

Switchvox Phone Token Fulfillment via Distribution

Date	Name	Notes
03/28/2008	David Podolsky	Document Creation

Order Entry

Nicole will receive a PO from a distributor (example):

PO# 1345 from ABC Distributor Corp.			
Quantity	Item	Description	Cost
1	1AS600001LF	Switchvox SMB AA60 Appliance with 10 Silver subscriptions	
3	1SWXPPROV1	Phone Provisioning Token, 1 Pack	
3	1SWXSSUB1	Switchvox Silver Subscription, 1 User	

Nicole will then login to the distributors account on the osCommerce web store, place the requested items in the cart and then place the order for the distributor. All items will be represented exactly like they are on the PO.

Order Fulfillment

The order will be fulfilled by shipping 1 Switchvox SMB AA60 Appliance to the distributor. This system will have a unique 16 character registration code that is included with each system also on the back of each system it will include a serial number and a barcode that has been recorded at Switchvox.

Also fulfilled, will be the subscription plans and the phone tokens that both need to be associated with the registration code. Both subscription codes and phone tokens will be sent via a digital fulfillment to the email address on file for the distributor. This email will contain the following (sample below):

Sample Phone Token Fulfillment Email to Distribution:

----- Original Message -----

Subject: Switchvox Phone Provisioning Token Order Fulfillment Orders ID: 3966

Date: Wed, 26 Mar 2008 13:17:53 -0800

From: Four Loop Technologies, LLC <info@switchvox.com>

To: ABC Distributor abc@distributor.com

Thank you for your purchase!

At the bottom of this email you will find the codes needed to activate the Switchvox Phone Provisioning Tokens you have ordered.

Typically a reseller, rather than a distributor, will activate these Tokens. We have provided you with text for the message that you can pass on to your reseller that includes the codes and instructions:

Each code represents a number of Switchvox Phone Provisioning Tokens (1, 5, 25, or 100), so to activate the number of Tokens that your customer has ordered, may need to enter several codes. To activate them, go to <https://www.switchvox.com/provisioning> And enter the Token codes: (paste the codes your reseller ordered here)

Here are ALL of the Switchvox Phone Provisioning Token codes in your order. Please copy and paste the codes enclosed between the dashes to the activation page.

PC00-857B-868T
PC00-10HD-31E4
PC00-39DR-2BA4

Here are ALL of the Switchvox Phone Provisioning Token codes in your order broken down by type:

3 x Phone Provisioning Token, 1 Pack (1SWXPPROV1)
PC00-857B-868T
PC00-10HD-31E4
PC00-39DR-2BA4

If you have any questions, please don't hesitate to contact us.

Thank you-
-Switchvox Support

858-457-8299
support@switchvox.com

Distributor Fulfillment

The distributor will ship the AA60 system to the reseller and then fulfill the subscription codes and phone tokens electronically by sending the reseller the email containing their codes.

Reseller Phone Token Activation

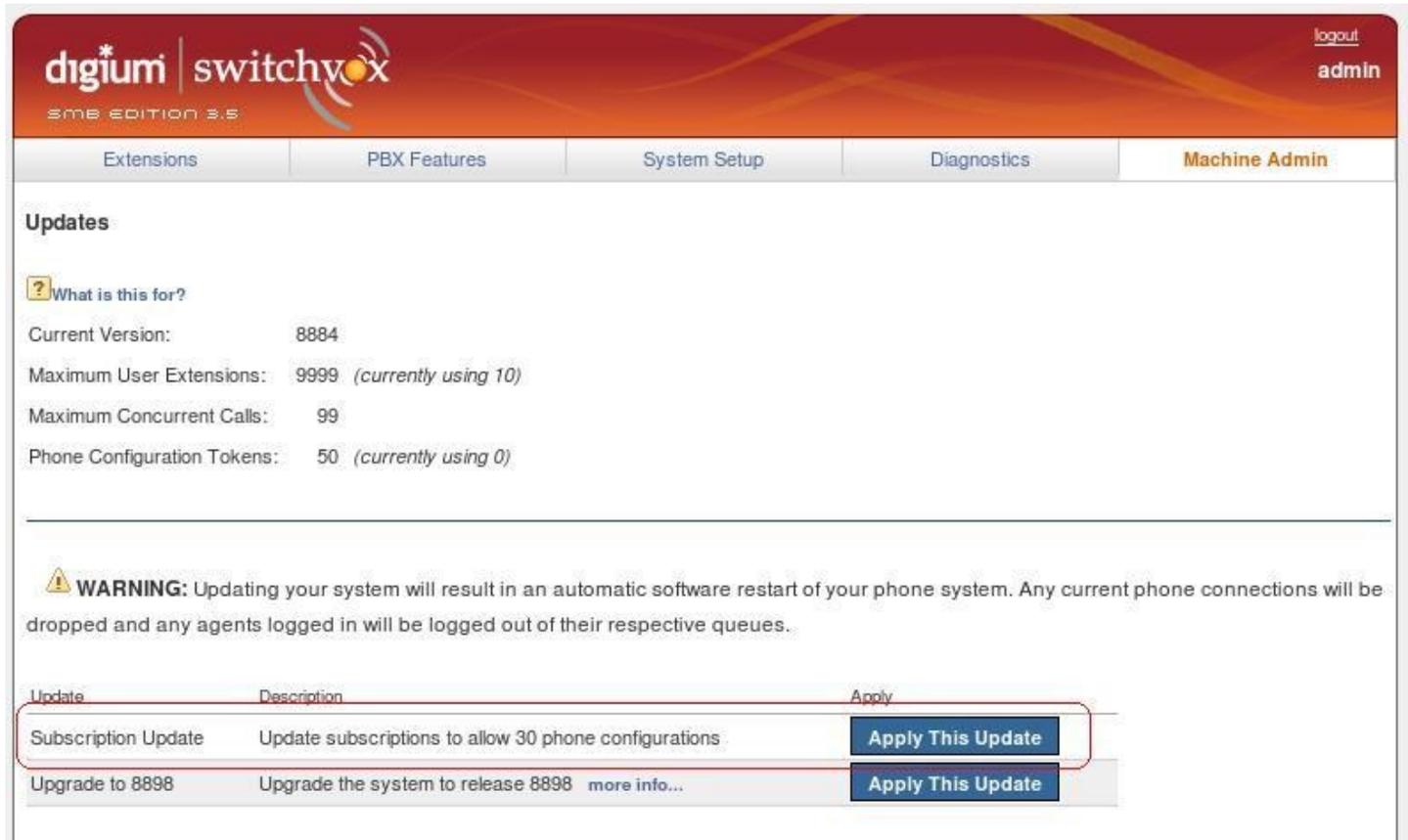
The distributor will then tell the reseller to visit the Switchvox provisioning page to enable the phone provisioning on their Switchvox PBX (www.switchvox.com/provisioning). The reseller will visit this web page and enter their registration codes and also copy and paste in all their phone token codes. A screen shot of the phone provisioning page is below:

The screenshot shows the Digium | Switchvox website interface. At the top, there is a navigation bar with the logo and links for 'shopping cart', 'reseller login', and the phone number '1-888-881-3560'. Below the navigation bar is a menu with icons for 'features & screenshots', 'store', 'customer center', 'press room', 'company', and 'contact us'. The main content area is titled 'Activate Phone Provisioning Tokens' and contains the following text: 'Please Enter Your Registration Code and Your Phone Token Codes: Enter your phone provisioning token codes in the box one on each line.' There are two input fields: 'Registration Code:' with a small text box, and 'Phone Provisioning Codes:' with a larger text box. At the bottom of the form are two buttons: 'Activate' and 'Cancel'. On the right side of the page, there is a 'Contact Us' section with an envelope icon, followed by the office address: 'Digium | Switchvox Office, 7920 Arjons Dr. Unit E, San Diego, CA 92126'. Below that is the 'Call Us' section with the toll-free number '1-888-881-3560' and the number '1-858-537-1100'. At the bottom of the contact section is the 'Email Us' section with the email address 'info@switchvox.com'. The footer of the page contains the copyright notice: 'Copyright © 2008 Digium, Inc. All rights reserved.'

Once the reseller activates his phone tokens they will associate with his registration code he entered and subscription codes in our back-end database. Then the reseller will be notified to visit the "Update" section of his PBX to activate these subscriptions on his new system.

Updating Phone Tokens on the PBX

So the reseller will navigate to the update page on their PBX, this update page talks back to the update server at Switchvox and checks for any new updates for their Switchvox PBX. It will find that they have new phone provisioning tokens to apply to their Switchvox PBX. After they click “Apply Update” they will be able to provision this many phones with their Switchvox PBX.



The screenshot shows the Switchvox Machine Admin interface. At the top, there is a navigation bar with the Digium Switchvox logo and the text "SMB EDITION 3.5". On the right side of the navigation bar, there are links for "logout" and "admin". Below the navigation bar, there are several tabs: "Extensions", "PBX Features", "System Setup", "Diagnostics", and "Machine Admin". The "Machine Admin" tab is currently selected.

The main content area is titled "Updates". Below this title, there is a question mark icon and the text "What is this for?". Below this, there are several system status items:

- Current Version: 8884
- Maximum User Extensions: 9999 (currently using 10)
- Maximum Concurrent Calls: 99
- Phone Configuration Tokens: 50 (currently using 0)

Below these items, there is a warning message:

WARNING: Updating your system will result in an automatic software restart of your phone system. Any current phone connections will be dropped and any agents logged in will be logged out of their respective queues.

At the bottom, there is a table of updates:

Update	Description	Apply
Subscription Update	Update subscriptions to allow 30 phone configurations	Apply This Update
Upgrade to 8898	Upgrade the system to release 8898 more info...	Apply This Update