ENDPOINT ACTIVATION GUIDE

Before proceeding please ensure that you read the Videxio Help Centre article which details the endpoints and firmware versions compatible with the endpoint subscription licensing:

https://support.videxio.com/hc/en-us/articles/236094288-Videoconferencing-Units-Compatible-with-Videxio-Subscriptions

ACTIVATION PROCESS

When a new endpoint license is created in the Videxio ordering Portal an email will be sent to the customer Administrator/s and partner contacts.
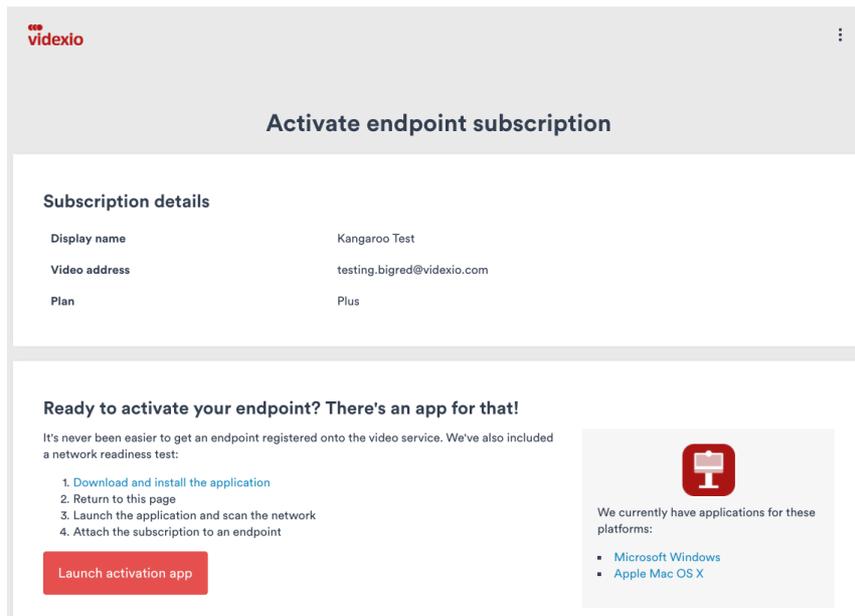
Your subscription
The video system can now be activated

ACTIVATE

Subscription details
Name: Kangaroo Test
URI: testing.bigred@videxio.com
Type: Plus
Billing: Trial

Once you receive the email, click the 'Activate' button in the email body and this will launch a web browser session which will guide you through the activation process.

Download the Activation app (Windows & Mac OSX) from the provided link.
If you have already downloaded it, you can just click the button 'Launch Activation App'.
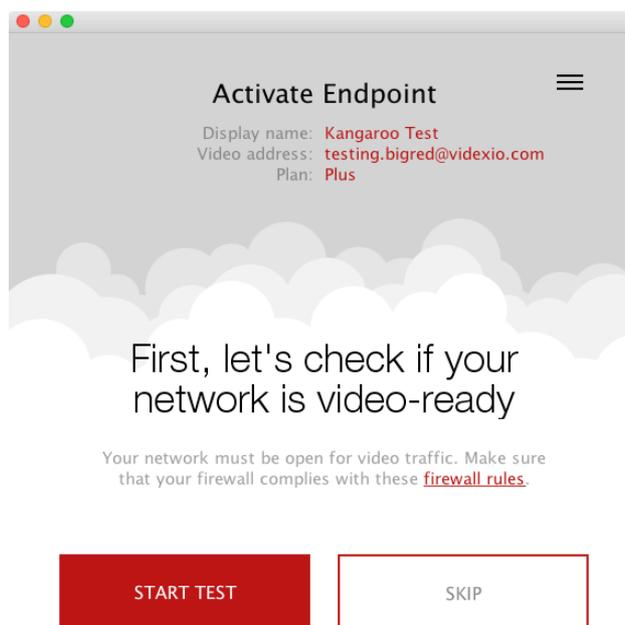
After the app launches you will now see that the subscription details have been loaded in to the application which includes the 'Display Name', 'Video address' (also known as URI) and the plan type.

You can now select the 'Start Test' button which will run a network diagnostics test.

This Network Diagnostics will test the following connectivity through the firewall:
- Signalling
- Media
- Provisioning
- Firewall
- Call Bandwidth

IMPORTANT: *Your computer needs to be in the same network VLAN as the endpoint that you are provisioning. It is also recommended there is no firewall between you and the endpoint, this can cause the provisioning to fail. This includes personal firewalls installed on the provisioning computer.*

NB: If you are sure that network you are provisioning the endpoint on is suitable to deploy an endpoint you can skip this step.

NETWORK DIAGNOSITCS FAILURE

**Your network is unable to support the service**
Please contact your network administrator
Run test again
View and save report

If any of your tests fail you will be able to view the report which will show the failed test. You can then take appropriate action to correct these network issues and run the test again.
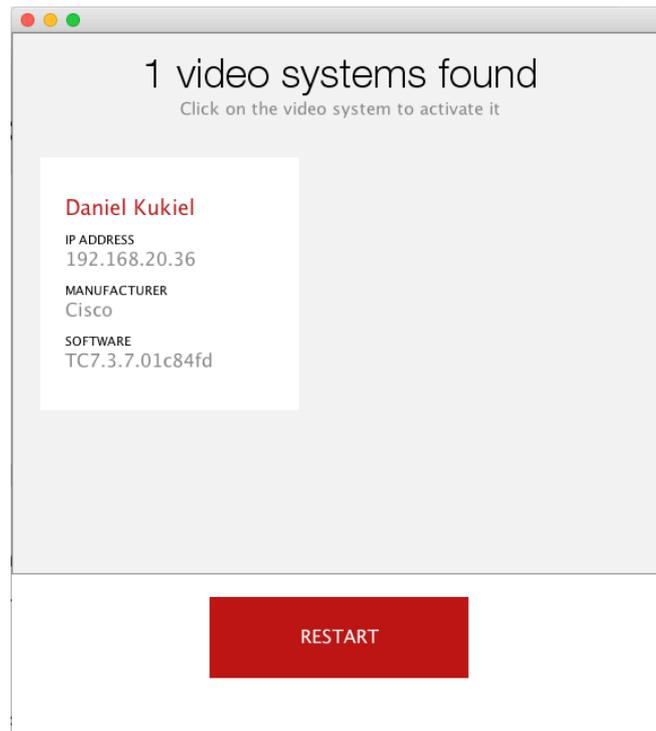
If you still continue to have issues please raise a support request with your Videxio partner company and include the test results for further analyisis.
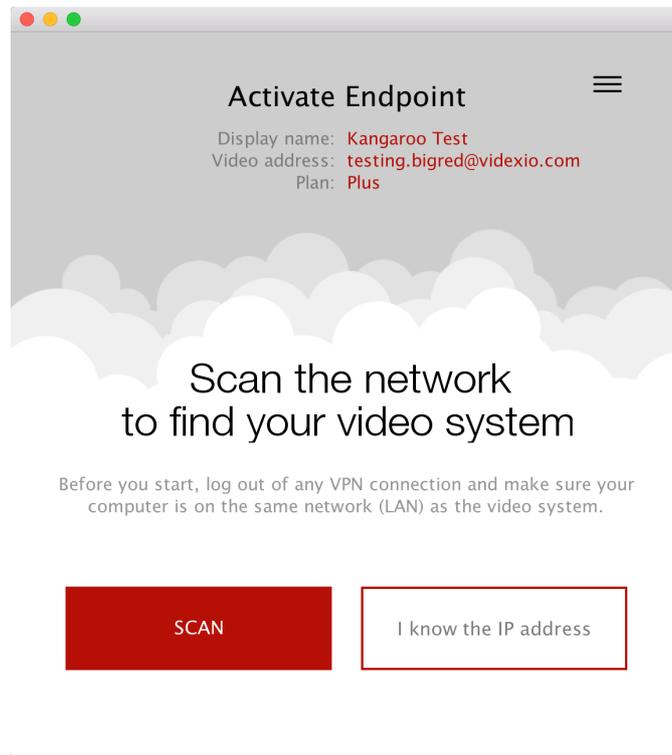
If the application confirms that your network tests pass you can continue to the next stage, locating the physical endpoint on the network.

The 'Scan' button will scan the local network for supported endpoints (Cisco, Polycom and Huawei). Alternatively, you can manually enter the IP address of the device.

You may be prompted to allow communications by inbuilt computer firewalls, if this occurs please 'Allow' for this application.

1 video systems found
Click on the video system to activate it

Daniel Kukiel

IP ADDRESS
192.168.20.36

MANUFACTURER
Cisco

SOFTWARE
TC7.3.7.01c84fd

RESTART

After the endpoint discovery is completed, select the endpoint from the list available.

It is recommended that any endpoint that has previously been configured for video calling be factory reset before provisioning. Some settings can be persistent even after running the provisioning app and cause issues when trying to place calls.

IMPORTANT: *For trial customers, please ensure that the system is backed up according to manufactures specifications so that it can be restored to the original configuration.*

Polycom endpoints should 'Reset System'. Factory Restore will remove software updates and installed option keys. Please consult your admin guides for further information.

Confirmation

Are you sure you want to activate this device (192.168.20.36)?

ACTIVATE　　　CANCEL
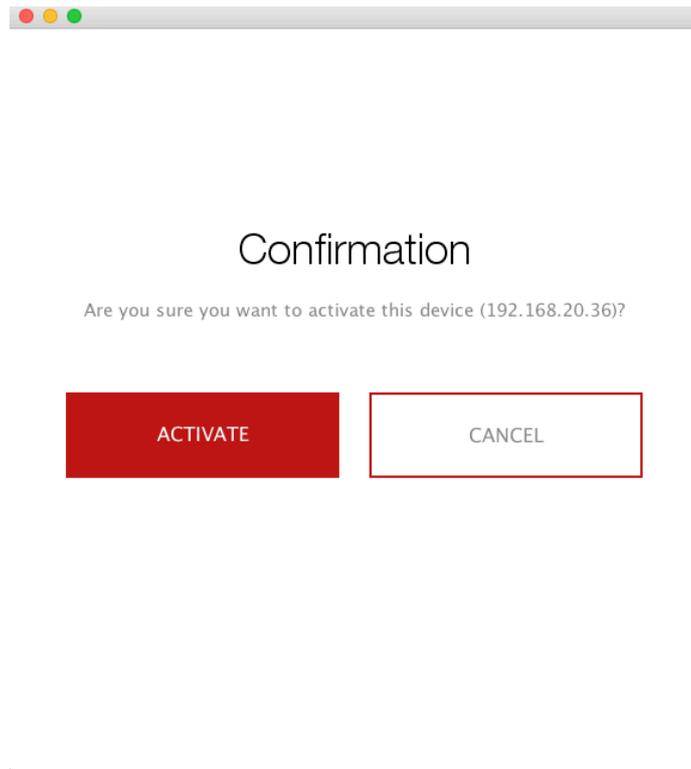
If you are sure you want to provision the endpoint select the 'Activate' button and the application will complete the final tasks in configuring the endpoint to get started.

An XML template will be pushed to the endpoint which includes all the correct account details for provisioning.

Please be aware that the endpoint will now use SIP as the preferred calling protocol and the H323 protocol will be disabled (this can be re-enabled by manually enabled through the endpoints web or command line consoles).

As part of the endpoint subscription service Videxio provides protocol interworking between H323 and SIP.
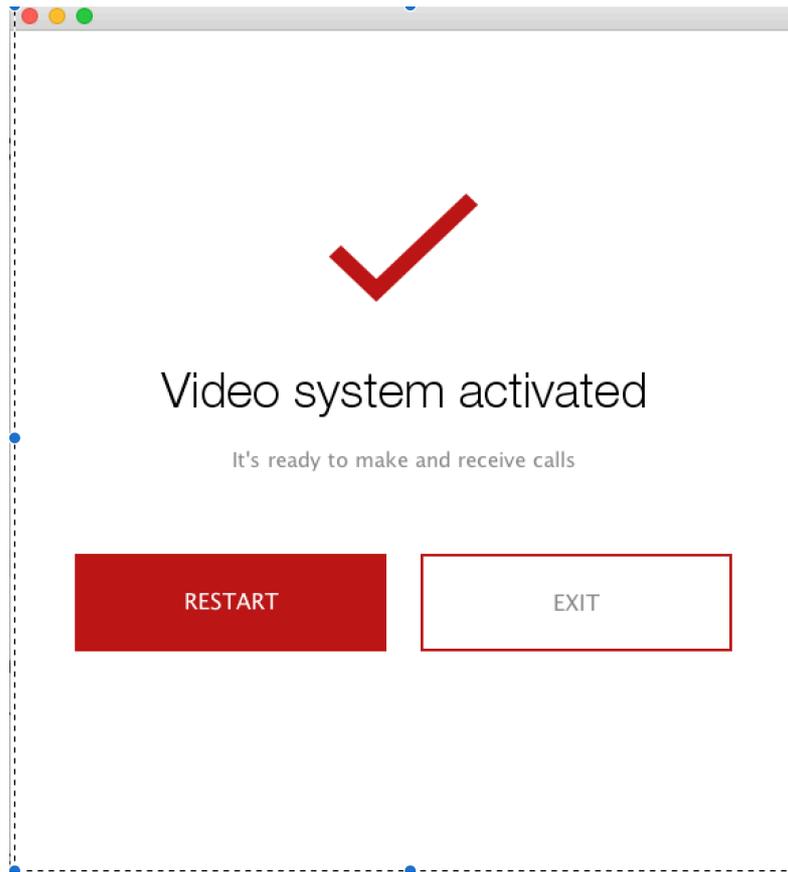
Now you're ready to go and start making calls. The 'Restart' button will restart the activation process again and 'Exit' will close out of the application.

Enjoy.

Videxio

Endpoint Help Centre Articles

https://support.videxio.com/hc/en-us/categories/115001376628-Videoconferencing-units-SIP-H-323-