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**SERVICE
CONFIGURATION
GUIDE**

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.

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.

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.

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.

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*.

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 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.

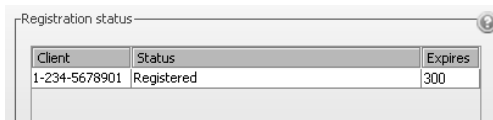For more information on Caller ID settings and Busy Overflow for VoIP fail-over, refer to the *VoIP Network Configuration Guide*.

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*.

Registration status		
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**.

4/9/2010

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We welcome your feedback, comments and suggestions. Please e-mail us at **info@talkswitch.com** or write us at **TalkSwitch, 1545 Carling Avenue, Suite 510, Ottawa, ON Canada K1Z 8P9**.

Thank you for choosing TalkSwitch.