Configuring the Yeastar TG200 Device for TopView® Voice Notification

Updated February 22, 2022

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Recent updates:

- **February 22, 2022**
  - Recommend daily reboot option
- **January 21, 2021**
  - Additional information on ordering the correct model (LTE)
  - SIM card information updated
- **October 29, 2021**
  - Configuration of SMS (send/receive) for TopView 6.37 and later
- **July 8, 2021**
  - Blacklist information and firewall rule to allow local IPs
  - Updated recommended codecs
- **June 21, 2021**
  - Redundancy information added for single TG device or multiple TG devices
- **June 17, 2021**
  - First release of document
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What is the Yeastar TG Series?
The Yearstar TG Series is a VOIP GSM Gateway capable of making cellular phone calls and sending/receiving SMS/text messages. The device includes a VOIP/SIP Server to allow VOIP/SIP clients (like TopView) to make phone calls over a cellular network. TopView v6.37 and later can also use this device to send and receive text/SMS messages.

The TG device has one or more cellular radios, each one tied to a SIM card slot on the device. Once an active GSM SIM card is inserted into a SIM card slot, the user can configure the device to allow TopView users to make phone calls and send/receive SMS over a cellular network.

Yeastar TG200 User manual

TG 200/400/800/1600
The TG series devices can support 2 to 16 SIM cards. The features of the devices are the same. This document refers to the TG200 device which is the one used for testing and documentation.

We do not recommend and have not tested the TG100 device because it does not support 4G LTE.
Get the 4G/LTE device
The TG200 device has a few models. Older models may not work with the latest 4G LTE carriers. There is a module/radio in the device that will tell you what is supported (2G/3G/4G) but unfortunately this information is only available through a terminal session to the device (Yeastar support can assist).

The 4G/LTE device is listed as model “TG200L” or “YST-TG200LTE-A”. The description should state that it supports 3G/4G/LTE. If the description does not say “supports LTE” then you should assume that it does not.

Where to buy (last updated January 2021)

- Neobits
  https://www.neobits.com/yeastar_tg200l_yeastar_tg200l_tg_series_4g_lte_p14654652.html

- VOIP Supply
  https://www.voipsupply.com
  As of 2022-01-21 they do not list the LTE version on their web site so you should call or online chat to order.
  - The MPN for this device is: YST-TG200LTE-A
  - VoipSupply SKU is SKU: 02-127608
  - Sales: (866) 582-8591

- Streakwave
  Note: this is a 4-SIM device
  Yeastar TG400L TG-Series 4G-LTE Gateway 4 Channels (streakwave.com)
  - Contact: Steve Turner | Business Development Manager – Voice and Video Solutions
    steve.turner@streakwave.com
    TF: 888.604.5234 | P: 408.213.7308

Yeastar Sales Manager for NA

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  Tel:+1 972-725-7999 US Support: 972-914-4899
SIM Card

This is a GSM device and requires a GSM SIM card with cellular calling enabled on the cellular account. For TopView 6.37 and later you can also use this device for SMS so the SIM should also support SMS to use this feature.

In the United States you can get a SIM from AT&T and T-Mobile plus resellers of AT&T and T-Mobile. We’ve successful used SIMs from both AT&T and T-Mobile resellers but we recommend using a SIM from the primary GSM carriers.

Some users have reported that AT&T stores may only issue a data SIM (no phone calls or SMS) based on the IMEI number of the device. If you can’t get around this you can get an AT&T prepaid card and activate it over the phone.
Initial connection

The default IP address of the TG200 is 192.169.5.150.

If you connect your computer/laptop ethernet cable to the device, you should be able to connect to the device if you configure your network adapter IP address as 192.169.5.100 /255.255.255.0

- Power up the TG200 device
- Connect a network cable from laptop/computer directly to the TG200
  - Device IP is 192.169.5.150
    - Set laptop to 192.168.5.100, 255.255.255.0
    - CMD: ping 192.168.5.150 (success)
- Log in with user=admin, pw=password
Using this document

Icons
This manual refers to locations in the Web UI as X > Y > Z
where X is the name of one of the icons in the upper right of the Web UI

Warning: Apply button
As you make changes in the Web UI you will frequently see a [Save] button. This saves your settings but does not apply these changes to the device until you click [Apply settings] at the top of the web page.
Remember to look for the Apply Changes button after settings are saved.
Change the IP address of the TG200

- Our test network is 192.168.1.X with Gateway/DNS as 192.168.1.1
  - We set the IP address of the TG 200 to 192.168.1.238
- **System > Network Preferences > Network settings**
  - Leave as “Static IP Address”
  - Enter your static IP address for the device
  - Enter gateway and DNS Server for your network

![Network Settings]

- Save (Device prompts to reboot)
- Plug the TG200 into your company switch/LAN
- Put your computer back on the company LAN
- You should be able to log into the device using the static IP address assigned
Add firewall rule for TopView machine

The TopView machine may frequently connect to the TG200 device. The TG200 firewall may add the TopView machine to a blacklist due to these connection attempts. Therefore, you should add a firewall rule to always allow connections from TopView.

System > Security Center > Firewall Rules

If you suspect that the TopView machine has been blacklisted see “Unable to connect after previous successful connection”
Click [Add Rule] to add a new rule

- Enter a Name and Description
- Protocol: BOTH
- Port: 1 : 65535
- IP: allow access from all local IPs: A.B.C.0 / 255.255.255.0
  - Example: our TG200 IP address is 192.168.1.238 so we entered 192.168.1.0 / 255.255.255.0
- MAC Address: this field is optional, leave empty
- Action: Accept
- Save

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Allow Local</td>
</tr>
<tr>
<td>Description</td>
<td>Allow local IP addresses</td>
</tr>
<tr>
<td>Protocol</td>
<td>BOTH</td>
</tr>
<tr>
<td>Port</td>
<td>1 : 65535</td>
</tr>
<tr>
<td>IP</td>
<td>192.168.1.0 / 255.255.255.0</td>
</tr>
<tr>
<td>MAC Address</td>
<td>Empty</td>
</tr>
<tr>
<td>Action</td>
<td>Accept</td>
</tr>
</tbody>
</table>

![Edit Firewall Rule](image)
Date and Time

System > System Preferences > Date and time

- Set time zone
- Set daylight savings time: Automatic
- Enable automatic time sync
  - This requires that you set the correct DNS/Gateway in the network settings
- Save/Apply Changes/[Reboot Now]

Daily Reboot Option (recommended)

The Yeastar TG device has an option to perform a daily, weekly, or monthly reboot.

On a few occasions we have encountered an issue with one of the cellular radios (e.g., failure to call or failure to receive SMS) which was resolved by rebooting the device. We recommend that users enable a daily reboot.

If you enable a daily reboot, the device will be unable to make calls or send/receive SMS messages so choose a time of day where you can allow the device to be unavailable for 1-2 minutes.

See “Automatic, periodic reboots”.
Firmware

Check current firmware version

Status > System Status > System Info

- Check the latest version of the firmware
  [https://www.yeastar.com/firmware-download/](https://www.yeastar.com/firmware-download/)
- Right-click the BIN button and copy the address

Update firmware:

- **System > System Preferences > Firmware update**
- Select HTTP
- Paste the url to the BIN
  - You may need to remove HTTPS:// from the url
  - Example:
    - **Was:** [https://image.yeastar.com/Yeastardownload/91.3.0.21.bin](https://image.yeastar.com/Yeastardownload/91.3.0.21.bin)
    - **Entered:** image.yeastar.com/Yeastardownload/91.3.0.21.bin
- Upgrade the firmware

You can also upgrade the firmware via TFTP. Additional information on upgrading through TFTP is available from Yeastar support:

Insert SIM card into slot 1

The red light next to the SIM slot will be solid once it has registered the SIM with the cellular carrier.

- Status > System Status > Trunk Status
- Verify signal and carrier

<table>
<thead>
<tr>
<th>Port</th>
<th>Trunk Name</th>
<th>Status</th>
<th>Carrier</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Trunk1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Verify that the connection is 4G/LTE
  - Hover your mouse over “Trunk1” to see details

- If the connection is not 4G/LTE, the call quality may not be as good and you may lose support for the SIM if/when the carrier no longer supports 2G/3G

- If a PIN required for the SIM
  - Click Trunk1
  - Advanced settings > Pin code

- Note: “Trunk1” is the name of VOIP Trunk for the first SIM card slot.

Enable VoLTE (optional)

Voice calls on your mobile phone can use a traditional voice network or the cellular carrier’s LTE network (Voice over LTE). VoLTE will provide superior call quality as long as your LTE signal is strong.

Gateway > Mobile list > Mobile list

Click the edit pencil for Trunk1

- Advanced settings > Enable VoLTE

Make sure that Trunk1 SIM is enabled for outgoing calls

Gateway > Mobile list > Mobile list

<table>
<thead>
<tr>
<th>Port</th>
<th>Trunk Name</th>
<th>Type</th>
<th>Talk Time(min)</th>
<th>Used(min)</th>
<th>Available(min)</th>
<th>Outbound</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Trunk1</td>
<td>Mobile</td>
<td>Unlimited</td>
<td>5</td>
<td>Unlimited</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Trunk2</td>
<td>Mobile</td>
<td>Unlimited</td>
<td>0</td>
<td>Unlimited</td>
<td></td>
</tr>
</tbody>
</table>
Insert additional SIM cards
If you have additional SIM cards you can insert them into the additional SIM card slots and perform the same configuration steps as SIM card 1.

Additional SIM cards will allow you to use a single TG device for TopView failover/redundancy for both Voice notification and SMS notification.
Voice Call Configuration (VOIP to Cellular)

This section contains the configuration steps to allow you to make phone calls (TopView Voice Notification) through the TG device.
Mobile Trunk(s) for cellular

Gateway > Mobile list > Mobile list

A Mobile Trunk is a single SIM trunk (SIM1 or SIM2).

If you only have a single SIM card, only a single outgoing call can occur at a time.

Multiple SIM cards

If you have multiple SIM cards in the TG200, you can create a Mobile Group – a single name that represents multiple SIMS. Outgoing calls from TopView can then use the first available SIM when attempting to make a call.

Gateway > Mobile List > Mobile Group

Create a single name and add both Trunk1 and Trunk 2

![Edit Mobile Group](image_url)
Account/VOIP Trunk

An account is a SIP extension that can be used by TopView to connect to the TG200 to make outgoing calls.

In the TG200 they call these extensions “VOIP Trunks” of type “Account”

**Gateway > VOIP settings > VOIP Trunk**

The TG200 has 2 default accounts named Account1 and Account2.

You can use either of these accounts/extensions from TopView or you can create a new account/extension.

Here are the details of the default Account1:

![Edit Account](image)

In TopView you will use the listed account (20001 above) for the SIP user and auth name, and the password as the SIP password. Note: do not use “Account1” as the user or auth name in TopView.
Route (IP to Mobile)
The route is used to route the account/extension (TopView via IP connection) to the SIM or SIMs to use for a phone call.

**Gateway > Routes Settings > IP to Mobile**

The route connects the IP client (TopView) to the cellular trunk for the SIM

A default route should exist to route Account1 to Trunk1 (SIM slot 1)

If you created a mobile group for multiple SIMs, you can assign the group to the route for Account1

![Edit Route](image-url)
Make a test call from TopView
Run the TopView Configurator. Select “Voice Notification” from the left menu then [Configure]

- SIP Server host/IP: the static IP address assigned to the TG200
- User name and Authorization name: the account/extension number
- Password: the account/extension password
- Registration required: Yes

Click [Make test call] to make a test phone call.

REBOOT
We recommend rebooting the device once configured

- System > System preferences > Reset and reboot
- [Reboot] button
Yeastar TG200 Redundancy (VOIP)
TopView supports redundancy for VOIP/SIP allowing the user to specify a primary and failover SIP Server or extension.

Single device redundancy
Single device redundancy allows the user to configure a single TG200 device that will failover to a second SIM card if the primary SIM card is unable to make calls.

Example: cellular account for SIM1 is no longer active because the account was not renewed. TopView will make calls on SIM2 if calls on SIM1 fail.

Configure two accounts in the TG200, each one tied to a single SIM card.

- Gateway > Mobile List > Mobile List
  - Trunk for each SIM (e.g., Trunk1 and Trunk2)
- Gateway > VOIP Settings > VOIP Trunk
  - Two accounts/extensions (e.g., Account1/20001, Account2/20002)
- Gateway > Route Settings > IP to Mobile
  - Route each account/extension to a SIM
    - Account1/20001 route to Trunk1/SIM1
    - Account2/20002 route to Trunk2/SIM2

TopView Voice Notification redundancy configuration: use the same SIP Server but different accounts/extensions for Primary and Backup SIP Servers.
Multiple device redundancy

Multiple device redundancy allows the user to configure two TG200 devices. TopView will failover to the second device if the primary device is unable to make calls.

Configure the two TG200 devices

- Single SIM
  - Gateway > Mobile List > Mobile List
  - Trunk for SIM1 (e.g., Trunk1)
- Multiple SIMs
  - Gateway > Mobile List > Mobile Group
  - Create a Mobile Group for the multiple SIMS
- Gateway > VOIP Settings > VOIP Trunk
  - One account/extension (e.g., Account1/20001)
- Gateway > Route Settings > IP to Mobile
  - Route each account/extension to a SIM/SIMS
    - Single SIM: Account1/20001 route to Trunk1/SIM1
    - Multiple SIMS: Account1/20001 route to the created Mobile Group (SIM1/SIM2)

TopView Voice Notification redundancy configuration should use the each TG200/SIP Server and the associated account/extension.
SMS Configuration
This section contains the configuration steps to allow you to send and receive SMS/text messages through the TG Series device. TopView supports SMS in version 6.37 and later.

Test sending a receiving SMS (web UI)
The Yeastar Web UI allows you to send SMS messages and view incoming SMS messages. You should verify that you can send and receive SMS messages before testing this functionality from TopView.

Send test
SMS > SMS > Send SMS
You should test sending an SMS message for each SIM port in use.

- Destination: enter the recipient phone number
- Select port: select the SIM card port number
- Content: enter the content of the test message
- Click [Send] to send the message
- Verify that the SMS message was received

Receive test
SMS > SMS > Inbox
The inbox displays received SMS messages. The Port field is the SIM card port on which the message arrived.

For each SIM port in use, send an SMS message to the SIM card phone number and verify that the message appears in the Inbox.

Note: you will need to refresh the Inbox page to see new incoming SMS messages

Enable the SMS API
TopView uses the Yeastar SMS API to send and receive SMS messages through the TG device.

SMS > SMS > API Settings

- Enable API: check this box
- User Name and Password: enter the API username and password. You will need to enter this username and password in TopView when you configure SMS via the TG device.
- Permitted IP/Subnet Mask: the IP address and subnet mask for allowed clients. Hover over the information icon for more information on the required format.
  - Example: our TG200 IP address is 192.168.1.238
  - To allow anyone with IP address 192.168.1.x to connect using the API we entered 192.168.1.0 / 255.255.255.0
- Save/Apply Changes
Test SMS from TopView
Supported in version TopView 6.37 and later

Run the TopView Configurator. Select “Email-SMS Notification” from the left menu, check enable then [Configure]

Outgoing SMS
- Select the “Outgoing SMS” tab
- For the Method options select “Yeastar TG Series”

Configure the primary device:
- Primary Host: the IP address of the Yeastar device
- Username/password: the API username and password that you configured in the Yeastar Web UI
- SIM port: the SIM port that should be used (1-n)

![SMS - Yeastar TG Series]

Click [Send test SMS message] to send a test message

Incoming SMS
Select the “Incoming SMS” tab

The Yeastar API does not allow clients to query the inbox of the device. But it does allow clients to receive the event details for new incoming SMS messages as long as an event monitor is running when the new message arrives.

Click [Check for new messages] to start a temporary TopView event monitor for incoming SMS. Send an SMS message to the phone number of the SIM port and verify that the message appears in the list.
Yeastar TG200 Redundancy (SMS)
TopView supports redundancy for SMS allowing the user to specify a primary and failover device.

Single device redundancy
Single device redundancy allows the user to configure a single TG200 device that will failover to a second SIM card if the primary SIM card is unable to send SMS messages.

Example: cellular account for SIM1 is no longer active because the account was not renewed. TopView will send SMS messages on SIM2 if messages on SIM1 fail.

Using the previous instructions, configure two SIM ports/cards in the TG200 and verify that each one can send/receive SMS.

TopView SMS Notification redundancy configuration: use the same TG device host but different SIM ports for the Primary and Backup hosts.

<table>
<thead>
<tr>
<th>SMS - Yeastar TG Series</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Host: 192.168.1.238</td>
</tr>
<tr>
<td>Username: apiuser</td>
</tr>
<tr>
<td>Password: ********</td>
</tr>
<tr>
<td>SIM port: 1</td>
</tr>
<tr>
<td>Backup Host: 192.168.1.238</td>
</tr>
<tr>
<td>Username: apiuser</td>
</tr>
<tr>
<td>Password: ********</td>
</tr>
<tr>
<td>SIM port: 2</td>
</tr>
</tbody>
</table>

Note: The TopView Engine will monitor the single Yeastar device for incoming SMS messages from any active SIM port.
Multiple device redundancy

Multiple device redundancy allows the user to configure two TG200 devices. TopView will failover to the second device if the primary device is unable to send SMS.

Using the previous instructions, configure a SIM port/card in each TG200 and verify that each one can send/receive SMS.

TopView SMS Notification redundancy configuration: enter the TG device host and port for the Primary and Backup devices.

<table>
<thead>
<tr>
<th>SMS - Yeastar TG Series</th>
<th>(optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Host:</td>
<td>192.168.1.238</td>
</tr>
<tr>
<td>Username:</td>
<td>apiuser</td>
</tr>
<tr>
<td>Password:</td>
<td>**********</td>
</tr>
<tr>
<td>SIM port:</td>
<td>1</td>
</tr>
<tr>
<td>Backup Host:</td>
<td>192.168.1.239</td>
</tr>
<tr>
<td>Username:</td>
<td>apiuser</td>
</tr>
<tr>
<td>Password:</td>
<td>**********</td>
</tr>
<tr>
<td>SIM port:</td>
<td>1</td>
</tr>
</tbody>
</table>

Note: The TopView Engine will monitor the two Yeastar devices for incoming SMS messages from any active SIM port.
Technical topics – TG Series

Unable to connect after previous successful connection
Symptoms:

• You were previously able to connect to the TG200 device (SIP and/or Web UI) but can no longer connect
• Ping of the TG200 IP address fails

Assuming that the device is alive and on the network, your IP may have been blacklisted if you did not create a firewall rule to allow all connections from TopView.

Try to connect to the TG200 Web UI from another machine.
If you are able to log in from another machine:

• Check the blacklist for your IP address and delete the entry from the blacklist
  System > Security Center > IP Blacklist
• Add a firewall rule to allow connections from TopView.
  See “Add firewall rule for TopView machine”

Increase the call volume
From the TG200 Web UI:
Gateway > Mobile List > Mobile List

• Click pencil icon for SIM Trunk
• Tx Volume: the transmitting volume of the module.
Call Connected state

TopView voice notification settings allow the TopView call to begin speaking once the call is connected.

![Call Settings](image)

The connected state of a call is typically achieved when the called person answers the call.

With the Yeastar TG series we’ve observed the following behavior:

- When calling a cellular phone, the connected state is achieved when the person answers the call
- When calling a non-cellular phone, the connected state is achieved once the phone starts ringing. Depending on the TopView setting “Wait at least X seconds before playing the message or greeting”, the person may answer the phone and hear a message already in progress. The message can be configured to loop so the user will still be able to hear the message.

If your calls are not reaching the connected state, try to enable or disable VoLTE for the SIM/radio. See “Enable VoLTE (optional)”

Automatic, periodic reboots

The TG series device can be configured to automatically restart itself every day, week, or month.

*System > System Preferences > Reset and Reboot*

Manual reboot of one SIM/cellular radio

You can reboot each SIM/cellular radio if you are having issues with a SIM or registration.

*Gateway > Mobile List > Mobile List*
DTMF detection
TopView supports access codes and alarm acknowledgement using the phone keypad. This key press sends a DTMF code back to TopView. The following section provides information to improve DTMF/tone detection.

Cellular signal
Ensure that you have a good cellular signal. A poor signal is more likely to have DTMF issues.

- **Status > System Status > Trunk status**
- **See how many bars you have for “Status”**

DTMF mode
The default DTMF mode is rfc2833 which is recommended for most users. But you can try the other options to see if you get better DTMF detection

- **Gateway > VOIP Settings > SIP Settings**
- **DTMF mode. Default is rfc2833**

Turn off keypress sounds – Mobile device
Some people report that keypress sounds on a mobile device may be picked up by the phone speaker and disrupt correct DTMF detection.

On most phones, go into the phone app settings and turn off audible keypress tones.

Turn on/off VoLTE on mobile phone
Voice calls on your mobile phone can use a traditional voice network or the cellular carrier’s LTE network (Voice over LTE). VoLTE will provide superior quality as long as your LTE signal is strong.

Try to turn VoLTE on or off on the mobile device to see if you have better DTMF tone detection. This may also be called “Advanced calling with LTE” within your phone’s settings.
Try a specific VOIP Codec

A VoIP codec is a technology that determines the audio quality, bandwidth, and compression of VOIP phone calls. Instead of using the default codecs you can force TopView and the Yeastar to use a specific codec.

Default Yeastar Codecs:

- u-law
- a-law
- GSM

Users report the most success with the “u-Law”/PCM/G.711 codec with the non-LTE version of the TG200.

Yeastar TG200:

- Gateway > VOIP Settings > SIP Settings > Codecs
- Allowed codecs: add u-law if it is not in the “Allowed Codecs” list
- Remove any other “Allowed Codecs”
- Save and Apply settings

TopView Configurator

- Voice notification settings > General
- Click [Set call codecs..]
- Select “Use custom codecs”
- Check the PCMU (G7.11) codec

Yearstar DMTF resources