points to the 'New' button in the context menu.
- 3. Click here...**: Points to the 'SIP Line' option in the context menu.

**Bottom Section: SIP Line - Line 18 Configuration**

- This tab...**: Points to the 'SIP Line' tab.
- 4. Put your ITSP here...**: Points to the 'ITSP Domain Name' field, which contains 'MySipService.info'.
- 5. Select this...**: Points to the 'Association Method' dropdown, which is set to '"To" header hostpart against ITSP domain'.

**Configuration Fields:**

- Line Number: 18
- ITSP Domain Name: MySipService.info
- Prefix: (empty)
- National Prefix: 0
- Country Code: (empty)
- International Prefix: 00
- Send Caller ID: None
- Association Method: '"To" header hostpart against ITSP domain'
- REFER Support: ☒
- Incoming: Auto
- Outgoing: Auto

**Checkboxes and Dropdowns:**

- In Service: ☒
- Use Tel URI: ☐
- Check OOS: ☒
- Call Routing Method: To Header
- Originator number for forwarded and twinning calls: (empty)

1. This tab...

2. Put your ITSP Proxy Address here...

**SIP Line - Line 18\***

**SIP Line** **Transport** **SIP URI** **VoIP** **T38 Fax** **SIP Credentials**

ITSP Proxy Address

**Network Configuration**

Layer 4 Protocol  Send Port

Use Network Topology Info  Listen Port

Explicit DNS Server(s)

Calls Route via Registrar ☒

Separate Registrar

3. This tab...

4. Click here...

**SIP Line** **Transport** **SIP URI** **VoIP** **T38 Fax** **SIP Credentials**

**Add...**

**Remove**

**Edit...**

Enter the DID Number here...  
Note: The SIP Provider may need something different here...

**Edit SIP Credentials**

User name

Authentication Name

Contact

Password

Expiry

Registration required ☒

5. This info comes From your ITSP

Check if you use Registration

Note: If the Primary SIP Number uses Registration, the additional DID Numbers usually do not need this box checked.

6. Click here...

**OK**

**Cancel**

**Continue to add DID Numbers by clicking the Add Button.**

1. This tab...

SIP Line Transport **SIP URI** VoIP T38 Fax SIP Credentials

**Edit Channel**

Via <None>

Local URI Use Credentials User Name

Contact Use Credentials User Name

Display Name Use Credentials User Name

PAI None

Registration 1: 2233489621

Incoming Group 18

Outgoing Group 18

Max Calls per Channel 1

2. Select the number from The Drop Down

3. Use the Line Number From Page 1

4. Select the Number of simultaneous Calls permitted by your ITSP...

5. Click OK...

OK Cancel

To add additional DID Numbers, go to Step 3 on Page 2 and repeat.

Remember, not all ITSP's use the same methods or the same name for a setting.