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.

Status	SIP Account List						
Quick Setup							
Network	Maximum 8 entries can be configured.						
DHCP Server	Profile Name	Registrar Address	Phone Number	Status	Remove	Edit	
Wireless							
Voice		Add Select /	II Deselect All Remove				
SIP Account		Add Stiett	Deselect All Remove				
Dial Dian							

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

us Voice SIP Acc	ount		
ck Setup			
twork SIP Account Basic			
CP Server Profile Name	SpinTel *	Phone Number	SIP User ID *
eless Display Name		Authentication Realm	
Authentication ID	SIP User ID	Password	
Registrar Address	203.23.236.96	Registrar Port	\$060 *
SIP Proxy	203.23.236.96	SIP Proxy Port	5060
Outbound Proxy	203.23.236.96	Outbound Proxy Port	5060
hone Setup	ound Proxy		
dvanced Setup			
beed Dial SIP Account Adva	nced		
all Log Preferred Receive P	time 20 🗸	Priority	4 🗸
all Firewall Incoming Call Route	All	MWI	Disable 🗸
SB Voice Mail			
3 Settings Preferred Codec			
Ite Settings Preferred Codec 1	G.711MuLaw 🗸	Preferred Codec 2	G.711ALaw 🗸
warding Preferred Codec 3	G.729a/b	Preferred Codec 4	G.726_32 🗸
ent Control			
ewall		Save Back	
adwidth Control			

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**'.

Status	SIP Account List						
Quick Setup							
Network	Maximum 8 entries can be configured.						
DHCP Server	Profile Name	Registrar Address	Phone Numbe	er Status	Remove	Edit	
Wireless	100	170.00.00.00	100	up		Edit	
Voice	_						
SIP Account		Add	Select All Deselect All	Remove			
Dial Dian		Add	JCICCIAII DOJCICCIAII	Remove			

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.

Start a conversation with us online by clicking on the <u>chat</u> icon on the SpinTel website for further help.

Online URL: https://articles.spintel.net.au/article/setting-up-your-home-phone-on-your-byomodem.html