# InFocus.net 121 Premium
# Custom Domain Setup Guide

Medium to large organizations that have widely deployed InFocus video calling devices, such as Mondopads, MVP phones, BigConnect devices, etc., may wish to use their organization's domain in the video device's address, rather than the InFocus.net domain.

As part of the InFocus.net 121 Premium service, these organizations have the ability to assign their company's internet domain to these devices. The 121 Premium subscription provides the organization's employees the ability to publish the calling addresses (SIP URI) using their own company domain.

The following document describes the steps necessary to deploy the 121 Premium Custom Domain feature within an organization.

## Summary of steps

To set up the 121 Premium Custom Domain feature, the following tasks must be accomplished by the organization's network administrator:

1. Purchase the Custom Domain Setup service and upgrade existing subscriptions
2. Change the Domain SRV record
3. Create a Global Management Portal (GMP) account
4. Contact InFocus technical support
5. Associate devices with your company
6. Assign the custom domain to each device/end user
7. Verify that the custom domain has been associated with the device properly

## Purchase the Custom Domain Setup service and upgrade existing subscriptions

Before contacting InFocus Technical Support, you must first purchase the InFocus.net Custom Domain Setup service (part number IN121PRM-DOM). In addition, all InFocus video calling products must be upgraded with 121 Premium subscriptions (part number IN121PRM-UPG). These products can be purchased through your local dealer or InFocus Corporation.

## Change the Domain SRV record

For each domain address, the organization's network/IT administrator must contact their domain management company and make the following changes to the domain SRV record in order for all SIP-related traffic to be re-directed to Infocus.net.

**Note**: InFocus Corporation cannot make changes to the domain SRV record. All changes must be accomplished by the organization that owns or is responsible for the domain. InFocus Technical Support

can only verify whether the changes were done correctly or not. In some instances, InFocus Technical Support may be able to assist with this process using a remote desktop sharing session.

The following SRV records are affected:

       _sip._tcp.<domain>
       _sip._udp.<domain>
       _sips._tcp.<domain>

To reconfigure the records, change the domain address to "in1.infocus.net" and save the changes to the domain record. **Note**: Changes to the domain must propagate throughout the internet. This may take up to 24 hours.

For example, "Fakecompany.com" would change their SRV records as follows:

| _sip._tcp.fakecompany.com. | SRV | 1 10 5060 | in1.infocus.net |
|---|---|---|---|
| _sip._udp.fakecompany.com. | SRV | 1 10 5060 | in1.infocus.net |
| _sips._tcp.fakecompany.com. | SRV | 2 10 5061 | in1.infocus.net |

**Note**: As InFocus.net grows, more servers may be added for routing calls. Therefore, recommended SRV record changes may be change.

# Create a Global Management Portal (GMP) account

1. Go to the following web address: http://manage.infocus.net
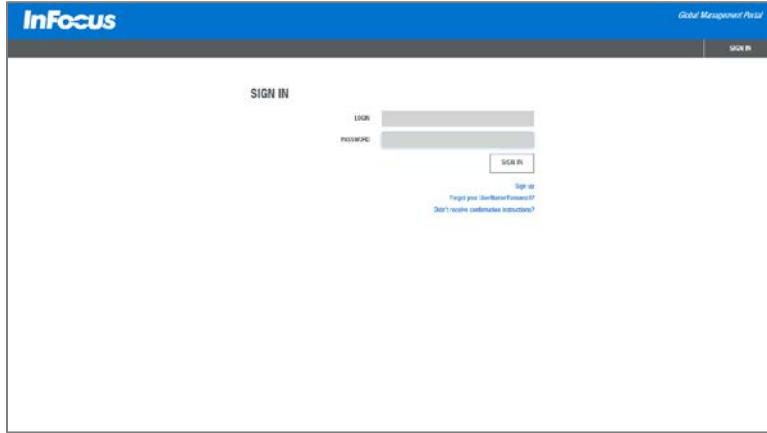


2. If you have an existing account, sign in and go to the next section.
3. If you do not have an account, click **Sign up**.
4. Fill out the form by typing your contact information, including an account password. Note: The account password must contain at least one lower-case and one upper-case letter, and one number.

5.  Click **Sign up** when the form is complete. The **Companies** window displays.

6.  Click the **Edit** icon  next to "Company A." The **Edit Company** window displays.



7.  Type your company name in the **Name** text box.



8.  Click **Update Company**. A confirmation window displays.

# Contact InFocus technical support

Contact InFocus technical support at 1-877-388-8360 (US & Canada). They will verify that your domain SRV record changes have been implemented properly and then will add the domain to your GMP account.

# Associate devices with your company

1. From the **Manage** drop down menu, select **Devices**.



2. Click **New Device**.
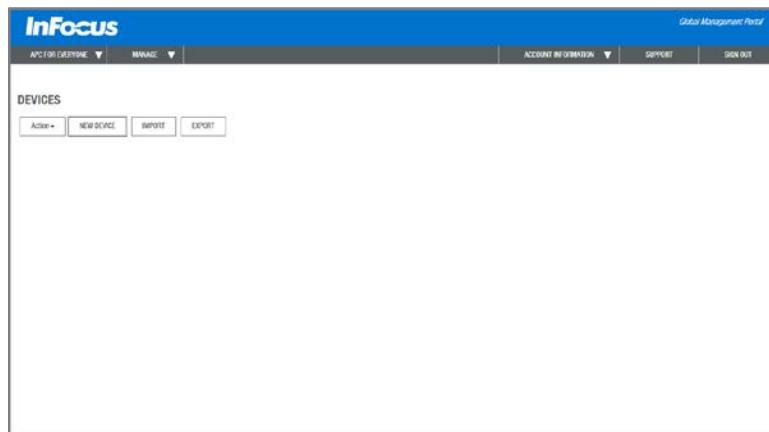


3. Fill in the device detail and click **Create Device**.



4. Repeat until all devices are added to the account.

# Assign the custom domain to each device/end user

1. From the Devices page, locate the 121 Premium device you wish to modify. Click **Add Service** on the far right side of the page.



2. The Service Information window displays. By default, **Custom SIP Address (URI)** should be selected.



3. Click **Next**. The **Add Service: Custom SIP Service (URI)** window displays.

4. Type a unique identifier in the Number field.

   This identifier must be a minimum of 4 alphanumeric characters long and no longer than 32 alphanumeric characters. If the identifier will only contain numbers, choose a number between 5000 and 9999, or between 50,000 and 99,999. Acceptable special characters are: "." (period), "_" (underscore), and "-" (hyphen). Examples include:

5. From the drop down list, select the custom domain.
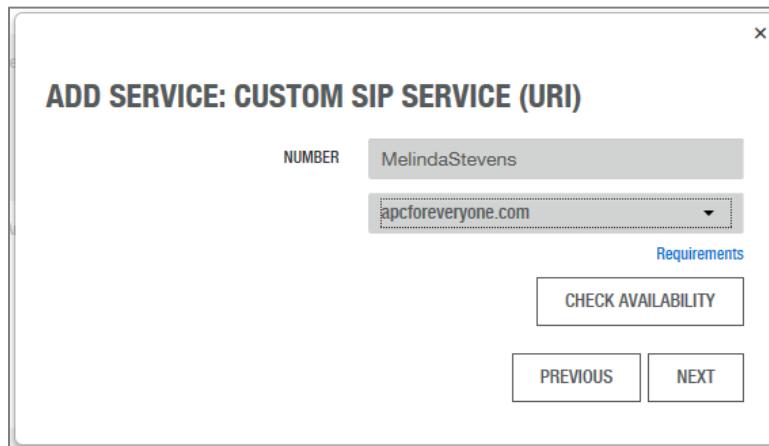


6. Click **Check Availability**.
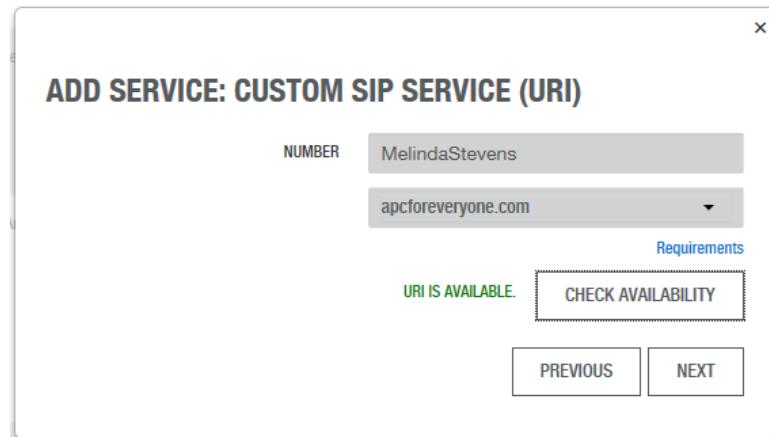
7. Click **Next.** The **Add Service – Review Order** window displays.
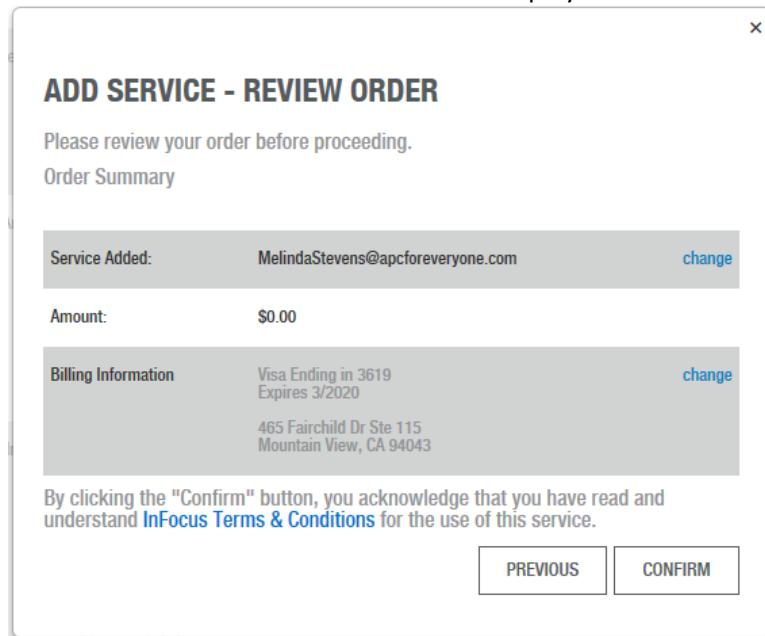


8. Click **Confirm**.

## Verify that custom domain has been associated with the device properly

**Mondopad**
Restart the Mondopad software. The Video Meeting icon should display the 121 Premium logo and the custom domain URI address should appear in the top bar on the Mondopad home page.

If a restart is not sufficient:
   a) Navigate to **Video Meeting**.
   b) Select **Accounts**.
   c) Tap **Edit** next to the default account.
   d) Tap **Provision**. The status icon will display green if successful.
   e) Return to the home page. The Video Meeting icon should display the 121 Premium logo and the custom domain URI address should now appear in the top bar.

**MVP-100**
Restart the phone. The new SIP address should display the custom domain address. The **Conference** option should also appear when a video call is in progress.