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1. General Information

1. Bell CA



2. Warnings

Check the SIP Carrier Matrix of the Interactive Intelligence Testlab website for certification status and supported features.

<http://testlab.inin.com>

3. Vendor Contact

<http://www.bell.ca>

4. Version Verified

Interaction Center 4.0 SU3

Required Engineering Specials (ES):

SU3-IC-112062_IC-111930

SU3-IC-113868_IC-113836

5. Pre-Install

Bell CA Will provide users with a set of authentication credentials, a block of DIDs, and a list of Proxy IP Addresses. There are sever configuration considerations for using Bell CA. See [DNS Resolution](#) for more information.

6. Install

Bell CA requires a fully configured SIP Enabled IC Server. A SIP Line must be created. See [Line Configuration](#) for more information.

7. Required Post Installation Steps

Confirm Capacities and capabilities of purchased service.

2. Configuration Guide

1. DNS Resolution

Bell CA requires the Host Portion of the TO field on an outgoing invite to be configured as SIPTrunking.Bell.ca as well the Host Portion of the FROM field to have a carrier specified value. In the following example, cust1-tor.vsac.bell.ca will be specific per customer.

Example:

To: <sip: @siptrunking.bell.ca:5060>
From: <sip: @cust1-tor.vvac.bell.ca:5060>;tag=103432

There are two recommended ways to accomplish this.

1. Adding the SIPTrunking.Bell.CA and VSAC.Bell.CA Zones to an already existing DNS Infrastructure.
2. Edit the Hosts file on all IC Servers.

If the IC Servers involved in the environment cannot resolve these names there will be significant delays in placing & receiving calls.

2. Line Configuration

The line page has a vast majority of the configuration options required for SIP Carrier setup. This is the section that configures the connection to the carrier's servers, any authentication or registration information, and basic configuration needs.

Any reference to a menu, while talking about the line configuration, will refer to the options on the left side of the line configuration page, and tabs will refer to the standard tab interface across the top of the line configuration page.

1. Line Menu

The screenshot shows the 'Line Configuration - BellCA' dialog box. The 'Line' menu item is selected in the left sidebar. The 'Active' checkbox is checked. The 'Line Usage' dropdown is set to 'General Purpose'. The 'Domain Name' field contains 'cust1-tor.vvac.bell.ca'. The 'Maximum Number of Calls' section has 'Inbound/Outbound' selected, with 'Inbound' and 'Outbound' fields set to 'No Limit'. The 'Enable T.38 Faxing' and 'Enable Fax Detection' checkboxes are also checked. The 'Confirm auto-save' checkbox is checked at the bottom left. The 'OK', 'Cancel', and 'Apply' buttons are at the bottom right.

- Active
The active box should be checked. This activates the line. If this box is not

checked, the line will not be available for any function. This can also be affected by right clicking on the line in Interaction Administrator, dropping to the Set Active menu option, and selecting Yes.

- Domain Name
This box should contain the FQDN of the Customer Domain as provided by Bell CA. In the Example provided in [DNS Resolution](#), this would be Cust1-TOR.VSAC.Bell.ca.
- Disable T.38 Faxing
Bell CA's SIP Carrier service does not support the T.38 faxing protocol. Check this box to keep IC from attempting to switch to T.38 on detection of a CED/CNG tone.
- Remainder of Line Menu Options
These have no major direct impact on the SIP carrier configuration, and should be addressed according to business needs.

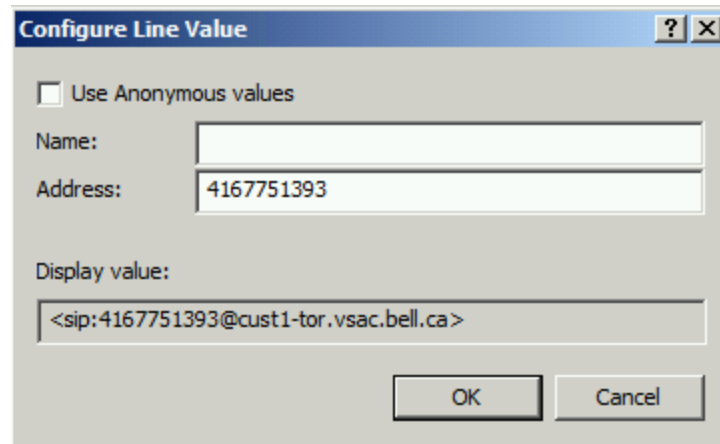
2. Identity (Out) Menu

The screenshot shows the 'Line Configuration - BellCA' dialog box with the 'Identity (Out)' menu selected. The dialog has tabs for 'SIP Line Configuration', 'Call Putback', 'Custom Attributes', and 'History'. The 'SIP Line Configuration' tab is active. On the left, a tree view shows the following options: Line, Identity (In), Identity (Out) (selected), Audio, Transport, Session, Authentication, Proxy, Registrar, Headers, Access, Region, and Recorder. The main area contains the following settings:

- Use 'sips:' scheme
- Called Address: _____
- Keep 'tel:' scheme when using a proxy
- Send Extension:
- Calling Address: _____
- Line Value 1: ...
- Line Value 2: ...
- Diversion Method:

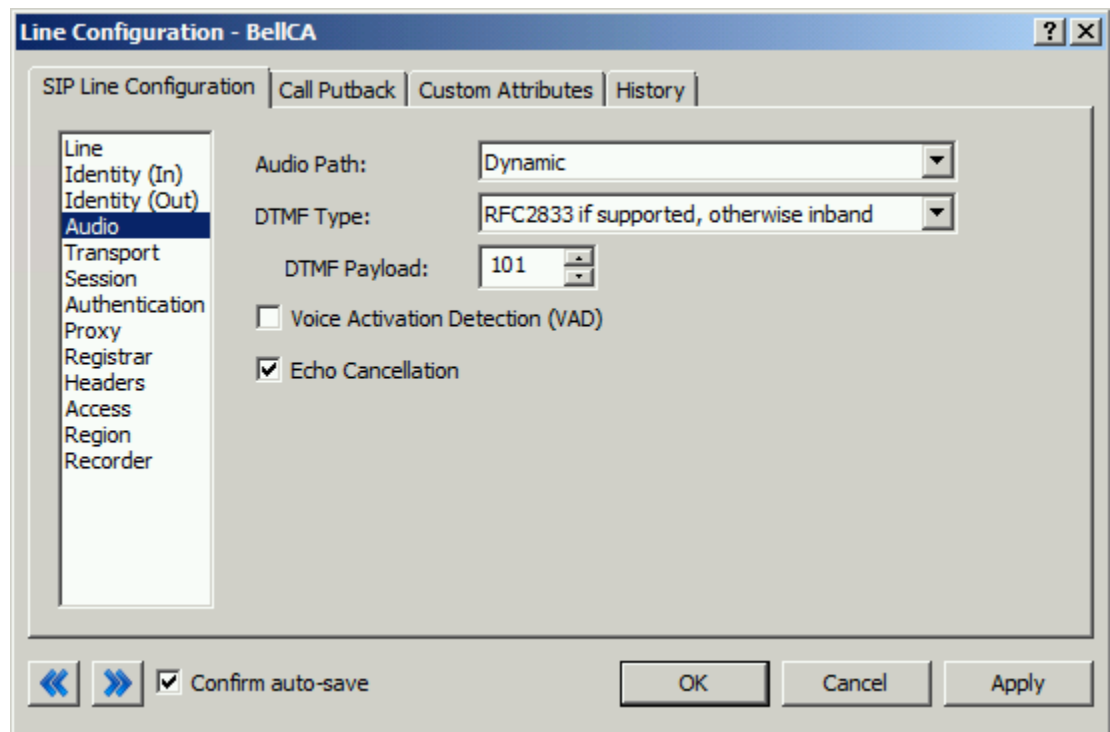
At the bottom, there are navigation buttons (back, forward), a checked 'Confirm auto-save' checkbox, and 'OK', 'Cancel', and 'Apply' buttons.

- Calling Address
Clicking the “...” button next to the Line Value 1 brings up the Configure Line Value dialog.



- Address
Enter the Main DID to be used as the default User Portion on outgoing calls.
Note: This CANNOT be the same number provided for the User Name.
- Remainder of Identity (Out) Menu Options
These have no major direct impact on the SIP Carrier configuration and should be addressed according to business needs.

3. Audio Menu

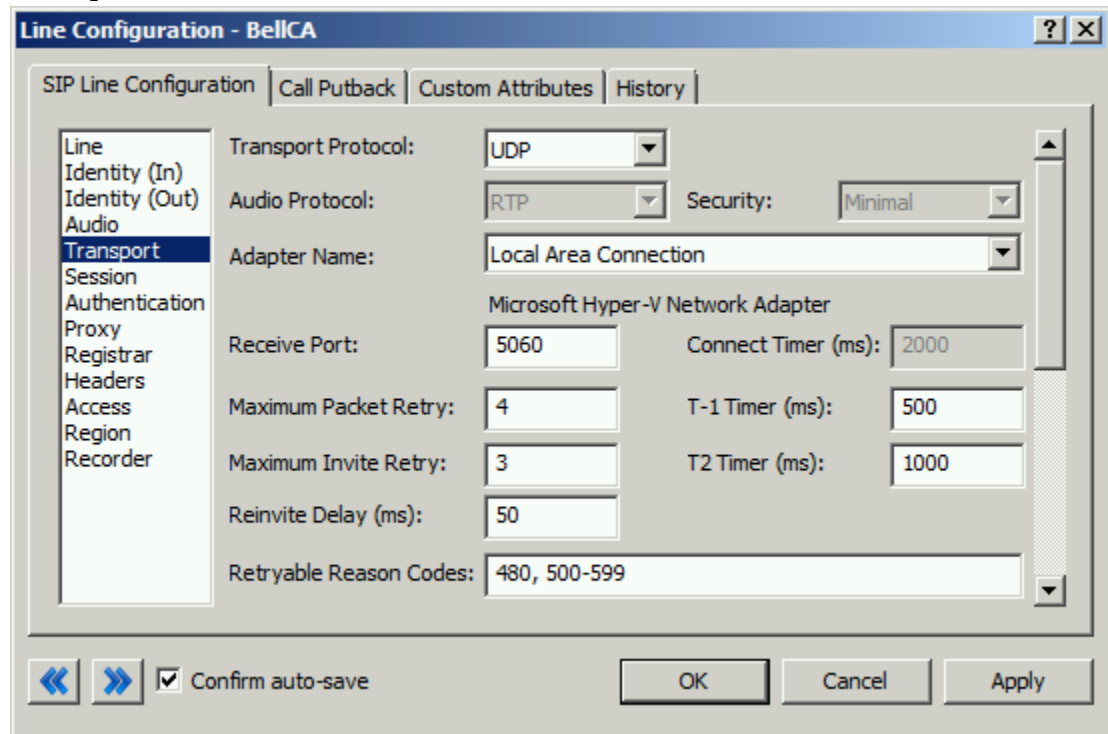


- Audio Path
The choice between Dynamic or Always-In is, for the most part, the choice of the

client with respect to the business being done on the server. However, there are several important caveats.

- Dynamic audio for SIP carriers has significantly less delay as compared to Always-In audio (~100ms).
 - With Dynamic audio, audio will be brought into the Media Server when a call is Recorded, Conferenced, Placed on Hold, or is navigating the IVR.
- DTMF Type
Bell CA supports both In-Band and Out-of-Band (RFC2833) DTMF Types. However, Bell CA recommends using either “RFC2833 only” or “RFC2833 if supported...”.
 - Remainder of Audio Menu Options
These have no major direct impact on the SIP Carrier configuration and should be addressed according to business needs.

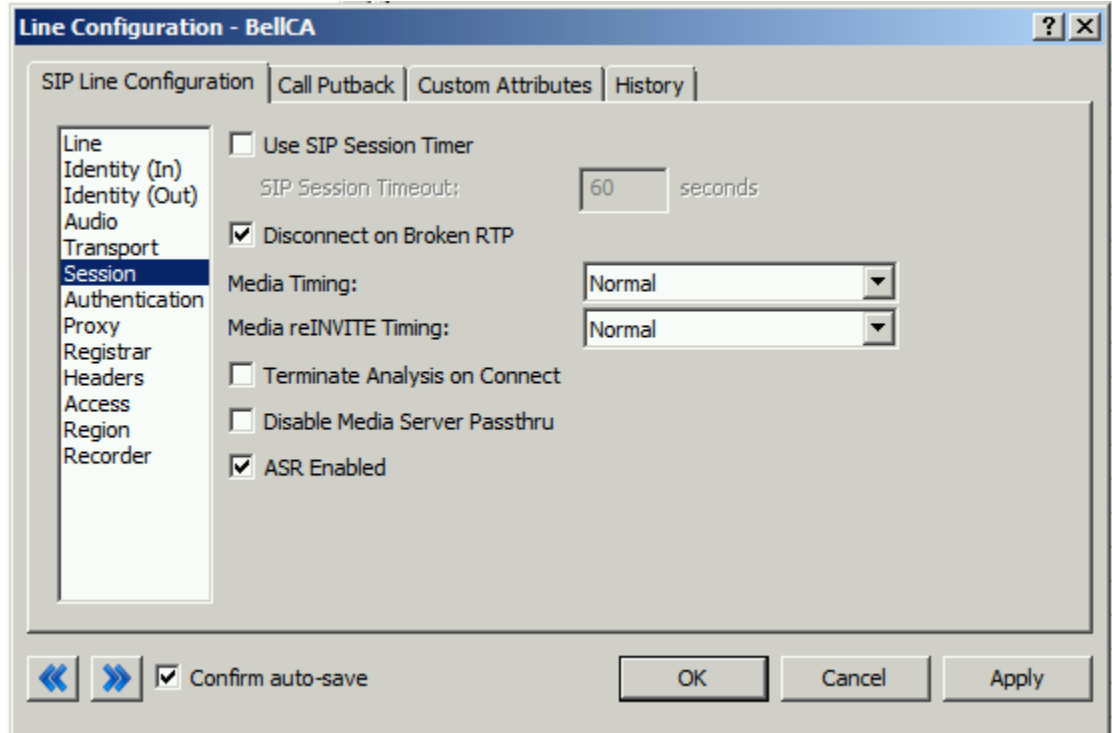
4. Transport Menu



- Transport Protocol
This option should be set to UDP.
- Receive Port
This option should be set to 5060.

- Remainder of Transport Menu Options
These have no major direct impact on the SIP Carrier configuration and should be addressed according to business needs.

5. Session Menu



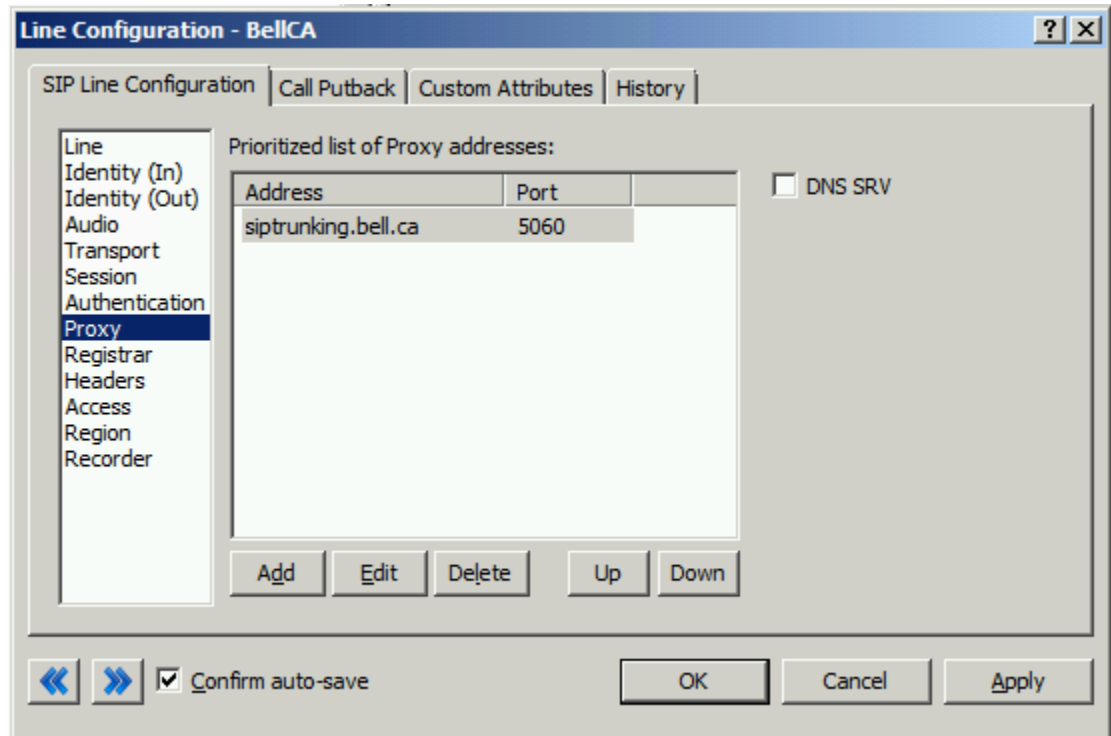
- Media Timing
This should be set to Normal as Bell CA Requires DTMF Type declaration in an outgoing Invite.
- Remainder of Session Menu Options
These have no major direct impact on the SIP Carrier configuration and should be addressed according to business needs.

6. Authentication Menu

The screenshot shows a window titled "Line Configuration - BellCA" with a tabbed interface. The "SIP Line Configuration" tab is active. On the left, a tree view lists configuration categories: Line, Identity (In), Identity (Out), Audio, Transport, Session, Authentication (highlighted), Proxy, Registrar, Headers, Access, Region, and Recorder. In the main area, the "Authentication" checkbox is checked. Below it, the "User Name" field contains the text "4167751392". The "Password" and "Confirm Password" fields are masked with 10 dots each. At the bottom left, there are navigation arrows and a checked "Confirm auto-save" checkbox. At the bottom right, there are "OK", "Cancel", and "Apply" buttons.

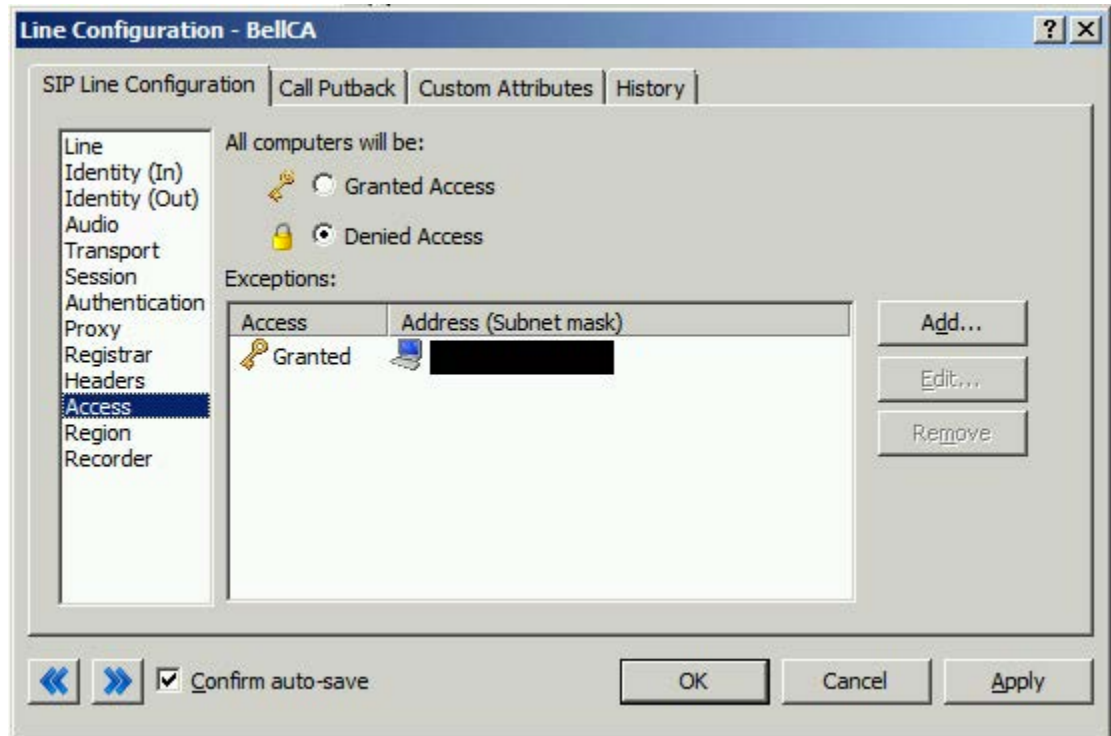
- Authentication
The checkbox must be enabled for Bell CA.
- User Name
Fill this in with the carrier provided value.
- Password/Confirm Password
File this in with the carrier provided value.

7. Proxy Menu



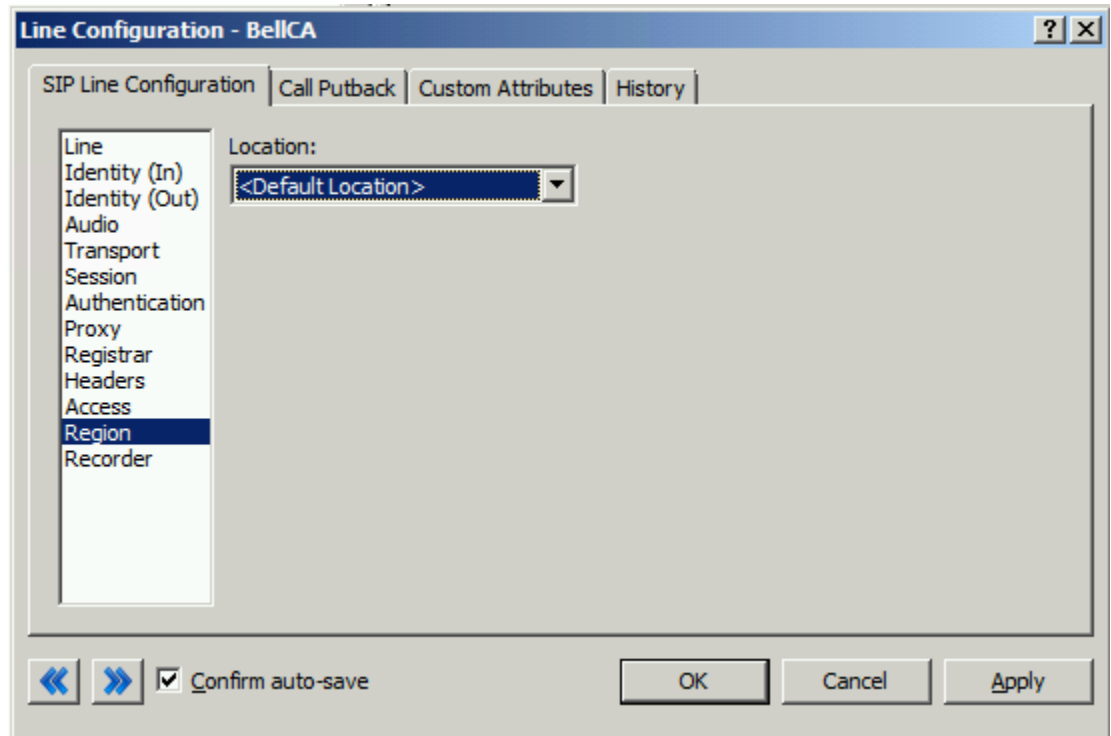
- **Prioritized list of Proxy Addresses**
This box is somewhat of a misnomer in the case of some SIP Carriers. In the case of Bell CA, there is not a single IP that is needed. Instead a Fully Qualified Domain Name (FQDN) is used to point Interaction Center to their IP Addresses. When configuring the proxy for Bell CA, this FQDN must be entered completely with the port (generally 5060 unless otherwise directed) to enable the service to work properly. See [DNS Resolution](#) for recommendations on configuration options.
- **Remainder of Proxy Menu Options**
These have no major direct impact on the SIP Carrier configuration, and should be addressed according to business needs.

8. Access Menu



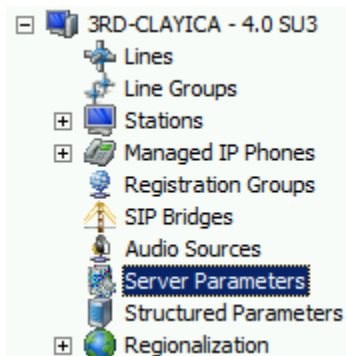
- All computers will be
This should be set to Denied Access to not only limit the remote end-points that this line will accept calls from, but also so that other lines that use the same Protocol/Port (eg UDP/5060) can be created.
- Exceptions
Add each IP Address provided by Bell CA to the list to grant them access to this Line. Currently, this list cannot be configured to look up the IP Addresses by FQDN.

9. Region Menu



- Location
This should be set according to business needs, however should take care to assure the assigned Location supports the proper codecs for Bell CA. Bell CA supports ONLY G.711 mu-law and G.729, with no particular preference.

3. Server Parameters



The Server Parameter “Use FQDN For Outbound Proxy” will need to be added with a value of “True” to enable Name Resolution of SIPTrunking.Bell.ca.

4. SIP Proxy Support

For Bell CA , and all carriers that use the SIP Authentication model, the Interaction SIP proxy is not supported. This information is included for completeness and in the case that it may possibly be supported in the future.

5. Fax Considerations

Bell CA does not support T.38 faxing. However, if an analog fax device can be used in conjunction with an FXS Device. Interactive Intelligence recommends using an AudioCodes MediaPak MP-1XX.

Note: Interactive Intelligence will support G.711 Faxing using the Media Server in IC 4.0 SU4

6. E911 Support

At the time of writing, Bell CA does not support E011 support via giving registered numbers of customers directly to the local E911 Authority.