

# Digium® AA355 Appliance Quick Start Guide



## You've purchased a PBX. Now what?

The AA355 was created with ease of use in mind.

You will find that it is very easy to install and set up the AA355. There are just a few simple steps needed to install the appliance. To install and prepare your AA355 for use, follow the steps in this document.



**Changes or modification to the unit not expressly approved by Digium could void the user's authority to operate the equipment.**



**NOTICE:** On this product, the power cables serve as the disconnect device. In order to service the unit, the power cables must be disconnected.

613-00008-A

**Thank you for your purchase of the Digium® AA355 Appliance.** This document is your Quick Start Guide for the initial setup and installation of the AA355. For questions about setting up your Digium software product, please refer to the reverse side of this sheet.

### In the box you will find:

- ▼ The Digium AA355
- ▼ AC power cable (Quantity: 2)
- ▼ Bracket screws (4)
- ▼ Sliding rack rails (2)
- ▼ Installation media and literature

Digium's Support Center, including Technical Support contacts, Documentation and Knowledge Base, may be visited online at [www.digium.com/en/supportcenter](http://www.digium.com/en/supportcenter)

Digium's Policies, including Warranty and Return procedures, may be viewed online at [www.digium.com/en/company/policies.php](http://www.digium.com/en/company/policies.php)

## Hardware Installation

1. Remove the AA355 from its box.
2. Place the AA355 in a location that will be secure and where the AA355 will be able to operate efficiently. Install the AA355 into a standard computer rack or cabinet. Please refer to the AA355 Mounting Instructions section for more information.
3. Connect your AA355 to your data network. Connect an Ethernet cable from your computer network to the left-hand Ethernet socket on the rear of the AA355.
4. Plug in the cables connecting your AA355 to the PSTN and to one or more telephones. The connections will be dependent on the Digium telephony interface cards included with your AA355.

5. Connect the AA355 power cables to the power ports on the rear of the AA355 unit and then connect the power cables to wall outlets. The AA355 should automatically power itself to the on position. If it did not, open the doors on the front of the unit and depress the unit's power button until the power LED illuminates.
6. The hardware installation of your unit is now complete. Please refer to the Software Quick Start Guide on the rear of this sheet.

## Mounting Instructions

The Digium® AA355 must be mounted into a standard 19" computer cabinet or rack and requires 3U of vertical space. The rail kit for the AA355 is for round hole racks. To mount the AA355, follow these instructions.

1. Begin installation by securing the sliding rails to the AA355 chassis. To do this, first extend each three-piece rail kit until it locks. Depress the spring safety lock to release the inner rail and then remove the inner-rail from each of the two rail assemblies.
2. Attach the inner rails to the AA355 chassis using the screws provided in the AA355 rail kit.
3. Locate 3U of available space in your server rack. The outer rails of the rail kit use sliding brackets to extend to the proper depth of your rack. Loosen the bolts and slide the brackets to the depth of your rack.
4. Attach the brackets and outer rails to your rack. Take care to align each of the outer-rails on the same vertical space.
5. Tighten the bolts on the outer-rails of the rail kit.
6. Slide the AA355 into the front of the rack and align the inner-rails into the outer-rails. Make certain to slide the AA355 completely into the rack until the rails lock into position.

## Telephony Card Installation

The Digium® AA355 is designed to be used with up to three Digium telephony interface cards from the following list:

- ▼ Digium TDM410
- ▼ Digium TDM800
- ▼ Digium TDM2400
- ▼ Digium B410P
- ▼ Digium TE122
- ▼ Digium TE205/TE207
- ▼ Digium TE405/TE407

**To install Digium telephony cards, follow the steps below.**

1. Power down the AA355 (if it is running) by navigating the front panel LCD and selecting "Shutdown PBX". Once the shutdown process has finished, unplug the unit from its power source.
2. Make sure that you are grounded by attaching a static strap to your wrist.
3. Remove the AA355 from its rack-mounted location.
4. Remove the AA355 case lid screws and then the case lid.
5. Remove the PCI blank cover from the rear panel corresponding to the hardware card slot you will use. Note that only three slots are available for customer use.
6. Insert the Digium card you have selected into the PCI slot and secure it with a screw, noting which ports, if any, are FXO (red) and which ports are FXS (green).
7. If your card has any FXS modules, you will also need to connect a power cable from the AA355 power supply to the rear of the telephony card. Insert a 4-pin, 12 volt connector into the white plastic connector on the rear of the card.
8. Replace the lid of the AA355 and return it to its rack location.
9. Plug all outside phone lines to the FXO (red) ports and connect all phones to the FXS (green) ports.

**For more information on the Digium card(s) you have selected for your AA355, please refer to the card manual available at [www.digium.com](http://www.digium.com)**

# Switchvox® Quick Start Guide



Follow these instructions to install Switchvox and make your first call!

## 1. Set up the Appliance

To set up your Switchvox Appliance, please follow the instructions on the other side of this page.

## 2. Configure the Network for Switchvox

When the LCD Panel displays, **press any key**, Switchvox is ready to be configured.

For details, see

[www.digium.com/switchvox\\_networking](http://www.digium.com/switchvox_networking)

Press any key to display the Basic Server Functions. Using the arrow keys, select **Configure Network**, then press the green checkmark key (**Enter**). Select **Set DHCP/Static**, then **Enter**. Select **Static**, then **Enter**. Select **Change IP Address**, then use the Up/Down arrows to set the IP Address assigned by your network administrator. When the IP Address is correct, press **Enter**. Do the same for the Subnet Mask, Gateway, and DNS Server. Once your network information is correct, select **Save Net Settings**, then **Enter**. Select **View System Info**, then **Enter**. Write down the URL that is displayed:

Switchvox Admin Suite URL:

## 3. Log into the Admin Suite

On a computer that is on the same network, open a web browser and go to the URL from Step 2. Enter the main administrator's user name and password:

Default username: admin

Default password: admin

For the security of your Switchvox PBX, you should change the password using **Machine Admin > Manage Admins**.

## 4. Register Your Switchvox PBX

In the Admin Suite, select **Machine Admin > Product Registration**. Enter your contact information and Registration Code. Your Registration Code is located on the Switchvox CD-ROM case included with your Switchvox Appliance. Please enter the 16-character Code as four characters in each of four fields. (The contact information you provide is useful if you need to call on our technical support services). Click **Submit**, and your Switchvox PBX is registered with Digium's registration management system.

## 5. Check for Software Updates

In the Admin Suite, select **Machine Admin > Updates**. If the page says that no updates are available, then you already have the newest version of the software.

If there is an update listed on the page, click the **Apply This Update** button. The update is applied and the system is restarted. Once you see the message *Successfully restarted your PBX software*, you can go on to the next step.

## 6. Create a SIP Phone Extension

If you purchased Switchvox with preconfigured SIP phones, then go on to the next step. If you purchased telephones separately, then you need to create a *SIP Phone* extension so that you can make calls.

In the Admin Suite, select **Extensions > Manage Extensions**. Click **Create a New Extension**. On the resulting page, choose *SIP Phone* or *SIP Adapter for Analog Telephones (ATA)* for the Extension Type, and *Default* for the Extension Template.

Click **Create a New Extension** again. On the resulting page, enter the basic information for an extension: extension number, first and last name, e-mail address, and numeric password. Write down the new extension number and password here for future reference, and then click **Save Extension Settings**.

Extension: \_\_\_\_\_

Extension Password: \_\_\_\_\_

You can set the length of your Switchvox extensions using **Extensions > Extension Settings**.

## 7. Configure a SIP Telephone

If you purchased preconfigured SIP phones with Switchvox, then you need to set up one of the phones so that you can make calls. Connect the Ethernet cable to the phone and to your network. Then connect the power cable to the phone and a power outlet.

If you did not purchase your phones preconfigured with Switchvox, you can use the Phone Provisioning option to configure them. If you choose not to use Phone Provisioning, please refer to the documentation for your telephones.

For details, see

[www.switchvox.com/phone\\_provisioning](http://www.switchvox.com/phone_provisioning)

Once your phone is set up, check to see if it successfully contacted Switchvox: **Select Diagnostics > System Status**, and check the **SIP Phones** section. If your extension and phone are displayed in green, then your phone is ready to call Switchvox.

## 8. Make a Call

Pick up the handset of your phone and dial 800. This default extension rings a default Interactive Voice Response (IVR) menu. The call should connect and you should hear a recorded voice say "Congratulations, Switchvox has been configured properly."

**Before you begin using your Switchvox PBX to make and receive calls**, it's important that you check for the latest software update (Step 5 of these instructions). You don't want to miss any of the excellent feature updates that make your Switchvox better, faster, and stronger! To go directly to the Updates page in the Switchvox Admin Tool Suite, select **Machine Admin > Updates**.

### Check out Switchvox Product Addons

Product Addons improve and extend the power of your Switchvox PBX. They offer new features, boost the power of Switchvox, fine-tune the quality of your calls, and connect Switchvox with your favorite everyday desktop applications.

Check out our web site to find out what's available: [www.switchvox.com/product\\_addons](http://www.switchvox.com/product_addons)

Switchvox Administrator Manual:  
[www.digium.com/switchvox\\_manual](http://www.digium.com/switchvox_manual)