INTEGRATION GUIDE: BUSINESS SIP

This document outlines the requirements of the Telair Business SIP platform. It is highly recommended that your network environment meets or exceeds the below requirements in all areas listed. Unexpected issues may arise if your network environment is not compatible with the below requirements.

Customer Environment Requirements	Description of Requirements
IP ROUTING	• Connection to an ADSL2 (or better, Ethernet recommended) Internet connection. • A static public IP address that has been added to our SIP Platform's Firewall Rules (*please provide this to Telair for processing*).
LAN ENVIRONMENT	• Ensure the phone system/handsets/media gateway is connected to a LAN subnet with an internet connection that adheres to the configuration set out in the table below (Firewall/Router Settings).

Firewall/Router Settings

The following firewall configurations are required for Telair Business SIP services to successfully register to the Telair SIP registration servers and successfully make and receive calls:

Firewall Ports	Network Protocol	Application Protocol	Description
5060	UDP & TCP	SIP UAS	Used for SIP signalling (Standard SIP Port, for default Internal Profile).
16384-32768	UDP	RTP/RTCP Multimedia Streaming	Used for audio/video data in SIP and other protocols

> ⚠ **Note:** we highly recommend disabling **SIP ALG** for compatibility with our service.

Domains to be whitelisted

• sip-east.mycloudpbx.com.au
• sip-west.mycloudpbx.com.au

Please turn over for an example of our Business SIP Key Headers.

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Website: telair.com.au

Example of Business SIP Key Headers

An example is provided below of the key headers you can expect to see in a SIP INVITE on Telair Business SIP services.

In general, we make ourselves RFC compliant as often as possible to keep up with industry standards.

```
INVITE sip:0000000000@CUSTOMER.IP:5080 SIP/2.0
Via: SIP/2.0/UDP TELAIR.IP:5080;rport;branch=z9hG4bKNg3XHt7Q83cgN
Max-Forwards: 66
From: "0438000000" <sip:0438000000@203.201.155.55>;tag=rj26Ktj4pSt2p
To: sip:0000000000@CUSTOMER.IP:5080
Call-ID: 00acf6e9-bcf8-1238-a692-90b11c097850
CSeq: 15583414 INVITE
Contact: sip:@TELAIR.IP:5080
Allow: INVITE, ACK, BYE, CANCEL, OPTIONS, MESSAGE, INFO, UPDATE, REGISTER, REFER,
NOTIFY
Supported: timer, path, replaces
Allow-Events: talk, hold, conference, refer
Privacy: none
Content-Type: application/sdp
Content-Disposition: session
Content-Length: 248
P-Asserted-Identity: "0438000000" <sip:0438000000@TELAIR.IP
v=0
c=IN IP4 TELAIR.IP
t=0 0
m=audio 28042 RTP/AVP 8 0 101
a=rtpmap:8 PCMA/8000
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-16
a=ptime:20
call sequence:
INVITE
TRYING
180 RINGING
200 OK
ACK
```

We can also provide packet capture examples of the below, if required;

• Outgoing Trunk Group
• SIP Divert with Originating Caller ID
• SIP Registrations
• Inbound Calls

Please contact Technical Support if you require these additional packet capture examples.
Call 1800 835 247 > Option 2 > Option 2 - or email support@telair.com.au to lodge a support ticket.

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