
Troubleshooting

ISSUE	SOLUTION
LCD reads: “wait logon...” or “logon failed”	<p>Press Local IP button to find the IP address of your IP phone. If it shows 0.0.0.0, it means the Internet connection is down, please check the LAN cable and modem.</p> <p>If you are connecting the phone to a router, the IP address should normally be 192.168.xxx.xxx or 10.0.xxx.xxx. If it is not, you need to check the RJ-45 cable connection, and make sure the LAN port on your router is on and flashing</p> <p>If you are using the static IP, please check the network setting and make sure the static IP address, subnet mask, and gateway address are entered and set correctly.</p> <p>If you are using PPPoE, please check the network setting and make sure the ppp id and ppp pin is set correctly.</p> <p>Use web browser to visit the IP phone setting page. Consult with your VoIP service provider and compare the “phone number”, and “account” fields of the protocol settings area. Then click update button to reboot the phone.</p> <p>Possible causes:</p> <p>Firewall: When network firewall is enabled, it may cause logon failed. We suggest user open the UDP ports 1719 and 1115; TCP ports 1720, 80, and 8080. Also open UDP port above 5000.</p> <p>Modem compatibility: Some 2 in 1 modem/router device may have compatibility issue with VoIP devices. Please try to use a separate router.</p>
I can not hear dial tone from the IP phone hand set	<p>Make sure the phone cord is tightly connected to both handset and phone set.</p> <p>Check the volume level by pressing the volume+ button.</p>
When I dial a phone number, I always hear fast busy tone.	<p>When dial the phone number, make sure you follow the dialing rule of your VoIP service provider (i.e. 1-area code-888-1234 for US phone numbers). Please check with your VoIP service provider for detail.</p> <p>If you are using pre-paid VoIP service, please make sure you have enough balance on your account.</p>

<p>When I dial a phone number, I can not hear any sound and the LCD always shows “Please Dial...”</p>	<p>Power off and power on the IP phone, and try again.</p>
<p>The voice quality is very poor during my conversation</p>	<p>There are very heavy internet activities in your network, such as uploading or downloading a huge amount of data from the Internet. Try to limit such activities to improve the quality.</p>
<p>I can make outbound calls, but I can not receive incoming calls</p>	<p>Refer to Configuration via Web Browser section and check the phone settings area, make sure the ring type and ring volume are set properly.</p> <p>If you are using a router or firewall, check with your VoIP provider to make sure it supports NAT traversal, and find out which port(s) is needed to allow incoming calls. Then follow the instruction in Appendix to enable the Port Forwarding.</p>
<p>LCD shows incorrect date and time</p>	<p>Refer to Configuration via Web Browser section and in “other setting” area:</p> <p>Check the sntp ip, or try another time server address.</p> <p>Check the timezone setting.</p> <p>Check the daylight saving option.</p>

Appendix: Port Forwarding

Note: Try port forwarding only when you have router or firewall in your network and your IP phone do not function correctly.

Applications running on TCP/IP open connections to other computers or Internet devices using something called ports. Sometimes your router or firewall will block certain communication ports between your network and outside traffic. These ports might be the ones needed by the IP phone to communicate with the Internet. You will need to configure your router or firewall so that certain port(s) in your network is accessible from the outside.

Different router manufactures have different process for port forwarding. So you will need to refer to your router manual for port forwarding configuration instruction.

Different VoIP protocols require different ports for communication. So you will need to consult your VoIP service provider to find out what port ranges should be opened, and forward these ports to the IP address of your IP phone.