



Amazon Chime Voice Connector SIP Trunk Configuration Guide: Atos OpenScape Business

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Document History

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1 Audience

This document is intended for technical staff and Value Added Resellers (VAR) with installation and operational responsibilities. This configuration guide provides steps for configuring SIP Trunk using **Atos OpenScape Business** to connect to **Amazon Chime Voice Connector** for inbound and/or outbound telephony capabilities.

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1.1 Amazon Chime Voice Connector

Amazon Chime Voice Connector is a pay-as-you-go service that enables companies to make or receive secure phone calls over the internet or AWS Direct Connect using their existing telephone system or session border controller (SBC). The service has no upfront fees, elastically scales based on demand, supports calling both landline and mobile phone numbers in over 100 countries, and gives customers the option to enable inbound calling, outbound calling, or both.

Amazon Chime Voice Connector uses the industry-standard Session Initiation Protocol (SIP). Amazon Chime Voice Connector does not require dedicated data circuits. A company can use their existing Internet connection or AWS Direct Connect public virtual interface for SIP connectivity to AWS. Voice connectors can be configured in minutes using the AWS Management Console or Amazon Chime API. Amazon Chime Voice Connector offers cost-effective rates for inbound and outbound calls. Calls into Amazon Chime meetings, as well as calls to other Amazon Chime Voice Connector customers are at no additional cost. With Amazon Chime Voice Connector, companies can reduce their voice calling costs without having to replace their on-premises phone system.

2 SIP Trunking Network Components

The network for SIP Trunk reference configuration is illustrated below and is representative of **Atos OpenScape Business** with **Amazon Chime Voice Connector**

IP PBX is used as a secondary PBX in the topology to perform call failover and call distribution

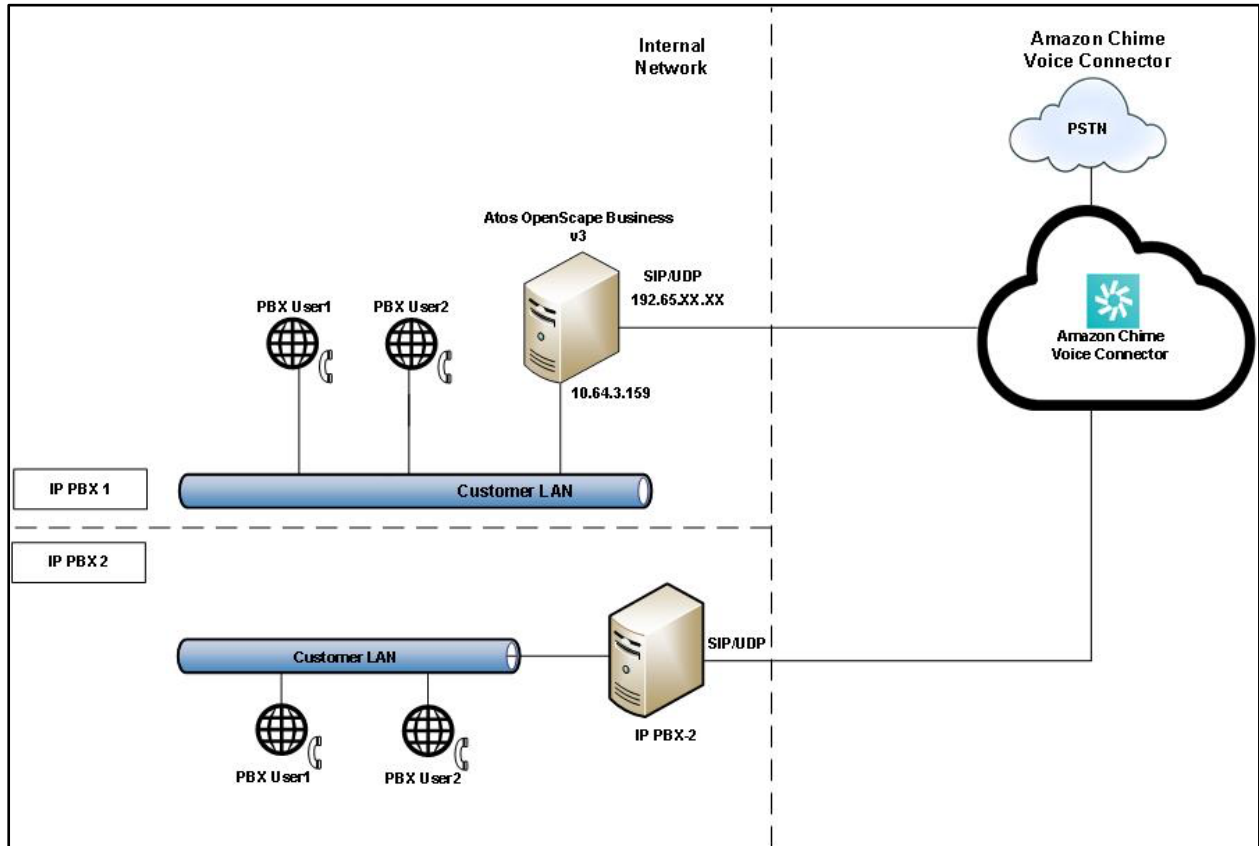


Figure 1 Network Topology

2.1 Hardware Components

- UCS-C240 VMWare server running ESXi 5.5 or later used for the following virtual machines
 - Atos OpenScape Business

2.2 Software Requirements

- Atos OpenScape Business v3 R0.0.0.157

3 Features

3.1 Features Supported

- Calls to and from non-Toll-Free number
- Calls to Toll Free number
- Calls to Premium Telephone number
- Calling Party Number Presentation
- Calling Party Number Restriction
- Inbound Calls to an IVR
- International Calls
- Anonymous call
- DTMF-RFC 2833
- Long duration calls
- Calls to conference scheduled by Amazon Chime user
- Calls to Amazon Chime Business number
- Call Distribution
- Call Failover

3.2 Features Not Supported

- Amazon Chime Voice Connector responds to OPTIONS and TCP Keep Alive messages received from customer equipment, but does not send OPTIONS or TCP Keep Alive messages to customer equipment
- Secure Trunking scenarios are not supported. OpenScape Business always does Mutual TLS authentication. As Amazon Chime Voice Connector does not support Mutual TLS, the TLS handshake for inbound call is not successful.

3.3 Features Not Tested

- None

3.4 Caveats and Limitations

- Amazon Chime Voice Connector,
 - does not support SIP NOTIFY or SIP INFO for DTMF
 - does not send SIP session refresher for long duration calls
- Atos OpenScape Business sends SIP OPTIONS containing the “From” header only with Internal IP. Amazon Chime Voice Connector consequently does not respond to OPTIONS.
- When the WAN link is down and a call is in progress, the PSTN call leg is not disconnected automatically after a period of inactivity. The call must be cleared manually

4 Configuration

The specific values listed in this guide are used in the lab configuration described in this document and are for illustrative purposes only. You must obtain and use the appropriate values for your deployment. Encryption is always recommended if supported.

4.1 Configuration Checklist

In this section an overview of the steps that are required to configure **Atos OpenScape Business** for SIP Trunking with **Amazon Chime Voice Connector** is presented.

Table 1 – PBX Configuration Steps

Steps	Description	Reference
Step 1	Atos OpenScape Business Configuration	Section 4.2
Step 2	Amazon Chime Voice Connector Configuration	Amazon Chime Voice Connector

4.2 Atos OpenScape Business Configuration

This section with screen shots taken from Atos OpenScape Business used for the interoperability testing gives a general overview of the Atos OpenScape Business configuration.

4.2.1 Atos OpenScape Business Login

1. Access OpenScape Business Assistant URL and enter the credentials to perform the configuration of Atos OpenScape Business.



Figure 2 OpenScape Business Assistant

4.2.2 Initial Installation

1. Navigate to **Setup**→**Basic Installation**→**Initial Installation**

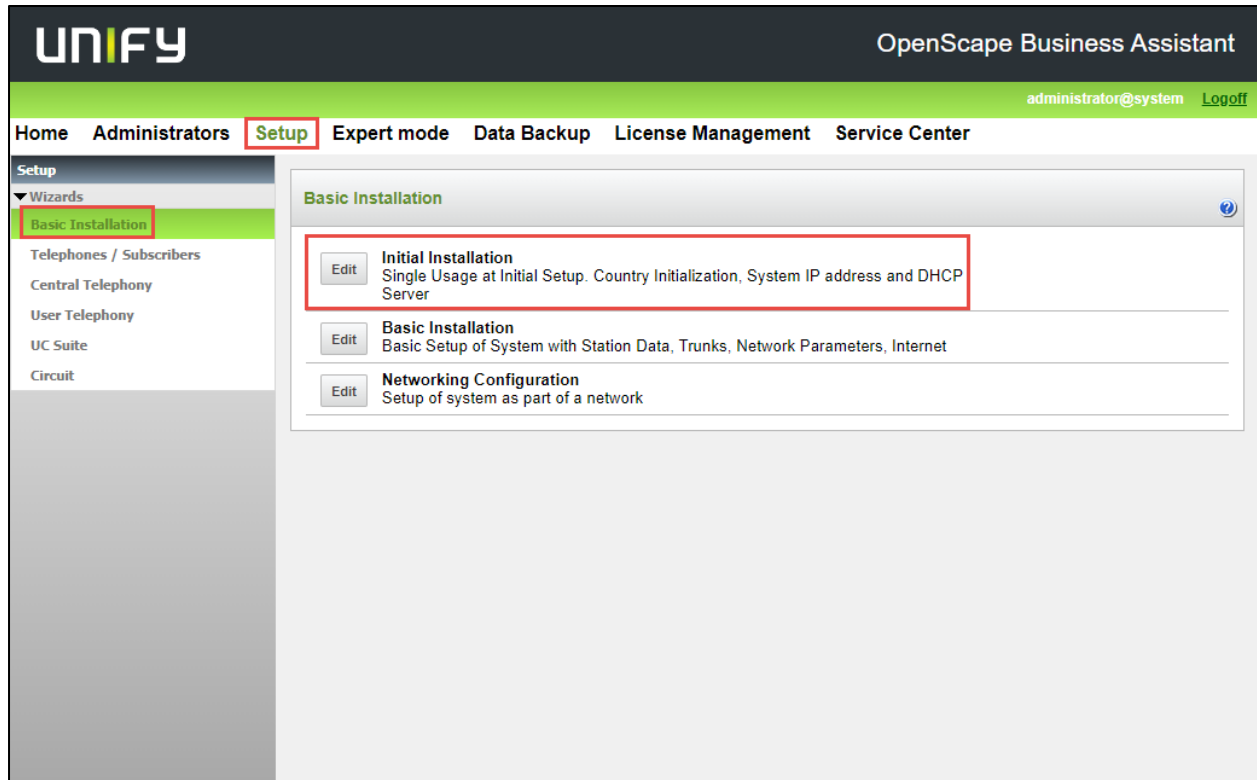


Figure 3 Initial Installation

Atos OpenScope Business is configured with two interfaces for this test invoking the integrated SBC functionality. The eth0 interface is the internal interface used for the phone connectivity. The eth1 interface is the external interface used for the ITSP connectivity.

2. Under System Settings, configure the following
 - a. OpenScope Business – IP address: Select eth0 interface IP (the interfaces and IPs are configured through console at the OS level). For example 10.64.3.159 in this setup.
 - b. OpenScope Business – Netmask: Select the corresponding netmask eth0 IP
 - c. WAN: Check (since OpenScope Business integrated SBC functionality is used for this setup)
 - d. OpenScope Business – IP address (WAN): Select eth1 interface IP (the interfaces and IPs are configured through console at the OS level).

- e. OpenScape Business – Netmask (WAN): Select the corresponding netmask for eth1 IP

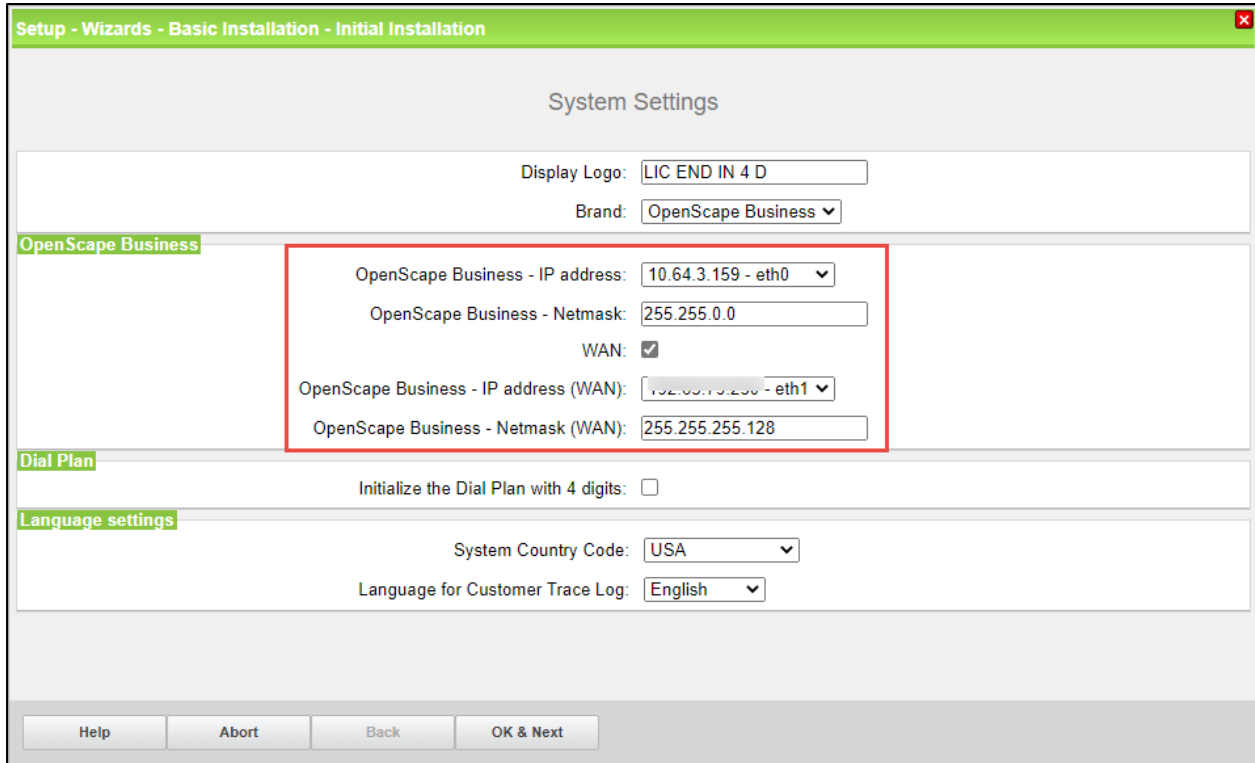


Figure 4 Initial Installation-Contd.

4.2.3 Basic Installation

All the necessary configurations (ITSP, Dial Plans) are setup when Initial Installation is run as follows:

1. Navigate to **Setup→Basic Installation→Basic Installation**
2. In System Overview, configure the following:
 - a. Node ID: Enter a node ID (for example 1 in this setup)
 - b. International Prefix: 00
 - c. Country Code: 1 (US country code)
3. Click OK & Next

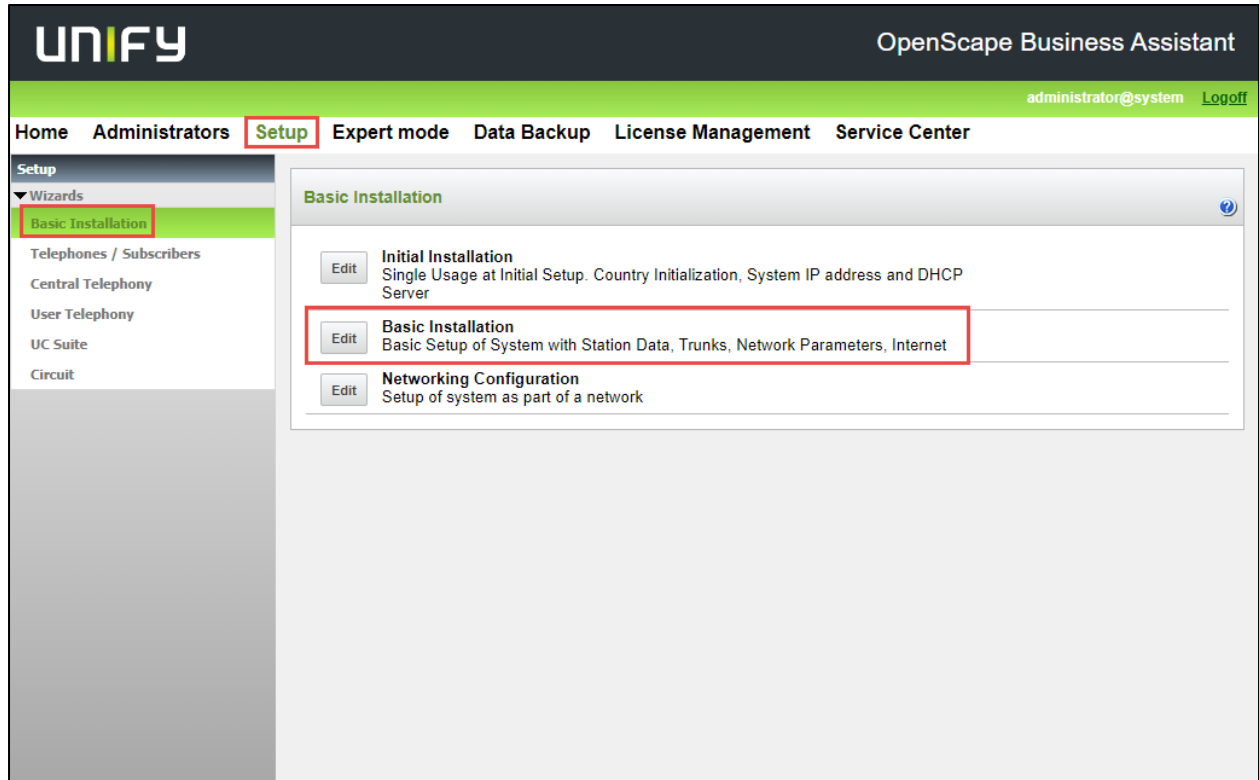


Figure 5 Basic Installation

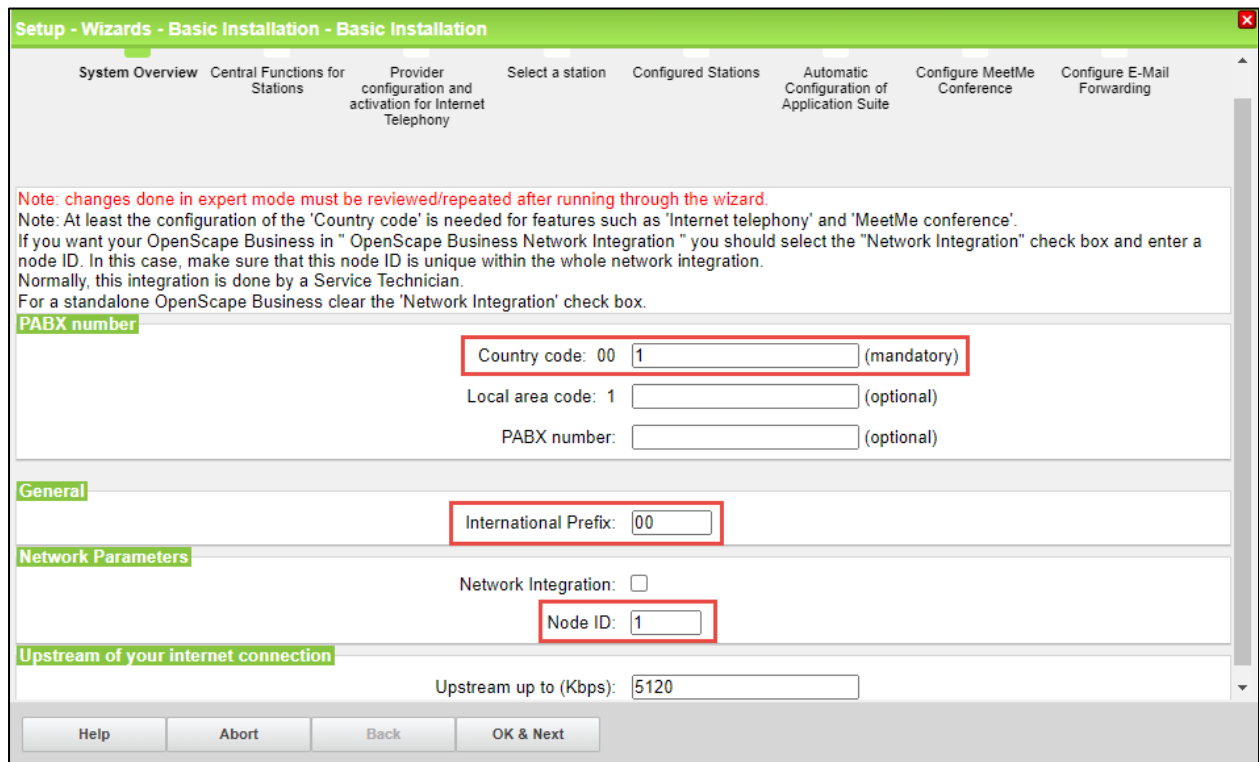


Figure 6 Basic Installation-Contd.

4. In Centrals Functions for Stations, select “Display stations configuration”
5. Click OK & Next

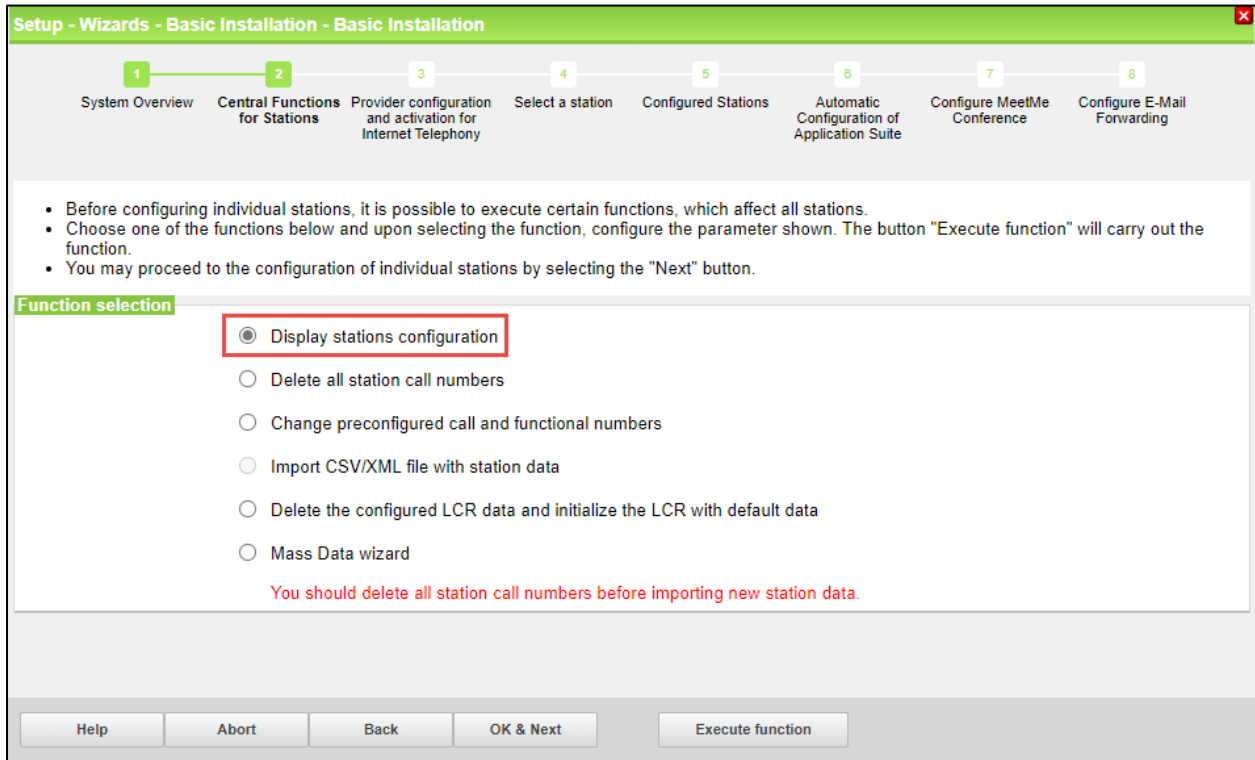


Figure 7 Basic Installation-Contd.

6. In Provider configuration and activation for Internet Telephony, configure the following:
 - a. No call via Internet: uncheck
 - b. Click “Add” to add an Internet Telephony Service Provider (ITSP)

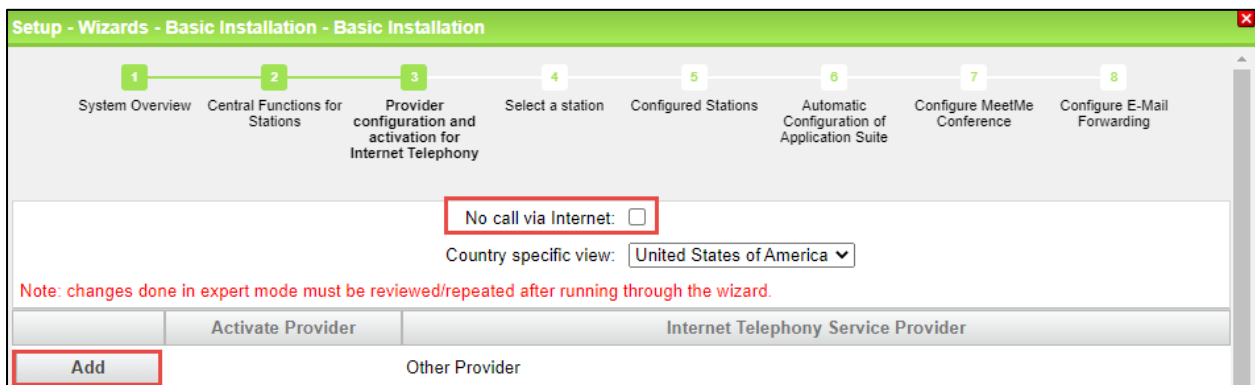


Figure 8 Basic Installation-Contd.

7. In Internet Telephony Service Provider, configure the following:
 - a. Provider Name: AmazonVC
 - b. Enable Provider: check
 - c. Secure Trunk: uncheck (since UDP trunk was tested first)
 - d. Domain Name: dtnXXXXXXXXXXXXX.voiceconnector.chime.aws (the SIP FQDN of Amazon Chime Voice Connector)
 - e. Transport Protocol: Select "udp"
 - f. In Provider Proxy, IP address / Host name: dtnXXXXXXXXXXXXX.voiceconnector.chime.aws (the SIP FQDN of Amazon Chime Voice Connector)
 - g. In Provider Proxy, Port: 5060
8. Click OK & Next

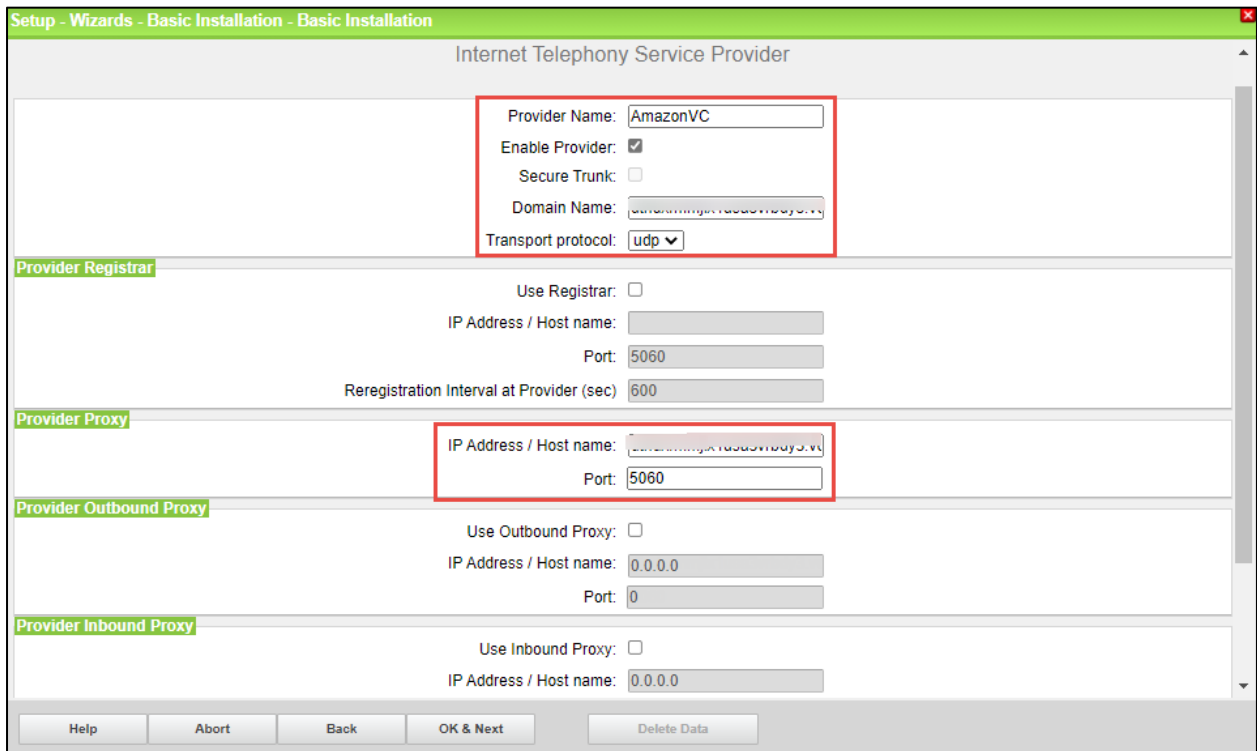


Figure 9 Basic Installation-Contd.

9. In Internet Telephony Station for AmazonVC, configure the following:
 - a. Internet telephony station: 919XXXXXXX (Any valid DID given by Amazon Chime Voice Connector)
 - b. Default number: 919XXXXXXX (Any valid DID given by Amazon Chime Voice Connector)
10. Click OK & Next
11. In Call Number Assignment for AmazonVC, there is no configuration required. Click OK & Next

The screenshot shows a software installation wizard window titled "Setup - Wizards - Basic Installation - Basic Installation". The main heading is "Internet Telephony Station for AmazonVC". The form contains the following fields and options:

- Internet telephony station:** A text input field containing "919XXXXXXX", highlighted with a red box.
- Authorization name:** An empty text input field.
- Password:** An empty text input field.
- Confirm Password:** An empty text input field.
- ITSP-multiple route:** A checkbox that is currently unchecked.
- Default Number:** A text input field containing "919XXXXXXX", highlighted with a red box.
- MEX Number:** An empty text input field.

Below the form, there are two sections of explanatory text:

Default Number
ITSP as primary CO access
Enter one of the call numbers supplied by your network provider here. This will be used in outgoing calls as the calling party number in case no other number is available for the respective call.
All call numbers supplied by your network provider are to be entered within the trunk and telephones configuration (DID field) primary CO access.

MEX Number
To use the feature Mobile Extension (MEX) you have to enter a MEX number here. An entered MEX number will only be stored if the ITSP is marked as 'active'.

At the bottom of the window, there are five buttons: "Help", "Abort", "Back", "OK & Next", and "Delete Data".

Figure 10 Basic Installation-Contd.

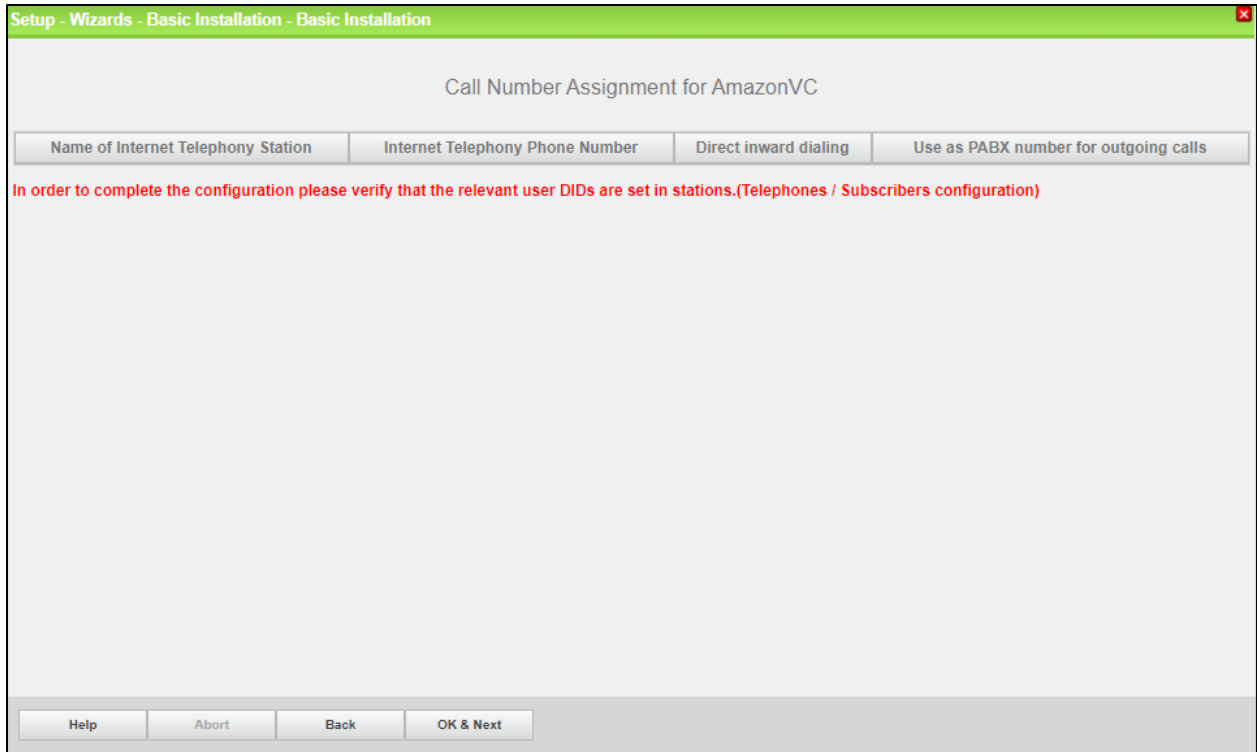


Figure 11 Basic Installation-Contd.

12. In Settings for Internet Telephony, configure the following:
 - a. Number of Simultaneous Internet calls: 40
 - b. Click "Distribute Lines"
 - c. Assigned Lines: 40

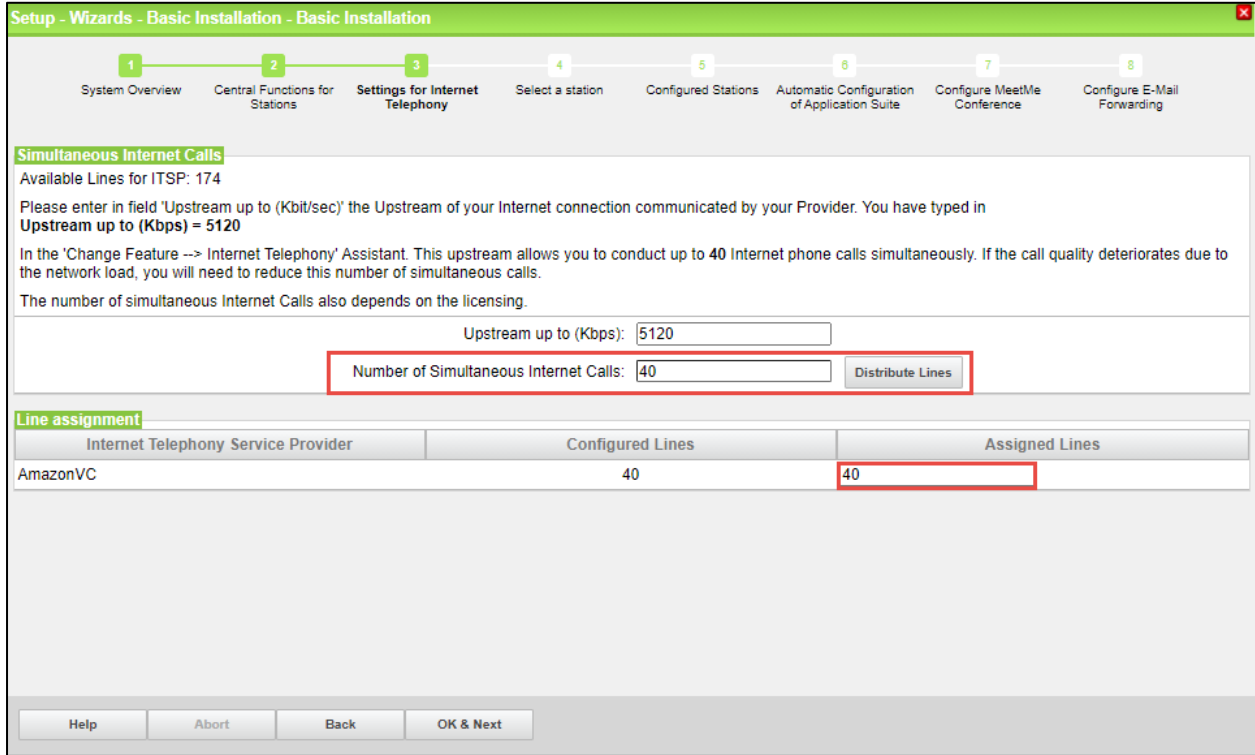


Figure 12 Basic Installation-Contd.

13. In Special phone numbers, configure various dial patterns as required

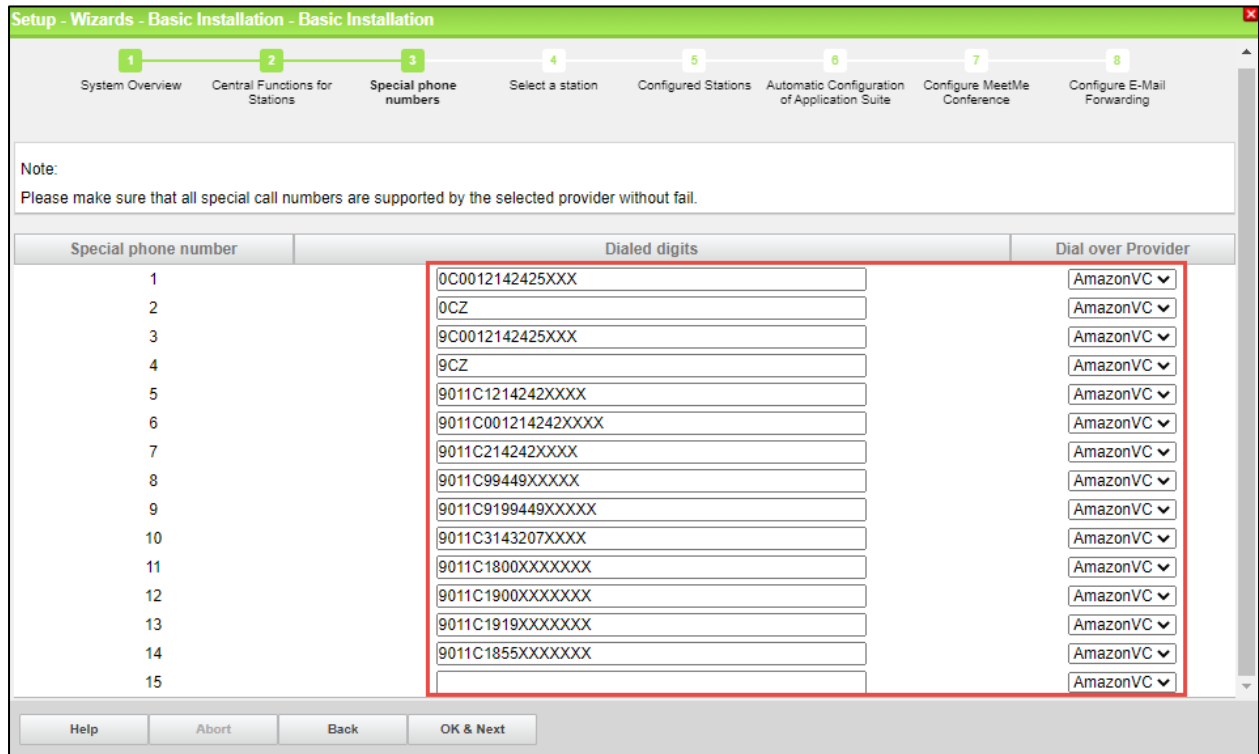


Figure 13 Basic Installation-Contd.

14. In Status for the Internet Telephony Service Provider (ITSP), check the status of the trunk. The indicator must be Green and Status as registered.

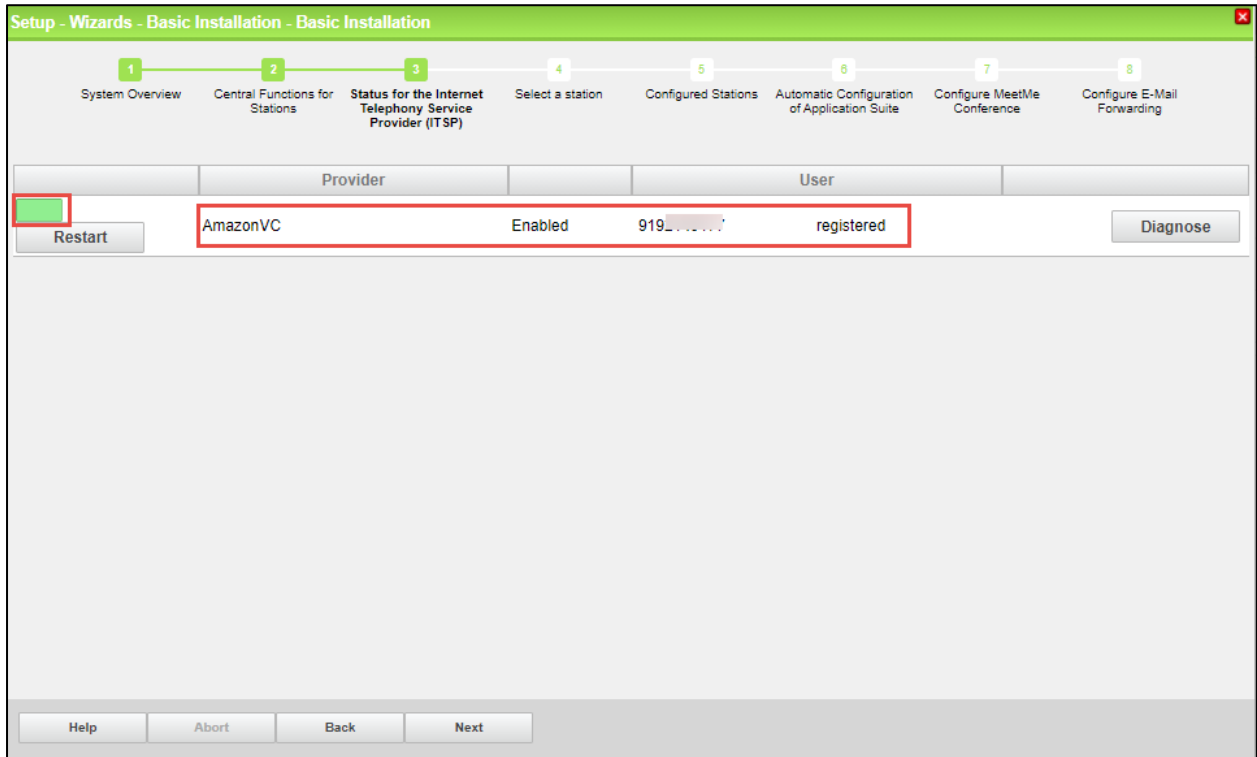


Figure 14 Basic Installation-Contd.

15. In Exchange Line Seizure, select "AmazonVC" as Dial Over Provider

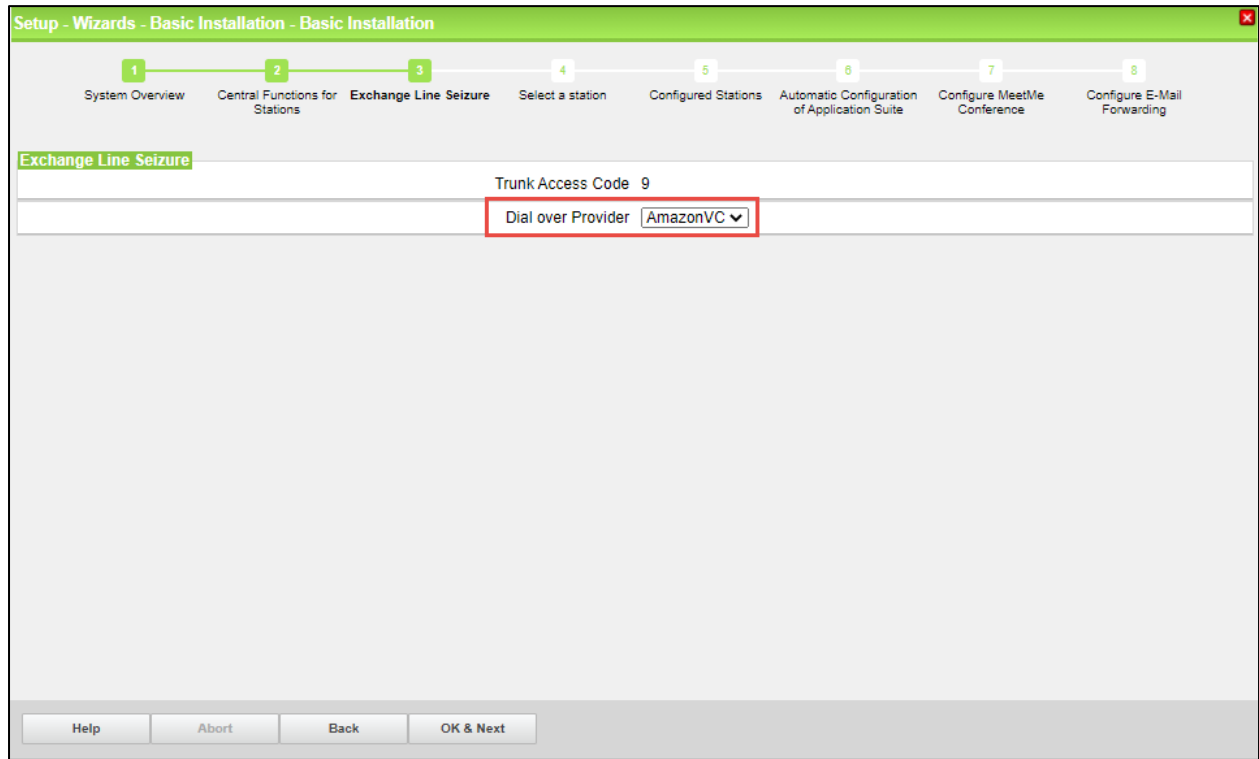


Figure 15 Basic Installation-Contd.

16. In Seizure Code for the 'Outside Line Seizure', there is no configuration required. Click OK & Next

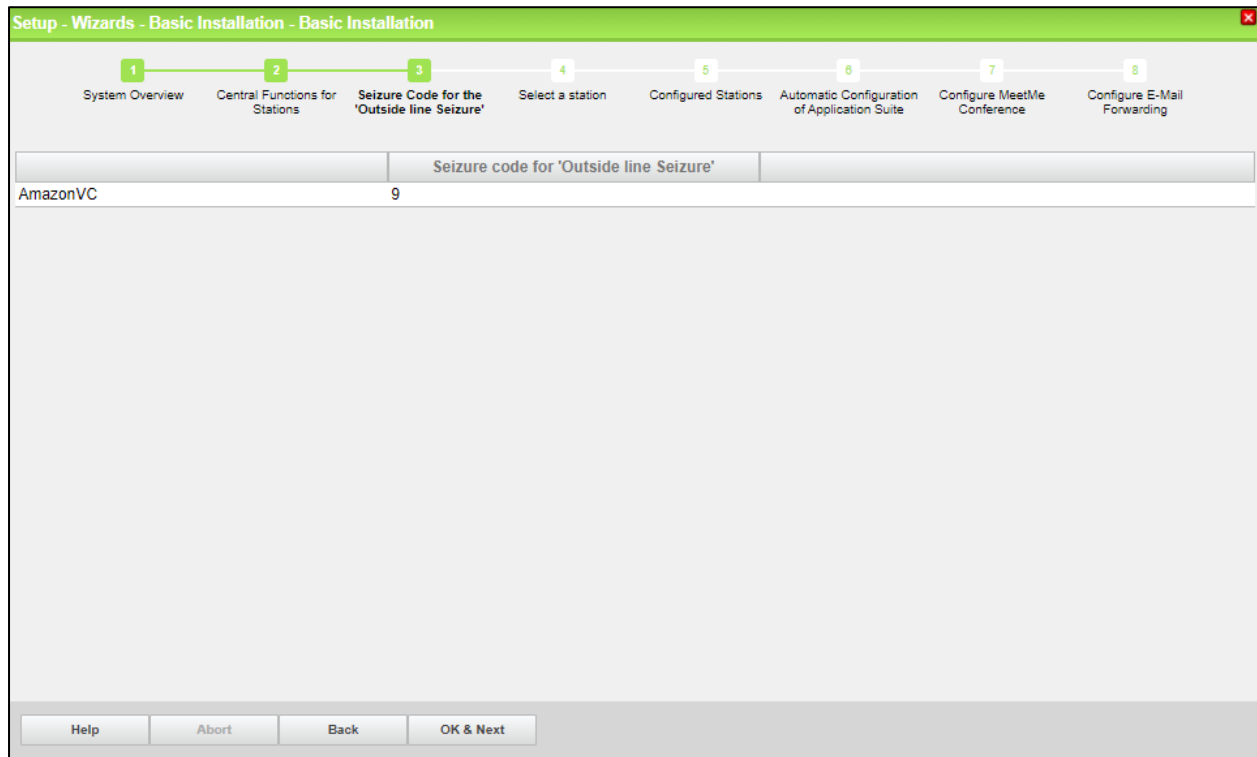


Figure 16 Basic Installation-Contd.

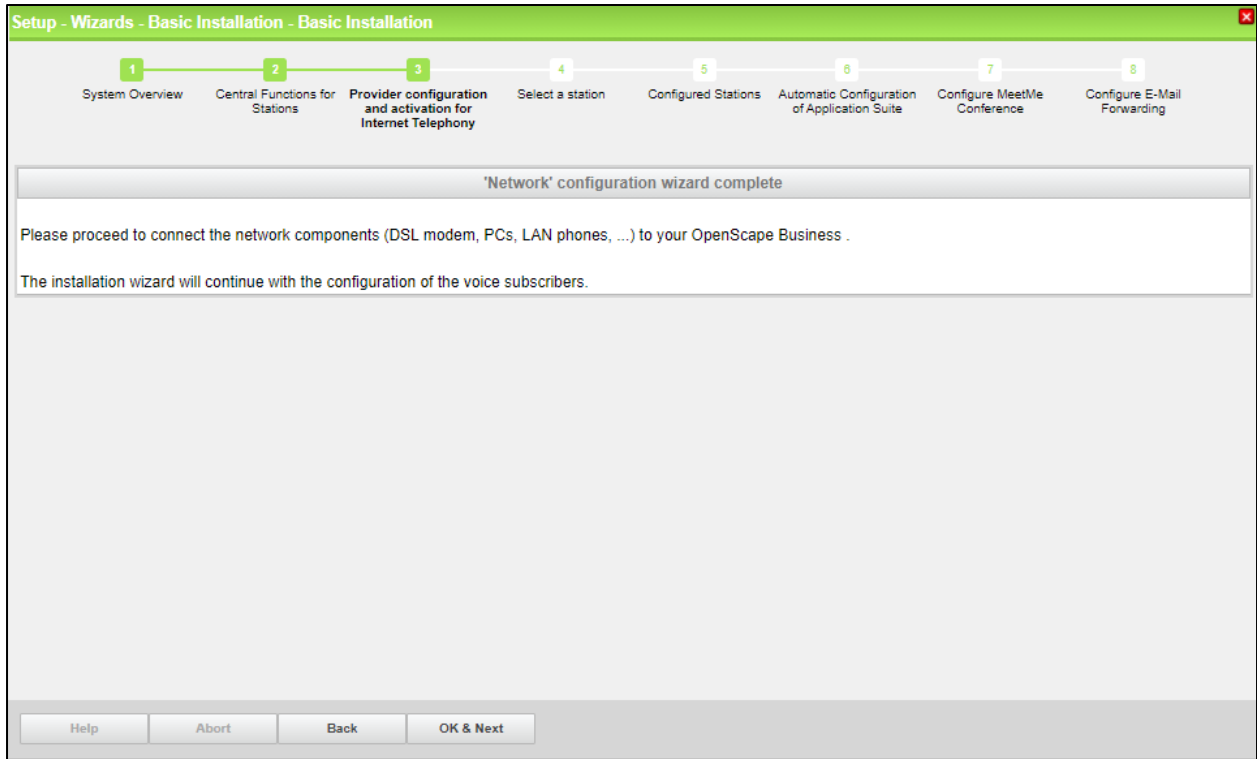


Figure 17 Basic Installation-Contd.

17. In Select a station – LAN phones, select the callno (This can be the last 3 digits of the DID). 177 is selected in this setup

Setup - Wizards - Basic Installation - Basic Installation

1 System Overview 2 Central Functions for Stations 3 Provider configuration and activation for Internet Telephony 4 Select a station - LAN Phones 5 Configured Stations 6 Automatic Configuration of Application Suite 7 Configure MeetMe Conference 8 Configure E-Mail Forwarding

Take DID from changed call number

Callno	First Name	Last Name	Display	DID	Type	Fax Callno	Fax DID
175	-	-	-	175	No Port	-	-
176	-	-	-	176	No Port	-	-
177	-	-	-	177	No Port	-	-
178	-	-	-	178	No Port	-	-
179	-	-	-	179	No Port	-	-
180	-	-	-	180	No Port	-	-
181	-	-	-	181	No Port	-	-
182	-	-	-	182	No Port	-	-
183	-	-	-	183	No Port	-	-
184	-	-	-	184	No Port	-	-
185	-	-	-	185	No Port	-	-
186	-	-	-	186	No Port	-	-
187	-	-	-	187	No Port	-	-
188	-	-	-	188	No Port	-	-
189	-	-	-	189	No Port	-	-

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Help Abort Back OK & Next Save Data

Figure 18 Basic Installation-Contd.

18. Configure the station as follows:
 - a. First Name: User1
 - b. Last Name: AWS
 - c. Display: AWS, User1 (populates the information automatically when first and last names are updated)
 - d. Call number: 177
 - e. Direct inward dialing: Enter the DID
 - f. In Parameter, Type: Select "SIP Client"
 - g. Device Type: S0 Extension
 - h. In Security, SIP UserID / Username: 177 (this must match with the information configured in phone)
 - i. Realm: 177
19. Click OK & Next
20. Leave the Station flags with the default values selected
21. Click Save Data

The screenshot shows a web-based configuration interface for a SIP station. The window title is "Setup - Wizards - Basic Installation - Basic Installation". The interface is divided into several sections:

- Station:** This section contains fields for:
 - First Name: User1
 - Last Name: AWS
 - Display (for Subscriber): AWS, User1
 - Call number: 177
 - Direct inward dialing (Number for Direct Inward Dialing): 919...
- Mobility:** This section contains:
 - Mobile Call number: -
 - Web Feature ID: None
- Parameter:** This section contains:
 - Type: SIP Client
 - Device Type: S0 Extension
 - Clip/Lin: -
 - Extension Type: Standard
 - Language: English U.S.
 - Call signaling internal (Ringer pitch for internal calls): Ring type 1
 - Call signaling external (Ringer pitch for external calls): Ring type 1
 - ITSP Loc-ID: -

Figure 19 Basic Installation-Contd.

Security

If Device Password has been already set, same password must be used upon Apply at edit workpoint client data to keep device registration on.

Password:

Confirm password:

SIP User ID / Username:

Realm:

Help Abort Back OK & Next

Figure 20 Basic Installation-Contd.

Setup - Wizards - Basic Installation - Basic Installation

Station

Type: SIP Client
 Call number: 177
 Display: AWS, User1

Station flags

Override class of service on:

Override Do Not Disturb:

FWD external permitted:

Prevention of voice calling off:

Disa Class of service:

Transit allowed via Hook-on:

System telephone lock reset:

MCID access:

Entry in telephone directory:

Edit tel. number:

No group ringing on busy:

Call Supervision:

Associated dialing/services:

Call waiting rejection on:

Discreet Call:

Discreet Call Lock:

Last destination mailbox active:

Call prio./immed. tone call wait.:

Figure 21 Basic Installation-Contd.

Voice recording:

Compress display data:

Door release DTMF:

autom. connection, CSTA:

Disable handsfree microphone:

Forced Number Presentation:

Missed Calls List:

Central busy signaling:

Display of Emergency text:

Help Abort Back OK & Next **Save Data**

Figure 22 Basic Installation-Contd.

22. In Automatic Configuration of Application Suite, there is no configuration required. Click OK & Next
23. In Configure MeetMe Conference, Leave the default number and there is no configuration required. Click OK & Next
24. In Configure E-mail Forwarding, Leave the values and there is no configuration required. Click OK & Next
25. In the page that says “The configuration of phones and communication equipment is complete”, click Finish.

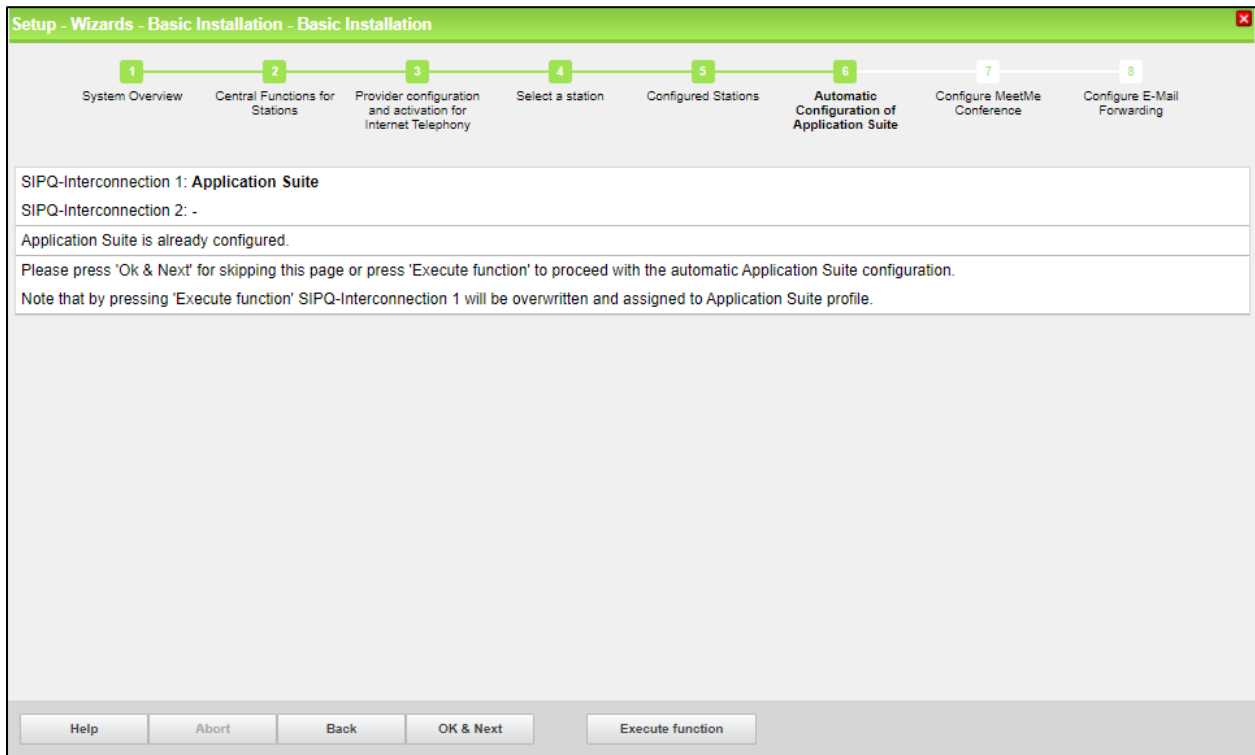


Figure 23 Basic Installation-Contd.

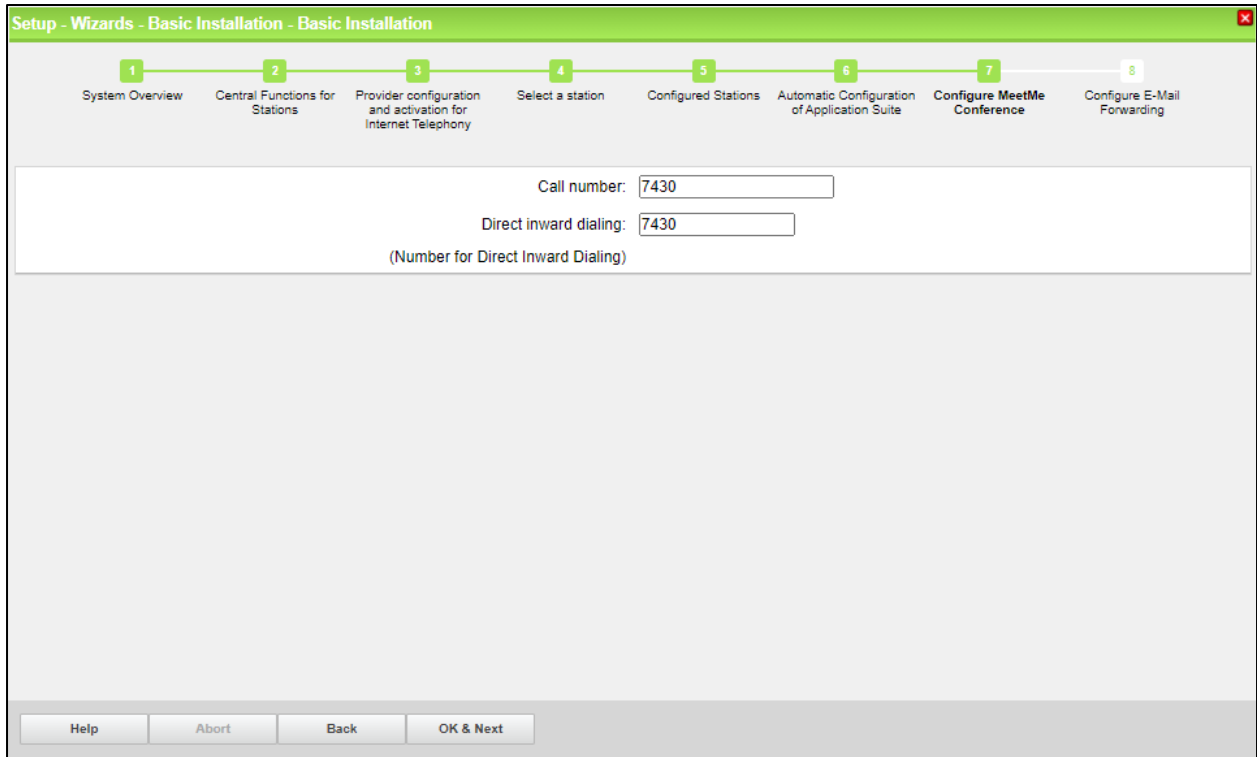


Figure 24 Basic Installation-Contd.

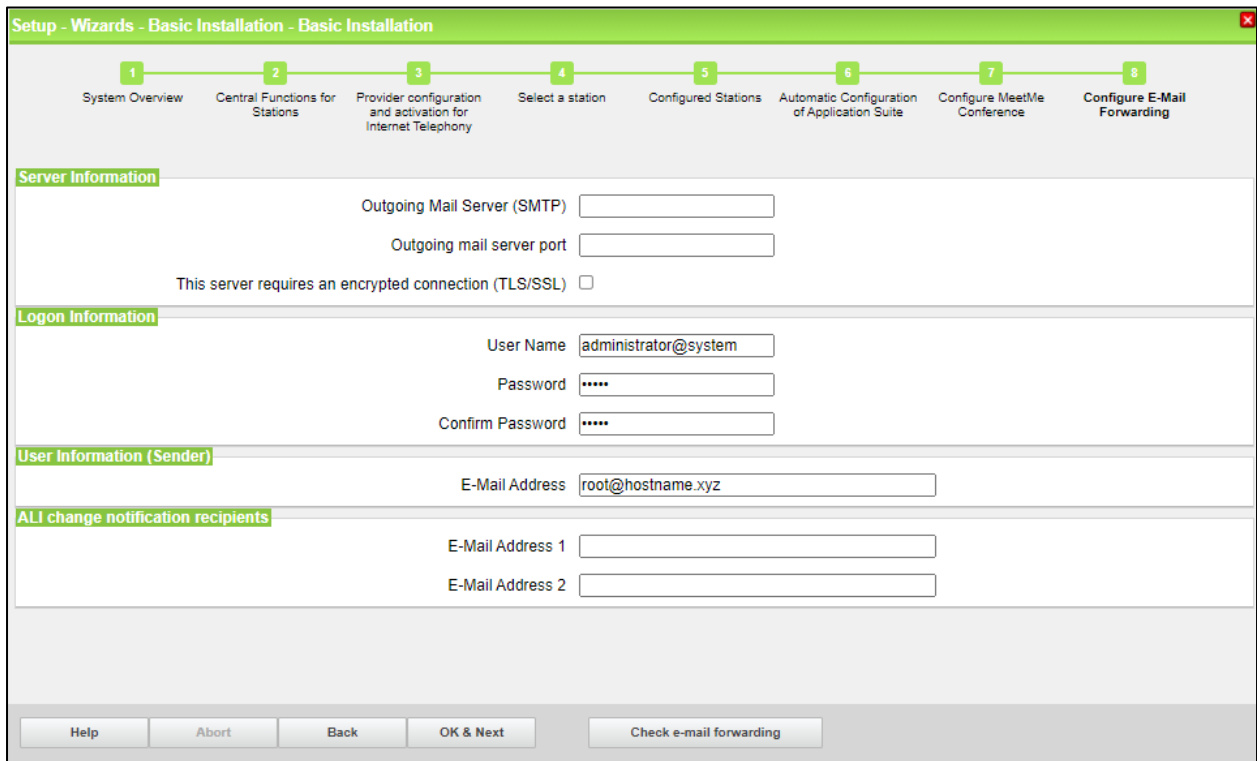


Figure 25 Basic Installation-Contd.

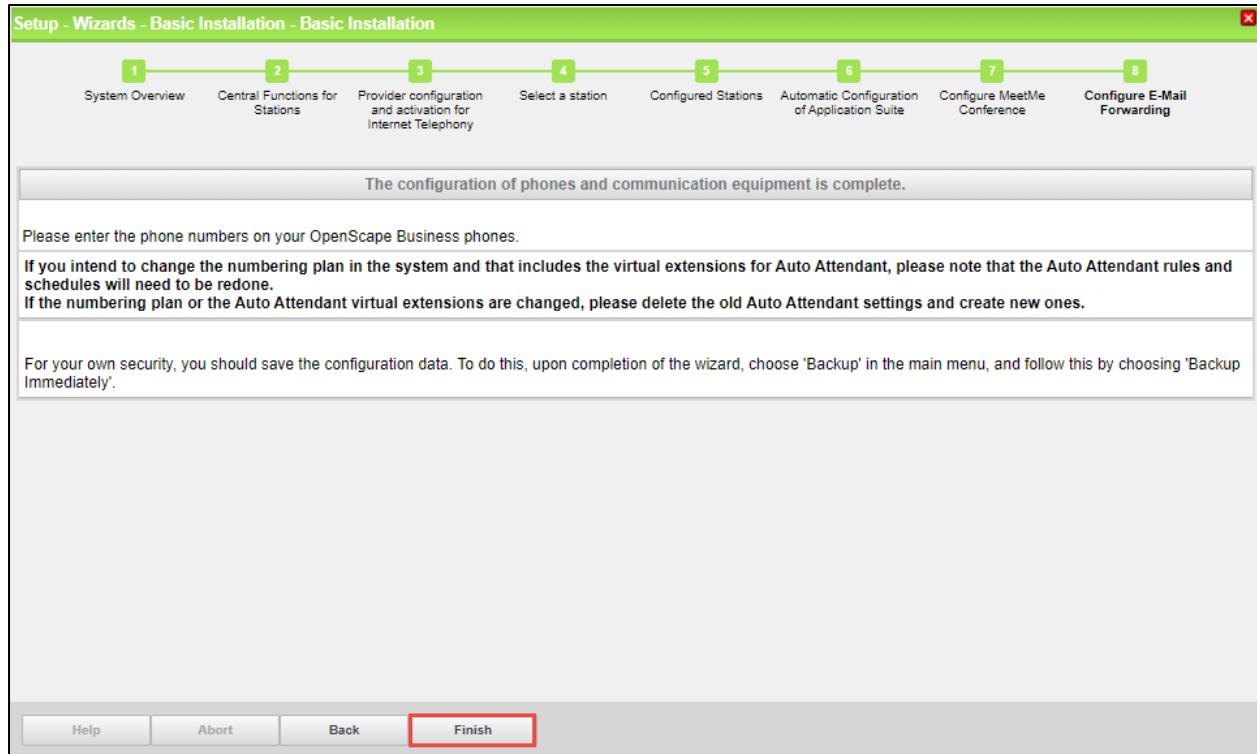


Figure 26 Basic Installation-Contd.

4.2.4 LCR Dial Plan

1. Navigate to **Expert mode**→**LCR**
2. In the Expert Mode – Telephony Server, click Dial Plan
3. Verify the dial plans added during Basic Install step appear here. The Routing Table 4 is selected by default. There is no configuration required here.

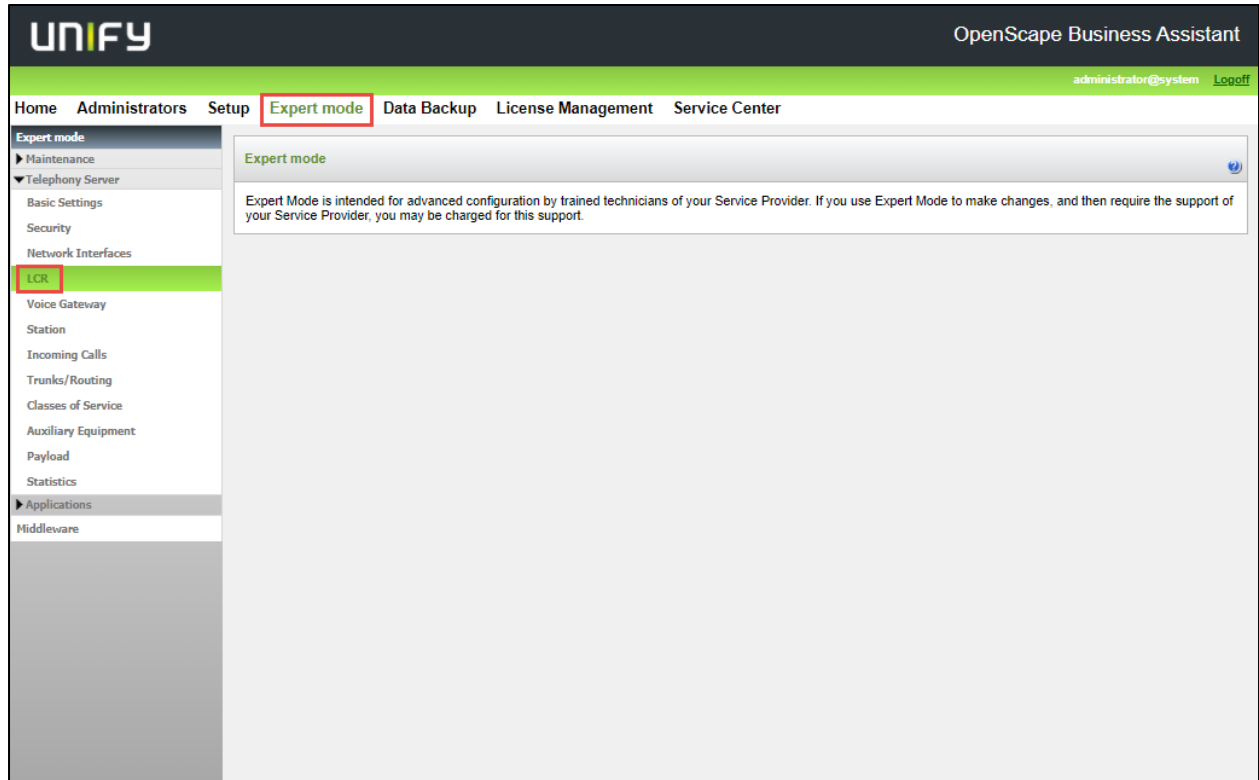


Figure 27 LCR Dial Plan

Expert mode - Telephony Server

LCR
 LCR Flags
 Classes Of Service
Dial Plan
 Routing table
 Dial rule
 Multisite

Dial Plan

Change Dial Plan Display Dial Plan

Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service	Emergency
1	AmazonVC	0C0012142425XXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	AmazonVC	0CZ	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	AmazonVC	9C0012142425XXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	AmazonVC	9CZ	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	AmazonVC	9011C1214242XXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	AmazonVC	9011C001214242XXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	AmazonVC	9011C214242XXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8	AmazonVC	9011C99449XXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	AmazonVC	9011C9199449XXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10	AmazonVC	9011C3143207XXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11	AmazonVC	9011C1800XXXXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12	AmazonVC	9011C1900XXXXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13	AmazonVC	9011C1919XXXXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14	AmazonVC	9011C185XXXXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15			4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
16	Standard	9011C0-Z	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	Standard	0C1-NXX-NXX-XXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18	Standard	0C00-Z	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
19	AmazonVC	0CNXX-NXX-XXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
20	AmazonVC	0C1-NXX-NXX-XXXX	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21	AmazonVC	-C00-Z	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22	Standard	856CNXX-NXX-XXXX	6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
23	Standard	856C1-NXX-NXX-XXXX	6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
24	Standard	856C00-Z	6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
25	Standard	857CNXX-NXX-XXXX	8	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
26	Standard	857C1-NXX-NXX-XXXX	8	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Page 1 of 10

Apply Undo Help

Figure 28 LCR Dial Plan-Contd.

4.2.5 LCR Routing Table

1. Navigate to **Expert mode**→**LCR**
2. In the Expert Mode – Telephony Server, click Routing Table
3. Verify the Route Plan shows AmazonVC and the Dial Rule shows SIP. There is no configuration required here.

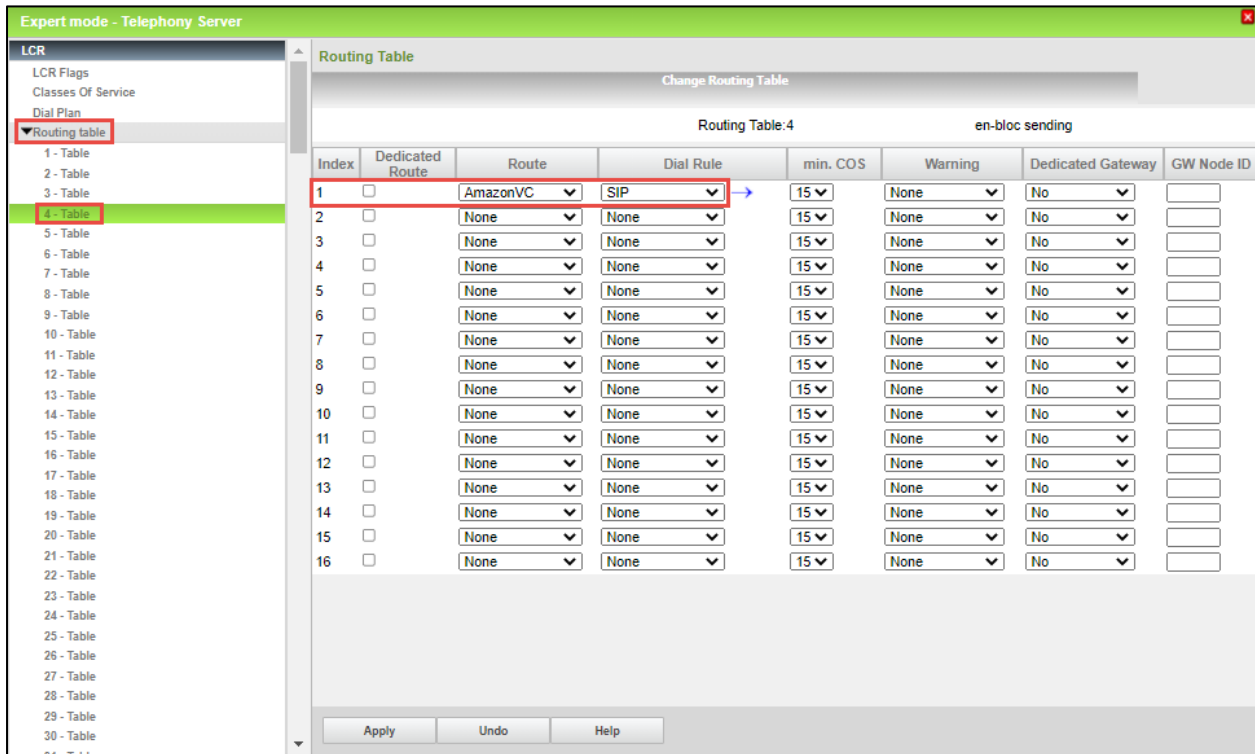


Figure 29 LCR Routing Table

4.2.6 LCR Dial Rule

1. Navigate to **Expert mode**→**LCR**
2. In the Expert Mode – Telephony Server, click Dial rule
3. Configure the Rule Names with the following Dial rule formats
 - a. SIP - DE3A
 - b. SIP Local – D1123E2A
4. Configure Country code as Type. This is for E164 dialing.

	Rule Name	Dial rule format	Network access	Type
1	CO	A	Main network supply	Unknown
2	SIP	DE3A	Main network supply	Country code
3	SIP local	D1123E2A	Main network supply	Country code
4	MEB	E1A	Corporate Network	PABX number
5	IP-Network	A	Corporate Network	Unknown
6	Multi-Location	BA	Corporate Network	Unknown
7	Gateway call	E1A	Corporate Network	Unknown
8	COInternat	D1E3A	Main network supply	Country code
9			Unknown	Unknown
10			Unknown	Unknown
11			Unknown	Unknown
12			Unknown	Unknown
13			Unknown	Unknown
14			Unknown	Unknown
15			Unknown	Unknown
16			Unknown	Unknown
17			Unknown	Unknown
18			Unknown	Unknown
19			Unknown	Unknown
20			Unknown	Unknown
21			Unknown	Unknown
22			Unknown	Unknown
23			Unknown	Unknown
24			Unknown	Unknown
25			Unknown	Unknown

Figure 30 LCR Dial Rule

4.2.7 Trunks and Routes

1. Navigate to **Expert mode**→**Trunks/Routing**
2. Click Trunks
3. In the Expert Mode – Telephony Server, Click Trunks
4. Verify few Trunk Lines (for example 6-10) show the route “AmazonVC”. There is no configuration required here.

Trunk	Box-SI-Pt-Li	Code	Route	Status	Type
Line 1	LAN 1-0-4-1	##700	App. Suite	active	SIPQ-Interconnection 1
Line 2	LAN 1-0-4-2	##701	App. Suite	active	SIPQ-Interconnection 1
Line 3	LAN 1-0-4-3	##702	App. Suite	active	SIPQ-Interconnection 1
Line 4	LAN 1-0-4-4	##703	App. Suite	active	SIPQ-Interconnection 1
Line 5	LAN 1-0-4-5	##704	App. Suite	active	SIPQ-Interconnection 1
Line 6	LAN 1-0-7-1	##705	AmazonVC	active	ITSP/NS 1
Line 7	LAN 1-0-7-2	##706	AmazonVC	active	ITSP/NS 1
Line 8	LAN 1-0-7-3	##707	AmazonVC	active	ITSP/NS 1
Line 9	LAN 1-0-7-4	##708	AmazonVC	active	ITSP/NS 1
Line 10	LAN 1-0-7-5	##709	AmazonVC	active	ITSP/NS 1
Line 11	LAN 1-0-4-6	##710	App. Suite	active	SIPQ-Interconnection 1
Line 12	LAN 1-0-4-7	##711	App. Suite	active	SIPQ-Interconnection 1
Line 13	LAN 1-0-4-8	##712	App. Suite	active	SIPQ-Interconnection 1
Line 14	LAN 1-0-4-9	##713	App. Suite	active	SIPQ-Interconnection 1
Line 15	LAN 1-0-4-10	##714	App. Suite	active	SIPQ-Interconnection 1
Line 16	LAN 1-0-4-11	##715	App. Suite	active	SIPQ-Interconnection 1
Line 17	LAN 1-0-4-12	##716	App. Suite	active	SIPQ-Interconnection 1
Line 18	LAN 1-0-4-13	##717	App. Suite	active	SIPQ-Interconnection 1
Line 19	LAN 1-0-4-14	##718	App. Suite	active	SIPQ-Interconnection 1
Line 20	LAN 1-0-4-15	##719	App. Suite	active	SIPQ-Interconnection 1
Line 21	LAN 1-0-4-16	##720	App. Suite	active	SIPQ-Interconnection 1
Line 22	LAN 1-0-4-17	##721	App. Suite	active	SIPQ-Interconnection 1
Line 23	LAN 1-0-4-18	##722	App. Suite	active	SIPQ-Interconnection 1
Line 24	LAN 1-0-4-19	##723	App. Suite	active	SIPQ-Interconnection 1
Line 25	LAN 1-0-4-20	##724	App. Suite	active	SIPQ-Interconnection 1
Line 26	LAN 1-0-4-21	##725	App. Suite	active	SIPQ-Interconnection 1
Line 27	LAN 1-0-4-22	##726	App. Suite	active	SIPQ-Interconnection 1
Line 28	LAN 1-0-4-23	##727	App. Suite	active	SIPQ-Interconnection 1

Figure 31 Trunk

5. In the Expert Mode – Telephony Server, Click Route
6. Select AmazonVC and verify the configurations made during Basic Installation appear here. There is no need to make any configuration changes.

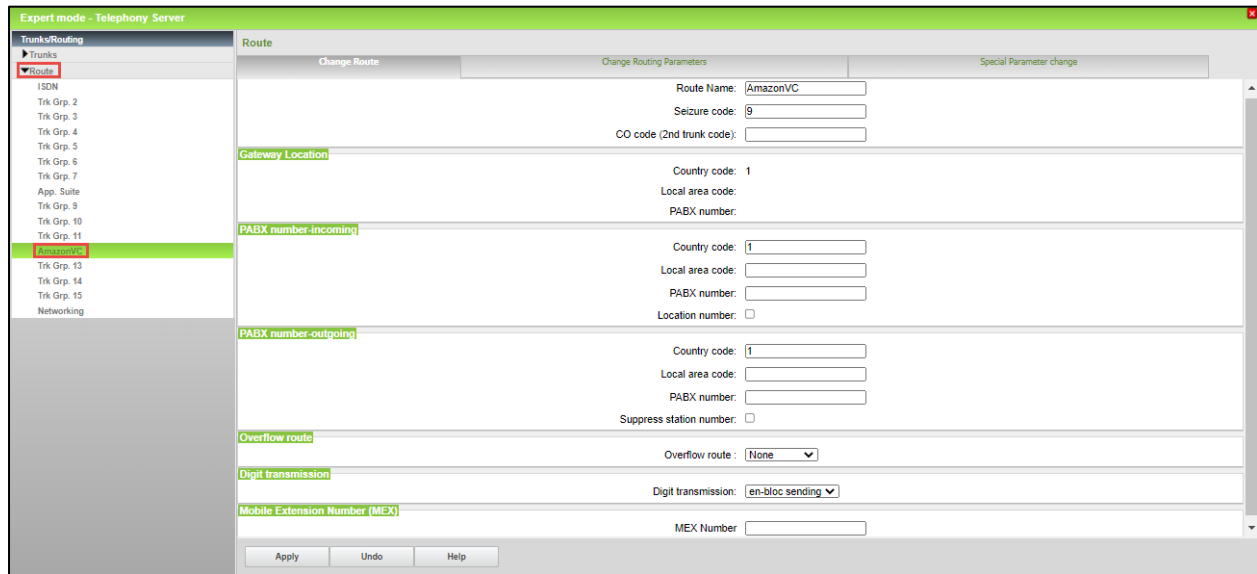


Figure 32 Route