



**Enghouse**  
Interactive

# STANDARD CONFIGURATION GUIDELINE

**Trio v10.1**

-

**Innovaphone 15r1 and higher**

**Infrastructure: Innovaphone Cloud**

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**Audience:** Public

**Security:** None

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Standard Configuration / Trio 10.1 integrated with Innovaphone 15r1 and higher  
Infrastructure: Innovaphone Cloud

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The intended audience for this document is experienced engineers with high knowledge about Trio software and the integrated systems.

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## **Introduction**

This document describes standard parameter settings and configuration of a Trio system when connecting to Innovaphone Cloud. In the document you will also find parameters settings for Innovaphone.

This document assumes that the reader is well oriented within Trio configuration and has the proper education to read it. This is not complete documentation of the server setup.

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## Line Interface for VoIP

This section covers the necessary steps to configure the SIP integration in the Trio server.

### Line Interface configuration

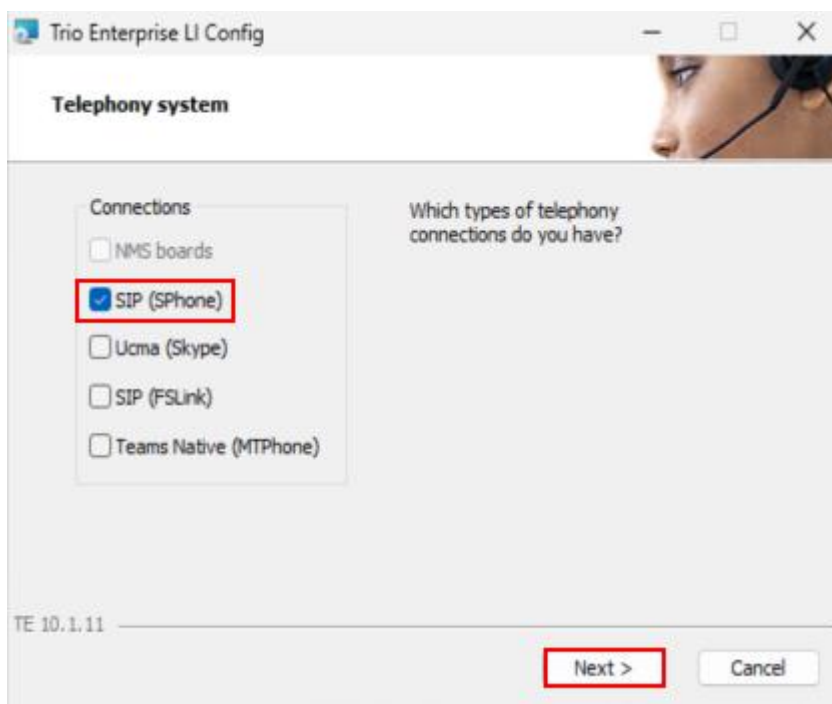
The following screen dumps display only specific installation steps that is unique for installing Trio when integrating with Innovaphone Cloud. For a complete installation guide please refer to the installation manuals.

#### Configuration preparations

Before running the Line interface configuration program, there is some information that has to be collected from the PBX.

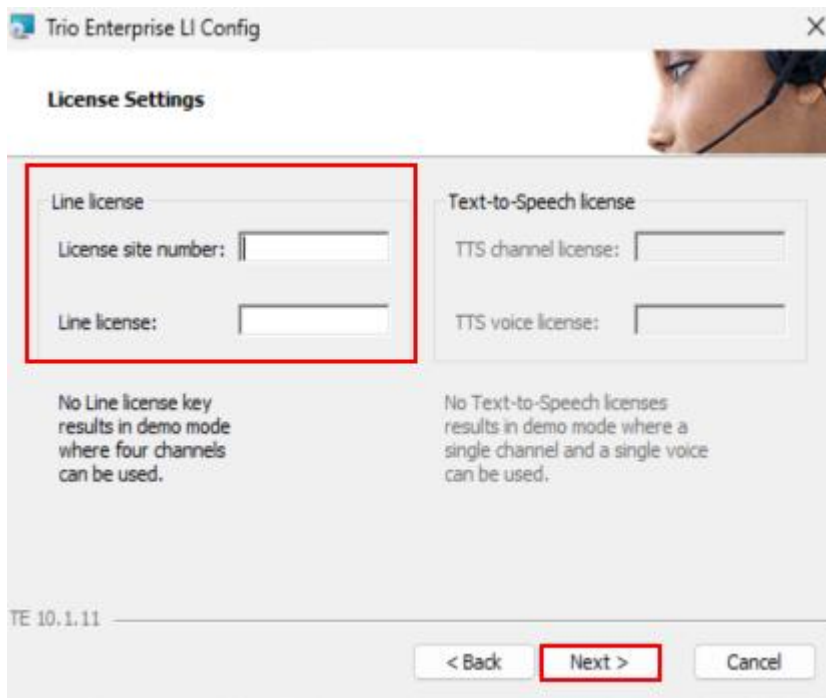
- Target IP
  - o IP-Address of the Innovaphone

### Running Line interface configuration program

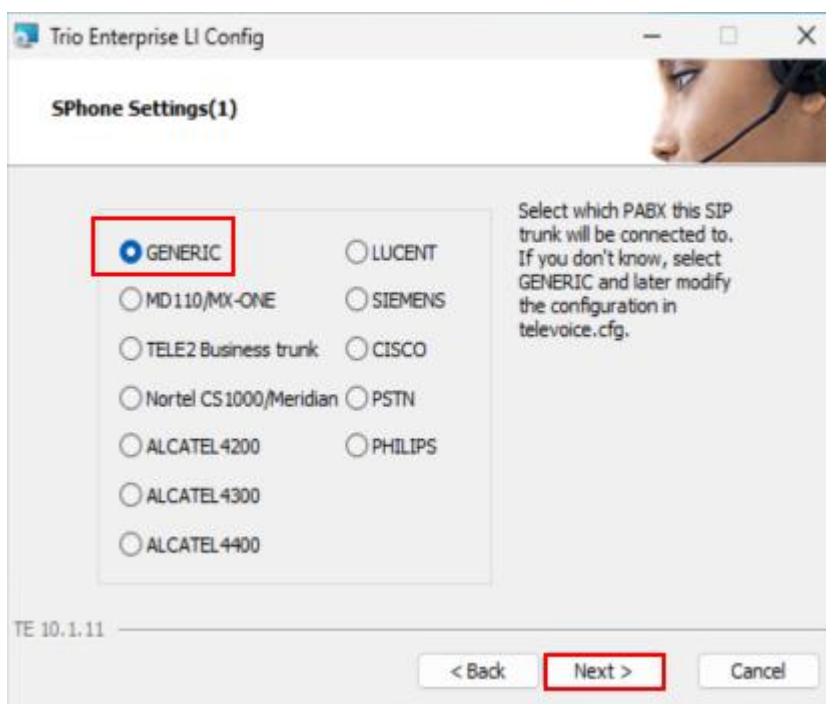


- Make sure "SIP" is selected and click Next.

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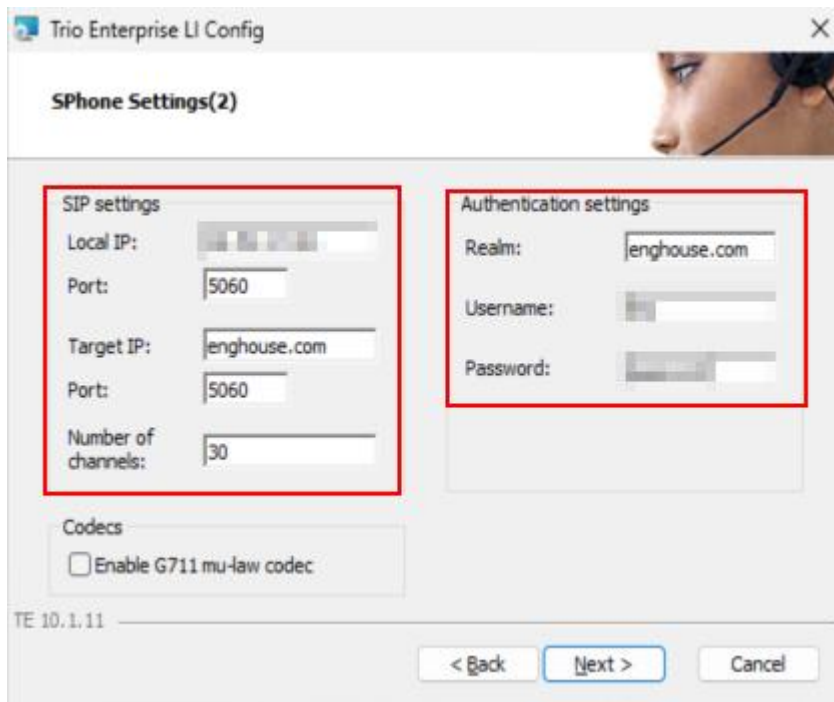


- Enter your License site number, Line license and click Next.



- Select GENERIC and click Next.

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- Enter settings according to table below

Parameter	Configuration
<b>Local IP</b>	Trio Line interface IP
<b>Port</b>	5060
<b>Target IP</b>	Innovaphone cloud domain
<b>Number of channels</b>	Number of SIP channels to utilize
<b>Realm</b>	Innovaphone cloud domain
<b>Username</b>	Gateway username
<b>Password</b>	Gateway password

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Trio Enterprise LI Config

**SPhone Settings(3)**

Address Space (AS)

Use LI Address Space

AS Name: [text box]

No Address Space

Sip Options

UPDATE support

Routing

Enable IP routing

TE 10.1.11

Additional SIP Trunk < Back **Next >** Cancel

- Select Next.

Trio Enterprise LI Config

**RTP port settings**

Use RTP port range(s)

QoS

off  diffserv  802.1p

Start port: [53000] Update resulting port ranges

Resulting port ranges

sphone 0: RTP ports 53000..53067

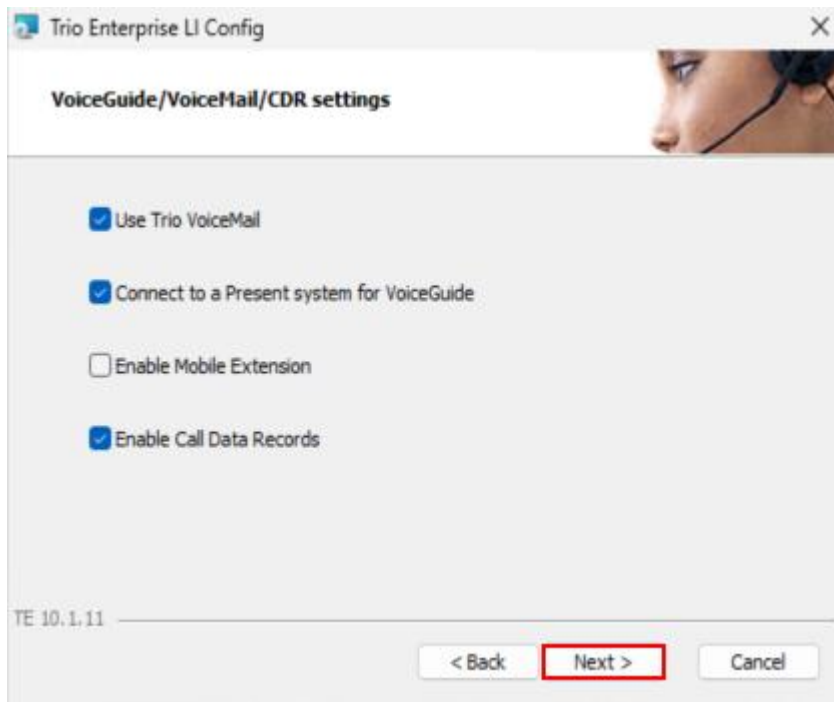
sphone 0: Bridge ports 53068..53135

TE 10.1.11

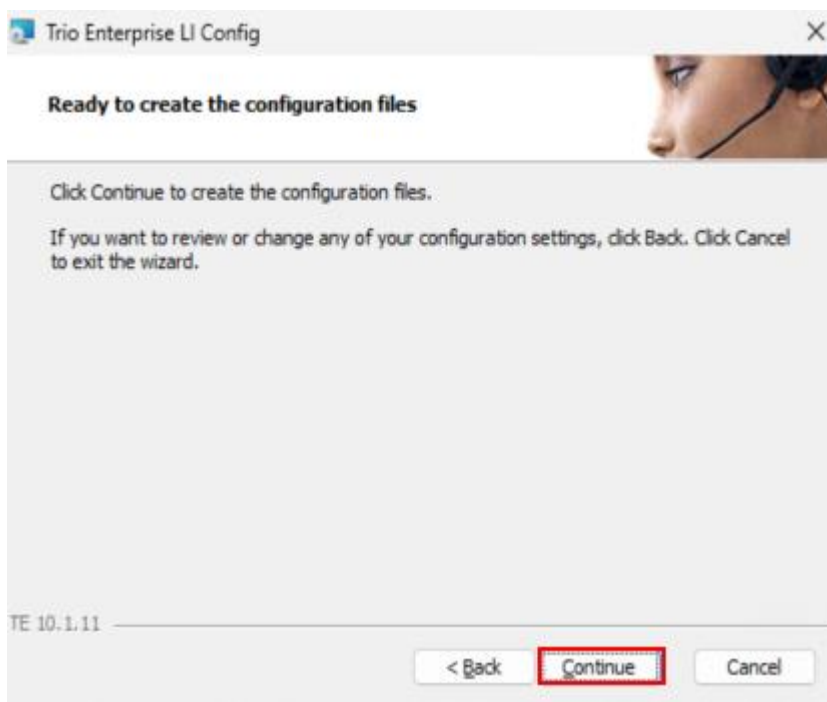
< Back **Next >** Cancel

- Select Next.

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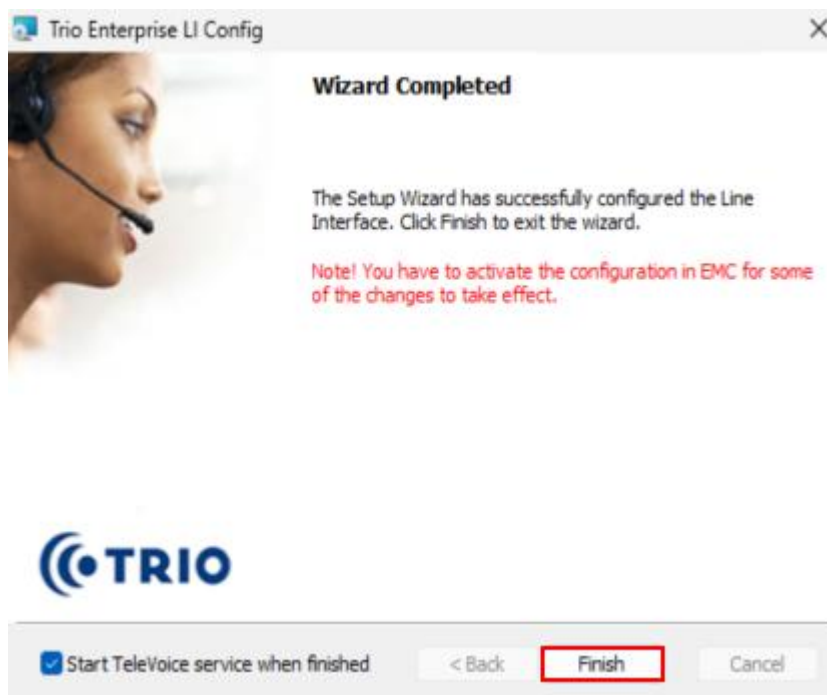


- Select if VoiceGuide, VoiceMail and Trio Mobile Extension should be used.
- Select Next when done.



- Select Continue.

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- Select Finish.

*Line interface configuration program is finished.*

### Special configuration for Innovaphone

- Configure televoice as below
  - Disable OPTIONS by adding interval=0 to targetHost (1)
  - Enable Tcp signalling by changing useTcp parameter to 1 (2)
  - Enable registration by adding the parameters in note (3)
  - Add proxy by adding the parameters in note (4)
  - Enable Tcp in contact by adding parameters in note (5)
  - Leave all other configuration as default

```
[sip_1]
signallingprotocol=sip
localhost=[redacted]
targetHost=enghouse.com,interval=0 1
uriScheme=1
transferPoint=afterAnswer
update=1
mwiMethod=unsolicited
useTcp=1 2
alwaysDeliverUri=false
rel100=false
allowTransferMedia=false
authenticate_1=realm=enghouse.com,user=trio,pwd=[redacted]
register_1=name=trio@enghouse.com,server=enghouse.com 3
proxy_1=sip:enghouse-p.innovaphone.com;transport=tcp 4
tcpInContact=true 5
```

## Logs – Blind Transfer

- Extension 1002 calls queue 888
- Agent with extension 1001 answers

Agent 1001

PAUSED

NORMAL

Search

Queue <sup>4</sup>

Agents

Services

Case history

Cases (1)

Per Siljekvist  
00:18 - 1002

Ver. 10.1.11

Per Siljekvist - 1002 (Default)  
Redirected from: 888

Enter number  
Personal queue (1001)

Per Siljekvist - 1002 (Default) 107780  
Redirected from: 888  
Queue time: 00:10

Name	Referral	Type	Extension	Mobile phone	Title	Department
Per Siljekvist			1002			

Contact history  
Number of contacts the last 6 months: 0

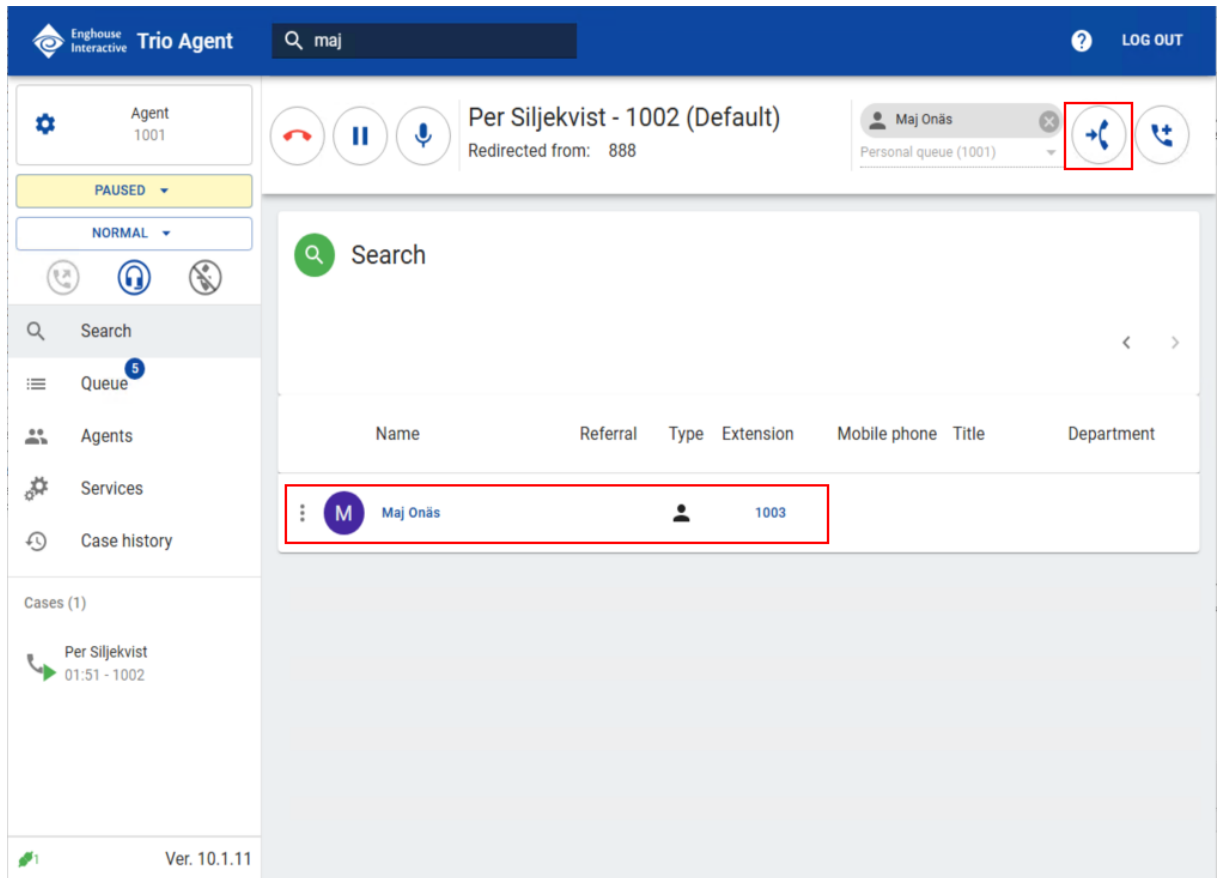
Comments

Comment

ADD

Standard Configuration / Trio 10.1 integrated with Innovaphone 15r1 and higher  
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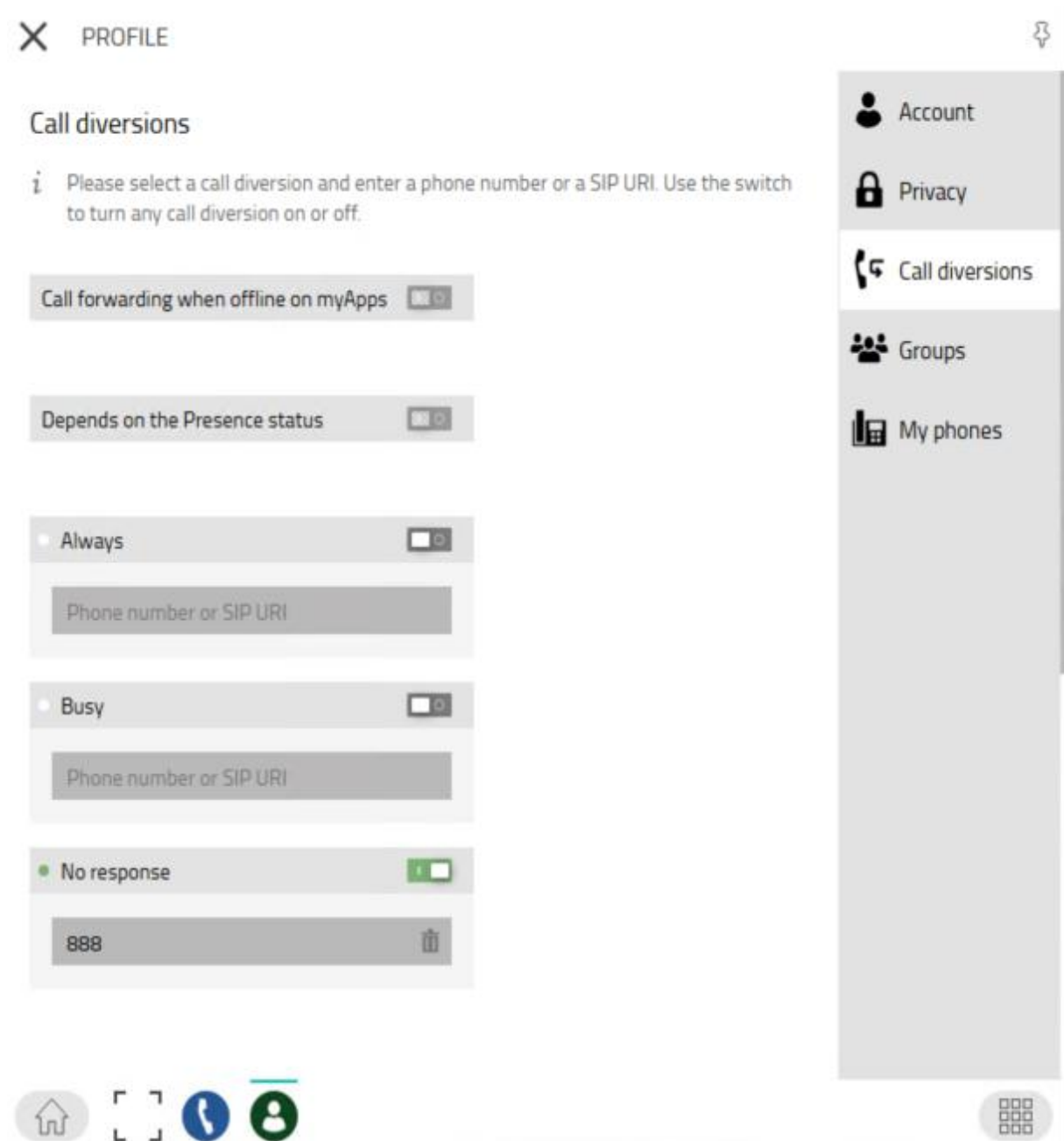
- Agent transfers to extension 1003 who answers



- Call is optimized using REFER once transfer is completed.

## Logs – Call diversion on no response

- Extension 1003 is diverted to the attendant queue 888 when there is no response.
- Extension 1002 calls extension 1003
- Attendant with extension 1001 picks up call



# Standard Configuration / Trio 10.1 integrated with Innovaphone 15r1 and higher Infrastructure: Innovaphone Cloud

The screenshot displays the Trio Agent interface. At the top, the header includes the Enghouse Interactive logo, 'Trio Agent', a search bar, and a 'LOG OUT' button. The main interface is divided into several sections:

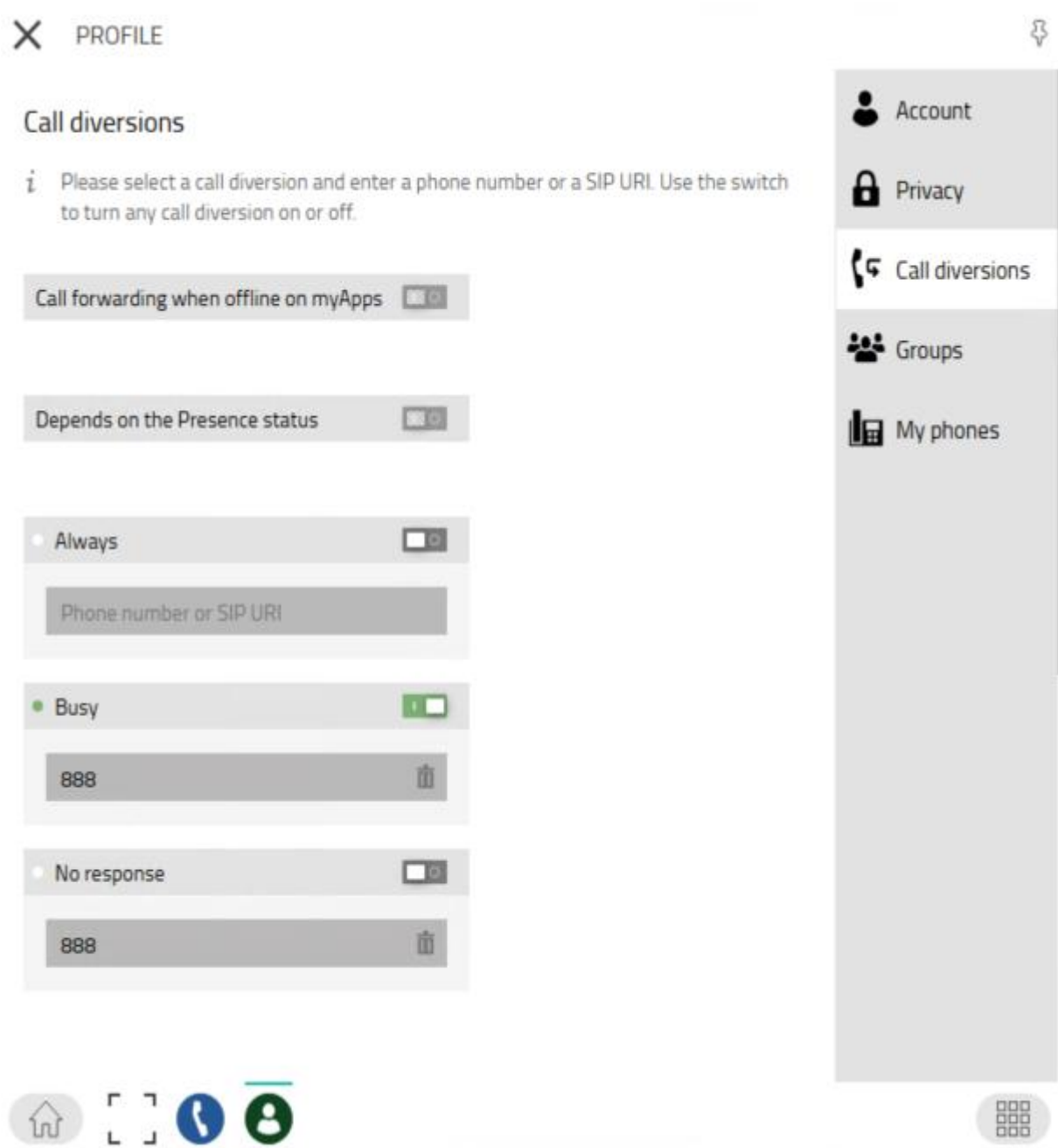
- Agent Status:** Shows 'Agent 1001' with a 'READY' status and a 'NORMAL' priority.
- Call Log:** A table listing recent calls. The current call is 'Per Siljekvist - 1002 (Attendant Service)' with a duration of 00:17. The status is 'No answer'.
- Contact History:** A section titled 'Contact history' showing 'Number of contacts the last 6 months: 0'.
- Comments:** A section for adding comments, with a text input field and an 'ADD' button.

Name	Referral	Type	Extension	Mobile phone	Title	Department
Maj Onäs			1003			
Per Siljekvist			1002			

Ver. 10.1.45

- Attendant displays that call arrived due to no answer.

### Logs – Call diversion on busy



## Standard Configuration / Trio 10.1 integrated with Innovaphone 15r1 and higher Infrastructure: Innovaphone Cloud

- Extension 1003 is diverted to the attendant queue 888 when busy.
- Extension 1003 is busy
- Extension 1002 calls extension 1003
- Attendant with extension 1001 picks up call

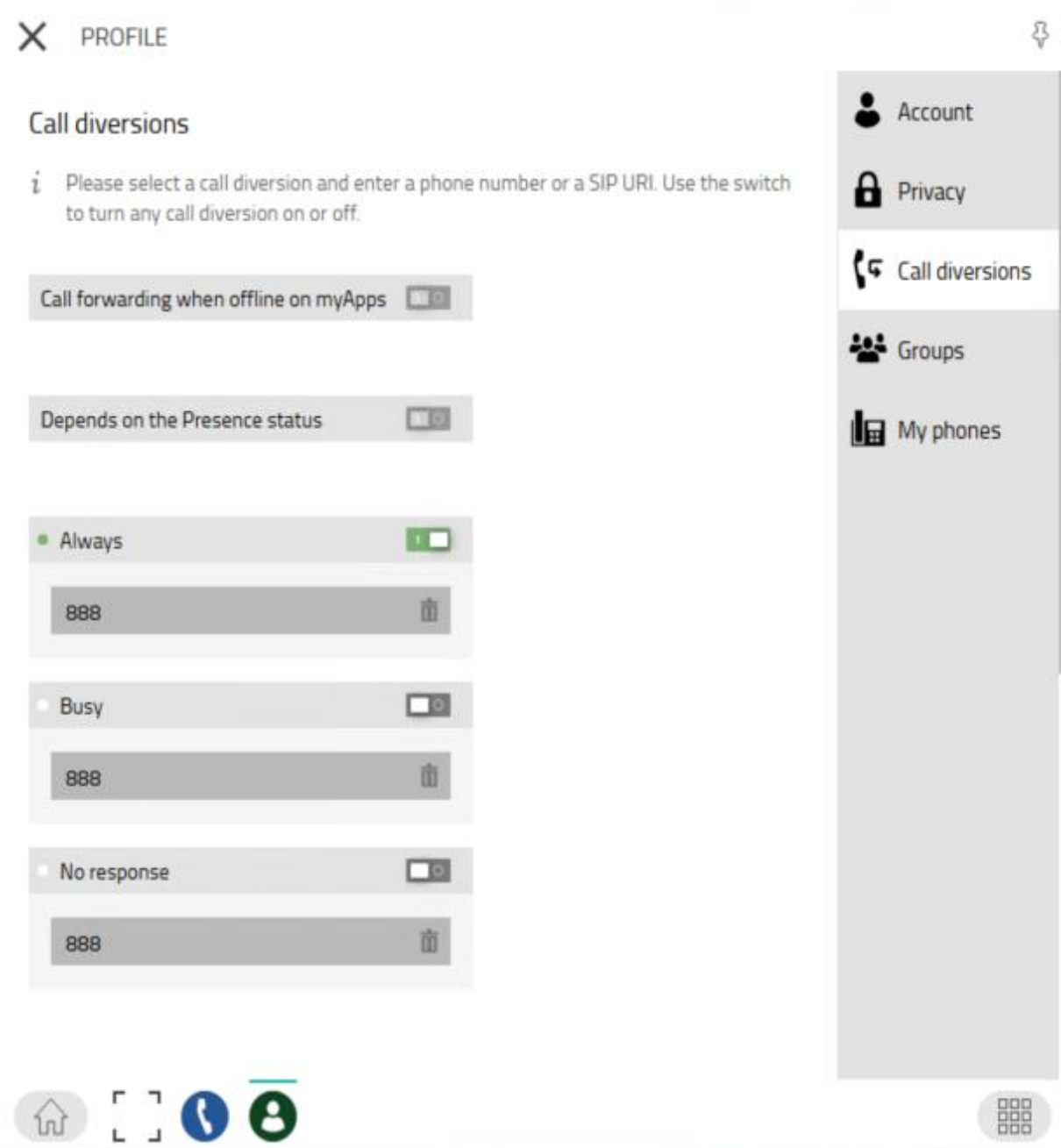
The screenshot shows the Enghouse Interactive Trio Agent interface. At the top, there is a search bar and a 'LOG OUT' button. The main interface is divided into several sections:

- Agent Information:** Shows 'Agent 1001' with a 'READY' status and a 'NORMAL' priority.
- Call Details:** Displays 'Per Siljekvist - 1002 (Attendant Service)' with a 'Redirection' status: 'Redirected from: Maj Onäs - 1003 (Busy)'. It also shows 'Enter number' and 'Personal queue (1001)'.
- Contact List:** A table with columns: Name, Referral, Type, Extension, Mobile phone, Title, Department. It lists two contacts: 'Maj Onäs' (Extension 1003) and 'Per Siljekvist' (Extension 1002).
- Contact History:** Shows 'Contact history' with the text 'Number of contacts the last 6 months: 0'.
- Comments:** A section for adding comments, with a text input field and an 'ADD' button.

At the bottom left, there is a 'Cases (1)' section showing a case for 'Per Siljekvist' with a duration of '00:30 - 1002'. The version number 'Ver. 10.1.45' is displayed at the bottom left.

- Attendant displays that call arrived due to busy.

### Logs – Call diversion always



## Standard Configuration / Trio 10.1 integrated with Innovaphone 15r1 and higher Infrastructure: Innovaphone Cloud

- Extension 1003 is always diverted to the attendant queue 888.
- Extension 1002 calls extension 1003
- Attendant with extension 1001 picks up call

The screenshot displays the Enghouse Interactive Trio Agent interface. The top navigation bar includes the Enghouse Interactive logo, the text 'Trio Agent', a search bar, and a 'LOG OUT' button. The main interface is divided into several sections:

- Agent Status:** Shows 'Agent 1001' with a 'READY' status and a 'NORMAL' queue selection.
- Call Information:** Displays 'Per Siljekvist - 1002 (Attendant Service)' with a 'Redirection from: Maj Onäs - 1003' and a 'Personal queue (1001)' dropdown.
- Call Log Table:** A table with columns: Name, Referral, Type, Extension, Mobile phone, Title, and Department. It lists two entries:

Name	Referral	Type	Extension	Mobile phone	Title	Department
Maj Onäs			1003			
Per Siljekvist			1002			
- Contact History:** Shows 'Number of contacts the last 6 months: 0'.
- Comments:** A section for adding comments with an 'ADD' button.

At the bottom left, the version 'Ver. 10.1.45' is displayed.

- Attendant displays that call arrived due to forwarded.

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### **Absence integration**

The absence integration uses the ICP protocol, which is not available in the Innovaphone cloud infrastructure.

### **Presence integration**

The presence integration uses the SOAP protocol, which is not available in the Innovaphone cloud infrastructure.

## Configuration of Innovaphone

### SIP Gateway

The PBX gateway object is used for VoIP between Innovaphone and Trio.

- Create a new gateway

Hardware Id	Name	App	PBX Pwd	No IP Filter	TLS only	No Mobility	Config VOIP	Reverse Proxy	Single Reg.	Media Relay	No SRTP
trio			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- Give the gateway a suitable name
- Add a hardware id to the trunk
- Define which leading digits that will route calls to the gateway
  - 888

Note, "Type" will not appear before pressing apply

- Set the type to "Gateway"

Hardware Id	Name	App	PBX Pwd	No IP Filter	TLS only	No Mobility	Config VOIP	Reverse Proxy	Single Reg.	Media Relay	No SRTP
Trio SIP Trunk			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Standard Configuration / Trio 10.1 integrated with Innovaphone 15r1 and higher Infrastructure: Innovaphone Cloud

**General** | Gateway

Enblock Count

Enblock as Diverting No

Prefix  Don't add if CGPN matches escape

No Prefix Number

Domain

Loop Detect

International Match

National Match

Subscriber Match

Set incoming call UUI

Set outgoing call UUI

Internal Destination

Outgoing Calls No Name

Outgoing Calls No URL

No Presence/Dialog Subscribe

Dialtone on Incoming calls

No Inband Disconnect

Fax License

Obtain Channels lic on outgoing call

No media calls

Filter