

NEC

UNIVERGE[®] SV9300

UNIVERGE BLUE[®] CONNECT BRIDGE Setup Guide

NDA-32048 Issue 2.0

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Configuring NEC SV9300 with NEC UNIVERGE BLUE CONNECT BRIDGE

SECTION 1 NEC SV9300 AND NEC UNIVERGE BLUE CONNECT BRIDGE SETUP GUIDE

1.1 This Guide and Related Documents

This guide was created to assist knowledgeable vendors with configuring the NEC SV9300 Communication Server with NEC UNIVERGE BLUE CONNECT BRIDGE. It provides sample entries for the required fields. The actual data is provided by NEC UNIVERGE BLUE CONNECT BRIDGE when service is activated. Questions about software and hardware installation or other PBX configuration issues should be directed to NEC's National Technical Assistance Center (NTAC).

For complete details on using SIP trunks with the SV9300, refer to the SV9300 Networking Manual.

For complete details on using DID features, refer to the DID feature in the SV9300 Features and Specifications Manual.

For details about related hardware, refer to the SV9300 System Hardware Manual.

These manuals can be downloaded from NEC's National Technical Assistance Center (NTAC) web site. You must have a valid dealer ID to access the documents.

1.2 NEC UNIVERGE BLUE CONNECT BRIDGE Account

1.2.1 Overview

This document outlines the setup process for a UNIVERGE BLUE CONNECT BRIDGE account, with specific focus on the steps required to integrate BLUE CONNECT BRIDGE with the on prem NEC PBX. This includes gathering all necessary information before beginning the setup process, creating the UNIVERGE BLUE account, creating Trunk Users and creating a Tie Trunk.

1.2.2 What this Document does not Address

This document is not a comprehensive UNIVERGE BLUE CONNECT BRIDGE setup guide and does not cover all possible account setup steps. Beyond the steps required to integrate with Bridge, this document does not contain information on how to setup an on-premise NEC PBX. It does not contain or address local networking or firewall setup.

Term	Description
CONNECT BRIDGE	 CONNECT BRIDGE is a service subscription designed to extend and cloud-enable the on-prem PBX with cloud-based Team Collaboration, Meeting, File sharing, and Mobility: UB CONNECT Team Chat UB Meet UB Share Presence Calling: feature set varies based on customer's decision to integrate BRIDGE with the on-prem PBX With PBX Integration: Ext to Ext AND PSTN dialing from both NEC Deskphone and CONNECT BRIDGE apps Without PBX integration: Ext to Ext dialing only Access to all Chat, Meet, Share, Calling capabilities from within UB CONNECT desktop and mobile apps
PBX Integration	The name of the feature allowing integration between a UB CONNECT BRIDGE account and an on-premise PBX. Integration between the 2 platforms is accomplished via the use of a Tie Trunk .
Tie Trunk	A virtual SIP Trunk connecting one or more on-premise PBX with a UB CONNECT BRIDGE account for the purpose of routing phone calls from the PBX to Trunk Users on the UB CONNECT BRIDGE account or vice versa.
CONNECT BRIDGE User	A descriptive term used to describe a User created on a UB CONNECT BRIDGE account and has a CONNECT BRIDGE license assigned. CONNECT BRIDGE Users cannot dial PSTN phone numbers until they are configured as a Trunk User.

Table 1 Defined Terms

PBX User	A descriptive term used to describe a User that exists in the on-premis PBX. PBX user has a terminal and services provided by the on-premis PBX.	
Tie Trunk User	A User who has both an extension in the on-premise PBX (and hence a terminal) and a UB CONNECT BRIDGE User/Ext for the purpose of using UB CONNECT BRIDGE services and apps. The Trunk User setup includes creating the same extension on both platforms. Trunk Users are created by creating both a CONNECT BRIDGE User , and a PBX User , then configuring both sides to route appropriately via the Tie Trunk. Trunk Users can dial PSTN phone numbers.	
User's Extension	The extension number assigned to the User on both the on-prem PBX, as well as the CONNECT BRIDGE User in the UB Control Panel. The user themselves sees this extension on their NEC terminal, as well as on their CONNECT BRIDGE apps.	
Premise Extension	A descriptive term used within the UB Control Panel to describe extensions that exist in the on-premise PBX but which are not tied to a BRIDGE User (Ex. Common Area phones, other users not using BRIDGE, etc). The UB CONNECT BRIDGE account uses this knowledge to understand when to route a call to a specific extension to the on-premise PBX over the Tie Trunk .	
Cloud Extension	A descriptive term used within the UB Control Panel to describe a set of hidden extensions that are used by the on-premise PBX to route calls over the Tie Trunk to the UB CONNECT BRIDGE account to ring the Trunk User's desktop and mobile applications.	
	A Cloud Extension is required when assigning a User to a Tie Trunk . The Cloud Extension is arbitrary and can be any extension not currently in use. Best practice is to choose a similar extension in another number range. (Ex. For User Extension 1001, choose a Cloud Extension such as 5001, etc.)	

Table 1 Defined Terms (Continued)

1.3 Deployment Planning

Before beginning the setup process, it is recommended to plan out your installation in advance and gather the necessary information you will need to setup the Univerge Blue account in the Control Panel.

The following information should be gathered for each Trunk User that will be created on the Univerge Blue account:

User's	User's Email	User's	Cloud	Voicemail
Name		Extension	Extension	PIN
E.g. John Doe	E.g. johnd@domain.com	E.g. 1001	E.g. 5001	E.g. 123987

IMPORTANT: Cloud Extensions are any, arbitrarily selected extensions, which are free on both Univerge Blue CONNECT BRIDGE and NEC PBX. i.e., if your NEC PBX is using 1xxx extension range, use the 5xxx extension range for the Cloud Extension.

In addition to User Information, the following information should be gathered to assist in setting up the Tie Trunk:

ltem	Answer
NEC PBX model	
NEC PBX PSTN trunk access code	
NEC PBX extension length (Lengths 3, 4 and 5 are supported)	
Tie Trunk Codec priority (G.729 and G.711 are supported)	
NEC PBX hardware keycode	
Number of concurrent phone calls needed on the Tie Trunk (This is determined by the number of concurrent call licenses on the on-prem PBX)	
Complete list of Premise Extensions	
PBX WAN IP address	

Once all information is available, proceed to the account setup.

1.4 UNIVERGE BLUE CONNECT BRIDGE Account Setup

1.4.1 High Level Steps

The required steps for creating and setting up a UNIVERGE BLUE CONNECT BRIDGE account are:

- 1. The creation of a quote.
- 2. The addition of a CONNECT BRIDGE license to the quote.
- 3. Finalizing the quote and creating the account from that quote.

These steps will ensure a CONNECT BRIDGE account is created with the required features and functionality.

1.4.2 Creating a Quote

Quotes are created in the Quote Tool located within the Partner Portal.

1. Once logged into the Partner Portal, from the home page, click on the quick link for **Quotes**.

NEC UNIVERGE BLUE" CLOUD SERVICES	Home			
CUSTOMER OWNERSHIP Active Accounts My Partner Account Event Log	Quotes	Accounts	Pricing	Quality of Service Dashboard
* Plans * Verbiage * Verbiage Read Only	University	Partner FAQ	Knowledge Base	Support

Figure 1 Home Page – Quotes Link

2. Next, click on the button to **Add new quote**.

\Leftrightarrow	
CLOUD SERVICES	Quotes
	Use the filters to quickly sort and search for specific quotes. Click the 'Edit' button to continue working on a quote in 'Open' or 'Draft' status. Click the 'Action' list to see all currently available options available for this quote.
Active Accounts	+ Add new quote
My Partner Account 🔍	Search by name, ID or Search All statuses V My quotes: 0 All quotes: 12
Event Log	
	Quote name ID Status Contact Plan Monthly charge Created + Account
	Quote list is empty

Figure 2 Quotes – Add New Quote

		·		•	
Quotes					
Create quote					×
Enter Quote name					
Quote name	Hybrid	Setup]	
No account yet					
\bigcirc For existing account					
Create quote	Cancel				
	Figu	re 3 Quotes –	Create Quot	e	

Provide a name for the quote and click **Create quote**.

3.

4. Provide the address for the account's main location. Optionally, add additional locations to the quote. When finished adding locations, click **Next**.

Quoting Tool Wizard			
1 Locations 2 Uni	fied Communications Users	3 Your Additional Items	4 Contact Info & Totals
✓ To Quote List			
Add office locations Please enter the service addr	esses where your services will b	be installed.	
<u> M</u> ain location			
ZIP/Postal Code			
State/Province/Region	Select State/Province	~	
Address line 1	Street name and number	<u>A</u>	
Address line 2	Stair, floor, etc. (optional)		
	+ Add an additional address lin	ne	
Add location			
Back Save d	raft Next		

Figure 4 Add Office Locations

- 5. At a minimum, select one of the following licenses and add it to the quote then click **Next**.
 - O CONNECT BRIDGE (NEC-J Partners will only see one license called **Connect**)
 - O CONNECT BRIDGE ProPLus

Locations 2 Unified Communications Users	3 Your Additional Items	Contact Info & Totals		
) To Quote List				
User Licenses				
lease select the number of licenses for each location				
	Main location (i) Quantity	Wholesale price, ¥ Ø monthly	Customer price, ¥ monthly, per item	Customer total, ¥ monthly
Resources				
ONNECT Bridge ncludes extension-to-extension dialing, team chat, file sha 50GB/user), video conferencing (100 web participants per nd screen sharing, 1 license is required for each user in th rganization.	ring meeting) – 1 + e			0.00
CONNECT Bridge ProPlus One user license includes Team Chat, File Sharing (200 GB/ /ideo Conferencing (200 web participants per meeting) and xtension to extension dialing.	user) and — 1 +			0.00
TOTALS	monthly 0.00)		monthly 0.00

Figure 5 User Licenses

6. Complete all remaining sections of the quote. When complete, click the **Save opportunity** button. The quote will appear in your list of quotes. To create the account, click the **Create account** button on the quote. This action will launch the Create Account Wizard.

Quotes

Use the filters to quickly sort and search for specific quotes. Click the 'Edit' button to continue working on a quote in 'Open' or 'Draft' status. Click the 'Action' list to see all currently available options available for this quote.

+ Add new qu	ote							
Search by name, IE) or Searc	h All stat	uses 🗸				My quotes: 1	All quotes: 13
Quote name	ID	Status	Contact	Plan	Monthly charge	Created +	Account	
Hybrid Setup	440836-16	 Open 	Hybrid Hybrid Setup	UNIVERGE BLUE	¥20	May 15, 2021 Mike Fraley	Create account	Action 🗸

Figure 6 Create Account

1.4.3 Create Account Wizard

The Create Account Wizard (CAW) is a short series of steps that gathers the minimum information required to create an account in the Control Panel.

1. First, provide the account's access information. The information entered on this page will be used by the Account Owner when accessing this account in the Control Panel.

ified Commun	ications and Contact Cent	er	
Set up Account	Set up Company information	Acti	vate Account
OUNT ACCESS	INFORMATION		
I already	have an account		
Create Your	Account Name		Your Name
		-	
Your Login (B	Email)		Your Phone Number
		-	+1 🗸
Password			
	٩		
Confirm Pass	sword		
	۹		

NEXT »

Figure 7 Create Account Wizard

2. Next, provide the company's main address, language and time zone.

Unified	Communications and Contact Center	
Set up	Account Set up Billing Activate Accou	unt
COMPA	NY INFORMATION	
I	Company	
	•••	
	Country	
	United States	~
	Address line 1	
	Address line 2 (optional)	
	+ Add additional address line	
	City	
	Bellevue	
	State / Province	
	Washington ~	~
	Zip/Postal Code	
	Time zone	
	(UTC-08:00) Pacific Time (US & Canada)	~

Figure 8 Company Information

NEXT »

3. Lastly, click the **Activate Account** button.

Unified Set u	Communications and Contact Center D Account Set up Company information Activate Account
	ACTIVATE ACCOUNT
	Figure 9 Activate Account
	 The account will be created in the Control Panel. The page will refresh once complete. To access the account in the Control Panel, click the Get Started button.
V Tha	inks for signing up with It Solution.
We you	have emailed you a welcome message with "getting started" instructions. It also contains your log-in details, which will need when you log in to your account in future.
You nee	can now log in to our CONTROL PANEL control panel, which gives you full online control of your account. If you d guidance, CONTROL PANEL offers help as well as an extensive Knowledge Base.
То	enter CONTROL PANEL now, please click the button below.
	GET STARTED
	Figure 10 Get Started
1.4	.4 Setting up the Account in the Control Panel
	After creation, you may proceed to the next major phase of the overall CONNECT BRIDGE setup; which is the setup of the UNIVERGE BLUE account in the Control Panel.

1. The first step of setting up the account in the Control Panel is to install the CONNECT BRIDGE service. Refer to the information you gathered in the Deployment Planning section of this document and set the **Extension length** on this page to the same extension length as the on-premise PBX. Fill out the remainder of the page and select the **Get Started** button when complete.

UNIVERGE BLUE™ CONNECT



Get Started with UNIVERGE BLUE CONNECT BRIDGE

UNIVERGE BLUE CONNECT BRIDGE is an all-in-one communications solution that brings together extension calls, chat, video, meetings and file collaboration into a single application. It empowers both office and mobile workers to be more productive and collaborative - in the office or on-the-go.

Choose your extension length and default time zone

Please pick the extension length and default time zone for UNIVERGE BLUE CONNECT. If you are not planning to use UNIVERGE BLUE CONNECT, please leave the default value.

Extension length	3 🗸	
Timezone	(UTC-07:00) Pacific Time (US & Canada)	~
Language	English (United States)	~

Quote and pricing details

If a quote was generated for this account, we can automatically import the pricing details during the service installation process.

Bridge Setup (ID 32043-62)

Created on:	Jun 22, 2021
Monthly total:	\$22.88

Specify your main company address

A Important: Please ensure that the address below is the main address of the company that will be utilizing the service. Failure to do so may result in the incorrect E911 service setup and Emergency Services not having the correct address on file when responding to an emergency call.

Country/Region	United States $ imes$	~
Address line 1	3310 146th Pl SE	<u>≜</u>
Address line 2	Stair, floor, etc. (optional)	
	+ Add an additional address line	
City	Bellevue	
State/Province/Region	Washington ×	~
Zip/Postal code	98007-6471	
Get Started		

Figure 11 Extension Length

2. The Provisioning Wizard will launch automatically after installing the CONNECT BRIDGE service on the account.

Provisioning Wizard							
1 Introduction 2	Pricing 3 Manage su	bscriptions 🛛 👍 Mar	nage locations 5 PBX	Integration 6 Create T	ie Trunk 🛛 🕜 Manage users		
Welcome to UNIVERGE BLUE TM CONNECT provisioning wizard! The wizard will guide you through license management and user setup.							
You can close the wizard and re	estart it later.						
	Figu	re 12 Provisio	ning Wizard – Intr	roduction			
		3. Click Nex if necessa	a t Step and go to th ary.	ne Pricing page and	l set Customer Prices,		
Provisioning Wizar	d						
1 Introduction	2 Pricing 3 Mana	age subscriptions	4 Manage locations	5 PBX Integration	6 Create Tie Trunk 7		
Confirm or edit pricing for th	is account. You can change it	later, the updated pricing	will apply to all services.				
Please note: if Services or future items on the accou	r Equipment have already bee nt in the event more Services	n purchased on the accour and Equipment are purch	nt, pricing changes here will b ased.	be applied to all existing and			
Change all customer prices	over my default sell price	increase by	✓ %	Apply			
Save Changes							
	Туре	Buy price per item \$	Default sell price per item, \$	Customer price per item, \$			
SUBSCRIPTIONS							
CONNECT Bridge Pro	monthly	6.29	9.9	8.99 🗸			
CONNECT Bridge ProPlus	monthly	8.39	12.9	11.99 🗸			
CONNECT Bridge Pro (1 yr) monthly	7.42	9.9	9.9			
CONNECT Bridge Pro (3 yr) monthly	7.42	9.9	9.9			
CONNECT Bridge Pro (5 yr) monthly	7.42	9.9	9.9			
CONNECT Bridge ProPlus (1 yr) monthly	9.67	12.9	12.9			
CONNECT Bridge ProPlus (3 yr) monthly	9.67	12.9	12.9			

Figure 13 Provisioning Wizard – Pricing

(Previous Step

Next Step (>

	 4. Add at leasubscripting to the new NEC-J equiva 	ast 1 CONNECT BRI on to the account an ct step, click on Next <i>I partners will only have</i> <i>lent to CONNECT BRIL</i>	DGE or CONNECT d click on SAVE ch Step . one license called CO OGE.	BRIDGE ProPlus 1anges . To proceed ONNECT. It is
1 Quote Selection 2 Pric	ing 3 Manage subscriptions	4 Manage locations	5 PBX Inregration	6 Create Tie Trunk
Licenses selected in the quote: 6	CONNECT Standard			
This page allows you to manage your us	er subscription(s) for your UNIVERGE BLUE	CONNECT Service.		
CONNECT Standard Includes team chat, HD video confere accessible through CONNECT desktop PBX calling to apps (Beta). 2 available licenses of 1 t	¥1,5 ncing (100 web participants), screen sharir and mobile applications. Option to add on otal (0 assigned)	00.00 per license / month ng, and file sharing (50 GB) PBX integration to extend		
Save changes You'll see the prices and charges first, be	fore changes will be saved.			

You can **close the Wizard** and restart it later.

Figure 14 Provisioning Wizard – Manage Subscriptions

- 5. Add or update locations and location addresses on the **Manage locations** tab of the wizard then proceed to the **Manage users** tab.
- 6. On the PBX Integration tab, please read carefully and take note of the available resources in the Knowledge Base. Locate the PBX setup instructions for your PBX. You will need these instructions later in this setup when it is necessary to configure the on-prem PBX.
- 7. On the Create Tie Trunk tab, click **Create SIP Tie Trunk**. Refer to the information you gathered in the Deployment Planning section of this document and set the **On premise PBX type**, **Trunk access code**, **Concurrent call paths**, **Hardware key code** and **Codec priority** for this Tie Trunk and click **Save changes**. Take note of the **SIP Tie Trunk name** you use in this step. You will need it in one of the next steps.
 - NEC-J partners will not see the **Hardware licenses** section.

General	✓ To SIP Tie Trunks		
SIP Tie Trunks	Create SIP Tie Tru	nk	
	Use this page to provide rec	uired information for this Tie Trunk.	
	General		
	SIP Tie Trunk name		
	Country	United States	~
		Tie Trunk PBX location	
	On premise PBX type	NECSV9100 PBX Model	~
	Trunk access code ⑦	9	
	Concurrent call paths	Optional, 0 - 999 The number of simultaneous calls supported on the Tie Trunk	
	Hardware licenses	;	
	Hardware key code		
	Codec priority		
	Choose the audio codecs an bandwidth. Higher priority c	d their priority in this section. Higher qua odecs have a higher chance of being util	ality codecs may utilize more of your available ized during a call.
	Drag element you want to r	earrange, then drop to the new position	
	‡ G.711		
	‡ G.729		
	Create SIP Tie Trunk		

Figure 15 Create SIP Tie Trunk

8. From the **Manage users** tab, begin creating your Users. It is highly recommended to utilize the Mass User Import (MUI) feature to create an importable .csv file that contains all relevant User information. To use the MUI, select the link to **import multiple users**.

Provisioning W	/izard					
1 Introduction	2 Pricing	3 Manage subscriptions	4 Manage locations	5 PBX Integration	6 Create Tie Trunk	7 Manage users
✓ To manage us	ers					
Create UNIVERCE P	ultiple users from here	re. You'll be able to assign phone nu	mbers and extensions on the n	ext step.		
Name						
Email address						
Password		Generate	password			
	User resets the	password on the first login				
Send password to	Active email of	f this user Prefill with	h my email			
	+1 💙	Prefill with	h my mobile			
👍 Add another u	iser					
Create user						
Previous St	en Nevt Ston (2				
C Flevious St	ch Hevrotch (

You can close the Wizard and restart it later.

Figure 16 Provisioning Wizard – Manage Users

9. Click on the link to **Generate and download template** to obtain the .csv template file. When filling out the .csv file, refer to the information you gathered in the Deployment Planning section of this document. To fully setup your Bridge account, complete at least the following fields for each User in the .csv file:

Template Column	Example	Notes
Display Name	John Smith	
Email Address	jsmith@domain.com	
Subscription License Type	Connect Bridge Pro	From previous setup wizard step
Extension	1001	Use the User's Extension
Voicemail PIN	957643	
Cloud Extension	5001	
SIP Tie Trunk Name	SIP Trunk 1	From previous setup wizard step

- Once filled out, click the link to + Add file to upload the completed .csv file. Select where to send the passwords created for each User and click Start import. Note: in this step, many important things will occur, including:
 - O Users will be created with the correct User extension
 - O Users will be assigned a subscription
 - O Users will have their Voicemail PIN set
 - O Users will be assigned to the newly created Tie Trunk
 - O Users will have the correct Cloud Extension assigned to them on the Tie Trunk

UNIVERGE BLUE™ CONNECT General (Back to Users Import multiple users from CSV Subscription 1. Select services to be enabled UNIVERGE BLUE CONNECT You attest that, use of a number in the Caller ID field, that is not a configured number on this account, is in compliance with local laws. Quality 2. Generate template and fill it out Download generated template and fill it out with your data accordingly. Apps & Integrations Temporary passwords will be generated for users automatically. Learn more 🕁 Generate and download template 3. Upload the file + Add file CSV format. Size up to 2 MB. 1,000 users maximum. 4. Send temporary passwords to users' email addresses O to michael.scherer@frtinc.com Separate email for each user O do not send passwords. I'll reset & provide passwords to users myself later Import process could take some time depending on the number of users you are importing. For example, creating 100 UNIVERGE BLUE CONNECT users might take ~15 minutes. Thank you for your patience. Start import

Figure 17 Import Multiple Users from CSV

- 11. On the last step, you will find the guides for deploying apps to your users.
- 12. When done, click the **Complete** button.

Congratulations, your UNIVERGE BLUE CONNECT BRIDGE account is well on its way to being setup.

1.4.5 Configuring the Tie Trunk

A Tie Trunk was created by using the Provisioning Wizard, but the Tie Trunk may still require further configuration, such as adding Premise Extensions. To begin the process of creating a Tie Trunk, navigate to **Settings** > **SIP Tie Trunks**.



Figure 18 Settings – SIP Tie Trunks

Locate the Tie Trunk you wish to edit and click on its name.

UNIVERGE BLUE	[™] CONNECT						
General	General	SIP Ti	e Trur	nk			
Subscription	SIP Tie Trunks	Tie Trunk and vice	Tie Trunks are required to connect an on-premise NEC PBX to this Connect account for the purpose of routing and vice versa, thereby enabling a unified calling experience for users, across their NEC deskphone and their (
Users		on a Tie Trunk will have external (PSTN) calling capabilities from within their Connect desktop and mobile app					
Groups		Creat	te SIP T	ie Trunk			
Locations				Name	Premise extensions	Users	
Settings		6		New SV9100 Trunk	2	32	
Quality			A	Test Trunk	0	0	
Reports & Analytics		Delet	P		1 - 2 of 2 10) ner nage 🗙	
Apps & Integrations		Detet			1-2012 1	, bei hade ,	

Figure 19 SIP Tie Trunks – Create SIP Tie Trunk

1.4.6 Adding Premise Extensions to the Tie Trunk

Any valid Premise Extension that is in use needs to be added to the Tie Trunk, so the UNIVERGE BLUE account understands to route calls to these extensions over the Tie Trunk to the on-premise PBX. Please refer to the information you gathered in the Deployment Planning section of this document in this section.

1. Navigate to the **Premise Extensions** tab of the Tie Trunk and click on **Add premise extensions**.

UNIVERGE BLUE	™ CONNECT					
General	(To SIP Tie Trunks					
Subscription	New SV9100 Trunk					
Users						
Groups	General	Premise extensions				
Locations	Premise extensions	Use this page to configure your premise extensions. Premise extensions allow you to build a list of all valid extensions on the Tie Trunk tells this account when to route a phone call over the Tie Trunk to the PBX. Please do n				
	Users	extensions are handled on the Users tab of the Tie Trunk.				
Settings	Caller ID	+ Add premise extensions				
Quality	outterio	Search Display range: All 🗸				
Reports & Analytics	Feature codes	Premise extensions +				
Apps & Integrations						
		No extensions have been added to this SIP Tie trunk yet				

Figure 20 Settings – Premise Extensions

- 2. You may select to add single extensions, one at a time, or you may select to add ranges of extensions. Choose the option that works best for your situation.
- 3. To add extensions one at a time, select the option for **Single extension** and begin typing your single Premise Extensions into the field provided. When finished, click **Add premise extensions**.



Figure 21 Add Premise Extensions – Single Extension

4. To add extensions in a range, select the option for **Extension range** and enter the start and end extensions in the range, and click **Add trunk extensions**.

Unite	
General	To My SIP TIE Trunk
Subscription	Add premise extensions
Users	Single extension Trange
Phone Numbers	Hosted PBX > Settings > Edit SIP TIE Trunk > Premise extensions > Add Premise extensions > Top Hint
Auto Attendant	Start 🗸 - End 🖍
Groups	Add premise extensions
Contact Center	

Figure 22 Add Premise Extensions – Extension Range

5. Once fully added, premise extensions may be managed as necessary.

UNIVERGE BLUE	™ CONNECT				
General	✓ To SIP Tie Trunks				
Subscription	New SV9100 Trunk				
Users					
Groups	General	Premise extensions			
	Premise extensions	Use this page to configure your premise extensions. Premise extensions allow you to build a list of all valid extent these on the Tie Trunk to the PBY. Please do not			
Locations	Users	extensions are handled on the Users tab of the Tie Trunk.			
Settings		+ Add premise extensions			
Quality		Search Display range: All 💙			
Reports & Analytics		Premise extensions +			
Apps & Integrations					
		2021			
		3900			
		Delete 1 - 2 of 2 25 per page 💙			

Figure 23 Premise Extensions

1.4.7 Configuring Caller ID on the Tie Trunk

By default, calls sent from the CONNECT BRIDGE account to the on-prem PBX over the Tie Trunk always send the User's Extension as the caller ID. If it is desired to better differentiate within your call history and/or CDR records where the call is coming from, you may toggle this setting to use the user's Cloud Extension as their caller ID instead.

My SIP Tie Trunk

General	Caller ID
Premise extensions	Select the desired outbound caller ID that will be set on each call that traverses the Tie Trunk to the on-premise PBX. This setting will be used for all calls from Users on this Tie Trunk.
Users	User's extension
Caller ID	The extension assigned to Bridge users whom have integration with an on-premise PBX
Feature codes	Cloud extension A hidden extension used to route calls from the PBX to the Bridge account via the Tie Trunk Save changes

Figure 24 My SIP Tie Trunk – Caller ID

1.4.8 Configuring Feature Codes

The Feature Codes feature of the Tie Trunk allows you to program specific dial strings that will be sent across the Tie Trunk to the on-prem PBX when dialed from the CONNECT BRIDGE apps. Feature Codes work similarly to Premise Extensions, in that this feature allows you to program specific situations when a call will be sent across the Tie Trunk to the on-prem PBX. To utilize this feature, simply dial the programmed dial strings like you would a telephone number from the CONNECT BRIDGE apps.

To begin, click on the link to **Add dial string**.



Figure 25 My SIP Tie Trunk – Feature Codes

Dial strings may be either:

- Full match this option requires a complete match of the dial string before it will send to the on-prem PBX. Ex. Program
 *551234. *551234 would have to dialed in full before the dial string will be sent to the on-prem PBX.
- Starts with this option requires the dial string to begin with all programmed digits before it will send to the on-prem PBX. Ex. Program *55. *55 followed by any other digits will be sent to the on-prem PBX.

Select the Type of dial string you wish to create, then enter the actual dial string required. Add an additional comment if necessary and click **Add dial string**.

Add dial string

 \times

Use this page to add dial strings that will be routed over the Tie Trunk to the on-premise PBX provided they do not conflict with the account's existing dial plan and features. Dial strings can be a full match, meaning they must be dialed exactly as they appear below, or they can begin with specific characters and be followed by additional characters.

Туре	 Full match 	 Starts with 	
Dial string			
	Numbers and #	, * only	
Comment	Optional		

Add dial string

Figure 26 Add Dial String

1.4.9 Networking and Firewall Information for UNIVERGE BLUE Cloud

Various parts of CONNECT BRIDGE need to communicate through the firewall at each location where service is installed. Please refer to the following knowledge base article for information on how to configure a firewall for CONNECT BRIDGE: https://kb.univerge.blue/ en-US/Article/38504

SECTION 2 SV9300 SETUP FOR CONNECT BRIDGE

2.1 Requirements

SV9300 system software v8.3.0 or higher.

However, use of SV9300 system software v9.2.1 or higher is recommended as this removes looped connection on a Tie Trunk. See Appendix 1 Section 2 Limitations for more details.

With the SV9300, a is required in addition to licensing for IP (SIP) trunks.

A minimum of four IP (SIP) trunks are required due to the NEC Communications Server infrastructure setup.

- O SV9300 CPU software version V8.3.0 or higher
- O VoIP gateway daughter board
- SIP Trunk Port Licenses (min 4)
- O VOIPDB (PZ-64IPLC-A, PZ-128IPLC-A, GPZ-64IPLD or GPZ-128IPLD)
- O SV93 MOBILITY ACCESS-1 LIC (1 for each cloud extension)

2.2 Limitations

The following limitations apply:

- UNIVERGE SV9300 supports T.38 or G.711 pass-through faxing.
 - Supported fax protocol is determined by SIP trunk provider. If SIP trunk provider only supports best-effort, SIP trunk faxing may be unreliable.
- O SIP diversion header is not supported Call forwarding to 8xx numbers
- O SIP Privacy Cannot mark the calling party number as private or restricted
- O Secondary SIP server for failover is not supported

2.3 SV9300 PBX Programming

2.3.1 System Version and License Check

Values shown are for example purposes only. Your actual IP values will be determined by your local LAN administrator.



After connecting, check the SV9300 software version.

Figure 27 System Version

Check the SIP Trunk Port Licenses
	😚 System Data	
Search Start	System Data	Read Apply
CMEX CMFX CMF6 ONLINE MP-FP COMMAND OL CMF8 OPTION VALUE CMF8 OPTION VALUE Y=8 Option Value I Y=8 Hardware Keycode	CMF8 : OPTION VALUE ST + F8Y + DE + 1ST DATA + DE + 2ND DATA + EXE 8 : 016 : 016	Remote Unit :0000/0010
CMFA IP STATION APPARATUS INF *	8: 017:017 8:	SIP TRK Channels:0000/0096
Standard 🔨 Wizard 🍞 System Data	018 : 018	SoftPhone :0000/0100

Figure 28 CM F8 Option Value

2.4 CC-CP10A Network Setup

V Within command parameters	System Data	Read Apply
	CM0B : LAN PORT DATA ASSIGNMENT (VoIP Port) ST + 0BYYY + DE + 1ST DATA + DE + 2ND DATA + EXE 1: Unit No. 01	
-CM0X	00 : IP Address for the system [RESET]	IP Address (0.0.0.1 - 255.255.254)
	01: Subnet Mask for the system [RESET]	Subnet Mask (255.0.0.0 - 255.255.252)
	02 : Default Gateway for the system [RESET]	Default Gateway (0.0.0.1 - 255.255.255.254)
E-CM05 BLADE DATA	09 : Speed mode for the LAN Interface [RESET]	· ·
- CM08 LAN PORT DATA ASSIGNMEN - YYY=000 Unit number setting	10 : Location No. for stations and VoIPDB accommodated in the Unit (Available when location number is not assigned by CM12 YY=39, 50.)	Location No.
-YYY=001 SNMP -YYY=001/101 Web Server	11 : Tenant No. for IP stations accommodated in the Unit	Tenant number
-YYY=0+01-50 Maintenance Por	20 : Whether to allow the connection with PCPro [RESET]	0 : Restricted 1 (Def.) : Allow
-YYY=1+01-50 VoIP Port	30 : UDP Port for IP Multiline Terminal voice control [RESET]	Port No. (Def. = 50000 / Range = 50000 - 53071)
	31 : UDP Port for Registration Admission Status (RAS) port [RESET]	Port No. (Def. = 3456)
-YYY=1+01 SNTP	32 : UDP Port for DT700/DT800 Series voice control packet [RESET]	Port No. (Def. = 5080)
YYY=2+01-04 VOIPOB STBY	33 : UDP Port for standard SIP voice control packet [RESET]	Port No. (Def. = 5070)
CMIX *	34 : TCP Server Port for CCIS [RESET] [IP TRUNK RESET]	Port No. (Def. = 57000)
Expand All Collapse All	35 : TCP Client Port for CCIS [RESET][IP TRUNK RESET]	Port No. (Def. = 58000 / Range = 58000 - 59023)
standard 🔆 Wizard 🕅 System Data	36 : UDP Port for SIP control packet [RESET]	Port No. (Def. = 5060)

Values shown are for example purposes only. Your actual IP values will be determined by your local LAN administrator.

Figure 29 CM 0B Network Setup

- 1. Select SV9300 Main/Remote Unit No. accommodating SIP Trunk Channels, then click **Read** to get the current data settings.
- 2. FD=00 Enter SV9300 VoIPDB IP Address.
- 3. FD=01 Enter SV9300 VoIPDB Subnet Mask.
- 4. FD=02 Enter SV9300 VoIPDB Default Gateway Address.
- 5. FD=10 Set VoIPDB location number.

Location number is used for SIP trunk T.38 fax service. NEC is unable to support best effort faxing do to unreliable fax communications.

- 6. FD=36 Leave Blank to use default port 5060 for SIP trunk control packets.
- 7. Click Apply.

CM 0B101>00>172.24.142.55	(Unit 01 VoIP Address)
CM 0B101>01>255.255.255.0	(Unit 01 VoIP Subnet)
CM 0B101>02>172.24.142.1	(Unit 01 VoIP Default GW)
CM 0B101>10>NONE	(Default: Location 00)
CM 0B101>36>	(Default: SIP Trunk Port 5060)

The SV9300 must be reset in order for the change to take effect.

10.249.248.101 - NEC SV9300 PCPro - [System Data CM08]	
File View System Edit Tools Window Help	
Search Start Start	
Within command parameters	Contract Apple
	redu Appry
CM0B : LAN PORT DATA ASSIGNMENT (Vo	IP Port)
ST + 0BYYY + DE + 1ST DATA + DE + 2ND DATA + B	XE
1: Unit No. 01	
0 items	
43 : UDP port Number for Presence Server [RESET]	Port No. (Def. = 5082)
- CM00 SYSTEM DATA MEMORY ALL CLEAR / BILLING MEM	
- CM01 SYSTEM DATA MEMORY PARTIAL CLEAR	0 : To provide 0 1(Def.) : Not provided
⊕ - CM02 SET IING OF STSTEM CLOCK/READING OUT OF DA = ⊕ - CM04 DISPLAY LANGUAGE FOR MULTILINE TERMINAL/DI 51 : Priority of VLAN ID [RESET]	Priority 7(Def.): 7
CM05 BLADE DATA	
CMOB BASIC SERVICES CMOB LAN PORT DATA ASSIGNMENT	VEAN ID
- YYY=000 Unit number setting 53 : SIP trunk source IP address check	0 : Available 1(Def.) : Not available
	IP &ddrees 10.64.1.3 (0.0.0.1 - 255.255.255.254)
	(0.0.0.1 200.200.201)
	IP Address (0.0.0.1 - 255.255.254)
70 : Global IP Address for VoIPDB of Remote Unit of Remote	UNIT IP Address (0.0.0.1 - 255.255.254)
over IP when VoIPDB is controlled by NAT "Note: only one SIP trunk carrier is used, set Global IP address by	When
Collapse All Collapse All CMOB1xx>70. When Multi-SIP trunk carrier service is used, IP address by CMBA Y=139. [RESET]	set Global
🔅 Standard 📉 Wizard 🜍 System Data 📕 Command	
	PCPro Account : admin Connection Account : 10.249.248.101 BIOS : C.1 System Version : SC-4600 V5.3.1 UNITO

Figure 30 CM 0B Network (Continued)

- 1. Select SV9300 Main/Remote Unit No. accommodating SIP Trunk Channels, then click **Read** to get the current data settings.
- 2. FD=60 Enter primary DNS server IP Address (optional).

FD=61 Enter secondary DNS server IP Address (optional).

FD=70 Enter global IP Address (optional).

If more than 1 profile is used enter global IP address in CM BA139.

3. Click Apply.

CM 0B101>60>151.164.1.8	(Unit 01 Primary DNS Server Address)
CM 0B101>61>151.164.11.201	(Unit 01 Secondary DNS Server Address)
CM 0B101>70>172.24.142.1	(Unit 01 Global IP Address)

The SV9300 must be reset in order for the change to take effect.

2.5 IP PAD Network Settings

Values shown are for example purposes only. Your actual IP values will be determined by your local LAN administrator.

	😚 System Data	
Search Start Start	System Data	Read Apply
e	CMOB : LAN PORT DATA ASSIGNMENT (VOIPDB) ST + 0BYYY + DE + 1ST DATA + DE + 2ND DATA + EXE 2: Unit No. 01	
CM04DISPLAY LANGUAGE FOR MULTILINE TEF	00 : IP Address (RTP) for VoIPD8 [RESET]	JP Address 172.24.142.56 (0.0.0.1 - 255.255.255.254)
GHOR BASIC SERVICES	10 : Number of the channels used for VoJPDB	32: 32
- CMOB LAN PORT DATA ASSIGNMENT - YYY=000 Unit number setting - YYY=001 SNMP	40 : RTP Base Port for Voice Packet transmitting/receiving [RESET]	RTP Port No. (Def. = 10000 / Range = 10000 - 10255)
- YYY=001/101 Web Server	54 : FAX over IP	🗇 0 : Not available 💩 1(Def.) : Available
- YYY=0+01-50 Maintenance Port - YYY=0+01-04 Maintenance Port STBY - YYY=1+01-50 VoIP Port	70 : MAC Address of the VoIPD8 (STBY)	MAC address
- YYY=1+01-04 VoIP Port STBY	80 : MAC Address of the VoIPD8	MAC address 00:60:b9:b2:aa:82
- YYY=1+05-50 VolP Port - YYY=1+05-50 VolP Port	90 : Provide the call log collection with VoIPDB	0 : To provide 🖲 1(Def.) : Not provided
- YYY=2+01-50 VoIPD8	91: Provide the fault log collection with VoIPDB [RESET]	0 : Not provided 1(Def.) : To provide
- CMOC UPDATING OF IP STATION FIRMWARE/F	121 : DTMP inband mode for VolPDB	0 : In-band mode (Voice pass through) 1(Def.) : Out-band mode (with H.245 UII/RFC2833)
⊕-CM2X ⊕-CM3X	137 : Port number check for RTP-packet	0 : Disable 1(Def.) : Enable
↓ (may)	150 : Payload type of Out-band DTMF (RFC2833)	Payload type (Def.(NONE) = 101 / Range = 1 - 127)
Expand All Collapse All	201 : Smooth PAD	NONE(Def.) : Mode1(-4.91dBm - +2.12dBm)
Standard 🔆 Wizard 🎯 System Data	202 : NLP Sensitivity	NONE(Def.) : Low •

Figure 31 CM 0B IP PAD Network Settings

- 1. Select SV9300 Main/Remote Unit No. accommodating SIP Trunk Channels, then click **Read** to get the current data settings.
- 2. FD=00 Enter VoIP IPPAD IP address.

FD=10 Select number of VoIP IPPAD channels.

- 3. FD=54 Select 1(Def.) : Available (to allow Fax over IP).
- 4. Click Apply.

CM 0B201>00>172.24.142.56	(Unit 01 VoIP IPPAD Address)
CM 0B201>10>32	(Unit 01 VoIP IPPAD Channels)
CM CM 0B201>54>1	(Unit 01 Allow Fax over IP)

The SV9300 must be reset in order for the changes to take effect.

2.6 SIP Trunk Port Allocation

All values shown are for example purposes only. Your actual IP values will be determined by your implementation team.

	🝞 Syst	em Data		
Search Start Within command parameters	Sys	tem Data	Read Ap	8 pply
	CM10	: SIP TRUNK REGIS	RATION [RESET]	
	ST + 1	0YY + DE + VIRTUAL POR	T NO. + DE + STATION	NO./TRUNK
- CM1X - CM10 STATION NUMBER, TRUNK NUMBE - YY=00 TDM Terminal/Trunk Registration - YY=01 IP Terminal Registration - YY=02 IPT(P2P CCIS) Registration - YY=03 SIP Trunk Registration - YY	Unit No	Virtual Port No.(for SIP trunk)	Virtual Port No.000-127 = Fo Data (For details of settin data, refer to Help)	g
		000	D001	
		001	D002	
CM13 STATION CLASS-2		002	D003	
III → CM15 SERVICE RESTRICTION CLASS	1	003	D004	
Expand All Collapse All		004		
		005		
Standard Wizard 😚 System Data		006		



- 1. Select SV9300 Main/Remote Unit No. accommodating SIP Trunk Channels, then click **Read** to get the current data settings.
- 2. Enter Trunk Numbers used for the voice channels.
- 3. Click Apply.

Unit 01 SIP Trunk Channel 1)
Unit 01 SIP Trunk Channel 2)
Unit 01 SIP Trunk Channel 3)
Unit 01 SIP Trunk Channel 4)
ו

2.7 SIP Trunk Port Settings

All values shown are for example purposes only. Your actual IP values will be determined by your implementation team.

	🝞 System Data	
Search Start	System Data	Read Apply
CM0X CM1X CM1X CM2X CM3X CM3X CM3X	CM30 : TRUNK DATA ST + 30YY + DE + TRUNK No. + DE + DATA + EXE Trunk No. 001	
CM31 MF-ANI TRUNK DATA CM35 TRUNK ROUTE DATA CM36 RESTRICTION DATA/PAD DATA F CM4K	00 : Trunk route allocation [RESET][BLADE RESET][JP TRUNK RESET] 01 : Allocation of tenants to trunks	Trunk Route No. 01: 01
Expand Al Collapse Al	02 : Terminating system in Day Mode for incoming C.O. calls 03 : Terminating system in Night Mode for incoming C.O. calls	31(Def.) : DID, Tie Line and the call which is not handled by the PBX
Standard 🔆 Wizard 🍞 System Data	۰ (m.	•

Figure 33 CM 30 SIP Trunk Port Settings

- 1. Select each Voice Channel and click the **Read** button to get the current data settings.
- 2. YY=00 Assign the same Trunk Route Number to each voice channel.

If multiple SIP trunk servers are in service, separate routes must be used for each server.

3. Click **Apply**.

Command Line Example: Route 01

CM 3000>001>01	(Voice Trunk Route Number 01)
CM 3000>002>01	(Voice Trunk Route Number 01)
CM 3000>003>01	(Voice Trunk Route Number 01)
CM 3000>004>01	(Voice Trunk Route Number 01)

	😚 System Data	
Search Start	System Data	Read Apply
⊕-CM0X ⊕-CM1X ⊕-CM2X ⊕-CM3X	CM30 : TRUNK DATA ST + 30YY + DE + TRUNK No. + DE + DATA + EXE Trunk No. 001	
CM30 TRUNK DATA CM31 MF-ANI TRUNK DATA CM35 TRUNK ROUTE DATA	34 : ISDN Local Office Code Table No.	Local Office Code Table No. 15(Def.) : Not assigned 🔹
	35 : CIC (Circuit Identification Code) used for No. 7 CCIS/SIP voice channels [RESET]	CIC 001: 001 -
• · · · · · · · · · · · · · · · · · · ·	37 : Handling of timed-out Automated Attendant call in Night Mode	15(Def.) : C.O. line release 🔹
Expand All Collapse All	40 : Terminating System in Mode A for incoming C.O. calls	31(Def.) : DID, Tie Line and the call which is not handled by the PBX
Standard 🔌 Wizard 🍞 System Data	<	

Figure 34 CM 30 SIP Trunk Port Settings (continued)

- 1. Select each Voice Channel and click the **Read** button to get the current data settings.
- 2. YY=35 Assign CIC number to each voice trunk.

CICs should be assigned in order of voice trunks (i.e. trunk 001= CIC 001, trunk 002=CIC 002 ...).

For each SIP trunk server CICs will start at 001 (i.e. SIP trunk server 1 uses CICs 001, 002, ... and SIP trunk server 2 will use CICs 001, 002, ...).

3. Click Apply.

Command Line Example:

CM 3035>001>001	(Assign CIC to Channel 1)
CM 3035>002>002	(Assign CIC to Channel 2)
CM 3035>003>003	(Assign CIC to Channel 3)
CM 3035>004>004	(Assign CIC to Channel 4)

2.8 **SIP Trunk Route Settings**

	😚 System Data	
Vithin command parameters	System Data	Read Apply
< <u> </u>	CM35 : TRUNK ROUTE DATA ST + 35YYY + DE + TRUNK ROUTE + DE + DATA + EXE	
CM0X CM1X CM1X CM2X CM2X CM2X	Trunk Route No. 01	
CM30 TRUNK DATA CM31 MF-ANI TRUNK DATA CM35 TRUNK ROUTE DATA CM35 TRUNK ROUTE DATA	001 : Dialing signal type (BLADE RESET) 002 : Call direction	2(Def.) : [Incoming] DP/DTMF / [Outgoing] DTMF 3(Def.) : Bothway trunk
- YYY=1XX - YYY=2XX	003 : Trunk name no. / Local Office Code table no. used for tandem connection (for MFC Signaling on DOD/Enhanced 911)	Trunk Name / Local Office Code Table No. [15(Def.) : Kind of trunk route assigned by CM35 YYY=000 is displ
- YYY=30X - YYY=900 Default Settings	004 : Answer signal from distant office for outgoing connection	2 : Answer signal arrives (Tie line/ISDN/CCIS/SIP)
- CM36 RESTRICTION DATA/PAD DATA FOR	005 : Release signal from distant office for outgoing connection or incoming connection	🔘 0 : Release signal does not arrive (Ground Start/Loop Start C.O. Ine without Release signal) () 1(Def.) : R
0.7MEV	008 : Sending dial pulse on outgoing call	3(Def.) : Dial pulses are sent out (C.O. line/Tie line/Radio Paging)
Expand Al Collapse Al	009 : Incoming connection signaling [BLADE RESET]	03 : Wink Start/CCIS/SIP
Standard 🔌 Wizard 🍞 System Data	010 : 2nd DT sending on call termination	○ 0 : 2nd DT is not sent (DID, etc.) ③ 1(Def.) : 2nd DT is sent

All values shown are for example purposes only. Your actual IP values will be determined by your implementation team.

Figure 35 CM 35 SIP Trunk Route Settings

- 1. Select the Trunk Route Number assigned to voice channels and click the Read button to get current data settings.
- 2. YYY=000 Select 00 for SIP trunk service.
- 3. YYY=004 Select 2 for SIP trunk service.
- 4. YYY=009 Select 03 for SIP trunk service.
- 5. Click Apply.

Command Line Example:

CM 35000>01>00	(SIP Trunk Route Data: Provide SIP Service)
CM 35004>01>2	(SIP Trunk Route Data: Provide SIP Service)
CM 35009>01>03	(SIP Trunk Route Data: Provide SIP Service)

	System Data				
Search Start Within command parameters	System Dat	a		Read	Apply
	CM35 : TRUNK	ROUTE DATA			
CM0X CM1X CM2X CM2X CM3X CM3X CM3X CM3X CM3X	ST + 35YYY + DE + Trunk Route No. 01	TRUNK ROUTE + DE + DATA + EXE			
CM31 MF-ANI TRUNK DATA CM35 TRUNK ROUTE DATA CM35 TRUNK ROUTE DATA CM35 TRUNK ROUTE DATA	On an incoming call fi the distant office doe digits is to be adjuste	nd deletion at the time of a fie line incoming cai: rom a Tie line, if the number of digits arriving from es not coincide with the number, the number of ed by this data assignment.	15(Def.) : Addition/deletion is not performed.		
-YYY=DX	018 : Digit conversion	n on DID call	0 : To provide 1(Def.) : Not provided		
	020 : Sender start co	ondition [BLADE RESET]	00 : Wink Start/CCIS/SIP		
Expand All Collapse All	021 : Sender prepau	se timing	15(Def.) : 3.0 - second(s)		
🔆 Standard 🔆 Wizard 🎯 System Data	022 : Automatic live r	recording III	0 : Start automatically ightarrow 1(Def.) : Not available		*

Figure 36 CM 35 SIP Trunk Route Settings (Continued)

- 1. Select the Trunk Route Number assigned to voice channels and click the **Read** button to get current data settings.
- 2. YYY=018 Select 0 for DID digit conversion.

YYY=020 Select 00 for SIP trunk service.

3. Click **Apply**.

Command Line Example:

CM 35018>01>0 CM 35020>01>00 (SIP Trunk Route Data: Provide DID Digit Service) (SIP Trunk Route Data: Provide SIP Service)



Figure 37 CM 35 SIP Trunk Route Settings (Continued)

- 1. Select the Trunk Route Number assigned to voice channels and click the **Read** button to get current data settings.
- 2. YYY=090 Select 0 for SIP trunk service.

YYY=091 Select CCH used for SIP trunk.

CCH 00 should not be assigned for SIP trunk; P-P CCIS must used CCH 00.

Assign a different CCH to each SIP trunk server voice route.

3. Click Apply.

Command Line Example:

CM 35090>01>0	(SIP Trunk Route Data: Provide SIP Service)
CM 35091>01>01	(SIP Trunk Route Data: Assign CCH Number)



Figure 38 CM 35 SIP Trunk Route Settings (Continued)

- 1. Select the Trunk Route Number assigned to voice channels and click the **Read** button to get current data settings.
- 2. YYY=161 Enter DiffServ code in hexadecimal for SIP trunk voice packets (RTP stream).

Example: 2E = Expedited Forwarding

YYY=170 set to 0 if receiving more than 4 DID digits

YYY=171 number of digits to be converted

YYY=172 number of digits received

3. Click Apply.

Command Line Example:

CM 35161>01>2E	(SIP Trunk Route Data: SIP Control QoS DiffServ EF)
CM 35170>01>0	(Development Table 1)
CM 35171>01>15	(Default 04 Digits)
CM 35172>01>15	(Default 04 Digits)

2.9 Route to Route Connection Settings

All values shown are for example purposes only. Your actual values will be determined by your implementation team.

	🔞 System Data
Search Start	System Data 🗘 🚊
< III >>	Read Apply
	CM36 : RESTRICTION DATA/PAD DATA FOR TANDEM CONNECTION
CM0X CM1X CM1X	ST + 36Y + DE + INCOMING TRUNK ROUTE + OUTCOMING TRUNK ROUTE + DE + DATA + EXE INCOMING TRUNK ROUTE 01
⊕-CM2X ⊕-CM3X ≡	
	0 : Setting of restriction data for tandem connection 💿 0 : Allow 💿 1(Def.) : Restricted
CM35 IRCINE ROOTE DATA	1: Setting of PAD data for tandem connection PAD data from an incoming trunk route to an outgoing trunk route NONE(Def.): 0 • dB (+: Gain, -: Lo
⊕-CM4X ⊕-CM5X	PAD data from an outgoing trunk route to an incoming trunk route (NONE(Def.): 0 v dB (+: Gain, -: Lo
€-CM6X ~ ~	
Expand All Collapse All	
Standard 🔌 Wizard 🎯 System Data	۲

Figure 39 CM 36 SIP Route to Route Connection Settings

- 1. Select Incoming Trunk Route.
- 2. Select Outgoing Trunk Route and click the **Read** button to get current data settings.
- 3. Select 0 to allow route to route connection.

Allow route to route connection (i.e. SIP route to PRI route, PRI route to SIP route, and SIP route to SIP route).

4. Click Apply.

Command Line Example:

CM 360>0101>0

(Route to Route Connection)

2.10 SIP Trunk Control Channel Settings

All values shown are for example purposes only. Your actual values will be determined by your implementation team.

	🝞 System Data			
Search Start Start	System Data	Read	Apply	
	CMA7 : CCIS Channel/IP Trunk/SIP Trunk Data1 ST + A7YY + DE + COMMON CHANNEL SIGNALING HANDLE + DE + DATA + EXE COMMON CHANNEL SIGNALING HANDLE 01			
OMAS CCIS Channel(P) Trunk (SIP Trunk Data2 OMAS DISON(PRI)D-CHAINEL ASSIGNMENT OMAA DIN/BRT (PRT (CCT FLIXCITONS OMAA DIN/BRT (PRT FLIXCITONS OMAA CISON FUNCTIONS OMAA CISON FUNCTIONS OMAA CISOT FUNCTIONS OMAA CI	00 : Trunk used as Common Signaling channel Trunk No. assigned by CM10 YY=00 NONE(Def.) : No data. 01 : Originating Point Code (OPC) [RESET] Originating Point Code 00400 02 : Destination Point Code (DPC) Destination Point Code (DPC) 00401	•		î
Expand All Colapse All	03 : Centralized Biling Facility 3(Def.) : Not provided			,-

Figure 40 CM A7 SIP Trunk Control Channel Settings

1. Select CCH assigned to SIP trunk and click the **Read** button to get current data settings.

YY=01 Assign an arbitrary Originating Point Code.

- 2. The same originating point code can be used for each SIP trunk server. YY=02 Assign an arbitrary Destination Point Code.
- 3. Different destination point code must be used for each SIP trunk server.
- 4. Click Apply.

Command Line Example:

CM A701>01>00400 CM A702>01>00401 (Arbitrary Origination Point Code) (Arbitrary Destination Point Code)

	🝞 System Data		
Search Start Start	System Data		Read Apply
	CMA7 : CCIS Channel/IP Trunk/SIP Trunk Da	tal	
	ST + A7YY + DE + COMMON CHANNEL SIGNALING HAND	LE + DE + DATA + EXE	
⊕-CM8X ⊕-CM9X	COMMON CHANNEL SIGNALING HANDLE 01	-	
CMAX CMA7 CCIS Channel/IP Trunk/SIP Trunk Data CMA8 CCIS Channel/IP Trunk/SIP Trunk Data CMA8 ISDN(PRI)D-CHANNEL ASSIGNMENT	64 : Trunk seizure sequence for incoming calls	🔘 0 : By Allotter 🔘 1(Def.) : From lowest circuit no. available	1
	71 : SIP Profile No. for control packet	Profile No. for control packet 00 : 00	
CMAD CS/ZT CALLING AREA/PAD DATA ASSIGNMEN CMAE CS/ZT OPERATION DATA ASSIGNMENT CMAE VISITOOD DE DATA ASSIGNMENT	77 : Registration Status/Manual Registration Sending	O(Def.) : Not Registered 1 : Registration Complete	* Applying 0 in 2nd data, REGISTER del
B-CMBY VISITOR PS DATA ASSIGNMENT	78 : Unit of SIP Trunk Number [RESET]	Unit 01:01 -	
Expand Al Colarse Al	81: Baud rate for Common Signaling Channel	7(Def.) : 64%bps 🔹	
Standard 🔆 Wizard 🚱 System Data 📕 Command	R3 - STP Profile No. of Semandary Linit		•

Figure 41 CM A7 SIP Trunk Control Channel Settings (Continued)

- 1. Select CCH assigned to SIP trunk and click the **Read** button to get current data settings.
- 2. YY=71 Select an unused SIP Trunk Profile Number.
- 3. YY=78 Select Unit No. accommodating SIP trunk channels.
- 4. Click **Apply**.

Command Line Example:

CM A771>01>00	(SIP Trunk Profile 00)
CM A778>01>01	(Main Site Unit 01)

2.11 SIP Trunk Destination Point Code Settings

All values shown are for example purposes only. Your actual values will be determined by your implementation team.

	😵 System Data	
Search Start Start	System Data	
CM8X CM9X CM9X CM4X CM4X CM4X CM4X CM4X CM4X CM4X CM4	CMA8 : CCIS Channel/IP Trunk/SIP Trunk Data2 ST+ A8Y + DE + 1ST DATA + DE + 2ND DATA + EXE Destination Point Code (DPC) sent from distant office assigned by CMA7 YY=02 00401	
CMAA DTI/BRT/PRT/CCT PUNCTIONS	0: CCH/IP trunk/SIP trunk No. 01:01 V	
Expand Al Collapse Al	1: IP Address (aaabbbcccddd as input style)	

Figure 42 CM A8 SIP Trunk Destination Point Code Settings

- 1. Enter Destination Point Code assigned by CMA7 YY=02 and click the **Read** button to get current data settings.
- 2. Y=0 Select CCH assigned to destination point code in CMA7 YY=02.
- 3. Click Apply.

Command Line Example:

CM A80>00401>01

(Destination Point Code 00401 & CCH 01)

2.12 SIP Trunk Profile Settings

Refer to the Tie Trunk management menu in the UNIVERGE BLUE CONNECT Admin Control Panel for the Trunk registration info required for the steps below.

Trunk1			
General	Use these param	neters to set up this	SIP Tie Trunk
Users	The SIP credentials belon Controller URL	usbc.accessline.com	em in your on-premise PBX to connect
	SIP Username SIP Password	6	C Reset password
	SIP Tie Trunk ID		

Figure 43 SIP Trunk Profile Settings

File View System Edit Tools Window	Help	
Search Start	System Data	
		Read Apply
	CMBA : SIP PROFILE DATA	
< >	ST + BAYY/YYY + DE + PROFILE NO. + DE + 2ND DATA + E	KE
	Profile No. for control packet 00 V	
··· YYY=2XX ··· YYY=3XX ··· YYY=999 Default Settings		
CM36 RESTRICTION DATA/PAD DATA F	25 : Query a DNS server to get the IP Address [RESET]	D : Provide 1(Def.) : Not provided
	27: Provide session refreshment when receiving 18X. Provisional response is received again	O 0: Not provided O 1(Def.) : Provide
⊕-CM5X ⊕-CM7X	29 : Session Timer refresher kind	○ 0; uas ○ 1(Def.); uac
⊕CM8X ⊕CM9X	30 : SIP server IP Address [RESET]	SIP server IP Address (caabbbcccddd as input style)
	31 : SIP server Port No. [RESET]	SIP server Port number (NONE=05060)
CMB0 PEG COUNT CMB1 TRAFFIC MEASUREMENT	32 : Registration No. (representative no.) assignment [RESET]	(Maximum 16 digits)
CMB4 PEG COUNT OF IP NETWORK	44 : Caller ID conversion on SIP trunk call [RESET]	~
< >>		
Expand All Collapse All	45 : Setting of SIP AoR user name with character [RESET]	SIP AoR user name(Maximum 32 characters)
🔅 Standard 🜍 System Data 📗 Command	<	· · · · · · · · · · · · · · · · · · ·
		PCPro Account : admin Connection Account : Virtual PEX(Default) BIOS : System Version : SC-4839 V8.3.0

Figure 44 CM BA SIP Trunk Profile Settings (Continued)

- 1. Select SIP Trunk Profile Number assigned by CM35 YYY=091 and click the **Read** button to get current data settings.
- 2. YY=25 (Query a DNS server to get the IP Address)
- 3. YY=32 (Must have a phone number here)
- 4. YY=45 Enter SIP account Username.
- 5. Click Apply.

Account Name SV9300

CM BA25>00>0 CM BA32>00> CM BA45>00>SV9300 (Query a DNS server to get the IP Address) (Main billing number 10 digits) (SIP Account User Name)

Within command parameters	System Data	Read Apply
•	CMBA : SIP PROFILE DATA	
	ST + BAYY/YYY + DE + PROFILE NO. + DE + 2ND DATA + EX	E
	Profile No. for control packet 00	
C CH4K A		
E CMEX		
0 CM7X	52 I DTHF out-band mode for SIP trunk	03 : Out-band mode (with RPC2833) ~
E-CMIX	55 : Setting of SIP trunk identity header (RESET)	7(Def.) : No identity header v
e- CMAX	56 : Session Timer method	30xf3:Ada v
CHEX	20 - CP bunk reventration method to the CP server [0/5971]	A CONTRACTOR OF
OHE TRAFFIC MEASUREMENT		0110 register the time set by CHEA 11=/1
S CHES UCD PEG COUNT	71: Setting of SDP trunk registration expiry time to the SDP server (Effective only when YY=70 is set to 0) [RESET]	second(s) (120-8553600(99days) seconds, NOVE=3600 seconds (Ihour))
OHEAPES COUNT OF IP NETWORK OHEAPES COUNT	72 : Setting of Authentication user name when registering talheceiving from the SIP server with character code [RESET]	User name(Maximum 32 characters)
ONDE NETWORK STATISTICS ONEA SP PROPELE DATA Y	74 : Setting of Authentication password when registering to/sending from the SIP server with character code (RESET)	Password(Haximum 32 characters)
Expand Al Collapse Al	76 : Setting of SIP trunk domain name for SIPURG with character [RESET]	Domain name(Maximum 128 characters)
	<	· · ·

Figure 45 CM BA SIP Trunk Profile Settings (Continued)

- 1. Select SIP Trunk Profile Number assigned by CM35 YYY=091 and click the **Read** button to get current data settings.
- 2. YY=52 Select 03 for out of band DTMF (RFC2833).
- 3. YY=70 Select SIP registration method.
- YY=72 Enter SIP trunk account Username from the Tie Trunk management menu in UNIVERGE BLUE CONNECT Admin Control Panel.
- YY=74 Enter SIP trunk account password from the Tie Trunk management menu in UNIVERGE BLUE CONNECT Admin Control Panel.
- YY=76 Enter SIP trunk domain name when querying DNS server. (use Controller URL from the Tie Trunk management menu in the UNIVERGE BLUE CONNECT Admin Control Panel).
- 7. Click Apply.

Command Line Example:

CM BA52>00>03 CM BA55>00>7(Def) CM BA70>00>0 CM BA72>00>SV9300 CM BA74>00>Password CM BA76>00>Domain (Out of Band DTMF RFC2833) (No Identity Header) (Registration Required) (SIP Trunk Account User Name) (SIP Trunk Account Password) (Server Domain Name)

Within command parameters	System Data			Read Apply	
CHAX CHAX CHAX CHIX CHIX	CMBA : SIP PROFILE DATA ST + BAYY/YYY + DE + PROFILE NO. + DE + 2ND DATA + EXE Profile No. for control packet 00 v				
B- CMES PEG COUNT B- CMES NETWORK STATISTICS	92 : Setting of the display name,luser name for From Header [RESET] 93 : Setting of the Fully Qualified Domain Name (PODN) for SIP server	3(Def.) : Display name: Calle	r ID following CMEA YY=44, User nam	ne: Caller ID following CHBA YY=44	^
ONEA SOP PROPILE DATA	with character [RESET] 97 : Error response code when the system receives the incoming call.	2Def.): 503 Service Linava	lable v		-
Factoria All	but all CP trucks are busy	. destroy . were not rear as an			

Figure 46 CM BA SIP Trunk Profile Settings (Continued)

1. Select SIP Trunk Profile Number assigned by CM35 YYY=091 and click the **Read** button to get current data settings.

YY=93 Enter SIP trunk account domain when querying DNS server. (use **Controller URL** from the Tie Trunk management menu in the UNIVERGE BLUE CONNECT Admin Control Panel).

YY=97 Select response message when all trunks are busy.

2. Click Apply.

Command Line Example:

CM BA93>00>2(domain when querying DNS server)CM BA97>00>1(SIP response when all trunks are busy: 488
Busy Here)

	😚 System Data CMBA	
Search Start	System Data	Read Appiy
<	CMBA : SIP PROFILE DATA ST + BAYY/YYY + DE + PROFILE NO. + DE + 2ND DATA + EX Profile No. for control packet	Æ
E- CMAX E- CMEX E- CMEX E- CME0 PEG COUNT	INVITE when the calling number is not informed.	
- CMB1 TRAFFIC MEASUREMENT - CMB3 UCD PEG COUNT - CMB4 PEG COUNT - CMB4 PEG COUNT CE TRINETWORK	126 : Selection of reference to coller ID 127 : Selection of reply for re-INVITE SDP which has unsupported	0 : Get caller ID from the Usernome field if the Displayname field of the From header of initial IN/ITE message 3(Def.) : Beelv with SIP status 2000K which contains the answer for each media type.
CINDEPED COUNT CINDEPED COUN	media only. 128 : Payload type of Out-band DTMF (RFC2833)	Payload type NONE(Def.): 101 V
	132 : Whether providing an alternative routing when receiving the 480 Temporarily Unavailable [SV9300 V3]	O 1 : Not provided () 1(Def.) : To provide
YYY=1XX ⊕-CMBC SIP CONVERTER/SP350 DATA AS:	134 : Selection of contact address after SIP 407-status. 135 : Selection of called number.	1(Def.): Contact to address of 'Contact header' of SIP 407-status from next SIP message.
	138 : SIP-TRK Location No.	NONE(Def.) : As per CM08 YYY-DX>10
< >	139 : Global IP Address for VoIPDB by NAT, when using SIP multi carrier [RESET]	173172008188 (asabbbcccddd as input style)
Expand Al Collapse Al	header <	U : Available () I(Uct.) : Notavailable
	2	PCPro Account : admin Connection Account : Virtual PBX(Default) BIOS : System Version : SC-4839 V8.3.0

Figure 47 CM BA SIP Trunk Profile Settings (Continued)

- 1. Select SIP Trunk Profile Number assigned by CM35 YYY=091 and click the **Read** button to get current data settings.
- 2. YY=126 Select 0 to receive CID from the Username field if the display name field is blank in the initial invite.
- 3. Click Apply.

Command Line Example:

CM BA126>00>0

(Receiving Caller ID Reference)

File View System Edit Tools Window	Help	
	🗊 System Data CMBA	
Search Start Start	System Data	C 2 Read Apply
		r
	Profile No. for control packet 00 V	E
< >		
	139 : Global IP Address for VoIPDB by NAT, when using SIP multi carrier [RESET]	(aaabbbccccddd as input style)
··· YYY=DXX	140 : Caling party number delimited depending on semicolon of From header	0 : Available 💿 1(Def.) : Not available
YYY-3XX	141 : Cal Transfer(Unattended/Attended) operation for SIP Trunk	0 : Provide () 1(Def.) : Not provided
	142 : Domain name for Request-URI/To header	○ 0 : As per CMBA YY = 76 ④ 1(Def.) : As per CMBA YY = 93
ter CM4X ter CM5X ter CM5X	146 : Resend INVITE message to a cal before alternative routing because of sending time-out. [SV9300 V3]	○ 0 : To stop ④ 1(Def.) : To continue
E CM7X E CM8X	148 : Whether providing an alternative routing when receiving the 503 Service Unavailable [SV9300 V3]	○ 0 : Not provided ④ 1(Def.) : To provide
E-CM9X	150 : Double quote of gop in the Authorization header field	0 : Not provided () 1(Def.) : To provide
CMB0 PEG COUNT	151 : The response message when receiving INVITE no SDP in HOLD state (3PCC support) [SV9300 V3]	○ 0:200 OK (SDP Offer) ④ 1(Def.):200 OK (C=0)
CMB 1 TRAFFIC MEASUREMENT OMB3 UCD PEG COUNT	157 : Setting of from header/contact header for REGISTER message	0 : As per CMBA YY =45
CMB4PEG COUNT OF IP NETWORK	158 : Register resend variable timer when Register sending fails	NONE(Dcf.) : 3 \sim minutes
CMB6 NETWORK STATISTICS	159 : Caler ID of Identity header [RESET]	3(Def.) : As per CM8A5xxx 1st=176 and CMBA YY =44 $ \checkmark$
YY=04-45	160 : Caller ID conversion in SIP trunk tandem connection	15(Def.) : Not informed V For Tandem Connection
YYY=DXX		INCOMING CALLING CMBA
. CMEC SIP CONVERTER/SP350 DATA AS:		Not informed Not inf
E CMDX		
< >>	170 : Selection of reference to caller ID [SV9300 V4]	15(Def.) : As per CMBA YY=126 \checkmark
Expand All Collapse Al	177 : Setting of username for To header of REGISTER message	7(Def.) : As per CMBA YY=92 V
🗱 Standard 🌘 System Data 📕 Command		
		PCPro Account : admin Connection Account : Virtual PBX(Default) BIOS : System Version : SC-4839 V8.3.

Figure 48 CM BA SIP Trunk Profile Settings (Continued)

- 1. Select SIP Trunk Profile Number assigned by CM35 YYY=091 and click the **Read** button to get current data settings.
- 2. YY=139 Enter global IP address when more than 1 SIP trunk profile is used.

If only one SIP trunk profile is used, enter global IP Address in CM0B YY=101>70.

- 3. YY=157 Setting of from header/contact header for REGISTER message.
- 4. YY=160 Select Caller ID format for SIP trunk tandem connection.
- 5. Click Apply.

Command Line Example:

CM BA139>00>066137132001	(Global IP Address)
CM BA157>00>0	(Setting of from header/contact header for REGISTER
	message)
CM BA160>00>01	(Tandem Conversion Mode 1)

2.13 DID Digit Conversion Settings

All values shown are for example purposes only. Your actual values will be determined by your implementation team.

	A alacen aam		
Search Start	System Data	C 2. Read Apply	
CM3X CM30 TRUNK DATA CM30 TRUNK DATA CM30 TRUNK DATA CM30 TRUNK DATA	CM35 : TRUNK ROUTE DATA ST + 35YYY + DE + TRUNK ROUTE + DE + DATA + EXE Trunk Route No. 01		
	169 : Sending Switch Hook Flash for Adjunct Analog System	○ 0 : To send	^
- YYY=2XX - YYY=3XX - YYY=999 Default Settings - OM36 RESTRICTION DATA/PAD DATA F TOM5Y	170 : DID Development Table 171 : Number of digits to be converted on DID for Development Table 1 172 : Number of digits to be received for Development Table 1	 0 : Development Table 1	
Expand All Collapse All	173 : Call Forwarding-All Calls on Attendant Overflow	0 : Available () 1(Def.) : Not available	E
Standard Wizard 😚 System Data	174 : CID Call Routing for non-DID on ISDN, Caller ID	3(Def.) : Not provided	•

Figure 49 CM 35 DID Digit Conversion Settings

1. Select the Trunk Route Number assigned to voice channels and click the Read button to get current data settings.

YYY=170 Select 0 to use DID Development Table 1.

YYY=171 Select the number of digits to be converted. YYY=172 Select the number of digits received.

2. Click Apply.

Command Line Example:

CM 35170>01>0	(DID Development Table 1)
CM 35171>01>15	(Default: 04 Digits)
CM 35172>01>15	(Default: 04 Digits)

	👽 System Data	
Within command parameters	System Data	Read Apply
	CM76 : DIGIT CONVERSION ON DID CALL ST + 76YY + DE + DID No. + DE + 2ND DATA + EXE	
CM7X CM71 MEMORY ALLOCATION FOR NUMBER OF SENDING DESTINATION CM72 STORED NUMBER OF SENDING DESTINATION CM73 MEMORY ALLOCATION FOR SPEED DIALING CM74 STORED NUMBER FOR STATION SPEED DIALING CM74 STORED NUMBER FOR STATION SPEED DIALING CM75 DIGIT CONVERSION ON DID CALL CM76 DIGIT CONVERSION CONVERSION ON DID CALL CM76 DIGIT CONVERSION ON DID CALL CM76 DIGIT CONVERSION CONVERSIO	DID No. 4567 90 : Number Conversion Block No. for Development Table 1	Number Conversion Block No. 000
- YY=01-23, 26-41, 45-73 Number Conversion Block No. Settings - YY=24 DID Name - YY=90 Number Conversion Block No. for Development Table 1 - YY=90 Number Conversion Block No. for Development Table 1 - YY=99 Registered DID Number Display - CM77 NAME ASSIGNMENT - CM77 PARKED ASSIGNMENT - CM77 PAR		
CONSCIENTION OF SELF CALL PORTAGUNG COMBX Expand All Collapse All Collapse All Collapse All Collapse All		

Figure 50 CM 76 DID Digit Conversion Settings (Continued)

- 1. Enter DID digits to be converted and click the **Read** button to get current data settings.
- 2. Enter DID conversion block number.
- 3. Click **Apply**.

Command Line Example:

CM 7690>4567>000

(DID 214-555-4567/Conversion Block 000)

	😚 System Data	
Search Start Start Start	System Data	Read Apply
GOVERNMENT ALLOCATION FOR SPEED DIALING GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL GOVERNMENT ON DID CALL	CM76 : DIGIT CONVERSION ON DID CALL ST + 76YY + DE + BLOCK No. + DE + 2ND DATA + EXE Number Conversion Block No. 000	
YY=01-23, 26-41, 45-73 Number Conversion Block No. Settings YY=24 DID Name YY=90 Number Conversion Block No. for Development Table 1 YY=99 Registered DID Number Display OH77 NAME ASSIGNMENT	01 : For Day Mode 02 : For Night Mode	2000 Station number to be terminated / Change terminating system to Station number to be terminated / Change terminating system to
Collapse All Coll	03 : For Mode A 04 : For Mode B	Station number to be terminated / Change terminating system to Station number to be terminated / Change terminating system to

Figure 51 CM 76 DID Digit Conversion Settings (Continued)

- 1. Enter DID conversion block number and click the **Read** button to get current data settings.
- 2. YY=01~04 Enter DID destination for the required system modes.
- 3. Click Apply.

Command Line Example:

CM 7601>0000>2000 (Conversion Block 000/Destination Stn. 2000)

2.14 Caller ID Display

All values shown are for example purposes only. Your actual values will be determined by your implementation team.

	😵 System Data
Search Start	System Data
CM05 BLADE DATA ON08 BASIC SERVICES I - ist=000 E	CM08 : BASIC SERVICES ST + 08 + DE + BASIC SERVICE FEATURE + DE + DATA + EXE
- 1st=10X - 1st=20X - 1st=20X	378 : Centralized Billing-CCIS for Local Office 💿 0 : To provide (for Local Office) 🐵 1(Def.) : Not provided (for Center Office)
	379 : Maximum number of dialed digits sent to the CCIS / When a call 0 : 15 digits / Not provided 0 : 1(Def.) : 24 digits / To provide is terminated via CCIS/SIP, whether Caller ID Display/Name Display (Attendant Called/Calling Name Display) is provided for the called station.
Expand All Collapse All	380 : Interval of ringer until detecting a ringing frequency from the 💿 0 : As per CM08>381 (a) 1(Def.) : As per CM35 YYY=033 main PEX or Centure. Ringing is sent from Multiline Terminal until detection of the ringing frequency.
🔅 Standard 📉 Wizard 🎯 System Data 🔳 Command	· · · · · · · · · · · · · · · · · · ·

Figure 52 CM 08 Caller ID Display

- 1. Click the **Read** button to get the current settings.
- 2. FD=379 Select 1 to provide Caller ID display.
- 3. Click Apply.

Command Line Example:

CM 08>379>1

(Default: Provide Caller ID Display)

	😚 System Data
Search Start Start	System Data
-CM08 BASIC SERVICES - Ist=00X - Ist=00X - Ist=20X - Ist=30X - Ist=30X - Ist=0X - Ist=0X	CM08 : BASIC SERVICES ST + 08 + DE + BASIC SERVICE FEATURE + DE + DATA + EXE 600 : Selection of trunk route seized for Call Forwarding-All Calls/Busy Line/No Answer-Outside, Split Call Forwarding-All Calls/Busy Line/No Answer-Outside 602 : Reset of Queue Limit counter for TAS per tenant © 0 : Not provided @ 1(Def.) : To provide
List=600 List=700 Expand All Collapse All	603 : Send calling station No. or Calling party number to the analog telephone for Caller ID-Station when an incoming call terminates via CCIS/SIP Trunk Image: CCIS/SIP Trunk 606 : Link Reconnect-CCIS 0 : Not provided @ 1(Def.) : To provide Image: CCIS/SIP Trunk Image: CCIS/SIP Trunk

Figure 53 CM 08 Caller ID Display (Continued)

- 1. Click the **Read** button to get the current settings.
- 2. FD=603 Select 0 to provide Caller ID display.
- 3. Click **Apply**.

Command Line Example:

CM 08>603>0

(Caller ID Display on Analog Terminal)

	😚 System Data	
Search Start	System Data	Read Apply
	CM15 : SERVICE RESTRICTION CLASS A	
CM1X CM10 STATION NUMBER, TRUNK CM11 VIRTUAL LINE NUMBER CM12 STATION CLASS-1	ST + 15YYY + DE + SERVICE RESTRICTION CLASS A/B/C / CH/ SERVICE RESTRICTION CLASS 15	ARGING STATION + DE + DATA + EXE
CM13 STATION CLASS-2 CM15 SERVICE RESTRICTION QL Service Restriction Class A Service Restriction Class B	other 231 : Change Power ON/OFF for Multiline Terminal Power Saving	○ 0 : Allow ④ 1(Def.) : Restricted
- Service Restriction Class C	232 : Select Trunk Restriction Class from Speed Dialing	🔘 0 : As per Trunk Restriction Class for Station(CM12 YY=01) 💿 1(Def.) : As per Trunk Restriction Class for Syste
< · · · · · · · · · · · · · · · · · · ·	400 : Displaying pattern of Caller ID on the LCD of Multiline Terminal before answering or after answering a trunk call	7(Def.) : To display calling number on upper line of LCD, calling name on middle line of LCD v
Expand All Collapse All	401: Entry of Authorization Code,Forced Account Code after dialing an LCR access code and desired number	7(Def.) : Restricted

Figure 54 CM 15 Caller ID Display (Continued)

- 1. Select station Service Restriction Class A and click **Read** to get the current data settings.
- 2. YYY=400 Select 1 or 7 to display both name and number simultaneously.
- 3. Click **Apply**.

Command Line Example:

CM 15400>15>7

(Default: Caller ID Number on Upper Line/Name on Middle Line)

	😚 System Data	
Search Start	System Data	🛟 🏯 Read Apply
< III >	CM8A : LCR/TOLL RESTRICTION DEVELOPMENT ST + 8AYYYY + 1ST DATA + DE + 2ND DATA + EXE TR/LCR Pattern No. 5000	TABLE
- CM8A LCR/TOLL RESTRICTION D	176 : Calino party number sent from ISON / Calino party number sent	
YYYY=0000 Route Pattern YYYY=0000 Tenant Pattern YYYY=2000 Time Pattern	from SIP Trunk 177 : Sharing LCR Pattern No. with alternative routing	15(Def.): 15 (Por oetails or setting data, refer to Hep) 0: To provide (As per CM8A YYYY=5000-5255>178) 1(Def.): Not provided (As per CM8A YYYY=5000-5255)
- YYYY = 3000 Date Pattern - YYYY = 4010 Operator Call Co - YYYY = 5000 TR/CR Pattern - YYYY = 5000 5004 6 -4001 Tall	178 : Designation of Digit Addition Pattern No. [See YYYY=5000-5255] 179 : Profile number for SIP Trunk	Digit Addition Pattern No. NONE(Def.) : No digit addition Profile number NONE(Def.) : As per CMA7 YY=71
— YYYY=8050-8099 6-digit Pref — YYYY=9XXX Digit Addition Pat ^Ⅲ	180 : Origination of a call by pressing [#] key	0 : To provide (Def.) : Not provided
CM88 TOLL RESTRICTION FOR C CM9X G-CM9X	181 : Setting of Data-Conference Features and Instant Message	O : Restricted (I) : Allowed
	182 : Level diagram group number	Level diagram group number NONE(Def.): As per CM35 YYY=300
	185 : DTMF inband mode for VoIPD8	NONE(Def.) : As per CM08201-250>121
Expand All Collapse All	186 : Calling party number sent from SIP Trunk	[03 : As per CM12 YY=51
Command		

Figure 55 CM 8A Caller ID Display (Continued)

- 1. Select station SIP Trunk LCR Pattern No. and click **Read** to get the current data settings.
- 2. FD=176 Select 15 to follow CM 8A5xxx>186 setting.
- 3. FD=183 Select 00 to send calling party name.
- 4. FD=186 Select calling party number sending option.
- 5. Click Apply.

command Line Example:

CM 8A5000>176>15 CM 8A5000>183>00 CM 8A5000>186>03 (Default: Follow CM 8Axxx>186 Setting) (Send Calling Party Name Assigned to CM77 Y=1) (Send Calling Party Number Assigned to CM12 YY=51)

SECTION 3 INITIAL TESTING AND TROUBLESHOOTING

To confirm that the system is correctly set, perform the following tests:

If you run into an issue with any of these tests, refer to the Table 2 Troubleshooting Guide on the next page.

- 1. Test an outgoing call to a local number. Check for ringback, 2-way audio and quality.
- 2. Test an outgoing call to a long distance number. Check for ringback, 2-way audio and quality.
- 3. Test an outgoing call to an international number. Check for ringback, 2-way audio and quality.
- 4. Test an outgoing call lasting more than 15 minutes.
- 5. Test multiple call concurrences on outgoing calls. Setup multiple calls to PSTN.
- 6. Test an outgoing call to an Operator '0'.
- 7. Test an outgoing call to directory assistance **411**.
- 8. Test a 911 call.

Identify to the operator that this is a TEST!

- 9. Test an incoming call to an internal DID. Check for ringback, 2-way audio and quality.
- 10. Test an incoming call to an auto-attendant. Check DTMF and audio quality.
- 11. Test transferring calls off-site.
- 12. Test an outgoing call to an auto-attendant and verify DTMF.

Table 2	Troubleshooting	Guide
	nousiconcoung	Galao

Issue	Cause	Remedy
No Calls IN/Out	 Router Configuration 	 Check Router Configuration
	 NEC Configuration 	 Check NEC Configuration
	 Unqualified IP Address 	 Note WAN IP Address and Contact Provider
No Calls Out	 NEC Configuration 	 Check NEC Configuration
No Calls Out	 Unqualified IP Address 	O Note WAN IP Address and Contact Provider
No Calls In	 NEC Configuration 	 Check NEC Configuration
	 Unqualified IP Address 	 Note WAN IP Address and Contact Provider
One-Way Audio	 NEC Configuration 	 Check NEC Configuration
Echo	 Excessive Delay 	 Check LAN and WAN for high latency
	 Echo Cancellation Issue 	 Check Echo settings and/or consult SIP trunk provider.
Call Dropping	 Internet Access Issues 	 Call Internet Access Provider
	 Extreme Latency on LAN 	 Check Latency on LAN
	○ SIP issue	 Contact Provider
Static or HUM on Phones	 Power issue 	 Check power if using AC, should not be issue in PoE
Missing Parts of Words	 Packet Loss or Latency on LAN 	○ Check LAN
	 Packet Loss or Latency on WAN 	• Check with Internet Access Provider
	 Jitter Buffer Configuration 	 Check with NEC

Command Line Example:

CM 0B101>00>172.24.142.55	(Unit 01 VoIP Address)
CM 0B101>01>255.255.255.0	(Unit 01 VoIP Subnet)
CM 0B101>02>172.24.142.1	(Unit 01 VoIP Default GW)
CM 0B101>10>NONE	(Default: Location 00)
CM 0B101>36>NONE	(Default: SIP Trunk Port 5060)
CM 0B101>60>151.164.1.8	(Unit 01 Primary DNS Server Address)
CM 0B101>61>151.164.11.201	(Unit 01 Secondary DNS Server Address)
CM 0B101>70>66.137.132.162	(Unit 01 Global IP Address)
CM 0B201>00>172.24.142.56	(Unit 01 VoIP IPPAD Address)
CM 0B101>10>32	(Unit 01 VoIP IPPAD Channels)
CM 0B101>50>1	(Unit 01 Allow Fax over IP)
CM 1003>01000>D001	(Unit 01 SIP Trunk Channel 1)
CM 1003>01001>D002	Unit 01 SIP Trunk Channel 2)
CM 1003>01002>D003	(Unit 01 SIP Trunk Channel 3)
CM 1003>01003>D004	(Unit 01 SIP Trunk Channel 4)
CM 3000>001>01	(Voice Trunk Route Number 01)
CM 3000>002>01	(Voice Trunk Route Number 01)
CM 3000>003>01	(Voice Trunk Route Number 01)
CM 3000>004>01	(Voice Trunk Route Number 01)
CM 3035>001>001	(Assign CIC to Channel 1)
CM 3035>002>002	(Assign CIC to Channel 2)
CM 3035>003>003	(Assign CIC to Channel 3)
CM 3035>004>004	(Assign CIC to Channel 4)
CM 35000>01>00	(SIP Trunk Route Data: Provide SIP Service)
CM 35004>01>2	(SIP Trunk Route Data: Provide SIP Service)
CM 35009>01>03	(SIP Trunk Route Data: Provide SIP Service)
CM 35018>01>0	(SIP Trunk Route Data: Provide DID Digit Conversion)
CM 35020>01>00	(SIP Trunk Route Data: Provide SIP Service)
CM 35090>01>0	(SIP Trunk Route Data: Provide SIP Service)
CM 35091>01>01	(SIP Trunk Route Data: Assign CCH Number)
CM 35161>01>2E	(SIP Trunk Route Data: SIP Control QoS DiffServ EF)
CM 35170>01>0	(DID Development Table 1)
CM 35171>01>15	(Default: 04 Digits)
CM 35172>01>15	(Default: 04 Digits)
CM 360>0101>0	(Route to Route Connection)
CM A701>01>00400	(Arbitrary Origination Point Code)
CM A702>01>00401	(Arbitrary Destination Point Code)
CM A771>01>00	(Assign SIP Trunk Profile Number)
CM A778>01>01	(Assign SV9300 Unit Number with SIP Trunk Channels)
CM A80>00401>01	(Destination Point Code 00401 & CCH 01)
CM BA25>00>0	(Query a DNS server to get the IP Address)
CM BA30>00>	(SIP server IP address)
CM BA31>00>05060	(SIP server port)
CM BA32>00>	(Must have a phone number in this command)
CM BA45>00>	(SIP Account User Name)
CM BA52>00>03	(Out of Band DTMF RFC2833)
CM BA70>00>0	(Registration Required)
CM BA72>00>	(SIP trunk account user name)
CM BA74>00>Password	(SIP trunk account password)
CM BA76>00>Domain	(Server Domain Name)

CM BA93>00>2	(Domain when querying DNS server same as BA76)
CM BA97>00>1	(SIP response when all trunks are busy:
	488 Busy Here)
CM BA126>00>0	(Receiving Caller ID Reference)
CM BA139>00>	(Global IP Address/WAN for NAT)
CM BA157>00>0	(Setting of the form header for Register message)
CM BA160>00>01	(Tandem Conversion Mode 1)
CM 7690>4567>000	(DID 214-555-4567/Conversion Block 000)
CM 7601>000>000	(Conversion Block 000/Destination Stn.4XX)
CM 08>379>1	(Default: Provide Caller ID Display)
CM 08>603>0	(Caller ID Display on Analog Terminal)
CM 15400>15>7	(Default: Caller ID Number on Upper Line/ Name on
	Middle Line)
CM 8A5000>176>15	(Default: Follow CM 8A5xxx>186 Setting)
CM 8A5000>183>00	(Send Calling Party Name Assigned To CM77 Y=1)
CM 8A5000>186>03	(Send Calling Party Number Assigned to CM12 YY=51)

To setup Mobility Access do the following:

Mobility Access will require the following commands to ring the desk and cloud terminal at the same time:

A mobility access license is required for each cloud extension used in the system.

This is just an example; my test bed is using the following:

Trunk route 01 for sip tie lines from the above programming.

Cloud terminals are 4XX series extensions.

Desk extensions are 5XX series.

Access code of 8 to get to the sip tie line route.

CM 08>1026>0 station base

CM 200>8>A127

CM 8AA000>1>4006

CM 8A4006>4>0000

CM 8A0000>1>00001

CM 856>4>04

(Area Code Development Pattern No 6) (Route Pattern 000)

(LCR Group 1)

(Route Pattern 000/Trunk Route)

(Max digits dialed)

CM 6410>01>8	(Tenant 01/ Trunk access code for Call Forwarding in Mobility Access mode)
CME650>5XX>4XX	(Link desk extension to cloud extension)
CM 1277>5XX>0	(Desk extension turn on Dual Ringing)
CM 1288>5XX>0	(Mobility Access available)
CM 410>162>02	(Dual Ring start timer set to 2 seconds)

CONNECT BRIDGE with PBX Integration

SECTION 1 SUPPORTED FUNCTIONALITY

Account Setup

1. Control Panel UI to create Tie trunks

Tie Trunk Configuration

- 1. BRIDGE integrates with NEC PBX via a SIP Tie Trunk
- 2. BRIDGE allows multiple PBX to be connected to the same account.
- 3. Tie Trunk allows assigning of Users, which converts them into Trunk Users.
- 4. Tie Trunk allows programming of Cloud Extension, which is used by the NEC PBX to route inbound calls to the User over the Tie Trunk.
- 5. Tie Trunk allows programming of Premise Extensions, which are non-User dialable extensions on the NEC PBX.
- 6. Tie Trunk supports Codec priority selection.
- 7. Tie Trunk supports up to 1000 concurrent phone calls.
- 8. Tie Trunk supports addition of a trunk access code to outbound PSTN calls.
- 9. Tie Trunk allows configuration of Trunk User outbound PSTN caller ID.

Dialing

- 1. BRIDGE allows Ext to Ext dialing:
 - a Between Users on the BRIDGE account
 - b Between BRIDGE and PBX Users
 - c Between PBX users
- 2. BRIDGE allows PSTN dialing via the PBX's PSTN connection:
 - a Pure PBX Users dial PSTN numbers over the PBX's PSTN connection
 - b Trunk Users dial PSTN numbers over the PBX's PSTN connection

A-1



- 3. BRIDGE supports the following countries / Dial Plans:
 - a North America (NANP)
 - b UK
 - c NL
 - d DE
 - e IT
 - f AUS
 - g JP
- 4. BRIDGE supports 3 to 6-digit extension ranges.

Calling Features

- 1. BRIDGE supports the use of Call Forwarding and can route forwarded calls.
- 2. BRIDGE supports the use of Conferencing and can route conferenced calls.
- 3. BRIDGE supports the use of Park between UNIVERGE BLUE desktop and mobile applications.
- 4. BRIDGE supports the use of Park between NEC terminals.
- 5. BRIDGE supports voicemails on the UNIVERGE BLUE side of the solution
- 6. BRIDGE supports the sending of caller ID, and will send an extension number for internal calls, and an E.164 formatted phone number for outbound PSTN calls.
- 7. BRIDGE supports passing caller ID name (CNAM) on calls.
- 8. BRIDGE supports Call Flip between the UB applications.
- 9. BRIDGE supports Call History on the NEC terminal, and in the UB applications.

Desktop Application

- 1. BRIDGE allows Trunk Users to make and receive calls to NEC PBX extensions over the Tie Trunk.
- 2. BRIDGE allows Trunk Users to dial PSTN numbers over the Tie Trunk and over the NEC PBX connection.

Mobile Application

1. BRIDGE allows Trunk Users to make and receive calls to NEC PBX extensions over the Tie Trunk.



2. BRIDGE allows Trunk Users to dial PSTN numbers over the Tie Trunk and over the NEC PBX connection.

SECTION 2 LIMITATIONS

Account Setup

1. 5000 User limit per BRIDGE account.

Tie Trunk Configuration

- 1. BRIDGE only integrates with 4 NEC PBX currently:
 - a SV9100
 - b SV9300
 - c SV9500
 - d 3C
- 2. BRIDGE will soon integrate with:
 - a SIP@Net
- 3. BRIDGE will not currently integrate with:
 - a SL2100
 - b Any other PBX or SIP gateway device

Dialing

- 1. BRIDGE requires all PBX to be connected to the same account to have the same Ext length.
- 2. BRIDGE only supports 7 dial plans currently and thus can only be sold in those 7 countries, although many EMEA countries use essentially the same dial plans so there is likely more potential there for expansion.
- 3. Calling any Trunk User from within the Bridge account (from any of the applications) will result in a **looping** call across the Tie Trunk, where the call that is sent to ring the Trunk User's NEC terminal is sent back across the Tie Trunk, resulting in 2 inbound calls occurring on the Trunk User's applications.

NOTE: This limitation is removed from SV9300 system software v9.2.1 or higher.

4. Bridge only supports 3-6-digit extensions. PBX requiring 7 or 8-digit extensions cannot currently be supported.



5. If the NEC PBX terminal is offline, inbound calls fail to a busy signal and will not ring on the UB applications.



- 6. If both UB applications are offline, and the User has never signed into the Mobile application, inbound calls will go immediately to voicemail on the Bridge side.
- 7. * and # codes dialed within the UB applications will not send across the Tie Trunk to the PBX, so features such as Call Forwarding can't be enabled or disabled on the PBX side from the UB applications.

Calling Features

- 1. Bridge currently cannot park and retrieve phone calls across the Tie Trunk between platforms.
- 2. Bridge currently requires voicemail to be disabled on the NEC PBX.
- 3. Some PBX (SV9500) require additional programming to handle being sent a PSTN phone number instead of an extension number on outbound calls to the PSTN.
- 4. Inbound calls will fail if the NEC PBX terminal (on the SV9100 at least) if the terminal is not actively registered. Calls will not proceed across the Tie Trunk to the applications.
- 5. Inbound calls will go immediately to voicemail if the Trunk User does not have at least one UB application actively registered. The call may ring on the PBX terminal very briefly but that's it.
- 6. When the remote side of a call with a Trunk User hangs up first, it's common (on the SV9100) to hear dial tone. This also happens when the remote side leaves a voicemail. The voicemail ends with 30 seconds of dial tone.
- 7. * and # codes do not send from the Bridge account across the Tie Trunk, as the UB HPBX has its own * and # codes, and upon detection, attempts to determine what to do with those commands.
- 8. Call Flip does not work across the Tie Trunk from the applications to the NEC terminal, and vice versa.
- 9. Call History does not record calls occurring on the other side of the Tie Trunk. Calls placed from the UB applications will not register a call in the history on the NEC terminal. Calls placed from the NEC terminal will not register a call in the history on the UB applications.
- 10. Some PBX (at least SV9100) do not support sending CNAM across the Tie Trunk, so no CNAM appears on inbound phone calls in the applications.

Desktop Application

1. Calls made from the NEC terminal will not display in the applications' call history.



Mobile Application

1. Calls made from the NEC terminal will not display in the applications' call history.


Issue 2.0

