

# DOLPHIN TEL ADAPTER MANUAL





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This chapter gives instructions on how to connect the Dolphin Adapter to your network and telephones or fax machines. Shown below is a connection diagram displaying a typical setup.



This chapter also describes the Dolphin Adapter's placement options. You can place it flat on a surface, attach the Dolphin Adapter's base so it can stand in place, or mount the Dolphin Adapter on a wall.

### Instructions for Connecting your Dolphin Adapter



1. Using a telephone cable, connect your telephone to the PHONE 1 port of the Phone Adapter (figure 1.1).
2. If you have a second Dolphin Tel line on your account, then connect another telephone or a fax machine to the PHONE 2 port of the Phone Adapter.



*figure 1.2*

3. Connect the included Ethernet network cable to the ETHERNET port of the Dolphin Adapter. Connect the other end to the one of the Ethernet ports on your router or directly to your DSL / cable modem.



*figure 1.3*

4. Connect the included power adapter to the POWER port on the back panel of the Dolphin Adapter. Connect the other end to a standard electrical outlet.

5. The Power, Ethernet, and Phone LEDs will be solidly lit when the Dolphin Adapter is ready for use.

6. Follow the instructions provided by Dolphin Tel. If you need to manually configure the Dolphin Adapter's network settings, you can use the telephone; for instructions, proceed to "Chapter 2: Dolphin Adapter Interactive Menu".

*The installation of the Dolphin Adapter is complete. Now you can pick up your phone and make calls. Proceed to the next section, if you want to attach the Dolphin Adapter's base.*

## **Placement Options**

There are three different ways to can place your Dolphin Adapter. The first way is to place the Phone Adapter horizontally on a surface. To do so

simply lie the Dolphin Adapter down on its attached rubber feet with the Linksys logo facing upwards.

The second way is to stand the Dolphin Adapter vertically on a surface using the stand provided with your Dolphin Adapter.

The third way is to mount the Dolphin Adapter on a wall.

The second and third options are explained in further detail below.

## Stand Option

1. Remove the plate from the Dolphin Adapter's bottom panel (figure 1.4) .
2. Line up the pegs of the Dolphin Adapter's base with the mounting holes of the Dolphin Adapter's bottom panel (figure 1.4).
3. Insert the Dolphin Adapter's base into the Dolphin Adapter's bottom panel. Push the base in until it fits snugly (figure 1.4).
4. Place the Phone Adapter in an appropriate location (figure 1.5).



*figure 1.4*



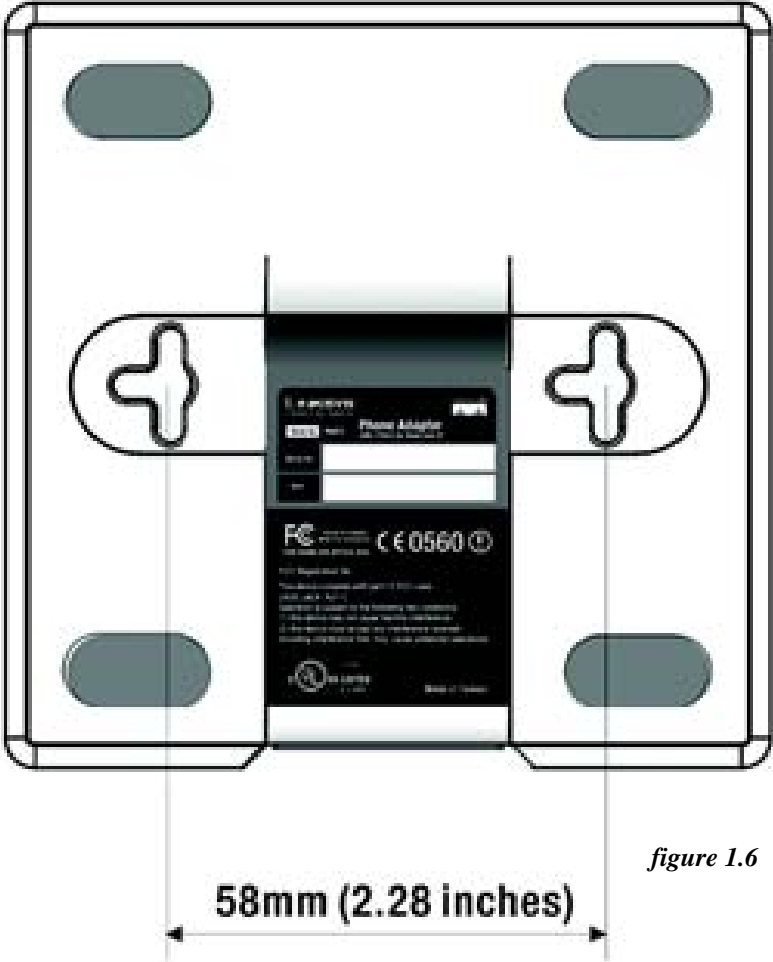
*figure 1.5*

## Wall-Mount Option

The Dolphin Adapter has two wall-mount slots on its back panel. The distance between the two slots is 58 mm, or 2.28 inches (figure 1.6). To make mounting your Dolphin Adapter easier you can use the illustration on the following page (figure 1.6) as a template for wall mounting.

1. Determine where you want to mount the Dolphin Adapter.
2. Drill two holes into the wall. Make sure the holes are 58 mm or 2.28 inches apart.
3. Insert a screw into each hole, and leave 5 mm or 0.2 inches of its head exposed.
4. Maneuver the Phone Adapter so the wall-mount slots line up with the two screws.

5. Place the wall-mount slots over the screws and slide the Dolphin Adapter down until the screws fit snugly into the wall-mount slots.



*figure 1.6*

## Overview

Chapter 2 explains how you can use the Dolphin Adapter Interactive Menu to configure the Adapter's network settings manually should you need to do so. You may need to change these settings depending on the specifics of your local network setup. Use your phone's keypad to enter your commands and selection choices, and the Dolphin Adapter will respond with voice prompts and options.

## Accessing the Interactive Menu

1. Use the telephone connected to the PHONE 1 or PHONE 2 port of the Dolphin Adapter.
2. Lift the handset from the receiver and press \*\*\*\* (in other words, press the star key four times).
3. You will hear, "Configuration menu. Please enter option followed by the # (pound) key or hang up to exit."

For a list of possible options please refer to the table in this chapter that lists actions, commands, menu choices, and descriptions. After you select an option, press the # (pound) key. To exit the menu, hang up the telephone.

## Using the Interactive Voice Response Menu

While entering a value, such as an IP address, you may exit without entering any changes. Press the \* (star) key twice within half a second. Otherwise, the \* will be treated as a decimal point or dot.

After entering a value, such as an IP address, press the # (pound) key to indicate you have finished your selection.

To save the new setting, press **1**.

To review the new setting, press **2**.

To re-enter the new setting, press **3**.

To cancel your entry and return to the main menu, press \* (star).

For example, to enter the IP address *191.168.1.105* by keypad, press these keys: **191\*168\*1\*105**. Press the # (pound) key to indicate that you have finished entering the IP address, and then press **1** to save the IP address.

To cancel your entry and return to the main menu, press \* (star). If the menu is inactive for more than one minute, the Dolphin Adapter will time out. You will need to re-enter the menu by pressing \*\*\*\*.

The settings you have saved will take effect after you have hung up your telephone. The Dolphin Adapter may reboot at this time.

### INTERACTIVE MENU COMMANDS

Action	Command	Options	Description
Enter Dolphin Adapter Interactive Menu	****		Use this command to enter the Dolphin Adapter Interactive Menu. Do not press any other keys until you hear, "Configuration menu. Please enter option followed by the # (pound) key or hang up to exit."
Check DHCP	100		Use this command to find out if DHCP has been enabled or disabled. If enabled, the Phone Adapter will be automatically assigned an IP address by your network router or gateway. If disabled, then the Phone Adapter will use a static IP address.
Enable/Disable DHCP	101	Enter 1 to enable Enter 0 to disable	Enable or disable the Phone Adapter's DHCP feature. If your network router or gateway assigns IP addresses, then enter 1. Otherwise, enter 0.
Check IP Address	110		You will hear the current IP address of the Phone Adapter.
Set Static IP Address	111	Enter the IP address using numbers on the telephone keypad. Use the * (star) key when entering a decimal point.	To set a static IP address, the DHCP feature must be disabled. If the DHCP feature is enabled, then you will hear, "Invalid Option," if you try to set a static IP address.
Check Network Mask (or Subnet Mask)	120		You will hear the current network mask of the Phone Adapter.

## INTERACTIVE MENU COMMANDS

Action	Command	Options	Description
Set Network Mask (or Subnet Mask)	<b>121</b>	Enter the network mask using numbers on the telephone keypad. Use the * (star) key when entering a decimal point.	To set the network mask, the DHCP feature must be disabled. If the DHCP feature is enabled, then you will hear, "Invalid Option," if you try to set the network mask.
Check Static Gateway IP Address	<b>130</b>		You will hear the current gateway IP address of the Phone Adapter.
Set Static Gateway IP Address	<b>131</b>	Enter the IP address using numbers on the telephone keypad. Use the * (star) key when entering a decimal point.	To set a static gateway IP address, the DHCP feature must be disabled. If the DHCP feature is enabled, then you will hear, "Invalid Option," if you try to set a static gateway IP address.
Check MAC Address	<b>140</b>		You will hear the MAC address of the Phone Adapter in hexadecimal string format.
Check Firmware Version	<b>150</b>		You will hear the version number of the firmware currently installed on the Phone Adapter.
Manual Reboot	<b>732668</b>		After you hear, "Option successful," hang up the phone. The Phone Adapter will automatically reboot.

### Configuring Your Dolphin Tel Internet Phone Service

If you want to change the settings for your Dolphin Tel Internet phone service, please contact Dolphin Tel support using the information on the outside cover of this manual or visit [www.dolphintel.com](http://www.dolphintel.com) for complete details.



## Getting the Most Out Of Your Dolphin Adapter

If you are connecting your Dolphin Adapter to a router instead of directly to the internet you will need to configure your router to ensure that your Dolphin Adapter can access the Internet fully.

The configuration needed for your Dolphin Adapter will require you to access your router's advanced options via the Web interface in the administration area. Since each router manufacturer uses a different set-up and interface you will need to refer to your router's manual on how to access the port forwarding functions. Once you have access to the port forwarding settings you will need to enter the information in the table below into the appropriate areas.

Application	Start and End	Protocol	IP Address	Enable
Internet phone 1	5060 to 5061	UDP	(IP address of Phone Adapter)	X
Internet phone 2	53 to 53	UDP	(IP address of Phone Adapter)	X
Internet phone 3	69 to 69	UDP	(IP address of Phone Adapter)	X
Internet phone 4	10000 to 20000	UDP	(IP address of Phone Adapter)	X

If you require assistance in configuring your port forwarding settings on your router please contact the Dolphin Tel Support Department. When you call please access the router's administration interface, have the make and model of your router, as well as your router manual available.

Contact information for the Dolphin Tel Support Department is on the back cover of this manual or available online at our website, [www.dolphintel.com](http://www.dolphintel.com).

## How to Retrieve Your Dolphin Tel Voicemail

### To retrieve your voicemail using your Dolphin Adapter

- Press \*98
- Enter your voicemail password when prompted.
- To access the various options and settings in your Dolphin Tel Voicemail select the desired action from the voicemail menu below.

### Retrieving your Dolphin Tel Voicemail when not using your Dolphin Adapter

- Using a regular land line telephone or cellular phone connection dial (604) 484-4683.
- Enter your Dolphin phone number when prompted.
- Enter your voicemail password when prompted.
- To access the various options and settings in your Dolphin Tel Voicemail select the desired action from the voicemail menu below.

### The Dolphin Tel Voicemail Menu

- **1** Read voicemail messages
  - **3** Advanced options
    - **1** Reply
    - **2** Call back (1)
    - **3** Envelope
    - **4** Outgoing call
  - **4** Play previous message
  - **5** Repeat current message
  - **6** Play next message
  - **7** Delete current message
  - **8** Forward message to another mailbox
  - **9** Save message in a folder
  - \* Help; during msg playback: Rewind
  - # Exit; during msg playback: Skip forward
- **2** Change folders

- **0** Mailbox options
  - **1** Record your unavailable message
  - **2** Record your busy message
  - **3** Record your name
  - **4** Change your password
  - \* Return to the main menu
- \* Help
- # Exit
- After recording a message (incoming message, busy/unavail greeting, or name)
  - 1 - Accept
  - 2 - Review
  - 3 - Re-record
  - 0 - Reach operator(1) (not available when recording greetings/name)

Complete information regarding the advanced functions of the Dolphin Tel features such as Call Waiting, Call Forwarding, Caller ID and others can be found in the help section of our website at [www.dolphintel.com](http://www.dolphintel.com). If you are unable to access the website directly please contact our knowledgeable Dolphin Tel Support Department and they are more than willing to assist you.



**1. There is no dial tone, and the PHONE1 (or PHONE2) LED is not lit.**

Go through this checklist until your problem is solved:

- Make sure the telephone is plugged into the appropriate port, PHONE 1 or PHONE 2. (You should use the Phone 2 port only if you have more than one Dolphin Tel phone line.)
- Make sure the ETHERNET LED on the front panel of the Dolphin Adapter is lit. If it is not lit, then check your router and network connection to the Internet.
- Pick up the telephone. Press **80#**. Hang up the telephone. Wait approximately 30 seconds. Then pick up the telephone; you should now have a dial tone.
- Follow these instructions to reboot your cable or DSL modem, Dolphin Adapter, and router:
  1. Power off your cable or DSL modem by unplugging its power adapter.
  2. Power off the router by unplugging its power adapter.
  3. Power off the Dolphin Adapter by unplugging its power adapter.
  4. Wait two minutes, and then power on your cable or DSL modem by plugging its power adapter into an electrical outlet.
  5. Wait two minutes, and then power on the router by plugging its power adapter into an electrical outlet.
  6. Wait five minutes, and then power on the Dolphin Adapter by plugging its power adapter into an electrical outlet.
  7. Reboot one of your networked computers, and check to see if you have an active Internet connection.
  8. Pick up the telephone. You should now have a dial tone.

If you are still have connection issues you will need to set-up port forwarding on your router. You must specify that four port ranges be forwarded to the IP address of the Dolphin Adapter. The port information is listed in Chapter 3 “Configuring Your Router” in this manual.

**2. When I make a telephone call, the call doesn't go through; instead, I hear a fast busy signal.**

Go through this checklist until your problem is solved:

- Dolphin Tel supports 7-, 10-, and 11-digit dialing. Use 7-, 10-, or 11 digit dialing for calls within the same area code as your Dolphin Tel phone number. Use 11-digit dialing for calls outside of your area code.
- Follow these instructions to reboot your cable or DSL modem, Dolphin

Adapter, and router:

1. Power off your cable or DSL modem by unplugging its power adapter.
2. Power off the router by unplugging its power adapter.
3. Power off the Dolphin Adapter by unplugging its power adapter.
4. Wait two minutes, and then power on your cable or DSL modem by plugging its power adapter into an electrical outlet.
5. Wait two minutes, and then power on the router by plugging its power adapter into an electrical outlet.
6. Wait five minutes, and then power on the Dolphin Adapter by plugging its power adapter into an electrical outlet.
7. Reboot one of your networked computers, and check to see if you have an active Internet connection.
8. Pick up the telephone. You should now have a dial tone.

If you are still having connection issues you will need to set-up port forwarding on your router. You must specify that four port ranges be forwarded to the IP address of the Dolphin Adapter. The port information is listed in Chapter 3 "Configuring Your Router" in this manual.

### **3. *When I'm on a telephone call, words are dropped intermittently.***

Go through this checklist until your problem is solved:

- Are you using a wireless router and cordless phone? If so, the router and cordless phone may be using the same frequency and interfere with each other. Move the cordless phone farther away from the router.
- There may be heavy network activity, particularly if you are running a server or using a file sharing program. Try to limit network or Internet activity during any Internet telephone call. For example, if you are running a file sharing program, files may be uploaded in the background even though you are not downloading any files, so make sure you exit the program before you make an Internet phone call.
- There may not be enough bandwidth available from your ISP for your call. You can test your bandwidth at <http://www.pcpitstop.com/internet/Bandwidth.asp>.
- If you are using a router check to ensure that you have configured the port forwarding option correctly as detailed in Chapter 3 of this manual.
- Contact your ISP and have them test your current upload speed, consistency and data error. Have them correct any issues that may be occurring.

### **4. *The ETHERNET LED does not light up.***

Go through this checklist until your problem is solved:

- Check the cable connecting the Dolphin Adapter to your router.
- Make sure your network has an active Internet connection. If it does not, follow these instructions to reboot your cable or DSL modem, Dolphin Adapter, and router:
  1. Power off your cable or DSL modem by unplugging its power adapter.
  2. Power off the router by unplugging its power adapter.
  3. Power off the Dolphin Adapter by unplugging its power adapter.
  4. Wait two minutes, and then power on your cable or DSL modem by plugging its power adapter into an electrical outlet.
  5. Wait two minutes, and then power on the router by plugging its power adapter into an electrical outlet.
  6. Wait five minutes, and then power on the Dolphin Adapter by plugging its power adapter into an electrical outlet.
  7. Reboot one of your networked computers, and check to see if you have an active Internet connection.

### ***5. The Power LED does not light up or lights up red.***

Go through this checklist until your problem is solved:

- Unplug the power adapter from the Dolphin Adapter. Wait five seconds. Then plug the power adapter into the Dolphin Adapter again.
- You may be using the wrong power adapter. Make sure the power adapter you are using is the one included with the Dolphin Adapter.

### ***6. My telephone does not ring, and my calls automatically go to voicemail.***

Go through this checklist until your problem is solved:

- Make sure the telephone is plugged into the appropriate port, PHONE 1 or PHONE 2. (You should use the Phone 2 port only if you have more than one Dolphin Tel phone line.)
- Make sure the ringer volume on your telephone is set to an audible level.
- Follow these instructions to reboot your cable or DSL modem, Dolphin Adapter, and router:
  1. Power off your cable or DSL modem by unplugging its power adapter.
  2. Power off the router by unplugging its power adapter.
  3. Power off the Dolphin Adapter by unplugging its power adapter.
  4. Wait two minutes, and then power on your cable or DSL modem by plugging its power adapter into an electrical outlet.
  5. Wait two minutes, and then power on the router by plugging its power adapter into an electrical outlet.

6. Wait five minutes, and then power on the Dolphin Adapter by plugging its power adapter into an electrical outlet.
  7. Reboot one of your networked computers, and check to see if you have an active Internet connection.
- Set up port forwarding on your router. You must specify that four port ranges be forwarded to the IP address of the Dolphin Adapter. These four port ranges are listed in Chapter 3 of this manual. If you have already configured port forwarding on your router you will need to change two of the Dolphin Adapter's settings using its Dolphin Interactive Menu detailed in Chapter 2. First, disable its DHCP feature, and then assign a static IP address to the Dolphin Adapter.

## **IMPORTANT**

**You are never alone, because you have a great team helping you out. If these troubleshooting solutions for the most common VOIP issues has not resolved your situation contact the Dolphin Tel Support Department right away. Remember we are here to insure that you have the quality and the service that you deserve.**



# ***Notes***

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