



MD-18

User Guide

Appendix: Troubleshooting guide

Allwin MD-18	Revision: 0.2
User Guide	Date: 24 Oct, 2008

Revision History

Date	Version	Description	Author
27-Jun-2008	0.1	Created	Keith Tan
24-Oct-2008	0.2	Updated Troubleshooting section	Keith Tan

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1. Abstract

The purpose of this document is to describe the minimal steps required for a new user to get the MD-18 up and running. The goal is to enable an user to make their first call using the MD-18 as quickly as possible.

2. Introduction

The Allwin MD-18 is a SIP based, 1-port FXS Analog Telephone Adapter (ATA). This device allows one to connect one analog phone to it and make outbound calls using MediaRing's service.

3. What you will need

WAN Modes

The Allwin MD-18 supports two types of WAN mode: Ethernet and PPP (i.e. via the built-in modem).

If you do not know which network mode to use in your local environment, please consult your network administrator or network service provider.

Hardware

1. 1 unit of MD-18 from MediaRing
2. A personal computer with Ethernet interface
3. 2 Ethernet cables
4. 1 analog telephone

Software

1. Web browser, i.e. Internet Explorer.

Others

1. One set of IP Phone account number and PIN from MediaRing.

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4. Making your first call in a DHCP enabled network

1. Using a Ethernet cable, connect the WAN port of MD-18 to the local router.
2. Make sure that the LEDs on the front panel labeled POWER, and WAN is lighted.
3. Connect an analog telephone to the PHONE port.
4. Lift the handset and dial “1 * 1 2 3” to activate the menu on the LCD
5. Press ‘DOWN’ button once and press ‘OK’ to select the “Configure” option.
6. Use the keypad on the telephone to enter the password. Press “OK” to accept the entry.
Default password is 12345678
7. Press ‘DOWN’ button twice and press ‘OK’ to select the “Account” option.
8. Press “OK” to select “Account No.”
9. Enter account no. using the telephone’s keypad.
10. Press “OK” to “Save Modify” to save your account no. entry.
11. Press ‘DOWN’ button once and press ‘OK’ to select the “PIN” option.
12. Press “OK” to change or enter new PIN.
13. Press “OK” to “Save Modify” to save your PIN entry.
14. Hang up handset.

5. Making your first call in using PPP (dial up modem)

1. Connect a phone line to the PHONE port of MD-18.
2. Make sure that the LED on the front panel labeled POWER is lighted.
3. Connect an analog telephone to the PHONE port.
4. Lift the handset and dial “1 * 1 2 3” to activate the menu on the LCD
5. Press ‘DOWN’ button once and press ‘OK’ to select the “Configure” option.
6. Use the keypad on the telephone to enter the password. Press “OK” to accept the entry.
Default password is 12345678
7. Press ‘DOWN’ button and press ‘OK’ to select the “Modem” option.
8. Press “OK” to select “Phone Number”
9. Enter ISP access phone number using the telephone’s keypad. Press “OK” to accept your entry.
10. Press ‘DOWN’ button once and press ‘OK’ to select the “Username” option.
11. Enter PPP username using the telephone’s keypad. Press “OK” to accept your username entry.
PPP username is assigned by your Dial-up ISP.
12. Press ‘DOWN’ button once and press ‘OK’ to select the “password” option.

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13. Enter PPP password using the telephone's keypad. Press "OK" to accept your password entry.
PPP password is assigned by your Dial-up ISP.
14. Press 'DOWN' button once and press 'OK' to select the "save" option.
15. Press "OK" to save modem configuration.
16. Hang up handset.
17. Press "Connect/Disconnect" button to initiate dial-up connection.

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6. Troubleshooting

A. The LCD shows "*Disconnect OK*" and I am unable to select any buttons.

Press the cancel button (marked as "X") to clear the "*Disconnect OK*" message or wait a little longer for the message to clear itself automatically.

B. I have unsubscribed from the PSTN number assigned to my MD18 but the LCD still shows the unsubscribed PSTN number.

Reboot the device for the LCD to clear the previously subscribed PSTN number.

C. I cannot see the call logs for incoming calls.

The call log found on the LCD displays only records of the last three successful outgoing calls.

D. I am already hearing fast-busy tone on the handset, but the LCD display still show

'conn:xxxxxxxxxxxxxxx' where xxxxxxxxxxxxxxxx is destination number after callee had hung up.

The fast busy tone is telling you it is time to hang up the handset. So you should hang up too, and the LCD will be cleared.

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7. Appendix: LCD Menu Options

1.View

1.1 WAN

- 1.1.1 Network Mode
- 1.1.2 IP Address
- 1.1.3 Subnet Mask
- 1.1.4 Default GW
- 1.1.5 Primary DNS
- 1.1.6 Secondary DNS

1.2 Modem

- 1.2.1 Modem speed

1.3 Call Log (shows the phone number and duration of the last three successful outgoing calls)

1.4 Ping test

- 1.4.1 Input Ping test IP

1.5 Device Status

- 1.5.1 Model
- 1.5.2 Firmware [this should display the same string as APS deployed list]
- 1.5.3 APS Status
- 1.5.4 SIP Status
- 1.5.5 Last Provisioned

2. Configure

2.1 WAN

- 2.1.1 Fixed IP
 - 2.1.1.1 SubNet Mask
 - 2.1.1.2 Default Router
 - 2.1.1.3 Primary DNS
 - 2.1.1.4 Secondary DNS
- 2.1.2 DHCP
- 2.1.3 PPPoE [automatically enters alphanumeric mode here]
 - 2.1.3.1 Username
 - 2.1.3.2 Password
- 2.1.4 Save Modify

2.2 Modem [automatically enters alphanumeric mode here]

- 2.2.1 Phone number
- 2.2.2 Username
- 2.2.3 Password
- 2.2.4. save [yes/no]

2.3 Account

- 2.3.1 Account no.
- 2.3.2 PIN
- 2.3.3 Save Modify

2.4 Time zone

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2.5 Forward (Function not implemented yet)

2.5.1 Always forward

2.5.1.1 Disable

2.5.1.2 Enable

2.5.2 Forward on busy

2.5.2.1 Disable

2.5.2.2 Enable

2.5.2.3 Forward Number

2.5.3 No answer

2.5.3.1 Forward Number

2.5.3.2 No Ans. Second