



ALICETM RECEPTIONIST

Communications Guide

ALICE Receptionist Guide for ALICE Cloud Communications Services

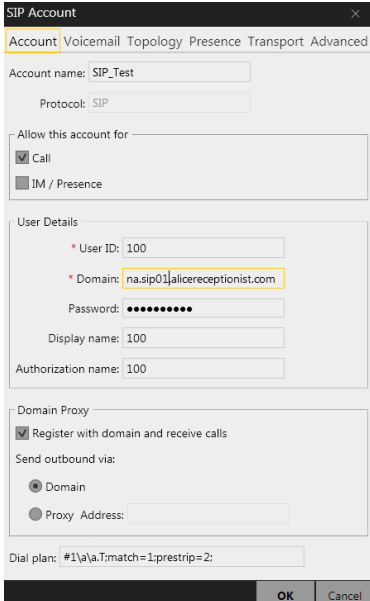
To connect the ALICE Receptionist system to use the ALICE Cloud Communications Service for communications, the following steps must be completed:

1. Ensure your **network and firewall** are configured to support SIP traffic (Video and Audio packets) between the ALICE Receptionist System and the ALICE Cloud Communications Servers:
 - Add the necessary rules to your corporate firewall to allow both UDP and TCP traffic inbound and outbound to the following addresses on the following ports:
URL ADDRESS: **na.sip01.alicereceptionist.com** **PORT: 5060** (North America)
URL ADDRESS: **na.sip02.alicereceptionist.com** **PORT: 5060** (North America)
URL ADDRESS: **na.sip03.alicereceptionist.com** **PORT: 5060** (International)
2. Ensure the ALICE Receptionist system can reach the following **ALICE License Servers**:
 - a. ALICE License Service:
URL ADDRESS: **https://webservices.alicereceptionist.com** **Port: 443**
 - b. Counterpath License Service:
URL ADDRESS: **https://secure.counterpath.com** **Port: 443**
3. **OPTIONAL: Test the SIP Extension provisioned for the ALICE system:** Download and install counterpath's free x-lite softphone from counterpaths (www.counterpath.com) website or from this address:
http://counterpath.s3.amazonaws.com/downloads/X-Lite_4.9.5.1_81564.exe

Once installed configure the X-lite softphone to use the SIP Extension provided for the ALICE Directory. Verify you are able to do the following in the X-Lite software:

- a. Register the SIP extension on the ALICE Cloud Communication Service
- b. Place a call from the softphone to a desk phone or another softphone.

Attempt the type of call you intend to use ALICE for (audio or video) to one of your endpoints and verify that the SIP traffic is able to successfully traverse your network. Once you are able to verify calls are successful with the X-Lite client, you're network is correctly configured for the ALICE Receptionist system.





ALICE™
RECEPTIONIST

Communications Guide

If your test show that the audio or video communications is not working on the x-lite client or the endpoint, you will need to review your firewall configuration to determine what is preventing the SIP traffic from successfully traversing your network.