

CORTELCO

2757 VoIP Phone Users Guide



Rev. 1.0

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1 Introduction

1.1 Package Contents

Thank you for purchasing the Cortelco 2757 Voice over Internet Protocol (VoIP) phone. The following items should be packed with the 2757. Please contact your dealer if any of them is missing.

2757 Phone (Main Body)	1 pcs
Handset	1 pcs
Handset Cable	1 pcs
Network Cable	1 pcs
Desk Stand	1 pcs

1.2 Features

The 2757 is a sophisticated, state-of-the-art VoIP phone system. Instead of using conventional phone lines, it uses IP data to make and receive calls over the internet. Here are some of the features of the 2757.

- Multi-protocol support: The 2757 supports multiple network protocols for communication and management. Among the protocols supported are TFTP, FTP, RTP, SNTP, HTTP, SIP, DHCP, PPPoE, and Telnet.
- Quality of Service (QoS) Support
- Headset and speakerphone for hands-free operation.
- Standard numeric keypad (0-9, * and #) with built-in DTMF tone generator allowing access to on-line banking services, voice mail systems, etc.
- Large, clear display
- Ergonomic handset
- Five speed-dial keys
- Configuration via web browser or telnet
- Firmware upgrade via FTP or TFTP
- Built-in Ethernet switch: Allows a computer to be connected through the phone.
- Silence suppression, echo cancellation, and dynamic jitter buffer for better voice quality.
- Caller ID display (where available)
- Supports IEEE 802.3af Power over Ethernet (PoE): When connected to a PoE provider, the 2757 can be powered via the Ethernet cable and does not require a power adapter.

1.3 Basic Setup

Please follow the instructions below to configure the 2757 and make it ready to use.

1. Unpack the box and check for missing items.
2. Connect an Ethernet cable to the WAN jack on the bottom of the 2757. Be sure the other end of this cable connects to your network. In a home application, connect to your cable or DSL modem. In a business application, connect to a convenient network outlet.
3. Install the desk stand as shown below. Note that the stand can be installed in two different positions to change the angle of the phone.



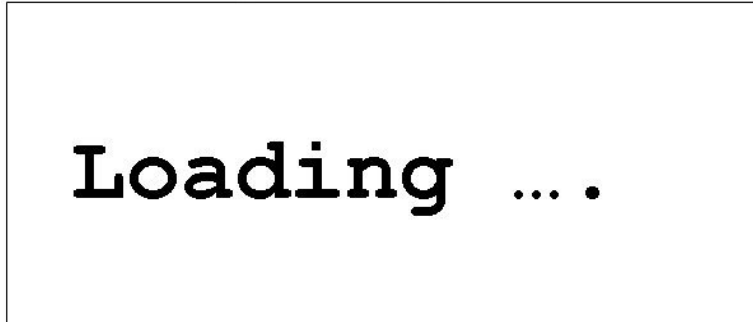
4. Connect one end of the handset cable to the handset. Note that the handset cable is not symmetrical. Connect the end with the shorter “flat” portion to the handset.
5. Insert the other end of the handset cable to the handset jack on the phone, as shown below. Note that the handset cable is not symmetrical. Connect the end with the longer “flat” portion to the phone. Route the handset cable in the channel provided.



6. If not using PoE, plug the power adapter into an AC outlet. Connect the power jack of the power adapter to the power jack in the base of the phone.

7. All the lighted buttons on the phone should now briefly light. If not, please verify that the phone has power.

7.1 By default, the 2757 will use Dynamic Host Configuration Protocol (DHCP) to obtain an IP address automatically. You will see the message below during this time.



If the phone is unable to get an IP address, the Message Waiting LED (the bar-shaped LED located above the LCD) will light in red. The phone will try to obtain an IP address for 2 to 3 minutes. After this, the Message Waiting LED will go out, the "Loading" message will disappear, and the phone will stop trying to obtain an IP address.

7.2 If an IP address is obtained, you will see screen shown below. If you do not see this message, please check the network cable and the DHCP server. Section 2 describes how to assign an IP address.

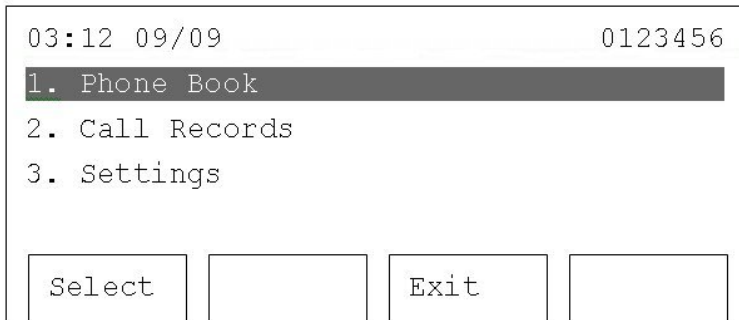


8. You should now hear dial tone when you lift the handset.

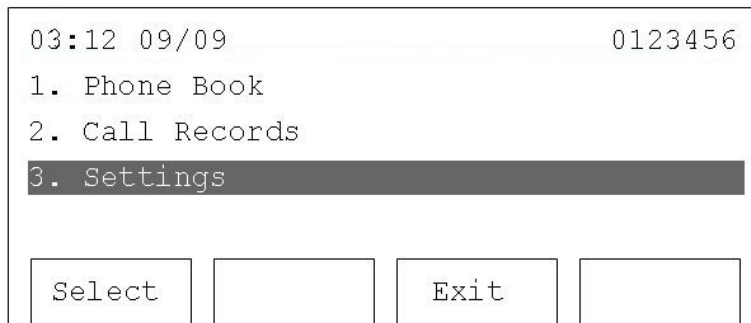
2 Network Setup

2.1 Static IP Address

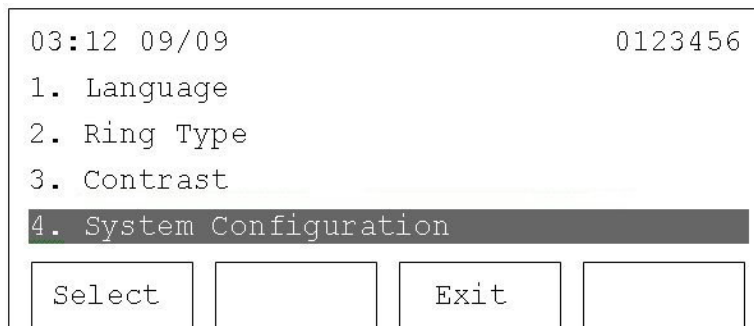
1. Press 'Menu'



2. Press 'Up' or 'Down' until '3. Settings' is highlighted, then press 'Select'.



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



- Press 'Select' when '1: Network Setting' is highlighted. Use 'Up' or 'Down' to change network setting to 'Static'. Press 'Save'.

03:12	09/09	0123456
1. Network Setting		
Static		
2. IP Address (Static)		
192.168.4.50		
Select		Exit

- Press 'Down' until '2. IP Address (Static)' is selected, and press 'Select'. You will be prompted to enter an IP address. Use the numeric keypad to input this address. Use the * key, to input the period. For example, to input the IP address '192.168.4.50', press the following keys: '192*168*4*50'.

03:12	09/09	0123456
1. Network Setting		
Static		
2. IP Address (Static)		
192.168.4.50		
Select		Exit

When entering an IP address, you can erase digits by pressing 'Clear'. When you have finished entering the IP address, press 'Save', or press 'Cancel' to discard.

03:12	09/09	0123456
1. Network Setting		
Static		
2. IP Address (Static)		
192.168.4.50		
Save	Clear	Cancel

6. Now you must set the subnet mask. Press 'Up' or 'Down' until '3. Subnet mask (Static)' is selected, then press 'Select'. You'll be prompted to input the subnet mask. Use the method described above to enter the subnet mask.

03:12	09/09	0123456
2. IP Address (Static)		
192.168.4.50		
3. Subnet Mask (Static)		
255.255.255.0		
Save	Clear	Cancel

7. Now you must set the default router. Press 'Up' or 'Down' until '4. Default Router (Static)' is selected, then press 'Select'. You will be prompted to input the IP address of the router on your local network.

03:12	09/09	0123456
3. Subnet Mask (Static)		
255.255.255.0		
4. Default Route (Static)		
192.168.1.254		
Save	Clear	Cancel

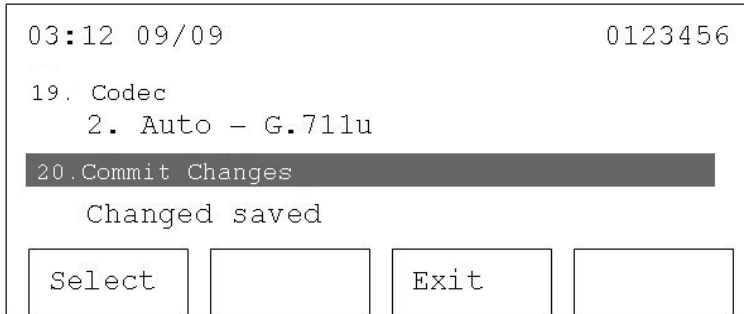
8. Setting the DNS IP Address is the last step for a static IP setup. Press 'Up' or 'Down' until '5. DNS Server 1 (Static)' is selected, and enter the IP address of the DNS server here.

03:12	09/09	0123456
4. Default Router (Static)		
192.168.4.254		
5. DNS Server 1 (Static)		
192.168.4.1		
Save	Clear	Cancel

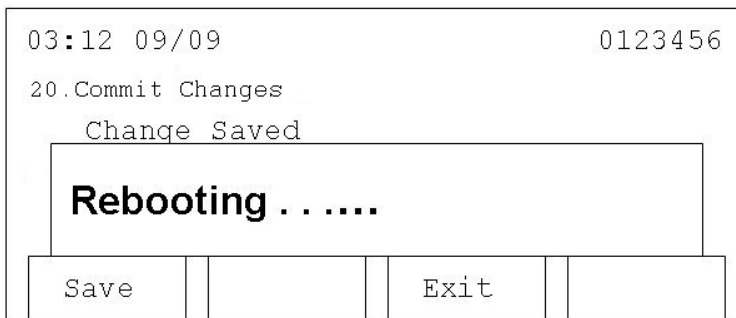
NOTE: You can set a secondary DNS Server IP address by moving to item '6. DNS Server 2 (Static)'. At least one DNS Server is required to make the 2757 work properly.

9. After the IP address is set, please move to Section 2.5 to enter your SIP server information.

10. If you only need to change the network settings, but don't need to change the SIP server information (i.e. this is not an initial setup), you must save the new network settings and reboot the 2757. To save the new network settings, press 'Up' or 'Down' until '20. Commit Changes' is selected, then press 'Select'. When 'Changes saved' is displayed on the LCD screen, all the settings are saved.



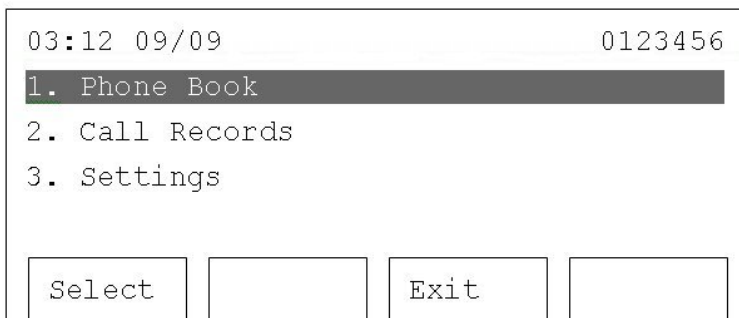
11. To reboot the 2757, press 'Down' to move to '21. Reboot System', and press 'Select'. 'Rebooting' will appear on the LCD screen. After the reboot is completed, the 2757 is ready for use.



2-2 PPPoE

When using PPPoE, an IP address will be issued to your 2757 phone by your Internet Service Provider (ISP).

1. Press 'Menu'



2. Press 'Up' or 'Down' until '3. Settings' is selected, then press 'Select'.

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

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

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

4. Press 'Select' on '1: Network Setting'. Use 'Up' or 'Down' to change network setting to 'PPPoE'. Then press 'Save'.

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

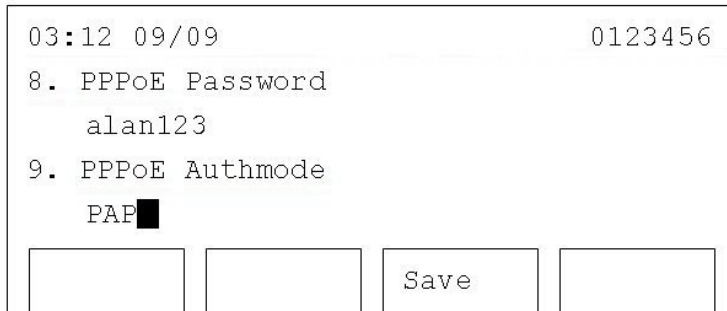
5. Press 'Down' until '7. PPPoE Username' is selected, and press 'Select'. You'll be prompted to enter a PPPoE username. Use the numeric keypad to input your username. For example, to enter 'B', press '2' rapidly 3 times. The time between each keystroke must be less than 2 seconds. If the time period is longer than 2 seconds, the cursor will move right and you can enter a new character. To erase a character, press 'Clear'. When you finish entering the PPPoE username, press 'Save', or press 'Cancel' to discard. You can input up to 40 characters.

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

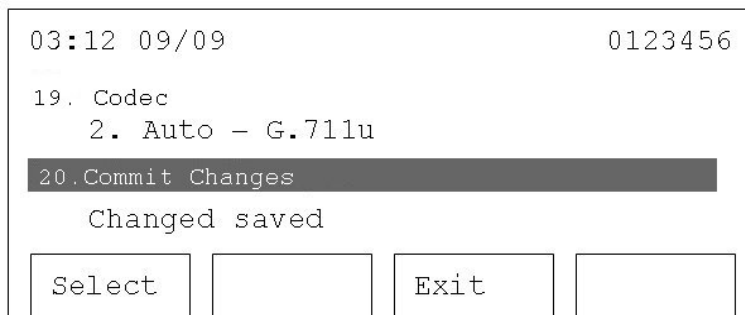
6. Now press 'Down' until '8. PPPoE Password' is selected, and press 'Select'. You will be prompted to enter a PPPoE password. Use the method described in the previous step to enter and save your password.

03:12	09/09	0123456
7. PPPoE Username		
Alan		
8. PPPoE Password		
Alan123		
Save	Clear	Cancel

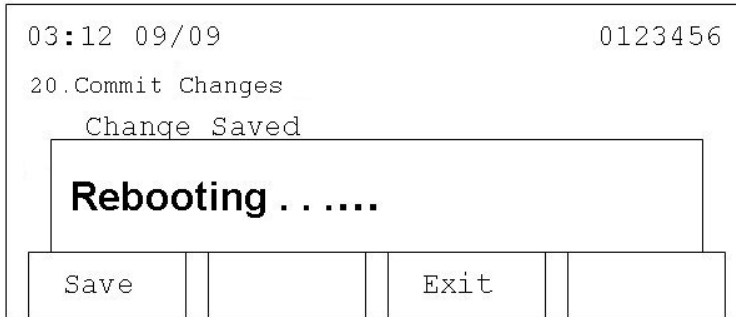
- Now press 'Down' until '9. PPPoE Authmode' is selected, and press 'Select'. Press 'Up' or 'Down' to select the PPPoE authentication mode. After selecting either 'PAP' or 'CHAP', press 'Save' to save the setting.



- After the PPPoE information is set, please move to Section 2.5 to enter your SIP server information.
- If you only need to change the network settings, but don't need to change the SIP server information (i.e. this is not an initial setup), you must save the new network settings and reboot the 2757. To save the new network settings, press 'Up' or 'Down' until '20. Commit Changes' is selected, then press 'Select'. When 'Changes saved' is displayed on the LCD screen, all the settings are saved.



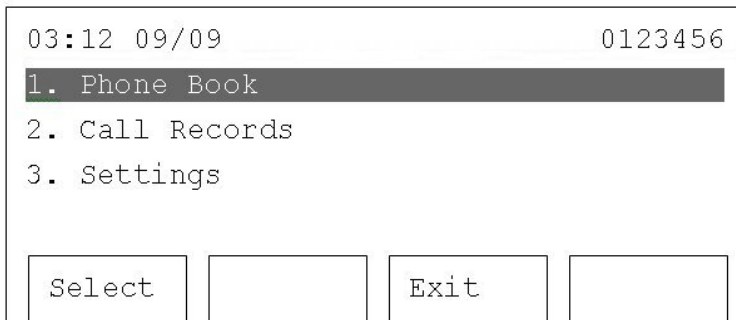
10. To reboot the 2757, press 'Down' to move to '21. Reboot System', and press 'Select'. 'Rebooting' will appear on the LCD screen. After the reboot is completed, the 2757 is ready for use.



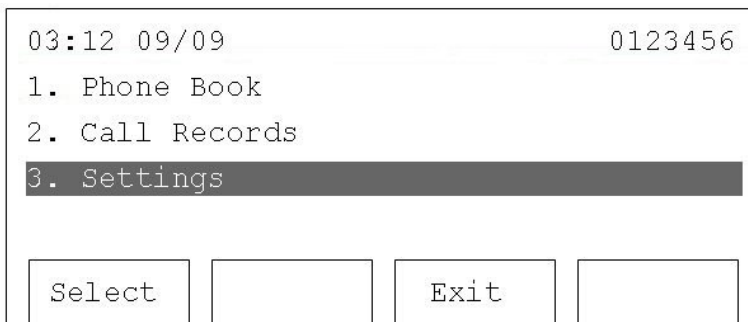
2.3 DHCP

When using DHCP, an IP address will be issued to your IP phone by the DHCP server on your local network.

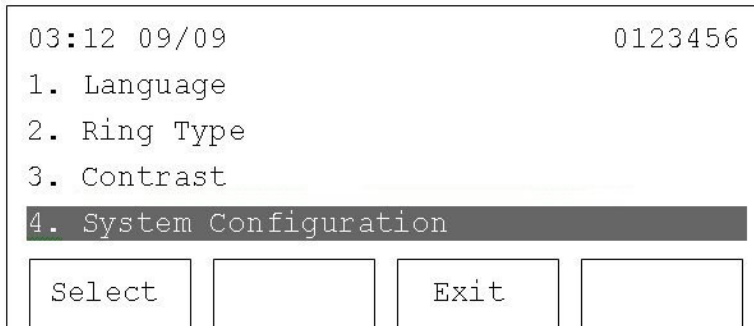
1. Press 'Menu'



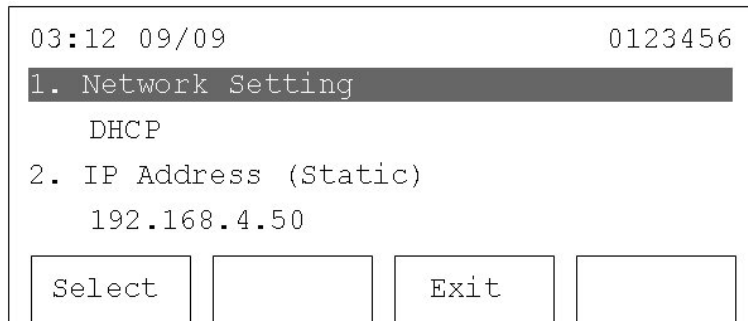
2. Press 'Up' or 'Down' until '3. Settings' is selected, then press 'Select'.



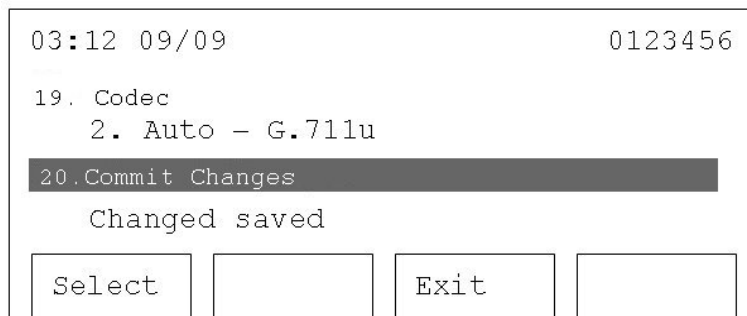
3. Press 'Up' or 'Down' until '4. System Configuration' is selected, then press 'Select'.



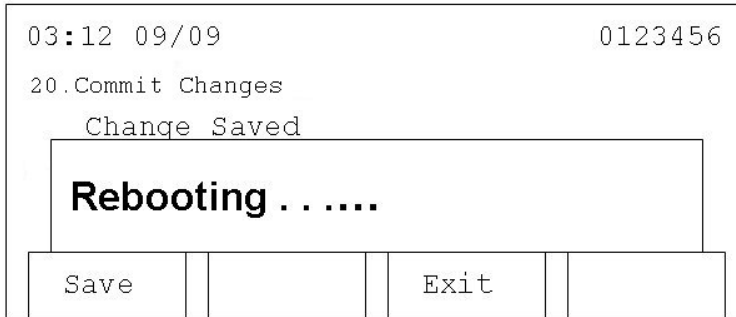
4. Press 'Select' on '1: Network Setting', and use 'Up' or 'Down' to change network setting to 'DHCP', then press 'Save'.



5. Please refer to Section 2.5 for SIP server setup information.
6. If you only need to change the network settings, but don't need to change the SIP server information (i.e. this is not an initial setup), you must save the new network settings and reboot the 2757. To save the new network settings, press 'Up' or 'Down' until '20. Commit Changes' is selected, then press 'Select'. When 'Changes saved' is displayed on the LCD screen, all the settings are saved.



7. To reboot the 2757, press 'Down' to move to '21. Reboot System', and press 'Select'. 'Rebooting' will appear on the LCD screen. After the reboot is completed, the 2757 is ready for use.

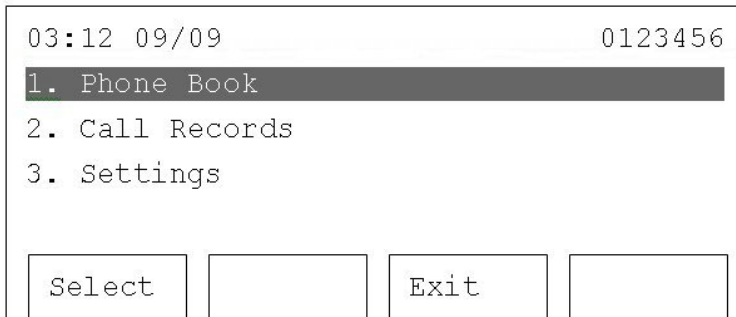


2.4 Network Setup (Web Configuration)

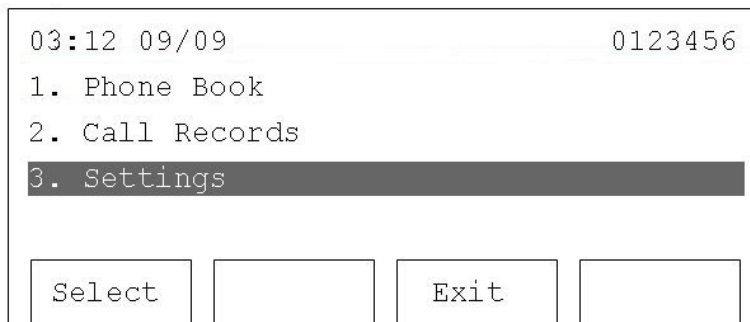
You can also configure the network by using a web browser. In order to do this, you must first know the IP address of the 2757. If you are using PPPoE or DHCP, please follow the instructions below to get the IP address.

2.4.1 Display IP Address

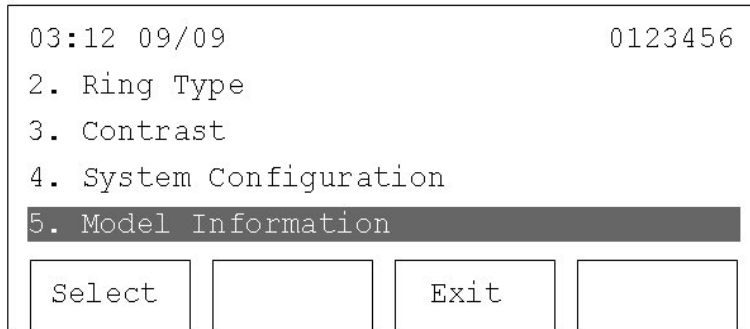
1. Press 'Menu'



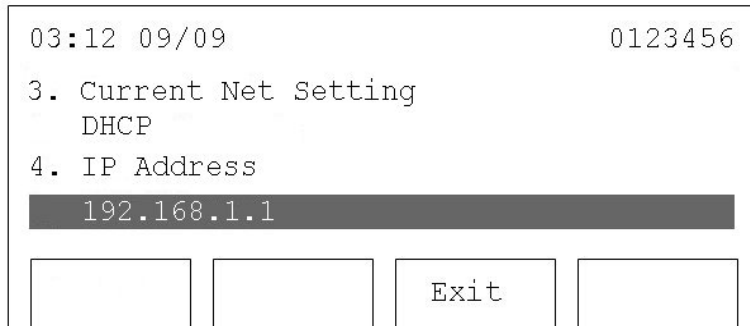
2. Press 'Up' or 'Down' until '3. Settings' is selected, then press 'Select'.



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

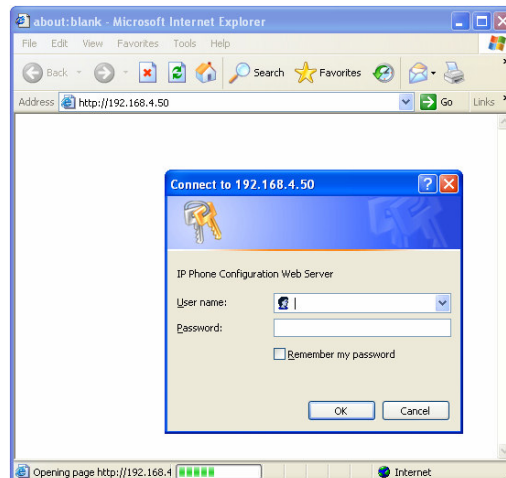


4. Press 'Up' or 'Down' until '4. IP Address' is highlighted. Make a note of the IP address, and then press 'Exit' three times to return to the main menu.

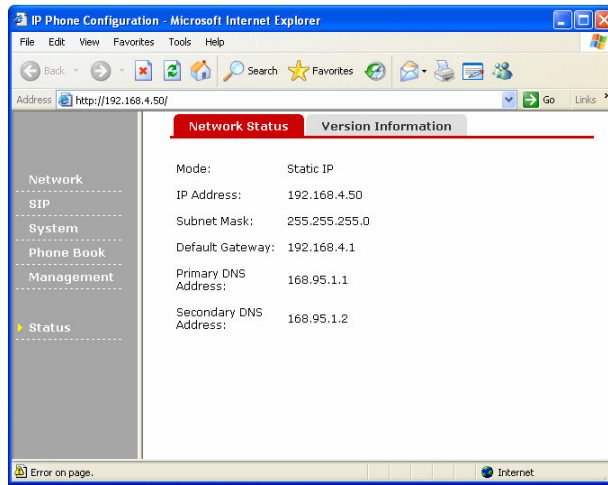


2.4.2 Web Interface Network Configuration

1. Use a web browser to connect to the IP address of the IP Phone. For example, if the IP Phone's IP address is 192.168.4.50, type 'http://192.168.4.50' in the browser's address bar. A login window will then appear. The default username is 'admin', and the password is blank (do not put anything in password field).

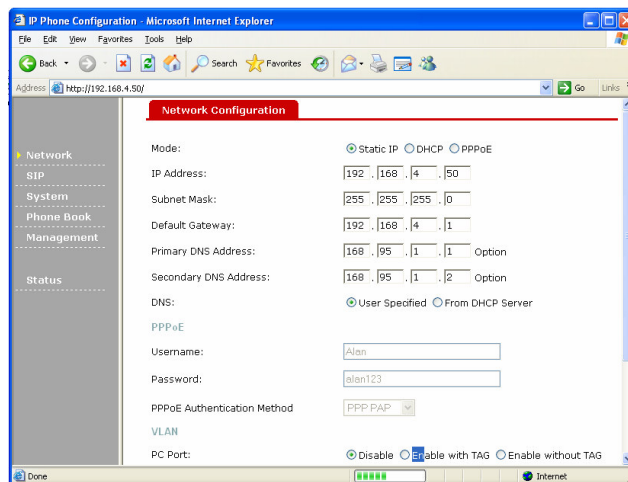


- After you have logged in, you will see a summary of the current network settings. To make changes or enter additional information, click 'Network' on the left.

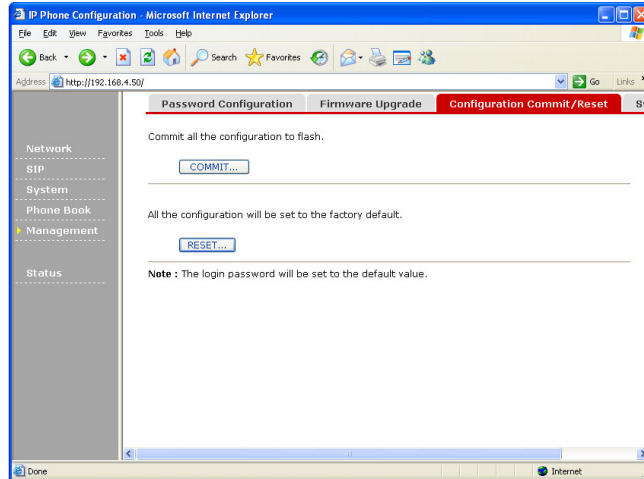


- On this screen, you can choose the connection mode (static IP, PPPoE, or DHCP), enter the IP address in static IP mode, and enter PPPoE username and password. You can also enable the VLAN function.

After entering the desired settings, you must click 'Submit' at the bottom of the web page. To discard the settings, click 'Cancel'.



- Now click 'Management' on the left. Then click the 'Configuration Commit / Reset' tab. Press 'COMMIT...'. When the 'Configuration OK' message appears, the network settings have been saved.



- Now click 'Management' again. Then click the 'System Restart' tab, and click 'RESTART...'. The 2757 will reboot. After about 1 minute, it will be ready for use.



2.5 SIP Server Information Setup

After the network setup is completed, the SIP server information must be entered.

1. Press 'Menu'

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

2. Press 'Up' or 'Down' until '3. Settings' is selected, then press 'Select'.

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

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

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

4. Press 'Up' or 'Down' until '14. SIP Proxy' is selected, then press 'Select'. Use the numeric keypad to enter the IP address of your SIP proxy. After the IP address is entered, press 'Save' to keep changes, or 'Cancel' to discard.

03:12	09/09	0123456
14. SIP Proxy	192.168.4.2	
15. SIP PortNum	5060	
Save	Clear	Cancel

5. Press 'Down' until '15. SIP PortNum' is selected, then press 'Select'. Enter the SIP server's port number. By default this is '5060'. After the Port Number is entered, press 'Save' to keep changes, or 'Cancel' to discard.

03:12	09/09	0123456
14. SIP Proxy	192.168.4.2	
15. SIP PortNum	5060	
Save	Clear	Cancel

6. Press 'Down' until '16. SIP Username' is selected, then press 'Select'. Use the numeric keypad to enter your SIP username. After the SIP Username is entered, press 'Save' to keep changes, or 'Cancel' to discard.

03:12	09/09	0123456
16. SIP Username	0123456	
17. SIP Phone Num	0123456	
Save	Clear	Cancel

7. Press 'Down' until '17. SIP Phone Num' is selected, then press 'Select'. Use the numeric keypad to enter your SIP phone number. After the SIP Phone Number is entered, press 'Save' to keep changes, or 'Cancel' to discard.

03:12	09/09	0123456
16. SIP User Name	0123456	
17. SIP Phone Num	0123456	
Save	Clear	Cancel

8. Press 'Down' until '18. SIP Password' is selected, then press 'Select'. Use the numeric keypad to enter your SIP phone number. After the SIP Password is entered, press 'Save' to keep changes, or 'Cancel' to discard.

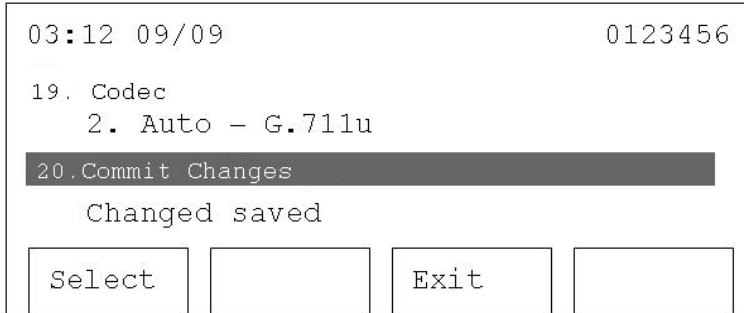
03:12	09/09	0123456
18. SIP Password	1234567890	
19. Codec	2. Auto - G.711u	
Save	Clear	Cancel

NOTE: The SIP password is hidden by a series of '+' when it is not being edited.

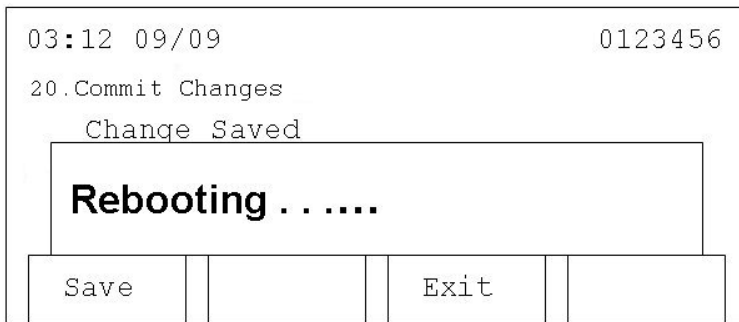
9. Press 'Down' until '19. Codec' is selected, then press 'Select'. Use 'Up' or 'Down' to select a codec. Press 'Save' key to store the selection.

03:12	09/09	0123456
19. Codec	2. Auto - G.711u	
20. Commit Changes	Save changes	
		Save

10. After all the settings are done, press 'Down' until '20. Commit Changes' is selected, then press 'Select'. When 'Changes saved' is displayed on the LCD screen, all the settings are saved.



11. Press 'Down' to move to '21. Reboot System', and press 'Select'. 'Rebooting' will appear on the LCD screen. After the reboot is completed, the 2757 is ready for use.

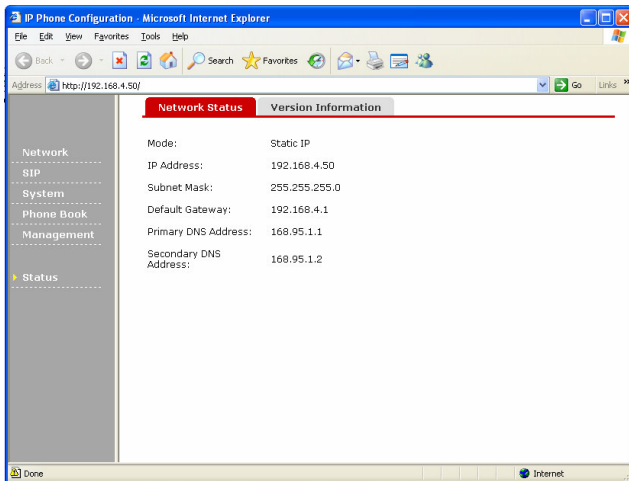


2.6 SIP Server Information Setup (Web Configuration)

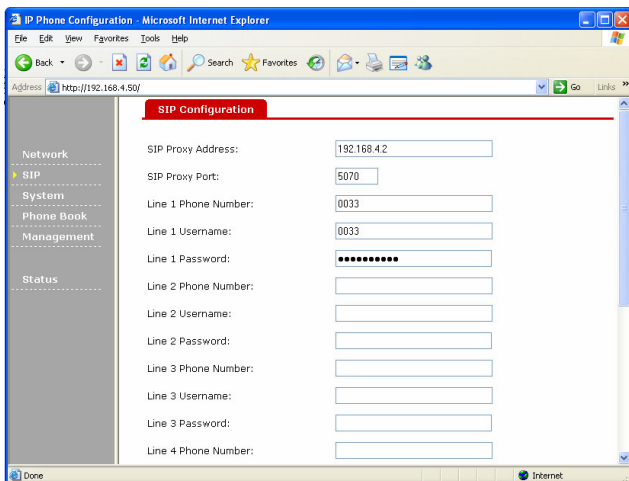
The web interface can also be used to enter SIP information. This is the only way to enter multiple SIP usernames and passwords.

Please refer to Section 2.4.2 to access the web interface. Then follow these instructions.

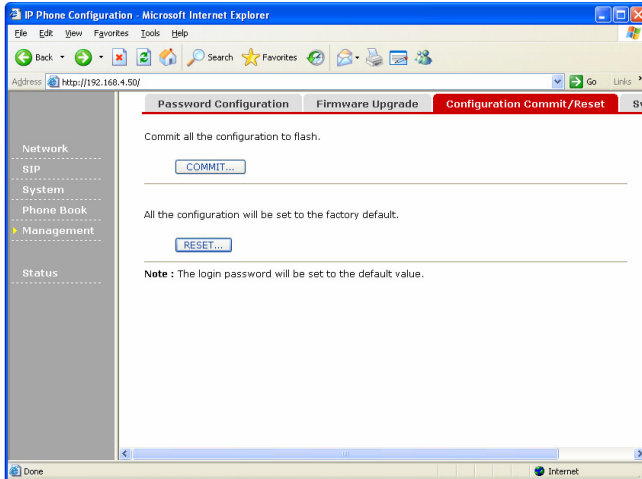
1. Click 'SIP' link on the left.



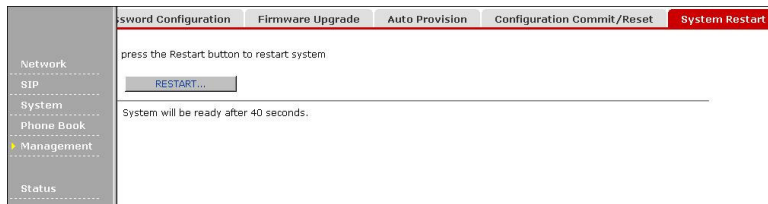
2. You can enter the SIP proxy server's IP address and port here. Also, you can enter up to 4 sets of SIP phone number, username, and password.
3. After all the information has been entered, click 'Submit' to store it, or click 'Cancel' to discard.



- Click 'Management'. Then click the 'Configuration Commit / Reset' tab and press 'COMMIT...'. When you see 'Configuration OK', the network settings have been properly saved.



- Click 'Management'. Click 'System Restart' tab, and then click 'RESTART...' button. After the 2757 reboots, it will be ready with the new network settings.



2.7 Accepting and Making Phone Calls

After completing the network and SIP settings, you can use the 2757 to make and accept phone calls.

2.7.1 Accepting phone calls

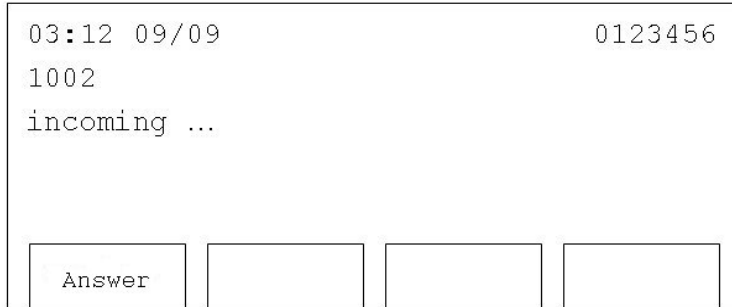
Before you can receive phone calls, your phone must be registered to a SIP server. You will see the message below on the LCD screen when the phone is registered.



If the phone is not registered to a SIP server, you will see 'Initializing SIP ...' displayed on LCD screen. If you see this message, please check your network cables and settings again.



The phone will ring when a call is received. The line selector button beside the LCD will also flash. If your service provider supports Caller ID, the phone number of the calling party will be displayed on the LCD screen.

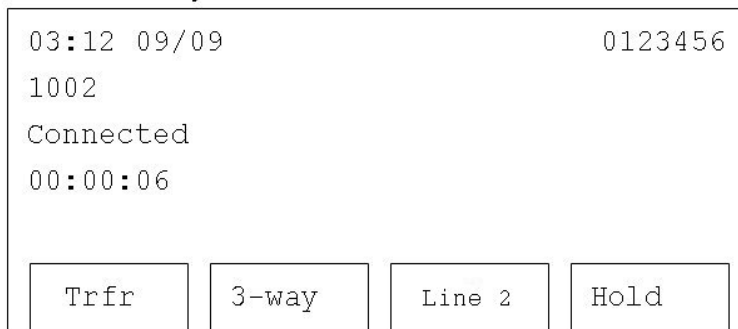


To answer the call, pick up the handset, press 'Speaker', or press 'Answer'..

During the call, a timer will be displayed on the LCD screen. It will start from 00:00:00 and will show the total time elapsed during the call.

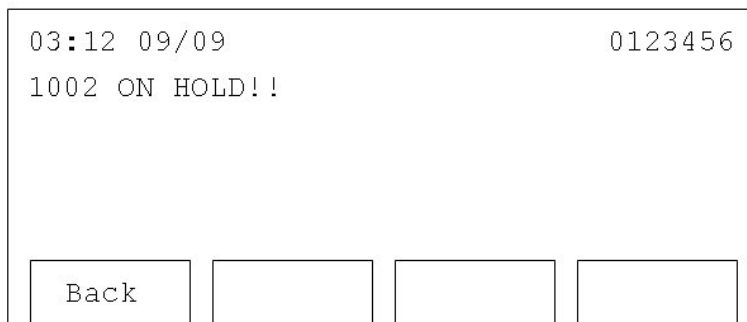
2.7.2 In-Call Options

Several options are available on the soft keys below the LCD screen. They are described below.



2.7.2.1 Transfer - Trfr

Transfer current call to another phone – Ask the remote party to remain online (do not hang up the phone). Press 'Trfr', and you will see the following message displayed on the LCD screen.

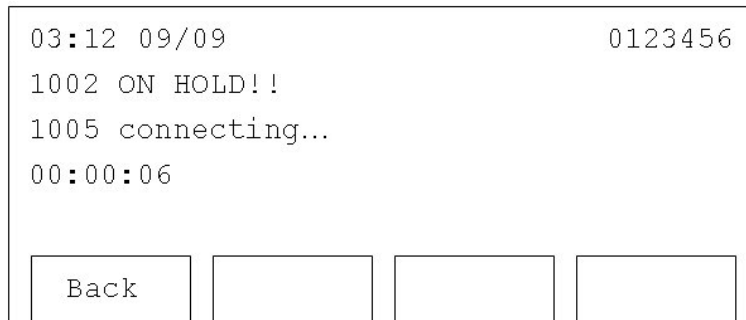


The call is now on hold. You will hear dial tone again. The remote party will hear music if the phone or server is configured to deliver it.

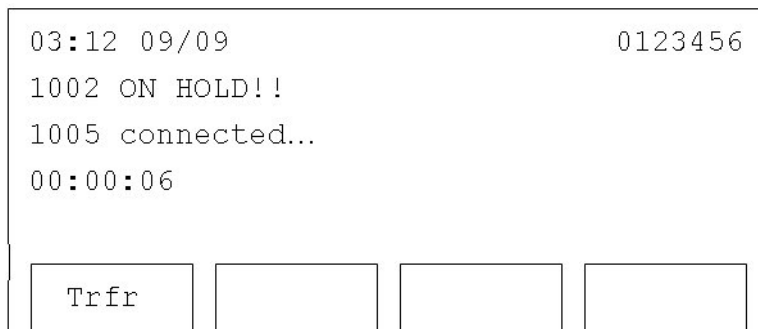
There are two types of call transfer – Attended and Blind. In an Attended transfer the party initiating the transfer remains connected until the transfer is completed. In a Blind transfer the part initiating the transfer begins the transfer and then drops off. The transfer is then completed.

2.7.2.1.1 Attended Transfer

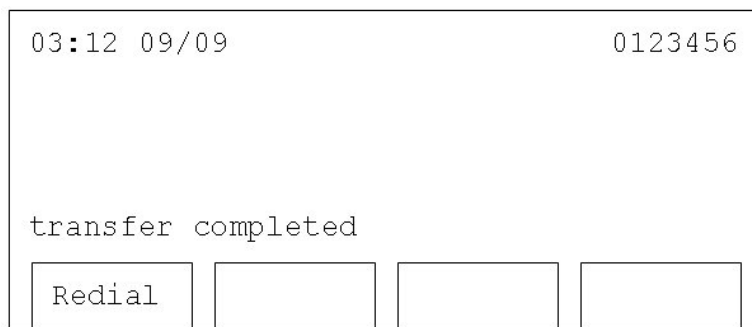
To use attended call transfer, dial another phone number, and you will see the following message on the LCD screen:



Once the connection is made, you will see the following message.



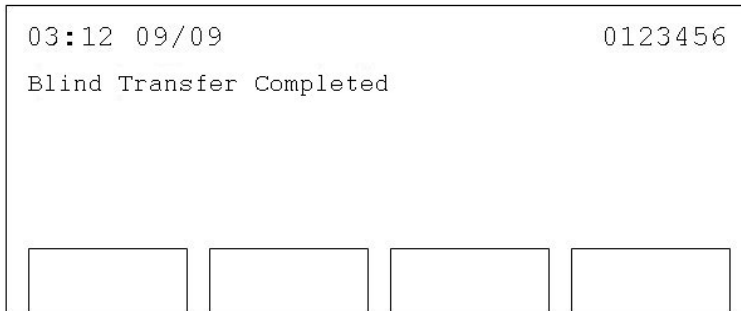
Once the remote party has agreed to the transfer, press 'Trfr', and the transfer will be completed.



If the transfer fails for some reason, press 'Back' to resume the original call. The original party will come back as an incoming call. Press 'Answer' to resume the call.

2.7.2.1.2 Blind Transfer

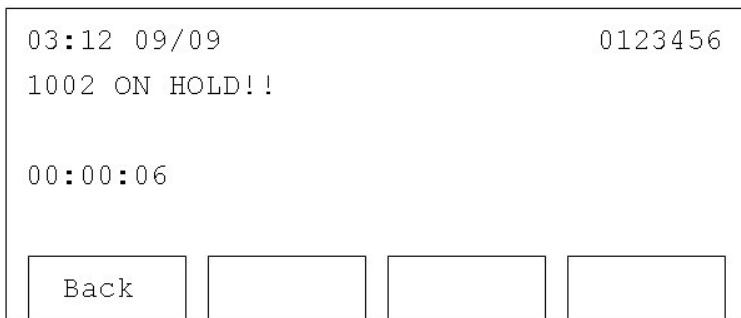
To perform a blind transfer, dial the asterisk key ‘*’ after dialing the phone number for the transfer. You will see the following message displayed on the LCD screen:



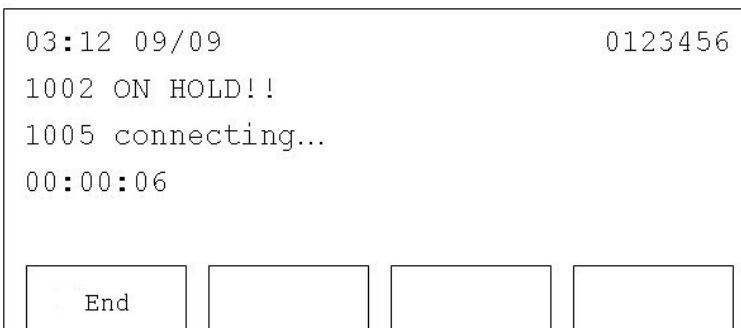
At this point, the call will be transferred. If a blind transfer fails, the call cannot be retrieved.

2.7.2.2 3-way

To create a 3-way conference, ask the remote party to remain online. Press ‘3-way’. You will hear dial tone in the handset, and see the following message on the LCD screen.



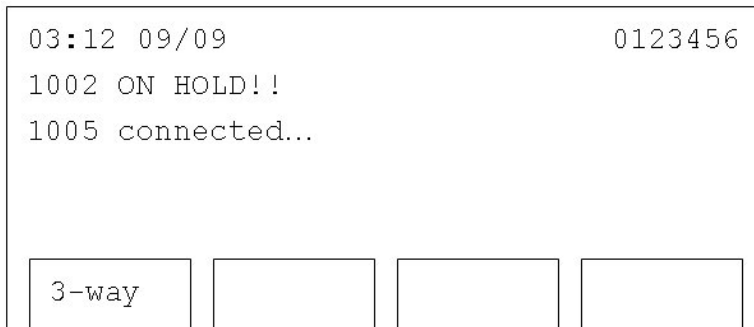
Now dial the phone number of the third party. You will see the following message displayed on the LCD screen. You may return to the original call by pressing ‘Back’ before you have finished dialing.



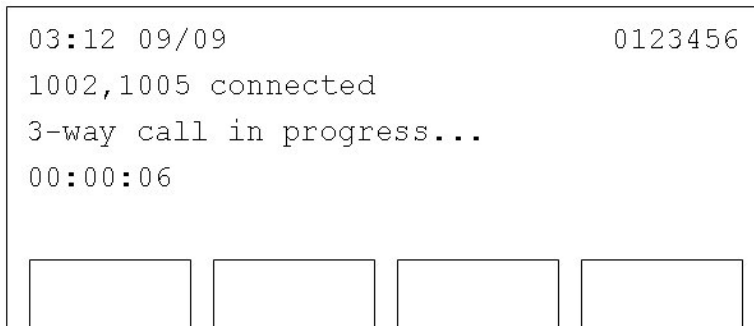
Before the third party answers, you may drop the call by pressing 'End'. The original party will then return as a new call. Press 'Answer' to return to the conversation.

After the connection is made, you will see the following message displayed on LCD screen. If the third party refuses the conference call and hangs up, the second party will return as a new call.

Press 'Answer' to resume this call. This will also happen if you dial an invalid number for the third party.



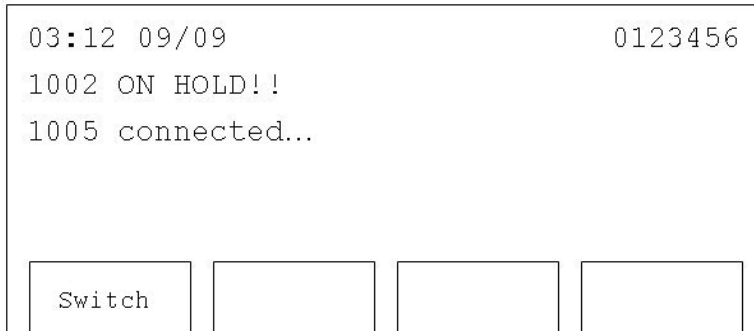
If the third party agrees to the conference, press '3-way'. You will see the following message displayed on the LCD screen, and the 3-way conference will be established.



Either the second or third party may drop off the conference at any time and the call between the originator and the other party will continue. However, if the originator drops the call, all parties will be disconnected.

2.7.2.3 Line 2

Pressing this key places the distant party on hold and provides a new dial tone. A new call can then be placed. You can toggle between these calls with the 'Switch' button. A second SIP registration is not required for this function. The 2757 can support up to two simultaneous calls (one active and one on hold).

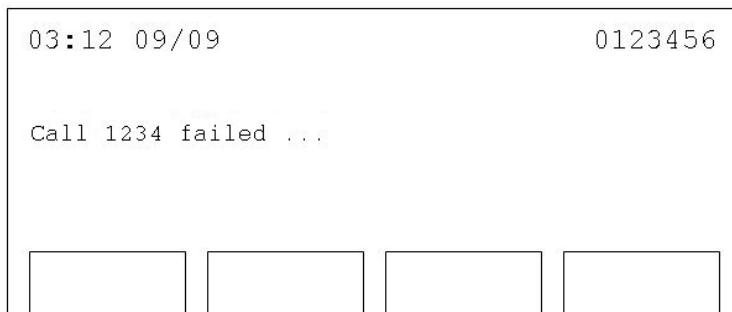


2.7.2.4 Hold

Pressing this key will place your remote party on hold so that they cannot hear anything. To resume the call, press 'Back'.

2.7.3 Making phone calls

If you have registered multiple SIP phone numbers, select one by pressing the a line key. Lift the handset, and dial the phone number. Normally, the phone will wait 5 seconds before transmitting the digits. If you wish to dial immediately, press the '#' key after dialing. If you dialed the wrong number, or the remote party is not available, you will see the message shown below.

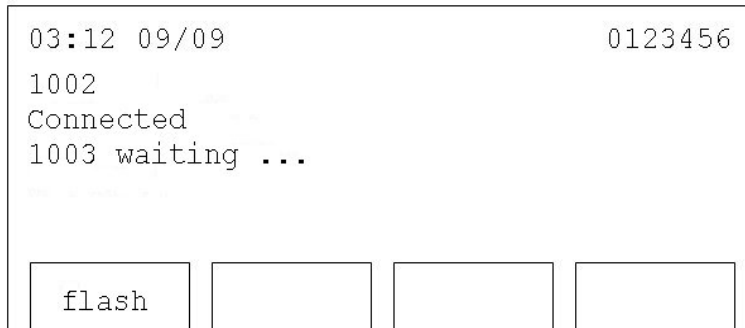


After the call is ended, hang up the phone or press the Speaker button.

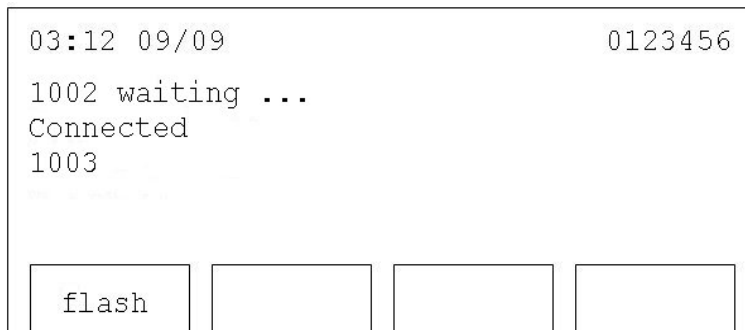
2.8 Caller ID on Call Waiting

The 2757 supports Caller ID on Call Waiting. With this service, the 2757 will notify you if you receive a second call while you are on the phone. It will also display the number of the second call. Please note that this service must be provided by your ISP or VoIP PBX.

When you are on a call and receive another call, you will hear a notification tone and the LCD will show the calling number.



To accept the incoming call press 'flash.' This will place the existing call on hold. If you hang up the phone while you have a call waiting, the waiting call will become as a new call. The phone will make a tone to alert you that you have a call. You can accept this call by pressing 'Answer.'



You may toggle between the calls using 'flash.'

2.9 Calling History

The 2757 maintains a calling history database. You can check for outgoing calls, incoming calls, and missed calls.

1. Press 'Menu'

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

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

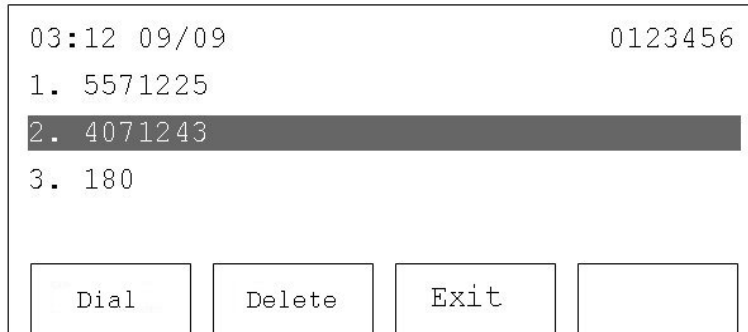
03:12	09/09	0123456
1. Phone Book		
2. Call Records		
3. Settings		
Select		Exit

3. Use 'Up' and 'Down' to select a call record type. Press 'Select' to view them.

03:12	09/09	0123456
1. Missed Calls		
2. Received Calls		
3. Placed Calls		
Select		Exit

2.9.1 Missed Calls

All unanswered calls will be listed here. You can use 'Up' and 'Down' to move in this list. Press 'Dial' to call the number selected, press 'Delete' to delete a selected entry, or press 'Exit' to return to previous menu.



2.9.2 Received Calls

All accepted phone calls are listed here. You can press 'Dial' to call the selected number, 'Delete' to delete a selected number, or 'Exit' to return to the previous menu.

2.9.3 Placed Calls

All dialed phone numbers will be listed here. You can press 'Dial' to call the selected number, 'Delete' to delete a selected number, or 'Exit' to return to the previous menu.

2.9.4 Unanswered Calls


If a call is unanswered, the following message will be displayed on the LCD screen.




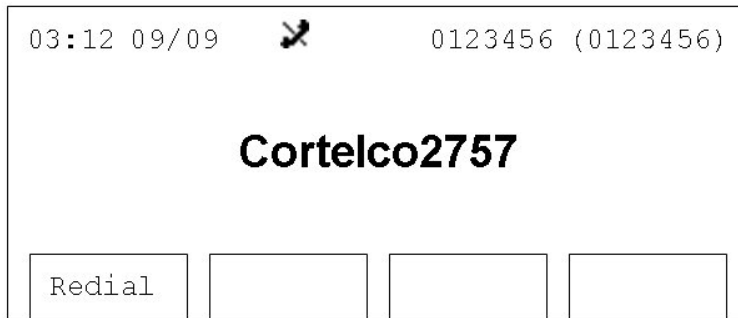
Pressing 'Miss' will take you to the Missed Calls menu described in Section 2.9.1.

2.10 Call Rejection (DND)

Do Not Disturb (DND) can be used to avoid phone calls.

To activate DND, press 'DND'. The  icon will be displayed on the LCD screen. When DND is activated, callers will hear busy tone or a voice mail message if voice mail is available. A DND forward number may also be set (See Section 3.2.4 or 3.4). If this is set, all calls will forward to this number. Calls can still be made when in the DND mode.

To deactivate DND, press 'DND' again. The  icon will disappear.



2.11 Speakerphone and Headset

Calls may also be placed using speakerphone or headset. This provides a hands-free phone operating environment.

2.11.1 Speakerphone

2.11.1.2 Placing Calls

Press 'SPEAKER'. After hearing dial tone, dial the number, and speak to the phone when the call is answered.

2.11.1.3 Receiving Calls

Press 'SPEAKER' when the phone rings.

2.11.2 Headset

To use a headset, insert the headset plug into the headset jack of the 2757 as shown below.



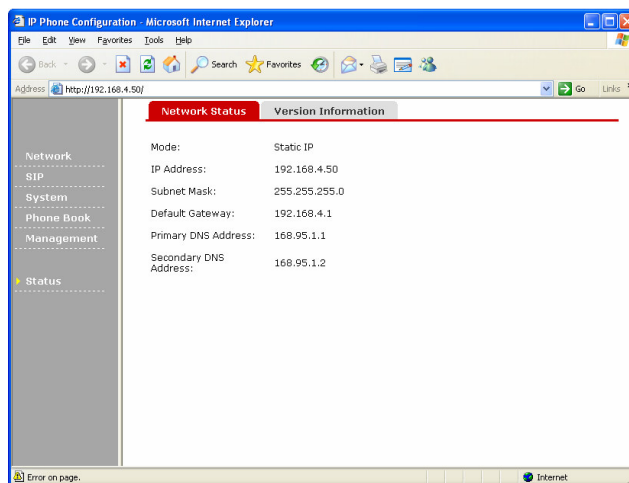
After the headset is connected, press 'HEADSET' to make and receive calls.

3 Speed Dial & Advanced Phone Configuration

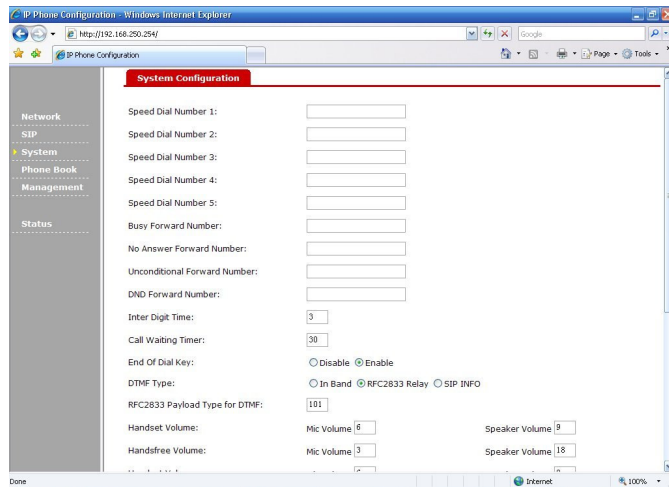
3.1 Speed Dial

The 2757 has 5 speed dial buttons. A phone number may be programmed to each speed dial button. The web interface must be used to set a phone number for a speed dial button. Refer to Section 2.4 to open a web connection to the 2757.

1. Click the 'System' link.



- Numbers can now be entered in the spaces for Speed Dial 1 – 5. Only numbers may be placed in these spaces. To save the settings, press 'Submit' on the bottom of the webpage.



3.2 Call Forwarding

The 2757 supports three methods of call forwarding. These numbers may also be entered on this web page. Again, only numbers are allowed in these entries.

3.2.1 Busy

An incoming call will be transferred to this number if the 2757 is busy or if DND is activated.

3.2.2 No Answer

An incoming call will be transferred to this number if the call is not answered.

3.2.3 Unconditional

All incoming calls will be transferred to this number.

3.2.4 DND

The number to which incoming calls will be transferred when DND is activated.

3.3 Advanced Settings

CAUTION: These settings should only be changed by someone with a thorough understanding of VoIP.

3.3.1 Inter Digit Time

This is the time interval between dialed digits.

3.3.2 End of Dial Key

When enabled, the '#' key will force immediate dialing.

3.3.3 DTMF Type

This controls the method by which DTMF tones are delivered. The correct method will depend on the target application. For example, many IVR systems will require In-Band tone.

3.3.4 RFC2833 Payload Type for DTMF

The RTP payload value for DTMF. This is usually set to 101.

3.3.5 Handset Volume/Handsfree Volume/Headset Volume

Allows adjustment of send and receive levels. Numbers from 0 to 8 are allowed. Higher numbers are louder.

3.3.6 Ring Volume

Allows adjustment of ringer level. Numbers from 0 to 10 are allowed. Higher numbers are louder.

3.3.7 Silence Suppression

When enabled, the 2757 will not transfer data when there is no voice detected from the microphone. This can be useful to reduce the required network bandwidth. However, it can cause the voice quality to degrade.

3.3.8 Ring Tone Type

The 2757 offers 5 different ringtones.

3.3.9 Voice Codec

The 2757 supports G.711 and G.729 codecs. Normally, the service provider will furnish this information.

3.3.10 Forward Timer

This is the amount of time in seconds before a call is forwarded if Call Forward – No Answer is activated.

3.3.11 Do Not Disturb

This performs the same function as pressing the DND button.

3.3.12 Set Time Zone

The 2757 supports time zones based on GMT.

3.3.13 NTP Server Address

The 2757 keeps time based on signals from a Network Time Protocol (NTP) server. Enter a valid NTP server address here.

3.4 Entry of Call Forward numbers from phone

Call forwarding numbers can also be set from the phone.

1. Press 'Menu'. Use 'Up' and 'Down' to select the third item: '3. Settings'. Press 'Select' key.

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

2. Select 'System Configuration' using 'Up', 'Down', and 'Select'.

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

- Press 'Down' to highlight the desired type of call forward. Press 'Select'.

03:12	09/09	0123456
10.	BusyForwardNumber	
11.	NoAnswerForwardNumber	
12.	UnconditionalForwardNumber	
13.	DNDForwardNumber	
Select		Exit

- Enter the number using the keypad. Press 'Save' to save changes. Press 'Clear' to erase a number, or press 'Cancel' to keep the original number unchanged.

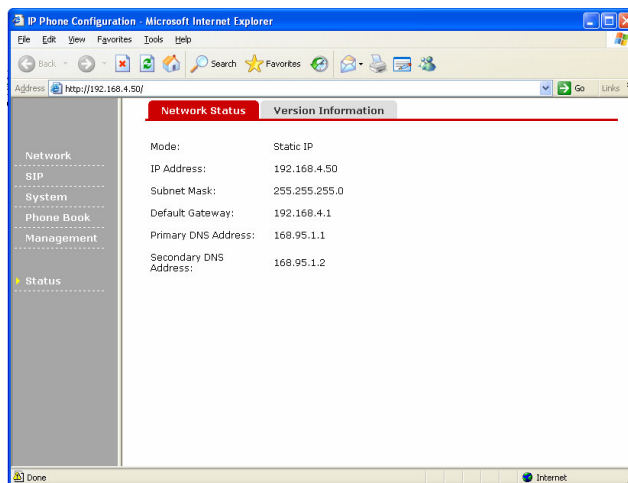
03:12	09/09	0123456
10.	BusyForwardNumber	1234567890
11.	NoAnswerForwardNumber	
Save	Clear	Cancel

3.5 Phone Book Management

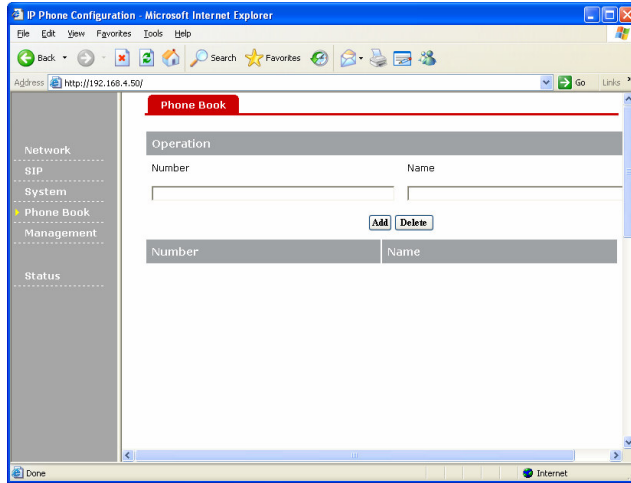
3.5.1 Web Interface

The web interface must be used to enter frequently dialed numbers into the phone book.

- Click 'Phone Book' link.



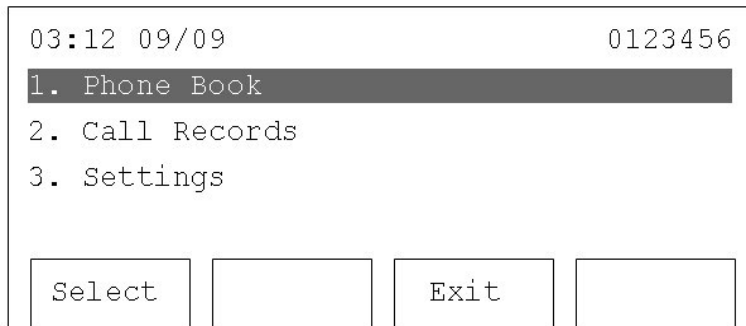
2. Phone book entries will be displayed on this page, and new names and numbers may be entered. After entering the number and the name, press 'Add' to save the entry. To delete an existing entry, enter the phone number in the 'Number' field, and then press 'Delete'.



3.5.2 Phone Interface

Existing phone book entries can be accessed from the 2757.

1. Press 'Menu'. Then press 'Select' on the first item: '1. Phone Book'.



2. All phone book entries will be displayed here. Use 'Up' and 'Down' to select a phone book entry to dial.

03:12 09/09	0123456		
1. Stan Marsh			
2. Kyle Brofslovski			
3. Kenny McCormic			
4. Eric Cartman			
Select	Add	Exit	DelAll

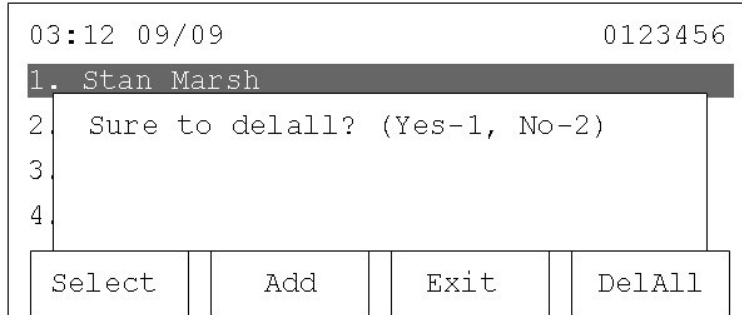
3. After selecting a phone book entry, press 'Dial' to dial the phone number, or 'Exit' to return to the previous menu.

03:12 09/09	0123456		
Stan Marsh			
5570342			
Dial		Exit	Del

4. To delete an entry, press 'Del'. Be sure you wish to delete the entry because it will be deleted immediately.
5. If a call is received from someone in the phone book, their phone book name will be displayed.

03:12 09/09	0123456		
Stan Marsh (5570342)			
incoming ...			
Dial		Exit	

- To delete all phone book entries press 'DelAll' when the phone book entries are displayed.
You will be prompted to press 1 or 2 key (1 for YES and 2 for NO).

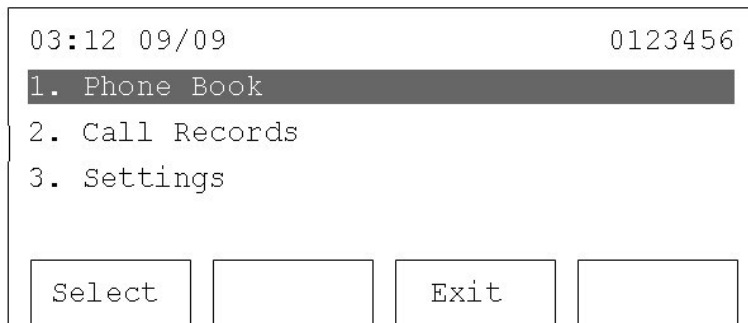


3.6 Browse System Information

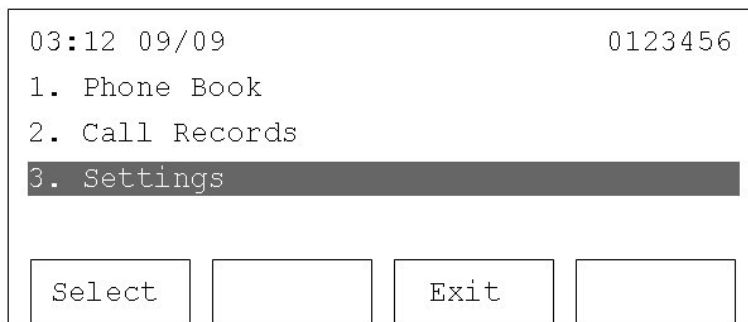
System information (IP address, model information, firmware version...etc.) can be displayed using either the web interface or the LCD screen.

3.6.1 LCD screen

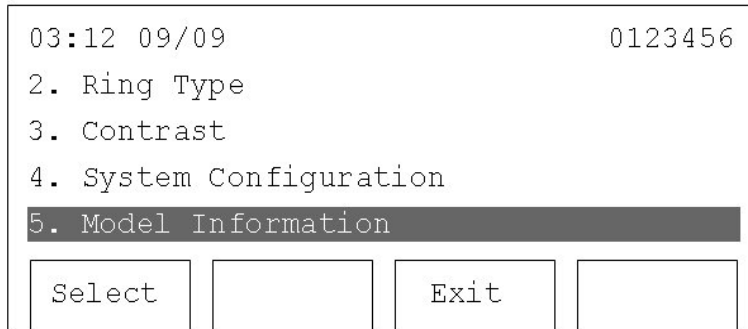
- Press 'Menu'



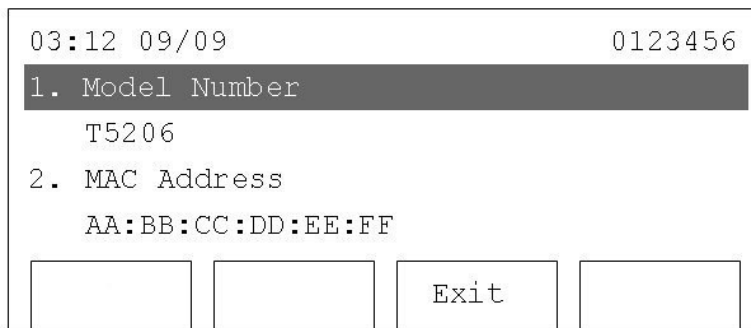
- Press 'Up' or 'Down' until '3. Settings' is selected, then press 'Select'.



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

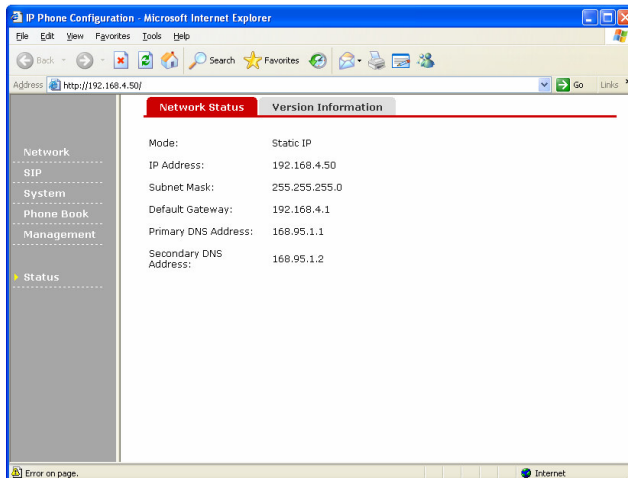


4. All system-related information will be displayed here. Press 'Up' and 'Down' to browse, and press 'Exit' to end.

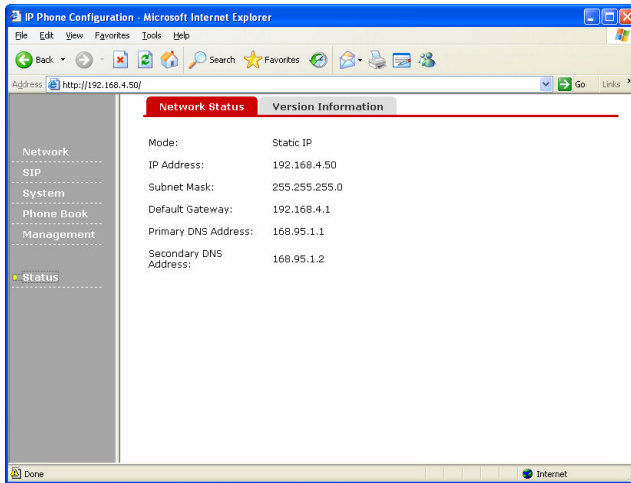


3.6.2 Web Interface

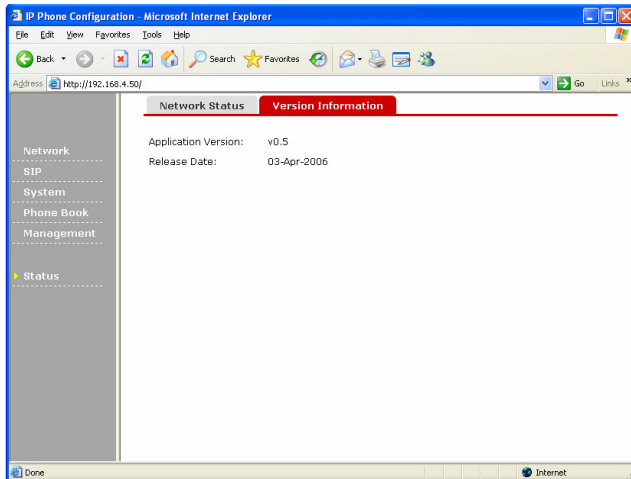
1. Click 'Status'



2. Network-related system settings will be displayed.



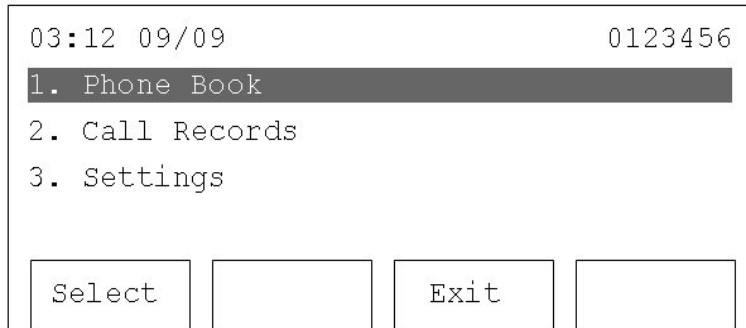
3. Click the 'Version Information' tab, and firmware-related information will be displayed.



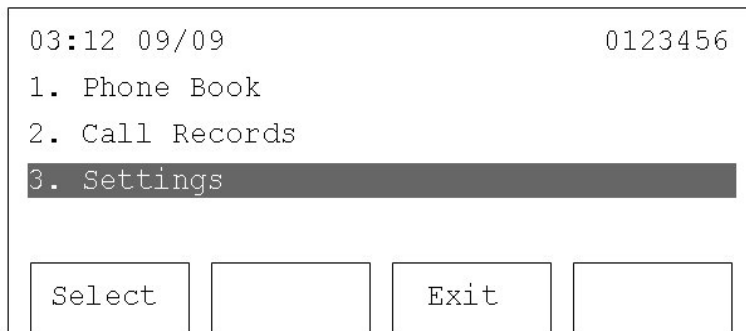
3.7 Change Display Language

The default language of the 2757 is English. However, it can be changed to Chinese.

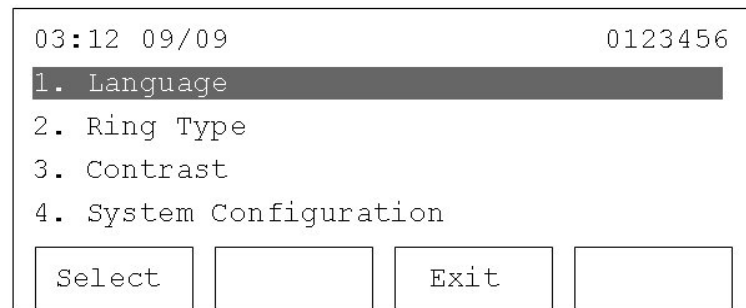
1. Press 'Menu'



2. Press 'Up' or 'Down' until '3. Settings' is selected, then press 'Select'.



3. '1. Language' should be selected when this menu is entered. If not, use 'Up' or 'Down' to select it, then press 'Select' key.



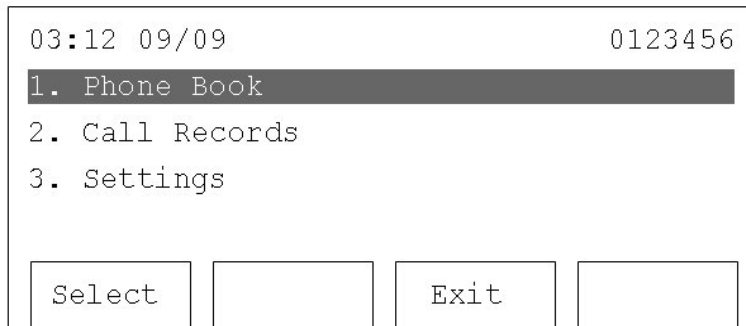
4. All available languages will be displayed here. A 'V' sign will appear on the currently selected language. Use 'Up' or 'Down' to select the desired language, and press 'Select'. Press 'Exit' to leave this menu without making any changes.



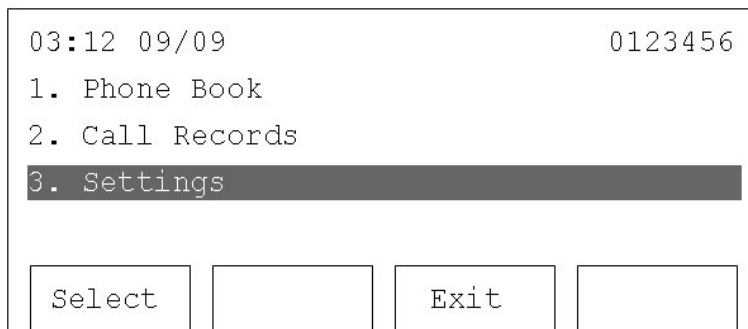
3.8 Change Ringer Type

Ring tones can be changed from the LCD screen as well as from the web interface. See Section 3.3.8 for web interface.

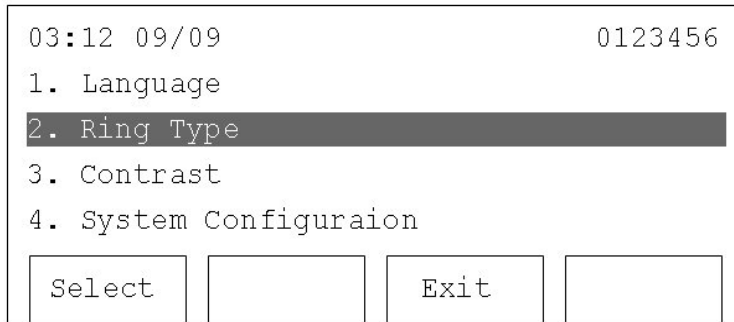
1. Press 'Menu'



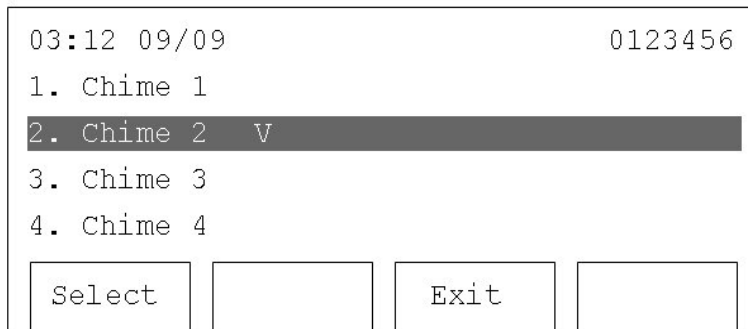
2. Press 'Up' or 'Down' until '3. Settings' is selected, then press 'Select'.



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

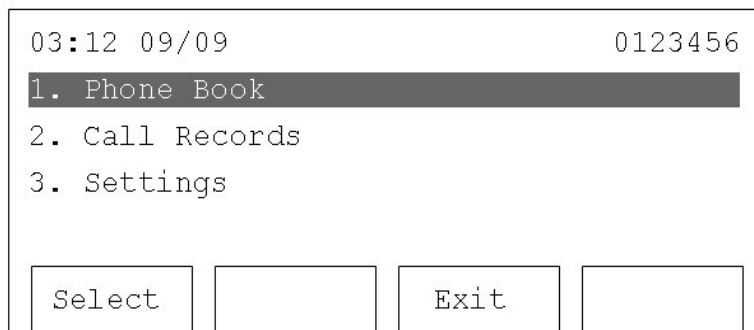


4. All available ring tones will be listed here. Use 'Up', 'Down', and 'Select' key to choose a ring tone. Press 'Exit' to return to the previous menu after making a selection. A 'V' will appear on the currently selected ring tone.

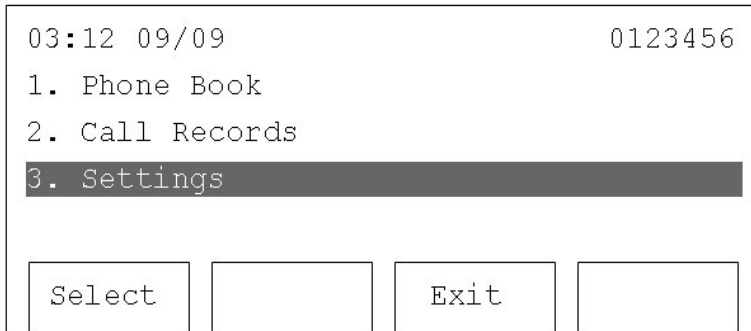


3.9 Adjust the Contrast of LCD Screen

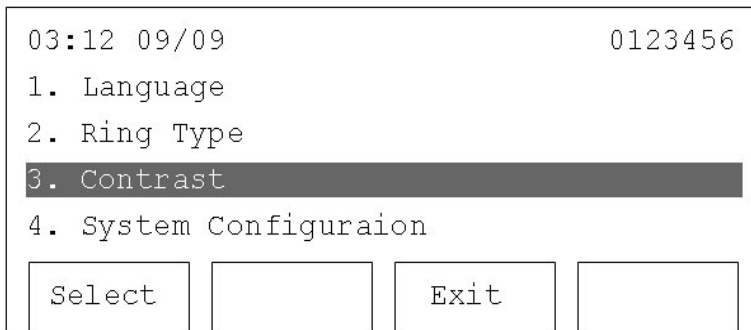
1. Press 'Menu'



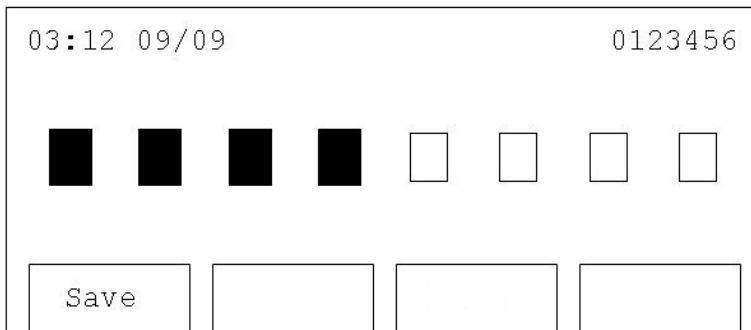
2. Press 'Up' or 'Down' until '3. Settings' is selected, then press 'Select'.



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



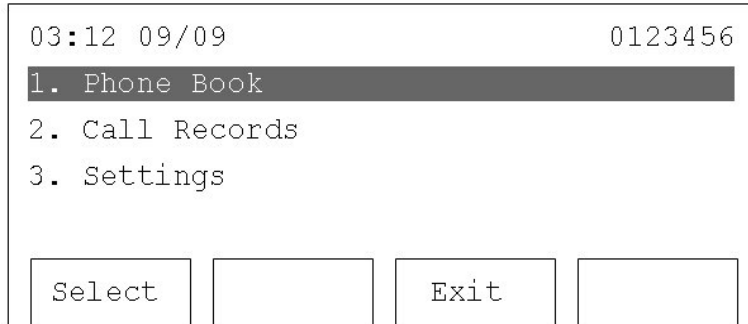
4. Press 'Up' to make the displayed messages darker. Press 'Down' to make the displayed messages lighter. Press 'Save' keep the new settings.



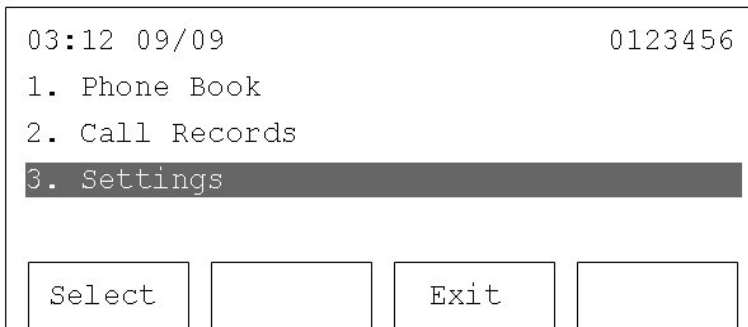
3.10 Reboot the IP Phone

3.10.1 Phone Interface

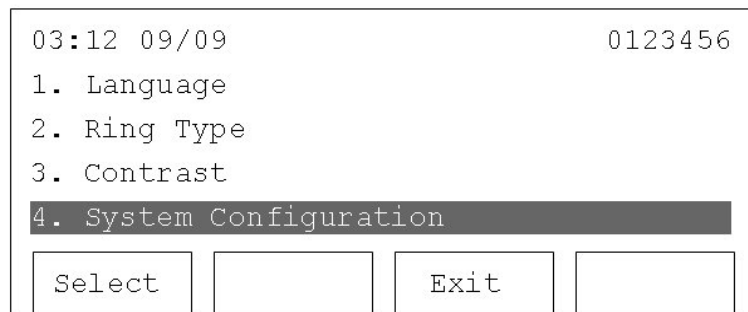
1. Press 'Menu'



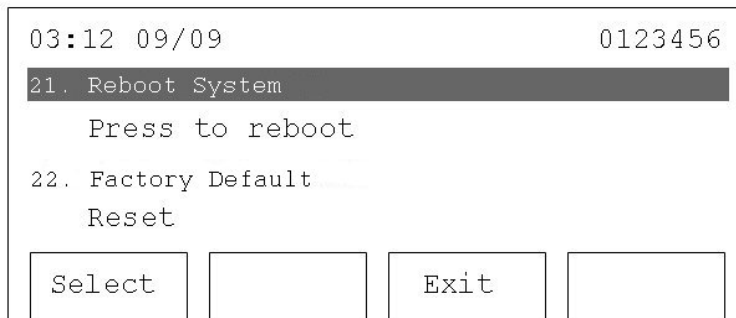
2. Press 'Up' or 'Down' until '3. Settings' is selected, then press 'Select'.



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

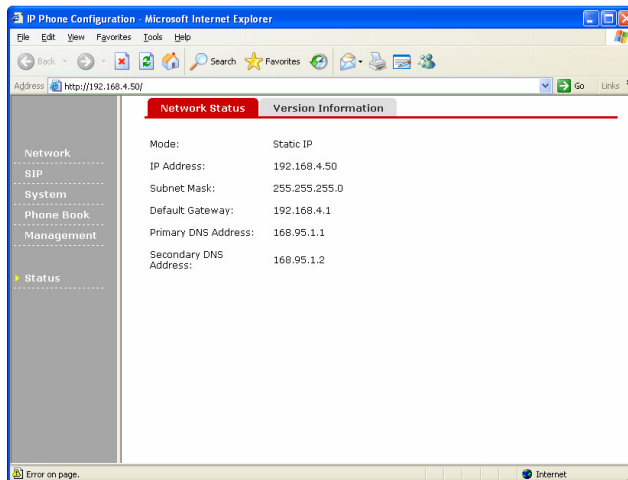


4. Press 'Up' or 'Down' until '21. Reboot System' is selected, and press 'Select'. Press 'Exit' key to return to the previous menu.

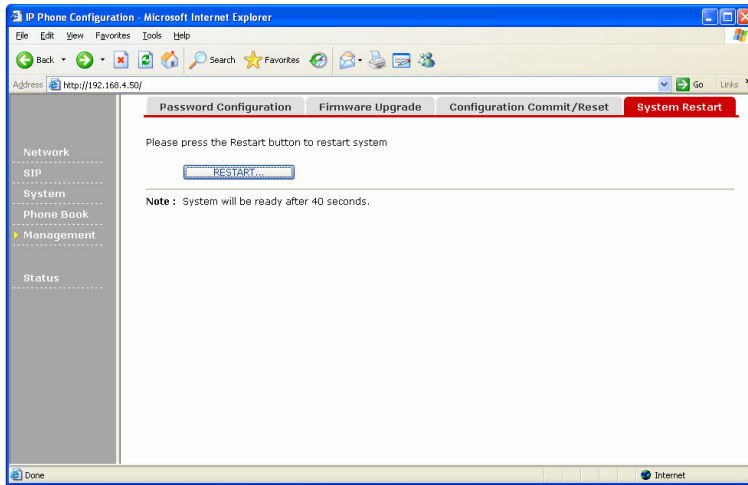


3.10.2 Web Interface

1. Click on 'Management'



- Click the 'System Restart' tab, then click the 'RESTART' button. The web page will display 'Phone is restarting !!' The 2757 will be ready again in approximately 1 minute.

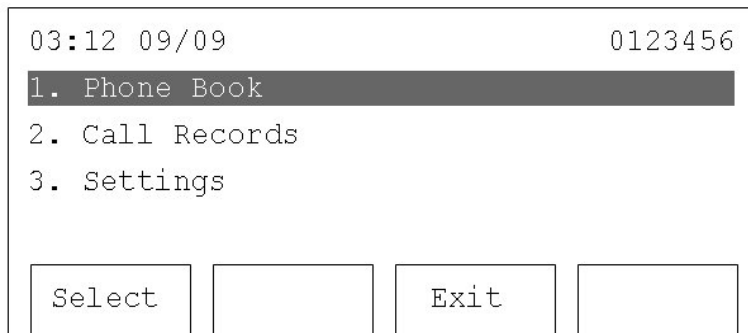


3.11 Factory Reset

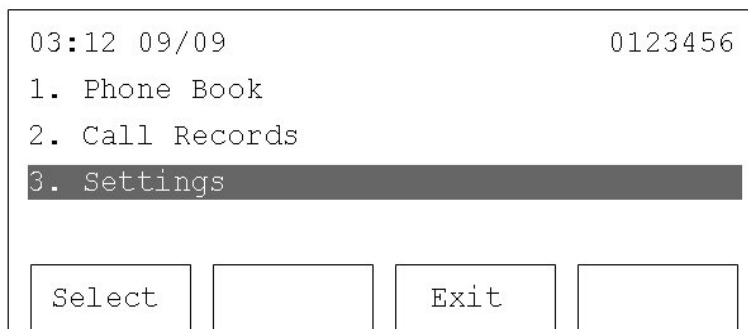
All stored settings can be erased by resetting the 2757 to factory defaults.

3.11.1 Phone Interface

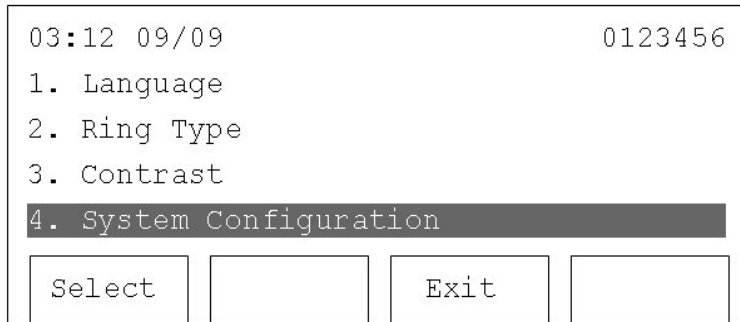
- Press 'Menu'



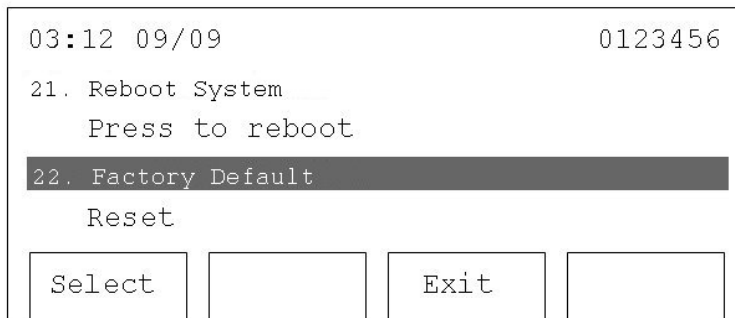
- Press 'Up' or 'Down' until '3. Settings' is selected, then press 'Select'.



3. Press 'Up' or 'Down' until '4. System Configuration' is selected. Then press 'Select'.

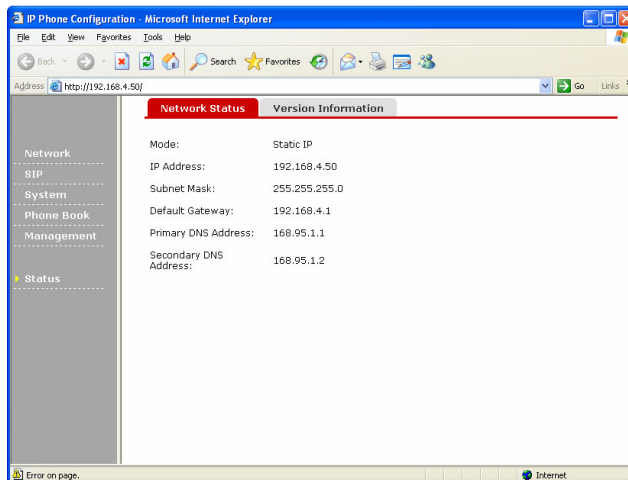


4. Press 'Up' or 'Down' until '22. Factory Default' is selected. Then press 'Select' to restore the default settings. Press 'Exit' key to return to the previous menu without making any changes.

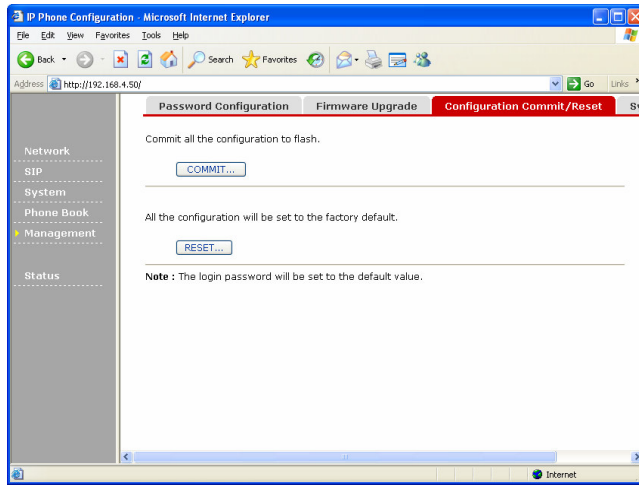


3.11.2 Web Interface

1. Click 'Management'



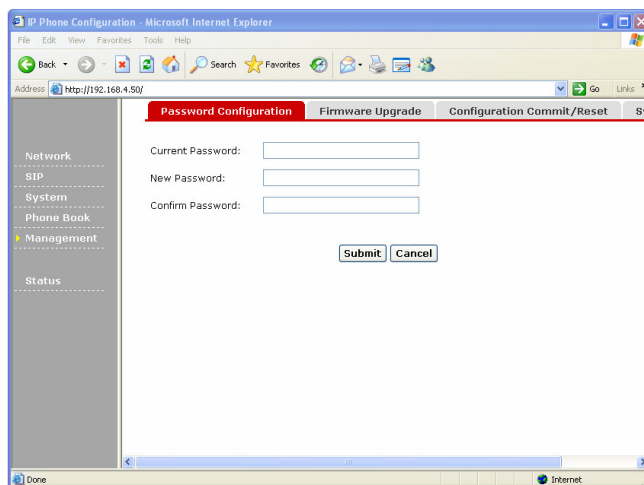
2. Click 'Configuration commit / Reset' tab. Then click 'RESET' button to reset to defaults. To complete the reset, click 'COMMIT' button and reboot the phone.



3.12 Change Password for the Web Interface

The web login password can be changed. Connect to the 2757 with the web interface then follow the instructions below.

1. Click 'Management'.
2. At the 'Password Configuration' screen, enter your current password and then enter the new password twice.
3. Press 'Submit'. To exit without changing the password, close the web browser or click another link in the configuration web page.



4 Troubleshooting

If your 2757 is not working properly, please check this troubleshooting checklist.

Scenario / Problem	Solution
Nothing is displayed on LCD screen	<ul style="list-style-type: none">● Is the AC adapter plugged into an electrical outlet?● Is the AC adapter connected to the 2757?● If using PoE, check the PoE switch and the Ethernet cable.● Check contrast setting.
I see malformed / strange text displayed on the LCD screen of IP Phone	<ul style="list-style-type: none">● Disconnect the power cord and Ethernet cable, and reconnect after 10 seconds.
I can not hear dialtone	<ul style="list-style-type: none">● Replace the cord between the 2757 and the handset with a new one.● Press 'SPEAKER'. If dialtone is heard, replace the handset.● Check the volume setting. Try increasing it.
I can hear dialtone in the handset, but I can not place / accept phone call	<ul style="list-style-type: none">● If busy tone is heard in the handset, the remote party may be busy, not online, or not at the dialed number. Try the call again later and make sure the phone number is correct.● If 'Initializing SIP server...' is displayed on the LCD screen, please check the network connection. If there is no problem with the network connection, contact the service provider.

5 Firmware Update

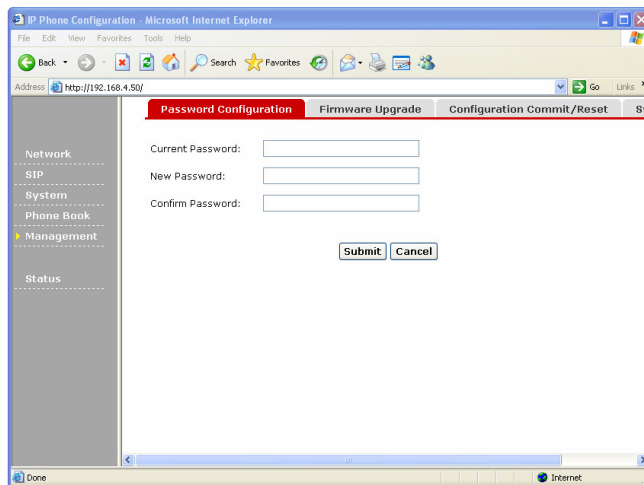
5.1 Upgrade Procedure

The system software used by the 2757 can be updated when a newer version is available.

Please go to www.cortelco.com to check for a new version of firmware. The following information will be needed to upgrade:

- TFTP/FTP server address
- Image file name
- username (for FTP only)
- password (for FTP only)

1. Click 'Management'. Then click 'Firmware Update' tab.



2. Enter the upgrade server (TFTP or FTP) address. Select the server type (TFTP or FTP). Enter the upgrade filename, username, and password on this page. Note that TFTP does not require a username or password. Then press 'SAVE'.
After the information is saved, press 'UPGRADE', the IP Phone will connect to the upgrade server and start to download firmware. This will take several minutes. After the download is complete, the 2757 will reboot, and then will be ready for use with the new firmware.

Network	Password Configuration	Firmware Upgrade	Auto Provision
SIP	Server IP Address:	<input type="text" value="10.21.9.112"/>	
System		<input type="radio"/> TFTP <input checked="" type="radio"/> FTP	
Phone Book	Filename:	<input type="text" value="app.squashfs_CAPv106.img"/>	
Management	FTP Username	<input type="text" value="test"/>	
Status	FTP Password	<input type="text" value="test"/>	
	Please press the Save button to save the setting		
	<input type="button" value="SAVE"/>		
	Please press the Update button to update firmware		
	<input type="button" value="UPGRADE"/>		
	Note : System will be rebooted for updates. The update process will take several m		

WARNING: Do not disconnect power, press any key, take the phone off-hook, or disconnect from the network during the upgrade procedure. This can cause the downloaded firmware to be corrupt and the upgrade will fail!

5.2 Recover from Unsuccessful Firmware Update

If the download fails, the 2757 may malfunction. If this happens, use the following instructions to restore it to a normal state.

1. Reboot the 2757 per Section 3-10. If that does not work, disconnect the power cord and reconnect it after 10 seconds.
2. You should see 'Loading' on the LCD. Both the 'headset' and 'mute' key will illuminate for 2 seconds. After this press the '*' key twice, and the original firmware will be recovered.

If this does not solve the problem, please contact your dealer.

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