Switchvox™ Quick Start Guide

Thank you for your purchase of Switchvox™, the world's simplest telephone system that's also the world's most advanced telephone system. In this Quick Start guide, you will go through the steps necessary to complete the installation and registration of your Switchvox software. For questions about setting up your Digium Appliance product, please refer to the separate Quick Start guide for that product.

Step One (1) – Appliance Setup

Connect a monitor, keyboard, and network (Ethernet) to the Digium appliance. Power on the unit and wait for it to boot. When boot is complete, you will be presented with a screen requesting that you select either a Static or DHCP (Dynamic) configuration for your network IP. Most users should choose Static, and should use an IP address that has been assigned by your network administrator. The network selection boot screen will only display upon first boot. The screen will not be present on, and is not required for, subsequent boots.

Once the network settings have been entered and Switchvox detects that network connectivity has been established, you will be presented with a screen containing a URL (Uniform Resource Locator). This is the address that you should type into a web browser to administer Switchvox. For example:

https://192.168.0.100/admin

Please record the URL displayed by Switchvox below for your future reference:
URL: _____

Congratulations!
You have completed Step One successfully.
Now, on to Step Two.

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www.digium.com
www.switchvox.com

Step Two (2) – Switchvox Log In

Switchvox administration and configuration is managed via a browser-based tool suite. To log in to the administration tool suite, type the URL you recorded from above in Step One into the navigation bar of a web browser of a computer on your network; the same network as the Appliance running Switchvox.

The URL will be similar to:
https://192.168.0.100/admin

You will be prompted to enter a username and password. Switchvox is configured with a default username and password combination.

The default username is: admin
The default password is: admin

Congratulations!
You have completed Step Two successfully.
Now, on to Step Three.

Step Three (3) – Switchvox Activation

Having successfully logged in to the administration tool suite, you will notice flashing text in the upper right hand corner of the panel. This indicates your Switchvox is not yet registered. In order to register your Switchvox installation, you will need your Activation code. Your activation code, comprised of 16 characters, should be located on the outside of your Appliance packaging.

Once you have located your Activation code, click the Machine Admin link of the Admin panel. Click Product Registration from the Machine Admin panel. On the Product Registration page, you will be prompted to input your Activation Key as well as provide personal details that Digium will use in the event you require support. After entering the key and your contact details, Switchvox will make contact with Digium's Switchvox registration management system and make a record of your registration. Once the registration process is complete, Switchvox will check for any available software updates and inform you of their availability.

Congratulations!
You have completed Step Three successfully.
Now, on to Step Four.

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Step Four (4) – Create an Extension

Switchvox assumes that all extensions on your system will be 3 digits long, i.e. Extension 362. If you would like 4 or 5-digit extensions on your system, go to the Extensions navigation tab, and then choose Extension Settings. You have the option of setting your desired extension length from within Extension Settings.

To create a new extension, go to the Extensions navigation tab, and then choose Manage Extensions. Click the Create a New Extension button to begin the extension creation process. A page will be displayed with two options: Extension Type, and Extension Template. From the Extension Type selector choose SIP Phone or SIP Adapter for Analog Telephones (ATA). Select Default for the Extension Template.

Click the Create a New Extension button to display the second page in the extension creation process. The second page gives you the ability to fill in more information about your new extension. Fill out the forms by choosing your desired extension, i.e. 362, your name, e-mail, and a numeric password. You will use this same password and extension in the next step of the setup process below. Unless you are an advanced user, the default values for other options are best. Record your Extension and Password here:

Extension: _____   Extension Password: _____

To finish, click the Save Extension Settings button.

Congratulations!
You have completed Step Four, and created your first
extension, successfully.
Now, on to step Five.

Step Five (5) – Configure a SIP Telephone

If your SIP phone has already been configured for you, you can skip this step. If it has not, then you will need to refer to your SIP telephone manual for configuration information. The record of the URL of your Switchvox system, your Extension, and your Extension Password – which you took the time to record in the blanks provided on this handy Quick Start guide – will be of use in this process.

After you have configured your SIP telephone, per its manual, you can check to see if it successfully contacted Switchvox. To do this, select the Diagnostics tool and then the System Status option. Scroll down to the SIP phones section. There, you will see the extension that you created earlier, i.e 362, and some information about it. If it displays in green, your phone is ready to call Switchvox.

Congratulations!
You have completed Step Five successfully.
Now, on to step Six.

Step Six (6) – Make a Call!

Pick up the handset of your SIP Telephone and dial "800". This is a sample Interactive Voice Response (IVR) menu that is provided by Switchvox for testing and example purposes. The call should connect and you should hear a recorded voice say:

"Congratulations, Switchvox has been configured properly..."

And you have reached the end of this Quick Start guide. For more detailed information on configuring Switchvox, please refer to the Switchvox User Manual.