

VoiceGear/Talkswitch Integration Guide- Ver.0.2

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1. O	1. OVERVIEW			
1.1 1.2	Setting up Talkswitch PBX Setting up VoiceGear SkyBridge	4 5		
2. V		_		
	UICEGEAR-TALKSWITCH SIP INTEGRATION	6		

1. Overview

This document presents a complete guide for integrating VoiceGear SkyBridge Skype gateways with Talkswitch VS phone systems running version 6.10 of Talkswitch configuration software. The document assumes reader familiarity with both VoiceGear SkyBridge and Talkswitch VS. For more details on VoiceGear SkyBridge configuration, please refer to the VoiceGear SkyBridge user guide available on <u>www.industrydynamics.ca</u>.

1.1 Setting up Talkswitch PBX

To get started with your Talkswitch PBX please follow steps outlined below.

- 1. Power up the PBX and make sure it is connected to the same LAN as VoiceGear SkyBridge. Make sure there is no firewall between the two systems
- 2. Install the Talkswitch configuration software on any computer connected to the same LAN as VoiceGear SkyBridge and Talkswitch VS
- 3. Run the Talkswitch configuration software and select "Configure Auto-detected Talkswitch System" option
- 4. Make sure the Talkswitch system has an assigned static IP by navigating to the "Global settings->IP configuration" screen via the configuration menu
- 5. Set the VoIP Configuration and add a VoIP number to enable the system to talk to VoiceGear SkyBridge. For more information, please refer to section 2.1

1.2 Setting up VoiceGear SkyBridge

To get started with VoiceGear SkyBridge please follow steps outlined below.

- 1. Connect the supplied power brick and network cable to your new VoiceGear SkyBridge gateway
- 2. Connect monitor and keyboard to the gateway and use username: root, password: vgcroot123 credentials to access the administration console. Using the console, configure networking settings and set a static IP for the gateway
- 3. Open the VoiceGear SkyBridge web configuration interface in a web browser using the static IP you have assigned and TCP port 8080. For example, if the static IP assigned is 10.3.1.1, point your browser to http://10.3.1.1:8080
- 4. Once the web configuration interface has been loaded, please login with the following credentials: username: admin, password: admin
- Once logged in, register at least one valid Skype account with the gateway via the "Skype-> Accounts->Add New" page
- 6. Please refer to section 2.2 for more details on setting up a SIP trunk to enable VoiceGear SkyBridge to communicate with a Talkswitch PBX

2. VoiceGear-Talkswitch SIP Integration

The main purpose of this section is to outline both VoiceGear SkyBridge and Talkswitch VS configuration to enable integration of both systems via SIP protocol.

2.1 Talkswitch VS Configuration

1. Navigate to the "Global settings->VoIP configuration" screen via the configuration menu of the Talkswitch configuration software

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Configuration Menu Global Settings	VoIP Configuration Profile Profile Name T5 TalkSwitch Cardia Name Cardia Name	@ 			
Administration Scheduling Georgunation On-Hold / Ringback Email service	SP 1 SkyBridge SP 2 Service provider 2 SP 3 Service provider 3 SP 4 Service provider 4 Enable NAT keep alives Settings				
VolP Configuration	Codec Options 4				
Extensions and Voicemail	Proxy/registrar server name: 192.168.2.157				
Remote Extensions	Registrar server name: 192.168.2.157				
General Voice Mailboxes Voicemail Preferences Permissions System Speed Dials	Outbound proxy: 192.168.2.157 Realm/domain: 192.168.2.157 View All Registrations				
Lines and Greetings					
Call Cost Reduction Features Auto Route Selection Call Bridge (DISA) Auto Call Back Prompted Call Back	System VoIP Options VoIP Caller ID O Use system name in Caller ID information for all outgoing VoIP calls O Use extension names in Caller ID information for all outgoing VoIP calls				
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- 2. Click on the SP1 Profile provided it is not already taken and enable the "Activate Profile" checkbox
- 3. Enter "SkyBridge" as the profile name
- 4. Click on "Codec options" button and make sure only G.711A and G.711U codecs are selected and VAD is turned off

Codec Options					
Codec Options					0
If your Internet cor bandwidth) or G.7	nnection can support high bandwidth). T	andwidth content, you can he default setting is G.729	i select G.72 (25 kbps b	26 (50 kbps Dandwidth).	
🔄 G.729	💽 G.711µ	Preferred codec:	G.711A	~	
C.726	🔽 G.711A	Voice activity d	etection (VA	AD)	
	Not sure of your bandwid	th capacity? <u>Use our VolP</u>	Test Utility.		
				_	
				ОК	Cancel

- 5. Under "Registration details", enter the static IP assigned to VoiceGear SkyBridge gateway for "Proxy/registrar server name", "Registrar server name", "Outbound proxy", and "Realm/domain"
- 6. Navigate to the "Lines and Greetings->VoIP numbers" screen via the configuration menu of the Talkswitch configuration software

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Configuration Menu	VoIP Numbers			
Clobal Settings About Administration Content	ID WolP Number Activate VoIP Number 8 1 250 2 2 4 9 3 2-2-2 Phone Number 9 9 6 7 Country code: 1 10 10 11 10 11 10			
Cocal Extensions / Fax Remote Extensions General Voice Mailboxes Voicemail Preferences Permissions System Speed Dials	Registration Status Image: Call Handling Call Handling Image: Call Handling Mode 1 Mode 2			
Lines and Greetings Telephone Lines VolP Numbers Caller DB Based Routing Line Hunt Groups Auto Attendants (Menus) Call Cost Reduction Features Call Bridge (DISA) Call Bridge (DISA) Frompted Call Back	For inbound calls on this phone number, select extensions to ring and/or an alternate routing option. For inbound calls on this phone number, select extensions to ring and/or an alternate routing option. Extension Ring Sequence 111 1 112 1 113 1 114 1 115 1 Note: The extensions that ring on incoming calls do not follow their respective Call Cascade settings. Routing option: go to auto attendant v 1 vimmediately vimmediately			
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- 7. Select an empty VoIP number entry
- 8. Select the "Activate VoIP number" checkbox
- 9. Pick the "SkyBridge" profile defined earlier for the "Select a VoIP profile" pick list
- 10. Under phone number settings, enter 1 for "Country code", "City or area", and "Number" boxes
- 11. Under "Call handling", select the routing option to "go to auto attendant 1". This will make sure all your incoming Skype calls are routed to the first auto attendant. Depending on your configuration, this could be set to ring an extension or a ring group
- 12. Navigate to the "Lines and Greetings->Line Hunt Groups" screen via the configuration menu of the Talkswitch configuration software

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<u>File Tools Options Troublesh</u>	nooting Help	
Configuration Menu	Line Hunt Groups	N
Global Settings About Administration Scheduling ↓ IP Configuration ↓ On-Hold / Ringback Email service ↓ VolP Configuration ↓ Licensed Add-Ons	HG Name 9 1.3 81 Hunt Group 9 82 Hunt Group Line Assignments 83 Hunt Group Line Assignments 84 Line type: 85 Une type: 86 YoIP Service(SkyBridge) 9 1.5 YoIP lines will be selected automatically. To modify the number of VoIP lines available for each Service Provider, go to the VoIP Configuration page. Number of lines available: 4	0
Extensions and Voicemail Cocal Extensions / Fax Remote Extensions General Voice Mailboxes Voicemail Preferences Permissions System Speed Dials	Number of lines reserved: 0	
Lines and Greetings	Hunting Order for Outgoing Calls Huntines in the following order. Order specified above	0
Caller ID Based Routing	Hunt Group Busy Overflow for Outgoing Calls	0
Call Cost Reduction Features Auto Route Selection Call Bridge (DISA) Auto Call Back Prompted Call Back		

- 13. Select hunt group 9
- 14. Select the "Activate hunt group 9" checkbox and enter a meaningful name for the hunt group
- 15. Under "Hunt group assignments", select the following line type: "SP1 VoIP Service (SkyBridge)"
- 16. Select "File->Save" to save your configuration changes

2.2 VoiceGear SkyBridge Configuration

1. Navigate to the "Channels->SIP" screen via the main menu of the VoiceGear web configuration interface



- 2. Make sure "listening port" is set to 5060
- 3. Click on the "SIP trunks" button to start the configuration of a SIP trunk that will communicate with Talkswitch PBX
- 4. Under the SIP trunks page that opens, click on the "Add new" button to start adding a new trunk



- 5. Under "Basic settings", set the Description to Talkswitch to help future identification of this SIP trunk
- 6. Select the "Authentication mode" to be "Based on IP (trusted)"
- 7. Select the link mode to be "PBX", this will tell VoiceGear SkyBridge that it is communicating with a PBX as opposed to an individual user
- 8. Set the "Username" to be 111. Please note that this must match the number combination set in the Talkswitch configuration for a VoIP phone number. For example, if a phone number defined on the Talkswitch side has 1 set for "Country code", "City or area", and "Number", the "Username" setting here has to be set to "111"
- 9. Set the "Remote Side IP" to the static IP configured for the Talkswitch PBX
- 10. Set the "Remote Side Port" to 5060

11. Click on the "Save" button to save your changes. Once clicked, an "Apply settings" dialog will come up. Please click on "Apply now" button to apply your settings

System Settings Users and Groups		Modifications need to be applied, please click on the "Apply Now" button. Apply Now	
Skype ¹¹⁰	SIP Channel: Talkswitch		
Address Book			
e sip		Use this screen to configure SIP trunk settings. Please consult your PBX administrator or manufacturer for detailed configuration parameters.	
🏁 Analog/Digital			
🗯 Diva	Successful	ly saved	
Call Routes			
Call Filters TBasic Settings			
	Description Authentication Mode Link Mode Username Password Auth Username Remote Side IP Remote Side Port DTMF Mode Connection Enabled	Talkswitch Based on IP (Trusted) PBX I11 111 192.168.2.113 5060 RFC2833 Yes	
	Advanced Setting	5	

- 12. Navigate to the "Channels -> Call Routes -> Inbound Routes" screen via the main menu of the VoiceGear web configuration interface and click on "Incoming Calls Any/Any" route
- 13. In the subsequent screen, remove the existing destination by clicking on the "X" button to the right of it and add a new destination by selecting SIP PBX trunk identified with "Talkswitch". Enter the DID value to be 111. In general, this value should always be identical to the username defined in step 8
- 14. Click "Add" followed by "Save" to apply your changes
- 15. To try a test call from any extension connected to the Talkswitch PBX, please dial "9123". This will route you to the Skype call testing center
- 16. If Skype account registered with the gateway has SkypeOut credits, you can try dialing a landline though Skype by entering "94168481850" from any extension. This will access IndustryDynamics head office.