

Broadvox - Sutus Business Central 200 Installation Guide

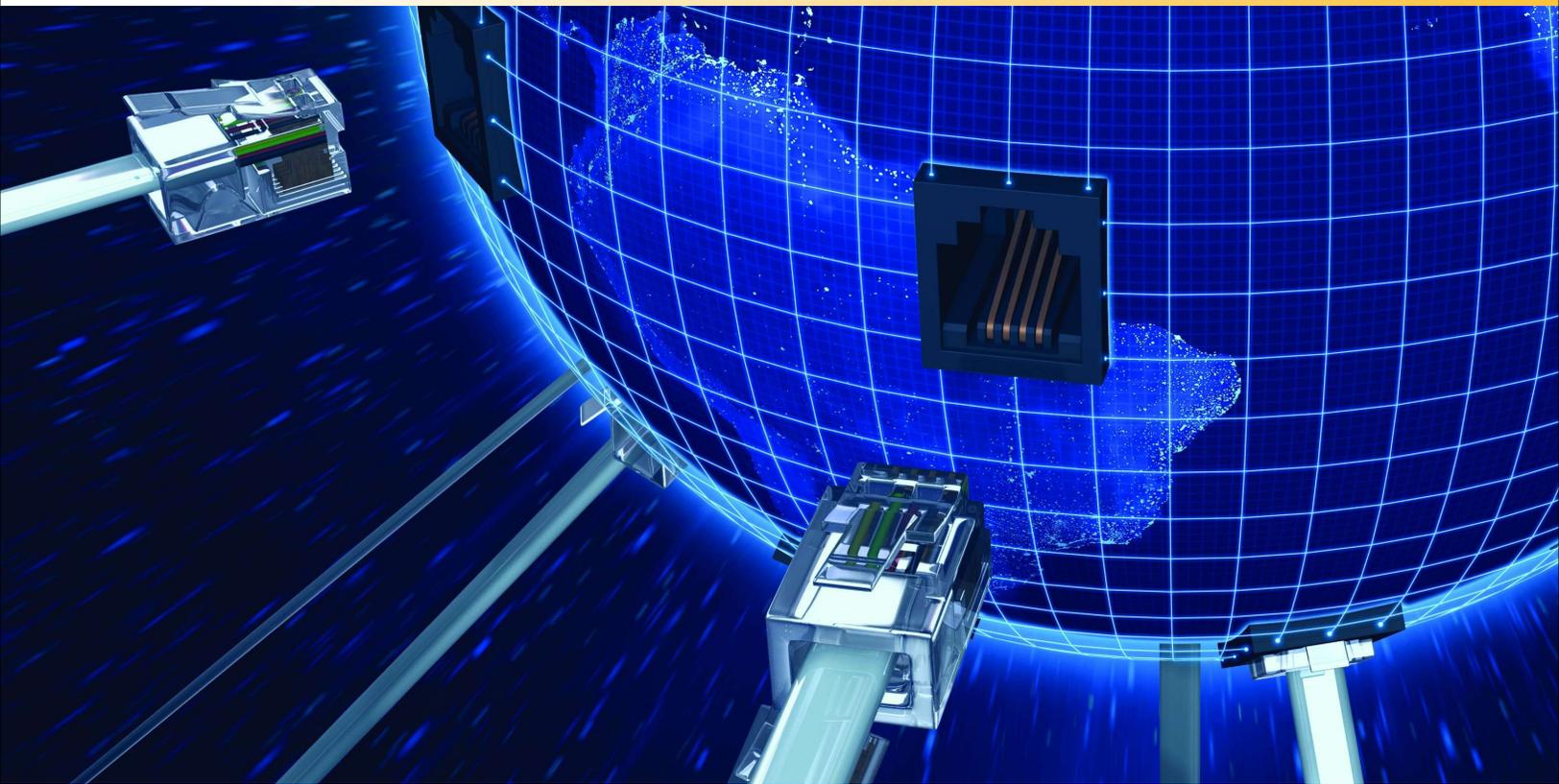




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About Sutus Business Central Manager 200

Sutus (www.sutus.com) provides small businesses with an enterprise quality all-in-one solution that delivers office network and telephone infrastructure that is affordable, robust and extremely flexible. The Sutus Business Central™ is the winner of INTERNET TELEPHONY magazine's 2007 product of the year award, IT Expo's 'Best Newcomer' award, VON Innovators award and the 2007 Product of the year award from Unified Communications magazine. It is designed specifically for offices with up to 25 users providing all core IT infrastructure as well as on-demand turnkey VoIP and other advanced phone and data services through Sutus business partners. The Business Central significantly improves a reseller's ability to easily service small business customers with locations of 25 users or less.

This document explains how to deploy Broadvox SIP Trunking with the Sutus Business Central Manager 200 device.



Purpose, Scope and Audience

This document explains how to enter information into the Sutus Business Central Manager 200 to enable deployment of Broadvox GO! SIP Trunking and is suitable for use by anyone deploying the Broadvox GO! SIP Trunking service in conjunction with Sutus Business Central Manager 200. This document has a technical audience in mind.

Broadvox can only provide support for Sutus Business Central Manager 200 to the extent covered in this Installation Guide and the included reference configuration. The target audience for this document is resellers, installers or end users of the Sutus Business Central Manager 200. For more detailed information, refer to the documentation provided with Sutus Business Central Manager 200.





Logging onto Sutus Business Central Manager 200

Follow these steps to log on to Business Central Manager, where you can set up Broadvox service.

1. Open an Internet browser such as Internet Explorer, Safari or Firefox.

If your web browser is configured to block pop-ups, set it to allow pop-ups for Sutus Business Central.

2. Enter **central/start** in the address bar (URL line) as shown in Figure 1 below and press <enter>.

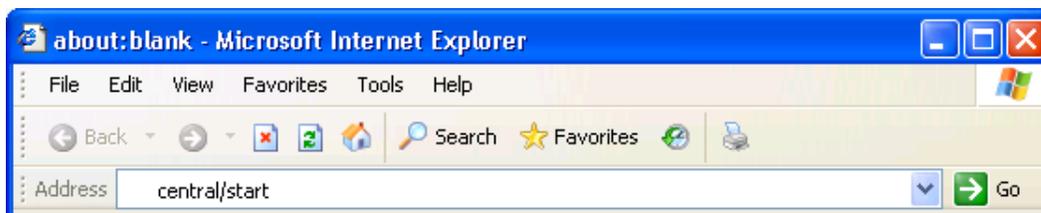


Figure 1 - Start Sutus Business Central Manager

3. If a security certificate warning appears, click **Yes** or **Continue**.

The Sutus Business Central Manager 200 Welcome screen appears as shown in Figure 2 below.



Figure 2 - Sutus Business Central Manager Welcome Screen



4. Click on the **Start Business Central Manager** button to access the Sutus Business Central Manager 200 Logon screen as shown in Figure 3.

Sutus Business Central Manager 200 Logon



Figure 3 - Sutus Logon Screen

5. Enter your assigned username and Password in the boxes labeled **Logon name:** and **Password:**.

NOTE: You must be a member of the System Administrators shared workspace to be able to configure system phone service.

6. Click the **Log On** button to access the Business Central Manager 200 system as shown in Figure 4.

NOTE: For information and assistance on each screen, click the **Help** button in the top right corner of the screen.



Configuring Business Central to Use Broadvox for Inbound Calls

Follow these instructions to set up Broadvox service to work with Business Central 200.

Add Broadvox Service to Business Central for Inbound Calls

1. Log On to Business Central Manager as a system administrator as described in the previous section.
2. In the **Administration** explorer menu on the left, click **Phone Service**.
3. Click the **VoIP Service** tab.

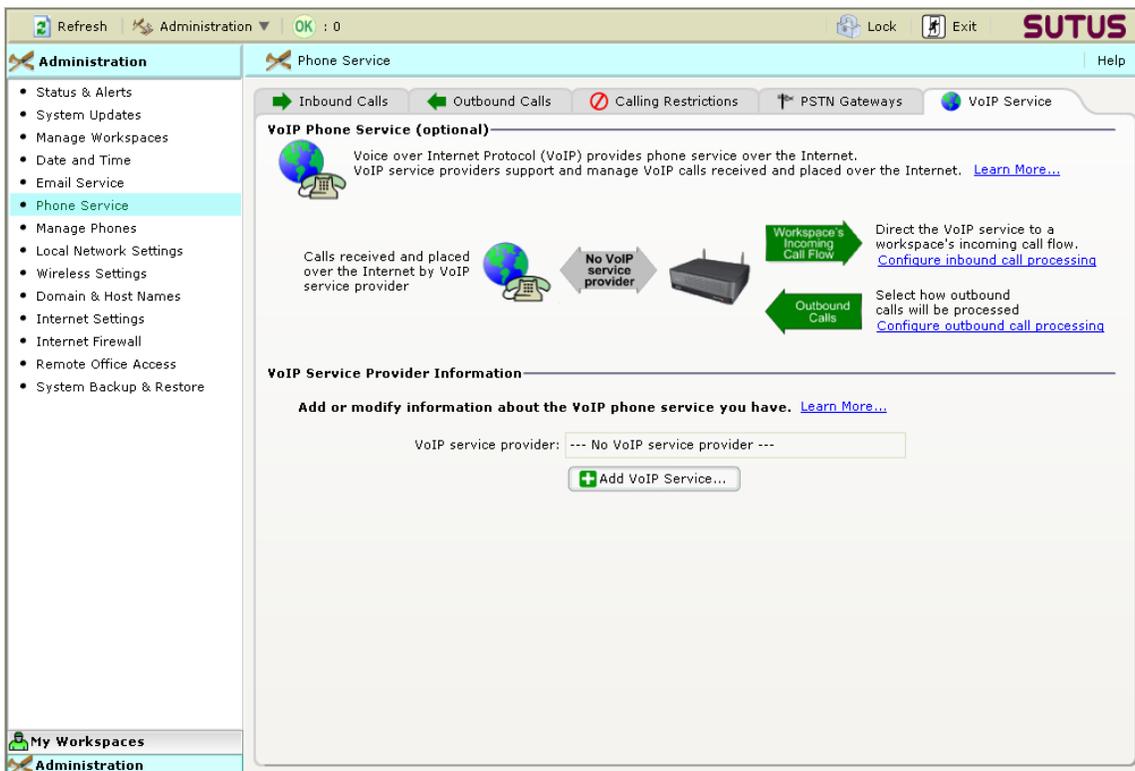


Figure 4 - VoIP Service

4. Click the **Add VoIP Service**. The screen refreshes and a screen similar to Figure 5 on the following page appears.

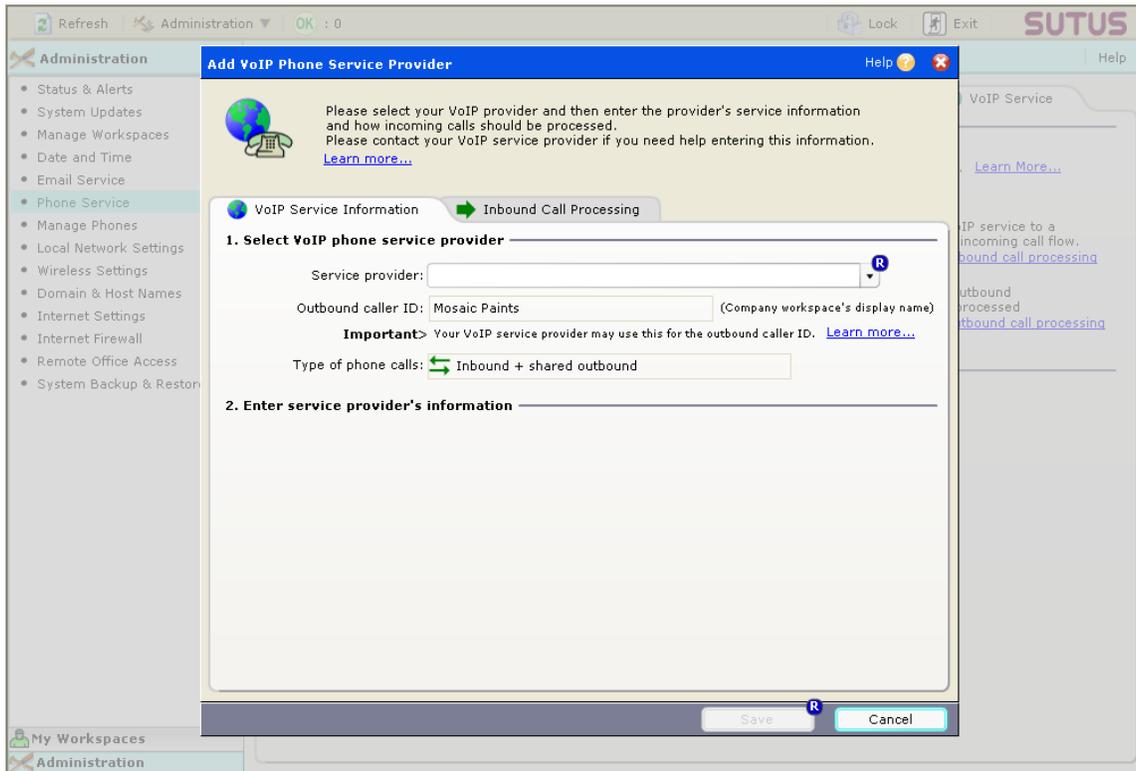


Figure 5 - Add VoIP Phone Service Provider

5. Select **Broadvox** from the Service provider drop-down list.
6. After selecting Broadvox, additional boxes for entering Broadvox information appear in the bottom half of the screen, as shown in Figure 6.
7. Fill in the boxes at the bottom of the screen using the information provided by Broadvox in the technical letter.
 - a. BTN: Main phone number/username
 - b. Password: Password given by Broadvox
 - c. IP Address: IP address given by Broadvox.

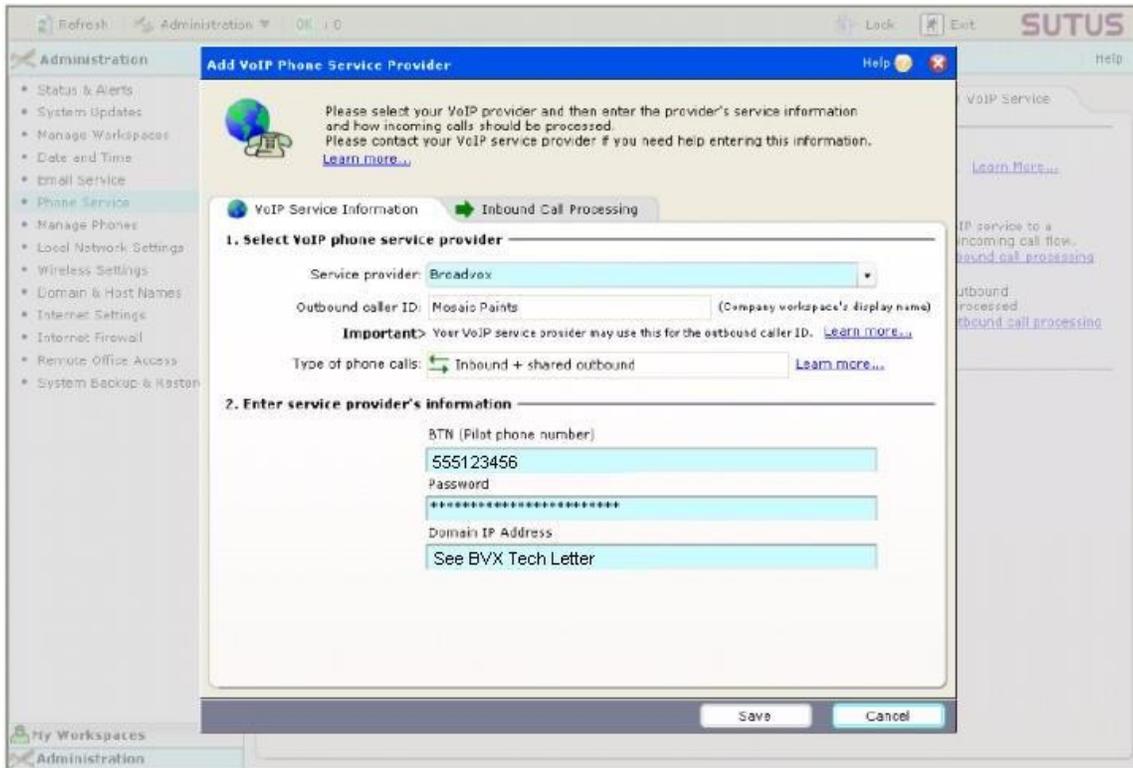


Figure 6 - Broadvox Service in Business Central Manager

8. Click the **Inbound Call Processing** tab to access this screen.

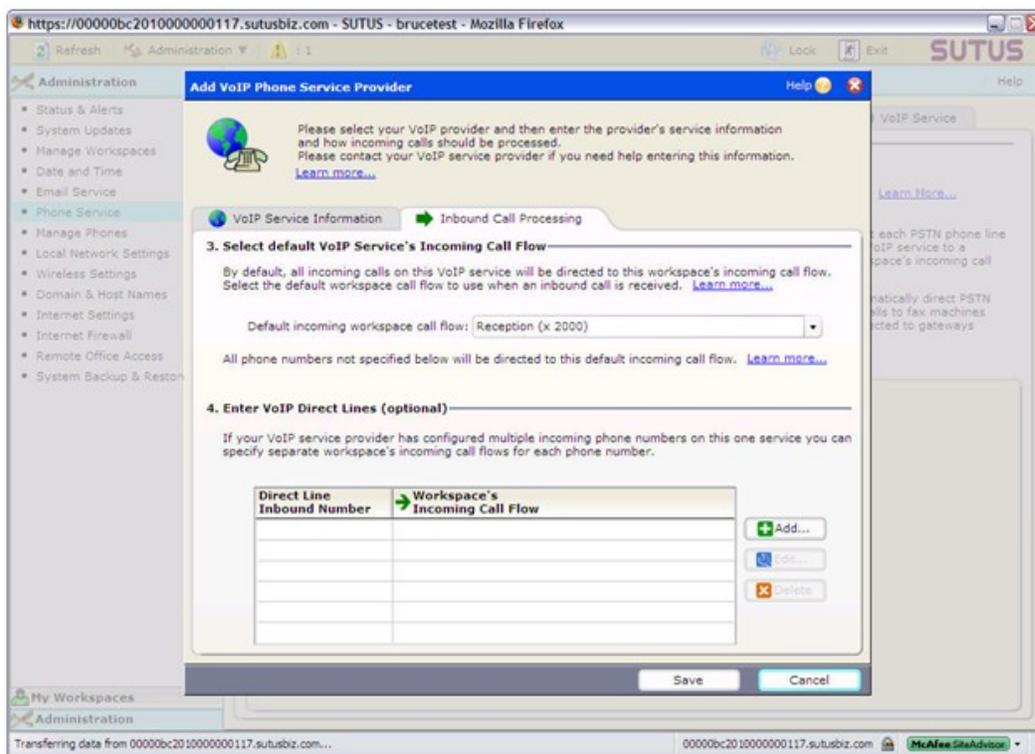


Figure 7 - Inbound Call Processing



- The default **Workspace's Incoming Call Flow** is Reception. If you want incoming calls on Broadvox phone numbers to go to another workspace by default, select the workspace from the drop-down list.

NOTE: See the System Administrator's Getting Started Guide and Receptionist's Guide, which came with Business Central 200 for more information about incoming call flows and the Reception workspace.

If there is no receptionist, leave Reception as the default Workspace's Incoming Call Flow, but change the Reception Workspace's Incoming Call Flow to go directly to Auto-Attendant.

- If there are additional Broadvox phone numbers to configure as direct lines (to go directly to another Workspace's Incoming Call Flow, instead of the default incoming call flow), click the **Add** button.

NOTE: Direct lines are optional and need to be set up only if any of the additional Broadvox phone numbers should go to a Workspace's Incoming Call Flow other than the default Workspace Incoming Call Flow, which is usually Reception.

The dialog box shown in Figure 8 opens.

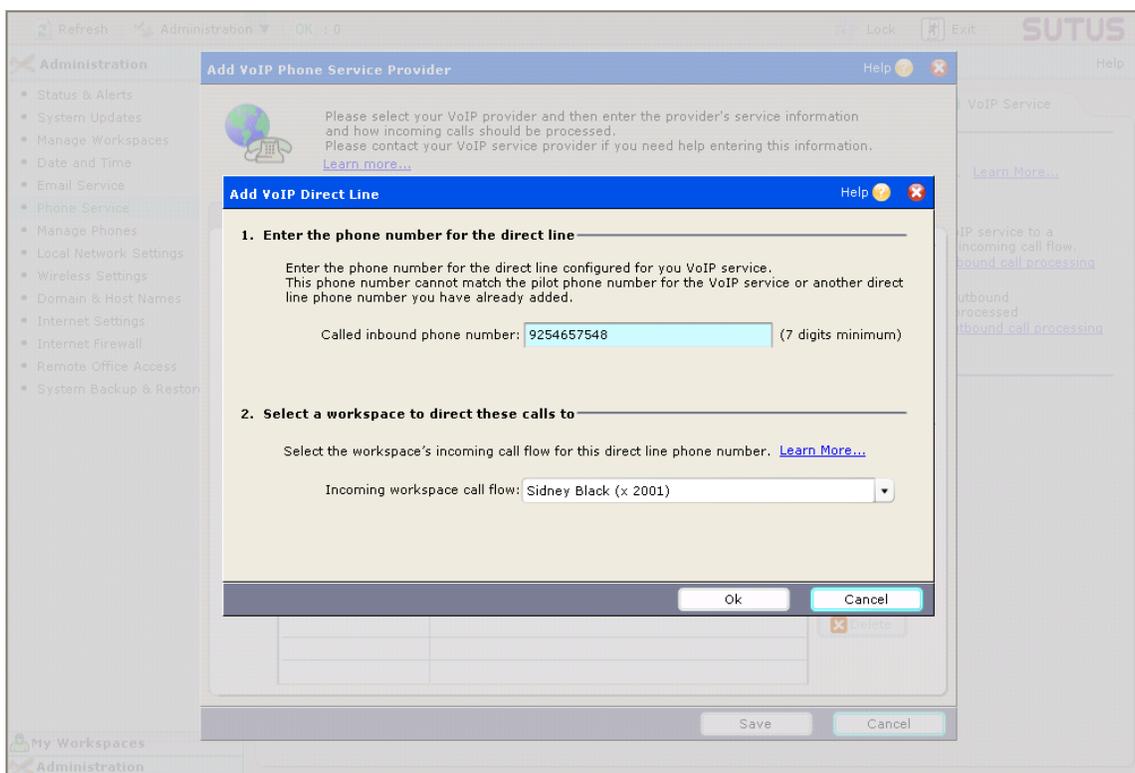


Figure 8 - Add VoIP Direct Line

- Enter the phone number for the direct line in the **Called inbound phone number** box.
- Select the workspace from the **Incoming workspace call flow** drop-down list.



Calls to this phone number will go to the incoming call flow for the selected workspace. The default incoming call flow is to ring the workspace's phones and then go to voicemail if nobody answers.

13. Click the **OK** button to save the direct line and close the dialog box.

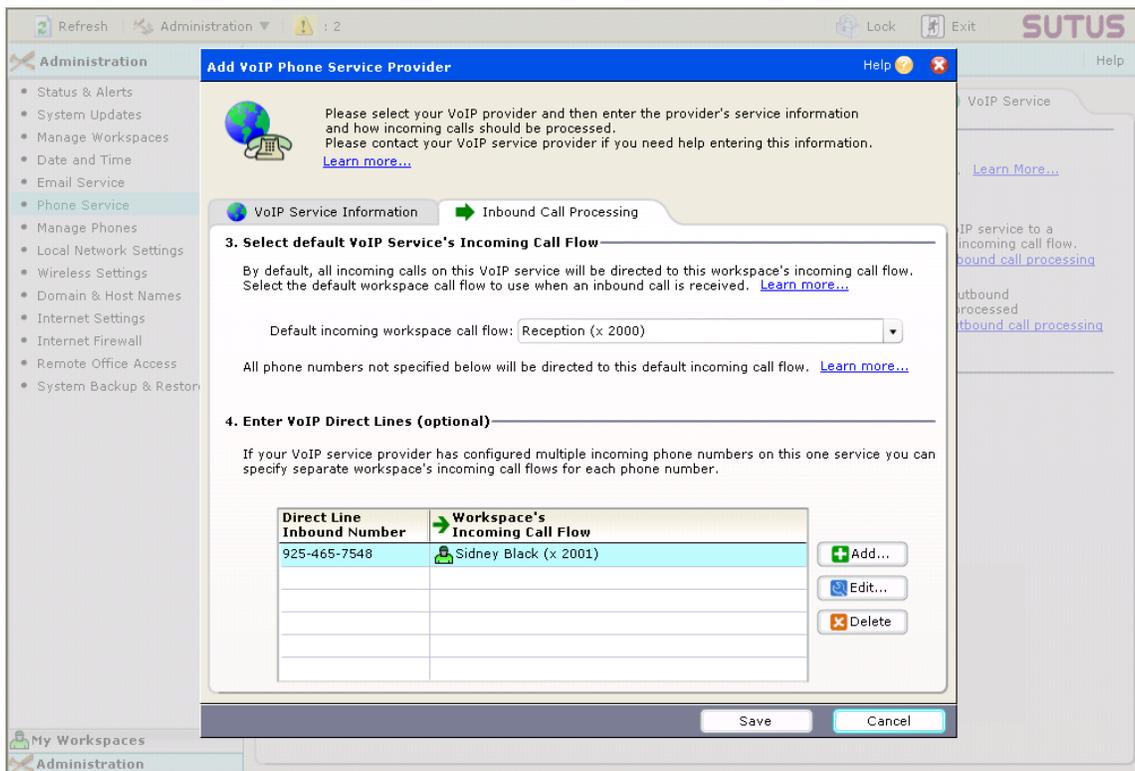


Figure 9 - VoIP Direct Line Added

14. To add another VoIP direct line, repeat steps 9 through 12.

15. Click the **Save** button to save your configuration changes and close the dialog box.

Business Central is now configured to use Broadvox service for inbound calls.

Complete the instructions in the following section to configure Business Central to use Broadvox service for outbound calls.



Configuring Business Central to Use Broadvox for Outbound Calls

Complete this procedure after setting up Broadvox service for Inbound Calls in Business Central Manager as described in the previous section.

Add Broadvox Service to Business Central for Outbound Calls

1. If not already logged on to Business Central Manager, log on as a system administrator now.
2. In the **Administration** explorer menu on the left, click **Phone Service**.
3. Click the **Outbound Calls** tab as shown in Figure 10 below.

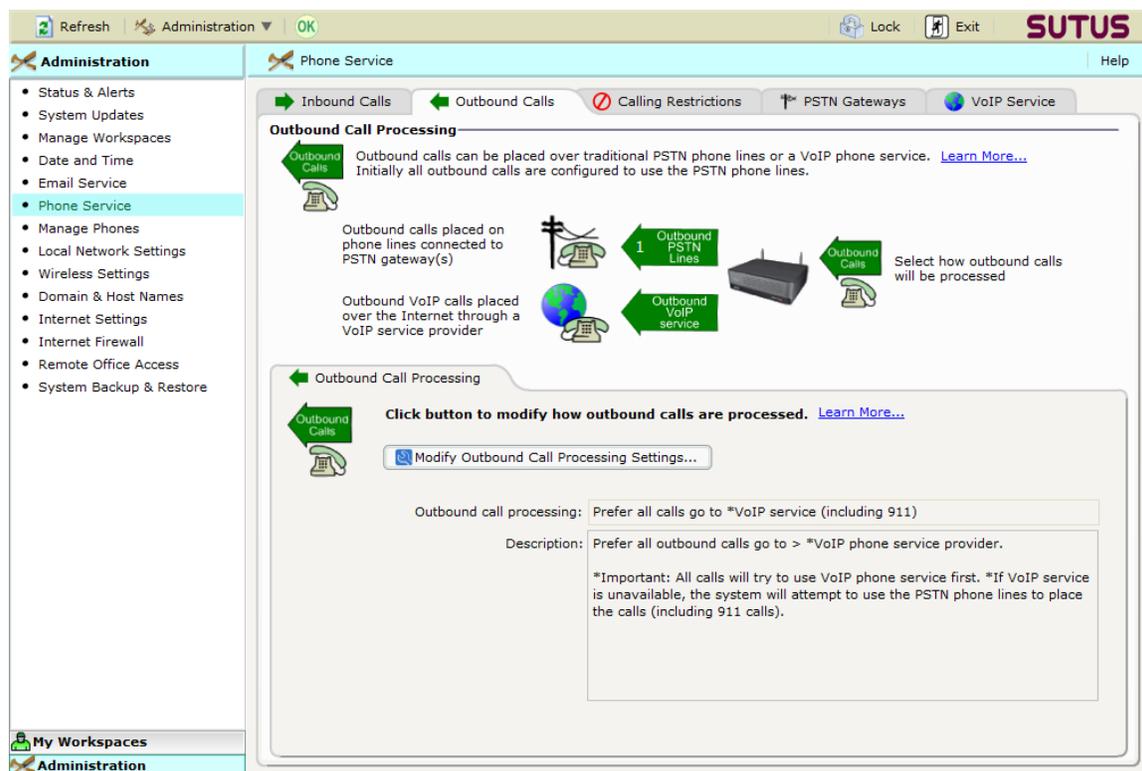


Figure 10 - Outbound Call Processing

4. Click the **Modify Outbound Call Processing Settings** button shown in Figure 10.
The dialog box shown in Figure 11 opens.

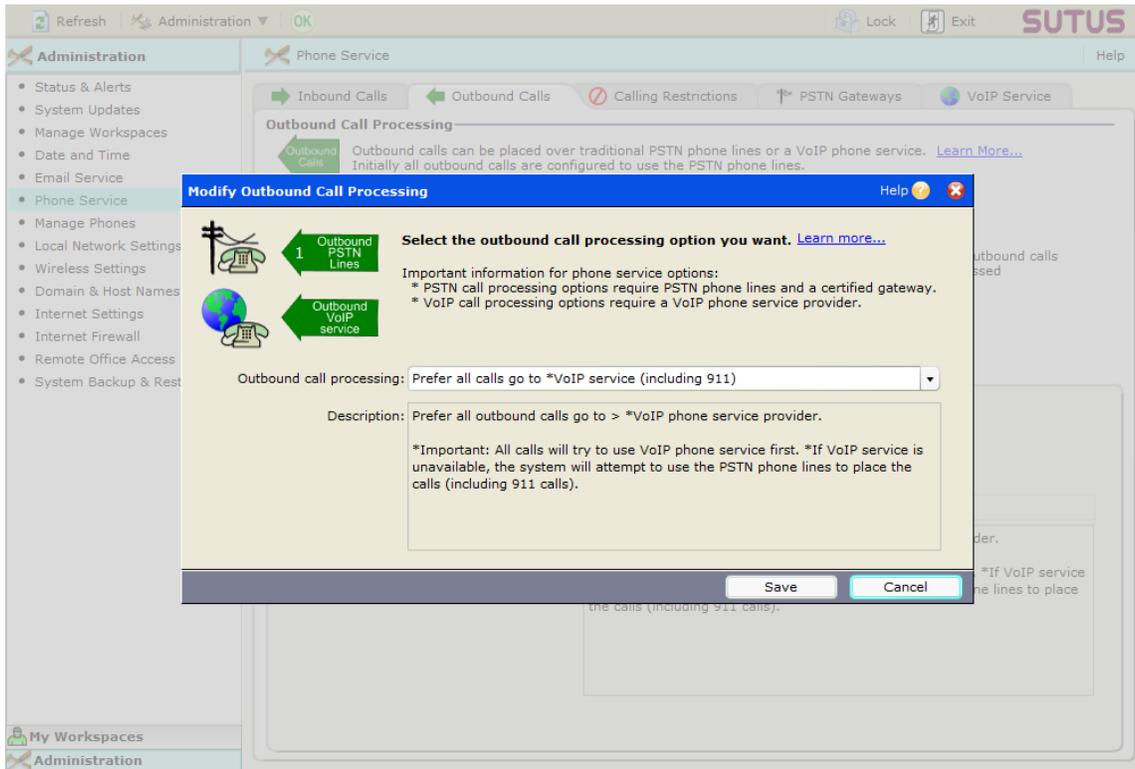


Figure 11 - Modify Outbound Call Processing

5. From this screen, select one of the following options, depending on company need:
 - a. If PSTN phone service is not used, select **Prefer all calls go to *VoIP service (including 911)** from the **Outbound call processing** drop-down list.
 - b. If PSTN phone service is used, select the most appropriate option from the **Outbound call processing** drop-down list.

For information about either of these options, click the **Help** button.

6. Click the **Save** button to save the configuration changes and close the dialog box.

Business Central is now configured to use Broadvox service for outbound calls.



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