

Netphone
KE1020A/KE1021A
User Manual

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1.Introduction

Netphone-KE1020A/KE1021A is a practical and highly manageable Voice over IP (VoIP) phone that looks similar to a regular phone and uses the Internet for voice communication. It can apply to any enterprise intranet, telecommunication-level IP service carrier, and users with an Internet connection. The VoIP Phone is capable of communicating with regular telephones with the support of the ISP service, at very low costs. It can also be a highly stable, cost-effective communication tool with a traditional feel. This Guide will instruct you on quickly and easily installing and using the VoIP Phone.



Note:

The KE1020A model has two RJ45 Ethernet connectors while KE1021A only has one. If you have purchased a KE1020 you will be able to plug your PC into the port labeled “PC”. The KE1020A’s two RJ45 Ethernet connectors have HUB function.



This chapter describes:

- **Product Features**
- **Package Contents**
- **System and Service Requirements**
- **About this Guide**

Product Features

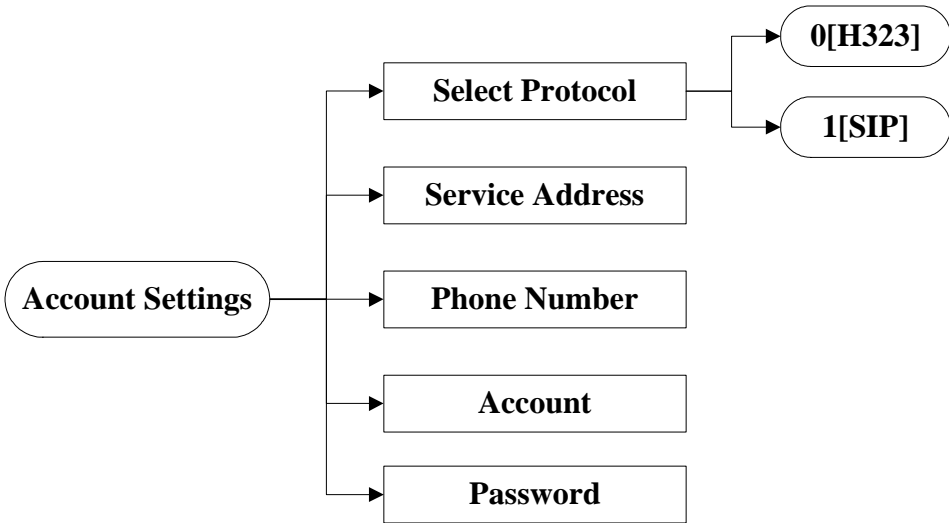
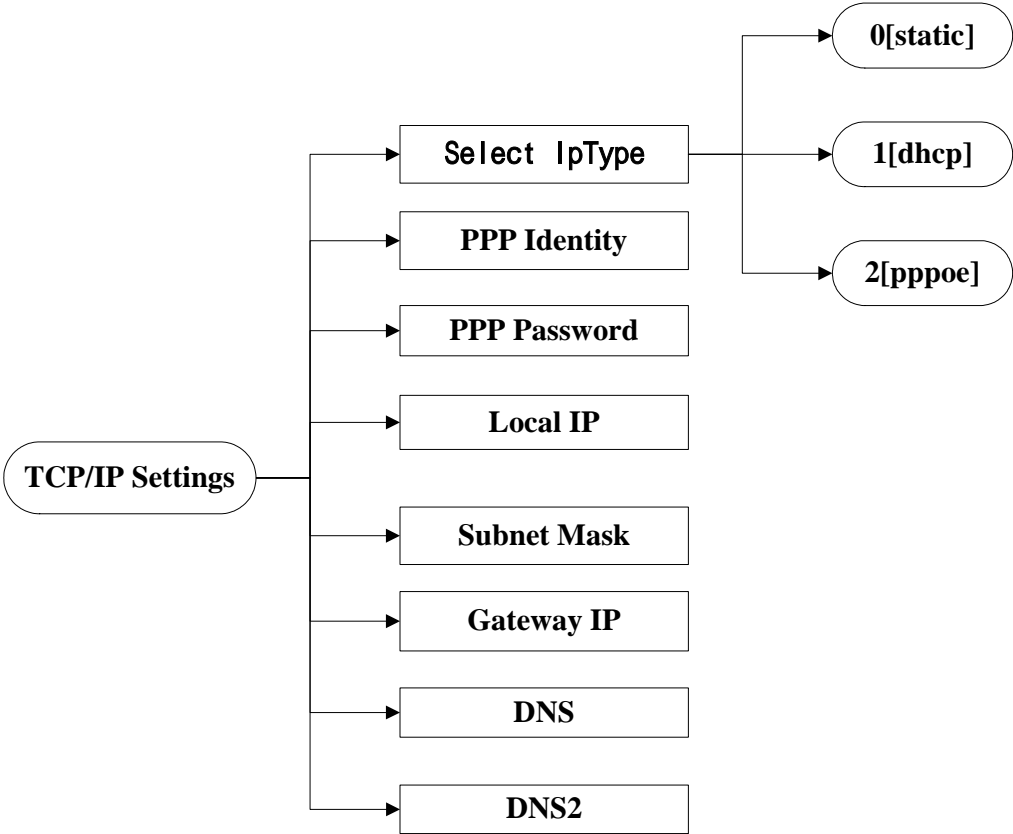
Product Features	
Program Memory	1 M Flash Memory
Ethernet Interface	1-2 RJ45 connectors
Keypad	In addition to the standard telephone keys (0 through 9, * and #), there are 12 function keys
Status Indicator	LCD display at the top of the phone to indicate the current status
AC/DC Adapter	Input 100~120V (USA, Japan, etc.) to 220~240V, 47-63Hz
Supports DHCP	Automatically obtains local IP, subnet mask, Gateway IP, DNS

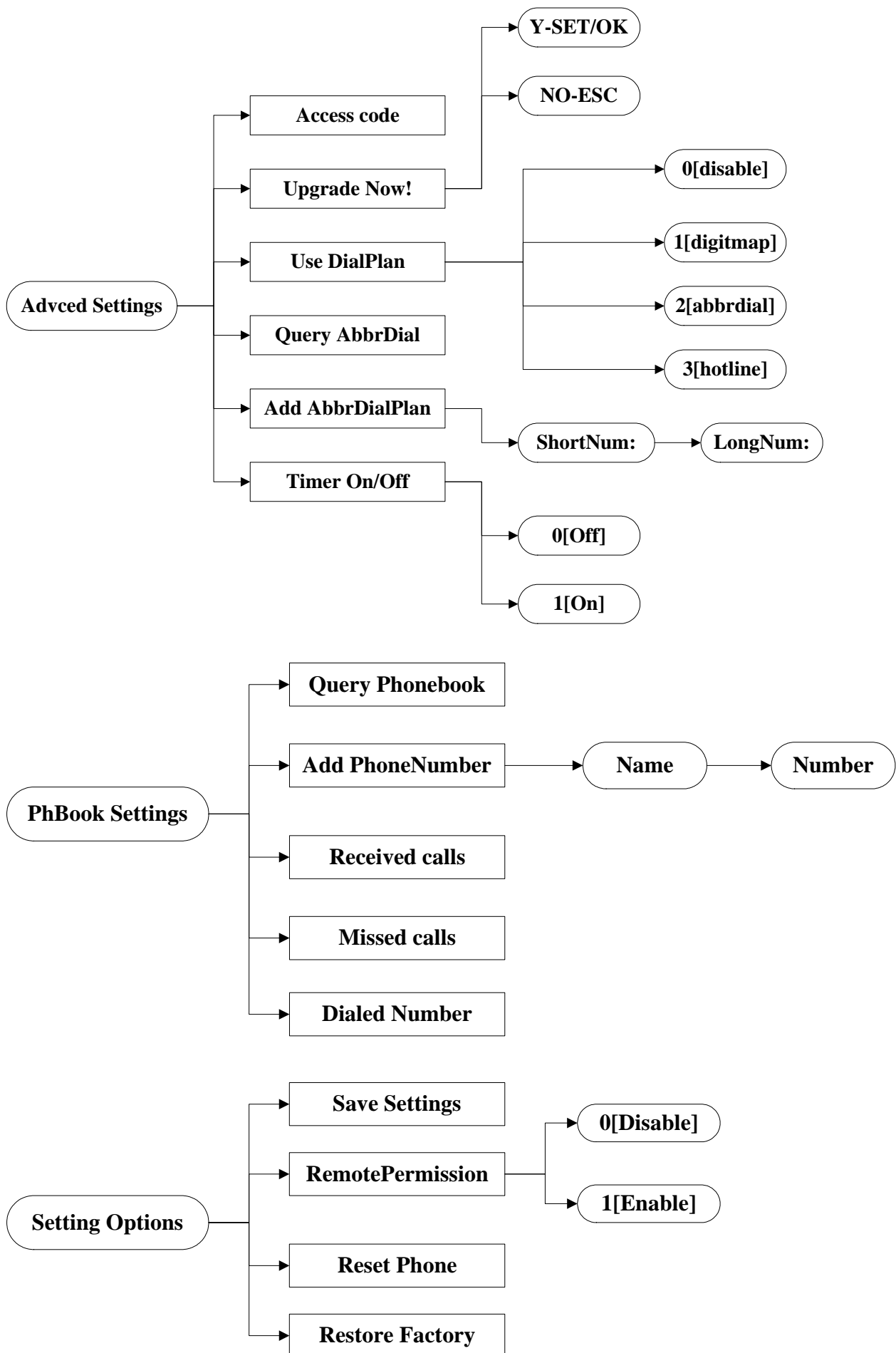
Product Features	
Supports PPPoE	Authenticates Internet connection for PPPoE users
Dynamic Buffer Management	Minimizes the effect to voice quality caused by audio delay jitter
Phonebook	Programmable for up to 112 telephone numbers

Package Contents

- ◆ VoIP Phone Handset
- ◆ Handset cord
- ◆ One DC-12V power adapter
(Input selection: 110V, 220V, 110V/220V)
- ◆ User ' s Guide
- ◆ One network cable

Function Menu










About This Guide

Brief overview of this guide

FOR INFORMATION ON	REFER TO...
Product Features	Chapter 1
Handset Overview	Chapter 2
Install VoIP Phone	Chapter 3
Configure VoIP Phone	Chapter 4
Account Settings	Chapter 4
Service Features	Chapter 5
VoIP Phone Using Features	Chapter 6
FAQ	Chapter 7
Appendix	Chapter 8

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

Symbols

SYMBOL	REPRESENTS
	Description
	Note
	Tip
	Warning
	Next

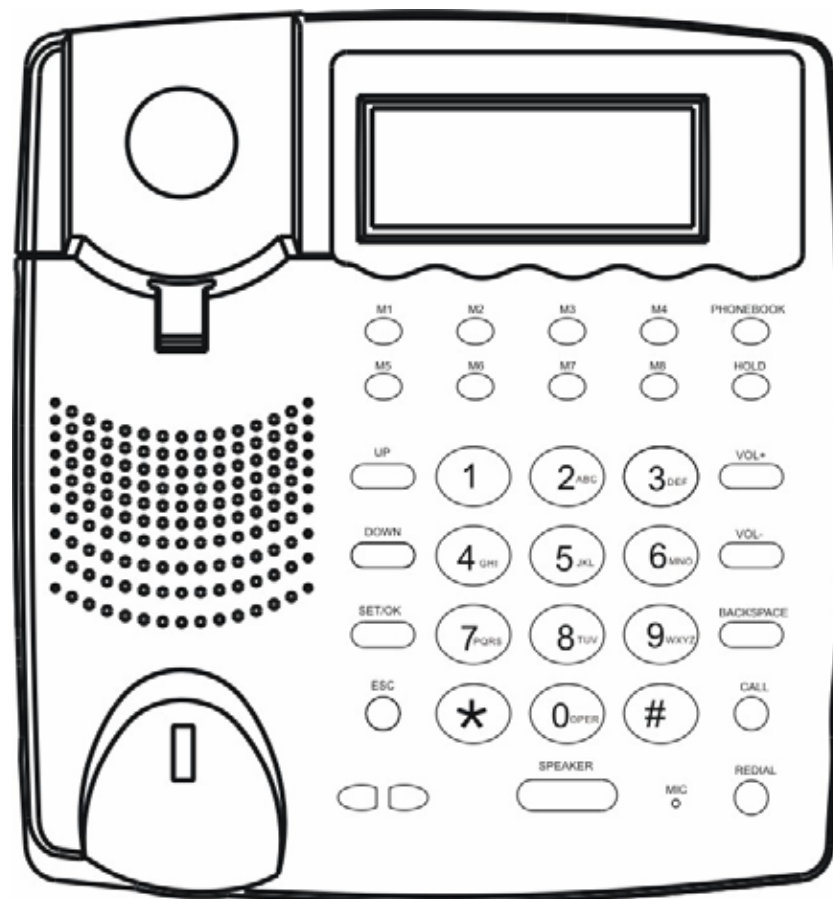
2.Overview



This chapter describes

- Sketch
- Function keys
- Entering characters on the VoIP Phone

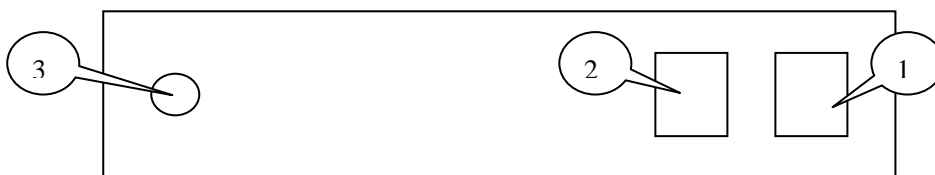
Front View



Function keys

VoIP PHONE FUNCTION KEYS	
Key	Function
M1 through M8	Programmable Speed dial keys
PHONEBOOK	Access the phonebook
HOLD	Place the current call on hold (Can also be used to announce the IP address)
VOL +	Increase the volume
VOL -	Decrease the volume
BACKSPACE	Delete the last digit entered
CALL	Initialize call
REDIAL	Dial the most recently dialed number
UP	Go back one menu screen
DOWN	Advance one menu screen
SET/OK	Accept selection
ESC	Exit the menu

Side View



- 1——RJ-45 input port
- 2——RJ-45 output port
- [KE1021A does not have this port]
- 3——Power Port

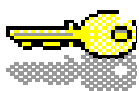
Character Strings

CHARACTER STRING KEYS	
Key	Characters
1	. , ' ? ! " 1 - /
2	a b c 2 A B C 2
3	d e f 3 D E F 3
4	g h i 4 G H I 4
5	j k l 5 J K L 5
6	m n o 6 M N O 6
7	p q r s 7 P Q R S 7
8	t u v 8 T U V 8
9	w x y z 9 W X Y Z 9
0	() @ 0 - * &
*	*



NOTE:

The asterisk (*) can be used as a radix point (period) only when inputting numbers.



TIP: If you need to enter the same character consecutively, press the pound key (#) to confirm the last entry, and then press the number key again to enter the next character.

For example, if you are entering "aJtU":

- * press the 2 key 3 once,
- * press 5 key 5 times,
- * press 8 key once then press # key,
- * Press the 8 key 5 times again then press # key.

3.Installing the VoIP Phone



This chapter describes:

- **How to install the VoIP Phone**
- **How to connect the VoIP Phone to the network**

Installation Steps

To install the VoIP phone

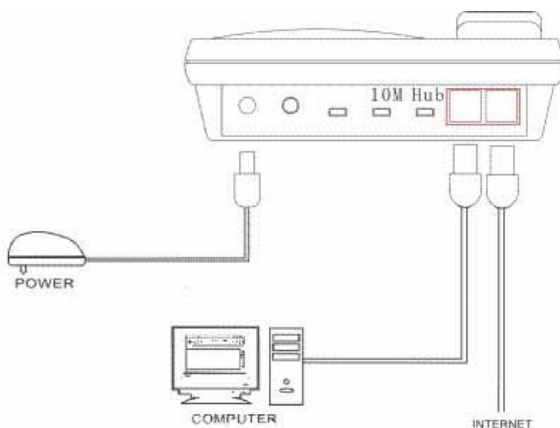
- (1) Locate your phone close to your Internet connection and a power outlet
- (2) Using a standard Ethernet 10/100Base-T cable (RJ-45), connect the LAN port on the back of the VoIP Phone to your cable/DSL modem, router, or other broadband Internet connection.
- (3) Connect the power adapter to the **DC 12V** port on the back of the device, and then plug the power cord into a power outlet



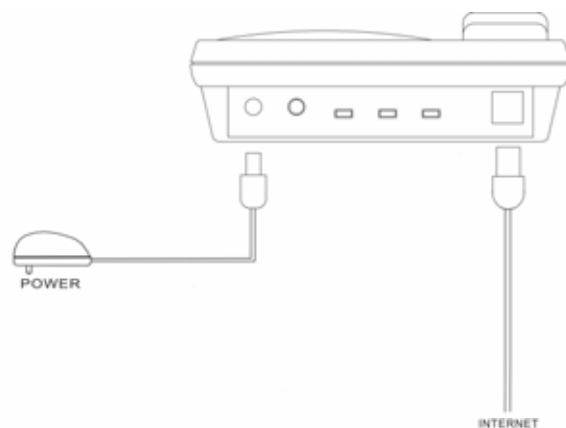
NOTE:

If the network is without a HUB, the VoIP Phone should be connected with other Ethernet equipment (such as an XDSL adapter, a CABLE modem or a PC) by using a crossover cable. Otherwise, the direct-connect cable is used.

Installation View



KE1020A



KE1021A



You have successfully installed the VoIP Phone! To configure the device, continue with Chapter 4, **Configuring the VoIP Phone.**

4. Configuring the VoIP Phone



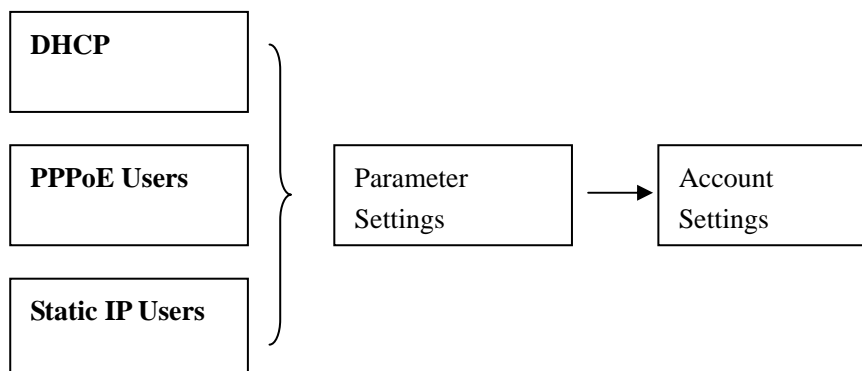
This chapter describes:

- **How to set up the VoIP Phone so that it is compatible with your network.**
- **How to configure the VoIP Phone using the handset.**
- **How to configure the VoIP Phone using the Web interface.**

There are three (3) possible IP configuration scenarios for setting up the VoIP Phone:

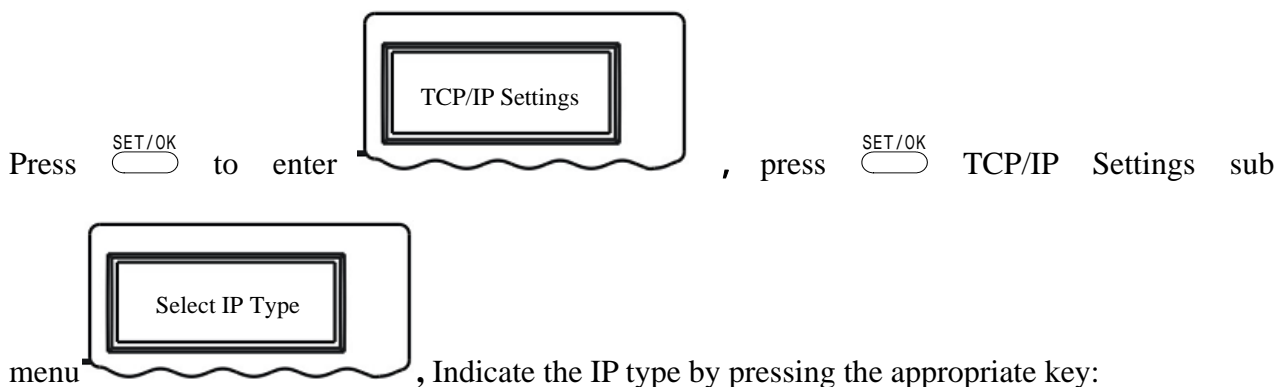
- ★ **Dynamic Host Configuration Protocol (DHCP)**
- ★ **Point-to-Point Protocol over Ethernet (PPPoE)**
- ★ **Static IP**

The diagram below illustrates the three configuration scenarios and the steps you must complete in order to configure your Phone.



Select IP type




Select IP Type

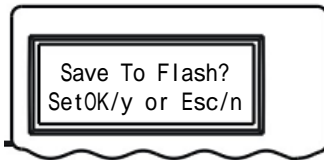




Press 0 on the keypad to select Static IP.

Press 1 on the keypad to select DHCP.

Press 2 on the keypad to select PPPoE.

Press  to confirm , press  to cancel , press  continually , when LCD displays

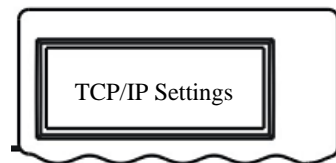



, press  to save the settings and reboot the device , press  to cancel.







IP Configuration

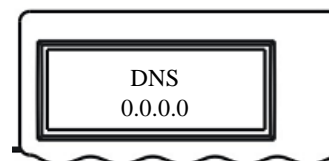
Configuration







Configure IP based on the IP type you are using. Press  to enter

DHCP IP Configuration

If you are using DHCP IP, press  when display TCP/IP Settings to enter its sub menu, press  to cancel. Press  /  to select different items.



Configuring “ DNS ” : press  /  to select

.Using the keypad enter the DNS address, using the “*”to place the dot in the address then press  to confirm. If there is something wrong“ Input Invalid ”will appear, press  to quit , then press  to reconfigure.

If a spare DNS is required, press  /  to select DNS2 submenu , the method to

configure DNS2 is the same as what used to configure DNS.

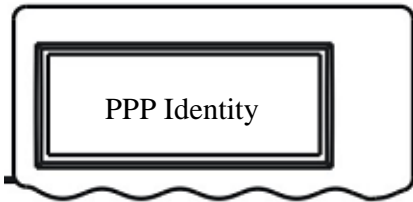

If the account information has been set up, you may start using as soon as you plug in.



Account Settings

PPPoE Configuration

Press when display TCP/IP Settings to enter sub menu , press / to select different items.

PPPoE Configuration		
Function	LCD Display	Operation
Setting PPPoE ID		<ol style="list-style-type: none"> 1、 Press <input type="button" value="SET/OK"/> 2、 Use 0~9 to input the user ID. Continuous press a number key to change the letter and press '#' key to confirm it. 3、 Press <input type="button" value="SET/OK"/> to confirm
Setting PPPoE Password		<ol style="list-style-type: none"> 1、 Press <input type="button" value="SET/OK"/> 2、 Use 0~9 to input the user password. Continuous press a number key to change the letter and press '#' key to confirm it. 3、 Press <input type="button" value="SET/OK"/> to confirm

If it is necessary to set DNS IP, please follow the method to configure DHCP IP






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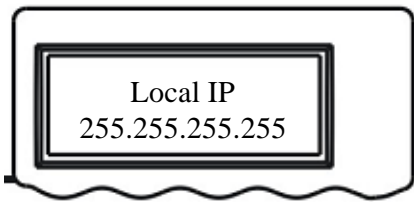


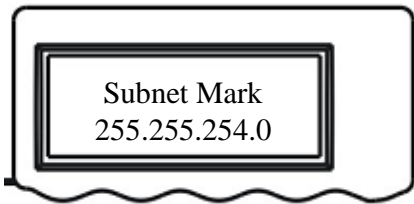


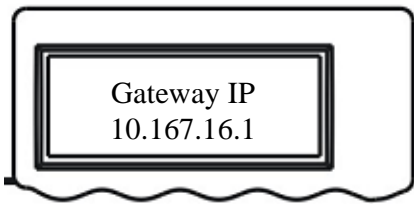


Press to confirm , or press to cancel. If input validly , the new information will display. If input invalidly ,LCD will display“ Input Invalid ” , press to renew.



Account Settings

Static IP Configuration

Press  when display TCP/IP Settings to enter sub menu, press  /  to select different items.

Static IP Configuration		
Function	LCD Display	Operation
Setting Local IP		<ol style="list-style-type: none"> 1、 Press  2、 Using the keypad, enter the IP address, using the “*” to place the dot in the address. 3、 Press  to confirm
Setting Subnet Mask		<ol style="list-style-type: none"> 1、 Press  2、 Using the keypad, enter the subnet mask address, using the “*” to place the dot in the address. 3、 Press  to confirm
Setting Gateway IP		<ol style="list-style-type: none"> 1、 Press  2、 Using the keypad, enter the gateway IP address, using the “*” to place the dot in the address. 3、 Press  to confirm

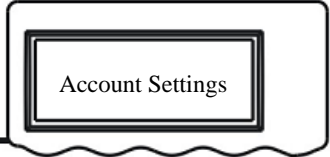
If it is necessary to set DNS IP, please follow the method to configure DHCP IP

**NOTE:**

Press to confirm , or press to cancel. If input validly , the new information will display. If input invalidly ,LCD will display“ Input Invalid ”, press to renew.

**Account Settings**

Account Settings

Press to enter menu, press / to select  submenu. Press , then press / to select different items.

Account Settings		
Function	LCD Display	Operation
Select Protocol		1、 Press 2、 Input 0 (H323) or 1 (SIP) 3、 Press to confirm
Setting Service Address		1、 Press 2、 Using the keypad, enter the IP address, using the “*”to place the dot in the address. 3、 Press to confirm
Setting Phone Number		1、 Press 2、 Use 0~9 to input the phone number 3、 Press to confirm
Setting Account		1、 Press 2、 Set and input account. Use 0~9 to input the account. Continuous press a number key to change the letter and press ‘#’ key to confirm it. 3、 Press to confirm
Setting User Password		1、 Press 2、 Input password, use 0~9 to input the user password. Continuous press a number key to change the letter and press ‘#’ key to confirm it. 3、 Press to confirm






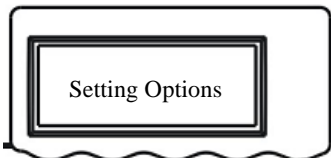



NOTE:

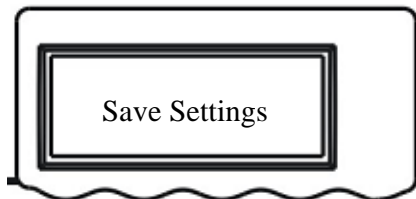

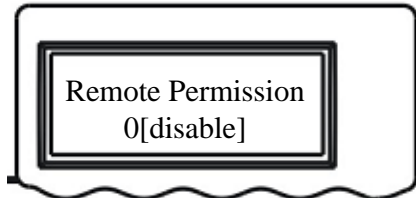






Press to confirm , or press to cancel. If input validly , the new information will display. If input invalidly ,LCD will display“ Input Invalid ”, press to renew.

Other Settings Using Handset

Setting Options

Press  to enter menu , press  /  until LCD display

 .press  , then press  /  to select different items.

Setting Options		
Function	LCD Display	Operation
Save Settings		Press  to save the settings
Upgrade		1、 Press  2、 Input 0 (disable)or 1(able) 3、 Press  to confirm
Reset Phone		Press  to reset phone
Restore Factory Settings		Press  to reset phone , restore factory settings







NOTE:

Press to confirm , or press to cancel. If input validly , the new information will display. If input invalidly ,LCD will display“ Input Invalid ”, press to renew.

Advanced Settings

Press to enter menu, press / until LCD

display . Press then use / to select different items.

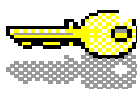
Advanced Settings		
Function	LCD Display	Operation
Access Code		1、 Press <input type="button" value="SET/OK"/> 2、 Input web、 Telnet access code , Continuous press a number key to change the letter and press ‘#’ key to confirm it. 3、 Press <input type="button" value="SET/OK"/> to confirm
Upgrade		1、 Press <input type="button" value="SET/OK"/> 2、 Press <input type="button" value="SET/OK"/> after upgrade , press <input type="button" value="ESC"/> to cancel 3、 It will automatically reboot after upgrade
Time		1、 Press <input type="button" value="SET/OK"/> 2、 Input 0(time off)or 1(time on)

3、 Press to confirm



NOTE:

Press to confirm , or press to cancel. If input validly , the new information will display. If input invalidly ,LCD will display“ Input Invalid ” , press to renew.



TIP: If you need to enter the same character consecutively, press the pound key (#) to confirm the last entry, and then press the number key again to enter the next character.

For example, if you are entering “aJtU”:

- * press the 2 key 3 once,
- * press 5 key 5 times,
- * press 8 key once then press # key,
- * Press the 8 key 5 times again then press # key.

Configure Using Web Interface

Logging onto Web Interface

- 1 . Press to query of IP address
- 2 . Write down IP address , enter the IP address in the web browser window, press “ENTER” key.
- 3 . Enter the password in Access code field ,1234 is default value and click

Welcome to VoIP Phone Settings

Access code

Web Interface Settings

NetPhone KE1020 Settings					
Network Settings					
iptype	<input type="text" value="dhcp"/>	ppp id	<input type="text"/>	ppp password	<input type="text"/>
local ip	<input type="text" value="10.167.17.231"/>	subnet mask	<input type="text" value="255.255.254.0"/>	gateway ip	<input type="text" value="10.167.16.1"/>
DNS	<input type="text" value="10.167.16.1"/>	DNS2	<input type="text" value="0.0.0.0"/>	mac	<input type="text" value="00-09-45-0a-00-16"/>
Protocol Settings					
protocol	<input type="text" value="h323"/>	service addr	<input type="text" value="10.167.16.8"/>	service port	<input type="text" value="1719"/>
account	<input type="text" value="test003"/>	phone number	<input type="text" value="40003"/>	password	<input type="text" value="*****"/>
Phone Settings					
use dialplan	<input type="text" value="hotline"/>	dial number	<input type="text" value="12345678"/>	LCD menu lock	<input type="checkbox"/>
access code	<input type="text" value="****"/>	audio type	<input type="text" value="g729"/>	ring type	<input type="text" value="pcmring"/>
Other Settings					
handset in	<input type="text" value="6"/>	handset out	<input type="text" value="16"/>	speaker out	<input type="text" value="20"/>
sntp ip	<input type="text" value="216.53.3.44"/>	use daylight	<input type="checkbox"/>	timezone	<input type="text" value="(GMT-08:00)Pacific Time (U.S. & Canada)"/>
<input type="button" value="Save Settings"/> <input type="button" value="Edit Phone Book"/> <input type="button" value="Update Firmware"/> <input type="button" value="Update Digitmap"/> <input type="button" value="Restore Defaults"/>					

★ Network Settings

Network Settings					
iptype	dhcp ▼	ppp id		ppp password	
local ip	10.167.17.231	subnet mask	255.255.254.0	gateway ip	10.167.16.1
DNS	10.167.16.1	DNS2	0.0.0.0	mac	00-09-45-0a-00-16

Network Settings	
Field Name	Field Description
IPtype	<p>DHCP is the default setting. If you are using DHCP, the field value should remain DHCP.</p> <p>If you are using a STATIC IP, this field should be set to Static.</p> <p>If you are using PPPoE, this field should be set to PPPoE.</p>
Local IP	<p>This field should match the IP address assigned to your VoIP Phone. Press the ^{HOLD} ○ key on your VoIP phone keypad to hear your IP address.</p> <p>Static IP users, enter your IP address here. This address should be obtained from your network administrator or your Internet Service Provider.</p>
Subnet Mask	<p>This field is set automatically for DHCP and PPPoE users.</p> <p>For Static IP users, the Subnet Mask address must be configured manually.</p>
Gateway IP	<p>This field is set automatically for DHCP and PPPoE users.</p> <p>For Static IP users, the Gateway IP address must be configured manually.</p>
DNS	<p>This field defines the primary DNS address and is set automatically for DHCP and PPPoE users.</p> <p>For Static IP users, the DNS server address must be configured manually.</p>
DNS2	<p>This field defines the secondary DNS address and is set automatically for DHCP and PPPoE users.</p> <p>For Static IP users, the DNS2 server address must be configured manually.</p>
PPP ID	For PPPoE users, enter your PPPoE User ID here.
PPP Password	For PPPoE users, enter your PPPoE User Password here.
MAC	This will display the default MAC (Media Access Control) address of your VoIP Phone.



Warning:

- ★ DHCP users should use the default settings for all fields in the Network Settings section.
- ★ Static IP users should configure all required Network Settings fields. Please check with your network administrator or Internet Service Provider for your configuration settings.
- ★ PPPoE users must include the PPP ID and the PPP Password to ensure successful PPPoE connection. The system will complete the remaining fields for you.

★ Protocol Settings

Protocol Settings					
protocol	<input type="text" value="h323"/>	service addr	<input type="text" value="10.167.16.8"/>	service port	<input type="text" value="1719"/>
account	<input type="text" value="test003"/> <input type="text" value="h323"/> <input type="text" value="sip"/>	phone number	<input type="text" value="40003"/>	password	<input type="text" value="*****"/>

Protocol Settings	
Field Name	Field Description
Protocol	Select protocol, there are two option : h.323 和 sip
Service Address	Enter service address IP
Service Port	Service port If you select H323 protocol:1719 is the default value If you select SIP protocol : 5060 is the default value
Account	Enter user name
Phone Number	Enter phone number
Password	Enter password

**Note:**

If the service provider provide corresponding support the service addr field will be replaced by gk zone field. The option will be decided by the physical address you log in


Protocol settings					
protocol	h323	gk zone	zone1	service port	1719
account	test019	phone number	4001	password	*****

**Warning :**

If login failed, contact your service carrier to adjust parameters. Do not adjust default value in most cases.

*** Phone Settings**

Phone Settings					
use dialplan	hotline	dial number	12345678	LCD menu lock	<input type="checkbox"/>
access code	****	audio type	g729	ring type	pcmring

Phone Settings	
Field Name	Field Description
Use Dialplan	<p>Defines the dial plan that the VoIP Phone should use; there are four options available:</p> <ul style="list-style-type: none"> ★ disable—This is the default selection. Select this option for normal dialing from the VoIP Phone. ★ hotline—Select this option if you want to send all outgoing calls to a designated phone number automatically when you pick up the phone from the hook. In the dial number field, enter the phone number you would like to dial each time you pick up the handset. ★ abbrdial—Select this option if you want to use pre-defined sets of digits, such as country codes, when dialing. ★ digitmap—Select this option, you can send the outgoing calls without pressing # key under VoIP model
Access Code	The access code, which is masked on the Web page, is used to access the Web interface. The default value is 1234. It is strongly recommended that you change your access code.
Dial Number	When the hotline feature is selected in the use dialplan field, this field should contain the phone number you would like to dial automatically each time you pick up the handset.
Audio Type	<p>There are five options available</p> <ul style="list-style-type: none"> ★ g729—Select this option for an average bandwidth connection of at least 60kbps ★ g7231—Select this option for a bandwidth connection of less than 60 kbps. ★ g711u—Select this option for a bandwidth connection of greater than 100 kbps ★ g711a—Select this option for a bandwidth connection of greater than 100 kbps ★ auto—Select this option for an average bandwidth connection of at least 60kbps.
LCD menu lock	<p>This feature secures the phone settings if used in public places, such as Internet cafés. Click the checkbox to enable this feature. Once the LCD menu is locked, none of the phone settings will be accessible through the LCD menu and the</p> <p>  key functionality will be disabled. </p>

Phone Settings	
Field Name	Field Description
Ring Type	This field should be set to pcmring .

* Other settings

Other Settings					
handset in	<input type="text" value="6"/>	handset out	<input type="text" value="16"/>	speaker out	<input type="text" value="20"/>
sntp ip	<input type="text" value="216.53.3.44"/>	use daylight	<input type="checkbox"/>	timezone	<input type="text" value="(GMT-08:00)Pacific Time (U.S. & Canada)"/>

Other Settings	
Field Name	Field Description
Handset in	Handset input volume, default value:6
Handset out	Handset output volume, default value:16
Speaker out	Speaker output volume, default value:20
SNTP IP	This field should contain the value for the SNTP Time Server. The default value is 216.53.3.44 .
Use Daylight	Select this field if you are in a Daylight Savings Time Zone.
Timezone	Allows you to select your time zone from the list.

* Buttons

Save Settings	Edit Phone Book	Update Firmware	Update Digitmap	Restore Defaults
---------------	-----------------	-----------------	-----------------	------------------

Buttons	
Name	Function


Buttons	
Name	Function
Save Settings	Saves changes made on the Web Interface.
Edit Phone Book	Allows you to add or edit VoIP Phone Book entries.
Update Firmware	Downloads the latest firmware to the VoIP Phone.
Update Digitmap	Update digitmap through FTP
Restore Defaults	Resets all settings to factory defaults.

★ Configuring the phonebook

1. Click the button  at the bottom of the VOIP phone settings page .

Phone Book					
No.	Name	Phone Number	No.	Name	Phone Number
001	<input type="text"/>	<input type="text"/>	002	<input type="text"/>	<input type="text"/>
003	<input type="text"/>	<input type="text"/>	004	<input type="text"/>	<input type="text"/>
005	<input type="text"/>	<input type="text"/>	006	<input type="text"/>	<input type="text"/>
007	<input type="text"/>	<input type="text"/>	008	<input type="text"/>	<input type="text"/>
009	<input type="text"/>	<input type="text"/>	010	<input type="text"/>	<input type="text"/>
011	<input type="text"/>	<input type="text"/>	012	<input type="text"/>	<input type="text"/>
013	<input type="text"/>	<input type="text"/>	014	<input type="text"/>	<input type="text"/>
015	<input type="text"/>	<input type="text"/>	016	<input type="text"/>	<input type="text"/>
017	<input type="text"/>	<input type="text"/>	018	<input type="text"/>	<input type="text"/>
019	<input type="text"/>	<input type="text"/>	020	<input type="text"/>	<input type="text"/>
021	<input type="text"/>	<input type="text"/>	022	<input type="text"/>	<input type="text"/>
023	<input type="text"/>	<input type="text"/>	024	<input type="text"/>	<input type="text"/>
025	<input type="text"/>	<input type="text"/>	026	<input type="text"/>	<input type="text"/>

2. Click in the first open field, and enter the Name and corresponding Phone Number for the person you would like to include in your phone book.
3. Repeat for all people you would like to include in your phone book.

4. Once you have entered all of your phone book entries, click the Save/Back button at the bottom of the page to save the entries.
5. Click the  button at the bottom of the VoIP Phone Settings page to save the changes.

5. Service Features



This chapter describes:

- **How to place calls between VoIP phone**
- **How to place calls from VoIP phone to a regular phone**
- **Call forwarding**
- **How to place calls from a regular phone to the VoIP phone**
- **Conference**

Netphone Caling Netphone

Every Netphone will be assigned a Netphone number. Netphone users can directly call each other's number followed by “#” key.

Example: A user with the number 6667777 calling another user with the number 7778888.

The 6667777 user simply pick up the Netphone handset, and dial 7778888# after hearing a dialing tone.

Netphone Calling Regular Phone

Every Netphone can call any land or mobile phone anywhere in the world. Please dial with the service carrier's dialing rule.

Example 1: If a U.S service carrier's dialing rule: To call a U.S or Canada number, please first dial 1, then the telephone number followed by ‘#’ key.

Netphone user calling a U.S/Canada regular number 213-000-0000.

Pick up the Netphone handset, dial 12130000000# after hearing the dial tone.

Example 2: If a U.S service carrier's dialing rule: To call other countries' regular numbers, please first dial 011, then the country code (no ‘0’ as prefix), and dial the telephone followed by ‘#’ key.

Netphone user calling a China regular number 0755-88889999.

Pick up the Netphone handset, dial 0118675588889999# after hearing the dial tone.

Example 3: If a China service carrier's dialing rule: To call other countries' regular numbers,

please dial the district code, and dial the telephone followed by '#' key.
Netphone user calling a China regular number 0755-88889999.
Pick up the Netphone handset, dial 075588889999# after hearing the dial tone.

Call Forwarding

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

Settings:

Enter the user system and click on the manual's main page to set the forwarded number. The number must accord with service carrier's dialing rule.

User Information

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

Company	<input type="text" value="234"/>
Contact Telephone Number	<input type="text" value="132132132"/>
Email	<input type="text" value="65465@ncuid.com"/>
Call forwarding number	<input type="text" value="16664747"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Please type in the target number the call is forwarded to.



NOTE:

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

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

Netphone user wants to make a call forward to 213-000-0000. Netphone user can fill in 12130000000.

Example 2: If a U.S service carrier's dialing rule: To call other countries' regular numbers,

please first dial 011, then the country code (no '0' as prefix), and dial the telephone at last.

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

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

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

Regular Phone Calling Netphone

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

Conferencing

How it Works

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

Setting yourself up for conference calling now

- Go to "My Account" interface

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

[My Home](#) | [My Rates](#) | [My Bill](#) | [My Call Record](#) | [My Payment](#) | [My Password](#) | [My Language](#) | [My Conference Call](#) | [Log Out](#)

- Click "My Conference Call" in the grey menu bar to view the Conference Call Setup:

Establishing a Conference	
Please select a conference type	OnDemand ▼
how many people in this conference?	<input type="text"/>
Set a password for the host?	<input type="checkbox"/> 1234 <input type="text"/>
Set a password for participant?	<input type="checkbox"/> 4321 <input type="text"/>
<input type="button" value="Submit"/>	<input type="button" value="Reset"/>

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

How to initiate a conference call and invite others.

You, as the Host, enter the conference and bring the other participants into the call:

Steps in Detail:

- A. Dial access number, followed by # from your Phone.
- B. You will hear a beep tone confirming that you have entered the conference room. Now press # to invite a Participant to the conference room. After hearing the voice prompt 'Please enter the destination phone number followed by the pound key', dial the phone number of the person you want to bring into the conference and then press #. After the Participant answers, press # to add this participant to the conference. Alternatively if you dialed the wrong number or the Participant does not answer just press the "*" key and you will be returned to the conference without the Participant.
- C. To invite another participant, press #, wait for prompt, dial next participant's phone number followed by #, wait for answer and then press # to join them into conference. Repeat this process to invite more participants into the conference. Remember you can use * if you want to return to the conference without the Participant.



Note:

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

How to have participants to enter the conference room themselves

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

Steps in Detail:

- A. The Host must setup the Participant Password on the “My Account” web site. The Host must then tell the Participants the conference ID and the Participant password.
 - B. Host initiates the Conference by dialing, host access number + #.
 - C. Participant dials participant access number + #. Participant will hear the prompt ‘To join a conference, press 1. To listen to a conference recording, press 2. To access your messages, press 3. To leave a voice mail, press the star key’. Participant should then press 1 and will hear the prompt “Please enter conference ID”. Participant should then enter the conference ID (Host’s Phone number) followed by #. Finally Participant will hear the prompt “Please enter the conference password followed by the # key” and should then enter the Participant password followed by # to enter the conference.
 - D. Other participants can follow the same process as mentioned in C. to join the conference.
- Note: Participants who only have a regular phone and are located in USA, Hong Kong or Taiwan can enter the conference from their regular phone by dialing the local access number (contact us for details) and once connected can dial participant access number + # as above. Otherwise the participant can only be invited into the conference by host


6. VoIP Phone Using Features






This chapter describes:


- **Redial**
- **Volume control**
- **Call history**
- **Phone book**
- **Hold**
- **Backspace**
- **Speaker**
- **Abbrdialplan**
- **M1-M8 Speed dial**

Redial

After the phone is hung up, pick up the handset, and press to  dial the last dialed number.

Volume Control




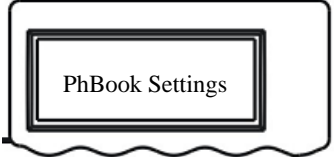




During the phone call, press  to increase the volume of handset and speaker, press  to lower the volume of handset and speaker. If you use the speaker, press  to increase the

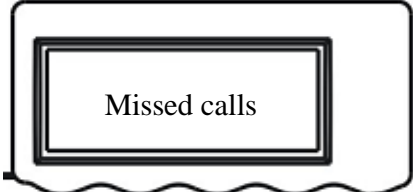






volume of ring and speaker, press  to lower the volume of ring and speaker.

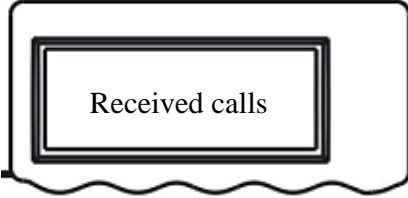
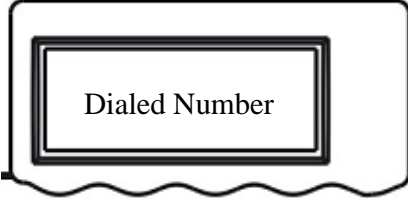


NOTE:
Volume is reset to default volume when the phone is turned off or restarted

Review Incoming and Outgoing Call Information

Press  to enter the main menu ,using  /  select  .press 
 , using  /  select different items.

Review Incoming and Outgoing Call Information		
Function	LCD Display	Operation
Review missed calls		1、 Press  (if there is no missed call LCD displays “ CallRec Empty ”) 2、 Using  /  to select missed call’s phone number and incoming time. Press  to launch. When the missed number is displayed on the screen, press  and then input contact person information, press  to save this number.

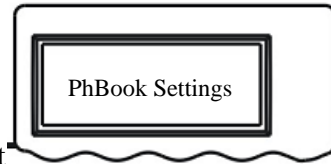
<p>Review received calls</p>		<ol style="list-style-type: none"> 1、 Press <input type="button" value="SET/OK"/> (if there is no received call LCD displays “ CallRec Empty ”) 2、 Using <input type="button" value="UP"/> / <input type="button" value="DOWN"/> to select received call’s phone number and incoming time. Press <input type="button" value="CALL"/> to launch. When the received call number is displayed on the screen, press <input type="button" value="SET/OK"/> and then input contact person information, press <input type="button" value="SET/OK"/> to save this number.
<p>Review dialed number</p>		<ol style="list-style-type: none"> 1、 Press <input type="button" value="SET/OK"/> 2、 Using <input type="button" value="UP"/> / <input type="button" value="DOWN"/> to select dialed call's phone number Press <input type="button" value="CALL"/> to launch. When the dialed call number is displayed on the screen, press <input type="button" value="SET/OK"/> and then input contact person information, press <input type="button" value="SET/OK"/> to save this number. You could check your call duration.



NOTE:

For Missed calls, Received calls and Dialed number, you can at most store 80 pieces records under each menu. When the record has reached this limit, the earliest records would be removed automatically. In case of power break or system reboot, all records would be lost.

Use Phonebook





Press to enter the main menu , using / select .Press , using / to select different items.

Use Phonebook		
Function	LCD display	Operation
Query Phonebook/ Delete Phonenumber		1、 Press <input type="button" value="SET/OK"/> (if there are no restored phonenumber ,LCD displays PhoneBook Empty) 2、 Using <input type="button" value="UP"/> / <input type="button" value="DOWN"/> do query , press <input type="button" value="CALL"/> to dial out. 3、 After you check the phonenumber, press <input type="button" value="SET/OK"/> to choose whether delete this number , press <input type="button" value="SET/OK"/> to delete , press <input type="button" value="ESC"/> to cancel.
Add Phone Number		1、 Press <input type="button" value="SET/OK"/> 2、 Input the contact's name then press <input type="button" value="SET/OK"/> ,input phonenumber then press <input type="button" value="SET/OK"/> .




NOTE:
The limit is 112 pieces records.


Hold

When the phone is hung up, press ^{HOLD}  to query of local IP. During the call press ^{HOLD}  to block the voice




Backspace

If entered a wrong number or letter, press the ^{BACKSPACE}  button to delete the last entry.




Speaker


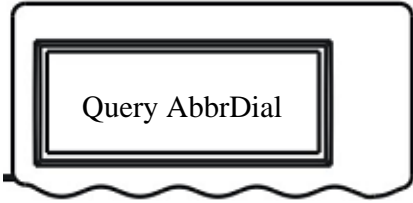
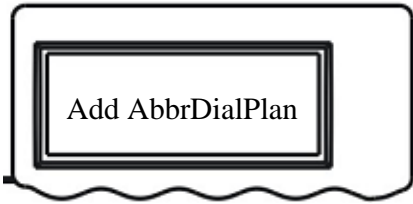
Press ^{SPEAKER}  to make hand free

Abbrdialplan

Press ^{SET/OK}  to enter main menu, using ^{UP}  / ^{DOWN}  select



.press ^{SET/OK} , using ^{UP}  / ^{DOWN}  to select different items.

Abbrdialplan		
Function	LCD Display	Operation
Use Abbrdialplan		<ol style="list-style-type: none"> 1、 Press <input type="button" value="SET/OK"/> 2、 Input 0 : disable (press# , call key to call out) Input 1 : use digitmap(dial out without press #) Input 2 : use abbrdialplan Input 3 : use hotline , send all outgoing calls to a designated phone number automatically 3、 Press <input type="button" value="SET/OK"/>
Query Abbrdial/ Delete Abbrdial		<ol style="list-style-type: none"> 1、 Press <input type="button" value="SET/OK"/> (if there is no abbrdialplan, LCD displays AbberDial Empty) 2、 Using <input type="button" value="UP"/> / <input type="button" value="DOWN"/> do query. There are altogether 10 pieces records in AbbrDial. ShortNumber ShortNumber form 0 to 9, LongNumber is what the specific short number stands for. 3、 When you check the abbrdialnumber, press <input type="button" value="SET/OK"/> ,a delete warning dialogue will appears .press <input type="button" value="SET/OK"/> to delete , press <input type="button" value="ESC"/> to cancel.
Add Abbrdialplan		<ol style="list-style-type: none"> 1、 Press <input type="button" value="SET/OK"/> 2、 Input ShortNum and LongNum 3、 Press <input type="button" value="SET/OK"/>

M1——M8 SpeedDials

Query M1—M8 SpeedDials

Just press the

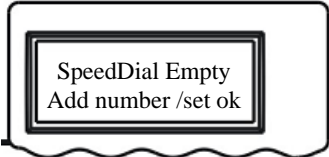
M1	M2	M3	M4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
M5	M6	M7	M8
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

 to display the Speed Dial number. Press ☐ ^{CALL} to launch this number.

Add M1—M8 SpeedDials

Press

M1	M2	M3	M4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
M5	M6	M7	M8
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

 If Speed dial is empty screen will display . Press ☐ ^{SET/OK}. Key in Contact's Name followed by ☐ ^{SET/OK} and then enter the contact's phone number. Press ☐ ^{SET/OK} to add, press ☐ ^{ESC} to cancel.

Modify or Delete M1—M8 SpeedDials

Press

M1	M2	M3	M4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
M5	M6	M7	M8
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

 to be modified or deleted. Press ☐ ^{SET/OK} to delete the currently stored speed dial. Press ☐ ^{SET/OK} if you wish to enter new details for this speed dial. Otherwise, if you wish to leave the SpeedDial empty just press ☐ ^{ESC} please press ☐ ^{SET/OK} to save the changes when prompted to.

7.FAQ

FAQ		
Problem	Possible Cause	Solution
Poor Voice Quality	Your internet connection bandwidth is less than 30Kbps	Your internet connection may not be performing correctly. Please contact your Internet Service Provider or Network administrator.
	Unstable network connection: Network delay > 500ms or network trembling > 100ms or network packet loss > 10%	
Phone continues to display either 'Please	Phone's connection to the internet is obstructed by a firewall.	Please contact the supplier of your Netphone for advice on how to configure your firewall

Wait' or 'Wait Logon'	Your network has a proxy server which is blocking the phone's connection to the internet.	or proxy server.
	Your phone is configured with incorrect account details.	Please contact the supplier of your Netphone for advice on how to reconfigure your account details.
	Your phone is configured with an incorrect server address.	Please contact the supplier of your Netphone to confirm your phone has the correct server details.

8.Appendix

Characteristics

- Program memory—1024KB Flash memory
- Ethernet interface—two RJ45 connector compatible with IEEE 802.3 10 Base-T
- Keypad—besides the standard keys 0-9,*,#, there are another 12 function keys for operation and setting of phone
- Status indicator—LED to indicate working status and LCD light
- Hand free function—full duplex speakerphone, dial-tone, speaker and loudspeaker volume can be digitally adjusted independently
- AC/DC adapter— input 100~120V (USA, Japan etc.) or 220~240V (China, Europe etc.) or 100~240V,47-63Hz
- Log on Soft-switch
- Automatic find Soft-switch
- Support DHCP: Automatically obtain local IP, subnet mask, router IP
- Support PPPoE
- Voice active detection
- Comfortable noise generation
- 16ms echo cancellation
- Dynamic buffer management—minimize effect to voice quality caused by audio delay jitter

Standard and Protocol

- IEEE 802.3 10 Base-T
- G.711A, G.711μ, G.723.1 5.3K/6.3 Kbps and G.729 audio codec
- H.323
- Abbreviation dial plan
- TCP/IP: Internet Transport and Control Protocol
- RTP: Real-time Transport Protocol
- RTCP: Real-time Control Protocol
- G.723.1、 G.729 VAD/CNG economical bandwidth
- G.165 16ms Echo cancel

- DTMF : DTMF Tone Generate and Detection
- DHCP: Dynamic Host Configuration Protocol
- DNS:Domain Name Server
- NTS: Network Time service
- HTTP: Hyper Text Transfer protocol
- FTP File Transfer Protocol

Specification

- 180 x 160 x 92 mm (L x W x H)

Electronic Characteristics

- Voltage: 12V DC, 500mA
- Power adapter: AD/DC input 100~120V (USA, Japan etc.) or 220~240V (China, Europe etc.) or 100~240V,47-63Hz
- Network interface: IEEE 802.3 10 Base-T
- EMC: FCC Part15 CLASS B

Operational Environments

- Operational temperature: 0 to 50° C (32° to 122° F)
- Storage temperature: -30° to 65° C (-22° to 149° F)
- Humidity: 10% to 90% no dew

Recommend Usage Net Condition

- Delay: Less than 400ms
- Jitter: Less than 100ms
- Package lost percent: Less than 10%
- Bandwidth: More than 30Kbps



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