PureCloud Edge Setup
Administrator's Guide

Last Updated: March 29, 2016

This document provides introductory information and procedures for initial installation and configuration of a PureCloud Edge appliance.
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<td>Interactive Intelligence Bridge Server™</td>
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<td>Interactive Intelligence logo</td>
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<td>PureCloud Edge™</td>
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</tbody>
</table>

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Interactive Intelligence, Inc.
7601 Interactive Way
Indianapolis, Indiana 46278
Telephone/Fax (317) 872-3000
[www.ININ.com](http://www.ININ.com)
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Safety information and warnings

This section contains safety information for ensuring that personal physical injury, damage to hardware, and data loss do not occur with your PureCloud Edge appliance.

Data center rack and mounting safety

<table>
<thead>
<tr>
<th>Consideration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevated operating ambient temperature</td>
<td>Ensure that the environment is temperature controlled so that PureCloud Edge stays below its maximum ambient temperature threshold.</td>
</tr>
<tr>
<td>Reduced airflow</td>
<td>Ensure that the rack or enclosure has proper ventilation so that PureCloud Edge stays below its maximum ambient temperature threshold.</td>
</tr>
<tr>
<td>Mechanical overloading</td>
<td>Ensure that all components pertaining to and connected to the rack or enclosure are properly mounted, supported, and secured.</td>
</tr>
<tr>
<td>Circuit overloading</td>
<td>Ensure that any electricity source supplied through the rack or enclosure is not overloaded.</td>
</tr>
<tr>
<td>Reliable earthing</td>
<td>Ensure that the rack or enclosure provides reliable earthing (grounding) for any equipment installed within it to reduce the risk of electric shock from leaking current (fault current).</td>
</tr>
</tbody>
</table>

Electrical and general safety guidelines

⚠️ Danger!
Read, understand, and obey all of the items in this section to avoid possible injury to yourself or others, or damage to the appliance.

Follow the guidelines below to avoid possible damage to the system or injury to yourself:

- Install this product in a Restricted Access Location only, such as dedicated equipment rooms, service closets, and so forth.
- You must provide proper grounding from the chassis to an earth ground. Ground conductor is 12 AWG minimum and is connected from the earth ground stud to the rear of the appliance. The safety ground conductor should be connected to the chassis stud on the rear of the appliance, terminated with a closed-loop ring terminal (Digikey catalog part number: 920010-09-ND; 3M part number: MVU10-8RK). Refer to the instructions provided with terminals for crimping tools and assembly instructions.
  A qualified electrician must make all connections to electrical power and safety grounds. The server must be safety grounded at all times.
- Use power cords that include safety certifications. The power cords must be compliant with the voltage requirements in your region. Power cords should be 18 AWG in copper and approximately 6 feet in length. The power cords connect to each power supply unit where each wire is terminated with a lug (Digikey catalog part number: 94774-01-ND).
  The power cord plug caps must have an electrical current rating that is at least 125% of the electrical current rating of this product.
The power cord plug caps that plug into the AC receptacles on the power supply units must be an IEC 320, sheet C13, type female connector.

- AC power input is at the rear of the appliance. Connect the power cords (terminated with lugs) to the chassis power supply units and connect the other end to a circuit breaker. The circuit breaker shall be Listed, rated max 20A, @ -48Vdc

- A readily-accessible disconnect device must be incorporated into the location where PureCloud Edge is installed.

- Be aware of the locations of the power switches on the chassis and in the room, so you can disconnect the power supply if an accident occurs.

- Take extra precautionary measures when working with high voltage components. It is not recommended that you work alone.

- Use only one hand when working with powered-on electrical equipment to avoid possible electrical shock.

- Use rubber mats specifically designed as electrical insulators when working with computer systems.

**Electrostatic discharge safety guidelines**

Electrostatic Discharge (ESD) can damage electronic components. To prevent damage to your PureCloud Edge appliance, it is important that you handle the appliance carefully. The following measures can prevent ESD damage to critical components:

- Use a grounded wrist strap designed to prevent static discharge.

- Handle all sensitive components in a static-safe area. If possible, use antistatic floor pads and workbench pads.

**Warranty and support compliance**

PureCloud Edge is a network appliance that is permanently sealed. You must not attempt to open it for any repair or modification. Breaking the seal on the appliance automatically voids both the warranty and support for the product. Interactive Intelligence is not responsible for any injuries or damage that occur as a result of opening the appliance and attempting any actions with the internal components of the appliance.
Additional PureCloud Edge information resources

PureCloud Resource Center

The PureCloud Resource Center is a comprehensive hub that provides the gamut of PureCloud user-centric information from one destination. The Resource Center includes web-based documentation, product simulations, training videos, and insider content contributed by industry experts.


Ideas and feedback

Submit product feedback and suggestions for PureCloud Edge by clicking the question mark icon in the upper right corner of the PureCloud interface and selecting Submit Feedback.
Introduction to PureCloud Edge

PureCloud Edge is a hardware appliance that, with the PureCloud service, facilitates voice and data communications, and telephony features. In telecommunications terminology, PureCloud Edge acts as a media server, a SIP registrar, and a SIP proxy in a VoIP communications network. PureCloud Edge requires a wired Ethernet connection (RJ-45) that provides access to the Internet. It is through this connection that PureCloud Edge communicates with the PureCloud service, including receiving configuration information that you provide through the PureCloud administrative interfaces.

PureCloud and PureCloud Edge combine to provide an Internet Protocol Public Branch Exchange (IP PBX) and VoIP solution for enterprise telephony. PureCloud uses these capabilities for unified communications in the respective enterprise and contact center solutions.

PureCloud Edge also provides remote survivability to facilitate existing and new communications should connections should the PureCloud service become unavailable due to network failures or other interruptions.

PureCloud Edge features

Hardware
- Chassis complies with the 1U rack-mount server dimension standard for easy installation into data center and server racks
- RAID 1 storage
- Illuminated LCD panel and buttons for manual configuration and information display
- Dual power supplies for redundancy

IP communications
- Session Initiation Protocol (SIP)-based Voice over Internet Protocol (VoIP) communications
- Each appliance supports up to 350 concurrent VoIP calls with 100% call recording
- SIP registrar for IP communication endpoints, such as IP telephones
- Native Text-To-Speech (TTS) and Automatic Speech Recognition (ASR) processing
- Supported VoIP codecs: Opus, G.711, and G.729
- Dynamic transcoding of VoIP communications from one codec to another
- In-band (RFC2833) and out-of-band Dual-Tone Multi-Frequency (DTMF) digit support
- Fax (T.30)
• Plays audio prompts of the following uncompressed formats:
  WAV (.wav)
  - u-Law, 8kHz, 1 or 2 channels
  - a-Law, 8kHz, 1 or 2 channels
  - 16-bit linear, 8kHz, 1 or 2 channels
  - G726-32, 8kHz, 1 or 2 channels
  - GSMFR, 8kHz, 1 channel
  - TrueSpeech, 8kHz, 1 channel
  AU (. au, . snd)
  - Headerless u-Law, 8kHz, 1 channel
  - u-Law, 8kHz, 1 or 2 channels
  - a-Law, 8kHz, 1 or 2 channels
  - 16-bit linear, 8kHz, 1 or 2 channels
  Opus (. opus, . ogg)

Telephony
• Internet Protocol Public Branch Exchange (IP PBX)
• Multiple, common telephony features, such as conference calls, call transfers, call forwarding, hold, caller ID, and others
• Call analysis, such as determining if a call is answered by a person, answering machine, or a PSTN status signal
• Multi-channel recordings and playback
• Able to be integrated with existing IP PBX environments
• Remote Survivability (continues servicing and distributing calls if connection to the PureCloud service is interrupted)

Network
• Supports static IPv4 addressing for Internet (1(WAN)), Local Area Networks (LANs), and SIP carrier connections
• Supports Dynamic Host Control Protocol (DHCP) v4 (RFC2131) and v6 (RFC3315) for all network connections

Security
• All communications between PureCloud Edge and the PureCloud service are encrypted and secure through TLS with mutual authentication
• Dynamic transcription of VoIP communications when different encryptions are used by both parties
• Encrypted recordings

Maintenance
• Automatic updates of the appliance software and firmware
• Transmits logs for activity, system functionality, and performance to PureCloud for easy, consolidated viewing
PureCloud Edge characteristics

**EDGE-1280100**

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network interfaces</td>
<td>• 1x PureCloud (WAN)</td>
</tr>
<tr>
<td></td>
<td>• 6x Ethernet</td>
</tr>
<tr>
<td></td>
<td>• DIAG</td>
</tr>
<tr>
<td>I/O expansion</td>
<td>NICx4</td>
</tr>
<tr>
<td>Dimensions</td>
<td>Width: 17 7/16 inches/43.3 centimeters</td>
</tr>
<tr>
<td></td>
<td>Height: 1 7/8 inches/4.8 centimeters</td>
</tr>
<tr>
<td></td>
<td>Depth: 16 1/4 inches/41.3 centimeters</td>
</tr>
<tr>
<td>Note: PureCloud Edge</td>
<td>PureCloud Edge complies with the 1U standard.</td>
</tr>
<tr>
<td>Acoustic noise</td>
<td>~53dB (office)</td>
</tr>
<tr>
<td>Weight (typical)</td>
<td>~17.2 pounds/7.8 kilograms</td>
</tr>
</tbody>
</table>

**Pure Cloud Edge network architecture**

PureCloud Edge is meant to be implemented in as an N+1 configuration so that communications and functionality are not lost during outages, such as maintenance periods, appliance upgrades, bursts of increased communications, or hardware failure. For more information about PureCloud Edge network architecture, protocols, and ports, see PureCloud Resource Center at [http://help.mypurecloud.com](http://help.mypurecloud.com).
Requirements

The environment in which you plan to use the PureCloud Edge appliance must meet requirements to ensure that the appliance can function as needed. This section provides a basic set of requirements. You can find detailed requirements on PureCloud Resource Center at http://help.mypurecloud.com.

Internet (WAN) connection

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection</td>
<td>• Ethernet (RJ-45) to the Internet</td>
</tr>
<tr>
<td></td>
<td>• Category 5, 5e, or 6 cable</td>
</tr>
<tr>
<td>Addressing</td>
<td>• Internet Protocol version 4 (IPv4) through static assignment or DHCPv4</td>
</tr>
<tr>
<td></td>
<td>• Internet Protocol version 6 (IPv6) through DHCPv6</td>
</tr>
<tr>
<td>Protocols</td>
<td>HTTPS (outbound only)</td>
</tr>
<tr>
<td>Bandwidth (minimum)</td>
<td>The bandwidth requirement depends on feature usage, the number of interactions being serviced, maintenance cycles, retrieval of resources, and the number of active endpoints in the organization. Interactive Intelligence provides the following webpage for determining the bandwidth requirement: <a href="http://help.mypurecloud.com/articles/bandwidth-calculator/">http://help.mypurecloud.com/articles/bandwidth-calculator/</a></td>
</tr>
</tbody>
</table>

Local Area Network connection

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection</td>
<td>• Ethernet (RJ-45)</td>
</tr>
<tr>
<td></td>
<td>• Category 5e or 6 cable</td>
</tr>
<tr>
<td>Bandwidth (minimum)</td>
<td>1Gbps</td>
</tr>
</tbody>
</table>

SIP carrier connections

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection</td>
<td>• Ethernet (RJ-45)</td>
</tr>
<tr>
<td></td>
<td>• Category 5e or 6 cable</td>
</tr>
<tr>
<td>Bandwidth (minimum)</td>
<td>1Gbps</td>
</tr>
</tbody>
</table>
### Protocols and ports

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protocols and ports</td>
<td>• SIP</td>
</tr>
<tr>
<td></td>
<td>• SIPS</td>
</tr>
</tbody>
</table>

### Power

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC input for power supply</td>
<td>100-240V 47-63Hz 8-4A</td>
</tr>
<tr>
<td>Fuse rating</td>
<td>T5A / 250V</td>
</tr>
<tr>
<td>DC output</td>
<td>275 watts</td>
</tr>
</tbody>
</table>

### Environmental

<table>
<thead>
<tr>
<th>Item</th>
<th>Thresholds</th>
</tr>
</thead>
</table>
| Operating temperature     | • 0° to 35°C  
                            | • 32° to 95°F                          |
| Non-operating temperature | • -20° to 70°C  
                            | • -4° to 158°F                         |
| Relative humidity         | • Operating: 20% to 80% @ 30°C (86°F)  
                            | • Non-operating: 10% to 90%            |
Set up PureCloud Edge

Unpack PureCloud Edge

Your PureCloud Edge package includes the following items:

• One PureCloud Edge appliance
• Two power cables
• Two rack mounting brackets
• Six mounting bracket screws
• A product information sheet
• Setup quick reference

Ensure that all of these parts are available before you proceed.

Mount PureCloud Edge

1. Decide on a suitable location for the rack unit that will hold PureCloud Edge. It should be situated in a clean, dust-free area that is well-ventilated. Avoid areas where heat, electrical noise, and electromagnetic fields are generated. You must also place it near a grounded power outlet.

   You must remember the following needs of PureCloud Edge when choosing the location where it will reside:
   • Leave approximately 30 inches of clearance in the back of the rack to allow for sufficient airflow and ease of servicing.
   • You should only install this product in a Restricted Access Location, such as dedicated equipment rooms or service closets.

2. Consider the following rack precautions:
   • Ensure that the leveling jacks on the bottom of the rack are fully extended to the floor with the full weight of the rack resting on them.
   • In a single rack installation, ensure that stabilizers are attached to the rack.
   • In multiple rack installations, ensure that the racks are coupled together.
   • Always make sure that the rack is stable before extending a component from the rack. You should never extend more than one component at a time as extending two or more components simultaneously can cause the rack to become unstable.

3. Attach the provided mounting brackets to the PureCloud Edge chassis with the provided screws.

   There are multiple methods with which you can install the mounting brackets:
4. **Install the system into a rack.**

To mount the system into a rack, attach the faceplate of each mounting bracket on the PureCloud Edge chassis directly to the front of the rack.

**Important!**

Ensure that you use attach each bracket faceplate through both openings. PureCloud Edge does not supply any hardware to attach the faceplate of the mounting bracket to a rack. Use the method of attachment required, such as screws or bolts, for your specific rack.
Connect the cables to PureCloud Edge

After you have mounted PureCloud Edge into a rack or placed it on a shelf, you must connect the necessary cables for successful operation. The exact number and type of cables that you connect is dependent on your telephony system. To connect the necessary cables, refer to the following table:

<table>
<thead>
<tr>
<th>Interface</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 (WAN) port</td>
<td>Plug a Category 5 or better network cable into the 1 (WAN) port. The cable must provide connection to the Internet.</td>
</tr>
<tr>
<td>Primary network interfaces (2, 3)</td>
<td>Plug a Category 5e or better network cable into the PureCloud Edge NIC port labeled 2 and then connect the available end to a 1000Base-T or better network switch.</td>
</tr>
<tr>
<td>Secondary network interfaces (4,5,6,7)</td>
<td>Using Category 5e or better network cables, connect these ports to any additional SIP carriers or Ethernet networks, as needed.</td>
</tr>
<tr>
<td>DIAG</td>
<td>The DIAG port provides access to the Intelligent Platform Management Interface (IPMI) of PureCloud Edge.</td>
</tr>
<tr>
<td><strong>Warning!</strong></td>
<td>To maintain a high security profile, do not connect the DIAG port to your network unless directed to do so by an Interactive Intelligence representative. Connecting the DIAG port to your network or the Internet presents a point of access for scanning, probing, or intrusion.</td>
</tr>
<tr>
<td>Power</td>
<td>Plug the power cables supplied with PureCloud Edge into each socket on the back of the PureCloud Edge appliance. There are two redundant power supplies in PureCloud Edge.</td>
</tr>
<tr>
<td>Ground stud</td>
<td>Connect the earth ground stud on the rear of the PureCloud Edge appliance to an available grounding facility with a safety ground conductor that is 12 AWG minimum. The safety ground conductor should be terminated with a closed-loop ring terminal (Digikey catalog part number: 920010-09-ND; 3M part number: MVU10-8RK). Refer to the instructions provided with terminals for crimping tools and assembly instructions.</td>
</tr>
<tr>
<td>USB</td>
<td>Do not connect any USB devices directly or through cables to PureCloud Edge before the initial start and pairing process with PureCloud. The USB ports are intended for USB thumb drives, which can be used for the transfer of files.</td>
</tr>
</tbody>
</table>

Start PureCloud Edge

After you have installed PureCloud Edge into a rack or placed it on an appropriate flat surface, and have connected all necessary cables, use an ink pen or a similar thin, rigid utensil to press the recessed PWR button.
PureCloud Edge begins its initial start sequence. When the start sequence is complete, the LCD panel of PureCloud Edge displays a Uniform Resource Locator (URL) through which you must connect using a web browser to pair the PureCloud Edge appliance with PureCloud.

**Important!**
If you need to configure a static IP address for the 1 (WAN) network interface to the Internet and PureCloud, see Configure the IP address of the PureCloud Edge WAN network interface. Otherwise, for more information on the pairing process, see Set the global service region for PureCloud pairing and Pair PureCloud Edge with the PureCloud service.

### Configure the IP address of the PureCloud Edge WAN network interface

The 1 (WAN) network interface is the means through which PureCloud Edge communicates with the PureCloud service.

**Important!**
PureCloud Edge does not allow communications with the PureCloud service through any other connection than 1 (WAN). Do not attempt to configure any other network connection for the purposes of pairing and communicating with the PureCloud service.

By default, PureCloud Edge uses Dynamic Host Control Protocol (DHCP) to automatically query for an IP address that it assigns to the 1 (WAN) network interface. If you use a DHCP server in your network environment and want to continue using a dynamically-assigned IP address for the 1 (WAN) network interface, continue to Set the global service region for PureCloud pairing.

However, if you want to assign a static IP address to the 1 (WAN) network interface, you can use the LCD panel of PureCloud Edge and its associated buttons to configure it. The IP address that you assign does not need to be a public IP address.

1. Press the lower-right (LR) button.
   The LCD panel displays **Status**
2. Press the lower-right (LR) button.
   The LCD panel displays **Settings**
3. Press the upper-left (UL) button.  
The LCD panel displays

**Region**

4. Press the lower-right (LR) button.  
The LCD panel displays

**System**

5. Press the lower-right (LR) button.  
The LCD panel displays

**Network**

6. Press the upper-left (UL) button.  
The LCD panel displays

**Port 1 (WAN)**

7. Press the upper-left (UL) button.  
The LCD panel displays

**Set DHCPV4**

8. Select the lower-right (LR) button.  
The LCD panel displays

**Set Static IPV4**

9. Select the upper-left (UL) button.  
The LCD panel displays

**IPV4 Address**

10. Press the upper-left (UL) button.  
The LCD panel displays

**IPV4 Address**

   000.000.000.000

11. Press the upper-left (UL) button until the cursor is over the first zero.  
The LCD panel displays

**IPV4 Address**

   00.000.000.000

12. Use the lower-left (LL) and lower-right (LR) buttons to decrease and increase the value of the current digit.  
13. Press the upper-right (UR) button to move to the next digit.  
The LCD panel displays

**IPV4 Address**

   10.000.000.000

14. Repeat the two previous steps until you have entered the entire IPv4 address for the selected network interface.
You must specify all three digits for each octet. For example, 1 must be entered as 001.

The LCD panel displays an address similar to the following example:

**IPV4 Address**
192.168.001.100

15. While the cursor is at the right-most position of the IPv4 address, press the upper-right (UR) button.

   The LCD panel displays

   **IPV4 Subnet Mask**

16. Press the upper-left (UL) button.

   The LCD panel displays

   **IPV4 Subnet Mask**
   255.255.255.0

17. As was done for the IPv4 address, use the buttons to navigate through the digits and modify the values of each digit.

18. When you have finished modifying the subnet mask, press the upper-right (UR) button to move the cursor to the right past the end of the displayed digits.

   The LCD panel displays

   **IPV4 Gateway**

19. Press the upper-left (UL) button.

   The LCD panel displays

   **IPV4 Gateway**
   000.000.000.000

20. As was done for the previous items, use the buttons to navigate through the digits and modify the values of each digit to set the IP address of the default gateway.

21. When you have finished modifying the address for the default gateway, press the upper-right (UR) button to move the cursor to the right past the end of the displayed digits.

   The LCD panel displays

   **IPV4 DNS 1**

22. Press the upper-left (UL) button.

   The LCD panel displays

   **IPV4 DNS 1**
   000.000.000.000

23. As was done for the previous items, use the buttons to navigate through the digits and modify the values of each digit to set the IP address of the Domain Name Service (DNS) server.

24. When you have finished modifying the address for the DNS server, press the upper-right (UR) button to move the cursor to the right past the end of the displayed digits.

   The LCD panel displays

   **IPV4 DNS 2**
Specification of a secondary DNS server is optional. If you want to specify a second DNS server, press the upper-left (UL) button to activate the menu item and use the LCD panel buttons to navigate and modify the IP address.

25. Press the lower-right (LR) button.
   The LCD panel displays
   **Apply Changes?**

26. Press the upper-left (UL) button to confirm the action and apply the specified IP address configuration to the selected network interface.
   The LCD panel displays **Success**

**Set the global service region for PureCloud pairing**

The PureCloud service is available through multiple Amazon Web Services (AWS) data centers located throughout the world. If your organization is located entirely within one global service region, you can define your PureCloud service within the AWS data center that is closest or within your global service region. In this situation, configure your PureCloud Edge appliance to communicate with the PureCloud service in the AWS data center for your global service region.

If your organization spans multiple global service regions and you want to run your PureCloud service as a single entity, configure all PureCloud Edge appliances in any global location to use the same AWS data center in a single global region. For example, if the headquarters for your organization is in North America and uses an AWS data center within the North American region to register, define, and administer the PureCloud service, all other global locations must also pair their PureCloud Edge appliances with that same AWS region.

**Prerequisites**

- You must have registered for the PureCloud service and specified the region through which you will use PureCloud.
- Your PureCloud Edge appliance must be installed, powered, and started for this procedure.

**Procedure**

To configure your PureCloud Edge appliance to pair with a specific global service region, do the following steps:

1. On the PureCloud Edge appliance, press the lower-right (LR) button.
   The LCD panel displays **Status**.
2. Press the lower-right (LR) button.
   The LCD panel displays **Settings**.
3. Press the upper-left (UL) button.
   The LCD panel displays **Region**.
4. Press the upper-left (UL) button to enter the **Region** submenu.
   The LCD panel displays **Auto-detect**.
5. Press the lower-right (LR) button until the LCD panel displays the global service region with which you want to pair the PureCloud Edge appliance, such as the following:

**Asia Pacific (Japan)**

6. When the LCD panel displays the appropriate global service region, press the upper-left (UL) button. The LCD panel displays **Apply Changes?**

7. Press the upper-left (UL) button to confirm the change of the global service region. PureCloud Edge sets the specified AWS region for the pairing process and exits the menu.

### Pair PureCloud Edge with the PureCloud service

PureCloud Edge requires a pairing process with the PureCloud service. This pairing process is required to ensure the following items:

- You have an account through PureCloud
- Generation of private security certificates between PureCloud Edge and PureCloud
- Association of PureCloud Edge with your PureCloud account for administration and configuration

#### Important!

Before you attempt this procedure, your PureCloud Edge appliance must be installed, connected to the Internet, configured for the correct service region, and started.

1. Once you have installed PureCloud Edge and completed any required configuration for networking and service region, use your web browser to connect to the PureCloud service for your region to authenticate the PureCloud Edge appliance.

Uniform Resource Locator (URL) addresses for supported regions:

<table>
<thead>
<tr>
<th>Region</th>
<th>Uniform Resource Locator address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asia Pacific (Japan)</td>
<td>apps.mypurecloud.jp</td>
</tr>
<tr>
<td>Asia Pacific (Sydney)</td>
<td>apps.mypurecloud.au.com</td>
</tr>
<tr>
<td>European Union (Ireland)</td>
<td>apps.mypurecloud.ie</td>
</tr>
<tr>
<td>US East (N. Virginia)</td>
<td>apps.mypurecloud.com</td>
</tr>
</tbody>
</table>

#### Caution!

Ensure that you use the correct URL address for your region when pairing PureCloud Edge with the PureCloud service. Using an incorrect region can result in pairing errors or significant delays in communications between the PureCloud Edge appliance and the PureCloud service of the incorrect region.
If you are in a region that is different from that of your headquarters and you want to configure and control all communications through a single PureCloud organization, you must use the same URL address for the PureCloud Edge pairing process. For example, if the headquarters of Example Company were in North America and its PureCloud organization was created in the mypurecloud.com region, a satellite office in New Zealand must pair PureCloud Edge with mypurecloud.com, not mypurecloud.au.

2. Do the procedure presented in the following article on the PureCloud Resource Center:

   During the pairing process, the LCD panel of PureCloud Edge displays the following items:
   - The pairing ID of the PureCloud Edge device
   - A verification code

   **Note:**
   You can safely restart the appliance before you have entered the verification code during the pairing process.
LCD panel usage

The PureCloud Edge appliance has four physical buttons to the right of the LCD panel. These buttons enable you to configure the appliance, copy logs, restart it, view status, and restore the factory image.

Each LCD panel button has some common usages. When you configure PureCloud Edge with the LCD panel buttons, the LCD panel displays icons that represent the functionality of each button for the current menu item.

The following table provides some common functionality for each of the LCD panel buttons:

<table>
<thead>
<tr>
<th>Button</th>
<th>Functionality</th>
<th>Button</th>
<th>Functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upper-left</td>
<td>• Enters currently-displayed menu item&lt;br&gt;• Confirms action&lt;br&gt;• Moves the cursor to the left</td>
<td>Upper-right</td>
<td>• Selects the previous menu item&lt;br&gt;• Moves the cursor to the right</td>
</tr>
<tr>
<td>(UL)</td>
<td></td>
<td>(UR)</td>
<td></td>
</tr>
<tr>
<td>Lower-left</td>
<td>• Press and hold to display the last status message&lt;br&gt;• Returns to the parent menu of the current item&lt;br&gt;• Cancels action&lt;br&gt;• Increases value at the cursor</td>
<td>Lower-right</td>
<td>• Opens the main LCD menu&lt;br&gt;• Select the next menu item&lt;br&gt;• Decreases value at the cursor</td>
</tr>
<tr>
<td>(LL)</td>
<td></td>
<td>(LR)</td>
<td></td>
</tr>
</tbody>
</table>
PureCloud Edge LCD menu reference

Status

System
   Pairing Id
   Id
   Label
   Hostname
   Model
   Serial Number
   Factory Image
   File Version
   Machine Uptime

Network
   Port 1 (WAN)...2-7
      Media State (if not connected)
      Description
      Physical Address
      DHCP Enabled
      Address < IPv6
      Address < IPv6 link-local
      Address < IPv4
      Gateway < IPv6
      Gateway < IPv4
      DNS < IPv6
      DNS < IPv4

Baseboard
   Media State
   Physical Address
   DHCP Enabled
   Address < IPv4
   Gateway

Settings

Region
   Auto-select
   Asia Pacific
      (Japan)
   Asia Pacific
      (Sydney)
   European Union
      (Ireland)
   US East
      (N. Virginia)

System
   LCD Contrast
   LCD Brightness
   Reboot Server

Network
   Port 1 (WAN)...2-7
      Set DHCPv4
      Set Static IPv4
Baseboard Mgmt
  Set DHCPv4
  Set Static IPv4
  Disable
  Enable User
  Disable User

Diagnostics
  Media State
    Port 1 (WAN)...2-7, Baseboard
    Ping Gateway <- Port 1 WAN and baseboard (v4 and v6 unlabeled)
    Ping Internet <- WAN only
    DNS Lookup <- WAN only
    Ping DNS <- All (v4 and v6 unlabeled)
  Copy Today's Logs to E:
  Copy All Logs to E:

Setup Wizard
  Port 1 (WAN)
    Set DHCPv4
    Set Static IPv4

Factory Service
  Server Details
    edge.label
    edge.id
    general.filePath
  ...

Factory Restore
  Apply Changes?
  Are You Sure?
  Super Sure?
    SuperDuper Sure?
Restart PureCloud Edge through LCD panel

Prerequisites

- If possible, ensure that there are no active calls being serviced by the PureCloud Edge appliance before restart. Active calls will be disconnected during a restart.
- Ensure that no USB devices are inserted in the USB ports on the front of the PureCloud Edge appliance.

Steps

1. Press the lower-right (LR) button.
   The LCD panel displays
   **Status**
2. Press the lower-right (LR) button.
   The LCD panel displays
   **Settings**
3. Press the upper-left (UL) button.
   The LCD panel displays
   **Region**
4. Press the lower-right (LR) button.
   The LCD panel displays
   **System**
5. Press the upper-left (UL) button.
   The LCD panel displays
   **LCD Contrast**
6. Press the lower-right (LR) button twice.
   The LCD panel displays
   **Reboot Server**
7. Press the upper-left (UL) button.
   The LCD panel displays
   **Apply Changes?**
8. Press the upper-left (UL) button to confirm that you want to restart the PureCloud Edge appliance.
   The LCD panel displays
   **Reboot in 30 secs**
   **Please Wait...**
During the restart, the LCD panel displays

**PureCloud**

**Loading...**
Reset PureCloud Edge to default factory settings through LCD panel

Prerequisites

- Be patient. The Factory Restore process can take up to 25 minutes to complete. The LCD panel will go blank during the process.
- Ensure that the power to PureCloud Edge appliance cannot be interrupted during the Factory Restore process. If the power is interrupted, the appliance becomes inoperative and you must obtain a new PureCloud Edge appliance through Interactive Intelligence.
- Do not attempt to interact with the PureCloud Edge appliance during the Factory Restore process. The appliance restarts multiple times during the process, which is normal. You can safely interact with the appliance when the LCD panel displays the following message:

  PureCloud Edge
  PCE-<string>

Steps

1. Press the lower-right (LR) button.
   The LCD panel displays
   **Status**
2. Press the lower-right (LR) button four times.
   The LCD panel displays
   **Factory Service**
3. Press the upper-left (UL) button.
   The LCD panel displays
   **Server Details**
4. Press the lower-right (LR) button.
   The LCD panel displays
   **Factory Restore**
5. Press the upper-left (UL) button.
   The LCD panel displays
   **Apply Changes?**
6. Press the upper-left (UL) button.
   The LCD panel displays
   **Are You Sure?**
7. Press the upper-left (UL) button.
   The LCD panel displays
**Super Sure?**

8. Press the upper-left (UL) button.
   The LCD panel displays

**SuperDuper Sure?**

9. Press the upper-left (UL) button.
   The LCD panel displays

**PureCloud Loading**

⚠️ Caution!

During the Factory Restore process, do not remove power or restart the PureCloud Edge appliance through the PWR button on the front. Interrupting the Factory Restore process causes PureCloud Edge to become inoperative. At that point, you must replace the PureCloud Edge appliance through Interactive Intelligence.
Third-party licensing information

OpenSSL

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## Revision history

The following changes have been made to this document since release.

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</tr>
</thead>
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<tr>
<td>June 30, 2015</td>
<td>Initial release</td>
</tr>
<tr>
<td>July 29, 2015</td>
<td>• Updated content to reflect change in location of Region submenu in LCD panel&lt;br&gt;• Updated supported Amazon Web Service regions</td>
</tr>
<tr>
<td>March 7, 2016</td>
<td>• Added G.729 as a supported codec in <a href="#">IP communications</a></td>
</tr>
<tr>
<td></td>
<td>• Updated <a href="#">Copyright and trademark information</a></td>
</tr>
<tr>
<td></td>
<td>• Added Asia Pacific (Japan) as a supported AWS region in <a href="#">Pair PureCloud Edge with the PureCloud service</a></td>
</tr>
<tr>
<td></td>
<td>• Added Asia Pacific (Japan) as a menu item in <a href="#">PureCloud Edge LCD menu reference</a></td>
</tr>
<tr>
<td></td>
<td>• Removed all content related to Time Division Multiplexer (TDM) capabilities</td>
</tr>
<tr>
<td></td>
<td>• Revised PureCloud Edge capacity to 350 simultaneous calls with 100% recording</td>
</tr>
<tr>
<td>March 29, 2016</td>
<td>• Updated content regarding messages displayed in the PureCloud Edge LCD panel during setup and pairing&lt;br&gt;• Updated AWS region URL addresses in <a href="#">Pair PureCloud Edge with the PureCloud service</a></td>
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