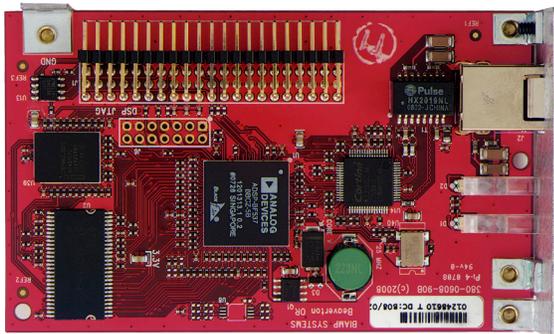


VoIP-2 Card FAQ



The VoIP-2 Card is an outstanding new product that allows AudiaFLEX to leverage the power and flexibility of VoIP telephone systems for distance conferencing over audio systems. Of course, as with any new product, there are going to be a few questions. Following are the most frequently asked of those questions, along with the answers your customers are looking for.

1 Is it correct to say the VoIP-2 Card acts as an end-point?

Yes, the VoIP-2 Card basically acts as any other VoIP phone on the network would. The main feature Biamp AudiaFLEX adds is the ability to route the VoIP call into an audio system for conferencing.

2 We are moving from an old Cisco CallManager to a SIP-based system, will the VoIP-2 Card work with both?

The VoIP-2 Card ONLY functions with SIP, so the new system being used will be fine. However, if the old system can make use of SIP, you will be able to use both systems.

3 Do we need PoE switches?

The VoIP-2 Card does not require a PoE switch to operate, although using a PoE switch will not damage the card.

4 Can we set any of the configurations from a call manager?

The VoIP-2 Card generically interacts with many SIP-based systems, so all configurations are set via Audia® software rather than any other third party interface.

5 Which call managers will it work with?

The VoIP-2 Card is designed to work with SIP-based proxy servers.

6 What Codecs are available?

Currently the available Codecs are:

- G.722 (Default Priority Setting)
- G.711u (u-law)
- G.711A (A-law)
- G.729AB
- G.723.1

7 How does it determine the priority of the Codecs? Can it be set to accept a lesser Codec? Can we add/remove Codecs?

Codec priority is set to default as the top to bottom order shown above, with the top being the highest level. The priority level of the Codecs can be set up per line in Audia software. There is no feature to remove the available Codecs from the list, but you can move the least desired Codecs to the end. Proxy servers can also be set to disallow certain Codecs.

8 How do we define the extension number/subscriber number?

Once an extension number has been established by your IT Department, it is simply entered into the Audia Software then loaded to the VoIP-2 Card. Biamp has made an advanced settings form available to your IT Department to provide essential information to the Audia programmer.

9 Can we see the MAC Address anywhere?

Once a file has been loaded into the AudiaFLEX, the MAC Address is available in the status field of the advanced VoIP settings.

10 Will the VoIP-2 Card work with DHCP? Can we set a static IP if needed?

The VoIP-2 Card default is to obtain network settings via DHCP. If this is not desired, the IP information can be set statically within the network settings page of the VoIP console control dialog in Audia® software.

11 Does the VoIP-2 Card support IPv6?

The VoIP-2 Card does not support IPv6 at this time.

12 Is each line considered a separate instance with its own IP and extension?

The VoIP-2 Card can handle 2 lines per card, with up to 6 cards per AudiaFLEX system. Every line within the system needs to have its own extension and every card within the system needs to have its own IP address.

13 Can we set the lines to use different Codecs?

You can set the Codec priority per line, and multiple lines can have different Codec priorities at any given time.

14 Can the ports be assigned different QoS (Quality of Service) levels?

For the most part, the VoIP-2 Card can handle different QoS settings per line, including the RTP and Call Control settings. There are, however, some QoS settings that are global per card. Reference the VoIP-2 Advanced Network Settings sheet for more information

15 Can we VLAN the lines? Can they be on different VLANS?

VLANs can be enabled on the VoIP lines although only a single VLAN can be used per card.

16 Will the CISCO settings confuse the cards?

Cisco, or any other third party device manufacturer, has no control of the VoIP-2 Cards. Therefore the settings will have no bearing on VoIP-2 Card performance.

17 How do we dial?

Dialing is achieved via Audia software, although there are several different ways that an end-user can access a dialing device. Biamp has a software program called daVinci™ that can be used to control a softphone VoIP dialer, as well as many other aspects of the conference audio system. The system can also be dialed using ASCII characters via RS-232 or TELNET delivered by third party devices such as AMX or Crestron.

18 Can the two ports be bridged for a conference?

The AudiaFLEX can act as a bridge for all of the lines that are being delivered to the unit (up to 12). Although each of these lines must first register with the proxy server then either be called or call out to an outside line, it should be noted that the actual bridging of these lines is done within Audia software via signal mixing and routing.

19 Can the cards be set to auto answer?

The VoIP-2 Card can be set to immediately answer an incoming call or answer from 1 to 5 rings. This feature can also be turned off.

20 If we decide to change systems, can we do a mass update on the cards, for example to change the priority of the Codecs?

No. If the system is updated, the VoIP-2 interface must be reconfigured on a per card basis.