

Toshiba IPedge®

Configuration Guide

For Use with AccessLine

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This document is intended for Toshiba authorized dealers and AccessLine use ONLY.

Only Toshiba certified dealers are authorized to program the IPedge system. Please contact Toshiba's Telecommunication System Division to locate a dealer.

[HTTP://WWW.TELECOM.TOSHIBA.COM/TELEPHONE_SYSTEMS_SUPPORT/DEALER_LOCATOR.CFM](http://www.telecom.toshiba.com/telephone_systems_support/dealer_locator.cfm)

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1 Introduction

The purpose of this guide is to provide the details of configuring Toshiba's *IPedge* system to connect to AccessLine service. Before proceeding with the configuration, please ensure that all system requirements are met as outlined in the "System Requirements" section.

2 System Requirements

- *IPedge* hardware: EP, EC, or EM server
- *IPedge* software: Enterprise Manager 1.1.3-16, GCP 1.1.206 or later
- License: I-CP-TRUNK
- Analog FXS Gateway, if fax is required: Please contact the Toshiba Sales Applications Desk for supported gateways.

This guide describes the specific configuration items that are important for use with AccessLine. It does not describe the purpose and use of all configuration items on the *IPedge* system. For those details, see the *IPedge* Installation Manual supplied by Toshiba TSD for Authorized Toshiba dealers.

3 *IPedge* System Configuration

The *IPedge* system is configured using Enterprise Manager, a web browser based application that resides on every *IPedge* server.

The Administration Terminal is a PC connected to the *IPedge* system network, no special software on the PC is required.

The Enterprise Manager can be accessed using a web browser such as Microsoft™ Internet Explorer version 7 or later. Refer to the *IPedge* Installation Manual for a list of the supported browsers.

The capabilities of the *IPedge* system have been verified for use with AccessLine service, based on the settings described in the following table. For more information on the meaning, purpose, and applicability of the individual configuration items, refer to the *IPedge* system Installation Manual and the Feature Description Manual.

3.1 System Level Configuration

This section describes system-wide configuration items that are generally required for each *IPedge* system to work with AccessLine. Refer to the *IPedge* Installation manual for complete setup details.

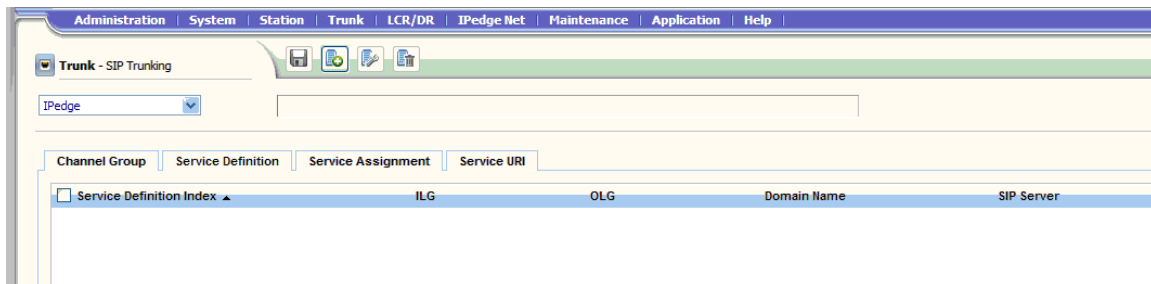
Refer to the *IPedge* system documentation for the access code, and trunk group setup.

Creating the Channel Group

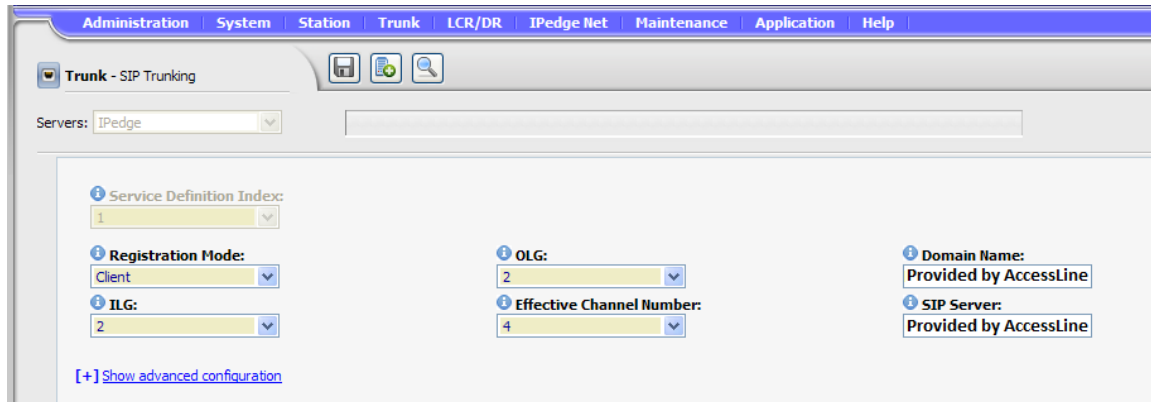
1. Select **Trunk > SIP Trunking**.
2. In the Channel Group tab select the SIP Trunk Channel Group to be created.
3. Choose a Channel group number that has not been assigned in another section.
When a Channel Group is selected for a SIP trunk that Channel group number cannot be used for IPedge Net.
4. In the SIP Trunk Channels box select the TOTAL number of ports to be dedicated to the SIP trunk channel group.
5. Click on the **Save** icon.

Service Definition

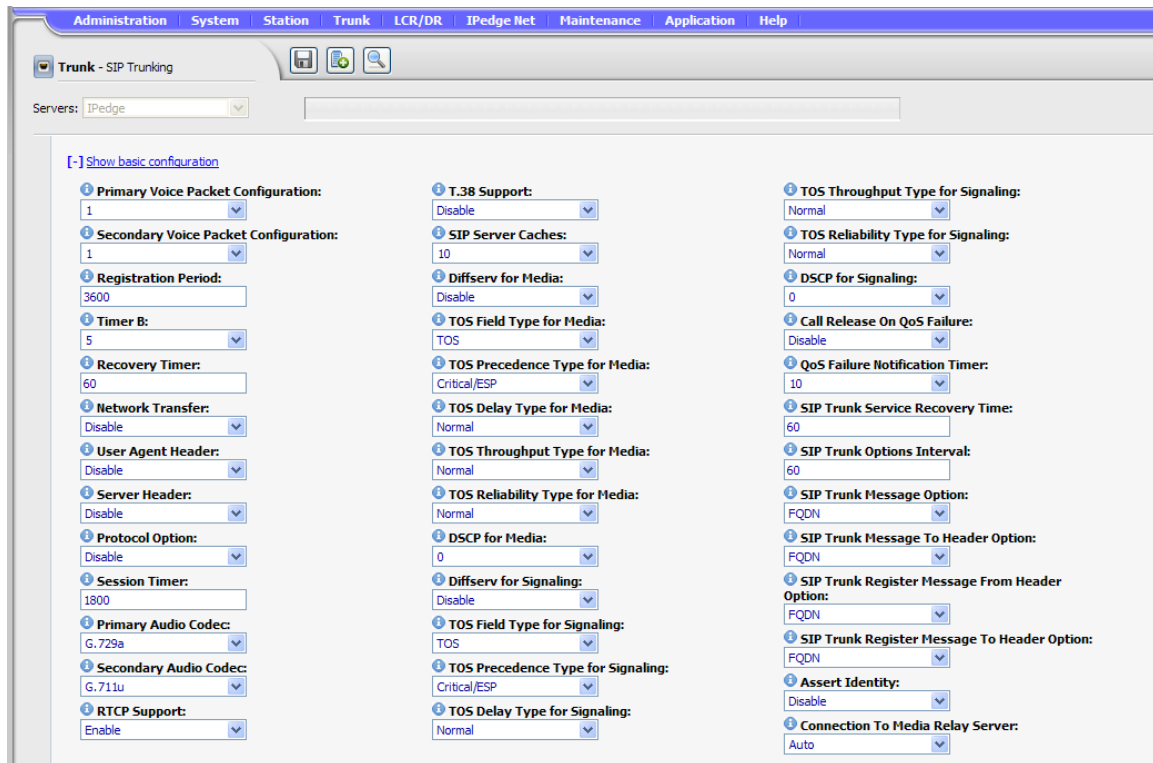
1. Click on the Service Definition tab.



2. Click on the **New** icon.
3. Enter the ILG and OLG created in the trunk group setup.
4. Select the number of trunks/channels provided by this SIP trunk provider as the Effective Channel Number.
5. Select a Service Definition Index number then, enter the following based on the SIP Trunk Provider:
Registration mode = Client
6. Domain name = Enter the FQDN for the domain name provided by AccessLine.
7. SIP Server = Enter the IP Address for the domain name provided by AccessLine.



8. Network Transfer = Disabled
9. Primary Audio codec = G729a (This depends on the user's network configuration and carrier specification. Verify this is set on all the station, IPT data tab, for all stations.)
10. Primary Voice Packet Configuration = 1
11. Secondary Audio codec = G11u (This depends on the user's network configuration and carrier specification. Verify this is set on all the station, IPT data tab, for all stations.)
12. Secondary Voice Packet Configuration = 1
13. SIP Trunk Option Interval = 60
14. SIP Trunk Message Option= FQDN
15. SIP Trunk Message To Header Option= FQDN
16. SIP Trunk Register Message From Header Option= FQDN
17. SIP Trunk Register Message To Header option= FQDN
18. Click on the **Save** icon.



Service Assignment

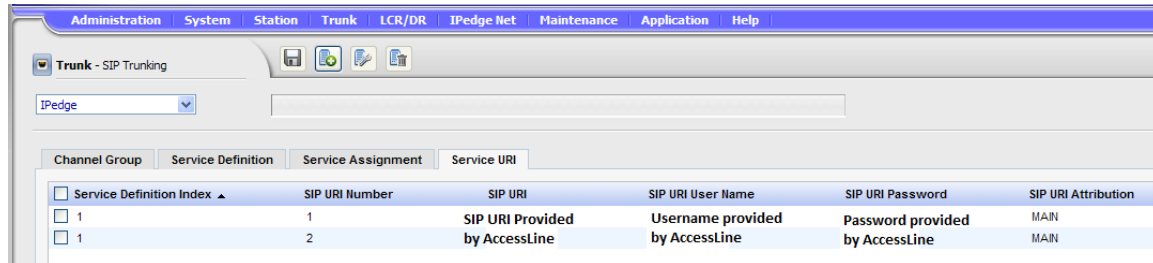
1. SIP trunk Channel Group = Channel Group tab number (Use the Channel group created above.)
2. Service number = Row number (Enter the digit 1 for the first assignment. Increment for each new assignment.)
3. Service Definition Index = Value create in service definitions tab.

Service URI

The SIP URI is the 10-digit telephone number from the SIP trunk provider.

1. Click on the **New** icon.
2. Service Definition Index: The service index that defines the SIP provider. This is the number assigned in the Service Definition section above.
3. SIP URI Number: This is the 10 digit telephone number.
4. SIP URI User Name: User Name for all URIs
5. SIP URI password: Password for all URIs
6. SIP URI Channel Group enter the SIP Trunk Channel Group number created in the Creating Channel Groups section above.
7. SIP URI Attribution: MAIN for all URIs.

8. Click on **OK**.



Service Definition Index	SIP URI Number	SIP URI	SIP URI User Name	SIP URI Password	SIP URI Attribution
1	1	SIP URI Provided	Username provided	Password provided	MAIN
1	2	by AccessLine	by AccessLine	by AccessLine	MAIN

Station Assignment for IPT Data

In Enterprise Manager select **Station >Station Assignment** then select the IPT Data tab.

1. Base UDP Port for IPT Media Channel = 16384 (unique for each phone, a value between 16384 – 32767)
2. Audio codec = G729a (This depends on the user's network configuration and carrier specification. Verify this is set on all the station, IPT data tab, for all stations.)
3. Voice Packet Configuration = 1
4. Secondary Audio codec = G711u (This depends on the user's network configuration and carrier specification. Verify this is set on all the station, IPT data tab, for all stations.)
5. Secondary Voice Packet Configuration = 1

Additional Notes:

1. Regarding 911 calls - a single 911 TN is used by default
2. When any extension calls 911 the CLI (calling number) should be the 911 TN.
3. When AccessLine sends a call to the PBX with called number of the 911 TN, it needs to be routed to the right place (all phones, emergency hunt group or specific number).
4. When using remote extensions - a remote extension (at a different location) needs to be configured with a different 911 TN, so a call from the remote extension to 911 has a CLI of the TN.

4 References

[1] IPedge Configuration

The Toshiba IPedge system is configured using a browser-based GUI administration application, Enterprise Manager. SIP Trunk capability is a function of the system. Specific SIP Trunk configuration information is found in the SIP Trunk Configuration section of the system installation manual. The manual is available to Toshiba Authorized dealers on Toshiba's FYI web site.

[2] Toshiba TSD, 2011. *IPedge Installation Manual*. Available from <http://fyi.tsd.toshiba.com/>

[3] Toshiba's dealer locator website. http://www.telecom.toshiba.com/Telephone_Systems_Support/dealer_locator.cfm

5 Troubleshooting

Please contact Toshiba's Technical Support Department for any support issues concerning the IPedge SIP Trunk setup. The phone number for technical support is 800-777-4873.

Please note that before calling technical support, the technician needs to be IPedge System certified and the IPedge system must have current maintenance license. Callers without current certification or current maintenance license will not be eligible for support.

Provide the following information:

Basic information

- o System model (EP, EC, EM)
- o Network topology
- o AccessLine provided URI and domain name (IP Address)

Capture files

- o Packet capture (i.e. Wireshark) between the IPedge and the network switch
- o IPedge log files

This Customer Configuration Guide ("CCG") is offered as a convenience to AccessLine's customers and Toshiba authorized dealers. The specifications and information regarding the product in this CCG are subject to change without notice. All statements, information, and recommendations in this CCG are believed to be accurate but are presented without warranty of any kind, express or implied, and are provided "AS IS". Users must take full responsibility for the application of the specifications and information in this CCG.

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