GL PHONE™

Adapter

GL386

User Manual

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GL386 User Manual

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Chapter 1
Introduction

Gold Line Group is proud to announce its revolutionary new product, GL 386 adapter; a state-of-the-art IP based telephony service that is used with your Internet connection.

GL Phone is a telephone that operates over Internet rather than over telephone lines. It is a voice over IP (VoIP) telephone service that converts voice into IP packets and vice versa. Because it is VoIP, telephone calls are very cost effective and can be made from wherever an Internet connection is available.

When you subscribe to GL Phone for the first time, you will receive a package containing the following items: **(Table 1)**

◆ GL 386 Adapter	
◆ Power Adaptor Input: 100-240VAC 50-60 Hz Output: +5VDC, 1200mA	
◆ Network Cable (RJ-45)	

Table 1

Chapter 2
Getting to Know the Phone Adapter

Adapter Ports (Figure 1 & 2)
The Phone Adapter's ports are located on the back and one side.

PHONE 1	Port for your primary Internet phone line, allows you to connect your telephone to the Phone Adapter using an RJ-11 telephone cable (not included).
PHONE 2	If you have a second Internet phone service account, then use the PHONE 2 port. It allows you to connect a second telephone (or fax machine) to the Phone Adapter using an RJ-11 telephone cable (not included).
LAN	This port allows you to connect the Phone Adapter to your router or gateway using a Category 5 (or better) Ethernet network cable.
DC 5V	The power port is where you will connect the included power adapter.
LED button	Green and Red colour LED which show that the adapter is working properly.
LINE	RJ 11 line port which you can connect standard telephone cable into the LINE port

Note: Phone ports do not carry any voltage.

Figure 1

Figure 2

Chapter 3
How to connect the cables

This chapter gives instructions on how to connect the Phone Adapter to your network, telephone or fax machine. Figure 3 is a diagram displaying a typical connection setup. **(Figure 3)**

| Internet | Cable/DSL modem | Router | Phone adapter | Telephone Or Fax |
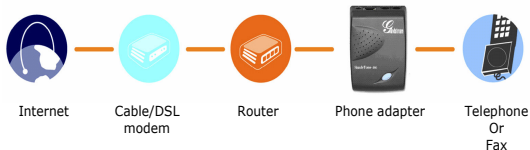
Figure 3

1. Using a telephone cable, connect your telephone or FAX machine to the PHONE 1 port of the Phone Adapter. If you have a second GL account, then connect another telephone or fax machine to the PHONE 2 port of the Phone Adapter. **(Figure 4)**

Figure 4

2. Connect the included Ethernet network cable to the ETHERNET port of the Phone Adapter. Connect the other end to one of the Ethernet ports on your router or gateway. **(Figure 5)**

Figure 5

3. Connect the included power adapter to the "DC 5V" port on the back panel of the Phone Adapter. Connect the other end to a standard electrical outlet. **(Figure 6)**

Figure 6

4. The phone LED button will be frequently lit in red when the Phone Adapter is not ready for use.

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To summarize, below are the steps to install a GL-386:

1. Connect a standard touch-tone analog telephone (or fax machine) to Port 1.
2. Connect another standard touch-tone analog telephone (or fax machine) to Port 2.
3. Insert a standard telephone cable into the LINE port of GL-386 and connect the other end of the telephone cable to a wall jack.
4. Insert one end of the Ethernet cable into the LAN port of adapter and the other end into a router or a modem.
5. Insert the power adapter into the GL-386 and connect it to a wall outlet.

LED Light Pattern Indication
The following are the LED light pattern indications:

RED LED always indicates abnormal status	
DHCP Failed or WAN No Cable	Red light flashes every 2 seconds (if DHCP is configured)
GL-386 fails to register	Red light flashes every 2 seconds (if SIP server is configured)
Firmware Upgrading	Red light flashes every 2 seconds
Device Malfunctions	Red light steady on

GREEN LED mostly indicates normal working status	
Message Waiting Indication	Green light flashes every 2 seconds
Ringing	Green light flashes at 1/10 second
Ringing Interval	Green light flashes every second
In Conversation	Green light steady on

IMPORTANT
Do not connect either of the phone ports to a telephone wall jack. Make sure you only connect a telephone or fax machine to either of the Phone ports. Otherwise, the Phone Adapter or the telephone wiring in your home or office may be damaged.

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Chapter 4
Making phone calls

Calling phone or extension numbers
There are currently two methods to call an extension number:
a) Dial the numbers directly and wait for 4 (default) seconds.
b) Dial the numbers directly and press #
Examples:
• To dial another extension, such as 1008, simply pick up the handset, dial 1008 and then press "#" or wait for 4 seconds.
• To dial a number in North America you must enter the telephone number as below:
    1+ (area code) + telephone number
• To Dial a long distance number you must enter the telephone number as below:
    011+ (Country code) + (city code) + telephone number

PSTN Pass Through / Life Line
When GL 386 is out of power, the RJ-11 line jack on the GL 386 side will function as a pass through jack. The user will be able to use the analog phone for PSTN calls directly without entering the access code. To make a PSTN call, simply press the PSTN access code (*00 is default, or any number configured in web configuration page) to switch to the PSTN line and get dial tone, then dial the number.

FAX Support
GL 386 supports FAX. It means you can send faxes with affordable international rates. To connect your adapter to a fax machine simply connect a fax to Phone1 or Phone 2 (which is configured) and start sending fax. Please note that you have to dial the destination as mentioned above.

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Chapter 5
911 Registration

GL Phone service does not support traditional 911 or E911 access to emergency services. We offer a feature known as "911 Dialing" which is a limited emergency calling service that differs from traditional 911 or E911 emergency services calling. You should familiarize yourself with the contents of this page and follow all necessary requirements and directions. Failure to do so could result in unavailability of 911 services.

Our "911 Dialing" feature is not automatic. In order to activate the "911 Dialing" feature, you must take affirmative steps to register the address where you will be using your GL Phone. You must do this for each GL Phone number that you obtain.

When you move your GL Phone to another location, you must register the new location through our web page. If you do not register your new location, any calls you make using the 911 dialing feature may be sent to an emergency centre near your old address. When traveling with your GL Phone, you should be aware that the call center that answers 911 calls will only have access to your previously registered addresses; therefore, you must be able to provide the 911 call center with your current location.

We contract a third party to use the address of your registered location to determine the nearest emergency response centre. They then forward your call to a general number at that centre. When the centre receives your call, the operator may not have your address and/or phone number. You must therefore provide your address and phone number in order to get help. You hereby authorize us to disclose your name and address to third-party service providers, including, without limitation, call routers, call centers and public service answering points, for the purpose of dispatching emergency services personnel to your registered location.

Please be aware that GL Phone requires an internet connection at all times in order to operate. Therefore, any interruptions to your internet connection and/or power failure will result in unavailability of the service, which will include 911 dialing. Please visit our Terms of Service for complete details about 911 calling, its requirements and limitations on liability.

How to Register
1. First type the address below in the address bar of internet browser **https://shop.goldline.net/glipfone/home.asp**
2. Click on the Registration on the left bar
3. Enter you pin number
4. On new page, provide your First Name, Last Name, Street Number, Apt/Suite, Street Name, Town/City, Province, Postal Code
5. Read the 911 Terms of Service and click on "I Agree"
6. Click on Submit

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Terms of Service

By accepting the Terms of Service, the Customer acknowledges and understands the following;

- ◆ 911 Services are not automatically set for this phone service and it is the responsibility of the Customer to activate such services.
- ◆ It is the responsibility of the Customer to ensure that his/her family and other potential users of this Service are aware as to how to use the 911 Services.
- ◆ It is the responsibility of the Customer to ensure that the Provider is aware of his/her current address at all times.
- ◆ The Customer acknowledges and understands that calls made using this 911 service will be routed to a Call Center, Public Safety Answering Point or Emergency Local Service and that it is the Customer's responsibility that accurate and detailed information, including but not limited to the EXACT LOCATION of the Customer is provided to the 911 router and that failure to do as such may significantly increase the response time for the emergency service to be provided or may result in the failure of 911 services to the Customer.
- ◆ The Customer acknowledges that 911 Services may not be available on a 24/7 basis.
- ◆ 911 services are only available for Customers who have subscribed to our prepaid LD services and can make calls to non-GL ifones. Service is NOT available if the Customer has ONLY subscribed to basic IP-to-IP calling.
- ◆ The Customer further acknowledges that the Provider cannot be held liable for any interruptions in phone service for any reason whatsoever.
- ◆ Acceptance of the Services provided by the Provider to the Customer shall be deemed acceptance of the terms and conditions as to the availability of 911 Services as provided hereunder and as to the limits of liability imposed hereunder.

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Chapter 5
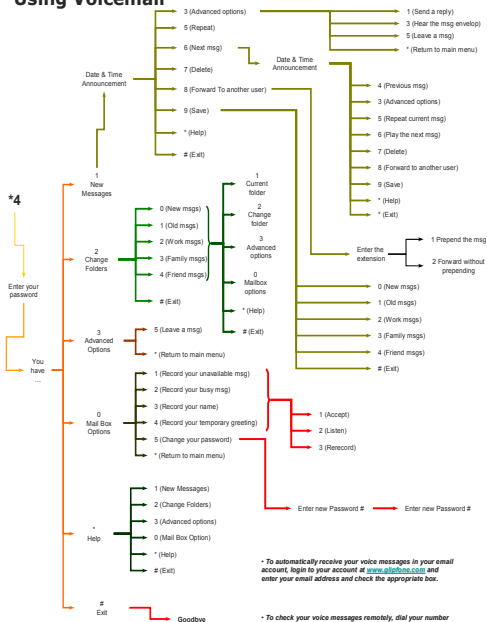## Star Command Services and Messages

GL Phone, like other telephone services, provides many different services for its users. All these services are available by default in the factory settings of the phone. Commands start with * and are followed by one or two numbers or characters. For ease of use, these services are activated and deactivated using almost the same procedure. For instance, call waiting is activated by *68 and is deactivated by *78. Dial *99 to reset all star commands to the default mode.

Feature	Feature command	Deactivate	Notes	Message you hear
Customer Service	*0#	–	24/7 customer service access	Customer Service response
Credit Announcement	*1#	–	Balance check through star commands	At this time you have # dollars and # cents available for this call.
Check Voicemail	*4#	–	Access to voicemail option with a personal password	Enter your password
Help	*9#	–	A list of services will be accessed	
Speed Dial	*41*speed dial number*1(area code)+number*# *41* speed dial number*011+(country code)+number*#	*51*0-99*#	Speed dial number is between 0 to 99	The Speed Dial you specified was set
Activate Duration Announcement	*42#	*52#	Activate or deactivate announcement of credit balance at the start of each call	Credit Balance Announcement is ON or OFF
Send all Calls to Voicemail	*43#	*53#	All calls will be forwarded to voicemailbox without ringing	Send All Calls To Voicemail is ON or OFF
Call Forwarding	*61*1(area code)+number*# *61*011+(country code)+number*#	*71#	Calls to callee's principal number are forwarded to another number	Call Forwarding is ON or Call Forwarding is set to a chargeable number. Please ensure that your account has enough funds.
Forward No Answer	*62*1(area code)+number*# *62*011+(country code)+number*#	*72#	If the callee doesn't answer a call, call is forwarded to another number or to voicemail	Forward No Answer is ON or Forward No Answer is set to a chargeable number. Please ensure that your account has enough funds.
Forward Busy	*63*1(area code)+number*# *63*011+(country code)+number*#	*73#	If the callee is busy on a call, a second incoming call is forwarded to voicemail or another number	Forward Busy is ON or Forward Busy is set to a chargeable number. Please ensure that your account has enough funds.
Do Not Disturb	*64#	*74#	Callee rejects all incoming calls by forwarding calls to voicemail	Do not disturb is On /Off.
Call Id Block	*65#	*75#	Caller's phone number is hidden from the callee	Caller Id Block is ON or OFF
Anonymous Call	*66#	*76#	A call with a blocked id	Anonymous Call

![GL PHONE logo]

Feature	Feature command	Deactivate	Notes	Message you hear
Reject			is rejected by callee.	Rejection is ON or OFF.
Call Id Block/per call	*67+1(area code)+number*# *67+011+(country code)+number*#		Caller's phone number is hidden if command is entered before telephone number	
Call Waiting	*68#	*78#	Alerts of incoming calls and allows switching between calls	Call waiting is ON or OFF.
Dial Last Missed Call	*69#			
Redial	*70#			
Dial Last Received Call	*81#			
English Language	**1#			Language is set to English.
French Language	**33#			Language is set to French.
Reset Services	*99#		Reset the services to default settings	This is for initialize to default settings.

Chapter 6

Using Voicemail

Main flow starting with:

*4

Enter your password

You have ...

1 New Messages →
- Date & Time Announcement
  - 3 (Advanced options)
    - 1 (Send a reply)
    - 3 (Hear the msg envelop)
    - 5 (Leave a msg)
    - * (Return to main menu)
  - 5 (Repeat)
  - 6 (Next msg)
  - 7 (Delete)
  - 8 (Forward To another user)
  - 9 (Save)
  - * (Help)
  - # (Exit)

2 Change Folders →
- 0 (New msgs)
- 1 (Old msgs)
- 2 (Work msgs)
- 3 (Family msgs)
- 4 (Friend msgs)
- # (Exit)

1 Current folder
2 Change folder
3 Advanced options
0 Mailbox options
* (Help)
 # (Exit)

- Date & Time Announcement
  - 4 (Previous msg)
  - 3 (Advanced options)
  - 5 (Repeat current msg)
  - 6 (Play the next msg)
  - 7 (Delete)
  - 8 (Forward to another user)
  - 9 (Save)
  - * (Help)
  - * (Exit)

Enter the extension →
- 1 Prepend the msg
- 2 Forward without prepending

- 0 (New msgs)
- 1 (Old msgs)
- 2 (Work msgs)
- 3 (Family msgs)
- 4 (Friend msgs)
- # (Exit)

3 Advanced Options →
- 5 (Leave a msg)
- * (Return to main menu)

0 Mail Box Options →
- 1 (Record your unavailable msg)
- 2 (Record your busy msg)
- 3 (Record your name)
- 4 (Record your temporary greeting)
- 5 (Change your password)
- * (Return to main menu)

- 1 (Accept)
- 2 (Listen)
- 3 (Rerecord)

Enter new Password #   Enter new Password #

* Help →
- 1 (New Messages)
- 2 (Change Folders)
- 3 (Advanced options)
- 0 (Mail Box Option)
- * (Help)
- # (Exit)

 # Exit → **Goodbye**

• *To automatically receive your voice messages in your email account, login to your account at www.glphone.com and enter your email address and check the appropriate box.*

• *To check your voice messages remotely, dial your number and press * when you hear your greeting message. Then follow the menu instructions.*

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Chapter 7
Frequently Asked Questions

1. **Q:** What are the customer service access numbers?
   A: You can access a customer service representative from your GL Phone by dialing *0. If you are calling from a phone other than GL Phone, please use the following access numbers:

   Toll free: 1.866.709.4545
   Local Toronto: 1.647.438.3800

2. **Q:** I cannot access the Internet through the PC port of my GL Phone.
   A: Check your Internet connection and also check the connections at the back of the GL Phone. Make sure all cables are connected properly.

3. **Q:** What is the minimum Internet bandwidth necessary to use the GL Phone?
   A: The minimum bandwidth to place a call is 32 Kb/s. This means that you can use slow internet connections to operate your GL Phone.

4. **Q:** Will my service still work if I have a power loss or if I lose my Internet connection?
   A: No, the service will not work in these situations. It will be automatically reconnected when your Internet connection is re-established or when power is restored.

5. **Q:** Will my VPN (Virtual Private Network) work over the PC port of GL Phone?
   A: Yes, VPN is fully compatible with GL Phone PC port.

6. **Q:** Does GL Phone work with my Satellite Internet connection?
   A: Yes, all Internet connection types are compatible with GL Phone.

7. **Q:** How will I know if my registration has failed? What should I do in this case?
   A: If you see the LED button blinking in red, your registration has failed. Please contact Customer Service to solve the problem.

8. **Q:** Is it necessary to test my 911 service?
   A: No, there is no need to test 911 to make sure that the service is working. Our technical department has tested the service thoroughly for your convenience.

9. **Q:** What is the difference between 911 and E911?
   A: E911 is the capability of a carrier to send location information to public safety answering points when a 911 emergency call is received. By FCC regulations, carriers must eventually be able to track most of their calls to within 150 feet. Rollout of these services is expected to be completed by 2006.

10. **Q:** If I live abroad, what happens to my 911 service?

A: Our system will automatically detect your location but the service will not be accessible if you are not located in North America.

11. **Q:** How do I add an additional number with a different area code to my account?
    A: Call our customer service for additional information regarding cost and area codes available.

12. **Q:** What area codes do you offer?
    A: For the time being we offer US and Canadian area codes. In the near future, we will also offer European and Middle Eastern area codes.

13. **Q:** How will I be charged for call forwarding feature?
    A: When you forward your telephone number to another phone number you will be charged according to the rate of the forwarded phone number. Remember that if you forward your phone to a GL Phone number, it is absolutely free.

14. **Q:** Can I turn my call waiting off?
    A: Yes. Enter *78# to deactivate the service.

15. **Q:** How can I find the rates and area codes for international calls?
    A: Go to **www.GLipfone.com** and click on "Rates".

16. **Q:** Can I talk to other GL Phone subscribers for free?
    A: Yes, talking with other GL Phone subscribers is absolutely free.

17. **Q:** Can I use the GL Phone overseas?
    A: Yes, the GL Phone works wherever there is an Internet connection available.

18. **Q:** How do I access my voicemail account from my GL Phone?
    A: ◆ Dial *4
         ◆ Enter your password (your temporary password is the last 4 digits of your GL Phone number)
         ◆ Follow the instructions

19. **Q:** How do I set up my voicemail account?
    A: Please refer to Chapter 7 of this manual.

20. **Q:** How do voicemail email attachments work?
    A: When you receive a voice message, an email will automatically be sent to your email account containing a .wav file. This file can then be played using any audio player on your computer.

21. **Q:** How long will the phone ring before a call is forwarded to Voicemail?
    A: The phone will ring for 30 seconds.

22. **Q:** Why are all my calls going to voicemail?

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    A: You may have activated the *"send all calls to voicemail"* service. Dial *53 to deactivate it.

23. **Q:** I forgot my Voicemail PIN. How do I get a new one?
    A: Call our customer service center by dialing *0 or Toll-free number 1.866.709.4545. The representative will ask you some questions for identification purposes and will give you a new temporary PIN.

24. **Q:** How do I activate and deactivate the GL phone services?
    A: Please refer to Chapter 6 of this manual.

25. **Q:** Why are all my forwarded calls going to my GL Voicemail?
    A: Your account has insufficient funds. Call customer service or go to **www.GLipfone.com** to recharge your account.

26. **Q:** How many voicemail messages can I have in my mailbox at any one time?
    A: There is no limit to the number of messages you are able to have.

27. **Q:** How can I personalize my Voicemail PIN?
    A: ♦ Dial *4
        • Select the advanced options
        • Press 5 to change your PIN

28. **Q:** I have more than one telephone number assigned to my account. How many voicemail accounts do I have?
    A: Your voicemail is assigned to your unique GL Phone number. It is not necessary to configure another account for you.

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Notes: ....

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Gold Line Group
180 West Beaver Creek Road
Richmond Hill, Ontario
L4B 1B4 Canada

Tel:647.438.3800
1.866.709.4545
Fax: 905.709.1910
1.877.800.6421
www.GLipfone.com

Gold Line Group

180 West Beaver Creek Road
Richmond Hill, Ontario L4B 1B4 Canada

Tel:647.438.3800
1.866.709.4545
Fax: 905.709.1910
1.877.800.6421
www.GLipfone.com