## Setting up your home phone on your BYO modem

When your home phone service is activated – we will send you an email with the username and password required to set up the phone service on your modem.

## **Home Phone Settings**

Different modem manufacturers may use different titles for the following. Please check with us if you're unsure.

• **SIP Server**: 203.23.236.96

• Outbound Proxy: 203.23.236.96

• **Port:** 5060

• SIP User ID: provided in the email

• Authentication ID: provided in the email

• Authenticate Password: provided in the email

• NAT Traversal: Keep-Alive

• Enable SIP Options Keep Alive: Yes

• **SIP Transport**: UDP, unless modem is 4G then TCP.

• **Preferred Vocoder/Codec Preference**: G711 or PCMA otherwise chose G729

**Note:** Other devices may ask for details such as **Authentication Number or other numbers**. Always use your **SIP Username** (provided in the email) and **NOT** your telephone number.

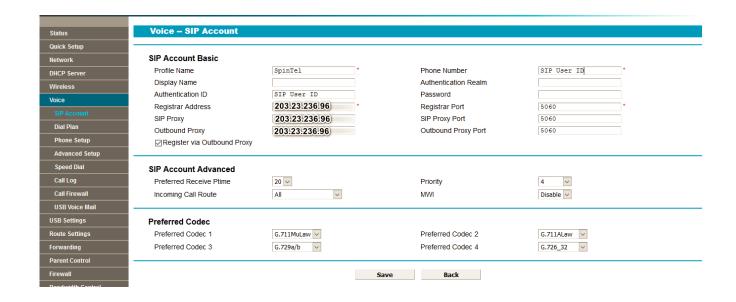
## Setting up your modem with voice capabilities

Below is an example of a modem gateway with voice capabilities. If your modem is not voice-capable, you will not be able to set up the phone service. Please check with the modem manufacturer if you're unsure.

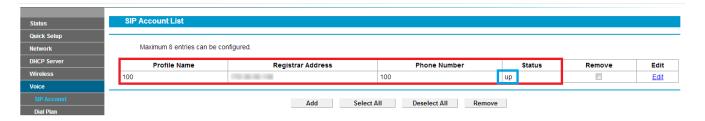
1. Using an internet browser, access the main page of the router and look for 'Voice', 'VoIP', or 'Phone' setup. Below is a sample page for a TP-Link modem.



2. Click the 'Add' button to allow you to add a new phone service.



3. After saving your setup, your home phone service will attempt to connect. You will know it is successful when you can see the status as 'Up' or, for some devices, 'Registered'.



Once the phone service is connected, you should have dial tone and be able to make an outgoing call. Please read this <u>article</u> for further troubleshooting steps.

## Online URL:

https://articles.spintel.net.au/article/setting-up-your-home-phone-on-your-byo-modem.html