



You are just minutes away
from free worldwide calling!

Welcome
to

SIP phone

Call-in-One™

SIP / Analog Line Dual Adapter
v1.0.1

Quick Start & User Guide



The Next Big Step

The Internet has touched so many areas of our lives, including music, communication, shopping, and access to information. Despite these changes around us, incredibly the telephones in our homes and offices have remained largely the same.

Not any more.

SIPphone is at the front of a very different approach to telephony that integrates the telephone with the power of the Internet. Through this integration comes great advancement.

With SIPphone, you will enjoy amazingly simple conference calling, voicemail delivered to your email inbox, industry-leading Plug-N-Dial phones and adapters, free calls around the world, cross-network compatibility, and much more.

On behalf of the entire SIPphone team, I would like to thank you for choosing SIPphone.

Michael Robertson

Founder and CEO
SIPphone.com, Inc.

Legal Disclaimer



IN NO EVENT SHALL SIPPHONE BE LIABLE FOR ANY INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR OTHER DAMAGES INCLUDING WITHOUT LIMITATION LOSS OF PROFIT, LOSS OF REVENUE, LOSS OF DATA, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, DOWNTIME, AND PURCHASER'S TIME RELATED TO OR ARISING OUT OF THE USE OF THIS PRODUCT, ITS HARDWARE AND/OR ITS SOFTWARE.

PLEASE NOTE THAT DUE TO CONTINUED EFFORTS TO IMPROVE QUALITY, THE HARDWARE AND/OR SOFTWARE SPECIFICATIONS MAY BE CHANGED WITHOUT NOTICE.

Support for 3rd Party Products



SIPphone does not provide support for 3rd party applications or hardware such as headsets, routers, modems, or phones. If you have a problem with a 3rd party application or hardware, please contact the developer, publisher or manufacturer.

Suggestions & Comments



Please send your suggestions, ideas and comments to suggestions@sipphone.com.

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Thank you for choosing SIPphone!

All of us at SIPphone would like to thank you for your purchase. SIP is the future of telephony, and we are happy that you choose to move ahead with us.

If you don’t find the answer to your question in this guide, be sure to check our online support at www.SIPphone.com/support

Tips to using this guide



Basic information



Cool tip or trick



Take note



Technical hint



Warning or Caution

1. Setting up your SIPphone

Making sure you have everything

It is a good start to make sure that you have everything you will need to setup your SIPphone adapter.

In the Call-in-One Adapter box you should have received the following:

- One (1) adapter
- One (1) AC power adapter and cord
- One (1) Cat-5 (Ethernet) cable
- One (1) RJ-11 (standard) phone cord



You will also need a standard analog phone or fax machine, and a broadband connection (DSL, LAN or Cable) to the Internet.

OK. If you have all these, you are ready to setup your SIPphone Call-in-One adapter.

Setting up your SIPphone adapter

Perform these steps in order:

- 1) Connect your phone or fax machine to the port on the back of the unit labeled "PHONE".
- 2) Connect your standard phone line from the wall to the port on the back of the adapter labeled "LINE".
- 3) Connect the Cat-5 network cable from your broadband router to the port on the back of the adapter labeled "INTERNET".
- 4) Connect the power cable to the back of the unit to the port labeled "DC IN".



It is important to plug in the power to the adapter (step 4) last. If you make a mistake, you can reset the adapter and start over. Push a bent paperclip into the "RESET" hole on the back of the adapter to restore the factory default settings.

The back of your SIPphone Call-in-One adapter



1. Setting up your SIPphone (cont.)

Setting up your SIPphone adapter (cont.)

At this point, the lights on the front of the Call-in-One adapter will begin flashing intermittently. When the lights stop flashing (usually a few seconds), you should be successfully connected to our SIPphone service.

When you pick up the phone, you should hear a dial tone. This is the dial tone of your traditional phone service. If you hit "#", you should hear another dial tone. This is the dial tone for your SIPphone service.

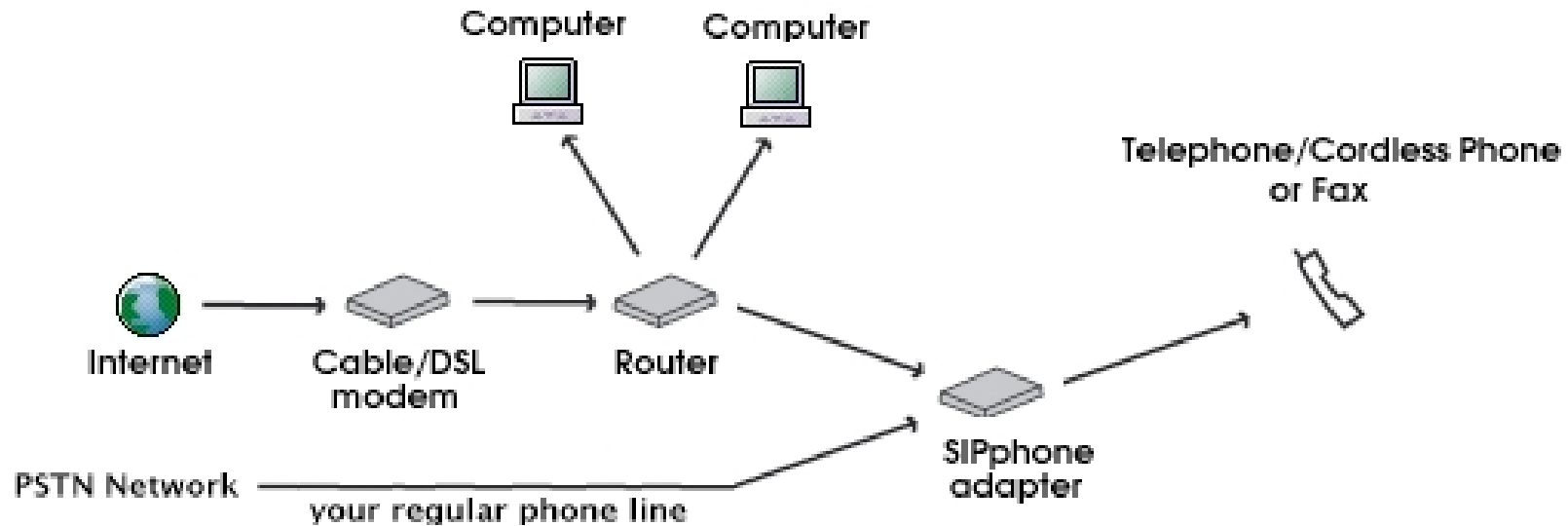
Welcome Call

The first time you successfully setup your SIPphone Call-in-One adapter, you will get a welcome call from the SIPphone server.



Where's my Welcome Call?

Occasionally, our Welcome Call server takes a quick breather. So if you don't get a call, you can dial the Welcome server at #1-747-474-5000.



1. Setting up your SIPphone (cont.)

Getting your phone number

The next step is to get your phone number. You can hear your SIPphone number at any time by dialing:

**

You need to hit “#” [pound] to switch to the SIPphone network (like hitting “9” at work to get an outside line”). Then “**” [star star] to hear your phone number. On the top of some Call-in-One dual adapters, it wrongly tells your to dial ** to hear your number. This is true on non-dual adapters only.

Write your number down and give it out to other people with SIPphone (and on other select SIP networks), and let the free calling begin!



1 (747) HERE I AM

Did you know you can order a custom SIP phone number from our website? Check it out at www.sipphone.com!



Putting on the pounds

With this Call-in-One adapter, you can receive and make both SIP and traditional calls. Don't forget, to make a SIP call, you need to press # first, and then the number. Dialing a non-SIP number is the same as it used to be.

Setting up your my.SIPphone.com account

Once you have your phone number, you are ready to go online and login to your my.SIPphone.com account. You will need the last four digits of your adapter's “MAC ID” (found on the bottom of your Call-in-One adapter) to login the first time. The MAC ID, is a unique identifier for your phone

- 1) Go to my.SIPphone.com.
- 2) Click on the “Sign Up Now” link
- 3) Enter your SIPphone number (1-747-XXX-XXXX)
- 4) Enter the last 4 digits of your adapter's MAC ID in the password field.
- 5) Click “Login”

On my.SIPphone.com you can activate your voicemail, find friend's phone numbers, list your number in the directory, change your password, check your incoming, dialed and missed calls, and lots more.

1. Setting up your SIPphone (cont.)

Numbers you can call right now

Need some numbers to call? Try these:



#1-747-474-5000 *Welcome Message*

#411 *Say "Black Jack" or "Sports"*

#1-747-FAR AWAY *List of Countries to Call Free*

#1-222-XXX-XXXX *"222" Conference Calling*

#** *To hear your phone number*

US Toll-Free Numbers

#1-800-COLLECT *Make collect calls*

#1-800-CALL-ATT *AT&T*

#1-800-743-SURF *Surfrider Foundation*

#1-800-555-1212 *800 Number Information*

Other SIP Networks

#1-393-XXXXX *to reach any FWD number*

#1-477-XXXXXX *to reach a FWD number*

#1-700-XXX-XXXX *to reach lxtel*

Some Countries in SIPphone Network

#00-65-XXXX-XXXX *Singapore*

#00-852-XXX-XXXX *Hong Kong*

#00-61-XXX-XXXX *Australia*

X = any number between 0-9

2. Using your SIPphone

Traditional vs. SIP calls

Your Call-in-One SIP/Analog dual adapter allows you to make and receive either SIP or traditional phone calls from the same phone. With SIP you can call other SIPphones anywhere in the world for free, but you don't need to change anything. SIPphone calls are routed through the Internet and traditional (PSTN) calls are routed through your local phone company. Toll-free (800) calls and calls to selected countries can be made for free with SIPphone's partners.

Router Compatibility Test

SIP is in its infancy and there are some routers in the market that have a slight incompatibility with SIP technology. Incompatible routers are "symmetric," where as compatible routers are "asymmetric." Some soon to be released routers are SIP-ready with built-in SIP ports.



To test your router for compatibility, Dial # to indicate a SIPphone call and then *0.

*0

Even if the automated voice says your router is incompatible, it will probably still work. We have technology to overcome this issue, but you might experience degraded voice quality on some calls.

2. Using your SIPphone (cont.)

Making “traditional” phone calls

If you have a phone line plugged into the “LINE” port in the back of the Call-in-One adapter, you can make traditional (PSTN) calls just as you did before.

There are a few other ways to call traditional phones. You can use your SIPphone network with a calling card, accessed with an 800 number to call most any number in the world.



You can also check the list of countries with whom SIPphone has partnerships. There are an increasing list of countries you can call for free with your SIPphone. Check #1-747-CALL FAR (1-747-225-5327) to hear the most up-to-date list of countries.

Singapore is just one of the countries you can call for free with your SIPphone. But make sure you dial #00-65-XXXX-XXXX. If you dial it on your “traditional” phone you will get a hefty bill at the end of the month.

Receiving “traditional” phone calls

You can receive calls from “traditional” phones to your SIPphone number if the call comes from a partner network. (see Calling Internationally). Of course, your traditional phone will still receive calls normally.

Making SIP calls

To dial SIPphone numbers, you must dial “#” [“pound”] before the number. We have done this for two reasons. First, we wanted there to be minimal change or interruption for you. Second, in the event of an emergency, you can still dial 911 (or your country’s emergency number), without having to think twice.



POTs, PSTN, and landlines, oh my!

Best we can tell, these are all the same thing. They are all referring to the “old,” “traditional,” “regular,” or “analog” phone line from your local phone company. So no matter if you read about the Public Switched Telephone Network, or your “traditional” phone line... it’s all the same.



Adding custom/alias numbers

Want the number 1-747-867-5309? You can add it as custom or alias number to your SIPphone for a fee at a my.SIPphone.com. Reserve yours before all the good ones are taken!

You’ve got voicemail!

Your SIPphone account comes with voicemail. By default voicemail is deactivated. To activate it, just log in to your my.SIPphone account and click the button to activate voicemail. While you are there, make sure your email is correct, since all voicemail messages are emailed to you.



Currently, voicemails are emailed to you in WAV format with a maximum length of 60 seconds (about 1MB). In the future we will change the compression format to MP3, which will allow us to extend the allowable length and reduce the size of the file attachment.



If the email address in your my.SIPphone account is incorrect, you will not receive your voicemail. The message callers hear when they get voicemail is a standardized message. At this time, you cannot customize that message with your own voice.

2. Using your SIPphone (cont.)



Conference Calling

SIPphone offers one of the easiest conference calling systems you will find anywhere. When you want to have a conference call, just pick a number with the prefix 222 and have all the participants call that number. Voila! Instant conference call.

For example, if I wanted John, Sue and Carrie to join me (Jeff) on a conference call at 9am Tuesday morning. We all simply need to call a number I select, say 1-222-756-4016 on Tuesday and we will be conferenced in together. For everyone on a Call-in-One adapter you would need to add a # at the beginning of the number to access your SIPphone line.



Some customers have asked how they make sure unwanted people don't get in on their conference call. The answer is, you have 10 million numbers to choose from. The chance someone will wander into your conference call are about the same as winning the lottery! If you are worried, pick a very random number, not 1-222-123-4567.



Don't forget the pound (#)

On some of our SIP-only phones and adapters, there is no need to dial # before dialing a SIP number. But you have a dual adapter, so to designate SIP from your traditional calls, you dial the #.

Making International Calls

We offer a number of countries you can call from your SIPphone for free or a very small fee with a calling card. You can save hundreds of dollars with SIPphone. You can make calls to countries like Singapore, Hong Kong and Australia currently for free. Some calls will be limited in length.

For example, a number in Singapore looks like this :

+65 6339 9383



Where "65" is Singapore's country code, and the phone number is the last with digits. To dial this number from your SIPphone, you would dial one of the following:

011 65 6339 9383

00 65 6339 9383

001 65 6339 9383

Dialing # tells the phone you are going to make a SIPphone call. 011 is the American standard to indicate an international call, 00 is the standard for Europe and many other countries, and 001 is the standard for many countries in Asia.

In the future, we will allow you to choose your desired international calling prefix from my.SIPphone.com, but for now you must use one of these combinations.

2. Using your SIPphone (cont.)

Click-to-Dial



As long as your SIPphone is “online”, you can use your Address Book on my.SIPphone to quickly dial numbers for you. In your address book, you will notice a link next to a person’s name. When you click this link, your SIPphone will ring, and it will simultaneously call the selected person. Try that with your traditional phone!



If your phone is not online, the link to call will not appear.

Using a fax machine with SIPphone

Hypothetically, It is possible to connect a fax machine to your SIPphone Call-in-One Adapter. If you do so there are a few things to remember.

- We do not support faxing, so if you have trouble, we cannot answer your questions for now
- Faxing internationally requires you to use the same dialing principles as calling. Don’t forget the # to indicate a SIPphone call
- Both the sender and the receiver must be on the SIPphone network
- You can connect the fax machine to the “PHONE” port on your Call-in-One adapter and use it as you did before

3. The future of your SIPphone

Future of SIP and VoIP

These are certainly exciting times for Voice over IP (VoIP) and SIP (Session Initiated Protocol) in particular. SIP is an open standard, quickly becoming the dominant standard. We believe that very soon SIP will not just become the dominant standard for VoIP, but for telephony itself, replacing the old, traditional circuit switched phones we have today. Rather than expensive telephone carriers, we will just have data providers who connect our homes and offices to the Internet. Making voice calls will be no more expensive than surfing web pages.

We are excited and grateful that you have chosen SIPphone as your SIP provider, and we look forward to introducing exciting new services, features and devices to your SIPphone service.

If you have any ideas or suggestions, please email us at suggestions@sipphone.com.

SIP devices in development

We have seen lots of exciting new devices that will be sold soon, including WiFi SIP phones, modems and routers with SIP ports built-in, wall socket SIP ports and smart SIP routers that improve call quality. We will let you know as new things become a reality.

4. Support and Troubleshooting

Changing your adapter's configuration



Normally you do not need to change the configuration on your adapter as configuration is automatic with SIPphone. But if you do need to make any changes, you need to login to my.SIPphone. Changes will be made automatically when you reboot your phone (unplug and plug-in).

For settings that are hardware related, you can point your browser to the IP address of the device. Read below how to determine the IP number of your device.

The password for your adapter is "admin" by default.

Determining the IP address of your device



The only way to get the IP address of your SIPphone Call-in-One adapter is to ask your router. Your router has a specific address you will find in the user manual that came with your router. For many routers it is 192.168.0.1 (home use)

Your router, which should be set to DHCP (dynamic address handling), will issue each device on an IP number. If you have forgotten the password for your router, you might try "admin", which is the default for many routers.

Cannot hear the other party's voice

There are two possible explanations here:

1) Your device is not registering with our servers correctly. To determine if this is the case, leave your SIPphone connected and log into my.SIPphone.com.

If your status shows "offline", make sure your username and password are correct and that the phone number associated with your account is the phone you are using. SIPphone adapters are tied to phone numbers when you first setup your account and enter the last four digits of the MAC ID number.



If your status shows "online", then you have a firewall or router issue. If you have a firewall, make sure it allows traffic on ports listed as local_sip_port (default value 5060) and local_rtp_port (default value 8000) in the device. You can check the values against your device's configuration at my.SIPphone.com.

2) Your device may be behind a non-traversable NAT. Again, go into your device configuration on my.SIPphone.com and make sure STUN server is set to a stunXX.sipphone.com (example: stun01.sipphone.com) on port 3478.

Finally, reboot your device and try your calls again.

4. Support and Troubleshooting (cont.)

Your adapter does not load its configuration



From a computer connected to the same router as your adapter, login to your device using its allocated IP address (we described earlier how to get this). Verify that the APS Server is set to aps.plugndial.com and then reset/reboot your adapter and try again.

The only way to know if your adapter is properly loading its configuration file, is to login to the adapter's administration pages.

Adapter not responding to dialing

Check your connections and Internet connectivity. Verify your APS server address is aps.plugndial.com (above). Save settings and reboot your adapter.

Calls go directly to voicemail

There are two possibilities. The person being called is not online or that person is having a problem described under "Cannot hear other parties voice".



Trouble receiving voicemail

Make sure your email address is correct in my.SIPphone.com. Make sure voicemail is activated. Make sure your inbox is not full with your ISP or email provider, such that emails are being rejected.



If you still cannot receive voicemails, then our 1MB files probably exceed the attachment limit set by your email provider. In the future we will offer an option to pick up email messages at my.SIPphone.com.

Find more answers and tips online at www.SIPphone.com/support/



The Universal Fix All

When it comes to problems with broadband Internet access, there is one thing you should always try. Unplug your DSL or cable modem, router and SIPphone adapter for at least 1 minute. Then plug in the modem first and wait for the lights to show a connection. Next plug in the router and wait for it to show a connection to the broadband modem. Lastly, plug in your SIPphone adapter.



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