nextiva

AudioCodes

Installation Guide

Contents

Installation

Box Contents

The AudioCodes Mediant 500 device includes:

- AudioCodes Mediant Series SBC (session border controller)
- 1 AC power cable
- 4 rubber bumpers for desktop mounting
- 19 in. Rack Mounting Kit

Mounting the AudioCodes Mediant 500 on a Server Rack

You can install the Mediant 500 on to a standard server rack using the supplied 19 in. Rack Mounting Kit, which consists of two mounting brackets, one left and one right mounting bracket, and screws.

1. Attach the two mounting brackets (supplied) to each side of the device's chassis using the supplied screws *(Figure 1-1)*.
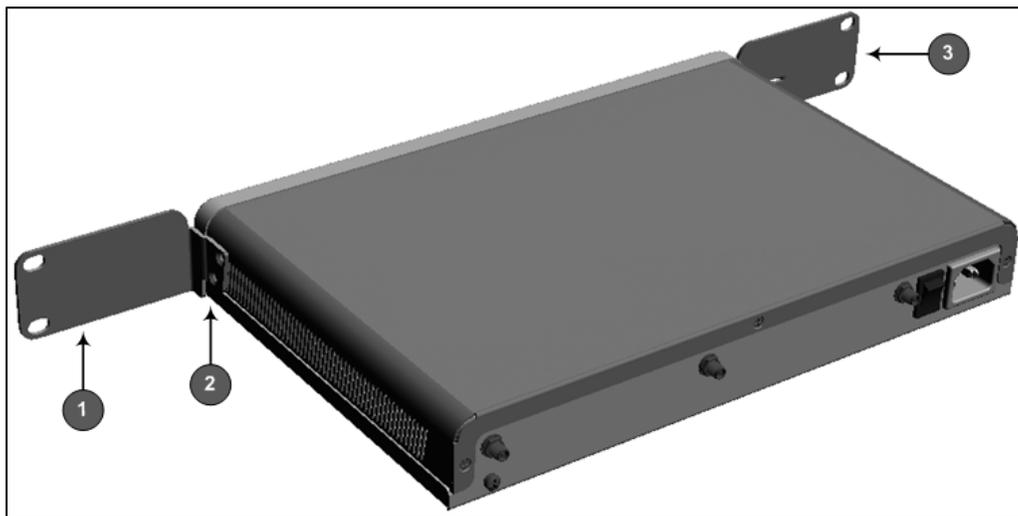
Figure 1-1: Attaching the Mounting Brackets

- 1 – Left mounting rracket
- 2 – Attached screws
- 3 – Right Mounting Bracket

2. Place the device on a pre-installed shelf in the rack.
3. Attach the ends of the mounting brackets (that you installed in Step 1) to the vertical track of the rack's frame using standard 19-inch rack bolts (not supplied).

Installing the AudioCodes Mediant Series SBC

Before plugging the Mediant Series SBC into a power source, the device must be properly grounded. This may be done already if the device will be installed into a properly grounded Rack Mount system using the supplied 19 in. Rack Mounting Kit. If not, you must attach a grounding line to the washer behind the grounding screw that is visible on the back panel of the Mediant SBC.

> **NOTE:** You will need at least one more Ethernet cable than the number of devices you will plug into the Mediant SBC.

Follow the steps below to install the Mediant Series SBC into your network hierarchy *(Figure 1-2)*:
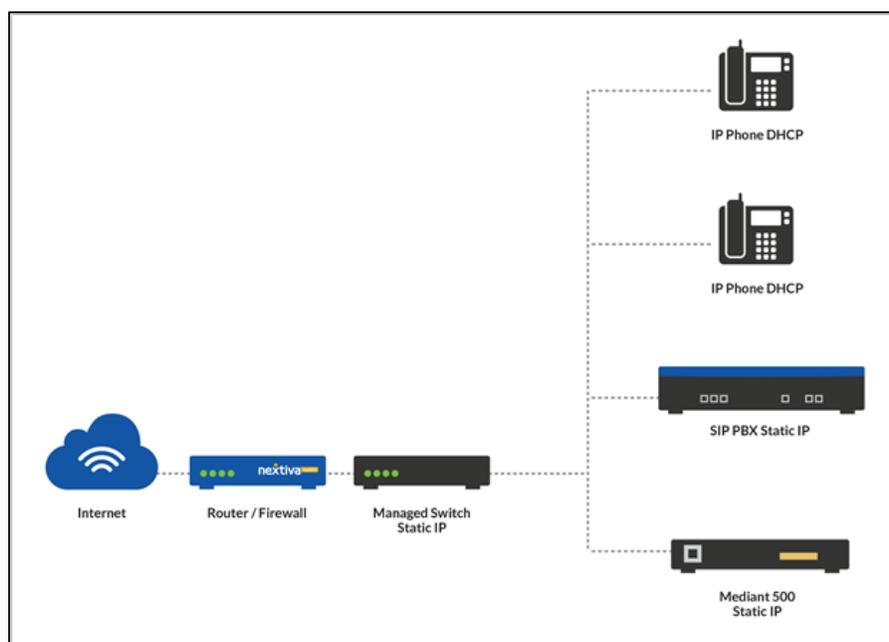
Figure 1-2: Standard Network Diagram

1. Connect one end of an Ethernet cable to the LAN 1 port on the front of the Mediant 500. Connect the other end of the cable to your network switch behind your firewall.
2. Connect one end of a second Ethernet cable to one of the other LAN ports on the front of the Mediant 500. Connect the other end of the cable to the computer you are using to configure the device.

NOTE: LAN Ports 1-4 are Gigabit Ethernet ports. If you are connecting a PBX with a PRI Connection to the Mediant 500, one of the Gigabit Ethernet ports will be configured as a PRI Connection (*Figure 1-3*).
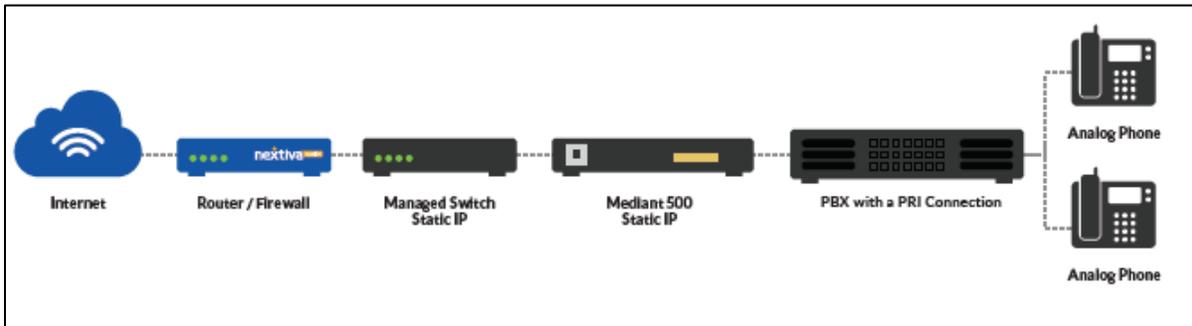
Figure 1-3: PBX with a PRI Connection Network Diagram

3. Connect one end of the AC power cable to the back of the Mediant 500 and the other end to a three-pronged power source.

Status Lights

Power Light

- **Solid Green**: The device has power.
- **No Light**: The device has no power.

Status Light

- **Solid Green:** The device is operational and in Standalone mode (not part of a High Availability redundancy system).
- **Flashing Green:** The device is going through its boot cycle or powering down due to a reboot.
- **Slowly Flashing Green:** The device is the active device in a High Availability redundant system.
- **Alternating Slow/Fast Flashing Green:** The device is the redundant device in a High Availability redundant system.
- **Solid Red:** Boot failure.

LAN Ports

- **Solid Green:** Ethernet link is active.
- **Flashing Green:** Data is being transmitted to or received from the attached device.
- **No Light:** No recognizable link, the device may not have power, or the Ethernet cable may not be providing any data.

Logging In to the Web Interface from a Connected Computer

1. Ensure the computer you are using is connected into a LAN port on the front of the Mediant 500.
2. Open a web browser on your computer, and navigate to 192.168.0.2. The AudioCodes login page appears.

   NOTE: If you have already provisioned the Mediant 500, you will have to enter 192.168.1.1 as the IP Address to access it.

3. Log in with **Admin** as the Username and **Admin** as the Password.

Provisioning the Device

By default, the AudioCodes Mediant 500 should be prepared to auto-provision before you receive it. But if the device should ever be reset to factory defaults, then provisioning the device may become necessary.

The Mediant 500 auto-provisions using a Command Line Interface (CLI) script file. This file contains a list of commands executed one at a time, which together configure the Mediant 500.

For the Mediant 500 to download its CLI script file, a basic configuration file (known as a skinny config file) needs to be uploaded to the Mediant 500. This skinny config file contains the server address where the CLI script resides *(Figure 2-1)*. You can download the skinny config at the following URL: ("Insert URL as it becomes known").
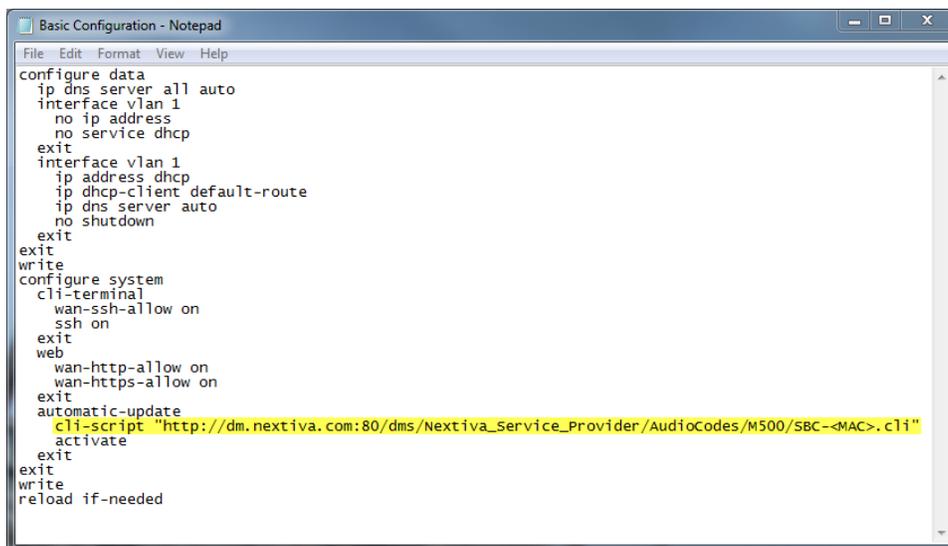
Figure 2-1: The Skinny Config File

NOTE: Nextiva Support cannot remote in to your computer to perform the steps below because your computer must be connected to the Mediant 500 which will not have an Internet connection.

1.   Connect an Ethernet cable from your computer to one of the yellow LAN ports on the front of the Mediant 500.
2.   Connect the power cord to the back of the Mediant 500. The device will power on.
3.   Open a web browser on your computer, and navigate to 192.168.0.2. The Audio Codes login page appears.
4.   Log in with **Admin** as the Username and **Admin** as the Password.
5.   Click **Maintenance** at the top-left of the screen.
6.   Click **Software Update** on the left side of the screen.
7.   Click **Configuration File** on the left side of the screen.

8. Click the **Choose File** button under **Load CLI Script file to the device** *(Figure 2-2)*.
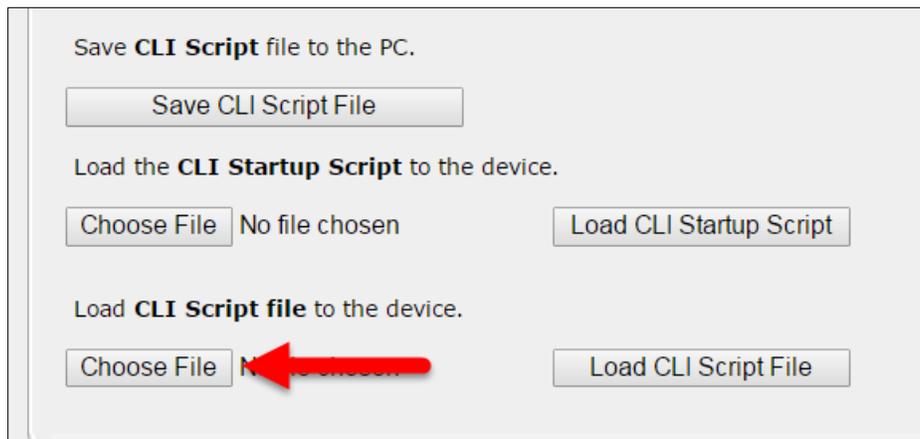
Figure 2-2: The Configuration File Screen

9. Find the skinny config file on your computer, and click **Open** *(Figure 2-3)*.
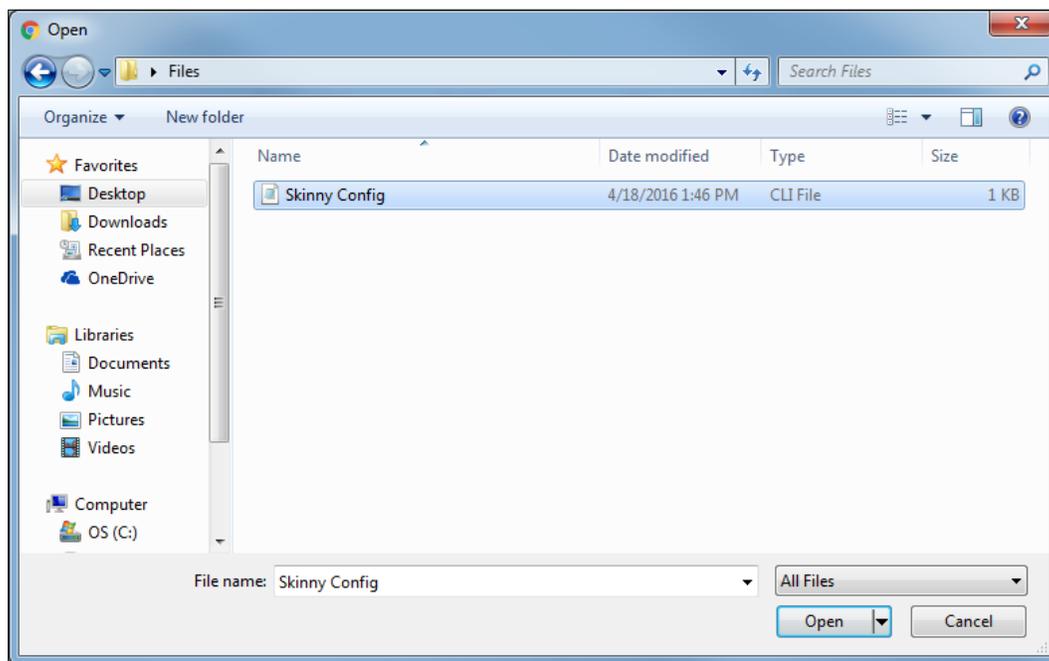
Figure 2-3: The Open Window

10. Click **Load CLI Script File** to the right of **Choose File**, and then click **OK** when the pop-up message appears saying the device will reset. After a few seconds, the Mediant 500 restarts. Proceed to the next step quickly to avoid having to reboot the Mediant 500 again.

11. Disconnect the computer from the LAN1 port on the front of the Mediant 500, and then connect an Ethernet cable from the LAN1 port on the front of the Mediant 500 to the network switch. The Mediant 500 then downloads its CLI script.

    NOTE: If the Mediant 500 has fully booted up before it is connected to the network switch, another reboot will be needed. To do this, turn the power off on the back of the Mediant 500, and then turn the power back on.

You can check that the Mediant 500 is properly provisioned at any time by following the steps below:

1. Connect a computer to the same network switch the Mediant 500 is connected to.
2. Navigate to the static IP Address of the Mediant 500 in a web browser on the computer. If you do not know this IP Address, please coordinate with your Network Administrator to verify the IP Address of the Mediant 500 using the ARP table present in your network routing device.
3. Log in with **Admin** as the Username and **v01p4f@n** as the Password.
4. Click **Status & Diagnostics** at the top-left of the screen.
5. Click **VoIP Status** on the left side of the screen.
6. Click **Call Routing Status** on the left side of the screen. If the Mediant 500 is properly provisioned, Proxy Set ID 2 should display **bt.voipdnsservers.com (208.73.144.74)** in the IP Address column and **OK** in the State column *(Figure 2-4)*.

ID	IP Address	State
▼	Active Proxy Sets Status	
0	Not Used (--)	--
1	Not Used (--)	--
2	bt.voipdnsservers.com (208.73.144.74)	OK
3	Not Used (--)	--
4	Not Used (--)	--
5	Not Used (--)	--

Figure 2-4: The Call Routing Status Screen

Factory Reset

Using the Web Configuration Utility

NOTE: Restoring the Mediant 500 to factory defaults will remove any configuration performed as part of the provisioning process, as well as any custom configuration done after provisioning. This means you will need to have a computer connected to the LAN1 port on the front of the Mediant 500 to access the web configuration utility.

1. Open a web browser on the computer, and navigate to the static IP address of the Mediant 500. The AudioCodes login page appears.
2. Log in with **Admin** as the Username and **v01p4f@n** as the Password.
3. Click **Maintenance** in the upper-left corner of the screen.
4. Click **Software Update** on the far-left side of the screen.
5. Click **Configuration File** on the far-left side of the screen.
6. Click **Restore Defaults** in the middle of the screen *(Figure 3-1)*. A pop-up message appears warning you that you may lose connection to the device. Click **OK** to confirm you want to restore the default settings.
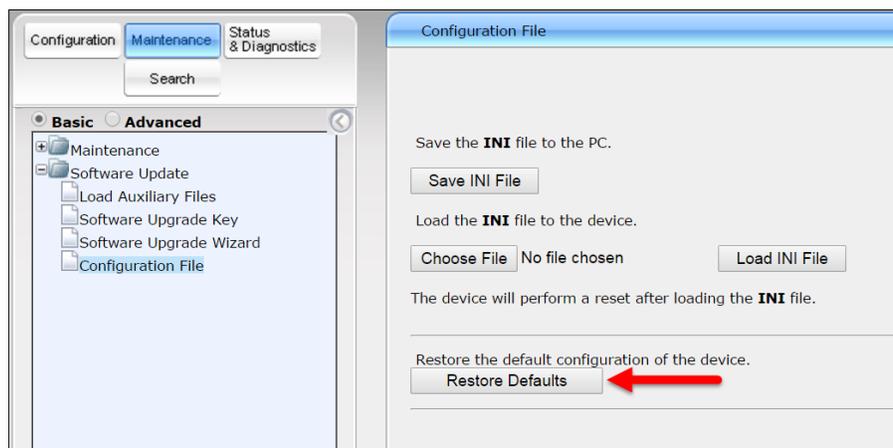
Figure 3-1: The Configuration File Screen

Using the Reset Button

NOTE: Restoring the Mediant 500 to factory defaults will remove any configuration performed as part of the provisioning process, as well as any custom configuration done after provisioning. This means you will need to have a computer connected to the LAN1 port on the front of the Mediant 500 to access the web configuration utility.

1. Insert a pin or paper clip into the small hole with the **//** symbol above it on the front of the Mediant 500. The lights on the Mediant 500 turn red. Continue to hold the pin or paper clip in the hole for at least 12 seconds, but no more than 25 seconds, and then remove it.
2. Wait until all the red lights on the Mediant 500 turn off, and then connect an Ethernet cable from the LAN1 port on the front of the Mediant 500 to the computer.

   NOTE: After connecting the Ethernet cable, wait until the network status icon in the system tray of the computer no longer shows any errors before proceeding *(Figure 3-2)*.
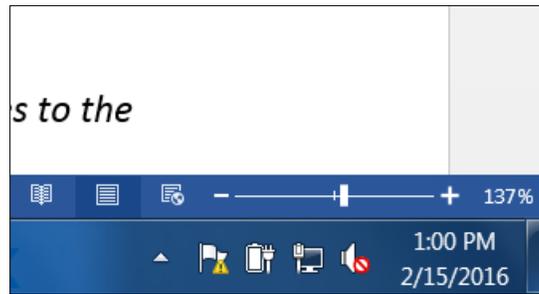
Figure 3-2: The Network Status Icon

3. Navigate to **192.168.0.2** in a web browser on the computer.
4. Attempt to log in with **Admin** as the username and **Admin** as the password. If you are able to access the web configuration utility and log in with these credentials, the factory reset was successful.

After the Mediant 500 has been restored to factory defaults, please contact Nextiva Support to make sure the custom tags in your Nextiva account are correct, and then upload the skinny config file using the instructions in the **Provisioning** section.