Allnet
ALL7950 SIP Phone

Quick User Guide

Version 0.02

Revision Control

Versionscontrol: Contains all available versions of the document

Datei: *ALL7950 Manual_english V0.01.doc*

Datum	**Version**	**Name**	**Status**
22.12.04	0.01	Jörg Wagenlehner	Draft
26.12.04	0.02	Jörg Wagenlehner	Formatting, graphics, corrections

TABLE OF CONTENTS

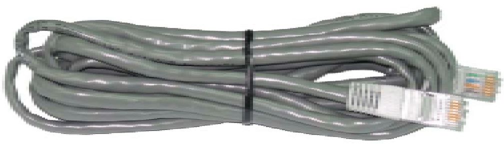
1.0 INTRODUCTION

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

2.0 PACKAGE CONTENT

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

IP Phone ALL7950

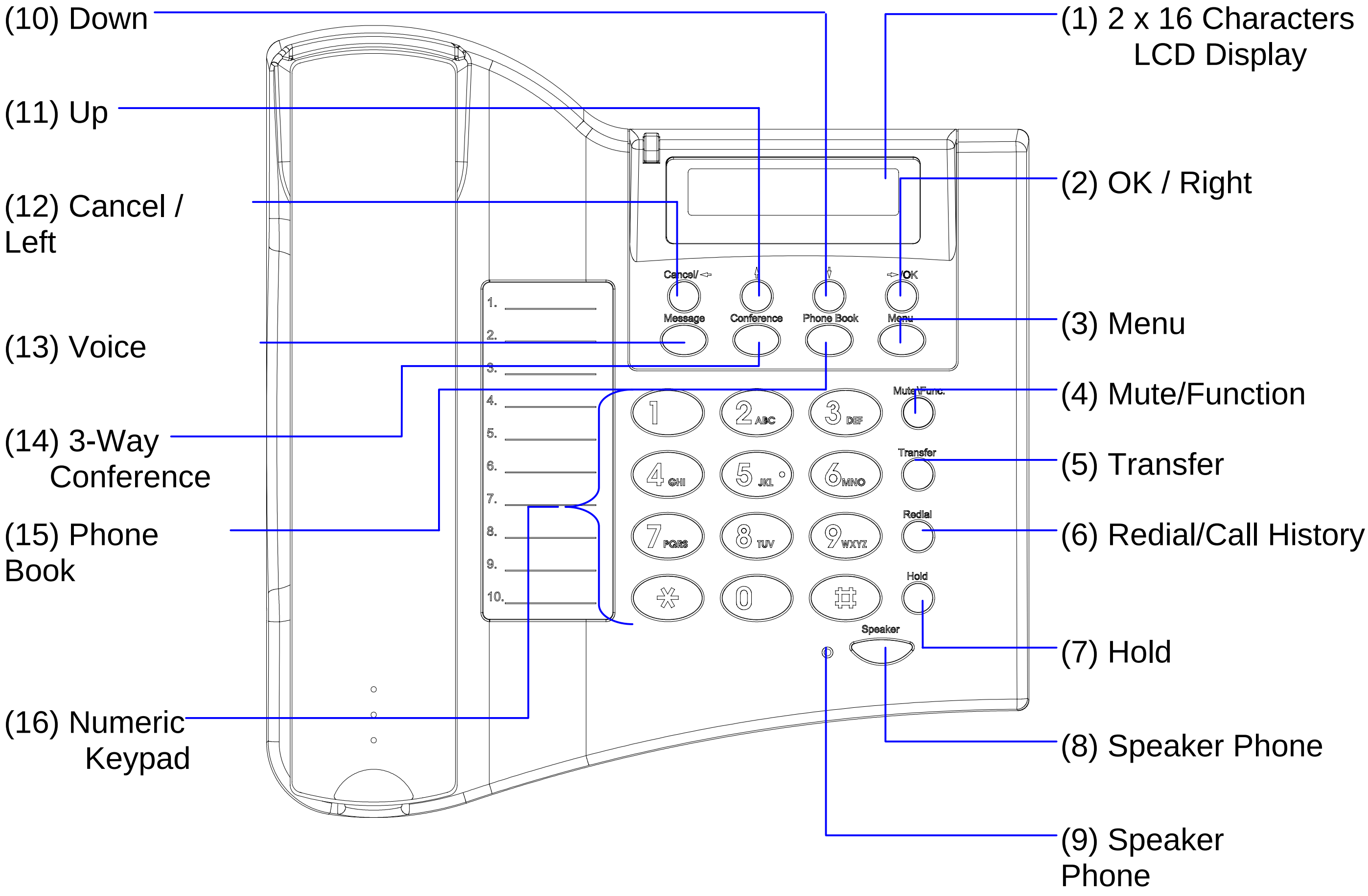


Ethernet Cable (1.8 meter)

Power Adaptor (5V DC, 1.4A)

3.0 LIST OF FIGURES

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

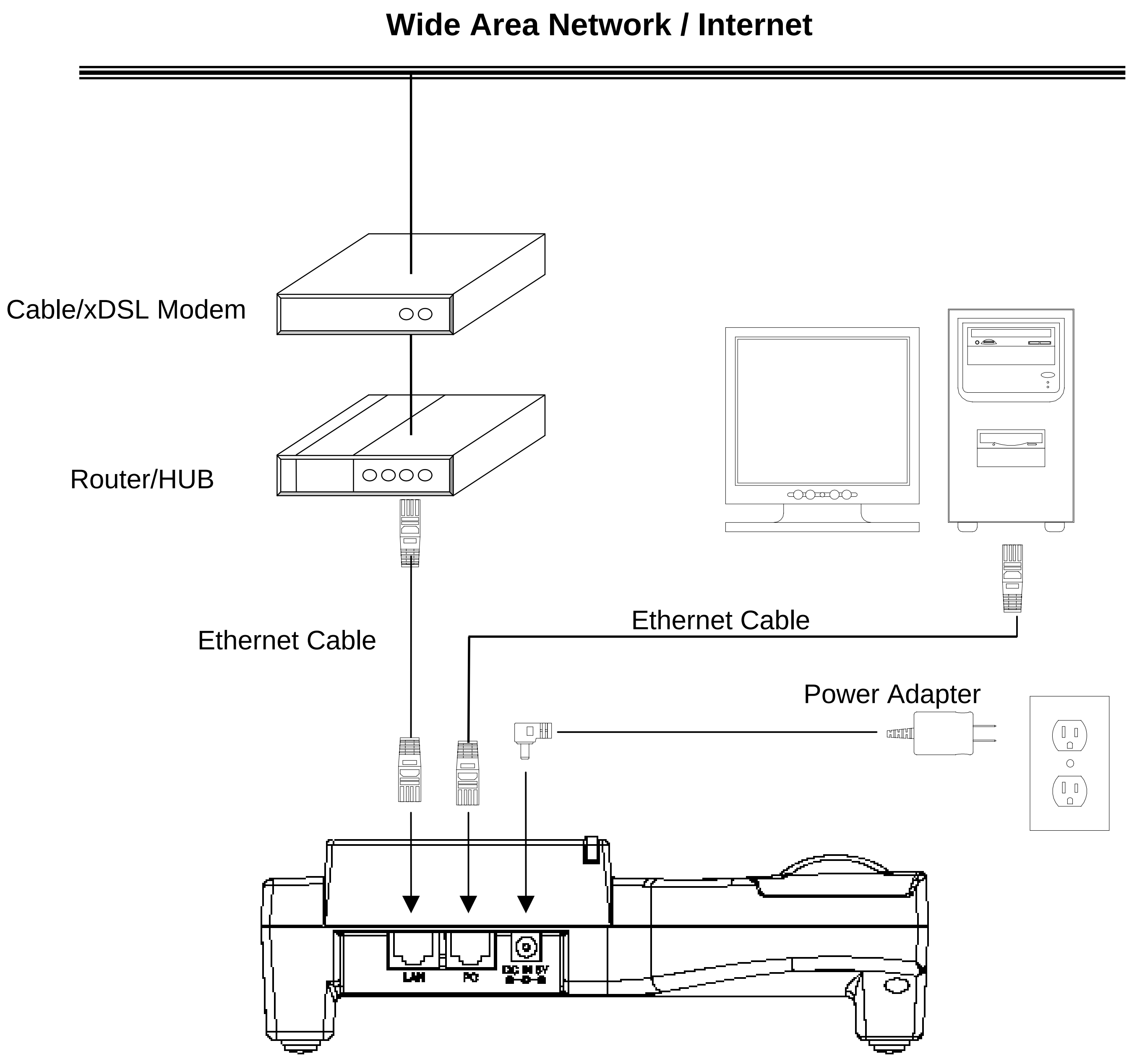


4.0 SUMMARY OF KEY FUNCTIONS

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

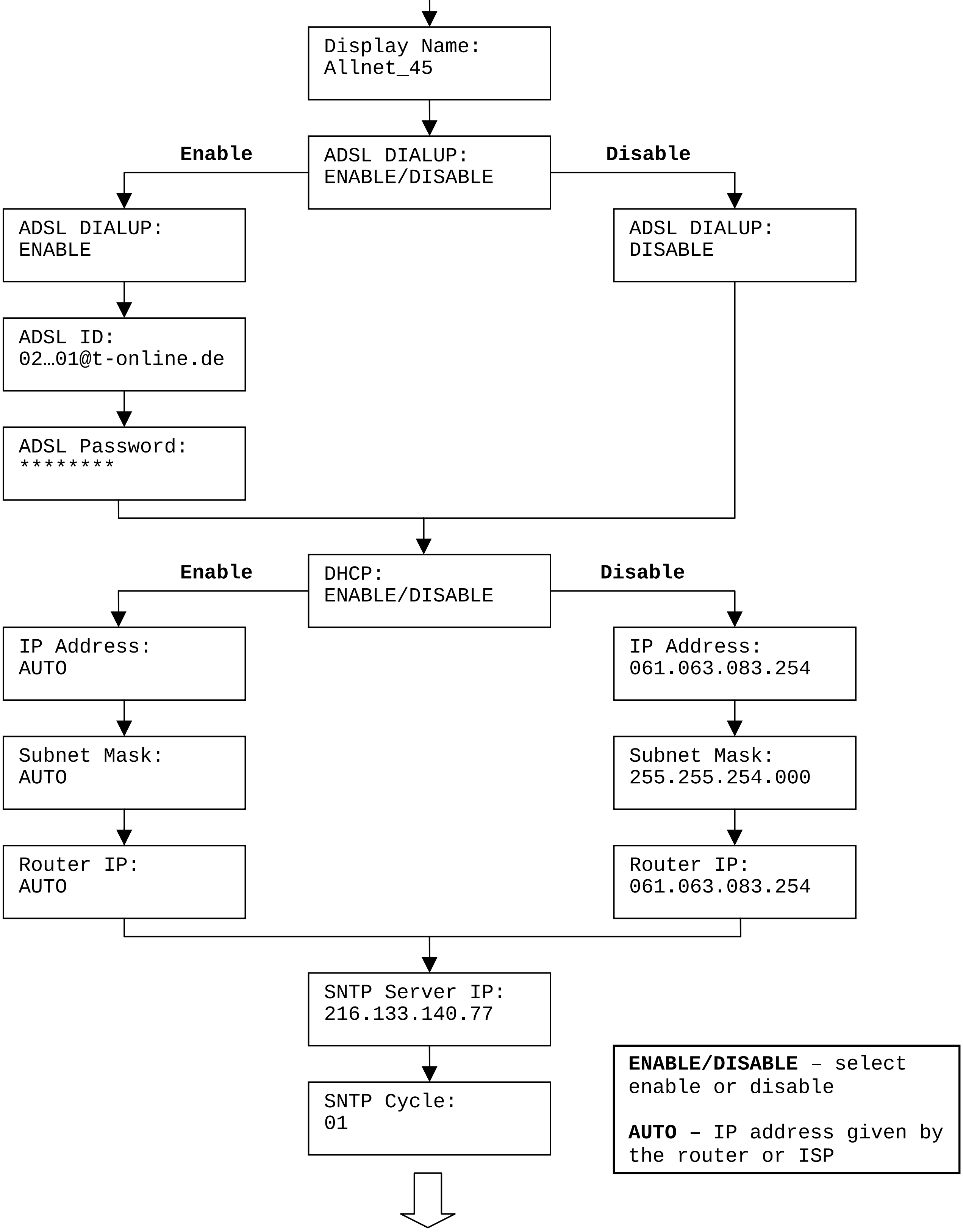
5.0 CONNECTING THE IP PHONE

Connect the IP Phone as the following diagram:



6.0 IP PHONE SETUP

6.1 Menu Summary



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

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

```
MAC Address:
00D0E90137DB
```

```
Version:
V: 02.09.01
```

Press the MENU key

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

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

NOTE 2: Use Cancel/⇦ o ⇨/OK to select ENABLE or DISABLE.

NOTE 3: Left arrow key Cancel/⇦ can be used as **Backspace** key.

6.2 Display Name

- Press MENU
- Enter the display name

```
Display Name:
Allnet_45
```

6.3 ADSL Dialup

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

ENABLE ADSL Dialup

1

- Press ⇩
- Use ⇨/OK to select **ENABLE**

```
ADSL DIALUP:
ENABLE
```

2

- Press ⇩
- Enter the ADSL ID

```
ADSL ID:
provider_ID
```

3

- Press
- Enter ADSL password

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

DISABLE ADSL Dialup

- Press
- Press to select **DISABLE**

```
ADSL DIALUP:
DISABLE
```

6.4 DHCP (Dynamic Host Configuration Protocol)

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

ENABLE DHCP

1

- Press
- Use ⇨/OK or Cancel/⇦ to set DHCP to **ENABLE**

```
DHCP:
ENABLE
```

2

- Press
- IP address automatically acquired

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

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 ⇦/OK or Cancel/⇨ to set DHCP to **DISABLE**

```
DHCP:
DISABLE
```

2

- Press
- Enter the IP address

```
IP Address:
061.063.083.019
```

3

- Press

- Enter the subnet mask

```
Subnet Mask:
255.255.254.000
```

4

- Press

- Enter the router IP address

```
Router IP:
061.063.088.019
```

6.5 SNTP Server IP

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

- Press

- Enter SNTP server IP or URL

```
SNTP Server IP:
216.133.140.78
```

6.6 Do Not Disturb

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

- Press

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

```
Do Not Disturb:
DISABLE
```

6.7 CF (call forward) Unconditional

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

- Press ⇩
- Use ⇨/OK or Cancel/⇦ to select ENABLE or DISABLE

```
CF Unconditional:
DISABLE
```

6.8 CF (call forward) User Busy

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

- Press ⇩
- Use ⇨/OK or Cancel/⇦ to select ENABLE or DISABLE

```
CF User Busy:
DISABLE
```

6.9 CF (call forward) No Answer

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

- Press ⇩
- Use ⇨/OK or Cancel/⇦ to select ENABLE or DISABLE

```
CF No Answer:
ENABLE
```

6.10 Anonymous Call

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

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

```
Anonymous Call:
ENABLE
```

6.11 Anony Call Rej (Anonymous Call Rejection)

Reject any anonymous incoming calls.

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

```
Anony Call Rej:
DISABLE
```

6.12 Ringing Type

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

- Press
- Use /OK or Cancel/ to select the ring type

```
Ringing Type:
Ringing4
```

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

- Press MENU to exit menu
- When asked to save or cancel, press /OK to **SAVE**

6.13 MAC Address

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

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

```
MAC Address:
00D0E9017DB
```

6.14 Version

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

- Press
- Firmware **version** is displayed on screen

```
Version:
V: 02.09.01
```

NOTE: You can also display the current IP-address of the ALL7959 IP-phone at any time, if you press the **Func.-key** followed by the number **9.**

6.15 Language Selection

The VoIP Phone (model no. ALL7950) supports two languages: Japanese and English.

- Press Mute\Func. followed by 1

```
Language:
English
```

- Use or to select the preferred language
- Press /OK when done

6.16 Time Format

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

- Press Mute\Func. followed by 2 ABC

```
Time Format:
24Hours
```

- Use or to select the time format
- Press /OK when done

6.17 Volume Adjustment

6.17.1 Ringer Volume

While the handset is in place,

- Press to increase the ringer volume a to decrease the ringer volume

6.17.2 Speaker Volume

While the handset is in place,

- Press
- Press to increase the speaker volume ar to decrease the speaker volume

6.17.3 Handset Volume

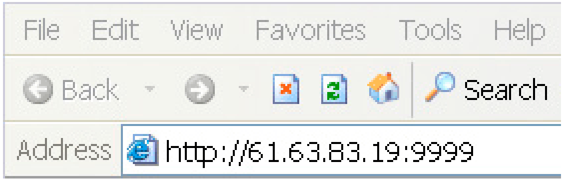
- Pick up the handset and press to increase the volume or press to decrease the volume

7.0 USING THE CONFIGURATION MENU

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

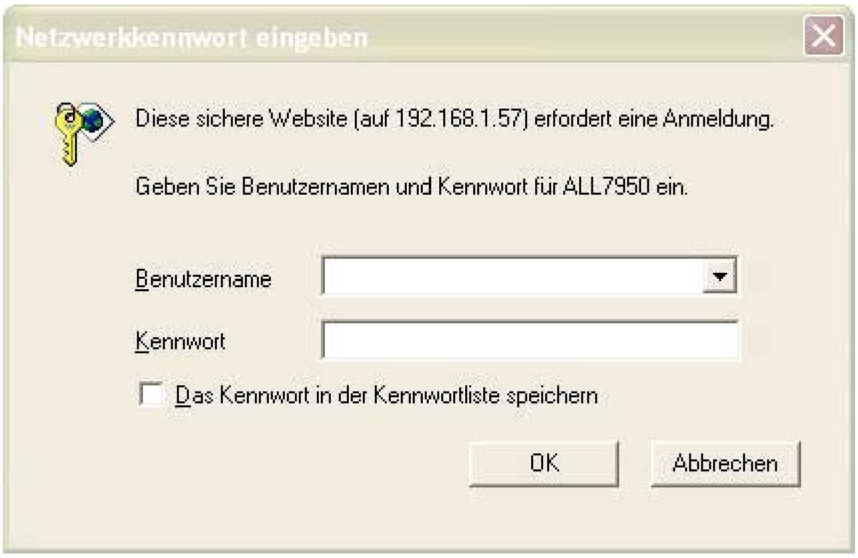
7.1 Accessing Configuration Menu

- Open the web browser (ie. Internet Explorer, Netscape…)
- Type in the **IP Address** of the phone followed by :9999

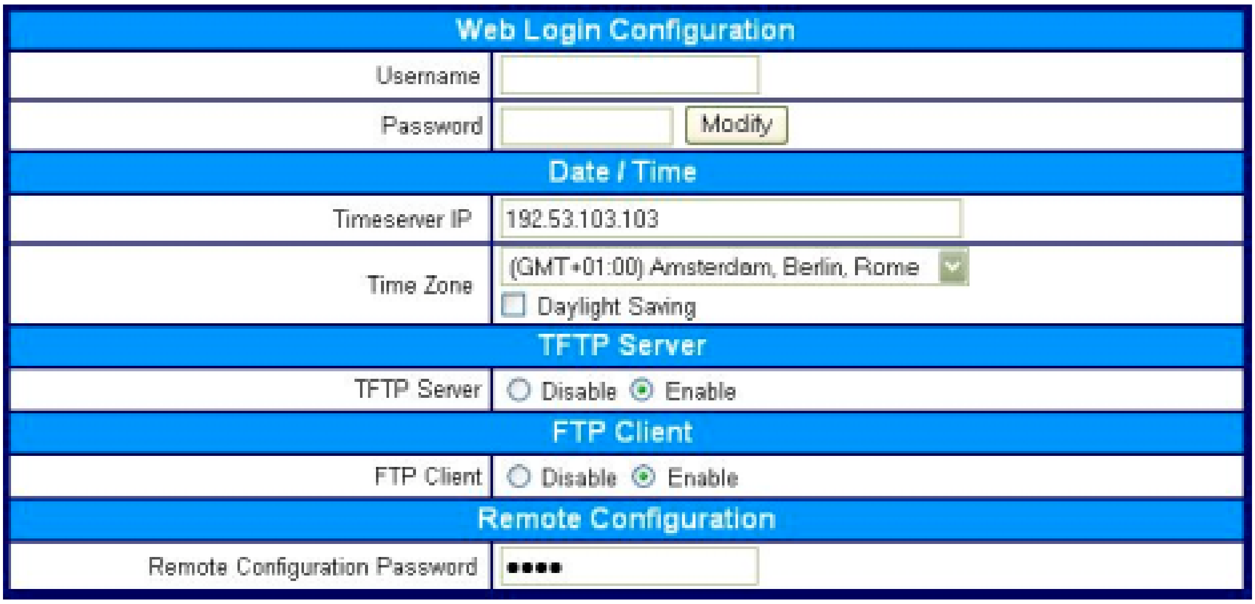


IP address is provided by your Internet Service Provider (ISP). If your ISP supports DHCP, you may obtain the IP address from you phone. Press MENU and scroll down to IP address.

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



7.2 Web Login Setting



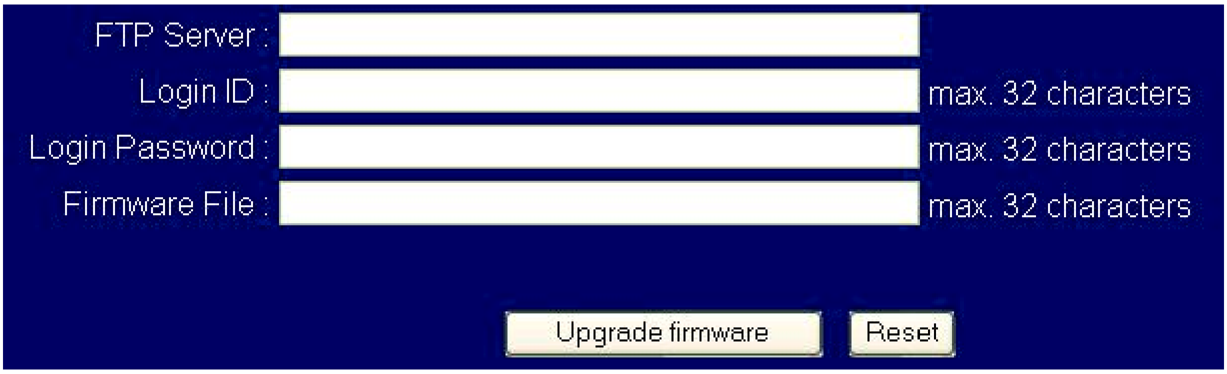
Username	Configuration menu login name.
Password	Configuration menu login password.
Timeserver IP	Network Time Protocol (NTP) is a protocol used to help match your system clock with an accurate time source (eg atomic clock, time server). It is good practice to have all your networked computers synchronized with one server.
Time Zone	Select your time zone. If there is daylight saving in your area, click the check box.
TFTP Server	Enable or disable TFTP server to allow transfer of firmware from a computer to the IP phone.
FTP Client	Enable or disable IP phone to download files from FTP server and update the firmware automatically.
Remote Configuration Password	Remote password to access the configuration menu from **VoIP software** (You may download this software from your supplier's website). Default password is **1234**.

7.3 Management Setting – Restore Factory Setting

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

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

7.4 Management Setting – Firmware update



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

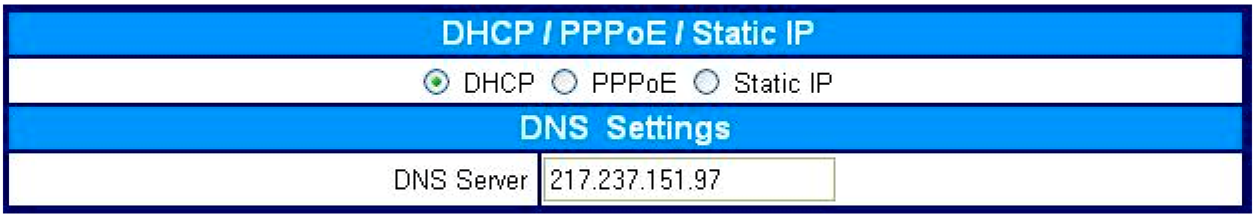
FTP Server FTP Server address.

Login ID Login ID provided by your supplier.

Login Password Login password provided by you supplier.

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

7.5 Network Setting – DHCP

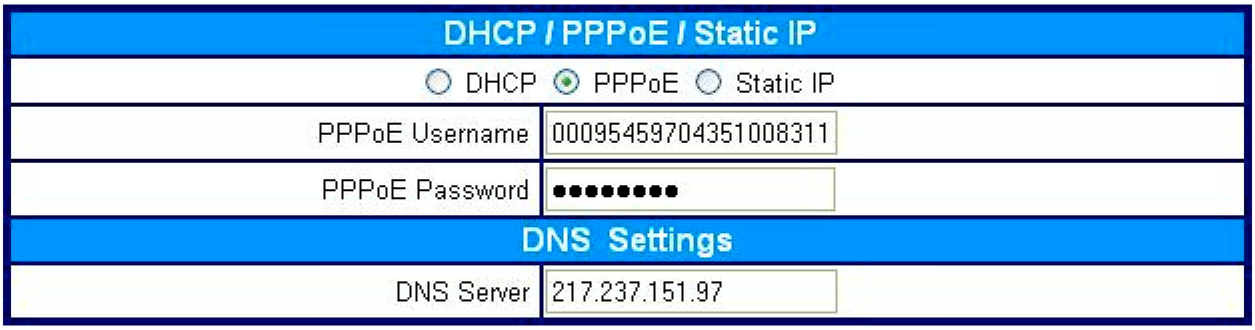


Select DHCP if you have cable internet or use DHCP in your private network.

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

DNS Server DNS address provided by your ISP.

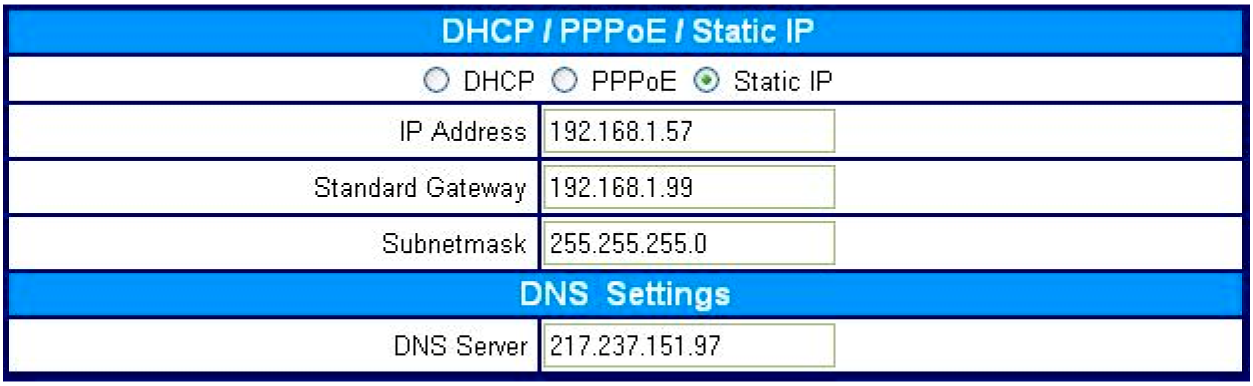
7.6 Network Setting – PPPoE



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

PPPoE Username	PPPoE ID/username provided by your ISP.
PPPoE Password	PPPoE password.
DNS Server	DNS address provided by your ISP.

7.7 Network Setting – Static IP

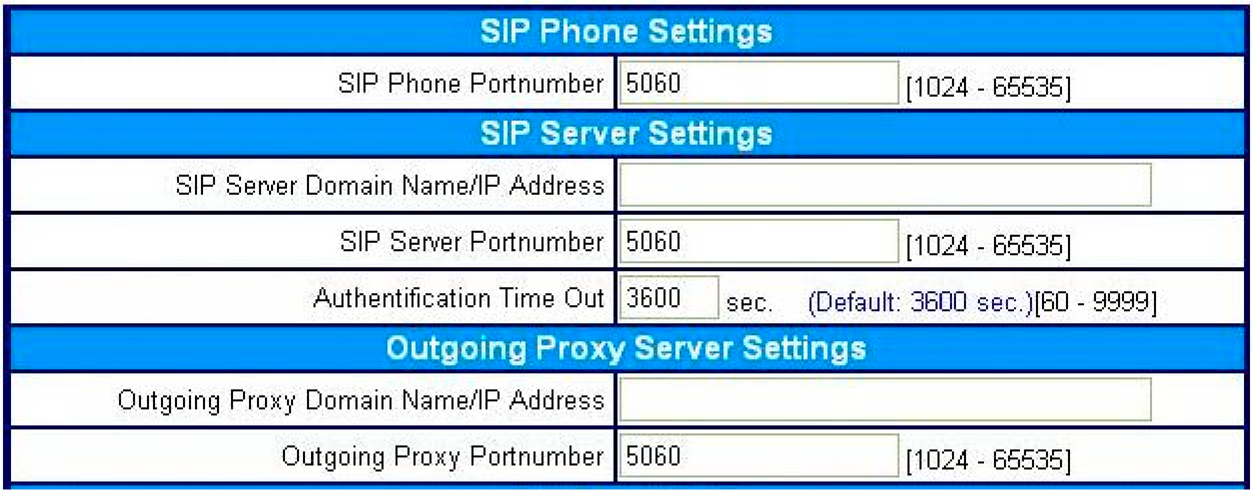


Choose Static IP network setting if all Wide Area Network IP is provided to you by your ISP or you want to use static addresses in your private network.

IP Address	IP address assigned to you by your ISP.
Standard Gateway	Router IP address.
Subnetmask	Subnet mask address.
DNS Server	DNS server address provided by your ISP.

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

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



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

SIP Phone Portnumber	SIP phone port number.
SIP Server Domain Name/IP Address	Registrar server domain name or IP address.
SIP Server Portnumber	Registrar server port number.
Authentification Time Out	The time that the phone waits to connect to the SIP server after the user dialed a number. If still not connected, the phone will disconnect and redial.
Outbound Proxy Domain Name/IP Address	Outbound proxy domain name or IP address.
Outbound Proxy Portnumber	Outbound proxy port number.

7.9 SIP Setting – Others

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

This section is for network administrators.

Session Timer

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

Media Port

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

Prack

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

Session Refresher

Select None to disable SIP session timer support.

Select UAC to initiate SIP request.

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

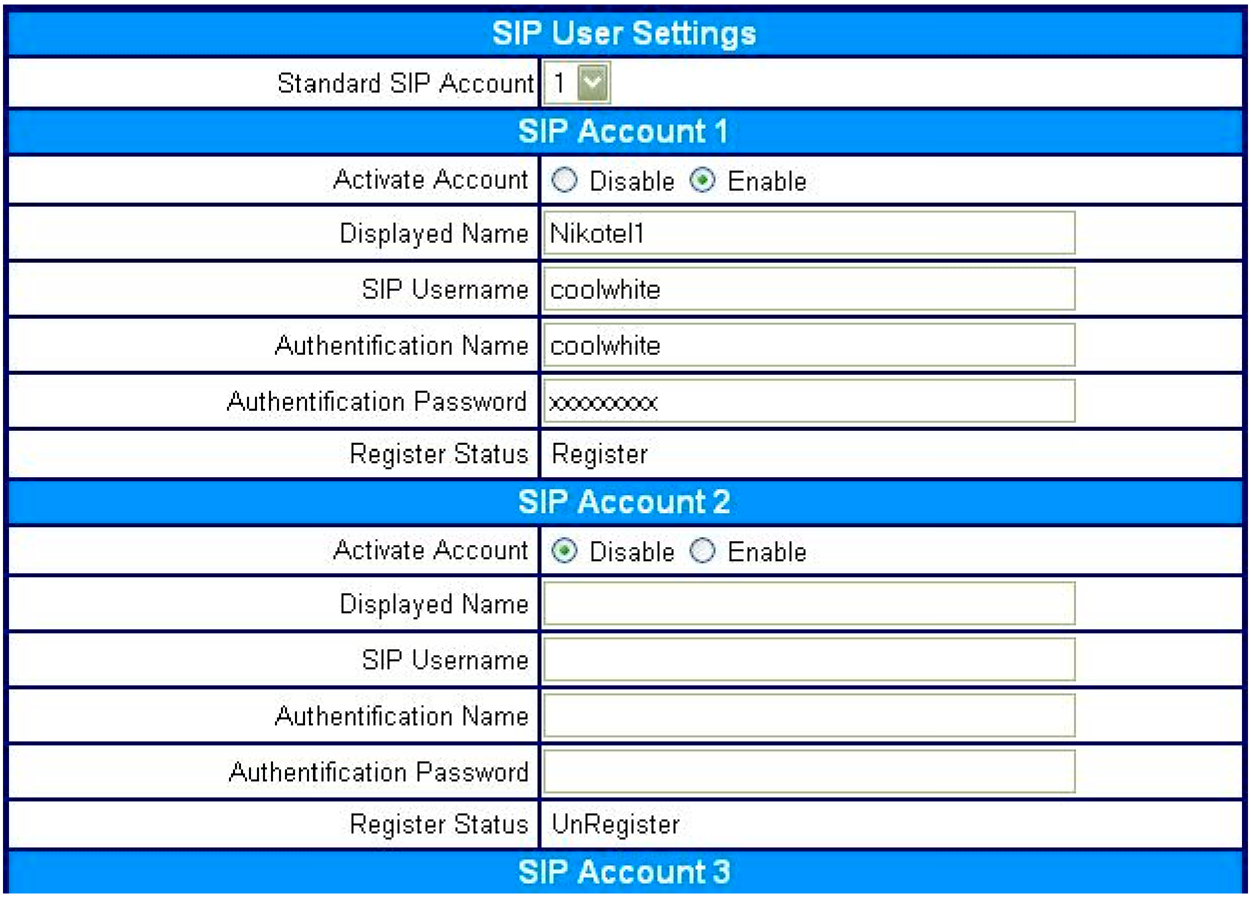
Session Timer Method

Select SIP request method. Default method is Invite.

Signal UDP/TCP

Select SIP signal transmission method. Default method is UDP.

7.10 SIP Account Settings



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

Standard SIP Account	When you dial a number, the default account is used to dial. User Name of default account is displayed on the receiver's IP phone.
Activate Account	Enable or disable this account.
Displayed Name	Display name on the IP phone.
SIP Username	User name.
Authentification Name	Name used to access SIP server.
Authentification Password	User password to access SIP server.
Register Status	Displays if the current phone is registered or unregistered with SIP server.

7.11 STUN Setting – STUN Server Setting, UPnP Setting

STUN

***S**imple **T**raversal of **U**ser Datagram Protocol through **N**etwork Address Translators* is a protocol that allows applications to determine the types of NATs and firewalls are in between them and the internet. STUN also provides the ability for applications to determine the public IP addresses allocated to them by the NAT.

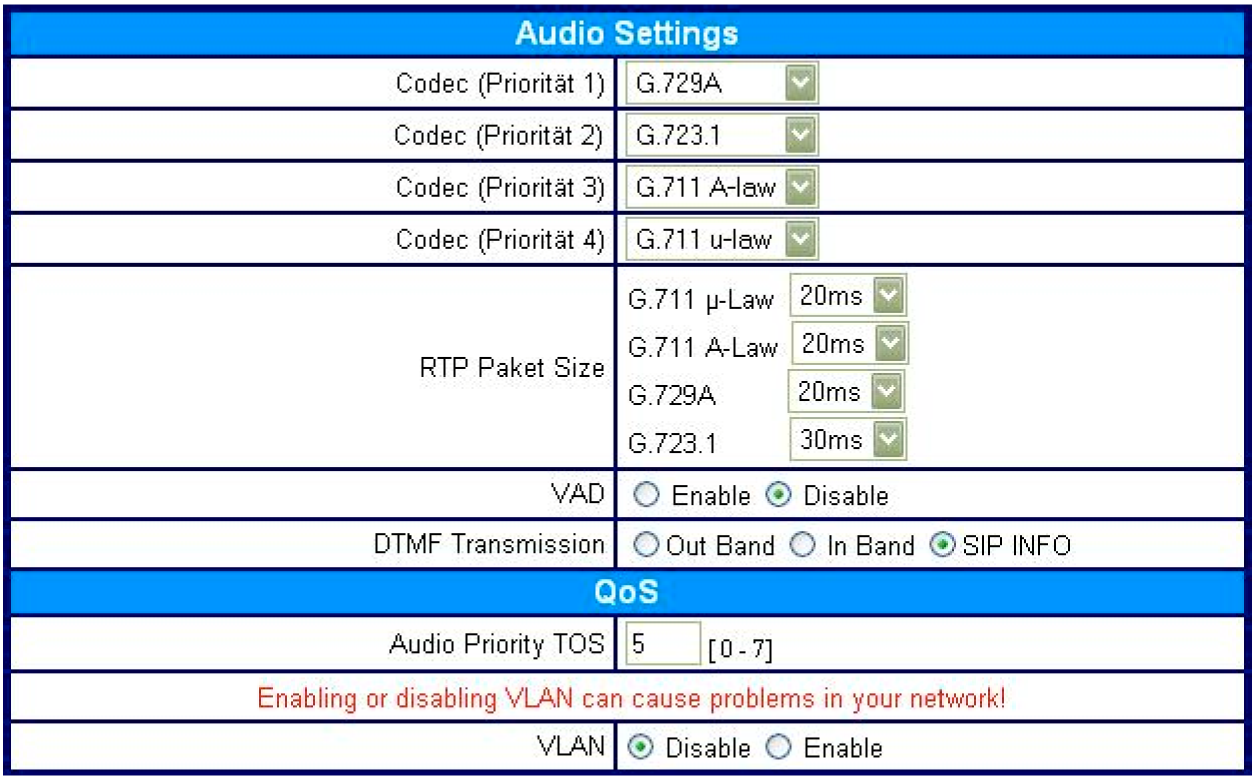
STUN Server :Portnumber

Enter STUN domain name or IP address if STUN is enabled.

UPnP

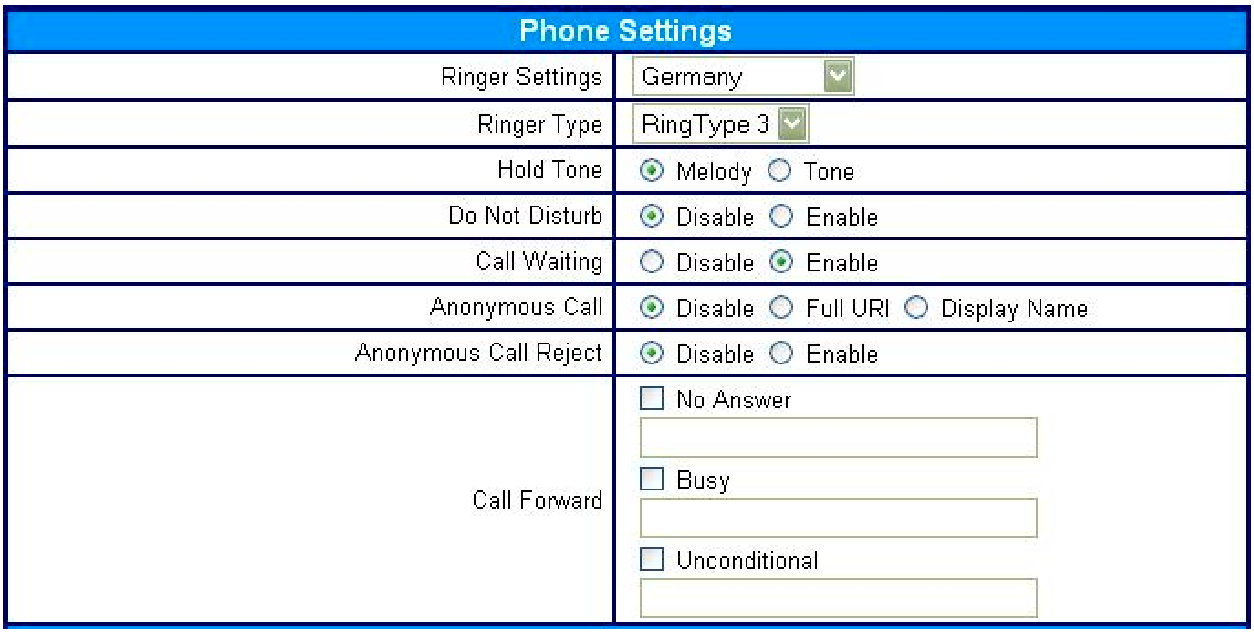
Enable or disable universal plug and play. Some NAT supports UPnP so STUN is not required and must be disabled.

7.12 Voice Setting and QoS



Codec	Voice Compression Algorithm priority settings. Select from the most used codec to the least used codec.
RTP Packet Size	Real-Time Transfer Protocol (RTP) packet length.
VAD	VAD detects voice activity and adjusts the signal to a target power level. It ensures that background noise or echo does not get amplified to the target power level.
DTMF Transmission	Select the tone method for IP phone.
Audio Priority TOS	Sets the type of service for this Internet datagram.
VLAN	Enable or disable virtual LAN.
VLAN Priority	Set the virtual LAN Priority.
VLAN ID	Virtual LAN ID.

7.13 Phone Settings – Phone Setting



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

Tone Setting	Select the tone for particular country. This setting will change the sound of tones like the dial-tone, busy-tone etc. according to your countries standards.
Ringer Type	Select the type of ring (1 to 4).
Hold Tone	Select melody or tone when HOLD key is pressed.
Do Not Disturb	Reject all incoming calls.
Call Waiting	Enable or disable call waiting.
Anonymous Call	If DISABLE is selected, full URI and name are sent to the receiver's phone when the user makes a phone call. The URI and name of the caller are displayed on the receiver's phone. When Full URI is selected, only user name is displayed on the receiver's phone when the user makes a phone call. When Display Name is selected, only name is displayed on the receiver's phone when the user makes a phone call.

Anonymous Call Reject	Select Enable to reject anonymous calls.
Call Forward	Click No Answer to enable call forward to another number when no one answers the phone after 180s (default). The timer can be changed from 0-600s. Refer to section 7.14 to change the timer. Click Busy to enable call forward to another number when user is busy on the phone. Click Unconditional to transfer all incoming calls to another number. Enter the call forward number on the text box.

7.14 Phone Setting – Timer

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

NTP Recycle Timer	NTP recycle time.
Inter Digit Timer	The time interval that the IP phone waits to detect the end of DTMF digits. No more digits are accepted after this period and the phone begins to dial.
Originating Not Accept Timer	The time interval that the caller's phone waits to establish a call. If the receiver fails to answer the phone during this time interval, the caller's phone will automatically disconnect.
Incoming No Answer Timer	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 Timer The time interval that the caller is put on hold before the phone automatically disconnect.

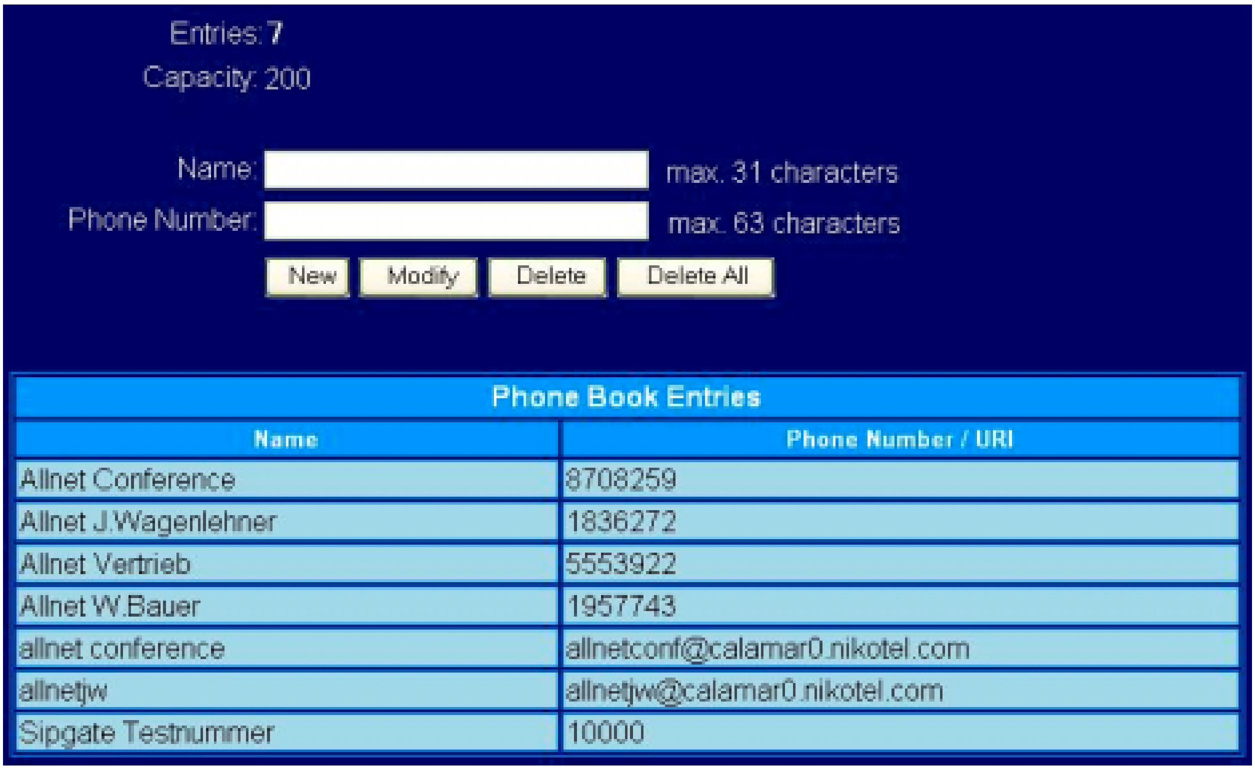
Auto Speaker Off Timer The time interval that the speaker phone is on before turning off automatically (due to inactivity).

7.15 Call Tracing Log

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

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

7.16 Phone Book



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

Name	Name that you would like to add.
Phone Number	Phone number or URI that corresponds to the name.

7.17 Speed Dial

One Touch Dial (max. 63 characters)			
Number 00	10000	Number 01	
Number 02	5553922	Number 03	
Number 04		Number 05	
Number 06		Number 07	
Number 08		Number 09	

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

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

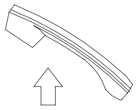
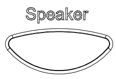
7.18 Restart System

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

8.0 OPERATING THE PHONE

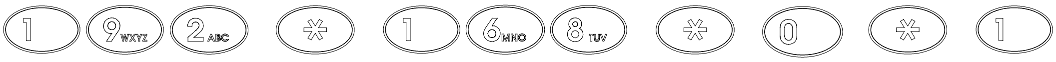
8.1 Dialing

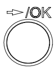
8.1.1 IP Address

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

2. Dial IP address.

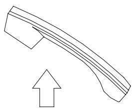
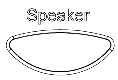
   For example: dialing 192.168.0.1



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

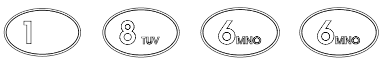
8.1.2 SIP Number

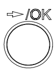
Note: You have to register with SIP server to use SIP number.

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

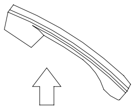
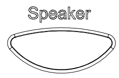
2. Dial SIP number.

   For example: dialing 1866



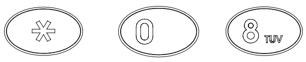
3. Press **OK**  or wait until the timer expires.

8.2 Speed Dialing

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

2. Dial Speed Dial number.

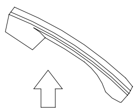
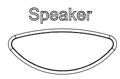
   For example: dialing speed dial number 08



8.3 Answering a Phone Call

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

When phone rings:

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

   to begin conversation.

8.4 Switching to Another Line

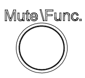
While having a conversation:

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

8.5 Mute

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

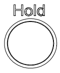
While having a conversation:

1. Press **Mute** 

. You may press **Mute** key again to resume conversation.

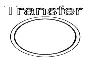
8.6 Call Transfer

While having a conversation:

1. Press **Hold** 

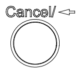
to put the person on the other line on hold.

2. Dial the IP address or the extension number where you like the call to be transferred.

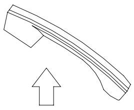
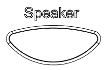
3. Press **Transfer** 

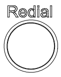
to transfer the call.

8.7 Redial

Note: To return to idle mode, press **CANCEL** key 

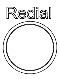
8.7.1 Last Dialed Number

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

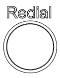
2. Press **Redial** 

to dial the last dialed number.

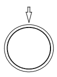
8.7.2 Through Call History

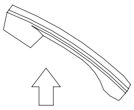
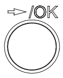
1. Press **Redial** 

. Do not lift the handset when you press Redial.

2. Press **Redial** 

again to cycle through the dialed, missed and received calls.

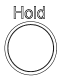
3. Press **DOWN** key  to scroll down the dialed, missed or received lists until the number is displayed on the screen.

4. Pickup the handset  or press **OK** 

8.8 On Hold

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

While having a conversation:

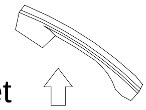
1. Press **HOLD** 

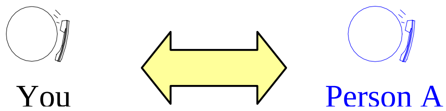
(Press **HOLD** again to resume conversation)

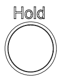
8.9 Call Forward

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

8.10 Three Way Conference

1. Pick up the handset  and call Person A.



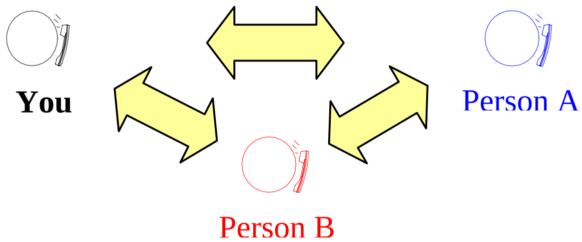
2. After Person A pick up the phone, press **Hold** key 

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.

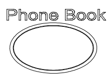
4. Press **Conference** key 

to begin 3-way conference.

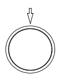


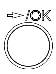
9.0 USING THE PHONEBOOK

9.1 Dialing from the Phonebook

1. Press the **PHONE BOOK** key 

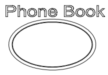
to access the phone book.

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

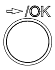
3. Press **OK** 

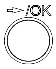
to dial.

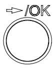
9.2 Storing a Number

1. Press and hold the **PHONE BOOK** ke 

until "**Name:**" is displayed on the screen.

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

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

4. 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.
2. Press until the name is displayed on the screen.
2. Press the **PHONE BOOK** key again.
4. Select "**Edit**" and press **OK** to edit.
5. Enter a new name and press **OK**
6. Enter the new phone number and press **OK**
7. Press **OK** to save and override the previous name and phone number.

9.4 Deleting a Number

1. Press the **PHONE BOOK** key to access the phonebook.
2. Press until the name you want to delete is selected.
3. Press the **PHONE BOOK** key again.
4. Select "Delete" and press **OK** to delete.
5. Press **OK** again to save the new list on the phonebook.

10.0Troubleshooting

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

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

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

Room for notes:

5604000046003