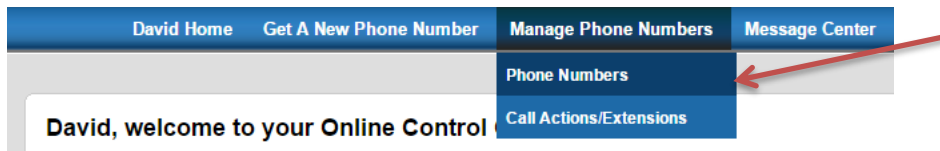


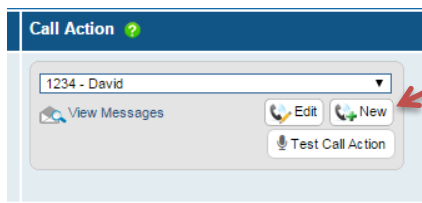
SIP Instructions

Enter a [SIP Ring-To address](#) on the TollFreeForwarding.com website

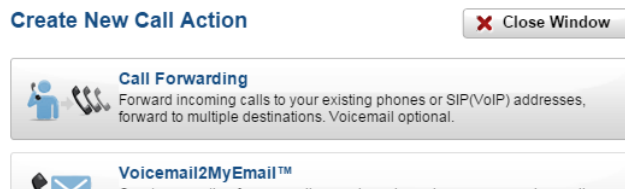
1. From the Home page of your Online Control Center, choose Manage Phone Numbers > Phone Numbers



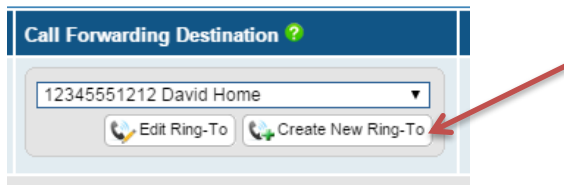
2. Choose "New" under Call Actions



3. Next, select "Call Forwarding"



4. Then "Create New Ring-To"



5. Under "Send Calls To" select "SIP/VoIP" from the dropdown menu

Ring-To Save Cancel

Description

Send Calls To

<p>Phone Number <small>A country code is required</small></p> <p><small>Don't use international dialing prefix such as 001, 011</small></p>	<div style="border: 1px solid #ccc; padding: 2px;"> <p>SIP/VoIP</p> <p>SIP/VoIP</p> <p>USA/Canada (+1)</p> <p>Abkhazia (+995)</p> <p>Afghanistan (+93)</p> </div>
--	---

6. Enter the SIP address that will be receiving your calls

Ring-To Save Cancel

Description

Send Calls To

<p>Phone Number <small>A country code is required</small></p> <p><small>Don't use international dialing prefix such as 001, 011</small></p> <p><small>Don't use a national dialing prefix</small></p>	<div style="border: 1px solid #ccc; padding: 2px;"> <p>SIP/VoIP</p> <p><input type="text" value="18885551212@sip.domain.com"/></p> <p>SIP/VoIP</p> <p><small>Important: If this Ring-To number is a fax number, please disable Fax2MyEmail™</small></p> </div>
--	--

Please do not forward this ring-to to your TollFreeForwarding.com number. This can cause calls to loop through our network and you will be responsible for any charges that occur from this.

[Show Advanced Settings](#)

Examples of SIP Ring-To address formats:

- | | |
|--|---|
| <p>user@sip.server.com</p> <p>8005551212@99.99.99.99</p> <p>bob123@99.99.99.99</p> <p>8005551212@sip.mydomain.com</p> <p>8005551212@sip.mydomain.co.uk</p> <p>8005551212@A-RECORD.mydomain.com</p> <p>8005551212@DNS-SRV.mydomain.com</p> <p>DIALED@sip.customer.com</p> | <p>user part comes before @ server name comes after</p> <p>IP of your SIP Server</p> <p>User can be any string of characters</p> <p>DNS of your SIP Server</p> <p>DNS from any country is acceptable</p> <p>Most customers use common DNS A Records</p> <p>DNS-SRV available for advanced customers</p> <p>Replaces “user” with the number dialed</p> |
|--|---|

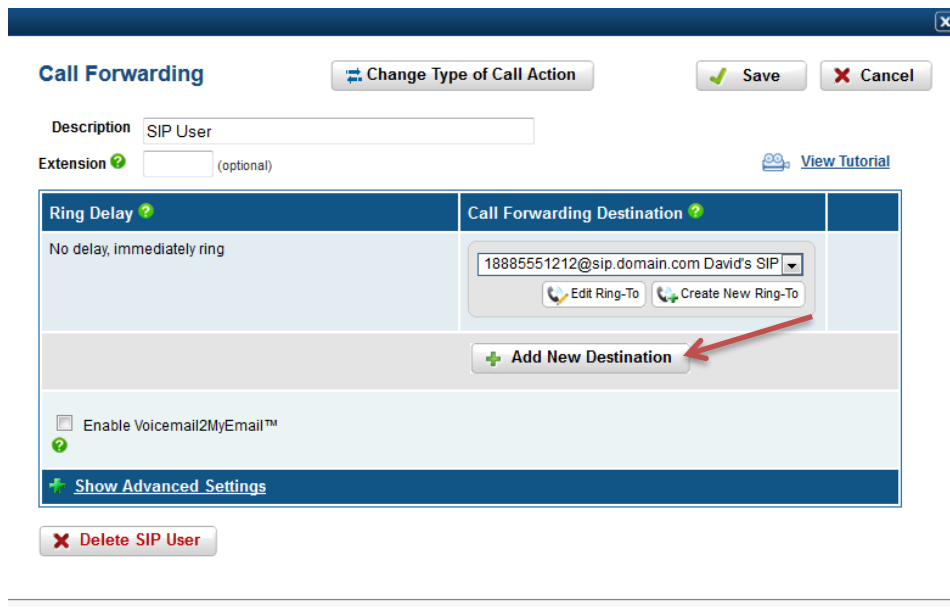
Ring-To notes:

- The IP address may have fewer numbers between the periods, but it always has four sets of numbers separated by three periods: @1.2.3.4.
- Unless you are very familiar with DNS, most of our customers find it easier to use the IP address of their SIP server instead of DNS.
- Make certain that the user (all characters before the @ symbol) does not include spaces:
Incorrect: user name @domain.com (includes spaces)
Correct: username@domain.com (no spaces)

Add Multiple Ring-To Numbers (Optional)

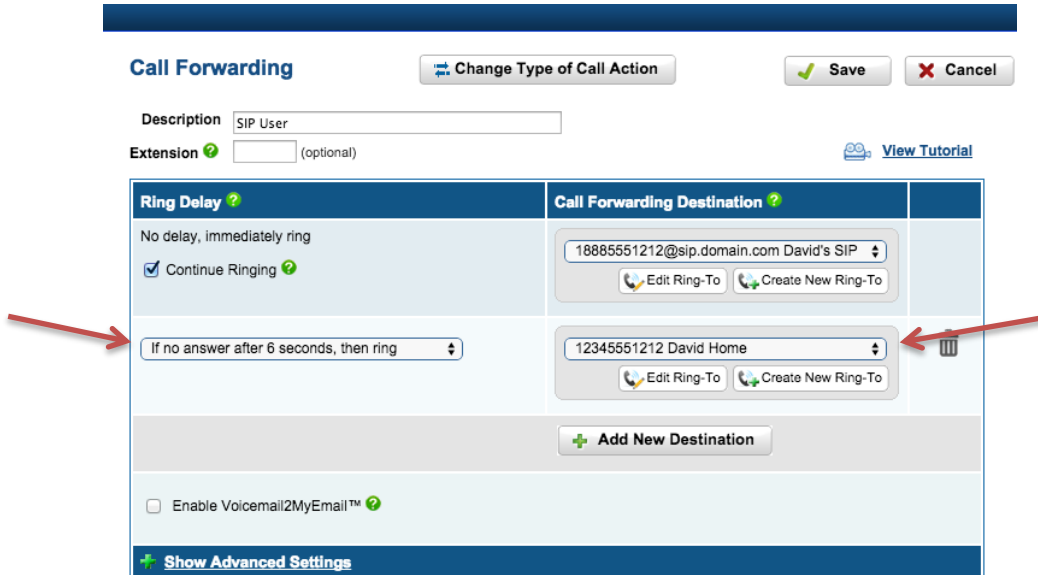
Note: Multiple ring-to destinations may be set up to include a mix of SIP addresses and phone numbers.

- Within the call forwarding action, click “Add New Destination”.
- Choose the Ring-To number from the drop down list, or click “Create New Ring-To” and enter the new number to forward to.



Call Failover Setup (Optional) - First ring-to SIP and if your SIP fails, ring-to a phone number

- Set a ring delay for the failover route. If your SIP server fails, it normally does so within less than a second. We suggest setting a 6 second delay.



Call Forwarding Change Type of Call Action Save Cancel

Description

Extension (optional) [View Tutorial](#)

Ring Delay ?	Call Forwarding Destination ?
No delay, immediately ring <input checked="" type="checkbox"/> Continue Ringing ?	18885551212@sip.domain.com David's SIP Edit Ring-To Create New Ring-To
If no answer after 6 seconds, then ring	12345551212 David Home Edit Ring-To Create New Ring-To

Add New Destination

Enable Voicemail2MyEmail™ ?

Show Advanced Settings

Configure your SIP server to accept calls to the User Part entered in “Ring-To”

Note: Make certain your server is configured and ready to accept incoming calls to the SIP User Part. This is the most common misconfiguration.

We are happy to recommend SIP settings, but we are unable to configure your SIP servers on your behalf. For assistance with SIP configuration, consult your IT team or the provider of the SIP server.

- Check that your SIP server settings match the Ring-To entered in Step 1
- Create settings for your chosen User Part in userpart@sip.server.com
- This User Part will control how your SIP server handles incoming calls
- You may direct incoming calls to various actions by using multiple Ring-To addresses with matching User Parts

Configure your SIP server to receive incoming calls from our IP addresses

SIP Signaling IP Addresses	
Los Angeles Primary Datacenter	Los Angeles Secondary Datacenter
52.144.10.100	52.144.11.100

RTP Media IP Addresses				
Note: Most systems do not need to be configured for these specific RTP Media IP address				
	IP	Netmask	Subnet Mask	Range
Worldwide	52.144.0.0	/20=	255.255.240.0	52.144.0.0 to 52.144.15.255

Configure your SIP server to accept at least one of the following CODECs

Primary CODEC used:

- **G711uLaw** (also called PCMU)

Note: The following TFF Ring-To settings are **ONLY** supported by **G711uLaw**:

- Dial Foreign Extension (DTMF tone allows the SIP server to connect to a specific extension)
- Auto Answer Prevention (requires a physical key press to accept incoming calls)

Other CODECS:

- **G711aLaw** (also called PCMA)
- **G729r8**