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## **NB9WMAXXN VOIP Setup Guide**

(for TPG)

## Configuring your NB9WMAXXN for TPG VOIP

The following steps will take you through the process of setting up your VOIP connection.

### **Step 1: Checking Computer Network Settings:**

You will need to connect your computer directly to your VOIP device (modem, or ATA) and set the network connection on your computer to obtain an IP address automatically. Please follow the instructions appropriate for your operating system below:



Below are the instructions for setting Windows XP to obtain an IP address automatically for your ethernet connection:

1. Click on the **Start Menu**, and go to "**Control Panel**".
2. Click on "**Network Connections**".  
(If you only see "**Network and Internet Connections**", open that first, and then click on "**Network Connections**".)
3. Right click on "**Local Area Connection**" and select "**Properties**".
4. Double-click on "**Internet Protocol**".
5. Select "**Obtain an IP address automatically**", and "**Obtain DNS server address automatically**".
6. Click "**OK**", and then click "**OK**" (or "**Close**").



Below are the instructions for setting Windows Vista to obtain an IP address automatically for your ethernet connection:

1. Click on the **Start Menu**, and go to "**Control Panel**".
2. Click on "**Network and Sharing Centre**".  
(If you only see "**Network and Internet**", open that first, and then click on "**Network and Sharing Centre**".)
3. Click on "**Manage network connections**" *(on the lefthand side of the window)*.
4. Right click on "**Local Area Connection**" and select "**Properties**".
5. Double-click on "**Internet Protocol Version 4 (TCP/IPv4)**".
6. Select "**Obtain an IP address automatically**", and "**Obtain DNS server address automatically**".
7. Click "**OK**", and then click "**OK**" again.



Below are the instructions for setting Windows 7 to obtain an IP address automatically for your ethernet connection:

1. Click on the **Start Menu**, and go to "**Control Panel**".
2. Click on "**Network and Sharing Centre**".  
(If you only see "**Network and Internet**", open that first, and then click on "**Network and Sharing Centre**".)
3. Click on "**Change adapter settings**" (*on the lefthandside of the window*).
4. Right click on "**Local Area Connection**" and select "**Properties**".
5. Double-click on "**Internet Protocol Version 4 (TCP/IPv4)**".
6. Select "**Obtain an IP address automatically**", and "**Obtain DNS server address automatically**".
7. Click "**OK**", and then click "**OK**" again.



Below are the instructions for setting Mac OS X to obtain an IP address automatically for your ethernet connection:

1. Click on the Apple Menu, and go to "**System Preferences**".
2. Click on "**Network**".
3. Click on "**Ethernet**" or "**Built-in Ethernet**".
4. Click on the "**Configure**" drop-down box, and select "**Using DHCP**" then click "**Apply**".

## Step 2: Configuring your VOIP settings:

### Troubleshooting Tip

One sided VOIP calls may be an indication of a missing or misconfigured port forwarding rule.

1. Open your web browser and go to the address <http://192.168.1.1>, using admin as the username and password.
2. Select **"Voice"** from the menu on the lefthand side.
3. Enter the following information into the marked sections:

NetComm™  
Integrated Access Device

Basic  
Voice  
**SIP Basic Setting**  
SIP Advanced Setting  
SIP Debug Setting  
Dial Plan  
Wireless  
Management  
Advanced  
Status

Voice > SIP configuration

Enter the SIP parameters and click Start/Stop to save the parameters and start/stop the voice application.

Interface name:  It should be on ppp\_8\_35\_1

Local selection:  Select \*AUS Australia for Australian user

Preferred codec list:       given to you by TPG

Preferred ptime:

☒ Use SIP Proxy.

SIP Proxy:  Given to you by TPG

SIP Proxy port:

Registration Expire Timeout:

SIP domain name:

☐ Use SIP Outbound Proxy.

Should be Ticked

TPG VoIP Phone Number

LineEnabled	Extension	Display Name	Authentication Name	Password
1 <input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2 <input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

TPG VoIP Password

Save/Apply

- Interface name ppp\_8\_35 (from drop down menu)
- Local selection AUS – Australia (from drop down menu)
- Preferred codec list G729, G711A, G711U (from drop down menu)
- Preferred ptime 40
- Use SIP proxy should be ticked
- SIP proxy aphone3.tpg.com.au\*
- SIP proxy port 5060
- Register expire timeout 240
- SIP domain name: tpg.com.au
- LineEnabled should be ticked
- Extension Your TPG supplied VoIP number
- DispName Your TPG supplied VoIP Number
- Authentication Name Your TPG supplied VoIP Number / username \*\*
- Auth. Password Your TPG supplied VoIP password

\* SIP proxy: - you can also use "homephone.tpg.com.au" and "tpgvoip.tpg.com.au", please confirm this with TPG before setting up VoIP.

\*\*If you have signed up for outbound calls only then you may not be provided with a VoIP phone number, if so, enter your username in the VoIP Phone number field.

Leave the remaining options unchanged and click **"Save/Apply"**.  
Your VOIP device should then restart and connect to your TPG VOIP service.