IPX Series

Endpoint Frequently Asked Questions

How do I access the WebUI for an AtlasIED IPX IP Endpoint (Speaker or Zone Controller)?

- Once connected to a network, each IPX endpoint will be assigned an IP address from the local DHCP server. Entering this IP address into any web browser will launch the WebUI for that specific endpoint. The default login for an IPX endpoint is "admin" for both the username and password. The login credentials can be changed on the Administration page of the WebUI.

    - For the units with displays the IP address will scroll across the screen after it boots.

    - For the units with speakers, press the service switch located on the device PCB for one second and the endpoint will audibly announce its IP address. See installation guide for exact service switch location.

    - If using a Zone Controller that has a speaker connected to either the line out or speaker out, pressing the service button, which is accessible externally, for one second will audibly announce its IP address.

How do I get an AtlasIED IPX IP Endpoint (Speaker or Zone Controller) to register with InformaCast®?

- AtlasIED IPX IP endpoints can register with InformaCast® using one of the following steps.
    - Using InformaCast® SLP Broadcast Protocol.
        - If SLP is routed correctly between switches, the AtlasIED IP endpoint will grab SLP broadcast and register with the InformaCast® application.
        - If the unit does not register with InformaCast® check that SLP multicast is routed correctly.
    - Using InformaCast® Server URL
        - If SLP isn't running on the network, login to the IPX endpoint's WebUI. Next, enter the username and password, which is "admin" for both unless it was changed by the network administrator.
        - Click on the Services tab, then scroll down to the InformaCast® service area, fill in the server URL field with the IP address of the InformaCast® server, click save and reboot. Once the speaker reboots it should register with InformaCast®.

Do I need to set NTP on an IPX IP Endpoint?

- If you are using either SA-Announce® or Revolution® by Syn-Apps, it is necessary to enable NTP on the IPX IP endpoints and point it to your NTP Server.
    - Setting NTP on an IPX IP endpoint
        - Login to the AtlasIED IPX endpoint's WebUI. Click on the Services tab, then scroll down to the NTP service area, fill in the server field with the IP address of the NTP server, set the time zone, click save and reboot. Once the endpoint reboots it should display the date and time from the NTP server.
- NTP does not need to be set if using InformaCast® as this software platform hands out date and time automatically.
- NTP does not need to be set if using GlobalCom® (GCK) by AtlasIED as this software platform hands out date and time automatically.

Where do I place the Auto-provisioning File?

- Put the default file AtlasIED_IPX.xml in the wwwroot directory of the Inetpub folder if using either SA-Announce® or Revolution® by Syn-Apps. Additionally, it is best practice to put the firmware file for upgrading in the same folder.

- If using InformaCast® by Singlewire and option 150 is already being used, setup option 66 in DHCP and point it to a TFTP server where the default file AtlasIED_IPX.xml should be placed. Additionally, it is best practice to put the firmware files, if doing firmware updates as well.

- How do I Configure an Auto-provisioning file for a Single IP Endpoint?

- Follow the steps above but add a dash (-) and the last six characters of the specific device's MAC address to the file name. For Example, AtlasIED_IPX-8a0d30.xml.

- The highlighted numbers above are the last six characters of the MAC address for the single endpoint to provision.

How do I Configure SIP?

- Login to the AtlasIED IPX endpoint's WebUI. Click on the Services tab, then scroll down to the SIP service area and enable SIP Service.

- The following information is required to configure SIP on the IP endpoints: Host Address, User ID, Registrar ID, Auth ID, Auth Secret, and Digest Realm. The Registrar ID will be the same as the host address.

- The following information must be obtained from Call Manager for each single extension setup. After the information is entered make sure to save and then reboot the unit.

How do I enable the line-in audio feature on the IP Endpoints?

- Login to the AtlasIED IPX endpoint's WebUI by entering the unit's IP address into any web browser. Next, enter the username and password when prompted, which is "admin" for both unless it was changed by the network administrator. Click on the Hardware tab, then scroll down to the Loopback settings area and enable line-in audio.

- Once it has been enabled, select the desired option for the line-in from the drop-down box.

How do I reset my IPX IP Endpoint (Speaker or Zone Controller) to factory default?

- Login to the AtlasIED IPX endpoint's WebUI and go to the Administration page. Scroll down to the bottom of the page and click the factory reset button. A popup will launch that states the endpoint was reset to factory defaults and to refresh the web browser. AtlasIED recommends rebooting the endpoint after confirmation.

- The service button found on the back of the PCB board can also be pressed for 10 seconds, which will cause the endpoint to announce that it is being restored to factory default if it is equipped with a speaker.

How do I update my IPX IP endpoint?

- Login to the AtlasIED IPX endpoint's WebUI, click the administration tab, scroll down to Firmware Settings, click choose file select the correct firmware version and click open.

- Do NOT reboot the speaker once the firmware has started loading

- While the update loads, a popup will instruct the user to refresh the browser when the process is complete.

- The IPX endpoint will do a reboot once the file is loaded. This process can take up to two minutes to finish the update.

- Once the endpoint reboots, log back into the WebUI and check the firmware version in the blue banner, it should show the updated version.

How do I get an AtlasIED IPX IP Endpoint (Speaker or Zone Controller) to register with SA-Announce® or Revolution®?

- AtlasIED IPX IP endpoints can register with SA-Announce® or Revolution® using one of the following two steps.

  - Using DHCP Option 72

    - Add the IP address of the SA-Announce® or Revolution® server to Option 72.

  - If DHCP Option 72 is not available

    - Login to the AtlasIED IPX endpoint's WebUI, click on the Services tab, scroll down to the Syn-Apps® service area, type the IP address of the SA-Announce server in the Notifier Address Field, click save and reboot.

    - The endpoint should reboot and register with the Syn-apps server.

How do I trigger the relay with InformaCast®?

- In IPX IP endpoint's WebUI click on the Services tab under InformaCast® services. There will be a checkbox labeled "Activate logic output 1". Check "yes" and under that field, set what priority will trigger the relay from InformaCast®, and click save. This will match the message priority in the messages group.

How do I trigger the flasher with InformaCast®?

- Login to the AtlasIED IPX endpoint's WebUI and click on the services tab. Under InformaCast® services, priority fields for red, green, and blue flasher are visible and under that field the user can set what priority will trigger the flasher from InformaCast® and then click save. This will match the message priority in the messages group. The priorities for the flasher can be mixed so they display colors other than red, green and blue.

How do I change the color on the LCD screen when an active message is sent from InformaCast®?

- Login to the AtlasIED IPX endpoint's WebUI and click on the services tab. Under InformaCast® services, is a section labeled "LCD Color by Priority" that has additional fields under it that allow click + color priority selection. Select the desired color the LCD will change to, set the priority for that field and then click save. This will match the message priority in the InformaCast® messages group.

How do I trigger the flasher with Syn-Apps®?

- Login to the AtlasIED IPX endpoint's WebUI and click on the services tab. Under Syn-Apps services, click "priority strobing". The red, green, and blue flasher priority field will be visible and under that field the priority can be set to trigger the flasher from Syn-Apps. Once complete click save. This will match the notification priority in the notification group. The priorities for the flasher can be mixed so they display colors other than red, green and blue. **NOTE:** SA-Announce only has a priority of 1, which will need to be set as the priority value.

How do I change the color on the LCD screen when an active message is sent from Syn-Apps®?

- Login to the AtlasIED IPX endpoint's WebUI and click on the services tab. Under Syn-Apps services, will be the "LCD Color by Priority" field. Under that field click + color priority, select the desired color the LCD should change to, set the priority for that field and click save. This will match the notification priority in the notification group of Syn-Apps. **NOTE:** SA-Announce only has a priority of 1, which will need to be set as the priority value.

How do I change the idle color on the LCD screen?

- Login to the AtlasIED IPX endpoint's WebUI and click on the Hardware tab. Scroll down to the display settings section and select LCD Foreground settings, click the box and select the desired color. Then select the LCD background color by clicking the box and choosing the desired background color.

Why can't GCK detect the endpoints on the network?

- AtlasIED recommends that GCK and the IP endpoints are on the same VLAN and that an IP endpoint group is setup. Please refer to the manual for additional information.