

IPX Series

Endpoint Frequently Asked Questions

How do I find the IP address for an AtlasIED IPX endpoint (Speaker or Zone Controller)?

- If a display is present the IP address will scroll across the screen after it boots.
- If a speaker is present, 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 for one second will audibly announce its IP address.

How do I access the WebUI (Web User Interface) for an AtlasIED IPX endpoint (Speaker or Zone Controller)?

Using a supported web browser, visit the IP address for the endpoint. The default login for an IPX endpoint is

- Username: admin
- Password: Last 6 digits of MAC Address, lower case characters (for Firmware versions 1.6 and higher)
- Password: admin (for Firmware versions 1.3.2 and below)

The login credentials can be changed on the Administration page of the WebUI. Note: Password cannot be changed to any variant of the password "admin" (ex. AdMiN would not be allowed)

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

AtlasIED IPX IP endpoints can register with InformaCast® using one of the following methods:

- Service Location Protocol (SLP), a protocol that uses the multicast address of 239.255.255.253. The AtlasIED IPX endpoint will send an SLP discovery request. Any InformaCast® servers that receive this request will send a unicast response containing configuration information necessary for registration. If registration fails, verify that multicast is enabled and routed on all intermediate switches and routers.
- Statically assigned server URL. To configure, access the IPX endpoint's WebUI, input the InformaCast® server IP address into the Server URL field within the InformaCast® Service section on the Services tab and save. This change requires a reboot to become active.

How do I get an AtlasIED IPX endpoint (Speaker or Zone Controller) to register with Syn-Apps®?

AtlasIED IPX endpoints can register with SA-Announce® or Revolution® using one of the following methods:

- DHCP Option 72. Configuration method varies by DHCP server product. The AtlasIED IPX endpoint lists Option 72 in its DHCP request. The response should contain the IP address of the SA-Announce® or Revolution® server.
- Statically assigned Notifier Address. To configure, access the IPX endpoint's WebUI, input the Syn-Apps® server IP address in the Notifier Address field within the Syn-Apps® Service section on the Services tab and save. This change requires a reboot to become active.

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

InformaCast® and GLOBALCOM (GCK) provide time services. Enabling NTP in those environments is not supported. If using either Syn-Apps® SA-Announce® or Revolution®, it is necessary to enable NTP.

- To configure, access the IPX endpoint's WebUI, input the address of the NTP server within the Server field within the NTP service section on the Services tab and save. 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. This change requires a reboot to become active.

How do I Configure SIP?

The following information is required to configure SIP on the IPX endpoint:

1. Host - SIP server address
 2. User ID - typically the extension
 3. Registrar ID - Registrar address. Normally the same as the Host
 4. Auth ID - Digest Username
 5. Auth Secret - Digest Password
 6. Digest Realm
- **Note:** Some SIP providers require an outbound proxy address and port. Access the IPX endpoint's WebUI, enable the SIP service and input the required information within the SIP Service section on the Services tab and save. These changes require a reboot to become active.
 - See 3rd Party SIP setup Guide for further Cisco Call Manager configuration.

How do I enable the line-in audio feature on the IPX endpoints?

Login to the AtlasIED IPX endpoint's WebUI. Click on the Hardware tab, then scroll down to the loopback settings area and select the desired loopback mode from the dropdown. Click the enable slider to confirm the selection.

How do I reset my IPX 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 endpoint?

- AtlasIED IPX endpoints can update firmware either through the WebUI or using the AtlasIED Discover tool. See the AtlasIED Discover Quick Start Guide for more information.
- IPX endpoints on any firmware version prior to 1.0.9 will need to update to version 1.0.9 before updating to version 1.3.1. IPX endpoints on any firmware version between 1.0.9 and 1.3.0 will need to be updated to version 1.3.1 prior to updating to version 1.6.0. IPX endpoints on firmware version 1.3.1 or higher can be updated directly to firmware version 1.6.0.
- If an IPX endpoint is on a firmware version prior to 1.2.0 the AtlasIED Discover Tool must be used to update firmware. Once passed version 1.2.0, firmware can be updated using either the WebUI or the AtlasIED Discover Tool.
- To update firmware through the WebUI, login to the AtlasIED IPX endpoint's WebUI, click the Administration tab, scroll down to Firmware Settings, click choose file to 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 perform at least 1 reboot and may reboot multiple times once the file is loaded. This process can take up to 10 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 trigger the relay with InformaCast®?

- In the IPX endpoint's WebUI click on the Services tab. Under InformaCast® services, click the yes button next to 'Active logic output 1'. On the "Logic output priority" slider, set what priority will trigger the relay from InformaCast®, and click save. This priority will match the message priority in the messages group.

How do I trigger the flasher with InformaCast®?

- Login to the IPX endpoint's WebUI and click on the Services tab. Under InformaCast® services, set the red, green, and blue flasher priorities to be triggered from InformaCast®, and save. This priority will match the message priority in the messages group. The priorities for the flasher may be mixed for colors other than red, green, or blue.

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

- Login to the IPX endpoint's WebUI and click on the Services tab. Under InformaCast® services, click the "+ Add Color Priority" button. Select the desired color the LCD will change to, set the priority for that field, and save. This priority will match the message priority in the InformaCast® messages group.

When my IPX Endpoint is registered with InformaCast, why when I change speaker volume in the IPX Endpoint WebUI, does it not adjust?

- If registered to InformaCast®, the volume settings for the IPX Endpoint is now dependent on the InformaCast® speaker volume setting.

InformaCast® Volume Level	Corresponding IPX Endpoint Volume Level
1	1
2	12
3	23
4	34
5	45
6	56
7	67
8	78
9	89
10	100
11	100
12	100

- **Note:** If Override InformaCast® Settings SIP Volume Level is enabled in InformaCast® service, the volume of the IPX Endpoint can be adjusted through the IPX endpoint’s WebUI.

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

- Login to the IPX endpoint’s WebUI and click on the Services tab. Under Syn-Apps services, check the “Priority Strobing” box. Set the red, green, and blue flasher priorities to be triggered from Syn-Apps, and save. This priority will match the notification priority in the notification group. The priorities for the flasher may be mixed for colors other than red, green, or blue.
- **Note:** Revolution uses Priority of 10 for High, in IPX it needs to be 1 to match High Priority. 9 would be 2 in IPX.
- SA-Announce has only one Priority, which means it can only handle one Strobe color at a time.

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

- Login to the IPX endpoint’s WebUI and click on the Services tab. Under Syn-Apps services, click the “+ Add Color Priority” button. Select the desired color the LCD will change to, set the priority for that field, and save. This priority will match the notification priority in the notification group of Syn-Apps.
- **Note:** Revolution uses Priority of 10 for High, in IPX it needs to be 1 to match High Priority. 9 would be 2 in IPX.
- SA-Announce has only one Priority, which means it can only handle one LCD color at a time.

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

- Login to the IPX endpoint’s WebUI and click on the Hardware tab. Scroll down to the display settings section, 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. Save for the changes to take effect.

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 GCK SMC User Manual for additional information.

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How do I use IPX endpoints with an IPS-VPS?

Note: IPX Firmware version must be 1.2.0 or higher.

- Login to the IPS-VPS via the WebUI and click on the SIP tab. Check enable SIP operation and register with SIP Server. Fill in the primary SIP Server with an IP of Call Manager. Next fill in SIP User ID, Sip Auth ID, and SIP Auth Password with your Call managers extension credentials. Save and Reboot. (SIP Extension)
- Click on the Groups tab and select a paging group. In that group specify a multicast address and port that will be used or use the default multicast address and port. (SIP Extension)
- Click on the Device tab under line in settings. Select line-in to multicast in the field below specify the multicast address and port that will be used. If not using a specific multicast address and port, the default address and port can be used. Save and Reboot. (Line-In)
- The multicast address must be converted into an integer. Use the link below. Then, edit the config (Example Below). ID 22 will be the multicast address as an integer and the port will be under ID 26. Save that file and push it to the devices. They should then listen to that multicast address. This can be done in bulk with the AtlasIED Discover tool.
- IP to Integer Calculator:
 - <http://www.aboutmyip.com/AboutMyXApp/IP2Integer.jsp?ipAddress=239.1.1.8>
- Multicast address when using the Integer tool must be the address from the IPS-VPS when converting.
 - <IPModuleConfiguration>
 - <IED24>
 - <ConfigItem ID="22">
 - <Name>IPv4 Multicast Address</Name>
 - <Value>Multicast Address as integer</Value>
 - </ConfigItem>
 - <ConfigItem ID="26">
 - <Name>Permanent Routes</Name>
 - <Route>
 - <Receiver>0</Receiver>
 - <Port>Port Goes Here</Port>
 - <Payload>2</Payload>
 - <IO>0</IO>
 - <MuteFlags>0</MuteFlags>
 - </Route>
 - </IED24>
 - </IPModuleConfiguration>

How do I make configuration changes to multiple IPX endpoints at once?

- Download and launch the AtlasIED Discover Tool.
- If IPX endpoints are not automatically discovered, see the AtlasIED Discover Quick Start Guide.
- Select which IPX endpoints to update the configuration.
- Right click and select 'Import Configuration...'
- Click the file icon and choose the configuration file, then click the 'Select Settings' button and choose which configuration items to import into the selected endpoints.
- Close the menu, and click 'Update'.

How do I make my strobe flash during a SIP Call?

- Click on the Service tab.
- Scroll down under SIP Service.
- Select Flasher Color I.E (Off, White, Red, Green, Blue)
- Then select the duration in seconds the strobe should flash.
- Click Save.

How do I disable the Welcome message and the Rebooting Message?

- Click on the Administration tab.
- Scroll Down under Device Info.
- Select Disable Local Audio Prompts.
- Click Save.
- Click Reboot.

How do I enable the Reboot on Registration Failure feature on my IPX Endpoint?

- Login to the IPX endpoint's WebUI and click on the Administration tab, go to the Device Info section, select Yes on Reboot On Registration Failure, and Save. When enabled the IPX endpoint will automatically reboot and attempt to register to the InformaCast® or Syn-Apps® server. It will continue to reboot and attempt to register until registration is successful.
- **Note:** In firmware version 1.6 and higher, IPX will automatically attempt to re-register to the InformaCast® server.

Why will my IPX Endpoint Strobe not Flash or reboot when playing audio?

- Check to make sure the IPX Endpoint is on a PoE+ switch.
- Login to the IPX endpoint's WebUI, under Product Status make sure the Power is PoE_Plus.
- If the endpoint is not reading PoE_Plus there are two options:
 - Set each port to "Static" 30 Watts .
 - Enable LLDP on the switch for auto negotiation.
- Reducing the volume or backlight level (on IPX endpoints with LCD displays) may lower the power draw enough for use on PoE.
- While on PoE, maximum volume is limited to reduce power draw.