switchvox

Quick Start Guide

This guide will walk you through the steps necessary to install the Switchvox software and make your first call using the system.

1 Set Up Server

Connect a monitor, mouse, and keyboard to the Switchvox server. The server must also be connected to your office network. If you did not provide configuration details with your order you may need to follow the prompts through the simple setup process. IMPORTANT: At the end of the setup process, take note of the URL, this is where you will log in to administrate your system. If your system is pre-configured, there will be a URL displayed on the screen when you boot up your Switchvox, take note of it below.

URL: _____

2 Log In

Log in to the administration tool suite of the Switchvox by typing the URL from Step 1, above into the navigation bar of a web browser on a computer on the same network- your desk, maybe. This should look something like "https://192.168.0.199/admin". You will be prompted to enter a username and password. The default values for these are username: "admin", password: "admin".

3 Create SIP Extension

If you provided extension details with your Switchvox order, you can skip this step.

Switchvox assumes that all extensions on your system will be 3 digits long (E.g. Ext. 362), if you would like 4 or 5 digit extensions on your system, you should first go to the "Extension Settings" tool under the "Extensions" navigation tab and set your desired extension length. To create a sip extension, go to the "Manage Extensions" tool under the "Extensions" navigation tab and click on the "Create A New Extension" button. On the next page, the "Extension Type" should be "SIP Phone" (default) and the "Extension Template" should be "Default" (default). Click on the "Create New Extension" button. Fill out this form by choosing your desired extension (E.g. Ext. 456) your name, email, a numeric password, You will use this password in the next step of the setup process- configuring your SIP phone, as well as to retrieve voicemail and log in to the user's on-line tool suite. Unless you are an advanced user, you should probably leave the rest of the fields on the page as their default values. To finish, click the "Save Extension Settings" button.

Extension: _____   Password: _____

4 Configure SIP Phone

If you bought your phones from Four Loop Technologeis, in the same order as your Switchvox and provided us with this information, you can skip this step. Your phone's manual will contain instructions for configuring and then rebooting your phone. IMPORTANT: Be sure that you choose the same phone password as when you created your SIP extension. If you have difficulty, contact your phone manufacturer.

5 Make a Call!

Pick up the SIP phone and dial extension "800." This is a sample Interactive Voice Response (IVR) menu that is provided by Switchvox for testing and example purposes. The call should ring, then connect, and you should hear a recorded voice say, "Congratulations, Switchvox has been configured properly..."

Congratulations on successfully setting up your Switchvox! You may wish to continue adding SIP extensions in this fashion until all of your desired extensions have been created. For more detailed information on configuring your Switchvox, please refer to the user manual.

Registration Code Information

Your registration code may be found on a sticker located on the back flap of the paper CD envelope that your Switchvox Installation Disc came in. This may be located inside of the box with your Switchvox server.