

CommBox Edge VoIP Service

Quick Start Guide



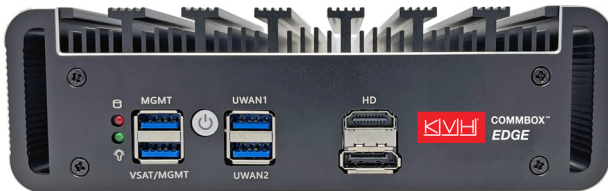
The following instructions explain how to get started with the CommBox™ Edge VoIP service (with SIP trunk), which enables you to make voice calls using IP phones connected to your CommBox Edge. Its built-in SIP PBX will handle all incoming, outgoing, and local extension calls.

Requirements

The following equipment is required for CommBox Edge VoIP service.

CommBox Edge

You need to have a CommBox Edge 6 or CommBox Edge Pro gateway installed on your vessel, and it must be activated for either the **Standard** or **Secure** feature suite. VoIP service is not available on the CommBox Edge Core.

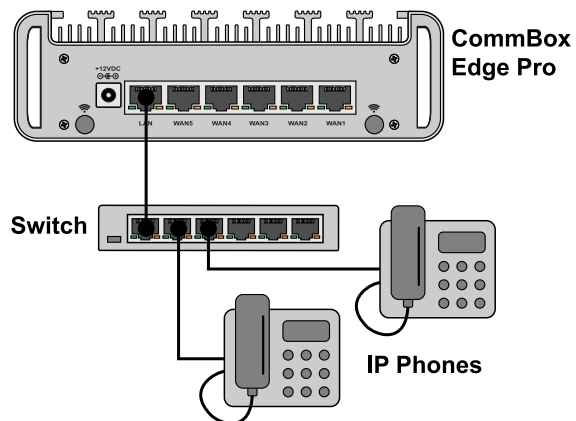


IP Phone(s)

You need to have one or more digital IP phones installed on your vessel. You can purchase a Yealink SIP-T33G high-performance IP phone from KVH (KVH part no. 19-1327).



While you may simply connect your IP phones to an existing LAN, KVH recommends using a separate LAN and applying a traffic policy to restrict its use to VoIP calls (allow SIP, RTP, SSDP, and RTCP protocols). For configuration details, refer to the CommBox Edge documentation at <https://kvh.scrollhelp.site/kb>.



Activation

To activate VoIP service, contact KVH Airtime Services at airtimeservices@kvh.com. Please provide the following information with your request:

- **Quantity of SIP channels** – Virtual phone lines that will carry your VoIP calls; determines how many simultaneous calls your VoIP service will support
- **Quantity of DID numbers** – Virtual phone number(s) that people will dial to call your vessel; each DID can be configured to ring a different bank of phones
- **Region for DID number(s)** – Preferred country code and area code for vessel phone number(s)

Note: A minimum of two channels and one DID number are required for activation.

Technical Support

Within Continental U.S.A.: 1 866 701-7103, Worldwide: +1 401 851-3806

Email: help@kvh.com

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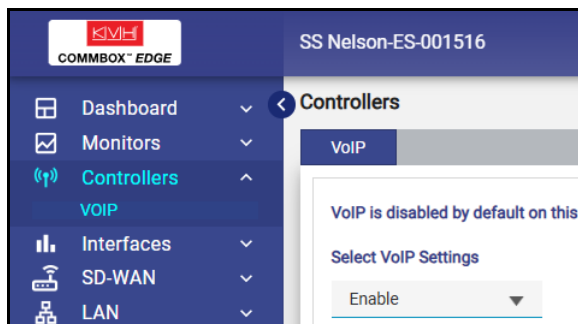
Configuration

IMPORTANT!

While KVH can likely configure your CommBox Edge and provision your IP phone(s) remotely over the Internet, the setup information below is provided for your reference.

CommBox Edge Configuration

1. Log into the CommBox EdgeOS, either locally via the onboard network or remotely via the CommBox Edge Cloud Portal.
2. Select **Controllers** from the menu. Then select **VoIP**.



3. Under “Select VoIP Settings,” select **Enable** from the drop-down menu.
4. Under “SIP Trunk,” set the following:
 - Service Provider: Select **IDT**
 - SIP Server Name: Enter **206.20.196.19** (or *siptrunk.net2phone.com*)
 - SIP User ID: Enter your primary DID phone number (preceded by 011 if not a US number)
 - SIP Authentication ID and Password: Enter these values exactly as provided by KVH
 - DID Numbers: Enter your DID phone number(s), separated by commas (preceded by 011 if not a US number)

SIP Trunk	
Service Provider	IDT
SIP Server Name	206.20.196.19
SIP User ID	15086712345
SIP Authentication ID	9876543210
SIP Authentication Password	*****
DID Numbers	15086712345,150867674

5. Under “SIP Extensions,” add an extension for each IP phone installed on the vessel:
 - Ring: Select this checkbox to ring this extension when the selected DID number(s) is called
 - Out: Select this checkbox to permit outgoing calls from this extension
 - Extension and Caller ID: Enter the extension number (2-4 digits, cannot start with 0 or 1)
 - Password: Specify a password (the extension number and this password will be required to make changes on the IP phone that uses this extension)
 - DID Numbers: Select the DID phone number(s) to associate with this extension
 - Description: Enter an alias for this extension (such as its location on the vessel)

Select the green checkmark to save the extension and add it to the list.

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SIP Extensions								Extension
Ring	Out	Extension	Password	Caller ID	DID Numbers	Description	Actions	
☒	☒	3001	*****	3001	01115086712345	Bridge	☒ ☐	
☒	☒	3002	*****	3002	01115086712345	Captain	☒ ☐	
☐	☐	3003	*****	3003	--	ECR	☒ ☐	
☒	☒	3004	*****	3004	01115086767890	Medical	☒ ☐	
☐	☐	3006	*****	3006	--	Admin	☒ ☐	

6. Under “Advanced Settings,” you may modify the following optional settings:
 - Call Settings: Enter your country code, international dialing prefix, and national dialing prefix
 - Codec Settings: Select audio codecs to use for VoIP calls (G.729 and G.722 are recommended)
 - CDR and Logs: Enable CDR records and system logging, if desired

Advanced Settings		
Call Settings Country Code: +1 International Dialing Prefix: 011 National Dialing Prefix: 1	Codec Settings Codec: ☐ μ-law ☐ A-law ☒ G.729 ☒ G.722 <i>* One or more Codecs can be selected.</i>	CDR and Logs Generate CDR: ☒ Enable Logging: ☒

7. Select **Save** at the bottom of the page to save your changes.

Save

IP Phone Configuration

Note: While these instructions apply specifically to the Yealink IP phone available from KVH, they also apply generally to any model IP phone.

1. With the IP phone powered on and connected to your network, press the **OK** button on the IP phone. Note the displayed IP address.
2. Using a laptop connected to the same network, open a web browser and enter the phone's IP address.
3. Log into the phone's web interface. Default settings are:

- User name: admin
- Password: admin

4. Select the Account > Register page from the menu.

5. Set the following for the active account:

- Display Name, Register Name, and Username: Assign the applicable extension number from the SIP Extensions list in the CommBox Edge
- Password: Enter the password you assigned to this extension in the CommBox Edge
- Server Host: Enter the IP address of the CommBox Edge gateway

6. Repeat this process for all other IP phones connected to the network.