



Ribbon Connect for Microsoft Teams Direct Routing



SIP Trunk Template Submission Form

OCTOBER 2021

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Please use this form to submit a request for a custom template within the Ribbon Connect portal.

Note: You must have successfully completed SIP Trunk testing with the Ribbon Connect support team prior to submitting a template.

Company Name;

Submitted by:

Template Visibility
(Private will only be available to your account and sub accounts)

Template Name;
(Enter the name of the template that will appear in the dropdown list)

Specify the values that will be used in the Trunk template or leave blank if the customer will complete when they configure the service.

- Fields can have a value locked, for the customer to intentionally override, or unlocked.
- Fields can be hidden from customers, either as blank or with fixed settings.
- For each field, verify the value and the customer visibility setting from one of:
 - Edit Mandatory
 - Edit Optional
 - Locked Edit Mandatory
 - Locked Edit Optional
 - View Only
 - Hide

Country (Leave blank if completed by customer):

State/Province (USA & Canada only):

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SIP Domain

(Leave blank if completed by customer)

Customer can edit

SIP Proxy

(Leave blank if completed by customer)

Customer can edit

Registration Type

Customer can edit

Show Username/Password

Show Auth Username

Trunk Source IP(s)

Show Allowed IPs

Show Allowed IPs

If you are using registration this can usually be left blank. These are the IP addresses that your TRUNK will originate connections from. Note that if you have entered an IP address in either the domain or proxy fields you will also need to enter that IP address here.

Expiry (seconds)

(Blank = PBX Default)

Customer can edit

Protocol: Note:

Customer can edit

For TLS the realm or proxy you enter must have a valid certificate and support TLS v1.2. A valid certificate is one that is in-date, matches the hostname (or offers a suitable wildcard) and is publicly trusted (via PKI).

Propagate Refer

Customer can edit

Select 'TRUNK handles transfers' to propagate received SIP REFER messages from Microsoft upstream to this service. If set to 'Teams handles transfers' then transfers are bridged out as new calls. 'TRUNK handles transfers' should be selected if you have users in a Call Center, but otherwise select 'Teams handles transfers' as this will allow consultative transfers to merge call legs.

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Ribbon Connect for Microsoft Teams Direct Routing

Suppress Contact Data Param

Customer can edit

Encrypt Media

Customer can edit

Override Codecs

All Available Codecs

Show Override Codecs

If specific codecs are selected here only those will be allowed in the SDP payload, other codecs will be removed.

SILK

G722

G711 PCMU

G711 PCMA

G729

SIREN

Comfort Noise

Redundant Audio Data

From Header

Customer can edit

- *Trunk Caller ID: The phone number assigned to the user in the portal*
- *SIP Identifier: The SIP username*
- *Passthrough Caller ID: The caller ID given by the far end (e.g. Teams)*

P-Asserted-Identity Header

Customer can edit

- *Not Present: Do not set any P-Asserted-Identity header*
- *Trunk User Number: The phone number assigned to the user in the portal*
- *SIP Identifier: The SIP username*
- *Passthrough Caller Id: The caller ID given by the far end (e.g. Teams)*

E164 Number format

Customer can edit

Dialing Options Visibility Impacts:

- *E164 Number Format.*
- *E164 Number Translation (used for Localised number formats).*
- *Outside Line Prefix*

SIP Trunk Template Submission

Ribbon Connect for Microsoft Teams Direct Routing



E164 Number Translation

These additional options are only required if your PBX/Trunk does not support E164 dialing.

- *Outbound Prefixes: Calls outbound to this trunk. The number called will start in E164 format. If the number matches+XX those characters are replaced with the National field value (e.g. 0). If the number has a different country code only the + is replaced with the International field value (e.g. 00).*
- *Inbound Prefixes: Calls inbound from this trunk. The incoming number will be converted to E164 format by removing either the value in the International field and replacing with a +, or removing the value in the National field and replacing with +XX.*

Outbound International Prefix

Outbound National Prefix

Inbound International Prefix

Inbound National Prefix

Optional Labels

These can be used to name fields in the portal to match the terminology used in other systems.

Identifier Label

Auth Username Label

Realm Label

Proxy Label