

Broadband Connection Considerations

There are many requirements to be met before selecting your broadband connection for Sunrise Exchange ®. To help you choose the best solution for your business, and to assist your technical preparation, there are important things to remember.

Which connection is right for me?

To get the best from your broadband connection, and high-speed transfer of information, you will need to ensure you have the right connection.

In the “engine room” driving your broadband service, there are technology options, each with its own particular advantages and disadvantages. For people using broadband Internet at home, the benefits are many. However, for business use you will need a more powerful business broadband solution. When selecting your broadband connection, ensure that you have selected a business solution, as a home-use option will not be suitable with Sunrise Exchange ®.

Technical Expertise

A technician familiar with your systems should be used for configuration throughout the setup process with broadband. You should seek advice from your technician on how best to use your broadband connection throughout your office.

You will be connecting to Sunrise Exchange ® through a VPN (Virtual Private Network). However, you should consult your technician regarding any other application requirements. Ongoing support of your VPN will require technical assistance.

Note:

If you are using an internal IP address commencing with **172.27.XXX.XXX** or **10.125.XXX.XXX**, please contact the Support Team for assistance on 1800 331 018 or support@ebix.com.au.

Security

Ebix strongly recommends a firewall being put in place to protect your system. Broadband connections are valuable hackers, and you may be at serious risk of data corruption or system failure. Ebix will not be responsible for any intrusion that may come through your Internet connection, so you must assume responsibility for configuring an appropriate firewall (which can be either software or hardware). Consult your IT technician for assistance where required.

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