

A. General Questions

1. How to distinguish network quality?

In the window, click menu “Start” > “Run” > input “command” > click “Enter” to go to MSDOS.

In MSDOS window:

Input: ping XXXXXX(IP address r DNS)

The window will show:

Reply from XXXXXXXX: bytes=32 time=XXXms TTL=XXX

Reply from XXXXXXXX: bytes=32 time=XXXms TTL=XXX

Reply from XXXXXXXX: bytes=32 time=XXXms TTL=XXX

Request timed out.

Ping statistics for XXXXXXXXXX:

Packets: Sent = 4, Received = 3, Lost = 1 (25% loss)

Approximate round trip times in milli-seconds:

Minimum = 151ms, Maximum = 300ms, Average = 240ms

(i) Delay

The value of “Minimum =” means minimum delay. The value of “Maximum =” means maximum delay. “Average =” means average delay. “ms” is time value(1/1000 sec). The minimum and maximum time delay of package to the destination is 151ms and 300ms respectively. The average delay is 240ms.

(ii) Jitter

Jitter can be identified by the comparison between Maximum/Minimum Delay and Average Delay. The difference between them is the jitter level.

(iii) Package Loss Percentage

In “Lost = a (b% loss)”, “a” means the quantity of package loss, “b” means the percentage of package loss.

A. For the following:

(i) Public IP dials to regular phone

(ii) Caller and receiver both are in public IP

(iii) Caller and receiver both are in private IP

You can check the network quality by ping XXXXXXXX(IP address of the opposite) to get package loss percentage.

B. For other circumstances

You can check the network quality by ping XXXXXXXX(Server DNS) to get package loss percentage.

2. I am using Switch or HUB, which kind of Ethernet cable I need to connect to my phone?

Select Straight-through Ethernet cable for Switch and HUB; select Cross-Over Ethernet cable for other Ethernet devices. (Such as XDSL adapter, Cable Modem or PC, etc.)

3. I use the LAN port of my phone to connect to the Internet and use the PC port of my phone to connect to the PC, but the PC cannot get online.

Reason: The phone and the PC only have one IP, so they cannot use net at the same time. The ports of RJ45 phone are similar to a 2Port HUB. It does not have the router function of NAT, so it cannot serve as a router.

You just need to add Router or proxy server with NAT function in the front of your phone. Using the LAN port of your phone to connect to the Router or proxy server and using PC port of your phone to connect to the PC. In this situation, your phone and your IP can acquire different IP, thus get online at the same time.

If the problem is not solved, contact your agent to check any problem of the network connecting ports.

4. Selection of GK Zone

In some cases, you don't need to input 'service address' manually but only to select a GK zone. Please contact your service carrier or agent to check the selection of GKZone.

B. Installation Question

1. My phone shows “Wait Logon” Cannot logon normally.

Circumstance 1: The phone shows “Wait logon.....”all time.

Reason 1: Incorrect connection of network port or abnormal IP addresses distribution of network devices.

Check Ethernet cable connects to the LAN port properly. Make sure there is no problem with the Ethernet cable.

Reason 2: Default network setting does not match the network.

If your network using PPPoE (eg. ADSL user), please disable DHCP and enable PPPoE. Set PPPID and PPPIN correctly. Save the setting and restart the phone. Refer to the user manual for detailed setting instruction.

Reason 3: If using DHCP to acquire IP, but the network does not support DHCP(automatic form) or distributed IP by network devices failed.

Go to Menu “TCP/IP” Settings and select Local IP. If the value of Local IP is 0.0.0.0, no IP has acquired.

Please check whether your network support DHCP. If it does, set your phone IP as static IP address manually. Refer to user manual for setting instruction. If you confirm the network does support DHCP, it probably the problem of distributed IP by network devices failed. Refer to Circumstance 2, 3, 4 for details.

Reason 4: Network restriction

Your ISP or network administrator may restrict the MAC addresses of network devices. It restricts the connection of not permitted devices. Contact your ISP or network administrator for solution.

Reason 5: The network disconnection causes login failed.

Restart your phone to solve this problem.

Reason 6: Incorrect setting or no setting of the server of service carrier.

Go to Menu “Account Settings” and select “Service Address”. Check whether the server of service carrier is set correctly. If your “Account Settings” menu has no “Service Address”, but has “GK Zone”, ignore Reason 6.

Reason 7: Firewall may exist in your network or you use network devices or software with firewall function. The firewall chops the communication.

Please first inquire your agent to get server IP, then contact your ISP or network administrator to cancel the following restrictions: the restriction that data sent from UDP2000 port of phone IP to UDP1719 port of server IP; the restriction that data sent from UDP1719 port of server IP to UDP2000 port of phone IP.

If all the above are no problems at all. Please contact your network administrator to check whether the network is usable.

Circumstance 2: The phone screen shows “Security deny” at first and shows “Wait Logon” after a few sec.

Reason: One or more incorrect settings in your phone settings – User Name, Phone Number and Password.

Check whether User Name, Phone Number and Password are corrected. Please input correct information, save settings and restart the phone.

Circumstance 3: The phone screen shows “Account is using” at first and shows “Wait Logon” after a few sec.

The account is using. It may cause by the sudden network disconnection during previous phone restarting or phone in using. Wait for approximate 5 mins and login again.

Circumstance 4: The phone screen shows “Unknown failed” at first and shows “Wait Logon” after a few sec.

Reason: Firewall may exist in your network or you use network devices or software that with firewall functions. The firewall chops the communication.

Please first inquire your agent to get server IP, then contact your ISP or network administrator to cancel the following restrictions: the restriction that data sent from UDP2000 port of phone IP to UDP1719 port of server IP; the restriction that data sent from UDP1719 port of server IP to UDP2000 port of phone IP.

Please report the above to the network administrator and require him to open the correspondent ports and firewall.

If all the circumstances are confirm as no problems and your phone still cannot login, contact your agent for technical support.

2. I use Cable Modem to connect my phone, but the phone cannot acquire IP.

Reason: Some Cable Modem would lock on the MAC addresses of network devices automatically. Please connect your phone and Cable Modem with Ethernet Cable. First cut the power of the Cable Modem and then restart the modem. At last, restart the phone.

If the problem is not solved, contact your agent to check any problem of the network connecting

ports.

3. I connect my phone to the Ethernet port of Router, but my phone cannot acquire IP.

Reason 1: Incorrect ports connection

Check whether your phone connected to the Uplink port of Router. **Do not connect to the Uplink port.**

Reason 2: Some Router would lock on the MAC addresses of network devices.

Please connect your phone and Cable Modem with Ethernet Cable. First cut the power of the Cable Modem and then restart the modem. At last, restart the phone.

If the problem is not solved, contact your agent to check any problem of the network connecting ports.

5. I use the Ethernet cable provided by my ISP to connect to my phone directly, but my phone cannot acquire IP.

Your ISP or network administrator may restrict the MAC addresses of network devices. It restricts the connection of not permitted devices. Contact your ISP or network administrator for solution.

6. I can login with my USB phone, but I cannot login with my RJ45 phone.

- (i) Go to Menu “Setting Options” and press SET/OK to enable “Remote Permission”.
- (ii) Leave the phone, turn on a computer (in the same subnet of the phone) and go to MSDOS.

In MSDOS:

- (a) Enter: “telnet xxxxxx”(your phone IP), then Enter
- (b) Enter the phone password(default as “1234”), then Enter
- (c) Enter: “set serviceport 1710”, then Enter
- (d) Enter: “write”, then Enter

Check whether your phone login after restart. If failed, contact your agent for technical support.

C. User Questions

1. My phone shows “Ready For Call”, but it cannot dial or receive call.

Reason 1: Network connection cut

The network connection may be cut or the Ethernet cable of your phone loosed. Your RJ45 phone cannot detect the disconnection immediately. Check your network environment and whether the Ethernet cable of your phone loosed. To solve, connect the Ethernet cable tidily and restart your phone or wait for approximate 5 mins after reconnect the Ethernet cable.

Reason 2: Firewall may exist in your network or you use network devices or software with firewall functions. The firewall chops the communication.

Please first inquire your agent to get server IP, then contact your ISP or network administrator to cancel the following restrictions: the restriction that the connection from the phone IP to the TCP1730 and 1721 ports of server IP; the restriction that the connection from server IP to the TCP 1730 and 1721 ports of your phone IP.

2. My phone can dial out, but not receive.

Reason: Firewall may exist in your network or you use network devices or software with firewall function. The firewall chops the communication.

If your phone uses public IP, you can use a PC already online (under MSDOS):

- (i) Enter: "telnet xxxxxx(your phone IP) 1730"
- (ii) If connection failed, all the communication ports are chopped by firewall.

Please first inquire your agent to get server IP, then contact your ISP or network administrator to cancel the following restrictions: the restriction that the connection from server IP to the TCP 1730 and 1721 ports of your phone IP.

3. Always hear busy tone when dial to a certain phone from my phone, but I can dial to other phones.

Reason 1: Receiver busy.

Reason 2: If you are dialing a regular phone (PSTN, cell phone, etc.), it may be the problem of the service carrier. Contact your service carrier, ISP or agent.

Reason 3: If you are dialing an IP phone, the receiver may not be online or cannot receive the call. (Refer to Question 7 for details)

4. Call quality

(i) Voice Delay

It always caused by the network delay. You can test the delay by using a PC which connects to Internet and in the same subnet of your RJ45 phone. Refer to General Question 1 for detailed testing instruction.

(ii) Voice jitter

It always caused by the network jitter. You can test the jitter by using a PC which connects to Internet and in the same subnet of your RJ45 phone. Refer to General Question 1 for detailed testing instruction.

(iii) Voice loss

It always caused by the package loss of the network. You can test the package loss percentage by using a PC which connects to Internet and in the same subnet of your RJ45 phone. Refer to General Question 1 for detailed testing instruction.

To protect the voice quality, require the network:

- Delay: less than 400ms
- Jitter: less than 100ms
- Package loss percentage: less than 10%
- Bandwidth: more than 30Kbps