Network Access Guide

ALICE Receptionist
NETWORK ACCESS GUIDE

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ALICE Receptionist Configuration Options

The ALICE Receptionist system can be configured differently based on a customer's network, security and technology infrastructure needs and abilities. When planning for the implementation of the ALICE Receptionist system customers must choose from the below Communications and Administration setup options. Customers are free to mix Cloud and Local configurations for the two setup options.

COMMUNICATIONS

ALICE Cloud Communications

Audio and Video Communications are performed using the ALICE Cloud Communications platform. Customers who choose to use the ALICE Cloud Communications service should review the ALICE Cloud Communications section of this document.

LOCAL Communications

Audio and Video communications are performed using a SIP enabled VOIP communications server located on the customers network. Customers who choose to use the Local Communications setup should review the Local Communications Access section of this document.

ADMINISTRATION

ALICE Cloud Administration

User and system configuration and administration is stored and managed on the ALICE cloud platform. Company administrators access the Admin Portal using a secured portal. Customers who choose to use the Cloud

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Administration setup should review the [Alice Cloud Administration Services](#) section of this document.

LOCAL Administration

User and System configuration and administration is stored and managed on the customers local network. Company administrators install the ALICE Local Admin windows application on their desktop to administer content and users. Customers who choose to use the Local Administration setup should review the [Alice Local Administration Services](#) section of this document.

ALICE Receptionist License Servers

LICENSE SERVERS (Required for all configurations)

All ALICE Receptionist software must have access to the following License server for software license validation progress regardless of the customer's choices to use cloud or local configurations. Software License validation is performed by ALICE software every time the software is launched.

ALICE License Service:

URL ADDRESS:	**https://webservices.alicereceptionist.com**
PORT:	**443**
USED BY:	ARD, ARC, Alice Local Admin

Counterpath License Service:

EXCEPTION *:Customers who have chosen Local Communications and are using Microsoft Lync or Skype for Business for their Local Communications server DO NOT need to access the Counterpath License Server and can skip this configuration.*

URL ADDRESS:	**https://secure.counterpath.com**
PORT:	**443**
USED BY:	ARD, ARC

ALICE Cloud Communications

ALICE Cloud Communication server uses UDP protocol over port 5060 for SIP communications transport. Customers will need to create a rule for their network firewall to allow both Inbound and Outbound UDP traffic on port 5060 to the ALICE Cloud Communications servers.

If you are using the ALICE Cloud Communications Service you will need to create the following rules to allow SIP communications to the ALICE Cloud Communications servers.

URL ADDRESS:	**na.sip01.alicereceptionist.com**
	na.sip02.alicereceptionist.com
PORTS:	**5060**
PROTOCAL:	**UDP & TCP**
DIRECTION:	**IN BOUND & OUT BOUND**
USED BY:	ARD & ARC

In addition to the above port setting, depending on the configuration of the customers' network router you may or may not need to open a range of ports for SIP traffic to navigate over internally.

Typically after the SIP communications is successfully established over port 5060, the customers' network router will dynamically pick ports between the range of 10,000 and 20,000 to handle the actual communications traffic for the remainder of the call. Depending on the router configuration it could choose a different range of port address. In most cases the required SIP traffic can flow freely over these dynamically selected ports. On some router configurations, that traffic may be blocked and require the customer to open SIP traffic for the entire range of ports their router if configured to use.

We recommend customers attempt calls with just the port 5060 configuration and only add rules for the 10,000 to 20,000 range if necessary.

ALICE Local Communications

Customers who choose to use Local Communication can use almost any SIP enabled VoIP communications server. This includes popular phone systems such as Cisco, Avaya, Siemens, Microsoft Lync and others.

To configure ALICE to use your local communications server, provision a SIP User extension or account on your local communication server. The Alice Directory (ARD) software can be configured use that extension or account to register and make call to other users on your local communications server.

If your local communications server is not already configured to support SIP video calls over IP you may need to make configuration changes to your communication server to enable video calls. Consult your communications server documentation for more information on this.

ALICE Cloud Administration Services

Customers, who choose to use the ALICE Cloud Administration services, will need to open the following ports for the ALICE system to communicate over secured ports with the ALICE Cloud services. Depending on the ALICE Applications and features you plan to use, you will need to provide access to different ALICE Cloud Services:

URL Address: **https://servicesard.alicereceptionist.com**
PORT: **443**
USED BY: ARD & Alice Local Admin Application

URL ADDRESS: **https://servicesarc.alicereceptionist.com**
PORT: **443**
USED BY: ARC

URL ADDRESS: **https://checkin.alicereceptionist.com**
PORT: **443**
USED BY: ARD - ALICE Visitor Check-In / Out feature

URL ADDRESS: **https://widgets.alicereceptionist.com**
PORT: **443**
USED BY: ARD - ALICE Widgets (Weather, Induction, Photo Gallery, Custom Messages)

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ALICE Local Administration Services

Customers, who choose to use the ALICE Local Administrations, will need to install the ALICE Local package. The ALICE Local package includes MS SQL Database and Windows Services that can be installed on the ALICE Directory Machine, or any other Server on the customer's network. Because the ALICE database and Windows Services, need to be available to the ALICE Receptionist software (ARD & ARC) at all times in order for the ALICE system to operate, they should be installed on a system that remains running at all times. During the installation of the ALICE Local package the customer must choose a PORT for ALICE Receptionist applications to use to communicate with the ALICE Local windows services. The default Port is 8010.

Address: *{Machine Name}*
DEFAULT PORT: **8010**
USED BY: ARD & Alice Local Admin Application

ADDRESS: *{Machine Name}*
DEFAULT PORT: **8010**
USED BY: ARC

ADDRESS: **https://widgets.alicereceptionist.com**
PORT: **443**
USED BY: ARD - ALICE Widgets (Weather, Induction, Photo Gallery, Custom Messages)

*ALICE Check-in / Check-Out features are not available when using ALICE Local Administration Services.