Table of Contents

1 SIP Carrier

1.1 Warnings

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

http://testlab.inin.com

1.2 Vendor Contact

http://www.earthlinkbusiness.com/

1.3 Versions Verified

Interaction Center 4.0 SU3

Required Engineering Specials (ES):

SU3-IC-112062_IC-111930

SU3-IC-113868_IC-113836

1.4 PreInstall

EarthLink Business will provide users with a set of authentication credentials, a block of DIDs, and a reference server (IP Address, FQDN, or other means to connect to the service). These must be obtained before setup can begin.

1.5 Install

EarthLink Business requires a fully configured SIP enabled IC server. One SIP line must be created. The configuration for these lines will be covered in the Line Configuration section below.

1.6 Required Post Installation Steps

Confirm capacities and capabilities of purchased service.

2 IC Configuration Guide

2.1 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.

2.1.1 Line Menu

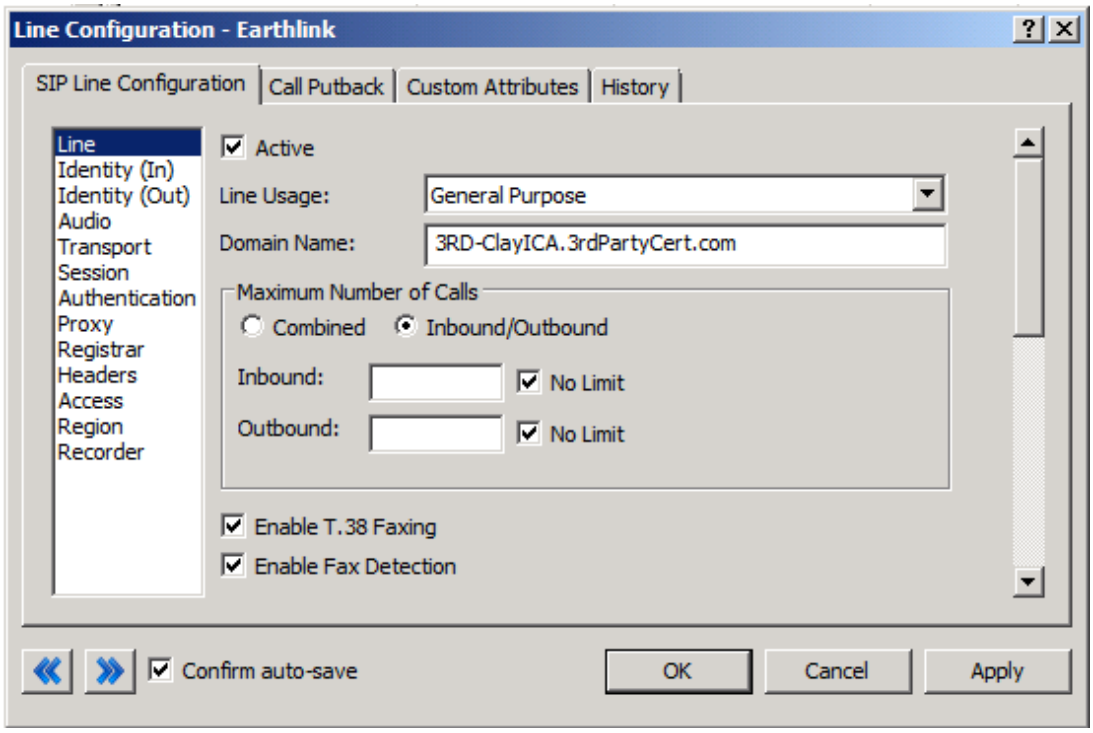

Figure 1: Line Menu Line Configuration Page

2.1.1.1 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*.

2.1.1.2 Domain Name

This box should contain the Fully Qualified Domain Name (FQDN) of the IC server. It will automatically be appended to all REGISTER requests sent by Interaction Center and used in the FROM header on outgoing SIP messages.

2.1.1.3 Enable T.38 Faxing

EarthLink Business's SIP Carrier service *does not support* the T.38 faxing protocol by default. Leave this box unchecked if you do not wish to use T.38 Faxing.

2.1.1.4 Remainder of Line Menu Options

These have no major direct impact on the SIP carrier configuration, and should be addressed according to business needs.

2.1.2 Identity (Out) Menu

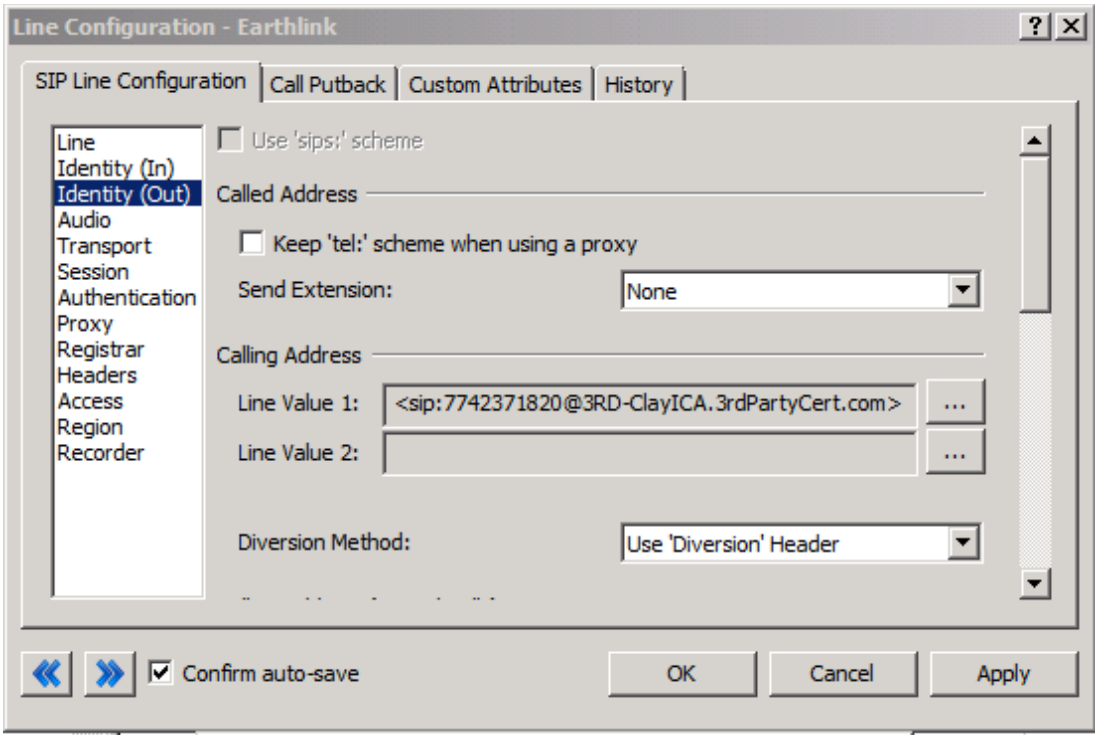

Figure 2: Identity (Out) Menu Line Configuration Page

2.1.2.1 Calling Address

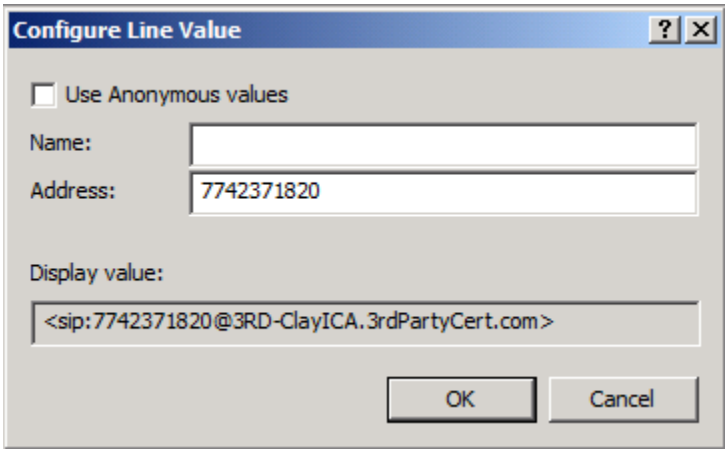

Figure 3: Configure Line Value Dialog

Click the "…" button next to the Line Value 1 box to bring up the Configure Line Value dialog shown in Figure 3. In the Address box, enter the Main DID to be used as the Default User portion on outgoing calls.

2.1.2.2 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.

2.1.3 Audio Menu

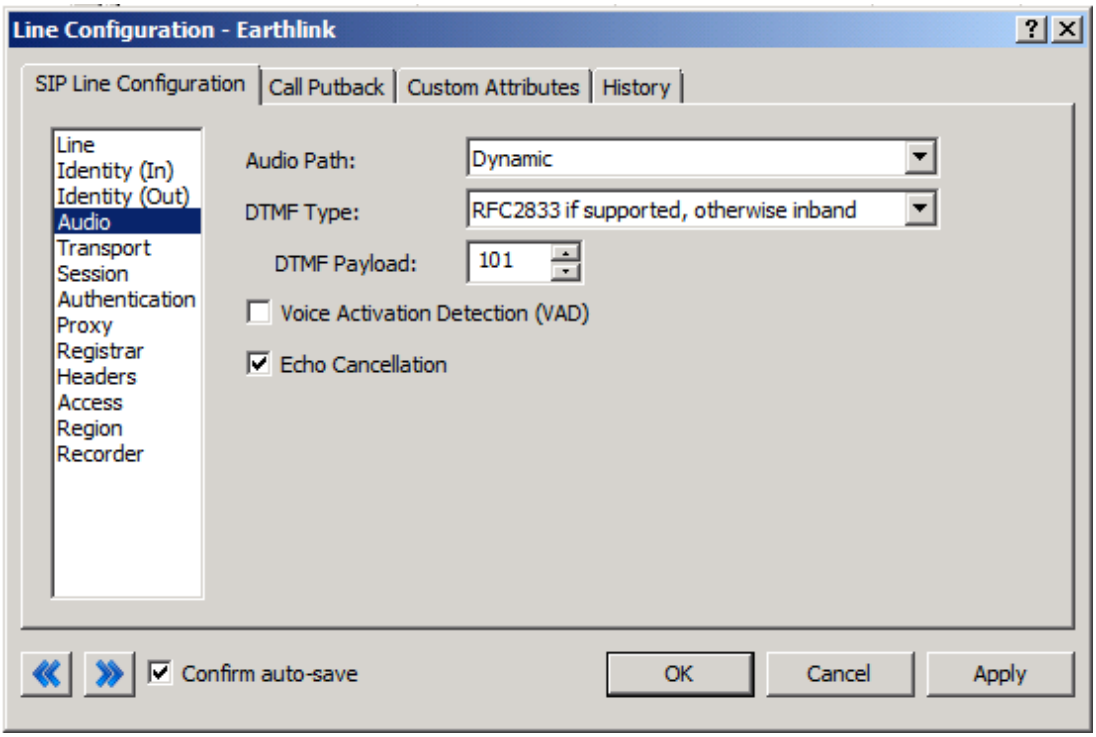

Figure 4: Audio Menu Line Configuration Page

2.1.3.1 Audio Path

This 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).
- The audio will be brought into the Media Server when set to Dynamic Audio for any call that is recorded, conferenced, placed on hold, or is navigating the IVR.

2.1.3.2 DTMF Type

This is up to the discretion of the user. EarthLink Business supports both In-Band and Out-of-Band (RFC2833) DTMF Types.

2.1.3.3 Remainder of Audio Menu Options

These have no major direct impact on the SIP carrier configuration, and should be addressed according to business needs.

2.1.4 Transport Menu

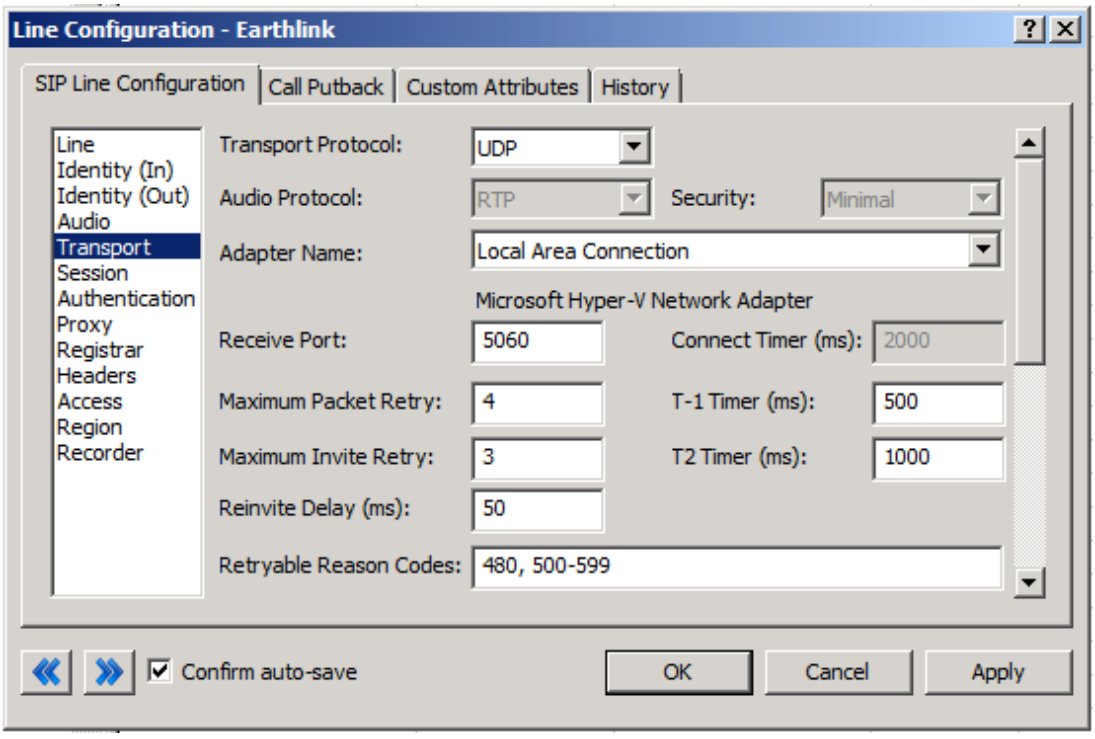

Figure 5: Transport Menu Line Configuration Page

2.1.4.1 Transport Protocol

This option should be set to UDP.

2.1.4.2 Receive Port

This option should be set to 5060 (the standard SIP port), unless an agreement for an alternative port has been agreed upon with EarthLink Business.

2.1.4.3 Remainder of Transport Menu Options

These have no major direct impact on the SIP carrier configuration, and should be addressed according to business needs.

2.1.5 Session Menu

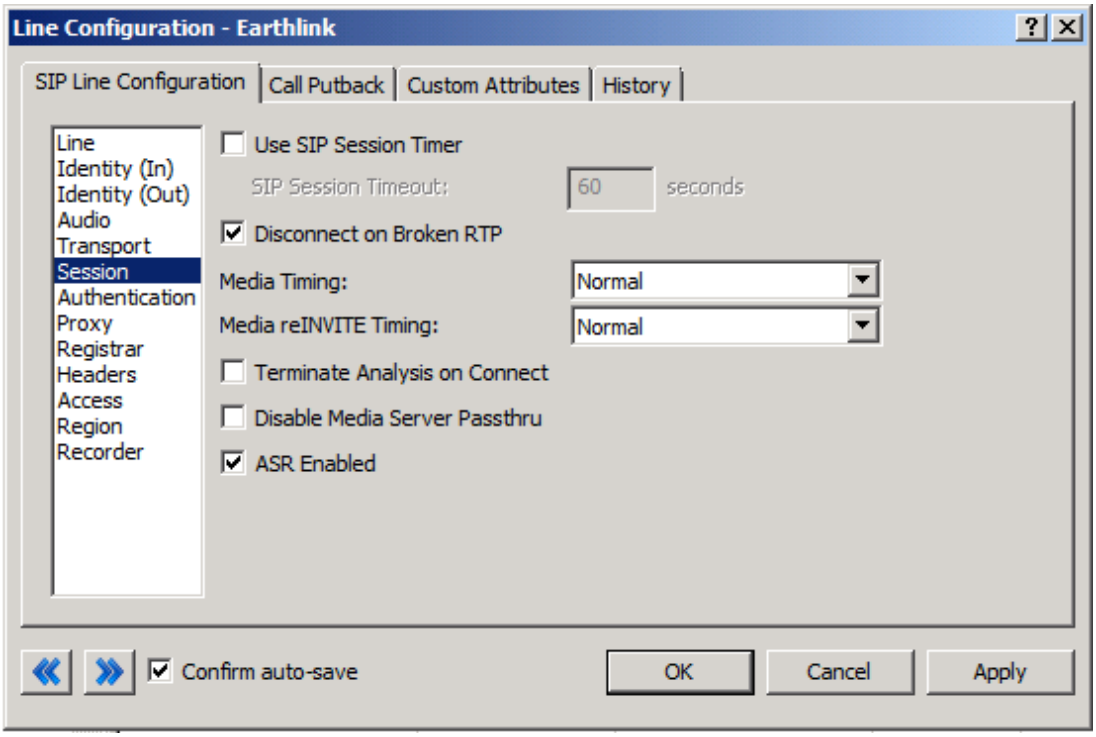

Figure 6: Session Menu Line Configuration Page

2.1.5.1 Media Timing/Media reINVITE Timing

This dropdown pair controls Delayed Media support. Setting both to Normal is the recommend method by Interactive Intelligence for all SIP Carriers.

2.1.5.2 Remainder of Session Menu Options

These have no major direct impact on the SIP carrier configuration, and should be addressed according to business needs.

2.1.6 Authentication Menu

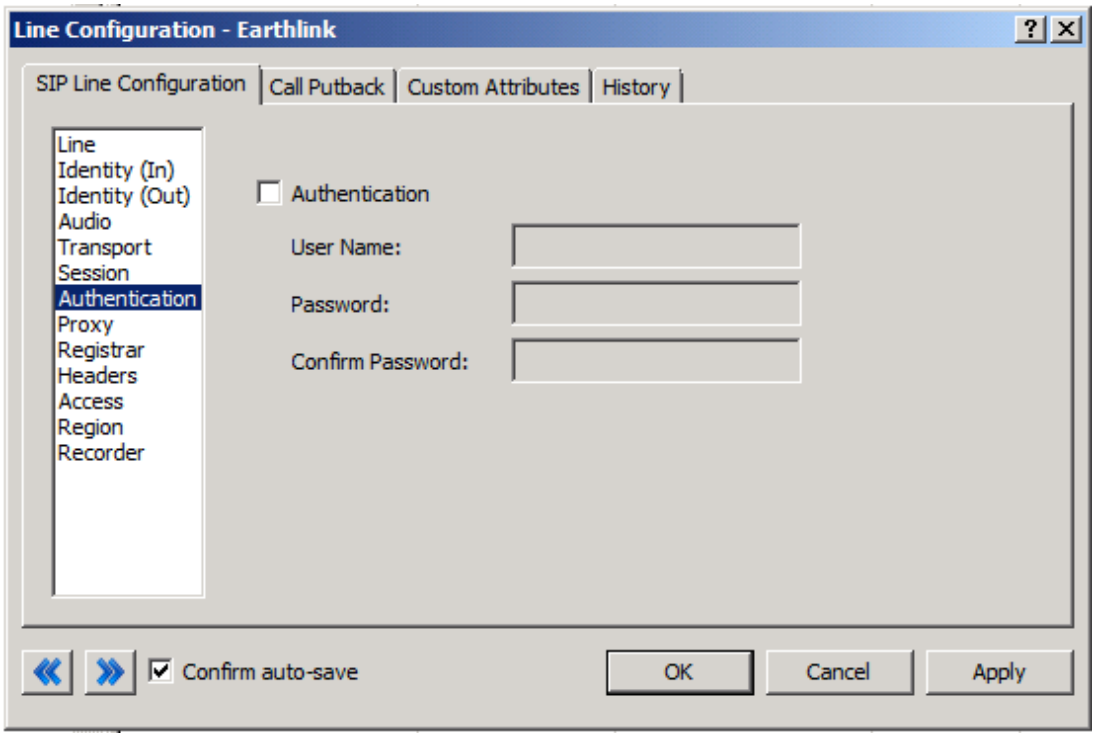

Figure 7: Authentication Menu Line Configuration Page

This box must be checked to enable authentication to the SIP Carrier. The User Name and Password fields should be filled out with the appropriate information provided by the SIP Carrier.

2.1.7 Proxy Menu

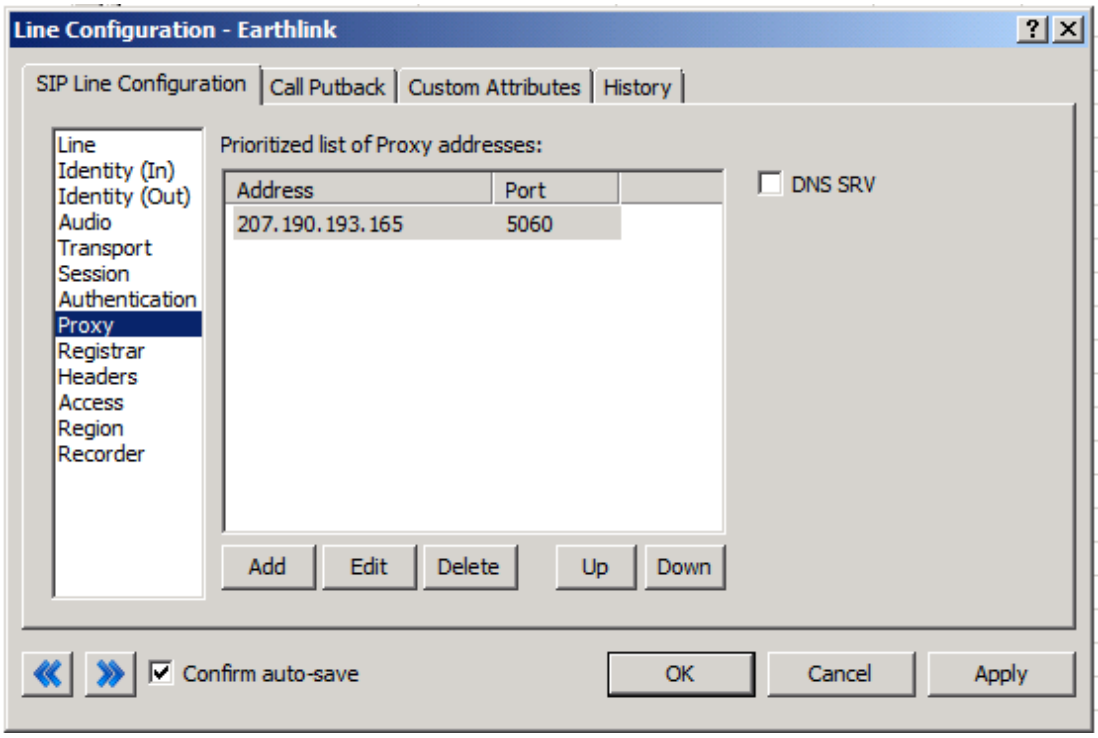

Figure 8: Proxy Menu Line Configuration Page

2.1.7.1 Prioritized list of Proxy IP addresses

This box is somewhat of a misnomer in the case of some SIP Carriers. In the case of EarthLink Business there may not be a single IP that is needed. In this case, they provide a Fully Qualified Domain Name (FQDN) to a machine or cluster that handles the requests. To enable the service to work properly, this FQDN is entered into the Address box and the port number (generally 5060 unless otherwise directed) is entered into Port Number box. Additionally, the IP Addresses that the FQDN resolves to can be entered in place of the FQDN to enable proper service functionality.

2.1.7.2 Remainder of Proxy Menu Options

These have no major direct impact on the SIP carrier configuration, and should be addressed according to business needs.

2.1.8 Access Menu

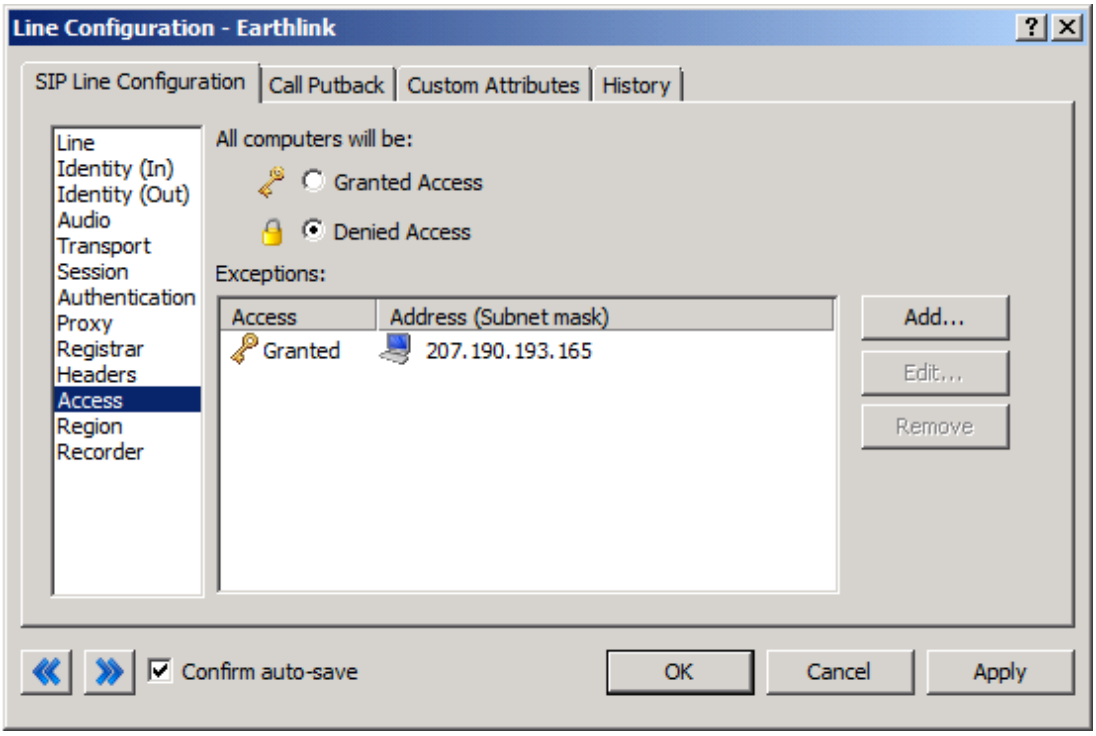

Figure 9: Access Menu Line Configuration Page

2.1.8.1 All computers will be

This should be set to Denied Access to limit the remote endpoints that this line will accept calls from.

2.1.8.2 Exceptions

Each IP Address provided by EarthLink Business should be added to the list to grant them access to this Line. As of 10/3/2013, this list cannot be configured with FQDN or DNS SRV records.

2.1.8.3 Remainder of Access Menu Options

These have no major direct impact on the SIP Carrier configuration, and should be addressed according to business needs.

2.1.9 Region Menu

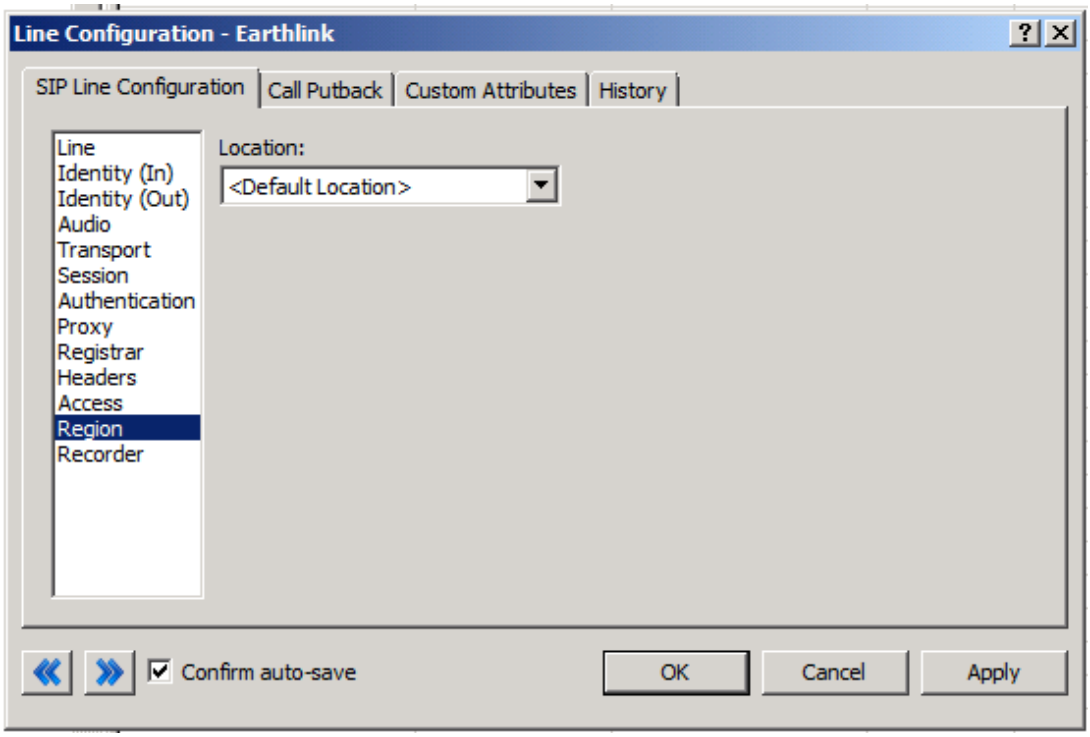

Figure 10: Region Menu Line Configuration Page

Location should be set according to business needs. However, the user should take care to assure the location supports the proper codecs supported by the SIP Carrier.

In the case of EarthLink Business, only G.711 mu-law and G.729 are supported, so selecting a location that does not have either of these as an option would cause the line not to function properly. EarthLink Business does not have a particular business model preference for either codec, so this is up to the discretion and needs of the user.

3 SIP Proxy Support

For EarthLink Business the Interaction SIP proxy is not supported. This information is included for completeness and in the case that it may be supported in the future.

4 Fax Caveats

EarthLink Business does not support T.38 faxing. However, if the customer would like to use an analog fax machine connected to the network, the way to do this is with an analog to SIP FXS device connecting an analog fax machine to the IP network. The FXS device will pass the SIP information on allowing for G.711 pass-through (which is the carrying of the fax signal through the voice packets on the network).

5 E911 Support

EarthLink Business currently supports E911.