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IPPH 203 Quick Start Guide

Follow these 5 simple steps to quickly get your VoIP device working:

1. Install your VoIP device
2. Determine your type of network connection (get VoIP device's IP address)
3. Gather information from your VoIP Service
4. Setup your VoIP device using web browser (recommended) or phone keypad entry
5. Test your setup

Step 1: VoIP Device Installation

Determine how you will connect your VoIP device to your broadband connection. Follow the diagrams below do establish a connection for your VoIP device. Figure 1 shows a typical LAN (local area network) setup. A router/hub is used to provide Internet access for all devices connected to it.

Plug in the power adapter. Connect your VoIP phone to the router/hub. Your computer can be connected via the VoIP device's PC port (red line) or via the router/hub (recommended). The PC port of the VoIP device provides a pass-through connection for the PC to the router/hub. If you purchased an IPPH 203A (single LAN port model), this pass-through port does not apply.

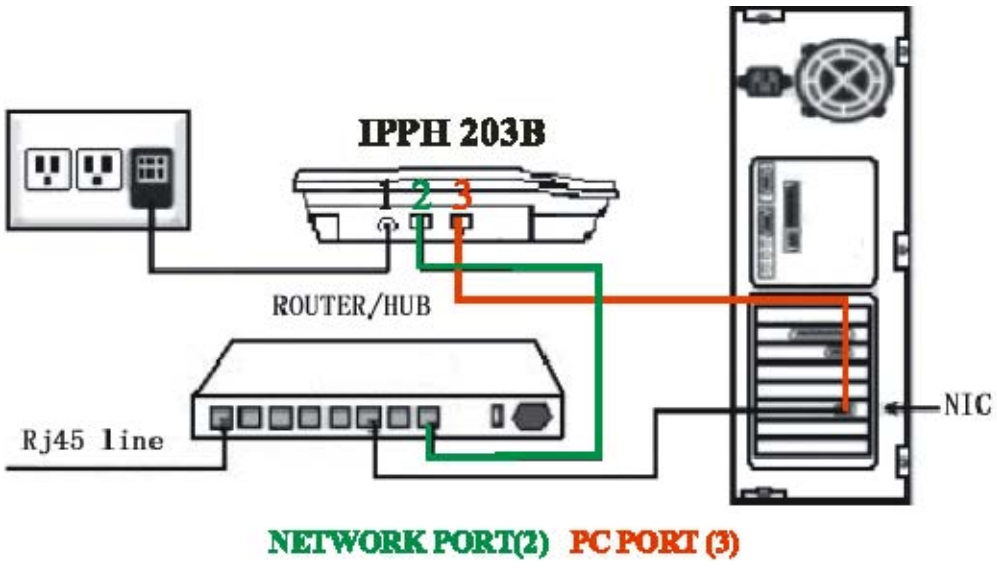


Figure 1: Router/Hub Users

***** The IPPH 203A does not come with a PC Ethernet Port.

Figure 2 shows a typical direct ADSL/CABLE modem connection, where the VoIP device is connected directly to the ADSL/CABLE modem. The PC port (only in IPPH 204B) becomes useful in this scenario and allows the computer to have Internet access without having to connect to the router/hub.

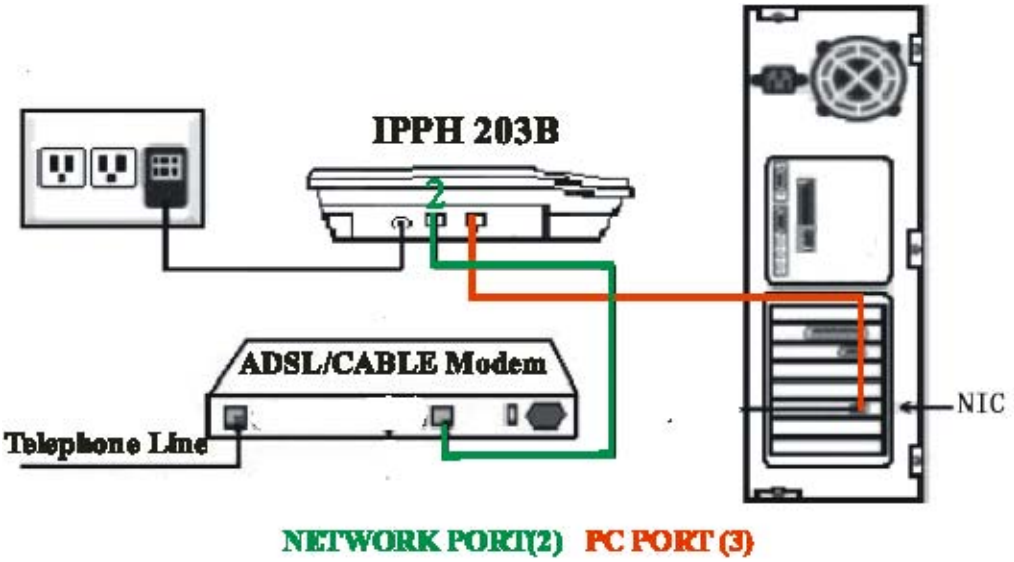


Figure 2: Direct ADSL/CABLE Modem Users

***** The IPPH 203A does not come with a PC Ethernet Port.

Step 2: Determine Your Network Type

1. Static or DHCP Network Type:

   If your VoIP device is connected to a hub/router (see Figure 1) which is then connected to a broadband modem, then you have a Static/DHCP network type. Your network will "assign" a private IP address (i.e. 192.168.1.106) to your VoIP device.

2. PPPOE Network Type:

   If your VoIP device is connected directly to an ADSL/CABLE modem (see Figure 2), you have a PPPOE" network type. Your network will "assign" a public IP address to your VoIP device.

Step 3: Gather Information from Your VOIP Service Provider

Your VoIP service provider can provide you with the necessary information to configure the VoIP device. Get the following information, which is needed for Step 4:

1. SIP proxy server address or outbound proxy server address (i.e. sip.voxnow.net or 208.239.76.130)
2. Domain name server address (i.e. sip.voxnow.net or 208.239.76.130)
3. STUN server address or NAT address, if applicable
4. Account ID and/or phone number
5. Password or pin number

Step 4: Configure Your VoIP Device

1. Use the web browser for setup (Router/Hub users: see Figure 1)
2. Use manual keypad entry for setup (ADSL/CABLE modem users: Figure 2) since your computer is not connected.

Attention ADSL/CABLE modem users: If you are using a VoIP device that connects directly to your modem and has no PC Ethernet port you won't be able to configure by web browser; therefore, you must configure by manual keypad entry (see below).

Web Browser Setup
Determine your VoIP device's IP address. On the IPPH203 (while handset is down) push the "IP/Phone Number" key to obtain the phone's IP address, which will show on the LCD screen. If the IP address is all "0"s, then your VoIP device does not have Internet connection. Please go back to Step 1 and check your installation before proceeding.

a. Once you get the IP address (for example "192.168.1.102"), enter it into your web browser's address bar (i.e. http://192.168.1.102) and the following page will show:

b. Enter the SuperPassword ("888888") into the password field. Your VoIP device's setup page will appear

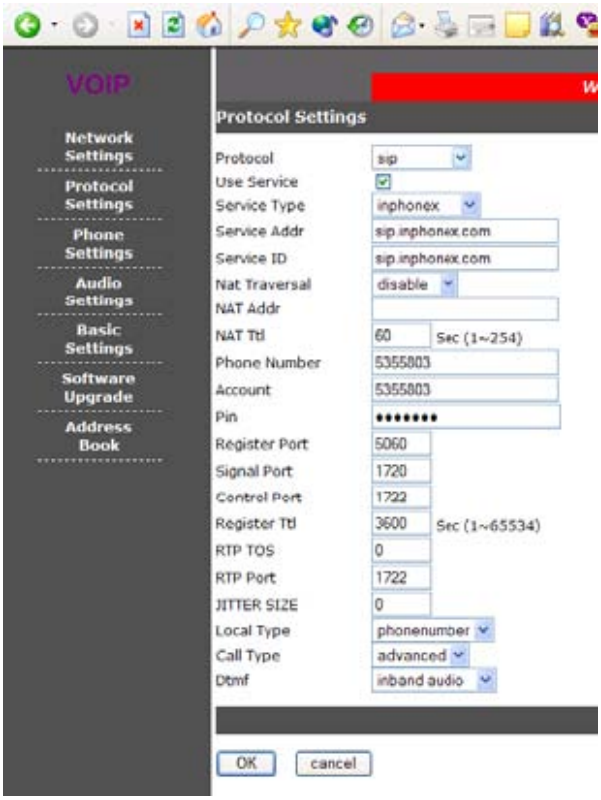
Network Settings Page

1. Determine your IP address type from Step 2
2. Choose Static or DHCP the "iptype" field depending on your network type

Protocol Settings Page

3. Check the "use service" check box

4. Choose “sip” in the “protocol” drop-down
5. Enter SIP proxy server/Outbound proxy server address in “service addr” field
6. Enter the Domain server address (DSN) in the “service id” field
7. If your VoIP service provider uses a STUN server, choose “stun” in the “Nat Traversal” field and enter the STUN server address in the “NAT Addr” field. Otherwise, choose “disable” in the “Nat Traversal” field.
8. Enter your phone number in the “Phone Number” field
9. Enter your account number in the “Account” field



Unless your service provider indicates otherwise, use the following default settings for the following fields to ensure a good connection:

- “nat ttl”- set to “60”
- “dtmf”- set to “inband audio”
- “register port”- set to “5060”
- “call type”- choose “advanced”

10. Leave all other default settings alone. Save your settings before exiting. You are now ready to test your VoIP device.

Manual Keypad Entry Setup

If you are using a VoIP device that connects directly to your modem, you won’t be able to configure by web browser; therefore, you must configure by manual keypad entry.

Note: Because you are using a PPPOE IP address, you must go into your phone’s menu setting and manually change the “IPtype” field to “static or dhcp” IP address if you decide later on to use the web browser for setup.

Keypad Key	Function(s)
0	To input: “@”, “-“, or “&” character
1	To input: **“ .”** or **“,”** or **“! “** or **“_”** character
2	To input: “[“
3	To input: “]”
4	To input: “*”
6	To input: “#”
#	Use as “ENTER” key
Redial	Go back to main menu
Setting	Enter programming mode, also use to switch from lower to upper case letters and vice versa while in config mode
Vol +	Scroll to next menu/submenu selection
Vol -	Scroll to previous menu/submenu selection

Enter your Network Settings

1. Press “Setting” key below the phone’s LCD screen
2. Enter SuperPassword as the input password and press the “#” key for ENTER and “Set Network settings” is displayed on the screen
3. Press “#” key, and “IP Type” is displayed. Press “#” again, and the LCD screen will display “IP Type +-“. Use “Vol+ “or “Vol-“ key to choose “2 [PPPOE]” and press “#”.
4. Continuing on, press “Vol –“ and “PPP Password” is displayed. Press “#” to initiate input. Using the number keypads, enter your broadband account password (use “Back Space” key to delete entry errors). If your password is case sensitive, press the “Setting” key to switch to capitalized letters and “Setting” again to switch to small letters. Press “#” when password entry is complete. Press “Vol –“ and “PPP Accounts” is displayed. Press “#” to initiate input. Enter your account name. Press “#” when done. Press “Redial” to go back to “Set Network settings” menu.

Enter your Protocol Settings

Press “Vol+” until “Set Protocol settings” is displayed. Using the same navigation steps above (Refer to screenshots above as a visual guide), enter the following information into its appropriate field:

1. “Service” – choose enabled. (Enter “1” for enabled, “0” for disabled)
2. “Service Id” – choose your “VoIP service provider” from the list, if available from list. If not available, choose “common”
3. “Service Addr” – enter SIP proxy server/Outbound proxy server address
4. “Service Id” – enter domain name
5. “Nat Addr” – if applicable, enter info into the fields; otherwise choose “disable” in the “Nat Traversal” field
6. “Pin” – Enter your VoIP account’s password or pin number
7. “Account” – Enter your VoIP account’s phone number

8. “Phone number” – Enter your VoIP account’s phone number
9. “Local type” – Choose whether phone number or account number is used for authentication. For many service providers, either choice will work

Unless your service provider indicates otherwise, use the following default settings for the following fields to ensure a good connection:

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- “register port”- set to “5060”
- “call type”- choose “advanced”

Leave all other default settings as is.

10. Press “Redial” key until you see “Save settings” on the LCD. Press “#” and it will ask if you want to save the new settings, “Are you sure?”. Press “#” to save. You are now ready to test your VoIP device.

Step 5: Test Your Setup

If connection is successful: “Network OK” is displayed on screen and you can begin using your VoIP phone. Your VoIP service provider will provide you with calling instructions.

FAQ

1. What is a NAT?
2. What is STUN?
3. Should I use STUN?
4. What is an Outbound proxy?
5. Should I use an Outbound proxy?
6. How do I know if I'm using "Public IP"?
7. How do I reset my VoIP device to factory settings?

1. What is a NAT?
   NAT stands for Network Address Translation. A program or hardware (router) that converts the IP address from a private address to a public address in real time. This allows multiple devices to share a single public IP address to access the Internet. It also prevents access to devices connected to your network without special configurations.
2. What is STUN?
   STUN stands for Simple Traversal of UDP (User Datagram Protocol) over NAT. It is a protocol which enables your VoIP device to detect the presence and type of NAT behind which the VoIP device is operating in. A VoIP device that supports STUN can intelligently modify the private IP address and port in its SIP/SDP message by using the NAT mapped public IP address and port through a series of STUN queries against a STUN server located on the public Internet. Basically, what this means is that this will allow the VoIP device to better perform the SIP signaling and RTP media to successfully traverse a NAT without requiring any configuration changes on the NAT.

3. Should I use STUN setting?
   Please ask your VoIP service provider. If your VoIP provider does not use a server that has NAT traversal and your VoIP device operates behind a NAT, a STUN server presents a working solution for most NATs related problems (e.g. most household routers have non-symmetric NAT and in this case, you VoIP service provider should provide a STUN server address to allow you to traverse the NAT). However, STUN does NOT work with symmetric NAT and if your router has built-in symmetric NAT, do not use STUN. If your configuration is STUN-friendly, please configure your VoIP device to use it.

4. What is an Outbound proxy?
   An Outbound proxy is needed in the presence of a firewall/symmetric NAT to handle the signaling and media traffic across the firewall.

5. Should I use an Outbound proxy?
   If you are behind a firewall or symmetric NAT you will need to use an Outbound Proxy. If you are behind a non-symmetric NAT (most household routers) and your VoIP device supports STUN or Port Forwarding, you should use one of these options instead of an Outbound Proxy.

6. How do I know if I'm using "Public IP"?
   If your VoIP device is plugged directly into an ADSL, SDSL or Cable Modem and a router is not used, your VoIP device has been assigned a public IP address by the modem.

7. How do I reset my VoIP device to factory settings?
   2 ways:

   1. Unplug the power adapter; hold down "Setting" button and power up. Once you see words appear then release the "Setting" button, then enter "888888" and “#” key.

   2. Go into the phone manually and choose “default settings” from the main menu. Save before exit.