Switchvox Appliance Quick Setup Guide

Digium Switchvox®

613-00010-RevB

IN THIS BOX

- The appliance
- Switchvox software media
- AC power cord(s)
- Rack/wall mounting brackets
- Bracket screws
- 2U Appliances include Sliding rack rails kit
- Card-insulator
- This Quick Setup Guide

ALERT: Changes or modification to the unit not expressly approved by Digium could void the user's authority to operate the equipment.

INFO: Digium's policies, including warranty and return policies, may be viewed online at www.digium.com/policies.

NOTICE: On this product, the power cable serves as the disconnect device. To service the unit, the power cable must be disconnected.

? COMPLIANCE AND SAFETY INFORMATION: The regulatory compliance and safety information for this Digium appliance can be found on www.digium.com.

TELEPHONY CARD INSTALLATION

This appliance is designed to be used with the following Digium telephony interface cards:

AEX410	AEX2460	TE121	TE420
AEX800	HB8	TE220	TE820

⚠ DO NOT SKIP THIS STEP

Power down the appliance. To do this, use the front LCD panel to navigate to **Shutdown PBX**. Once the power LED is off, unplug the power cord(s) from the appliance's power port(s), then from the power outlet(s).

Make sure that you are grounded by attaching a static strap to your wrist.

Remove the appliance from the rack or cabinet it is mounted in. Remove the appliance's case screws and case lid.

On the rear panel, remove the PCIe blank cover from the top or middle PCIe slot.

D Insert the Digium card into the PCIe slot and secure it with a screw.

If you have two telephony cards, trim the card-insulator to fit the larger card, and attach the insulator so that it sits between the two cards.

If the telephony card has FXO or FXS ports, note which are FXO (red) and which are FXS (green).

If the telephony card has FXS modules, connect a power cable from the appliance's power supply to the rear of the telephony card. Insert a 4-pin, 12-volt connector into the white plastic connector on the rear of the card.

Replace the cover on the appliance. Install the appliance in the rack again (see the reverse side of this guide), but do not plug in the power.

Plug all outside phone lines into the FXO (red) ports, and all phones into the FXS (green) ports.

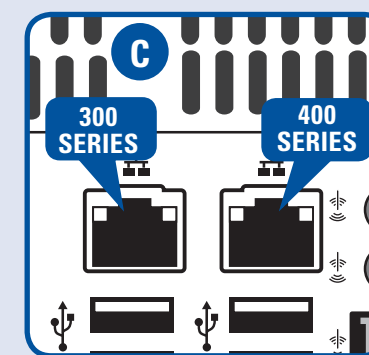Plug the power cord(s) into the appliance's power port(s), then into the power outlet(s).

D
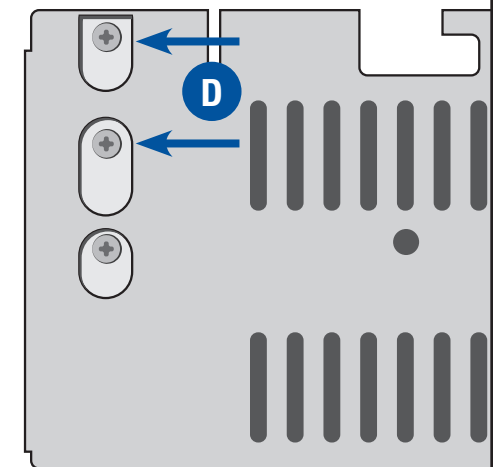
STEP 1 — HARDWARE INSTALLATION

1. Remove the appliance from the box.

2. Place the appliance in a secure location where the appliance can operate efficiently. A standard 19'' computer rack or cabinet is recommended (provided rails are designed for round hole racks). Most Switchvox appliances require 2U of vertical space. The smallest Switchvox appliance only requires 1U of vertical space.

3. Secure the sliding rails to the appliance.

4. Extend each three-piece rail kit until it locks.

5. Depress the spring safety lock to release the inner rail.

6. Remove the inner rail from each of the two rail assemblies.

7. Attach the inner rails to the sides of the appliance using the screws provided in the rail kit. **A**

8. Attach the brackets and outer rails to your rack. Align each of the outer rails on the same vertical space. **B**

B A
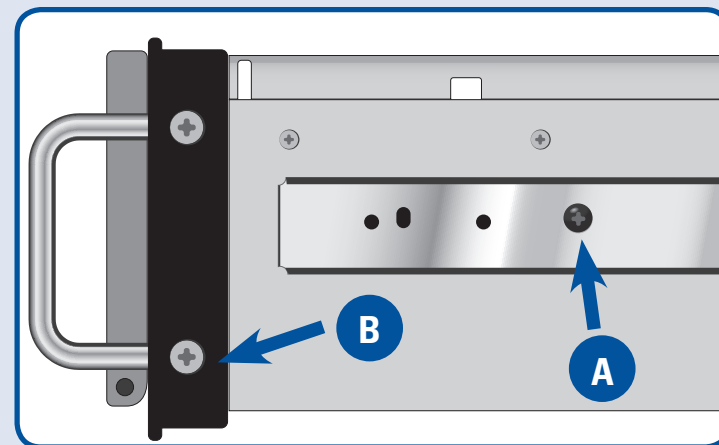
9. Tighten the bolts on the outer rails of the rail kit.

10. Slide the appliance into the front of the rack and align the inner rails into the outer rails. Once the appliance slides all the way in, the rails should lock into position.

11. Insert one end of an ethernet cable into your computer network, and the other into the correct ethernet socket. **C**

12. If there are analog telephony cards in the appliance, plug in those cables as appropriate.

C
300 SERIES
400 SERIES

13. Plug the power cord(s) into the appliance's power port(s), then into the power outlet(s).

The appliance should automatically power on. If it did not, look for the recessed push-button switch on the front of the case and depress it until the power LED illuminates.

👍 Your Switchvox appliance is now installed. Go to Step 2.

SWITCHVOX 1U: WALL-MOUNT

The 1U Switchvox appliance can be mounted to a wall. Attach the wall-mount brackets: Remove the side screws from the appliance, settle the bracket on the appliance, and screw the brackets to the side of the appliance.
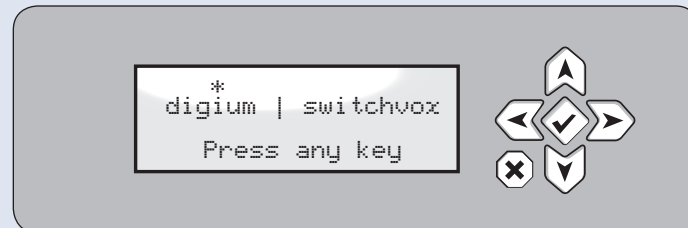
Mount the appliance with the front-panel facing up to the ceiling, and be sure the appliance is level. Screw the brackets to the wall.

digium® FRONT
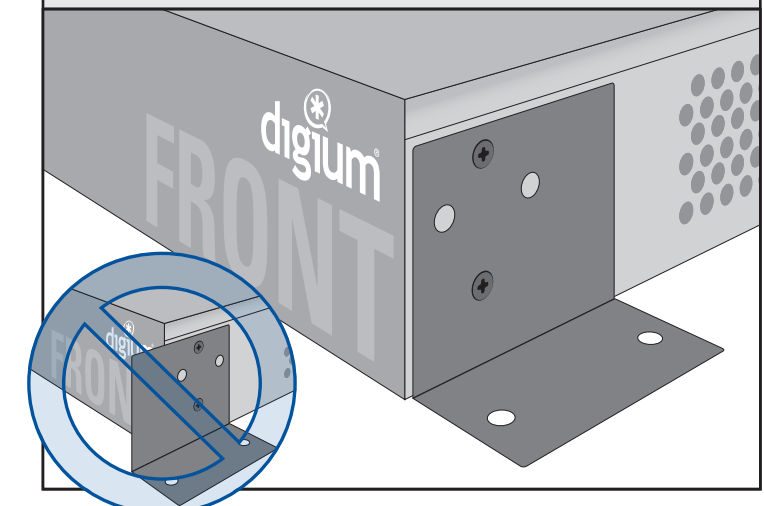
SOFTWARE SETUP

Configure the network

When the LCD Panel displays **Press any key**, Switchvox is ready to be configured.

```
      *
digium | switchvox
   Press any key
```

1. Press any key to display the Basic Server Functions.

2. Using the arrow keys, select Configure Network, then press the green checkmark key (Enter).

3. Select Set DHCP/Static, then Enter.

4. Select Static, then Enter.

5. Select Change IP Address, then use the Up/Down arrows to set the IP Address assigned by your network administrator. When the IP Address is correct, press Enter.

6. Do the same for the Subnet Mask, Gateway, and DNS Server.

7. Once your network information is correct, select Save Net Settings, then Enter.

8. Select View System Info, then Enter.

9. Write down the Switchvox Admin Suite URL that is displayed:

   https:// _____

   i **For details, see**
   www.digium.com/switchvox_networking

DOCUMENTATION AND SUPPORT
More documentation is available within the Switchvox user interface, and at www.digium.com/support.

Log into the Admin Suite

1. On a computer that is on the same network, open a web browser and go to the Switchvox Admin Suite URL. Enter the main administrator's username and password:

   Default username: admin   Default password: admin

2. For the security of your Switchvox, change this password. To do this, go to Setup > My Account.

Register Your Switchvox

1. Enter your contact information, and your 16-character Registration Code (four characters in each of four fields). Your Registration Code is located on the Switchvox DVD case included with your Switchvox Appliance.

2. Click Submit, and your Switchvox is registered with Digium's registration management system .

3. Put the Switchvox DVD and case somewhere safe, where you can easily access it if necessary.

Check for Software Updates

⚠ **IMPORTANT: DO NOT SKIP THIS STEP**

1. In the Admin Suite, select Server > Updates. *If the page says that no updates are available, then you already have the newest version of the software.*

2. If there is an update listed on the page, click the **Apply This Update** button. The update is applied and the system is restarted. Once the you see the message **Successfully restarted your PBX software**, you can go on to the next step.

Connect Your Digium Phones
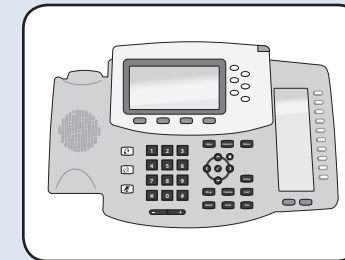
1. If you purchased a preconfigured Switchvox and Digium Phones, connect one of the Digium Phones to your network. (If you are not using power over ethernet, you also need to connect the optional power cord.)

2. Wait for the phone to start up and display the date and time.

3. Check to see if the phone successfully contacted Switchvox: Server > Connection Status > SIP Phones tab. If your extension and phone are displayed in green, then your phone is ready.

Make a Call

Pick up the handset of your phone and dial 800. This default extension rings a default Interactive Voice Response (IVR) menu. The call should connect and you should hear a recorded voice say "Congratulations, Switchvox has been configured properly."

📞 **IF YOU ARE NOT USING DIGIUM PHONES**
If you are not using Digium Phones, refer to the configuration documentation for your phones.

KEYBOARD & MONITOR

HDMI
HDMI
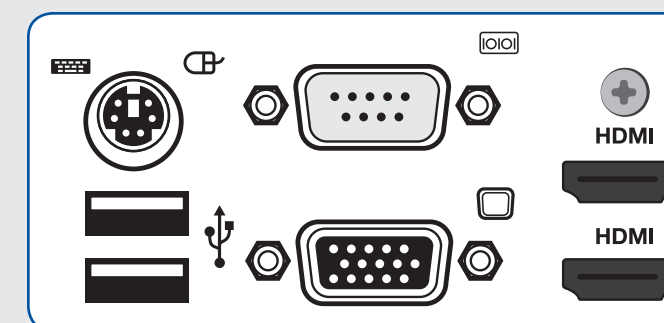
The Basic Server Functions can also be accessed by attaching a keyboard and monitor to the back of the appliance.

PHONE-EXTENSION SETUP

If you purchased Switchvox and Digium Phones that were not preconfigured, then you need to create a SIP phone extension and a Digium Phone assignment for that extension.

1. **Specify the Length of Your Extensions**

   In the Admin Suite, select Setup > Extensions > Settings. Select 3, 4, 5, or 6 digits.

2. **Create a SIP Phone extension**

   In the Admin Suite, select Setup > Manage.

   On the resulting page, choose SIP PHONE or SIP Adapter for Analog Telephones (ATA) for the extension type, and Default for the Extension Template.

   Click Create Extension again. On the resulting page, enter the basic information for an extension: extension number, first and last name, e-mail address, and numeric password (repeat the password).

   Then click Save SIP Extension.

3. **Assign a Digium Phone to the Extension**

   To assign a Digium Phone to the extension you just created, select Setup > Digium Phones.

   Select Unassigned Extensions from the View dropdown. In the resulting list, find the extension you just created and click its Assign button.

   On the back of the Digium Phone, find its MAC address (in this form: 00:00:00:00:00:00). Enter the MAC address and click Save Assignment.

   NOTE: If you prefer, you can create each assignment using each phone's keypad. In the Admin Suite, create your extensions, then select Setup > Digium Phones and click the Phone Assignment Options button. Then, on each phone, enter the assignment code shown on that page, and select that phone's extension from the resulting list.

4. **Connect the Digium Phone to your Network**

   Plug the ethernet cable into the Digium Phone. *(If you are not using power over ethernet, you also need to plug in the power cable.)*

   Wait for the phone to start up and display the date and time.

   Check to see if the phone successfully contacted Switchvox: Server > Connection Status > SIP Phones tab. If your extension and phone are displayed in green, then your phone is ready.

5. **Make a Call**

   Pick up the handset of your phone and dial 800. This default extension rings a default Interactive Voice Response (IVR) menu. The call should connect and you should hear a recorded voice say "Congratulations, Switchvox has been configured properly."