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## **From Bicom Systems Wiki**

### **HOWTO Multi-User Extension**

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## **What is a Multi-User Extension?**

A Multi-User Extension is used for connecting another PBXware or a third party PBX to our PBXware. It can be compared to a Trunk as it is very similar.

## **Authentication Methods Used for Connection**

Two authentication methods can be used for a Multi-User Extension:

- Registration Method
- IP Authentication Method

# Requirements Before Setup

## Enable a Multi-User Extension in the license

- To do so, please contact your account manager.

## Allow IP Authentication on Tenants (if wanting to use IP auth)



- To do so, please navigate to the following path:

*For Multi-Tenant Edition:*

'Master Tenant' → 'Tenants' → Edit 'Tenant' → 'Features' section → 'Allow IP Authentication for Extensions' → Set to 'Yes'

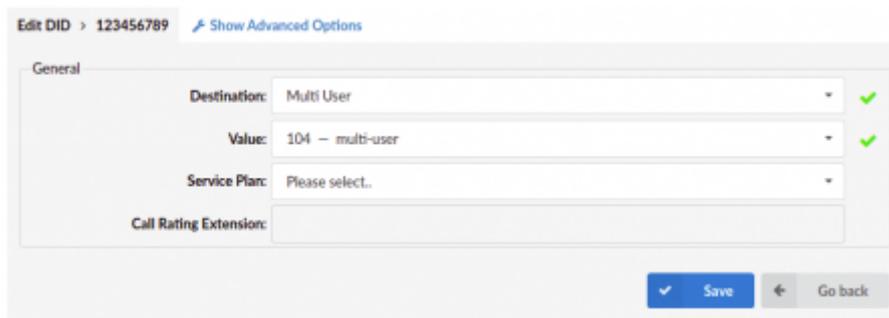
*For Contact Center Edition:*

'Settings' → 'Servers' → 'Features' section → 'Allow IP Authentication for Extensions' → Set to 'Yes'

## Create a Dedicated Extension

*For more information, please refer to this link:*  
[https://wiki.bicomsystems.com/MT\\_6\\_Extensions](https://wiki.bicomsystems.com/MT_6_Extensions)

**NOTE:** 'Enhanced Services' should not be enabled on the Multi-User Extension.



## Create a Dedicated DID

*For more information, please refer to this link:* [https://wiki.bicomsystems.com/MT\\_6\\_DID](https://wiki.bicomsystems.com/MT_6_DID)

After the creation of the DID, edit the same on a Tenant level and set the 'Destination' & 'Value' fields as shown below:

- **Destination** → Set to 'Multi-User'

(Select box)

- **Value** → Set to a dedicated Multi-User Extension

(Select box)

## Registration Method

When setting a Multi-User Extension by using a registration method, a user should navigate to the following path:

*For Contact Center Edition:*

|'Home' → 'Extensions' → Edit dedicated 'Extension' for a Multi-User

*For Multi-Tenant Edition:*

|'Tenant' in question → 'Home' → 'Extensions' → Edit dedicated 'Extension' for a Multi-User

*The following needs to be set on the Multi-User Extension:*

- **Username**
- **Secret password**

**NOTE:** All mentioned information set on a Multi-User Extension above **must be set in the same way** on the remote side as well.

*Further, it is very important to set the following on the remote side:*

- **FROM USER:** Must contain the Tenant number & Extension number

*For a proper caller ID to be sent from the remote side, it needs to be sent through:*

- **RPID** (Remote-Party-ID)
- **PAI** (P-Asserted-Identity)

## More about RPID

The Remote Party ID (RPID) header field enables popular services as well as some regulatory and public safety requirements.

These services include the following:

- calling identity delivery
- calling identity delivery blocking
- tracing originator of call

## More about PAI

The P-Asserted-Identity (PAI) and Privacy headers are defined in RFC 3325. The P-Asserte-Identity contains the caller ID information for the call on the INVITE SIP packet. The Privacy header contains information on which parts of the caller ID are private.

## IP Authentication Method

When setting a Multi-User Extension by using an IP authentication method, a user should navigate to the following path:

*For Contact Center Edition:*

'Home' → 'Extensions' → Edit a dedicated 'Extension' for a Multi-User

*For Multi-Tenant Edition:*

'Tenant' in question → 'Home' → 'Extensions' → Edit a dedicated 'Extension' for a Multi-User

In order for an IP authentication to be set correctly, a user should populate the suggested fields in the following way:

<b>Incoming IP addresses (new line separated):</b>	10.10.10.10
<b>Insecure:</b>	port,invite

<b>Host:</b>	10.10.10.10	
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- **Incoming IP addresses (new line separated)** → Set an IP address from the remote side

[(0-9)]

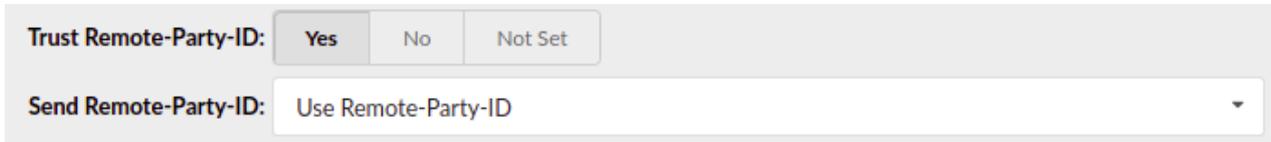
- **Insecure** → Set to 'port,invite'

(Select box)

- **Host** → Must contain the same IP address set in the '**Incoming IP addresses**'

[(0-9)]

Further, for a proper Caller ID to be displayed, the following needs to be set on the Multi-User Extension as well as on the remote side:



The image shows a configuration interface with two rows. The first row is labeled 'Trust Remote-Party-ID:' and has three buttons: 'Yes', 'No', and 'Not Set'. The 'Yes' button is highlighted. The second row is labeled 'Send Remote-Party-ID:' and has a dropdown menu with 'Use Remote-Party-ID' selected.

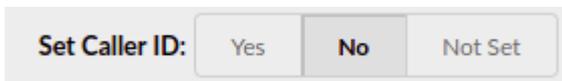
- **Trust Remote-Party-ID** → Set to 'Yes'

(Options button)

- **Send Remote-Party-ID** → Set to 'Use Remote-Party-ID'

(Select box)

Here is another additional needed field on the Multi-User Extension:



The image shows a configuration interface with a label 'Set Caller ID:' followed by three buttons: 'Yes', 'No', and 'Not Set'. The 'No' button is highlighted.

- **Set Caller ID** → Set to 'No'

(Options button)

Retrieved from

"[http://wiki.bicomsystems.com/HOWTO\\_MultiUser\\_extension\\_in\\_depth\\_version\\_5\\_and\\_6](http://wiki.bicomsystems.com/HOWTO_MultiUser_extension_in_depth_version_5_and_6)"