Setup JK Audio AutoHybrid IP2 Hybrid with Cisco Call Manager

This document provides guidance on how to configure a SIP account within Cisco[®] Call Manager so that you can configure and register the JK Audio AutoHybrid IP2. This guidance is solely based on information that we have received from IP2/Cisco users. We welcome any comments, suggestions, or corrections. These instructions are based on CUCM version 11.5, but should work with all versions of CUCM version 10 or later. Please note that we are unable to answer specific questions about CUCM, and that you will still need the following account information from your IT department before you begin:

User ID	
Call Manager Publisher IP Address	
Telephone Number	
Digest Credentials Password	
Device pool	
Phone Button Template	
CSS	
Location	
IP Address for IP2	

Call Manager IP Address can be found in the CUCM OS admin portal. Please contact your phone system administrator if you need help obtaining this information.

Device Pool: Select the same CUCM Device Pool used for your existing IP phones.

Call Search Space (CSS): This should match that of the phones that have the same calling privileges as desired: local, long distance, international, etc.

Location: Select the same CUCM Location used for your existing IP phones.

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Create Phone Security profile

a. Go to System > Security > Phone Security Profile

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Sys	tem 👻	Call Routing 👻	Media Reso	urces 🔻	Advanced Features	- Device	- Application -
	Server						
	Cisco l	Jnified CM					
	Cisco l	Unified CM Group					
	Presen	ce Redundancy G	oups				
	Phone	NTP Reference					
	Date/Ti	me Group					
	BLF Pr	esence Group					
	Region	Information	+				
	Device	Pool					
	Device	Mobility	+				
	DHCP		•				
	LDAP		•				
	SAML	Single Sign-On					
	Cross- (CORS	Origin Resource Sł	naring				
	Locatio	n Info	•				
	MLPP		+				
	Physica	al Location					
	SRST						
	Enterp	rise Parameters					
	Enterp	rise Phone Configu	ration				
	Service	Parameters					
	Securit	у	•	Cer	ificate		
	Applica	tion Server		Pho	ne Security Profile		
	Geoloc	ation Configuratior		SIP	Trunk Security Profile		
	Geoloc	ation Filter		CU	A Server Security Pro	ofile	
	E911 N	lessages	l				

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System 🕆 Call Routing 👻 Media Resources 🔻 Advanced Features 👻 Device 👻 Application 👻 User Management 👻 Bulk Administration 👻 Help 👻	
Find and the Phone Security Profiles	
Add New C	
O records found	
Phone Security Profile	Rows per Page 50 🗸
Find Phone Security Profile where Name 🗸 contains 🗸 New Find Clear Filter 🜵 🛥	
No active query. Please enter your search criteria using the options above.	
Add New	

c. Select Third-Party SIP Device (Advanced)

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Phone Security Profile Configuration	Related Links: Back To Find/List 🗸 Go
Next .	
r Status-	
👔 Status: Ready	
Select the type of device profile you would like to create	
Phone Security Profile Type* Third-party SIP Device (Advanced)	
Next	
(i) *- indicates required item.	

d. Fill in all required information. You must select the Enable Digest Authentication



Create Access Control Group

a. Go to User Management > User Settings > Access Control Group

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System - Call Routing - Media Resources - Advanced Features - Device - Application -	User Management Bulk Administration	n ▼ Help ▼	
	Application User		
	End User		
	User/Phone Add		
Cisco Unified CM Administration	SIP Realm		8
System version: 11.5.1.16900-16	User Settings	Credential Policy Default	
	Self-Provisioning	Cradential Policy	
VMware Installation: 2 vCPU Intel(R) Xeon(R) CPU E5-2660 v4 @ 2.00GHz, disl	Accient Province III	Dele	
Last Successful Backup: 0 day(s) ago	Assign Presence Users	Role	
		Access Control Group	
		Application User CAPF Profile	
		End User CAPF Profile	
		UC Service	
4		Service Profile	
1		User Profile	
1	1	User Group	
		User Rank	
1			

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System 🔹 Call Routing 👻 Media Resources 👻 Advanced Features 👻 Device 👻 Application 👻 User Management 👻 Bulk Administration 💌 Help 💌			
Find and List Access Control Groups			
Clear All 🔆 Delete Selected			
Cable			
(i) 31 records found			
Access Control Group (1 - 31 of 31)		Rows p	er Page 50 💡
Find Access Control Group where Name 🗸 begins with 🗸 🛛 Find Clear Filter 🕀 📼			
Name *	Roles	Сору	Rank
Admin-3rd Party API	()	ß	1
Application Client Users	Ū	ß	1
PCA_ITAPI_USER		ß	1
SolarAdmin2020	(j)	ß	1
Standard Audit Users	()	ß	1
Standard CAR Admin Users	()	ß	1
Standard CCM Admin Users	()	Ch Ch	1
Standard CCM End Users	(1)	Ch.	1
Standard CCM Gateway Administration	1	0	1
Standard CCM Phone Administration	(1)	D.	1
Standard CCM Read Only	1	^C	1
Standard CCM Server Maintenance	(i)	ß	1
Standard CCM Server Monitoring	()	ß	1
Standard CCM Super Users	(1)	ß	1
Standard CTI Allow Call Monitoring	(j)	0	1
Standard CTI Allow Call Park Monitoring	()	ß	1
Standard CTI Allow Call Recording	(1)	ß	1
Standard CTL Allow Calling Number Modification	(1)	ß	1
Standard CTI Allow Control of All Devices	()	ß	1
Standard CTI Allow Control of Phones supporting Connected Xfer and conf	()	ß	1
Standard CTI Allow Control of Phones supporting Rollover Mode	()	ß	1
Standard CTI Allow Reception of SRTP Key Material	(1)	ß	1
Standard CTI Enabled	(j)	0	1

c. Name should be something unique to JK Audio. Select Save after you enter the name.

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Access Control Group Configuration	Related Links: Back To Find/List	y Go
Save		
r Status-		
Status: Ready		
CAccess Control Group Information		
Name* JKAudioUsers		
Available for Users with User Rank as * 1 - Default User Rank.		
Save		
I *- indicates required item.		

d. Now you must assign Roles to the Access Control Group

Access Control Group Config	u x +	- 0	x
← → ♂ ŵ	🔘 🐁 https://168.37.243.130/ccmadmin/userGroupEdit.do?key=4d607edb-f675-7b83-b593-2529d81fa90f	···· 🖂 🕅 🖫 📽	≡
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Access Control Group Config	guration	Related Links: Back To Find/List	Go
Gave 🗶 Delete 🗋 Co	opy 🖓 Add New	Back To Find/0 int Assign Role to Access Control Group	>
Status Add successful		Roles Dependency Records	
- Access Control Group Infor Name* Available for Users with User R	mation JKAudioUsers Jank as * 1 - Default User Rank		
User		Rows per Page 50	¥
Find User where User ID	begins with 🗸 Find Clear Filter 🕹 📼		
	No active query. Please enter your search criteria using the options above.		
Add End Users to Group	Add App Users to Group Select All Clear All Delete Selected		
Save Delete Copy	Add New		
(i) *- indicates required iten	n.		
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e. Select Assign Role to Group and Select Go. A new screen will appear... Click on the Find option to show the full list of roles.

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Access Control Group Configuration	Related Links: Back To Find/List 🗸 Go
Save	
Status -	
Access Control Group Information Name* JKAudioUsers	
Role Assignment Role Assign Role to Group Delete Role Assignment	
Save	

f. Select the following roles; Standard CCM End Users, Standard CCMUSER Administration, Standard CTI Allow Control of Phones Supporting Connected Xfer and Conf, and Standard CTI Enabled

# Access Control Group Configur × +		- 0 ×
← → C û b Nttps://168.37.243.130/ccmadmin/userGroupRoleEdit.do?key=4d607edb-1675-7b83-b593-2529d81fa90f	… ⊠ ☆	III\ 🗊 📽 🗏
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Access Control Group Configuration	Related Links: B	ack To Find/List 🗸 Go
Save		
Status: Ready		
Access Control Group Information Name* JKAudioUsers		
Role Assignment Role Standard CCM End Users Standard CCMUSER Administration Standard CT1 Allow Control of Phones supporting Conr Standard CT1 Enabled		
Save		
		▲ 10 10 10 10 10 10 10 10 10 10 10 10 10

Create new user for each line for the JK Audio device

a. Go to User Management > End User

Cisco Unified CM Administration For Cisco Unified Communications Solutions System • Call Routing • Media Resources • Advanced Features • Device • Application • I	ter Management ▼ Bulk Administration ▼ Help ▼	Navigation Cisco Unified CM Administration v Go admin Search Documentation About Logout
	Application User	
	End User	
Cisco Unified CM Administration System version: 11.5.1.16900-16 VMware Installation: 2 vCPU Intel(R) Xeon(R) CPU E5-2660 v4 @ 2.00GHz, disl Last Successful Backup: 0 day(s) ago	User/Phone Add SIP Realm User Settings SetF-Provisioning Partitions aligned Assign Presence Users	

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Eind and	List licens			
Status	dd New .			
(i) 0 re	cords found			
User			Rows per Pa	je 50 v
Find User	where First name 🗸 begins with 🗸 X 🛛 Find 🛛 Clear Filter 🖓 📼			
	No active query. Please enter your search criteria using the options above.			
Add Ne	W			

- c. The information below must be entered in the User Information section as shown
 - 1. Select User ID that is numeric
 - 2. Make Password the 7-digit phone number
 - 3. Make Pin the last four digits of the phone number
 - 4. Last name should easily identify device and the line the user will be used for
 - 5. The Digest credentials should be the 7-digit phone number
 - 6. After entering all required information Select save.

7. Once you select save, additional fields will appear near the bottom of the User configuration page.

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System Call Routing	Media Resources - Advanced Features - Device - App	ication 👻 User Management 👻 Bulk Administration 👻 Help 👻	
End User Configuration	n		Related Links: Back to Find List User
Save 🗙 Delete 🛙	Add New		
-liser Information-	u		
User Status	Enabled Local Liser		
User ID*	57501		
Password	•••••	Edit Credential	
Confirm Password	••••••		
Self-Service User ID	15129362775		
PIN		Edit Credential	
Confirm PIN			
Last name*	1K Audio1		
Middle name			
First name			
Display name			
Title	1K Audio 1 Digest User		
Directory URI	Striegest open		
Telephone Number			
Home Number			
Mobile Number			
Pager Number			
Mail ID			
Manager User ID	leff Henson		
Department			
User Locale	English, United States	1	
Associated PC/Site Code	e		
Digest Credentials	••••••••••••••••		
Confirm Digest Credenti	ials		
User Profile	Standard (Factory Default) User Profile	View Details	
User Rank*	1-Default User Rank		

d. Select the Add to Access Control Group

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End User Configuration	Related Links: Back to Find List Users 🗸 Go					
🔜 Save 🗶 Delete 斗 Add New						
MLPP User Identification Number						
MLPP Password						
Confirm MLPP Password						
MLPP Precedence Authorization Level Default						
CAPP Information						
View Details						
۲ Permissions Information						
Groups						
Add to Access Control Group						
Remove from Access Control Group						
Roles						
Use Details						
Conference Now Information						
Enable End User to Host Conference Now						
Meeting Number						
Attendees Access Code	_					
Save Delete Add New						

e. Select the Access Control Group you created on page 3 and top of page 4 and select Add Selected.

Find a	nd List Access Control Groups	
s	elect All Clear All Add Selected Close	
Statu	s	^
(i):	32 records found	
Acce	ess Control Group (1 - 32 of 32)	Rows per Page 50 💡
Find C G	ccess ontrol where Name v begins with v Fi roup	ind Clear Filter 🔂 📼 😑
	Name *	Rank
	Admin-3rd Party API	1
	Application Client Users	1
	JKAudioUsers	1
	PCA_JTAPI_USER	1
	SolarAdmin2020	1
	Standard Audit Users	1
	Standard CAR Admin Users	1
	Standard CCM Admin Users	1
	Standard CCM End Users	1
	Standard CCM Gateway Administration	1
	Standard CCM Phone Administration	1
	Standard CCM Read Only	1
	Standard CCM Server Maintenance	1
	Standard CCM Server Monitoring	1
	Standard CCM Super Users	1

f. Select Save.

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Syz Call Routing 👻 Media Resources 👻 Advanced Features 👻 Device 👻 Application 👻 User Management 👻 Bulk Administration 👻 Help 👻	
End Iser Configuration	Related Links: Back to Find List Users 🗸 Go
G Save Z Deete G Add New	
	^ ^
Mutilevel Precedence and Preemption Authorization	
MLPP User Identification Number	
MLPP Password	
Confirm MLPP Password	
MLPP Precedence Authorization Level Default	
CAPF Information	
Associated CAPF Profiles	
Yiew Details	
Permissions Information	
Groups JKAudioUsers	
Add to Access Control Group	
Remove from Access Control Group	
View Details	
Koles	
Yiew Details	
Conference Now Information	
Enable End User to Host Conference Now	
Meeting Number	
Attendees Access Code	=

Create Third-Party SIP Device

a. Go to Device > Phone

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System Call Routing Media Resources Advanced Features	Device • Application • User Management • Bulk Administration • Help •	
	CTI Route Point	
	Gatekeeper	
	Gateway	
CISCO UNITIED CM Administration	Phone	8. 7
System version: 11.5.1.16900-16	Trunk	
VMware Installation: 2 vCDII Intel(P) Yeon(P) CDII E5-24	Remote Destination	
	Device Settings	
Last Successful Backup: 0 day(s) ago		

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System 🕆 Call Routing 🔻 Media Resources 👻 Advanced Features 👻 Device 👻 Application 👻 User Management 👻 Bulk Administration 👻 Help 👻	
Find and List Phone	Related Links: Actively Logged In Device Report 😼 Go
Add New C	
Status - Add New	
0 records found	
Phone	Rows per Page 50 🗸
Find Phone where Description v begins with v X Find Clear Filter 4 w	
No active query. Please enter your search criteria using the options above.	
Add New	

c. Select Phone Type: Third-party SIP Device (Advanced)

System • Call F	isco Unified CM Administrat or Cisco Unified Communications Solutions Routing • Media Resources • Advanced Feature	ion • • Device • Application • User Management • Buk Administration • Help	Navigation Cisco Unified CM Administration v Go admin Search Documentation About Logout
Add a New Ph	one		Related Links: Back To Find/List 🗸 Go
Next			
Status			
i Status: Re	eady		
- Select the typ	ne of phone you would like to create		
Phone Type*	Not Selected		
Next i *- indicat i * Crea	Gisco Webex Room 55 Dual Cisco Webex Room 70 Dual Gisco Webex Room 70 Dual G2 Cisco Webex Room 70 Single Cisco Webex Room 70 Single G2 Cisco Webex Room 70 Single G2 Cisco Webex Room 70 Hus Cisco Web	to enable template-based phone creation.	

- d. The information below must be entered in the Device Information section as shown
 - 1. MAC Address: MAC address of the JK Audio device
 - 2. Description: Unique Identifier for the JK Device that also identifies the line
 - 3. Device Pool: Select the same Device Pool used for your existing IP phones

4. Phone Button template: The Default template for Third-party SIP Device (Advanced)

- 5. Calling search space: Select the same CSS used for your existing IP phones
- 6. Location: Select the same Location used for your existing IP phones
- 7. Owner: User ID created on page 8

Device Information							
Device is Active							
A Device is not trusted							
MAC Address*	1	18391940D89D					
Description	2	TDEM-TV Adv JK Audio Line 1					
Device Pool*	3	Cu78Si121-DevicePool	¥	View Details			
Common Device Configuration		< None >	v	View Details			
Phone Button Template*	4	Third-party SIP Device (Advanced)	~				
Common Phone Profile*		Standard Common Phone Profile	¥	View Details			
Calling Search Space	5	Cu78Si121-USADP-Emer-CSS	¥				
AAR Calling Search Space		< None >	¥]			
Media Resource Group List		< None >	¥				
Location*	6	Cu78Si121-Location	¥				
AAR Group		< None >	¥				
Device Mobility Mode*		Default	¥	View Current Device Mobility Settings			
Owner		• User • Anonymous (Public/Shared Space)					
Owner User ID*	7	57501	¥				
Mobility User ID		< None >	¥]			
Use Trusted Relay Point*		Default	¥]			
Always Use Prime Line*		Default	¥]			
Always Use Prime Line for Voice Me	ssage*	Default	¥]			
Geolocation		< None >	¥				
Retry Video Call as Audio							
□ Ignore Presentation Indicators (internal calls only)							
☑ Logged Into Hunt Group							
Remote Device							

e. The information below must be entered in the Protocol Specific Information section as shown

- 1. Device Security Profile: The Device Security Profile you created on page 2
- 2. Digest User: User ID created on page 8

Protocol Specific Information-						
BLF Presence Group*	Standard Presence group					
MTP Preferred Originating Codec*	711ulaw y					
Device Security Profile* 1	JK Audio Device Advanced - Standard SIP Non-Sec 🗸 🧲					
Rerouting Calling Search Space	< None > v					
SUBSCRIBE Calling Search Space	Cu78Si121-InternalOnly-CSS					
SIP Profile*	Standard SIP Profile					
Digest User 2	57501					
Media Termination Point Requir	ed					
Unattended Port						
Require DTMF Reception						
Allow Presentation Sharing using BFCP						
Allow iX Applicable Media						

Configure JK Audio AutoHybrid IP2

Note: When configuring the IP2 (or when making any changes to an existing configuration), a drop-down window prompting you to Save the changes and/or Restart the IP2 will appear along the top:

	Call Management	Audio	Accounts	Network
Save settings a	after completing all changes.	Reve	rt Save	
Account 1	Account 2			

"Save" drop-down dialog box:

"Restart" drop-down dialog box:

	Call Management	Audio	Accounts	Network
Changes requi	Restart			
Account 1	Account 2			

Please ignore these drop-downs until you reach the Advanced tab, and you have entered ALL information necessary to register the IP2. While configuring/making changes, it is possible to jump from one tab to another without having to save any changes or restarting the IP2. Once ALL of the information below has been entered, you may then Save and Restart the IP2.

a. General Tab:

- 1. Account Name: Name that easily identifies the device
- 2. Display name: Name for reference in logs
- 3. Username/Number: User ID created on page 8
- 4. Domain: IP Address of the Call Manager Publisher
- 5. Domain Registration: Check Box
- 6. Password: Password created on page 8

		Call Management	Audio	Accounts	Network	System	Management	Status	Logout
	TDEM-TV TDE	EM-TV2							
	Disable Register	Unregister							
	Account Status	Proxy Registered							
	General Topok	ogy QoS Ad	lvanced]					
1	Account Name	TDEM-TV	?						
2	Display Name	TDEM-TV1	?						
3	Username/Number	62775	?						
4	Domain	168.37.243.130	?						
5	Domain Registration	2 ?							
6	Password		?						

b. Topology Tab:

- 1. SIP Transport Mode: Automatic
- 2. Local Port: 5060
- 3. STUN: Check Box
- 4. Line Assignment: Line 1, Line 2 or Both*

		Call Management	Audio	Accounts	Network	System	Management	Status	Logout
Disa	DEM-TV TDE	M-TV2 Unregister							
	Account Status	Proxy Registered							
G	eneral Topolo	ogy QoS Ad	vanced]					
1 SIF	P Transport Mode	Automatic	?						
2	Local Port	5060	?						
3	STUN	፼ ?							
4	Line Assignment	Line 1	9						

*Line Assignment gives you three options: Line 1, Line 2, and Both. The IP2 allows users to assign an account to only Line 1, only Line 2 or both lines 1 and 2 ("Both"). To see and select an option, click anywhere in the "Line Assignment" field to select your preference. Selecting "Both" will assign the same account/phone number to both lines 1 and 2. Selecting one line (as in the image above – Line 1), results in only that line being assigned to that CUCM account/phone number. The 2nd line is left open to be assigned to another, separate/different CUCM account/phone number.

c. QoS Tab:

1. SIP DSCP: 26

2. RTP Audio DSCP: 46

	Call Management	Audio	Accounts	Network	System	Management	Status	Logout
TDEM-TV TDE Disable Register Account Status	EM-TV2 Unregister Proxy Registered							
General Topol	ogy QoS Ad	vanced]					
1 SIP DSCP	26	?						
2 RTP Audio DSCP	46	?	6					
l								

d. Advanced Tab:

- 1. Auth Username: User ID created on page 8
- 2. Proxy: IP address of Call Manager Publisher
- 3. Proxy Port: 5060
- 4. Registration Lifetime: 3600
- 5. Keep Alive: Check Box

	Call Management	Audio	Accounts	Network	System	Management	Status	Logout
TDEM-TV TD Disable Register Account Status	EM-TV2 Unregister Proxy Registered							
General Topo	logy QoS Adi	vanced						
1 Auth Username	57501	?						
2 Proxy	168.37.243.130	?						
3 Proxy Port	5060	?						
4 Registration Lifetime	3600	?						
5 Keep-Alive	☑ ?							
Silence Suppression	0							

e. After completing all configurations, Save and Restart the IP2:

	Call Management	Audio	Accounts	Network
Save settings a	fter completing all changes.	Reve	rt Save	
Account 1	Account 2			

The "Restart" dialog box will be hidden behind the "Save" dialog box. Upon clicking the "Save" button, this drop-down will close, revealing the red "Restart" dialog box:

	Call Management	Audio	Accounts	Network
Changes requir	Restart			
Account 1	Account 2			

Click the "Restart" button. This should register the IP2. **Proxy Registered** will appear in the "Account Status" window to confirm the IP2 has successfully registered:

Account	Account 1 Account			
Disable	Register	Unregis	ster	
Account Status		Proxy R	egistered	

If the IP2 does not register after restarting, click on the blue "Register" button. When an IP2 does not register, it is almost always due to incorrect (or incomplete) configuration information (either provided to the user or entered into the IP2), followed by network communication issues (which is extremely rare).