

## Integrating Avaya CPaaS through SIP

**Note:** This integration is only available for the **U.S.** and **Canada**. Numbers outside of this region will be supported in a future release.

### BRIEFING

Avaya CPaaS can be integrated with other communication platforms that are SIP compatible where Avaya CPaaS becomes the engine for another program. This document describes configuring SIP Trunking without requiring XML.

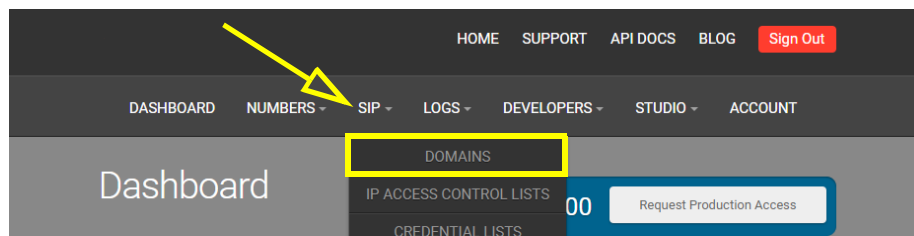
Avaya CPaaS must be configured to provide the necessary details to the other applications.

### LAUNCH

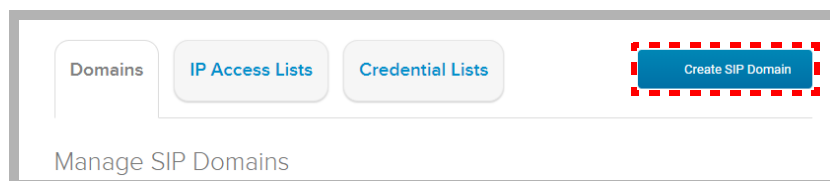
Open a web browser, go to [cloud.zang.io](https://cloud.zang.io), and login using your corporate credentials.

### Create a Domain

- From the Dashboard, go to **SIP > Domains**.



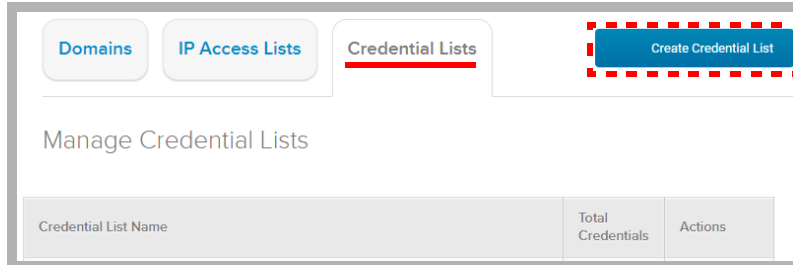
- Click **Create SIP Domain**.



- Give the domain a name. This name will have **.sip.zang.io** automatically appended to it. Enter a human friendly name for convenience, then click **Create Domain**.

## Create User Credentials

- From the Dashboard, go to **SIP > Domains**.
- Go to the **Credential Lists** tab, and click **Create Credential List**.



- Enter a name for the list and click **Create List**.

Create Credential List

General Settings

Credential List Name: Creds\_List\_33  
Friendly name of the credential list.

Create List

- Once the list has been created, click **Add Credential**. Enter a person's name, give them a username and a password to access this connection, then click **Create Credential**.

General Settings

Friendly Name: David Innes  
Friendly name for this credential record.

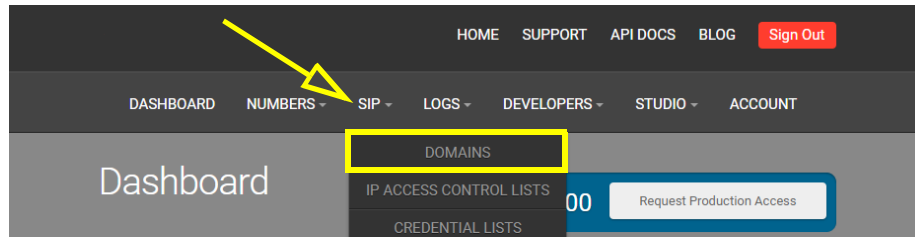
Username: dinner  
Username you wish to whitelist.

Password: \*\*\*\*\*  
Password for defined username. Make sure it is at least 8 characters long.

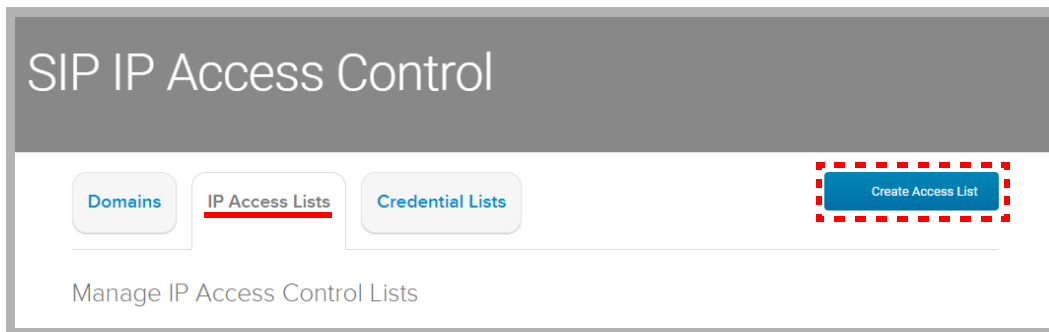
Create Credential

## Create IP Access Control List (ACL)

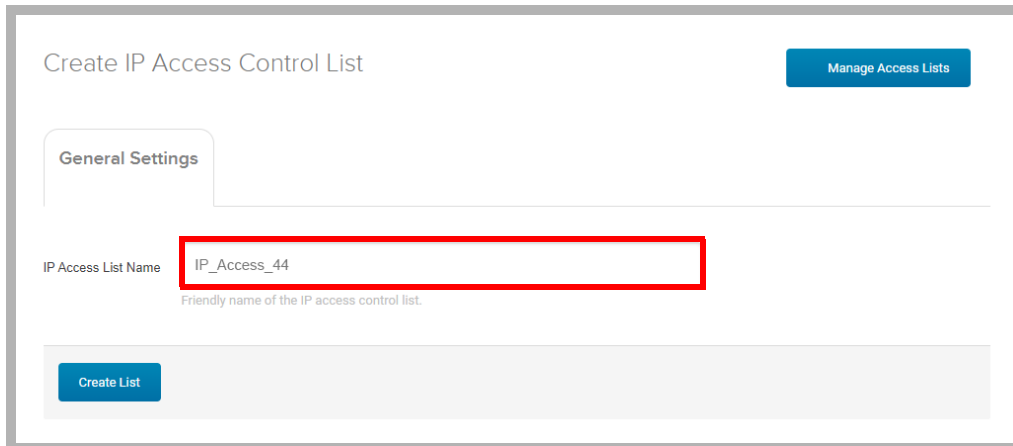
- From the Dashboard, go to **SIP > Domains**.



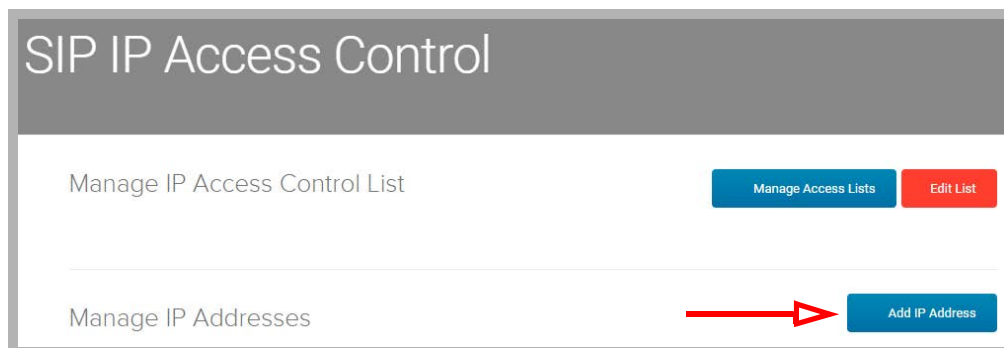
- Go to the **IP Access Lists** tab and select **Create Access List**.



- Enter a name for the list and click **Create List**.



- Click **Add IP Address**.



- Provide a user friendly name and enter an IP address. This is the publicly accessible IP address of your PBX for outbound traffic. When ready, click **Create IP Address**.

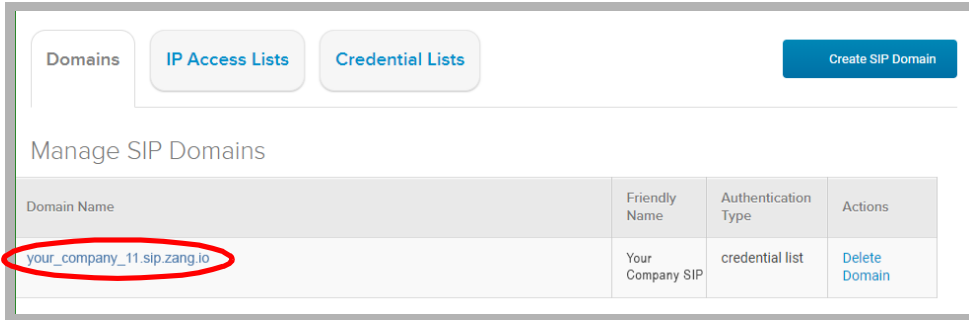
### Create IP Address

[Manage Access List](#)  
**General Settings**  
Friendly Name:   
friendly name for this IP address.  
IP Address:   
Full and correct IP address (without ranges) that you wish to whitelist.  
[Create IP Address](#)

# Grant Credential Access

Once the Credentials List has been created, you must grant access to the list.

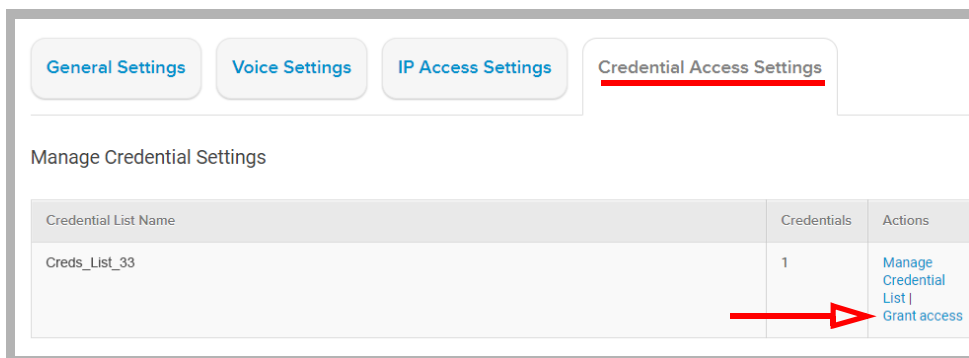
- From the Dashboard, go to **SIP > Domains**.
- Click the name of the domain you just created.



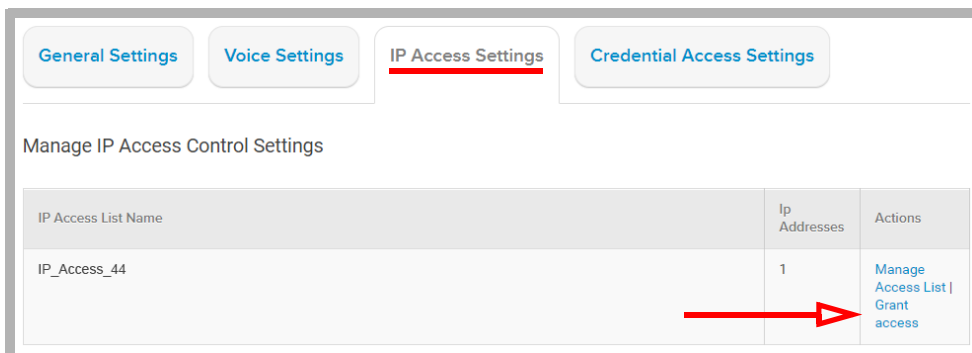
- Open the **Credential Access Settings** tab.



- In the Actions column, click **Grant Access**.



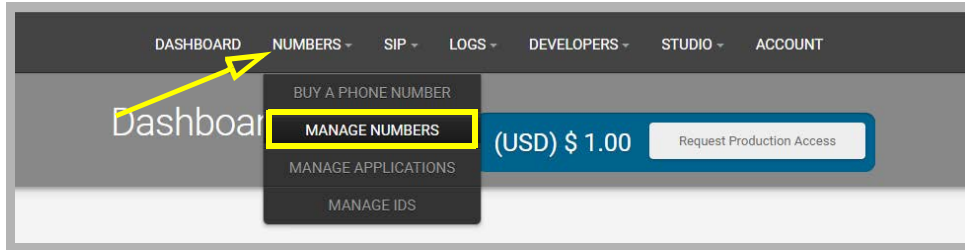
- Open the **IP Access Settings** tab. In the Actions column, click **Grant Access**.



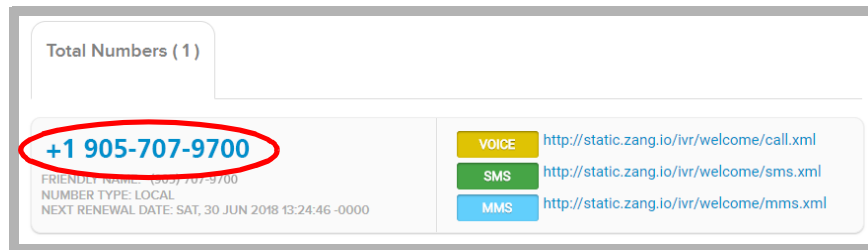
## Incoming Traffic

Now that the domain has been created and access configured, you need to direct incoming calls to your SIP endpoint.

- From the Dashboard, go to **Numbers > Manage Numbers**.



- Select the number you want to use.



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**Hint:** If you do not already have one, you will be prompted to purchase a number.

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- Under **Voice Request URL**, enter **sip://** followed by the public IP address for your SIP calls. For example: sip://111.222.111.000. When ready, click **Save**.

Phone Number : +1 905-707-9700      Friendly Name: (905) 707-9700

SID: Abc012de345f6a7bcd8901234efa56b78c

voice   sms   mms   workflow   Manage Numbers   Release Number

Use application voice settings

Voice Request Url: sip://111.222.111.000   POST

Retrieve and execute the inboundXML at this URL via the selected HTTP method when this number receives a phone call.

Voice Fallback Url:   POST

Retrieve and execute the inboundXML at this URL when the Voice Request URL above can't be reached or there is a runtime exception.

Hangup Callback Url:   POST

Make a request to this URL when a call to this phone number is completed.

Heartbeat Url:   POST

Request this URL every 60 seconds during the call to notify of elapsed time and pass other general information.

Save

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**Note:** If you want to use a non-standard port, or use TCP instead of UDP, use the following format:

**sip://111.222.111.000:5062;Transport=TCP**

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**Caution:** This procedure will not work with Applications (e.g. **Numbers > Manage Applications**). It must be performed for each number separately.

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**Note:** If you want to use your Avaya CPaaS number with XML in the future, you will need to contact customer support for assistance.

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## OUTGOING TRAFFIC

The preceding steps for creating the credentials and the IP ACL are required for outgoing traffic. There are additional configurations required on the PBX / SIP endpoint. Where these are found depends upon the hardware that you are using. Consult with your product documentation for full details.

In the appropriate places on your hardware, configure the following:

- **Domain Name /Realm:** Use the domain created above: [your\\_company\\_11.sip.zang.io](https://your_company_11.sip.zang.io) .
- **Proxy Address:** Use [trunk.zang.io](https://trunk.zang.io) . Or if you want to use SRV records: [us-east-trunk-zang.io](https://us-east-trunk-zang.io) .
- **Proxy Port:** **5065** .

For your network requirements (i.e. firewall) here are some details.

- **Source IPs for SIP Signaling:** 104.198.251.179                      35.232.140.209
- **Source IP and Port Range for media:** Any. CPaaS is not involved in the media path as media flows directly from our peers to your SIP Endpoint / PBX.