

getting started

Installation Guide

Wireless router & VoIP dect handset

Someone's listening to you



Included in the box:

- 1 x Black Telephone Cable (attached to PSU)
- 1 x Grey Telephone Cable
- 1 x Yellow Network Cable
- 1 x Vox Modem / Base Station
- 1 x Vox Handset
- 1 x Power Surge Protection Unit (PSU)
- 2 x Rechargeable batteries

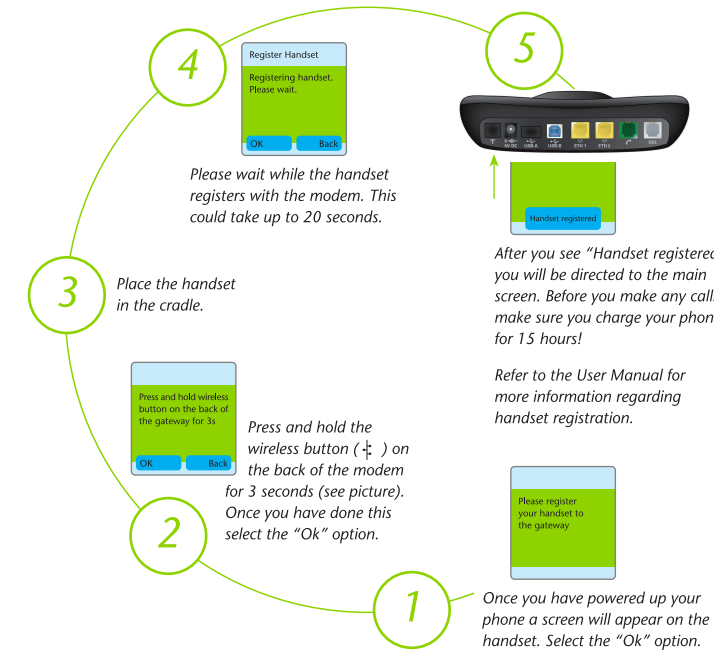
Requirements:

- An active ADSL service must be up and running on your telephone line (if you are currently using the same line for both Internet Access/ADSL and phone calls, you will have a central splitter or filter installed).
- A laptop, desktop (PC) or Apple Mac computer.
- To connect your Vox Modem to your computer (PC), make sure your computer is equipped with a network (RJ-45) port.
- Before starting your installation make sure you have your ADSL username and password handy. Your Internet Service Provider will be able to provide you with this information.

Step 1: Power up the phone



Step 2: Register the handset



Step 3: Charge the phone

Once you have registered the handset you need to charge the phone for 15 hours. Not completing this step will compromise the life of the rechargeable batteries.

Step 4: Set up the modem



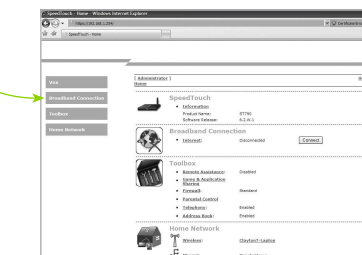
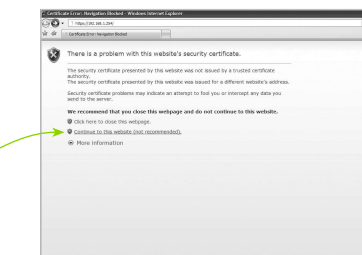
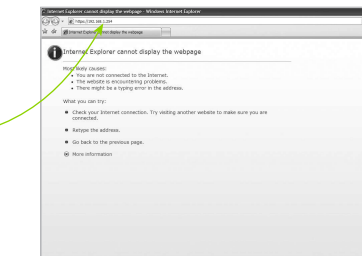
Step 5: Configure the Vox ADSL Phone

Open your favourite Internet browser, such as Internet Explorer.

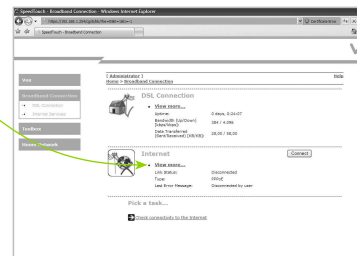
Type <https://192.168.1.254> into the address bar.

As you will be accessing the security-protected Vox setup page, some Internet browsers may request a security certificate. Click on the CONTINUE TO THIS WEBSITE option.

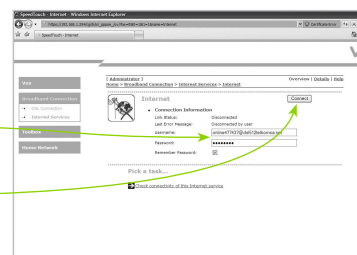
Click on the BROADBAND CONNECTION option in the menu bar on the left.



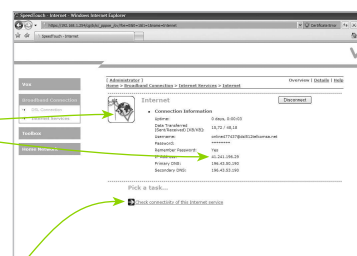
Now click on the VIEW MORE... option in the INTERNET section.



You will then need to enter your ADSL USERNAME and PASSWORD – obtainable from your Internet Service Provider.



Once entered, click the CONNECT button.



You should now see a GREEN TICK over the Internet image AND a number next to the words IP ADDRESS.

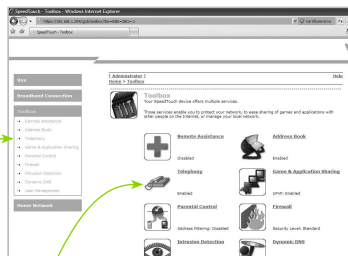
If you see a RED CROSS over the Internet image OR if there is no IP ADDRESS present, click the CHECK CONNECTIVITY OF THIS INTERNET SERVICE option.

Step 6: Making your first call

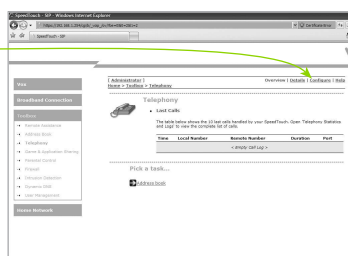
The Vox Handset can be used like any phone, and your computer does not need to be switched on to make calls (only for the initial setup).

In order to check that your calls are being made over the Vox VoIP service, open your favourite Internet browser (if not already open) and type https://192.168.1.254 into the address bar (as you did in Step 5).

Click on the TELEPHONY option in the menu bar on the left, and then on the TELEPHONY icon in the main window.



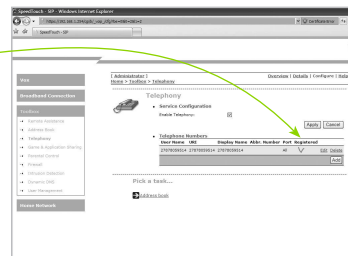
Now select the CONFIGURE option in the top toolbar.



You should see a GREEN TICK under the Registered heading.

If you see a RED CROSS instead, please contact the Vox Consumer Helpdesk on 087 805 9111.

PLEASE PERFORM THIS CHECK REGULARLY TO ENSURE THAT YOU ARE MAKING VOX VOIP CALLS.



Key in the required number and press the GREEN DIAL key on the handset. Remember to terminate every call by pressing the RED TERMINATE key on the handset, even if the other person hangs up first.

welcome to cheaper calls....

Dual-line facility:

If the voice service on your DSL line is activated:

If you are currently able to make telephone calls from your DSL line, then Vox offers you the choice to make Vox VoIP calls and traditional Telkom calls.

The quality of VoIP calls is dependent on the Telkom infrastructure, and should you experience poor quality when making a VoIP call, you can remake your call over the traditional Telkom infrastructure. Key in * 9 on the handset and then redial the number.

You will need to key in * 9 on every new Telkom call that you wish to make.

PLEASE NOTE THAT YOU WILL ONLY BE ELIGIBLE FOR SAVINGS WHEN MAKING VOX VOIP CALLS.

As described above, you should regularly check that you are registered to make VoIP calls.

Disclaimer:

- No emergency telephone numbers can be dialled using the Vox VoIP service.
- Emergency numbers must be made over the traditional Telkom service by dialling * 9 before the call is made (the voice service on your DSL line needs to be activated in order use the Telkom service).
- Emergency numbers include 10xx numbers (e.g. 10111), 0800 numbers, 0860 and 0861 numbers.

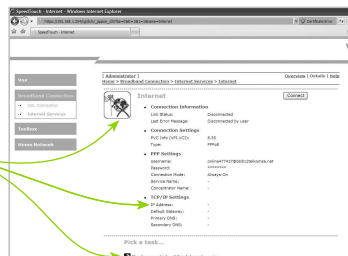
Notes:

- If you are currently able to make telephone calls from your DSL line (i.e. the voice service on your DSL line is activated), then you will still be able to make telephone calls over the traditional Telkom infrastructure. Please note that these calls will, however, be billed according to normal Telkom rates.
- NEVER replace the batteries in the handset with regular batteries. The handset can only be used with rechargeable batteries (AAA NiMH 600mAh 1.2v), purchased from all major electronic retailers.
- Ensure that your PSU is always plugged into the wall socket. This will ensure that your Vox ADSL Phone is not compromised by lightning.
- Refer to the User Manual for detailed usage and setup information.

Troubleshooting:

If you see a RED CROSS over the Internet image OR if there is no IP ADDRESS present, click the CHECK CONNECTIVITY OF THIS INTERNET SERVICE option.

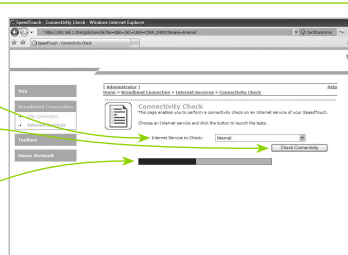
This will troubleshoot your ADSL connectivity.



Make sure INTERNET is selected.

Click the CHECK CONNECTIVITY button.

A progress bar will then be displayed until the test is complete.



If configured correctly, you will see GREEN TICKS next to each item listed.

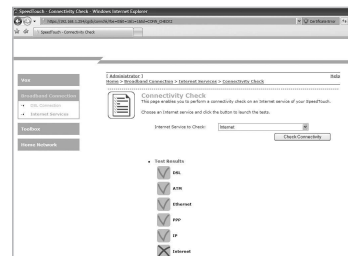
Try the following if you see a RED CROSS:

- DSL:** Contact your ADSL service provider or ISP.
- ATM:** Contact your ADSL service provider or ISP.
- ETHERNET:** Your YELLOW network cable may not be connected correctly. Repeat Step 4. If this does not rectify the issue please contact the Vox Helpdesk on 087 805 9111.
- PPP:** Contact your ADSL service provider or ISP.
- IP:** Contact your ADSL service provider or ISP.
- INTERNET:** Check that your ADSL service is currently active.

Check that your ADSL username and password are correct.

OTHER CHECKS

Also make sure that the PSU power source is correctly attached.



If you have any other queries or troubleshooting issues contact the Vox Consumer Helpdesk: 087 805 9111

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