

# Inclarity Cloud Telephony

## Product FAQ v2 22/05/2014

Below are some commonly asked questions which can be used as a reference point for selling, deploying and supporting Inclarity services.

### General Principles

**Q: How can I ensure the quality of my VoIP calls?**

A: Make sure your Internet connection is stable and has plenty of available bandwidth. When sharing a connection with data (i.e. non-phone) devices, set up some Quality of Service (QoS) to prioritise your calls. When running a firewall, ensure that the firewall will accept your Inclarity call traffic.

**Q: What Quality of Service (QoS) options are available to me?**

A: You can a) deploy segregated network and connections, b) prioritise LAN traffic by port, or c) prioritise LAN traffic by VLAN. For more information see the **Inclarity QoS** document (available upon request).

**Q: How can I ensure that my network firewall is compatible with Inclarity?**

A: Follow the advice provided in the **Inclarity Network Advisory** document (available upon request).

**Q: My router has a SIP Application Layer Gateway (ALG) – what should I do?**

A: Ensure that this SIP ALG is disabled.

**Q: What if I cannot access or update my broadband router?**

A: Contact your ISP, network administrator or IT supplier for assistance. Alternatively, Inclarity can supply you with a new, compatible pre-configured device.

**Q: I am using Virgin broadband and your service does not work. What should I do?**

A: Contact Virgin to disable the SIP ALG on your hub device. If they will not assist you, then place your hub into 'modem mode' and attach an Ethernet router behind it.

**Q: I am using a BT Home or Business Hub and your service does not work. What should I do?**

A: Contact BT to disable the SIP ALG on your hub device. Alternatively, depending on the model it may work in modem mode (as per (Virgin above)). Otherwise, replace the BT Hub device with a more compatible router device.

**Q: Do I need to use STUN for NAT traversal with Inclarity?**

A: No, STUN is not required.

**Q: How much Internet bandwidth do my calls use?**

A: If your phones are set to use the default G711 codec then you will need 100kbps in both directions per simultaneous call. If your phones are set to use the lower quality G729 codec then you will need 50kbps in both directions per simultaneous call. Calls using the G722HD codec will use 150-200 kbps in both directions per simultaneous call.

**Q: How do I change what codec my VoIP telephone is using?**

A: Depending on what phone you are using, this can be updated in SMT. alternatively, contact Inclarity Customer Services for assistance.

**Q: How can I protect my VoIP users from fraud or abuse?**

A: Enable your firewall to accept SIP traffic from only the Inclarity network. Make sure your telephones are placed behind NAT'd non-routed IP addresses. If you have deployed a SIP Trunk then make sure your IP-PBX device is properly secured by changing all default passwords and restricting remote admin access.

**Q: Can I use VoIP over a WiFi connection?**

A: Yes, but the quality of your calls will depend on the strength and reliability of the WiFi signal.

**Q: Can I use VoIP over a GSM data connection?**

A: Yes, but the quality of your calls will depend on the strength and reliability of the GSM data signal. (Typically it is good over 4G, but not recommended over 3G or other transmission states.)

## Broadsoft PBX

Q: Can I register the same Extension on multiple telephones?

A: Yes, you must register as a Multi-Terminal Subscriber, and then you can have multiple phones associated with your Extension number.

Q: Can I transfer calls between different telephones on my Extension number?

A: No, since the Extension number for all of your telephones is the same, you cannot transfer a call between them. (However you can park calls between them if you have the Call Parking feature enabled.)

Q: Can I make an inbound DDI number ring multiple Extension users?

A: Yes, this can be achieved by associating the DDI number with a Hunt Group.

Q: Can I play an announcement on a DDI to the caller before the call rings on my phones?

A: Yes, this can be achieved by associating the DDI number with an Auto Attendant.

Q: Can I put a caller into a queue?

A: Yes, this can be achieved by sending the inbound call of a Reception Group or ACD Group (but not a Hunt Group).

Q: How can I get users to dynamically join a Hunt Group (so that the Administrator does not have to add them)?

A: Elevate the Hunt Group to an ACD Group, and elevate each user to be an ACD Agent. Each ACD Agent can log in and out of the ACD Group dynamically without Administrator intervention.

Q: How does an ACD Agent Subscriber log in and out of the ACD Group?

A: Buttons are provided within Phone Manager to allow a user to log in and control his or her ACD status. Similar controls are available within the Broadsoft ACD Agent Web Client, if this is licensed for the user. Some models of IP handset can also be set with an ACD log in button.

Q: How does an ACD Supervisor Subscriber remotely control the statuses of other ACD Agents?

A: Tools are provided within the Broadsoft ACD Supervisor Web Client, if this is licensed. Similar controls are offered to Akixi 2000 Supervisors (see below).

Q: Can I change the ringing tones played for call progress when an inbound call is transferred by my Hunt Group or Auto Attendant?

A: No, the caller will always hear ringing.

Q: Can I change the outgoing CLI on my Extension to show a different number?

A: Yes, this can be self-managed via SMT

Q: Can I use a non-Inclarity telephone number as my outgoing CLI?

A: Yes this is possible, but you will need to provide proof of ownership of the number. Contact Customer Services to add the number to SMT.

Q: My receptionist needs to see the activity of all my telephone users. What should I do?

A: You can give them a) an expanded handset with BLF buttons enabled, b) the Broadsoft Receptionist Web Client, or c) the Inclarity UC desktop client (which includes a user presence dashboard).

## Siemens Gigaset

Q: What is the difference between the N300IP and N500IP base stations?

A: The N300IP includes a PSTN socket, and supports 3 simultaneous VoIP calls + 1 PSTN call. The N510IP has no PSTN option and supports 4 simultaneous VoIP calls. The N510IP is also POE compatible.

Q: How many handsets can be attached to the same base station?

A: The N300IP and N510IP both support up to 6 Gigaset DECT handsets per device.

Q: Can the same handset roam between different base stations?

A: No, every handset must be tethered to 1 particular base station.

Q: What is the range of a Siemens Gigaset base station?

A: The N300IP and N510IP both have an indoor range of up to 50m, and an outdoor range of up to 300m, not considering obstacles or barriers to the transmission of radio signals.

## Redbox Call Recording

**Q: How is the call recording service licensed?**

A: Call Recording is applied on a per-Subscriber basis on an always-on basis. I.e. once enabled the service will record all calls made to/from that Subscriber.

**Q: How is the call recording service implemented?**

A: Every Terminal used by the Subscriber must be registered with the Call Recording server. Importantly, if the user ever changes his or her telephone, this information must be updated correctly with Inclarity, or the calls will no longer be recorded.

**Q: Can I activate call recording per-call, or during a call?**

A: No, this is not currently possible. The service must be set up in advance, as above.

**Q: How do I access my recordings?**

A: The nominated Call Recording Supervisor can play the recordings and/or download them from the dedicated Call Recording web portal using the login details provided for this purpose.

**Q: Can each user be given access to his or her own recordings?**

A: Yes, each Subscriber can be enabled upon request as the Call Recording Supervisor for his or her own calls.

**Q: Can I silent monitor calls in progress?**

A: Yes, the nominated Call Recording Supervisor can silent monitor calls via the dedicated Call Recording web portal using the login details provided for this purpose.

**Q: How long does Inclarity keep call recordings?**

A: Inclarity keeps call recordings for a minimum of 6 months to fulfil FSA compliance requirements. Recordings may be kept longer than this, but no guarantee is offered. All customers are advised to download their recordings within the guaranteed 6 month timeframe.

**Q: Is the Call Recording service PCI Compliant?**

A: No, the service is not compliant, as there is no mechanism to stop the recording when sensitive information is shared by the caller or callee.

## Inclarity UC Client

Q: What does UC stand for?

A: Unified Communications.

Q: What type of UC Client do I need?

A: Outlook and Lync integration is provided by the UC Lite version. Integration with any other application requires the UC DB version.

Q: How do I download the UC Client?

A: You can download the UC Client for Windows PC from your Phone Manager portal access.

Q: Is the UC Client available for Macintosh users?

A: No, at this time the UC Client is only available to Windows PC users.

Q: Is the UC Client available for mobile users?

A: No, at this time the UC Client is only available to Windows PC users.

Q: Does the UC Client integrate with my MS Outlook Address book?

A: No, the default Lite integration only applies to your Outlook e-mail content and personal Contacts. The UC DB version includes LDAP compatibility for local MS Exchange (but not hosted MS Office 365).

Q: How does the UC Client integrate with MS Lync/Skype for Business?

A: The UC Client will align your live VoIP Presence status with your Lync Presence status. You can also use the menu within Lync to 'Call from Desk Phone' to the Lync/SfB user's listed telephone number.

Q: What other applications will the UC Client DB version integrate with?

A: If you already have UC DB you can check the Configuration to see what applications are available. Otherwise contact your account manager with your requirements.

Q: What benefit is there to integrating with other applications?

A: Any contact information will be searchable from the UC client, and will screen pop is matched to inbound and outbound calls. Depending on the application, it may also enable click-to-dial options from within that application.

## Akixi

Q: If I need historical reports only, then what level of Akixi do I need?

A: You need **Akixi Lite**.

Q: If I need real-time reports on standard Broadsoft Subscribers, then what level of Akixi do I need?

A: You need **Akixi 1000**.

Q: If I need real-time reports on ACD (call centre) Broadsoft Subscribers, then what level of Akixi do I need?

A: You need **Akixi 2000**.

Q: Can I set Akixi to report on only inbound calls, or only outbound calls?

A: You can define these and many other criteria yourself using the Supervisor portal provided.

Q: Can I set Akixi to report on only abandoned calls, or only calls that were delivered to voicemail?

A: You can define these and many other criteria yourself using the Supervisor portal provided.

Q: Can I run more than one copy of the same report type?

A: You can run any number of copies of the same report type.

Q: Can I display my real-time dashboard (wallboard) on a big screen?

A: The dashboard can be displayed on any computer with good Internet access.

Q: Can I display my reports on a handheld device?

A: The dashboard can be displayed on any tablet or smartphone with good Internet access.

Q: Can I show more than one dashboard simultaneously?

A: You can by either a) transitioning between two reports over time within the same browser window, or b) launching 2 browser windows on the same machine with the same Supervisor login.

Q: Who can review my Akixi report data?

A: Only a nominated Supervisor can access the report data using a dedicated portal login.

Q: Can a Supervisor login be used simultaneously by different users or devices?

A: No, the service only supports 1 login from any 1 device at a time. Additional Supervisors will need their own logins. Each big screen display device will also need its own login.

Q: As a Supervisor do I have to be logged in to access my data?

A: You must log in to build or change your reports. You can however schedule your reports to be e-mailed so you do not need to log in to receive the data.

Q: How often can I schedule my reports to run?

A: Akixi supports daily, weekly and monthly scheduling. If you need reports more than once a day, then we recommend building multiple reports using the same criteria that trigger at different times of the day.

Q: Can I control my calls using Akixi?

A: Akixi 1000 level Supervisors can call other users, pick up, steal and transfer calls. 2000 Supervisors can also log in and log out ACD Agents and amend their statuses.

Q: Can I Silent Monitor calls via Akixi?

A: Although the **Silent Monitor** option appears in the menu to Supervisors, the feature is not currently supported. (You can however Silent Monitor calls via Redbox Call Recording.)

Q: Can I Barge/Intrude into calls via Akixi?

A: Although the **Forced Intrude** option appears in the menu to Supervisors, the feature is not currently supported.

Q: Can I record calls via Akixi?

A: Although the **Record Call** option appears in the menu to Supervisors, the feature is not currently supported.

## Vidyo

Q: Can I invite users who are not Vidyo users?

A: Yes, simply send them an e-mail invitation and they can click on the link to join via a browser plugin or mobile app.

Q: Can I share desktop content to other people?

A: Yes, Vidyo innately allows all session participants to share single windows or their entire desktops.

Q: Can I stop other people from using my Room?

A: Yes, you can lock it when you do not need to use it, or you can apply a PIN code to authorise selected users only.

Q: How do I annotate documents?

A: Join the session from an iOS or Android tablet and after downloading/accessing the app select to 'Annotate', which will prompt you to download/access a second, dedicated app which will let you annotate any shared documents in the session.

Q: Can I schedule meetings in my Room in advance?

A: No, there are no scheduling tools within Vidyo. Your Room link can be accessed by anyone at any time unless you Lock it.

Q: Can I mute or kick other users from my Room?

A: No, there is no way to control users in this way from within the session. You can however Lock the Room or update the user PIN to deny any further access to it.

Q: Can I record my Vidyo session?

A: Yes, using the extended user web portal you can select to record your sessions, and then download the .mp4 file.

Q: Can I use Vidyo to video-enable my meeting room?

A: Vidyo is designed to be used by each participant at their own computer. You can however extent the audio and visual range of a computer through the use of a suitable USB camera/microphone kit.

Q: Can I set my own custom URL for Vidyo access?

A: This is possible but comes with a significant setup charge (contact your account manager for more information).