Getting Started

This guide aims to provide you with the steps to follow in order to complete the configuration of your VoxSun phone system. Allow 30 to 40 minutes to complete the 7 steps. In this guide, you will learn:

- how to log in to your client area using the VoxSun portal,
- how to create a plan,
- how to create an extension,
- how to configure provisioning / activation of your phone and
- how to configure an Interactive Voice Response (IVR).

Please follow these steps in order to ensure proper configuration of your VoxSun phone system.

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Step 1: Login to the portal (Duration: 5 minutes)

Before you begin, make sure you have on hand your login name and password. They are in the confirmation email you have received within 24 hours of your order. We recommend using the Firefox browser and strongly recommend to avoid using the back, forward and reload buttons of your web browser when you use the VoxSun portal. Use the button "Up" or the left menu to navigate through the portal VoxSun.

The first step is to log in to your account using the VoxSun portal.

- Open your Internet browser and access the VoxSun portal at the following URL : https://portal.voxsun.com
- Then, enter your username and password to access your client area.
- Select your preferred language
- You must then provide your personal information. Fields marked with a red star are required.
  If you change your username or password, please note that it will replace those that were sent to you by email and the modified access will be necessary for your next connections.
- Once finished, click the OK button in the lower right corner.

You now have access to your client interface that allows you to configure your VoxSun system.

Step 2: Create an unlimited data plan (Duration: 2 minutes)
It may be necessary to create a plan to be able to make and receive calls. This is usually created automatically. Please skip to step 3 if this is the case.

- Click on "Plans".
- Click on "Add Plan".
- Add a zero (0) in the required empty fields.
- Click the OK button in the lower right corner.
- In the "Name" field, enter a representative name for your plan. (example: Unlimited)

The default options allow you to create an unlimited plan without any additional configuration. Of course you can customize your plan to suit your needs. Consult the user manual for more information about the different options (see our knowledge base at: https://voxsun.com/billing/knowledgebase.php).

Congratulations! You have just created your first plan.

Step 3: Creating your first extension (Duration: 5 minutes)
In order to make and receive calls, you must create extensions.

- Click on "Extensions" in the left menu
- Click on "add extension".
- Enter the number of the desired extension.
  This is the number that will have to be dialed internally to make a call to this extension.
- Enter the name of the person who will use this extension
- Enter a unique identifier for this extension.
- Choisissez si vous désirez assigner un mot de passe manuellement ou si vous désirez laisser le système en générer un pour vous.

The automatically generated passwords will be emailed to the address specified in the email field. Make sure that the email address is valid and accessible.
Once you have finished filling out the fields that are in the "Extension Owner" section:

- Make sure that the option "Telephone terminal" is selected in the "Selecting the type of extension" section

- Make sure that the plan you have created earlier is selected in the "Billing and Outbound Call Filtration" section.
- Click the OK button located in the lower right corner.

You will then be directed to the "Roles and Phone Numbers for Extension".

- Check the "Extension is aware of multi-user" option
- Click OK to confirm your configuration.

The other options can be left as is or adapted to suit your needs. Please refer to the user manual for more details on the options available to you (see knowledge base online: https://voxsun.com/billing/knowledgebase.php).

The next page is for specific functionality unique to the extension. It is from this page that you can set up your voicemail, your conferences, your faxes and your call records.

- Select the options you want to enable for this extension
- Make sure you fill in the required fields (marked with a red asterisk)
- Click the OK button in the lower right corner

Congratulations! You have just created your first extension. You can now configure a phone so that it can use the extension you just created. The extension now appears in the list of extensions.

Step 4: Provisioning and configuration of your phone (Duration: 3 minutes)
It is necessary to configure your newly created extension so that it is connected to your phone. You will need information found on the label located under the phone.

- In the "Extensions" section, click on the extension that you just created
- Click on "Provisioning and SIP"
- Check the "Use provisioning" box
- Enter an appropriate name for your phone
- Enter your phone's manufacturer
- Enter your phone's model
- Enter the MAC address of your phone in the form AA:BB:CC:DD:EE:FF
- Check the "Use the MAC based provisioning" box
- Scroll down to the "Device Settings" section
- Select the time zone that matches your location
- Scroll down to the bottom of the page in the "SIP Settings" section
- For the "Codecs allowed" option, uncheck everything except G.729A
- Click on OK

Congratulations! You have configured the provisioning for your extension. If you had already connected your phone, you will need to reset your phone. To do this, simply unplug the power cable into the phone and reconnect it.

VoxSun

Field	Value
Friendly name *	Phone1
Manufacturer *	Yealink
Model *	SIP-T20P
Firmware/Version *	6.x.x.x
Application version	
MAC address *	00:15:65:16:F4:AA (in format XX:XX:XX:XX:XX:XX)
Use MAC based provisioning	☑
Status	Enabled
Notes	

Device Settings

Field	Value
Administrator username	
Administrator password	None
Phone update interval	10 minutes/seconds (according to phone settings)
Update protocol	HTTP
Provisioning template	Server default
Phone time zone *	Canada(Montreal, Ottawa)

SIP Preferences

Field	Value
Use the same password with interface	☑
Phone password	(at least 5 characters)
Confirm phone password	
DTMF	rfc2833
A PBX is connected to this extension	☐ Enable for SIP trunking service
Ping the extension to check its status	☑
Allow re-invites from this extension	☐
Extension publishes its own state	☐
Force enable of MWI	☐
Allowed codecs *	☐ G.711 u-Law ☐ G.711 A-Law ☐ GSM ☑ G.729a
Phone does not register, is located on IP	Port and has to authenticate
Allow extension SIP connection only from IP	(maximum class C (/24)
Equipment description	

Step 5: Configure your phone (Duration: Approximately 5 minutes)
The next steps depend on the type of phone you want to configure. Make sure you follow the configuration steps according to your situation. Please note that the provisioning of your phone may take up to 10 minutes.

If you have received your Yealink phone from VoxSun:

• Your phones have been pre-configured and are ready to be used without any additional configuration. Make sure you have correctly completed Step 4 so that your phones will be able to retrieve their configurations via VoxSun's servers.
• Proceed to Step 6

If you want to use IP phones that do not come from VoxSun:
• Have the user manual of your phones at hand
• Click on the extension that you created earlier
• Click on "Provisioning and SIP"
• In the green "Information" box, copy the URL that appears (see image below)
   Ex: http://voxsun.net/pro/p/00156516F4AB

- Paste the address in the "update location" field of your phone.
  Refer to the manual of your telephone to obtain information on the procedure to configure the update location of your phone.
- Proceed to Step 6

Information: To be able to provision the phone system, set your phone update location to:
HTTP protocol: http://provisioning.voxsun.net/pro/p/id/418767233848

If you are using VoxSun's softphones (Windows, iPhone, iPad, Android)

- Click on the extension that you created earlier
  You will need the login of the extension that can be found in the Extension Overview section.
- Go to the settings of the softphone you wish to use
- The account (Account) corresponds to the login of the extension. Ex : 0001*001
- The password associated with this extension
- Proceed to Step 6

The following images are the recommended configurations for the VoxSun application on the iPhone
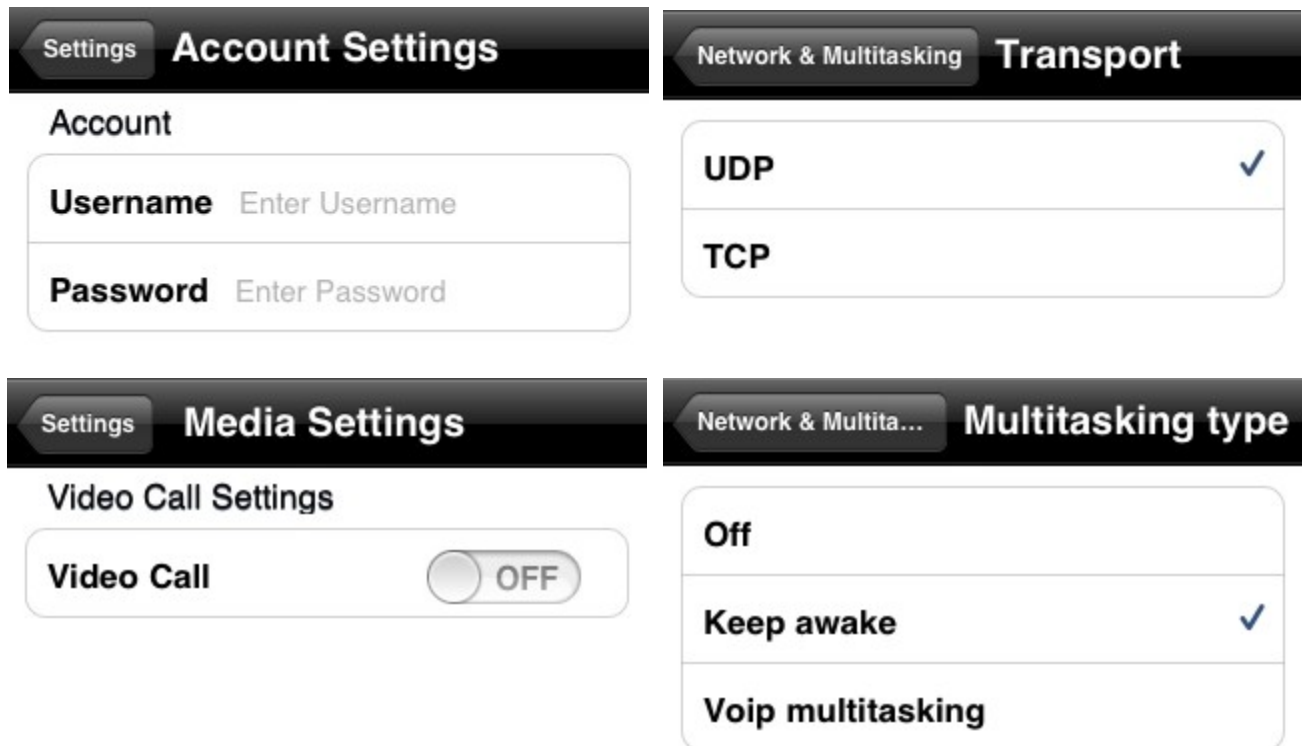
If you use a softphone that is not from VoxSun (Zoiper, X-Lite, etc)

- Click on the extension that you created earlier
  You will need the login of the extension that can be found in the Extension Overview section.

- Go to the settings of the softphone you wish to use
- The account corresponds to the login of the extension. Ex : 0001*001
- The password associated with this extension
- The domain corresponds to the following address : voxsun.net:55060

Account name: 0141*201

Protocol: SIP

User Details

* User ID: 0141*201

* Domain: voxsun.net:55060

Password: ••••••••••••

Display name: VoxSun

Authorization name: 0141*201

Congratulations! You have just configure your first phone. Repeat the previous steps for each phone / extension.

Step 6: Creating / Importing your personalized messages (Duration: 10 minutes)

Here are the steps to follow so that you are able to import your custom messages. Some changes must be made to your audio files. You can use the software of your choice. However, we recommend Audacity which is free and will be used in this guide.

6.1 Prepare your files (Duration: 7 minutes)

- Download Audacity from the following URL : http://audacity.sourceforge.net/
- Start Audacity
- If you have previously recorded your greeting, go to Step 6.1.2

6.1.1 Recording your personal greeting

You will need a microphone and speakers to complete this step.

- Click on the "Record" button

- Say your personal greeting
- Click "Stop" when you are finished

- Go to step 6.1.3

6.1.2 Opening your pre-recorded personal greeting

- Open the file you wish to import:
    ◦ File / Open
    ◦ Select your audio file
    ◦ Click "Open"

6.1.3 Preparing your personalized greeting

- Perform the following steps to adjust the file to the VoxSun phone system
    ◦ Click on "Tracks"
    ◦ Click on "Stereo track to mono"
    ◦ Click again on "Tracks"
    ◦ Click "Resample..."
    ◦ Select 8000
    ◦ Click OK
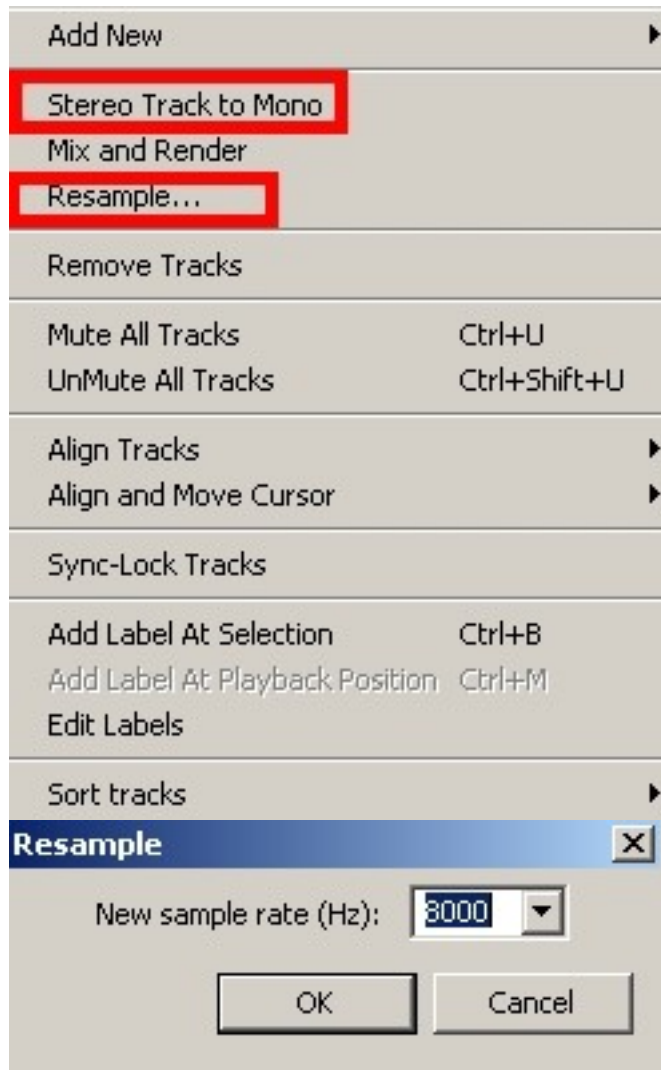
- Now simply save the file:
  - Click on File / Export...
  - In the "Save as type" field, select "Other uncompressed files"
  - Click on Options...
  - Header : WAV (Microsoft)
  - Encoding : U-law
  - Select the location to save the file
  - Enter a name for your file
  - Click "Save"
  - Click "OK"
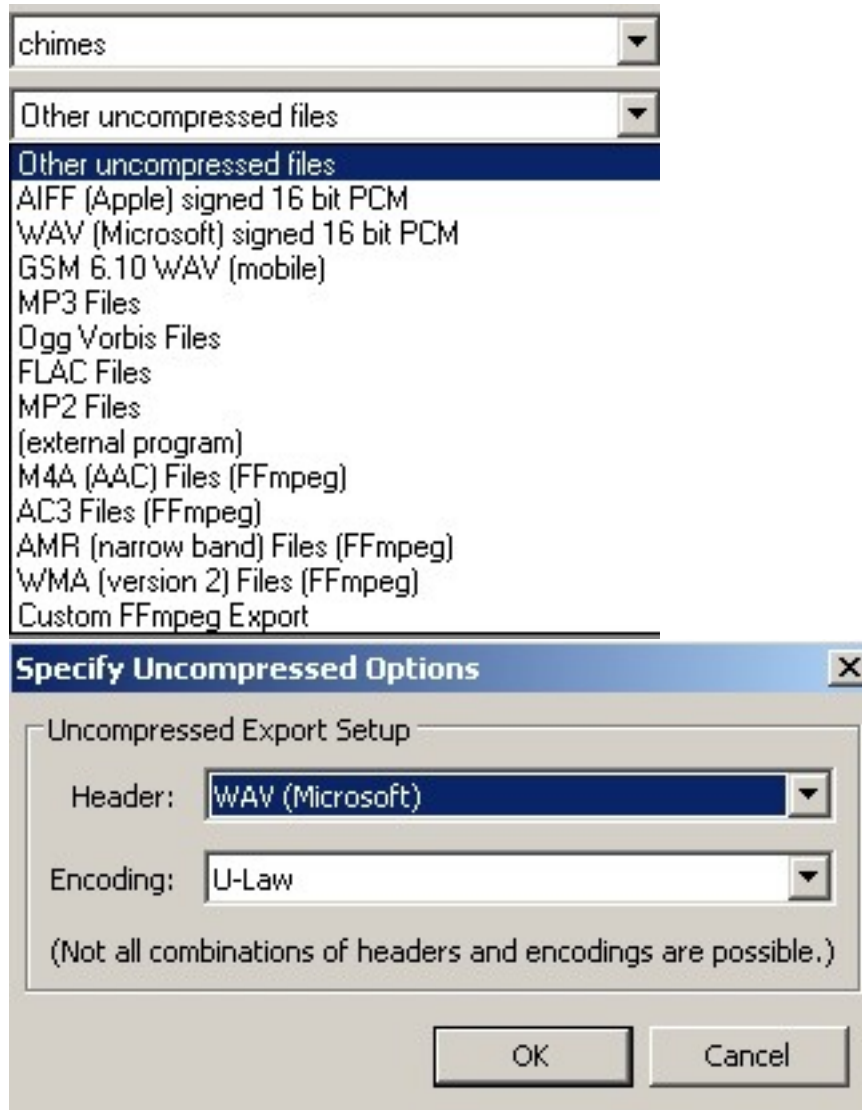
Your file is now ready to be imported ! The following steps will allow you to allow you to add your file to your VoxSun phone system.

6.2 Import your files (Duration: 3 minutes)

- Return to the VoxSun portal
- Click on "Up"
- Click on "Sound"
- Click on "Add Sound"
- Enter an appropriate name for your sound
  Remember this name because you will need it in the next step
- Click on "Browse"
- Select your sound file
- Check the "Default Sound File" box
- Click on "OK"

Your file is now ready to be used for your VoxSun telephone system.

Step 7: Create your Interactive Voice Response (Duration: 10 minutes)

Your IVR's logic

Before you begin to configure your IVR, it is important to understand the logic of the configuration used by the VoxSun portal. Refer to the image for the following explanations.

A	Option	Actions	Created	☐
	start	0	-	☐
	timeout	0	-	☐
	invalid	0	-	☐
	0	0	-	☐
	1	0	-	☐
	2	0	-	☐
	3	0	-	☐
	4	0	-	☐
	5	0	-	☐
	6	0	-	☐
	7	0	-	☐
	8	0	-	☐
	9	0	-	☐
	*	0	-	☐
	#	0	-	☐

- Start :
  Under this option, incoming calls will be forwarded. The actions that will be defined will be executed in the order that you specified.

- Timeout :
  Under this option, you can specify actions to take when a call is inactive.

- Invalid :
  Under this option, you can specify actions to take when the caller enters an option or an invalid extension.

- 0 to 9 + * and # :
  Under this option, you can specify actions to take when the caller dials a digit or a given symbol.

7.1 Basic setup (Duration: 5 minutes)

Your IVR allows you to use a professional greeting and simplifies the management of incoming calls. You will be able to perform a basic configuration in the following steps:

- Click on "Extensions" from the left menu
- Click "Add extension"
- Enter a unique extension number (Different from the one used previously)
- Fill in the fields with information specific to your company
- In the "Extension Type Selection" section
- Select IVR
- Click OK in the lower right corner

You will then be directed to the "Roles and Phone Numbers for Extension" page

- Check "Extension is aware of multi-user"
- Adjust limits and sharing policies according to your needs
- Click OK located in the lower right corner

The following page defines general parameters of your IVR

- Adaptez les configurations selon vos besoins
- Click the OK button in the lower right corner

Logged in as: voxsuntest   My Interface   Logout

voxsuntest >

Add IVR (Interactive Voice Response)   Return to my account   Open menu ▼   Help   Up level

Use this page to fill in the IVR information. Set the IVR's name, timeout and description.

Add IVR

Name *	vxIVR
Clone IVR settings from	--
Default music on hold folder	////
Timeout *	8
IVR session lifetime *	1800
If lifetime expires	⦿ Hangup
	○ Transfer to extension
	○ Play sound ////thank-you-for-calling
Description	

CallerID Management

Do not send CallerID on public calls   ☐ (Anonymous)

* Required fields   ✓ Ok   ✗ Cancel

Users
- Extensions

Server
- Unified Communications
- Charging plans
- Reports

- Click on the newly created extension
- Click on "IVR Configuration"
- Click on "Add a context"
- Enter a meaningful name for your context (Example: MainIVR)
- Check the "This is the entrance to the context" box
- Check the "Allow to dial phone terminal extensions directly" box

Add Context to IVR vxIVR

Return to my account   Open menu   Help   Test IVR   Generate IVR   Up level

Use this page to add information on the new IVR context.

⚠ **Warning:** There are some inconsistencies in your IVR. We advise you to correct them, otherwise the IVR will not work as expected. You can get a full report on the detected errors here. IVR changes are pending, please regenerate the IVR in order for the changes to go live. Press here to do this.

Add IVR Context

Name *   MainEN

This is the entry context   ☑

Allow to dial phone terminal extensions directly   ☑ from this context

* Required fields   ✔ Ok   ✗ Cancel

Users
- Extensions

Server
- Unified Communications
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You have just created the input context of your IVR, which means that incoming calls will be taken care of in this context.

The next step is to configure the logic of your IVR. This is where you will add your messages and configure the options that your callers will use.

7.2 Configuring the welcome message (Duration: 5 minutes)

- Click on "Start"
- In "Action", select "Play sound"
- In the action's details, click the speaker icon
- Select the sound that you previously added
- Click on OK
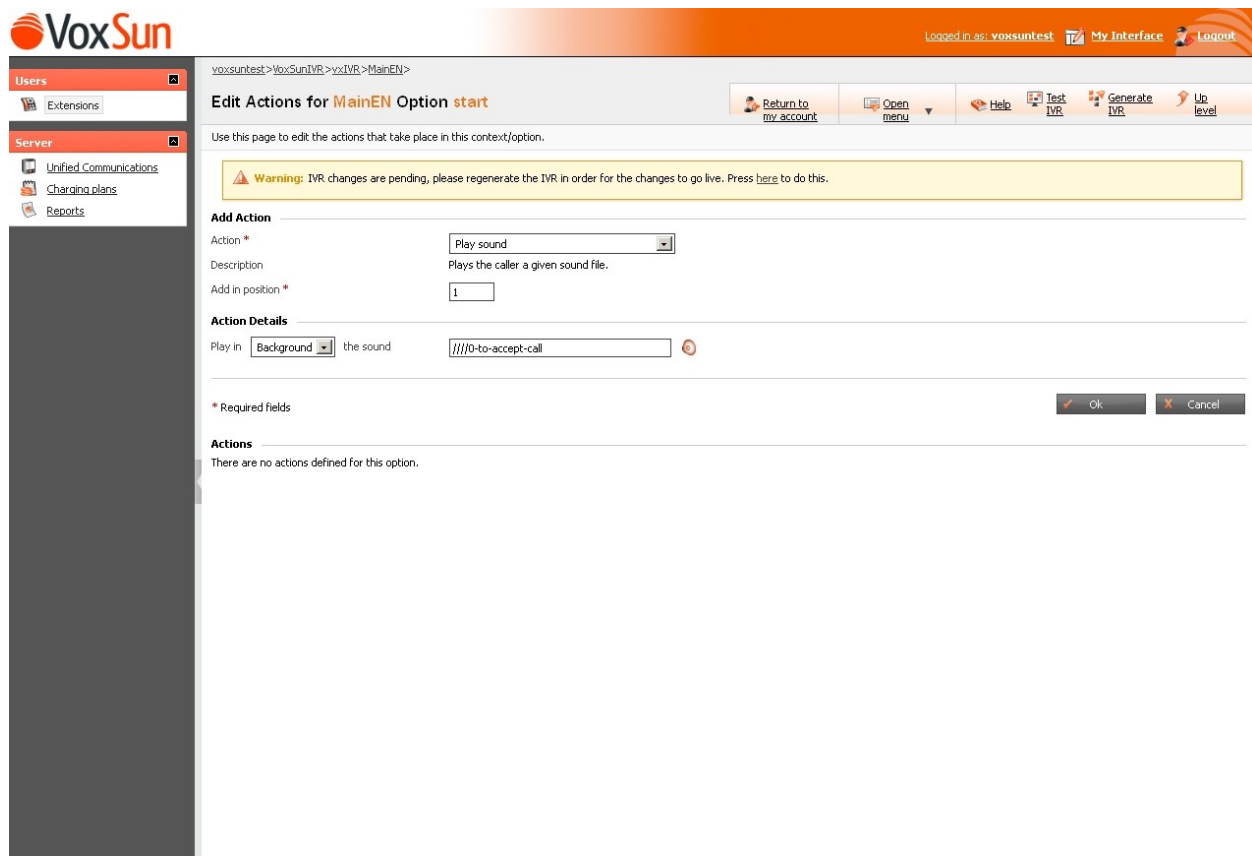
The action you just added now appears in the list of actions

- Now click "Test IVR" to test your configuration
- If you are satisfied with the changes, click "Generate IVR"

Congratulations! Your IVR is now operational, refer to the user manual to learn about the various options, (see knowledge base online: https://voxsun.com/billing/knowledgebase.php).

Additional Information

Procedures to check your voicemail:

Follow the steps below to take your voice messages.

- From your VoxSun phone (IP phone, Windows softphone, iPhone, iPad, Android)
  - Dial *95
- From the VoxSun portal

- ◦ Access the VoxSun portal at the following address: https://portal.voxsun.com/
  - ■ Click on your extension
  - ■ Click on "Mailbox"
  - ■ Locate the message you wish to listen
  - ■ Click the "Play" button to listen
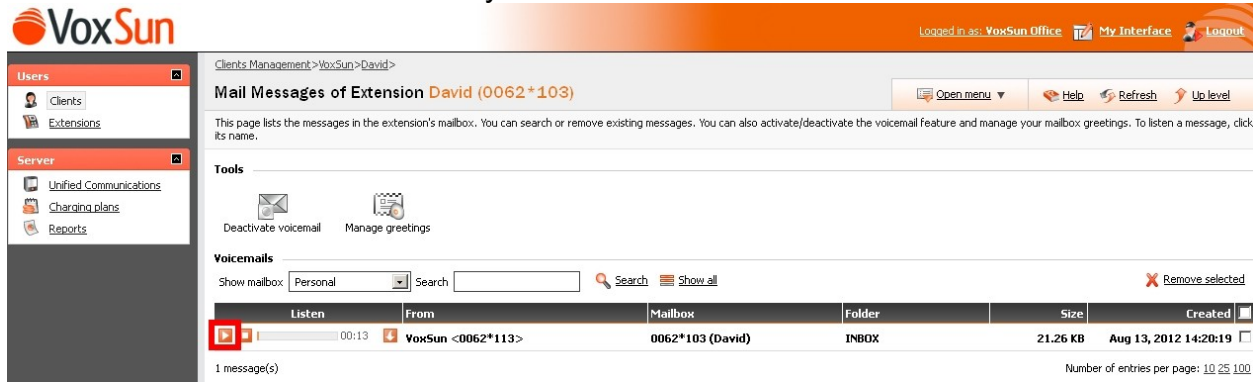
Procedure for international calling:
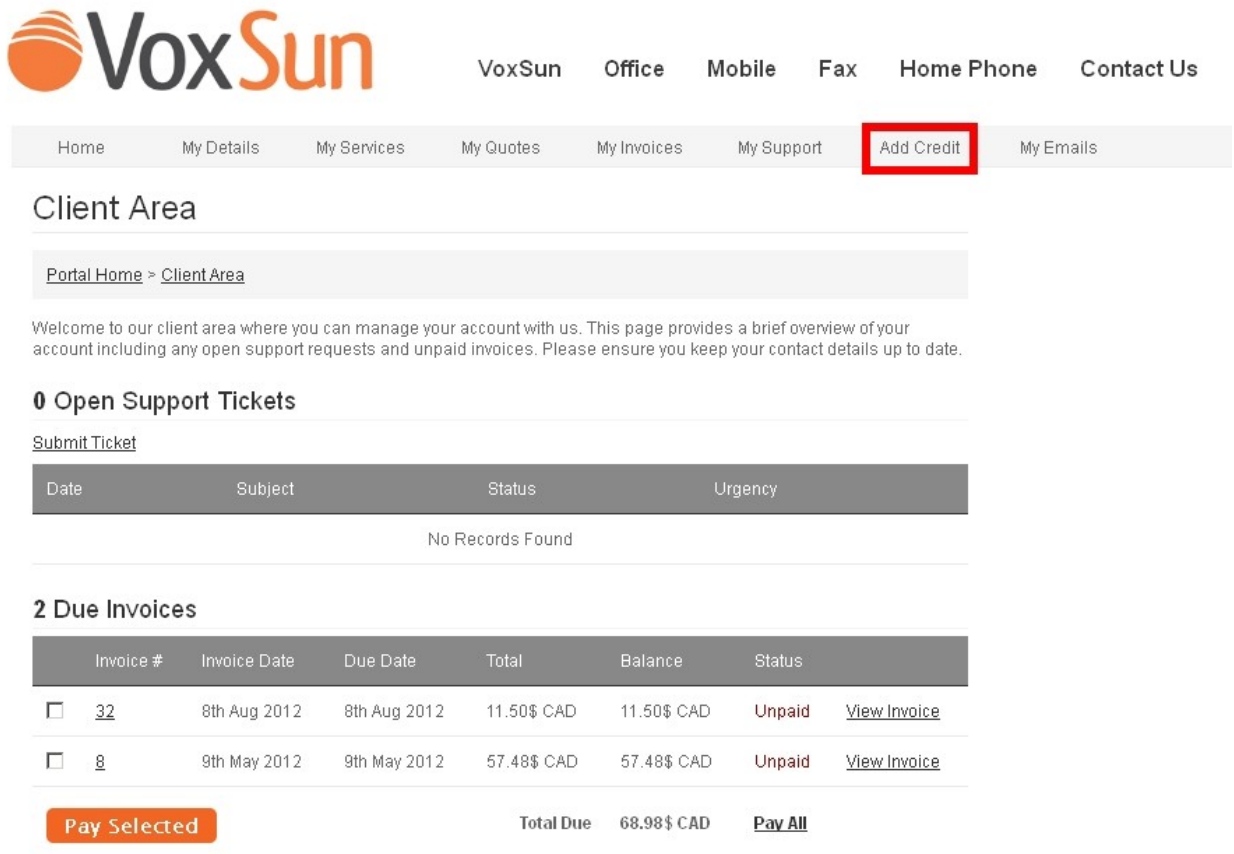
- • Dial 011 + Country code + Phone Number
  For example, to make a call to France, you would dial 011 33 1 47 07 19 04

Add credits to your account for international calls:

Credits can be used for making international phone calls to destinations that aren't included with your VoxSun calling plan. International calls made with credits will be charged by the minute and you can review the rates on the following page: http://voxsun.com/images/downloads/en/VoxSun%20rates%20list%20-Eng.pdf

- • Login to your client area at the following address: https://voxsun.com/billing/clientarea.php

- Click on "Add Credit"

- Click on the "Details" button

- Select the amount you want to add with the "Recharge / Topup" menu

- Click on "Order Now"

For any questions, do not hesitate to consult the knowledge base (https://voxsun.com/billing/knowledgebase.php). Finally, you can open a ticket by accessing your account at the following link: https://voxsun.com/billing/submitticket.php

Thank you.