urmet

Per TAlk

**Mod.
1375**

DS 1375-020H

LBT 20692

IP-PBX IPERTALK

Interactive Links

Ref. 1375/10 - 1375/11 - 1375/12 - 1375/13
Ref. 1375/10A - 1375/11A - 1375/12A - 1375/13A - 1375/14A

INSTALLATION AND CONFIGURATION MANUAL

Interactive Links

The document contains INTERACTIVE LINKS for faster and more efficient consultation.
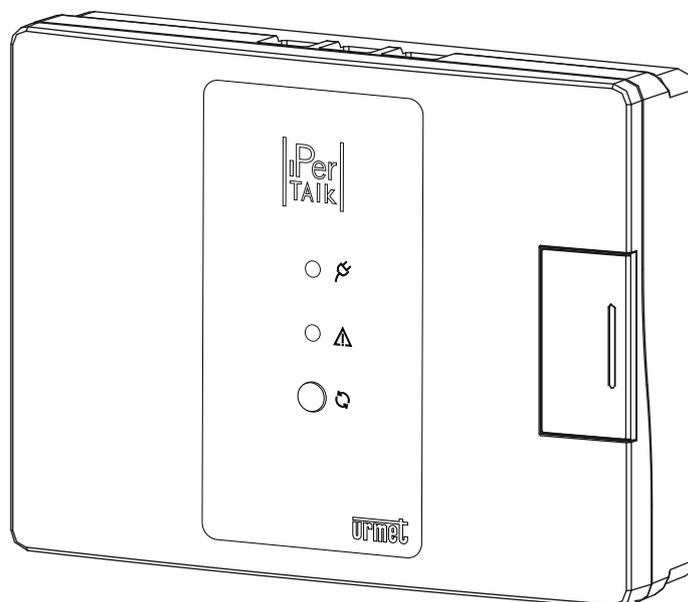
INDEX

*iPerTAlk IP-PBX Version: **2.2.6** or higher*

1. GENERAL DESCRIPTION

iPerTAlk IP-PBX can be used to manage VoIP/SIP telephone installations by direct interconnection with remote VoIP operators. The iPerTAlk IP-PBX devices are differentiated in different models. The number and type of licenses in the system vary based on the device.

iPerTAlk IP-PBX Ref. 1375/10 - 1375/10A

— 1 licence for Sip Provider channel Ref. 1375/211(traditional lines);
— 3 licences for Urmet Derivatives Ref. 1375/301.

By means of additional licenses the system can be extended to up to 4 lines and 12 derivatives.

iPerTAlk IP-PBX Ref. 1375/11 - 1375/11A

— 3 licences for Sip Provider channel Ref. 1375/211(traditional lines);
— 1 licence for Sip Junction channel Ref. 1375/201 (Voip lines);
— 16 licences for Urmet Derivatives Ref. 1375/301.

By means of additional licenses the system can be extended to up to 8 lines and 40 derivatives.

iPerTAlk IP-PBX Ref. 1375/12 - 1375/12A

— 2 licences for Sip Provider channel Ref. 1375/211(traditional lines);
— 1 licence for Sip Junction channel Ref. 1375/201 (Voip lines);
— 50 licences for Urmet Derivatives Ref. 1375/301.

By means of additional licenses the system can be extended to up to 6 lines and 150 derivatives.

iPerTAlk IP-PBX Ref. 1375/13 - 1375/13A

— 1 licence for Sip Provider channel Ref. 1375/211(traditional lines);
— 1 license for Video derivative / Urmet VPE Ref. 1375/311.

By means of additional licenses the system can be extended to up to 16 lines and 16 derivatives.

iPerTAlk IP-PBX Ref. 1375/14A

— 1 licence for Sip Provider channel

By means of additional licenses the system can be extended to up to 20 lines and 20 derivatives.

2. DESCRIPTION OF COMPONENTS

FRONT VIEW   **UPPER VIEW**
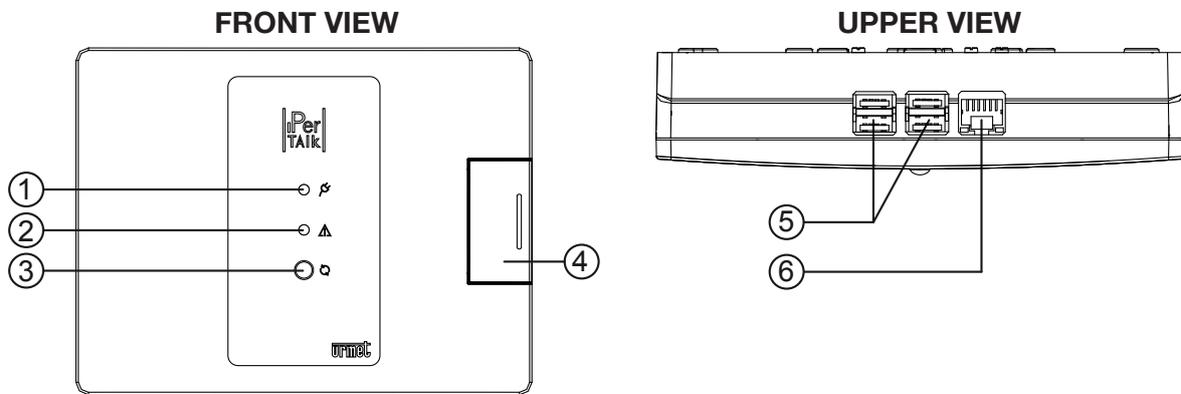
1. Power LED
2. Status LED
3. Reboot and reset button

4. Disassembly screw cover (front cover)
5. USB connectors
6. LAN port

INTERNAL VIEW 1375/1x   **INTERNAL VIEW 1375/1xA**
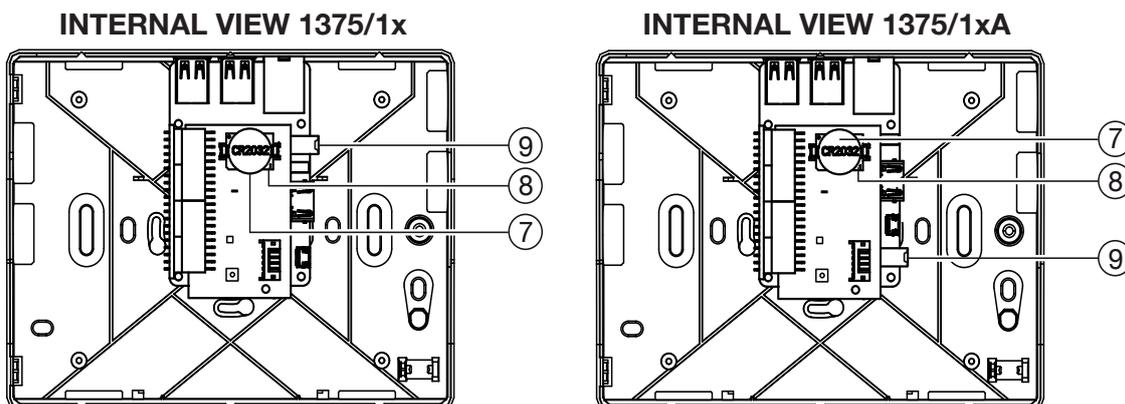
7. Battery
8. Battery housing
9. Power connector

3.   INSTALLATION

For the first installation of the device, proceed as follows:

1. Open flap (4) by making it slide outwards.
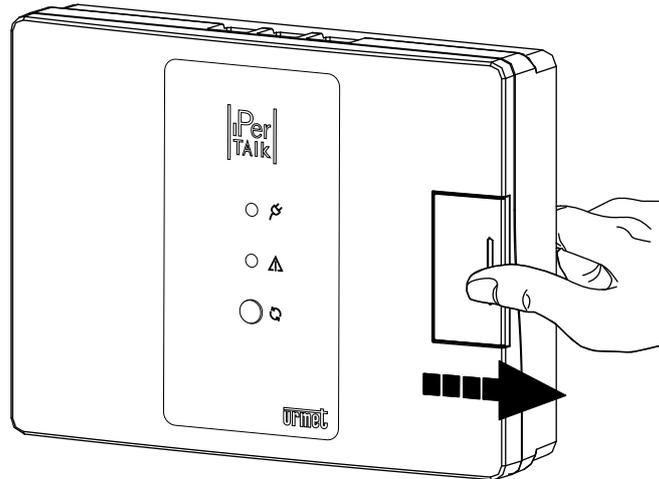
2. Undo the screw using a Phillips screwdriver and remove the front cover.
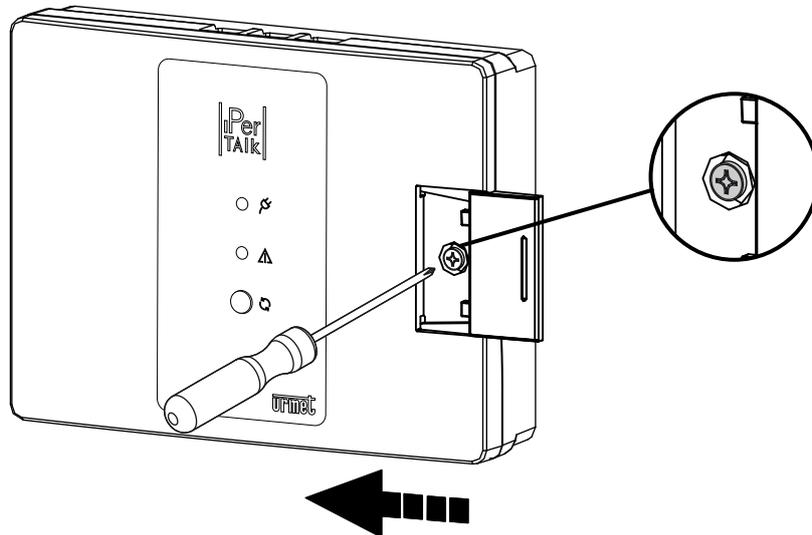
3. Fix the base to the wall with screws and wall anchors (provided in kit).
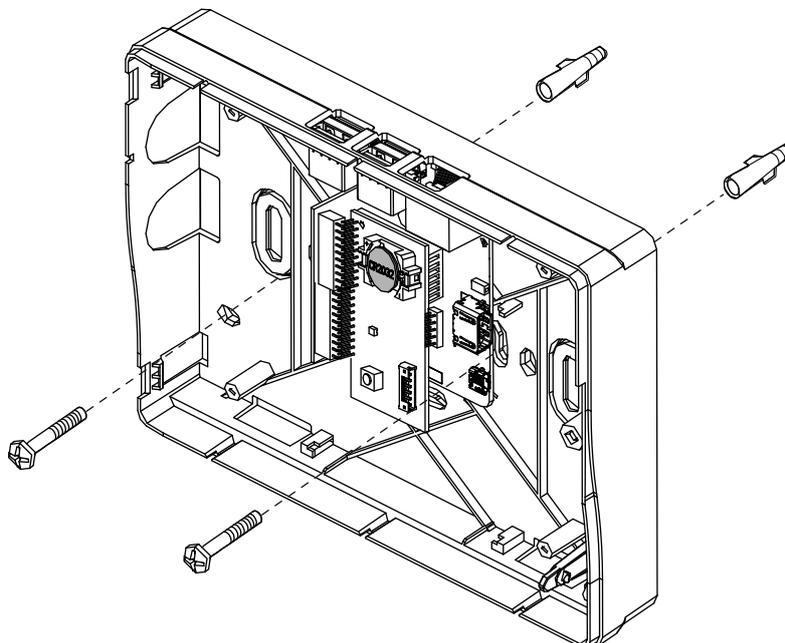
4. By exerting a slight pressure, insert the battery (7) in the battery housing (8), following the correct polarity.
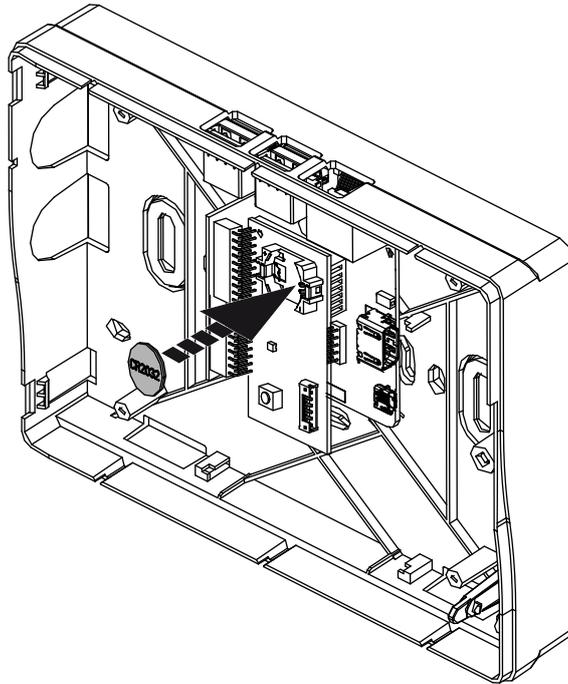
5. Connect the power supply to the power connector (9). According to the position of the device, use the pre-cut holes (A) on the right or on the left, arranged for passing through the power supply cable.

1375/1x

1375/1xA
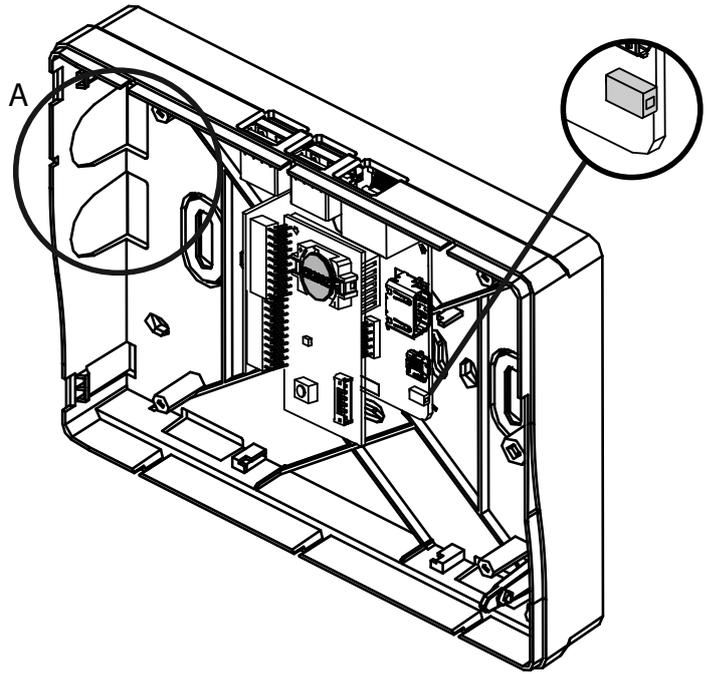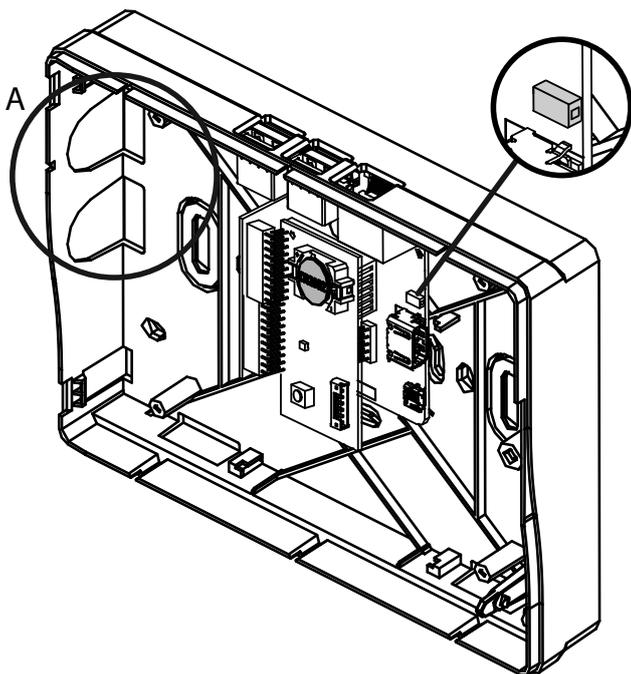
6. Close the previously removed front cover with the screw.

4. DESCRIPTION OF LEDS, CONNECTORS AND BUTTONS

4.1 POWER LED (1)

LED colour	Description
Green fixed	Device powered
LED off	Device not powered

4.2 STATUS LED (2)

LED colour	Description
Green fixed	System working with installed license
Red fixed	System not working
1 blue flash 1 green flash	Internet connection is not available (no communication with Cloud Urmet)
3 red flashes 1 green flash	System working with license not installed
3 red flashes 1 green flash 1 blue flash	System working with license not installed and connection to the Internet not available (no communication with Cloud Urmet)

4.3 LAN PORT LED (6)

LED colour	Description
Green flashing	Connection to the LAN at 100Mbit/s
Orange flashing	Connection to the LAN at 1Gbit/s

4.4 USB CONNECTORS (5) AND REBOOT AND RESET BUTTON (3)

Component	Description
USB connectors	4 USB 2.0 ports for connecting of external USB storage devices or expansion units.
Reset and restart button	Reboot the system: press the button until the WHITE LED lights up.
	Reset to factory settings: Press and hold the button until the purple status LED lights up. Release the button, the system will start the reset phase and the LED will flash purple 3 times. The LED will then light up white for the duration of the reset (DO NOT REMOVE THE POWER SUPPLY AT THIS STAGE). At the end of the procedure the LED will flash white 3 times, the system will automatically restart and the device will be reset to the factory parameters.

5. PRELIMINARY CHECKS

Before establishing the network connections, perform the following checks to be able to use all iPerTAlk features self-configuration. In particular, check that:

- The company/PC network has a DHCP service.
- Check that there is a free socket near the installation site.
- The switch used in the system has at least one free Ethernet port.
- Also check that an Internet connection adequate to support the number of simultaneous calls which are needed is available.
- Also check that an Internet connection is available adequate to support the number of simultaneous calls which are needed. The following table shows the speed required to make good quality VoIP calls.

Number of concurrent calls	Required bandwidth (upload & download)
1	85 kbps
2	174 kbps
4	358 kbps
8	696 kbps

6. CONNECTION TO THE NETWORK

Follow the procedure below to make network connections.

1. Connect one end of the Ethernet cable to the LAN port on the switch and the other end to the LAN port (6) of the device.

📝 *It is possible to use a switch already set up in the network or insert a newly installed one (see Ref. 1375/702) to create a new network. Do not use routers as switches, as they do not allow VLANs to pass between network ports.*

2. Connect the power supply to the mains. The power LED (1) will turn GREEN.

3. The device will effectuate the software boot up procedure. At booting up, the status LED (2) of the device will turn GREEN fixed to indicate that the system is working and ready to be configured. If you do not have an Internet connection, the status LED (2) will blink alternatively BLUE and GREEN to indicate the absence of communication with the Urmet Cloud. System configuration is still possible in this condition.

In case the system cannot boot up correctly, refer to the table in the "**DESCRIPTION OF LEDS, CONNECTORS AND BUTTONS**" chapter.

Below is an example of the connection diagram.
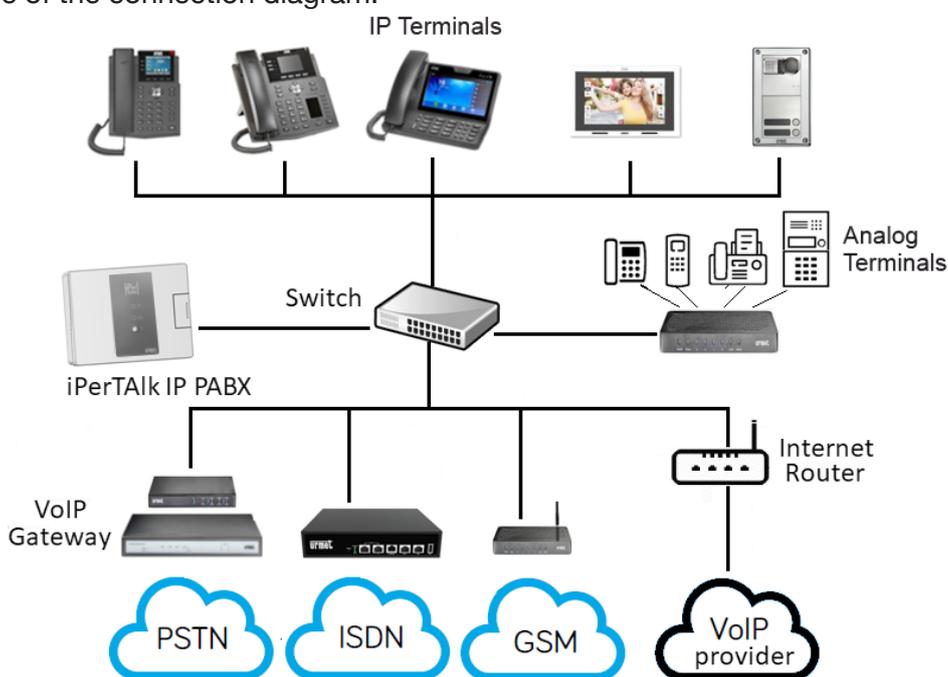
WARNING!

The correct functioning and IT security of the IP networks on which Urmet products are installed are entirely the responsibility of those who manage the network infrastructure (consisting of switches, routers, firewalls, etc.) and cannot be attributed to the products or to Urmet. It is recommended that you contact certified personnel specialized in computer network security to properly configure the network infrastructure.

It is strongly recommended to connect a UPS (uninterruptible power supply) device to the iPerTAlk system, to avoid irreparable damage caused by possible voltage drops and sudden power outages.

7. MAXIMUM DISTANCES AND WIRE SECTIONS

Type of connection	Max. distance	Min - max section
LAN	100 m (*)	CAT5e (#)

(*) The maximum permissible distance is that defined by IEEE 802.3 for Fast Ethernet networks (100 Mb/s) with UTP CAT5 connections, which establishes that the maximum distance between two Ethernet devices connected to each other must be 100 m.

(#) To ensure operation of the device at maximum distances, the wire must be in Category 5e and the section of the twisted pairs must be AWG24.

The maximum resistance of the individual wires must not exceed 10ohm/100m. The connection between the door phone and POE switch must be ensured by a single cable without any extra patch cords.

The cable must be up to the following standards:
- EIA/TIA 568-B.2 or EIA/TIA 568-C.2
- EN50288 3-1
- IEC 61156-5

8. CONFIGURATION AND FIRST USE

A PC (Windows, Linux or Mac) running a browser is needed to access iPerTAlk configuration.

Use of the following browsers is recommended to ensure maximum compatibility:
- *Internet Explorer 11.x or higher;*
- *Mozilla Firefox 50.x or higher;*
- *Chrome 60.x or higher.*

Follow the instructions below to configure the system:
1. Connect the PC to the network where iPerTAlk is connected.
2. iPerTAlk, in the default configuration and in case a DHCP server is present in the network, will receive an IP address. However, if the DHCP server is not available, after 150 seconds iPerTAlk self-assigns the following IP address **192.168.56.245** and activates the DHCP server for the 192.168.56.0/24 network, in order to allow network reachability.

If you have a PC capable of accessing the VLAN (5 by default for iPerTAlk, i.e. in static IP configuration on 10.10.10.0/24 network), you can always access the iPerTAlk configuration interface at https://10.10.10.10.

3. Start the browser on your PC and enter the iPerTAlk address in the address bar to access the configuration web page.

Accept the security certificate following the procedure suggested by the Web browser in use.

4. Login using the default **Username** and **Password**:
   User: installer
   Password: 0000

5. Press the icon to access the configuration page.
6. The main page will appear when logging on automatically.
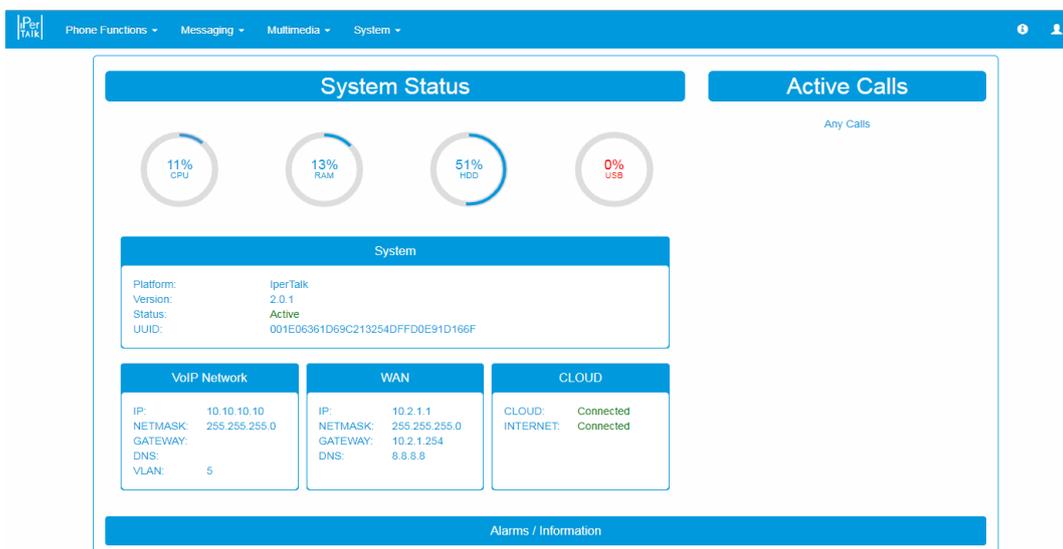
DS1375-020H

7. On the top menu, press System and select the Wizard to proceed with the guided and simplified configuration of all main parameters.
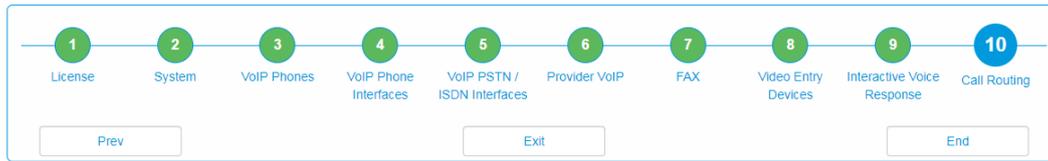
The following table lists the configurable features. Refer to the installation and configuration booklet for more information.

Step	Wizard step	Description
1	License	Can be used to integrate the installed basic license, with additional licenses by means of the license files.
2	System	This can be used to configure/check the VLAN network parameters.
3	VoIP Phones	It allows the acquisition and automatic configuration of the internal derivatives of the system
4	VoIP interfaces+ Extensions	It allows automatic acquisition and configuration of analogue gateways for internal derivatives
5	VoIP L.U. / ISDN / GSM interfaces	This can be used to automatically acquire the gateways of analogue line, ISDN, Urmet and GSM.
6	Provider VoIP	This can be used to configure the VoIP lines to gateway provider for traditional third-party lines and third-party PBX.
7	FAX	This can be used to activate fax channels in iPerTAlk.
8	Video Entry Devices	It allows the acquisition and automatic configuration of outdoor stations and IP / SIP video door phone
9	Interactive Voice Response	This can be used to configure the pre-installed automatic answering service (ITM) for incoming calls.
10	Call routing	This can be used to configure incoming and outgoing routing rules.

8. To load an additional license, follow the next step, otherwise go directly to step 11.

If the license is not installed, the status LED alternates fixed GREEN and three RED flashes.

La procedura di Reset non cancella la licenza nel caso sia stata installata in precedenza.

9. Upload the license from your PC by choosing the license file, generated by the license portal (store.urmet.com) and pressing the "Upload" key.

10. Wait for the system to boot and login again. Open the Wizard page from the System menu.

11. To change the subnet that iPerTAlk self-assigned, select step 2 of the Wizard.

12. Select step 3 of the Wizard "VoIP telephones".

13. Select the Terminal Acquisition method (Automatic Configuration) you want to use for the configuration:

– acquisition **enabled**: iit detects and configures Urmet IP telephone terminals of the "U. TAlk" Ref. 1375/805, /806, /810, /812, /812A, /815 and 1375/816 in a fully automatic way by assigning the extension number progressively (starting with 90201) as the devices themselves are detected in the network.

– acquisition **disabled**: iit detects Urmet IP telephone terminals of the "U. TAlk" Ref. 1375/805, /806, /810, /812, /812A, /815 and 1375/816. The detected devices are listed in the table below, with relevant MAC Address, assigned IP address and Urmet Item no.

Press on the "Add" link to acquire the device and assign to it the first extension available (starting from 90201).

Press on the "Blacklist" link to keep the device in the list of the acquired devices without entering it in the system.

14. Connect the telephone devices to the network where iPerTAlk is connected via the LAN network cable supplied and wait for them to appear on the "VoIP Phones" page.
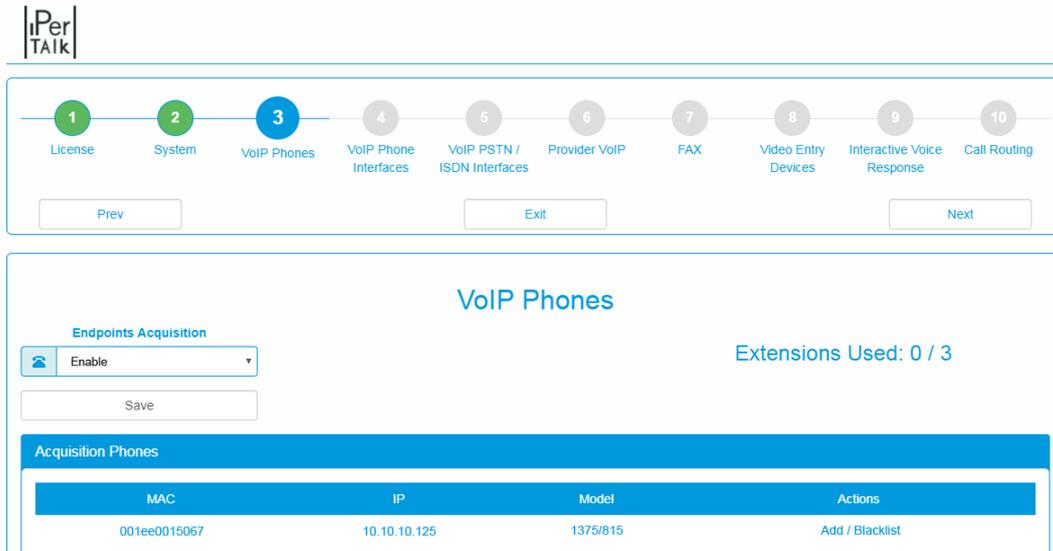
> *If the network where iPerTAlk is installed does not have a DHCP server, manually force the VLAN (5 default iPerTAlk) of the IP Terminals so that they can receive an address from iPerTAlk and then be detected.*

15. The Terminal Acquisition procedure sends the configuration parameters to the device and, if necessary, updates the firmware. At the end of the procedure, the device that received an extension number remains linked to the system until it is deleted from iPerTAlk and then reset to the factory default values.

8.1 AUTOMATIC AND MANUAL CONFIGURATION OF USER TERMINALS

Automatic provisioning is provided only for Urmet IP telephone terminals of the "U. TAlk" range Ref. 1375/805, /806, /810, /812, /812A, /815 and 1375/816 and for the devices of Urmet IP Outdoor Stations of the iPerTAlk range Ref. 1375/821, /822,/ 823 and /824 and for MAX video door phone devices Ref. 1375/825 and /826.

In order to use the automatic configuration functions of the system it is necessary that a DHCP server is available in the network, managed either by the router already present in the network or by iPerTAlk, in case it is isolated and therefore working in the self-assigned IP mode.

If there is no DHCP server, it is necessary to activate the VLAN (5 by default for iPerTAlk) in each telephone device in order to be detected by the system. Refer to the chapter "ACCESS TO THE TELEPHONE NETWORK" or to the manuals of the devices to activate the VLAN on the correct network port.

Should the device be not able to manage the VLANs (e.g. Urmet video door phone devices Ref. 1375/821 - /822 - /823 - /824 - /825 - /826), it will be necessary to use a switch that allows this function (IEEE 802.1Q).

9. ACCESS TO THE TELEPHONE NETWORK

To access the web configuration interface of iPerTAlk and the terminals, once they are active on the iPerTAlk VLAN, it will also be necessary to configure the PC with the same VLAN TAG.

9.1 MODELS REF. 1375/805 - 1375/810

Proceed as follows to configure VLAN mode via the telephone user interface:

1. Press Menu → Settings → Advanced Settings (default password: Admin) → Network → VLAN Port.
2. Select the LAN PORT, select "**Enabled**" to activate the function of parameter 1.
3. Indicate the selected VLAN (**default** 5 for iPerTAlk) to parameter 2.
4. Leave parameter 3 set to **0**.
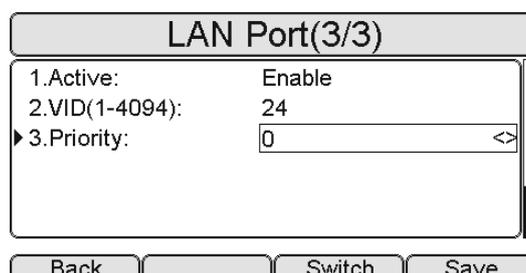
5. Press the SAVE button and the device will restart. When the device becomes available again, the PC can reach all the devices in the VLAN.

9.2 MODEL REF. 1375/806 - 1375/812 - 1375/812A

To configure VLAN mode through the telephone's user interface, follow the procedure below:
1. Press Menu → Advanced Settings (default Password: 123) → Network → QoS and VLAN → LAN VLAN.
2. Enable the LAN VLAN parameter.
3. Specify the LAN VLAN ID as 5 (default for iPerTAlk).

9.3 MODEL REF. 1375/815

To configure VLAN mode through the telephone's user interface, follow the procedure below:
1. Access the device settings.
2. Select the item "Other" and access VLAN parameter.
3. Check the box of the item "PC Port Settings" and enter the number of the VLAN (**5 by default** for iPerTAlk) in the parameter "PC Port ID". Press OK to confirm.
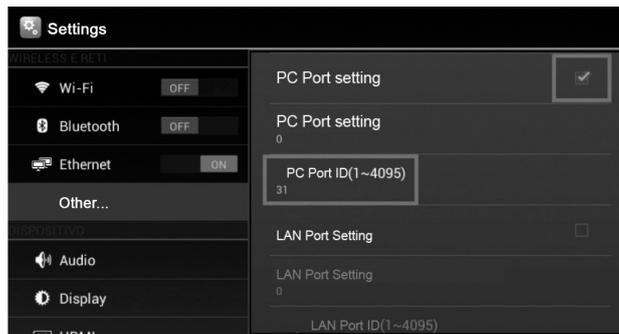
4. The change is immediately effective. At this point, your PC will be able to reach all of the devices in the VLAN network.
5. Restart the terminal to start the automatic configuration. At this point, your PC will be able to reach all of the devices in the VLAN network.

9.4 MODEL REF. 1375/816

To configure the VLAN mode through the phone user interface, follow the procedure below:
1. Access the configuration menu via the Settings function key.
2. Select the "Advanced" item relating to the "Network" section.
3. Select the VLAN parameter, then select the WAN VLAN.

4. Enable the "Enable WAN port VLAN" parameter
5. In the following screen, set the "WAN port VLAN ID" parameter with the value 5 (default for iPerTAlk).

10. TELEPHONE FUNCTIONS

The telephone functions on extensions described in the following paragraph can be configured/enabled/disabled through the Web interface of iPerTAlk or through the settings on the terminal.

From the menu **Telephone functions** access the page **State of Extensions and Lines** and select **Configure** on the concerned extension.
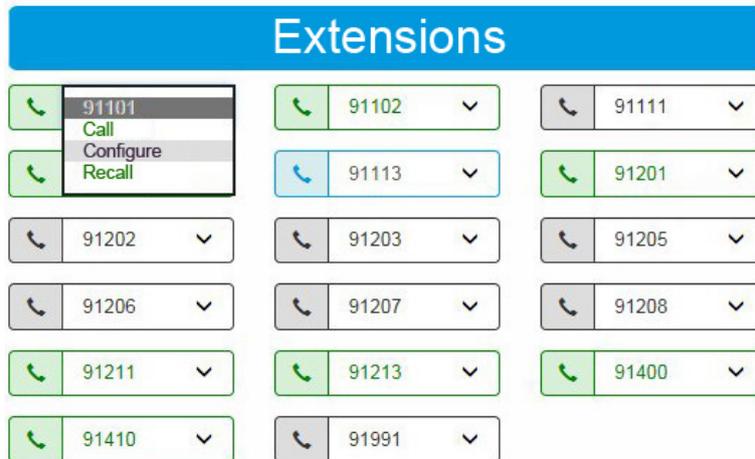
The configuration page can be accessed in this way.
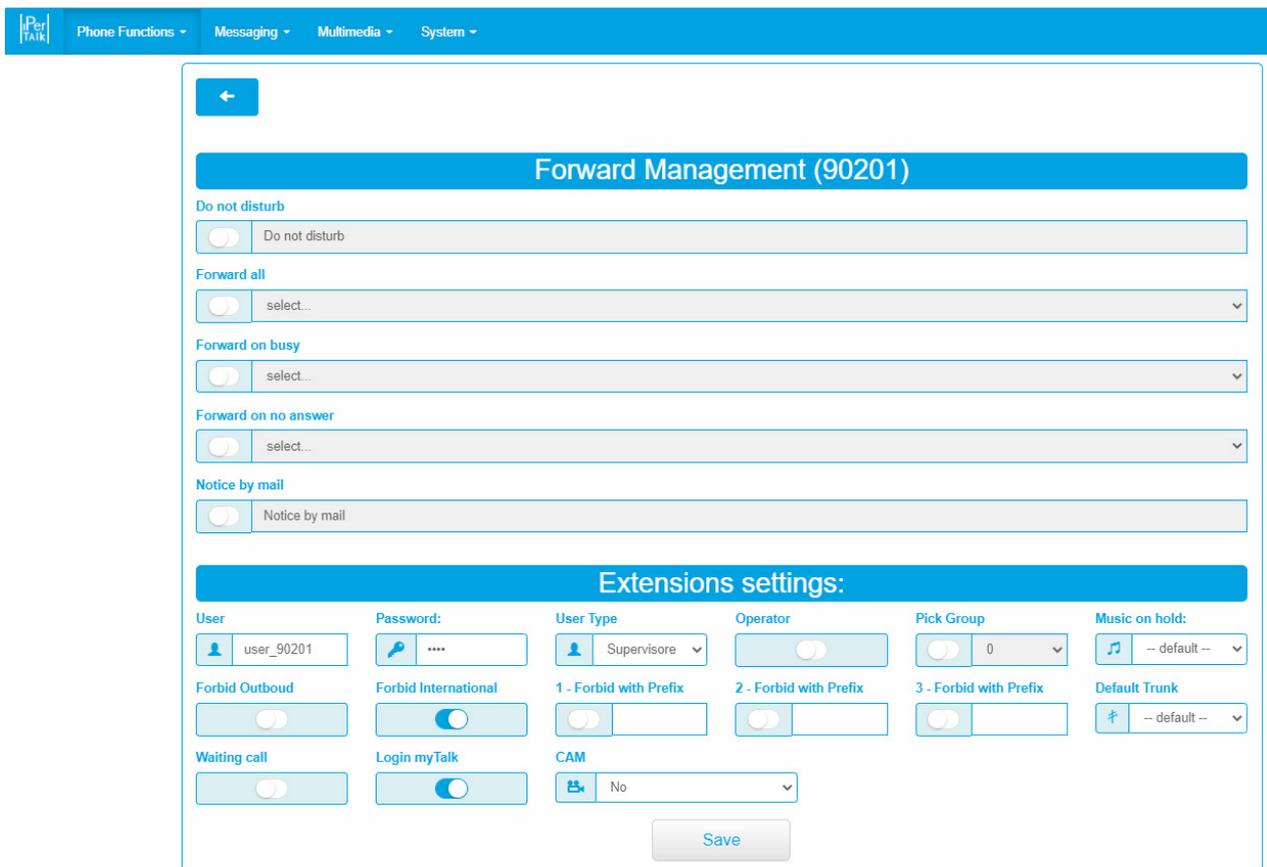
10.1 DO NOT DISTURB

This service allows you to enable or disable the reception of calls to the selected telephone terminal.

The telephone terminal will be busy both for calls coming from other extensions and for those coming from outside.

This service can be managed both through the telephone terminal and through myTAlk interface by enabling the "**Do not disturb**" function in the "**Extensions and Lines Status**" page in the "**Phone Functions**" section.

To align the service, press the DND key on the terminal or use the web interface: select Telephone Functions and press State of Extensions and Lines, select the required extension and press Configure, enable the "Do not disturb" function.

Forward Management (90201)

Do not disturb

◯ Do not disturb

Forward all

◯ select... ▾

Forward on busy

◯ select... ▾

Forward on no answer

◯ select... ▾

Notice by mail

◯ Notice by mail

Save

The function activated on the terminal will be replicated on the iPerTAlk configuration displayed on the web page.

10.2 UNCONDITIONAL FORWARDING, ON NO ANSWER AND ON BUSY

iPerTAlk allows forwarding all the calls addressed to an extension with three types of forwarding:

— **Unconditional forwarding:** the call will be forwarded directly to the new destination indicated.
— **Forward on no answer:** the call will be forwarded to the new destination indicated when the no answer timeout elapses.
— **Forward on busy:** the call will be forwarded to the new destination indicated, if the terminal is busy in another conversation or DND is active.

Forwarding types can be set in three ways:

— by setting them on the terminal;
— by an activation/deactivation code sent with a call to iPerTAlk;
— Through configuration via web page in the iPerTAlk (myTalk) interface at the chapter "**EXTENSIONS AND LINES STATUS**".

For the activation on the terminal, refer to the relevant user's manual.

For the activation through code, just enter the codes indicated in the table below from the terminal concerning the forwarding.

*20*NNN	Activate the "forward all" function	Activate the "forward all" function for your extension to number NNN
*22*NNN	Activate the "forward on busy" function	Activate the "forward on busy" function for your extension to number NNN
*21*NNN	Activate the "forward on no answer" function	Activate the "forward on no answer" function for your extension to number NNN
*29#	Disable all forwarding	

🗒 *NNN can be an extension, group, application, CallMe, or a public network number.*

For the activation through the web page, refer to the paragraph explaining functions and use of MyTalks.

10.3 PUT ON HOLD/RECOVER CALL

During a telephone call, it is possible to put the interlocutor on hold.

The interlocutor will hear the music on hold configured in iPerTAlk until the person using this service will recover the call (by pressing a dedicated key).

If the user, who has put the other party on hold, hangs up the call, the iPerTAlk system will call back the user, in order to allow him/her to end the management of the call on hold.

10.4 CALL PARKING

During the call it is possible to put the interlocutor on hold and park the call in a parking orbit by means of a transfer to number ***30*X** where X is the chosen parking orbit (from 1 to 9).
Once the call has been parked, it is possible to hang up the phone. Then, by means of ***33*X** command it will be

possible to "resume the call", namely to restart it, either from the same extension or from another one.

Practically, setting a call in the "parking orbit" allows putting it on hold, freeing the terminal from its management.

To park a call (for example in orbit 1):
— answer the call;
— press the TRASF key;
— digit ***30*1** and press TRASF.

To resume a call (for example parked in orbit 1):
— dial the code ***33*1** on the terminal and press OK.

✏️ *For devices 1375/815, after entering the code of the orbit, choose "Unconditional" since the TRASF button is not available , but the user is asked to choose the type of transfer.*

10.5 TRANSFER WITH OFFER, BLIND, IN RINGING

Every telephone terminal of the iPerTAlk system is enabled to put the call on hold and then transfer it to another extension or to a public network number.

The transfers are of three types:
— **with offer:** the user who must transfer the call, first contacts the third party and, after receiving a confirmation about the call management, proceeds with the transfer.
— **blind:** the user transfers the call without checking the availability of the third party. If the destination is busy, the call is sent back to the transferring user. This type of transfer is not available for BCA telephones and therefore managed via the 1375/854 and 1375/859 devices.
— **in ringing:** the user who has to transfer the call, tries to contact the third party, but while listening to the ringing he/she completes the transfer.

To perform a transfer with offer (1): start the transfer with TRASF key, dial the number to which you want to transfer the call, wait for the answer and press TRASF key again or hang up.

To perform a blind transfer (2): start the transfer with TRASF key, dial the transfer destination number and press TRASF key again. The call will be ended and transferred.

To perform a transfer in ringing (3): start the transfer with TRASF key, dial the transfer destination number, wait for the ring signal and press TRASF again or hang up.

10.6 THREE-WAY CONFERENCE CALL

iPerTAlk allows three-way conference calls through the terminals that feature this function. To use this function, just put on hold the first call made from the terminal, contact the third party and, once the call has started, activate the function by pressing the CONF. key.

The telephone terminal will connect the first call with the second one, allowing a full duplex call for the three parties so that all can participate in it and listen.

At the end, if the user who created the conference hangs up the call, the interruption will be propagated to all the participants. If, instead, the call is hung up by one of the participants, only the participant who hung up the call will end the conversation, while the other participants will continue the call.

10.7 WAITING CALL NOTIFICATION

This function allows for a visual and audio notification of the presence of a call waiting while a terminal is engaged in a call.

This function is disabled by default in the iPerTAlk system; the function can be enabled by means of the configuration web interface in the extension settings by selecting the "Waiting call" function.
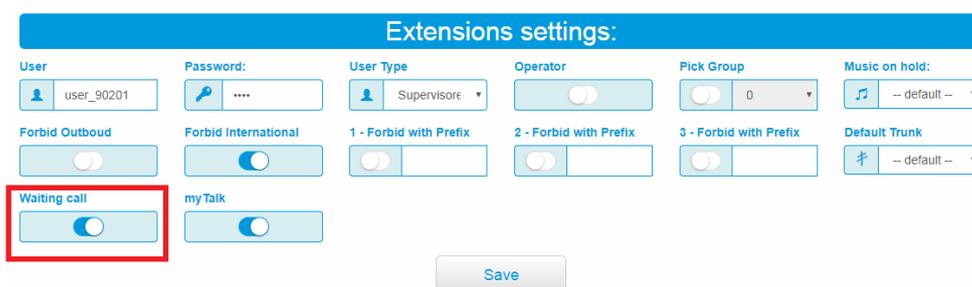
During a call, the terminal can receive many call waiting notifications at a time.

The user engaged in the call can decide whether to put the current call on hold and answer the new one or end the current call and then manage the second one, which has remained active.

10.8 INTERCOM

iPerTAlk supports the Intercom function if the terminals are enabled. To enable this service, configure the INTERCOM function on a programmable key by entering the extension number of the counterparty.
Press the INTERCOM key to make the device call the counterparty, which directly starts the call.

This service is useful in case of manager/secretary scenarios when a button for direct communication with the secretary is required in the manager's terminal, so that he/she does not have to dial the number and the secretary can accept the call automatically without having to touch the receiver.

10.9 CALL TO GROUPS OF EXTENSIONS, WITH SIMULTANEOUS OR SEQUENTIAL RINGING

iPerTAlk supports the creation of groups of extensions. An extension number in the system is assigned to the group.
There are two modes to manage a call to the extension of a group:
1 - **Sequential ringing mode:** the free extensions in the group ring sequentially, starting from the group's extension that has not answered a call for the longest amount of time; the passage from one extension to the subsequent one is equal to the duration of the time of no answer.
2 - **Simultaneous ringing mode: (GROUP TOTAL RING parameter active)** all the group's free extensions ring simultaneously; when one extension answers the call, the ringing stops on all the other group's extensions.

10.10 CALLING NUMBER OR NAME DISPLAY

All iPerTAlk system telephone devices, if equipped with display, can show the calling number or name if the contact is present in the system directory.

In the case of inbound calls where the calling number is displayed, you will need to check the function by contacting the telephone company.

10.11 INTERNAL/INBOUND/INTERCOM CALL DISTINCTIVE RING

iPerTAlk communicates to IP devices the type of ring to be emitted, which can be different for internal, inbound (namely coming from lines, either traditional, voip or of inter-site type) and intercom calls.
To enable this function, access the configuration page of the extension in question (**System → Advanced Configuration → Extensions**), activate the distinctive ring and then select the desired ring tone using the parameters "**Internal Call Ring**", "**Inbound Call Ring**" and "**Outdoor station Call Ring**".
If the service is disabled, users can configure their own device with one of the ring tones available in the terminal and the tone is no longer differentiated based on the origin of the call.

10.12 MESSAGE WAITING INDICATOR (MWI)

The MWI (Message Waiting Indicator) service allows receiving a notification when messages are present in the voicemail. The indicator (if available) lights up to warn that there are new messages in the voicemail and by pressing the relevant key a call is made to the automatic answering machine dedicated to the consultation of the voicemail's messages.

To activate the MWI function in a terminal that supports it, enable the subscription to the service. Refer to the device's installation manual.

For example, in the devices 1375/805, 1375/806, 1375/810, 1375/812, 1375/812A, 1375/815 and 1375/816 access the device's web interface:
Advanced → User → "Subscription" section: Enable.

The iPerTAlk system configures such service automatically for the above mentioned terminals.

10.13 STATE OF EXTENSIONS (BLF)

iPerTAlk supports the notification of the state of extensions through the BLF service (Busy Lamp Field) for the models equipped with extension keys Ref. 1375/810, 1375/812, 1375/812A, 1375/815 and 1375/816).
The terminal, properly configured for this function, indicates the state of the monitored extension:
— LED off: extension disconnected / not available;

— steady blue or steady green LED: free extension;
— red LED flashing: the extension is ringing;
— steady red LED: extension engaged in a conversation.

Press the corresponding key to:

1 - call the extension associated with the key, when the key indicates its state as free (fixed blue or fixed green);

2 - answer the call addressed to the extension associated with the key (PICK or answer for absent extension), when the key indicates the ring state (flashing red); such service is available only for Urmet terminals, and is configured by means of the relevant configuration interface (see the device's manual).

Key	Type	Value	User	Extension
Extensions Keys 1	Lan ⌄	90202	User 1 ⌄	*37*

10.14 PICK GROUP AND DIRECT PICK

iPerTAlk supports the direct pick function (answer for absent extension) of a call addressed to an extension or to a group of extensions.

This service allows answering a call addressed to an extension, (or a group of extensions) while it is ringing. The pick function can be applied in two modes:

— **pick group:** it allows each one of the extensions belonging to the same "pick group" to answer a call addressed to another extension that is not answering (it is ringing). This mode requires the configuration of the "pick group" parameter (Administrator User only) on each one of the extensions for which this function is to be enabled, with the same numerical value.

iPerTAlk allows setting up to 10 "pick groups".

The user performs the command by pressing the PICK key in the terminal or by lifting the receiver and dialling the code *35*.

— **direct pick:** it allows any extensions of a system to answer a call addressed to another extension, that is not answering (it is ringing).

The user performs the command by pressing the BLF key of his/her own terminal associated with the extension to be intercepted (when it flashes in red) or by lifting the receiver and dialling the code *37*XXX where XXX are the three digits of the extension that is ringing. In this case, pick groups are not taken into account.

10.15 POST SELECTION VIA DTMF

iPerTAlk supports the post selection function, namely it allows sending DTMF digits during the calling phase. It is therefore possible, for example when contacting a service, that it requests to press digits to access telephone menus (press 1 for..., press 2 for...), dial the requested digits.

Post selection via DTMF is possible only after the call has started with the counterparty and not during the call activation phase.

10.16 HOT-LINE

iPerTAlk supports the Hot-line function if the terminals connected to it support such function.

The terminal, properly configured, automatically generates a call to a pre-set number, releasing the receiver or activating the hands-free mode.

In case of Urmet terminals (IP telephones or gateway for analogue telephones), this function can be set from the telephone menu or by means of the web interface:

HotLine	
Active	Enable ▼
Number	90201
Time delay	4 (0~5s)

You can also set a trigger time that varies according to the telephone model.

10.17 SELECTION OF LINE TRUNK FOR OUTBOUND CALLS

In iPerTAlk system, telephone lines are organised in trunks (usually each line device or VoIP provider represents a trunk) which can be selected by the user when dialling a number, in case he/she doesn't want to use the default trunk.

A code #X, with X ranging from 0 to 9, is associated to every line trunk in the system. By dialling this code just before the called number, it is possible to use a specific line trunk.

The programming of these codes and the associated line bundle is a configuration programmed in system by the administrator / installer user.

10.18 DISPLAY OF SPECIFIC OUTBOUND CALLING NUMBER

If iPerTAlk manages several lines with different associated numbers, through line gateways or VoIP operators, it allows configuring the numbers that are displayed for outbound calls.

Editing the caller's number in case of a VoIP provider usually causes a malfunction of the line since the provider identifies the user based on the number that is displayed.

10.19 OUTBOUND CALL RESTRICTION

iPerTAlk allows you to filter the destinations of calls generated for each individual extension.

Therefore, certain extensions can be blocked for:
— any outbound call;
— international calls;
— calls to special area codes (according to customised rules, e.g.: those that start with 3, if you want to block all the calls to mobile numbers).

The configuration of call restrictions is a programming available only to Administrator users.

10.20 COMPRESSED AND WIDEBAND CODEC MANAGEMENT

iPerTAlk allows configuring, on a single extension and single line trunk level, audio/video codecs available for the extension, for inbound and outbound calls.

11 SYSTEM FUNCTIONS

11.1 ALARM/APPOINTMENTS

iPerTAlk features the Alarm/Appointments function, namely the possibility to generate an automatic call, with customised message, that can be activated for a specific date/time and that can be repeated if necessary.
The destination of the call can be an extension or a public network number (in this case, the destination number is to be entered including any area code for engaging the line).

This function can be set through the menu Multimedia → Appointments.

The Appointments/Alarms service requires the Operator Station application (P.O.A.) to be present in the system. Refer to the configuration of default applications for details.
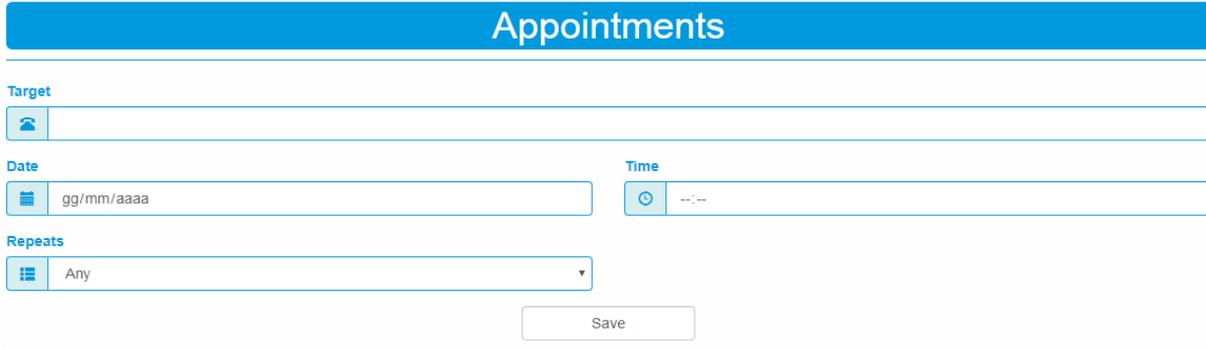
To create a new appointment, press on the icon [+] to open the parameter input interface.

— **Target:** enter an internal number or an external number.
— **Date:** date on which you wish to make the appointment.
— **Time:** time on which you wish to make the appointment.
— **Repeats:** configuration of any repetitions of the appointment:
  • **None:** the appointment will be notified only once.
  • **Every Day:** the appointment will be notified every day at the set time.
  • **Select Day(s):** it is possible to select the days on which the appointment will be notified at the set time.

Confirm with the key [Salva].

The interface shows a summary table where you can view the status of each appointment and manage previously created appointments. For each appointment, the following information is available:

— **Target:** the number that will be contacted at the set time.
— **Date:** date when the system will generate the call to the indicated receiver.
— **Time:** time when the system will generate the call to the indicated receiver.
— **Status:**
  • **Enabled:** the appointment is active and a call will be generated at the indicated time or, if the first call was not answered, at the next attempt.
  • **Disabled:** the appointment is not active, as none of the three scheduled call attempts have been answered and no repeats are scheduled.
  • **Alarm Call in Progress:** the system has generated the call and the target number is ringing.
— **Attempts Left (Next Attempt):** indicates the number of remaining attempts. In case they finish, the appointment will be set to the next repetition if configured, or if not, it will be disabled. In addition to this, the time related to the next call attempt is displayed.
— **User:** indicates the user who created the appointment

— **Change:** by selecting the icon ✏️ you can modify the appointment, and by selecting the icon 🗑️ you can delete it.

📝 *Users will view only their own appointments, the administrator or users with Administrator rights can view all the appointments configured in the system.*

The music to be played for the Appointments/Alarms service has to be entered in the system: follow the menu items *System → Applications* and press the key files corresponding to the P.O.A. Application, to access the page from which a new music can be loaded by means of the key *music upload*.
Once the message has been entered, it has to be associated with the P.O.A. Application: from the configuration web page of the P.O.A. Application: follow the menu items *System → Operator Station* and, in correspondence with the alarm music item at the bottom of the page, select the previously loaded music among those available.

📝 *The Appointments/Alarms service requires the Operator Station application (P.O.A.) to be present in the system. Refer to the configuration of default applications for details.*

On the device on which an alarm/appointment has been set, at the set date and time, you will receive a call from extension 1000 indicating that the set alarm/appointment has been activated.

📝 *It is possible to make the telephone terminals display a name (e.g. "Alarm clock") when a call related to an alarm is received by entering a contact in the system directory whose name is the string to be displayed and whose associated number is 1000.*

11.2 VIDEO CALL SUPPORT

iPerTAlk supports the video call service between video terminals according to the SIP standard (RFC 3261), both hardware and software.
The video call is supported between the following types of terminals:
— videophones;
— IP cameras;
— outdoor IP Video stations;
— IP video door phones.

Video terminals can manage both video and audio calls and every video call can be also managed just in audio mode. Therefore, in case of a call generated from an outdoor video station, it can be also managed from a telephone that can only manage the audio part.

To manage a video call, the following streaming features are required:
— video codecs: H.263 and H.264
— Bit Rate: Video bitrate 64kbps - 2Mbps
— video resolution: QCFI, CIF, VGA, 4CIF, 720p

It is necessary to indicate the type of codecs to be allowed for the calls (e.g.: h264, h263, etc.) in the gateway. Refer to the extension configuration and to the video codec management mode.

11.3 SUPPORT OF VOIP FAX DEVICES (SIP T.38)

iPerTAlk supports the protocol T.38 in pass-through mode for the management of FAXES through line (FXO) and extension (FXS) ATA gateway.

The devices for the management of line and analogue extensions are enabled by default to manage communication in T.38.

11.4 FAX2MAIL SERVICE

In order to use this service, the activation of the licence **Fax2mail Service Ref. 1375/270** is required. Then it will be possible to define up to 5 virtual FAX modems.

iPerTAlk allows receiving faxes from the public line and forwarding them to an email address through the virtual FAX Modem service.

To configure the FAX2MAIL service, namely the Virtual FAX Modems, proceed as follows:
1. define the Virtual FAX Modem: select the menu items *System → Advanced Configurations*, then in the page that appears, select the submenu Extensions. With key ➕ access the page to create a new Gateway and select, among the available items, *FAX Modem*: specify the Name of the Modem using a name describing the service and save.

Gateway configuration

Select gateway's type

| | Modem FAX | ▾ |

Modem Name

Note

Save

2. The modem is automatically activated and is registered (green icon) within 60 seconds of the configuration.

3. Configure the Virtual FAX Modem: select the menu items *Messages → FAX*, then, in the page that appears, select the key ⚙ . Here, select the submenu Routing and access the page to create a new routing rule, specifying:
   - **Called Number:** public network number on which FAXES will be received
   - **Distribution List:** one or more e-mail addresses, separated by a comma, then confirm.

Routing

Called Number	Distribution List
☎	✉

Confirm

It is possible to associate an e-mail recipient with each telephone number of your lines. Every fax received by Ipertalk is sent to the chosen e-mail address.

Once the Virtual FAX Modem has been activated and configured, it is possible to:

— receive FAXES, with the message content forwarded as e-mail attachment (in PDF format) to the associated e-mail addresses.

WARNING: The FAX reception service through virtual FAX Modem and the subsequent forwarding of the relevant PDF document via e-mail require the configuration on the iPerTAlk system of the parameters for the connection to the e-mail service. To configure these parameters, access the configuration web page of the system's parameters, following the menu items: *System → Advanced Configuration*; then select the submenu item *System Setting → System*.

Configure here the following parameters:

- **SMTP Server Address:** IP address of the Customer's e-mail server, that will forward the e-mails received by iPerTAlk to the set e-mail addresses.
- **SMTP TLS:** select the values proposed according to the service mode required by the Customer's E-mail Server.
- **SMTP Password:** specify the password for the authentication towards the Customer's E-mail Server.
- **SMTP SSL:** select the proposed values based on the service mode requested by the Customer's Mail Server.
- **SMTP User:** specify the user for authentication to the Customer's Mail Server.

System Definition

System

System Prefix:	Extensions root:	Local calls prefix:	Language
☎ 90	☎ 100	☎ 000	⚑ English ▾

Default Operator:	No Answer redirection	Music on hold:	Upload Music on hold:
👤 POA ▾	⤫ All ▾	♫ -- default -- ▾	Upload Music on hold:

No Answer Timeout (seconds):	Callback on Busy Timeout (seconds):	Doorphone conversation timeout (seconds)	Intercom conversation timeout (seconds)
🕐 50	🕐 30	🕐	🕐

SMTP Server Address:	SMTP TLS	SMTP Password	System admin E-mail Address:
✉	✉ no ▾	✉	✉

Save

— sending a FAX: to access the page that allows sending a FAX, select the menu Messages → FAX.
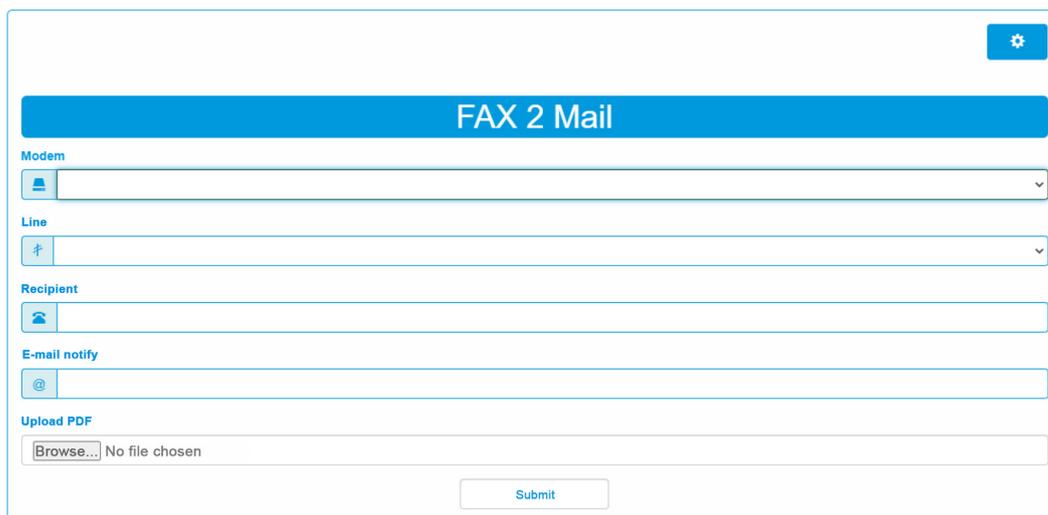
In this page, specify:
- **Modem:** select the modem for sending.
- **Line:** the line from which the FAX is to be transmitted.
- **Recipient:** the number of the FAX recipient.
- **E-mail notify:** the e-mail address that will receive the notifications on the FAX transmission state.
- **Load PDF:** press the key *Browse*... to load the PDF file to be sent.

11.5 SENDING SMS

This service requires the activation of a **Web-sms service** licence **Ref. 1375/260**.

iPerTAlk allows sending SMS through the web interface, in two modes:
— through GSM gateway;
— SMS Provider on the Internet.

Configure the service from the dedicated web page, following the menu items: *Text messages → SMS*.
If a GSM gateway is used (with a proprietary on-board SIM card), the GSM gateway and the relevant line trunk must be defined in advance.
If instead an SMS Provider's service is used, enter the Provider's setting parameters. From the web page of the user interface dedicated to SMS, press the key ⚙ and select the submenu item *New Provider*.
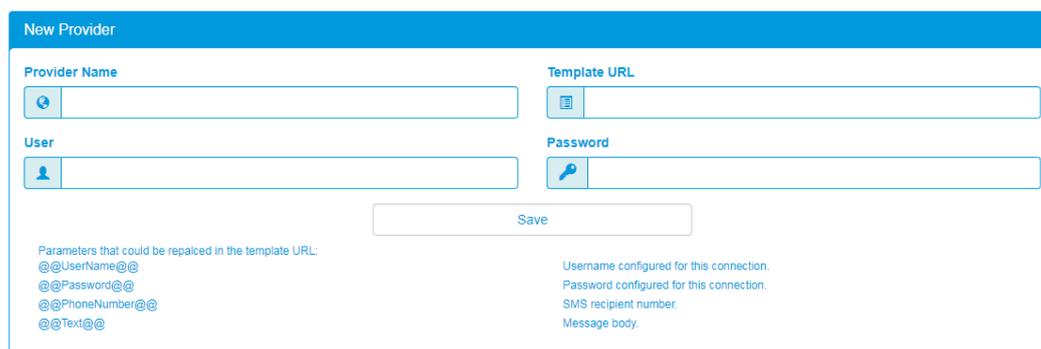
To define the Provider, specify the following parameters:
— **Provider Name:** name of the Provider that provides the service
— **URL Template:** it represents the command sent to the provider to send an SMS (every service provider has its own); this string will be specified by the Provider and usually features the following fields:
  - @@UserName@@: Username configured for this connection
  - @@Password@@: Password configured for this connection
  - @@PhoneNumber@@: Telephone number of the SMS recipient
  - @@Text@@: Text of the SMS message
— **User:** user of the account set during the registration to the chosen provider
— **Password:** password of the account set during the registration to the chosen provider.
Once the SMS Provider has been saved, it will be possible to view the Provider on the Provider List page.

To send an SMS, select the menu item *Messages → SMS,*

Enter the following data:
— **Provider Name:** select the required Provider among those previously defined.
— **List of recipients:** enter one or more mobile telephone numbers, separated by ","
— **Text of the Message:** write the text to be sent via SMS, up to a maximum of 160 characters.

Send by confirming with key Submit .

Still from the Settings section of the SMS page, following the submenu item SMS Report, it will be possible to see the log of the SMS messages sent on a system level.

Date	Time	Recipient	Content	Outcome	User	Actions
13/06/2019	12:45:42	90202	check	Not sent	installer	Fwd

This list indicates for each SMS sent:
— **Date/Time:** date and time at which the SMS was sent.
— **Recipient:** telephone number to which the SMS was sent.
— **Content:** preview of the initial part of the SMS.
— **Outcome:** outcome of the transmission.
— **User:** user of the system that sent the SMS.
— **Actions:** it is possible to forward an old message to a new recipient.

11.6 EXTERNAL IP VIDEO STATIONS

The service requires activation of a licence for **Video extensions** / **Urmet VPE Ref. 1375/31x**.

iPerTAlk allows the direct management of Urmet IP Outdoor Stations of the Ref.1375/821 and 1375/822 range).

The calls can be managed from any telephone terminal both in audio/video and audio only mode, moreover the gates can be operated through DTMF codes: * or 1 for SE and # or 2 for SE2.

A maximum of 6 buttons can be configured for all video door phone outdoor station models.

11.6.1 CONNECTION OF 1375/821 – 1375/822 EXTERNAL IP VIDEO STATIONS

Following is the diagram of the possible system connections:

Use with PoE Switch with VLAN support.

iPerTAlk

switch Urmet managed
1375/702

VLAN 5
TAGGED

VLAN 5
UNTAGGED

PE IP Video
1375/821
1375/822

Alternatively, if the network is already made with non-PoE switch and without the VLAN support, it is possible to refer to the following diagram:

Use with non-PoE Switch and without VLAN support

iPerTAlk

generic switch

VLAN 5
TAGGED

VLAN 5
TAGGED

VLAN 5
UNTAGGED

Iniector
PoE

PE IP Video
1375/821
1375/822

Urmet IP telephone
1375/805
1375/806
1375/810
1375/812
1375/812A
1375/815
1375/816
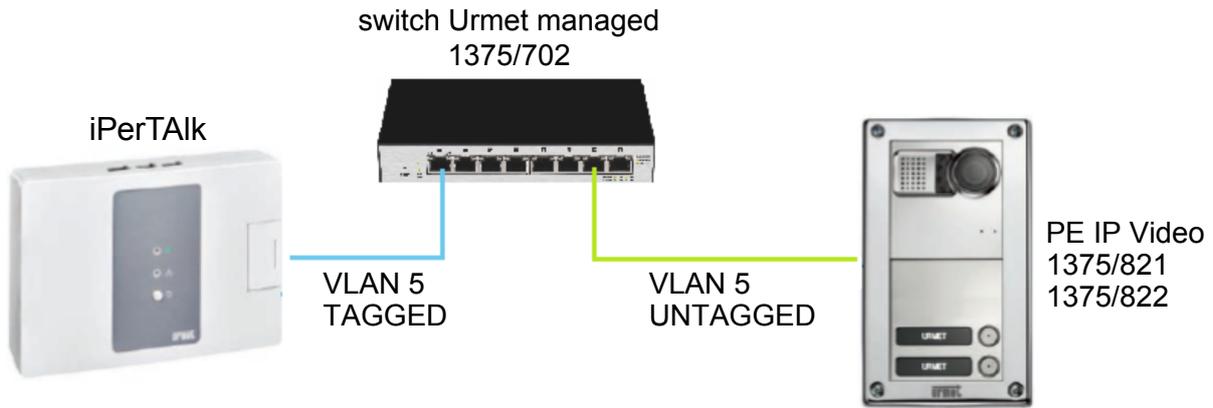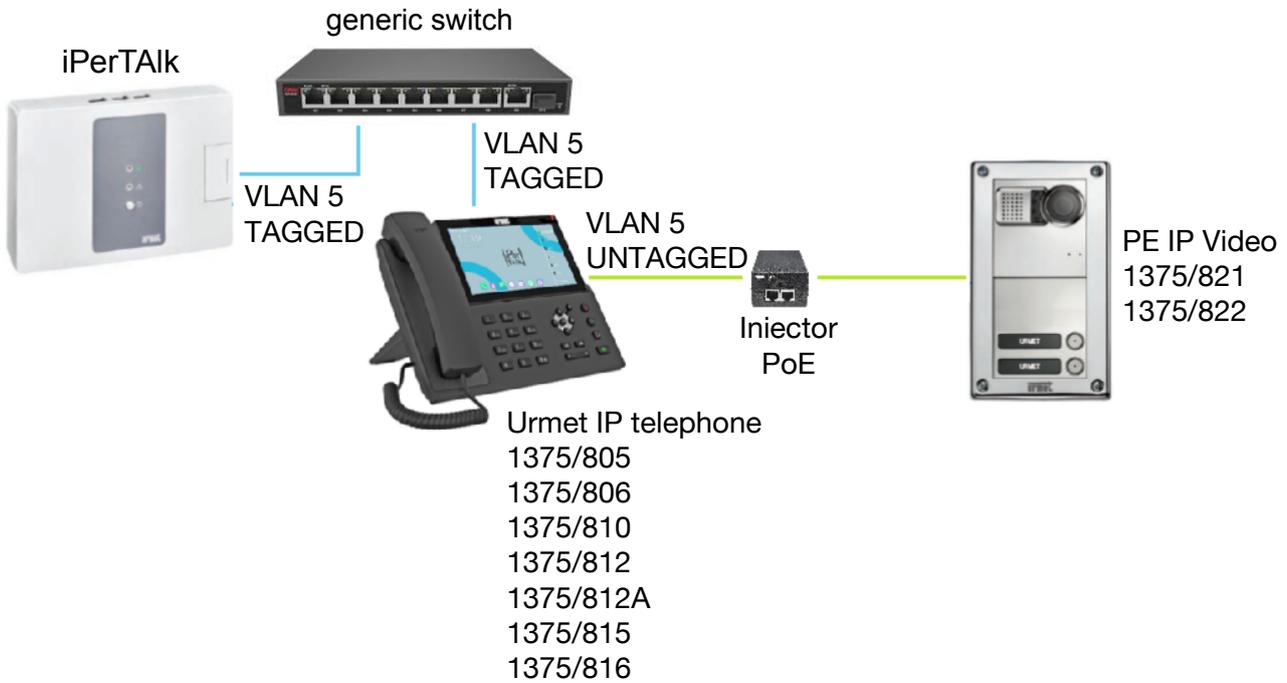
To use this mode, it is necessary to configure in advance the PC port of the telephone (Ref. 1375/805, 1375/810, 1375/812, 1375/812A, 1375/815 and 1375/816) with VLAN 5. To set this configuration, refer to the telephone manuals.

11.6.2 CONFIGURATION OF 1375/821 – 1375/822 EXTERNAL IP VIDEO STATIONS

To configure the external IP video stations follow the steps below:

1. Access the myTalk web interface by logging in as **Installer**.
2. Select Wizard in the System Menu.
3. Select step 8 of the Wizard, relevant to the easy configuration of the external IP video stations.
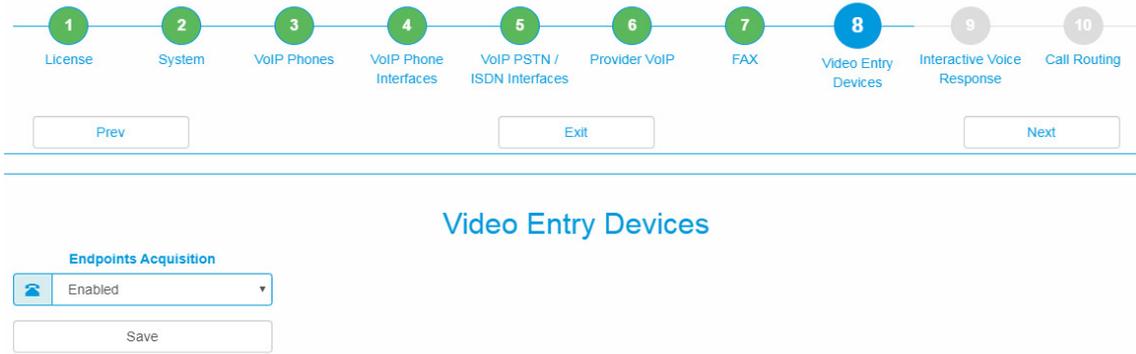
1 License	2 System	3 VoIP Phones	4 VoIP Phone Interfaces	5 VoIP PSTN / ISDN Interfaces	6 Provider VoIP	7 FAX	8 Video Entry Devices	9 Interactive Voice Response	10 Call Routing

Prev	Exit	Next

Video Entry Devices

Endpoints Acquisition

☎ Enabled ▼

Save

If the "**Endpoints Acquisition**" option is "Enabled", iPerTAlk will automatically acquire the device and it will automatically assign a number (extension) to the device (example 90203).

4. Connect the 1375/821 or 1375/822 device following the connection diagrams previously shown.
5. Wait for the device to start up and for the firmware to update. Listed below are the LED statuses of the external IP video stations during the configuration:
   a. LED STEADY ON: start-up or update phase.
   b. LED FLASHING: start-up/update procedure completion.
   c. LED OFF: device correctly configured and registered on iPerTAlk.
6. At the end of the start-up and automatic configuration procedure, the external IP video stations will be automatically detected by iPerTAlk.

Acquisition Entry Panel

MAC	IP	Modello	Azioni

Entry Panel Configured

State	Name	Type	Extensions	Remarks	Delete
📳	001ee00200ed	1375/82x	90203		🗑

Should the "**Endpoints Acquisition**" option be "Disabled", the device - identified through the relevant Mac-address and model - will be displayed in the "**Acquisition Entry Panel**" section. Simply press on the "Add" button to configure the device and register it on iPerTAlk.

1 License	2 System	3 VoIP Phones	4 VoIP Phone Interfaces	5 VoIP PSTN / ISDN Interfaces	6 Provider VoIP	7 FAX	8 Video Entry Devices	9 Interactive Voice Response	10 Call Routing

Prev	Exit	Next

Video Entry Devices

Endpoints Acquisition

☎ Disabled ▼

Save

Acquisition Entry Panel

MAC	IP	Model	Actions
00:1e:e0:02:00:ed	10.10.10.148	1375/82x	Add | Blacklist

Entry Panel Configured

State	Name	Type	Extensions	Remarks	Delete
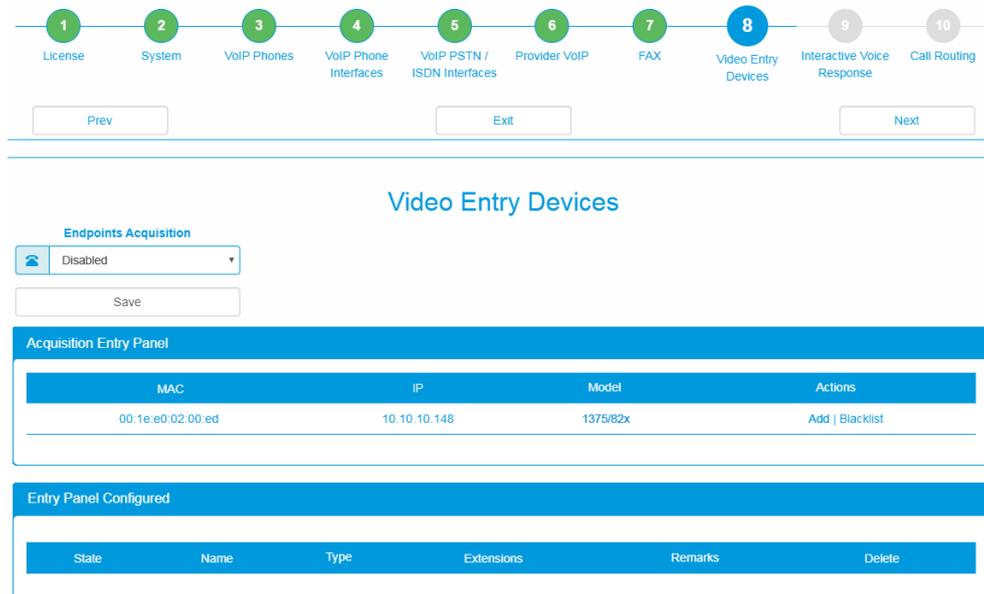
If the status icon is red, although the status LED of the device is off, it is recommended to restart the device.

Acquisition Entry Panel			
MAC	IP	Modello	Azioni

Entry Panel Configured					
State	Name	Type	Extensions	Remarks	Delete
🔴	001ee00200ed	1375/82x	90203		🗑

At the end of the automatic configuration procedure, quit the Wizard to complete the configuration of the button functions following what indicated in the next paragraphs.

11.6.2.1 EXTERNAL IP VIDEO STATIONS KEYS PAIRING AND ADVANCED CONFIGURATION

iPerTAlk allows pairing a number to call with any key of the outdoor station.
The procedure for Sinthesi outdoor station Ref. 1375/821 and 1375/822 is as follows:
1. Access the **Extensions** section (System → Advanced Configuration).

2. Select the Mac-address relevant to the external IP video station device to be configured.

Extensions

Endpoints Acquisition
☎ Enabled ▼

Save

➕

State	Name	IP	Version	Type	Extensions	Remarks	Action
☎	telephone	10.10.10.184	50.184.6.233	1375/805	90201		🗑
☎	001ee0015067	10.10.10.125	47.184.7.663	1375/815	90203		🗑
🔴	bfbdf		-	1375/82x	90207		🔄 🗑
🟢	VPE 1 BUTTON	10.10.10.148	5.4.0-17	1375/82x	90202		🔄 🗑
🔴	001ee002a1d2	10.10.10.179	5.4.0-17	1375/82x	90204		🔄 🗑
🔴	pc		-	Audio SIP extension	90208		🗑

3. Once the device is selected, the configuration page will open showing the following parameters:

←

1375/82x	
Name	
MAC Address	001ee00200ed
Description	

Push button - destination

1	201
2	202
3	203

Advanced Configurations

Save

In the "**Description**" field it is possible to assign a significant name to the device (e.g. EAST entry external IP video station).

Under "**Push button** - **Destination**" enter the reference of the button to program (example 1) in the left text box.
In the right text box enter the number that you wish to call (example 201) by pressing button 1.

On the external IP video station Ref. 1375/822 it is possible to configure up to 6 buttons.
On the external IP video station Ref. 1375/821 it is possible to configure up to 5 buttons.

For the device Ref. 1375/822 the button numbering in the iPerTAlk page associates the first line of the "**Push button** - **Destination**" field to the button with the first code present on the outdoor station.

For the device Ref. 1375/821 the button numbering in the iPerTAlk page associates the second line of the "**Push button** - **Destination**" field to the button with the first code present on the external IP video station. Do not use the first line of the "**Push button** - **Destination**" field with the device Ref. 1375/821.

4. Press the button [Save] to save the configuration and make it immediately operative with no need to restart iPerTAlk or the devices.

It is possible to carry out some advanced configurations of the external IP video station Ref. 1375/821 and 1375/822.
Press on "**Advanced configuration**" to open the section and enter the desired configuration values.

Advanced Configuration	
Door Time (s)	90
Gate Time (s)	90
Speaker Volume	6

Below is the description of the following parameters:
— **Door Time (s):** delay in seconds (range from 1 to 90 seconds) for the execution of the opening command of the electric lock (default 1s).
— **Gate Time (s):** delay in seconds (range from 1 to 90 seconds) for the execution of the opening command of the dry contact (default 1s).
— **Speaker volume:** change the level (min: 1 to max: 6) of the volume of the speaker of the unit (default 4).
— **Ring tones:** it allows enabling or disabling the device ring tones

After changing the parameters it is necessary to restart the external IP video station (with the restart button on the iPerTAlk interface).

Extensions

Endpoints Acquisition

☎ Enabled ▼

Save

➕

State	Name	IP	Version	Type	Extensions	Remarks	Action
☎	telephone	10.10.10.184	50.184.6.233	1375/805	90201		🗑
☎	001ee0015067	10.10.10.125	47.184.7.663	1375/815	90203		🗑
❗)	bfbdf	-		1375/82x	90207		♻🗑
❗)	VPE 1 BUTTON	10.10.10.148	5.4.0-17	1375/82x	90202		♻🗑
❗)	001ee002a1d2	10.10.10.179	5.4.0-17	1375/82x	90204		♻🗑
☎	pc	-		Audio SIP extension	90208		🗑

11.6.3 FORWARDING CALL/VIDEO CALL FROM EXTERNAL IP VIDEO STATION TO PHONE / VIDEOPHONE

To forward a call or video call from the 1375/821 or 1375/822 video door phone device simply press one of the buttons on the outdoor station paired to the extension (or telephone number) that you wish to call.
The destination terminal will receive a call, which can be managed either in audio only or in audio/video mode, depending on the device you will be using.

11.6.4 FORWARDING CALL/VIDEO CALL FROM PHONE/VIDEOPHONE TO EXTERNAL IP VIDEO STATION

To make a call or video call from a telephone (IP or BCA) or videophone to the external IP video station, simply dial the number of the extension paired with the external IP video station (e.g. 203), specifying through the relevant button whether you wish to make a call or a video call, if using a videophone.

11.6.5 MANAGEMENT OF VIDEO CALL TO 1375/815 TELEPHONES

To be able to manage the video call with 1375/815 videophones it is necessary to configure some video parameters.
Directly from the Videophone:
— Press on the "**Applications**" icon
— Press on "**Telephone settings**"
— Select the "**Video**" section
— Access the "**Other settings**" section and remove the tick from (leaving the other options unchanged):
  • **Hardware Endec Acceleration**
  • **Hardware Decodec Acceleration**
  • **Colour improvement**

To make the changes effective, select the Save button at the top right.
This configuration is required ONLY on 1375/815 devices that will receive or forward video calls.

11.6.6 CONVERSATION TIMEOUT SETTING

It is possible to set a timeout to stop conversations relevant to calls made from/to a external IP video station. Access the section *System → Advanced Configuration → System Definition* and press on **System**.

Edit the "**Doorphone conversation timeout (seconds)**" by setting the number of seconds relevant to the maximum duration of the conversation.

Values higher than 15s are valid.

When the set timeout elapses, the conversation will automatically be interrupted by iPerTAlk.

11.6.7 DOOR OPENING COMMAND SENDING

It is possible to send the door opening commands to the external IP video station. The commands can be sent during a conversation or in standby, without being engaged in a conversation. The methods of use are described below.

11.6.7.1 SENDING OF DOOR OPENING COMMAND DURING A CONVERSATION

During a conversation (audio or video), regardless of how it has been initialised, it is always possible to send the opening commands (dry contact or electric lock) from a telephone (IP or BCA) or videophone, as described below.
Use the telephone keys, during a conversation (audio or video), to dial:

    1 o * → to activate the electric lock;
    2 o # → to activate the dry contact.

11.6.7.2 SENDING THE DOOR OPENING COMMAND IN STANDBY (when not engaged in a conversation)

If a conversation is not active, it is possible to send a door opening command to any external IP video station connected to iPerTAlk from any telephone (analogue or IP) or videophone part of the system.
Using the keys of the telephone enter:

      85<extension paired to the external IP video station>*<command>

Where command is:

      1 → to activate the electric lock
      2 → to activate the dry contact

For example, to activate the dry contact of an external IP video station with extension 203, the command to enter is:

      *85*203 *2

📝 *All commands will have to be followed by the relevant call forwarding command.*

11.7 CALL MODULES 1375/823 ELEKTA AND 1375/824 ELEKTA STEEL

The service requires activation of a licence for **Video extensions / Urmet VPE Ref. 1375/31x**.

iPerTAlk allows the direct management of Urmet IP call Modules Ref. 1375/823 and 1375/824.

The calls can be managed from any telephone terminal both in audio/video and audio only mode, moreover the gates can be operated through DTMF codes: * or 1 for SE and # or 2 for SE2.

A maximum of 6 destinations can be configured for all call modules.

11.7.1 CONNECTION OF CALL MODULES 1375/823 – 1375/824

Following is the diagram of the possible system connections:

Use with PoE Switch with VLAN support.

switch Urmet managed
1375/702

iPerTAlk

VLAN 5
TAGGED

VLAN 5
UNTAGGED

Elekta door unit
1375/823 Glass
1375/824 Steel

Alternatively, if the network is already made with non-PoE switch and without the VLAN support, it is possible to refer to the following diagram:

Use with non-PoE Switch and without VLAN support

iPerTAlk

generic switch

VLAN 5 TAGGED

VLAN 5 TAGGED

VLAN 5 TAGGED

VLAN 5 UNTAGGED

Injector PoE

Urmet IP telephone
1375/805
1375/806
1375/810
1375/812
1375/812A
1375/815
1375/816

Elekta door unit
1375/823 Glass
1375/824 Steel
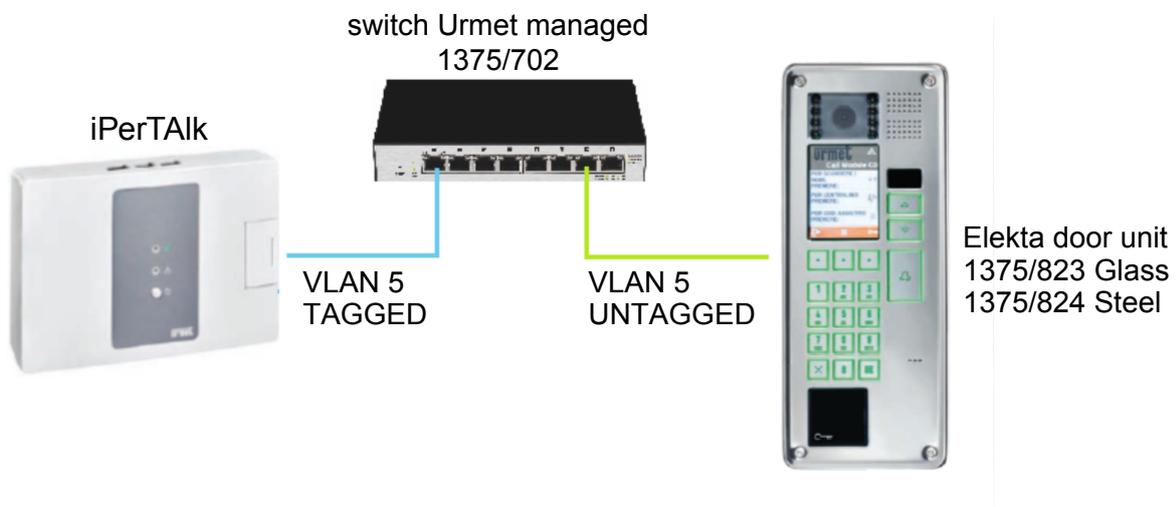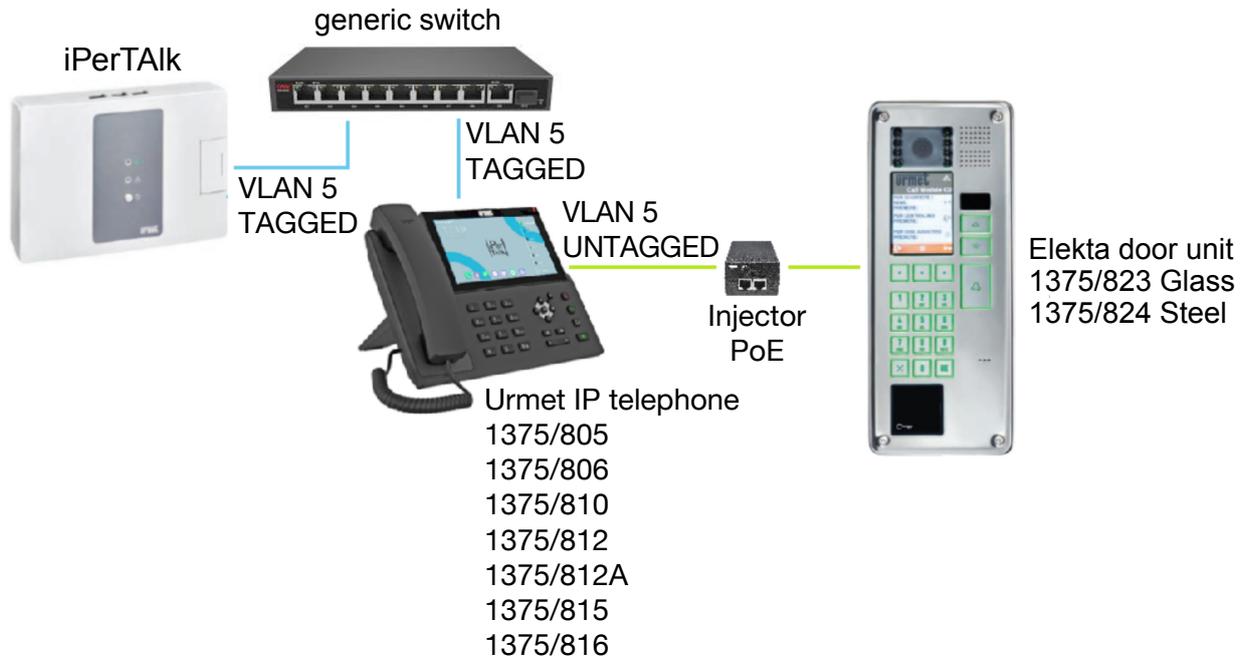
To use this mode, it is necessary to configure in advance the PC port of the telephone (Ref. 1375/805, 1375/806, 1375/810, 1375/812, 1375/812A, 1375/815 and 1375/816) with VLAN 5. To set this configuration, refer to the telephone manuals.

11.7.2 CONFIGURATION OF CALL MODULES 1375/823 – 1375/824

To configure the call modules follow the steps below:
1. Access the myTalk web interface by logging in as **Installer**.
2. Select Wizard in the System Menu.
3. Select step 8 of the Wizard relating to easy configuration of call modules.
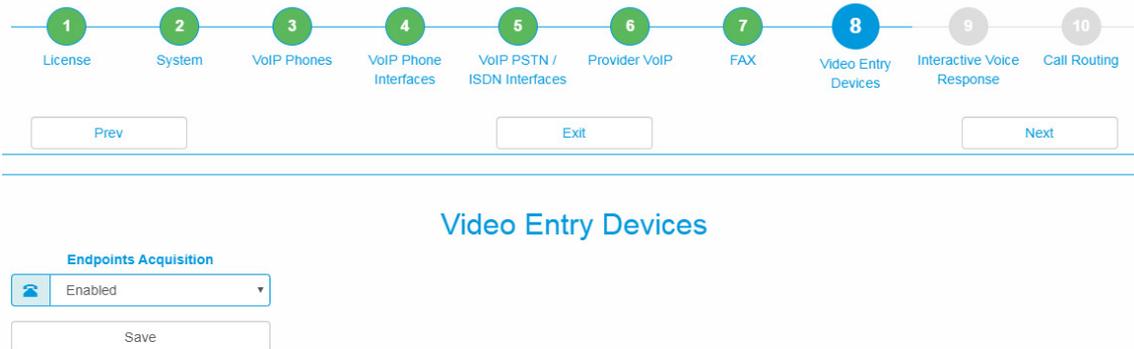
1	2	3	4	5	6	7	8	9	10
License	System	VoIP Phones	VoIP Phone Interfaces	VoIP PSTN / ISDN Interfaces	Provider VoIP	FAX	Video Entry Devices	Interactive Voice Response	Call Routing

Prev		Exit		Next

Video Entry Devices

Endpoints Acquisition

☎	Enabled ▾

Save

If the "**Endpoints Acquisition**" option is "Enabled", iPerTAlk will automatically acquire the device and it will automatically assign a number (extension) to the device (example 90205).

4. Connect the device 1375/823 or 1375/824 following the connection diagrams previously reported.
5. Wait for the device to start up and for the firmware to update. The device will be restarted to complete the update step.
6. At the end of the start-up and automatic configuration procedure, the call module will be automatically detected by iPerTAlk.

Acquisition Entry Panel

MAC	IP	Version	Model	Actions

Entry Panel Configured

State	Name	IP	Version	Type	Extensions	Remarks	Delete
🟢	CM	10.10.10.190	5.4.0-17		1375/823	90205	🗑
🟢	001ee0012b3e	10.10.10.168	5.4.0-17		1375/826	90210	

Should the "**Endpoints Acquisition**" option be "Disabled", the device - identified through the relevant Mac-address and model - will be displayed in the "**Acquisition Entry Panel**" section. Simply press on the "Add" button to configure the device and register it on iPerTAlk.

	1 License	2 System	3 VoIP Phones	4 VoIP Phone Interfaces	5 VoIP PSTN / ISDN Interfaces	6 Provider VoIP	7 FAX	8 Video Entry Devices	9 Interactive Voice Response	10 Call Routing

Prev		Exit		Next

Video Entry Devices

Endpoints Acquisition

☎ | Disabled ▼

Save

Acquisition Entry Panel

MAC	IP	Version	Model	Actions
00:1e:e0.0200:ed	10.10.10.148		1375/823	Add / Blacklist

Entry Panel Configured

State	Name	IP	Version	Type	Extensions	Remarks	Delete

✎ *Should the status icon be red, it is recommended to restart the device.*

Acquisition Entry Panel

MAC	IP	Version	Model	Actions

Entry Panel Configured

State	Name	IP	Version	Type	Extensions	Remarks	Delete
🙂	001ee0005df4	10.10.10.190	5.4.0-17		1375/823	90204	🗑

At the end of the automatic configuration procedure, quit the Wizard to complete the advanced configurations and the configuration of the directory. Follow the indications in the paragraphs below.

11.7.2.1 CALL MODULE ADVANCED CONFIGURATIONS
iPerTalk allows carrying out some advanced configurations of the call module.
Access the **Extensions** section (System → Advanced Configuration).

Select the Mac-address relevant to the call module to be configured.

Extensions

Endpoints Acquisition

☎ | Enabled ▼

Save

➕

State	Name	IP	Version	Type	Extensions	Remarks	Action
↪	001ee0005df4	10.10.10.190	5.4.0-17	1375/823	90204		⟳ 🗑
↪	001ee0012b3e	10.10.10.168	5.4.0-17	1375/825	90206		⟳ 🗑

Once the device is selected, the configuration page will open showing the following parameters:

In the "**Name**" field it is possible to assign a significant name to the device (e.g. NORTH entry module).

In the "**Notes**" field it is possible to enter any notes on the device.

It is possible to carry out some advanced configurations of the call module 1375/823 and 1375/824.
Press on "**Advanced configurations**" to open the section and enter the desired configuration values.

Below is the description of the following parameters:
— **Door Time (s):** delay in seconds (range from 1 to 90 seconds) for the execution of the opening command of the electric lock (default 1s).
— **Gate Time (s):** delay in seconds (range from 1 to 90 seconds) for the execution of the opening command of the dry contact (default 1s).
— **Speaker volume:** change the level (min: 1 to max: 6) of the volume of the speaker of the unit (default 4).
— **Ring tones:** it allows enabling or disabling the device ring tones

After changing the parameters it is necessary to restart the call module (with the restart button on the iPerTAlk interface).

11.7.2.2 PHONEBOOK CONFIGURATION (ADMINISTRATOR USER ONLY)

IPerTAlk allows making calls from call modules only to extensions (up to a maximum of 6 destinations) that have been previously entered in the phonebook. It is in fact not possible to make direct calls by dialling the extension number.
To set the contacts to display and, consequently, to call, it is necessary to configure the phonebook of the call module with iPerTAlk, through an administrator user.
From the "**Phone Functions**" menu, select the "**Phonebook**" item.
The contacts that can be associated to a call module Ref. 1375/823 and 1375/824 are those with "Public" or "Video door phone" visibility. At the bottom of the contact creation or modification page, there is the "Video Door phone" section where it is possible to select the MAC address of the desired call module and, in case of "Public" visibility, also the relative destination; in case of "Video Door phone" visibility the destination will be the contact number.

Video Entry Devices	
Entry Panel	**Target**
Select the entry panel Elekta where to show the contact:	Target
☐ Elekta Steel (001ee0005df4) 0/6	☎
☐ Elekta Glass (001ee0027f78) 0/6	

Press on the key [Save] to make the configuration immediately operative without having to restart iPerTAlk or the devices.

11.7.2.3 CONFIGURATION OF SWITCHBOARD CALL (MAIN TELEPHONE)

To configure the switchboard call on modules Ref. 1375/823 and 1375/824 access the System section and press on **Speed Dial**.

Press on the key ⚙ and enter the following parameters:

— In the "**Called**" field, enter the "switchboardc" parameter.
— In the "**New Target**" field, enter the extension number of the device to be used as switchboard.

Speed Dial

Called	New Target
☎ switchboardc	☎ 90201
	Confirm

Press the key [Confirm] to make the configuration operative.

On all the call modules present on the system, press the key 🔑 to be able to make a call to the switchboard.

11.7.3 MAKING A CALL/VIDEO CALL FROM CALL MODULE TO TELEPHONE/VIDEOPHONE OR VIDEO DOOR PHONE 1375/825

To make a call or a video call from call module 1375/823 or 1375/824 just search for the contact to call in the directory. Pressing the key 🔑 will automatically start the call or video call to the device associated with the destination telephone number.

The destination telephone/videophone or video door phone will receive a standard call coming from the extension paired with the external station.

Direct calls by dialling numbers on the call module keypad are disabled, since they could reach any number reachable by the system.

For more details, see the **User's manual** supplied with the call module.

11.7.4 MAKING A CALL/VIDEO CALL FROM TELEPHONE/VIDEOPHONE TO CALL MODULE

To make a call or video call from a telephone (PC or BCA) or videophone to the call module just dial the extension number associated with the external station (e.g. 203). The system will automatically make a call or a video call depending on the type of device.

11.7.5 MANAGEMENT OF VIDEO CALL TO 1375/815 TELEPHONES

To be able to manage the video call with 1375/815 videophones it is necessary to configure some video parameters. Directly from the Videophone:

— Press on the "**Applications**" icon
— Press on "**Telephone settings**"
— Select the "**Video**" section
— Access the "**Other settings**" section and remove the tick from (leaving the other options unchanged):
  • **Hardware Endec Acceleration**
  • **Hardware Decodec Acceleration**
  • **Colour improvement**

For the changes made to be effective, it is recommended to restart the 1375/815 videophone.

This configuration is required ONLY on 1375/815 devices that will receive or forward video calls to video door phone devices.

11.7.6 CONVERSATION TIMEOUT SETTING

It is possible to set a timeout to stop conversations relevant to calls made from/to a call module.
Access the section *System → Advanced Configuration → System Definition* and press on **System**.

Edit the "**Doorphone conversation timeout (seconds)**" by setting the number of seconds relevant to the maximum duration of the conversation.

Values higher than 15s are valid.

When the set timeout elapses, the conversation will automatically be interrupted by iPerTAlk.

11.7.7 DOOR OPENING COMMAND SENDING

It is possible to send the door opening commands to the external station. The commands can be sent during a conversation or in standby, without being engaged in a conversation. The methods of use are described below.

11.7.7.1 SENDING OF DOOR OPENING COMMAND DURING A CONVERSATION

During a conversation (audio or video), regardless of how it has been initialised, it is always possible to send the opening commands (dry contact or electric lock) from a telephone (IP or BCA) or videophone, as described below.
Use the telephone keys, during a conversation (audio or video), to dial:
  1 → to activate the electric lock;
  2 → to activate the dry contact.

11.7.7.2 SENDING DOOR OPENING COMMAND IN STANDBY (NOT DURING CONVERSATION)

If a conversation is not active, it is possible to send a door opening command to any call module connected to iPerTAlk from any telephone (analogue or IP) or videophone part of the system, as described below:

Using the keys of the telephone enter:
  85<extension paired to the external station>*<command>
Where command is:
  1 → to activate the electric lock
  2 → to activate the dry contact

For example, to activate the dry contact of an external station with extension 203, the command to enter is:
  *85*203 *2

All commands will have to be followed by the relevant call forwarding command.

11.8 MAX IP VIDEO DOOR PHONE 1375/825

The service requires activation of a licence for **Video extensions / Urmet VPE Ref. 1375/31x**.

iPerTAlk allows the direct management of Urmet video door phones Ref. 1375/825.

It is possible to answer to the external IP video station or to the call module and to open the access point using the keys.

It is also possible to contact the external IP video station, the call module, another video door phone or an extension using the phonebook.

### 11.8.1 CONNECTION OF IP VIDEO DOOR PHONE 1375/825

Following is the diagram of the possible system connections:

Use with PoE Switch with VLAN support.

Alternatively, if the network is already made with non-PoE switch and without the VLAN support, it is possible to refer to the following diagram:

Use with non-PoE Switch and without VLAN support
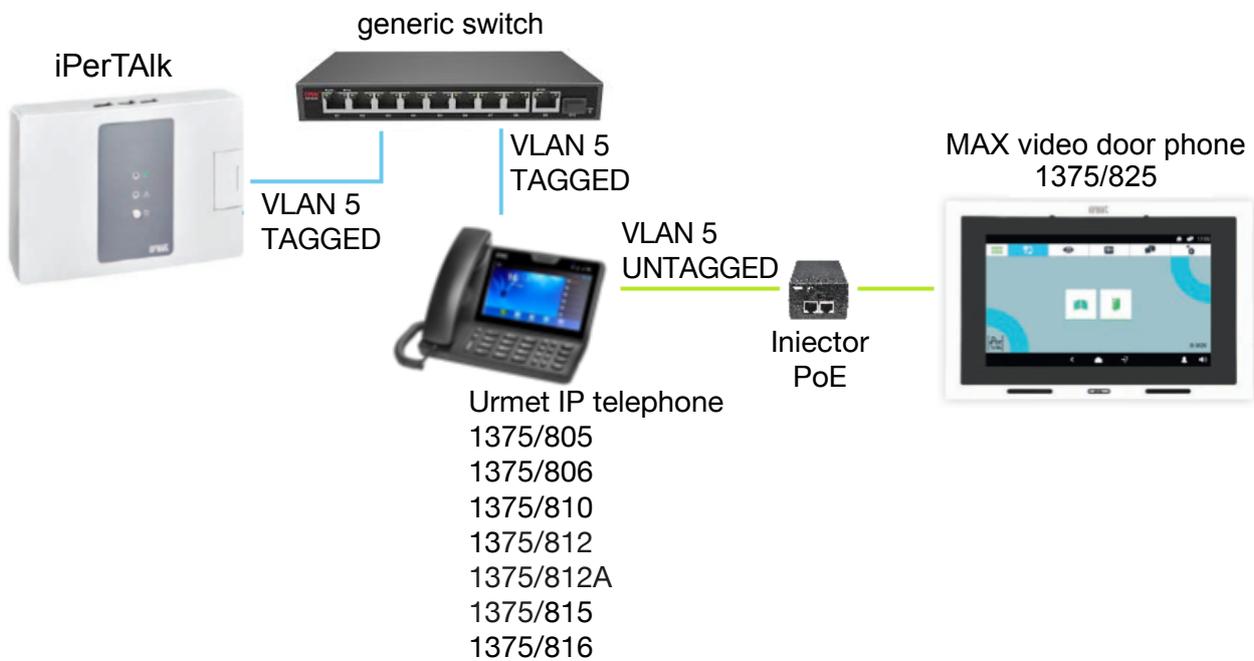
To use this mode, it is necessary to configure the PC port of the telephone (1375/805, 1375/806, 1375/810, 1375/812, 1375/812A, 1375/815 and 1375/816) with VLAN 5 in advance. To set this configuration, refer to the telephone manuals.

11.8.2 CONFIGURATION OF IP VIDEO DOOR PHONE 1375/825

To configure IP video door phones, follow the steps below:

1. Access the myTalk web interface by logging in as **Installer**.
2. Select Wizard in the System Menu.
3. Select step 8 of the Wizard, relevant to the easy configuration of IP video door phones.

Video Entry Devices

Endpoints Acquisition

☎ Enabled ▼

Save
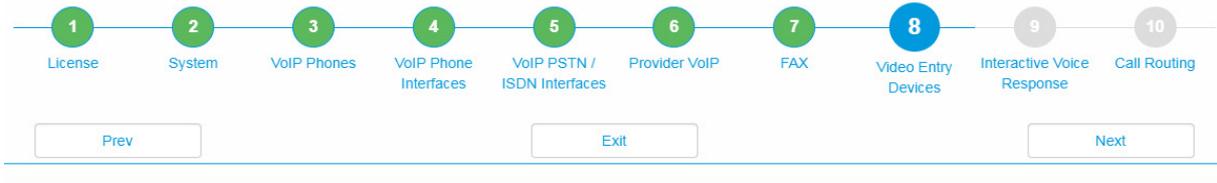
If the "**Endpoints Acquisition**" option is "Enabled", iPerTAlk will automatically acquire the device and it will automatically assign a number (extension) to the device (example 90210).

4. Connect the device 1375/825 following the connection diagrams previously shown.
5. Wait for the start-up phase. The activity status of the device is shown on the display.
6. At the end of the start-up and automatic configuration procedure, the video door phone will be automatically detected by iPerTAlk.

Acquisition Entry Panel

MAC	IP	Version	Model	Actions

Entry Panel Configured

State	Name	IP	Version	Type	Extensions	Remarks	Delete
📞	CM	10.10.10.190	5.4.0-17		1375/823	90205	🗑
📞	001ee0012b3e	10.10.10.168	5.4.0-17		1375/826	90210	

Should the "**Endpoints Acquisition**" option be "Disabled", the device - identified through the relevant Mac-address and model - will be displayed in the "**Acquisition Entry Panel**" section. Simply press on the "Add" button to configure the device and register it on iPerTAlk.

Video Entry Devices

Endpoints Acquisition

☎ Enabled ▼

Save

Acquisition Entry Panel

MAC	IP	Version	Model	Actions
001ee00200ed	10.10.10.148	5.4.0-17	1375/825	Add / Blacklist

Entry Panel Configured

State	Name	IP	Version	Type	Extensions	Remarks	Delete

DS1375-020H

Should the status icon be red, it is recommended to restart the device.

At the end of the automatic configuration procedure, quit the Wizard to complete the configuration of the IP video door phone.

Follow the indications in the paragraphs below.

11.8.2.1 ADVANCED CONFIGURATIONS OF IP VIDEO DOOR PHONE 1375/825

iPerTalk allows carrying out some advanced configurations of IP video door phones.

Access the **Extensions** section (System → Advanced Configuration).

Select the Mac-address relevant to the video door phone to be configured.

Once the device is selected, the configuration page will open showing the following parameters:

In the "**Name**" field it is possible to assign a significant name to the device (e.g. Main entrance video door phone).

The "**Gate Open Free**" field allows activating gate opening and door opening keys displayed in the video door phone interface. These keys are displayed but not enabled by default.

In the "**Note**" field it is possible to enter any notes on the device.

It is possible to carry out some advanced configurations of the IP video door phones 1375/825. Press on "**Advanced configurations**" to open the section and enter the desired configuration values.

- Access point opening keys: allows associating each key (identified with number 1 or 2) with the relevant actuators on board of each external station. The configuration will have to be performed as shown below:

– 1 and 2 identify the number of the key on the video door phone that is being configured;
  • 1 associated with the key
  • 2 associated with the key
– The text box on the right (corresponding to numbers 1 and 2) allows the association of the video door phone button with the electronic lock (SE) or with the dry contact (SE2) of the selected external unit.

For example, in a system in which there are 2 external units with extension 90223 and 90225, by entering the last 3 digits of the extension associated with the external station plus the wording -SE, for example **223-SE**, the button of the video door entry unit is associated with the lock electronic (SE) of the external station with internal 90223.

On the other hand, by entering the last 3 digits of the extension associated with the external station plus the wording -SE2, for example **225-SE2**, the button of the video door entry unit is associated with the dry contact (SE2) of the external station with internal 90225.

Press on "Save" to make the configuration immediately operative without having to restart iPerTAlk or the device.

11.8.3 CONFIGURATION OF SWITCHBOARD CALL (MAIN TELEPHONE)

To configure the switchboard call on the video door phone Ref. 1375/825 access the System section and press on **Speed Dial**.

Press on the key and enter the following parameters:

— In the "**Called**" field, enter the " SWITCHBOARDC" parameter.

— In the "**New target**" field, enter the extension number of the device to be used as switchboard.

WARNING! It is not possible to configure a video telephone terminal as a switchboard (main telephone).
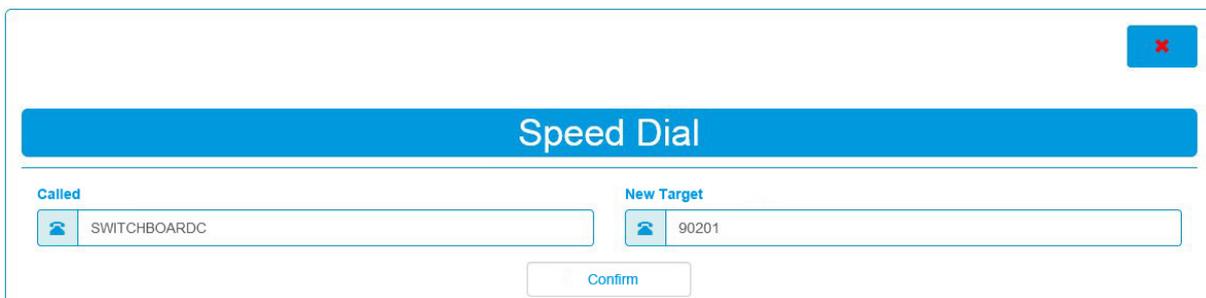
Press the key [Confirm] to make the configuration operative.

On all the video door phones present on the system, press the key to be able to make a call to the switchboard.

11.8.4 MAKING A CALL FROM VIDEO DOOR PHONE TO TELEPHONE OR VIDEO DOOR PHONE

To make a call from video door phone 1375/825 just search for the contact to call in the phonebook. The video door phone will automatically start the call to the device associated with the destination telephone number.
The destination telephone or video door phone will receive a standard call coming from the extension associated to the video door phone which is calling.

WARNING! It is not possible to make a call to a video telephone terminal.

For more details, see the User's manual supplied with the IP video door phone.

11.8.5 MAKING A CALL FROM TELEPHONE TO VIDEO DOOR PHONE

To make a call from a telephone (PC or BCA) to the IP video door phone just dial the extension number associated with the video door phone (e.g. 203). The system will automatically make a call to the device.

WARNING! It is not possible to make a call from a videophone to a video door phone Ref. 1375/825.

11.9 VOG^{7T} IP VIDEO DOOR PHONE REF. 1375/826

The service requires activation of a licence for **Video extensions / Urmet VPE Ref. 1375/31x**.

iPerTAlk allows the direct management of Urmet video door phones Ref. 1375/826.

It is possible to answer to the external IP video station or to the call module and to open the access point using the keys.

It is also possible to contact the external IP video station, the call module, another video door phone or an extension using the phonebook.

11.9.1 CONNECTION OF IP VIDEO DOOR PHONE 1375/826

Following is the diagram of the possible system connections:

Use with PoE Switch with VLAN support.
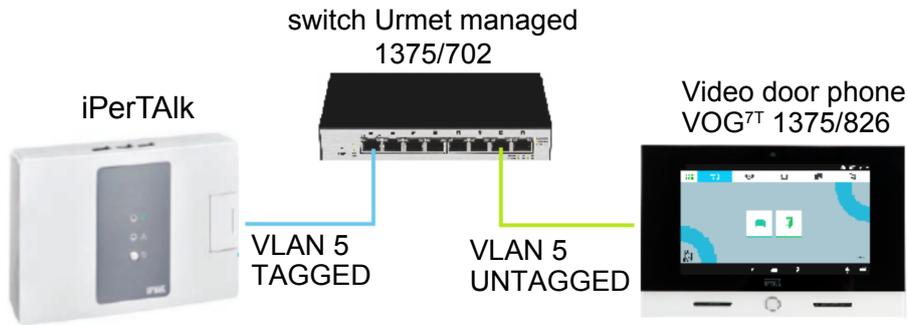
Alternatively, if the network is already made with non-PoE switch and without the VLAN support, it is possible to refer to the following diagram:

Use with non-PoE Switch and without VLAN support
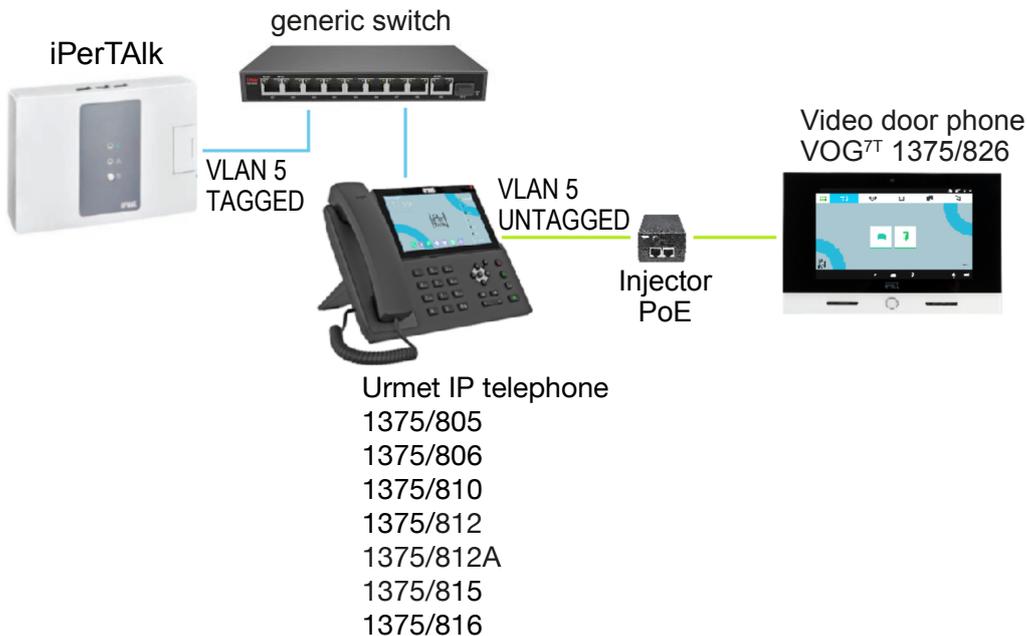
To use this mode, it is necessary to configure the PC port of the telephone (1375/805, 1375/806, 1375/810, 1375/812, 1375/812A, 1375/815 e 1375/816) with VLAN 5 in advance. To set this configuration, refer to the telephone manuals.

11.9.2 CONFIGURATION OF IP VIDEO DOOR PHONE 1375/826

To configure IP video door phones, follow the steps below:

1. Access the myTalk web interface by logging in as **Installer**.
2. Select Wizard in the System Menu.
3. Select step 8 of the Wizard, relevant to the easy configuration of IP video door phones.
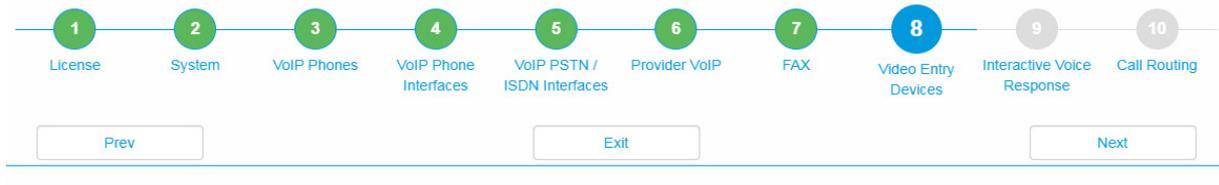
If the "**Endpoints Acquisition**" option is "Enabled", iPerTAlk will automatically acquire the device and it will automatically assign a number (extension) to the device (example 90210).

4. Connect the device 1375/826 following the connection diagrams previously shown.
5. Wait for the start-up phase. The activity status of the device is shown on the display.
6. At the end of the start-up and automatic configuration procedure, the video door phone will be automatically detected by iPerTAlk.

Acquisition Entry Panel

MAC	IP	Version	Model	Actions

Entry Panel Configured

State	Name	IP	Version	Type	Extensions	Remarks	Delete
🔄	CM	10.10.10.190	5.4.0-17		1375/823	90205	🗑
🔄	001ee0012b3e	10.10.10.168	5.4.0-17		1375/826	90210	

Should the "**Endpoints Acquisition**" option be "Disabled", the device - identified through the relevant Mac-address and model - will be displayed in the "**Acquisition Entry Panel**" section. Simply press on the "Add" button to configure the device and register it on iPerTAlk.

Video Entry Devices

Endpoints Acquisition
Enabled ▼
Save

Acquisition Entry Panel

MAC	IP	Version	Model	Actions
001ee0051c22	10.10.10.191	5.7.0-6	1375/826	Aggiungi | Blacklist

Entry Panel Configured

State	Name	IP	Version	Type	Extensions	Remarks	Delete

At the end of the automatic configuration procedure, quit the Wizard to complete the configuration of the IP video door phone.

Follow the indications in the paragraphs below.

11.9.2.1 ADVANCED CONFIGURATIONS OF IP VIDEO DOOR PHONE 1375/826

iPerTalk allows carrying out some advanced configurations of IP video door phones.

Access the **Extensions** section (System → Advanced Configuration).

Select the Mac-address relevant to the video door phone to be configured.

State	Name	IP	Version	Type	Extensions	Remarks	Action
	001ee0005df4	10.10.10.190	5.4.0-17	1375/823	90204		
	001ee0012b3e	10.10.10.168	5.4.0-17	1375/826	90206		
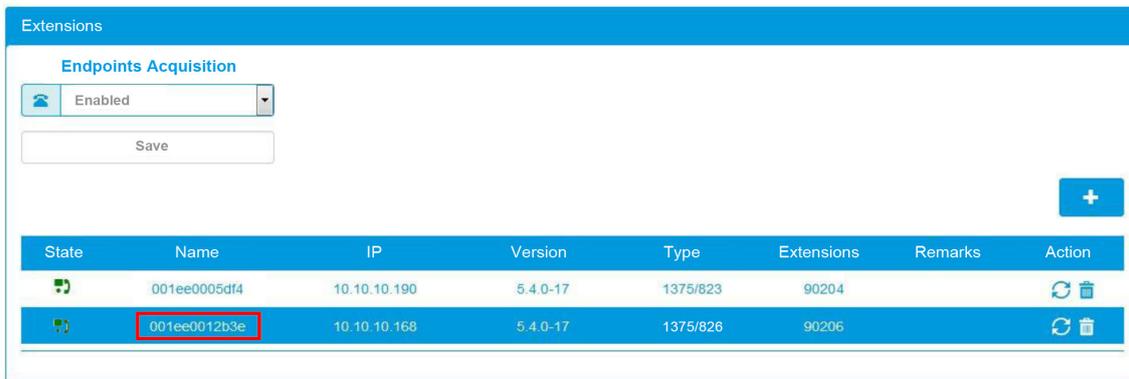
Once the device is selected, the configuration page will open showing the following parameters:

Name	
MAC Address	001ee0012b3e
Gate Open Free	True
Note	

Advanced Configuration

Access Point Opening Keys

In the "**Name**" field it is possible to assign a significant name to the device (e.g. Main entrance video door phone).

The "**Gate Open Free**" field allows activating gate opening and door opening keys displayed in the video door phone interface. These keys are displayed but not enabled by default.

In the "**Note**" field it is possible to enter any notes on the device.

It is possible to carry out some advanced configurations of the IP video door phones 1375/826. Press on "**Advanced configurations**" to open the section and enter the desired configuration values.

– **Access point opening keys**: allows associating each key (identified with number 1 or 2) with the relevant actuators on board of each external station. The configuration will have to be performed as shown below:

– 1 and 2 identify the number of the key on the video door phone that is being configured;

• 1 associated with the key

• 2 associated with the key

– The text box on the right (corresponding to numbers 1 and 2) allows the association of the video door phone button with the electronic lock (SE) or with the dry contact (SE2) of the selected external unit.

For example, in a system in which there are 2 external units with extension 90223 and 90225, by entering the last 3 digits of the extension associated with the external station plus the wording -SE, for example **223-SE**, the button of the video door entry unit is associated with the lock electronic (SE) of the external station with internal 90223.

On the other hand, by entering the last 3 digits of the extension associated with the external station plus the wording -SE2, for example **225-SE2**, the button of the video door entry unit is associated with the dry contact (SE2) of the external station with internal 90225.

Advanced Configuration	
Access Point Opening Keys	
1	223-SE
2	225-SE2

Press on "Save" to make the configuration immediately operative without having to restart iPerTAlk or the device.

11.9.3 CONFIGURATION OF SWITCHBOARD CALL (MAIN TELEPHONE)

To configure the switchboard call on the video door phone Ref. 1375/826 access the System section and press on **Speed Dial**.

Press on the key ⚙ and enter the following parameters:

— In the "**Called**" field, enter the " SWITCHBOARDC" parameter.
— In the "**New target**" field, enter the extension number of the device to be used as switchboard.

WARNING! It is not possible to configure a video telephone terminal as a switchboard (main telephone).

Speed Dial

Called
☎ SWITCHBOARDC

New Target
☎ 90201

Confirm

Press the key [Confirm] to make the configuration operative.

On all the video door phones present on the system, press the key [🔑] to be able to make a call to the switchboard..

11.9.4 MAKING A CALL FROM VIDEO DOOR PHONE TO TELEPHONE OR VIDEO DOOR PHONE

To make a call from video door phone 1375/825 just search for the contact to call in the phonebook. The video door phone will automatically start the call to the device associated with the destination telephone number.
The destination telephone or video door phone will receive a standard call coming from the extension associated to the video door phone which is calling.

WARNING! It is not possible to make a call to a video telephone terminal.

For more details, see the User's manual supplied with the IP video door phone Ref. 1375/826.

11.9.5 MAKING A CALL FROM TELEPHONE TO VIDEO DOOR PHONE

To make a call from a telephone (PC or BCA) to the IP video door phone just dial the extension number associated with the video door phone (e.g. 203). The system will automatically make a call to the device.

WARNING! It is not possible to make a call from a videophone to a video door phone Ref. 1375/826.

11.10 AUTOMATIC ACTIVATION FROM IP VIDEO DOOR PHONE 1375/825 AND /828 OR FROM VIDEOPHONE 1375/815 AND 1375/816

When IP video door phone 1375/825-/826 or videophone 1375/815-/816 are in standby, it is possible to perform the automatic activation.
This function allows displaying on the video door phone or on the videophone images taken from the external station.

— On video door phones 1375/825 and /826, press button [👁], then select the external station.
— It is necessary to dial the number of the extension associated with the external station on the device 1375/815 and 1375/816.

WARNING! performing the automatic activation from videophone 1375/815 and 1375/816will automatically activate also the audio channel, besides the video one, and the LEDs of the external station camera will light up.

For more details see:
  — *__User booklet__* of the MAX video door phone Ref. 1375/825
  — *__User booklet__* of the VOG7T video door phone Ref. 1375/826
  — *__User booklet__* of the IP video telephone Ref. 1375/815
  — *__User booklet__* of the IP video telephone Ref. 1375/816

11.11 ACCESS CONTROL (ADMINISTRATOR USER ONLY)

The iPerTAlk system integrates the access control service, which allows the opening of access points (doors, gates, bars, etc.) through the insertion of Door Codes. To control the access point opening, it is possible to use Call modules 1375/823 and 1375/824 (colour). Call modules feature a keypad allowing to enter a code.

To configure the access control it is necessary to access the menu **Multimedia → Access Control.** Once the Interface has been accessed, click on the button ➕ to create a new access code.
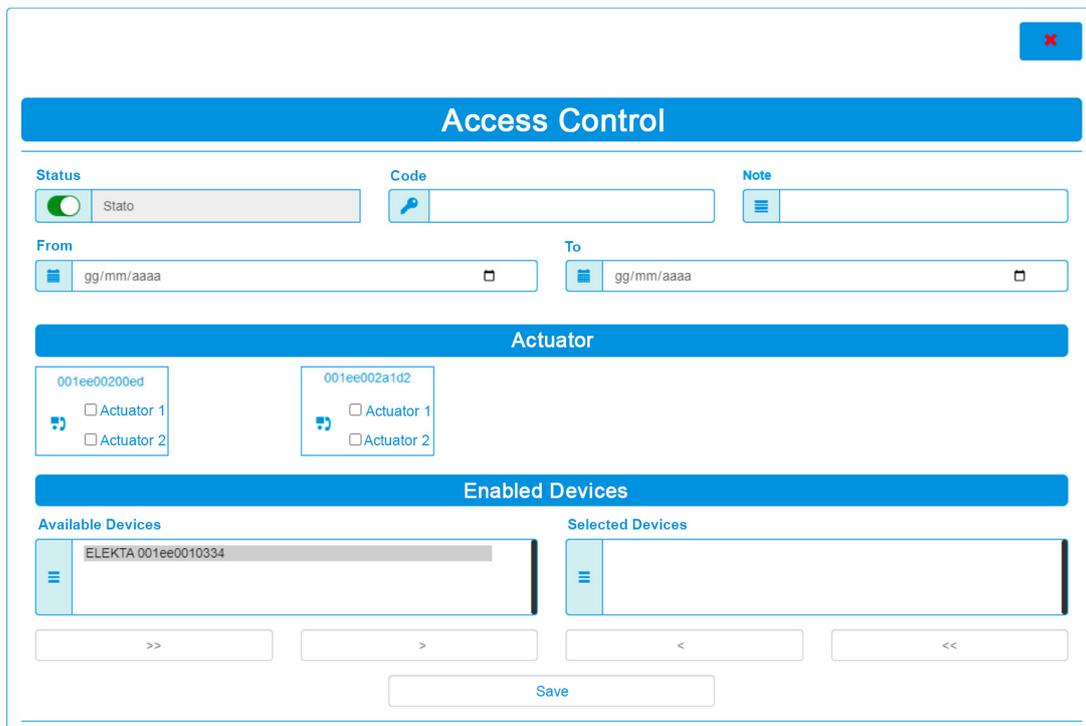
Configure the required parameters as described below:
- **Status:** select whether you want to enable/disable the new access code immediately after its creation.
- **Code:** enter the desired accessed code. Only numerical values are permitted (minimum 4 and maximum 8 digits).
- **Period (From – To):** enter the time range within which the code will be valid.
- **Relays:** select the actuators associated with the relevant entered code. It is possible to associate several devices/actuators with the same code.
- **Enabled Devices:** devices with which it will be possible to use the code being created.

🗒 *The code can be used to activate actuators of the external station where the code is entered.*

Click on [Save] to make the new configuration operative.

After its creation, it is possible to change or delete the new code at any time by clicking on the relevant action buttons ✏ 🗑 .

🗒 *On ELEKTA devices Ref. 1375/823 and 1375/824, the code can be entered both in access mode (key button) or in activation mode (0x... sequence).*

11.12 IP CAMERAS

The service requires the activation of a licence for **Generic video extensions Ref. 1375/340**.

Licences Ref. 1375/340 can be combined.

The following service allows displaying the video streaming of an IP camera, properly configured in iPerTAlk system, using a videophone.

The IP cameras that can be used for this function must have the following features:
- ONVIF compatibility: required for auto-discovery in the local network with respect to the iPerTAlk system.
- RTSP: protocol for managing video streaming from the camera to iPerTAlk
- H.264 video streaming coding.

The iPerTAlk system can manage the following cameras of the Urmet range:
- IP Camera 5M 2.8MM COMPACT PRO CAMERA Ref. 1099/400
- IP Camera 5M 2.8MM DOME PRO CAMERA Ref. 1099/460
- IP Camera 5M AF 2.8-12MM COMPACT PRO Ref. 1099/401
- IP CUBE Camera 2M E-PTZ Ref. 1099/209
- COMP.WIFI Camera 2.8 MM 1080P Ref. 1099/214

Once the configuration is complete, it will be possible to:
- make video calls to the extension associated with a streaming profile;
- make video calls to audio terminals (e.g. telephones, outdoor stations) with an associated RTSP extension whose streaming will be displayed;
- receive video calls from audio terminals (e.g. telephones, outdoor stations) with an associated RTSP extension whose video streaming will be displayed.

11.12.1 CONNECTING IP CAMERAS

Below are some cases of use with the relative connection diagrams.

Consultation video call from videophone to IP camera
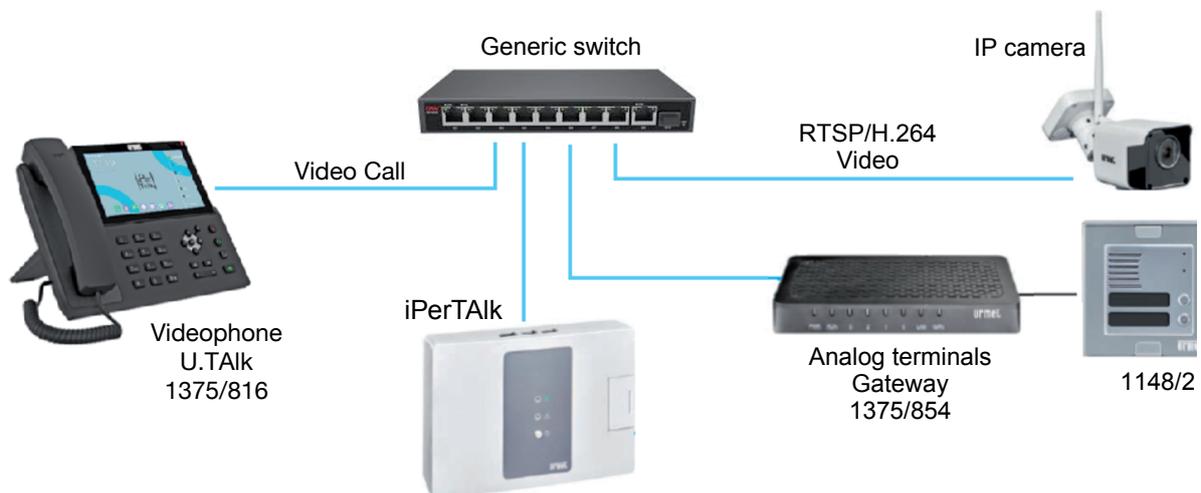
Consultation video call from videophone to IP camera
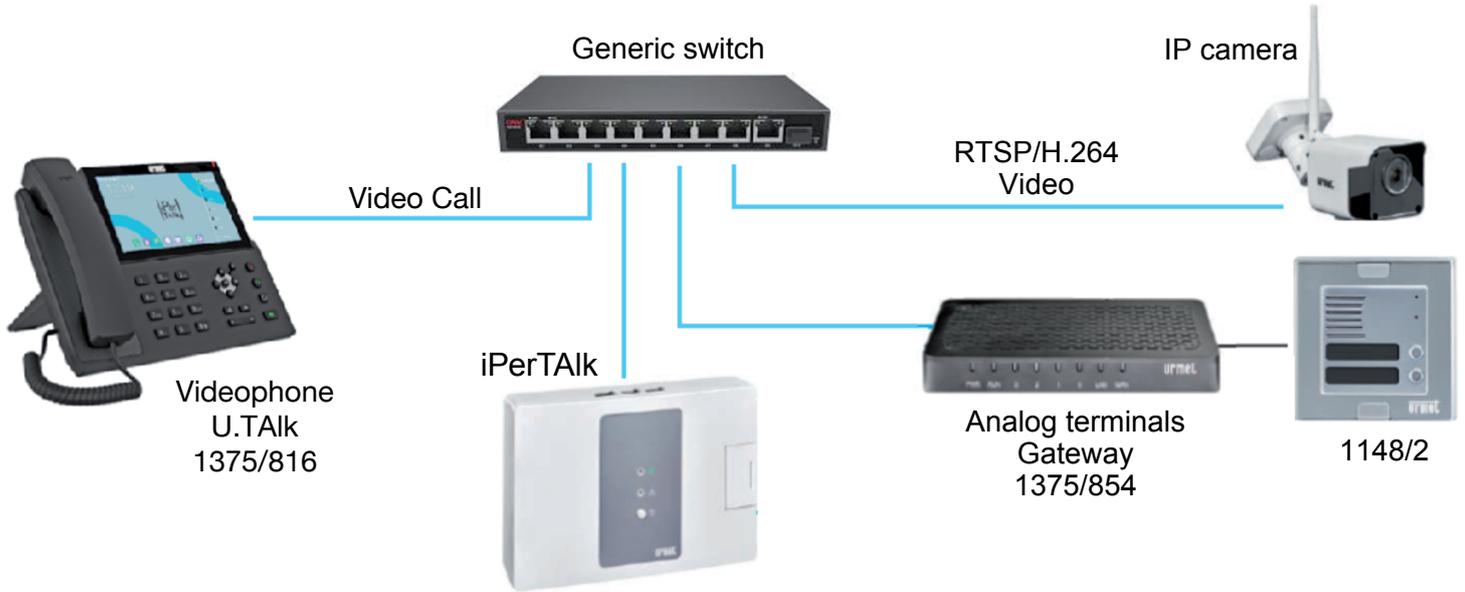
Consultation video call from videophone to audio extension with associated IP camera for the video
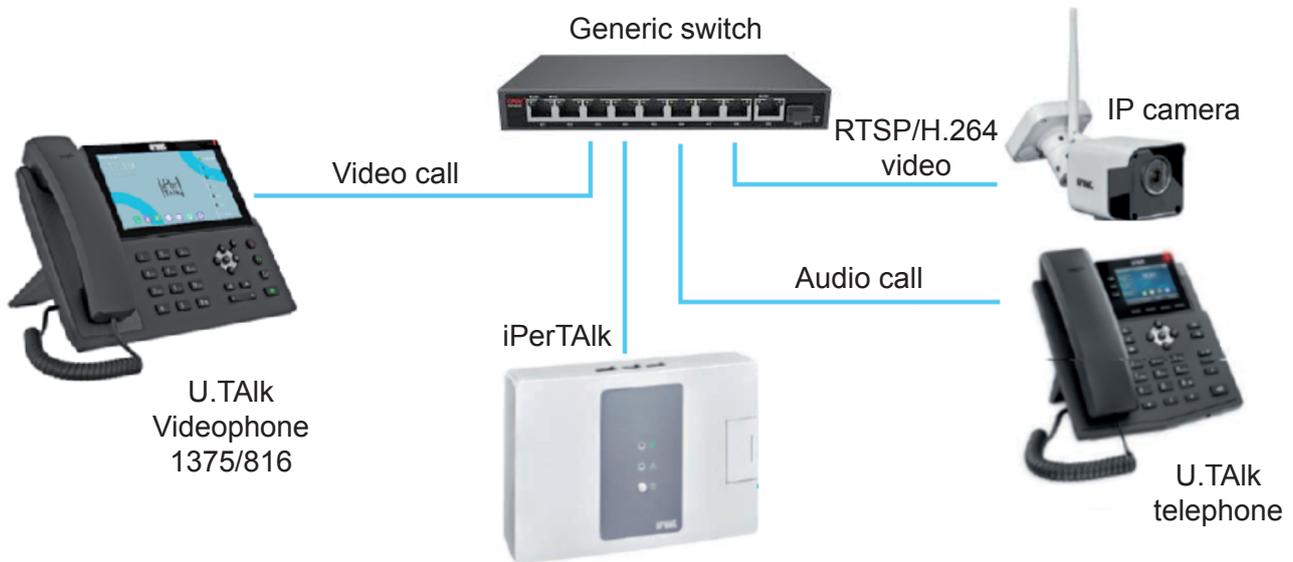
11.12.2 CAMERA CONFIGURATION

The following chapter provides procedures for the proper configuration of IP cameras.

CASE 1: IPerTAlk system with DHCP router and automatic addressing

1. Access the myTalk web interface by logging in as "**Installer**".
2. Go to the menu *Multimedia → Video Surveillance*. The iPerTAlk system will automatically start scanning the ONVIF cameras connected to the network.
3. Enter the IP camera credentials and start the ONVIF scan by selecting the "**Start Scan**" key.

If you start the scan without entering credentials, the procedure will still use default credentials:

User	Password
<empty>	<empty>
admin	admin
admin	12345
admin	0000

Vendor	Model	IP Address	Port	Firmware	Hardware	Streaming Video					Action / State
						Name	Link RTSP	Codec	Resolution	Authentication	
URMET	1093/144M4ZI-DF	192.168.16.15	554	V2.31.4.8_180629	RS-CM-154E	MainStream	rtsp://192.168.16.15:554/ch01/0	H264	1280 x 720	User / Password:	Acquire
						SubStream	rtsp://192.168.16.15:554/ch01/1	JPEG	640 x 480	User / Password:	Not compatible
						MobileStream	rtsp://192.168.16.15:554/ch01/2	H264	320 x 240	User / Password:	Acquire
URMET	1093/180M4I	192.168.16.13	554	V2.31.4.8_180629	RS-CM-127B	MainStream	rtsp://192.168.16.13:554/ch01/0	JPEG	2592 x 1520	User / Password:	Not compatible
						SubStream	rtsp://192.168.16.13:554/ch01/1	JPEG	640 x 480	User / Password:	Not compatible
						MobileStream	rtsp://192.168.16.13:554/ch01/2	H264	320 x 240	User / Password:	Acquire

CAM acquisition

4. At the end of the scan, the screen will show the list of IP cameras detected in the network by the ONVIF protocol displaying the following parameters:
   - **Vendor:** name of the camera manufacturer (if available and appropriately configured by the manufacturer).
   - **Model:** camera model (if available and appropriately configured by the manufacturer).
   - **IP Address:** the IP address of the camera acquired on the network.
   - **Port:** port configured by the camera for accessing the RTSP streaming (default 554).
   - **Firmware:** information about the firmware release of the camera (if available and appropriately configured by the manufacturer).
   - **Hardware:** information about the hardware version of the camera (if available and appropriately configured by the manufacturer).

For each camera, the available Streaming Profiles and video streaming information are also listed automatically.
   - **Name (streaming profile):**
     For Urmet cameras, 3 profiles are available:
     – MainStream
     – SubStream
     – MobileStream
   - **RTSP link:** link of the camera used for the streaming.
   - **Codec:** type of video codec configured.

   ATTENTION! You can ONLY view streaming in H.264 format.

   - Resolution: it displays the video resolution of the streaming.
   ATTENTION! The maximum supported video resolution is 1280x720. If a video door phone Ref. 1375/825 or /826 is installed in the system, the maximum video resolution supported is 640x480.

   - **Credentials:** in these text fields you can indicate the authentication credentials configured in the camera, which are necessary for viewing the video streaming (if no authentication credentials are available, leave the fields empty).

For Urmet cameras, the default credentials are:
   - User: admin
   - Password: admin

   - **Actions/Status:** the configuration status of each video streaming is shown.

ATTENTION! The system will report the status "NOT COMPATIBLE" for all the video streaming with unsuitable characteristics.

5. Before acquiring the video streaming by pressing the key [Acquire] you must configure the parameters for camera streaming.

6. Using the "Internet Explorer" browser, enter the camera IP address (the camera IP address can be found under "*Remote Setting*" in the menu *Multimedia → Video Surveillance*) to access the configuration web interface.
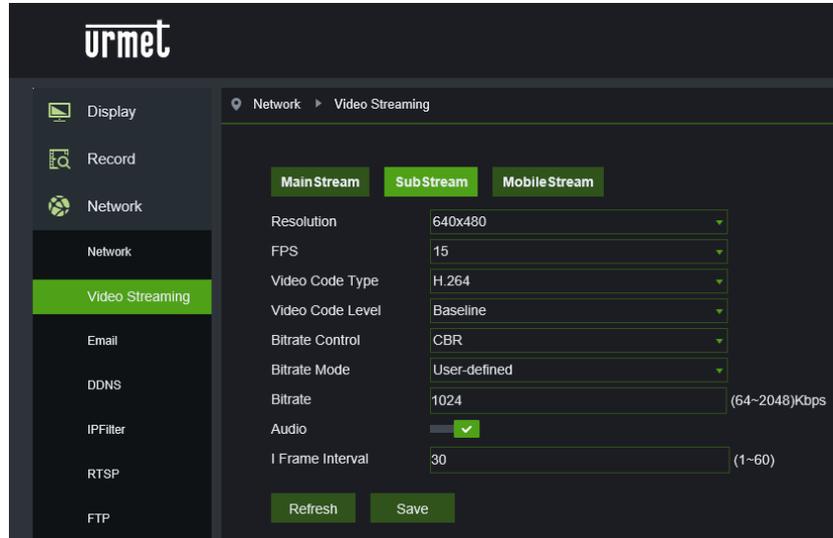
7. Select the menu *Network → Video Streaming*.

8. Select the streaming profile you want to configure: Main Stream, Sub Stream or Mobile Stream.

📝 *It is recommended to use the SubStream profile so as not to vary the resolution levels of profiles used for other purposes.*

9. Set the desired resolution in the "**Resolution**" parameter.

ATTENTION! The maximum supported video resolution is 1280x720. If a video door phone Ref. 1375/825 or /826 is installed in the system, the maximum video resolution supported is 640x480.

10. In the "**FPS**" parameter set a minimum value of at least "10".

11. In the "**Video Code Type**" parameter set the value to "H.264".

12. Press the key [Save] to save the settings made.
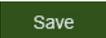
After configuring the camera parameters, you can acquire the video streaming.

13. In the menu *Multimedia → Video Surveillance*, in correspondence of the video streaming configured on the camera, enter the access credentials and then, in the Actions/Status column, press the key [Acquire] . The system will report the status as "Acquired".

After acquiring the video streaming, iPerTAlk will automatically configure the new camera by associating an extension and an available system number (e.g. 90204). To display the configuration status of the extension and the relevant number, access the menu *System → Advanced Configurations → Extensions*.

Once configuration is complete, video calls can be made from videophone devices (e.g. Ref. 1375/815) to the extension associated with the camera.

CASE 2: IPerTAlk system without DHCP router and manual addressing
In this case, since there is no DHCP router that automatically assigns IP addresses to the devices in the iPerTAlk network, it is necessary to configure a static IP address also for the IP cameras to be used.

It is necessary to consult the instruction manual of the camera to find the default IP address in order to configure the parameters (for Urmet cameras the default static IP address is 192.168.1.168).

Once the default static IP has been identified, connect the camera to the same network as the PC that will be used to configure the parameters, then follow the procedure below.
1. Using the "Internet Explorer" browser, enter the IP address of the camera to access the web configuration interface.
2. Under "**Remote Settings**" select the menu *Network → Network*.
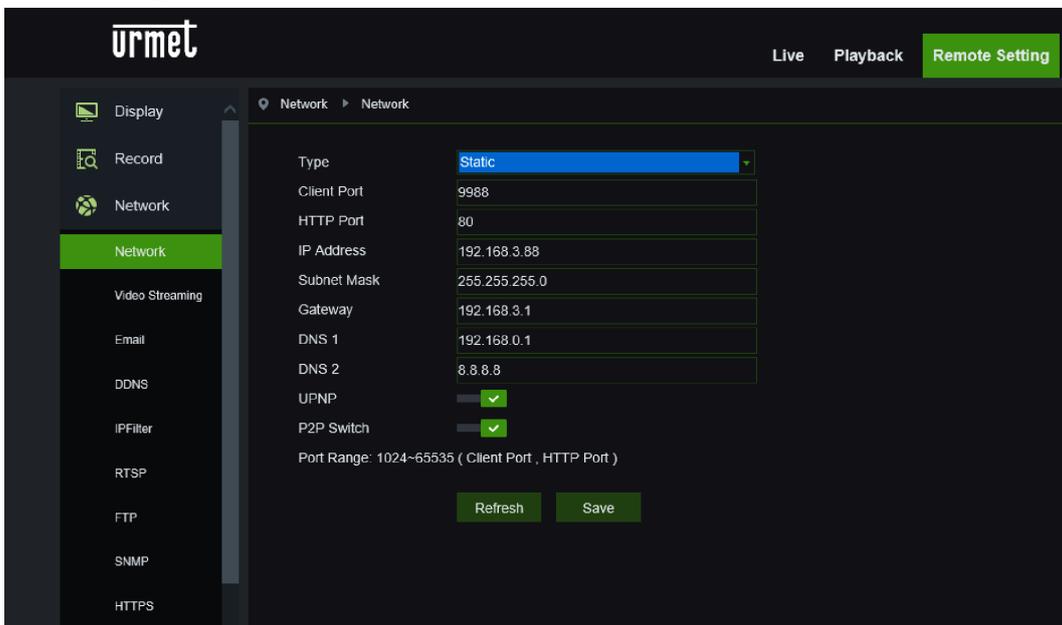
3. In the "**Type**" field, select the "**Static**" parameter to configure the IP address of the camera in static mode.
4. In the "**IP Address**" field, set an IP address that is separate from that of the iPerTAlk devices but that is in the same subnet.
5. After configuring the network parameters, set the camera streaming parameters.

6. Select the menu *Network → Video Streaming* to access the configuration page for the streaming parameters.
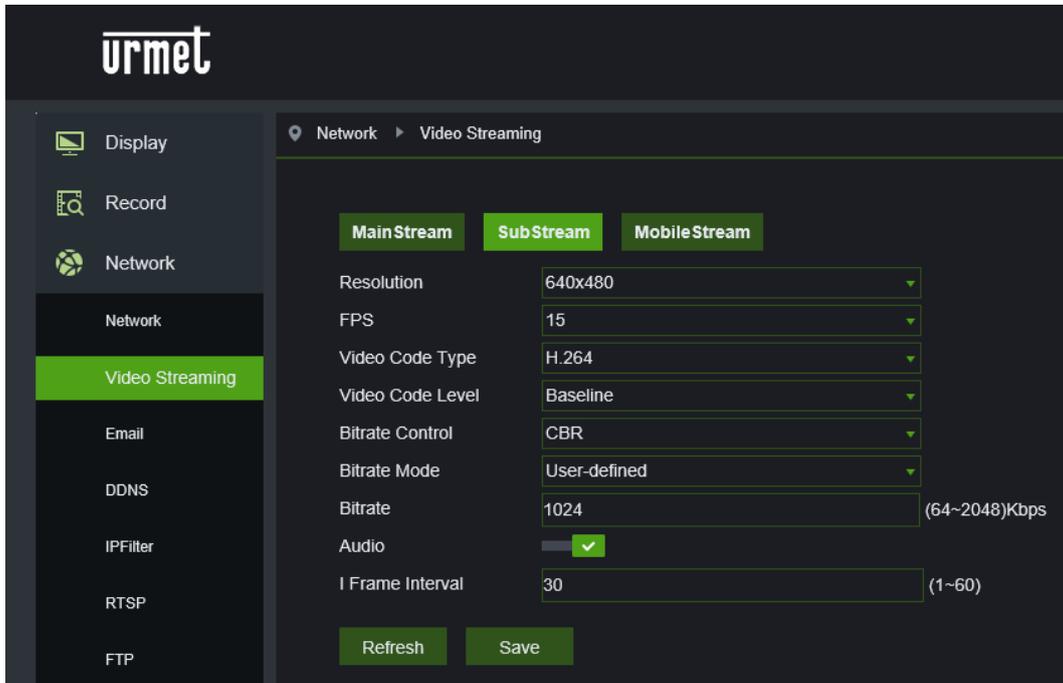
7. Select the streaming profile you want to configure: Main Stream, Sub Stream or Mobile Stream.

✎ *It is recommended to use the SubStream profile so as not to vary the resolution levels of profiles used for other purposes.*

8. In the "Resolution" parameter, set the desired resolution (maximum 1280 x 720).

    ATTENTION! The maximum supported video resolution is 1280x720. If a video door phone Ref. 1375/825 or /826 is installed in the system, the maximum video resolution supported is 640x480.

9. In the "**FPS**" parameter set a minimum value of at least "10".
10. In the "**Video Code Type**" parameter set the value to "H.264".
11. Press the "**Save**" key to save the settings made.

After configuring the camera parameters, it is possible to acquire the camera in the iPerTAlk system.

12. Access the myTalk web interface by logging in as Installer.
13. Go to the menu *Multimedia → Video surveillance*. The iPerTAlk system will automatically start scanning the ONVIF cameras connected to the network.

14. The screen will show the list of IP cameras detected in the network by the ONVIF protocol displaying the following parameters:
    - **Vendor:** name of the camera manufacturer (if available and appropriately configured by the manufacturer).
    - **Model:** camera model (if available and appropriately configured by the manufacturer).
    - **IP Address:** the IP address of the camera acquired on the network.
    - **Port:** port configured by the camera for accessing the RTSP streaming (default 554).
    - **Firmware:** information about the firmware release of the camera (if available and appropriately configured by the manufacturer).
    - **Hardware:** information about the hardware version of the camera (if available and appropriately configured by the manufacturer).

    For each camera, the available Streaming Profiles and video streaming information are also listed automatically.

    - **Name (streaming profile):**
        – MainStream
        – SubStream
        – MobileStream
    - **RTSP link:** link of the camera used for the streaming.
    - **Codec:** type of video codec configured.

    ATTENTION!   You can ONLY view streaming in H.264 format

    - **Resolution:** it displays the video resolution of the streaming.
    - **Credentials:** login credentials needed to display the video streaming configured on the camera.

For Urmet cameras, the default credentials are:
- User: admin
- Password: admin

    - Actions/Status: the configuration status of each video streaming is shown.

    ATTENTION!   The system will report the status "NOT COMPATIBLE" for all the video streaming with unsuitable characteristics.

15. In correspondence of the video streaming configured on the cameras, enter the access credentials and then, in the Actions/Status column, press the key [Acquire] . The system will report the status as "Acquired".

Vendor	Model	IP Address	Port	Firmware	Hardware	Streaming Video					
						Name	Link RTSP	Codec	Resolution	Authentication	Action / State
URMET	1093/144M4ZI-DF	192.168.16.15	554	V2.31.4.8_180629	RS-CM-154E	MainStream	rtsp://192.168.16.15:554/ch01/0	H264	1280 x 720	User / Password:	Acquire
						SubStream	rtsp://192.168.16.15:554/ch01/1	JPEG	640 x 480	User / Password:	Not compatible
						MobileStream	rtsp://192.168.16.15:554/ch01/2	H264	320 x 240	User / Password:	Acquire
URMET	1093/180M4I	192.168.16.13	554	V2.31.4.8_180629	RS-CM-127B	MainStream	rtsp://192.168.16.13:554/ch01/0	JPEG	2592 x 1520	User / Password:	Not compatible
						SubStream	rtsp://192.168.16.13:554/ch01/1	JPEG	640 x 480	User / Password:	Not compatible
						MobileStream	rtsp://192.168.16.13:554/ch01/2	H264	320 x 240	User / Password:	Acquire

After acquiring the video streaming iPerTAlk will automatically configure the new camera by associating an extension and an available system number (e.g. 90204). To display the configuration status of the extension and the relevant number, access the menu *System → Advanced Configurations → Extensions*.

State	Name	IP	Version	Type	Extensions	Remarks	Actions
☎	001ee0014ec7	10.10.10.114	-	1375/805	90202		🗑
☎	001ee0015067	10.10.10.125	47.184.7.663	1375/815	90201		🗑
📹	mainstream-1921681615		-	RTSP	90204		🗑
📹	mainstream-1921681613		-	RTSP	90203		🗑

Once configuration is complete, video calls can be made from videophone devices (e.g. Ref. 1375/815) to the extension associated with the camera.

11.12.3 CAMERA ASSOCIATION TO A TELEPHONE EXTENSION

You can make video calls from videophones to telephone audio devices by automatically displaying the video coming from a camera.

The most frequent cases of use are shown below:

CASE 1

CASE 2

To implement this function it is necessary to associate the cameras to the relevant audio extensions. Go to the menu *Telephone Functions → State of Extensions and Lines* and select the item "**Configure**" corresponding to the audio extension to which you want to associate a camera.
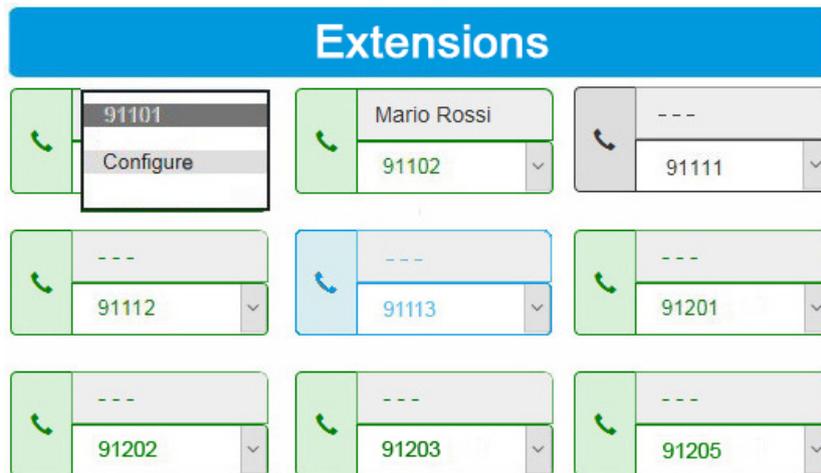
The following screen will open allowing you to associate the desired camera by setting the camera name using the drop-down menu in the CAM parameter.
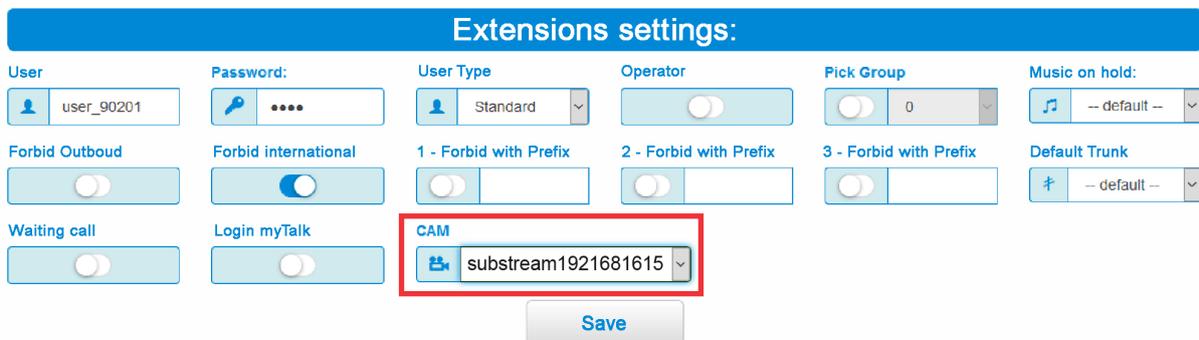
11.13 SPECIAL DECODERS REF. 1039/81

The special decoder Ref. 1039/81 allows electrical loads to be activated by means of double exchange relays that can operate in two modes:

- Toggle
- Monostable timed from 0.5 to 20 seconds.

Possible applications include: staircase lighting, additional lock, gate opening, etc. Since the relay is a power relay, in many cases it is possible to control the load directly.

11.13.1 SPECIAL DECODER CONNECTION

The device Ref. 1039/81 must be connected to the iPerTAlk system through the telephone VLAN (VLAN 5 by default) in the same way in which the video door phone devices Ref. 1375/821, 1375/822, 1375/823, 1375/824, 1375/825 and 1375/826 are connected.

11.13.2 SPECIAL DECODER CONFIGURATION

To configure the 1039/81 device, proceed as described below:
1. Connect the special decoder to the network on the telephone VLAN
2. Go to the menu *System → I/O Devices* and press the button [+]

3. Press the button [+] to configure a new special decoder.

4. In the "**ID**" field, enter a unique identification number.

5. In the "**MAC**" field click on the icon [↻] to start the search for the Ref. 1039/81 devices connected to the iPerTAlk System. The detected devices will be listed in the drop-down menu.

6. Select the MAC address of the special decoder to be configured. Alternatively, if you want to define a device that is not currently connected to the network, you can define it manually by typing the MAC address of the device in the MAC field (without separators and with all lowercase letters, as required by iPerTAlk system).

7. In the "**Name**" field, enter a meaningful name.

8. Configure the Outputs by setting the "**Mode**" parameter to Toggle or Monostable mode. If the Monostable mode is set, it is mandatory to set the "**Time**" parameter with a positive value in seconds, from 0.5 to 20 seconds, with intervals of 0.5 seconds.

9. Inputs always have the "**Link with Output**" fields set to "Active" with the respective output. When the Input 1 terminals are closed, Relay 1 will be activated according to the relay setting, in the case of a "Toggle" setting the first press will activate the Relay and the next press will deactivate it.

11.13.3 USING THE SPECIAL DECODER

At this point you can use the decoder you have just configured.

1. Through a **telephone terminal**. Pick up the handset and dial the following syntax:
   86<decoder_id>*<output number>*<output status 0=OFF, 1=ON>

For example, to activate output 1 (configured as monostable) of decoder 123, the command would be:

*86*123*1*1

For example, to disable output 1 (configured as toggle) of decoder 123, the command would be:

*86*123*1*0

If the output is configured as monostable, it is necessary to always send the activation command, in this way the output will be kept active for the configured time and then automatically disabled (the deactivation command is used only in the case of a toggle configuration).

2. Via **input**. Acting on the physical input of the device by means of a directly connected button, the relative output will be activated: if configured as monostable, it will be activated for the configured time and then automatically disabled. If, instead, it is configured as toggle, it will change its status each time the relative input is activated.

3. Via **MAX** or **VOG**[7T] **video door phone** by pressing the activation button [💡] (for further information, refer to the MAX video door phone **_User booklet_** Ref. 1375/825 or **_User booklet_** of the video door phone VOG[7T] Ref. 1375/826).

11.14 PERSONAL AND SYSTEM PHONEBOOK

Through the **myTAlk web** interface and by selecting the menu **Phone Functions → Phonebook**, you can access the **Phonebook** function (function available for **Standard**, **Supervisor** and **Administrator** users)..

The system will display all the contacts related to the myTalk user you are using and it is possible to:
— **Carry out a contact search:** type the name or company name that you wish to find in the "Search" field and the system will show the results relevant to what you are typing. Once you have located the desired contact, you need to select it.
— **Make calls** to the numbers in the directory (both internal and public) in click-to-dial mode: by clicking on the icon representing the type of contact (Office Phone, Business Mobile or House Phone) the iPerTAlk system calls the telephone extension associated with the myTalk user, which starts ringing, and after the user answers the call, the number selected in the directory will also be called.
— **Edit contact: selecting the** " ✏ " icon allows you to access the page for editing the contact. This function depends on the authorisation levels of the myTalk user and the type of contact.
— **Remove a contact:** by selecting the icon" 🗑 " it is possible to remove the contact.

In addition, by selecting the key ⚙, the following functions are available for each user:
— **Phonebook import:** this function allows contacts to be easily uploaded using a duly filled in CSV file. This CSV file can be downloaded by selecting the "Download CSV template" key in the "Import" form.

— **Directory export:** this function allows exporting the contacts that the user can view from the WEB interface to a CSV file.
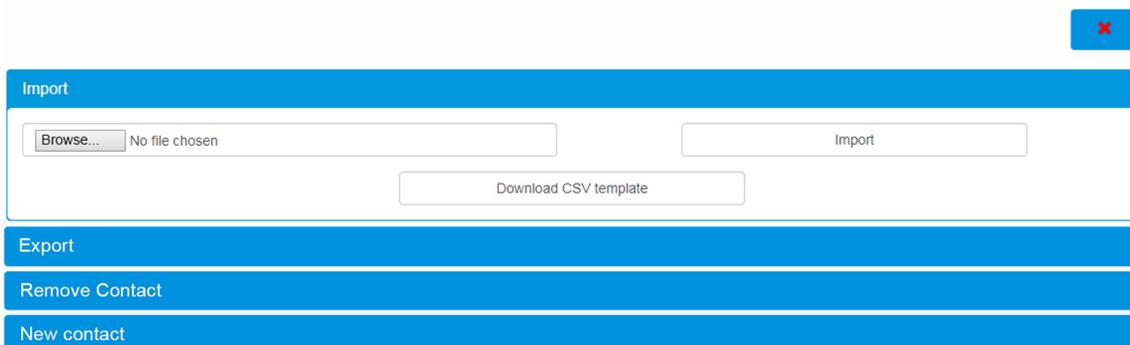
Import	
Export	
Directory export	
Remove Contact	
New Contact	
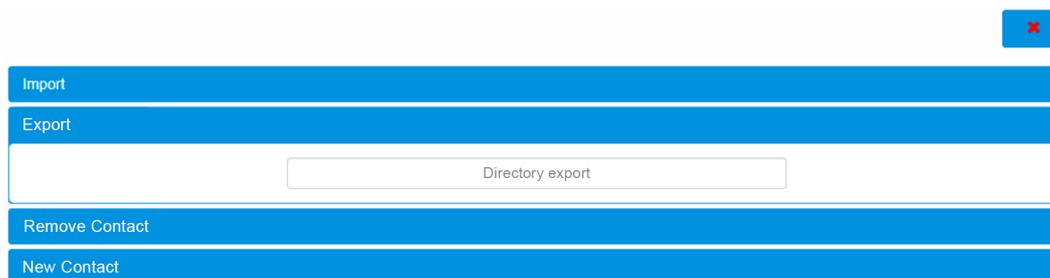
— **Contact Deletion:** this function allows contacts to be removed from the directory by selecting them by category: public contacts, video door phone contacts or private contacts, i.e. linked to the individual extension. Depending on the user's rights, it will be possible to remove different categories of contacts, e.g. standard users can only act on their own contacts, i.e. private users, while administrator users can act on all categories.

Import

Export

Contact Deletion

Select the contacts you want to remove. This operation is irreversible.

Public	**Video door phone**	**Interior private**
☐ All public contacts	☐ All video door phone contacts	☐ All ⌄

Remove

New Contact
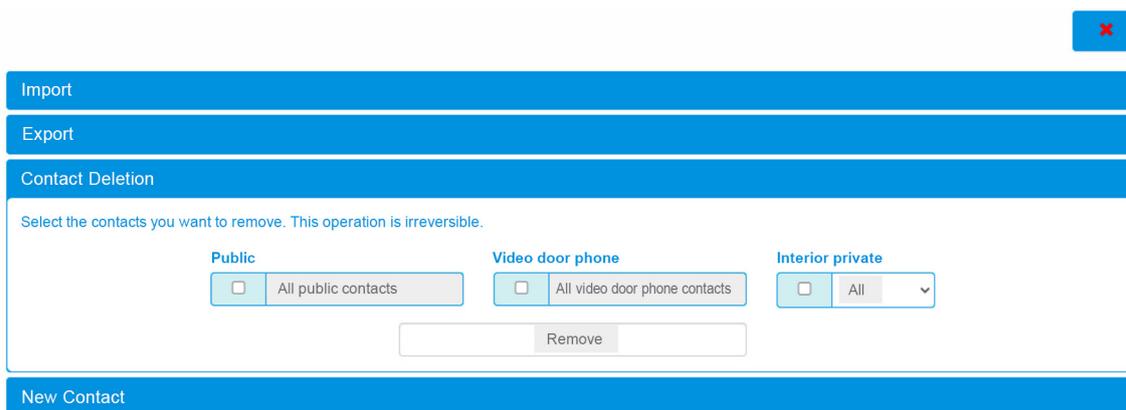
— **Contact creation (a surname or business name and at least one telephone number are mandatory)** the information that can be entered for a contact are the following:
- *Title*
- *Last Name*
- *First Name*
- *Home section*
  - *Home Phone:* enter the personal landline number
  - *Home Mobile:* enter the personal mobile number
  - *Home Address:* enter home address
- *Organization section*
  - *Business Name:* enter the business name
  - *Business Address:* enter the business address
  - *Mail:* enter the business e-mail address
  - *Web page:* enter the website
  - *Business Phone:* enter the business landline number
  - *Business Mobile:* enter the business mobile number
  - *Fax:* enter the business fax number
- *Video door phone section*
  - *Outdoor Station Selection:* it displays the Mac address of the call modules in the system that manage the directory (e.g. Elekta IP 1375/823, 1375/824)
  - *Destination:* indicate the number to be contacted by the outdoor station when the contact is selected
- *Visibility:*
  - *Public:* in this case the contact will be visible to all users of the iPerTAlk system
  - *Private:* in this case the contact will be visible only to the user that is adding the contact and to the users with administrator rights
- *Remarks:* enter any remarks relevant to the contact

The administrator and all the users with administrator rights can edit the Directory of all users and can move a contact from the private directory of a user to that of another one, from the public directory to the private directory and vice versa.

A function to import the directory is available for each user to allow him/her to load his/her own telephone numbers and/or contacts. The contacts loaded by each user are reserved and can be viewed only by the administrator or by supervisor users or users with administrator rights.

Import	
Browse... No file chosen	Import
Download CSV template	

To import several contacts at a time in the Directory, select [Import] , select the file of contacts in CSV format in your own PC and press Import. From the same page it is possible to download the CSV template to prepare the import. The template also features the description of the required fields, which can be preset using for example Excel (making sure to observe the format of telephone numbers). The import procedure checks that the file is loaded and in case of errors warns the user about the outcome of the operation, highlighting the number of imported and rejected records.

11.15 INBOUND/MISSED/OUTBOUND CALL RECORD

The list of the Outbound, Inbound and Missed calls is available for each user through the Web Interface.

Received Calls				
Data	Time	Calling number	Duration	Recall
06-06-2019	14:38:49	90202	00:00:02	⟳
10-06-2019	15:50:27	90202	00:00:00	⟳

To reach the summary page of the calls, select "**Call record**" inside the "**Phone functions**" menu.

The summaries are divided into three sections:
— **Inbound calls**: summary of the calls answered from the extension, with specified the following fields:
 • *Date:* date on which the call was received.
 • *Time:* time at which the call was received.
 • *Calling number:* telephone number that called the extension.
 • *Duration:* duration of the conversation over the phone.
 • *Recall:* select this key in correspondence of a call record to start a call between your extension and the destination indicated in the "Calling number" column.

— **Missed calls**: summary of the calls made to the extension but not managed (due to extension busy or not answering), with specified the following fields:
 • *Date:* date on which the call was received.
 • *Time:* time at which the call was received.
 • *Calling number:* telephone number that called the extension.
 • *Duration:* duration of the phone call.
 • *Recall:* select this key in correspondence of a call record to start a call between your extension and the destination indicated in the "Calling number" column.

— **Outbound calls**: summary of the calls made from the extension, with specified the following fields:
 • *Date:* date on which the call was received.
 • *Time:* time at which the call was received.
 • *Called:* telephone number of the called person.
 • *Duration:* duration of the phone call.
 • *Recall:* select this key in correspondence of a call record to start a call between your extension and the destination indicated in the "Called" column.

11.16 EXPORT OF CALL DATA

It is possible to activate the page of the iPerTAlk interface from which it is possible to extract the tags of the calls managed by the iPerTAlk system in a determined period, according to selection filters.

This page can be consulted by users with **Supervisor** and **Administrator** rights by accessing the CDR item of the System menu.

To customise the report, filter the export by:
— **Caller:** number of the person making the call.
— **Called:** number of the called person.
— **Line:** line trunk used for the call.
— **Outcome:** call outcome, to be selected among the following values: All, Connected, Consultation, Not completed, No answer, Busy, Waiting, Blacklist, Extension not valid, Blind transfer, Hanging up in conference.
— **Start date:** starting date of the selection period.
— **Start time:** starting time of the selection period.
— **End date:** ending date of the selection period.
— **End time:** ending time of the selection period.

Once the selection filters are confirmed, a summary table of the managed call tags will be generated with the following fields
— **ID:** progressive line identification.
— **Date:** call starting date.
— **Time:** call starting time.
— **Caller:** number of the person making the call.
— **Called:** number of the called person.
— **Routing:** number (internal or external) that managed the call before being forwarded to the destination indicated in the Called field.
— **Duration:** duration of the call.
— **Outcome:** outcome of the call.

At the bottom of the table there is the "Export CSV" button that allows downloading the report through a .CSV file.

✍ *If applications like Excel are used to manage CSV files, make sure to set the telephone number fields as "Text-based" during the file import in order not to lose the zeros at the beginning. Excel for example, imports numbers eliminating the initial zeros automatically.*

11.17 USER AND EXTENSION STATUS CONFIGURATION

The administrator can customise the configurations of each extension according to needs, from the page "**Extensions and Lines Status**".

From the "**Phone Functions**" menu item, by selecting "**Extensions and Lines Status**" it is possible to access the summary page of the status of extensions and lines.
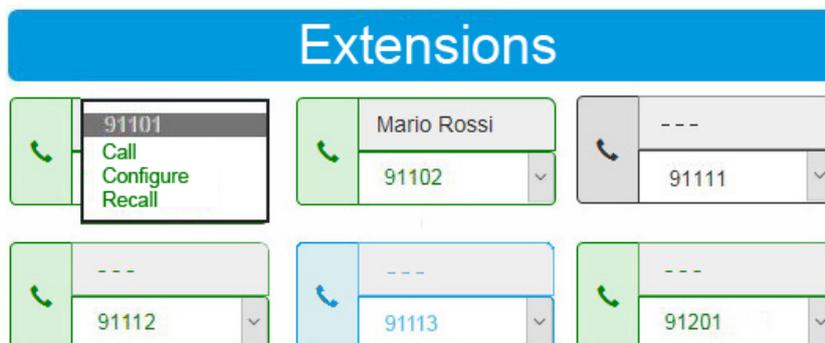
In correspondence of each extension - through the menu on the side of the relevant key - select "**Configure**" to access the page for extension configuration customisation, divided into two sections:

— **Transfer Management:** allows setting the transfer of calls not managed by the extension, according to the following possible selections:

- *Do not disturb:* allows inhibiting the calls directed to the extension; a call to the extension in "do not disturb" mode is ended with a busy tone. It is still possible to make calls from your own terminal.
- *Unconditional Forwarding:* allows forwarding all calls directed to the extension to the selected destination (extension, group, automatic answering machine, public number).
- *Forward on Busy:* allows forwarding the calls directed to the extension to the selected destination (extension, group, automatic answering machine, public number) in case of busy line.
- *Forward on No Answer:* allows forwarding the calls directed to the extension to the selected destination (extension, group, automatic answering machine, public number) in case of no answer.
- *Notice by e-mail:* by activating this option, the iPerTAlk system sends an e-mail notification to the e-mail address associated with the user notifying about an inbound call while the extension was busy or that the user has not answered, indicating date, time and calling number.

Notification e-mails are sent if an e-mail address corresponding to the user has been set in the details (icon at the top right corner) and if the administrator has correctly set iPerTAlk for sending e-mails through an SMTP server.

— **Extensions settings:** it allows setting all extension parameters, according to the following possible selections:

- *User:* username to use to log in to the myTalk web interface; the default value is "user_<prefix_system><extension_system>", but it can be customised for example with the user surname.
- *Password:* password to use to log in to the myTalk web interface; the default value is "0000", but it can be customised by the user.
- *User type:* it allows defining the type of user associated with the extension; it is possible to select among the following user types:
  - **Standard:** user with basic rights;
  - **Supervisor:** user with privileged rights;
  - **Administrator:** user with maximum level of rights, enabled to make any type of change to system parameters.

The following parameters explain the different rights granted to any type of user.

- *Operator:* this section allows activating the Operator Station page in the myTalk web interface for the user. (see relevant section of the manual).
- *Pick group:* Identification of the belonging group of the extension for the function "answer for unavailable person", i.e. the function that allows one person of the same group to answer the call for an extension belonging to that group.
  The call is picked up by dialling the *35# code (or through the dedicated function key of Urmet U.TAlk telephones) while a telephone of the relevant pick group is ringing.
- *Music on hold:* it allows selecting the waiting message to play if the call is put on hold; the selection can be made by selecting one of the available messages; any integration can be made through the page for the definition of System main parameters.
- *Forbid Outbound:* by activating this setting, the extension can make calls only to system extensions; the setting is disabled by default.
- *Forbid International:* by activating this setting, the extension will NOT be able to call international destinations, i.e. with international prefix other than that set in the system definition parameters; the setting is enabled by default.
- *Forbid with Prefix:* with these three parameters it is possible to define customised prefixes, which - if enabled - will inhibit the calls made from the extension to destinations that have prefixes that match those indicated.
- *Default trunk:* this parameter allows associating the extension with the line trunk that the extension will use by default for outbound calls; this parameter can be customised according to the division of the lines managed by the system.
- *Waiting calls:* it allows activating on the extension the possibility to manage a second call even if already engaged in a conversation with a previous call. For any extension it is possible to put on hold up to three calls. In this case:
  - the extension with the active function will be able to hear during the call a tone that notifies the presence of a second call;
  - the calling person of the second call, the one on hold, will hear a ringing tone indicating that the calling destination is not busy.
- *My Talks:* it allows enabling the user web interface for the extension. The user interface is disabled by default.
- *CAM:* it allows you to associate a camera in the system to display its video.

11.18 REAL-TIME CONSULTATION OF THE STATE OF SYSTEM'S LINES AND EXTENSIONS

The **Extensions and Lines Status** section shows all the extensions present in the iPerTAlk system with their state (your own extension in light blue; free extension in green; ringing extension in yellow; busy extension or extension engaged in conversation in red, blue if Do not disturb function is active and grey if extension is not active / cannot be reached).
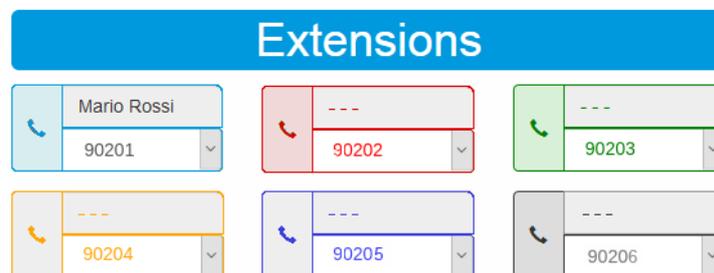
The **Lines** section indicates the available lines with the number of set channels.
Next to the line trunk name there is the number of total channels (e.g. 4) and the number of busy channels in real time.
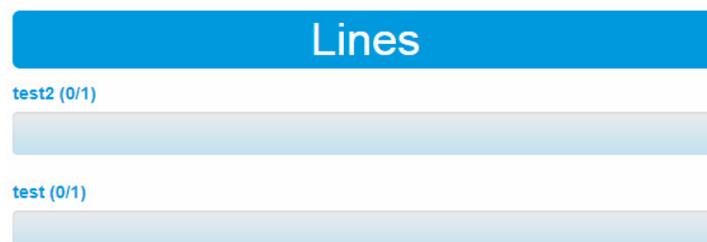
11.19 DATE AND TIME AUTOMATIC UPDATE

iPerTAlk is equipped with an NTP server which has the task of keeping aligned the time of all the telephone devices connected.

It also has an NTP client that synchronises the time with public NTP servers and an RTC module, which maintains the time in case of a blackout.

11.20 RECORDING OF TELEPHONE CALLS

Conversation recording enabling requires the activation of a licence for **Recording channel Ref. 1375/25x** for each call in progress that you wish to record.

iPerTAlk allows call recording filtering by direction, extension and line.

In order to activate this function, it is necessary to prepare an external USB storage device containing a folder named "**recorder**" in which the recordings will be saved in MP3 format and organised by date.

After connecting the external USB storage device, recordings can be activated as follows:
— **myTAlk interface:** you can manage the forwarding by choosing which extension to monitor, which line to monitor and which direction to monitor.
— by activating the main service, at system level, and configuring then the lines and/or extensions to record.

This configuration must be carried out in the **Recordings** page of the **Multimedia** menu.

This page shows two tables, each of them summarising:
— the extensions defined in the system;
— the line trunks defined in the system.
For each of these items it is possible to:
— set the recording mode, i.e. only outbound conversations, or only inbound conversations or in both directions;
— activate the recording.
  • **telephone code:** by dialling the code *83* before the number, you can activate the recording for the current call.
  • **myTAlk user interface:** from the click2dial menu you can enable the recording for the current call.

In order to listen to the recordings, select the "eject" key and then disconnect the external storage device from iPerTAlk and connect it to a PC.

If you unplug the device without first pressing the '"eject" button, the saving of your recordings will not be guaranteed.

11.21 SETTING THE CALL FORWARDING FUNCTION TO SMARTPHONE/TABLET BY MEANS OF THE CALLME APP

The following function allows forwarding a call (audio or video) from a telephone extension (outdoor station and telephones) or public lines to the CallMe app.

CAUTION: for the correct function operation, it is necessary for the system to be connected to the Internet.

Below are the configuration steps to be followed to enable the call forwarding feature.
1. Install the CallMe app on Android or iOS smartphones or tablets.
2. Open the CallMe app and enter login credentials. If you do not have this information, create a new account by clicking on "Register" and follow the wizard (for full details click on the following link and download the "*iPerTalk User Guide*" and refer to the chapter "***Creating a New Account***").

3. Access the myTalk WEB interface by logging in as "**Administrator**".
4. Select the main menu item *System → Call Forwarding*.
   The following screen appears.

5. To create a new account, click on the icon **+** :

6. Enter in the field "**Account Cloud**" the "**Current SIP ID**" related to the CallMe account to which you want to forward the call.

    To view the SIP ID, open the CallMe app with your smartphone/tablet and press the *Setup button → Service management → SIP ID*.
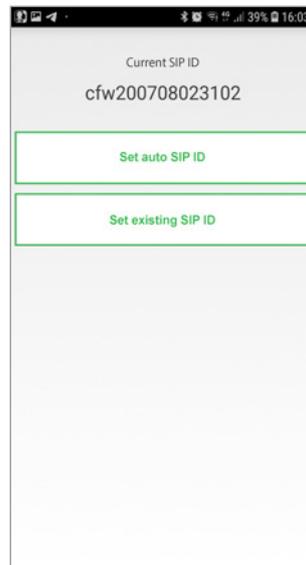
7. Save the configuration by pressing the button [Salva] on MyTalk interface.

8. The system associates a new extension with the newly created CallMe account, which will appear *Extension* and *Line Status* and will be recognizable by the "smartphone" icon. 📱 .
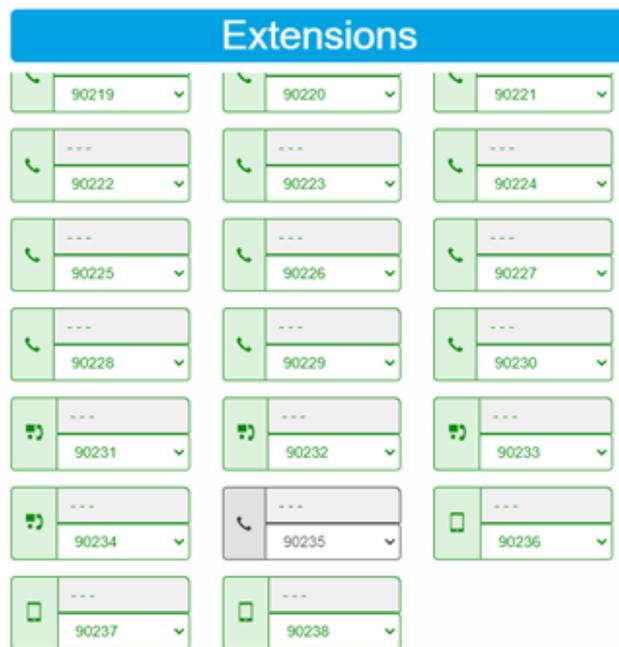
9. At this point it will be possible to:
    - indirizzare direct a call to a single CallMe cloud account;
    - direct a call to a CallMe group, with sequential or group ringing (create a group by selecting cloud accounts of CallMe type, refer to chap. *Group Management*);
    - direct a call to telephone terminals, video intercoms, and CallMe app (create a group by selecting CallMe cloud accounts and telephone extensions refer to chap. *Group Management*);
    - direct a call to the CallMe app and, on busy or no answer, forward the call to another forward the extension related to the CallMe cloud account to another extension, group, IVR, or public number (refer to chap. *Unconditional forwarding, on no answer and on busy*).

      By accessing the menu *System → Advanced Configurations → System Definition → System*, and changing the value of the parameter "**Video quality on call forwarding**", the video resolution can be adjusted according to the upload bandwidth related to Internet connectivity.

It is suggested to consider the following reference table:

Level	Upload bandwidth available
Low	< 300Kbps
Medium	< 1 Mbps
High	> 1Mbps

11.22 INTEGRATION WITH IPERCOM 2.2 SYSTEM

iPerTalk allows integrating the PBX with the IperCom 2.2 system or later.

This integration is useful for the following video door phone features:

— Audio or audio-video calls from Ipercom call stations to iPerTAlk internal extensions;

— Audio-video calls from Ipercom indoor stations to iPerTAlk internal extensions;

— Audio or audio-video calls from iPerTAlk internal extensions to Ipercom 1060/41 switchboards and vice versa;

— Gate opening (pedestrian door or driveway) from iPerTAlk internal extensions;

— Auto-on function from internal iPerTAlk extensions to Ipercom call stations;

— Auto-on function from Ipercom indoor stations to iPerTAlk call stations;

— Auto-on function from Ipercom indoor stations to iPerTAlk RTSP cameras.

In order to enable this function it is necessary to make some configurations to the iPerTAlk PBX to be able to manage calls from the IperCom system in use, see the following paragraph "**IperCom Lines**".

Information about the specific configurations of the IperCom system integrated with the iPerTAlk system can be found in the IperCom system technical manual.

11.22.1 IPERCOM LINES

To set IperCom lines, select the following menu items: *System → Advanced Configurations → Lines*, press the key ➕ .

The page to set the lines is accessed and includes a drop-down menu from which it is possible to select the type of line to be set, in this case **IperCom**.

IPerCom	
Trunk Name	ipercom
Channels Number	3
Remarks	

Advanced Configuration

Manipulation on Calling Number

		+

Manipulation on Called Number

		+
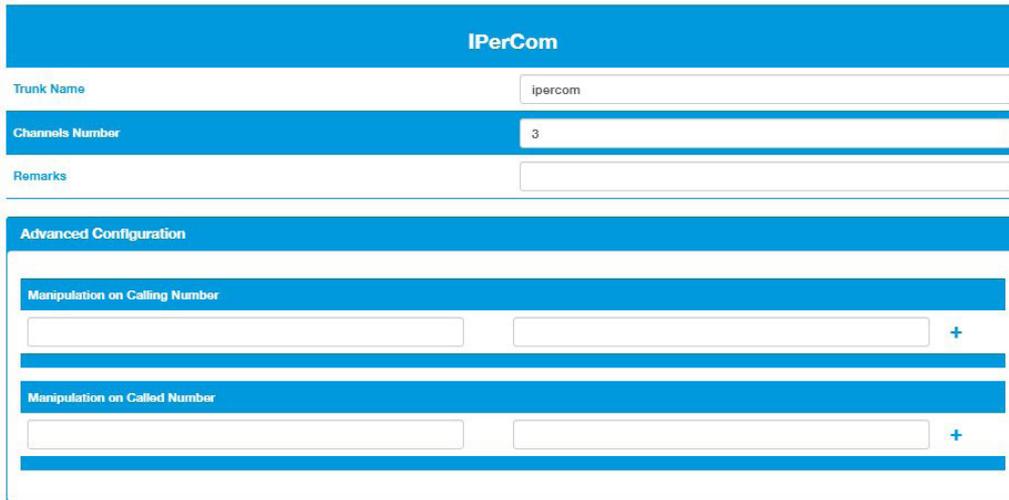
Indicate the following parameters:

— **Trunk name:** displayed name that allows identifying the lines being created.
— **Channels Number:** you can increase the number of available channels to increase the number of simultaneous calls. The maximum number of simultaneous calls is equal to the number of licences for **SIP Junction Channel Ref. 1375/20x** available on the system.

✏️ *1375/20x licenses are cumulative.*

— **Notes:** optional field to add a description.

In the section "**Advanced configurations**" it is possible to set any (non-mandatory) rules to edit caller and/or called numbers.

— **Manipulation on Calling Number:** it allows editing the caller number only for incoming calls.
— **Manipulation on Called Number:** it allows editing the called number only for incoming calls.

Press the button "Save" to create the new gateway.

✏️ *You can only configure one trunk per type, i.e. after configuring an IperCom trunk, it will no longer be visible/selectable in the drop-down menu on the page to create a new trunk (the same applies to the Urmet Cloud trunk).*

11.22.2 SIMULTANEOUS CALLS ON IPERCOM TRUNKS

You can make multiple simultaneous calls between IperCom and IperTalk. This simultaneity can be configured in the IperCom trunk configuration page (*System → Advanced Configurations → Lines → Select IperCom trunk*).

←	

IPerCom	
Trunk Name	ipercom
Channels Number	3
Remarks	

Advanced Configuration

Save
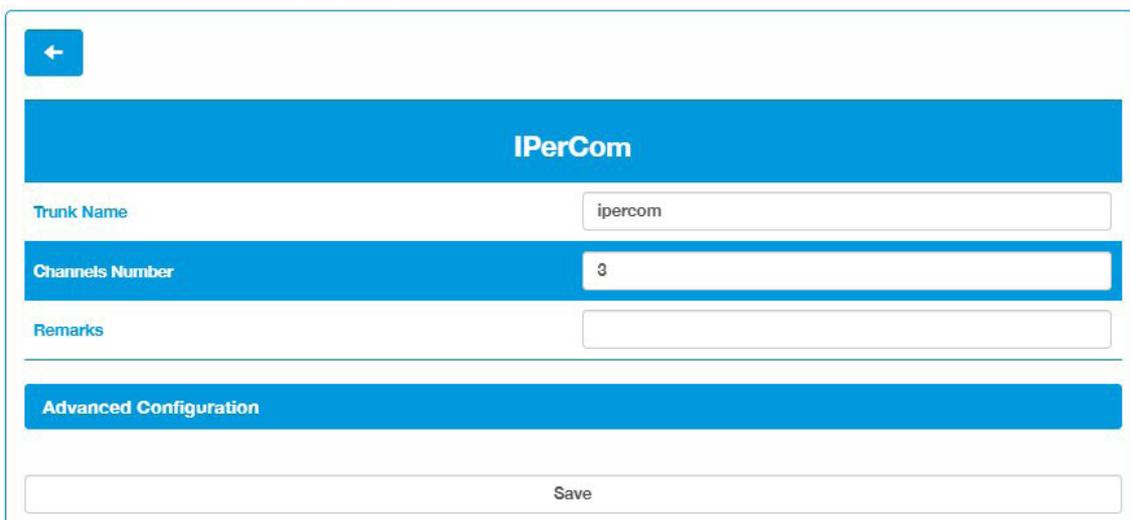
Through the configuration page it will be possible to increase the number of available channels to increase the number of simultaneous calls. The maximum number of simultaneous calls is equal to the number of licences for **SIP Junction Channel Ref. 1375/20x** available on the system.

> **ATTENTION!** The number of simultaneous calls to be set must take into account the number of relevant Switchboards on the Ipercom system.

11.22.3 CREATING AN INBOUND ROUTING RULE

It is necessary to provide for the creation of one or more routing rules in order to define how the destinations of calls from IperCom devices should be handled. For details on how to create an inbound rule, please refer to the relevant paragraph "**12.1 Inbound routing**". Below are a number of examples:

EXAMPLE 1: Direct IperCom calls every day and at all times to a specific extension 90312.

			Profile day				
Trunk	Day	From	To	Caller	Called	Target	Move
ipercom	All	00:00:00	23:59:59	*	*	90312	✏ 🗑

EXAMPLE 2: Direct IperCom calls every day and at all times to the destination previously configured in IperCom (see details in the relevant manual) which, however, will have to coincide with an extension present and configured in iPerTAlk.

			Profile day				
Trunk	Day	From	To	Caller	Called	Target	Move
ipercom	All	00:00:00	23:59:59	*	*	DNIS	✏ 🗑

EXAMPLE 3: The destination of IperCom calls is differentiated according to the selected time frame. Every day from 00:00:00 to 12:59:59 to extension 90100, Every day from 13:00:00 to 23:59:59 to extension 90300.

			Profile day				
Trunk	Day	From	To	Caller	Called	Target	Move
ipercom	Tutti	00:00:00	12:59:59	*	*	90100	↓ ✏ 🗑
ipercom	Tutti	13:00:00	23:59:59	*	*	90300	↑ ✏ 🗑

11.22.4 ENABLING THE IPERCOM NETWORK

After creating an inbound routing rule it is necessary to check the Ipercom network configuration.

Select the following menu items: *System → Advanced Configurations → System Definition → Network → IPerCom Network*.

IPerCom Network

Status	Net Mode	VLAN	MAC Address
🟢 Stato	🖥 Static ⌄	🖥 6	🖥 a2:53:0b:34:8f:64

IP		Netmask	
🖥 10.1.1.113		🖥 255.255.0.0	

Save

If the integration with the Ipercom system requires the use of the switch Ref. 1375/701 follow the instructions below:

1. Check that the "State" field is enabled.
2. In the field "Net Mode" select Static and enter the IP address indicated by the Ipercom system.

> ✍ *You can view the IP address suggested by Ipercom through the Configurator. Select the topological node where iPerTAlk V1 is inserted and press the icon ✏ .*
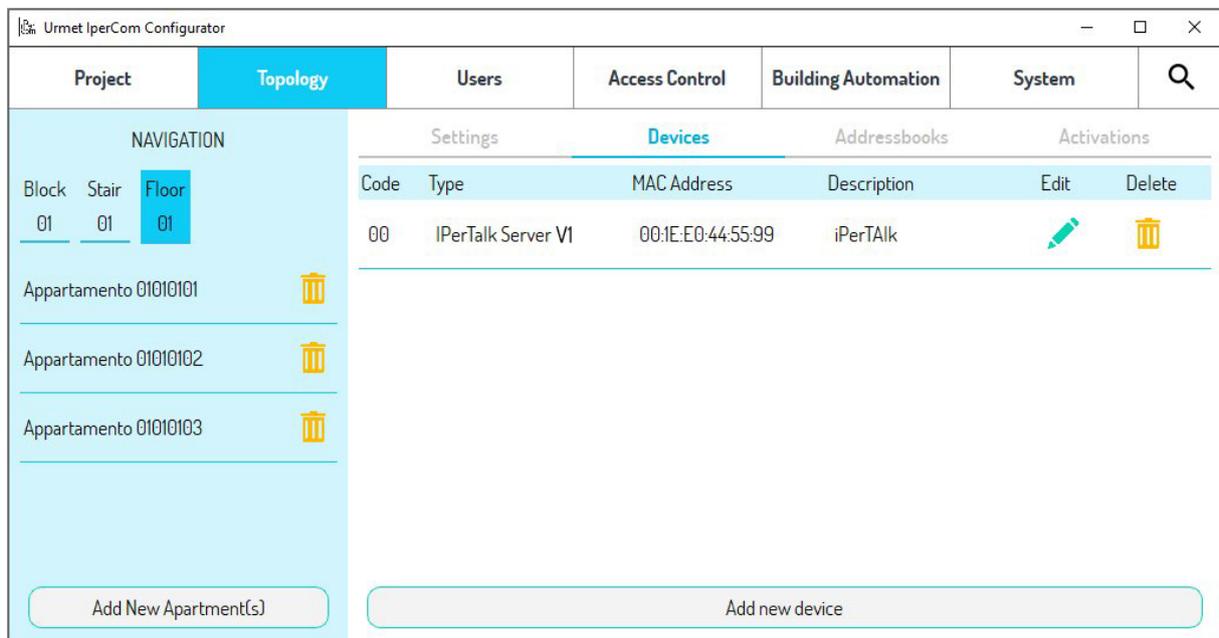
On this screen you can see the IP address assigned to your iPerTAlk device.

3. In the field "VLAN" leave the parameter value 6.
Press the key [Save] to confirm the configuration.

If the integration with the Ipercom system does not require the use of the switch Ref. 1375/701, follow the instructions below:

1. Verify that the field "State" is disabled.
2. Select the tab "WAN " in the Network section.

— Set the "NET MODE" parameter to "Static" mode and enter the IP address suggested by Ipercom.
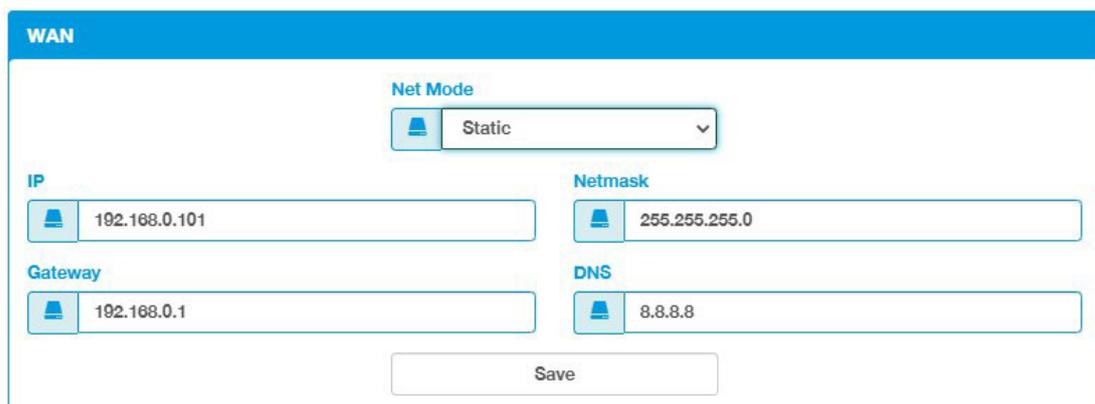
📝 *You can view the IP address suggested by Ipercom through the Configurator. Select the topological node where iPerTAlk V1 is inserted and press the icon ✏️ .*
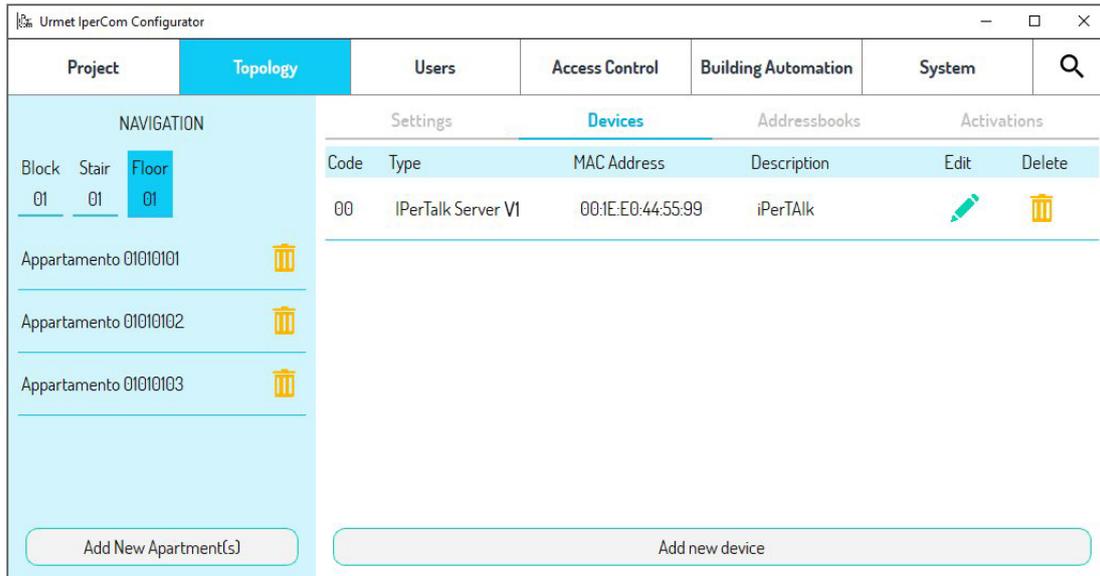
On this screen you can see the IP address assigned to your iPerTAlk device.

11.23 CONFIGURATION OF REMOTE DEVICES

The configuration of remote devices involves four basic steps:

1. **Preparation of the LAN network** to which the phone system used as a VPN server is connected, i.e., perform all configurations necessary for the proper operation of a VPN connection (e.g., firewall configuration).
2. **Activation of the VPN service** present in the phone system.
3. **Creating the device configuration in the phone system** used as a VPN server.
4. **Enabling the VPN function in the device.**

11.23.1 LAN NETWORK SETUP

At this stage, it is necessary to ask the network administrator to set up the firewall/router to handle incoming VPN connection requests.

Specifically, useful information for the continuation of the configuration is as follows:

— **Local port:** identify the local port on which the VPN service should be connected (default 1194) or ask the network administrator for confirmation.
— **Public IP:** the IP address associated with the firewall/router used by the phone system for Internet connectivity.
— **Public port and transport protocol:** it is necessary for the network administrator to communicate the public port then used to forward VPN traffic to the phone system, associated with the relevant transport protocol.

✎ *For example, the VPN service will be reachable at public IP **161.35.146.200** on port **1194** with **UDP** protocol, and all incoming requests will be forwarded to the local IP of the phone system at port **1194** with the same **UDP** protocol.*

11.23.2 VPN SERVER ACTIVATION

Having retrieved the information described in the previous paragraph, it is now possible to activate the VPN service present in the phone system. Proceed as described below:

1. Access the MyTAlk WEB interface and log in with an **Installer** or **Administrator** user profile.
2. Access the menu *System → Advanced Configurations* and open the section *System → Network → VPN Server*.
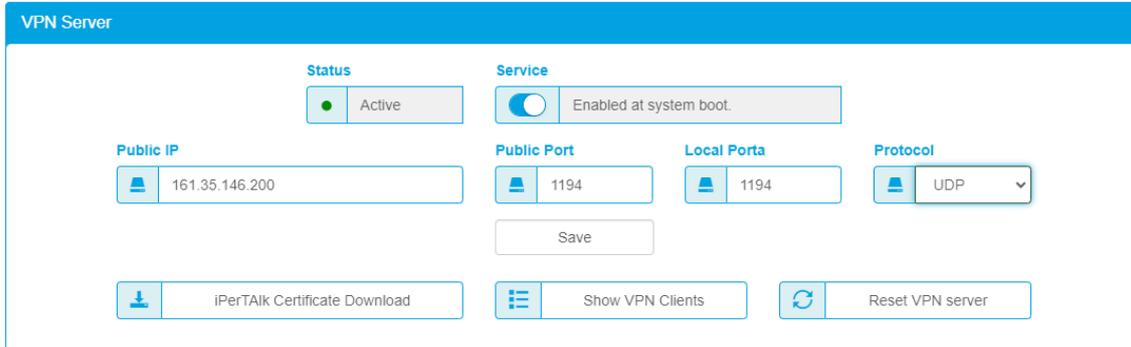
3. Enter the following parameters:
   - *Public IP:* enter the public IP identified in the previous paragraph.
   - *Public port:* enter the public port identified in the previous paragraph.
   - *Local port:* enter the local port identified in the previous paragraph.
   - *Protocol:* enter the protocol identified in the previous paragraph.
   - *IPerTAlk Certificate Download:* allows the download of a VPN certificate that can be used in another iPerTAlk system.
   - *Show VPN Clients:* allows viewing all configured clients and their connection status. In addition to this, it is possible to revoke one or more certificates thus preventing the connection of the relevant device.
   - *Reset VPN server:* allows revoking all created VPN certificates and creating new Certificate Authority (CA) certificates.

   The "Reset VPN server" procedure is irreversible, it takes about 5 minutes, and upon completion, all remote devices will no longer be reachable.

11.23.3 CREATING THE DEVICE CONFIGURATION IN THE PHONE SYSTEM

Configuration of a new device can be done in two ways:
— **Locally:** that is, following the standard acquisition procedure, then transforming it into a "**Remote Device**" and physically moving it to the remote location.
— **Remotely:** using the reachability of the phone system via the Cloud and configuring the device directly as a "**Remote Device**".

11.23.3.1 LOCAL CONFIGURATION OF A REMOTE DEVICE

In case you need to configure remote devices in the same network as the phone system, you can proceed in the following way:

1. Enable automatic acquisition in the phone system and turn on the devices to be configured.
2. Wait for the device configuration by provisioning to be completed.
3. From the terminal menu, disable the VLAN:
   a. 1375/806 → Menu, Advanced, password "123", Network, QoS and VLAN, WAN VLAN, set WAN VLAN to "Disabled" and press OK
   b. 1375/812 (1375/812A) → Menu, System, password "123", Network, QoS and VLAN, WAN VLAN, set WAN VLAN to "Disabled" and press OK.
4. Access the configuration of each device, enable the parameter "**Remote Device**" and confirm with the "**Save**" key:

Remote Device	Enabled ⌄

Advanced Configuration

Save
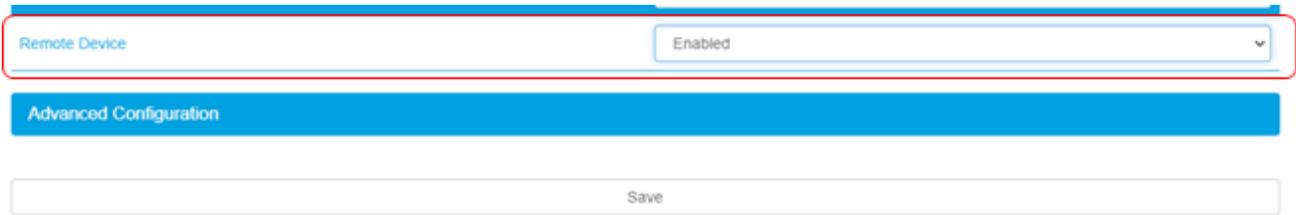
5. Go back to the "**Extensions**" table and download the certificate for the phone you just configured:

State	Name	IP	Version	Type	Extensions	Remarks	Actions
☎	001ee0112233	-	-	1375/806	90201		⟳ 🗋 🗑

6. Click on the "**Certificate Download**" link:

VPN

Certificate Download

Back
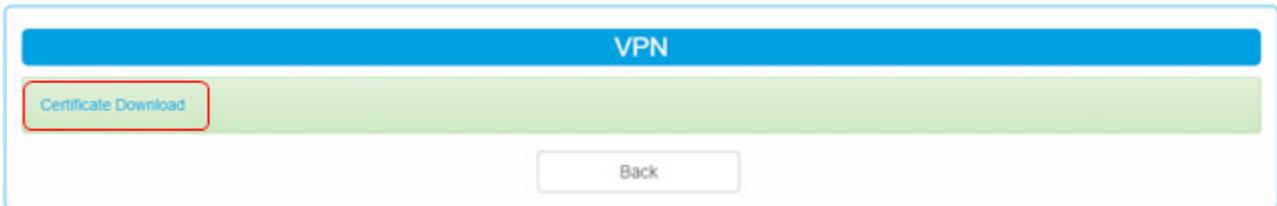
7. Upload the VPN certificate files to the phone.
8. Unzip the ZIP archive you just downloaded into a folder of your choice. The content will be as follows:

Nome	Ultima modifica	Tipo	Dimensione
ca.crt	02/05/2018 15:11	Certificato di sicur...	2 KB
client.crt	10/02/2023 11:14	Certificato di sicur...	6 KB
client.key	10/02/2023 11:14	File KEY	2 KB
client.ovpn	10/02/2023 11:14	File OVPN	1 KB

9. Reach the phone through a browser and log in, default credentials:
   - User: admin
   - Password: admin

10. Reach the VPN configuration page by selecting "*Network*" → "*VPN*":
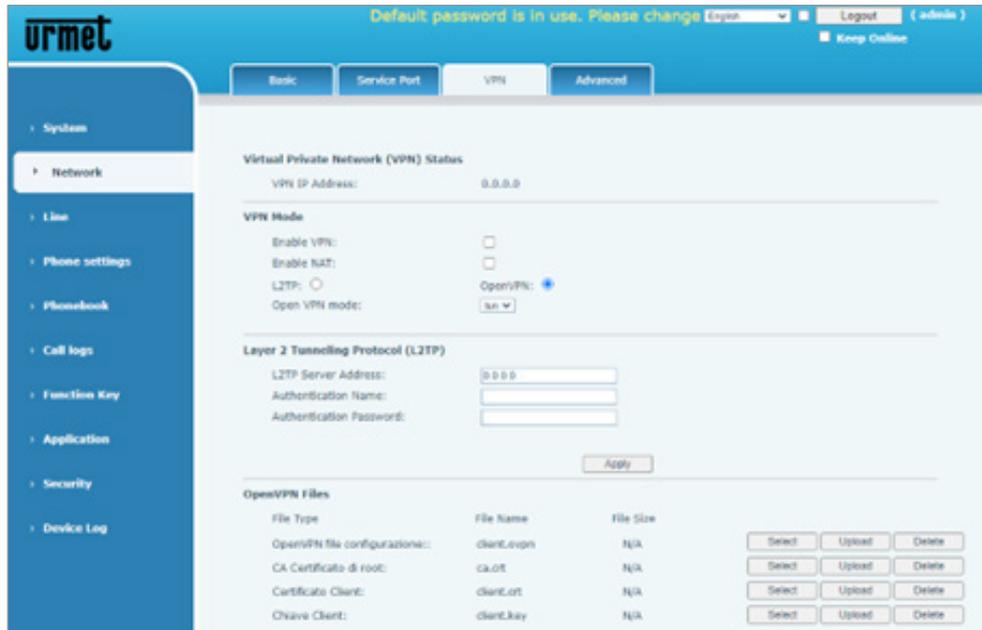
11. In the section "**OpenVPN files**", upload the files related to the VPN certificate via the "**Select**" and then "**Upload**" keys.

    CAUTION: for each row, upload the file indicated in the "**File Name**" column.

12. If the file upload was successful, the "File Size" column will show the relevant values for each file:

13. At this point, tick the parameters as in the following image and confirm with the "**Apply**" key:

14. Finally, it is necessary to connect the device to a network with an Internet connection other than the one used by the phone system.

11.23.3.2 REMOTE CONFIGURATION OF A REMOTE DEVICE

In case the phone to be configured is already located at the remote site, it is essential to have a connection to the WEB interface of the phone system, such as through the iPerTAlk cloud. Once you are able to reach the myTAlk interface, you can proceed with the following steps:

1. Manual creation of the relevant gateway in iPerTAlk and configuration of the "**Remote Device**" parameter to "**Enabled**". This will display the button to download the relevant VPN certificate.
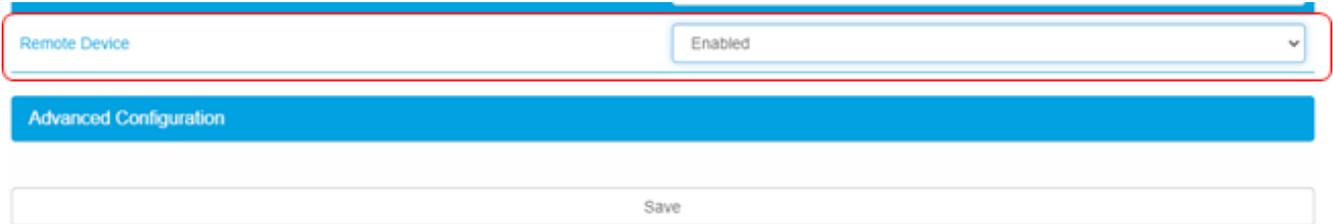
2. Go back to the "**Extensions**" table and download the certificate for the phone you just configured.

3. Click on the "**Certificate Download**" link.
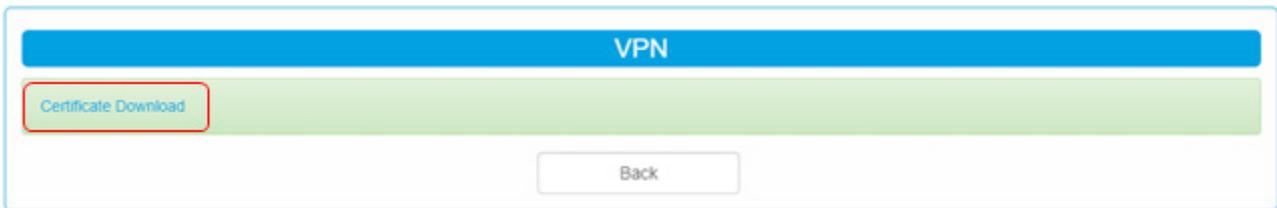
4. Upload the VPN certificate files to the phone.
5. Unzip the ZIP archive you just downloaded into a folder of your choice. The content will be as follows:

6. Reach the phone through a browser and log in, default credentials:
- User: admin
- Password: admin

7. Reach the VPN configuration page by selecting "*Network*" → "*VPN*":

8. In the section "**OpenVPN files**", upload the files related to the VPN certificate via the "**Select**" and then "**Upload**" keys.

   CAUTION: for each row, upload the file indicated in the "File Name" column.

9. If the file upload was successful, the "**File Size**" column will show the relevant values for each file:

10. At this point, tick the parameters as in the following image and confirm with the "**Apply**" key.

11. Once the VPN connection is established, the relevant IP address will be displayed in the "VPN IP address" parameter at the top of the configuration page:

12. Reach the page "**System**" → "**Autoprovisioning**" and, in the "**SIP Plug and Play (PnP)**" section, change the "**Server Address**" parameter to 10.8.0.1.
13. Confirm the configuration with the "**Apply**" key.

14. At this point the terminal will download the firmware and configuration file from the phone system.

11.23.4 CHECKING THE CLIENT CONNECTION STATUS

In the section on managing and configuring the VPN server service, the "**Show VPN Clients**" key allows viewing and managing the configured VPN clients.

The system will display the list of configured/enabled VPN clients related to phones or other iPerTAlk phone systems. For each client, connection information is reported, specifically VPN IP, source IP and port, geographic location (the location on Maps relative to the public IP will be displayed), and the name of the provider used on

the client side. In addition, you can download the certificate, in case you need to load it back into the device, or you can revoke the certificate itself, by interrupting the VPN connection.

11.23.5 VPN SERVER RESET

In the section on managing and configuring the VPN server service, with the "**Reset VPN Server**" key it is possible to revoke all VPN certificates created and create new Certificate Authority (CA) certificates.

This procedure takes about 5 minutes, and when it is completed, all remote devices will no longer be able to connect to the VPN server because the CA certificates have been changed.

To restore the connection, it is necessary to download all the individual certificates of the remote devices again and upload them into the relevant device.

12. SYSTEM CONFIGURATION

12.1 INBOUND ROUTING

This section of the system's configuration controls how incoming calls are managed.

Three default profiles are available: **day**, **night** and **other**.

Through the licence for **Routing Profile Ref. 1375/9** it is possible to activate a further profile for the management of the inbound call routing (in addition to the 3 provided by default by the system), for particular time intervals (for example: holidays, bank holidays, etc.).

By pressing the key ✏ it is possible to enter a profile validity interval, i.e. in which time interval on a daily basis (0-24h), the profile in question will be active.

Profile	Profile validity	Change
giorno	Not inserted	✏

New Range

From		To	
🕐	00 ▼	🕐	00 ▼
	00 ▼		00 ▼

Confirm

The page is divided into two parts: the left side (**From** field) indicates the hour and minutes at which the profile validity starts, the right side (**To** field) indicates the hour and minutes at which validity ends.

Enter a time interval (in this example from 9 a.m. to 12 a.m.) and confirm. In this way, the day profile will be active in this time slot and the system will apply the routing rules contained in this profile (in this case, outside the specified time slot, the default profile will be activated).

At this point you can enter the routing rules, then clicking on the name of the profile you can view the summary table of rules already configured:

Profile day

Trunk	Day	From	To	Caller	Called	Target	Move
isdn01	All	00:00:00	23:59:59	01199992233	-	90201	✏🗑
*	All	00:00:00	23:59:59	*	*	IVR itm	✏🗑

Each rule defines a filter based on: the source line (trunk), the day, the time interval (from - to), the calling number and/or the called number (the "*" character means that the filter on the calling and called number is disabled) and then, if the rule is complied with, the call is forwarded to the indicated destination. Then, the calling and called numbers are displayed and, based on all these variables, the final destination is chosen.

ATTENTION: **the iPerTAlk system checks the rules in order from the first line down and, when the first match is found, the call is forwarded to the destination specified in the rule.**

In this example:

— all calls coming from the isdn01 line at any time will be forwarded to extension 90201
— all calls coming from lines other than isdn01 at any time, will be forwarded to the ITM application.

To change a rule press the key ✏, to move it before another one, use the keys ⬇ and to delete it, press the key 🗑.

By changing a rule, it is possible to alter the parameters with which it acts:

Trunk	Day	From	To	Caller	Called	Target	Move
test	All	00:00:00	23:59:59	01199992233	-	90201	✏🗑

Day		Trunk	
📅	All ▼	☇	* ▼

From		To	
🕐	00:00:00	🕐	23:59:59

Caller		Called	
☎	01199992233	☎	-

Target	
☎	90201 ▼

Confirm

— **Day** on which the rule is valid.
— **Trunk:** line from which the call comes
— **Time range** (From time to time)
— **Caller** (when empty, it stands for any number)
— **Called** (when empty, it stands for any number)
— **Target:** to be added after all the previous conditions have been checked with positive outcome.

12.2 OUTBOUND ROUTING

The rules with which external lines are engaged for outbound calls are defined in the outbound routing.

If rules are not set, the first line configured as default line in the trunk map section is used for any number that is dialled and that is not present in the numbering plan.

The outbound rules define the Trunk to be used, the number to be displayed as caller and the functions with which the dialled outbound numbers are checked.

The purpose of the rule shown in the image above is to intercept all calls that have as destination a number that begins with 0011 and to forward them to the "isdn01" line trunk, not before replacing 0011 with 011. In summary:

Dialled number	Busy line trunk	Number sent to the line trunk

Extending the logic just described, it is possible to create prefixes to be used to select the most appropriate line trunk both to be able to choose which number to show to the called party and to create a routing that allows you to manage call costs in the best possible way.

In the image above, you can see that international calls are routed using the "isdn02" line trunk, while calls to domestic mobile numbers are routed using the "isdn01" line trunk.

Both rules perform a manipulation by replacing the same sequence of digits that is used as a prefix, in essence the number called is not changed, but these operations are necessary to be able to select the most appropriate line according to the destination dialled.

In order to use the outbound rules for this type of service, it is necessary to configure rules that analyse the number (e.g.: it begins with 00) and replace it with the same number analysed (actually, they do not alter it), and thanks to this operation change the outbound line.

12.3 PROFILE CALENDAR
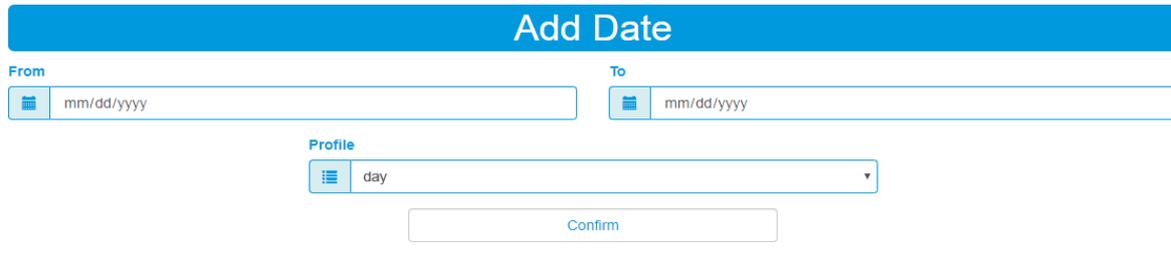
The profile calendar allows you to enter a date range (single day or multiple days) in which a previously configured routing profile will be forced automatically.

On the first useful day not present in the calendar, iPerTAlk system will resume the automatic time-based management of routing profiles.

By setting, for example, the profile "other" for the management of holiday closures, it is possible to enter the date or period of closure in the calendar (e.g. 1st May) by selecting this profile, in this way the profile "other" will be forced for all the entered days.

12.4 BLACKLIST

iPerTAlk allows blocking incoming calls filtering them according to the caller number, in the case that the latter is included in the Black List.

To add a new number to the list: access the relevant configuration web page, following the menu items *System → Blacklist*; in this page select the ➕ key , select the line trunk on which to apply the filter (asterisk for all), then enter the public number to block. Save to confirm and exit.

The incoming calls from the numbers in the list will be immediately blocked and not received by the system's users.

On the CDR page, it is possible to search for calls that have been dropped because the callers were on the black list.
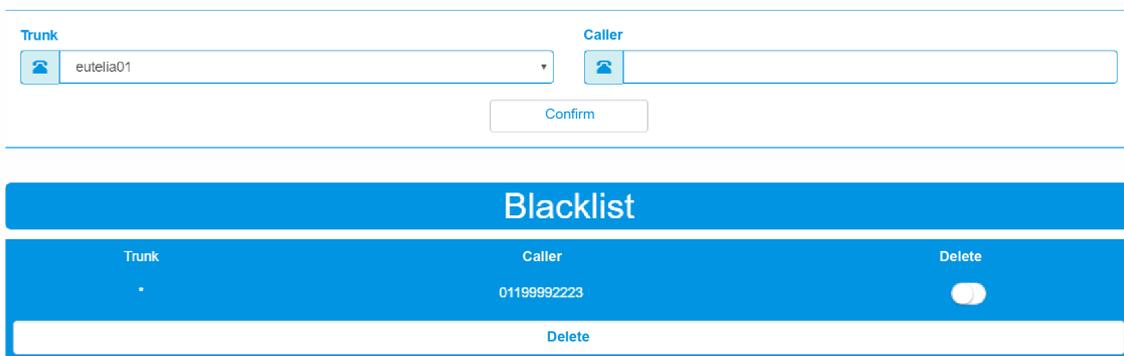
12.5 APPLICATIONS

Name	Extension / Contemporary	Application type	Version	Files	Configure	Actions
consultation	730 / 2	consultation	1.5	☁	⚙	🗑
itm	710 / 4	itm	1.12.2.9	☁	⚙	🗑

The iPerTAlk system allows the installation of Applications, i.e. interactive automatic answering machines whose purpose is to manage an incoming call, according to the relative configurations applied.

The pre-installed applications are the following ones:

— **ITM:** is mainly used for managing incoming calls, keeping them on hold and trying to contact the extension or set of extensions indicated in the relevant configuration. In addition, it is possible to:
  - play an interruptible or non-interruptible welcome music, depending on the selections activated
  - enable FAX detection, in order to forward the call to the extension dedicated to the FAX (physical machine or virtual modem).

- forward the call to several extensions in sequence, and then choose whether to repeat the sequence.

— **Consultation:** it allows the consultation of voice mail. You can contact this answering machine from any extension by typing the command *84.

— **VMAIL:** it manages the answering service, in particular allowing the calling user to record a message and notify the called user directly to the associated extension or via e-mail if the system is set up for this feature.

— **POA:** (Automatic Operator Station) it manages all calls that fail because the called number is busy or in case of no answer, playing a message and/or indicating a list of extensions to which the call will be forwarded sequentially.

— **Player:** it allows playing a customisable music.

The extension numbers to be called to use such applications are indicated in the table and the item "**Contemporary**" indicates the maximum number of simultaneous calls that each application can manage before giving a busy signal.

Icon ☁ allows loading and deleting the audio files that such applications use (for example the messages for system reception and/or closing in the ITM).

Icon ⚙ allows accessing the parameters of each single Application.

Icon 🗑 allows removing the Application

ATTENTION: removing an Application will also delete all the files it uses or generates.

The ⬆ icon allows the application to be updated.

For the configuration of pre-installed Applications, refer to the detailed explanation of parameters in the manual's appendix.

12.5.1 MULTI-COMPANY SERVICE (ITM)

iPerTAlk supports, through the automatic answering machine dedicated to call reception (ITM application), the Multi-Company service.

This service allows receiving inbound calls playing different messages depending on the different numbers called and associated with the inbound telephone lines.

To customise messages, proceed as follows:

1) Connect to the iPerTAlk WEB interface as **Administrator** user.
2) Access the **System** menu and select **Applications**.
3) If the ITM application is not in the list, install the service following the steps indicated in the chapter "**Applications**".

Applications						
Name	Extension / Contemporary	Application type	Version	Files	Configure	Actions
consultation	730 / 2	consultation	1.5	☁	⚙	🗑
itm	710 / 4	itm	1.12.2.9	☁	⚙	🗑

4) Load the required messages through the Files key of the ITM Application (see the section "Music Upload")
5) Access the configuration page of the application by pressing the key ⚙.
6) Press the key ➕ in the section "**Welcome Prompt**".
7) Indicate the number called, among those confirmed to the iPerTAlk system, in the left box and the name of the file containing the music to be played in the right-hand box.
8) Repeat step 6 until the configuration is complete for all the desired numbers.

Welcom Prompt

all	itm	➕
011123456	Welcome_company1	
01199223344	Welcome_company2	

✎ *The ITM Application is supplied with a pre-installed music named "itm". By indicating "all" or "*" as called number, the indicated music will be played for all the calling numbers not specified.*

Below are the configuration parameters for the ITM Application:

itm
Remarks	

New Parameters
Default destination	

Welcome message

		itm	+

Silence Before the Welcome message (s)	1
Interruptible message	false

Destination Without Selection	
Wrong selection message	
Selection Dialling Timeout (s)	1

Selections

			+

Management of Closed	true
Message Closed	chiuso
Forwarding Closed	
DISA - closed	false
No Answer Timeout	30
Forwarding Implementation	false
Fibre Router	false
Overflow Message - Queue Wait Timeout	
FAX detection	false
FAX Detection duration	5

Public number – FAX extension

			+

Save

Parameter	Values	Description
Default destination	public number / extension	Target of the call if selections are not active. It can be a telephone number (extension or public network) or a name of a queue (if the ACD function is active and configured). You can specify a series of destinations separated by semicolons: the answering machine will make the calls in sequence using the no answer timeout indicated in "No Answer Timeout". At the end of the list, you can enter the "rp" command to make the answering machine start again from the first destination indicated in the list in case the call is not answered. If there is no such command, the call will be hung up.
Silence Before the Welcome message	time (seconds)	It waits for a number of seconds before playing the welcome music.
Interruptible message	status (enabled/ disabled)	It activates the target selection function by the caller. It is possible to perform selections by pressing a number (Configured in the Selections section).
No. of Welcome Message Repetitions	number	Number of repetitions of the welcome message in case of error: wrong selection or no selection.
DISA	status (enabled/ disabled)	It enables or disables the function that allows a caller to directly contact an extension if he/she knows its number. With the **No DISA Destinations** parameter, you can forward your direct call to destinations
No Disa Destinations	public number / extension	The column on the left indicates the extension to be filtered, while the column on the right indicates the new destination.
Destination Without Selection	public number / extension	Call destination in case the selections are active, but nothing is selected. You can specify a series of destinations separated by semicolons: the answering machine will make the calls in sequence using the no answer timeout indicated in "No Answer Timeout". At the end of the list, you can enter the "rp" command to make the answering machine start again from the first destination indicated in the list in case the call is not answered. If there is no such command, the call will be hung up.
Wrong selection message	file (without extension)	Name of the file played in case of wrong selection by the user (in case of configured selections)
Selection Dialling Timeout	status (enabled/ disabled)	Time between digits during the dialling of DTMF digits by the user.
Selections	destination	The desired DTMF digit is indicated in the left column, while the right column indicates the destination. You can specify a series of destinations separated by semicolons: the answering machine will make the calls in sequence using the no answer timeout indicated in "No Answer Timeout". At the end of the list, you can indicate two commands: • "*rp*": to make the answering machine start again from the first destination indicated in the list in case the call is not answered. • "*stop*": to make the answering machine hang up the call if it is not answered. If no command is present, the answering machine will perform the action indicated in "Default Destination".
Management of Closed	status (enabled/ disabled)	Check if the default profile is active.

DS1375-020H

Parameter	Values	Description
Message Closed	file (without extension)	Music played if the night profile is active (active with Profile Check set to true)
Forwarding Closed	public number / extension	Target of the call if the default profile is not active (with Profile Check set to true). You can specify a series of destinations separated by semicolons: the answering machine will make the calls in sequence using the no answer timeout indicated in "No Answer Timeout". At the end of the list, you can enter the "rp" command to make the answering machine start again from the first destination indicated in the list in case the call is not answered. If there is no such command, the call will be hung up.
DISA - closed	public number / extension	It enables or disables the function that allows a caller to directly contact an extension if he/she knows its number when the active profile is not the default one. Through the **No DISA** Destination parameter it is possible to forward the call to alternative destinations.
No Answer Timeout	public number / extension	No answer timeout in seconds used for every single call generated by the automatic answering machine
Forwarding implementation	status (enabled/ disabled)	It enables the Application to follow the Forwarding if set on an extension programmed as first target. E.g.: press 1 to call extension 90201 that is redirected to an external number. If the function is set to true, the external number is called.
Fibre Router	public number / extension	It is used when multiple calls need to be managed simultaneously from lines derived from fibre routers.
Overflow Message - Queue Wait Timeout	file (without extension)	Music played in case of no answer of the set targets.
FAX detection	status (enabled/ disabled)	It enables the automatic recognition of faxes.
FAX Detection duration	status (enabled/ disabled)	It configures the number of seconds during which a fax is recognised (indicate minimum 5 seconds or more for an effective reception).
Public number – FAX extension	public number / extension	The column on the left indicates the public number called, while the column on the right indicates the FAX extension
Caller Display	public number / extension	Number that is shown as the caller in calls generated by the answering machine that engage a line.
Message Welcome	file (without extension)	The column on the left indicates the called number, while the column on the right indicates the music to be played. If the number field indicates "*", the music played is valid for any called number.

It is possible to create a multiple-choice menu.

The destinations of choices can be as follows:
— system's extensions, both local and remote (by using the relevant system's code prefix 9X);
— groups of extensions;
— numbers of the public network, both fixed and mobile, with the possibility to specify a choice for the line trunk; through the relative prefix (for example # 10112400);
— extension of a telephone application;
— a message to be played, previously uploaded in the appropriate section;
— a sequence of destinations separated by ";". At the end of the list you can enter:
  • rp → the answering machine will repeat the sequence until the calling user hangs up
  • stop → at the end of the sequence the answering machine will hang up the call (it does not perform the default operation in case the calling user makes a selection, but the call is not answered)

In case the list is not terminated with one of these commands, the responder will forward the call to base to what is configured as the default operation.

The **DISA exception list** function inhibits the DISA function for the specified extensions, forwarding any incoming call addressed to such extensions to an alternative destination to be specified.

DISA Exception List		
		+

For example, by entering 201 in the column on the left and 202 in the column on the right, if "201" is dialled when an incoming call is received, the call is forwarded to extension 202.

After activating FAX detection ("FAX detection" parameter), it is necessary to indicate to the answering machine which is the relevant FAX extension, both in the case of a real FAX machine (e.g. managed by device Ref. 1375/854 or Ref. 1375/859) and in the case of a virtual FAX modem.
This configuration can be applied through the "**Public number - FAX extension**" section: in the left column it is necessary to enter the called number (among those confirmed to the iPerTAlk system) and in the right column the extension of the FAX machine or of the virtual FAX modem.

Public Number - FAX Extension		
0499982094	91991	+
499982051	91991	

🗒 *In the "Selections (Possible selections)" section you can list all the selections provided in the welcome message: in the left column enter the selection, that is the DTMF that the calling user must select (a digit from 0 to 9 or * #); in the right column enter the destination.*
The following scenarios can be therefore obtained: "Welcome press 1 for the administration area" and once that key 1 has been pressed, the second level is accessed with a message like "Administration area: press 1 for Office A, press 2 for Office B" and so on.

12.5.2 VOICEMAILS (VMAIL / CONSULTATION)
iPerTAlk allows managing the "Voicemail" service through the Vmail Application. The voice messages are stored in the system filing support and can be consulted in three ways:
— via user Web interface;
— from telephone, both extension and public number;
  If you wish to consult voice messages through telephone terminal and make this function available to the users, install a **consultation** application. See paragraph below
— through an audio file of the recorded message, attached to an email.
🗒 *The voice messages of all (user and system) voice mails are saved to the system memory support. iPerTalk autonomously deletes the messages older than 90 days, in order not to fill the memory.*

These applications are already installed by default in the iPerTAlk system. However, if they are not present, it is possible to install them again.

WARNING: removing the applications will remove also any customised music and, in case of vmail, all the recordings made.

To install these applications, proceed from the menu System → *Applications*, then press the key ⚙ New App.

VMAIL Installation
— **Name:** define the name of the application (for example **voicemail**); only lowercase names and with no spaces are allowed.
— **Extension:** specify the extension of the Application (e.g. 710); this extension will be used as "head of the group" of all the extensions for simultaneous calls (or simultaneous channels) according to what defined in the Contemporary field.
— **Contemporary:** specify the number of simultaneous calls that the Application can manage; each of this simultaneous calls will be associated to a system extension immediately after the extension defined above as "head of the group" (e.g., if the "head of the group" extension is 710, 2 simultaneous calls will engage extensions 711 and 712).
— **Music on hold custom:** it is possible to specify a waiting music dedicated to the Vmail Application other than the system waiting music (optional); the selection can be made among the available system waiting musics that can be integrated with other from the system page.
— **IVR type:** select the **vmail** item.
— Press the key Install to start the installation.

Consultation installation
— **Name:** define the name of the application (for example **consultation**); only lowercase names and with no spaces are allowed.
— **Extension:** specify the extension of the Application (e.g. 715); this extension will be used as "head of the group" of all the extensions for simultaneous calls (or simultaneous channels) according to what defined in the Contemporary field.
— **Contemporary:** specify the number of simultaneous calls that the Application can manage; each of this simultaneous calls will be associated to a system extension immediately after the extension defined above as "head of the group" (e.g., if the "head of the group" extension is 715, 2 simultaneous calls will engage extensions 716 and 717).
— **Music on hold custom:** it is possible to specify a waiting music dedicated to the Consultation Application other than the system waiting music (optional); the selection can be made among the available system waiting musics that can be integrated with other from the system page.
— **IVR type:** select the Consultation item.
— Press the key Install to start the installation.

At the end of the installation, the two applications are active.

To contact the "consultation" Application that is used to make the iPerTAlk users listen to voice messages, just dial *84*or press the relevant key, if any, from the extension associated with the user and access with the default password **0000**.

WARNING: the function is available only for user vmails and not for system vmails, system messages can be listened via myTalk interface or via mail.

Then configure the Vmail Application through the key ⚙ present in the list of installed Applications:

Ring welcome default: indicate the name of the audio file to play during the service welcoming phase. The Welcome music is set and available in the system by default.

The music can be customised indicating the name of the new audio file, if other than "Welcome". This music will have to be available in the list of audio files of the vmail application, reachable through the "File" key corresponding to the automatic vmail answering machine.

Timeout Recording (s): indicate the maximum duration in seconds of the voice message that the service will have to save. At the end the call will be hung up automatically.

Email address: indicate the destination e-mail address to which the e-mail with the attached voice message is to be sent.

Fax detection: it enables/disables the automatic recognition of faxes.

Fax detection Timeout: it configures the number of seconds during which a fax is recognised (indicate minimum 5 seconds or more for an effective reception).

Public Number - FAX Extension: If FAX recognition is active, you can configure the FAX extension to which the call is forwarded (refer to the same configuration for the ITM).

If you use an e-mail to send the voice message, specify among system parameters the company mail server data through which iPerTalk sends e-mails to the various recipients.

Access the menu *System → Advanced Configurations → System Setting → System*.
Configure the following parameters:
SMTP Server: IP address or DNS name of the e-mail server to which the system sends the e-mails addressed to the configured users.
User SMTP: enter the user SMTP.
TLS SMTP: it enables or disables the TLS support when e-mails are sent.
SMTP Password: password required to send emails.
Click on the icon ✉ of the SMTP Server parameter to test the sending function.
SSL SMTP: it enables or disables the SSL support when e-mails are sent.

There are 2 types of purposes when using the Vmail applications:
— **System Voice mail:** in this mode, the message is not associated with a single user, but to the system, namely those call intercepted by the application after a direct call to a company public number.
— **User Voice mail:** in this mode, the messages received or managed by the application are associated to a user's extension, namely those calls intercepted by the application after a direct call to the user's extension.

12.5.3 OPERATOR STATION (POA) INSTALLATION

The Automatic Operator Station (POA) application manages the calls whose outcome is Busy or No Answer.

To install the application, proceed from the menu System → *Applications*, then press the key ⚙ → New App.
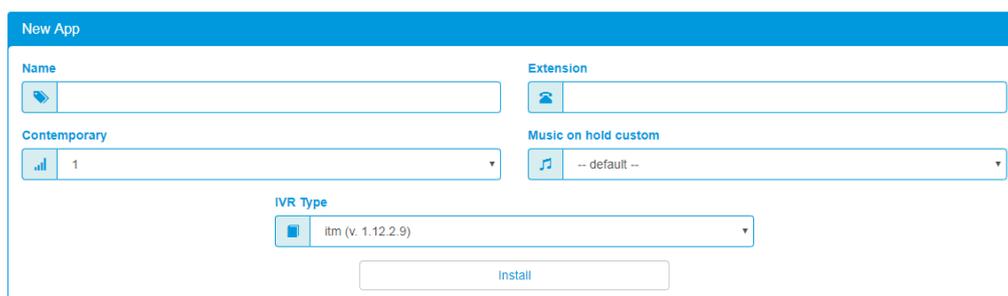
— **Name : poa** (in lowercase letters).
— **Indoor:** (number of the extension to be assigned to the service).
— **Contemporary:** (number of calls that can be managed simultaneously).
— **Music on hold custom** (leave the field empty or choose a music available in the system).
— **IVR type: poa** (select it in the drop-down menu).

A free number in the numbering plan must be selected as extension number , the simultaneous calls will occupy the four following extension numbers (if, for example, extension 800 is selected with 4 simultaneous calls extensions 801/802/803/804 will be occupied). The music on hold must be selected only if you want that the calls managed by the POA are kept on hold with a customised music different from the one configured on the general system level).

After filling in all the fields, press the key Install .

In order to use this application to manage unanswered calls or calls rejected due to busy extension, **the POA must be indicated as DEFAULT OPERATOR** in the page System → Advanced Configuration System → Definition System (by the system's administrator).

Default Operator:

☎ POA ▼

12.6 GROUP MANAGEMENT

Number:

☎ 300

Name:

🏷 First group

Available

☰
90201
90203
90204
90205

In Group

☰

| >> | > | < | << |

Forward on busy

⤭

Forward on no answer

⤭

Forward all

⤭

E-mail notify

✉

Is Operator:

Is Operator:

Ring group:

Ring group:

Save

To define the groups of extensions to which calls are to be addressed, access the System → Group Management page.

When defining a group, the following parameters are available:

— **Group number:** to call an extension or forward from a rule.
— **Group name:** to make the group's purpose understandable.
— **Available extensions:** configured in the system.
— **Extensions in the Group:** extensions belonging to the group.
— **Forward on busy:** where to forward the calls if all the extensions of the group are busy.
— **Forward on no answer:** where to forward the calls if all the extensions of the group do not answer.
— **Forward all:** immediate forwarding of the entire group.
— **E-mail notify:** e-mail address to which all the calls missed in case of busy line or no answer are to be sent.
— **Is Operator:** defines whether this group can be used in the general configurations of the system as exchange operator.
— **Ring Group:** if this function is active, all the extensions of the group ring SIMULTANEOUSLY when a call is received; if it is disabled, the extensions ring in sequence, from the first to the last one.

✍ *When a call engages a group, the first extension to ring is always the first one, followed by the next one in the list only if the previous one is busy.*

To move an extension to the group, select it in the windows on the left and move it to the windows on the right using the arrow key. To remove it from the group, select it in the windows on the right and move it to the windows on the left using the arrow key, under the same window.
To move (or remove) all the extensions with a single action, use the double arrow.

Confirm the configuration by saving.

12.7 SOFTWARE UPDATE

The iPerTAlk software can be updated through the myTalk Web interface, by accessing it with **Installer** or **Administrator** credentials.

WARNING: a system backup is recommended before updating the software. Make sure the system is in stand-by mode before starting the software update.

The software can be updated in three ways:

CLOUD: if iPerTAlk system is connected to the Internet and can reach the Urmet cloud, when a new firmware is released, it will be available in this section with the possibility to select the "Update" key to proceed with the activity.

USB: it is possible to update the system using an external USB storage device, which must contain the local update package found through the Urmet website or through technical assistance.
To perform the update, proceed as follows:
1. Format a USB storage device using File System of FAT32 type.
2. Create a folder named "ipertalk" in the USB storage device.
3. Inside the folder "ipertalk" unzip the ZIP archive containing the local update package of the system.
4. Connect the USB device to any USB port of iPerTAlk (it is not required to restart the system).
5. Access the section "Software Update" inside the "System" menu.
6. Perform the update by clicking on the "Update" button.

Via USB it is possible to install any **firmware version of the iPerTAlk system** (previous one, current one or the one following the installed one). Pay utmost attention above all if installing a version older than the one present in the system.

✎ *The presence of the USB support is not signalled by the web interface.*

WEB: it is possible to update iPerTAlk system by loading the update package, available on Urmet web site or via technical assistance, directly from myTAlk interface. Choose the file in your computer's disk (through the browse key) to load it and, if the file is correct, the update key is made available.

To update iPerTAlk, press the key | Update | and wait for the procedure to complete the operation automatically.

The various phases are signalled by the web page and, at the end of the procedure, the web server of iPerTAlk is restarted and it will be necessary to login again using the administrator's credentials.

If the procedure is successful, the new version will be displayed in the main page to confirm it.
In case of failure, the procedure brings the system to the previous version already active.

WARNING: a system backup is recommended soon after software update is completed.

12.7.1 DEVICE FIRMWARE LOCAL UPDATE VIA MYTALK INTERFACE

The firmware release of all iPerTAlk devices (except for the video door phones Ref. 1375/825 and /826) can be updated via the myTAlk interface. This operation requires downloading the update packages **.iptpkg** from Urmet website under the Software, Firmware and Drivers / Technical SW / Communication / Telephone system section, select the iPerTAlk device you want to update and select the firmware version to download. Then in the "**Web**" section upload the **.iptpkg** file and press the "**Upload**" key.
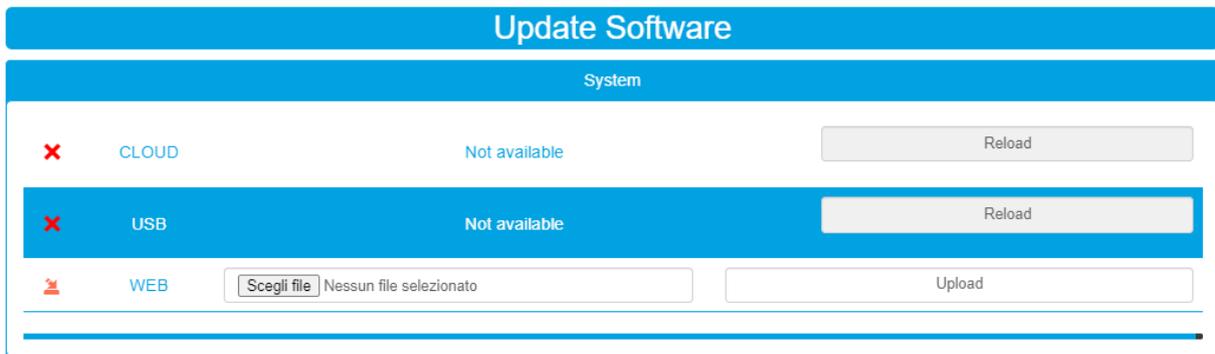
Check that the device model and firmware release of the update file detected by the iPerTAlk system are correct.

After selecting the file you can make the update available by simply clicking on the "Update" button.
This function has been introduced to allow updating the firmware of the devices even in systems not connected to the cloud.

12.8 FIAS PROTOCOL INTEGRATION MODULE

To enable the service, the licence for **Hotel Services FIAS Protocol Ref. 1375/7** is required.
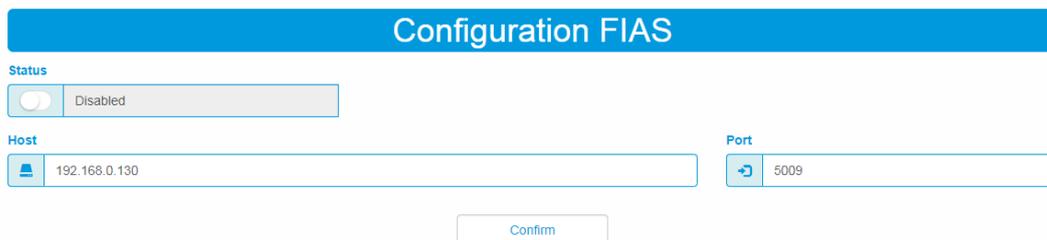
iPerTAlk supports the **FIAS** protocol Micros-Fidelio FIAS (Fidelio Interface Application Specification protocol).

The protocol is commonly used for PMS applications in the Hotel and Hospitality sector and therefore makes it possible to interface iPerTAlk with the Hotel management system to exchange information such as:
— room's telephone traffic
— check-in and check-out of guests
— activation/deactivation of room's telephone service
— room's state of cleanliness

Service configuration requires the following parameters:
— **Address:** IP address of the PMS system, which must be reachable from the iPerTAlk system
— **Port:** network port for the PMS server.

To activate the service simply activate the service status.

12.9 ADVANCED CONFIGURATIONS

Extensions
Lines
Trunks
System Definition
System Management

The advanced configuration section allows configuring:
— **Extensions:** all the appliances and extensions that can be configured in the system (telephones, faxes, cameras, external stations, etc.).
— **Lines:** all the lines for the connection with line gateways and VoIP operators.
— **System Setting:** for general system configuration (general parameters of the telephone part, network configuration, date and time confi guration, consultation and license loading).
— **Line trunks:** it is possible to rearrange the line trunks, e.g. by joining the lines of two devices Ref. 1375/864, or to rearrange the line trunk mapping, e.g. to change the default line trunk.
— **System Maintenance:** telephone application restart, complete system reboot and reset to factory configurations. In addition, an automatic restart can be configured for devices Ref. 1375/821, 1375/822, 1375/823, 1375/824, 1375/825 and 1375/826.

WARNING: to avoid malfunctions, it is recommended to check the system activity before rebooting. System activity is shown by its indicators on the main screen of the MyTalk interface.

12.9.1 EXTENSIONS

Endpoints Acquisition

☎ Enabled ▾

Save

+

State	Name	IP	Version	Type	Extensions	Remarks	Action
☎	telephone	10.10.10.184	50.184.6.233	1375/805	90201		🗑
☎	001ee0015067	10.10.10.125	47.184.7.663	1375/815	90203		🗑
📞	bfbdf		-	1375/82x	90207		↻ 🗑
📞	VPE 1 TOUCH	10.10.10.148	5.4.0-17	1375/82x	90202		↻ 🗑
📞	001ee002a1d2	10.10.10.179	5.4.0-17	1375/82x	90204		↻ 🗑
☎	pc		-	Audio SIP extension	90208		🗑

Terminal acquisition:
— **Enabled:** it allows the self-configuration of supported Urmet devices. When they are connected to the network, an extension number is automatically assigned and they are entered in the system.
— **Disabled:** it allows the automatic detection of supported Urmet devices. When they are connected to the network, they are detected, but their acquisition has to be confirmed by the administrator.
Key 🗑 allows deletion.

Icon ☎ indicates that the terminal is registered and can handle calls, ☎ indicates that it is configured is out of service, ☎ indicates a multi-line terminal with at least one of the extensions not registered.

Key + allows adding a terminal choosing it among the supported models.

12.9.1.1 GATEWAY CONFIGURATION

The gateway configuration procedure (for all Urmet models) allows a use limited according to the licences (line or extensions) owned.

For example, a PABX purchased with bundle 1375/10 includes a licence that enables the use of 1 Line and 3 Extensions.

Therefore, it will be possible to add a gateway (e.g. 1375/854, that features 4 FXS ports and hence 4 analogue extensions), by setting the number of channels (derived ones or extensions in this case) that you want to use, up to the maximum permitted by the licence installed in the system (3 in this case).
The gateway adding screen features the following fields:
— **Name:** enter the name of the device, which will be displayed in the extensions summary table.
— **MAC Address:** enter the MAC address of the gateway to be set (written on the rear side of the product), only numbers and characters (small) without separators. Once this parameter has been entered, it is possible to save and wait for the automatic configuration of the device.
— **Distinctive Ring:** it enables or disables the distinctive ring for calls coming from extensions, lines or outdoor stations (this function is not available for devices 1375/854 and 1375/859).
— **Number of channels:** it allows you to customize the number of extensions or the number of lines that the device can manage (the minimum is 1, while the maximum depends on the physical limit of the device itself). The number of channels always depends on the number of licenses available for that extension or line type.
— **Remarks:** enter a description that defines the intended use.

12.9.1.2 ANALOGUE USER TERMINAL SUPPORT, IP/SIP, THIRD-PARTY SOFTWARE

iPerTAlk complies with the SIP standard, so it also allows you to manage third-party devices, as long as they comply with the SIP RFC3261 standard.

The service requires the activation of a licence for **Generic extensions Ref. 1375/32x**.

To configure a third-party IP/SIP type terminal, create a "SIP Extension" gateway and replicate the configurations present in the IP/SIP terminal to be managed, refer to the relevant configuration manual.

Access the **Extensions** section (System → Advanced Configuration → Extensions, press the key [+]) and select the Gateway Type: **Audio SIP Extension** or **Video SIP Extension**.

Select gateway's type

📶 Internal Sip Video	▼

Telephone name	device 00
Telephone address	device 00
System address	127.0.0.1
Public address of the System	
Distinctive Ring	false ▼
Number of Channels	1
Note	

Advanced Configuration

Save

Below is the description of the following parameters:

1. **Telephone name:** enter the telephone name (e.g.: device00 or another name, lowercase characters and numbers without spaces are permitted).
2. **Telephone address:** enter the same name entered in the Telephone Name field.
3. **System address:** enter the IP address with which the iPerTAlk is reached from the network to which the device is connected (telephone network address or WAN network address).

📝 *The remaining fields should be filled in according to particular needs.*

4. Press the key [Save] to confirm the configuration.

By accessing the advanced configurations present in the page for setting the gateway, it is possible to further customise the device configuration:

Advanced Configuration

Presentation Calling Number	
Number of Channels	1 ▼
DTMF Relay	rfc2833 ▼
Codec Auido	pcma
Codec Audio	h264
Door phone	false ▼
Link CAM	
Payload Streaming CAM	
Transport protocol	udp ▼

Button - Destination

		＋

Calling Number Handling

		＋

Registration parameters (User, Password)

Parameter	Values	Description
Presentation Calling Number	numerical code	Number displayed from the extension for outbound calls.
Number of Channels	numerical code	Extension numbers associated to the gateway. To be configured based on the availability of the terminal being configured.
DTMF Relay	rfc2833/info/off	Type of DTMF digit signalling.
Audio Codec	alphanumerical code	Type of codec permitted for audio calls. Permitted values: pcma/pcmu/g722/g729 - pcma,pcmu,g722,g729.
Video Codec	alphanumerical code	Type of codec permitted for video calls. Permitted values: h264/h263 - h264,h263.
Door phone	true/false	Indicates if the device is an Urmet external IP video station.
Link CAM	alphanumerical code	If you are configuring an ATA FXS gateway dedicated to the management of a door unit (1148/1, /2), it is also possible to associate a video streaming of an IP camera to the audio streaming. Enter the link in the following format: rtsp://X.X.X.X/stream0
Payload Streaming CAM	alphanumerical code	Type of codec available in the camera. Permitted: h263/h264.
Transport protocol	udp/tcp	Type of protocol for SIP signalling.
Button - Destination	numerical codes	Indicates the correspondence between the button pressed on the IP Urmet external station and the destination extension.
Called Number Editing	regular expressions	Indicates the mode in which extensions are edited in this gateway for the calls from PBX to gateway. E.g.: to add 00 to all the extensions in the gateway that begin with 1, indicate: ^1 / ^001. In this way, the calls towards the gateway that has as destination, for example, 1234, is changed into 001234.

Access the Extensions section again and check the extension number assigned to the device (e.g.: 90207) in order to enter it in the device configuration.

12.9.2 LINES

Lines				
Overflow				
Trunk mapping				
				➕
State	Name	Type	Remarks	Delete
⚡	analog	Trunk VoIP		🗑
⚡	messagenet	Provider VoIP	Main	🗑

The **Lines** section allows the configuration of line gateways (analogue/ISDN), interconnection trunks between PBXs, lines to VoIP operators, connection to the Urmet cloud for call forwarding or trunks towards the Ipercom system.

The **Overflow** function allows you to associate a line trunk with another line trunk that will be engaged if the first one has reached the maximum limit of simultaneous calls (all the channels that make up the first line trunk are busy).

Trunk mapping	
Trunk Prefix	Trunk
#0 default	analog ▾
#1	messagenet ▾
#2	- ▾
#3	- ▾
#4	- ▾
#5	- ▾
#6	- ▾
#7	- ▾
#8	- ▾
#9	- ▾
Confirm	

In the **Trunk Mapping** section you can associate each line trunk with a specific prefix. The line trunk associated with prefix #0 will be the one used by default, i.e. in case the internal user dials a number that is not present in the iPerTAlk system numbering plan.

The creation of line trunks and their association with a prefix is performed automatically upon the creation of any line gateway.

12.9.2.1 OVERFLOW ON LINE TRUNKS

The iPerTAlk System allows you to associate a line trunk with another line trunk that will be engaged if the first one has reached the maximum limit of simultaneous calls (all the channels that make up the first line trunk are busy). To set the overflow on line trunks, select the following menu items: *System → Advanced Configurations → Lines → Overflow*.
The Overflow page is accessed, where it is possible to indicate an alternative line trunk for each set line trunk by selecting it from the relevant drop-down menu.
It is also possible to make a configuration with multiple line trunks: trunk1 will have trunk2 as overflow and trunk2 will have trunk3 as overflow. In this case, assuming trunk1 and trunk2 are busy, the call will engage trunk3.

Overflow	
Trunk	**Overflow**
test	▾
test2	▾
Save	

12.9.2.2 TRUNK MAPPING

To set the Trunk Mapping function, select the following menu items: *System → Advanced Configuration → Lines → Trunk Mapping*.

The Trunk Mapping page is accessed, where it is possible to change the area code for engaging the trunk.

Trunk mapping	
Trunk Prefix	**Trunk**
#0 default	test ▾
#1	test2 ▾
#2	- ▾
#3	- ▾
#4	- ▾
#5	- ▾
#6	- ▾
#7	- ▾
#8	- ▾
#9	- ▾
Confirm	

The trunk map allows associating a code of #X type (with X from 0 to 9) with a group of lines associated with a gateway. In this way users can choose, by entering the appropriate prefixed code, which line is to be engaged for outbound calls. Code #0 corresponds to the line trunk configured as default, i.e. the one used in the case of outgoing calls.

Upon configuration of a new line gateway of any type, the line trunk will be automatically created and then associated with the first available trunk prefix.

12.9.2.3 VOIP LINES

The iPerTAlk system allows managing different types of VoIP lines, namely:

— **lines for Urmet gateway:** VoIP lines that allow interfacing the iPerTAlk system with gateways (external conversion devices) dedicated to the management of traditional lines (analogue, ISDN, GSM). Setting each one of these lines requires the activation of a licence for **Urmet GW channel Ref. 1375/24x** and enables the management of a public network traditional line; for example, to enable the management of 2 analogue lines of the public network through FXO analogue gateway, it is required to activate 2 licences for Urmet GW channels.

— **iPerCom lines:** lines that allow the integration with the IperCom 2.0 system, in particular they allow the management of calls coming from the Ipercom system with the devices configured in the iPerTAlk system.

— **VoIP Provider Lines:** VoIP lines that allow the interconnection towards Providers of VoIP public lines, namely lines to which a national public telephone number is associated. A VoIP subscription with the VoIP Provider is required to use these lines. These lines can also be used for the interconnection towards IP private telephone systems (PBX IP) of third parties or gateways dedicated to the management of traditional lines of third parties (namely not by Urmet), both in case of local and remote ones. This type of lines is of "Private" type, namely they cannot be directly reached by public network numbers, only used for the connection between IP telephone

systems with SIP standard, in order to allow the transit of VoIP calls. Setting each one of these lines requires the activation of a licence for **SIP Provider channels Ref. 1375/21x**.

— **linee Trunk VoIP (VoIP Junction):** VoIP lines that allow the interconnection of several iPerTAlk systems, both local and remote ones. This type of lines is of "Private" type, namely they cannot be directly reached by public network numbers, only used for the connection through IP lines of iPerTAlk systems, in order to allow the transit of VoIP calls. Setting each one of these lines requires the activation of a licence for **SIP Junction channel Ref. 1375/20x**. To connect 2 iPerTAlk systems together with the possibility to make 2 simultaneous calls, it is required to have 2 active **SIP Junction Channel** licences in the first system and 2 **SIP Junction Channel** licences in the second system.

12.9.2.3.1 VOIP LINES FOR URMET GATEWAY

To set the VoIP lines for the interfacing with Urmet gateways, select the following menu items: *System → Advanced Configurations → Lines*, press the key **+** .

The page to set the lines is accessed and includes a drop-down menu from which it is possible to select the type of line to be set.

In case of lines for Urmet gateway, just select the item corresponding to the purchased gateway item no., namely:
— 1375/862: gateway for 2 analogue lines
— 1375/864: gateway for 4 analogue lines
— 1375/872: gateway for 4 ISDN lines
— 1375/881: gateway for 1 GSM line
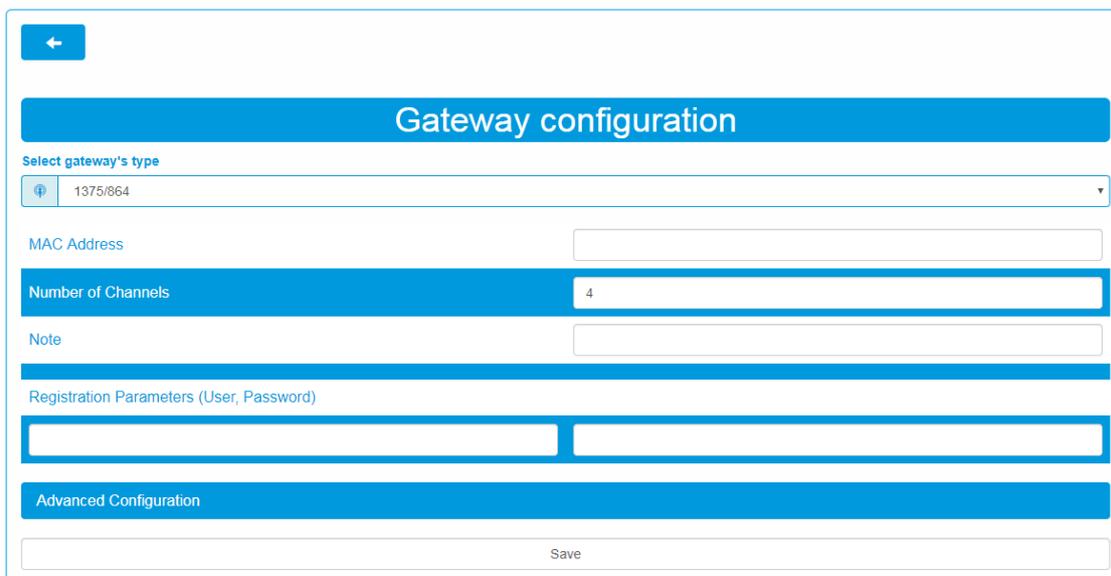
Once the gateway item no. has been selected, the gateway configuration page will be shown to enter the following parameters:
— **MAC Address:** enter the MAC address of the gateway to be set (written on the rear side of the product), only numbers and characters (small), without any separators. Once this parameter has been entered, it is possible to save and wait for the automatic configuration of the device.
— **Number of Channels:** specify the number of analogue/ISD/GSM lines that will be connected to the gateway that is being set (and not depending on the total number of lines that the gateway can potentially manage). The same number of Urmet GW licences should be available on the iPerTAlk system for each one of these channels.
— **Note:** enter a description that defines the intended use.
— **Registration parameters (User, Password):** parameters for the authentication on the SIP protocol level, which must correspond to those configured in the gateway that is being set.

In the automatic installation mode, such parameters are autonomously managed by iPerTAlk, therefore it is necessary to edit them only if you want to customise them and after that they have been updated on the relevant gateway.

In some special situations, it may be necessary to customise all the parameters of the Advanced Configuration section or part of them.

Below are the following parameters:
- **Codec:** audio codec that will be used to manage the audio stream (pcma by default). Usually it is changed when it is necessary to limit the bandwidth or to increase the audio stream resolution; this value has to be configured as stated in the configuration parameters of the gateway that is being set.
- **Presentation Calling Number:** parameter that is not useful in case of analogue and GSM lines; in case of ISDN lines it may be possible that there are several available lines with different numbers but the Operator allows setting a specific number for outbound calls (multi-number ISDN with Automatic Search).
- **DTMF:** sending mode of the selecting digits during the calling phase, for example to dial the choices of an automatic answering machine.
- **PROBE:** It allows sending a device reachability verification package.
- **Manipulation Calling Number:** it allows editing the calling number only for incoming calls.
- **Manipulation Called Number:** it allows editing the called number only for incoming calls.

Line gateways also allow editing calling numbers The same number can be shown in a different way when entering the system. To uniform and hence manage the calls according to the routing rules and/or find the number in the directory, it is therefore possible to modify the numbers so that they are edited. To make such modifications, access the advanced parameters of the line gateways and enter the editing rules.

In this example, the numbers beginning with +39 are changed into 0039 and the numbers beginning with 11 are changed into 011.

The editing rules use regular expressions: the first field is used for the analysis, the second one alters the subject of the analyses and its content. A number of examples are provided below.

Calling / called number	Expression	Editing	Result
+393331231235	^+39	0039	00393331231235
+393331231235	^+	00	00393331231235
+393331231235	^+39		3331231235
+39111231235	^+391	0	0111231235
011231235	^011	+39011	+39011231235

12.9.2.3.2 IPERCOM LINES

To define Ipercom lines, see chapter "Integration with the Ipercom system".

12.9.2.3.3 VOIP PROVIDER LINES

To set VoIP Provider lines, select the following menu items: *System → Advanced Configurations → Lines*, press the key [**+**] .

The page to set the lines is accessed and includes a drop-down menu from which it is possible to select the type of line to be set, in this case **Provider VoIP**.

Gateway configuration

Select gateway's type

| Provider VoIP | ▾ |

Provider name	
Provider address	
Provider port	5060
Presentation Calling Number	
Number of Channels	1
Activate Registration	60 ▾
Note	

Indicate the following parameters:

— **Provider Name:** displayed name that allows identifying the lines being created.
— **Provider Address:** indicate the IP address or the DNS name of the Remote Provider that provides the VoIP public numbers.
— **Provider Port:** indicate the port for the SIP protocol (5060 by default).
— **Presentation Calling Number:** in the case of several available numbers provided by the same VoIP Provider, it is possible to set the public number to be displayed to the caller for outbound calls.
— **Number of Channels:** specify the number of lines included in the VoIP Provider subscription, in the case that they are specified, or indicate the number of simultaneous calls to be made through these lines, limiting them to the actual need of making simultaneous calls or according to the available Internet connectivity bandwidth.

Every VoIP call engages a certain amount of bandwidth (see the table in paragraph PRELIMINARY VERIFICATIONS), in both the directions of the call. Therefore, in the case that there is the need to manage 5 simultaneous calls towards the public telephone line with codec G.711, it will be necessary to have a bandwidth availability of 500Kb in download and of 500Kb in upload.

— **Activate Registration:** timeout for the registration of your own credentials on the Provider's servers. The registration activity (namely the authentication) performed from the iPerTAlk system towards the VoIP Provider is used to communicate on which public IP/port the calls from public numbers will be sent, in order to allow managing by the iPerTAlk system. Therefore, if the public IP is static and the connection to the Internet network is stable (i.e.: not subject to frequent interruptions), it will be possible to set the longest time interval among those available.

In the section "**Advanced Configuration**" there are further parameters:

— **STUN:** it enables the STUN service for the resolution of the Public IP (to be enabled MANDATORILY if the gateway is referred to an Internet service provider).
— **DTMF:** defines the mode for sending DTMF digits during the call (check the supported mode with the Provider).
— **Root Number:** telephone/user number assigned by the Provider.
— **Probe:** it allows sending an active line verification package.
— **Transport Protocol:** protocol for SIP signalling (check with the Provider).
— **Manipulation Calling Number:** it modifies the calling number of the incoming calls from the Provider (used to remove international area codes or other) from the inbound calling numbers.
— **Manipulation Called Number:** it modifies the calling number of the incoming calls from the Provider (used to remove international area codes or other) from the inbound calling numbers.
— **Reg. Parameters:** username and password used for registration.

12.9.2.3.4 TRUNK LINES (VOIP JUNCTION)

To set VoIP Junction lines, select the following menu items: *System → Advanced Configurations → Lines*, press the key ![+] .

The page to set the lines is accessed and includes a drop-down menu from which it is possible to select the type of line to be set, in this case **VoIP Junction.**

Indicate the following parameters:

— **Name of VoIP Junction:** displayed name that allows identifying the lines being created.
— **Remote PBX Address:** indicate the IP address of the iPerTAlk Remote system to which you are connecting. If the two systems can be reached in the local network, enter the local IP address of the telephone line, otherwise indicate the public IP address (or the relevant DNS name) or, alternatively, the IP address of the VPN shown in the relevant section of the main page.
— **Port of the Remote PBX:** indicate the port of the SIP protocol (5060 by default) set for the Remote system.
— **System Address:** indicate the IP address of the iPerTAlk server or the local address (namely the one that is being configured). If the two systems can be reached in the local network, enter the local IP address of the telephone line, otherwise indicate the public IP address (or the relevant DNS name).
— **Presentation Calling Number:** in the case of several available numbers provided by the same VoIP Provider, it is possible to set the public number to be displayed to the caller for outbound calls.
— **Number of Channels:** specify the number of lines included in the VoIP Provider subscription, in the case that they are specified, or indicate the number of simultaneous calls to be made through these lines.

12.9.3 LINE TRUNKS

This section allows configuring line trunks in order to specify the port of the line gateway to be used for incoming calls.

If a line gateway has been already configured, a trunk including all the gateway ports will be automatically created. To create a new trunk, click on the button ![+] and enter the relevant parameters.

— **Name:** indicate the name for the new trunk.
— **Devices:** it shows the list of the ports of the line gateways configured in the system that can be associated with the trunk, since they have not been associated yet with any trunk. To associate ports with the trunk, select one port at a time and use the button > to perform the association. Press the button >> to directly associate all the ports. Press instead buttons < and << to disassociate ports from the trunk. Any ports already associated with other trunks is not be listed since each port can be associated to one trunk only.
— **Call Direction Filter:** allows limiting the use of the trunk to inbound or outbound calls only. If no filter is configured, the trunk can be used for calls in both directions.

12.9.4 SYSTEM SETTING
12.9.4.1 SYSTEM

The parameters that can be set in this section are as follows:
— **System prefix:** fixed 90.
— **Extensions root:** fixed 100.
— **District prefix:** area code of the installation telephone network, e.g. 011 for Turin, 06 for Rome.
— **No answer timeout (seconds):** waiting time for an inbound/outbound call to be considered as not answered.
— **Callback on Busy Timeout:** function not enabled.
— **Doorphone conversation timeout :** maximum duration of door phone calls.
— **Intercom conversation timeout:** maximum duration of calls between door phone indoor stations.
— **Default Operator:** extension or application dedicated to the management of calls addressed to the operator station.
— **No answer redirection:** implementation of the redirections configured in the terminals that can be set to activate them only on inbound calls or on all calls.
— **Music on hold:** default music applied to all the calls that are put on hold.
— **Upload music on hold:** button that allows uploading a customised music on hold to be used
— in the system.
— **SMTP Server:** IP address or DSN name of the mail server to which the system sends the emails addressed to the configured users.
— **TLS SMTP:** it enables or disables the TLS support when e-mails are sent.
— **SSL SMTP:** it enables or disables the SSL support when e-mails are sent
— **SMTP User:** enter SMTP user.
— **SMTP Password:** password required to send emails.
— **Administrator email:** address of the recipient of the messages sent by the system.
— **International prefix:** item number that is put before the number of the caller, e.g. 39 for Italy.
— **Video quality on call forwarding:** parameter that allows selecting the video quality on call forwarding.

12.9.4.2 NETWORK - TELEPHONE NETWORK

System

Networking

VoIP Network

IP	Netmask
10.10.10.10	255.255.255.0

Gateway	DNS

VLAN	
5	

Save

This section allows you to configure the network dedicated to the VoIP telephone system service.

Its default address is IP 10.10.10.10 with subnet mask 255.255.255.0 with VLAN 5 active and all parameters can be customised according to your installation needs.

12.9.4.3 NETWORK - WAN

WAN

Net Mode

DHCP ▼

IP	Netmask
192.168.1.110	255.255.255.0

Gateway	DNS
192.168.1.1	8.8.8.8

Save

This section allows configuring the network interface that will be used to display the myTAlk WEB interface and, moreover, to have connectivity to the Internet and therefore to the Urmet cloud both for call forwarding and for remote assistance activities.

This interface can be configured in DHCP (Net Mode: DHCP), if there is a DHCP server in the network that will automatically assign an IP address (e.g. customer router), or it can be configured in static addressing (Net Mode: Static), if no DHCP server is present on the network.

Refer to the structure of the host network to configure the system correctly, indicating all the required fields.

12.9.4.4 REMOTE CONNECTIONS VIA VPN TUNNEL

The iPerTAlk telephone system features a VPN tunnel management system (of OPENVPN type) for the connection of remote offices, both in case of several offices with iPerTAlk system and in case of offices with remote telephones only.

Such VPN tunnels are provided in order to simplify the interconnection between remote offices, without the need of complex configurations of data network and routers, and to make it safer to communicate through the Internet network.

Every iPerTAlk system allows setting a VPN server (for the main office) or a VPN client (for off-centre offices), that are fully configurable from the system's configuration web interface (including the generation of certificates).

Both services do not require additional enabling licences, but are already included in every iPerTAlk system by default.

12.9.4.4.1 REMOTE OFFICES VIA VPN TUNNEL

It is possible to connect one or more control units among them, choosing one of the iPerTAlk to be used as "server", on a logic level, while all the others are connected as clients.

SETTING THE MAIN OFFICE

From the menu *System → Advanced Configuration → System Definition → Networking*, it is possible to access the VPN Server section. The available fields are the following ones:

— **Status:** indicates the state of the VPN Server.
— **Service:** it is a selector that allows enabling/disabling the VPN Server service.
— **Port:** indicates the TCP port on which the server works (1194 by default).
— **Certificate Export:** it is the key that allows exporting the certificate to be installed in the iPerTAlk clients to be connected to the iPerTAlk Server.

SETTING SECONDARY OFFICES

From the menu System → Advanced Configuration → System Definition → Networking, it is possible to access the VPN Client section The available fields are the following ones:

— **Status:** indicates the state of the VPN Client service.
— **Service:** it is a selector that allows enabling/disabling the VPN Client service.
— **Host:** IP address where the VPN server can be reached (Public IP).
— **Port:** indicates the TCP port on which the server works (1194 by default).
— **Certificate Upload:** it is the key that allows loading the certificate to be installed, previously generated and downloaded from the main iPerTAlk system.

✏️ *You can change the VPN address and destination port as you want, even if you do not have the certificate file, once that it has been installed for the first time.*

12.9.4.5 DATE AND TIME

This section allows forcing the system's time and the reference Time Zone.

Date and Time are kept by the internal clock and it is necessary to set them only if the system does not feature an access to the Internet. The system automatically synchronises them as soon as it is able to connect to the public NTP servers.

12.9.4.6 LICENCES

This section provides a list of the licences installed and allows loading the licence via web.
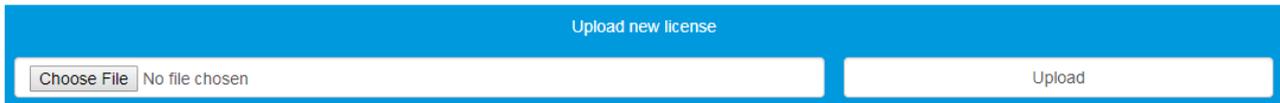
12.9.5 SYSTEM MAINTENANCE
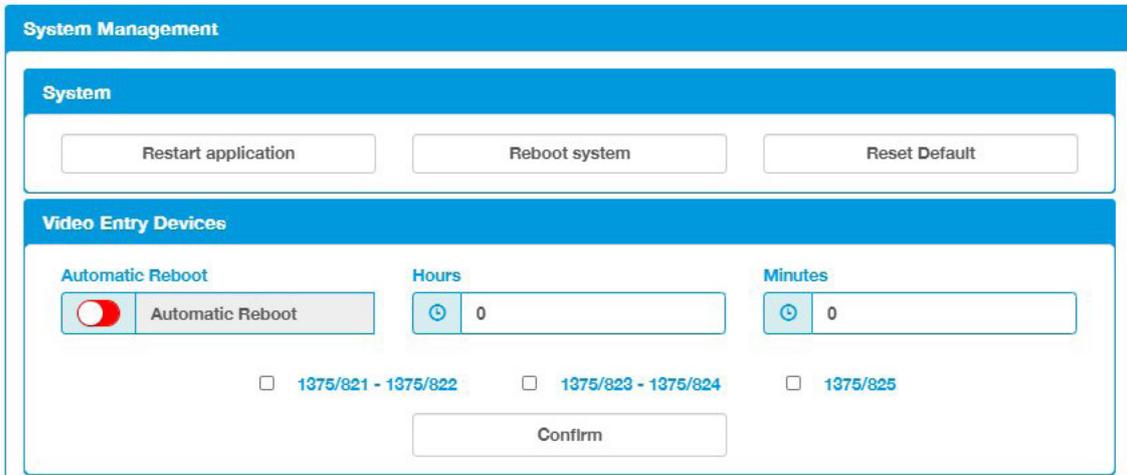
Through this section it is possible to:
— restart the telephone application;
— restart the Hardware System (soft reboot);
— restart the whole system by performing a Factory Reset (Default Reset);
— activate the automatic restart feature for devices Ref. 1375/82x.

ATTENTION: the factory reset DELETES any configuration from the machine and all the settings, audio files and customisations will be lost. ONLY the licence assigned to the system will be kept.

After the Factory Reset it will be necessary to reconfigure the machine completely.

If telephone or line devices were already connected to the system, perform a factory reset also for the devices to avoid misalignments in programming.

You can activate the automatic restart feature for 1375/82x devices. With this feature, iPerTAlk will force the selected devices to restart every 24 hours at the set time.
You can configure this function in the Video door phone system section:
1. activate the automatic restart by enabling the relevant button;
2. set the time at which the restart is to be performed;
3. select the model of the devices to be restarted.
4. press the key [Confirm] to enable the function.
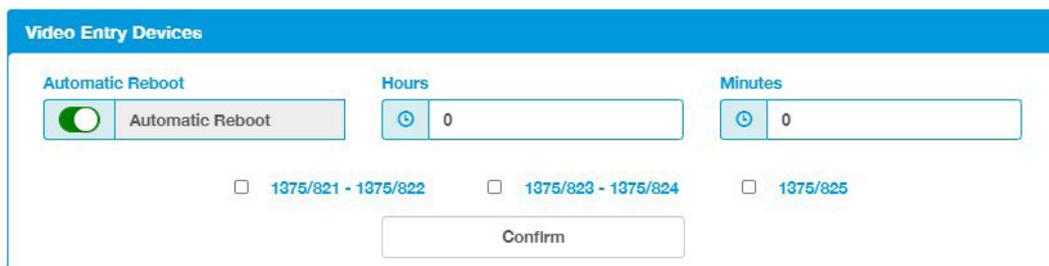
12.10 AUTOMATIC OPERATOR STATION

This section allows configuring the automatic Operator Station.
This application manages INTERNAL or INBOUND calls that receive a busy signal from an extension or that are not answered.

12.10.1 INTERNAL CALL MANAGEMENT

		Redial Reservation	0 ▼
Internal Calls	Busy	Actions	90201 ▼
			90202 ▼
			▼
			▼
			Hangup ▼
	No Answer	Actions	90201 ▼
			90202 ▼
			▼
			▼
			Hangup ▼

The **Redial Reservation** function allows activating (1) or disabling (0) the call reservation function in case of busy signal.

If an internal user calls another user and receives a busy signal, he/she can reserve the redial by pressing the key 5. As soon as the user initially busy is free again, the system generates a new call between the parties.

As regards calls, it is possible to define to which extensions or to which applications calls are to be sent in case of Busy signal or No Answer. In this example the call that receives the busy signal or is not answered is sent first to 201 and then, if the latter is busy or does not answer, to 202 and then hung up.

12.10.2 INBOUND CALL MANAGEMENT

External Call	Busy	Actions	90204 ▼
			▼
			▼
			▼
			Hangup ▼
	No Answer	Actions	90205 ▼
			▼
			▼
			▼
			Hangup ▼

It defines the management of calls coming from external lines.
In the example, an inbound call is passed on to 204 due to a busy signal and if 204 is busy or does not answer, the call is hung up.

If the inbound call is not answered, it is passed on to 205 and then hung up if not managed.

12.10.3 ALARM CLOCK

Alarm Clock Prompt	▼

The music used for the Appointments function is set in this section among those available in the application.

12.10.4 RETURN OF A TRANSFER WITHOUT REQUEST TO THE TRANSFEROR IN CASE OF FAILURE

By means of the following configuration, it is possible to customise the handling without request of a transfer which failed because the destination was busy or did not respond within the set timeout.

As with the previous configurations, a maximum of 4 actions can be selected, including: forwarding to another single or group extension, forwarding to automatic answering machine, playback of a call or return to the transferor.

Transfer without offer between internal	Busy	Actions	(dropdowns)
			Hangup
	No answer	Actions	(dropdowns)
			Hangup

12.11 BILLING CALLS

Enabling the service requires the presence of the license **Hotel call billig Ref. 1375/6**.
The **Billing calls** page allows you to extract a report of outgoing calls made from an extension of the system in a given period, on which the total conversation time in minutes and seconds is calculated and then multiply this conversation time by a constant value that defines the cost per minute of the calls.
To access this function, log in to the system as an **Administrator** or **Supervisor** type user.
Once you have accessed the MyTAlk web interface, select the System menu and then the item of "**Billing Calls**".

This leads to the next page, where you need to set the parameters and filters to obtain the costing of the calls.

The available parameters are the following:
— **Extension:** select the extension of interest (usually it corresponds to the room number)
— **Line:** it is possible to select on the basis of different groups of lines (in the case of use of different providers with costs different calls)
— **Start date:** initial date of the period of interest
— **Start time:** starting time of the period of interest
— **End date:** final date (included) of the period of interest
— **End time:** final hour of the period of interest
— **Price per minute:** indicate the price per minute to be associated with the room call service

Once the selection parameters have been set, confirm by pressing the key [Submit] .

The following screen will appear:

Call records can be downloaded in .csv format for any other further processing.

12.12 CDR (CALL RECORD)

The **CDR** page allows checking the call history, managed through iPerTAlk system, by applying filters based on calling number, called number, time interval, call outcome and engaged line.

CDR	
Caller ☎ *	**Called** ☎ *
Line ⚡ All ▾	**Type** ≡ Connect ▾
Start Date 📅 06/14/2019	**Start Time** 🕐 12:00:00 AM
End Date 📅 06/14/2019	**End Time** 🕐 11:59:59 PM
	Submit

The fields and the the filters available are:

— **Caller:** number that made the call (internal for outbound calls, external for incoming calls).
— **Called:** number called (internal for incoming calls, external for outbound calls).
— **Line:** filter on the lines available in the system to isolate calls based on the outbound/inbound line.
— **Type:**
   • **All:** list of all the calls made and received in the system.
   • **Connected:** call that established a telephone connection.
   • **Consultation**: consultation call in transfer phase.
   • **Abandoned:** call that was not completed due to a mistake in the number or another type of error.
   • **Not Answered:** call that reached the system or a terminal but was not answered.
   • **Busy:** call not completed due to a busy number or extension.
   • **Hold:** call hung up by the caller while it was on hold.
   • **Blacklist:** call dropped because the calling number is on the blacklist.
   • **Invalid extension:** the call was not managed because the destination was not present in the numbering plan and no lines were configured
   • **Blind transfer:** the call has been transferred to another destination
   • **Hanging up in conference:** the call was hung up by the user while participating in a conference
   • **Failed:** the call was not managed due to a configuration error.
   • **Alarm clock:** set alarm clock time.
— **Start date:** start date used for the search in the call records.
— **End date:** End date (included) used for the search in the call records.
— **Start time:** Start time used for the search in the call records.
— **End time:** End time used for the search in the call records.

The display of outcomes is always limited to 100 call tags. In order to display other call tags, it is advisable to correct the time interval and carry out several searches in sequence, setting the initial date and time for the new search to the final date and time set in the previous search.

12.13 BACKUP/RESTORE OF THE CONFIGURATION FROM WEB INTERFACE

iPerTAlk allows performing the configuration backup and to restore it through the web interface. To access this function, select the item **Backup/Restore** from the **System** menu.

To perform a backup, indicate in the suitable box a name to be assigned to the backup file and press the key [Backup]. The system will perform the backup and start the download at the end.
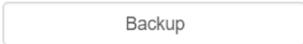
A .zip file with the chosen name is saved in the PC.

To restore the configuration, select the backup file (.zip format) previously generated and press [Restore].

WARNING: do not use files with names containing spaces; in the backup phase and when saving the file to PC it will be possible to rename it as desired.

If terminal numbers have been modified, removed or added, check that the devices are correctly operating and, in case problems are detected, restart them so that they can acquire the parameters contained in the same backup file.

WARNING: the backup of a system can then be loaded only on the same system, as a check at UUID level is performed.

12.14 SPEED DIAL
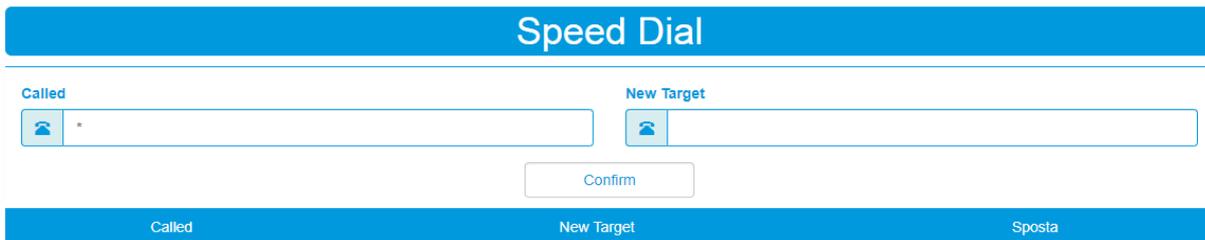
This section allows entering quick-dial numbers for the calls of the system's users.

By dialling the number entered in the Called N. column, this number is replaced with the number present under **New Destination** and sent to the system.

In this way it is possible, for example, to enter a numerical code that corresponds to a public network number to be called without having to enter this number in the Directory.
By setting the time slot, it is possible to have several real destinations, depending on the time of the day on which it is used.

The most frequent use of this function concerns the call to hotel receptions by typing the number "9": in this case it will be necessary to insert in the column "Called No." the "9" and in the column "New Destination" the extension of the reception.

12.15 EXTENSION MANAGEMENT

iPerTAlk allows changing the numbers associated with extensions/derived numbers already acquired, select the following menu items: *System → Extension Management*.
By accessing the menu, the following screen will be displayed:
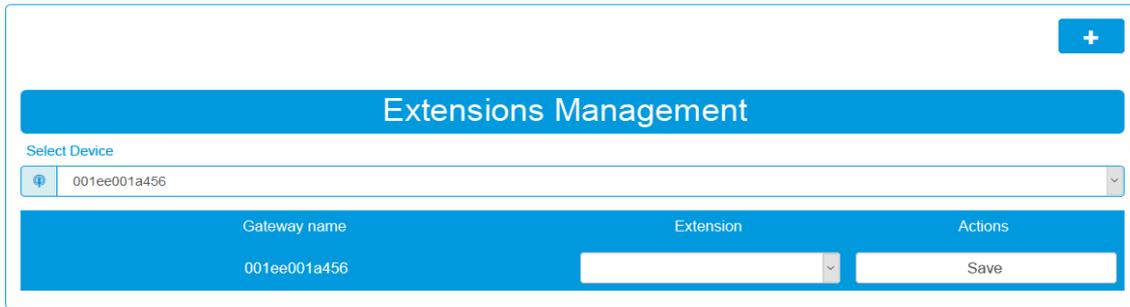
Press the button [+] and set the various fields.
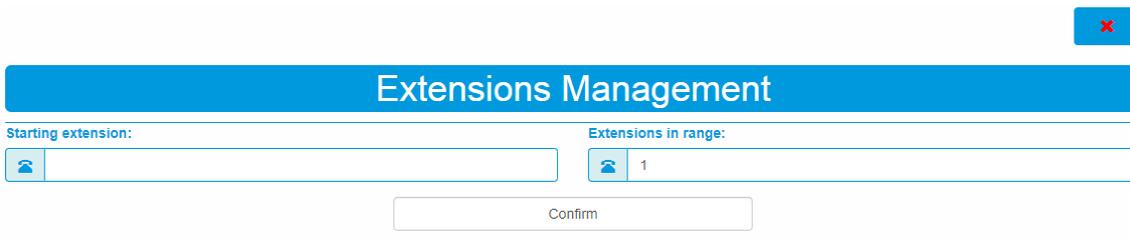
— **Initial extension number:** it allows entering the new number that has to be associated to a device (e.g. 333).
— **Extensions to be created:** it allows modifying the value in order to create multiple numbers starting from the number set in the "Initial extension number" field.

This setting is useful for defining a series of consecutive extensions in a single action.

Press the key [Confirm] to save the numbers created.

It is possible to modify the numbers both on IP telephones and analogue extensions managed from FXS gateways.

Select the device to which the numbers previously created have to be associated.
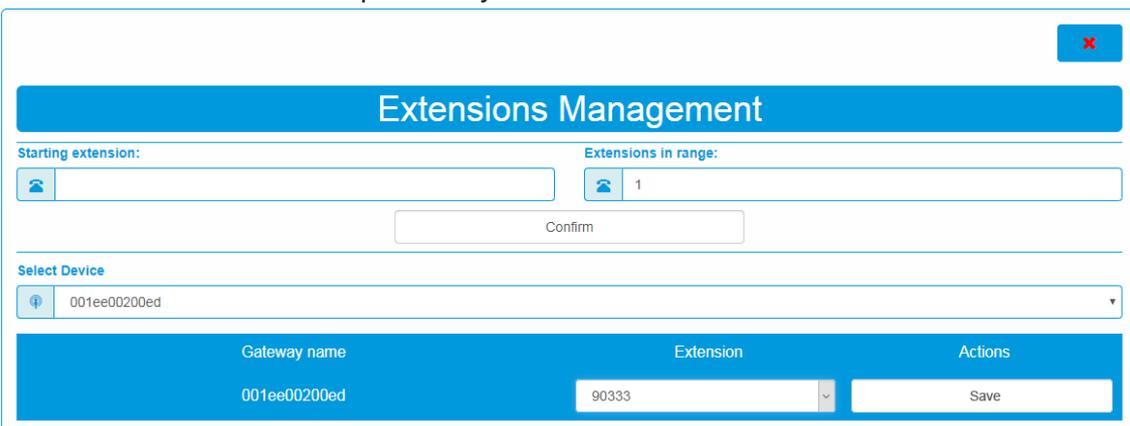
— **Select device:** it allows selecting the device to which the numbers previously created are to be associated.
— **Extension:** it allows selecting the new extension previously created. The number displayed will include the system prefix (e.g. **90**333)

Press the button [Save] to complete the operation.

Wait for the telephone to be restarted and for the relevant automatic reconfiguration with the new selected extension.

Gateways are automatically subjected to the reconfiguration of the extension but it is recommended to restart the gateway once (refer to the manuals of the gateway).

In case you have changed the extension of a device configured as "SIP Audio extension" or "SIP Video extension", the new extension must be reported manually in the configuration of the device itself.

12.16 EXTENSION REGISTRY

In order to make it easier to manage the PABX and the relevant associated extensions/users, iPerTAlk allows creating an "extension data sheet". Select the following menu items: *System → Extension Registry*.
By accessing the menu, the following screen will be displayed:

Extensions Registry				
Extension	**Last name**	**First name**	**Mail**	
90560	Mario	Rossi	mario.rossi@gmail.com	
90888	Last name	First name	Mail	Save
90999	Last name	First name	Mail	Save

From which it is possible, for each extension, to set the following fields:
— **Surname:** surname of the person to whom the extension is associated.
— **Name:** name of the person to whom the extension is associated.
— **Email:** email of the person to whom the extension is associated.

Once saved, it will be possible to display the information entered on the *Functions → Exetensions and Lines Status*.

Extensions			Lines
Mario Rossi 90560	--- 90888	--- 90999	

13. SAFETY

To operate on the system safely, make sure that the main supply point is easily accessible to allow cutting off power in case of maintenance.

13.1 REPLACING THE BATTERY

1. **Cut off power to the device by removing the plug.**
2. Open door (4) by making it slide, undo the screw using a Phillips screwdriver and remove the front cover.
3. Replace the flat battery from the battery compartment (8) with a battery of the same model (CR2032), following the correct polarity.

Important: Risk of explosion if the battery is replaced with a different type from the one shown. Dispose of batteries respecting local regulations in force.

4. Close the bottom of the device with the plastic cover by screwing the screw.
5. Connect the power supply to the power socket to restore power to the device.