

IP0031 IP Phone User Manual

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★ Welcome ★

First of all, welcome you to use our IP0031 IP Phone, thank you for your trust in our company.

The IP0031 IP Phone completely follows VOIP standard offered by International Organization for Standardization, is set in two Protocols as SIP and IAX2 , and it is fully compatible with SIP industry standard and can interoperate with many other SIP compliant devices and software on the market.

In order to using IP0031 IP Phone better and enjoying the service professionally, and getting the best results, please read the user manual carefully before using it, and keep the manual for reference.

This manual introduces the Installation, basic function, and special function for IP0031 IP Phone, we hope this could help you to understand all the function soon and use them proficiently.

Note: since the product update, the manual will change, please visit to our website www.vanaccess.com to see about. We will do not inform you. Thank you for your understanding.

1. Product Introduction

1.1 IP0031 Appearance



IP0031 series IP phone have 45 keys in the keypad. The definition is showed as below:

Name	Operation	Function /Display
REDIAL	Enter the dial mode, press this key	Redial the previous number,or call out before overtime
SET/STORE	In the on-hook state, press this key	In the state of setting mode, set the time, local code and LCD brightness. Press this key again to save.
RECALL	In the off-hook state, press this key	Pick up handset and press RECALL key, get the number, the phone will call out automatically
VOL	In the state of speaker, press this key	Adjust the output volume of speaker
BRIGHT	In the on-hook state, press this key	Adjust the LCD brightness
PSTN	In the off-hook state, press this key	Press this key to switch to the PSTN line and call out directly.
DEL	While inquire the numbers of incall and outcall in the on -hook state, press this key.	Delete the record, Press this key continuously to clean out all the records.

PAUSE	While inquire the numbers of incall and outcall in the state of on-hook, press this key.	Add or cancel the VIP attributes of the relative numbers.
HOLD	In the off-hook state, press this key	Preserve the music, keep the music ring.
FLASH	In the mode of dial, press this key	Stop to dial the current number, enter the redial mode..
#	In the mode of dial, press this key	End the number and press # to send the number.
OUT	In the on-hook mode, press this key	Inquire the records of calling out, press this key for many times and inquire many records.
▲	In the on-hook mode, press this key	Inquire the upward records.
▼	In the on-hook mode, press this key	Inquire the downward records.

1.2 Interface Introduction



- ◆ LAN: Used as the small size LAN, the LAN IP address is in the port of LAN.
- ◆ WAN: Used to connect to the Internet, or route, or local network.
- ◆ PSTN: The exterior cable connector of the common phone.
- ◆ Power supply: 5V jack, it connects with Vanaccess brand power supply

Note: If you used other power adapter, we can't ensure that the device can work normally.

1.3 Support Protocol

- ◆ SIP (RFC3261, RFC3265)
- ◆ Support IAX2.
- ◆ Voice codec: 711a/u, 729a/b
- ◆ G.168 echo cancellation standard, compliant 96ms with speaker mode
- ◆ Jitter Buffer, VAD, CNG, SIP/IAX2, Domain name register, point-to-point Call
- ◆ RTP and RTCP
- ◆ Support the Inbound/Outbound transmission; SIP info, DTMF Relay, RFC2833
- ◆ Many countries' standard ring
- ◆ NAT transversal: Support STUN, CITRON, AVS Mode
- ◆ Support SIP domain, SIP Authentication (none, basic, MD5), Domain Name parse
- ◆ Support two SIP server synchronously, including Pubic Server/ Private server, can make a call by either proxy
- ◆ Support redundancy public server, can auto switch to backup server when host server has problem.
- ◆ Support SIP application, including SIP Call forward/transfer/holding/waiting.

1.4 Network Features

- ◆ Support two models: Bridge and Router, integrate two ports router function.

- ◆ Support basic NAT and NAPT.
- ◆ Support PPPoE for xDSL, and support off hook auto dial.
- ◆ Support DHCP Client for WAN.
- ◆ Support DHCP server for LAN.
- ◆ Support DNS relay for LAN, can provide DNS service for LAN Network equipment
- ◆ Use advanced DSP tech to insure high quality voice.
- ◆ Use advanced jitter buffer tech to prevent the delaying and losing for package information.
- ◆ Support Network Tools, including ping, trace route, telnet client.
- ◆ Support three modes to configure WAN port IP, they are: static, DHCP, and PPPoE.
- ◆ Provide firewall control for small LAN.
- ◆ Provide optional priority level for small LAN.
- ◆ Support Secondly Layer QoS (802.1p)

1.5 Advanced Function

- ◆ Register 2 SIP system and 1 common phone number in the same time, 2 VOIP numbers, 1 common telephone number, just three numbers in one device.
- ◆ Call waiting, call transferring, three way call, multi-way forward call
- ◆ Switch between the IP phone and common phone in the same time
- ◆ 38 pieces of calling in memory.
- ◆ 18 pieces of calling-out inquiry/check time
- ◆ 38 pieces of VIP memory
- ◆ 20 pieces of 16 unit single key memory
- ◆ 12 pieces of 16 double key memory
- ◆ Redial by single key
- ◆ Alarm function
- ◆ LCD backlight

1.6 Administration and Maintenance

- ◆ Support security mode and modify by the security mode
- ◆ Configure by web, key, Telnet, support keypad to operate the IP phone, administrate and set the phone by Http and Telnet, also support the user to filtrate the IP address
- ◆ Update software and configure the files by HTTP, FTP, TFTP
- ◆ Support system log
- ◆ Setting many administrators and user name, password; support Telnet in the opposite direction to go through NAT/FIREWALL and administrate the phone by Telnet

2. Installation

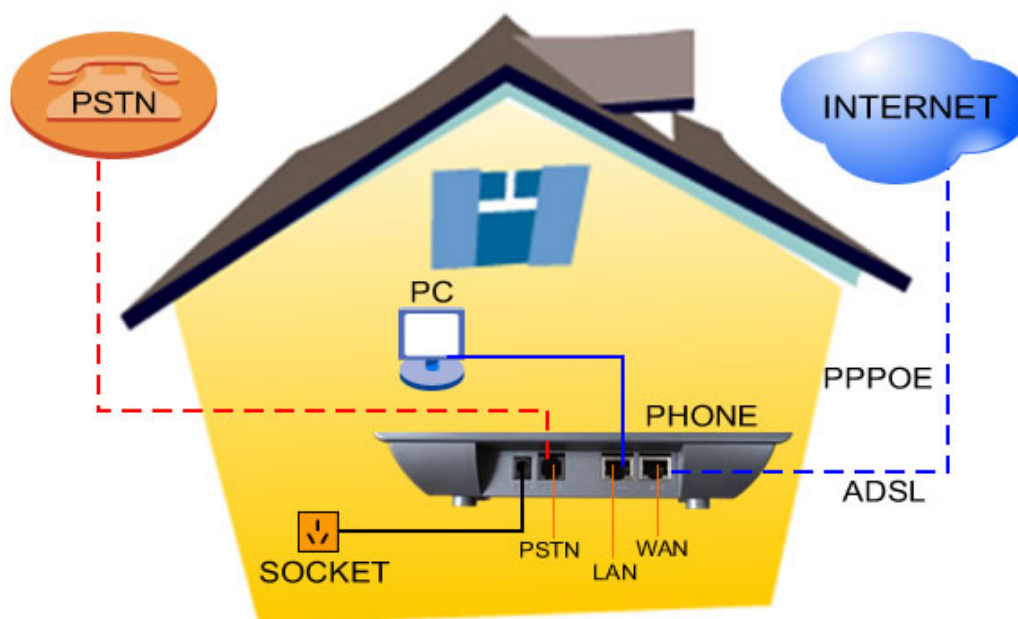
2.1 Package list

- ◆ One IP0031 phone
- ◆ One standard 5V power adapter

Warning: Although the adapter of IP0031 is compliant with UL standard, please do not attempt to use other difference power adapter. Using other power adapter may damage IP0031 series phone and will void the manufacturer warranty.

Caution: All operations of our product must abide by the instructions provided by IP Phone manufacturer. Any Changes or modifications to this product without formal authorization by manufacturer, or operation in any way other than the instructions stated on this user manual will void the manufacturer warranty.

2.2 Installation Introduction



- ◆ Put the RJ45 standard Ethernet cable to connect the port "WAN", ensure the phone to connect with the INTNET.
- ◆ Connect the exterior cable of phone with the port "PSTN" as the lifeline
- ◆ Put the RJ11 standard telephone cable to connect to the port "PHONE" of the telephone
- ◆ Plug the 5V power supply into the jack.

2.3 Check the IP for the phone

There are two ports (WAN and LAN) in the phone, the phones are set to default DHCP state in the factory. User can select the WAN port IP or LAN port IP and configure the phone according to the net condition.

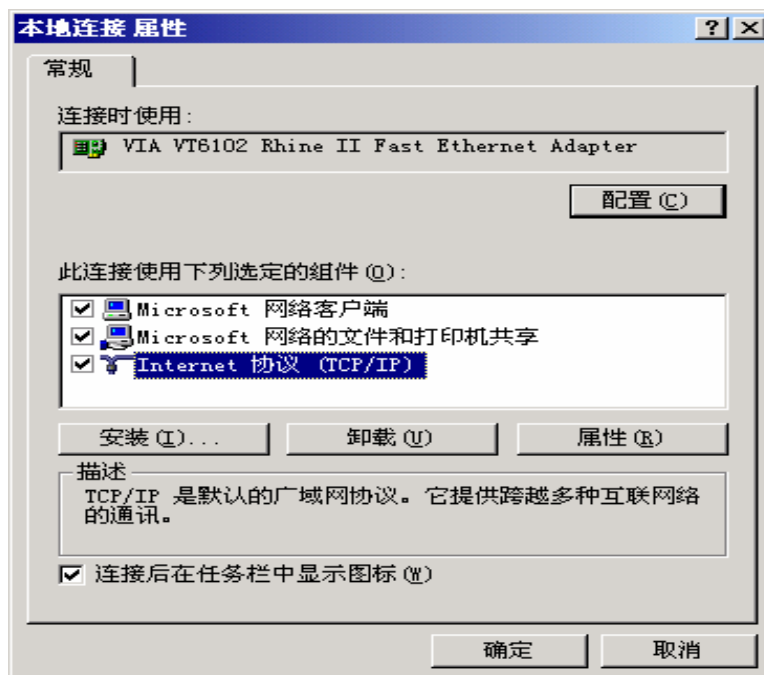
- ◆ If your net condition supports the DHCP and assign IP address auto, after connecting well, you will see that the WAN port indicator light is on and stop twinkling, it means it has gotten the IP address, you can set as the followed operation.

After inserting Ethernet cable to WAN port, connect phone to FXS port, press #*111, you

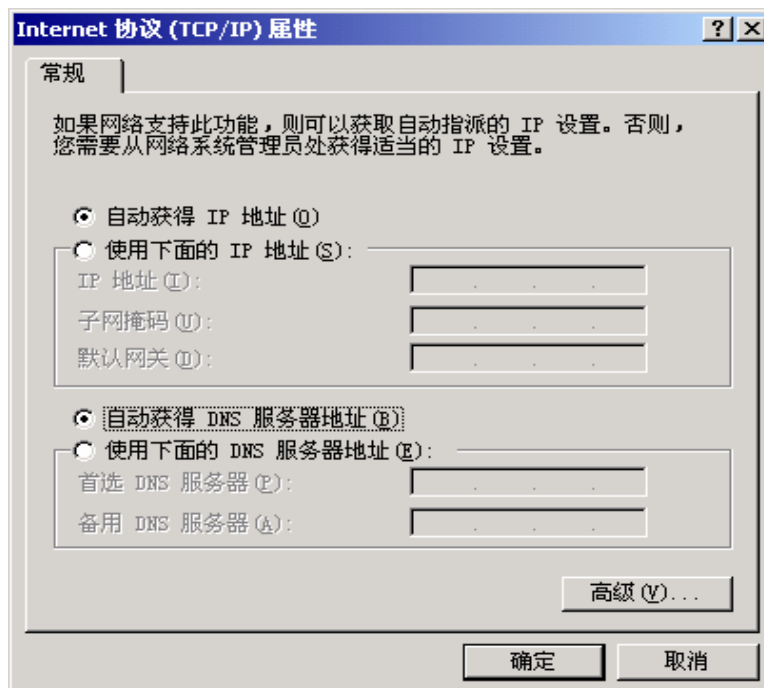
could hear IP address of phone WAN port; input the WAN IP address on the browser address, you can configure. (if you want more, please see the Advanced Configuration Manual)

- ◆ If your net condition doesn't support the DHCP and assign IP address, you can connect PC to LAN port of phone, and setup the getting IP method to dynamic, then input ipconfig /all in the command line and see the IP of phone LAN port.. See the IP Step by the following:

Open the window of local connection for your PC:



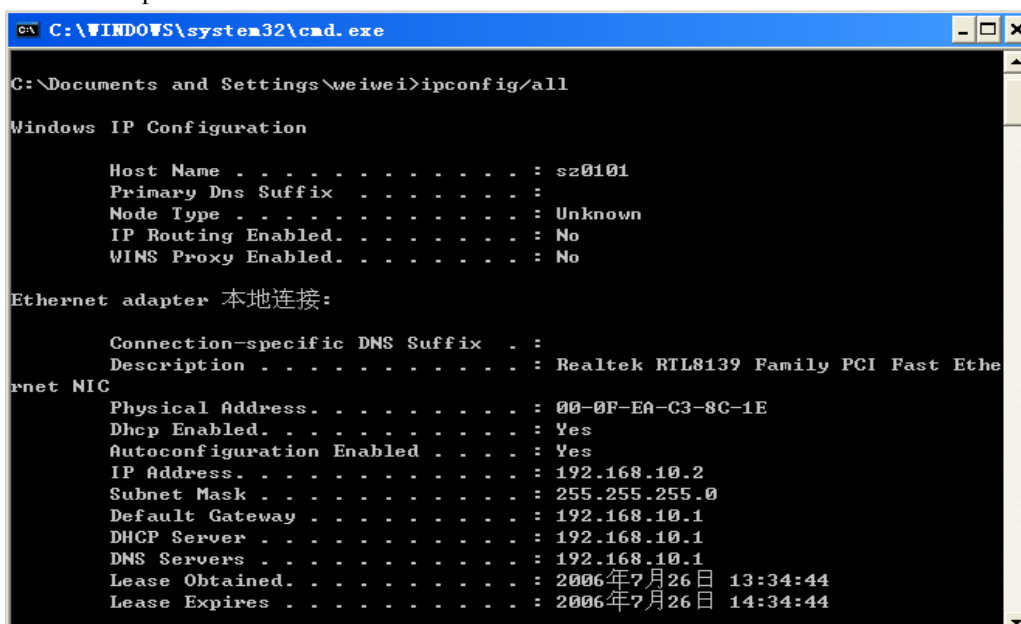
Choose Internet protocol(TCP/IP), press “attribute” button ——



Setup as above, and then press “confirm” button, your PC will get IP auto.

Input “cmd” when run mode, press “enter”, input “ipconfig/all” to see, default phone is the

LAN IP for phone.



```

C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\weimei>ipconfig/all

Windows IP Configuration

    Host Name . . . . . : sz0101
    Primary Dns Suffix . . . . . :
    Node Type . . . . . : Unknown
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No

Ethernet adapter 本地连接:

    Connection-specific DNS Suffix . :
    Description . . . . . : Realtek RTL8139 Family PCI Fast Eth
    eternet NIC
    Physical Address. . . . . : 00-0F-EA-C3-8C-1E
    Dhcp Enabled. . . . . : Yes
    Autoconfiguration Enabled . . . . . : Yes
    IP Address. . . . . : 192.168.10.2
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.10.1
    DHCP Server . . . . . : 192.168.10.1
    DNS Servers . . . . . : 192.168.10.1
    Lease Obtained. . . . . : 2006年7月26日 13:34:44
    Lease Expires . . . . . : 2006年7月26日 14:34:44
  
```

You can see the Default Phone is 192.168.10.1 in your PC from the chart, so the LAN port IP address of phone is 192.168.10.1 (the default IP address on LAN port of phone) .After gaining the IP address, we can input: <http://192.168.10.1> and configure the phone.

Note: If there is no DHCP server inside the LAN, we get the IP address just for that the PC can enter the WEB configuration interface by the LAN port IP of phone. then configure the WAN port of phone, as long as the configured WAN port connects with internet, then the phone can register successfully and dial phone number.

3. Configuration

In order to meet different requirements, need to see the current configuration of phone and modify some configuration. There are two methods to see and modify configuration:

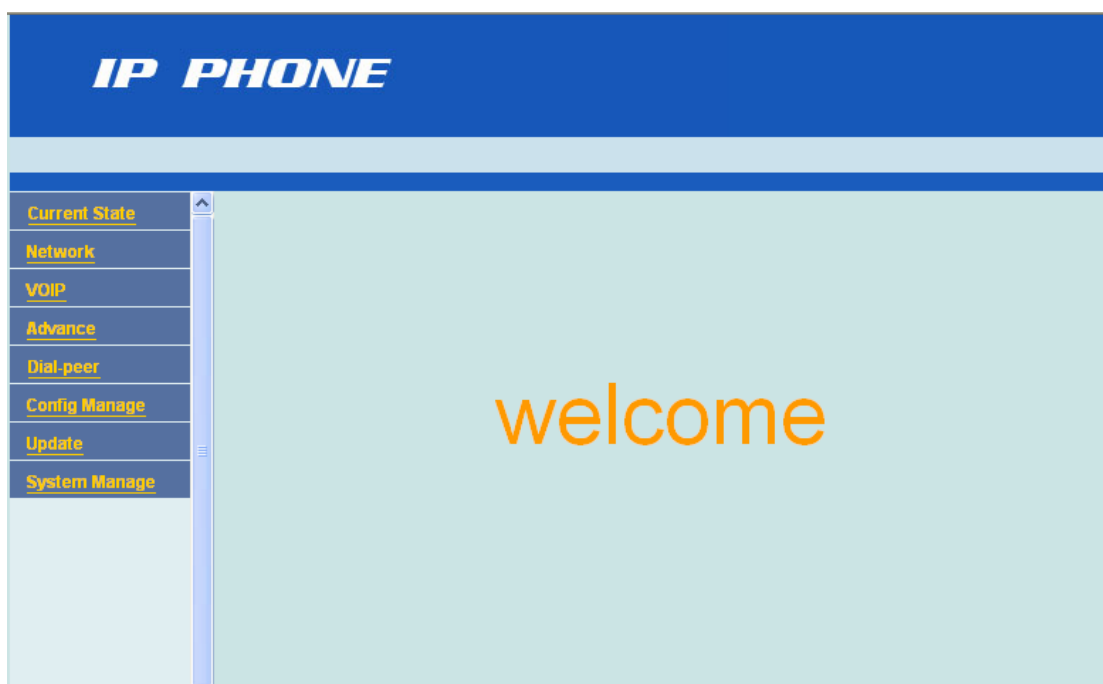
- ◆ WEB page
- ◆ Keyboard

3.1 Configuration with Web

In fact, the configuration for Phone at least just is needed to configure the network and voip, it is ok after register successfully. If get the IP address auto, only need to register one SIP account, the phone can make the call.

3.1.1 Log in WEB

Input the IP address of phone on the Internet Explorer <http://xxx.xxx.xxx.xxx/>, will display the followed pictures. (If the login port which the phone configured phone is not standard port 80, but is 8080, then needs to input <http://xxx.xxx.xxx.xxx:xxxx/>, for example: <http://192.168.1.1:8080> (otherwise display not to find the phone) .The WAN IP address of phone can be input by the key: [#*111#](tel:*111#) ,The telephone will report the IP.



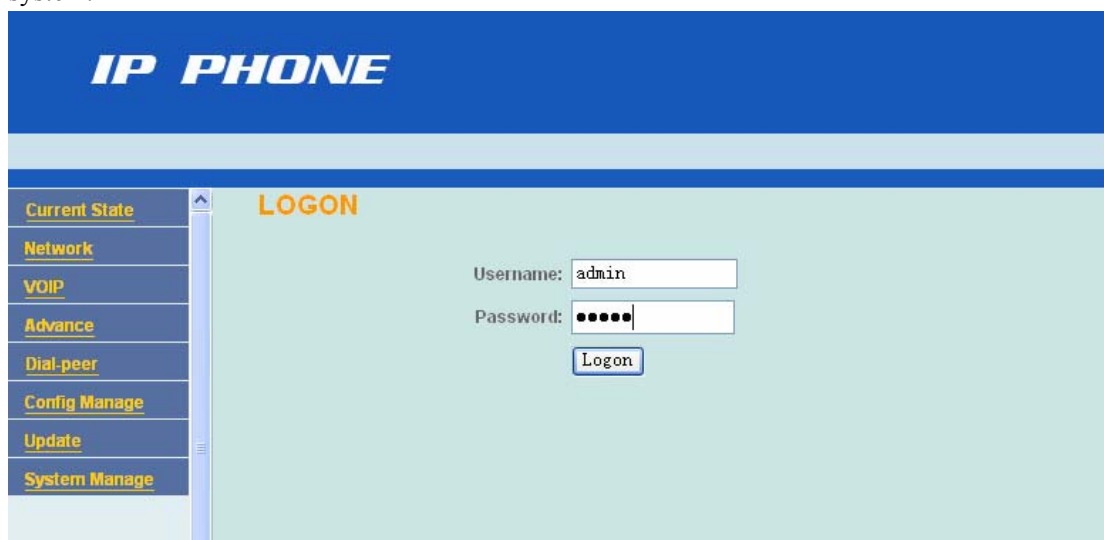
The user should configure mainly the network part before using the phone (Configure the IP address, default router, DNS etc) , VoIP parts (configuration the SIP server and Phone Number) .

If the menu has the submenu, click the menu to see all the menu items; after clicking the menu, click again to close it.

3.1.2 User verification

User should login verification before configuring this phone.

Administrator account: default username, password are both admin, user can configure the system.



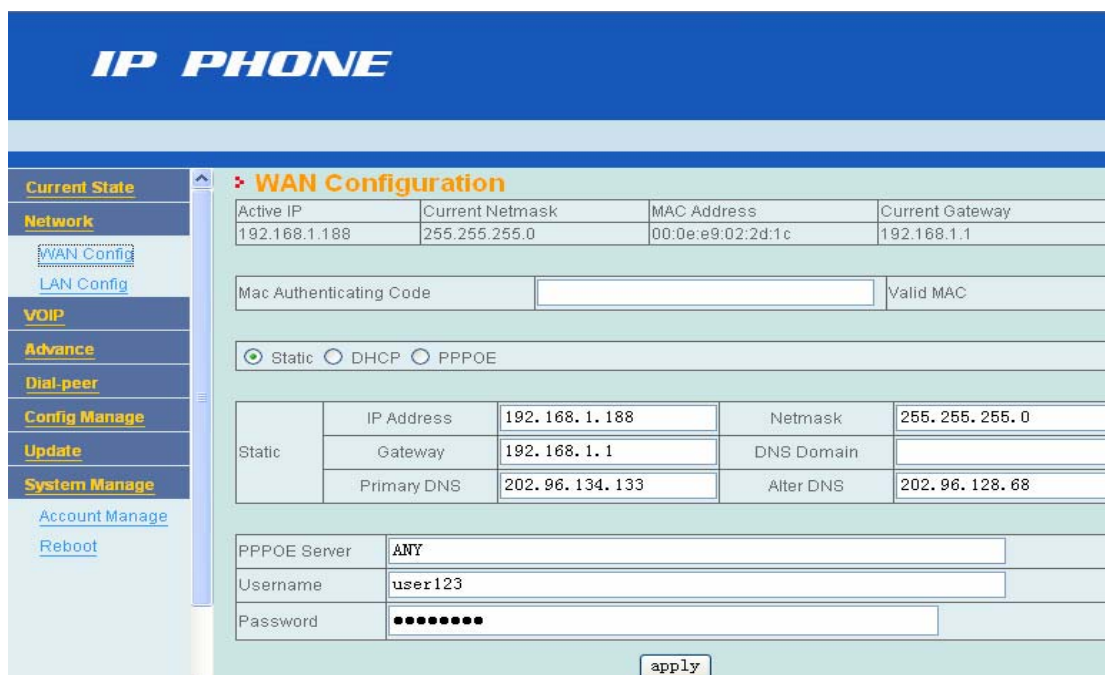
After inputting the username and password, press the key "Enter" and enter the page.

3.1.3 Network Configuration

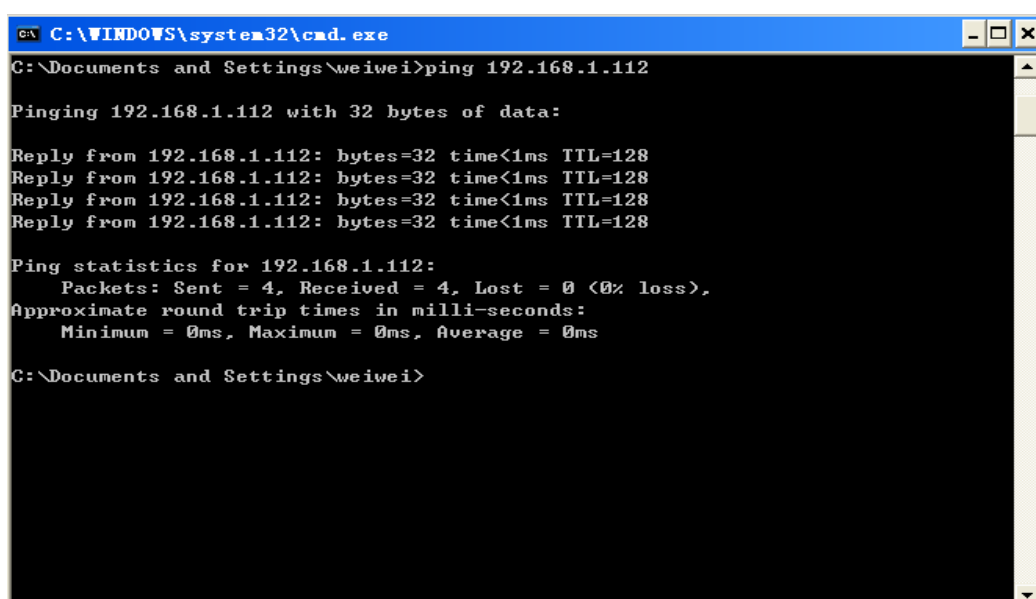
Note: At first should configure the WAN port IP correctly then can connect to the Internet. If you

open the DHCP server function in the LAN port, the phone will get the IP address auto in the WAN port and needn't configure the network.(the initial setting is DHCP client mode in the WAN port, IP address is 192.168.10.1 in the LAN port)

If don't open the DHCP server function in the LAN router, need configure the static IP address in the WAN port of the phone (if the phone doesn't use as the router, you shouldn't configure anything to LAN port)



When configure the IP address, should configure it in the same net phase with the router in the LAN. Check the network is connected well after configuration, open the “operate” in the PC of the LAN and input cmd and enter, input and ping the configuration IP address, then ENTER.



If can ping the IP address well, it explains that the network is connected well, the next is to

configure the SIP account.

3.1.4 Configure the SIP server

Register the SIP account and configure it as the following methods, if there is some special request, should fill out the proxy server, if there is not special request, shouldn't modify other default items.

SIP[Registered] Configuration			
Register Server Addr	0101hk.com	Proxy Server Addr	
Register Server Port	6058	Proxy Server Port	
Register Username	90611008	Proxy Username	
Register Password	*****	Proxy Password	
Domain Realm	0101hk.com:6058	Local SIP Port	5060
Phone Number	90611008	Register Expire Time	60 seconds
Detect Interval Time	60 seconds	RFC Protocol Edition	RFC3261
DTMF Mode	DTMF_RFC2833	User Agent	common
<input checked="" type="checkbox"/> Enable Register		<input type="checkbox"/> Auto Detct Server	
<input checked="" type="checkbox"/> Enable Pub Outbound Proxy		<input type="checkbox"/> Server Auto Swap	

Configuration Explanation:

SIP[Registered] Configuration shows SIP register state; if register successfully, there will show Registered in the square bracket, otherwise show Unregistered;

Register Server Addr: 0101hk.com Configure SIP register server IP Add (can be register IP or domain) ;

Register Server Port: 6058 Configure SIP register server signal port;

Register Username: 90611008 Configure SIP register account (usually it is the same with the port number that configured, some special SIP servers will have different port configurations, then the port configuration needs to be configured to be numbers, here the configuration account can be arbitrary character string) ;

Register Password: **** Configure password of SIP register account;

Phone Number: 90611008 Configure the phone number;

Domain Realm: 0101hk.com:6058 Configure the sip registered domain realm. If the server don't appoint the sip terminal as the local domain,local domain can configure the same address and domain with the server. The system predigest the input for the user, the user can't input the local domain, the system will get the proxy server addr automatically and fill out the contents as the domain realm.

Enable Register Configure enable/disable register; must select this item and register successfully;

Enable Pub Outbound Proxy Configure to enable public outbound proxy. If proxy server has been enabled, the phone will consider the user as using outbound proxy automatically. If the configuration has been disabled, the phone can still be registered to the server, but can't make SIP call; configuration of registered call by the phone will not have impacts on SIP point-to-point call. IP; so must select this item and then make SIP call;

After configuring the Network and VoIP parts, submit it, dial the numbers after registering successfully. End with # while dialing number. Should save all the configuration, otherwise it will lost after restarting. If you need to configure the telephone with advance configuration,

please see the technology configuration manual for the specific parameters

3.2 Keypad Operation

When you configure the telephone well according to this manual and register successfully, you can use the keypad of IP phone to manage the phone

3.2.1 Setting and management

In the state of on hook, operate according to the following:

Input in the keypad of phone: #****#	The phone: restart again
Input in the keypad of phone: #*000#	The phone: clean out all the setting
Input in the keypad of phone: #*100#	The phone: work in the mode of static IP
Input in the keypad of phone: #*101#	The phone: work in the mode of DHCP
Input in the keypad of phone: #*102#	The phone: work in the mode of PPPoE
Input in the keypad of phone: #*103#	The phone: work in the mode of Bridge port
Input in the keypad of phone: #*104#	The phone: work in the mode of route
Input in the keypad of phone: #*111#	The phone: report WAN IP address
Input in the keypad of phone: #*222#	The phone: report IP telephone number

3.2.2 Function Operation

3.2.2.1 Set: In the state of on-hook, press the key SET, enter the setting state, “SET 1 DATE” will display on the LCD. Then use [▲], [▼] key to configure the setting option, the relative setting options will display on the LCD. Press the key [SET] again to enter the item setting. After setting the item, press [SET] the key to enter next setting. Configure the detailed setting by using the key [▲], [▼], use [DEL] the key to quit the setting state.

1. Set 1 Setting date and time ——

“SET 1 DATE ”displays on the LCD ,press the key[SET]to confirm. Enter the date and time setting, the year setting will display with twinkle, configure with the key [▲], [▼], after finishing , press the key [SET]again to enter the month setting, the modification method is same with the year setting, press the key [SET]to modify the day, hour and minute in turn. Set the hour and minute by decimal and unit order. Press the key[SET]to confirm the minute’ unit order, then the phone will clean the second automatically.

After setting the date and time, it will display the correspondent week and calendar.

2. Set 2 Setting region code ——

“SET 2 ACODE ”displays on the LCD, press the key[SET] to confirm, the reminder “ACODE - - - ”will display on the LCD, press the key[SET]to confirm, enter the region setting, the first one“_” is twinkle, if it has been set the region code, then display the region code, the first number of region code is twinkle. Setting or modify the figure “0-9”by pressing the key [▲], [▼],after finishing the first place setting ,press the key [SET]to enter the second place setting. Then go on the next.

3. Set 3 Setting the LCD brightness——

“SET 3 LCD” displays on the LCD, press the key [SET]to enter the setting, meanwhile “LCD 3”will display on the LCD, Press the key [▲], [▼]to choose the compatible LCD brightness, press the key[SET] to confirm.

4. Set 4 Setting alarm——

“SET 4 ALARM” displays on the LCD, press the key[SET]to enter, displays“: 1 00-00 OFF”, the left is group of series numbers, can set three groups alarm. The four units in the middle of numbers means the exact hour and minute in alarm, the right place is the alarm switch, “ON” displays on the LCD, means the alarm is in the state of on, “OFF” means the alarm is off. Use the key [▲], [▼] to set the three item, at last press the key [SET]to enter the next setting. Three groups alarm can be set different time.

5. Set 5 Setting the FLASH time ——

”SET 5 FLASH” displays on the LCD, press the key [SET]to enter the setting state, then “FLASH 1 600”will display on the LCD, means the original FLASH time is 600mS.Press the key[▲], [▼]to choose any end time from the”1000”“600”“300”“180”“110”“90”mS which adapted the different PBX.

6. Set 6 Setting the guard against theft ——

“SET 6 IPP” displays on the LCD, press the key[SET]to enter the setting state, then the “IPP OFF” displays on the LCD, means the guard against theft function is off. Press the key [▲], [▼] to choose “ON” or “OFF”, the correspondent switch “ON” or “OFF”.

3.2.2.2 On Hook Operation

- ◆ **Receive the calls** —— After receive the calls which displayed in the mode of FSK or DTMF, the phone will detect automatically the calling-in numbers, meanwhile display the date, time and record what NO. the call is. If it is the format of FSK, the calling-in signal will be automatically renovated to the new month, day and time, but the year’s setting won’t be changed. Due to the DTMF format, all the setting won’t be changed. As the DTMF signal, only includes the numbers of the calling-in, not include the date, time. Then the system will assign the date and time for the calling-in as original setting. While receive the DTMF calls, in the same time, the calling in series NO, will be displayed on the LCD. If it is a new number, there is a sign “New” displayed on the LCD. If the number is existence, then it won’t display the sign.

Note: The display of the calling-in will renovate the system time. But the phone must be connected to the PSTN trunk line, it can’t be connected to the PSTN branch lines. Otherwise the time wouldn’t be renovated the current time.

- ◆ **Calling-in inquiry** —— Press the key”▲”to enter the state of calling-in inquiry, press the key to upward or downward. The calling-in numbers, date and time etc, information will display on the LCD. Press the key”▲”or “▼” for three seconds, can have a quick look over.
- ◆ **Recall the calling-in**——After inquire the calling-in, press the key ”REDIAL”, if press the key continuously twice, the phone will automatically add “0” before the local code and begin a long distance redial.
- ◆ **Calling out inquiry**——Press the key ”OUT”, then enter to the state of calling out, press the key ” ▲”to inquire the recent calling-out numbers and times, press the key ” ▲”for 3 seconds ,can have a quick look over. If redial the calling-out number, directly press the key” Redial”.
- ◆ **LCD brightness adjustment**——Use the key “BIGHT” to select the compatible brightness, 5 levels in total. Adjust it in the state of on-hook or picking up.

- ◆ **Pre-dial**—In the state of on hook, dial the number, if dialing the wrong figure, can use the key “DEL” to delete it. After dialing all the figures, press the key “REDIAL” to call out auto.
- ◆ **Delete key**—The key “DEL” is used to delete the wrong figures in the state of on hook. In other states, use the key “DEL” to delete the wrong numbers. When display the calling-in or out numbers, use the key “DEL” to delete the displayed numbers. Press the key “DEL” for 3 seconds to delete all the numbers of calling-in and out.

3.2.2.3 Picking up phone operation

- ◆ **Calling-in(calling out)inquiry**—Picking up the phone, use the key “▲” or “▼” to inquire the calling-in numbers, or use the keys “OUT” and “▲” to inquire the calling-out numbers.
- ◆ **Music preserve**—In the state of picking up the phone, press the key “HOLD” to enter the state of music preserve, then put up the handset.
Pick up the phone, then keep music, enter the calling state.
Press the key “SPEAKER”, the music stops and enter the state of “SPEAKER”
Press the key “HOLD” again, the music will pause, enter the state of “SPEAKER”
- ◆ **Count time** —After picking up and dialing, phone will count time automatically. Avoid counting time manually.
- ◆ **Alarm function** —If setting the alarm function, then alarm for 55 seconds, press any key including the “SPEAKER” key, will cancel the alarm function. If it dues to alarm by setting the time, it happens that it is in the state of picking up, alarm etc. Then this setting alarm will be cancelled automatically. The third group alarm is alarm once, automatically close after alarm.
- ◆ **VIP setting**—Calling in or calling out with VIP attribute, inquire the calling-in or calling out in the state of on hook. Press the key “PAUSE”, then add or cancel the relative VIP attribute. The VIP numbers is signed by a lock. Setting the VIP calling-in or out numbers, it can’t be cancelled when requires. But the customer press the key “DEL” to delete all the calling-in or out numbers, the VIP numbers can be cancelled. If the calling-in or out numbers are full, there is a new calling-in or out number, then the telephone will choose to delete the headmost and no-VIP number. If it stores all the VIP numbers, the headmost VIP number also will be cancelled.
- ◆ **Adjust volume of speaker**—Press the key “VOL” in the state of speaker, can adjust the volume of speaker by 2 levels, it displays “HF VOL LO” or “HF VOL HI” on the LCD. Press the key while it is in state of on hook, it will display” RING VOL LO” or “RING VOL HI”, but it can’t adjust the volume.
- ◆ **Memory or withdraw the number by a key**—restore the numbers: press the key “STORE” in the state of on hook, then press the restored position “Mi” (Mi=M1, M2.....M20). Withdraw the numbers: press the key “Mi” (Mi=M1, M2.....M20), directly in the state of on hook. The phone will restore the displayed the numbers, press the key “REDIAL” to call out, or picking up the telephone and press the key” Mi”(M1,M2,...M20). The phone will directly call out the number which located in the relative position.

- ◆ **Memory or withdraw the number by double keys**—restore the numbers: press the key "STORE" in the state of on hook, then press the figure keys in the restore position ("0-9" or *,#). Withdraw the numbers: press the key "RECALL" in state of on hook, then press the figure keys in the restored position("0-9" or *,#). The phone will automatically display the restored number, press the key "REDIAL" to call out, or picking up the telephone and press the key "RECALL" directly, press the figure keys in the restored position("0-9" or *,#), the phone will directly call out the number which located in the relative position.
- ◆ **IP phone and common phone lines choice**—In the state of picking up, press the key "PSTN" to select to use the common phone line or IP phone line and dial the number. Press this key, can be transferred between PSTN and VOIP.

4. The methods of using phone

After registering successfully, it can be dialed the SIP calls and PSTN calls.

4.1 Dial the SIP calls

- ◆ After the phone registers a SIP account in the system platform, the telephone should be subject to the dial rules in the registered platform, most of the dialing rule in the platform is 0+ mobile number, section code+ common numbers, please inquire the technology support for the specific methods. After dialing the numbers and end it with #, then can finish calling.
- ◆ After the phone register two SIP accounts in two system platform, should set the dialing rules by the two systems' request, otherwise the telephone will use the default SIP1 line, it can choose different SIP lines in order to set the dialing rules in the telephone according to the different request. After setting well according the above dialing ways, end with "#".

4.2 Dial the PSTN calls

After the telephone is connected to the PSTN line, If want to dial the PSTN numbers, In the state of picking up, press the key directly "PSTN" and transfer to the PSTN line. Dial the PSTN numbers and finish the call.

5. The system setting by factory

After telneting the telephone, use the below commands to clear all the configuration:

#setdefault: Clear the configuration, but can't clear the network configuration in partly;

#setdefault all: Clear all the configuration of phone.

The default factory configuration of system is showed as below:

- ◆ The port WAN accept IP address in the mode of DHCP, if it is transferred into the static mode, the IP address is 192.168.1.179, the LAN address is 192.168.10.1. The DHCP and NAT will work auto.
- ◆ Use the SIP protocol automatically, the SIP port is 5060
- ◆ HTTP port is 80, Telnet port is 23
- ◆ Use the key "*" to end the number
- ◆ The acceptable account names are guest and admin
- ◆ The phone time is subject to the standard time by using SNTP protocol

6. Analysis and handle for the common questions

1. The phone can't assign WAN or LAN IP ---- When the phone is in the mode of NAT (no bridge), please don't assign the WAN and LAN IP with the same net domain. e.g., if the LAN IP address is 192.168.1.×, don't set the WAN address in the domain of 192.168.1.×.
2. Send a busy tone in the process of call ---- The phone can detect the network is normal or not, if the network isn't connect to the phone, the phone will send a busy tone automatically to remind the customers. Customers can check the network is normal or not, the cable is connected with the phone or not.
3. Configure the WAN static IP, but the local IP confirm to remedy the IP, why? ---- It's likely to use the same net domain in WAN and LAN. Please try to change the LAN IP address.
4. Why can't log in phone? ---- It's likely to use the private address in the phone and PC, but the two IP addresses aren't in the same net domain. eg. The phone uses the address 192.168.1.×, the PC uses the address 192.168.10.180, then add a IP 192.168.1. ×× in PC to have a try.
5. After configuring as the manual, but can't dial normally ---- Check the network, Telnet logs in the phone, then use Ping or tracert command to access the exterior network.
6. Connect the phone well, it results the phone dead as the fault operation and pause the upgrade. Can not log in the WEB page, can not hear the dialing voice when picking up the phone, at first check the network and the phone is connected normally. If the network is connected correctly, also have some problems, can diagnose the phone is dead, then restore the phone to have a try, if also have some problems, at last only restore and enter the POST mode, telnet 192.168.10.1 within 5 seconds after restarting ,then enter TFTP to upgrade and recovery. If want to get specific configuration, please see the advance configuration manual.