

IP Phone - Linksys 921 Installation, Set-up and User Guide



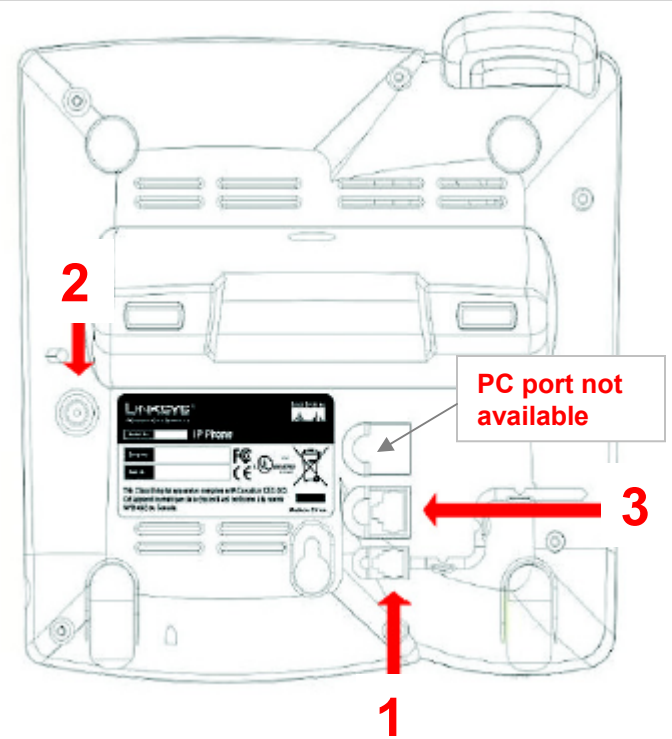
May 2008



Installation

Phone will arrive via FedEx after placing order from your online account. The phone is pre-provisioned at our shipping office. Installation is easy:

1. Plug long straightened end of the coiled phone cord into back of phone. Plug short straightened end into the handset (not shown).
2. Plug power cord into phone (only use power supply that came in the box).
3. Plug Cat 5 Ethernet cable into the phone, connected to your network. Phone now has dial-tone and is ready for use!



Note: The handset cord is tucked behind the cardboard insert on the front side of the box. You have to dig in to find it!

Installation

Firewall Ports to Open:

IP Phones/ATA Adapters need port 5060 UDP and the range of 16384-16482 UDP inbound and outbound open.

In some cases, multiple IP Phones/ATA Adapters on the same network/router will need to change the 5060 port number to another available port [examples: 5062, 5064, 5090...]. This will mainly happen with older routers, but some newer models may still be affected as well and require a different port for each IP Phone/ATA Adapter.

Installation

Tip for Best Voice Quality:

A good internet connection is needed to maintain good voice quality. We recommend a high speed DSL, cable or fiber connection with an upload speed of 90kbps or greater.

We provision DigitalLine service at the "High/ Automatic" bandwidth setting for better sound quality. If your broadband connection speed is less than 90kbps (and you experience choppy voice quality), you should adjust the bandwidth setting to "Low." To change phone's bandwidth connection, log into your online account, click Preferences, then DigitalLines. Click the View link associated with the phone and change the "Bandwidth Usage" setting.

To test your PC's speed, visit

<http://www.voipreview.org/voipspeedtester.aspx>

Click the  button in your online account for the User Guide and additional help on this RingCentral product.

Set-Up

After installation, the phone will be automatically listed in the assigned extension's Forwarded Numbers list.


Check the Active box and inbound calls will ring on this device.

2. Forward my calls

Notify my Call Controller and wait seconds before forwarding begins

Notify Administrator's Call Controller

Forward my calls:

Active	Order	Group	Phone Name	Phone Number Edit	Ring For	Options
<input checked="" type="checkbox"/>	▼ ▲		 Dr. Jones' SPA-2102	+1 (706) 534-3981	<input type="text" value="4 rings"/>	Edit

Set-Up

To change phone's name, extension assignment, or other provisioning actions, log into your online account, click Preferences, then DigitalLines. Click the View link:

Phone Devices						
Phone Number	Device Name	E911	Calling Plan	Extension	Details	
(404) 555-3245	 Dr. Jones S/N: 88012EB09585	Edit	Unlimited	5	View	Delete

Phone Device Details - Dr. Jones

Device Nickname: You can specify a nickname for this device so you can easily identify it throughout your account.

Device Visibility: This user will see device on their Phone Devices page and within their Call Forwarding list.

Phone Number: (404) 555-3245
Athens, GA The phone number currently associated with this device.

Extension: Specifies where callers will be routed when the VoIP phone number is dialed.

Calling Plan: [Enhanced](#) The current calling plan for the DigitalLine.

Caller ID: The number displayed when making calls from this device.

Alternate: Alternate Caller ID used for toll-free calls (when calling toll-free numbers, your caller ID cannot be blocked or a toll-free number).

Set-Up

Enabled Enable to activate the **red light** at top of the phone when new message arrives.

Bottom half of the view panel:

E911 Dialing Address:	Edit	This is the address reported to E911 to identify and route your 911 calls to your nearest emergency center.
New Message Alert:	Disabled <input type="button" value="v"/>	Indicates whether or not the device will show/play a notification when there is a new message in the Owners mailbox.
7-Digit Dialing:	706	Specifies the default area used when only 7-digits are dialed.
Bandwidth Usage:	High/Automatic <input type="button" value="v"/>	Specifies how much bandwidth of your Internet connection is used for phone calls. High will provide better sound quality.
Auth ID:	4871616	The DigitalLine authorization ID to this device.
Status:	Offline	Indicates whether or not the device is currently connected to the system.
Login Number:	4045553245	The RingCentral Phone Number and Extension (if applicable) the device is using to connect to the system.

Answering a call to your Local RingCentral number on the IP Phone saves you money!

Andy, a Plus Plan customer, has two RingCentral numbers:

<u>Phone Number</u>	<u>Location</u>
Main: (888) 555-5462	Toll Free
(248) 555-2386	Pontiac, Mi.

1 minute inbound call, under three scenarios:



* Subject to Fair Use Policy

User Guide



IP Phone User Guide – Volume and Speaker Buttons

Using the Handset, Speakerphone or Headset

Calls can be made or received using the handset, speakerphone or headset and you can switch audio devices during a call. Adjust the volume for the device you are using with the volume adjustment bar.

Using the Handset

To place and answer calls using the handset, simply lift the handset.

Using the Speaker

To place and answer calls using the speaker, press the speaker button. The green light behind the button will illuminate.

Using the Headset

Plug an approved headset with a 2.5mm connector into the headset port on the right side of the phone. Press the headset button and the green light behind the button will illuminate. For information on the exact models of headsets that are supported, see the IP phone information on <http://www.linksys.com>

Switching Between the Handset/Headset/Speakerphone During a Call

Any of the audio devices can be used during a call. Only one device at a time can be used. The handset can be on the hook when using the speakerphone or headset function. If switching from the handset, make sure the speakerphone or headset light is illuminated before placing the handset back on the hook.



Volume Adjustment



Speaker Button

IP Phone User Guide – Mailbox, Mute and Hold Buttons

Accessing the Voice Mailbox


Access the voice mailbox by pressing the mailbox button and entering your password when prompted.



Mailbox Button

New Message Alert: RingCentral can activate the **red light** at top of the phone if you have an new message. To turn this feature on (or off), log into your online account, click Preferences, then Phone Devices. Click the View link next to the ATA device, then change the New Message Alert:

New Message Alert:

Enabled 

Indicates whether or not the device will show/play a notification when there is a new message in the Owners mailbox.

Muting a Call

Mute the handset, headset or speakerphone by pressing the Mute button. This prevents the person on the active call from hearing what you or someone else in the room is saying. To cancel the Mute function, press the Mute button again.



Mute Button

Placing a Call on Hold

Press the hold button to put the active call on hold. If there is another incoming call, you can now answer the 2nd call or line.

Resume the 1st call by pressing the line button associated with the 1st call. If the 2nd call is still in progress it will automatically go into a “hold” state when the 1st call goes active.



Hold Button

IP Phone User Guide – Dial a Number, Extension, Speed Dial or Directory listing

Dialing a Telephone Number

Activate a dial-tone prompt one of three ways:

- Lifting the handset, or
- Connect the headset and press the headset button, or
- Press the speaker button.

Enter the telephone number using the phone keypad. You will see **Called person Ringing** and **Connected** in sequence as the call is being connected. At the end of the call, hang up the phone to disconnect. For headset or speaker, you must also push the button to end the call.

Please note: **Enter 1 + the 10 digit number when dialing long distance** from a DigitalLine phone.

Dialing a RingCentral Extension

Activate a dial-tone prompt then enter the Extension number and the pound sign (ex: **100 #**).

Entering the # sign at the end tells our network *“no other digits will be entered, start calling now!”* (Instead of the # sign, you could also press the **dial** softkey after entering the extension).

Note: If you have programmed a Speed Dial number in the phone (using the Setup button), and you have an extension using the same number, the Speed Dial listing will take precedence.

Dialing a Phone Speed Dial listing

Activate a dial-tone prompt then enter the Speed Dial number and the pound sign (ex: **2 #**)

(Instead of the # sign, you could also press the **dial** softkey after entering the extension).

Dialing a Phone Directory listing

Press the **dir** softkey. Scroll down until you find the number you wish to call, the press the dial softkey

IP Phone User Guide – Redial, Ending a Call and DND

Dialing From the Redial List

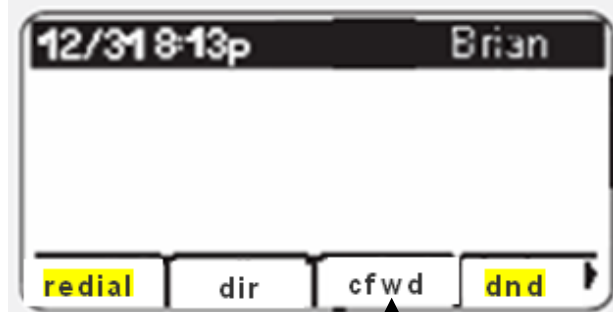
- To redial the **last** number called, press the soft button below **redial** twice, or
- Press the soft button under **redial** to see the phone's history of recent calls you have made. Use the navigation button to highlight your choice. Lift the handset and the number will automatically be dialed.

Ending a Call

- To end a handset call, hang up the handset.
- To end a speakerphone call, press the speaker button.
- To end a headset call, press the headset button.

Do Not Disturb

Sends incoming calls to voice mail, or gives a busy signal, if no voicemail box.



*Call Forwarding Is
not_enabled.*

IP Phone User Guide – **3-Way Conference and Transfer**

Three Way Conference Calls

To initiate a **conference call**, press the soft button under **conf** during an active call.

- The first call is placed on hold, and you will hear a dial tone.
- Dial the second person's telephone number. You will be talking privately to the second party when he picks up (first call remains on hold).
- To start the conference call, press the soft button under **conf** again; all three parties will be participating in a conference call.

Note: If you hang up, the other two parties will be disconnected.

Attended Transfer (Using the Phone Menu)

To initiate a **transfer**, press the soft button under **xfer** during an active call.

- This places the first call on hold and you will hear a dial tone.
- Dial the second person's telephone number. You will be talking privately to the second party when he picks up (first call remains on hold).

(Note: You can also enter Extensions or Quick Dial numbers using this method.)

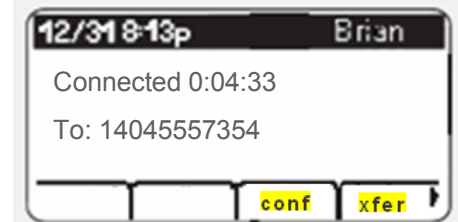
- To connect the call to the second person, press the soft button under **xfer** again to complete the transfer.
- You will be disconnected from the call.

If you hang up during the call with the second person before pressing xfer, the transfer is not completed, this only ends the call with the second person.

Unattended (Blind) Transfer (Using the Phone Menu)

To initiate an blind transfer, press the soft button under **xfer** during an active call.

- The first call is placed on hold and you will hear a dial tone. You can now dial the second person's telephone number.
- **While** the second person's phone is ringing, press the soft button under **xfer** again to complete the transfer, and you will be disconnected from the call.



IP Phone User Guide – Setup - Directory



Customize the phone using the Setup options by pressing the Setup button

1. Directory (Setup button, 1)

To view your phone's directory options, press the Setup button, then 1, then the soft button under **select**. Using the navigation button, move up or down to highlight a New Entry or Personal Directory.

Adding a New Entry to Your Personal Directory (Setup button, 1,1)

For numbers that you call often, you may want to set up a personal directory.

- Press the soft button under **add**.
- The last soft button feature allows you to choose **num**, **IP** or **URL**.
- Use the dial pad to enter a phone number, IP address or URL, then press the soft button under **ok**,
- Use the navigation button to move up and down between entries.
- If you enter the wrong information, press **delChr** to delete one character at a time or **clear** to erase the entry.
- To copy an existing entry, use the navigation button to select an entry from your personal or corporate directory and press **copy**. Then go to your personal directory and press **paste** to enter the information.
- To select a specific ring tone, move the navigation button to Ring:Default, then select **feature** and choose a tone
- Press **save** and the entry will be added to your personal directory.

IP Phone User Guide – Setup – Speed Dial



2. Speed Dial (Setup button, 2)

Enter up to 8 speed dial numbers. Each one can be a phone number, IP address or URL.

- To setup or edit Speed Dial, press the Setup button, then 2.
 - To enter a new SD number, use navigation button to move to a **<Not Assigned>** slot.
 - To edit a previously entered choice, highlight the entry with the navigation button.
- Press the soft button under **edit**.
- The last soft button feature allows you to choose **num**, **IP** or **URL**.
- Use the number buttons to enter a phone number, IP address or URL, then press the soft button under **ok**, or enter a name from a directory. As you start to enter the name, you will see a list of choices.
- Highlight the number and press **ok** to save.

If you enter the wrong information, before you press **ok**, press **delChr** to delete one character at a time or **clear** to erase the entry.

IP Phone User Guide – Setup – Call History & Ring Tones



3. Call History (Setup button, 3)

You can view lists of recently received (up to 60) incoming calls in Call History. Choose from Redial List, Answered Calls or Missed Calls.

- To view the phone's Call History lists, press the Setup button, then 3.
- To review a list, use the navigation button to highlight it and press **select**.
- To redial a number from the list, press **dial**. You can also choose to **delete**, **edit** or **cancel** entries from these lists.

4. Ring Tone (Setup button, 4)

To change a ring tone, press the Setup button, then 4.

Use the navigation button to highlight the extension you want to change the ring tone for and press **change**.

You will see several choices. Press **play** to hear the tone, press **select** to choose it.



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