



## Enterprise PoE IP Phone

**VIP-351PT**

**User's manual**

Version 1.0.0

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## CE mark Warning

This is a class B device. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

## WEEE Warning



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## Revision

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# Chapter 1

## Introduction



### Overview

PLANET continues to bring innovation to the Voice over IP communications market with cutting edge products and Internet telephony manufacturing experience. PLANET now introduces the latest member of mainstream enterprise series 4-line desktop PoE IP phone family: the VIP-351PT.

The standard features of the VIP-351PT includes 4-line, dual 10/100 switched Ethernet ports and integrated IEEE power over Ethernet (802.3af) circuitry for offering a choice of powering and cabling options to help reduce cabling expenses and cord clutter.

To give most flexibility to users, the VIP-351PT platform contains a 128 x 64 pixels graphic LCD with Back light, 4 Line keys, 4 soft-buttons, 5 speed dials, 7 fixed function keys and a navigation key. The PLANET VIP-351PT desktop phone is engineered to make Easy-to-install communications, cost-effective to deploy, self-contained, service-integrated, intelligent phone features offering and powerful voice processing power as possible.

The VIP-351PT can effortlessly deliver toll voice quality equivalent to the regular VoIP / IP PBX connections utilizing cutting-edge 802.1p QoS (Quality of Service) capabilities to encompass, 802.1q VLAN tagging, echo cancellation, comfort noise generation (CNG) and voice compensation technology. Meanwhile, the dual Ethernet interfaces on the IP phone allow users to install in an existing network location without interfering with connections of desktop PC networks.

The VIP-351PT has streamlined wired IP telephone that provides additional features such as built-in PPPoE / DHCP clients, password-protected machine management, call hold, forwarding, mute, transfer, waiting, pickup, caller ID, speed-dial, 3-way conference, last number redial, incoming message indicator, multiple call appearances and user-intuitive web administration system.

### Product Features

- IEEE 802.3af Power-over-Ethernet
- Full-Featured enterprise SIP Desktop Phone
- 802.1p (QoS) / 802.1q (VLAN)
- Full duplex speakerphone (mic and speaker)
- Pixel-based monochrome LCD (128 x 64) with backlight
- Efficient installation deployment of IP PBX solution
- Reversible base stand / wall mount

### VoIP Features

- SIP 2.0 (RFC3261) compliant
- Supports up to 4 service domains
- Interoperability with leading PLANET IP PBX platforms
- Voice codec support: G.711(A-Law, u-Law), G.723.1, G.729 A/B
- In-band, out-of-band DTMF Relay (RFC 2833) and SIP INFO
- Three-way Conference / Caller ID / Speed Dial
- Call Hold / Mute / Forward / Transfer / Waiting
- Voice processing: VAD, CNG, AEC, Adaptive Jitter Buffer Management

## Package Content

The contents of your product should contain the following items:

VoIP IP Phone

Power adapter

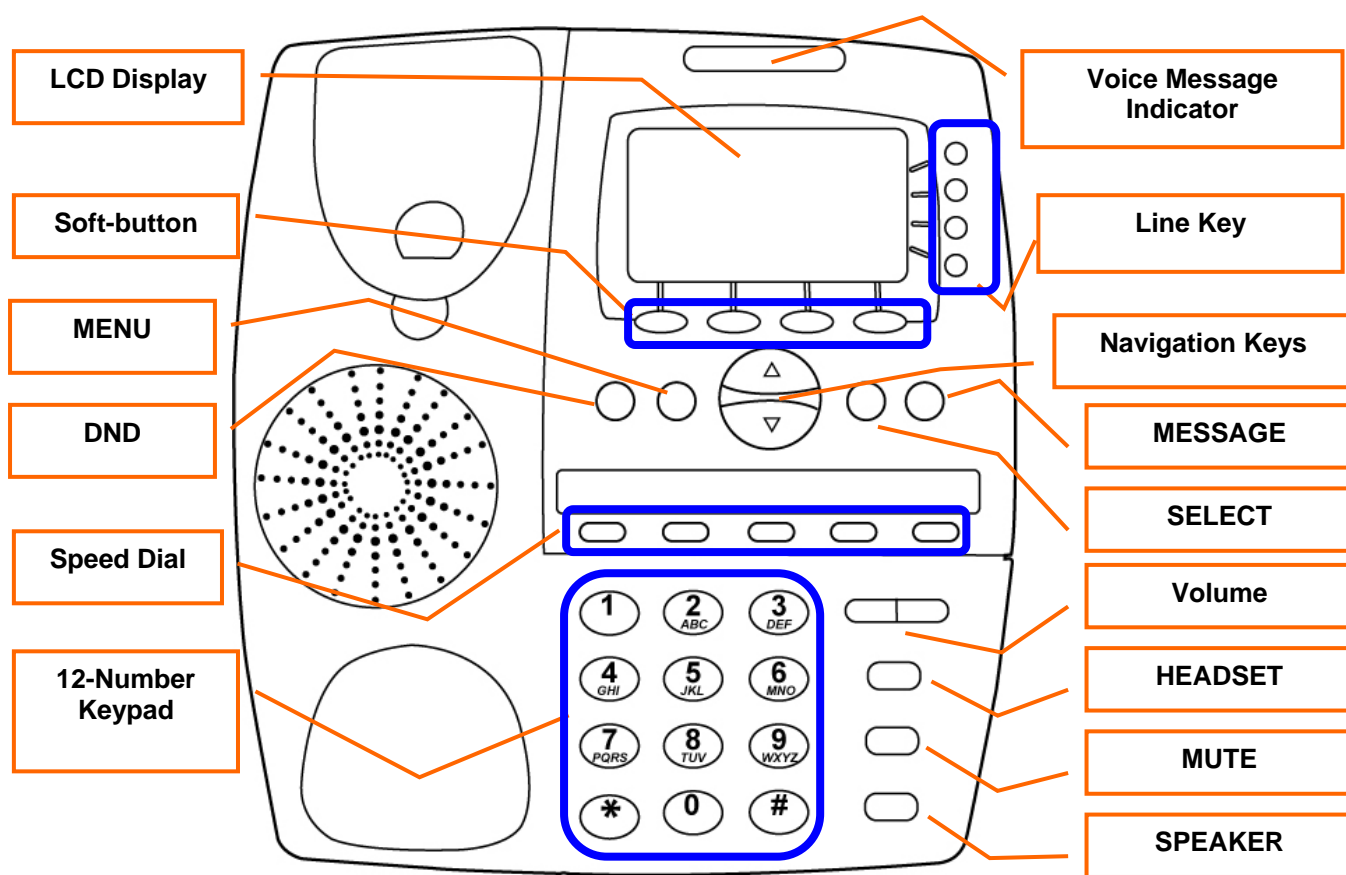
Quick Installation Guide

User's Manual CD

Reversible base stand

## Physical Details

The following figure illustrates the front/rear panel of IP Phone.



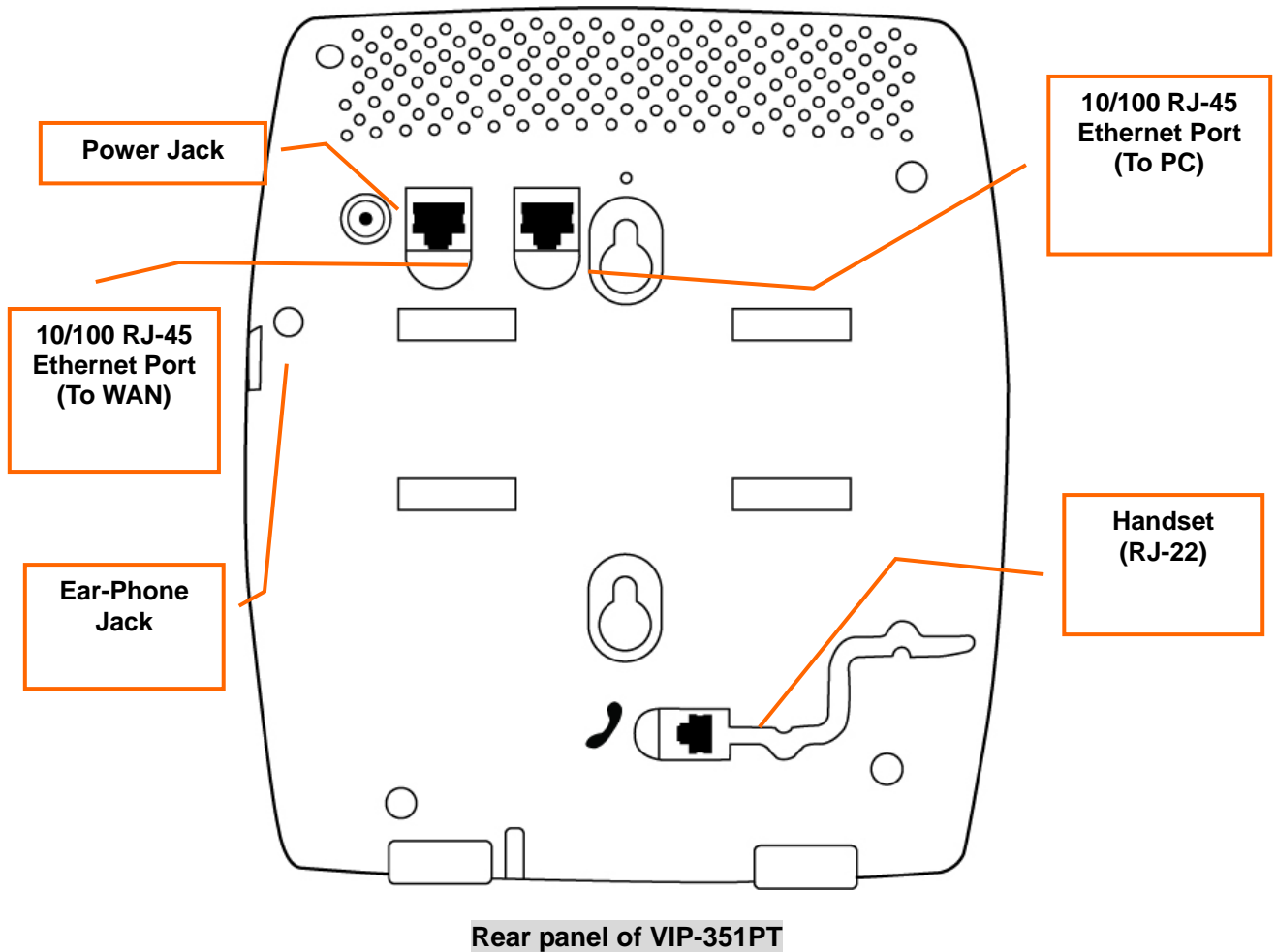
Front Panel of VIP-351PT

## Keypad Description

|    |                                |   |
|----|--------------------------------|---|
| 1  | <b>Voice Message Indicator</b> | The red light goes on-off when there is an incoming call.                                     |
| 2  | <b>LCD Display (128x64)</b>    | Menu and all status shall be displayed for users.   |
| 3  | <b>Line Key</b>                | To make 4 line accounts dial call by pressing the Line1 ~ Line 4.                             |
| 4  | <b>Soft-button</b>             | To control context page and sip account switch function button.                               |
| 5  | <b>Menu</b>                    | To bring out the menu selection while IP Phone is in idle state.                              |
| 6  | <b>Navigation Keys</b>         | To scroll menu item and phonebook   |
| 7  | <b>Message</b>                 | Press this button can enter the voicemail service. (Message Waiting Indication)               |
| 8  | <b>Select</b>                  | To be used as confirm configuration or enter sub-menu.  |
| 9  | <b>DND</b>                     | To block all incoming calls whenever, wherever. (Do Not Disturb)                              |
| 10 | <b>Speed Dial</b>              | Users are able to make a speed dial call to the specific party by pressing the speed dial key |
| 11 | <b>12 Number Keypad</b>        | Use to enter numbers, characters or special characters.                                       |
| 12 | <b>Headset Key</b>             | To switch between the usage of the handset and the speaker devices.                           |
| 13 | <b>Mute Key</b>                | Press to mute sounds when at talk mode.   |
| 14 | <b>Speaker Key</b>             | To switch between the usage of the hand free speaker devices.                                 |
| 15 | <b>Volume Keys</b>             | Volume adjustment for ringer, headset, handset, speaker.                                      |

## Physical Interfaces

|   |                     |  |
|---|---------------------|--|
| 1 | <b>WAN</b>          | RJ-45 connector, for Internet access, connected directly to <b>Switch/Hub</b> through <b>straight</b> CAT-5 cable.<br>The <b>WAN</b> interface also can be connected with 802.3af PoE switch or converter for power supply |
| 2 | <b>PC</b>           | RJ-45 connector, to maintain the existing network structure, connected directly to the <b>PC</b> through <b>straight</b> CAT-5 cable   |
| 3 | <b>5V DC</b>        | 5V DC Power input outlet   |
| 4 | <b>Handset Jack</b> | RJ-9 connector, for telephone handset  |



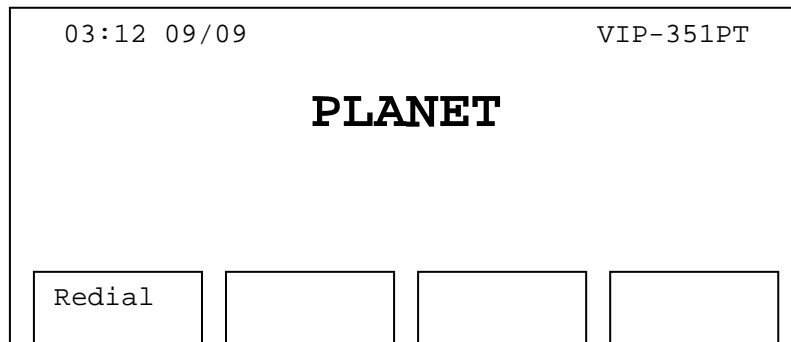
### Note

1. For VIP-351PT, either PoE or AC adapter can be deployed at one time

## System Setup and Basic Operating

## System Configurations for LCD / WEB

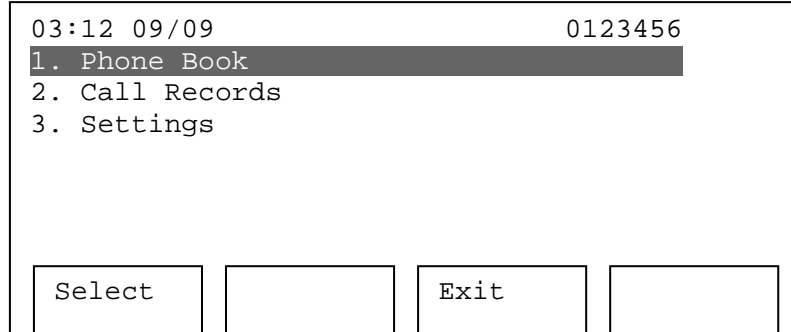
After Power on IP phone, you should see some text on the LCD screen of IP phone now. If not, please redo step 5 to 6 until you can see some text on the LCD screen.



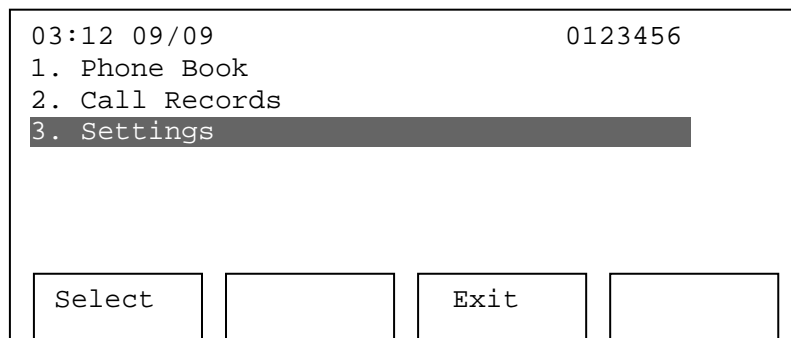
## Network Setup (Static)

To setup static IP address, please follow instructions described in this chapter:

1. Press **'Menu'** button on IP Phone



2. Press **'Up'** or **'Down'** key until **'3. Setting'** is selected, then press **'Select'** key.





3. Press **'Up'** or **'Down'** key until **'4. System Configuration'** is selected, then press **'Select'** key.

|                                |         |      |  |
|--------------------------------|---------|------|--|
| 03:12 09/09                    | 0123456 |      |  |
| 1. Language                    |         |      |  |
| 2. Ring Type                   |         |      |  |
| 3. Contrast                    |         |      |  |
| <b>4. System Configuration</b> |         |      |  |
| Select                         |         | Exit |  |

4. Press **'Select'** key on **'1: Network Setting'**, and use up or down key to change network setting to **'Static'**, then press **'Save'** key.

|                           |              |      |  |
|---------------------------|--------------|------|--|
| 03:12 09/09               | 0123456      |      |  |
| <b>1. Network Setting</b> |              |      |  |
| Static                    |              |      |  |
| 2. IP Address (Static)    | 192.168.4.50 |      |  |
| Select                    |              | Exit |  |

5. Press **'Down'** key until **'2. IP Address (Static)'** is selected, and press **'Select'** key. You'll be prompted to enter IP address, please use the numeric keypad to input IP address; To input dot (.), press \* key on numeric keypad. For example, if you want to input IP address '192.168.0.2', you should press following keys on numeric keypad: **'192\*168\*0\*2'**.

|                               |             |      |  |
|-------------------------------|-------------|------|--|
| 03:12 09/09                   | 0123456     |      |  |
| 1. Network Setting            |             |      |  |
| Static                        |             |      |  |
| <b>2. IP Address (Static)</b> | 192.168.0.2 |      |  |
| Select                        |             | Exit |  |

When inputting IP address, each time you press **'Clear'** key, you can erase a digit. Before you can input a brand new IP address, you must clear all previous IP address digits by pressing **'Clear'** key for many times. After you've inputted the IP address you want, press **'Save'** key, or press **'Cancel'** key to discard.

|  |         |        |  |
|--|---------|--------|--|
| 03:12 09/09                            | 0123456 |        |  |
| 1. Network Setting<br>Static           |         |        |  |
| 2. IP Address (Static)<br>192.168.0.2█ |         |        |  |
| Save                                   | Clear   | Cancel |  |

6. Now you have to set subnet mask. Press **'Up'** or **'Down'** key until **'3. Subnet mask (Static)'** is selected, then press **'Select'** key. You'll be prompted to input subnet mask, please use the same method described in previous step to input subnet mask.

|   |         |        |  |
|---|---------|--------|--|
| 03:12 09/09                               | 0123456 |        |  |
| 2. IP Address (Static)<br>192.168.0.2     |         |        |  |
| 3. Subnet Mask (Static)<br>255.255.255.0█ |         |        |  |
| Save                                      | Clear   | Cancel |  |

7. After subnet mask, it's time to set default route. Press **'Up'** or **'Down'** key until **'4. Default Router (Static)'** is selected, then press **'Select'** key. You'll be prompted to input the IP address of the router on your local network, please input here.

|   |         |        |  |
|---|---------|--------|--|
| 03:12 09/09                                 | 0123456 |        |  |
| 3. Subnet Mask (Static)<br>255.255.255.0    |         |        |  |
| 4. Default Route (Static)<br>192.168.0.254█ |         |        |  |
| Save  | Clear   | Cancel |  |

8. You have to set the IP Address of DNS, and this is the last step of static IP setup. Please press 'Up' or 'Down' key until '5. DNS Server 1 (Static)' is selected, and input the IP address of DNS server here.

|                            |       |         |  |
|----------------------------|-------|---------|--|
| 03:12                      | 09/09 | 0123456 |  |
| 4. Default Router (Static) |       |         |  |
| 192.168.0.254              |       |         |  |
| 5. DNS Server 1 (Static)   |       |         |  |
| 168.95.1.1█                |       |         |  |
| Save                       | Clear | Cancel  |  |

**Note**

You can set a secondary DNS Server IP address by move to setup item '6. DNS Server 2 (Static)' and set the IP address of secondary DNS Server there. At least one DNS Server is required to make this IP Phone work properly.

### Network Setup (PPPoE)

By using PPPoE, you don't have to setup IP address by yourself. Instead, an IP address will be issued to your IP phone by internet service provider automatically, which is more convenient.

To complete your network setup using PPPoE, please follow instructions described in this chapter:

1. Press 'Menu' button on IP Phone

|                 |       |         |  |
|-----------------|-------|---------|--|
| 03:12           | 09/09 | 0123456 |  |
| 1. Phone Book   |       |         |  |
| 2. Call Records |       |         |  |
| 3. Settings     |       |         |  |
| Select          |       | Exit    |  |

2. Press **'Up'** or **'Down'** key until **'3. Setting'** is selected, then press **'Select'** key.

|                    |         |      |  |
|--------------------|---------|------|--|
| 03:12 09/09        | 0123456 |      |  |
| 1. Phone Book      |         |      |  |
| 2. Call Records    |         |      |  |
| <b>3. Settings</b> |         |      |  |
|                    |         |      |  |
| Select             |         | Exit |  |

3. Press **'Up'** or **'Down'** key until **'4. System Configuration'** is selected, then press **'Select'** key.

|                                |         |      |  |
|--------------------------------|---------|------|--|
| 03:12 09/09                    | 0123456 |      |  |
| 1. Language                    |         |      |  |
| 2. Ring Type                   |         |      |  |
| 3. Contrast                    |         |      |  |
| <b>4. System Configuration</b> |         |      |  |
|                                |         |      |  |
| Select                         |         | Exit |  |

4. Press **'Select'** key on **'1: Network Setting'**, and use up or down key to change network setting to **'PPPoE'**, then press **'Save'** key.

|                           |         |      |  |
|---------------------------|---------|------|--|
| 03:12 09/09               | 0123456 |      |  |
| <b>1. Network Setting</b> |         |      |  |
| PPPoE                     |         |      |  |
| 2. IP Address (Static)    |         |      |  |
| 192.168.4.50              |         |      |  |
|                           |         |      |  |
| Select                    |         | Exit |  |

- Press 'Down' key until '7. PPPoE Username' is selected, and press 'Select' key. You'll be prompted to your PPPoE username, please use the numeric keypad to input your username, press the same key repeatedly to switch input character in following list:

|   |           |
|---|-----------|
| 1 | 1         |
| 2 | AaBbCc2   |
| 3 | DdEeFf3   |
| 4 | GgHhIi4   |
| 5 | JjKkLl5   |
| 6 | MmNnOo6   |
| 7 | PpQqRrSs7 |
| 8 | TtUuVv8   |
| 9 | WwXxYyZz9 |
| 0 | 0         |
| * | +?@.      |
| # | #         |

For example, if you want to input 'B', you have to press '2' key for 3 times repeatedly, and the time between each keystroke is less and 2 seconds; If the time period between keystroke is longer than 2 seconds, the cursor will move right and you can enter a new character. For example, if you want to enter 'Bc', you have to press '2' key for 3 times repeatedly, stop for 3 seconds, and press '2' key for 5 times. To erase a character, press '**Clear**' key.

When you finish input your PPPoE username, remember to press '**Save**' key to save it, or press '**Cancel**' to discard. You can input up to 40 characters.

|                         |         |        |  |
|-------------------------|---------|--------|--|
| 03:12 09/09             | 0123456 |        |  |
| 6. DNS Server2 (Static) |         |        |  |
| 168.95.1.1              |         |        |  |
| 2. PPPoE Username       |         |        |  |
| Alan█                   |         |        |  |
| Save                    | Clear   | Cancel |  |

- Now press '**Down**' key until '**8. PPPoE Password**' is selected, and press '**Select**' key. You'll be prompted to enter your PPPoE password, please use the same method described in last step to enter your password.

|                   |         |        |  |
|-------------------|---------|--------|--|
| 03:12 09/09       | 0123456 |        |  |
| 7. PPPoE Username |         |        |  |
| Planet            |         |        |  |
| 8. PPPoE Password |         |        |  |
| planet123█        |         |        |  |
| Save              | Clear   | Cancel |  |

7. Please press **'Down'** key until **'9. PPPoE Authmode'** is selected, and press **'Select'** key. Press up or down key to select PPPoE authentication mode from 'PAP' and 'CHAP', after proper authentication mode is displayed, press **'Save'** key to save the setting.

|                                 |         |      |  |
|---------------------------------|---------|------|--|
| 03:12 09/09                     | 0123456 |      |  |
| 8. PPPoE Password<br>Planet     |         |      |  |
| 9. PPPoE Authmode<br>Planet123█ |         |      |  |
|                                 |         | Save |  |

## Network Setup (DHCP)

By using DHCP, you don't have to setup IP address by yourself. Instead, an IP address will be issued to your IP phone by DHCP server on your local network automatically, which is more convenient.

To complete your network setup using DHCP, please follow instructions described in this chapter:

1. Press **'Menu'** button on IP Phone

|                 |         |      |  |
|-----------------|---------|------|--|
| 03:12 09/09     | 0123456 |      |  |
| 1. Phone Book   |         |      |  |
| 2. Call Records |         |      |  |
| 3. Settings     |         |      |  |
| Select          |         | Exit |  |

2. Press **'Up'** or **'Down'** key until **'3. Setting'** is selected, then press **'Select'** key.

|                 |         |      |  |
|-----------------|---------|------|--|
| 03:12 09/09     | 0123456 |      |  |
| 1. Phone Book   |         |      |  |
| 2. Call Records |         |      |  |
| 3. Settings     |         |      |  |
| Select          |         | Exit |  |

3. Press **'Up'** or **'Down'** key until **'4. System Configuration'** is selected, then press **'Select'** key.

|                                |         |      |  |
|--------------------------------|---------|------|--|
| 03:12 09/09                    | 0123456 |      |  |
| 1. Language                    |         |      |  |
| 2. Ring Type                   |         |      |  |
| 3. Contrast                    |         |      |  |
| <b>4. System Configuration</b> |         |      |  |
| Select                         |         | Exit |  |

4. Press **'Select'** key on **'1: Network Setting'**, and use up or down key to change network setting to **'DHCP'**, then press **'Save'** key.

|                           |         |      |  |
|---------------------------|---------|------|--|
| 03:12 09/09               | 0123456 |      |  |
| <b>1. Network Setting</b> |         |      |  |
| DHCP                      |         |      |  |
| 2. IP Address (Static)    |         |      |  |
| 192.168.4.50              |         |      |  |
| Select                    |         | Exit |  |

You can also setup the network by web browser (like Microsoft Internet Explorer, Firefox, Safari, etc.), which is the easiest way to have the network setting done.

Before you can setup network by web browser, you must know the IP address of IP Phone. Please setup a static IP address first, for PPPoE and DHCP users, please refer to chapter 'Browse System Configuration' to get the IP address of the IP Phone.

**Note**

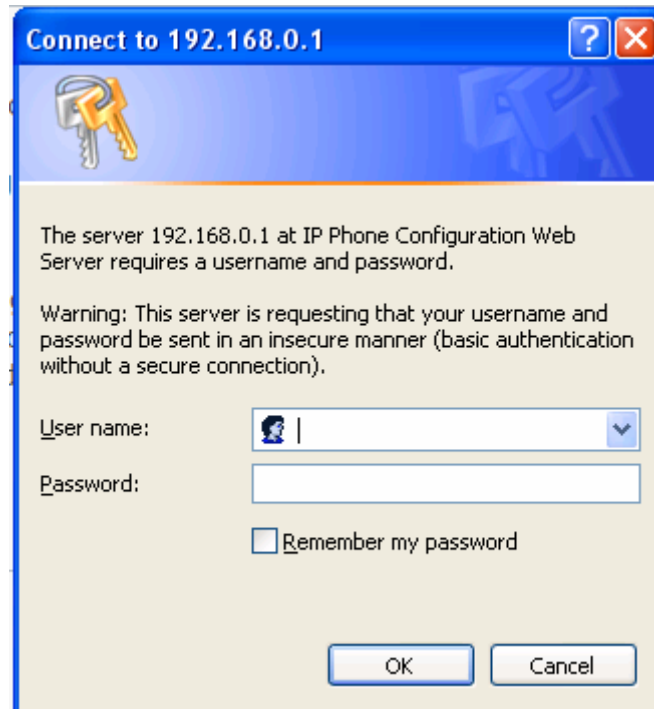
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If the IP Phone uses static IP address, the computer used for network setup must use the IP address which is in the same network segment of IP Phone. For example, if the IP address of IP Phone is 10.1.1.1, and netmask is 255.255.255.0, then the IP address of computer used for network setup must be 10.1.1.x, where x = 2 to 254.

---

1. Use the web browser on your computer to connect to the IP address of IP Phone. For example, The IP Phone's default IP address is **192.168.0.1**, please type '**http://192.168.0.1**' in the browser's address bar. A login window will appear, please enter the username and password.

NOTE: default username is '**root**', and password is blank (do not fill anything in password field).



2. After you have logged in, you'll see the brief information of current network setting. Please click '**Network**' link on the left.

The screenshot shows the web interface for a VoIP phone. The top banner has the PLANET logo and "VoIP Phone". On the left is a navigation menu with links: Network, SIP, System, Phone Book, Management, and Status. The main area is titled "Network Status" and contains the following information:

|                        |               |
|------------------------|---------------|
| Mode:                  | Static IP     |
| IP Address:            | 192.168.0.1   |
| Subnet Mask:           | 255.255.255.0 |
| Default Gateway:       | 192.168.0.254 |
| Primary DNS Address:   | 168.95.1.1    |
| Secondary DNS Address: | 168.95.1.2    |

3. In here, you can choose connection mode (static IP, PPPoE, or DHCP), enter IP address for static IP mode, and enter PPPoE username and password directly on web page. If you want to enable VLAN function of PC and phone Ethernet port of this IP Phone, you can also set it up here.

After you have entered the setting you need, remember to click '**Submit**' button located at the bottom of the web page, or you can click '**Cancel**' to discard all settings you just entered.



- Now click 'Management' link on the left of webpage, then click 'Configuration Commit / Reset' tab. Press 'COMMIT...' button, and you'll see 'Configuration OK' message, which means the network settings you just made are properly saved.

**PLANET** Networking & Communication **VoIP Phone**

**Network Configuration**

Mode:  Static IP  DHCP  PPPoE

IP Address: 192 . 168 . 0 . 1

Subnet Mask: 255 . 255 . 255 . 0

Default Gateway: 192 . 168 . 0 . 254

Primary DNS Address: 168 . 95 . 1 . 1 Option

Secondary DNS Address: 168 . 95 . 1 . 2 Option

DNS:  User Specified  From DHCP Server

**PPPoE**

Username: alan

Password: alan123

- Please click 'Management' link on the left of webpage, click 'System Restart' tab, and then click 'RESTART...' button. The IP Phone will reboot. After about 1 minute, your IP Phone will be ready with new network settings.

**PLANET** Networking & Communication **VoIP Phone**

**Commit/Reset**

Commit all the configuration to flash.

COMMIT...

---

All the configuration will be set to the factory default.

RESET...

---

**Note :** The login password will be set to the default value.

**System Restart**

Please press the Restart button to restart system

RESTART...

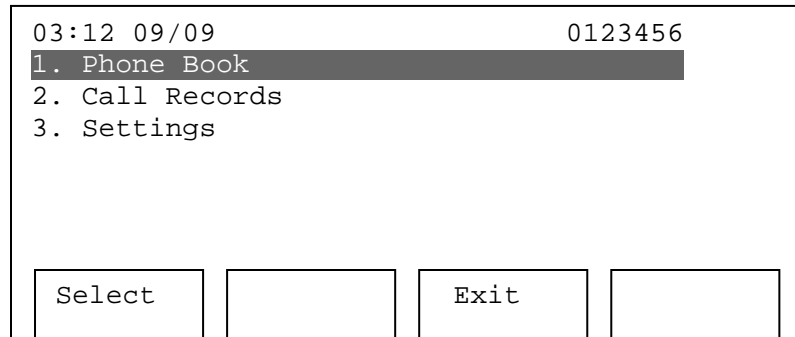
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**Note :** System will be ready after 40 seconds.

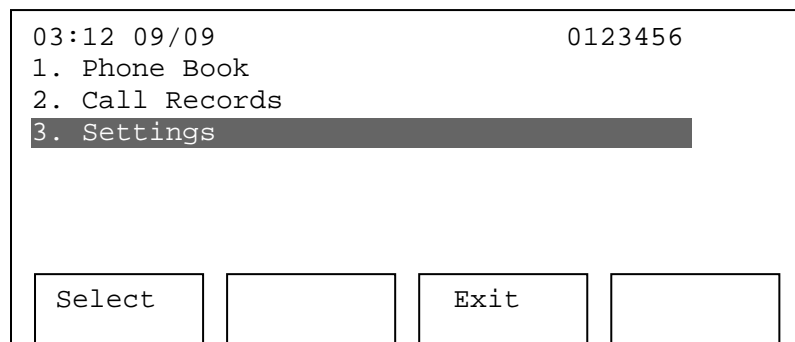
## SIP Server Information Setup

After the network setup is done, you have to setup SIP server information, so your IP Phone can log onto service provider's server.

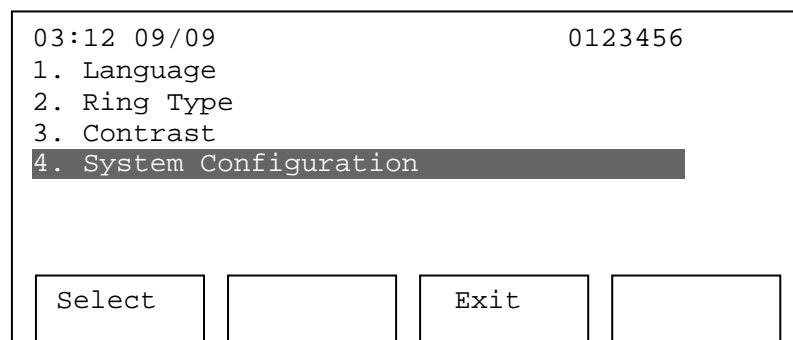
1. Press **'Menu'** button on IP Phone



2. Press **'Up'** or **'Down'** key until **'3. Setting'** is selected, then press **'Select'** key.



3. Press **'Up'** or **'Down'** key until **'4. System Configuration'** is selected, then press **'Select'** key.



4. Press **'Up'** or **'Down'** key until **'10. SIP Proxy'** is selected, then press **'Select'** key. You'll be prompted to enter the IP address of SIP proxy, which is provided by your service provider. Please use numeric keypad to enter IP address, remember you can press **'\*\*'** for dot! After IP address is entered, press **'Save'** to keep changes, or **'Cancel'** to discard.

5. Now press **'Down'** key until **'11. SIP PortNum'** is selected, then press **'Select'** key. Please enter the SIP server's port number provided by your service provider here, by default it's **'5070'**.

|                 |             |        |  |
|-----------------|-------------|--------|--|
| 03:12 09/09     | 0123456     |        |  |
| 10. SIP Proxy   | 192.168.4.2 |        |  |
| 11. SIP PortNum | 5060        |        |  |
| Save            | Clear       | Cancel |  |

6. Press **'Down'** key until **'12. SIP Username'** is selected, then press **'Select'** key. Please use the numeric keypad to enter SIP username here, which is assigned by your service provider.

|                   |         |        |  |
|-------------------|---------|--------|--|
| 03:12 09/09       | 0123456 |        |  |
| 12. SIP Username  | 0123456 |        |  |
| 13. SIP Phone Num | 0123456 |        |  |
| Save              | Clear   | Cancel |  |

7. Press **'Down'** key until **'13. SIP Phone Num'** is selected, then press **'Select'** key. Please use the numeric keypad to enter SIP phone number here, which is assigned by your service provider.

|                   |         |        |  |
|-------------------|---------|--------|--|
| 03:12 09/09       | 0123456 |        |  |
| 12. SIP Username  | 0123456 |        |  |
| 13. SIP Phone Num | 0123456 |        |  |
| Save              | Clear   | Cancel |  |

8. Press **'Down'** key until **'13. SIP Password'** is selected, then press **'Select'** key. Please use the numeric keypad to enter SIP phone number here, which is assigned by your service provider.

|                  |                  |        |  |
|------------------|------------------|--------|--|
| 03:12 09/09      | 0123456          |        |  |
| 14. SIP Password | 1234567890■      |        |  |
| 15. Codec        | 2. Auto - G.711u |        |  |
| Save             | Clear            | Cancel |  |

**NOTE: SIP password is hidden by a series of '+' mark when you're not editing it.**

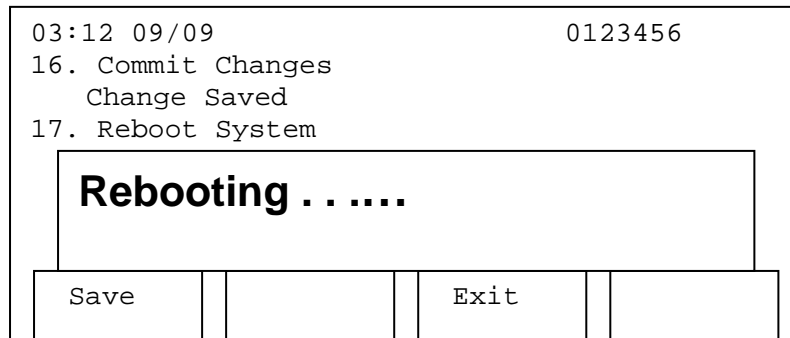
9. Now you have to set the audio codec of this IP Phone, press **'Down'** key until **'15. Codec'** is selected, then press **'Select'** key. Use **'Up'** or **'Down'** key to select a codec designated by your service provider, and press **'Save'** key to make decision.

|                    |                  |  |  |
|--------------------|------------------|--|--|
| 03:12 09/09        | 0123456          |  |  |
| 15. Codec          | 2. Auto - G.711u |  |  |
| 16. Commit Changes | Save changes     |  |  |
|                    | Save             |  |  |

10. After all above settings are done, please press **'Down'** key until **'16. Commit Changes'** is selected, then press **'Select'** key. You'll see **'Changes saved'** message displayed on LCD screen, which means all settings are saved.

|                    |                  |      |  |
|--------------------|------------------|------|--|
| 03:12 09/09        | 0123456          |      |  |
| 15. Codec          | 2. Auto - G.711u |      |  |
| 16. Commit Changes | Changed saved    |      |  |
| Select             |                  | Exit |  |

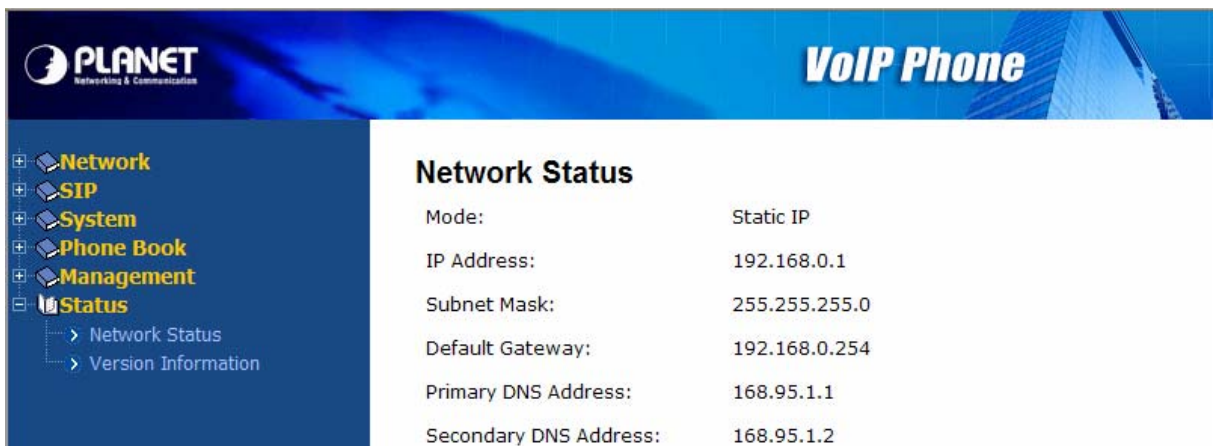
- Please press **'Down'** key to move to next item **'17. Reboot System'**, and press **'Select'** key. You'll see **'Rebooting'** Message displayed on LCD screen. Please wait for about 1 minute, after the reboot procedure is completed, your IP Phone is ready with new network settings.



### SIP Server Information Setup (Web Configuration)

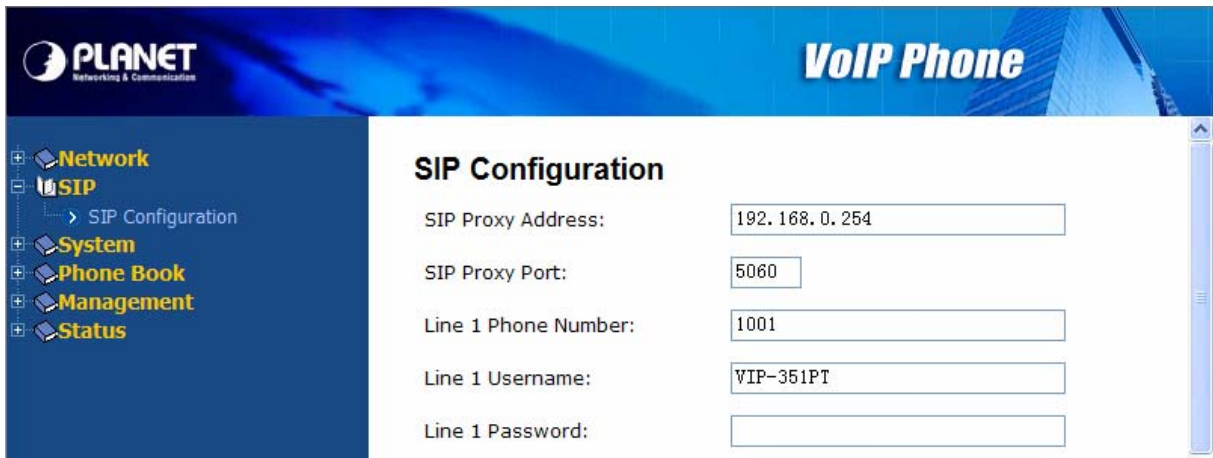
Excepting setup SIP information on your IP Phone, you can also use web interface to setup SIP information. This is also the only way to setup multiple sets SIP username and password.

- After you web browser is connected to the IP Phone, please click **'SIP'** link on the left.



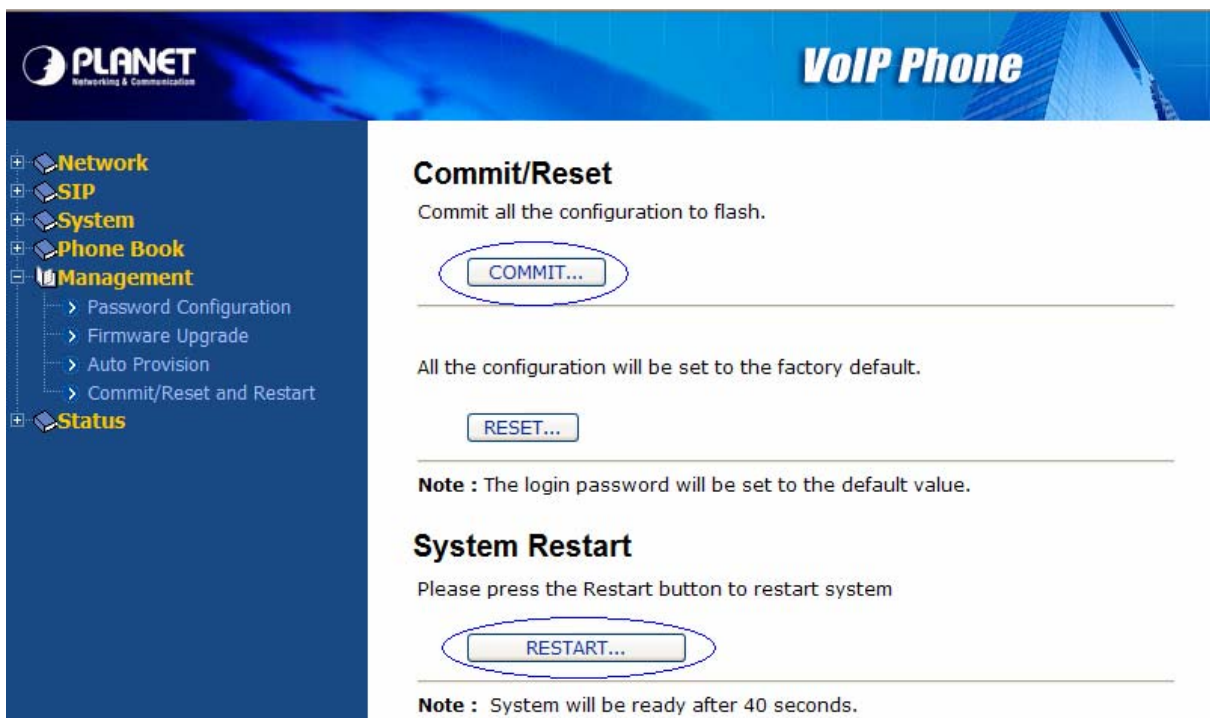
- You can enter SIP proxy server's IP address, port, and every phone line's SIP phone number, username, and password here. If you have more than one SIP phone number, username, and password, you can input all of them here. Up to 4 sets of phone number, username, and password us supported.
- After all SIP information are properly set here, please click **'Submit'** button on the bottom of this page, or click **'Cancel'** button to discard.

- Now click 'Management' link on the left of webpage, then click 'Configuration Commit / Reset' tab. Press 'COMMIT...' button, and you'll see 'Configuration OK' message, which means the network settings you just made are properly saved.



The screenshot shows the 'VoIP Phone' configuration interface. On the left is a navigation menu with 'Management' selected. The main content area is titled 'SIP Configuration' and contains five input fields: 'SIP Proxy Address' (192.168.0.254), 'SIP Proxy Port' (5060), 'Line 1 Phone Number' (1001), 'Line 1 Username' (VIP-351PT), and 'Line 1 Password' (empty).

- Please click 'Management' link on the left of webpage, click 'System Restart' tab, and then click 'RESTART...' button. The IP Phone will reboot. After about 1 minute, your IP Phone will be ready with new network settings.



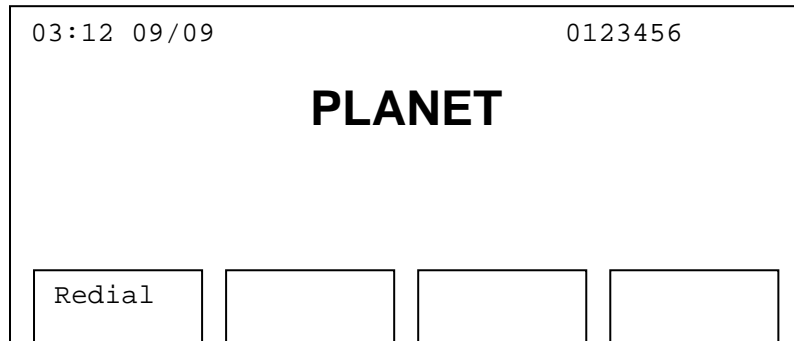
The screenshot shows the 'VoIP Phone' configuration interface with the 'Management' tab selected. The main content area is titled 'Commit/Reset' and contains a 'COMMIT...' button. Below this, it states 'All the configuration will be set to the factory default.' and a 'RESET...' button. A note indicates 'The login password will be set to the default value.' Below this, the 'System Restart' section is visible, with a 'RESTART...' button and a note: 'System will be ready after 40 seconds.'

## Accepting and Making Phone Calls

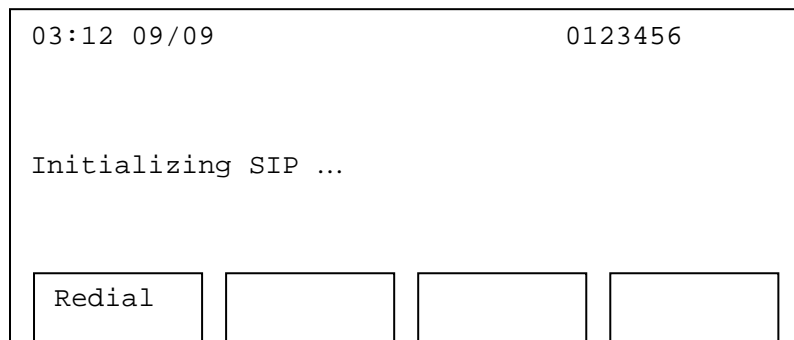
After the network and SIP setting are done, you can start to use your IP Phone to accept and make phone calls.

- Accepting phone calls

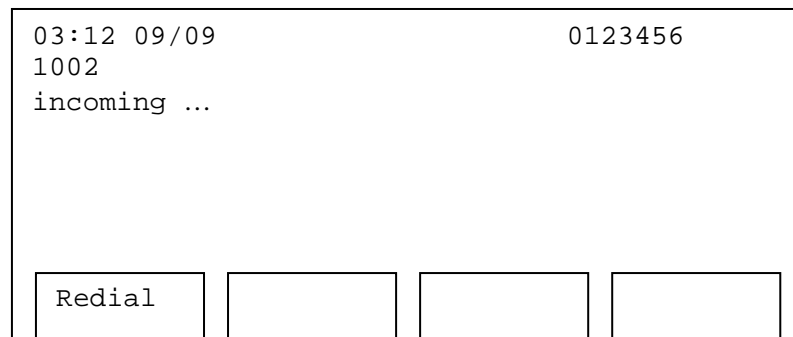
Before you can accept phone call, please make sure that your phone is registered to SIP server. The LCD screen will be shown as below, which means the IP Phone has successfully registered.



If the phone is not register to any SIP server, you'll see '**Initializing SIP ...**' message displayed on LCD screen. Please check the network cable and network setting again.



After the phone is registered, the phone will ring when someone's calling you. You'll see a flashing red light on the phone, the phone line selector which remote party is calling will also be flashing, with the phone number of remote party displayed on LCD screen.

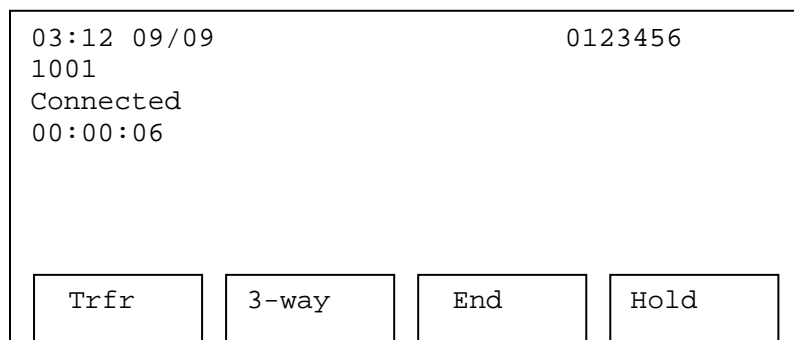


### Note

The phone number may not be displayed if the service provider does not support this function, please contact your service provider for detailed information.

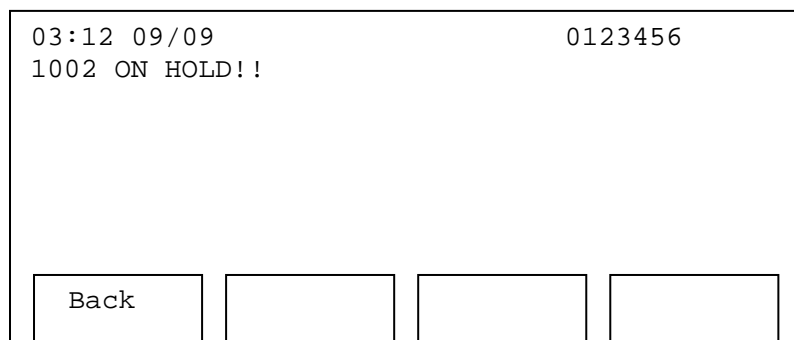
Just pick up the handset when you hear the phone rings. After the phone session is end, please make sure the handset is placed on the IP Phone properly, or you will not be able to accept next call.

During the phone session, a call timer will be displayed on LCD screen and start from 00:00:00, it will show the total time elapsed since the call is established. Also, several options are available on LCD screen; you can use these options by pressing corresponding key:



**Here are descriptions of these 4 keys:**

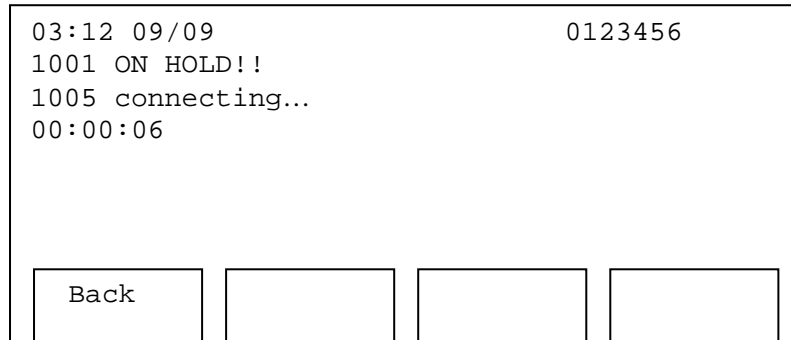
**Trfr:** Transfer current phone session to another phone number, this is called as call transfer. Before you do this, please tell your remote party to hold online (do not hang up the phone during transfer), then press 'Trfr' softkey, and you'll see the following message displayed on LCD screen:



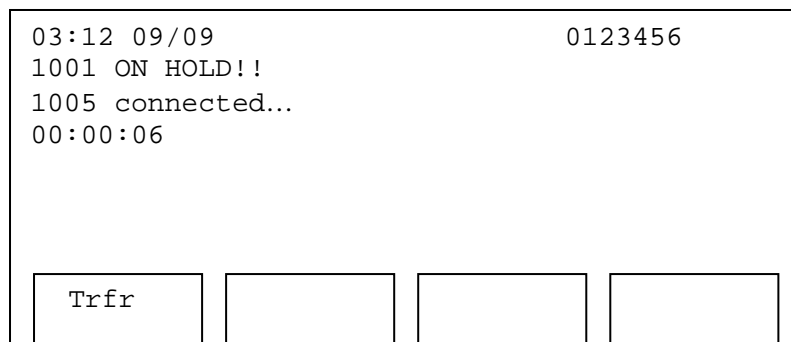
The phone session is currently suspended, and you will hear dialtone in handset again (your remote party will hear music now). At this moment, user can decide to use **attended** or **blind** call transfer. If you want to use attended call transfer, please dial another phone number by numeric keypad, and you'll see the following message displayed on LCD screen:





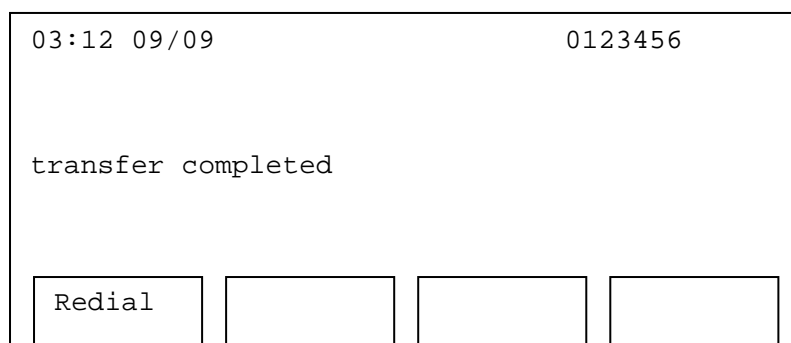


Now the IP Phone will connect to the phone number you just dialed. After the connection is made, you'll see the following message displayed on LCD screen:

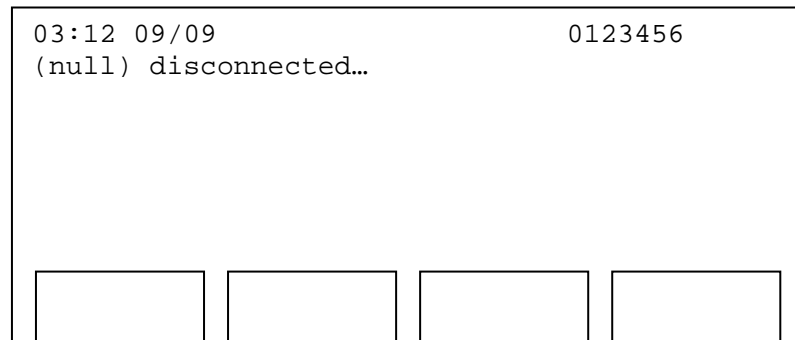


Press **'Trfr'** softkey now, and the phone session will be transferred.

If you don't hear dialtone after press **'Trfr'** key, failed to transfer the call (hear busy tone in handset), or you changed your mind during phone transfer, please press **'Back'** softkey during phone transfer, and you can resume the original phone session. If the **'Back'** softkey does not shown on LCD screen, just put the handset back, and the original call will come back as an incoming call.

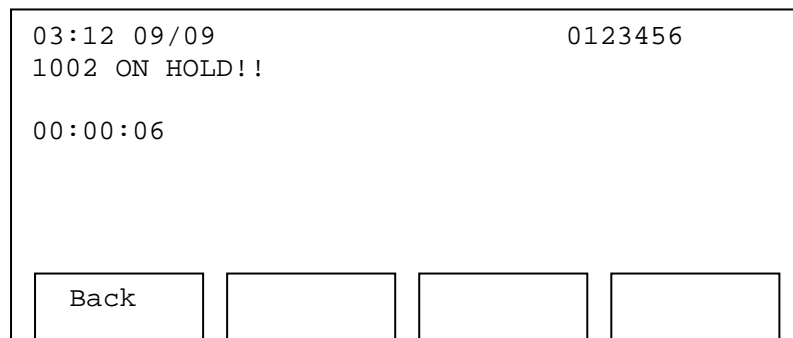


If you want a blind transfer, please dial another phone number by numeric keypad and end with asterisk key - '\*', and you'll see the following message displayed on LCD screen:

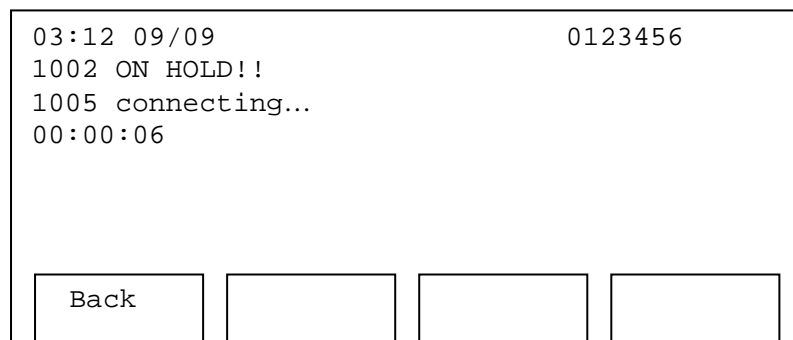


At this moment, the phone will be disconnected from original call and transfer to the number you want to transfer.

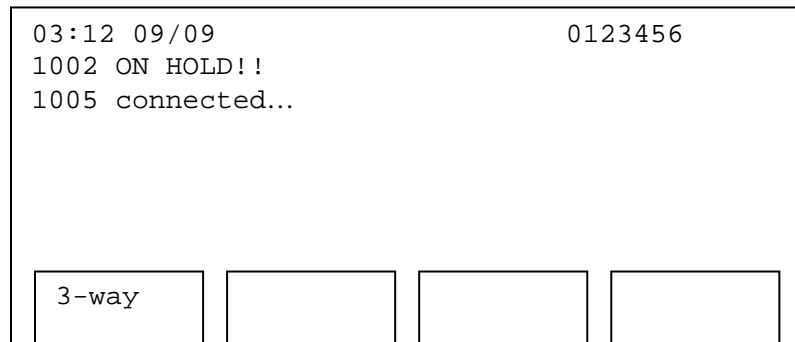
**3-way:** You can invite another people to join your current phone session, so there're total 3 parties talking on the phone (including you), this is called as 3-way conference. Before you do this, please tell your remote party to hold online, then press '**3-way**' softkey, you'll hear dialtone in handset again, and see the following message displayed on LCD screen:



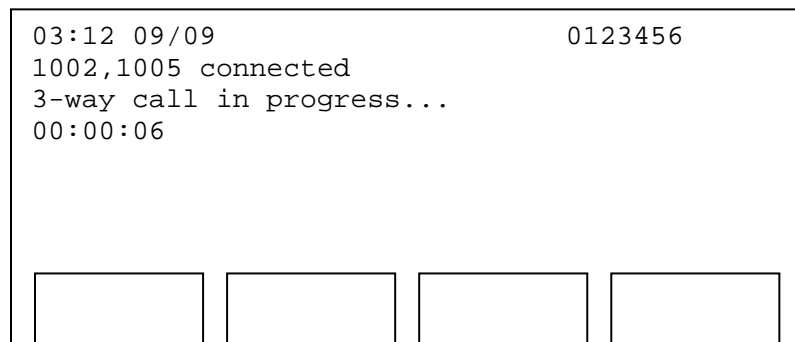
You'll hear the dialtone again. Now please dial the phone number you want to invite, you'll see the following message displayed on LCD screen:



After the connection is made, you'll see the following message displayed on LCD screen:



Now press **'3-way'** softkey, and you'll see following message displayed on LCD screen:



When you see this message, the 3-way conference is successfully established. To end 3-way conference, just hang up the phone.

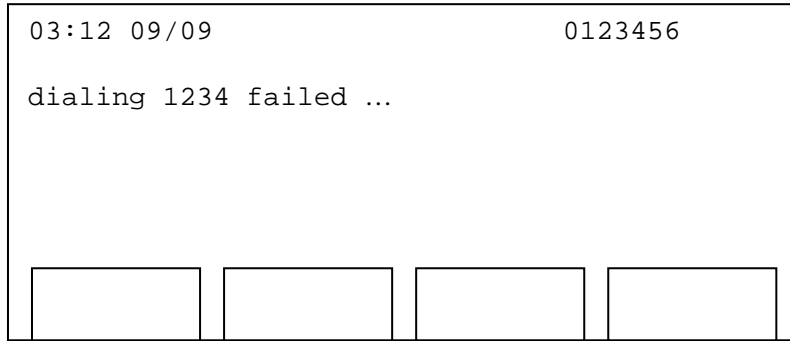
**End:** Ends a phone session. You can also hang-up phone to end a phone session.

**Hold:** By pressing this key, you can pause the phone session, and your remote party will not hear anything from you. To resume, simply press **'Back'** key.

- Making phone calls

1. If you have multiple sets of SIP phone number, please select one phone line by pressing corresponding phone line key 1 – 4 first.

2. Lift the handset, and dial the phone number by numeric keypad, just like using a conventional telephone. If you dialed the wrong number, or the remote party is not available currently, you'll see a text message 'dialing xxxx failed', where xxxx is the phone number you just dialed.



3. After the phone session is end, please make sure the handset is placed on the IP Phone properly, or you will not be able to accept phone call.

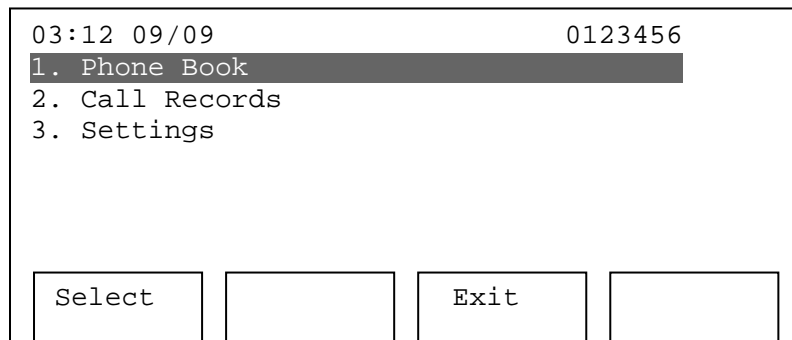
**Note**

You can press '#' key after you have entered all numbers, this can speed up the dial process.

## Calling History

There's an internal calling history database in this IP Phone. You can check for all outgoing / incoming phone call history, and all missed calls (i.e. unanswered calls).

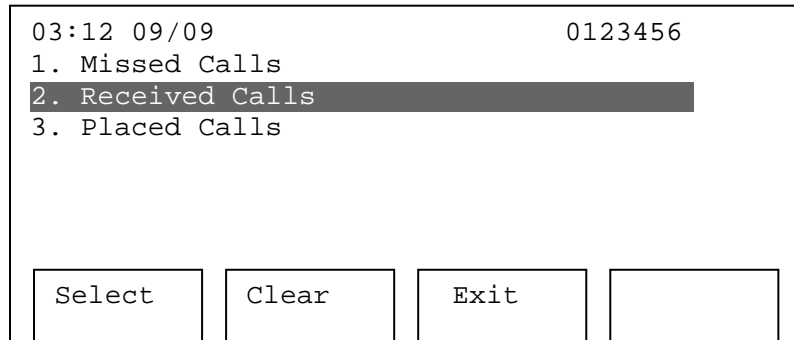
1. Press **Menu** button on IP Phone



2. Press **Up** or **Down** key until **2. Call Records** is selected, then press **Select** key.

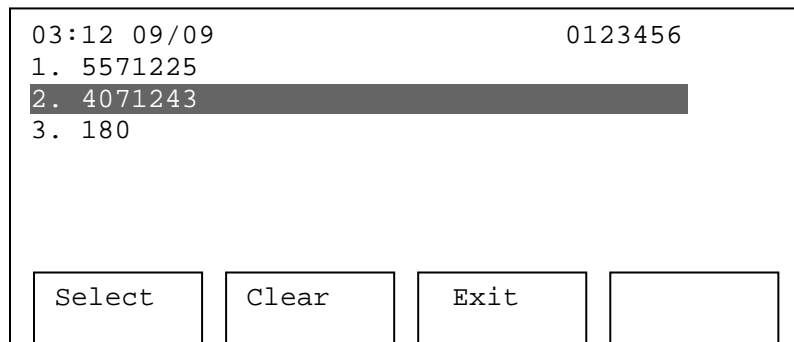


3. There are 3 type of call record available here, you can use 'Up' and 'Down' key to select one of them, then press 'Select' key to view a selected call history.



**Here are descriptions of call histories:**

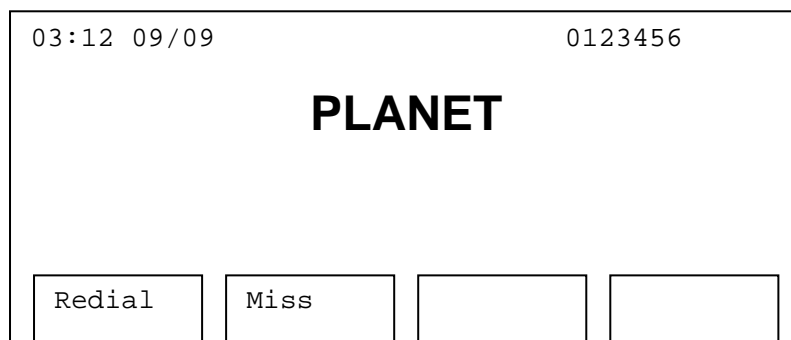
**Missed Calls:** All unanswered calls will be listed here. You can use 'Up' and 'Down' key to move up and down in this list, and press 'Dial' key to make a phone call to the number selected, or press 'Delete' to delete a selected missed call entry. Press 'Exit' key to back to previous menu.



**Received Calls:** All accepted phone calls are listed here. You can also use 'Dial' key to dial the selected number again, 'Delete' to key to delete a selected number from list, or press 'Exit' to back to previous menu.

**Placed Calls:** All phone numbers you dialed on the IP Phone will be listed here. You can use 'Dial' key to dial the selected number again, 'Delete' to key to delete a selected number from list, or press 'Exit' to back to previous menu.


Also, if you didn't answer a call, you'll see the following message displayed on LCD screen:



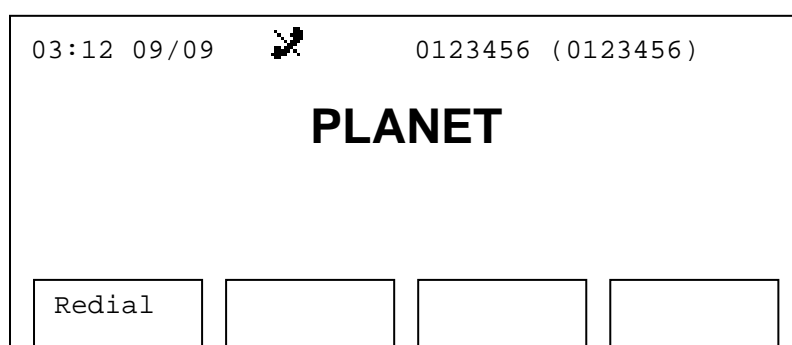
You can press **'miss'** key to dial to the number you didn't answer (only when the phone number of remote party is available)

## Call Rejection (DND)

If you don't want to accept phone calls, you can active this function, which is called as **DND – Do Not Disturb**.

When you want to activate DND, press **'DND'** key on the IP Phone. You'll see a  icon displayed on the LCD screen. When DND function is activated, people who call you will hear busy tone in his/her telephone, and he/she will think you're talking on the phone. You can still make phone calls when the IP Phone is in DND mode.

When you want to deactivate DND function, press **'DND'** key again, and the  on the LCD screen will disappear.



## Using Speakerphone and Headset

Excepting use the handset, you can also use speakerphone and headset, which provides a hands-free phone operating environment. When you're working on computer or something that requires you to use 2 hands, this function will be very convenient.

- **Using speakerphone**

There's a built-in audio amplifier and microphone in this IP Phone. You can amplify the voice of remote party by internal speaker, so you don't have to use handset to talk.

To use speakerphone, just press **'SPEAKER'** button on the IP Phone. You don't have to pick up the handset, but just like you do it, you'll hear the dialtone. Please dial the phone number as usual, and speak to the phone.

You can also use speakerphone function to accept phone call, just press **'SPEAKER'** button when the IP Phone rings.

- **Using headset**

To use headset, please insert the headset's plug into headset jack on the IP Phone first, like the figure shown below:



**Note**

---

When you're using headset, please turn down the volume. High volume setting would cause damage to your hearing!

---

After the headset is connected to the IP Phone, you can press **'HEADSET'** button to make and accept calls by headset, just like using a speakerphone.

# Advanced Functions and Configurations

## Advanced Function Configurations

### Speed Dial & Advanced Phone Configuration

This IP Phone supports 5 speed dial button (1 to 5), which allow you assign a phone number to each speed dial button. To set a phone number for a speed dial button, refer to chapter 2-4 to open a web connection to the IP Phone, and follow the following instructions:

1. After your web browser is connected to the IP Phone, click the '**System**' link on the left.

The screenshot shows the PLANET VoIP Phone web interface. On the left is a navigation menu with options: Network, SIP, System, Phone Book, Management, and Status. The 'System' option is selected. The main content area displays 'Network Status' with the following information:

|                        |               |
|------------------------|---------------|
| Mode:                  | Static IP     |
| IP Address:            | 192.168.0.1   |
| Subnet Mask:           | 255.255.255.0 |
| Default Gateway:       | 192.168.0.254 |
| Primary DNS Address:   | 168.95.1.1    |
| Secondary DNS Address: | 168.95.1.2    |

2. Here are 5 spaces for speed dial phone number, you can enter phone number in speed dial number 1 to 5 (Only accepts numeric characters, i.e. 0-9, no alphabet and symbol is accepted). To save setting, press 'Submit' button on the bottom of this webpage.

The screenshot shows the PLANET VoIP Phone web interface with the 'System Configuration' page selected. The left navigation menu is the same as in the previous screenshot. The main content area displays 'System Configuration' with the following fields:

- Speed Dial Number 1:
- Speed Dial Number 2:
- Speed Dial Number 3:
- Speed Dial Number 4:
- Speed Dial Number 5:
- Busy Forward Number:
- No Answer Forward Number:
- Unconditional Forward Number:
- DND Forward Number:
- Inter Digit Time:
- Call Waiting Timer:
- End Of Dial Key:  Disable  Enable



You can also define busy forward number (i.e. the number that incoming call will be transferred to if this phone is set to DND mode), no answer forward number (i.e. no one answers the phone when someone calls), and unconditional forward number (i.e. transfer all incoming calls to this phone number), and DND forward number (i.e. the number that incoming call will be transferred to if this phone is set to DND mode). Also, these 4 numbers are numeric only, no alphabet or symbol is accepted. These settings can be set by LCD setup menu also, please refer to instructions given in the later part of this chapter.

The rest items in this webpage are advanced settings, and here are descriptions of these items:

**Inter Digit Time:** This is a special system parameter and please don't modify the default value of this item unless required by your service provider.

**Call Waiting Timer:** This is a special system parameter and please don't modify the default value of this item unless requested by your service provider.

**End of Dial Key:** This is a special system parameter and please don't modify the default value of this item unless requested by your service provider.

**DTMF Type:** This is a special system parameter and please don't modify the default value of this item unless requested by your service provider.

**RFC2833 Payload Type for DTMF:** This is a special system parameter and please don't modify the default value of this item unless requested by your service provider.

**Handset Volume:** You can set the volume level of handset's microphone and speaker here. Please input an integer between 0 to 8 in each field (total 9 levels), higher number means louder voice.

**Handsfree Volume:** In here you can set the volume level of speakerphone's microphone and speaker. Please input an integer between 0 to 8 in each field (total 9 levels), higher number means louder voice.

**Headset Volume:** In here you can set the volume level of headset's microphone and earphone. Please input an integer between 0 to 8 in each field (total 9 levels), higher number means louder voice.

**Ring Volume:** In here you can set the volume level of ringer, please input an integer between 0 to 10.

**Silence Suppression:** This function will cause the IP Phone not to transfer data when there's no voice detected from microphone. If the network connection you're using is heavily loaded, please set to 'Enable', but you may find that the quality of voice is worse. You can set to 'Disable' to get better voice quality.

**Ring Tone Type:** You can select the type of ringtone here. There are several ringtones available here, please pick your favorite one!

**Voice Codec:** Please ask your service provider for proper setting. If you don't know what it is, leave it alone.

**Forward Timer:** This is a special system parameter and please don't modify the default value of this item unless required by your service provider.

**Do Not Disturb:** You can enable or disable DND function here.

**Set Time Zone:** Please select a proper timezone setting according to the timezone of your residence.

NTP Server Address: This IP Phone can adjust the time of internal clock via network, and you have to set a valid NTP server address here. Some NTP Server addresses are:

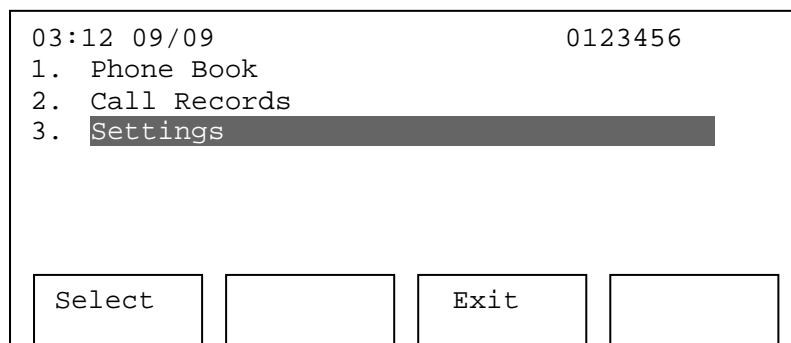
**time.nist.gov**  
**poo.ntp.org**  
**tick.stdtime.gov.tw**  
**tock.stdtime.gov.tw**  
**time.stdtime.gov.tw**

\*: It's recommended to use default value unless modification is requested by your service provider.

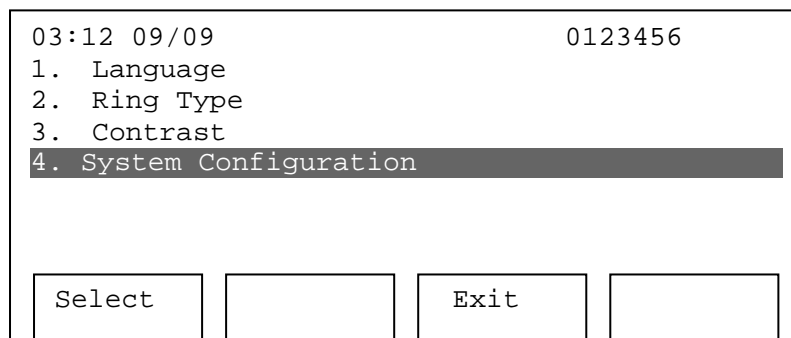
### ***How to set auto-forward number by LCD screen***

As instructed before, call forwarding settings can be set by web interface, but they can be set by LCD screen also:

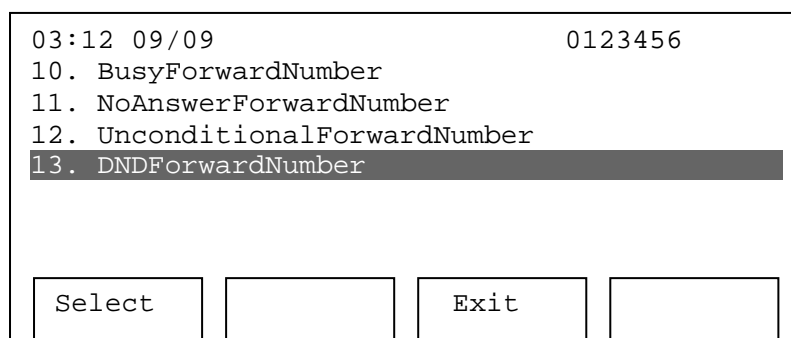
1. Press **'Menu'** button on IP Phone, and use **'Up'** and **'Down'** key to select the third item: **'3. Settings'**, then press **'Select'** key.



2. Select **'System Configuration'** by **'Up'**, **'Down'**, and **'Select'** key.



3. Press down key until a kind of call forward type is selected, then press **'select'** key.



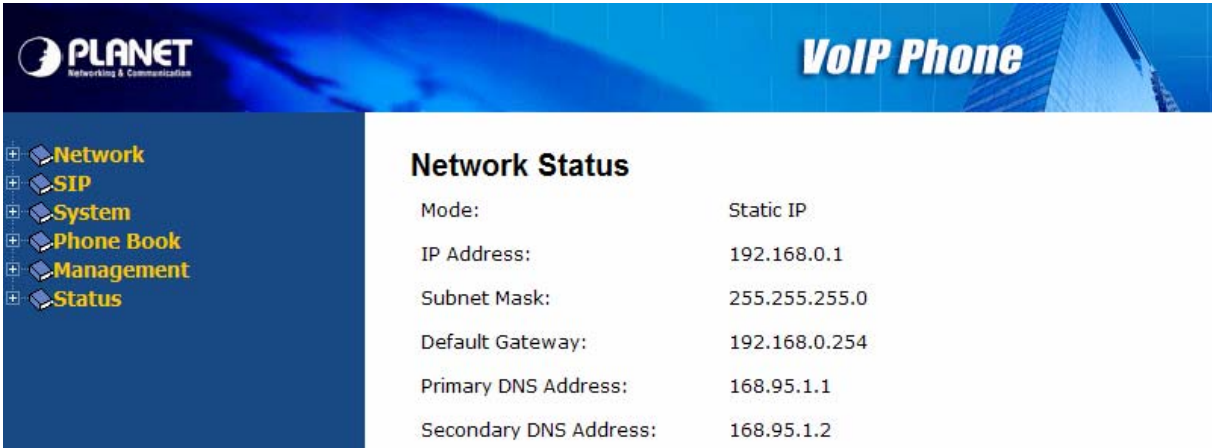
4. You'll be prompted to input the target number of selected call forward type, then press **'Save'** key to save changes. You can press **'Clear'** to erase a number, or press **'Cancel'** to keep original number untouched.

|                           |            |        |  |
|---------------------------|------------|--------|--|
| 03:12 09/09               | 0123456    |        |  |
| 10. BusyForwardNumber     | 1234567890 |        |  |
| 11. NoAnswerForwardNumber |            |        |  |
| Save                      | Clear      | Cancel |  |

## Phone Book Management

To ease the phone dialing, you can use the internal phone book to memorize frequently dialed phone numbers. Please refer to chapter 2-4 to open a web connection to the IP Phone, and follow the following instructions:

1. After you web browser is connected to the IP Phone, please click **'Phone Book'** link on the left.

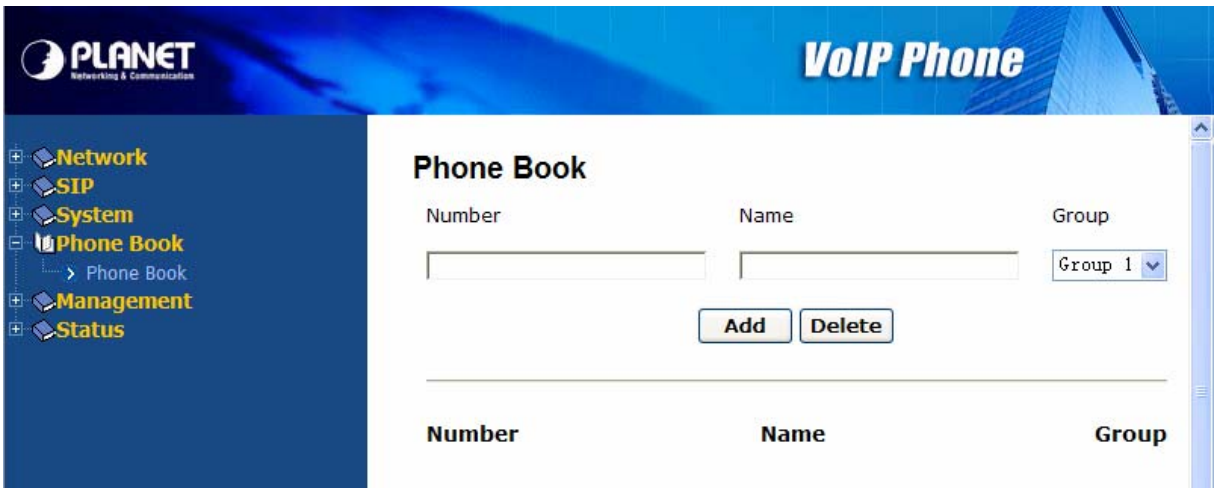


The screenshot shows the PLANET VoIP Phone web interface. The left sidebar has a menu with the following items: Network, SIP, System, Phone Book (highlighted), Management, and Status. The main content area is titled 'Network Status' and displays the following information:

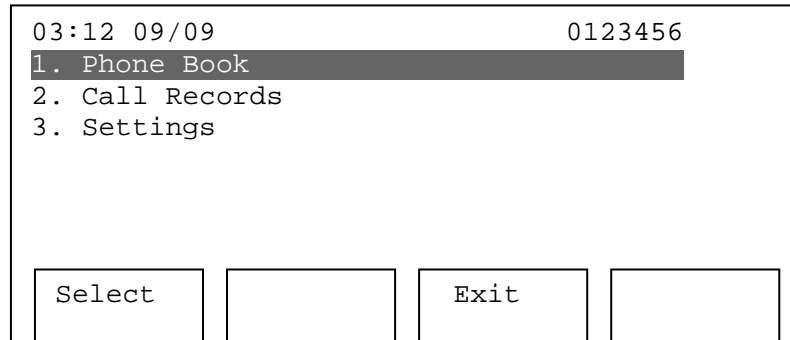
|                        |               |
|------------------------|---------------|
| Mode:                  | Static IP     |
| IP Address:            | 192.168.0.1   |
| Subnet Mask:           | 255.255.255.0 |
| Default Gateway:       | 192.168.0.254 |
| Primary DNS Address:   | 168.95.1.1    |
| Secondary DNS Address: | 168.95.1.2    |

2. In this page, all phone book entries will be displayed here, and you can input new ones. Please input the phone number in **'Number'** field (only numeric characters allowed), and the owner's name of the phone number in **'Name'** field, then press **'Add'** button. The phone number and owner's name will be added to the list.

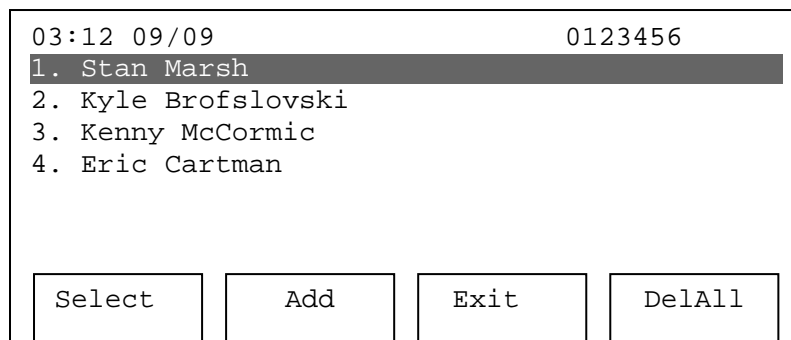
If you want to delete an existing phone number, please enter the phone number in **'Number'** field, then press **'Delete'** button. You'll see the number you just entered is removed from the list.



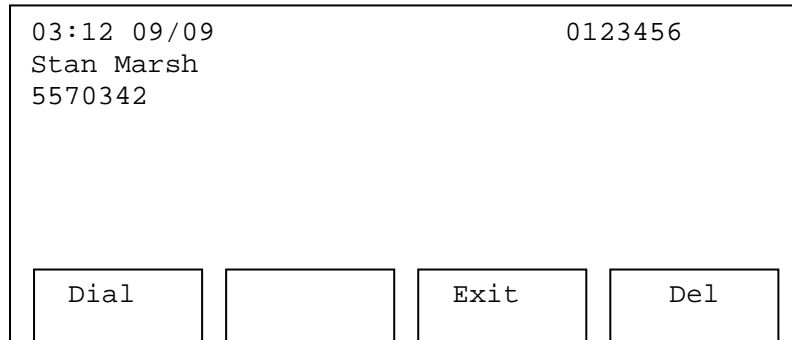
3. You can access the phone book on the IP Phone directly, after the phone book entries are properly set. Please press 'Menu' button on IP Phone, and press '**Select**' key on the first item: '**1. Phone Book**'.



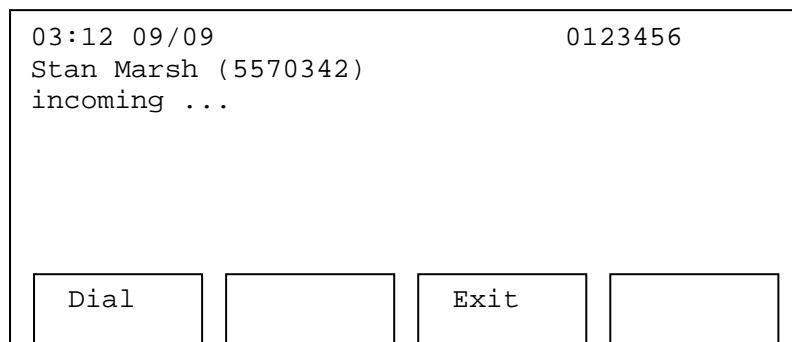
4. All phone book entries will be displayed here, you can use '**Up**' and '**Down**' key to move up and down in the list, to select a phone book entry to dial.



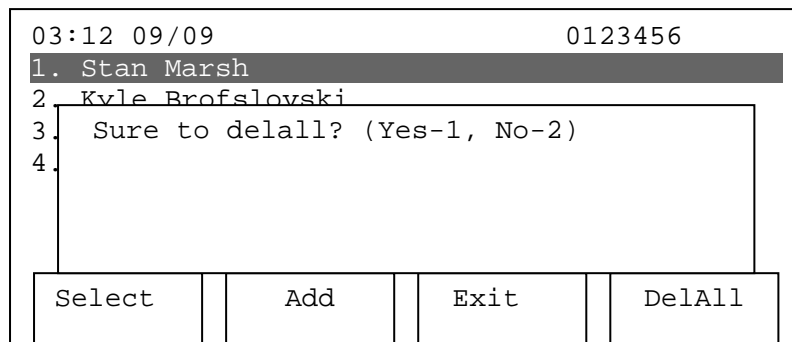
5. After you have selected one phone book entry, the phone number and owner's name will be displayed on LCD screen. Press **'Dial'** to dial the phone number, or **'Exit'** to back to previous menu.



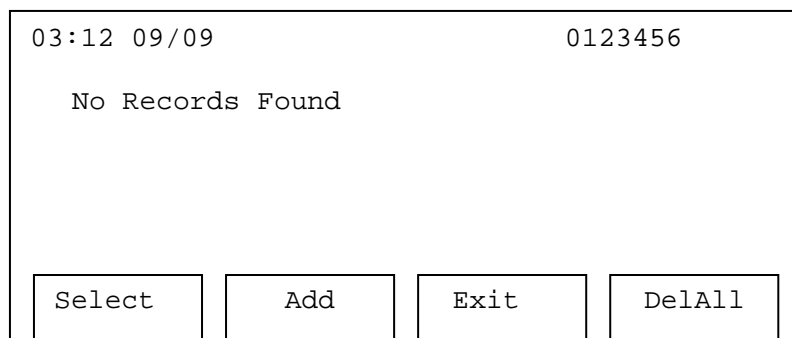
6. When someone is calling you, and his / her phone number is existed in the phone book, then his / her name will be displayed on LCD screen, like the figure shown below:



7. If you wish to delete all entries in the phonebook due to some reasons (for example, you want to transfer your phone to other people), you can press **'DelAll'** key in step 4, you'll be prompted to press 1 or 2 key (1 for YES and 2 for NO).



8. If you press **'1'**, all entries in the phonebook will be deleted, and you'll see the following message displayed on LCD screen:

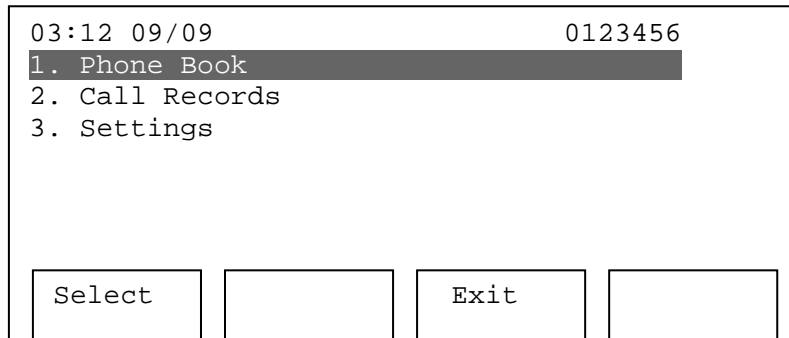


## Browse System Information

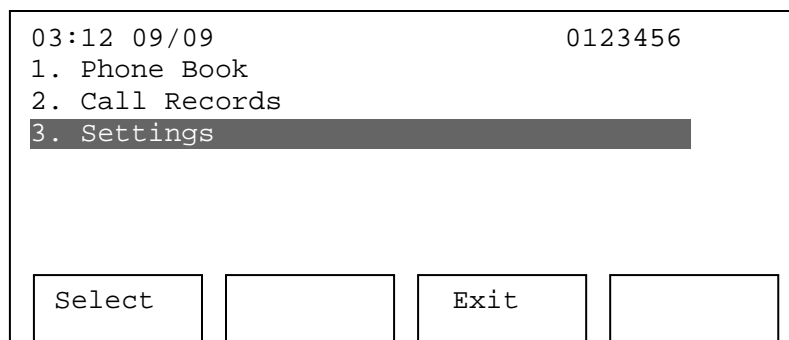
If you want to know the system information about the IP Phone, like IP address, model information, firmware version...etc., you can use both LCD screen and web browser to obtain these system-related information.

- **On LCD screen:**

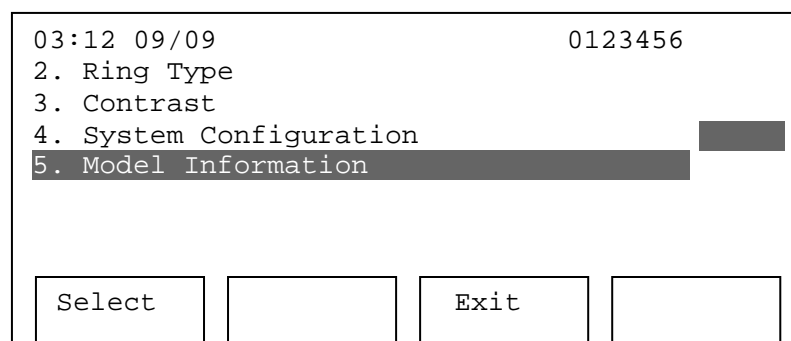
1. Press **'Menu'** button on IP Phone



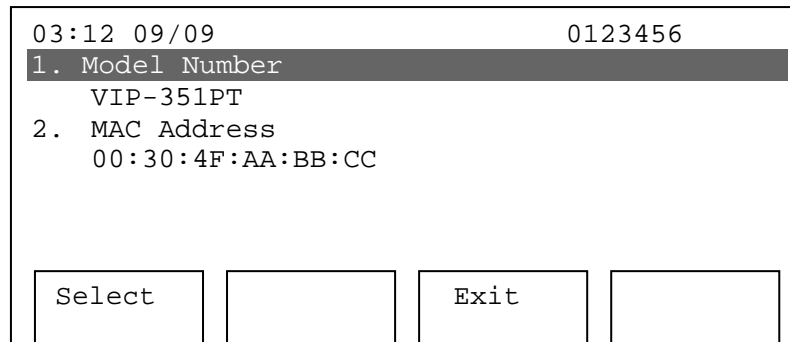
2. Press **'Up'** or **'Down'** key until **'3. Setting'** is selected, then press **'Select'** key.



3. Press **'Up'** or **'Down'** key until **'5. Model Information'** is selected, then press **'Select'** key.

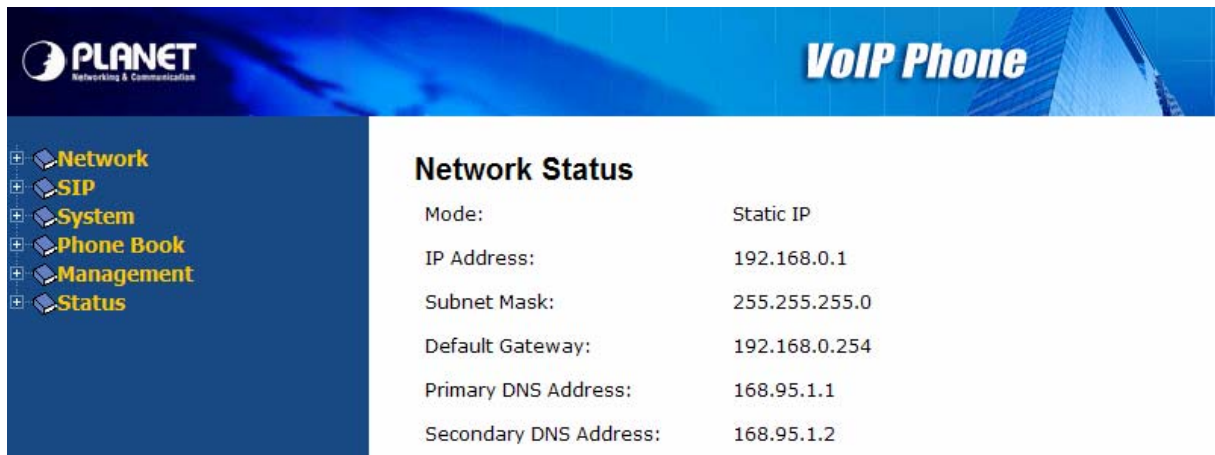


4. All system-related information will be displayed here, please press **'Up'** and **'Down'** to browse, and press **'Exit'** key when done.

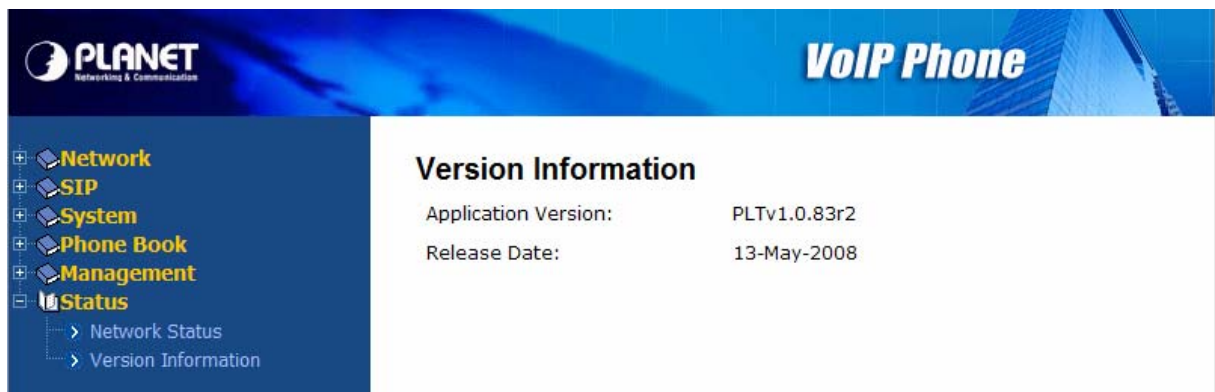


● **By web browser:**

1. After your web browser is connected to the IP Phone, click the **'Status'** link on the left.
2. You'll see all network-related system settings here.



3. Click the **'Version Information'** tab, and you'll see all firmware-related information here.



## Change Ringer Type

If you want to change ringer's sound you hear every time the phone rings, you can select a ringer sound from several options. Please follow the following instructions to change ringer sound:

1. Press **'Menu'** button on IP Phone

|                 |         |      |  |
|-----------------|---------|------|--|
| 03:12 09/09     | 0123456 |      |  |
| 1. Phone Book   |         |      |  |
| 2. Call Records |         |      |  |
| 3. Settings     |         |      |  |
| Select          |         | Exit |  |

2. Press **'Up'** or **'Down'** key until **'3. Setting'** is selected, then press **'Select'** key.

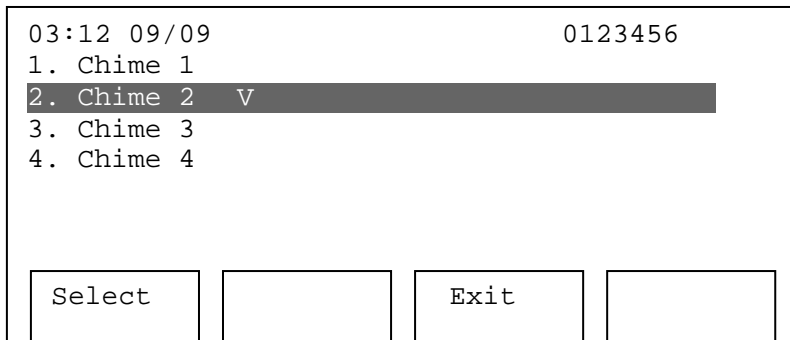
|                 |         |      |  |
|-----------------|---------|------|--|
| 03:12 09/09     | 0123456 |      |  |
| 1. Phone Book   |         |      |  |
| 2. Call Records |         |      |  |
| 3. Settings     |         |      |  |
| Select          |         | Exit |  |

3. Press **'Up'** or **'Down'** key until **'2. Ring Type'** is selected, then press **'Select'** key.

|                        |         |      |  |
|------------------------|---------|------|--|
| 03:12 09/09            | 0123456 |      |  |
| 1. Language            |         |      |  |
| 2. Ring Type           |         |      |  |
| 3. Contrast            |         |      |  |
| 4. System Configuraion |         |      |  |
| Select                 |         | Exit |  |



4. All available ringer sound will be listed here, you can browse by pressing **'Up'** and **'Down'** key, and press **'Select'** key to make decision, and press **'Exit'** key to leave to previous menu after your decision is make. A 'V' sign will appear on the currently selected ringer sound.



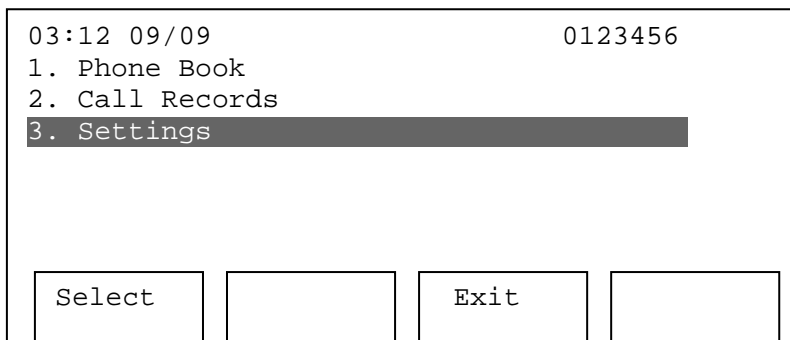
### Adjust the Contrast of LCD Screen

If you encounter difficulties reading the message displayed on LCD screen, you can adjust the contrast of LCD screen to solve the problem.

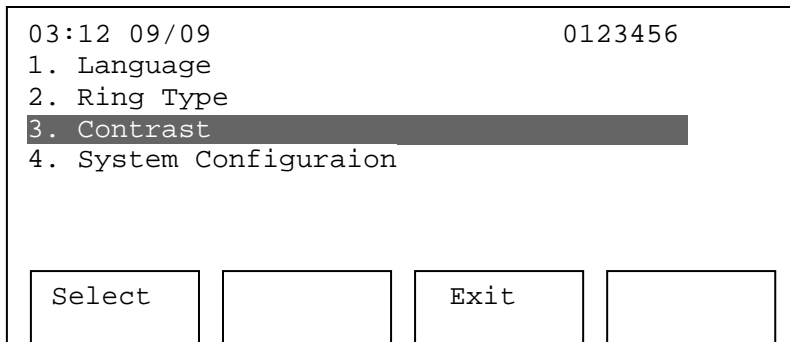
1. Press **'Menu'** button on IP Phone



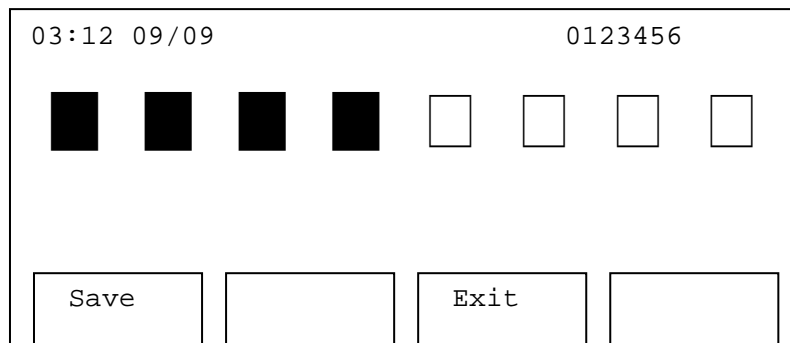
2. Press **'Up'** or **'Down'** key until **'3. Setting'** is selected, then press **'Select'** key.



3. Press **'Up'** or **'Down'** key until **'3. Contrast'** is selected, then press **'Select'** key.



4. Press **'Up'** key to make the displayed messages dark, and press **'Down'** key to make the displayed messages bright. Then press **'Save'** key to keep new LCD screen contrast, or press **'Exit'** to leave to previous menu without change.



## Select DTMF Types

**DTMF (Dual-Tone Multiple Frequency)** is the tone you heard when you press a numeric key or \* and # key on conventional telephone. It's impossible use certain online services (like online banking service) without DTMF function.

To use DTMF function, you must select a proper DTMF type. Three types of DTMF are supported by this phone: Transparent, RFC2833 relay, and SIP info. Your service provider should tell you which mode you should use.

To change DTMF mode, please connect to this phone by web browser, and click '**System**' link on the left. Please select a proper DTMF type at 'DTMF Type', according to the instruction given by your service provider.

**PLANET** Networking & Communication **VoIP Phone**

**System Configuration**

Speed Dial Number 1:

Speed Dial Number 2:

Speed Dial Number 3:

Speed Dial Number 4:

Speed Dial Number 5:

Busy Forward Number:

No Answer Forward Number:

Unconditional Forward Number:

DND Forward Number:

Inter Digit Time:

Call Waiting Timer:

End Of Dial Key:  Disable  Enable

DTMF Type:  Transparent  RFC2833 Relay  SIP INFO

## Select DTMF Types

If you found that this IP Phone is working improperly, you can try to reboot the IP Phone to solve the problem.

1. Press **'Menu'** button on IP Phone

|                 |         |      |  |
|-----------------|---------|------|--|
| 03:12 09/09     | 0123456 |      |  |
| 1. Phone Book   |         |      |  |
| 2. Call Records |         |      |  |
| 3. Settings     |         |      |  |
| Select          |         | Exit |  |

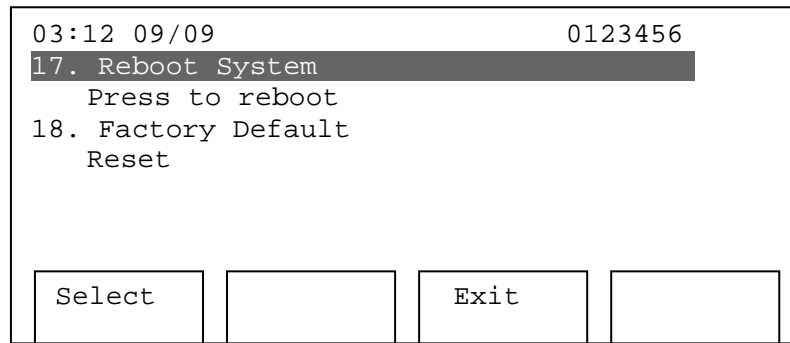
2. Press **'Up'** or **'Down'** key until **'3. Setting'** is selected, then press **'Select'** key.

|                 |         |      |  |
|-----------------|---------|------|--|
| 03:12 09/09     | 0123456 |      |  |
| 1. Phone Book   |         |      |  |
| 2. Call Records |         |      |  |
| 3. Settings     |         |      |  |
| Select          |         | Exit |  |

3. Press **'Up'** or **'Down'** key until **'4. System Configuration'** is selected, then press **'Select'** key.

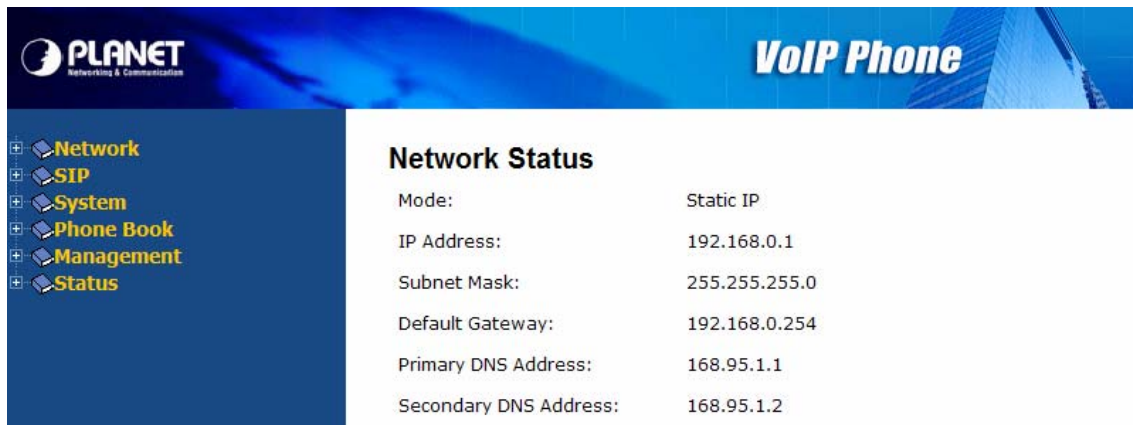
|                         |         |      |  |
|-------------------------|---------|------|--|
| 03:12 09/09             | 0123456 |      |  |
| 1. Language             |         |      |  |
| 2. Ring Type            |         |      |  |
| 3. Contrast             |         |      |  |
| 4. System Configuration |         |      |  |
| Select                  |         | Exit |  |

4. Press **'Up'** or **'Down'** key until **'17. Reboot System'** is selected, and press **'Select'** key to reboot the IP Phone. If you changed your mind, press **'Exit'** key to back to previous menu.



You can also reboot this IP Phone from web browser. To do this, please refer to chapter 2-4 to open a web connection to the IP Phone, and follow the following instructions:

1. After your web browser is connected to the IP Phone, click the **'Management'** link on the left.

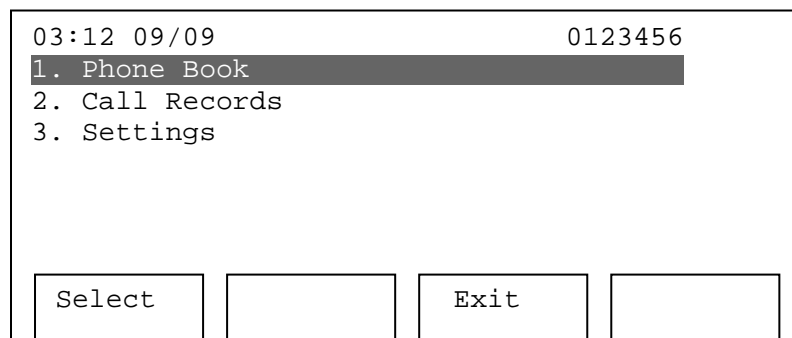


2. In this page, click the **'System Restart'** tab, then click **'RESTART'** button. You'll see **'Phone is restarting !!'** message displayed on web page, which means the IP Phone is restarting now. The IP Phone will be ready again after 40 seconds.

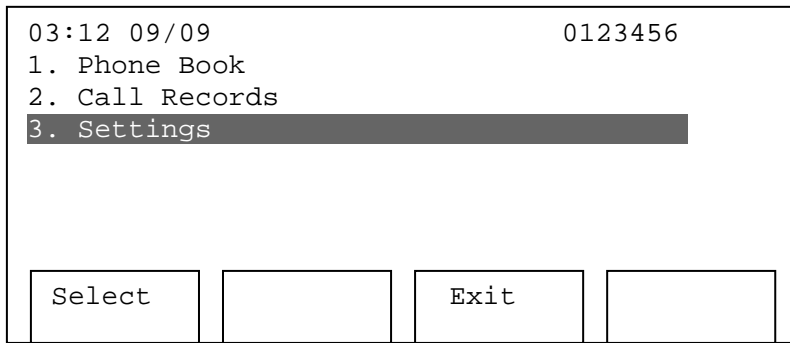
## Select DTMF Types

If you want to erase all settings stored in this IP Phone, like you're move this IP Phone to a new location, you can use this function to erase all stored information quickly.

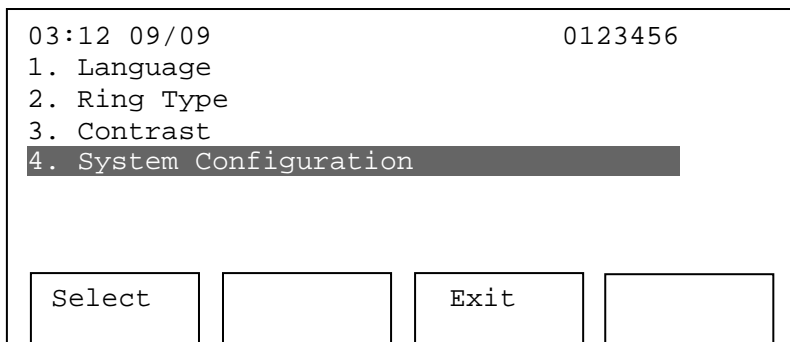
1. Press **'Menu'** button on IP Phone



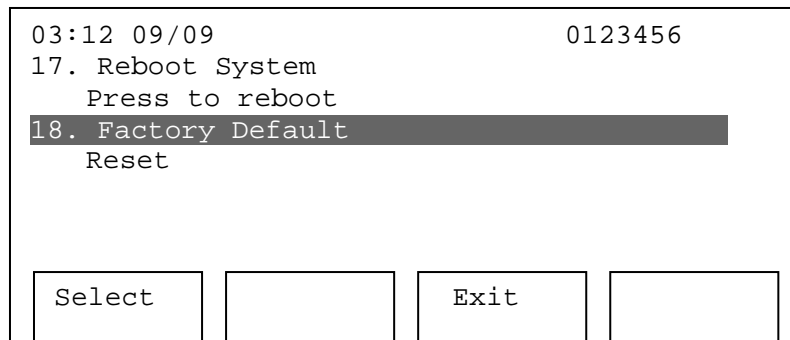
2. Press **'Up'** or **'Down'** key until **'3. Setting'** is selected, then press **'Select'** key.



3. Press **'Up'** or **'Down'** key until **'4. System Configuration'** is selected, then press **'Select'** key.



4. Press **'Up'** or **'Down'** key until **'18. Factory Default'** is selected, and press **'Select'** key to erase all information stored in the IP Phone. If you changed your mind, press **'Exit'** key to back to previous menu.



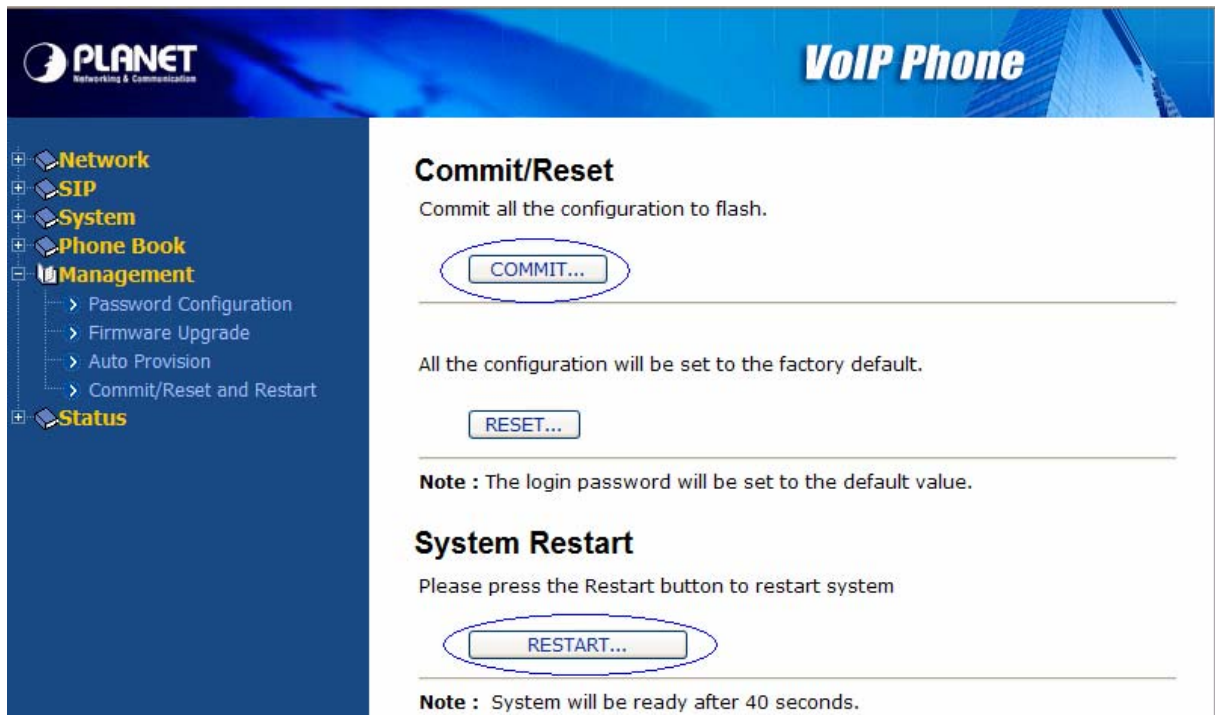
You can also erase all settings of this IP Phone from web browser. To do this, please refer to chapter 2-4 to open a web connection to the IP Phone, and follow the following instructions:

1. After your web browser is connected to the IP Phone, click the '**Management**' link on the left.



The screenshot shows the PLANET VoIP Phone web interface. On the left is a navigation menu with categories: Network, SIP, System, Phone Book, Management, and Status. The Management menu is expanded, showing sub-items: Password Configuration, Firmware Upgrade, Auto Provision, and Commit/Reset and Restart. The main content area is titled "Password Configuration" and contains three input fields: "Current Password:", "New Password:", and "Confirm Password:". Below the fields are "Submit" and "Cancel" buttons.

2. In this page, click '**Configuration commit / Reset**' tab, then click '**RESET**' button to erase all information stored in this IP Phone. You have to click '**COMMIT**' button to save new settings again, and restart the phone to get all factory default settings back.



The screenshot shows the PLANET VoIP Phone web interface. The navigation menu is the same as in the previous screenshot. The main content area is titled "Commit/Reset" and contains the following sections:

- Commit/Reset**: "Commit all the configuration to flash." with a "COMMIT..." button circled in blue.
- All the configuration will be set to the factory default. with a "RESET..." button.
- Note** : The login password will be set to the default value.
- System Restart**: "Please press the Restart button to restart system" with a "RESTART..." button circled in blue.
- Note** : System will be ready after 40 seconds.

## Troubleshooting

If your IP Phone is not working properly, before you send it back to your dealer or our company, please check this troubleshooting checklist first. Your problem could be very easy and you can try to solve it by yourself!

| Scenario / Problem  | Solution   |
|---|--|
| Nothing is displayed on LCD screen  | <ul style="list-style-type: none"> <li>● Please check the status of A/C adapter, is it securely connected to the electric outlet on the wall?</li> <li>● Is the power cord of A/C adapter still connected to IP Phone?</li> <li>● If you use Power-over-Ethernet, please check the status of your POE hub / switch, and Ethernet cable.</li> <li>● Check contrast setting, and try a darker setting.</li> <li>● Press '<b>SPEAKER</b>' button on the phone, or lift handset. If you can hear dialing tone, please return this IP phone to your dealer.</li> <li>● Contact your dealer if above solution don't work.</li> </ul>   |
| I see malformed / strange text displayed on the LCD screen of IP Phone      | <ul style="list-style-type: none"> <li>● If you see strange text / graphic displayed on LCD screen, please disconnect the power cord and Ethernet cable, and reconnect after 10 seconds.</li> <li>● If you just tried to upgrade firmware and this happens, contact your dealer.</li> </ul>  |
| I can not hear dialtone   | <ul style="list-style-type: none"> <li>● Please check the cable connection between IP phone and handset.</li> <li>● Replace the cable used to connect IP phone and handset with a new one. (If you don't have another cable, bring the old cable to a telephone / computer store and show them, they can help).</li> <li>● If you can't hear dialtone from handset, try to press '<b>SPEAKER</b>' button on the phone, to see if you can hear the dialtone. Please also check the connection cable between handset and the phone.</li> <li>● When you're adjusting volume, you won't hear anything in handset, and '<b>SPEAKER</b>' button will not function, too. This is not a malfunction, just wait for few seconds.</li> <li>● Try a higher volume setting.</li> <li>● Try solutions of the scenario titled 'Nothing is displayed on LCD screen' in this troubleshooting checklist</li> <li>● Contact your dealer if above solutions don't work.</li> </ul> |
| I can hear dialtone in the handset, but I can not place / accept phone call | <ul style="list-style-type: none"> <li>● If you hear busy tone (do do do ...) in handset, the party you're calling may be busy, not online, or the phone number you just dialed is wrong, please try again later and make sure the phone number you called is correct.</li> <li>● If you see '<b>Initializing SIP server...</b>' on LCD screen, please check the network connection first. If you're sure there's no problem about the network connection, please contact your service provider to ask about service availability.</li> </ul>  |

## Firmware Update

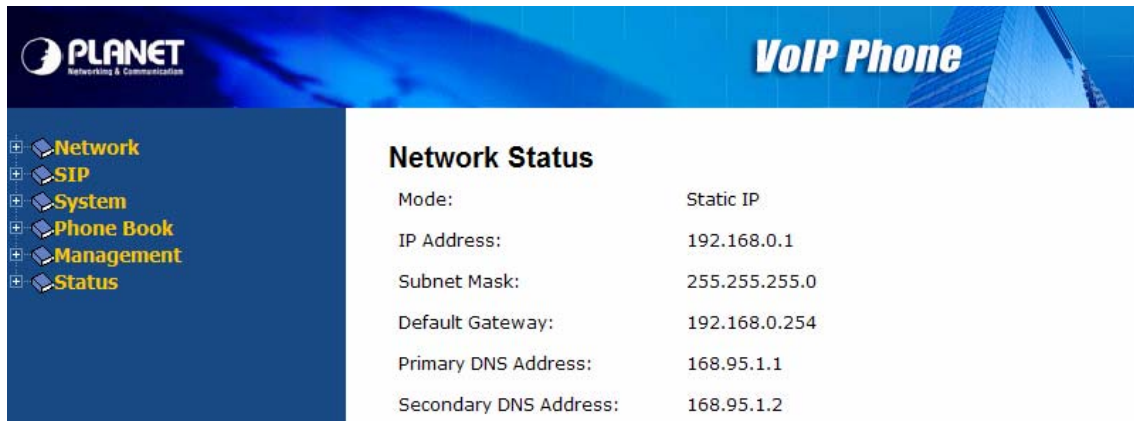
The system software (firmware) used by this IP Phone is stored on a flash-ROM, and can be updated when newer version of system software is available. Please go to [PLANET Website](#) to check for new version of firmware. If there's newer firmware available, we'll publish its download information on the webpage. The information comprises following items:

- a. TFTP/FTP server address
- b. Image file name
- c. username
- d. password.



Please write the above information down, and use the web browser on your computer to connect to the IP Phone. Then follow the following instructions to update firmware:

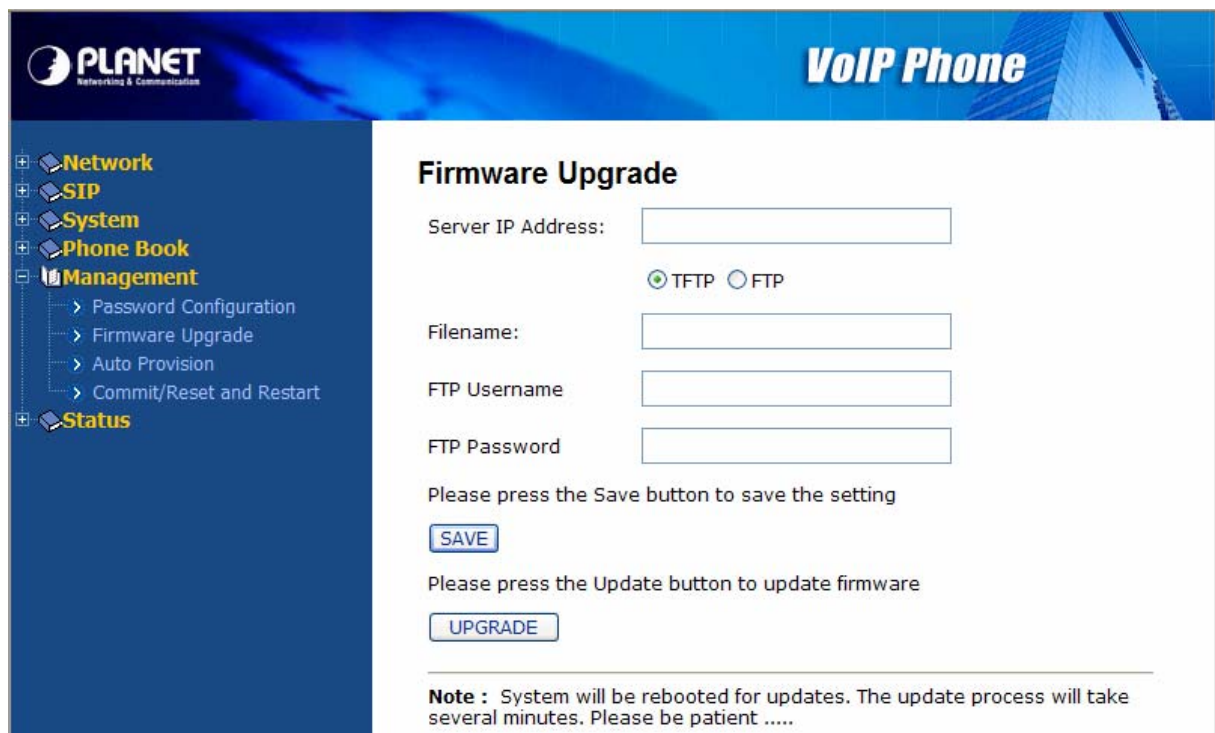
1. Click 'Management' link on the left of webpage, then click **'Firmware Update'** tab.



The screenshot shows the PLANET VoIP Phone web interface. On the left is a navigation menu with options: Network, SIP, System, Phone Book, Management, and Status. The 'Management' menu is expanded. The main content area is titled 'Network Status' and displays the following information:

|                        |               |
|------------------------|---------------|
| Mode:                  | Static IP     |
| IP Address:            | 192.168.0.1   |
| Subnet Mask:           | 255.255.255.0 |
| Default Gateway:       | 192.168.0.254 |
| Primary DNS Address:   | 168.95.1.1    |
| Secondary DNS Address: | 168.95.1.2    |

2. Please input TFTP/FTP server address, select server type (TFTP or FTP), filename, username, and password in this page, then press **'SAVE'** button, it will take several seconds to save firmware upgrade information. After the information is saved, press **'UPGRADE'** button, the IP Phone will connect to the FTP server and start to download firmware, this will take several minutes, please be patient. After download is complete, the IP Phone will reboot, and your IP Phone will be ready again with new firmware.



The screenshot shows the PLANET VoIP Phone web interface for the 'Firmware Upgrade' page. The left navigation menu is expanded to 'Management', which includes sub-items: Password Configuration, Firmware Upgrade, Auto Provision, and Commit/Reset and Restart. The main content area is titled 'Firmware Upgrade' and contains the following form fields and controls:

- Server IP Address:
- Server Type:  TFTP  FTP
- Filename:
- FTP Username:
- FTP Password:

Below the form fields, there are two buttons: **SAVE** and **UPGRADE**. A note at the bottom states: **Note :** System will be rebooted for updates. The update process will take several minutes. Please be patient .....

### Note

Do not switch the IP Phone off, press any key on IP Phone, off-hook the handset, or disconnect the IP Phone from network during upgrade procedure. Or the downloaded firmware will be corrupt and the upgrade process will be failed!

## Recover from Unsuccessful Firmware Update

If the downloaded firmware is corrupted, the firmware upgrade will be failed, and maybe the IP Phone will become malfunction, too. If this happens, please follow the following instructions to restore the IP Phone to normal state.

1. Reboot the IP Phone by instructions given in chapter 3-7. If it doesn't work, please disconnect the power cord from IP Phone, then reconnect it after 10 seconds.
2. You should see 'Loading' message displayed on the IP Phone, please be patient, and both the 'headset' and 'mute' key will illuminate for 2 seconds. Please press '\*' key twice now, and the firmware of IP Phone will be recovered.

If the instruction given above does not solve the problem, please contact your dealer, or <service provider's name>.

## Change the Administration Password for Web Config

Recover from Unsuccessful Firmware Update

The password used at web login of this IP Phone can be changed for security reason.

Please follow the following instructions to change the password for web configuration login:

Click '**Management**' link on the left of webpage, you'll see '**Password Configuration**' here. Please input your current password, new password, and re-type new password again at corresponding fields, then press '**Submit**' button. If you changed your mind and don't want to change the password now, just close the web browser or click other link in the configuration webpage.



The screenshot shows the Planet VoIP Phone web configuration interface. The top banner features the Planet logo and the text 'VoIP Phone'. On the left, a navigation menu is visible with categories: Network, SIP, System, Phone Book, Management, and Status. The 'Management' category is expanded, showing sub-options: Password Configuration, Firmware Upgrade, Auto Provision, and Commit/Reset and Restart. The main content area is titled 'Password Configuration' and contains three input fields: 'Current Password:', 'New Password:', and 'Confirm Password:'. Below these fields are two buttons: 'Submit' and 'Cancel'.

# Appendix A

## VIP-351PT Specifications

|                        |   |
|------------------------|---|
| Product                | Enterprise PoE IP Phone   |
| Model                  | VIP-351PT   |
| Hardware               |   |
| LAN                    | 1 x 10/100 Base-TX RJ-45 port (802.3af support)   |
| PC                     | 1 x 10/100 Base-TX RJ-45 port   |
| Display                | 128 * 64-pixels LCD with Back Light   |
| Function Keys          | 4 x Line Buttons (Green LED)  |
|                        | 4 x Soft Buttons  |
|                        | 2 x Navigation Buttons  |
|                        | 2 x Volume Buttons  |
|                        | 5 x Hot Line Buttons  |
|                        | 7 x Fixed Function Buttons (DND, MENU, SELECT, MESSAGE (Green LED), MUTE (RED LED), SPEAKER (Green LED))  |
| Protocols and Standard |   |
| Standard               | SIP 2.0 (RFC 3261)<br>RTP(RFC 2833)<br>STUN (RFC 3481)<br>UPnP (TBD)<br>SNTP (RFC 2030)<br>TCP/IP, UDP, HTTP, ICMP, DNS, NTP<br>STUN (RFC 3481)<br>UPnP (TBD)<br>Outbound Proxy   |
| Voice Codec            | G.711(A-law / $\mu$ -law), G.729 A/B, G.723.1 (6.3 Kbps / 5.3Kbps)  |
| Voice Standard         | Auto negotiation<br>Acoustic echo cancellation for integrated speakerphone operations<br>Voice activity detection<br>Silence suppression<br>Comfort noise generation<br>Dynamic Jitter buffer<br>Call Progress Tone Generation<br>DTMF Support: In-band / Out-of-band DTMF (RFC 2833) / Out-of-band DTMF (SIP Info)   |
| Security               | 802.1p (QoS)<br>802.1q (VLAN)<br>Class of Service (VLAN tag or TOS)<br>Full Range VLAN ID Support   |
| Features               |   |
| Call Features          | Caller ID display<br>Address Book (50)<br>Missed Calls (10)<br>Received Calls (10)<br>Placed Calls (10)<br>Date / Time Display<br>Speed dial configuration (mapped to 5 speed dial key)<br>Network Setting<br>Time Zone Setting<br>Call Flash (via Soft Key)<br>SIP port configurable<br>RTP port configurable<br>Call Forward: Busy Forward / No Answer Forward / Unconditional Forward<br>Call Waiting<br>Call Transfer<br>Call Hold<br>3-way Conference with transcoding<br>DND (Do Not Disturb)<br>Multi-line Appearance / Registration (up to 4)<br>Selectable Ring Tone<br>Distinctive Ring by Group Name<br>NTP Support<br>LCM Contrast Adjustment |

|                                  |  |
|----------------------------------|--|
|                                  | XML Configuration  |
| <b>Network and Configuration</b> |  |
| <b>Internet Connection Type</b>  | Fixed IP, DHCP, PPPoE  |
| <b>Management</b>                | LCD / Keypad UI<br>Web (HTTP)<br>Remote Software Upgrade (TFTP/FTP)<br>Auto Provision (TFTP) |
| <b>Dimension (W x D x H)</b>     | 218 mm x 195 mm x 80 mm  |
| <b>Operating Environment</b>     | 0~45 degree C, 0~95% humidity  |
| <b>Power Requirement</b>         | 5 V DC   |
| <b>EMC/EMI</b>                   | CE, FCC  |

## EC Declaration of Conformity

For the following equipment:

\*Type of Product : Enterprise PoE IP Phone  
\*Model Number : VIP-351PT

\* Produced by:

Manufacturer's Name : **Planet Technology Corp.**  
Manufacturer's Address: 11F, No 96, Min Chuan Road  
Hsin Tien, Taipei, Taiwan, R. O.C.

is hereby confirmed to comply with the requirements set out in the Council Directive on the Approximation of the Laws of the Member States relating to Electromagnetic Compatibility Directive (2004/108/EC), For the evaluation regarding the Electromagnetic Compatibility (2004/108/EC), the following standards are applied:

### Emission

EN 55022: 1998+A1: 2000+A2: 2003  
(CISPR 22: 1997+A1: 2000+A2: 2002 、 AS/NZS CISPR 22: 2004)  
EN 61000-3-2 : 2000 and EN 61000-3-3 : 1995+A1 : 2001

### Immunity:

EN 55024 : 1998+A1 : 2001+A2 : 2003  
IEC 61000-4-2: 2001  
IEC 61000-4-3: 2002  
IEC 61000-4-4 Ed2: 2004  
IEC 61000-4-5: 2001  
IEC 61000-4-6 Ed2.1: 2004  
IEC 61000-4-8: 2001  
IEC 61000-4-11 Ed2: 2004

**Responsible for marking this declaration if the:**

**Manufacturer**       **Authorized representative established within the EU**

**Authorized representative established within the EU (if applicable):**

**Company Name:** Planet Technology Corp.

**Company Address:** 11F, No.96, Min Chuan Road, Hsin Tien, Taipei, Taiwan, R.O.C


**Person responsible for making this declaration**

**Name, Surname** Jonas Yang

**Position / Title :** Product Manager

Taiwan  
Place

12 May, 2008  
Date

  
Jonas  
Legal Signature

**PLANET TECHNOLOGY CORPORATION**