



## Vonage SIP SoftPhone Setup for the Q-SYS™ Platform

This document applies to the SIP Softphone configuration with Vonage

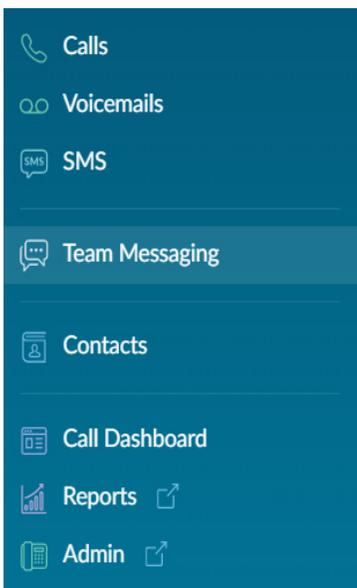
### Introduction

This setup guide is intended to aid you in discovering and configuring the Softphone for Vonage. The procedure involves these steps:

### How To Find Vonage SIP Registration Information

1. Navigate to <https://app.vonage.com/login>
2. Login with your account credentials

The below menu appears



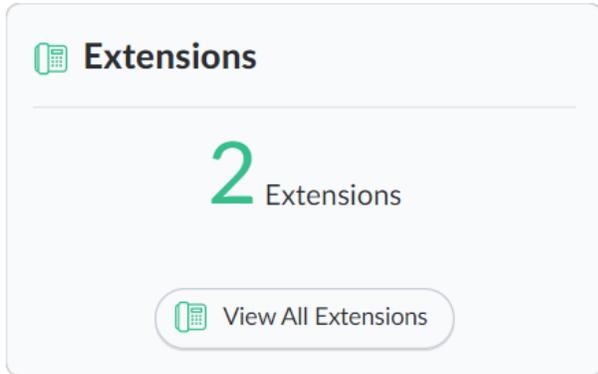
# Vonage SIP SoftPhone Setup

## for the Q-SYS™ Platform

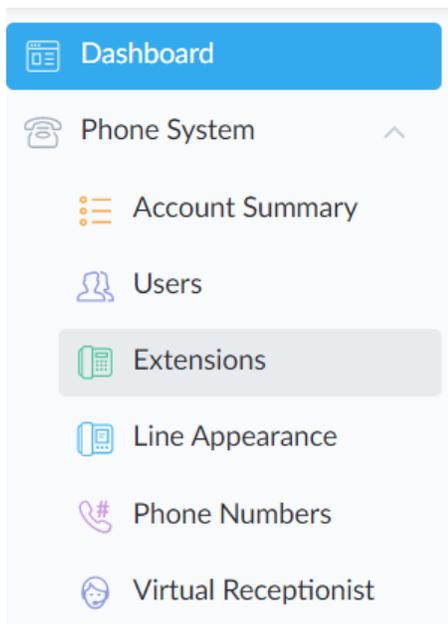
3. Select **Admin** on the left hand pane

The VBC Admin Portal Appears

4. From the Admin Dashboard, scroll down to Extensions and select **View All Extensions**



or navigate through left hand menu and select **Phone System > Extensions**



Note the extension type needs to be Unlimited Extension, there are also Mobile Unlimited Extensions that cannot pair with hardware phones/Cores

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5. Select an existing extension and click **Edit** (a link on the right when hovering over an extension).

Extension	User	Direct Number	Outbound Caller ID	Extension Type	Location
404				Unlimited Extension	
405				Unlimited Extension	

6. Select **Devices**

Active	Device Name	E911 Location	Provisioning Model	MAC Address	SIP/Authorization ID
✓	TestDevice		Softphone		
	Home Core		Softphone		

You have two options:

- Edit existing device
- Add new device

The process is the same either way. Adding new devices will allow multiple endpoints/Cores to use the same extension.

7. If this is a new device click **Add Device** in the upper right

### Add Device

Active

Device Name\*  
Test Phone

e911 Location\*  
QSC default location

Provisioning Model\*  
Softphone

SIP/Authorization ID:  
VH6578200

SIP Password\*  
••••••••

Confirm SIP Password\*  
••••••••

MAC Address  
FF:FF:FF:FF:FF:03

Registrar / Proxy:  
a281904.ac1.vbspbx.com

**NOTE:** If you change your password, reboot your phone by unplugging and plugging the power cord back in to update your phone with the new password.

Cancel Save

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Name the device whatever you want. Put in a location if needed. Provisioning Model = Softphone

Add a bogus MAC Address.

>You cannot reuse a MAC Address that is used with another extension on your Vonage account

Create a new SIP password

>The password is unreadable, you can only change the password

Save SIP/Authorization ID and Registrar/Proxy information

>The proxy address is related to the Vonage account

>aXXXXXX.ac1.vbspbx.com (XXXXXX is your

8. Delete any previously existing devices for the extension you are using if needed.

### Q-SYS Softphone → Vonage

1. Domain	→	N/A
2. Proxy	→	Registrar/Proxy
3. Username	→	Authorization ID
4. Password	→	Password
5. Authentication ID	→	Authorization ID

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## Vonage and Q-SYS Compatible Feature Set

<b>Username</b>	Authorization ID NOT the subscriber number Username and Authentication ID are not unique
<b>Audio Codecs</b>	Vonage supports the following: <ul style="list-style-type: none"><li>• G.711 ulaw</li><li>• G.711 alaw</li><li>• G.722 (internal calls and outgoing external calls)</li><li>• G.729 (outgoing external calls)</li></ul>
<b>Multiple Extensions</b>	Vonage does not lock down 3rd party SIP devices to MAC Address. This allows multiple RingCentral Extensions to be configured per Core
<b>DTMF</b>	RFC2833 is supported /DTMF is not
<b>Outbound SIP Ports</b>	All traffic uses port 5060
<b>TLS/SRTP</b>	Supported ( can be used together or individually.)  TLS NOT supported with incoming calls
<b>UDP and TCP</b>	Use port 5060
<b>Domain</b>	Not required
<b>Vonage</b>	uses standard SIP (5060) port  SRTP is supported with both UDP and TCP  only supports G.711u for internal and external calls  does not lock down 3rd party SIP devices to MAC Address. This allows multiple Vonage Softphones per Core



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