

**Alldaytalk  
Phone Adapter  
User's Manual**

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December 2004, Rev01

# Safety Instructions

## *Installing*

- Use only the type of power source indicated on the marking labels.
- Use only the power adapter supplied with the product.
- Do not overload wall outlet or extension cords as this may increase the risk of electric shock or fire. If the power cord is frayed, replace it with a new one.
- Proper ventilation is necessary to prevent the product overheating. Do not block or cover the slots and openings on the device, which are intended for ventilation and proper operation. It is recommended to mount the product with a stack.
- Do not place the product near any source of heat or expose it to direct sunshine.
- Do not expose the product to moisture. Never spill any liquid on the product.
- Do not attempt to connect with any computer accessory or electronic product without instructions from qualified service personnel. This may result in risk of electronic shock or fire.
- Do not place this product on an unstable stand or table.

## *Using*

- Power off and unplug this product from the wall outlet when it is not in use or before cleaning. Pay attention to the temperature of the power adapter. The temperature might be high.
- After powering off the product, power on the product at least 15 seconds later.
- Do not block the ventilating openings of this product.
- When the product is expected to be not in use for a period of time, unplug the power cord of the product to prevent it from the damage of storm or sudden increases in rating.

## *Servicing*

Do not attempt to disassemble or open covers of this unit yourself. Nor should you attempt to service the product yourself, which may void the user's authority to operate it. Contact qualified service personnel under the following conditions:

- If the power cord or plug is damaged or frayed.
- If liquid has been spilled into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when the operating instructions are followed.
- If the product has been dropped or the cabinet has been damaged.
- If the product exhibits a distinct change in performance.

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# Chapter 1

## Product Overview

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This 2-telephone port adapter provides cost-effective, toll-quality telephone voice/fax calls over the packet switching network such as the Internet. The analog telephony information could be packetized and transported over the Internet Protocol (IP), offering reliable transmission via the existing packet switching network.

The excellent flexibility of WAN interface allows you to connect with a broadband access media such as cable/ADSL modem, providing you the easiest way to connect with the Phone adapter via backbone network. It offers multiple uses the low cost yet high performance telephone call via existing Internet connection.

### 1.1 Features

- Supports PacketCable NCS 1.0 (MGCP, Media Gateway Control Protocol) & RFC 2705 MGCP
- Two RJ-11 Foreign Exchange Station (FXS) ports for IP telephony
- One RJ-11 port for PSTN back up which provides for lifeline phone application
- Manual/automatic selection between PSTN and IP network for VoIP phone
- Supports simultaneous voice and data communications, two simultaneous G.711  $\mu$ , G.729a, G.723 voice conversations in the FXS ports, as well as IP packet transmission through the Ethernet port
- A 10Base-T Ethernet port allows to connect with broadband access media, such as cable modem or ADSL modem, etc.
- Supports Bridge Mode and Router Mode; select operating mode by software.
- Bridge mode spanning tree function.
- IP static routing / NAT routing in Router Mode
- Supports DHCP client in WAN port
- In Router Mode, LAN port provides a DHCP server
- SNMP network management supported
- DNS proxy
- Remote software upgrade
- Web-based configuration
- Clear LED display
- Plug & Play
- High performance and low cost telephone call
- High transmission throughput

## 1.2 Checklist

Before installation, please check the items of the carton. The carton should contain the following items:

- Alldaytalk Phone Adapter
- Ethernet Cable (RJ-45)
- Power Adapter & Power Cord
- Quick Installation Guide
- Software Utility CD-ROM

## 1.3 System Requirements

Before installation, please check the following requirements with your system:

- Internet access, via cable or ADSL modem with Ethernet Interface.
- A computer equipped with 10Base-T Ethernet card and with TCP/IP protocol installed.
- Microsoft Internet Explorer 5.0 or later (for web configuration).
- At least one standard touch-tone telephone and phone cord with RJ-11 connector.
- Subscribe to a VoIP system company (VoIP service provider) for VoIP services.



# Chapter 2

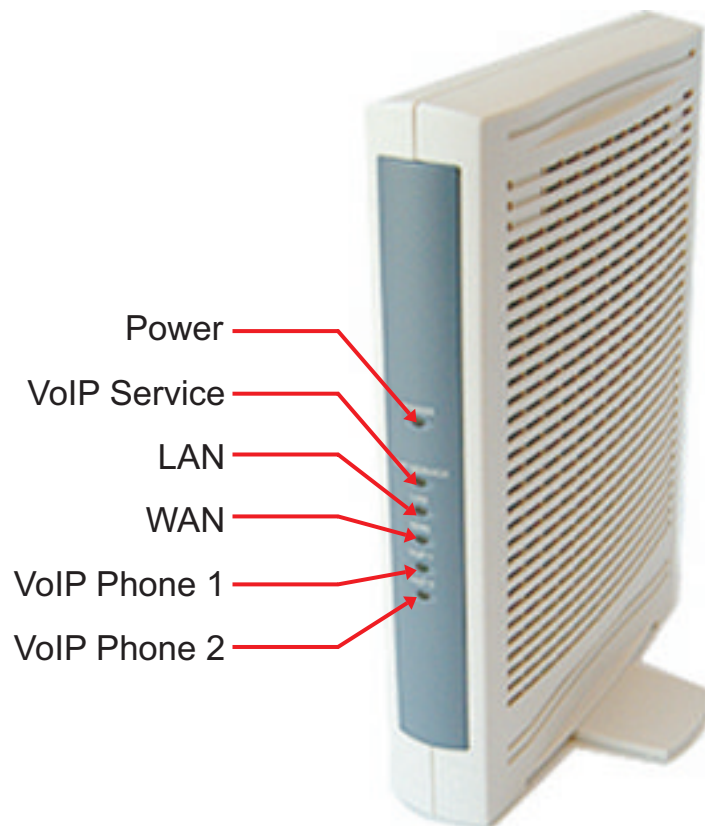
## Hardware Installation

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This section includes physical description and installation procedures of the VoIP CEP Gateway.

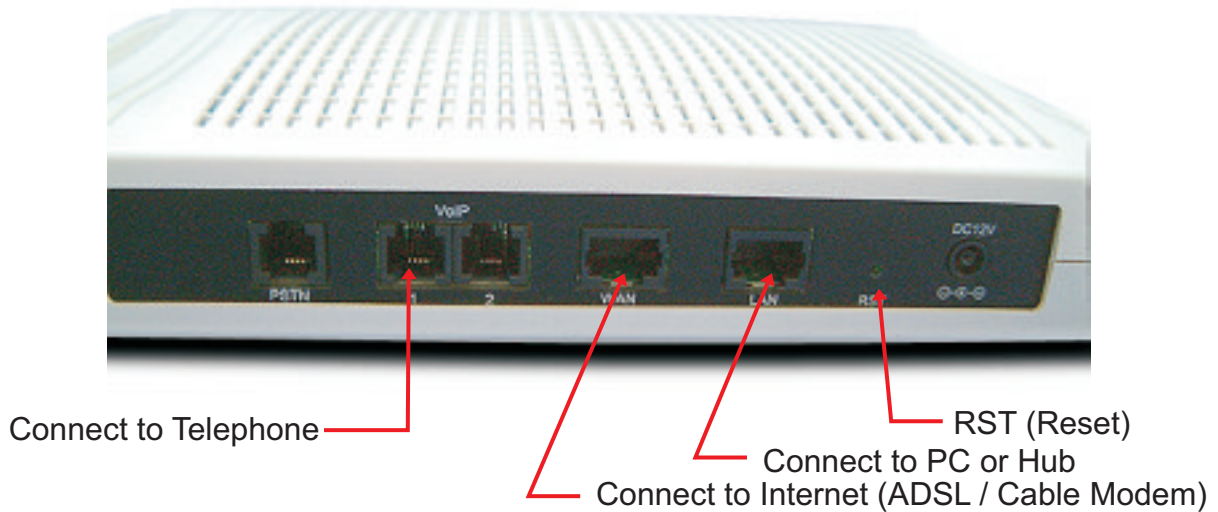
### 2.1 Physical Description

#### 2.1.1 The LEDs on the Front Panel



\* According to your model, the front panel may come with 2 or 4 VoIP indicators.

Figure 2-1 Front Panel LEDs



The LEDs on the front panel (shown as Figure 2-1) provides status indication of the VoIP CPE Gateway operation as described below:

Label	Color	Status	Description
PWR	Green	On	Power on
		Off	Power off
Call Agent	Green	On	Call Agent is active
		Blinking	Call Agent is not ready
		Off	Reserved
LAN	Green	On	Ethernet device is connected
		Blinking	LAN port is transmitting / receiving packets
		Off	LAN port is not connected
WAN	Green	On	WAN port is connected
		Blinking	WAN port is transmitting / receiving packets
		Off	WAN port is not connected
VoIP1	Green	On	VoIP phone is in use
		Blinking	VoIP phone is ringing
		Off	VoIP1 ( or VoIP1-3): VoIP phone is not in use
			VoIP2 (or VoIP4): VoIP phone is not in use or not available 2

Note: 1. According to your model, the front panel may come with 2 or 4 VoIP indicators.

2. If VoIP2 (or VoIP4) is not available, it will switch to PSTN backup line automatically. The prerequisite is that PSTN/VoIP switch is set to VoIP and PSTN backup line is connected. See next section for details.

## 2.1.1 The Connectors on the Rear Panel

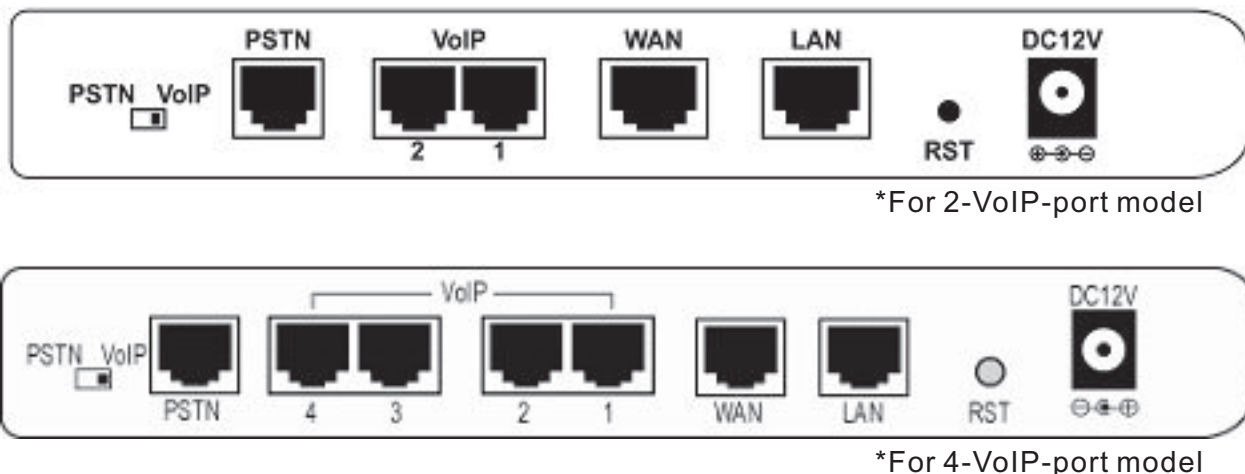


Figure 2-2 Rear Panel

The connectors and switch on the rear panel (shown as in Figure 2-2) from right to left are described as below:

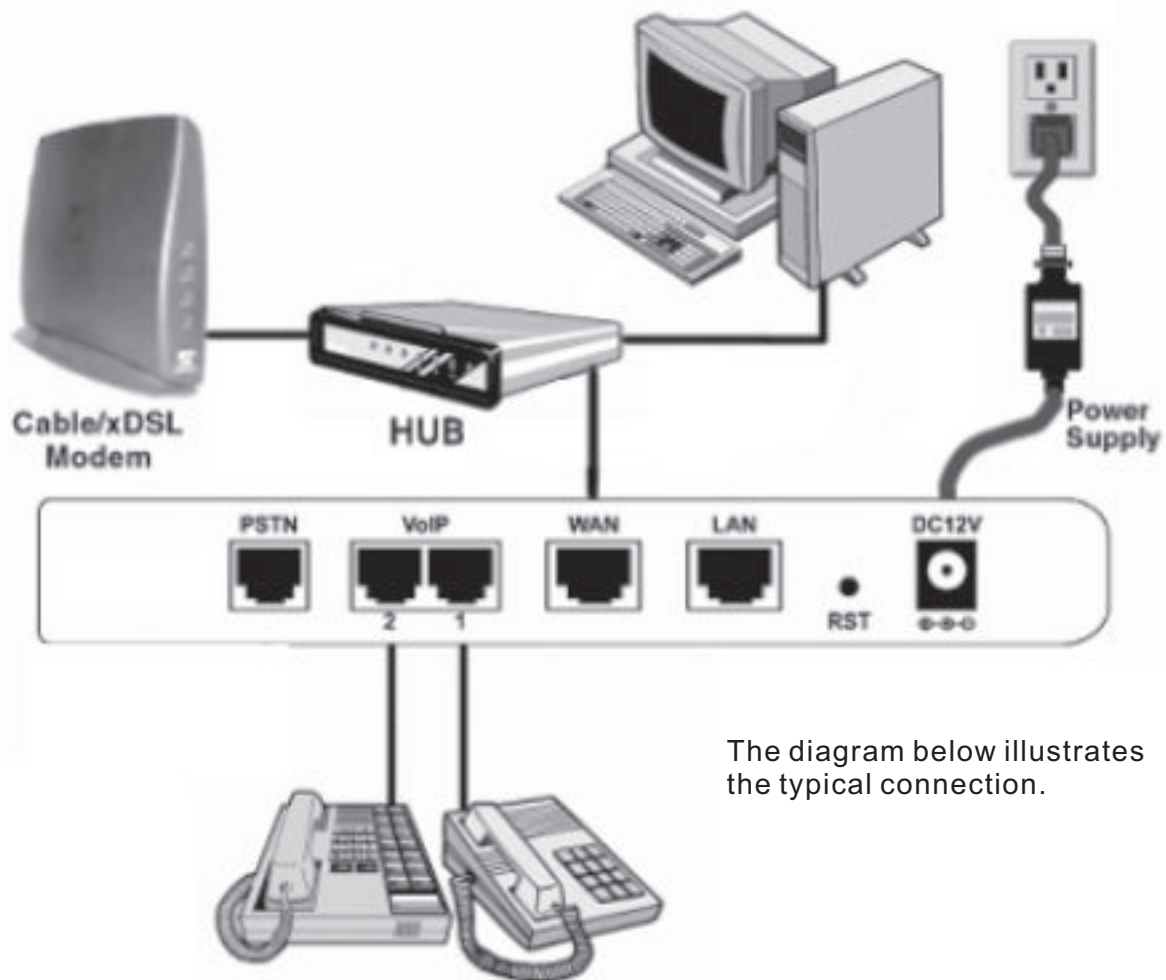
- DC 12V: Power connector to DC 12V/1A power adapter.
- RST: Hidden Reset-to-Default button.
- To reset your VoIP CPE Gateway, refer to Appendix B for more information.
- LAN: Ethernet 10Base-T RJ-45 connector for connection to PC with straight-through cable.
- WAN: Ethernet 10Base-T RJ-45 connector for connecting to WAN access device.
- VoIP: RJ-11 connectors for connecting to IP telephone with telephone cord. The number of VoIP ports depends on your model.
- PSTN: RJ-11 connectors for connecting to PSTN Back-up line.
- VoIP / PSTN: Switch of VoIP and PSTN.

It's recommended to set it to **VoIP** and have your **PSTN** port connected. This ensures the PSTN line provides back-up function on VoIP2 (or VoIP4 for 4-VoIP-port model) when VoIP function is not available or the gateway box is not powered on. If set to PSTN, only PSTN function works on VoIP2 (VoIP4).

## 2.2 Connection Procedures

Follow the steps below to connect the related devices.

- WAN connection connect to the broadband Internet service, Please follow below diagram to setup. Connect one end of the provided RJ-45 Ethernet cord to the port labeled **WAN** on the back of the VoIP CPE Gateway; plug the other end to the Ethernet jack of the Internet service device, such as cable modem or ADSL modem, etc.
- LAN connection connect to the Ethernet network. Use the RJ-45 Ethernet cable to connect the PC/workstation directly or through a hub/switch to the **LAN** port of the device.
- Power connection Connect the power adapter to the **DC12V** port of your VoIP CPE Gateway, and the other end to a power outlet.



The diagram below illustrates the typical connection.

# Chapter 3

## Phone System Activated

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### Chapter 3 Phone System Activated

This section describes the tasks to provide a plug-and-play environment for the end-user

#### 3.1 DHCP Server User(Shaw Cable &Delta Cable users)

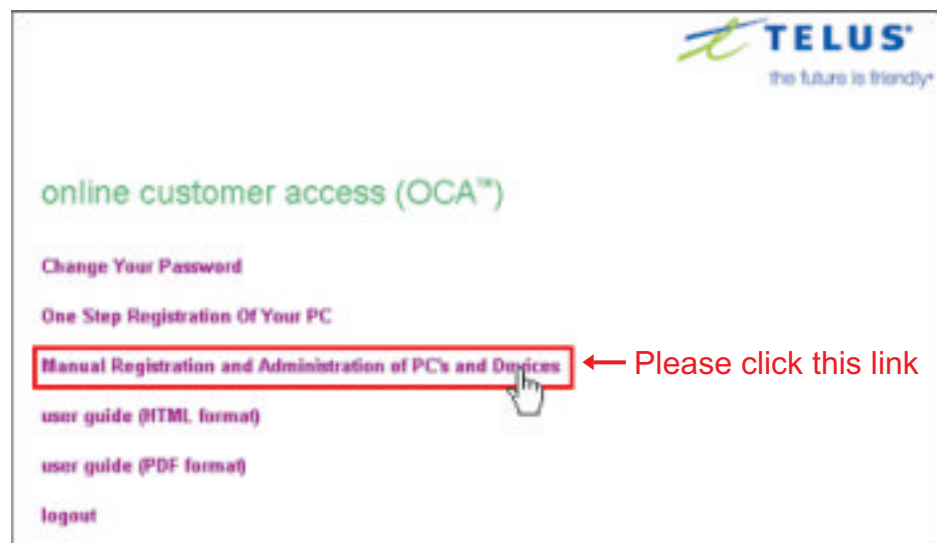
Typically plug-and-play , if you are Shaw cable and Delta Cable user, once you have finish the connection procedures 2.2, you will be able to get the dial tone automatically.

Please be aware that the Alldaytalk have to get an External IP from you service provider. If you have experience that you either can not get dial tone or your computer can not access internet, please call your service provider to make sure that you have enough IPs.

Normally, you need to get at least 2 IPs from your Internet service provider. (our phone adapter need one IP and your Router will need an IP too)

#### 3.2 ADSL user Set Up (Telus or other ADSL users)

If you are using Telus ADSL High Speed Internet Service, please visit <http://oca.bc.hsia.telus.net/> after you entering you user name and Password, select ( Manual Registration and Administration of PC's and Devices) as follow ◦



The page will request you to key in the MAC address as follow:

### High Speed Internet Service Registration

Username: johntar

Customer phone line for High Speed Service: (604) 463-1433

Service plan: Consumer

Default dynamic addresses: 2

Default static addresses: 0

IP address	MAC address	Hostname	domains
dynamic	0C026805E72	asic3Bzty344j	bc.hsia.telus.net
dynamic	09096383FE	bsih3Uzzy34g	bc.hsia.telus.net

Your MAC address is the Number which show in the back side of adapter , please refer the following picture as the Numbers in Red column start with MAC: will be the MAC address.



# Chapter 4

## Features and Set Up

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### 1. FAX

#### (This feature is included in all packages )

Alldaytalk Fax allows you to manually send and accept an incoming Fax. To send a fax: Pick up the Fax phone and dial the destination fax number. After you hear the fax modem tone, press the start and send out the fax.

please note:

We only support the manually procedures to send out fax, for some fax machine without hand sets may not be able to use our system to send fax.

Due to various internet conditions, we can not guarantee a 100% of success rate when sending and retrieving taxes.

### 2. CALL ID Display

#### (This feature is included in all packages )

When there is an incoming call , the caller's ID will be displayed on your Caller ID device.

please note:

This feature may not work in some situation due various devices or carrier.

### 3. Call Forwarding - All

#### (This feature is included in all packages )

Allaytalk Call Forwarding - All is included with every Alldaytalk calling plan. Now you can forward all of your incoming calls to any phone number you choose.

Alldaytalk Call Forwarding - All is packed with powerful features like:

- Forward to any number in the world.
- Long distance charge may apply if your forwarding destination number is an overseas number.
- To activate your Call Forwarding function, just press **71#** then follow by 1 + area code + phone number for North American, or just press **71#** then follow by 011 + country code + area code + phone number you want to forward your calls to an overseas number.
- To disable the Call Forwarding, just press **61#**

#### 4. Call Forwarding Busy (This feature is included in all packages)

Alldaytalk Call Forwarding - Busy is included with every Alldaytalk calling plan. Now you can send incoming calls to any phone number you choose while you're already on a phone call.

Alldaytalk Call Forwarding Busy is packed with powerful features like:

- Forward to any number in the world.
- Long distance charge may apply if your forwarding destination number is an overseas number.
- To activate your Call Forwarding - Busy function, just press **72#** then follow by 1 + area code + phone number for North American, or just press **72#** then follow by 011 + country code + area code + phone number if you want to forward your calls to an overseas number.
- To disable the Call Forwarding, just press **62#**
- If you also have "Call Waiting" feature, then the feature will not work.

#### 5. Call Forwarding No Answer (This feature is included in all packages )

Alldaytalk Call Forwarding - No Answer is included with every Alldaytalk calling plan. Now you can send all of your incoming calls to any phone number you choose when the incoming call is not answered.

Alldaytalk Call Forwarding No Answer is packed with powerful features like:

- Forward to any number in the world.
- Long distance charge may be apply if your forwarding destination number is an over sea number.
- To activate your Call Forwarding - No Answer function, just press **73#** then follow by 1 + area code + phone number for North American, or just press **73#** then follow by 011 + country code + area code + phone number if you want to forward your calls to an oversea number.
- To disable the Call Forwarding, just press **63#**



## **6. Last Missed Call Return (This feature is included in all packages )**

### **Automatic Call Return (\*69)**

Have you ever had to run to catch a phone call and then missed it anyway? Alldaytalk Call Return, also known as \*69, returns your last incoming call automatically. Just dial \*69 and your Alldaytalk service will dial back the last call made to you. So relax, and stop running. Call Return service costs nothing extra. Now you can get your exercise on your own terms.

### **No Extra Charges For \*69**

With Alldaytalk , there are no extra charges to use the Call Return (\*69) feature. However, remember that returned calls are treated as an outgoing call. Therefore, it may have charge if it is a international call.

## **7. Speed Dial (This feature is included in all packages )**

Alldaytalk Speed Dial lets you create 8 sets of speed dial codes (from 2\* to 9\*).

For example you want to set up 2\* as the numbers of 1-604-7654321

- Lift the handset and dial **74#** you will hear a long Beep.....
- Key in 216047654321 you will hear two shot beeps.
- To use your Speed dial lift the hand set and dial 2\*
- The phone will directly go through

Please note.

Please add 1 in front of all phone number include local and North American. Add 011+National code + in front of all international phone calls

## **8. Calls Detail Record Check (This feature is included in all packages )**

You can log on to [www.alldaytalk.com](http://www.alldaytalk.com) to check all your phone call records: Include time / length of calls / destination number / caller number.

(Please note that there will be about 20 minutes delay on our web site for call records)

## **9. Missed Calls Check (This feature is included in all packages )**

You can log on to [www.alldaytalk.com](http://www.alldaytalk.com) to check all the phone calls you have been missed. In the past three months.

## 10. Call Waiting

**(This feature is included in following packages: Premium 500 / Premium Plus)**

Alldaytalk Call Waiting allows you to accept an incoming call while you're already on a phone call. This feature places your first call on hold while you answer the second incoming call.

- **How it works**

While you're on the phone, a beep tone alerts you to another incoming call. If available, the new phone number also displays on your Caller ID device. If you want to take the call, press the flash button or switch hook on your phone to enable Call Waiting.

- **Disable Call Waiting**

If you want to keep Call Waiting active but want to turn it off for a single call, just press 60# before you dial the number. Call Waiting will be temporarily disabled until you complete the phone call.

Please note. Please add 1 in front of all phone number include local and North American. Add 011+National code + in front of all international phone calls

## 11. Call ID on Waiting

**(This feature is included in following packages: Premium 500 / Premium Plus)**

When you are having a phone conversation our above call waiting not only notifies you that there is an incoming call by 2 beeps, You will also see the caller's phone number on your phone display.

Please noted that this feature only take places when your phone set have support call IDS on waiting feature. This feature also may not work in some situation due various devices or carrier.

- **How it works**

While you're on the phone, a beep tone alerts you to another incoming call. If available, the new phone number also displays on your Caller ID device. If you want to take the call, press the flash button or switch hook on your phone to enable Call Waiting.

- **Disable Call Waiting**

If you want to keep Call Waiting active but want to turn it off for a single call, just press **60#** before you dial the number. Call Waiting will be temporarily disabled until you complete the phone call.

Please note. Please add 1 in front of all phone number include local and North American. Add 011+National code + in front of all international phone calls

## 12. Selected Caller ID Block

**(This feature is included in following packages: Premium 500 / Premium Plus)**

Caller ID Block, also known as **67#**, allows you to block your identity when you're making a phone call. This feature is always off until you activate it. You activate this feature before you begin dialing.

### **Activate Caller ID Block on a per call basis**

You can activate Caller ID Block any time you make an outgoing call.

1. Pick up your handset.
2. Listen for the dial tone and press **67#**.
3. Wait for the dial tone and dial the number you are calling.

Please note. Please add 1 in front of all phone number include local and North American. Add 011+National code + in front of all international phone calls

### **Protect Your Privacy**

Caller ID Block allows you to make discreet calls. If the party you are trying to reach has Caller ID, your number will not appear on their Caller ID enabled phone/device.

## 13. Three Way Calling

**(This feature is included in following packages: Premium 500 / Premium Plus)**

When you want to invite another party in a call while you are speaking with one party:

- Press FLASH key, the current call will be on hold.
- After you hear another dial tone, dial the number of the party which you wish to invite.
- Press another FLASH key to bring back the first call, then you will be in conference with both parties.



# Chapter 5

## Troubleshooting

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### **5.1 My computer can get online, but sometimes I can not hear dial tone when I pick up the phone handset?**

First, you should see whether the VOIP service light on the front of the Alldaytalk Phone Adapter is blinking or steady. If it is blinking, then it means the box is not connected to the internet. In this case, you need to re-set or reboot the AC power on the phone box to let it get online. If the light is steady, you should check that the RJ11 connector is plugged in properly between your handset and box and VOIP1 port.

### **5.2 My friend try to fax me, but failed.**

Alldaytalk only allows you to send and accept an incoming FAX manually.

Send fax: Pick up the fax phone and dial the destination fax number , after you hear the fax modem tone, press start and send out the fax.

Please note: Some Fax machines without handsets may not be able to use our system to send faxes. Also sending or receiving a fax from some locations may not be possible

### **5.3 I can not make phone calls and also can not access Internet**

#### **Please check Cable or ADSL Modem to see the "online" light is blinking**

If Yes, please unplug for the AC power of the Cable or ADSL Modem and plug in again, if the "online" light is still blinking, that mean your internet connection is dropped, please call your ISP company to solve it.

#### **Please check the WAN light is blinking on in the Broadband phone box**

Please check network connection between your Cable or Adsl modem with phone Adapter box

#### **Please check VOIP light is blinking or not in the Broadband phone box**

Un-plug and then plug-in AC power of the phone Adapter box, if the VOIP light is blinking, then un-plug network cable in Shaw or ADSL Cable, wait 30 second and then plug it in again °

(Note: **Shaw Cable** user need to call Shaw to confirm your have two dynamic IP address)

(Note: **Telus ADSL** user, should go to <http://oca.bc.hsia.telus.net/> check the Mac Address is registered correctly in their internal website)

If the VOIP light is still blinking or your problem is not solved yet, please contact our tech Support team.

**5.4 I am using Shaw cable high speed internet and I have problem to install my computer and phone to get online at same time.**

Please call Shaw Cable to verify you have two dynamic IP addresses, so it will support your two devices to get online in the same time. If you only have one, please request another from their technical support team. There is no charge for this service.

**5.5 I can only hear one way, what is wrong with my set up?**

It could be that you installed our phone adapter behind your router or firewall. Currently Alldaytalk phone adapters should be set up to get a public IP address and be in front of any firewall devices unless it is configured particularly. Usually being behind a router, devices can only get a private IP address. Therefore, please see the Installation Guide for correct setup procedures.

**5.6 Sound Quality is poor.**

There are several reasons that may cause poor voice quality. It is usually due to lack of bandwidth. If you are using computers on the net at the same time, then you should make sure they are not infected with a virus, spyware or adware. Another issue that may consume your bandwidth is you are running a P2P program, like eDonkey, Btorrent or Imesh etc... you should limit the upload and download bandwidth from the programs to let the voice packets have enough bandwidth to pass through.

If it is not one of these problems, then you should check with your ISP to make sure your internet connection conditions are normal.

**5.7 How could I get more help beside the troubleshooting FAQ?**

If you are Alldaytalk customers, then you can Login to your member area, and there are more help you can get from there..

**5.8 I try all your suggestion and it is still not working, so how can I contact you?**

You can always reach us by click Contact us page for further help, our technical support is happy to assist you with your problem.

**5.9 I can make local calls but can not call internationally.**

If you want to make an international call, please dial as the following format

To USA 1+(area code) + phone number

To other countries 011+(country code) + (area code) +phone number