Table of Contents

WELCOME

Thank you for purchasing the LAN Cordless DUALphone. This guide describes how to install the LAN Cordless DUALphone, enabling you to make Internet calls, landline calls and use onscreen information services. Included in this guide is also a brief description of the basic functions of the DUALphone and a troubleshooting section. Note that throughout this guide, we refer to the LAN Cordless DUALphone as DUALphone.

For detailed information about the features of the DUALphone refer to the User Manual on our website. On the website you can also find out how to contact product support.

www.dualphone.net/lan

Have your serial number and MAC address ready when contacting support. You find the numbers on the bottom of the gateway. For matters concerning telephony services, contact your Internet Telephony Service Provider. For matters concerning your broadband connection, contact your Internet Service Provider (ISP), and for matters concerning Onscreen Information Services contact your Information Service Provider.

For EU: Conformity of the telephone to EU directives is confirmed by the CE symbol. Hereby, we declare that the LAN Cordless DUALphone and/or LAN Cordless DUALhandset are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

For US: This equipment complies with Part 15 of the FCC rules and Part 68 of the FCC rules, and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA).

Located on the equipment is a label that contains, among other information, the FCC registration number, and ringer equivalence number (REN.) If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0) To be certain of the number of devices that may be connected to the line, as determined by the total REN's, contact the telephone company to determine the maximum REN for the calling area.

This equipment cannot be used on the telephone company-provided coin service. Connection to Party Line Service is subject to State Tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If the trouble is causing harm to the telephone network, the telephone company may request you to remove the equipment from the network, until the problem is resolved.

This equipment uses the following USOC jacks: RJ11C.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightening strikes and other electrical surges.

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For further information, see "FCC and other information" on the Safety Information sheet for US.

BOX CONTENTS

The following items are included in the box. If the items in the box do not comply with the items on this list, contact your place of purchase before you start installation.

1   1 DUALphone handset
2   1 DUALphone handset charging cradle
3   1 DUALphone gateway with LAN and telephone line interface
4   2 Mains power adapters for gateway and handset charger
5   1 Ethernet cable
6   1 Telephone cable
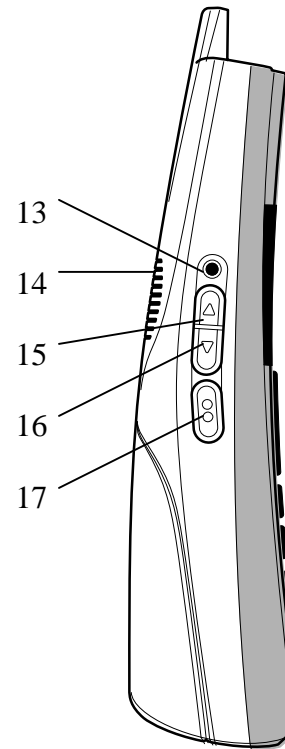7   1 Installation Guide
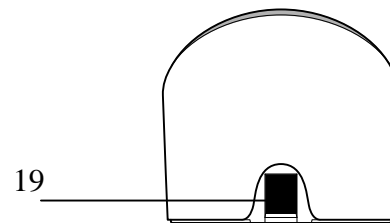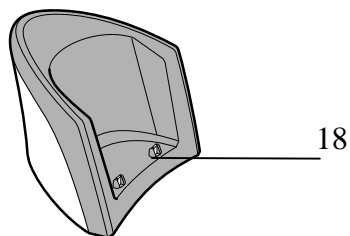8   2 standard rechargeable AA Ni-MH batteries
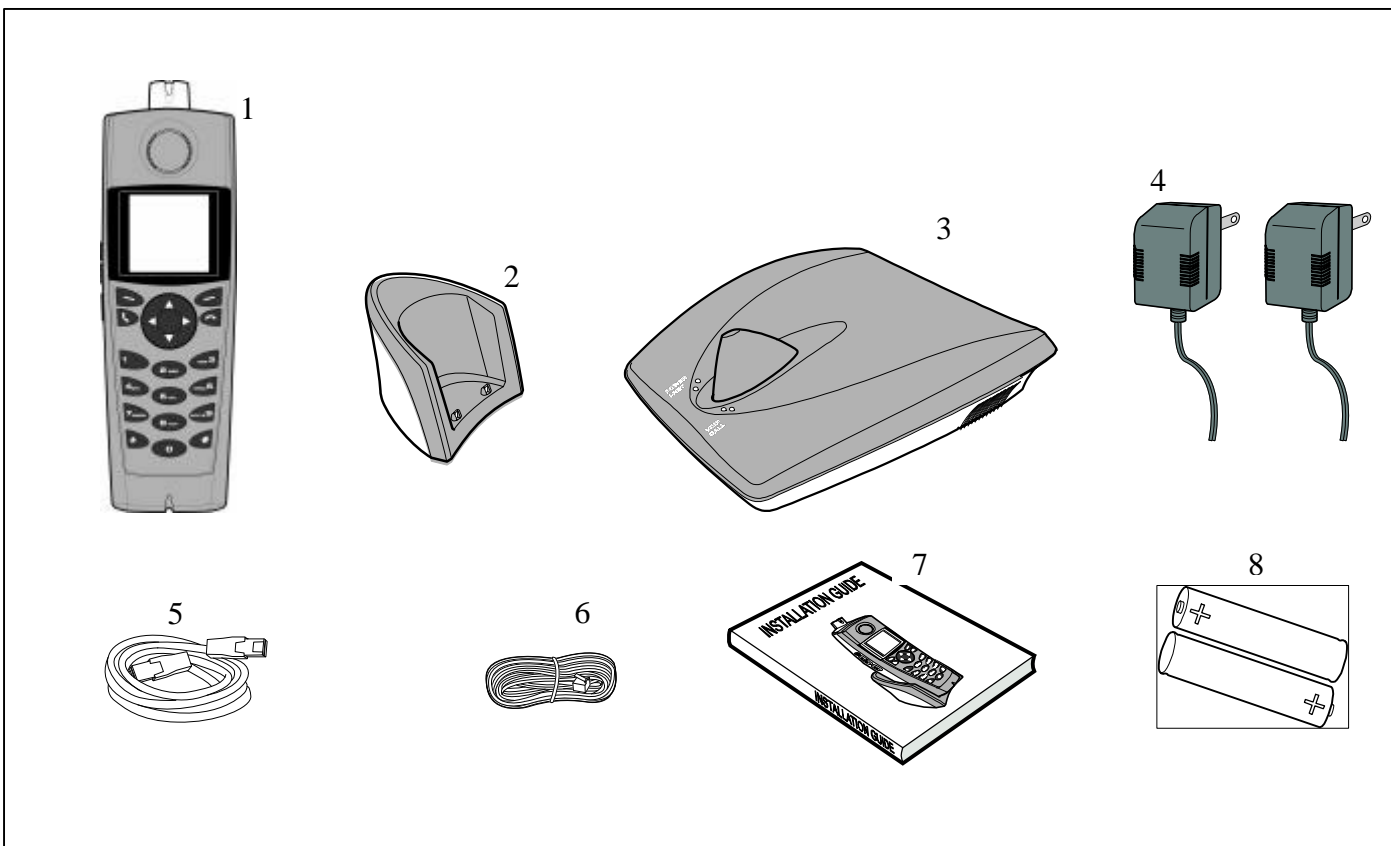
AT A GLANCE

Handset

Front

1
2
3
4
5
6
7
8
9
10
11
12

Side

13
14
15
16
17

Handset Charger

18

19
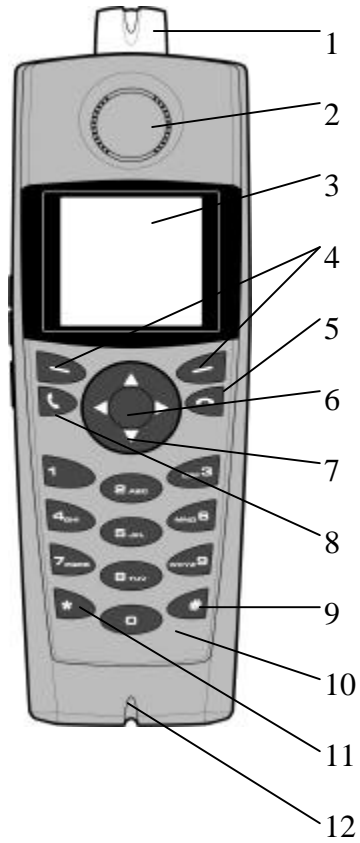
1   Message indicator – used for voicemail, missed calls, etc.

2   Earpiece

3   Color display

4   Soft keys – used for various functions

5   Red phone key - used to hang up or leave a menu, or to turn the handset on or off

6   OK key - used to enter the main menu or to choose and confirm

7   Navigational keys - used to navigate through menus and services

8   Green phone key - used for making or answering calls

9   R-key - used for sending flash

10   Key pad - used for entering numbers and letters

11   Star key – used in the name editor to capitalize letters and type numbers and as star

12   Microphone

13   Headset jack connector

14   Loudspeaker for speakerphone

15   Volume up key

16   Volume down key

17   Speakerphone activation key

18   Handset charger

19   Power supply connector on handset charger
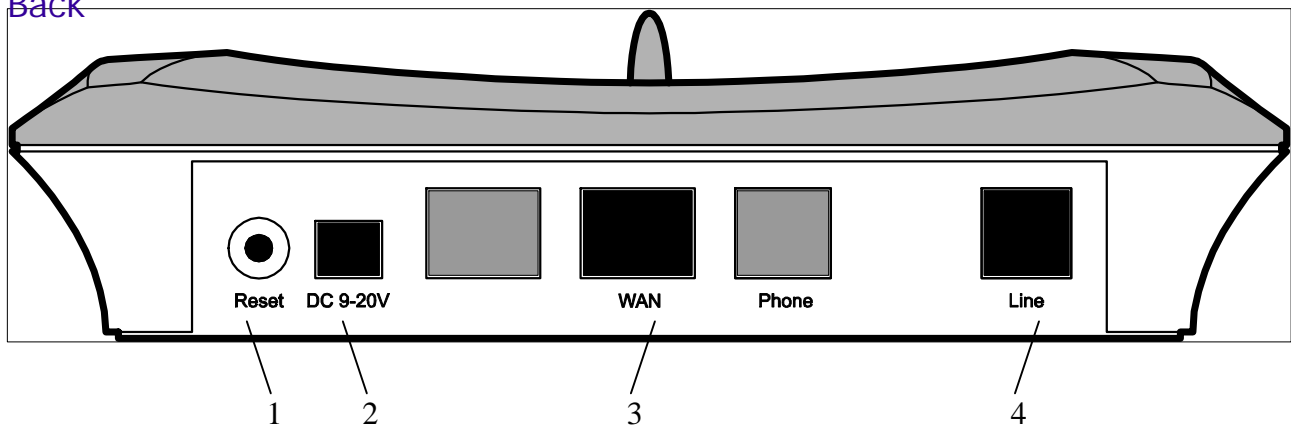
Standby Mode

Main Menu

| 1	Connection status indicators: ⬤ Black/black - out of range of the gateway. ◗ Yellow/black - within range of the gateway, but not ready for Internet calls. ⬤ Yellow/yellow - within range of the gateway, and ready for Internet calls.
2	Time and date
3	OK button indicator
4	Battery status indicator
5	Handset number
6	Call log soft key
7	Intercom
8	Onscreen Information Services
9	Messages
10	Call log
11	Settings
12	Product website
13	Contacts

Gateway

Back

1   Reset button

2   Power connection

3   WAN connection port – for Ethernet cable

4   Landline (POTS/PSTN) connection port

Front
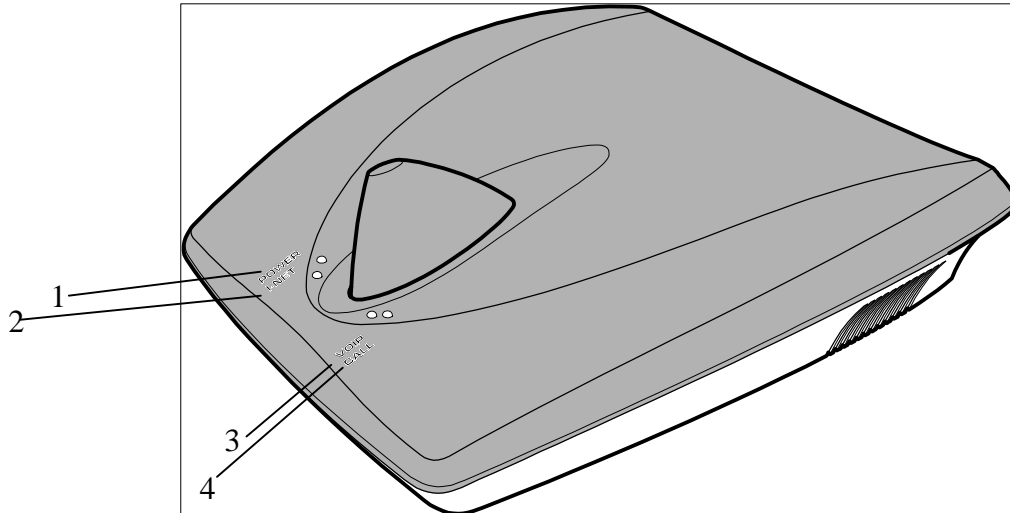
1 POWER indicator – indicates power on

2 I-NET indicator – indicates active LAN connection

3 VoIP indicator – indicates ready for Internet telephony

4 CALL indicator – indicates call in progress

GETTING STARTED

Prerequisites

In order to take full advantage of the features of the DUALphone, you need to have the following in place:

- Internet Telephony Service Provider subscription – to make Internet calls
- Internet Service Provider subscription – to access the Internet
- Broadband connection – cable, DSL or equivalent for high-speed access
- Landline subscription – to make ordinary phone calls

Furthermore, before you start the installation process, make sure that you have the following within reach of the gateway:

- Router or broadband modem
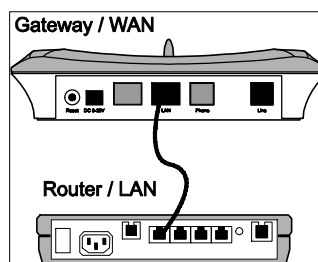- Power outlet for the gateway

- (Optional) Telephone wall outlet used for landline telephony

Note

The gateway can be placed on either a tabletop or wall mounted. If you need longer cables, you can use ordinary cable extensions. The handset has an indoor signal range of up to 50 meters from the gateway, and you must place your handset charger within the signal range. Concrete and metal might affect the signal range.

How to Install the Gateway

1. To prepare the gateway for Internet telephony, connect the Ethernet cable to the **WAN** port on the gateway, and then to a **LAN** port on your broadband modem or router.

2. To prepare the gateway for landline telephony, connect the telephone cord to the Line port on the gateway, and then to a telephone wall outlet.
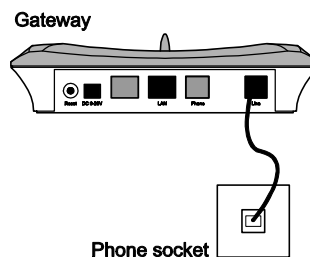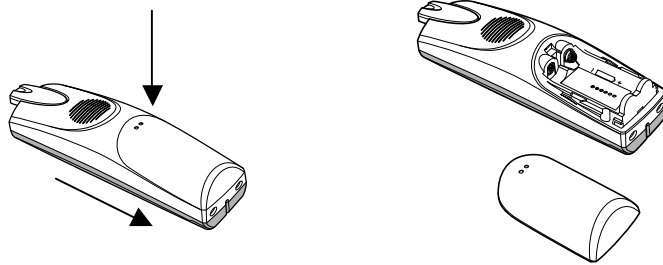

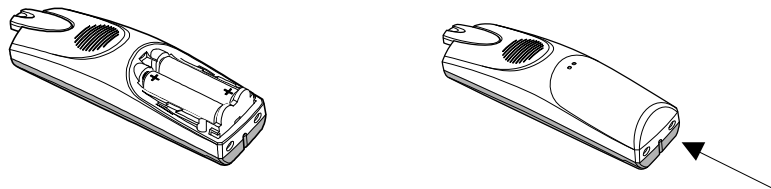3. Connect the power adaptor to the gateway and to a power outlet. Make sure that power is on.
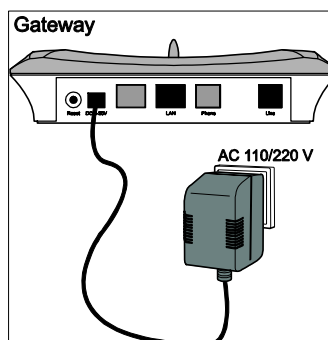
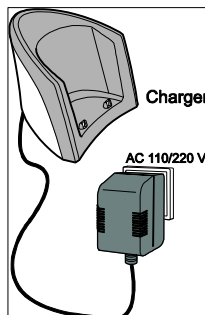# How to Install and Register the Handset

1. Push the two holes in the back of the handset to release the battery cover.

2. Insert the two batteries in the handset, making sure that their plus and minus ends are facing as shown in the illustration, and then slide the battery cover shut.

3. Connect the power adaptor to the charger and the other end to a power outlet.

4. Place the handset in the charger, and make sure the batteries are fully charged before first use. This takes approximately 10 hours. When you place the handset in the charger, it turns on automatically and registers with the gateway.

Note

After registration of the first handset, there is a 5-minute period where you can register additional handsets. If you want to register additional handsets after the 5-minute period has expired, press the reset button on the gateway to start the registration process.

How to Configure the DUALphone

You will need the account information that you received from your Internet Telephony Service Provider to complete the configuration of your DUALphone. If you have not registered with your Internet Telephony Service Provider yet, you need to do so before continuing. For more information, see your router's user manual.

You can either configure your DUALphone online, or you can use the handset. Both options are described in the following.

Note

If you bought your DUALphone as a plug and play solution, it comes with an Internet Telephony Service Provider subscription, and a complete configuration. The DUALphone is therefore ready for use once you have plugged in all cables and turned on the power.

How to Configure the DUALphone Online

1. Open a browser on your PC and go to **www.dualphone.net/lan**. Click the **Configuration** link and follow the login instructions. You will need the MAC address, which you find on the bottom of the gateway.

2. Fill in the form on the screen using the account information from your Internet Telephony Service Provider. Typically, you need to fill in the following fields:

   - SIP Display name (optional)
   - SIP User name
   - SIP Authentication Name
   - SIP Password
   - SIP Registration Server
   - SIP Proxy
   - Domain/Realm
   - Voicemail (optional)

3. Click **OK**. The gateway is reset automatically.

When you have successfully configured your DUALphone, the status indicators in the upper left corner of the screen will be yellow after a few seconds.

For more detailed information on how to configure your account, refer to your Internet Telephony Service Provider's configuration instructions.

Note

If, for some reason, you need to change your configuration, remember to reset the gateway afterwards. If you do not configure your DUALphone on installation, you can only make landline calls. However, you can always complete the configuration at www.dualphone.net/lan or return to the configuration menu on the handset.

How to Configure the DUALphone Using the Handset

If you are unable to complete the online configuration, the handset displays instructions on how to configure your DUALphone using the handset keys. Follow the instructions to complete the configuration.

1. Enter the main menu, and choose **Settings**.
2. Choose **VoIP settings**, and when prompted for a PIN code, enter the default PIN code 1234, and press OK.
3. Choose **VoIP subscriptions**, and choose the parameters one by one, and enter the relevant information, based on the account information you received from your Internet Telephony Service Provider or broadband provider:
   - SIP Display name (optional)
   - SIP User name
   - SIP Authentication Name
   - SIP Password (use the star key to change the case of letters)
   - SIP Registration Server
   - SIP Proxy
   - Domain/Realm
   - Voicemail (optional)

When you have completed the configuration, you are ready to use the DUALphone. Make sure to change the PIN code after first login:

- To change the PIN code, choose **VoIP settings**, and then **Set PIN**. Change the PIN code, and press ●.

How to Configure Onscreen Information Services

To take full advantage of the onscreen information services features, you need to configure the settings of your onscreen information services online.

1. Go to **www.dualphone.net/lan/configurations**, and click the **Onscreen Information** link.
2. Follow the instructions, and specify whether you want to use the default settings, or if you want to personalize the information services.
3. Click **OK.**

Once you have configured the onscreen information services, you can use the onscreen information services features on the handset. For more detailed information, see the User Manual.

Recommended Basic Settings

Before you start using your phone, we recommend that you specify handset language, country, and emergency dialing settings.

How to Set the Handset Language

The handset language setting determines in which language the text on the display is presented.

1. In the **Settings** menu, choose **System settings**.
2. Choose **Handset language,** and then select the language in which you want the text to be displayed.

How to Specify Country Settings

The country setting determines, among other things, whether you can receive incoming calls, and it determines the dial tone. You therefore have to specify which country you are in.

1. In the **Settings menu**, choose **System settings**.
2. Choose **Country,** and then select the country that you are in.

Note

The handset language and country settings are independent of each other. You can change the handset language whenever you want, but we recommend that you only change the country settings if you bring your DUALphone to another country and want to make landline calls.

How to Specify an Emergency Line

The default setting for emergency dialing is landline. However, you can change this to Internet instead.

1. In the **Settings menu**, choose **Telephony settings**.
2. Choose **Emergency line** and select **VoIP**.

Note

If you set your emergency line to VoIP (Internet call), you must check with you ITSP whether they have a service that makes it possible for your call to reach the appropriate emergency call center, and for the emergency call center to locate from where you are calling.

QUICK GUIDE

How to…	
Turn telephone on and off	• To turn the handset on, long press ☏. • To turn the handset off, long press ☏.
Make an Internet call	• Enter a number and press ☏.
Answer a call	• Press ☏.
Enter the main menu	• Press ⬤ in standby mode.
Make a landline call	• Enter a number and press ◀ **Options**. Choose **Landline call** and press ☏.
End a call	• Press ◀ to end a conversation, or return the handset to the charging cradle.
Use the speakerphone	• To turn the speakerphone on, press ⬭ on the side of the telephone. • To turn the speakerphone off, press ⬭ again.
Redial a call	• In standby mode, press ◀ **Options** and then choose **Redial** to see the most recently dialed number. Press ☏ to dial the number.
View the call log	• In standby mode, press ▶ **Call log**, or choose **Call log** from the main menu.
Adjust volume	• During a call, press △ on the side of the telephone to increase the volume. • During a call, press ▽ to decrease the volume.
Add an entry to contacts	• Press ⬤ to enter the main menu, and choose **Contacts**. Choose **Options**, and then choose **Add contact**.
Call a contact.	• Press ⬤ to enter the main menu, choose **Contacts**, and choose the contact you want to call, and then press ☏.
Mute the microphone	• During conversation, press ▶ **Mute**. • To deactivate the microphone, press ▶ **Unmute**.
Change the ringer melody	• Press ⬤ to enter the main menu, choose **Settings** and then **Audio settings**. Choose **Ringer melody**, and then choose the type of call. Browse the list of melodies and press ⬤ to choose a melody.
Use voicemail	• Sign up for a voicemail account with your Internet Telephony Service Provider. • In the main menu, choose **Messages**, and then **Listen to messages**.
Use information services	• Press ⬤ to enter the main menu, choose **Info Services,** and then choose **Browse** to see a list of available services. • In the **Info Services** menu, choose **Show Push** to view the most recent information.
Make simultaneous calls	• During an Internet call, choose **Options**, and then **Hold call**. Enter the number you want to call, and choose

	Options and then **Landline call**.
Capitalize letters	• Press to capitalize letters or write numbers when working in a text editor.

For a detailed description of all features of the DUALphone, see the User Manual on

http://www.dualphone.net/lan.

TROUBLESHOOTING

The following is a list of solutions to the most common issues that may occur during installation and use of the DUALphone. Some problems you can easily solve yourself, and some require that you call your service provider.

General Problem	Possible Causes	Possible Solutions
The display screen is black. Deep sleep mode	1. Power is not turned on. 2. Batteries are flat.	1. Check that the power cord is connected properly, and that power is turned on. 2. Charge the batteries. 3. press a key
The handset does not charge.	1. Power is not turned on. 2. Batteries are not inserted correctly.	1. Check that the power cord is connected properly, and that power is turned on. 2. Check that the batteries are inserted with the plus and minus ends facing the right way.
The handset registration failed, and the status indicator on the display is black.	1. Handset is out of range of the gateway.	1. Move the handset closer to the gateway, and turn the handset off and then on again. Reset the gateway, and place the handset in the charger.
The display says "Searching for Gateway".	1. The handset is out of range of the gateway. 2. Power is not turned on.	1. Move the handset closer to the gateway. 2. Turn the power on.
The POWER indicator on the gateway is not lit.	1. Power is not turned on.	1. Check that the gateway power cord is connected properly, and that power is turned on.
The I-NET indicator on the gateway is not lit.	1. The Ethernet cable is not connected. 2. The router or modem is not turned on.	1. Check that the Ethernet cable between the WAN port on the gateway and the LAN port on your modem or router is connected properly. 2. Turn on the power to the modem or router.
I cannot make landline calls.	1. The landline cable is not connected. 2. The landline is out of order.	1. Check that the landline cable between the Line port on the gateway and the telephone wall outlet is connected properly. 2. Contact your landline provider.

When I make Internet calls, the sound quality is poor.	1. There is too much simultaneous data traffic on your broadband connection.	1. Reduce the amount of traffic on your broadband connection. 2. Sign up for a Quality of Service agreement with your broadband provider. 3. Order a connection with higher speed from your broadband provider.
Router Problem	**Possible causes**	**Things to check**
I cannot make Internet calls, the VoIP indicator on the gateway is not lit, and the right status indicator in the upper left corner of the display is black.	1. The configuration of the DUALphone is not complete. 2. The gateway has not been reset after you saved the configuration. 3. The router or modem has not assigned an IP address to the DUALphone. 4. The router blocks Internet telephony. 5. The router firmware needs updating.	1. Check that you have configured your DUALphone properly. Go to **www.dualphone.net/lan** and then click **Configuration**. For more information, see, How to Configure the DUALphone in this guide or in the User Manual or contact your Internet Telephony Service Provider. 2. Reset the gateway and allow the gateway 2 minutes to login at your Internet Telephony Service Provider. 3. Check that your router or modem is working properly. Check the IP address by pressing the volume up key on the handset. The handset must be in the status window status mode to do this. 4. a) Change the configuration to disable STUN. For more information, see the User Manual or contact your Internet Telephony Service Provider. b) Use port forwarding. The default SIP port is 5060, and the default RTP port is 5004. If you use Port Forwarding, you must use static IP mode. For more information, check your router's user manual. 5. Check your router's user manual to see how to update the firmware.
I cannot make Internet calls, but it	1. The gateway is not logged in at the Internet Telephony Service	1. Check that all cables are connected properly, and then

worked yesterday.	Provider. 2. The router is turned off. 3. The router is using Port Forwarding, but the DUALphone has dynamic IP mode enabled. 4. The SIP server is down. 5. The Internet connection is down.	check that power is turned on and reset the gateway. 2. Turn on the router. 3. Change to static IP mode. For more information, see the User Manual. Note that the configured static IP address must agree with the configured Port Forwarding. 4. Contact your Internet Telephony Service Provider. 5. Contact your broadband provider.
There is no audio, when I make Internet calls.	1. The router blocks audio. 2. The Internet Telephony Service Provider you signed up with does not support the same audio codec's as are supported by the DUALphone.	1. Use port forwarding. Check your router's user manual to see how to configure port forwarding. 2. Contact your Internet Telephony Service Provider for more information.