

Vertex - Caller ID for VoIP Compatibility

The Vertex – Caller ID for VoIP, was designed to output the same Caller ID information, in the exact format as corresponding analog units. Presently, the Whozz Calling? analog interface, should work fine for the bulk of your customer base.

Does the Customer really Need a Vertex?

Many cable companies and the other providers are touting their digital services as VoIP. When in fact, they place a digital-to-analog conversion unit at the customer premise. For all intensive purposes, these customer have analog lines within their location and a Whozz Calling? analog unit will suffice. Only when the customer is using VoIP phones, does a Vertex need to be considered. If the customer says he has “VoIP” and the customer is still using analog phones, the signal within his building is analog.

Types of VoIP

There are basically two types of VoIP: Hosted and Managed. Hosted VoIP is normally sold to small locations, whereas Managed is found in larger operations. Although, the Vertex was designed for Hosted, there are many Managed environments it can be used in.

Hosted VoIP

The most common Hosted VoIP is when the service provider simply sends their clients VoIP phones which are connected to the LAN. All telephone configuration, registration, and telephone call switching control is “Hosted” by the VoIP provider. There is no telephone switch (VoIP or Digital) involved on the premise.

Some Hosted providers also install auxiliary devices such as a Power-over-Ethernet switch to eliminate power supplies for phones and/or an additional gateway router to isolate phone traffic from the data. But, the call switching and control is still performed by the Hosting provider.

The bulk of all VoIP sold to small locations is Hosted. Because of its simplicity, its popularity is ever increasing.

Managed VoIP

Normally reserved for larger organizations, the telephone switching equipment is located at the customer’s premise. A VoIP (SIP) trunk, or ISDN PRI (Digital circuit) feeds the phone switch and the phone extensions are VoIP handsets. On occasion you may run into Managed VoIP on a midsize or large customer, and especially in a call center operation. If so, have their Telephony or IT professional contact CallerID.com We will decide whether the Vertex can handle their VoIP architecture and Caller ID needs.

Types of VoIP Signaling

The Vertex works with only Session Initiation Protocol (SIP) signaling. By far, SIP is the most common signaling protocol with Hosted VoIP providers. There are some providers marketing Secured SIP (SSIP), Transport Layer Security (TLS), or other encryption algorithms. The Vertex will not operate properly with encrypted protocols. Note that one of the largest Hosted VoIP providers (Ring Central), has now switched to an encrypted protocol.

Voice Channels

The Vertex license is based on the number of simultaneous phone calls (Voice Channels) that can be processed. This roughly equates to the number of phone lines in the analog world. Also, it usually equates to the number of workstations on which orders will be taken

For example, a customer has 3 workstations with a VoIP phone next to each. They may order either a 2 channel or 4 channel unit since the Vertex is available in increments of two channels. Note that since outbound calls are monitored, they count as a voice channel in progress, even if not reported to the software. Therefore, one outbound call and one inbound call in progress simultaneously, would be the maximum permitted on a 2 channel Vertex. When the number of voice channels in progress match the Vertex license limit, the ensuing Caller ID number will be incomplete, and “Exceeded Channels” will show in the Caller ID name field. In this example, if the customer originally purchased a 2 channel license and constantly exceeded the channel limit, they may consider a remote upgrade to a 4 channel license.

Customer Interview for Caller ID

Salesmen should ask the customer a few questions to determine the following facts in order to verify whether the Vertex product is suitable.

1. VoIP service or something else converted to Analog?

What type of phones are you using?

- ▶ Off the shelf single line, 2 line 4 line - **Analog**
- ▶ VoIP phones (i.e. Cisco, Aastra, Polycom, Grandstream, Yealink) - **VoIP**

2. Hosted VoIP or Managed VoIP?

(In most cases, your customers will be using hosted VoIP, but to be sure, ask these questions)

Who is your VoIP service provider?

- ▶ Vonage, Nextiva, 8x8, Cable Company, AT&T – **Hosted**
- ▶ Other company – **next question**

Did the service provider simply send phones that are connected to the LAN?

- ▶ Yes – **Hosted**
- ▶ Provider installed all equipment – Undetermined. Have Salesperson contact CallerID.com to determine compatibility.

3. Standard, Non-encrypted SIP, or other Protocol?

Is the VoIP provider sending standard, non-encrypted SIP (Session Initiation Protocol) ?

- ▶ Have the customer call their VoIP provider and ask them:
"Is your VoIP signaling protocol standard, unencrypted SIP" .

This simple question that a VoIP customer service agent should be able to answer quickly..

4. Number of Voice Channels required.

How many workstations are there (or will be) for answering phone calls?

- ▶ If an even number, 2, 4, 6, recommend Vertex unit with same number of channels
- ▶ If an odd number of stations, recommend Vertex channel size based on discussion of Voice Channels above.

Known Incompatible Hosted VoIP Providers

Ring Central - Uses encrypted SIP Signaling

ShoreTel - Uses an alternative VoIP signaling protocol

Mitel - Uses a proprietary signaling method

Comcast Hosted - New service. Customer can request standard SIP.