# (·EarShot IFB

# **Product Manual**

# **Comrex EarShot IFB Manual**

Ι.	Comrex Introduction	4
II.	EarShot IFB	5
	INTRODUCTION	5
	ABOUT MIX-MINUS	6
	.Setting Up EarShot IFB	7
	HARDWARE ATTACHMENTS AND CONNECTIONS	7
	AUDIO CONNECTIONS	8
	CONTACT CLOSURES	8
	MAKING CONNECTIONS	8
IV.	Setting up EarShot IFB IP Information	10
	INTRODUCTION	10
	CONFIGURING EARSHOT IFB IP INFORMATION	10
V.	<b>Operation of EarShot IFB</b>	15
VI.	. Telephone Connections	16
	INTRODUCTION TO SIP	16
	SETTING UP A SIP PROVIDER OR PBX	17
	CONFIGURING FOR A PBX	20
	GATEWAYS	20
	SIP TRUNKS	21

VII.	System Behavior	24
	AUDIO SETTINGS	24
	IFB SETTINGS	25
	OTHER OPTIONS	26
	PINS	27
VIII	. More About SIP	28
	NAT ROUTER ISSUES WITH SIP	29
IX. \	Why do I Hear Hear Myself Myself?	31
	MIX-MINUS AND ELIMINATING ECHO	31
X. I	nformation for IT Managers About EarShot IFB	35
	MAINFRAME	35
XI.S	Software Licenses	37

# **About Comrex**

Comrex has been building reliable, high quality broadcast equipment since 1961. Our products are used daily in every part of the world by networks, stations and program producers.

Every product we manufacture has been carefully designed to function flawlessly, under the harshest conditions, over many years of use. Each unit we ship has been individually and thoroughly tested.

Comrex stands behind its products. We promise that if you call us for technical assistance, you will talk directly with someone who knows about the equipment and will do everything possible to help you.

You can contact Comrex by phone at 978-784-1776. Our toll free number in North America is 800-237-1776. Product information along with engineering notes and user reports are available on our website at www.comrex.com. Our email address is info@comrex.com.

# Warranty and Disclaimer

All equipment manufactured by Comrex Corporation is warranted by Comrex against defects in material and workmanship for one year from the date of original purchase, as verified by the return of the Warranty Registration Card. During the warranty period, we will repair or, at our option, replace at no charge a product that proves to be defective, provided you obtain return authorization from Comrex and return the product, shipping prepaid, to Comrex Corporation, 19 Pine Road, Devens, MA 01434 USA. For return authorization, contact Comrex at 978-784-1776 or fax 978-784-1717.

This Warranty does not apply if the product has been damaged by accident or misuse or as the result of service or modification performed by anyone other than Comrex Corporation.

With the exception of the warranties set forth above, Comrex Corporation makes no other warranties, expressed or implied or statutory, including but not limited to warranties of merchantability and fitness for a particular purpose, which are hereby expressly disclaimed. In no event shall Comrex Corporation have any liability for indirect, consequential or punitive damages resulting from the use of this product.

# II. EarShot IFB

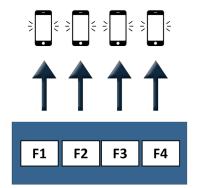
# Introduction

Comrex EarShot IFB is a hardware-based system designed to answer phone calls and deliver live audio feeds to callers. EarShot IFB is designed to provide telephone-based live studio program and IFB audio to field-based remote broadcasts, like TV ENG reports.

EarShot IFB has four audio inputs (or feeds) and callers can choose between these four feeds. Feed choice is made by callers using DTMF (Touch Tone) selection via PIN code. EarShot IFB does not offer studio-based controls of feeds - all controls are managed by callers.

- 1) All incoming calls placed in waiting room and asked to enter a pin
  - $\frac{1}{2} \left( \frac{1}{2} \right) \left( \frac{1$

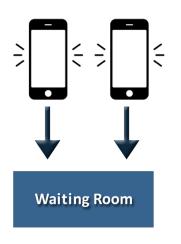
2) Corresponding feeds are sent to the callers based on the pin entered



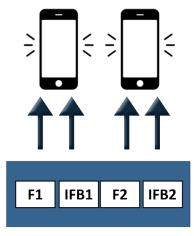


EarShot IFB is capable of providing Interruptible Fold Back (IFB) functionality. Two of the feed inputs to the device can be alternately configured as IFB inputs. When used as IFB, audio activity on this input will "interrupt" the audio of a different feed until the IFB audio ends.

1) All incoming calls placed in waiting room and asked to enter a pin



2) Corresponding feeds and IFB are sent to the callers based on the pin entered



Feeds and IFB

EarShot IFB does not offer studio-side audio output functionality. No output ports to hear callers are provided.

By default, EarShot IFB is a "one-to-many" device that sends only its own feed audio to callers. Callers can, via DTMF, enable their source audio to be added to the mix (to send to other callers on that feed). This creates a conferencing function.

Also by default, incoming callers are placed into a "waiting room" until they input a PIN for a specific feed. As an option, Feed 3 can be chosen to be the "waiting room" feed before any PIN is sent by the caller.

EarShot IFB interfaces only to Voice-over-IP (VoIP) telephone circuits. These virtual phone lines are provided to EarShot IFB over its Ethernet connection. VoIP phone lines can be delivered from cloud-based VoIP providers, VoIP-based PBXs (in many cases), and via hardware gateways devices that bridge legacy phone circuits (e.g. T1/E1, POTS) to VoIP. Separate setup menus are available for each of these. EarShot IFB interfaces to VoIP services using the SIP protocol.

EarShot IFB can interface to most normal calls using standard telephony audio encoding (G.711). In some circumstances, EarShot IFB can deliver audio to "pure" end-to-end VoIP callers with higher fidelity, using encoders like G.722 and Opus.

EarShot IFB can handle thirty calls from standard telephone sources, spread across one, two, three, or four audio feeds. It can handle up to ten simultaneous high fidelity feeds to VoIP callers. It can also handle a mix of both, at varying capacities.

EarShot IFB is housed in a 1U 19" rackmount mainframe chassis. Level of each feed is displayed on front panel LEDs. The mainframe serves a web page that provides all controls and configuration. Initial setup requires use of the Comrex **Device Manager** software utility.

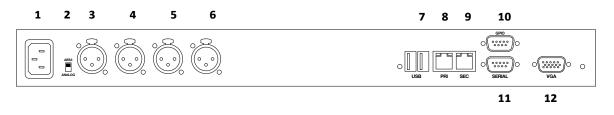
### **About Mix-Minus**

Comrex support spends a lot of time discussing mix-minus, as it is not an obvious concept. In studio telephony integration, there is a golden rule: People connecting from outside the studio must never be sent their own audio back to themselves. If this rule is not followed, the result will be an unpleasant echo in the caller's ear. It is the responsibility of the studio tech to connect a feed to each feed on EarShot IFB that is a mix of all important audio sources--in-studio mics, spots, automation etc., minus the caller. Of course, this is only true for EarShot IFB listeners who are "on-air". Producers, camera operators and others can monitor the full program feed. That's why EarShot IFB's selectable feeds are so useful.

# III. Setting Up EarShot IFB

### **Hardware Attachments and Connections**

The figure below shows the rear panel of the EarShot IFB mainframe:



- 1 Mains Power Apply universal mains power (110-240VAC) to the IEC connector here.
- 2 ANALOG/AES3 Input Switch This switch determines whether the leftmost XLR connector is used for analog FEED/IFB1 audio to callers, or is configured as an AES3 digital audio input.
- **3** FEED/IFB 1 INPUT In analog mode, this XLR connector should be sent a balanced, 0dBu signal that is heard by callers when they select FEED 1, or alternately (if this input is configured as IFB 1), when IFB 1 is active. In digital AES3 mode, both FEED/IFB 1 INPUT and FEED/IFB 2 INPUT are applied here (on left and right channel, respectively).
- 4 **FEED/IFB 2 INPUT** This XLR connector should be sent a balanced, 0dBu signal that is heard by callers when they select **FEED 2**, or alternately (if this input is configured as **IFB 2**), on a different feed when **IFB 2** is active. This input is disabled when in AES3 mode.
- **5 FEED 3 INPUT** This XLR connector should be sent a balanced, 0dBu signal that is heard by callers when they select **FEED 3**.
- 6 FEED 4 INPUT This XLR connector should be sent a balanced, 0dBu signal that is heard by callers when they select FEED 4.
- 7 USB (x2) -Connect a keyboard and mouse to these ports to utilize the Console IP Setup Interface.
- 8 Primary Ethernet Port Connect your network to this gigabit compatible Ethernet port.
- 9 Secondary Ethernet Port If you choose, you can run VoIP services on two different Ethernet networks on Earshot. A typical use case would be to use the primary Ethernet port to connect to a cloud-based VoIP provider, and the secondary port to connect to a PBX or gateway device on a LAN that can't connect to the Internet. Note: the secondary Ethernet port offers only static addressing.
- **10 Contact Closure Connector** This contains 4 contact closure input and output signals, for various remote control and tally functions as described further on.
- 11 Serial Port This is an RS-232 connector that presents a serial port for future use.
- 12 VGA Computer video port. Attach a monitor here for Console IP Setup Interface.

# **Audio Connections**

All analog XLR audio inputs have a nominal level of 0dBu (full scale +20dBu). AES3 inputs support 32, 44.1, and 48KHz sampling rates. AES3 inputs are only provided for FEED/IFB ports 1 and 2.

Analog input	pinouts:	AES3 input pi	nouts:
Pin 1	Ground	Pin 1	Ground
Pin 2	Balanced audio +	Pin 2	Data +
Pin 3	Balanced audio -	Pin 3	Data -

### **Contact Closures**

Contact closure signals are available via the male 9-pin D connector on the back of the EarShot IFB. Inputs are triggered by shorting the respective input to Pin 5. Outputs consist of an open collector circuit which, when inactive, will offer a high-impedance path to Pin 5 and, when active, will offer a low-impedance path to Pin 5. These outputs are capable of sinking up to 200mA at a voltage up to 12V. Do not switch AC mains power using these contacts.

In current firmware, only the four CC outputs are utilized. These outputs are triggered whenever a call is assigned to a numbered feed. E.g. if an incoming call selects **Feed 2** option, **CC #2** will close for the duration of the feed.

Contact Closure Pinouts:

Pin 1	Input #1	Pin 4	Input #4	Pin 7	Output #2
Pin 2	Input #2	Pin 5	Ground	Pin 8	Output #3
Pin 3	Input #3	Pin 6	Output #1	Pin 9	Output #4

### **Connecting Up EarShot IFB**

At a minimum, EarShot IFB will need one audio connection and a network connection. Levels of all analog audio I/O is 0dBu (0.775V) nominal. This level will provide 20dB headroom before the clipping point. Input audio is reflected on the front panel LED based peak meters as indicated in the figure below. Clipping is indicated by the red LED on these meters.



EarShot IFB needs a network connection to be useful. On EarShot IFB, network connections are made via a standard 1000Base-T Ethernet connection on an RJ-45 connector.

In most ways, EarShot IFB will look like an ordinary computer to this network. In fact, EarShot IFB contains an embedded computer with a Linux-based operating system and a full network protocol stack.

EarShot IFB is perfectly capable of working over most LANs, but there may be situations where a LAN is heavily firewalled, subject to overloaded traffic conditions, or has security concerns. Better performance is possible if EarShot IFB has its own Internet connection.

Since there may be bandwidth, firewall, and security concerns with installing EarShot IFB on a managed LAN, it is recommended that your IT manager be consulted in these environments. The details that follow assume a working knowledge of IT topics and network configuration.

On EarShot IFB, the single Ethernet port handles connections to your phone lines and the **Toolbox** configuration interface. IP addressing can be DHCP or Static, but if you are often accessing the **Toolbox** interface of your system, you will likely need to assign a Static IP address to the Primary ethernet port in order for the browsers to find the mainframe.

EarShot IFB has a single "**Status**" indicator on the front panel. It reflects different colors based on the status of the system:

- **Red**: No network is detected or the network is incompatible
- Blue: Network is connected and unit is in subsystem booting process
- Magenta: Network is connected and unit is fully booted but no SIP Provider is registered
- Green: Network is connected, unit is booted, SIP Provider is registered and unit is ready to receive calls
- White: Active call in progress on unit

# IV. Setting up EarShot IFB IP Information

### Introduction

EarShot IFB features two Ethernet ports (Primary and Secondary), which provide the following functionality to the system:

- Voice-over-IP service provider accounts
- Attachment to PBXs
- Attachment to gateway devices (bridges to POTS, ISDN, E1/T1, etc.)
- Connection to Comrex Device Manager software
- Connection to the Toolbox Web-based Config Utility pages

# **Configuring EarShot IFB IP Information**

EarShot IFB is shipped from the factory set to DHCP mode, so it will automatically find an address on your network, if possible. The easiest way to find what that address is to use the Comrex **Device Manager** software, available on our website for both Windows and Mac platforms. You can also use **Device Manager** to upgrade the firmware on your EarShot IFB.

While it's not technically required for EarShot IFB to have a static IP address, if the DHCP address changes you'll need to find the new address in order to configure the EarShot IFB via the **Toolbox** interface.

Each Ethernet port can be configured with a static IP address. This is most common, as it allows you to "find" the mainframe on your network and call up the EarShot IFB Web GUI Interface at the fixed address.

There are three ways to set the static IP addressing for the two ethernet ports: Console IP Setup Interface (i.e. connecting a keyboard, mouse and video monitor directly to the EarShot IFB), **Device Manager**'s "rescue mode", or through **Toolbox**.

#### **Console IP Setup Interface**

The console interface is shown below.

EarShot IFB has two Ethernet ports, labeled **Primary** and **Secondary**.

By default, the Primary Ethernet port is set to DHCP and the Secondary Ethernet port is disabled. The Secondary port can be enabled via the console interface by choosing **Configure->Secondary Network**, selecting the box labeled "**Disabled**" and changing the selection to "**Static**". (Please note: The Secondary network <u>does not</u> support DHCP.) The Secondary Network **must** be enabled in the Console interface. Changes made in the web-based Toolbox interface to the Secondary network will have no effect if it's not first enabled in the console.

You will choose one of the possible configurations for each of the Ethernet ports. In the case of Static addressing, you'll need to know the following information:

- The Static IP address you'd like to assign to the EarShot IFB Ethernet port
- The Network Mask used on the network
- The Gateway address used on the network
- The DNS address(es) used by your network

Configure A	Qt Edit Network Settings for Primary Network ?X	
Primary Netw Link MAC Address	Network Type Static (manual)  Static IP Settings	
IP Address Gateway NAT Address NAT Type	IP Address       192.168.0.25         Network Mask       255.255.255.0         Default Gateway       192.168.0.1	
	Primary DNS 4.4.4.4 Secondary DNS 8.8.8.8 OK Cancel	

#### **Device Manager**

Install **Device Manager** on a computer on the same physical LAN as the EarShot IFB. (This is important, because Device Manager can generally only access devices that are on the same network it is using.) Once installed and run, press the "**Scan for Devices**" button in the upper left corner to scan your network for Comrex products. The results should look like this:

ş	Comrex Device Manager	+ _ <b>_</b> X
File Device View Help Scan for Devices Add Device Remove Device Clear Devices Detailed View	Summary View Help	
MAC Address Device Type Unit Name Earshot Earshot	Device Fremware Licenses Sett Test Web Configur Details Product Earshot Unit Name Earshot Certificates Valid Network Settings Current IP 1922 (188.183 Mode DHCP IP Address n/a Mask n/a Gateway n/a DHS Server n/a XML Port 80 Web Port 0	ation           Image: Network Settings           Network settings locked.           Devices only allow network setting changes for 5 minutes after reboot.
	Scan detected device with IAAC address [Protocol Connecting to device at 192, 168, 183;80 Logging in to device. Deady Deady	Revision 2)
		đ

There are two ways to set/reset the static IP information on the EarShot IFB: using **Device Manager** or utilizing **Toolbox**. (The **Toolbox** option is described in the following section.)

**Device Manager** can be used to set static IP settings via the program's "**rescue**" mode, which allows you to change parameters <u>during the first five minutes after a unit has been rebooted</u>, and is initiated by selecting the "**Network Settings**" button on the right pane. This option is especially useful if you've forgotten the unit login password.

s Detailed View Summ	Comrex Device Manager	↔ _ □
nit Name 0:0b:ab:5d:48:18	Device Firmware Licenses Self Tes Details	t Web Configuration
IP Address Mask Gateway DNS Server XML Port Web Port Enter a Web F web browser.	0.0.0 0.0.0 0.0.0 0.0.0 0.0.0	5d:48:18 Network Settings 1:27 remain. Devices only allow network setting changes for 5 minutes after reboot.

#### Toolbox

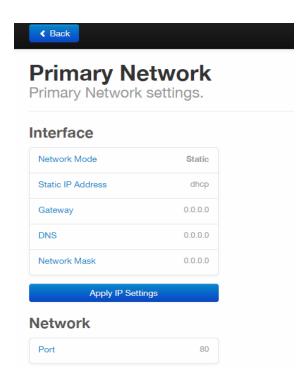
The normal mode of changing any settings in EarShot IFB is by clicking the "**Web Configuration**" tab in the right pane of **Device Manager**. This opens the unit's **Toolbox** interface. **Toolbox** is a web-based interface that allows you to set all relevant parameters of the product. Once you know the unit's IP address, **Toolbox** can also be accessed via a browser by going to **http://<ip-address>/cfg**.

**Toolbox** requires that you log on with a username and password. The default user name is "**admin**" and the default password is "**comrex**". We **strongly recommend** that users change the default password, especially if their EarShot IFB is exposed directly to the Internet.

Once you've logged in, choose the "**Network**" option. You should see the following screen:

< Back	
<b>Network</b> Adjust network a	nd remote
System	
Unit Name	EarShot 00:
Remote Diagnostics	Yes
System Clock	>
Network Interfa	ces
Primary Network	>
Secondary Network	>

Select the network you would like to configure (Primary or Secondary) and choose the entry under **Network Mode**. The factory default setting for the Primary network is DHCP. As noted on **page 10**, the Secondary network is disabled by default and <u>must be enabled in the console interface</u> before it can be configured here. The Secondary network supports only Static addressing.



Back	
Primary Ne rimary Network	
nterface	
Network Mode	Static
Static IP Address	dhcp
Gateway	0.0.0.0
DNS	0.0.0.0
Network Mask	0.0.0.0
Apply IP Settir	ıgs
letwork	
Port	80

Change the mode to **Static**, and input the IP address, Netmask, Gateway and DNS information for your network. Then click "**Apply IP Settings**".

Please note: If you need to access **Toolbox** via **Device Manager** after this, you'll need to click "Scan for Devices" and log in again. Alternatively, you can open a browser to the new IP address (http://<new-ip-address>/cfg) and log in that way.

The **Primary Network** page is also where you can adjust the port for web and xml services. Select **Port** under **Network** (at the bottom of the screen) and enter the port number you would like to use. Be sure to press **Save** once you've finished making your changes.

There are some additional "**System**" settings in the **Toolbox Network** section that can also be adjusted. They are:

- **Unit Name**: By default, the unit name is "**EarShot**" followed by the MAC address of <u>the Primary Etehernet</u> <u>port</u>. We encourage users to give their units unique names to make them easier to identify on Device Manager.
- Remote Diagnostics: This option (which, by default, is Off) allows Comrex Tech Support to use the ssh protocol to diagnose problems. <u>Only Comrex holds the encryption key for this port.</u> It is not shared with users for security reasons, and we recommend that it be left off unless you need to activate it to allow Comrex Tech Support to access your unit remotely.
- **System Clock**: These settings control the EarShot IFB's internal clock and how it synchronizes with the network. Most users leave these settings at their default values, which is perfectly fine.

With each of these options, make sure to press **Save** once you've finished making your changes.

# V. Operation of Earshot IFB

EarShot IFB only processes incoming calls. By default, callers are parked in a "waiting room", and a prompt is sent instructing the caller to enter a PIN. The PIN is pre-set by the administrator, and on verification the caller is added to one of the four possible "feeds" based on the PIN. By default, callers can only hear the Feed and not each other.

EarShot IFB has an optional IFB function. In this mode, one or two "**Feed**" inputs are repurposed as IFB inputs and assigned to one of the other "**Feed**" inputs. When audio is active on the IFB input, the level of the "**Feed**" audio is automatically reduced by a fixed amount, and the IFB audio is sent over the **FEED** at normal level. This is designed to allow normal program or mix-minus audio to be sent to a caller, yet allow a producer or director to interrupt the feed momentarily for directions.

As an option, callers can add their own audio to the feed audio to make a conference. This is done with a special DTMF code sent from the caller. This is useful in a scenario where a producer or director is not in the studio, but wishes to add his own audio to the feed via telephone.

# **VI. Telephone Connections**

### **Introduction to SIP**

SIP (Session Initialization Protocol) is the standard used by EarShot IFB to talk to virtual phone lines. These lines must be created in some way externally before they are "applied" to EarShot IFB. "Applying" SIP lines involves configuring the mainframe with certain information about the lines and the location of the server that delivers them. Then the mainframe can be allowed to register with the SIP server and automatically handle all of the interface with the virtual line.

The SIP line can be delivered from several sources:

- 1 A commercial telephony provider that delivers SIP-based lines over a public or private IP network.
- **2** A PBX that delivers telephony to extensions via SIP (in this case the EarShot IFB mainframe is treated like a PBX extension).
- 3 A hardware gateway device designed to bridge legacy telephone services to SIP. These devices interface to the outside worlds via analog POTS/PSTN cables, T1/E1 circuits, or ISDN. They interface to EarShot IFB via IP over Ethernet.

The setup and interface are identical for options 1 & 2 and similar for option 3.

The first step in setting up a SIP-based phone line is establishing an account with some kind of SIP based provider or PBX. This process can't be described here, but the result of this process is that you will have access to certain credentials for that account. These typically consist of:

- Server Domain The IP address or URL of the server to which you are being registered.
- **Username** The name that EarShot IFB will use when logging into the service.
- **Password** The password associated with your account for security purposes.

In addition, several SIP providers require an **Authorization Username** (**Auth Username**), which is often defaulted to be the same as the username but sometimes is required to be different.

SIP is a complex protocol, and is based on Internet standards documents called RFCs. These documents are often subject to interpretation, and some PBXs, gateways, or telephony providers may have some obscure SIP settings requirements to work best with EarShot IFB. However, most should work with just the credentials noted above.

Once EarShot IFB is set up to work with a PBX or Internet Telephony Provider, it will automatically register with the correct server and maintain a connection to the server indefinitely. This way, the provider or PBX can notify EarShot IFB of incoming calls to its phone number.

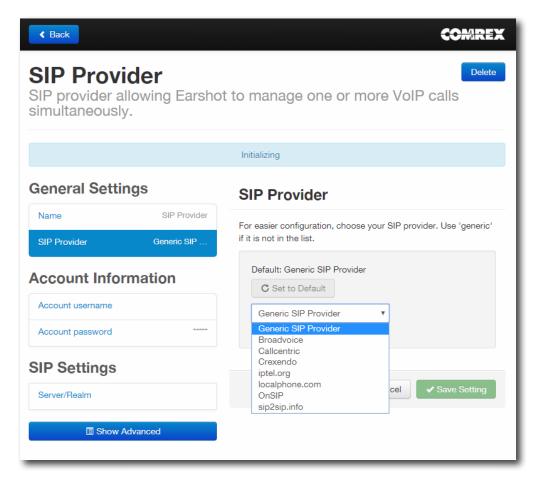
With hardware gateways, the process is reversed. EarShot IFB will actually emulate a SIP server to the gateway device. The credentials will be entered into the gateway device. EarShot IFB will only need to know the address of the gateway device.

# Setting up a SIP provider or PBX

SIP provider's info is entered using **Toolbox,** a web-based config utility.

In most arrangements, a SIP provider can deliver several telephone channels to you over a single account. When you subscribe to a SIP provider, make sure you understand how many simultaneous channels are provided with that account. These channels will act like a traditional telephone hunt group, so in the case of channel one being busy, calls will be routed to channel two, etc. You are only required to put in your credentials once for each account, even if you have multiple channels.

Along with account credentials, you'll need a Direct Inward Dial (DID) number associated with your account. This is the "old fashioned" phone number users will dial to reach you. EarShot IFB does not need to know this number - translation to the proper SIP channel happens behind the scenes at the SIP provider (although often the DID and SIP account name are the same).



In **Toolbox**, navigate to **Line Configuration->VoIP Providers->Add Provider-> SIP Provider**. The basic settings for a SIP provider are shown in the previous figure. First, you should give your provider a unique name in the "**Name**" field. This is used for reference only.

Under the SIP Provider entry, we've provided a list of commonly used providers. Using one of these profiles helps set up some of the more obscure settings that we've found necessary for these providers to work correctly. If your provider isn't on the list (or if you're setting up a SIP extension from a PBX) leave this set to "**Generic SIP Provider**".

The next three fields are where you should enter your account credentials: **Account Username**, **Account Password**, and **Server/Realm**. These should have been provided to you by the SIP provider. Account username is usually the name at the start of any SIP URI assigned. (More on that later). E.g., **username@sip\_provider**. Make sure to enter only the username part.

The **Server/Realm** is the address of a registration server maintained by the provider. No web prefixes are needed here, just the address. E.g., **sip.comrex.com** or **iptel.org**. If you are programming a PBX extension here, this will be the IP address (or URL) of the PBX.

Under most circumstances this is all you should need. Setting these parameters, clicking **Back** then clicking **Restart** should start the process of EarShot IFB registering with the provider or PBX. However, SIP registration can be tricky in some systems, and if registration fails you should check the required SIP settings carefully and use the **Advanced** SIP settings. Advanced settings are accessible by clicking the Show Advanced button.

#### **Advanced SIP Settings**

By clicking **Show Advanced** in the SIP Setup menu, the list expands to include less used options:

Name	SIP Provider
Network Port Binding	Primary
SIP Provider	Generic SIP
	ation
ccount Intorm	ation
Account username	ation
Account username Account password	

#### - Under Account Information -

**Auth Username** - By default, this field is set internally to the same as the user. Occasionally, SIP providers require this field be something different than the username, and will outline that in their setup instructions.

# SIP Settings

Provider Binding Port	5085
Server/Realm	
Proxy Address	
Registration Proxy Address	
From Username	
From Domain	
Expire time	3600 seconds
Retry time	60 seconds
Register	Yes
Register Transport	UDP
INVITE SDP Compatibility	On
INVITE Contact Compatibility	off Off
Forced Ringback	none

#### - Under SIP Settings -

**Provider Binding Port** - This port is assigned by EarShot IFB based on the number of providers you have assigned. Unless required, you should leave the default setting as is.

**Proxy Address** - Most providers use the same server address for incoming call registration and proxying SIP traffic. If your provider shows a different address for proxy, enter it here.

**Registration Proxy Address** - Some providers require **REGISTER** messages be sent to a different server. If your provider has specifically required this, enter the address here.

From Username, From Domain - Not applicable to EarShot IFB

**Expire Time, Retry Time** - These values determine how long to wait (without any communication) before the SIP provider will consider the registration connection lost, and once lost, how often to attempt to reestablish. The default values are usually best, unless strictly required to be changed by your provider.

**Register** - If you would like to save SIP provider entries for occasional use, you can set them to be disabled here by setting this value to "**No**". No registration will be attempted until this setting is changed from "**No**" back to "**Yes**".

**Register Transport** - Leave this set to "**UDP**" in all but very unusual circumstances.

**INVITE SDP Compatibility** - Optionally enable compatibility mode for SIP INVITE lacking SDP. This setting is required by **Cisco CUCM** and **3Com NBX**.

**INVITE Contact Compatibility** - Optionally force extension to be sent in Contact field of SIP INVITE. This setting is required by **3Com NBX**.

Force Ringback - Optionally generates a ringtone for late-offer calls that don't ring.

#### - Extra Settings -

Extra Settings	
Destination Match	
Hide Advanced	

**Destination Match**- This field is normally left blank. If an expression is entered here, the system will attempt to match the text in this field with the incoming calls "**Destination**" field. Calls that don't match will be rejected. This is required when working with some PBXs. This field can also be set as a "regular expression" for a dial plan, which is a more complex topic and can be handled by Comrex support.

As an example, entering the following value in the field: **^(1\d{3}555210\d)\$** Would match the sequence **"1xxx555210x**" where **"x**" is any digit.

# **Configuring for a PBX**

In the case where you wish to set up incoming lines as extensions of an upstream PBX, the instructions are very similar. Your PBX will deliver channels to EarShot IFB in the same way a SIP provider does, and you will need to set up the PBX and retrieve the proper credentials to program into the SIP Provider fields in EarShot IFB. IP PBX programming is usually very complex and is usually handled by the PBX vendor. Inform the vendor that you wish to set up an incoming only extension with "x" number of simultaneous channels and without additional features like conferencing, transfer, etc. (since EarShot IFB doesn't support these functions).

### Gateways

Gateways allow you to use EarShot IFB with traditional analog phone lines, as well as T1, BRI and PRI ISDN, and other legacy telephone trunks. Gateways will convert these telephone channels to SIP-style virtual phone lines. You will need to find gateways that deliver FXO style channels on their telco side - the ports on the gateway are designed to point toward the telephone service (and not interface with telephones and PBXs, like an FXS port does). Setup of gateway devices can be quite complex. Comrex maintains some basic instructions on how to set the gateways we prefer on our website **www.comrex.com**. Gateways deliver their virtual SIP lines differently than SIP providers. With gateways, EarShot IFB becomes the "provider" and the gateways register with it. This means the credentials you set up on EarShot IFB will be generated by you, and they will need to be mirrored into the gateway. To use a gateway, both the gateway and the EarShot IFB must have Static IP addresses so they can find each other.

< Back		COMREX
SIP Gatew SIP gateway dev		Delete e POTS/ISDN/T1/E1 to Earshot.
		Initializing
General Setting	S	
Name	SIP Gateway	
Account Inform	ation	
Username	external-4	
Password	*****	
SIP Settings		
Address		
Gateway Binding Port	5084	
Show Adva	nced	

The previous figure shows the settings for gateways (**Line Configuration > VolP Providers > Add Providers > SIP Gateway Device**). Many of the settings are populated automatically by EarShot IFB, but can be changed to any value you wish.

#### - General Settings -

Name - Give your gateway a unique name.

#### - Account Information -

**Username and Password** - Locally generated values that the gateway will use to register to EarShot IFB.

#### - Sip Settings -

Address - The IP address of the gateway.

**Gateway Binding Port** - Automatically populated with an unused port. Must be mirrored into the **Gateway Settings**.

### **SIP Trunks**

With regard to EarShot IFB, we refer to SIP Trunks as provider accounts that don't require registration with a provider's server. These types of services are also referred to as using "IP Authorization" because call authorization is accomplished by sending calls to a specific, fixed IP address at the customer's site. Likewise, outgoing calls are authorized if they come from the customer's static IP address.

In this way, SIP Trunks are simpler on the provider side because there is no username or password associated with the account, and no login procedure. Trunks can be more complex on the EarShot IFB side, because EarShot IFB must have a way to filter incoming calls as being from your provider, and not some random call on your network. If setting up a SIP trunk behind a router or firewall, special port forwarding rules will need to be applied to your network. Your trunking provider often has guides for this process.

You may also come across certain PBXs that must deliver their extensions in this way. In order for EarShot IFB to receive these extensions, a SIP trunk must be created instead of a provider account.

SIP Trunks also differ from normal SIP providers in several ways. Rather than having EarShot IFB "pull" the SIP channel from a provider, a SIP trunking provider will "push" the channel to a specific IP address of the user. This means in order to support SIP trunking you need a public, static IP address, and no other devices can be utilizing the SIP ports at that address.

Unlike normal SIP providers, only a single SIP Trunk is supported on each EarShot IFB mainframe.

The option to add a new SIP Trunk is located in **Line Configuration-> VoIP providers-> Add Provider -> SIP Trunk**. Once a new Trunk is created, there will be no option to create another.

Although the settings menu for SIP trunking appears the same as for a normal provider, only a few of them are meaningful. You should put your trunking provider's name into the "**name**" field, choose your codec options (see normal provider settings) and set the correct SIP port value (usually **5060**). **Username** and **Password** fields can be ignored.

You'll also need to populate the **Server/Realm** field in the **Trunk Settings** menu. This will be the IP address (e.g., **74.94.151.151**) of the Trunking provider. Unlike with registered providers, this field should not be populated with a domain name (e.g., **myprovider.com**) but needs the actual IP address of the provider's server. This is required for matching, as explained below.

Finally, a SIP trunk needs to determine which calls are from your provider, in order to process them to the correct incoming phone line. This is done via a process called "matching". The simplest form of matching is the default, where the source address of incoming calls will be matched to the value in the **Server/Realm** field, and if correct, the incoming call will be routed to the proper line.

In some circumstances, this setting isn't correct and needs to be adjusted. You can access the matching settings by clicking **Show Advanced** and looking under the **Extra Settings** section. The two options of interest for trunks are:

- 1 **Trunk Incoming Match Parameter** Selects which field within the incoming call parameters (sent at call setup time by the provider) is used for the match. This can be the **Network Address** (default) or the **Destination Number** field.
- **2 Trunk Incoming Match** This is the field where you enter the text that will be matched by the system to the incoming call.

If the **Network Address** option is chosen, It's OK to leave the **Trunk Incoming Match** field blank - this is the default configuration, and the system will use the Server/Realm field entry for the match.

Alternately, you can input a different IP address to be matched, in the case where the source IP of the call is different than the **Server/Realm** entry.

Alternately, if the **Destination Number** selection is chosen, the **Trunk Incoming Match** field must be populated. The system will look at the **Destination Number** field of incoming calls and accept only calls with literal matching text. This field can also be set as a "regular expression" for a dial plan, which is a more complex topic and can be handled by Comrex support. As an example, entering the following value in the field:

#### ^(1\d{3}555210\d)\$

This would match the sequence "1xxx555210x" where "x" is any digit.

Note, the **Destination Match** field is not used for SIP Trunks. This is used for registered providers only. Putting information in this field for SIP Trunks may result in call failure.

Once created, the status of your SIP trunks will always show as "registered". In the case of SIP trunks, this status is meaningless, since no actual data has been received from the provider until a call is established.

# **VII. System Behavior**

Back at the main **Toolbox** page, selecting System Behavior allows you to set how the EarShot IFB reacts to incoming calls. The options are divided into **Audio**, **IFB**, **Other**, and **Line PINs** settings.

System Behavior Behavior of the EarShot system.			
Audio			
PIN-Free mode	No		
Caller Alert Tone	No		
IFB			
IFB Feed Count	No IFB's		
IFB Ducking	Off		
Other Caller Feed Add PIN Caller Feed Remove PIN	7		
Contact Closures	>		
Test Modes	>		
Siptrace: Not yet run			
Line PINs			
PIN 1	1234		
PIN 2	2		
PIN 3	3		
PIN 4	4		

### **Audio Settings**

**PIN-Free Mode** - In normal operation, incoming callers are parked into the system's "waiting room" and prompted for a PIN number to select their feed. PIN-Free mode instead parks all callers into Feed 4. It is still possible to change to other Feeds using DTMF control.

**Caller Alert Tone** - Determines if callers receive a short alert tone when entering the "waiting room".

# **IFB** settings

**IFB Feed Count** - This function allows use of IFB channels. EarShot IFB has a total of four inputs, which by default are all "Feeds" that can be selected by callers. By engaging IFB, the user will sacrifice one or two of the Feed inputs, and use only the two or three remaining feeds.

Only Feed input #1 and #2 can be changed into IFBs. This means that input #3 and #4 are always dedicated as normal feeds.

System Behavior Behavior of the EarShot system.				
Audio		IFB Feed Count		
PIN-Free mode	No	Determines how many feeds will be used for IFB. Up to two feeds may be used as IFB. Feed four is used as the first IFB, and feed		
Caller Alert Tone	No	three is used as the second.		
IFB		C Set to Default		
IFB Feed Count	No IFB's	No IFB's		
IFB Ducking	Off	No IFB's IFB #1 enabled IFB's #1 and #2 enabled		
Other				
Caller Feed Add PIN	7	Cancel Save Setting		
Caller Feed Remove PIN	8			

A selection is provided to enable IFB. The choices are:

- 1 No IFB (default)
- 2 IFB #1 enabled Only Feeds 2-4 are active.
- 3 IFB #1 and #2 enabled Only Feeds 3 and 4 are active.

If one or both IFB inputs are enabled, a new option will appear to allow you to select to which feed the IFB is dedicated. If only IFB #1 is enabled, it can be assigned to Feed #2, #3, or #4 (but only one of these). If both IFB #1 and #2 are enabled, each can be assigned to Feed #3 or #4 (but not both).

**IFB Ducking** - IFB works as an audio detector. When audio is present on the IFB input, the level of its corresponding feed is reduced (by the amount in the **IFB Ducking** option) and the IFB audio is sent at normal level. There are no options for manually controlling the IFB function.

# **Other Options**

Caller Feed Add PIN - DTMF sequence that will add a caller's microphone audio to the feed when dialed.

**Caller Feed Remove PIN -** DTMF sequence that will remove a caller's microphone audio to the feed when dialed.

**Contact Closures** - By default, the contact closure outputs are active when any call is active on a particular feed (e.g. a call active on Feed #1 triggers Contact Closure #1). The contact closure for each feed can be changed in the Contact Closure menu.

**Test Modes** - These options are used for diagnostics or demo purposes only and will interfere with normal operation when enabled.

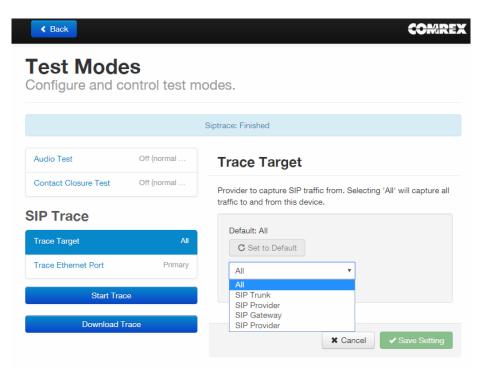
**Audio Test** - These options provide for specific audio paths to be enabled. These are used in unit production tests and can also be used to troubleshoot general hookup issues. Modes are also offered that generate a tone from the caller out ports.

**Contact Closure Test** - Likewise, enabling this option puts the contact closure feature in "loopback" mode with inputs directly driving outputs (e.g., input 1-> output 1 etc).

**SIP Trace** - SIP Trace is a diagnostic tool that allows the user to extract packet captures to help with troubleshooting SIP provider issues.

To perform a SIP Trace, select **Trace Target**. Select All to capture all traffic to and from the EarShot IFB, or select one of your SIP Providers from the drop-down menu to perform a packet capture for one specific provider.

Selecting **All** will provide unfiltered data including broadcast data on your network. There can be a lot of information in this file that may not be necessary. Selecting the individual providers will give you a more precise set of information.



Next, press **Start Trace**.

When you would like to end the capture, simply select **Stop Trace**.

Once pressed, a new button titled **Download Trace** becomes available. Press this to download the packet capture file (a .pcap extension).

This will start an http download to your browser.

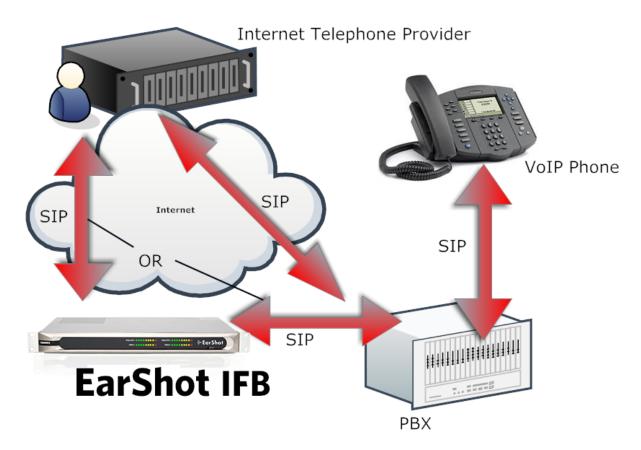
To review this file, we recommend using Wireshark, a free and open source packet analyser available online.

# PINs

Callers will select their feeds by inputting DTMF (Touch Tones). The PINs used to select each feed are programmable here. Note that PINs must be followed by the "pound" (#) sign to be engaged. PINs can be up to four digits in length. Default PINs are the single digits 1, 2 etc for each feed.

# VIII. More About SIP

Before we get into a conversation about routers and SIP issues, it's important to understand the basics of how SIP works.

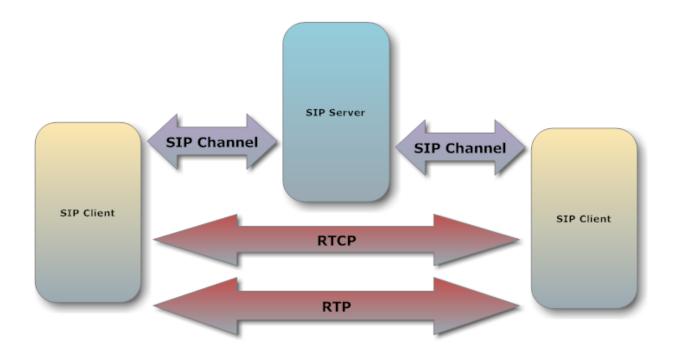


The great thing about SIP is that the same protocol is used between devices along the chain. In our example shown in Figure the figure above, a SIP PBX uses the protocol to register and place and receive calls with a SIP service provider on the Internet. In this scenario, the provider is acting like a SIP host and the PBX is acting like a client.

Further down the chain, the PBX has a similar but inverse relation with its extensions - the PBX in this link is the host and the extensions are the clients.

But in both links, the protocol is the same - the client is registering with the SIP host, the host is notifying the client of incoming calls and handling outbound call routing. The way the clients and hosts are set up is identical.

If in this scenario, you replace the phone extension with an EarShot IFB system, you can see how lines can now be shared between a PBX and your studio telephone system. The EarShot IFB acts like a SIP extension to the PBX. This requires some PBX programming to keep straight, but offers the ultimate in flexibility and utility. Of course, since the protocol is the same, the EarShot IFB can register with the SIP provider directly, bypassing the PBX entirely.



Technically, as shown above, a SIP client opens one channel to its host when it registers. This channel is kept open indefinitely, and uses the TCP transport layer for reliability.

This channel is used by the SIP client to request an outgoing call, as well as by the SIP host to notify the client of incoming calls. The channel is initiated from the client and kept open with keep-alive data so it doesn't have any issue when running through routers that incorporate Network Address Translation (NAT).

This signalling channel doesn't actually carry any voice data, the voice data channel is created separately over distinctly different "ports" on the client, using a protocol called RTP.

# **NAT Router issues with SIP**

The issues with a SIP client (like EarShot IFB) behind a NAT router are twofold:

- 1 When SIP clients (like EarShot IFB) are behind NAT routers, they don't know their public IP address. The client only knows the private LAN (e.g. 192.168.x.x) address, but not the public IP used by the NAT router on the Internet. During the negotiation process, the client provides information on how other devices can reach it directly. But this information is flawed, since the LAN address is useless to devices outside the LAN.
- 2 **NAT routers don't know what to do with unsolicited incoming RTP streams**. The RTP and RTCP channels that are created as a result of the negotiation over the registration channel for incoming calls are aimed at the router's public IP address and are targeted to temporary or "ephemeral" ports that are chosen during that negotiation.

Issue #1 is usually resolved when using a reputable SIP provider, as they will have the smarts to substitute your public IP address for your private one during the negotiation process.

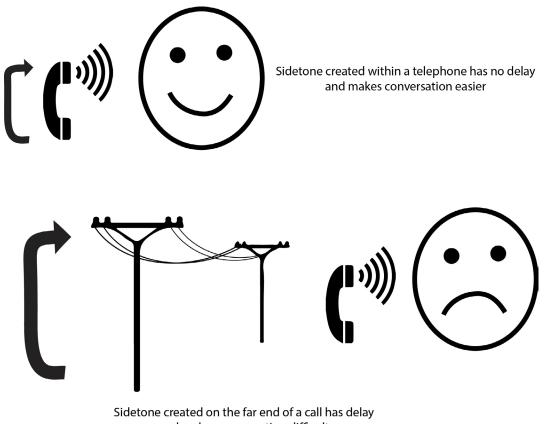
Note that even when this issue is resolved, the second issue remains - the streams created to the proper address will "bounce" off the router, because the router has no idea where to send them.

- 1 The simplest way of avoiding NAT issues is not to use NAT at all. If your router supports a DMZ function, this will have the effect of putting your client (EarShot IFB) open to all incoming traffic on the Internet. Alternately, EarShot IFB can be located directly on an open Internet connection with a fixed, public IP programmed into it.
- 2 Many modern routers and firewalls have a feature called SIP ALG that may be either on or off by default. If SIP ALG is designed correctly (and not all implementations are), your router will be smart enough to "sniff" the command SIP channel, predict where incoming RTP streams are expected, and route them to the proper ports on your SIP device. The one magic rule of SIP ALG use is to avoid the use of other workarounds simultaneously - SIP ALG assumes it's the only one tasked with NAT traversal and will malfunction if other workarounds are employed.
- 3 Use a SIP provider that has implemented their own complete NAT solution. Several providers have systems that have been finely tuned to resolve the NAT issue for RTP streams. They can detect the difference between public and private addressing, and proxy all the media data between the clients if necessary, making NAT traversal much simpler. You can inquire whether your SIP provider implements a "NAT solution" and in particular whether they employ a "media relay", which means the provider can act as a proxy for your calls.

# IX. Why do I Hear Hear Myself Myself?

# **Mix-Minus and Eliminating echo**

Studio telephone integration is a two-way process. The caller must send his audio to the studio, but also receive a return feed that allows him to interact with other sources, like a host. An important element of voice telephony involves allowing a speaking party to hear his own voice in his own earpiece. This sidetone provides a speaker the comfort of knowing his voice is getting through, and makes two-way communication flow more easily.



and makes conversation difficult

But for several reasons, telephone sidetone is always generated locally within the speaker's equipment, rather than on the far end of the call. This is because humans have a very hard time handling even the smallest delay in this sidetone signal. In testing, we find that any delay over around 10mS starts to have an effect called "slapback" where the speaker is unable to maintain conversation and begins to halt and stutter. Even in "old-fashioned" analog telephone circuits, it's possible to create a 10mS round-trip delay on a long distance call. Now add in the requirement that modern VolP-based systems have inherent windowing and buffer delays, and its easy to pile up over 100mS round-trip on a call. A delay of this length will typically not impede interactive conversation, but will certainly create an intolerable "slapback" environment if the caller hears his own voice delayed.

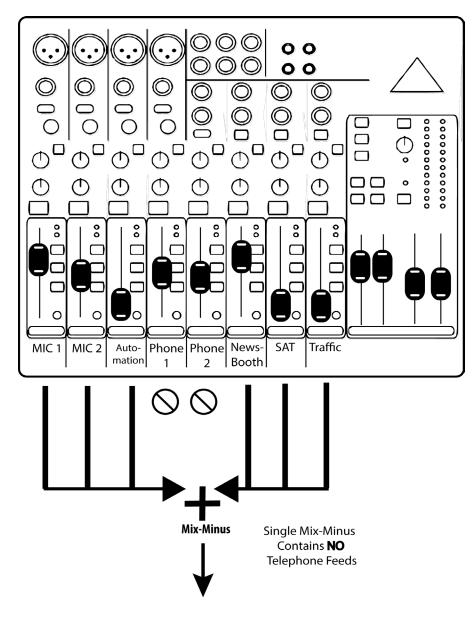
The telephone network employs digital echo cancellers at various nodes along the path of a phone call to avoid this scenario. And when they malfunction or are "untrained" at the start of a call, the effect is a dramatic echo in the caller's ear.

Many users installing a studio-based phone system for the first time make the mistake of applying audio to the outgoing "send' port that contains the main program feed - the same audio used to feed the transmitter or webstream. Since this mix contains the caller's own audio, and there's an inherent delay in modern digital systems, the "slapback" effect is immediate.

The solution here is mix-minus-- a term used for a special mix of audio that explicitly excludes one source--the audio coming from the place the mix-minus is being sent. To put it another way, mix-minus is the entire studio mix minus one audio source.

So how do we create this special audio mix? On modern studio systems, this is usually well defined and easy to do. Many consoles feature channels dedicated to telephone interface, and part of the channel is an automatically-created mix-minus output.

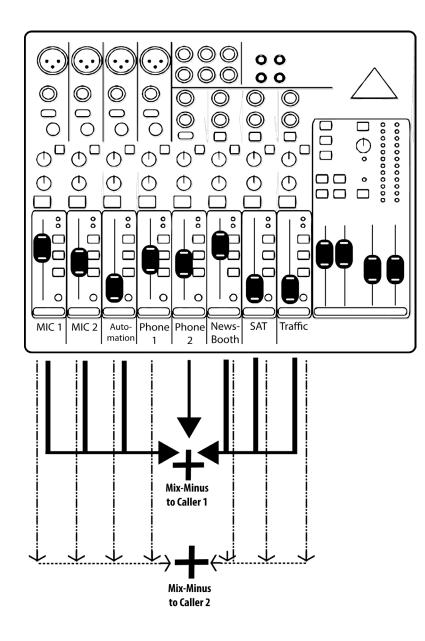
In less full-featured consoles, a mix-minus can often be created with an auxiliary or "audition" bus function. By selecting all relevant incoming sources on the bus except for the telephone fader, you can do this easily. The following figure shows the block diagram of a single mix-minus feed being generated on a mixing console.



#### SINGLE MIX-MINUS NO TELEPHONE FEEDS

In some environments, it's only important that the caller hear the in-studio host, and less urgent that the onair caller be able to hear automation, news reports, codecs etc. It's possible that simply routing an amplified version of the studio microphone signal to the "send" input will meet those needs.

Some studio telephone systems, like Comrex EarShot IFB, allow telephone callers to appear on one of two outputs (and therefore on two, separate console faders). In this circumstance, you often have a choice of delivering a single mix-minus with neither of the telephone audio sources present, or two distinct mix-minus feeds. In the case of two feeds, it's important to note that mix-minus A must include the caller audio B and vice-versa. The following figure illustrates this concept. Many consoles with dual telephone channels are designed to work this way, and should deliver the correct set of mixes automatically.



**TWO MIX-MINUS FEEDS** 

# X. Information for IT Managers About EarShot IFB IFB

### Mainframe

EarShot IFB mainframe is an embedded Linux-based device with dual 10/100/1000Base-T Ethernet ports. The device contains an optimized version of the Linux kernel (at this writing, 3.12). The IP parameters are set using a GUI that requires attachment of a keyboard and VGA monitor to the device.

Alternately, during the first five minutes of power up, the IP parameters may be set by a PC on the local LAN using a proprietary broadcast UDP protocol. Comrex provides the **Device Manager** software to perform this function on the local PC. After five minutes of operation, this function is disabled.

The device runs several services on different ports, outlined here:

#### **Incoming Services**

The device hosts a combined HTTP/XML service on **TCP 80.** If this service is needed outside the firewall, the port will need to be routed to the mainframe.

Firmware updates to the device are installed using the **Device Manager.** This update process is password protected and done via XML over **TCP port 80**. In addition to the password protection, the update data itself must have a valid cryptographic signature from Comrex, or else it is rejected. In order for the unit to be remotely updated, **TCP port 80** must be forwarded to the device. Alternately, updates can be initiated from any local PC using the **Device Manager** software.

The device can support connection to a SIP trunking service, which would require incoming service on a single UDP SIP port (usually **5060**) and two UDP RTP ports in the range of **16384-16432**.

The device can support connection to a registered SIP service. In this case, the UDP SIP connection will be outgoing and the two UDP RTP ports will be incoming in the range of **16384-16482**.

Typically, SIP services rely on the presence of a SIP ALG within the firewall to open RTP ports.

The device will host a SIP connection to its control surface accessories over **UDP 5070** and RTP streams in the range of **UDP 16384-16482**. Connection to control surfaces outside the LAN subnet is not currently supported.

If Comrex support is required, we may ask for access to the SSH host on the mainframe on **TCP 22**. SSH service is protected by a private keypair which is not delivered to customers. SSH service can be disabled in the setup menu.

### **Outgoing Services**

As described above, the mainframe will make outgoing connections to register with SIP providers (usually to port **UDP 5060**) combined with incoming and outgoing RTP in the range of **UDP 16384-16432**.

An NTP client is implemented by default to UDP 123.

The mainframe syncs by default to a Comrex cloud server at **TCP 8090**. This is currently not required for normal operation.

SIP connection attempts will sometimes make external STUN connections to UDP 3478.

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m4 gnupg dosfstools

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