

SIP Print Administrator Guide

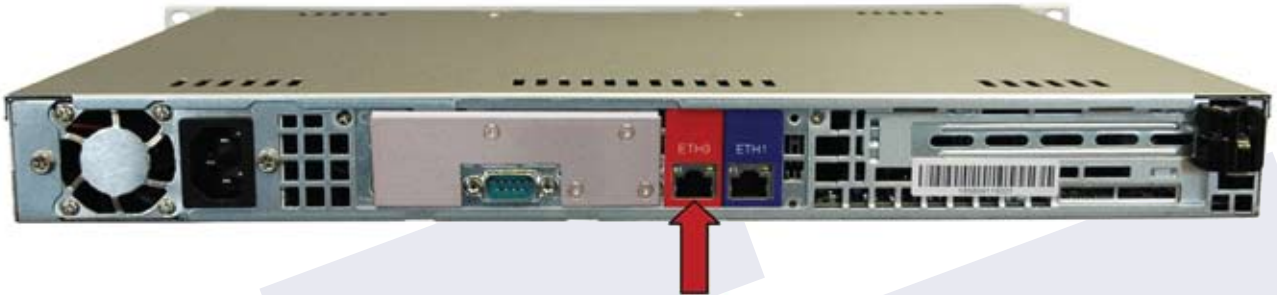


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Unpack, Install and Power-up SIP Print Appliance

- Unpack the SIP Print appliance from its shipping container.
- Open the accessories box and locate the power cord and wall-mount bracket.
- There is only one (1) wall-mount bracket to which the SIP Print unit can be attached for wall mounting installations. It is strongly recommended you mount SIP Print in an equipment rack (preferred) or on a wall in an air conditioned environment using the enclosed wall-mount bracket and screws.
- If you choose to mount SIP Print in a rack, follow the rack manufacturer's instructions for mounting a 1U form factor device. The appliance has three screw holes for rack mounting. We recommend mounting the SIP Print appliance using a minimum of two screws per bracket for proper rack mounting.
- When mounting the SIP Print unit on a wall using the enclosed wall-mount bracket, first attach the bracket to one side of SIP Print. Hold the appliance against the wall and use the bracket holes as a template and mark the wall with a pencil for proper hole location. Proper wall mounting requires that the holes align with a wall stud for adequate support.
- Connect an Ethernet network cable to the network interface port marked ETH0 (the RED port on the backside of the appliance).



- Attach the power cable to the power port on the back of the SIP Print unit.



- Power-up the unit by pressing the RED power switch on the front cover



Port-Mirroring Overview

The SIP Print appliance “listens” for VoIP traffic on the network. In order for it to hear all VoIP activity, including internal station-to-station activity, that traffic must be mirrored to the SIP Print appliance via a port-mirroring switch.

A typical network switch segments traffic by IP Address (some use MAC Id's as well). Switches gained favor over hubs because they reduced network traffic. Hubs just acted like local repeaters, broadcasting all traffic throughout the network and creating a lot of excess network traffic.

A Port-Mirroring switch acts just like a normal switch, with the additional capability of making a copy of traffic from and to one or many ports and sending that replicated traffic to an additional port. Once properly configured, a port-mirroring switch can copy (mirror) all traffic to and from any specified switch ports and send that mirrored traffic to the port connected to the SIP Print appliance. Now the SIP Print appliance will receive a copy of the traffic to/from any handset, including internal station-to-station calls, and record the conversation.

In cases where a SIP trunk is connected to the IP-PBX (the SIP proxy) or to a gateway/router or other network device (including PSTN translators) connected to the port mirroring switch, traffic to and from this port should be mirrored to the port connected to the SIP Print appliance.

This might be considered excessive, but in this manner all traffic to and from the handsets and the PSTN is captured and recorded while eliminating duplicate VoIP packets.

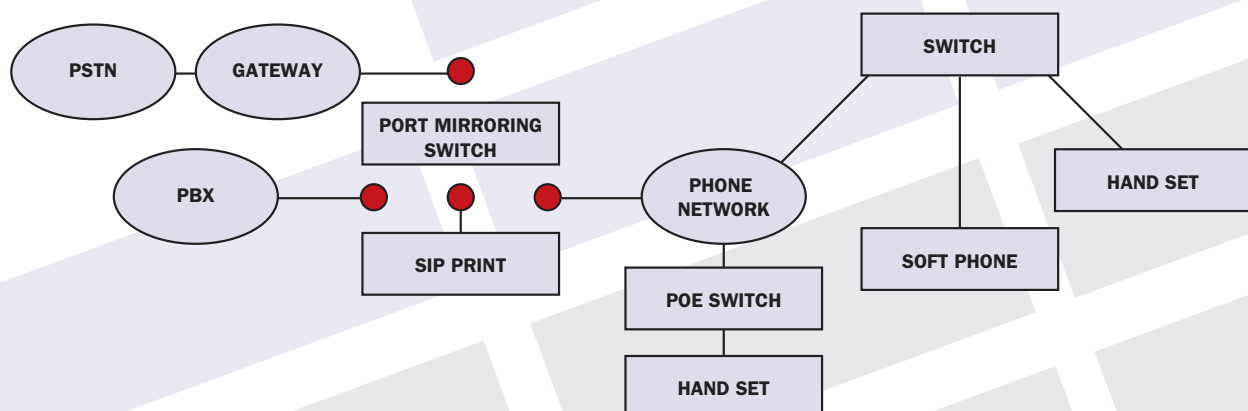
One recommended option for an inexpensive and small port-mirroring switch is the NetGear GS108t.

Configuration Options

The following section provides an overview of the three most common scenarios for configuring the SIP Print system in a VoIP network environment:

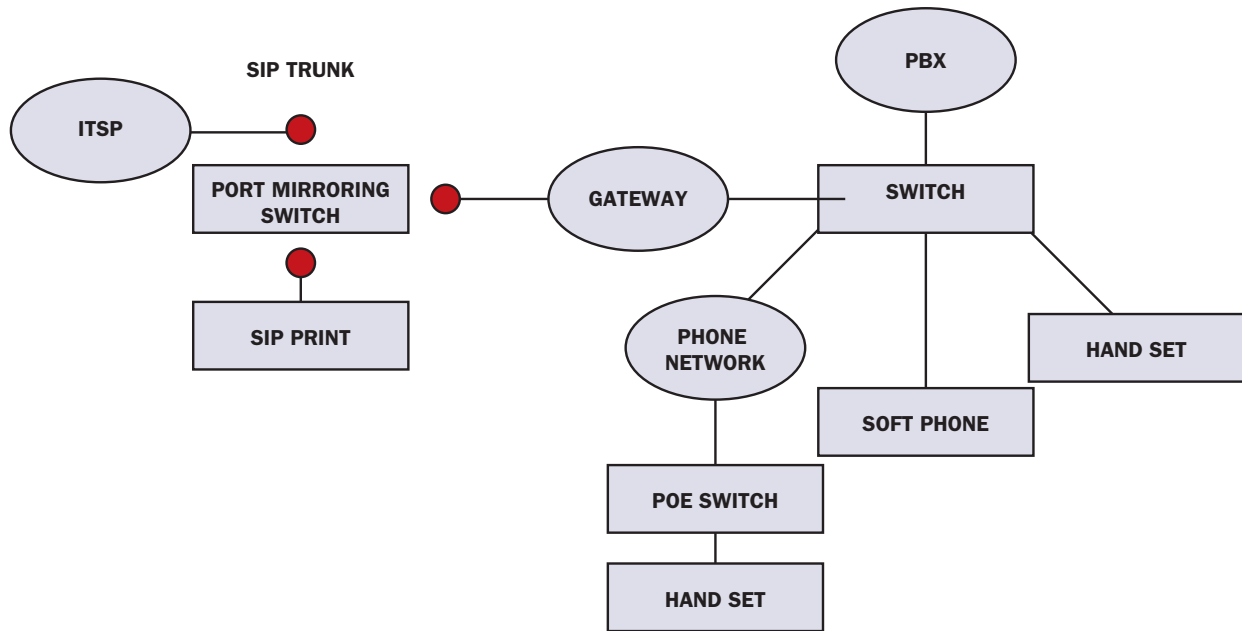
Option 1:

Capture calls from and to the network from within the VoIP network, but do not capture local handset to local handset calls;



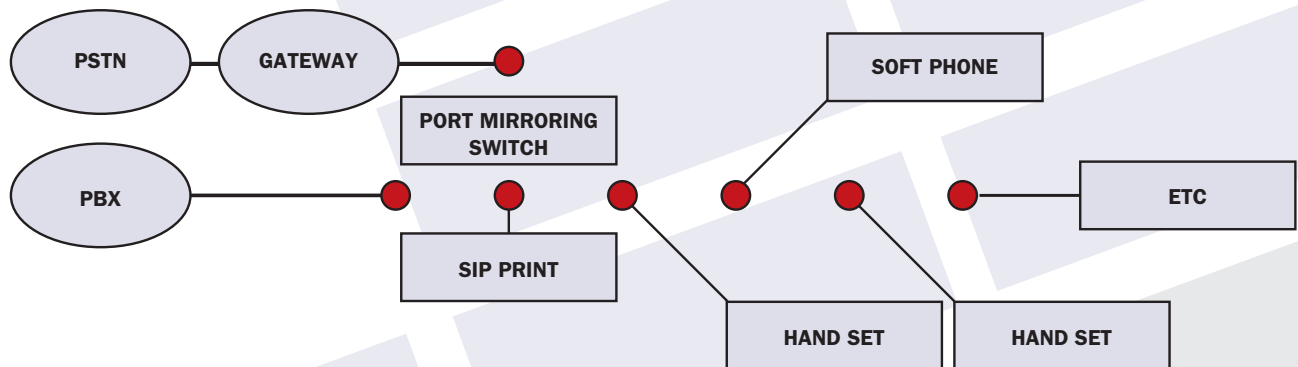
Option 2:

Capture calls to and from outside the VoIP network (known as trunk side – you must have SIP trunks to do this), but do not capture local handset to local handset calls;



Option 3:

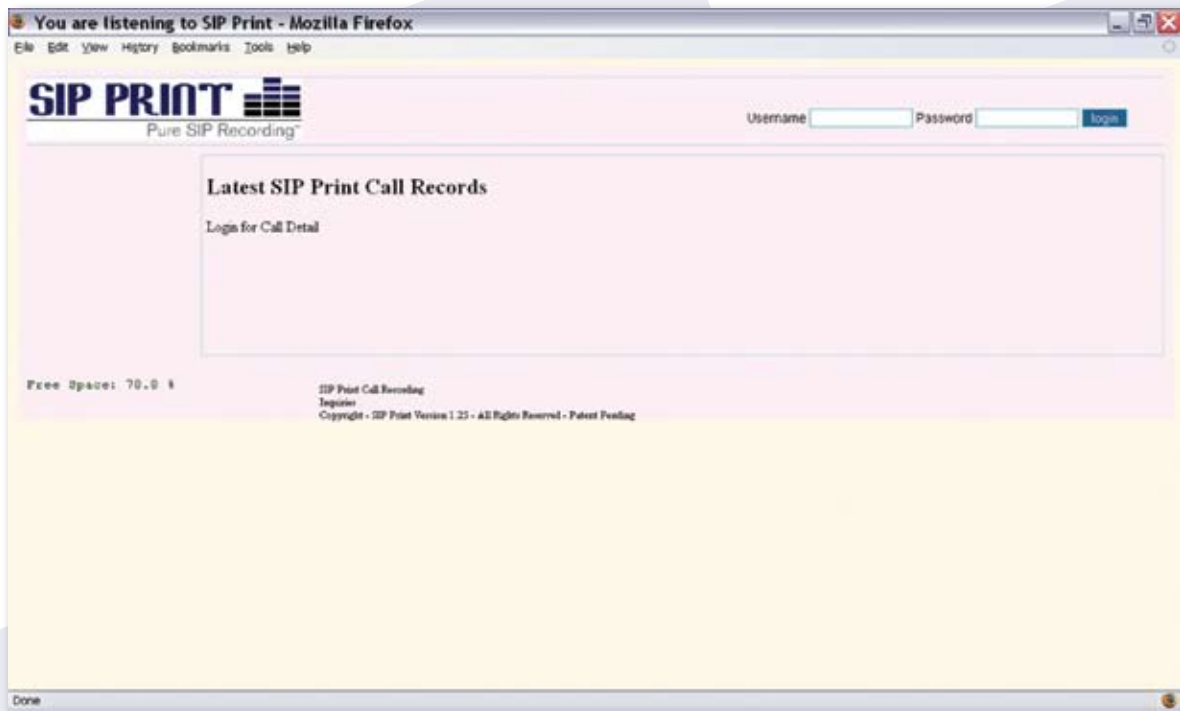
Capture calls from handset to handset and to and from outside the VoIP network as well;



All ports on the port-mirroring switch mirror to the SIP Print port (which is not a mirrored port).

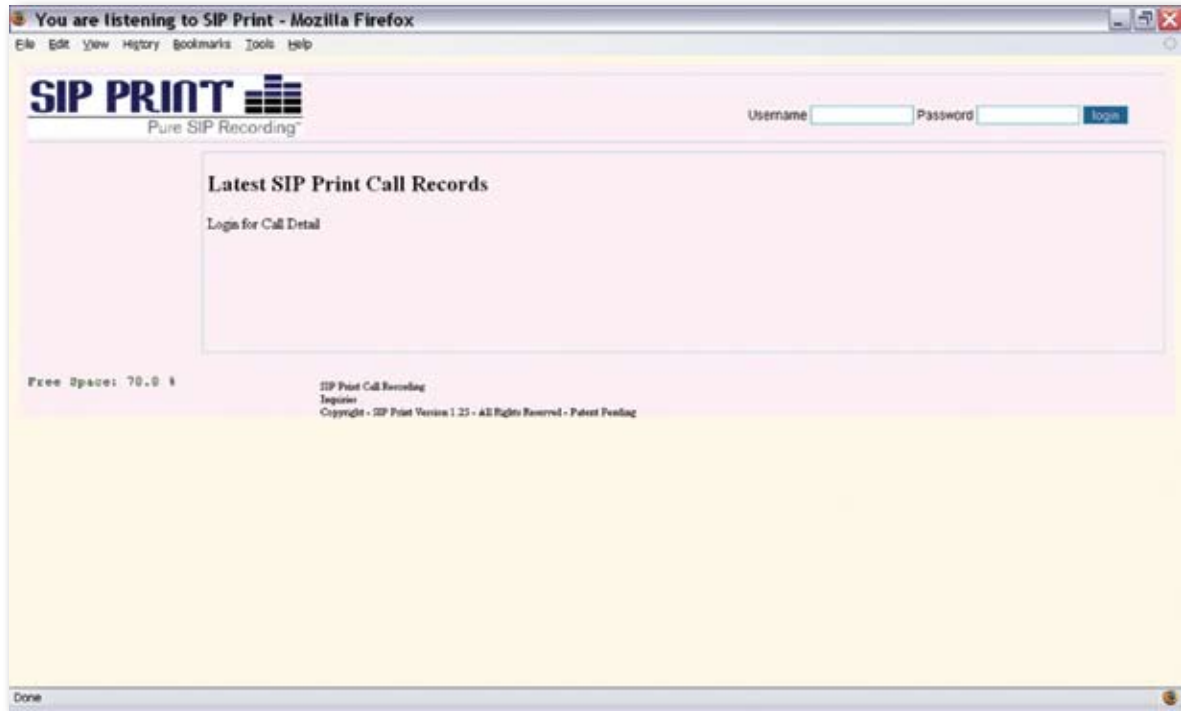
Connect SIP Print to the Network

- 1) Previously, you connected an Ethernet network cable to the network interface port marked ETH0 (the left-most, RED port when viewing the back of the appliance).
- 2) Now connect the other end of the network cable to the receiving port on the mirroring switch.
- 3) Refer to the Vendor Instructions from your Port-Mirroring Switch provider for instructions on how to mirror traffic from one port to another. Ensure that traffic is mirrored, not redirected. Mirroring makes a copy of the traffic and sends the copied traffic to a designated port. Redirecting traffic sends all traffic to a designated port instead of its original intended destination.
- 4) Select the most appropriate configuration from the options in the previous section.
- 5) Logon to a computer that is part of the network
 - The computer should have an IP Address of 192.168.2.x where x is not .253).
 - Administration and management of the SIP Print appliance is handled through a web browser session on any computer connected to the same physical network as SIP Print and to the same IP Addressing scheme as SIP Print.
 - The default data connection IP Address of SIP Print may be changed. The default data connection IP Address of SIP Print as shipped is 192.168.2.253. It is a static address.
 - The computer name of the SIP Print appliance is "SIP Print."
- 6) Open a browser and type in http://192.168.2.253 in the URL bar. Supported web browsers include Internet Explorer, Firefox and Safari.
- 7) The following screen appears:



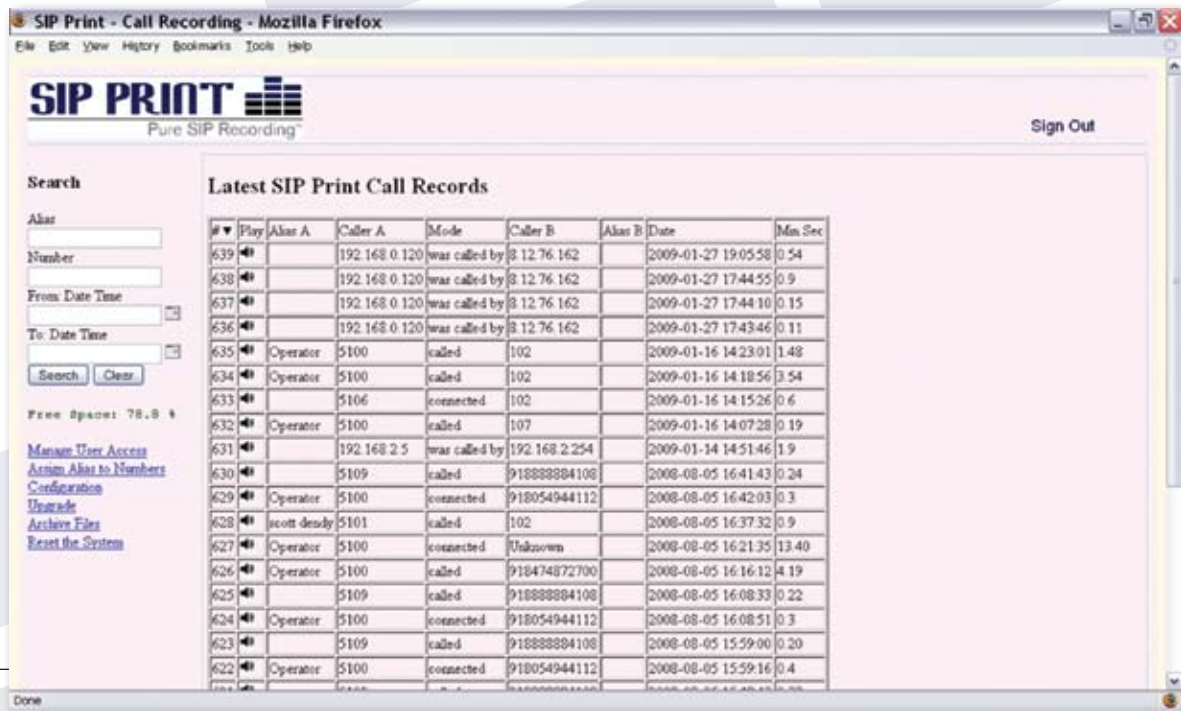
8) SIP Print Login

- The primary account username is “master”.
- The password to this account (as shipped) is “a”. This is the default and may be changed. This account and password are the primary account and password for system administration.



Main Screen

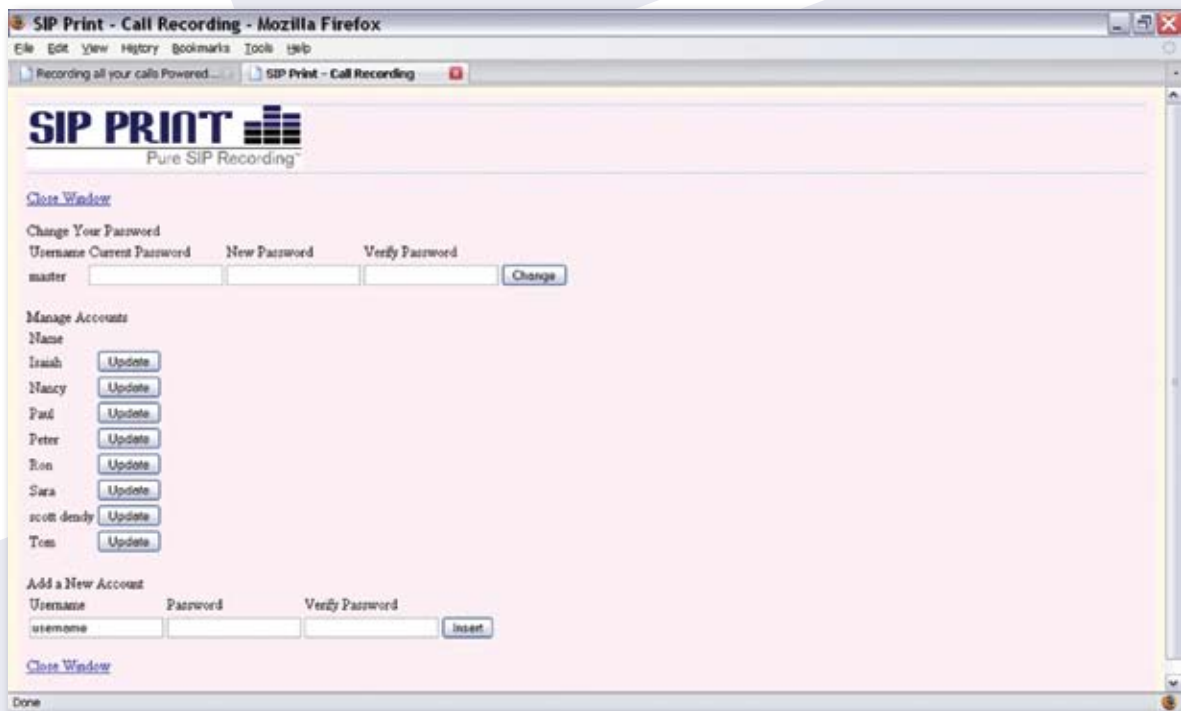
- 9) Entering the username “master”, and the password, “a” and clicking on the Login button produces the following screen;



- 10) **Call Listing:** Notice the listing of calls on the left-hand side of the screen.
- 11) **Free Space:** This indicator reflects the amount of storage space remaining on the unit. This indicator changes color and size at various levels of free space availability.
- 12) **Searching:** Notice the various search options on the left side of the screen. These search criteria can be combined for more precise searching (with an implied “AND” operator).
 - Specifying “805” in the number search field will return a listing of all calls whose numbers contains 805.
 - Specifying a date of (yyyy-mm-dd) 2008-08-25, will return all calls listed on that date.
 - Searching on both of the above criteria simultaneously will return all calls for that date where one of the number fields also contains 805.
- 13) **Column headings:** Clicking on the column heading allows you to sort by the column heading. Clicking on the column heading a second times reverses the sort of the column heading.
- 14) **Playing Call Recordings:** Click on the speaker icon for a given call to download and automatically play the recording via your default media player.
- 15) **Save As:** You may use the “Save As” function of your media player to save a call to your local computer.
- 16) **Emailing Call Recordings:** From the desktop you may email call recording files by attaching them to an email message you create with your email client.

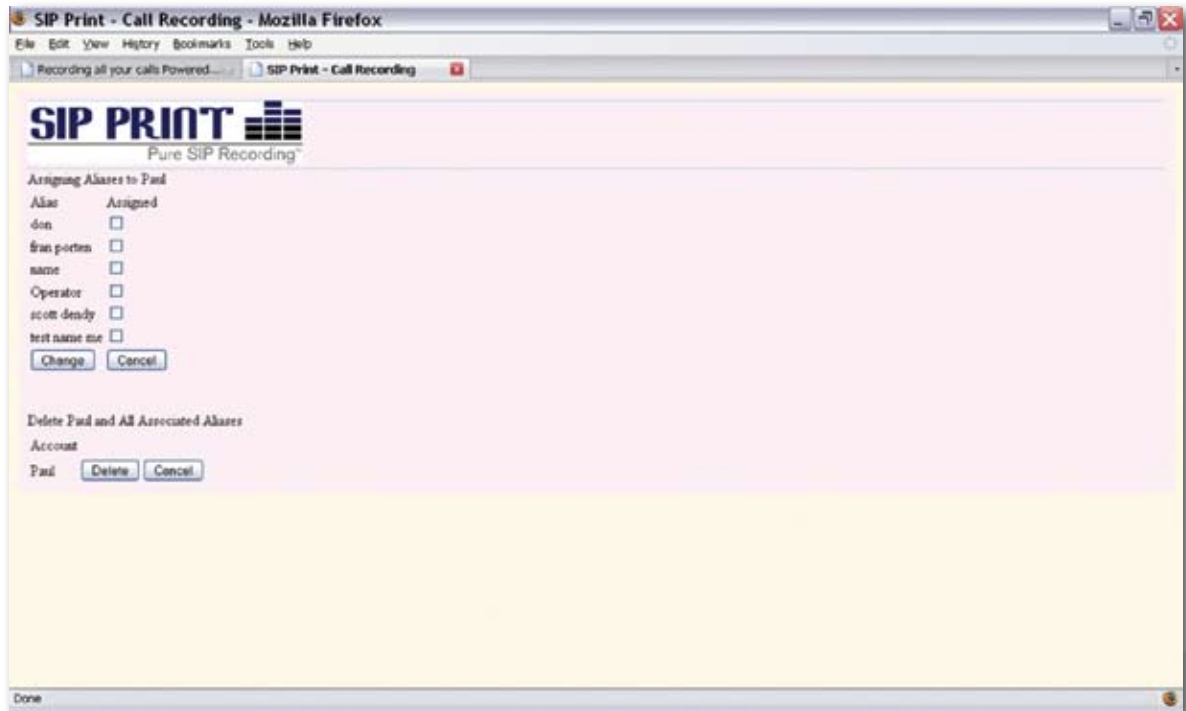
Manage User Access

- 17) From the Main Screen, click “**Manage User Access.**” This function allows the administrator to change passwords and manage other SIP Print user accounts. Key features include:
 - Change the password of the current user account
 - Update an existing user account
 - Add a new user account



Manage Accounts

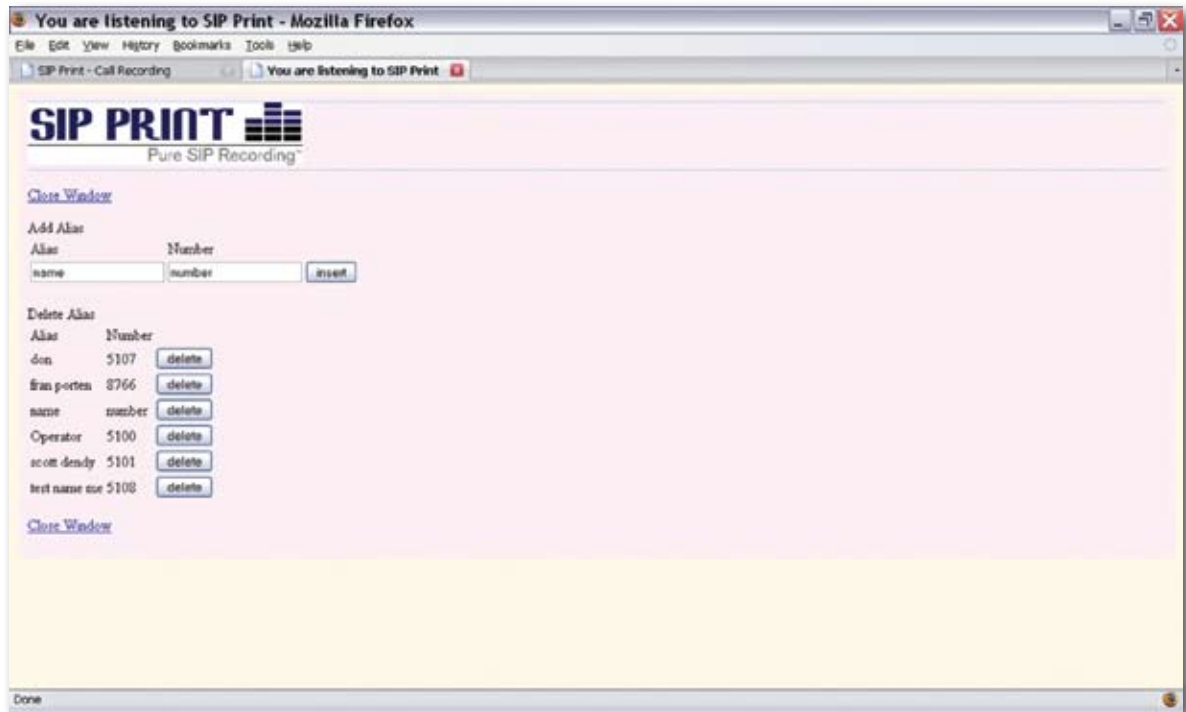
- 18) From the Manage Accounts access screen, click on the Update button corresponding to the user account you wish to update/manage.



- 19) Aliases are associated with telephone numbers, IP addresses, SIP registration IDs and other identifying information specified in a SIP header.
- Click on the check box that corresponds to the alias(es) you wish to assign to this account.
 - You may assign multiple aliases to an account.
 - You may assign the same aliases to several accounts.
 - Click the Change button to confirm the assignment of selected aliases.
 - Click the Cancel button to exit this screen.
 - You may also delete the specified account and all of its associated aliases by clicking the Delete button.

Assign Alias to Numbers

20) From the Main Screen, click on Assign Alias Numbers to navigate to the following screen:

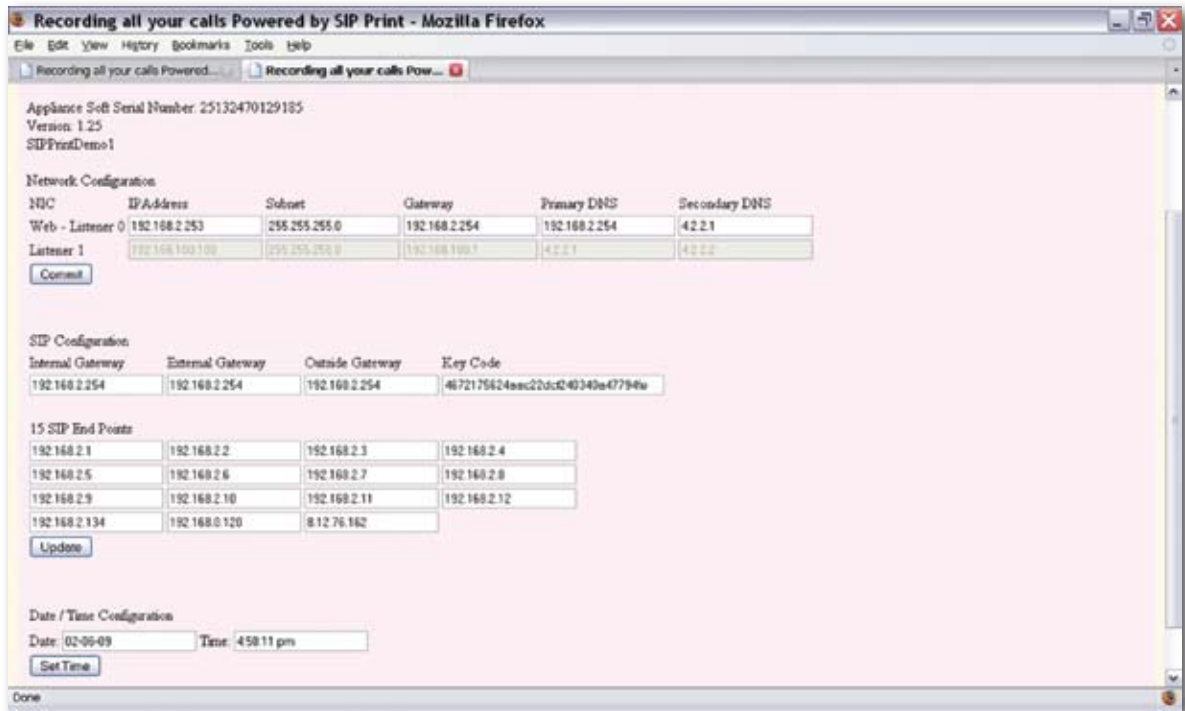


21) An alias is an easy way of grouping several numbers within one category. For example, suppose you have an account named "Bob" and you only want Bob to see phone calls on number 105. You would create an alias called (for example) "Bobs Phone" and assign it to the number 105. Then in the Manage Accounts screen you would attach the Alias "Bobs Phone" to the user Bob. When Bob logs in, he can only see calls for which the Alias "Bobs Phone," is listed.

- You may assign the same alias to more than one number.
- A number may have only one alias.

Configuration

22) From the Main Screen, click Configuration to navigate to the following screen:

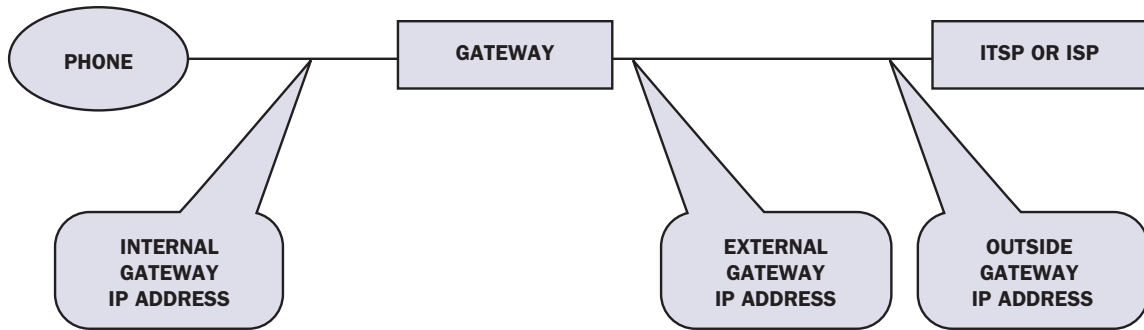


Network Configuration

- Network Configuration manages the display of the web page and all call data.
- IP Address is the address of the web server.
- Subnet is the subnet address of the web server.
- Gateway is the web services gateway of the LAN connected to SIP Print.
- Primary and Secondary DNS are IP addresses of the DNS servers that SIP Print uses.
- Listener 1 fields are static and are used for maintenance purposes.

SIP Configuration

- SIP Configuration fields manage the capture of the VoIP traffic.
- The Key Code field is for SIP Print software licensing. This is where you enter the software license key.
- The Internal Gateway field is where you place the internal IP Address of the gateway to the SIP Trunk or PSTN. Sometimes that gateway can be the IP-PBX (the SIP Proxy), and sometimes it is a standard gateway.
- The External Gateway field is where you place the external IP Address of the gateway (the side of the gateway that faces the SIP trunk network and/or the Internet).
- The Outside Gateway field is where you place the IP Address of the device on the other end of the data network connected to the External Gateway – for example, the SIP Trunk IP Address at the ITSP.
- In the SIP End Points fields enter the IP Address of each SIP handset or soft phone you wish to record.



- When upgrading the number of handsets/seats to be recorded, you must provide your distributor the Soft Serial Number for your appliance (located on the Configuration screen) in order to obtain a new software license key code.
- Date/Time Configuration. Use these fields to set or update the current date and time.
- Click on the Close Window link to close this window.

Upgrade

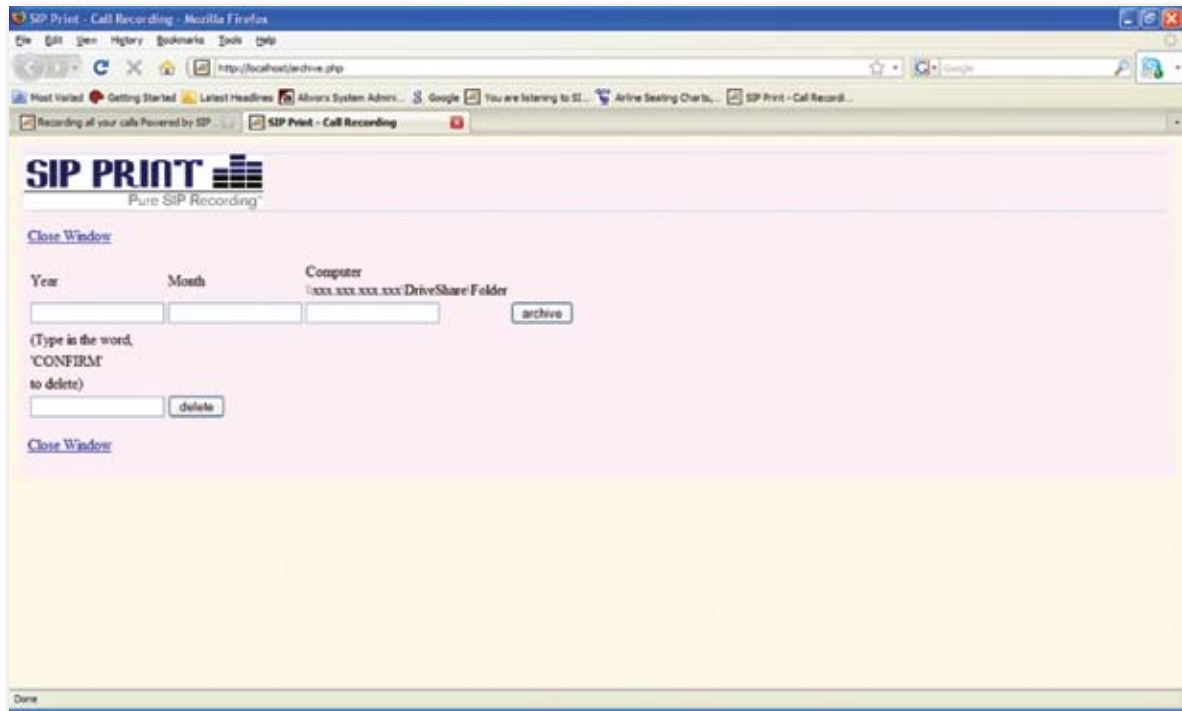
- 23) To update the SIP Print appliance to the latest software revision, from the Main Screen click on the Upgrade Hyperlink to navigate to the following screen:



- Ensure the SIP Print unit is connected to the Internet.
- Click on "Update."
- SIP Print will check for upgrades and automatically install them as necessary.
- Click Cancel to return to the Main Screen.

Archive Files

24) From the Main Screen, click on the Archive Files hyperlink. You will see the following screen:



- Call recording files may be archived by year and month.
- The year field contains the year in the format "yyyy."
- The month field contains the month in the format "mm," where months 1 through 9 contain a leading zero (January is 01, February is 02, etc.)
- The computer field must be in the following format: \\xxx.xxx.xxx.xxx\DriveShare\Folder where xxx.xxx.xxx.xxx is the IP Address of the computer where the files will be archived. DriveShare is the shared drive on the computer where the files will be archived. The DriveShare must be configured for read and write mode. Folder must exist on the DriveShare where the files will be archived.
- Click on the archive button to archive the files to the computer, drive and folder specified.
- Enter the word CONFIRM (all caps) and click the Delete button to delete the call recording files you have specified, but only after they have first been archived.
- Click the Close Window hyperlink to close this window.

Reset the System

25) From the Main Screen, click Reset the System to navigate to the following screen:



- Type in the word **FACTORY** (all caps) to reset the SIP Print appliance to factory default settings. Before you do this, record the License Key. Otherwise you will need to contact your distributor (or other technical support resource) to receive a reissued License Key.
- Type in the word **CLEAN** (all caps) to remove only call recording files and associated call data.