

# SL4050/10 SmartLink Series 10-Line VoIP SIP Phone

# SL4050/2 SmartLink Series 2-Line VoIP SIP Phone

## Getting Started Guide



SmartLink 4050/10



SmartLink 4050/2



### Approval

The Model SL4050 phones are not approved for, and are not intended for, connection to the Public Switched Telephone Network (PSTN).

Sales Office: +1 (301) 975-1000  
Technical Support: +1 (301) 975-1007  
E-mail: [support@patton.com](mailto:support@patton.com)  
WWW: [www.patton.com](http://www.patton.com)

Document Number: **09403U1-001 Rev. A**  
Part Number: **07MSL4050-GS**  
Revised: **June 24, 2005**

**Patton Electronics Company, Inc.**

7622 Rickenbacker Drive  
Gaithersburg, MD 20879 USA  
Tel: +1 (301) 975-1000  
Fax: +1 (301) 869-9293  
Support: +1 (301) 975-1007  
Web: [www.patton.com](http://www.patton.com)  
E-mail: [support@patton.com](mailto:support@patton.com)

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This warranty is limited to defects in workmanship or materials, and does not cover customer damage, abuse or unauthorized modification. If the product fails to perform as warranted, your sole recourse shall be repair or replacement as described above. Under no condition shall Patton Electronics be liable for any damages incurred by the use of this product. These damages include, but are not limited to, the following: lost profits, lost savings and incidental or consequential damages arising from the use of or inability to use this product. Patton Electronics specifically disclaims all other warranties, expressed or implied, and the installation or use of this product shall be deemed an acceptance of these terms by the user.

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# About this guide

This guide describes using the SmartLink 4050/10 10-Line VoIP SIP Telephone and SmartLink 4050/2 2-Line VoIP SIP Telephone.

## Audience

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This guide is intended for the following users:

- Operators
- Installers
- Maintenance technicians

## Structure

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This guide contains the following chapters and appendices:

- [Chapter 1](#) on page 15 provides information about the SIP phone
- [Chapter 2](#) on page 21 provides installation procedures
- [Chapter 3](#) on page 32 provides procedures for configuring the SIP Phone
- [Chapter 4](#) on page 57 describes how to operate the SIP Phone
- [Chapter 5](#) on page 62 describes how to use the Phone Book feature
- [Chapter 6](#) on page 65 contains information on troubleshooting problems with the SIP Phone
- [Chapter 7](#) on page 67 contains information on contacting Patton technical support for assistance
- [Appendix A](#) on page 70 contains compliance information for the SIP Phone
- [Appendix B](#) on page 72 contains specifications for the SIP Phone

For best results, read the contents of this guide *before* you install the SIP Phone.

## Precautions

Notes, cautions, and warnings, which have the following meanings, are used throughout this guide to help you become aware of potential problems. **Warnings** are intended to prevent safety hazards that could result in personal injury. **Cautions** are intended to prevent situations that could result in property damage or impaired functioning.

**Note** A note presents additional information or interesting sidelights.



CAUTION

The alert symbol and CAUTION heading indicate a potential hazard. Strictly follow the instructions to avoid property damage.



WARNING

The shock hazard symbol and WARNING heading indicate a potential electric shock hazard. Strictly follow the warning instructions to avoid injury caused by electric shock.

## Safety when working with electricity



WARNING

The SmartLink SIP Phone contains no user serviceable parts. The equipment shall be returned to Patton Electronics for repairs, or repaired by qualified service personnel.



WARNING

**Mains Voltage:** Do not open the case when the power cord is attached. The mains outlet that is utilized to power the SmartLink SIP Phone shall be within 10 feet (3 meters) of the device, shall be easily accessible, and protected by a circuit breaker.



WARNING

Do not work on the system or connect or disconnect cables during periods of lightning activity.



CAUTION

Ultimate disposal of this equipment must be handled according to all applicable national laws and regulations.

### General observations

- Clean the case with a soft slightly moist anti-static cloth
- Place the unit on a flat surface and ensure free air circulation
- Avoid exposing the unit to direct sunlight and other heat sources
- Protect the unit from moisture, vapors, and corrosive liquids


## Typographical conventions used in this document

This section describes the typographical conventions and terms used in this guide.

### General conventions

The procedures described in this manual use the following text conventions:

Table 1. General conventions

Convention	Meaning
Garamond blue type	Indicates a cross-reference hyperlink that points to a figure, graphic, table, or section heading. Clicking on the hyperlink jumps you to the reference. When you have finished reviewing the reference, click on the <b>Go to Previous View</b> button  in the Adobe® Acrobat® Reader toolbar to return to your starting point.
Garamond bold type	Indicates the names of command buttons that execute an action.
< >	Angle brackets indicate function and keyboard keys, such as <SHIFT>, <CTRL>, <C>, and so on.

# Chapter 1 **General information**

## **Chapter contents**

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## SmartLink 4050 Series SIP Phones overview

Voice over IP (also known as *Internet telephony*) is a technology that enables anyone to make a telephone call over the Internet. This is a quick user guide for the SmartLink 4050 Series SIP Phones. It will help you configure the telephone and have it ready to run within a few minutes.

The following items are included in the SmartLink 4050/10 and SmartLink 4050/2 packaging. Contact your supplier immediately if an item is missing.



SmartLink 4050/10 VoIP SIP Phone



SmartLink 4050/2 VoIP SIP Phone



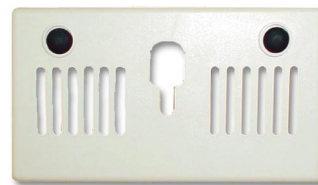
Ethernet cable, 10-foot (3-meter), Qty: 2



SmartLink documentation CD-ROM



Power Adaptor (5V DC)



Wall mounting plate (SL4050/10 only)



## Overview of SL4050/10 key functions

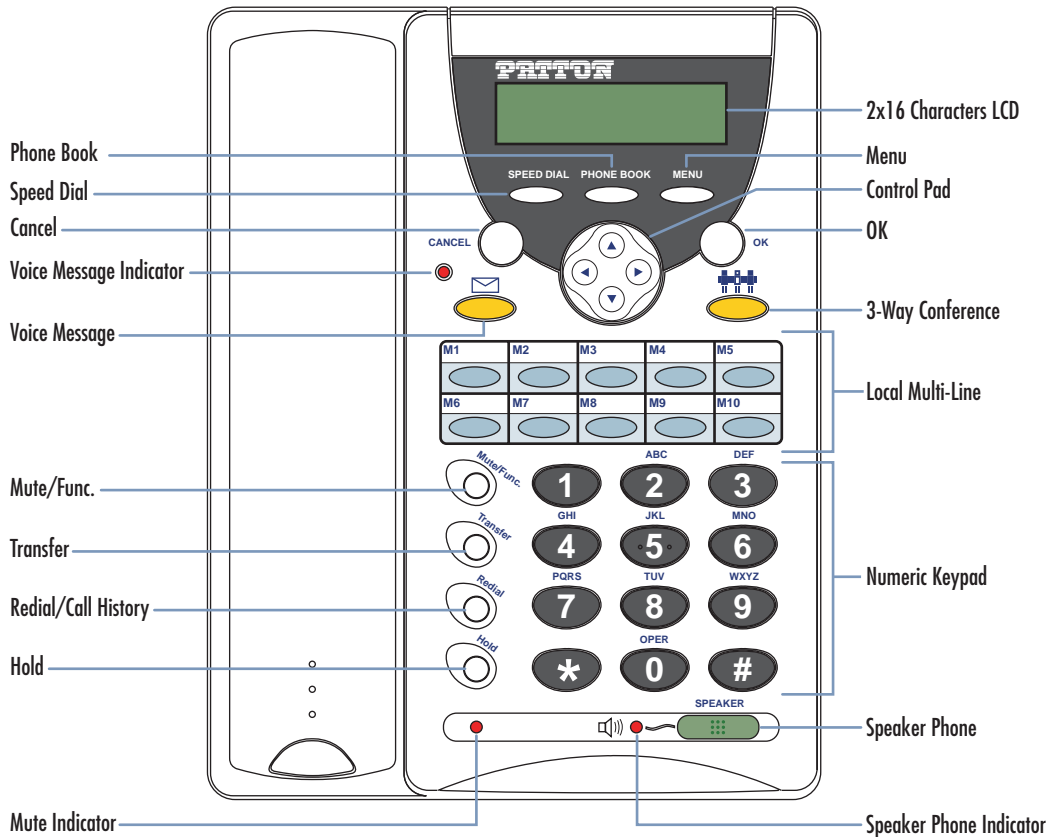


Figure 1. SmartLink 4050/10 SIP Phone controls and indicators

Table 2. Summary of SL4050/10 key functions

Item	Description
LCD Display	Displays menu, time, clock, name, phone number, call status
Menu	Access the phone menu
OK	Confirm setting change, exit menu, dial, save changes
Control Pad	Backspace, scroll up or down, select enable or disable
3-Way Conference	Enable 3-way conference
Local Multiline	Switch to different lines
Numeric Keypad	Input IP/phone number/alphabet characters
Speaker Phone	Enable user to use the phone without using the handset
Speaker Phone Indicator	Indicates that phone is currently in speaker phone mode
Phonebook	Access the phonebook

Table 2. Summary of SL4050/10 key functions (Continued)

Item	Description
Speed Dial	Access the speed dial menu
Cancel	Deny changes, cancel phone calls, ignore phone calls
Voice Message Indicator	Indicates that there is a voice message
Voice Message	Check voice message
Mute/Func.	Disable user's handset microphone so that the person on the other line can not hear anything
Transfer	Transfer the person on the other line to another number
Redial/Call History	Redial last dialed number, access redial menu
Hold	Place the person on the other line on hold
On Hold Indicator	Indicates that the person on the other line is currently placed on hold

## Overview of SL4050/2 key functions

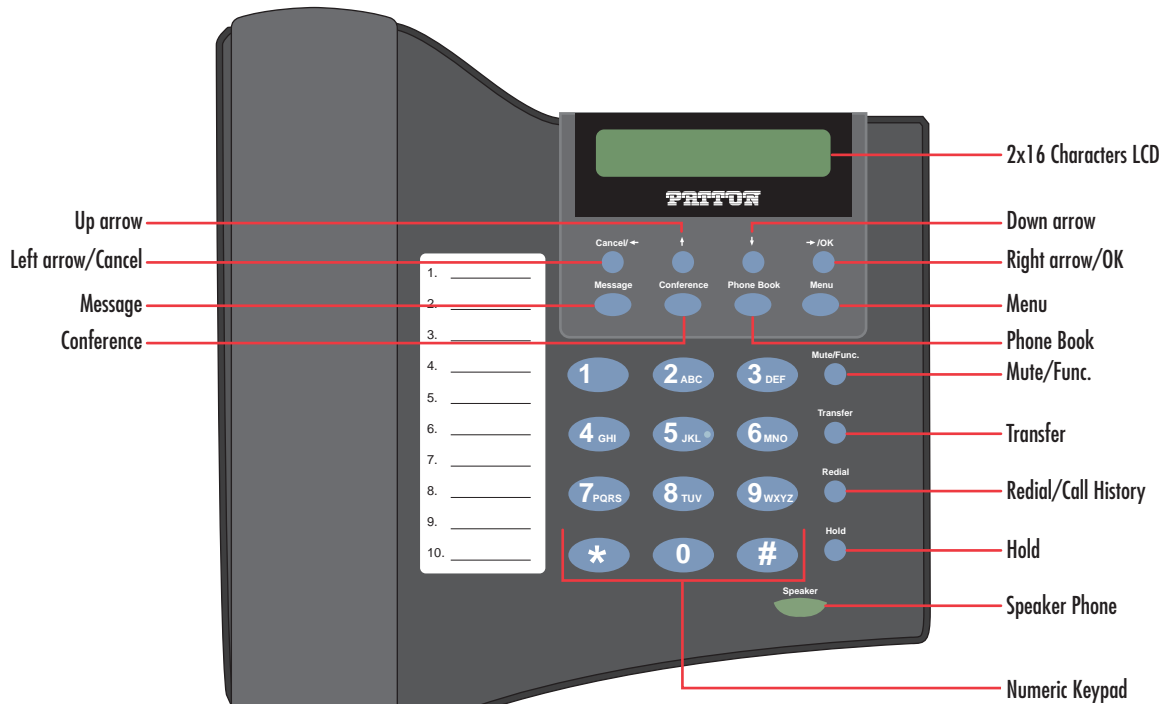


Figure 2. SmartLink 4050/2 SIP Phone controls and indicators

Table 3. Summary of SL4050/2 key functions

Item	Description
LCD Display	Displays menu, time, clock, name, phone number, call status
Left arrow/Cancel	In left-arrow mode, moves cursor on display one character to the left each time the button is pressed/In Cancel mode, pressing this button cancels changes, cancels phone calls, or ignores phone calls
Up arrow	Moves cursor up one line of text each time the button is pressed
Down arrow	Moves cursor down one line of text each time the button is pressed
Right arrow/OK	In right-arrow mode, moves cursor on display one character to the right each time the button is pressed/In OK mode, pressing this button confirms setting changes, confirms exiting from a menu, dials, or saves changes
Menu	Access the phone menu
Phone Book	Access the phone book

Table 3. Summary of SL4050/2 key functions (Continued)

Item	Description
Mute/Func.	Disable user's handset microphone so that the person on the other line can not hear anything
Transfer	Transfer the person on the other line to another number
Redial/Call History	Redial last dialed number, access redial menu
Hold	Place the person on the other line on hold
Speaker Phone	Enable user to use the phone without using the handset
Numeric Keypad	Input IP/phone number/alphabet characters
Conference	Enable 3-way conference
Message	Check voice messages

## Chapter 2 **Installing the SmartLink SIP Phone**

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## Installing the VoIP SIP phone



CAUTION

The interconnecting cables shall be acceptable for external use and shall be rated for the proper application with respect to voltage, current, anticipated temperature, flammability, and mechanical serviceability.

- 1 Plug one end of the Ethernet cable included with the VoIP SIP phone into the LAN port on the SIP phone (see [figure 3](#) for SL4050/10 or [figure 4](#) on page 23 for SL4050/2). Plug the other end of the cable into the xDSL modem or cable modem (or into an optional router or hub).



WARNING

**Do not work on the system or connect or disconnect cables during periods of lightning activity.**

- 2 If you will not be connecting a PC to the phone, go to step 3. Otherwise, connect an Ethernet cable into the PC port of the SIP phone (see [figure 3](#) for SL4050/10 or [figure 4](#) on page 23 for SL4050/2). Plug the other end of the cable into the Ethernet port on the PC.

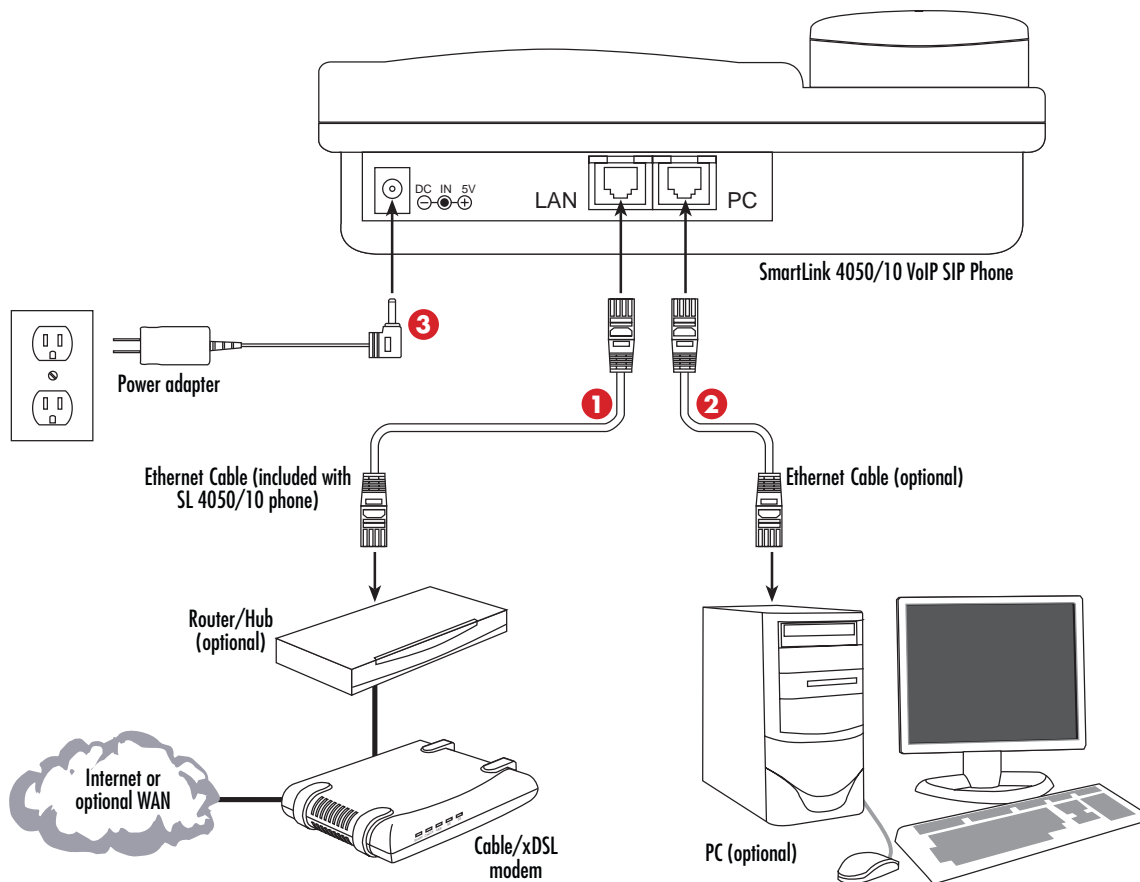


Figure 3. Connecting the SL4050/10 SIP Phone

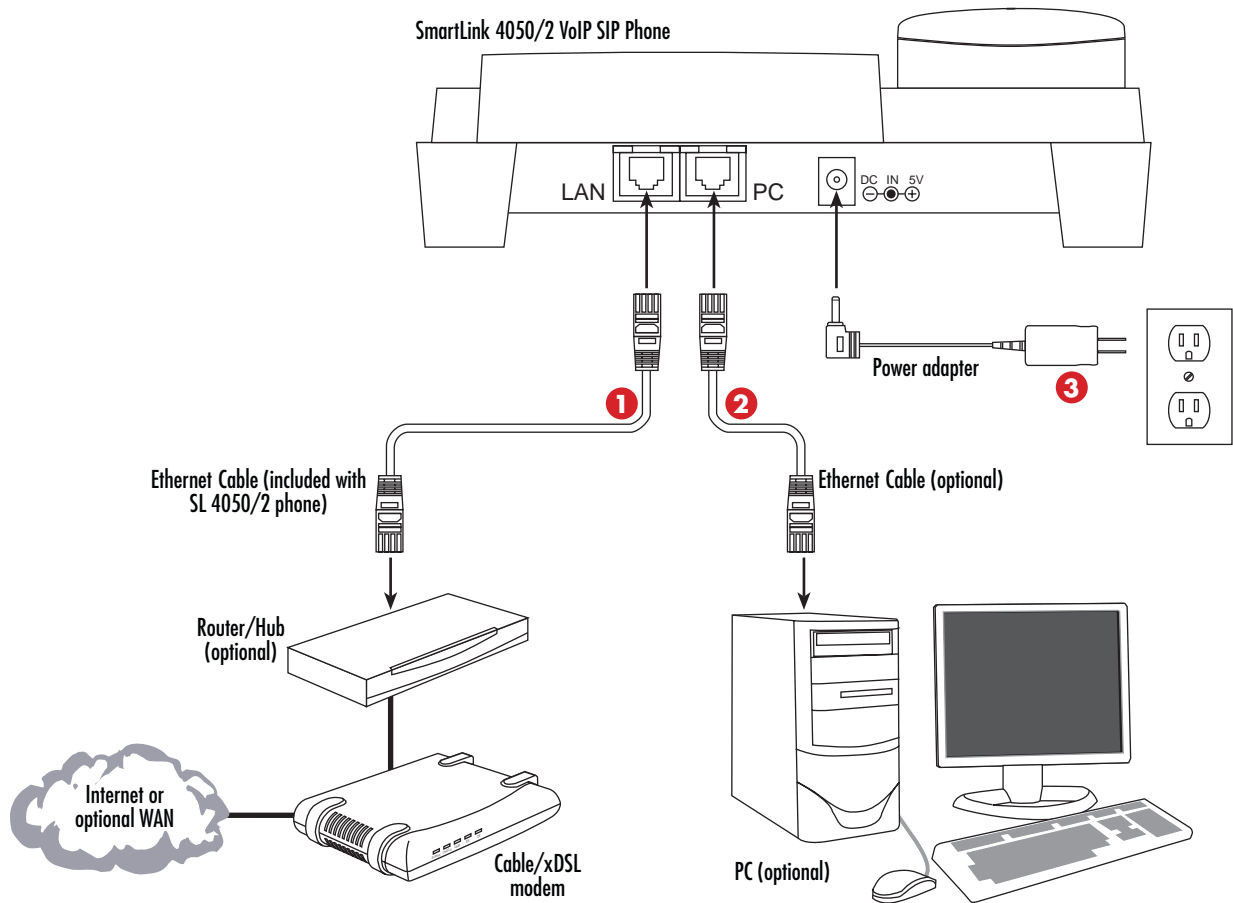


Figure 4. Connecting the SL4050/2 SIP Phone

- 3 Plug the power adapter barrel connector into the power connector on the SIP phone (see [figure 3](#) on page 22 for SL4050/10 or [figure 4](#) for SL4050/2). Plug the other end of the power adapter into an AC electrical outlet.

## Setting up the VoIP SIP phone

### Menu summary

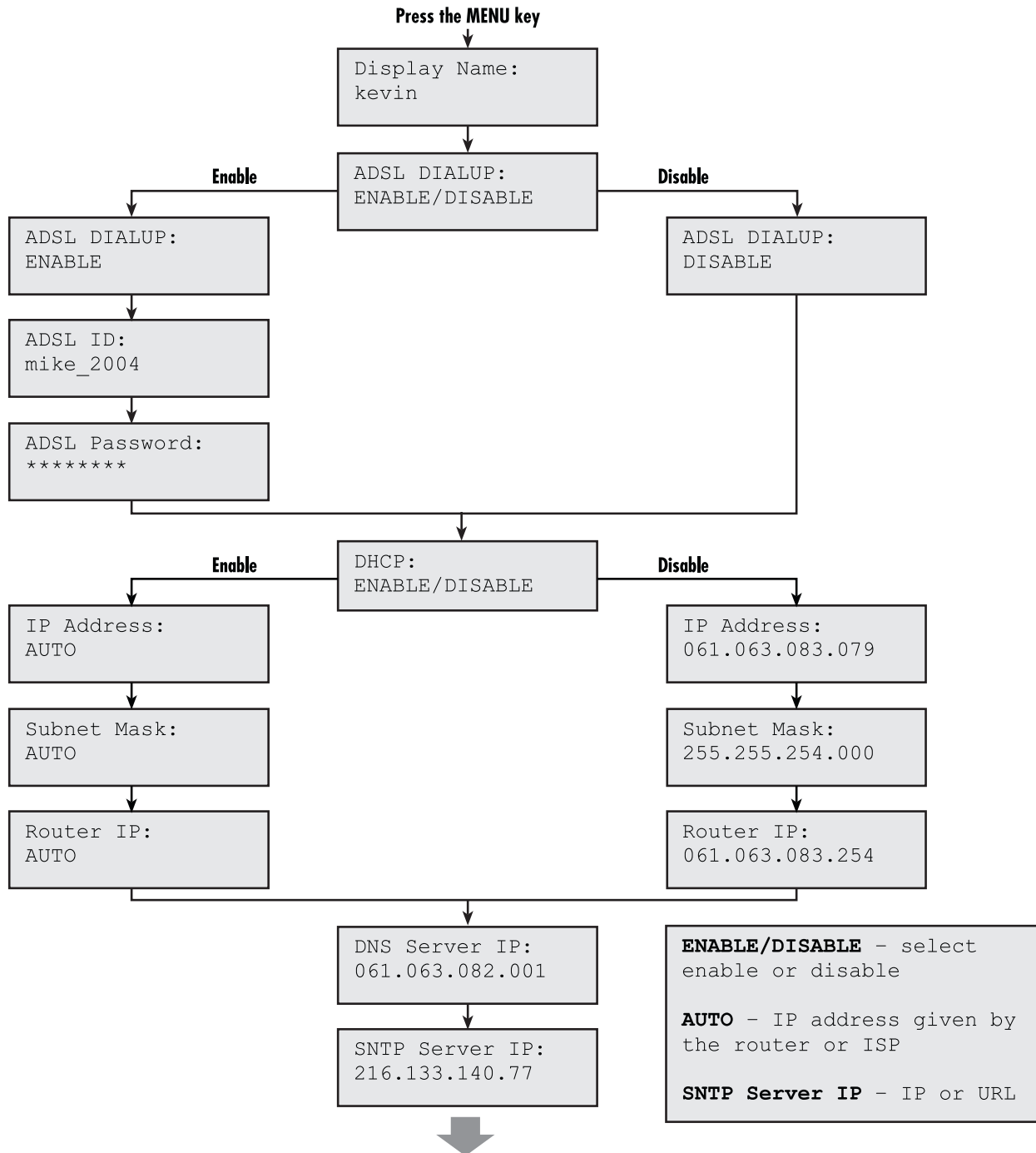


Figure 5. Menu summary, page 1 of 2



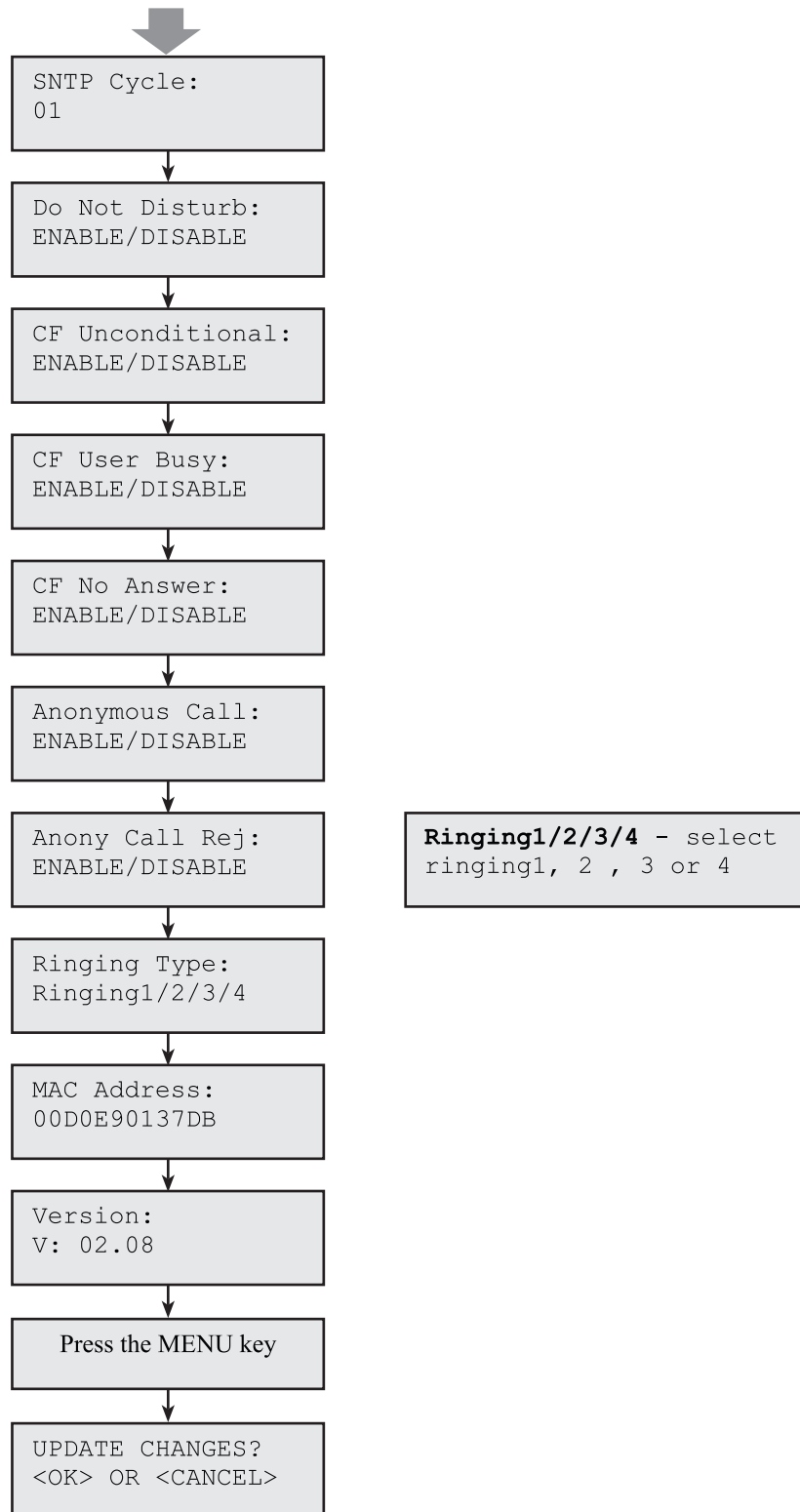


Figure 6. Menu summary, page 2 of 2

**Note** You can stop the setup process at any time by pressing **MENU + OK** to save any changes and exit, or by pressing **MENU + CANCEL** to quit without saving. The phone will automatically time-out and exit the menu screen if there are no inputs from the user.

Use left and right arrows on the control pad to select *ENABLE* or *DISABLE*. The left arrow key can also be used as a backspace key to delete characters.

### Display Name

1. Press 

2. Use the numeric keypad to enter the display name

Display Name:  
kevin


**Note** To type text characters, press the appropriate key on the numeric keypad (see [figure 1](#) on page 17). For example, to type a “z” press the 9 key until the lowercase z appears—the displayed sequence would be:  
**9 W X Y Z w x y z.**

### Display Name

Some Internet Service Provider (mostly ADSL) uses PPPoE which requires that the user enter an ID and a password to access the Internet. In this case, enable ADSL DIALUP and enter the PPPoE ID and PPPoE password.

#### ENABLE ADSL dialup

1. Press 

2. Use  to select *ENABLE*

ADSL DIALUP:  
ENABLE

3. Press 

4. Enter the ADSL ID

ADSL ID:  
My\_ID


5. Press 

6. Enter the ADSL password

ADSL Password:  
\*\*\*\*\*

**DISABLE ADSL dialup**

1. Press 

2. Use  to select *DISABLE*



```
ADSL DIALUP:
DISABLE
```

**DHCP (Dynamic Host Configuration Protocol)**


DHCP allows the network administrator to distribute IP addresses when a computer is plugged into a different place in the network. If your ISP provides static IP address, you must disable DHCP and enter the IP address provided.

**ENABLE DHCP**


1. Press 

2. Use  or  to set DHCP to *ENABLE*


```
ADSL DIALUP:
ENABLE
```

3. Press . The IP address is automatically acquired

```
IP Address:
061.063.083.079
```

4. Press . The subnet mask is automatically acquired



```
Subnet Mask:
255.255.254.000
```

5. Press . The router IP address is automatically acquired


```
Router IP:
061.063.083.254
```

**DISABLE DHCP**


1. Press 

2. Use  or  to set DHCP to *DISABLE*

```
DHCP:
DISABLE
```

3. Press . Use the numeric keypad to enter the IP address

```
IP Address:
061.063.083.079
```

4. Press . Use the numeric keypad to enter the subnet mask

```
Subnet Mask:
255.255.254.000
```

5. Press . Use the numeric keypad to enter the router IP address

```
Router IP:
061.063.083.254
```

### DNS Server IP

The domain name system (DNS) is the way that Internet domain names are located and translated into Internet Protocol addresses. There is probably a DNS server within close geographic proximity to your ISP that maps the domain names in your Internet requests or forwards them to other servers in the Internet.

1. Press .

2. Use the numeric keypad to enter the DNS server IP address

```
DNS Server IP:
061.063.082.001
```

### SNTP Server IP

Simple Network Time Protocol (SNTP) is a protocol used to help match your system clock with an accurate time source. If you do not know your SNTP Server IP, please ignore this section. SNTP Server IP address can be URL or IP address format.

1. Press .

2. Use the numeric keypad to enter the SNTP server IP or URL address

```
SNTP Server IP:
216.133.140.77
```

### Do Not Disturb

This setting allows the user to reject all incoming phone calls.

1. Press .

2. Use or to select *ENABLE* or *DISABLE*

```
Do Not Disturb:
DISABLE
```

### Call forwarding

#### CF (call forward) Unconditional

Enable CF Unconditional to forward all the incoming calls to another number. Otherwise set to disable.

**Note** You will need to use a web-browser to input the forwarded phone number. Refer to chapter 3, “Using the configuration menu” on page 32 for more information on call forwarding.

1. Press .

2. Use or to select *ENABLE* or *DISABLE*

```
CF Unconditional:
DISABLE
```

**CF (call forward) User Busy**

Forward all the incoming calls to another number when user is busy on the phone.

1. Press .

2. Use  or  to select *ENABLE* or *DISABLE*

CF User Busy:  
DISABLE

**CF (call forward) No Answer**

Forward all incoming calls to another phone number after a certain number of rings.

1. Press .

2. Use  or  to select *ENABLE* or *DISABLE*

CF No Answer:  
DISABLE

**Anonymous Call**

Enables the caller (user) to hide the name and phone number from the receiver.


1. Press .

2. Use  or  to select *ENABLE* or *DISABLE*

Anonymous Call:  
ENABLE/DISABLE

**Anyony Call Rej (anonymous call rejection)**

Reject any anonymous incoming calls.

1. Press .

2. Use  or  to select *ENABLE* or *DISABLE*

Anony Call Rej:  
DISABLE



**Ringng Type**

Select the ring tone. There are four ring tones in total.

1. Press .

2. Use  or  to select *ENABLE* or *DISABLE*

Ringng Type:  
Ringng1/2/3/4

**Note** Pressing  to exit menu. When asked to save or cancel, press  to *SAVE*.

### MAC Address

The *MAC Address* menu displays the MAC address which cannot be modified.

1. Press .

2. The MAC address is displayed

```
MAC Address:  
00D0E90137DB
```

### Version

The *Version* menu displays the firmware version. You cannot modify the version number.

1. Press .

2. The firmware version is displayed

```
Version:  
v: 02.08
```

### Language Selection

The VoIP SIP phone supports the English and Japanese languages.

1. Press  followed by **1**

```
Language:  
English
```

2. Use  or  to select the preferred language.



3. Press  when finished.

### Time Format

You may select a 12-hour or 24-hour time format.

1. Press  followed by **2**

```
Time Format:  
24Hours
```

2. Use  or  to select the time format.

3. Press  when finished.

## Volume Adjustment

### Ringer Volume

While the handset is in place, press ▲ to increase the ringer volume or ▼ to decrease the ringer volume.

### Speaker Volume

1. While the handset is in place, press .
2. Use ▲ to increase the speaker volume or ▼ to decrease the speaker volume.

### Handset Volume

Pick up the handset and press ▲ to increase the volume or ▼ to decrease the volume.

*Congratulations*, your SmartLink VoIP SIP Phone is ready to use!

## Chapter 3 Using the configuration menu

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## Introduction

The configuration menu can be accessed using a web browser. Some advanced functions such as CF Unconditional, CF User Busy and CF No Answer must be setup from the web browser.

## Accessing the configuration menu

1. Open a web browser (Internet Explorer, Netscape Navigator, or equivalent).
2. Type in the IP address of the phone followed by: 9999 (for example *http://192.168.1.1:9999*).

**Note** The IP address is provided by your Internet service provider (ISP). If your ISP supports DHCP, you can obtain the IP address from your phone. Press the *MENU* button and scroll down to the IP address.

The login window displays (see Figure 7).

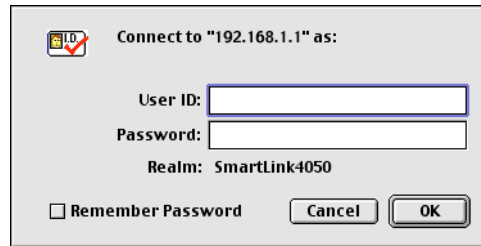


Figure 7. Login window

3. Enter a *User Name* and *Password* (leave the user name and password blank if you are installing the phone for the first time).
4. Click **OK**.

## Web login setting

1. Open a web browser (Internet Explorer, Netscape Navigator, or equivalent).
2. Type in the IP address of the phone followed by: 9999 (for example *http://192.168.1.1:9999*). The main window displays (see Figure 8).

Figure 8. Main window

### User Name

Configuration menu login name.

### Password

Configuration menu login password.

### NTP Server IP

Network Time Protocol (NTP) is a protocol used to help match your system clock with an accurate time source (e.g. atomic clock, server). It is good practice to have all your networked computers synchronized with one server.

### Time Zone

Select your time zone. If there is daylight saving in your area, click the check box.

### TFTP Server

Enable or disable TFTP server to allow transfer of files from a computer to the IP phone.

### FTP Client

Enable or disable IP phone to download files from FTP server and update the firmware automatically.

### Remote Config Password

Remote password to access the configuration menu from VoIP software. (You can download this software from your supplier's website). Default password is *1234*.

## Management Settings—Restore Factory Setting

Click on *Management > Select Restore Factory Setting*. The message *Press [Restore] button to restore the default setting!* displays (see [figure 9](#)).

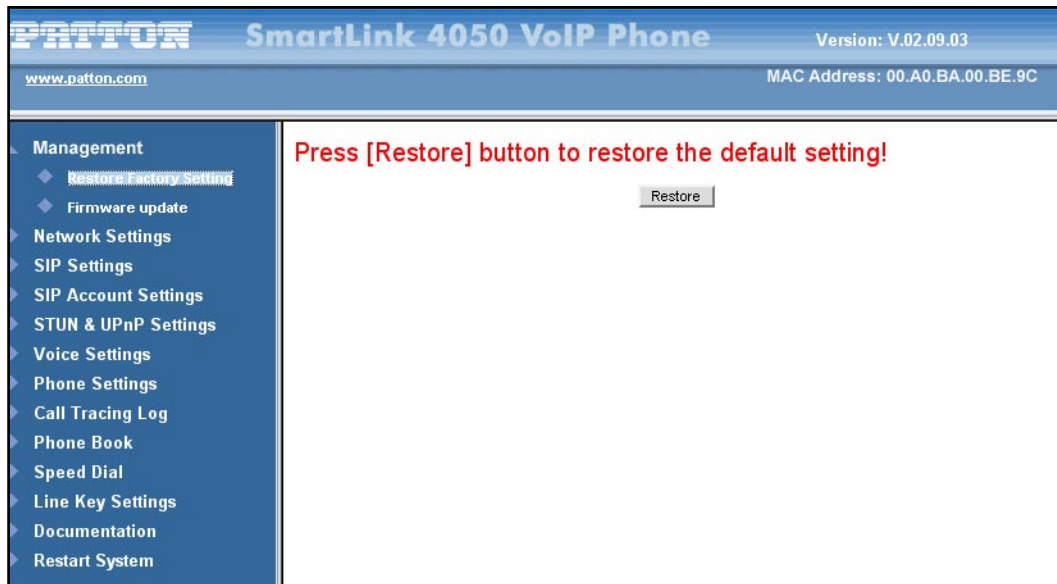


Figure 9. Restore Factory Setting window

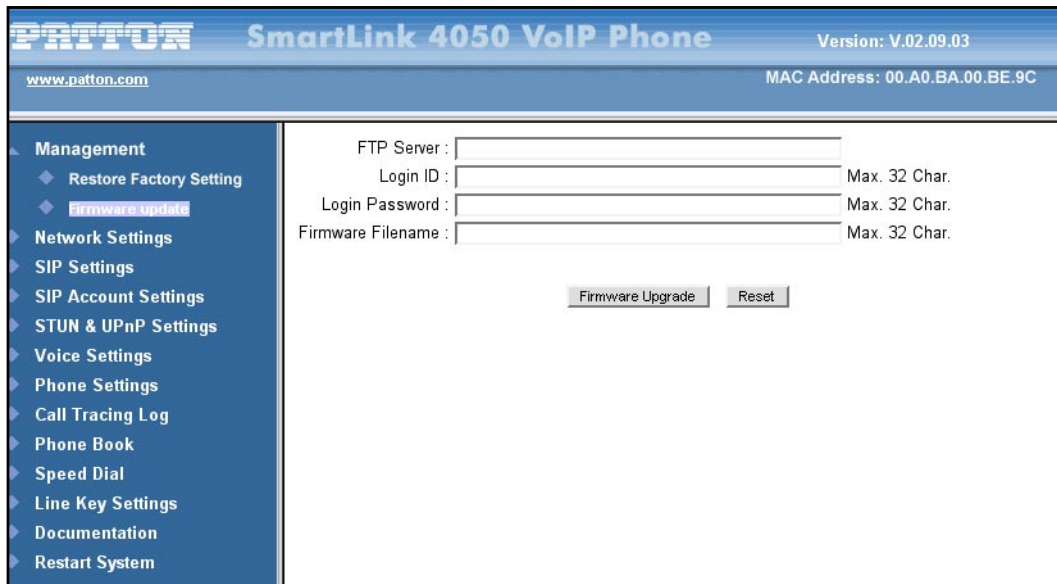
### Restore Factory Setting

Click the **Restore** button to return all settings back to factory default settings.

## Management Setting—Firmware update

Click on *Management > Firmware update* to display the *Firmware update* window (see figure 10).

**Note** FTP server, login ID, login password, and firmware filename were preset when you purchased the phone. These are required to download and update the firmware.



The screenshot shows the configuration interface for a Patton SmartLink 4050 VoIP Phone. The header includes the Patton logo, the product name "SmartLink 4050 VoIP Phone", the version "Version: V.02.09.03", the website "www.patton.com", and the MAC address "MAC Address: 00.A0.BA.00.BE.9C". A left-hand navigation menu lists various settings categories, with "Firmware update" highlighted under the "Management" section. The main content area contains three input fields: "FTP Server:", "Login ID:", and "Login Password:", each with a "Max. 32 Char." label to its right. Below these fields is a "Firmware Filename:" input field, also with a "Max. 32 Char." label. At the bottom of the form are two buttons: "Firmware Upgrade" and "Reset".

Figure 10. Firmware update window

### **FTP Server**

FTP server address.

### **Login ID**

Login ID provided by your supplier.

### **Login Password**

Login password provided by your supplier.

### **Firmware Filename**

Updated firmware filename. Do not change the file name unless told to do so by your supplier.

Figure 11. Network Settings window

## Network Setting—DHCP

Click on *Network Settings* to display the configuration window (see [figure 11](#)). Select the method used to connect to the Internet:

- **DHCP**—Select *DHCP* if you have cable Internet (see section “[DHCP Server](#)” for details)
- **PPPoE**—Select *PPPoE* if your ISP uses PPPoE (most DSL users choose *PPPoE*) (see section “[DHCP Server](#)” for details)
- **Static IP**—Choose the *Static IP* network setting if the wide area network IP address is provided to you by your ISP (see section “[DHCP Server](#)” for details)

Figure 12. DHCP configuration window

### DHCP Server

Dynamic host configuration protocol (DHCP) server address. This IP address information is obtained automatically from your ISP.

### DNS Setting

The DNS address is provided by your ISP.

### *Saving your work*

When you finish configuring the settings, click the **Submit** button to save the changes. Otherwise, click the **Reset** button to cancel the changes.

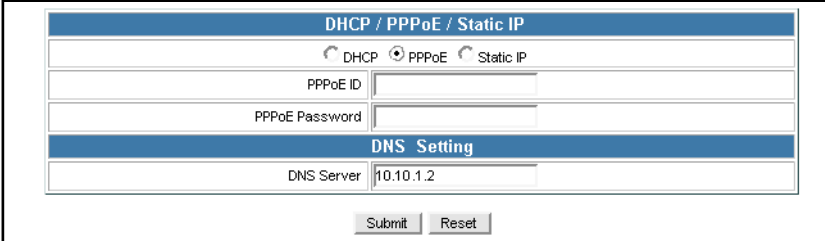


Figure 13. PPPoE configuration window

### **PPPoE**

#### *IP Address*

IP address assigned to you by your ISP.

#### *Router IP*

Router IP address.

#### *Subnet Mask*

Subnet mask address.

#### *DNS Server*

DNS server address provided by your ISP.

### *Saving your work*

When you finish configuring the settings, click the **Submit** button to save the changes. Otherwise, click the **Reset** button to cancel the changes.

**Note** After modifying the IP address, click *Restart System*, then click the **Restart** button so the new settings can take effect.



DHCP / PPPoE / Static IP	
<input type="radio"/> DHCP <input type="radio"/> PPPoE <input checked="" type="radio"/> Static IP	
IP Address	10.10.1.3
Router IP	10.10.1.1
Subnet Mask	255.255.255.0
DNS Setting	
DNS Server	10.10.1.2
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Figure 14. Static IP configuration window

### Static IP

#### IP Address

IP address assigned to you by your ISP.

#### Router IP

Router IP address.

#### Subnet Mask

Subnet mask address.

#### DNS Server

DNS server address provided by your ISP.

#### Saving your work

When you finish configuring the settings, click the **Submit** button to save the changes. Otherwise, click the **Reset** button to cancel the changes.

**Note** After modifying the IP address, click *Restart System*, then click the **Restart** button so the new settings can take effect.

**PATTON SmartLink 4050 VoIP Phone** Version: V.02.09.03  
 www.patton.com MAC Address: 00.A0.BA.00.BE.9C

**Management**  
 Network Settings  
**SIP Settings**  
 SIP Account Settings  
 STUN & UPnP Settings  
 Voice Settings  
 Phone Settings  
 Call Tracing Log  
 Phone Book  
 Speed Dial  
 Line Key Settings  
 Documentation  
 Restart System

**SIP Phone Setting**  
 SIP Phone Port Number: 5060 [1024 - 65535]

**Registrar Server**  
 Registrar Server Domain Name/IP Address: patton.com  
 Registrar Server Port Number: 5060 [1024 - 65535]  
 Authentication Expire Time: 3600 sec. (Default: 3600 sec.)[60 - 9999]

**Outbound Proxy Server**  
 Outbound Proxy Domain Name/IP Address: patton.com  
 Outbound Proxy Port Number: 5060 [1024 - 65535]

**Message Server**  
 Message Server Domain Name/IP Address:   
 Message Account:

**Park Server**  
 Park Server Domain Name/IP Address:   
 P-Pickup Number:   
 D-Pickup Number:   
 G-Pickup Number:

**Others**  
 Session Timer: 1800 sec.[90 - 99999]  
 Media Port: 41000 [1024 - 65535]  
 Prack:  Disable  Enable  
 Session Refresher:  None  UAC  UAS  
 Session Timer Method:  Invite  Update  
 UDP/TCP:  UDP  TCP

Submit Reset

Figure 15. SIP Settings window

## SIP Settings

Click on *SIP Settings* to display the configuration window (see [figure 15](#)). Session initiation protocol (SIP) is the most popular VoIP standard. It enables two or more people to make phone calls, share multimedia, and make multimedia conference over the Internet. You should have an administrator set up these settings for you or obtain the information directly from your SIP service provider.

### SIP Phone Setting

*SIP Phone Port Number*

SIP phone port number.

### Registrar Server

*Registrar Server Domain Name/IP Address*

Registrar server domain name or IP address.

*Registrar Server Port Number*

Registrar server port number.

### *Authentication Expire Time*

The time that the phone waits to connect to the SIP server after the user dialed a number. If still not connected, the phone will disconnect and redial.

### **Outbound Proxy Server**

#### *Outbound Proxy Domain Name/IP Address*

Outbound proxy domain name or IP address.

#### *Outbound Proxy Port Number*

Outbound proxy port number.

### **Message Server**

Domain name or IP address.

### **Park Server**

Domain name or IP address.

### **Others**

This section should be configured by network administrators.

#### *Session Timer*

The time interval in which the phone periodically refresh SIP sessions by sending repeated INVITE requests. These INVITE requests allow the user agent or proxies to determine the status of the SIP session.

#### *Media Port*

Real-time Transport Protocol port number. Provides end-to-end transfer of data with real-time audio.

#### *Prack*

Prack ensures that media information is exchanged and that network checks before connecting the call. Select *Enable* for a more reliable connection.

#### *Session Refresher*

- Select *None* to disable SIP session timer support.
- Select *UAC* to initiate SIP request.
- Select *UAS* to receive SIP request and then return a response.

#### *Session Timer Method*

Select SIP request method. Default method is *Invite*.

#### *UDP/TCP*

Select SIP signal transmission method. Default method is *UDP*.

### **Saving your work**

When you finish configuring the settings, click the **Submit** button to save the changes. Otherwise, click the **Reset** button to cancel the changes.

The screenshot shows the 'SIP Account Setting' window. At the top, it says 'Patton SmartLink 4050 VoIP Phone' and 'Version: V.02.09.03'. Below that, 'www.patton.com' and 'MAC Address: 00.A0.BA.00.BE.9C' are visible. On the left is a navigation menu with options like Management, Network Settings, SIP Settings, etc. The main area is titled 'SIP Account Setting' and contains a 'Default Account' dropdown set to 'Account 4'. Below are sections for 'Account 1 Setting', 'Account 2 Setting', 'Account 3 Setting', and 'Account 4 Setting'. Each section has fields for 'Account Active' (radio buttons for Disable/Enable), 'Display Name', 'SIP User Name', 'Authentication User Name', 'Authentication Password', and 'Register Status'. At the bottom are 'Submit' and 'Reset' buttons.

Figure 16. SIP Account Settings window

## **SIP Account Settings**

Click on *SIP Account Settings* to display the configuration window (see [figure 16](#)). You can have up to four accounts—that is, the SIP phone can receive calls from up to four different phone numbers.

### **Default Account**

When you dial a number, the default account is used to dial. User Name of default account is displayed on the receiver's IP phone.

**Account Active**

Enable or disable this account.

**Display Name**

Display name on the IP phone.

**SIP User Name**

User name.

**Authentication User Name**

Name used to access SIP server.

**Authentication Password**

User password to access SIP server.

**Register Status**

Displays if the current phone is registered or unregistered with SIP server.

**Saving your work**

When you finish configuring the settings, click the **Submit** button to save the changes. Otherwise, click the **Reset** button to cancel the changes.

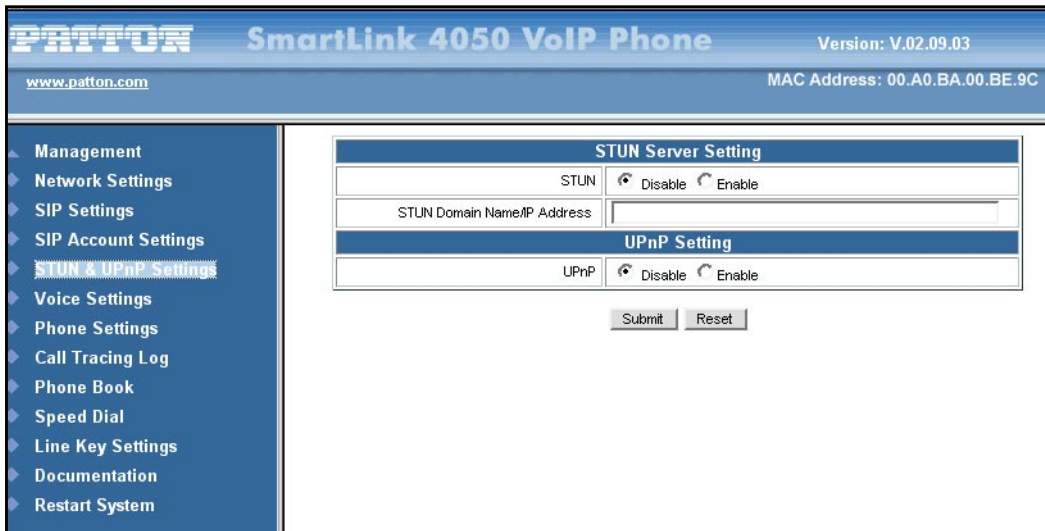


Figure 17. STUN &amp; UPnP Settings

## STUN & UPnP Settings

Click on *STUN & UPnP Settings* to display the configuration window (see [figure 17](#)).

### STUN Server Setting

#### STUN

Simple traversal of user datagram protocol through network address translators (STUN) is a protocol that allows applications to determine the types of NATs and firewalls are in between them and the internet. STUN also provides the ability for applications to determine the public IP addresses allocated to them by the NAT. Click to **Enable** or **Disable** STUN.

#### STUN Domain Name/IP Address

Enter STUN domain name or IP address if STUN is enabled.

### UPnP Setting

#### UPnP

Click to **Enable** or **Disable** universal plug and play (UPnP).

**Note** Some NAT supports UPnP so STUN is not required and must be disabled.

### Saving your work

When you finish configuring the settings, click the **Submit** button to save the changes. Otherwise, click the **Reset** button to cancel the changes.

The screenshot shows the configuration page for a Patton SmartLink 4050 VoIP Phone. The page title is "SmartLink 4050 VoIP Phone" with version "V.02.09.03" and MAC address "00.A0.BA.00.BE.9C". A navigation menu on the left includes: Management, Network Settings, SIP Settings, SIP Account Settings, STUN & UPnP Settings, **Voice Settings**, Phone Settings, Call Tracing Log, Phone Book, Speed Dial, Line Key Settings, Documentation, and Restart System. The main content area is titled "Voice Setting" and contains the following fields:

Codec (Priority 1)	G.711 u-law
Codec (Priority 2)	G.729A
Codec (Priority 3)	G.723.1
Codec (Priority 4)	non-used
RTP Packet Length	G.711 u-Law 20ms
	G.711 A-Law 20ms
	G.729A 20ms
	G.723.1 30ms
VAD	<input checked="" type="radio"/> On <input type="radio"/> Off
DTMF Method	<input checked="" type="radio"/> Out Band <input type="radio"/> In Band <input type="radio"/> SIP INFO
<b>QoS</b>	
Voice TOS	5 [ 0 - 7 ]
Enable/Disable VLAN might Caused Network Connection Problem	
VLAN	<input checked="" type="radio"/> Disable <input type="radio"/> Enable

At the bottom of the configuration area are "Submit" and "Reset" buttons.

Figure 18. Voice Setting and QoS

## Voice Settings

Click on *Voice Setting and QoS* to display the configuration window (see [figure 18](#)).

### Voice Setting

#### Codec

Voice Compression Algorithm priority settings. Select from the most used codec to the least used codec.

#### RTP Packet Length

Real-Time Transfer Protocol (RTP) packet length.

#### VAD

VAD detects voice activity and adjusts the signal to a target power level. It ensures that background noise or echo does not get amplified to the target power level.

#### DTMF Method

Select the tone method for IP phone:

- Out Band
- In Band
- SIP INFO

## QoS

### Voice TOS

Sets the type of service for this Internet datagram.

### VLAN

**Enable** or **Disable** virtual LAN.



Enabling or disabling VLAN may cause network connection problems.

### VLAN Priority

Set the virtual LAN priority.

### VLAN ID

Virtual LAN ID.

## Saving your work

When you finish configuring the settings, click the **Submit** button to save the changes. Otherwise, click the **Reset** button to cancel the changes.



The screenshot shows the configuration web interface for a Patton SmartLink 4050 VoIP Phone. The header includes the Patton logo, the product name 'SmartLink 4050 VoIP Phone', the version 'V.02.09.03', the website 'www.patton.com', and the MAC address '00.A0.BA.00.BE.9C'. A navigation menu on the left lists various settings categories, with 'Phone Settings' highlighted. The main content area is divided into two sections: 'Phone Setting' and 'Timer'.

Phone Setting	
Tone Setting	America
Ringer Type	RingType 3
Hold Tone	<input checked="" type="radio"/> Melody <input type="radio"/> Tone
Do Not Disturb	<input checked="" type="radio"/> Disable <input type="radio"/> Enable
Call Waiting	<input type="radio"/> Disable <input checked="" type="radio"/> Enable
Anonymous Call	<input checked="" type="radio"/> Disable <input type="radio"/> Full URI <input type="radio"/> Display Name
Anonymous Call Reject	<input checked="" type="radio"/> Disable <input type="radio"/> Enable
Call Forward	<input type="checkbox"/> No Answer
	<input type="checkbox"/> Busy
	<input type="checkbox"/> Unconditional
	811
Timer	
NTP Recycle Timer	1 hour [1 - 24] <a href="#">Network Time Adjustment Period</a>
Inter Digit Timer	5 sec. [0 - 60] 0: Disable
Originating Not Accept Timer	180 sec. [0 - 600] 0: Disable
Incoming No Answer Timer	200 sec. [0 - 600] 0: Disable
Hold Recall Timer	180 sec. [0 - 600] 0: Disable
Auto Speaker Off Timer	30 sec. [0 - 600] 0: Disable

At the bottom of the configuration area, there are 'Submit' and 'Reset' buttons.

Figure 19. Phone Settings window

## Phone Settings

Click on *Phone Settings* to display the configuration window (see [figure 19](#)). You can only enable or disable call forwarding from the SIP phone **MENU** key. With the web browser, you can enter the forwarded phone numbers in the *Phone Setting* window.

### Phone Setting

#### Tone Setting

Select the tone for particular country.

#### Ringer Type

Selects the type of ring (1 to 4).

#### Hold Tone

Select whether a **Melody** or **Tone** will play when the **HOLD** key on the SIP phone is pressed.

#### Do Not Disturb

Click **Enable** to reject all incoming calls. Click **Disable** to accept incoming calls.

### *Call Waiting*

Click to **Enable** or **Disable** call waiting.

### *Anonymous Call*

Select how much information about the SIP phone user will be sent to the called party's phone:

- **Disable**—If **Disable** is selected, full URI and name are sent to the receiver's phone when the user makes a phone call. The URI and name of the caller are displayed on the receiver's phone.
- **Full URI**—If **Full URI** is selected, only user name is displayed on the receiver's phone when the user makes a phone call.
- **Display Name**—If **Display Name** is selected, only name is displayed on the receiver's phone when the user makes a phone call.

### *Anonymous Call Reject*

Click **Enable** to reject anonymous calls. Click **Disable** to accept anonymous calls.

### *Call Forward*

Select how call forwarding is handled:

- **No Answer**—Click **No Answer** to enable call forwarding to another number when no one answers the phone after 180 seconds (default). The timer can be changed from 0–600 seconds (see section “**Timer**” to change the timer setting). Enter the call forwarding number in the text box.
- **Busy**—Click **Busy** to enable call forward to another number when user is busy on the phone. Enter the call forwarding number in the text box.
- **Unconditional**—Click **Unconditional** to transfer all incoming calls to another number. Enter the call forwarding number in the text box.

### **Timer**

#### *NTP Recycle*

NTP recycle time.

#### *Inter Digit*

The time interval that the IP phone waits to detect the end of DTMF digits. No more digits are accepted after this period and the phone begins to dial.

#### *Originating Not Accept*

The time interval that the caller's phone waits to establish a call. If the receiver fails to answer the phone during this time interval, the caller's phone will automatically disconnect.

#### *Incoming No Answer*

The time interval that the receiver's phone will ring. If the receiver fails to answer the phone during this time interval, the phone will automatically disconnect.

#### *Hold Recall*

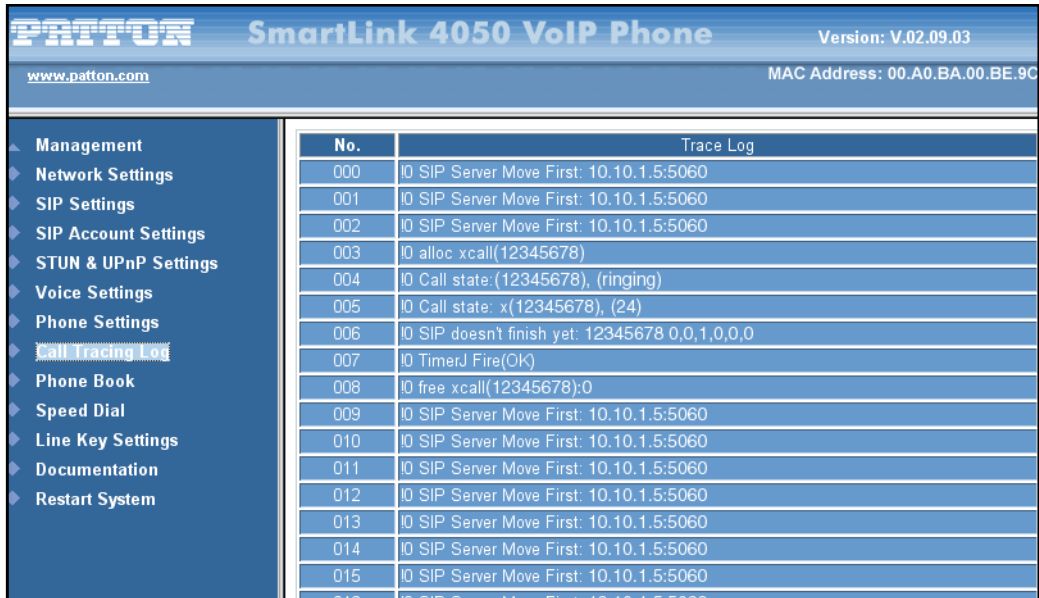
The time interval that the caller is put on hold before the phone automatically disconnect.

### Auto Speaker Off

The time interval that the speaker phone is on before turning off automatically (due to inactivity).

### Saving your work

When you finish configuring the settings, click the **Submit** button to save the changes. Otherwise, click the **Reset** button to cancel the changes.



The screenshot shows the Patton SmartLink 4050 VoIP Phone configuration web interface. The top header includes the Patton logo, the product name 'SmartLink 4050 VoIP Phone', the version 'V.02.09.03', the website 'www.patton.com', and the MAC address '00.A0.BA.00.BE.9C'. A left-hand navigation menu lists various settings categories, with 'Call Tracing Log' selected and highlighted. The main content area displays a table titled 'Trace Log' with two columns: 'No.' and 'Trace Log'. The table contains 16 rows of call activity logs, numbered 000 through 015.

No.	Trace Log
000	I0 SIP Server Move First: 10.10.1.5:5060
001	I0 SIP Server Move First: 10.10.1.5:5060
002	I0 SIP Server Move First: 10.10.1.5:5060
003	I0 alloc xcall(12345678)
004	I0 Call state: (12345678), (ringing)
005	I0 Call state: x(12345678), (24)
006	I0 SIP doesn't finish yet: 12345678 0,0,1,0,0,0
007	I0 TimerJ Fire(OK)
008	I0 free xcall(12345678):0
009	I0 SIP Server Move First: 10.10.1.5:5060
010	I0 SIP Server Move First: 10.10.1.5:5060
011	I0 SIP Server Move First: 10.10.1.5:5060
012	I0 SIP Server Move First: 10.10.1.5:5060
013	I0 SIP Server Move First: 10.10.1.5:5060
014	I0 SIP Server Move First: 10.10.1.5:5060
015	I0 SIP Server Move First: 10.10.1.5:5060

Figure 20. Call Tracing Log window

## Call Tracing Log

Click on *Call Tracing Log* to display the configuration window (see [figure 20](#)). The call tracing log keeps a record of all the phone activities. This log is used by our Patton technicians to troubleshoot hardware problems.

**PATTON SmartLink 4050 VoIP Phone** Version: V.02.09.03  
 www.patton.com MAC Address: 00.A0.BA.00.BE.9C

Management  
 Network Settings  
 SIP Settings  
 SIP Account Settings  
 STUN & UPnP Settings  
 Voice Settings  
 Phone Settings  
 Call Tracing Log  
**Phone Book**  
 Speed Dial  
 Line Key Settings  
 Documentation  
 Restart System

Record No:   
 Maximum Record: 200  
 Name:  Maximum 31 Char.  
 Number:  Maximum 63 Char.

Phone Book Setting	
Name	Number
John	10.10.1.9
Joe Smith	Joe
Home	1234567890
Jane doe	123

Figure 21. Phone Book window

## Phone Book

Click on *Phone Book* to display the configuration window (see [figure 21](#)). The Phone Book window enables users to add, modify, or delete phone numbers:

- To add a name, type the name (up to a maximum of 31 characters) and number (up to a maximum of 63 characters), then click **New**
- To modify or delete a name, select the name from the list and click **Modify** to edit the listing or **Delete** to delete the listing
- To delete all names from the listing, click **Delete All**.

### Phone Book Setting

#### Name

The name you would like to add.

#### Number

The phone number that corresponds to the name.

The screenshot shows the configuration interface for a Patton SmartLink 4050 VoIP Phone. The top header includes the Patton logo, the product name 'SmartLink 4050 VoIP Phone', the version 'V.02.09.03', the website 'www.patton.com', and the MAC address '00.A0.BA.00.BE.9C'. A left-hand navigation menu lists various settings categories, with 'Speed Dial' highlighted. The main content area is titled 'Speed Dial Setting (Maximum 63 Char.)' and contains a table with 10 rows, each representing a speed dial number from 00 to 09. The 'Number 02' field contains '10.10.1.11', 'Number 04' contains '123', and 'Number 06' contains 'Joe'. Below the table are 'Update' and 'Reset' buttons.

Speed Dial Setting (Maximum 63 Char.)			
Number 00	<input type="text"/>	Number 01	<input type="text"/>
Number 02	10.10.1.11	Number 03	<input type="text"/>
Number 04	123	Number 05	<input type="text"/>
Number 06	Joe	Number 07	<input type="text"/>
Number 08	<input type="text"/>	Number 09	<input type="text"/>

Figure 22. Speed Dial window

## Speed Dial

Click on *Speed Dial* to display the configuration window (see [figure 22](#)). Speed dial numbers can be accessed from the IP phone. Refer to section “[Speed Dialing](#)” on page 58 for speed dial info.

### **Speed Dial Setting (Maximum 63 Char.)**

*Number 0x*

Speed dial phone number. 0x is the speed dial number.

### **Saving your work**

When you finish configuring the settings, click the **Update** button to save the changes. Otherwise, click the **Reset** button to cancel the changes.

Patton SmartLink 4050 VoIP Phone Version: V.02.09.03  
www.patton.com MAC Address: 00.A0.BA.00.BE.9C

Management  
 Network Settings  
 SIP Settings  
 SIP Account Settings  
 STUN & UPnP Settings  
 Voice Settings  
 Phone Settings  
 Call Tracing Log  
 Phone Book  
 Speed Dial  
**Line Key Settings**  
 Documentation  
 Restart System

**Key M2**  
 Key Type  Line  One Touch Dial  
 Telephone Number 101

**Key M3**  
 Key Type  Line  One Touch Dial  
 Telephone Number

**Key M4**  
 Key Type  Line  One Touch Dial  
 Telephone Number

**Key M5**  
 Key Type  Line  One Touch Dial  
 Telephone Number

**Key M6**  
 Key Type  Line  One Touch Dial  
 Telephone Number

**Key M7**  
 Key Type  Line  One Touch Dial  
 Telephone Number

**Key M8**  
 Key Type  Line  One Touch Dial  
 Telephone Number

**Key M9**  
 Key Type  Line  One Touch Dial  
 Telephone Number

**Key M10**  
 Key Type  Line  One Touch Dial  
 Telephone Number

Submit Reset

Figure 23. Line Key Settings window

## Line Key Settings

Click on *Line Key Settings* to display the configuration window (see [figure 23](#)). Line Key Settings enable the user to customize line keys as a line or one-touch dial. Refer to section “[One-Touch Dialing](#)” on page 60 for one-touch dial info.

### Key Type

Select local multiline key (M2–M10) as **Line** or **One-Touch Dial** function.

### Telephone Number

Enter the phone number to be dialed if the *On-Touch Dial* function is selected.

### **Saving your work**

When you finish configuring the settings, click the **Submit** button to save the changes. Otherwise, click the **Reset** button to cancel the changes.

## **Documentation**

---



Figure 24. Documentation link

Click the **Documentation** link (see [figure 24](#)) to download and display the *SmartLink 4050 Series Getting Started Guide* in portable document format (PDF).

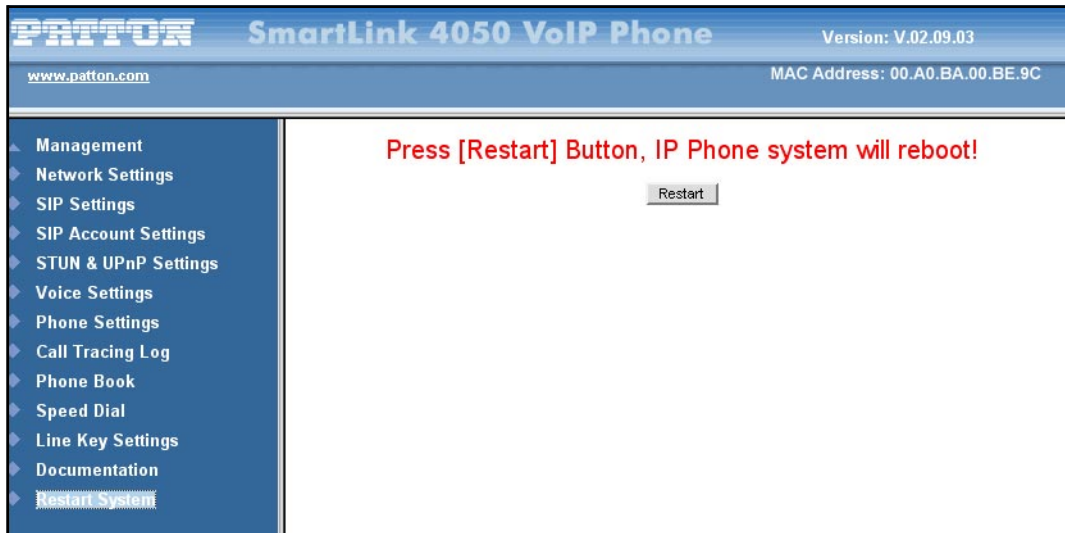


Figure 25. Restart System window

## Restart System

Click on *Restart System*. The message *Press [Restore] Button, IP Phone system will reboot!* displays (see [figure 25](#)). Click the **Restart** button so all modifications will take effect.

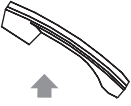





## Chapter 4 **Operating the VoIP SIP phone**

### **Chapter contents**

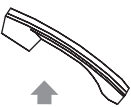



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On Hold.....	60
Call Forwarding.....	60
Call Waiting (internal/external).....	60
One-Touch Dialing.....	60
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## Dialing an IP address

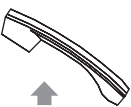


1. Lift the handset  or press the **SPEAKER**  button.
2. Dial an IP address. For example, to dial *192.168.0.1* press 
3. Press **OK**  or wait until the timer expires to dial.

## Dialing a SIP number

**Note** You must register with a SIP server before using a SIP number.

1. Lift the handset  or press the **SPEAKER**  button.
2. Dial a SIP number. For example, to dial *1866* press 
3. Press **OK**  or wait until the timer expires to dial.



## Speed Dialing

1. Lift the handset  or press the **SPEAKER**  button.
2. Dial a speed dial number. For example, to dial *08* press 

## Answering a phone call

Lift the handset  or press the **SPEAKER**  button to begin a conversation.

## Switching to another line

While having a conversation, press the flashing local multiline key **M1**  to **M10**  to switch to another line.



## Mute

**Note** While mute is activated, sounds the caller makes can be heard through your speaker but sound from your side will not be heard by the caller.


While having a conversation, press the **Mute**  button. To resume the conversation, press **Mute**  again.

## Call Transfer

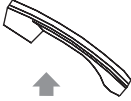


While having a conversation:

1. Press the **Transfer**  button to put the person on the other line on hold.
2. Dial the IP address or the extension number where you like the call to be transferred.
3. Press the **Transfer**  button again to transfer the call.








## Redial

**Note** To return to idle mode, press the **CANCEL**  button.

### Last Dialed Number

1. Lift the handset  or press the **SPEAKER**  button.
2. Press the **Redial**  button to dial the last dialed number.

### Through Call History

1. Press the **Redial**  button. Do not lift the handset when you press **Redial**.
2. Press the **Redial**  button again to cycle through the dialed, missed, and received calls.
3. Press the down  button to scroll down the dialed, missed, and received numbers until the desired number is displayed on the screen.
4. Press the left  or right  buttons to show detail information on every call.
5. Lift the handset  or press the **OK**  button.

## On Hold

While having a conversation, press the **Hold**  button. To resume the conversation, press





**Hold**  again.

## Call Forwarding



Refer to sections “Call forwarding” on page 28 and “Call Forward” on page 50 to set up call forwarding.

## Call Waiting (internal/external)

While having a conversation:

1. Press the flashing local multiline key **M1**  to **M10**  button to pick up another incoming call. The first caller is automatically placed on hold.
2. Press the flashing local multiline key **M1**  to **M10**  button of the first caller to retrieve the call again.


## One-Touch Dialing


Using a local multiline key (M2–M10) set for one-touch dialing, press the pre-programmed local multiline key **M1**  to **M10**  to make a call.

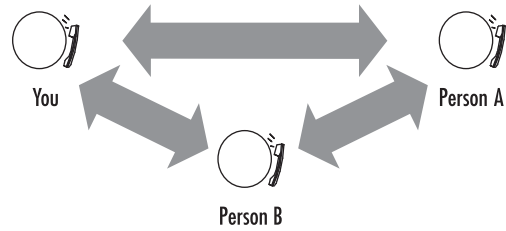
## Three-Way Conferencing

1. Lift the handset  and call **person A**.



2. After **Person A** picks up the phone, press the 3-way conference key  to place **Person A** on hold.
3. Dial the extension or phone number of **Person B**.

4. When **Person B** picks up the phone, press 3-way conference key  to begin the 3-way conference.






## Chapter 5 **Using the Phone Book**

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## Dialing from the Phone Book

---



1. Press the **PHONE BOOK**  button to access the phone book.
2. Press the down  button to scroll down the list until the desired name is displayed on the screen.
3. Press **OK**  to dial.

## Storing a number

---






1. Press and hold the **PHONE BOOK**  button until *Name* displays on the screen.
2. Use the numeric keypad to type a name, then press **OK** .

**Note** To type text characters, press the appropriate key on the numeric keypad (see [figure 1](#) on page 17). For example, to type a “z” press the 9 key until the lowercase z appears—the displayed sequence would be:  
**9 W X Y Z w x y z.**



3. Use the numeric keypad to type the number that corresponds to the name, then press **OK** .
4. Press **OK**  again to save the changes to the Phone Book.
5. Repeat steps 1 through 4 to store additional phone numbers.

## Editing a Phone Book listing

---






1. Press the **PHONE BOOK**  button to access the phone book.
2. Press the down  button to scroll down the list until the desired name is displayed on the screen.
3. Press the **PHONE BOOK**  button again.
4. Select *Edit* and press **OK**  to begin editing.
5. Use the numeric keypad to type a new name, then press **OK** .

**Note** To type text characters, press the appropriate key on the numeric keypad (see [figure 1](#) on page 17). For example, to type a “z” press the 9 key until the lowercase z appears—the displayed sequence would be:  
**9 W X Y Z w x y z.**

6. Use the numeric keypad to type the new number that corresponds to the name, then press **OK** .
7. Press **OK**  to save changes, overwriting the previous name and phone number.

## Deleting a Phone Book listing

---

1. Press the **PHONE BOOK**  button to access the phone book.
2. Press the down  button to scroll down the list until the name you want to delete is selected.
3. Press the **PHONE BOOK**  button again.
4. Select *Delete* and press **OK**  to delete the listing.
5. Press **OK**  to save the change to the Phone Book.



# Chapter 6 **Troubleshooting**

---

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-------------------	----

## Introduction

The following troubleshooting information can be used to help solve most common problems.

Symptom	Recommended action
No dial tone	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• Check to see if there are any loose connections.</li> <li>• Verify that the power cord is connected properly.</li> <li>• Verify that 120 VAC is available at the power outlet.</li> <li>• Contact your service provider to see if there is a problem with your WAN or Internet connection.</li> </ul> <p>If the problem still exists, replace the SIP phone.</p>
Nothing displayed on the LCD screen	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• Verify that the power cord is connected properly.</li> <li>• Verify that 120 VAC is available at the power outlet.</li> </ul> <p>If the problem still exists, replace the SIP phone</p>
How do I update the SIP Phone firmware?	The SIP Phone automatically updates firmware when it powers up (while connected to the Internet).
Why can't I dial my friend's SIP number?	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
Why isn't my firmware updating?	<p>Your SIP Phone automatically detects for new firmware when you unplug the power. If new version is available the phone will automatically update the firmware. If the firmware is not updating, do the following:</p> <ul style="list-style-type: none"> <li>• Verify that the FTP address is correct.</li> <li>• Check with your supplier to verify that the firmware filename is correct.</li> </ul>
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 the <b>MENU</b> 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 does the "Can't Upgrade Now" message display when I click <b>Submit</b> in the configuration menu?	Make sure you exit setting mode (phonebook, menu, speed dial, etc.) before clicking <b>Submit</b> in the configuration menu.

## Chapter 7 **Contacting Patton for assistance**

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## Introduction

---

This chapter contains the following information:

- “[Contact information](#)”—describes how to contact Patton technical support for assistance.
- “[Warranty Service and Returned Merchandise Authorizations \(RMAs\)](#)”—contains information about the RAS warranty and obtaining a return merchandise authorization (RMA).

## Contact information

---

Patton Electronics offers a wide array of free technical services. If you have questions about any of our other products we recommend you begin your search for answers by using our technical knowledge base. Here, we have gathered together many of the more commonly asked questions and compiled them into a searchable database to help you quickly solve your problems.

### **Patton support headquarters in the USA**

- Online support: Available at [www.patton.com](http://www.patton.com)
- E-mail support: E-mail sent to [support@patton.com](mailto:support@patton.com) will be answered within 1 business day
- Telephone support: Standard telephone support is available five days a week—from **8:00 am to 5:00 pm EST (1300 to 2200 UTC/GMT)**—by calling +1 (301) 975-1007
- Support via VoIP: Contact Patton free of charge by using a VoIP ISP phone to call [sip:support@patton.com](mailto:sip:support@patton.com)
- Fax: +1 (253) 663-5693

### **Alternate Patton support for Europe, Middle East, and Africa (EMEA)**

- Online support: Available at [www.patton-inalp.com](http://www.patton-inalp.com)
- E-mail support: E-mail sent to [support@patton-inalp.com](mailto:support@patton-inalp.com) will be answered within 1 business day
- Telephone support: Standard telephone support is available five days a week—from **8:00 am to 5:00 pm CET (0900 to 1800 UTC/GMT)**—by calling +41 (0)31 985 25 55
- Fax: +41 (0)31 985 25 26

## Warranty Service and Returned Merchandise Authorizations (RMAs)

---

Patton Electronics is an ISO-9001 certified manufacturer and our products are carefully tested before shipment. All of our products are backed by a comprehensive warranty program.

**Note** If you purchased your equipment from a Patton Electronics reseller, ask your reseller how you should proceed with warranty service. It is often more convenient for you to work with your local reseller to obtain a replacement. Patton services our products no matter how you acquired them.

### **Warranty coverage**

Our products are under warranty to be free from defects, and we will, at our option, repair or replace the product should it fail within one year from the first date of shipment. Our warranty is limited to defects in workmanship or materials, and does not cover customer damage, lightning or power surge damage, abuse, or unauthorized modification.

### **Returns for credit**

Customer satisfaction is important to us, therefore any product may be returned with authorization within 30 days from the shipment date for a full credit of the purchase price. If you have ordered the wrong equipment or you are dissatisfied in any way, please contact us to request an RMA number to accept your return. Patton is not responsible for equipment returned without a Return Authorization.

### **Return for credit policy**

- Less than 30 days: No Charge. Your credit will be issued upon receipt and inspection of the equipment.
- 30 to 60 days: We will add a 20% restocking charge (crediting your account with 80% of the purchase price).
- Over 60 days: Products will be accepted for repairs only.

### **RMA numbers**

RMA numbers are required for all product returns. You can obtain an RMA by doing one of the following:

- Completing a request on the RMA Request page in the *Support* section at **www.patton.com**
- By calling **+1 (301) 975-1007** and speaking to a Technical Support Engineer
- By sending an e-mail to **returns@patton.com**

All returned units must have the RMA number clearly visible on the outside of the shipping container. Please use the original packing material that the device came in or pack the unit securely to avoid damage during shipping.

### **Shipping instructions**

The RMA number should be clearly visible on the address label. Our shipping address is as follows:

#### **Patton Electronics Company**

RMA#: xxxx

7622 Rickenbacker Dr.

Gaithersburg, MD 20879-4773 USA

Patton will ship the equipment back to you in the same manner you ship it to us. Patton will pay the return shipping costs.

## Appendix A **Compliance information**

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## Compliance

---

### **EMC Compliance:**

FCC Part 15, Class B

EN55022, Class B

EN55024

### **Safety Compliance**

EN60950-1

## FCC Warning

---

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 when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the Instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause radio interference in which case the user will be required to correct the interference at his or her own expense.

## Radio and TV Interference

---

The SmartLink SIP Phone generates and uses radio frequency energy, and if not installed and used properly—that is, in strict accordance with the manufacturer’s instructions—may cause interference to radio and television reception. The SmartLink SIP Phone have been tested and found to comply with the limits for a Class B computing device in accordance with specifications in Subpart B of Part 15 of FCC rules, which are designed to provide reasonable protection from such interference in a commercial installation. However, there is no guarantee that interference will not occur in a particular installation. If the SmartLink SIP Phone does cause interference to radio or television reception, which can be determined by disconnecting the unit, the user is encouraged to try to correct the interference by one or more of the following measures: moving the computing equipment away from the receiver, re-orienting the receiving antenna and/or plugging the receiving equipment into a different AC outlet (such that the computing equipment and receiver are on different branches).

## CE-Mark Warning

---

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

### **CE notice (Declaration of Conformity)**

We certify that the apparatus identified in this document conforms to the requirements of Council Directive 1999/5/EC on the approximation of the laws of the member states relating to Radio and Telecommunication Terminal Equipment and the mutual recognition of their conformity.

The safety advice in the documentation accompanying this product shall be obeyed. The conformity to the above directive is indicated by the CE sign on the device.

## Appendix B **Specifications**

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## Protocol

---

IETF SIP RFC3261

H.323

## Network Interface

---

RJ45 x 2

10/100BaseT

## Call Features

---

Call transfer (unattended/blind & announced)

Call forward (busy/no answer/unconditional)

Anonymous call blocking

Out-of-band DTMF (RFC 2833)

Message waiting indicator

Call park/pickup (support SIP required)

Group pickup (Support SIP server required)

## Voice Codec

---

G.711 $\mu$ -law

G711a-law

G.723.1 (5.3k)

G.723.1 (6.3k)

G.729a/b

## SIP Server Support

---

Registrar Server (setting from web)

Outbound Proxy (setting from web)

## IP Assignment

---

Static IP

DHCP

PPPoE

## Security

---

HTTP 1.1 basic/digest

Authentication for Web setup

MD5 for SIP authentication (RFC 2069/ RFC 2617)

## QoS

---

ToS field

IEEE 802.1q VLAN

Tone

DTMF –(inband, out of band, SIP info)

4 selectable ring tones

Ring back tone (local & remote)

Dial tone

Busy tone

## Dial Methods

---

Direct IP call without SIP registration

Dial registered number via SIP server

Dial URI from phone book/speed dial

## Voice Quality

---

VAD (voice activity detection)

CNG (comfort noise generation)

AEC (acoustic echo cancellation)

G.168

Jitter buffer

## Firmware Upgrade

---

TFTP

Auto/manual provisioning system

## NAT Traversal

---

UPnP

STUN

## **TCP/IP**

---

IP/TCP/UDP/DHCP/RTP/RTCP

ICMP/HTTP/SNTP/TFTP/DNS

## **Configuration**

---

Key & LCD configuration

Web browser configuration

Auto/manual provisioning system

## Free Manuals Download Website

<http://myh66.com>

<http://usermanuals.us>

<http://www.somanuals.com>

<http://www.4manuals.cc>

<http://www.manual-lib.com>

<http://www.404manual.com>

<http://www.luxmanual.com>

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Golf course search by state

<http://golfingnear.com>

Email search by domain

<http://emailbydomain.com>

Auto manuals search

<http://auto.somanuals.com>

TV manuals search

<http://tv.somanuals.com>