

1 SIP Carriers

1.1 Voxitas



1.1.1 Warnings

Check the *SIP 3rd Party SIP Carrier Matrix* for certification status, and supported features. More info about the *SIP 3rd Party SIP Carrier Matrix* can be found in the SIP Carrier section of the web site(s) below:

- <http://testlab.inin.com>

This document is created using IC 3.0, which is reflected in some of the configuration steps. If not using IC 3.0, then the same options should still be available, but may be located in different configuration menus.

1.1.2 Vendor Contact

Vendor Web Site : <http://www.voxitas.com/>

1.1.3 Versions Verified

SIP Carrier status as of May 16, 2008.

1.1.4 PreInstall

Voxitas will provide users with a set of authentication credentials, and a reference server. These must be obtained before setup can begin.

1.1.5 Install

Voxitas requires a fully configured SIP enabled IC server. Two SIP lines must be created. The configuration for these lines will be covered in section 1.1.7.1.1 below.

1.1.6 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.

As stated before, two lines must be created. These lines are required, one for the Voxitas connection, and one for the stations. Each portion of the lines page will be explained as it relates to the Voxitas Service. For this document, the Voxitas connection line will be referred to as *Voxitas SIP Line*, and the station line will be referred to as *stations*. Also, 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

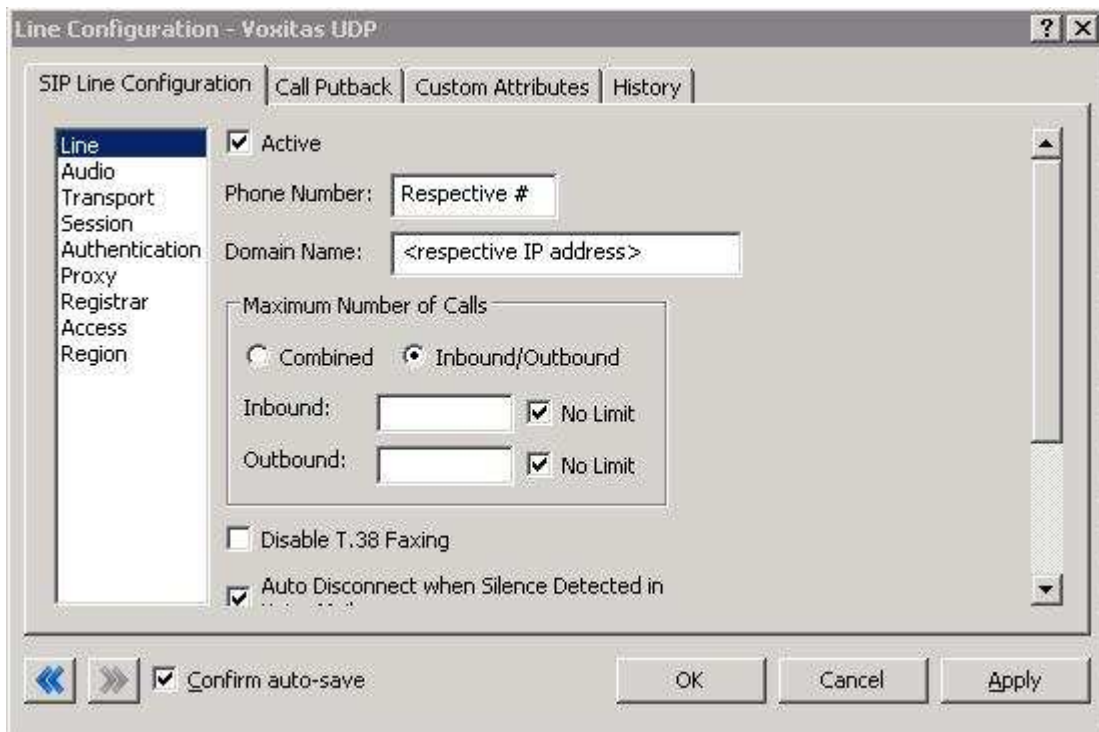


Figure 1: Line Menu Line Configuration Page

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 Phone Number

In the case of Voxitas, the authentication username should be placed in this field. Generally it would be a phone number, but Voxitas places that information in the proper areas after the call enters their system. It is used to facilitate the registration and authentication of the line.

2.1.1.3 Domain Name

This box should contain the Fully Qualified Domain Name (FQDN) of the authentication/registration server provided by Voxitas. Again it is used for the registration and authentication of the line.

2.1.1.4 Disable T.38 Faxing

Voxitas's SIP Carrier service supports the T.38 faxing protocol by default. Leave this box unchecked if you do not have (or wish to use) an analog to SIP capable FXS type device to connect an analog fax machine to the system.

2.1.1.5 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 Audio Menu

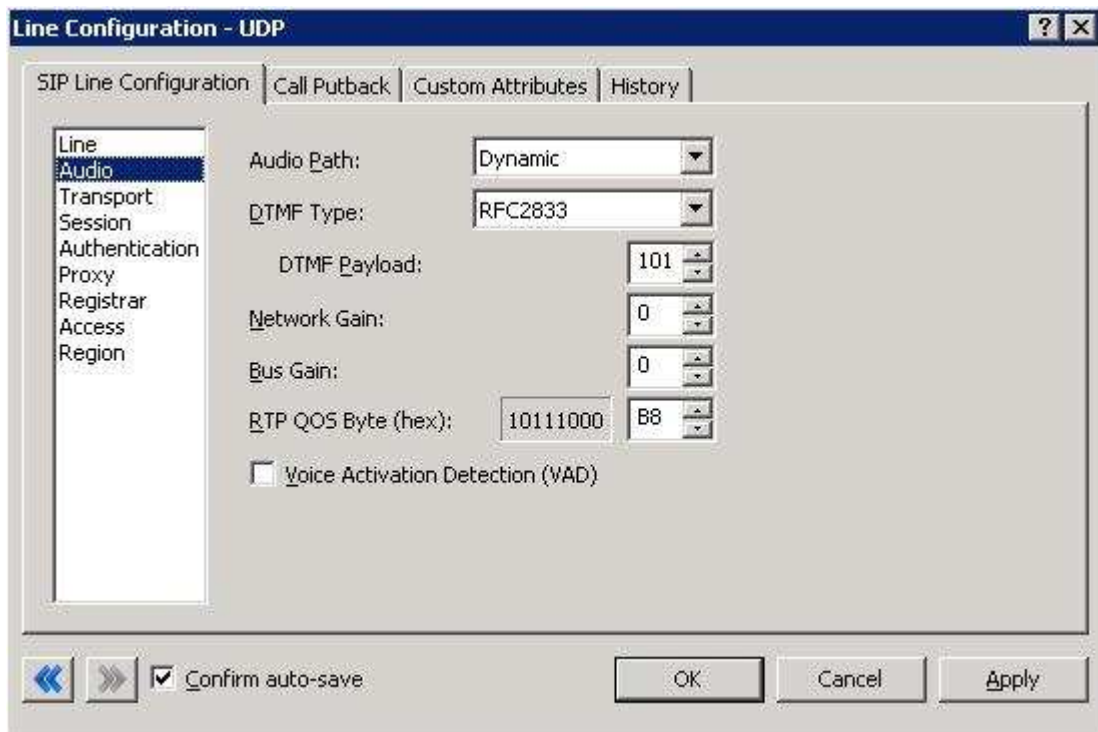


Figure 2: Audio Menu Line Configuration Page

2.1.2.1 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**.

1. *Dynamic* audio for SIP carriers has significantly less delay as compared to *Always In* audio (~100ms).
2. The audio will be brought into the IC server when set to *Dynamic Audio* for any call that is recorded (just for that call, not permanently). If using a Media Server recorded calls will not travel through the IC server, and very little, if any, latency will be added.

2.1.2.2 DTMF Type

DTMF has three options, *Inband*, *RFC2833*, and *RFC2833 Only*. These are up to the discretion of the user. All three are supported with the following caveats:

Voxitas requires the RFC2833 to be identified in the Invite message which requires Normal Media. To use Normal Media, the Disable Delayed Media checkbox needs to be selected (or Normal Media selected in the same location from the dropdown in a post-GA IC 3.0 server) from the session menu described later. Disabling Delayed media is the recommended method by Interactive Intelligence for all SIP Carriers.

RFC2833 – If using Delayed Media, the DTMF type will fall back to Inband.

RFC2833 Only – If using Delayed Media, the call will fail.

Inband - Delayed Media will have no effect on Inband DTMF

2.1.2.3 Voice Activation Detection (VAD)

This checkbox controls the Annex B option when using G.729. The IC server will *not* dynamically negotiate G.729 with annexb=yes. If Annex B is desired, this box must be checked, otherwise it will always use the annexb=no option. If it is required to have both another line can be set up with some differentiating factor one with Annex B enabled, and one without, then use the difference to select between the two. The reseller or an Interactive Intelligence support option can give more information on how this can be configured for the desired result.

2.1.2.4 Remainder of Audio Menu Options

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

2.1.3 Transport Menu

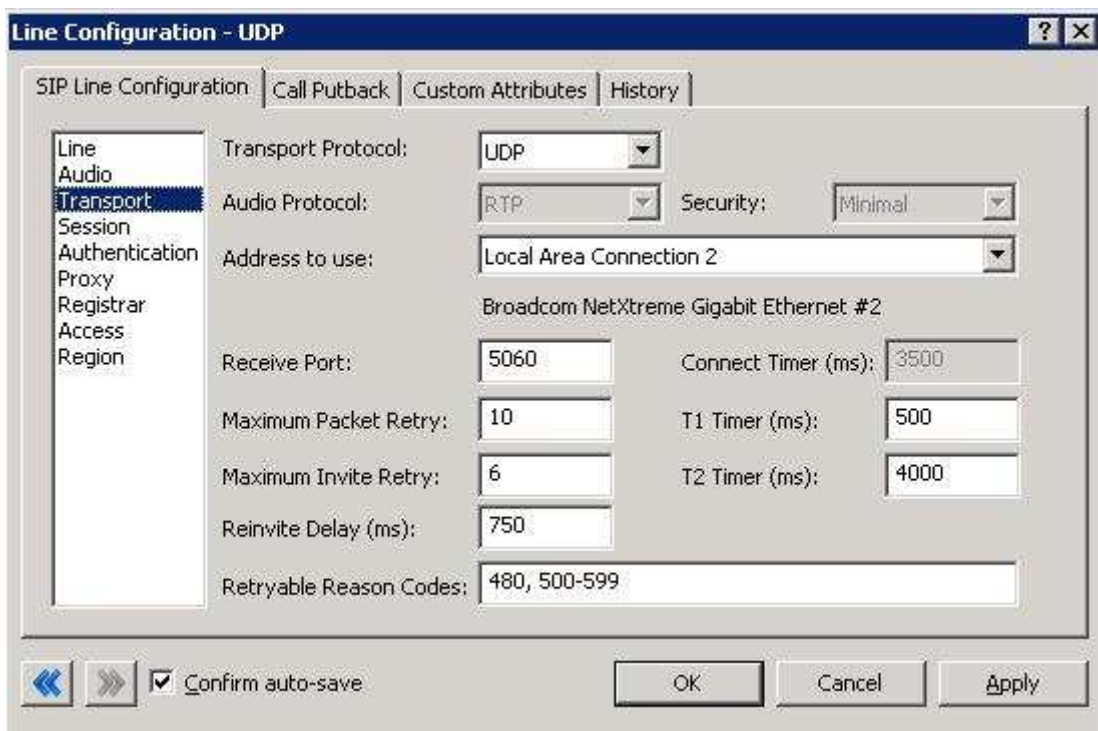


Figure 3: Transport Menu Line Configuration Page

2.1.3.1 Transport Protocol

This option should be set to UDP, unless an agreement for TCP or TLS support has been agreed upon with the SIP Carrier. As of May 16, 2008 Voxitas has support for UDP by default. TCP and TLS are not currently supported.

2.1.3.2 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 the SIP Carrier. As of May 16, 2008 Voxitas only has support for port 5060 in the standard offering.

2.1.3.3 Remainder of Transport Menu Options

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

2.1.4 Session Menu

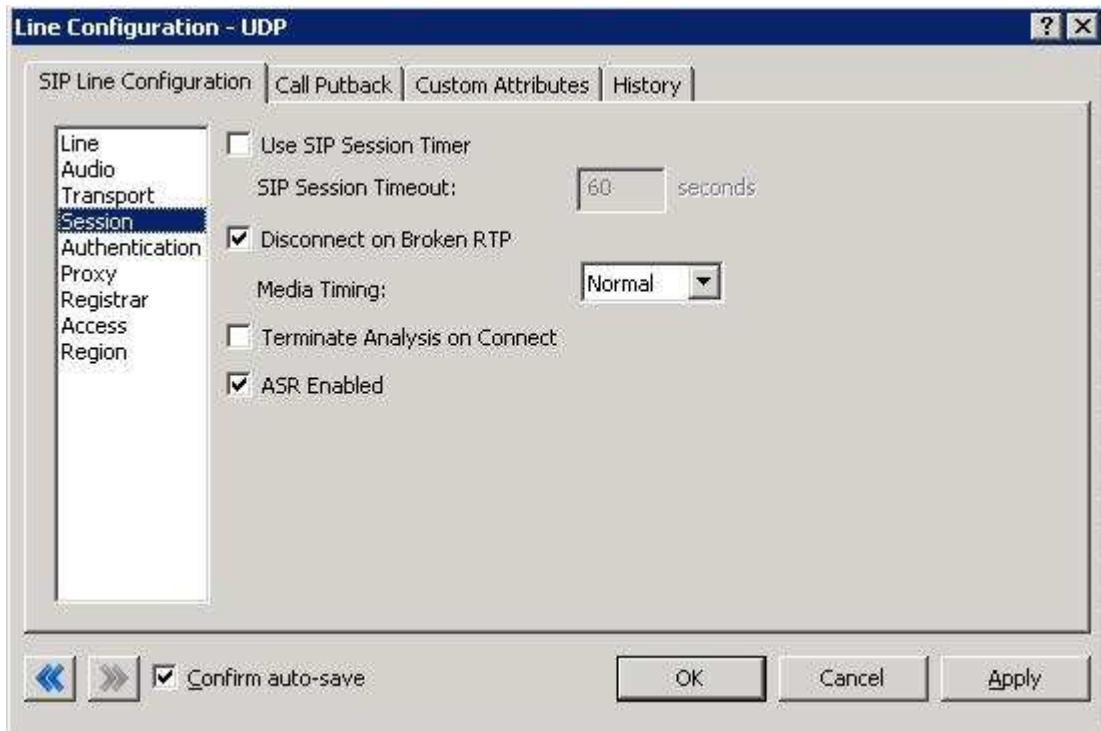


Figure 4: Session Menu Line Configuration Page

2.1.4.1 Disable Delayed Media

This checkbox controls Delayed Media support (in a post-GA IC 3.0 server, it is a dropdown that has Delayed, and Normal options). It must be checked to allow RFC2833 DTMF tones to work, as stated above (2.1.2.2 DTMF Type). Checking this box (or setting to normal) is the recommend method by Interactive Intelligence for all SIP Carriers, and is *required* for the Voxitas service to function properly.

2.1.4.2 Remainder of Session Menu Options

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

2.1.5 Authentication Menu

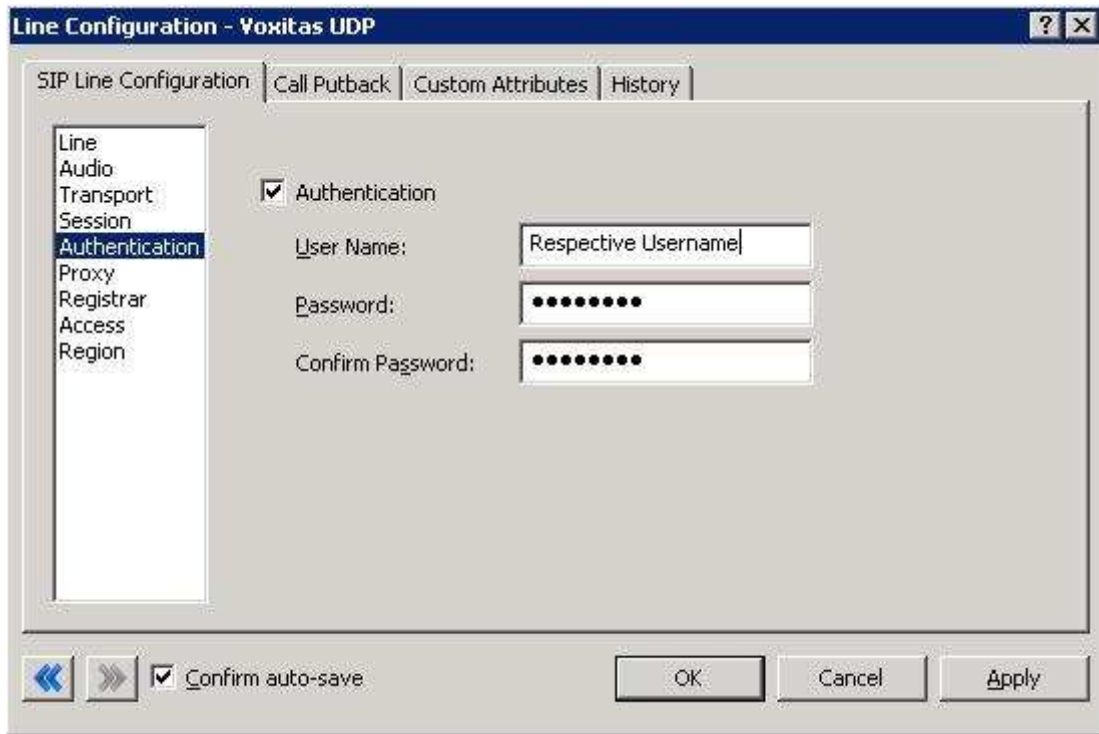


Figure 5: Authentication Menu Line Configuration Page

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.

2.1.6 Proxy Menu



Figure 6: Proxy Menu Line Configuration Page

2.1.6.1 Prioritized list of Proxy IP addresses

This box is somewhat of a misnomer in the case of some SIP Carriers. In the case of Voxitas, there is not a single IP that is needed. Instead they provide a Fully Qualified Domain Name (FQDN) to a machine or cluster that handles the requests*. When configuring the proxy for Voxitas, this **FQDN** must be entered completely with the port (generally 5060 unless otherwise directed) to enable the service to work properly**. If a resolved IP address is entered the service may not work as advertised, if at all due to the random port selection of the carrier.

*DNS SRV is a common method that SIP Carriers use to create a cluster of proxy IP addresses. This does not require checking the DNS SRV checkbox however, due to providing the FQDN as the proxy address and the SIP Carrier handling the resolution.

**A FQDN must be used because a NAT firewall located between the IC server and the carrier will create an MD5 hash mismatch when authenticating to the SIP carrier. The NAT firewall replaced the IP address of the proxy with an external IP address to create the MD5 hash. This will be a different IP address the carrier used when creating their version of the MD5 hash.

2.1.6.2 Remainder of Proxy Menu Options

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

2.1.7 Registrar Menu

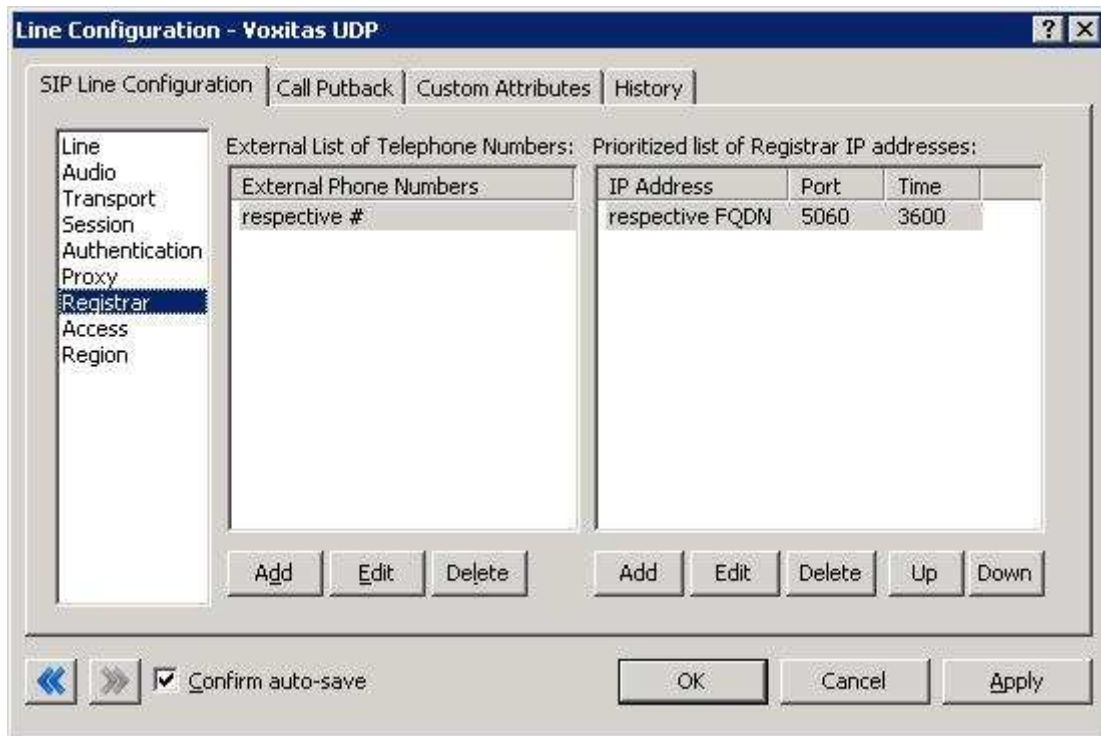


Figure 7: Registrar Menu Line Configuration Page

2.1.7.1 External Phone Numbers

In the case of Voxitas, the *External Phone Number* entry should be the username of the authentication information provided. This is part of how they authenticate their registrations. Their systems have all related standard telephone numbers attached to an account, which will be forwarded to the server that registers for that account.

2.1.7.2 Prioritized list of Registrar IP addresses

This box is not used in Voxitas's current configuration. The current system of providing a static IP or FQDN makes registration messages unnecessary.

2.1.8 Access Menu (Access Control lists)

If business needs require endpoints (i.e. phones) use port 5060, Access Control lists are recommended. The 3.0 and higher versions of the IC server come with default station lines that are set to 8060. If using these default station lines for your endpoints, and not requiring multiple lines that are using the same protocol, and port, this section can be skipped. These lists are recommended if not using the default station lines because separate lines allow better tracking of resource utilization.

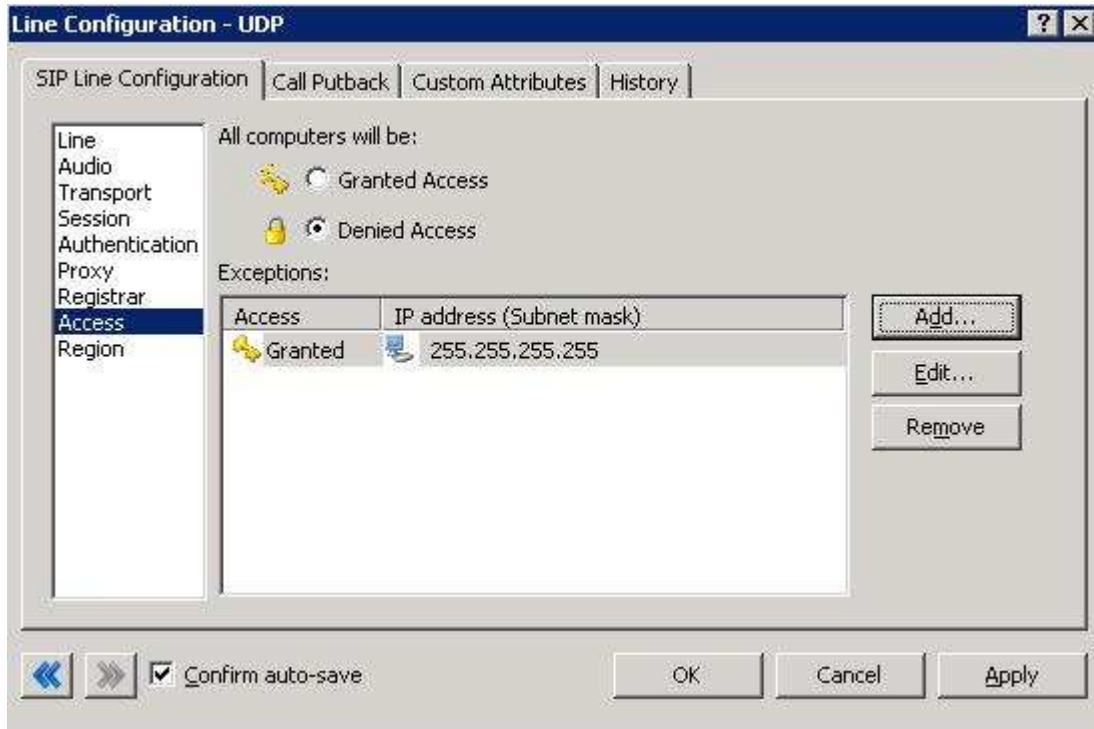


Figure 8: Access Menu Line Configuration Page (note the 255.255.255.255 address is a sample, and the actual number should be respective to customer needs)

2.1.8.1 Voxitas SIP Line

For the access menu, the radio button should be shifted to the value:

*By default, all computers will be: **Denied Access.***

In the access list below the radio button, the resolved IP address for each proxy server **MUST** be added. The "add menu" has a DNS lookup option if the only information provided by the carrier were FQDNs. This allows the IC server to talk to all the required elements of the SIP carrier.

2.1.8.2 Stations Line

In the case of the stations line, this is up to the discretion of the user. It is possible to enter in single IP's, IP groups (using subnet masks), or allow everything. The user has several options based on business needs and security requirements. However note that only one line can be selected to "Granted Access" per port per IC server.

The reason why the SIP Carrier Line was selected to be **Denied Access** was because it has far fewer and less complicated entries than the line that will be supporting all the local endpoints.

2.1.8.3 Region Menu

This should be set at the user discretion, however the user should take care to assure the location supports the proper codecs supported by the SIP Carrier.

In the case of Voxitas, only G.711 (mu-law), and G.729 are supported, so selecting a location that does not have any of these as an option would cause the line not to function properly. Voxitas 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 Voxitas, and all carriers that use the SIP Authentication model, the Interaction SIP proxy is not supported.

Note: If using a NAT/PAT type solution, a SIP Proxy can only be used in conjunction with a SIP Carrier that supports a static IP proxy (on their side, the same thing entered into the proxy menu on the lines page, not the SIP proxy). If this is not supported, the SIP Proxy can not properly pass its return address through to the carrier.

If a SIP Proxy is to be used in a NAT/PAT environment, then the externally facing IP of the **SIP Proxy** must be entered in the following places in the Voxitas SIP Line configuration.

- On the proxy menu, in place of those provided by the Carrier
- On the registrar menu, in places of those provided by the Carrier

Also, the SIP Proxy (in a non NAT/PAT environment, or the NAT/PAT externally facing IP) must have the IP address provided to Voxitas. Otherwise it will reject messages coming to it from an unknown IP.

The information regarding the SIP Carrier is then transferred to the appropriate places in the SIP Proxy. The SIP Proxy then feeds the required info back to the SIP Carrier. It is required to put the SIP Proxy information in the IC server. This is due to the fact that it is no longer directly talking to the SIP Carrier, and all information coming and going must be relative to the SIP Proxy.

4 Fax Caveats

Voxitas supports useable and functioning T.38 faxing. However if the customer would like to use an analog fax machine connected to the network, or if T.38 faxing is not an option, the way to circumvent this problem 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). This has been tested using an AudioCodes Media Pack, and a Cisco FXS card on its SIP Gateway.

Note: In the case of Voxitas it may be possible to use G.729 to do the pass-through faxing, however due to the compression used by the codec, and the sensitivity of fax communications, it is not recommended (and not tested) by Interactive Intelligence.

Note: Interactive Intelligence does not support T.38 SG3 faxing at the time this document was created. It does however, support G3 faxing, and a vast majority of fax SG3 machines will revert to G3 in the negotiation process.

4.1 AudioCodes Media Pack Configuration

Aside from the standard configuration options that must be entered for general SIP to analog usage (e.g. proxy name, IP address, etc...) two additional features must be set to enable the Media Pack to properly pass the fax.

One is the *Fax Signaling Method*. This must be set to *G.711 Transport*, and can be found by selecting the following links from the main page of the Media Pack configuration.

- Protocol Management
 - Protocol Definition
 - General

The other required configuration setting is *Fax/Modem Bypass Coder Type*, which must be set to *G711Mulaw*. This configuration option can be found by selecting the following links from the main page of the Media Pack configuration.

- Advanced Configuration
 - Media Settings
 - Fax/Modem/CID Settings

4.2 Cisco Gateway FXS Card Configuration

To configure the Cisco Gateway FXS Card to use G.711 pass-through for an analog fax machine, the following information must be entered. The information in parenthesis at the end of the lines is not to be typed in, but provides additional information regarding the line to aid in configuration for various environments.

Also, this information must be entered under the configuration level of IOS (i.e. enable access, then configure access).

For Outbound Faxing:

dial-peer voice X voip (the X is to be respective to the given gateway)

Under the above created dial-peer, the following options must be entered.

service session

destination-pattern .T

session protocol sipv2

session target ipv4:x.x.x.x (use the IP of the IC server in place of x's)

incoming called-number pattern .T

dtmf-relay rtp-nte (This is for RFC2833 support)

codec g711ulaw

fax rate 14400

For Inbound Faxing:

dial-peer voice X pots (POTS Dial peer)

service session

destination-pattern 7777 (IC station extension)

port 0/1/1 (FXS port number)

forward-digits 0

5 E911 Support

Voxitas currently supports E911 support via giving registered numbers of customers directly to Verizon or the local E911 authority. This does not allow for dynamic updates. This is fairly standard, however those using a large number of remote clients should be aware and take the proper measures to ensure proper coverage. If a purely remote number is requested, Voxitas will make this known and ask for an alternate solution or a waiver option.