

SE30+ IP PBX

Quick Start Guide, document 96-00747-00

1 Verify shipment content

Use the “Packing List (SE30+)” document to confirm that you have received all the items listed. If you suspect that there are discrepancies or that the equipment is not fully functional, contact your Zed-3 sales representative immediately.

2 Hardware installation

1. Refer to the Hardware Manual for hardware installation and maintenance.

3 Logging in

By factory default, the SE30+ uses 192.168.0.100 as its default WAN IP address and “admin” as its default user name and password. For most applications, you should assign a static IP address to the WAN port on the SE30+.

1. Connect a PC
2. Launch a web browser and enter the WAN IP address of the SE30+.
3. Enter the administrator’s user name and password to login. The default administrator’s user name and password is “admin.”

4 Configuring the network

1. After logging into the system, access Administration | Network | WAN Settings.
2. Select “Static” for “Work Mode.”
3. Enter the IP address of your network’s default gateway in the “Default Gateway” entry field.
4. Enter the IP address for the SE30+ in the “IP Address” entry field.
5. Enter the subnet mask of your network in the “Netmask” entry field.
6. You can also specify an IP addresses for your DNS server.
7. Click the “Set” button. In this particular case, you will lose network connection to the SE30+ after making changes in this panel. If so, use the new IP address to login to the SE30+ again.
8. Access Administration | Network | WAN Access Type.
9. If the SE30+ has a public IP address, select “Public IP Address” for “IP Accessibility.”
10. If the SE30+ is behind a NAT router, select “Private IP w/ Port Forwarding” for “IP Accessibility” and enter the public IP address in the “Public IP Address” entry field. If your router is not SIP aware, you will need to configure port forwarding for the SIP and RTP ports on the router. To configure the SIP and RTP ports on the SE30+, access Maintenance | VoIP | SIP Settings and Maintenance | VoIP | RTP Settings.

5 Installing license

1. Access Administration | License to install license. You will not be able to add any users to the system without a valid license.

6 Configuring users

1. Access Provision | Subscribers.
2. Select “SIP” for “Extension Type.”
3. Enter the user extension in the “Phone Extension” entry field.
4. Enter the display name in the “Displayed Name” entry field.
5. Enter the password for this user in the “Auth Passwd” entry field.
6. Click the “Add” button.
7. Repeat steps 2 to 6 to add more users.
8. After adding users, you need to test the user accounts by using SIP phones to register as these users and make test calls.

7 Configuring the voice mail extension

1. Access Provision | Subscribers.
2. Select “Voice Mail” for “Extension Type.”
3. Enter the voice mail extension in the “Voice Mail Number” entry field.
4. Click the “Add” button.
5. After configuring the voice mail extension, you should make at least one test call to the voice mail server. The default voice mail box password for all users is “0000.”

8 Configuring the auto attendant

1. Access Provision | Subscribers.
2. Select “IVR” for “Extension Type.”
3. Enter the extension for the auto attendant in the “IVR Number” entry field.
4. Click the “Add” button.
5. Access Service | Auto Attendant | Upload Office Hour Greeting Message.
6. Click the “Browse” button and choose the greeting message encoded in either G.711 or G.729.
7. Click the “Upload” button.
8. Access Service | Auto Attendant | Upload After Hour Greeting Message.
9. Click the “Browse” button and choose the greeting message encoded in either G.711 or G.729.
10. Click the “Upload” button.
11. Access Service | Auto Attendant | Upload Voice Menu.
12. Click the “Browse” button and choose the voice menu message encoded in either G.711 or G.729.
13. Click the “Upload” button.
14. Access Service | Auto Attendant | Set Office Hours to specify the office hours for the auto attendant.
15. After configuring the auto attendant, you need to make test calls to the auto attendant to verify the greeting messages.

9 Configuring the IP trunk

1. Access Provision | Trunk | IP Trunk.

2. The following fields are mandatory to configure an IP trunk:
 - **Trunk ID** – Enter the trunk ID for this IP trunk; The trunk ID must be greater than 32 and is not already in use.
 - **Numbering Plan Name** – Select “Not Use Numbering Plan.”
 - **Max Concurrent Call** – Enter the maximum number of simultaneous sessions over this IP trunk.
 - **Phone Number** – Enter the phone number used for authentication over this IP trunk. In most cases, this is the same as the “Auth ID” if the “Auth ID” is a number.
 - **Proxy Address** – Enter the IP address or Fully Qualified Domain Name (FQDN) and port number of the proxy server (e.g. 10.100.0.10:5060 or sip.zed-3.com).
 - **Register Address** – Enter the IP address or FQDN and port number of the registrar server. Usually, this would be the same IP address as the Proxy Server.
 - **Auth ID** – Enter the ID or user name assigned to the SE30+ for authentication. In most cases, this has the same value as the phone number.
 - **Auth Password** – Enter the password for this Auth ID.
 - **Registration Expiry (sec)** – This parameter determines how often the SE30+ registers with the proxy server. 60 seconds or less should be entered for this field if the SE30+ is behind a NAT router.
3. Click the “Add” button.

10 Configuring routes

1. Access Provision | Route.
2. The following fields are mandatory to configure a route:
 - **Digit Pattern** – Enter the dialing digit pattern used by this route. Note: the pattern is comprised of digits, N (2 ~9), Z (1 ~ 9), X (0 ~9) and + (any number of digits following number).
 - **Trunk List** – Select trunk IDs to add to the “Order” field. Multiple trunk IDs can be selected.
 - **Strip** – The number of digits, starting from the left, stripped off from the dialled number. (e.g. Suppose you entered “4” for this field, and you dialled “1-408-587-9333”. The dialled number will get translated to “587-9333.”)
 - **Prepend** – The number to add in front of the dialled number. (e.g. Suppose you entered “1408” for this field, and you dialled “587-9333”. The dialled number will get translated to “1-408-587-9333”).
 - **Append** – The number to add after the dialled number.
3. Click the “Add” button.