

# Net2Phone Reseller Dialer

## *User's Guide*



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# 1. Welcome to The Net2Phone Reseller Dialer

The dialer is a PC-based software client phone that uses Voice over Internet Protocol (VoIP) technology and software to enable phone calls over the Internet.

## Service and System Requirements

### *Service Requirements*

The following items are required to begin using the dialer client:

- \* An account and PIN (Personal Identification Number)
- \* Software installation package
- \* An Internet connection

### *PC System Requirements*

- \* **Operating System:** Windows 98 or higher
- \* **Processor:** Pentium 200 MHz or faster
- \* **Memory:** 128 MB RAM
- \* **Internet Connection:** 33.6 Kbps or faster (high-speed recommended)
- \* **Sound Adapter:** Full-Duplex Sound Card
- \* **Headset (or Headphones and Microphone)**

## Customer Support

To receive technical support on the Net2Phone Reseller Dialer, contact your reseller.

## 2. Installing the Dialer

The dialer can be installed in one of two ways:

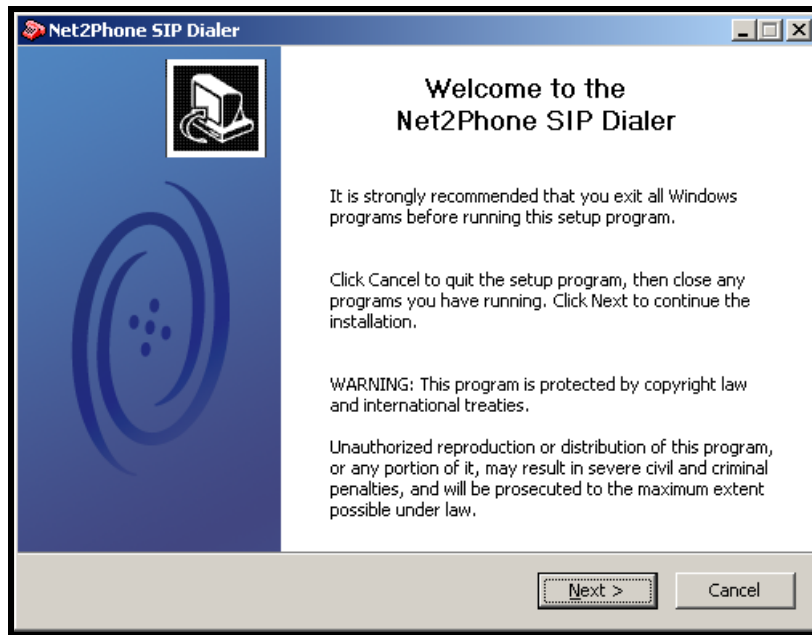
- ★ From a supplied CD-ROM

**OR**

- ★ Download the application from your Reseller's website and save the setup file to your PC.

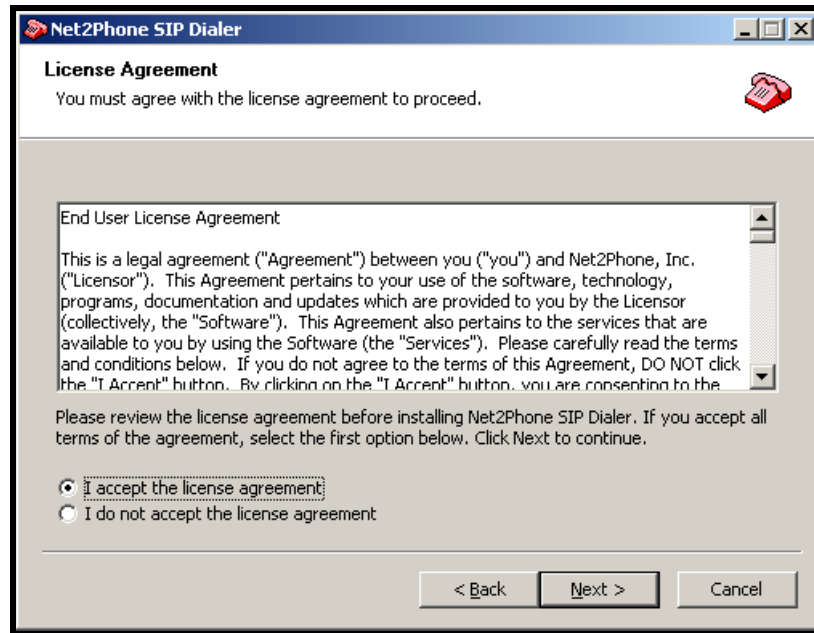
**To install the dialer:**

1. Double-click the Setup.exe installation file.



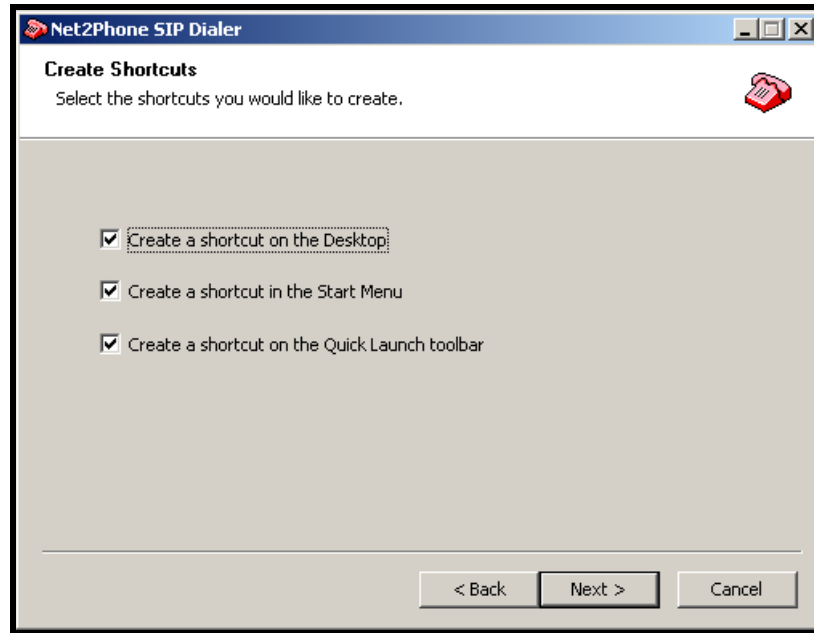
*Welcome to the Dialer Installation*

2. Click the **Next** button to begin the installation.  
*The License Agreement Window displays.*



*Dialer End User License Agreement*

3. Click the **I accept the license agreement** radio button to select it, and then click the **Next** button.  
*The Create Shortcuts window displays.*



*Create Shortcuts Window*

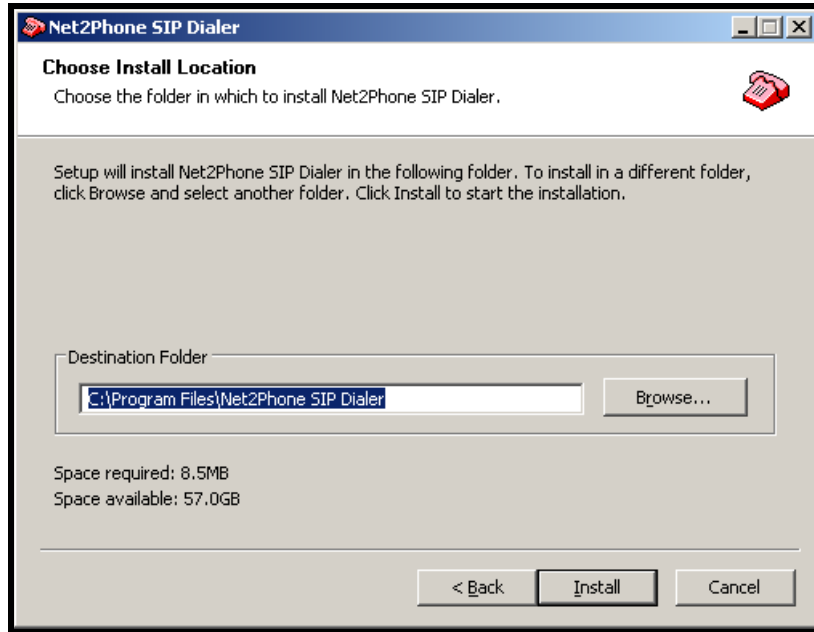
4. Check the boxes for the shortcuts you would like to create. A checkmark will appear when an item is selected. Options are:
  - **Create a shortcut on the Desktop**—Places a shortcut icon for the dialer client on your PC's desktop. You will be able to launch the client by double-clicking this shortcut icon.
  - **Create a shortcut in the Start Menu**—Places a shortcut for the dialer client in the Start Menu. You will be able to launch the client by clicking the **Start** button and then clicking the dialer shortcut. (This shortcut is in addition to

the regular program icon appearing in the Programs section of the Start Menu.)

- **Create a shortcut on the Quick Launch toolbar**—Places a shortcut icon in the Quick Launch toolbar, located at the lower left-hand corner of the screen (to the right of the Start button). You will be able to launch the dialer client by clicking the icon.

**NOTE** When The dialer launches, the login screen displays. The dialer will not log on automatically unless you select the *Log in automatically when the dialer starts* checkbox on the login screen.

5. Once you have selected the desired options, click the **Next** button. *The Choose Install Location window displays.*



*Choose Install Location Window*

6. The **Destination Folder** field contains the default folder into which the dialer client will be installed.
  - To proceed with the installation in this folder, click the **Install** button.
  - To change the location to which the dialer is installed, click the **Browse** button, and navigate to the folder in which you would like the client installed. Once you have selected a new folder, click the **Install** button.

The installation begins. The window displays the progress of the installation.

*When complete, a new window indicates that the dialer installation is successful.*

*The **Successful Installation** window is displayed.*



***Dialer Successful Installation***

7. If you would like to end the installation without launching the dialer, uncheck the **Launch Net2Phone SIP Dialer** checkbox, and then click the **Finish** button.

*The dialer client has been installed successfully! For instructions on logging into Net2Phone SIP dialer, proceed to [Logging On](#).*

## Uninstalling the Dialer

**To uninstall the dialer client:**

1. Exit the application by "Alt+F4", or select "Exit" in the dropdown menu, or right mouse click on the icon in the system tray and select "Exit"
2. Click the **Start** button, and then select **Programs > Net2Phone SIP Dialer > Uninstall Net2Phone SIP Dialer**. (Alternatively, one can use the Windows Add/Remove utility that is accessible from the Control Panel.)

*The Net2Phone SIP Dialer Uninstaller window displays.*



***Net2Phone SIP Dialer Uninstall Window***

3. Click the **Next** button to proceed with the uninstall process.

*The dialer client will be removed from your PC. Once the uninstall is complete, a screen displays confirming that the client has been removed.*



3. Click **Finish**.

## 3. Logging onto the Dialer

### Logging On

To log on to the Net2Phone SIP Dialer:

1. Launch the dialer application by double-clicking your chosen shortcut (desktop, quick launch bar, etc.), or selecting it from **Start** menu.  
*The login screen displays.*

The image shows the Net2Phone login screen. At the top, there is a blue header with the Net2Phone logo on the left and the text "net2phone®" on the right. Below the header, a white box contains the text "Please enter your account number and PIN." followed by two input fields: "Account Number:" and "PIN:". Below these fields are two checked checkboxes: "Save my account number and PIN" and "Sign in automatically when Net2Phone Dialer starts". At the bottom of the white box, there are four buttons: "Settings...", "Help", "OK", and "Exit".

#### *Login Screen*

2. Enter your **Account Number**.
3. Enter your **PIN**.
4. Click the **OK** button.  
*If successful, the Net2Phone SIP Dialer opens in online status. (The login screen disappears.)*

*If the login fails, a new screen displays with the message, "Invalid account number or password" prompting you to click **RETRY**. Repeat steps 2 through 4.*



*Retry Screen*

## **Changing or Obtaining Your PIN**

If you wish to change your PIN, or obtain a lost PIN, contact your reseller.

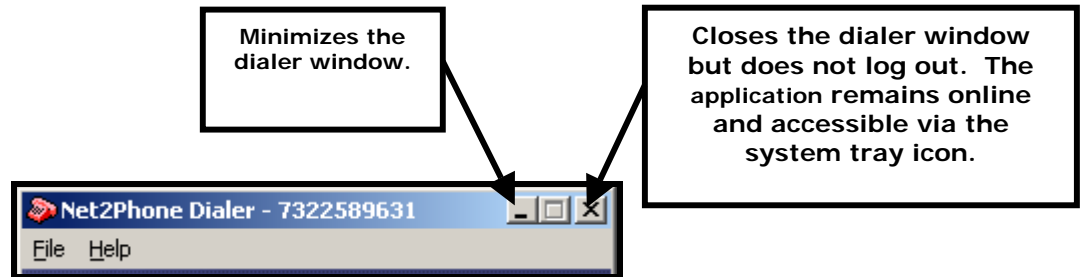
## 4. Becoming Familiar with the Dialer Interface

Before using the dialer to make and receive calls, it is a good idea to familiarize yourself with the application.

### Maximizing/Minimizing the Screen

The dash (–) button in the upper right corner of the dialer screen minimizes the screen. It can then be accessed from the task bar.

The X button closes the dialer client. The dialer icon then displays in the system tray.





*Minimize and Close Buttons*

#### NOTE

Clicking the X button does not exit the dialer. To exit, click the File menu on the client window and select Exit. This will log you out of the dialer and close the application. Alternatively, you can right click on the icon in the system tray, and select Exit.

### Determining Online Status

A quick way to determine if you are logged in is to check the system tray icon. If the icon  appears in the tray, you are logged into the dialer and able to make calls. If the offline icon  appears in the system tray, you are logged out. This can happen if the Internet connection has been lost. It can take 1-2 minutes for the online icon to appear once the Internet connection has been restored.

### Understanding the GUI Display

The display contains different types of information, including:

- ★ **Account Balance**
- ★ **Cost Per Minute**
- ★ **Minutes Remaining**
- ★ **Call Status/Duration:** Dialing, Connected, ...,00:00 (minutes:seconds)
- ★ **Call To:** Phone number
- ★ **Calling Destination: Country name and cellular phone indicator**
- ★ **Country Code drop down list:** (Do not use an international dialing prefix such as "00" or "011") Use drop down list to select country code, or enter the code.
- ★ **Re-dial Drop Down list:** Enter number or select from drop down list of last 10 calls.

- ★ **DIAL button** – click to launch call



## Adjusting Speaker/Microphone Volume

- ★ Use the **Audio Tuning Wizard** in the File dropdown menu to check that your connections are correct
- ★ **Speaker**—Controls the headset volume, or speaker volume
- ★ **Microphone**—Controls the microphone volume of your voice as it is transmitted to the caller.

To adjust the volume for either control, click and drag the volume selector to the right to increase volume or to the left to decrease volume.

**NOTE**

For more help on adjusting the speaker and/or microphone volumes, refer to [Audio Settings](#) for more information.

## Using the Menus

### *File*

- \* **Change Account...**—Disconnects the account and clears the login information from the **User ID** and **PIN** fields. The login window appears.
- \* **My Account...**—Opens a browser window and displays the My Account Center **Login** page. Your Account Number is transferred. Just enter your PIN to login.
- \* **Clear Re-dial Drop Down**—Removes all of the recently dialed phone numbers from the **Re-dial Drop Down** list.
- \* **Settings**—Opens the Settings dialog box, which allows you to change various settings, including launch, update, login, and audio settings.
- \* **Audio Tuning Wizard**— Guides adjustment of the speaker and microphone settings.
- \* **Exit**—Logs out and closes the dialer.

### *About*

- \* **Help**—Opens a help file in a browser window.
- \* **About...**—Displays a pop-up window with the dialer version information.

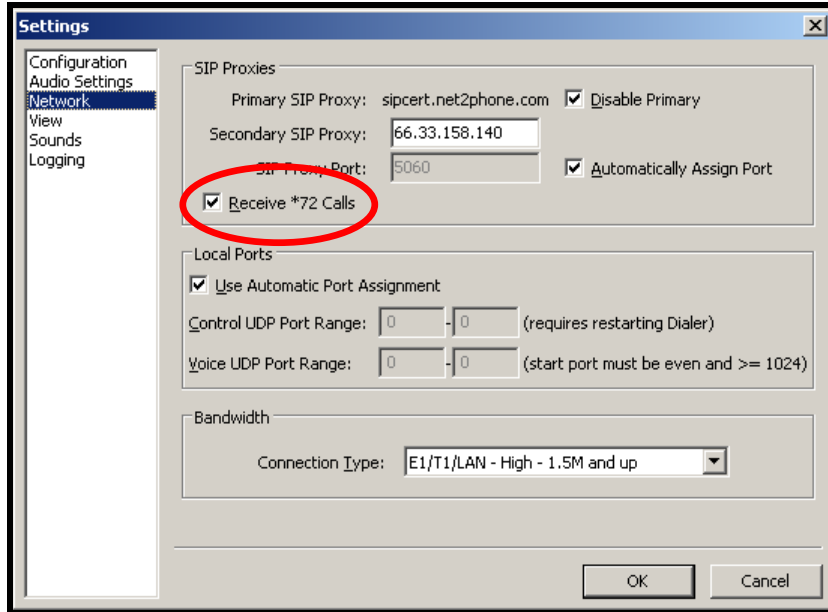
## 5. Entering a Phone Number

Note that the dialer does not require an IDD (International Direct Dialing) prefix such as "00" or "011". If the entire number is entered into the phone number box, and an IDD+Country Code+number is entered, the phone number should be correctly interpreted. The recommended procedure is as follows:

- ★ Select a Country Code from the Country Code drop down list. If known, the code be entered directly using the keyboard.
- ★ Use the **Tab** key or the mouse to enter the phone number box. The number can be entered using the keypad on the dialer, or the keyboard. If the number was one of the last 10 dialed, then the number can be selected from the dropdown menu. A number can also be copied and pasted into the box.
- ★ To launch the call, click the **DIAL** button, or use the **<Enter>** key on the keyboard.

## 6. Placing a PC-to-PC Call

To enable PC-to-PC calling the \*72 feature must be selected under **File > Settings > Network**.



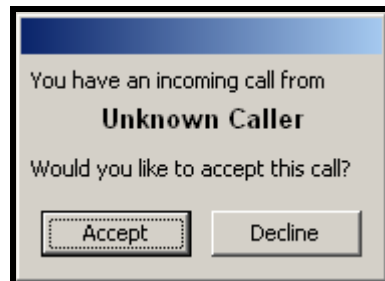
*Network Settings Page*

The user must know the account number of the party being called. The **Country Code** drop down list would be blank, and the **Re-dial Phone Number** field would be **\*72[account number]**

*Enter \*72 followed by the account number with no spaces in between.*

## Receiving PC-to-PC Calls

When a call is received, a window is displayed. **Unknown Caller** is displayed because the \*72 call is not coming from a standard phone number but from an account. Click **Accept** or **Decline**.

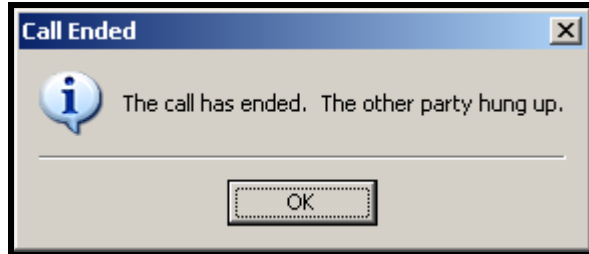


- ★ **Accept**—When you click the **Accept** button, the dialer answers the call, and you can begin speaking to the caller.

**NOTE**

If the dialer application is not open on the screen but active in the system tray or background, it will automatically open up and/or display as the top window if the call is accepted.

- \* **Decline**– Click the **Decline** button to refuse the call.
- \* If the call ends by the other party hanging up, a pop-up window displays to alert you. To close the pop-up window, click the **OK** button.



*End of Call Notification*

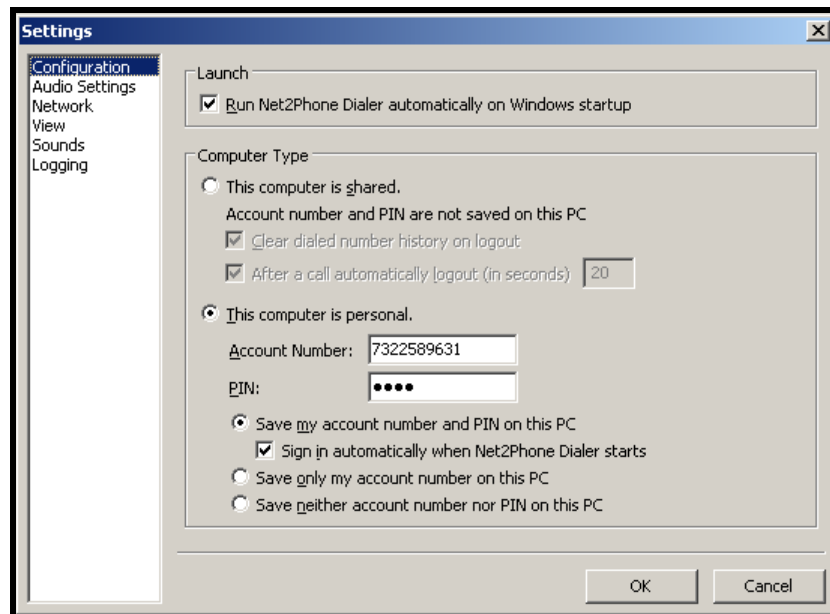
## 7. Managing the Dialer Settings

You can define or change settings for the dialer by selecting **Settings** under the **File** menu. There are six (6) pages:

- \* Configuration
- \* Audio Settings
- \* Network
- \* View
- \* Sounds
- \* Logging

### Configuration

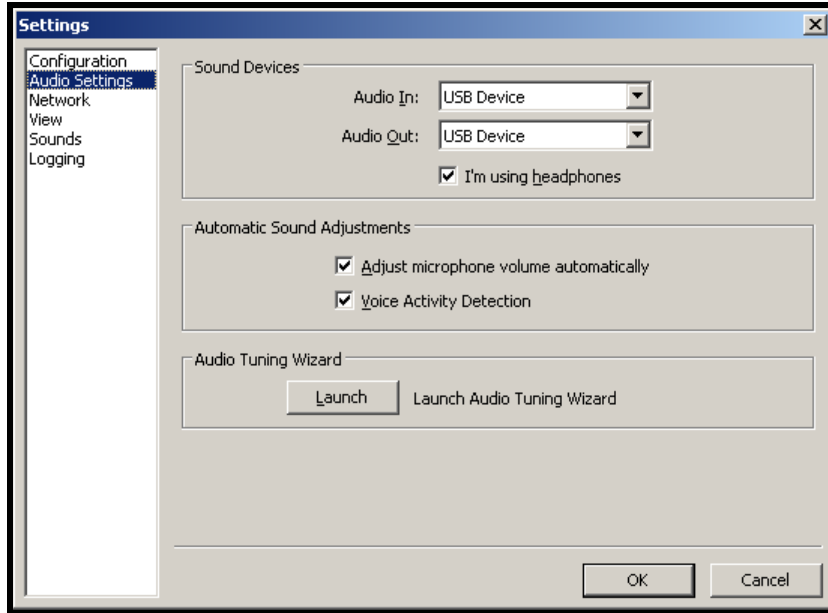
This page contains various configuration settings for launching the dialer and establishing single-user or shared access to the PC. To access it, click the **Configuration** link on the left-hand side of the window. The settings options on this page appear in the figure below. If you modify any settings, click the **OK** button to save your changes.



*Configuration Page*

## Audio Settings

This page contains various sound device settings. To access it, click the **Audio Settings** link on the left-hand side of the window. The settings options on this page appear in the figure below. If you modify any settings, click the **OK** button to save your changes.



*Audio Settings Page*

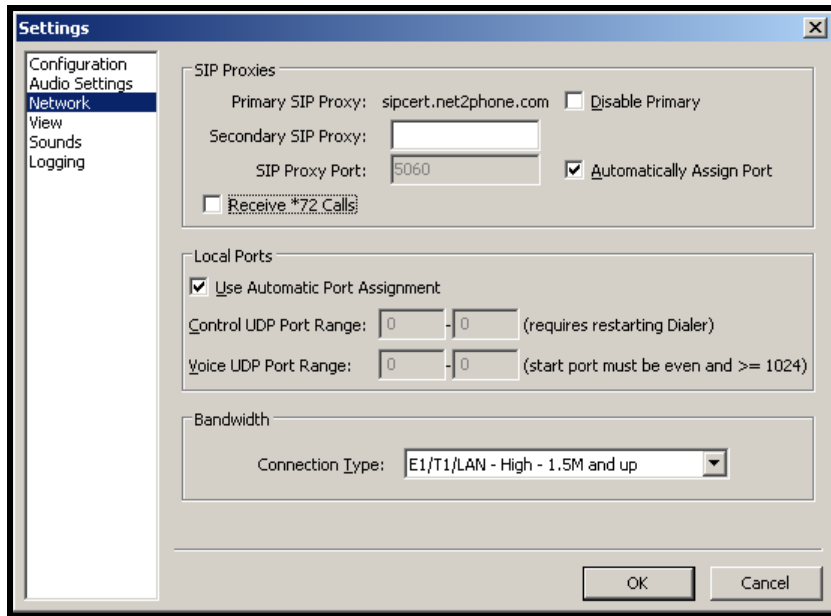
**Sound Devices:** If you have connected your headset to the speaker and microphone inputs on your PC, the "Audio In" and "Audio Out" selection should select your sound card. If you are using a USB headset, then the selection should be "USB Device" as shown in the figure.

**Automatic Sound Adjustments:** The dialer software will automatically adjust the speaker volume and the microphone volume. If you want to make these adjustments manually, uncheck these boxes.

**Audio Tuning Wizard:** This permits a simple check that the headset, or microphone and speakers are correctly connected so that the dialer will perform properly. If problems persist, then check the PC settings: Start --> Control Panel --> Sounds and Audio Devices to be sure that all the sounds are not muted.)

## Network Settings

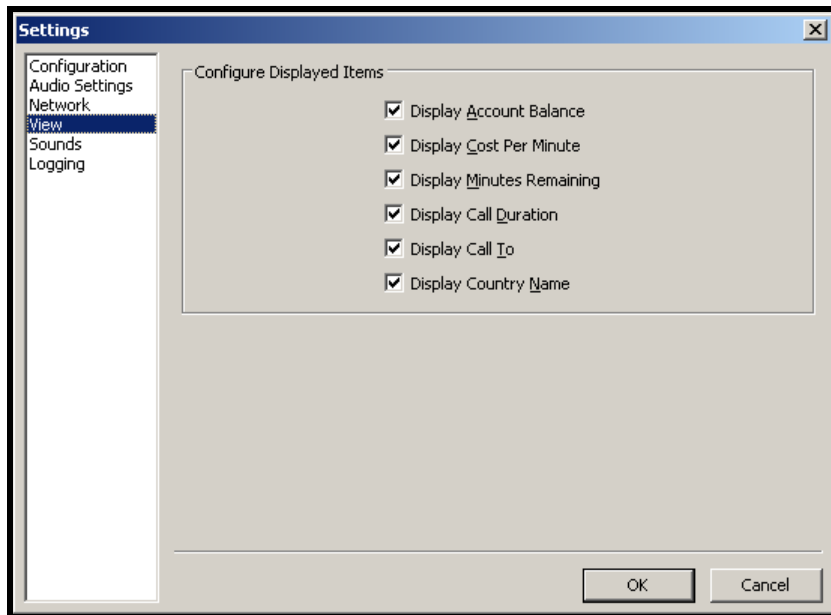
This page contains the network settings for the dialer. To access it, click the **Network** link on the left-hand side of the window. The settings options on this page appear in the figure below. If you modify any settings, click the **OK** button to save your changes.



Network Settings Page

## View Settings

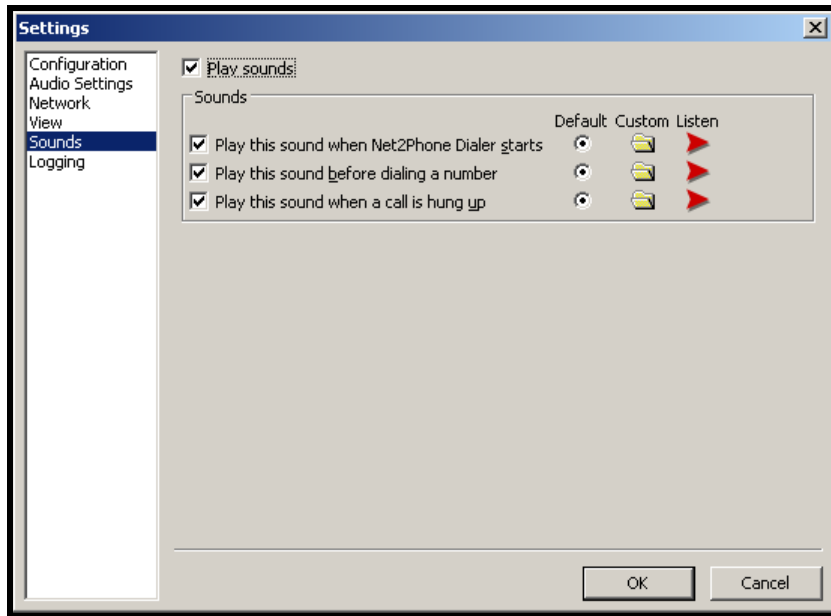
This page contains settings for the items you would like to view on the dialer user interface. To access it, click the **View** link on the left-hand side of the window. The settings options on this page appear in the figure below. If you modify any settings, click the **OK** button to save your changes.



View Settings Page

## Sounds Settings

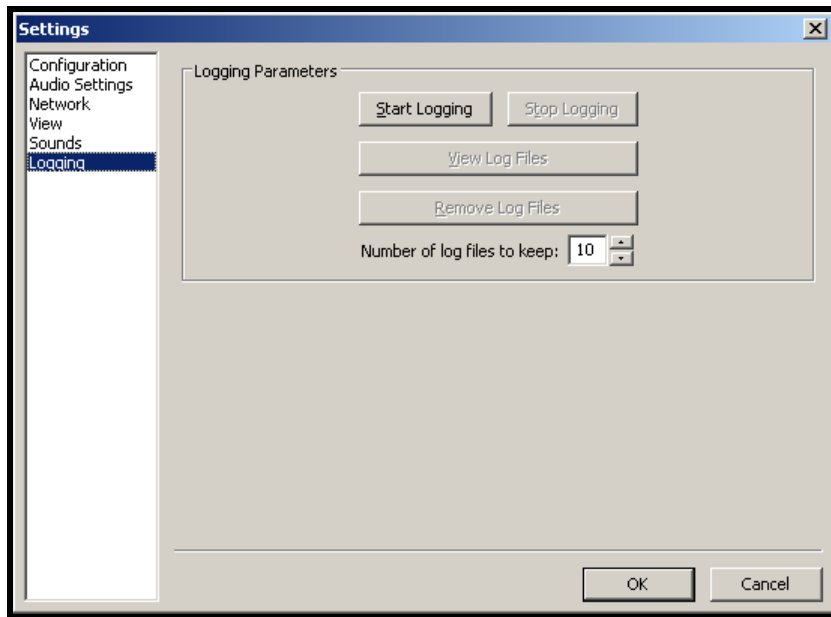
This page contains the settings for playing sounds when certain events take place (e.g., when the dialer launches, etc.). To access it, click the **Sounds** link on the left-hand side of the window. The settings options on this page appear in the figure below. If you modify any settings, click the **OK** button to save your changes.



*Sound Settings Page*

## Logging

This page permits the generation of log files for the purpose of diagnosing a problem. The files are encrypted, and are not intended to be read by the user. Log files should only be generated if you are requested to provide them.



*Logging Settings Page*

## 8. Troubleshooting

The Troubleshooting chapter contains the following sections:

- ★ SIP Response Codes
- ★ Firewall Settings
- ★ Sound and Audio Settings

### SIP Response Codes

SIP Response	Response Text	Client Message	Client Text
400	Bad Format	M1	<b>Your call cannot be completed. Please check with your service representative for help.</b>
401	Unauthorized	None	<i>See RFC3261 for required response</i>
402	Payment Required	M2	<b>You do not have enough funds in your account to make this call.</b>
403	Forbidden	M3	<b>Your call cannot be completed. Please check your account number and PIN and try again.</b>
404	Not Found	M4	<b>You dialed an invalid or unauthorized number. Please check the number and dial again.</b>
405	Method Not Allowed	M1	<b>Your call cannot be completed. Please check with your service representative for help.</b>
406	Not Acceptable	M1	<b>Your call cannot be completed. Please check with your service representative for help.</b>
407	Proxy Authentication Required	None	<i>See RFC3261 for required response</i>
408	Request Timeout	M9	<b>Your call cannot be completed at this time. Please try again later.</b>
415	Unsupported Media Type	M1	<b>Your call cannot be completed. Please check with your service representative for help.</b>
423	Interval Too Brief	M1	<b>Your call cannot be completed. Please check with your service representative for help.</b>
480	Temporarily Unavailable	M5	<b>Your call was not completed. Please check the number and try again later.</b>
481	Call Leg Does Not Exist	None	<i>See RFC3261 for required response. Indicates a race condition on a BYE or reINVITE request. Should not occur on an original INVITE request.</i>

SIP Response	Response Text	Client Message	Client Text
482	Loop Detected	M4	<b>You dialed an invalid or unauthorized number. Please check the number and dial again.</b>
483	Too Many Hops	M4	<b>You dialed an invalid or unauthorized number. Please check the number and dial again.</b>
484	Address Incomplete	M4	<b>You dialed an invalid or unauthorized number. Please check the number and dial again.</b>
485	Ambiguous	M4	<b>You dialed an invalid or unauthorized number. Please check the number and dial again.</b>
486	Busy Here	M7	<b>The phone number you called is busy. Please try again later.</b>
487	Request Cancelled	M9	<b>Your call was cancelled</b>
488	Not Acceptable Here	M4	<b>You dialed an invalid or unauthorized number. Please check the number and dial again.</b>
491	Request Pending	M9	<b>Your call cannot be completed at this time. Please try again later.</b>
493	Undecipherable	M1	<b>Your call cannot be completed. Please check with your service representative for help.</b>
501	Not Implemented	M1	<b>Your call cannot be completed. Please check with your service representative for help.</b>
502	Bad Gateway	M8	<b>Your call cannot be completed at this time. Please try again.</b>
503	Service Unavailable	M9	<b>Your call cannot be completed at this time. Please try again later.</b>
504	Server Time-out	M8	<b>Your call cannot be completed at this time. Please try again.</b>
505	Version Not Supported	M1	<b>Your call cannot be completed. Please check with your service representative for help.</b>
513	Message Too Large	M1	<b>Your call cannot be completed. Please check with your service representative for help.</b>
600	Busy Everywhere	M8	<b>Your call cannot be completed at this time. Please try again.</b>
603	Decline	M4	<b>You dialed an invalid or unauthorized number. Please check the number and dial again.</b>
604	Does Not Exist Anywhere	M4	<b>You dialed an invalid or unauthorized number. Please check the number and dial again.</b>

SIP Response	Response Text	Client Message	Client Text
606	Not Acceptable	M4	<b>You dialed an invalid or unauthorized number. Please check the number and dial again.</b>

## PC Firewall Settings

If you experience problems connecting to the dialer, it may be because a firewall on your PC is blocking some outgoing TCP ports. To correct this, you must open a particular port or port range.

Refer to the appropriate section below to adjust your firewall settings:

- ★ Windows XP Firewall
- ★ Norton Internet Security
- ★ Zone Alarm Pro
- ★ McAfee Security Center

### *Windows XP Firewall*

1. Click the **Start** button, and select **Control Panel**.
2. Double-click **Windows Firewall**.  
*The Windows Firewall window opens and displays the General tab.*
3. Make sure that the **Don't allow exceptions** checkbox is NOT selected. If it is, click the checkbox to deselect it.
4. Click the **Exceptions** tab.
5. If it is not already selected, designate the dialer as one of the allowed applications.
  - If the dialer is in the list of **Programs and Services**, make sure that the checkbox is selected.
  - If the dialer is NOT in the list:
    - ♦ Click the **Add Program** button.
    - ♦ In the Add a Program window, select **Net2Phone SIP Dialer**, and click the **OK** button.
    - ♦ In the **Exceptions** tab of the Windows Firewall window, click **Net2Phone SIP Dialer** so a checkmark appears.

Try using the dialer again to see if this corrected the problem.

### *Norton Internet Security*

1. Open Norton Internet Security.
2. On the Status & Settings page, click **Personal Firewall**.
3. On the right side of the page, click the **Configure** button.  
*The Personal Firewall window displays.*
4. Click the **Programs** tab.
5. In the list of programs at the bottom of the window, click the **Net2Phone SIP Dialer** line.

6. In the Dialer **Internet Access** column, click the drop-down button and select **Permit All**.
7. Click the **OK** button.

Try using the dialer again to see if this corrected the problem.

### ***Zone Alarm Pro***

1. Open Zone Alarm Pro, and click **Program Control** in the sidebar menu on the left-hand side of the window.
2. Click the **Programs** tab; scroll down the list of programs, and then click **Net2Phone SIP Dialer**.
3. In the **Net2Phone SIP Dialer Server Trusted** column, right-click and select **Allow**.
4. In the **Net2Phone SIP Dialer Send Mail** column, right-click and select **Block**.  
*The dialer line should display four green checkmarks (under Access Trusted, Access Internet, Server Trusted, and Server Internet) and one red "x" (under Send Mail).*
5. Close the Zone Alarm Pro window.

Try using the dialer again to see if this corrected the problem.

### ***McAfee Security Center***

1. Open McAfee Security Center, and click the **Personal Firewall** tab on the left-hand side of the window.
2. Click **View the Internet Applications List**.
3. In the list of applications, click **Net2Phone SIP Dialer**.
4. In the **Change permission to** section, select **Allow Full Access**.
5. Close the Zone Alarm Pro window.

Try using the dialer again to see if this corrected the problem.