imagicle

How to handle the NANP (North America Numbering Plan) using the E.164-plus format

Applies to:

from Imagicle UC Suite 2017.1.1 up to 2020.Summer.1 release only.

Description:

The configuration described in this article is needed if all the following conditions apply:

- The Imagicle AppSuite is configured within a North America country, that is, having an International Access Code '011' in the Numbering Plan Settings page of the AppSuite.
- Users need to send faxes to domestic destinations or, generally speaking, to North America destinations using the +E.164 format (for instance: '+15551234567').

Without this configuration the destination number +15551234567 is erroneously meant by the system as an international destination and the wrong number 01115551234567 gets dialled.

How-to:

1) Login the Imagicle server via RDP and move to folder StonevoiceAS\Apps\Stonefax\Server\System

2) Make a copy of the file Routes.txt and rename it *CustomRoutes.txt*

3) Edit the new file and replace its content with one of those specified in the following paragraph 'Custom Routes', using the proper IP addresses.

4) Edit the file Stonefax.ini and add the following parameter in the [Settings] section:

```
[Settings]
...
CustomRoutes=1
```

5) Restart Stonefax from the WEB interface and try to send a fax to a North America destination using the +E.164 format (for instance +15551234567).

6) In case of HA configuration, repeat the same procedure for the other Stonefax nodes (CustomRoutes.txt file is not replicated across the cluster).

Custom Routes

In the following samples these IP addresses are used as primary and backup VG/PBX IP address:
192.168.150.11 --> Primary PBX node or VG
192.168.150.12 --> Backup PBX node or VG
Replace such IP addresses with your own, accordingly with the PBX configuration.

Single route, SIP signalling, PBX can route +E.164 numbers

Using these routes the destination number +15551234567 is dialled as +15551234567

```
modem:0111.*=sip:+<dn!3>@192.168.1.11:5060
modem:.*=sip:<dn>@192.168.1.11:5060
```

Primary & backup routes, SIP signalling, PBX can route +E.164 numbers

Using these routes the destination number +15551234567 isdialled as +15551234567

```
modem:#.0111.*=sip:+<dn!4>@192.168.1.12:5060
modem:0111.*=sip:+<dn!3>@192.168.1.11:5060;OPAL-Try-Next=#<dn>;OPAL-Set-Up-Phase-Timeout=15
modem:#.*=sip:<dn!1>@192.168.1.12:5060
modem:.*=sip:<dn>@192.168.1.11:5060;OPAL-Try-Next=#<dn>;OPAL-Set-Up-Phase-Timeout=15
```

Single route, SIP signalling, PBX cannot route +E.164 numbers

Using these routes the destination number +15551234567 is dialled as 5551234567

```
modem:0111.*=sip:<dn!4>@192.168.1.11:5060
modem:.*=sip:<dn>@192.168.1.11:5060
```

Primary & backup routes, SIP signalling, PBX cannot route +E.164 numbers

Using these routes the destination number +15551234567 is dialled as 5551234567

```
modem:#.0111.*=sip:+<dn!5>@192.168.1.12:5060
modem:0111.*=sip:+<dn!4>@192.168.1.11:5060;OPAL-Try-Next=#<dn>;OPAL-Set-Up-Phase-Timeout=15
modem:#.*=sip:<dn!1>@192.168.1.12:5060
modem:.*=sip:<dn>@192.168.1.11:5060;OPAL-Try-Next=#<dn>;OPAL-Set-Up-Phase-Timeout=15
```


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