User's Manual

for the

VP1000SBR

2.4GHz Digital Spread Spectrum Cordless VoIP Telephone with Integrated Router

To enjoy all the benefits of this product, please review the information contained in this manual

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Important Safety Instructions

BEFORE USING YOUR TELEPHONE EQUIPMENT, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK AND INJURY TO PERSON, INCLUDING THE FOLLOWING

1. **Read and understand all instructions.**
2. **Follow all warnings and instructions marked on the product.**
3. **Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.**
4. **Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool.**
5. **Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.**
6. **Slots and openings in the cabinet and the back or bottom are provided for ventilation. To protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.**
7. **This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.**
8. **Do not allow anything to rest on the power cord. Do not locate this product where the cord will be damaged by persons walking on it.**
9. **Do not overload wall outlet extension cords, as this can result in the risk of fire or electric shock.**
10. **Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on this product.**
11. **To reduce the risk of electric shock, do not disassemble this product. Instead, when some repair work is required, take the unit to a qualified technician. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.**
12. **Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:**
    a. When the power supply cord or plug is damaged or frayed.
    b. If liquid has been spilled into the product.
    c. If the product has been exposed to rain or water.
    d. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
    e. If the product has been dropped or cabinet has be damaged.
    f. If the product exhibits a distinct change in performance.
13. **Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.**
14. **Do not use the telephone to report a gas leak in the vicinity of the leak.**
15. **This power unit is intended to be correctly oriented in a vertical or floor mount position.**
16. ⚠ Use only with Class 2 (Classe 2) power source 9VDC 700mA - ◉ +

SAVE THESE INSTRUCTIONS

Safety Instructions for Handset Battery Pack

CAUTION:
There is a danger of explosion if the battery is incorrectly replaced. Use only an approved battery pack in the handset of your VP1000SBR Cordless Telephone. To reduce the risk of fire or injury, always do the following when replacing, discarding, or charging battery, when handling the batteries, be careful not to short the battery with conducting materials such as rings, bracelets, and keys. The Battery or conducting material may overheat and cause burns. Use only the following type and size of battery pack:

FOR HANDSET UNIT:
GP60AAAH3BMXZ 3.6V 600mAh GPI INTERNATIONAL LIMITED

CONTAINS NICKEL-METAL HYDRIDE BATTERY. BATTERY MUST BE RECYCLED OR DISPOSED OF PROPERLY

1. **Do not dispose of the battery in a fire. The cell may explode. Check with local codes for possible special disposal instructions.**
2. **Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.**
3. **Exercise care in handling batteries in order not to short the battery with conducting materials such as rings, bracelets and keys. The battery or conductor may overheat and cause burns.**
4. **Charge the batteries provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.**
5. **Observe proper polarity orientation between the battery(ies) and battery charger.**
6. **Do not mix old and new batteries in this product.**
7. **Do not mix batteries of different sizes or from different manufacturers in this product.**

SAVE THESE INSTRUCTIONS

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Statement of Private Communications

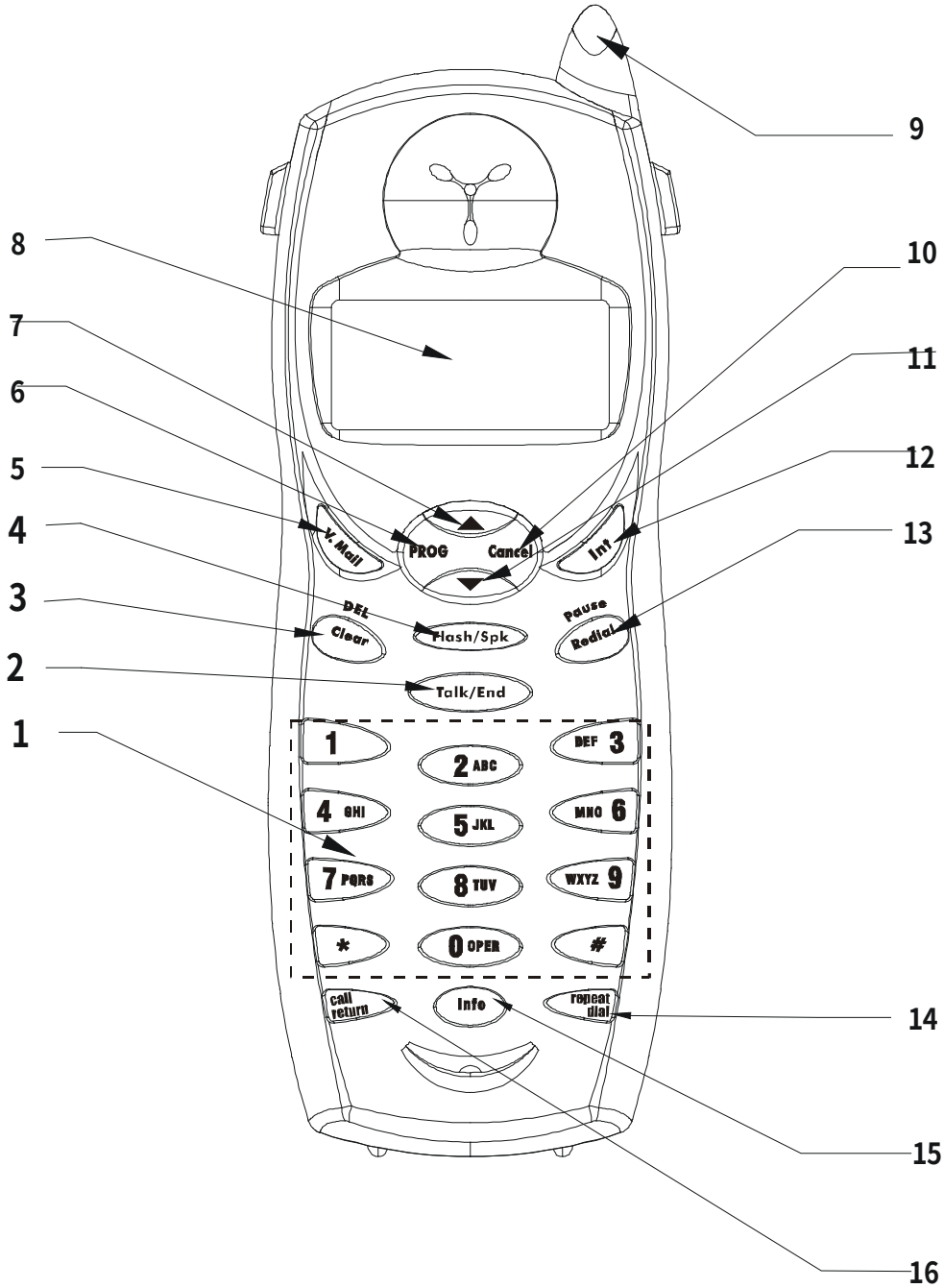
Privacy of communications may not be ensured when using this phone.

Package Includes (Parts List) for VP1000SBR (Master unit)

- Master Base
- Handset
- Ethernet cable
- 2 colored accent plates (in addition to 1 accent plate fastened to the handset)
- Belt clip

- Desk-stand bracket
- Charger

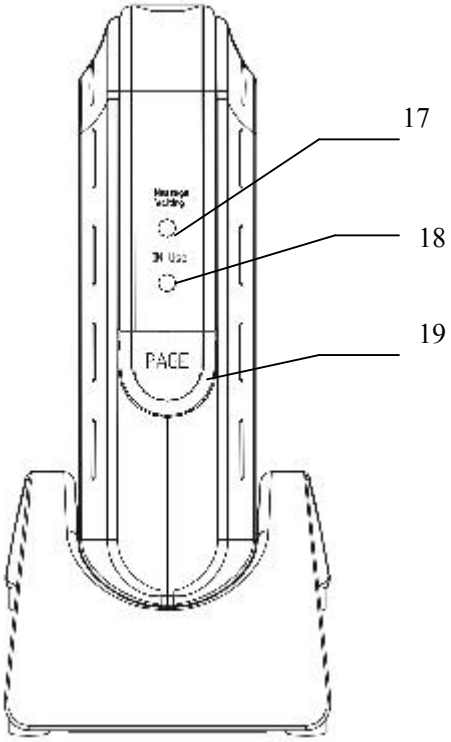
Handset and Base Layouts



1	Keypad (0-9; *; #)	9	Message Waiting Indicator (LED)
2	Start/End Calls	10	Cancel
3	Clear/Delete	11	Volume ▼/ Scroll ▼
4	Flash/Speakerphone	12	Intercom
5	Voice Mail	13	Redial/Pause
6	Program	14	Repeat Dial
7	Volume ▲ / Scroll ▲	15	Directory Info.

8 Display (LCD)

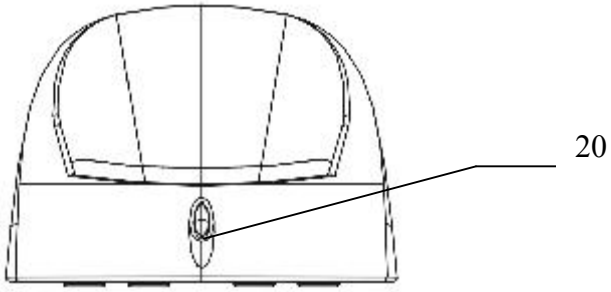
16 Last Call Return



17 Message Waiting Indicator

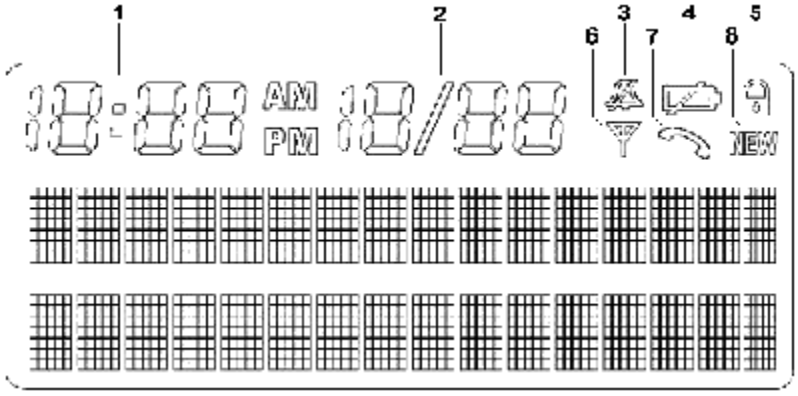
18 In Use Indicator

19 Page Handset



20 Charging Indicator

LCD Display



1. Caller ID Time
2. Caller ID Date
3. Ringer OFF icon (displayed when user turns the ringer off)
4. Low battery icon (on only if battery voltage is low)
5. Key lock icon (displayed when user locks the keypad)
6. In Service icon (displayed when Handset is ‘in range’ of the Base)
7. Off Hook icon (displayed when Handset is on an external or intercom call)
8. NEW icon (displayed when new Caller ID records have been received)

Chapter 1: Introduction

Congratulations on your purchase of the VP1000SBR VoIP cordless phone with integrated Router. The VP1000SBR provides a rich set of voice features and also contains a powerful router and firewall. The built-in router enables you to plug one or more PCs or other devices into your DSL or cable modem in addition to the VP1000SBR.

Your VP1000SBR package should include these items:

- VP1000SBR base unit
- One Cordless handset
- Two 3-meter Ethernet cables
- AC Power Adapter
- Safety Instructions
- User Guide

This user guide explains the basic steps for setting up, configuring, and operating the telephone features of the VP1000SBR:

- **Chapter 2: Connect the VP1000SBR**- this chapter covers how to connect the VP1000SBR to your cable or DSL modem and your PC(s).

- **Chapter 3: Setup the Handset** – this chapter covers how to setup your handset for use with the VP1000SBR.

- **Chapter 4: Configure your PC** – this chapter covers how to configure your PC to properly connect to the VP1000SBR.

- **Chapter 5: Configure your VP1000SBR** – this chapter covers how to configure the VP1000SBR's router using a web-based utility.

- **Chapter 6: Advanced Configuration**- this chapter covers how to configure the VP1000SBR's advanced routing features.

- **Chapter 7**: **Voice Telephone Features and Operations** – this chapter covers the many voice features that are available on your VP1000SBR.

Be sure to follow the instructions in Chapters 2 through 5 to insure that you are ready to connect to the internet and establish both voice and data service on your new VP1000SBR.

Chapter 2: Connect the VP1000SBR

Overview

The rear panel of the VP1000SBR is where both power and Ethernet connections are made:

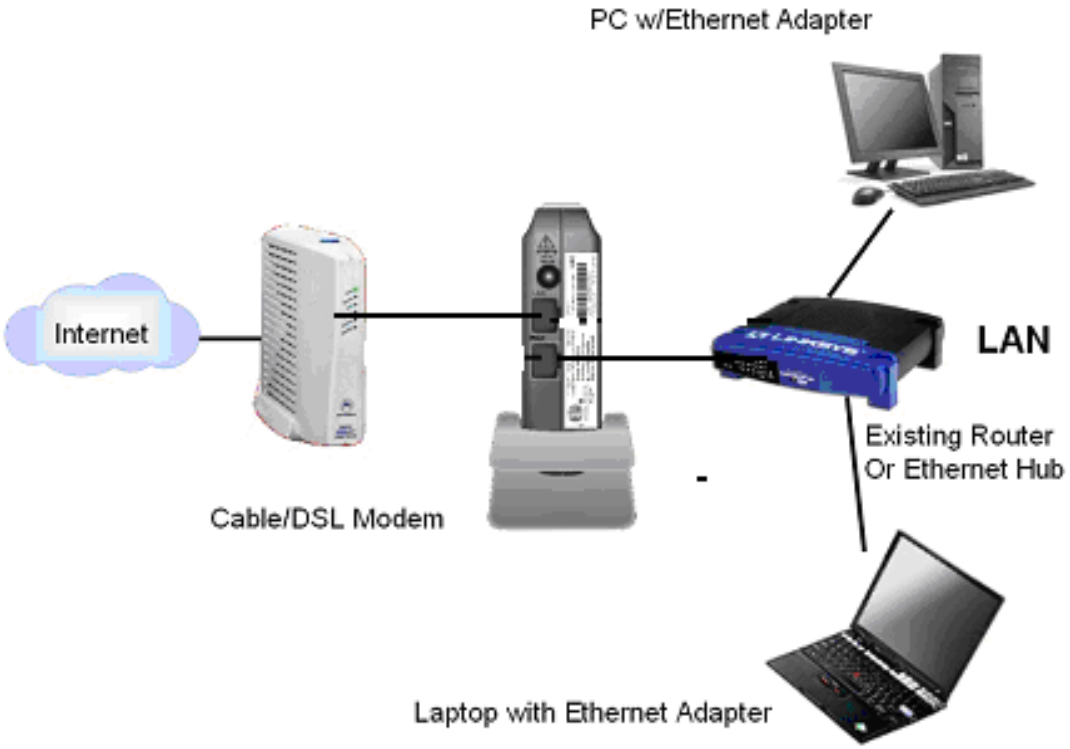
LAN	The LAN (Local Area Network) port is where you connect the cable to one of the following: your PC, your existing router, or an Ethernet hub or switch.
WAN	The WAN (Wide Area Network) port is where you connect the cable to your cable or DSL modem.

Power	The Power port is where you connect the cable from your power adapter.

The best way to connect the VP1000SBR depends upon your pre-existing network configuration. If you don't already own a router, or if your cable/dsl modem has an integrated router, you should use the configuration shown below for connecting your VP1000SBR.

If you already own a router, it is possible to continue using it in a series connection with the VP1000SBR. It is, however, strongly recommended that you don't reuse your router but instead add an external Ethernet hub if you need more ports to connect your computers.

If you would like to continue to use your existing router, or if you'd like to use an Ethernet hub to connect multiple PCs, you may connect them together as shown below:



Connecting your Hardware Together

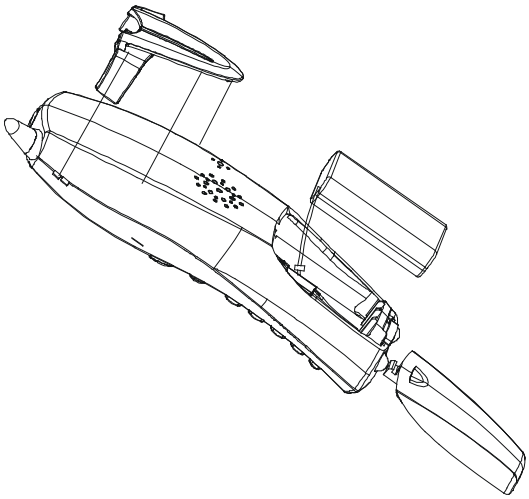
1. Before you begin, make sure all of the hardware you will be connecting is powered off.
2. Connect an Ethernet cable from the DSL or Cable modem to the WAN port on the back of the VP1000SBR.
3. If you have only one PC to connect to the VP1000SBR, connect an Ethernet cable to the LAN port on the back of the VP1000SBR and the other end of the cable to the LAN port on your PC's Ethernet adapter. Go to Step 6.
4. If you have an existing Router you would like to continue to use, connect one end of an Ethernet cable to the LAN port on the back of the VP1000SBR and the other end of the cable to the WAN port on the Router. Go to Step 6.
5. If you would like to connect multiple PCs through an Ethernet switch, connect one end of an Ethernet cable to the LAN port on the back of the VP1000SBR and the other end of the cable to an unused Ethernet port on the Ethernet switch.
6. Connect the power connector from your AC adapter to the port labeled "9V DC" on the back of the VP1000SBR. Plug the adapter into a wall outlet.
7. Power on the other devices that you have connected.

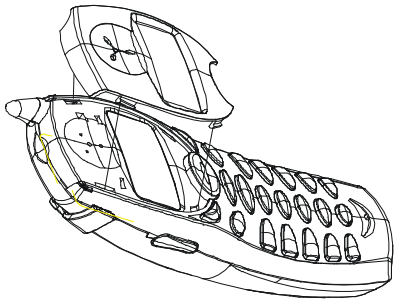
Your VP1000SBR is now ready for configuration (Chapter 4), but first you will need to setup and begin charging the handset.

Chapter 3: Setup the Handset

Follow these steps to install your battery and attach the optional belt clip:

1. Open the battery compartment by sliding the cover down.
2. Plug the Battery Pack connector into the Handset socket, then place the battery pack and wires in the compartment.
3. Slide the battery cover back into place.





4. (Optional) Attach the belt clip and change color face plate, if desired.
5. Place the handset in the base unit to begin charging. The unit should charge for 8 to 12 hours before first use. Note that it is normal for the battery compartment area to become warm during charging.

Chapter 4: Configure your PC

Overview

The instructions in this chapter will help you configure each of your computers to be able to communicate with the VP1000SBR. If you are re-using an existing router, please skip ahead to the section, "Configure a 2nd Router to work with the VP1000SBR" later in this chapter.

To communicate with the router in the VP1000SBR, your PCs must be configured to obtain an IP address automatically from the VP1000SBR. This IP address helps the computer communicate across the internet. It is quite likely that your computers are already configured that way, but the following instructions will help you make sure that is true.

Find out what operating system your computers are using and skip ahead to the appropriate section of this chapter that applies to you. You can find out what operating system you are running, such as Windows 95, 98, Millennium, 2000, or XP by:

- **Windows XP**: Click on the **Start** button, then **Control Panel** then click on **System**.

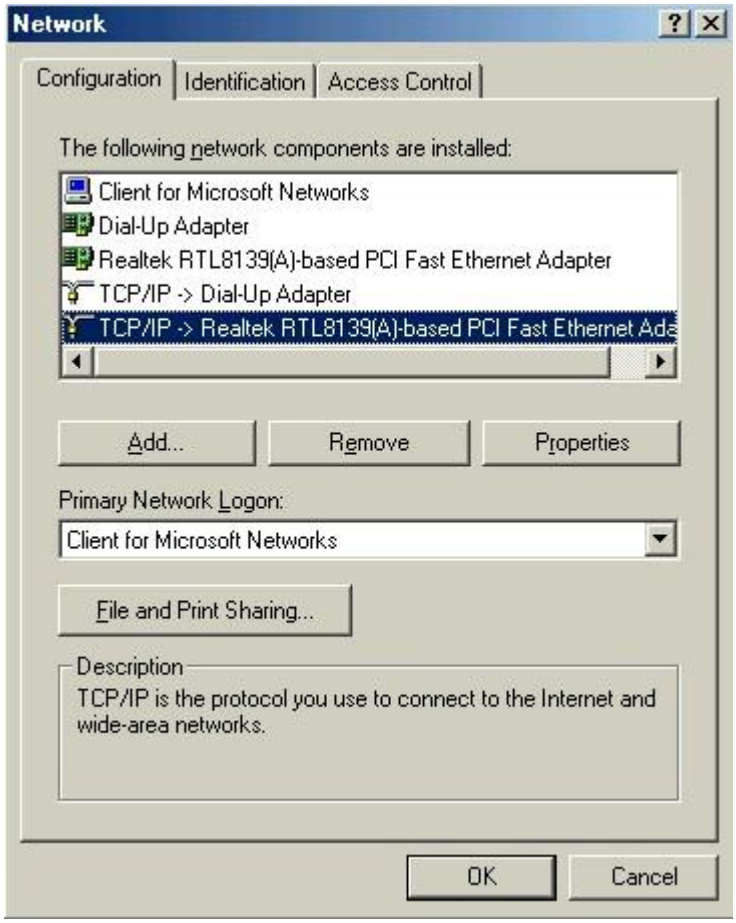
- **All other Windows Operating Systems**: Click on the **Start** button and then **Settings** and then click on **Control Panel**. Finally double click on **System**.

- **All other Operating Systems (Including Mac)**: Please see your system manual for instructions on enabling DHCP on your ethernet interface.

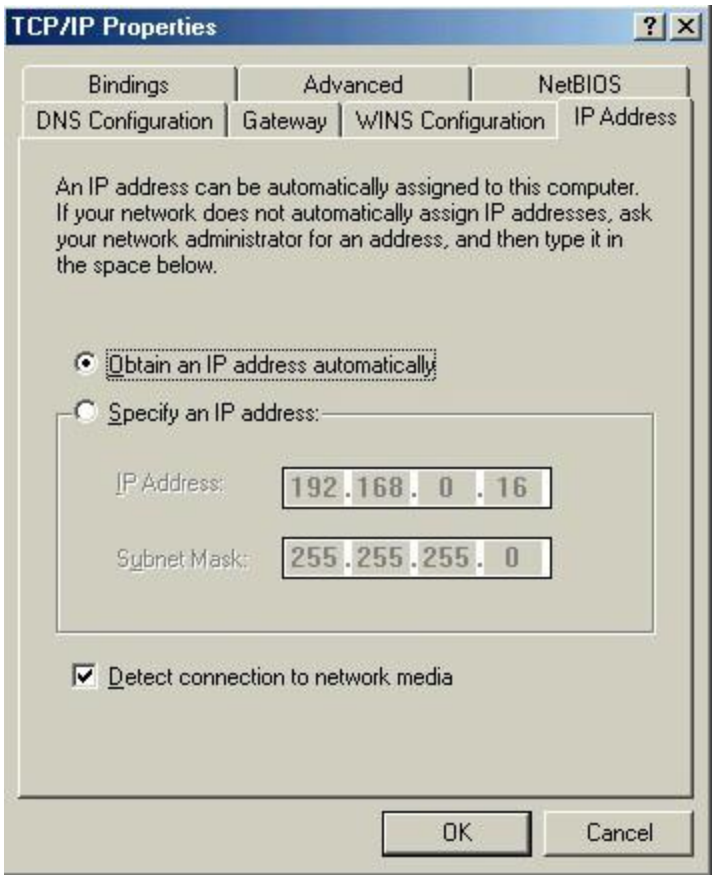
For the Windows OS, click cancel after you have identified your operating system.

Configuring Windows 95, 98, and Millennium PCs

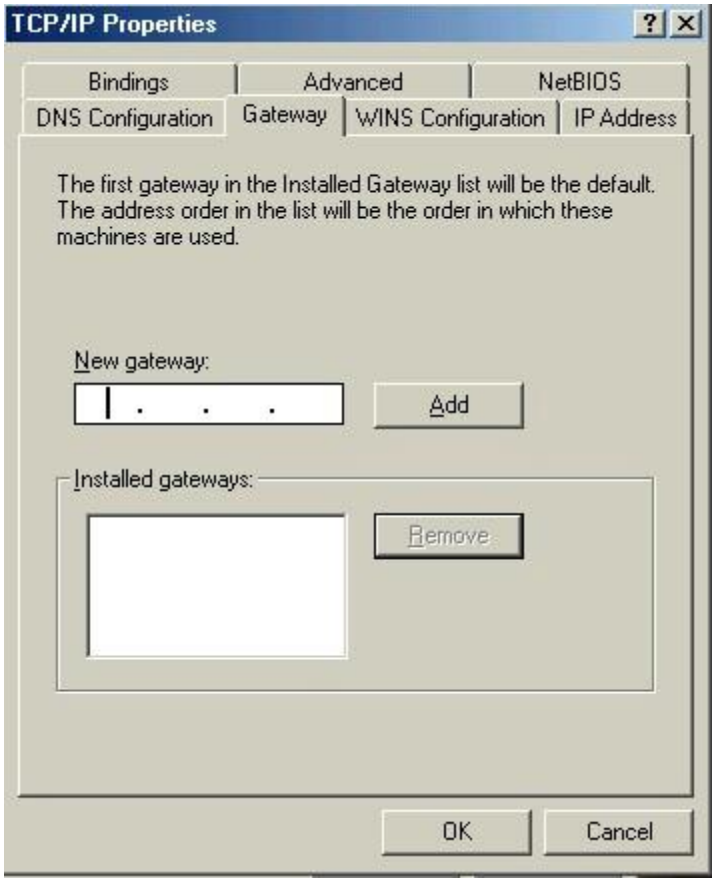
1. Go to the Network page by clicking on **Start** and then **Settings**. Click on **Control Panel** and then double-click on the **Network** icon to open the window below:



2. Select the **TCP/IP line** in the list that is associated with your Ethernet Adapter and click on the **Properties** button to open the window below:



3. Now click on the **Gateway** tab to open the window below:

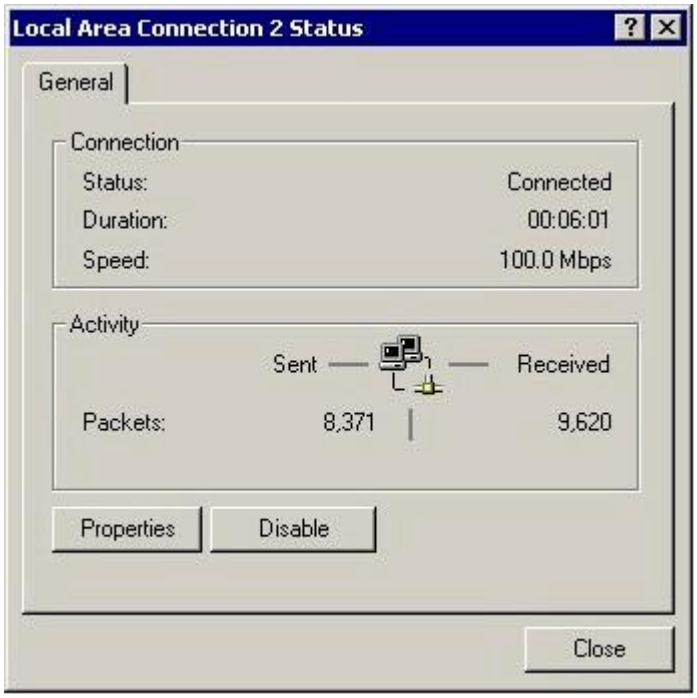


4. Remove any **Installed gateways** by clicking on the **Remove** button and then click on **OK**.
5. Click the **OK** button again. Windows may ask you to take additional steps at this point.
6. Finally, restart your PC if you have not already done so.

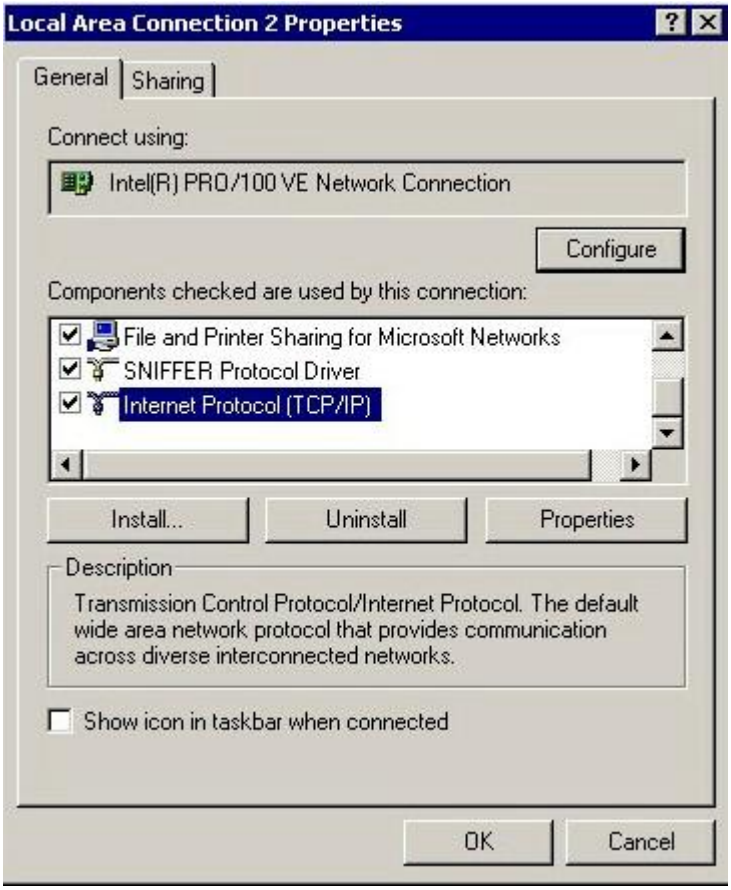
Configuring Windows 2000 PCs

These instructions assume you are running windows XP with the default interface. If you are using the Classic Interface, please follow the instructions for Windows 2000.

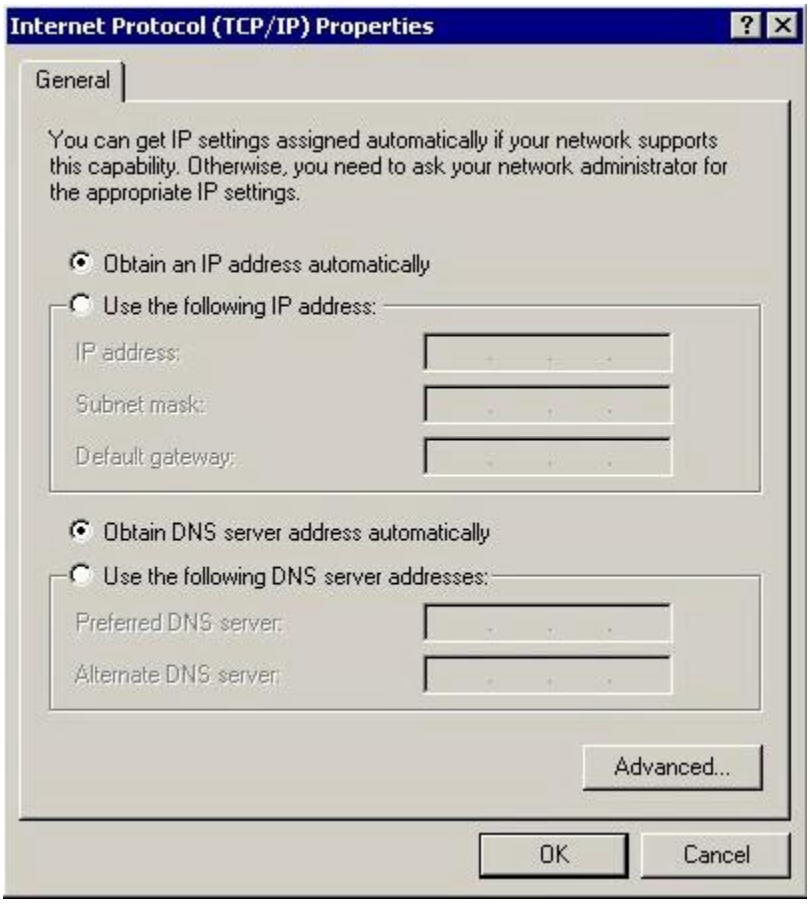
1. Find the Local Area Connection Status screen by clicking the **Start** button and then click on **Settings** and then **Control Panel**. From there, double click the **Network and Dial-up Connections** Icon, and finally the **Local Area Connection** item in the window that opens to see the window below (you may have several local area connection choices- choose the one that has your Ethernet adapter in the **Device Name** field):



2. Click the properties icon to see the window below and then select the item "**Internet Protocol (TCP/IP)"** from the list.



3. Click on the **Properties** button to see the window below:

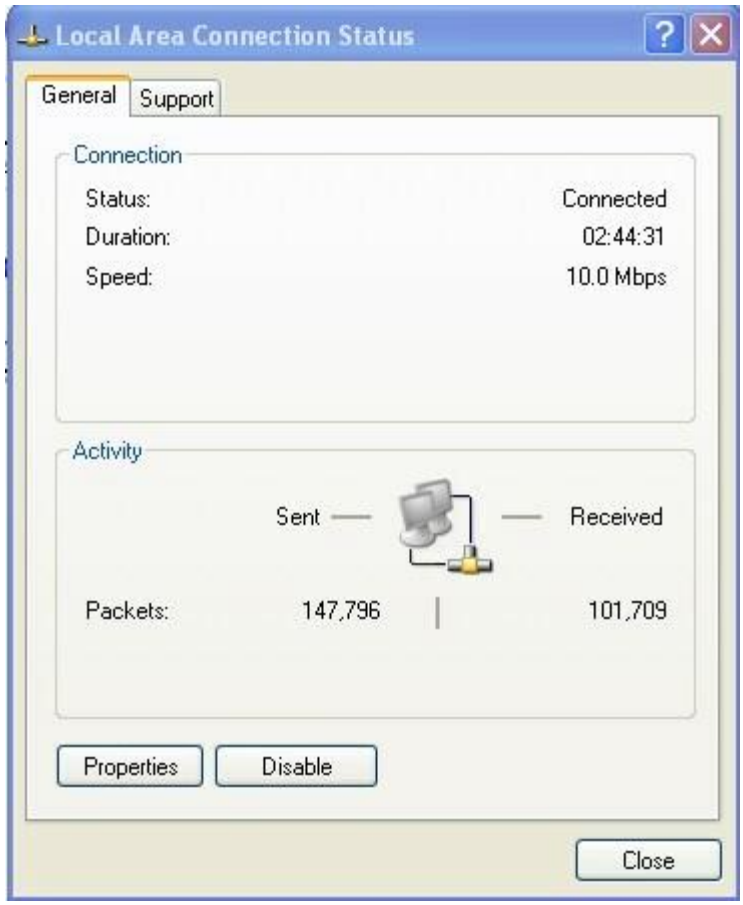


4. Select the items "**Obtain an IP address automatically**" and "**Obtain DNS server address automatically**" and then click **OK**. Click **OK** or **Close** button again to complete the setup.

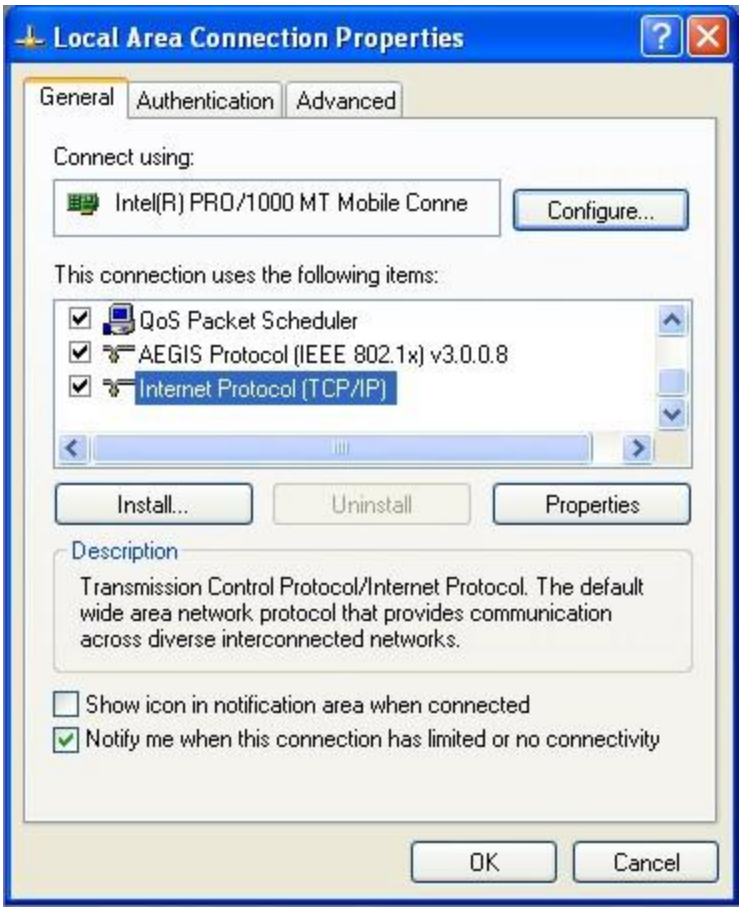
Configuring Windows XP PCs

These instructions assume you are running windows XP with the default interface. If you are using the Classic Interface, please follow the instructions for Windows 2000.

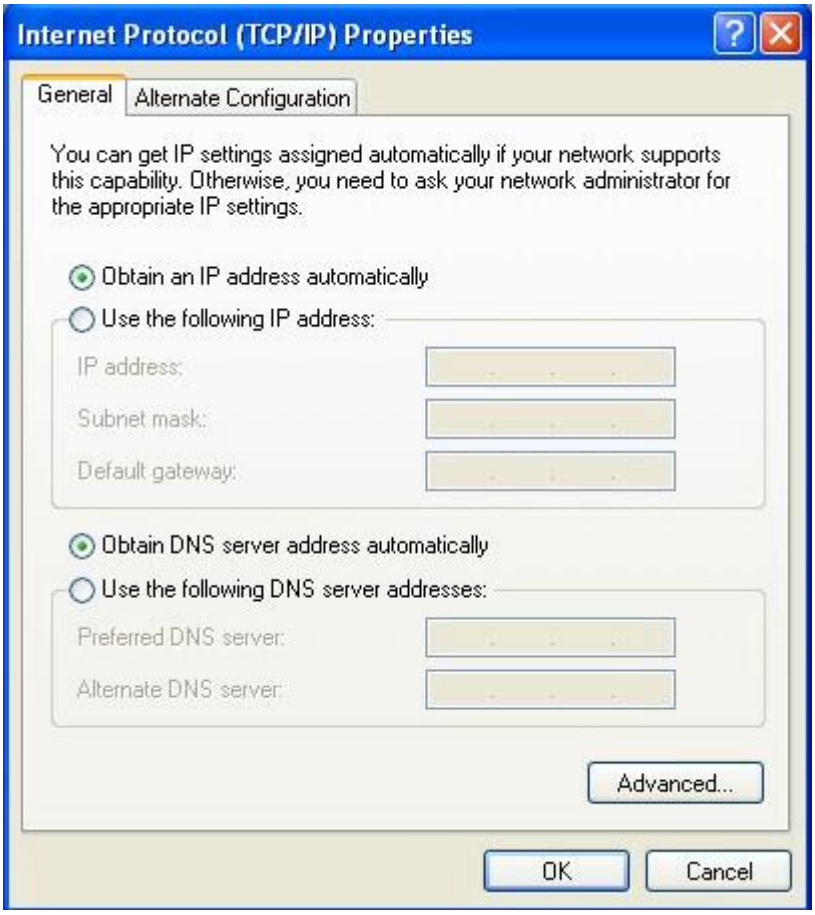
5. Find the Local Area Connection Status screen by clicking the **Start** button and then click on **Control Panel**. From there, click the **Network Connections** Icon, and finally the **Local Area Connection** item in the window that opens to see the window below:



6. Click the properties icon to see the window below and then select the item "**Internet Protocol (TCP/IP)"** from the list.

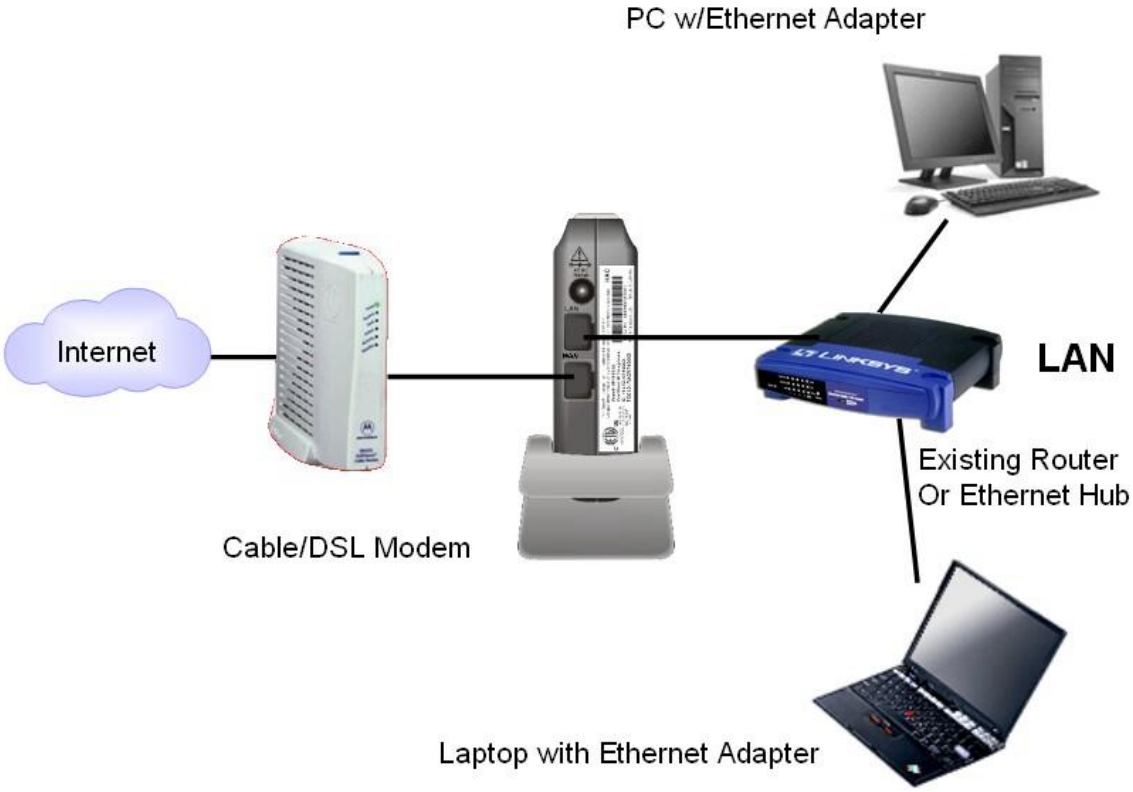


7. Click on the **Properties** button to see the window below:



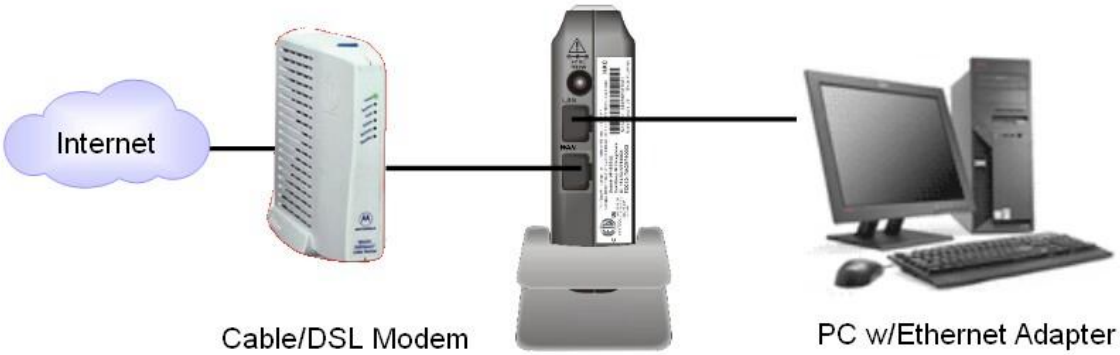
8. Select the items "**Obtain an IP address automatically**" and "**Obtain DNS server address automatically**" and then click **OK**. Click **OK** or **Close** button again to complete the setup.

Configuring a 2nd router to work with the VP1000SBR



Follow the instructions provided with your router to enable DHCP on the WAN interface of the router so that the VP1000SBR is able to communicate with your router. Since your computer(s) are still connected directly to your old router, you shouldn't have to change their configuration. Note that the WAN interface of your old router must be configured to use DHCP to obtain an IP address on its WAN port. . If manual addressing is preferred between the VP1000SBR and your 2nd router, see **Chapter 5** for information on how to configure a static IP address on the VP1000SBR's LAN port.

Integrated Cable Modems/Routers



Some service providers are now providing an integrated modem/router with their service. As long as the LAN ports on this router are configured to provide DHCP to devices that are plugged into it, you can simply plug the VP1000SBR into the modem/router and it should work as the VP1000SBR defaults to using DHCP on its WAN interface. If DHCP is not enabled on the modem/router's LAN port, it should be enabled so the VP1000SBR is able to obtain an IP address. If manual addressing is preferred, see **Chapter 5** for information on how to configure a static IP address on the VP1000SBR's WAN port.

Note that the voice quality provided by the VP1000SBR when operating behind a router may be diminished. It would be better to configure the integrate modem/router to act as a bridge instead of a router, and let the VP1000SBR act as the first router connected to your service provider. See your integrated modem/router user manual for help on how to do this. If you make the integrated modem/router a bridge, you will need to configure your VP1000SBR for the type of WAN interface that your service provider provides using the procedures described in **Chapter 5** (eg DHCP, Static, PPPoE).

Chapter 5: Configure the router in your VP1000SBR

This chapter will show you how to configure the router in your VP1000SBR so that you may gain access to the internet through your ISP (Internet Service Provider). More detailed instructions for all router options may be found in, "Chapter 6: Advanced Configuration".

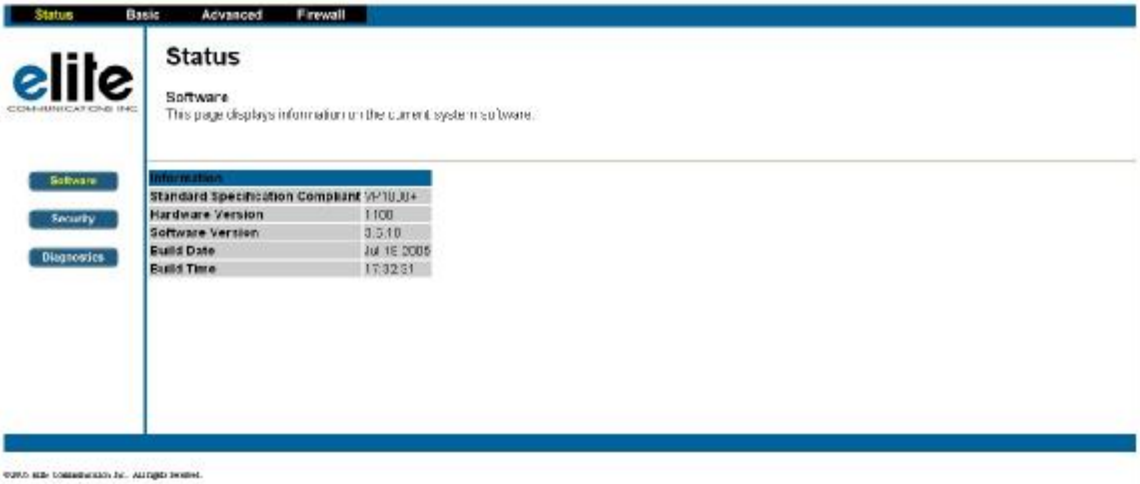
Your ISP will have provided information on how your PC should be configured for Internet Access. If you are replacing an existing router, you may be able to copy the

required information from the setup screens of that router. You will use this information to properly setup the options that are described below.

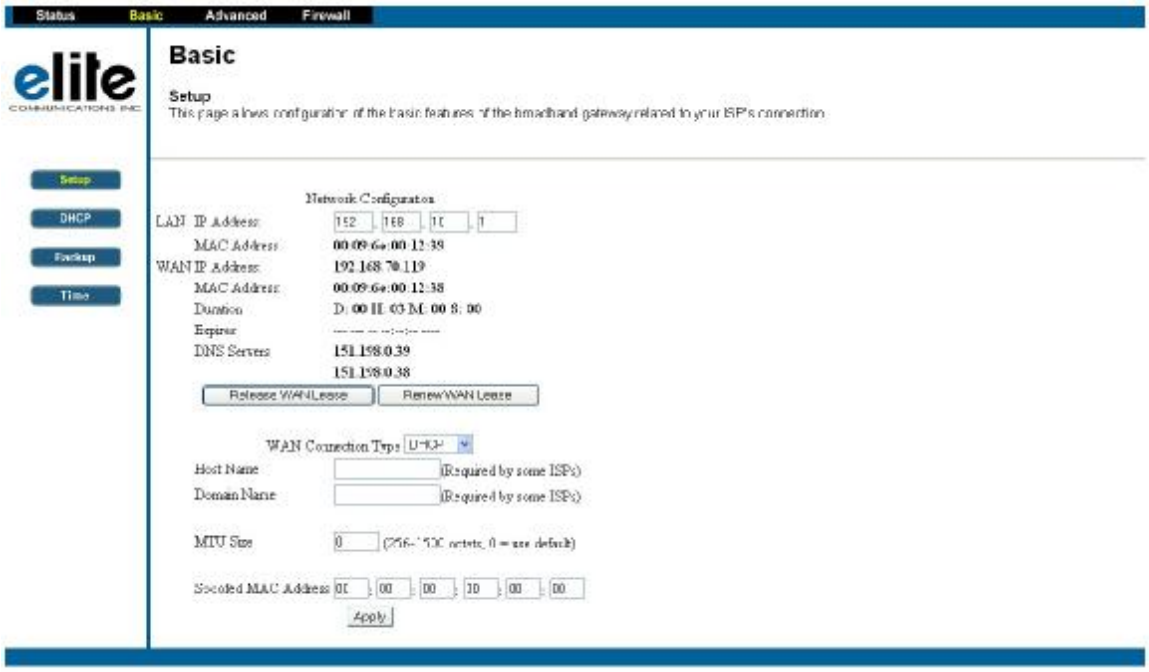
Before we begin, we must first connect using a web browser to the configuration screens of the VP1000SBR. These steps assume you have properly connected the router as described in, “Chapter 2: Connect the VP1000SBR” and configured your PC as described in, “Chapter 4: Configure your PC”.

1. Open the web browser on your PC (It is normal for an error screen to appear). Enter http://192.168. 0.1 in the web browser’s Address field and press the **Enter** key.
2. An **Enter Network Password** window, shown below, will open.

3. Enter **user** for the **User name** and **user** for the **Password** and click on **OK**. The browser should then show the screen below:



4. Click on the **Basic** menu item at the top of the screen to display this screen:

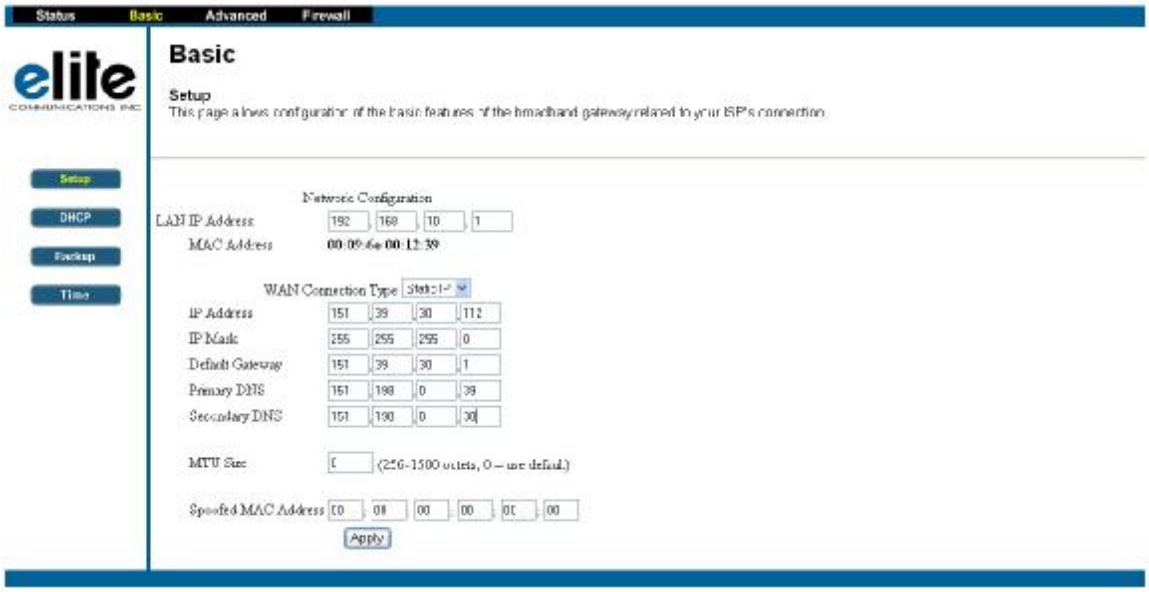


5. From the drop down menu for **WAN Connection Type** choose the type of connection provided by your ISP: **DHCP**, **Static IP**, or **PPPoE**.
6. Follow the appropriate step below for your connection type
    a. **For DHCP connections**:

If your ISP requires you to enter a **Host Name** or **Domain Name**, enter it into the fields provided. Do not change the other fields on this page (see, "**Chapter 6: Advanced Configuration"** for more information on the other fields). Click on **Apply** and go to step 7.

b. For Static IP

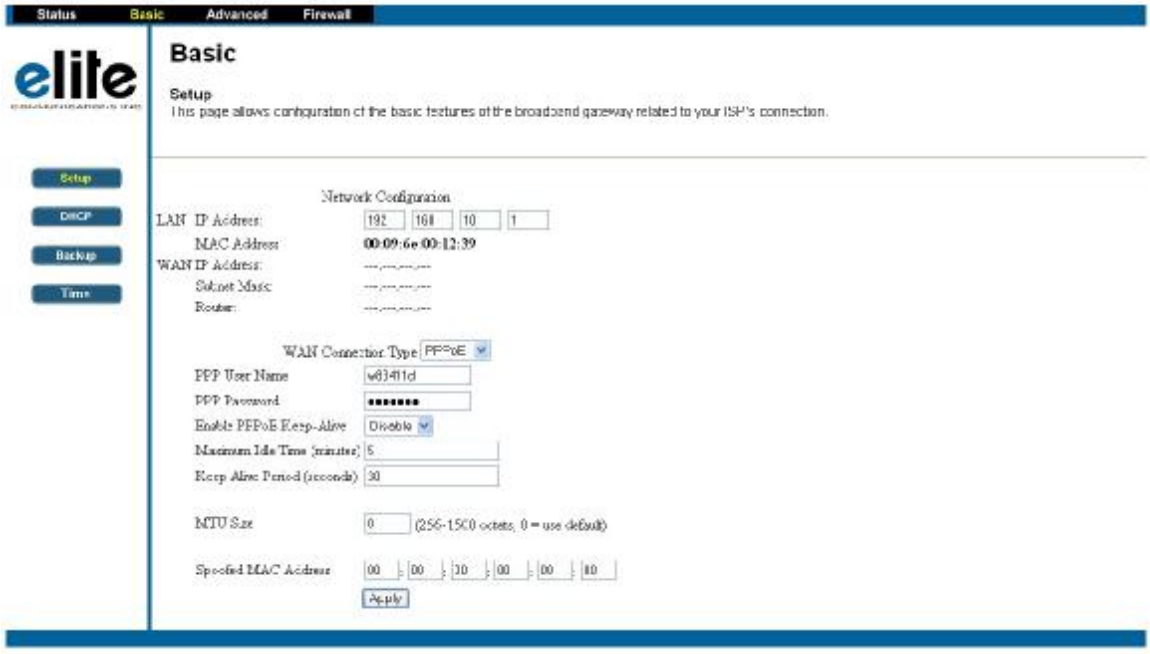
You will see the screen below after choosing **Static IP** from the drop down list:



Enter the IP address, IP Mask (subnet Mask), Default Gateway (Router), Primary DNS, and Secondary DNS provided by your ISP. Do not change the other fields on this page (see, "**Chapter 6: Advanced Configuration"** for more information on the other fields). Click on **Apply** and go to step 7.

c. For PPPoE

You will see the screen below after choosing **PPPoE** from the drop down list:



Enter the PPP User Name and PPP Password provided by your ISP. Do not change the other fields on this page (see, "**Chapter 6: Advanced Configuration"** for more information on the other fields). Click on **Apply** and go to step 7.

7. If you haven't already done so, click **Apply** to save the settings you have made
8. Reset the power to power to your cable or DSL modem.
9. Reset the power to your VP1000SBR.
10. Finally, you will need to shut down and restart all of the PCs (and Router if present) that are connected to the VP1000SBR. This will allow them to obtain a new IP address from the VP1000SBR.

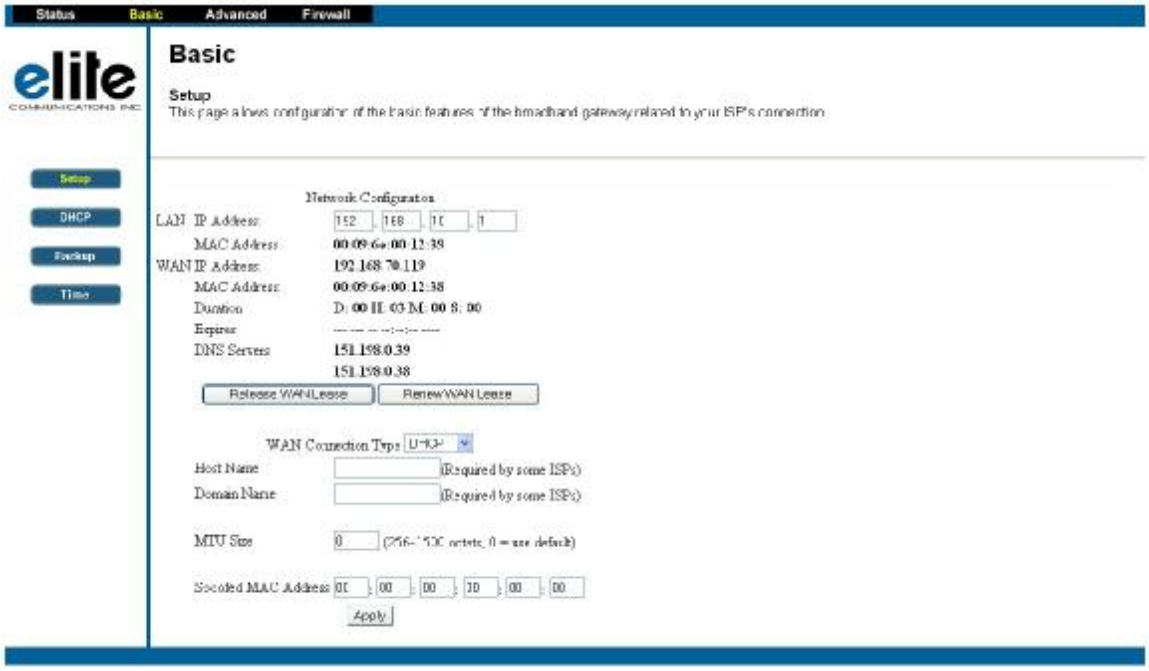
Chapter 6: Advanced Configuration

This chapter will provide instructions on all of the configuration options available for your VP1000SBR's router. A detailed description of every option that can be configured is provided in the following sections.

See Chapter 5 for detailed instructions on how to access the web configuration screens of your VP1000SBR.

Basic Setup DHCP

Select the Basic menu item at the top of the screen and the screen below will appear:



This page is used primarily to establish a connection with the ISP. There is a version of this page for DHCP, Static IP, and PPPoE connections. This page is for DHCP.

LAN IP Address: This is the IP address assigned to the LAN port on your VP1000SBR. The factory default value for this address is 192.168.0.1. This is the address that will be

entered to access the configuration web pages. If you change this value you must use the new address to access the web pages.

LAN MAC Address: This is the MAC address of the LAN port's physical interface.

WAN IP Address: This is the IP address currently assigned to the WAN port of the VP1000SBR.

WAN MAC Address: This is the MAC address of the WAN port's physical interface.

Duration: This is the duration of the IP address lease that has been provided by the ISP using DHCP.

Expires: This is the expiration time and date of the current IP address lease that has been provided by the ISP using DHCP.

DNS Servers: These are the IP addresses of the Primary and Secondary DNS server that has been provided by the ISP using DHCP.

Release WAN Lease: Clicking on this item will release the current IP address lease that has been provided by the ISP using DHCP. You must select **Renew WAN Lease** after clicking this button or your router cannot operate.

WAN Connection Type: This drop down list is used to select the WAN connection type.

Host Name: Some ISPs need to have the host name field populated with this value when a DHCP request is made. Your ISP will provide this value if needed.

Domain Name: Some ISPs need to have the domain name field populated with this value when a DHCP request is made. Your ISP will provide this value if needed.

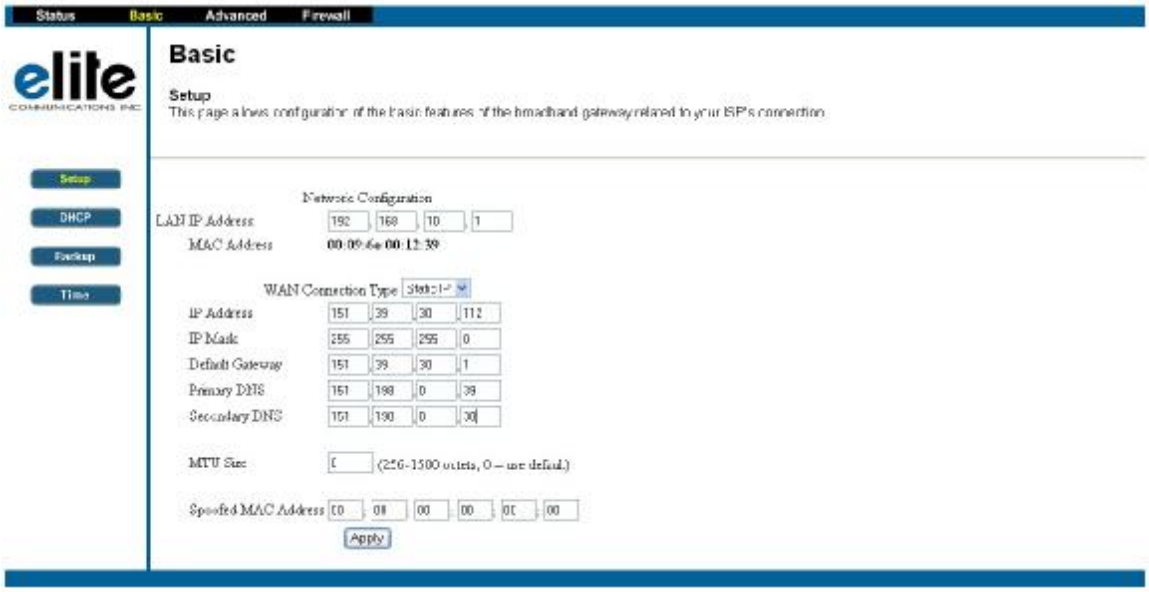
MTU Size: This field is used to modify the maximum size of packets that are sent before they are fragmented into smaller packets. The default value is 1500 when 0 is entered. Permitted values are 256 to 1500.

Spoofed MAC Address: Some ISPs require the device connected to the cable or DSL modems to use a specific MAC address. You can enter a value in this field to force the VP1000SBR to use the MAC address you specify on the WAN port.

Apply: You must click on **Apply** for the settings to be saved.

Basic Setup Static IP

Select the **Basic** menu item at the top of the screen and choose **Static IP** as the **WAN Connection Type** and the screen below will appear:



This page is used primarily to establish a connection with the ISP. There is a version of this page for DHCP, Static IP, and PPPoE connections. This page is for Static IP.

LAN IP Address: This is the IP address assigned to the LAN port on your VP1000SBR. The factory default value for this address is 192.168.0.1. This is the address that will be entered to access the configuration web pages. If you change this value you must use the new address to access the web pages.

LAN MAC Address: This is the MAC address of the LAN port's physical interface.

WAN Connection Type: This drop down list is used to select the WAN connection type.

IP Address: Enter in this field the IP address you would like to assign to the WAN port of the VP1000SBR. This should be provided by your ISP.

IP Mask: Enter in this field the IP Mask or Subnet Mask associated with the WAN. This should be provided by your ISP.

Default Gateway: Enter in this field the Default Gateway or Router IP address to be used by the VP1000SBR. This should be provided by your ISP.

Primary DNS: Enter in this field the Primary DNS IP address to be used by the VP1000SBR. This should be provided by your ISP.

Secondary DNS: Enter in this field the Primary DNS IP address to be used by the VP1000SBR. This should be provided by your ISP.

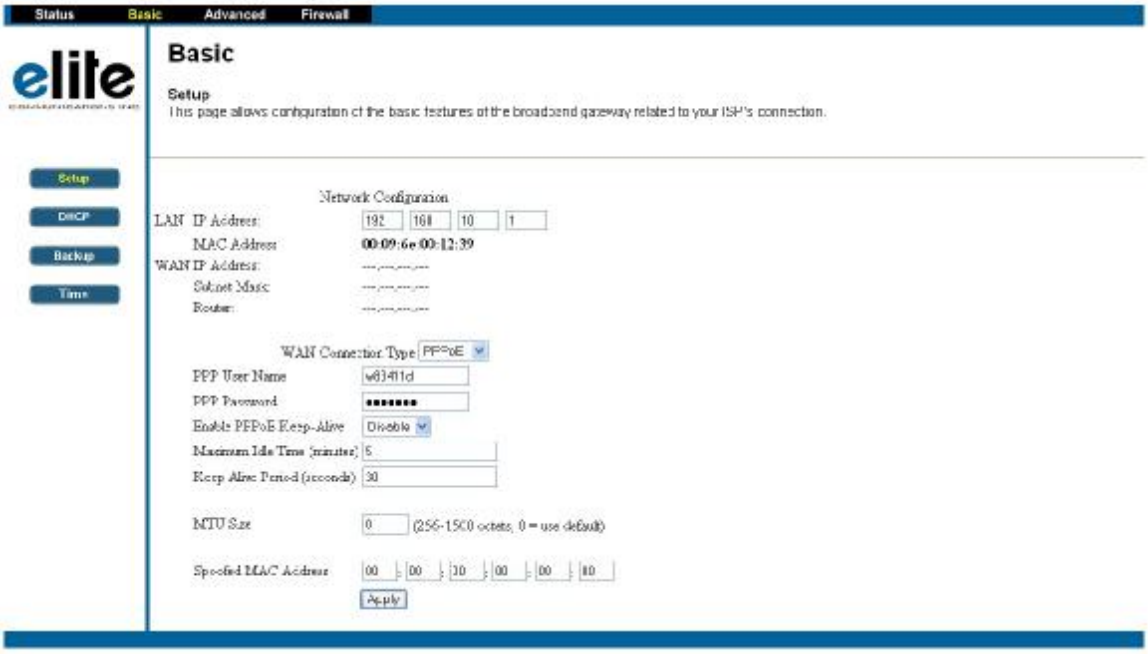
MTU Size: This field is used to modify the maximum size of packets that are sent before they are fragmented into smaller packets. The default value is 1500 when 0 is entered. Permitted values are 256 to 1500.

Spoofed MAC Address: Some ISPs require the device connected to the cable or DSL modems to use a specific MAC address. You can enter a value in this field to force the VP1000SBR to use the MAC address you specify on the WAN port.

Apply: You must click on **Apply** for the settings to be saved.

Basic Setup PPPoE

Select the **Basic** menu item at the top of the screen and then **PPPoE** as the **WAN Connection Type** and the screen below will appear:



This page is used primarily to establish a connection with the ISP. There is a version of this page for **DHCP**, **Static IP**, and **PPPoE** connections. This page is for **PPPoE**.

LAN IP Address: This is the IP address assigned to the LAN port on your VP1000SBR. The factory default value for this address is 192.168.0.1. This is the address that will be entered to access the configuration web pages. If you change this value you must use the new address to access the web pages.

LAN MAC Address: This is the MAC address of the LAN port's physical interface.

WAN IP Address: This is the IP address currently assigned to the WAN port of the VP1000SBR.

Subnet Mask: This is the subnet mask used with the WAN IP Address that has been assigned to the VP1000SBR.

Router: This is the Default Gateway or Router IP address that has been assigned to the VP1000SBR.

WAN Connection Type: This drop down list is used to select the WAN connection type.

PPP User Name: Enter in this field the PPP User Name that was provided by your ISP. This user name is used to authenticate the PPP session with the ISP.

PPP Password: Enter in this field the PPP Password that was provided by your ISP. This user name is used to authenticate the PPP session with the ISP.

Enable PPPoE Keepalive: Select **enable** if you would like to keep your PPPoE session active at all times by using a Keepalive timer. This would be useful if its important that you have very low latency responses to internet requests at all times. Otherwise, your PPPoE session may timeout and it may take a second or two to reconnect.

Maximum Idle Time (minutes): Enter in this field the number of minutes after which you would like the PPPoE session to be disconnected. This setting is ignored if **PPPoE Keepalive** is enabled.

Keep Alive Period (seconds): Enter in this field the number of seconds between keep alive messages. 30 seconds is a good value to choose for the keep alive period. This setting is ignored if **PPPoE Keepalive** is disabled.

MTU Size: This field is used to modify the maximum size of packets that are sent before they are fragmented into smaller packets. The default value is 1500 when 0 is entered. Permitted values are 256 to 1500.

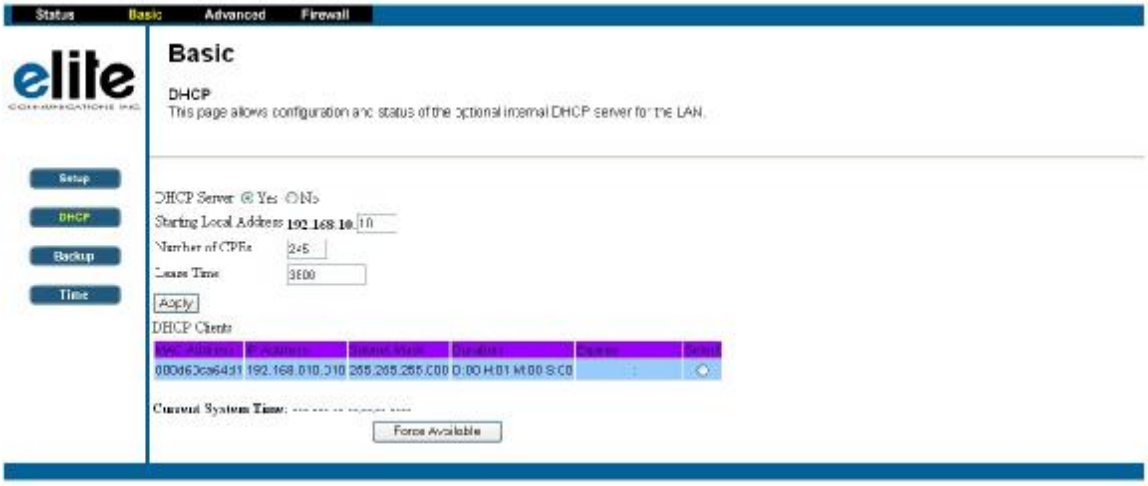
Spoofed MAC Address: Some ISPs require the device connected to the cable or DSL modems to use a specific MAC address. You can enter a value in this field to force the VP1000SBR to use the MAC address you specify on the WAN port.

Apply: You must click on **Apply** for the settings to be saved.

DHCP Server Setup

The VP1000SBR has a DHCP server that can hand out IP addresses to devices connected to the LAN interface. Most networks will use DHCP to automate the assignment of IP addresses to PCs on the network, but this can be disabled if you would like to manually make these assignments for some or all of your PCs. You can reserve some of your subnet's IP addresses for manual configuration by limited the address range of IP addresses that DHCP distributes.

Click on the **Basic** menu item at the top of the page, and then **DHCP** on the left side of the page to see the setup page below:



DHCP Server: Click Yes or No to enable or disable the DHCP server.

Starting Local Address: Enter in this field the address of the first IP address you would like to hand out using the DHCP server. Do not enter 1 as this address is reserved for the VP1000SBR.

Number of CPEs: Enter in this field the total number of IP Addresses that you would like the DHCP server to hand out. The number you enter here when added to the number you entered for the **Starting Local Address** should total less than 254.

Lease Time: Enter in this field the time in seconds that you would like the DHCP leases to last before they expire. This value may range from 0 (for an infinite release) up to 30000000 seconds. A value of about 21600 (6 hours) is recommended.

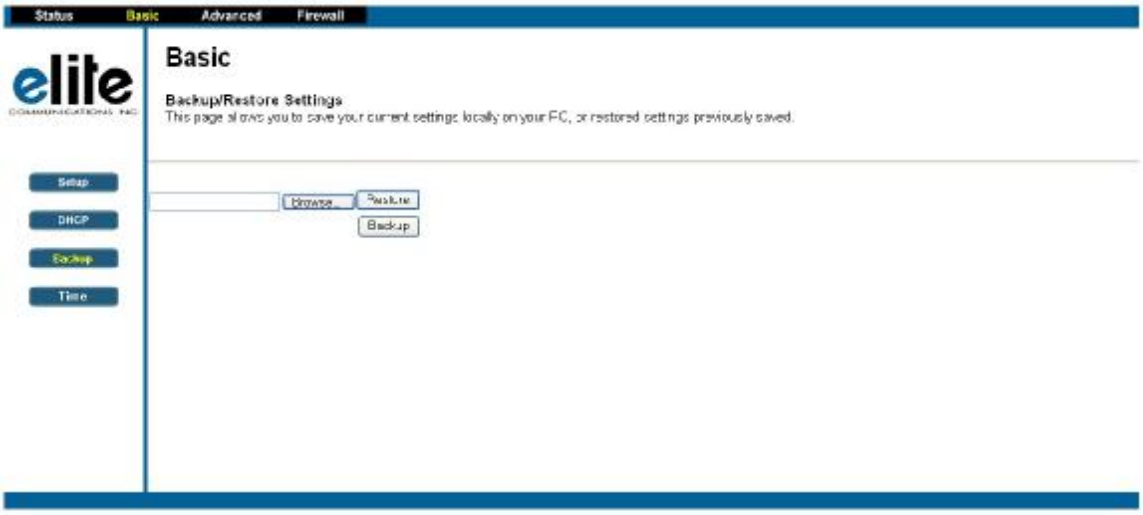
Apply: You must click on **Apply** for the settings to be saved.

DHCP Clients: This table will list the active leases that have been handed out by the DHCP server. You may force a lease to be released by selecting an entry in the table and clicking the **Force Available** button.

Configuration Backup and Restore

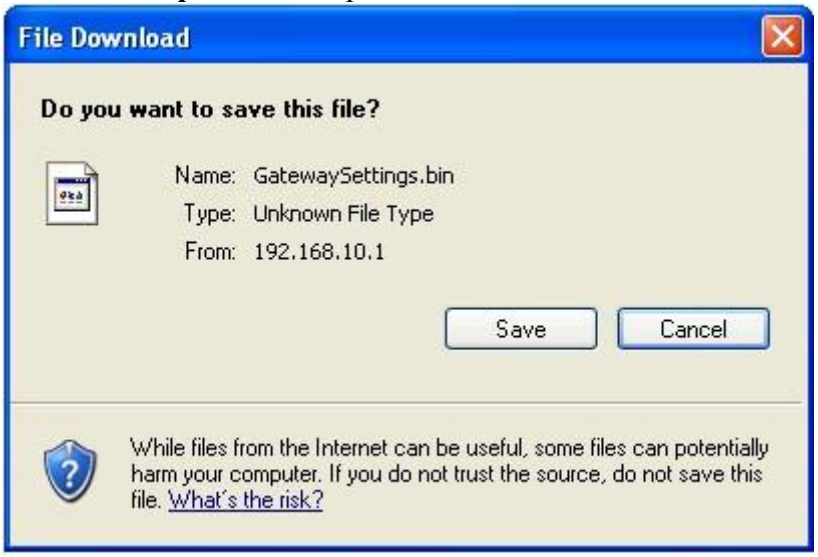
You may backup all of your configuration settings to a file on your PC that is running the web browser you are using to setup the VP1000. A backup is a good idea in the event that you make changes and want to return to a previous setup. You can easily restore settings using the same screen.

Click on the **Basic** menu item at the top of the screen and then **Backup** on the left side of the screen to see the screen below:

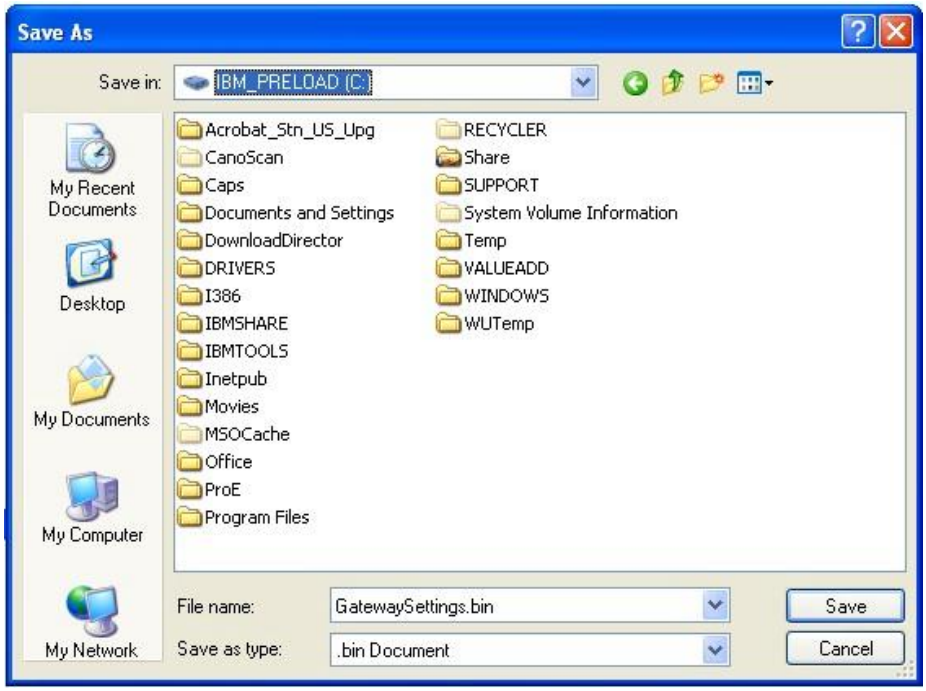


To backup your settings

1. Click on the **Backup** button to open this file selection window:



2. Click on **Save** and this window will opening asking you to confirm the file name of where to save the backup data.

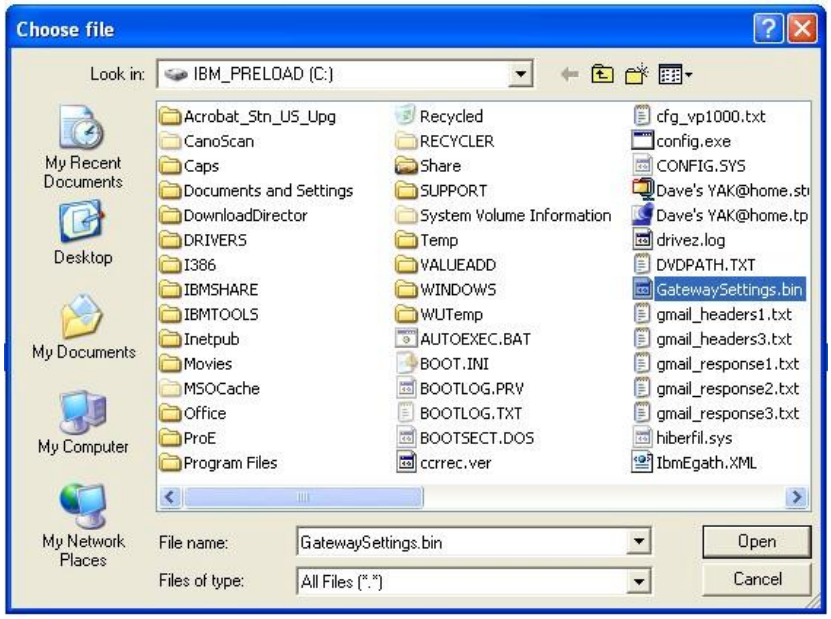


3. You may modify the file name to make it easier to remember but it is recommended that you leave the file type set to **.bin**. Click on Save and then you will see the window below:

4. This window indicates the file has been saved. Click on **Close** to continue.

To restore your configuration settings from a file on the PC to the VP1000SBR follow these steps:

1. Click on the Browse button and the window below will open:

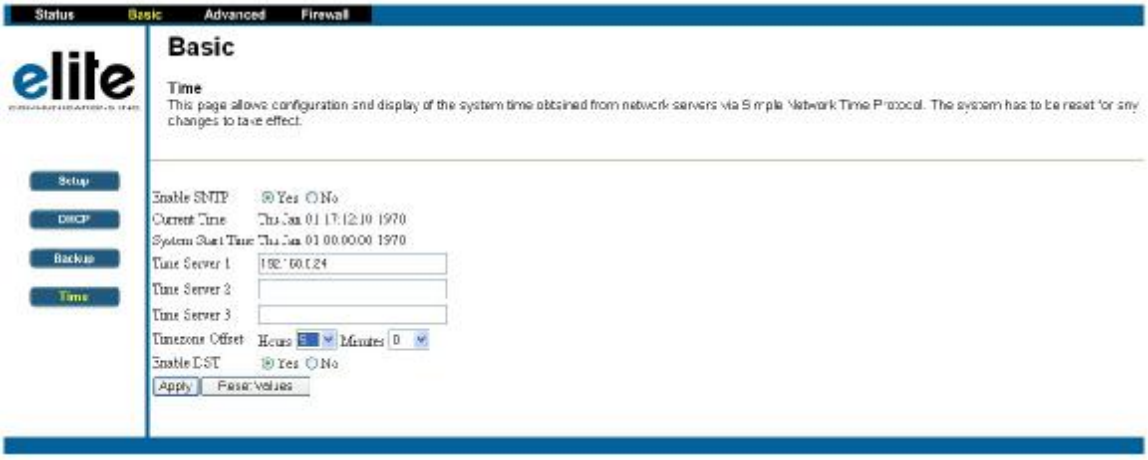


2. Select the configuration file you would like to restore and click **Open.**
3. Click on the Restore button and if it is successful you will see the message "Import Successful!" printed on the screen. Your VP1000SBR is now using the configuration that was in the file you loaded.

Configuring the Network Time Servers

The VP1000SBR uses the network time to apply timestamps to the Caller ID information for incoming telephone calls.

To configure the network time server click on the Basic menu item at the top of the page and then click on Time on the left side of the screen. The window shown below will open:



Enable SNTP: Click on **Yes** or **No** to enable or disable the SNTP (Simple Network Time Protocol) client in the VP1000SBR.

Current Time: This shows the current time that has been retrieved from the time server.

System Start Time: This shows the date and time base used for time updates.

Time Server 1: Enter in this field the IP address or Fully Qualified Domain Name (FQDN) of the primary SNTP server. A fully qualified domain name would look like **ntp.nasa.gov**.

Time Server 2: Enter in this field the IP address or Fully Qualified Domain Name (FQDN) of the secondary SNTP server. A fully qualified domain name would look like **ntp.nasa.gov**.

Time Server 3: Enter in this field the IP address or Fully Qualified Domain Name (FQDN) of the tertiary SNTP server. A fully qualified domain name would look like **ntp.nasa.gov**.

Timezone Offset: Choose from the dropdown list the time zone offset in hours and minutes from GMT for your location. An easy way to check your offset is by checking our Windows Clock settings. To do this, double click on the clock in the lower right hand corner to the display date and time properties. Then click on the **Time Zone** tab to see the time zone that has been applied to your computer. The number is displayed as GMT +/- 12 hours.

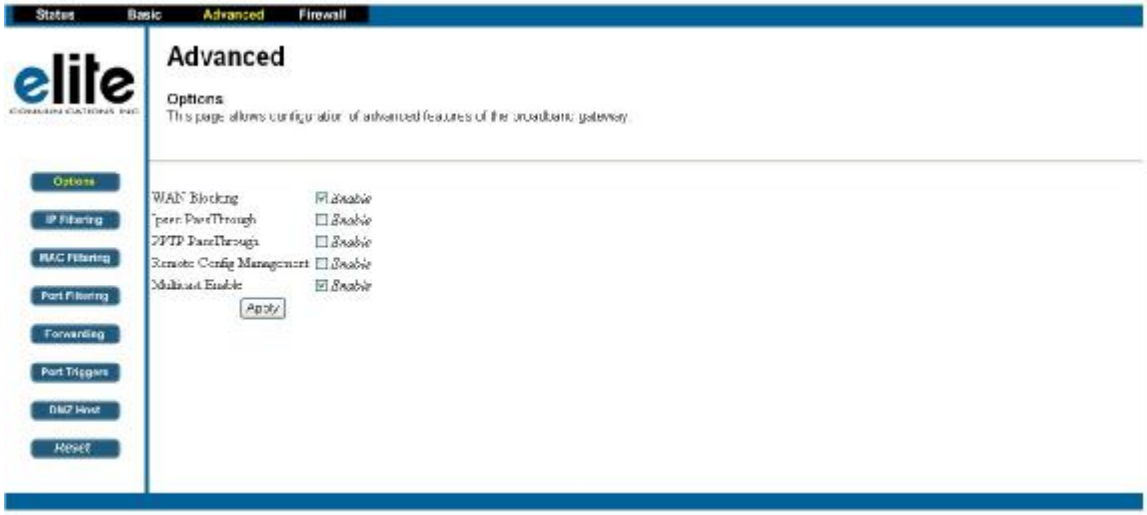
Enable DST: Click on Yes or No to enable or disable daylight savings time adjustments.

Apply: You must click on **Apply** for the settings to be saved. For the values to take effect you must also reset the VP1000SBR through the Advanced Menu or unplug and plug the power to your VP1000SBR.

Configuring Router Options

There are several miscellaneous routing options that may be enabled or disable on your VP1000SBR.

To configure these options click on the Advanced menu item at the top of the screen and then Options on the left side of the screen to see the screen below:



WAN Blocking: Check this item to make your router less visible to hackers and others on the public internet. This will make the router and your PCs more secure.

IPSec PassThrough: Check this item to enable the router to pass IPSec traffic. If you plan to use an IPSec VPN client on any of the LAN connected PCs you should enable this feature.

PPTP PassThrough: Check this item to enable the router to pass PPTP traffic. If you plan to use a PPTP VPN client on any of the LAN connected PCs you should enable this feature.

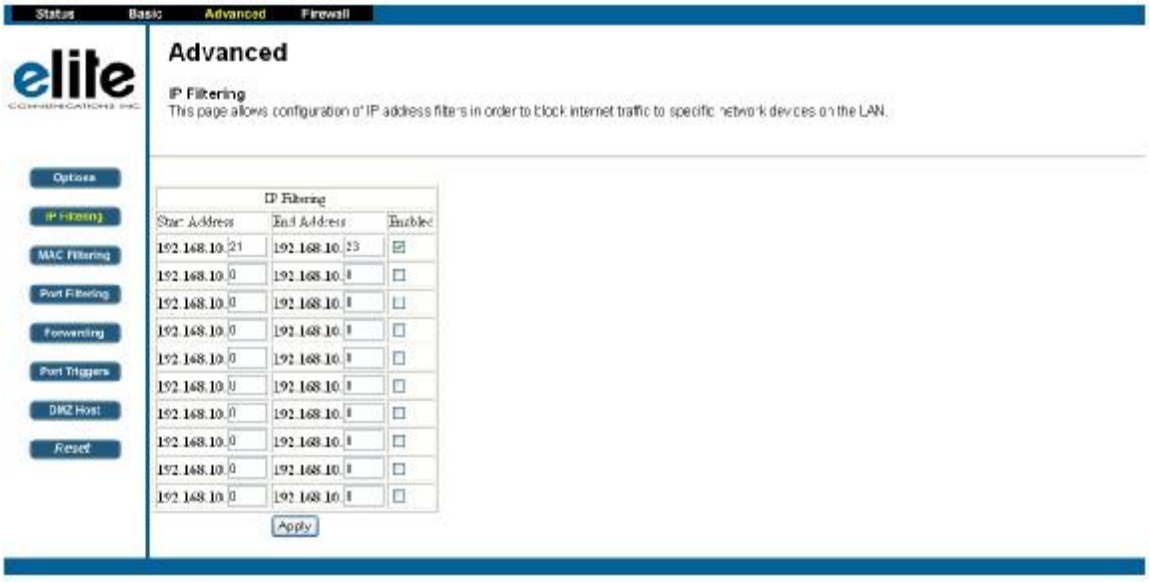
Remote Config Management: Check this item to enable your VP1000SBR to be managed remotely over the internet. It is highly recommended that you keep this item disabled to prevent security intrusions into your VP1000SBR as it exposes your configuration interface to the internet. To access the VP1000SBR from the internet with remote management enabled, you would type http://151.131.23.33:8080 into your web browser where 151.131.23.33 would be replaced by the WAN IP address assigned to the VP1000SBR.

Multicast Enable: Check this item to allow the VP1000SBR to forward multicast packets to devices on the LAN.

Configuring IP Filtering

IP Filtering may be used to prevent PCs at specific IP addresses from accessing the internet though the VP1000SBR. It is recommended that you use this in conjunction with manual IP addresses as the DHCP server may hand out different IP addresses to the same computer over time which would make it difficult to block fixed ranges.

To configure IP Filtering, click on the menu item **Advanced** at the top of the screen and then **IP Filtering** on the left side of the screen to see the screen below:



Up to 10 IP address ranges may be selectively blocked.

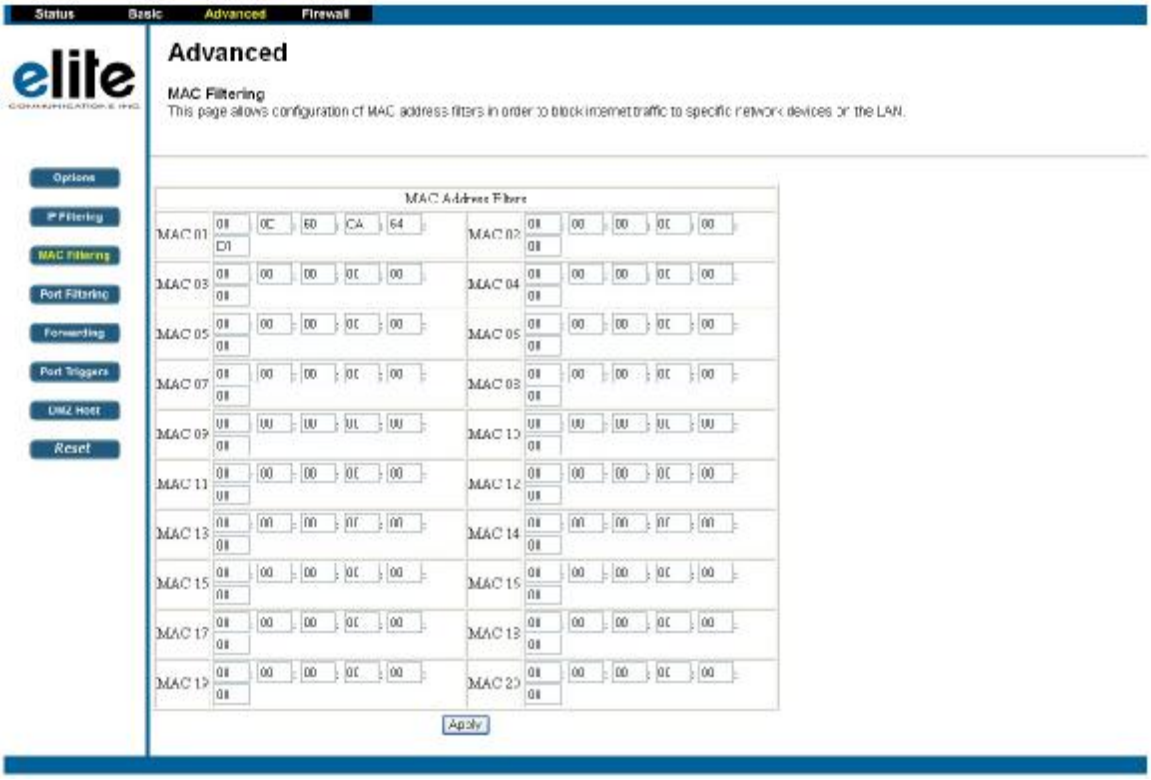
In the example above, the router will block IP addresses 192.168.10.21, 192.168.10.22, and 192.168.10.23 from accessing the internet.

To block a specific range first enter the **Start Address** of the range in the field provided, then the **End Address** of the range in the field provided, and then check the enable box. You must finally click on **Apply** for the settings to be saved.

Configuring MAC Filtering

MAC Filtering may be used to prevent specific PCs from accessing the internet though the VP1000SBR. This method is superior to using IP Filtering as the MAC address of a PC doesn't change over time. But, it is somewhat more difficult to find the MAC address of a PC.

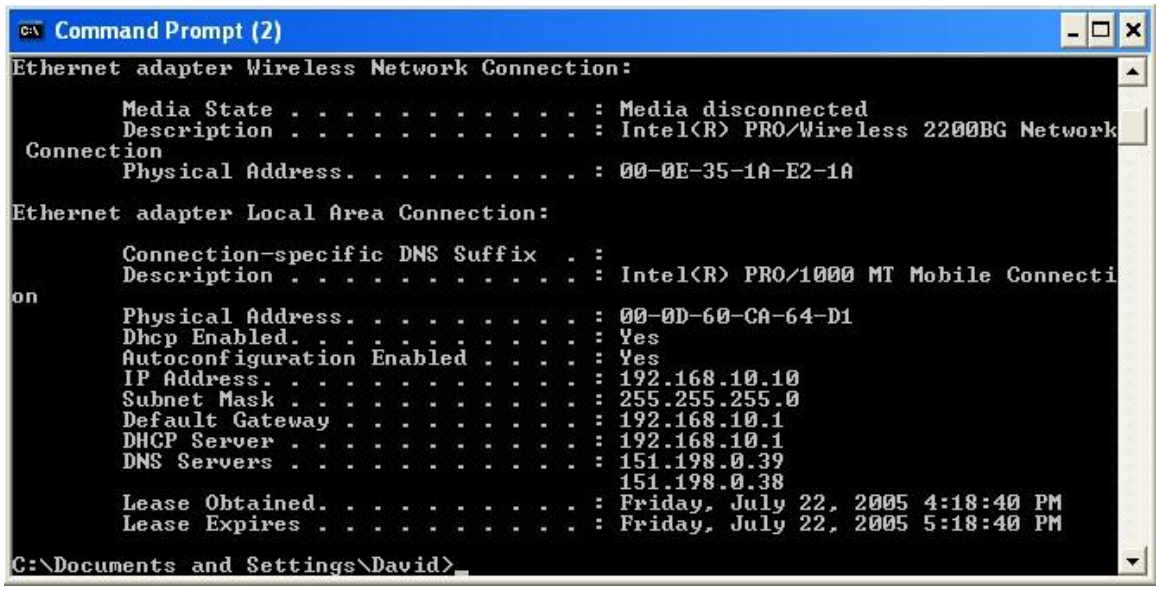
To configure MAC Filtering, click on the menu item **Advanced** at the top of the screen and then **MAC Filtering** on the left side of the screen to see the screen below:



Up to 20 PCs may be blocked from accessing the internet.

In the example above, the router will block the PC with the MAC address **00:0D:60:CA:64:D1** from accessing the internet.

One easy way to find the MAC address of a PC is to open a CMD window (or DOS window on Windows 95 or 98) and type **ipconfig /all** to see a window like that shown below:



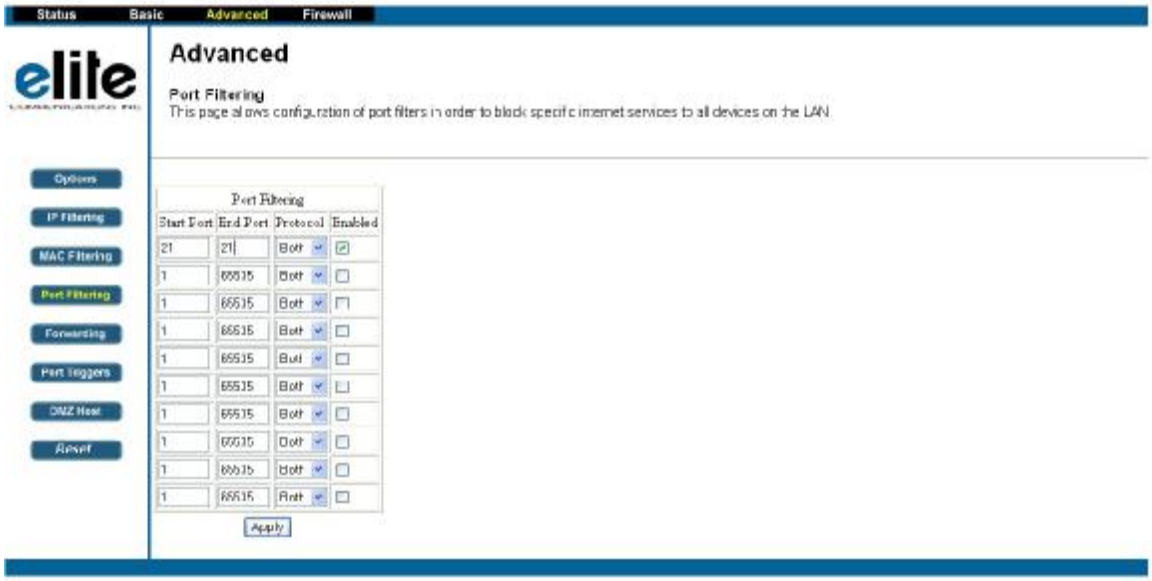
The result shows two MAC addresses, identified as Physical Addresses, used by the PC. One is for the wireless adapter and one is for the Ethernet adapter. You could enter both to block all access by this PC.

To block a specific MAC Address enter the MAC address you would like to block into one of the empty locations and click on **Apply** to save the settings.

Configuring Port Filtering

Port filtering can be used to block access to specific services that always use certain ports on all PCs connected to the LAN. For example, to block web access on all devices, you would block TCP access to port 80.

To configure Port Filtering, click on the menu item **Advanced** at the top of the screen and then **Port Filtering** on the left side of the screen to see the screen below:



The picture shows the configuration for blocking the FTP service which uses port 21.

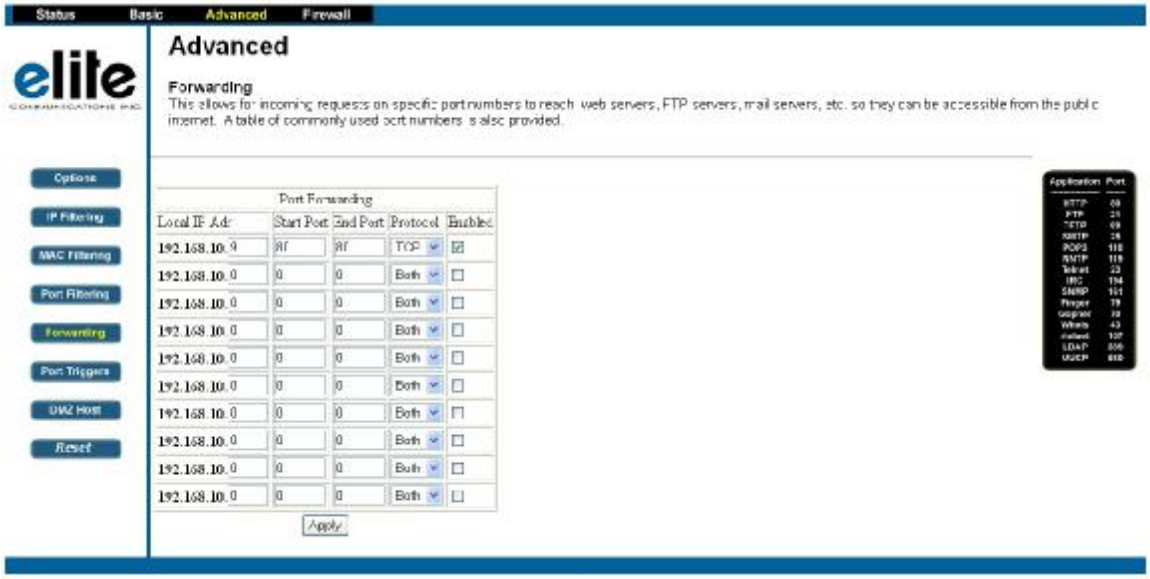
Up to 10 different port ranges may be blocked. To block or port or range of ports follow these steps:

1. Enter the start and end port of the service or services you would like to block into the appropriate fields
2. From the drop down list, choose if you would like TCP, UDP, or both types of packets blocked.
3. Check the box to enable the filtering of that port range.
4. Click on **Apply** to save the settings.

Configuring Port Forwarding

Port Forwarding can be used to allow other users on the internet to access specific services from computers on your LAN. For example, you may wish to forward http traffic on port 80 to a specific PC on your LAN.

To configure Port Forwarding, click on the menu item **Advanced** at the top of the screen and then **Forwarding** on the left side of the screen to see the screen below:



This example shows how to configure the VP1000SBR to forward HTTP requests to a web server at 192.168.10.9.

To configure Port Forwarding:

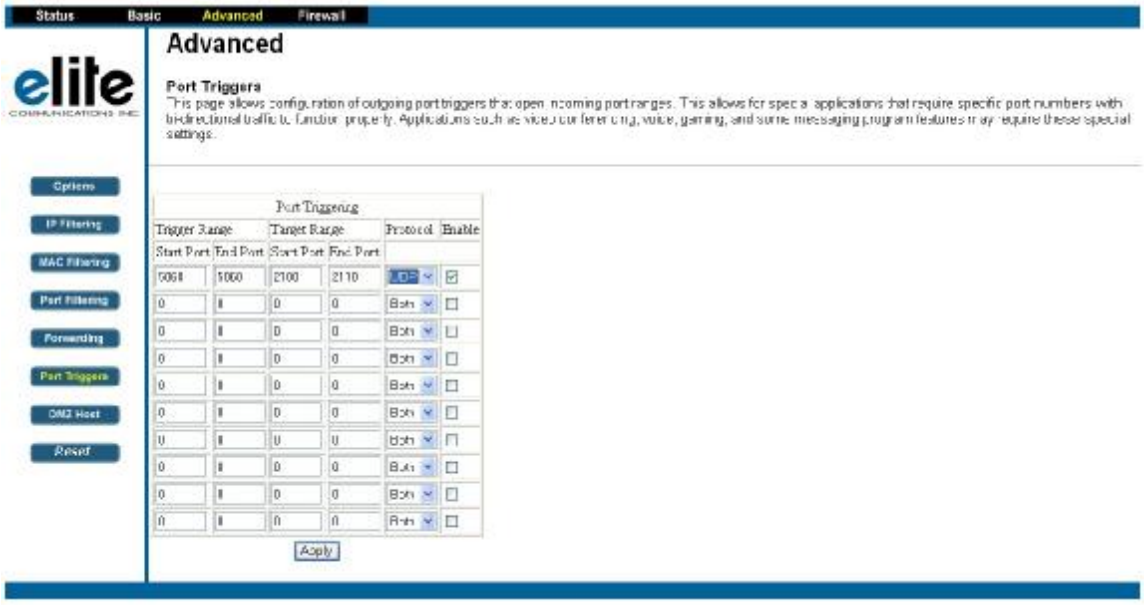
1. Enter the start and end port of the service you would like to forward.
2. From the drop down list, choose if you would like TCP, UDP, or both types of packets forwarded.
3. Check the box to enable port forwarding.
4. Click on **Apply** to save the settings.

Configuring Port Triggers

Port Triggers are similar to Port Forwarding except that the ports are opened for forwarding dynamically. When the VP100R detects outgoing data on a specific IP port number set in the "Trigger Range", the corresponding ports set in the "Target Range" are opened for incoming data. If no outgoing traffic is detected in the "Trigger Range" ports for 10 minutes, the "Target Range" ports will close. This is a safer method for opening specific ports for special applications (e.g. video conferencing programs, interactive gaming, file transfer in chat programs, etc.) because they are dynamically triggered and not held open constantly or erroneously left open via the router administrator and exposed for potential hackers to discover.

Consult your application's documentation for more information on what ports to trigger and forward.

To configure Port Triggers, click on the menu item **Advanced** at the top of the screen and then **Port Triggers** on the left side of the screen to see the screen below:



In this example, outgoing UDP traffic on port 5060 opens up the inbound ports from 2100-to 2110.

To configure Port Triggers:

1. Enter the start and end port of the outbound traffic (application that triggers the port forwarding in the Trigger Range.
2. Enter the ports you would like to have forwarded (application specific).
3. From the drop down list, choose if you would like TCP, UDP, or both types of packets forwarded.
4. Check the box to enable port triggers.
5. Click on **Apply** to save the settings.

Configuring a DMZ Host

One computer on your LAN can be assigned to become a DMZ host. This makes the router invisible to the computer you assign to become a DMZ host as it will be directly connected to the internet.

This is useful for computers that host a number of services and need to be able to receive traffic on all incoming ports.

Use caution and appropriate software firewalls to prevent intrusion by hackers to the DMZ computer.

To configure a DMZ host, click on the menu item **Advanced** at the top of the screen and then **DMZ Host** on the left side of the screen to see the screen below:

To Configure the DMZ Host:

1. Enter the IP address of the computer you would like to become the DMZ host.
2. Click on **Apply** to save the settings.

Resetting the VP1000SBR

It may sometimes be necessary to reset the VP1000SBR to recover service or when instructed to by a technician or these instructions.

To reset the VP1000SBR, click on the menu item **Advanced** at the top of the screen and then **Reset** on the left side of the screen to see the screen below:

Click on **Reset** and the **OK** when asked to confirm you choice in order to reset the VP1000SBR.

Firewall

Your VP1000SBR comes with a sophisticated state-full inspection firewall that should be left enabled at all times. It can be configured to selectively block several major categories of internet traffic to protect the PCs attached to your LAN.

To configure Web Filter, click on the menu item **Advanced** at the top of the screen and then **Web Filter** on the left side of the screen to see the screen below:

Firewall protection must be enabled for any of the listed features to operate.

Read the items below to better understand the type of traffic that is filtered when a specific feature is enabled:

Filter Proxy: Enable this filter to remove traffic destined for a web proxy. Web proxies are commonly used to relay traffic to the internet, but can also be used for nefarious purposes.

Filter Cookies: Enable this filter to prevent internet web sites from downloading cookies to PCs connected to the LAN. Be aware that this may prevent access to certain web sites, and that some web-based features that rely on cookies (such as to remember your login) may not work.

Filter Java Applets: Enable this filter to prevent web sites from downloading possibly harmful java applets to computers connected to the LAN. Activating this filter may prevent some websites from functioning fully.

Filter ActiveX: Enable this filter to prevent web sites from downloading possibly harmful ActiveX components to computers connected to the LAN. Activating this filter may prevent some websites from functioning fully.

Filter Popup Windows: Enable this filter to prevent web sites from opening popup windows on computers connected to the LAN. Activating this filter may prevent some websites from functioning fully.

Block Fragmented IP Packets: Some IP Packets may be larger than the MTU of the links over which they must travel. When this happens, they may be fragmented into multiple packets. Enabling this filter will cause the VP1000SBR to prevent fragmented packets from passing through the firewall.

Port Scan Detection: Detects and blocks port scan activity that originates from the internet or the LAN. Port scans are often used to detect vulnerable computers on the internet.

IP Flood Detection: Some DOS (Denial of Service) attacks use packet floods to block service. Enabling this filter will block packet floods from the internet or the LAN.

Firewall Enable: This option must be checked to enable the state-full inspection firewall that provides all of the listed filtering features.

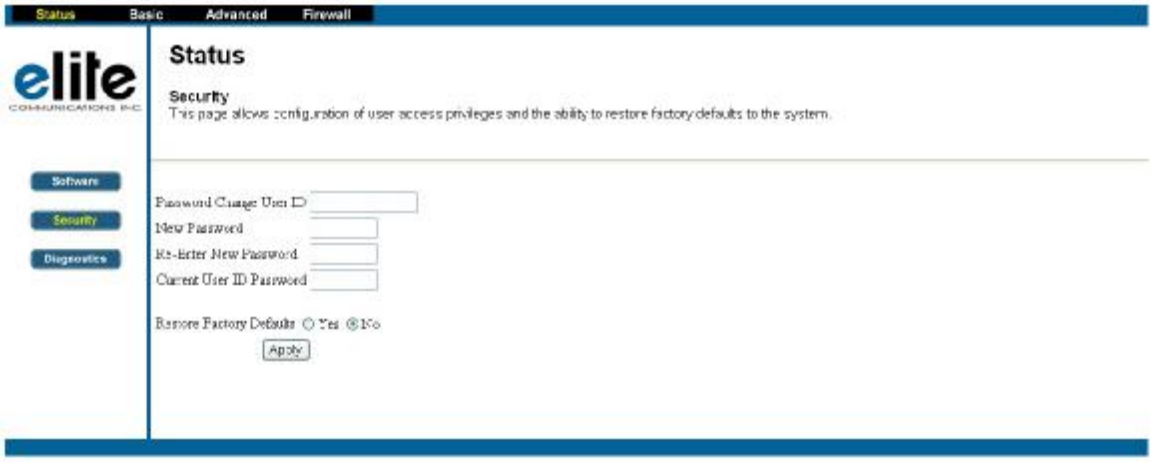
To modify the status of any of the Firewall Features:

1. Review and check to enable those filters you would like to activate
2. Be sure to check the box next to **Firewall Protection**
3. Click on **Apply** to save the settings.

Changing the User Password

The VP1000SBR configuration screens are password protected. The default user name and password are both set to user when the unit ships from the factory. It is a good idea to change the user password to prevent unauthorized changes.

To configure the User Password, click on the menu item **Advanced** at the top of the screen and then **Security** on the left side of the screen to see the screen below:



To change the user password:

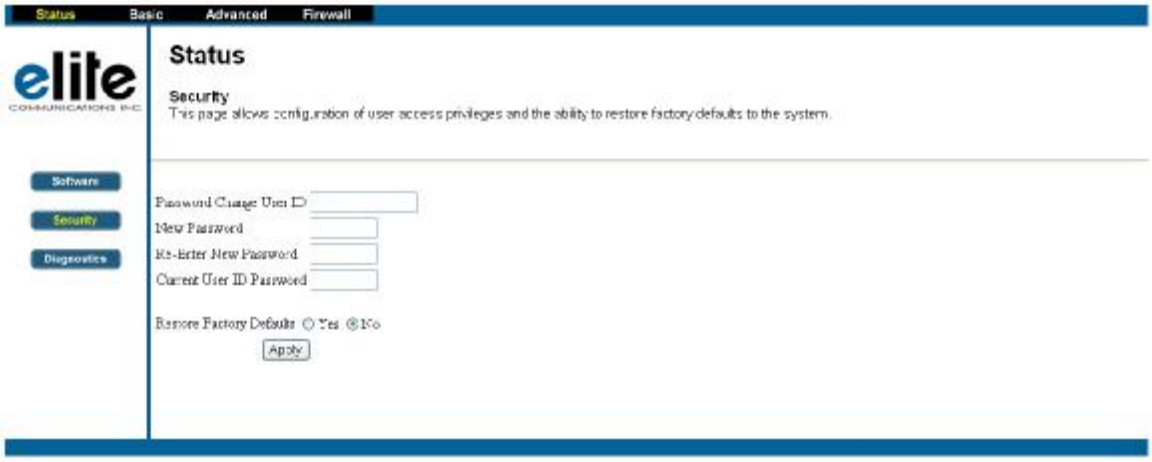
1. Enter **user** in the Password Change User ID field.
2. Enter the new password in the **New Password** field.

3. Enter the new password again in the **Re-Enter New Password** field.
4. Enter the current password in the **Current User ID Password** field.
5. Click on **Apply** to change the password.

Restoring Factory Defaults

The VP1000SBR settings can be restored to their factory defaults using the procedure outlined below. Restoring the factory defaults will require a complete reconfiguration of the router, but may be useful in some instances.

To restore the Factory Defaults, click on the menu item **Advanced** at the top of the screen and then **Security** on the left side of the screen to see the screen below:



To restore factory defaults:

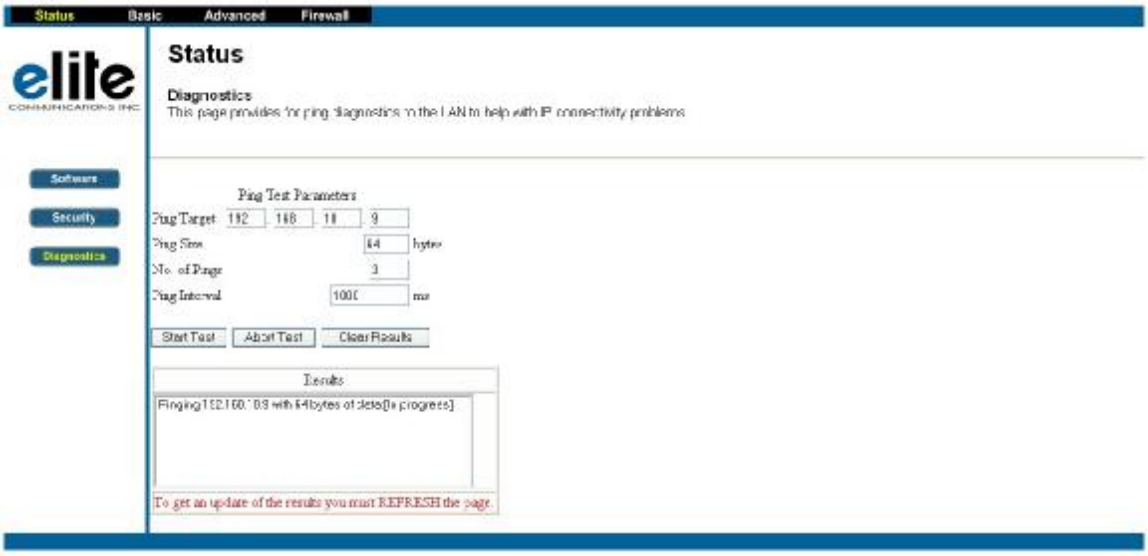
1. Select **Yes** on the **Restore Factory Defaults** selection.
2. Click on **Apply** to restore all settings to their factory defaults.

Diagnostic

A basic ping test is available to test basic network connectivity between the VP1000SBR and other computers on the LAN. This test is useful when attempting to test if the router and PCs are properly configured and can communicate with each other over the LAN.

A ping is like a simple hello that the VP1000SBR can send to another computer. If the receiving computer can hear the hello, it responds with another hello back to the VP1000SBR.

To run a ping test, click on the menu item **Status** at the top of the screen and then **Diagnostics** on the left side of the screen to see the screen below:



Here are the steps to run a ping test to the computer at 192.168.10.9.

1. In the **Ping Target** field enter the IP address of the computer you would like to ping, which in this example is 192.168.10.9.
2. The **Ping Size** field can be left at 64 bytes, the **No. of Pings** at 3, and the Ping Interval at 1000mS.
3. Click the **Start Test** button to begin the test.
4. After about 10 seconds, push the **Refresh** button on your web browser to see the updated results from your ping test.

If the test fails, you will see "Request Timed Out" in the results field.

If the test succeeds, you will see "Reply from 192.168.10.9" in the results field.

Chapter 7: Voice Features and Operations

The following sections will help you understand how to use the many features on the cordless handset to help you get the most out of your system. The VP1000SBR can support up to 4 cordless handsets.

Basic Operation

After you configure your VP1000SBR for the first time (See Chapters 2-7 for more information) the VP1000SBR will contact your voice service provider over your internet connection.

This process may take up to 3 minutes. During this time the VP1000SBR handsets will display:

VOIP Resetting..

After the voice server has been successfully contacted, with the handset idle (on hook) and the battery pack having at least a minimum charge, it will display:

HANDSET 1

If for some reason the service provider cannot be contacted, the handset will display “No Line”. Please see the **Troubleshooting** section for more information.

When you name your Handset (see **Handset Naming**), the new name will replace ‘HANDSET 1’
.

Answering Calls

If auto answer is disabled, press **PHONE**, or any numerical key (**0 to 9**), or ***** or **#** .
If auto answer is enabled, the incoming call is answered by removing the handset from the charger. If the handset is not cradled, simply press **PHONE**, **0 – 9**, ***** or **#**.

You can end your call by pressing:
- **PHONE**, or
- Place the handset in the charger

Display presentation for incoming calls:

An incoming call without Caller ID shows:

EXTERNAL CALL

When Caller ID information is provided, it will show in the display instead of ‘external call’. The Caller ID either shows the calling number alone:

987-654-3210

or, in addition to that, it shows the caller’s name and time/date information.

The name, which will be shown in the second line, may either come from the service provider of the person who is calling or from the Phone Book that is built into the phone. If the Caller ID information sent by the service provider contains name information, this name will be shown. However, if the calling number matches a number you have programmed in the Phone Book, the name associated with this number is shown instead; the Phone Book name takes precedence.

The time/date information shown is generated by SunRocket. The time/date information is shown in the first line.

10:20^{AM} 6/01 SOMEBODY 987-654-3210

The caller ID information may be blocked by the caller. The handset will display calls with blocked name/numbers as indicated below:

Private number:

SMITH PRIVATE NUMBER

Out of area number:

SMITH

UNKNOWN NUMBER

Private name:

PRIVATE NAME 98-765-4321

Out of area name:

UNKNOWN NAME 98-765-4321

If both name and number are blocked:

Private name & number:

PRIVATE NAME PRIVATE NUBMER

Out of area name & number:

UNKNOWN NAME UNKNOWN NUMBER

Display presentation during an ongoing call:
When you answer a call, the display changes depending on the type of call. The different presentations are:

Call without caller ID:

TALK 1:32:56 EXTERNAL CALL

Call with caller ID (number only):

TALK 1:32:56 987-654-3210

If the caller ID number is blocked (and no name), the incoming call is shows as:

TALK 1:32:56 PRIVATE NUMBER

or

TALK 1:32:56 UNKNOWN NUMBER

Call with caller ID (number and name or an associated number in the Phone book):

TALK 1:32:56 SOMEBODY

Calls with blocked name in caller ID is shown as:

TALK 1:32:56 PRIVATE NAME

or

TALK 1:32:56 UNKNOWN NAME

The number **'1:32:56'** represents the elapsed time of your call in hours, minutes and seconds.

Key entries during a call will replace the number/name in the second line, and the digits are left-truncated in case the entered number exceeds 16 digits.

Display presentation after call is terminated

When the call is terminated, the current screen is maintained for 5 seconds before the phone returns to an idle display. This current display is interrupted in the event of a key press or an incoming call.

Making Calls

Making Calls – Pre-Dialing

You can enter the phone number before pressing **PHONE** to get a dial tone:

1. Enter the number. It will be displayed on the second line. In case the number exceeds 16 digits, it continues in the third line. You may enter a 3-second **pause** in the sequence by pressing **REDIAL**. It is indicated by the character "P". The number can be a maximum of **24** digits, including pauses.

   ```
   1234567890123P96
   322300
   ```

2. Check if the number is correct. You can backspace by pressing **CLEAR**. The entire number is cleared by holding down **CLEAR**.

3. Press **PHONE** to dial the displayed number.

   ```
   TALK 0:00:01
   7890123P96322300
   ```

Making Calls – Post-Dialing

1. Press **PHONE** and listen for a dial tone. The Call Timer starts running and 'EXTERNAL CALL' is shown in the display:

   ```
   TALK 0:00:01
   EXTERNAL CALL
   ```

2. Enter the phone number then end with #. This will replace 'EXTERNAL CALL' in the display:

   ```
   TALK 0:00:02
   9876543210#
   ```

The display shows the number as they are entered. The first digit is entered in the left-hand side of the second line.

Ending your outgoing call

Your outgoing call is terminated by either pressing:

- **PHONE**;
- or by placing the handset in the charger.

After terminating your call, the Call Timer stops running, and 'ENDED' is shown in the first line of the display. The handset returns to the idle screen after 5 seconds. If the handset is put in the cradle, it returns to the idle screen immediately.

```
ENDED 0:01:15
9876543210
```

NOTE:

If the handset connection is lost, (e.g. the handset is out of range from the base for at least 5 seconds), the base unit automatically goes on-hook (terminates the call), and the handset will emit an **out of range** tone as well as display '**OUT OF SERVICE**'.

Call Waiting / Call Waiting ID

Call Waiting

When you receive a Call Waiting alert tone in the earpiece (or Handset Speakerphone), the 'waiting' call can be answered by pressing the **FLASH** key. Pressing FLASH clears the second line in the display. If the 'waiting' call is not answered, the display will return to normal ongoing call presentation after 15 seconds.

Call Waiting Deluxe
When the handset is in conversation, and you receive caller ID information, a special Call Waiting Deluxe menu becomes available by pressing **PROG**. From this menu you have several options, which will change depending on the state of the current call.

When and incoming call is received and after Caller ID is displayed, pressing PROG will display:
- FORWARD- The incoming call is forwarded to your voice mail service if available.
- ANNOUNCMENT- The incoming call is forwarded to your voice mail service if available.
- DROP CALL - The incoming call is connected and the current call is dropped.
- ANSWER CALL- The incoming call is connected and the current call is placed on hold.
- PUT ON HOLD- The incoming call is put on hold and the current call remains connected.
- CONFERNCE- Create a conference call between the incoming call and the current call.

After using PUT ON HOLD or ANSWER, pressing PROG will display
- RETURN- Connects to incoming call and puts the current call on hold.
- DROP CALL- The current call is dropped and the held call is connected.
- CONFERENCE 3-way conference with both callers.

After starting a Conference Call pressing PROG will display:
- DROP FIRST CALL- Drop the connection to the original call.
- DROP LAST CALL- Drop the connection to the Call Waiting calls.

Here is an example of the display after pressing **PROG** during a Call Waiting ID event:

FORWARD CALL ANNOUNCEMENT

Use the ▲ and ▼ scroll keys to highlight the desired action.
Confirm the action by pressing **PROG**.
The handset then returns to the normal call display.

The Call Waiting options menu can be aborted by pressing **CANCEL**.

Conference Calls

Two external phone numbers can be joined on a single call using the external conference feature. This feature is accessed using the **FLASH** button.

To establish a conference:
1. Make the first call to an outside party.
2. Push the FLASH button to receive a second dial tone (you may also go back to original call by pushing FLASH a 2nd time before the 2nd call has been dialed).
3. Dial the number of the 2nd party and wait for them to answer. If there is no answer, push the FLASH button to return to the original call.
4. Push FLASH again to join the two calls in a conference.

The last caller may be dropped during a conference by pressing flash. When you hang up the external conference is disconnected.

Redial

The last **5** called numbers are stored in redial memory.

With the handset idle (on hook), press **REDIAL** to find the desired phone number. An error tone is emitted in the event redial memory is empty. Press **PHONE** to dial the displayed number. **-OR-**
Press **PHONE** and listen for dial tone. Now, press REDIAL to scroll through the list of recently dialed numbers. Dial the displayed number by pressing **PROG**.

Muting the Handset Microphone

It is possible to mute the microphone during a conversation by pressing the **CLEAR/DEL** key. With the microphone muted, you can hear the other party, but they can't hear you. Return to the two-way conversation by pressing **CLEAR/DEL** again.

The Mute function is automatically cancelled when you hang up (go on hook).

Periodic beeps in the earpiece and a text message in the display indicate that the microphone is muted:

```
TALK 1:35:06
MIC MUTE
```

Page

The page call function is used as an aid to locate the handset.
Press **PAGE** on the base unit to page the handset.

Using the 'Hands-Free' Handset Speakerphone

The hands-free operation can be switched on and off while in conversation. Using the Handset Speakerphone, you can place the handset on a table and talk hands-free.
With the handset either idle or active, enter hands-free operation by holding **FLASH** down for 2 seconds.

While in conversation, the hands-free function can be enabled or disabled by holding **FLASH** down for 2 seconds.

The hands-free mode is automatically deactivated when you terminate your call.

NOTE: The speakerphone is not accessible while the handset is in the charger.

Special Service Keys

There are 3 Special Service keys, located on the bottom row of the handset. SunRocket may charge a fee for these services if they are not included in the service plan that you are subscribed to.

The 3 Special Service keys are:
a) Last **Call Return-** this will dial back the last party that called the phone.

b) **Repeat Dial**- this will automatically attempt to connect to the last number that was dialed. The phone will ring when the call is completed. Answer the ringing phone to complete the call.
c) **Info**rmation- this will connect the phone to information services (411). **NOTE: There may be a per call charge for any calls made to 411 by pushing this button.**

To use any of these Special Service features:
1) Press the desired Special Service access key.
2) The phone automatically goes off-hook and the number is dialed.
-OR-
1) Press **PHONE**.
2) Press the desired Special Service access key

Voice Mail

Voice Mail access from the Handset
To dial the voicemail access number:
1) Press the **V. Mail** access key.
2) The phone automatically goes off-hook and the number is dialed.

Intercom Call

1) Make a intercom call: Press **INT** button**,** then input the handset no. you want to call.
2) Receive a intercom call: Press **Talk** button.

Handset Menu and Programming

1. Press **PROG** key to enter the menu.
2. Use the **UP** ▲ / DOWN ▼ keys to scroll through the menu items. By pressing ▼ at the last menu item, you will scroll to the first menu item; and by pressing ▲ at the first menu item, you will scroll to the last menu item.
3. Press **CANCEL** to step back one level in the menu.
4. Press **PROG** to choose the menu item shown in the first line of the display.
5. Enter setting/level number. A key click is heard when you enter a valid setting/level number.
6. Confirm setting/level by pressing the **PROG** key. The handset automatically returns to the previous menu level.

In case the handset is in the menu mode when a call arrives, the phone automatically aborts the menu and receives the incoming call. The menu is not accessible during an ongoing call.

If there are no key presses for 30 seconds while in the menu mode, the handset automatically returns to an idle state.

The menu is accessed by pressing the **PROG** key. An overview of the menu structure is shown in Figure 1.1.

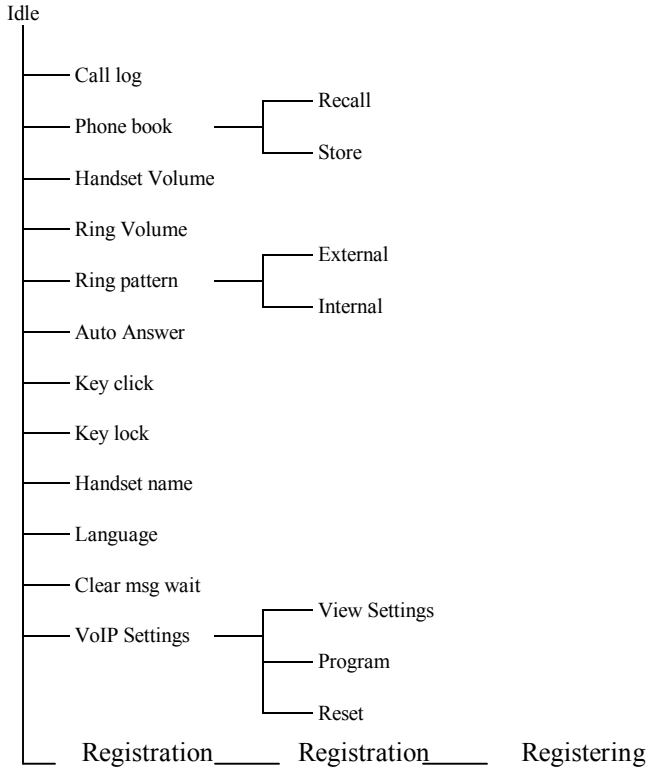


Figure 1.1 Menu structure.

Caller ID Call Log

All incoming calls with a valid Caller ID provided phone number are stored in the phone's call log. Please note, this call log is separate from the call log provided within your SunRocket account. Name and time/date information are also stored in the phone's call log if the service provider sends it.

The number of entries stored in the call log is indicated when the handset is in idle mode:

HANDSET 1 1 CALL

The number of unanswered calls (**NEW**), if any, is indicated:

HANDSET 1 2 CALLS/1 NEW

The new call indication is removed when the call log has been reviewed.

The call log is entered via the menu, as described below or by pressing ▼ in idle mode, whereby the handset jumps directly to the call log.

The call log is reviewed as follows:
1. **PROG** to enter the menu.

```
>CALL LOG
 PHONE BOOK
```

2. **PROG** to enter the call log sub-menu.

3. The caller's name is shown in the second line of the display and the number in the third line. If time and date information is contained in the CID and there are three lines in the display, it is shown in the top line.

```
 7:48PM 4/07      NEW
SOMEBODY
987-654-3210      3
```

The name contained in the received CID is replaced by the name in the Phone Book, if the Phone Book contains a matching number; i.e. the Phone Book name takes precedence.

4. Scroll through the call log entries using the ▼ and ▲ keys.

```
11:02AM 11/27
ANOTHERPERSON
012-345-6789      14
```

The following actions are possible from the call log:
- **Dialing** the caller displayed by pressing the **PHONE** key.

- **Deleting** the caller displayed by pressing the **CLEAR** key.
  If you press the DELETE key, you will be asked '**DELETE?**'; you can either accept deletion by pressing **PROG** (=yes) or cancel it by pressing **CANCEL** (=no).

```
CALL LOG
DELETE?
```

The phone returns to call log review.

- You can delete all entries in the call log by pressing and holding **CLEAR**. You will then be asked '**DELETE ALL?**' Accept the deletion by pressing **PROG** (= yes) or cancel it by pressing **CANCEL** (= no).

```
CALL LOG
DELETE ALL?
```

Note: '**DELETE ALL**' will only function when there are no **NEW** (unreviewed) records.

By selecting **PROG**, the phone displays "CALL LOG EMPTY" for 5 seconds and returns to main menu after deleting. By selecting **CANCEL**, the phone returns to the call log.
- **Storing** the Caller ID information displayed into the Phone Book by pressing the **PROG** key. Before the name and number is transferred to the Phone Book, you can edit the number and name. The phone returns to call log review.
  Note: Caller ID information without a valid phone number cannot be transferred to Phone Book memory.

- Exit the call log review by pressing the **CANCEL** key.

Two information messages are displayed together with the Caller ID data:

- ‘**NEW**’ icon on the right hand side of the top line indicates that the call has not previously been reviewed. The ‘NEW’ icon is cleared when scrolling to the next entry or when leaving the call log. The maximum length of the name shown in the second line is 16 characters. If the name is longer, it is right truncated.
- A number in the right hand side of the third line shows the call log number - 1 is the first (oldest) received call. The maximum length of the number shown in the third line is 16 characters. If the number is longer, it is left truncated.

The incoming calls are sorted by the order of arrival; the newest is shown first. A number is only displayed once in the list. A new call from a caller that is already contained in the log removes the old entry and inserts the new call. All calls with a blocked number are stored as individual calls. Your handset stores **20** records.

If the call log is full the oldest entry is deleted to make room for the new call. If the call log is empty when the user tries to enter call log review, a message ‘**CALL LOG EMPTY**’ is displayed and the phone returns to the main menu after 5 sec.

CALL LOG EMPTY

It is possible to change the number format in the call log before storing the name/number in the Phone book or dialing the caller. Pressing the **REDIAL** key toggles the number format. The available number formats depend on the received number. The table below shows the possible selections and the order as a function of the incoming number format. The number format is changed by truncating or by adding the digits as described in the table 1.1.

Incoming format	Dialable/storable formats and selection sequence
11	→ 1xxx-yyy-yyyy → xxx-yyy-yyyy → 1-yyy-yyyy → yyy-yyyy
10	→ xxx-yyy-yyyy → 1-yyy-yyyy → yyy-yyyy → 1xxx-yyy-yyyy
8	→ 1-yyy-yyyy → yyy-yyyy
7	→ yyy-yyyy → 1-yyy-yyyy

Table 1.1 Number format selection.
yyy-yyyy: basic number
xxx: area code

Phone Book

- You can store up to **50** Phone book entries, which includes names and phone numbers.

- The Phone book entries are sorted and presented in alphabetical order.

- It is possible to abort an initiated Phone book operation by double-clicking the **PHONE** key.

Characters
Names are entered using the numerical keys. Characters are generated by multiple key presses (see the table below). The cursor moves to the next position if another numerical key is pressed or by pressing the ▲ key. The last entered character is deleted by pressing **CLEAR** or ▼. The entire name is cleared with a long **CLEAR** key press.

Key	Character versus key press numbers								
	1	2	3	4	5	6	7	8	9
1	*space*	1							
2	A	B	C	2	a	b	c		
3	D	E	F	3	d	e	f		
4	G	H	I	4	g	h	i		
5	J	K	L	5	j	k	l		
6	M	N	O	6	m	n	o		
7	P	Q	R	S	7	p	q	R	s
8	T	U	V	8	t	u	v		
9	W	X	Y	Z	9	w	x	Y	Z
0	0								
*	*	?	!	/	(	)			
#	#	'	,	-	.	&			

Table 1.2 Character guide.

Phone Book Operation
The Phone Book is entered via the menu, as described below.

The Phone book is accessed as follows:
1) **PROG** to enter the menu.

```
>CALL LOG
 PHONE BOOK
```

2) **DOWN (▼)**

```
>PHONE BOOK
 HANDSET VOLUME
```

3) **PROG** to enter the Phone Book sub-menu.

```
>RECALL
 STORE
```

HINT: With the handset idle (on-hook), press ▲ to go directly to Phone Book mode.

From the Phone Book **RECALL** menu it is possible to:
- Search for an entry and dial the number. If no records match the search criteria the closest alphabetic match is displayed.
- Edit an entry.
- Delete an entry.

From the Phone Book **STORE** menu it is possible to:
- Enter a new entry in the Phone Book.

When attempting to search, edit or delete entries in an empty Phone Book, the handset will display:

```
PHONEBOOK EMPTY
```

How to use your Phone Book:

Searching for and dialing from the Phone Book:
1) Press **PROG** to enter the menu; press ▼ to put **PHONE BOOK** on the top line of the display; press **PROG** again; with "**RECALL**" in the first line, press **PROG** again.

```
ALICE
2278238989
```

2) Scroll through the Phone book entries using ▼ or ▲; **OR** enter the first character of the desired name and continue searching using the **UP/DOWN** keys.

R

ROBERT 9898327822

1) Press **PHONE** to dial the number.

TALK 0:00:01 9898327822

Editing a Phone Book entry:

1) Press **PROG** to enter the menu; press ▼ to put **PHONE BOOK** on the top line of the display; press **PROG** again; with "**RECALL**" in the first line, press **PROG** again.

ALICE 2278238989

2) Scroll through the Phone book entries using ▼ or ▲; **OR** enter the first character of the desired name and continue searching using the **UP/DOWN** keys.

R

ROBERT 9898327822

3) Press **PROG** to enter number edit mode and enter correct number. Press **CLEAR** or ▼ to erase a digit. A long **CLEAR** key press erases the whole number.

STORE NUMBER 9898327777

4) Press **PROG** to confirm number and enter name edit mode.

STORE NAME ROBT

5) Press **CLEAR** or ▼ to erase right most character. A long **CLEAR** key press erases the whole name.

STORE NAME ROBERT

6) Press **PROG** to confirm change. The phone returns to Phone Book recall mode, and displays the entry that was edited.

ROBERT 9898327777

Deleting a Phone Book entry:

1) Press **PROG** to enter the menu; press ▼ to put **PHONE BOOK** on the top line of the display; press **PROG** again; with "**RECALL**" in the first line, press **PROG** again.

ALICE 2278238989

2) Scroll through the Phone book entries using ▼ or ▲; **OR** enter the first character of the desired name and continue searching using the **UP/DOWN** keys.

R

ROBERT 9898327777

3) Press **CLEAR**; you will then be asked to confirm your decision.

ROBERT DELETE?

4) Press **PROG** to accept; the Phone Book displays the next entry **–OR-** Press **CANCEL** to abort.

ALICE 2278238989

Entering new names and numbers into the Phone Book:

1) Press **PROG** to enter the menu; press ▼ to put **PHONE BOOK** on the top line of the display; press **PROG** again; press ▼ to put "**STORE**" in the first line; then press **PROG** again.

```
STORE NUMBER
```

2) Enter the number (up to 24 digits). In case the number exceeds 16 digits, the number is left truncated and the last entered 16 digits are shown.

```
STORE NUMBER
9876543210
```

3) Press **PROG**

```
STORE NAME
```

4) Enter the desired name. A name has to be entered otherwise an audible alert is given and the phone returns to the 'STORE NAME' display.

```
STORE NAME
SOMEBODY
```

5) Press **PROG**. Your new entry has been stored. The screen returns to:

```
>STORE
 RECALL
```

Press **CANCEL** twice to return to the idle screen.
If the Phone Book is full when the user tries to store a new number in it, a message '**PHONEBOOK FULL**' is displayed and the phone returns to the Phone Book menu (Store/Recall) after 5 seconds.

```
PHONEBOOK FULL
```

Volume

Handset volume is adjusted by the following key sequence:
1) Press **PROG**.

```
>CALL LOG
 PHONE BOOK
```

2) Press ▼ two times.

```
>HANDSET VOLUME
 RING VOLUME
```

3) Press **PROG** to enter the volume sub-menu.

```
HANDSET VOLUME
■■■
```

4) Enter **0** (quietest) to **7** (loudest); or adjust using ▼/▲ keys.

```
HANDSET VOLUME
■■
```

5) Press **PROG** to confirm the setting. The display returns to:

```
>HANDSET VOLUME
 RING VOLUME
```

NOTE: During your conversation, the volume can be adjusted with the ▲/▼ keys. The level will be represented by the number of bars displayed on the screen. If you try to adjust the volume beyond the lower or upper limits, the handset will emit an error tone. The display returns to normal in-call presentation after 4 seconds. The default audio volume is **2**.

Ring Volume

The ring volume is adjusted by the following key sequence:
1) Press **PROG**.

```
>CALL LOG
```

PHONE BOOK

2) Press ▼ three times.

>RING VOLUME
RING PATTERN

3) Press **PROG** to enter the ring volume sub-menu.

RING VOLUME
■■■

4) Enter 0 (ringer OFF) to **6** (loudest); **-OR-** adjust using ▼/▲ keys. The current ring tone selected is played once at the new volume.

RING VOLUME
■■

5) Press **PROG** to confirm the setting. The display returns to:

>RING VOLUME
RING PATTERN

Ringing is switched off by adjusting the ring volume to **zero**. A "**Ringer OFF**" icon is shown in the display during idle mode. The default ring volume is **3**.

Ring Pattern

The ring pattern of an incoming call is changed by the following key sequence:

1) Press **PROG.**

>CALL LOG
PHONE BOOK

2) Press the ▼ key four times.

>RING PATTERN
AUTO ANSWER

3) Press **PROG** to enter the ring pattern sub-menu.

>EXTERNAL
INTERNAL

4) Press the **PROG** key to choose external ring pattern setting.

EXT RING PATTERN
0

5) Enter **0** to **9** , or adjust using ▼/▲ keys. The selected ring pattern is played for you.

EXT RING PATTERN
4

6) Press **PROG** to confirm the setting. The display will return to:

>EXTERNAL
INTERNAL

The default external ring pattern is 0.

Auto Answer

With Auto Answer ON, you can answer a call by simply removing the handset from the base unit.

1) Press **PROG**.

>CALL LOG
PHONE BOOK

2) Press the ▼ key five times.

>AUTO ANSWER
KEY CLICK

3) Press **PROG** to enter the auto answer sub-menu.

AUTO ANSWER

```
OFF
```

4) Enable auto answer by pressing **1** or ▲, or disable auto answer by pressing 0 or ▼.

```
AUTO ANSWER
ON
```

5) Press **PROG** to confirm the setting. The display will return to:

```
>AUTO ANSWER
 KEY CLICK
```

Auto answer is disabled by default.

Key Click

When the key click option is enabled, any key press generates a click sound, except when the keypad is locked. To access the Key Click option:

1) Press **PROG**.

```
>CALL LOG
 PHONE BOOK
```

2) Press the ▼ key six times.

```
>KEY CLICK
 KEY LOCK
```

3) Press **PROG** to enter the key click sub-menu.

```
KEY CLICK
ON
```

4) Enable key click by pressing **1** or ▲, or disable key click by pressing **0** or **DOWN**.

```
KEY CLICK
OFF
```

5) Press **PROG** to confirm the setting. The display will return to:

```
>KEY CLICK
 KEY LOCK
```

Note: 1) Key Click is ON by default and **2)** Key Click is disabled when the key lock is ON.

Key Lock

It is possible to lock the handset keypad. The key lock function is set/reset by:

1) Press **PROG.**

```
>CALL LOG
 PHONE BOOK
```

2) Press the ▼ key seven times.

```
>KEY LOCK
 HANDSET NAME
```

3) Press **PROG** to enter the key lock sub-menu.

```
KEY LOCK
OFF
```

4) Enable key lock by pressing **1** or ▲, or disable key lock by pressing **0** or **DOWN**.

```
KEY LOCK
ON
```

5) Press **PROG** to confirm the setting. If ‘ON’ was selected, the phone locks the keypad and returns to idle. A "key locked" status is shown in the display during idle mode:

```
HANDSET 1
KEY LOCKED
```

If ‘OFF’ was selected, the phone returns to the previous menu.

```
>KEY LOCK
 HANDSET NAME
```

Unlocking the Keypad
The screen when the keypad is locked:

```
HANDSET 1
KEY LOCKED
```

While keys are locked pressing any key will generate this screen:

```
PRESS 159
TO UNLOCK
```

The message will disappear after 5 seconds.

To unlock the keypad press the key sequence ‘159’

```
HANDSET 1
```

NOTE: It is still possible to dial an emergency call when the keypad is locked by pressing first **PHONE** and then the emergency number (e.g. 000,110,112,119,911,999). Key lock is disabled after an emergency call.

Key lock is disabled in the event of an incoming call, but returns to key lock when the call is terminated.
Key lock is disabled when placing the handset in the charger.
Key lock is disabled by default.

Handset Naming

It is possible to name your handset. The name is shown in the first line during idle mode and it replaces the "HANDSET N" indication. The maximum name length is 16 characters.

The handset is named by following this programming sequence:
1) Press **PROG**.

```
>CALL LOG
 PHONE BOOK
```

2) Press the ▼ key eight times.

```
>HANDSET NAME
 LANGUAGE
```

3) Press **PROG** to enter the handset name sub-menu.

```
NAME
```

4) Enter handset name (characters are entered in the same way as for the Phone Book).

```
NAME
DAD'S PHONE
```

5) Press **PROG** to confirm the setting and to return to idle mode.

```
DAD'S PHONE
```

Language

Select the language for the handset display by following these steps:

1) Press **PROG**.

```
>CALL LOG
 PHONE BOOK
```

2) Press the ▼ key nine times.

```
>LANGUAGE
 CLEAR MSG WAIT
```

3) Press **PROG** to enter the language selection sub-menu. The current language is shown in the second line. Use ▲ or ▼ to **–OR-** press **0**, **1 or 2** to select **English**, **Spanish** or **French**, respectively.

```
LANGUAGE
ENGLISH
```

4) Press **PROG** to confirm the setting. The phone returns to the previous menu.

```
>LANGUAGE
 CLEAR MSG WAIT
```

The default language is **English**.

Message Waiting

Working in conjunction with SunRocket's voicemail, the handset and base unit provide visual prompts to alert you to new messages. Once you have reviewed all new messages, the prompts are turned off until a new message is received. You can also remove the '**MESSAGE WAITING**' alert from the handset display manually, following this sequence:

1) Press **PROG**.

```
>CALL LOG
 PHONE BOOK
```

2) Press the ▼ key ten times.

```
>CLEAR MSG WAIT
 CALL LOG
```

3) Press **PROG** to enter the message sub-menu.

```
CLEAR MSG WAIT
CONFIRM?
```

4) Confirm clearing of the Message Waiting indication by pressing **PROG** (= yes), or cancel clearing by pressing **CANCEL** (= no). After this the phone returns to the previous menu.

```
>CLEAR MSG WAIT
 CALL LOG
```

VOIP Settings

Advanced users may access technical information about the configuration of the VP1000SBR in order to diagnose and troubleshoot technical issues.

- The **View Settings** menu allows you to review the telephone number and IP address assigned to the VP1000SBR and assignments for the Router (Gateway), Software Versions, and MAC address.

- The **Program** menu allows you to review and program the settings for DHCP, IP Address, SubNet Mask, and Router (Gateway). You will need to use a password to access this menu. Contact SunRocket to obtain this password.
- The **Reset** menu allows you to reset the VP1000SBR, which is necessary after making any program menu changes.

Base Unit Status Indication

- The Base Unit is equipped with a **message waiting** indicator (a red LED), which is turned on when a message arrive.
- The second Base Unit indicator is **In use** LED(a green LED), depending on what is indicating:

SITUATION	IN-USE LED
Idle when disconnect to Ethernet	**1 second on,3 seconds off**
Idle when connect to Ethernet	**Always off**
Phone on	**Always on**
Registering	**About 300ms on , 300ms off**

Handset Status Indication

Handset Status Indication – Display Icons and Antenna indicator (LED)

Service Indication (Antenna icon)
This icon is displayed when the handset is within range of the base. This icon is off when the handset is out of range of the base.

Off Hook (Telephone icon)
This icon is on when the handset is in use (off hook).

Low Battery
This icon is displayed when the battery voltage drops below the critical charge level. The icon is turned off when the battery is charged above its critical level.

Key Lock
The key lock icon is displayed when the keypad has been locked.

New Call (NEW)
The New Call icon is displayed when there are one or more unreviewed calls in the CID call log.

Ringer Off
The icon is displayed when you program the ringer to OFF (ring volume = 0).

Display Messages

The handset provides a number of on-screen status messages, both in the idle state and during conversation.

The following status messages are shown in the **idle** mode (in prioritized order):

When the Handset is out of range, an "out of service" message is shown in line one.

OUT OF SERVICE

When the Handset does not have a valid registration, the display shows:

NOT REGISTERED

If a new battery has been inserted (or the battery has been run down) and the battery voltage is too low to guarantee reliable use, the display shows:

PLACE IN CHARGER

When the battery's nominal charge level is reached, it will display "CHARGING":

CHARGING

When the battery is charged up to a level above its nominal charge level, it will display "HANDSET 1":

HANDSET 1

NOTE: Even though the display now displays 'HANDSET 1, the battery pack may not be fully charged.

If SunRocket's network cannot be contacted a "no line" warning is shown on line two:

HANDSET 1 NO LINE

When the keypad is locked, the status is displayed on line two:

HANDSET 1 KEY LOCKED

If the phone line is in use (by another telephone connected the same line), the "ext in use" message is presented on line two:

HANDSET 1 EXT IN USE

If there are new, unreviewed voicemail messages, the status is displayed on line two:

HANDSET 1 MESSAGE WAITING

When there are one or more new, unreviewed calls stored in the Caller ID call log, the status is displayed on line two:

HANDSET 1 10 CALL/3 NEW

When the ringer is programmed to Off (volume = 0), the status is displayed on line two.

HANDSET 1 RINGER OFF

The following messages may be displayed during conversation:

When the battery low level is reached, the "charge battery" recommendation is displayed on line two:

TALK 1:32:56 CHARGE BATTERY

When the microphone is muted, the status is displayed on line two:

TALK 1:32:56 MIC MUTE

LED Indication – Handset Antenna

A red indicator (LED) inside the antenna illuminates when there are new, unplayed voice messages in your voicemail service.

Audible Alerts

The handset provides a number of audible indications.

Out of Range:
- The handset emits **one** triple-beep after being out of range of the base for at least 1 minute.

Low Battery:
- The handset emits a double-beep **two times** (separated by 1 minute) in the earpiece when you are on a call.
- The handset emits a double-beep **two times** (separated by 1 minute) when in idle (on-hook) mode.

Charging:
- The handset beeps when correctly placed in the charger.

Registration of the Handset with the Base:
- The handset beeps when the registration procedure is successfully completed.
- The handset emits **one** double-beep in the event of unsuccessful registration.

NOTE : For users who purhase 6002S, please register the handset according to this section!!

Auto Registration of Expansion Handset with the Base

1) Press and hold the page key of Base for 5sec(less than 20sec) in idle mode. The In-Use LED will begin blinking(300ms On and 300ms OFF) and Base will start to scan handset for registration.
2) Select "Registration" in handset menu to start registration with Base. The LCD will display "Registering".
    i. If registration is successful ,the handset will play one long beep. Both the handset and Base will return to the idle mode.
    ii. If registration fails, the handset will play three beeps. Both Handset and Base will exit the registration mode to idle mode.

When a new registration is performing, the Base Unit checks how many Handsets there are already registered. If four handsets are already registered, the Base Unit starts to search for them. If it can locate all, then the 5th Handset can't be registered, and registration is blocked. In case a Handset that already is registered is out of range, or for other reasons does not reply to the search and notification request, it will be de-registered and the registration procedure for the new handset will proceed and will replace the absent handset.

The Handset registration procedure must be completed within the time-out limit of 30 seconds. A second Handset cannot be registered during an ongoing registration procedure.

During a registration, all registered handsets will display "OUT OF SERVICE" and cannot be used.

In case of heavy air interference, e.g. when many 2.4GHz products are active in the same area, the registration period may take longer. It may help to move the handset closer to the Base Unit.

Unregistering All Handsets

Press and hold the "PAGE" button on the base for more than 20 seconds and the base will remove all registered handsets. While the handsets are being unregistered the In-Use LED indicator will blink. The Message Waiting LED(red) flashes once when unregistering is completed.

Troubleshooting

The VP1000SBR uses your existing broadband Internet connection for placing and receiving calls. For successful operation it must be able to communicate with your home router without error. The most common indication of an error is that you do not hear dialtone after you push the Talk button on the handset, and the display says "No Line". Please check the following before contacting SunRocket for additional help:

1. Check that the provided Ethernet cable is connected between the RJ-45 jack on the rear of the VP1000SBR to your home Router.
2. Verify that your home router is configured to use DHCP to provide IP addresses to attached devices. If not, enable DHCP on your home router, or contact SunRocket for help on manually setting an IP address in the VP1000SBR.
3. Your home router may have a firewall that is blocking access to SunRocket. Contact SunRocket for help on programming your firewall to eliminate this block.

SunRocket Member Services can be contacted by emailing MemberServices@SunRocket.com or by calling 1-800-786-0364, 7 days a week, 8am to Midnight EST.

If you believe your phone is defective or missing components, please contact ATS Customer Service at 1-800-845-4774, Monday – Friday, 9 am to 5 pm PST.

*** There could be some cases that line condition may vary, hence affecting the receiving performance of the phone. If this is the case, please hang up and reconnect once again.**

Consumer Information

1. Please follow instructions for repair (e.g. battery replacement section); otherwise do not change or repair any parts of the device except those specified.
2. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
3. This equipment is hearing aid compatible.

NOTICE:

According to telephone company reports, AC electrical surges, typically resulting from lightning strikes, are very destructive to telephone equipment connected to AC power sources. To minimize damage from these types of surges, a surge arrestor is recommended.

Should you experience trouble with this equipment, please contact your Service Provider for service information.

WARNING**:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CAUTION: To maintain compliance with the FCC's RF exposure guidelines place the base unit at least 20 cm from nearby persons.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is needed.
- Consult the dealer or an experienced radio TV technician for help.

Limited Warranty

WHAT DOES OUR WARRANTY COVER?

- Any defect in material and workmanship.

FOR HOW LONG AFTER THE ORIGINAL PURCHASE?

- To the original purchaser only – ONE YEAR.

WHAT WILL YOUR SERVICE PROVIDER DO?

- At our option, repair or replace your unit.

HOW DO I ARRANGE FOR SERVICE, WHETHER IN OR OUT OF WARRANTY?

- Call ATS Customer Support for Return Authorization at 1-800-845-4774.
- Carefully pack your unit. Include all accessories provided with the product. We recommend using the original carton and packing materials.
- Include a copy of the sales receipt or other evidence of date of original purchase (if purchase was within the last 12 months).
- Print your name, address and phone number, along with a description of the defect, and include this in the package.
- Include payment for any service or repair not covered by warranty, as determined by your Service Provider.

WHAT DOES OUR WARRANTY NOT COVER?

- Batteries
- Damage from misuse, neglect or acts of nature (lightning, floods, power surges, etc.)
- Products which may be have been modified or incorporated into other products
- Products purchased and/or operated outside of the U.S., its territories, or Canada

- Products services by the owner or a service facility not expressly authorized by American Telecom
- Products purchased more than 12 months from the current date
- Units purchased in "AS IS" condition or units purchased as "Distressed Merchandise"

HOW DOES STATE OR PROVINCIAL LAW RELATE TO THIS WARRANTY?

- This warranty gives you specific rights. You may also have other rights which vary from state to state or province to province.

SunRocket Member Services can be contacted by emailing MemberServices@SunRocket.com or by calling 1-800-786-0364, 7 days a week, 8am to Midnight EST.

If you believe your phone is defective or missing components, please contact ATS Customer Service at 1-800-845-4774, Monday – Friday, 9 am to 5 pm PST.