



BellCommander Configuration Guide–RingCentral

Overview: BellCommander Version 5.00 Build 171 or higher work with RingCentral to provide a complete scheduled audio, paging, and emergency notification solution. Audio can be sent via multicast directly to multicast devices or through RingCentral using SIP. This guide covers making calls/pages via SIP through RingCentral to page to phones and other endpoints. Our CyberData, Advanced Network Devices, and Valcom guides can be referenced for sending audio via multicast (<http://www.acrovista.com/bellcommander/sip-version.html>) directly to the IP speakers.

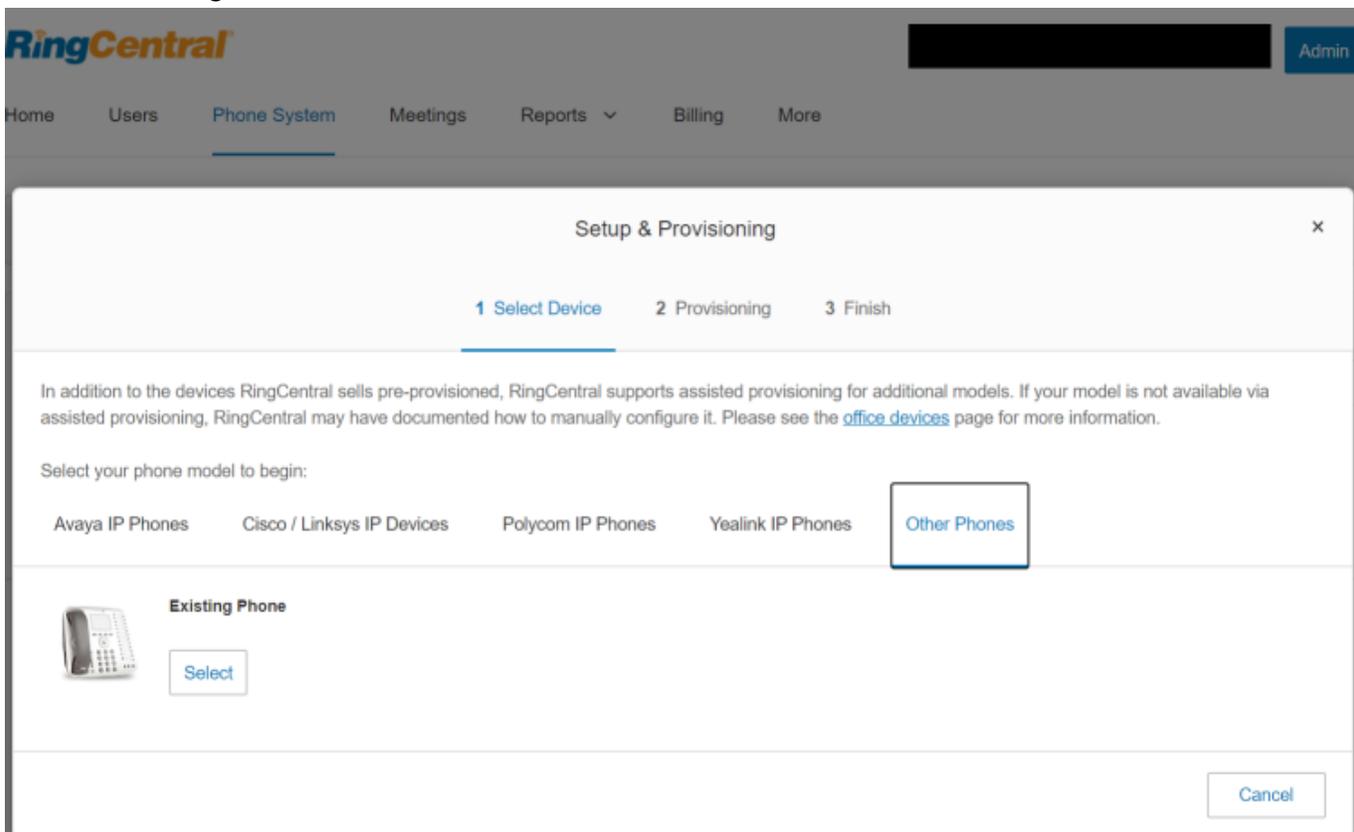
Before configuring BellCommander, check the Help | About BellCommander window and verify that BellCommander Version 5.00 Build 171 or higher is installed.

SIP Setup Guide

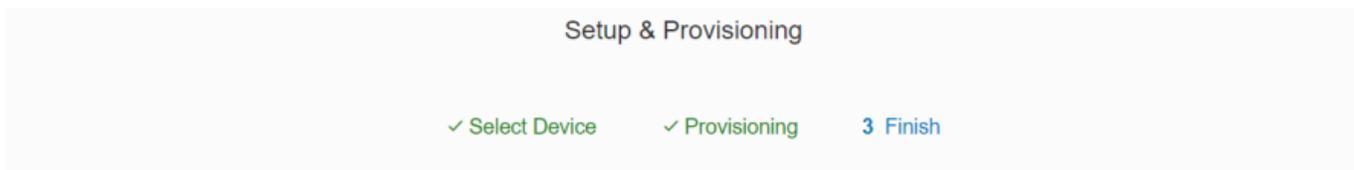
BellCommander can interface to RingCentral for paging as one or more SIP endpoints. BellCommander will communicate over the network and will register with RingCentral as a generic SIP endpoint, like a SIP phone. At scheduled times, BellCommander would make calls to paging extensions, which would broadcast audio to phones, IP speakers, and other endpoints assigned to the paging group.

For the SIP configuration of BellCommander, a phone device will need to be added to RingCentral for BellCommander. This extension will allow BellCommander to make outgoing calls through RingCentral to IP phones and speakers. Note that this may require additional licensing in RingCentral to add extensions for BellCommander to register. To add the phone device to RingCentral, create a new device and provision the device manually:

1. In RingCentral, add a new Generic SIP Handset for BellCommander. For the device, select Other Phones and select Existing Phone:



2. Note the settings in RingCentral for the device. For the Outbound Proxy, any proxy for your region can be used. For the U.S., use either sip10.ringcentral.com:5090 or sip20.ringcentral.com:5090. The drop-down in RingCentral just shows the available outbound proxy servers and any outbound proxy can be entered in BellCommander.

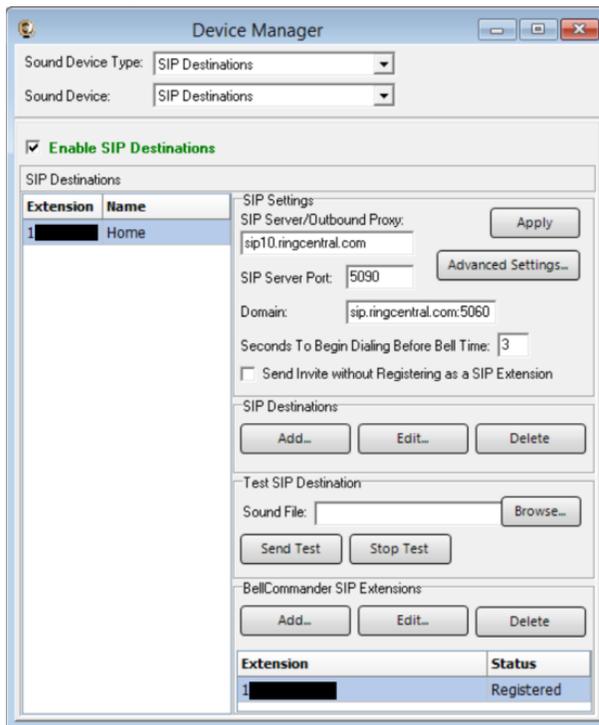


To configure your device to connect to the RingCentral service, you will need to program it with the following information.

The steps for programming will vary from device to device, so please check with your device's manufacturer for specific instructions.

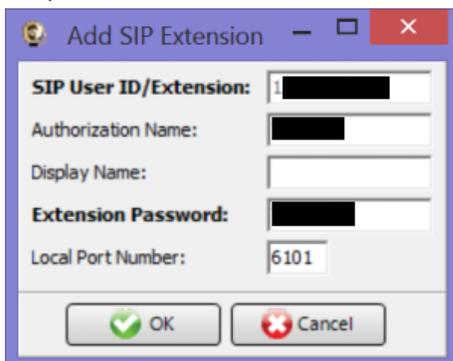
Field	Value
SIP Domain	sip.ringcentral.com:5060
Outbound Proxy	SIP10.ringcentral.com:5090
User Name	1 [REDACTED]
Password	[REDACTED]
Authorization ID	[REDACTED]

- In BellCommander, open the Device Manager by clicking the Devices button and selecting "SIP Destinations" from the drop-down list. Then, enable SIP Destinations and enter an Outbound Proxy for the "SIP Server/Outbound Proxy" and enter the port for the outbound proxy as the SIP Server Port (5090 in this case). Then, for the "Domain", enter the "SIP Domain" from RingCentral.



- Add the extension that BellCommander will register on the bottom-right for BellCommander SIP Extensions. Enter the following settings:
SIP User ID/Extension: User Name from RingCentral
Authorization Name: Authorization ID from RingCentral
Extension Password: Password from RingCentral

It's possible that the Authorization Name and Extension Password may be the same in RingCentral.

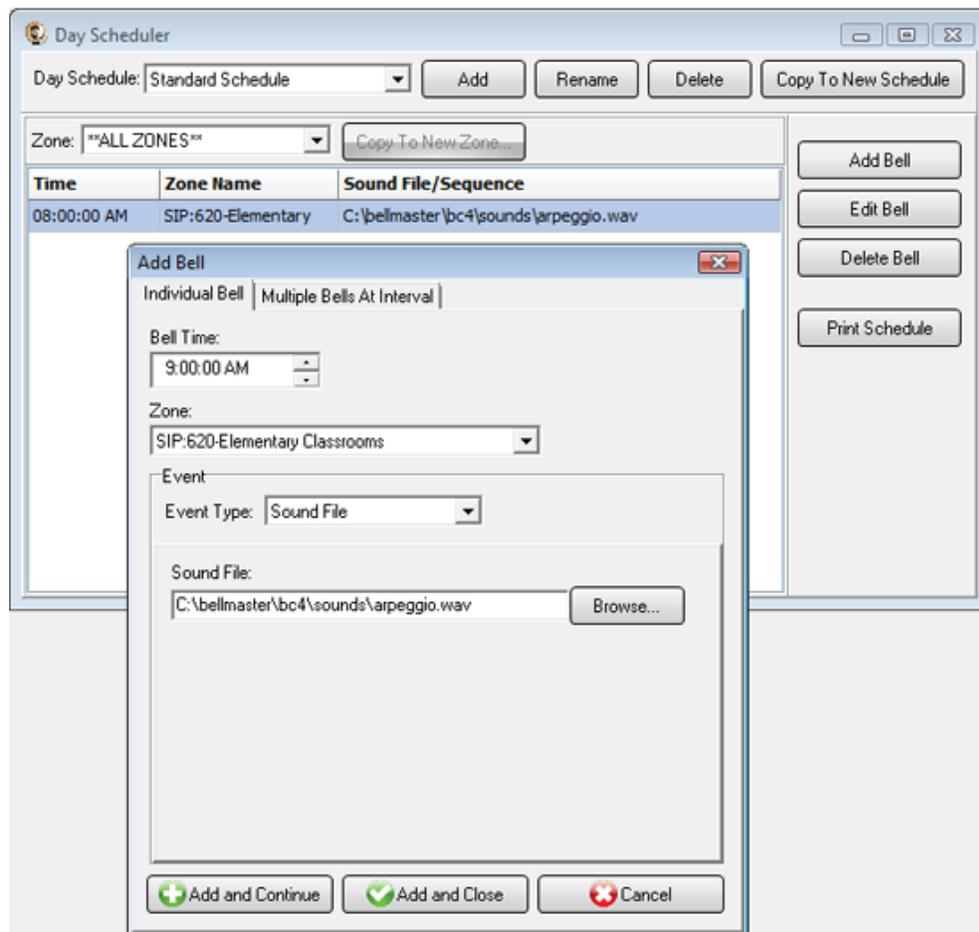


- Add a SIP Destination for the extension that BellCommander will call. In RingCentral, this will typically be a full 10 digit phone number. If the call will be to a paging group, enter *84 before the paging extension. For example, *84801, to page to page group 801. Then, browse for a WAV file and try sending a test.

Scheduling for SIP Extensions:

BellCommander automatically creates a zone for each SIP destination that allows different schedules to be sent to different extensions. To create a schedule, follow the steps below:

1. Create a day schedule. A day schedule represents a single day's 24 hour schedule that can be applied to dates on the BellCommander calendar. To create a Day Schedule:
 - a. Click the Day Scheduler button.
 - b. Click the top Add button to add a new day schedule. Enter a name to identify the schedule, ex. Standard Schedule
 - c. Click the Add Bell button to add a new bell to the schedule. In the Add Bell window,
 - i. Select the time for the bell.
 - ii. Select the zone that the bell should play to. SIP zones will have a name of "SIP:" followed by the extension number and name.
 - iii. For a single sound file select, select "Sound File" for the event type and select a WAV audio file.



2. Assign the day schedule(s) to the Calendar Scheduler. To assign schedules to the Calendar Scheduler:
 - a. Click the Calendar button to view the Calendar Scheduler window.
 - b. Click the Set Default Weekly schedule button to set the default schedule and set the following values:

Weeks in the schedule:

If schedule is the same every week, select “Same schedule every week”.

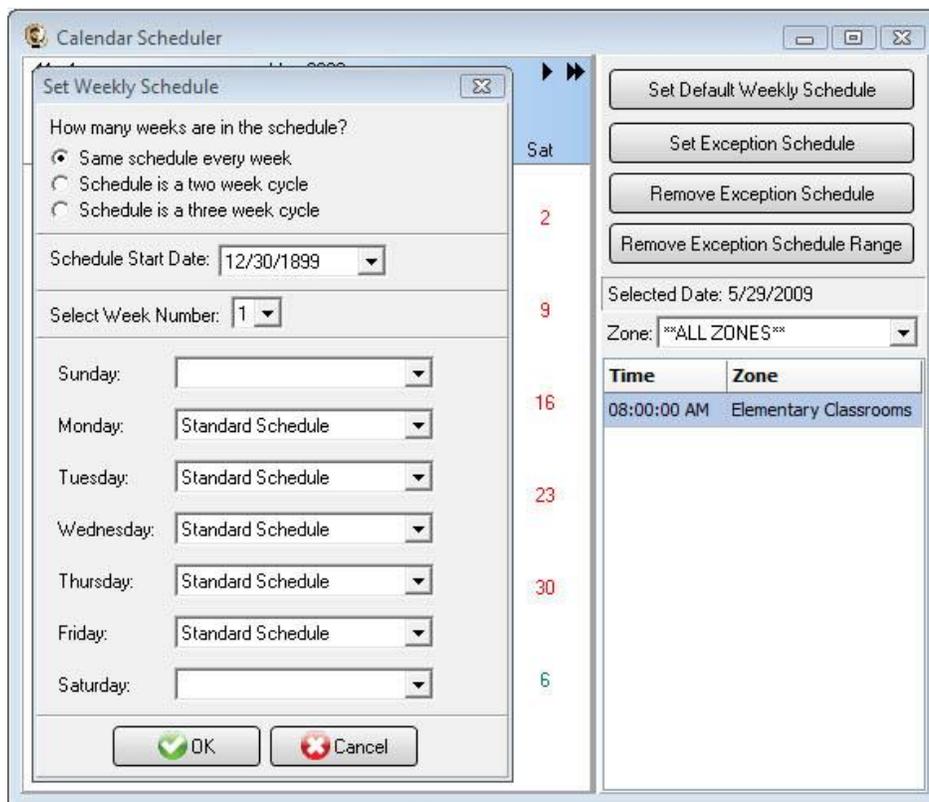
If schedule repeats bi-weekly, select “Schedule is a two week cycle”.

If schedule repeats tri-weekly, select “Schedule is a three week cycle”.

Schedule Start Date – If schedule starts in the future select a future date; otherwise, the default value (12/30/1899) will start the schedule immediately.

Select Week Number – If using a bi-weekly or tri-weekly schedule, this allows the first, second, or third week to be selected for the days of the week listed. Select 1 to program the first week, 2 to program the second week, 3 to program the third week.

Days of the week – Use the drop-down for each day of the to select a schedule. If no audio should be scheduled for the day of the week, leave the day name blank.



- c. To set different schedules by date, add additional schedules in the Day Scheduler and select dates on the calendar and click the Set Exception Schedule button to set different schedules by date.

Special Considerations for SIP Scheduling:

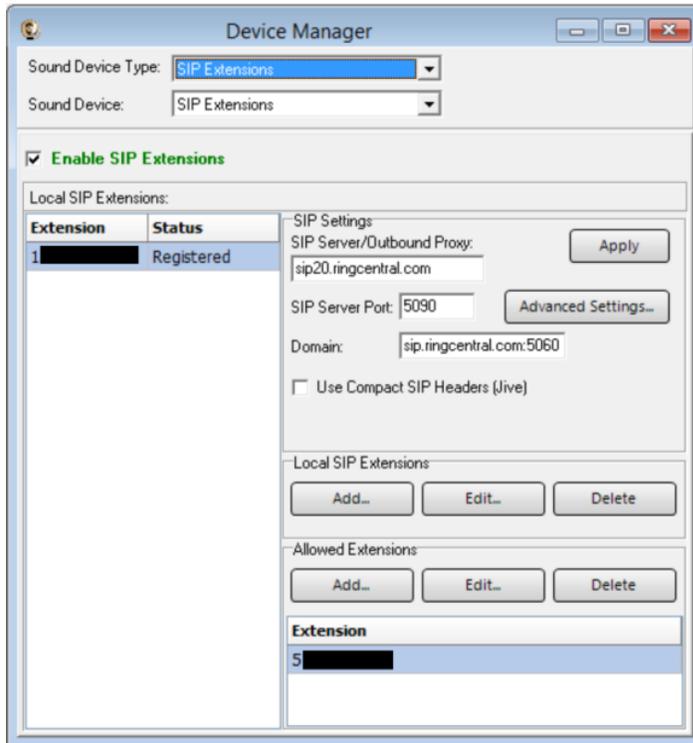
If two or more audio events will be scheduled at the same time, then additional SIP extensions will need to be registered by BellCommander, so that BellCommander has more than one line to dial out on. This will require adding the additional extensions in RingCentral and having BellCommander register the SIP extensions.

SIP Extensions for Emergency Notification

SIP Extensions for Emergency Notification allows phones to dial BellCommander for emergency notifications. Emergency notifications loop audio alerts for several weather, school lockdowns, and other emergencies. Emergency notifications can be triggered by clicking emergency buttons in the BellCommander interface or by dialing emergency codes.

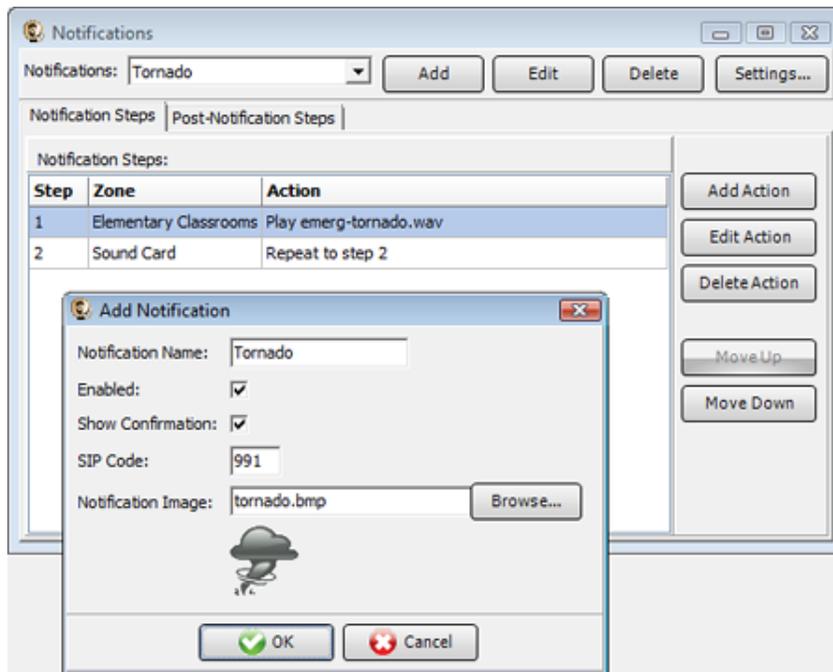
To setup emergency notifications:

1. Follow step 1 on pages 1-2 to add another SIP handset to the RingCentral system.
2. Open the BellCommander Device Manager by clicking the Devices button.
 - a. In the Sound Device Type drop-down select "SIP Extension"
 - b. Check "Enable SIP Extensions"
 - c. Enter the Outbound Proxy from RingCentral for the SIP Server/Outbound Proxy (either sip10.ringcentral.com or sip20.ringcentral.com for the U.S.) and enter the SIP Server Port for the Outbound Proxy, usually 5090. Enter the SIP Domain for the Domain, which is normally sip.ringcentral.com:5060.
 - d. Click the Apply button.
 - e. Add a SIP extension for BellCommander to register:
 - i. Click the Add... button under Local SIP Extensions.
SIP Extension – User Name from RingCentral
Extension Password – Password from RingCentral
Authorization Name – Authorization ID from RingCentral
Local Port Number – Can typically use the default value
Map To Zone – Leave this blank for emergency notification.
SIP Server Options – Select "Connect to default SIP server"
 - ii. After adding the extension, the extension should appear in the Local SIP Extension list with a status of "Registered"
 - f. Add the extensions that are allowed to call BellCommander for emergency notification.
 - i. Click the Add... button under Allowed Extensions.
 - ii. Enter an extension or phone number that will be allowed to call BellCommander. For a full number, leave off the country code, ex. 2223335555
 - iii. Repeat for additional extensions/numbers. BellCommander is licensed by the number for allowed extensions, so the number of allowed extensions may be restricted by the license.



2. Define emergency notifications in BellCommander:

- a. Click the Notifications button to view the Notifications window.
- b. Click the top Add or Edit button to add or edit a notification. For the example, we'll edit the tornado notification.
- c. In the edit window, note the SIP code. This is the code that the phone user should dial to trigger the emergency notification. The Show Confirmation option is for clicking notifications in the BellCommander interface. If Show Confirmation is checked, a message will popup to request confirmation of an emergency alert.
- d. Assign actions to the emergency notification. Use the Add Action and Edit Action to add and edit actions in the alert scripts. Typically, a sound file would be played and looped. In the action, the zone should be set to a zone that broadcasts to all areas that should receive the notification.



3. To trigger an emergency notification by phone, first call the BellCommander extension, in the example above this would be 900. Wait for BellCommander to answer, then dial the emergency code followed by the # key. In the example above 991#. To stop the alert, dial 999# while connected to BellCommander. The alert can also be stopped by dialing the BellCommander extension again and entering 999#.