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Net2Phone MAX IP10 Web User Guide

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Table of Contents

1. OVERVIEW.....	2
1.1 SYSTEM FEATURES	2
1.2 ABOUT THIS GUIDE	2
1.3 HARDWARE SETUP	3
1.3.1 <i>Hardware Requirements</i>	3
1.3.2 <i>Additional Requirements</i>	3
1.3.3 <i>The Hardware Setup Procedure</i>	3
1.3.3.1 <i>The Hardware Installation Guide</i>	3
1.3.3.2 <i>Steps in the Hardware Setup Procedure</i>	3
1.5 INSTALLING THE MAX IP10.....	4
2. CONNECTING THE NET2PHONE MAX IP10 TO A LAN.....	5
2.1 CONNECTING THE MAX IP10 TO A DHCP LAN.....	5
2.1.1 <i>Obtaining the MAX IP10's DHCP IP Address via telephone Keypad</i>	5
2.2 CONNECTING TO A LAN WITH STATIC IP ADDRESSES	6
2.2.1 <i>Disabling DHCP via telephone keypad (MAX IP10)</i>	6
2.2.2 <i>Entering an IP address via telephone keypad (MAX IP10)</i>	6
2.2.3 <i>Entering a netmask address via telephone keypad (MAX IP10)</i>	7
2.2.4 <i>Entering a default gateway via telephone keypad (MAX IP10)</i>	7
2.2.5 <i>Re-enabling DHCP via telephone keypad (MAX IP10)</i>	7
2.3 CONNECTING TO A LAN WITH PPPoE.....	8
2.3.1 <i>Set network mode to PPPoE via a telephone Keypad</i>	8
2.3.2 <i>Obtaining the MAX IP10's PPPoE IP Address via telephone Keypad</i>	8
3. LOGGING IN TO THE MAX WEB MANAGER.....	9
4. USING THE MAX WEB MANAGER.....	11
3.1 NET2PHONE CONFIGURATION	11
3.2 LAN CONFIGURATION.....	12
4.2 CONFIGURING FIREWALLS.....	15
4.6 SYSTEM INFORMATION AND COMMANDS	17
4.7 SPEED/MEMORY DIAL CONFIGURATION	19
4.7 OTHER WEB MANAGER FUNCTIONS	20
4.7.1 <i>Load Default Config</i>	20
4.7.3 <i>Restart System</i>	21
4.7.4 <i>Upgrading the System Software</i>	22
5. PLACING CALLS.....	23
5.1 THE POUND KEY	23
5.2 PLACING CALLS TO THE PSTN.....	23
5.3 MAX-TO-MAX CALLING.....	23
APPENDICES.....	24
APPENDIX A – TROUBLESHOOTING	24
A. 1 <i>Common mechanical installation problems and corrective actions</i>	24
A. 2 <i>Common network connection problems</i>	24
A. 3 <i>Common configuration problems</i>	25
A. 4 <i>Problems using the MAX IP10</i>	25
APPENDIX B – TECHNICAL SUPPORT	25

1. Overview

1.1 System Features

Congratulations on your purchase of the **Net2Phone MAX IP10!**

The MAX IP10 is a VoIP (Voice over Internet Protocol) device that allows you to make an outgoing call over the Internet using an Ethernet LAN connection. It uses the LAN's broadband connection to send calls over the Internet via Net2Phone's service platform. Since Net2Phone calls bypass most of the PSTN (Public Switched Telephone Network), the result is significant savings on long-distance communications services.

The MAX IP10 is a stand-alone device that connects directly into an existing LAN through an RJ-45 port.

The Net2Phone MAX IP10 features several proprietary QoS (Quality of Service) enhancements, including:

- ✍* Acoustic echo cancellation
- ✍* Voice activity detection (VAD)
- ✍* Comfort noise generation (CNG)
- ✍* Dynamic jitter buffer control

1.2 About This Guide

This Web User 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 routers, hubs, servers, and switches, and are familiar with basic wiring and cabling practices.

In addition to this User Guide, the MAX IP10 has four product manuals:

- ✍* A Quick Start Guide that describes hardware installation, cabling, and configuration for a basic installation.
- ✍* A Hardware Installation Guide that describes hardware installation, cabling, and safety-related issues.
- ✍* A User Guide that describes MAX IP10 phone operation.
- ✍* A Command Reference Guide for advance configuration of the MAX IP10 through a telnet connection.

1.3 Hardware Setup

1.3.1 Hardware Requirements

To use the Net2Phone MAX IP, you will need:

- ?? A Net2Phone MAX IP10 unit and an AC/DC adapter.
- ?? A Local Area Network (LAN) with a broadband connection which **must not** have proxy server caching.

1.3.2 Additional Requirements

To configure and manage the unit, you will need:

- ?? A Net2Phone account number and PIN (available from your reseller).
- ?? If your LAN uses static addresses: an IP address, netmask, and gateway address for the MAX.
- ?? A PC or Mac workstation with any recent Web browser, connected to the LAN.
- ?? The HyperTerminal PC application (included in all Microsoft operating systems), or an equivalent terminal-emulator application.

NOTE: On a MAX IP10, LAN settings must be configured using keypad/LCD.

1.3.3 The Hardware Setup Procedure

1.3.3.1 The Hardware Installation Guide

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.

1.3.3.2 Steps in the Hardware Setup Procedure

The steps you will follow to set up your Net2Phone MAX IP10 are:

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

1.5 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 the RJ-45 LAN port to a hub or switch.
3. Connect the RJ-45 PC port to a PC LAN port.
4. Connect the RJ-11 analog port to an analog telephone line from PBX/KTS.

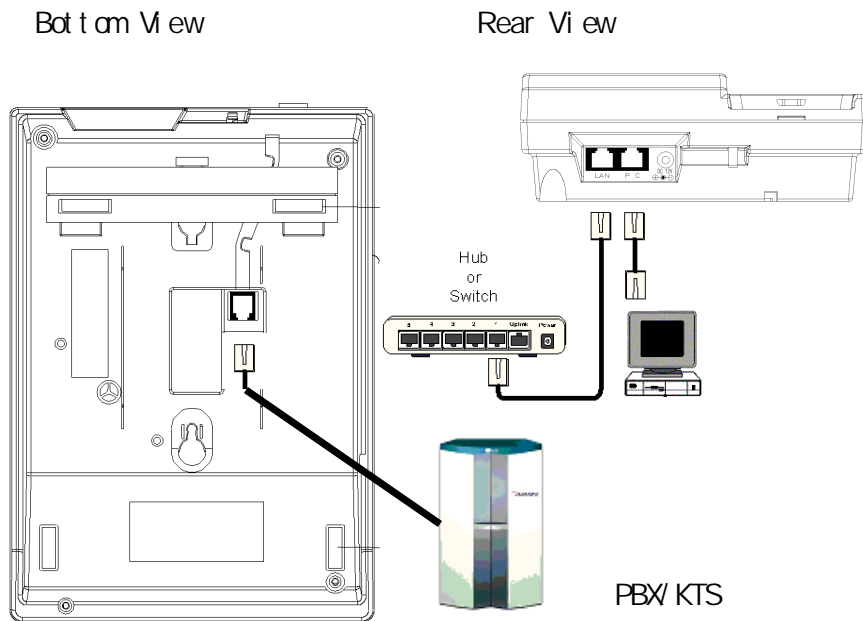


Figure 1 Appearance of the Net2phone MAX IP10 network interface

2. Connecting the Net2Phone MAX IP10 to a LAN

Whether your LAN uses DHCP, PPPoE, or static addresses, you can set the MAX IP10's LAN configuration via a touch-tone keypad, telnet, or web.

Section 2 will explain how to set the MAX IP10's LAN configuration via a touch-tone keypad.

NOTE: At first, LAN settings must be configured using a keypad. After you set IP address, you can access your phone via telnet or web.

2.1 Connecting the MAX IP10 to a DHCP LAN

Section 2.1 explains how to connect your Web browser to the Net2Phone MAX IP10 if your LAN uses DHCP. If your LAN uses static IP addresses, skip to Section 2.2, below.

The Net2Phone MAX IP10's default configuration is for DHCP (Dynamic Host Configuration Protocol). Therefore, if your LAN is using DHCP, the Net2Phone MAX IP10's IP address parameters were configured automatically when you connected it to the LAN. In this case, you only need to know the IP address that was assigned to the unit by the LAN 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 in the MAX Web Manager.

2.1.1 Obtaining the MAX IP10's DHCP IP Address via Telephone Keypad

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 an LCD display like Figure 2.

<p>IP Address 150.150.55.162</p>
--

Figure 2 IP Address

3. Write them down and keep them for future reference.

You are now ready to finish setting up the Net2Phone MAX IP10 using the MAX Web Manager. Proceed to Section 3, *Logging In to the MAX Web Manager*.

Also you can connect to the Net2Phone MAX IP10 via telnet using MAX IP10 IP address and port number, 6000.

2.2 Connecting to a LAN with Static IP Addresses

This section explains how to connect your Web browser to the Net2Phone MAX IP10 if your LAN uses static IP addresses, using a telephone keypad. The process will entail the following steps:

1. Set network mode to Static.
2. Enter a IP address, a sub-net mask address, and a default gateway.
3. Reset the unit.
4. Log in to the MAX Web Manager.
5. Set the required configuration parameters in the MAX Web Manager.

2.2.1 Disabling DHCP via telephone keypad (MAX IP10)

Since the 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. On the LCD, you will see screen like Figure 4.



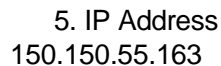
4. Network Mode
DHCP *

Figure 4 Configuring Network Mode

3. Press [VOLUME UP]/[VOLUME DOWN] to change the configurations from 'DHCP' to 'STATIC'.
4. Press [SET] key to save the change and reboot.

2.2.2 Entering an IP address via telephone keypad (MAX IP10)

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. On the LCD the title "5.IP Address" is displayed like Figure 5.



5. IP Address
150.150.55.163

Figure 5 Editing IP Address

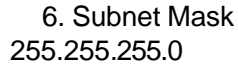
3. Press [0]~[9] number keys to enter the digits. '.' can be entered by pressing [0] key twice. If you make a mistake, use the [INFO] key to back up and correct the mistake. For

example, if you want to enter the IP address “150.150.55.163”, you would press 150 00 150 00 55 00 163 from your telephone keypad .

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

2.2.3 Entering a netmask address via telephone keypad (MAX IP10)

1. Press the **[MENU]** button. On the LCD the title “6.Subnet mask” is displayed like Figure 6.



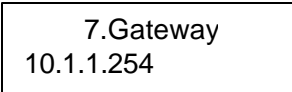
```
6. Subnet Mask
255.255.255.0
```

Figure 6 Editing Subnet mask

2. Press [0]~[9] number keys to enter the digits. ‘.’ can be entered by pressing [0] key twice. If you make a mistake, use the **[INFO]** key to back up and correct the mistake
3. After entering all the digits of the subnet mask, press the **[SET]** button to confirm the change.

2.2.4 Entering a default gateway via telephone keypad (MAX IP10)

1. Press the **[MENU]** button. On the LCD the title “7.Gateway” is displayed like Figure 7.



```
7.Gateway
10.1.1.254
```

Figure 7 Editing Gateway

2. Press [0]~[9] number keys to enter the digits. ‘.’ can be entered by pressing [0] key twice. If you make a mistake, use the **[INFO]** key to back up and correct the mistake
3. After entering all the digits of the subnet mask, press the **[SET]** button to confirm the change. MAX IP10 will be restarted automatically.

If you are using static IP addresses, you are now ready to finish setting up the Net2Phone MAX IP10 using the MAX Web Manager. Proceed to Section 3, *Logging In to the MAX Web Manager*.

2.2.5 Re-enabling DHCP via telephone keypad (MAXIP10)

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 “4.network mode” is displayed. On the LCD, you will see Figure 8.



```
4. Network Mode
STATIC *
```

Figure 8 Configuring Network Mode

3. Press **[VOLUME UP]/[VOLUME DOWN]** to change the configurations from ‘STATIC’ to ‘DHCP’.
4. Press **[SET]** key to save the change. MAX will reboot automatically.

2.3 Connecting to a n ADSL modem with PPPoE

Section 23 explains how to connect your Web browser to the Net2Phone MAX IP10 if you use PPPoE. Please refer to *MAX IP10 User Guide* for entering user ID and password into MAX IP10 first.

In PPPoE mode, the Net2Phone MAX IP10's IP address parameters were configured automatically when you connected it to the ADSL modem. In this case, you only need to know the IP address that was assigned to the unit by the LAN before you can browse the *MAX Web Manager*, MAX IP10's Web-based configuration system. If your LAN is using PPPoE, configuring the Net2Phone MAX IP10 will entail the following steps:

1. Set network mode to PPPoE.
2. Obtain the MAX IP10's current IP address.
3. Log in to the MAX Web Manager.
4. Set the required configuration parameters in the MAX Web Manager.

2.3.1 Set network mode to PPPoE via a telephone Keypad

If current network mode is not PPPoE, then it must be changed to PPPoE.

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 "4.Network Mode" is displayed. (Figure 9).
3. Press [VOLUME UP]/[VOLUME DOWN] to change the configurations to 'PPPoE'.
4. To save this configuration, press [SET] button.
5. The phone will be restarted automatically.

A rectangular box representing an LCD display. Inside the box, the text "4. Network Mode" is on the top line, and "PPPoE*" is on the bottom line.

Figure 9 Set network mode

2.3.2 Obtaining the MAX IP10's PPPoE IP Address via telephone Keypad

1. Get a pencil and paper to write down the IP address.
2. Press the [INFO] button until the title "IP Address" is displayed. (Figure 10)

A rectangular box representing an LCD display. Inside the box, the text "IP Address" is on the top line, and "150.150.55.162" is on the bottom line.

Figure 10 IP Address

3. Write them down and keep them for future reference.

You are now ready to finish setting up the Net2Phone MAX IP10 using the MAX Web Manager. Proceed to Section 3, *Logging In to the MAX Web Manager*.

Also you can connect to the Net2Phone MAX IP10 via telnet using MAX IP10 IP address and port number, 6000.

3. Logging In to the MAX Web Manager

Before you can log in to the MAX Web Manager, you need to know the MAX's current IP address. Refer to the procedures in Section 2 to obtain its IP address via a telephone keypad.

Once you know the Net2Phone MAX IP10's IP address, you are ready to log in to the unit through a Web browser like Internet Explore or Netscape as follows:

1. Open a new browser window and enter the Net2Phone MAX IP10's IP address in the address box. Example) `http://123.123.123.123`

The MAX Web Manager Door page appears.



Figure 10 MAX IP10 Door Page

- 2. Click the “enter - Open the door” area.
The Network Password dialog box appears.



Figure 11 MAX IP10 Login Page

- 3. Enter User Name and Password.

NOTE: The default user name is *root* and the default password is *n2p*.
You are now logged in. You can select each function by clicking links on the left screen or Site Map page.

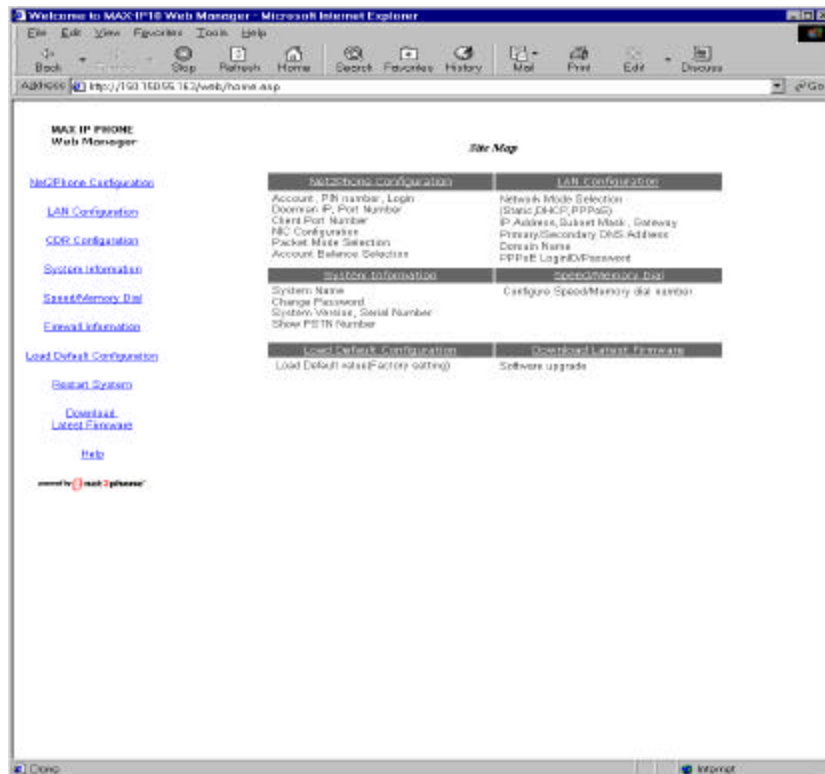


Figure 12 Sitemap Page

4. Using the MAX Web Manager

Clicking its link on the Site Map accesses each of the various configuration pages. For example, click the Net2Phone configuration link on the Site Map to show or change the Net2Phone related information page, illustrated below.

4.1 Net2Phone Configuration

Any of the parameters on the Net2Phone Configuration page can be modified by simply entering the desired values into the respective boxes as in following figure.

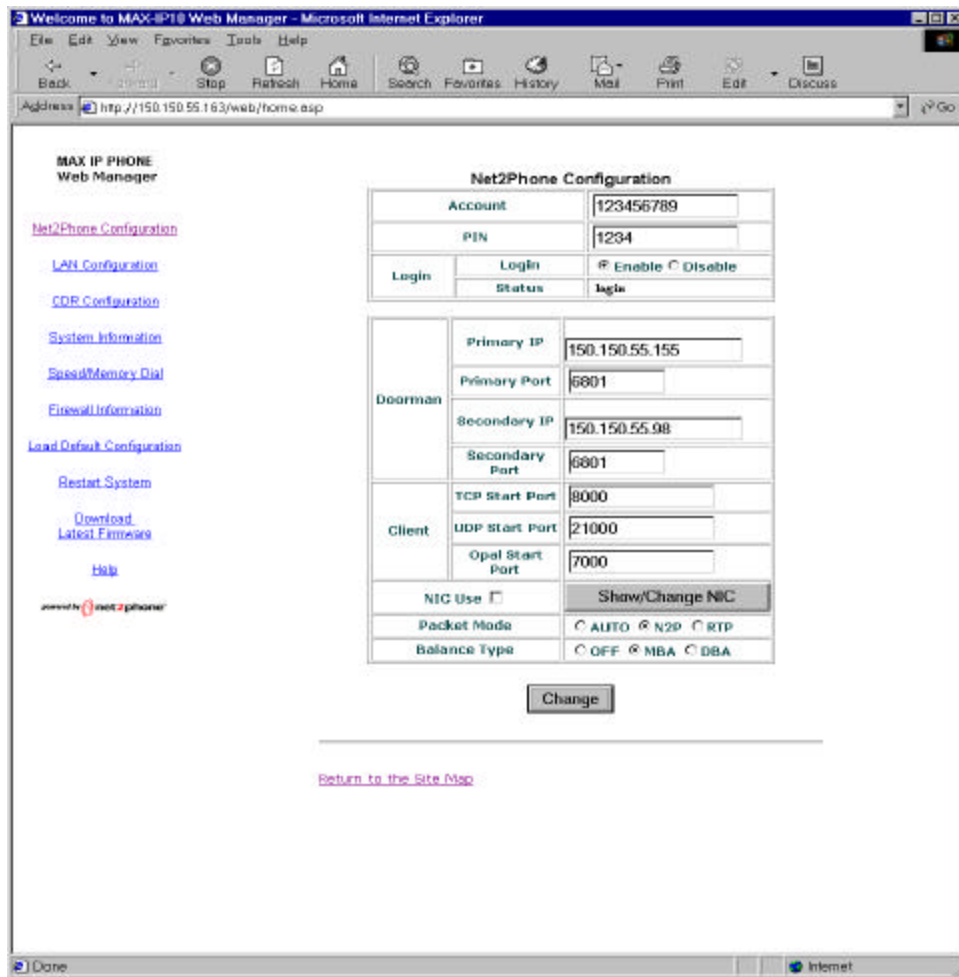


Figure 13 Net2Phone Configuration

Net2Phone configuration displays the doorman IP addresses and ports, and the TCP/UDP start ports. The Port Numbers parameters must be changed to permit access when a LAN's firewall permits only pre-assigned TCP/UDP port numbers to be used.

In the Packet mode configuration field, input your preferred packet mode. Typically AUTO supports both Net2 Phone protocol and RTP.

You can show your account information on a telephone LCD display when you are calling except MAX-to-MAX Calling. In the Account Balance type field, you can select balance announcement type: dollars or minute. For example, if you want to announce remaining dollars of a account, select “dollars” radio button and click **Change** button.

Reminder: Configuration changes you make in the MAX IP10 are not applied until you reset the unit. To do this, you may either:

- ✂ Go to the Restart System page (Section 4.7.3 , below) and click **Restart**,
- ✂ Power-off the unit, wait 10 seconds, and turn it on again.

4.2 LAN Configuration

The IP Configuration menu can display and change all the Net2Phone MAX IP10’s IP-related parameters.

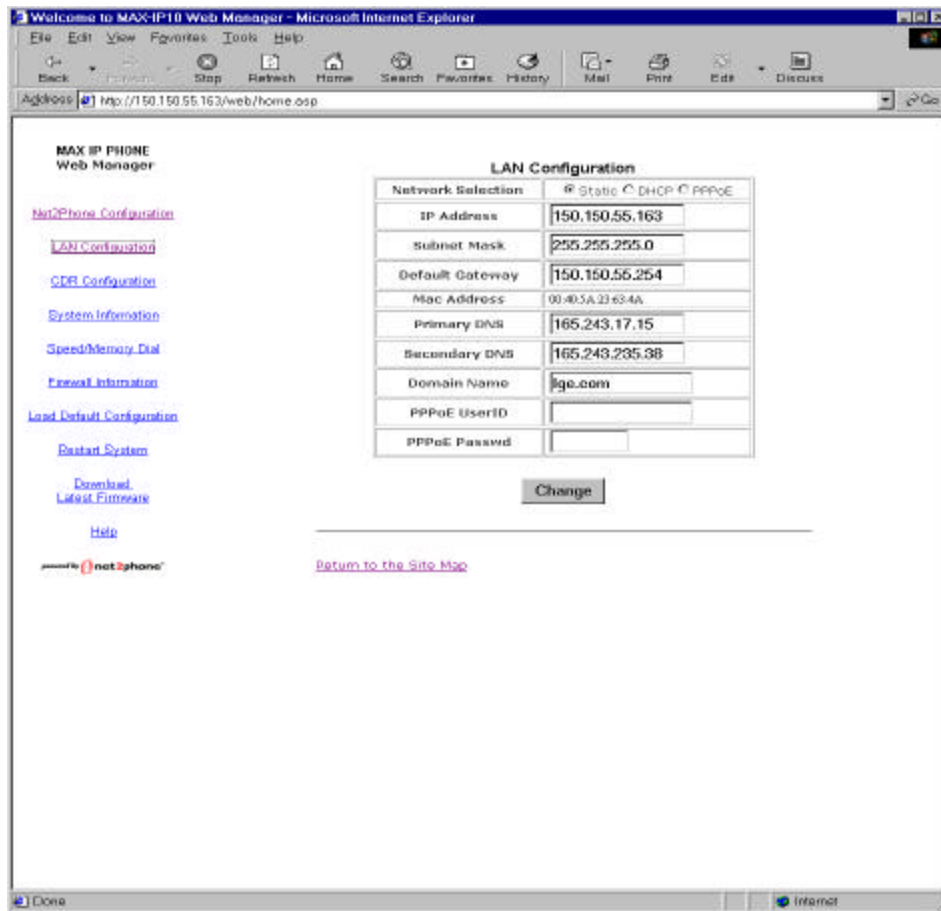


Figure 14 LAN Configuration



MAX IP10 support DHCP client, PPPoE client, and static IP assignment scheme. First, be sure whether your network use DHCP mode, PPPoE mode, or static IP address scheme.

In case your network use the static IP Address scheme, select **STATIC** in the network selection field and enter values in IP Address, Subnet mask, Gateway, DNS address and Domain name field. These values can be changed only when the network mode is static.

In case your IP Address scheme use DHCP, select **DHCP** in the network selection field and click **Change** button.

In case your IP Address scheme use PPPoE, select **PPPoE** in the network selection field and enter **UserID** and **Passwd**, and click **Change** button.

Reminder: Configuration changes you make in the MAX IP10 are not applied until you reset the unit. To do this, you may either:

-  Go to the Restart System page (Section 4.7.3 , below) and click **Restart**,
-  Power-off the unit, wait 10 seconds, and turn it on again.

NOTE: If a default gateway address or a DNS server address is not used, the value 0.0.0.0 must be entered into their respective boxes. If the boxes are left blank, the modified configuration settings will not be saved.

4.3 CDR Configuration

The CDR(Call Detail Record) Configuration menu can display and change all the Net2Phone MAX IP10's CDR-related parameters.

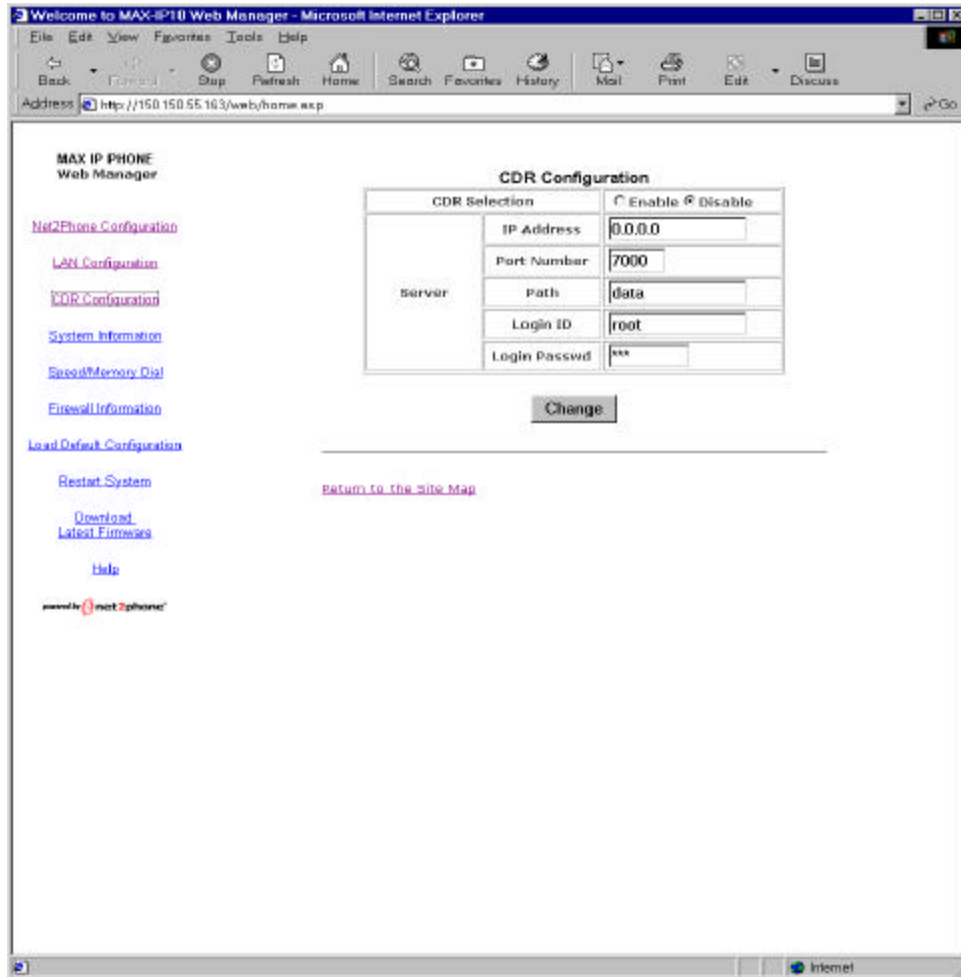


Figure 15 CDR Configuration

The CDR files are generated on per call basis, and transmitted to MAX-ABS billing server. The CDR configuration can be changed to various parameters for billing purpose.

In case the CDR function is enabled, enter billing server IP Address, server access port number(default : 7000), login ID(default : root) and login password(default : root).

4.4 Configuring Firewalls

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. This section will explain how to make the necessary adjustments.

1. On the Firewall:
 - a. Open UDPPOINT 6801.
 - b. Open an additional UDPPOINT for voice traffic in the range of 21000-65535.
 - c. Open another UDPPOINT 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.

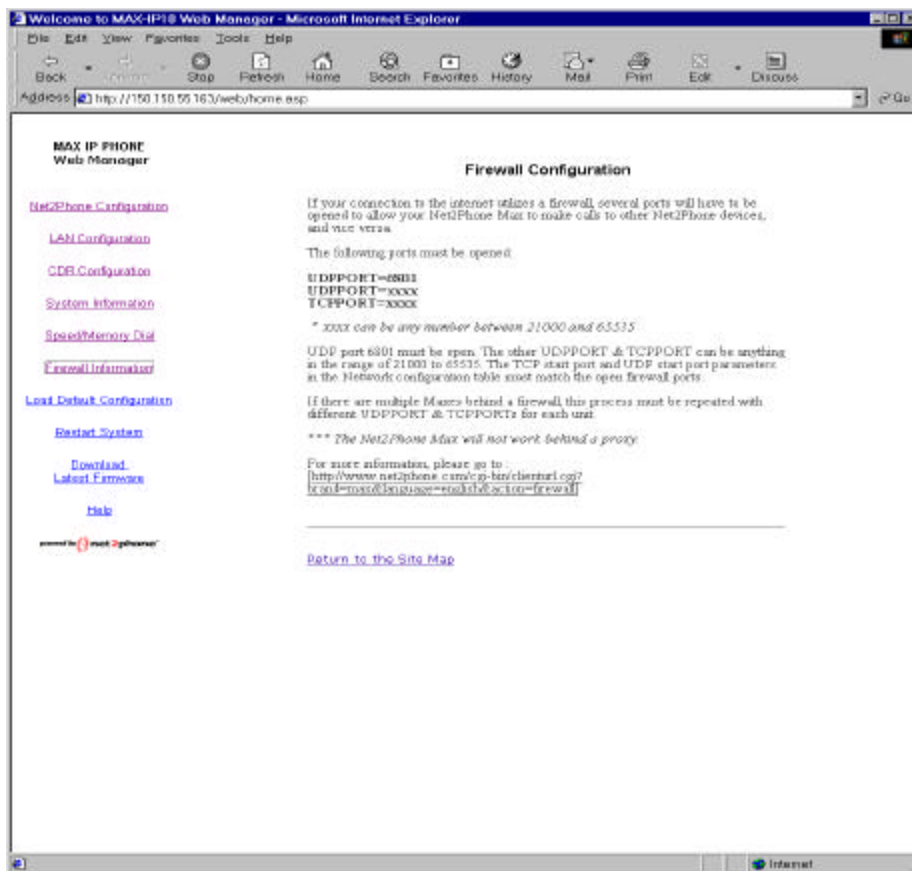


Figure 16 Firewall Information

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

2. In the Net2Phone Configuration page:

After opening the appropriate UDPPOINT 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 TCPSPORT 25000 in step 1-d, enter **25000** for the TCP Start Port as shown in Figure 14, above, illustrating 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 as illustrated in Figure 14, above.
 - 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 as illustrated in Figure 14, above.
3. Save your settings and restart the MAX:
After you have 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.

4.5 System Information and Commands

Click the [System Information](#) link to access the System Information page, illustrated below.

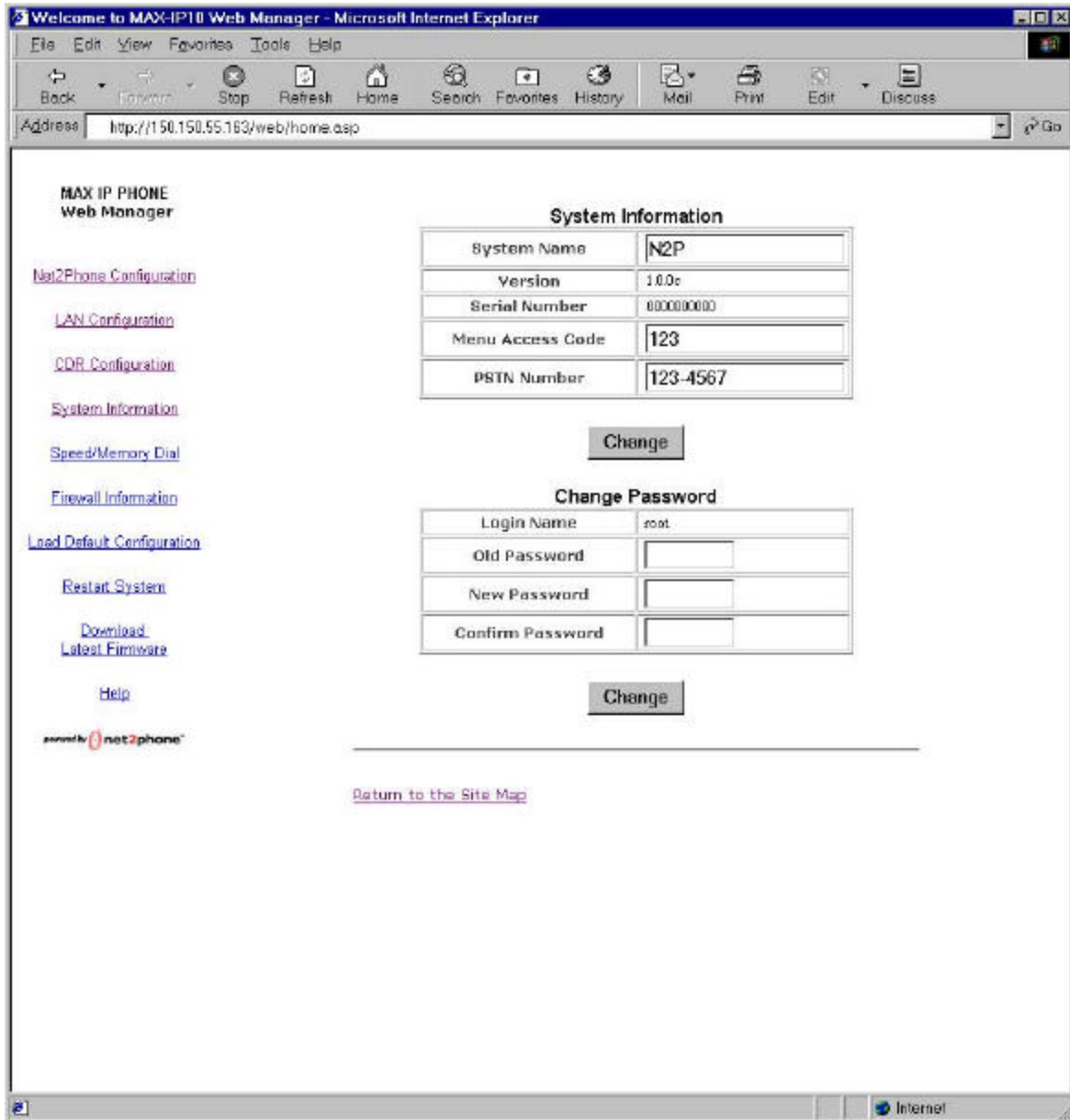


Figure 17 System Information

The System Information page displays:

- ☞ Current System Name
- ☞ Software Version
- ☞ Serial Number
- ☞ Access code Number
- ☞ Assigned Analog Phone Number

Current Login (user name)

The user 'root' can change system name, menu access code, analog phone number display, and current password.

To change entries on this page, just enter the new information into the desired fields, click the **Change** button and restart the system.

4.7 Speed/Memory Dial Configuration

Click the [Speed/Memory Dial](#) link to access the Speed/Memory dial configuration page.

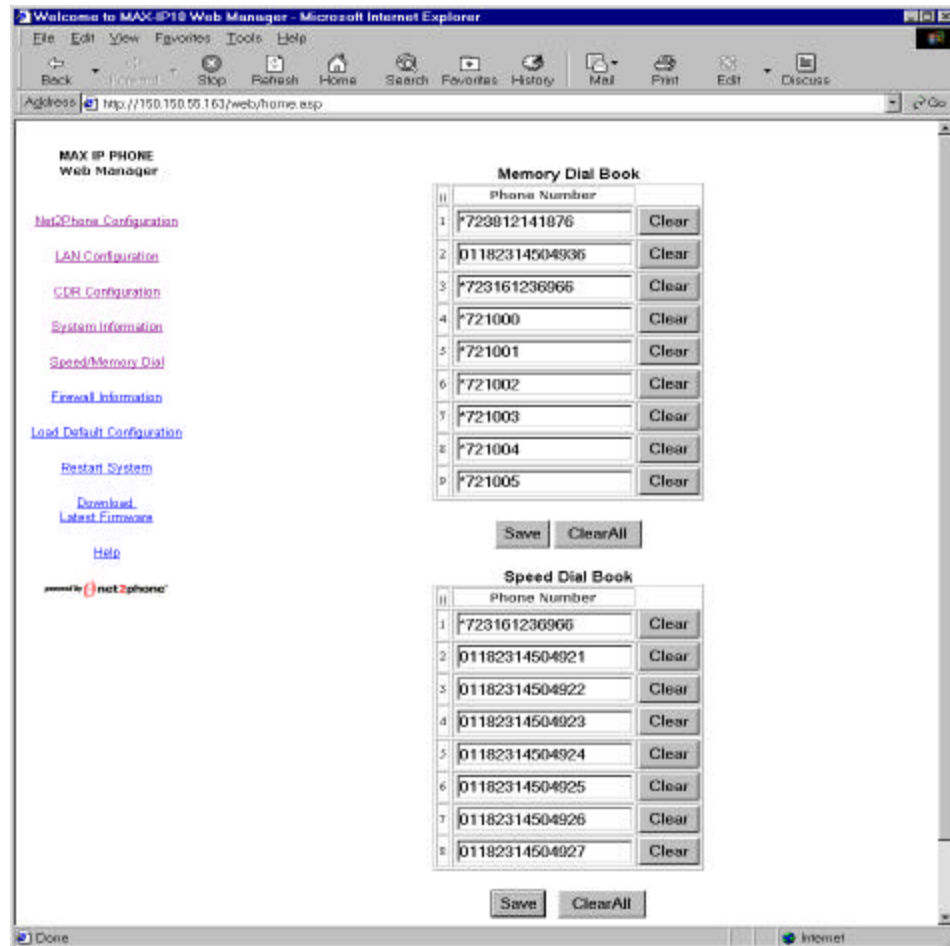


Figure 18 Speed/Memory Dial Configuration

The memory dial book has 9 memory slots and the speed dial book has 8 memory slots.

In this menu you can add, delete, or edit the speed and memory dial numbers. After changing the dial book, you must click **Save** button. If you want to delete all phone numbers of the memory or speed dial book, select **ClearAll** button.

4.7 Other Web Manager Functions

4.7.1 Load Default Configuration

Click the [Load Default Configuration](#) link to access the Click to load factory settings page.

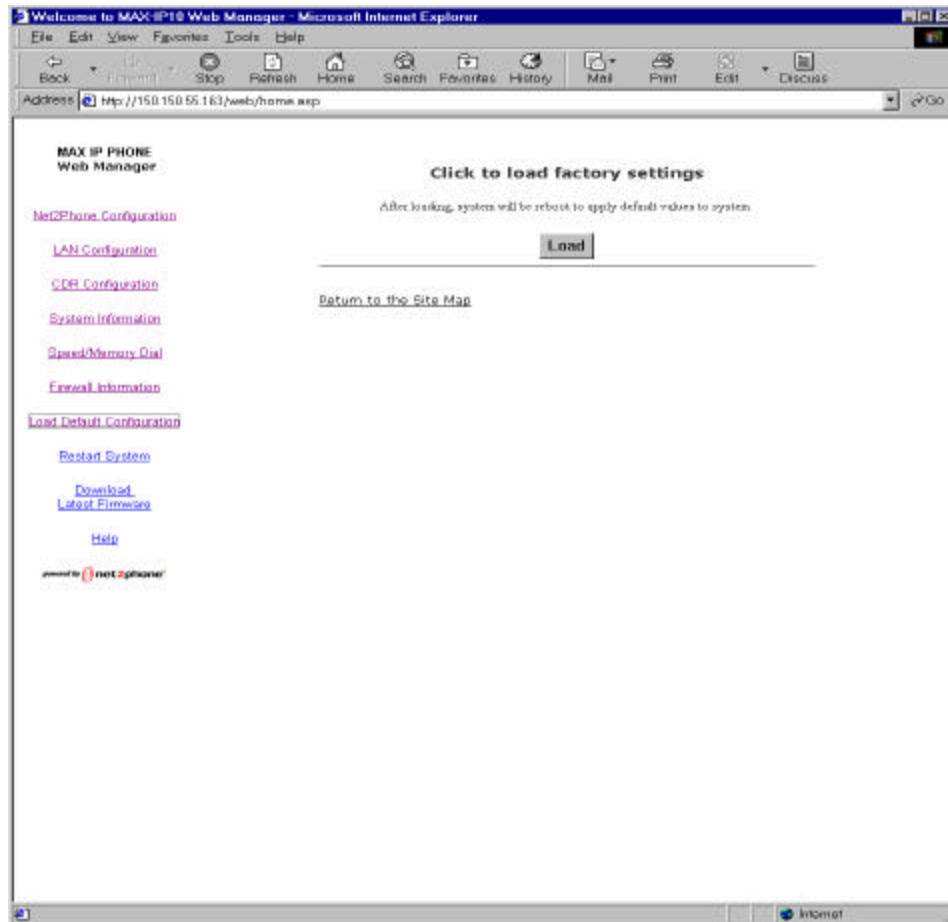


Figure 19 Load Default Configuration

Click the **Load** button to restore the Net2Phone MAX IP10's default factory configuration. (Refer to the *Net2Phone MAX IP10 Command Reference Guide* for system default settings.)

Caution: This command causes all of your configuration settings and parameter values to be deleted.

4.7.3 Restart System

Click the [Restart System](#) link to access the Restart System page.
To restart the system, click the **Restart** button.

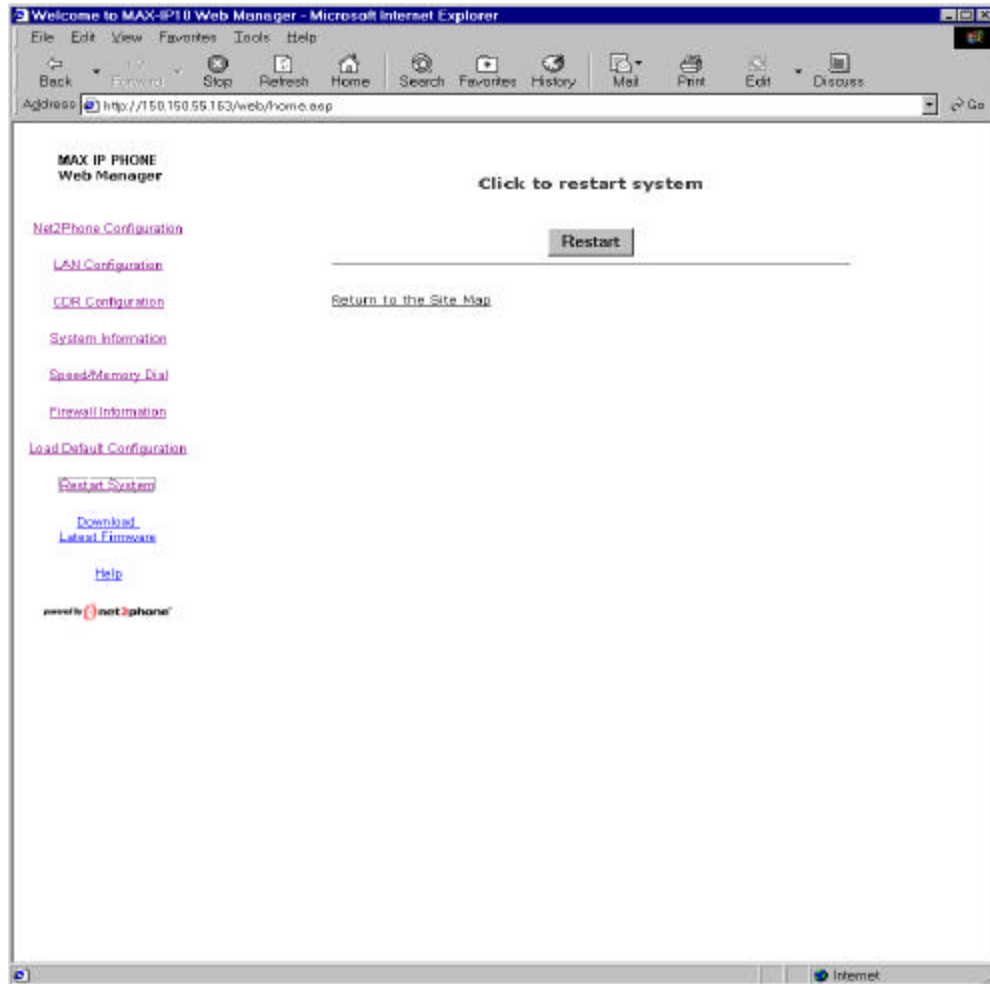


Figure 20 Restart System

4.7.4 Upgrading the System Software

Click the [Download Latest Firmware](#) link to access the Software Upgrade page.

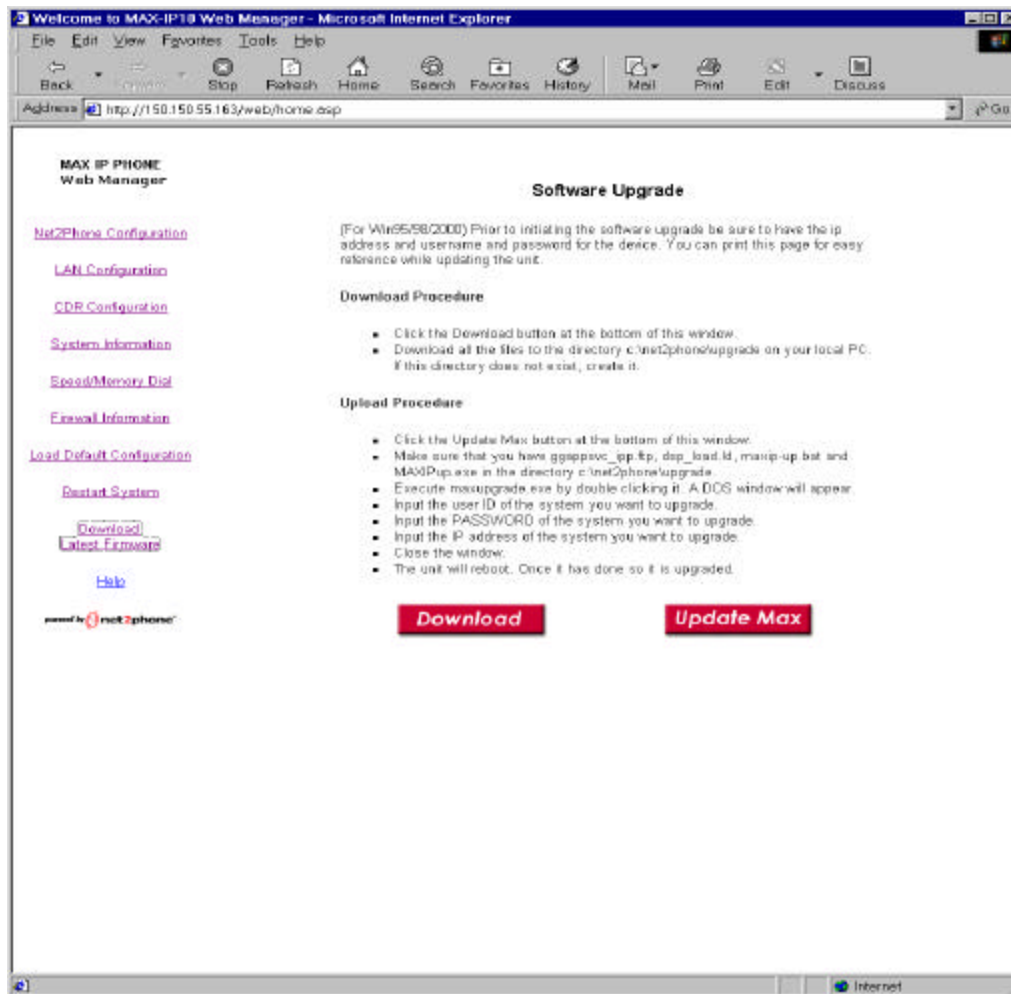


Figure 21 Download Latest Firmware

The software upgrade procedure for Net2Phone MAX IP10 is divided into stages:

1. Click the **Download** button to download the files needed for upgrade from Net2Phone's FTP server to a client PC on the Net2Phone MAX IP10's LAN.
2. Click the **Update MAX** button to upload the new software to the Net2Phone MAX IP10 system.

Be sure to have the following information at hand:

- ✎ IP address of Net2Phone MAX IP10
- ✎ User name
- ✎ Password

Follow the instructions to contact the upgrade FTP server and to check for and download any available software updates to your PC. You will then be shown how to upload the new software version to the Net2Phone MAX IP10.

5. Placing Calls

5.1 The Pound Key

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

5.2 Placing Calls to the PSTN

Placing calls to destinations within North America

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

Placing international calls

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

5.3 MAX-to-MAX Calling

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

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

APPENDICES

Appendix A – Troubleshooting

A.1 Common mechanical installation problems and corrective actions

If there appears to be a malfunction, first check all cables and connections. If these appear to be in order, see the following table for specific troubles and solutions.

Symptom	Possible Cause	Corrective Action
LCD off	Power source switched off	Switch power source ON
	Faulty AC/DC adapter	Check/replace AC/DC adapter
	Faulty power source	Check/correct input power
	Faulty internal power supply	Contact Net2Phone Technical Service Center or your Net2Phone reseller
No initialization response from N2P MAX IP10	Faulty N2P MAX IP10	Contact Net2Phone Technical Service Center or your Net2Phone reseller
Unit shuts off after operating for some time	Overheating	Check ventilation
	Faulty N2P MAX IP10	Contact Net2Phone Technical Service Center or your Net2Phone reseller

A.2 Common network connection problems

My network supports DHCP, but my MAX IP10 cannot obtain correct network settings.

- ☞ Make sure DHCP is enabled.
- ☞ Make sure the RJ-45 LAN cable is connected securely to your Net2Phone MAX IP10 and LAN, hub, or router.
- ☞ Make sure that all network ports, routers, or hubs are live.

I set DHCP to ON, but my Net2Phone MAX IP10 cannot obtain correct network settings.

- ☞ Make sure your network supports DHCP.
- ☞ Make sure your RJ-45 LAN cable is securely connected to both the MAX IP10 and to the LAN, hub, or router.
- ☞ Make sure that all network ports, routers, or hubs are live.

When I enter a static IP Address into my Net2Phone MAX IP10 and restart the unit, the IP Address I entered is not saved.

- ☞ Make sure DHCP is set to OFF.
- ☞ If you entered the IP address through a phone, make sure you press the [SET] button.

I changed the login password on my MAX IP10 and I forgot the new password.

- ☞ Log in as manager or sysadm. Note that the default password for both is n2p.

When I attempt to access the Max Web Manager, I am prompted for a user name and password. But when I enter them and press the OK button, the Password page reappears.

- ✎✎ Make sure both the user name and password are correct (Note that the user name and password are case sensitive.)

A.3 Common configuration problems

In the Max Web Manager LAN configuration page, I omitted the DNS server field because it does not apply to me, but now the Max Web Manager will not let me save the settings.

- ✎✎ The DNS fields must not be left blank. If you do not wish to enter DNS Servers, you must enter 0.0.0.0 in those fields.

A.4 Problems using the MAX IP10

When I attempt to make a call, I hear a fast busy signal.

- ✎✎ If the doorman servers cannot be found, this problem can be occurred. Make sure that the DNS server IP parameter values are correct so that the doorman can be reached.

When I attempt to call into my Net2Phone MAX IP10 from another unit via *72, I get a busy signal.

- ✎✎ Make sure the account number you are calling from is valid and has a correct PIN.
- ✎✎ Make sure the account you are calling from has sufficient funds.
- ✎✎ Make sure you entered the correct number to be dialed.
- ✎✎ Make sure you entered *72 before the number.

Appendix B – Technical Support

If you are experiencing a technical problem, please refer to Appendix A, *Troubleshooting*, in this Guide. If the problem remains unresolved, please contact your reseller for assistance.



Do not attempt to disassemble the Net2Phone MAX IP10. There are no user-serviceable parts inside the unit.