Jive SIP SoftPhone Setup for the Q-SYS™ Platform

This document applies to the SIP Softphone configuration with Jive
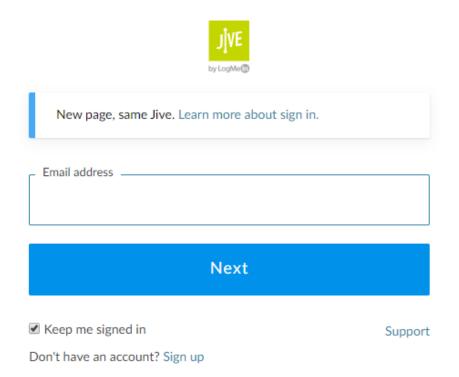
Introduction

This setup guide is intended to aid you in discovering and configuring the Softphone for Jive. The procedure involves these steps:

How To Find Jive SIP Registration Information

1. Navigate to https://my.jive.com/pbx/

    The page menu appears
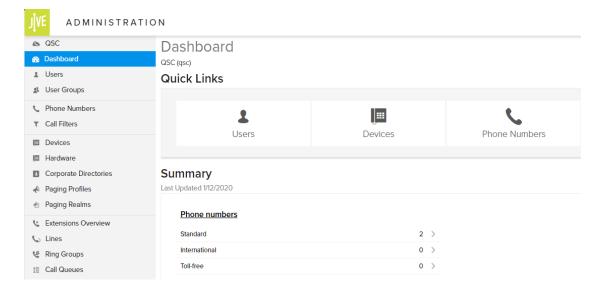
2. Login using your account credentials..

    Jive dashboard with a menu on the left appears.

    Note: Unfortunately the Jive dashboard does not provide information for registering a softphone. Contact Jive support to obtain authentication credentials and proxy address.

3. From the dashboard select **Devices**.

    The extensions in use are shown as well as the Device Model.

    Note: There is no option for a third party SIP device on the Jive system, so use a device type of Bria Softphone instead.

4. Select one of the existing extensions.

    The hardware details appear.

    Note: The MAC address being used is bogus. This does not need to match   the MAC address of the core.
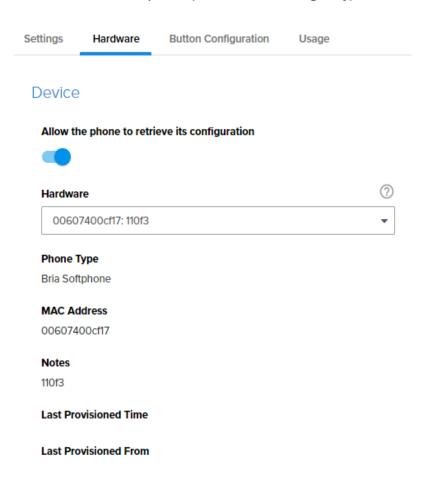
Device - Bria Softphone (Manual Provisioning Only)

Settings | **Hardware** | Button Configuration | Usage

Device

Allow the phone to retrieve its configuration

Hardware ⑦

00607400cf17: 110f3 ▼

Phone Type
Bria Softphone

MAC Address
00607400cf17

Notes
110f3

Last Provisioned Time

Last Provisioned From

Jive and Q-SYS Compatible Feature Set

Audio Codecs -> Jive supports the following:

- G.711 ulaw
- G.711 alaw
- G.722
- G.729

Notes:

- Multiple Extensions -> Jive does not lock down 3rd party SIP devices to MAC Address. This allows multiple extensions to be configured per core.
- DTMF -> RFC2833 and DTMF INFO are both supported.
- Outbound SIP Ports -> All traffic uses port 5060.
- TLS / SRTP -> Not supported
- UDP and TCP -> Use port 5060