



Extron DMP 128 Plus C V 12x8 ProDSP Processor User Guide

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Extron DMP 128 Plus C V 12x8 ProDSP Processor



DMP Plus Series C V DMP Plus Series C V AT Interactive Intelligence Configuratiön Guid

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Date	Version	Notes
Feb 9 th 2018	1.0	First Release: Applies to Firmware Version 1.01.0007.004
Mar 7 th 2018	1.0.1	Layout and language changes for emphasis
July 26 th , 2019	1.0.2	Added Appendix C
Feb. 12, 2020	1.1.0	Updated DMP Plus Series
Sep. 1 st 2020	1.2.0	Added VoIP Configuration file
Sep. 12 2022	1.2.2	Updated Appendix

Introduction

This document provides essential instructions for registering the VoIP lines of DMP Plus Series, C V and C V AT models to Interactive Intelligence PBX system running **CIC version 2017 R1** or later. DMP Plus Relates to the following products:

- DMP 128 Plus C V / C V AT ·
- DMP 128 FlexPlus C V AT ·
- DMP 64 Plus C V / C V AT

Note: Requires Firmware Version **1.08.0002** or higher

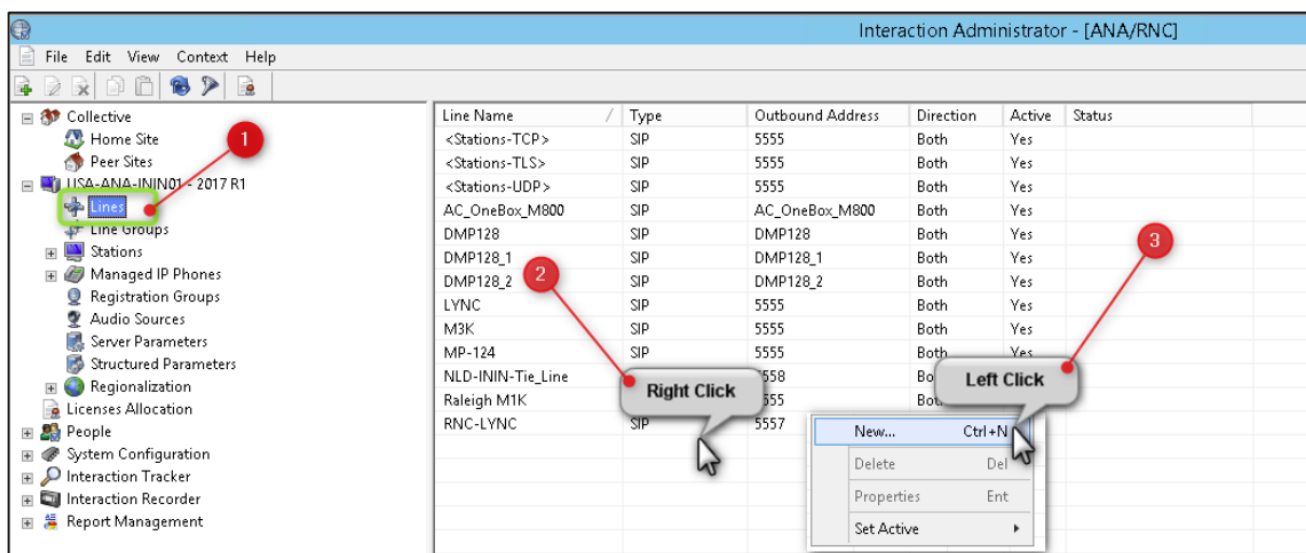
Configuring Interactive Intelligence for DMP Plus Series VoIP Registration

- VoIP functionality within the DMP Plus Series is built around the Session Initiation Protocol (SIP) signaling system, as defined in RFC 3261. The Interactive Intelligence platform must be licensed to allow the addition of generic basic third-party SIP endpoints before any line registration can take place.
- The DMP Plus Series requires that the Early Offer call initialization model be used, referred to as Normal Media Timing within Interactive Intelligence systems.
- It is recommended that a static IP address is assigned to the network interface used for VoIP traffic on the DMP Plus Series.

Create a New Line

Registration of a DMP Plus Series VoIP device requires the creation of a new line within the **Interaction Administrator** platform. Start the application with administrator credentials.

1. Click on the Lines [1] item on the left-hand side of the screen.
2. Right-click on the right-hand list portion of the screen [2].
3. Select New [3].



4. Enter a name for the line and click on **OK**.

Entry Name

Enter Line Name

Extron_DMP_128

OK Cancel

5. Click on Identity (OUT) [1] and edit Line Value fields as required [2] and [3]. Click OK [4].

Line Configuration

SIP Line Configuration

Identity (Out)

Called Address

Send Extension: Post Connect

Calling Address

Line Value 1

Line Value 2

Diversion Method: Use 'Diversion' Header

OK Cancel

Configure Line Value

Use Anonymous values

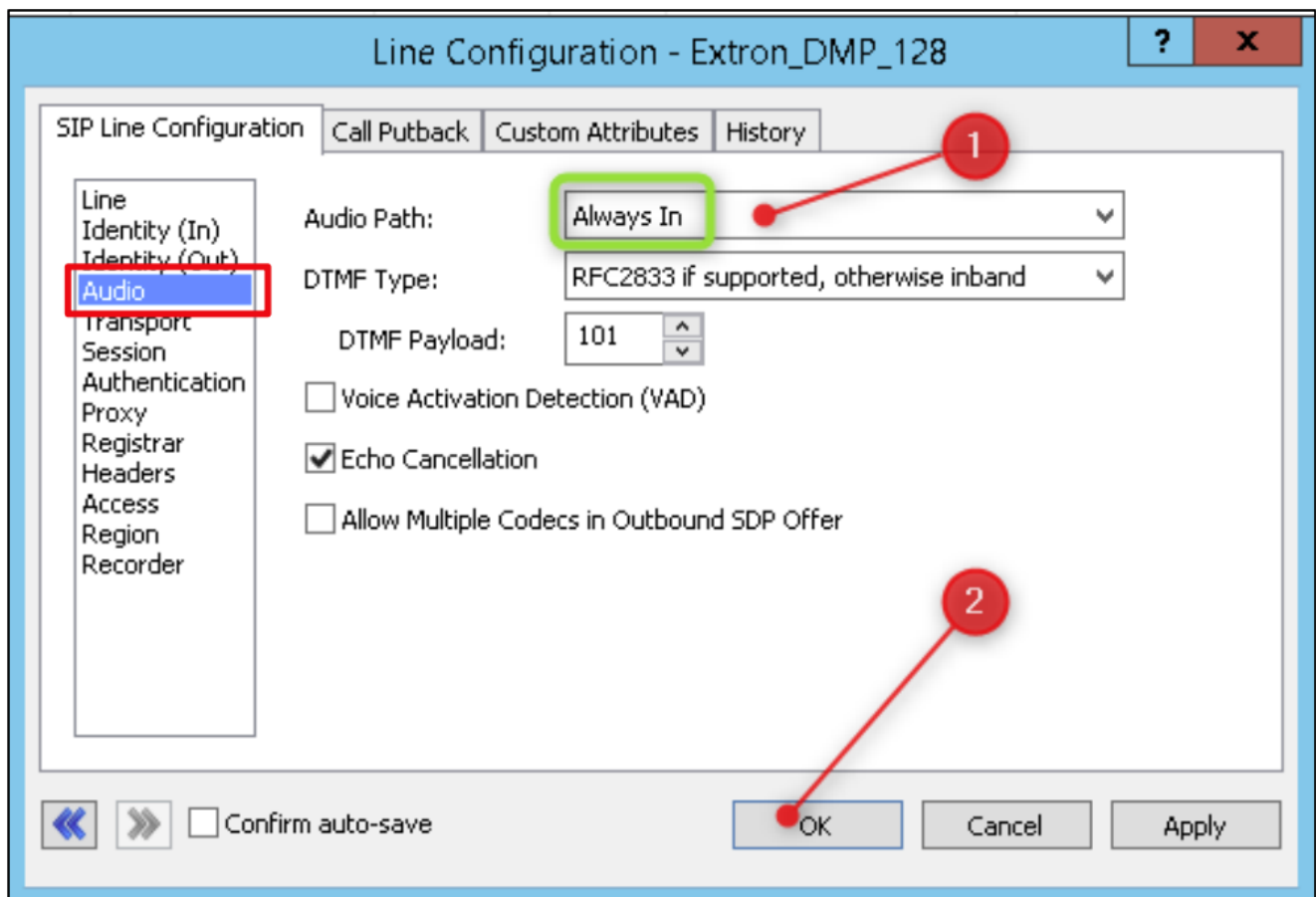
Name: 5555

Address: 5555

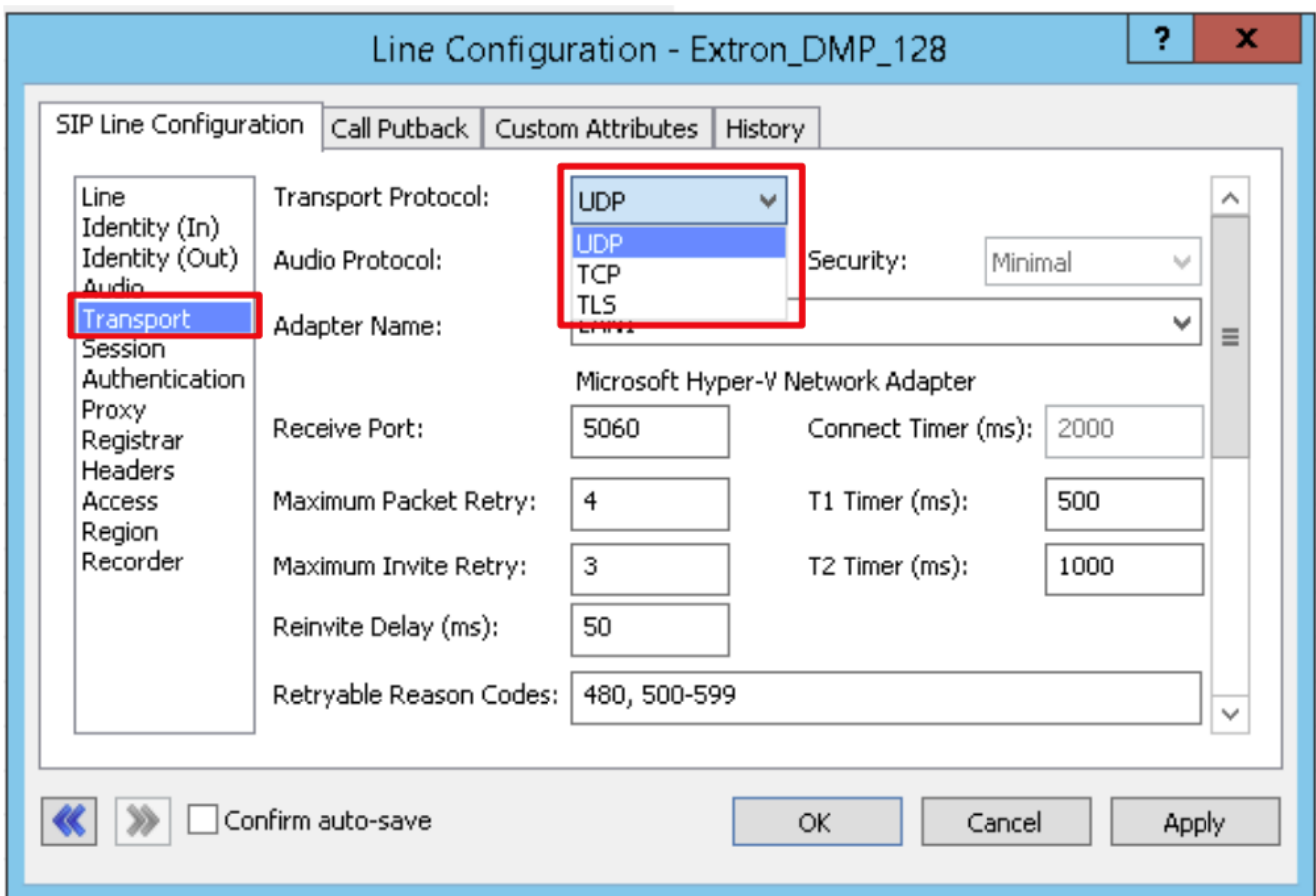
Display value: 5555 <sip:5555@USA-ANA-ININ01.extron.com>

OK Cancel

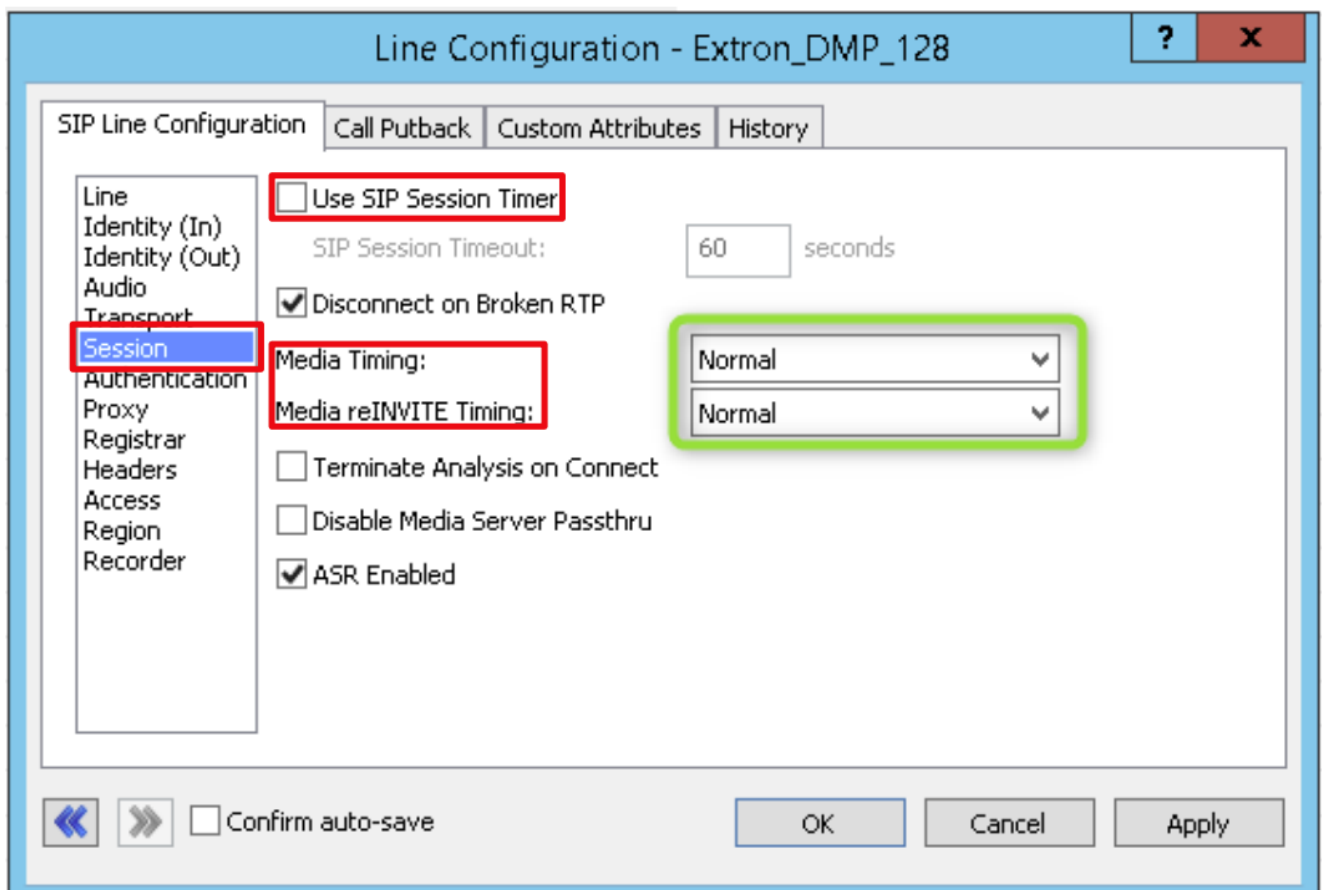
6. Click on Audio and edit the fields as shown below [1]. Check the Allow Multiple Codecs box if more than one codec will be assigned to the DMP Plus Series. Click OK [2].



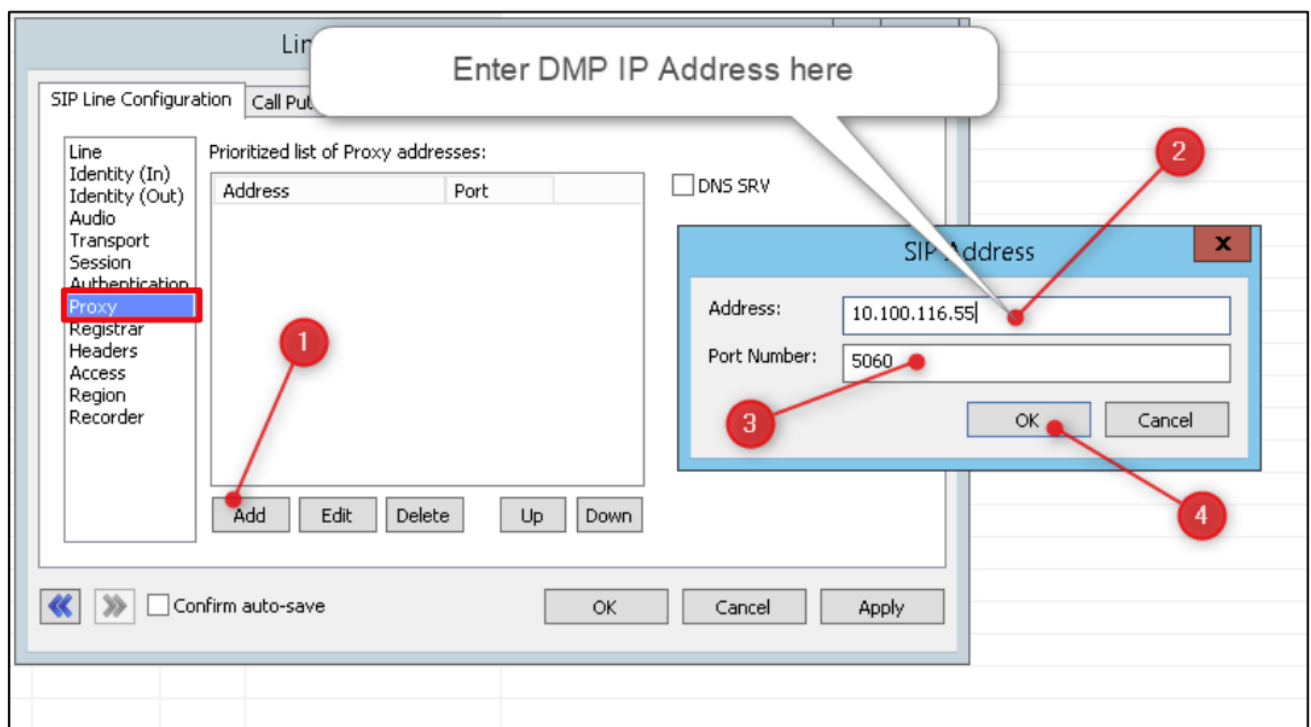
7. Set the signaling Transport Protocol as required. The default is UDP.



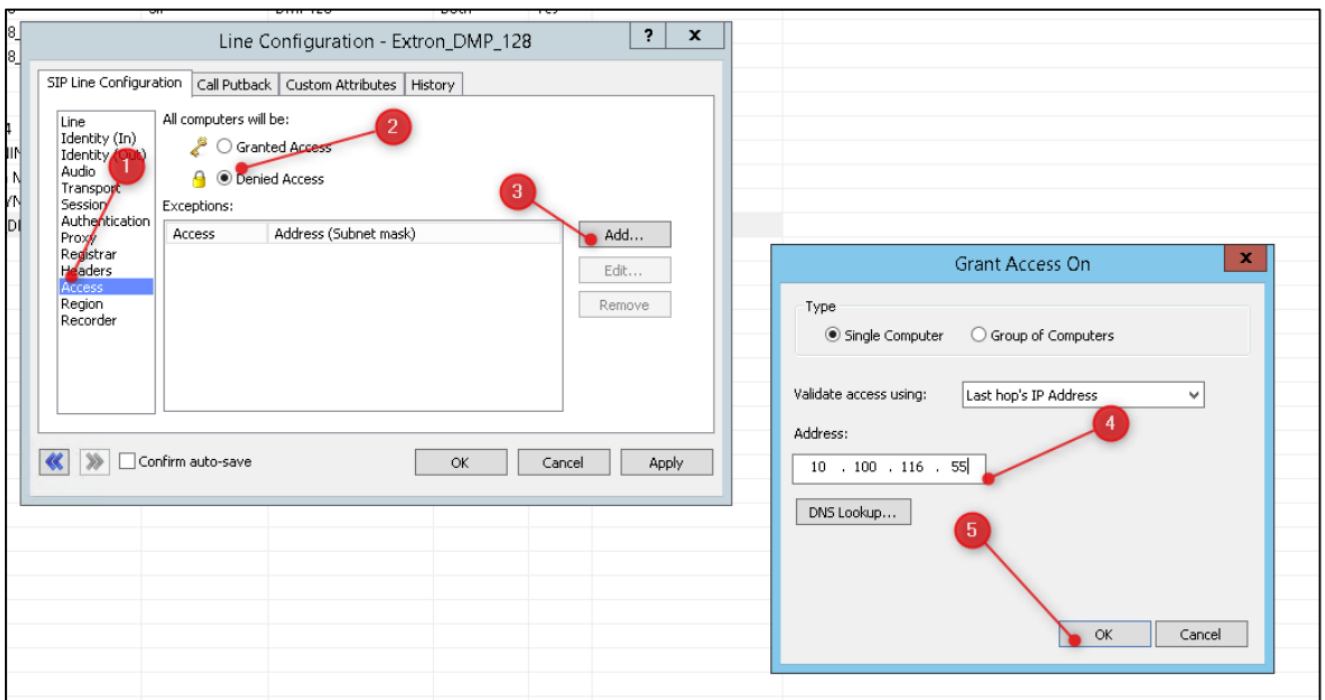
8. Click on Session and change **Media Timing and Media reINVITE Timing** to **Normal**. Uncheck the Use SIP Session Timer box.



9. Click on **Proxy** followed by **Add** [1]. Enter the IP address of the DMP Plus Series [2] and the port number [3] being used (the default port for UDP and TCP is 5060). Click **OK** [4].



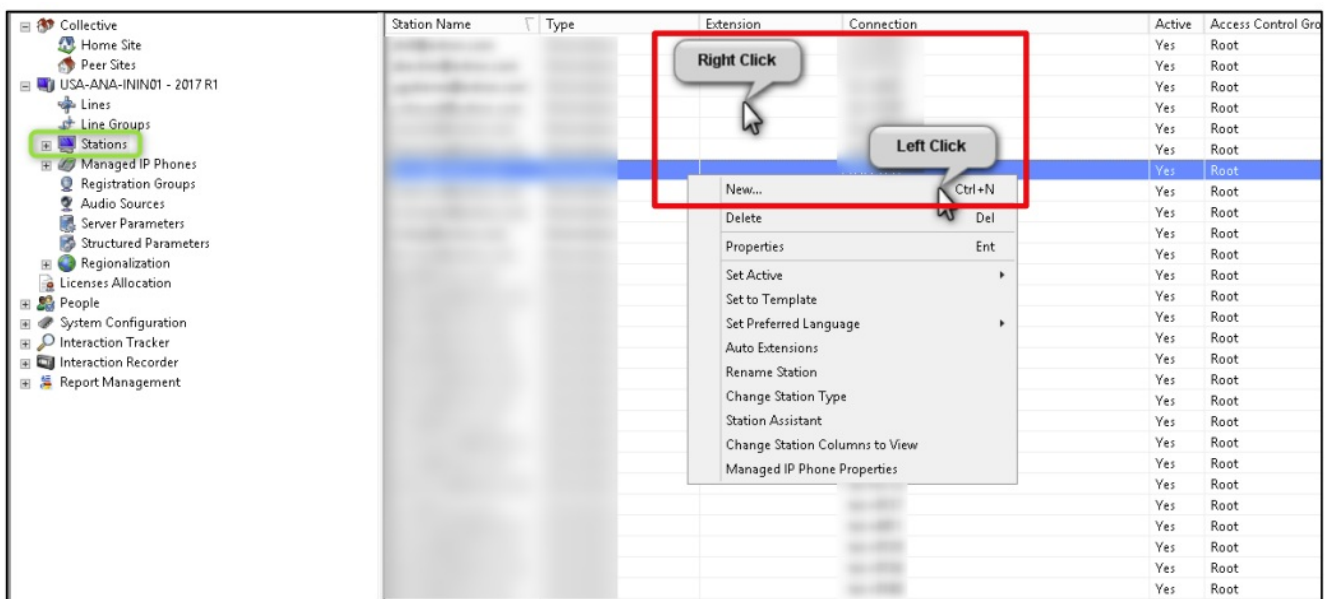
10. Click on **Access** [1] followed by the **Denied Access** [2] radio button. Add the DMP Plus Series as an exception by clicking on the **Add** [3] button and entering its IP address [4], followed by **OK** [5].



Create a New Station

Add a New Station for the DMP Plus Series

1. Click on the Stations container, right-click in the list area, then select New.



2. Enter a name for the new station and click OK.

Entry Name

Enter Station Name

EXTRON_DMP128

OK Cancel

3. Select Stand-alone Phone [1] as the Station Type followed by Next [2].

Station Type

Station Type:

- Remote Station
- Stand-alone Fax
- Stand-alone Phone
- Workstation

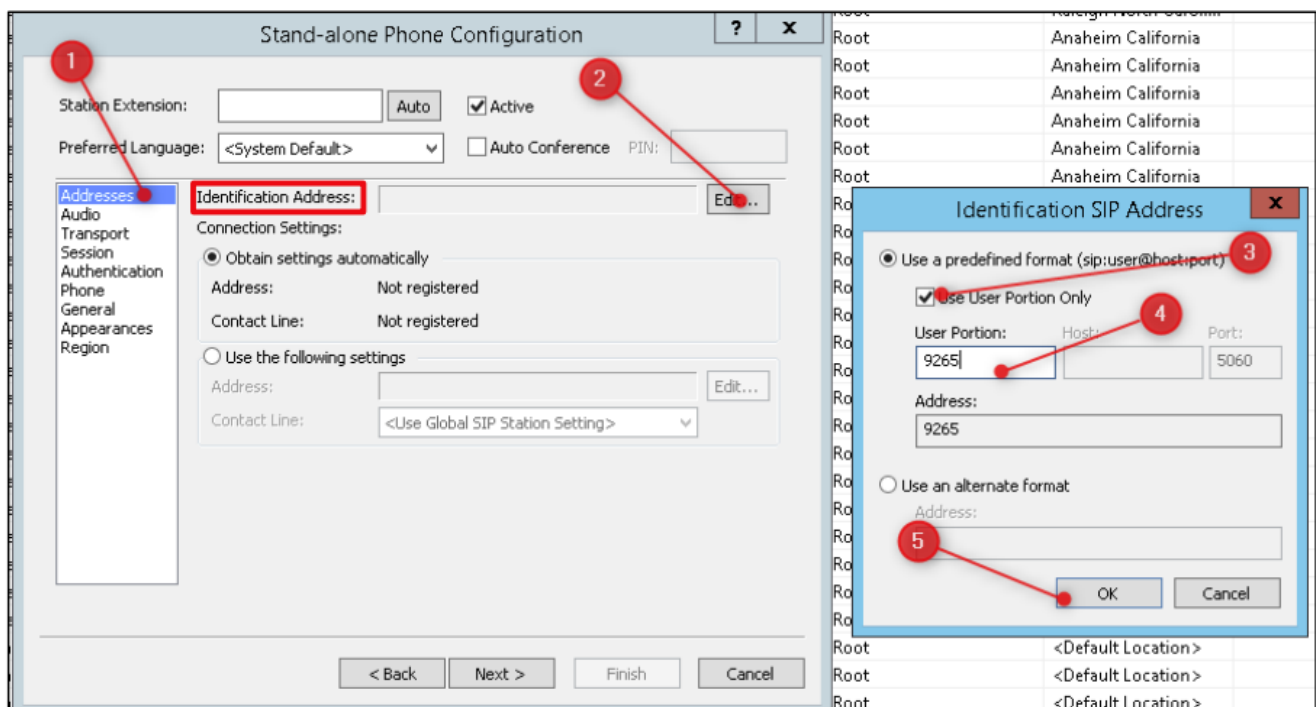
Stand-alone Phone

Select the station template that will be used for the new station. This can be left blank, if you want to create a new station from scratch.

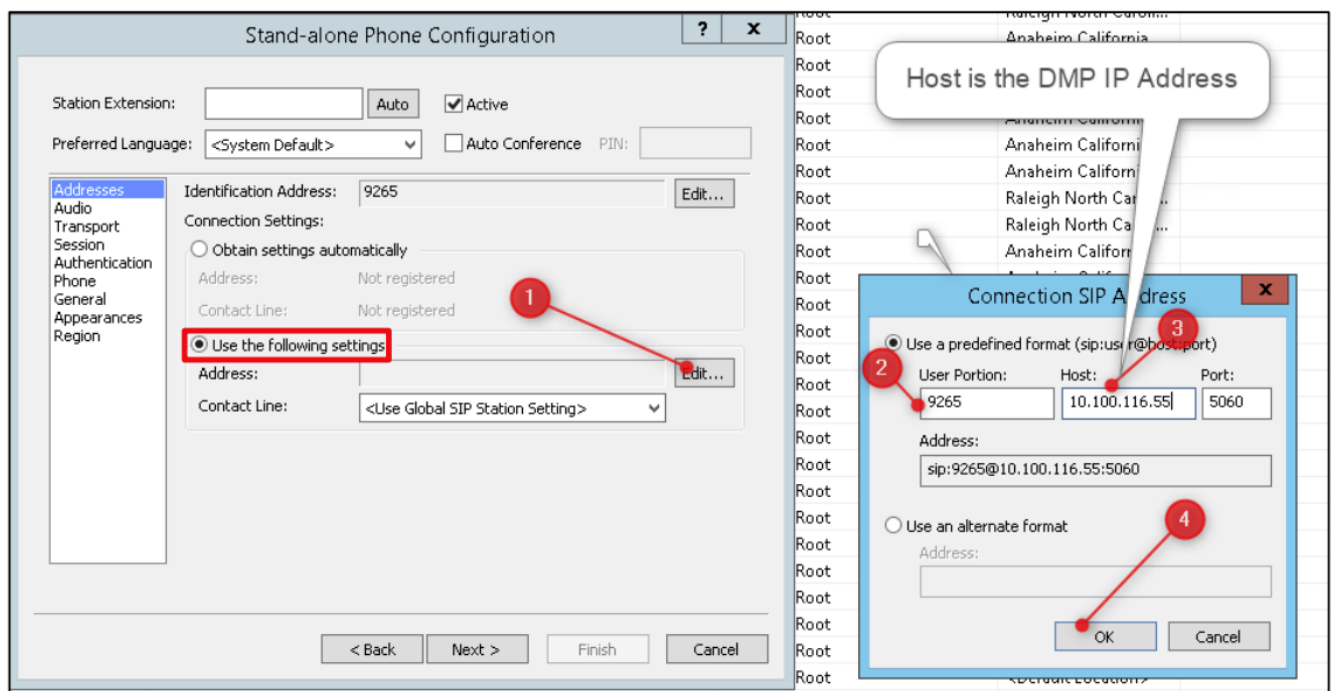
Station Template:

< Back Next > Finish Cancel

4. Click Edit [2] from the **Identification Address** section of the **Addresses** [1] section. Select **Use User Portion Only** [3] and enter the extension number [4] assigned to the DMP Plus Series, followed by **OK** [5].



5. Select the **Use the following settings** radio button followed by **Edit** [1]. Enter the extension number assigned to the DMP Plus Series in the User Portion [2] field, followed by the IP address and SIP port number in the **Host** and **Port** fields [3], respectively. Click **OK** [4].



6. From the Contact Line drop-down box, select the line created in [Section 2.1](#) followed by **Next**.

Stand-alone Phone Configuration

Station Extension: Auto ☒ Active

Preferred Language: <System Default> ☐ Auto Conference PIN:

Addresses

Identification Address: 9265 Edit...

Connection Settings:

☐ Obtain settings automatically

Address: Not registered

Contact Line: Not registered

☒ Use the following settings

Address: sip:9265@10.100.116.55:5060 Edit...

Contact Line:

- <Use Global SIP Station Setting>
- <Use Global SIP Station Setting>
- <Stations-TCP>
- <Stations-TLS>
- <Stations-UDP>
- AC_OneBox_M800
- DMP128
- DMP128_1
- DMP128_2
- Extron DMP 128**
- LYNC
- M3K
- MP-124
- NLD-ININ-Tie_Line
- Raleigh M1K
- RNC-LYNC

Cancel

7. Select the **Basic Station License** and **Enable Licenses** checkboxes followed by **Next**.

Licensing


Licenses

☒ Basic Station License

☐ Recorder Access License

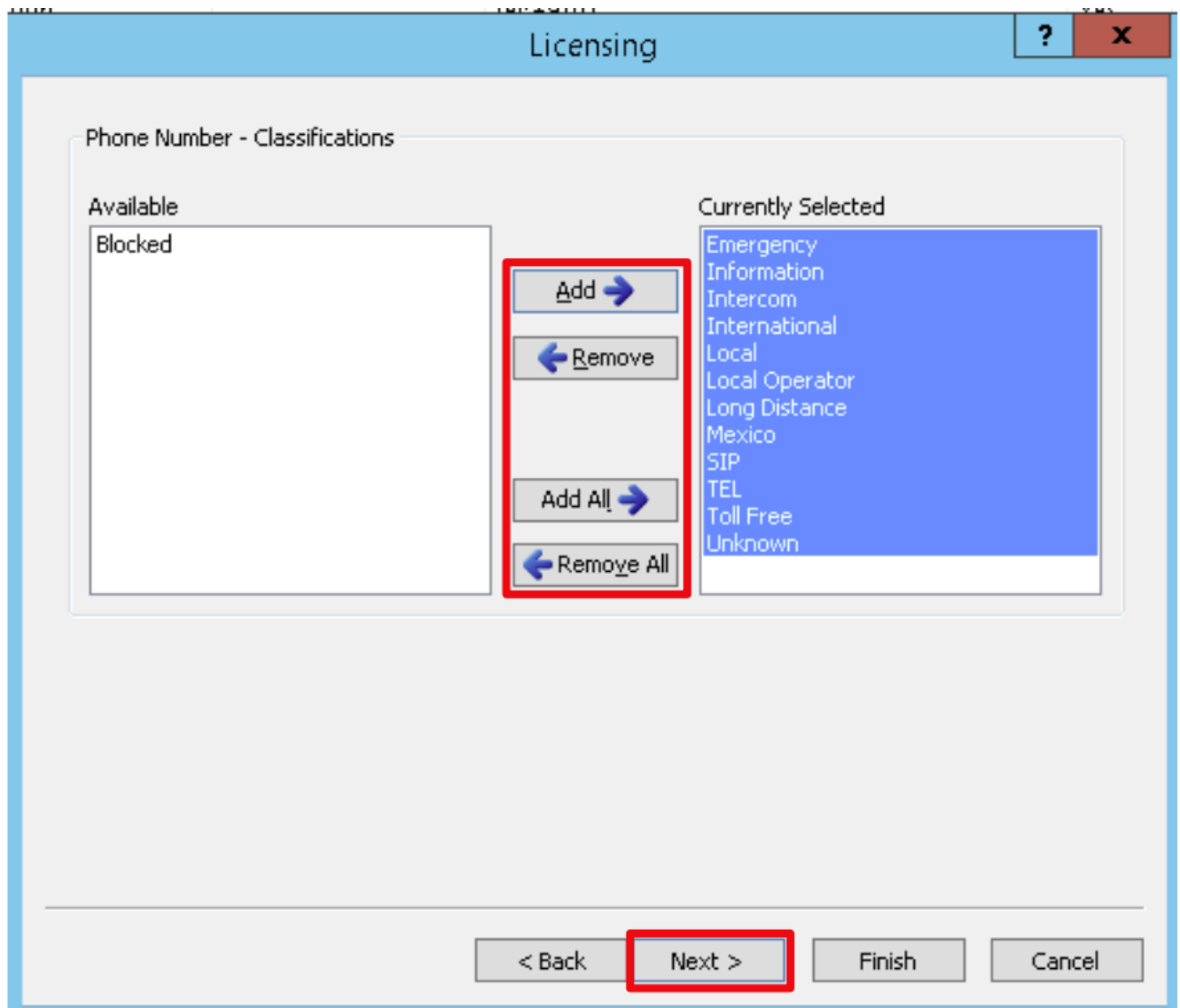
Options

☒ Enable Licenses

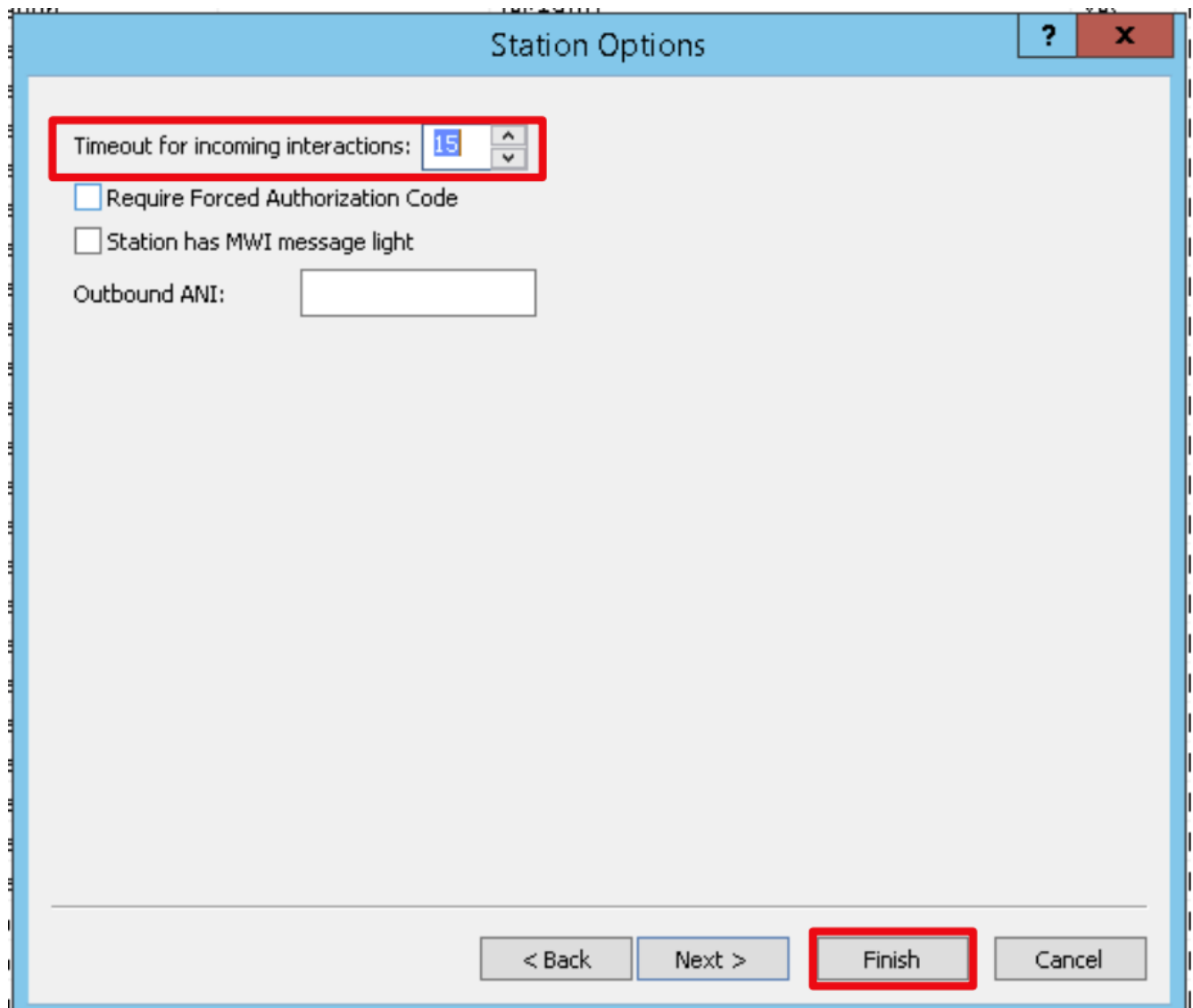
 The licenses for this station are enabled and will affect the license usage count.

< Back **Next >** Finish Cancel

8. Add any required Phone Number Classifications to the Currently Selected panel followed by Next.



9. Adjust the **Timeout for incoming connections** timer to the desired value and click **Finish**.

A screenshot of a web-based configuration window titled "Station Options". The window has a light blue header bar with a question mark icon and a red "X" icon. The main content area is light gray. At the top, there is a red-bordered box containing the text "Timeout for incoming interactions:" followed by a numeric input field showing "15" and up/down arrow buttons. Below this are two unchecked checkboxes: "Require Forced Authorization Code" and "Station has MWI message light". Underneath is a label "Outbound ANI:" followed by an empty text input field. At the bottom of the window, there is a horizontal bar containing four buttons: "< Back", "Next >", "Finish" (which is highlighted with a red border), and "Cancel".

Station Options

Timeout for incoming interactions: 15

☐ Require Forced Authorization Code

☐ Station has MWI message light

Outbound ANI:

< Back Next > **Finish** Cancel

Configuring DMP Plus Series C V (AT) VoIP Lines

VoIP configuration of the DMP Plus Series is handled exclusively through a web interface, served from the device itself. The VoIP landing page is accessed through an address of the format –

<http://192.168.254.254/www/voip.html>

– where 192.168.254.254 in this example is the default IP address of the DMP Plus Series device. Up to 8 lines may be configured. Note that each line intended for use will require a unique extension to be specified as part of the configuration process in [Section 2.0](#).

Network Interface Configuration

Clicking on the **Network** followed by **Interface** tabs allows changes to be made to the desired network interface on the DMP Plus Series; either LAN1 or LAN2 may be used for VoIP. VLAN tagging is available on either interface if required. Up to two DNS entries may be manually specified. Click **Apply** after making any changes to restart the networking services on the device.

The screenshot shows the 'Network' configuration page. The 'Interface' tab is selected, and the 'VoIP Interface' dropdown is set to 'LAN 1'. The 'LAN 1' configuration panel is visible, showing IP Address settings (DHCP selected, IP: 192.168.31.40, Subnet Mask: 255.255.255.0, Default Gateway: 192.168.31.1, DNS Server: 4.2.2.2). The 'Apply' button is highlighted in the bottom right corner.

Transport Configuration

Click on the **Transport** tab to access signaling transport configuration. Set the transport to either UDP or TCP per Section 2.1. The default transport type for the DMP Plus Series is UDP. In the event that changes need to be made, click **Apply** to commit any adjustments to the device.

The screenshot shows the 'Transport' configuration page. The 'Transport' tab is selected, and the 'Transport' dropdown is set to 'UDP'. The 'Listening Port' is set to 5060. The 'Use Secure RTP (AES CTR)' checkbox is unchecked. The 'Apply' button is highlighted in the bottom right corner. Below the main configuration area, there are sections for 'TLS Mode', 'Local Mode', 'Local Cert', 'Private Key', and 'Server Certs' with various buttons like 'Browse', 'Import', 'Export', 'Add Cert.', 'Add CA', and 'Remove'.

Line Registration

Click on the first line tab to be configured as part of the system, e.g. **Line 1**.

1. **User Name:** Set this to match the extension number from [Section 2.2. 2\)](#)
2. **Authentication User Name:** Set this field to match the extension number above.
3. **Authentication Password:** Use the extension number from (1) and (2) as the password.
4. **Display Name:** Optional. Specify an identifier for the line if required.
5. **Primary Proxy Name/IP:** Specify either the IP address or domain name of call server.
6. **Primary Proxy Port:** Specify the port number as required. The default is 5060.

Once the above settings have been entered, click the **Apply** button to save to the device. Click the Register button to initiate registration to the call server. If successful, the registration status to the right of the Register/Unregister buttons will indicate Registered Primary.

The screenshot shows a web interface for configuring a device. At the top, there is a navigation bar with tabs: Home, Network, Line 1, Line 2, Line 3, Line 4, Line 5, Line 6, Line 7, Line 8, Logs, and System. Below this is a sub-navigation bar with tabs: Registration, Audio, and Dialing. The main content area is titled 'Registration' and contains a form with the following fields: 'User Name' (with an asterisk indicating it is required) set to '9265', 'Authentication User Name' set to '9265', 'Authentication Password' set to '****', 'Display Name' set to 'Extron DMP Line 1', 'Primary Proxy Name/IP' (with an asterisk) set to '10.113.122.221', and 'Primary Proxy Port' set to '5060'. A legend below the form states '* Denotes Required Field'. An 'Apply' button is located at the bottom right of the form. Below the form is an 'Advanced' section with a 'Register' button, an 'Unregister' button, and a 'Status: Not Registered' indicator. Red boxes highlight the 'Line 1' tab, the 'Registration' tab, the form fields, the 'Apply' button, and the 'Register' button.

Codecs

The availability and priority of codecs may be changed from within the Audio tab. Codecs will only be available for use within phone calls if they are moved from the Available to the Assigned column. By default, G.711u and G.711a are **assigned** to the system. Codec assignment and priority can be set per line. Click the **Apply** button to commit any changes to the device.

Home Network **Line 1** Line 2 Line 3 Line 4 Line 5 Line 6 Line 7 Line 8 Logs System

Registration Audio Dialing

Registration

* User Name: 9265

Authentication User Name: 9265

Authentication Password: ****

Display Name: Extron DMP Line 1

* Primary Proxy Name/IP: 10.113.122.221

Primary Proxy Port: 5060

* Denotes Required Field

Apply

Advanced

Register Unregister Status: Not Registered

Dialing

Use the **Dialing** tab to select the desired DTMF signaling method. The default DMP Plus Series mode is In-Band. Other available options are as follows:

- Out of Band SIP INFO
- Out of Band SIP INFO (RELAY)
- Out of Band RFC 2833

Recommend DTMF delivery method is **Out of Band RFC 2833**

Click **Apply** after selecting **Out of Band RFC 2833 DTMF** signaling method for the line. This can be set per line.

Home Network **Line 1** Line 2 Line 3 Line 4 Line 5 Line 6 Line 7 Line 8 Logs System

Registration Audio **Dialing**

Dialing

DTMF Delivery Mode: In-band

Auto-answer: Out-of-band (SIP-INFO)

Out-of-band (SIP-INFO Relay)

Out-of-band (RFC 2833)







Delay (seconds): 3

Apply

System Overview

Once all required lines have been registered to the call server, use the Home tab to view a summary of the system, as required. In the example below, one of two registered lines (line 3) is currently in an active call. Appearance-specific (caller-specific) details for active calls can be accessed by clicking on the corresponding Line entry.

Home	Network	Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8	Logs	System
------	---------	--------	--------	--------	--------	--------	--------	--------	--------	------	--------

VoIP Status							
	Registration	Audio DSP	Call Status	Packets Rx	Packet Drop	Jitter Rx (ms)	Duration
Line 1	Not Configured	Configured	--	--	--	--	--
Line 2	Not Configured	Configured	--	--	--	--	--
Line 3	Registered - Primary	Configured		1169	0	55	00:00:24
Line 4	Registered - Primary	Configured		--	--	--	--
Line 5	Not Registered	Configured		--	--	--	--
Line 6	Not Registered	Configured		--	--	--	--
Line 7	Not Registered	Configured		--	--	--	--
Line 8	Not Registered	Configured		--	--	--	--

Details Line 3					
Appearance	Codec	Duration	Packets Rx	Packet Drop	Jitter Rx (ms)
1	g711u	00:00:24	1169	0	55

Troubleshooting

In the event of failure to register, review the following:

- Check that the credentials specified as part of the Interactive Intelligence setup are correctly entered into the registration fields for each line.
- Check network interface settings, including DNS fields (particularly if a proxy domain name is being used rather than an IP address).
- Click on the Logs tab to inbound and outbound SIP transactions. The absence of inbound transactions indicates a network routing problem. Registration-specific problems may be indicated by corresponding SIP responses such as 403 Forbidden.

Configuration File Attached to PDF

If needed, the configuration file “voipConfig.conf” is attached to the PDF

- To access the file select “Attachments” from the left side bar see figure A1
- Then save the attachment, before uploading to DMP Plus see Figure A2 below

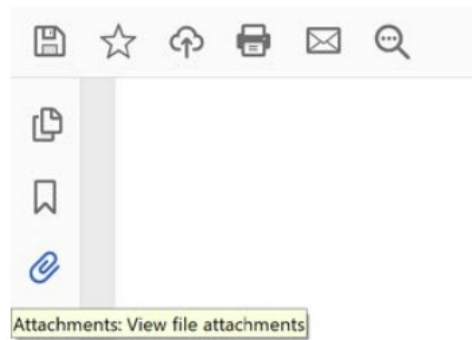


Figure A1 Save Attachment

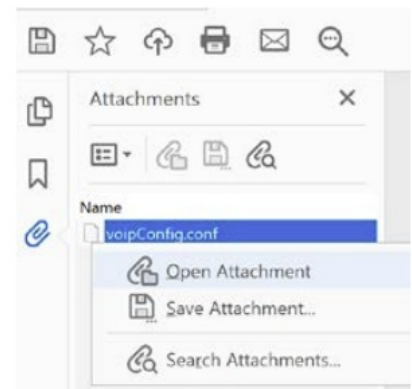


Figure A2 Show Attachments

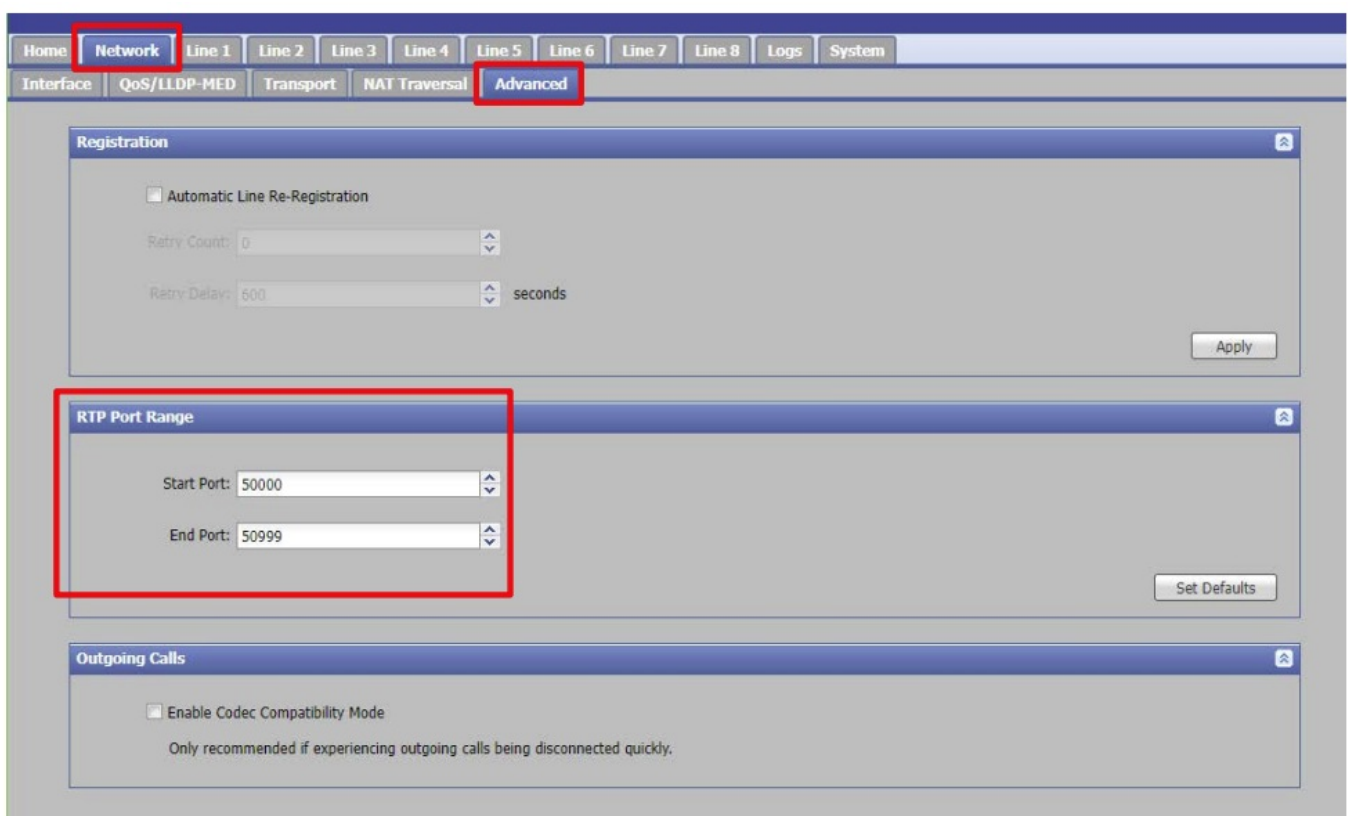
Appendix A: RTP Port Range

The default port range for VoIP RTP traffic on the DMP Plus Series is 50000 50999. To change this range, the following steps must be carried out. There are two methods that can be used to change adjust the RTP port Range

Note: Requires Firmware 1.08.0002 or later.

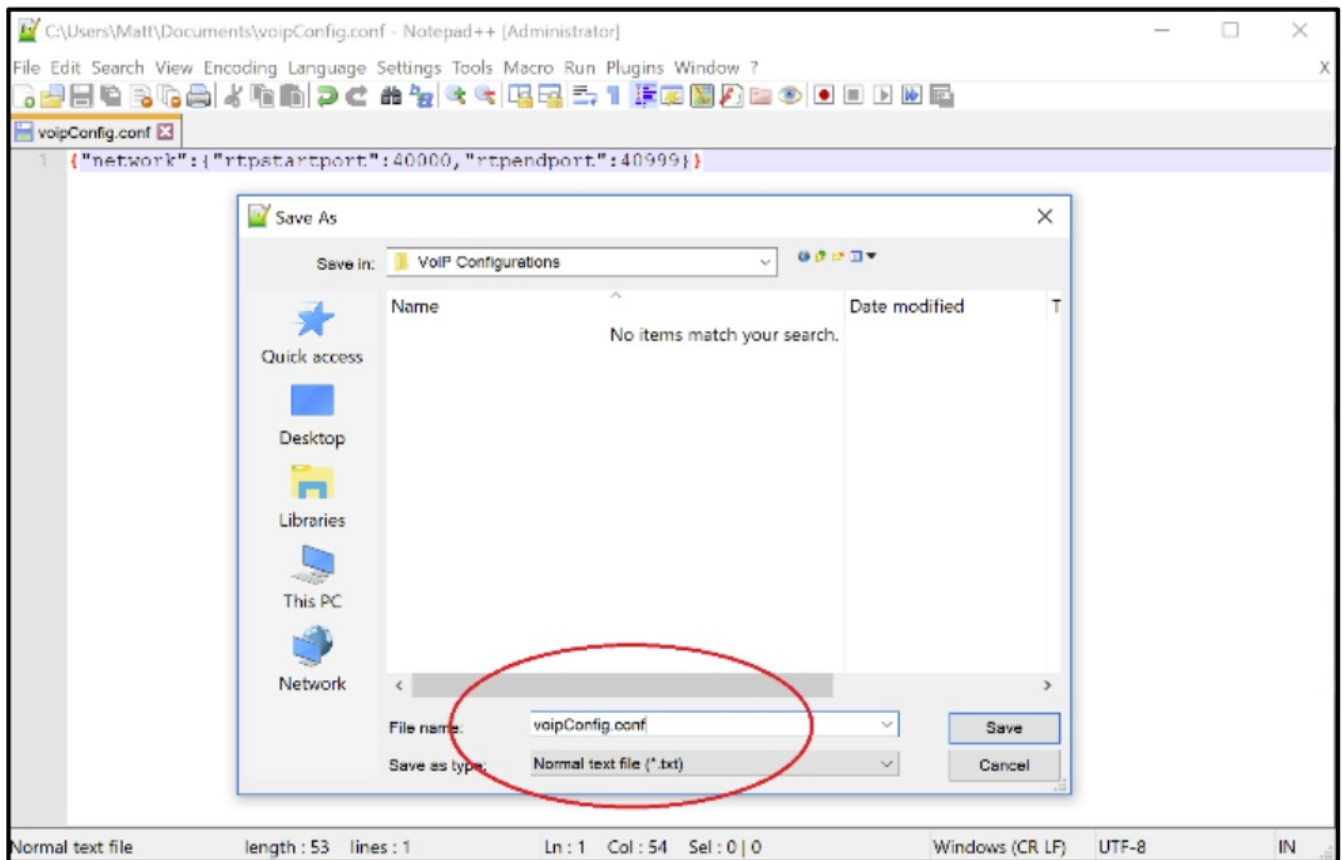
Method 1 Internal Webpage

1. From internal webpage Select Network then Advanced Tab
2. Adjust the Start and End port for RDP



Method 2 Configuration file

- a. Create a new blank text file using a suitable basic text editor. i. Example “voipConfig.conf” is attached to this PDF, see Section 3.9
- b. Enter the following text into the document (in this example, the port range is being changed to 50000 – 50999; replace these values with the desired range)
`{"network":{"rtpstartport":50000,"rtpendport":50999}}`
- c. Save the file as voipConfig.conf.



- d. Navigate to the VoIP configuration webpage and click on the System tab.
- e. Under Export System Configuration, click the Export button to back up the current VoIP configuration to disk. The file will be saved in the default web browser download directory.
- f. Under Import System Configuration, click the Browse button to locate the voipConfig.conf file created in steps 1 to 3.
- g. Click the Import button to update the DMP Plus Series with the new RTP Port Range settings. A notification will appear once the settings have applied

Appendix B: Automatic Line Re-Registration

Some call managers and networks go into maintenance windows which do not allow VoIP endpoints to register or maintain their registration. To help resolve this issue the Automatic Line Re-Registration function can be configured to re-register a line if line registration is unexpectedly lost. This function causes the VoIP interface to re-attempt a line re-registration if the first automatic re-registration attempt fails.

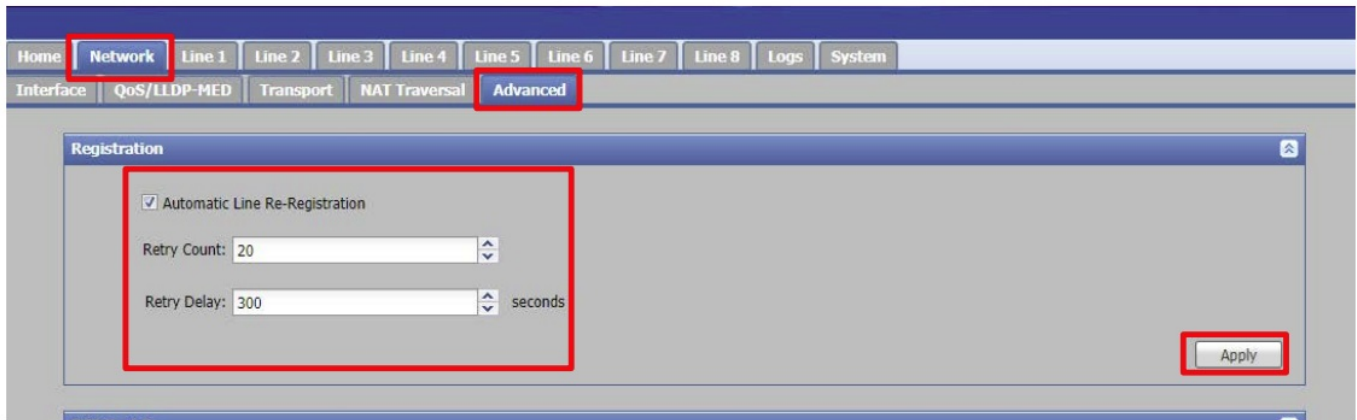
In order to use this feature, the line must first be registered to the call manager. **Note:** When enabled, this function will attempt re-registration once the SIP timer has expired. By default the SIP timer is set to 3600 seconds (60 mins). By default, the Automatic Line ReRegistration feature is disabled, with the “registration_fail_retry_count” set to zero (0).

To set up Automatic Line Re-Registration, the following steps must be carried out.

Requires Firmware 1.08.0002 or later.

Method 1 Internal Webpage

1. From internal webpage Select Network then Advanced Tab
2. To Enable the Automatic Line Re-Registration select the check box
3. Enter Retry Count (0 99) a. This is the number of attempts a Line will make to re-register i. Example below is set to twenty (20) reconnections attempts ii. If this is set to zero (0), the feature is disabled
4. Enter Retry Delay (120 3600 seconds) a. Amount time between registration attempts in seconds i. Example above is set to 300 seconds (5 mins) between reconnections attempts
5. Once Set hit Apply



Method 2 Configuration file

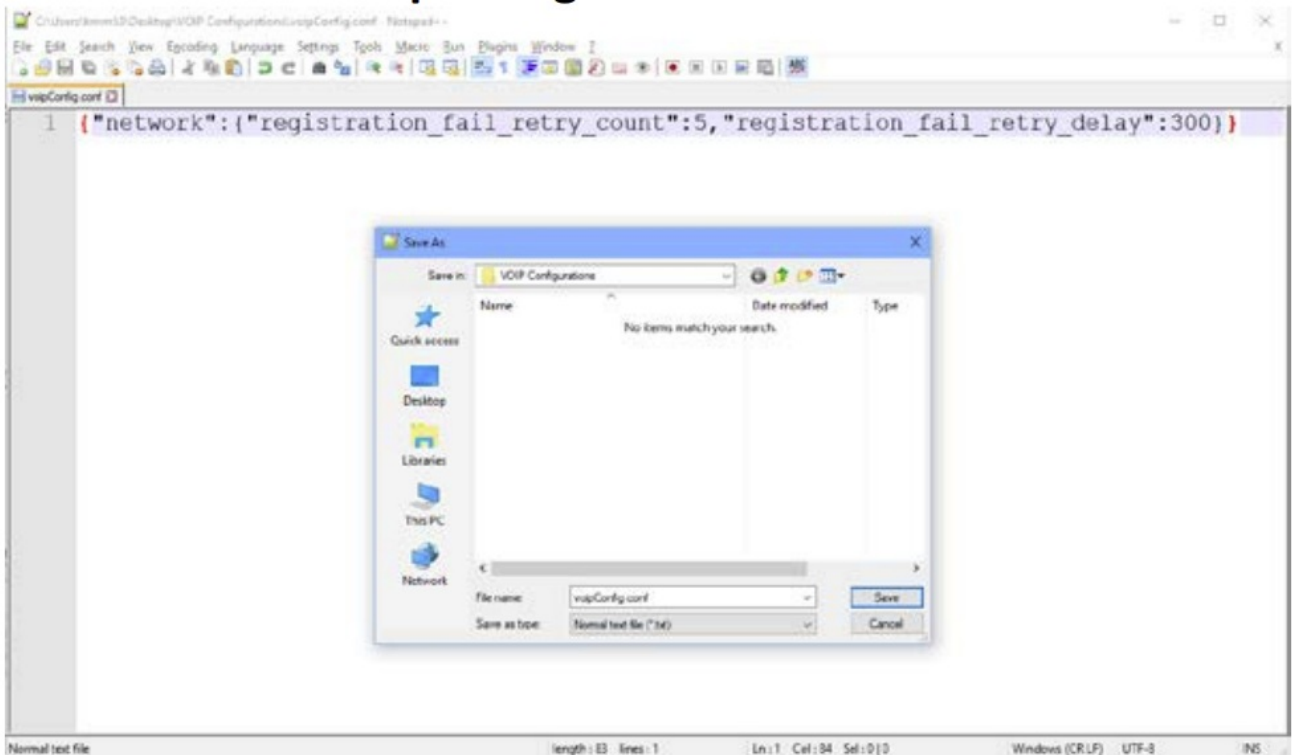
1. Create a new blank text file using a suitable basic text editor a. Example “voipConfig.conf”is attached to this PDF, see Section 3.9
2. Enter the following text into the document

```
{"network":{"registration_fail_retry_count":5,"registration_fail_retry_delay":300}}
```

- a. `registration_fail_retry_count":5` This is the number of attempts a Line will make to re-register i. Example above is set to five (5) reconnections attempts ii. If this is set to zero (0), the feature is disabled iii. Valid Range of values: 0 – 99

- b. `registration_fail_retry_delay":300` registration_fail_retry_delay":300
Amount time between registration attempts in seconds i. Example above is set to 300 seconds (5 mins) between reconnections attempts ii. Valid Range of values: 120 – 360

3. Save the file as **voipConfig.conf**.



4. Navigate to the VoIP configuration webpage and click on the System tab.
5. Under Export System Configuration, click the Export button in order to back up the current VoIP configuration to disk. The file will be saved in the default web browser download directory.
6. Under Import System Configuration, click the Browse button to locate the voipConfig.conf file created in steps 1 to 3.



7. Click the **Import** button to update the DMP Plus Series with the new settings. A notification will appear once the settings have applied successfully.

To disable to Auto-Reregistration mode, send the following string using the same method:
 {"network":{"registration_fail_retry_count":0,"registration_fail_retry_delay":200}}

Extron

Documents / Resources

<div><div>Extron</div><div>DMP Plus Series C V</div><div>DMP Plus Series C V AT</div><div>Interactive Intelligence Configuration Guide</div><div><div>12x8 ProDSP Processor</div><div>12x8 ProDSP Processor</div></div></div>	<div><div>Extron DMP 128 Plus C V 12x8 ProDSP Processor [pdf] User Guide</div><div>DMP Plus Series C V, DMP Plus Series C V AT, DMP 128 Plus C V 12x8 ProDSP Processor, DMP 128 Plus C V, 12x8 ProDSP Processor, Processor</div></div>
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