IP PHONES INSTALLATION AND USE

IP Phones, Installation and Use Instructions

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INTRODUCTION

What is IP Phone?

- Phone that uses IP Network, such as internet, for transmitting telephone calls instead of traditional public telephone network.

Why implement?

- Improve communication means between Entities.
- Improve quality of overseas communications.
- Reduce telephony costs.

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General System Set-up

+66 2 105 XXXX
(DID Number)

internet

internet

internet

VoIP Phones

VPN VoIP Phones in Thailand & Worldwide

Hosted IP PBX CAT Chanel & DID Number

Thai and Worldwide mobile phones and landlines

! LAN Line port 1199 UDP Non blocked

DID Number:
+66 2 105 XXXX

Additional Number:
Localhost.com

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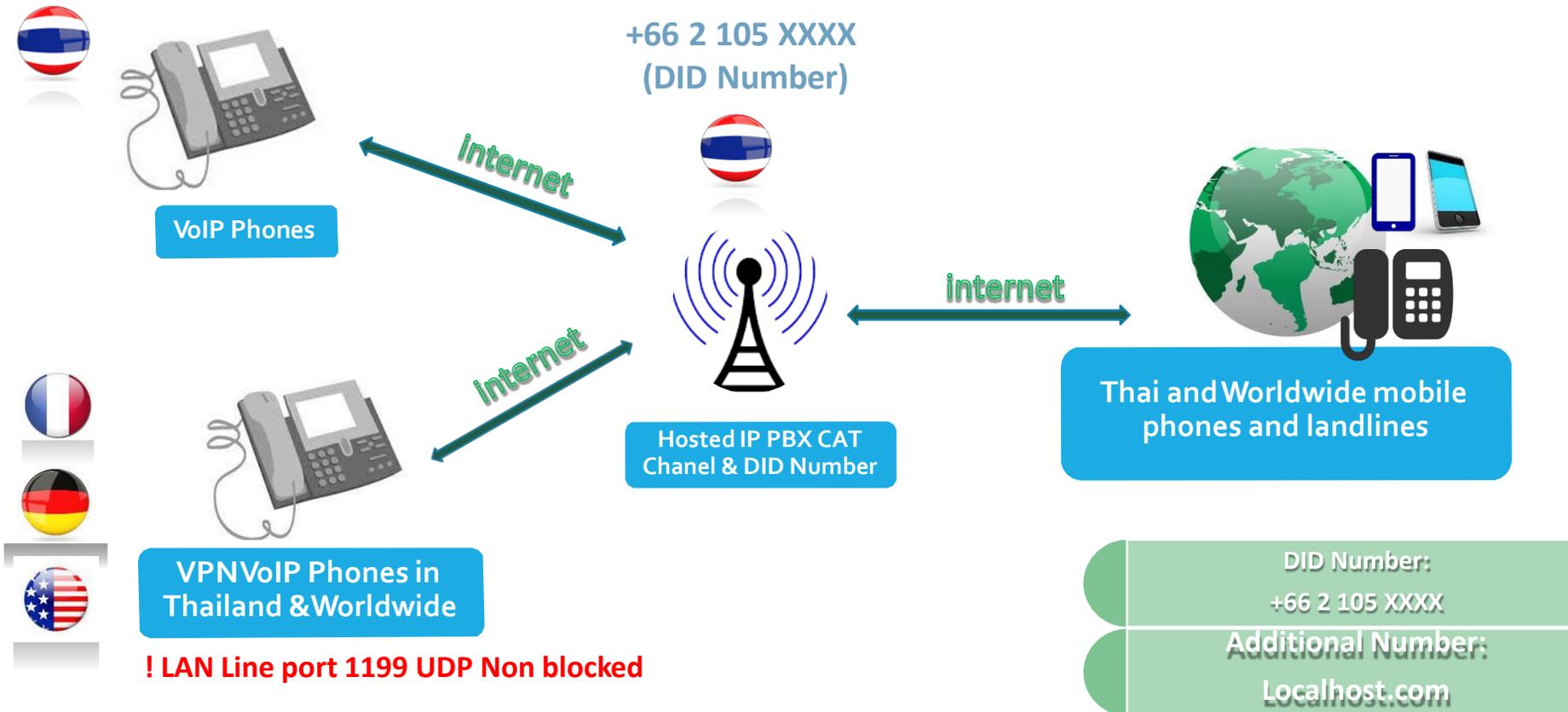
Assembling the phone

The following items are included in your package.

- IP Phone
- Handset/ Cord
- Ethernet Cable
- Stand
- Quick Installation Guide & Quick Reference Guide
- Power Adaptor (Optional)

What's Included

| Handset / Cord | IP Phone | CATS Patch Cable | Product Documentation |

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Assembling and connecting the phone

Connect the phone to the internet

(Optional: Connect the pc to the phone for internet access, the additional internet port or LAN line won't be needed.)

DC5V   Internet   PC

POWER
(No need if use POE model)

Internet

(Optional)
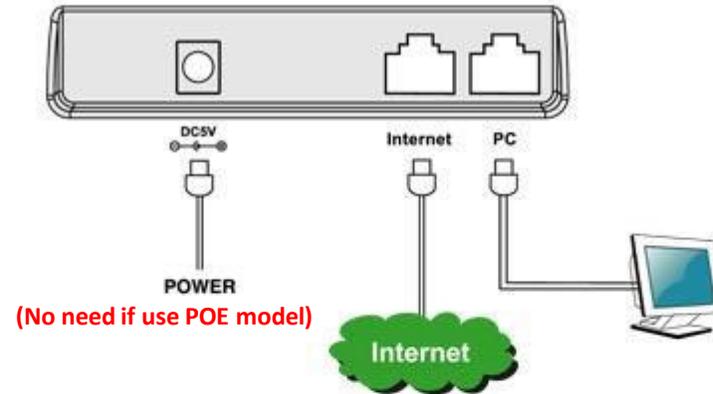
Connect the handset as shown:
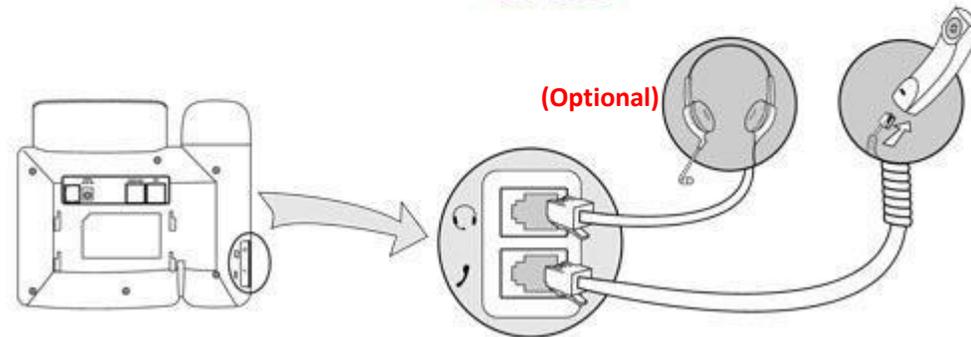
Handset to be connected at the bottom

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Connecting the phone

Connect to power and wait for telephone initialization.

- IP Phone will be ready to use when the extension number appears

- VPN Phone will be ready to use when:

1. Extension number appears.

2. VPN sign appears.

IP Phone is now ready to use!

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Calling

IP Phones are to be used for:

- Calls between office extensions
- Local calls
- Overseas phone calls
- Conference calls

Call Out
(Mobile or Landline)

VoIP rate

VoIP rate

Office Entity 1
IP Phone Extension

Free

Office Entity 2
IP Phone Extension

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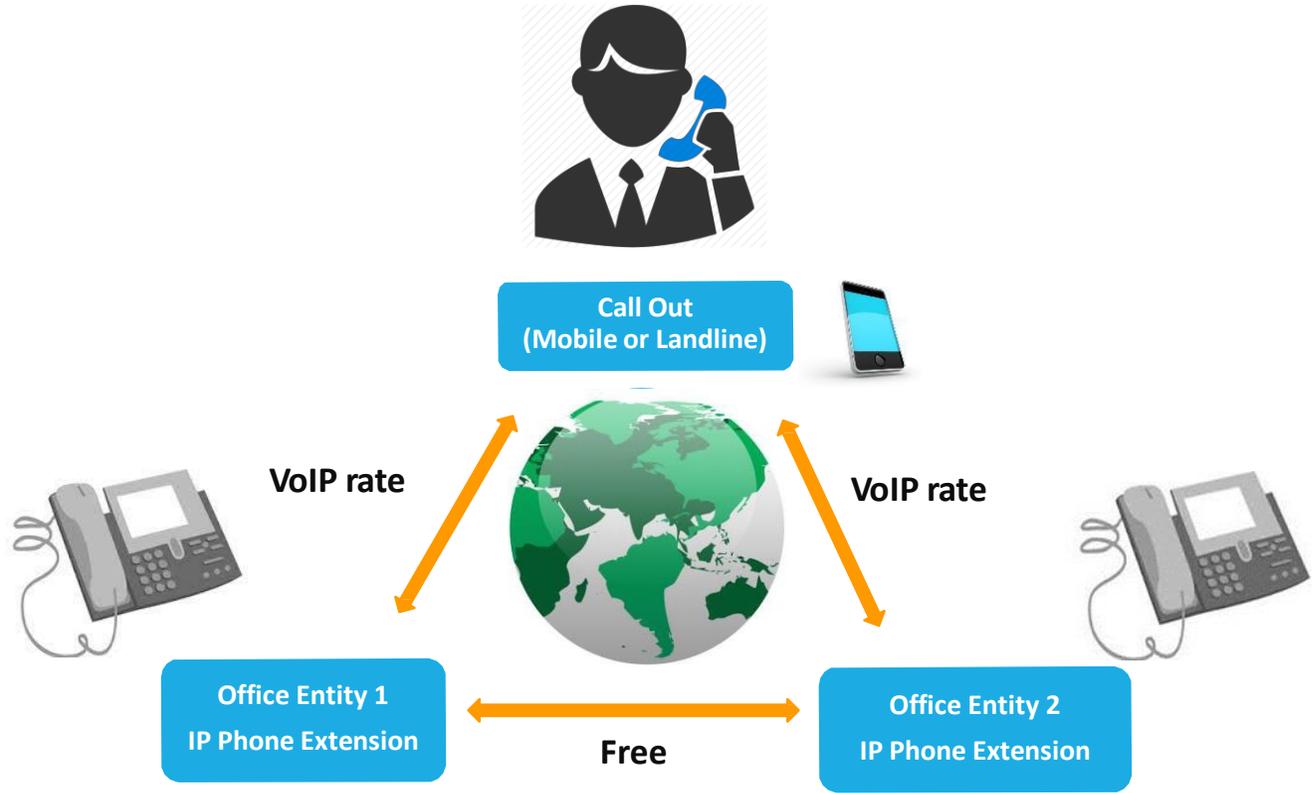
Calling

IP Phones – VPN

Your IP Phones are VPN phones, which means that they can be plugged in any internet LAN line in the world and will always work.

Same functionalities and same rates will apply anywhere.

Bring your IP Phone with you while traveling!

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Calling

Calling Between Extensions

Within offices, all IP Phones can be reached by pressing the extension number followed by #

For example: HR extension number is 111, press 111 then #

1 1 1 #

Calling Out – Thailand Landline or Mobile

Press 9 – Local code – Telephone number - #

9 0 2 1 1 1 1 1 1 1 #

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Calling

Calling Out - Overseas

9 – Country code – Telephone number – #

9 3 3 1 1 1 1 1 1 1 #

All outside calls must start with "9"

Number for Calling IP Phones

+66 2 105-XXXX

- This number is DID phone number located in Thailand.
- This number is the main number and will be shown when calling.
- All calls will go through this number.
- When calling DID number, you'll be answered by Virtual Receptionist.

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Messages and Voicemails

Messages left on your IP Phone extension number will automatically be sent to your e-mail address name@yourdomain.com and can be listened anywhere as e-mail attached under *wav* format.

...listen on voicemail

Message comes in...

...or listen on email

Voicemails will be shown on your IP Phone with Green Light on "Message"

To listen your message, press "Message" and enter your "Password" (*Password = Your phone extension number*).

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Call Transfer

Blind Transfer (transfer without knowing if someone will pick-up)
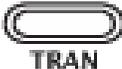
1. Press ⬭ TRAN button during a call. The call is placed on hold
2. Enter the number you want to transfer to
3. Press ⬭ TRAN

Attended transfer (Inform the receiver about the transfer)

1. Press ⬭ TRAN button during a call. The call is placed on hold
2. Enter the number you want to transfer to, and then press **#SEND**
3. Inform the second party about the transfer and press ⬭ TRAN when ready.

Call Transfer

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Call forward can be enabled following your requirements.

Calls received on IP Phones can be forwarded to the phone of your choice.

Different types of forward:

➢ *Always forward* -> All incoming calls are forwarded unconditionally

➢ *Busy forward* -> Incoming calls are forwarded in the phone is busy

➢ *No Answer forward* -> Incoming calls are forwarded if not answered after a period of time

Call Transfer

To enable the forward, inform the support manager who will set-up this function for you on our PBX user Panel.

Open page **http://**yourcompanyname**.netrovoip.com/ucp**

Your username is your extension

Your password is your extension (unless changed by you)

PBX User Panel on Internet

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Conference call (3 people max)

Inviting someone to join a conversation:

1. Call someone.
2. Press **CONF** during an active call. The call is placed on hold.
3. Enter the number of a third party, and press **#SEND**
4. Press **CONF** again when the third party is ready to join.
   All parties are now joined in the conference.
5. Press **Cancel** to disconnect all parties.

Conference can be either with:

1. To another extension – Press extension number $\boxed{1}\boxed{1}\boxed{1}$ #
2. To someone in your contact directory – Press **Dir**
3. To an outside phone – Press $\boxed{9}$ $\boxed{0}\boxed{2}$ $\boxed{1}\boxed{1}\boxed{1}\boxed{1}\boxed{1}\boxed{1}\boxed{1}$ #

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Conference call (Multi-user)

Each user who wants to join the conference should:

1. Press **711 #SEND**

2. You are asked to enter your conference PIN.
   Press **711** or other specific PIN*****

3. You are asked to record your name after the tone.
   Say your name and press **#SEND**

4. You are now in the conference.

(*) You can choose your conference PIN Number and create a new one.
Make sure conference attendees know it before starting the conference.

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Other Features

Additional Features

DnD — **Do not Disturb** – No incoming calls will be received – Make sure this feature is always off while you are available

Dir — **Directory** – Make your personal phone directory and record your frequent numbers

RD — **Redial** – Get fast access to your calls history and redial latest number

Mute — To mute the microphone during a call – press again to un-mute

Hold — To place call on hold – to resume the call, press "**Resume**"

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Frequently Asked Questions

1. The phone does not work, nothing shows on the phone's screen.

   - Make sure the internet LAN is being connected to the internet port

2. Cannot call out either local or abroad.

   - Make sure that number 9 is being pressed then local/country code + number and to complete the call by pressing #

3. Receive a voicemail even though there's no call coming in.

   - Make sure that the DND feature is disable, otherwise the voicemail will go directly to mailbox.

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If your phone is not working

follow the below 5 steps before asking for customer support:

1. Check Power Cable – Try Plugging Out and In – Wait for 2 Minutes

2. Check LAN Cable – Try Plugging Out and In – Wait for 2 Minutes

3. Check Handset/ Headset If Plugged In To The Right Port

4. Check LAN Port If Plugged In To The Right Port

5. Check DND Feature if disable

If all the steps above were followed but still the phone does not work Please

Contact NetroVOIP Customer Support 02 105 4262 or Support@NetroVOIP.com

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