

A host of hybrid  
**phone solutions...**

# SIP Trunking Quick Start Guide

## SIP Trunking Overview

The VoiceHost SIP Trunking solution provides substantially more functionality than traditional ISDN circuits, at a significantly lower cost. By replacing your ISDN circuits with SIP Trunks over a VoiceHost Data Connection, you are able to make and receive calls to/from anyone in the world, make your calls follow advanced routing patterns and instantly activate any additional functionality you require such as call recording, conferencing, voicemail and TPS.

While an independently sourced engineer will be required to implement the SIP Trunk in the first instance, later configuration changes to the SIP Trunk are instantly activated from our self-service online portal 24/7.

## Is it right for my Business?

If your business needs to make and receive calls, and is in an area with high speed broadband, then the VoiceHost SIP Trunking solution will not only save you money, but will also open up a host of additional functionality for your phone system.



## Elastic Cloud & Enterprise Features

Our real-time platform empowers you to choose only the features you want. Telephone numbers from around the world and route calls to users via call groups, call queues, time profiles and interactive voice recordings (IVR) to name just the most popular.

As the VoiceHost cloud is developed new features become instantly available for use without the need to upgrade software.

## System Requirements

- VoiceHost Account
- Data Connection  
*(Broadband and/or Ethernet)*
- VoiceHost accredited Router
- Compatible Third Party IP-PBX

“Discover  
another level of  
functionality...”

## Hybrid Cloud Solutions

Create complex and resilient solutions by using our features to compliment your PBX via our SIP Trunking.

Take advantage of the power of our platform to create secure and resilient deployments.



# System Requirements



## VoiceHost Account

- Registration is fast, easy and free. You'll only be charged when you add chargeable features, or begin making calls.
- All SIP Trunk(s) operate on a rolling monthly contract, giving you the freedom to expand or scale down during busy periods.
- From a single, easy to use control panel you're able to instantly add, remove, manage, innovative and configure advanced features 24/7, without needing an engineer.

## Internet Connection(s)

- Your data connection will carry all your calls, so it's important to have a data connection solely for your Hosted PBX solution. Many customers incorporate a backup circuit as well for disaster recovery.
- VoiceHost can offer ADSL, ADSL2+, FTTC and FTTP Connections from our own Broadband Network, all delivered with QoS to guarantee the best call quality. We are also able to provide EFM and Leased Line circuits for those customers who require SLA's and guaranteed bandwidth.



## VoiceHost Accredited Routers

- VoiceHost can supply a selection of hand-picked routers, specifically chosen for their ability to efficiently carry SIP Traffic without interference. Our recommended routers are the TG588VN router (for deployments of less than 10 users), and Mikrotik routers for larger deployments, or those customers who require a backup solution.
- We recommend that customers to source all Routing equipment directly from VoiceHost, as we can guarantee the success of any deployment using accredited equipment and provide 24/7 support.

## Compatible IP-PBX

- Our SIP Trunks are compatible with a wide range of IP-PBXs. For confirmation that your IP-PBX is compatible with our SIP Trunks, please contact a member of the Support team.
- While VoiceHost can remotely assist with configuration settings for our SIP Trunks, you will require an engineer (sourced independently) to configure the IP-PBX itself. In addition, you may require some additional hardware/cards for your PBX, which must be sourced independently. Whilst VoiceHost supports the SIP Trunk itself, we are not able to support the physical IP-PBX and we recommend keeping a separate maintenance contract.



“Easily integrate your SIP Trunk and Hosted PBX sites to form a Hybrid Solution. One control panel, unlimited possibilities.”

# Getting Started

## Step-by-Step Process

1. Register your VoiceHost account.  
(5 minutes\*)
2. Check portability of existing telephone numbers.  
(5 minutes\*)
3. Order new VoiceHost Data Connection (if required)  
(10 working days\* to delivery)
4. Order new VoiceHost Router (if required)  
(24 hours\* to delivery)
5. Connect VoiceHost Router to your new Data connection (if required)  
(30 minutes\* with remote support)
6. Configure your Call Routing on the VoiceHost Control Panel  
(30 minutes\*)
7. Configure your IP-PBX with VoiceHost SIP Trunks  
(30 minutes\*)
8. Port existing telephone numbers.  
(4-17 working days\*)

\*all lead times are estimates and may vary.



## Keeping your Number

We're usually able to port any telephone number, or block of telephone numbers, from other communications providers.

If you're currently being billed by BT and you're out of contract, the porting process is very easy, and can take as little as 4 working days.

If you have any questions about porting or would like to check the portability of your telephone numbers, call our porting specialists on technical support line.

## Picking your Features

You'll immediately need a SIP Trunk with enough channels to support your incoming and outgoing calls. You'll also need a telephone number, or multiple telephone numbers, to receive calls on, and present when dialling out. Once this is in place, you're able to quickly and easily add call recording, Telephone Preference screening, and utilise almost all of the Hosted PBX functionality in conjunction with the SIP Trunk solution. If you also operate smaller or new sites, you can combine Hosted PBX Sites with SIP Trunks for a Hybrid Solution.

## How we support you

At VoiceHost, we know getting the right Technical Support at the right time is incredibly important.

We're here to walk you through every step of the implementation process. The entire process is carefully managed to ensure the no loss of connectivity, and no downtime for your calls.

Our Technical support team is available 24/7, and can assist with any broadband, Voice, or Network related fault in a friendly and knowledgeable manner.

# SIP Trunk Features

## Inbound Call Features

- Geographic (01, 02) Numbers
- Non-Geographic (03, 08) Numbers
- Free-Phone (0800) Numbers
- International Numbers
- Inbound Caller ID, with/without Prefix
- Call Recording
- Call Groups
- Call Queues
- IVR/Auto Attendant Menus
- Time Profiles

## Business Features

- Conferencing
- Music On Hold
- Company Voicemail
- Company Diverts
- Custom Prompts
- Fax to Email
- Dial-through
- Automatic Failover
- Dynamically Scalable
- 24/7 Support

## Outbound Call Features

- Call Recording
- Daily CDRs
- Outgoing Caller ID
- Anonymous Dial
- Telephone Preference Service screening
- Live Blacklist filtering
- IP Authentication

## Fraud Prevention

- Daily Call Spend Limit
- Call Spend Limit Alerts
- UK Premium Rate Number Block
- IP Address Lock
- Proactive Fraud Monitoring
- Time-based Restrictions
- Destination-based Restrictions

## Introducing Hybrid Solutions

While many businesses choose to use SIP Trunks rather than a full Hosted PBX solution, our control panel makes it fast and easy to add functionality from the Hosted PBX to your legacy IP-PBX.

By using Hosted PBX features in conjunction with a SIP Trunking solution, you can greatly increase the capabilities of your IP-PBX at a significantly lower cost than purchasing additional equipment and line cards for it.

Also, because our Hosted Control Panel allows you to integrate SIP Trunks and Hosted PBX Seats from a single login, you're able to incorporate a mixture of the technologies across different sites. For example, you can easily add remote workers to your business, and benefit from free calls between the different sites.

“Did you know all SIP Trunking Features can be instantly provisioned, live from your control panel?”

Get started by registering an account online today!”

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