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☐ URGENT

■ NOT URGENT ☐ TEMPORARY ■ PERMANENT

SUBJECT: INSTALLATION, UPGRADE AND TROUBLESHOOTING ON OMNITOUCH 4135 IP

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1. INTRODUCTION

This technical communication presents the installation of the OmniTouch 4135 IP audio conference equipment, its upgrade and its troubleshooting. It completes the following documents:

- RD1: "110132-61-001: Installation and Administration of OmniTouch 4135 IP"
- RD2: "110126-61-001: The OmniTouch 4135 IP User Guide"

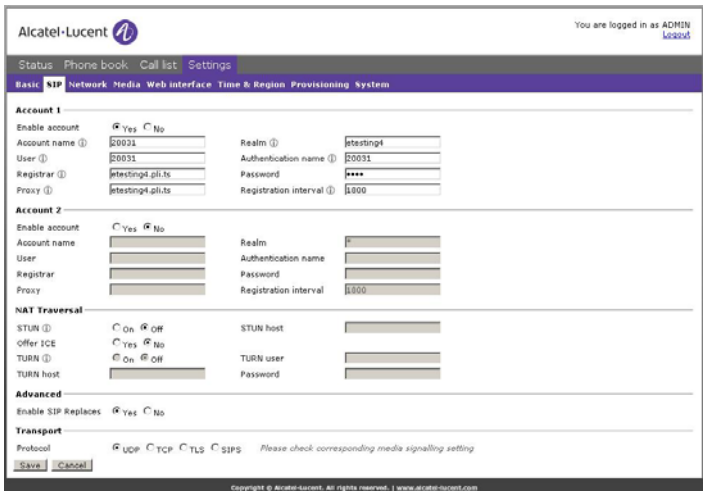
available in the Technical Knowledge Base on BPWS.

2. INSTALLATION

2.1 Installation of the OmniTouch 4135 IP

By default, the set is configured to use DHCP configuration without VLAN. If you need to configure a static network address, you have to follow the process describes in the document RD1 (section "Obtaining a network address"). After this action, the equipment will automatically restart.

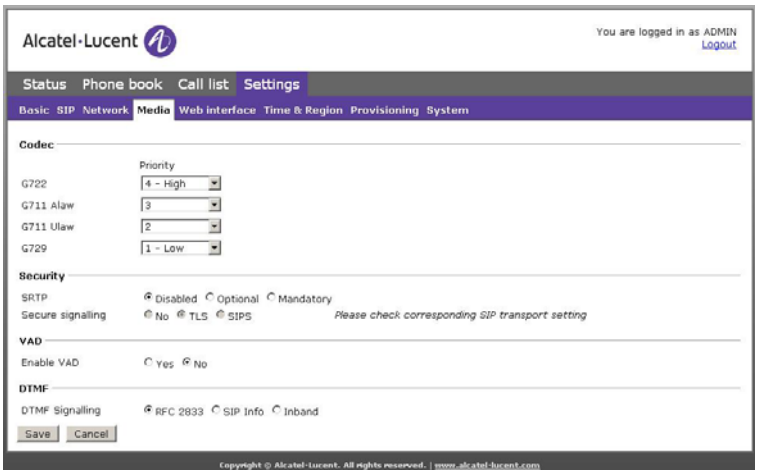
After this action, you can use the integrated web interface to perform remaining configurations. This site is available using HTTP protocol at the equipment IP address. The login is "Admin" (default password: 1234). If a VLAN is needed to access the network, you must enter it in the "Settings> SIP" by selecting "On" in VLAN line and entering the "VLAN ID". Then, you have to complete SIP Account information in the "Setting > SIP" part.



SIP account configuration

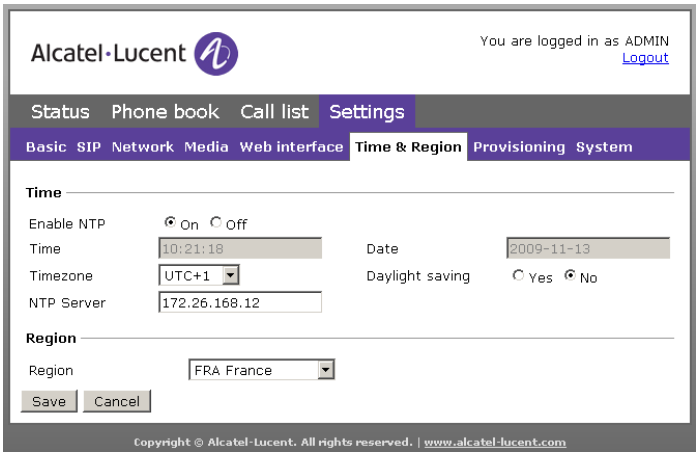
You have to enter in this section SIP account information to use: user, registrar, proxy, domain, authentication parameters and registration interval. It may be necessary to change the default settings in the sections "NAT traversal", "Advanced" and "Transport". After these manipulations, the equipment will automatically restart.

In menu "Settings> Media", it is possible to indicate a priority on codecs to use, security and voice detection. Further details can be obtained in the document DR1 in "Media" section.



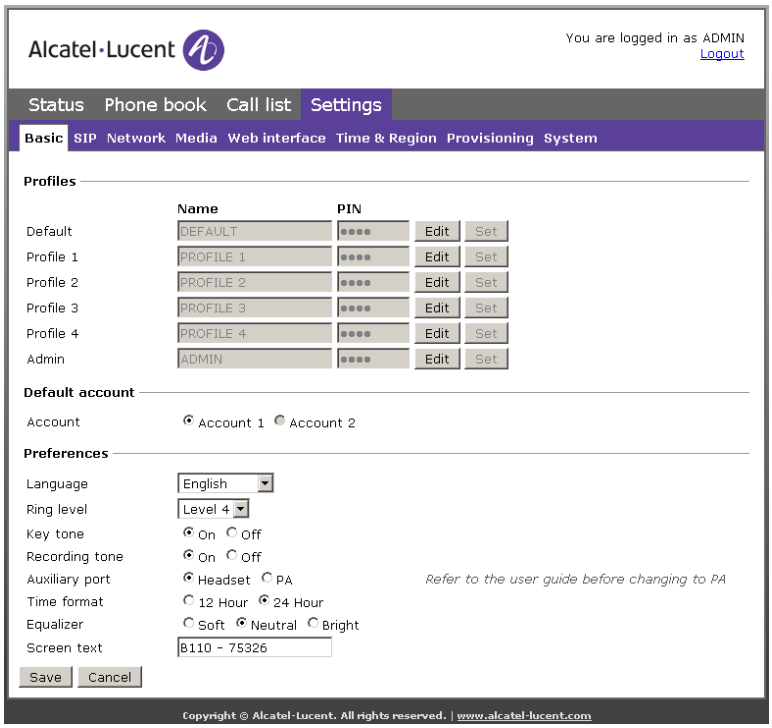
Media parameter configuration

In menu "Settings> Time & Region", you have to enter system time parameters. Omni PCX Enterprise address must be positioned as NTP server. You have also to enter the "Timezone", activate "Daylight Saving" and specify the region.



Date parameter configuration

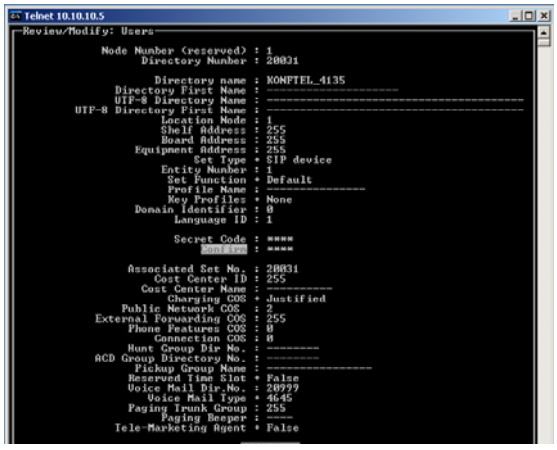
In menu "Settings> Basic", it is possible to change access settings for different accounts. For example to change "Admin" access code, you should click on "Edit" in line "Admin", enter a new PIN and confirm with button "Set".



Access configuration

2.2 Set configuration on Omni PCX Entreprise

This section discusses the configuration of the set on the Omni PCX Enterprise. With the management tool, in the creation of the user, you must enter at least the following: Set name (Directory Name), SIP Device as standard equipment (Pool Type), Voice Mail number, and any security settings (Secret Code). The following snapshot shows an example configuration.



User configuration

3. LIMITATION

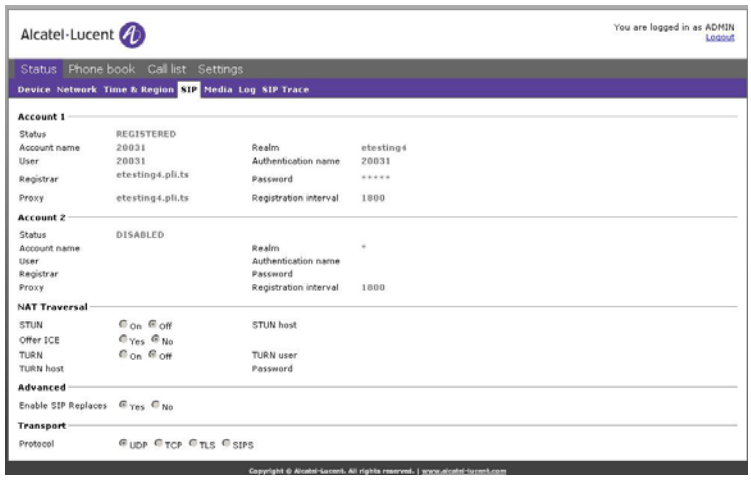
The OmniTouch 4135 IP does not support yet five lines conferences. It can establish a conference for three lines maximum.

4. TROUBLESHOUTING

4.1 Status display

You can view the configuration of the set directly on the screen or using the web interface. To read the settings from the OmniTouch 4135 IP you must select MENU> STATUS and then one of the following sub-menus: ACCOUNTS> ACCOUNT 1, ACCOUNTS> ACCOUNT 2, ACCOUNTS> TRANSPORT NETWORK, NAT traversal, MEDIA, TIME or DEVICE. Detail of displayed parameters is given in the document RD2, section "Check status".

It is possible to obtain such information from the web interface (under the username "Admin") in "Status" part and then in the sub-menu "Device", "Network", "Time & Region", "SIP and Media".



Status example: SIP configuration

4.2 Software restart

It is possible to restart the application from the web interface with the button "Restart" from the menu "Settings> System". This action is also available from the equipment by pressing the MENU button, then "SYSTEM > RESTART". Restarting takes about 30 seconds.

4.3 Set restart

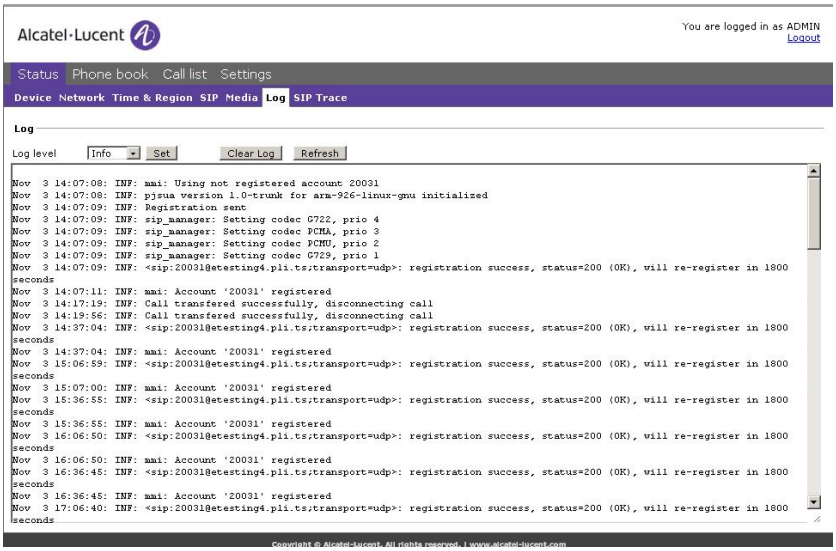
It is possible to restart the equipment from the web interface with the button "Reboot" in the menu "Settings> System". This action is also available from the equipment by pressing the MENU button, then "SYSTEM > REBOOT". Restarting takes about 2 minutes.

4.4 Reset

It is possible to restore the settings of the equipment from the web interface with the reset button in the menu "Settings > System". This action is also available from the equipment by pressing the MENU button, then "SYSTEM > FACTORY RESET". This action erases all personal settings, including network and SIP configurations made during installation.

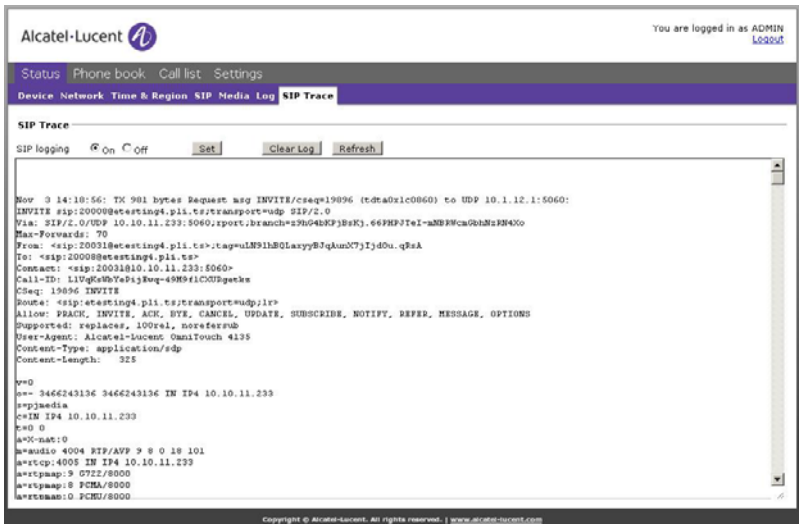
4.5 Log display

Using the web interface, you can view a log of events. This is available in the menu "Status> Log". On this page, it is displayed events since the reset of the list (button "Clear Log"). The display is not updated dynamically, it must use the "Refresh" button to view new events.



Events display

You can view SIP exchange involving this phone from the menu "Status> SIP Trace". It is displayed on this page SIP exchanges since the reset of the list (button "Clear Log"). To analyze an exchange, you have to zero the list (button "Clear Log"), achieving its communication, and reload the SIP trace ("Refresh" button). The page now only contains traces related to this communication.



SIP traces display