

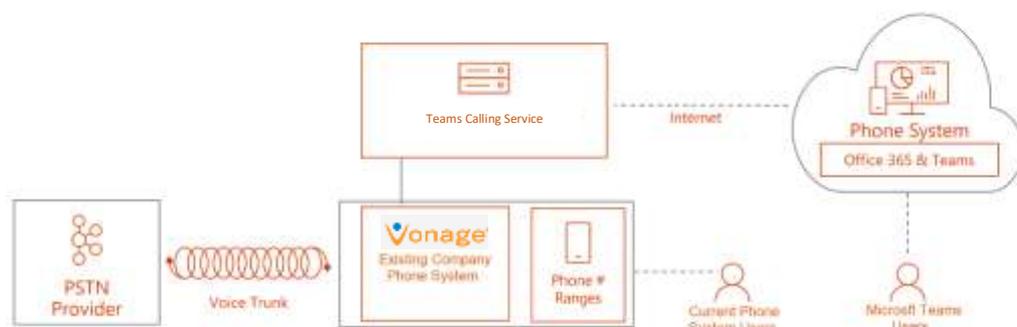
## Guidance for configuration for use with the Vonage phone system

### Overview

The Teams calling service connects to your Vonage phone system in the same way as a regular SIP phone (e.g. Polycom VVX101) so the service is compatible with virtually all phone systems.

The service creates a link between an individual SIP registration on your Vonage system and the user on Microsoft Teams; this means a Teams user is just like another phone connected to your Vonage system. You need to have one SIP registration created for each Teams user you wish to connect.

Users can retain their existing Vonage desk phone if they wish and have Microsoft Teams as an additional way to make and receive calls.



### Prerequisites

Your Vonage PBX must be accessible from the internet for SIP devices to register. Since Vonage is a Cloud PBX, it will be accessible from the service.

### System Set-up

Follow the service setup guide. You'll need to create and copy SIP credentials from the devices you create on the Vonage platform; you can have up to 3 SIP devices on your Vonage account, so you can leave the existing devices in-place for simultaneous ringing etc.

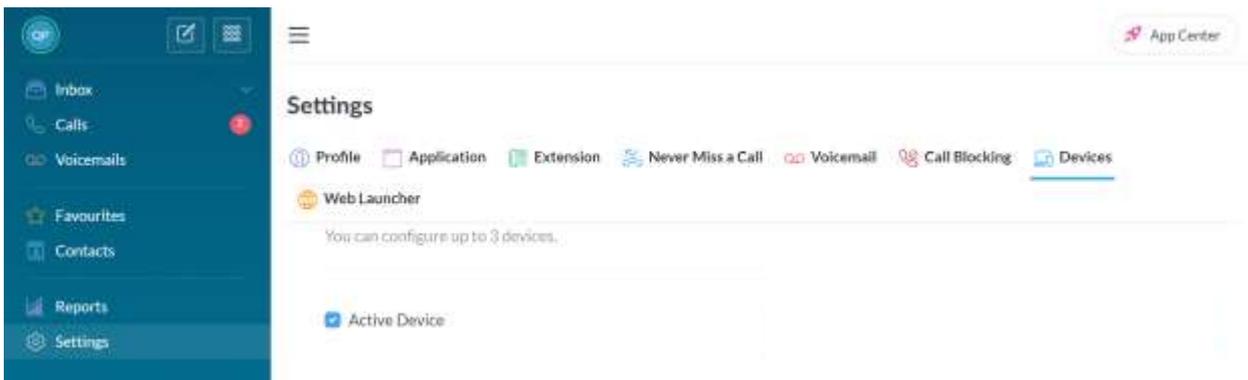
### Copying SIP Settings

For each user you need the following information to map into the user portal device settings:

Vonage setting	Portal device parameters
Registrar/Proxy	Domain
SIP/Authorisation ID	Username & Auth Username
SIP Password	Password

**Note:** It is not possible to copy passwords from the Vonage portal, our suggestion is to create new passwords in table and paste them into both the Vonage portal (create new password) and the service portal. This method reduces the likelihood of error when transposing 14-character passwords.

In the Vonage Business App, go to **Settings** and then **Devices** to create or edit SIP devices.



This is an example of the Vonage SIP settings

Device Name	SIP/Authorisation ID:
<input type="text" value="Call MS"/>	<input type="text" value="VH4836902"/>
Provisioning Model	SIP Password
<input type="text" value="Softphone"/>	<input type="text" value="Change password"/>
MAC Address	Confirm SIP Password
<input type="text"/>	<input type="text" value="Confirm new password"/>
Registrar / Proxy: a211672.ac1.vbspbx.com	
<input type="button" value="Add a Device"/>	

Below is an example of a user configuration on service portal for a Vonage SIP registration:

PBX			
Username	<input type="text" value="VH4836902"/>	Domain	<input type="text" value="a211672.ac1.vbspbx.com"/>
Auth Username	<input type="text" value="VH4836902"/>	Password	<input type="password" value="....."/>
			<a href="#">Set a new password</a>
Registration Type	<input type="text" value="Generic SIP"/>	Proxy	<input type="text"/>
Region	<input type="text" value="euwest"/>	Encryption	<input type="text" value="Default"/>
<input type="button" value="Delete"/>		<input type="button" value="Close"/>	<input type="button" value="Save"/>

Use the **Registration Type** of 'Generic SIP' to register to the Vonage system, choose a gateway in a region close to the user.