

# D-Link®

Microsoft®  
Response Point™



## *USER MANUAL* *DPH-128MS*

*VERSION 1.0*

VoiceCenter™

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# Table of Contents

<b>Product Overview</b> .....	4	Call Functions .....	46
Package Contents.....	4	Do Not Disturb.....	46
System Requirements .....	4	Call Waiting .....	47
Introduction .....	5	Anonymous Call .....	48
Features.....	6	Anonymous Call Reject.....	48
Hardware Overview .....	7	Call Waiting Tone Notification .....	49
Front.....	7	Call Forward .....	50
Rear .....	8	Hot Line .....	52
Text Entry .....	9	Phone Settings .....	53
<b>Installation</b> .....	<b>10</b>	Tone Setting .....	53
Microsoft Response Point Administrator.....	11	Ring Tone Type .....	54
Setup through MENU/Keypad.....	16	Hold Tone Setting.....	54
System.....	16	Transfer call end of Conference.....	55
Password.....	16	Pound Key Dial.....	56
Language .....	18	Missed Call Display.....	56
Date/Time.....	19	Internet Radio.....	57
Restart .....	21	Timer Setting.....	58
Network.....	21	Programmable Keys.....	61
IP Assignment .....	21	Speed Dial.....	61
DNS.....	23	Dial Plan.....	62
VLAN .....	24	Line Key Settings .....	64
DSCP .....	25	Message Center .....	65
NAT Traversal .....	26	Message Center.....	65
Router/Bridge .....	31	Voice Message .....	66
VoIP .....	33	Information .....	67
SIP Settings .....	33	Operating the Phone.....	69
Voice Settings.....	43		

Dialing SIP Number .....	69	Advanced .....	84
Speed Dialing .....	69	QoS Setting.....	84
Answering a Phone Call.....	69	NAT Traversal Settings .....	85
Switching to Another Line .....	70	Voice Setting .....	87
Looking Up the Status of other On-Line Calls .	70	Phone .....	88
Mute.....	70	Phone Setting.....	88
Mute Call.....	70	Call Function .....	90
Mute Ring Tone .....	71	Speed Dial.....	91
Call Transfer .....	71	Dial Plan.....	92
On Hold.....	71	Line Key Setting .....	93
Three-Way Conference.....	72	Music Station.....	94
Volume Adjustment.....	72	MP3 File .....	95
Quick Functional Key .....	73	Call Tracing Log.....	96
Function + 1: Language.....	73	Reboot .....	97
Function + 2: Time Format .....	73	Restart System.....	97
Function + 3: Information.....	73	Restore Factory Settings.....	98
Function + 5: DND.....	73	<b>Troubleshooting.....</b>	<b>99</b>
Advanced Features.....	74	<b>Networking Basics .....</b>	<b>100</b>
Internet Radio.....	74	Check your IP address .....	100
Web-based Configuration .....	75	Statically Assign an IP address .....	101
Logout.....	75	<b>Technical Specifications.....</b>	<b>102</b>
Network.....	76	<b>Contacting Technical Support.....</b>	<b>104</b>
Management .....	76	<b>Warranty .....</b>	<b>105</b>
IP Assignment.....	77	<b>Registration.....</b>	<b>110</b>
Router/Bridge .....	79		
VoIP .....	80		
SIP Setting .....	80		
SIP Account Setting .....	82		
Message Server .....	83		

# Package Contents

- D-Link DPH-128MS IP Phone
- Power Adapter
- CAT5 Ethernet Cable
- CD-ROM with User Manual, and QIG



**Note:** Using a power supply with a different voltage rating than the one included with the DPH-128MS will cause damage and void the warranty for this product.

# System Requirements

- Computers with Windows® XP SP2 or Windows Vista® operating systems with an installed Ethernet adapter
- Internet Explorer Version 6.0, Mozilla 1.7.12 (5.0), or Firefox 1.5 and above (for configuration)

# Introduction

D-Link® VoiceCenter™, a Microsoft® Response Point™ phone system, is designed for small to medium-sized businesses with support for up to 50 users. VoiceCenter is an IP-based phone system that provides numerous advantages over traditional PSTN (analog) phone systems. Unlike previous generations of complicated, hard-to-use IP-based products, VoiceCenter is easy to install, manage, and maintain. VoiceCenter is also portable - businesses that need to relocate offices can take the phone system along. In addition, VoiceCenter provides state-of-the-art features such as Voice-activated Dialing, built-in Automated Attendant for answering and routing calls, Call Logs for managing phone usage, and Automatic Phone and Gateway Discovery allowing for a simplified setup process.

VoiceCenter is a scalable solution that supports up to 50 IP Phones and Users on a network. There are no fees or licenses required for adding more phones to the system. Thus, as your company grows and hires new employees, you only need to purchase more phones.

The DPH-128MS IP Phones include many features not found in analog phones as well as standard features that you are used to having. The One-touch Voice-activated Dialing feature allows users to reach anyone in the company directory and Microsoft Outlook address book by simply saying their name. Users can also transfer, park, and retrieve calls the same way. Voicemail to e-mail forwarding is another convenient feature. With the Administrator program you can easily view incoming and outgoing phone calls made by using the Call History function. In addition, standard features such as Mute, Hold, Transfer, Speakerphone, and 3-Way Conference functions are included.

Because the entire phone system is designed with simplicity in mind, you can set up a phone and user from start to finish in minutes. To minimize time and hassle with hardware setup, the IP Phone provides two Ethernet ports for connecting to a network and another Ethernet device such as a computer. This means instead of having to run an extra Ethernet cable for connecting a phone to a network, you can simply attach the phone with the Ethernet cable that was once connected to a computer and attach the computer to the phone for enabling network connectivity to both devices. Once the hardware connection is made, you can use the Configure Phone Wizard provided by the Microsoft Response Point software to assign extensions and names that only takes a couple of steps.

The D-Link DPH-128MS IP Phones, which is part of VoiceCenter, is ideal for today's productivity and efficiency-minded small to medium-sized business by providing state-of-the-art telephony features that is easy to install and convenient use.

\*Requires a third party local phone service plan. D-Link Systems, Inc. is not a Telephone Service Provider or VoIP Phone Service Provider.

# Features

- **Easily Add More IP Phones to Microsoft® Response Point™ Phone System - Up to 50.**
- **Designed with Simplicity in Mind - Easy to Install, Use and Manage.**
- **No Fees or Licenses Required for Adding More Phones.**
- **One-touch Voice-activated Dialing and Voicemail Access.**
- **Voicemail to E-mail Forwarding**
- **3-way Call-conferencing**
- **Speakerphone**
- **Mute, Hold, or Transfer calls**
- **View Call History on the LCD Display**
- **Connect a Phone and Computer Using a Single Ethernet Connection From a Network.**
- **Auto Phone Discovery Feature Makes Installing Hardware Quick and Easy.**
- **Power over Ethernet**
- **3.2” grayscale graphical LCD**

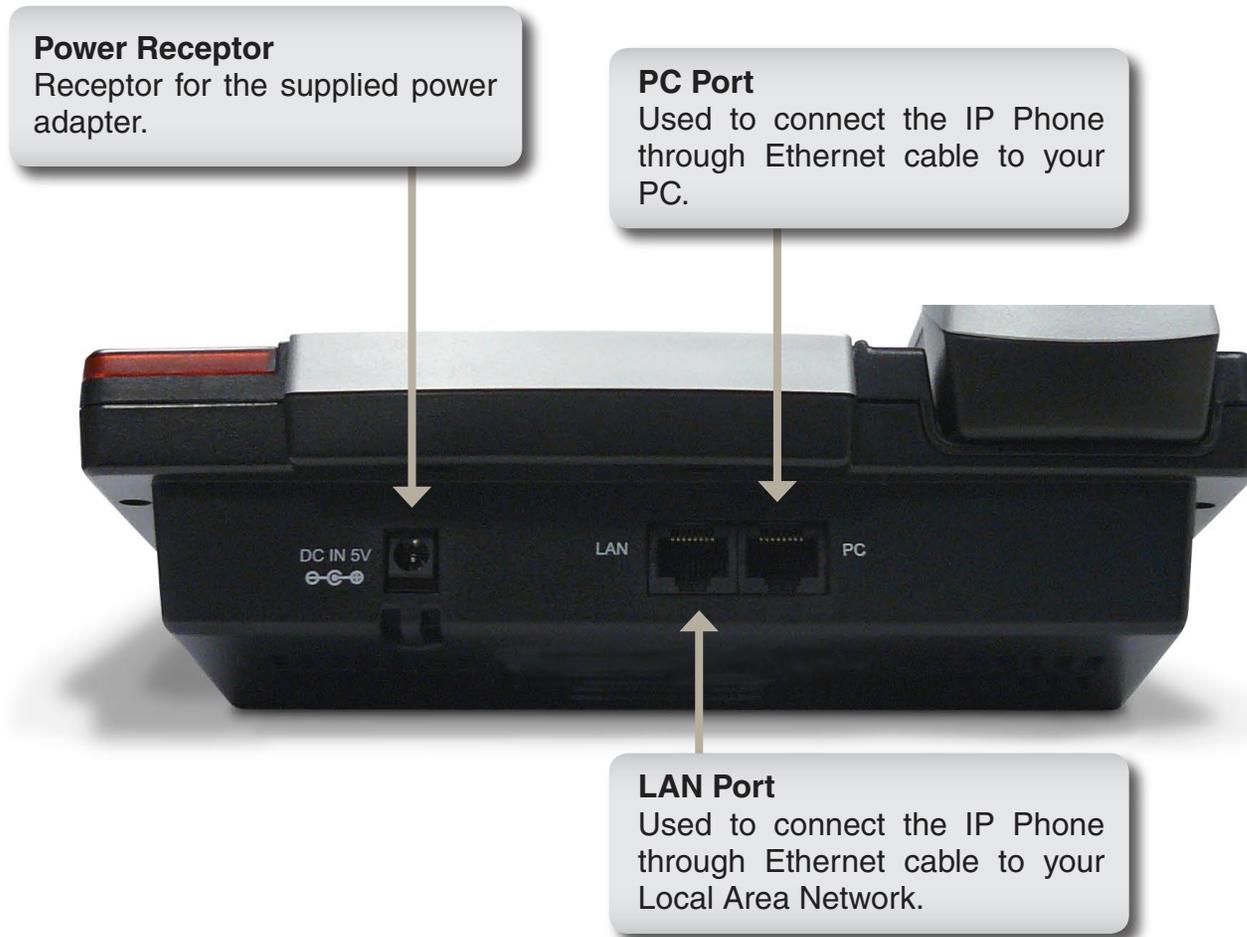
# Hardware Overview

## Front

1.	LCD	A graphical display provides a visual user interface for menu, date and time, call status and system information.
2.	LED Indicator	Indicates that the phone is currently in use or ringing.
3.	Right/OK	Move cursor right while modifying data within the phone menu and circle through the options within the phone menu and end-of-dial digit.
4.	Line Keys	Switch to different lines / access to the advanced call features.
5.	Mute/Function	Disable microphone so that the person on the other line can not hear anything. Use the numeric key to quickly look up the phone information and mute the ring tone.
6.	Transfer	Transfer an active call to another line.
7.	Redial/Call History	Access Call History, Redial from Call History, and Last Number Redial.
8.	Hold	Place a call on hold or resume the held call.
9.	Speaker (with LED)	Enable or disable the Speaker Phone mode.
10.	Soft Keys	3 soft keys that are changeable as the conditions for call operation and configuring the phone within MENU.
11.	Left/Cancel	Backspace while dialing phone number or inputting data within the phone menu and circle through the options within the phone menu to cancel the operation.
12.	Up/Down	Scroll up and down the phone menu, Call History and Phone Book.
13.	Headset Jacks	2 x 3.5mm Headset Jacks (for PC-compatible headset). *Future models
14.	Numeric Keys	Input IP address, telephone number or alphabet character.



## Rear



## Text Entry

You can use alphanumeric characters to enter details into the **Phone Book**, and the required data for configuration within the **MENU**. The table below shows the characters that you can enter in the different text modes.

		Text Mode		
Key	Numeric (0-9)	Key	Normal (ABC)	Numeric (0-9)
1	1	7	pqrsPQRS	7
2	abcABC	8	tuvTUV	8
3	defDEF	9	wxyzWXYZ	9
4	ghiGHI	0	@ . _ - * # ( ) % & + \$ / ,	0
5	jkIJKL	*	.	*
6	mnoMNO	#		#

In Normal and Numeric modes, each time you press a key in quick succession the next character available will be displayed. When you do not press a key for more than 1 second, the current character will be selected and the cursor will move one key right for the next selection.

For example, to enter “c” you need to press “2” four times in quick succession. To enter the displayed character, release the key or press another key.

# Installation

Connect the IP phone as the following diagram. You can also connect the phone to an Ethernet switch which supports power over Ethernet for supplying power through the Ethernet cable. The power adaptor is no longer required for this situation.

**Note:** Only the LAN interface of DPH-128MS supports PoE and is capable to be used as the medium for supplying power from a PoE switch.



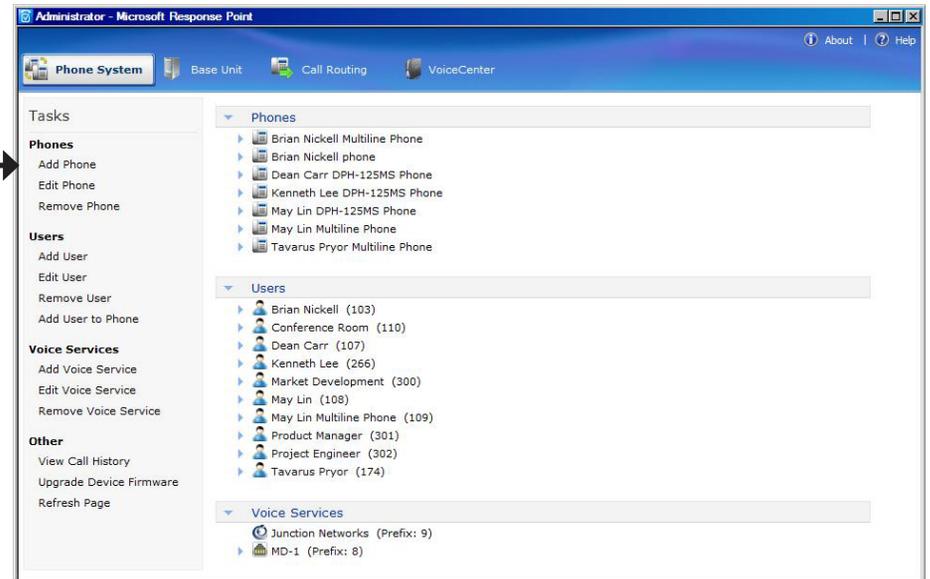
# Microsoft Response Point Administrator

This section will show you how to configure your new D-Link DPH-128MS IP Phone. Use the following steps to configure the IP Phone using Microsoft® Response Point™ Administrator.

**Note:** Microsoft Response Point Administrator only operates with Windows® XP SP2 or Windows Vista®.

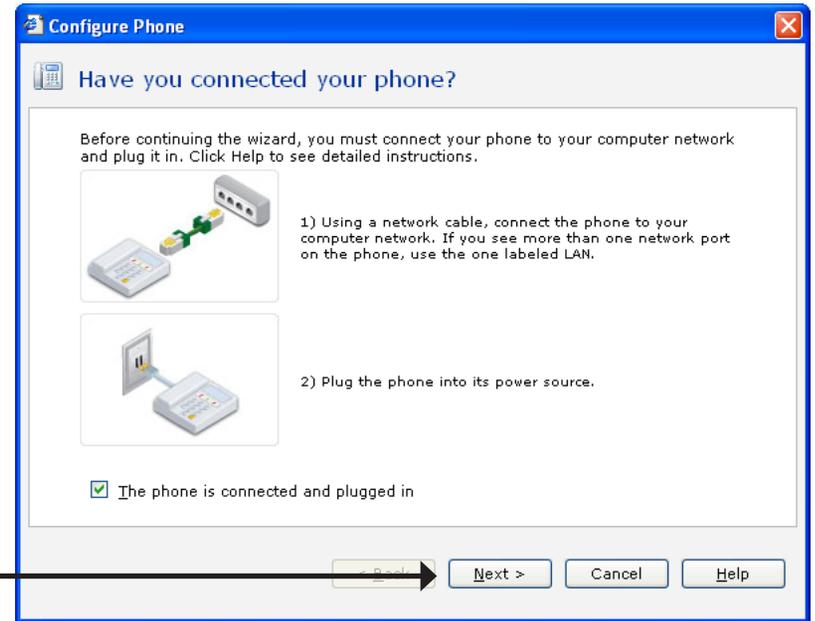
Open Microsoft Response Point Administrator and select the **Phone System** tab if necessary.

In the **Tasks** menu, under **Phones**, click **Add Phone** to launch the Configure Phone Wizard.



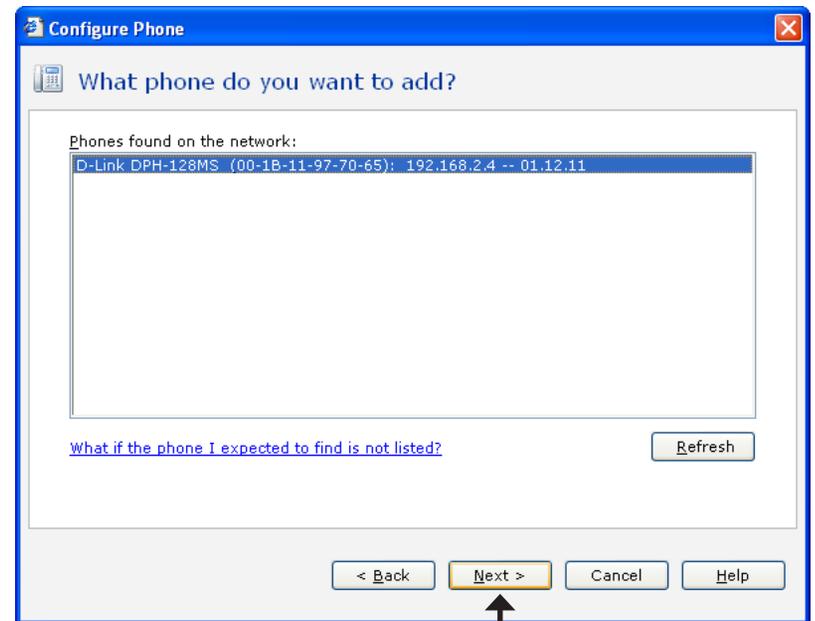
Select the check box confirming the IP Phone is connected and plugged in. Click **Next** to continue.

Click **Next**



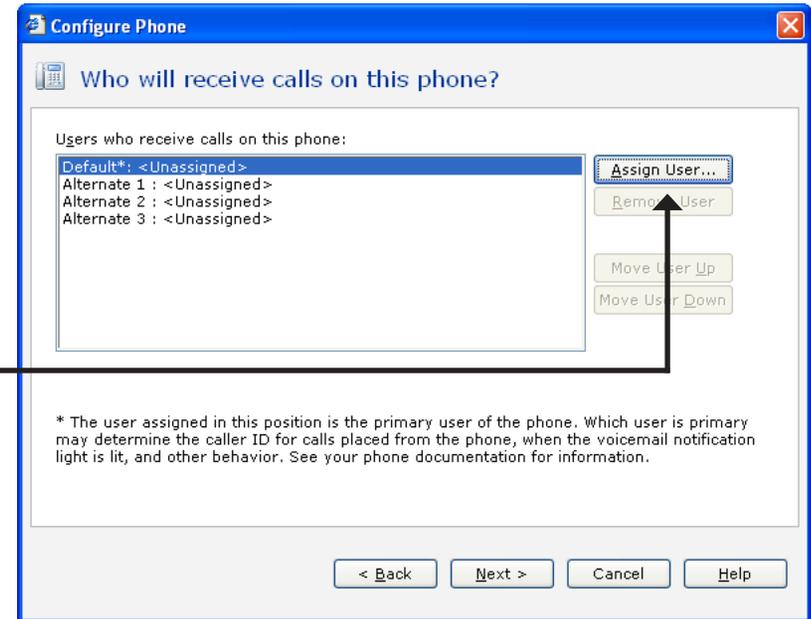
Select the D-Link DPH-128MS IP Phone you just connected and click **Next** to continue.

Click **Next**



For this step, you will add a new user and assign that user to the phone you just configured. Click **Assign User** to open the New User screen.

Click **Assign User...**

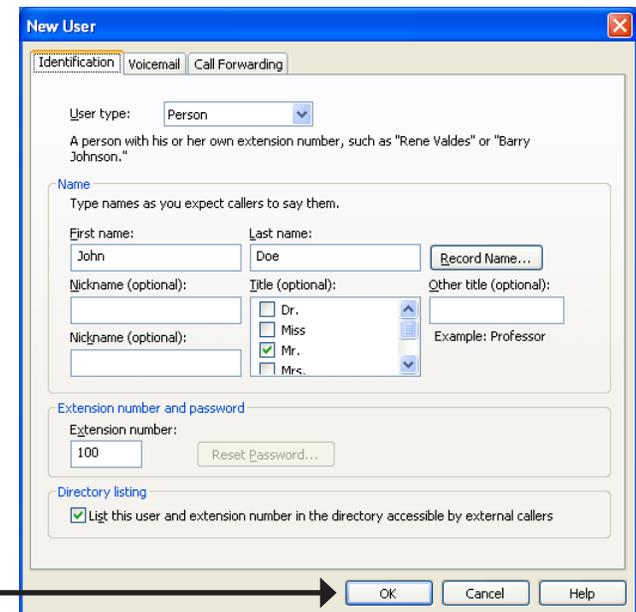


On the **Identification** tab, in the **User Type** box, select **Person** from the drop down menu if it is not already selected.

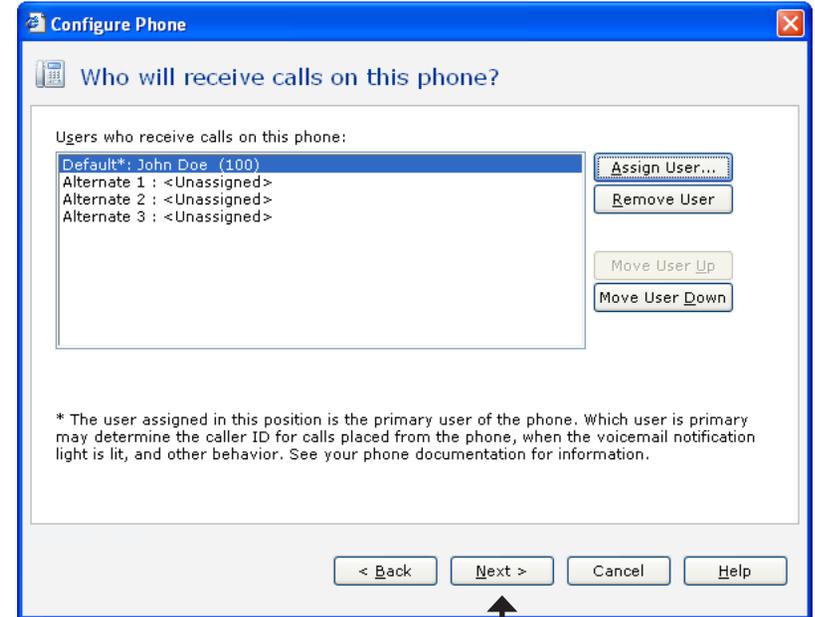
In the **Name** boxes, type the first and last name, and optional nick names or titles of the person who will use this phone. You should specify nicknames and titles if you think callers will use them when asking for this user.

In the **Extension number** box, change the extension number if desired and click **OK** to continue.

Click **OK**

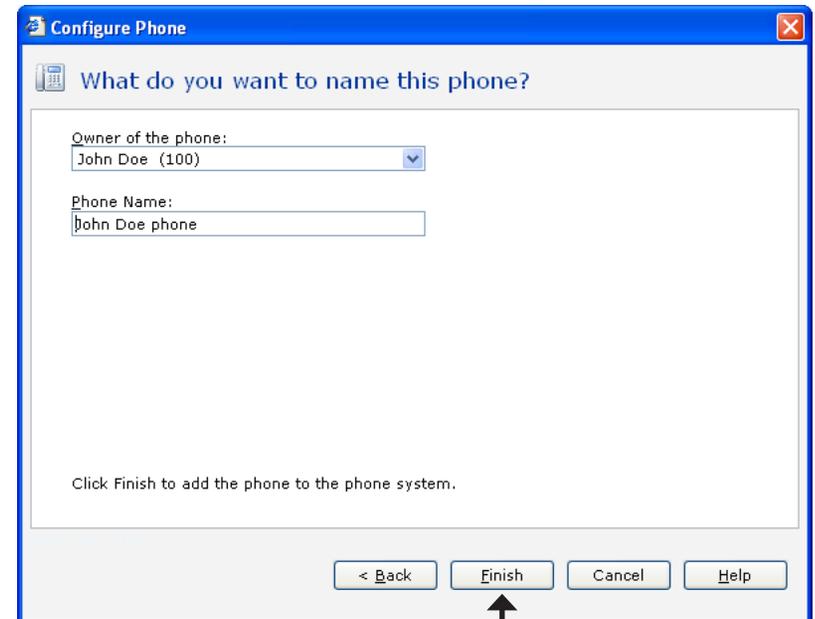


You have now assigned the person's name to Line 1 with the extension number you specified. You can assign up to 3 additional users to this phone or click **Next** to continue.



Click **Next**

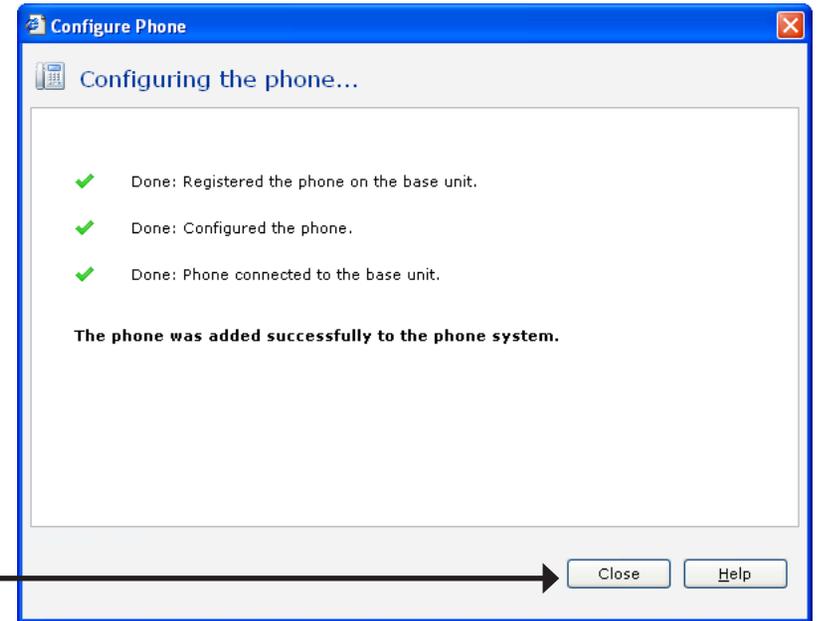
The owner and phone name have automatically been created for you. Click **Finish** to continue.



Click **Finish**

The IP Phone has been successfully added to the phone system.  
Click **Close** to exit the configuration wizard.

Click **Close**



# Setup through MENU/Keypad

This section will show you how to configure and manage the VoIP phone through the phone menu. To login to the phone menu, please enter “123” for Administrator mode or leave it blank for User mode.

**Note:** *It is not recommended to change any of these settings as they could conflict with Response Point.*

Please press **Menu** and select **02. Adm. Operations**.



## System Password

It allows you to modify the password which is used for logging into the phone menu and web-based GUI. Select **01.System** -> **01.Password** and modify the password.



1. Select the password to be modified and press **Select**.



2. Enter the original password and press **Next**.



3. Enter the new password and press **Next**.



4. Enter the new password again and press **OK**.



## Language

It allows you to select the language for the configuration interface of phone menu and the web-based GUI. Select **01.System -> 02.Language**.

**Note:** Supports *English, Japanese, Traditional Chinese and Simplified Chinese*.

Press the **Left** or **Right** key to select the language. Press **OK** to continue.



## Date/Time

You can configure the phone to synchronize with the network time automatically, by selecting **01.System -> 03.Date/Time**.

- Time Adjustment Method

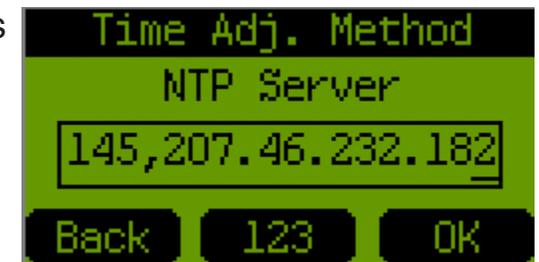
1. Select **Time Adj. Method** and press **Select**.



2. Select **NTP Server** or **SIP Server** by pressing the **Left** or **Right** key and then **Select**.



3. If **NTP Server** is selected, please enter the IP address of the server and press **OK**.

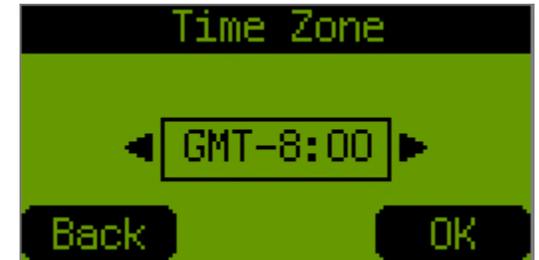


- Time Zone

1. Select **Time Zone** and press **Select**.



2. Select the right time zone by pressing the **Left** or **Right** key and then **OK**.



- Time Format

1. Select **Time Format** and press **Select**.



2. Select **24hr** or **12hr am/pm** by pressing the **Left** or **Right** key and then **OK**.



## Restart

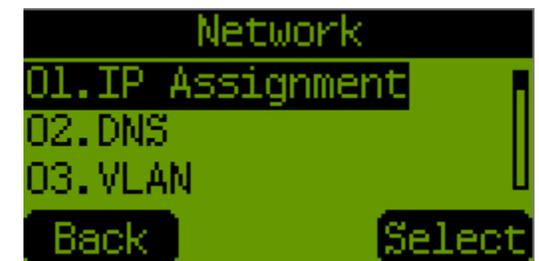
It allows you to restart the phone with or without restoring it to factory default settings. Select **01.System** -> **04.Restart**.

- Restart the phone
  1. Select **Current Setting** and press **Select**.
  2. Press **OK** to confirm the operation.
- Restart the phone and restore it factory default settings
  1. Select **Factory Default** and press **Select**.
  2. Press **OK** to confirm the operation.

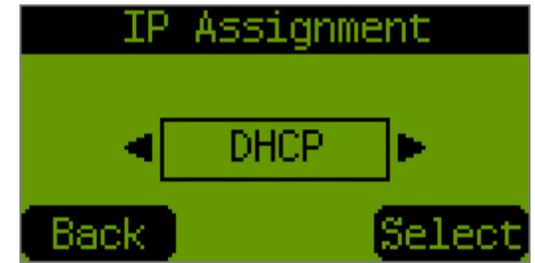


## Network IP Assignment

It allows you to choose the type of how to obtain the network settings (i.e. IP address and others) for accessing the VoIP and other services. Select **02.Network** -> **01.IP Assignment**.



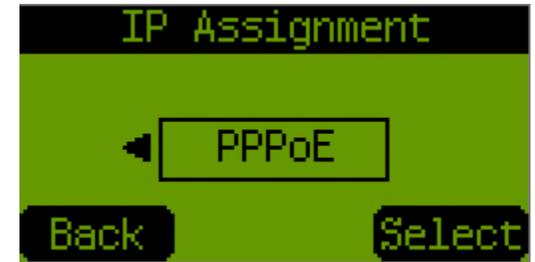
- DHCP
  1. Select **DHCP** and press **Select**.



- Static IP
  1. Select **Static IP** and press **Select**.
  2. Enter the **IP address** and press **Next**.
  3. Enter the **Subnet Mask** and press **Next**.
  4. Enter the **Default Gateway** and press **OK**.

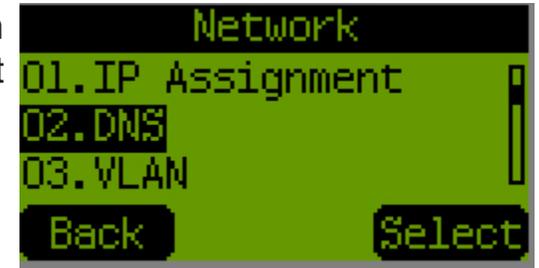


- PPPoE
  1. Select **PPPoE** and press **Select**.
  2. Enter the **PPPoE ID** that is provided by your ISP and press **Next**.
  3. Enter the **PPPoE Password** that is provided by your ISP and press **OK**.



## DNS

It allows you to manually enter the DNS IP addresses especially for the situation that the phone doesn't obtain IP by DHCP or PPPoE. Please press **Menu** and select **02.Network -> 02.DNS**.



1. Enter the IP of first DNS server and press **Next**.



2. Enter the IP of second DNS server and press **OK**.



## VLAN

It allows you to enable or disable VLAN to properly work within the virtual LAN.  
Please select **02.Network** -> **03.VLAN**.



1. Enable or disable the function and press **Select**.



2. When it is enabled, enter the priority and press **Next**.



3. Enter the VLAN ID and press **OK**.



## DSCP

It allows you to decide the priority of SIP and RTP packets by the parameter in IP header (Diffserv). Please select **02.Network** -> **04.DSCP**.

- SIP DSCP
  1. Select **SIP** and press **Select**.
  2. Enter the value of priority and press **OK**.
  
- Voice DSCP (RTP)
  1. Select **Voice** and press **Select**.
  2. Enter the value of priority and press **OK**.



## NAT Traversal

It allows you to select the method for traversing NAT if the phone is set behind a NAT router. Please select **02.Network** -> **05.NAT Traversal**.

- STUN

1. Select **STUN Server** and press **Select**.

2. Enable or disable this function and press **Select**.

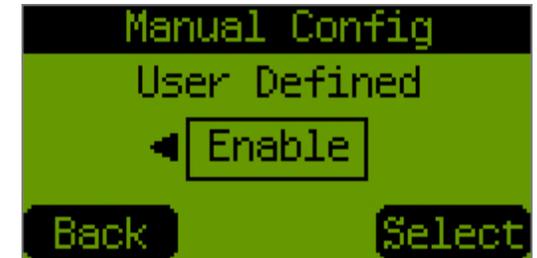
3. If it is enabled, please enter the IP or host name of the STUN server and press **OK**.



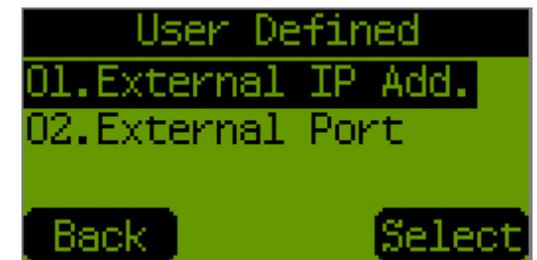
- Manually configure the external IP and port
  1. Select **Manual Config** and press **Select**.



2. Enable or disable this function and press **Select**.



3. Select **External IP Add.** to decide the external IP and press **Select**.



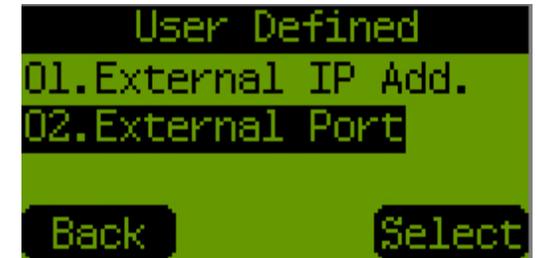
4. Select the method of how to obtain the external IP\* and press **Select**.



5. Enter the external IP if **Manual Set** is selected and press **OK**.



6. Select **External Port** and press **Select**.



7. Enter the external SIP port and press **Next**.



8. Enter the external Media port and press **OK**.



*\*If Use STUN or Use UPnP is selected at step 4, please remember to enable STUN (IP of STUN server is also required) or UPnP through 02.Network -> 05.NAT Traversal.*

- UPnP

1. Select **UPnP Setting** and press **Select**.

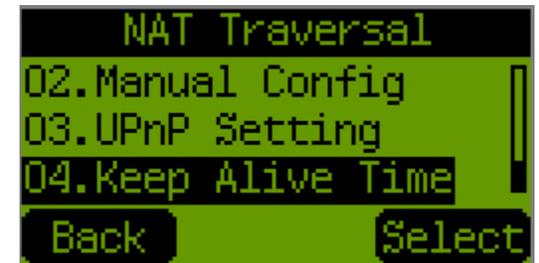


2. Enable or disable this function and press **Select**.



- Enable this function to keep the tunnel which is allocated by NAT router alive

1. Select **Keep Alive Time** and press **Select**.



2. Enable or disable this function and press **Select**.



3. Enter the time period when the phone sends a lightweight UDP packet for keeping alive, and press **OK**.



## Router/Bridge

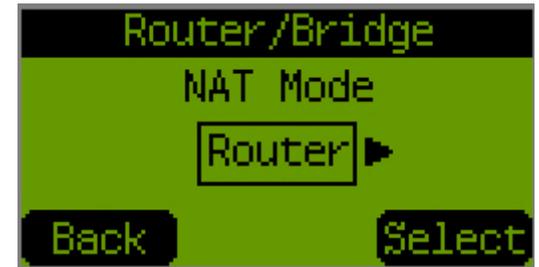
It allows you to set up the phone as Router mode for the situation that you can only obtain one IP address from ISP but also need a way for a PC to access the Internet service at the same time. Please select **02.Network** -> **06.Router/Bridge**.

It suggests that user shall configure the phone at Bridge mode for general use since the phone is not designed for the use as a network router.

1. Select **Router** or **Bridge** and press **Select**.



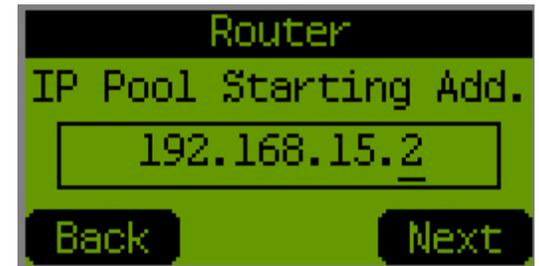
2. When **Router** is selected, user can enable or disable the integrated DHCP server. Please press **Select** to continue.



3. Modify the LAN IP if it is required and press **Next**.



4. Modify the starting of the available IP addresses and press **Next**.



5. Modify the ending of the available IP addresses and press **Next**.



6. Modify the **Lease Time** of the IP addresses and press **Next**.



7. Enter the domain name for the served LAN if it is required and press **OK**.



# VoIP

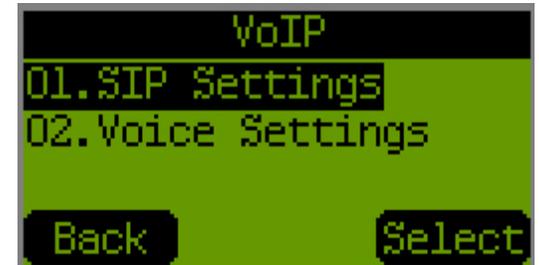
## SIP Settings

It allows you to configure the phone to access the VoIP service and the related services such as Voice Message, Call Park and DSS/BLF. Please select **03.VoIP** -> **01.SIP Settings**.

- SIP Accounts

1. Select **SIP Account** and press **Select**.

2. Select **Default Account** for making outgoing calls and press **Select**.



3. Select **Account 1** and press **Select**. The phone supports maximum four SIP accounts to register with one SIP proxy server simultaneously.



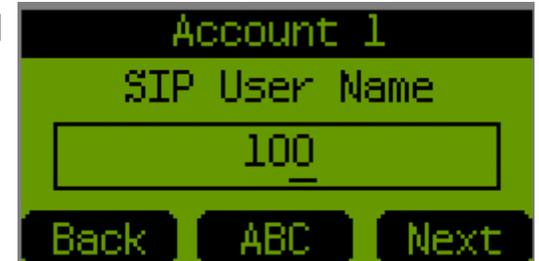
4. Enable this account and press **Next**.



5. Enter the Display Name for this account and press **Next**.



6. Enter the **SIP User Name** which is provided by your service provider and press **Next**.



7. Enter the username for the authentication by SIP proxy server and press **Next**.



8. Enter the password for the authentication by SIP proxy server and press **Next**.



9. Select the ringer type and press **OK**.



- SIP Server (SIP Registrar, SIP Proxy)
  1. Select **SIP Server** and press **Select**.



2. Enter the IP address or host name of the SIP server and press **Next**.



3. Modify the port and press **Next**.



4. Modify the **Expire Time** and press **OK**.

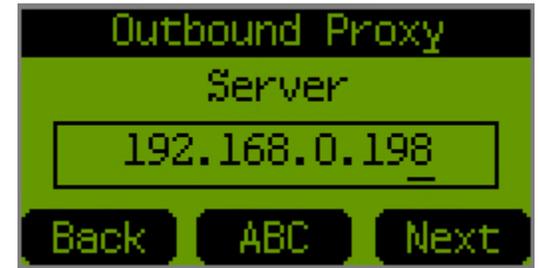


- Outbound Proxy

1. Select **Outbound Proxy** and press **Select**.



2. Enter the IP address or host name of the outbound proxy and press **Next**.



3. Modify the port and press **Next**.



4. Enable or disable for always sending SIP messages through the outbound Proxy and press **OK**.



- Park Server (for Call Park)
  1. Select **Park Server** and press **Select**.



2. Enter the IP address or host name of the Park Server and press **Next**.



3. Enter the account for accessing the Call Park service and press **OK**.



- Presence Server

1. Select **Presence Server** and press **Select**.



2. Enter the IP address or host name of the Presence Server and press **OK**.



- Others -> Phone Port

1. Select **Others** and press **Select**.



2. Select **Phone Port** and press **Select**.



3. Modify the phone port which is used for the VoIP service and press **OK**.



- Others -> Session Timer

1. Select **Session Timer** and press **Select**.

2. Modify the valid time of the established session and press **OK**.



- Media Port (for RTP transmission)

1. Select **Media Port** and press **Select**.



2. Modify the media port and press **OK**.



- Enable or disable the PRACK for those provisional responses during the SIP signaling

1. Select **Prack** and press **Select**.



2. Enable or disable this function and press **Select**.



- Decide the Session Refresher for the feature of Session Timer
1. Select **Session Refresher** and press **Select**.



2. Select **None**, **UAC** or **UAS** and press **Select**.



- Decide the SIP Method, which will be used for Session Timer.
1. Select **Session Timer M.** and press **Select**.



2. Select **Invite** or **Update** and press **Select**.



- Decide the transport layer protocol, which will be used for delivering the SIP messages
  - Select **UDP/TCP** and press **Select**.



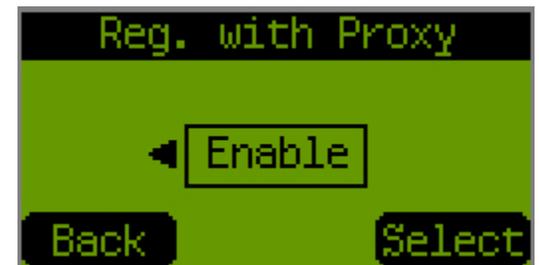
- Select **UDP** or **TCP** and press **Select**.



- Enable or disable to allow the phone to make or receive calls without registered at SIP server
  - Select **Reg. with Proxy** and press **Select**.



- Enable or disable this function and press **Select**.



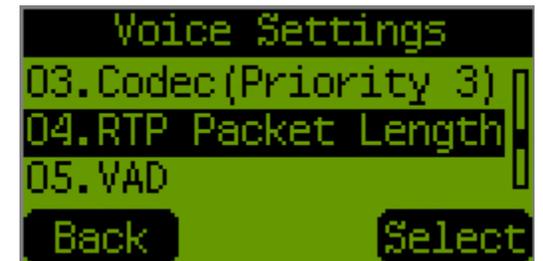
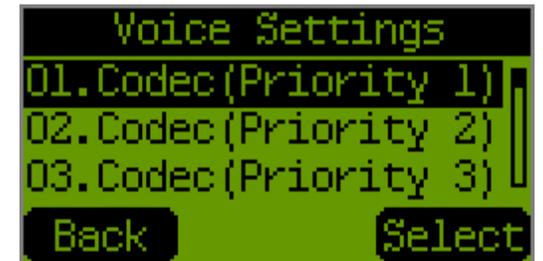
## Voice Settings

It allows you to modify the value about audio codec and the related settings.  
Please select **03.VoIP** -> **02.Voice Settings**.

- Codec Priority 1~3 (the first priority of audio codec cannot be disabled)
  1. Select **Codec (Priority 1~3)** and press **Select**.

2. Select **G.711 $\mu$ -law**, **G.711a-law** or **G.729a** and press **Select**.

- Configure the size of RTP payload for those supported audio codec
  1. Select **RTP Packet Length** and press **Select**.



2. Choose the audio codec that you want to modify the payload size and press **Select**.



3. Select the appropriate payload size in milliseconds and press **Select**.



- Enable or disable VAD (when VAD is enabled, CNG will also be enabled)
  1. Select **VAD** and press **Select**.



2. Enable or disable this function and press **Select**.



- Select the DTMF method for generating the DTMF
  1. Select **DTMF Method** and press **Select**.



2. Select one from the three options **Out Band**, **In Band**, **SIP Info** and press **Select**.



# Call Functions

## Do Not Disturb

It allows you to enable this function to automatically reject incoming calls if you are not available to answer calls. Please select **04.Call Function -> 01.Do Not Disturb**.

1. Select **Do Not Disturb** and press **Select**.



2. Enable or disable this function and press **Select**.

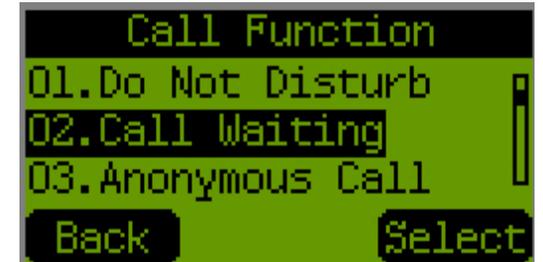
**Note:** When DND is enabled, an icon DND will show on the top of screen.



## Call Waiting

It allows you to enable this function to accept another incoming call when you are engaged in an active call. Please select **04.Call Function -> 02.Call Waiting**.

1. Select **Call Waiting** and press **Select**.



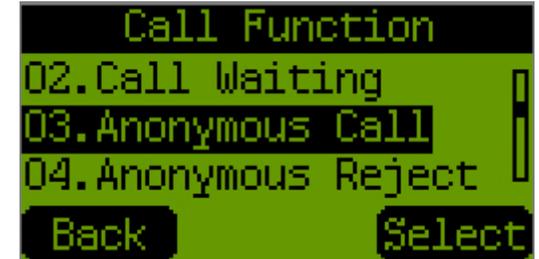
2. Enable or disable this function and press **Select**.



## Anonymous Call

It allows you to enable this function to hide the personal identification when you make outgoing calls. Please select **04.Call Function -> 03.Anonymous Call**.

1. Select **Anonymous Call** and press **Select**.



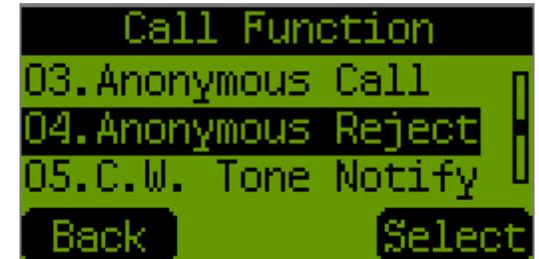
2. Enable (hide **Full URI** or only **Display Name**) or disable this function and press **Select**.



## Anonymous Call Reject

It allows you to enable this function to automatically reject the call that the calling line identification is hidden. Please select **04.Call Function -> 04.Anonymous Reject**.

1. Select **Anonymous Reject** and press **Select**.



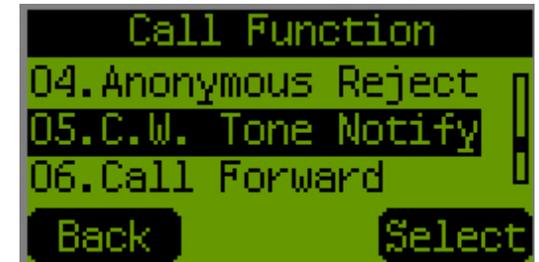
2. Enable or disable this function and press **Select**.



## Call Waiting Tone Notification

It allows you to disable the Call Waiting tone if you don't want the tone to break into the active call you are engaged in. Please select **04.Call Function -> 05.C.W. Tone Notify**.

1. Select **C.W. Tone Notify** and press **Select**.



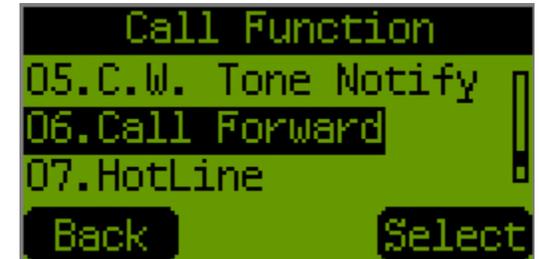
2. Enable or disable this function and press **Select**.



## Call Forward

It allows you to enable this function to forward calls to a designate destination with conditions. Please select **04.Call Function** -> **06.Call Forward**.

- Unconditional Call Forwarding
  1. Select **Call Forward** and press **Select**.



2. Select **Unconditional** and press **Select**.



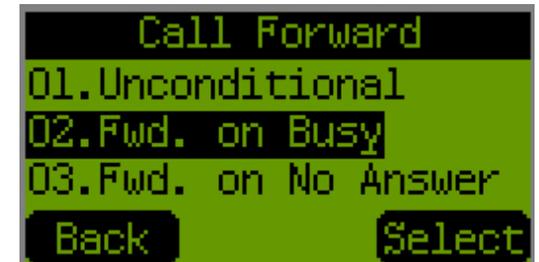
3. Enable or disable this function and press **Select**.



4. Enter the number where the call will be forwarded and press **OK**.



- Busy Forwarding
  1. Select **Call Forward** and press **Select**.
  2. Select **Fwd. On Busy** and press **Select**.



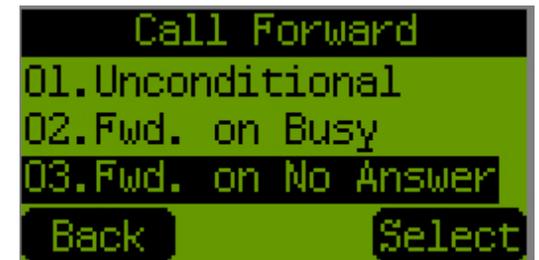
3. Enable or disable this function and press **Select**.



4. Enter the number where the call will be forwarded and press **OK**.



- No Answer Forwarding
  1. Select **Call Forward** and press **Select**.
  2. Select **Fwd. On No Answer** and press **Select**.



3. Enable or disable this function and press **Select**.



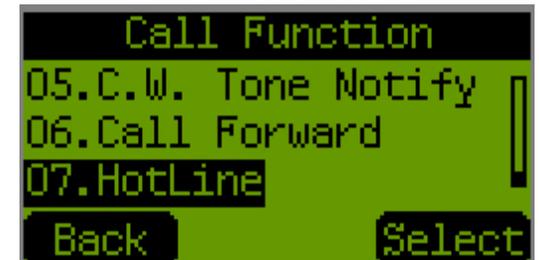
4. Enter the number where the call will be forwarded and press **OK**.



## Hot Line

It allows you to enable this function to pick up the handset and dial a pre-configured number by the phone automatically. Please select **04.Call Function -> 07.Hot Line**.

1. Select **HotLine** and press **Select**.



2. Enable or disable this function and press **Select**.



3. Enter the Hot Line number and press **OK**.



4. Modify the timer to dial the number immediately or wait for few seconds and press **OK**.



## Phone Settings Tone Setting

It allows you to select the type of call progress tone according to the country where you are. Please select **05.Phone Settings -> 01.Tone Settings**.

1. Select **Tone Settings** and press **Select**.



2. Select one from the countries and press **Select**.



## Ring Tone Type

It allows you to select the ringer type from the options including 4 Tones, 4 Melodies and one MP3. Please select **05.Phone Settings -> 02.Ringtone Type**.

1. Select **Ringtone Type** and press **Select**.



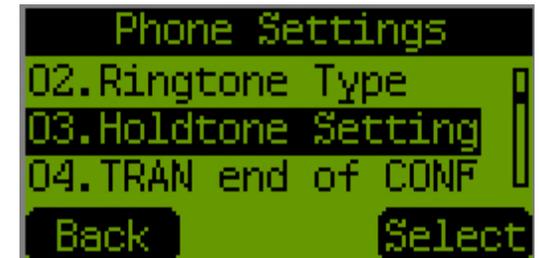
2. Select a tone from the options and press **Select**.



## Hold Tone Setting

It allows you to select the holding music including tone, melody and MP3 for the phone is put on hold. Please select **05.Phone Settings -> 03.Holdtone Setting**.

1. Select **Holdtone Setting** and press **Select**.



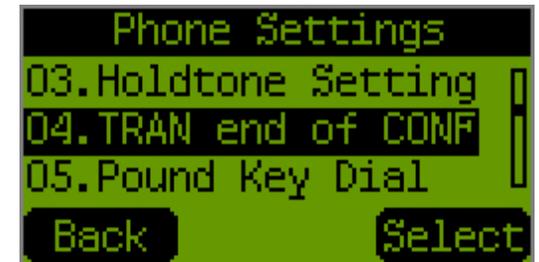
2. Select one from the options and press **Select**.



## Transfer call end of Conference

It allows you to enable or disable this function to transfer call from one of the conference parties to another when you hang up a three-way conference call. Please select **05.Phone Settings -> 04.TRAN end of CONF**.

1. Select **TRAN end of CONF** and press **Select**.



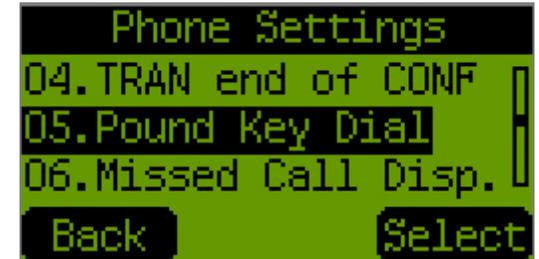
2. Enable or disable this function and press **Select**.



## Pound Key Dial

It allows you to enable or disable the pound key to be the end-of-dial digit.  
Please select **05.Phone Settings -> 05. Pound Key Dial**.

1. Select **Pound Key Dial** and press **Select**.



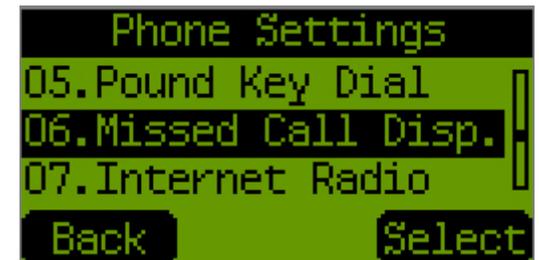
2. Enable or disable this function and press **Select**.



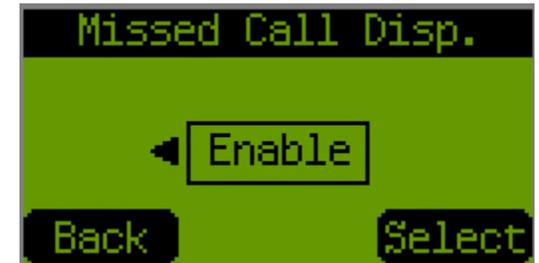
## Missed Call Display

It allows you to enable or disable to show the prompt for missed calls on LCD.  
Please select **05.Phone Settings -> 06.Missed Call Disp.**

1. Select **Missed Call Disp.** and press **Select**.



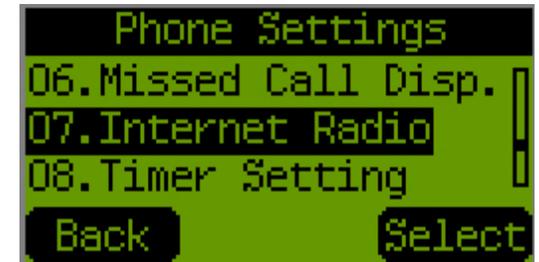
2. Enable or disable this function and press **Select**.



## Internet Radio

It allows you to enable or disable the Internet Radio. Please select **05.Phone Settings** -> **07.Internet Radio**.

1. Select **Internet Radio** and press **Select**.



2. Enable or disable this function and press **Select**.



## Timer Setting

It allows you to configure the timers which are related to the call operation and others. Please select **05.Phone Settings** -> **07.Internet Radio**.

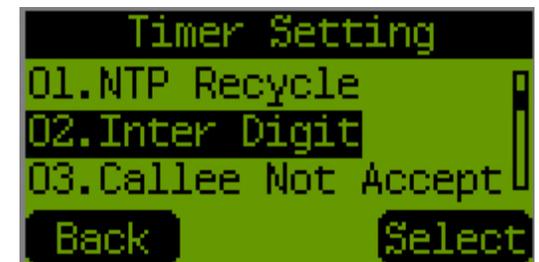
- NTP Recycle
  1. Select **Timer Setting** and press **Select**.
  2. Select **NTP recycle** and press **Select**.



3. Modify the timer and press **OK**.



- Inter Digit
  1. Select **Inter Digit** and press **Select**.



2. Modify the timer and press **OK**.



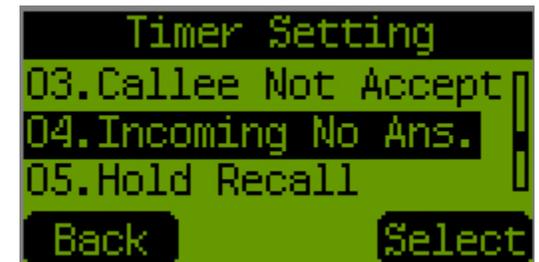
- Callee Not Accept
  1. Select **Callee Not Accept** and press **Select**.



2. Modify the timer and press **OK**.



- Incoming No Ans
  1. Select **Incoming No Ans.** and press **Select**.



2. Modify the timer and press **OK**.



- Hold Recall
  1. Select **Hold Recall** and press **Select**.



2. Modify the timer and press **OK**.



- Auto Speaker Off
  1. Select **Hold Recall** and press **Select**.



2. Modify the timer and press **OK**.



## Programmable Keys Speed Dial

It allows you to configure or modify the 10 entries of Speed Dialing number. Please select **06.Prog. Keys -> 01.Speed Dial**.

1. Select **Speed Dial** and press **Select**.



2. Select one entry and press **Select**.



3. Select **Edit** to enter or modify the number, or **Delete** to delete it. Press **Select** to continue.



4. If **Edit** is selected, enter or modify the number and press **OK**.



## Dial Plan

It allows you to configure the 11 line keys with the functions including Line, One Touch Dial, Park and Extension. Please select **06.Prog. Keys -> 02. Dial Plan**.

1. Select **Dial Plan** and press **Select**.



2. Select **New** to add a dial plan and press **Select**.



3. If **New** is selected, enter the prefix number and press **Next**.



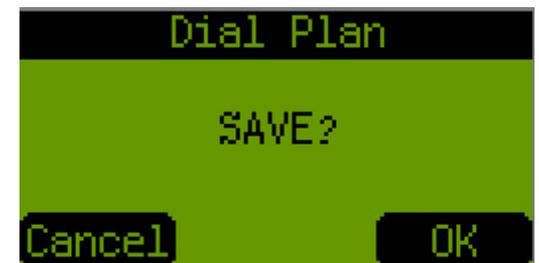
4. Enter enter the Min-Digits and press **Next**.



5. Enter enter the Max-Digits and press **Next**.



6. To save your Dial Plan, press **OK**.



## Line Key Settings

It allows you to configure the 11 line keys with the functions including Line, One Touch Dial, Park and Extension. Please select **06.Prog. Keys -> 03. line Key Settings**.

1. Select **Line Key Settings** and press **Select**.



2. Select one key to be modified and press **Select**.



3. Select one function to the key and press **Select**.



4. Enter the number if the type is **Park**, **One Touch Dial** or **Extension** and press **OK**.



**Note:** When the type of line key is not configured as “Line”, the telephone number which is corresponding to the key shall not be blank. Otherwise, the modification will not be available.

# Message Center

## Message Center

It allows you to configure the phone to connect to a Message server for accessing the Voice Message. Please select **07.Message Center -> 01.Message Server**.

1. Select **Message Server** and press **Select**.



2. Enter the IP address or host name of the server and press **Next**.



3. Modify the port of the server and press **Next**.



4. Modify the **Expire Time** and press **Next**.



5. Enter the account for accessing the voice message and press **OK**.



## Voice Message

It allows you to dial to the Message server for accessing the voice message. Please select **07.Message Center** -> **03.Voice Message**.

1. Select **Voice Message** and press **Select**.



## Information

It shows you the information about network interface and the firmware version. Please select **08.Information**, and press **UP** or **DOWN** to continue to the previous or next page.



1. IP address



2. Subnet Mask



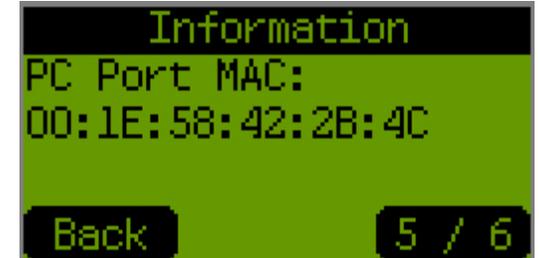
3. Default Gateway



4. MAC address of the WAN interface



5. MAC address of the LAN interface



6. Model Name and Firmware Version



# Operating the Phone

## Dialing SIP Number

- Lift the handset or press the **Speaker** button.
- Dial the SIP address  
For example, dialing 1866
- Press OK, or wait until the timer expires to dial

## Speed Dialing

- Lift the handset or press the **Speaker** button.
- Dial Speed Dial number with the prefix code “\*”  
For Example: dialing \* and speed dial number 08

## Answering a Phone Call

**Note:** The **Cancel** key can be used to reject a call.

When the phone rings:

- Lift the handset or press the **Speaker** button to begin conversation.

## Switching to Another Line

While having a conversation:

- Press **Hold** and the line key to switch to another line.

## Looking Up the Status of other On-Line Calls

While having a conversation and other calls are held or waiting for picking up:

- Press **Left** or **Right** to look up the status of other on-line calls.

## Mute

### Mute Call

***Note:** While mute is activated, sound from the other end can be heard from the earpiece or speaker but your sound can't be heard by the other end. While having a conversation:*

- Press **Mute**.
- Press **Mute** key again to resume conversation.

## Mute Ring Tone

**Note:** While mute is activated, sound from the other end can be heard from the earpiece or speaker but your sound can't be heard by the other end. While having a conversation:

- Press **Mute**
- Press **Mute** key again to resume the ring tone.

## Call Transfer

While having a conversation:

- Press **Transfer** to put the person on the other line on hold.
- Dial the IP address or the extension number where you would like the call to be transferred.
- Press **Transfer** to transfer the call.

## On Hold

**Note:** To transfer a call while on hold, press the **TRANSFER** key. Dial the extension/phone number and press the **TRANSFER** key again to transfer the call.

While having a conversation:

- Press **Hold** (Press **Hold** again to resume conversation).

## Three-Way Conference

**Note:** Please refer to the *Browser Configuration* section to setup call forward

- Pickup the handset and call Person A.
- After Person A picks up the phone, press the soft key **Conf** to place Person A on hold.
- Dial the extension or phone number of Person B and wait until Person B picks up the phone, or choose one of the calls (except the call with Person A) which are placed on hold and press the line key.
- Press the soft key **Conf** to begin 3-way conference.

## Volume Adjustment

- **Handset Volume:** Pick up the handset and press **UP** or **DOWN** to adjust the handset volume (0~16).
- **Speaker or Headset Volume:** Press the **Speaker** key and then the **UP** or **DOWN** keys to adjust the speaker or headset volume (0~16).
- **Ringer Volume:** When the phone is idle, press **UP** or **DOWN** to adjust the ringer volume (0~16).

## Quick Functional Key

The DPH-128MS phone supports the functional key which consists of the Function key and one numeric key. It allows you to quickly activate or configure the specific functions and access the Information of this phone.

To use the Functional key, please press **Mute/Func** once and then press the **Numeric** key.

### Function + 1: Language

This allows you to select the language for the user interface of the phone MENU and the web-based GUI.

### Function + 2: Time Format

This allows you to change the time format between **24hr** and **12hr am/pm**.

### Function + 3: Information

This allows you to quickly review the current settings of the network interfaces.

### Function + 5: DND

It allows you to quickly enable or disable the function of Do Not Disturb. When DND is enabled, an icon **DND** will show on the top of screen.

# Advanced Features

## Internet Radio

- User Interface

No.	Description	No.	Description
1	Name of the station	4	Name of the song
2	Name of the singer	5	Soft Key: List all the stations for management
3	Soft Key: Turn off the Internet Radio	6	Soft Key: Play or Pause

- Play and Pause

1. Press the middle soft key **Pause** to stop playing the music.
2. Press the middle soft key **Play** again to resume the playing of music.

- Create New Station

1. Select one empty item and press **Select**.
2. Select **Edit** and press **Select**.
3. Enter the **Station Name** and press **Next**.
4. Enter the **Station URL** and press **OK**.

- Edit the Select Station

1. Select one station and press **Select**.
2. Select **Edit** and press **Select**.
3. Modify the **Station Name** and press **Next**.
4. Modify the **Station URL** and press **OK**.

- Delete the Select Station

1. Select one station and press **Select**.
2. Select **Delete** and press **Select**.

- Set as Default Station

1. Select one station and press **Select**.
2. Select **Set as Default** and press **Select**.

# Web-based Configuration

The configuration menu of the VoIP Phone can be accessed using a convenient and user-friendly web browser.

- Open a Web browser (e.g. Internet Explorer or Mozilla FireFox)
- Enter the URL with the correct IP address and port number.  
*Note: The phone must either attain a DHCP address or be set statically via the LCD menu (i.e. 192.168.0.10:9999).*
- Enter **User Name** and **Password** to login to the Phone if it is required.
- Click **“Login”**

Login as	User Name	Password	Privilege
Administrator	admin	123	It allows you to review and modify all the settings.

*Note: Only one user is allowed to logon the phone at the same time. Anyone who intends to logon the web-based GUI will be rejected. A warning message “xxx.xxx.xxx.xxx <IP> used!” will also be displayed on screen. Also, each session will be valid by 5 minutes. Users who logon on the phone shall re-logon every 5 minutes.*

## Logout

Click **Logout** on the left panel to logout of the Web-Based GUI.

# Network Management

The VoIP phone separates the authority into two levels for you to login into the Web-Based GUI or the MENU through key-pad. If you login as an administrator, all the settings are visible and configurable.

**Administrator/ User Name:** The ID which is used for login to the web-based configuration interface or the MENU through key-pad.

**Old Password:** The existing password, which is used for login to the web-based configuration interface or the MENU through key-pad.

**Change Password:** Check the item to modify the password. Two additional items **New Password** and **Confirm Password** will be appeared.

**New Password:** Enter a new password to instead of the existing one.

**Confirm Password:** Enter the new password again to ensure that the one you have entered is correct.

**Get Time From:** Get the time information from **SIP Server** or **NTP Server**.

**NTP Server IP:** The IP address of the existing NTP Server, which is allocated by your ISP or the network administrator. You can also enter a preferred one to instead of it.

**Time Zone:** Select the **Time Zone** for the location where the phone is installed.

**Language:** Language of the configuration interface that will be applied to the web-based GUI and the phone MENU.

The screenshot shows the D-Link VoIP configuration web interface. At the top, there is a navigation bar with the D-Link logo and a menu with tabs for NETWORK, VOIP, ADVANCED, PHONE, and REBOOT. The current page is the 'MANAGEMENT' section, which is highlighted in blue. Below the navigation bar, there is a sidebar with links for MANAGEMENT, IP ASSIGNMENT, and ROUTER/BRIDGE. The main content area is titled 'MANAGEMENT' and contains several sections: 'ADMINISTRATOR PASSWORD' with fields for 'Administrator Name' (set to 'admin'), 'Old Password', and a 'Change Password' checkbox; 'DATE / TIME' with 'Get Time From' options for 'SIP Server' and 'NTP Server', an 'NTP Server IP' field (set to '64.7.210.145,207.46.23'), a 'Time Zone' dropdown (set to '(GMT-08:00) Pacific Time'), and a 'Daylight Saving' checkbox; and 'LANGUAGE' with a 'Language' dropdown (set to 'English'). At the bottom of the form are 'Submit' and 'Reset' buttons. The footer of the page displays the 'VoIP' logo.

## IP Assignment

The VoIP phone supports three ways to obtain the IP settings. You can configure it to obtain the IP settings automatically or manually enter the IP settings that are offered by your ISP.

- **DHCP**  
Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

**DHCP:** Select **DHCP** to obtain an IP address and the interrelated settings from DHCP server for communication.

**DNS Server 1 & 2:** The IP address of the current DNS server that is allocated by DHCP server. You can also enter the preferred DNS server manually to instead of the existing one.

- **PPPoE**

**PPPoE:** Select PPPoE to obtain an IP address and the interrelated settings from your ISP for communication.

**PPPoE ID:** The ID that is used for the authentication when the phone establishes the network connection.

**PPPoE Password:** The password that is used for the authentication when the phone establishes the network connection.

**DNS Server 1 & 2:** The IP address of the current DNS server that is allocated by your ISP. You can also enter the preferred DNS server manually to instead of the existing one.

The screenshot shows the D-Link VoIP configuration interface. At the top, it displays 'Logout', 'Product Page: DPH-128MS NA', 'Hardware Version: A2', 'Firmware Version: 1.15.02', and 'MAC Address: 00.1E.58.42.2B.4B'. The main navigation bar includes 'D-Link', 'DPH-128MS', and tabs for 'NETWORK', 'VOIP', 'ADVANCED', 'PHONE', and 'REBOOT'. The left sidebar shows 'MANAGEMENT', 'IP ASSIGNMENT', and 'ROUTER/BRIDGE'. The main content area is titled 'IP ASSIGNMENT' and contains a section for 'DHCP / PPPoE / STATIC IP' with radio buttons for 'DHCP' (selected), 'PPPoE', and 'Static IP'. Below this is a 'DNS SETTING' section with two input fields for 'DNS Server 1' and 'DNS Server 2', both containing '0.0.0.0'. At the bottom of the form are 'Submit' and 'Reset' buttons. A 'VoIP' logo is visible at the bottom of the page.

- Static IP

**Static IP:** Select **Static IP** to configure the IP settings manually.

**IP Address:** Enter the IP address that is offered by your ISP.

**Default Gateway:** Enter the IP address of the default gateway that is offered by your ISP.

**Subnet Mask:** Enter the subnet mask that is offered by your ISP.

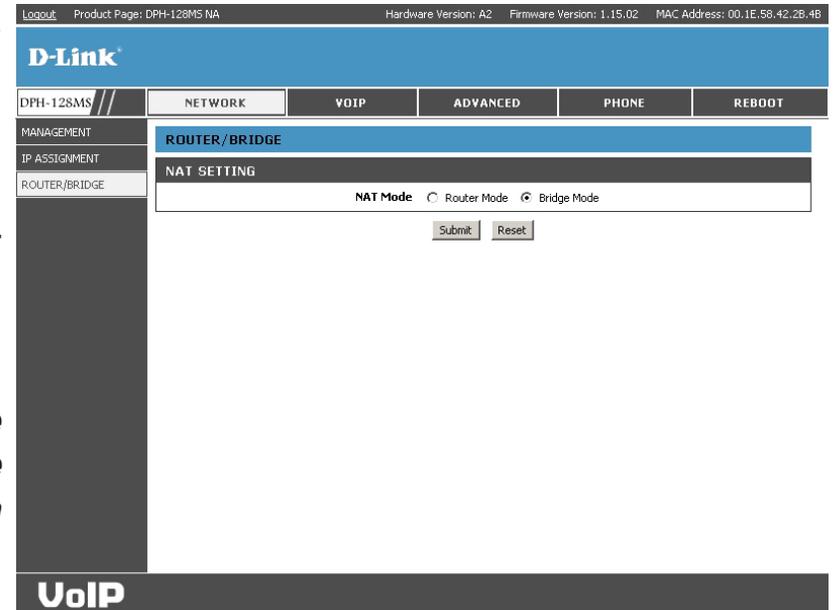
**DNS Server 1 & 2:** Enter the IP address of the DNS server that is offered by your ISP.

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

## Router/Bridge

The VoIP phone allows you to connect the network device (e.g. a laptop PC) to the LAN port. When the phone is set at Router mode and the integrated DHCP Server is enabled, the phone will allocate an IP address to the connected device. It can also modify the received network packets (i.e. to translate the network address) and forward them to the Internet through its WAN interface. On the other hand, the received network packets from LAN port will be forwarded without modification if the VoIP phone is set at Bridge mode.

**Note:** We strongly recommend that you should connect only one device to the LAN port since the VoIP phone is not designed for the purpose of constructing a local area network like a SOHO or an enterprise network router does.



**NAT Mode:** Set the VoIP phone at Router or Bridge mode.

**DHCP Server:** Enable or disable the integrated DHCP Server.

**LAN IP:** Allocate an IP address to the LAN interface (e.g. 192.168.xxx.xxx).

**IP Subnet Mask:** An unchangeable subnet mask that means the VoIP phone allows 254 network terminals in maximum.

**IP Pool Starting/Ending Address:** IP addresses within the range are available to be allocated to the connected DHCP clients.

**Lease Time:** The valid period of the allocated IP addresses.

**Domain Name:** Domain name for the local area network constructed by the phone.

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

# VoIP

## SIP Setting

The SIP setting hereby provides the way for you to configure the SIP servers for registration and communication, Park and Presence servers for advanced VoIP features and other interrelated items for SIP negotiation and communication.

- SIP Phone Setting, Registrar Server & Outbound Proxy Server

**SIP Phone Port Number:** The port of the VoIP phone that is used for SIP signaling.

**Registrar Server Domain Name/IP Address:** The host name or IP address of the Registrar server.

**Registrar Server Port Number:** The port of the Registrar server that is used for SIP signaling.

**Authentication Expire Time:** The relationship which is established by SIP registration with the Registrar server will be terminated if the time is elapsed.

**Outbound Proxy Domain Name/IP Address:** The host name or IP address of the Outbound Proxy server.

**Outbound Proxy Port Number:** The port of the Outbound Proxy server that is used for SIP signaling.

**Send Message via Outbound Proxy:** Enable the item to always send SIP messages through the designate Outbound Proxy server.

The screenshot displays the D-Link VoIP configuration page for a DPH-128MS device. The page is titled 'SIP SETTING' and includes a navigation menu with options: NETWORK, VOIP (selected), ADVANCED, PHONE, and REBOOT. The configuration is organized into several sections:

- SIP PHONE SETTING:** SIP Phone Port Number is set to 5060 (range [1024 - 65535]).
- REGISTRAR SERVER:** Registrar Server Domain Name/IP Address is 192.168.0.198; Registrar Server Port Number is 5060 (range [1024 - 65535]); Authentication Expire Time is 3600 sec. (range [60 - 9999]).
- OUTBOUND PROXY SERVER:** Outbound Proxy Domain Name/IP Address is 192.168.0.198; Outbound Proxy Port Number is 5060 (range [1024 - 65535]); Send messages via Outbound Proxy is checked (Enable).
- PARK SERVER:** Park Server Domain Name/IP Address is empty; Park Account is 'pp'.
- PRESENCE SERVER:** Presence Server Domain Name/IP Address is 192.168.0.250.
- OTHERS:** Session Timer is 1800 sec. (range [90 - 99999]); Media Port is 41000 (range [1024 - 65535]); Prack is checked (Disable); Session Refresher is checked (None); Session Timer Method is checked (Invite); UDP/TCP is checked (UDP); Register with Proxy is checked (Enable).

At the bottom of the configuration area, there are 'Submit' and 'Reset' buttons. The page footer includes the D-Link logo and the text 'VoIP'.

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

• Park Server & Presence Server

<b>Park Server Domain Name/IP Address:</b>	The host name or IP address of the Park server.
<b>Park Account:</b>	The number of the parking space for parking calls. It can be the number of a virtual extension offered by Park server.
<b>Presence server Domain Name/IP Address:</b>	The host name or IP address of the Presence server, which is used for DSS and BLF (Line key is set at <b>Extension</b> ).
• Others	
<b>Session Timer:</b>	<p><b>Session Timer</b> is the method that the <b>Session Refresher</b> initiates the handshaking periodically to examine whether the VoIP communication remains alive.</p> <p>The <b>Session Timer Method</b>, which is used for handshaking, can be INVITE or UPDATE that are two kinds of SIP Method. The Session Refresher must initiate the handshaking within the designate time depending on the policy in SIP standard.</p>
<b>Media Port:</b>	The port used for voice packets (i.e. RTP packets) transmission.
<b>Prack:</b>	Enable or disable the function of <b>PRACK</b> , which is used for responding to the provisional responses such as “100 Trying” and “180 Ringing”.
<b>Session Refresher:</b>	Select one to be the <b>Session Refresher</b> from the options.
<b>Session Timer Method:</b>	Select one to be the <b>SIP Timer Method</b> from the options.
<b>UDP/TCP:</b>	Select the Transport Layer Protocol for SIP negotiation.
<b>Register with Proxy:</b>	Please set this item at <b>Enable</b> for common use.
	<p><b>Enable:</b> The procedure of SIP Registration is required for making or receiving calls through the SIP server.</p> <p><b>Disable:</b> The phone is allowed to make or receive calls without the SIP Registration in advance.</p>

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

# SIP Account Setting

**Default Account:** The VoIP phone is capable to register itself at one SIP Registrar with four different accounts. All the registered accounts can be used for answering calls; however, only the Default Account can be used for making calls.

**Account Active:** Enable or disable the SIP account.

**Display Name:** Enter a preferred name or the one assigned by your service provider.

**SIP User Name:** Enter the SIP user name or number that is provided by your service provider.

**Authentication User Name:** The ID that is used to authenticate the VoIP phone when it registers to the SIP Registrar or makes calls through the SIP Proxy server.

**Authentication Password:** The password that is used to authenticate the VoIP phone when it registers to the SIP Registrar or makes calls through the SIP Proxy server.

**Ring Type:** Select the **Ringer type** from the nine options.

**Register Status:** **Registered** means the VoIP phone has registered to the SIP Registrar successfully. **UnRegister** means it doesn't register to the SIP Registrar.

Logout Product Page: DPH-128MS NA Hardware Version: A2 Firmware Version: 1.15.02 MAC Address: 00.1E.58.42.26.4B

**D-Link**

DPH-128MS // NETWORK **VOIP** ADVANCED PHONE REBOOT

SIP SETTING  
SIP ACCOUNT SETTING  
MESSAGE SERVER

**SIP ACCOUNT SETTING**

SIP ACCOUNT SETTING

Default Account Account 1

**ACCOUNT 1 SETTING**

Account Active Enable  
Display Name D-Link D-Link  
SIP User Name 100  
Authentication User Name 001E58422B4B\_phone  
Authentication Password .....  
Ring Type Default  
Register Status Register

**ACCOUNT 2 SETTING**

Account Active Disable  
Display Name  
SIP User Name  
Authentication User Name  
Authentication Password  
Ring Type Default  
Register Status UnRegister

**ACCOUNT 3 SETTING**

Account Active Disable  
Display Name  
SIP User Name  
Authentication User Name  
Authentication Password  
Ring Type Default  
Register Status UnRegister

**ACCOUNT 4 SETTING**

Account Active Disable  
Display Name  
SIP User Name  
Authentication User Name  
Authentication Password  
Ring Type Default  
Register Status UnRegister

Submit Reset

**VoIP**

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

# Message Server

- MWI Message Server Domain Name/IP Address:** The host name or IP address of the Message server.
- MWI Message Server Port Number:** The port of the Message server that is used for SIP negotiation.
- MWI Message Subscribe Expire Time:** The VoIP phone is capable to send SIP Subscribe with the Expire Time for the information about received voice message. The Message server will inform the phone with the information periodically within the time.
- Voice Message Account:** The number of the Message server that you can dial for accessing your message box.

The screenshot shows the D-Link VoIP configuration interface for the Message Server. The page title is "D-Link" and the product is "DPH-128MS". The hardware version is A2, the firmware version is 1.15.02, and the MAC address is 00.1E.58.42.2B.4B. The navigation menu includes NETWORK, VOIP, ADVANCED, PHONE, and REBOOT. The current page is "MESSAGE SERVER". The configuration fields are:

- MWI Message Server Domain Name/IP Address:** 192.168.0.198 (with a checked box for "Same with Registrar Server")
- MWI Message Server Port Number:** 5060 (range [1024 - 65535])
- MWI Message Subscribe Expire Time:** 3600 sec. (range [60 - 9999] (Default: 3600 sec.))
- Voice Message Account:** 886

Buttons for "Submit" and "Reset" are located at the bottom of the configuration area.

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

# Advanced QoS Setting

The QoS setting allows you to modify the network packets to be delivered and forwarded in a higher priority. Besides, you can also enable the VLAN function to make the phone work properly in the Virtual LAN. Please contact your service provider or the administrator for detail.

**Voice DSCP:** Enter the value of **DiffServ** field in IP header to modify the priority of voice packets (i.e. RTP packets). **63** means the RTP packets will be delivered and forwarded in the highest priority.

**SIP DSCP:** Enter the value of **DiffServ** field in IP header to modify the priority of SIP packets. **63** means the SIP packets will be delivered and forwarded in the highest priority.

**VLAN:** Enable or disable the **VLAN** function. When the VoIP phone is set at Router mode (see 9.4.6 Router/Bridge), all the network packets including the ones received from the LAN port will be appended with VLAN Tag before they are delivered through the WAN port; however, when it is set at Bridge mode, only the packets generated by the phone set will be appended with VLAN Tag.

**VLAN Priority:** Enter the value of **VLAN Priority** to modify the network packets to be delivered and forwarded in a higher or lower priority within Virtual LAN.

**VLAN ID:** Enter the **VLAN ID** to configure the phone associating to the designate Virtual LAN.

The screenshot shows the D-Link VoIP configuration interface. At the top, there is a navigation bar with tabs for NETWORK, VOIP, ADVANCED, PHONE, and REBOOT. The ADVANCED tab is selected. Below the navigation bar, there is a sidebar with options for QoS SETTING, NAT TRAVERSAL SETTING, and VOICE SETTING. The main content area is titled 'QoS SETTING' and contains two input fields: 'Voice DSCP' with a value of 5 and 'SIP DSCP' with a value of 0. Below these fields is a 'VLAN SETTING' section with a warning message: 'Enable/Disable VLAN might Caused Network Connection Problem'. There are radio buttons for 'VLAN' set to 'Disable', and 'Submit' and 'Reset' buttons at the bottom.

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

## NAT Traversal Settings

When the VoIP phone is set behind a NAT router, you will need the NAT Traversal function to send and receive the network packets (e.g. RTP packets) properly. The VoIP phone supports STUN, UPnP and a non-standard method called “Manual Config External IP/Port” to assist the phone in NAT Traversal.

- STUN Server Setting

**STUN:** Enable or disable the **STUN** function.

**STUN Domain Name/ IP Address:** Enter the host name or IP address of the STUN server.

- Manual Config External IP/Port

**User Defined External IP/Port:** It is a non-standard method that can help you to configure the phone with the following items to traverse NAT properly.

**External IP Address:** Select one from the three options to obtain the external IP address.

**External SIP Port:** Manual Set: If the NAT router is allocated with a fixed IP address, we suggest that you can select this option and enter the unchangeable IP address in the blank.

Use STUN to Get External IP Address: Obtain the external IP address through the STUN procedure. Please enter the IP address of STUN server in STUN Domain Name/IP Address in advance.

Use UPnP to Get External IP Address: Obtain the external IP address through the UPnP procedure.

**External Media Port:** Enter the external port that is reserved for the SIP signaling.

**VLAN ID:** Enter the external port that is reserved for the RTP transmission.

The screenshot shows the D-Link VoIP configuration interface. At the top, it displays 'Product Page: DPH-128MS NA', 'Hardware Version: A2', 'Firmware Version: 1.15.02', and 'MAC Address: 00.1E.58.42.2B.4B'. The main navigation bar includes 'D-Link', 'DPH-128MS', and tabs for 'NETWORK', 'VOIP', 'ADVANCED', 'PHONE', and 'REBOOT'. The 'ADVANCED' tab is selected, showing the 'NAT TRAVERSAL SETTING' page. The page is divided into several sections: 'STUN SERVER SETTING' with a 'STUN' toggle (checked 'Disable') and a 'STUN Domain Name/IP Address' input field; 'MANUAL CONFIG EXTERNAL IP/PORT' with a 'User Defined External IP/Port' toggle (checked 'Disable'), three radio button options for 'External IP Address' (Manual Set, Use Stun get External IP Address, Use UPnP get External IP Address), and input fields for 'External SIP Port' (5060) and 'External Media Port' (41000); 'UPnP SETTING' with a 'UPnP' toggle (checked 'Disable'); and 'NAT KEEPALIVE TIME SETTINGS' with 'Always send keepalive packet' (checked 'Disable') and a 'KeepAlive Time' input field (30 seconds).

- UPnP Setting

**UPnP:** | Enable or disable the UPnP function.

- NAT Keep Alive Time Settings

**Always Send Keep Alive Packet:** | Enable or disable the function to send the lightweight packets for keeping the tunnel that is established by NAT router for SIP signaling.

**Keep Alive Time:** | The time period that the VoIP phone sends out the lightweight packets for keeping the tunnel alive.

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

## Voice Setting

**Codec (Priority 1-3):** Decide and make the codec priority with the supported audio codec such as G.711  $\mu$ -law, G.711 a-law, and G.729A. The codec at first priority is highly probable to be used for conversation.

**RTP Packet Length:** Select the **RTP Packet Length** in milliseconds from the options for each audio codec. It will increase the network traffic load if a shorter packet length is selected; however, it may reduce the voice quality if a longer length is selected.

**VAD:** Enable or disable the **VAD** (short for Voice Activity Detection) function for silence suppression. When VAD is ON, the CNG (Comfort Noise Generation) function will also be activated.

**DTMF Method:** The VoIP phone supports three kinds of method to generate DTMF tones such as **Out Band** (i.e. RFC 2833), **In Band** and **SIP INFO**.

**Payload Type:** When **Out Band** is selected, please also decide and enter the value of **Payload Type** in the blank. Please contact your service provider for a suitable type.

The screenshot shows the D-Link VoIP configuration interface. At the top, there is a navigation bar with 'D-Link' and 'VoIP' tabs. The 'ADVANCED' tab is selected, and the 'VOICE SETTING' sub-tab is active. The configuration fields are as follows:

- Codec (Priority 1):** G.711  $\mu$ -law
- Codec (Priority 2):** G.729A
- Codec (Priority 3):** G.711 A-law
- RTP Packet Length:**
  - G.711  $\mu$ -Law: 20ms
  - G.711 A-Law: 20ms
  - G.729A: 20ms
- VAD:**  On  Off
- DTMF Method:**  Out Band  In Band  SIP INFO
- Payload Type:** 101 [96 - 127]

Buttons for 'Submit' and 'Reset' are located at the bottom of the configuration area.

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

# Phone Phone Setting

The Phone Setting hereby allows you to configure your phone with the personalized settings for easy and convenient use.

## • Phone Setting

- Tone Setting:** Select the right **Tone Setting** for the location or country where you are.
- Ringer Type:** The VoIP phone supports three types with nine options for Ringer that are four tones, four melodies and one MP3 music.
- Hold Tone:** Select a preferred type for Hold music.
- Transfer end of Conference Call:** Enable the function to transfer call from one of the conference parties to another when you hang up a three-way conference call.  
*Note: You must be the initiator of the three-way call through the VoIP phone.*

## • Timer

- Pound Key Dial:** Enable or disable the pound key to be the end-of-dial digit.
- Missed Call Display:** Enable or disable to show the prompt for missed calls on LCD.
- Internet Radio:** Enable or disable the integrated Internet Radio.

Logout Product Page: DPH-128MS NA Hardware Version: A2 Firmware Version: 1.15.02 MAC Address: 00.1E.58.42.2B.4B

D-Link

DPH-128MS // NETWORK VOIP ADVANCED PHONE REBOOT

PHONE SETTING

PHONE SETTING

PHONE SETTING

Tone Setting America

Ringer Type Tone 1

Hold Tone  Melody  Tone  MP3 Hold

Transfer end of Conference Call  Disable  Enable

Pound Key Dial  Disable  Enable

Missed Call Display  Disable  Enable

Internet Radio  Disable  Enable

Backlight  Disable  Enable

Banner  Disable  Enable

TIMER

NTP Recycle Timer 1 hour [1 - 24] Network Time Adjustment Period

Inter Digit Timer 4 sec. [0 - 60] 0: Disable

Originating Not Accept Timer 180 sec. [0 - 600] 0: Disable

Incoming No Answer Timer 180 sec. [0 - 600] 0: Disable

Hold Recall Timer 180 sec. [0 - 600] 0: Disable

Auto Speaker Off Timer 30 sec. [0 - 600] 0: Disable

Submit Reset

VoIP

<b>NTP Recycle Timer:</b>	The cycle that the VoIP phone synchronizes the time setting with NTP server periodically.
<b>Inter Digit Timer:</b>	The time interval of the detection between the dialed digits. If the time is elapsed, the phone will send out the dialed number.
<b>Originating Not Accept Timer:</b>	If the time is elapsed and the call which is originated by the VoIP phone is not picked up, it will cancel the call by itself.
<b>Incoming No Answer Timer:</b>	If the time is elapsed and the incoming call is not picked up, the VoIP phone will reject the call automatically.
<b>Hold Recall Timer:</b>	If the time is elapsed, the VoIP phone will remind you that a call is on hold.
<b>Auto Speaker Off Timer:</b>	If the time is elapsed, the VoIP phone will turn off the Speaker automatically if a call is disconnected or the speaker is turned on unexpectedly.

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

## Call Function

- Do Not Disturb:** Enable or disable Do Not Disturb to reject all incoming calls.
- Call Waiting:** Enable or disable Call Waiting to accept the incoming call when the phone is engaged in an active call.
- Call Waiting Tone Notify:** Enable or disable to generate a reminding tone to inform the user, who is on a phone call, of a new incoming call.
- Anonymous Call:** Select one from the options if you want to hide your identification when you make outgoing calls. If the **Display Name** is selected, only the display name in SIP URI will be replaced by Anonymous; if the **Full URI** is selected, it will hide all the personal information.
- Anonymous Call Reject:** Enable or disable this function to automatically reject the incoming calls without call identification.
- Call Forward:** Select one rule from the options for call forwarding and enter the number where the call will be forwarded.  
**No Answer:** It forwards calls if the call is not picked up when the time elapsed (Incoming No Answer Timer).  
**Busy:** It forwards calls if the phone is in use.  
**Unconditional:** It always forward incoming calls to the destination.
- Hot Line:** Enable the function to originate call to the **Number** automatically whenever you pick up the handset. If the **Timeout** is zero, it means the number will be dialed immediately; otherwise, the phone waits for the time elapsed and then dials the number by itself.

The screenshot shows the D-Link VoIP configuration interface for a DPH-128MS phone. The 'CALL FUNCTION' section is active, displaying the following settings:

- Do Not Disturb:**  Disable  Enable
- Call Waiting:**  Disable  Enable
- Call Waiting Tone Notify:**  Disable  Enable
- Anonymous Call:**  Disable  Full URI  Display Name
- Anonymous Call Reject:**  Disable  Enable
- Call Forward:**
  - No Answer [Input Field]
  - Busy [Input Field]
  - Unconditional [Input Field]
- HotLine:**  Disable  Enable
  - Number: [Input Field]
  - Timeout: 0 sec. [0 - 60]

Buttons for **Submit** and **Reset** are located at the bottom of the configuration area.

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

## Speed Dial

**Number \*00 ~ \*09:** Please enter the phone number or SIP URI in the fields provided. The phone supports 10 phone numbers for Speed Dial.

The screenshot shows the D-Link VoIP configuration page for the DPH-128MS. The page is titled "D-Link" and "VoIP". The "PHONE" tab is selected. The "SPEED DIAL" section is active, showing "SPEED DIAL SETTING (MAXIMUM 63 CHAR.)". There are ten input fields for numbers \*00 through \*09. Below the input fields are "Submit" and "Reset" buttons.

Number *00	Number *01
<input type="text"/>	<input type="text"/>
Number *02	Number *03
<input type="text"/>	<input type="text"/>
Number *04	Number *05
<input type="text"/>	<input type="text"/>
Number *06	Number *07
<input type="text"/>	<input type="text"/>
Number *08	Number *09
<input type="text"/>	<input type="text"/>

Submit Reset

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

## Dial Plan

A dial plan establishes the expected number and pattern of digits for a telephone number. This includes country codes, access codes, area codes and all combinations of digits dialed.

**Internal:** Extension numbers of three digits in length.

**Local numbers:** A seven or ten digit number, which may be preceded by an 8 or 9 if required to access an outside line.

**Long distance:** An eleven digit number that consists of a 1, then a three-digit area code, then a seven-digit number; preceded by an 8 or 9 if required to access an outside line.

Logout Product Page: DPH-128MS NA Hardware Version: A2 Firmware Version: 1.15.02 MAC Address: 00.1E.58.42.2B.4B

**D-Link**

DPH-128MS // NETWORK VOIP ADVANCED PHONE REBOOT

PHONE SETTING  
CALL FUNCTION  
SPEED DIAL  
DIAL PLAN  
LINE KEY SETTING  
MUSIC STATION  
MP3 FILE  
CALL TRACING LOG

**DIAL PLAN**

**DIALING PLAN**

Prefix  Min  Max   
Del  Add

TABLE MAXIMUM: 60

Prefix	Min-Digits	Max-Digits	Del-Digits	Add
1	3	3	0	
2	3	3	0	
3	3	3	0	
4	3	3	0	
5	3	3	0	
6	3	3	0	
7	3	3	0	

**VoIP**

## Line Key Setting

The VoIP phone supports twelve line keys for operating the phone quickly and conveniently. Eleven of them (\*M1 is reserved for Line key and is not programmable) are programmable for One Touch Dial and those advanced features such as Call Park and DSS/BLF (Extension).

**Line:** All the programmable keys are set at **Line** by default. The key which is set as line key will be used to originate or receive call.

**Park:** Call Park is an advanced feature that allows you to park calls in the parking area and retrieve the parked calls. A server which supports Call Park is also required. Please set the key at **Park** and enter the number of the parking area into the blank following **Park Number**.

**One Touch Dial:** It allows you to call someone quickly by pressing the key once instead of dialing the phone number. Please set the key at **One Touch Dial** and enter the phone number (or SIP URI) into the blank following **Phone Number**.

**Extension:** To set the key at **Extension** means that it is capable to call an extension, pick up calls for the designate extension and observe the status of the extension through the key. It is similar to the features of the extension under a legacy PBX. A server which supports those call features is also required.

Logout Product Page: DPH-128MS NA Hardware Version: A2 Firmware Version: 1.15.02 MAC Address: 00:1E:58:42:2B:4B

**D-Link**

DPH-128MS // NETWORK VOIP ADVANCED PHONE REBOOT

PHONE SETTING  
CALL FUNCTION  
SPEED DIAL  
DIAL PLAN  
LINE KEY SETTING  
MUSIC STATION  
MP3 FILE  
CALL TRACING LOG

**LINE KEY SETTING**

M2 SETTING  
Type  Line  One Touch Dial  Extension

M3 SETTING  
Type  Line  One Touch Dial  Extension

M4 SETTING  
Type  Line  One Touch Dial  Extension

M5 SETTING  
Type  Line  One Touch Dial  Extension

M6 SETTING  
Type  Line  One Touch Dial  Extension

M7 SETTING  
Type  Line  One Touch Dial  Extension

M8 SETTING  
Type  Line  One Touch Dial  Extension

M9 SETTING  
Type  Line  One Touch Dial  Extension

M10 SETTING  
Type  Line  One Touch Dial  Extension

M11 SETTING  
Type  Line  One Touch Dial  Extension

M12 SETTING  
Type  Line  One Touch Dial  Extension

Submit Reset

**VoIP**

Click **Submit** to save and activate the changes, or **Reset** to restore the configurations.

**Note:** When the type of line key is not configured at “Line”, the telephone number which is corresponding to the key shall not be blank. Otherwise, the modification will not be available.

# Music Station

- Station Name:** An easy-to-memorize name of the station.
- Station URL:** The URL of the music station that you can find through Internet.
- New:** Enter a station name and the URL; then, click **New** to add the new station into Music Station.
- Modify:** Modify the select station and click **Modify** to save the change.
- Delete:** Select one from the stations and click **Delete** to erase it.
- Delete All:** Delete all of the stations.

Logout Product Page: DPH-128MS NA Hardware Version: A2 Firmware Version: 1.15.02 MAC Address: 00.1E.58.42.2B.4B

**D-Link**

DPH-128MS // NETWORK VOIP ADVANCED PHONE REBOOT

PHONE SETTING  
CALL FUNCTION  
SPEED DIAL  
DIAL PLAN  
LINE KEY SETTING  
MUSIC STATION  
MP3 FILE  
CALL TRACING LOG

**MUSIC STATION**

Record No : 10  
Maximum Record : 20

Station Name :  Maximum 79 Char.  
Station URL : http:// Maximum 254 Char.

New Modify Delete Delete All

**Music Station Setting**

Station Name	Station URL
HitzRadio	http://www.hitzradio.com/hitzradio.pls
.977 The Hitz Channel	http://www.shoutcast.com/sbin/tunein-station.pls?id=1025
.977 The 80s Channel	http://www.shoutcast.com/sbin/tunein-station.pls?id=1553
SKY.FM - Top Hits Music	http://www.shoutcast.com/sbin/tunein-station.pls?id=526
SKY.FM - Absolutely Smooth Jazz	http://www.shoutcast.com/sbin/tunein-station.pls?id=1403
Radio Paradise	http://www.shoutcast.com/sbin/tunein-station.pls?id=8771
Republic of Koera Top Radio	http://www.shoutcast.com/sbin/tunein-station.pls?id=6339
Groove Salad	http://www.shoutcast.com/sbin/tunein-station.pls?id=841
French Kiss FM	http://www.shoutcast.com/sbin/tunein-station.pls?id=7781
HOT 108 JAMZ	http://www.shoutcast.com/sbin/tunein-station.pls?id=4757

**VoIP**

## MP3 File

**MP3 Ring or Hold:** The IP phone allows you to upload two MP3 files for both Hold Music and Ringer for incoming calls. Please select one type from the two options to upload the MP3 file. The size of each MP3 file shall not be larger than 50 Kbytes.

**Ring File / Browse:** Click Browse and direct the phone to the right folder of your PC to upload the MP3 file.

**Upload File:** Click Upload File to upload the select MP3 file.

The screenshot shows the D-Link VoIP configuration interface. At the top, there is a status bar with 'Logout', 'Product Page: DPH-128MS NA', 'Hardware Version: A2', 'Firmware Version: 1.15.02', and 'MAC Address: 00:1E:58:42:2B:4B'. Below this is the 'D-Link' logo and a navigation menu with tabs for 'NETWORK', 'VOIP', 'ADVANCED', 'PHONE', and 'REBOOT'. The 'MP3 FILE' section is active, showing 'MP3 RING / MP3 HOLD' options. There are radio buttons for 'MP3 Ring' (selected) and 'MP3 Hold'. A 'Ring File' input field is present with a 'Browse...' button. A red error message states: 'There is no MP3 Ring file uploaded. (Maximum File Size is 50 KB)'. An 'Upload File' button is located at the bottom of the form area. The left sidebar contains a list of menu items: 'PHONE SETTING', 'CALL FUNCTION', 'SPEED DIAL', 'DIAL PLAN', 'LINE KEY SETTING', 'MUSIC STATION', 'MP3 FILE', and 'CALL TRACING LOG'. The 'MP3 FILE' item is highlighted. At the bottom of the page, the 'VoIP' logo is visible.

**Note:** If there is not an MP3 file for Hold Music or Ringer, it shows the message “**There is no MP3 Ring/Hold file uploaded**” in red. If the MP3 file has successfully uploaded to a phone, it shows the message “**The current MP3 Ring/Hold file size is XXXXX bytes.**”

# Call Tracing Log

Call Tracing Log of the IP phone for system debug.

Logout Product Page: DPH-128MS NA Hardware Version: A2 Firmware Version: 1.15.02 MAC Address: 00:1E:58:42:2B:4B

**D-Link**

DPH-128MS // NETWORK VOIP ADVANCED PHONE REBOOT

PHONE SETTING  
CALL FUNCTION  
SPEED DIAL  
DIAL PLAN  
LINE KEY SETTING  
MUSIC STATION  
MP3 FILE  
CALL TRACING LOG

**CALL TRACING LOG**

**TRACE LOG**

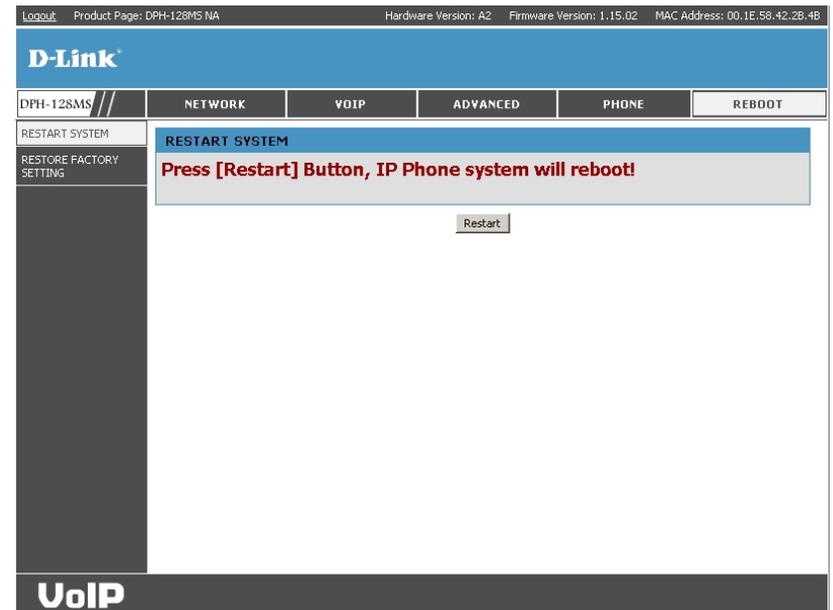
No.	Trace Log
000	16 Force delay
001	10 alloc xcall(100E1904)
002	10 Call state: x(100E1904), (dial)
003	16 RtpPlayToneBase: tone(1)
004	16 RtpPlayToneBase: sdSetGain
005	16 Force delay
006	DspChenClose
007	10 free xcall(100E1904): 1
008	16 Force delay
009	--- dhcp_inform_retry ---
121	16 Force delay
122	DspChenClose
123	10 free xcall(100E36C4): 1
124	16 Force delay
125	act_file_read(/sip/dialplan.bin): len(62)

**VoIP**

# Reboot

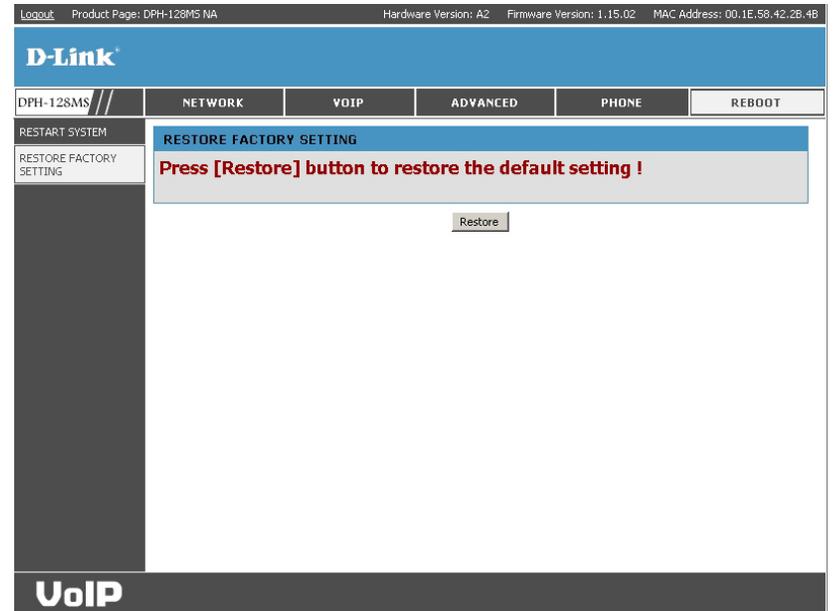
## Restart System

Click **Restart** to restart the phone immediately.



## Restore Factory Settings

Click **Restore** to restore the phone settings to factory default.



# Troubleshooting

This chapter provides solutions to problems that can occur during the installation and operation of the DHP-125MS. Read the following descriptions if you are having problems.

## **There is no DIAL tone.**

- Check if there are any loose connections.

## **Why can't I dial my friend's SIP number?**

- Check Registrar Server Domain Name/IP address and Outbound Proxy Domain Name/IP Address (under SIP Settings in Configuration Menu). Make sure you have the right Name or IP Address.
- Check the LCD display on your phone to see if there is a name or number displayed on the screen. If the name or number is not displayed, use a web browser and access the configuration menu. Make sure that the Registrar Server Domain Name/IP Address is correct.
- Check the register status under SIP Account Settings in the configuration menu (from web browser). If your status is unregistered, it means you do not have a SIP account. Contact your SIP service provider to get an account.

## **I accidentally set DSL to enable and now the phone does not boot up?**

- Unplug the power cord from the IP phone. Wait 2 seconds and plug the power cord back in the IP phone. Press and hold MENU key. The system should bypass boot up and go straight into phone setup menu. Modify the phone setting and make sure you save it before you exit.

## **Why do I get "Can't Upgrade Now" screen when I click Submit in the configuration menu?**

- Make sure you exit setting mode (phone book, menu, speed dial...) before you click Submit in the configuration menu.

# Networking Basics

## Check your IP address

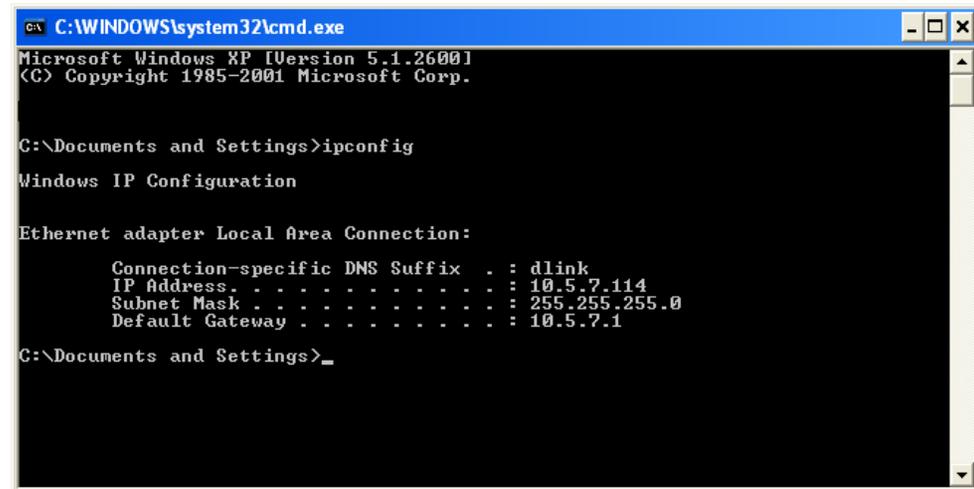
After you install your new D-Link adapter, by default, the TCP/IP settings should be set to obtain an IP address from a DHCP server (i.e. wireless router) automatically. To verify your IP address, please follow the steps below.

Click on **Start > Run**. In the run box type **cmd** and click **OK**.

At the prompt, type **ipconfig** and press **Enter**.

This will display the IP address, subnet mask, and the default gateway of your adapter.

If the address is 0.0.0.0, check your adapter installation, security settings, and the settings on your router. Some firewall software programs may block a DHCP request on newly installed adapters.



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : dlink
    IP Address . . . . . : 10.5.7.114
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 10.5.7.1

C:\Documents and Settings>_
```

If you are connecting to a wireless network at a hotspot (e.g. hotel, coffee shop, airport), please contact an employee or administrator to verify their wireless network settings.

## Statically Assign an IP address

If you are not using a DHCP capable gateway/router, or you need to assign a static IP address, please follow the steps below:

### Step 1

Windows® XP - Click on **Start > Control Panel > Network Connections**.

Windows® 2000 - From the desktop, right-click **My Network Places > Properties**.

### Step 2

Right-click on the **Local Area Connection** which represents your D-Link network adapter and select **Properties**.

### Step 3

Highlight **Internet Protocol (TCP/IP)** and click **Properties**.

### Step 4

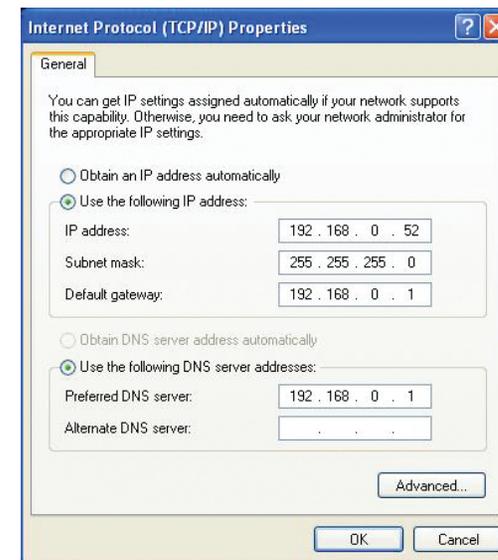
Click **Use the following IP address** and enter an IP address that is on the same subnet as your network or the LAN IP address on your router.

Example: If the router's LAN IP address is 192.168.0.1, make your IP address 192.168.0.X where X is a number between 2 and 99. Make sure that the number you choose is not in use on the network. Set Default Gateway the same as the LAN IP address of your router (192.168.0.1).

Set Primary DNS the same as the LAN IP address of your router (192.168.0.1). The Secondary DNS is not needed or you may enter a DNS server from your ISP.

### Step 5

Click **OK** twice to save your settings.



# Technical Specifications

## Protocol

IETF SIP (RFC3261)

## Network Interface

RJ45 x 2, 10/100BaseT

## LCD Display

128 x 64 dot matrix

## Key Pad

37 Keys

## Call Features

- Call Hold Resume
- Call Mute
- Call Transfer (Blind / Attend & Early Attended Transfer)
- Call Forward (Busy / No answer / Unconditional)
- Call Waiting
- Call Waiting Indication
- Three Way Conferences
- Anonymous Call / Rejection
- Message Waiting Indication
- Do Not Disturb
- Redial / Last Number Redial
- Auto Answer
- Call Park / Retrieve
- Call Pickup

## Voice Codec

- G.711a/u (64 kbps)
- G.729A/B (8 kbps)

## Phone Functions

- Multi-user (4 SIP Accounts)
- Speakerphone Communication
- Pre-dial Before Sending
- Handset / Speakerphone Volume Adjustment
- Speed-dial (10 records)
- Phonebook (200 records)
- Call History (Incoming / Outgoing / Missed calls)

## Security

- HTTP 1.1 Basic/Digest Authentication for Web Setup
- MD5 for SIP Authentication (RFC 2069/ RFC 2617)

## Dial Methods

- Direct IP Call without SIP Registration
- Dial Registered Number via SIP Server
- Dial URI from Phonebook / Speed-dial

## Voice Quality

- VAD (Voice Activity Detection)
- CNG (Comfort Noise Generation)
- AEC (Acoustic Echo Cancellation)
- G168
- Jitter buffer

### **QoS**

- ToS field
- IEEE 802.1q VLAN

### **Tone**

- DTMF
- Ring Tone, 4 Selectable and 4 Editable Tones
- Ring Back Tone (Local and Remote)
- Dial Tone
- Busy Tone

### **IP Assignment**

- Static IP
- DHCP
- PPPoE

### **NAT Traversal**

- UPnP
- STUN

### **TCP/IP**

IP/TCP/UDP/DHCP/RTP/RTCP/  
ICMP/HTTP/NTP/TFTP/DNS

### **Configuration**

- Key & LCD Configuration
- Web browser Configuration
- Auto/Manual Provisioning System

### **Firmware Upgrade**

- TFTP
- Auto Provisioning System

### **Power**

- 5V, 2.0A

### **PoE Rating**

- 48V/250mA

### **Environmental**

- Operating Temperature: 32°F to 104°F
- Storage Temperature: -4°F to 140°F
- Humidity: 5% to 90%

### **Certifications**

- FCC Part 15 Class B
- CE Class B

### **Physical**

- Item Dimensions (WxHxD): 7.9" x 3.2" x 7.9"
- Packaging Dimensions (WxHxD): 8.2" x 3.8" x 10.8"
- Item Weight: 1.61 lbs
- Packaging Weight: 3.48 lbs

### **Warranty\***

- 1-Year Limited

\*1-Year Limited Warranty available only in the USA and Canada.

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# Contacting Technical Support

U.S. and Canadian customers can contact D-Link technical support through our web site or by phone.

Before you contact technical support, please have the following ready:

- Model number of the product (e.g. DPH-128MS)
- Hardware Revision (located on the label on the bottom of the phone (e.g. rev A1))
- Serial Number (s/n number located on the label on the bottom of the phone).

Please check the D-Link support site below for the latest product information including FAQ's, known issues, and other product-related updates.

## For customers within the United States:

**Phone Support:**  
(888) 404-6262

**Internet Support:**  
<http://support.dlink.com>

## For customers within Canada:

**Phone Support:**  
(888) 404-6262

**Internet Support:**  
<http://support.dlink.com>

# Warranty

Subject to the terms and conditions set forth herein, D-Link Systems, Inc. (“D-Link”) provides this Limited Warranty:

- Only to the person or entity that originally purchased the product from D-Link or its authorized reseller or distributor, and
- Only for products purchased and delivered within the fifty states of the United States, the District of Columbia, U.S. Possessions or Protectorates, U.S. Military Installations, or addresses with an APO or FPO.

## **Limited Warranty:**

D-Link warrants that the hardware portion of the D-Link product described below (“Hardware”) will be free from material defects in workmanship and materials under normal use from the date of original retail purchase of the product, for the period set forth below (“Warranty Period”), except as otherwise stated herein.

- Hardware (excluding power supplies and fans): One (1) year
- Power supplies and fans: One (1) year
- Spare parts and spare kits: Ninety (90) days

The customer’s sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link’s option, to repair or replace the defective Hardware during the Warranty Period at no charge to the original owner or to refund the actual purchase price paid. Any repair or replacement will be rendered by D-Link at an Authorized D-Link Service Office. The replacement hardware need not be new or have an identical make, model or part. D-Link may, at its option, replace the defective Hardware or any part thereof with any reconditioned product that D-Link reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer, and is subject to the same limitations and exclusions. If a material defect is incapable of correction, or if D-Link determines that it is not practical to repair or replace the defective Hardware, the actual price paid by the original purchaser for the defective Hardware will be refunded by D-Link upon return to D-Link of the defective Hardware. All Hardware or part thereof that is replaced by D-Link, or for which the purchase price is refunded, shall become the property of D-Link upon replacement or refund.

### **Limited Software Warranty:**

D-Link warrants that the software portion of the product (“Software”) will substantially conform to D-Link’s then current functional specifications for the Software, as set forth in the applicable documentation, from the date of original retail purchase of the Software for a period of ninety (90) days (“Software Warranty Period”), provided that the Software is properly installed on approved hardware and operated as contemplated in its documentation. D-Link further warrants that, during the Software Warranty Period, the magnetic media on which D-Link delivers the Software will be free of physical defects. The customer’s sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link’s option, to replace the non-conforming Software (or defective media) with software that substantially conforms to D-Link’s functional specifications for the Software or to refund the portion of the actual purchase price paid that is attributable to the Software. Except as otherwise agreed by DLink in writing, the replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by D-Link for the Software. Replacement Software will be warranted for the remainder of the original Warranty Period and is subject to the same limitations and exclusions. If a material non-conformance is incapable of correction, or if D-Link determines in its sole discretion that it is not practical to replace the non-conforming Software, the price paid by the original licensee for the non-conforming Software will be refunded by D-Link; provided that the non-conforming Software (and all copies thereof) is first returned to D-Link. The license granted respecting any Software for which a refund is given automatically terminates.

### **Non-Applicability of Warranty:**

The Limited Warranty provided hereunder for Hardware and Software portions of D-Link’s products will not be applied to and does not cover any refurbished product and any product purchased through the inventory clearance or liquidation sale or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product and in that case, the product is being sold “As-Is” without any warranty whatsoever including, without limitation, the Limited Warranty as described herein, notwithstanding anything stated herein to the contrary.

### **Submitting A Claim:**

The customer shall return the product to the original purchase point based on its return policy. In case the return policy period has expired and the product is within warranty, the customer shall submit a claim to D-Link as outlined below:

- The customer must submit with the product as part of the claim a written description of the Hardware defect or Software nonconformance in sufficient detail to allow DLink to confirm the same, along with proof of purchase of the product (such as a copy of the dated purchase invoice for the product) if the product is not registered.
- The customer must obtain a Case ID Number from D-Link Technical Support at 1-888-404-6262, who will attempt to assist the customer in resolving any suspected defects with the product. If the product is considered defective, the customer must obtain a Return Material Authorization (“RMA”) number by completing the RMA form and entering the assigned Case ID Number at <https://rma.dlink.com/>.

- After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. Do not include any manuals or accessories in the shipping package. DLink will only replace the defective portion of the product and will not ship back any accessories.
- The customer is responsible for all in-bound shipping charges to D-Link. No Cash on Delivery (“COD”) is allowed. Products sent COD will either be rejected by D-Link or become the property of D-Link. Products shall be fully insured by the customer and shipped to D-Link Systems, Inc., 17595 Mt. Herrmann, Fountain Valley, CA 92708. D-Link will not be held responsible for any packages that are lost in transit to D-Link. The repaired or replaced packages will be shipped to the customer via UPS Ground or any common carrier selected by D-Link. Return shipping charges shall be prepaid by D-Link if you use an address in the United States, otherwise we will ship the product to you freight collect. Expedited shipping is available upon request and provided shipping charges are prepaid by the customer. D-Link may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay D-Link’s reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by D-Link not to be defective or non-conforming.

### **What Is Not Covered:**

The Limited Warranty provided herein by D-Link does not cover:

Products that, in D-Link’s judgment, have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed; Initial installation, installation and removal of the product for repair, and shipping costs; Operational adjustments covered in the operating manual for the product, and normal maintenance; Damage that occurs in shipment, due to act of God, failures due to power surge, and cosmetic damage; Any hardware, software, firmware or other products or services provided by anyone other than D-Link; and Products that have been purchased from inventory clearance or liquidation sales or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product.

While necessary maintenance or repairs on your Product can be performed by any company, we recommend that you use only an Authorized D-Link Service Office. Improper or incorrectly performed maintenance or repair voids this Limited Warranty.

### **Disclaimer of Other Warranties:**

EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED “AS-IS” WITHOUT ANY WARRANTY OF ANY KIND WHATSOEVER INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT.

IF ANY IMPLIED WARRANTY CANNOT BE DISCLAIMED IN ANY TERRITORY WHERE A PRODUCT IS SOLD, THE DURATION OF SUCH IMPLIED WARRANTY SHALL BE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE. EXCEPT AS EXPRESSLY COVERED UNDER THE LIMITED WARRANTY PROVIDED HEREIN, THE ENTIRE RISK AS TO THE QUALITY, SELECTION AND PERFORMANCE OF THE PRODUCT IS WITH THE PURCHASER OF THE PRODUCT.

**Limitation of Liability:**

TO THE MAXIMUM EXTENT PERMITTED BY LAW, D-LINK IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, LOSS OF REVENUE OR PROFIT, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF OTHER EQUIPMENT OR COMPUTER PROGRAMS TO WHICH D-LINK'S PRODUCT IS CONNECTED WITH, LOSS OF INFORMATION OR DATA CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO D-LINK FOR WARRANTY SERVICE) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF D-LINK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY IS REPAIR, REPLACEMENT OR REFUND OF THE DEFECTIVE OR NONCONFORMING PRODUCT. THE MAXIMUM LIABILITY OF D-LINK UNDER THIS WARRANTY IS LIMITED TO THE PURCHASE PRICE OF THE PRODUCT COVERED BY THE WARRANTY. THE FOREGOING EXPRESS WRITTEN WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ANY OTHER WARRANTIES OR REMEDIES, EXPRESS, IMPLIED OR STATUTORY.

**Governing Law:**

This Limited Warranty shall be governed by the laws of the State of California. Some states do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the foregoing limitations and exclusions may not apply. This Limited Warranty provides specific legal rights and you may also have other rights which vary from state to state.

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### **FCC Statement:**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### **FCC Caution:**

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### **IMPORTANT NOTICE:**

#### **FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

For detailed warranty information applicable to products purchased outside the United States, please contact the corresponding local D-Link office.

This class B digital apparatus complies with Canada ICE-003

# Registration



Product registration is entirely voluntary and failure to complete or return this form will not diminish your warranty rights.

Version 1.0  
March 4, 2009