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SIP Trunking using the EdgeMarc Network Services Gateway and the ShoreTel PBX 19.6.4400.

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1 Overview

The purpose of this configuration guide is to describe the steps needed to configure the ShoreTel PBX for proper operation in a SIP Trunking application with the e-SBC EdgeMarc. Please note that this guide documents the basic configuration needed in the ShoreTel PBX and that the requirements of specific SIP Trunking environments may require modifications to the configuration steps provided in this document.

2 Prerequisites

SIP Trunking information provided by the VoIP service provider:

- SIP proxy server IP address or DNS name.
- Trunking Direct Inward Dial (DID) phone numbers
 - Calls to the Trunking DID(s) are forwarded from the service provider to the wide area network (WAN) IP address of the EdgeMarc. There may be a single "Pilot" phone number used for all inbound calls and/or multiple DIDs depending on the service provider settings.
- SIP authentication credentials (optional)
 - Some SIP Trunking service providers require a unique username and password to be supplied for IP PBX registrations and/or SIP signaling using P-Asserted-Identity (RFC 3325). This configuration guide provides the configuration steps for both PBX registration and static or non-registration modes of PBX operation.

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3 Network Topology



Figure 1 Test Set up

The PBX in the above network topology represents the PBX that is connected via its LAN port to the LAN port of the EdgeMarc Network Services gateway.

| Table 1 – PBX Informatio | n |
|--------------------------|---|
|--------------------------|---|

| Manufacturer: | ShoreTel | | | | |
|---|--|--|--|--|--|
| Model: | Shoreware Director | | | | |
| Software Version: | 19.6.4400.0 | | | | |
| Does the PBX send SIP Registration messages (Yes/No)? | PBX doesn't support trunk registration | | | | |
| Vendor Contact: | 408-331-3300 | | | | |
| Table 2 E SPC Information | | | | | |

Table 2 – E-SBC Information

Manufacturer: Edgewater Network, Inc.



| Model: | 4552 |
|-------------------|---------|
| Software Version: | 11.6.14 |

4 Description of Basic Operation and Call Flows

Basic Call Flow:

All phones connect to the PBX. The PBX will interface with the service provider using SIP trunks.

Internal calls:

- Calls between phones on the LAN
- LAN phone PBX LAN phone

Outbound calls:

- Call is initiated by a LAN phone to a WAN phone.
- LAN phone PBX <SIP trunk> EdgeMarc SIP trunk service provider WAN phone

Inbound call:

- Call is initiated by a WAN phone to a LAN phone.
- WAN phone SIP trunk service provider EdgeMarc <SIP trunk> PBX LAN phone

5 PBX Configuration

The steps below describe the minimum configuration required to enable the PBX to use a SIP trunk for inbound and outbound calling. Please refer to the ShoreTel product documentation for more information on SIP trunking or other advanced PBX features.

The configuration described here assumes that the PBX is already configured and operational with station side phones using assigned extensions or DIDs. This configuration is based on ShoreTel PBX.

Start the ShoreWare Director software application from Windows 2003 server. Login to the ShoreWare Director. The default login is "**admin**" and the default password is "**changeme**". The initial screen defaults to the Quick Look screen.

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Select **"Administration>Call Control>Options**" to configure the Call Control options.

| ShoreTel | Call Control Options | 1000 | Hiner. | Help |
|---|--|-------------------------|---------------|------|
| Director | | | | |
| Balid 19.6.4400.0 | Edit this record | Refresh this page | | 20 |
| ogeff Administrator | General | | | |
| • Users | Use Distributed Routing Service for call r | outing. | | |
| Trunks | Enable Monitor / Record Warning Tone | | | |
| Platform Hardware | Enable Silent Coach Warning Tone. | | | |
| Call Control Account Codes | F Generate an event when a trunk is in-use | for 240 minutes. | | |
| Bridged Call Appearances | Park Timeoul (1-100000) after to | seconds. | | |
| Hunt Groups Paging Groups | 🗭 Hang up Make Me Conference after 🕫 | minutes of silence | C. | |
| Pickup Groups Route Points | Delay before sending DTMF to Fax Server | 2000 | msec | |
| Supported Codecs Codec Lists | OTMF Payload Type (96 - 127) | 102 | | |
| Options | SIP. | | | |
| Voice Mail Auto-Attendant Menus | Realm | ShoreTei | | |
| Workgroups | F Enable SIP Session Timer. | | | |
| Communicator | Session Interval (90 - 3600): | 1800 | sec | |
| Application Servers | Refresher | Caller (IIAC) | | |
| SIP Servers | Voice Encoding and Quality of Service | | | |
| System Parameters Preferences | Maximum Inter-Site Jitter Buffer (20 - 400): | 300 | msec | |
| Contraction of the second s | DiffServ / ToS Byte (0-255): | 184 | (DSCP = 0x2e) | |
| Diagnostics & Monitoring | Media Encryption | None | E | |
| Quick Look Connectivity Voice Mail Servers | C Admission control algorithm assumes R | TP header compression i | s being used. | |
| Make Me Conferencing | Video Quality of Service: | | | |
| Conferencing | DiffServ / ToS Byte (0-255). | 136 | (DSCP = 0x22) | |
| Event Filters HO Event Log | Trunk-to-Trunk Transfer and Tandem Trunk | 15. | | |



Select "Administration>Sites" to configure the Site settings

| ShoreTel | Sites | | Help |
|--|---|---|------|
| Director | Edit Site | Wese, Zonk Parce, Dates, Hares, | |
| Balid 19.6.4400.0 Logoff Administrator | Edit this record | Refresh this page | |
| Administration | Name | Headquarters | |
| Users | Service Appliance Conference Backup Site: | -tione> * | |
| IP Phones | Country | United States of America | |
| Platform Hardware Call Control | Language | English(US) - | |
| Account Codes Bridged Call | Parent | Top of Tree | |
| Appearances Hunt Groups | III Use Parent As Proxy | | |
| Paging Groups | Local Area Code: | 878 | |
| Pickup Groups Route Points | Additional Local Area Codes: | Ent | |
| Supported Codecs Codec Lists | Caller's Emergency Service Identification (CESID) |) (0.g. +1 (408) 331-3300) | |
| Options Mains Mail | Time Zone: | (UTC-08-00) Pacific Time (US & Canada), Pacific Standard Time | |
| Auto-Attendant Menus | Night Bell Extension | | 2.50 |
| Workgroups Schedules | Night Bell Switch: | Nome - Edit Nicht Bell Call Handling | |
| Communicator System Directory | Paging Extension | | |
| Application Servers SID Servers | Paging Switch: | None W | |
| Sites | Operator Edension: | Search | |
| System Parameters Preferences | FAX Redirect Extension | Support 1 | |
| | SHITP Dalar | | |
| Diagnostics & Monitoring | Sisteria Time Distoral Secon | | |
| Quick Look Connectivity | Dandaddh | | |
| Voice Mail Servers | Johnsweith, | Lange Lines | |
| Make Me Conferencing Audio / Web | Administer Control Bandwidth | Kopa | |
| Conferencing | mira-see Calls. | High Bandwidth Codeos | |
| Event Filters | Inter-Site Calls: | Low Bandwidth Codeca | |
| HO Event Log | EdV and Modern Calls | Providence and Management | |

From "**Administration>Sites**", continue to configure the Admission Control Bandwidth.

| ShoreTel | Bandwidth. | | |
|---|-----------------------------|-----------------------------|----|
| Director | Admission Control Bandwidth | \$2222 Kbps | |
| Build 19.6.4400.0 | intra-Site Calls: | High Bandwidth Codeos. | |
| Logott Administrator | inter-Site Calls: | Low Bandwidth Codeca | .3 |
| Users | FAX and Modern Calls: | Fax Codeca - High Bandwidth | 3 |
| Trunks IP Phones | SIP Proxy | | |
| Platform Hardware Call Control | Virtual IP Address | | |
| Account Codes | Proxy Switch 1: | None - | |
| Appearances | Proxy Switch 2; | Nate • | |
| Hunt Groups Paging Groups | Emergency Number List | | |
| Pickup Groups Route Points | Trunk Access Code Required | 211 Add More | |
| Supported Codecs Codec Lists Options | Edt IP Phone Address Map | | |



Select "Administration>Platform Hardware>Voice Switches>Primary" to get to the ShoreGear-220T1 switch for resource allocation.

| ShoreTel | Primary V | oice Swit | ches / Service | Appliances | 3 | | | | | | | |
|--|-----------|-----------|----------------|----------------|-------------|--------------------|------------|---------------|-------------------|----------------|---------------------|-----------------------|
| Director | Add ment | witchland | diance of city | - | a of here | Annilance 400 | Collaborat | an al Co | | | | |
| Build 19.6.4400.0 Logoff Administrator Administration | Name | Quick | Description | Site | Server | Database Server | Туре | IPAddress | MAC Address | Serial Number | IP Phones In Use | IP Phones Capacity |
| Users Trunks | 22071 | - Aller | Red Routen | Headquarters | Headquarter | Manufacture and an | 9G-220T1 | 192,168,1,149 | 00-10-40-12-07-78 | ST1J1000138779 | 3 | |
| IP Phones Platform Hardware Voice Switches / Service Appliances Primary | | | DOIDHID | (1995) CLARKER | Theory | manoquartara | 24 | 104.700.1111 | | Total | 3 | 5 |
| Primary Spare Conference Bridges Call Control Account Codes Bridged Call Appearances Hunt Groups Plaging Groups Plaging Groups Route Points Supported Codecs Codec Lists Options Woles Med | | | | | | | | | | | | |
| Auto-Attendant Menus Workgroups Schedules Communicator System Directory Application Servers | | | | | | | | | | | | |
| SIP Servers Sites System Parameters Preferences | | | | | | | | | | | | |
| Maintenance • Diagnostics & Monitoring • Quick Look • Connectivity | | | | | | | | | | | | |

Connectivity
 Voice Mail Servers



Click on "**220T1**" to configure the ShoreGear-220T1 Switch PBX to set aside resources for SIP Trunks and DSP resources for phone conferences (a minimum of 4 ports). Note that in the EdgeMarc's configuration the PBX's IP address needs to be the same as the ShoreGear-220T1 Switch's IP address.

| ShoreTel | Voice Switches Edit ShoreGear 220T1 Switch | Bew | Copy Barry Detete Barry | Help |
|---|---|--|----------------------------------|------|
| Director | | | | |
| Build 19.6.4400.0 | Edit this record | Refresh this pa | <u>90</u> | |
| Logoff Administrator | Name | 22071 | | |
| Administration | Description | i i i i i i i i i i i i i i i i i i i | | |
| Trunks | Site | Headquarters | | |
| Processo Platform Hardware | IP Address | 192 148 1 149 | First Switzbes | |
| Voice Switches / Service Appliances | Ethernel & dream | 80 40 40 40 40 dT T | | |
| Primary | Emerner wateress | 00-10-49-13-67-1 | | |
| Spare Conference Bridges | Server to Manage Swech: | Neadquarters | 1 | |
| Call Control | Caller's Emergency Service Identification (CESID) | Jaco an | (e.g. +1 (408) 331-3300) | |
| Account Codes Bridged Call | Built-in Capacity | P Phone + SP | Trunk = Total | |
| Appearances Numt Groups | | 50 + 50 | = 100 of 100 (0 SIP proxy ports) | |
| e Paging Groups | Music On Hold Source | | | |
| Pickup Groups Route Points | Music On Hold Gain (-49 to 13) | a dB | | |
| Supported Codecs | C Assign Digital Ports as 20 SIP Trunks with Me | dia Proxies | | |
| © Codec Lists | Laver 3: | | | |
| Voice Mail Auto-Attendant Menus | Protocol Type | CAS | 1 | |
| Workgroups | Contrat Office Tures | Lan en | | |
| Schedules Communicator | Collins Coll Carlins | 102.4.0 | | |
| System Directory | Gali by Gali Service. | <inume 1<="" td=""><td>2</td><td></td></inume> | 2 | |
| Application Servers SIP Servers | Enable Outbound Calling Name | | | |
| Sites System Parameters | Layer 1: | | | |
| Preferences | Clock Source | Stave | - | |
| Maintenance | Framing Format | ESF | 2 | |
| Diagnostics & Monitoring | Line Code: | 8825 | | |
| Quick Look Connectivity | Line Build Out | 0.5 dB (0 + 110 k | | |

Voice Mail Servers

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Select "Administration>Trunks>Trunk Groups" to configure the SIP Trunk Group.

| TIMK Groups | | | | | | |
|---|--|--|---|--|--|---|
| | aller Handarder III al bran | Carrier and The Car | | | | |
| Name | Type | Site | Trunks | DID | Destination | Access Code |
| Hamo Analos Loso Bari Distal Loso Stari Distal Tinis Bari TeistaeMari | Type Analog Loop Start Oigital Loop Start Oigital Wviii Start StiP | Site Headquarters Headquarters Headquarters | Trunks 8 9 5 | DID Nex No Ner Yes | Destination 760 750 750 750 760 | Access Code |
| | Add new trunk group a Namo Analos Loso Sart District Loso Sart District Loso Sart District Con Sart | Add new trunk group at site: Headquarters () of type: Name Type Analog Loop Start Arang Loop Start Distai Loop Start Ogital Loop Start DudaLittick Start Ogital Wris Start ToStareMan StP | Add new trunk group at site: Headquarters in of type: Analis 00 in Go Name Type Stie Analog Loop Start Headquarters Distai Loop Start Headquarters | Add new trunk group at site: Headquarkers i of type: Analog 00 i Go Name Type Site Trunks Analog Loop Start Headquarkers i G District Loop Start Headquarkers i G Headquarkers | Add new trunk group at site: Headquarters of type: Analia 00 SG Name Type Site Trunks DD Analos Loso Start Oquia Loop Start Headquarters & R No Distric Loop Start Oquia Loop Start Headquarters & R No Distric Loop Start Oquia Loop Start Headquarters & R No Distric Loop Start Oquia Loop Start Headquarters & R No Distric Loop Start Oquia Loop Start Headquarters & R No Distric Loop Start Oquia Loop Start Headquarters & R No Distric Loop Start Oquia Loop Start Headquarters & R No Distric Loop Start Oquia Loop Start Headquarters & R No Distric Loop Start Oquia Loop Start Headquarters & R No Distric Loop Start Oquia Loop Start Headquarters & R No Distric Loop Start Oquia Loop Start Headquarters & R No Headquarters & R No Headqu | Add new trunk group at site: Headquarters of type: Analog OD C G <u>Name Type Ste Trunks OD Destination</u> <u>Analog Stat Arafog Loop Stat Headquarters 6 to 700</u> <u>Distat Loop Stat Oligital Loop Stat Headquarters 6 to 700</u> <u>Distat Units. Stat Oligital Wirk Stat Headquarters 6 to 700</u> <u>Distat Manno 5 to 700</u> <u>Headquarters 6 to 700</u> <u>Headquarters 6 to 700</u> <u>Distat Manno 5 to 700</u> |



Click on "**ToEdgeMarc**" to configure the SIP Trunk Group for inbound calls. Check the DID box as shown below.

| ShoreTel | Trunk Groups | New Casy Seve Delaws Seven |
|---|---|----------------------------|
| Director | Cutt all Hunk Group | |
| Build 19.6.4400.0 | Edit this record | Refresh this page |
| Logoff Administrator | Name: | ToEdgeMare |
| Administration | Site | Headquarters |
| Individual Users | Language: | English(0.5) |
| User Groups Class of Service | Enable SIP Info for G.711 DTMF Signaling | |
| Anonymous Telephones | Profile: | Edginvatur |
| © Extension Lists | Digest Authentication: | (tione) |
| Call Handling Mode | Username: | 6782384025 |
| standard | Password: | |
| In a Meeting Out of Office | inbound: | |
| Extended Absence | Number of Digits from CO | 10 |
| Custom Trunks | T DNIS | Edit DNIS May |
| e Individual Trunks | DID 71 | Edit DID Range |
| SIP Profiles ISDN Profiles | Extension | |
| Local Prefixes | C Translation Table. Stioner II | |
| Individual IP Phones | C Prepend Dial in Prefx | |
| SIP Profiles Phone Applications | Use Site Extension Prefix | |
| o Options | Tandem Trunking | |
| Call Control | User Group | Anonymous Telephones |
| Voice Mail Auto-Attendant Menus | Prepend Dial In Prefix | |
| Workgroups Schedules | Destination | 700 : Default Search |
| Communicator | I Outbound: | |
| Application Servers | Network Call Routing: | |
| SIP Servers Sites | Access Code: | 9 |
| System Parameters Proferencer | Local Area Code | 678 |
| * Preferences | A CONTRACTOR OF | |



Then click on "Edit DID range", and add the Pilot DID next to "Add this record" and the number of phone numbers, in this case 25. When done click on "Add this record" then click on save. When finished you should see your base phone number and number of associated users as shown.

| ShoreTel | DID Range |
|--|--|
| Director | ToEdgeMarc Beset Help |
| Build 19.6.4400.0 Logoff Administrator Administration • Users • Individual Users • User Groups • Class of Service • Anonymous Telephones • Extension Lists • Batch Update Utility • Call Handling Mode Defaults • Standard • In a Meeting • Out of Office • Extended Absence • Custom • Trunks • Individual Trunks • Servers • Defones • Individual Trunks • IP Phones • Individual Trunks • Second • Phone Address Map • Sip Profiles • Phone Address Map • Sip Profiles • Phone Applications • Options • Platform Hardware • Call Control • Voice Mell • Auto-Attendant Menus • Workgroups • Schedules • Communicator • Sip Servers • Sites • System Parameters | Edit Uhis record Refresh Uhis page Base Phone Number # Phone Numbers +1 (078) 238-4076 25 Add Uhis record +1 |



Also make sure that the DID range is checked under users. To do this from "Administration" go to "Individual Users", select the Individual user name, and make sure DID range box is checked as shown below.

| ShoreTel | - General Personal C | Options Distribution Lists Workgroups | Refresh this page |
|--|---|--|-------------------|
| Director Build 19.6.4400.0 Logoff Administration | First Name: Last Name: Number: License Type: Access License: Caller ID: I7: DID Range: DID Number: PSTN Fallover: User Group: Site: Language: Primary Phone Port: | Tent Isett Itest Itest Ital Extension and Maibox Personal Image: 1 (408) 331-3300) Image: 1 (408) 331-3300 Image: 1 (408) 331-3300 Image: 1 (408) 331-300 Image: 1 (408) 331-300 </th <th></th> | |
| Options Platform Hardware Call Control Voice Mail Auto-Attendant Menus Workgroups Schedules Communicator System Directory Application Servers Sites System Parameters Preferences 1 | Jack # Malibox Server 27 Accept Broadcast Messages 29 Include in System Dial By Name Directory 20 Make Number Private Fax Support Allow Video Calls: | Headquarters Escalation Profiles and Other Mailbox Options User - Hednets None | |



To configure Call forward, from Administration go to Individual Users, Click on user name, click on "**Personal Options**" on top, scroll down and under "**Edit Call Handling Modes**" check the call forwarding option of your desire. By way of example we will click on "**In a Meeting**". Add the Extension number you want to forward to next to "**Always Destination**" then click save above. Make sure you set the mode on your phone to correspond to the mode you selected on your PBX. Below is a screen shot displaying "**In a Meeting Mode**" and the extension we used for call forwarding.

| ShoreTel | In a Meeting Mode | Lave Brief | Help | | | | |
|---|---|-------------------------------|------------------------------------|--|--|--|--|
| Director | | | | | | | |
| Build 19.6.4400.0 | Edit this record | Refresh this page | | | | | |
| Logoff Administrator | Call Forward Condition | @ Always C No Answer/Busy C | Never | | | | |
| Administration . | Always Destination: | C Extension 116 Test2 Test2 | Beanth (408) 331-3300/ | | | | |
| User Groups Class of Service Aponymous | Busy Destination: | C External: 101 : Veloe Mail | Bounds (0.0.9+1 (408) 331-3300) | | | | |
| Anonymous Telephones Extension Lists Batch Update Utility | No Answer Destination | C Extension: 101 : Voice Mail | (e.e. 9+1 (408) 231-3300) | | | | |
| Call Handling Mode Defaults Standard | No Answer Number of Fongs: | 1 | | | | | |
| In a Meeting | Personal Assistant | Bearph | | | | | |
| Out of Office Extended Absence | 🖻 Enable Find Me | | | | | | |
| Custom Trunks | Enable Message Notification | | | | | | |
| Individual Trunks Trunk Groups | P Enable Calling Additional Phon | es | | | | | |
| SIP Profiles ISDN Profiles | Enable Voice Mail 'Greeting Only' Mode | | | | | | |
| Local Prefixes | Escalation Profile: | stiones . Edit this profile | | | | | |
| IP Phones Individual IP Phones | Schedule: | -times Edit this schedule | | | | | |
| IP Phone Address Map SIP Profiles Phone Applications | Call Handling Note | ſ | | | | | |
| Options Platform Hardware Call Control Yolca Mail | Return to this user's personal optic | <u>905</u> | | | | | |
| Auto-Attendant Menus Workgroups Schedules Communicator System Directory Application Servers SIP Servers Sites | Ф. 1996-2012 ShowTe, Ins. Al synta reserved | | | | | | |
| System Parameters Preferences | | | | | | | |



To configure Auto-Attendant, click from the menu on Auto-Attendant Menus. Click on "**default**", check the "**DID range**" box, then click save. Below displays a screenshot of the Auto -Attendant DID number we added next to DID number. This number will be the number of your Auto-Attendant.

| ShoreTel | Menus Edit Manu | Bew Copy Leve Delete Brand | Help | | | |
|--|--|--|------|--|--|--|
| Director | L'SIL INFLIM | | | | | |
| Build 19.6.4400.0 | Edit this record | Refresh this page | | | | |
| Logoff Administrator | Menu Name | Detaut | | | | |
| Administration . | Extension: | 790 | | | | |
| Users Individual Users | P DID Range | +16782384076 (22 of 25 available) ToEdgeMaro 💌 View System Directory | | | | |
| User Groups Class of Service | DID Number | +16782384078 (Range: +16782384076 - 16782384100) | | | | |
| Anonymous | DNIS | Edit DN15 Map | | | | |
| Extension Lists | Language: | English(US) - | | | | |
| Batch Update Utility Call Handling Mode | T Make Number Private | | | | | |
| Defaults | T Allow Prompt Recording Using Telephone | | | | | |
| Standard In a Meeting | Menu Password | **** | | | | |
| Out of Office Extended Absence | y On-Hours > Off-Hours | Holiday Custom | | | | |
| Custom Trunks | Disable Monitor / Record Warning Tone | | | | | |
| Individual Trunks Trunk Groups | Timeout (0 - 30000 milliseconds); | 8000 | | | | |
| SIP Profiles ISDN Profiles Local Prefixes IP Phones Individual IP Phones IP Phone Address Map SIP Profiles Phone Applications Options Platform Hardware Call Control Voice Mail Auto-Attendant Menus Workgroups Schedules Communicator System Directory Application Servers ST | Prompt Test | Welcome to Edgewater networks! | - | | | |
| | Prompt | menunt may trave impart Go to preferences no audio input | | | | |
| Sites | Schedule | On-Hours S Go to This schedule | | | | |
| Preferences | Operation E | Ext Operation Ext | | | | |



With Respect to Dial Plan & configuration for various calls, from Trunks, click on Trunk Groups, click on **"To EdgeMarc**", scroll down to **"Trunk Services**" and check desired calls. Refer to screenshot below.

| | sammy referrable manager. | (#1(676) 2384020 (8 g 11 (400) 301-3300) | 100 |
|--|---|---|-----|
| ShoreTel | Trunk Services: | | - |
| Director | P Local | | |
| Build 19.6.4400.0 Logoff Administrator Administration • Users = Individual Users = User Groups = Class of Service = Anonymous Telephones | Eong Distance International Enable Original Caller Information R n11 (e.g. 411, 611, except 911 which Emergency (e.g. 911) | h is specified below) | |
| Extension Lists Batch Update Utility Call Handling Mode Defaults Trunks Individual Trunks SIP Profiles ISDN Profiles | Easily Recognizable Codes (ERC) (Explicit Carrier Selection (e.g. 1010x Operator Assisted (e.g. 0+) Caller ID not blocked by default Enable Caller ID (Please confirm w | e.g. 800, 888, 900) co;) #Th the Camer(s) or the Service Provider(s) on how the end-to-end caller name is delivered) | |
| Occal Prefixes IP Phones Platform Hardware Call Control Voice Mail Auto-Attendant Menus Workgroups Schedules Communicator System Directory Application Servers SIP Servers Sites System Parameters Preferences | When Site Name is used for the Call Trunk Digit Manipulation: Remove leading 1 from 1+10D Hint: Required for some long distance of Remove leading 1 for Local Area Cod Hint: Required for some local service p Dial 7 digits for Local Area Code (for Hint: Local prefixes required for some i Dial in E: 164 Format | er ID, overwrite it with: service providers. odes (for all prefixes unless a specific local prefix list is provided below) iroviders with overlay area codes. r all prefixes unless a specific local prefix list is provided below) local service providers with mixed 7D and 1+10D in the same home area. | |
| Maintenance Diagnostics & Monitoring Quick Look Connectivity Voice Mail Servers Make Me Conferencing Audio / Web Conferencing IM | Local Prefixes: Prepend Dial Out Prefix: Off System Extensions Translation Table | None Co to Local Prefixes List | 2 |
| Done | | 🛼 💽 Local Intranet Protected Mode: Off 🛛 🖓 + 📑 95% | - |



Continue to configure the "**SIP TRUNK TEST**" SIP Trunk Group for outbound calls. Note that the ShoreTel PBX does not support "**9+ 10-digit number**" dialing, you must dial "**91**" first, followed by the 10-digit number. For 7-digit number dialing, dial "**9**" first, followed by the 7-digit number within the same area code.





www.CoxBusiness.com

Select **"Administration>Trunks>Individual Trunks**" to add SIP Trunks to the SIP Trunk Group.

| 🖉 ShoreWare Director - Windows In | ternet Explorer | | | | | |
|---------------------------------------|--------------------------------------|----------------------|--------------------------|---------------------|---------------------------|----------------------|
| G V Shore | WareDirector/MainFrame.as | p | | 💌 🛃 🗙 | Live Search | • • |
| 😭 🏟 🌀 ShoreWare Director | | | | | 🟠 • 🔊 • 🖶 • 🔂 Page • | j T <u>o</u> ols → » |
| Shore Tel [®] | Trunks by Group | | | | | Help |
| ShoreWare Director | Add new trunk at site: [f | in trun | Analog Lo | op start | a | |
| Build 15.21.7406.0 | Show page: 11: SIP TRU | INK EDWIN - SIP TRUN | Digital VVI Signature | nk Start | 5 Records 25 💌 per page | |
| Logon Administrator | Name | Group | Type Site | Switch | Port/Channel SIP IP Addre | 255 |
| Administration | SIP TRUNK EDWIN | SIP TRUNK TEST | SIP Headqua | erters EWN-QA-LAB-1 | 0 192.168.1.5 | |
| Users Trunks | SIP TRUNK EDWIN (2) | SIP TRUNK TEST | SIP Headqua | etters EWN-QA-LAB-1 | 0 192.168.1.5 | |
| Individual Trunks | SIP TRUNK EDWIN (3) | SIP TRUNK TEST | SIP Headqua | arters EWN-QA-LAB-1 | 0 192.168.1.5 | |
| Trunk Groups | SIP TRUNK EDVVIN (4) | SIP TRUNK TEST | SIP Headqua | erters EWN-QA-LAB-1 | 0 192.168.1.5 | |
| SIP Profiles | | | | | | |
| Local Prefixes | © 1998-2010 ShoreTel, Inc. All right | s reserved. | | | | |
| Switches | | | | | | |
| Call Control | | | | | | |
| Voice Mail | | | | | | |
| Auto-Attendant Menus | | | | | | |
| Workgroups Schodules | | | | | | |
| Call Manager | | | | | | |
| System Directory | | | | | | |
| Application Servers | | | | | | |
| Conference Bridges | | | | | | |
| IM Servers | | | | | | |
| SIP Servers Sitor | | | | | | |
| System Parameters | | | | | | |
| Preferences | | | | | | |
| | | | | | | |
| Maintenance | | | | | | |
| Quick Look Voice Mail Servers | | | | | | |
| Switch Connectivity | | | | | | |
| Conference Ports | | | | | | |
| Event Log | | | | | | |
| Services | | | | | | |
| Event Filters | | | | | | |
| Reporting | | | | | | |
| Reports | | | | | | |
| Options | | | | | | |
| | | | | | | |
| | | | | | | |



By default the ShoreTel PBX does not support SIP registration. Click each SIP Trunk to make sure the **"Use IP Address**" is selected for **"SIP Trunk Type**" and the IP address is configured to be the same as EdgeMarc's LAN IP.





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Select **"Administration>Users>Individual Users**" to get to the extensions and assign Caller ID.

| 🖉 ShoreWare Director - Windo | ows Internet | Explorer | | | | | | | | |
|---|---|---|--------------|------------|-------------|-----------|-----------|---------------|-------------------|----------------------|
| GO + G http://localhos | t/ShoreWareDir | ector/MainFrame | asp. | | | | • + > | scp from put | ty to pc | P - |
| Forward to User Groups Ed | it User Group (# | Alt+Right) | | | | | | 🏠 • 🔊 • | 🖶 🔹 🔂 Page 🔹 | ⊙ T <u>o</u> ols ▾ » |
| ShoreTel ShoreWare Directo Build 15.21.7406.0 Logoff Administrator | Individual U Add new use Show page: | sers er at site: Headqu 1 : 110 - 112 | arters 💌 Go | | | ► ►I 3R | ecords 25 | 💌 per page | Export to | Help Excel |
| Administration | First Name | Last Name | Site | User Group | Client Type | Extension | Mailbox | Switch | Port | Status |
| • Users | <u>110</u> | 110 | Headquarters | Executives | Personal | 110 | 110 | EWN-QA-LAB-1 | 00-10-49-07-8E-C1 | Home |
| Individual Users | 111 | 111 | Headquarters | Executives | Personal | 111 | 111 | EWN-QA-LAB-1 | 00-10-49-06-0A-B1 | Home |
| User Groups | 112 | 112 | Headquarters | Executives | Personal | 112 | 112 | EWIN-GA-LAD-1 | 00-10-49-00-08-63 | Home |
| Anonymous Telephones Extension Lists Batch Update Utility Call Handling Mode Defaults Trunks Individual Trunks Trunk Groups SIP Profiles Local Prefixes IP Phones Individual IP Phones IP Phone Address Map SIP Profiles Options Switches Call Control Voice Mail Auto-Attendant Menus Workgroups Schedules | | | | | | | | | | |



Click each extension's "**First Name**" link and configure the Caller ID for that extension. Caller ID can be set to be any valid DID.



For advanced configurations and support please contact the Edgewater Technical Assistance Center support@edgewaternetworks.com or call 408.351.7255.