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.

Thank you for your purchase of Switchvox™, the world's simplest telephone system that is 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. Please refer to the Digium Appliance Quick Start Guide for the location of the connecting ports. 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 reboots.

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: _____

Step Two (2) - Switchvox Log In

Switchvox administration and configuration is managed via a browser-based tool suite. To log in to the administrator tool suite, type the URL you recorded from Step One into the navigation bar of a web browser on a computer that is part of 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**

Step Three (3) - Switchvox Activation

Having successfully logged into 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 **Registration Key**. Your Registration Key, comprised of 16 characters, should be located on the Switchvox CD-ROM case included with your Appliance.

Once you have located your Registration Key, click the **Machine Admin** link of the Admin panel. Next, select **Product Registration** from the Machine Admin panel. On the Product Registration page, you will be prompted to input your Registration Key as well as provide personal details that Digium will use in the event that 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.

Step Four (4) - Create an Extension

Switchvox assumes that all extensions on your system will be three (3) digits long, e.g. Extension 362. If you prefer four (4) or five (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, e.g. 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.

Step Five (5) - Configure a SIP Telephone

If your SIP telephone 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's manual for configuration information; or, if you are using Switchvox SMB, automatic phone configuration is available by going to the **System Setup** navigation tab and choosing **Phone Setup**. The record of the URL of your Switchvox system, your Extension, and your Extension Password (all of which you took the time to record in the blanks provided on this 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, e.g. 362, and some information about it. If it displays in green, your phone is ready to call Switchvox.

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...

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