REVCORD GATEWAY CONFIGURATION MANUAL

MMS Version 12.1

Revison 5.16.2023

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FACTORY SETTINGS OF GATEWAY

The default settings for the VoIP to Analog Gateways are factory configured with two Active NIC Ports and two Passive NIC Ports.

| Port 1 is configured with a static IP | 192.168.1.1.101 |
| Port 2 is configured with a static IP | 192.168.0.101 |

| Default User ID | admin |
| Default Password | admin |

You will need this information for the Initial Setup of the Data Collector.

INITIAL SETUP OF THE DATA COLLECTOR

1. Configure the Data Collector's #1 NIC Port to 192.168.1.xxx, where (xxx) is an available IP Address on the Network.
2. Using a Patch Cable, connect the Data Collector's NIC Port 1 to the Gateway's NIC Port #1. **(Note: If DHCP connects to the Network Switch)**
3. Log into the Gateway via URL \\192.168.1.101 using the default User ID and Password (admin/admin)
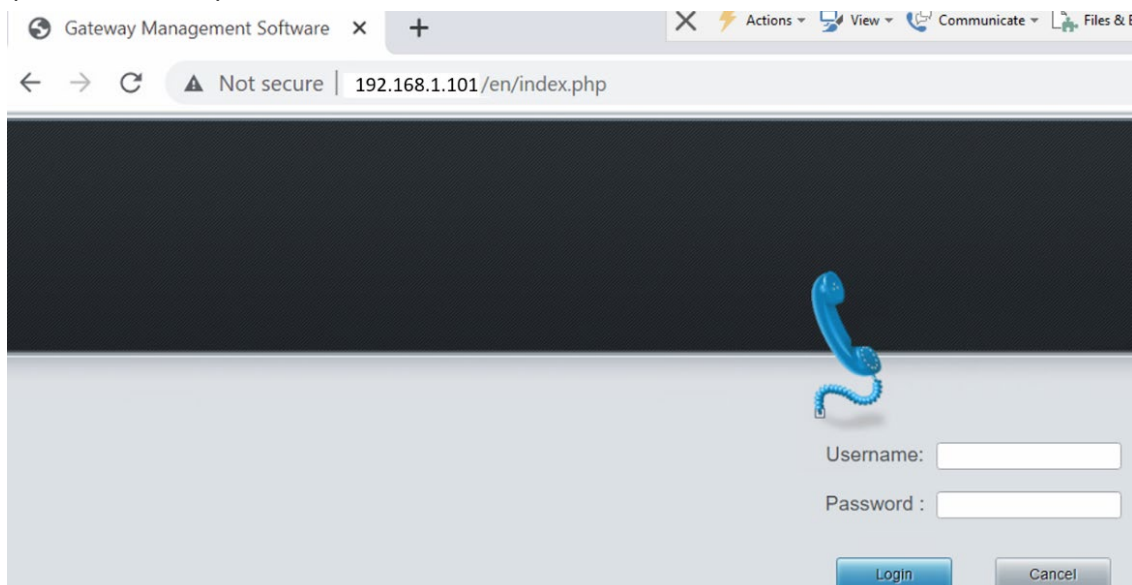
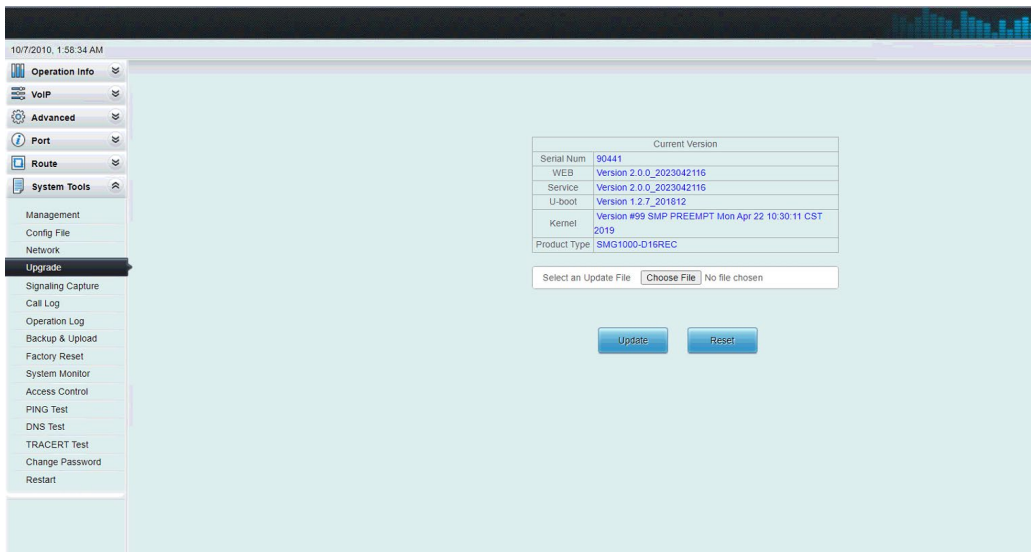# FIRMWARE UPGRADE OF THE GATEWAY

1. Go to Systems\Tools
   a. Factory Reset – do a reset then go to Tools
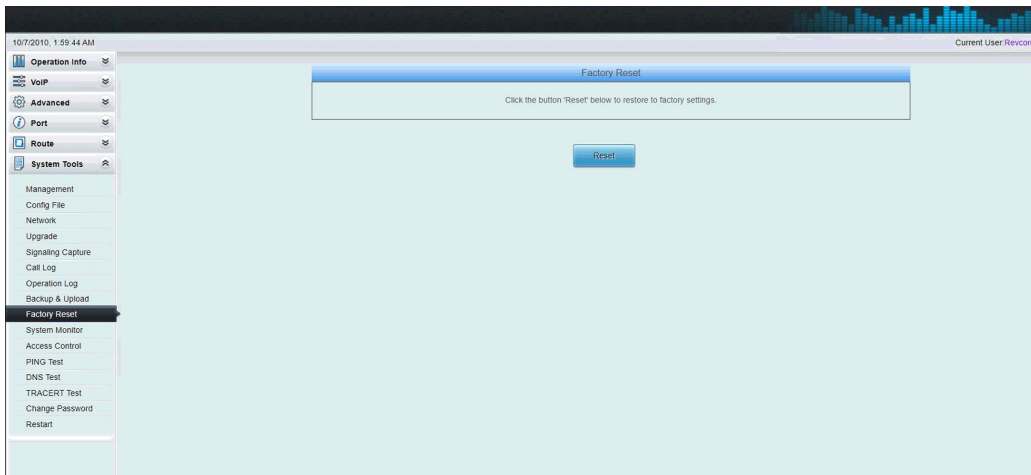
   b. Tools – Upgrade and choose the Patch file and Click Update

   c. Wait a few minutes and Gateway will give a Notification once it has been Updated.

ASSIGNING NEW IP ADDRESS

1. Navigate to System Tools\Change Password Menu Option

   a. In the "Current Username" box
      i. Type in "admin"
   b. In the "Current Password" box
      i. Type in "admin"
   c. In the "New Username" box
      i. Type in "Revcord"
   d. In the "New Password" box
      i. Type in the password from Keeper
   e. Confirm and Click the Save button

2. Then Navigate to System Tools\Network Menu Option
    a. Decide whether the Gateway will be attached to a Network via Dynamic or Static Assignment,
        i. If DYNAMIC: change the Network Type dropdown to DHCP
        ii. If STATIC: configure with the information below,
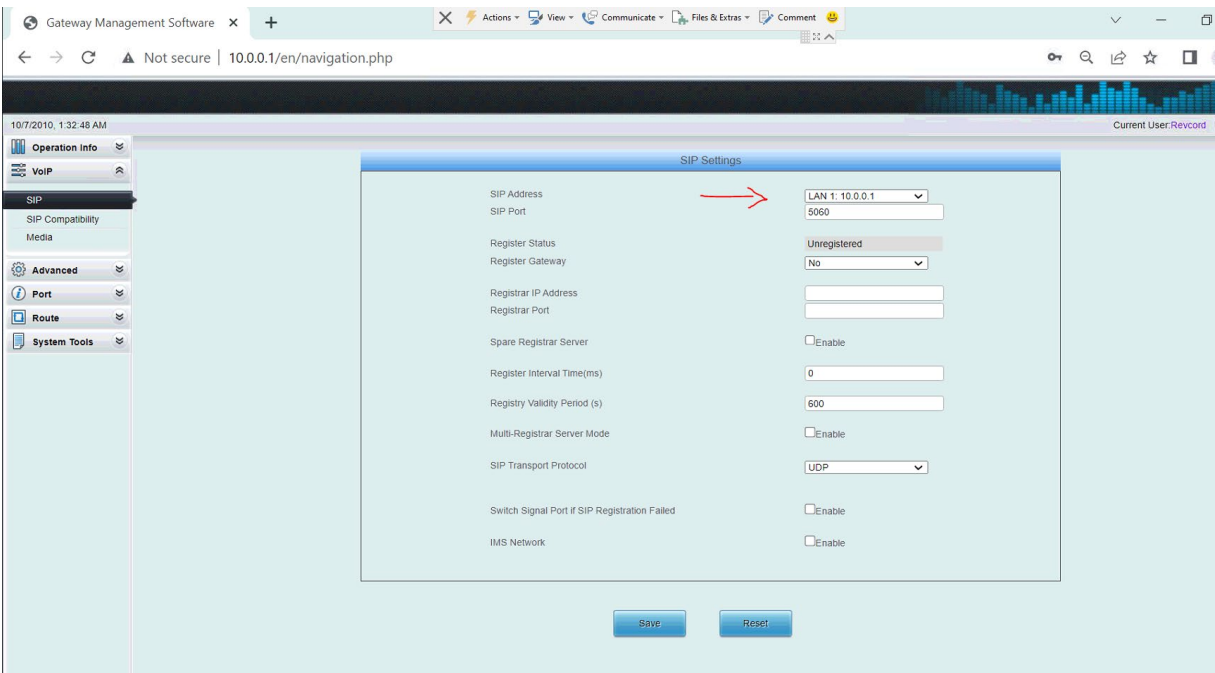   1. Uncheck the Enable LAN 2 check box and Click Save.

The Gateway will reset with it's New IP Address.
3. Log back in with the New Username "Revcord" and Proceed to Firmware Upgrade.
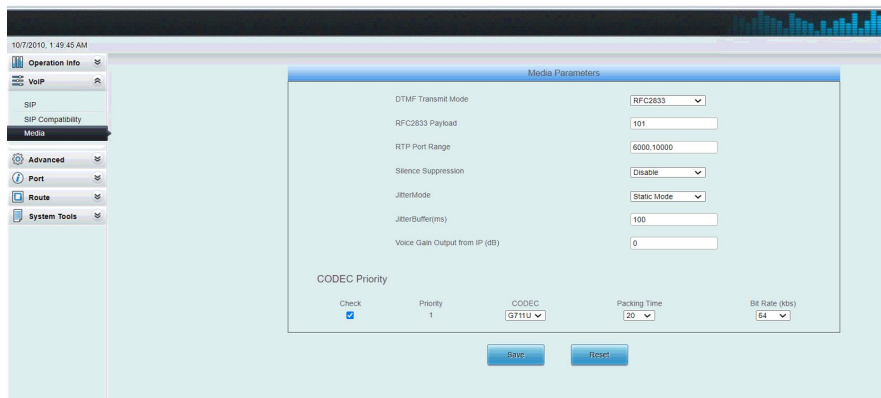
CONFIGURING THE GATEWAY IP ADDRESS

1. At the Section
   a. VoIP
      i. SIP
         1. SIP Address

As shown in the following screen. Leave the port to Default **5060**

2. Section VoIP
   a. Media verify Codec G711U was selected, refer to the following image.

3. Go to Advance
    a. FXO
        i. Leave everything Default, unless, the Phone System needs changes in the Voltage, Energy Levels and Vox Timeout.
        ii. If Phone System has a Very Low Energy Level in the Transmission of the Audio Data when using Audio Only channel type (VOX), then reduce the Voice Energy Min Value to 15,000 or 10,000.
        iii. Minimum Silence Length represents when the Audio Recording should stop when no Voice is detected for a period.
    Refer to the following image.
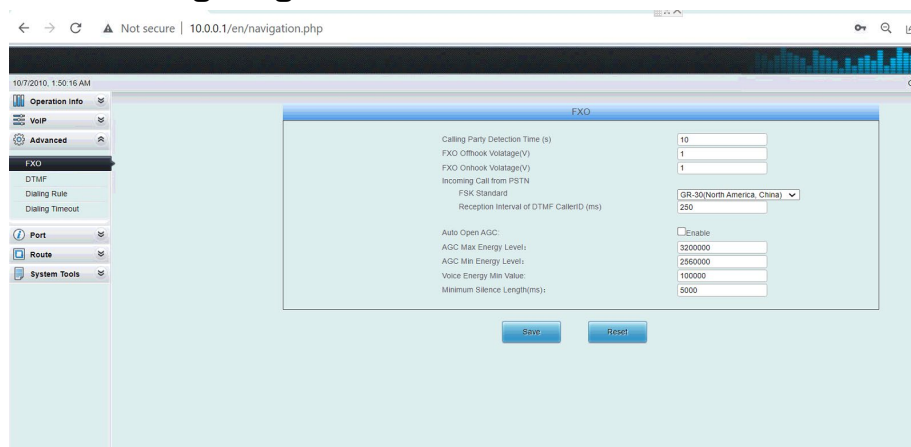
4. Go to Port – FXO – to configure each of the ports. Here Ports represents the logical channel used in the software.
   a. Individual Port Configuration and Batch Configuration are available to configure the Ports(Channels).

b. Channel Type has two options
  i. Voltage: for use when the line has Channel
  ii. Voice: for use when you want to use VOX (Audio)
c. Connection method should be "Static Binding for Outgoing/Incoming" option. This is the only option available by default. Enter the Bound Number as "8001" as recommended or any number pattern which will be used to configure each Channel in the RevConfig to map the Calls.
d. Input Gain(dB): this setting will increase the volume of the Analog Audio.
e. Bargein Sensitivity(1-22): this setting represents the VOX Level in RevCongfig. Refer to the image below.

5. User can Choose Batch Option to do configurations for a Batch of Ports.
   See Below
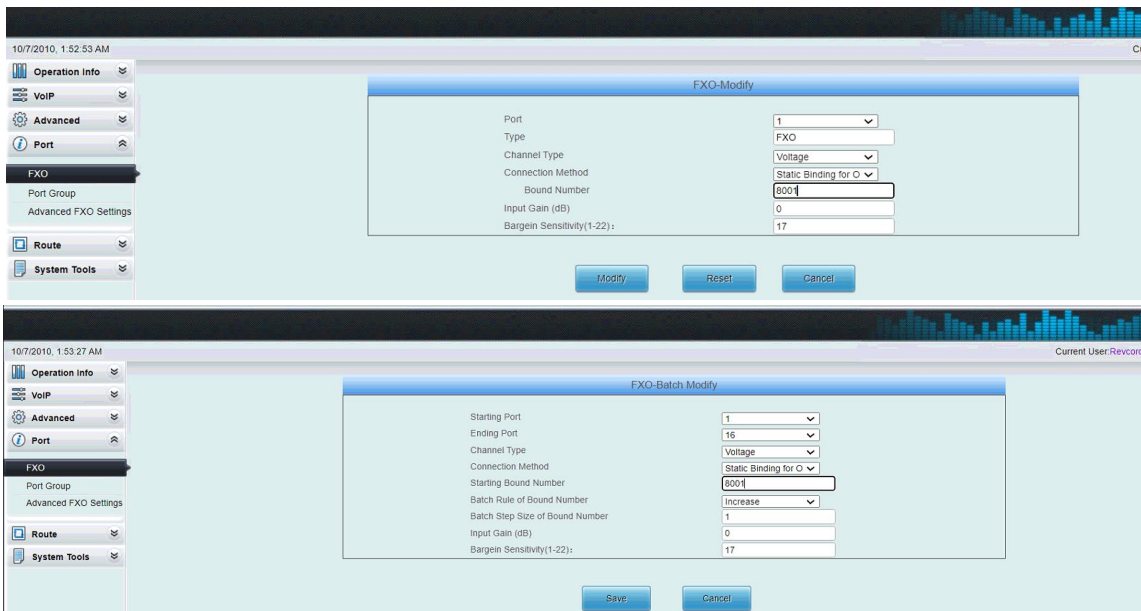
6. Go to Port
   a. Port Group
      i. Check "All"
         1. Save the Configuration.
   User can modify the description if desired, but the Index is defaulted to the Call Routing
   settings received from the Gateway to the Recorder.
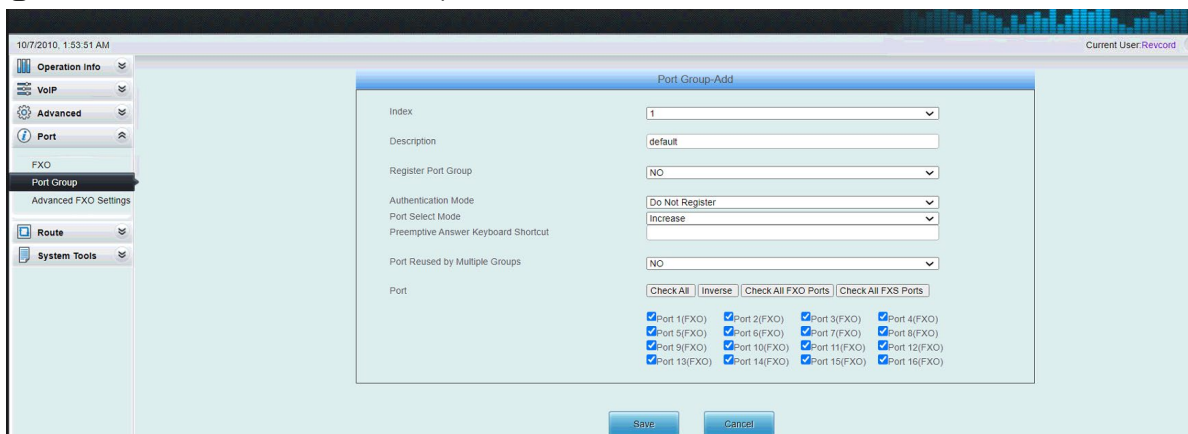
7. Go to Route
   a. "Tel->IP" Section – Click "Add New" button to create a new route. Make sure to select the "Source Port Group" from the drop-down menu which is already created in the "Port Group" section.
      i. Then enter the Recorder IP Address at the "Destination Address" field.
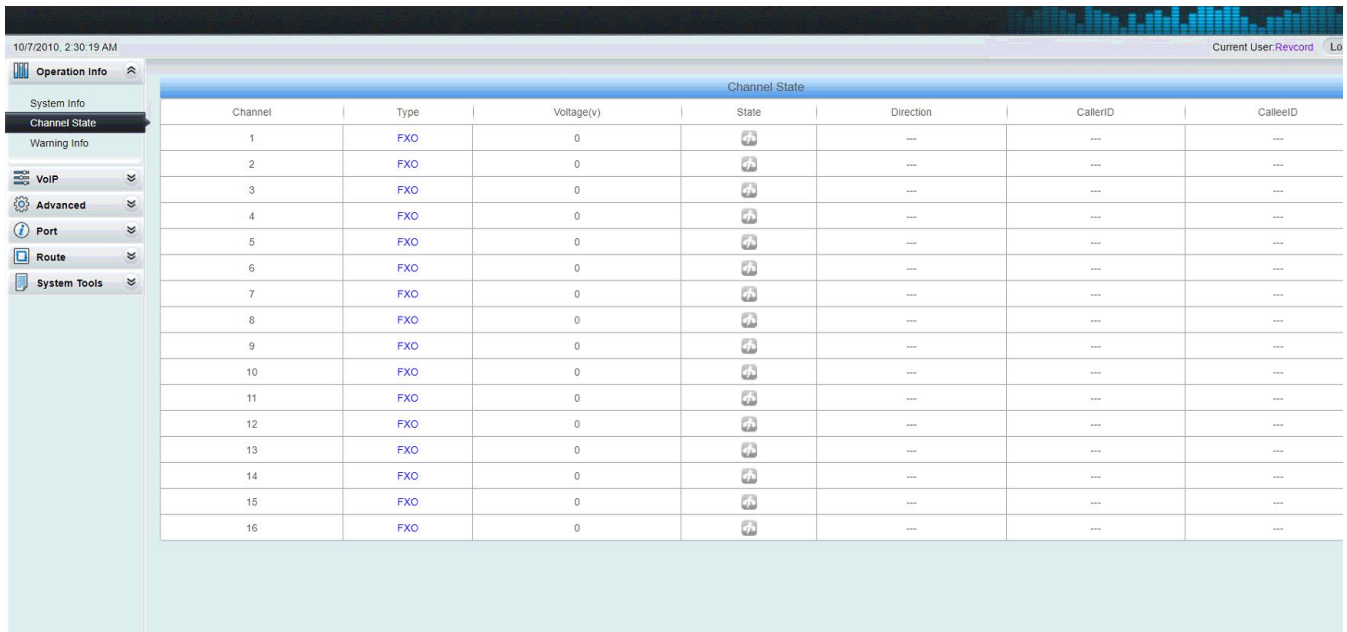   ii. Click "Save"
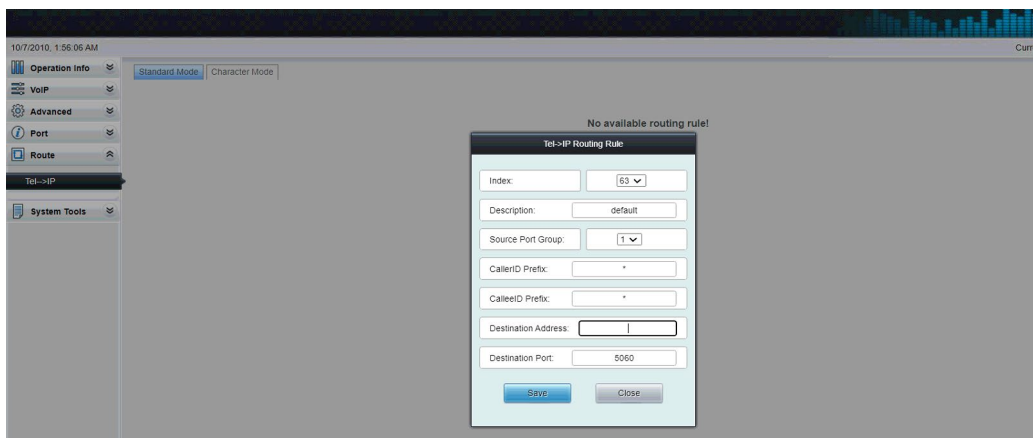
8. Make sure to Restart the Gateway after the configurations are done, you can do this by going to the section:
   a. System Tools
      i. Restart.
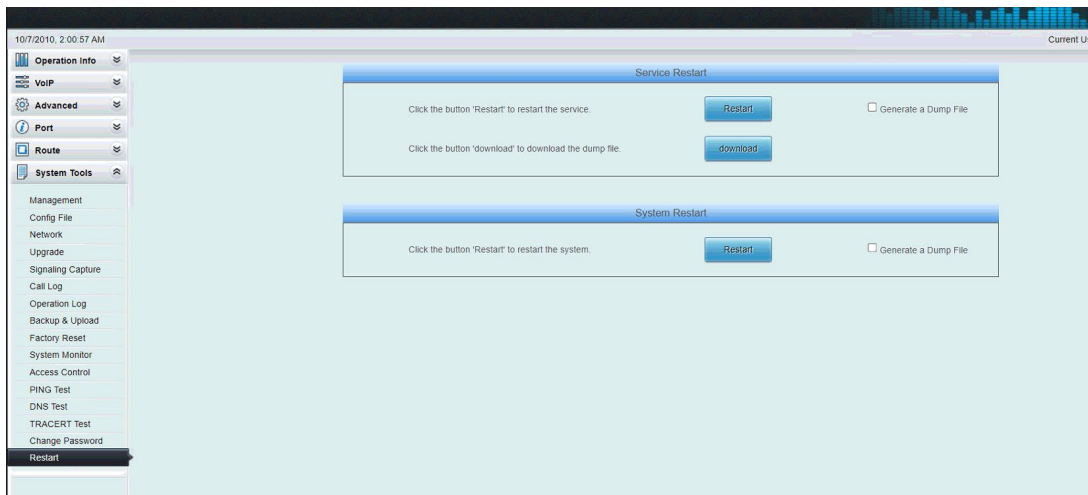
9. Check Channel status once the configuration is completed. This is achieved by doing some test calls.
   a. Go to section "Operation Info"
   i. Channel State and State Column represent the status of the Channel and whether it is on a Call, Idle, etc.

TROUBLESHOOTING

1. In the case that any issues arise for any specific Ports or Set of Ports
   a. Go to Systems Tools
      i. Signaling Capture – choose the Ports and Setup the Recording Length
         1. Click "Start All"
         2. "Stop All" will stop the Signaling Capture.
         3. "Download All" will download the Captures and send back to Vendor Support.
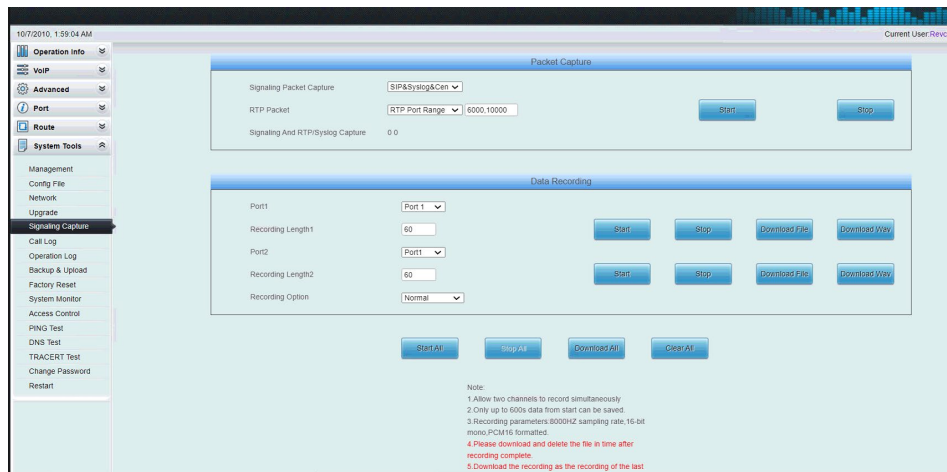
2. To configure Gateway to send Failure Alerts and Raise Alarm
   a. Go to Port
      i. Advanced FXO - to configure those settings.
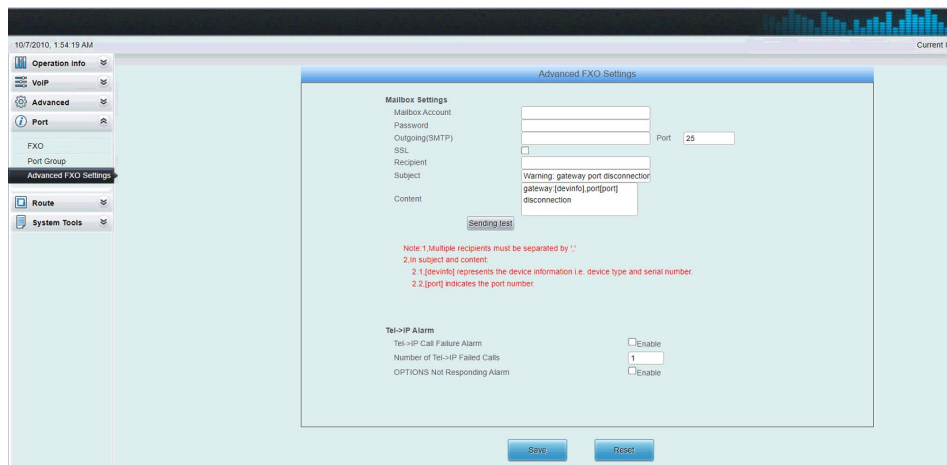
LOGGER CONFIGURATION

You will need to open the Channel Types Page in RevConfig to begin Logger configurations.

1. In Channel Types Page, select VoIP to match with the Gateway, if only recording through Gateway. Extra VoIP Channels are there then list the VoIP Phone Lines first and leave the Gateway Lines at the end using Concurrent Mode and SIPREC options.
   a. For Example: if we need to record 16 VoIP Phone Lines through Mirroring and 16 Analog Lines through Gateway then the Channel Configuration must follow this order.
      i. VoIP enabled,
         1. Number of Channels 32
      ii. SIPREC enabled
      iii. Concurrent Mode enabled
         1. Number of Channels 16

2. Enter the Bound Number of the Port configured in the Gateway at the SIP URI section in the Physical Channel settings.
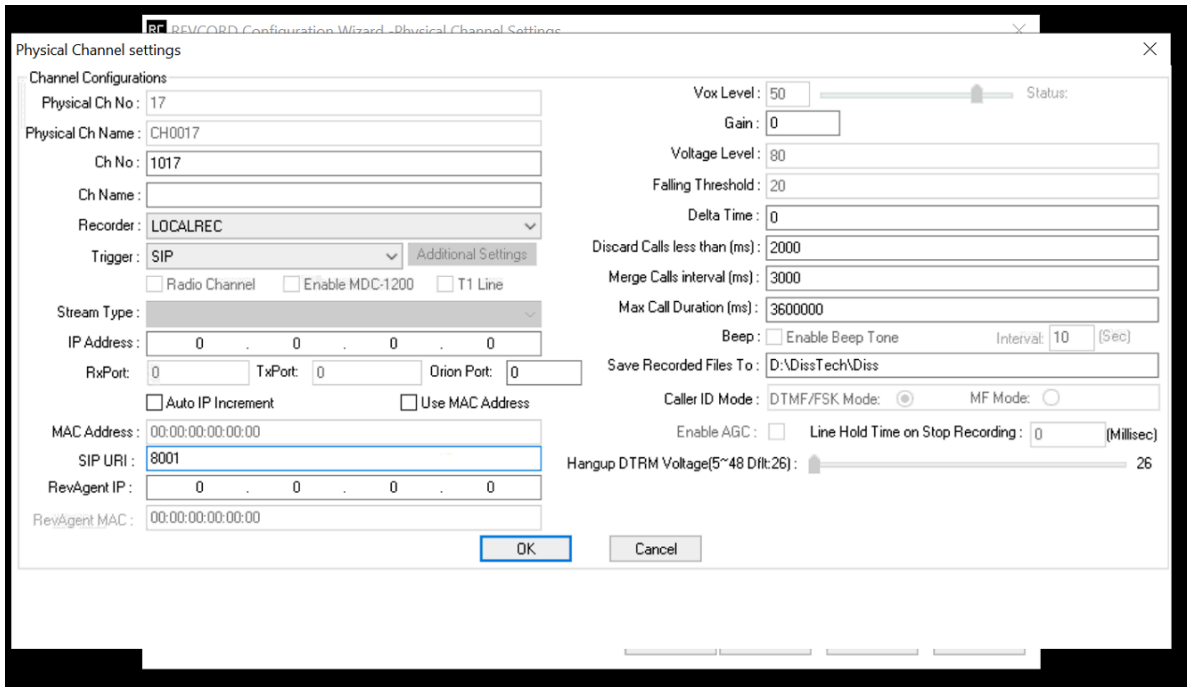
3. Continue this process for all Channels and Restart the "newvsrmsagent" service.

Once restarted, the gateway and logger configuration is completed.