



Toshiba SIP IPEdge

2/18/2013

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OVERVIEW

OAISYS products integrate with Toshiba IPEdge systems to provide a robust call logging and call recording solution. This guide describes the connection and SIP Trunk integration requirements when using OAISYS with a Toshiba IPEdge.

REQUIREMENTS

- OAISYS Software Toshiba IPEdge Build
 - Download from this location:
<ftp://ftp.oaisys.com/pub/customers/hotfix/toshibaSIP/>
 - Please reference the [SIP Trunk Integration Guide](#) for additional details
 - Please reference the [RTP Configuration Guide](#) for configuration steps
- One voice port required per call on a SIP trunk
- Network Switch with Port Mirroring
- The Toshiba Level2 Service on the MAS/ACD must be at or above Level2 version 3.7.17
 - This is a part of Net Server setup version 4.7.19
- AudioCodes USB Dongle and HPX License
 - One monitor license per call
- AudioCodes driver 5.7 required.
 - Download from this location:
<ftp://ftp.oaisys.com/pub/downloads/3rdparty/Ai-Logix/5.7/>

EXPECTATIONS

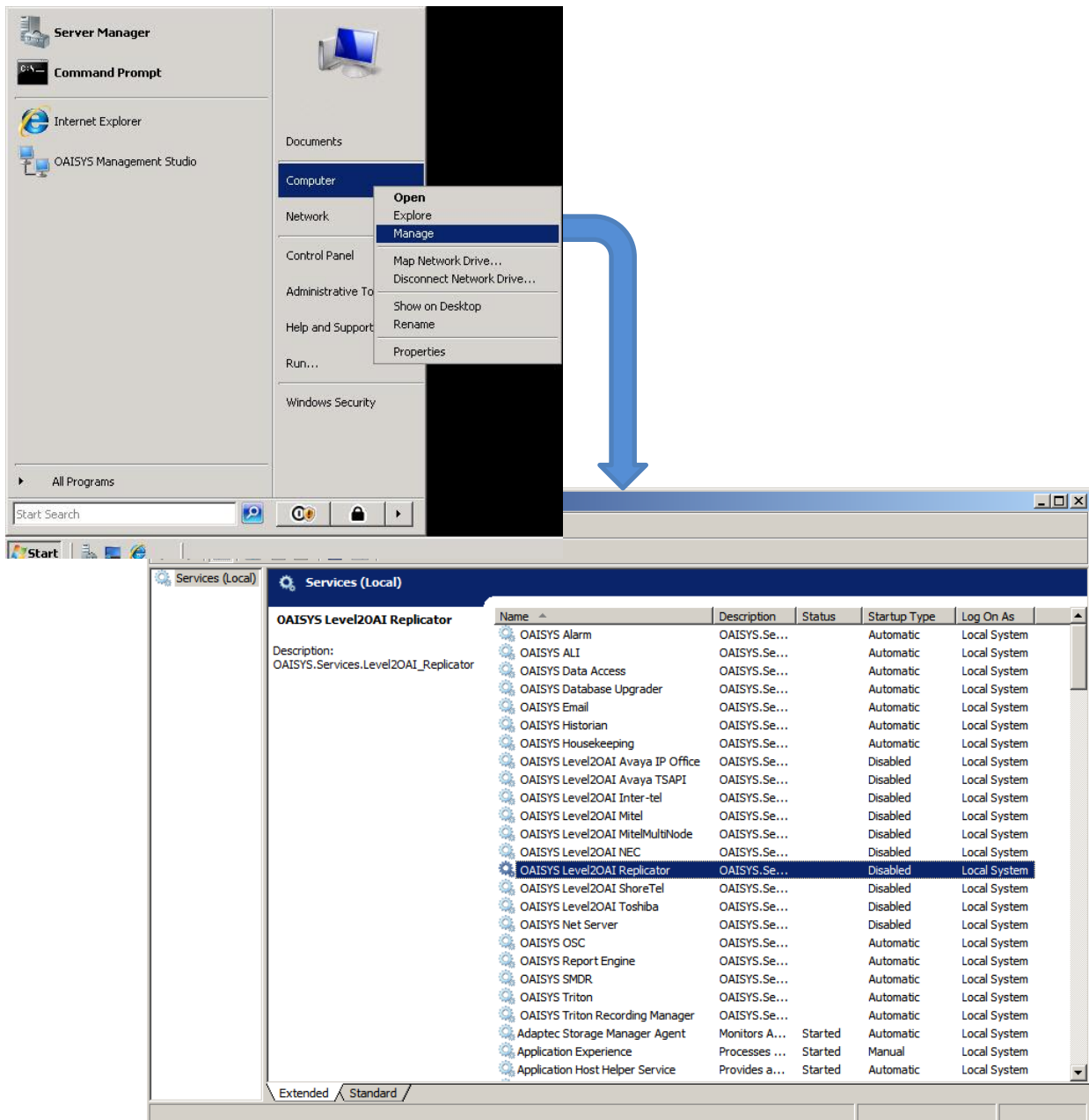
The information available to the OAISYS solution when recording occurs via Computer-Supported Telecommunications Applications (CSTA) which is a data stream that passes information from the PBX to a Third-Party application such as OAISYS. This includes device specific details such as:

- Extension
- Account Code
- *Agent ID – this feature requires Strata ACD
- Call Transitions

SECTION 1

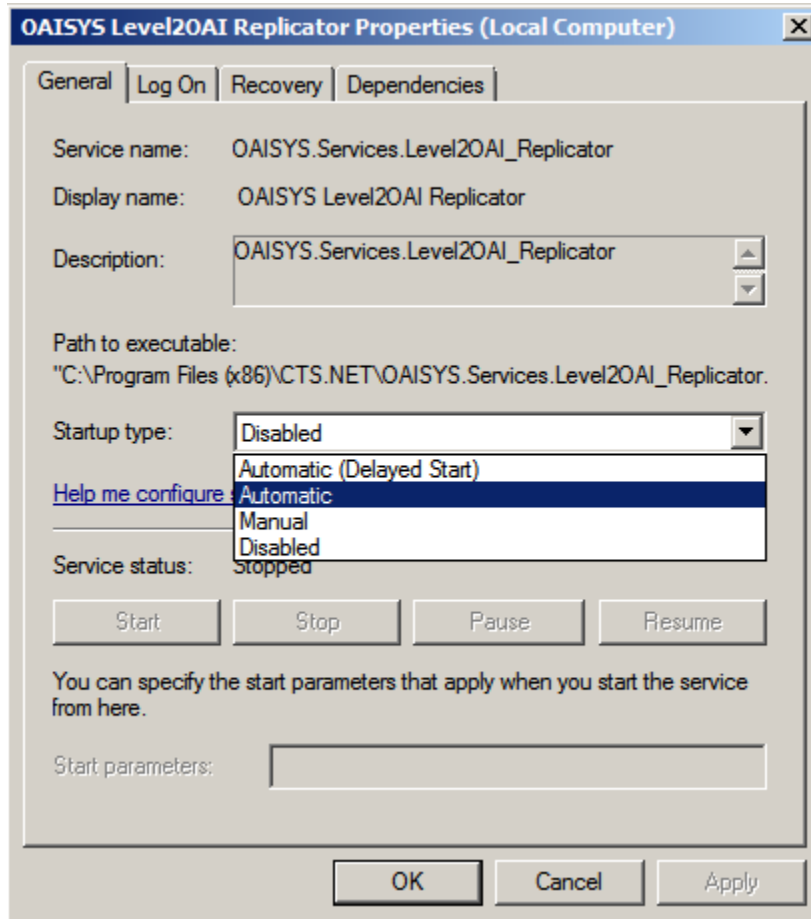
OAISYS LEVEL2OAI REPLICATOR

1. Navigate to Services Manager
2. Find the level2 OAI Replicator service





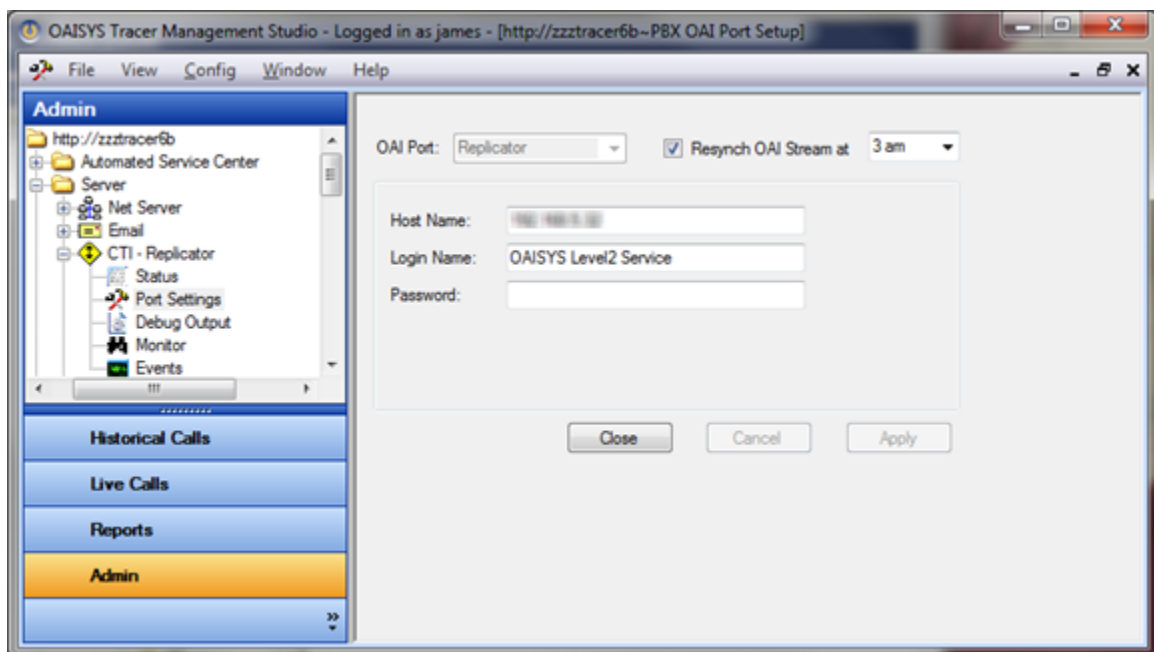
3. Right-click → select Properties and change Startup type to “Automatic” Startup
→ press Start to begin running



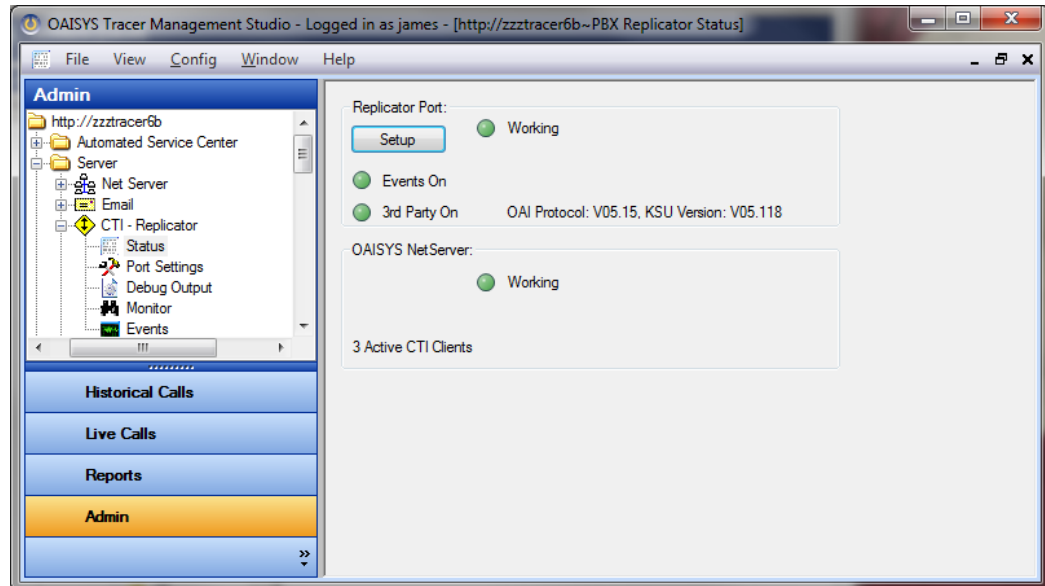
SECTION 2

PROGRAMMING THE IPEDGE INTEGRATION

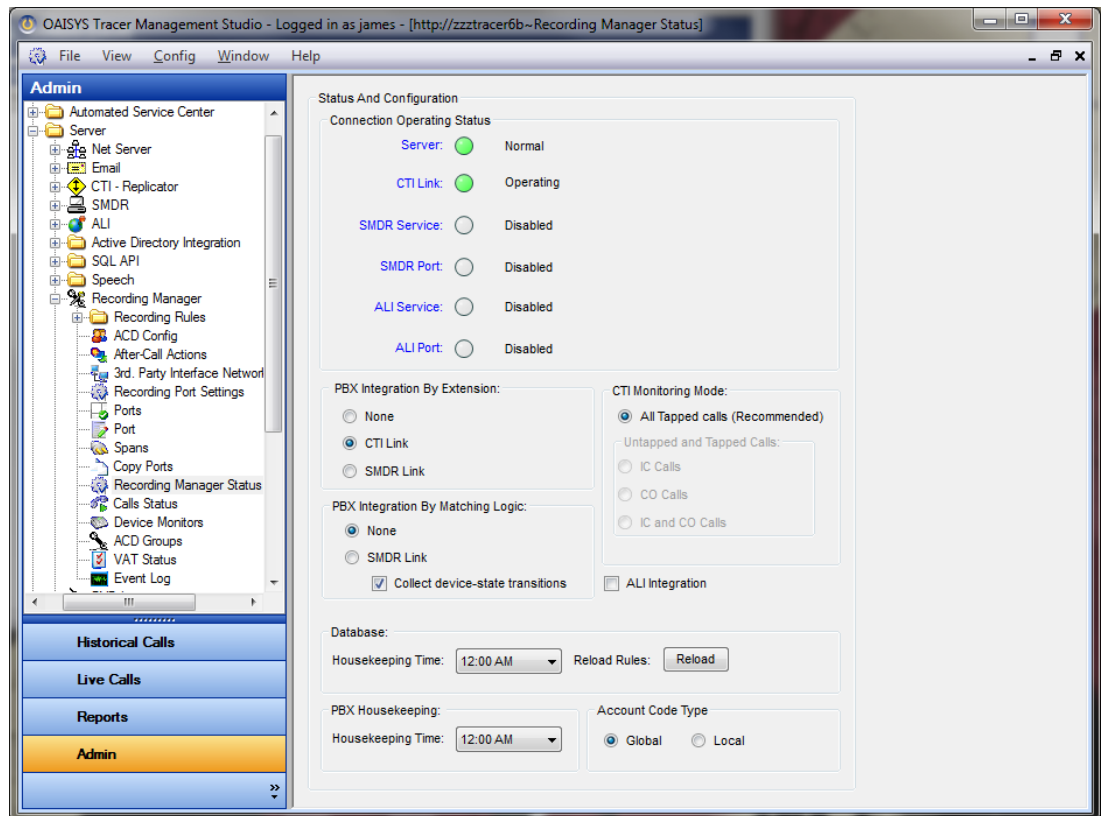
1. Under CTI – Replicator → Port Settings
2. Configure Replicator service to connect to the IPEdge
 - a. Enter IP address of IPEdge
 - b. Use default login name of “OAISYS Level2 Service”
 - c. Password remains blank



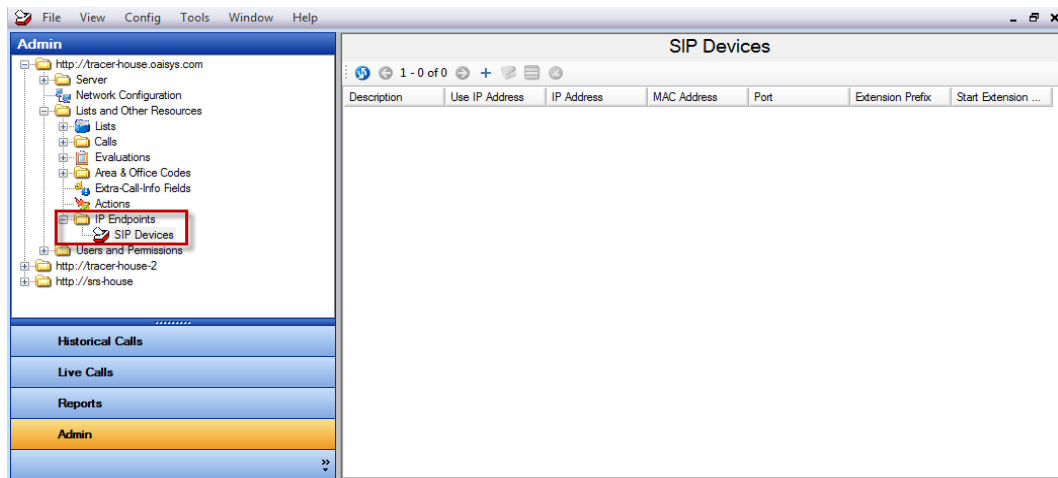
3. Under CTI – Replicator → Status
 - a. Verify Replicator connection to IPEdge is working and the indicator is green



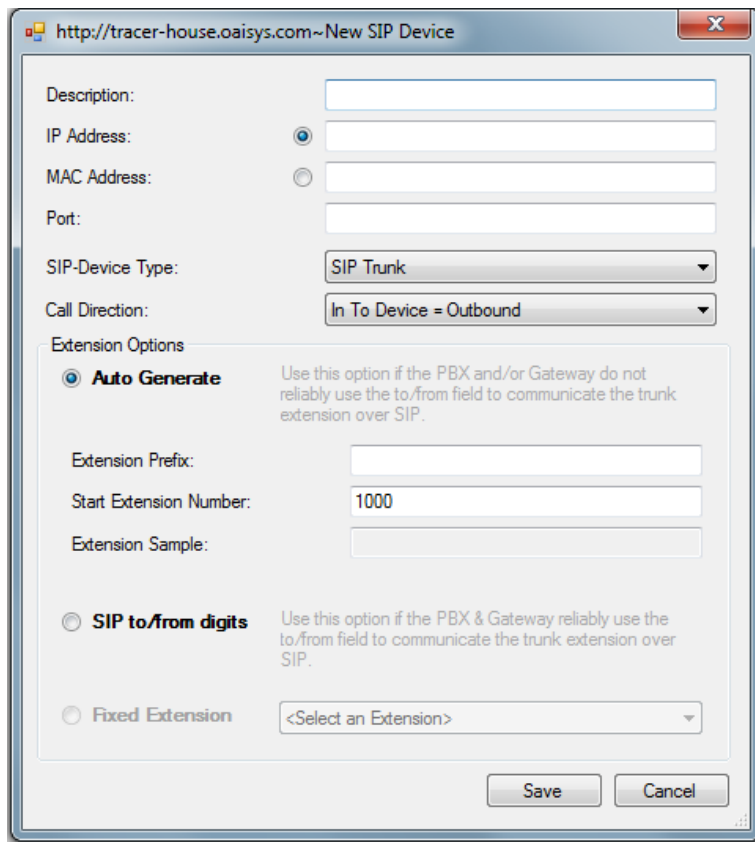
4. Configure the SIP trunk integration under Recording Manager → Recording Manager Status
 - a. Select CTI Link



5. Navigate to Lists and Other Resources → IP Endpoints → SIP Devices → add new SIP trunk settings



6. Click on Add New (+) to display the following



The screenshot shows the 'New SIP Device' configuration dialog box. The title bar reads 'http://tracer-house.oaisys.com~New SIP Device'. The form contains the following fields and options:

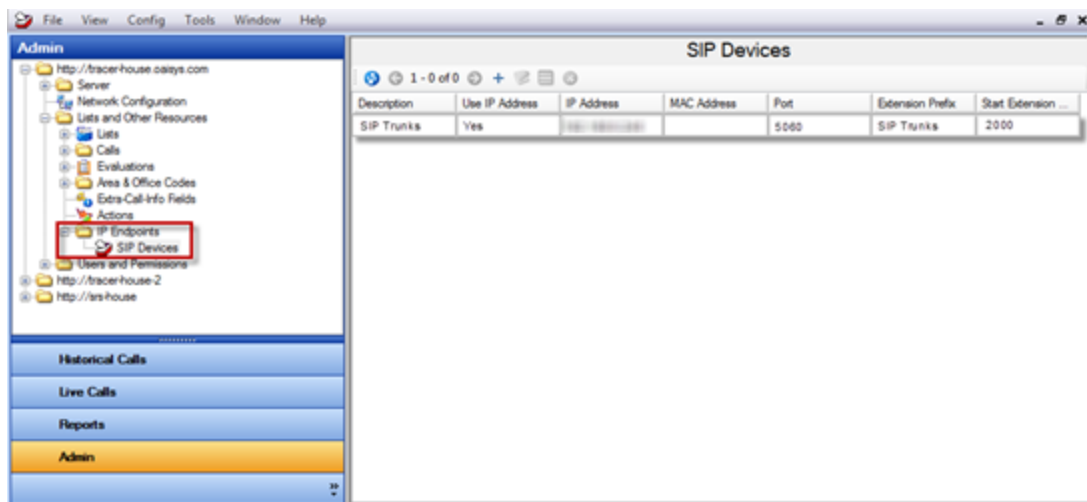
- Description: [Text Input]
- IP Address: [Text Input]
- MAC Address: [Text Input]
- Port: [Text Input]
- SIP-Device Type: SIP Trunk (Dropdown)
- Call Direction: In To Device = Outbound (Dropdown)
- Extension Options:
 - Auto Generate** Use this option if the PBX and/or Gateway do not reliably use the to/from field to communicate the trunk extension over SIP.
 - Extension Prefix: [Text Input]
 - Start Extension Number: 1000 (Text Input)
 - Extension Sample: [Text Input]
 - SIP to/from digits** Use this option if the PBX & Gateway reliably use the to/from field to communicate the trunk extension over SIP.
 - Fixed Extension** <Select an Extension> (Dropdown)

Buttons: Save, Cancel

- a. Enter a description
- b. Enter the IP address of the SIP Provider or the IP Address of the Edge Device (such as the router's internal address)
- c. Enter the SIP port number (default value is 5060)
- d. Select Auto Generate
- e. SIP to/from digits

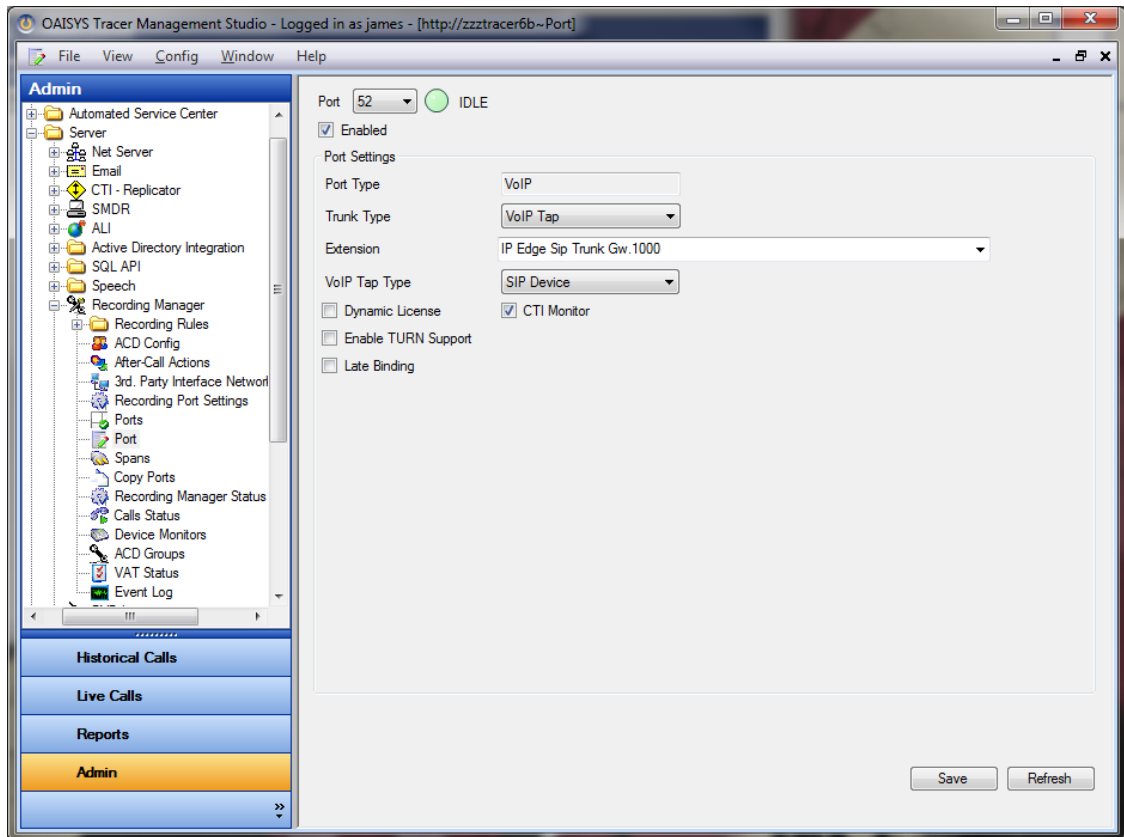
NOTE: The SIP call identifier does not need to be programmed as it is no longer static

7. The newly added SIP Trunk information will appear as follows





8. Select the Port and check the CTI Monitor box



If Technical Assistance is required, please call 888-496-9040, Option 4 for Support.