



Your guide to setting up your One Net Business Homeworker IP Phone

Before you start, you will need

- Your One Net Business Homeworker IP Phone and power supply.
- A fixed broadband modem/router with a spare Ethernet port.
- A nearby spare mains power socket.
- Sufficient bandwidth from your broadband connection (see below)

Things to note

Instructions in this document cover how to connect the IP Phone to your broadband router. If you wish to use a LAN set up within the house or remote office, you do so at your own risk. For troubleshooting purposes, we will ask you to plug your IP phone directly into the broadband router. You should only install your IP phone in normal household temperatures, not in humid conditions and away from water.

Your IP phone requires a UK mains power supply and during power outages, the phone will not be available for emergency calls

Your IP phone can be in the UK, only.

Other devices that use a lot of bandwidth (such as streaming audio and video or gaming) will share the broadband connection with your phone. If you find that your calls are of poor quality or are dropping unexpectedly, try reducing the number of other applications that are using your broadband.

Your IP Phone must first connect to your main office One Net Business service initially to receive its profile and settings. Please be aware that some changes or fault fixes will require you repeat this step.

It is good practice to connect your handset to your main office One Net Business service every six months to receive any recent updates.

Bandwidth requirements

Your **broadband speed needs to be at least 1Mbit/s to support this phone.**

If you need more than one IP phone for your home site, we would recommend another 500Kbps per phone. Home sites with more than four IP phones require dedicated access and therefore only four One Net IP phones are recommend. Please contact your Company Administrator and confirm that your home site is suitable for Homeworker services.

Our IP Phone service works with the majority of routers and broadband providers. However, if you do have any problems or want to check before installing a new broadband service, just get in touch with your ISP via their contact pages to confirm that their service supports SIP for IP Voice.

It is unusual, but some ISPs may restrict SIP traffic. If your IP Phone fails to connect and you have contacted your Company Administrator, please contact your ISP to ensure that they allow SIP traffic. If you are considering installing a new broadband service for the One Net Business service, check with your provider that they allow SIP traffic.

If you are operating as a Homeworker on a “home” network, the router/gateway needs to be non-SIP aware, e.g. **disable ALG (Application Layer Gateway), and/or any other VOIP settings on the router**

If you are operating as a Homeworker on an “enterprise” network, the router/gateway needs to be non-SIP aware, e.g. **disable ALG (Application Layer Gateway), and/or any other VOIP settings on the router. The firewall needs to be SIP aware, e.g. the 5060 and RTP ports need to be open. Any other QOS needs SIP and RTP as a priority.**

To enable the service on your router, **UDP port 5060 needs to be open** to the specified IP phone. Please contact your ISP and/or equipment vendor for specific instructions on how to check and amend the router/firewall

The IP Phone will not work with satellite broadband, as there is high latency on this type of connection, which prevents the device from talking to the network. WiMax, bonded lines and secure firewalls may also not work with a One Net Business IP Phone.

Port ranges needed opening:

5060 – SIP

1024- 65535- UDP

What can your IP phone do?

This will allow you to connect and receive calls to and from the One Net Business service that your company is receiving from Vodafone.

How to set up your phone

Plug the included Ethernet cable from the port on the bottom of the device (identified in Picture 1 below and marked SW on the phone) into a spare port on your broadband router.

Plug the black lead from the power pack into the power socket on the IP phone (identified in Picture 2 below and marked AC on the phone) and into the mains power socket.

The phone will now start its initialisation process. This may take several minutes.

The background image and idle text will change to show 'Vodafone'

The user's username and extension number will be displayed at the top right of the screen.

The phone should now be able to make and receive calls. If not, please check the 'troubleshooting' section below.

Additional information on Cisco Handsets

Further information for the IP Phones can be found here:

<https://onenet.vodafone.com/latest/uk/en/content/topics/cf/home/one-net-business-home>

In-Life guidelines

Please note that Vodafone's support coverage for 'homeworker' services only encompasses the IP Phone device and the core One Net Business service.

Shared connections

It is not possible for Vodafone to control your home or business broadband connection and protect the quality of your voice calls over those connections.

Vodafone is not responsible for how your ISP manages or control your broadband traffic. It is recommended that you choose a broadband service with an 'unlimited' data cap to avoid calls being blocked by the ISP.

You should be aware of the other connected devices you have using that broadband connection, as they could potentially affect the IP Phone service.

Online gaming, other VoIP services like Vonage will use a medium amount of bandwidth.

If you find that your calls are of poor quality or are dropping unexpectedly, please check if you are using any high bandwidth applications on other connected devices, or if others who are sharing your connection are doing so.

Troubleshooting

Contact your ISP service if your broadband service is not working. Broadband services will occasionally have outages and during these outages, the IP Phone will not work.

Contact your Company Administrator and / or ISP service if your IP Phone has never registered to the One Net service (remember that your phone MUST be connected to the One Net corporate network first).

Contact Vodafone if the IP Phone stops working but your broadband service is behaving normally (e.g. email and web surfing is still working).

Vodafone will not be able to talk to your broadband provider.

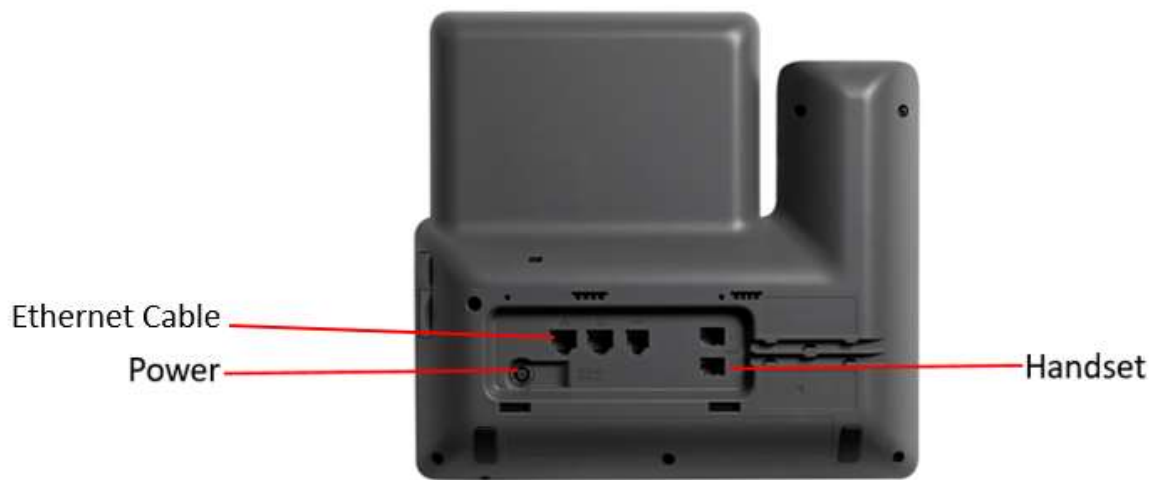
Below are some suggestions on how to recognise and fix common problems.

CISCO IP PHONE 7841 & 8851 HOMEWORKER GUIDE

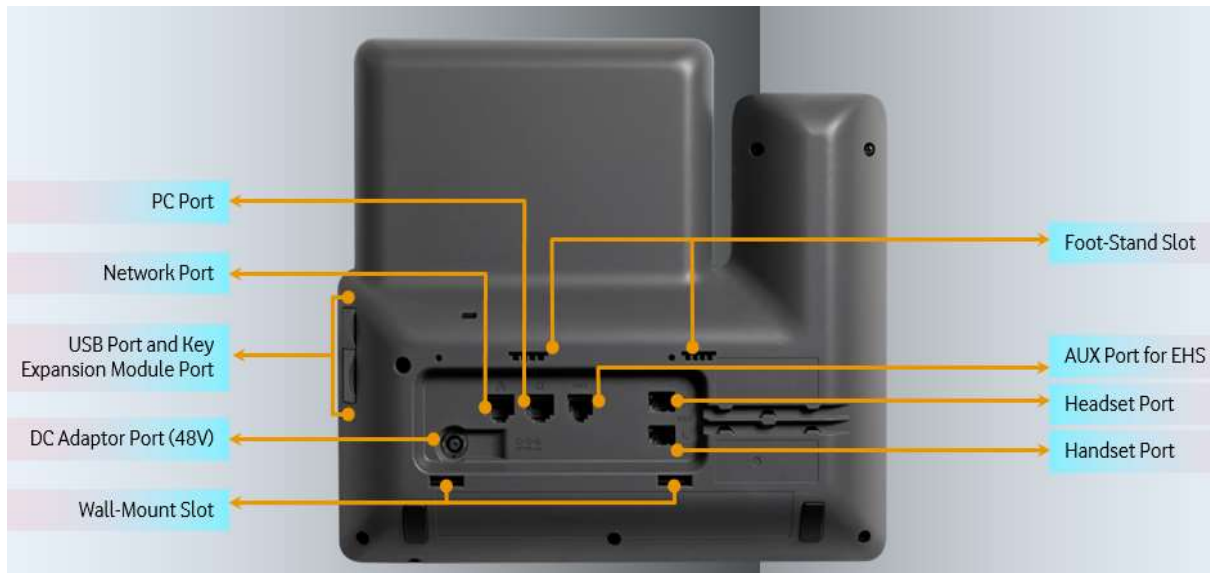
Scenario	Check
If the person you're calling cannot hear you (one-way speech)	Check that the handset is not set to "mute" Are you using a headset/accessory? Try the call without the headset Try calling someone else to see if it's the number you're dialling that has a fault
If you are not receiving any calls	Check that the handset is not set to "Do Not Disturb"
If call quality is poor, or you're unable to make a call	Close down other devices or applications that are sharing your broadband connection
If there is no network connectivity	Check that your broadband is working normally on other devices, e.g. email and web surfing Check that the power and network cables are properly connected to the handset Check that there is no local power outage (e.g. electrical power cut)
The phone's screen is blank	Check the phone's power source

Cisco 8851

Picture 1 – Connecting your Ethernet Cable



Overview of all ports



Cisco 7841

Picture 1 – Connecting your Ethernet Cable, Power Supply and Handset

