

Avaya IP Office R8.1(69) and VoIP.ms SIP trunk setup

The route to make calls depends on the quality you would like to achieve for your calls, Premium guarantees better quality but value is good enough for most calls.



[Live Chat](#) | [Support Tickets](#) | [Logout](#)

Main Menu	DID Numbers	Sub Accounts	CDR and Reports	Finances	Support	Rates	Reseller
Account Settings							
For Connection Information Click here							
Account Routing	Account Restrictions	General	Security	Inbound Settings	Notifications	Default DID Routing	Newsletter
Advanced							
These settings define the routes the system will use when you place calls to either USA48, Canada, Toll Free or International Numbers.							
USA48/Canada Routing	?	Value: USA48 \$0.0105 - Canada starting at \$0.0052 Premium: USA48/Canada \$0.0125					Apply
International Routing	?	Value <input type="text"/> <input type="checkbox"/> Check to apply to sub accounts					Apply
Toll-Free Routing	?	Value (Free) <input type="text"/>					Apply
Toll-Free Termination Carrier	?	Server Default <input type="text"/>					Apply
Apply All							

Account restrictions can be put into place to ensure that there are no International calls made from the account or the countries can be picked, also LD calls can be restricted for call length and 411 charges can be avoided by disallowing them.

Account Settings							
For Connection Information Click here							
Account Routing	Account Restrictions	General	Security	Inbound Settings	Notifications	Default DID Routing	Newsletter
Advanced							
These settings define the restrictions the system will use when you place calls to either USA48, Canada or International Numbers.							
Allow 411 dialing	?	No <input type="text"/>					Apply
Allow International Calls	?	No - International Calls Disabled <input type="text"/> <input type="checkbox"/> Check to apply to sub accounts					Apply
Max. Call Time for US48/Canadian Calls	?	3 hours <input type="text"/>					Apply
Max. Call Time for International Calls	?	2 hours <input type="text"/>					Apply
International Amount Restriction	?	\$ 0.500 <input type="text"/>					Apply
Allow Calls to Countries	?	Currently Allowed: All Countries Allowed Click here to manage list of allowed countries					
Apply All							

Caller ID can be forced to a specific number in the settings or the system can send the number

Account Settings

i

Issue Tracker subscription has been updated

For Connection Information [Click here](#)

Account Routing

Account Restrictions

General

Security

Inbound Settings

Notifications

Default DID Routing

Newsletter

Advanced

These are the general settings used by the system when you make or receive calls.

e911 Default CallerID	<div><div>?</div><div>None</div><div>▼</div><div>Apply</div></div>
Dialing Mode	<div><div>?</div><div>North America (NANPA)</div><div>▼</div><div>Apply</div></div>
CallerID Number	<div><div>?</div><div></div><div>Apply</div><div>Your 10 digits number, without the 1 prefix.</div></div>
Voicemail Associated to the Main Account	<div><div>?</div><div>none</div><div>▼</div><div>Apply</div></div>
Music On Hold	<div><div>?</div><div>No Music - Silence</div><div>▼</div><div><input type="checkbox"/> Check to apply to all sub accounts</div><div>Apply</div></div>

Apply All

Password changes can be done right there without provider help

Account Settings

i

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Account Routing

Account Restrictions

General

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Inbound Settings

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Advanced

These settings let you change your "Customer Portal" password as well as your SIP and IAX passwords for the main account. You can also change the way SIP and IAX passwords are displayed on various pages of the "Customer Portal"

Display SIP and IAX password(s) in Customer Portal	<div><div>?</div><div>Disabled - Do not display any password</div><div>▼</div><div>Provide your current Customer Portal Password to enable this option:</div><div></div><div>Apply</div></div>
Customer Portal Password	<div><div>?</div><div>Enter Current Password:</div><div></div><div>New Password:</div><div></div><div>Minimum 6 characters</div><div>Confirm new password:</div><div></div><div>Apply</div></div>
Main SIP/IAX Password	<div><div>?</div><div>Current SIP/IAX Password:</div><div></div><div>New Password:</div><div></div><div>Minimum 6 characters</div><div>Confirm New Password:</div><div></div><div>Apply</div></div>
Foreign IP Guard	<div><div>?</div><div><input checked="" type="checkbox"/> Enable Foreign IP Guard</div><div>Apply</div><div>Manage Foreign IP Addresses Click here to display</div></div>

Settings for the system are set to ATA (did not try the other settings as these worked)





Account Settings

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Account RoutingAccount RestrictionsGeneralSecurityInbound SettingsNotificationsDefault DID RoutingNewsletterAdvanced

In this section you can define the inbound settings for the main account such as protocol for calls and type of device used.

Protocol for inbound DID's:		SIP 	Apply
Device type:		ATA device, IP Phone or Softphone 	Apply

Apply All

Incoming calls can be routed to different DID accounts as there can be subaccounts made up to make outbound calls from different devices and locations.











Account RoutingAccount RestrictionsGeneralSecurityInbound SettingsNotificationsDefault DID RoutingNewsletterAdvanced

These settings define the Preconfigured Routing Options which are applied to new DID's when they are ordered. However, when you order new DID's, you will also be able to change the settings for the DID's in the order page.

Please Note:


These settings do not affect the DID's you have already purchased. Changes here will not be reflected on the DID's you already own.

To change settings on DID's you have already purchased, you can go to: "DID Numbers" > "Manage DID(s)" or click here

CallerID Name Lookup		<input type="radio"/> Yes, 0.8 cent per query (8/10 of a cent)	<input checked="" type="radio"/> No thanks
DID POP		<div><input type="radio"/> Atlanta, GA (atlanta.voip.ms)</div> <div><input type="radio"/> Chicago, IL (chicago.voip.ms)</div> <div><input type="radio"/> Dallas, TX (dallas.voip.ms)</div> <div><input type="radio"/> Houston, TX (houston.voip.ms)</div> <div><input type="radio"/> Los Angeles, CA (losangeles.voip.ms)</div> <div><input checked="" type="radio"/> New York, NY (newyork.voip.ms)</div> <div><input type="radio"/> Seattle, WA (seattle.voip.ms)</div> <div><input type="radio"/> Tampa, FL (tampa.voip.ms)</div> <div><input type="radio"/> Montreal 2, QC (montreal2.voip.ms)</div> <div><input type="radio"/> Toronto 2, ON (toronto2.voip.ms)</div> <div><input type="radio"/> Montreal, QC (montreal.voip.ms)</div> <div><input type="radio"/> Toronto, ON (toronto.voip.ms)</div> <div><input type="radio"/> London, UK (london.voip.ms)</div>	
Routing		<input checked="" type="radio"/> SIP/IAX	[main account] SIP/156209 
	<input type="radio"/> IVR	No IVR found 	
	<input type="radio"/> Calling Queue	No Calling Queues found 	
	<input type="radio"/> Time Conditions	No Condition entries found 	
	<input type="radio"/> Call Forwarding	No forwarding entries found 	
	<input type="radio"/> SIP URI	No SIP URI found 	
	<input type="radio"/> Ring Group	No group found 	

NAT and DTMF mode adjustments






Account Settings

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Account RoutingAccount RestrictionsGeneralSecurityInbound SettingsNotificationsDefault DID RoutingNewsletterAdvanced


These are the advanced settings used by the system when you make or receive calls.
You can select the Type of NAT, the DTMF Mode and the Codecs used by the main account.

NAT (Network Address Translation)		yes		Apply		
DTMF Mode		AUTO		Apply		
Allowed Codecs		<input checked="" type="checkbox"/> G.711U	<input checked="" type="checkbox"/> G.729a	<input type="checkbox"/> gsm	<input type="checkbox"/> Allow All	Apply

Apply All

The IP Office settings are the following

Line Settings

 **SIP Line - Line 12**

SIP LineTransportSIP URIVoIPT38 FaxSIP Credentials

Line Number12

ITSP Domain Namevoip.ms

Prefix

National Prefix0

Country Code

International Prefix00

Send Caller IDDiversion Header

Association MethodBy Source IP address

☒ REFER Support

IncomingAuto

OutgoingAuto

UPDATE SupportedNever

In Service☒

Use Tel URI☐

Check OOS☒

Call Routing MethodRequest URI

Originator number for forwarded and twinning calls

Name PriorityFavor Trunk

Caller ID from From header☒

Send From In Clear☒

User-Agent and Server Headers

The registrar can be entered as DNS entry if the IP Office has a valid DNS server entry in the system settings

The screenshot shows the 'SIP Line - Line 12' configuration window with the 'Transport' tab selected. The 'ITSP Proxy Address' is set to 'toronto2.voip.ms'. Under 'Network Configuration', 'Layer 4 Protocol' is 'UDP', 'Send Port' is '5060', 'Use Network Topology Info' is 'LAN 1', and 'Listen Port' is '5060'. 'Explicit DNS Server(s)' are set to '0 . 0 . 0 . 0' and '0 . 0 . 0 . 0'. 'Calls Route via Registrar' is checked. 'Separate Registrar' is empty.

SIP Line	Transport	SIP URI	VoIP	T38 Fax	SIP Credentials
ITSP Proxy Address: toronto2.voip.ms					
Network Configuration					
Layer 4 Protocol: UDP		Send Port: 5060			
Use Network Topology Info: LAN 1		Listen Port: 5060			
Explicit DNS Server(s): 0 . 0 . 0 . 0		0 . 0 . 0 . 0			
Calls Route via Registrar: <input checked="" type="checkbox"/>					
Separate Registrar:					

Enter the SIP credentials you made up in the VoIP.ms account

The screenshot shows the 'SIP Line - Line 12' configuration window with the 'SIP Credentials' tab selected. A table lists the credentials. Below the table is an 'Edit SIP Credentials' form with fields for User name, Authentication Name, Contact, Password, Expiry (mins), and Registration required. The 'Add...', 'Remove', and 'Edit...' buttons are on the right. The 'OK' and 'Cancel' buttons are at the bottom right.

Index	UserName	Authentication Name	Contact	Expiry (mins)	Register
1	156209	156209		60	True

Edit SIP Credentials

User name: 156209

Authentication Name: 156209

Contact:

Password:

Expiry (mins): 60

Registration required: ☒

Buttons: Add..., Remove, Edit..., OK, Cancel

Then go to the URI and enter the settings and use the SIP account as Registration

SIP Line - Line 12

SIP LineTransportSIP URIVoIPT38 FaxSIP Credentials

Channel	Groups	Via	Local URI	Contact	Display Name	PAI	Credential	Max Calls
1	67 67	1...	156209	156209	JoeWestenf...	1: 156209	1: 156209	4

Add...

Remove

Edit...

Edit Channel

Via192.168.2.25

Local URIUse Credentials User Name

ContactUse Credentials User Name

Display NameCottonEyeJoe

PAIUse Internal Data

Registration1: 156209

Incoming Group67

Outgoing Group67

Max Calls per Channel4

set in the User's SIP tab

unique Line ID

OK

Cancel