# Frequently Asked Questions
# SmartLink VoIP Gateways and Telephones
# SmartLink 4020 Series

## General

**How do I access the web configuration interface?**

The web configuration interface can be access by pointing your browser to the IP address of the SL4020. The web interface works with current versions of Internet Explorer and Netscape. It does not work with the Firefox browser. From the factory, the SL4020 WAN Ethernet interface is set to be a DHCP client and the LAN is set to be a DHCP server.

1. Set your PC's LAN interface card to obtain an address automatically.

2. Connect your PC's Ethernet cable tothe LAN interface

3. [http://192.168.1.1](http://192.168.1.1)

4. You will then be prompted to enter a login password. You will need the configuration password to access the system.

If you purchased your SmartLink 4020 from a VoIP service provider as a part of calling package, you will have to get the configuration password from your service provider. From the Patton factory, the default system password is "root".

**The manual for the SL4020 shows a significant number of configuration parameters that I don't see on the web configuration interface**

Based on login, the Smartlink 4020 provides different configuration menus. The system login provides complete system configuration access. The user configuration login provides a subset of the system menus. If you purchased your SmartLink 4020 from a VoIP service provider as a part of a calling service - The SmartLink 4020 configuration settings must interoperate with your VoIP service provider's network. In an effort to provide you with reliable services, you provider may have decided not to provide customer access to the configuration interfaces.

**How to perform factory hardware reset**

*** WARNING – This procedure will download and reload of new firmware. All LAN and WAN network connectivity information will be lost. Do not use this procedure unless directed to do so by customer service ***

The SmartLink 4020 can be hardware reset to force the download of new system firmware. This procedure requires access to firmware version software, typically loaded on a local device for downloading. Upon completion of the procedure, the LAN port will be set 192.168.1.1 and the WAN port will be set to 172.16.0.1.

Procedure:

1. Power the SL4020 off.

2. Press the RESET button with a pencil and hold it.

3. Power on and keep holding the button at least 4 seconds.

4. Release the button.

5. The SL4020 will go to factory default, and the IP will reset to WAN: 172.16.0.1 and the LAN will be reset to 192.168.1.1.

6. To connect to the LAN port you may need to change the network settings on PC to something like: IP address 192.168.1.2, subnet 255.255.255.0, gateway/router 192.168.1.1.

7. Using your browser connect to the SL4020. For example: http://192.168.1.1.

8. Download new firmware to the SL4020 using HTTP or TFTP.

9. Reload the system propmted.

10. Reconfigure the LAN and WAN network settings for your environment.

11. Reload the SL4020.

12. If you changed your PC's network settings, change them back to the original values.

# Supplementary Calling Features

**Smart Link 4020 Calling Features**

The SL4020 family supports advanced calling features that can be turned on and off from phones attached to the SL4020. (Your telephony service provider must enable your service for these calling features to work.)

| *FEATURE* | *KEYPAD* | *FEATURE* | *KEYPAD* |
|---|---|---|---|
| Call Hold | F(flash) 1 | Call Alternative | F* |
| Conference | F7 | Conference Drop | F8 |
| Call Transfer | F4 | | |
| Do Not Disturb ON | *82 | Do Not Disturb OFF | #82 |
| Distinctive ON | *90 | Distinctive OFF | #90 |
| Call Waiting ON | *91 | Call Waiting OFF | #91 |
| Incoming Caller ID Display ON | *92 | Incoming Caller ID Display OFF | #92 |
| Self Caller ID Block Service ON | *93 | Self Caller ID Block Service OFF | #93 |
| Anonymous Call Rejection ON | *94 | Anonymous Call Rejection OFF | #94 |
| Incoming Call Block ON | *95 | Incoming Call Block OFF | #95 |
| Call Forward Selective ON | *96 | Call Forward Selective OFF | #96 |
| Call Forward All ON | *97 | Call Forward All OFF | #97 |
| Call Forward Busy ON | *98 | Call Forward Busy OFF | #98 |
| Warm Line ON | *99 | Warm Line OFF | #99 |
| IP Dialing ON | *80 | IP Dialing OFF | #80 |
| Speed Dialing ON | *81 | Speed Dialing OFF | #81 |
| Configure Warm Line Number | *70 | *70yyyyy<br>where yyyyy = number to call | |
| Configure Speed Dialing Number | *71 | *71xyyyyy<br>where x = speed dial key<br>yyyyy = number to call | |
| Configure IP Dialing | *72 | *72xxx*xxx*xxx*xxx*yyyy<br>where xxx = IP Addr. Octets<br>*yyyy(Optional) = port number | |
| Set Call Forward Number | *73 | Wait for 3 short confirmation tones<br>before hanging up. | |
| Access Voicemail | *86 | | |

**How do I use Speed Dial?**

The SL4020 supports association of numbers to call with telephone handset keys. The configuration of speed dialing can be done using the telephone keypad or via the web. Up to eight speed dial numbers can be set.

Setting up speed dial using your telephone handset:

1. Press *81 on your telephone keypad to enable the speed dialing function. This only has to be done once.

2. Set up to eight speed dial numbers from your telephone keypad by entering *71xyyyyyyy where:

*71 = Is the code to set speed dial keys
x = The telephone keypad number to be set
yyyyyyy = The number to be called

For example: You want to set the telephone key number "2" to speed dial the destination 123456.
1. Dial *712123456 on the telephone and then hang up. Speed dial is now setup.
2. To use speed dial just press 2 and wait for the call to complete.

Speed dial can be disabled by entering #81 from your telephone keypad.

Note: SIP URLs cannot be included in speed dial settings.


**How do I directly dial an IP address?**

IP SIP addresses can be dialed directly by IP address using the telephone keypad. For example: if you want to call 123456 at 192.168.1.3 port 5060.

You have to dial *72123456*192*168*1*3*5060 *73 is the code to indicate that an IP call follows.

Optionally, you can skip "*5060" at the end, because it is the default value.


**How do I automatically forward calls to a different extension?**

From the web interface - Click on Telephony, SIP extensions and select "Conditional Call Forwarding Timer:". Set the timer to the number of seconds to wait before call forwarding is triggered.

Suppose you want to forward calls to phone number 123456. Pick up the phone set, you will hear the dial tone. You have to dial *73 and you will hear the dial tone again. Dial 123456 and you will hear beep beep beep.

On hook the phone set. Calls will now forward to the number that was entered. Dial #73 to cancel call forward.


**How does the 4020 distinctive ring supplementary calling feature work?**

The SL4020 supplementary calling features of selective call forwarding, distinctive ring, caller id blocking, and do not disturb require specification of the calling party. There are several places in the SIP invite header that could carry that caller information. The "FROM" header of a SIP Message is as follows:

   From: CallerId;tag=G1024jh3-NXr3s......

The CallerID field of this header is used in the "Caller ID" fields of supplementary service features. Some implementations identify the callerID as the "Display Name"

For example: The "FROM" header of a SIP Message may look like:

   From: 123;tag=G1024jh3-NXr3s......

To use distinctive ring specify "123" in the as the caller id.