

Spectrum Enterprise SIP Trunking Service Fontinet FortiVoice R7.11.002 IP PBX Configuration Guide

About Spectrum Enterprise:

Spectrum Enterprise is a division of Charter Communications following a merger with Time Warner Cable and acquisition of Bright House Networks. Spectrum Enterprise is a national provider of scalable, fiber technology solutions. The Spectrum Enterprise portfolio includes networking and managed services solutions, including Internet access, Ethernet and Managed Network Services, Voice, TV and Cloud solutions. Our industry-leading team of experts works closely with clients to achieve greater business success.

About this document:

Spectrum Enterprise assures IP PBX compatibility by conducting interoperability testing to ensure any potential compatibility issues have been resolved prior to installation. Please review the IP PBX configuration instructions in this guide prior to your installation date.

Be advised that this document may contain references to Charter or Charter Business. All references to Charter should be read as Spectrum Enterprise.

Thank you,

Spectrum Enterprise

Fontinet FortiVoice R7.11.002 IP PBX Configuration Guide



1 Introduction

This document describes how to configure the Fortinet FortiVoice software release 7.11.002 to interoperate with the Charter network. It does not provide any information how to provision, configure or use the features of the switch. Please refer to the documentation provided with the IP PBX or contact the vendor.

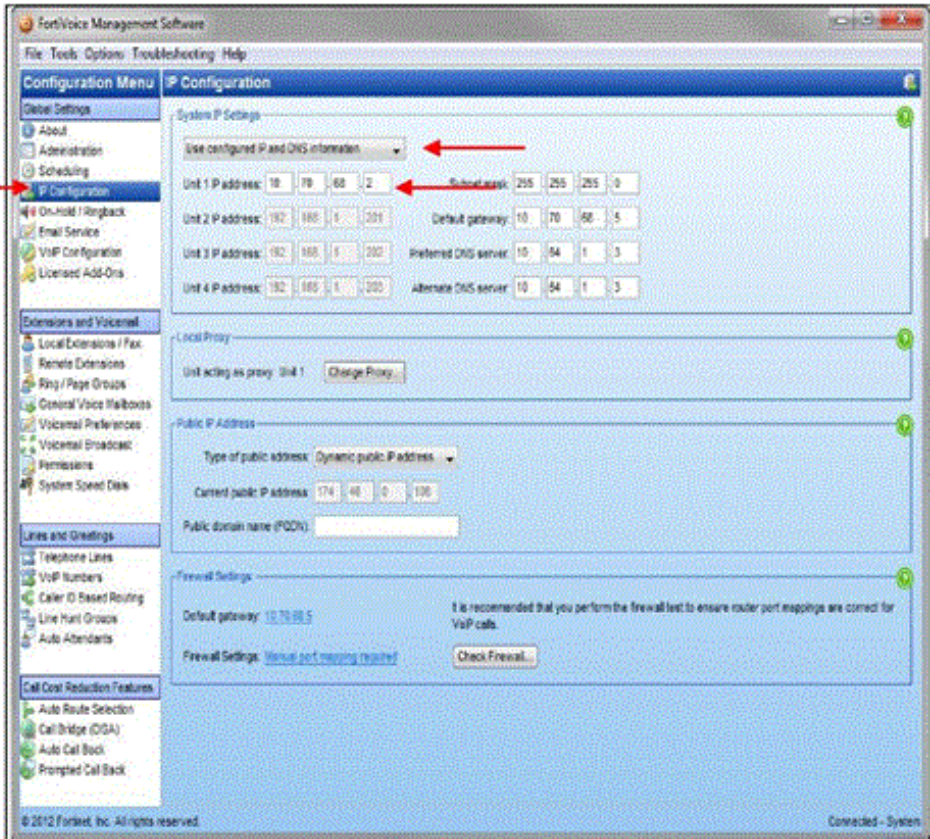
1.1 Service Limitation

Charter Business has conducted thorough testing of the FortiVoice/TalkSwitch IP-PBX and has determined that the combination of Charter Business SIP Trunks and the FortiVoice/TalkSwitch IP-PBX **DOES NOT** support consistent fax receipt or transmission. The customer should make alternative service arrangements in order to support their faxing needs.

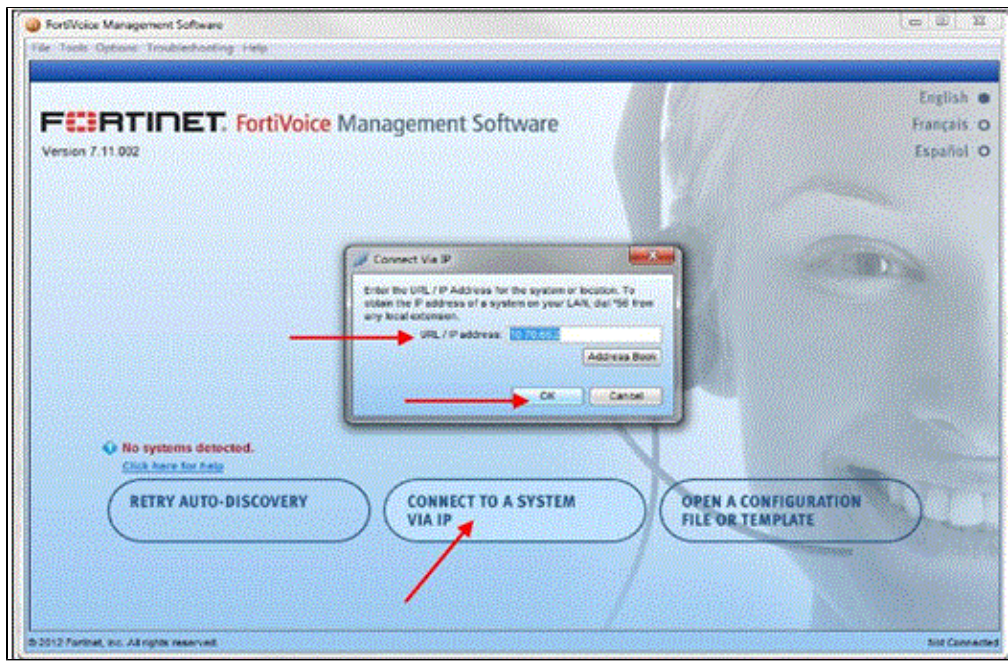
2 Configuration

Follow the step-by-step procedure to configure the FortiVoice IP PBX.

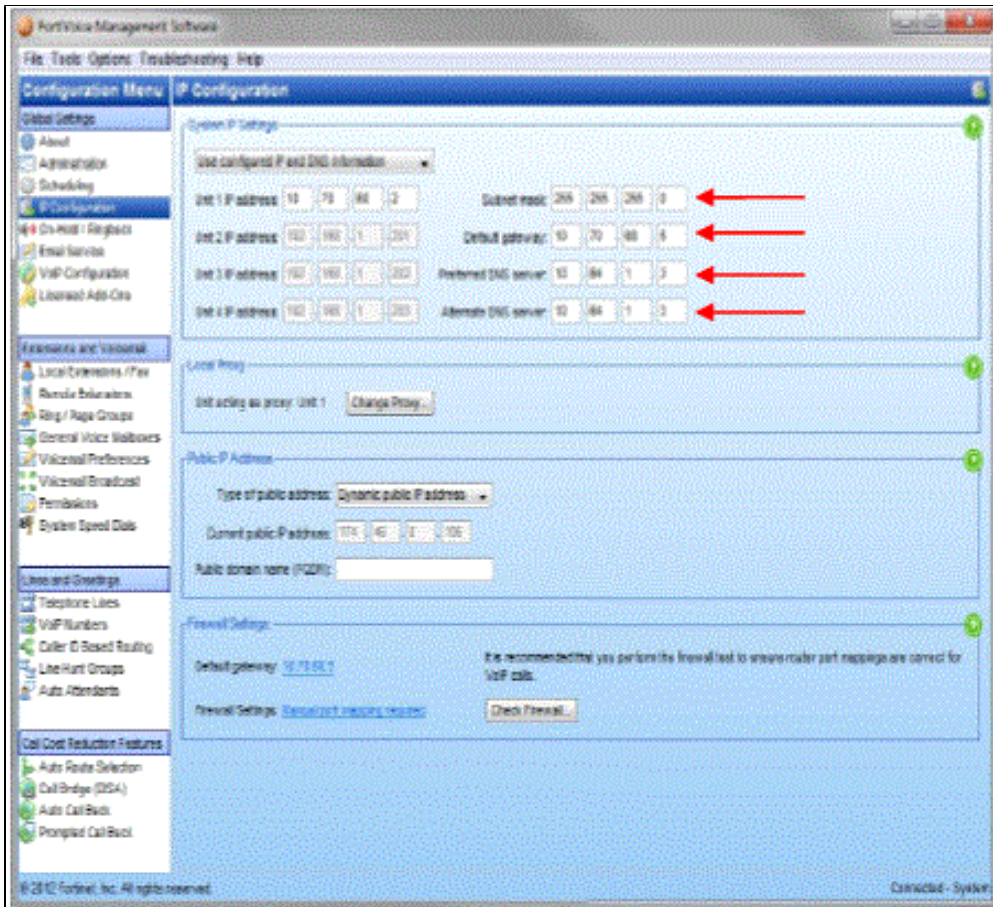
Step	Action	Result
1	Run FortiVoice Management Software Click Connect To A System Via IP button	Connect To A System Via IP screen opens.
2	Go to next table.	



Step	Action	Result
1	At URL/IP Address Enter: IP PBX Address	
2	Click OK button	FortiVoice Management Software screen opens.
3	Go to the next table.	

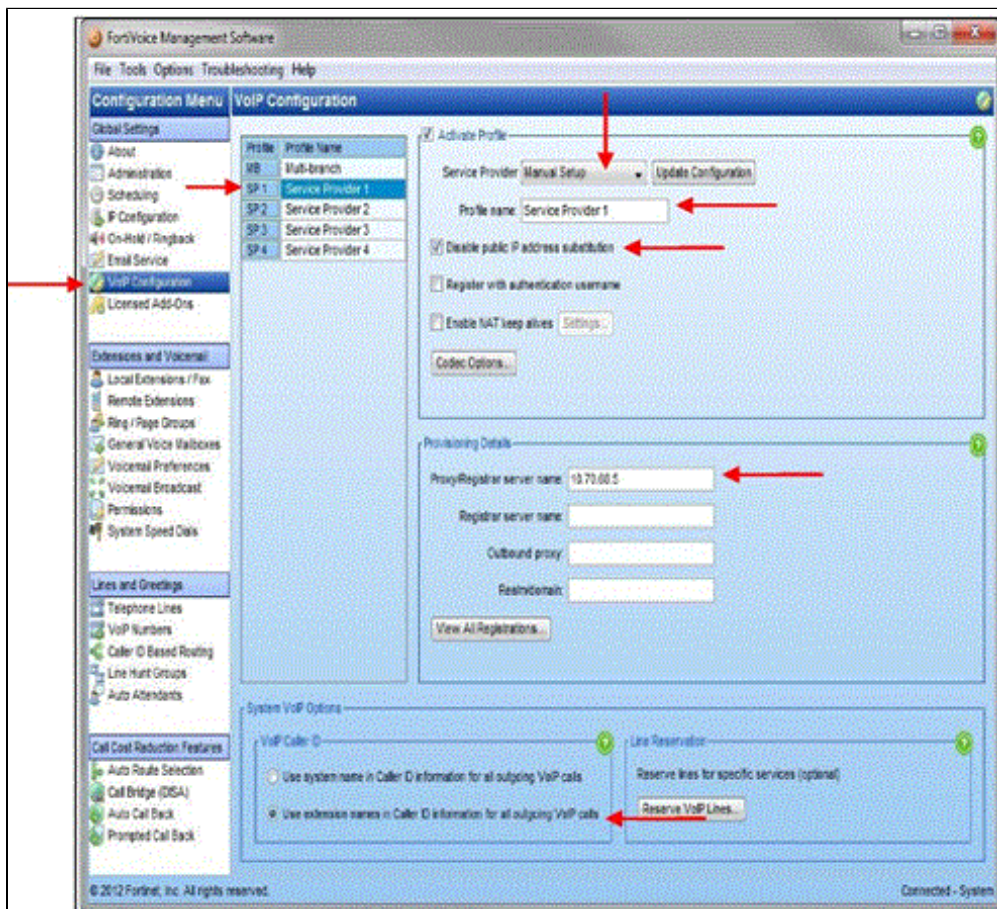


Step	Action	Result
1	Under the Configuration Menu At Global Settings Select ID Configurations	IP Configuration screen opens on the right side
2	Under System IP Settings Select Use Configured IP and DNS information from the drop-down menu	
3	At Unit 1 IP address: Enter: The IP address of the PBX	Note: The IP address of the PBX may be changed by entering a new IP address here. Example: The IP address of the PBX used here is 10.70.68.2.
4	At Subnet mask: Enter: The subnet mask of IP address of the PBX	Note: Example: The subnet mask used here 255.255.255.0. Use the actual subnet mask for the IP address of PBX in your network
5	At Default gateway: Enter: The IP address of eSBC in your network	Note: Example: The default gateway used here 10.70.68.5. Use the actual IP address of default gateway (eSBC) for your network.
6	At Preferred DNS server: Enter: The IP address of DNS server for your network	Note: Example: The DNS server IP address used here 10.64.1.3. Use the actual DNS server IP address for your network.
7	At Alternative DNS server: Enter: The IP address of DNS server for your network	Note: Example: The DNS server IP address used here 10.64.1.3. Use the actual DNS server IP address for your network
8	Go to the next table.	



Step	Action	Result
1	In the Configuration Menu Under Global Settings Select VOIP Configuration	VOIP Configuration screen opens
2	Under the Profile menu Select SP1-Service Provider 1	
3	Click and check Activate Profile	
4	At Service Provider Select Manual Setup from the drop-down menu	
5	At Profile name: Enter: The appropriate name	Example: Service Provider 1
6	Click and check Disable public IP address substitution	

7	Leave the following unchecked: Register with authentication username Enable NAT keep alive	
8	Under Provisioning Details At Proxy/Registrar server name: Enter: The IP address of eSBC in your network	Note: Example: The Proxy/Registrar used here 10.70.68.5. Use the actual IP address of Proxy/Registrar (eSBC) for your network.
9	Confirm the following: Registrar server name: is blank (no data) Outbound proxy: is blank (no data) Real/domain: is blank (no data)	
10	Click Use extension names in Caller ID information for all outgoing VoIP calls: radio button	
11	Procedure completed.	



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