

flexor™ 151

Quick start guide

Version 2.0

1 Check package contents

Before proceeding please confirm that you have items **A** to **F** shown below in your **Flexor 151** package. If anything is missing please contact your supplier.

A Flexor 151

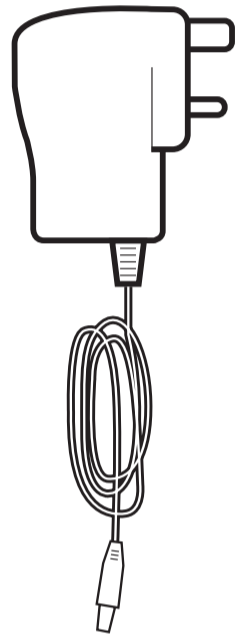
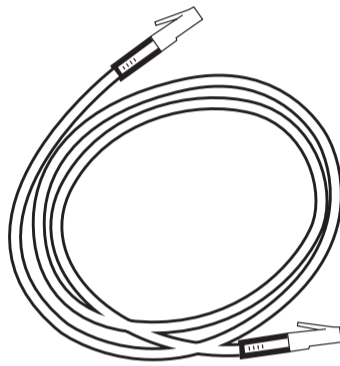
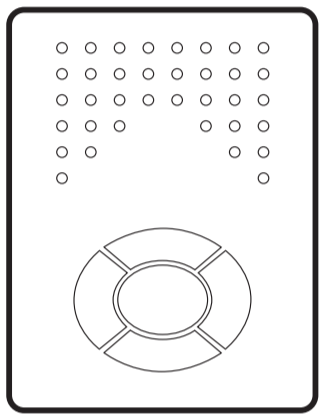
B VoiceConnect CD

C Ethernet cable

D Telephone line adapter

E Telephone adapter

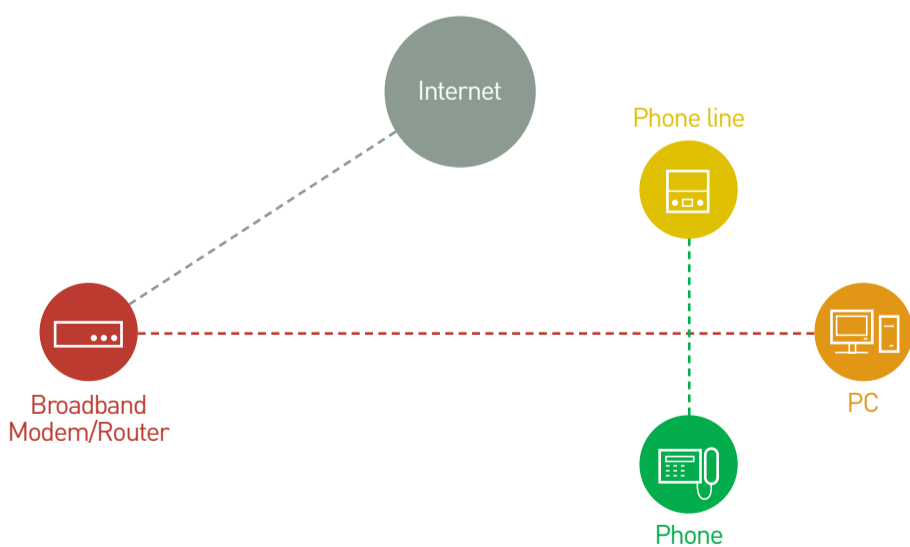
F Power supply



2 Before installation

A. Using your existing broadband setup, please ensure that you can connect to the internet from your PC.

B. If you are using **Windows XP** or **Windows 2000** then please proceed to **3**, otherwise please proceed to **4**.



3 Install VoiceConnect application (Windows XP/2000 only)

A. Insert the **VoiceConnect** CD into your CD-ROM drive, this should start the **VoiceConnect** installation automatically. If for some reason the installation does not start automatically:

- Browse to **My Computer**
- Right click on the CD-ROM drive containing the **VoiceConnect** CD.
- Select **Open** from the menu.
- Double-click on the file **setup.bat** or **setup** in the window that has just opened.

B. Once the installation is complete the **VoiceConnect** application starts for the first time. You may see a **Windows Security Alert** from Windows Firewall, similar to that shown in Fig 1. Click **Unblock** in this window to allow **VoiceConnect** to access your network.

C. Once the application has started you should see the **VoiceConnect Interact** icon in your task bar, as shown in Fig 2.

* If for some reason the application does not start automatically once the installation is complete you can start the application manually by clicking on **Start** → **All programs** → **VoiceConnect** → **Voice Connect**.

Fig 1.

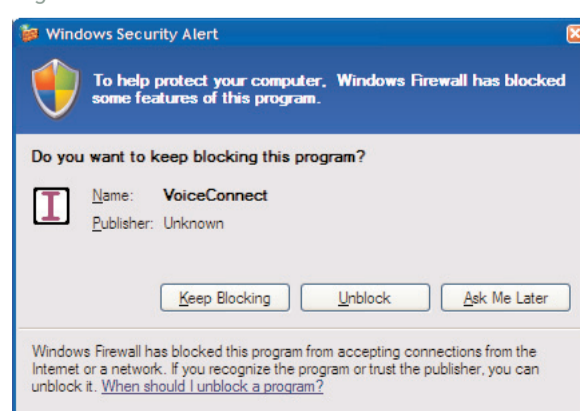
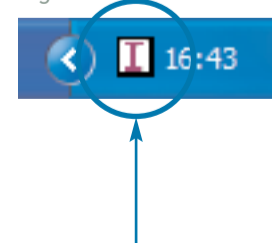


Fig 2.

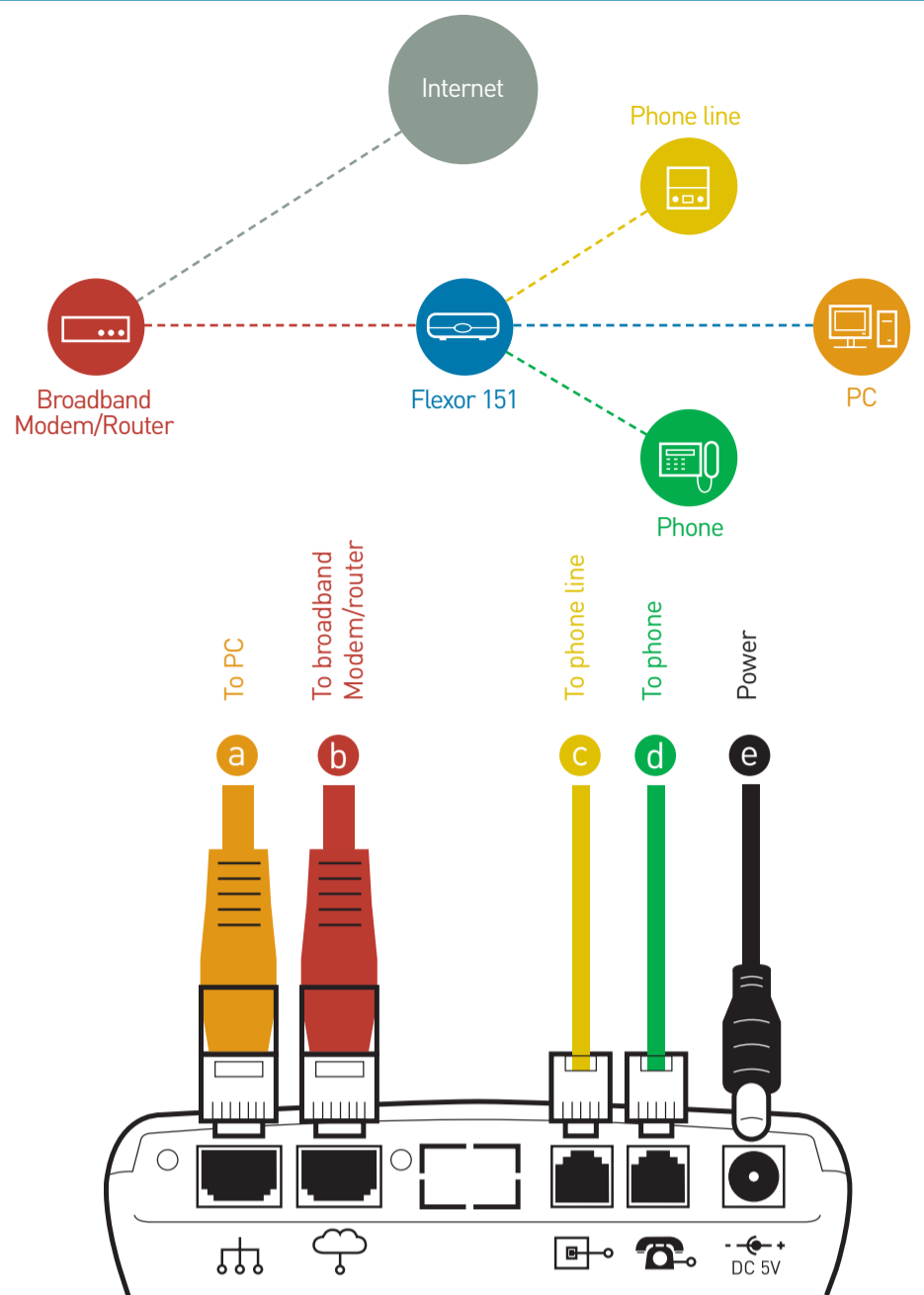


4 Connecting Flexor 151

Connect Flexor 151 following steps **a** to **e** using the Flexor 151 connections diagram opposite for reference:

- The ethernet cable between the PC and the router/modem should be disconnected from the router/modem. Re-connect the cable to the **Flexor 151 LAN Port**.
- Using the supplied ethernet cable **C**, connect the **Flexor 151 WAN Port** to your broadband modem/router.
- If you wish to make and receive phone calls using your existing phone line then connect your telephone line to the **Flexor 151 Line Port** using the supplied Telephone Line Adapter **D**, otherwise proceed to **d**.
- Connect your telephone to the **Flexor 151 Phone Port** using the supplied Telephone adapter **E**.
- Check all the cables are firmly connected and then connect the supplied Power Supply **F** to the **Flexor 151 Power Socket** and turn on the power to the Flexor 151.

If using Windows XP/2000 and the VoiceConnect CD proceed to step **5A** otherwise proceed to step **5B**

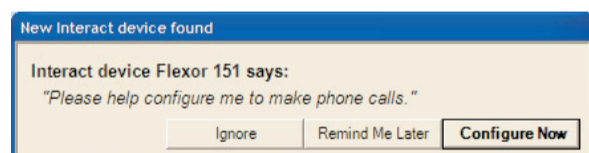


5A Complete installation

(Windows XP/2000 only)

The Flexor 151 will start up and determine the best settings for working on your network. This may take some time. Once the settings have been determined and the Flexor 151 can successfully connect to the internet a window will appear as shown*. Click Configure Now and follow the instructions on the web page to complete the installation.

Fig 3.



*If after several minutes the window does not appear or when you click **Configure Now** a web page does not appear see the **troubleshooting** section below.

5B Complete installation

(If not using VoiceConnect CD)

The Flexor 151 will start up and determine the best settings for working on your network. This may take some time.

A. Start the web browser and clear away the contents of the address box.

B. Pick up the telephone attached to the Flexor 151. After the message which starts 'Entering failsafe mode because internet telephony is unconfigured...' press '#' on the telephone*. The Flexor 151 will read out the management URL.

C. Enter the management URL into the web browser address box and press **ENTER** to complete the installation process.

*If after several minutes you do not hear the message or when you pick up the telephone you hear a different message see the **troubleshooting** section below.

Congratulations - you have completed the installation

! Troubleshooting

If there is a problem with your Flexor 151 a diagnostic message will be played when you try and make a call through the telephone handset. The guidelines below list common messages and the likely remedy for the problem:

... **ethernet cable unplugged**. You have not plugged in an Ethernet cable into the Flexor 151 for it to connect with the internet. If the Flexor 151 end of the cable is plugged in, check the other end of the cable. Is the other end powered-up? Does the Ethernet connection LED light up next to the cable? If not, check your cable.

... **there is no internet connection available** The cables are plugged into your Flexor 151 correctly but it is not able to connect to your broadband access device such as your DSL modem or cable modem. Check your modem is powered and configured to grant the Flexor 151 access.

... **network settings are being determined**. The cables are plugged into your Flexor 151 correctly but it is not able to automatically configure its network settings. Check that the DHCP server is correctly configured in your modem. If you have a PC connected to the LAN port of the Flexor 151, check that it can access the internet.

... **internet telephony is unconfigured**. The cables are plugged into your Flexor 151 correctly, and it is able to connect to your modem, but you have not configured your VoIP account settings. Please check you have followed the instructions on the install sheet correctly. You will not be able to make a VoIP call until the Flexor 151 has been configured correctly.

... **internet telephony username or password is incorrect**. The cables are plugged into your Flexor 151 correctly, and it is able to connect to your modem, and you have configured it. However, there is a problem with the configuration. If you entered the username and password via the web pages please check that this is correct. You can reach the web pages by double-clicking on the VoiceConnect Interact icon.

... **there is no Internet Telephony available**. The Flexor 151 is plugged in correctly, however there is a problem contacting your Internet Telephony Service provider. If you have a PC connected to the LAN port of the Flexor 151, check that it can access the Internet. If the problem persists contact your Internet Telephony Service provider.

... **a firewall is blocking Internet Telephony**. The Flexor 151 is plugged in correctly, however your broadband modem or router may be blocking Internet Telephony traffic. Please check your broadband modem or router configuration.