

Super Phone LAN Version (SP800)

Online version can be found at <http://www.mysuperphone.com/support/sp800/>

:: Super Phone LAN Version (SuperPhone 800) ::

Operation Manual

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Congratulations on the selection of Super Phone. Besides being relatively inexpensive to install and easy to configure, Super Phone is the first Internet Telephony appliance that provides both Regular Phone to Super Phone, Super Phone-to-Super Phone, and Super Phone-to-Phone capabilities via Internet!

Super Phone is a revolution of Voice over Internet Protocol (VoIP) product that offers full duplex, high quality and low latency voice conversation through the Internet. Choosing Super Phone is an important addition to the home or office for its International and Long-Distance cost-saving benefits.

Virtual Phone Line

With Super Phone's Regular Phone to Super phone feature you can have a US phone number working any where in the world where there is Internet. Dial one of the Gateway Numbers and then enter the 6 digit ID number you wish to call.

:: Gateway Numbers:

Check for an updated list at <http://www.mysuperphone.com/gateways>

Main Number :	1-360-516-1916
New York :	1-212-400-7614
California :	1-707-671-1077
Houston :	1-281-220-2376
Seattle, Washington :	1-206-337-2460
Olympia, Washington :	1-360-516-1916
Virginia :	1-703-652-5440
Canada :	1-416-848-0857
United Kingdom :	+44-871-871-4128
United Kingdom :	+44-20-703-90046
Poland :	+48-22-3182099

:: A Brief Overview

In the past, real-time voice information is sent over Public Switched Telephone Network (PSTN). With Circuit-Switched Technology, a call takes up dedicated bandwidth. End-to-end calls are established on the basis of dialed digits in sequence. The PSTN dedicates a physical path between callers. The phone equipment establishes a call path at the beginning of a call. The path may change between calls, but not during any specific call.

In comparison with a PSTN, an Internet Protocol (IP) Network has a Packet-Switched architecture. Devices transmit data in packets, and the path from end to end can vary within an established session. In addition to data, packets also contain addressing information, which routing devices use to send information to

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its destination. Routing devices maintain tables which instruct them how to direct packets. As networking environments change, routing devices are updated with dynamic protocols.

Traditionally, the PSTN was the only network supporting voice communication. With an Super Phone, voice traffic can be sent over IP-based Packet-Switched networks!

:: No Computer Needed

Super Phone possesses its own processor and network interface; it works intelligently. Simply enter the Internet account into the Super Phone with the phone keypad and press the button on the Super Phone. Then users are ready to talk as long as they wish via Internet. All of the communication costs will be eliminated except a local Internet connection charge.

:: User - Friendly Interface

With a back-lit LCD display and five buttons, Super Phone is extremely easy to use and to configure. The smart setup program allows the Super Phone to be ready-to-go in three minutes. All the system status can be clearly monitored through the LCD panel.

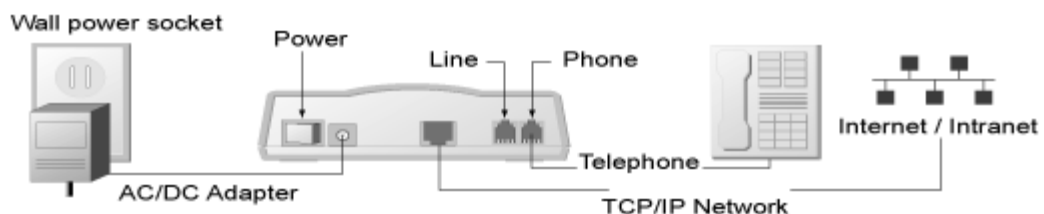
:: Basic Requirements to Use Super Phone LAN version

Subscribe to an Internet access line (ADSL, cable modem or leased line) from your local ISP. You will be given this information:

- 1) Available IP address
- 2) Gateway IP address
- 3) Subnet mask

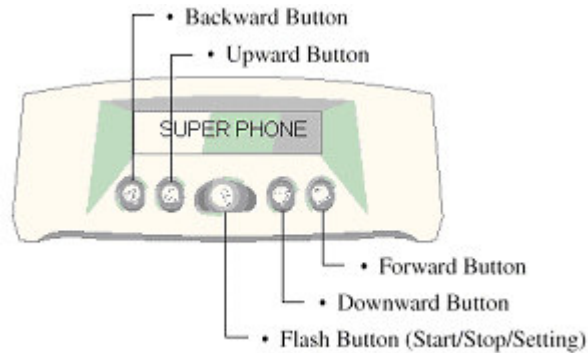
:: Wiring / installation of the Super- Phone

Please refer to the following graph for installation.












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:: Input Data From Telephone Keypad, Basic IP Information:

Note: Use a regular single-line touch tone telephone for DATA INPUT.

1. Press and hold  button on super phone panel for 2 seconds. The LCD screen will show **IP ADDRESS**. Pick up the telephone handset. Press  button on telephone set to edit this option.
2. Use the telephone keypad to input one of the available IP addresses in this format **192.168.001.200 (note extra 2 zeros “00” with “001”)**. **(Please check with your IPS or network manager for this info.)** Press **flash button** on telephone set to save.
3. Press  button on telephone set. The LCD screen will show **GATEWAY IP**. Press  button on telephone set to edit this option.
4. Input the gateway IP address with your telephone keypad in this format **192.168.001.001 (note extra 2 “00” with “001”)**. **(Please check with your IPS or network manager for this info.)** Press **flash button** on telephone set to save.
5. Press  button on telephone set. The LCD screen will show **SUBNET MASK**. Press  button on telephone set to edit this option. Input your subnet mask. Press **flash button** on telephone set to save. **(Please check with your IPS or network manager for this info.)**
6. Press  button on telephone set. The LCD screen will show **DHCP**. Press  button on telephone set to edit this option. Press button on telephone set to select **“OFF”**. Press flash button on telephone set to save. **(Please check with your IPS or network manager for this info.)**
7. Press  button on telephone several times until you see **EXIT SETUP** on CLI screen. Press **flash button** on telephone set to save and exit.

:: Making Super Phone 800/3000 work behind NAT/Firewall:

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Super Phone 800 and Super Phone 3000 both can work behind NAT/Firewall, it can also be Configured to get IP address from DHCP server but this is not recommended if its behind NAT / Firewall. The reason is, with Dynamic IP address, setting port forwarding in routers is a hassle.

Most of the CABLE/DSL routers have DMZ (De-Militarize Zone); any IP saved in DMZ will be exposed to everyone over the Internet with your public IP address. DMZing PCs is not a good practice but when it comes to Super Phone, there is no risk. DMZing Super phone fixed IP address is short and simple setup.

Other option is PORT FORWARDING, if there is no DMZ option in your cable/dsl router, look for port forwarding option. Please refer to your Cable/Dsl Router's manual and forward following ports to your super phone IP address.

:: Ports

TCP 1100

TCP 1600-1602

UDP 1101-1124

This is all you need to do, restart your router, and super phone 800/3000 both and you will see stable @ sign on super phone's CLI screen.

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Congratulations! And thank you for joining the worldwide Super Phone family who are saving on long distance with an incoming USA phone number no matter where they are.

Select a desired mode to speak to a friend over Internet by the following methods.

:: How to make calls from a Super Phone

- Make all the connections according to the wiring section in this guide and make sure you have proper internet connectivity, then look at the screen and you will see STABLE @ sign on the Screen (LCD panel). If that @ is blinking, it means its trying to connect to SuperPhone Servers, wait till it gets stable.
- Once you have the @ on the Screen, you can now dial using your Super Phone.
- You will now see “READY TO DIAL” on the screen, and also hear a BEEP sound from the Handset, which is a Unique Super Phone Dial Tone.

A: Calling Super Phone to Regular Telephone mode:

To make a long distance call in U.S.A.:

Dial [Long dist code] + [Area code] + [Telephone number] e.g.: 1 212 555 1212

You will pick up the Phone. Look at the Screen of the Super Phone for the @ sign. Dial 12125551212 and then hit the # button.

Look at the screen, and it will show you the available TALK TIME Balance. Then it will connect you to the called party. Wait for it to be answered, and talk.

To make an international call from the Super Phone

e.g., UK: 44 171 555 1212

Dial [UK country code] + [London area code] + [London telephone no.]

You will pick up the Phone Look at the Screen of the Super Phone for the @ sign. Dial 441715551212 and then hit the # button.

Look at the screen it will show you the available TALK TIME Balance. Then it will connect you to the called party. Wait for it to be answered, and talk.

Please note that, when you make a call from the Super Phone to a regular Phone, you are being charged at our Calling Rates.
<http://www.mysuperphone.com/rates>

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* Please note Super Phone will start charging the call exactly after 20 second even if the call is not being answered so if your required phone is not answered within 15 second please hang up and redial again.

B: Regular Phone to Super Phone Mode: (Local long distance charges if any)

To Dial a Super Phone that is located at a remote location from the USA, you will dial one of our gateway numbers:

Check for an updated list at <http://www.mysuperphone.com/gateways>

Main Number :	1-360-516-1916
New York :	1-212-400-7614
California :	1-707-671-1077
Houston :	1-281-220-2376
Seattle, Washington :	1-206-337-2460
Olympia, Washington :	1-360-516-1916
Virginia :	1-703-652-5440

Canada :	1-416-848-0857
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United Kingdom :	+44-871-871-4128
United Kingdom :	+44-20-703-90046

Poland :	+48-22-3182099
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A computer's voice will ask for your Super Phone ID. Dial your required Super Phone ID. You will hear a beep, beep, beep... and in a few seconds your Super Phone at remote location will start ringing. (This is true if that Super Phone is online with an @ symbol on it.)

When the person who wants to call a Super Phone from his normal phone and he is in UK or location abroad from USA, he will dial 00 and then one of the GATEWAY NUMBERS, hear the computer voice ask for Super Phone ID, he enters the Super Phone ID, and then talks to you!! As long as that Super Phone (yours) he is calling is ONLINE.

C: Super Phone to Super Phone Mode: (100% Free)

Put your Super Phone online, using the instructions above.

Confirm the receiving party's Super Phone ID Number, written on the Back of the Super Phone. Confirm the receiving party's Super Phone is connected to the Internet.

Dial * [Six-digit ID of remote Super Phone] # I.e. *710001#

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You will see on the screen, that it is looking for the Other Super Phone. Then you will hear the Super Phone ringing, like a regular phone call. Once the other party picks up, you can now talk.

If your Super Phone screen says "PARTY OFFLINE" it means that the Other Party you are calling is not connected to the Internet. You need to have them connected to the Internet first.

D: Direct-link Mode: Super Phone to Super Phone.

This Procedure will connect both of the parties to the Internet, without each party having to press ## sign. This procedure does require a long distance call to the other party for 20 seconds. Both the Super Phone users have to be using the telephone, connected to the Super Phone.

NOTE : Both of the Super Phones have to be powered on.

Call receiving party in the normal way. When the call is answered, let receiving party know you are using Super Phone-to-Super Phone Mode.

Then Press the Flash Button on your Super Phone.

Only one person, either caller or receiving party should press Flash Button on the Super Phone. At this time, Super Phone will automatically disconnect your long-distance call and switch to Internet.

Note: The party who did not press the button should wait for 2 long signals and see "In Progress" on the screen of the Super Phone.

Hang-up phone to wait for it to ring. Once Internet connection is done, the telephone will ring. Pick up phone. Talk as long as you like over the Internet.

E: Direct IP mode:

If both SuperPhones are connected to the internet and are on public IP address, you can dial IP address of other superphone like 123*123*123*123 to call other superphone.

:: Troubleshooting

Problems Making a Regular Phone to Super Phone Call

An attempt to make a Phone-to-Super Phone call but it did not work.

Check that your desired Super Phones is online and an online symbol "@" appears on the LCD screen of the Super Phone to confirm the online status you may call the party first. If at a certain time you are connected to the Internet, but you can't hear the other caller, please wait for a few minutes and call again. If all fails, please dial 1.800.959.8924 or 1.408.884.1966 and check with our technical support staff.

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Problems Making a Super Phone-to-Super Phone Call

An attempt to make a Super Phone-to-Super Phone call does not work.

During the process of making a Super Phone-to-Super Phone call, check for an online symbol "@" on the LCD screen of the Super Phone to confirm the online status. When one of the Super Phone users presses the button, the receiving Super Phone user ought to wait for the hand-shake symbol "~" before hanging up the telephone. If several attempts were made and the line quality cannot seem to support the hand-shake process, try using the Direct-Link mode to make the call. Call our tech support for help.

Problems Making a Super Phone-to-Phone Call

The phone number entered and the LCD screen displayed "Ready for Dial".

The phone number was entered and the LCD screen still only displayed "Ready for Dial". Login with your USER ID and password at <http://www.mysuperphone.com/login> to check your talk time balance and to other get assistance. You may need to add more talk time.

The phone number was entered and the LCD screen displayed "No Service".

It is necessary to input the Country code, Long-Distance code, and International code correctly when making a Super Phone-to-Phone call because the Super Phone uses this information to analyze the phone number dialed. Another possibility that might have caused the "No Service" is that the number dialed is out of the service area.

For information on all available countries, please refer to our web site www.mysuperphone.com/rates

The phone number was entered and the LCD screen displayed "Wrong Account"

When the screen displays "Wrong Account", it could mean that there is no balance remaining in the TALK TIME. To apply, renew, or to re-activate an ITSP Account, please contact your local distributor or login at the web site <http://www.mysuperphone.com/login> or call us at 1.800.959.8924 or 1.408.884.1966 for more detailed information.

The phone number was entered and the LCD screen displayed "Server Busy".

When the screen displays " Server Busy", that means all the lines are busy and temporarily unavailable. Try to call again later.

Problems Making a Direct-Link Call

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No clue on finding the Super Phone's six-digit ID.

The six-digit ID can be identified at the bottom of the Super Phone. This sticker should not be removed.

The Super Phone's six-digit ID was entered and the LCD screen displayed "Ready for Dial".

A leading * key is probably left out before entering the six-digit ID. For example, when making a Direct-Link call to a receiving Super Phone ID 001234, enter *001234 during the "Ready for Dial" mode in order to make the call.

The Super Phone's six-digit ID of the receiving party was entered and the LCD screen displayed "Party Off Line".

Before making a Direct-Link call, confirm the six-digit ID of receiving Super Phone is entered correctly. The receiving Super Phone must be connected to the Internet. If the receiving Super Phone has not connected to Internet, try later. If the receiving Super Phone is still offline, the caller should notify the receiving party to pick up the handset and press the big button on the front middle of the Super Phone to connect to the Internet.

Problems during an Internet Call

During the call, there is a slight delay while conversing.

This is an expected Internet phone situation as voice is being sent over Internet in packets. Using the best Internet Service available in your area will help. Using the Super Phone during NON-PEAK times will also help.

During the call, it is difficult to hear the other party.

The Network Percentage Indicator on the LCD screen allows the user to monitor and to identify if the Internet traffic has become congested. The user may wait to see if the traffic subsides or press the button to terminate the call and try to place the call later. If the call cannot be terminated successfully, switch off the power to reset the Super Phone and place the call again.

If there are still other problems other than the ones stated above...

It is recommended that users should try to use other Internet Service Providers (ISPs) to secure the best Internet connection quality.

Problems Terminating the Internet Connection

The button was pressed to terminate the Internet connection but the LCD screen kept displaying "Please Wait".

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Super Phone will initiate a connection to SUPERTEC Super Phone Server before terminating Internet connection. If the "Please Wait" message is displayed for over 30 seconds due to the congested Internet traffic, turn off power to reset the Super Phone.

LCD Message	Meaning
@ blinking	Not connected to Internet successfully
@ not blinking	Connected to Internet successfully
Balance XXXX	Remaining TALK TIME account balance is XXXX value
DHCP fail	After you enable DHCP, this appears when your ISP doesn't support this function. Disable your DHCP.
Expired	Your TALK TIME account expired
In progress	Both parties use the Super Phone for communication. It shows after your counterpart presses the and is ready to connect to the Internet.
Internet error	Internet connection bad
XXXXXX call	Receiving a connection request from another Super Phone # XXXXXX
Line busy	Talk Time network is busy
Link XXXXXX	Have found your counterpart's Super Phone No. XXXXXX and is connection process
Network error	Internet connection is bad
No phone no.	No ISP phone number is entered or wrong ISP. CALL TECH SUPPORT.
No service	The telephone # you dialed is not in the service area.
Party offline	Your counterpart is not connected to Internet
Please wait	Tasks are on-going. Please wait for the tasks to finish.
PPP error	ISP connection error
Ready to dial	Please enter the telephone number you want to dial

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Search XXXXXX	In search of Super Phone No. XXXXXX
Server busy	The destination TALK TIME network is busy now
Server found	Is connecting to TALKTIME
The end	Conversation end
Wrong account	TALK TIME account not correct or has no balance
Wrong device	No such Super Phone ID #
Wrong number	Telephone number you entered is incorrect

:: QUICK TIPS

- > If no one picks up by 20 seconds, hand up for no charge.
- > Find your Super Phone ID # on the bottom of the Super Phone
- > With the older Super Phone model 700, pick up handset & press ## to go online
- > With the new Super Phone model PHONE IN ONE, pick up handset & press the big button in the middle front of the Super Phone to put it online.
- > Press *99# to check the ID Talk Time Balance. Super Technologies uses this method (not the ITSP method) of TALK TIME.

:: Contacting Super Phone Support

You can reach Super Phone Support any time at the following Phone numbers.
For Talktime and support call 1.800.959.8924 from any regular phone.

On the web logon to <http://www.mysuperphone.com> any time and describe your problem.

On MSN add the ID support@mysuperphone.com and shady@mysuperphone.com

For Sales and other business development queries contact us at 1.800.959.8924 or email at sales@mysuperphone.com

On the web you may reach us at <http://www.mysuperphone.com/contact>

Super Technologies Inc.

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Talk Over The Internet For Free
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<http://www.supertec.com>
<http://www.ip-pabx.com>
<http://www.callkiosk.com>
<http://www.phoneopia.com>
<http://www.mysuperphone.com>
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