This document will guide a Switchvox administrator through configuring the system to utilize 8x8’s SIP Trunk service.

After you have the 8x8 SIP Trunking account information from 8x8, you will need to input this information into your Switchvox system through the admin web interface. The SIPconnect settings are found on the 8x8 Install Profile, which is provided to you by your 8x8 SIP Trunk Service Coordinator.

Once logged into your Switchvox server follow these steps to configure 8x8 SIP Trunk:

• Navigate to System Setup > VOIP Providers.
• Under Add New make sure the drop down box is selected for SIP provider and click Go and you will be presented with the following screen:

- **SIP Provider Name:** should be something logical that identifies this trunk as 8x8 (i.e. “8x8 SIP Trunk”), since you will be using that name later to configure calling rules.
- **Your Account ID:** is the username 8x8. 8x8 refers to this as the PBX Username, and it can be found in the SIPconnect settings section of the 8x8 Install profile.
- **Your Password:** the password for digest challenge 8x8 provided. 8x8 refers to this as the PBX Password, and it can be found in the SIPconnect settings section of the 8x8 install profile.
Now click on the **Click to Show Advanced Options**, additional options will now appear.

- **Sip Port**: Remain at default 5060.
- **Proxy Host**: eps1.8x8.net.

  - **Provider Codec's**: 8x8 supports both G.711 (ulaw), and G729 codecs.
  - **Qualify Hosts**: This field is optional; enabling this option allows you to view your latency to 8x8.
The next step is to setup calling rules to determine which calls go through Cbeyond; Here is a standard example.

- Navigate to System Setup > Outgoing Calls page and click **Add Outgoing Rule.**

These are examples and your rules may vary based upon requirements.

- The rule shown in the picture above will take a number beginning with 91 and, truncate the 9 and send the call to 8x8. This would be an example of dialing a long distance call beginning with a 9.
Setup incoming call routes

Now that outgoing calls route correctly, you will need to setup where incoming calls are routed.

- Navigate to System Setup > Incoming Calls page and click **Add Route.**

![Incoming Call Routes](image)

- Rule number 1 will match a range of DID’s and send them to the matching extension on the system.
- Rule number 2 will match one DID and send it to an IVR. (e.g. the main company number).
Configuration guide for Switchvox and Packet8