

NEW INSTALLATION GUIDE

VoIP Intercom — New Setup Guide

For new installations. This guide gives you the dialing form to complete first, then explains how the intercom works, what you provide, and what your IT team needs to know.

1 Dialing configuration form

Complete the highlighted cells and return this form to **your Parking BOXX representative**. List the numbers in the order you want them dialed. In every case the first number is the default, followed by your preferences by day, time, and order. If “In Order” is selected, tell us how many seconds to wait before dialing the next number. No extensions — Direct Inward Dialing (DID) only.

Phone number (NO extensions)	M	T	W	T	F	S	S	Time of day	In Order / Group / Random	Secs before next dial
800-555-1230								8:30–17:30	In Order	10
800-555-2222								8:30–17:30	In Order	10

Top two rows are an example. Yellow day cells: check the day(s) each rule applies. Leave rows blank if not needed.

2 How it works

Each unattended kiosk has a call button. When a parker presses it, the intercom places a two-way voice call — just like a phone call — to the number(s) you designate. Whoever answers can speak with the parker and open the barrier gate remotely.

- **One-button dialing.** Pressing the call button begins dialing immediately.
- **Two-way voice.** Full-duplex conversation, the same as a normal phone call.

- **Answer anywhere.** Take the call on any phone, the Android® / iOS® app, or a desktop Master Intercom Station.
- **Remote gate release.** Open the barrier gate by pressing a button on the receiving phone, or via the app or a desktop Master Intercom Station.
- **Optional video upgrade.** Lets you see the caller — via the app and/or a desktop Master Intercom Station.
- **Tracking & recording.** Calls and gate-open events are time-stamped and logged in software (included) — you'll see when each occurred, though the log doesn't identify who answered. Optional upgrade: record calls and automatically transcribe the recordings.
- **More options.** Analog configurations are also available, and we can provide an inbound number so your team can call each station directly.

3 What you provide

- **Direct-dial number(s).** Tell us the phone number(s) each button should call. No extensions — Direct Inward Dialing (DID) only.
- **How many numbers.** A single number, multiple numbers dialed as a simultaneous group, or a sequential roll-over list — your choice, set per device.
- **Dialing schedule.** Route by day of week and time of day (for example: parking office during business hours, security or a maintenance cell after hours).
- **Self-managed option (SIP).** If you'd like to make changes on your own, we can forward calls to a SIP line managed on your side, or connect directly to your local SIP server (for example, Cisco). Share your SIP server's make, model, and connection details so we can confirm compatibility.
- **Caller ID (optional).** Ask us to add caller ID so dispatch can identify which line is calling. What displays depends on your caller-ID settings and carrier.
- **Routing changes anytime.** Your numbers and schedules aren't fixed — tell your Parking BOXX representative and we'll update them as your staffing or hours change.

4 Placement & accessibility

- **Placement.** Common locations are entry and exit lanes, pay stations, and standalone help points. Standalone stations mount on a pedestal, wall, bollard, or post where no other equipment is present.
- **Man doors & standalone use.** The intercom can also be used on man doors (pedestrian doors) that are not part of the parking or access-control system.
- **Outdoor-rated & adjustable volume.** Rated for outdoor installation, with adjustable speaker volume for noisy lanes.
- **Mounting & reach.** In-lane call buttons are positioned so a driver can reach them without opening the door — typically 42–48 inches to the center of the button.

- **Accessibility.** Hands-free two-way voice and a visual call indicator support ADA-accessible installation.
- **Assistance intercom — not a life-safety station.** Parking BOXX intercoms are assistance intercoms. An in-lane intercom is intended for drivers; it is not recommended as a pedestrian emergency or life-safety point, because reaching it would place pedestrians in the vehicle driving area. For pedestrian or emergency coverage, use separate standalone stations located out of traffic.

5 Network & IT requirements

- **No extra infrastructure.** Each kiosk has a single incoming Ethernet line into a switch, and all network devices — including the intercom — run on that one line. No separate phone line, cabling, or hardware to install.
- **Power (PoE).** Each intercom is powered over its Ethernet connection — no separate power run is required.
- **Connectivity.** Your network provides the connection — unless Parking BOXX supplies a modem, in which case none is required. Parking BOXX configures the IP address, subnet mask, default gateway, and DNS server(s). See “Configuring Your Network for a Parking System” for the full details to share with your IT team.
- **Firewall & security.** Audio is IP-based and runs outbound only (egress-only) — there are no inbound firewall ports to open.
- **Outage behavior.** The intercom needs both power and network to operate. Provide backup power (a UPS) and a backup or redundant connection to keep it working through a power, internet, or LAN loss.
- **Setup & changes.** Parking BOXX performs the initial configuration and can make changes afterward. To manage changes yourself, forward calls to a SIP line on your side or connect to your local SIP server (for example, Cisco) — share the make, model, and connection details so we can confirm compatibility.

6 Frequently asked questions

Q1. What do we need to provide for each call button to work?

Just the phone number(s) to call — the direct-dial number(s) you want each button to ring. No phone line, intercom hardware, or extra equipment is required on your end.

Q2. What type of phone / communication service is required?

None that you supply. Parking BOXX routes the call over VoIP to the phone number(s) you designate. The intercom works over the kiosk’s existing network connection.

Q3. Can all buttons call the same dispatch number, or does each need its own?

Your choice. Each device can dial a single number, multiple numbers, or a set of sequential roll-over numbers — configured independently per device.

Q4. How does the call work — one-way or two-way?

Two-way, exactly like a phone call. Pressing the button starts the dial; you and the caller talk in full duplex. The person answering can also open the barrier gate.

Q5. Can buttons call our Dispatch Center, and how is after-hours routing handled?

Yes. We can set different dialing schedules by time of day and day of week (e.g., office hours to one number, after hours to another). Alternatively, calls can be delivered to a SIP line on your side for you to route as you wish.

Q6. When dispatch receives a call, can they tell which garage / lane / button it is?

Caller ID can be added to help identify the line. What actually displays depends on your side's caller-ID (CID) settings and carrier.

Q7. Any phone, network, cabling, or power requirements our IT team must plan for?

Each Parking BOXX kiosk has one incoming Ethernet line into a switch, and all network devices — including the intercom — run on that line. The intercom is powered over that Ethernet (PoE), so there is no separate power run. Audio is IP-based and egress-only, so there are no inbound firewall ports to open. Your network must provide connectivity — unless Parking BOXX provides a modem, in which case none is required; Parking BOXX configures the IP address, subnet mask, gateway, and DNS.

Q8. Can we record and review the calls?

Calls and gate-open events are time-stamped and logged in software as standard, so you can see when each occurred. The log records when, not who — it doesn't identify the person who answered or opened the gate. Recording the calls — with automatic transcription — is available as an optional upgrade.

Q9. Is the intercom ADA accessible?

In-lane call buttons mount within a driver's reach without opening the door (typically 42–48 inches to the button), with hands-free two-way voice and a visual indicator to support ADA-accessible installation. Note these are assistance intercoms, not dedicated life-safety emergency stations.

Q10. What happens during a power or internet outage?

The intercom requires both power and network connectivity. To keep it working through an outage, provide backup power (a UPS) and a backup or redundant internet/LAN connection; without those, it will not operate during a power, internet, or LAN loss.

Q11. Can the intercom be used on a man door that isn't part of the parking system?

Yes. It can be used on man doors (pedestrian doors) that are not part of the parking or access-control system.

Q12. Is it suitable for outdoor or noisy locations?

Yes. The intercom is rated for outdoor installation and the speaker volume is adjustable. It generally performs well in open environments; around louder vehicles or in areas with high acoustic reverberation it may be harder to hear — just like any phone with background noise.

Questions? Contact Parking BOXX at 800-518-1230 or visit <https://parkingboxx.com>.