



CLOUD AP5 QUICK INSTALLATION GUIDE

CLOUD APPLICATION PLATFORM

BY TIM TECHNOLOGIES

DIGITAL SIGNAGE MEDIA PLAYER
DIGITAL AUDIO PLAYER
CALL ACCOUNTING SMDR/CDR COLLECTOR



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DISPOSAL AND RECYCLING INFORMATION



Please dispose of it according to your local environmental laws and guidelines.

SAFETY WARNING



To reduce the chance of shock or injury, do not use or install the Cloud AP5 in or near water or wet locations.

Do not attempt to open the Cloud AP5 or disassemble it. You run the risk of electric shock or and voiding the limited warranty. No user-serviceable parts are inside.

PUBLISHING HISTORY

Date	Part Number	Models
June 2017	Cloud AP5 quick installation guide	Cloud AP5

PREREQUISITES

Internet access is required by the Cloud AP5 to access the TIM Technologies cloud services. The Cloud AP5 can use either 10/100/1000 Mbit wired LAN or 802.11AC WIFI Ethernet networks.

SMDR/CDR call logging data configuration and cabling to the Cloud AP5 is required to be correctly configured and tested. A qualified technician may be required to perform this function.

RS232 serial based SMDR/CDR requires a TIM Technologies certified optional USB to RS-232 adaptor.

All TIM4biz licenses must be paid for and configured on the main tim4biz.com or tim4biz.tv websites and a valid Install key generated using the tim4biz.com or tim4biz.tv websites is required to license the Cloud AP5 unit.

Music on hold – A certified audio isolation transformer may be required to connect to the MOH port of your PBX. Your PBX vendor or electronics/communications specialist outlets for the isolation transformer. In some countries it's a legal requirement to use an isolation transformer.

NOTE: IP ADDRESSES AND SCREEN CAPTURES WITHIN THIS DOCUMENT ARE INTENDED AS EXAMPLES, AND DO NOT NECESSARILY REPRESENT A PROPER OR COMPLETE CONFIGURATION OR THE CONFIGURATION APPROPRIATE TO YOUR NEEDS.

TFIND – CLOUD AP5 NETWORK DISCOVERY TOOL - PC SYSTEM REQUIREMENTS

The quick installation guide assumes you have a PC running Microsoft Windows (Windows 7 SP1 or later) with a wired Ethernet network interface. Web browsers Microsoft Edge or Internet Explorer, Google Chrome and Mozilla Firefox have been certified for use with the Cloud AP5's web configuration.

You may need to be logged in to your PC with administrator privileges.

QUICK INSTALLATION

This guide walks you through the installation of your Cloud AP5 unit. Installing the Cloud AP5 unit into a well-planned network is quick and easy; however, network planning is outside the scope of this guide. Take some time to plan your installation, make sure the internet connection that the Cloud AP5 is using to access the internet is working and if required, you may have to get permission and settings for the Cloud AP5 to communicate through firewalls and proxy servers.

STEP 1 – UNPACK THE CLOUD AP5 UNIT

STEP 2 – POWER ON THE CLOUD AP5 UNIT

STEP 3 – FINDING THE CLOUD AP5 ON THE LAN – PLUG AND PLAY

STEP 4 – TFIND DISCOVERY UTILITY

STEP 5 – CLOUD AP5 SIGN-IN AND INITIAL SETUP

STEP 6 – CONFIGURATION OPTIONS

STEP 7 – OTHER FEATURES

STEP 1 – UNPACK THE CLOUD AP5 UNIT

In addition to this document, check that you have the following items included with your Cloud AP5 unit:

- 19V 3.43A DC 65W max switch mode power supply (100 – 250 VAC 50/60Hz 1.5A)

Cloud AP5 – Front & Rear View



NOTE: MUSIC ON HOLD PORT USES A 3.5MM STEREO SOCKET WITH 8Ω IMPEDANCE.

STEP 2 – POWER ON THE CLOUD AP5 UNIT

Gently connect the power adaptor to the Cloud AP5 unit's power socket labeled **19V** at the rear of the unit.

NOTE: THE CLOUD AP5 WHEN CONNECTED TO POWER IS ALWAYS ON AND WILL AUTOMATICALLY POWER UP IF THE POWER SUPPLY IS INTERRUPTED.

TO POWER CYCLE THE UNIT, REMOVE THE DC 19V PLUG FOR AT LEAST 10 SECONDS.

NOTE: IF THE BLUE POWER LED DOES NOT LIGHT UP, MAKE SURE ALL POWER PLUGS ARE PROPERLY CONNECTED, THE MAINS POWER POINT IS ON AND WORKING. IF THE POWER LIGHT IS STILL OFF YOU MAY NEED TO CONTACT CUSTOMER SUPPORT.



WARNING: THE 19VDC POWER SUPPLY IS NOT USER SERVICEABLE, A REPLACEMENT POWER SUPPLY IS AVAILABLE FROM TIM TEHCNOLOGIES, PLEASE DISPOSE OF THE FAULTY UNIT AT YOUR LOCAL RECYCLING FACILITY.

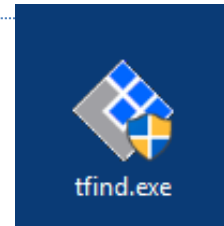
STEP 3 – FINDING THE CLOUD AP5 ON THE LAN – PLUG AND PLAY

Once the Cloud AP5 is connected to the LAN and powered up, the device will try and obtain an IP address from a DHCP server on the LAN.

To find the IP address allocated to your Cloud AP5 by the DHCP server, use the TIM Technologies **tfind** Windows utility to discovery tool.

NOTE: DOWNLOAD LINK FOR THE **TFIND** UTILITY

<http://tim4biz.com/downloads/tfind.exe>



The **tfind** utility does not require setup or installation.

To start the **tfind** utility, just double click on the icon.

CONFIGURATION BY DIRECT CONNECTION

The Cloud AP5 can be configured directly by connecting a connecting to HDMI monitor and using a USB keyboard and mouse.

Requirements:

- VGA or HDMI Monitor 720P or 1080P
- USB Keyboard
- USB Mouse



Connect the Screen, Keyboard and Mouse to the Cloud AP5 then power up the unit.

You can then setup your network settings for the wired Ethernet or you can scan and join WiFi networks in your area.



If the screen is black and the top panel POWER LED is BLUE, then press the space bar on the keyboard or click the left mouse button to bring up the configuration screen sign in and status screen.

Skip STEP 4 and go to STEP 5

STEP 4 – TFIND DISCOVERY UTILITY

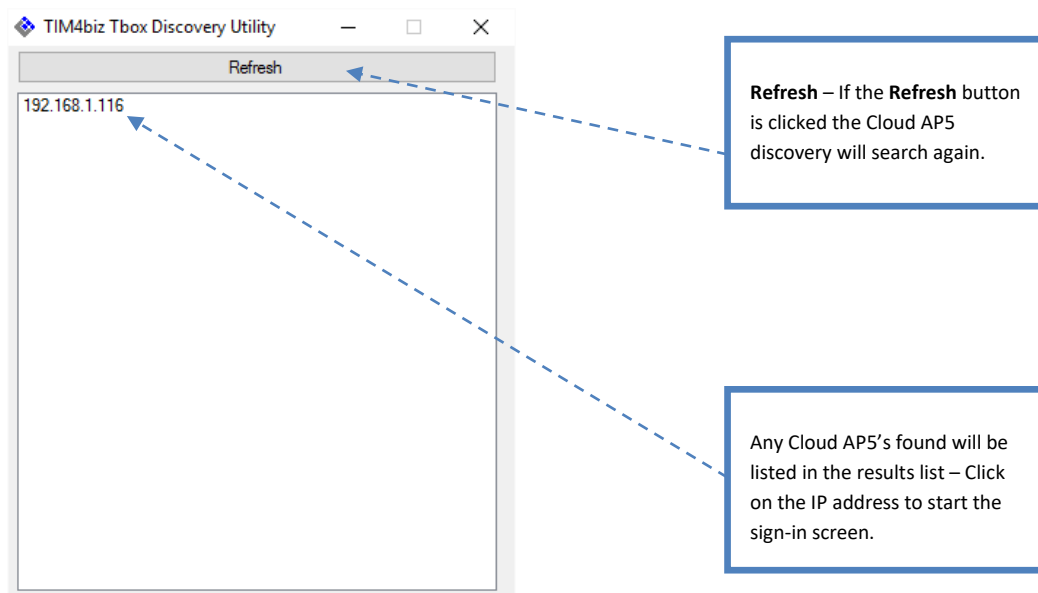
When **tfind** is run, it will try and discover Cloud AP devices by broadcasting on all network interfaces on the host computer.

tfind will display all the devices it has found in its discovery process.

Click on the **Refresh** button to start a new discovery search for Cloud AP devices.

NOTE: THE DISCOVERY TOOL WILL ONLY SEARCH ON THE IP SUBNET OF THE LOCAL AREA NETWORK INTERFACES ON THE HOST COMPUTER.

tfind search results screen



STEP 5 – CLOUD AP5 SIGN-IN AND INITIAL BASIC SETUP

Sign in to the Cloud AP5 using the following default username and password

Username	syscfg
Password	Friut\$98

Enter the Install key and click **Install** to continue.


The Cloud AP5 will then communicate via the internet to the tim4biz.com website to validate the key, and if the key is valid, the Cloud AP5 will synchronize with the tim4biz.com website to fetch the unit's serial numbers.

Default Installation - Wired Ethernet, DHCP IP Address, No Proxy Server.

If the Cloud AP5 sign-in attempt is successful then the Cloud AP5 will request a DHCP address from the DHCP server.

When the Cloud AP5 is issued with an IP Address, Subnet Mask, Router/Gateway address and DNS server address the unit will automatically check to see if there is an internet connection and attempt to contact the TIM4biz Cloud.

Upon successful contact to the TIM4biz Cloud the Cloud AP5 will prompt you for an Installation Key. The Installation Key is generated from the TIM4biz website.


2016-02-09
06:17

Status	
IP address	192.168.1.116
Internet status	✔
Advanced ⊞	
Apply install key	
<input style="width: 100%;" type="text"/>	<input type="button" value="Apply"/>

Enter the Install key here and then click on the **Apply** button to validate the with the TIM4biz cloud.

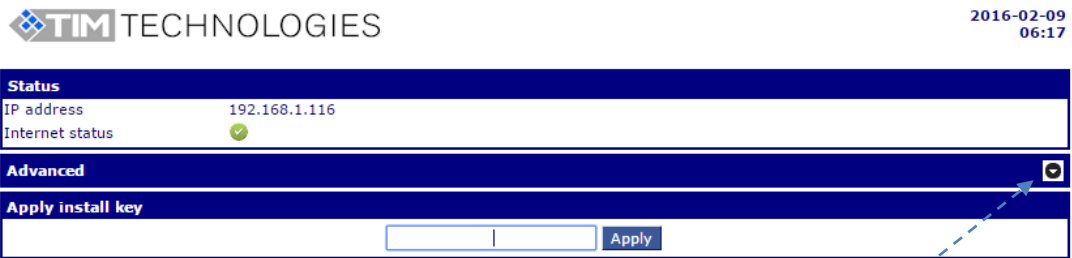
NOTE: IF THE INSTALL KEY IS INVALID, YOU WILL BE PROMPTED TO ENTER THE INSTALL KEY AGAIN

NOTE THE INSTALL KEY IS GENERATED BY SIGNING INTO THE TIM4BIZ.COM WEBSITE OR SUPPLIED BY A TIM TECHNOLOGIES REPRESENTATIVE OR DEALER.

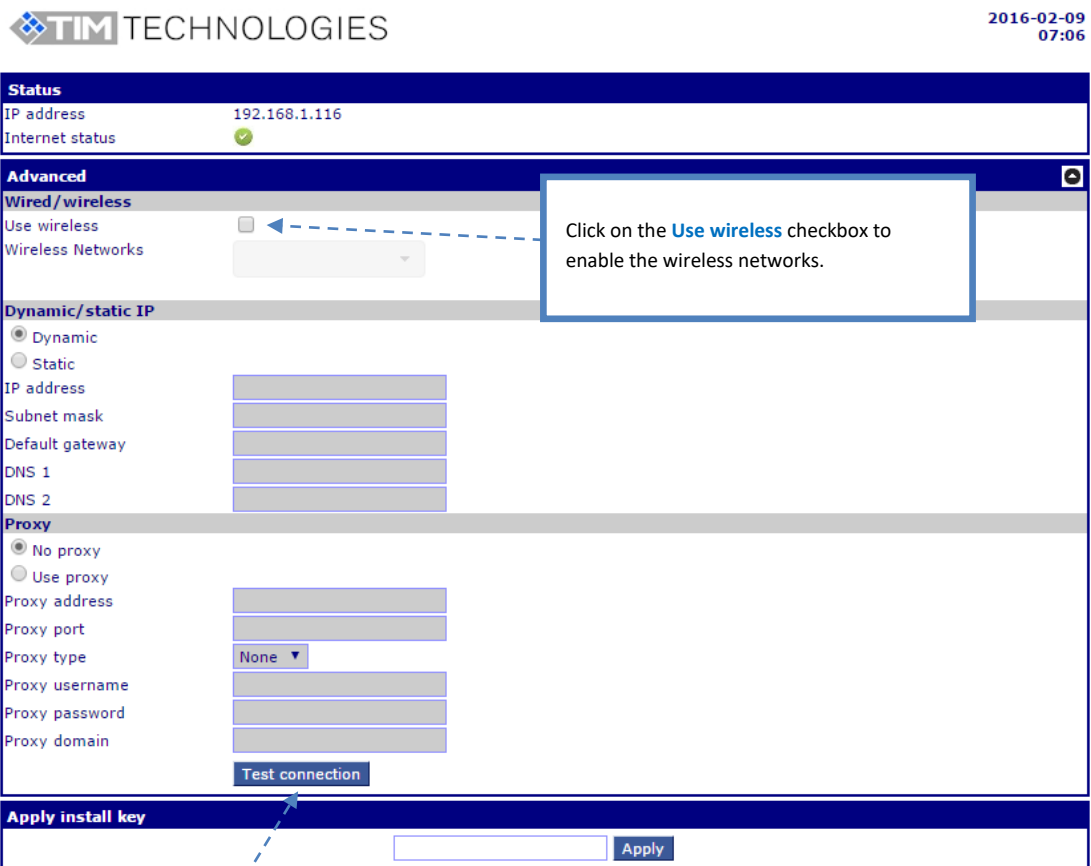
IF YOU CAN'T OBTAIN A KEY, PLEASE E-MAIL SUPPORT@TIM4BIZ.COM FOR ASSISTANCE.

STEP 5 – CLOUD AP5 SIGN-IN AND INITIAL ADVANCED SETUP

Advanced Installation – Joining A WIFI network, Static IP addressing, Proxy Server settings.



Click on the Advanced Settings button to open and collapse the Advanced Settings option.



Click on the **Use wireless** checkbox to enable the wireless networks.

Click on the **Test Connection** button to test the connection to the TIM4biz cloud. If the test passes the Internet Status will be **GREEN** and the front panel Status LED will be **GREEN**.

NOTE: 2.4 GHZ WIFI ANTENNA IS SUPPLIED OPTIONALLY.

STEP 6 –CONFIGURATION OPTIONS

Cloud AP5 configuration main menu is used to change settings, diagnostics and control the unit.

Option	Description	Status
Time and date	Change system time, date and timezone	Not set
Network configuration	Change network configuration settings	Wired ethernet with DHCP
Proxy configuration	Configure a HTTP proxy	No proxy configured
Connection check	Check the connection to the website	✓
Data feed configuration	Add and manage data feed sources (PBXes, sensors, IoT devices)	No feeds are configured
Service control	Service status and control	No services running
Data buffer	Show the locally buffered data	n/a
Flush data	Send locally buffered data to the website immediately	
Configuration backup	Store configuration on the website	Never backed up
Service log	View the service log	
Edit/View configuration	Edit or view the configuration file	
Volume control	Set the system-wide volume level	73%
Scheduled reboot	Periodically restart the Cloud AP	Every day at 00:15
Reboot	Restart the Cloud AP now	
Sign out	Sign out of the Cloud AP configuration	

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Version - 1.0.5786.25317

Timezone: United States - Pacific

Time: 21 : 38

Date: 2016 / 02 / 09


Save Cancel

This screen is used to set the timezone, time and date.

NOTE: THE TIMEZONE MUST BE SET TO WHERE THE DEVICE IS PHYSICALLY LOCATED.

STEP 6 –CONFIGURATION OPTIONS

Network configuration


2016-02-10
05:41

Use wireless

Wireless Networks (none)

Host name CLOUDAPdcbf94

Dynamic
 Static

IP address 192.168.1.164

Subnet mask 255.255.255.0

Default gateway 192.168.1.1

DNS 1 192.168.1.1

DNS 2

Save Cancel

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This screen is used to set the IP configuration for wired and 802.11 b/g wireless networks.

TIP: WHEN USING THE CLOUD AP5 AS AN IP, TELNET OR SFTP SERVER TO COLLECT SMDR/CDR FROM PBXS , USE THE **STATIC** IP ADDRESS MODE.

DNS TIP: THE DNS ADDRESS IS REQUIRED FOR THE CLOUD AP5 TO OPERATE NORMALLY. IF YOU DON'T HAVE AN IP ADDRESS OF A DNS SERVER, THEN TRY USING THE GOOGLE DNS SERVERS USING 8.8.8.8 OR 8.8.4.4 IP ADDRESSES. IF YOU ONLY HAVE ONE DNS SERVER SETTING DNS 2 TO GOOGLE DNS 8.8.8.8 IS A GOOD BACKUP OPTION.

NOTE: THE DEFAULT CONFIGURATION IS DYNAMIC AND THE HOST NAME IS AUTOMATICALLY GENERATED.

SECURITY: FOR SECURITY REASONS, THE CLOUD AP5 DOES NOT REQUIRE ANY INBOUND FIREWALL PORTS TO BE OPENED AND FORWARDED TO THE DEVICE. THE DEVICE NEEDS PERMISSION IN YOUR NETWORK SECURITY DEVICE TO HAVE INTERNET ACCESS.

STEP 6 –CONFIGURATION OPTIONS

Proxy configuration



2016-02-10
05:45

Use proxy to connect to the internet

Proxy host

Proxy port

Username

Password

Domain

Authentication type

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The proxy configuration screen is used to specify the proxy settings when a proxy server is used to access the internet.

The default setting is NO Proxy.

Proxy Authentication types

None	<p>The proxy server does not require authentication and the only settings required are:</p> <ul style="list-style-type: none"> • Proxy host name or IP address • Proxy port number
Basic	<p>The proxy server does require authentication and the only settings required are:</p> <ul style="list-style-type: none"> • Proxy host name or IP address • Proxy port number • Username • Password
NTLM	<p>Microsoft LAN Manager networks. The proxy server does require authentication and the only settings required are:</p> <ul style="list-style-type: none"> • Proxy host name or IP address • Proxy port number • Username • Password • NTLM Domain

STEP 6 –CONFIGURATION OPTIONS

Connection check

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2016-02-10
07:04

All tests passed

Ok

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The Connection check is use to check the connection of the Cloud AP5 to the TIM4biz cloud services.

If the check FAILS then either or both Network or Proxy settings is incorrect causing the Cloud AP5 not having access to the Internet.

WARNING: THE CONNECTION CHECK MUST PASS FOR THE CLOUD AP5 TO OPERATE, YOU CAN DETERMINE THE STATUS FROM THE FRONT PANEL LED, CLOUD AP5 SIGN IN PAGE, AND CLOUD AP5 CONFIGUATION MAIN MENU SCREEN SHOWING THE STATUS NEXT TO THE CONNECTION CHECK BUTTON

STEP 6 –CONFIGURATION OPTIONS

Data feed configuration


2016-02-12
06:02

Company serial

Company key

PBXes

Add ...

Players

1

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The Data feeds screen is used to apply and manage the TIM4biz licenses, the licenses are fetched from the tim4biz.com website when the install key is applied during the initial setup.

A license is required for each feature to be activated on the Cloud AP5.

NOTE: ALL LICENSE KEYS ARE CREATED USING THE TIM4BIZ.COM WEBSITE AND UPDATED USING THE INSTALL KEY FUNCTION ON THE CLOUD AP5 TO FETCH THE KEYS.

Company serial and **Company key** uniquely identify your company to tim4biz.com.

Product feature license types

Feature	Description
PBXes	Collect call traffic and log information from phone systems using a variety of methods including Serial (USB to Serial adaptor is required), IP. Click on Add ... to create a new PBX SMDR/CDR data feed. Click on the XXXXX-XXXX-XXXX-XXXX-XXXX key to edit the PBX SMDR/CDR collection method, communication parameters and test for dataflow.
Sensors	Collect temperature readings from sensors. Click on the XXXXX-XXXX-XXXX-XXXX-XXXX key to edit the sensor type and communication parameters.
Media Players	Music on hold player license. No further configuration is required.

STEP 7 – FINISHING AND VERIFYING THE CLOUD AP5 INSTALLATION

Service control


2016-02-11
07:40

Customer Update	1.0.5868.20598	✔	Start	Stop
SMDR Receive	1.0.5868.20598	✔	Start	Stop
Media Customer	1.0.5868.20598	✘	Start	Stop
Media Player	1.0.5868.20598	✘	Start	Stop
Update Download	1.0.5868.20598	✔	Start	Stop
Update Install	1.0.5868.20598			

Ok

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Version - 1.0.5868.20598

Service Control Settings

Call Accounting (SMDR/CDR) and Sensors

Customer Update and SMDR Receive services must be started to receive data from PBXs and Sensors

Customer Update	1.0.5868.20598	✔	Start	Stop
SMDR Receive	1.0.5868.20598	✔	Start	Stop

Digital Signage, Digital Media, Digital Audio and Music on Hold (MOH)

Media Customer and Media Player services must be started for Digital Signage, Digital Media, Digital Audio and Music on Hold (MOH) to operate

Media Customer	1.0.5868.20598	✔	Start	Stop
Media Player	1.0.5868.20598	✔	Start	Stop

NOTE: DOWNLOAD SERVICES SHOULD ALWAYS BE STARTED

TIP: REBOOT THE CLOUD AP5 AND CHECK THE INTERNET CONNECTION AND SERVICE CONTROL OPTIONS AS A FINAL CHECK TO MAKE SURE EVERYTHING IS WORKING NORMALLY

STEP 8 – OTHER FEATURES

Data buffer

The Cloud AP5 data buffer contains data from the PBX or Sensors waiting to be uploaded to the TIM4biz Cloud, the upload interval is usually 5 minutes.

If the Cloud AP5 is NOT cloud connected then the unit will buffer data until connection is re established, the TIM4biz Cloud will alert the Administrators by e-mail that there is a problem with the Cloud AP5. The default buffer has 8GB capacity which will allow the data to be buffered from several months to years depending on the number of data feeds and the rate of data flow.

TIP: CLICKING ON THE **DATA BUFFER** BUTTON WILL SHOW THE CONTENTS OF THE DATA BUFFER. THIS IS USEFUL TO VERIFY IF THE DATA FEEDS ARE WORKING.

Flush data

The **Flush data** function sends locally buffered data to the website immediately.

This is a useful time saving function when testing data transfer to the TIM4biz cloud by not having to wait for the buffer upload countdown timer to complete which is usually 5 minutes.

Configuration backup

Clicking on the **Configuration backup** will immediately backup all the Cloud AP5 settings to the TIM4biz cloud.

The configuration is automatically backed up at regular intervals.

Service log

Clicking on the **Service log** button will display the system logging data which is used for fault finding and diagnostics by the TIM4biz engineers.

TIP: YOU CAN SELECT THE SERVICE LOG TEXT AND COPY AND PASTE IT INTO A TEXT EDITOR TO EXAMINE LATER OR PASTE THE TEXT INTO E-MAIL CLIENT MESSAGE TO SUPPORT@TIM4BIZ.COM FOR ANALYSIS.

STEP 8 – OTHER FEATURES

Edit/View configuration



WARNING - This function is for TIM4biz engineers or advanced users only.

Making changes to the configuration file may render the Cloud AP5 inoperable.

Volume control



Use the slider to adjust the volume level

1

Volume

Typical volume level is 70 to 90

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The **Volume control** adjusts the volume output for all audio ports on the cloud AP5 including HDMI.

If a **Line Isolation Unit (LIU)** is used to connect the Cloud AP5's audio output to the PBX music on hold interface, please make sure if it has a volume control that it's set to the maximum level.

TIP: WHEN ADJUSTING THE VOLUME LEVEL USE A HANDSET PLACED ON HOLD TO GET THE PERFECT VOLUME LEVEL

Scheduled reboot



2016-02-12
07:23

Enabled

Every day Sunday Monday Tuesday Wednesday Thursday Friday Saturday of the month

At :

The Scheduled reboot screen displays the scheduled reboot times.

The please keep this feature Enabled and set to Sunday reboots and only make changes if instructed by TIM4biz.

STEP 7 – OTHER FEATURES

Reboot

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2016-02-12
07:29

The CloudAP unit is rebooting and will be available shortly ... 75 seconds

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Clicking on the Reboot button will immediately reboot the Cloud AP5.

It will take 80 seconds for the Cloud AP5 to reboot.

Sign out

Clicking on the **Sign out** button signs the user out of the Cloud AP5 configuration console, when the user is signed out the standard sign in and status screen is displayed.

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2016-02-12
07:44

Sign in to configure the Cloud AP

Username

Password

Sign in



Network status

LAN status - LAN IP 192.168.1.183 Ok - Using gateway 192.168.1.1 ✔

Activity status

Last player configuration update 2016-02-04 16:58:27

Last player event 2016-02-04 16:58:44 ✘

Service status

Media Player - 1.0.5856.18877 Running ✔

Media Customer - 1.0.5875.12245 Running ✔

Update Download - 1.0.5863.23256 Running ✔

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TIP: USE THE SIGN IN STATUS SCREEN TO ENSURE THE NETWORK STATUS IS GREEN AND THE SERVICES ARE RUNNING.

FURTHER TECHNICAL SUPPORT

If the Cloud AP5 or the features are not working and all steps covered in this manual have been followed, please send an e-mail to TIM Technologies support on:

support@tim4biz.com

Please include:

- Name
- Company
- Cloud AP5 site
- Brief description of the fault

NOTE:

PLEASE ALLOW UP TO 24 HOURS FOR A RESPONSE

SUPPORT EMAILS ARE CHECKED 08:00 TO 17:00 HOURS +8 GMT