

simplifi<sup>®</sup>



# Simplifi Contact

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Lines: Adding A Device

## Building Devices

A device must be built in Core not only to auto provision a phone, but for any phone that will register to the platform.

To begin, impersonate  the account you wish to register a phone to. Then proceed to:

VOIP -> Devices

We will then click on "Add Device" On the right side of the page

## DEVICES

+ ADD DEVICE



Devices are the primary endpoint for Hosted PBX subscribers. VoIP phones, SIP devices, mobile phones, and outside numbers are all examples of Device that can be used on the platform.

SEARCH  Device Type:

Page 1 of 1 (0 Records)

We are presented with the following page:

## ADD DEVICE

### ▼ BASIC INFORMATION

\*Name:  **A**

\*Device Type:  **B**

Assigned To:  **C**

\*Off Net Caller ID:

On Net Caller ID:

\*Select E911:  **D**

Voicemail:  OFF

### EQUIPMENT

\*Manufacturer:  **E**

\*Model:  **F**

Config Template:  **G**

MAC Address:

Logo:

- A. This is merely an identifier, it should be something like "John Office" or "Bob Home" so you know who uses this device OR where it is.
- B. There are a few options here:
  - VOIP Phone - This is what you will most likely use a majority of the time, this is for any SIP phone or Device.
  - Outside Device - This is for outside devices such as cell phones or other numbers outside of Core, that you'd like to be able to put in things such as groups.
  - Fax Device - This is used at times for Fax ATA's so the proper signaling is harbored
- C. This defines which device user to assign the device to, for things such as extension to extension dialing, voicemail, find me follow me, etc.
- D. This defines the E911 location that will be provided to emergency services if a user dials 911 from this device.
- E. This is where you select the manufacturer of the device, there are a plethora to choose from.

\*\*\* If you do not see the manufacturer of your device, don't worry! You can still register it to Core more than likely, just select the Manufacturer of "Bring Your Own Device-FTP" or "BYOD-TFTP" depending on how the device provisions.

It is important to note, that a BYOD type device will not Auto Provision; auto provisioning is the method in which a device gets its SIP information, as well as line keys and layout from a template on Core, which means you only need to enter the provisioning server and credentials into the phone. A BYOD device is what is known as Manually Provisioning a device, where you must enter the proxy information (the account realm) and SIP username/Password into the device for registration. A BYOD device will not take advantage of the "Line Keys" section on the Add/Edit Device page.

If you are using a softphone, select the "softphone" manufacturer and model

- F. Here you will select the specific model of your device (Such as T42S, or VVX 400)
- G. This is where you select the configuration template for auto provisioning. If you are manually registering the device (inputting the proxy, sip username and sip password into the device) then this is not required.
- H. This is where we place the MAC Address of the device, this is required for auto provisioning.
- I. If you have a Custom Logo for your devices, you can select that here. Email support@simplifi.io to add logos.

\*\*\* Certain Devices when selected, will have an "Internal Ringtone" drop-down menu, these devices are either Polycom or Yealink Brands. When this field appears, it allows you to select a different ring tone for internal calls, so a user can hear if its an internal or external call.

Now that the required information is out of the way, we move on to some customization, and some extra information if you are manually registering the device.

▼ LINE KEYS
+ ADD LINE KEY

TYPE	DATA	LABEL	LINE APPEARANCES
1	Device	This Device	3

▼ CUSTOM CODE ⓘ

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▼ SIP

Realm:  ⓘ

Username@Realm:  ⓘ

Username:  ⓘ

Password:  ⓘ

RESET PASSWORD

ⓘ Expire Seconds:

ⓘ Authentication Method:

ⓘ Invite Format:

A. This is where we add line keys, BLF keys, parks and speed dials. Simple click the "Add Line Key" button to add more, and use the "Type" drop down to select the type of line key you'd like to add (BLF, Park, Speed Dial).

Please note not all devices support all line key types (For Example, if you have a Polycom, use the "Park" selection for Speed Dials).

Please refer to the admin guide of your device if you have questions regarding this, or contact support.

B. This section details the SIP information of the device; if you are manually registering the device instead of using auto

provisioning, you will use the “realm” here as the registrar and outbound proxy in your devices configuration, you will also use the “username” and “password” fields for the authentication username and password in your device.

- C. Custom Code - This section allows you to specify certain extra configuration parameters for your device that will get implemented into the template, such as multi-cast paging, enhanced feature keys, and settings of the like. For the specific parameters for your device, please refer to the device’s admin guide or ask our support!

## ▼ AUDIO

Add New  Use Existing  
 Media Category: On Hold Music A  
 \*Select Media: Default On Hold Music  
 Peer to Peer Audio: Automatic B  
 Encryption: None C  
 G711u / PCMU - 64kbps (North America):  ON  
 G711a / PCMA - 64kbps (Elsewhere):  ON  
 G722.1 (HD) @ 32kHz:  OFF D  
 Siren (HD) @ 64kHz:  OFF  
 G722 (HD) @ 16kHz:  OFF  
 Siren (HD) @ 48kHz:  OFF

## ▼ RESTRICTIONS ⓘ

US DID: INHERIT  
 US Toll Free: INHERIT  
 High Rate: INHERIT E  
 Caribbean: DENY  
 International: DENY

- A. There is where you select the media for on hold music for the device being created. You can select media that has already been uploaded to Core, or add new. New Media files for on hold music have certain requirements: They cannot be larger than 4MB in size, and must either be a WAV or MP3 format file. The Portal will remind you of this upon clicking “Add New”
- B. Peer to Peer audio describes how audio is bridged between devices, it is best to leave this as automatic
- C. Here you can select whether or not you want, and what type of encryption you’d like to use, this would encrypt the audio stream between Core and your end users.

\*\*\*PLEASE NOTE\*\*\* This does require a special template, and supported devices will have a “Default - Encrypted RTP” template to choose when enabling this. If the template is not selected and this is enabled, it will not operate properly.

- D. Here you will select the available codecs for the device, PCMU and PCMA are the recommended audio codecs
- E. The restrictions section states whether or not a device can make calls, and where to.

\*\*\*PLEASE NOTE\*\*\* These toggles are one of three places these need to be enabled, for example, to enable International Calling, you would need to enable this toggle on the device, The Restrictions Section on the Device User associated, AND The Restrictions Section on the Edit Account Page.

In the “Devices” Section of a [Device User](#) you can also add devices in a much more slimmed down fashion, they will still be added to the “Devices” Menu within Core however, if you’d like to make extra modifications.

## DEVICES

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Add Another Device:  Add New  Use Existing

\*Device Name:

\*Device Type:

\*E911 Location:

Manufacturer:

Model:

\*Config Template:

MAC Address:

Once the information is to your liking, scroll to the bottom and click save, you have now built the device and it is now ready to be provisioned and registered!