Allnet
ALL7950 SIP Phone

Quick User Guide

Version 1.00

Revision Control

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22.12.04	0.01	Jörg Wagenlehner	Draft
26.12.04	0.02	Jörg Wagenlehner	Formatting, graphics, corrections
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TABLE OF CONTENTS

1.0 INTRODUCTION

Voice over IP (also known as Internet Phone) is a technology that allows anyone to make a telephone call over the Internet. This is a quick user guide for the ALL7950 SIP Phone. It is intended to help you configure the telephone and have it ready to run within a few minutes. Please follow the user guide carefully as troubleshooting the telephone can be very difficult and time consuming.

2.0 PACKAGE CONTENT

The following materials are included in the package. Please check the package to ensure that all the materials are listed below. Contact your supplier immediately if an item is missing.

Ethernet Cable (1.8 meter)

IP Phone ALL7950

Power Adaptor (5V DC, 1.4A)

3.0 LIST OF FIGURES

Diagram for Allnet SIP Phone (**Model: ALL7950**)

(10) Down

(11) Up

(12) Cancel / Left

(13) Voice

(14) 3-Way Conference

(15) Phone Book

(16) Numeric Keypad

(1) 2 x 16 Characters LCD Display

(2) OK / Right

(3) Menu

(4) Mute/Function

(5) Transfer
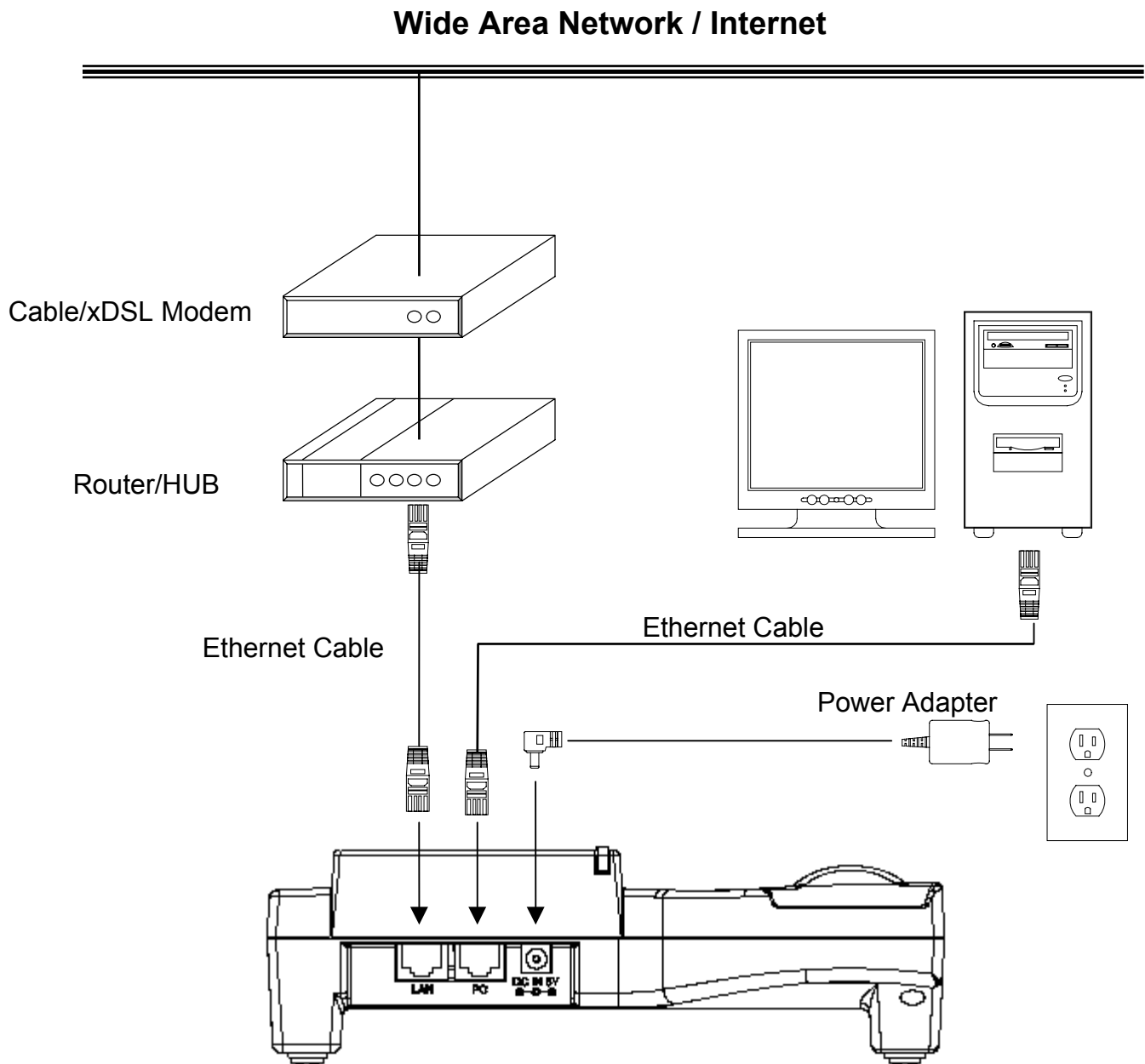
(6) Redial/Call History

(7) Hold

(8) Speaker Phone

(9) Speaker Phone
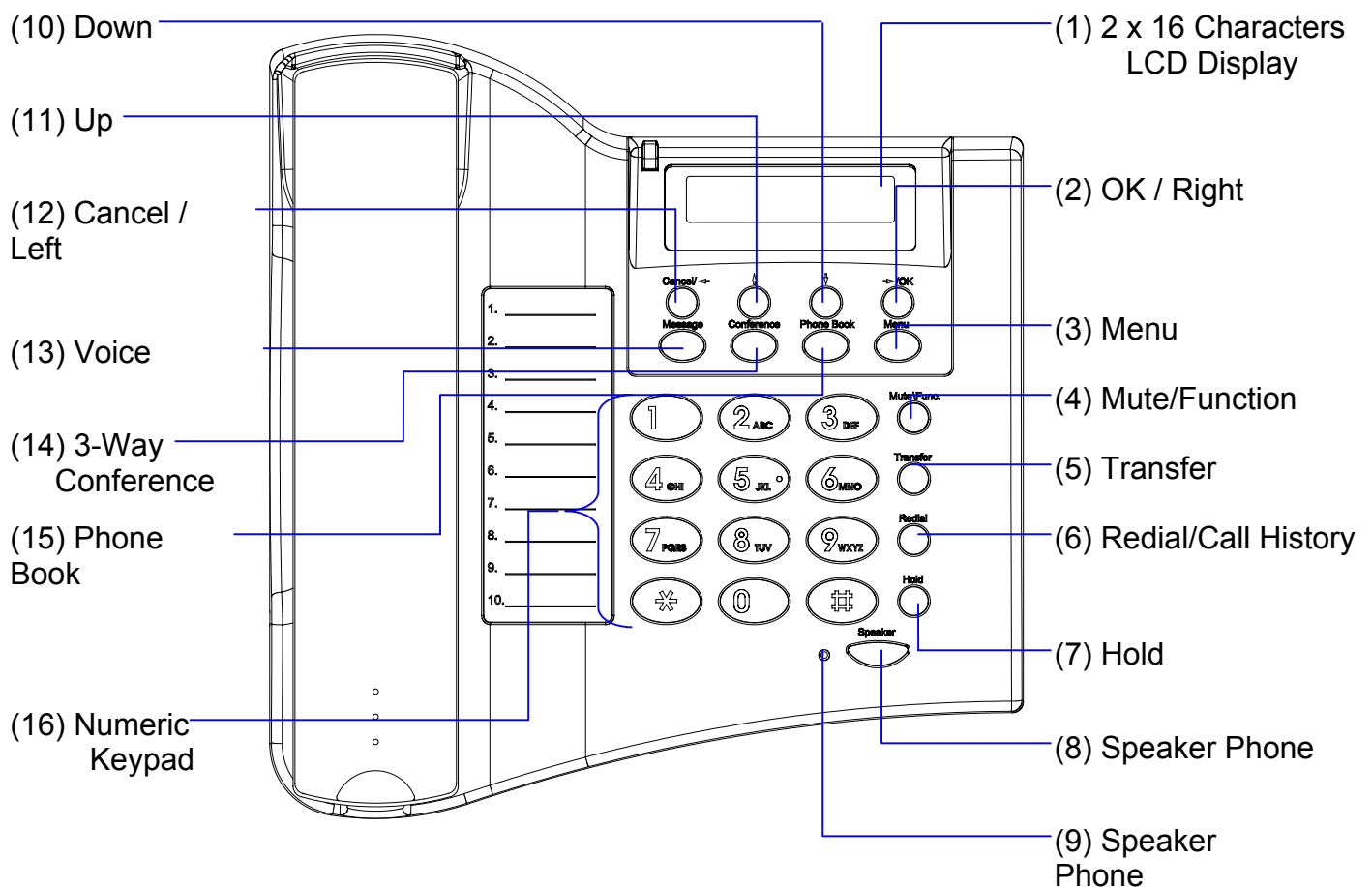
4.0 SUMMARY OF KEY FUNCTIONS

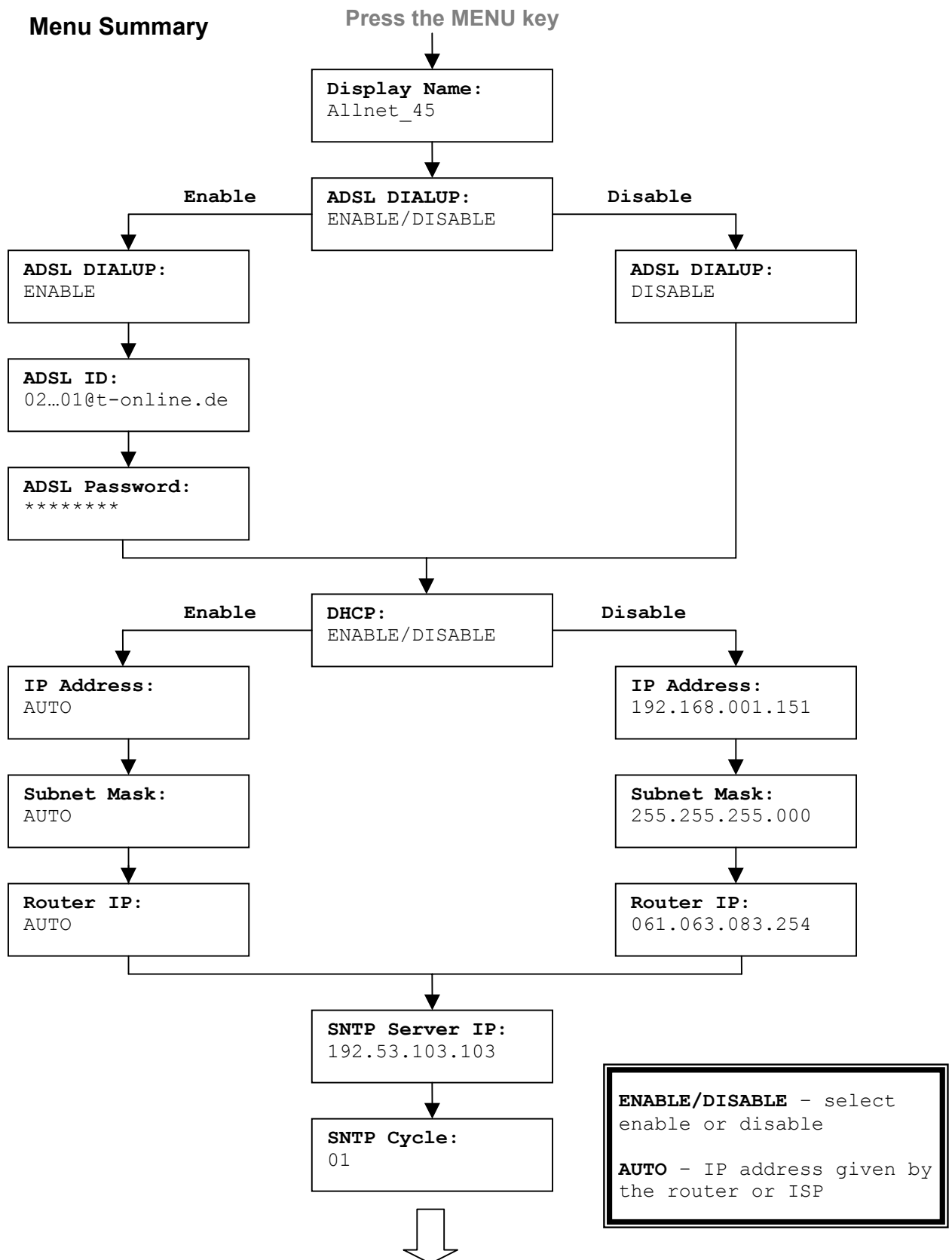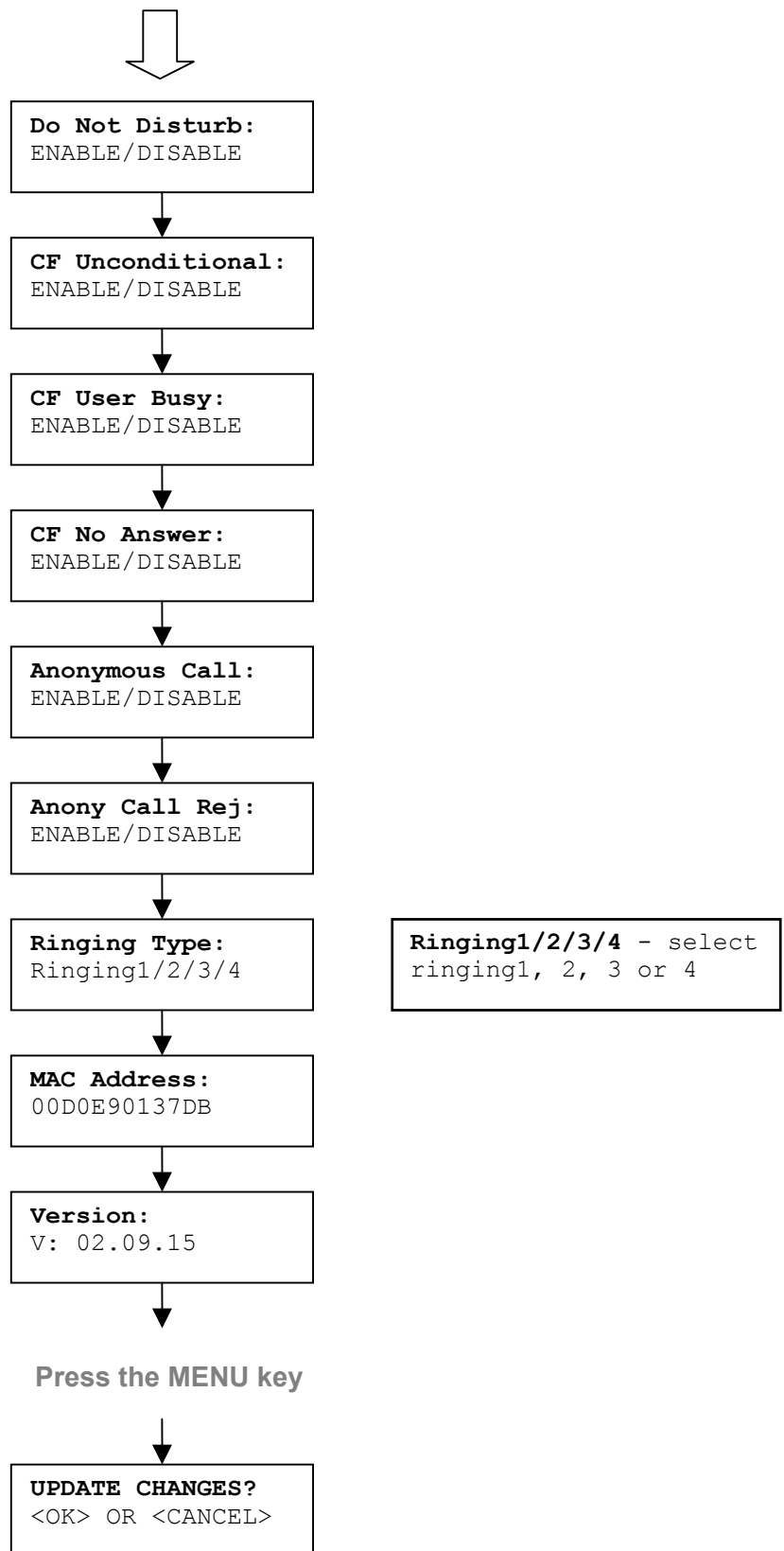| Keys	Functions
(1) LCD Display	Displays menu, time, clock, name, phone number, call status
(2) OK/Right	Confirm setting change, exit menu, dial, save changes
(3) Menu	Access the phone menu
(4) Mute/Function	Disable user's microphone so that the person on the other line can not hear anything, access the language selection, access the time format
(5) Transfer	Transfer the person you are currently having a conversation to another line
(6) Redial/Call History	Redial last dialed number, access redial menu
(7) Hold	Place the person on the other line on hold, answer call waiting
(8) Speaker Phone	Enable user to use the phone without using the handset
(9) Speaker Phone Indicator	Indicates that phone is currently in speaker phone mode
(10) Down	Cycle through the phone menu, adjust volume
(11) Up	Cycle through the phone menu, adjust volume
(12) Cancel/Left	Deny changes, cancel phone calls, ignore phone calls, backspace
(13) Voice Message	Check voice message
(14) 3-Way Conference	Enable 3-way conference
(15) Phonebook	Access the phonebook
(16) Numeric Keypad	Input IP/phone number/alphabet characters

5.0 CONNECTING THE IP PHONE

Connect the IP Phone as the following diagram:

Wide Area Network / Internet

Cable/xDSL Modem

Router/HUB

Ethernet Cable

Ethernet Cable

Power Adapter

6.0 IP PHONE SETUP

6.1   Menu Summary

Press the MENU key

```
Display Name:
Allnet_45
```

Enable

```
ADSL DIALUP:
ENABLE/DISABLE
```

Disable

```
ADSL DIALUP:
ENABLE
```

```
ADSL DIALUP:
DISABLE
```

```
ADSL ID:
02…01@t-online.de
```

```
ADSL Password:
********
```

Enable

```
DHCP:
ENABLE/DISABLE
```

Disable

```
IP Address:
AUTO
```

```
IP Address:
192.168.001.151
```

```
Subnet Mask:
AUTO
```

```
Subnet Mask:
255.255.255.000
```

```
Router IP:
AUTO
```

```
Router IP:
061.063.083.254
```

```
SNTP Server IP:
192.53.103.103
```

```
SNTP Cycle:
01
```

```
ENABLE/DISABLE – select
enable or disable

AUTO – IP address given by
the router or ISP
```

⇩

```
Do Not Disturb:
ENABLE/DISABLE
```

↓

```
CF Unconditional:
ENABLE/DISABLE
```

↓

```
CF User Busy:
ENABLE/DISABLE
```

↓

```
CF No Answer:
ENABLE/DISABLE
```

↓

```
Anonymous Call:
ENABLE/DISABLE
```

↓

```
Anony Call Rej:
ENABLE/DISABLE
```

↓

```
Ringing Type:
Ringing1/2/3/4
```

```
Ringing1/2/3/4 - select
ringing1, 2, 3 or 4
```

↓

```
MAC Address:
00D0E90137DB
```

↓

```
Version:
V: 02.09.15
```

↓

Press the MENU key

↓

```
UPDATE CHANGES?
<OK> OR <CANCEL>
```

NOTE 1: If you made any modifications, you may quit setup at any time by pressing MENU + OK to save and exit or MENU + CANCEL to quit without saving. The phone will automatically exit from the menu screen if there are no inputs from the user.

NOTE 2: Use ⬭ o ⬭ to select ENABLE or DISABLE.

NOTE 3: Left arrow key ⬭ can be used as **Backspace** key.

6.2 Display Name

- Press ⬭ MENU

- Enter the display name

```
Display Name:
Allnet_45
```

6.3 ADSL Dialup

Some Internet Service Provider (mostly ADSL) uses PPPoE which requires that the user enter an ID and a password to access the Internet. In this case, enable ADSL DIALUP and enter the PPPoE ID and PPPoE password.

ENABLE ADSL Dialup

1

- Press ⬭

- Use ⬭ to select **ENABLE**

```
ADSL DIALUP:
ENABLE
```

2

- Press ⬭

- Enter the ADSL ID

```
ADSL ID:
provider_ID
```

3

- Press ◯

- Enter ADSL password

```
ADSL Password:
*******
```

DISABLE ADSL Dialup

- Press ◯

- Press ◯ /OK to select **DISABLE**

```
ADSL DIALUP:
DISABLE
```

6.4   DHCP (Dynamic Host Configuration Protocol)

DHCP allows the network administrator to distribute IP addresses when a computer is plugged into a different place in the network. If your ISP provides static IP address, you must disable DHCP and enter the IP address provided.

ENABLE DHCP

1

- Press ◯

- Use ◯ /OK or ◯ Cancel/ to set DHCP to **ENABLE**

```
DHCP:
ENABLE
```

2

- Press ◯

- IP address automatically acquired

```
IP Address:
 192.168.001.196
```

3

- Press ⊙

- Subnet mask automatically acquired

```
Subnet Mask:
  255.255.255.  0
```

4

- Press ⊙

- Router IP automatically acquired

```
Router IP:
     192.168.001.161
```

DISABLE DHCP

1

- Press ⊙

- Use ⊙ /OK or ⊙ Cancel/⇦ to set DHCP to **DISABLE**

```
DHCP:
DISABLE
```

2

- Press ⊙

- Enter the IP address

```
IP Address:
192.168.001.161
```

3

- Press ◯

- Enter the subnet mask

```
Subnet Mask:
255.255.255.000
```

4

- Press ◯

- Enter the router IP address

```
Router IP:
192.168.001.001
```

6.5   SNTP Server IP

Simple Network Time Protocol (SNTP) is a protocol used to help match your system clock with an accurate time source. If you do not know your SNTP Server IP, please ignore this section.
SNTP Server IP address can be either URL or IP.

- Press ◯

- Enter SNTP server IP or URL

```
SNTP Server IP:
216.133.140.78
```

6.6   Do Not Disturb

This setting allows the user to reject all incoming phone calls.

- Press ◯

- Use ◯ or ◯ to select ENABLE or DISABLE

```
Do Not Disturb:
DISABLE
```

6.7   CF (call forward) Unconditional

Enable CF Unconditional to forward all the incoming calls to another number. Otherwise set to disable. ***You will need to use a web-browser to input the forwarded phone number. Refer to section 7.0 for more information on call forwarding.***

- Press

- Use   /OK   or   Cancel/   to select ENABLE or DISABLE

```
CF Unconditional:
DISABLE
```

6.8   CF (call forward) User Busy

Forward all the incoming calls to another number when user is busy on the phone.

- Press

- Use   /OK   or   Cancel/   to select ENABLE or DISABLE

```
CF User Busy:
DISABLE
```

6.9   CF (call forward) No Answer

Forward all incoming calls to another phone number after a certain number of rings.

- Press

- Use   /OK   or   Cancel/   to select ENABLE or DISABLE

```
CF No Answer:
ENABLE
```

6.10   Anonymous Call

Enables the caller (user) to hide the name and phone number from the receiver.

- Press ⭕

- Use ⭕ or ⭕ to select ENABLE or DISABLE

```
Anonymous Call:
ENABLE
```

6.11   Anony Call Rej (Anonymous Call Rejection)

Reject any anonymous incoming calls.

- Press ⭕

- Use ⭕ or ⭕ to select ENABLE or DISABLE

```
Anony Call Rej:
DISABLE
```

6.12   Ringing Type

Select the ring tone. There are four ring tones in total.

- Press ⭕

- Use ⭕ or ⭕ to select the ring type

```
Ringing Type:
Ringing4
```

NOTE: At this point, you may save the settings and exit. The next two sections explain how to obtain the MAC address and firmware version.

- Press ⬭ MENU   to exit menu

- When asked to save or cancel, press ⟳ ⇨/OK   to **SAVE**

6.13   MAC Address

This menu displays the MAC address. User cannot modify MAC address.

- Press ⬭

- **MAC address** is displayed on the screen

```
MAC Address:
00D0E9017DB
```

6.14   Version

Version menu displays the firmware version. You cannot modify the version number.
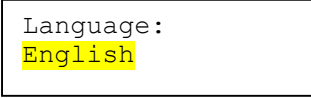
- Press ⬭

- Firmware **version** is displayed on screen

```
Version:
V: 02.09.15
```

NOTE: You can also display the current IP-address of the ALL7950 IP-phone at any time, if you press the **Func.-key** followed by the number **9.**
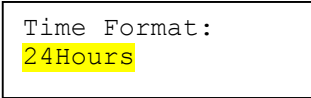
6.15 Language Selection

The VoIP Phone (model no. ALL7950) supports four languages:
English, German, Spanish and Italian language on the display and configuration-pages.

- Press [Mute\Func.] followed by [1]

```
Language:
English
```

- Use ⬆ or ⬇ to select the preferred language

- Press [⇨/OK] when done

6.16 Time Format

You may select the 12hr or 24hr time format.

- Press [Mute\Func.] followed by [2 ABC]

```
Time Format:
24Hours
```

- Use ⬆ or ⬇ to select the time format

- Press [⇨/OK] when done

6.17 Volume Adjustment

6.17.1 Ringer Volume

While the handset is in place,

Press ⬆ to increase the ringer volume and ⬇ to decrease the

ringer volume.

6.17.2 Speaker Volume

While the handset is in place,

- Press ⬭ _{Speaker}

- Press ◯ to increase the speaker volume and ◯ to decrease the

  speaker volume

6.17.3 Handset Volume

- Pick up the handset and press ◯ to increase the volume or press

  ◯ to decrease the volume

7.0 USING THE CONFIGURATION   MENU

The configuration menu can be accessed using a web browser. Some advanced features such as CF Unconditional, CF User Busy and CF No Answer must be setup from the web browser.

7.1   Accessing Configuration Menu

- Open the web browser (ie. Internet Explorer, Netscape…)
- Type in the **IP Address** of the phone followed by :9999
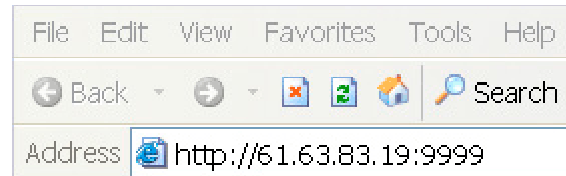
IP address is provided by your Internet Service Provider (ISP). If your ISP supports DHCP, you may obtain the IP address from you phone. Press MENU and scroll down to IP address.

- Enter **User Name** and **Password** (leave User Name and Password blank if you are installing the phone for the first time).

- Click **OK**

7.2   Web Login Setting

Username	Configuration menu login name.
Password	Configuration menu login password.
Timeserver IP	Network Time Protocol (NTP) is a protocol used to help match your system clock with an accurate time source (eg atomic clock, time server). It is good practice to have all your networked computers synchronized with one server.
Time Zone	Select your time zone. If there is daylight saving in your area, click the check box.
TFTP Server	Enable or disable TFTP server to allow transfer of firmware from a computer to the IP phone.

FTP Client   Enable or disable IP phone to download files from FTP server and update the firmware automatically.

Remote Configuration Password   Remote password to access the configuration menu from **VoIP software** (You may download this software from your supplier's website). Default password is **1234**.

Language   You can select English, German, Italian or Spanish as display and configuration-language.

7.3   Management Setting – Restore Factory Setting

Click on Management. Select Restore Factory Setting and the above screen will display on the screen.

Restore Factory Setting   Restores all the settings back to factory default settings.

7.4 Management Setting – Firmware update

FTP server, login ID, login password and firmware filename may be preset when you purchase the phone. These are required to download and update the firmware from an FTP-Server.

FTP Server   FTP Server address.

Login ID   Login ID provided by your supplier.

Login Password   Login password provided by your supplier.

Firmware File   Updated firmware-filename. Do not change the file name unless specified by your supplier.

7.5 Network Setting – DHCP

Select DHCP if you have cable internet or use DHCP in your private network.

DHCP Server   Dynamic Host Configuration Protocol (DHCP) Server address. This IP address information is obtained automatically from your ISP.

DNS Server   DNS address provided by your ISP.

7.6 Network Setting – PPPoE

Choose PPPoE if your ISP uses PPPoE. Most DSL users use PPPoE.

PPPoE Username   PPPoE ID/username provided by your ISP.

PPPoE Password   PPPoE password.

DNS Server   DNS address provided by your ISP.

7.7   Network Setting – Static IP

DHCP / PPPoE / Static IP	
○ DHCP ○ PPPoE ◉ Static IP	
IP Address	192.168.1.57
Standard Gateway	192.168.1.99
Subnetmask	255.255.255.0
DNS Settings	
DNS Server	217.237.151.97

Choose Static IP network setting if all Wide Area Network IP is provided to you by your ISP or you want to use static addresses in your private network.

IP Address   IP address assigned to you by your ISP.

Standard Gateway   Router IP address.

Subnetmask   Subnet mask address.

DNS Server   DNS server address provided by your ISP.

NOTE: RESTART the system for new settings to take effect after you modify the IP address.

7.8 SIP Setting – SIP Phone Setting, Registrar and Proxy Server

SIP Phone Settings		
SIP Phone Portnumber	5060	[1024 - 65535]
SIP Server Settings		
SIP Server Domain Name/IP Address		
SIP Server Portnumber	5060	[1024 - 65535]
Authentification Time Out	3600	sec. (Default: 3600 sec.)[60 - 9999]
Outgoing Proxy Server Settings		
Outgoing Proxy Domain Name/IP Address		
Outgoing Proxy Portnumber	5060	[1024 - 65535]

Session Initiation Protocol (SIP) is the most popular Voice over IP standard. It enables two or more people to make phone calls, share multimedia and make multimedia conference over the internet. Please have an administrator setup these settings for you or obtain this information from your SIP service provider.

SIP Phone Portnumber   SIP phone port number.

SIP Server Domain Name/IP Address   Registrar server domain name or IP address.

SIP Server Portnumber   Registrar server port number.

Authentification Time Out   The time that the phone waits to connect to the SIP server after the user dialed a number. If still not connected, the phone will disconnect and redial.

Outbound Proxy Domain Name/IP Address   Outbound proxy domain name or IP address.

Outbound Proxy Portnumber   Outbound proxy port number.

7.9   SIP Setting – Others

Other settings		
Session Timer	3000	sec.[90 - 99999]
Media Port	5004	[1024 - 65535]
Prack	○ Disable ◉ Enable	
Session Refresher	◉ None ○ UAC ○ UAS	
Session Timer Method	◉ Invite ○ Update	
Signal UDP/TCP	◉ UDP ○ TCP	

This section is for network administrators.

Session Timer
The time interval in which the phone periodically refresh SIP sessions by sending repeated INVITE requests. These INVITE requests allow the user agent or proxies to determine the status of the SIP session.

Media Port
Real-time Transport Protocol port number. Provides end-to-end transfer of data with real-time characteristics, such as streaming audio and video.

Prack
Prack ensures that media information is exchanged and that network checks before connecting the call. Select Enable for a more reliable connection.

Session Refresher
Select None to disable SIP session timer support.

Select UAC to initiate SIP request.

Select UAS to receive SIP request and then return a response.

Session Timer Method
Select SIP request method. Default method is Invite.

Signal UDP/TCP
Select SIP signal transmission method. Default method is UDP.

7.10 SIP Account Settings

SIP User Settings	
Standard SIP Account	1 ▾
SIP Account 1	
Activate Account	○ Disable ◉ Enable
Displayed Name	Nikotel1
SIP Username	coolwhite
Authentification Name	coolwhite
Authentification Password	xxxxxxxxx
Register Status	Register
SIP Account 2	
Activate Account	◉ Disable ○ Enable
Displayed Name	
SIP Username	
Authentification Name	
Authentification Password	
Register Status	UnRegister
SIP Account 3	

You may have up to 4 accounts. i.e., the IP phone can receive calls for up to four different phone numbers of one provider.

Standard SIP Account   When you dial a number, the default account is used to dial. User Name of default account is displayed on the receiver's IP phone.

Activate Account   Enable or disable this account.

Displayed Name   Display name on the IP phone.

SIP Username   User name.

Authentification Name   Name used to access SIP server.

Authentification Password   User password to access SIP server.

Register Status   Displays if the current phone is registered or unregistered with SIP server.

7.11 STUN Setting – STUN Server Setting, UPnP Setting

STUN Server Settings	
STUN	○ Disable ◉ Enable
STUN Server : Portnumber	stun.1und1.de
UPnP Settings	
UPnP	◉ Disable ○ Enable

STUN
Simple Traversal of User Datagram Protocol through Network Address Translators is a protocol that allows applications to determine the types of NATs and firewalls are in between them and the internet. STUN also provides the ability for applications to determine the public IP addresses allocated to them by the NAT.

STUN Server :Portnumber
Enter STUN domain name or IP address if STUN is enabled.

UPnP
Enable or disable universal plug and play. Some NAT supports UPnP so STUN is not required and must be disabled.

7.12 Voice Setting and QoS

Audio Settings		
Codec (Priorität 1)	G.729A	
Codec (Priorität 2)	G.723.1	
Codec (Priorität 3)	G.711 A-law	
Codec (Priorität 4)	G.711 u-law	
RTP Paket Size	G.711 µ-Law	20ms
	G.711 A-Law	20ms
	G.729A	20ms
	G.723.1	30ms
VAD	○ Enable ● Disable	
DTMF Transmission	○ Out Band ○ In Band ● SIP INFO	
QoS		
Audio Priority TOS	5 [0 - 7]	
Enabling or disabling VLAN can cause problems in your network!		
VLAN	● Disable ○ Enable	

Codec — Voice Compression Algorithm priority settings. Select from the most used codec to the least used codec.

RTP Packet Size — Real-Time Transfer Protocol (RTP) packet length.

VAD — VAD detects voice activity and adjusts the signal to a target power level. It ensures that background noise or echo does not get amplified to the target power level.

DTMF Transmission — Select the tone method for IP phone.

Audio Priority TOS — Sets the type of service for this Internet datagram.

VLAN — Enable or disable virtual LAN.

VLAN Priority — Set the virtual LAN Priority.

VLAN ID — Virtual LAN ID.

7.13   Phone Settings – Phone Setting

Phone Settings	
Ringer Settings	Germany ▼
Ringer Type	RingType 3 ▼
Hold Tone	⊙ Melody ○ Tone
Do Not Disturb	⊙ Disable ○ Enable
Call Waiting	○ Disable ⊙ Enable
Anonymous Call	⊙ Disable ○ Full URI ○ Display Name
Anonymous Call Reject	⊙ Disable ○ Enable
Call Forward	☐ No Answer ☐ Busy ☐ Unconditional

Recall you can only enable or disable call forwarding from the IP phone MENU key. With the web-browser, you can enter the forwarded phone numbers in the Phone Setting menu.

Tone Setting   Select the tone for particular country. This setting will change the sound of tones like the dial-tone, busy-tone etc. according to your countries standards.

Ringer Type   Select the type of ring (1 to 4).

Hold Tone   Select melody or tone when HOLD key is pressed.

Do Not Disturb   Reject all incoming calls.

Call Waiting   Enable or disable call waiting.

Anonymous Call   If DISABLE is selected, full URI and name are sent to the receiver's phone when the user makes a phone call. The URI and name of the caller are displayed on the receiver's phone.

When Full URI is selected, only user name is displayed on the receiver's phone when the user makes a phone call.

When Display Name is selected, only name is

displayed on the receiver's phone when the user makes a phone call.

Anonymous Call Reject   Select Enable to reject anonymous calls.

Call Forward   Click No Answer to enable call forward to another number when no one answers the phone after 180s (default). The timer can be changed from 0-600s. Refer to section 7.14 to change the timer.

Click Busy to enable call forward to another number when user is busy on the phone.

Click Unconditional to transfer all incoming calls to another number.

Enter the call forward number on the text box.

7.14   Phone Setting – Timer

Timer		
NTP Recycle Timer	1	hour [1 - 24] Network Time Adjustment Period
Inter Digit Timer	5	sec. [0 - 60] 0: Disable
Originating Not Accept Timer	180	sec. [0 - 60] 0: Disable
Incoming No Answer Timer	180	sec. [0 - 60] 0: Disable
Hold Recall Timer	180	sec. [0 - 60] 0: Disable
Auto Speaker Off Timer	30	sec. [0 - 60] 0: Disable

NTP Recycle Timer   NTP recycle time.

Inter Digit Timer   The time interval that the IP phone waits to detect the end of DTMF digits. No more digits are accepted after this period and the phone begins to dial.

Originating Not Accept Timer   The time interval that the caller's phone waits to establish a call. If the receiver fails to answer the phone during this time interval, the caller's phone will automatically disconnect.

Incoming No Answer   The time interval that the receiver's phone will ring. If

| Timer | the receiver fails to answer the phone during this time interval, the phone will automatically disconnect. |

Timer   the receiver fails to answer the phone during this time interval, the phone will automatically disconnect.

Hold Recall Timer   The time interval that the caller is put on hold before the phone automatically disconnect.

Auto Speaker Off Timer   The time interval that the speaker phone is on before turning off automatically (due to inactivity).

7.15 Call Tracing Log

Nr.	System Log
000	!0 FW Version: 02.09.00
001	!2 ReadSetupInfo: 0.
002	!6 Basic number for random: (75)
003	!0 Language:(0)
004	!0 Remote Config Task Runing.
005	!6 WriteSetupInfo: 0. len(00000A84)
006	$
007	!1 Err: invalid IP.
008	!6 PB_ClearAll.
009	!0 Stun binding for rtp/rtcp ports.

Call Tracing Log keeps a record of all the phone activities. This log is used by our engineers to troubleshoot hardware problems.

7.16 Phone Book

Phonebook menu allows the user to add, modify and delete phone numbers. To add, type in the name and number then click NEW to add. To modify/delete, select the name from the list and click modify/delete.

Name   Name that you would like to add.

Phone Number   Phone number or URI that corresponds to the name.

7.17   Speed Dial

One Touch Dial (max. 63 characters)			
Number 00	bluewhite@calamar0.nikotel.com	Number 01	allnetsales@calamar0.nikotel.com
Number 02	allnetjw@calamar0.nikotel.com	Number 03	
Number 04		Number 05	
Number 06		Number 07	
Number 08		Number 09	

Speed dial numbers can be accessed from the IP phone. Refer to section 8.2 for speed dial info.

Number 0x   Speed dial phone number. 0x is the speed dial number.

7.18   Restart System
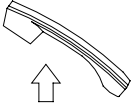
Please press the [Restart] button to reboot the phone!

Restart

Click **Restart** to update all the modifications and reboot the system.

8.0 OPERATING THE PHONE

8.1 Dialing

8.1.1 IP Address

1. Lift handset ⇧ or press **SPEAKER** button

2. Dial IP address.

   For example: dialing 192.168.0.1
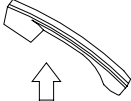
   If you want to use a different IP signaling portnumber than 5060 (default), you can append the IP-portnumber by pressing the **Mute/Func.** key followed by the **portnumber**.

3. Press **OK** or wait until the timer expires to dial.

8.1.2 SIP Number

Note: You have to register with SIP server to use SIP number.

1. Lift handset   or press **SPEAKER** button
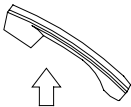
2. Dial SIP number.

    For example: dialing <mark>1866</mark>

3. Press **OK**   or wait until the timer expires.

8.2 Speed Dialing

1. Lift handset ⬆ or press **SPEAKER** button

2. Dial Speed Dial number.
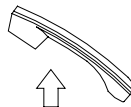
For example: dialing speed dial number 08

8.3 Answering a Phone Call

Note: The CANCEL key may be used to reject a call.

When phone rings:

1. Lift handset ⬆ or press **SPEAKER** button

to begin conversation.

8.4 Switching to Another Line

While having a conversation:

1. Press **Hold** to switch to another line.

8.5 Mute

Note: While mute is activated, sound from the caller can be heard from your speaker but your sound can't be heard by the caller.

While having a conversation:

1. Press **Mute** ⭕ Mute\Func. . You may press **Mute** key again to resume conversation.

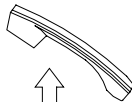---

8.6   Call Transfer

While having a conversation:

1. Press **Hold** ⭕ Hold to put the person on the other line on hold.

2. Dial the IP address or the extension number where you like the call to be transferred.
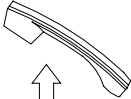
3. Press **Transfer** ⬭ Transfer to transfer the call.

8.7   Redial

Note: To return to idle mode, press **CANCEL** key ⭕ Cancel/⇔

8.7.1 Last Dialed Number

1. Lift handset ⬆ or press **SPEAKER** button ⬭ Speaker

2. Press **Redial** ⭕ Redial to dial the last dialed number.

8.7.2 Through Call History

1. Press **Redial** Redial ◯ . Do not lift the handset when you press Redial.

2. Press **Redial** Redial ◯ again to cycle through the dialed, missed and received calls.

3. Press **DOWN** key ◯ to scroll down the dialed, missed or received lists until the number is displayed on the screen.

4. Pickup the handset ⇧ or press **OK** ⟶/OK ◯

8.8 On Hold
Note: To transfer a call while on hold, press the **TRANS** key. Dial the extension/phone number and press the **TRANS** key again to transfer the call.
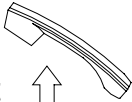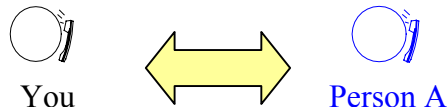
While having a conversation:

1. Press **HOLD** Hold ◯ (Press **HOLD** again to resume conversation)

8.9 Call Forward
Please refer to IP Phone Setup and Web Browser Configuration section to setup call forwarding.
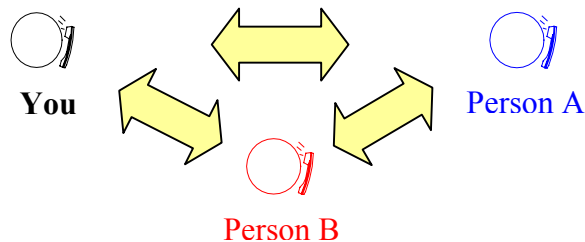
8.10   Three Way Conference

1.   Pick up the handset 🔼 and call Person A.

You ⟷ Person A

2.   After Person A pick up the phone, press **Hold** key ⬭ Hold to place Person A on hold.

3.   Dial the extension or phone number of Person B and wait until Person B picks up the phone.

4.   Press **Conference** key ⬭ Conference to begin 3-way conference.

You ⟷ Person A

Person B

9.0   USING THE PHONEBOOK

9.1   Dialing from the Phonebook

1.   Press the **PHONE BOOK** key ⬭ Phone Book to access the phone book.

2.   Press ⬭ to scroll down the list until the name is displayed on the screen.

3.   Press **OK** ⬭ ⇨/OK to dial.

9.2   Storing a Number

1.   Press and hold the **PHONE BOOK** ke ⬭ *Phone Book* until "**Name:**" is displayed on the screen.

2.   Enter a name then press **OK** ⌀ ⇨/OK

3.   Enter the number that corresponds to the name and press **OK** ⌀ ⇨/OK

4.   Press **OK** ⌀ ⇨/OK again to save the phonebook.

5.   Repeat Step 1 to 4 to store another phone number.

9.3   Editing a Number

1. Press the **PHONE BOOK** key   to access the phonebook.

2. Press   until the name is displayed on the screen.

3. Press the **PHONE BOOK** key   again.

4. Select "**Edit**" and press **OK**   to edit.

5. Enter a new name and press **OK**

6. Enter the new phone number and press **OK**

7. Press **OK**   to save and override the previous name and phone number.

9.4   Deleting a Number

1. Press the **PHONE BOOK** key   to access the phonebook.

2. Press   until the name you want to delete is selected.

3. Press the **PHONE BOOK** key   again.

4. Select "Delete" and press **OK**   to delete.

5. Press **OK**   again to save the new list on the phonebook.

10.0 Troubleshooting

The following troubleshooting information can be used to help solve most common problems.

QUESTION	RECOMMENDED ACTION
There is no DIAL tone	1. Check if there are any loose connections.
Nothing is displayed on the LCD screen	1. Check if power cord is connected properly. 2. Check if there is 120V AC coming from the power outlet.
How do I update the Firmware?	1. ATC IP Phone automatically updates firmware when it powers up (while connected to the internet).
Why can't I dial my friend's SIP number?	1. Check Registrar Server Domain Name/IP address and Outbound Proxy Domain Name/IP Address (under SIP Settings in Configuration Menu). Make sure you have the right Name or IP Address. 2. Check the LCD display on your phone to see if there is a name or number displayed on the screen. If the name or number is not displayed, use a web browser and access the configuration menu. Make sure that the Registrar Server Domain Name/IP Address is correct. 3. Check the register status under SIP Account Settings in the configuration menu (from web browser). If your status is unregistered, it means you do not have a SIP account. Contact your SIP service provider to get an account.
Why isn't my firmware updating?	1. Your IP phone automatically detects for new firmware

	when you unplug the power. If new version is available the phone will automatically update the firmware. 2. Check if FTP address is correct. 3. Check with your supplier if firmware filename is correct.
I accidentally set DSL to enable and now the phone does not boot up	1. Unplug the power cord from the IP phone. Wait 2 seconds and plug the power cord back in the IP phone. Press and hold MENU key. The system should bypass boot up and go straight into phone setup menu. Modify the phone setting and make sure you save it before you exit.
Why do I get "Can't Upgrade Now" screen when I click [Submit] in the configuration menu?	1. Make sure you exit setting mode (phonebook, menu, speed dial…) before you click [Submit] in the configuration menu.

Room for notes:

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