ICE008 Quick User Guide

1. Installation
2. Configuration
3. Phone configuration
4. ATA configuration
5. How to dial
6. Record company greeting
7. Voice to email
8. OvisLink SIP account management
9. How to…
10. Simple setup diagram with local and remote extensions

1. Installation
   a. Connect the come with power AC adapter (Output: 5V, 2.0A)
   b. Connect the WAN port to the LAN port of the modem
   c. Connect the LAN port to an Ethernet Switch
   d. Connect IP phones and ATAs to the Ethernet switch.
2. Configuration
   a. Connect a PC to the Ethernet switch
   b. Open an Internet browser
   c. In the browser address field, type in 10.19.20.1 (by the default, the LAN port IP is 10.19.20.1; WAN IP will auto obtain from DHCP server)
   d. Login ID and Password are same, "admin".
      There are 4 sections on the left column:
      i. System section: WAN port, LAN port, Router, Time Zone, SMTP outgoing email server and check call record.
      ii. IP PBX: setup extensions, Ring groups, IVR…
      iii. Call Features: Call forwarding, follow me…
      iv. Inbound/Outbound: add SIP trunks and PSTN trunks, Inbound and Outbound route
   e. Click at the "WAN Configuration" to configure Internet connection according to the info from the ISP.
   f. Click at Extensions to add extensions or change extensions setting. By default, there are following extensions configured:
      101, 102, 103, 104, 105 and 201. Password for these extensions is "123".
   g. Click at Ring Group to add or change ring groups. Following ring groups are preconfigured:
      Sales – send to extensions: 101, 102, 103
      Service and support – send to extension: 104
      Accounting – send to extension: 201
      Operator – extension 101
   h. Click at IVR to setup digit for each group, for example 1 for sales, 2 for support, 3 for accounting, 0 for Operator
   i. Click at Trunk
      i. To setup SIP trunks, need following info from SIP service provider: SIP server address, user ID and password (some SIP service may not do authentication with user ID and password. In this case, need only server address)
      ii. To setup PSTN trunks, enter the IP of the FXO gateway (also need to enter the ICE008 WAN IP on the FXO gateway's server field.)

OvisLink   URL: http://www.ovislink.com
20266 Paseo Robles, Walnut CA 91789   Email: sales@ovislink.com
Tel.: 626-208-0206, 909-869-8666   Fax: 909-869-8585
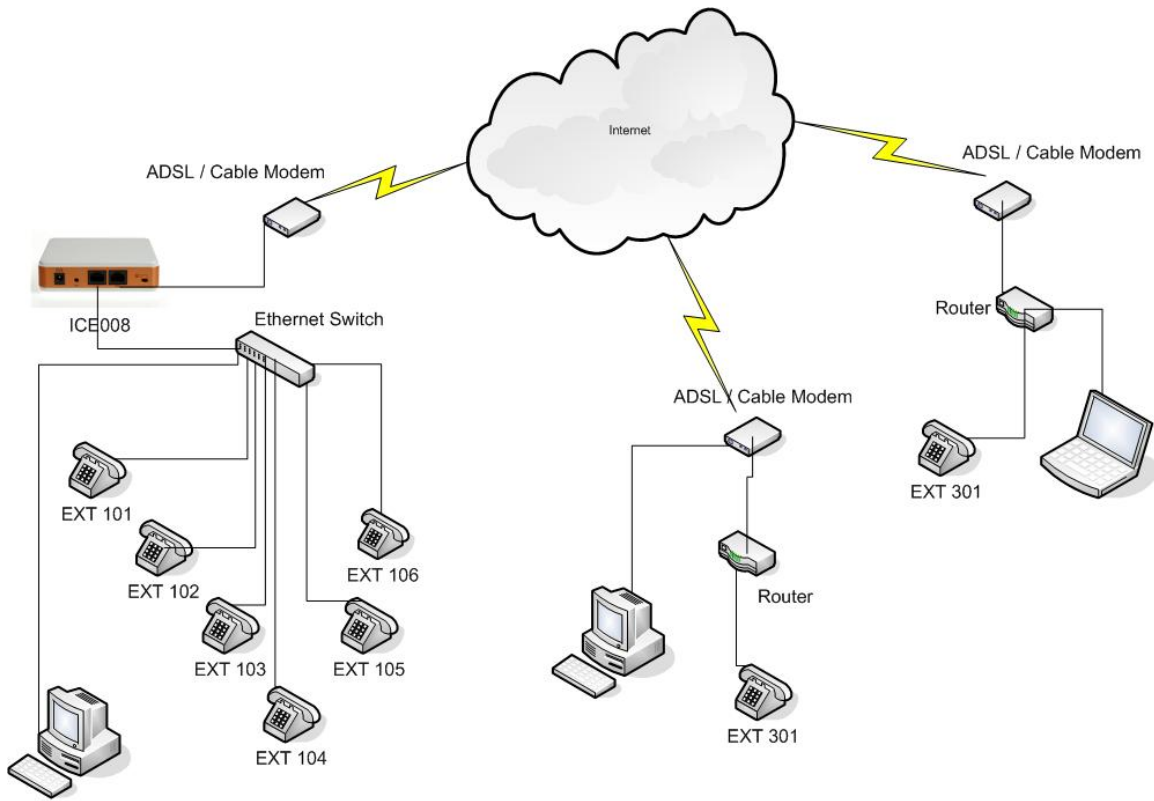
      j.   (Setup Trunk before configure Inbound) Click at <u>Inbound</u> to configure how to route the inbound calls from different trunks. Click <u>Add</u>, select one trunk, there are 3 options: IVR, Ring group and Extension. By default, it is set to IVR

      k.   (Setup Trunk before configure Outbound) Click at <u>Outbound</u> then click <u>Add</u> to configure how to make outbound calls.

          i. Select one trunk, assign prefix or use * if don't want to use prefix for that trunk (default). If the prefix has 1 digit, enter "1" in the Strip No field. Leave it empty if there is no prefix

          ii. The 2nd prefix field is for PSTN line. Some of the PSTN lines need to dial 9 to dial out. In this case, enter "9" in this filed.

3. How to configure Grandstream IP phones
    a. Connect the LAN port to the Ethernet switch mention in "1. Installation", power up the phone
    b. IP address will be on the phone display.
    c. Connect a PC to the same Ethernet switch.
    d. Open an Internet browser, enter the phone's IP address to the address field of the Internet browser then press "enter"
    e. Click at <u>Account</u> 1 link
    f. Enter password "admin" at prompt for Grandstream IP phone devices
    g. Enter ICE008's IP address in the SIP server address field (uses WAN IP for remote extensions, LAN IP for local extensions), extension number for example 101 in the User ID and Authenticate ID field, extension password ("123") to the password filed. Chose "No, but send keep alive" in the STUN server field.
    h. Click at "update" at the bottom of the page and then click at reboot.
    i. After the phone rebooted, you may login to the phone and click at "status" to check the registration.

4. Configure Grandstream ATA
    a. Connect the WAN port to the switch mentioned in "1. Installation".
    b. Power up the ATA
    c. Connect an analog phone to the port 1
    d. Dial "***" and enter "02" at voice prompt. It will tell you the IP address of the ATA.
    e. Refer to phone configuration c to i.

5. How to dial
    a. Dial outside line – Dial 1+ area code + 7 digits phone number + "Send" key for U.S.A. and Canada. Dial 011+Country code + phone number for other countries.
    b. Dial extension (include local and remote extension) – Dial the extension number then press "send" key.
    c. "Send" key helps to send out the call fast. You may just dial the number without press the "send" key at the end, the call still go out, just wait for several seconds more.
    d. Retrieve voice mail – press the voice mail key on the phone or dial *97, enter the extension's password (default is "123") at the voice prompt.
    e. 911 – In U.S.A. dial 911 the press "send" key.

6. Record company greeting
    a. Record business hour greeting -- Pickup the handset, press "*01"; it will ask for password. The password is "8512". It will ask to record business hour greeting. There is no prompt for review. Press 7777 to review it.
    b. Record lunch hour greeting -- Pickup the handset, press "*04"; it will ask for password. The password is "8512". It will ask to record lunch hour greeting. If you don't have lunch hour, you may record the same business hour greeting: Wait for 5 seconds; then press the phone hook to hand up instead of putting the handset back.

    c. Record none business hour greeting -- Pickup the handset, press "*07"; it will ask for password. The password is "8512". It will ask to record none business hour greeting. Use the same business hour greeting: After recorded, wait for 5 seconds; then press the phone hook to hand up instead of putting the handset back.

    Change time zone on the ICE008 to make it business hour, and none business hour then press 7777 to review company greeting. Change lunch time, then press 7777 to review lunch time greeting.

    (Change time zone – After login to the ICE008, click at "time zone" at left column to change time zone, click at "general setting" to change lunch time.)

7. Voice mail to Email
    a. SMTP Setting – in the SMTP server address field enter "server-address:465". Then the from email address info.
    b. Extension – add the person's email address in extensions Edit page.
8. OvisLink SIP account management
    a. OvisLink SIP Account management website: https://secure.ovislink.com/gk1020_cust/
    b. Login with SIP account ID and Password
9. How to …
    a. Call transfer – press "Transfer" key on the phone while you have the 1st party online, the call will be "on hold"; dial the extension you want to transfer to and press "send". The extension will ring and your phone will be off from the call.
    b. Conference – press "Conf" key on the phone while you have the 1st party online, the call will be "on hold"; dial the extension or phone number you want to conference with then press "send" key. Once the 2nd party in, press the line for the 1st party
    c. More

ICE008 SOHO Business Phone system with local and remote extensions

_____

OvisLink   URL: http://www.ovislink.com
20266 Paseo Robles, Walnut CA 91789   Email: sales@ovislink.com
Tel.: 626-208-0206, 909-869-8666   Fax: 909-869-8585