



Quick Start Guide
v1.0

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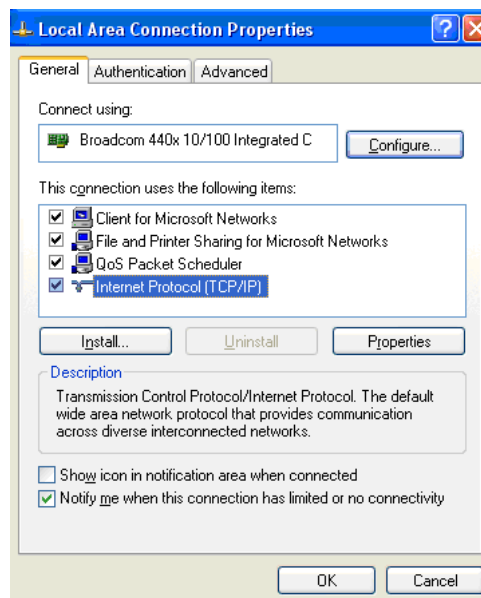
1. Quick Start Guide

STARTING UP YOUR VOIPOFFICE APPLIANCE

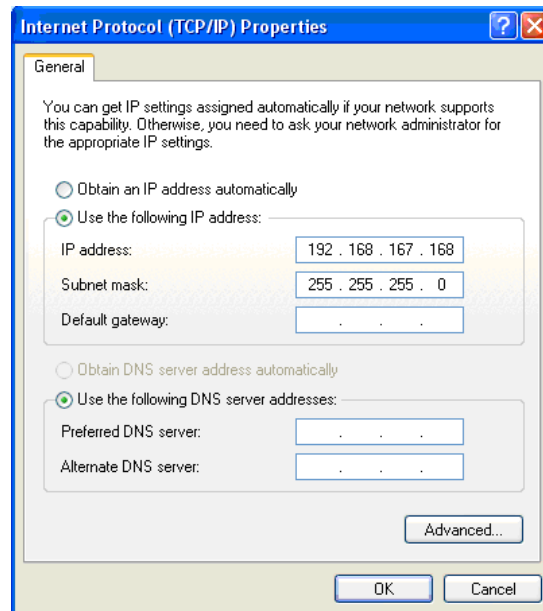
1. Connect the appliance to your network using a standard network cable. Connect the cable to the rightmost LAN port next to the serial interface on the rear of the device.
2. Plug the mains power cable into the power socket (rear side, bottom left of the appliance) and pull the cable guard down into place over the power cable. This prevents the power cable coming loose or falling out.
3. When the appliance is plugged into the mains it will power up automatically.

CONNECTING TO YOUR VOIPOFFICE APPLIANCE

1. Your VoIPOffice appliance will have a default IP address of 192.168.167.167.
2. Assign your PC an IP address within the range 192.168.167.X (e.g. 192.168.167.168) and a subnet mask of 255.255.255.0. Do not assign the same IP address as your VoIPOffice appliance.
 - 2.1. Configure your PC with a fixed IP address by entering the Network Connections menu from the Control Panel.
 - 2.2. Right click the Local Area Connection and then click properties.
 - 2.3. Click on the Internet Protocol (TCP/IP) and then click on properties.



2.4. Select the Radio button with the **Use the following IP address Option** and then enter the IP address and subnet mask. There is no need to enter any other details.



CONFIGURING THE APPLIANCE FOR THE FIRST TIME

1. Open your web browser and enter the IP Address of VoipOffice PBX as URL: <https://192.168.167.167:81/>

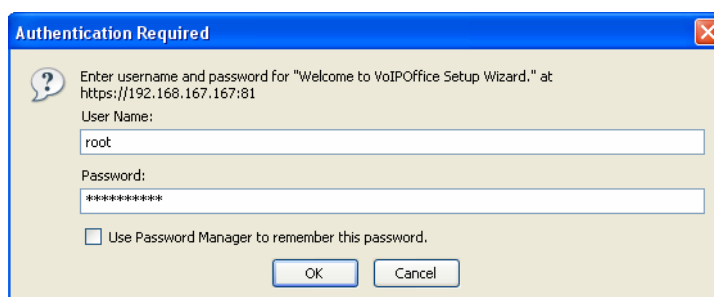
You may get a security warning from your browser. If you do, click 'Yes' to proceed.



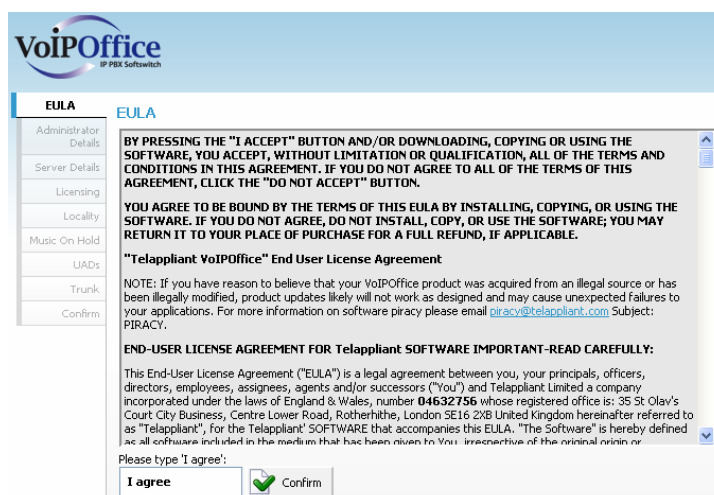
Also, you may get a prompt for the Security Certificate.



2. You will then get a login window. Enter **root** for the username and **voipoffice** for the password.



3. You'll be greeted with the End User Licence Agreement (EULA). To accept the EULA, type 'I agree' in the box and click on the **Confirm** button.



4. The next screen allows you to enter the login details for the Administrator. This is the person who will be able to add and remove extensions and control all the other features on your VoIPOffice appliance. Enter an email address and choose a password. This will be used when you login to the VoIPOffice appliance for the first time. Make sure that the password is not easy to guess and ensure that you do not forget it! (Note down the username and password to a safe place for future reference).

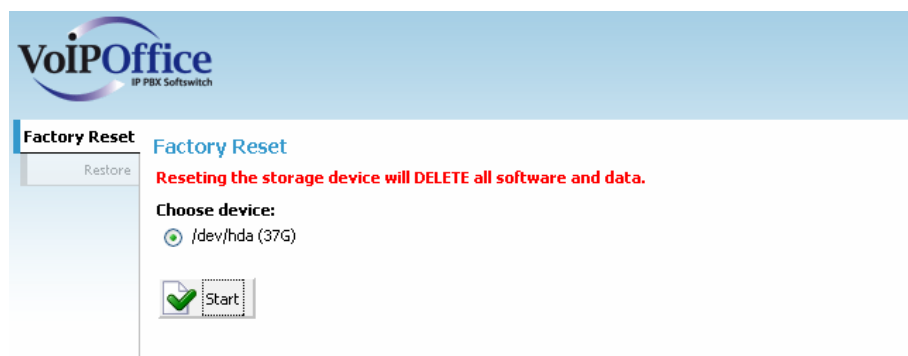
Administrator Details

E-mail:

Password:

Confirm Password:

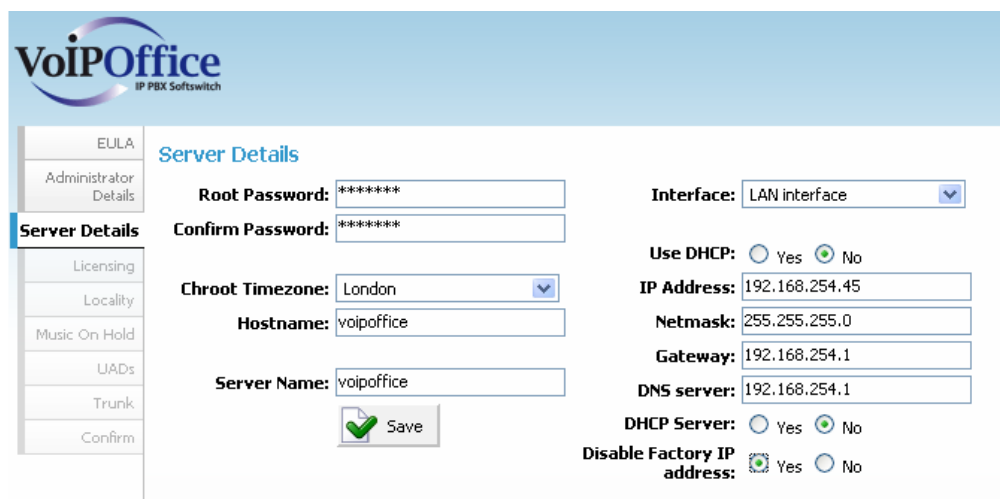
Once you have logged in, the first-time installation page will appear as shown below:



Select the only listed device by clicking on the radio button and then press the **Start** button. Press OK on the confirmation and final confirmation dialogue boxes.

The VoIPOffice appliance will then go into Factory Reset mode with a progress bar indicating the status. Please be patient as this operation can take up to 10 minutes to complete. The light marked **HDD** on the VoIPOffice appliance will be flashing during this process.

5. You will then be presented with the Server Details screen as shown below. This section allows you to configure various system parameters including root / system password and network settings.



Enter the information as described below:

Root Password is the password used for Configuration wizard access (Note down the username and password to a safe place for future reference).

Chroot Timezone is the location / timezone you are in. If your location is not in the list then choose the nearest location. For UK customers, choose London under the Europe section.

Hostname allows you to specify the hostname for the appliance. Contact your network administrator if you're unsure about this. If unknown, enter voipoffice for this.

Server Name is the name of the server. You can enter something short but descriptive – e.g. Office PBX

Interface allows you to select the network interface being used. Select 'LAN interface'.

Use DHCP controls whether or not the appliance obtains an IP address from your network. Select 'No' unless you've been instructed otherwise by our technical team.

IP Address is the IP address that the appliance will use. This should be a spare address on your internal network. Refer to your network administrator for further details.

Netmask is usually set to 255.255.255.0 on most networks.

Gateway also referred to as Default Gateway. This is usually the IP address of your router and is the route that the VoIPOffice appliance will use to access the Internet. It is important that this is defined correctly in order to complete the Licensing stage successfully.

DNS server is the IP address of your DNS server. For most small networks this is usually the IP address of your router.

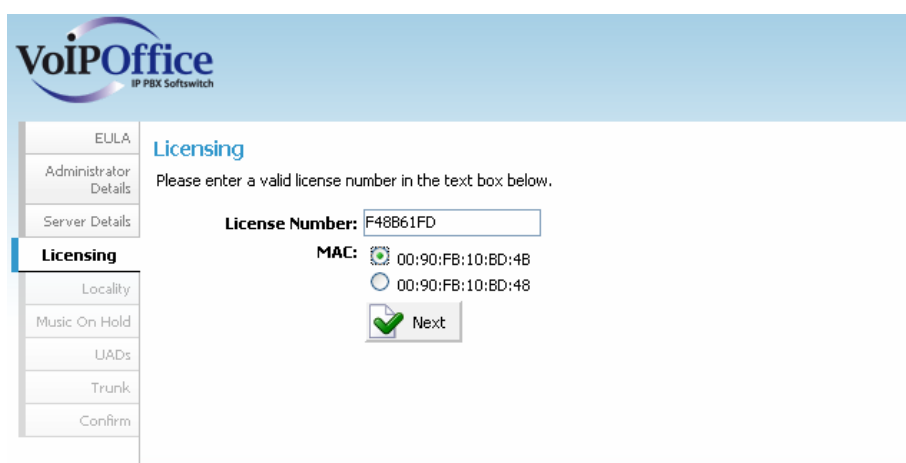
DHCP Server controls whether or not the VoIPOffice appliance functions as a DHCP server. Select 'No'.

Disable Factory IP address - Select "Yes". This will disable the default IP Address "192.168.167.167" and use the settings that you have entered above.

Press "Save" button, this will activate the new IP Address that you have specified and redirect you to the new web page.

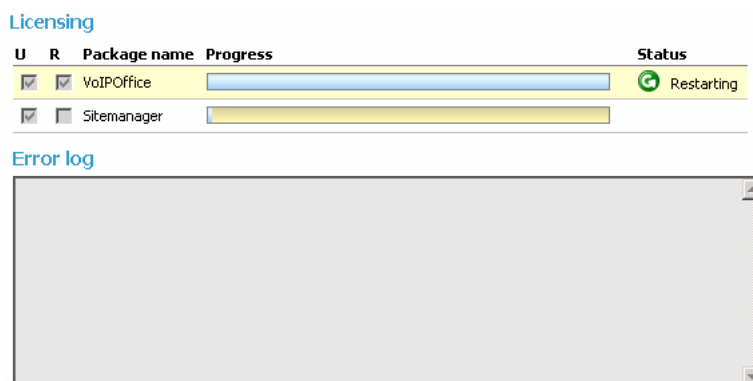
You can now change your computer's IP address back to its previous settings which should be on the same network as the VoIPOffice appliance. If your browser hasn't redirected to the new location then change the URL in your web browser to the new URL (E.g. https://192.168.254.45:81/) and click on the licensing tab page to continue the configuration.

6. The Licensing screen asks you for your VoIPOffice licence.

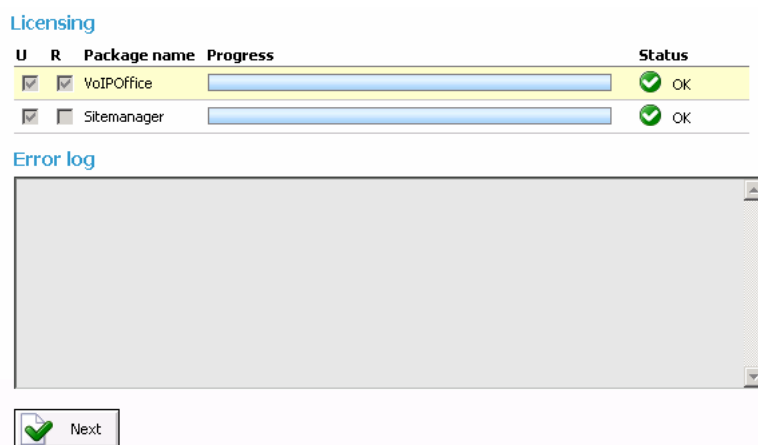


Enter your License No. in the text box and tick the first 'MAC' address from the list.

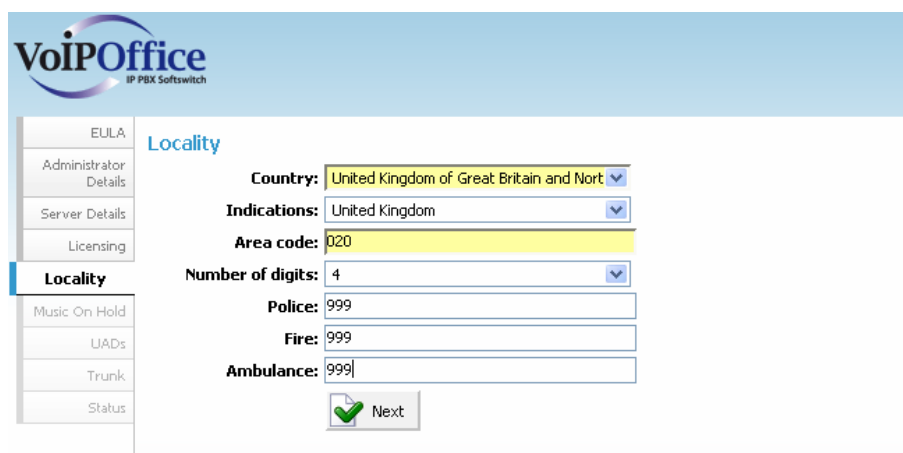
7. The VoIPOffice appliance will now connect to the Internet and check the license status. This takes a few minutes.



When the process is completed you'll be able to click on the 'Next' button which was previously greyed out.



8. The Locality screen asks you for regional information and some preferences.

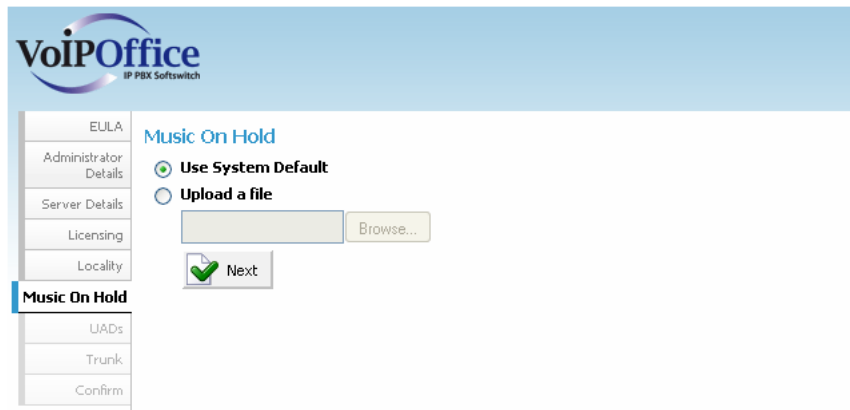


Area code is the your telephone area code (e.g. 020 for London, 01273 for Brighton, etc...)

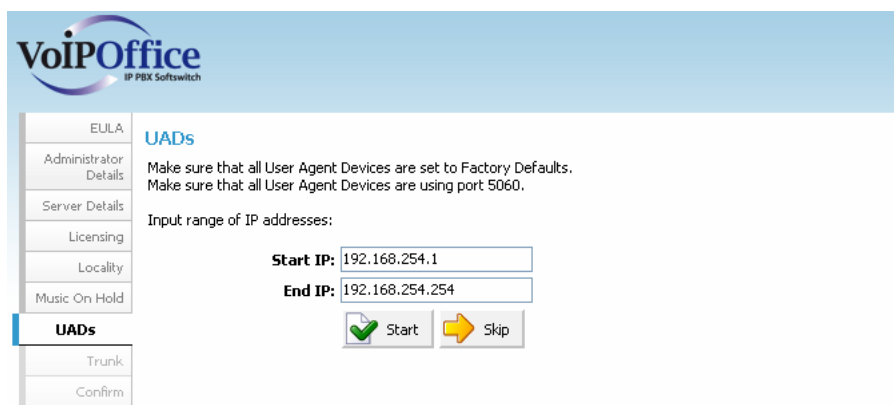
Number of digits is the number of digits in your internal telephone extensions. It is recommended that this is set to 4.

Police, Fire, and Ambulance are the numbers for Emergency Services. For UK customers use the values shown in the screenshot above.

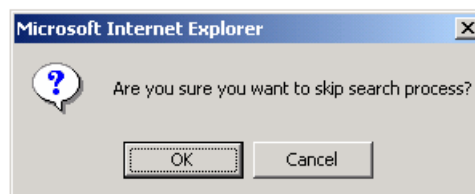
9. The Music On Hold screen lets choose the music your customers will hear when you put them on hold. You can change this later if you wish.



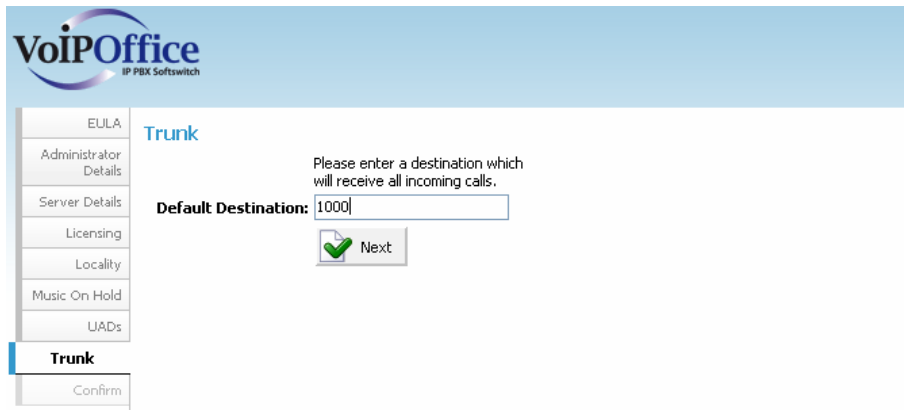
10. The User Agent Devices screen allows you manage the auto-provisioning of the phones on your network. For the moment, click 'Skip'. You will be able to revisit handset auto-provisioning later.



You'll be asked to confirm this... Click 'OK'.



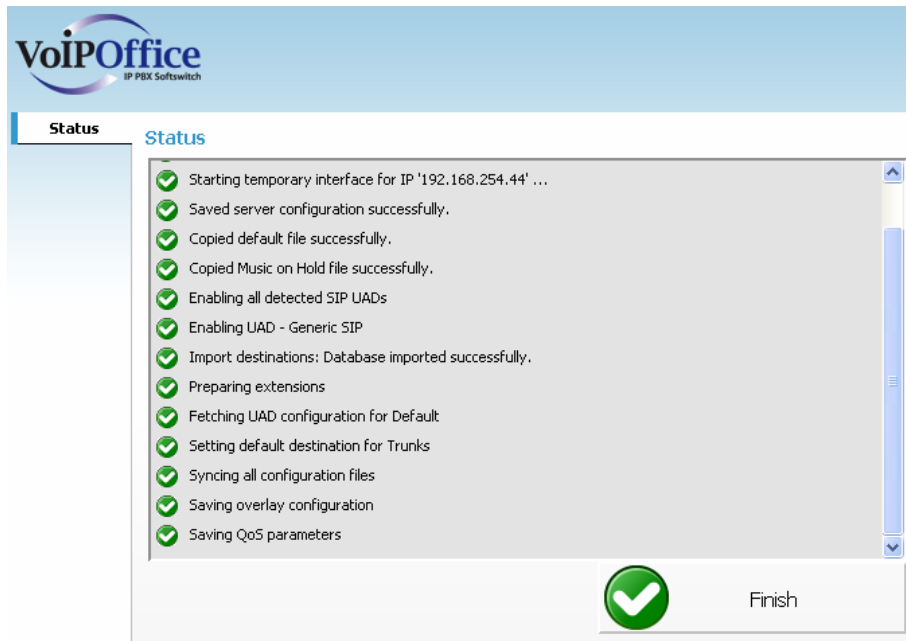
11. The Trunk screen allows you to specify the Default Destination. This is the extension that will receive all the calls by default. Leave this as 10, 100, or 1000 – whatever the appliance has suggested.



12. Finally, check that you have entered everything correctly. If everything looks ok, click 'Confirm and finalize'.



13. The VoIPOffice appliance will run through a set up process that can take a minute or two to complete. You don't need to do anything while this is happening. When it's done, you'll be able to click 'Finish'.



14. When you click 'Finish', you'll be taken to the VoIPOffice login screen.



15. Enter the Administrator details that you specified earlier on in the setup process and click 'Login'. You will be taken to the main VoIPOffice control panel.

The screenshot shows the VoIPOffice control panel interface. At the top, there are navigation tabs: VoIPOffice, Site Settings, SM Settings, Help, and Logout. Below the tabs is a sidebar menu with the following items: Select a server: (voipoffice), Extensions (highlighted), System, Ring Groups, Find Phones →, Trunks, DIDs, Conferences, IVR, Queues, Agents, Voicemail, Monitor, Reports, and Fax. The main content area features a table of extensions with the following data:

| Name | Extension | User Agent | Status | Protocol |
|----------|-----------|-------------|--------|----------|
| Operator | 1000 | Generic SIP | Active | SIP |

Below the table, there is a navigation bar with '< left' on the left and 'Page 1 of 1' on the right. Above the table, there are links for 'Add Extension' (with a gear icon) and 'Search' (with a magnifying glass icon).

Congratulations! You have successfully completed the installation of VoIPOffice. The VoIPOffice control panel will be the interface that you will use from now on.

2. VoIPOffice Configuration Guide

ADDING EXTENSIONS

Please select Extensions from the VoIPOffice menu and the click on “Add Extensions” which will open standard options shown below:

Select Generic SIP as the UAD (User Agent Device) that the new extension will be using. If your IP telephone is to reside on the same network as the VoIPOffice appliance then select **Local** as the **Location** value.

ADDING A SINGLE EXTENSION

Extension: Please enter a four digit extension number based on your dial plan.

Name: Name of the extension being created. Example: John Smith, Reception, etc.

E-mail: Email address associated with this extension. This address will also be used for sending voicemail attachments.

Username: This is auto-generated and is the same as the Extension value. The username value is used by the UAD for registering to VoIPOffice.

Secret: This will be the password that your UAD will use to register to VoIPOffice. If you are not using the VoIPOffice auto-provisioning feature then you will need to enter this value into your UAD as well.

PIN: Please enter a 4 (four) digit PIN (personal identification number) allowing access to voice mail and online self care.

ADDING MULTIPLE EXTENSIONS

Multiple extensions can be created by clicking on **Advanced Options** and providing all the extensions and the previously explained values in a tabular form. Click at the plus (+) sign to add another extension.

Then click **Next** for setting other features. The **Advanced Options** option can be used for setting more sophisticated features as shown below.

EXTENSIONS - ADVANCED OPTIONS

A screenshot from the **Advanced Options** section is shown below:

Further details can be found in the VoIPOffice Administrator Manual.

Some settings are described below:

Call Properties – Ringtime is the length of time that this extension will ring for before diverting to Voicemail. This should typically be set to around 30 seconds.

Network Related – NAT should only be set to Yes if the UAD is a remote extension i.e. on a different network. VoIPOffice Hosted Edition is an example where extensions are located remotely to the actual platform.

Codecs – This section determines the bandwidth that is used for each telephone call. For local extensions the G.711 options should be ticked. For remote extensions G.711 options should be unticked and GSM, iLBC and G.729 should be ticked. Please note that use of the G.729 codec requires the purchase of licenses.

The screenshot displays the configuration page for an extension, divided into several sections:

- Voicemail:** Includes fields for Mailbox (1112), Name, PIN (5475), and E-mail. Radio buttons for Voicemail (Yes, No, N/A) are set to N/A. A Greeting message dropdown is set to 'Unavailable'. Skip Instructions, Attach, Delete After E-mailing, Say CallerID, Allow Review mode, Allow Operator, and Play Envelope message are all set to N/A. Voicemail Delay and Timezone are also present.
- Recording:** Record Calls and Silent options are set to N/A.
- Auto Provisioning:** Auto provisioning is set to N/A. MAC Address, DHCP, Static IP, Netmask, Gateway, DNS Server 1, and DNS Server 2 fields are empty.
- Presence:** Presence Enabled is set to N/A.
- Groups:** Call Group and Pickup Group fields are empty.
- Call Control:** Incoming Limit and Outgoing Limit are both set to 1.

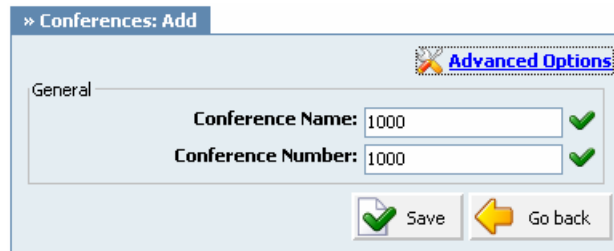
At the bottom right, there are 'Save' and 'Go back' buttons.

The **Call Group** and **Pickup Group** settings determine which extensions are allowed to pick up inbound calls. Set both of these values to 1 if all telephones are required to be able to pick up all calls. Dial *8 to pick up a call which is ringing on another extension.

Incoming Limit and **Outgoing Limit** determine how many calls each extension is allowed to make / receive concurrently. These parameters should both be set to 10 if you wish to provide supervised transfer and call waiting options.

ADDING CONFERENCE ROOMS

A Conference Room allows many people to participate in a conversation at the same time. Click on the **Conferences** menu and then on the **Add Conference** option.

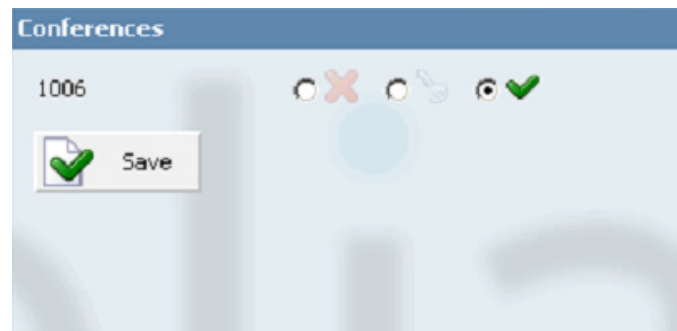


NOTE: Click on the Advanced Options and enter a Conference PIN if required. Click on Save after entering a Conference Name and Number.

ENABLING CONFERENCES

Once you have created a conference room you then need to assign permissions to each extension which is allowed to access it. To do this, click on the Conferences button located, under the Extensions à Edit menu.

Enable the conference for the extension by clicking on the green tick and press Save.



ENHANCED SERVICES & CALL FORWARDING

The Enhanced Services section allows you to provide extensions with additional features such as Call Forwarding and Do not Disturb.

Go into the **Extensions** -> **Edit** section and click on Enhanced Services. You will be presented with the window below:

| Service | Condition | Status | Action |
|-------------------------|-------------|---------|--------|
| Last Caller | [*149] | Enabled | Edit |
| Group Hunt | | Enabled | Edit |
| Call Forwarding | [*71/*72] | Enabled | Edit |
| Call Filters & Blocking | | Enabled | Edit |
| Do Not Disturb | | Enabled | Edit |
| Caller ID | | Enabled | Edit |
| Call Pickup | | Enabled | Edit |
| Follow Me | | Enabled | Edit |
| Delete Recordings | | Enabled | Edit |
| Listen to Recordings | | Enabled | Edit |
| Speakerphone Page | [*399] | Enabled | Edit |
| Instant Recording | [*159] | Enabled | Edit |
| Remote Access | | Enabled | Edit |

ENHANCED SERVICES - CALL FORWARDING

Use this option to forward calls based on a specific condition.

» Call Forwarding

Play Call Forward message: Yes No

Unconditional

Destination: Please select ...

Busy

Destination: Voicemail

9008

No Answer

Destination: Voicemail

9008

Line Unavailable

Destination: Voicemail

9008

Save Go back

Calls can be diverted to Voicemail, another extension, or to a mobile / landline destination.

QUEUES

Adding a Queue is a very simple process and is done by simply clicking the Add Queue button via the Queue tab on the left menu pane.



Populate the Queue name and Max callers fields. Add Members to the queue from the Agents list and then click the Save option.

The queue can be tested by dialing the Queue Number from your UAD.

CONFIGURING AUTO-ATTENDANT (IVR)

This feature allows you to configure an virtual receptionist feature. The steps involved are as follows:

Dial *301 to record the greeting announcement. A typical announcement would be in the format "Thank you for calling. Press 1 to speak to a member of sales, 2 to join an audio conference, 3 to....."

Important Note: Some IP telephones may have built-in features which are activated by using identical key combinations to VoIPOffice. You can change the Greetings Access Code to a different value (from *301) by clicking on Settings à Access Code. Change the **AA Greetings key** value to a different one and then try recording your greeting again.

Go to the IVR menu and click on **Add IVR**. Select the greeting you have just recorded from the dropdown menu. Then select an action against each key value and the corresponding value. For instance, if you want option 1 to direct the caller to extension 1001 then you would make the settings as below.

» IVR: Edit Advanced Options

General

Name: Default IVR ✓

Number: 1004 ✓

Greeting: greeting-May-09-2007-06-1 ✓

IVR Type: Standard IVR

| | Destination | Extension | CallerID |
|---|-----------------|-----------|----------|
| 1 | Extension | 1001 | |
| 2 | Conference | 1003 | |
| 3 | Please select.. | | |
| * | Please select.. | | |

Option 2 has been configured to go to the Conference room assigned value 1003.

Once you have saved the configuration you will be able to test the IVR menu by dialing its number. This is 1004 in the above example.

To direct an inbound caller to the IVR menu, you will need to obtain a telephone number from a service provider such as VoIPtalk and then use the DDI menu to direct accordingly. In the example above, an incoming DDI would be directed to the IVR menu by making the changes as shown below:

» DID: Edit Advanced Options

General

Trunk: 84473864 ✓

DID/Channel (start): ✓

Destination: IVR ✓

Value: 1004 ✓

3. Configuring the VoIP-Office Custom Provider and VoIP Type Trunk

ADDING A CUSTOM PROVIDER FOR THE VOIP TYPE TRUNK

VoIPOffice comes with the pre-defined VoIPtalk trunk parameters as default. You can set up your own VoIP provider services using the option here.

Go into Settings Click on Providers and then on Add Custom Providers



Select VOIP in type and then SIP in Protocol

» Configuration

Type: **VOIP** Protocol: Please select.. Name:

Populate the Name and the following fields as described below:

User Type: friend
 DTMF Mode: rfc2833
 Country: United Kingdom of Great Britain and Northern Ireland
 National dialing code: 0
 International dialing code: 00
 Host: voiptalk.org
 Register: With username
 Insecure: very

Insert 30 for each field in Channels

Incoming Limit: 30 Outgoing Limit: 30

From the codec's section select G.711alaw for the Hosted edition and Select both the G.711alaw and G.729 for the PBX edition.

Type: **VOIP** Protocol: **SIP** Name: **voIPTalk**

| | |
|---|---|
| General User Type: friend <input checked="" type="checkbox"/> DTMF Mode: rfc2833 <input checked="" type="checkbox"/> Country: United Kingdom of G <input checked="" type="checkbox"/> National dialing code: 0 <input checked="" type="checkbox"/> International dialing code: 00 <input checked="" type="checkbox"/> Local Area code: <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A <input checked="" type="checkbox"/> | Authentication Host: voiptalk.org <input checked="" type="checkbox"/> Peer Host: <input type="checkbox"/> <input checked="" type="checkbox"/> Register: With username <input type="checkbox"/> Register suffix: <input type="checkbox"/> Insecure: very <input type="checkbox"/> From User: <input type="checkbox"/> |
| Network Related Canreinvite: <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A <input type="checkbox"/> Default IP: <input type="text"/> <input type="checkbox"/> | Codecs Disallow: all <input checked="" type="checkbox"/> Allow: <input type="checkbox"/> G.711 µlaw <input checked="" type="checkbox"/> G.711 alaw <input checked="" type="checkbox"/> <input type="checkbox"/> G.723.1 <input type="checkbox"/> G.726 <input checked="" type="checkbox"/> G.729 <input type="checkbox"/> GSM <input type="checkbox"/> iLBC <input type="checkbox"/> Speex <input type="checkbox"/> LPC10 <input type="checkbox"/> H.261 Video <input type="checkbox"/> H.263 Video <input type="checkbox"/> H.263+ Video |
| Channels Incoming Limit: 30 <input checked="" type="checkbox"/> Outgoing Limit: 30 <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> Save <input type="button" value="Go back"/> |

ADDING A SPECIFIC VOIP TYPE TRUNK:

Click on the Trunks and the Add Trunks. From the display depicted below select the name of the custom provider and then click next.

VoIP Type Trunk can be specified simply by using the Username and Password. Four of the fields shall be populated with the username such as Name or Number; User Name; Register Suffix and the From User. And the password shall be populated in the Password field.

NOTE: Above settings for the VoIPTalk trunk will work only when the VoIPOffice appliance has a static external IP address on the WAN port configured (Recommended).

NETWORKS WITH PRIVATE LAN ADDRESSING SCHEME

If you do not have an external IP address then you can use the port forwarding feature of your router to forward VoIP traffic (UDP port 5060 and UDP port range 10000 – 20000) to the VoIPOffice PBX. The following additional configuration is also required:

1. Go to the Settings menu and click on Protocols.
2. In NAT section enter your router's external IP address into the **External IP** field. You can find your router's external IP address via its information status page or by visiting the web site <http://whatismyip.com/> which will display your router external IP address.
3. Enter your network address details into the **Local Network** field. If you have the range 192.168.254.X on your LAN then you would enter 192.168.254.0 / 255.255.255.0 into this field.
4. Set the NAT field to NO and press the Save button and press Restart button on right hand side of the web page.

The screenshot shows the VoIPOffice web interface with the following configuration details:

- General:**
 - Port: 5060
 - Bind Address: 0.0.0.0
 - SRV lookup: Yes No N/A
 - Qualify: [empty]
 - Context: invalid-context
 - Language: [empty]
 - Music On Hold: default
- NAT:**
 - External IP: 217.14.137.33
 - External Host (DynDNS): [empty]
 - External Host Refresh: [empty]
 - Local network: 192.168.1.0/255.255.255.0
 - NAT: Yes No Never Route N/A
- Authentication:**
 - User Agent: VoIPOffice
 - Realm: VoIPOffice
 - Auth debugging: Yes No N/A
- Registration:**
 - Length of i/o reg: 7200
 - Def. length of i/o reg: 3600
 - Registration context: [empty]
 - Register timeout: [empty]
 - Register attempts: [empty]
- MWI:**
 - MWI Mime-type: [empty]
 - Check MWI time: [empty]
 - Voicemail extension: [empty]
- Subscriptions:**
 - Subscribe Context: [empty]
 - Notify on RINGING: Yes No N/A

The screenshot below shows the typical port forwarding configuration for a Draytek 2600 router.

DrayTek Router Web Configurator

> Advanced Setup > NAT Setup > Open Ports Setup > Edit Open Ports Setup << [Main Menu](#)

Index No. 1

Enable Open Ports

Comment: VoIPOffice

Local Computer: 192.168.1.5

| | Protocol | Start Port | End Port | | Protocol | Start Port | End Port |
|----|----------|------------|----------|-----|----------|------------|----------|
| 1. | UDP | 5060 | 5060 | 6. | --- | 0 | 0 |
| 2. | UDP | 10000 | 20000 | 7. | --- | 0 | 0 |
| 3. | --- | 0 | 0 | 8. | --- | 0 | 0 |
| 4. | --- | 0 | 0 | 9. | --- | 0 | 0 |
| 5. | --- | 0 | 0 | 10. | --- | 0 | 0 |

4. Configuring UADs for use with VoIPOffice

Now that you have successfully added extensions to VoIPOffice you will need to configure your UADs to use them. There are 2 ways to configure your UADs:

Auto Configuration

VoIPOffice supports auto-configuration on a number of handset models including Aastra, Snom and Grandstream. It is important to ensure that the UADs have been Factory Reset before proceeding.

To start auto-configuration or to locate all phones on your network, simply click on the Find Phones option under the Extensions menu.




The following display will appear. Press **Start** to scan for UADs within the IP address range specified.

If UADs have been found then they will appear as shown below:

| UAD | IP Address | MAC | Activation |
|---------------------|---------------|-------------------|---------------|
| Grandstream GXP2000 | 192.168.0.38 | 00:0B:82:08:91:09 | Not Activated |
| Snom 105-2.03o | 192.168.0.201 | 00:04:13:20:03:40 | Not Activated |

To allocate an extension to a UAD simply change the Activation mode to **Auto Configuration** for the identified UAD and press on the disk icon to edit.

| Grandstream GXP2000 Configuration | | | | | | |
|-----------------------------------|------|----------|---------------------|------|------|--------|
| # | Use | Name | E-mail | Ext | PIN | Secret |
| 1 | 1001 | John Doe | johndoe@johndoe.com | 1001 | 7483 | ***** |
| 2 | New | | | | | |
| 3 | New | | | | | |
| 4 | New | | | | | |

 Save

Select the extension that you wish to allocate to the UAD and then click Save. The phone will then configure itself for use with the new extension.

NOTE: If Auto-Configuration is not available on the UAD then it will not appear on the Activation dropdown menu. You can click on the IP address for the UAD to connect directly to the UAD configuration page.

Once your UAD has been configured dial 1000 (main extension) to verify that you can connect to another destination.

Manual Configuration

You can manually configure most SIP-enabled UADs for use with VoIPOffice. UADs will require a basic set of information for configuration:

SIP Server: this is the IP address of your VoIPOffice appliance

NAT / Outbound Proxy Server: this is the IP address of your VoIPOffice appliance. This field is not required if you are using UADs on the same LAN.

Username / SIP User ID: this is the Extension value

Authentication Username / ID: this is the Extension value.

Authenticate Password / Secret: this is the Extension Secret value

For UADs it is advised to set the Register Expiration or Default Expiry value to 5 minutes.

5. Connecting VoIPOffice to the VoIPtalk Service

The VoIPtalk™ service provides you with business grade Internet telephony services for use with the VoIPOffice IP PBX solution. VoIPtalk™ offers a variety of services including:

- UK Numbering Services – obtain numbers and DDI ranges from any UK city as well as non-geographic (0845, 0870) and freephone numbers.
- International Numbering Services – obtain numbers from over 400 international cities and freephone numbers from over 50 cities worldwide.
- Low Call Rates – VoIPtalk provides extremely competitive rates to landline and mobile destinations across the world. You can also take advantage of Business Unlimited plans to provide you with cost-free calling.
- Advanced features including Call Forwarding and Callback services to provide additional network-side control of your inbound calls.
- Support for SIP and IAX protocols for extra versatility.
- A carrier grade network with over 35000 subscribers

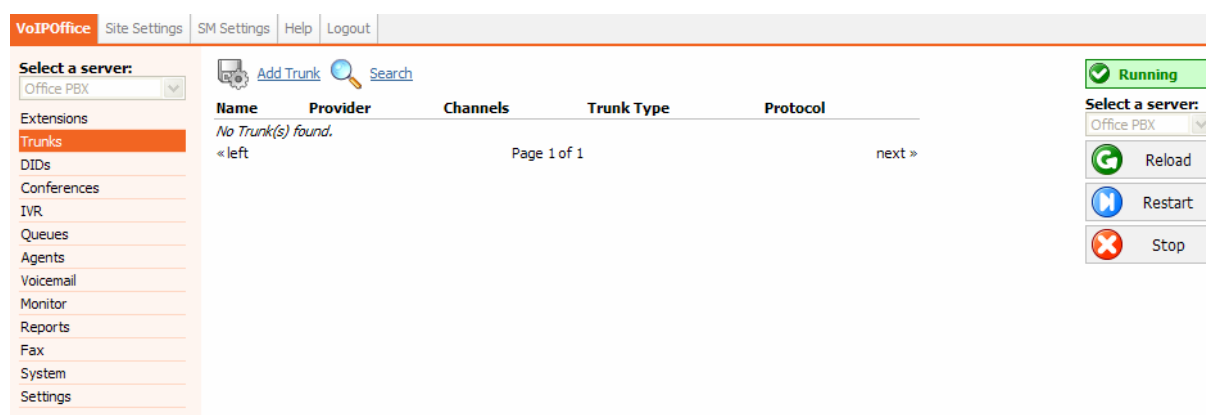
Number portability allowing you to move numbers from traditional BT telephone lines over to the VoIPtalk network for greater flexibility and management.

HOW TO CONFIGURE VOIPTALK FOR USE WITH VOIPOFFICE

By obtaining a VoIPtalk account you can make and receive calls over your existing broadband connection. You must ensure that port forwarding is enabled on your router so that calls can be made and received successfully.

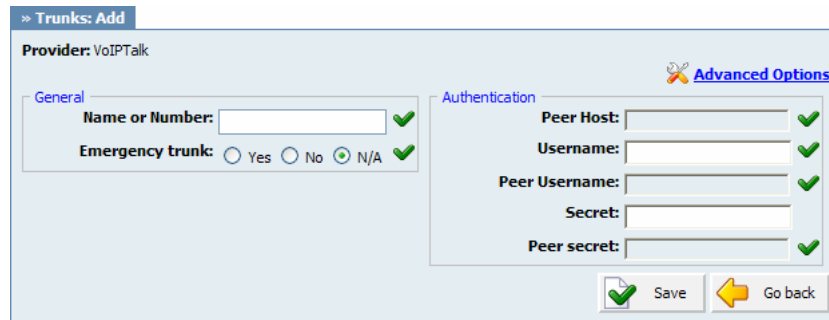
Using the SIP Protocol

Sign up for a VoIPtalk account by visiting www.voiptalk.org. You will be allocated with 20p of call credit and an optional 0871 number. Once you have obtained your VoIPtalk id and password (sent via email) you can then proceed to configuring your VoIPOffice appliance.



The screenshot shows the VoIPOffice management interface. At the top, there are navigation links: VoIPOffice, Site Settings, SM Settings, Help, and Logout. The main content area is titled 'Select a server:' and shows 'Office PBX' selected. A sidebar on the left contains a menu with options: Extensions, Trunks (highlighted), DIDs, Conferences, IVR, Queues, Agents, Voicemail, Monitor, Reports, Fax, System, and Settings. The main table has columns: Name, Provider, Channels, Trunk Type, and Protocol. The table content is 'No Trunk(s) found.' with 'Page 1 of 1' and navigation arrows '<< left' and 'next >>'. On the right, there is a 'Running' status box and a 'Select a server:' dropdown with 'Office PBX'. Below the dropdown are three buttons: 'Reload' (with a refresh icon), 'Restart' (with a play icon), and 'Stop' (with a stop icon).

Click **Add Trunk** and choose VoIPtalk as the provider. You will then be presented with the following screen:



Name or Number – enter a meaningful name e.g. VoIPtalk1, or the VoIPtalk id.

Username – enter your VoIPtalk id

Secret – enter your VoIPtalk password

Under **Advanced Options** you can set the Incoming / Outgoing limit values to reflect the size of your broadband connection.

Under **Codecs** settings, you are advised to Untick the G.711u and G.711a options and tick the GSM, iLBC and G.729 options. This will ensure that your outbound / inbound calls consume as little bandwidth as possible (typically 30kbps).

Try making a test call using your UAD.

NOTE: If your test call results in a far end ringing but no audio on your side then it is likely that you have not correctly enabled port forwarding. You will need to open ports UDP 10000 to 20000 and UDP 5060.