INTEGRATION GUIDE: HOSTED VOICE

This document outlines the requirements of the Telair Hosted Voice 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. • Full IP connectivity to Telair Hosted Voice registration servers on the following range – 203.201.155.0 /24 • Full IP connectivity to Telair Hosted Voice provisioning servers on the following range – 203.22.70.0 /24 • A static public IP address that has been added to our Cloud PBX Platform's Firewall Rules (*please provide this to Telair for processing*).
LAN ENVIRONMENT	• Cabling (Category 5 cable or better between compatible network switch and handset). • Connectivity to a switch (with uplink for Internet access) via a RJ-45 port using Category 5 or better cabling. • Power over Ethernet (PoE) allowing for a draw of 2.4 – 10.5 W per phone OR; individual power pack and general power outlet (GPO) per phone. • DHCP server with available IP addresses in a subnet with Internet connectivity. • DHCP Server providing option 66 and option 160 if auto-provisioning is to be used. • A single VLAN for both data and phones OR; a voice VLAN and data VLAN both with Internet connectivity. IP connectivity between PC's and phones.

Firewall/Router Settings

The following firewall configurations are required for Telair Hosted Voice extensions to successfully register to the Hosted Voice 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.

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Phones on the Telair Hosted Voice platform can be enabled for auto-provisioning. The following DHCP options will be required for auto-provisioning to work correctly:

DHCP Option	Value	Supported Handsets
66	ps.mycloudpbx.com.au	Yealink, Cisco
160	ps.mycloudpbx.com.au	Polycom

Additionally, for the phones to successfully download their configuration files, the follow protocols will need to be enabled for inbound and outbound communication:

Protocol	Supported Handsets
TFTP	Yealink, Cisco, Linksys
HTTP	Yealink, Cisco, Linksys
FTP	Polycom

Acronyms & Abbreviations

Name	Description
ADSL	Asymmetric Digital Subscriber Line
ALG	Application Layer Gateway
DHCP	Dynamic Host Configuration Protocol
FTP	File Transfer Protocol
GPO	General Power Outlet
HTTP	Hypertext Transfer Protocol
IP	Internet Protocol
LAN	Local Area Network
PC	Personal Computer
POE	Power over Ethernet
RJ-45	Registered Jack 45
RTP	Real-time Transport Protocol
RTCP	RTP Control Protocol
SIP	Session Initiation Protocol
TCP	Transmission Control Protocol
TFTP	Trivial File Transfer Protocol
UAS	User Agent Server
UDP	User Data Protocol
VLAN	Virtual Local Area Network

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