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DPH-140S SIP Phone

Quick User Guide

Version 1.0

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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 DPH-140S 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 metre)

IP Phone (Model: DPH-140S)

Power Adaptor (5V DC)

CD

Wall Mount

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3.0   LIST OF FIGURES

Diagram for D-Link IP Phone (Model: DPH-140S)

(10) Phone Book

(11) Speed Dial

(12) Cancel

(13) Voice Message
Indicator

(14) Voice Message

(15) Mute/Func.

(16) Transfer

(17) Redial/Call
History

(18) Hold

(19) Mute Indicator

(1) 2 x 16 Characters
LCD Display

(2) Menu

(3) OK

(4) Control Pad

(5) 3-Way
Conference

(6) Local MultiLine

(7) Numeric Keypad

(8) Speaker Phone

(9) Speaker Phone
Indicator
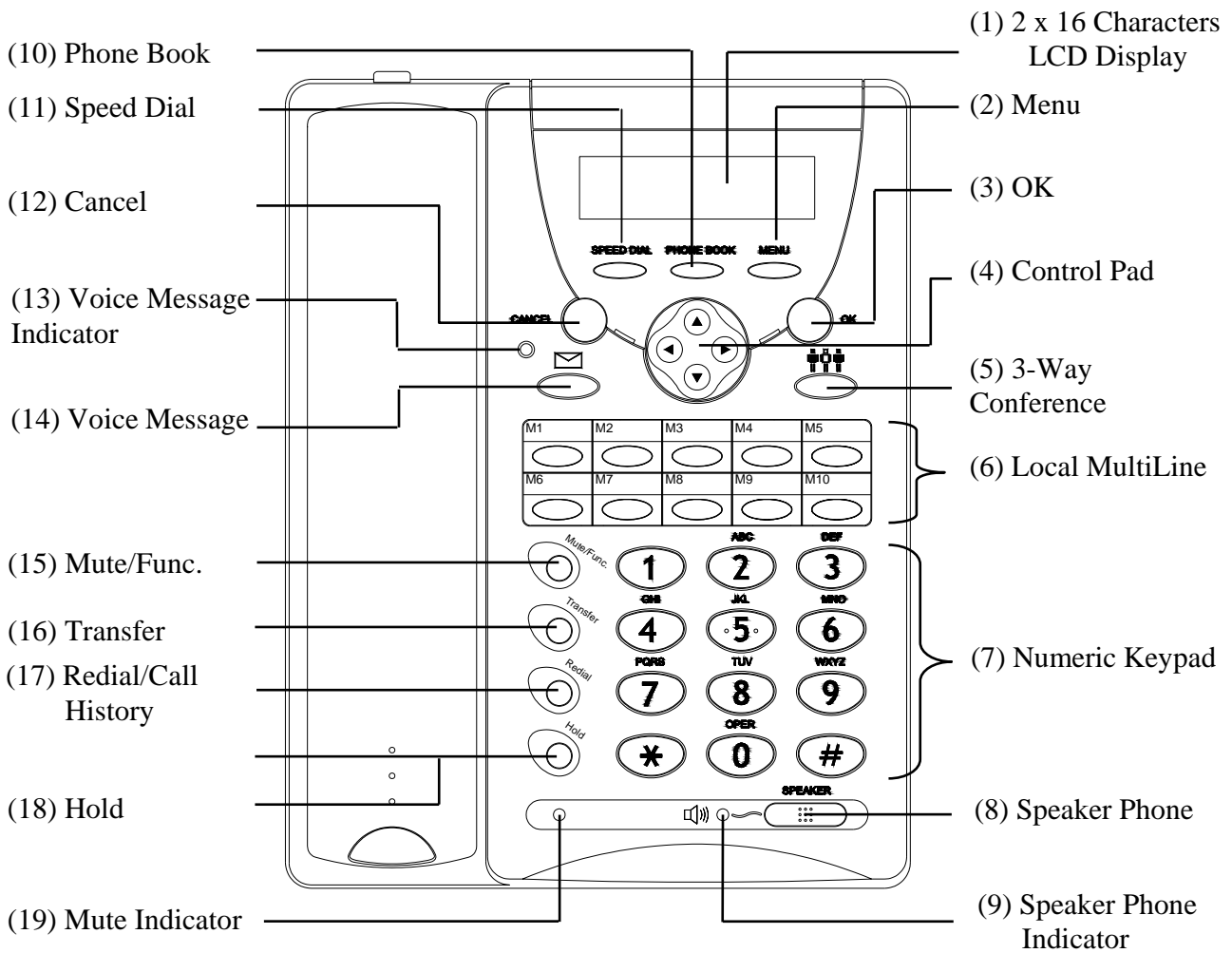
4.0 SUMMARY OF KEY FUNCTIONS

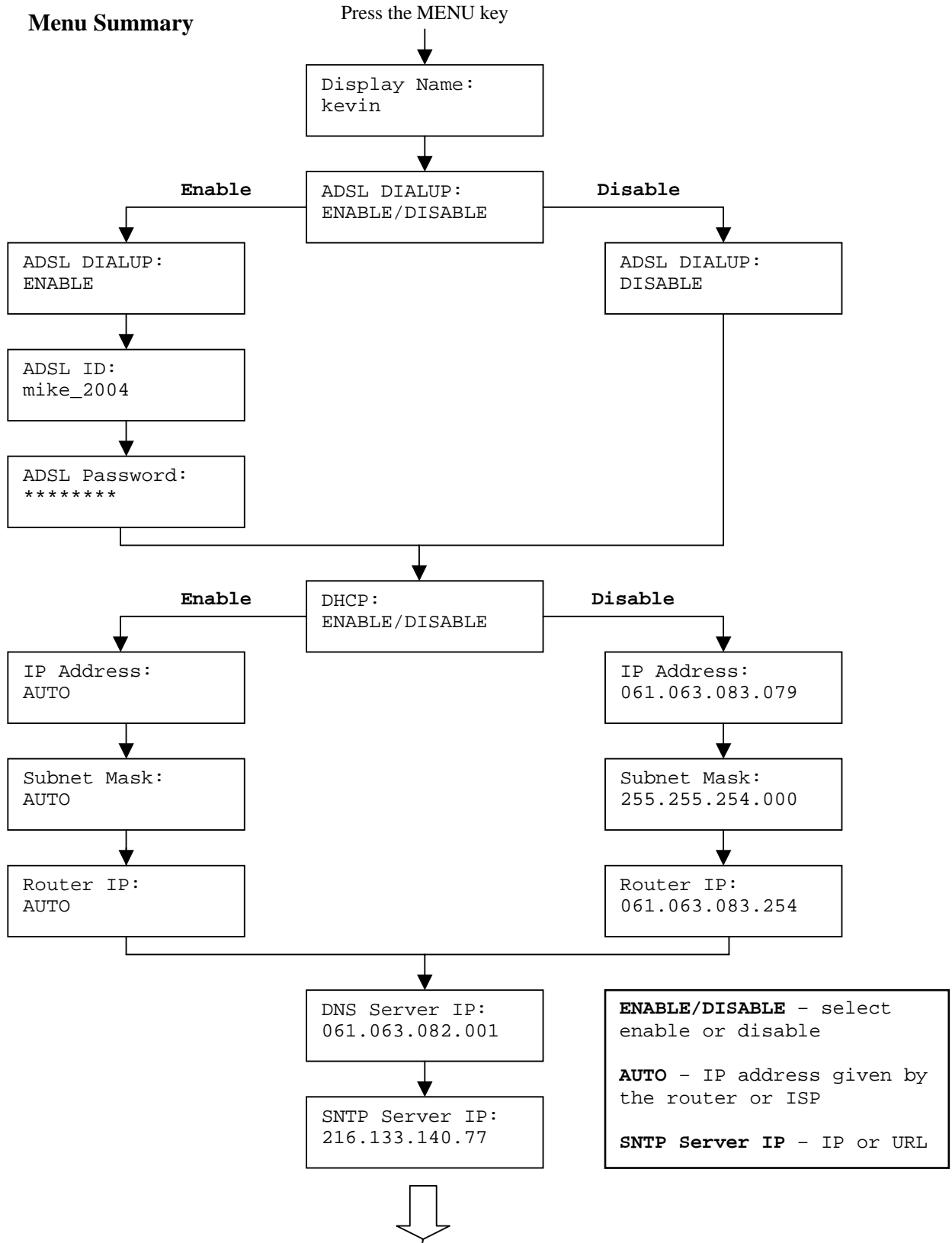| Keys	Functions
(1) LCD Display	Displays menu, time, clock, name, phone number, call status
(2) Menu	Access the phone menu
(3) OK	Confirm setting change, exit menu, dial, save changes
(4) Control Pad	Backspace, scroll up or down, select enable or disable
(5) 3-Way Conference	Enable 3-way conference
(6) Local Multiline	Switch to different lines
(7) Numeric Keypad	Input IP/phone number/alphabet characters
(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) Phonebook	Access the phonebook
(11) Speed Dial	Access the speed dial menu
(12) Cancel	Deny changes, cancel phone calls, ignore phone calls
(13) Voice Message Indicator	Indicates that there is a voice message
(14) Voice Message	Check voice message
(15) Mute/Func.	Disable user's handset microphone so that the person on the other line can not hear anything
(16) Transfer	Transfer the person on the other line to another number
(17) Redial/Call History	Redial last dialed number, access redial menu
(18) Hold	Place the person on the other line on hold
(19) On Hold Indicator	Indicates that the person on the other line is currently placed on hold

5.0   CONNECTING THE IP PHONE

Connect the IP Phone as shown below.

Wide Area Network / Internet

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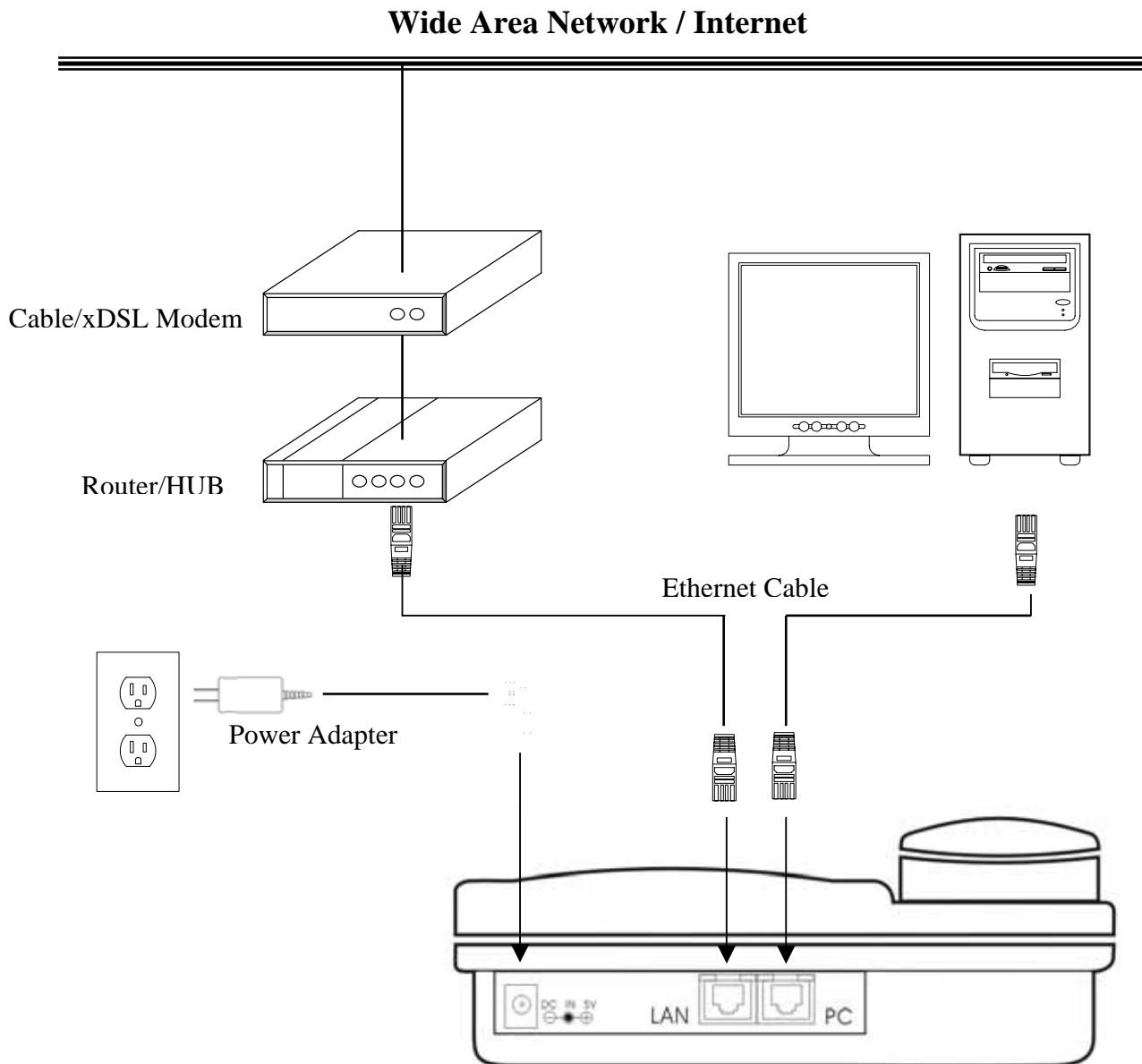
6.0 IP PHONE SETUP

6.1 Menu Summary

Press the MENU key

```
Display Name:
kevin
```

Enable | ADSL DIALUP: ENABLE/DISABLE | **Disable**

```
ADSL DIALUP:
ENABLE
```

```
ADSL DIALUP:
DISABLE
```

```
ADSL ID:
mike_2004
```

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

Enable | DHCP: ENABLE/DISABLE | **Disable**

```
IP Address:
AUTO
```

```
IP Address:
061.063.083.079
```

```
Subnet Mask:
AUTO
```

```
Subnet Mask:
255.255.254.000
```

```
Router IP:
AUTO
```

```
Router IP:
061.063.083.254
```

```
DNS Server IP:
061.063.082.001
```

```
SNTP Server IP:
216.133.140.77
```

ENABLE/DISABLE – select enable or disable

AUTO – IP address given by the router or ISP

SNTP Server IP – IP or URL

```
SNTP Cycle:
01
```

```
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
```

```
Ring Tone:
Ringing1/2/3/4
```

Ringing1/2/3/4 – select ringing1, 2 , 3 or 4

```
MAC Address:
00D0E90137DB
```

```
Version:
V: 1.0
```

Press the MENU key

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

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

NOTE 2: Use left (◀) and (▶) right arrow on the direction pad 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:
kevin
```

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:
My_ID
```

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3

- Press ▼

- Enter ADSL password

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

DISABLE ADSL Dialup

- Press ▼

- Press ▶ 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 ◀ or ▶ to set DHCP to **ENABLE**

```
DHCP:
ENABLE
```

2

- Press ▼

- IP address automatically acquired

```
IP Address:
 61. 63. 83. 96
```

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3

- Press ▼

- Subnet mask automatically acquired

```
Subnet Mask:
  255.255.254.  0
```

4

- Press ▼

- Router IP automatically acquired

```
Router IP:
  61. 63. 83.254
```

DISABLE DHCP

1

- Press ▼

- Use ◀ or ▶ to set DHCP to **DISABLE**

```
DHCP:
 DISABLE
```

2

- Press ▼

- Enter the IP address

```
IP Address:
061.063.083.019
```

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3

- Press ▼

- Enter the subnet mask

```
Subnet Mask:
255.255.254.000
```

4

- Press ▼

- Enter the router IP address

```
Router IP:
061.063.082.019
```

6.5   DNS Server IP

The domain name system (DNS) is the way that Internet domain names are located and translated into Internet Protocol addresses. There is probably a DNS server within close geographic proximity to your ISP that maps the domain names in your Internet requests or forwards them to other servers in the Internet.

- Press ▼

- Enter DNS server IP

```
DNS Server IP:
061.063.082.001
```

6.6   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
```

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6.7 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
```

6.8 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 ◄ or ► to select ENABLE or DISABLE

```
CF Unconditional:
DISABLE
```

6.9 CF (call forward) User Busy

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

- Press ▼

- Use ◄ or ► to select ENABLE or DISABLE

```
CF User Busy:
DISABLE
```

6.10 CF (call forward) No Answer

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

- Press ▼

- Use ◄ or ► to select ENABLE or DISABLE

```
CF No Answer:
ENABLE
```

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6.11 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
```

6.12 Anony Call Rej (Anonymous Call Rejection)

Reject any anonymous incoming calls.

- Press ▼

- Use ◄ or ► to select ENABLE or DISABLE

```
Anony Call Rej:
DISABLE
```

6.13 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**

6.14 MAC Address

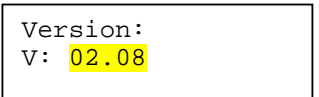This menu displays the MAC address. User cannot modify MAC address.

- Press ▼

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

```
MAC Address:
00D0E9017DB
```
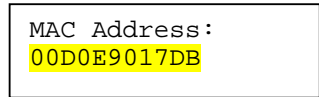
6.15 Version

Version menu displays the firmware version. You cannot modify the version number.

- Press ▼

- Firmware **version** is displayed on screen

```
Version:
V: 02.08
```

6.16 Language Selection

The VoIP Phone (model no. DPH-140S) supports two languages: Japanese and English.

- Press (Mute/Func.) followed by ①

```
Language:
English
```

- Use ◀ or ▶ to select the preferred language

- Press ◯ok when done
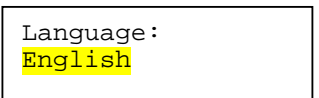
6.17 Time Format

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

- Press (Mute/Func.) followed by ②

```
Time Format:
24Hours
```

- Use ◀ or ▶ to select the time format

- Press ◯ok when done

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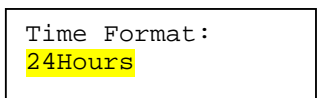
6.18   Volume Adjustment
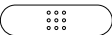
6.18.1 Ringer Volume

While the handset is in place,

- Press (▲) to increase the ringer volume and (▼) to decrease the ringer volume

6.18.2 Speaker Volume

While the handset is in place,

- Press [SPEAKER]

- Press (▲) to increase the speaker volume and (▼) to decrease the speaker volume

6.18.3 Handset Volume

- Pick up the handset and press (▲) to increase the volume or press (▼) to decrease the volume

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7.0   USING THE CONFIGURATION MENU

The configuration menu can be accessed using a web browser. Some advanced functions 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
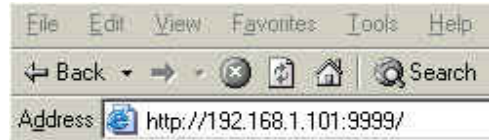
IP address is provided by your Internet Service Provider (ISP). If your ISP supports DHCP, you may obtain the IP address from you phone. Press MENU and scroll down to IP address.

- 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

User Name	Configuration menu login name.
Password	Configuration menu login password.
NTP Server IP	Network Time Protocol (NTP) is a protocol used to help match your system clock with an accurate time source (eg atomic clock, 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 files 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 Config 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.

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 are preset when you purchase the phone. These are required to download and update the firmware.

FTP Server   FTP Server address.

Login ID   Login ID provided by your supplier.

Login Password   Login password provided by you supplier.

Firmware Filename   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.

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

DNS Server   DNS address is provided by your ISP.

7.6   Network Setting – PPPoE

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

PPPoE ID   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

Choose Static IP network setting if all Wide Area Network IP is provided to you by your ISP.

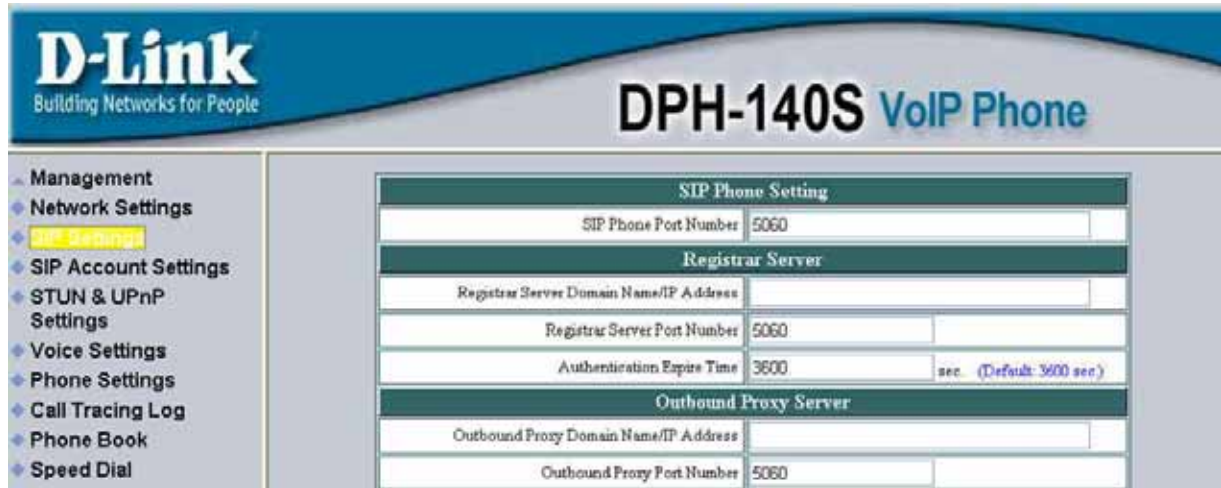**IP Address**   IP address assigned to you by your ISP.

Router IP   Router IP address.

Subnet Mask   Subnet mask address.

DNS Server   DNS server address provided by your ISP.

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

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

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 Port Number   SIP phone port number.

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

Registrar Server Port   Registrar server port number.
Number

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

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

Outbound Proxy Port   Outbound proxy port number.
Number

7.9   SIP Setting – Others

Others	
Session Timer	1800 sec.
Media Port	41000
Prack	○ Disable ◉ Enable
Session Refresher	◉ None ○ UAC ○ UAS
Session Timer Method	◉ Invite ○ Update

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 audio.

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.

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

7.10 SIP Account Setting

SIP Account Setting	
Account 1 Setting	
Default Account	Account 1
Account Active	○ Disable ● Enable
Display Name	Johnson
SIP User Name	29102626
Authentication User Name	29102626
Authentication Password	29102626
Register Status	UnRegister
Account 2 Setting	
Account Active	● Disable ○ Enable
Display Name	
SIP User Name	
Authentication User Name	
Authentication Password	
Register Status	UnRegister

You may have up to 4 accounts. i.e., the IP phone can receive up to four different phone numbers.

Default 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.

Account Active Enable or disable this account.

Display Name Display name on the IP phone.

SIP User Name User name.

Authentication User Name Name used to access SIP server.

Authentication 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
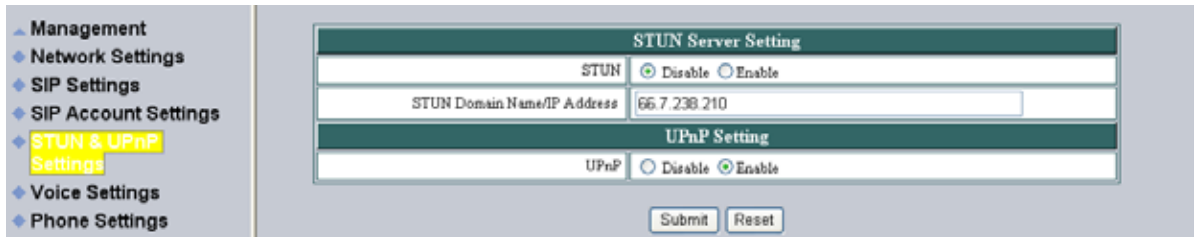
Setup STUN and UPnP if VLAN (sec 7.12) is set to ENABLE.

|	
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 Domain Name/IP Address	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
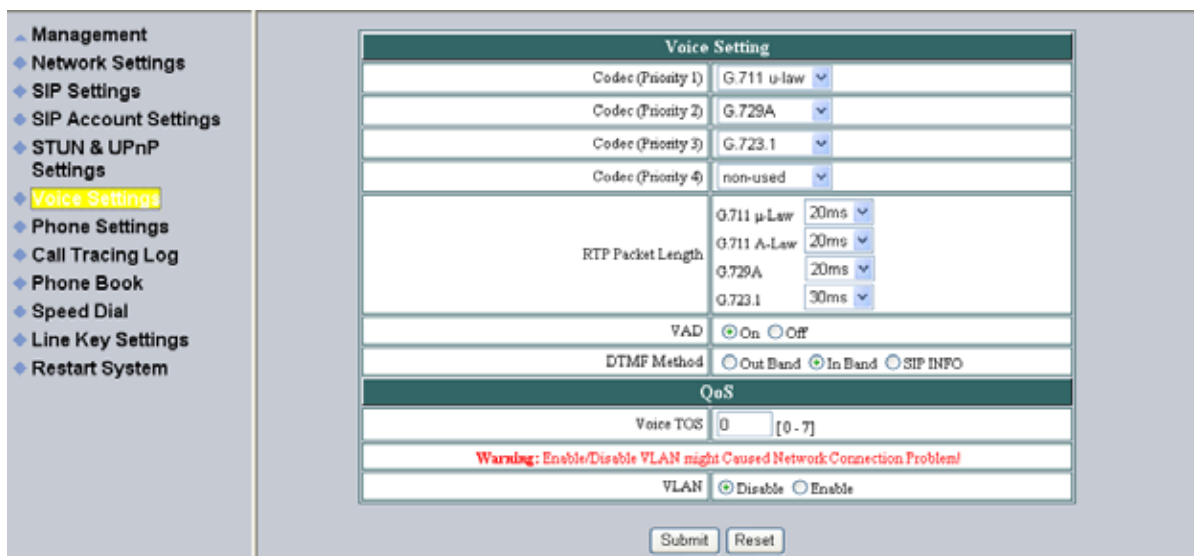
Codec	Voice Compression Algorithm priority settings. Select from the most used codec to the least used codec.

RTP Packet Length	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 Method	Select the tone method for IP phone.
Voice 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 Setting	
Ringer Type	RingType 4 ⌄
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
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 - 600] 0: Disable
Incoming No Answer Timer	180	sec. [0 - 600] 0: Disable
Hold Recall Timer	180	sec. [0 - 600] 0: Disable
Auto Speaker Off Timer	30	sec. [0 - 600] 0: Disable

NTP Recycle	NTP recycle time.

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Inter Digit	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	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 the receiver fails to answer the phone during this time interval, the phone will automatically disconnect.
Hold Recall	The time interval that the caller is put on hold before the phone automatically disconnect.
Auto Speaker Off	The time interval that the speaker phone is on before turning off automatically (due to inactivity).

7.15   Call Tracing Log

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.

Number   Phone number that corresponds to the name.

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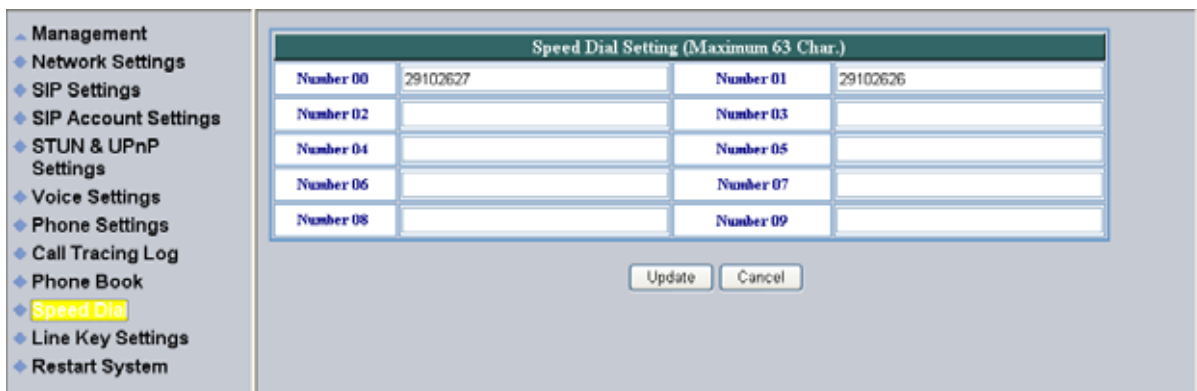
Speed dial numbers can be accessed from the IP phone. Refer to section 8.2 for speed dial info.

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

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7.18 Line Key Settings

Line Key Settings allows the user to customize line keys as a line or one touch dial. Refer to section 8.11 for one touch dial info.

Key Type

Select **local multiline key** (M2~M10) as line or one touch dial function.

Telephone Number

Enter the phone number when key type selects to one touch dial function.

7.19   Restart System

Press [Restart] Button, IP Phone system will reboot!
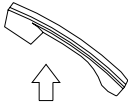
Restart

Click Restart to update all the modifications.

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8.0 OPERATING THE PHONE

8.1 Dialing

8.1.1 IP Address

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

2. Dial IP address.
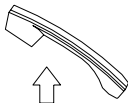
   For example: dialing 192.168.0.1

   $(1)(9)(2)(*)(1)(6)(8)(*)(0)(*)(1)$

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
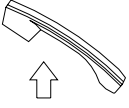
2. Dial SIP number.

   For example: dialing 1866

   $(1)(8)(6)(6)$

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

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8.2   Speed Dialing

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

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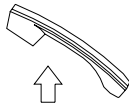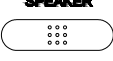
For example: dialing speed dial number 08

(✳)(0)(8)

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
SPEAKER

to begin conversation.

8.4   Switching to Another Line

While having a conversation:

1. Press the flashing **local multiline key** M1 ⬯ to M10 ⬯ 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
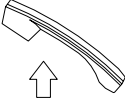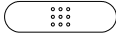
While having a conversation:

1. Press **Transfer** ⟲*Transfer* 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. Press **LEFT** ◄ or **RIGHT** key ► to show the detail information of every call.

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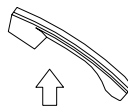
5. Pickup the handset or press **OK** ◯ **OK**

8.8 On Hold

While having a conversation:

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

8.9 Call Forwarding
Please refer to IP Phone Setup and Web Browser Configuration section to setup call forwarding.

8.10 Call Waiting (Internal/External)
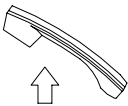
While having a conversation:

1. Press the flashing **local multiline key** M1 ◯ M1 to M10 ◯ M10 to pickup another incoming call. The first caller is automatically placed on hold.

2. Press the flashing **local multiline key** M1 ◯ M1 to M10 ◯ M10 of the first caller to retrieve the call again.
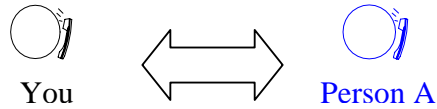

8.11 One Touch Dial

While one of **local multiline key** (M2~ M10) selects as one touch dial function from web setting:

1. Press the pre-programmed **local multiline key** (M2~ M10) directly to make a call.

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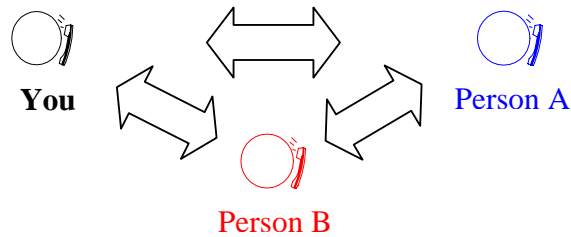**8.12   Three Way Conference**

1.   Pick up the handset   and call Person A.

You   ⟷   Person A

2.   After Person A pick up the phone, press **3-way conference** key
   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 **3-way conference** key   to begin 3-way conference.

You   Person A

Person B

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9.0 USING THE PHONEBOOK

9.1 Dialing from the Phonebook

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

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

3. Press **OK** to dial.

9.2 Storing a Number

1. Press and hold the **PHONE BOOK** key until "**Name:**" is displayed on the screen.

2. nter a name then press **OK**

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

. Press **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.

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

PHONE BOOK

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**

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

9.4   Deleting a Number

PHONE BOOK

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

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

PHONE BOOK

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.

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10.0 Troubleshooting

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

QUESTION	RECOMMENDED ACTION
There are 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 to update 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.