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Nota di contenuto	Building Enterprise-Ready Telephony Systems with sipXecs 4.0; Building Enterprise-Ready Telephony Systems with sipXecs 4.0; Credits; About the Author; About the Reviewer; Preface; What this book covers; What you need for this book; Who this book is for; Conventions; Reader feedback; Customer support; Errata; Piracy; Questions; 1. Introduction to Telephony Concepts and sipXecs; Traditional phone system concepts; Telecommunications provider interface; Telephones on a traditional phone system; Voicemail systems; Call routing logic; Calling functions and features; Call hold; Call park orbits Call pickupCall transfer; Call forwarding; Speed dial; Direct Station Selection/Busy Lamp Field; Hunt groups; Automatic Call Distribution; Dial plans; Intercom; Paging; Conferencing; sipX Enterprise Communications System overview; The iPBX; Gateways; Telephones; sipXecs features; Voicemail; Auto Attendant; Music on Hold; Call park orbits; Page groups; Intercom; Conference server; Automatic call distribution; Device management; User management; User self-service portal; Time-based call forwarding; Localization; Internet calling and NAT traversal; Call detail records; Clustering; Summary 2. System Planning and Equipment SelectionSystem planning; Information gathering; Existing telecommunications connectivity; Demarcation point; Existing users and phones; Existing call flow; Day

call flow example; Night call flow example; Departmental call flow example; Existing auto attendants; Existing hunt groups; Existing ACD queues; Special considerations; Paging; Cordless phones; Existing computer network; Equipment selection; Network equipment; Network switch connectivity; Quality of service; Virtual Local Area Network support; Powering the phones; Gigabit switches
Utilizing existing network equipmentServers; Gateways; Analog gateways; Digital gateways; Phones; Hard phones; Softphones; Wireless phones; SIP firewalls; Uninterruptable power supplies; Plan the installation; Extension planning; Users and phones; Define permissions for user groups; Call flow; Auto attendants; Hunt groups; ACD queues; Network planning; Physical network; Virtual network; Site preparations; Document additional network information; Summary; 3. Installing sipXecs; Complete cabling requirements; Complete network requirements; Installing sipXecs; High availability installation
Install and configure the distributed serverVerify DNS and DHCP operation; Single PBX testing; High availability PBX testing; Summary; 4. Configuring Users; Creating users; Extension pool; Internal extension length; Adding a user; Importing users; User groups; Advanced user configuration; Phantom users; Voicemail-only mailbox; Call routing phantom; Call routing phantom example; Summary; 5. Configuring Phones in sipXecs; Types of phones; Managed phones; Unmanaged phones; Phone groups; Phone firmware; Advanced phone configuration; Multiple lines on a phone; Multiple phones for a user
Multiple line appearances on a phone

Sommario/riassunto

Leveraging open source VOIP for a rock-solid communications system