Digium A-Series IP Phone User Guide

Phone Models: A20, A22, A25, A30

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Compliance Information

Compliance information for this product is available at

http://www.digium.com/compliance

Getting Started

Digium IP phones are designed for the greatest interoperability with Asterisk software. This guide provides information about the setup and use of Digium Phones. See the Digium Website for more information about using Digium Phones.. xxxxx

1. Getting On the Network

Automatic. The Digium Phone uses DHCP and LLDP-MED to get IP address and VLAN membership information.

Manual. If not successful, enter the information as described in Setting the Network Information or as described in Web User Interface Settings.

2. Configuring the Phone (two choices)

Web UI tool. Enter all of the configuration information as described in **Web User Interface Settings.**

XML configuration file. Create and make this file available to the phone as described onthe wiki.

3. Getting Acquainted with Phone and Calling Features

Call Log (History)displays your call activity for received, dialed, and missed calls.

Contacts (Dir)allows dialing of someone in your list of Contacts

DND enables or disables the DND setting on your telephone.

Menu provides access to variety of phone information and setting items.

Calling Features

- Dialing
- Receiving
- Redialing
- Holding
- Transferring
- Conference (3-way Calls)

Network & System Tools

As soon as your Digium Phone powers up, its main display shows the Asterisk logo and indicates that it is initializing, loading necessary information, and starting the phone. By default, the phone uses the dynamic protocols DHCP and LLDP-MED to attempt to get its IP address and VLAN membership information.

The following sections describe what to do if your phone cannot get on the network and get configuration information.

Setting the Network Information

IP Configuration	Press the **Menu**softkey to display Configuration Options, and select the **Settings** option. Next, select the **Advanced Settings** option and enter the phone's default passcode **789** onto the keypad. Next, select the **Network** option. From here, if your phone requires entry of a static IP address, enter the **Network Settings** option. Enter the **Connection Mode**option and use the right arrow key to change the connection mode from DHCP to **Static IP**. Press the **Save** softkey and your phone will save the setting. Next, press the **Back**softkey and your phone will return to the **Network Settings**option. Choose the **Static IP Settings** option and use the dialpad, soft keys and arrow keys to input your Static IP address, Subnet Mask, Gateway, and your DNS servers. Once done, press Save, use the **Exit** soft key to return to the **Main Menu** and select **Reboot System** . Your phone should boot with the assigned Static IP address.
VLAN Settings	If your phone requires manual VLAN assignment, enter the **QoS&V LAN**option. From here, enter the **WAN VLAN** option. First, use the right arrow key to **Enable**VLAN, then the down arrow key to scroll to a dialog where you can enter the WAN VLAN ID. Use the dialing keys to enter the required VLAN and press the **Save** softkey. Once done, press Save, use the **Exit**soft key to return to the **Main Menu** and select **Reboot System**. Your phone should boot up on the assigned VLAN.
Resetting or Restarting	
Reset to Factory Defaults	Select **Reset to Default**, which is listed under the **Advanced Settings** option from the phone's **Settings** section of the **Main Menu**, to clear all configuration information in the phone and start over. This removes all existing accounts and contacts as well as configuration information.
Restart	Select **Reboot System**, which is listed in the phone's **Main Manu** to restart the phone using the current configuration. The phone issues a prompt that asks you if you want to reboot now. Press the **Yes** sof

tkey to restart; or press the **No** softkey to cancel the operation and redisplay the phone's Main Menu.

Web User Interface Settings

The Digium Phone Web User Interface gives you a means of setting your phone configuration options from a web browser. To get to your Phone's web UI, go to:

http://phone-ip
Username: admin
Password: 789

> To find your phone's IP address, press the **Menu** softkey, then select theStatus option. This display's the phone's network configuration mode, its IP address and software version.

The Web User Interface page for the Digium Phone Settings includes left-hand tabs for these items: System, Network, Line, Phone settings, Phonebook, Call logs, and Function Key. Each left-hand tab has sub-sections that are configured by top-tabs.

System Tab

To get system information and perform certain configuration about the Digium Phone, click the **System** tab. This provides the following top-tabs: Information, Account, Configurations, Upgrade, Auto Provision and Tools.

Information provides details about the unit including its model, software version, network configuration, voice quality, and account activity.

Accountallows for the editing and addition/removal of web UI accounts that may manage the phone.

Configurations allows for the export of the phone's running configuration, import of new configurations, and the resetting of the phone's configuration.

Upgrade allows direct upload of new firmware, definition of firmware upgrade servers, and information about the current firmware.

Auto Provisionallows configuration of the phone's provisioning methods, including DHCP Option 66 and Static Provisioning Servers.

Tools allows enabling of syslog for debugging, packet captures, screenshot capture, and rebooting of the phone.

Network Tab

To configure the phone's networking capabilities, click the **Network** tab. This provides the following top-tabs: Basic, Service Port, Advanced, VPN, Web Filter, and Firewall.

Basic displays the phone's current network status, and allows it to be set for DHCP or Static IP address configuration.

Service Port defines the ports used by the phone's web UI as well as the ports it uses for RTP media.

Advanced allows the configuration of LLDP, VLAN, QoS and 802.1X settings.

VPN allows the setup of the phone's OpenVPN connectivity capabilities.

Web Filter provides an interface for restricting what IP addresses can access the phone's web UI.

Firewall provides an interface for restricting general input and output networking rules for the phone.

Line Tab

To configure the SIP and dialing configuration of the phone, click the **Line** tab. This provides the following top-tabs: SIP, Dial Plan, Basic Settings and RTCP-XR.

SIP allows configuration of the phone's SIP lines, codecs and global SIP settings.

Dial Plan allows manipulation of the phone's dialing rules.

Basic Settings provides additional SIP settings as well as NAT traversal settings.

RTCP-XRallows configuration of the phone's RTCP-XR reporting engine.

Phone settings Tab

To configure the behavior of the phone itself, click the **Phone settings** tab. This provides the following top-tabs: Features, Audio, MCAS, Time/Date/Advanced, and Trusted Certificates

Features allows configuration of many of the phone's calling features, MWI LED, and Action URL events.

Audio allows configuration of the phone's codecs and its Alert Info ringing responses.

MCAST controls the phone's behavior when receiving multicasted audio streams.

Time/Date allows control of the phone's clock, timezone and daylight savings settings.

Advanced allows configuration of the UI, and the keyboard lock sequence.

Trusted Certificatesallows management of the phone's certificate files.

Phonebook Tab

To configure the phone's contacts, click the **Phonebook** tab. This provides the following top-tabs: Contacts, Cloud phonebook, Blacklist, and Advanced.

Contactsallows control over the local contacts loaded on the phone.

Cloud phonebook allows configuration of remote phonebooks and LDAP contacts.

Blacklist allows restriction of incoming and outgoing calls.

Advancedallows importing and exporting of contacts lists.

Call logs Tab

To see the calls made to or from the phone, click the **Call logs** tab.

Function Key Tab

To control the behavior of the phone's hard and soft keys, click the **Function Key** tab. This provides the following top-tabs: Function Key, Softkey

Function Key provides control over the phone's hard keys.

Softkey provides control over the phone's soft keys in its various states of operation.

Calling Features

The following are the basic calling features of the Digium Phone.

Dialing Calls	Pick up the handset, or press a line key and dial a number. Or, dial a number and press the **Dial**softkey.
	You can also use Contacts or Call Log to find the number you want, then press the Dial softkey.
Receiving Calls	Pick up the handset, or press a softkey. **Divert** allows immediate forwarding/transfer to a number that you can supply. **Reject**causes the phone to send a reject message to the calling party.
	During a call, you can answer another incoming call. If the call is on another line, press the blinking line key to answer and put the active call on hold. Or, if the call is on the same line, use the arrow keys to move to the new call, and the soft keys will change to allow answering of the new call.
Redial	Press the **Redial** button to redial the last call you made. If you have multiple lines, Redial automatically uses the correct line.
Hold	During a call, press **Hold**, The line key flashes. To resume that call, press either the flashin line key or the **Resume** softkey. If you have multiple calls on hold, and you want to resume one of the calls, highlight that call in your call list and press its **Resume** softkey.
Transfer	ASSISTED - During a call, press the **Transfer** button. Enter a number of press the **Contacts** softkey to find a number. Press the **Dial** softkey. When someone answers, inform them of the call to be transferred. Press the **Transfer** softkey, and the transfer is completed.
	UNASSISTED (blind) -During a call, press the Transfer button. Enter a number or press the Contacts softkey to find a number. Press the Transfer softkey, and the transfer is completed.
Conference (3-Way Calls)	During a call, press the **Conference** softkey. Make a call, or **Resum**

e an existing call. Press **Conference** again to connect all participants. To end the Conference and put both calls on Hold, press the **Split** softkey on either call.