NA1101 IP Phone User manual

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1-1 Package Contents

Thank you for purchasing NA1101 IP Phone! Before you start using this phone, please check the contents in the product package first. If any item listed in the table below is missing, please contact your dealer of purchase.
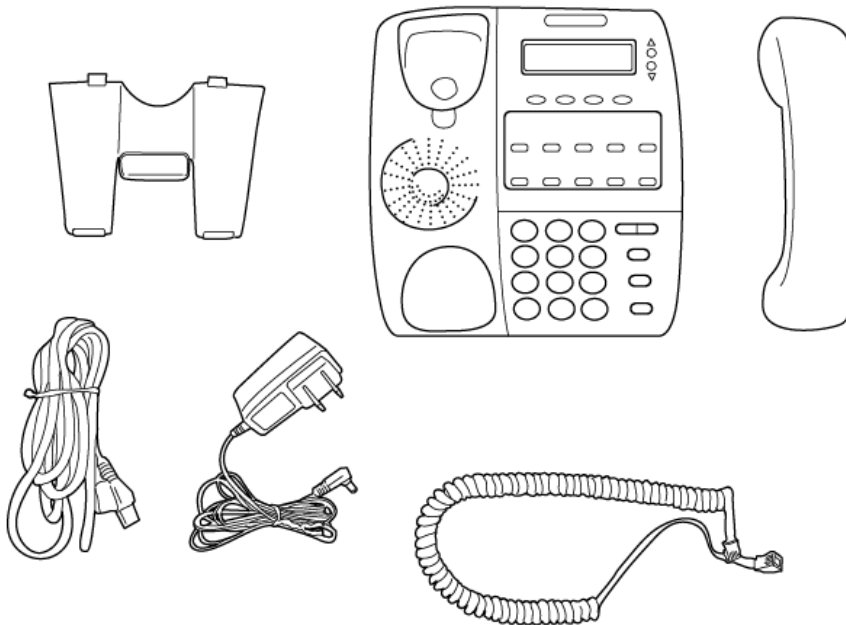
1		IP Phone (Main Body)	1 pcs
2		Handset	1 pcs
3		Handset Cable	1 pcs
4		A/C Power Adapter	1 pcs
5		CAT6 Ethernet Cable	1 pcs
6		Phone Stand	1 pcs

1-2 Safety Information

Please follow the following safety instructions while you're using this IP Phone, or you could damage this phone and yourself.

1. Do not place this phone in high-humid and / or hot environment, like bathroom or kitchen. Please refer to the specification of this phone to understand the environmental requirements of this phone.
2. This phone is designed for indoor use; do not use this phone at places like garden or any other outdoor environment.
3. If you want to place this phone at high places, please make sure that the phone is properly secured. Falling down from high places will damage this phone!
4. Do not drag any connected cord with force; the terminal and cord will be damaged.
5. Only use dry cloth with water to clean this phone; do not use alcohol or other chemical solution to clean this phone.
6. There's no user-serviceable part inside this phone; if the phone is not working properly, please contact the dealer of purchase to ask for help.
7. Do not set the volume control of handset to a too high setting; high volume could damage your ear if you use this phone for too long time.
8. Do not put the phone and / or A/C adapter on paper, cloth, or other flammable materials.
9. If you smell something strange or even see smoke coming out from the phone or A/C adapter, disconnect the power cord immediately, and call your dealer of purchase for help.

1-3 Features of This IP Phone

The NA1101 IP phone takes full advantage of the power of your data network; it supports TCP/IP network communication protocol, which is the most popular network protocol used in the world nowadays. With easy-to-use user interface, you don't need any help from network technician, or extra network device to install your new NA1101 IP Phone. Just connect it to your existing data network, with some simple configuration steps; you can start to enjoy the communication convenience provided by NA1101!

The following features are also provided by NA1101:

- Supports various network configuration methods (Static IP, DHCP, and PPPoE).
- Built-in phone address book, supports up to 100 entries.
- Built-in call record; supports up to 30 entries (10 entries for missed calls, dialed calls, and accepted calls each).
- Built-in calendar and clock.
- Speed-dial keys for frequent used numbers.
- 'Do not disturb' (DND) function.
- Text message function let you send / receive text messages by this phone.
- Message indicator for incoming call and message.
- Speaker phone function for hands-free operation.
- Call transfer and 3-way conference.
- Big and clear 16x2 character LCD
- Caller-ID support.

1-4 Descriptions of All Keys and Components

Front Side
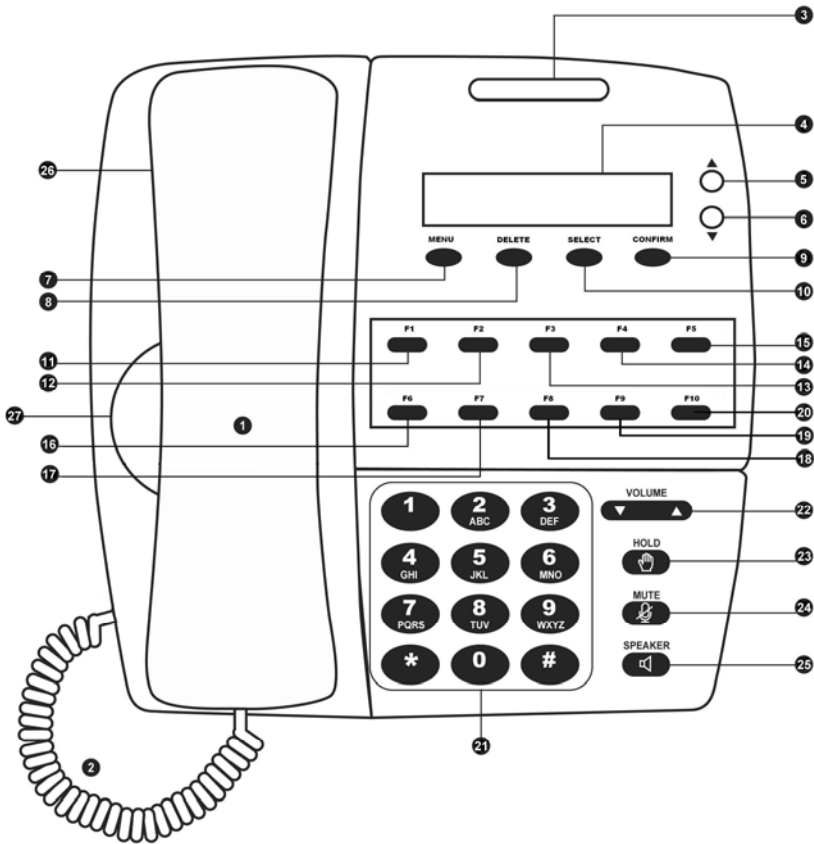
Back Side
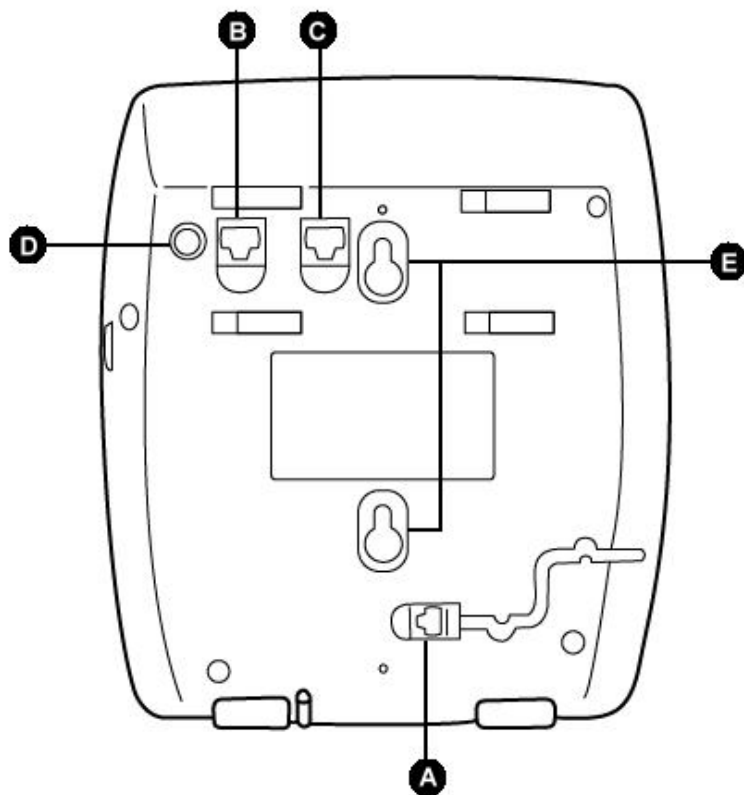
Descriptions of all keys and components of this IP Phone:

Item No.	Description	Item No.	Description
1	Handset	17	(F7) ABBR Key
2	Handset Cord	18	(F8) Call Record Key
3	Message Indicator	19	(F9) USER Key 1
4	LCD Display	20	(F10) USER Key 2
5	Up Key	21	Numeric Keypad
6	Down Key	22	Volume Key (Up / Down)
7	Menu Key	23	Hold Key
8	Select Key	24	Mute Key
9	Delete Key	25	Speaker Key
10	Confirm Key	26	Hook
11	(F1) Redial Key	27	Speaker
12	(F2) Pickup Key	28	Handset Holder
13	(F3) CONF Key *	A	Power Jack
14	(F4) Park Key	B	LAN Network Jack
15	(F5) Forward Key *	C	PC Network Jack
16	(F6) Transfer Key	D	Handset Jack
		E	Wall Mount Hole

* : Keys with LED (Light-Emitting Diode)

1-5 Basic Setup

Please unpack the product package and follow the following instructions to setup your new NA1101 IP Phone:

1. Insert the Ethernet cable to the LAN network jack as shown on the following picture, and connect the other end of Ethernet cable to the local area network (LAN). Please make sure that VOIP server is reachable from the network you connected to. If you are using this phone in the company, please ask the network administrator for detailed information; if you are using this phone at your home, you should connect the Ethernet cable to the ADSL or Cable modem router.
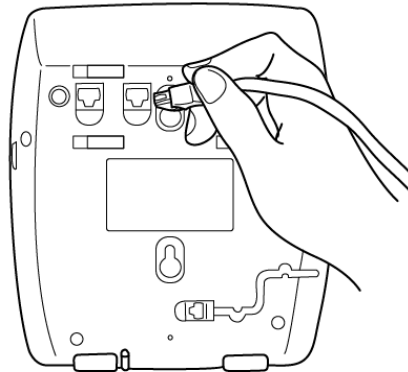
2. Please insert the power jack of A/C adapter to the phone, as shown on the following picture.
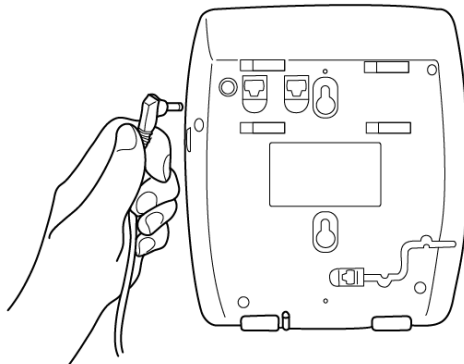
3. This phone can be placed on desk or hang on the wall:
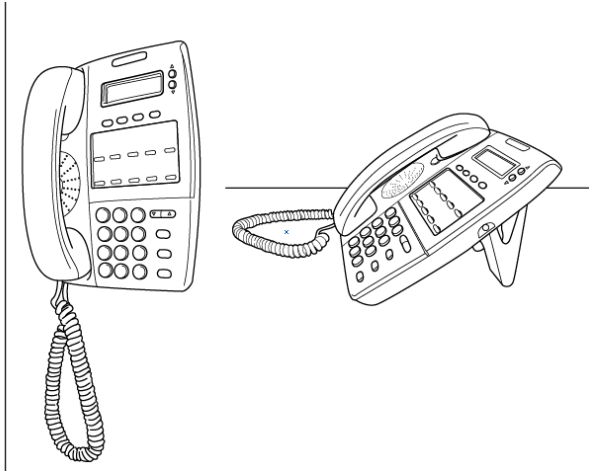
   If you want to put the phone on the desk, please insert the phone stand to the notch located at the back of the phone, as shown on the following picture. Please note that one end of phone stand is taller, and another end is shorter. If you insert the taller end to the upper notch, the phone will be higher when you place the phone on the desk; if you insert the shorter end to the upper notch, the phone will be lower.
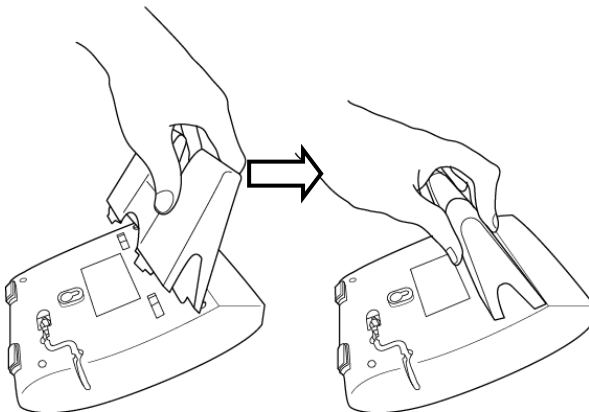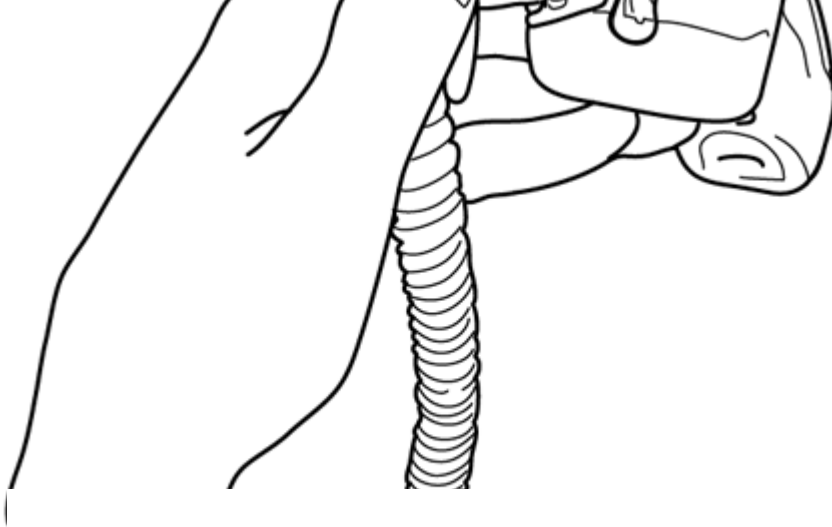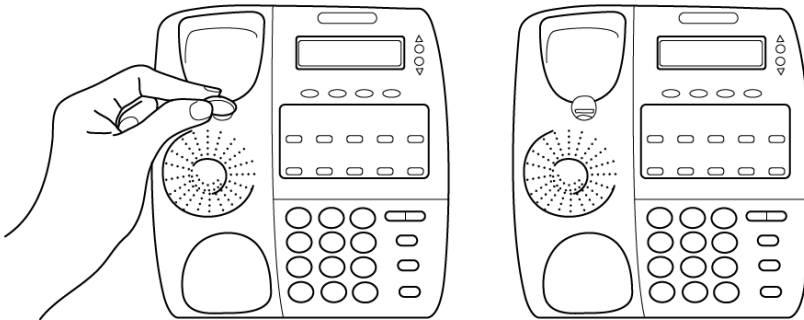
4. Please connect the shorter end of the handset cord to the handset, as shown on the following picture.
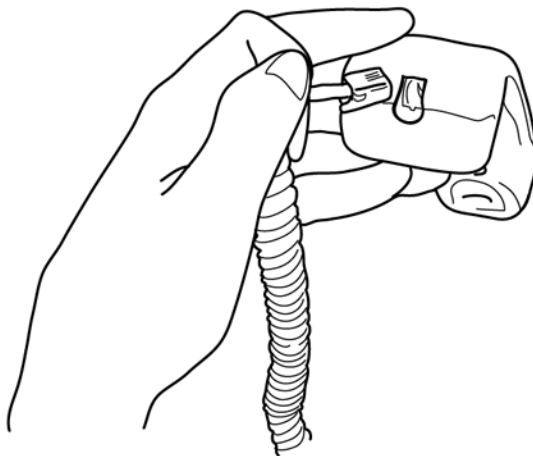
5. Please connect the other end of the handset cord to the phone, as show on the following picture. Please put the cord in the slot next to the jack, so the cord can be fitted on the back of the phone.
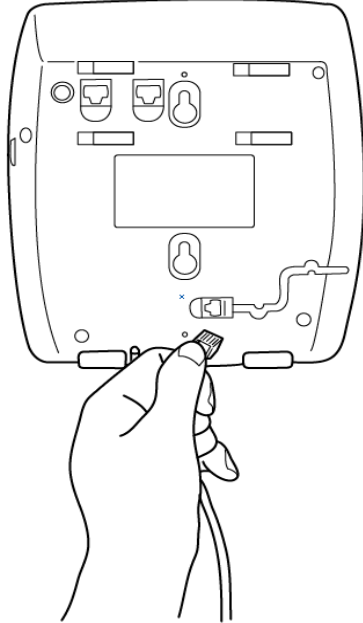
6. Please insert the A/C adapter on the power outlet, and make sure the output voltage of power outlet meets the requirement of A/C adapter *(AC 100V to 240V, 50/60Hz)*
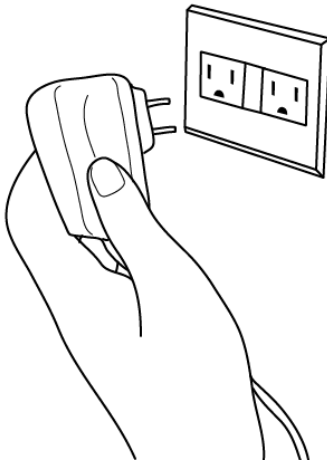
7. Now check the LCD display on the phone, you should see some text displayed on it, as shown on the following picture. If not, please restart from step 2 and make sure everything is done properly; If you still can not see anything displayed on LCD display, please contact the dealer of purchase and ask for help.

```
07-11        07:53
Not   Registered
```

2-1 Network Setup (On LCD Screen)

Before you can use NA1101 IP phone, it must be connected to network with a valid IP address. In this section you'll learn how to setup IP address for this phone by one of many supported methods.

NA1101 supports three methods to obtain IP address:

Static IP (IP address is manually entered by user)

PPPoE (IP address will be obtained automatically, for ADSL user)

DHCP (IP address will be obtained automatically, for LAN user)

Please decide a setup method before you continue; if you're not sure which method you should use, please ask your network administrator, your ISP, or telephone service provider. then follow the following procedures to setup IP address:

```
>Address Book
 Call Records
```

1. Press *[MENU]* key once.

```
 Call Records
>Setting
```

2. Press *[   ]* key repeatedly, until " > Setting " is displayed on LCD, then press *[Select]* key.

```
>Net Setting
 VOIP Setting
```

3. Press *[   ]* key repeatedly, until " >Net Setting " is displayed on LCD, then press *[Select]* key.

```
>IP Address
 PPPoE
```

4. There are 4 options here, they are:
   IP Address (Static IP),
   PPPoE, DHCP, and
   MAC (MAC address lookup). Press *[   ]* or *[   ]*
   key until proper IP address setup method is
   displayed, then press *[Select]* key.

Static IP Setup:

```
>IP Address
 PPPoE
```

1. Press *[Select]* key when " >IP Address " is
   displayed on LCD, then press *[Select]* key (If not,
   press *[   ]* or *[   ]* until it is displayed.

Case A

```
IP (Read Only):
192.168.0.1
```

OR

2. Please check the message displayed on LCD
   display now, In Case A, it means DHCP is
   enabled; please follow the following procedure to
   disable DHCP first:

   Press *[Menu]* key once, to back to previous
   menu,
   the press *[   ]* until " >DHCP Set " is displayed,
   then press *[Select]* key, Press *[   ]* or *[   ]* key
   until " DHCP: Off " is displayed, then press
   [Select] key, and follow the instructions on next
   step.

Case B

```
IP Address:
192.168.0.1
```

   In Case B, you'll see a flashing cursor displayed
   on LCD display, which means the phone is
   already in static IP mode. Please proceed to next
   step and start to enter IP address.

```
IP Address:
192.168.0.1
```

3. Please enter IP address by numeric keypad now, you can press *[Delete]* to move cursor left and erase a character, or press *[Menu]* to abort and back to menu.

   To input dot, press *** key**.

   When the IP address entry is done, press *[Select]* to save change and proceed to next setup item.

Note | **If you entered an invalid IP address, you'll not be able to save change you made, please try again.**

```
Net Mask:
255.255.255.0
```

4. Please input netmask of IP address now, then press *[Select]* to save change and proceed to next step.

```
Gateway:
192.168.0.254
```

5. Please input gateway address now, then press *[Select]* to save change and proceed to next step.

```
Dns:
192.168.0.254
```

6. Please input DNS (Domain Name Server) address now, then press *[Select]* to save change and proceed to next step.

```
Use Static IP
Restarting.....
```

7. You'll see the message as shown on the left displayed on the LCD display, please be patient. The Phone will be ready again after about 45 seconds.

PPPoE Setup:

Please follow the following procedures to setup IP address by PPPoE:

```
 IP Address
>PPPoE
```

1. Press *[ ]* or *[ ]* key until" >PPPoE " is displayed on LCD, then press *[Select]* key.

```
PPPoE: On
```

2. Press *[ ]* key until " PPPoE: On " is displayed, then press *[Select]* key.

```
Name:
Username
```

3. Please input the PPPoE username assigned by your internet service provider here. You can use numeric keypad to enter number, alphabet, and symbol. To erase a character, press *[Return]*. After username is entered, press *[Select]* key, or press *[Menu]* to abort.

⚠ Hint

How to input symbol, number, and alphabet?

Every number key in numeric keypad area represents a set of symbol, number, and / or alphabet. You can press a key repeatedly to select next character for that key. For example, you can press "2" key for 3 times repeatedly to get "B", and press "5" key for 5 times to get "j". If you pause between keystrokes, cursor will move right for 1 character, so you can input a new character.

The character set of every key is listed as follow (left to right):

1: 1 . @ , ? / _ - ( ) : ; ! "	6: 6 M N O m n o
2: 2 A B C a b c	7: 7 P Q R S p q r s
3: D E F d e f	8: 8 T U V t u v
4: 4 G H I g h I	9: 9 W X Y Z w x y z
5: 5 J K L j k I	0: 0
*: . *	#: # (space)

```
Password:
Username
```

4. Please enter PPPoE password now, then press *[Select]* key.

📝 **Note** **Password characters will be displayed on LCD display, please make sure nobody is behind you!**

```
ISP:
ISP_NAME
```

5. Please enter the name of your internet service provider here. *This is optional and you can press [Select] key without entering anything.*

```
Authentication:
PAP
```

6. Please press *[ ]* or *[ ]* key to select authentication method here, available options are PAP and CHAP, press *[Select]* key when a proper method is selected.

```
PPPoE Enabled
Restarting.....
```

7. You'll see the message as shown on the left displayed on the LCD display, please be patient. The Phone will be ready again after about 45 seconds.

DHCP Setup:

Please follow the following procedures to setup IP address by DHCP:

```
 PPPoE
>DHCP
```

1. Press *[ ]* or *[ ]* key until" >DHCP Set " is displayed on LCD, then press *[Select]* key.

```
DHCP: On
```

OR

```
DHCP: Off
```

2. Press *[ ]* key until " DHCP: On " is displayed, then press *[Select]* key. If you don't want to use DHCP, please press *[ ]* key until " DHCP: Off " is displayed, then press *[Select]* key.

📝 **Note** | **If you select "DHCP Off", you'll be prompted to enter IP address manually. Please refer to "Static IP Setup" section above to input IP address information.**

```
Please Wait
Starting......
```

3. You'll see the message as shown on the left displayed on the LCD display, please be patient. The Phone will be ready again after about 45 seconds.

MAC Address Lookup:

```
 DHCP
>MAC
```

1. If you want to check the MAC address of NA1101, *[ ]* or *[ ]* key until" >MAC " is displayed on LCD, then press *[Select]* key.

```
MAC Address: 1a:
2b:3c:4d:5e:6f
```

2. The MAC address of NA1101 will be displayed on LCD display.

2-2 Network Setup (Web Interface)

You can also use the web browser on computer to set the network parameter of NA1101, Please follow the following instructions to setup network information by web browser:
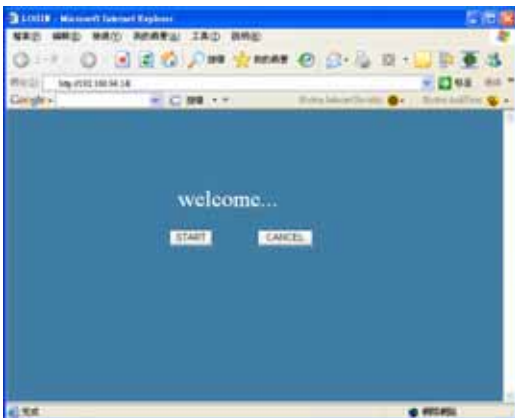
Use web browser to connect to the IP address of NA1101. For example, if the IP address of NA1101 is 192.168.0.10, enter "http://192.168.0.10" in your web browser's address bar. Click "START" button to enter setup menu, as shown on the left.
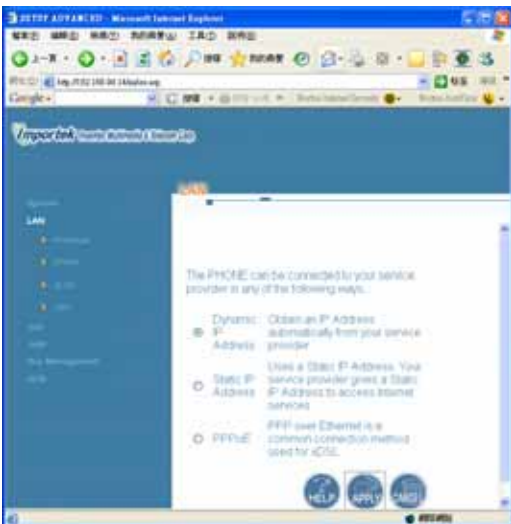
Click "LAN" link on the left of webpage, then you'll be prompted to choose a link method. Please select one method you wish to use, and click "APPLY" button

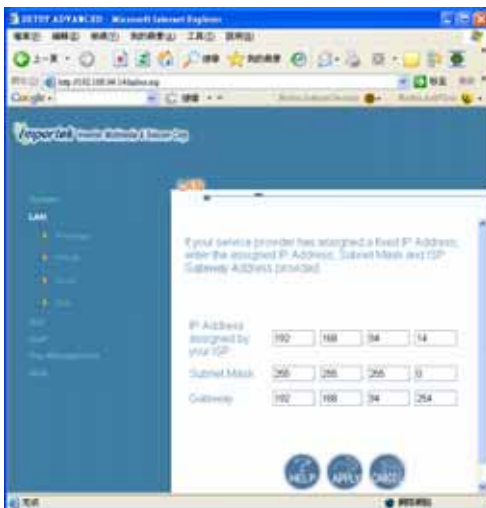There are 4 setup items here, they are: Dynamic IP Address (DHCP), Static IP Address,

PPPoE, and DNS. You can click the link to setup respective item.

If you choose "Dynamic IP Address":
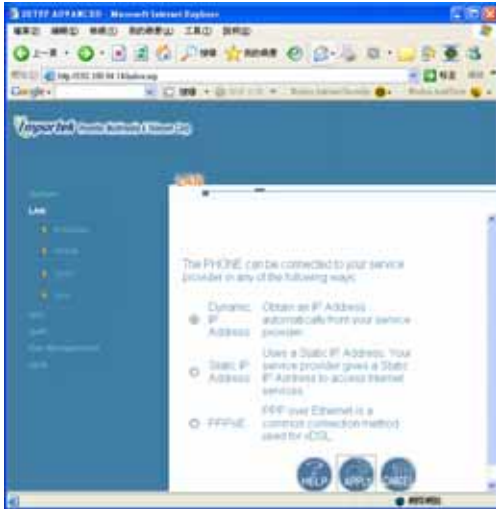
Please click "APPLY" to confirm, or click "CANCEL"

to abort.

If you choose "Static IP Address":

Please enter the IP Address, subnet mask, and

Gateway address in respective field, then click

"APPLY" to confirm.

If you choose "PPPoE":
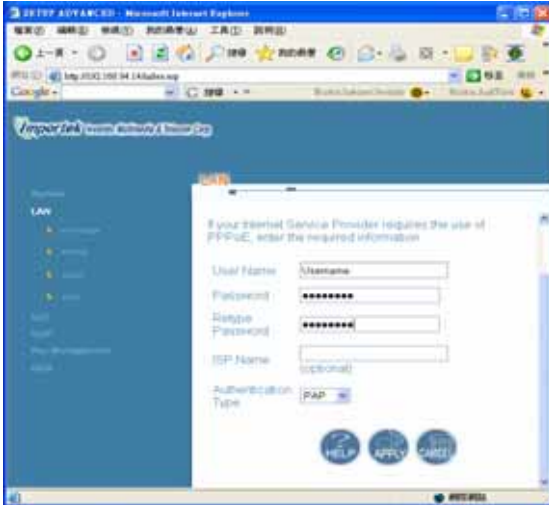
Please enter PPPoE username, password, ISP name, and authentication type in respective field, then click "APPLY" to confirm.

- -

If you choose "DNS":

Please enter the IP address of DNS server here, then click "APPLY" to confirm. You can enter up to 2 DNS servers here.

Note

DNS setting is only available when you use static IP setting, it's not available when you select PPPoE or DHCP IP setting.

2-3 **VoIP Setup (On LCD Screen)**

After the basic network parameter has been set, you have to set VoIP parameter, so NA1101 can register with phone network and communicate with other phones. Please follow the following procedures to setup VoIP parameters:

```
>Address Book
 Call Records
```

1. Press *[MENU]* key once.

```
 Call Records
>Setting
```

2. Press *[ ]* key repeatedly, until " > Setting " is displayed on LCD, then press *[Select]* key.

```
 Net Setting
>VOIP Setting
```

3. Press *[ ]* key repeatedly, until " >VOIP Setting " is displayed on LCD, then press *[Select]* key.

```
>Proxy Server
 Register
```

4. There are 3 setup items in this menu; they're Proxy server, Register, and User. Press *[ ]* or *[ ]* to select setup item, then press *[Select]* to enter a selected item.

Proxy Server: **Set the IP address of proxy server**

📝 Note | **Proxy server is required for some network environment, but in some environment it's unnecessary. If you're not sure about this, please ask your service provider and / or network administrator.**

```
Status:
On
```

1. Press *[ ]* or *[ ]* until " Status: On" is displayed on LCD display, then press *[Select]* key. If you don't want to use proxy, press *[Select]* key when " Status: Off" is displayed.

```
Address:
192.168.0.10
```

2. Input the IP address of proxy server here, then press *[Select]* key.

```
Port:
5060
```

3. Input the port number of proxy server, then press *[Select]* key.

📎 Note

Most of proxy servers use port number 5060, which is the default value of this setup item. However, you should ask your network administrator to get the correct port number. You can input "0" here, which means the port number is provided by DNS (If your DNS supports this function).

```
Realm:
domainname.com
```

4. Input the realm (domain name) of proxy server here, then press *[Select]* key. *This is an optional setup item, and you can skip it by pressing [Select] key without input anything.*

```
Protocol:
Default
```

5. Please select proxy's protocol by *[ ]* or *[ ]* key. Available options are "Default", "UDP", and "TCP", then press *[Select]* key.

```
Change saved
```

6. You should see " Change saved" message displayed on LCD display. Press *[Select]* key to exit and back to menu.

Register: **Setup VOIP server's parameters**

```
Status:
On
```

1. Press *[ ]* or *[ ]* until " Status: On" is displayed on LCD display, then press *[Select]* key. If you don't want to register, press *[Select]* key when " Status: Off " is displayed.

```
Address:
123.123.123.123
```

2. Enter the IP address of VOIP server here, then press *[Select]* key.

```
Port:
5060
```

3. Enter the port number of VOIP Server here, most VOIP server uses port number "5060". You can input "0" here, which means the port number will be provided by DNS.

```
Realm:
domainname.com
```

4. Input the realm (domain name) of proxy server here, then press *[Select]* key. *This is an optional setup item, and you can skip it by pressing [Select] key without input anything.*

```
Protocol:
Default
```

5. Please select proxy's protocol by *[ ]* or *[ ]* key. Available options are "Default", "UDP", and "TCP", then press *[Select]* key.

```
Expiry time
3600
```

6. Input the expiry time of VOIP server here, then press *[Select]* key. The default value is 3600 and you can use this value.

```
Change saved
```

7. You should see " Change saved" message displayed on LCD display. Press *[Select]* key to exit and back to menu.

User: **Setup VOIP server's username, password, and phone number**

```
User Name:
Username
```

1. Input the VoIP username assigned by your service provider here, then press *[Select]* key.

```
Display Name:
Lucy's phone
```

2. Input the name which represents this VoIP service here, you can input something like "Lucy's phone" or anything, and will be displayed on LCD display, then press *[Select]* key.

```
Auth Name:
1010
```

3. Please input the name used for VoIP authorization here, which is assigned by your service provider, then press *[Select]* key.

```
Auth Password:
1010
```

4. Please input the password used for VoIP authorization here, which is assigned by your service provider, then press *[Select]* key.
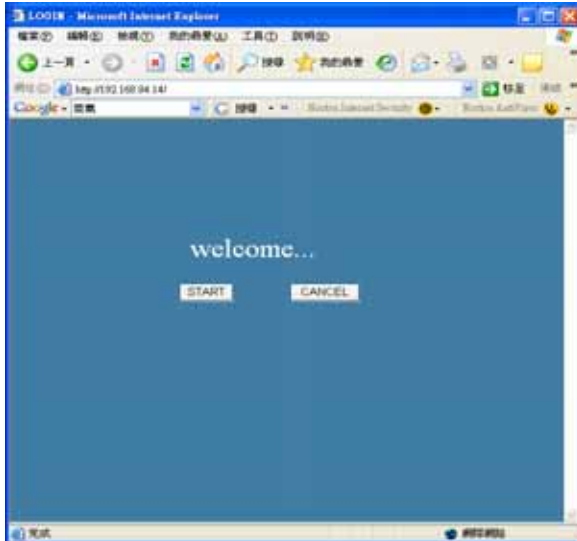
```
Change saved
```

5. When you see " Change saved " message, the setup has been completed. Press *[Select]* key to back to previous menu.
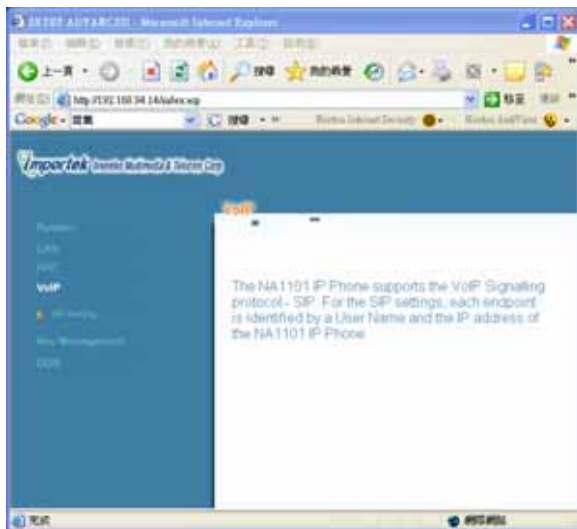
2-4 VoIP Setup (Web Interface)

Just like network setting, you can also use web browser on your computer to setup VoIP parameters.

Please connect to the IP address of NA1101 by your web browser, then click "START" button.

. . . .

Click "VoIP" link on the left of webpage, then click "SIP Setting".

2-5 Date / Time Setup

Your NA1101 comes with an internal calendar & clock. Current date and time will be displayed on LCD display. By default, date and time will be obtained by time server on internet. If the time server is unreachable, displayed date and time may incorrect, and you can set date and time manually:

```
>Address Book
 Call Records
```

1. Press *[MENU]* key once.

```
 Call Records
>Setting
```

2. Press *[   ]* key repeatedly, until " > Setting " is displayed on LCD, then press *[Select]* key.

```
 VOIP Setting
>Clock Setting
```

3. Press *[   ]* key repeatedly, until " > Clock Setting " is displayed on LCD, then press *[Select]* key.

```
>Date
 Time
```

4. You can setup date or time here, press *[   ]* or *[   ]* to the item you want to set, then press *[Select]* key.

*Date setting***:**
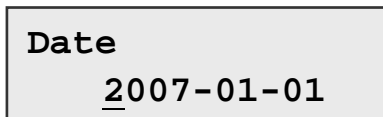
1. Current date will be displayed. If you want to set new date, press *[Select]* key, or press *[Menu]* key to abort.

```
Date
    2007-01-01
```

2. Please input the date by numeric keypad now. For example, if you want to input "December 12, 2006", please press "20061212" on numeric keypad, then press *[Select]* to save date setting, or press *[Menu]* to abort.

*Time setting***:**

```
Time
     12:00
```
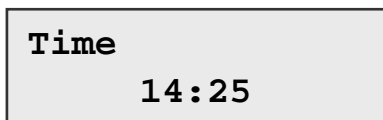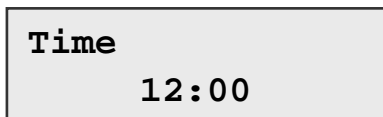
1. Current time will be displayed. If you want to set new time, press *[Select]* key, or press *[Menu]* key to abort.

```
Time
     14:25
```

2. Please input current time(in 24-hours time format) by numeric keypad now. For example, if you want to input 14:25, press 1425, then press *[Select]* to save time setting, or press *[Menu]* to abort.

Note

If you can not adjust time and date when you press [Select] key (i.e. no cursor is displayed), the phone is configured to obtain time and date from NTP or VoIP server. Please refer to following instructions to switch it to "OFF".

To setup date and time by web interface:
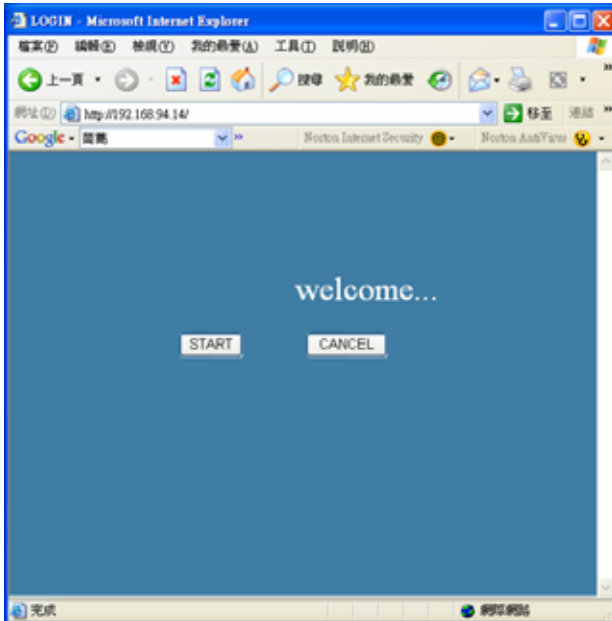
Please connect to the IP address of NA1101 by your web browser, then click "START" button.

2-4 **Accepting and Making Phone Calls**

In this section we'll discuss how to accept incoming phone calls, and make outgoing phone calls.

Registered:

```
12-25     12:50
Username
```

⚠ **Hint**

Not Registered:

```
12-25     12:50
Not Registered
```

Before you can accept and make phone call, please make sure the phone is registered to VoIP server (Your VoIP display name will be displayed). If it's not registered, you'll see a " Not Registered " message displayed. Please go to section 2-3 to setup VoIP parameters.

To accept incoming phone call:

```
From
John Doe
```

1. The message indicator located on the top of NA1101 will lit when there's an incoming call, and you'll hear ringer sound. The phone number of remote party will be displayed too, if available.

```
AC: John Doe
00:00:12
```

2. Please lift the handset to accept phone call, or press *[Sperker]* key to use hands-free speakerphone, and the phone number / user name will be displayed on LCD display, if available. A timer will start when call is established.

```
01-12     07:48
3 Missed Call
```

3. All unanswered call will be displayed on LCD display, and you can check who was called by "Call Records" function.

To make outgoing phone call:

1. Lift the handset, or press *[Speaker]* key to use hands-free speakerphone.

2. Dial the phone number of remote party, NA1101 will try to reach remote party after about 2 seconds. You can press *[Confirm]* after you dialed all numbers, if you don't want to wait for 2 seconds.

⚠ Hint | **You can reverse the order of above 2 steps, i.e. dial the phone number of remote party first, and then pick up the handset or press [Speaker] key. If you pressed wrong number, you can press [Delete] key to erase it. This method can reduce the chance of dialing the wrong number, too.**

To end a progressing phone call, put the handset back, or press *[Speaker]* key if you're using speakerphone.

To redial last number you dialed:

Lift handset or press *[Speaker]* key, then press *[Redial]* key, the number you dialed last time will be automatically redialed.

To use abbreviated code of PBX:
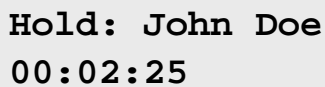
Some PBX and service provider provides abbreviated code, which allows you to use it to represent a long phone number. To use this function, press *[ABBR]* key and input 2-digit abbreviate code, then lift the handset or press *[Speaker]* key to use speaker phone, to dial the phone number represented by abbreviate code.

📝 Note | **Abbreviated code can not be set by user, please contact PBX administrator or service provider to know about details of abbreviated**
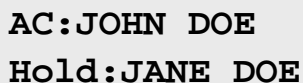
2-7 Holding and Transferring Calls, and Conference Call

Holding the phone call: Suspends a progressing phone call, and your remote party will hear nothing from you. To hold the phone call, press *[Hold]* key when a call is in progress; to resume, press *[Hold]* again. The LCD display will be look like the picture below, and the timer will keep counting during hold. Please note that *[Hold]* key will lit when holding a call, and your remote party will hear music (If the PBX or service provider supports this function).

```
Hold: John Doe
00:02:25
```

You can also use *[Hold]* key to make another outgoing call during a progressing call. To do this, press *[Hold]* key during a call, then dial the phone number to connect to a new remote party; After this new call is ended, press *[Hold]* key again, and you can resume original call. You'll see the LCD display displayed as the picture below, which indicated that you're talking to JOHN DOE now, and JANE DOE is still on hold.

```
AC:JOHN DOE
Hold:JANE DOE
```

Park a Progressing Phone Call:

There is another kind of call hold, which is called as "Call Park". With this function, you can hold a phone call, and then continue it again on another phone. To do this, please press *[Park]* key during a call, you'll hear a long beep, please enter a set of park number now (like "1234" or anything, and it's suggested to enter the phone number you want to transfer to), and press *[Confirm]* key, then put the handset back to hangup the phone (or press *[Speaker]* key, if you're using speaker phone). Meanwhile, your remote party will hear music. Now you can go to another phone and dial *[*1]* and the park number you entered when you park the phone, then you can continue the phone call on another phone.

Transferring the phone call:

You can transfer the call to other phone number during a call:

1. Press *[Transfer]* key during a call.

2. Dial the phone number of the phone number you want to transfer to, the remote party will hear music now.

3. The phone you dialed in last step will ring, and you can put the handset back (or press *[Speaker]* key if you're using speakerphone). If someone picked up the phone you dialed, your remote party will be connected with the phone you dialed.

⚠ Hint | **If you didn't hangup the phone after you dialed the phone number you want to transfer to, and the phone you want to transfer didn't answer the phone, you can resume the phone call. But if no one answers the phone you transferred to, the call will be terminated.**

Making a Conference Call:

With this function, you can invite another people to join a progressing phone call; this function is called as "3-Way Conference".

```
Hold: 5660
00:00:14
```

1. Press *[Conf]* key during a call.

```
Hold: 5660
5665
```

2. Dial the number you want to invite, and wait for answer.

```
CC:5660
CC:5665
```

3. When remote party answers, press *[Invite]* key. If you can see the message displayed on the display as the picture shown on the left, the 3-way conference is established.

2-8 Auto Call Forwarding <WARNING: INCOMPLETE>

When there's incoming phone call, you can forward it to another phone number automatically by pre-defined rules.

```
>Address Book
 Call Records
```

1. Press *[MENU]* key once.

```
 Call Records
>Setting
```

2. Press *[   ]* key repeatedly, until " > Setting " is displayed on LCD, then press *[Select]* key.

```
 Phone Setting
>Call Setting
```

3. Press *[   ]* key repeatedly, until " > Call Setting " is displayed on LCD, then press *[Select]* key.

```
>Call Forward
```

4. Press *[Select]* key when " >Call Forward" is displayed.

```
>Disable*
 Busy
```

5. There are 4 automatic forward rules: Disable, Busy, No Answer, and Always. Use *[   ]* or *[   ]* to select, and press *[Select]* to make choice. A * symbol will be displayed after the item which was previously selected.

```
>New Entry
Address Book
```

6. You need to select the number to forward to now, there are 2 choices: "New entry" and "Address Book". If the phone number is stored in address book already, you can select "Address Book"; or you have to select "New Entry" to input a phone number.

```
Name:
John Doe
```

7. If you select "New Entry", you will be prompted to input the name and phone number. Please use numeric keypad to input name and number, and press *[Select]* key to save changed you made.

And

8. If you select "Address Book", please select an address book entry by pressing *[ ]* or *[ ]* key, and press *[Select]* key when the address book entry you want to use is displayed.

```
Phone Number:
1-123-4567890
```

```
Name  1 of 3
Jane Doe
```

You can also press *[Forward]* key use forward function, and you'll be prompted to input the phone number:

```
Phone Number:
```

Please input the phone number you want to forward to now, and press *[Forward]* key again. The LED next to *[Forward]* key will lit when forward function is activated. The phone will be set to "Always" forward mode, and all incoming calls will be forwarded to the number you set. To disable auto forwarding, just press *[Forward]* again.

2-9 Auto Call Rejection (DND Function) and Ringer Mute

If you're in meeting, sleeping, or any reason which makes you don't want to be disturbed by other people, you can activate DND function to refuse all incoming phone calls.

Unlink call forwarding, DND function will refuse all incoming phone call and the calling remote party will hear busy tone, but not forwarding the incoming call to anywhere else.

How to activate DND mode:

```
>Address Book
 Call Records
```

1. Press *[MENU]* key once.

```
 Call Records
>Setting
```

2. Press *[　]* key repeatedly, until " > Setting " is displayed on LCD, then press *[Select]* key.

```
>Phone Setting
 Call Setting
```

3. Press *[Select]* key when
   Phone Setting " is displayed on LCD, then press *[Select]* key.

```
>DND Mode
 Ring Mute
```

4. Press *[Select]* key when
   DND Mode" is displayed on LCD, then press *[Select]* key.

```
Undisturbed Mod
On
```

5. Press *[　]* or *[　]* key until you see " Undisturbed Mode" is displayed, then press *[Select]* key. **

If you still want to accept phone call, just don't want to disturbed by ringer sound:

```
 DND Mute
>Ring Mute
```

```
Ring Mute:
On
```

1. Select "Ring Mute" in step 4 in last page by pressing *[ ]* or *[ ]* key, then press *[Select]* key.

2. Press *[ ]* or *[ ]* key until you see " Ring Mute" is displayed, then press *[Select]* key. The message indicator will still lit when there's an incoming phone call, and you can still see the name of calling party on LCD display, but the ringer will not sound.

2-10 Adjust Ringer / Handset / Speakerphone volume

The volume of ringer sound, handset, and speakerphone is adjustable, to make your operating experience better.
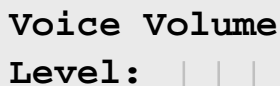
Change ringer volume:

```
Ring Volume
Level:  | | |
```

Press *[Volume Up]* or *[Volume Down]* key then the phone is not in use, you'll see the ringer volume indicator displayed on LCD display, and hear the ringer sound at the volume you set. There are total 8 levels of volume, please try and find out your favorite volume. The volume setting will be saved automatically after your last keystroke on *[Volume Up]* or *[Volume Down]* key.

### Change handset / speakerphone volume:

```
Voice Volume
Level:  | | |
```

Basically it's same as change ringer volume, but you have to lift handset or press speakerphone before pressing *[Volume Up]* or *[Volume Down]* key to adjust the volume of handset or speakerphone.

3-1 Advanced Phone Settings

There are several advanced phone settings available in the web page, please remember to click "APPLY" button on every setup page when all required setup information has been entered, or you can click "CANCEL" button to abort.
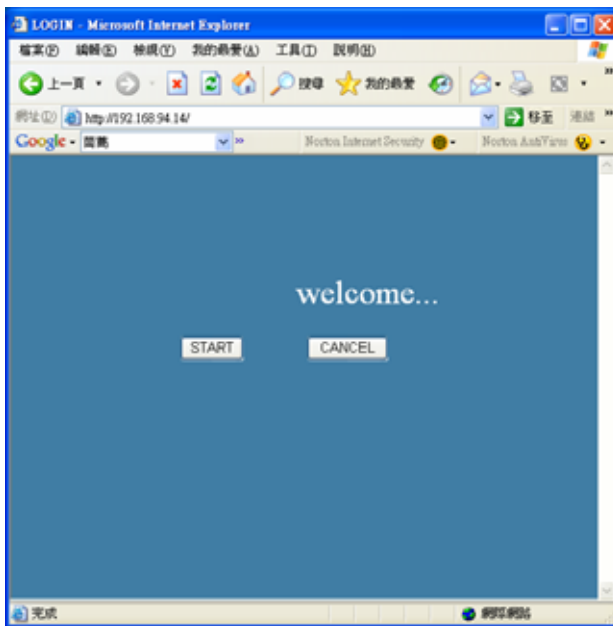
Please connect to the IP address of NA1101 by your web browser, then click "START" button.

. . . .
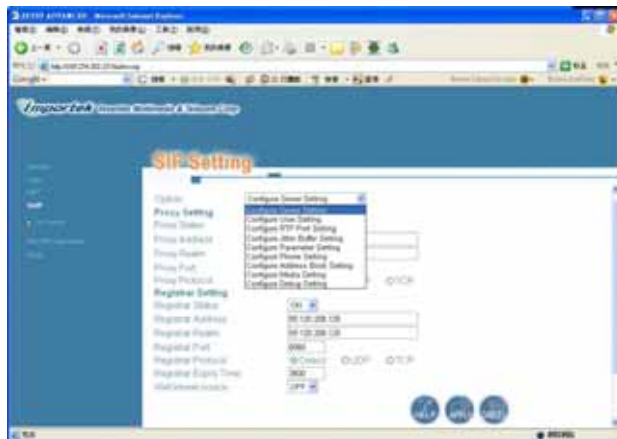
Click "VoVo VOIP' link on the left of webpage, then click "SIP Setting". There is a pull-down menu located at the center of webpage, please select a setup item there.
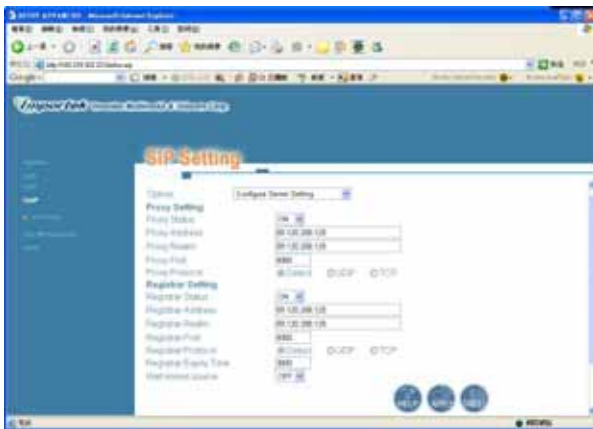
[Configure Server Setting]

You can configure the setting of SIP server here, like the IP address and port of proxy server and registrar.
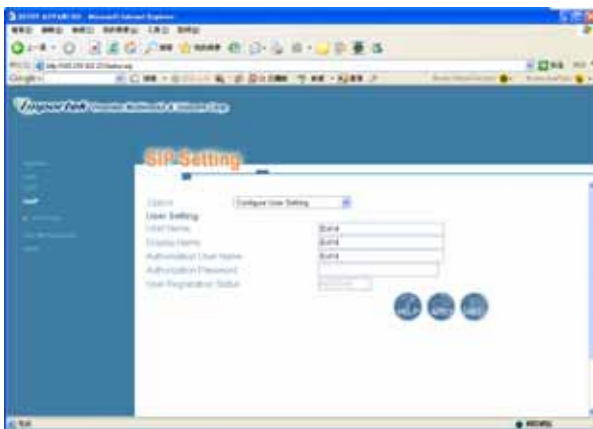
[Configure User Setting]

You can configure the SIP authorization information like name and password here.

[Configure RTP Port Setting]

You can configure the RTP port range here.

Do not modify this setup item unless requested by service provider. Improper setting will cause malfunction

[Configure Jitter Buffer Setting]

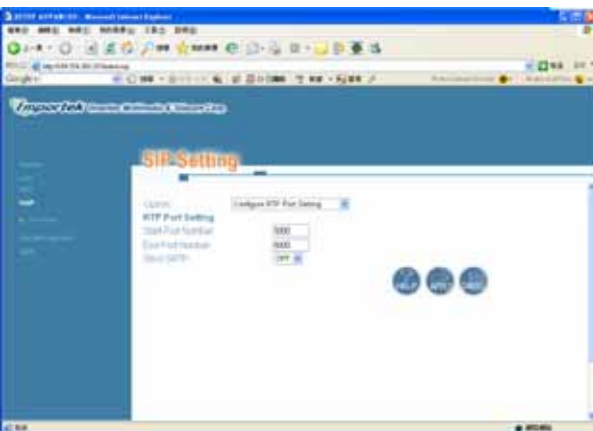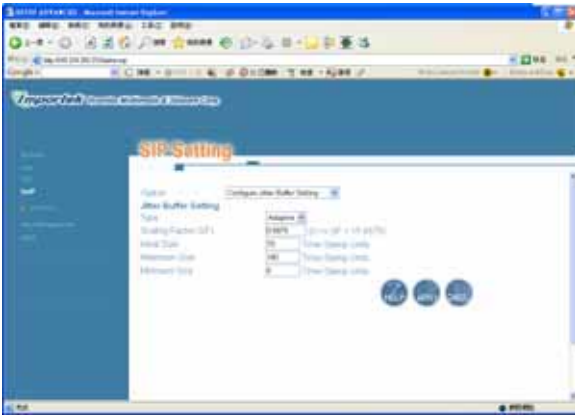You can configure jitter buffer parameters here.

Do not modify this setup item unless requested by service provider. Improper setting will cause malfunction
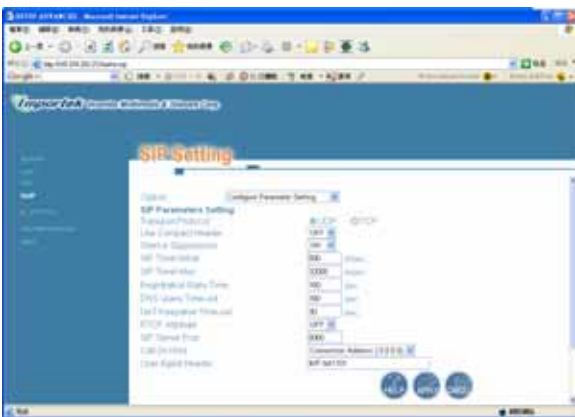
[Configure Parameter Setting]

You can configure advanced phone controlling parameters here.

Do not modify this setup item unless requested by service provider. Improper setting will cause malfunction
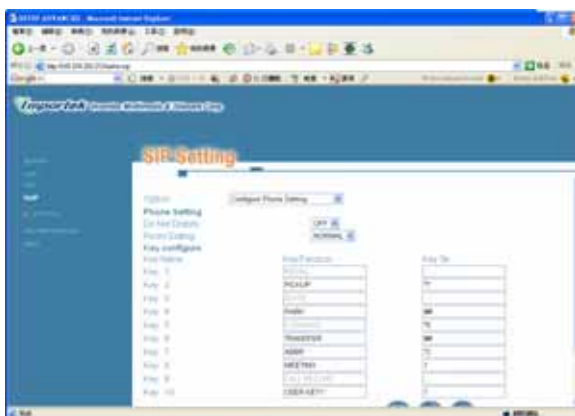
[Configure Phone Setting]

You can configure some basic phone settings here, like DND and room setting (select a proper room setting will improve the voice experience when you use this phone in a noisy environment).You can also configure the internal code (key string) of function key here. *Do not modify them unless requested by service provider, or those function keys may not function properly!*

3-2 Reading and Writing Text Messages <SKIPPED>

3-3 Address Book Management

You can store frequently used phone numbers and their associated named in NA1101, without remembering every important phone number in your mind. Up to 100 entries can be entered in this built-in address book.

⚠ Hint | **You can also use web interface to manage your address book. Please refer to chapter 3-1 for detailed instructions.**

```
>Address Book
 Call Records
```

1. Press *[MENU]* key once, then press *[Select]* key when " > Address Book " is displayed

```
>View
 Search
```

2. All available options will be listed here, they are: View, Search, New Entry, Delete, and Delete All. Use *[ ]* or *[ ]* key to select the setup item you want, then press *[Select]* key.

View: Browse address book entries to make outgoing call or edit
Search: Search specific address book entry by name
New Entry: Add an address book entry
Delete: Delete a specific address book entry
Delete All: Delete all address book entries

View:

```
Name  2 of 15
Jane Doe
```

1. Use *[ ]* or *[ ]* key to select address book entry by name, then press *[Select]* key.

```
Name:
Jane Doe
```

2. Press *[ ]* or *[ ]* to view the name and phone number of selected entry, then press *[Select]* key to continue.

```
>Dial
 Edit
```

3. There are 2 options: Dial (Dial this address book entry) and Edit (Edit this address book entry). Press *[Select]* key to make choice, or press *[Menu]* key to abort.

```
To
Jane Doe
```

4. If you select " Dial " in last step, you'll see the message as shown on the left, and the number is being dialed now. Speakerphone will be automatically activated if you didn't lift the handset when you're using address book.

```
Name:
Jane Doe
```

5. If you select " Edit " in step 4, you'll be prompted to modify the name and number of selected entry. Press *[Select]* to save changes, or press *[Menu]* to abort.

```
Modify Confirm
1.Yes 2.No
```

6. After the change has been made, you'll be prompted to confirm to modification. Press *[1]* key to save changes, or press *[2]* to abort.
Search:

```
Name:
John Doe
```

1. Please input the name you want to search, then press *[Search]* key.

```
Name:
John Doe
```

OR

```
Given Name
Not Exists
```

2. If the name you entered is found, the name will be displayed on LCD display. You can press *[ ]* or *[ ]* key to view the name and associated number, and press *[Select]* to continue; If the name you entered is not found, you'll get a "Given Name Not Exists" message on LCD display. Please press *[Select]* key to back to menu and try again.

```
>Dial
 Edit
```

3. In case of the name you entered has been found, you'll be presented with dial and edit option. Please refer to step 4 and 5 of last page for instructions.

New Entry:

```
Name:
Johnny
```

1. You'll be prompted to input the name of new address off entry, please enter the name by numeric keypad, then press *[Select]* key.

```
Phone Number:
1-482-1728502
```

2. Please input the phone number of this address book entry, then press *[Select]* key.

Delete:

```
Name 1 of 15
John Doe
```

1. Please press *[▲]* or *[▼]* to select a address book entry to delete, then press *[Select]* key, If you want to abort, press *[Menu]* key.

```
Delete John Doe
1.Yes 2.No
```

2. Press *[1]* to delete selected address book entry, or press *[2]* to abort.

Delete All:

```
Delete?
1.Yes 2.No
```

1. Press *[1]* key to delete all address book entries, or press *[2]* key *to* abort.

Note | **If you see ''Given Name Already Exist' message, it means the name you entered is existed and can not be used again, please pick another name.**

3-4 View Call Records

All incoming and outgoing calls will be recorded, and you can look up those records on LCD display.

⚠ Hint | **You can access call record menu directly by pressing "Call Record" Key"**

```
>Address Book
 Call Records
```

1. Press *[MENU]* key once, and press *[▼]* *key* when " > Call Records " is displayed, then press *[Select]* key.

```
>Received Call
 Missed Call
```

2. All available options will be listed here, they are: Received Call, Missed Call, Dialed Call, and Delete All. Use *[▲]* or *[▼]* key to select the setup item you want, then press *[Select]* key.

⚠ Hint | *Descriptions of Call Type:*

Received Call: All accepted incoming phone calls

Missed Call: All incoming phone calls which are not answered

Dialed Call: All outgoing phone calls

Delete All: Delete all records

📎 Note | **Maximum 30 records are kept in received call, missed call, and dialed call record. When record is full, the first entry will be deleted automatically to make rooms for new record.**

Received Call:

```
>View
 Delete ALl
```

1. There are 2 options available here: View and Delete All. Use *[▲]* or *[▼]* key to select, and press *[Select]* to make choice.

```
11:02  John Doe
11:03  55878461
```

OR

```
Empty
```

2. If you select "View" in last step, all records will be displayed, and you can use *[▲]* or *[▼]* to browse, and press *[Menu]* to back to menu.**
If there are no records, you'll see " Empty" message displayed on LCD display, press *[Select]* to back to menu.

```
11:02  John Doe
11:03  55878461
```

OR

```
Empty
```

3. If you select "Delete All" in step 2, you'll be prompted to confirm. Press *[1]* to delete all records, or press *[2]* to abort. If there are no records, you'll see " Empty" message displayed on LCD display, press *[Select]* to back to menu.

Missed Call:

Same as "Received Call"

Dialed Call:

Same as "Received Call"

Delete All:

```
Delete?
1.Yes 2.No
```

1. Press *[1]* key to delete all address book entries, or press *[2]* key *to* abort.

3-5 Change Ringer Type

There are several types of ringer sound available in NA1101, you can choose your favorite one.

```
>Address Book
 Call Records
```

1. Press *[MENU]* key once.

```
 Call Records
>Setting
```

2. Press *[▼]* key repeatedly, until " > Setting " is displayed on LCD, then press *[Select]* key.

```
>Phone Setting
 Call Setting
```

3. Press *[Select]* key when " >Phone Setting " is displayed on LCD.

```
 Ring Mute
>Ring Type
```

4. Press *[▲]* or *[▼]* key until " >Ring Type " is displayed on LCD display, then press *[Select]* key.

```
>RingType 1
 RingType 2
```

5. There are several ringer sounds available here, Press *[▲]* or *[▼]* to browse, and press *[Select]* when you heard your favorite ringer sound.

3-6 Room Setting

NA1101 provides an internal voice processor, you can enhance voice quality in different environment by using difference room setting.
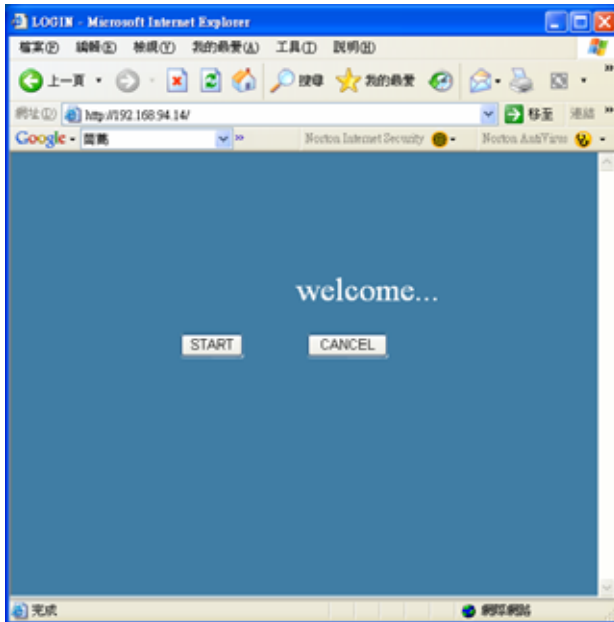
Please connect to the IP address of NA1101 by your web browser, then click "START" button.

3-7 View Firmware Version

If you have some problem with your NA1101 and need online help, the technician at help desk will need to know the firmware version of your NA1101. Please follow the follow instructions to check the firmware version of your NA1101.

```
>Address Book
 Call Records
```

1. Press **[MENU]** key once.

```
 Call Records
>Setting
```

2. Press **[▼]** key repeatedly, until " > Setting " is displayed on LCD, then press **[Select]** key.

```
>Phone Setting
 Call Setting
```

3. Press **[Select]** key when " >Phone Setting " is displayed on LCD.

```
 Language
>Version
```

4. Press **[▲]** or **[▼]** key until " >Version " is displayed on LCD display, then press **[Select]** key.

```
NA1.0.1
B06
```

5. The firmware version will be displayed on LCD display, please write this version down when needed.

4-1 Troubleshooting

If your Mercury is not working properly, or not responding to you, don't panic! Before you contact the dealer of purchase for help, please check the this troubleshooting list, you could try to solve the problem by yourself and save a lot of valuable time!

Scenario	Solution
Nothing is displayed on LCD display, or malformed text is displayed	● Check the connection between power jack of A/C adapter and the phone. Make sure it's securely connected. ● Plug the A/C adapter into power outlet on the wall, if it's not plugged in. ● Please check the status of power outlet, maybe it's not powered. ● Disconnect the power jack and A/C adapter, and reconnect it again after about 10 seconds. ● Press 'SPEAKER' button on the phone, or lift handset. If you can hear dialtone, please return this IP phone to your dealer. ● If you just tried to upgrade firmware and you see malformed text displayed on LCD display, contact your dealer for assistance. ● If the problem can not be solved by solutions listed above, please contact your dealer of purchase for assistance.
I can not hear dialtone	● Please check the cable connection between IP phone and handset. ● Replace the cable used to connect IP phone and handset with a new one. (If you don't have another cable, bring the old cable to a telephone / computer store and show them, they can help).

|	
I can not hear dialtone	● If you can't hear dial tone from handset, try to press 'SPEAKER' button on the phone, to see if you can hear the dial tone. Please also check the connection cable between handset and the phone. ● Try a higher volume setting. ● Try solutions of last scenario. ‣ Contact your dealer if above solutions don't work.
I can hear dialtone in the handset, but I can not place / accept phone call	● If you hear busy tone (do do do …) in handset, the party you're calling may be busy, not online, or the phone number you just dialed is wrong, please try again later and make sure the phone number you dialed is correct. ● If you see "Not Registered" or "NO IP" message displayed on LCD display, please check the network connection first. If the network is working, please contact your service provider and check service availability.

4-2 Specification

4-3 FCC Statements

4-4 Firmware Upgrade

All functions of NA1101 are provided by firmware, and its upgradeable when new version of firmware is available. New version of firmware may provide more function, or correct problems exist in old version of firmware. Please note that you can only upgrade firmware to a higher version number, and can not downgrade to a previous version of firmware.
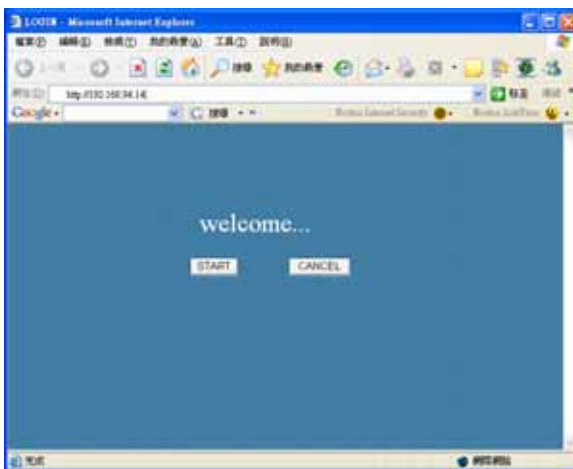
Please connect to the IP address of NA1101 by your web browser, then click "START" button.

Please make sure the IP Phone is connected to internet.

Click "System" link on the left of webpage, then click "Firmware Update" link. You'll be prompted to enter three parameters: Version, Update filename, and Update Server. Please obtain the value of these parameters from your service provider, and click "APPLY". The firmware upgrade process will be done after several minutes, and the phone will be restarted automatically after upgrade is complete.