

Device Configuration Guide

MAX 410/420/430 SIP

Voicedirector



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*VoiceDirector Device Configuration Guide
MAX 410/420/430 SIP*

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1. MAX 410/420/430 SIP

This guide contains VoiceDirector configuration instructions for the MAX 410, MAX 420, and MAX 430 SIP devices.

IMPORTANT

You must have SIP software version 1.1.10 or above in order for the MAX 410/420/430 SIP to interoperate with VoiceDirector.

If your MAX does not come with SIP software pre-installed, contact your reseller to upgrade your MAX to SIP-supported software.

STEP 1 – SET UP THE ACCOUNT

Make sure you have an account on the VoiceDirector server to which you are connecting.

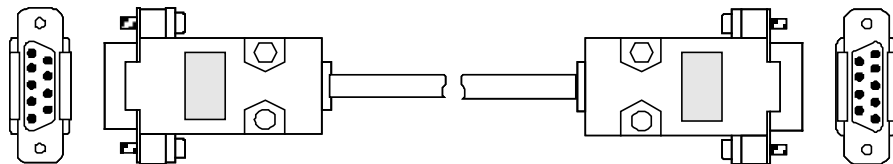
STEP 2 – OBTAINING THE IP ADDRESS

To obtain the IP address for the MAX 410 SIP, continue with the section below, **MAX 410 SIP**. To obtain the IP address for the MAX 420 SIP or MAX 430 SIP, skip to the next section, **MAX 420 SIP and MAX 430 SIP**.

MAX 410 SIP

When the MAX 410 SIP is connected to a DHCP network, the current IP address can be obtained via a PC connected to the MAX through its serial port, using the HyperTerminal terminal-emulator application.

For this procedure you will need a standard serial cable (D-sub 9-pin, male-to-female, straight-through connection) as shown in Figure 3 (not provided), and a PC or Mac running the HyperTerminal terminal-emulator program (or an equivalent), which is included in Microsoft operating systems. It is usually found in the Programs menu, under Accessories within Windows.



DB9-Male-to-DB9-Female Straight-Through Cable Wiring

1. With the power to the MAX 410 SIP turned OFF, connect the cable from the unit's serial port to one of the PC's serial ports. Note which of the PC's serial ports you are using.
2. Launch HyperTerminal and set up a new connection.
3. In the dialog box, specify the appropriate serial port, and set the serial communication parameters as follows:
 - ♦ **Baud Rate:** 19200

- ♦ **Parity:** None
 - ♦ **Character size:** 8
 - ♦ **Stop bits:** 1
 - ♦ **Flow control:** None
4. Power-on the MAX 410 SIP, then press `Enter` on your PC.
The boot messages are displayed, followed by the command prompt `n2p:>`.



NOTE: `n2p` is the default system name with which the unit is shipped. This can be replaced by a system-name you select, such as `MY_MAX:>`.

5. Press the `Enter` key.
*The **Login:** prompt is displayed.*
6. Three default user IDs are provided:
 - ♦ `root`
 - ♦ `manager`
 - ♦ `sysadm`Type one of these user IDs at the `Login:` prompt, followed by the `Enter` key. For example, type `root`, followed by the `Enter` key.
*The **Password:** prompt appears.*
7. At the **Password:** prompt, type the default password, `n2p`, followed by the `Enter` key.
The command line prompt `n2p:>` appears. You are now logged in.



NOTE:
MAX 410 SIP provides three fixed user (or manager) names. You can change any manager's password, but managers cannot be created, deleted, or renamed.
Manager names and passwords are case sensitive.

After logging in to the MAX 410 SIP, type `/config/ip` at the command prompt.
The active directory changes to `/config/ip` and the prompt becomes `n2p:/config/ip>`.

8. At the prompt `n2p:/config/ip>`, type `show`.
The IP address of the MAX 410 SIP should be displayed. Write it down.

MAX 420 SIP AND MAX 430 SIP

1. Pick up the telephone handset, and press *****1** on the phone connected to the MAX 420 SIP or MAX 430 SIP.
The phone announces the IP address.
2. Write down that IP address.

STEP 3 - LOGGING INTO THE WEB CONFIGURATION INTERFACE

To log into the phone's Web Configuration Interface:

1. Launch Microsoft® Internet Explorer.
2. In the **Address** bar, enter **http://**, followed by the IP address you wrote down in step 2 above.

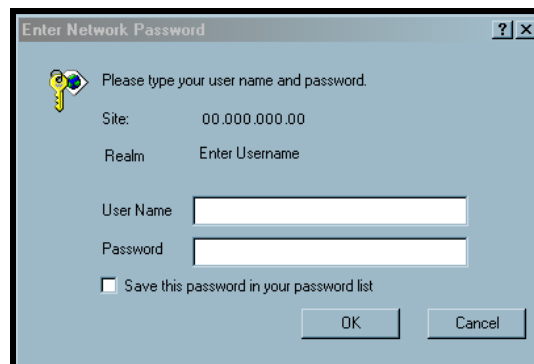
For example, if your IP address is 192.168.1.100, you would enter **http://192.168.1.100** in the **Address** bar.

3. Press the **Enter** key on your keyboard, or click the **Go** button.
A splash screen displays.



MAX 410/420/430 Splash Screen

4. Click **Enter**.
A login pop-up displays.



MAX 410/420/430 Login Screen

(This is the typical Windows 2000 login pop-up. Windows XP and 98 will look different, but the fields will remain the same.)

5. In the **User Name** field, enter **root**.
6. In the **Password** field, enter **n2p**.
7. Click the **OK** button.
You are now logged into the phone's Web Manager.

STEP 4 – CONFIGURING THE SIP PROXY SETTINGS

In order to use the VoiceDirector service, you must have a VoiceDirector account number and authentication password. If you do not have this information, please contact your System Administrator.

To enter the account number and password:

You can configure up to four (4) ports, as shown in the screen capture on the following page. Each extension (port) is represented in a quadrant of the table.

1. On the Web Manager Interface page, click the **VoIP Config** link in the sidebar menu on the left side of the page.
The VoIP Config page displays. See screen on the following page.
2. In the **Name** field, enter your VoiceDirector SIP Username.
3. In the **Authentication Name** field, enter your VoiceDirector SIP Username.
4. In the **Authentication Password** field, enter your VoiceDirector SIP Password.
5. In the **Proxy Address** field, enter your VoiceDirector IP Address.
6. In the **Backup Proxy Address** field, enter the same VoiceDirector IP Address you entered in the **Proxy Address** field.
7. Keep the default values for all other fields.
8. Click the **Save** button.
The values are saved, and the browser page displays the message, "Command executed successfully."

The screenshot shows the 'VoIP Configuration' page. It features four quadrants for configuring lines, labeled LINE 1 through LINE 4. Each quadrant contains the following fields: Display Name, Name, Authentication Name (with a dropdown menu showing 'UNPROVISIONED'), Authentication Password, DID Number, and Registration Status (with a dropdown menu showing 'NOK'). Below these quadrants is a section for proxy settings with the following fields: Proxy Registration (dropdown menu showing 'enable'), Registration Timer (text input '3600'), Proxy Address (text input), Proxy Port (text input '5060'), Backup Proxy Address (text input), Backup Proxy Port (text input '5060'), Local UDP Port (text input '5060'), RTP Start Port (text input '23000'), Codec Priority 1 (dropdown menu showing 'G723'), and Codec Priority 2 (dropdown menu showing 'G711'). A 'Save' button is located at the bottom of the proxy settings section.

VoIP Config Page

- Click the **Remote IVR Config** link in the sidebar menu.
The Remote IVR Config page displays.

Remote Access IVR Configuration

Port	Interface	IVR off	Play Welcome Only	Request Password Only	Request Account and PIN	Request Password Account and PIN	Multi Password (up to 5 digits each)	Use Forwarding Number	Forwarding Number
1	FXS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="radio"/>	<input type="text"/>
2	FXS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="radio"/>	<input type="text"/>
3	FXS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="radio"/>	<input type="text"/>
4	FXO	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="radio"/>	<input type="text"/>

"Thank you" Message

Remote Access IVR Page

- If the **"Thank you" Message** checkbox is selected, click to deselect it.
- Make sure that the **IVR Off** radio button is selected for each port.
- Click the **Save** button.

The values are saved, and the browser page displays the message, "Command executed successfully."



NOTE: When you click the Submit or Save buttons, you must wait for the browser to refresh before continuing.

You must restart the device in order for the changes to be implemented. Continue with the next section.

STEP 5 – RESTARTING THE DEVICE

To restart your phone and activate the settings changes:

- Click the **Restart System** link at the bottom of the sidebar menu.
The browser displays the message, "Click the Restart button."
- On the Restart System page, click the **Restart** button.
- Once the phone restarts, close the browser window.

Congratulations! You are now ready to start enjoying VoiceDirector's superior quality on your MAX 410/420/430 SIP device.