User's Manual

High Definition PoE/Non-PoE IP Phone (1-Line)

► **IP-1000PT/VIP-1000T**

Copyright

Disclaimer

CE Mark Warning

Energy Saving Note of the Device

This power required device does not support Standby mode operation. For energy saving, please remove the DC-plug or push the hardware Power Switch to OFF position to disconnect the device from the power circuit.

Without removing the DC-plug or switching off the device, the device will still consume power from the power circuit. In view of Saving the Energy and reducing the unnecessary power consumption, it is strongly suggested to switch off or remove the DC-plug from the device if this device is not intended to be active.

WEEE Warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

Trademarks

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Revision

User's Manual of PLANET High Definition PoE/Non-PoE IP Phone
Model: VIP-1000PT/VIP-1000T
Rev: 1.0 (2015, October)
Part No. EM-VIP-1000 Series_v1.0

Table of Contents

Chapter 1. Introduction

Cost-effective, High-definition VoIP Phone

PLANET VIP-1000PT and VIP-1000T are low-cost but high-definition PLANET IP Phones where the earlier model comes with the PoE technology and the latter is without PoE. Whatever, both models, through IP PBX, feature VoIP and traditional telephone communications, and converged data and voice networks which can be built from one location to another without considering distance, thus making communications convenient over a long distance.

In addition, the VIP-1000PT and VIP-1000T have a 1-line business IP feature. VoIP communications can be extended when using PPTP VPN or L2TP VPN. The VIP-1000PT and VIP-1000T also allow call to be transferred to anyone at any location within the voice system, which enables the enterprise to communicate more effectively and is helpful to streamline business processes.
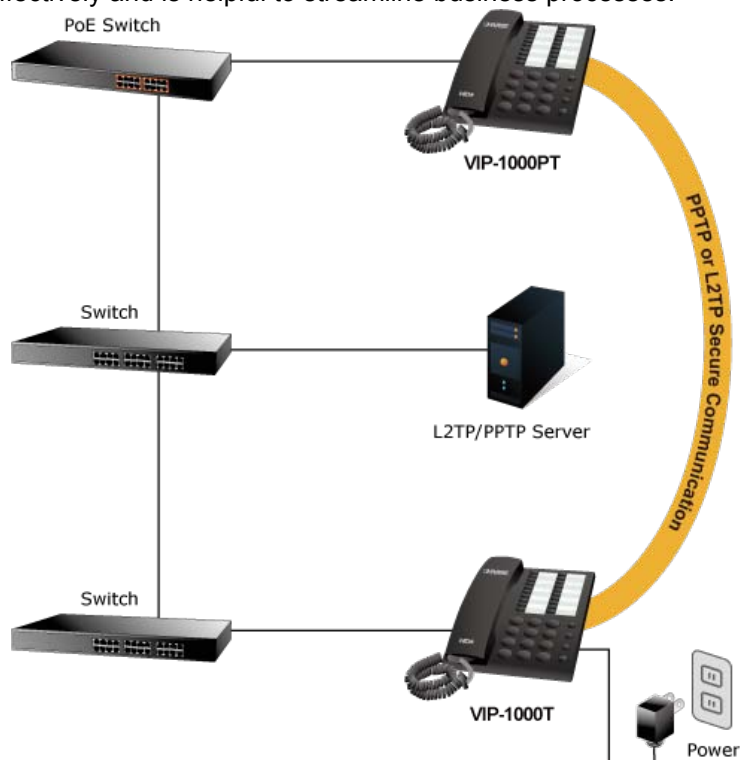
Standard Compliance

Compliant with the Session Initiation Protocol 2.0 (RFC 3261), the VIP-1000PT and VIP-1000T are able to function with other PLANET and any third-party VoIP products.
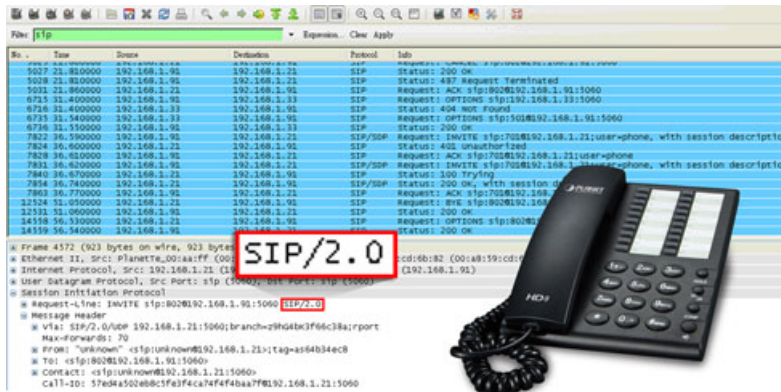
Enhanced, Full-Featured Business IP Phones

The VIP-1000PT and VIP-1000T are business IP phones that address the communication needs of the enterprises. They provide 1 voice line and 10/100Mbps Ethernet network. Furthermore, the VIP-1000PT and VIP-1000T deliver 20 multi-functional keys with speed dial and shortcut key. The VIP-1000PT and VIP-1000T support all kinds of SIP-based phone features including Call Waiting, Auto Answer, Music on Hold, Caller ID and Call Waiting ID, 3-way Conferencing, Call Hold, Call Forwarding, Black List, Hotline, DTMF Relay, In-Band, Out-of-Band (RFC 2833) and SIP info method, among others. Besides office use, the VIP-1000PT and VIP-1000T are also the ideal solution for VoIP service offered by Internet Telephony Service Provider (ITSP).

Secure, High-Quality VoIP Communication

The VIP-1000PT and VIP-1000T support SIP v2 for easy integration with general voice over IP system. It can also effortlessly deliver secured toll voice quality by utilizing cutting-edge 802.1p QoS (Quality of Service) and IP TOS technology. It also supports HD (High Definition) voice as G.722 to provide clear communications.

1.1 Features

➢ **Highlights**
- Supports SIP 2.0 (RFC3261)
- IEEE 802.3af/at Power over Ethernet compliant (VIP-1000PT only)
- Supports HD voice (G.722)
- Voice Activity Detection
- Auto Provisioning: TFTP, HTTP and HTTPS
- IP conflict detection

➢ **Advantageous Applications**
- SIP supports SIP domain, DNS name of server, peer to peer/IP call
- In-band, out-of-band, SIP info, RFC2833 DTMF relay
- Adaptive jitter buffer management
- Echo cancellation
- Full duplex hands-free speaker phone
- Hands-free headset ringing choice
- Voice codec setting for SIP line
- Customized ring tone

➢ **SIP Applications**
- Call forward and transfer (blind/attended)
- Call holding and waiting
- 3-way conferencing
- Paging and intercom
- Call park, call pickup and join call
- Call history, and blacklist (Each supports 100 records)
- Supports phonebook with 500 records
- Supports shortcut keys and speed dial
- Supports CSV phonebook and browser

➢ **Call Control Features**
- DTMF Relay: In-band, out-of-band (RFC2833) and SIP info
- Call log: redial list, answered calls and missed calls
- White list and limit call
- Do not disturb (DND)
- Caller ID, CLIR (rejects an anonymous call) and CLIP (make a call with anonymous)
- Dial without registration

➢ **Network Features**
- PPPoE and DHCP client on WAN
- 802.1P and Q VLAN
- VPN (L2TP, PPTP)
- Main DNS and secondary DNS server

- DNS relay and SNTP client
- QoS with Layer 2 and Layer 3 (SIP/RTP/Data)

➢ **Maintenance and Management**
- Integrated web server provides web-based administration and configuration
- Automated provisioning and upgrade via HTTPS, HTTP, TFTP
- User authentication for configuration pages
- Local and remote syslog (RFC 3164)
- SNTP time synchronization and TR-069

1.2 Applications

Enterprise IP Telephony Deployment of VIP-1000 Series

The VIP-1000 Series is much easier to install and configure than the traditional phone system. Its low cost and high-definition voice quality give you value for money. Based on standard SIP 2.0, it is compatible with all the standard SIP-based servers.

The VIP-1000 Series (The VIP-1000PT PoE model or the VIP-1000T non-PoE model) can be set up in any place to conveniently communicate with friends or business associates via IP PBX.

1.3 Product Specifications

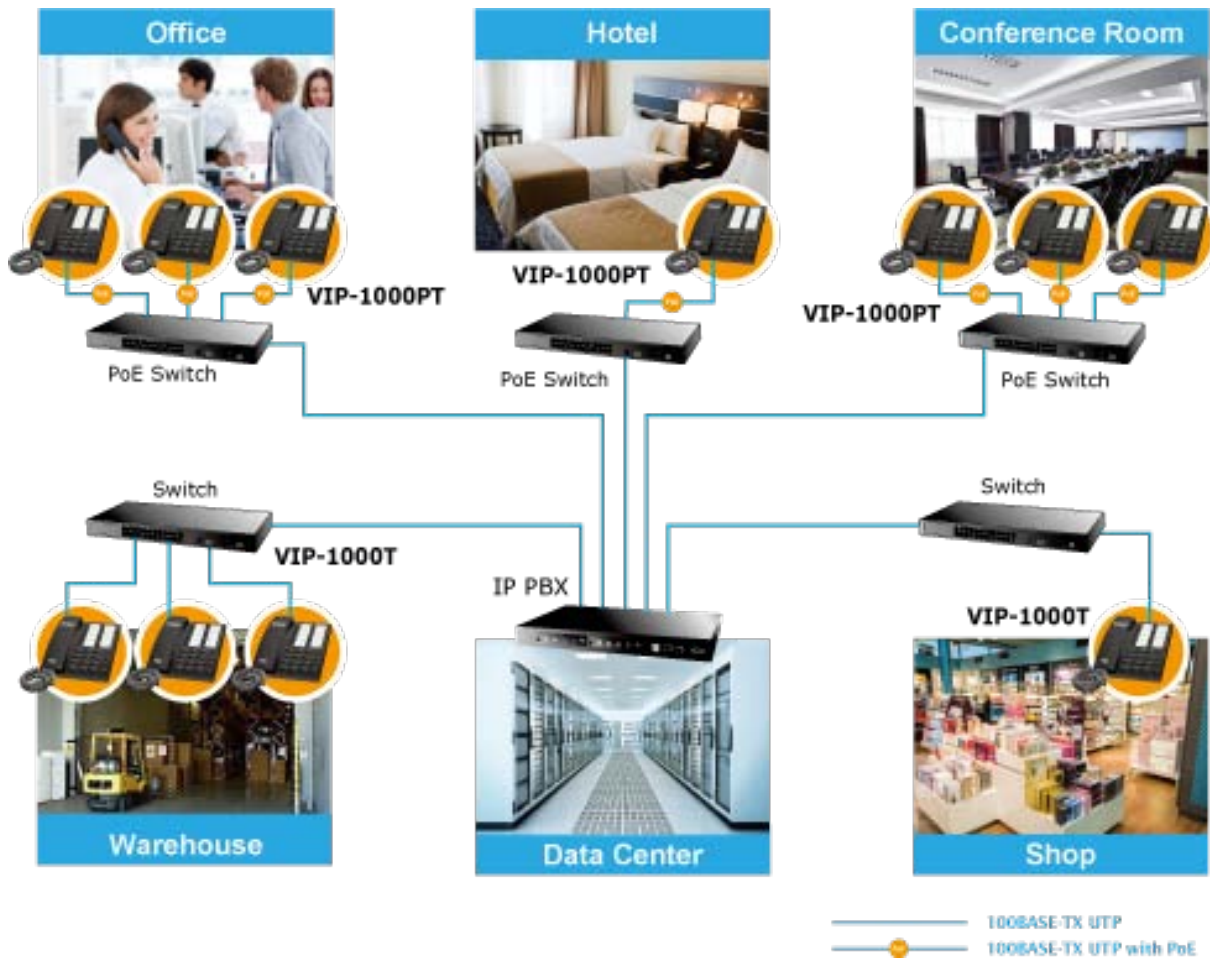| Product	VIP-1000PT High Definition PoE IP Phone	VIP-1000T High Definition IP Phone
Hardware		
Lines (Direct Numbers)	1-line business-class IP phone	
Feature Keys	12 dialing buttons (0~9, *, #) 4 x fixed function buttons 20 multi-functional key	
Physical Interfaces	One 10/100BASE-T RJ45 Ethernet port (IEEE 802.3) Handset: RJ9 connector Built-in speakerphone and microphone	
Protocols and Standard		
Data Networking	MAC address (IEEE 802.3) IPv4 (RFC 791) Address Resolution Protocol (ARP) DNS: A record (RFC 1706), SRV record (RFC 2782) Dynamic Host Configuration Protocol (DHCP) client (RFC 2131) Internet Control Message Protocol (ICMP) (RFC 792) TCP (RFC 793) User Datagram Protocol (UDP) (RFC 768) Real-time Protocol (RTP) (RFC 1889, 1890) Real-time Control Protocol (RTCP) (RFC 1889) Differentiated Services (DiffServ) (RFC 2475) Type of Service (ToS) (RFC 791, 1349) VLAN tagging 802.1p/Q: Layer 2 Quality of Service (QoS) Simple Network Time Protocol (SNTP) (RFC 2030) Backward compatible with RFC2543 Session Timer (RFC4028) SDP (RFC2327) NAPTR for SIP URI Lookup (RFC2915)	
Voice Gateway	SIP version 2 (RFC 3261, 3262, 3263, 3264) SIP support in NAT networks [including STUN (RFC 3489)] Message Waiting Indicator (RFC3842) Voice algorithms: - G.711 (A-law and µ-law) - G.729A/AB with PAMS above 4.0 - G.722 - G.723 Dual-tone multi-frequency (DTMF), in-band and out-of-band (RFC 2833) (SIP info) Voice activity detection (VAD) Adaptive jitter buffer management Comfort noise generation Echo cancellation	

Provisioning, Administration, and Maintenance	Integrated web server provides web-based administration and configuration
	Automated provisioning and upgrade via HTTPS, HTTP, TFTP
	User authentication for configuration pages
	Local and remote syslog (RFC3164)
	SNTP time synchronization
	Capture wireshark trace via web
	  Multi-user level
	  SNMPv2
	  TR069	

Features		
Telephony Features	One Voice Line Call Waiting Auto Answer Music on Hold Caller ID	

	Three-way Call Conferencing Call Hold and Call Forwarding Call Transfer: blind transfer and attended transfer Call Log: redial list, answered calls and missed calls Volume Adjustment: handset, speaker and ringer Volume Gain: handset input and speakerphone input Delayed Hotline Redial, Speed Dial Pick Up, Call Park, Dial Plan Black List Do Not Disturb (DND) Full-duplex Speakerphone Customized Ring Tone Call History (100 records) - Most Recently Missed Calls - Most Recently Received Calls - Most Recently Dialed Numbers Phone Book (500 records) Blacklist (100 records)

Environment		
Power Requirements	5V DC, 1A IEEE802.3af/at PoE class 3 Max. 2w	5V DC, 1A
Operating Temperature	0 ~ 50 degree C	
Operating Humidity	10 ~ 90% (non-condensing)	
Weight	488g	477g
Dimensions (W x D x H)	185 x 146 x 67 mm	
Emission	CE, FCC	
Connectors	One 10/100 Mbps Ethernet, RJ45 RJ9 handset connector DC power jack DND switch	

1.4 Physical Specifications and Packaging

Dimensions

Dimensions (W x D x H)	185 x 146 x 67 mm
Net Weight	488g (VIP-1000PT)
	477g (VIP-1000T)

Basic Packaging

- SIP IP Phone Unit x 1
- Power Adapter x 1 (VIP-1000T only)
- Quick Installation Guide x 1
- RJ45 Cable x 1
- Stand x 1

1.5 Keypad

Keypad, LED and Function Key Definitions

Keypad Descriptions

Interface		Description
1	Handset Top Cradle	For the placement of handset (Receiver end)
	Hook Switch	For hang-up and hang-off of handset
	Handset Bottom Cradle	For the placement of handset (Transmitter end)
	Handset Cord Port	RJ11 jack on the left side of the IP phone
2	Multi-Functional Key	These keys can be used as speed dial and shortcut keys.
3	Numeric Keypad	Enters numeric digits for initiating a call or for entering configuration information.
4	Other Functions and Numeric Keys	Including HOLD, XFER, CONF and SPEAKER.

Key	Function
HOLD	The HOLD key is used to hold the current call; press it again to release the HOLD function.
XFER	The XFER key is used to transfer calls, including attended transfer and unattended

| Interface		Description
		transfer.
	CONF	The CONF key is used to implement conference meeting calls.
	SPEAKER	Press it to use hands-free.

Rear View and Panel Descriptions

Interface Descriptions

|	Interface	Description
1	**Headset**	Headset console, connect to headset
2	**DND Switch**	The Switch is used to turn on or turn off DND. Under the character DND is a dot. When the switch is near the dot, DND is on, otherwise DND is off. Taking the left picture for example, DND is on.
3	**DC 5V**	Power port
4	**Internet**	Connects to the Ethernet switch, router or Internet. This port provides PoE (VIP-1000PT only).

Chapter 2. Initial Connection and Login

Step 1. Handset Connection

Insert one end of the Handset Cord into Handset and the other end into Handset Jack.
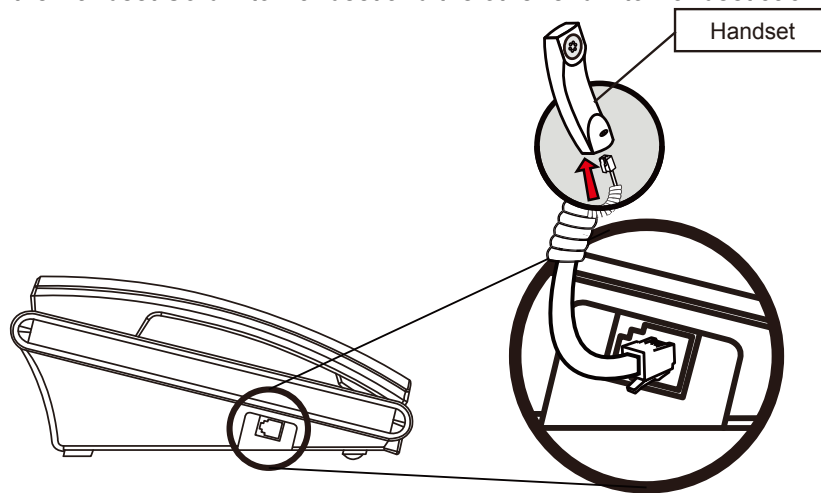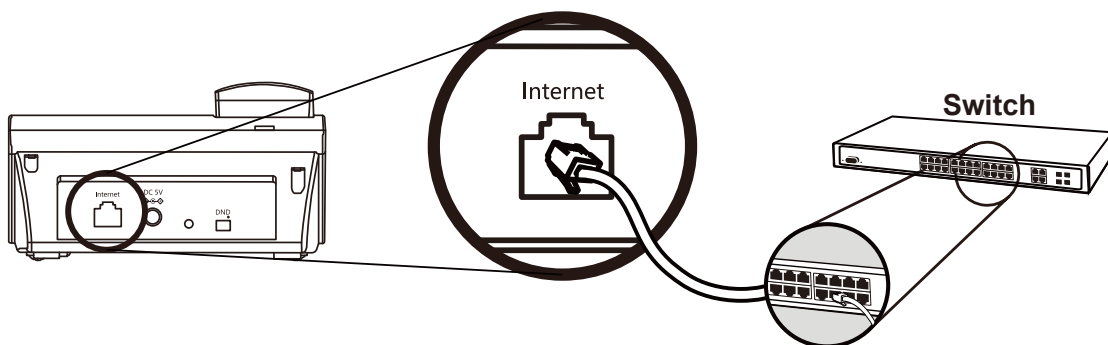

Step 2a. Connecting Power Adapter and Network
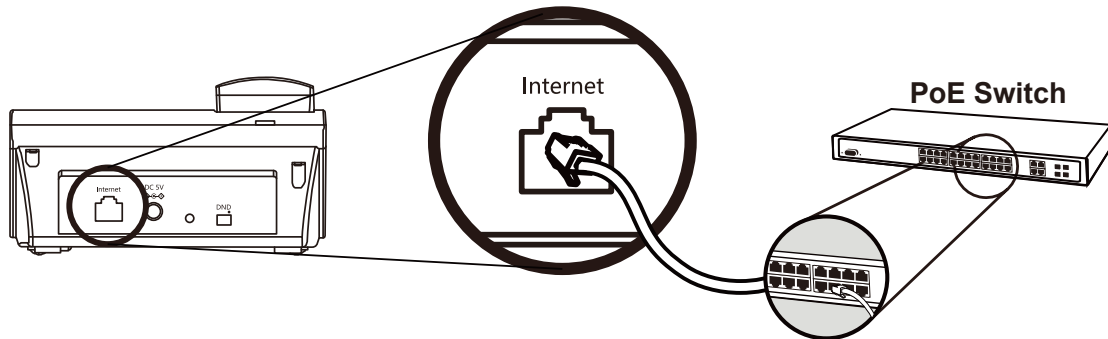
Power Adapter
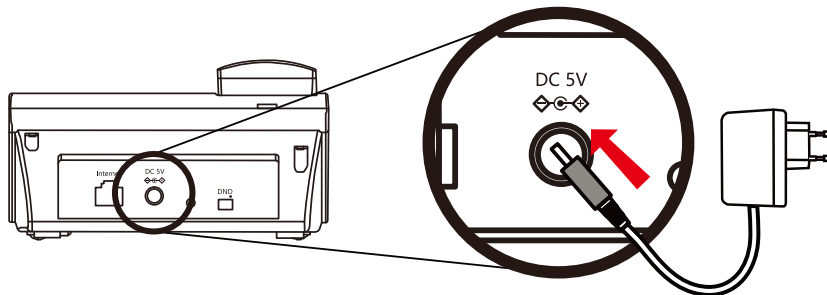
Network

Use only the 5V DC, 1A power to ensure correct functionality.

**Step 2b. Connecting Power via PoE Interface and Network**

The VIP-1000PT can be configured without external power if connected to an IEEE802.3af PSE device such as 802.3af PoE injector/hub or 802.3af PoE switch.

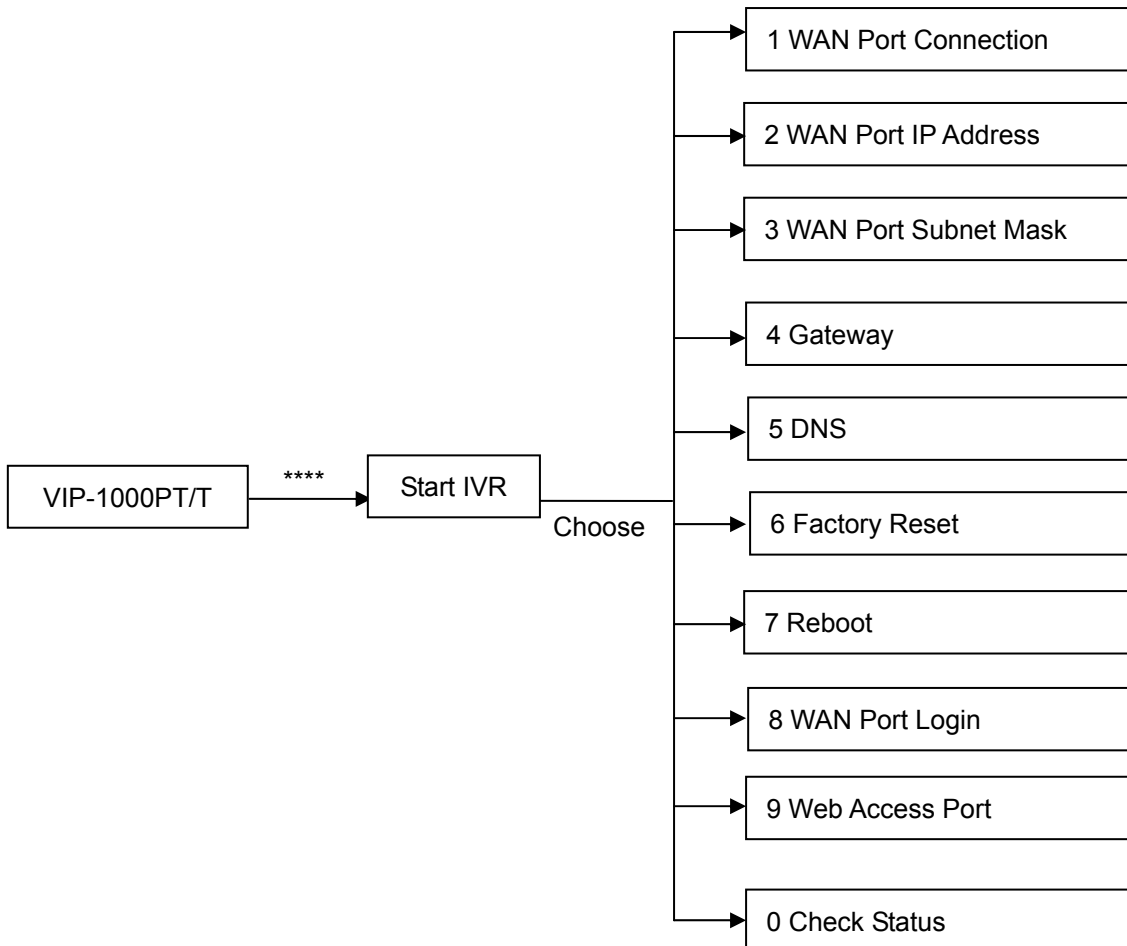|	Only the VIP-1000PT supports 802.3af power injection; use of any non-standard PoE injector could damage the device.
Note	

Step 3. Computer Network Setup

Set your computer's IP address to 172.16.0.x, where x is a number between 2 to 254 (except 1 which is being used for the camera by default). If you don't know how to do this, please ask your network administrator.
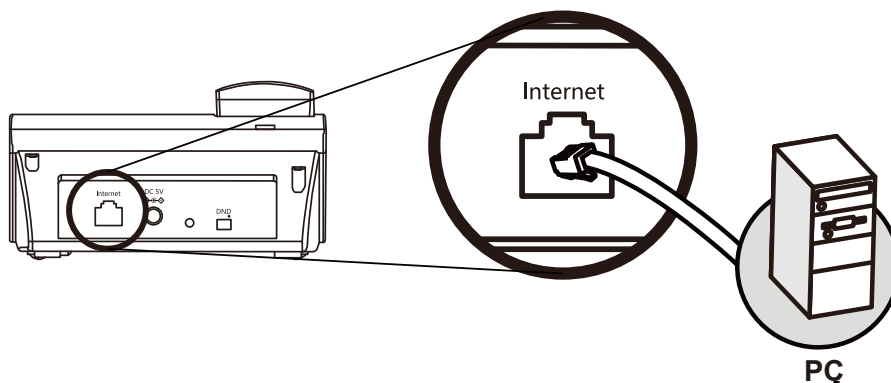
Step 4. Login Prompt

Use web browser (Internet Explorer 8.0 or above) to connect to 172.16.0.1 (type this address in the address bar of web browser). You'll be prompted to input user name and password: **admin** and **123**, respectively. If you lose an IP of the VIP-1000PT/T, please refer to the description below to get the IP via panel button.

```
                                                    ┌──────────────────────────┐
                                              ┌────▶│ 1 WAN Port Connection    │
                                              │     └──────────────────────────┘
                                              │     ┌──────────────────────────┐
                                              ├────▶│ 2 WAN Port IP Address    │
                                              │     └──────────────────────────┘
                                              │     ┌──────────────────────────┐
                                              ├────▶│ 3 WAN Port Subnet Mask   │
                                              │     └──────────────────────────┘
                                              │     ┌──────────────────────────┐
                                              ├────▶│ 4 Gateway                │
                                              │     └──────────────────────────┘
                                              │     ┌──────────────────────────┐
                                              ├────▶│ 5 DNS                    │
 ┌──────────────┐  ****  ┌───────────┐        │     └──────────────────────────┘
 │ VIP-1000PT/T │───────▶│ Start IVR │        │     ┌──────────────────────────┐
 └──────────────┘        └───────────┘        ├────▶│ 6 Factory Reset          │
                            Choose             │     └──────────────────────────┘
                                              │     ┌──────────────────────────┐
                                              ├────▶│ 7 Reboot                 │
                                              │     └──────────────────────────┘
                                              │     ┌──────────────────────────┐
                                              ├────▶│ 8 WAN Port Login         │
                                              │     └──────────────────────────┘
                                              │     ┌──────────────────────────┐
                                              ├────▶│ 9 Web Access Port        │
                                              │     └──────────────────────────┘
                                              │     ┌──────────────────────────┐
                                              └────▶│ 0 Check Status           │
                                                    └──────────────────────────┘
```

IVR Descriptions

Below is the table that lists commands and descriptions:

Operation Code	Contents

1	1) Pick up phone and press '********' to start IVR.
	 2) Choose '**1**' and the VIP-1000PT/T reports on the current **WAN port connection type**.
	 3) At the prompt, **please enter password**. User needs to key-in the pound sign '**#**' at the end of the password if he wants to configure the WAN port connection type.
	    ● The password for IVR is the same as the one of Web login. User can use the phone keypad to enter password directly, and follow the instructions under **Notice** below.
	    ● For example, Web login password is '**admin**', so password for IVR is 'admin', too. User needs to input '23646' to access and then configure the WAN connection port.

Operation Code	Contents
	4) Report '**operation successful**' if password is right. 5) Choose the new WAN port connection type from 1.DHCP and 2.Static (end with '**#**'). 6) Report 'operation successful' if user makes the changes successfully. Then the VIP-1000PT/T will return with the prompt '**Please enter your option, one WAN Port ……**'. Note: 1. Add '**#**' to the end of the password and select the new WAN port connection type. 2. If you want to quit, press '*'.
2	1) Pick up phone and press '****'to start IVR. 2) Choose '**2**' and the VIP-1000PT/T reports on the current **WAN Port IP Address**. 3) Input the new WAN port IP address and end it with '**#**'. ● Use '*' to replace '.'. User can input **192*168*20*168** to set the new IP address **192.168.20.168**. ● Press the '**#**' key to indicate that you have finished. 4) Report '**operation successful**' if it's done properly. Note: 1. If you want to quit, press'**'. 2. Set the WAN IP and then Subnet Mask, Gateway and DNS (Operation Code 3, 4 and 5); otherwise, new setting will be invalid.
3	1) Pick up phone and press '****' to start IVR. 2) Choose '**3**' and the VIP-1000PT/T reports on **WAN port subnet mask**. 3) Input a new WAN port subnet mask with '**#**' at the end. ● Use '*' to replace '.'. User can input **255*255*255*0** to set the new WAN port subnet mask **255.255.255.0**. ● Press the '**#**' key to indicate that you have finished. 4) Report '**operation successful**' if it's done properly. Note: If you want to quit, press '**'.
4	1) Pick up phone and press'****'to start IVR. 2) Choose '**4**' and the VIP-1000PT/T reports on the current **gateway**. 3) Input the new gateway and end with '**#**'. ● Use '*' to replace '.'. User can input **192*168*20*1** to set the new gateway **192.168.20.1**. ● Press the '**#**' key to indicate that you have finished. 4) Report '**operation successful**' if it's done properly. Note: If you want to quit, press '**'.
5	1) Pick up phone and press'****'to start IVR. 2) Choose '**5**' and the VIP-1000PT/T reports on the current **DNS**. 3) Input the new DNS and end with '**#**'.

Operation Code	Contents
	● Use '*' to replace '.'. User can input **192*168*20*1** to set the new DNS **192.168.20.1**. ● Press the '**#**' key to indicate that you have finished. 4) Report '**operation successful**' if it's done properly. Note: If you want to quit, press '******'.
6	1) Pick up phone and press '********' to start IVR. 2) Choose '**6**' and the VIP-1000PT/T reports on '**Factory reset**'. 3) At the prompt, **please enter password**. Please refer to Operation 1 for the password input. Note: If you want to quit, press '******'. 4) Report '**operation successful**' if password is right and then the VIP-1000PT/T will be set to factory default. 5) Press '**7**' to reboot to make changes effective.
7	1) Pick up phone and press '********' to start IVR. 2) Choose '**7**' and the VIP-1000PT/T reports on '**Reboot**'. 3) At the prompt, **please enter password**. Refer to Operation 1 for the password input. 4) The VIP-1000PT/T will reboot if password is right and operation is properly done. Note: If you want to quit, press '******'.
8	1) Pick up phone and press '********' to start IVR. 2) Choose '**8**' and the VIP-1000PT/T reports on '**WAN Port Login**'. 3) At the prompt, **please enter password**. Refer to Operation 1 for the password input. Note: If you want to quit, press '******'. 4) Report '**Operation successful**' if it's done properly. 5) At the prompt, choose **1** (**enable**) or **2** (**disable**) and end with '**#**'. 6) Report 'operation successful' if it's done properly.
9	1) Pick up phone and press '********' to start IVR. 2) Choose '**9**' and the VIP-1000PT/T reports on '**Web Access Port**'. 3) At the prompt, **please enter password**. Refer to Operation 1 for the password input. 4) Report '**operation successful**' if it's done properly. 5) Report the current **Web Access Port**. 6) Set the new **Web access port** and end with '**#**'. 7) 7) Report '**operation successful**' if it's done properly.

Operation Code	Contents
0	1) Pick up phone and press '****' to start IVR. 2) Choose '**0**' and the VIP-1000PT/T reports on the current '**Firmware version**'.

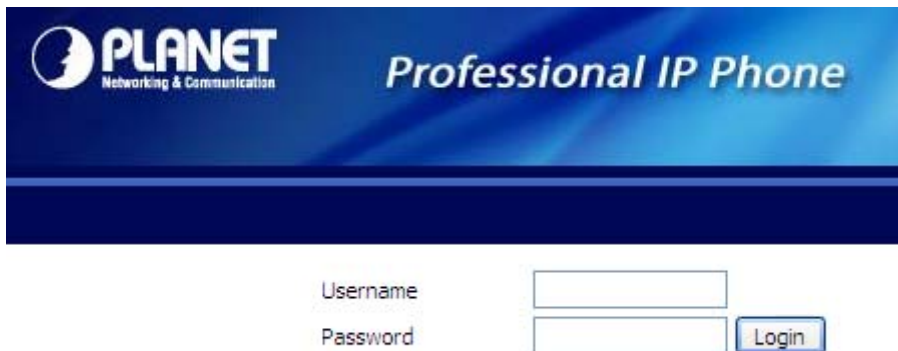# Chapter 3. Network Service Configurations

Configuring and Monitoring your IP Phone from Web Browser

The IP Phone integrates a web-based graphical user interface that can cover most configurations and machine status monitoring. Via standard web browser, you can configure and check machine status from anywhere around the world.

Manipulation of IP Phone via Web Browser

After TCP/IP configurations on your PC, you may now open your web browser, and input http://172.16.0.1 to logon to the IP Phone web configuration page.

IP Phone will prompt for logon username and password: *admin* and *123*.

When users log in to the web page, users can see the IP Phone system information like firmware version, company, etc. on this main page.

Chapter 4. VoIP IP Phone Status

4.1 Status

You can check the basic phone status to find out more information about the phone.
They include three parts: Basic, Syslog and Network.

4.1.1 Basic

Included on this page are Product Information, Line Status, Network Status, VPN status and System Status.

4.1.2 Syslog

In this configuration interface, you can view Syslog, which records the VIP-1000 Series' important configuration information. On this page, you can Refresh/Clear/Save your syslog by clicking the related button.
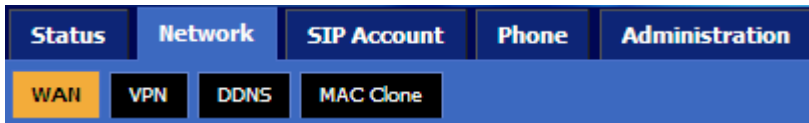
4.2 Network

User can configure the parameters of Internet Port, VPN, DDNS and MAC Clone.

4.2.1 Internet Port (WAN)

1) Static:

In static mode, user should fill in the values of IP Address, Subnet Mask, Default Gateway, Primary DNS and Secondary DNS got from your administration.

Field Name	Description
Internet port	Choose Static IP
IP Address	The IP address of Internet port
Subnet Mask	The subnet mask of Internet port
Default Gateway	The default gateway of Internet port
DNS Mode	No chosen option
Primary DNS	The primary DNS of Internet port
Secondary DNS	The second DNS of Internet port

2) DHCP:

In DHCP mode, IP phone is a DHCP client.

IP phone will get the IP Address, Subnet Mask and Default Gateway from the DHCP server.

Field Name	Description
Internet Port	Choose DHCP
DHCP Renew	Renew the phone's IP address
DNS Mode	Choose DNS mode from Manual and Auto. ♦In Manual: user should set the primary DNS and secondary DNS manually. ♦In Auto: IP phone will get the primary DNS and secondary DNS from DHCP server automatically.
Primary DNS Address	Set the primary DNS address manually.
Secondary DNS Address	Set the second DNS address manually.

3) PPPoE:

Field Name	Description
Internet Port (WAN)	Choose PPPoE
PPPoE Account	Fill in the PPPoE account which you get from Internet Service Provider.
PPPoE Password	Fill in the PPPoE password which you get from Internet Service provider.
Confirm Password	Fill in the PPPoE password again
Operation Mode	Choose operation mode shown below: ◆ In Keep Alive mode, user needs to set the 'keep alive redial period' from 0 to 3600 seconds, the default value is 60 seconds; ◆ In On Demand mode, user needs to set the 'on demand idle time' from 0 to 60 minutes; the

Field Name	Description
	default value is 5 minutes. ◆ In Manual mode, the following two options are not chosen.
Keep Alive Redial Period (0-3600s)	Set the keep alive redial period in 'Keep Alive' mode.
On Demand Idle Time (0-60m)	Set the on demand idle time in 'On Demand' mode.

4.2.2 VPN

A Virtual Private Network (VPN) is the extension of a private network that encompasses links across shared or public networks like the Internet. In short, by VPN technology, you can send data between two computers across a shared or public network in a manner that emulates the properties of a point-to-point private link.

Field Name	Description
VPN Enable:	Choose either PPTP or L2TP for the VPN mode if VPN is enabled.
Initial Service IP:	VPN server IP address

Field Name	Description
User Name:	The user name for authentication.
Password:	Password for authentication.

4.2.3 DDNS

Field Name	Description
Dynamic DNS Provider	Enable DDNS and choose the provider for it. There are three DNS providers on this page.
Account	Fill in the account you get from your provider.
Password	Fill in the password you get from your provider.
DDNS	Fill in your DDNS domain or IP address.
Status	Reflect if the DDNS upgrade is successful or not.
Apply/Cancel	Apply your changes or cancel your changes.

There are two kinds of Planet DDNS in VIP-1000 Series. One is Planet easy DDNS and the other is Planet dynamic DDNS. The major difference is Planet easy DDNS does not need to apply a user account.

DDNS Setting

DDNS Setting

Dynamic DNS Provider	Planet
Easy DDNS	Dynamic DDNS
Account	test08
Password	••••••••••
DDNS URL	ipphone256.planetddns.com
Status	DDNS updated successfully!

Save   Cancel   Reboot

4.2.4 MAC Clone

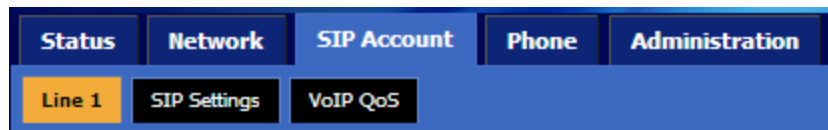| Description |
|---|
| MAC is the hardware address of network equipment. Sometimes network providers may bind network account with network equipment's MAC address. So you may not pass the provider's authentication when you use a new VIP-1000 Series. In this case, you can use MAC clone to copy your PC's MAC address to VIP-1000 Series' Internet port.

MAC is an important parameter for network equipment, so you should make sure that the MAC is right, in order to prevent VIP-1000 Series from being unusable.
You can log in to the VIP-1000 Series webpage via PC port if you incidentally make it wrong. And then clone the right MAC or resume the default settings. |
| Enable MAC address clone;

    Press [Get Current PC MAC] button to get the PC's MAC address;

    Press [Save] button to save your change; if you don't want to use MAC clone, press [Cancel] button to cancel your change;
    Press [Reboot] to reboot VIP-1000 Series. |

MAC Address Clone

MAC Address Clone

MAC Address Clone	Enable ▾
MAC Address	00:30:4F:18:35:AB [Get Current PC MAC]

[Save] [Cancel] [Reboot]

4.3   SIP Account

4.3.1   Line 1

On this webpage, users can configure the information about SIP account 1, including the following 4 parts: Basic Setup, Audio Configuration, Supplementary Service Subscription and Advanced. The following are the descriptions about these:

1) Basic Setup
Set the basic information provided by your VoIP Service Provider, such as phone number, account, password, SIP proxy and so on.

Field Name	Description
Line Enable	Enable Line 1 or not.
Outgoing Call without Registration	Enable Peer To Peer or not. ◆ If enabled, line 1 will not send register request to SIP server; ◆ In System Status, line 1 status is registered; ◆ Line 1 can make calls out, but others cannot call line1.
Proxy Server	Fill in the IP address of your SIP server.
Outbound Server	Outbound Proxy IP or domain name.
Backup Outbound Server	Backup outbound server IP or domain name.
Proxy port	The value of Proxy Port, the default value is 5060.
Outbound Port	The value of Outbound Port, the default value is 5060.
Backup Outbound Port	The value of Backup Outbound Port, the default value is 5060.

Field Name	Description
Display Name	The number will display in caller.
Phone Number	The number provided by SIP Proxy.
Account	SIP Account provided by SIP Proxy.
Password	SIP password provided by SIP Proxy.

2) Audio Configuration

Select the audio codec you want to use.

Field Name	Description
Audio Codec Type 1	Choose the audio codec type from G.711A,G.711U,G.722,G.729 and G.723
Audio Codec Type 2	Choose the audio codec type from G.711A,G.711U,G.722,G.729 and G.723
Audio Codec Type 3	Choose the audio codec type from G.711A,G.711U,G.722,G.729 and G.723
Audio Codec Type 4	Choose the audio codec type from G.711A,G.711U,G.722,G.729 and G.723
Audio Codec Type 5	Choose the audio codec type from G.711A,G.711U,G.722,G.729 and G.723
G.723 Coding Speed	Choose the speed of G.723 from 5.3kbps and 6.3kbps.
Packet Cycle (ms)	The RTP packet cycle time, the default value is 20ms.
Silence Supp	Enable silence or not.
Echo Cancel	Enable echo cancel or not.

3) Supplementary Service Subscription

Field Name	Description
Call Waiting	Enable call waiting or not.
Hot Line	Fill in the hotline number. If you have set it, when you pick your phone up, VIP-1000 Series will dial out the hotline number automatically.
MWI Enable	Enable MWI (message waiting indicate) or not. If you want to use mailbox, please enable it.

Field Name	Description
Voice Mailbox Numbers	Fill in the mailbox's feature code provided by your server, for example, in Planet IP PBX, the code is *61.

4) Advanced

Field Name	Description
Domain Name Type	Use domain name in the SIP URI or not.
Carry Port Information	Use carry port information in the SIP URI or not.
Signal Port	The default value of the local port of SIP protocol is 5060.
DTMF Type	Choose the DTMF type between In-band, RFC2833 and SIP Info.
RFC2833 Payload(>=96)	User can use the default setting.
Register Refresh Intervals(sec)	The interval between two normal register messages. You can use the default setting.
RTP Port	Set the port to send RTP. IP phone will select one idle port for RTP if you set '0', otherwise, use the value user set.
Cancel Message Enable	When you set enable, an unregistered message will be sent before registration, while you set disable, unregistered message will not be sent before registration. You should set the option for a different proxy.
Session Refresh Time (sec)	The interval time between two sessions. You can use the default value.
Refresher	Choose refresher between UAC and UAS.

Field Name	Description
Prack Enable	Enable Prack or not.
SIP Option Enable	If this option is enabled, VIP-1000 Series will send SIP-PING to server periodically instead of sending hello packet. The send interval is Keep-alive interval.
Keep-alive Interval (10-60s)	The interval that VIP-1000 Series will send to proxy is an empty packet.
Anonymous Call	Enable anonymous call or not.
Anonymous Call Block	Enable anonymous call block or not.
Proxy DNS Type	Set the proxy DNS type between A Type and DNS SRV.
Use OB Proxy In Dialog	Use OB proxy in dialog or not.
VPN	Enable VPN or not.

4.3.2 SIP Settings

1) **SIP Settings Parameters** -- The following window describes the parameters briefly.

SIP Parameters

SIP Parameters

SIP T1	500	ms	Max Forward	70	
SIP User Agent Name			Max Auth	2	
Reg Retry Intvl	30	sec	Reg Retry Long Intvl	1200	sec
Mark All AVT Packets	Enable		RFC 2543 Call Hold	Enable	
SRTP	Disable		SRTP Prefer Encryption	AES_CM	
Service Type	Common		DNS Refresh Timer	0	sec

Response Status Code Handling

Retry Reg RSC

2) **NAT Traversal**

NAT Traversal
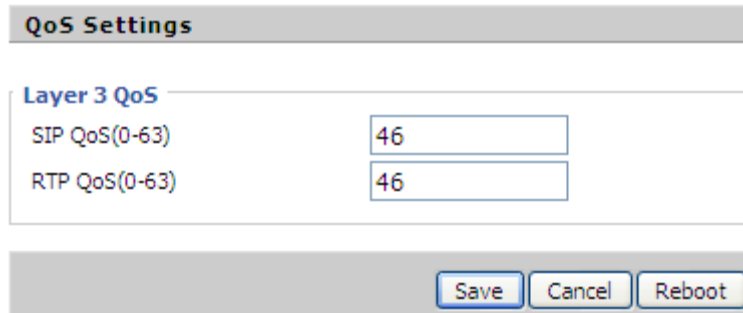
NAT Traversal

NAT Traversal	Disable	STUN Server Address	
NAT Refresh Interval(sec)	60	STUN Server Port	3478

Enable NAT traversal in NAT Traversal. As VIP-1000 Series supports STUN traversal, choose 'STUN' if you want NAT/Firewall Traversal. And fill in the STUN Server IP address in the field. Set the value of interval of refreshing NAT in NAT Refresh Interval; the default value is 60 seconds, And set the value of STUN server port in STUN Server Port; the default value is 3478.

4.3.3 VoIP QoS

Through modifying SIP or RTP to different value of QoS, this determine

QoS Settings

Layer 3 QoS

SIP QoS(0-63)   46
RTP QoS(0-63)   46

Save | Cancel | Reboot

This page allows you to configure the basic QoS DSCP Translation settings for SIP and RTP. The maximum number of supported DSCP values is 64 and the valid DSCP value ranges from 0 to 63.

4.4 Phone

On this webpage, user can configure VIP-1000 Series' preferences like Multi-Functional Key, Dial Rule, Phonebook and Call Log.

Status	Network	SIP Account	Phone	Administration
Preferences	Multi-Functional Key	Dial Plan	Phonebook	Call Log
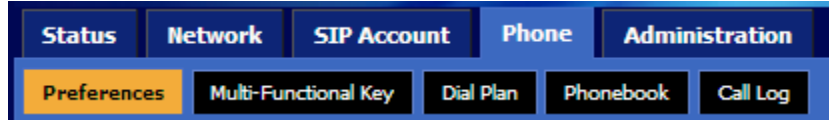
4.4.1 Preferences

1) Preferences

Preferences

Volume Settings

Handset Input Gain	5	Handset Volume	5
Speakerphone Input Gain	5	Speaker Volume	5
Ringer Volume	5	Speakerphone Mic Boost	Disable

Field Name	Description
Handset Input Gain	Adjust the handset input gain from 0 to 7.
Speakerphone Input Gain	Adjust the speakerphone input gain from 0 to 7.
Ringer Volume	Adjust the ringer volume from 0 to 7.
Handset Volume	Adjust the handset volume from 0 to 7.
Speaker Volume	Adjust the speaker volume from 0 to 7.
Speakerphone MIC Boost	Enable speakerphone MIC boost or not.

2) Regional

Regional

Tone Type	Custom
Dial Tone	350@-19,440@-19;30(*/0/1+2)
Busy Tone	480@-19,620@-19;30(.5/.5/1+2)
Off Hook Warning Tone	480@-19,620@-19;*(.25/.25/1+2)
Ring Back Tone	440@-19,480@-19;*(2/4/1+2)
Call Waiting Tone	440@-19;*(.3/10/1)
Min Jitter Delay(0-600ms)	20	Max Jitter Delay(20-1000ms)	160
Ringing Time(10-300sec)	60

Field Name	Description	Default
Tone Type	Choose tone type from Custom, China, U.S., India and so on.	Custom

Field Name	Description	Default
Dial Tone	When entering a phone number to make an outbound call.	350@-19,440@-19;30(*/0/1+2)
Busy Tone	When receiving an outbound call.	480@-19,620@-19;30(.5/.5/1+2)
Off Hook Waiting Tone	When the the handset is not placed on the cradle properly.	480@-19,620@-19;*(.25/.25/1+2)
Ringback Tone	The tone you will hear while waiting for the call to be answered.	440@-19,480@-19,*(2/4/1+2)
Call-waiting Tone	Special dial done can be played when call waiting is activated.	440@-19;*(.3/10/1)
Min. Jitter Delay (ms)	The min. value of VIP-1000 Series' jitter delay which is an adaptive jitter mechanism.	20
Max. Jitter Delay (ms)	The max. value of VIP-1000 Series' jitter delay which is an adaptive jitter mechanism.	160
Ringing Time (sec)	The extension of ringing time for VIP-1000 Series.	60

3) Call Forward

Webpage/Field Name		Description
Features	All Forward	Enable all forward or not.
	Busy Forward	Enable busy forward or not.
	No Answer Forward	Enable no answer forward or not.
Call Forward	All Forward	Set the target phone number to all forward.
	Busy Forward	Set the target phone number to busy forward.
	No Answer Forward	Set the target phone number to no answer forward.
	No Answer Timeout	The time a caller has to wait before being forwarded.

Webpage/Field Name		Description
Feature Code	Cfwd All On Code	The feature code of enabling all forward provided by your SIP provider.
	Cfwd All Off Code	The feature code of disabling all forward provided by your SIP provider.
	Cfwd Busy On Code	The feature code of enabling busy forward provided by your SIP provider.
	Cfwd Busy Off Code	The feature code of disabling busy forward provided by your SIP provider.
	Cfwd No Ans On Code	The feature code of enabling no answer forward provided by your SIP provider.
	Cfwd No Ans Off Code	The feature code of disabling no answer forward provided by your SIP provider.
	DND On Code	The feature code of enabling DND.
	DND Off Code	The feature code of disabling DND.

4) Miscellaneous

Field Name	Description
Auto Answer	If enabled, VIP-1000 Series will automatically answer all incoming calls immediately.
Auto Answer by Call Info	Enable auto answer Call Info or not.
Dial Time Out	The dial-out tone of VIP-1000 Series will sound at a specified time.
Call Immediately Key	Choose call immediately key between * and #.
Auto Hook on Mode	If enabled, VIP-1000 Series will automatically hook on when the other speaker ends the call.
ICMP Ping	If enabled, VIP-1000 Series will ping the SIP Server at every interval time, otherwise, it will send 'hello' empty packet to the SIP Sever.
Preferred Audio Device	Choose preferred audio device between handsfree and headset.
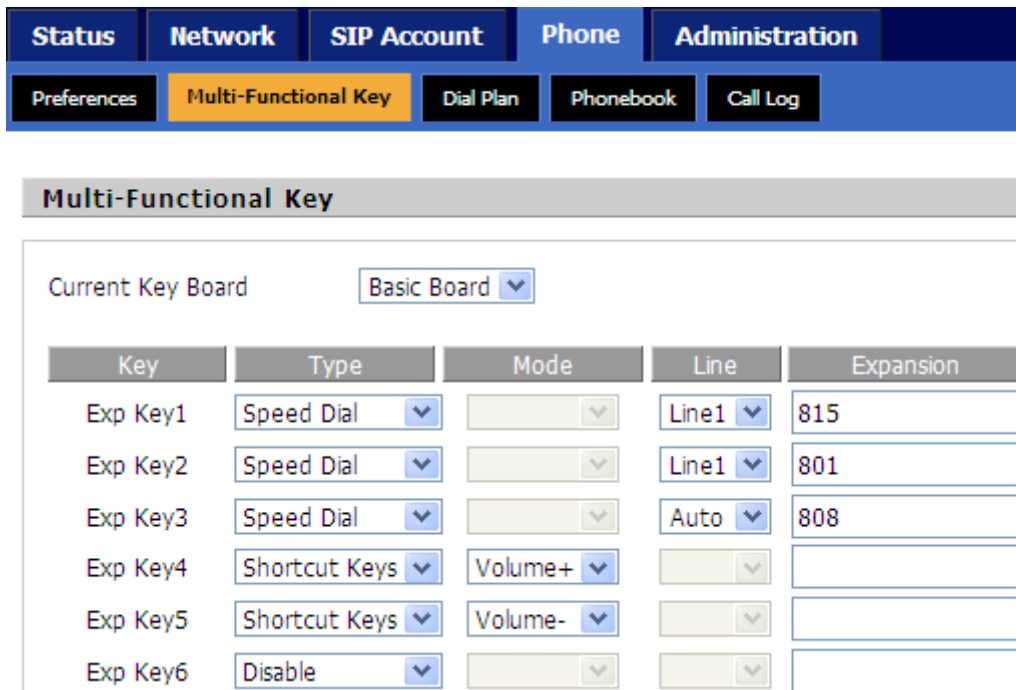
4.4.2 Multi-Functional Key

VIP-1000 Series has 20 multi-functional keys, which can be used for making speed dial and changing the value of volume. Please follow the following processes to set up these multi-functional key functions:
- Choose one EXP Key from key 1 to 20;
- Choose one function type between speed dial and shortcut keys;

- Set the other corresponding parameter;
- Press the Save button to save changes and press the cancel button to cancel changes;
- Reboot VIP-1000 Series.

The following are the setting examples:

1) Add Speed Dial
- Choose one EXP Key to configure;
- Select Speed Dial from the drop-down list;
- Choose the Line between auto (the first registered line) and line 1;
- Fill in the phone number under Expansion;
- Press Save to save changes and press the Reboot button to make changes effective.

If set properly, press the corresponding key to make call immediately.

2) Add Shortcut Keys
- Choose one EXP Key to configure;
- Select Shortcut Keys from the drop-down list;
- Choose the Mode from Volume+ and Volume-;
- Press the Save button to submit changes and press the Reboot button to make changes effective.

If set properly, press the corresponding key to turn up or turn down the value.

4.4.3 Dial Plan

1) Parameters and Settings

Field Name	Description
Dial Plan	Enable dial plan or not.
Line	Choose the call mode from line1. Fill in the sequence used to match input number.
Digit Map	Please refer to the syntactic Dial Plan.
Action	Choose the dial plan mode between Deny and Dial out. Deny means VIP-1000 Series rejects the matched number, while dial out means VIP-1000 Series allows dialing out the matched number.
Move Up	Press it to move up.
Move Down	Press it to move down.

2) Add Dial Plan
● Enable Dial Plan;
● Click the Add button, and the configuration table will be like the above one;
● Fill in the value of parameters;
● Press the OK button to end configuration;
● Press Save to submit the changes and press the Reboot button to make the changes effective.

The following window is an example of the use of dial plan. You can set your IP phone like this to check if its dial plan functions well.

If set properly, take No.1 in the following window for example, you dial #56#, the IP phone's output will be 23%5623%. Since VIP-1000 Series does not have LCD, you can use **Hammer or Wireshark** to check .

Dial Plan

General

Dial Plan	Disable
Unmatched Policy	Reject

No.	Line	Digit Map	Action	Move Up	Move Down	☐
1	Line1	<#:23%>xx<#:23%>	Dial Out	⌃	⌄	☐
2	Line1	<:010>#123#2<#:*23>2	Dial Out	⌃	⌄	☐
3	Line1	<[4-5]:>22x<:333>	Dial Out	⌃	⌄	☐
4	Line1	<9,8,:>711	Dial Out	⌃	⌄	☐
5	Line1	7,6,5,4.<:001>	Dial Out	⌃	⌄	☐

Edit   Add   Delete

3) Syntactic Dial Plan

No.	String	Description
1	0 1 2 3 4 5 6 7 8 9 * #	Legal numbers
2	x	Lowercase letter x stands for legal character.
3	[sequence]	To match one character from one sequence. For example, ♦ [0-9]: match one digit from 0 to 9; ♦ [23-5*]: match one character from 2 or 3 or 4 or 5 or *.
4	x.	Match to x, xx, xxx and so on. For example, '01.'can match '0', '01', '011',......'0111111....'.
5	<dialed:substituted>	Replace dialed with substituted. For example, <#:23%>xx<#:23%>, the input is #56#, the output should be 23%5623%.
6	x,y	Make outside dial tone after dialing 'x', stop until dialing 'y'. For example, <5,:><:241333>8101, the input is 58101 and the output will be 2413338101. What's more, VIP-1000 Series will make out line dial tone after dialing '5', stop dialing until character '8'.
7	T	Set the delayed time. For example, '<9:111>T2' means VIP-1000 Series will dial out the matched number '111' after 2 seconds of the dial time.

4.4.4 Phonebook

The user can download or upload phonebook to VIP-1000 Series via CSV file.

1) Phonebook

Field Name	Description
Name	Input the name.
Number	Input the phone number.
Ring	Choose a different ring.
OK/Cancel	Submit or cancel your change.

Phonebook

Index	Name	Number	Ring	☐
1	c1	511	Bell Type 1	☐
2	c5	515	Bell Type 3	☐
3	601	601	Bell Type 8	☐
4	602	602	Bell Type 6	☐
5	c3	513	Bell Type 4	☐

[Edit]   [Add]   [Delete]   [Move to blacklist]

Add one phonebook:
- Click the Add button and the configuration table will be like picture 1;
- Fill in the value of parameters;
- Press the OK button to submit your change or press the cancel button to cancel your change, and then press the reboot button to make your change effective.

Edit one phonebook:
- Choose one phone book;
- Click the Edit button and the configuration table like picture 3 will appear;
- Change the value of parameters;
- Press the OK button to end configuration;
- Press the Save button to save your change and reboot the phone.

Delete one phonebook:
- Choose one phonebook;
- Click the Delete button to delete the phone book;
- Press the Save button to submit your change and reboot the phone to make your change effective.

Move one phonebook to blacklist:
- Choose one phonebook;
- Click the Move to Blacklist button, and the number you choose will be deleted from the phone book list and be moved to blacklist.
- Press the Save button to submit your change and press reboot to make your change effective.

2) Blacklist

Name [   ]
Number [   ]
[OK] [Cancel]

Field Name	Description
Name	Input the name.
Number	Input the number.

Blacklist

Index	Name	Number	☐
1	602	602	☐
2	m1	701	☐
3	m2	702	☐
4	l1	801	☐
5	l2	802	☐

[Edit] [Add] [Delete] [Move to phonebook]

Add one Blacklist:
· Click the Add button and the configuration table like picture 1 will appear;
· Fill in the value of parameters;
· Press the OK button to end configuration;
· Press the save button to submit change and reboot VIP-1000 Series to make your change effective.

Edit one Blacklist:
· Choose one blacklist;
· Click the Edit button and the configuration table like picture 3 will appear;
· Change the value of parameters;
· Press the OK button to end edit and press save to submit your change, and reboot VIP-1000 Series.

Delete one Blacklist:
- Choose one blacklist;
- Click the Delete button to delete the blacklist;
- Press the Save button to submit your change and reboot the phone to make your change effective.

Move one blacklist to phonebook:
- Choose one blacklist;
- Click the move to phonebook button to move the blacklist to the phonebook.
- Press the Save button to submit your change and reboot the phone to make your change effective.

4.4.5 Call Log

To view the call log information such as redial list (incoming calls), answered calls and missed calls.

1）Redial List

Index	Number	Start Time	Duration	☐
1	511	08/02 13:56	00:00:01	☐
2	511	08/02 13:57	00:00:04	☐
3	511	08/02 14:02	00:01:48	☐
4	515	08/02 14:11	00:00:08	☐
5	516	08/02 14:13	00:00:01	☐
6	515	08/02 14:25	00:00:02	☐
7	515	08/02 16:58	00:00:03	☐
8	511	08/02 16:58	00:00:02	☐
9	511	08/02 16:58	00:00:02	☐
10	511	08/02 16:59	00:00:02	☐
11	515	08/02 17:07	00:00:01	☐

2) Answered Calls

Index	Number	Start Time	Duration	☐
1	512	01/01 00:00	00:00:02	☐
2	512	01/01 00:01	00:00:05	☐
3	602	01/01 00:02	00:00:02	☐
4	513	01/01 00:04	00:00:01	☐
5	602	01/01 00:05	00:00:02	☐

3) Missed Calls

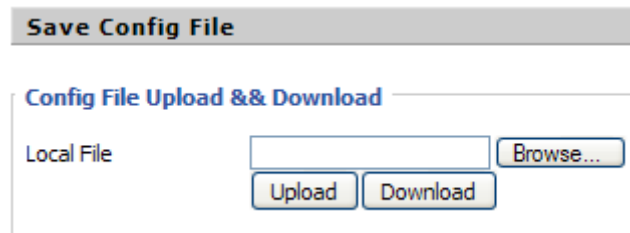| Missed Calls				
Index	**Number**	**Start Time**	**Duration**	☐
1	6016	01/01 00:03	00:00:02	☐
2	6016	01/01 00:01	00:00:01	☐
3	515	01/01 00:35	00:00:00	☐
4	515	01/01 00:35	00:00:02	☐

4.5 Administration

User can manage VIP-1000 Series on these six webpages; you can configure the Time/Date, password, web access, system log and so on.

4.5.1 Management

On this page, you can configure the value of Time/Date, Password, Factory Defaults and so on.

1) Save File Config File Upload & Download

User can upload and download configuration file on the webpage.

● Upload: First press Browse and choose your file in your computer; press Upload to begin uploading the configuration file.
● Download: First press Download and choose where to put the configuration file.

2) Administrator Settings

Administrator Settings

Password Reset

User Type	Admin User ▼
New User Name	admin
New Password	(The maximum length is 25)
Confirm Password	

Language

Language	English ▼

VPN Access

Management Using VPN	Disable ▼

Web Access

Remote Web Login	Enable ▼
Web Port	80
Web Idle Timeout(0 - 60min)	5
Allowed Remote IP(IP1;IP2;...)	0.0.0.0

Telnet Access

Remote Telnet	Enable ▼
Telnet Port	23
Allowed Remote IP(IP1;IP2;...)	0.0.0.0

User can change VIP-1000 Series' password, language and Web Access on this webpage.

Password Reset:
· Choose your type between Normal User and Admin User in User Type;
· Set your user name in New User Name;
· Set your new password in New password;
· Fill in your new password again in Confirm Password.

Language:
Choose your language: English, Russian, Spanish or other.

VPN Access:
Select management use VPN or not

Web Access:
· Remote Web Login: If enabled, user can access Web.
· Web Port: Set the port which is used to log in Web via Internet port and PC port; the default is 80,

if you enable this. You must add**:** 80 in the URL.

・   Web Idle Timeout: Set the Web Idle timeout time.

      The webpage can be logged out after Web Idle Timeout without any operation.

・   Allowed Remote IP: Limit remote client access to VIP-1000 Series via Web. 0.0.0.0 means no

      limit.

Telnet Access:

・   Limit remote client access to VIP-1000 Series via Telnet. 0.0.0.0 means no limit.

3) Time/Date Setting

Field Name	Description
Current Time	Display the current time.
NTP Settings	Choose NTP
Primary NTP Sever	Fill in the primary NTP server IP address or Domain name.
Secondary NTP Server	Fill in the secondary NTP sever IP address or Domain name.
NTP synchronizati on(1-1440m)	The synchronization period with NTP; fill in the blank from 1 to 1440 minutes. The default value is 60 minutes.
Daylight Saving Time	Enable Daylight Saving Time or not.

Setup Steps:

· Enable Daylight Saving Time;

· Set value of offset, just like picture 2;

· Set Starting Month/Week/Day/Hour in Start Month/Start Day of Week and last in Month/Start Hour of Day. Set stop Month/Week/Day/Hour in Stop Month/Stop Day of Week and last in Month/Stop Day of Week/Stop Hour of Day, just like in picture 2.

· Press the Save button to save your changes and press the Reboot button to activate the changes.

4) System Log Setting

Field Name	Description
Syslog Enable	Enable system log or not.
Syslog Level	Choose log level between Info and Debug. Debug has priority to Info, the higher priority and more information in Syslog.
VIP-1000 Series supports local and remote syslog. **In local:** · Disable Remote Syslog and choose one system log level, just like in picture 1. · Press the Save button to save and press the Reboot button to activate changes. · User can view syslog on the Status/Syslog webpage. **In remote:** · Enable Remote Syslog and fill in Remote Syslog Server IP address or domain name; · Choose one kind of Log Level; · Press the Save button to submit your changes and press the Reboot button to activate the changes.	
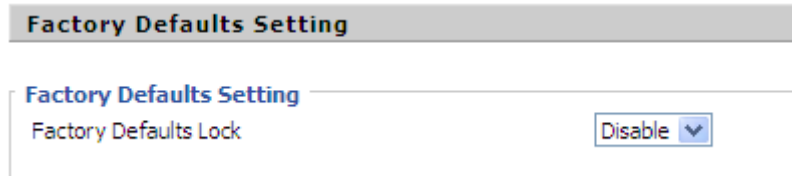
> - User can view syslog in remote server, and he/she can view the syslog in Status/Syslog webpage, too.

5) Factory Default Setting

Factory Defaults Setting

Factory Defaults Setting

Factory Defaults Lock	Disable ▾

Select enable or disable lock default function.
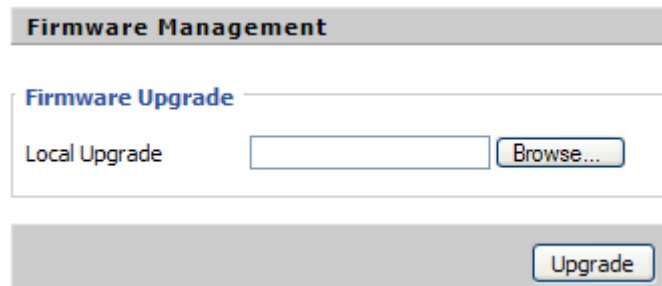
6) Factory Defaults

Factory Defaults

Reset to Factory Defaults   [Factory Default]

Press the Reset Factory Default button to make VIP-1000 Series default.

4.5.2 Firmware Upgrade

Firmware Management

Firmware Upgrade

Local Upgrade		[Browse...]

[Upgrade]

Steps:
- Press Browse to browse the upgrade file;
- Press the Upgrade button to start upgrading;
- Log in web and then check whether the firmware is well upgraded by viewing the firmware version on the Status/Basic webpage.

4.5.3 Provision

1) Provisioning allows VIP-1000 Series to realize auto-upgrading and auto-configuration.
2) VIP-1000 Series supports 3 ways to provision: TFTP, HTTP and HTTPS.
   - Before testing or using TFTP, user should have TFTP Server and upgraded file and configuration file.
   - Before testing or using HTTP, user should have HTTP server and upgraded file and configuration file.
   - Before testing and using HTTPS, user should have HTTPS Server and upgraded file and configuration file. What's more, user should have CA Certificate (should be the same as HTTPS Server's), Client Certificate file and Private Key file.
3) User can upload CA Certificate file, Client Certificate file and Private Key file on the Equipment

Management/Cert Manage page.

Provision

Configuration Profile

Provision Enable	Enable
Resync On Reset	Enable
Resync Random Delay(sec)	40
Resync Periodic(sec)	3600
Resync Error Retry Delay(sec)	3600
Forced Resync Delay(sec)	14400
Resync After Upgrade	Enable
Resync From SIP	Disable
Option 66	Enable
Option 67	Disable
Config File Name	$(MA)
User Agent	
Profile Rule	

Firmware Upgrade

Upgrade Enable	Enable
Upgrade Error Retry Delay(sec)	3600
Upgrade Rule	

Field Name	Description
Provision Enable	Enable provision or not.
Resync On Reset	Enable resync or not.
Resync Random Delay (sec)	Set the maximum delay for request for the synchronization file.
Resync Period (sec)	Set the period time for resync; default is 3600s.
Resync Error Retry Delay（sec）	If the last resync fails, VIP-1000 Series will retry resync after the 'Resync Error Retry Delay' time; default is 3600s.
Forced Resync Delay (sec)	If it's time to resync, but VIP-1000 Series is busy now, in this case, VIP-1000 Series will wait for a period of time; the longest is 14400s. When the time is out, VIP-1000 Series will be forced to resync.
Option 66	Enable option 66 or not.
Option 67	Enable option 67 or not.
Config File Name	Fill in the configuration file name. Configuration File Name is used for in-house provision mode only. When using TFTP with option 66 to realize provisioning, user must input the right configuration file name on VIP-1000 Series' webpage.
User Agent	The User Agent defines user agent behavior in the course of client provisioning.
Profile Rule	Fill in the URL of your configuration file.

Field Name	Description
Upgrade Enable	Enable Upgrade or not.
Upgrade Error Retry Delay(sec)	Set the time to retry upgrade, effective when the last upgrade failed.
Upgrade Rule	Fill in the URL of the upgraded file.

4.5.4 SNMP

Field Name	Description
SNMP Service	Enable SNMP or not.
Trap Server Address	Fill in the IP address or domain of trap server.
Read Community Name	A string -- it is used an express password between management process and the agent process.
Write Community Name	A string -- it is used an express password between management process and the agent process.
Trap Community	The community code in Trap.
Trap period interval (sec)	The interval period between traps.

4.5.5 Diagnosis

The VIP-1000 Series provides two ways to check the issue of network, one is Ping Test and the other is Traceroute Test.

Ping Test

Ping Test

Dest IP/Host Name   192.168.1.254

WAN Interface   1_MANAGEMENT_VOICE_INTERNET_R_VID_

```
PING 192.168.1.254 (192.168.1.254): 56 data bytes
64 bytes from 192.168.1.254: seq=0 ttl=64 time=1.927 ms
64 bytes from 192.168.1.254: seq=1 ttl=64 time=0.883 ms
64 bytes from 192.168.1.254: seq=2 ttl=64 time=0.849 ms
64 bytes from 192.168.1.254: seq=3 ttl=64 time=0.869 ms
64 bytes from 192.168.1.254: seq=4 ttl=64 time=7.991 ms

--- 192.168.1.254 ping statistics ---
5 packets transmitted, 5 packets received, 0% packet loss
round trip min/avg/max = 0.849/2.503/7.991 ms
```

Traceroute Test

Traceroute Test

Dest IP/Host Name

WAN Interface   1_MANAGEMENT_VOICE_INTERNET_R_VID_

```
traceroute to 8.8.8.8 (8.8.8.8), 30 hops max, 38 byte packets
 1  192.168.1.254 (192.168.1.254)  8.582 ms  0.865 ms  0.728 ms
 2  210-61-134-254.HINET-IP.hinet.net (210.61.134.254)  16.510 ms  16.292 ms
 3  tpe4-3302.hinet.net (168.95.229.86)  16.451 ms  17.083 ms  16.916 ms
 4  72.14.222.94 (72.14.222.94)  17.649 ms  18.008 ms  18.332 ms
 5  72.14.233.20 (72.14.233.20)  19.894 ms  19.858 ms  19.855 ms
 6  209.85.250.229 (209.85.250.229)  28.920 ms  34.091 ms  28.469 ms
 7  209.85.245.58 (209.85.245.58)  24.842 ms  24.992 ms  28.392 ms
```

4.5.6 Operation Mode

There are two modes on this page: Basic Mode and Advanced Mode

| Management | Firmware Upgrade | Provision | SNMP | Diagnosis | Operating Mode |

Operating Mode Settings

Operating Mode Settings

Operating Mode   Advanced Mode

Basic Mode
Advanced Mode

The default is advanced mode. This mode provides multiple WAN and VLAN functions, otherwise,

basic mode does not support these functions.

Appendix A -- Frequently Asked Questions

Q1: No operation after powering on.

A1: Check if the power adapter is properly connected.
If applicable, check if the PoE (Power over Ethernet) switch behind the IP phone is set correctly.
Note only VIP-1000PT supports PoE function.

Q2: What's the default setting?

A2: The default IP is 172.16.0.1; default username and password are admin and 123.

Q3: No Dial Tone?

A3: Check if the handset cord is properly connected.

Q4: Cannot Make a Call.

A4: Check the status of your SIP registration status or contact your administrator, supplier, or ITSP for more information or assistance.

Q5: Cannot Receive Any Phone Call.

A5: Check the status of your SIP registration status, or contact your administrator, supplier, or ITSP for more information or assistance

Q6: No voice during an active call.

A6: Check if the servers support the current audio codec type, or contact your administrator, supplier, or ITSP for more information or assistance.

Q7: Cannot connect to the configuration Website.

A7: Check if the Ethernet cable is properly connected.
Check if the URL is correctly written. The format of URL is: http:// the Internet port IP address
Check if your firewall/NAT settings are correct.
Check if the version of IE is IE8, or use other browsers such as Firefox or Mozilla, or contact your administrator, supplier, or ITSP for more information or assistance.

Q8: Forget the Password.

A8: Default password of website and menu is null.
If user changed the password and then forgot it, you cannot access the configuration website or the menu items which need a password.
Solution:
Please perform factory default by IVR: Pick up the handset and press **** into IVR. Press 6 to perform factory reset. The default password is admin (the key is 23646#). When done, please press 7 to perform reboot, which also needs the password. When done, hang up the handset and VIP-1000 Series will restore the default setting.