

TCL Phone

**TCL User Manual (SIP)
For internal use
(Version 1.0)**

Updated on 22nd July 2005

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1. Preparation

Prepare the following hardware:

- I. TCL phone Version V1.42
- II. Network cable (RJ45)
- III. DSL modem/router/hub/switch

2. Connecting the Devices

Using the network cable (RJ45), connect the LAN port of the TCL Phone to the Ethernet port of the DSL modem/router/hub/switch.

3. Configuring the TCL phone using phone keypad

Most of the necessary settings have been pre-configured as the default settings of the phone. To use the TCL phone, you will need to configure only the network settings and Mediating account and PIN.

There are two ways to configure the TCL phone, either through the phone keypad or web browser. This section explains the configuration using the phone keypad.

I. Network settings

The TCL phone supports DHCP, Static IP and PPPoE.

DHCP

The default network mode of the TCL phone is DHCP, you may proceed to Section 3II for configuration of Account and PIN.

Static IP

- Step 1: During off-hook, press “**1234#**” on the keypad.
- Step 2: Enter the password: **1234**, and press the Speaker button once.
- Step 3: At **Network** settings, press speaker button once
- Step 4: At **Iptype**, press Local IP once
- Step 5: Enter “**0**” to select static IP and press speaker button once
- Step 6: Press Redial button once
- Step 7: At **Network Setting**, press Speaker button once.

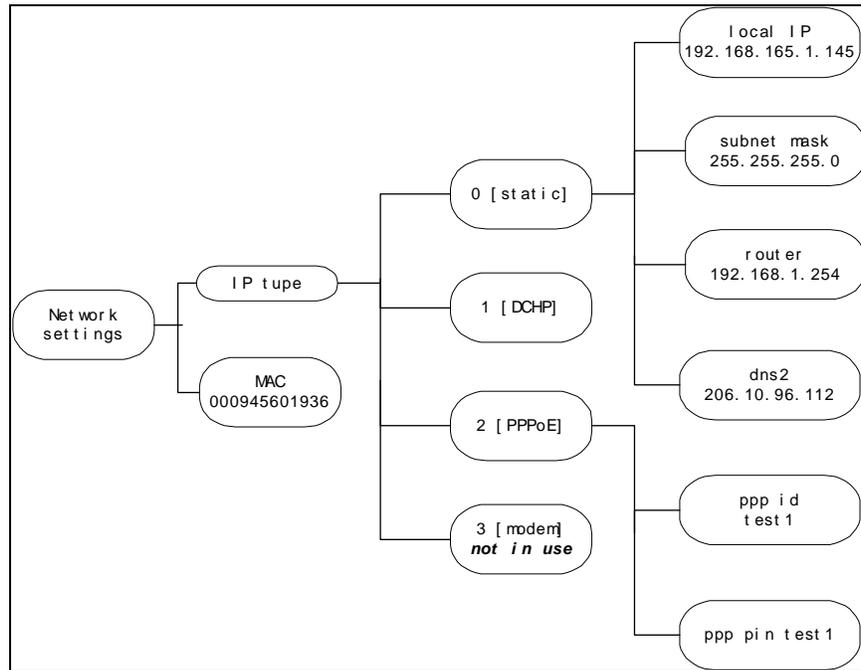
*Note: Add-on functions of keypad
Speaker (enter), redial (escape), Vol+/- (navigation), Local IP (to reach edit mode)*

- Step 8: At **IpType**, press Speaker button once.
- Step 9: At **IP**, press Local IP button once.
- Step 10: Enter the **IP address** that you want to assign to the TCL phone, eg 192.168.125.3, and press Speaker button once.
- Step 11: Press Vol + button once to reach subnet mask
- Step 12: At **Subnet Mask**, press Local IP button once.
- Step 13: Enter the subnet mask that you want to assign to the TCL phone, 255.255.255.0 , and press Speaker button once.
- Step 14: Press Vol + button once to reach Router.
- Step 15: At **Router**, press Local IP once.
- Step 16: Enter the **default gateway IP**, eg 192.168.125.1, and press Speaker button once.
- Step 17: Press Vol+ button once to reach DNS.
- Step 18: At **DNS**, enter the DNS IP address, and press Speaker button once.
- Step 19: Press Redial button once to reach the main menu.
- Step 20: Use the Vol+/- button to navigate for Save Settings.
- Step 21: At **Save Settings**, press Speaker button once.
- Step 22: At the prompt “Save, are you sure?”, press Speaker button once.

PPPoE

- Step 1: During off-hook, press “**1234#**” on the keypad.
- Step 2: Enter the password: **1234**, and press the speaker button once.
- Step 3: At **Network** settings, press speaker button once
- Step 4: At **Iptype**, press Local IP once
- Step 5: Enter “**2**” to select PPPoE and press speaker button once
- Step 6: Press Vol + once to reach pppid.
- Step 7: At **pppid**, Press Local IP once
- Step 8: At pppid, enter your Login ID, eg paul@abcnet , and press Speaker button once.
- Step 9: At **ppppin**, press Local IP once.
- Step 10: Enter your password and press Speaker button once.
- Step 11: Press Redial button once.
- Step 12: Use the Vol+/- button to navigate for Save Settings
- Step 13: At **Save Settings**, press Speaker button once.
- Step 14: At the prompt “Save, are you sure?”, press Speaker button once.

*Note: Add-on functions of keypad
Speaker (enter), redial (escape), Vol+/- (navigation), Local IP (to reach edit mode)*



II. Account and Pin

- Step 1: During off-hook, press “**1234#**” on the keypad.
- Step 2: Enter the password: **12345678**, and press the speaker button once.
- Step 3: Press Vol+ button once to reach **Protocol Settings**.
- Step 4: At Protocol Settings, press Speaker button once
- Step 5: Use the Vol+/- button to navigate for **Phone Number**.
- Step 6: At Phone Number, press Local IP button once.
- Step 7: Enter your 12-digit account number, and press Speaker button once.
- Step 8: Press Vol+ button once to reach **Account**.
- Step 9: At Account, press Local IP button once.
- Step 10: Enter your 12-digit Mediating account number, and press Speaker button once.
- Step 11: Press Vol+ button once to reach **PIN**.
- Step 12: At PIN, press Local IP button once.
- Step 13: Enter your 6-digit PIN, and press Speaker button once.
- Step 14: Press Redial button once.
- Step 15: Use the Vol+/- to navigate for Save Settings.
- Step 16: At **Save** Settings, press Speaker button once.
- Step 17: At the prompt “Save, are you sure?”, press Speaker button once.

Note: For two or more consecutive numbers with the same digits, eg. "00", please press "0", followed by "Vol+", then press "0" again.

4. Viewing and editing the configuration through the web configuration page

The phone can also be configured through the web configuration page. You will need to prepare additional equipments, a PC with Ethernet card and one network cable, TCL

I. For TCL is on DHCP

- Step 1: Connect the LAN port of the TCL phone to the router/switch/hub using a network cable.
- Step 2: Connect the PC port of the TCL phone to a PC using a network cable.
- Step 3: Configure your PC on DHCP mode (to obtain IP address automatically)

- Step 4: Get the IP address of the TCL by press Local IP button once.
- Step 5: Open a browser on the PC and type `http:// <ip address of the TCL phone>`, e.g., <http://192.168.1.2>.
- Step 6: Login using the password: 12345678. You will reach the web configuration page of the TCL phone (see Figure 1.)

II. For TCL is on Static IP

- Step 1: Connect the PC port of the TCL phone to a PC using a network cable.
- Step 2: Obtain the IP address of the TCL phone by pressing Local IP once.
- Step 3: Set the PC on static IP such that it is on the same subnet mask as the IP phone. Eg, if the TCL phone's IP address is 192.168.1.5, subnet mask 255.255.255.0 and default gateway 192.168.1.1. You can set the IP address of the PC on 192.168.1.6, subnet mask 255.255.255.0 and default gateway 192.168.1.1.
- Step 4: Open a browser on the PC and type `http:// <ip address of the TCL phone>`, e.g., <http://192.168.1.5>.
- Step 5: Login using the password: 12345678. You will reach the web configuration page of the TCL phone (see Figure 1.)

III. For TCL is on PPPoE

Depending on your ISP, if only one External IP address (real IP) can be assigned to the subscribed Internet connection, you will need to configure your TCL phone to a arbitrary Static IP address and refer to Section 4II for the rest of the steps. Note that after checking the configuration through the web configuration, you will need to refer to Section 3I PPPoE to change the configure your TCL phone back to PPPoE

Otherwise,if more than one External IP address (real IP) can be assigned to the subscribed Internet connection, you can refer to Section 4I for the steps

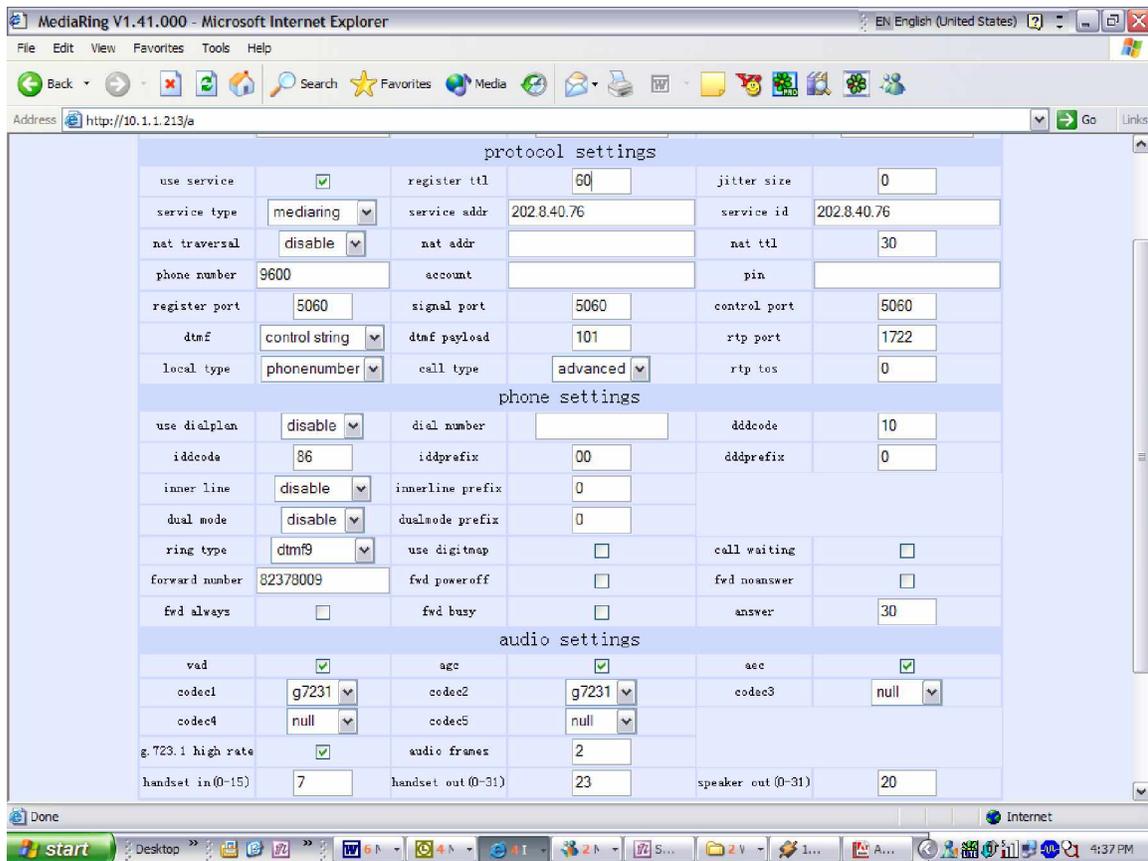


Figure 1

Configure the following parameters:

- ü Codec1: g7231
- ü Codec2: g7231
- ü Codec3: g7231
- ü Codec 4: Null
- ü Codec 6: Null
- ü VAD: checked
- ü AGC: checked
- ü Audio Frames: 2
- ü Ringtype: dtmf
- ü Use service : checked
- ü Register TTL: 60
- ü Sip proxy: mrsip001.mediaring.com
- ü Domain /realm: mrsip001.mediaring.com
- ü Register port, signal port, control port: 5060

5. Resetting to factory default

In section explains how to reset the phone to factory default.

- Step 1: During off-hook, press “**1234#**” on the keypad.
- Step 2: Enter the password: **1234**, and press the speaker button once.
- Step 3: Use the Vol+/- button to navigate for **Default Settings**.
- Step 4: At Default Settings, press Speaker button once
- Step 5: At the prompt “Default, Are you sure?”, press Speaker button once.
- Step 6: Press Redial button once.
- Step 7: Use the Vol+/- to navigate for Save Settings.
- Step 8: At **Save Settings**, press Speaker Button once.
- Step 9: At prompt “Save, Are you sure?”, press Speaker button once.

Note: Add-on functions of keypad

Speaker (enter), redial (escape), Vol+/- (navigation), Local IP (to reach edit mode)

6. Making a call

I. Making a off-net call (calling from TCL phone to a regular telephone number)

- Step 1: Check that the phone has the message “Ready for calls” displayed on the LCD. *(If it does not display the message, go to Section 7 to troubleshoot.)*
- Step 2: Pick up the handset and dial the destination number followed by a # key. The dial sequence is “*country code + area code (if any) + phone number + #*”

II. Making a on-net call (calling from a MediaRing TCL/SIP phone to another Mediaring TCL/SIP phone)

- Step 1: Check that the phone has the message “Ready for calls” displayed on the LCD. *(If it does not display the message, go to Section 7 to troubleshoot.)*
- Step 2: Pick up the handset and dial the other party’s on-net number or assigned PSTN number followed by a # key. See Section 7 for How to check my on-net number?

7. Troubleshooting and FAQ

Setting up the phone

- 1. I am not able to get to the configuration menu through the phone keypad.

Check that the phone is on off-hook mode (lift up the handset) before pressing “1234#”

2. How do I enter alphabets using the phone keypad?

Refer to Table 1 for the keypad legend.

KEYS	PRESS 1 x	PRESS 2x	PRESS 3x	PRESS 4x	PRESS 5x
1	1	.	,	?	!
2	2	A/a	B/b	C/c	[
3	3	D/d	E/e	F/f]
4	4	G/g	H/h	I/i	*
5	5	J/j	K/k	L/l	#
6	6	M/m	N/n	O/o	
7	7	P/p	Q/q	R/r	S/s
8	8	T/t	U/u	V/v	
9	9	W/w	X/x	Y/y	Z/z
*					
0	0	space	:/@	;/-	'/&
#	CASE CHANGE				

Table 1.

3. How do I check if my DSL connection supports one external IP or more?

Please check with your ISP.

Making call

1. How do I check my on-net number?

Partners with IPMC login, can login to IPMC and search by account number to obtain the on-net number. Note that the on-net number is unique for each on-net number.

Otherwise, please contact your Mediating Sales representative for details. End-user will have to check with the Mediating reseller for information.

2. I get a busy-tone after dialing the destination number.

Step 1: Go to IPMC, search by account number, and check if the phone is connected online.

If it is connected online, check the account has no problem with enough account balance, not expired, not blocked.

If it is not connected online, Step 2.

Step 2: Refer to Section 4 to check the configuration of the TCL phone. Make sure that all the settings are the same as displayed in Figure 1, except for the three fields Phone number, account and pin where user is to enter their own Mediating account number (or 1234), account number and pin respectively.

If after going through Step 1 and 2, it still fails, escalate to NOC with the Html file of the TCL configuration page.

3. I can make off-net calls but cannot make on-net calls.

Step 1: Check that the rate table supports on-net call (698 entry exist). If it does not exist, inform Mediaring Sales Rep.

Step 2: Refer to Section 4; check that the field Phone number is configured with the account number or any non-zero number.

4. I hear the other party very soft using the TCL phone.

Use the Vol+ button on the phone to increase the volume.

Others

1. What are the accounts supported by the phone?

The phone supports 20series, 60 series and 65 series of Mediaring accounts.

2. How do I top-up my account?

Partners with IPMC login, can login to IPMC to do a one-to-one funds transfer..
Otherwise, please contact your Mediaring Sales representative for details.
End-user will have to check with the Mediaring reseller for information.

3. How to I view my call logs

You can view the call logs from the page <http://202.8.40.132/viewlog/viewlog.php> or IPMC

4. How do I check my account balance?

You can check the account balance from page <http://202.8.40.132/viewlog/viewlog.php> or IPMC

- End-