

STAC VIP FAQ

Which PBX systems or online SIP services are compatible with VIP?

Please visit the VIP product support page on our website for STAC VIP Compatibility: <http://www.comrex.com/support/stac-vip/> If you want to check on a product or service not listed in this document, please contact techies at techies@comrex.com or call 978-784-1776/1-800-237-1776.

How do I add multiple callers to air?

To add multiple callers, you must lock the current on air callers by pressing the on air button twice for each line you wish to remain on air.

How do I log into my STAC VIP interface from outside the network?

Contact your IT department, and request Port 80 for TCP Traffic to be forwarded to the IP address of your VIP.

How do I make an outbound call from the control surface?

Pick up the control surface handset, press the top white button to activate the line, dial the number you wish to call, and then hit (#) pound to send.

I have a six-line mainframe. Do I need six SIP accounts?

No. In most cases, with a compatible SIP account, you can register all 6 lines with one account.

Can I use the VIP in two different studios in my station?

Yes. You can purchase a split studio license. Contact your favorite dealer for assistance, or write to Comrex technical support at techies@comrex.com.

How do I setup auto-attendant?

Auto-attendant (AA) mode is enabled on the control surface by pressing the Auto Attendant button once. It will glow red to indicate AA mode is active. It can be disabled by pressing the button again.

Configuration of AA is done via the control surface via voice prompts. To enter AA config mode, lift the handset and hold the Auto Attendant button for 5 seconds, then release it. The button will start to flash and voice prompts will be heard on the handset.

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During the AA configuration sequence, you can record up to two separate outgoing messages to be played to callers (e.g. thanks for calling, turn your radio down etc). You can also play these messages back for evaluation and choose which message is active. Pressing AA again ends AA configuration mode.

My control surface(s) won't sync.

Verify that you assigned a control surface when configuring STAC VIP.

Make sure your control surface is configured correctly, and connected to the power supply. (The control surface's Cat5 should be connected to the power supply, and an additional Cat5 cable should be connected to the network.)

Top Button & Bottom Button Color Combination Meanings

Line 1 (top): flashing red and white

Line 1 (bottom) flashing red and white

This means your system is waiting for a network connection. Check that the control surface power supply is connected properly to the control surface and network.

Line 2 (top): flashing red and white

Line 2 (bottom): flashing red and white

This means your system is waiting for a mainframe connection. Go into the mainframe configuration interface, and ensure that you have a control surface selected and enabled for your mainframe.

Line 4 (top): flashing red and white

Line 4 (bottom): flashing red and white

This means your system is waiting for a SIP connection to the mainframe. Verify that the SIP provider for your mainframe is registered by logging into the mainframe configuration interface. Click on "Line Configuration", and then "VoIP providers" - it should say "registered".