Vonage™

User Manual

POWERED BY **D-Link**®

Welcome

Unleash Your Phone

For assistance with installation or troubleshooting common problems, please refer to this User Manual or Quick Installation Guide.

Please visit www.vonage.com/vta to obtain the most up-to-date User Manual and a description of the latest VTA features.

```
Record The Information Below
For Easy Reference

Phone Number:        _____

User Name:           _____

Password:            _____

Voicemail Local Access Number:   _____

                     _____
```

Activation

If you purchased your Vonage Telephone Adapter from a retail location, you must first activate your Vonage phone service by visiting www.vonage.com/activate.
After activation, wait 30 minutes before checking for a dial tone.

You will need your MAC ID, which is located on your Vonage Telephone Adapter. The MAC ID is a combination of twelve letters and numbers. Be sure to enter all of the characters. After you have chosen a plan and activated, please follow the step-by-step installation guide to set up your equipment.

Table of Contents

Product Overview

1

Package Contents

Vonage VTA
Telephone Adapter

Stand

RJ-11 Phone Cable

Blue Ethernet Cable

Documentation
CD-ROM

Power Adapter

System Requirements

■ An available Broadband connection
■ Router
■ A valid Vonage account*

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Front Panel

Power	Internet	Phone 1	Phone 2
When the power light stops blinking and is a solid green, this indicates that your adapter has started up properly. Note that both the power light and the phone light must be solid in order to make a phone call.	Solid light indicates connectivity to your router or network - whenever there is data activity this light will blink.	Solid light indicates that phone line 1 is ready for Vonage Internet telephone or FAX calls. A blinking light indicates that the phone is in use. If the LED is blinking slowly, there is voicemail on the line.	Solid light indicates that optional phone line 2 is ready for Vonage Internet telephone or FAX calls. A blinking light indicates that the phone/FAX is in use. If the LED is blinking slowly, there is voicemail on the line.

Rear Panel

| Phone (1 & 2)	Internet	Reset	Power
Plug your phone into port #1 and if you've signed up for a second Vonage phone line, an optional phone or FAX machine into phone port #2.	Connect to your network using the blue Ethernet cable.	Press the reset button for at least 10 seconds to reset the VTA back to the default settings.	Plug in the supplied power adapter.

Installation

2

Network Overview

Below is a common way to connect your VTA to your network.

YOUR NETWORK SETUP
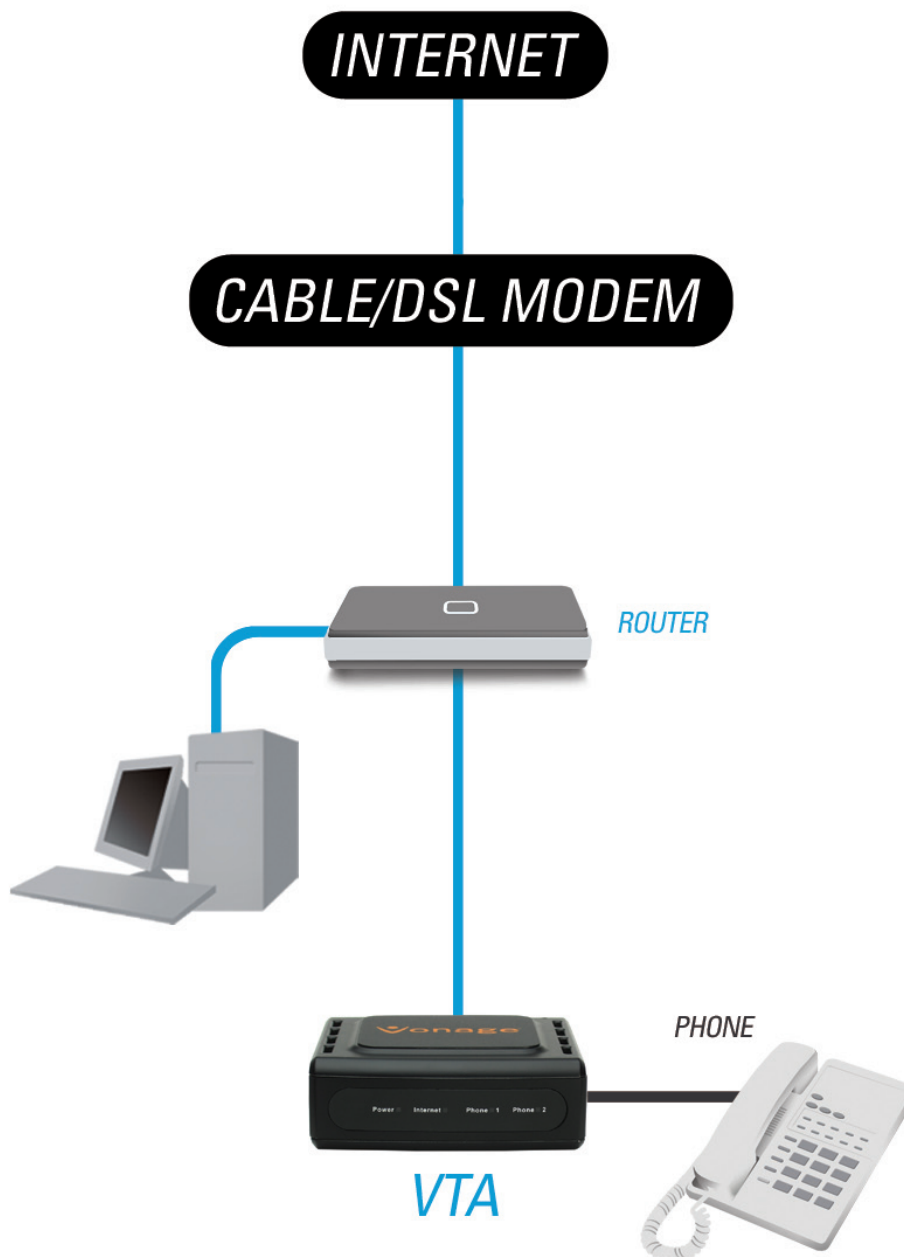
Install the Hardware

1 Connect the blue Ethernet cable into the blue port labeled **Internet** on the back of the telephone adapter. Connect the other end to one of your router's Ethernet ports.

2 Connect the included power supply to the **Power** port of the Telephone Adapter. The Power LED will go through a blink sequence before turning solid green.

Warning: *Using a power supply with a different voltage will cause damage to the device and will void the warranty.*

3 Verify the status lights on the unit. The Power, Phone 1, and Internet status lights should be solid green. The Phone 2 light will be a solid green if you have a second Vonage line. (The Internet light will blink whenever there is data activity.)

4   Insert the provided RJ-11 telephone
cable into the green port labeled
Phone 1 on the back of the Vonage
adapter. Connect the other end to
your telephone.

If you activate a second Vonage phone
line, then connect another phone or
FAX machine into the **Phone 2** port.

Check for dial tone. If you do not hear one, please consult the Troubleshooting
section of this guide.

Congratulations! You've finally freed yourself from the phone company.

Once you hear the dial tone, please call 800-342-1791 to complete the installation process.
Then, you're all set. Even if you are transferring your telephone number to Vonage, you
can enjoy the great savings and super quality by using your Vonage phone service right
NOW.

Bon Vonage!

911 Service: *Vonage's 911 offering is different from that offered by traditional telephone
companies; please visit www.vonage.com/911 to learn more about it.*

Configuration

3

Find IP Address

The VTA telephone adapter has a built-in configuration utility. To access this utility, you need to obtain the IP address of the VTA. By default, the VTA telephone adapter automatically obtains an IP address from your DHCP enabled router or DHCP server. If you do not have DHCP enabled, the IP address will automatically be set to 192.168.15.254. If you do have DHCP disabled, you must use a 192.168.15.x network or statically assign the IP address of a computer to 192.168.15.x (where x is between 1 and 253). You can then connect to the configuration utility of the VTA and change its IP address to an available IP address of your network. You will need to change your computer back to the original IP address.

To find the IP address, log into your router or DHCP server and locate the DHCP table (reference the User Manual for your router or DHCP server as necessary). The table will display all of your network clients (using DHCP) that are connected. Search for the Vonage VTA's MAC address in the table and the IP address will be listed next to it. The MAC address is on the bottom of the Vonage VTA device.

Note: The terms *MAC Address* and *MAC ID* are used interchangeably.

Static DHCP Client List

Host Name	IP Address	MAC Address

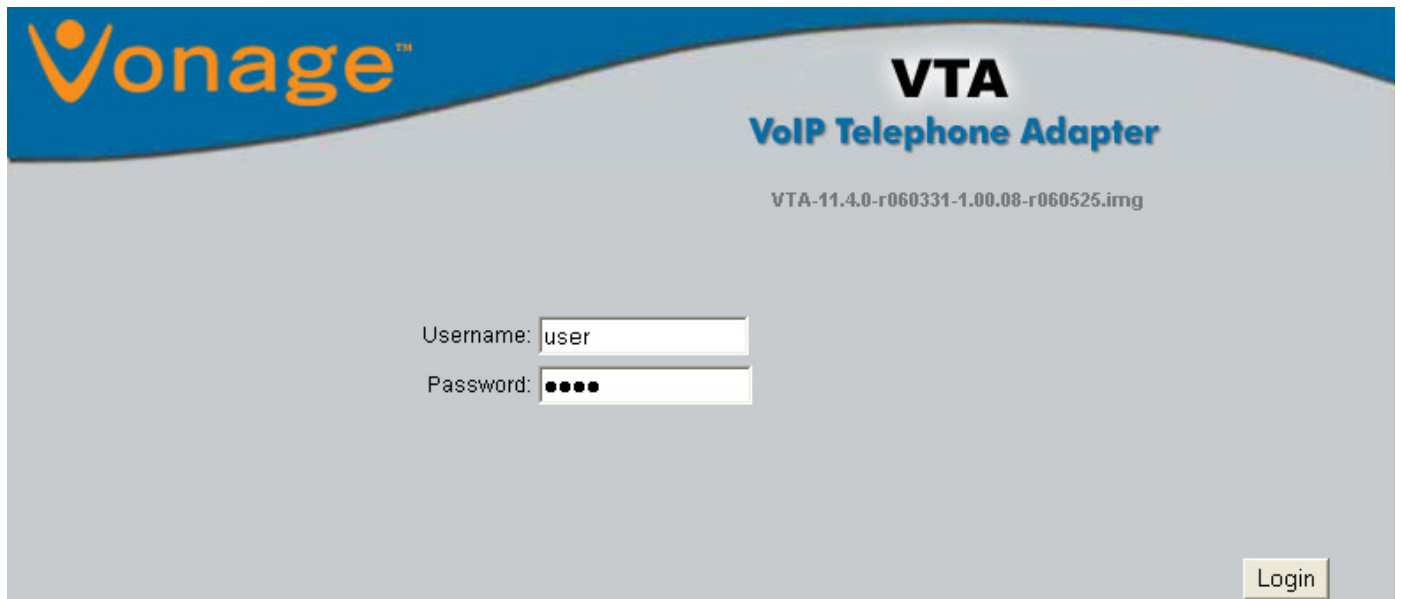**Dynamic DHCP Client List**

Host Name	IP Address	MAC Address	Expired Time
171	192.168.0.101	00-0C-F1-FA-6D-5B	Apr/08/2002 00:00:33
unknown	192.168.0.100	00-13-46-9A-9A-6C	Apr/08/2002 00:00:00

Login

Open a web browser such as Internet Explorer and enter the IP address (e.g. 192.168.0.100) of the Vonage VTA adapter.

Enter **user** for the username and your password (default password is **user**) and then click the **Login** button. It is recommended to change your password for security reasons. Please refer to page 13.

Internet
Dynamic IP Address

By default, the Vonage VTA device is set to **Dynamic IP Address**. Simply connect the device to your network and the VTA will receive an IP address from your router or DHCP server.

Static IP Address

If you want to statically assign an IP address, click **Static IP Address**.

Enter the IP address, subnet mask, and default gateway address you would like to assign to the Vonage VTA. The default gateway address must be the IP address of your router or gateway.
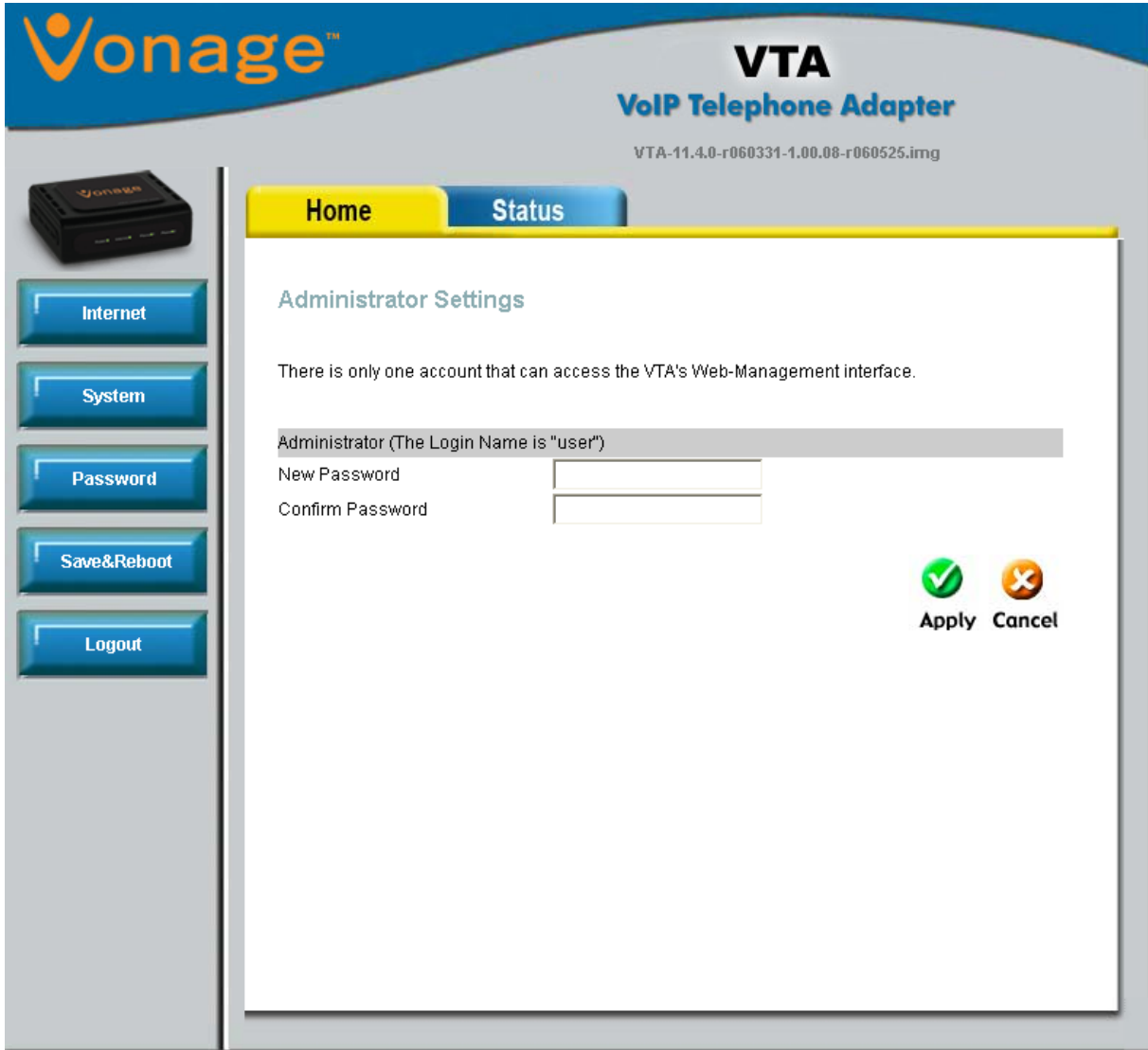
Factory Reset

You may reset the VTA back to the factory default settings by clicking **Factory Reset**.
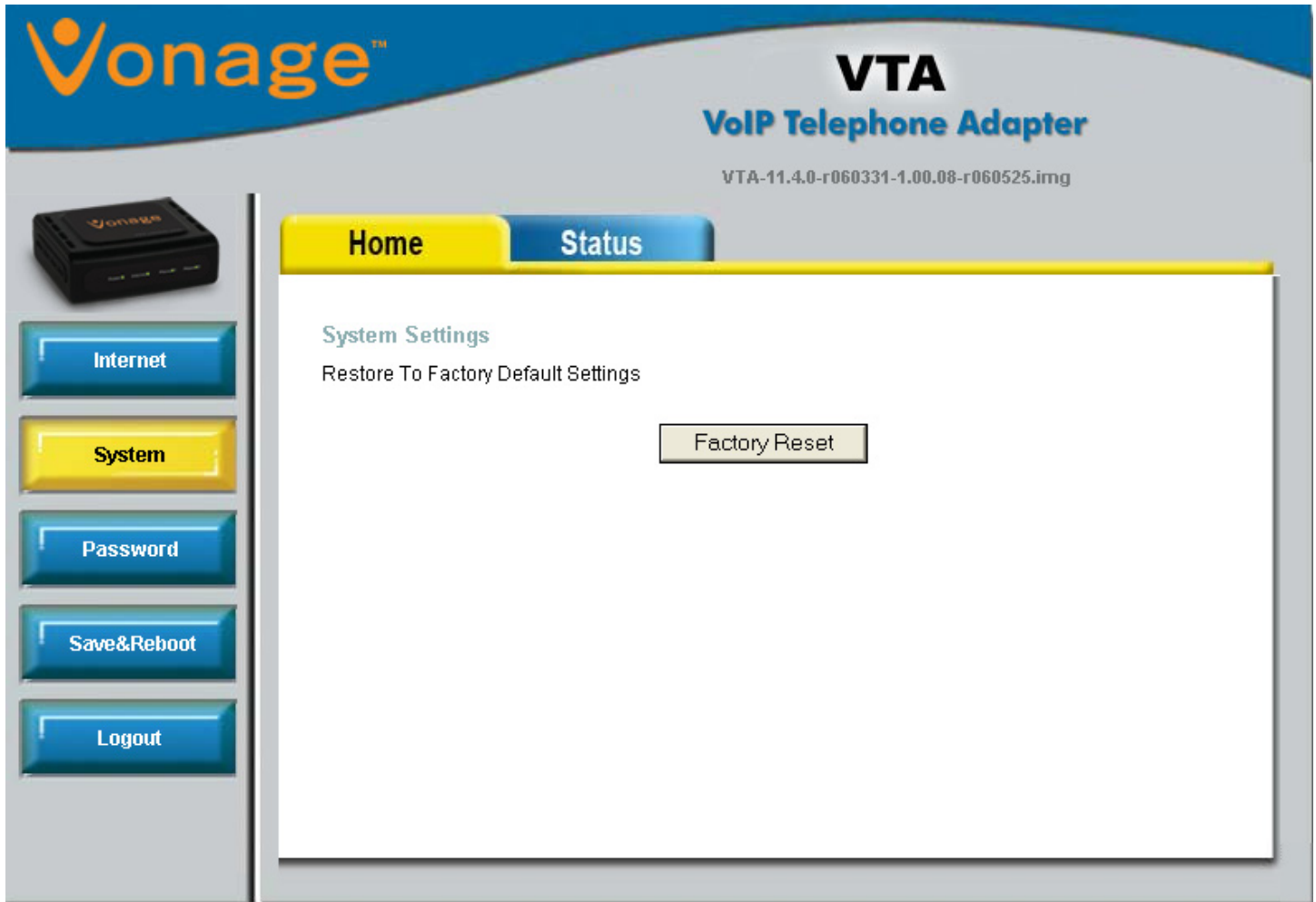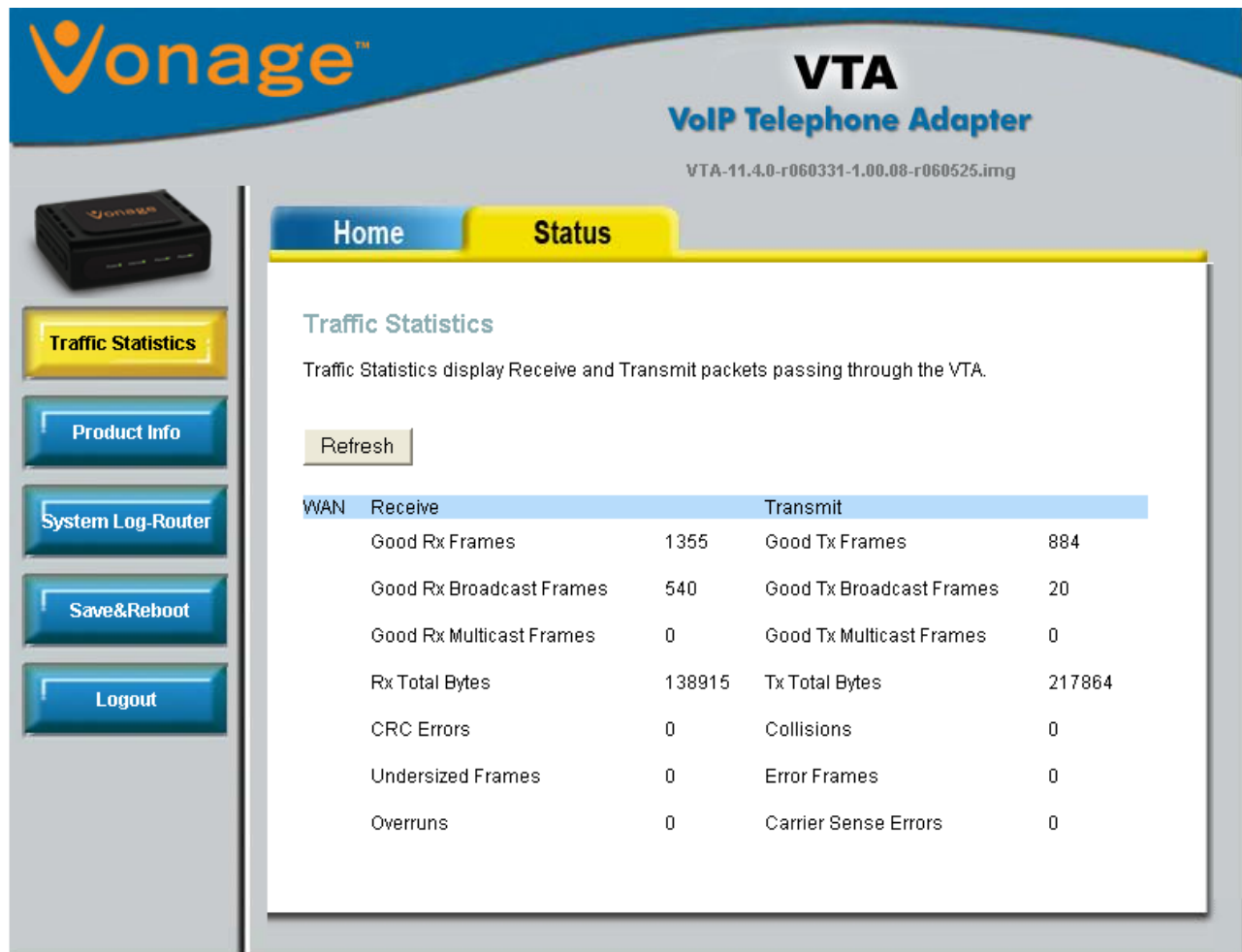
Password

You may change the User password on this page. Enter a new password and click **Apply** to save.

Status

The Traffic Statistics page will display traffic statistics of the Vonage VTA device.

Product Info

The Product Info page will display product information of the Vonage VTA device such as the firmware version, software version, and MAC address.

Save&Reboot

Click **Reboot** to restart the Vonage VTA device.
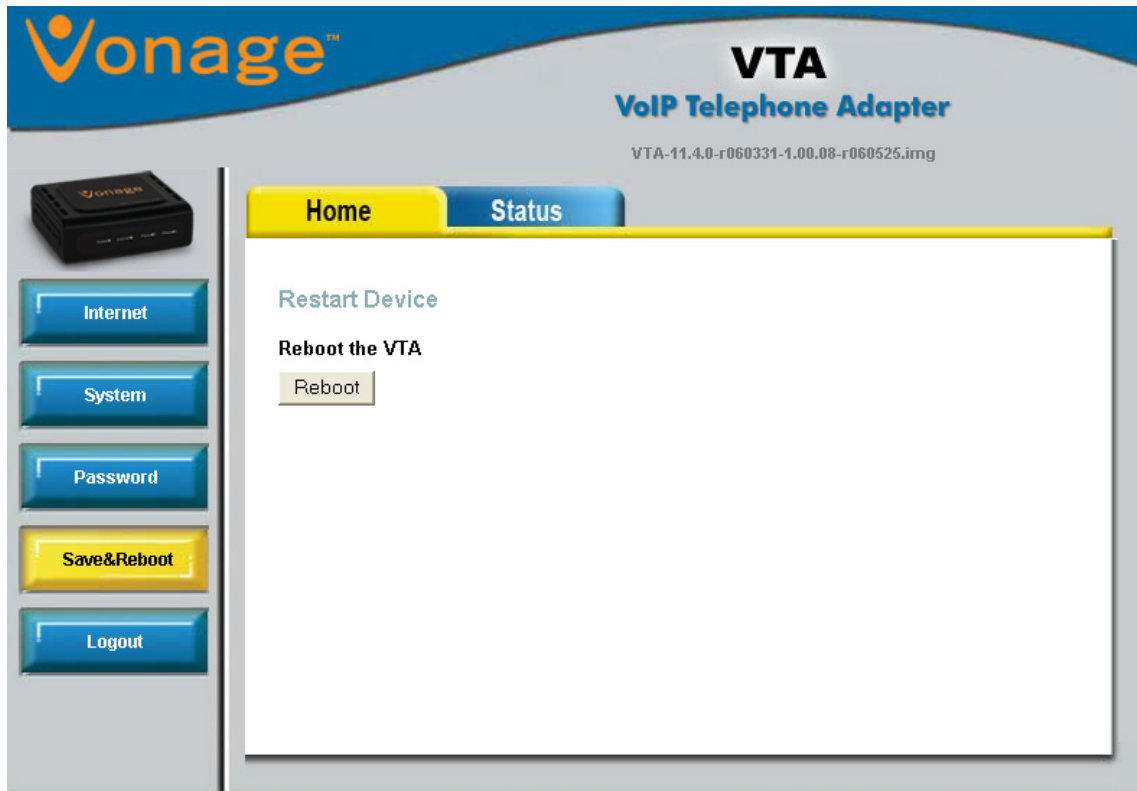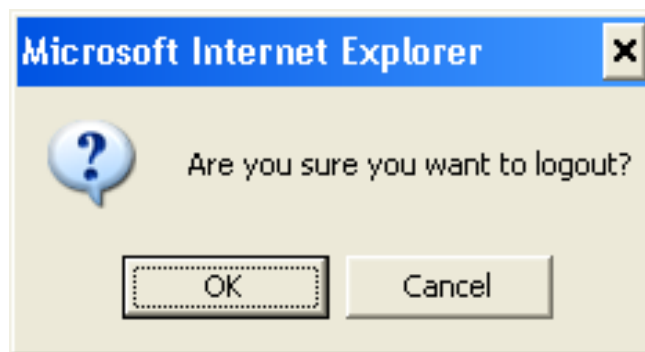
Logout

Click **Logout** to exit the configuration utility. Click **OK** to verify.

Troubleshooting

A

• Many installation issues, such as no dial tone on your telephone or no internet connection on your computer, can be resolved by resetting all the equipment. First power down in this order:

1. Computer (shut down properly, it is not necessary to disconnect power to your computer)
2. VTA (unplug power cord from back of device)
3. Router (unplug power cord from back of device)
4. DSL or Cable Modem (unplug power cord from back of device)

Wait at least 30 seconds. Confirm that all the network cables are firmly snapped into the jacks on all the devices. Then, one device at a time, plug the power back in snugly in this order:

1. DSL or Cable Modem
Wait for the lights to come back on for power and external network connection before continuing. Connecting back up to the Internet Service Provider may take several minutes.

2. Router
Wait for the lights to come back on for power and status before continuing. Wait at least 30 seconds.

3. VTA
Wait for the power and phone lights to be a solid green. (The Internet light will blink whenever there is data activity.) At this point, you should have dial tone.

4. Computer

• If you are transferring your phone number from your current phone company to Vonage, you will be assigned a temporary Vonage phone number. Until the transfer has completed, most people calling your phone number will ring your old line. They would need to call the temporary phone number to ring your Vonage phone. However, Vonage customers calling either your current phone number or the temporary phone number will ring your Vonage phone. Note: You will receive email notification from Vonage when the phone number transfer has completed. The temporary number will then be terminated.

During the startup process you may notice that the Power light on the front of the VTA is blinking. These blinks indicate that the VTA is booting up with Vonage service. You may find the following blink sequences helpful to you:

1 blink (blink, pause, repeat)	VTA is powering up
2 blinks (2 blinks, pause, repeat)	VTA is obtaining an IP address
3 blinks (3 blinks, pause, repeat)	VTA is obtaining configuration from Vonage
4 blinks (4 blinks, pause, repeat)	VTA is registering with Vonage
Rapid Blinking	Downloading/upgrading firmware (do not power down)
Solid	Startup process is complete

Your Vonage telephone adapter comes equipped with some pre-programmed voice messages to help troubleshoot issues with your device. The errors are listed below and will automatically be played in the case there is an error when you lift the receiver of a phone attached to your device.

The following IVR messages are played on the Vonage VTA:

1. "The Vonage device has no network connectivity."

You will hear this message when your phone line is properly set up and ready for calls, but your Internet connection is down. Check to see if you are able to access the Internet from your computer that is connected to your router. If not, check with your Internet Service Provider to determine if they are having connection issues in your area.

2. "The Vonage device has no network settings."

You will hear this message when your phone line is properly set up, but there are insufficient or incorrect network settings. If you have set a static IP address, verify that the Default Gateway and the DNS server address is the IP address of your router (refer to page 11). Network issues may be resolved by resetting your equipment. Refer to page 19 for details.

3. "The Vonage device cannot contact the Vonage network."

You will hear this message when your phone line is properly set up but cannot connect to the Vonage network. This may be due to a change to the network settings. For example you may be experiencing firewall issues. Check if your network setup has changed since you last connected to the Vonage network.

4. "This telephone line cannot register to the Vonage network."

You will hear this message when your phone line is properly set up and can connect to the Vonage network, but cannot register to Vonage. Please verify that your router in front of the VTA device is not blocking any incoming traffic. If SPI is enabled on the router, disable it.

5. "Your phone maybe plugged into the incorrect phone port. Please try the other port. If you believe that you are connected to the correct phone port, please log into your web account to check the status of your service."

You will hear this message when your telephone is connected into a phone port that is not set up for Vonage service. If you are plugged into Port 2, try moving to Port 1. In addition, you can check the status of your Vonage service by logging into your web account.

For more troubleshooting tips, visit www.vonage.com/help.

Technical Specs

B

Standards	• IP
	• TCP
	• UDP
	• ARP
	• HTTP

| **Connection Port** | • RJ-11, 2 FXS Port |
| | • RJ-45 Ethernet Port |

| **Ethernet Port** | • IEEE 802.3 for 10M Ethernet |
| | • IEEE 802.3u for 100M Ethernet |

Telephony Support	• SIP Call Control Protocol
	• Supports Audio CODEC
	• G.711 (A-law and U-law)
	• G.723.1
	• G.726
	• G.729A
	• G.168 (Echo Cancellation)
	• DTMF Relay
	• G.711 (In Band)
	• RFC2833

Quality of Service (QoS)	• TOS-Type of Service Supports 3 Levels:
	• Normal
	• Signaling
	• RTP Packets

| **Fax Support** | • FAX Relay |
| | • PCM (G.711) |

LEDs	• Power ON/OFF
	• LAN Link & Activity
	• Phone ON/OFF Hook & Ringing

| **Power** | • External AC Power Adapter |
| | • Output: 12V AC, 1.2A |

Temperature

- Operating:0°C to 40°C
- Storing: -10°C to 55°C

Humidity

- 5%-95% Non-Condensing

Certifications

- EMC: FCC Class B, CE Class B,
  CSA international, CB

Dimensions

- 90mm x 82.46mm x 31mm (WxDxH)

Warranty

- 1 Year Limited Warranty

Vonage USA
Version 1.2
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