VIVEX

VoIP powered

VVXAAA1-161001

QUICK START GUIDE v1.1

SECTION 1: Product Preparation

Upon knowing that your Vivex Deskphone is complete:

Connect the Handset's Telephone Coil into the Deskphone Main Unit

Connect the Power Adapter into the Deskphone Main Unit

Product Overview

Vivex is the office VoIP Deskphone equipped with full-featured multimedia functionalities designed for rich communication and various applications. It has built-in SIP server enabling advanced IP phone capabilities and a variety of PABX functions. Designed with an open platform, Vivex delivers incomparable phone experience, makes collaboration effortless, and integrates multiple systems

Product's Design

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1) USB Port
2) Micro SD Card Slot
3) DC Jack Port
4) RJ45 Port
5) Deskphone Stand
6) Handset Port
7) Camera
8) 7" LCD Screen
9) Loudspeaker
10) Call Hold/Unhold Indicator
11) Handset
12) Speaker
13) Telephone Coil

What's In The Box?

To know that your product is complete with all its accessories, we have listed them as the following:

VIVEX Main Unit   Power Adapter (12V 2A)   Handset with Telephone Coil

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Plug the Power Adapter into the Power Source and wait for the Vivex Deskphone to automatically power up and redirect to the main screen (This may take around 30-60 seconds)

You may be asked to select a Home App:
1. Tap "Vivex"
2. Tap "Always"
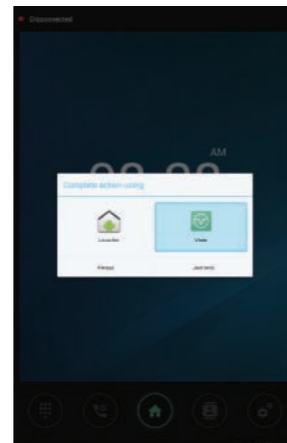
Once Vivex Deskphone has powered up, we will need to connect it to the Internet. Vivex Deskphone requires a stable internet connection to work.

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1. Swipe down on top right side of the screen
This will pull down device setting buttons

2. Tap Settings

3. Tap WiFi OFF Button to turn it ON
This will show you a selection of available WiFi connections

Settings

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4. Tap your preferred WiFi Network

5. Enter WiFi Network Password

6. Tap Connect

Note:
To check the connection, you may open the internet browser app and connect to any website.
Reminders: Please note that the adapter's power requirements are the following:

Output: 12V 2A
Input: 100 - 250VAC 50-60 Hz

If this is your first Vivex Deskphone and you are setting it up as your SIP Server, please proceed to the next step **Product Setup.**

If you are setting up this Vivex Deskphone as a client to an existing SIP Server, kindly proceed to **Product Installation.**
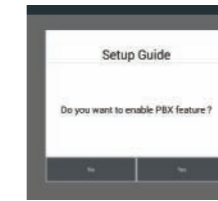

SECTION 2: Product Setup (SIP Server)

Let's register the Vivex Deskphone to NTEK SIP Cloud Server. This will allow the product to use the full range of its features as a PABX.

1. Tap Settings
2. Tap SIP Setting

Note:
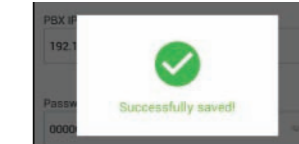A pop up message display for Setup Guide will appear

3. Tap "Yes" to proceed registering the product

AutoProvisioning

To make use of our AutoProvision Solution and easily set up your Vivex Deskphone, kindly follow the next steps. If you wish to manually set SIP configurations, please proceed to the Manual Set-up below.

1. Tap "Online Auto Setup"
2. Tap "OK"

Note:
Your device will be downloading SIP Settings from our NTEK SIP Cloud Server. A message will confirm a successful download.

3. Tap "OK"

Confirmation:
Green Dot should appear on the Top Left Screen of Vivex Deskphone. (Vivex Deskphone was successfully registered to the SIP Server and is ready to call and receive call from the Client Device)

Note:
If the dot is Red, make sure that Vivex device is connected to the WiFi network with Internet

If the dot is Red, make sure that SIP Settings received are unaltered or correct.

Congratulations! You should be able to use the Vivex Deskphone now as SIP Server. Please proceed to **Product Configuration** should you wish to add local extensions.

Manual Setup
To configure your Vivex Deskphone manually, use the following steps

1. Tap "Manual Setup"
2. Tap "OK"

3. Tap "Client Settings"

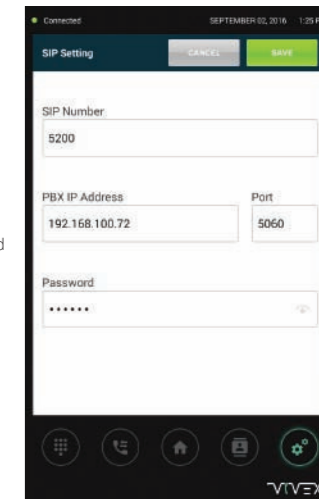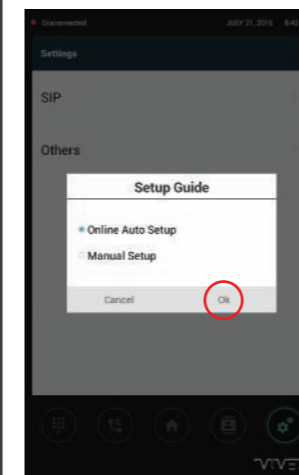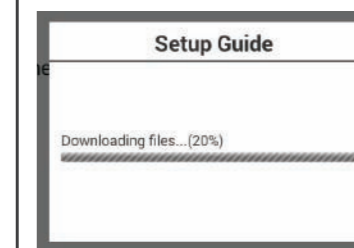4. Input the following SIP Account details for the Vivex device.

Call ID (SIP Call ID Number): Enter Default 5200
IP Address (SIP Server Address): Enter Device IP Address
Password (SIP Account Password): Enter Default 000000
Port (SIP Server Port): Enter Defaut 5060

5. Tap "Save"

Note:
A pop up message will display saying Successfully Saved

7. Tap "Ok"

Confirmation:
Green Dot should appear on the Top Left Screen of Vivex Deskphone. (Vivex Deskphone was successfully registered to the SIP Server and is ready to call and receive call from the Client Device)

Note:
If the dot is Red, make sure that Vivex device is connected to the WiFi network with Internet

If the dot is Gray, make sure that SIP Settings received are unaltered or correct.

If you do not wish to use the default SIP Call ID you may check the **autoprovision.nexportals.com** using the following steps
· Tap "PBX Settings"
· Enter default username "admin"
· Enter default password "admin"
You will be able to have access to the list of SIP Call IDs available to your Vivex Deskphone

Congratulations! You should be able to use the Vivex Deskphone now as SIP Server. Please proceed to **Product Configuration** should you wish to add local extensions.

SECTION 3: Product Configuration

In this section, we will be guiding you to adding clients to your Vivex Deskphone, adding and assigning local extensions to other devices.
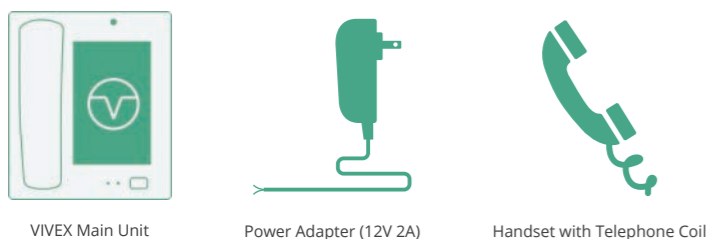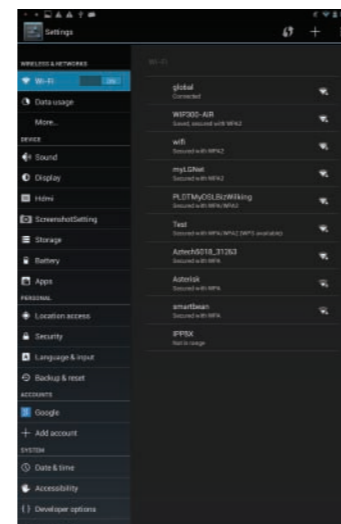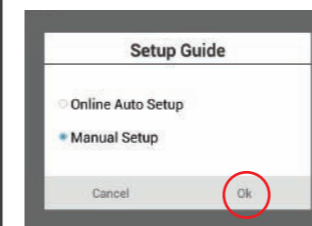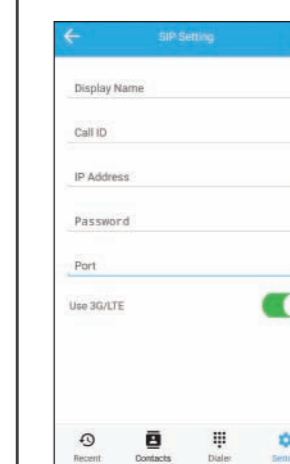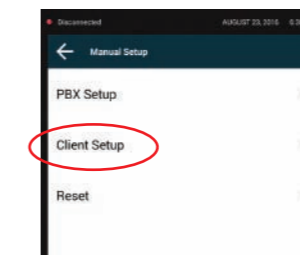
Nex Phone Application
Make sure that your Smartphone and Vivex Deskphone is connected to the same network.

1. Download the NEX Phone Application from the Play Store
2. Open the Application
3. Tap "Settings"
4. Tap "SIP"

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5. Enter the SIP Settings
(This can be found by tapping Setting > tapping My Profile)

· Display Name (Indicate the Name you want to appear in your Phone Book)
· Call ID (Kindly check **autoprovision.nexportals.com** for the available extensions for your Vivex Deskphone)
· IP Address (Enter the IP address you're both connected)
· Default Password (000000)
· Port (Enter the default SIP Port: 5060)
· Swipe 3G/LTE if you want to use mobile data.
· Note: Carrier charges for internet service may apply
· Tap ✔

Confirmation:
Green Dot should appear on the Top Left Screen of Vivex Deskphone. (Vivex Deskphone was successfully registered to the SIP Server and is ready to call and receive call from the Client Device)

You may now use NEX Phone App as a local extension

IP Phone

(For Illustration, we are using a generic IP Phone. Terms may vary for branded IP Phones. Our Technical Support will be glad to help)

1. Connect IP Phone to LAN Cable on the same Network that the Vivex Deskphone is connected
2. Select "Menu"
3. Select "Setting"
4. Select "Advanced"
5. Enter default IP Phone Password (this may vary depending on model)

Confirmation:
Green Dot should appear on the Top Left Screen of Vivex Deskphone. (Vivex Deskphone was successfully registered to the SIP Server and is ready to call and receive call from the Client Device)

Note:
If the dot is Red, make sure that Vivex device is connected to the WiFi network with Internet

If the dot is Red, make sure that SIP Settings received are unaltered or correct.

Congratulations! You should be able to use the Vivex Deskphone now as SIP Server. Please proceed to **Product Basic Features** should you wish to add local extensions.

From the Home Screen
1. Tap "Call Logs"
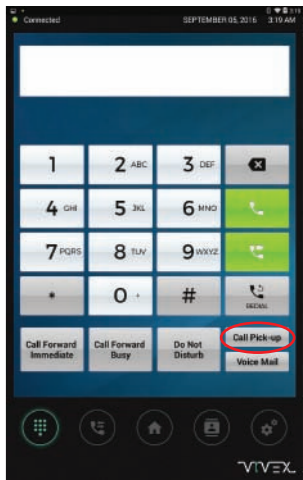2. Tap "Call Button" on the right side of the caller extension
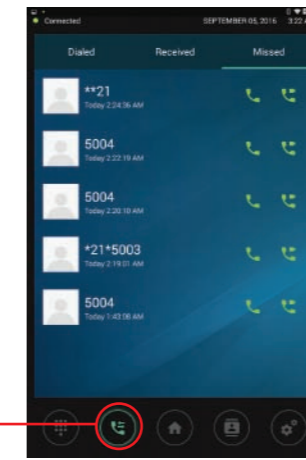
Call Logs

Call Pickup
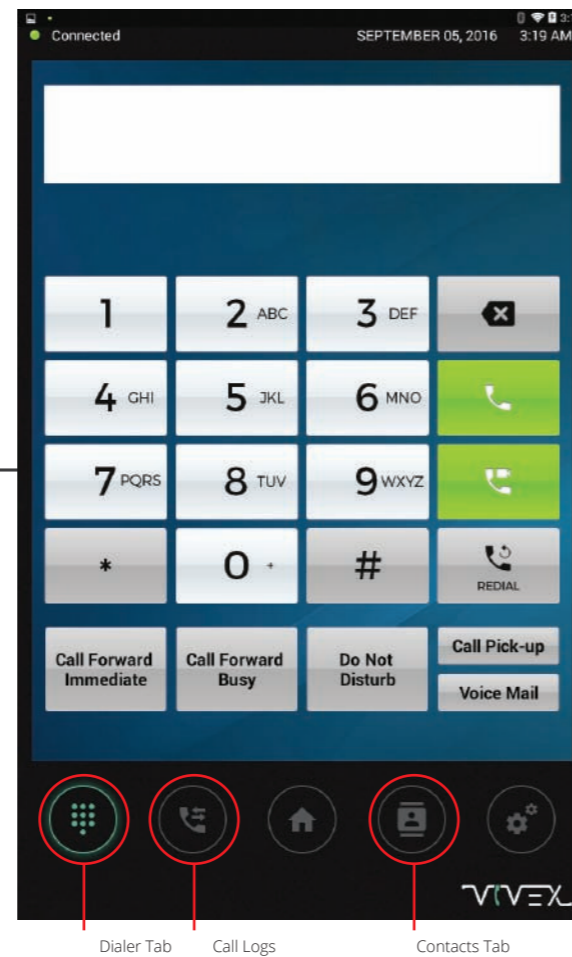Allows other users to answer incoming call for someone. To intercept an incoming call:

1. Tap "Dialer Tab"
2. Tap "Call Pick Up" or Dial *8

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6. Select Accounts
7. Set IP address of the SIP Server
8. Set Server Port of the SIP Server
9. Set User ID / Call ID. This will be the local extension number
10. Enter Vivex Deskphone Default Password: 000000
11. Set Display Name. This is the same as the local extension number
12. Make sure of the following:
    Outbound Proxy: Disabled
    Registration: Enabled
13. Save Details

You may now use the IP Phone as a local extension
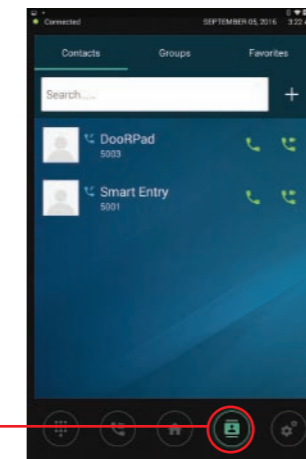
SECTION 5: Product Basic Features

From the Home Screen
1. Tap "Contacts Tab"
2. Tap "Call Button"

Contacts Tab

Call Forward - Immediate
Redirects a call to another destination immediately when the extension is called or reached.
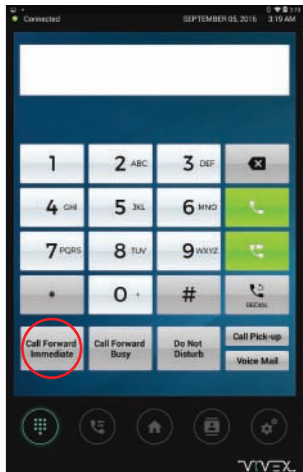
To set Call Forward - Immediate
1. Tap "Dialer Tab"
2. Tap "Call Forward Immediate" button
3. Enter recipient extension number
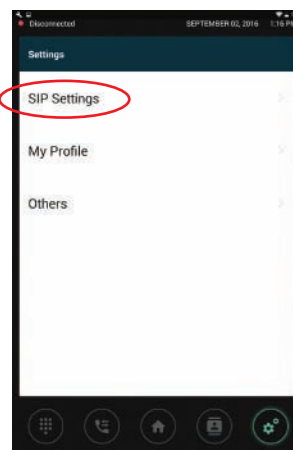4. Tap "Enable"

To update the Call Forward recipient
1. Tap "Dialer Tab"
2. Enter recipient extension number
3. Tap "Update"

To disable Call Forward - Immediate
1. Tap "Dialer Tab"
2. Tap "Call Forward Immediate"
3. Tap "Disable"

SECTION 4: Product Installation

In this section, we will help you use your Vivex Deskphone as a client to an existing SIP Server.

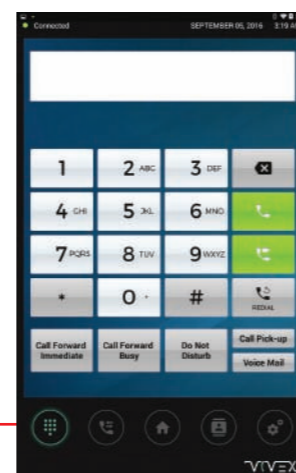1. Tap "Settings"
2. Tap "SIP Setting"

Note:
A pop up message display for Setup Guide will appear
3. Tap "No" to proceed registering the product
4. Tap "Manual Setup"
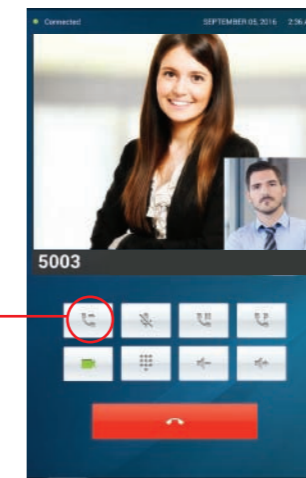
Dialer Tab   Call Logs   Contacts Tab

Call Transfer
Direct your live call to another extension

1. Tap "Call Transfer Icon"
2. Enter Four (4) Digit Extension

Call Transfer Button

Call Forward - Busy
Redirects a call to another destination when the extension is busy or when the call is rejected
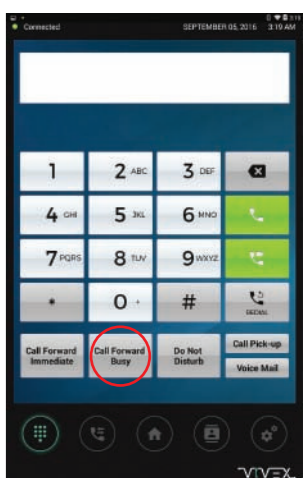
To set Call Forward - Busy
1. Tap "Dialer Tab"
2. Tap "Call Forward - Busy"
3. Enter recipient extension number
4. Tap "Enable"

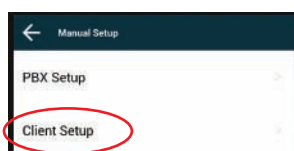**To update the Call Forward recipient**
1. Tap "Dialer Tab"
2. Tap "Call Forward - Busy"
3. Enter recipient extension number
4. Tap "Update"

To disable Call Forward - Busy
1. Tap "Dialer Tab"
2. Tap "Call Forward - Busy"
3. Tap "Disable"

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5. Tap "Client Setup"

6. Input the following SIP Account details for the Vivex device.

    Call ID (SIP Call ID Number)
    IP Address (SIP Server Address)
    Password (SIP Account Password)
    Port (SIP Server Port)

7. Tap "Save"

Note:
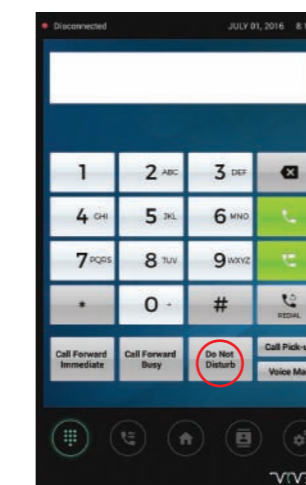A pop up message will display saying Successfully Saved

8. Tap "Ok"

Direct Call
There are multiple ways to call with a particular extension

From the Home Screen
1. Tap "Dialer Tab"
2. Enter Four (4) Digit Extension Number

Dialer Tab

Do not Disturb
Temporarily stops incoming calls

1. To enable, simply dial and call *78
2. To disable. Simply dial and call *79

The preceding instructions have been created for the purpose of allowing users to setup their Vivex Deskphone to its functional state.

Diagrams, Illustrations and Mechanics are consistent to the latest Vivex Deskphone Update on 09/01/16.

Additional and Advanced Features are found on
http://nteksystems.com/pages/download

www.nteksystems.com

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.