

Advanced Networking, Inc.

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Remote Phone Installation Instructions

Things You Will Need

- The IP phone from the office.
- The Power Adapter for the phone. These are usually left in a box in the phone/network room when we installed your phones. If you are unable to find them, please call us with the phone models for which you need the power adapters. We do have some in stock and will be glad to ship them to you (these are a first-come. First-serve basis).
 - You may be able to find one that will work with your phone. See the table on the next page to find out what kind of power adapter will work with your IP phone.
- An Ethernet patch cable to connect your phone to your home router/network.

Removing the Phone from the Office

1. Disconnect your phone at your desk. If there are two cables connected to the back of your phone, disconnect both. One cable goes to the network wall jack. The other goes to your computer. If there were two, connect your computer directly to the wall jack if you are not taking it with you.
2. Take one of the Ethernet cable with you.

Connecting the Phone at Home

1. You will need to install the phone where your router/firewall is. This might be the ISP modem/router that your ISP provided. It also could be a third-party router/firewall that you installed yourself.
2. Connect the Ethernet patch cord to the LAN port on the phone. This is the same port that was connected to the wall jack in the office. On Grandstream phones, it is marked as LAN. The other end of this cable should plug into your network device on an available port.
3. Connect the power adapter to the phone once all other connections are made.
4. The phone should power up and connect to the system automatically. This takes about 3 or 4 minutes.
5. After the phone looks the same as it did in the office, place a test call. If everything is setup correctly, it will be successful. If not, double check all of your connections.

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Notes:

- Some routers/firewalls have a setting called SIP ALG. This should be enabled. It is usually under the firewall settings of your router. Some routers do not have this setting.
- If you are having problems, please call the office at 302-792-9200. Let us know if the time and date is displaying properly on your phone. Make sure you have your IP address when you call us. To determine this, just open your Web Browser and go to <http://ipchicken.com>
- We may require remote access to your computer network there, if all else fails. We will request to establish a Teamviewer session. We have separate cheat sheet on our website, <http://advnetwork.com/teamviewer.pdf>. Please follow these instructions if we request to remotely access your computer.

Do Not Use Your Remote IP Phone to Dial 911

Use your cell phone or home landline instead.

While it is possible to dial 911 from your remote IP phone, the call will be identified to the 911 center as being a call from your office address and not your current location. Potentially, this could lead to emergency personnel being dispatched to your office location instead of your home. However, if this is going to be permanently installed in your home, we can make the necessary arrangements to show your physical address of that location.

AC Adapter Power Specs per Phone Model

Remember, volts must match the specs of the phones while the amps can exceed the rated specs.

Phone Model	DC Volts	Amps	Tip
Grandstream GXP2170 and GXP2160	12	1	Positive
Grandstream GXP2135	12	0.5	Positive
IPitomy IP320, IP410, and IP620	12	1	Positive
Mitel Aastra 6757i and 6737i	48	.5	Positive
IPitomy IP550	5	1	Positive
Yealink T-29 and T-27	5	1	Positive