



Analogue Telephony Adaptor
User Manual

Issue 2
20/10/2006

The Flexor 151 is compliant with the following standards:

- ◆ EN 60950-1:2001
- ◆ EN 55022:1998
- ◆ EN 55024:1998
- ◆ EN 61000-3-2:2000
- ◆ EN 61000-3-3:1995

See chapter 14 for more information.

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Table of Contents

1	Introduction	7
	Using this Document	8
	Typographical conventions.....	8
	Special messages.....	8
	Getting Support	8
2	Safety information	9
	Safety advice.....	9
	Emergency calling.....	9
3	Getting to know the device.....	10
	Parts Check	10
	Buttons and LED indicators	11
	Ports and connections.....	14
4	Configuring the device	15
	Installing the Software	15
	Connecting the Hardware	15
	Step 1. Connect the Ethernet cables and telephone lines	16
	Step 2. Attach the power connector	16
	Configuring the Flexor 151.....	17
	Step 1a. Accessing the web pages using VoiceConnect.....	17
	Step 1b. Accessing the web pages without using VoiceConnect.....	17
	Step 2. Configuration Pages.....	17
	Step 3. Configure your country.....	18
	Step 4. Configure your VoIP account.....	18
	Setup complete.....	19
	Testing your Setup.....	20
5	Making and receiving phone calls	21
	Receiving calls.....	21
	Making outgoing calls (using your phone)	22
	Making a VoIP call	22
	Making a PSTN call.....	22
	Making outgoing calls (using CTI via an attached PC).....	23
	Using the Call History page	23

	Using the Address book.....	23
	Using Click-to-Dial	23
	Using Dial-by-Name	24
	Failsafe mode	24
6	Using advanced phone features.....	25
	Recall / Hook-flash functionality.....	26
	Putting a call on hold.....	26
	Transferring calls.....	26
	Attended call transfer.....	27
	Blind transfer.....	27
	Do-not-disturb.....	28
	Call return	28
7	Managing the device	29
	Accessing the Web pages.....	30
	From a Windows PC using VoiceConnect	30
	From other PCs	30
	Web pages overview	31
	Messages area.....	31
	Configuration area.....	31
	Managing Accounts	32
	Modifying VoIP accounts.....	32
	Create a new VoIP account.....	33
	Setting Region information	34
	Setting the region	35
	Setting the time format	35
	Setting the Time zone.....	35
	Viewing the Call History	36
	Using the Address book	37
	Adding entries to the address book	37
	Editing the address book.....	38
	Deleting entries from the Address book.....	38
	Call management.....	39
	Setting up Hop on / off	39
	Setting up Call divert	40
	Setting up Voicemail redirection	41
	Flexor 151	42

8	Advanced configuration options.....	43
	Voice Settings	43
	Volume Settings.....	43
	Voice CODEC Selection.....	44
	DTMF Mode.....	44
	QoS (Quality of Service) Settings.....	44
	Upstream Bandwidth Shaping	44
	RTP and SIP DSCP	45
	Network Settings.....	45
9	IVR Network Configuration	47
	Accessing the Network Configuration Menu	47
	Configuring Network Settings.....	47
10	Troubleshooting.....	48
	Resetting to factory defaults	48
	Upgrading the firmware	49
	Step 1 – Check for firmware updates.....	49
	Step 2 – Confirm update to new firmware	50
	Step 3 – Firmware update in progress.....	50
	Step 4 – Firmware Update Complete	51
	Diagnostic messages	51
	From the web pages	51
	From the phone handset	52
11	Installing the Voice Connect application.....	53
	About the Voice Connect software	53
	Installing the Voice software	54
	Uninstalling the software	57
12	Specification	58
13	Copyright notices	59
	CamrivoX.....	59
	Vovida.....	60
	Internet Software Consortium	61
14	Declaration of Conformity.....	62

Table of Figures

Figure 3-1 - Flexor 151 LEDs and Buttons	11
Figure 3-2 - Flexor 151 Front Panel LED	12
Figure 3-3 - Flexor 151 Back Panel LEDs	13
Figure 3-4 - Flexor 151 Rear Connectors and Connections	14
Figure 4-1 - Illustration of Flexor 151 Set-up	15

1 Introduction

Congratulations on becoming the owner of the Flexor 151. You will now be able to make low-cost phone calls over the Internet.

Without the Flexor 151 installed, you are only able to use your phone line to make and receive calls over the PSTN network. These types of calls are known as **PSTN calls**.

With the Flexor 151 installed, you are still able to make and receive PSTN calls but you are now also able to make and receive calls over the Internet; these types of calls are known as **VoIP calls**.

To you as a user there is really no difference between making calls over the Internet or calls over the PSTN network. The difference to you is in the cost of the calls. VoIP calls are much cheaper than PSTN calls.

By default, the Flexor 151 is configured to make outgoing calls over the Internet and to receive either VoIP or PSTN calls.

In addition to providing low-cost calls, the Flexor 151 is packed with enhanced phone features, including:

CTI (Computer Telephony Integration) that enables you to integrate your phone with your PC, for example, synchronizing your Microsoft Outlook address book with the Flexor 151.

Hop On/Hop Off facility that enables you to make calls over the Internet via your mobile phone.

Advanced phone functions such as Call Transfer, Call Hold and Call Return.

This User Guide will show you how to connect up and start using all the features provided by the Flexor 151.

Using this Document

Typographical conventions

- ◆ *Italic* text is used for items you select from menus and drop-down lists and the names of displayed web pages.
- ◆ **Bold** text is used for text strings that you type when prompted by the program, and to emphasize important points.

Special messages

This document uses the following icons to draw your attention to specific instructions or explanations.



Note

Provides clarifying or non-essential information on the current topic.



Warning

Provides messages of high importance, including messages relating to personal safety or system integrity.

Getting Support

For customer support please contact the company that supplied your Flexor 151 product.

User manual and other updates can be found at:

<http://www.camrivo.com/>

2 Safety information

Safety advice

For your safety, please adhere to the following safety instructions:

Do not obstruct the ventilation holes of the Flexor 151, or place anything on top of it.

Place the Flexor 151 on top of a smooth, flat surface such as a table-top.

Do not open the Flexor 151. This could expose you to dangerous voltages and voids the warranty.

Only use the provided power supply.

If the device or power supply appears damaged, do not use them and contact your supplier for a replacement

Keep your unit dry, out of direct sunlight, and away from sources of heat.

The telephony ports on the Flexor 151 can carry dangerous voltages, do not touch or insert foreign objects into the connections, and only connect approved telephony devices.

Emergency calling

While the Flexor 151 contains features designed to facilitate emergency calling, CamrivoX Ltd. does not guarantee it is suitable for this purpose and is not liable for any failure to contact the emergency services. Users should ensure they have a secondary system with which they can make emergency calls.

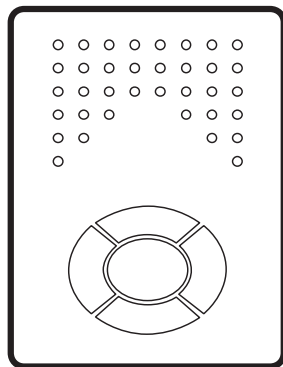
3 Getting to know the device

Parts Check

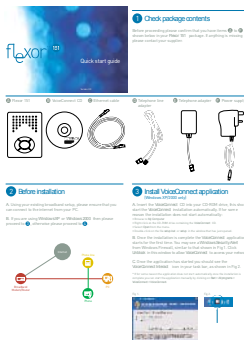
In addition to this document, your package should arrive containing the following:

1. Flexor 151 analogue telephony adaptor
2. Single page Installation Sheet
3. Power Supply
4. PC Installation CD
5. Phone adaptor for converting RJ11 connector to a country-specific connector
6. Cable for connecting Flexor 151 to a telephone wall socket
7. Ethernet cable

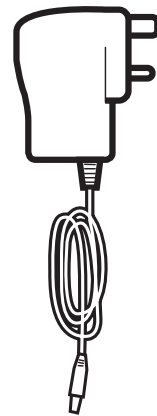
1.



2.



3.



4.



5.



6.



7.




Buttons and LED indicators

The Flexor 151 contains a number of buttons and lights called Light Emitting Diodes (LEDs) that indicate the status of the unit.



Figure 3-1 - Flexor 151 LEDs and Buttons

Indicator	Type	Function
	Button / LED	<p>Answer phone / voicemail button and LED indicator.</p> <p>Pressing this button will direct all incoming calls (both land line and VoIP) to your VoIP voicemail. This can be useful on occasions when you do not wish to be disturbed, or when you are away but expecting an important call and wish to check the message remotely (through your VoIP providers voicemail system).</p> <p>Directing calls to voicemail using the voicemail button will divert calls immediately, ie. the telephone will not ring at all.</p> <p>See <i>Setting up Voicemail on page 41</i> for additional information on voicemail configuration.</p> <p>If this LED is flashing it means that you have voice mail waiting at your VoIP operator's voicemail system.</p>

	Button / LED	Call divert button and LED indicator. Pressing this button will direct all incoming calls (both land line and VoIP) to a specified number of your choice. An example of when this can be useful is on occasions when you are away but expecting an important call and want it directed to your mobile phone. Pressing the call divert button will direct calls to the specified number immediately; the phone will not ring. See <i>Setting up Call divert on page 40</i> for more information on Call Diverting.
Line	LED	This indicator is used to indicate when a call is being made over PSTN (land line) and not VoIP. For incoming calls this LED may not be of significance but for outgoing calls it is useful to know how the call is being made, and therefore how expensive it is.
VoIP	LED	This indicator is used to indicate when a call is being made over VoIP. Again, for incoming calls this may not be of significance but for outgoing calls it is useful to know how the call is being made, and therefore how expensive it is. If the VoIP indicator flashes rapidly when the unit is idle, then there is a problem with VoIP, and the unit will likely be in failsafe mode. See <i>Failsafe mode on page 24</i> for further information.
	LED	This E-Mail LED is reserved for future use.



Figure 3-2 - Flexor 151 Front Panel LED

The front panel also includes a single LED which indicate the status of the power connection to the device:

LED state	Description
<i>Solid red</i>	The device is receiving power.
<i>Unlit</i>	The device is not receiving power.



Figure 3-3 – Flexor 151 Back Panel LEDs

The back panel also includes two LEDs which indicate the status of the two Ethernet ports:

LED state	Description
<i>Solid green</i>	The network connection is operational and is connected at 10Mbits/s .
<i>Solid orange</i>	The network connection is operational and is connected at 100Mbits/s .
<i>Unlit</i>	There is no network connection or the Ethernet cable is removed from the port.
<i>Flashing during start-up</i>	Flashing on/off while the device is booting. After about 10-15 seconds, solid green or amber to indicate that the device can communicate with your network.
<i>Flashing during operation</i>	Flashing when the device is sending or receiving data from the network. It may be unlit, flashing, or appear solid depending on the current activity.

Ports and connections

The rear panel contains the ports for the unit's phone, data and power connections.

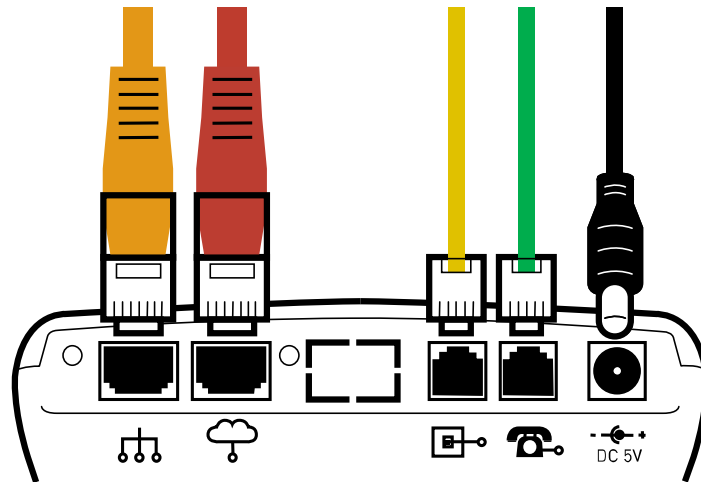


Figure 3-4 - Flexor 151 Rear Connectors and Connections

Cable	Function
To Power Adaptor	Connects to the power supply using the supplied power cable.
To Phone	Connects to the phone using your existing phone cable. (If required, an adaptor is supplied to convert your phone connector type to the right connector type for the socket on the device.)
To Phone Line	Connects to your phone line using the supplied phone cable.
To Broadband Modem/Router	Connects to your Broadband Modem/Router using the supplied Ethernet cable
To PC	Connects to your PC using an Ethernet cable.

4 Configuring the device

This chapter provides basic instructions for connecting the Flexor 151 to your phone, a computer or LAN and to the Internet and instructions on configuring the device.

This chapter assumes that you have already established a broadband service with your Internet service provider (ISP). These instructions provide a basic configuration that should be compatible with your home or small office network setup. Refer to the subsequent chapters for additional configuration instructions.

Installing the Software



Note

Before connecting the device, it is recommended that you install the Voice Connect application on your PC. This application helps to configure the Flexor 151. For more information, see [Installing the Voice Connect application on page 53](#).

Connecting the Hardware

This section describes how to connect the device to the wall phone socket, your phone, the power outlet and your computer(s) network.

The single-page **Installation Sheet** provided in the packaging with the Flexor 151 should be referred to for instructions and help on cabling.

The diagram below illustrates the suggested connection set-up:

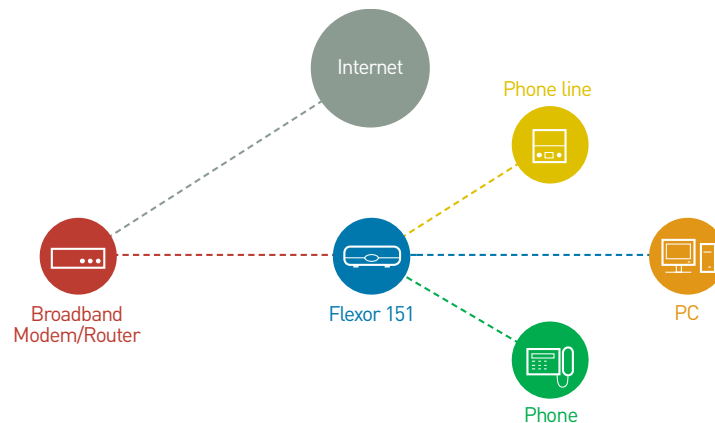


Figure 4-1 - Illustration of Flexor 151 Set-up

For detailed connection information see [Figure 3-4](#) on page 14.

[Figure 4-1](#) above shows the Flexor 151 connected inline with a PC, and this is often the easiest way to install the Flexor 151. By taking the existing Ethernet cable attached to your PC and using it to connect the Flexor 151, you can be more certain that the Internet connection is valid.

However, if it is not convenient for you to install the Flexor 151 in this network setup, you are free to connect it in any manner as long as the PC and the Flexor 151 are on the same local network.

The steps to follow to connect the Flexor 151 are described below.

Step 1. Connect the Ethernet cables and telephone lines

Connect the provided phone cables to the appropriate ports of the device as shown on the Installation Sheet. If required, use the phone adaptor to convert the RJ11 connector to a suitable connector for your country.

Connect the provided Ethernet cable to the appropriate port on your device and connect your PC to the device using another Ethernet cable.

Step 2. Attach the power connector

Connect the AC power adapter to the Power connector on the back of the device and plug the adapter into a wall outlet or power strip.

Turn on the power to the Flexor 151. The Flexor 151 will start up and assuming it is connected to your network via an Ethernet cable it will determine the best settings for your network.

If you wish to manually change the network settings see section *IVR Network Configuration on page 47* for more information.



Note

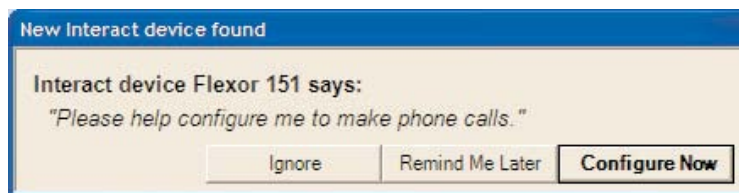
If your Flexor 151 has been supplied to you by your Voice Over IP Operator or ITSP then you probably do not need to configure the Flexor 151 to make VoIP calls. Once connected correctly the Flexor 151 will configure itself automatically with your operator's settings enabling you to make calls straight away. If this is not the case see *Configuring the Flexor 151* below.

Configuring the Flexor 151

This section describes how to configure the Flexor 151 using the Flexor 151 management web pages. Follow **Step 1a** if using VoiceConnect, else follow **Step 1b**.

Step 1a. Accessing the web pages using VoiceConnect

Assuming VoiceConnect is installed and running, once the Flexor 151 and PC are on the same network and powered-up, the following dialog box will be displayed after a short time (up to 30 seconds):



Click on **Configure Now**.

Step 1b. Accessing the web pages without using VoiceConnect

If you have not installed the Voice Connect application, lift the phone receiver and press the '#' button twice. The Flexor 151 will play an audio message describing the URL that you need to enter in a browser window to access the Flexor 151 management web pages. Enter this URL in a browser window. The Flexor 151 management web pages will be displayed.



Note

If you have problems with either steps 1a or 1b, or when picking up an attached telephone handset you hear a diagnostic message – please see [Troubleshooting on page 47](#).

Step 2. Configuration Pages

Having followed step 1a or step 1b you should now see a web page displaying the Flexor 151 management web pages:



Step 3. Configure your country

The first task is to select your country. The Flexor 151 will attempt to automatically detect which country you are in as shown below:

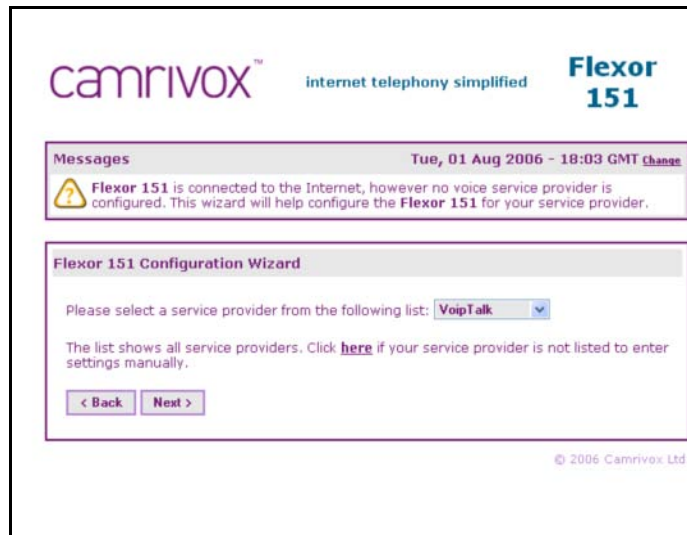


The screenshot shows the Flexor 151 Configuration Wizard interface. At the top, it displays the CamrivoX logo, the tagline "internet telephony simplified", and the device name "Flexor 151". Below this is a "Messages" section with a warning icon and text: "Flexor 151 is connected to the Internet, however no voice service provider is configured. This wizard will help configure the Flexor 151 for your service provider." The main section is titled "Flexor 151 Configuration Wizard" and contains the text: "Flexor 151 has detected your country or region as **United Kingdom**. If you are happy with this setting click **Next** else select a country or region below and click **Next**." Below this text is a dropdown menu labeled "Region or country:" with "United Kingdom" selected. A "Next >" button is positioned below the dropdown. At the bottom, there is a link: "For advanced users - if you wish to skip the wizard click [here](#)." The footer of the page reads "© 2006 CamrivoX Ltd."

If you wish you can override this setting by choosing an alternative country from the **Region or country** pull-down menu. Once you are happy with your country selection, click on **Next >**.

Step 4. Configure your VoIP account

Now you must configure your VoIP account settings so that you can make VoIP calls over the Internet:



The screenshot shows the Flexor 151 Configuration Wizard interface. At the top, it displays the CamrivoX logo, the tagline "internet telephony simplified", and the device name "Flexor 151". Below this is a "Messages" section with a warning icon and text: "Flexor 151 is connected to the Internet, however no voice service provider is configured. This wizard will help configure the Flexor 151 for your service provider." The main section is titled "Flexor 151 Configuration Wizard" and contains the text: "Please select a service provider from the following list: **VoipTalk**". Below this text is a dropdown menu labeled "The list shows all service providers. Click [here](#) if your service provider is not listed to enter settings manually." Below the dropdown are two buttons: "< Back" and "Next >". The footer of the page reads "© 2006 CamrivoX Ltd."

Choose the name of your ITSP (Internet Telephony Service Provider) from the list box.



Note

If your ITSP is not displayed in the list box, click on the [here](#) link to enter your settings manually. Refer to [Managing Accounts](#) on page 32 for more information.

Click on **Next >**. Now enter your VoIP account details:

camrivoX™ internet telephony simplified Flexor 151

Messages Tue, 01 Aug 2006 - 18:05 GMT [Change](#)

Flexor 151 is connected to the Internet, however no voice service provider is configured. This wizard will help configure the Flexor 151 for your service provider.

Flexor 151 Configuration Wizard

Please enter your user name and password for VoipTalk:

User Name:

Password:

Confirm Password:

Your name: *optional*

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Your ITSP should have provided you with a user name and password, either by email or by post. Enter these details along with (optionally) your own name.

Click on **Finish**. A message is displayed briefly, informing you that the device is contacting your ITSP to verify your account details.

Click on **Return Home**. The home page is displayed with a message informing you that the device is connected and working properly:

camrivoX™ internet telephony simplified Flexor 151

Messages Tue, 01 Aug 2006 - 18:09 GMT [Change](#)

Flexor 151 is connected and working properly, for more information click [here](#).

	Accounts Manage VoIP accounts.		Region Set regional information.
	Call History View and dial from call history.		Call Management Manage advanced call features.
	Address Book Add, update, delete and call from address book.		Flexor 151 Control Flexor 151 settings and view diagnostics.

Advanced configuration: [Voice Settings](#) [Network Settings](#) [Call Settings](#)

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Setup complete

The above steps are the only configuration tasks that are required in order to begin using your Flexor 151. Subsequent telephone calls will now default to using VoIP instead of the PSTN land line.

For more information about the Flexor 151 management web pages refer to *Managing the device on page 29*.

Testing your Setup

Once you have connected and configured your network to include the device, you should check the following to ensure that everything is working correctly.

Verify that the LEDs are illuminated as described in *Buttons and LED indicators on page 11*.

If the LEDs are illuminated as expected, test your Internet connection from a LAN computer. To do this, open your web browser, and type the URL of any external website (such as <http://www.yahoo.com>).

Make a test telephone call to see that all is working; confirming that the VoIP LED is illuminated during the call.

If any of the above checks have failed, then refer to *Troubleshooting on page 47* for more information.

Refer to *Making and receiving phone calls on page 21* to start using your Flexor 151 to make phone calls.

5 Making and receiving phone calls

This chapter describes how to use the Flexor 151 to make and receive phone calls:

- ◆ Receiving calls on page 21
- ◆ Making outgoing calls (using your phone) on page 22.
- ◆ Making outgoing calls (using CTI via an attached PC) on page 23.
- ◆ Failsafe mode on page 24.

Receiving calls

This section describes how the Flexor 151 receives different types of phone calls.

Receiving phone calls on the Flexor 151 is extremely straightforward, but there are some features to note:

The Line and VoIP indicators will flash to indicate which line the incoming call is received on.

If your telephone is Caller ID capable, the number (and possibly the name) of the caller will be displayed on your telephone.

For incoming VoIP calls if the number of the incoming caller is in your address book, the Flexor 151 will automatically convert the number to the name in your address book.

If the Flexor 151 Call Divert button has been pressed then the incoming call will be redirected immediately and the telephone will not ring. (See *Buttons and LED indicators on page 11* for further details).

If Call Divert or Voicemail has been setup from the management web pages (but the Call Divert button has not been pressed), then the call will be redirected. The redirection will occur after a user-specified number of rings. (See *Call management on page 39* for further details.)

If a call is received in the middle of another call, a periodic call waiting beep will be played in the existing call. You can switch between the two calls by pressing the *Hook* button or the *Recall* button on your telephone. See *Recall / Hook-flash functionality on page 26* for more information on this and other advanced call functions.

Making outgoing calls (using your phone)

This section describes how to use the Flexor 151 to make outgoing calls using your phone.

Making a VoIP call

By default, all calls will be made using VoIP; however this setting can be overridden by pressing the telephone hook button or the Recall button. (See *Making a PSTN call on page 22* for more information).

When making a VoIP call the following points should be noted:

To dial a land-line number, dial the number as normal, but always remember to prefix it with the area code (even if the number is a local number).

To dial another VoIP user using a telephone number, lift the telephone receiver and dial their number.

To dial a VoIP user using a SIP URI, you must use the address book feature of the Flexor 151 as a URI *cannot* be entered using your phone's numeric keypad. For more information, refer to *Making outgoing calls (using CTI via an attached PC) on page 23*.

By default the Flexor 151 will give you 4 seconds to complete dialing a number after the last digit has been pressed. However, if you dial the number quickly and want to be connected immediately you can dial '#' at the end of the number to tell the Flexor 151 that no more digits will follow (and not to wait 4 seconds).



Note

Your Voice Over IP operator may have configured your unit to dial immediately as soon as a valid phone number has been entered.

Making a PSTN call

By default, outgoing calls are made over VoIP. But in some situations you may prefer for the call to be made over your land-line.



Note

Your Voice Over IP operator may have configured certain phone numbers to be dialed automatically over your land line without you needing to follow the instructions below.

To force a call to go out over your land line instead of VoIP, do the following:

- ◆ Lift your telephone receiver.
- ◆ The dial-tone you hear will be your VoIP dial-tone.
- ◆ Press the Recall button on your telephone to indicate you wish to make a land-line call. (The button is often labeled Recall or sometimes just R.)

See *Recall / Hook-flash functionality on page 26* for more information on how to use the Recall button.

After pressing Recall you will hear another dial-tone that is probably very similar to the dial-tone heard in step (2), but the new dial-tone is from your land-line.

Any number you dial at this second dial-tone will be made over your land-line and not over VoIP.

To return back to normal, so that calls are made using VoIP, simply hang-up the phone at the end of your land-line call.



Note

Refer to the LEDs on your Flexor 151 to check whether or not your call is being made over VoIP or your land-line. For more information, see Buttons and LED indicators on page 11.

Making outgoing calls (using CTI via an attached PC)

This section describes how to use the Flexor 151 to make outgoing calls using Computer Telephony Integration (CTI) from an attached PC. All calls described in this section are VoIP calls.

Using the Call History page

You can dial a number from your PC using the Call History page. Follow the procedure below:

- ◆ Click on the Voice Connect application icon to display the the Flexor 151 management web pages.
- ◆ Click on the Call History link. The Call History page is displayed showing the names and numbers of all recent incoming and outgoing calls.
- ◆ Click on the number you wish to call. The phone will briefly ring to confirm that the number has been selected.
- ◆ Lift the phone receiver and the number will be dialed automatically.

Using the Address book

You can dial a number from your PC using the Flexor 151 built-in Address book. Follow the procedure below:

- ◆ Click on the Voice Connect application icon to display the the Flexor 151 management web pages.
- ◆ Click on the Address Book link. The Address Book page is displayed containing the names and numbers of your contacts.
- ◆ Click on the number you wish to call. The phone will briefly ring to confirm that the number has been selected.
- ◆ Lift the phone receiver and the number will be dialed automatically.

Using Click-to-Dial

Click-to-Dial is a feature that enables you to dial any phone number or SIP URI that is on your Windows desktop. For example, you could have received a phone number in an email or found it on a web page.

To use the Click-to-dial feature, follow the procedure below:

- ◆ Highlight the phone number on the screen, and copy it to the clipboard (usually by pressing Ctrl-C, or right-clicking and choosing Copy from the menu displayed).
- ◆ Right-click on the Voice Connect application icon in the bottom right of your Desktop.
- ◆ Choose the option Dial <number> from the menu displayed. (Where number is the number you have copied.) Your phone will give a brief confirmation ring.
- ◆ Lift the phone receiver and the number will be dialled automatically.

Using Dial-by-Name

This feature is closely tied to the Address book mentioned above. It enables you to dial a number from your Address book by spelling out the name of the person in the Flexor 151 Address book.

It works in a similar way to predictive text when sending text messages on a mobile phone. You spell out the name to dial until you have spelt out enough characters that a unique match can be made from your address book.

To use the Dial-by-name option, follow the procedure below:

- ◆ Dial # after lifting the receiver. A voice prompt will ask you to spell out the name to dial on your phone number pad. Keep spelling out characters until a match has been made.
- ◆ Once a match has been made, stop spelling out characters. At this point, if the address book only has one number for the name, the number will be dialed.
- ◆ However, if several alternative numbers are available for Work, Home or Mobile, you will be prompted to press W (9), H (4) or M (6) respectively to choose which number to dial.

Failsafe mode

In some situations it is not possible to make VoIP calls, for example, if your Internet connection goes down, or if there is a power cut. In such situations your Flexor 151 will enter a *Failsafe mode*. The purpose of this mode is to enable your telephone to make phone calls, albeit over your land line rather than VoIP, even in the event of problems.

If ever Failsafe mode is entered you will hear a recorded diagnostic message describing the problem (except in the power failure case). This should help you to resolve the problem.

As soon as the problem is corrected the device will automatically leave Failsafe mode. When you take the phone off-hook you will hear a dial-tone instead of the diagnostic message.

See *Diagnostic messages on page 51* for more information on these diagnostic messages.

6 Using advanced phone features

One of the advantages of VoIP is that it offers advanced telephony features such as:

- ◆ Putting a call on hold
- ◆ Transferring calls
- ◆ Call waiting
- ◆ Do not disturb
- ◆ Call return

This chapter describes how to use the above features with your Flexor 151.

It is still possible to use all the PSTN features you have setup on your phone such as Call Return and Voicemail. To access these features, use hook flash / recall to get to the PSTN line. (See *Recall / Hook-flash functionality page 26*). In addition, all incoming PSTN call features will still work as normal, including CLI and CID.

Recall / Hook-flash functionality

To access certain VoIP functions described in this chapter it is necessary to perform a *Recall* or *Hook-flash*. The majority of phones have a dedicated button for this purpose. The button is often labelled **Recall** or sometimes just **R**.



Note

Do not confuse 'Recall' with 'Redial'. This is a different button with different functionality.

For phones that do not have a *Recall* button it is possible to simulate the functionality of the *Recall* button by performing a *Hook-flash*. As its name suggests, a *Hook-flash* is performed by briefly tapping the button that is pressed when you replace the receiver to hang-up. In effect when doing a *Hook-flash*, although you tap the button with your hand, you momentarily hang-up the call, instantly lifting the receiver as soon as it is put down.

Refer to the documentation supplied with your phone for more information about accessing *Recall* functionality.

Putting a call on hold

There are two common situations where it is convenient to place a call on hold:

- ◆ To answer a second incoming call that comes in during an existing call (known as Call waiting).
- ◆ To dial a second person in the middle of an existing call.

In both cases the current caller is placed on hold by pressing the *Recall* button.

After the current caller is placed on hold, you will either be connected to the incoming call (case 1 above), or you will be presented with a VoIP dial-tone enabling a second person to be dialed (case 2 above).

As described in *Receiving calls on page 21*, you are informed of a second incoming call (*Call waiting*) by a series of periodic beeps during the existing call.

You can switch back to the person on hold, or swap between two callers by pressing the *Recall* button multiple times.

Transferring calls

It is possible to transfer an incoming call to another number. You can do this in two ways:

- ◆ **Attended transfer** – where you speak to the recipient of the transferred call before transferring the incoming call to them.
- ◆ **Blind transfer** – where you transfer a call immediately without speaking to the recipient of the call (the transferee).

Attended call transfer

The process of performing an attended transfer is very similar to placing a call on hold to dial two people as described in the previous section.

The procedure to follow is:

1. The phone rings, and you pick-up to speak to the new caller.
2. You decide that they need to be transferred to another person.
3. You place the caller on hold by pressing the *Recall* button (described in *Recall / Hook-flash functionality on page 26*).
4. You are presented with a dial-tone enabling you to call the person to whom you wish to transfer the call (the transferee).
5. You dial the number of the transferee and wait for them to answer the call.
6. After speaking to the transferee and confirming they wish to receive the transferred call, you simply hang-up your phone to connect the other two parties.

Blind transfer

A blind transfer is similar to an attended transfer but works as follows (steps 5 and 6 are different from the steps above):

1. The phone rings, and you pick-up to speak to the new caller.
2. You decide that they need to be transferred to another person.
3. You place the caller on hold by pressing the *Recall* button (described in *Recall / Hook-flash functionality on page 26*).
4. You are presented with a dial-tone enabling you to call the person to whom you wish to transfer the call (the transferee).
5. You dial the number of the transferee. However, before dialing the number you prefix it with ***90**, and press **#** at the end. So, for example, to perform a blind transfer to the number **123456**, you would dial ***90123456#**.
6. Before speaking to the transferee (while the phone is still ringing) simply hang-up your phone to connect the other two parties. The incoming caller will be connected while the phone is ringing, and will be the first person to speak to the transferee.



Note

Note that for billing purposes you may be billed for the call to the transferred number, even though you do not have a conversation with them.

Do-not-disturb

The *Do-not-disturb* feature can be enabled in two ways:

Pressing the *Voicemail* button as described in *Buttons and LED indicators* on page 11.

Dialling ***20**, and then hanging-up.

You can tell if *Do-not-disturb* is enabled by examining the voicemail LED indicator, or by listening to the dial-tone. A special “*stuttered*” dial-tone is played if *Do-not-disturb* is enabled.

The preferred and easiest method for enabling *Do-not-disturb* is method 1 above. Method 2 differs in that if do not disturb is enabled by dialling ***20**, then only VoIP calls will not disturb; incoming land-line calls will still ring the phone.

To cancel *Do-not-disturb*, do one of the following:

- ◆ Press the voicemail button as described in section 4.6.
- ◆ Dial ***80**, and then hang-up.

Call return

Call return enables you to ring back the VoIP caller who most recently called you. It is used by simply dialling ***69**. It saves you the time of having to dial the full number to return the call.

7 Managing the device

The Flexor 151 includes a series of Web pages that can be used to manage and configure all aspects of the device. The web pages enable you to configure the device settings to meet the needs of your network. You can access the web pages through your web browser from any PC on the same local network as the Flexor 151.

This chapter contains the following sections:

- ◆ Accessing the Web pages
- ◆ Web pages overview
- ◆ Accounts
- ◆ Region
- ◆ Address Book
- ◆ Call History
- ◆ Call Management
- ◆ Flexor 151

Accessing the Web pages

To access the Web pages, you need the following:

- ◆ A PC or laptop connected to the Ethernet port on the device.
- ◆ A web browser installed on the PC.

The procedure to follow to access the pages is different depending on the operating system of your PC.

From a Windows PC using VoiceConnect

To access the Web pages from a Microsoft Windows PC with the *Voice Connect* application installed, follow the procedure below:

1. From the PC, double-click on the *Voice Connect* icon in the *Quick launch* toolbar on the Windows Desktop.

A web browser will be launched displaying the Flexor 151 management web pages:



This is the first page displayed each time you access the Web pages.

From other PCs

To access the Web pages from a PC which is not running Windows, follow the procedure below:

1. From any of the LAN computers, launch your web browser, type the network address of the device in the web address (or location) box, and press [Enter] on your keyboard:

http://network-address

For more information on discovering the network address that needs to be entered for your device, refer to *Step 1b. Accessing the web pages without using VoiceConnect* on page 17.

2. The *Welcome* page is displayed.

Web pages overview

The web pages can be used to configure your device and to view information about the current settings of the device.

The Home page is the first page displayed each time you log in to the Web pages.

This page is divided into two areas:

- ◆ Messages area
- ◆ Configuration area

Messages area

The Messages area is the area where important status information is displayed. Examples of status messages appearing in this area are:

- ◆ Information on whether or not your VoIP connection is operational. If it is not working, a link is provided to help diagnose any problems.
- ◆ If a new software upgrade is available for your Flexor 151 a link will be provided to install it.
- ◆ Indication if you have any voice mail waiting.

Configuration area

The Configuration area contains a set of options which you can use to configure the Flexor 151.

The remaining sections of this guide describe the options contained in the Configuration area of the web page.

Managing Accounts



Note

It is not possible to change your account details if your Flexor 151 was automatically configured by your Voice over IP operator.

In this section you can reconfigure your VoIP account settings. You may wish to do this for several reasons:

- ◆ To correct a mistake in your original configuration
- ◆ To switch to an alternative VoIP account
- ◆ To update your account name but leave the other account settings unchanged.

To view or modify your VoIP account settings, click on the **Accounts** button on the Welcome page. The Accounts window is displayed:

Refer to the following section to manage your accounts.

Modifying VoIP accounts

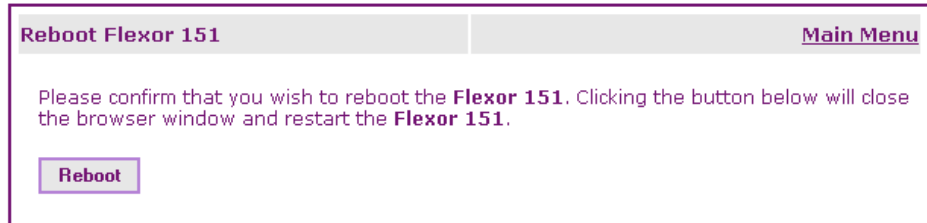
To modify your current VoIP accounts, follow the procedure below:

- ◆ To select a new VoIP provider, select the new provider from the drop-down list box. The Account Settings fields are automatically updated with the details of the selected provider.
- ◆ Edit the fields individually as required. It is possible to change the Your name field which is the name used by the device for all calls you make. All other settings should not normally need to be changed unless you are specifically instructed to do so by your VoIP provider.
- ◆ Click on Update.

The home page is displayed containing the following message in the Configuration area:



1. Click on **here** to reboot the device. A final message is displayed asking you to confirm that you wish to reboot the device:



2. Click on **Reboot** to reboot the device. The web browser is closed and the device is rebooted.

The new VoIP account settings will now be used for all future calls.

Create a new VoIP account

To create a new VoIP account:

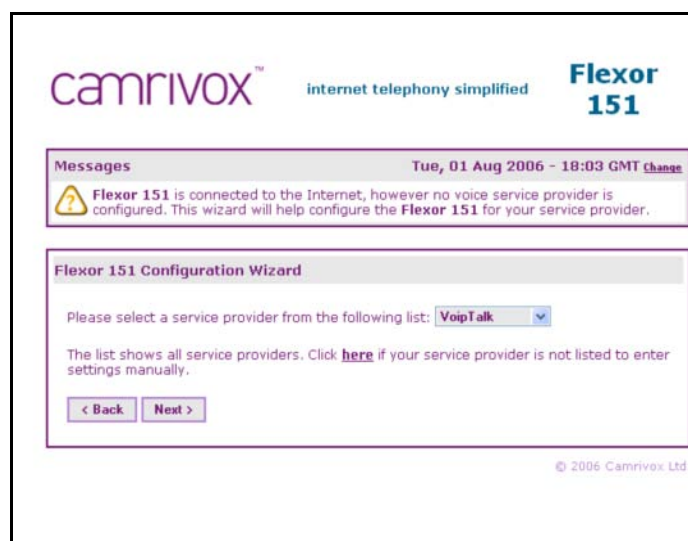
Follow the procedure in the previous section to display the **Accounts** page.

To create a new account you can either:

- ◆ Use the configuration wizard.
- ◆ Enter the settings manually.

It is recommended that you use the Configuration wizard to create a new account.

To use the Configuration wizard, click on the **here** link on the Accounts page. The following page is displayed:



Refer to *Step 4. Configure your VoIP account on page 18* for the procedure to follow to create your account using the Configuration wizard.

To enter the new account settings manually, click on the **Manual Setting** link. The following window is displayed:

Enter the details for your new account in this window:

- ◆ Enter a name for the account followed by all the details of the account. (Your VoIP account provider should have provided you with all the details shown on this page.)
- ◆ Click on Save Settings when you have added all the details for the new account.
- ◆ The Accounts page will be displayed and from the drop-down list box a new entry will have been created, prefixed with Manual to identify this account as one that has been manually entered.

Setting Region information

The Region web page enables you to configure the region where you are using your device and the time zone for that region. Setting the time zone ensures that your device is always using the correct time.

To configure region information, click on the **Region** link in the Home page. The **Regional Settings** window is displayed:

From this page you can set the following information:

- ◆ The Region or Country where you are using the device
- ◆ The Time format for displaying the time on subsequent web pages. The time can be displayed in 12-hour or 24-hour format.
- ◆ Time zone for the region where you are using the device.

Setting the region

The region where you are using the device is setup when you first configure the device and so you should normally not need to change this setting. (See *Step 3. Configure your country on page 17.*)

To set the region or country where you are using the device, follow the procedure below:

- ◆ Choose the country from the **Region or country** drop-down list box.
- ◆ Click on **Save Changes**.
- ◆ The Home page is displayed.

The call progress tones are also updated to use the tones specific to the region that has been selected.

Setting the time format

All call information displayed by the web pages contains details about the time of the call. You can configure the display of this time to be shown in 12-hour or 24-hour format.

To set the time format, follow the procedure below:

- ◆ Click on the radio button alongside the time format you require in the **Time format** field.
- ◆ Click on **Save Changes**.

The Home page is displayed. The messages window will show the new time format in the top-right corner of the window.

Setting the Time zone

To set the time zone for your region, follow the procedure below:

- ◆ Choose the time zone from the **Time zone** drop-down list box.
- ◆ Click on **Save Changes**.

The Home page is displayed. The Messages window will show the new time zone displayed in the top-right corner of the window, alongside the time.

Viewing the Call History

In the call history subsection of the Flexor 151 web pages you can view recently received calls, and recently dialed numbers. Viewing recently received calls is useful if you have been away from your phone for a while and wish to check if you have missed any calls.

To view the Call history for your device, click on **Call History** from the home page. The **Call History** window is displayed:



The window displays calls that you have made and calls that you have received. The call history is cleared following a reboot of the device, so the history contains a record of all calls made and received since the last time that the device was rebooted.

For both received and dialed calls you can dial the number to return the call by clicking the number on the web page. For more information, refer to *Making and receiving phone calls on page 22*.

Using the Address book

Your Flexor 151 has a built-in address book, and this is accessed through the **Address book** link from the Home page:

Address Book	Search	Add	Main Menu
First Name	Last Name		
<input type="text"/>	<input type="text"/>	<input type="button" value="Search"/>	
Name	Home	Work	Mobile

The address book has several purposes:

- ◆ To look up the name of incoming calls, and present the name of the caller instead of their number on the phone display.
- ◆ To speed dial numbers from the address book.
- ◆ To dial SIP URIs (addresses).

This section describes how to use the address book:

- ◆ *Adding entries to the address book on page 37.*
- ◆ *Editing the address book on page 38.*
- ◆ *Deleting entries from the Address book on page 38.*

Adding entries to the address book

The easiest way to add entries to the address book for all your contacts is to import entries from your Microsoft Outlook contacts on your PC.

To manually add entries to the address book, follow the procedure below:

- ◆ Click on **Add** in the Address book window.

The following window is displayed:

Address Book	Search	Add	Main Menu
Name	Home	Work	Mobile
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Add"/>			

- ◆ Enter the full name of the contact in the **Name** field. This includes first name *and* second name.
- ◆ Enter the phone numbers of the contact in the **Home**, **Work** and **Mobile** fields. (You do not have to enter a number in every field.)
- ◆ Click on **Add**.

The new contact (e.g. Fred Smith) is added to the address book:

Address Book	Search	Add	Main Menu
First Name	Last Name		
<input type="text"/>	<input type="text"/>	<input type="button" value="Search"/>	
Name	Home	Work	Mobile
Fred Smith	01223123456	01223456789	0123456789 change Delete

If this contact has any entries in the Call History log, then the log will be automatically updated to show the name of the contact alongside the call entry.

In addition, any future calls received from any of the numbers associated with this caller will be displayed on your PC using the name of the caller rather than their number. See *Using the Call History page on page 34*

Once a name and number are in the address book you can also use your PC to dial the number in a variety of ways, see *Making outgoing calls (using CTI via an attached PC) on page 23* for further details.

Editing the address book

To edit the details of a contact in the address book, follow the procedure below:

- ◆ Click on the **Change** link in the Address book window alongside the contact you wish to edit.

The following window is displayed containing the details of the contact:

Address Book	Search	Update	Main Menu
Name	Home	Work	Mobile
Fred Smith	01223123456	01223456789	0123456789
Update			

- ◆ Edit the phone details of the contact.
- ◆ Only the phone numbers of the contact can be edited.
- ◆ If you need to change the name of the contact, you will have to delete the contact. See *Deleting entries from the Address book on page 38*.
- ◆ Click on **Update**.
- ◆ The updated details are displayed in the Address book window.

Deleting entries from the Address book

To delete a contact from the Address book, follow the procedure below:

- ◆ Click on the **Delete** link in the Address book window alongside the contact you wish to delete.

The following window is displayed asking you to confirm that you wish to delete the contact:

Address Book	Search	Delete	Main Menu
Name	Home	Work	Mobile
Fred Smith	01223123456	01223456789	0123456789
Confirm Delete			

- ◆ Click on **Confirm Delete** to delete the contact from the Address book.
- ◆ The Address book window is displayed with the deleted contact removed from the list of contacts.

Call management

The call management section of the Flexor 151 web pages allow you to configure what happens to incoming land-line calls. This configuration is closely tied to the buttons on the Flexor 151 as described in *Buttons and LED indicators on page 11*.

The Call Management page is shown below:

Flexor 151 Call Management [Main Menu](#)

Call Divert Number
Activated by call divert button

Unanswered Call Actions

Enable
Number of rings before action

Disable

Please select action:

Hop on / off
Pin

Divert to Call Divert Number
 Divert to voice mail

A number of different actions are possible for an incoming call:

- ◆ Ring the phone as normal; eventually ringing-out to voicemail if the call is not answered in time.
- ◆ Allow the phone to ring a specified number of times, and then do one of the following:
 - ◆ Redirect to voicemail
 - ◆ Divert to a specified number
 - ◆ Enter hop on/off mode (if the incoming call was over a land line)



Note

Note that only one of the above (voicemail, divert, hop on/off) features can be used at once.

By default, none of these above actions are enabled on the device. An incoming call will either stay ringing or divert to any voicemail feature you have setup on your home phone.

The following sections describe how to configure the Flexor 151 to enable the actions described above for incoming calls.

Setting up Hop on / off

Hop on / off enables you to take advantage of VoIP from other phones such as a mobile phone. The basic idea is that you can use the Flexor 151 to 'bridge' between a land-line and VoIP.

So for example, you wish to make an international call from you mobile phone. This call would be much cheaper using VoIP but your mobile phone

cannot do VoIP. The solution is to phone up the Flexor 151 from your mobile, and then get the Flexor 151 to connect you to the international number over VoIP. You are billed on your mobile phone for a call to your Flexor 151, and billed for the international call on your VoIP account. But the combined cost should be much cheaper than making a single international call on your mobile; especially if the VoIP call is to another VoIP user and completely free. This example uses a mobile phone, but the hop on/off feature is useful from many different types of phone.

To enable Hop On/Off for all incoming land-line calls, edit the Call Management web page as described below:

- ◆ Select the **Enable** radio button in the **Unanswered call actions** section.
- ◆ Enter a value in the **Number of rings before action** field. This value specifies the number of rings after which you wish calls to be answered automatically.
- ◆ Select the **Hop on/off** radio button in the **Please select action** section.
- ◆ Enter a valid pin number in the **Pin** field. The number can be up to 6 digits in length. Ideally, you should enter a number of at least 4 digits
- ◆ Click on **Save Settings**.
- ◆ The home page is displayed.

Now, if a call is received from a land line (not VoIP) the Flexor 151 will answer the call automatically after the specified number of rings. A voice prompt will ask you to enter your Pin number, (specified by you on the management web page, preventing unauthorized access). After entering the Pin number successfully, you will be presented with a VoIP dial-tone. Now you can dial the number you really want and make a call over VoIP from your mobile phone.

Setting up Call divert

To enable call diversion for all incoming land-line calls, edit the Call Management web page as described below:

- ◆ Enter the phone number to which calls should be diverted to, in the **Call Divert Number** field.
- ◆ Select the **Enable** radio button in the **Unanswered call actions** section.
- ◆ Enter a value in the **Number of rings before action** field. This value specifies the number of rings after which you wish calls to be diverted.
- ◆ Select the **Divert to Call Divert number** radio button in the **Please select action** section.
- ◆ Click on **Save Settings**.
- ◆ The home page is displayed.

Now if a call is received, after waiting the specified number of rings, the Flexor 151 will divert the call to the specified number. Note that your VoIP account will be billed for the diverted part of the call.

Setting up Voicemail redirection

To enable redirect to voicemail on the Flexor 151 for all incoming calls, edit the Call Management web page as described below:

- ◆ Select the **Enable** radio button in the **Unanswered call actions** section.
- ◆ Enter a value in the **Number of rings before action** field. This value specifies the number of rings after which you wish calls to be diverted to voicemail.
- ◆ Select the **Divert to voice mail** radio button in the **Please select action** section.
- ◆ Click on **Save Settings**.
- ◆ The home page is displayed.



Note

If you also have an answer phone machine, then you should ensure that the 'Number of rings before action' is less than the number of rings that you have set for the answer phone. Otherwise, the answer phone will take precedence and answer the call before the Flexor 151 voicemail.

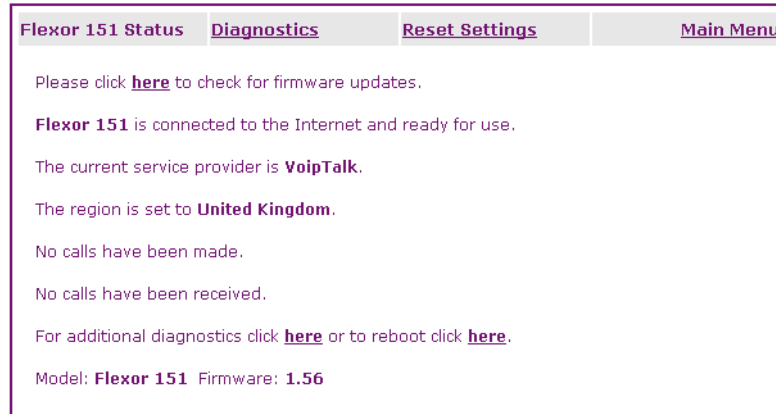
Now if a call is received, after waiting the specified number of rings, the Flexor 151 will divert the call to the Flexor 151 voicemail. Conveniently, the same voicemail account can be used for calls received from both your VoIP line and your land-line.

Your ITSP provider will have provided you with details of how to listen to and edit your voicemail messages. This is typically displayed via a web page. Refer to your ITSP for more information.

Flexor 151

The Flexor 151 Status web page allows you to control various settings of the device and to view diagnostic information about the device.

The Flexor 151 web page is shown below:



The page provides a summary of the current status of the device, including:

- ◆ The Internet connection status.
- ◆ The current service provider.
- ◆ The region setting.
- ◆ The number of calls that have been made.
- ◆ The number of calls that have been received.
- ◆ The model and firmware revision number of the device.

From this page you can also perform the following actions:

- ◆ Check for firmware updates
- ◆ Perform diagnostic checks
- ◆ Reboot the device
- ◆ Reset the device

These actions are described in *Troubleshooting on page 47*.

8 Advanced configuration options

This section details the following advanced configuration options:

- ◆ Voice Volume Settings
- ◆ CODEC Preference
- ◆ DTMF Mode
- ◆ QoS Settings
- ◆ Network Settings

Changing these options may affect your network connectivity, internet telephony or voice call quality.

Voice Settings

Volume settings, CODEC preference and DTMF Mode can be set from the Voice Settings menu. This menu is accessed by clicking on the **Voice Settings** link on the home page. The diagram below shows the Voice Settings menu:

Flexor 151 Voice Settings		Main Menu	
Volume Settings			
	Microphone		Speaker
VoIP Call	- 5 +	- 5 +	
PSTN Call	- 5 +	- 5 +	
PSTN Diverted Call	- 5 +	- 5 +	
Valid values are 1-10, 5 is the default			
Voice CODEC Selection			
CODEC Preference: G.711U			
CODECs Enabled:			
High bandwidth	G.711U	<input checked="" type="checkbox"/>	
	G.711A	<input checked="" type="checkbox"/>	
	G.726-32	<input checked="" type="checkbox"/>	
Low bandwidth	G.729AB	<input checked="" type="checkbox"/>	
DTMF Mode			
Inband	<input checked="" type="radio"/>		
RFC2833 (RTP)	<input type="radio"/>		
Save Settings			

Volume Settings

It is possible to change the microphone and speaker volume settings in each of 3 cases:

- ◆ VoIP Call
- ◆ PSTN Call
- ◆ PSTN Diverted Call, for example, hop on/off, divert to voice mail.

Settings can be changed as follows:

- ◆ Change the settings by using the – or + buttons or entering a number between 1 and 10 in the appropriate Volume Setting box.
- ◆ Changes can be saved by clicking **Save Settings**.

Voice CODEC Selection

It is possible to change the preferred voice CODEC, this is the CODEC that will be used in preference for any VoIP call, and to change the CODECs that are enabled on the Flexor 151. Settings can be changed as follows:

- ◆ CODECs can be enabled and disabled by checking and unchecking the check boxes next to each CODEC name in the Voice CODEC Selection area.
- ◆ The preferred CODEC can be selected from the **CODEC Preference** drop down list.
- ◆ Changes can be saved by clicking **Save Settings**.

DTMF Mode

Change settings as follows:

- ◆ Select either **Inband** or **RFC2833 (RTP)** based DTMF support by clicking on the appropriate radio button in the DTMF Mode section.
- ◆ Changes can be saved by clicking **Save Settings**.

QoS (Quality of Service) Settings

QoS (Quality of Service) settings can be set from the QoS Settings menu. This menu is accessed by clicking on the **QoS Settings** link on the home page. The diagram below shows the QoS Settings menu:

Flexor 151 QoS Settings [Main Menu](#)

Upstream bandwidth: Kbps (256 normal for ADSL, 100000 100Mbps Ethernet)

Advanced QoS settings

RTP DSCP:

SIP DSCP:

Upstream Bandwidth Shaping

When the Flexor 151 is connected between your broadband router or modem and your PC, the Flexor 151 can *shape* traffic when a VoIP call is in progress. This enables the Flexor 151 to guarantee bandwidth for the VoIP call ensuring high quality calling. You should set the upstream bandwidth settings to match the upstream bandwidth of your broadband connection, to ensure that you do not artificially degrade your PCs networking performance.

To change the settings:

- ◆ Enter the **Upstream bandwidth** in Kbps (kilo bits per second). Note 256 Kbps is typical for DSL.

- ◆ Changes can be saved by clicking **Save Settings**.

RTP and SIP DSCP

To change the DSCP used for SIP and RTP:

- ◆ Enter the new DSCP into the RTP and SIP fields.
- ◆ Changes can be saved by clicking **Save Settings**.

Network Settings

The Flexor 151 network settings menu can be accessed by clicking the **Network Settings** link from the Flexor 151 home page. There are 4 modes supported by the Flexor 151:

- ◆ **Automatic.** The Flexor 151 will automatically determine the best network settings for your network.
- ◆ **DHCP.** The Flexor 151 will only use DHCP. This can be used if automatic network setting detection has failed and your network is using DHCP.
- ◆ **Emulate PC Settings.** The Flexor 151 will automatically emulate the settings of a single PC attached to the LAN port, with the WAN port connected to a broadband connection. This configuration mode is used to enable the Flexor 151 to work directly with a Cable Modem or for use in situation where the PC has to login to the network via a web browser, for example, a campus network or a hotel internet service.
- ◆ **Manual.** The Flexor 151 enables you to enter all the required IP settings manually.

The network settings can also be controlled using IVR. See section *IVR Network Configuration on page 47* for more information.

The network settings menu is shown below and includes information on the current network settings:

Configuration Mode	Current Network Settings
<input checked="" type="radio"/> - Automatic	Configuration Mode: Automatic
<input type="radio"/> - Emulate PC settings	IP Address: 192.168.0.63
<input type="radio"/> - DHCP	Network Mask: 255.255.255.0
<input type="radio"/> - Manual	Gateway: 192.168.0.1
	DNS: 192.168.0.1

[Save Settings](#)

In order to select **Automatic**, **DHCP** or **Emulate PC Settings**:

- ◆ Select the appropriate radio button option.
- ◆ Changes can be saved by clicking **Save Settings**.

Once you have saved settings the web browser will display a page describing the network change that has been made and offers guidance on how to continue managing the Flexor 151 via the web pages. An example for the case when **DHCP** has been selected is shown below:

Flexor 151 Network Settings Updated

Flexor 151 is using DHCP to determine your network settings. This may result in your IP address (or management web page URL) changing.

The VoiceConnect application can help you re-connect to your **Flexor 151**. If you are not using VoiceConnect it is possible to determine the management web page URL using an attached telephone. If no diagnostic message plays when you lift the receiver press '#' twice, else let the message finish and then press '#'.

In order to select **Manual** settings:

- ◆ Click on the **Manual** radio button option. An additional set of configuration options will appear:

Manual Configuration

Host IP Address: . . .

Subnet Mask: . . .

Gateway IP Address: . . .

DNS Server IP Address: . . .

- ◆ Enter the network IP configuration into the appropriate fields.
- ◆ Changes can be saved by clicking **Save Settings**.
- ◆ Once you have clicked **Save Settings** you will be shown a page which will enable you to navigate to the embedded web pages again:

Flexor 151 Network Settings Updated

Flexor 151 has been manually configured with the IP address 192.168.0.45. In a few moments you should be able to visit the management web pages <http://192.168.0.45>.

The VoiceConnect application can help you re-connect to your **Flexor 151**. If you are not using VoiceConnect it is possible to determine the management web page URL using an attached telephone. If no diagnostic message plays when you lift the receiver press '#' twice, else let the message finish and then press '#'.

- ◆ Click on the <http://network-address> link to return to the management web pages.

9 IVR Network Configuration

Accessing the Network Configuration Menu

To access the IVR Network Configuration menu:

- ◆ Lift the handset

If the product is working correctly and you hear no diagnostic message:

- ◆ Press '#' to reach the IVR dial by name directory.
- ◆ Press '#' again to reach the Management Web Page read out.
- ◆ Press '#' again to reach the Network Configuration menu.

If the product is not working correctly and you hear a diagnostic message:

- ◆ Press '#' again to reach the Management Web Page read out.
- ◆ Press '#' again to reach the Network Configuration menu.

In both cases you should hear "Please Choose Mode" to signify that the Flexor 151 is ready for your network configuration.

Configuring Network Settings

Select configuration mode by pressing the appropriate digit shown below:

- ◆ '0' **Automatic**
- ◆ '1' **DHCP**
- ◆ '2' **Emulate PC Settings**
- ◆ '3' **Manual**



Note

To understand the meaning of these different network configuration settings see [Network Settings on page 45](#).

If you entered **Automatic**, **DHCP** or **Emulate PC Settings** you should hear "OK" to confirm that the settings has been changed.

If you entered **Manual** you will now need to enter the IP address. To enter the IP address:

- ◆ Enter the digits of the IP address using the telephone digits.
- ◆ Enter a '*' for a '.' in the IP address.
- ◆ Enter a '*' to complete the IP address entry.

For example, to enter the IP address 192.168.0.1 you would press 192*168*0*1*.

You should hear "OK" to confirm your setting has been accepted. You should now configure the rest of the settings using the management web pages, see *Network Settings on page 45*.

If you hear "Incorrect", start the process again.

10 Troubleshooting

This chapter provides information to help you to diagnose any problems you may be having with your Flexor 151 device.

Resetting to factory defaults

It is possible to restore your Flexor 151 back to its factory default state.



Warning

This action can potentially erase all your settings and address book entries, so must be careful and ensure that you keep all the settings that you want to save when asked to do so.

To reset your Flexor 151 to its factory default state, follow the procedure below:

- ◆ Select the **Flexor 151** option from the main management web page.
- ◆ Select **Reset Settings** in the top of the window.

The following window is displayed:

Flexor 151 Status	Diagnostics	Reset Settings	Main Menu
Please select settings to keep:			
<input type="checkbox"/> Keep account settings			
<input type="checkbox"/> Keep regional settings			
<input type="checkbox"/> Keep call management options			
<input type="checkbox"/> Keep all address book entries			
<input type="checkbox"/> Keep all advanced settings			
Note - resetting the Flexor 151 to factory defaults will lose all configuration, settings and address book entries, unless you 'keep' selected settings.			
Clicking the button below will close the browser window and then reset and restart the Flexor 151.			
<input type="button" value="Reset and Restart"/>			

- ◆ To reset the device to its factory default state, click on **Reset and Restart**.
- ◆ If you would like to keep some of the settings you have configured for the device, click on the check box alongside the setting that you want to preserve and then click on **Reset and Restart**.
- ◆ The web browser window is closed and the device is reset.



Note

If you can't access the web pages, it is also possible to reset the device by powering up the device with the call divert button held down. Hold down this button until the Answer Phone and E-Mail LEDs flash alternately on the device. Release the call divert button. When the LEDs stop flashing alternately the device has then been reset to factory defaults.

Upgrading the firmware



Warning

During the firmware update you must not remove power from the Flexor 151, or damage could occur. You should always use the management web pages to reboot your unit – do not remove the power cable. When in doubt, wait several minutes to let the unit go idle before removing the power.

From time to time new firmware upgrades will become available for your Flexor 151 which can be downloaded over the Internet and then automatically installed on the device.

From the web pages you can check if there is a firmware update available and if there is an update you can download and install the firmware on the device.

Alternatively you may receive a new firmware notification in the messages area, as shown below:

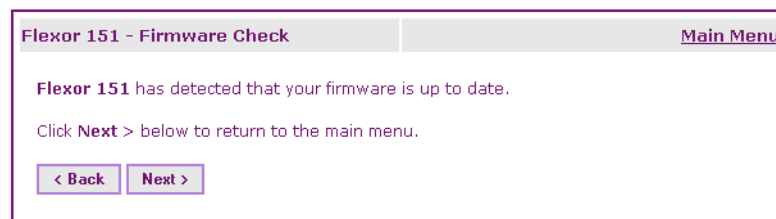


In this case click [here](#) in the sentence *Click [here](#) for more information* and proceed straight to [step 2](#).

To manually check for firmware updates, follow the procedure below:

Step 1 – Check for firmware updates

- ◆ Select the **Flexor 151** option from the main management web page.
- ◆ Click on the **here** link on the 'Please click [here](#) to check for firmware updates' line on the web page.
- ◆ If the firmware is up to date the following window is displayed:



- ◆ Click **Next >** to return to the main menu.
- ◆ If the firmware needs updating the following window is displayed:



- ◆ Click **Next >** and proceed to [step 2](#).

Step 2 – Confirm update to new firmware

A window will be displayed showing the new version of firmware that is available:



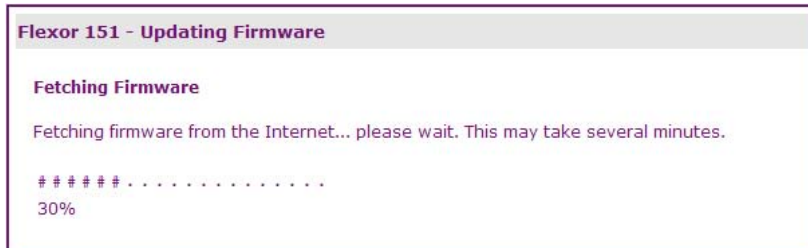
Click **Update NOW >** to continue with the firmware update process.

Step 3 – Firmware update in progress

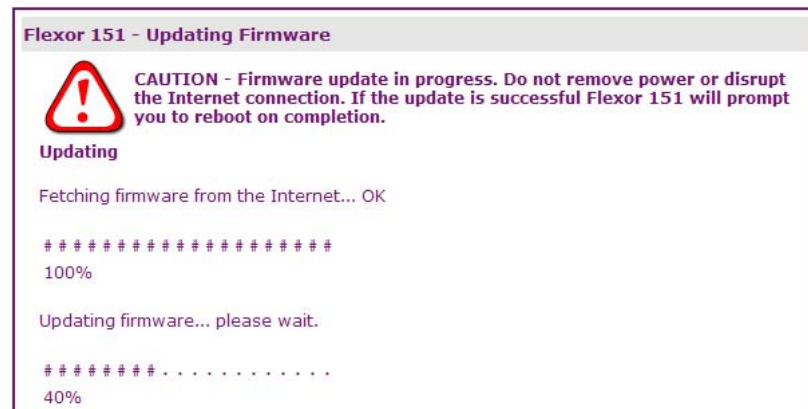


During the firmware update do not remove the power or disrupt the Internet connection to the Flexor 151.

A window will first show the progress of the firmware download from the Internet:



A window will then show the progress of the firmware update on the Flexor 151:



Step 4 – Firmware Update Complete

If the firmware update is successful you will see the following window:



Diagnostic messages

From the web pages

The device can run through a series of self-tests to check that every part of the system is working correctly. The tests include:

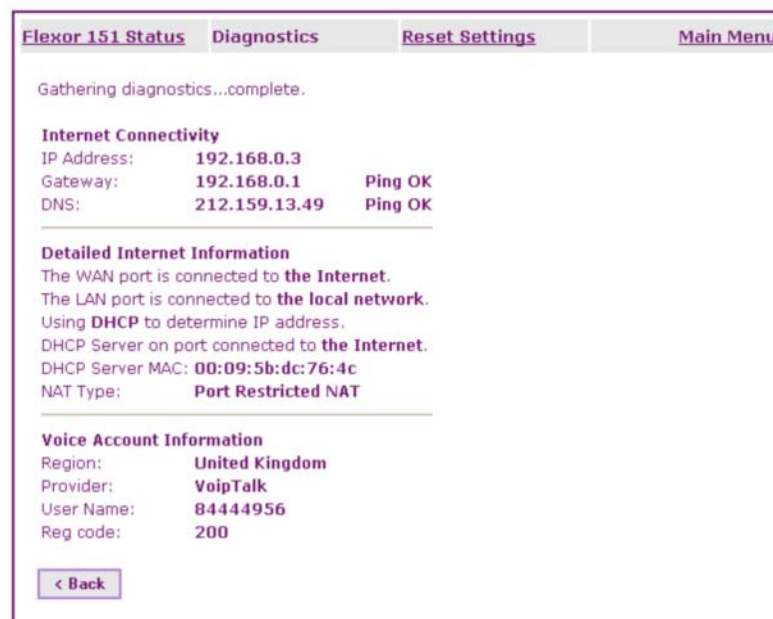
Perform a network check of all network connections, including the:

- ◆ Gateway, and DNS Gateway.
- ◆ WAN port and LAN port check
- ◆ DHCP server check
- ◆ NAT check
- ◆ VoIP Account information check

To perform the diagnostic checks, follow the procedure below:

Select the **Flexor 151** option from the main management web page.

1. Click on the **Diagnostics** link at the top of the window. After a short pause while the checks are run, the following window is displayed containing a report about all the checks that have been run:



Normally, there should be no problems reported.

From the phone handset

If there is a problem with your Flexor 151, a diagnostic message will be played when you try to make a call through the phone handset. The table below lists common messages and the likely remedy for the problem:

Message	Explanation/Instructions
... Ethernet cable unplugged	You have not plugged in an Ethernet cable to the Flexor 151 for it to connect to the Internet. If the Flexor 151 end of the cable is plugged in, check the other end of the cable, is the other end powered-up? Does the Ethernet connection LED light up next to the cable? If not, check your cable.
... there is no Internet connection available	The cables are plugged into your Flexor 151 correctly but it is not able to connect to your broadband access device such as your DSL modem or cable modem. Check your modem is powered and configured to grant the Flexor 151 access.
... network settings are being determined	The cables are plugged into your Flexor 151 correctly but it not able to automatically configure its network settings. Check that the DHCP server is correctly configured in your modem. If you have a PC connected to the LAN port of the Flexor 151, check that it can access the Internet.
... Internet telephony is unconfigured.	The cables are plugged into your Flexor 151 correctly, and it is able to connect to your modem, but you have not configured your VoIP account settings. Please see section <i>Configuring the device</i> on page 15 for instructions on how to configure your Flexor 151. You will not be able to make VoIP calls until a user name and password has been entered.
... Internet telephony user name or password is incorrect	The cables are plugged into your Flexor 151 correctly, and it is able to connect to your modem, and you have configured it. However, there is a problem with the configuration and you have likely made a mistake in the user name or password. See section <i>Modifying VoIP accounts</i> on page 32 for further information on how to re-enter your user name and password.
... there is no Internet telephony available.	The Flexor 151 is plugged in correctly, however there is a problem contacting your Internet Telephony Service provider. If you have a PC connected to the LAN port of the Flexor 151, check that it can access the Internet. If the problem persists contact your Internet Telephony Service provider.
...a firewall is blocking Internet telephony	The Flexor 151 is plugged in correctly, however your broadband modem or router may be blocking Internet telephony traffic. Please check your broadband modem or router configuration.

11 Installing the Voice Connect application

This appendix describes how to install the Voice Connect application software for Windows 2000 and Windows XP.

About the Voice Connect software

Before using the Flexor 151 it is recommended that you install the Voice Connect application on your PC. This application helps you to configure the Flexor 151 and after installation offers Computer Telephony Integration features (see section 6 for further information on CTI).

The Voice Connect application runs on any Microsoft Windows PC running the Microsoft .NET 2.0 framework. Most modern PCs already come with .NET pre-installed but if missing, it can be installed automatically during the installation process.

Installing the Voice software

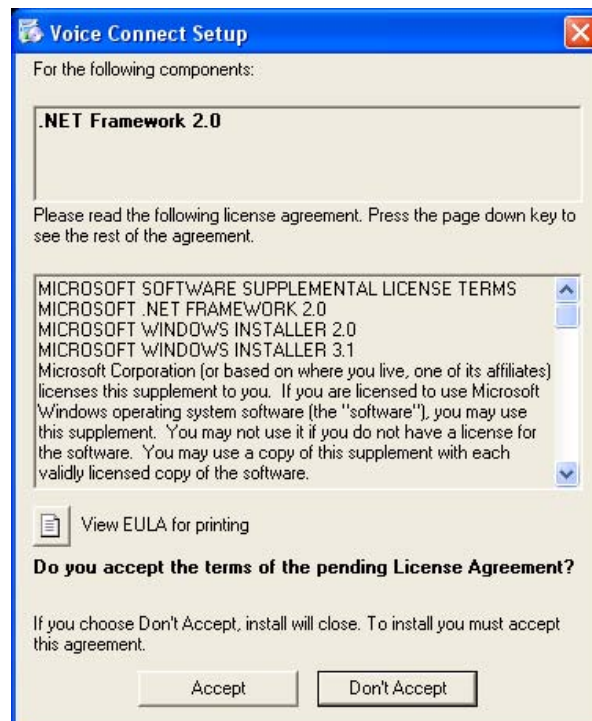
To install the Camrivox Voice Connect software, follow the procedure below:

Step 1

- ◆ Turn on your computer.
- ◆ Insert the Voice Connect CD in your CD-ROM/DVD-ROM drive. Your CD should automatically start.

If the CD does not start automatically, browse the files on your computer in Windows Explorer, double-click on the CDRom drive, and double-click on the `setup.bat` program.

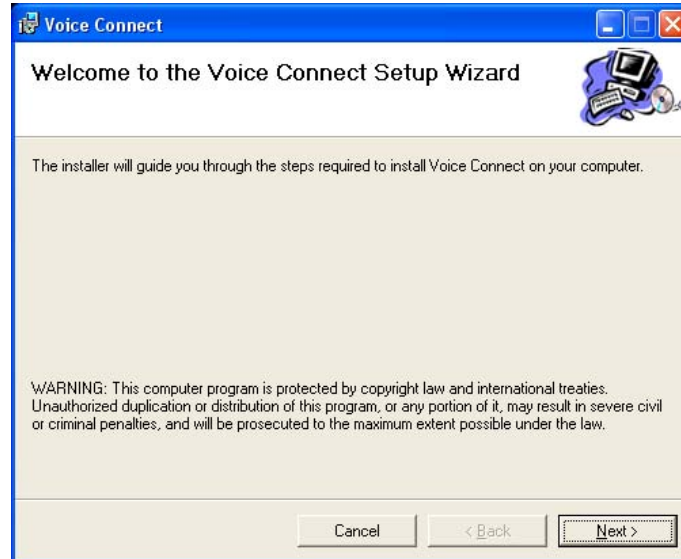
- ◆ If you do not have the Windows .NET framework installed on your PC, the following window is displayed:



Click on Accept. The .NET Framework will be installed on your PC.

Step 2

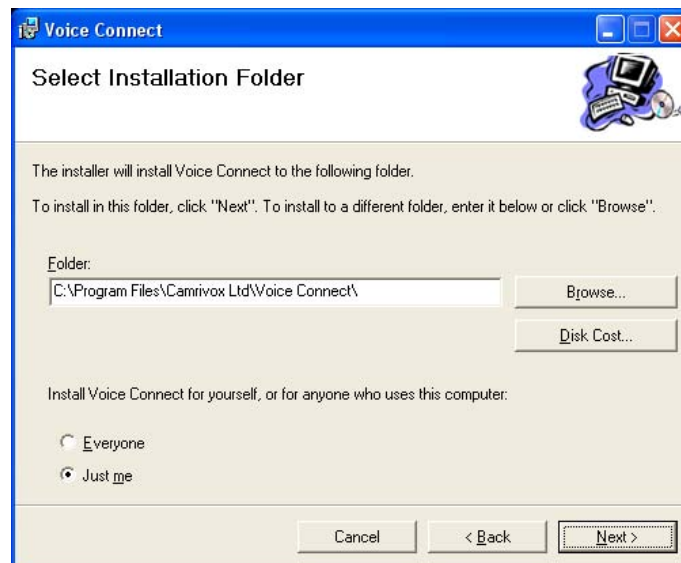
Once the .NET Framework is installed or if you do have the .NET Framework installed, the Voice Connect Setup Wizard window is displayed:



Click on *Next* to begin the installation of the Voice Connect software.

Step 3

The *Select Installation Folder* window is displayed:



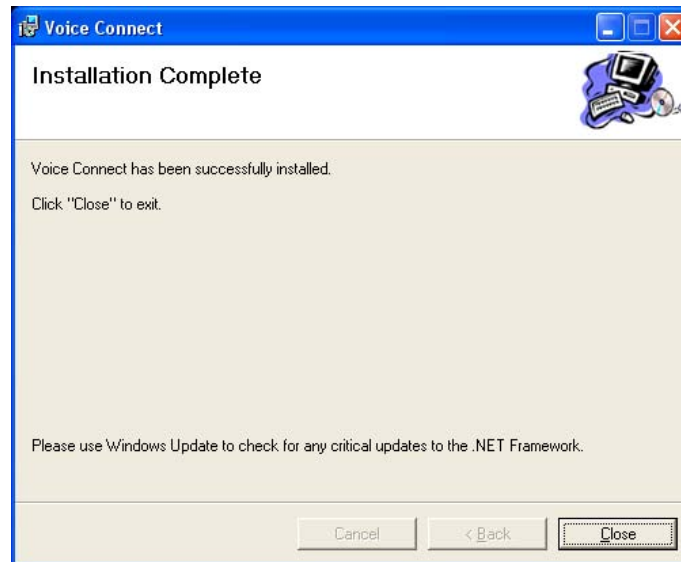
- ◆ Click on *Next* if you are happy with the settings shown in the window. To change the settings:
- ◆ Click on *Browse* to choose a new installation directory.
- ◆ Click on *Disk Cost* to view the amount of disk space used by the software.
- ◆ Click on *Everyone* if you wish to install the Voice Connect software for all users of the PC.

Step 4

The *Confirm Installation* window is then displayed, informing you that the software can now be installed. Click on *Next* to begin installing the software on your PC.

Step 5

When the installation has finished, the *Installation Complete* window is displayed confirming that the installation has been successful:



- ◆ Click on Close, to close the window.

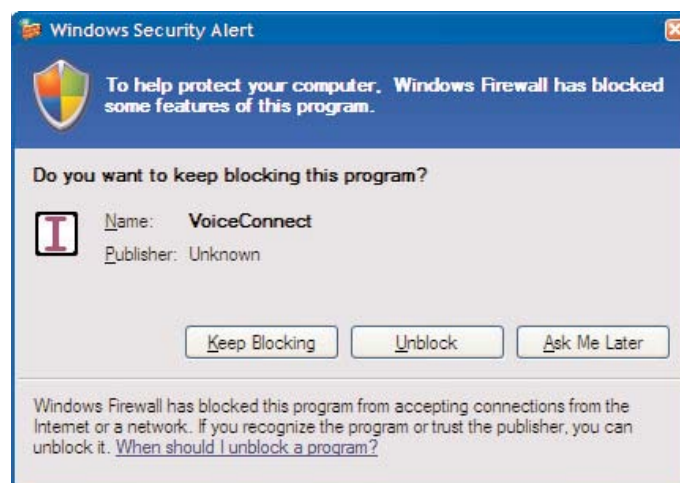


Note

To use Windows Update to check for critical updates to the .NET Framework, start Internet Explorer and choose Tools > Windows Update.

Step 6

The Voice Connect application will now automatically start. The first time that the application runs you may see a warning similar to this from Windows Firewall or other firewall software that you are running:



Click **Unblock** to allow Voice Connect to access your network.

Step 7

A Voice Connect application icon will appear in the Windows icon tray in the bottom-right corner of your screen:



Now that the Voice Connect software is installed you can connect up and start using the device. For more information, refer to *Connecting the Hardware* on page 15.

Uninstalling the software

There are two ways to uninstall the Voice Connect application. You can insert the installation CD a second time and a window will appear asking if you wish to remove the application. Alternatively, the Voice Connect application can be removed by going to the Windows Control Panel, going to Add/Remove programs and then removing Voice Connect.

12 Specification

This appendix provides a complete technical specification of all the features of the Flexor 151:

Feature	Specification
Interfaces	WAN Interface: Ethernet (10/100) LAN Interface: Ethernet (10/100) FXO port: PSTN access including PSTN failsafe FXS port : Attach telephone handset. LEDs: Voicemail alert, email alert, VoIP line, PSTN line, Call-divert, WAN activity, LAN activity, Power
Management	Configuration, diagnostics, and firmware upgrade locally or by operator. HTTP/Web. Through telephone handset.
Quality of Service (QoS)	Type of Service (ToS) Unique CamrivoX QoS features to prioritise voice traffic over LAN data traffic. Power-On Self Test (POST) and diagnostics
Voice algorithms and protocols	SIP, RTP, SDP VAD, CNG, G.168 echo canceller Packet Loss Compensator G.711, G.726, G.729 Adaptive Jitter Buffer DTMF detection, generation, and relay G.711 FAX/modem support
PBX features	Receive PSTN calls and VoIP calls at the same time Call hold, transfer, blocking, waiting, and forwarding Call history Caller ID Dial-by-name IVR
IP features	DHCP client, DNS client ICMP, TCP/UDP/IP NAT traversal and STUN SNTP HTTP RIP and RIPv2
Physical dimensions	Measurements: 160 x 120 x 30 mm Weight: 250grams (9 ounces)
Environmental	5C - 40C operating temperature 5% - 90% non-condensing humidity
Power supply (external)	Input 100 - 240 VAC; 50/60 Hz; 0.5 A Output 5.0 VDC; 1.5 A

13

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Camrivox

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14 Declaration of Conformity

camrivoX™**DECLARATION OF CONFORMITY**

We, **CamrivoX Ltd.**

of **The Jeffreys Building, St John's Innovation Park,
Cowley Road, Cambridge CB4 0WS
United Kingdom**

declare under our sole responsibility that the product

Flexor 151 VoIP Universal Telephone Adaptor

to which this declaration relates is in conformity with the following standards and/or normative documents:

EN 60950-1:2001 Information technology equipment – safety – general requirements

EN 55022:1998 Information technology equipment – radio disturbance characteristics – limits and methods of measurement

EN 55024:1998 Information technology equipment – immunity characteristics – limits and methods of measurement

EN 61000-3-2:2000 – Electro-magnetic compatibility (EMC) – Limits for harmonic current emissions

EN61000-3-3:1995 – Electro-magnetic compatibility (EMC) – Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems

We hereby declare that the above named product is in conformity to all the essential requirements of Directive 1999/5/EC.

The conformity assessment procedure referred to in Article 10 and detailed in Annex II of Directive 1999/5/EC has been followed.

The technical documentation relevant to the above equipment will be held at:

**CamrivoX Ltd., The Jeffreys Building, St John's Innovation Park,
Cowley Road, Cambridge CB4 0WS, United Kingdom**

David Moorhouse
VP Marketing



Date **1st October 2006**