



INTERACTIVE INTELLIGENCE®
Deliberately Innovative

3rd Party Certified Equipment Supplemental Information

Certification Completed On:
01.20.2012

2.0.1 – Network Equipment Technology, Tenor DX



1 Important Notes

- Check the *SIP 3rd Party Validation Website* for current validation status. The *SIP 3rd Party Validation Website* can be viewed at:
- <http://testlab.inin.com>

2 Vendor Documentation

<https://support.net.com/display/ALLDOC/Tenor+Documentation>

3 Validated Firmware Version

P108-09-19

4 Install

Download the *Tenor DX* files from the Interactive Intelligence Testlab website: *<link to be provided by Interactive Intelligence after submission>*

Gateway Software DX-P108-09-19.zip

5 Configuration

Methods:

- Serial Port and HyperTerminal for initial configuration to assign IP address, Subnet Mask and Default Gateway.
- Tenor Configuration Manager: There are many advanced options that are exposed in the web interface. Caution should be exercised and the Tenor DX documentation should always be referenced when using the web interface configuration option.

Initial Setup:

- Connect DB-9 cable to Console port on Tenor DX.
- Follow the *NET* instructions in the booklet shipped with the *Tenor DX* for getting an IP address assigned to the device.
(<https://support.net.com/download/attachments/3407913/TenorDXQuickStart.pdf>)
- Default login is *admin*, password *admin*.

Download Current Firmware:

- From your PC, select Start > Programs > Accessories > Command Prompt. The Command Prompt window is displayed.

- Use the `cd` command to change to the directory containing the unzipped firmware files on your local hard drive. The command `cd\` will return you to the root directory of your computer.
- Type **ftp** followed by the IP address of the unit. Press Enter.
- Log in with the username and password. The default for both is admin.
- Type **bin** (Enter).
- Type **hash** (Enter).
- Type **prompt** (Enter).
- Type **mput *.*** (Enter).
- Type **get reset.sys** (Enter).
- To confirm the upgrade, initiate a telnet session with the Quintum unit and type the command **show -v**. The system software should reflect the upgraded firmware version.

Changing the Configuration:

- *Prior to making any changes, the NET documentation should be consulted for information on configuration parameters, options and functions. Changes can be made via the web interface*
- Changes can be made with Tenor Configuration Manager.

Tenor DX Configuration Steps

When connecting Tenor Configuration Manager to previously unconfigured Tenor the configuration Wizard will launch:

- IP Address Configuration (DHCP or Static)
 - DNS configuration
 - Time Server configuration
 - Digital Line configuration where you can select clocking source, type of line (T1/E1), protocol (CAS/ISDN), signaling type for CAS or ISDN PRI Protocol
 - VoIP Routing configuration
- After Wizard finish you will see Summary screen with all settings configured, after clicking Accept you will be prompted to confirm Reset Action. Tenor will restart with new configuration.

6 Redundant Proxy Configuration

Redundant Proxy configuration is done by adding Backup CIC IP in as Secondary SIP server in SIP Signalling

- Defines 1 or more **“next-hop” SIP servers** to be used as destination for a SIP Trunk.
 - *Outbound focus only. Used by SIP Signaling Groups for next-hop connectivity.*
 - *“SIP Options” monitors this peer’s availability, to support re-routing features*
- *Must define Host (IP or FQDN), Port and Protocol*