SIP.US setup for StarLeaf VoiceConnect

Contents

Introduction

StarLeaf relies on third-party SIP trunking providers to enable calls to and from the PSTN. This feature is called VoiceConnect . SIP.US is one of our certified providers within the US and offers fast setup and low per-minute call rates. This document gives step-by-step instructions on how to create your SIP.US account and configure it for use with StarLeaf VoiceConnect. These steps are accurate as of May 2019 but the exact details are subject to change – please let us know if you have any questions or find any discrepancies.

1. Go to https://www.sip.us and click the 'Get Started' button

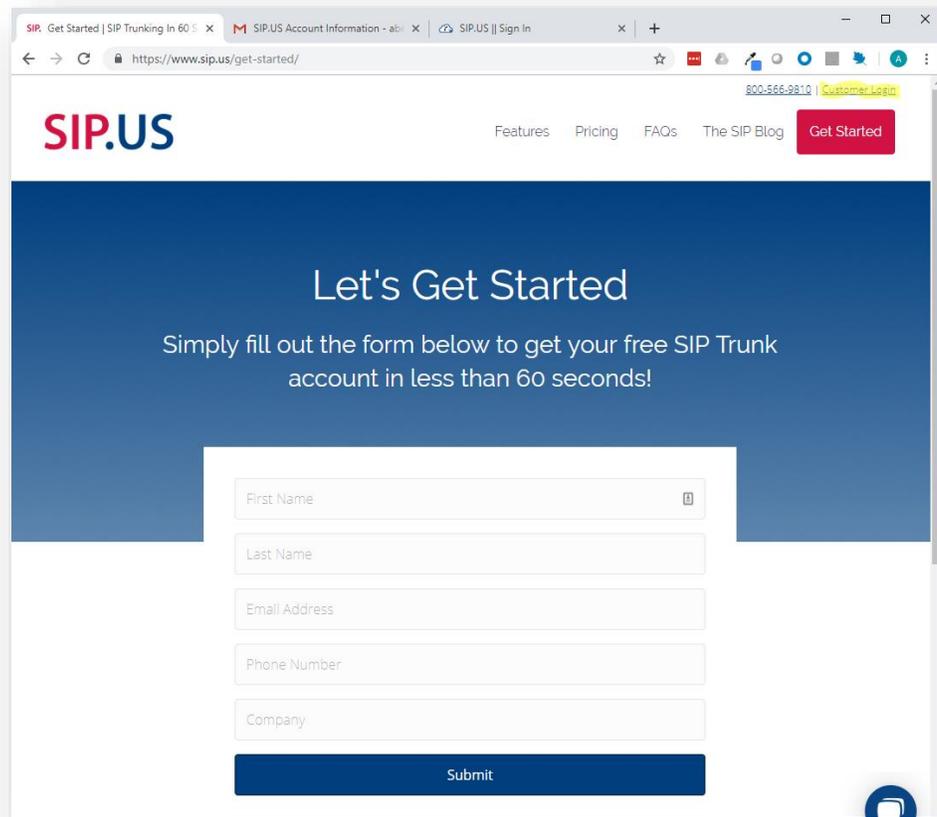2. Complete and submit the 'Let's Get Started' form

Figure 1 – signup page

3. Check your email for your temporary password

4. Sign into your SIP.US control panel

The control panel login link is highlighted in Figure 1.

5. Change your temporary password as indicated in the popup

There is no need to complete the tutorial for the purposes of this configuration, so you can close the popup window after setting your new password. You will see that your account is in a 'free demo' status for 14 days, however, your free test DID number is only functional for 4 hours. You will need to add some credit to the account in order to obtain DID numbers that will work long term.

6. Add credit to your new account

Go to 'Payment Center' -> 'Add Funds'. Choose enough 'unlimited channels' for all the concurrent VoiceConnect calls that your organization will need (the monthly charge is $24.95 per channel). Select the number of phone numbers you need of each type. 'Standard' is fine for VoiceConnect – StarLeaf itself does not support e911 so there is no point in selecting 'Enhanced'. Toll-free numbers will work fine with VoiceConnect, if you need them. You will need to add 'prepaid account funding' if you are buying

© 2019 StarLeaf Inc, last updated 4/30/2019

any tollfree numbers or if you intend to place International outbound calls from your VoiceConnect service.

7. Order telephone numbers

Click the 'Order Numbers' button in the right-hand panel to search for and order the DID numbers that you need. The 'CNAM' field can be used to set an outbound name (e.g your company name) that will be presented to called destinations along with your caller ID.

Figure 2: Order Telephone Numbers page

8. Assign numbers to trunks

By default, your numbers are assigned to the pre-existing trunk 'Trunk 1'. The default settings on this page don't need to be changed.
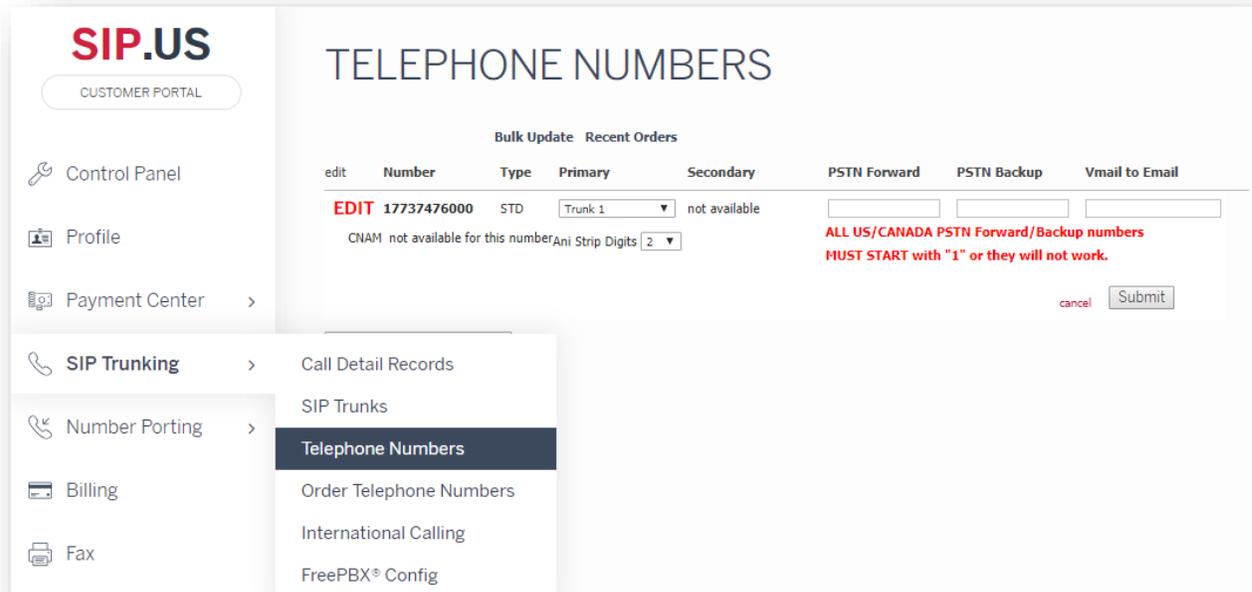

Figure 3: Phone number trunk assignation and settings

9. View registration information for 'Trunk 1'

Go to 'SIP Trunking' -> 'SIP Trunks' to see the trunk number and password for Trunk 1.
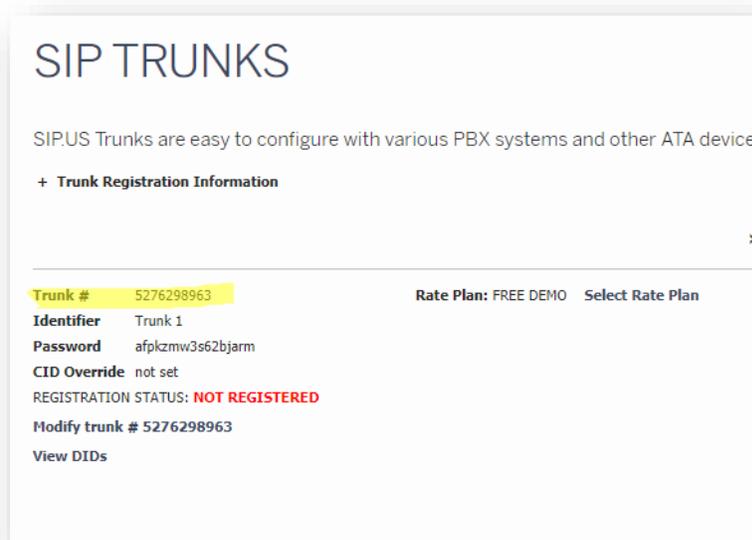
10.   Modify trunk 'Contact Override' setting

Underneath the 'REGISTRATION STATUS' field of the SIP Trunk page shown in Figure 4, click on the "Modify trunk #...' line. This gives access to detailed configuration for this trunk. Here, you _must_ change the value of the 'Contact Override' field from 'ON' to 'OFF', as shown in Figure 5. Without this modification, inbound phone calls to your trunk will not be accepted by StarLeaf VoiceConnect. You _may_ also change the trunk identifier and password, if you wish. Other fields should be left unchanged.

Modify Trunk »

Trunk #	5276298963
Trunk Identifier	Trunk 1
IP Authentication	☐ ?
Password	afpkzmw3s62bjarm 16 char min/25 max
CallerID Override	?
Contact Override	OFF ▼ ?
DNIS Override	ON
Outbound CID Header	OFF ?
Outbound Number Strip Digits	0 ?
Block Calls from Payphones to TF DIDs	☐ ?

Figure 5: Modifying the trunk to turn Contact Override OFF.

11.   Complete PSTN SIP Trunk configuration on StarLeaf Portal

Log into https://portal.starleaf.com as an admin or reseller user and access the organization that you're setting up VoiceConnect for. Click **PSTN SIP Trunks -> Add PSTN SIP trunk.** If you don't see this option, contact your StarLeaf reseller or account manager to have it enabled.

Under the 'Trunk' section, select **Provider:** *sip.us* and enter a name and description of your choosing.

Under 'PSTN numbers' hit '+' and add the numbers that you configured in step 11. The values should be entered as follows:

PSTN number: The DID phone number without the leading +1

Registration name: Trunk # value from your account, as highlighted in Figure 4.

Extension authentication: Trunk # value from your account, as highlighted in Figure 4.

Extension password: Password for your SIP.US trunk, as shown in Figure 4.

Hit 'Apply' when done. After a few seconds, the status of the trunk (as shown in StarLeaf Portal) should be indicated online by a green check mark.

Allocate individual numbers to StarLeaf endpoints. The purpose of this step is to control which number each StarLeaf endpoint presents as its outbound caller ID (one number will be the default. This is configured by selecting 'PSTN SIP numbers' from the StarLeaf portal and mapping StarLeaf extensions to your phone numbers one by one.

Select one number to be the org default (this will be presented as the outbound caller ID for all accounts/room systems that do not have their own dedicated caller ID).

Edit PSTN SIP trunk

Trunk ✔ Online

Provider:

sip.us (US)	⌄

Description:

Name:

Main trunk	⊞

PSTN numbers

	PSTN number	Registration name	Extension authentication	Extension password	Assigned
🗑	+1 (1) 7737476000	5276298963	5276298963	afpkzmw3s62bjarm	✔ Abe Sharp
+					

OK	Apply	Cancel

Finally, test that inbound and outbound phone calls work for the StarLeaf users/endpoints that you assigned numbers to. For outbound calls, each user's caller ID should be their assigned number. Don't hesitate to contact support@starleaf.com for further assistance!