

# Allworx Server Setup Instructions



**\*\*NOTE\*\***

SIP Proxies are only supported IF you are using a PUBLIC IP that is REGISTERED to your ALL-WORX system.

**\*\*NOTE\*\***

In the event that you are adding this or another proxy to your existing system, please be aware that any extensions that have had service permissions changed, from the default configuration, will require additional configuring to get up and running with this or ANY new service

- 1) Open up a web browser.
- 2) In the address bar type in <http://sip.starshipcorp.com/user/reg/index.php>. Hit Enter.
- 3) Fill out the requested information. For your "User ID", please select a number of 8 digits or less starting with 8. So your number will look something like 8xxxxxxx, (where x stands for a number of your choosing).
- 4) Check the "I accept" check box AFTER reading the terms and conditions information.
- 5) Click "Register"
- 6) After registering a confirmation e-mail will be sent to the address you registered with. You must click on the link within this e-mail, within 24 hours of registering, to activate your account.
- 7) Login to your Allworx Server.
- 8) On the left of the browser window, click on the "Phone System" link and then the "Outside Lines" sub link that follows underneath.
- 9) Locate "Sip Proxies" on the far right of the browser window. Click on the "New SIP Proxy" link.

# Allworx Server Setup Instructions

10) Fill in the fields, under “SIP Proxy”, with the following information:

Description	: Starship Allworx Proxy
User ID	: (Your account beginning with 8)
Proxy IP Address	: 12.160.216.28
Proxy Port	: 5060
SIP Proxy Server requires SIP Registration	: Checked
Login	: (Your account beginning with 8)
Password	: (Your account password)
Registrar IP Address and Port are different...	: UN-Checked
Digits Sent	: all 11 Digits
Maximum Active Calls	: Number of trunks ordered

11) Fill in the fields, under “Advanced Settings”, with the following information:

DTMF Payload	: 96
Pad DTMF RTP Packets	: Un-Checked
Call Transfer Method	: SIP Hold

12) Click “Update”

13) On the left of the browser window, click on the “Phone System” link and then the “Dialing Rules” sub link that follows underneath.

14) Under “Service Groups”, click the “New Service Group” link.

15) In the “Description” field, enter in “CityVoice”.

16) In the “Services” box click on “Starship Allworx Proxy”.

17) Click on the “move” button. Click “Add”.

18) Under “Dial 9 – Service Groups”, Click the “Modify” link.

19) In the “Area Code” field next to “HOME”, enter your local area code.

20) Under “Dial Method” scroll down to and select “Area code NOT dialed”.

**\*\*NOTE\*\***

**This assumes that you are going to be using Copper Phone lines for your local a calls, in a 7 digit calling area, and will setup the copper lines on your system yourself. If you plan on using the VoIP network to call your local area code you will need to set this to “1 + Area Code Dialed”.**

21) Under “Service Group” scroll down to and select “All CO Lines, SIP Gateways & SIP Proxies”.

22) In the “all others” row, under “Area Code”, scroll to and select the “CityVoice” “Service Group”.

# Allworx Server Setup Instructions

23) Click "Update"

24) Once this is done, send an e-mail to [support@cityvoice.biz](mailto:support@cityvoice.biz) with: Your user name (the number beginning with 8); Your time zone; and whether destination calls will be made within the USA and or internationally.

**\*\*NOTE\*\***

**Please allow 1-2 business days for calling permissions to be activated.**

*If you have any questions after reading through this document and require assistance, please e-mail [support@cityvoice.biz](mailto:support@cityvoice.biz), with your name; contact information; a detailed explanation of your problem, and someone will get back to you as soon as possible.*