

P-2304R-P1 Series

VoIP Station Gateway

Quick Start Guide

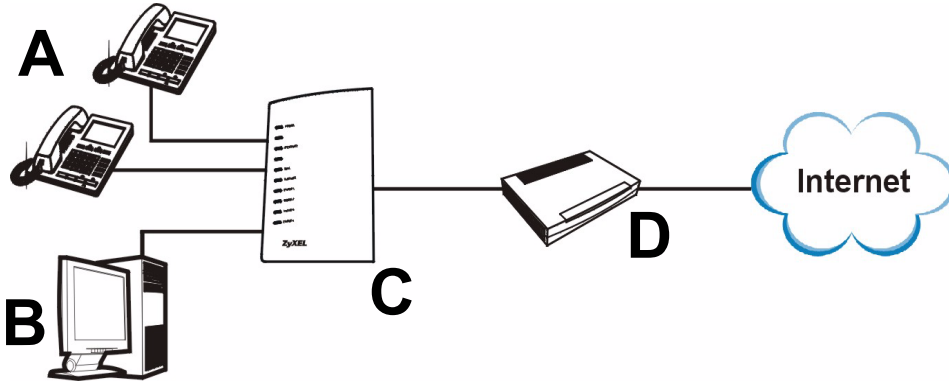
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The logo for ZyXEL, featuring the word "ZyXEL" in a bold, blue, sans-serif font. The "Zy" is in a smaller font size than "XEL", and the "X" is significantly larger and more prominent than the other letters.

Overview

This guide explains how to set up your P-2304R-P1 series device (“P-2304R-P1”) to make phone calls over the Internet.

The following figure shows a typical way to use your P-2304R-P1.



When you make a phone call over the Internet, you use one of your telephones (**A**) to dial the number. The telephones are connected to your P-2304R-P1 (**C**), which is connected to the broadband modem or router that provides Internet access (**D**).

When you want to use the Internet, you use your computer (**B**). Your computer is connected to your P-2304R-P1 (**C**), which is connected to the broadband modem or router that provides Internet access (**D**).

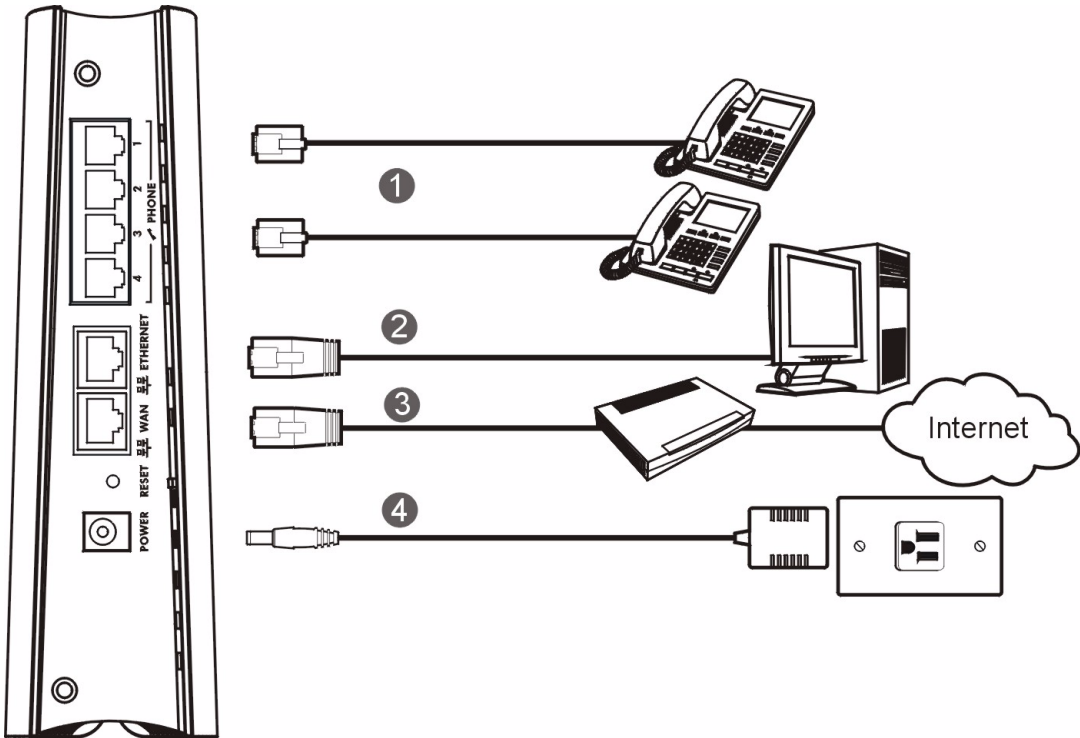
When you want to configure the P-2304R-P1 (**C**), you also use your computer (**B**).

1 Requirements

Make sure you have the following things before you set up your P-2304R-P1.

- Internet access - account information provided by your ISP, such as user name, password, and so on.
- VoIP account - You need the account information provided by your VoIP service provider (the company that lets you make phone calls over the Internet). This information might include your URI, number, and so on.
- Internet Explorer 6.0 or later or Netscape Navigator 7.0 or later, with JavaScript enabled.

2 Hardware Connections



- 1 PHONE 1-4:** Use a telephone cable (and any telephone adaptors provided with your P-2304R-P1) to connect your telephones to these ports. If you only have one telephone, you should only use one port.
- 2 ETHERNET:** Use an Ethernet cable to connect your computer to this port.
- 3 WAN:** Use an Ethernet cable to connect your broadband modem or router to this port.
- 4 POWER:** Use the power adaptor provided with your P-2304R-P1 to connect an appropriate power source to this port.

On the front panel, the **POWER** light flashes green while your P-2304R-P1 starts up and stays green once it is ready. The **WAN** and **ETHERNET** lights turn on if the **WAN** and **ETHERNET** ports are properly connected. These lights flash when the P-2304R-P1 is sending or receiving data. The **INTERNET** light stays green when you are able to access the Internet.

3 Initial Configuration

Use a web browser on your computer to set up your P-2304R-P1. See [Troubleshooting](#) if you have any problems.

3.1 Open the Wizard Setup Screen

1 Launch your web browser.

2 Enter <http://192.168.1.1> as the address or URL.

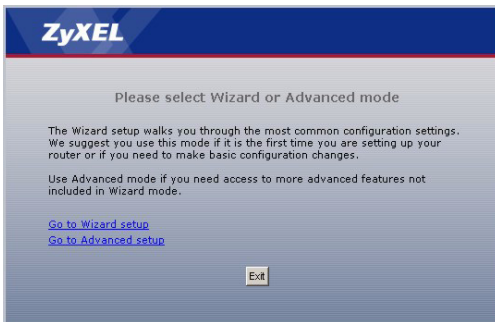


3 Click **Login**.

4 Type a new password, re-type it to confirm, and click **Apply**. (The next time you log in, you should not see this screen.)



5 Click **Go to Wizard setup**.

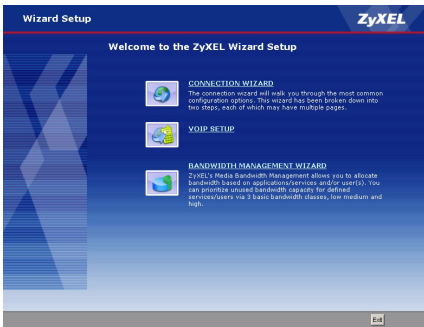


3.2 Connection Wizard

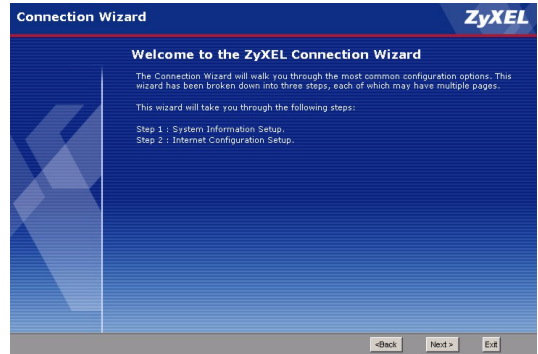
If you subscribe to a Roadrunner service, you cannot use the [Connection Wizard](#) to set up your Internet connection. In this case, please see the User's Guide for instructions.

Note: You must have Internet account information before you can complete this section.

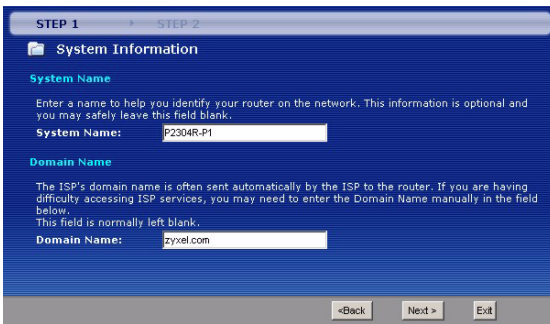
- 1 In the **Wizard Setup** screen, click **Connection Wizard**.



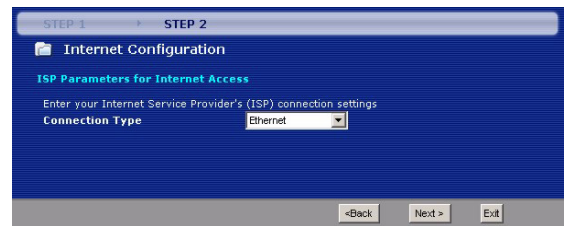
- 2 Click **Next**.



- 3 **System Name** is used to identify the P-2304R-P1 in the network. Use the default value, unless you know the name is already used in the network. **Domain Name** (optional): Enter the appropriate name, if there is one, or use the default value. Click **Next**.



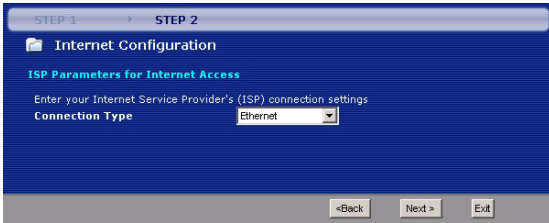
- 4 This screen has different fields, depending on the connection type (encapsulation) your ISP uses. Select **Ethernet** or **PPP over Ethernet (PPPoE)**. If you are not sure and if your ISP gave you a user name and password, select **PPP over Ethernet**. Then, follow the instructions in the appropriate section below.



3.2.1 Connection Wizard (Ethernet)

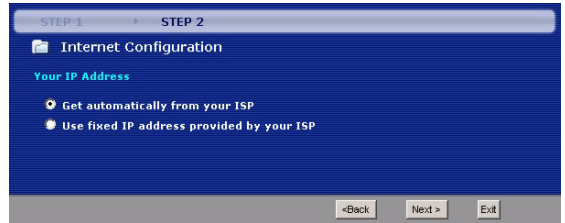
Follow these steps if your ISP uses an Ethernet connection.

1 Click **Next**.

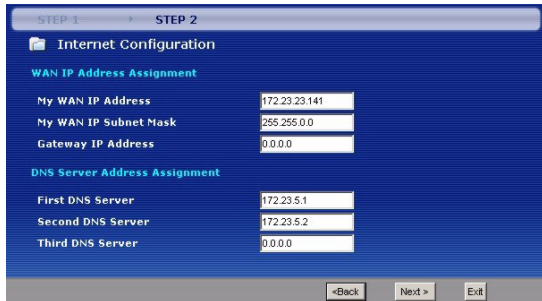


2 Select **Get automatically from your ISP** if your ISP did not give you a static IP address. Then, click **Next**, and go to step 4 below.

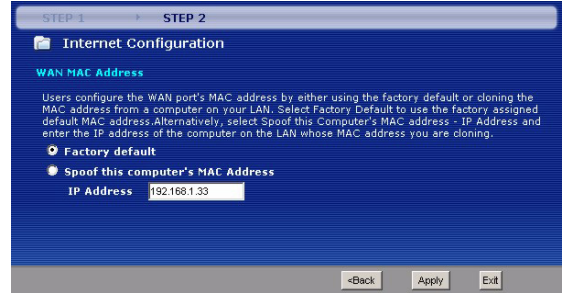
Select **Use fixed IP address provided by your ISP** if your ISP gave you a static IP address. Then, click **Next**.



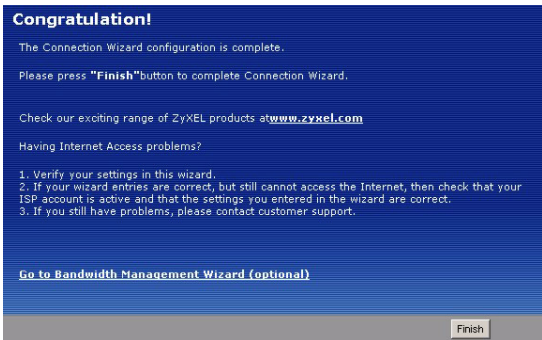
3 Enter the information provided by your ISP. Use the default values if your ISP did not provide the requested information. Then, click **Next**.



4 Select **Factory default**, unless your ISP has told you to spoof your computer's MAC address. Then, click **Apply**.



5 Click **Finish**.

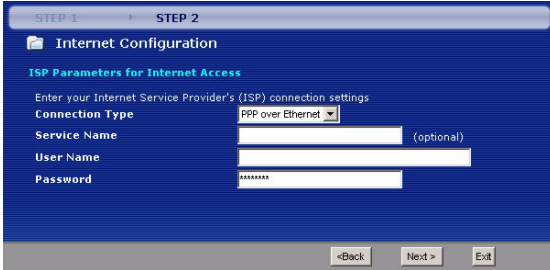


6 Launch another web browser, and go to any web site (for example, <http://www.zyxel.com>). If you cannot access the Internet, see [Troubleshooting](#).

3.2.2 Connection Wizard (PPP over Ethernet)

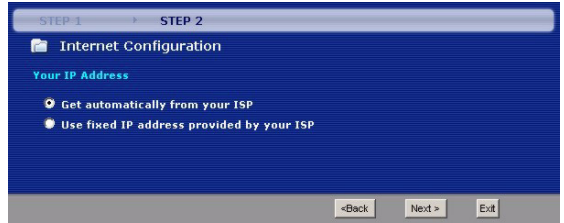
Follow these steps if your ISP uses a PPP over Ethernet (PPPoE) connection.

- 1 Enter the information provided by your ISP. Use the default values if your ISP did not provide the requested information. Then, click **Next**.

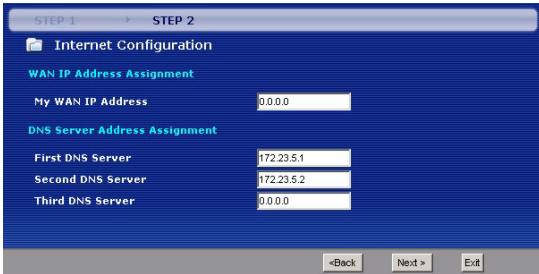


- 2 Select **Get automatically from your ISP** if your ISP did not give you an IP address. Then, click **Next**, and go to step 4.

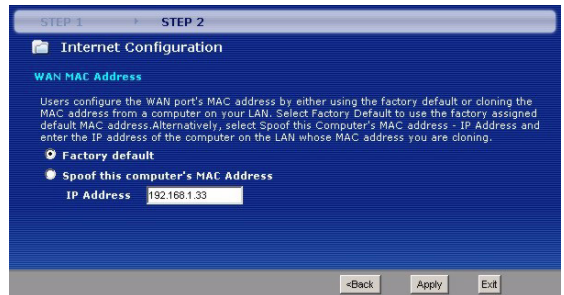
Select **Use fixed IP address provided by your ISP** if your ISP gave you a static IP address. Then, click **Next**, and go to step 3.



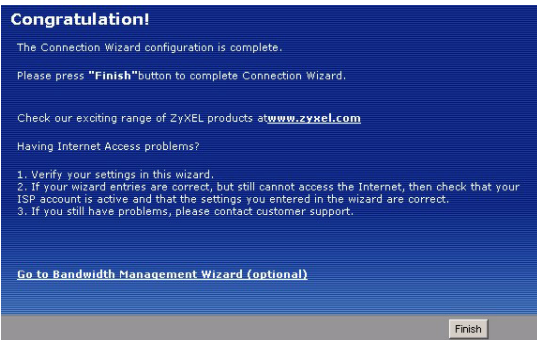
- 3 Enter the information provided by your ISP. Use the default values if your ISP did not provide the requested information. Then, click **Next**.



- 4 Select **Factory default**, unless your ISP has told you to spoof your computer's MAC address. Then, click **Apply**.



- 5 Click **Finish**.

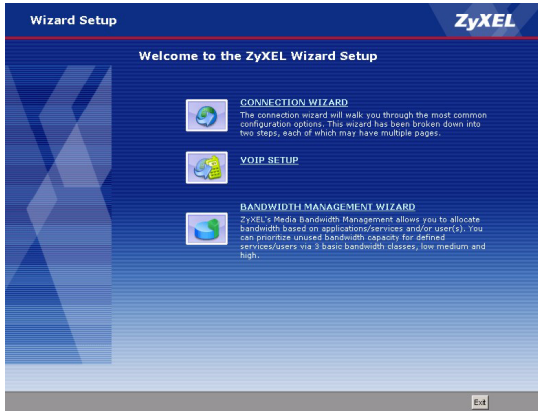


- 6 Launch another web browser, and go to any web site (for example, <http://www.zyxel.com>). If you cannot access the Internet, see [Troubleshooting](#).

3.3 VoIP Setup Wizard

Note: You must have Internet access and a VoIP account before you can complete this section.

1 In the **Wizard Setup** screen, click **VoIP Setup**.



2 Enter the information provided by your VoIP service provider. If you have a VoIP account like *1234@VoIP-provider.com*, the **SIP Number** is *1234*, and the **SIP Service Domain** is *VoIP-provider.com*. Use the default values if your VoIP service provider did not provide the requested information.

Select **Check here to set up SIP 2 settings** if you want to set up the second VoIP account in the P-2304R-P1 now. In this case, enter the information for the first VoIP account, click **Apply**, and enter the information for the second VoIP account. In the wizard screen for the second VoIP account, you can select **Check here to set up SIP 3 settings** to set up the third account. Similarly, select **Check here to set up SIP 4 settings** in the wizard screen for the third VoIP account to set up the fourth account.

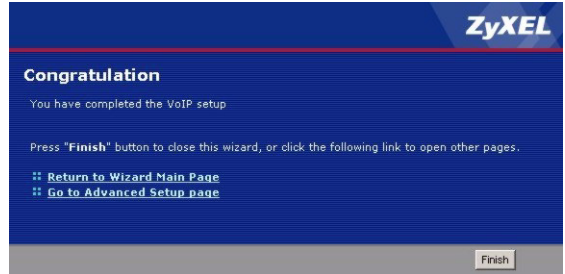
You need to set up at least one account. You can set up other accounts later. See the User's Guide for instructions.

Click **Apply**.

3 Wait while the P-2304R-P1 tries to register the VoIP account(s).



4 Click **Finish**. The **PHONE** light should be green.



3.4 Bandwidth Management Wizard (Optional)

If you want to use the Bandwidth Management Wizard, please see the User's Guide for instructions.

3.5 Bridge Mode

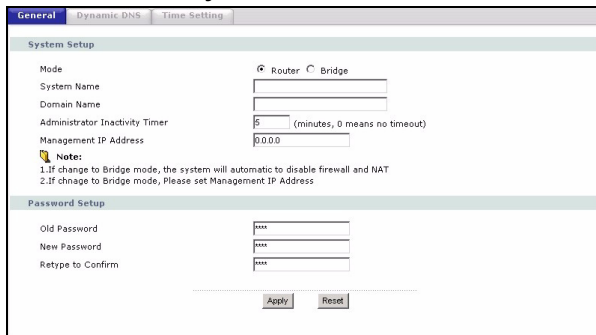
The P-2304R-P1 supports two modes, **Router** and **Bridge**. Usually, you should use **Router** mode because it supports all the features available in the P-2304R-P1. However, you might use **Bridge** mode in the following situation:

- There is another router or gateway in the network; *and*
- You only want to use the P-2304R-P1 for VoIP and Internet access. You do not want to use other features, such as the firewall, even with their default settings.

See the User's Guide for more details about **Bridge** mode.

If you want to use **Bridge** mode, follow these steps.

1 In the main screen, click **Maintenance > System > General**.



2 In the **Mode** field, select **Bridge**.

3 In the **Management IP Address** field, enter the IP address you want to use to access the P-2304R-P1 in **Bridge** mode. For example, enter 192.168.5.1.

4 Click **Apply**.

The P-2304R-P1 automatically restarts. When the **POWER** light stops blinking and stays on, follow the directions in section 3.1 to log in to the web configurator again. However, use the **Management IP Address** you set up in step 3, instead of <http://192.168.1.1>. If your computer's IP address is in a different subnet, follow the directions in the appendices of the User's Guide to change your computer's IP address.

4 Phone Calls

Follow these directions to make calls over the Internet.

- If you want to dial a SIP number that only uses numbers (for example, "12345"), dial the number on your phone's keypad. You can also set up a speed-dial entry, if you want. See the User's Guide for instructions.
- If you want to dial a SIP number that uses letters or if you want to make a peer-to-peer call, set up a speed-dial entry first. See the User's Guide for instructions. Then, dial the speed-dial number to make the call.
- If you want to call regular telephone numbers, use your VoIP service provider's dialing plan.
- If you want to call the VoIP phone(s) that is connected to the P-2304R-P1 from a regular phone, use your VoIP service provider's dialing plan. The P-2304R-P1 must be on.

Troubleshooting

PROBLEM	CORRECTIVE ACTION
None of the lights turn on when I plug in the P-2304R-P1.	<p>Make sure that you are using the power adaptor provided with the P-2304R-P1.</p> <p>Check all the connections you made in section 2.</p> <p>Make sure the power source is turned on and has power.</p> <p>If the problem continues, contact your local vendor.</p>
The POWER light is red.	<p>Unplug the device, and plug it in again.</p> <p>If the problem continues, contact your local vendor.</p>
I can open the web browser, but I cannot see the Login screen.	<p>Make sure your web browser meets the requirements identified in section 1.</p> <p>Check the connection between your computer and the P-2304R-P1. See section 2.</p> <p>Make sure your computer's IP address is in the same subnet as the P-2304R-P1's IP address.</p> <ul style="list-style-type: none"> • If your P-2304R-P1 is in Router mode, let the P-2304R-P1 assign an IP address to your computer. See Setting Up Your Computer's IP Address. • If your P-2304R-P1 is in Bridge mode, set up a static IP address for your computer. For example, if you set the Management IP Address to 192.168.5.1, set up a static IP address of 192.168.5.34 on your computer. See the appendices in the User's Guide for instructions. When you finish, set up the original settings again. <p>Make sure your computer's Ethernet adapter is installed and functioning properly.</p> <p>If you changed the P-2304R-P1's mode or IP address, make sure you use the new IP address in the Address or URL field in the web browser. (Note: This Quick Start Guide does not explain how to change the P-2304R-P1's IP address.)</p> <p>If the problem continues, contact your local vendor.</p>
My password is not working. I forgot my password for the P-2304R-P1.	<p>Make sure you enter the password correctly. It is case-sensitive.</p> <p>If you changed the password in section 3.1 and then forgot it, you can reset the device. This changes all the settings to their original values, and you have to make all of your changes again. To reset the device,</p> <ol style="list-style-type: none"> 1 Press the RESET button until the POWER light starts to blink. (This takes less than ten seconds.) 2 Release the RESET button. <p>Afterwards, the P-2304R-P1 is in Router mode, its IP address is 192.168.1.1, and the password is "1234". See your User's Guide for more information.</p>
The web configurator returns to the Login screen when I try to do something.	<p>By default, the web configurator times out in five minutes. Log in again. You can change this setting. Click Maintenance > System > General, and change the Administrator Inactivity Timer.</p>

PROBLEM	CORRECTIVE ACTION
There is no dial tone.	<p>Check the connection between your telephone and the P-2304R-P1. See section 2.</p> <p>Test the telephone wire.</p> <ol style="list-style-type: none"> 1 Connect the wire to a telephone and a regular telephone outlet. 2 If you cannot hear the dial tone, the wire might be bad. Use a different one. <p>If the problem continues, contact your local vendor.</p>
I cannot make VoIP phone calls. The dial tone beeps or pulses.	<p>Log in to the P-2304R-P1. Select Go to Advanced setup. The Status screen appears. In the VoIP Status section (at the bottom), make sure at least one of the VoIP accounts is registered. If none of the accounts is registered, click Register for the VoIP account(s) that you set up in section 3.3. If you cannot register your VoIP account(s), see the Troubleshooting suggestions for this problem below.</p> <p>If the problem continues, contact your local vendor.</p>
I cannot register my VoIP account(s).	<p>Make sure you provided the right information in the VoIP Setup Wizard. See section 3.3.</p> <p>Make sure you can access the Internet through the P-2304R-P1. Launch your web browser, and go to any web site (for example, http://www.zyxel.com). If you cannot open the web site, see the Troubleshooting suggestions for that problem.</p> <p>Make sure your VoIP account uses SIP. Your P-2304R-P1 only supports SIP. If you are not sure, contact your VoIP service provider.</p> <p>If the problem continues, contact your VoIP service provider.</p>
I cannot access the Internet through the P-2304R-P1.	<p>Make sure you provided the correct information in the Connection Wizard. If you are not sure which connection type (encapsulation) your ISP uses, try selecting the other one in the Connection Wizard. See section 3.2.</p> <p>Make sure you provided the correct user name and password if you are using PPPoE.</p> <p>Check the connections between the P-2304R-P1 and the modem or router you use to access the Internet. See section 2.</p> <p>If this is a new Internet account, contact your ISP.</p> <p>If the problem continues, contact your local vendor.</p>

Setting Up Your Computer's IP Address

Note: Follow these instructions only if you are following a suggestion in [Troubleshooting](#).

This section shows you how to set up your Windows NT/2000/XP computer to automatically get an IP address from the P-2304R-P1. See your *User's Guide* for detailed IP address configuration for other Windows and Macintosh computer operating systems.

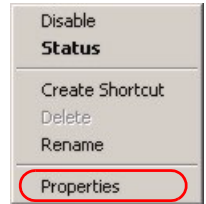
1 In Windows XP, click **Start > Control Panel**.

In Windows 2000/NT, click **Start > Settings > Control Panel**.

2 In Windows XP, click **Network Connections**.

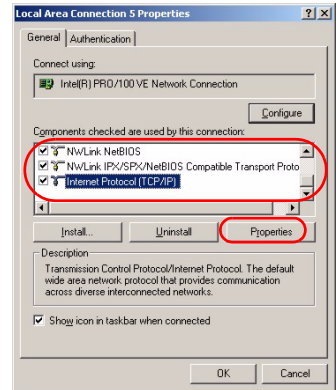
In Windows 2000/NT, click **Network and Dial-up Connections**.

3 Right-click on your network connection (for example, **Local Area Connection**). A menu appears, like the one shown here.



4 In the menu, click **Properties**. The network connection's properties screen appears.

5 In the list in the middle of the screen, look for **Internet Protocol (TCP/IP)**, and select it.



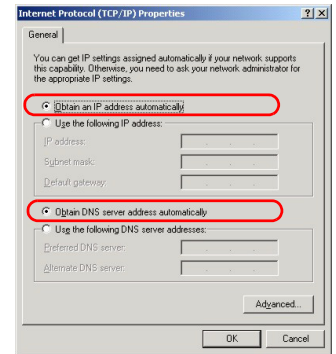
6 Click **Properties** underneath the list. The **Internet Protocol (TCP/IP) Properties** screen appears.

7 Select **Obtain an IP address automatically**.

8 Select **Obtain DNS server address automatically**.

9 Click **OK**.

10 Close the other windows.



Viewing Your Product's Certifications

1 Go to <http://www.zyxel.com>.

2 Select your product from the drop-down list box on the ZyXEL home page to go to that product's page.

3 Select the certification you wish to view from this page.