

CONFIGURING TALKSWITCH FOR BROADVOX VOIP SERVICE

INTRODUCTION

This guide will show you how to set up Broadvox VoIP service.

When you start an account with Broadvox, they will provide you with account activation information. Use this information to set up the service provider profile and VoIP numbers on your TalkSwitch system. The information in this guide applies to both static and dynamic registration.

See the *VoIP Network Configuration Guide* for instructions on how to connect your TalkSwitch system to a network, set up IP addresses, configure the router, change codecs, set up VoIP caller ID and reserve VoIP lines.

SETTING UP A SERVICE PROVIDER PROFILE — PRIMARY

A service provider profile contains the settings that allow your TalkSwitch to register with the provider.

1. Select the **VoIP Configuration** page.

The screenshot shows the 'VoIP Configuration' window. On the left, a table lists profiles:

Profile	Profile Name
TS	TalkSwitch
SP 1	Broadvox primary
SP 2	Broadvox secondary
SP 3	Service provider 3
SP 4	Service provider 4

On the right, the configuration options are:

- Activate Profile
- Service Provider: Broadvox primary (dropdown menu)
- Profile Name: Broadvox primary (text field)
- Disable public IP address substitution
- Register with authentication username
- Enable NAT keep alives
- Buttons: Update Configuration, Settings..., Codec Options..., View All Registrations...

2. Select a **Profile (SP 1 to SP 4)** that you wish to assign for Broadvox registration.
3. Select the **Activate Profile** checkbox.
4. In the **Service Provider** pull-down menu, select **Broadvox primary** as the **Profile Name**.
5. Click the **Update Configuration** button. The essential settings for communication with the service provider's registration server will be completed automatically.

SETTING UP A SERVICE PROVIDER PROFILE — SECONDARY (optional)

If you will be using additional Broadvox DID numbers, in addition to the primary Broadvox Billing Telephone Number (BTN), a secondary profile is required.

1. Select the **VoIP Configuration** page.

The screenshot shows the 'VoIP Configuration' interface. On the left, a table lists profiles: Profile, Profile Name, TS (TalkSwitch), SP 1 (Broadvox primary), SP 2 (Broadvox secondary), SP 3 (Service provider 3), and SP 4 (Service provider 4). The 'Broadvox secondary' profile is selected. The main configuration area includes: 'Activate Profile' (checked), 'Service Provider' (Broadvox secondary), 'Profile Name' (Broadvox secondary), and several unchecked checkboxes: 'Disable public IP address substitution', 'Register with authentication username', and 'Enable NAT keep alives'. There are buttons for 'Update Configuration', 'Settings...', 'Codec Options...', and 'View All Registrations...'. Red circles 1-5 highlight key elements: 1 (SP 2), 2 (Activate Profile), 3 (Service Provider), 4 (Profile Name), and 5 (Update Configuration).

2. Select a second **Profile (SP 1 to SP 4)** that you wish to assign for use with Broadvox.
3. Select the *Activate Profile* checkbox.
4. In the *Service Provider* pull-down menu, select *Broadvox secondary* as the *Profile Name*.
5. Click the **Update Configuration** button. The essential settings for communication with the service provider will be completed automatically.

SETTING CODEC OPTIONS (if required)

By default, the Broadvox profiles are set to use G.729 as the preferred codec, and G.711 μ -law as an alternative option. To change the codec options, refer to the *VoIP Network Configuration Guide*.

SETTING UP VOIP NUMBERS — FOR PRIMARY PROFILE

A VoIP number is like a telephone number, and is used to dial a TalkSwitch system. Broadvox assigns a primary Billing Telephone Number (BTN), User/Account ID and Password for each account.

1. Select the **VoIP Numbers** page.

The screenshot shows the 'VoIP Numbers' configuration interface. On the left is a table with columns 'ID' and 'VoIP Number'. The first row is selected, showing ID '1' and number '613-5551110'. To the right of the table are several configuration sections:

- Activate VoIP Number:** A checked checkbox, labeled with a red circle '3'.
- Select a VoIP profile:** A dropdown menu set to 'Broadvox primary', labeled with a red circle '4'.
- Phone Number:** Three input fields: 'Country code' (blank), 'City or area code' (613), and 'Number' (5551110). The 'City or area code' field is labeled with a red circle '5'.
- Username and Password:** Two input fields: 'User/Account' (6135551110) and 'Password' (password). The 'User/Account' field is labeled with a red circle '6' and the 'Password' field with a red circle '7'.
- Registration Status:** A section with a status message 'Status: Server Not Reachable - Check server address' and a 'View All Registrations...' button.
- Call Handling:** A section with three modes: 'Mode 1', 'Mode 2', and 'Holiday Mode'. 'Mode 2' is selected, labeled with a red circle '8'. Below this is a table for 'Ring Sequence' with columns 'Ext', 'Name', and 'Ring Sequence'. The table contains five rows with extension numbers 111 through 115, each with a name and a ring sequence of 1. Below the table is an 'Edit...' button. At the bottom of the section are three dropdown menus for 'Routing option', '1 - Main Greeting', and 'immediately'. A note below the table states: 'Note: The extensions that ring on incoming calls do not follow their respective Call Cascade settings.'

2. Select a VoIP number ID.
3. Select the *Activate VoIP Number* checkbox.
4. Set the VoIP profile to *Broadvox primary*.
5. Enter the VoIP number. This is the Billing Telephone Number (BTN) provided by Broadvox.
 - a) Leave the Country code field blank.
 - b) Enter the next three digits as the *City or area code*.
 - c) Enter the final seven digits as the *Number*.
6. Enter the *User/Account* name. This is the Account Number/User ID provided by Broadvox, which usually matches the telephone number.
7. Enter the *Password* provided by Broadvox.
8. Set up call handling for the VoIP number. For more information, click the **Help** icon (🔗) in the *Call Handling* area.
9. Repeat steps 2 to 8 for each additional Billing Telephone Number (BTN) provided by Broadvox.

SETTING UP VOIP NUMBERS — SECONDARY DID NUMBERS (optional)

Broadvox offers additional VoIP numbers, like telephone numbers, called DIDs; that are associated with a primary Billing Telephone Number (BTN). Using additional numbers allows separate call handling for each number in the same way as separate telephone lines. Set up additional Broadvox DIDs as follows:

1. Select the **VoIP Numbers** page.

The screenshot shows the 'VoIP Numbers' configuration page. On the left is a table with columns 'ID' and 'VoIP Number'. Row 2 is selected, showing ID '2' and number '613-5551111'. The main form has several sections: 'Activate VoIP Number' with a checked checkbox (3); 'Select a VoIP profile' dropdown set to 'Broadvox secondary' (4); 'Phone Number' section with 'Country code' (blank), 'City or area code' '613' (5), and 'Number' '5551111'; 'Username and Password' section with 'User/Account' and 'Password' fields; 'Registration Status' section showing 'Status: Server Not Reachable - Check server address' and a 'View All Registrations...' button; and 'Call Handling' section with 'Mode 1', 'Mode 2', and 'Holiday Mode' tabs (6), a table for inbound calls, and a 'Routing option' dropdown set to 'go to voicemail'.

ID	VoIP Number
1	613-5551110
2	613-5551111
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

Activate VoIP Number (3)

Select a VoIP profile: Broadvox secondary (4)

Phone Number

Country code:

City or area code: 613 (5)

Number: 5551111

Username and Password

User/Account:

Password:

Registration Status

Status: Server Not Reachable - Check server address View All Registrations...

Call Handling (6)

Mode 1 | Mode 2 | Holiday Mode

For inbound calls on this phone number, select extensions to ring and/or an alternate routing option.

Ext	Name	Ring Sequence
111	John Smith	1

Edit...

Note: The extensions that ring on incoming calls do not follow their respective Call Cascade settings.

Routing option: go to voicemail | 111 - John Smith | after 5 rings

2. Select a VoIP number ID.
3. Select the *Activate VoIP Number* checkbox.
4. Set the VoIP profile to *Broadvox secondary*.
5. Enter the VoIP number. This is the DID number provided by Broadvox.
 - a) Leave the *Country code* field blank.
 - b) Enter the next three digits as the *City or area code*.
 - c) Enter the final seven digits as the *Number*.
6. Set up call handling for the VoIP number. For more information, click the **Help** icon (🔍) in the *Call Handling* area.
7. Repeat steps 2 to 6 for each additional Broadvox DID VoIP number.

SETTING UP A LINE HUNT GROUP

A Line Hunt Group is used to make outgoing calls to a VoIP service provider.

For outgoing calls using the Broadvox BTN VoIP number(s), activate the Line Hunt Group with the required access code, assign a *Hunt Group name*, and set *Line Type* to *Broadvox primary*.

The screenshot shows the 'Line Hunt Groups' configuration interface. On the left, a table lists Hunt Groups (HG) with their names: 9 Telco, 81 Broadvox BTN, 82 Broadvox DIDs, 83 Hunt Group, 84 Hunt Group, 85 Hunt Group, 86 Hunt Group, 87 Hunt Group, and 88 Hunt Group. The '81 Broadvox BTN' group is selected. On the right, the configuration for 'Activate Hunt Group 81' is shown. The 'Hunt Group name' is set to 'Broadvox BTN'. Under 'Hunt Group Line Assignments', the 'Line type' is set to 'SP1 VoIP Service (Broadvox primary)'. Below this, it states 'VoIP lines will be selected automatically. To modify the number of VoIP lines available for each Service Provider, go to the VoIP Configuration page.' The 'Number of lines available' is 4 and the 'Number of lines reserved' is 0.

For outgoing calls using the Broadvox DID VoIP number(s), activate the Line Hunt Group with the required access code, assign a *Hunt Group name*, and set *Line Type* to *Broadvox secondary*.

The screenshot shows the 'Line Hunt Groups' configuration interface. On the left, the same table of Hunt Groups is shown, but '82 Broadvox DIDs' is selected. On the right, the configuration for 'Activate Hunt Group 82' is shown. The 'Hunt Group name' is set to 'Broadvox DIDs'. Under 'Hunt Group Line Assignments', the 'Line type' is set to 'SP2 VoIP Service (Broadvox secondary)'. Below this, it states 'VoIP lines will be selected automatically. To modify the number of VoIP lines available for each Service Provider, go to the VoIP Configuration page.' The 'Number of lines available' is 4 and the 'Number of lines reserved' is 0.

The caller identity numbers used by outgoing VoIP calls are chosen from the VoIP numbers associated with the Line Hunt Group's service provider profile. Individual extensions' outgoing caller identity numbers can be set from the **Local Extensions/ Fax** page: Select the extension in question, click the **Additional Settings...** button and select the *Caller ID Settings* tab.

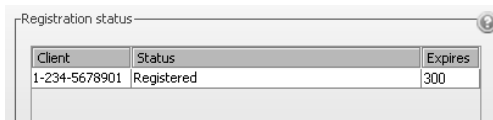
For more information on Caller ID settings and Busy Overflow for VoIP fail-over, refer to the *VoIP Network Configuration Guide*.

SAVING SETTINGS TO TALKSWITCH

To transfer settings from your computer to the TalkSwitch system, choose **File > Save**. A window appears indicating the configuration is being sent.

VERIFYING REGISTRATION

1. Select the **VoIP Configuration** or **VoIP Numbers** page, to check the registration status of the Broadvox BTN VoIP Numbers.
2. Click **View All Registrations**. The **Registration Status** window appears with a list of VoIP numbers, their registration status, and the number of seconds until their registrations with the SIP server will expire. This confirms that the VoIP numbers are registered with the service provider.
3. Choose *All Registered Numbers* or the active primary profile (e.g. Broadvox primary).
4. Ensure the status of the Broadvox BTN VoIP numbers is *Registered*.



Client	Status	Expires
1-234-5678901	Registered	300

Client information shown is for example purposes only.

MORE INFORMATION

We trust your **TalkSwitch system** will provide exceptional features, performance and value to your business. If you encounter difficulties with the installation or management of your TalkSwitch system, consult the documentation. If you still have questions:

- Contact your authorized TalkSwitch reseller.
- Visit **www.talkswitch.com** (United States and Canada) for additional documentation and local support information.
- If you purchased directly from TalkSwitch, e-mail **support@talkswitch.com**.

About TalkSwitch

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Thank you for choosing TalkSwitch.