

MaxCS Release 8.0

**Valcom Paging Gateway
Configuration Guide**

July 15, 2016

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About This Guide

This guide explains how to configure the Valcom VIP-801A Paging Gateway to work with MaxCS Release 8.0.

Overview

The VIP-801A Networked Page Zone Extender enables voice access to one zone of one-way paging over an IP based LAN/WAN. This allows page zone extension anywhere on the network.

Multiple VIP-801A Networked Page Zone Extenders can be used on the same network to create very large and distributed public address systems. Example applications include: Multiple floors in a single building; multiple buildings in a campus environment; city-wide paging of all fire & rescue buildings; and interstate paging between bank branches.

Two audio output connections are provided on this gateway.

- The terminals labeled “Page” provide a signal output compatible with Valcom self-amplified speakers. Up to 40 Valcom speakers can be connected to the Page output.
- The terminals labeled “AUX” provide a signal output compatible with most amplifiers and should be used where a transformer-coupled output is desired.

The VIP-801A will also respond to Polycom paging broadcasts.

Requirements

- Valcom VIP-801A Paging Gateway with software version 3.18.24
- MaxCS Release 8.0. You must create an extension to which the paging gateway can register.
- If you are using this on a Cloud server or on a remote location, you must follow the procedures in the section [Modify the Gateway Keep Alive Timer \(Cloud Servers or Remote Paging\)](#) beginning on page 9.

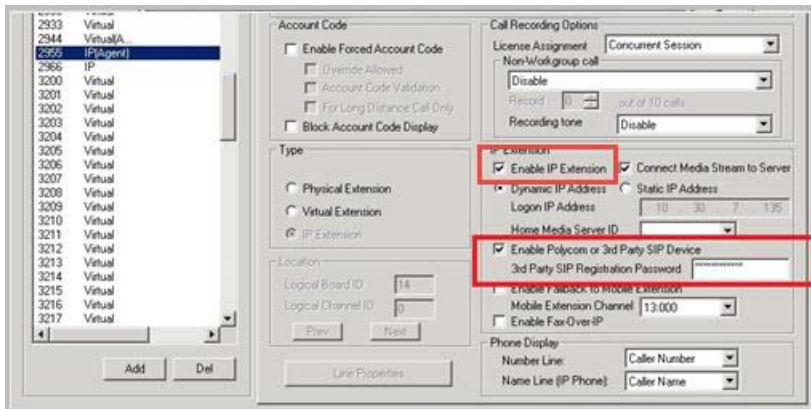
Configuration Steps

Before you can configure the paging gateway to work with MaxCS, you should unpack the shipping box and confirm that all components have been included. Refer to the product documentation for your gateway, or visit the Valcom web site at www.valcom.com.

MaxCS Extension Configuration

1. Within MaxCS, create a new extension. In our examples, we use extension 2955.
2. For this new extension, on the *General* tab, select the options **Enable IP Extension** and **Enable Polycom or 3rd Party SIP Device**. Enter a **3rd Party SIP Registration Password**.

In our example, we set the registration password to 3434.




Gateway Configuration

This section describes how to confirm the software version of the gateway and configure it.

1. In order to configure the gateway, connect it to a computer and turn it on. The computer that you use to configure the gateway must be connected to the same subnet as the gateway itself.
2. Log onto the connected computer and download the *VIP-102B IP Solution Setup Tool* from <http://www.valcom.com/vipsetuptool/>. Download the Full version.

(Optional) From this page, you can also download the setup tool's reference manual, which documents in detail all of the options of this setup tool.



**Loudspeaker Paging, Intercoms, Clocks, Visual Notification,
Blue Light Emergency Telephones, IP Mass Notification**

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Valcom IP Solution Tools

Please select the correct tool based on the firmware version of the Valcom IP devices that will be configured.

VIP-102B SETUP TOOL

Description: For VIP firmw... Revision 2.00 or Higher

Tool Version: **6.3.0** (Full) **6.3.0** (Upgrade)

Documentation: [Reference Manual](#)

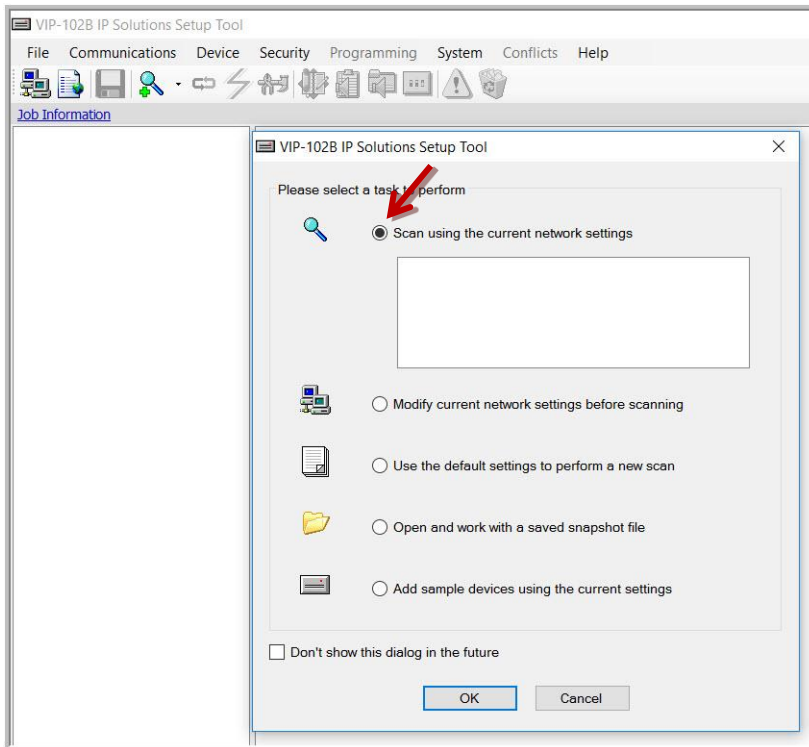
VIP-102 SETUP TOOL

Description: For VIP Firmware Revision 1.19 ONLY

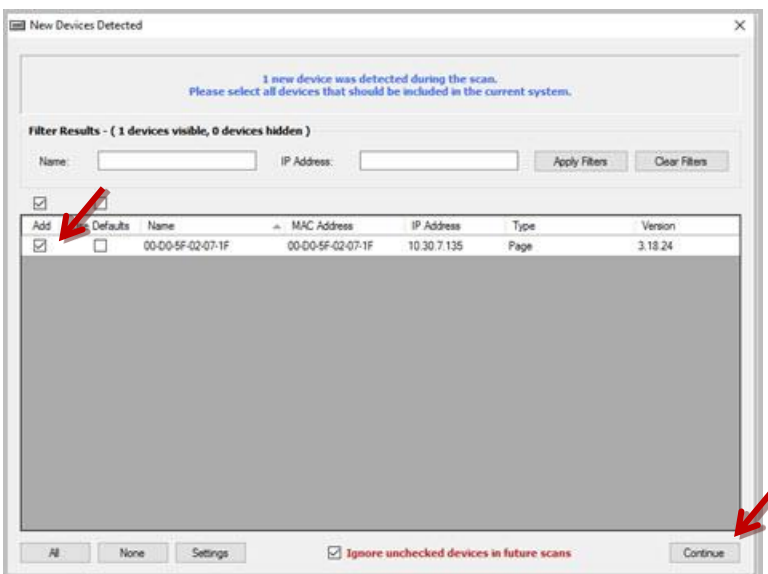
Tool Version: **1.6.0.0**

Note: For devices installed with firmware revisions lower than 1.19, please contact Valcom Technical Support.

- Run the *VIP-102B IP Solution Setup Tool* that you downloaded. On the opening page, select **Scan using the current network settings** and click **Ok**.



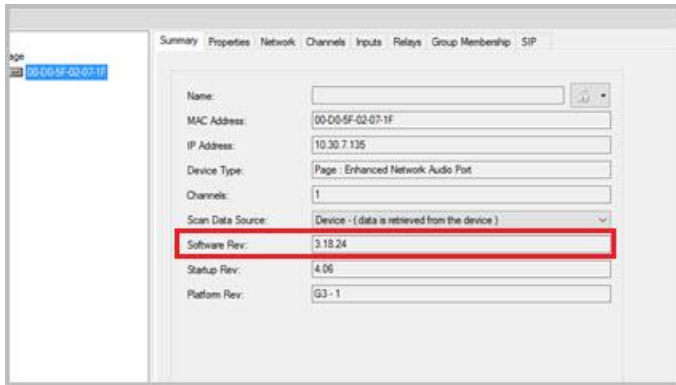
- After the scan has been completed, your Valcom gateway should appear in the search results. Select the **Add** checkbox for that device, and then click **Continue**.



The gateway is added, and you can now configure it.

5. On the *Summary* tab, confirm that the device has the correct software version: 3.18.24.

Note: If your device has an earlier software version, retrieve the correct firmware from Valcom and use the *Program Firmware* option on the *Communications* menu to update your device. Refer to your product documentation for detailed instructions.

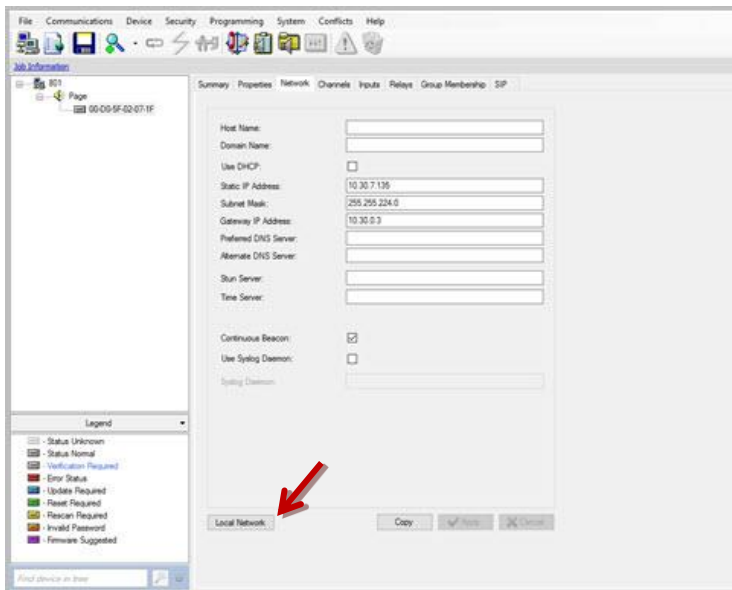


6. On the *Network* tab enter the following fields:

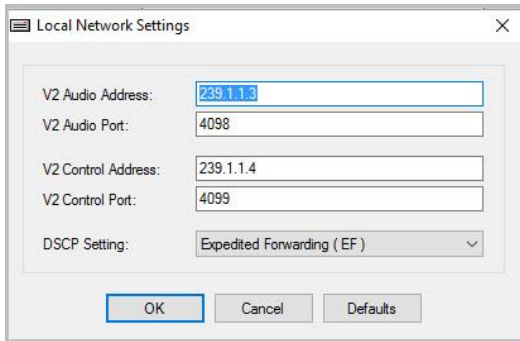
- For the *Static IP address*, enter the IP address that you wish to assign this unit on your network.
- For *Subnet Mask*, enter your subnet.
- For *Gateway IP*, enter your network gateway IP address.

7. Click **OK**.

8. Click **Local Network**.



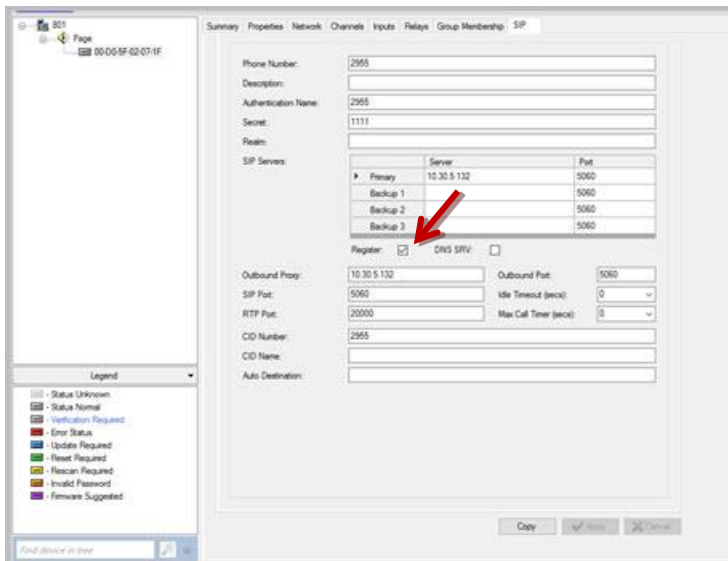
9. Click **Defaults** to set all of these fields to their default settings, which are shown in the following figure.



10. Switch to the *SIP* tab. Enter the following fields:

- Phone number: 2955 (The extension number that you created earlier)
- Authentication name: 2955
- Secret: 3434 (The 3rd Party SIP Registration password that you entered earlier)
- SIP Server: 10.30.5.132 (the MaxCS IP address; if this is a cloud server or a remote paging device, then enter the public IP address of the MaxCS Server), port: 5060
- Outbound port: 5060
- SIP port: 5060

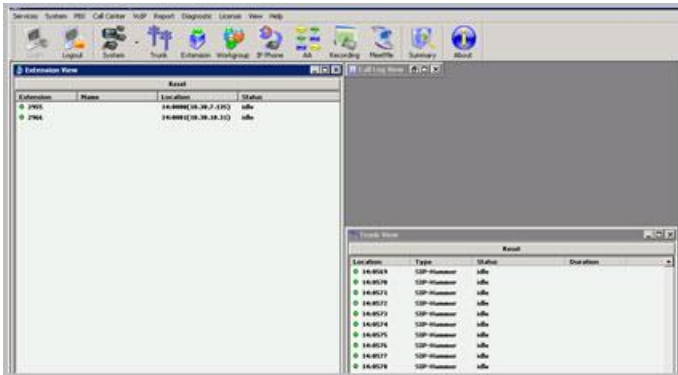
11. Check the **Register** option.



12. Click **Apply**.

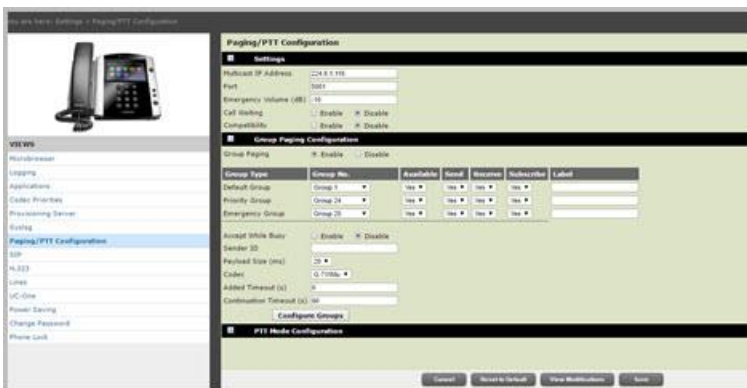
13. Reboot the gateway by clicking **Reset updated device**.

14. Return to MaxCS Administrator and open *Extension* view. Verify that this extension (2955) had been registered and is ready to receive pages.



Polycom Paging Group Configuration

1. Log into the Polycom phone web configuration page. Refer to the *Polycom IP Phone Configuration Guide for MaxCS 8.0* for instructions. This guide can be found in the AltiGen Partner Knowledgebase, at <https://know.altigen.com>. Search for the phrase *Polycom IP Phone Configuration Guide* or search for 1199 to locate the article.
2. Open **Settings > Paging/PTT Configuration > Paging Group Configuration**. Configure the following fields and save the changes.
 - Group Paging: Enable
 - Default Group: Group 1, Available: Yes
 - Payload Size (ms): 20
 - Codec: G.711Mu



3. Run the *VIP-1028B IP Solution Setup Tool* and switch to the *Group Membership* tab. Check the *026 Polycom Group 1* line.
4. Click **Apply** and then reboot the gateway by clicking **Reset updated device**.
5. Use a Polycom phone to send a group page, to verify that the configuration is correct.

Modify the Gateway Keep Alive Timer (Cloud Servers or Remote Paging)

This section explains how to modify the Valcom gateway's Keep Alive timer from the default 3600 seconds (1 hour) to 90 seconds, for use with AltiGen MaxCS Cloud servers.

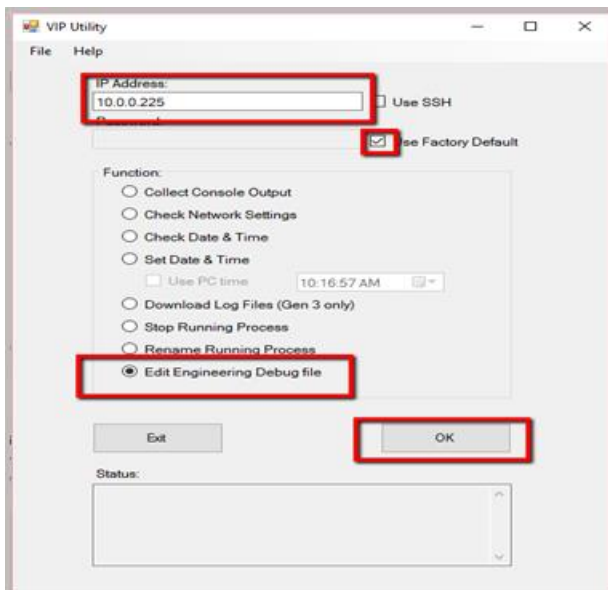
You will need to obtain the VIP Utility version 2.0.0.5.

1. Download the VIP Utility version 2.0.0.5 from this location:

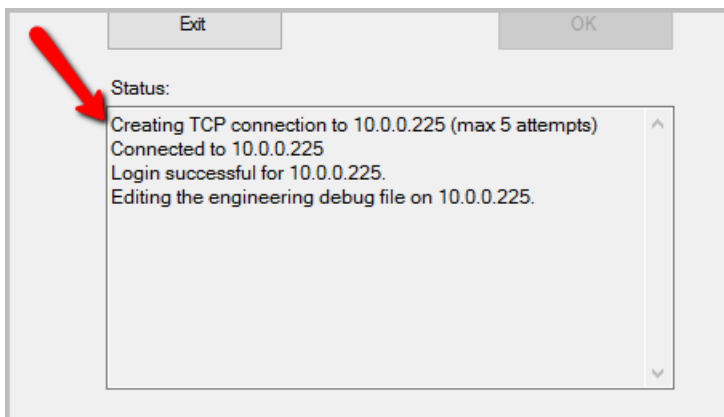
http://tsfiles.altigen.com/main.html?download&web-link=8ab9ffe353f2d8b3e8ca2736bcaa135f&realfilename=VIPUtility_2.0.0.5.zip

If you see a security warning, click **Run** or **OK** to continue.

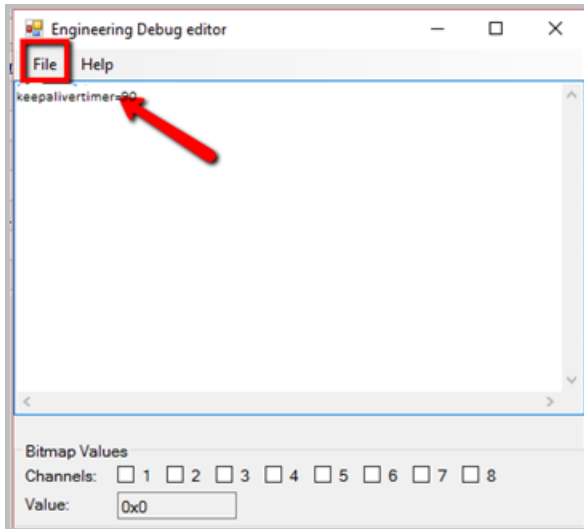
2. Open the utility. Change the *IP address* field to the IP address of your Valcom gateway.
3. Check the **Use Factory Default** option.
4. Select the **Edit Engineering Debug file** option. Click **OK**.



5. In the *Status* area, you will see updates similar to those shown in the following image.



- The *Engineering Debug editor* window opens. Click inside of that window and type **keepalivertimer=90**



- Select **File > Save**, and then close the utility.

AltiGen Technical Support

AltiGen provides technical support to Authorized AltiGen Partners and distributors only. End user customers, please contact your Authorized AltiGen Partner for technical support.

Authorized AltiGen Partners and distributors may contact AltiGen technical support by the following methods:

- You may request technical support on AltiGen's Partner web site, at <https://partner.altigen.com>. Open a case on this site; a Technical Support representative will respond within one business day.
- Call 888-ALTIGEN, option 5, or 408-597-9000, option 5, and follow the prompts. Your call will be answered by one of AltiGen's Technical Support Representatives or routed to the Technical Support Message Center if no one is available to answer your call.

Technical support hours are 5:00 a.m. to 5:00 p.m., PT, Monday through Friday, except holidays.

If all representatives are busy, your call will be returned in the order it was received, within four hours under normal circumstances. Outside AltiGen business hours, only urgent calls will be returned on the same day (within one hour). Non-urgent calls will be returned on the next business day.

Please be ready to supply the following information:

- Partner ID
- AltiGen Certified Engineer ID
- Product serial number
- MAXCS version number
- Number and types of boards in the system
- Server model
- The telephone number where you can be reached