

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.

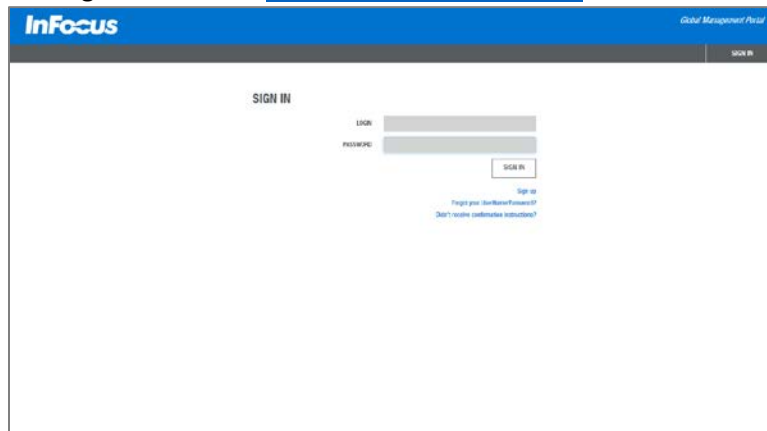
For example, “Fakecompany.com” would change their SRV records as follows:

_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.

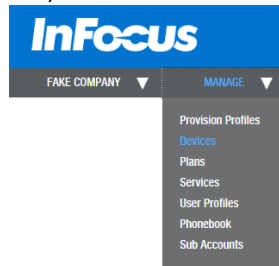
8. Click **Update Company**. A confirmation window displays.

Contact InFocus technical support

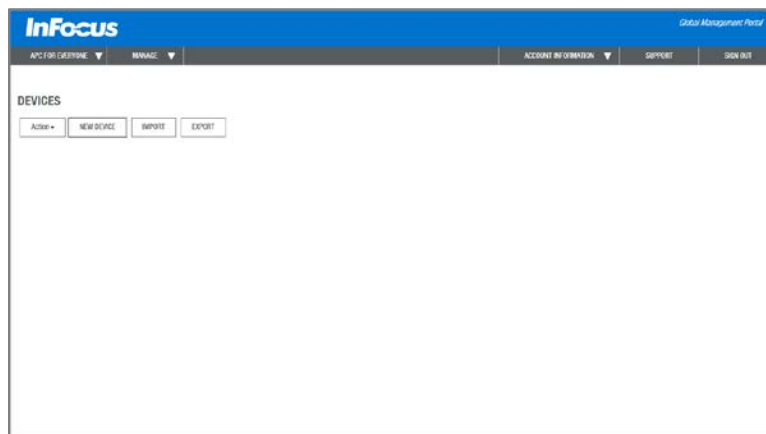
Contact InFocus technical support at 1-877-388-8360 (US & Canada). They will verify that your domain SRV record changes have been implemented properly and then will add the domain to your GMP account.

Associate devices with your company

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



2. Click **New Device**.



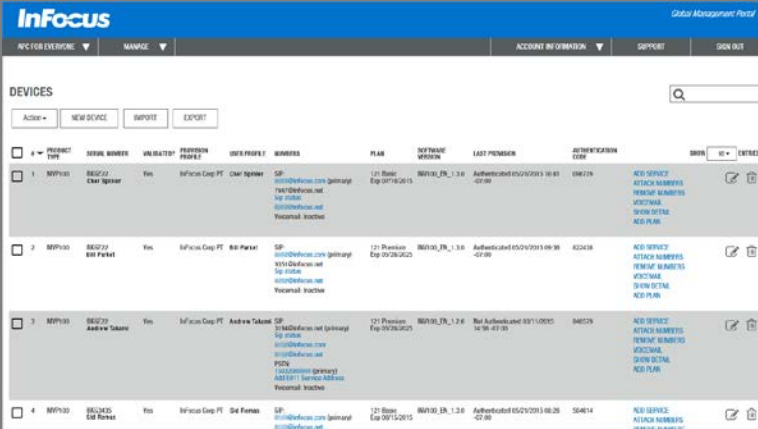
3. Fill in the device detail and click **Create Device**.

A screenshot of the InFocus 'NEW DEVICE' form. The form is titled 'NEW DEVICE' and contains several fields: '* PRODUCT TYPE' (a dropdown menu with 'Building selected'), '* SERIAL NUMBER' (a text input field), 'ALLOCATION CODE' (a text input field), '* PROVISION PROFILE' (a dropdown menu with 'Default' selected), 'USER PROFILE' (a dropdown menu with 'Company A' selected), and 'COMMENT' (a large text area). There are 'REF' buttons next to the 'PROVISION PROFILE' and 'USER PROFILE' dropdowns. At the bottom of the form are 'CREATE DEVICE' and 'CANCEL' buttons.

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.



Project Type	Device Name	Verified	Provision Profile	User Profile	Numbers	Plan	Software Version	Last Provision	Authentication Type	Actions
121 Premium	882222 Char Speaker	Yes	InFocus Corp PT	Char Speaker	SIP sip@infocus.com (primary) sip@infocus.net sip@infocus.net sip@infocus.net	121 Premium Exp 07/18/2015	882222_1.3.0 42.00	Authenticated 05/27/2015 10:41	056276	ADD SERVICE ATTACH NUMBERS REMOVE NUMBERS UPDATE SHOW DETAILS ADD PLAN
121 Premium	882222 Bob Parker	Yes	InFocus Corp PT	Bob Parker	SIP sip@infocus.com (primary) sip@infocus.net sip@infocus.net sip@infocus.net	121 Premium Exp 05/28/2015	882222_1.3.0 42.00	Authenticated 05/27/2015 10:38	822438	ADD SERVICE ATTACH NUMBERS REMOVE NUMBERS UPDATE SHOW DETAILS ADD PLAN
121 Premium	882222 Andrew Takumi	Yes	InFocus Corp PT	Andrew Takumi	SIP sip@infocus.com (primary) sip@infocus.net sip@infocus.net sip@infocus.net	121 Premium Exp 05/28/2015	882222_1.3.0 42.00	Authenticated 05/27/2015 10:35	848279	ADD SERVICE ATTACH NUMBERS REMOVE NUMBERS UPDATE SHOW DETAILS ADD PLAN
121 Premium	882222 Ed Brown	Yes	InFocus Corp PT	Ed Brown	SIP sip@infocus.com (primary) sip@infocus.net sip@infocus.net sip@infocus.net	121 Premium Exp 05/15/2015	882222_1.3.0 42.00	Authenticated 05/27/2015 10:28	504614	ADD SERVICE ATTACH NUMBERS REMOVE NUMBERS UPDATE SHOW DETAILS ADD PLAN

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



SERVICE INFORMATION

ADD

☒ **Custom SIP Address (URI)**

A custom SIP address (URI) is an alias for your pre-provisioned SIP address. For example, you may choose yourname@infocus.net as your custom SIP address. This can make it easier to call your device using web SIP addresses. There is a one-time fee of \$24.00 for creating a custom SIP address. Please note that you will not be able to make or receive calls with regular phones using SIP addresses.

☐ **Standard Phone Number**

You can select to assign a standard 10-digit phone number to your device for \$24.00 per month. This allows you to make and receive calls with regular phones (land line or mobile), in addition to calling SIP phones. Your phone number service comes with 1000 minutes (calling premium per minute). This one purchase credits to cover customer set charges at any time, including international set charges.

☐ **Port Existing Phone Number**

Choose this to use your existing 10-digit phone number on your new device. There is a one-time Phone Number Porting fee of \$24.00 to transfer your number from your existing carrier. Please note that porting typically takes 2 - 4 weeks and you must keep your current phone number until the transfer is complete. You will receive a temporary number to use during the porting process.

NEXT

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:

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

ADD SERVICE: CUSTOM SIP SERVICE (URI)

NUMBER

[Requirements](#)

- Click **Check Availability**.

ADD SERVICE: CUSTOM SIP SERVICE (URI)

NUMBER

[Requirements](#)

URI IS AVAILABLE.

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

ADD SERVICE - REVIEW ORDER

Please review your order before proceeding.

Order Summary

Service Added:	MelindaStevens@apcforeveryone.com	change
Amount:	\$0.00	
Billing Information	Visa Ending in 3619 Expires 3/2020	change
	465 Fairchild Dr Ste 115 Mountain View, CA 94043	

By clicking the "Confirm" button, you acknowledge that you have read and understand [InFocus Terms & Conditions](#) for the use of this service.

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:

- Navigate to **Video Meeting**.
- Select **Accounts**.
- Tap **Edit** next to the default account.
- Tap **Provision**. The status icon will display green if successful.
- 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.