OBiTALK Portal Device Management

By using the OBiTALK portal, you can easily manage features, control device access privileges and add up to two (2) BYOD (Bring Your Own Device) SIP or Google Voice™ service provider accounts.

To use the OBiTALK portal, go to www.obitalk.com and Register. After filling out the form and sending it to OBiTALK, you will receive a message from the OBiTALK team to confirm your e-mail address. As soon as you confirm your e-mail address by clicking on the link inside the message you will be able to log in to OBiTALK using the Email address and password you choose during the OBiTALK registration process.

Once you log in to OBiTALK, you will be presented with a Dashboard web page listing your OBi Endpoints, the people+endpoints in your Circle of Trust and the Circles of Trust to which you belong.

Use the Add Devices link when you want to register a new OBi device to your OBiTALK account.

When a new OBi device is added you will be automatically taken to the Device Configuration screen. Also, at any time after adding a device, you can configure basic parameters and services by logging in to OBiTALK and selecting the device on the Dashboard.
Always Use the Most Up-to-Date Firmware for Your OBi

From time to time, when you visit the OBi Dashboard, you may see next to the configuration cog-wheel icon, a yellow triangle with an exclamation point inside. This symbol indicates there is a firmware update available for the OBi. To perform an automatic update, click on the yellow triangle and select OK when the Update Confirmation box appears. During the update process, the following message will be displayed on the screen:

```
Update in progress

Please wait while we update 200989937.

After approximately 30-90 seconds, your OBi will complete the update process and automatically restart. During the update process, the power LED will flash red. Please DO NOT remove the power to the OBi while this process is in progress.

Thank you - OBITALK Team
```

The first time you add an OBi device, the Device Configuration screen will be presented:

![Device Configuration Screen](image)

On the Device Configuration page, you can change the Display Name of your OBi as well as set the Webpage Admin Password for the device management web page of this particular OBi.

If you are using the OBi to bridge calls from mobile and land line phones and you want all incoming calls to get answered by the OBi Attendant, you can check the All Incoming Calls to Attendant box. When checked, all calls to this OBi will be answered by the OBi Attendant and allowed to make a
new call or enter a call back number. If you check this box, we strongly advise you set-up an OBi Attendant PIN to control access to new calls being initiated from your OBi.

**Auto Attendant 4 Digit PIN:** When this field is populated with a numeric four digit PIN, the auto attendant on the OBi will request callers enter this PIN in order to make new calls via any available service, e.g. Internet voice service provider, PSTN/land line gateway (on models so equipped), or the OBITALK network.

Be sure to set the **Local Time Zone**, for the location where the OBi resides. Also, if Day Light Savings is observed in this location, go ahead and check the **Day Light Savings Time** box.

Be sure to select the Save Changes button, and after a short wait, the OBi will automatically restart with the new settings active in the configuration.

**The OBi Attendant:**
The OBi Attendant will come into play when people call the OBi in the following ways:

1. From endpoints (OBi devices or soft phones) in your Circle of Trust.
2. From the PSTN or a VoIP service with a Trusted Caller ID.
3. All inbound calls when the OBi Attendant is set to answer as such. This mode requires that the **All Incoming Calls to Attendant** box is checked.

Callers greeted by the OBi Attendant will have three (3) options from which to choose and the OBi will process their call accordingly.

<table>
<thead>
<tr>
<th>OBi Attendant Announcement</th>
<th>What Happens Next</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press 1 to continue this call.</td>
<td>The call will be sent to the PHONE port of the OBi and rung the attached telephone.</td>
</tr>
<tr>
<td>Press 2 to make a new call.</td>
<td>If “Use PIN” authentication is enabled and the user enters a matching PIN, the OBi Attendant will immediately prompt the user to enter number followed by the pound (#) key. If the entered PIN is not a match, the Attendant will give the user two additional attempts to enter the PIN. If the third attempt does not match, the Attendant will announce a thank you message and disconnect the call.</td>
</tr>
<tr>
<td>Press 3 to enter a callback number.</td>
<td>If a valid number is entered, the OBi Attendant says “Thank you” and “Goodbye”, then hangs up, and then after a two second wait, calls the previously entered number. If the given number is invalid, the OBi Attendant plays a tone followed by an error message. Tip: Callers may simply dial 00# to have the OBi call back the current number as recorded by its Caller ID.</td>
</tr>
</tbody>
</table>

If, after three opportunities, the caller does not choose any of the options, the call will be routed to the OBi’s PHONE port and ring the attached telephone.

**Internet Phone Service Configuration:**
The OBITALK Device Configuration page also provides easy access to popular BYOD (Bring Your Own Device) SIP or Google Voice-based VoIP service configuration.
Primary Line to Call Out:
By default, OBi devices which come with an analog (PSTN) line port will use this as the **Primary Line** for outbound calls. This means that when you make a new call using the OBi Attendant, you do not need to first dial a service route access code.

Up to two (2) SIP-based VoIP or Google Voice Internet phone services can be added to an OBi. You can make one of these services the **Primary Line** for outbound calls. The OBiTALK Service Provider set-up screen gives the user the option to select either service 1 or 2 as the **Primary Line**.

When you want to make a call via a service that is not the Primary Line, you will need to dial that service’s access code before the destination number.

The service route access codes are defined as:
* * 1 : Voice Service Provider 1 (SIP or Google Voice)
* * 2 : Voice Service Provider 2 (SIP or Google Voice)
* * 8 : LINE Port (PSTN) Service Provider
* * 9 : OBiTALK Network

Voice Service Configuration
To set-up a BYOD service on the OBi, select the **Service Provider 1** or **2** to edit the settings.

You will then be presented with a list of providers with which to configure Internet voice services on your OBi. Use the e-mail or web-page configuration settings provided by by the Internet voice service provider in the service provider specific configuration templates provided.

**Note:** If a service has been previously set-up, you will see the name of the service next to the “Service Provider x” label and a red “X”. If you want to remove the service from the OBi device configuration, select the red “X” and confirm the removal of the service. When this is submitted, the OBi device will reboot and the Service Provider settings will be cleared. The OBi is then ready for another service to be configured on that SP line.

As of this writing, below are the Internet voice service provider templates from which to choose:

<table>
<thead>
<tr>
<th>Configure Service Provider Accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please Choose Your Service Provider:</td>
</tr>
<tr>
<td>- Broadvoice</td>
</tr>
<tr>
<td>- Callcentric</td>
</tr>
<tr>
<td>- Google Voice</td>
</tr>
<tr>
<td>- InPhonex</td>
</tr>
<tr>
<td>- Sipgate</td>
</tr>
<tr>
<td>- Vitelity</td>
</tr>
<tr>
<td>- VoicePulse</td>
</tr>
<tr>
<td>- voip.ms</td>
</tr>
<tr>
<td>- Generic Service Provider</td>
</tr>
</tbody>
</table>
Broadvoice:

**Broadvoice Account - OBi110**

- **Configuration Name**
- **Make This the Primary Line to Call Out**
- **7-Digit Dialing for USA & CAN** (Optional)  
  - Enter Area Code e.g. "212".
- **Service Provider Proxy Server**
- **Service Provider Proxy Server Port**
- **Broadvoice Auth_id**
- **Broadvoice Password**

**Submit**  **Cancel**

Callcentric:

**Callcentric Account - OBi110**

- **Configuration Name**
- **Make This the Primary Line to Call Out**
- **7-Digit Dialing for USA & CAN** (Optional)  
  - Enter Area Code e.g. "212".
- **Service Provider Proxy Server**
- **Service Provider Proxy Server Port**
- **Callcentric Number**
- **Callcentric Password**

**Submit**  **Cancel**

Google Voice™:

**Google Voice™ Account - OBi110**

- **Configuration Name**
- **Make This the Primary Line to Call Out**
- **7-Digit Dialing for USA & CAN** (Optional)  
  - Enter Area Code e.g. "213".
- **Your Gmail Username**
- **Your Gmail Password**

**Submit**  **Cancel**

More information is in the **Obi Device Set-Up for Google Voice** section at the end of this document.
InPhonex:

**InPhonex Account - OBi110**

- **Configuration Name**
- **Make This the Primary Line to Call Out**
- **7-Digit Dialing for USA & CAN (Optional)**
- **Service Provider Proxy Server**
- **Service Provider Proxy Server Port**
- **InPhonex Number**
- **InPhonex Password**

Submit  Cancel

Sipgate:

**Sipgate Account - OBi110**

- **Configuration Name**
- **Make This the Primary Line to Call Out**
- **7-Digit Dialing for USA & CAN (Optional)**
- **Service Provider Proxy Server**
- **Service Provider Proxy Server Port**
- **Username**
- **SIP Password**

Submit  Cancel

Vitelli:

**Vitelli Account - OBi110**

- **Configuration Name**
- **Make This the Primary Line to Call out**
- **7-Digit Dialing for USA & CAN (Optional)**
- **Service Provider Proxy Server**
- **Service Provider Proxy Server Port**
- **Username**
- **Vitelli Password**

Submit  Cancel
VoicePulse:

VoicePulse Account - OBi110

- Configuration Name
- Make This the Primary Line to Call Out
- 7-Digit Dialing for USA & CAN (Optional)
- VoicePulse Proxy Server
- Your VoicePulse Login
- Voicepulse Password
- Caller ID Number

Submit  Cancel

Voip.ms

Voip.ms Account - OBi110

- Configuration Name
- Proxy Location
- Make This the Primary Line to Call out
- 7-Digit Dialing for USA & CAN (Optional)
- Username
- Voip.ms Password

Submit  Cancel

Generic Service Provider

Generic Service Provider - OBi110

- Configuration Name
- Make This the Primary Line to Call Out
- 7-Digit Dialing for USA & CAN (Optional)
- Service Provider Proxy Server
- Service Provider Proxy Server Port
- Outbound Proxy Server
- Outbound Proxy Server Port
- User Name
- Password
- URI

Submit  Cancel
Troubleshooting OBi Device Set-Up for Google Voice

Status Indications when Using Google Voice on an OBi Device

After you configure Google Voice via the OBiTALK “Configure Voice Services” wizard, you may see the following status indicators; Connected, Backing Off.

Connected:
The status indicator, “Connected” means your Username and Password used to configure the OBi are correct. You can start using the Google Voice service from OBi.

![Configuration Screen](image)

Backing off:
The status indicator, “Backing off” means the OBi is not connecting to Google Voice using your Username and Password used to configure the OBi.

![Configuration Screen](image)

If you see “Backing off” status, it can mean the following:

a. You did not wait long enough after configuring your Google account credential for the OBi device to successfully log-in. Please wait approximately 2 minutes and check again.

b. There is a problem with your Internet connection and the OBi device cannot reach Google servers. Please check the Internet connection to which the OBi is attached.

c. The firmware on the OBi is old and requires the use of a ‘proper’ Google Voice account. If you are using firmware version 1892 or earlier, you will need a “…@gmail.com” account. Non Gmail account support is supported on firmware versions after 1.1-1892.

Troubleshooting Tip:
Make sure that the OBi can make a call using its Internet connection. To do this, call **9 222 222 222. This is the Obihai OBiTALK Echo Test server number. Follow the announcement and instructions. If you hear your voice echo back to you, the network to which the OBi device is connected is ok.
To use Google Voice with an OBi device, the account Username you use must be what is listed in the “Primary Email” for your Google Account. You may verify this Username by going to: https://www.google.com/accounts/Login.

Go to this web page and proceed to log-in. Once logged in you will be sent to the Manage Account page: https://www.google.com/accounts/ManageAccount.

Here you can see your Profile’s Personal Settings.

In the Personal Settings section, you will see your “Email addresses.” Here, you can see which Email address is your “Primary email” address.

General Guidelines

If this is your first time setting up Google Voice in OBi, you can see the following video tutorial: http://www.youtube.com/watch?v=5LTmWqP706E

1. Make sure you are using latest firmware in your OBi. To check if there is new firmware available for your device, log-in to www.obitalk.com. If there is an update available for the OBi, next to your device, on the OBi Dashboard, there will be a yellow triangle caution sign indicated.

2. If you are having problems making calls from the OBi, please ensure you have done the following:

Log-in to www.gmail.com, using the same account with which you have configured Google Voice on the OBi. In the lower left margin, you will “Call Phone.” Select this, and follow instructions to make a phone call from within the Gmail client. Note, before you make a call using Gmail, your Gmail settings should be configured for English (US).

3. To make a call from the telephone attached to the OBi, you simply dial 1-areaencode-number, e.g. 1-719-567-6742.
If you are not using Google Voice as the primary line to make calls, meaning you unchecked the “Make This the Primary Line to Call Out” in the OBi Device Configuration settings, then, you will have to dial **1 -areacode-number, e.g. **1- 1-719-567-6742.

4. If you are unable to receive call when someone calls your Google Voice number, you will need to check the “Forwards to Google Chat” setting, in www.google.com/voice voice settings page, “Phones” tab.

Forward to “Google Chat” to be able to receive incoming calls to your OBi

5. In the “Calls” tab, disable Call Screening (select “Off” button). If this is set to “On”, then callers who call your Google Voice number will be greeted by Google’s call screening service, instead of immediately passing the call to your OBi device and ringing the analog handset.

Google Voice, Gmail and Google Chat are trademarks of Google, Inc.

Other company names in this document are the trademarks or service marks of their respective owners.