



NB9WMAXXN VOIP Setup Guide

(for Exetel)

Configuring your NB9WMAXXN for Exetel 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 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 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:

The screenshot shows the NetComm Integrated Access Device web interface. The left sidebar contains a menu with 'SIP Basic Setting' highlighted. The main content area is titled 'Voice > SIP configuration'. It contains several configuration fields and checkboxes. Red boxes and lines highlight specific areas with annotations: 'Interface name' is set to 'ppp_0_8_35_1 - pppoe_0_8_35' with a note 'It should be on ppp_8_35_1'; 'Local selection' is 'AUS - Australia' with a note 'Select *AUS Australia for Australian user'; 'Preferred codec list' has 'G729', 'G711A', and 'G711U' selected with a note 'Given to you by Exetel'; 'Preferred ptime' is '20'; 'Use SIP Proxy' is checked, and its sub-fields (SIP Proxy: 0.0.0.0, SIP Proxy port: 5060, Registration Expire Timeout: 120, SIP domain name) are boxed with a note 'Given to you by Exetel'; 'Use SIP Outbound Proxy' is unchecked. Below this is a table for 'Exetel VoIP Phone Number' with columns 'LineEnabled', 'Extension', 'Display Name', 'Authentication Name', and 'Password'. The first two rows have 'LineEnabled' checked. A 'Save/Apply' button is at the bottom.

- 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 sip1.exetel.com.au
- SIP proxy port 5060
- Register expire timeout 240
- SIP domain name: sip1.exetel.com.au
- LineEnabled should be ticked
- Extension Your Exetel supplied VoIP number
- DispName Your Exetel supplied VoIP number
- Authentication Name Your Exetel supplied VoIP number
- Auth. Password Your exetel supplied VoIP Password

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