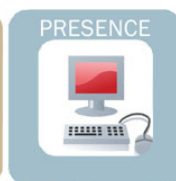


# Telephony Office-LinX™

enterprise edition

## Telephony Office-LinX 7.1+ Integration with babyTEL

doc v. 7.0.2.0  
Sept 2009



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# Telephony Office-LinX integration with babyTEL



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# 1. Introduction

Please refer to this guide when integrating the babyTEL system with the Telephony Office-LinX Enterprise Edition. The guide covers the general requirements of each system to ensure the functionality of the integration.

For specific information on TOL configuration or usage please refer to the **Server Configuration Guide** and the **Client Applications Guide** included in the installation DVD under the **Manuals** folder.

**Warning:** These integration notes are created through internal testing and cannot be guaranteed for outside deployment due to the variance of settings in the different sites. Some integration may not work even if you follow the documentation as shown here due to the variables that we cannot foresee. It is recommended that you use this guide as a reference to customize your own configuration rather than to literally following through the document.

## 1.0.1. Intended Audience

This document is intended for Systems Integrators with significant telephony knowledge as well as experience with Windows Server operating systems.

## 1.1. Requirements

PBX	babyTEL Enterprise SIP Trunk
Voice Server	Telephony Office-Linx 7.1

## 2. Pre-configuration

After signing up with babyTEL you will receive an e-mail containing the following information:

1. Telephone number
2. Account Number/User ID
3. Password
4. babyMAIL Passcode
5. SIP Password
6. Activation Code

Before beginning configuration on the TOL system, follow the instructions in the e-mail to activate your account with babyTEL.

**Note:** Items contained within this signup mail will be referenced later in this document.

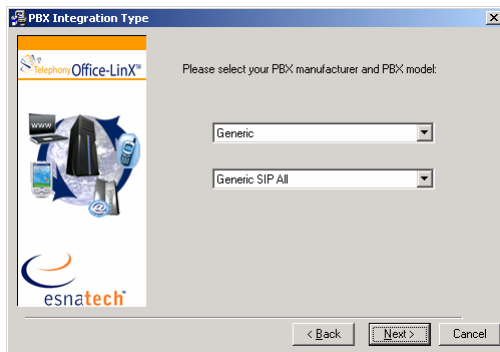
### 3. Telephony Office-LinX Installation & Configuration

**Warning:** The installation / upgrade process **must be performed on the server computer in person**. You **cannot** install / upgrade the system through remote desktop connection.

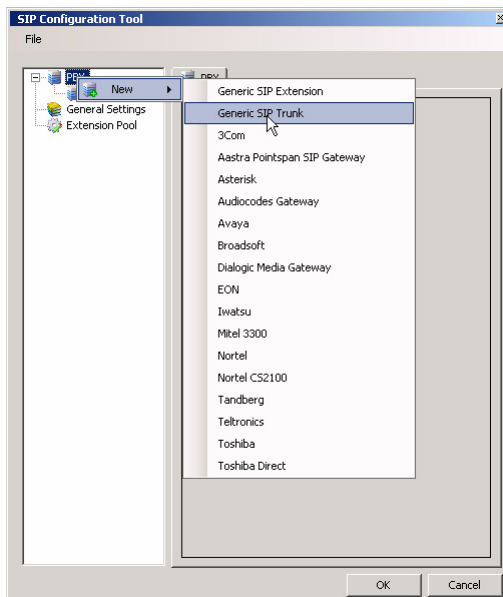
During the Telephony Office-LinX installation procedure, when prompted for the voice driver, select **SIP** as shown below::



When prompted for the PBX Integration Type, select **Generic**:



When prompted by the SIP Configuration Tool, create a new **Generic SIP Trunk** type as shown in the figure below:



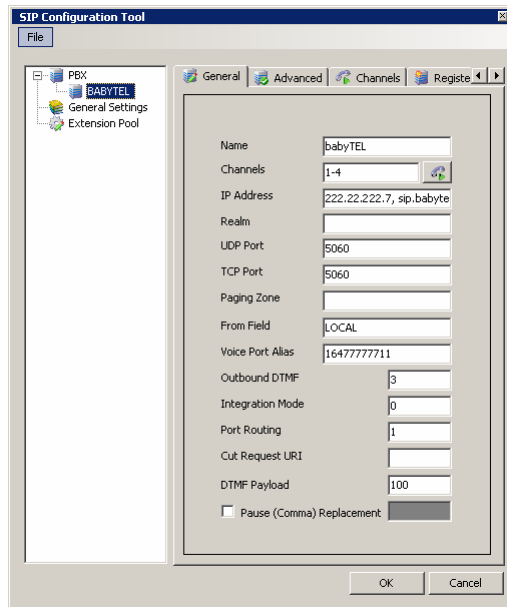


Enter the configuration as follow:

→ **General Tab**

- ◆ **Name:** babyTEL
- ◆ **Channels:** Number of lines on your babyTEL trunk (ex. 1-4)
- ◆ **IP Address:** IP Address of babyTEL server, babyTEL sip domain (ex. 216.18.125.7, sip.babytel.ca)
- ◆ **UDP Port:** 5060
- ◆ **TCP Port:** 5060
- ◆ **VoicePort Alias:** babyTEL Account Number/User ID

Example shown below:



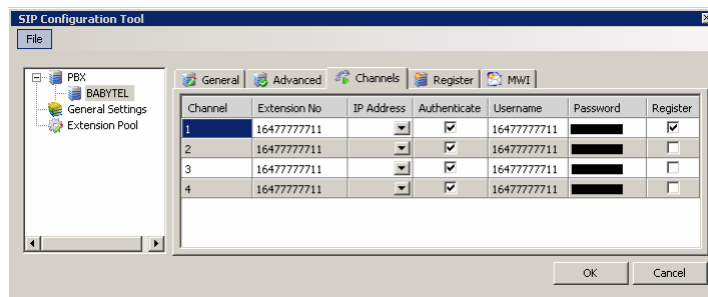
→ **Advanced Tab**

- ◆ **Enable Internal Bridging:** Checked

→ **Channels Tab**

For each channel, enter the babyTEL Account Number/User ID checkmark the Authenticate box; enter the babyTEL Account Number/User ID in the Username field and the babyTEL SIP Password in the Password field.

Checkmark register on the first channel only, see screenshot below of example configuration.

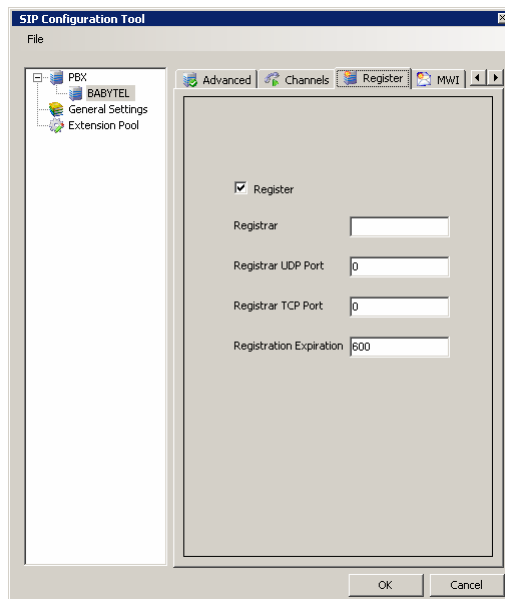


## → Register Tab

- ♦ **Register:**Checked
- ♦ **Registration Expiration:**600

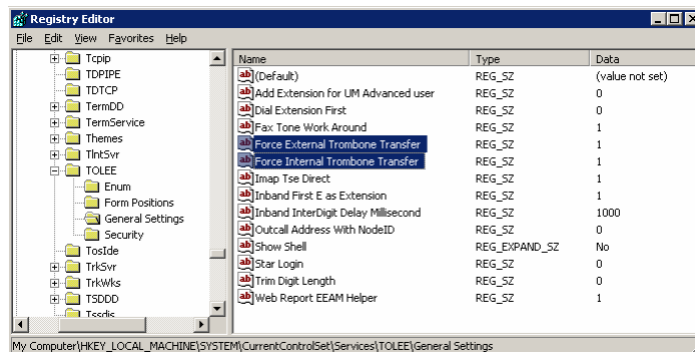
☑ **Note:** The registration time should be 600 seconds at minimum and 900 at maximum to reduce chances of expired registration. Also, please note that if for any reason your device stops registering, the calls will automatically be forwarded to voicemail or to an alternate user defined phone number.

See screenshot below:



After this portion is complete some further advanced configuration is required upon completion of the install:

1. Navigate to C:/Windows/ and open the ETSipService.ini configuration file
2. Under the [General Settings] heading set the following values:
  - ♦ Outbound Proxy IP = nat.babytel.ca
  - ♦ Outbound Proxy Port = 5065
3. If your computer is behind a NAT set the External IP field to the external IP of the UC server's network.
4. Save the file and exit
5. Open the Windows Registry Editor (regedit.exe)
6. Navigate to \HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\TOLEE\General Settings
7. If not already present create two String values for "Force External Trombone Transfer" and "Force Internal Trombone Transfer" set the values for these to 1. Shown in screenshot below.
8. Reboot your UC Server.



Upon completion of this configuration process the UC Server should be reachable by the number (DID) provided to you from babyTEL.