

New Features Now Available On The Latest Release 1.3 of IPedge software!

IPedge Release 1.3 is now available and includes two valuable enhancements which include SIP Trunk NAT Traversal and SIP Trunk Integration with Tracer and Talkument. With the new SIP Trunk NAT Traversal feature, customers are no longer limited to using select routers that support enterprise-grade SIP ALG. Now, the IPedge system will support a broader range of business-grade routers with or without SIP ALG when programming the SIP trunk with a private IP address. The new SIP Trunk NAT Traversal feature will not only reduce network configuration challenges, but it will also increase the list of supported routers.

OAISYS Tracer and Talkument have been one of the most popular applications for our contact center and office customers. Since the introduction of SIP trunk, some features have not been supported on the SIP trunk. OAISYS and TOSHIBA have jointly worked on the issue and are pleased to introduce the new enhancement to provide customers with all the Tracer and Talkument features for SIP trunk.

New In This Release!

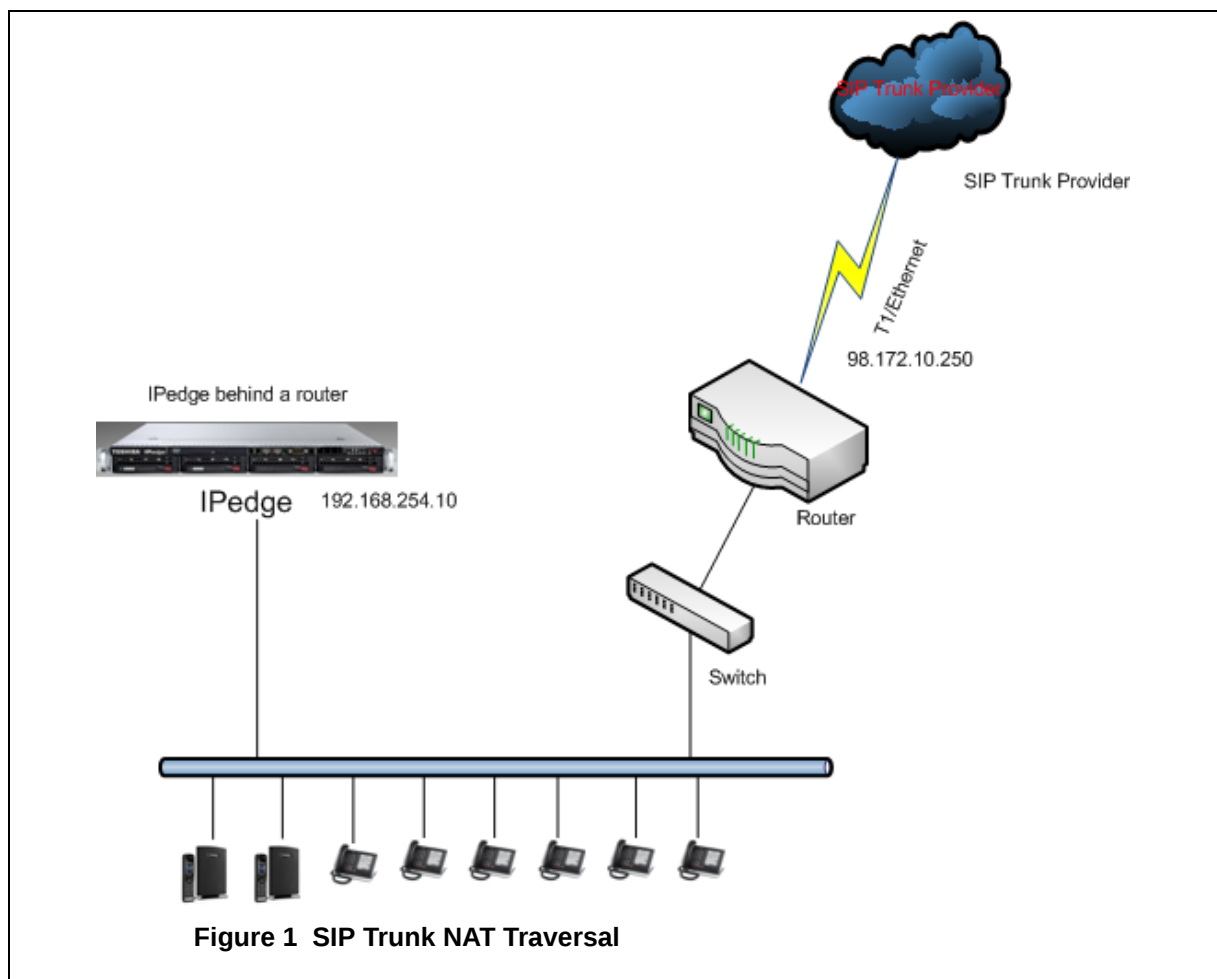
- SIP Trunk NAT Traversal
- SIP Trunk Integration with Tracer and Talkument

SIP Trunk NAT Traversal

In previous releases, in order to support SIP Trunking on the IPedge system where the IPedge is behind a firewall, the router needed to support an enterprise grade SIP ALG (Application Layer Gateway). With Release 1.3, the IPedge system will be able to support SIP Trunking with routers that cannot support SIP ALG (See [Figure 1 on Page 2](#)).

When used behind a NAT firewall that does not support a SIP ALG, the IPedge system can still be given a private IP address. The new capability will allow the IPedge server to use its internal Media Relay Server (MRS) to route media packets between the WAN and the LAN to internally fix-up the NAT translated IP address in the packets and the IPedge system will fixup the SIP messages. Within the NAT router, port forwarding rules will need to be configured, and a range of ports opened for the Media Relay Server.

When used with a NAT firewall that does support an enterprise grade SIP ALG (such as the Cisco ASA5500 product line), the SIP ALG feature needs to be enabled. In this configuration, the media packets will be routed directly from the LAN to the WAN and mid-call survivability of a PSTN call is possible.



SIP Trunk Integration with OAISYS Tracer and Talkument

OAISYS Tracer and Talkument have been one of the most popular applications for our contact center and office customers. Since the introduction of SIP trunk, some features have not been supported on the SIP trunk.

OAISYS and TOSHIBA have jointly worked on the issue and are pleased to introduce the new enhancement to provide customers with all the Tracer and Talkument features for SIP trunks.

OAISYS has developed and provided the SMDR matching logic to support SIP trunk with the Strata CIX and IPedge systems. However, some features that are available on PRI/T1/analog trunks are not available for SIP trunks with the SMDR matching logic as shown below.

Feature	SIP/TDM Trunk with CTI	SIP Trunk with Matching Logic
Station Information	x	x
Account Codes	x	Only after the call is completed
Start Date and Time	x	x
Call Duration	x	x
Call Direction	x	x
Manual Start/Stop Recording	x	
Caller ID	x	x
DNIS	x	x
ACD Agent	x	
ACD Group	x	
Extra Call Information	x	Only after the call is completed
After Call Actions	x	
Live Call Monitoring	x	No extension information on live calls
Screen Recording Option	x	
Desktop Client Application	x	

This enhancement allows the customer to take full advantage of Tracer and Talkument features when using SIP trunk with the IPedge system.

Please note that this enhancement is available only for the IPedge system. Please use PRI/T1/Analog trunk for CIX or use the SMDR matching logic with SIP trunk.

Requirements

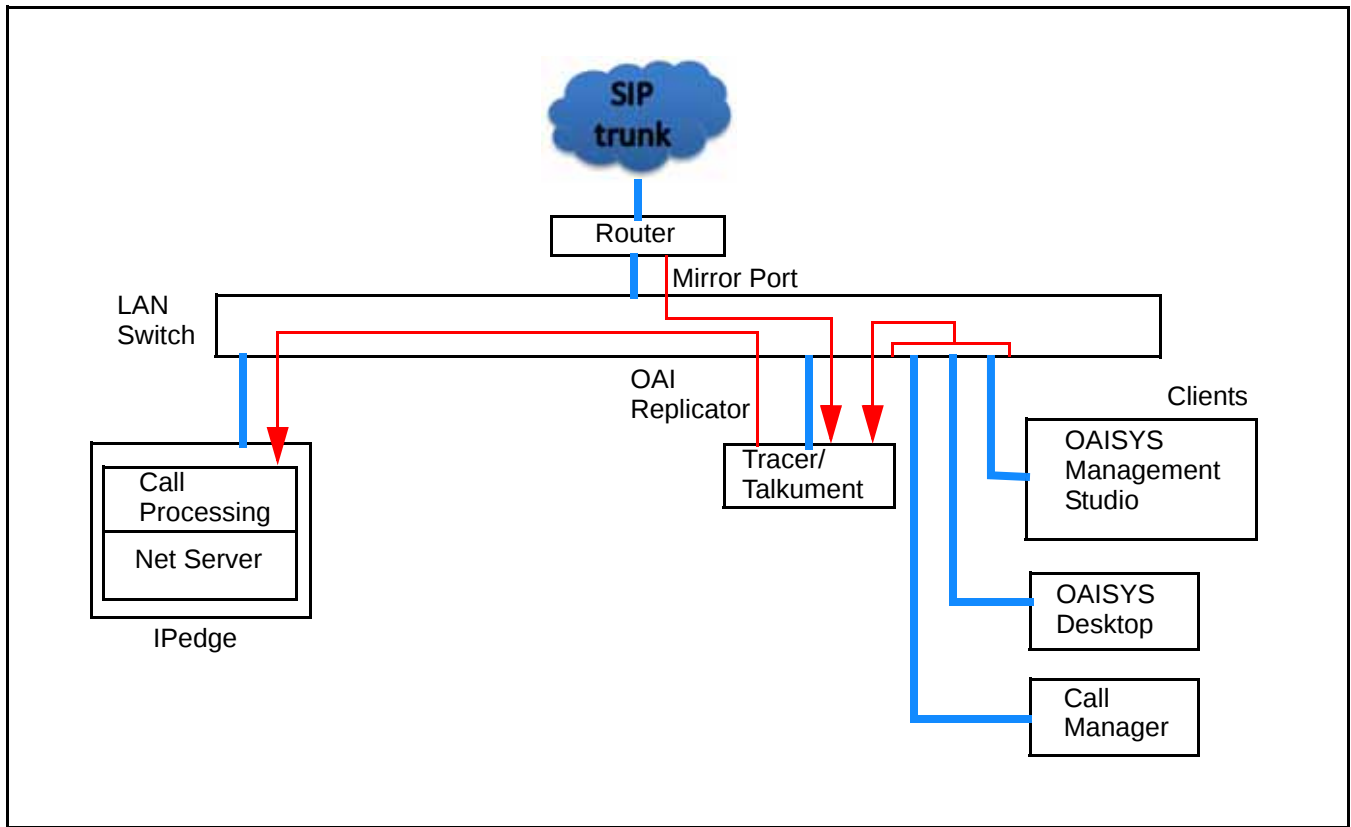
The following shows requirements to take advantage of SIP trunk integration enhancement.

IPedge GCP	Vx.x or later
IPedge GNS	1-xx or later
Net Server	4.7.xx or later
Tracer/Talkument	7.2.xxxx or later

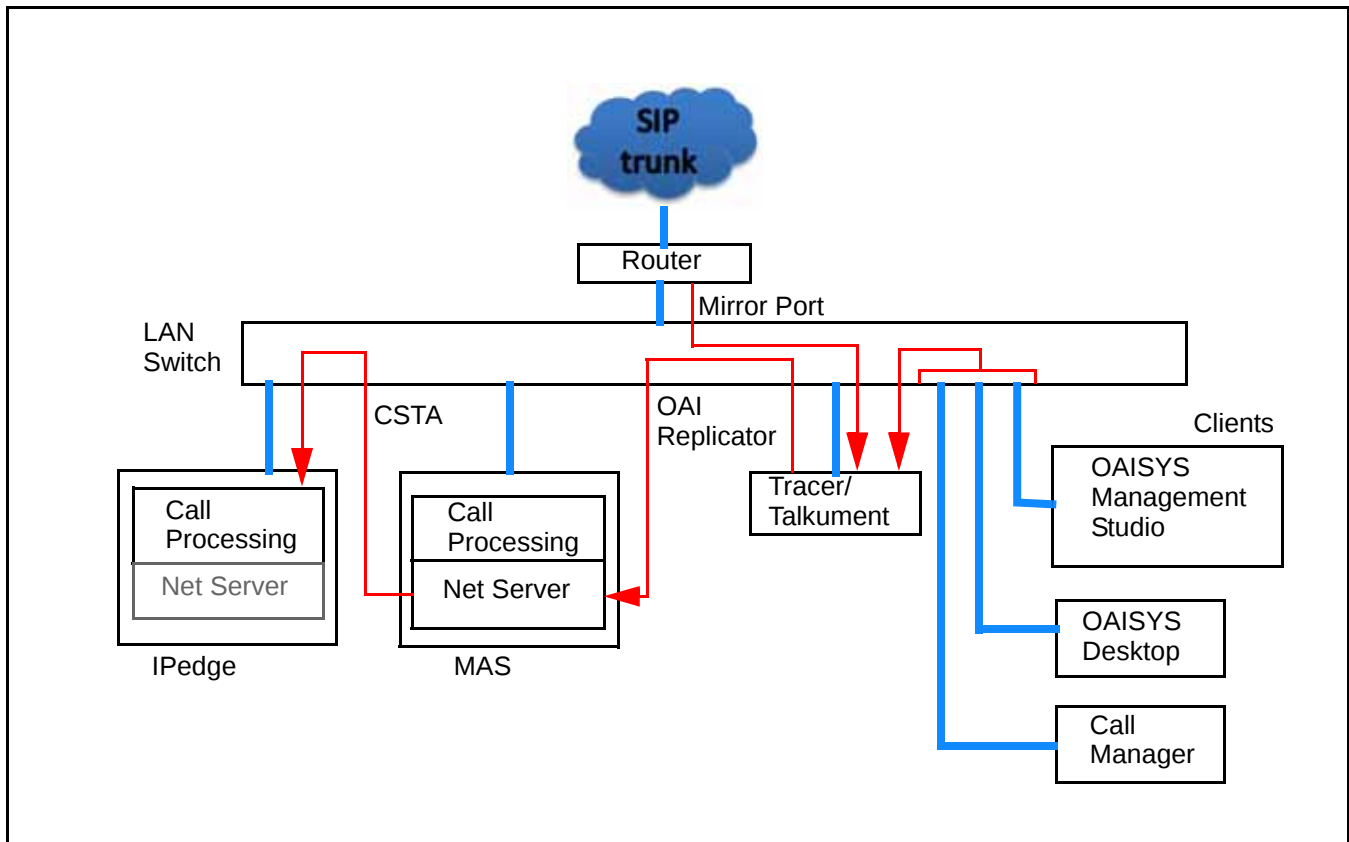
Supported Configurations

SIP trunk enhancement for Tracer and Talkument is available for IPedge Net Server and Windows based ACD system.

IPedge Net Server – Typically, this configuration is used for Talkument. When ACD is not required, Tracer and Talkument can connect to the Net Server in the IPedge system without using the Windows server. Tracer can support this configuration though ACD related features are not available.



ACD system – Typically, this configuration is used for Tracer with Toshiba ACD. Tracer can connect to Toshiba ACD server and use the ACD information such as ACD group or Agent ID to associate with the call recording. Talkument can support this configuration though ACD related features are not available.



Special Considerations

Step 1: Internet Service Providers (ISP) and Gateway Models

SIP trunk integration enhancement depends on certain SIP protocol messages, and some vendors may use SIP messages differently. Though the enhancement should usually work as it uses the standard messages only, some ISPs and/or gateways may not be compatible with our system. Toshiba has tested with the following ISPs and gateways.

ISP – MM Internet

Gateways – Adtran, Audiocodes and Epygi

Step 2: Network Environment

When Unifier is used in a Network ACD environment, Tracer or Talkument may not be able to associate the recordings with the extension number when the call is made between the SIP trunk and extension in the remote node. In order to support this configuration reliably, it is required to use the Call Router in the main node where the SIP trunk resides. Please contact Tech Support for this configuration.

Ordering and Installation

In order to take advantage of the new enhancement, the special build and the installation support from OAISYS is required.

Please make an appointment with OAISYS for the installation assistance using the Jump Start program (<http://www.oaisys.com/JumpStart.aspx>).

Pricing

The SIP Trunk Integration with Tracer and Talkument enhancement does not require any additional license for IPedge, Toshiba ACD, or Tracer/Talkument as long as all the necessary licenses for the system and SIP trunks is purchased. Please use Toshiba Quote to configure the ACD and Tracer/Talkument system.

Support

Please contact Toshiba Tech Support regarding IPedge and ACD issues. Please contact OAISYS Tech Support at 1-888-496-9040 for any installation and functional issues of Tracer or Talkument system.

Documentation

In addition to this IPedge Phase 1.3 Product Bulletin, the following documents are available on FYI:

- IPedge SIP Trunk Feature Description – includes SIP Trunk NAT Traversal and SIP Trunk Configuration.
- IPedge General Description

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