Configuration of Samsung OfficeServ 7400 for Fusion SIP Trunking Service

Contents:

Description

This technical application note describes the configuration of a Samsung OfficeServ 7400 for Fusion SIP Trunking service. This document has a technical audience in mind – specifically IT professionals with some experience in PBX administration and familiarity with VoIP technologies. This document is not for business administrators or people in other non-technical careers. In order to successfully use this document to deploy Fusion SIP Trunking service, you will need to possess the following skills, or have access to professionals or consultants with the following skills:

- Familiarity with PBX systems, including: Trunk configuration, Calling plan configuration, Extension configuration, Mailbox configuration
- Familiarity with Session Initiation Protocol (SIP)
- A complete understanding of your internal network structure, Network Address Translation (NAT) setup, and firewall setup
- A complete understanding of your public Internet connectivity Fusion can only provide support for Samsung OfficeServ 7400 to the extent covered in this Technical Application Note and the included reference configuration, so if your level of technical expertise does not include the above skills, it is recommended that you obtain the services of a software professional.

Fusion Overview and Contact

Fusion delivers a comprehensive suite of cloud solutions including SIP Trunking. In addition we can provide a variety of business continuity and disaster recovery solutions utilizing a customer's existing broadband, Fusion broadband, or a combination. Communications has been the core of Fusion's business for more than 15 years and we've never lost focus on driving the right solution at the right time and at the right price to customers both large and small. We've built a robust, carrier-grade network that ensures the highest quality, diversity and redundancy with clear connections to our cloud. All supported by a US based, Fusion employed, Sales and Technical Support teams.

Fusion Sales and Customer Support: 888-301-1721

Fusion SIP Trunking Technical Support: technicalsupport@fusionconnect.com

Configure the OfficeServ 7400 Phone System

The following describes the necessary steps to configure the OfficeServ 7400 series PBX for use with Fusion SIP Trunking product. This document is meant to be used in conjunction with the "OfficeServ 7400 Series SIP Trunking Quick Reference Document."

Please see your welcome letter for the relevant SIP Server Information as well as IP and ports to allow in your network firewall.

1. Registering SIP trunks
    a. Make sure you have the correct licenses in 2.1.4
        i. SIP trunks
    b. Place the information provided from the carrier in 5.2.13
        i. Enable the trunk and select refresh in the bottom left corner
            1. SIP service available will say "yes" when registered

SIP Carrier 1

Item	Value
SIP Carrier Name	Fusion Trunk 1
SIP Server Enable	Enable
SIP Service Available	No
Registra Address	sip2.thevoicemanager.com
Registra Port	5060
Outbound Proxy	sip2.thevoicemanager.com
Alternative Outbound Proxy	0.0.0.0
Outbound Proxy Port	5060
Proxy Domain Name	
Local Domain Name	
DNS Server 1	8.8.8.8
DNS Server 2	0.0.0.0
User Name	2164162270
Auth User Name	2164162270
Auth Password	**********
Regist Per User	Disable
Session Timer	None
Session Expire Time (sec)	1800
Trunk Reg Expire Time (sec)	1800
Alive Notify	Options
Alive Notify Time (sec)	1800
IMS Option	Disable
P Asserted ID Use	Primary

2. Making Outbound calls w/ Officeserv

a. Have the send CLI number set for the proper DID 2.4.3

i. This should be set to the DID that the carrier would like to see

ii. Have this set for each Ext that will use the trunk

5.2.13.SIP Carrier Options | 3.2.3.DID Ringing | 2.4.3.Send CLI Number | 4.1.2.Trunk Groups | 2.8.0.Numbering Plan | 3.1.1.LCR Options

Tel Number	Send CLI Number				Send SIP Alias Name
	1	2	3	4	
3901	2164162270	2164162261			
3902	2164162270	2164162261			
3903	2164162270	2164162261			
3904	2164162270	2164162261			
2010					
2002	2164162270	2164162261			

b. Trunk Groups should be listed in 4.1.2

i. This number will be listed in 2.8.0

5.2.13.SIP Carrier Options | 3.2.3.DID Ringing | 2.4.3.Send CLI Number | 4.1.2.Trunk Groups | 2.8.0.Nu

Cabinet: ALL

Cabinet	Slot	Channel	Port No	Device Type	Tel Number
		1	2144	SIP Trunk	8501
		2	2145	SIP Trunk	8502
		3	2146	SIP Trunk	8503
		4	2147	SIP Trunk	8504
		5	2148	SIP Trunk	8505
		6	2149	SIP Trunk	8506
		7	2150	SIP Trunk	8507
		8	2151	SIP Trunk	8508

ii. Change the group type to SIP (4.1.2)

4.1.2.Trunk Groups

Group Number	805	806
Group Index	7	8
Group Type	SIP	SIP
Group Mode	Sequential	Sequential
ISP Selection	ISP1	ISP2

iii. Change the ISP selection to match the SIP carrier option in 5.2.13

1. ISP1, ISP2 and etc will match SIP carrier 1, 2 and etc

c. Make sure you have LCR set

i. change LCR feature code to 9 2.8.1

1. You will get an error but select change

2.8.0.Numbering Plan

Cabinet FEATURES

Slot	Channel	Port No	Device Type	Tel Number
LCR	3	2768	Features	9
LISTN	22	2787	Features	
LNR	27	2792	Features	19

ii. Enable LCR in 3.1.1

3.1.1.LCR Options

Item	Value
LCR Enable	On
LCR Dial Tone	Off
Extra LCR Tone	Off
LCR Advance Time(sec)	5
LCR Inter Digit Time(sec)	5

iii. Set a digit for each area code (that will be dialed) 3.1.2

1. LCR digit (beginning digit of the number)
2. Length (the number of digits)
3. Route is the table it will take (this will be in 3.1.4)

3.1.2.Routing Digits

Entry No	LCR Digit	Length	Route Table
1	00234	7	
2	1	11	1
3	2	10	1
4	3	10	1
5	4	10	1
6	5	10	1
7	6	10	1
8	7	10	1
9	8	10	1
10	9	10	1

iv. Set the Route for the digits (3.1.4)

1. Place the trunk group number from 4.1.2 in Group zone 1

3.1.4.Routing Table

Route No 1

Class No	Zone 1	
	Group	Modify
1	805	
2		

Test by Dialing 9 and the number

3. Making in bound calls

a. The DID (that is registered to the trunk) will go in 3.2.3

i. DID will go in incoming digits

1. This will have to match exactly

ii. Ring port will be the terminating Phone

1. The list of EXT are in 2.5.6 and 2.5.7

5.2.13.SIP Carrier Options | 3.2.3.DID Ringing | 2.4.3.Send CLI Number | 4.1.2.Trunk Groups

Entry No	Incoming Digits	Ring Plan 1		Ring Plan 2	
		Ring Port	Max Count	Ring Port	Max Count
1	2164162270	3228	99	3228	99
2	2***	B	99	B	99
3	3***	B	99	B	99
4	4325970	3224	99	3224	99
5	46789**	B	99	B	99
6	5***	B	99	B	99
7	9724474200	3233	99	3233	99
8			99		99

Special Notes

Codec Support – Fusion SIP Trunking platform only support G&29 as a preferred Codec if specified. If you would like to use G729 please advise your provisioner.

Outbound CLID – Fusion Sip Trunking registration requires that the BTN be presented in the From Field. To alter the CLID, please use the P-Asserted-ID field. Please refer to Samsung Support for further assistance on this.

Holds/Transfers – Currently Fusion does not support Media Inactive for holds and transfers. Please make sure re-invite is set to send/receive.

The configuration information above shows examples for configuring Samsung and Fusion Sip Trunking. Even though configuration requirements can vary from setup to setup, the information provided in these steps, along with the Samsung Configuration Documentation should prove to be sufficient. However, every design can vary and some may require more planning then others.