

General SIP Questions

What are the generic SIP settings for connecting a SIP compliant device to your service?

Customers with their own SIP enabled phone, gateway or PBX are free to use this to connect to Hero's service. The device must be SIP v2 compatible. Refer to the settings below for a guide to how you should configure your device to connect to the Hero service.

Username/Login/User ID:	Your Hero Phone Number inc. area code (e.g. 442034567890)
Authorisation Name/Display Name:	Your Hero Phone Number inc. area code (e.g. 442034567890)
Password:	Your Hero Password (assigned at signup)
Host/Proxy/Domain:	phone.herotel.uk (or phone.herotel.uk:50600)
Outbound Proxy:	phone.herotel.uk (or phone.herotel.uk:50600)
DTMF Mode:	rfc2833 (or AVT/out of band)
Default voice codecs:	G.711 alaw, G.711 ulaw, G.722, G.729a
Default video codecs:	H.264, H.263
SIP Transport:	UDP, TCP or TLS (TLS preferred)
SIP port:	5060 or 50600 (udp, tcp) or 5061 (tls)
STUN Server:	stun.herotel.uk (port 3478)
Firewall Rules:	Allow all traffic from 103.212.52.50 (UDP portrange 1024-50000, TCP port 5060 and 5061)

Troubleshooting

If you are having problems registering your phone or PBX with our service then this may be due to a SIP ALG (Application Layer Gateway) on your router or firewall interfering with the SIP traffic or blocking it in some way. It may also be a firewall issue. We recommend in this case to try and use 'TLS' as your SIP transport (rather than the usual default of UDP). This will switch the traffic to an encrypted port which will effectively hide the SIP traffic from your network equipment.

If you do not have TLS transport as an option on your device then another work around is to switch the port number you use to register to us to be 50600 (instead of 5060) - this again can avoid ALG related problems since the port is unknown to the router as a SIP port. Usually the port is set on the end of the Outbound Proxy/Proxy address (e.g. phone.herotel.uk:50600) but can sometimes be in a separate 'port' field. Do not confuse your own SIP port with the one you are connecting to on our side. If in doubt contact support@herotel.uk for assistance.

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Author: Support

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