

# **Prestige 2002 Series**

VoIP Analog Telephone Adaptor

## **Quick Start Guide**

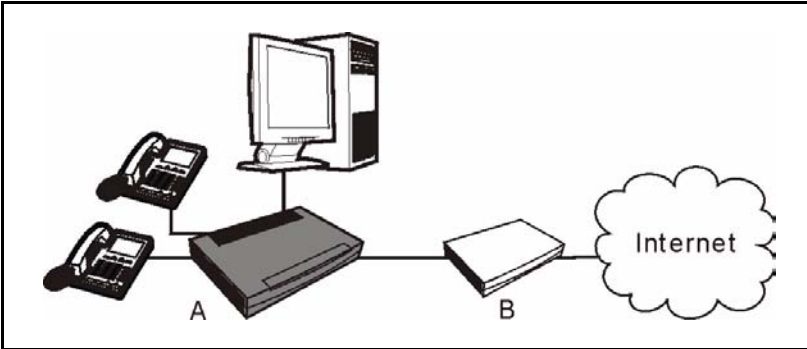
Version 3.60  
5/2005



## Overview

The Prestige allows you to use an analog telephone to make phone calls over the Internet (Voice over IP or VoIP). It uses SIP (Session Initiated Protocol), an internationally recognized standard for implementing VoIP. You can also make analog calls through the Prestige 2002L's lifeline feature.

Your Prestige (A) connects to the Internet through a modem or router (B).



This guide shows you how to connect and configure the Prestige and use it to make phone calls. It is divided into the following sections.

- |                                  |                      |
|----------------------------------|----------------------|
| 1 Hardware Connections           | 4 Making Phone Calls |
| 2 Set Your Computer's IP Address | 5 Troubleshooting    |
| 3 Initial Configuration          |                      |

See your User's Guide for more information on all features.

**Note:** You should have Internet access and a SIP-based VoIP account already set up.

## 1 Hardware Connections

You need the following:

**Prestige**



**Computer**



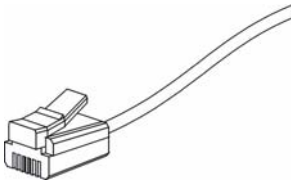
**Telephone**



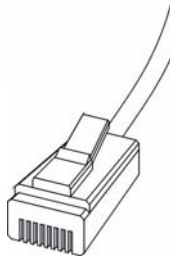
**Broadband Modem or Router**



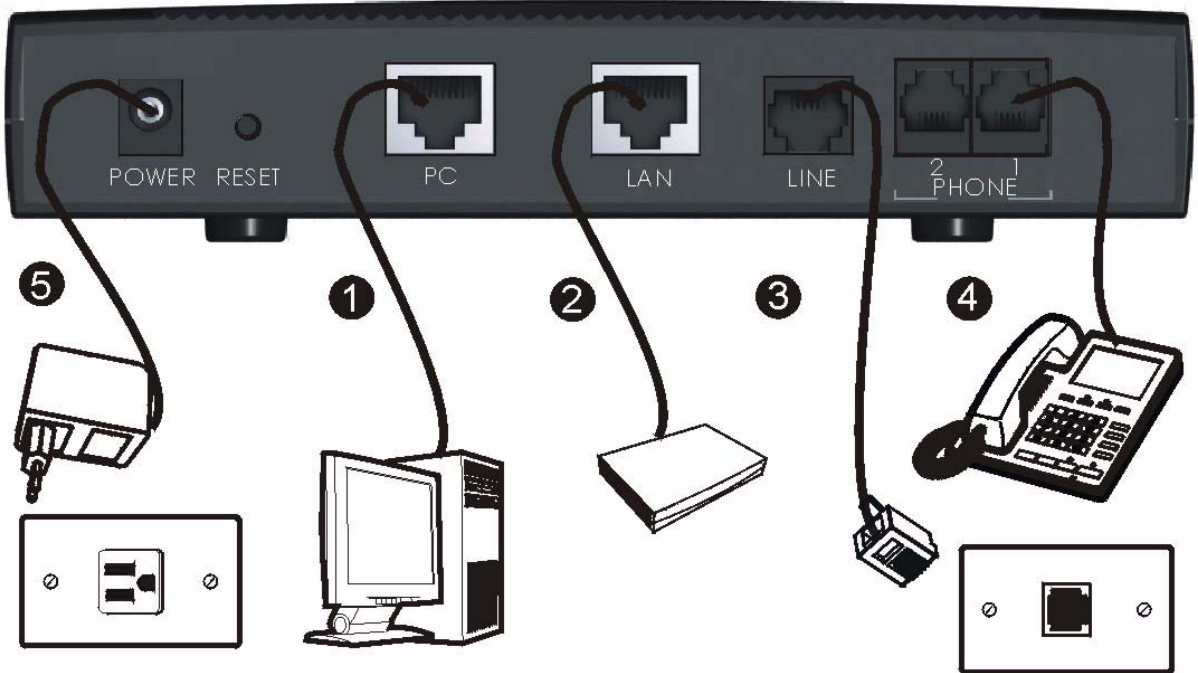
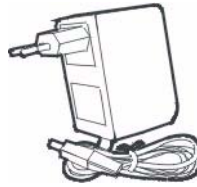
Telephone Cable



Ethernet Cable

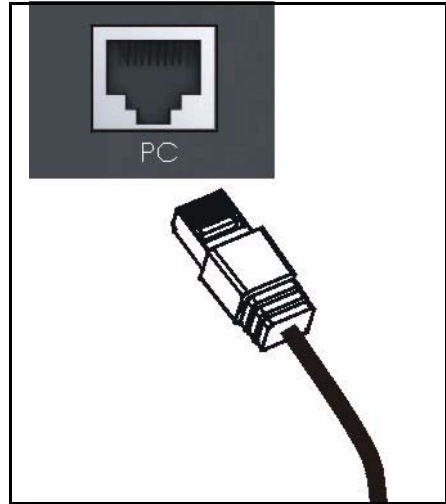


Power Adaptor (varies by region)



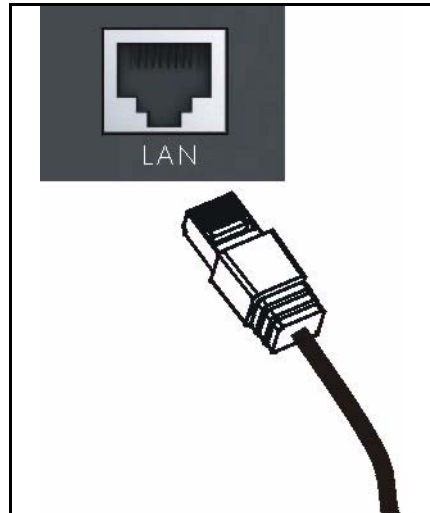
### 1 Computer Connection

Connect your computer to the **PC** port with an Ethernet cable.



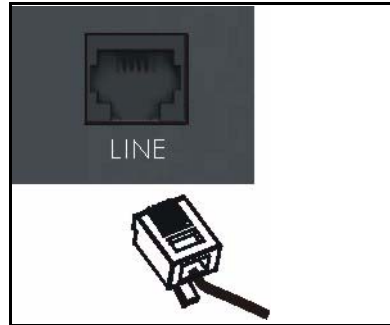
### 2 LAN Connection

Connect a cable/DSL modem, router or switch to the **LAN** port with an Ethernet cable.



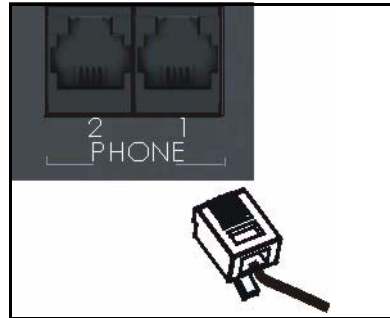
### 3 LINE Connection (Prestige 2002L Only)

Use a telephone wire to connect the **LINE** port to a telephone jack.



### 4 Phone 1-2 Connection

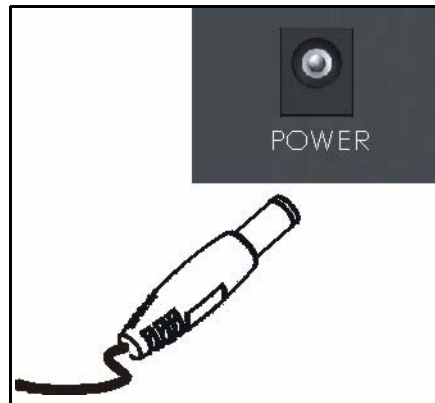
Use telephone wire to connect one or more analog telephones to the **PHONE 1** and **2** ports.



### 5 POWER Connection

Use the included power adaptor to connect the **POWER** socket to an appropriate power source (see the User's Guide for power adaptors by region).

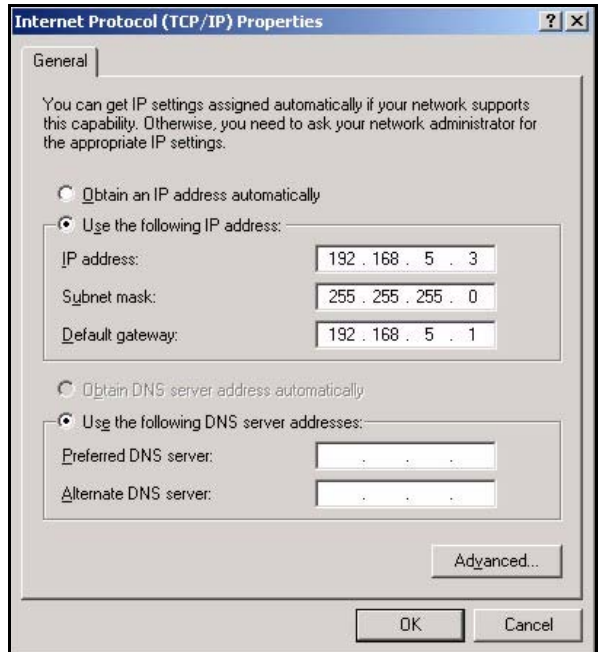
Look at the front panel LEDs. The **PWR/VoIP** LED flashes at startup and stays on after the system self-tests are successful. The **LAN** and **PC** LEDs turn on if the **LAN** and **PC** ports are properly connected (and flash when sending or receiving data).



## 2 Set Your Computer's IP Address

To allow your computer to communicate with the Prestige, assign your computer a static IP address in the 192.168.5.2 to 192.168.5.254 range with a subnet mask of 255.255.255.0. These instructions are for the Windows 2000, Windows NT and Windows XP operating systems.

- 1 In Windows XP, click **start, Control Panel**.  
In Windows 2000/NT, click **Start, Settings, Control Panel**.
- 2 In Windows XP, click **Network Connections**.  
In Windows 2000/NT, click **Network and Dial-up Connections**.
- 3 Right-click **Local Area Connection** and then click **Properties**.
- 4 Select **Internet Protocol (TCP/IP)** (under the **General** tab in Windows XP) and click **Properties**.
- 5 The **Internet Protocol TCP/IP Properties** screen opens (the **General** tab in Windows XP).
- 6 Select **Use the following IP address** and fill in the **IP address** (choose one from 192.168.5.2 to 192.168.5.254) and **Subnet mask** (255.255.255.0) fields.
- 7 Click **OK** to close the **Internet Protocol (TCP/IP) Properties** window.
- 8 Click **Close (OK** in Windows 2000/NT) to close the **Local Area Connection Properties** window.
- 9 Close the **Network Connections** screen.



### 3 Initial Configuration

Your voice service provider may assign the Prestige's settings automatically. If the **PWR/VoIP** LED turns orange, you can skip to [Section 4.1](#) to make calls through the Internet. Use this section if the **PWR/VoIP** LED stays green or you want to configure the Prestige 2002L for making regular calls.

- 1 Launch your web browser. Enter "192.168.5.1" (the Prestige's default management IP address) as the web site address.



2 Click **Login**.



3 Type a new password (and retype it to confirm) and click **Apply**. Otherwise click **Ignore**.



4 The web configurator **MAIN MENU** screen displays.

5 Click **ETHERNET** in the navigation panel if you were given Internet access settings. If you were not given Internet access settings, skip to [Section 3.2](#).



### 3.1 Internet Access via Ethernet

If you were given an IP address to use, select **Use Fixed IP Address** and enter the information provided.

If you were given a user name and password for Internet access, select **Use PPPoE client**. Enter the user name and password exactly as provided.

Click **Apply**.

## Ethernet

Ethernet **Mgmt Port**

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**Ethernet TCP/IP Settings**

**Get IP Address Automatically**

**Use fixed IP address**

IP Address

Subnet Mask

Default Gateway

Primary DNS

Secondary DNS

---

**Use PPPoE Client**

PPPoE User Name

Password

---



## 3.2 Voice Account Configuration

Click **VoIP** in the navigation panel to display the following screen. Fill in the fields with information exactly as it was given to you by your ITSP (Internet Telephony Service Provider) or network administrator.

Leave the default settings in fields for which no information was provided (except if otherwise specified).

You can configure the Prestige to use multiple SIP accounts. Select one to configure.

Select the **Active** check box.

You may be provided the **SIP Number** and the **SIP Service Domain** together in something that looks like an e-mail address. For example, if your SIP account is [1234@VoIP-provider.com](mailto:1234@VoIP-provider.com), type "1234" as the **SIP Number** field and "VoIP-provider.com" as the **SIP Service Domain**.

**REGISTER Server Address/Port:** If you have no registrar server information, repeat what you have in the **SIP Server Address/Port** fields.

Type your voice account's user name and password exactly as they were given to you. Select whether you want to receive calls for this SIP account on **Phone 1**, **Phone 2** or both.

Click **Apply**.

Click **Settings** to open the **VoIP Advanced** screen as shown next.

The screenshot shows the VoIP configuration interface with the following settings:

- VoIP** tab selected, **QoS** tab also visible.
- SIP Account:** SIP1 (dropdown menu)
- Active**
- SIP Settings** section:
  - SIP Number:** changeme
  - SIP Local Port:** 5060 (1025-65535)
  - SIP Server Address:** sipserver.net
  - SIP Server Port:** 5060 (1-65535)
  - REGISTER Server Address:** sipserver.net
  - REGISTER Server Port:** 5060 (1-65535)
  - SIP Service Domain:** sipserver.net
- Authentication** section:
  - Authentication User-ID:** changeme
  - Authentication Password:** \* (masked)
- Caller ID** section:
  - Sending Caller ID**
- Incoming Call apply to** section:
  - Phone1**
  - Phone2**
- Advanced Settings** section:
  - Settings** button
- Bottom buttons: **Apply** and **Reset**

### 3.2.1 VoIP Advanced

(partial screen shown)

**Preferred Compression Type:** Use the setting you were given, otherwise leave the default.

NAT routers may interfere with your VoIP calls so you may need to do one of the following.

- If you were told to use STUN or an outbound proxy server, select the **Active** check box and enter the provided server address and port information.
- Alternatively, select the **Active** check box in the **Use NAT** section and type a NAT router's public IP address and SIP port number. You must also configure the NAT router to forward traffic with this port number to the Prestige.

Click **Apply**.

**Note:** The **PWR/VoIP** LED turns orange after the Prestige registers your SIP account.

The screenshot shows a configuration interface with a yellow background. At the top, there is a dropdown menu for 'Preferred Compression Type' set to 'G.711 > G.729'. Below this are three sections, each with an 'Active' checkbox and input fields for 'Server Address' and 'Server Port':

- STUN:** The 'Active' checkbox is unchecked. The 'Server Port' field contains '3478' with '(1024-65535)' in smaller text below it.
- Use NAT:** The 'Active' checkbox is unchecked. The 'Server Port' field contains '5060' with '(1024-65535)' in smaller text below it.
- Outbound Proxy:** The 'Active' checkbox is unchecked. The 'Server Port' field contains '3478' with '(1024-65535)' in smaller text below it.

### 3.3 Speed Dial Configuration

Click **PHONEBOOK** in the navigation panel.

Speed dial provides shortcuts for dialing frequently used (VoIP) phone numbers. You must use speed dial entries for peer-to-peer calls or SIP numbers that use letters.

Select a **Speed Dial** key combination.

Type the SIP number of the party you will call.

Type a name to identify the party to call (use up to 127 symbols and alphanumeric characters).

Select **Use Proxy** if calls to this party use your SIP account.

Select **Non-Proxy (Use IP or URL)** if calls to this party use a different SIP server or go to the other party's VoIP phone without using a SIP server (peer-to-peer). Enter the IP address or domain name of the SIP server or the party you will call.

Click **Add**.

## PHONE BOOK

Speed Dial
Call Forward

Add New Entry

Speed Dial	SIP Number	Name:	Type	
#02	4567	friend2	<input type="radio"/> Use Proxy <input checked="" type="radio"/> Non-Proxy (Use IP or URL)	Add
			friend2.com	

Speed Dial Phone Book

Speed Dial	SIP Number	Name:	Destination	
#01	1234	friend1	friend1.com	Delete Edit
#09				Delete Edit
#10				Delete Edit

Push Button to Clear Phone Book

Clear

### 3.4 Lifeline Configuration (P2002L)

Click **PHONEBOOK** in the navigation panel and then **Lifeline**.

**PSTN Pre-fix Number:** Type a number here to dial before a phone number to make an analog PSTN (Public Switched Telephone Network) phone call. If the **PWR/VoIP** LED is green or off, you can make analog calls without this prefix number.

**Relay to PSTN:** Enter phone numbers that should always use the analog phone service (without needing to dial the prefix number). Make sure you do this for emergency numbers. The numbers must be for analog phones.

Click **Apply**.

## 4 Making Phone Calls

### 4.1 Internet Calls

The **VoIP/PWR** LED turns orange when your SIP account is registered. Dial a numerical SIP number (like “12345” for example) on your phone’s keypad.

Use speed dial entries (see [Section 3.3](#)) for peer-to-peer calls or SIP numbers that use letters. Dial the speed dial entry on your telephone’s keypad.

Use your voice service provider’s dialing plan to call regular telephone numbers.

### 4.2 Regular Calls (P2002L)

When the **PWR/VoIP** LED is orange, dial a prefix number and the phone number. You can find the prefix number in **PHONE BOOK** Lifeline screen (see section 6.2).

When the **PWR/VoIP** LED is green or off, make regular calls without dialing a prefix number.

## 5 Troubleshooting

PROBLEM	CORRECTIVE ACTION
None of the LEDs turn on.	<p>Make sure that you have the correct power adaptor connected to the Prestige and an appropriate power source. Make sure that the power source is turned on.</p> <p>Check all cable connections.</p> <p>If the LEDs still do not turn on, you may have a hardware problem. In this case, you should contact your local vendor.</p>
Cannot access the Prestige from the computer connected to the <b>PC</b> port.	Check the cable connection from your computer to the Prestige.
	<p>If the Prestige's IP address (or management IP address) has changed, then enter the new one as the web site address. Do the following to check the Prestige's IP address.</p> <ol style="list-style-type: none"> <li>1 Pick up your phone's receiver.</li> <li>2 Press "****" on your phone's keypad and wait for the message that says you are in the configuration menu.</li> <li>3 Press "5" followed by the # key.</li> <li>4 Listen to the IP address and make a note of it.</li> <li>5 Hang up the receiver.</li> </ol> <p>Make sure your computer's IP address is in the same subnet as the Prestige's IP address or management IP address (see <a href="#">Section 2</a>).</p>
	<p>Ping the Prestige. In the computer, click <b>Start, (All) Programs, Accessories</b> and then <b>Command Prompt</b>. In the <b>Command Prompt</b> window, type "ping" followed by the Prestige's IP address (192.168.5.1 is the default management IP address) and then press [ENTER]. The Prestige should reply. Otherwise, make sure your computer's Ethernet adapter is installed and functioning properly and then refer to <a href="#">Section 2</a>.</p>
	Use Internet Explorer 6.0 and later or Netscape Navigator 7.0 and later with JavaScript enabled.
	<p>Make sure you enter the password correctly (the field is case sensitive).</p> <p>If you've changed the Prestige's password and forgotten it, use the <b>RESET</b> button. Press the button in for about 10 seconds (or until the <b>PWR</b> LED starts to blink), then release it. It returns the Prestige to the factory defaults (password is 1234, LAN IP address 192.168.1.1 etc.).</p>
Accessing the wrong Prestige 2002 when using the management IP address for access.	<p>This problem may occur if you have more than one Prestige 2002 on the same LAN. Disconnect your Prestige 2002 from the network and connect directly through the Prestige 2002's <b>PC</b> port. You may also need to delete your computer's ARP table entry for the Prestige 2002's IP address (see above).</p>
Cannot access the Internet.	Verify your settings in the <b>ETHERNET</b> screen. Make sure you entered the correct user name and password if you are using PPPoE.

PROBLEM	CORRECTIVE ACTION
There is no dial tone.	<p>Check the telephone connections.</p> <p>You can test the telephone wire by using it to connect a telephone to a regular telephone outlet and checking for a dial tone.</p>
The dial tone beeps (pulses).	<p>Make sure you have the <b>VoIP</b> screens properly configured. The dial tone will be steady when the SIP account is registered.</p>
Cannot make or receive calls.	<p>Check the Prestige's IP addresses and VoIP status in the <b>Maintenance Status</b> screen.</p> <p>Make sure you have the <b>VoIP</b> screen properly configured. If you configured a SIP account to receive calls on only one of the phone ports, make sure your phone is connected to that port.</p> <p>Make sure you have the <b>Phone Port</b> screen properly configured. If you configured a phone port to only use one of the SIP accounts for outgoing calls, make sure that SIP account is properly configured and active (see the <b>VoIP</b> and <b>Maintenance Status</b> screens).</p>

## Viewing Your Product's Certifications

- 1 Go to [www.zyxel.com](http://www.zyxel.com).
- 2 Select your product from the drop-down list box on the ZyXEL home page to go to that product's page.
- 3 Select the certification you wish to view from this page.