Load new config on video endpoint

Content

Preface

You should hav received a PDF with welcome info and some configuration commands from technician in Atea. This must be loaded into your video endpoint for it to register on our service.

To do this, you need to know the local IP address of your video system.
You can find IP in the menu under “Settings – Systeminformation” on your system. The menus might be different depending on what software version you are on and if you are using touchpanel or remote control. It should be relatively easy to find if you look for it. It’s usually called Ipv4 address or just IP address and it might have a format similar to this: 10.0.54.138 or 192.168.7.240

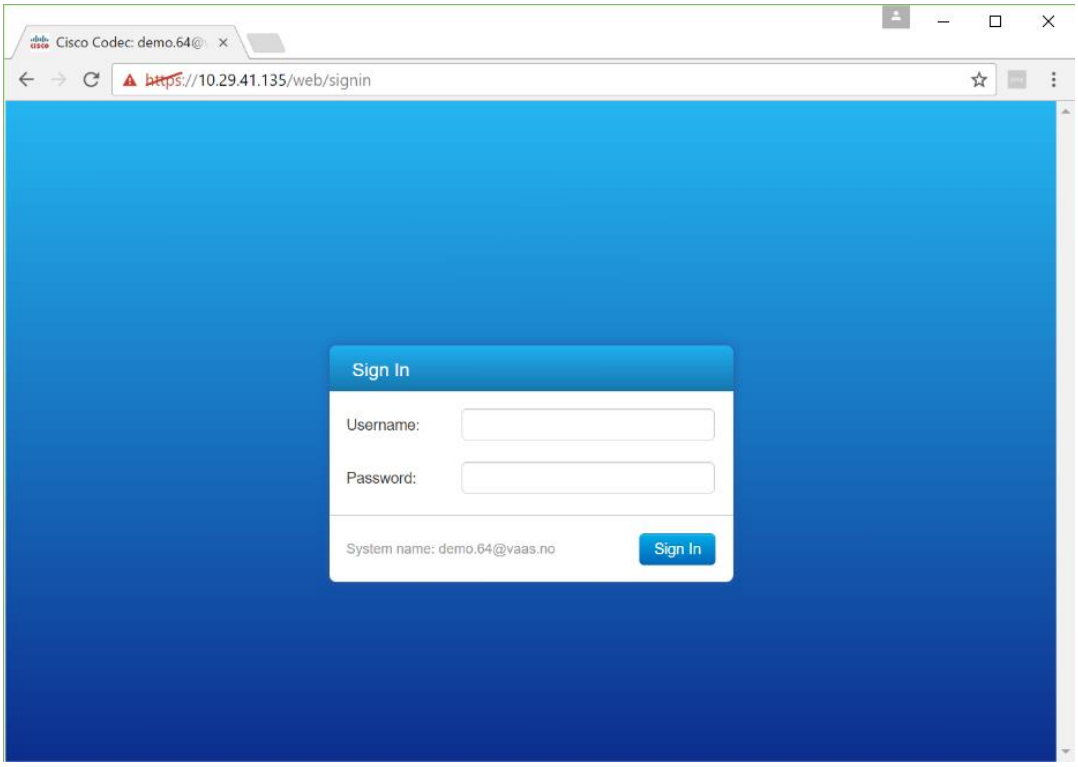
When you have found the IP adress then you have to load the configuration.

You can load a configuration in two ways. One is through the web interface of the video system or through command line. The most user friendly way is to use the web interface.
But, both ways have been described in this document. It is important that your pc is on the same network as your video system. Or else you might not be able to contact it.

Alternative 1

Load config via Web-interface (TC 7 software)

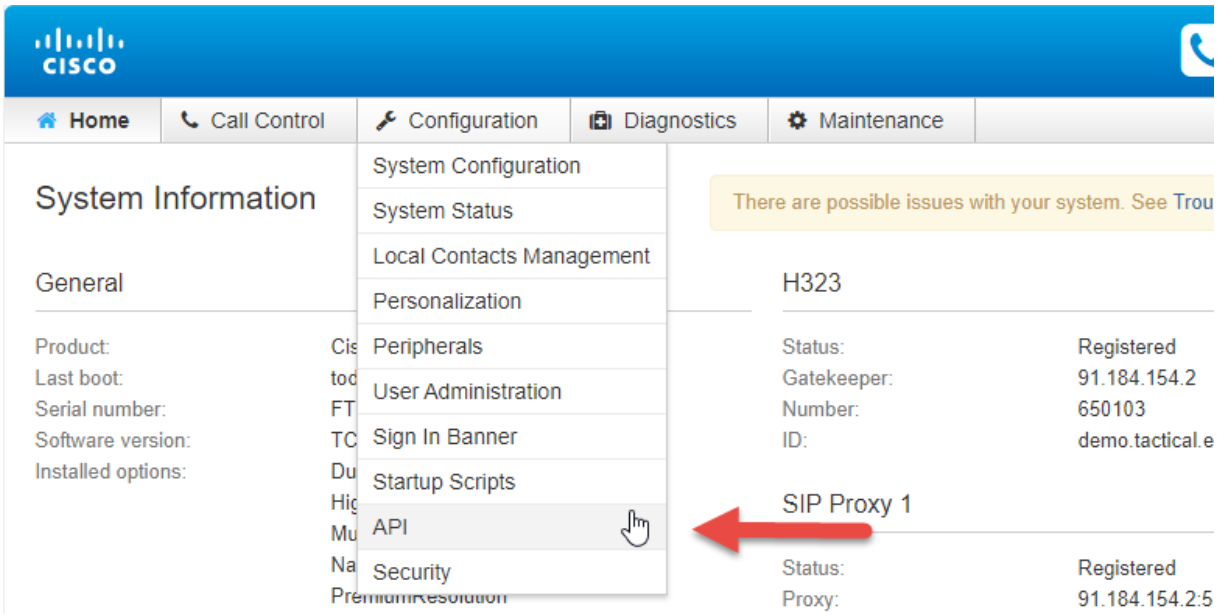
Write IP address into the browser and press enter:



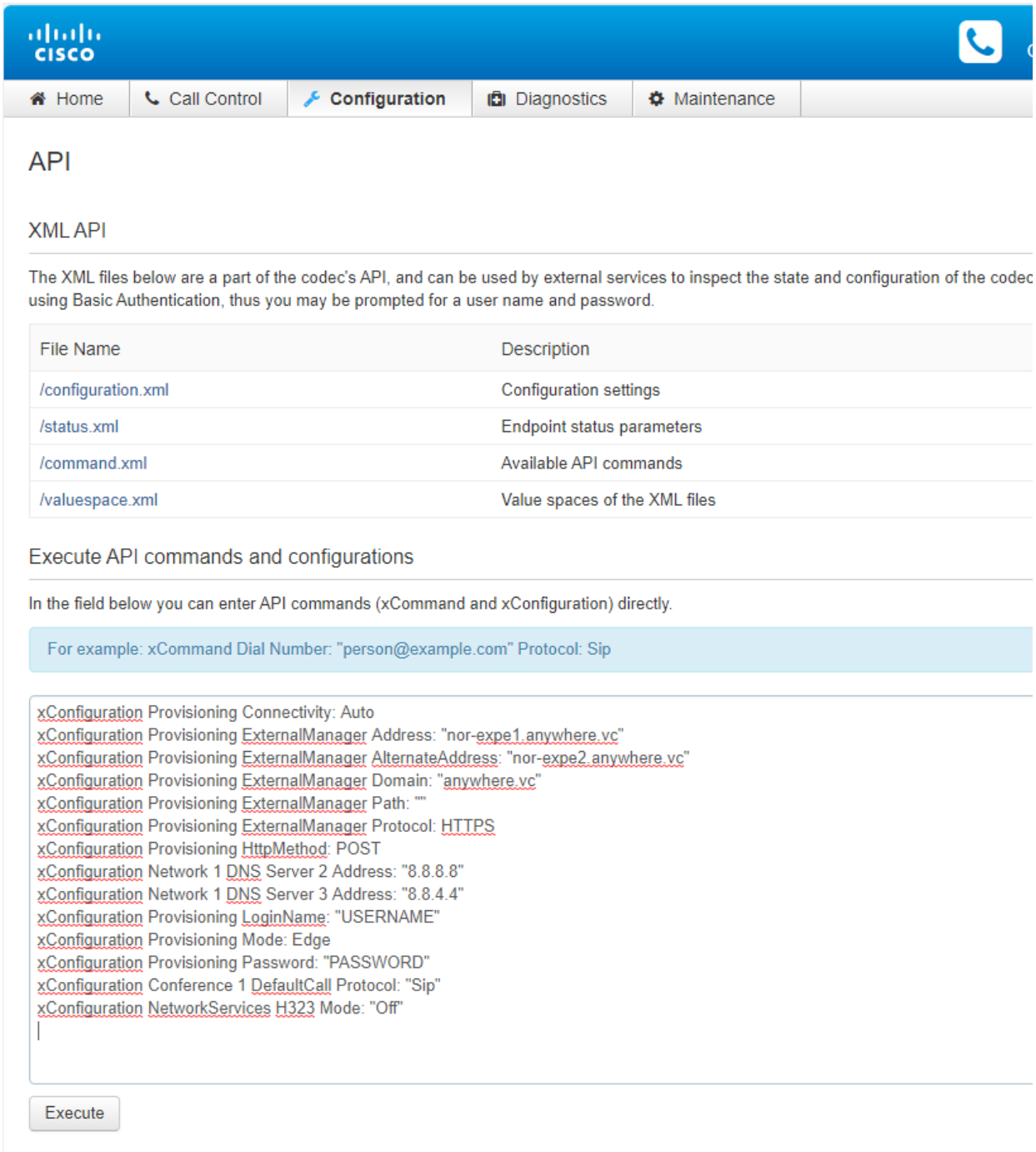
Log in with (Unless someone has changed login from factory setting)

Username: admin
Password: blank

And then you choose Configuration - API



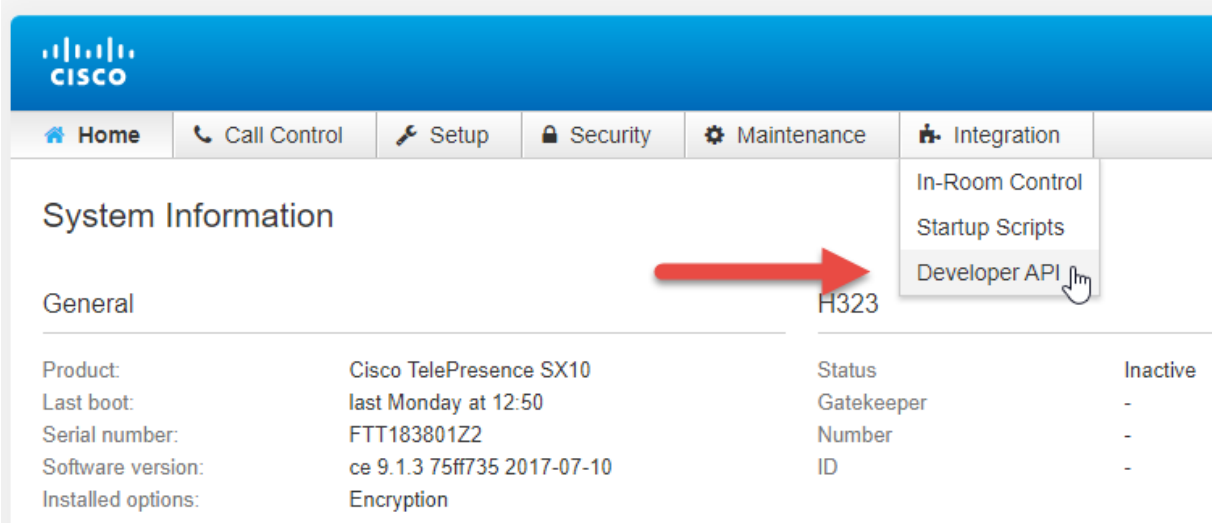
After that you copy the command lines in the welcome info that you have and paste it in here and press execute. Remember to change USERNAME and PASSWORD with what is given in the welcome info for the relevant system.



When this is done you will get a message that the config has been loaded and your endpoint will soon be online. You can now try a test call. If it does not work, try to restart the system.

Load config via Web-interface (CE Software)

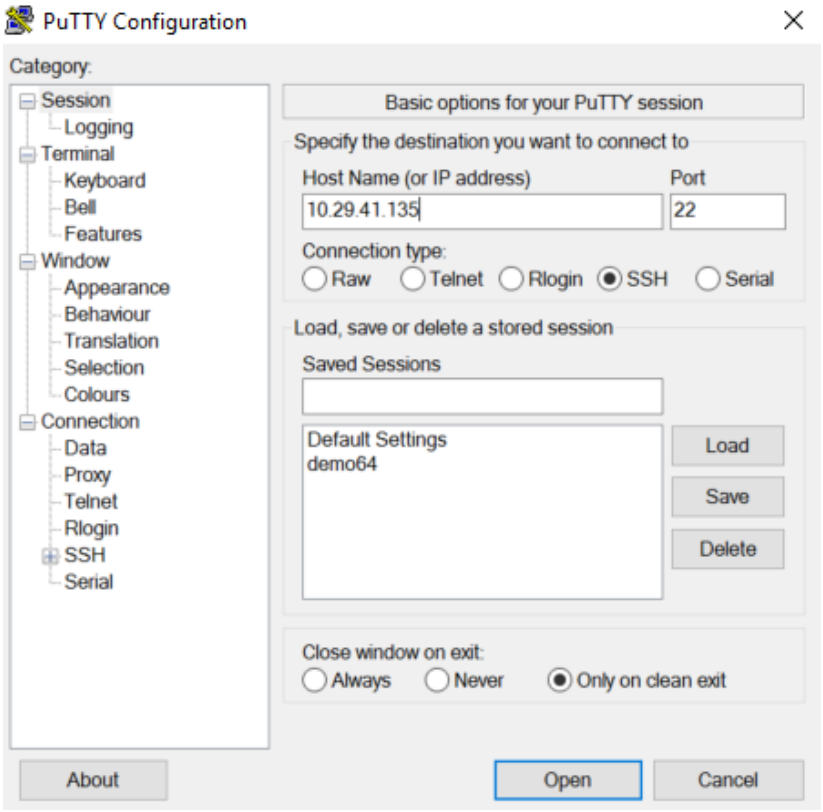
This is almost the same as for TC 7 software, but the menu is a little bit different. The procedure is the same except for the menu change.



Alternativ 2

Load config via Putty (SSH)

1. Download Putty from http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html
2. Run Putty
3. Connect to the system via SSH, port 22

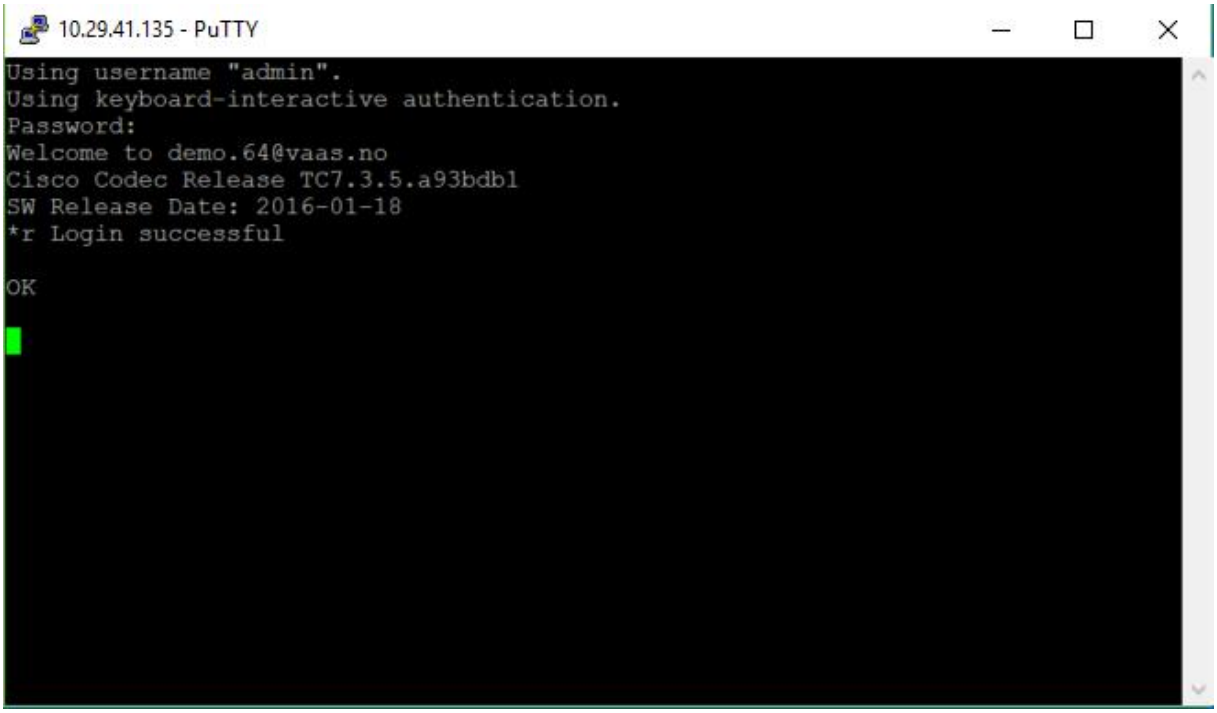


Click “Open”

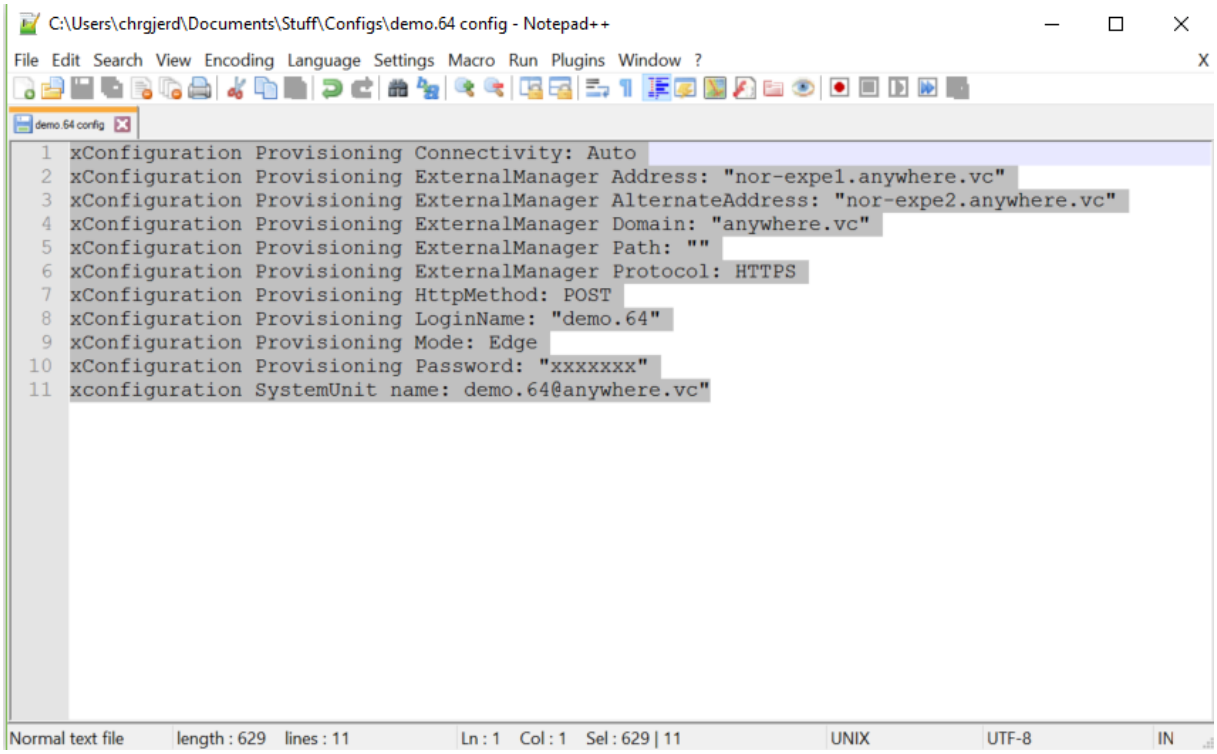
Log in with (Unless someone has changed login from factory setting)

Username: admin
Password: blank

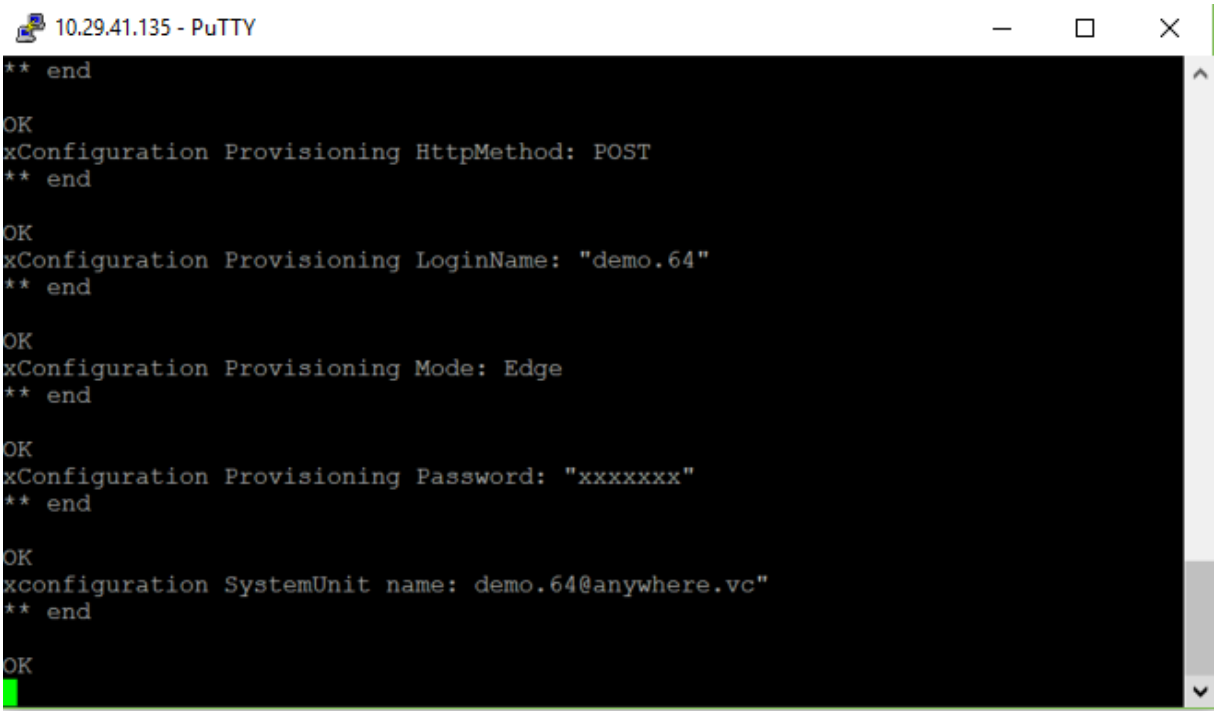
This is how it looks like after logging in with SSH



Copy the command lines you received from technician in Atea



And copy them to the command line (Right click in the window)



You might have to press enter for the very last config line to run.
Your video endpoint should now be configured. You can close Putty.

Test the video system

1. Test outbound calls from the system
2. Test if it can receive incoming calls
3. Test presentation and see if everything works as expected

If something does not work then answer back in the open ticket with Atea or contact our support:

Troubleshooting

If something is not working properly then check **Maintenance – Diagnostics** on the videosystem web-gui.

Here you will find error messages if something is not right.

Here are some comming errors when trying to register a videosystem:

Authentication fail

ERROR: Provisioning Status
Provisioning failed: GET Edge config: HTTP code=401

If you are getting this one then check if you have any spaces before or after username or passord.
A space can sneak its way in when you copy paste username and password into the config.
There should be no spaces between the “” brackets.

HTTP code=429

ERROR: Provisioning Status
Provisioning failed: GET Edge config: HTTP code=429

Videosystem is not added in Atea Anywhere on the server side. Or we have added the wrong MAC address. Please update us with correct MAC address for the video system.

485 Ambiguous / Device type mismatch

ERROR: SIP Registration
SIP registration failed: 485 Ambiguous / Device type mismatch. Verify SIP configuration and connectivity to SIP proxy.

This means that we have added the videosystem on Anywere with the correct MAC address, but with wrong model type. We need to know what kind of videosystem this is. For example, Spark Room Kit, Spark Room Kit Plus, SX20, C20 or something else.

Support information:

Country	Phone	Email
Denmark	+4570236500	vksupport@atea.dk
Norway	+4703060	sos@atea.no
Sweden	+46101103279	servicedesk.premium@atea.se
International	+4722095200	sos@atea.no