



CT.TS005.006401

## SERVICE CONFIGURATION GUIDE

# CONFIGURING TALKSWITCH FOR BABYTEL VOIP SERVICE

## INTRODUCTION

This guide will show you how to set up a service provider profile, change codec options (if necessary), and VoIP numbers for babyTEL VoIP service.

When you start an account with babyTEL, they will provide you with account activation information. Use this information to activate babyTEL service, and to set up the service provider profile and VoIP numbers on your TalkSwitch system.

See the *VoIP Network Configuration Guide* for instructions on how to connect your TalkSwitch system to a network, set up IP addresses, configure the router, set up line hunt groups, set up VoIP caller ID and reserve VoIP lines.

## ACTIVATING BABYTEL SERVICE

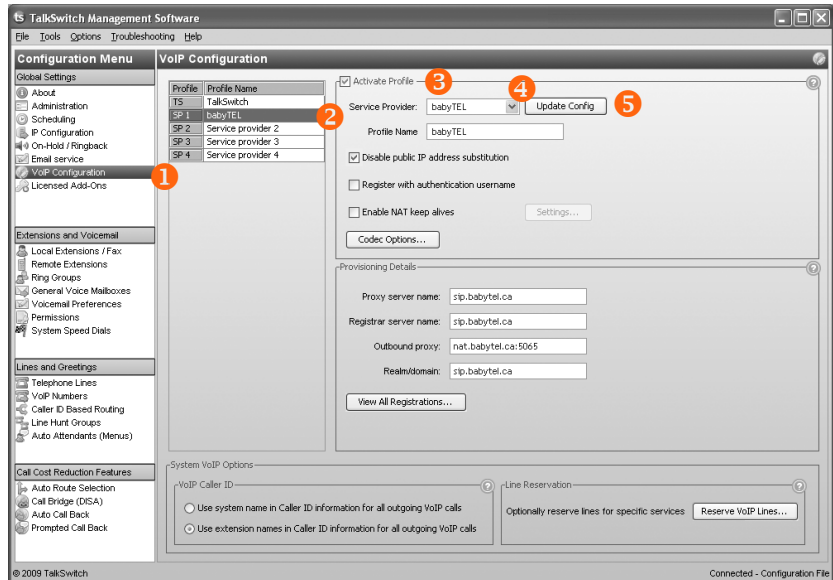
After you receive your account information from babyTEL, you must activate the service before you can use it.

1. Go to **www.babytel.net**.
2. Select **Login**.
3. Enter the Account Number/User ID and Password provided by babyTEL, and then click **Go**.
4. Click **Activate**.
5. Enter the Activation Code provided by babyTEL, and then click **Confirm**.

## SETTING UP A SERVICE PROVIDER PROFILE

A service provider profile contains the settings that allow your TalkSwitch to register with the provider.

1. Select the **VoIP Configuration** page.

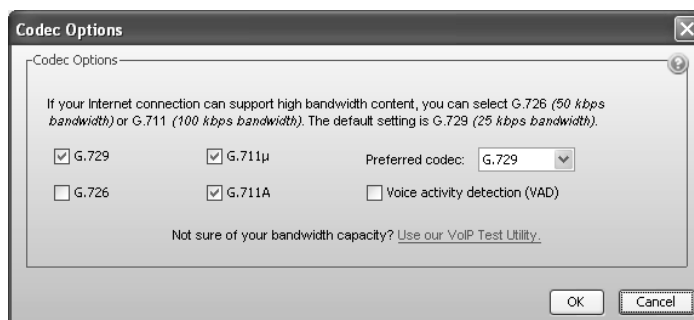


2. Select a **Profile (SP 1 to SP 4)** that you wish to assign for use with babyTEL.
3. Select the *Activate Profile* check box.
4. In the *Service Provider* pull-down menu, select *babyTEL* as the *Profile name*.
5. Click the **Update Config** button. The essential settings for communication with the service provider's registration server will be completed automatically.

### Setting codec options (if necessary)

A codec is a method of compressing and decompressing audio signals for communication across a network. TalkSwitch supports the G.729, G.726 and G.711 ( $\mu$ -law or A-law) codecs for VoIP calls. If your service provider or equipment requires specific codecs for VoIP or Fax over IP calls, you can restrict TalkSwitch to use the required codec.

The **Codec Options** button opens a window which allows you to select the codecs your system can use, specify the preferred codec, and clear the unsupported codecs. You can specify the codecs for the TalkSwitch profile, and for each service provider profile. External IP extensions will use the preferred codec specified in the TalkSwitch profile.



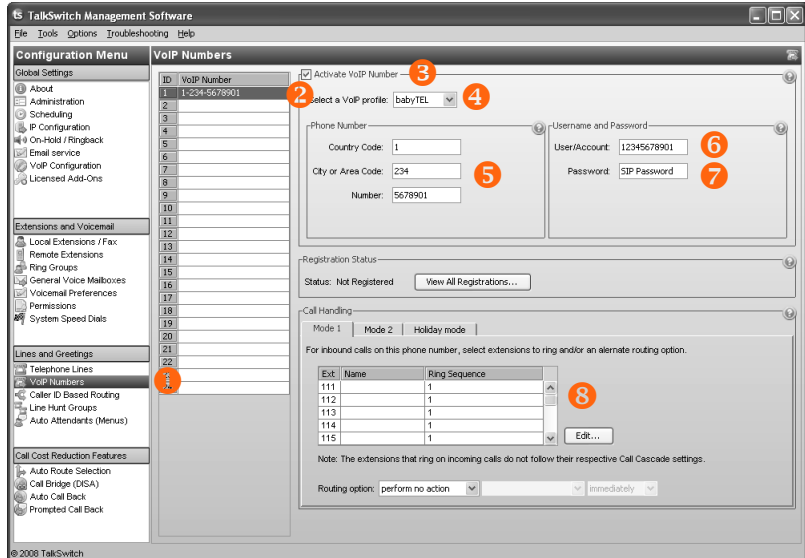
The following codecs are supported:


- *G.729* — This codec provides good quality. It requires the least bandwidth and accommodates the highest number of concurrent calls.
- *G.711 $\mu$*  — This codec provides high quality and supports Fax over IP. It requires the most bandwidth and accommodates the fewest number of concurrent calls. *G.711 $\mu$*  is used in North America and Japan.
- *G.711A* — This codec provides high quality and supports Fax over IP. It requires the most bandwidth and accommodates the fewest number of concurrent calls. *G.711A* is used worldwide outside North America and Japan.
- is set as the *Preferred codec*.
- *Voice activity detection (VAD)* — This is disabled by default, as it is not recommended for this service.

## SETTING UP VOIP NUMBERS

A VoIP number is like a telephone number, and is used to dial a TalkSwitch system at a particular location. babyTEL assigns the Telephone Numbers, Account Numbers/User IDs and SIP Passwords for each location.

1. Select the **VoIP Numbers** page.



2. Select a VoIP number slot.
3. Select the *Activate VoIP Number* check box.
4. Set the VoIP profile to *babyTEL*.
5. Enter the VoIP number. This is the Telephone Number provided by babyTEL.
  - a) Enter the first digit as the *Country code*.
  - b) Enter the next three digits as the *City or area code*.
  - c) Enter the final seven digits as the *Number*.
6. Enter the *User/Account* name. This is the Account Number/User ID provided by babyTEL, which usually matches the Telephone Number.
7. Enter the *SIP Password* provided by babyTEL.
8. Set up call handling for the VoIP number. For more information, click the **Help** icon (  ) in the *Call Handling* area.
9. Repeat steps 2 to 8 for each additional VoIP number.

## SETTING UP A LINE HUNT GROUP



**IMPORTANT:** Ensure that Hunt group 9 is assigned to the group of telephone lines or VoIP trunks used for calls to emergency services.

Set up a line hunt group for babyTEL, as described in the *VoIP Network Configuration Guide*.

The configuration has nine different line hunt groups. If a TalkSwitch unit has a VoIP module, line hunt group 88 uses the TalkSwitch VoIP network by default, and the other line hunt groups use telephone lines. You can modify these default settings as required. If you are using multiple service provider VoIP networks, set up a line hunt group for each service provider.

TalkSwitch recommends the use of the line hunt group's Busy Overflow feature for failover to telephone lines and protection against SIP trunk failure (for example, loss of broadband access).

## SAVING SETTINGS TO TALKSWITCH

To transfer settings from your computer to the TalkSwitch system, choose **File > Save**. A window appears indicating the configuration is being sent.

## VERIFYING REGISTRATION

1. Select the **VoIP Configuration** or **VoIP Numbers** page.
2. Click **View All Registrations**. The **Registration Status** window appears with a list of VoIP numbers, their registration status, and the number of seconds until their registrations with the SIP server will expire. This confirms that the VoIP numbers are registered with the service provider.
3. Choose *All Registered Numbers* or an active profile (e.g. babyTEL).
4. Ensure the status of the VoIP numbers is *Registered*.

Client	Status	Expires
1-234-5678901	Registered	300

*Client* information shown is for example purposes only.

## MORE INFORMATION

We trust your **TalkSwitch system** will provide exceptional features, performance and value to your business. If you encounter difficulties with the installation or management of your TalkSwitch system, consult the documentation. If you still have questions:

- Contact your authorized TalkSwitch reseller.
- Visit **www.talkswitch.com** (United States and Canada) for additional documentation and local support information.
- If you purchased directly from TalkSwitch, e-mail **support@talkswitch.com**, providing your company name and TalkSwitch product information.

We welcome your feedback, comments and suggestions. Please e-mail us at **info@talkswitch.com** or write us at **TalkSwitch, 1545 Carling Avenue, Suite 510, Ottawa, ON Canada K1Z 8P9**.

Thank you for choosing TalkSwitch.

### About TalkSwitch

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