



ADVANCED
NETWORK DEVICES

SIP Integration

Version 2.1

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U.S.A

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Static Electric Warning



TROUBLESHOOTING AND ADDITIONAL RESOURCES

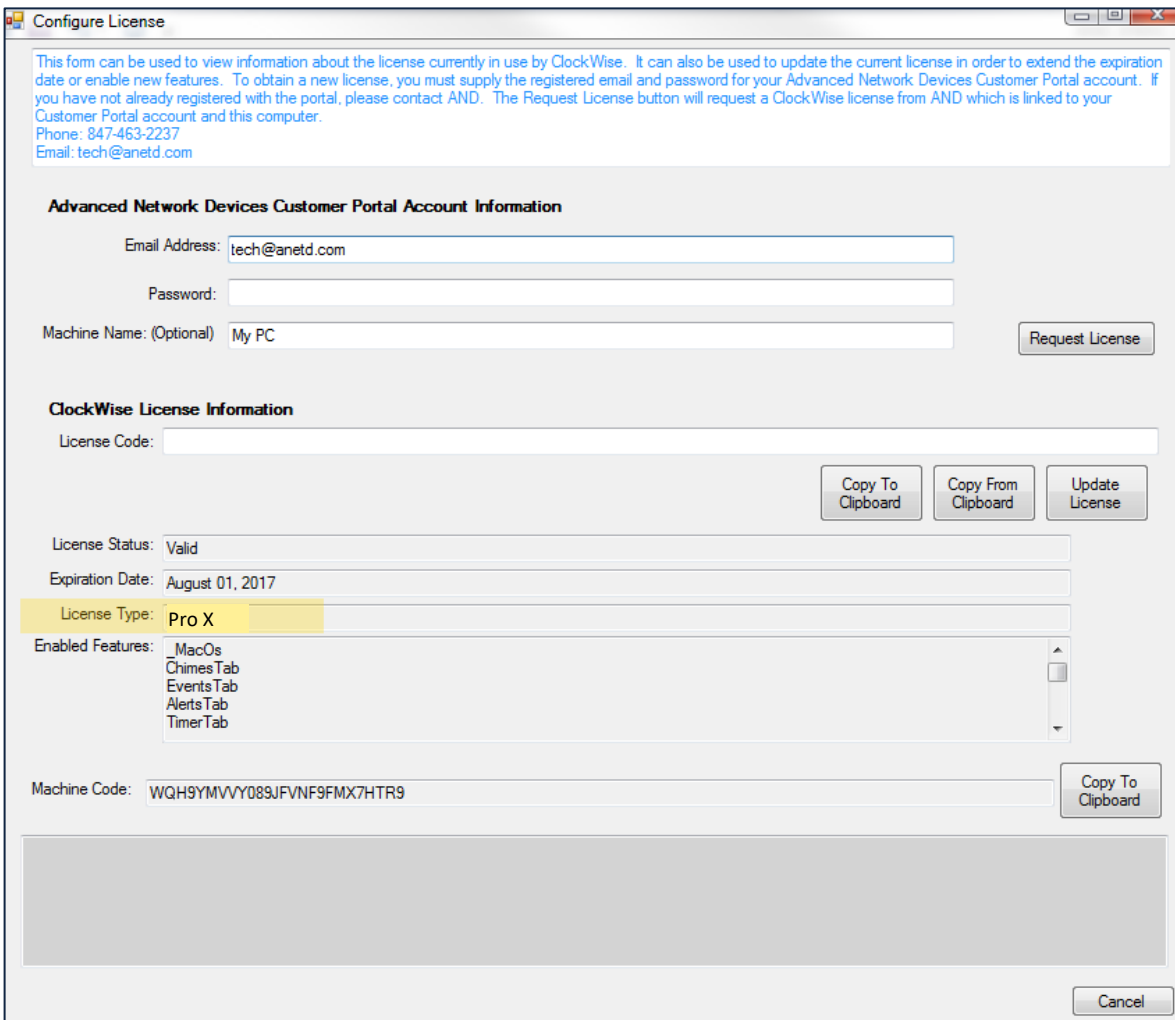
User Support: <https://www.anetd.com/user-support/>
Technical Resources: <https://www.anetd.com/users-support/technical-resources/>
AND Legal Disclaimer: <https://www.anetd.com/legal>

OVERVIEW

IP devices from AND will register as a SIP endpoint on a SIP server. For additional functionality, IPClockWise now features the capability to integrate with a SIP server. This guide will describe how to register IPClockWise as a SIP extension and configure pre-defined alerts that can trigger via dial codes, as well as how to setup SIP paging.

To gain access to this functionality, you must configure the IPClockWise software with a Pro X license. To verify your current license type in use, right-click on the *Clockwise Settings* button, and click on *Configure License* to see the dialog box below.

For more information on how to obtain an Extended license, please contact Advanced Network Devices support. Email to support@anetd.com or call 847-463-2237.



Configure License

This form can be used to view information about the license currently in use by ClockWise. It can also be used to update the current license in order to extend the expiration date or enable new features. To obtain a new license, you must supply the registered email and password for your Advanced Network Devices Customer Portal account. If you have not already registered with the portal, please contact AND. The Request License button will request a ClockWise license from AND which is linked to your Customer Portal account and this computer.
Phone: 847-463-2237
Email: tech@anetd.com

Advanced Network Devices Customer Portal Account Information

Email Address:

Password:

Machine Name: (Optional)

ClockWise License Information

License Code:

License Status:

Expiration Date:

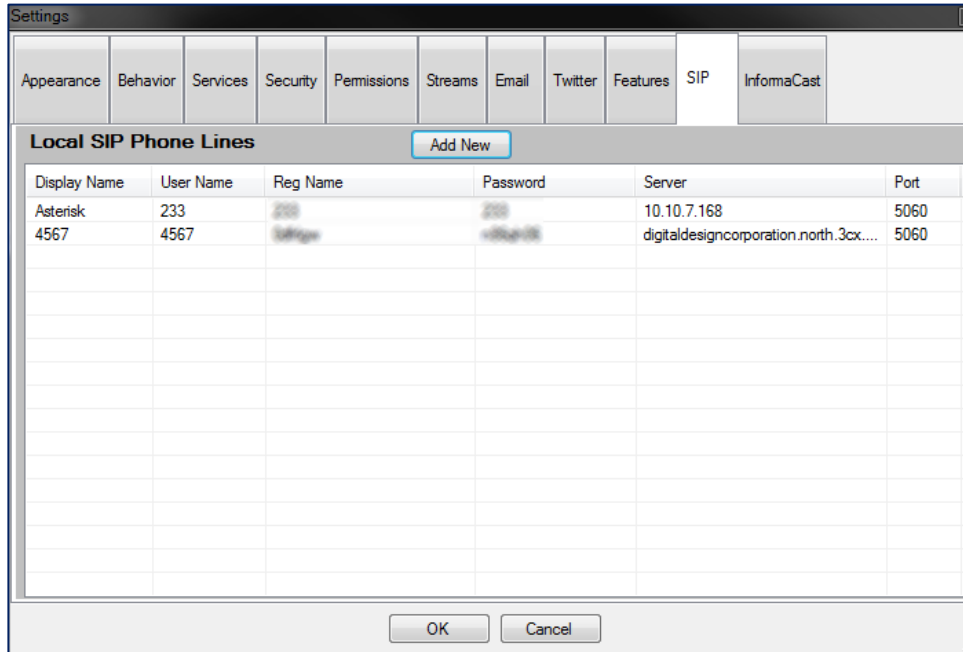
License Type:

Enabled Features:

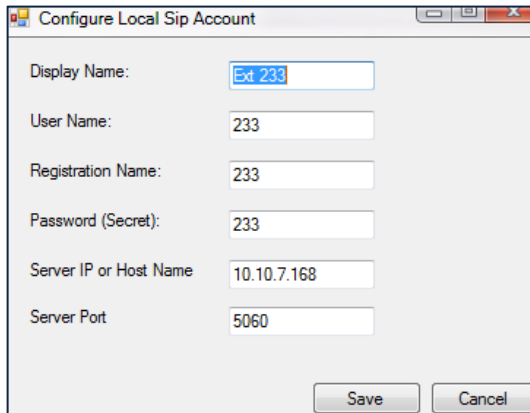
Machine Code:

REGISTRATION

Once configuring the license correctly as described above, you must register IPClockWise to a SIP server. We offer support for Cisco, 3CX, Avaya, ShoreTel, Asterisk, and many others. Click the IPClockWise *Settings* button, and select the **SIP** tab.



Click on *Add New* at the top, and configure the SIP account information as detailed below.



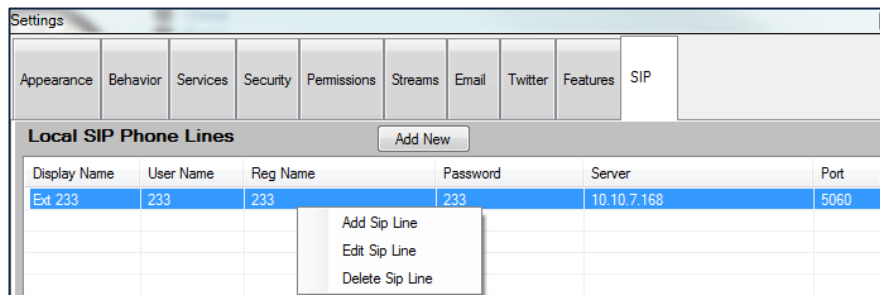
The 'Configure Local Sip Account' dialog box contains the following fields:

- Display Name: Ext 233
- User Name: 233
- Registration Name: 233
- Password (Secret): 233
- Server IP or Host Name: 10.10.7.168
- Server Port: 5060

- Display Name
Friendly name to identify the extension in the IPClockWise *Settings* list.
- User Name
Login ID for the SIP server, which typically matches the Extension number to dial to reach the IPClockWise software.

- Registration Name
Used for authentication with the SIP server.
- Password
Used for authentication with the SIP server.
- Server IP or Host Name
IP address or DNS Host Name where the SIP server resides.
- Server Port
Communications port for all SIP traffic between IPClockWise and the SIP software. (Default = 5060)

Select the *Save* button to commit the account information to the list of *Local SIP Phone Lines*. The user can then right-click on this existing SIP identity to Add, Edit or Delete that line.



Click *OK* on the *Settings* dialog box to process the changes. The user should immediately see a successful registration reported to the Status bar at the bottom of the IPClockWise main window, as well as an entry in the Log file.

Event: 15 Nov 2016 09:51:26: Registration Succeeded!. Line: 233@10.10.7.168:5060. State: RegistrationSucceeded.

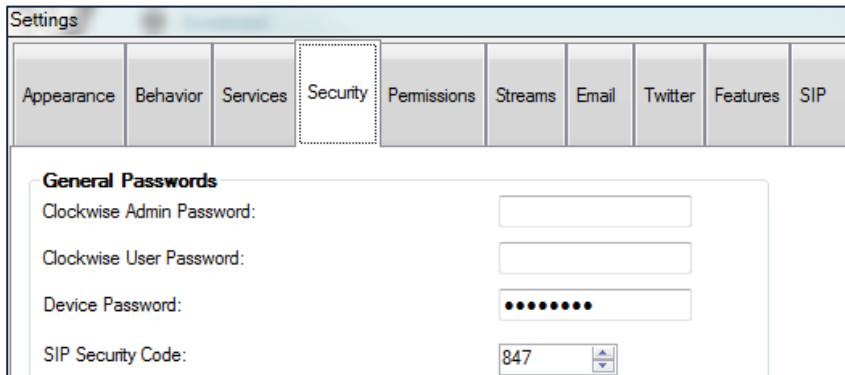
Type	Time	Message
Event	15 Nov 2016 09:51:26:	Registration Succeeded!. Line: 233@10.10.7.168:5060. State: RegistrationSucceeded.

If registration does not succeed, first open up the *SIP Settings* to verify it includes correct information. Then, check your PBX software to ensure correct setup of the extension.

Note: The IPClockWise software supports only two SIP Phone Lines at any given time.

SECURITY SETTINGS

When dialing IPClockWise, the caller will receive a prompt for a security code. Define this code in IPClockWise *Settings* under the **Security** tab. Enter a numeric value in the *SIP Security Code* field, and press *OK* to save the changes. (Default = 847)

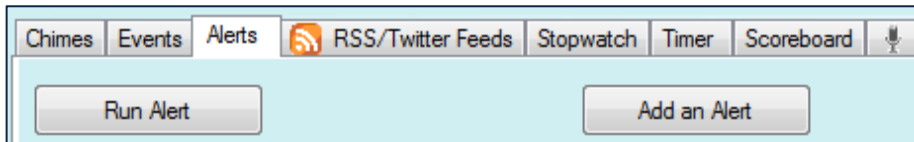


If the caller enters a correct security code, IPClockWise will authorize the user and prompt for a trigger code, which activates an alert as described in the next section. If the caller enters an incorrect security code, IPClockWise will read back the number dialed, to allow the user to enter another code.

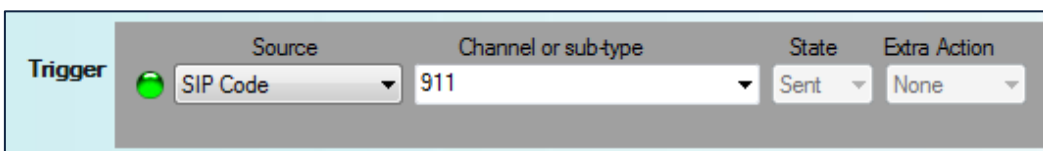
CREATING ALERTS

The IPClockWise SIP registration allows for triggering most functions within the software and sending audio/text to AND endpoints. This section will describe how to create those pre-defined alerts.

Go to the **Alerts** tab in the main IPClockWise window, and click on the *Add an Alert* button (see below).



This brings up a dialog box which allows the user to setup all functions to trigger. Configure all desired options within the Alert, then look for the dark gray Trigger section. Use the drop-down menu to choose "SIP Code" as the *Source*, and type or select a numeric value in the *Channel or sub-type* field, which will define the code to dial to activate this alert (see below).



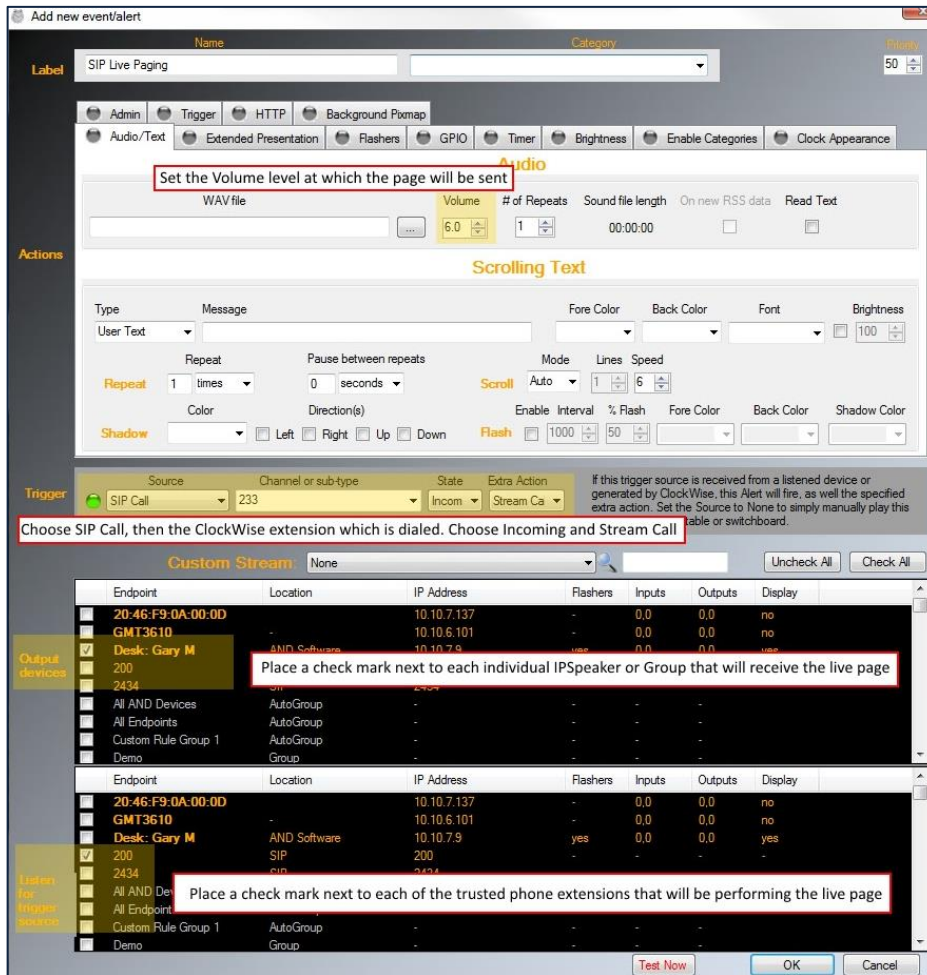
Note: *State* and *Extra Action* will show as disabled for this Trigger Source type.

Click *OK* to save the Alert. You can make multiple alerts with the same SIP trigger code. Any and all alerts that match the dialed code will activate simultaneously.

SIP PAGING

To arrange SIP paging using IPclockWise:

- 1) Go to the **Endpoints** tab, and click the *Add New Endpoint* button near the top of the list.
- 2) Click *Add SIP Device*, and enter the extension number for the caller performing the live page.
- 3) Click *Save*, and this SIP endpoint will appear in your list.
- 4) Create an Alert to facilitate the live page through IPclockWise as shown below.



At this point, you can dial the extension assigned to IPclockWise from a SIP phone and you will be prompted to speak. (Note: depending on network latency there may be a brief delay before be prompted to speak on the handset of the SIP Phone.)

CALLING IPCLOCKWISE

Use any SIP phone registered to the same server as IPClockWise to dial the extension configured in the Registration section above. IPClockWise will immediately answer and prompt the caller for the SIP security code (as configured in the Security Settings section above), followed by the # symbol. The caller does not need to wait for the voice prompt to complete before entering the security code. If incorrect, IPClockWise will prompt the caller to try again. If correct, IPClockWise will prompt the caller to enter the SIP Trigger code followed by the # symbol, which will activate alerts configured in the Creating Alerts section above.

IPClockWise will accept codes whether or not they have a corresponding alert, and then prompt the caller if they wish to enter in additional SIP trigger codes. The caller may hang up at this point to free up IPClockWise to accept another call.

WINDOWS TEXT TO SPEECH (OPTIONAL)

IPClockWise uses the default Windows Text to Speech voice selection for all SIP interactions and user prompts. If desired, the user may navigate to the Windows Control Panel to choose a different voice. Options may vary depending upon the version of the operating system running on the IPClockWise computer.

