Netphone KU1120 Series User's Manual

1. Overview

The Netphone-KU1120 is an exquisite and portable VoIP phone which is used just like a regular telephone. It connects with your computer using the USB interface and transmits voice over the Internet. The KU1120 will greatly reduce your international long distance costs.

2. Package Contents

The following items are included in the box:
● Netphone-KU1120 phone set
● USB Cable
● User's Manual

3. Installation and Configuration

3.1 Setup Requirements

You must supply:
● 233MHz Intel Pentium II or above, 32MB of RAM (Recommend 64MB or more), 10MB Hard drive
● Computer must have USB 1.1 interface or above
● Microsoft Windows 98 SE/ME/2000/XP
● Internet access with a connection speed above 28.8kbps

NOTE: If your system has a firewall (e.g. Windows XP's Internet firewall), or you are using a proxy to provide Internet access then you may experience difficulties getting the Netphone to connect to our server. If so, please contact your network administrator or our technical support.

Here we make our announcement formally. If you use SIS chipset on the main board, you might hear distorted voice and noise. In this kind of situation, we suggest installing our SIS patch, however, our SIS patch can not take effect on Windows 98 SE and some type of SIS chipset.

3.2 Installation

A. Download the Netphone-KU1120 from service carrier's website or insert the Netphone-KU1120 installation CD. (If your CD-ROM does not run it automatically, you can run the exe. File manually).
B. Select language version and start installation.
C. If you have ever installed Netphone-KU1120 on your computer, you should first shut down the client software by the indication during installation and uninstall it, then run the installation software once again.
D. Please follow the instructions in the pop up windows to install Netphone-KU1120's installation software.
E. Restart your computer.
F. Connect the Netphone-KU1120 USB cable to the USB interface on your computer.
G. Windows will automatically detect Netphone. Your computer would recognize Netphone, if you are asked to confirm the new device, please accept it.

3.3 Configuration

1 Double click the white icon, which will now be on your desktop and complete your name, password and Netphone-KU1120 number.

Fill in your username, password and phone number

If you are using a public computer don't check "Keep Password". Otherwise check it to save retyping next time.

If no notice, you do not need to change any setting.

2   Click [Login]
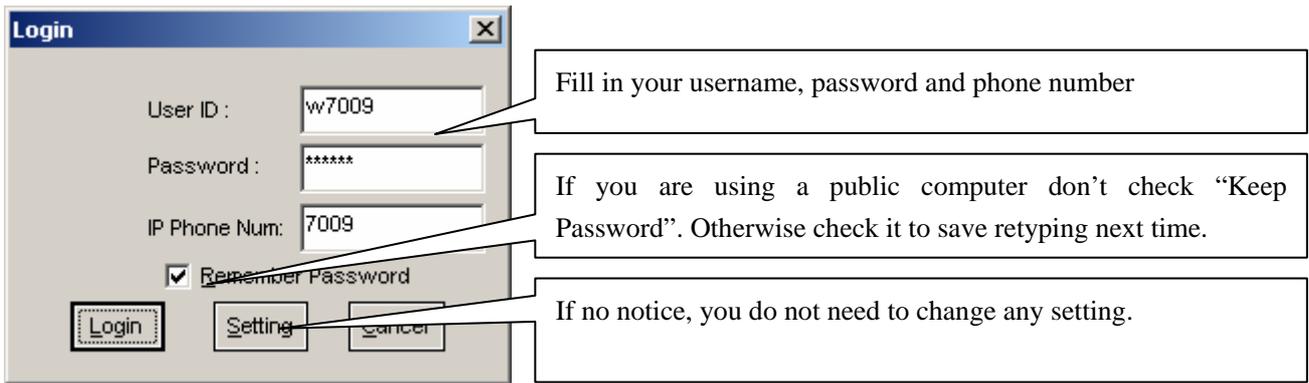
4. Phone Function

4.1 Netphone-KU1120 window

Buttons on Netphone-KU1120 window are illustrated in the following figure.

Update	Minimize	Close	About

About
1. About Netphone
2. Dialed number
3. Received calls
4. Missed calls

Settings

Call length

<Status bar> Displays the phone status and the status of connecting to the server

My account

Help

Your phone number

<Number bar> Shows the number being dialed

Phone book button show/hide the phone book

Call/end button

Dial pad button   Show/hide keyboard

<Dial pad> Has the same function as the keypad on your phone.

4.2 Functions

    Dialing

    Answering and refusing

    Hang up

    Phonebook

Volume adjustment

Redial

Mute

Use C key to clear what you have input

Caller ID display

Use * to correct a number

4.2.1 Dialing

- Press (call icon) to enter dialing state and key in the phone number followed by '#' key or (call icon). Refer to the dialing rules in item 5.
- If you prefer to use the on-screen dialing interface: Click the numbers on the on-screen dial pad then click the 'Call / end' button.

4.2.2 Answering and refusing

Press (call icon) to answer an incoming call while (hangup icon) to refuse it.

4.2.3 Hang up

- When you finish a call, simply press (hangup icon).
- Alternatively, when you finish a call, click 'Call / end' in the on-screen window.

4.2.4 Phonebook

Click the button (book icon) on the client program interface to open the phonebook pad. The program uses the Outlook Express.

Close/exit

Display the contact

Add contact

Delete contact

If the contact's phonenumber has been added, it will be displayed when mouse points to the contact.
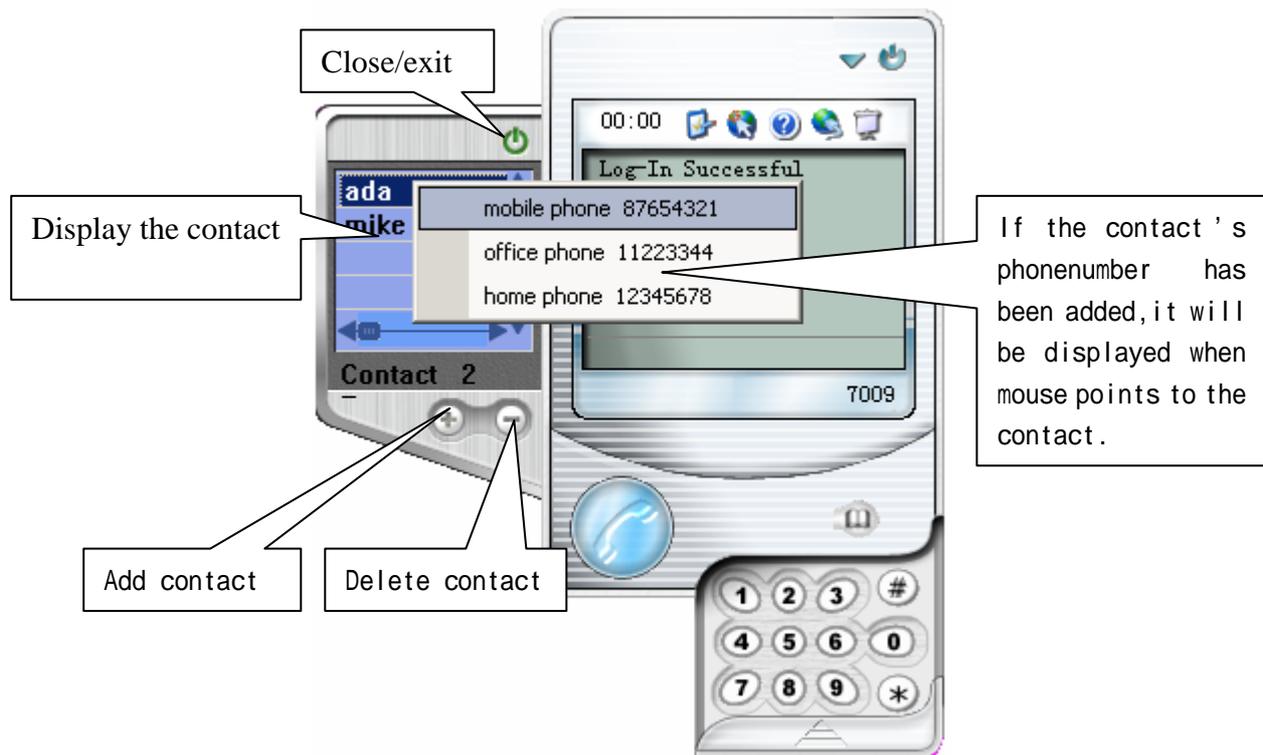
● Add contact

1 Click the button enter the Property Dialogue

2 Fill in the item about the contact,then click "ok" to finish appending.the new entry will be displayed in the phonebook.You information you can edit includes:name,email,home information,business information,personal information and other information related to the contact.
(3) Repeat until finish appending.

● Delete contact

1 Choose the contact you want to delete, click the button

2 A notice dialogue box will be appeared   click "ok" to finish deleting, click "cancel" to quit

● Modify contact

a Double click the contact, the property dialogue box will be appeared, you can modify the contact's property .The information you can edited include:contact's name,email,home information, business information, personal information and other related information.After finish editing,click "ok" to save the modification ,click "cancel"to give up modifying.

b The mouse points to the contact and click the right button to show the below interface,click the left button to choose what you want to edit "phonenumber" or "property"
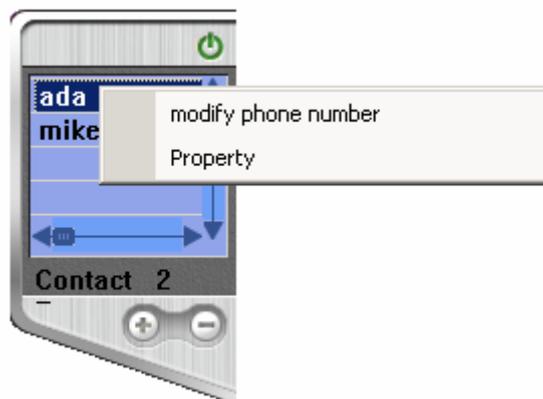
i Modify phonenumber   click the left button to choose the phone number you want to edit,the edit dialogue appears. you can modify the contact's mobile phone   office phone   home phone.after finished editing,you click "ok" to save the modification,click "cancel" to give up modifying.
ii Property   click the left button to open the property dialogue ,you can modify the contact's property and add other property. The property you can edit include: :contact's name,email,home information, business information, personal information and other related information. After finish editing,click "ok" to save the modification ,click "cancel"to give up modifying.

● Call the contact who has added the phonenumber

Pick up the handset, open the phonebook after you hear the dial tone,point to the contact you want to call and click the right button to choose the phonenumber to call,then the phonenumber will be automatically called out.

Note :
(1) This function is only suitable for the contact who has added the contact phonenumber in the phonebook
(2) To ensure the call to be carried out successfully,you must accord to the rule that the service provider has made when you edit the contact's phonenumber.
Instruction:this program uses the the Outlook Express program,so the contact that has been added in the Outlook Express will be automatically showed in the phonebook,it is also true when you do the same operation in the phonebook program.Any change made in either program will be effective in both.

4.2.5 Volume adjustment
You can also adjust the volume on the handset – this is a three level adjustment, which includes minimum, mediate, maximum.

4.2.6 Redial

Press to enter dialing state, Press or '#' to redial the latest number you dialed.

4.2.7 Mute
Press 'Mute' to use mute function.

4.2.8 Use C key to clear what you have input
Press C key to clear what you have input.

4.2.9 Caller ID display
You can see the incoming caller's number in the on-screen status bar.

4.2.10 Use * to correct a number
If you make an error while dialing a phone number you can use the * key to back up one number. For example, if you dialed 620, but you meant to dial 621, just hit the "*" key to backspace then correct and continue.

5. Service Features

- Netphone calling Netphone
- Netphone calling Regular Phone
- Call Forwarding
- Regular Phone Calling Netphone (As for Access Number, please refer to the service carrier's website)
- Conferencing

5.1 Netphone Calling Netphone
Every Netphone will be assigned a Netphone number. Netphone users can directly call each other's number.
Example: A user with the number 6667777 calling another user with the number 7778888.

The 6667777 simply press to enter dialing state and dial 7778888.

5.2 Netphone Calling Regular Phone

Every Netphone user can call any land or mobile phone anywhere in the world. Please dial with the service carrier's dialing rule. Press ⌣ or # key after inputting the telephone number.

Example 1: If a U.S service carrier's dialing rule: To call a U.S or Canada number, please first dial 1, then the telephone number.
Netphone calling a U.S/Canada regular number 213-666-8888.

Press ⌣ to enter dialing state and dial 1-213-666-8888 ⌣.

Example 2: If a U.S service carrier's dialing rule: To call other countries' regular numbers, please first dial 011, then the country code (no '0' as prefix), and dial the telephone number at last.
Netphone user calling a China regular number 0755-88889999.

Press ⌣ to enter dialing state and dial 0118675588889999 ⌣.

Example 3: If a China service carrier's dialing rule: To call other countries' regular numbers, please dial the district code, and dial the telephone at last.
Netphone user calling a China regular number 0755-88889999.

Press ⌣ to enter dialing state and dial 075588889999 ⌣.

5.3 Call Forwarding

➢ **Online Call Forwarding**
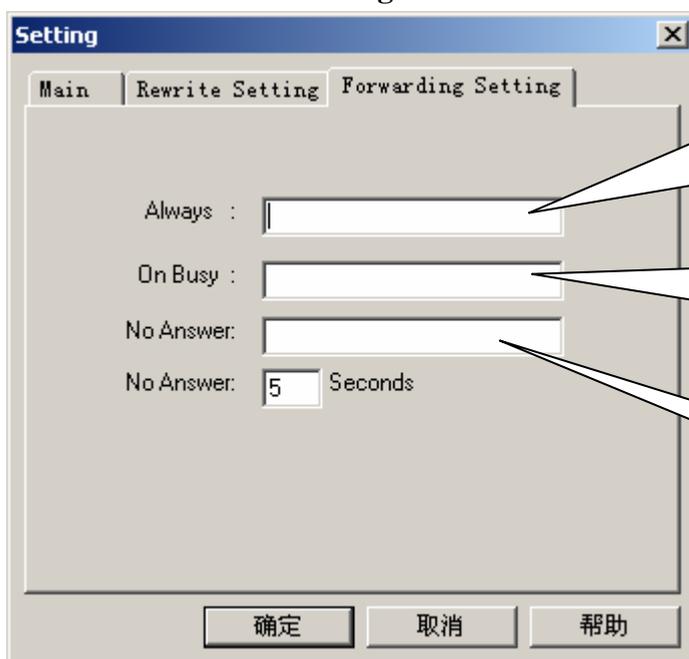
The incoming call will unconditional /always forward to the number you have set here
If this "always" function is effective, the below two don't work

When the phone is busy, the incoming call will automatically forward to the number you have set here before

If the no answer time excesses the time value you have set, the incoming call will automatically forward to the number you set here before

NOTE: Call forwarding target number must be a PSTN number, with more than 7 digits.

➢ **Offline Call Forwarding**

Netphone also has call forwarding feature, when the user is not online, the incoming call can be forwarded to a preset telephone number.

Settings:

Enter my account page on service website to set the forwarded number. The number must accord with service carrier's dialing rule.

User Information

User ID	lyx77
IP Phone Number	7777777
Balance(US$)	222.00
Status	Normal
Payment Option	Prepay

Company	234
Contact Telephone Number	132132132
Email	65465@ncuid.com
Call forwarding number	16664747

Submit   Reset

Please type in the target number, which will be forwarded to.

NOTE: Call forwarding target number must be a PSTN number, with more than 7 digits.

Example 1: If a U.S service carrier's dialing rule: To forward to a U.S or Canada number, please first dial 1, then the telephone number.

Netphone user wants to make a call forward to 213-666-8888, please fill in 12136668888.

Example 2: If a U.S service carrier's dialing rule: To forward to other countries' regular numbers, please first dial 011, then the country code (no '0' as prefix), and dial the telephone at last.

Netphone user wants to make a call forward to 0755-88889999, please fill in 0118675588889999.

Example 3: If a China service carrier's dialing rule: To call other countries' regular numbers, please dial the district code, and dial the telephone at last.

Netphone user want to make a call forward to 0755-88889999. Netphone user can fill in 075588889999.

5.4 Regular Phone calling Netphone

This is an optional service. Only areas that provides Netphone access numbers allow calls from a regular phone to Netphone, for detail please refer to 'Access Number List' on the Carrier Service page.

5.5 Conferencing

How it Works

Once the conferencing call feature has been set-up on your account, you can initiate a conference and have a conference with different parties simultaneously. You will act as a 'Host' and invite 'Participants' into the conference that you initiated.

Setting yourself up for conference calling now

- Go to "My Account" interface

- Enter your IP Phone Number, Password and the digits displayed then click Submit.

- Click "My Conference Call" in the grey menu bar to view the Conference Call Setup:
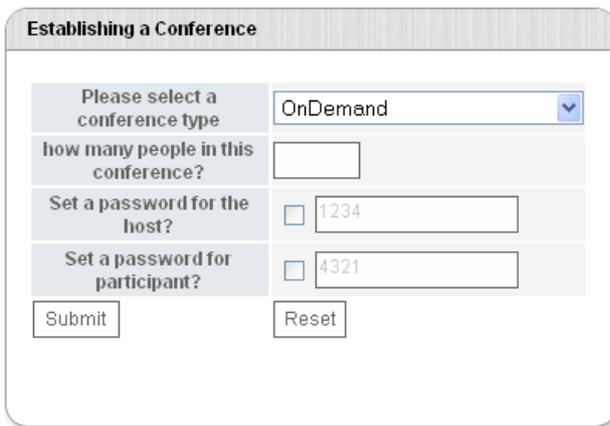
- Enter the maximum number of people you will likely be conferencing with at one time.
- In some circumstances a password will be required for the Host and Participant to be involved in the conference.
- Click on the check boxes to select the defaults of 1234 and 4321 to be the password or change them to something else you will remember easily. (If you do not click on the check boxes a random password will be chosen and advised to you.)
- Click Submit and your conference feature will be established.

How to initiate a conference call and invite others.
You, as the Host, enter the conference and bring the other participants into the call:

Steps in Detail:
A. Dial access number, followed by # from your Phone.
B. You will hear a beep tone confirming that you have entered the conference room. Now press # to invite a Participant to the conference room. After hearing the voice prompt 'Please enter the destination phone number followed by the pound key', dial the phone number of the person you want to bring into the conference and then press #.　After the Participant answers, press # to add this participant to the conference. Alternatively if you dialed the wrong number or the Participant does not answer just press the "*" key and you will be returned to the conference without the Participant.

C. To invite another participant, press #, wait for prompt, dial next participant's phone number followed by #, wait for answer and then press # to join them into conference. Repeat this process to invite more participants into the conference. Remember you can use * if you want to return to the conference without the Participant.

Note: You can conference other users by simply dialing their Phone number followed by #. For Participants with regular phone just dial the international dialing prefix followed by their regular telephone number and then press #.

How to have participants to enter the conference room themselves

Any participant that has a Netphone can dial our participant access number to enter an active conference himself or herself. However the conference call needs to have already been initiated by the Host before the participant can join.

Steps in Detail:

A. The Host must setup the Participant Password on the "My Account" web site. The Host must then tell the Participants the conference ID and the Participant password.

B. Host initiates the Conference by dialing, host access number + #.

C. Participant dials participant access number + #. Participant will hear the prompt 'To join a conference, press 1. To listen to a conference recording, press 2. To access your messages, press 3. To leave a voice mail, press the star key'. Participant should then press 1 and will hear the prompt "Please enter conference ID". Participant should then enter the conference ID (Host's Phone number) followed by #. Finally Participant will hear the prompt "Please enter the conference password followed by the # key" and should then enter the Participant password followed by # to enter the conference.

D. Other participants can follow the same process as mentioned in C. to join the conference.

Note: Participants who only have a regular phone and are located in USA, Hong Kong or Taiwan can enter the conference from their regular phone by dialing the local access number (contact us for details) and once connected can dial participant access number + # as above. Otherwise the participant can only be invited into the conference by host

6. Frequent Problems and Answer

Problem	Possible Cause	Solution
The account is being used	Somebody else is using your account or you did not log out properly last time you used it.	Please make sure your account number is not being used by anyone else. Restart your computer and log in again.
Can not find device	Either the USB driver is not properly installed, your computer does not support USB 1.1 devices	Check that your USB device driver has been properly installed. If not, upgrade the USB driver and try again, or you can call customer service center for help
	Your Netphone is not plugged into your computer.	Check whether your Netphone is connected successfully
Please check your password or phone number.	Wrong ID, password or phone number	Please contact the service carrier's customer center

Check your server address, click 'Edit' button to edit	Port UDP1719, 1710 is blocked	Please contact your Network Administrator
Your network might have firewall	Port UDP1719, 1710 is blocked or data are modified	Please contact your Network Administrator

7. Others

7.1 Features
- Access to gatekeepers
- Online update
- Silence detect
- CNG (Comfort noise generation)
- Dynamic voice jitter buffer
- Can be used in locking and screen saving status
- Optional dialing-tone and ring-tone

7.2 Standards and agreements
- USB 1.1 or above
- G.711 A-law & μ-law　GSM6.10　G.729
- H.323 v2
- TCP/IP

7.3 Dimensions
- 125 x 45 x 17 mm (L x W x H)

7.4 The electrical specifications
- Voltage: 5V
- Power: 600mW
- EMC: FCC Part15 CLASS B

7.5 Working/storing environment
- Working temperature: 0° C to 50° C (32° F to 122° F)
- Storing temperature: -30° C to 65° C (-22° F to 149°　F)
- Working humidity: 10% to 90%

7.6 Recommend usage net condition
- Delay:　　　Less than 400ms
- Jitter:　　　Less than 100ms
- Package lost percent: Less than 10%
- Bandwidth:　More than 28.8Kbps

Safety Warning: Please do not place this product under fire and high temperature. Avoid heavy impact, and do not leave the product in rainy or highly humid environments!

Current user manual is made based on the functions of present products, if any content change has made, no further notice.