nexVortex Setup Template

KERIO OPERATOR

February 2012

Introduction

This document is intended only for nexVortex customers and resellers as an aid to setting up the Kerio Operator PBX software to connect to the nexVortex Business Grade SIP Trunking Service.

- ▶ Further Kerio Operator information may be found at http://www.kerio.com/operator.

- ▶ Further assistance may be found at http://www.kerio.com/support.

If you find any errors in this document or have any suggestions, please email us at support@nexvortex.com so that we can make updates to this document.

Important! Your DNS Address
Your specific DNS address was provided in the Account Set Up email you received the day you opened your account. Your Authentication User ID and password are also in this email. If you need assistance locating this information, please contact us at support@nexvortex.com.

Note: For all instructions throughout this Guide, you must substitute your DNS address wherever xx.xx.xxx.xxx is referenced.

Proxy Servers
To connect to the nexVortex network, you will need to add our proxy address into your phone system or device. The address of our proxy server will be a fully qualified domain name (FQDN). It was automatically sent to you when your account was setup. If you no longer have this information or would like us to issue a new proxy key, please contact us at support@nexvortex.com.

Note: If your system does not support a fully qualified domain name format, please contact support for a list of valid IP addresses for your account.
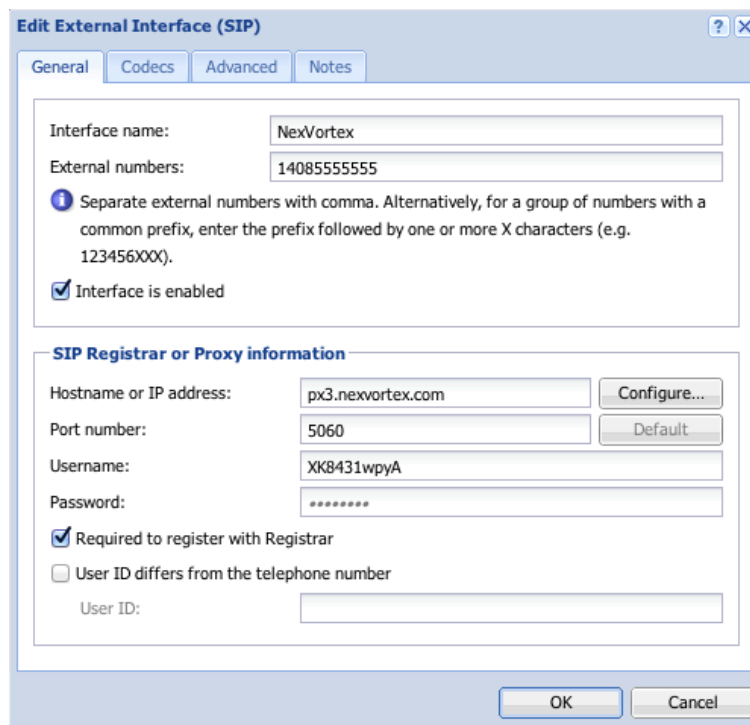
Special Characters
Please note that special characters should not be used anywhere in SIP configurations. These include, but are not limited to, @#$%&!.

Prerequisites:

- The telephone number or numbers assigned to you by nexVortex. Each number will include the US international country code (without "+" at the beginning). In this how-to, let's assume the number is "14085555555".
- If you have a firewall, make sure the SIP and RTP ports are open and properly routed to Operator
- Your SIP (PROXY) login credentials provided during the nexVortex account activation

Configuration Steps in Kerio Operator:

1. Log into the administration interface of Kerio Operator.
2. Go to the Call Routing screen.
3. Click the button "Add a SIP Interface".
4. In the first screen, enter some interface name (for example, "nexvortex", choose the option "New provider" and enter your telephone number ("14085555555" in our example). In case of multiple numbers, use comma separation as noted in the dialog.
5. Click "Next" to go to the second screen.
6. Choose the extension to receive incoming calls and enter the prefix that will be used to dial out (for example, 9).
7. Click "Next" to go the third screen.
8. In the SIP Registrar dialog, specify the hostname provided by nexVortex (px3.nexvortex.com) and the default port 5060. Specify the Username (Authentication Username) and password (Authentication Password) fields as provided by nexVortex.

Edit External Interface (SIP)

Tabs: General | Codecs | Advanced | Notes

Interface name: NexVortex
External numbers: 14085555555

ℹ Separate external numbers with comma. Alternatively, for a group of numbers with a common prefix, enter the prefix followed by one or more X characters (e.g. 123456XXX).

☑ Interface is enabled

SIP Registrar or Proxy information

Hostname or IP address: px3.nexvortex.com   Configure...
Port number: 5060   Default
Username: XK8431wpyA
Password: ••••••••
☑ Required to register with Registrar
☐ User ID differs from the telephone number
    User ID:

OK   Cancel

Troubleshooting

Customer System will not register with nexVortex:

- Check the system is pointing at xx.xx.xxx.xxx
- Check port 5060 is open on the firewall
- Check NAT translation is correct between LAN private IP address and public IP address
- Check you have the correct proxy user name and password configured.

Customer System cannot make a call:

- Check the system is pointing at xx.xx.xxx.xxx
- Check port 5060 is open on the firewall
- Check NAT translation is correct between LAN private IP address and public IP address
- Check you have the correct proxy user name and password configured.

Customer System cannot receive a call:

- Some systems require our IP Address xx.xx.xxx.xxx for verification to be configured
- Check port 5060 is open on the firewall
- Check NAT translation is correct between LAN private IP address and public IP address
- Check that you have setup the IP route for the number correctly with nexVortex. This is done through the customer or reseller Partner Connect portal->Preferences->Inbound Number Routing
- Check that the dial plan is configured to route the number to a valid location on the customer system.

One way audio or no audio after call is setup:

- Check the RTP audio ports are open on the firewall.

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