



Feature Description Document

Configuring VoIP on IXM Devices from IXM WEB



Purpose

This document outlines the process of configuring VoIP on IXM devices from IXM WEB.

Applies to

TITAN	TFACE	TOUCH 2	SENSE 2	MERGE 2	MYCRO
All Devices	All Devices	All Devices	All Devices	All Devices	All Devices

Description

VoIP is a technology that allows telephone calls to be made over computer networks like the Internet. VoIP converts analog voice signals into digital data packets and supports real-time, two-way transmission of conversations using [Internet Protocol \(IP\)](#).



Configure VoIP

VoIP server needs to be installed and configured in the same network as the Invixium devices. IXM devices work as VoIP clients. Once the VoIP server is configured, perform the following steps.

1. From **Home** >> Click the **Devices** tab on the top >> Select the required **Device** >> Navigate to the **Communication** tab for the device >> Click **VoIP**.

The screenshot shows the management interface for a device. At the top, there is a device profile for 'TS TITAN FPLV5' with a 'Device ID: 0'. It is currently 'Online' and has '140 Transactions'. The authentication types are 'Face Recognition, Fingerprint', the device category is 'Enterprise Access', and the communication mode is 'Ethernet'. Below this is a navigation menu with tabs: Overview, Employees, **Communication**, Notification, Security, Access Control, General Settings, Time & Attendance, and Sm. The 'Communication' tab is active, and the 'VoIP' sub-tab is selected. The VoIP settings are currently 'Offline'. The settings section includes fields for VoIP ID, Display Name, Password, Server URL, and Default Call Type (set to Audio). The contacts section has fields for VoIP ID and Display Name, with an 'Add' button. At the bottom, there are 'APPLY' and 'RESET' buttons.



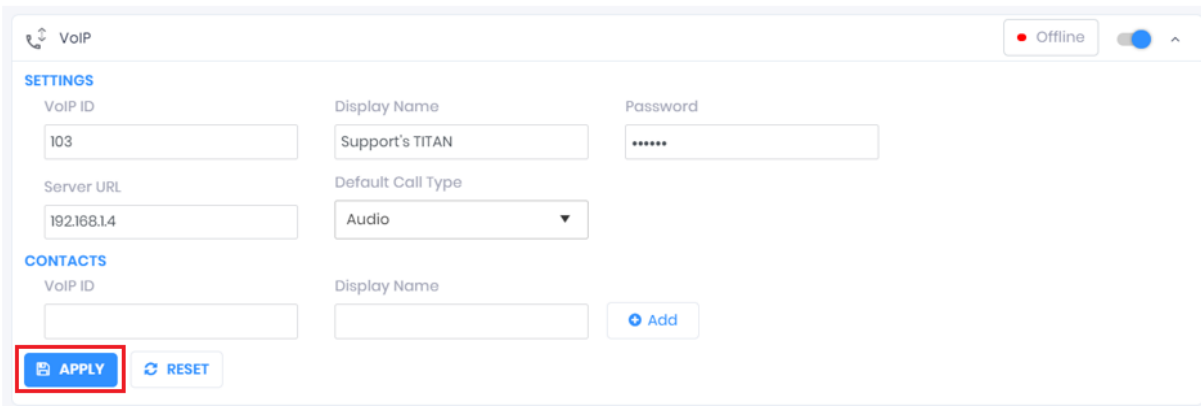
2. Toggle the switch on the right to ON to activate VoIP Settings.

A screenshot of a VoIP settings interface. At the top right, there is a status indicator 'Offline' with a red dot and a toggle switch that is currently turned on (blue). Below this, the interface is divided into two sections: 'SETTINGS' and 'CONTACTS'. The 'SETTINGS' section contains five input fields: 'VoIP ID', 'Display Name', 'Password', 'Server URL', and 'Default Call Type' (a dropdown menu currently set to 'Audio'). The 'CONTACTS' section contains two input fields: 'VoIP ID' and 'Display Name', followed by an 'Add' button. At the bottom left, there are 'APPLY' and 'RESET' buttons.

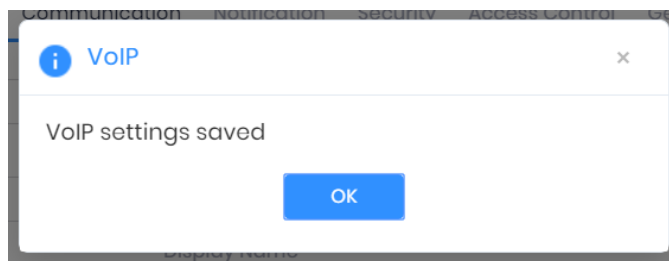
3. The list of settings along with their functions are outlined below:

- **VoIP ID:** Enter the value for SIP Server extension as device VoIP ID.
- **Display Name:** Enter the value that the user wants to display as a name during a VoIP call.
- **Password:** Enter the password used in the SIP server.
- **Server URL:** Enter the value for the SIP Server URL or IP Address.
- **Default Call Type:** This option is available only on the TITAN. TITAN device users can get two options to select: Audio Call or Video Call.

4. Enter the necessary VoIP details and click **Apply**.



5. IXM WEB will display the “VoIP settings saved” message upon successfully saving VoIP settings on the device.





6. Upon successful registration, the selected IXM device's VoIP status will be updated to **Online**.

A screenshot of a web-based VoIP settings interface. At the top right, there is a status indicator showing a green dot and the word 'Online' next to a toggle switch. The interface is divided into two main sections: 'SETTINGS' and 'CONTACTS'.
SETTINGS
- VoIP ID: Input field containing '103'.
- Display Name: Input field containing 'Support's Titan'.
- Password: Input field containing six dots.
- Server URL: Input field containing '192.168.1.4'.
- Default Call Type: Dropdown menu with 'Audio' selected.
CONTACTS
- VoIP ID: Empty input field.
- Display Name: Empty input field.
- An 'Add' button with a plus sign is located to the right of the Display Name field.
At the bottom left, there are two buttons: 'APPLY' (with a save icon) and 'RESET' (with a refresh icon).



Configure VoIP Contact

1. Under the **CONTACTS** section add the VoIP ID and Display Name to create a new contact on the selected IXM Device.

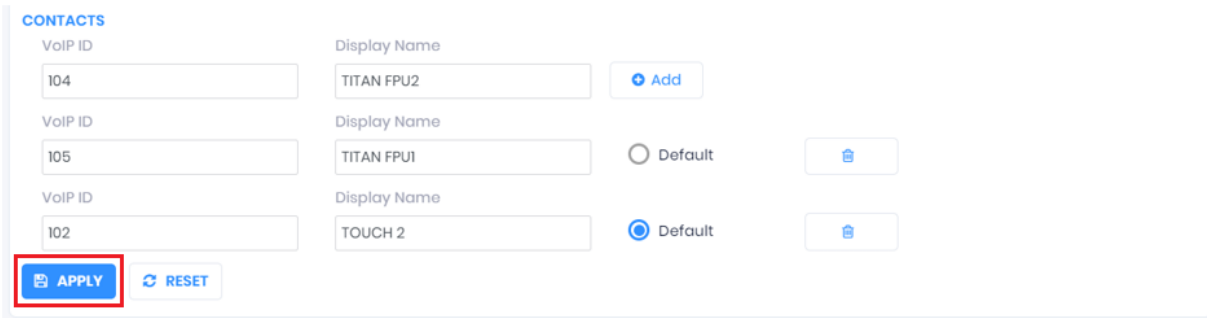
The screenshot shows a form titled "CONTACTS" with two input fields: "VoIP ID" containing "102" and "Display Name" containing "TOUCH2FP2". To the right of the "Display Name" field is a button with a plus sign and the text "Add". Below the input fields are two buttons: "APPLY" and "RESET".

2. Clicking on Add will create another row. To create more contacts, provide details for "Display Name", "VoIP ID". The first contact will become "Default Contact" (radio button is selected) will be displayed.

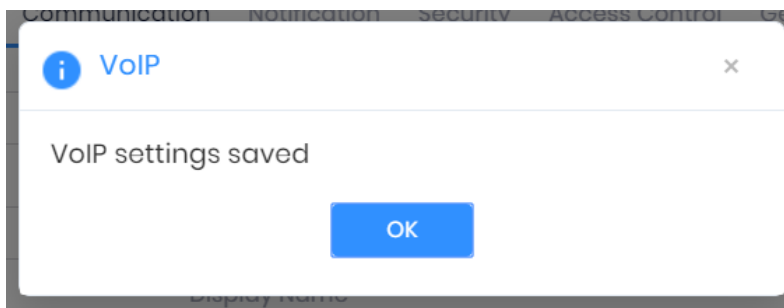
The screenshot shows a table of three contact entries under the "CONTACTS" header. Each entry has a "VoIP ID" field, a "Display Name" field, a radio button for "Default", and a trash icon button. The first entry (VoIP ID: 104, Display Name: TITAN FPU2) has an "Add" button to its right. The second entry (VoIP ID: 105, Display Name: TITAN FPU1) has the "Default" radio button selected. The third entry (VoIP ID: 102, Display Name: TOUCH 2) also has the "Default" radio button selected. At the bottom are "APPLY" and "RESET" buttons.

3. The selected default contact will be contacted over VoIP when the bell icon is pressed on the device screen (if applicable).

4. Once values entered click **Apply** to save VoIP contacts on the device.



5. IXM WEB will display confirmation message “**VoIP settings saved**”.





SIP Server

A **SIP server** is the main component of an IP PBX and mainly deals with the management of all **SIP** calls in the network. A **SIP server** is also referred to as a **SIP Proxy** or a Registrar.

Here in this document, we have taken a configuration sample of **3CX** as **SIP Server**. To download 3CX use this URL: <https://www.3cx.com/>.

Configure 3CX Server for VoIP

1. Open 3CX Server URL in the browser and log in with credentials.

The screenshot shows the 3CX web interface. The left sidebar contains a navigation menu with items like '3CX Phone System', 'Ports/Trunks Status', 'Extension Status', 'System Extensions Status', '3CXPhone Clients', 'Remote Connections', 'Phones', 'Server Activity Log', 'Server Event Log', 'Services status', 'Extensions', 'VOIP/PSSTN Gateways', 'VOIP Providers', 'Inbound Rules', 'Bridges', 'OutBound Rules', 'Digital Receptionist', 'Ring Groups', 'Call Queues', 'Fax Machines', 'Settings', '3CX Phone System Updates', 'Links', and 'Help'. The main content area is titled 'Extension Status' and contains a table with the following data:

Status	Extension	User Status	DND	Queues	Name	IN/OUT	Caller ID	Destination
Not Registered	100	Available	OFF	OUT				
Not Registered	101	Available	OFF	OUT				
Not Registered	102	Available	OFF	OUT				
Not Registered	103	Available	OFF	OUT				
Not Registered	104	Available	OFF	OUT	104			
Not Registered	105	Available	OFF	OUT	105			
Not Registered	106	Available	OFF	OUT	IXM			
Not Registered	201	Available	OFF	OUT	201			



2. Click **Add Extension** to add a new extension.

The screenshot shows the 3CX web interface. The 'Add Extension' button in the top navigation bar is highlighted with a red box. Below it, the 'Extension Status' page is displayed, featuring a table with the following data:

Status	Extension	User Status	DND	Queues	Name
Not Registered	100	Available	OFF	OUT	
Not Registered	101	Available	OFF	OUT	
Not Registered	102	Available	OFF	OUT	
Not Registered	103	Available	OFF	OUT	
Not Registered	104	Available	OFF	OUT	104
Not Registered	105	Available	OFF	OUT	105
Not Registered	106	Available	OFF	OUT	IXM
Not Registered	201	Available	OFF	OUT	201

3. Provide the necessary details and click Apply to save changes.

The screenshot shows the 3CX web interface for configuring an extension. The 'Add Extension' button is highlighted. The 'Extensions' page is open, showing the 'General' tab. The 'User Information' section contains the following fields:

- Extension Number: 107
- First Name: Sapan
- Last Name: Dholakia
- Email address: sdholakia@invixium.com
- Mobile Number: (empty)

The 'Authentication' section contains the following fields:

- ID: 107
- Password: 107



4. You will be redirected to the confirmation page and see the summary of the created extension.

Extensions

Extension Created

Extension Number 107 was created for Sapan Dholakia

You can find information on how to configure and provision your SIP phone at <http://www.3cx.com/blog/support/>

The settings below are required to configure the SIP phone manually

Display name: Sapan Dholakia
Proxy server / SIP server / registrar: 192.168.1.70:5060
Extension number / User ID: 107
Authentication ID: 107
Authentication Password: 107

5. Use this extension and follow the same process mentioned from Step #2 onwards in the section “Configure VoIP” (Page – 4).

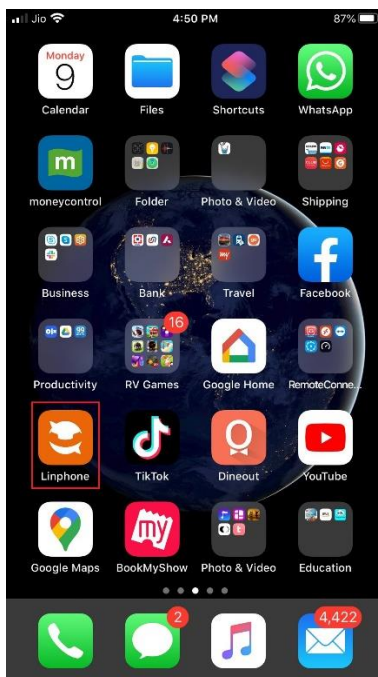


6. Once the VoIP settings are saved, the user can confirm the status of the extension in the 3CX Server. It will appear as “Registered (Idle)” in the 3CX server.

Extension Status						
✖ Disconnect Call Show Filter						
	Status	Extension	User Status	DND	Queues	Name
●	Not Registered	100	Available	OFF	OUT	
●	Not Registered	101	Available	OFF	OUT	
●	Not Registered	102	Available	OFF	OUT	
●	Not Registered	103	Available	OFF	OUT	
●	Not Registered	104	Available	OFF	OUT	104
●	Not Registered	105	Available	OFF	OUT	105
●	Not Registered	106	Available	OFF	OUT	IXM
●	Registered (idle)	107	Available	OFF	OUT	Sapan Dholakia
●	Not Registered	201	Available	OFF	OUT	201

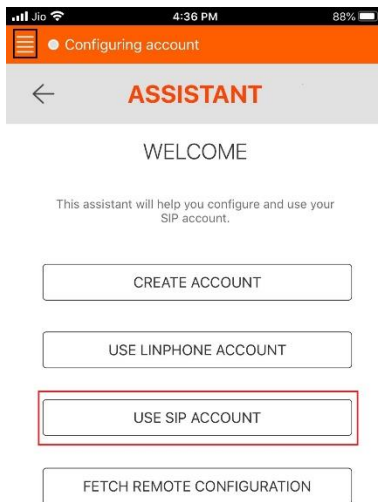
Configure Linphone app for VoIP

1. Configure VoIP settings in the device first by following the process mentioned from Step #1 onwards in the section “Configure VoIP” (Page – 2).
2. iPhone users can download the “**Linphone**” VoIP app from **Apple Store**, whereas Android phone users can download the same from **Google Play Store**.





3. Tap on the Menu icon on top-left to navigate to the Assistant screen. Tap on the **“USE SIP ACCOUNT”** to configure SIP details.





4. Enter proper values for **USERNAME (VoIP Extension)**, **PASSWORD**, **DOMAIN (SIP Server URL)**, and **DISPLAY NAME**. Select option as “**UDP**” and tap on **Login** to save these details.

A screenshot of a mobile application interface. At the top, there is a status bar showing the time as 6:09 PM and various system icons. Below the status bar is a header with a back arrow and the word 'ASSISTANT' in orange. The main content area is titled 'USE SIP ACCOUNT' and contains the instruction 'Please enter your username and password with your SIP domain'. There are four input fields: 'USERNAME' with the value '102', 'PASSWORD' with masked characters '.....', 'DOMAIN' with the value '192.168.1.4', and 'DISPLAY NAME (OPTIONAL)' with the value 'IXM'. Below the input fields is a 'TRANSPORT' section with three radio button options: 'UDP' (selected), 'TCP', and 'TLS'. At the bottom center is a 'LOGIN' button.

5. Upon saving the details, the user will be redirected to the Dialpad screen and will be able to see if the SIP Configuration is connected or not. In case of a successful connection, it will display “**Connected**” on top of the Dialpad screen.





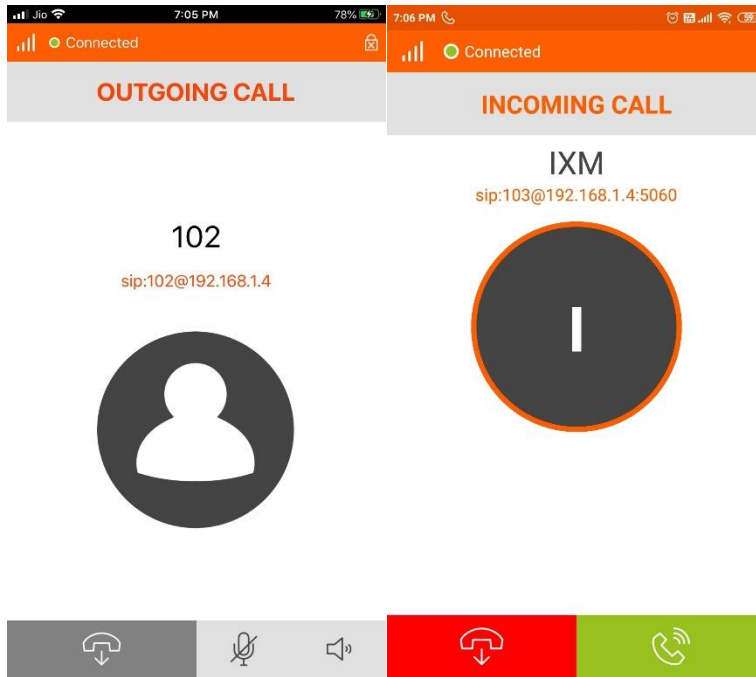
6. To view the connected SIP Account details, tap on the menu icon and choose the “**Settings**” tab. Tap on the connected SIP Account.

A screenshot of a mobile application's SIP Account settings screen. The screen has an orange header bar with a menu icon and a 'Connected' status indicator. Below the header is a grey bar with a back arrow and the text 'SIP ACCOUNT'. The settings are organized into sections, each with a title, a description, and a text input field. The sections are: Username* (Example: john if your account is john@sip.example.org, value: 102), Auth userid (Enter authentication userid (optional), value: Auth userid), Password* (Have to re-enter your password if you edit your username and/or, value: Password*), Domain* (sip.example.org if your account is john@sip.example.org, value: 192.168.1.4), and Display name (Enter display name (optional), value: IXM). At the bottom of the screen is a 'MANAGE' button.

7. From the Dialpad screen enter the extension to dial a VoIP call.



- 8. Using the created account, the user can call the IXM Device and able to receive a call through the app.





Support

For more information relating to this Feature Description document, please contact us at support@invixium.com

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