Time Sensitive Information!

These Configuration Changes Must Be Applied Ten Days Prior to Absolute VOICE Cut-Over

Peplink – Pepwave MX BRI Mini Router Configuration For Absolute VOICE Cloud Telephony Deployment
Document Version 1.0

October 18st, 2018

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Read Me!

1. These changes must be applied before client implements their Absolute VOICE hosted telephony solution.
2. If you are <u>experienced</u> with business class firewalls and routers, please have your IT staff/contractor perform these changes for you.
3. Please read this entire document before attempting to make any changes.
4. If you have questions about this document, you can call 800-955-6703 to schedule an appointment with one of our firewall support specialists. We will attempt schedule your appointment within 24- 48 hours of your call to us so please allow adequate time.
5. After changes are completed please let your client or Absolute VOICE Customer Support specialist know.
6. Once completed, an Absolute VOICE technician will be requesting access or a collaborative web session to verify settings prior to customer cut over.

Introduction

This document is for IT administrators and illustrates configuration changes required on Peplink firewall & router appliances to support Absolute VOICE's cloud communications telecommunications platform. This document assumes a basic network deployment consisting of one internal LAN network containing the IP phones and one WAN network connected to the Internet. While we strongly recommend a dedicated network for VoIP traffic, the instructions below can be used for a "converged" network whereby both VoIP and non-VoIP traffic share one physical WAN network. With basic modifications (such as adding access rules for additional interfaces); this configuration can be extrapolated for other network layouts. The screenshots below may vary slightly from what is displayed while configuring the device depending on model and software version. Setting values not mentioned may be left at default or changed as required for specific purposes.

Please call Absolute VOICE Customer Support at 800-955-6703 if you need any further information. Firewall changes can be in depth and you will need to schedule time with one of our specialists if you need assistance.

Screenshots and instructions are based on Pepwave BRI running Software Version 7.1.1 build 3102.

We recommend loading the latest software version (firmware).

Firewall Checklist

Please provide screen shots to Absolute for verification of settings. This will allow the implementation process to be smooth and ensure quality audio and proper signaling.

Screen Shot #:	Configuration:	Completed:
1	**Network → WAN → Priority**	
2	**Network → WAN → Bandwidth**	
3	**Network → WAN → MTU Size**	
4	**Advanced → Misc Settings → Service Passthrough (SIP Compatibility)**	
5	**Advanced → QoS → Application (QoS)**	
6	**Advanced → QoS → Bandwidth Control**	
7	**Health Check - Disabled**	

WAN Setup

Network → WAN

Note: Please set the WAN (broadband) interface as Primary and if there is a secondary WAN interface, please set it as a Priority 2 Status. VoIP will not work correctly with load balancing WAN interfaces.
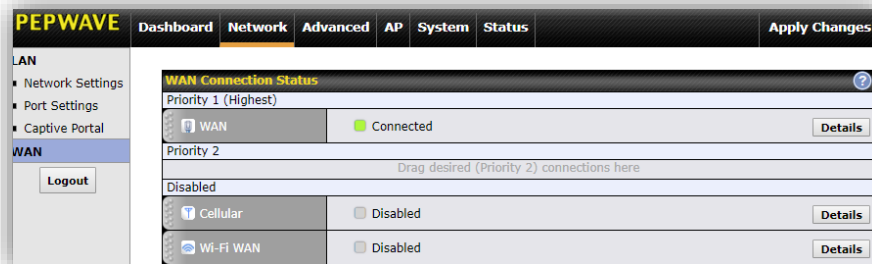
- Once the WAN interface is set, click the "Details" button.
- Set the Upload and Download speeds to the internet contracted speeds**.**

- Set the "MTU size" to 1500
- Click "Save and Apply**."**

Disable SIP – ALG

Advanced → Misc Settings → Service Passthrough

- Please disable SIP ALG by selecting "Compatibility Mode."
- Click "Save"

Setup QoS and Traffic Shaping

Advanced → QoS → Application

- Click the "Add" button under the "Application" section

- ○ Choose "Audio Video Streaming" from Category sections.
- ○ Choose "All Supported Streaming Applications" from Application section.
- ○ Click "OK"
- ○ Then set the "Priority" to "High."
- ○ Click "Save"

Setup QoS and Traffic Shaping

Advanced → QoS → Bandwidth Control

- Enable "Bandwidth Limit"
- Set the "Bandwidth Limit's" download and upload speeds to the internets contracted speed.
- Click Save

Disable Health Check

Note: Disable this feature if it is causing interface drops and choppy audio.

Browse to http://ipaddress/cgi-bin/MANGA/support.cgi

Document Revision History

Version	Reason for Change	Date
1.0 Draft	Initial Draft Document	October 18th, 2018