

CONTENTS

1.1

NEWS FLASH

Jitsi IP Phone Profile.

1.2

SOLUTIONS

TeliClick.

1.3

BEST PRACTICES

Additional Security for the Web Interface.

Issue N°8

OCTOBER 2012 EDITION

News Flash

Jitsi IP Phone Profile

Telinta created a profile for Jitsi IP phone (formerly SIP Communicator) – a VoIP, videoconferencing, and instant messaging application for Windows, Linux, and Mac OS X.



Initial configuration of IP phones is extremely important. If the equipment is not configured properly, it may not work after being delivered to the customer, or problems may arise if advanced device settings are not set correctly.

Telinta has created many IP phone profile, which enable service providers to mass provision end-users devices directly from Telinta's PortaSwitch administrative interface without the need to configure IP phones on customer premises. Telinta provides profiles for different versions of Grandstream, Yealink, Aastra and Cisco IP phones.

Telinta is excited to now offer the IP Phone profile for Jitsi, a softphone supporting the most popular VoIP and instant messaging protocols. Highlights include:

- ▶ Attended and blind call transfer
- ▶ Auto answer and Auto Forward
- ▶ Conference calls
- ▶ File transfer for XMPP, AIM/ICQ, Windows Live
- ▶ Encrypted password storage with master password
- ▶ Auto away
- ▶ Auto re-connect
- ▶ Desktop Streaming
- ▶ Call recording

Please contact us if you would like Telinta to create a new profile for a specific company/ version of an IP Phone.

Solutions

TeliClick

TeliClick was created by Telinta to satisfy customer demands for an advanced, easily configurable, and embeddable Click to Call solution with full PortaBilling integration.

TeliClick eases communication with web site visitors. Visitors with questions no longer need to search the website for the phone number or a form to fill out. A visitor only needs to click a TeliClick button, enter a phone number where they can receive a call, choose the desired time for a call, and press the 'Call' button. TeliClick will call the website visitor back and connect him/her to a service number.



TeliClick highlights include:

- ▶ Offers instant free calls to website visitors
- ▶ Automatic IP Address/Phone Number Blacklist
- ▶ Configurable call delays ('When to call' feature)
- ▶ Configurable Service Number (call center or office number)
- ▶ Maximum number of callback attempts for one website visitor
- ▶ Configurable Click to Call form (logo, text, header)
- ▶ Fully integrated with PortaBilling
- ▶ Anti-bot protection
- ▶ Adjustable call logging
- ▶ Allowed destinations list
- ▶ Easy web-based configuration wizard
- ▶ Entered number validation

Best Practices**Additional Security for the Web Interface**

Telinta recently developed additional security features for the web interface that allow or deny access from predefined IP addresses. This access control feature allows you to quickly and easily define the IP addresses from which users, customers, or account owners are allowed to access the PortaSwitch web interface, and to block requests based on the IP addresses of the requesting machines.

For instance, you can allow only certain groups in your organization to access our web servers by giving those groups' IP addresses appropriate permissions. To use, add one of the following rules to the Notepad field of one of the billing entities in the following format:

For a single IP address:
ACCEPT:1.2.3.4
DENY:1.2.3.4

For a subnet:
ACCEPT:1.2.3.4/28
DENY:1.2.3.4/28

To allow or to deny access from all IP addresses:
ACCEPT:ALL
DENY:ALL

The rules are checked one by one in the order they are specified in the Notepad field. If at least one rule is defined but the requesting IP address does not match anything, then the access will be denied. For example, to deny only a single specified IP address 1.2.3.4 and a subnet 4.3.2.1/28, the Notepad field should contain:

DENY:1.2.3.4
DENY:4.3.2.1/28
ACCEPT:ALL

NOTE: It is important to make sure that the user (customer, account owner) does not have an access to the Notepad field, and will not be able to change the list of IP addresses.

Your opinion counts.
Help us improve this newsletter.



Please continue to give us your feedback: what you like, what you don't. Reply to this email to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.