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1. Welcome!

Congratulations on your purchase of the Net2Phone MAX IP10!

The Net2Phone MAX IP10 is an Internet telephone device with Net2Phone VOIP (Voice over Internet Protocol) protocol that connects directly into existing Internet connection through an RJ-45 Ethernet port.

1.1 About This Guide

This Quick Start Guide, as well as the other instructional literature that accompanies the Net2Phone MAX IP10, is intended for people who have a moderate degree of experience installing networking equipment such as hubs and switches, and are familiar with basic wiring and cabling practices. This Quick Start Guide is intended to help you set up and use the basic features of the MAX IP10 as quickly and simply as possible.

In addition to this Quick Start Guide, the MAX IP10 is shipped with 2 product manuals:

- ?? A Hardware Installation Guide that describes hardware installation, cabling, and safety-related issues.
- ?? A User Guide that provides complete information about using your MAX IP10 in most foreseeable situations.

There are 2 more product manuals, which can be downloaded from the Net2Phone web site.

- ?? A Command Reference Guide for advanced configuration of the MAX IP10 through a telnet connection.
- ?? A Web User Guide for advanced configuration of the MAX IP10 through a web connection.

2. Requirements

2.1 Hardware Requirements

To use the Net2Phone MAX IP10, you will need:

- ?? A Net2Phone MAX IP10 unit and an AC/DC adapter.
- ?? A Local Area Network (LAN) with a broadband connection that **must not** employ proxy server caching.
- ?? (Optional) An analog telephone line connection to the PBX/KTS is required for conventional analog telephone call.

2.2 Additional Requirements

To configure and manage the unit, you will need:

- ?? An IP address, subnet mask, and gateway address for the MAX IP10 (if your LAN uses static addresses).
- ?? A Net2Phone account number and PIN (available from your reseller).
- ?? A PC or Mac workstation with any recent Web browser, connected to the LAN, for initial setup and system management.
- ?? User ID and password (if your Internet connection is PPPoE)



Please refer to *Net2Phone MAX IP10 User Guide* for PPPoE configuration.

2.3 Setup Procedure

A Hardware Installation Guide that describes hardware installation, cabling, and safety-related issues was provided along with your MAX IP10 unit. Please read that manual in its entirety **before** beginning your hardware installation. Make sure you completely understand the issues discussed and, in particular, the safety warnings given.

The steps in setting up your Net2Phone MAX IP10 are:

1. Install the MAX IP10 unit and connect the cabling.
2. Configure the MAX's LAN settings so that it connects to your LAN.
3. Log in to the MAX IP10 Web Manager.
4. Finish configuring the unit via the Web Manager.
5. Test your installation by making an Internet telephone call.

3. Net2Phone MAX IP10 Hardware Setup

3.1 Installing the MAX IP10

Proceed with installation as follows:



1. Install the unit in a well-ventilated area.

Please refer to the Net2Phone MAX IP10 Hardware Installation Guide and observe the safety precautions listed.

2. Connect an analog telephone (SLT) line from PBX/KTS to the RJ-11 port at the bottom of MAX IP10.
3. Connect a LAN cable from a hub or switch to the RJ-45 LAN port at the rear side of MAX IP10.
4. Connect a LAN cable from a PC to the RJ-45 PC port at the rear side of MAX IP10.

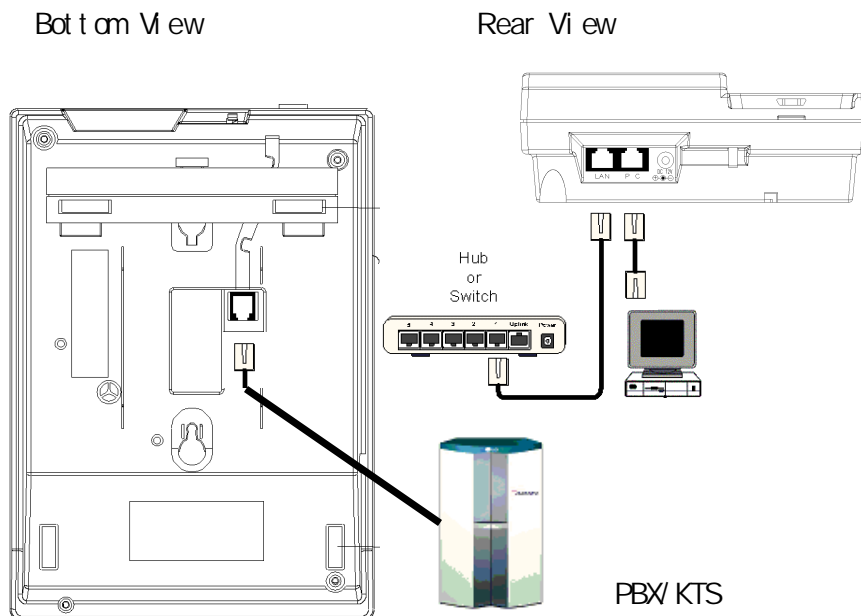


Figure 1 Appearance of the Net2phone MAX IP10 network connection

When you have finished connecting all port as illustrated above, plug the AC/DC adapter into a power outlet and insert the power cord into the connector marked “DC 12V”.
Your Net2Phone MAX IP10 hardware setup is now complete. The next step is to configure the unit to communicate with your LAN so that you can browse the MAX Web Manager.

4. Connecting the MAX IP10 to Your LAN

4.1 Connecting the MAX IP10 to a DHCP LAN

The Net2Phone MAX IP10’s default network configuration is DHCP (Dynamic Host Configuration Protocol). Therefore, if your LAN is using DHCP, the Net2Phone MAX IP10’s IP address parameters are configured automatically when you connect it to the LAN. In this case, you only need to know the IP address that was assigned to the unit by the DHCP server before you can browse the *MAX Web Manager*, MAX IP10’s Web-based configuration system.

If your LAN is using DHCP, configuring the Net2Phone MAX IP10 will entail the following steps:

1. Obtain the MAX IP10’s current IP address.
2. Log in to the MAX Web Manager.
3. Set the required configuration parameters via the MAX Web Manager.

4.1.1 Obtaining the MAX IP10’s DHCP IP address via a telephone

When the Net2Phone MAX IP10 is connected to a DHCP network, the current IP address can be obtained using keypad and LCD.

1. Get a pencil and paper to write down the IP address.
2. Press the [INFO] button until the title “IP Address” is displayed. You will see LCD display like Figure 2.

IP Address 150.150.55.162

Figure 2 IP Address

If your LAN is using DHCP addresses, you can now finish configuring your system using the MAX Web Manager. Proceed to Page 6, “Logging In to the MAX Web Manager.”

4.2 Connecting the MAX IP10 to a LAN with Static IP Addresses

Before you can begin configuring the MAX IP10 for a LAN with static addresses, you need to know:

- ?? Static IP address you intend to assign
- ?? LAN’s subnet mask address.
- ?? LAN’s gateway address.

Be sure to have these values at hand before you begin.

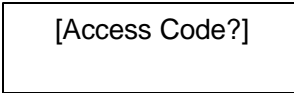
The process will entail the following steps:

1. Disable DHCP in the MAX IP10.
2. Enter a static IP address.
3. Enter a subnet mask address.
4. Enter a default gateway address.
5. Reset the MAX IP10.
6. Log in to the MAX Web Manager.
7. Set the required configuration parameters in the MAX Web Manager.

4.2.1 Disabling DHCP in MAX IP10

Since Net2Phone MAX IP10 is shipped with DHCP enabled, you need to disable DHCP to use static IP addresses. To disable DHCP, proceed as follows:

1. Press the [MENU] button. You will see LCD display like Figure 3. Type in the menu access code and '#' key. The default access code is '123'.



[Access Code?]

Figure 3 Access code entry

2. Press the [MENU] button until the title "4.network mode" is displayed. You will see LCD display like Figure 4.



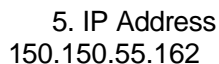
4. Network Mode
DHCP *

Figure 4 Network Mode

3. Press [VOLUME UP]/[VOLUME DOWN] to change the configurations from 'DHCP' to 'STATIC', and press [SET] key to save the change.
4. DHCP is disabled after automatic reboot.

4.2.2 Entering a static IP address

1. Press the [MENU] button. You will see LCD display like Figure 3. Type in the menu access code and '#' key. The default access code is '123'.
2. Press the [MENU] button until the title "5.IP Address" is displayed. You will see an LCD display like Figure 5



5. IP Address
150.150.55.162

Figure 5 Editing IP Address

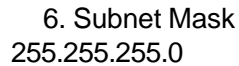
2. Press [0]~[9] number keys to enter the digits. Pause for 1 second between digits when entering. The period '.' can be entered by pressing [0] key twice quickly. If you make a mistake, use [INFO] key as 'backspace' key and correct the mistake. For example, if you

want to enter the IP address “150.150.55.162”, you would press 150 00 150 00 55 00 162 from your telephone keypad.

3. After entering all the digits of the IP address, press the [SET] button to confirm the change.

4.2.3 Entering a subnet mask address

1. Press the [MENU] button until the title “6.Subnet mask” is displayed (Figure 6).



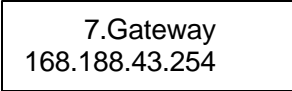
6. Subnet Mask
255.255.255.0

Figure 6 Editing Subnet mask

2. Press [0]~[9] number keys to enter the digits. Pause for 1 second between digits when entering. The period ‘.’ can be entered by pressing [0] key twice quickly. If you make a mistake, use [INFO] key as ‘backspace’ key and correct the mistake.
3. After entering all the digits of the subnet mask, press the [SET] button to confirm the change.

4.2.4 Entering a default gateway

1. Press the [MENU] button until the title “7. Gateway” is displayed (Figure 7).



7.Gateway
168.188.43.254

Figure 7 Editing gateway

2. Press [0]~[9] number keys to enter the digits. Pause for 1 second between digits when entering. The period ‘.’ can be entered by pressing [0] key twice quickly. If you make a mistake, use [INFO] key as ‘backspace’ key and correct the mistake.
3. After entering all the digits of the gateway address, press the [SET] button to confirm the change.

If your LAN is using static addresses, you can now finish configuring your system using the MAX Web Manager. Proceed to Page 6, “Logging In to the MAX Web Manager.”

5. Logging In to the MAX Web Manager

Now that you know the Net2Phone MAX IP10’s IP address, you are ready to log in to the MAX Web Manager through a Web browser as follows:

1. Using a computer connected to the same network as the MAX IP10, open a browser window and type in the IP address of the MAX IP10 in the URL (Internet address) box

Example) <http://123.111.23.78>

The MAX Web Manager door page appears.

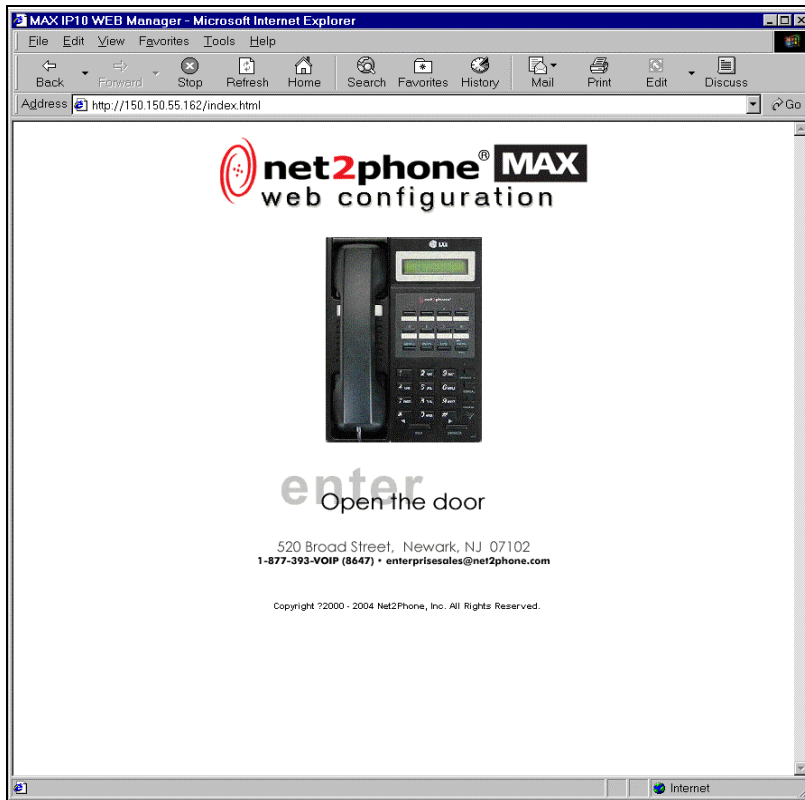


Figure 8 MAX IP10 Door Page

2. Click within the **enter - Open the door** area.

The Network Password page appears.

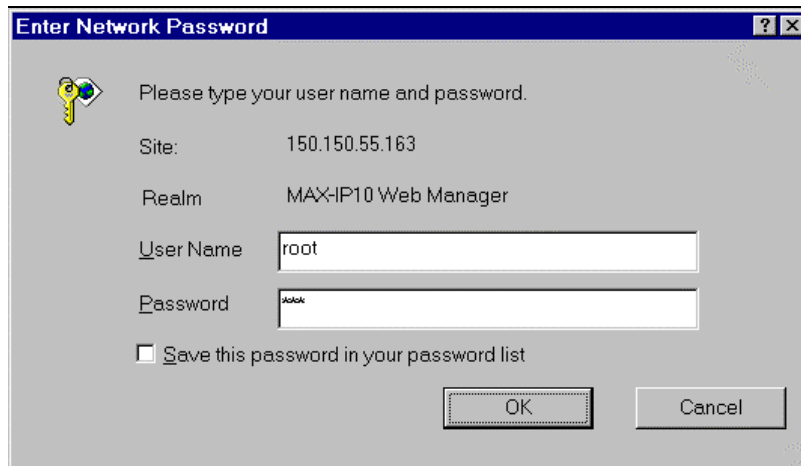


Figure 9 MAX IP 10 Login Page

3. Enter your User Name and Password and click the OK button .

NOTE: The default User Name is root and the default password is n2p.

You are now logged in. The MAX Web Manager Site Map page will appear.

6. Using the MAX Web Manager

For the purposes of this Quick Start Guide, only a few more parameters need to be configured before you can begin using MAX IP10.

Detailed instructions for configuring MAX IP10's functions can be found in MAX IP10 User Guide.

6.1 Net2Phone Configuration

Click the [Net2Phone Configuration](#) link on the Site Map page or main menu in the left column to access the Net2Phone Configuration page. (Figure 10)

Figure 10 Net2Phone Configuration

To activate MAX IP10, you must enter a Net2Phone account:

1. In the **Account** column, enter a Net2Phone account number.
2. In the **PIN** field, enter the Personal Identification Number for that account.
3. After the desired changes have been made, click the **Save** button.

NOTES:

- ?? Whenever a selection in the Login box is modified, the MAX must be restarted before the change takes effect.

6.2 LAN Configuration

Click the [LAN Configuration](#) link to access LAN configuration page. (Figure 11)

MAX IP PHONE
Web Manager

[Net2Phone Configuration](#)
[LAN Configuration](#)
[CDR Configuration](#)
[System Information](#)
[Speed/Memory Dial](#)
[Firewall Information](#)
[Load Default Configuration](#)
[Restart System](#)
[Download Latest Firmware](#)
[Help](#)

[Return to the Site Map](#)

LAN Configuration

Network Selection	<input checked="" type="radio"/> Static <input type="radio"/> DHCP <input type="radio"/> PPPoE
IP Address	150.150.55.163
Subnet Mask	255.255.255.0
Default Gateway	150.150.55.254
Mac Address	30-80-5A-23-63-4A
Primary DNS	165.243.17.15
Secondary DNS	165.243.235.38
Domain Name	lge.com
PPPoE UserID	
PPPoE Password	

Change

Figure 11 LAN Configuration

DHCP users: If your LAN uses DHCP addresses, you do not have to configure this page.

Static address users: Your IP address and subnet mask are already present in the IP Configuration table (you entered them previously). Now you need to enter the additional IP parameter information you obtained from your LAN administrator:

- ?? DNS Server IP (Primary)
- ?? DNS Server IP (Secondary)
- ?? Domain Name (if applicable)

NOTE: If you do not wish to specify DNS servers, or do not have the address information yet, you must enter **0.0.0.0** into the DNS fields. Do NOT leave them blank. The Max Web Manager will not allow you to save your configuration settings while these fields are blank.

Click **Save** when you are finished.

*** **Firewall issue:** In MAX-to-MAX calling (when you call a MAX unit from another MAX), if either MAX is connected to a LAN that employs a firewall, you will need to configure settings on both the MAX and the firewall before MAX-to-MAX calls can be placed.

1. On the Firewall:

- a. Open UDPPORT 6801.
- b. Open an additional UDPPORT for voice traffic in the range of 21000-65535.
- c. Open another UDPPORT for logging into OPAL server in the range of 21000-65535.
- d. Open a TCPPOINT in the range of 21001-65535. This must not be the same number port you opened in the previous step.

NOTE: If you have more than one Max behind the same firewall, you must repeat the process 'b' & 'c' & 'd' for each unit for opening different UDPPORT and TCPPOINT.

2. In the Net2Phone Configuration page:

After opening the appropriate UDPPORT for voice traffic and OPAL start port, and TCPPOINT on the firewall, you must specify these open ports on the MAX device(s):

- a. Change the TCP Start Port to the port you opened in step 1-d. For example, if you opened TCPPOINT 25000 in step 1-d, enter 25000 for the TCP Start Port in the Net2Phone Configuration page.
- b. Change the UDP Start Port to the port you opened in step 1-b. For example, if you opened UDPPORT 21000 in step 1-b, enter 21000 for the UDP Start Port.
- c. Change the Opal Start Port to the port you opened in step 1-c. For example, if you opened OPALPORT 27000 in step 1-c, enter 27000 for the Opal Start Port.

3. Save your settings and restart the MAX:

After you have made the desired changes, click the **Save** button at the bottom of the page to save the new settings, then restart the unit. *The new settings should now be in effect.*

NOTE: Some firewalls require the opened port to be forwarded to the MAX's IP address. Consult your LAN administrator to determine if this is the case with your firewall.

6.3 Restarting the System

To restart (or "reboot") your Net2Phone MAX IP10 system, click the [Restart System](#) link to access the *Restart System* page, then select **Click to restart system**.

NOTES:

?? The default values in the **Network Configuration** table do not require change unless a firewall is in use.

7. Firmware upgrade

To upgrade MAX IP10 firmware, click the 'Download Latest Firmware' link and follow the instructions on the web page.

8. Placing Calls

8.1 The Pound Key

The pound key (#) is used to indicate the end of a dial string. If the pound key is omitted, the system waits three seconds for additional input, then places the call.

8.2 Placing calls to destinations within North America

Pick up the handset of MAX IP10 and dial: “1 + area code + local number”, followed by the pound key. For example, if the area code is 212 and the local number is 555-6791, you would dial **1 212 5556971 #**.

8.3 Placing international calls (outside North America)

Pick up the handset and dial: “011 + country code + area code + local number”, followed by the pound key. For example, if the country code is 9, the area code is 81 and the local number is 223-4567, you would dial **011 9 81 2234567 #**.

8.4 MAX-to-MAX Dialing

8.4.1 Calling another MAX device from MAX IP10

We will imagine that you are calling from MAX IP10 in New York City to a telephone connected to a MAX 8's FXS port in Los Angeles. The account number assigned to the remote MAX 8's port is 1234567890.

1. Dial ***72 1234567890 #**.
2. The telephone attached to the port in Los Angeles rings.

NOTES:

?? Refer to your reseller for information about Net2Phone's MAX-to-MAX calling rates.

9. Troubleshooting Tips

1. Check for proper IP configuration. (See *Connecting the Net2Phone MAX IP10 to your LAN*, Page 3.)
2. Check for proper account setup. (See *Net2Phone configuration*, Page 7.)
3. Refer to *Appendix A, Troubleshooting* in your Net2Phone MAX IP10 User Guide.

10. Technical Support

If you are experiencing a technical problem, please refer to Appendix A, *Troubleshooting*, in the Net2Phone MAX IP10 User Guide.

If the problem remains unresolved, please contact your reseller for assistance.