Tilgin WEB version of Quick Guide can deviate from version supplied by Operator

Vood

IP Residential Gateways

322, 342

Quick Guide

tilgin

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Introduction -

This Quick Guide contains start-up instructions for installing and operating Vood IP Residential gateways, models 322 and 342. These Vood devices connect regular analog touch-tone telephones and your computer to IP-based networks. The 322 supports 2 voice ports and Ethernet connections, the 342 supports 2 voice ports and 4 Ethernet connections. Vood gateways are installed on the customer premises.

Delivered with the Gateway Unit -

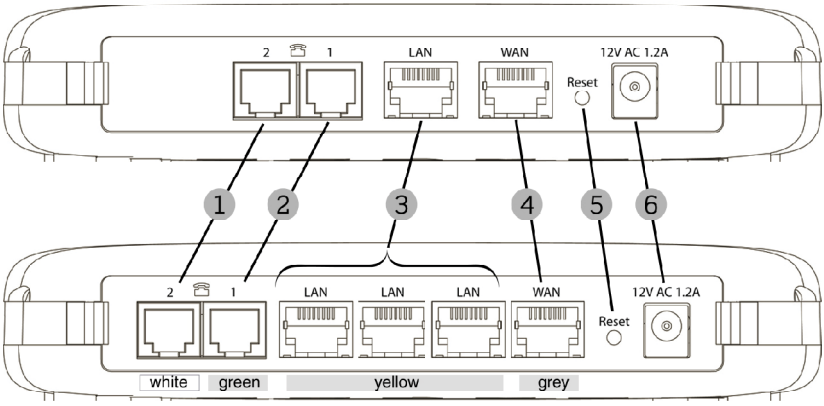
Confirm that you have received the following:

- *A Vood gateway model 322 or 342*
- *1 power supply*
- *1 RJ-45 straight-through yellow Ethernet cable*
- *EULA (End User License Agreement)*
- *1 green phone cable*
- *1 Quick Guide (this document)*

Your DSL service provider might also include additional cables or country-specific phone plugs.

Vood 300 interfaces

Vood 322 rear panel



Vood 342 rear panel

	Interface	Function
1	*Phone Port 2*	*Connects to analog phone 2 (RJ-11)*
2	*Phone Port 1*	*Connects to analog phone 1 (RJ-11)*
3	*LAN Port*	*Connects to the Local Area Network (RJ-45)*
4	*WAN Port*	*Connects to the Internet (RJ-45)*
5	*Reset*	*Reset button for the Vood 322*
6	*Power / DC Power Input*	*Connects to the AC/DC Adapter*

Installing the Vood IP Residential Gateways –

Make sure your computer supports an Ethernet adapter. If your computer does not already have one installed, you should install one. To connect the gateway to the PC's Ethernet port, do the following:

1. *Connect the WAN port [#4 on the* **Interfaces** *diagram] to the broadband Ethernet link.*
2. *Connect the Ethernet cable to the Ethernet port [#3 on the* **Interfaces** *diagram] on the Vood.*
3. *Connect the other end of the Ethernet cable to the Ethernet port on your computer.*
4. *Plug the power adapter into the power outlet and the gateway.*
5. *If the Power LED does not come on, make sure that the power adapter has been plugged in correctly.*
6. *Power on the PC. Your gateway's Ethernet light will come on if everything is connected correctly.*

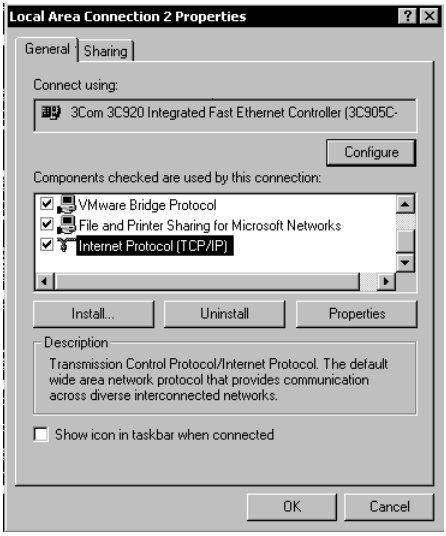
Preparing Your Computer for Internet-

Your PC must be configured properly to be able to surf the Internet. The PC's network card and network properties must be configured to obtain an IP address from the gateway's built-in DHCP server. Please see the following sections for setting up your Windows or Mac-based machines.

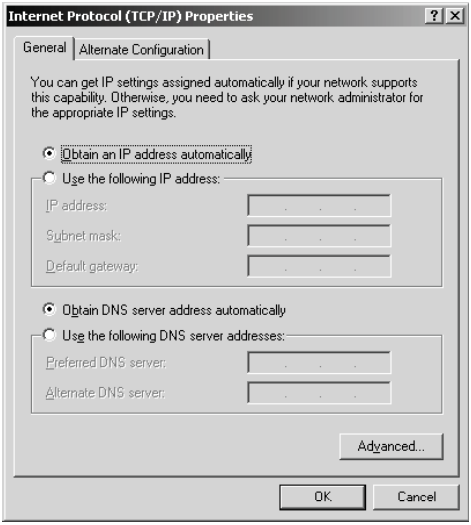
Network Settings for Windows-Based Machines-

For Windows-based machines, follow the procedure below:

1. *Right click on the* **Network Neighborhood** *or* **My Network Places** *icon on the desktop.*
2. *Select* **Properties** *from the menu.*
3. *If multiple network connections are available on the PC, right click on the* **Local Area Connection** *and select* **Properties**.



4. *Select the* **General** *tab.*
5. *Identify the* **TCP/IP** *-> network card entry. If there is no entry, then something has not been installed properly.*
6. *Highlight the* **TCP/IP** *-> network card entry. Then click* **Properties**.



7. *Click* **Obtain an IP Address Automatically**.
8. *Click the* **OK** *button and close the dialog box. Then click the* **OK** *button again to save the changes and exit Network Properties.*
9. *Restart your PC*

Network Settings for MAC 7.6 and Above-

1. *Select the Apple menu - Control Panel - TCP/IP.*
2. *Locate the* **Connect** *via drop-down box and select Ethernet.*
3. *Locate the* **Configure** *drop-down box and select Fixed IP address.*
4. *Enter an address which is within the 192.168.1.2 to 192.168.1.255 range (i.e. 192.168.1.100)*
5. *All other fields should be blank.*
6. *Close the TCP/IP Control Panel.*
7. *Click* **Save** *to save the changes to your current configuration.*

Configuring the Vood 300

The gateway is designed to be a plug & play device if pre-configured and managed by your service provider. However, the level of configuration needed can vary from fully plug & play to fully manual configuration, depending on what your provider offers. Follow any specific configuration instructions you may have received from your service provider.

Connecting to the Network

There are several options available for configuring the Vood. The method that has been chosen by your provider depends on the network layout and the IP telephony service providers´ network. Different methods involve different levels of user interaction. The method described in this guide is the automatic provisioning method.

***Note:** If your service provider has chosen some other configuration method, they will have provided specific instructions regarding the configuration procedures and settings.*

Automatic Provisioning

The Vood 300 series will automatically attempt to establish a connection to your service provider. If the device has been properly connected, an automatic configuration will begin.

The Vood is pre-loaded with software but at this stage a check is performed to determine if there is newer software available. If there is, it will perform a software upgrade procedure. The software upgrade procedure may take a couple of minutes.

- *Connect the power cable to the power connector [# 6 on the* **Interfaces** *diagram] on the back of the unit. Plug the power supply adapter into a power source.*
- *Check that the power LED on the front panel is lit.*

The software upgrade procedure may take a couple of minutes and during this time the status LED on the front panel will either be out or flashing. When the status LED is steady, the unit is operational.

If the status LED on the device never stops flashing, contact your service provider.

Connecting Telephones

If you have a subscription for IP telephony with your service provider, you can connect touch-tone telephones to the two phone ports [1 & 2]. Each port can handle up to five telephones in cascade. Use telephone cables with RJ-11 connectors.

Note: *Do not connect either of the two gateway phone ports to a telephone wall jack; this might damage the device or other telephone network equipment.*

Connecting Computers

Before connecting your computer to the gateway, be sure the network configuration is set to TCP/IP protocol and that the IP address is obtained automatically as described in the **Network Settings** *sections.*

Depending on the operating system of your computer, you might have to reboot the computer after changing the network configuration. Consult the documentation provided with the computer if any problem should arise.

When the computer is properly configured it can be connected to the gateway. Use an Ethernet cable with an RJ-45 connector to connect the computer to the unit. The Ethernet cable should be connected to the gateway port marked LAN [3]. The other end of the cable should be connected to the Ethernet network interface of the PC.

Check that the green light for the LAN connection is lit.

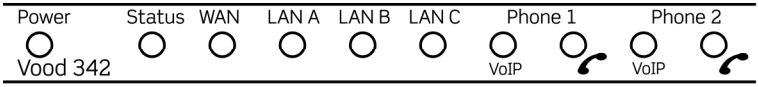
Troubleshooting Tips

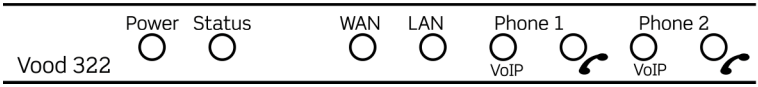
- *When no green light is seen on the WAN connector LED after connecting to the WAN Ethernet port [# 4 on the* **Interfaces** *page], check that the power cord is properly connected.*
- *If you do not hear a dial tone after hook off on the telephone handset, check that the telephone line cord from the telephone is connected to the unit.*

If these actions do not solve the problem, contact the service provider or vendor that supplied your gateway.

Front Panel LEDs

The lights on the front panel indicate the status of power and the various connections to the gateway for troubleshooting.





LED	Off	Solid Green	Blinking Green
Power	*Power not applied*	*Normal operation*	*N/A*
Status	*No WAN address obtained*	*The GW has received a WAN address & successfully contacted a managing server*	**Slow flash***: the GW is attempting to contact a managing server.* **Quick flash***: the GW is interacting with a managing server (loading software etc.)*
WAN	*No link*	*Link established*	*N/A*
LAN	*No link*	*Link established*	*N/A*
VoIP 1	*Phone 1 failed to register with a managing server*	*Phone 1 is registered or configured not to register*	**Quick flash***: message waiting*
Phone 1	*Hook on*	*Hook off*	**Quick flash***: incoming call*
VoIP 2	*Phone 2 failed to register with a managing server*	*Phone 2 is registered or configured not to register*	**Quick flash***: message waiting*
Phone 2	*Hook on*	*Hook off*	**Quick flash***: incoming call*

Safety Information

Tilgin products are designed and tested to meet the international Safety of Information Technology Equipment standard. This standard provides general safety design requirements that reduce the risk of both personal injury and product injury, protecting against the following hazards:

- *Electric shock (hazardous voltage levels)*
- *Fire (overload, temperature, material flammability)*
- *Energy (high energy circuits or potential burn hazards)*
- *Heat (accessible parts of the product at high temperatures)*
- *Radiation (noise, etc.)*

Cables

Connections to this device must use shielded cables with metallic RFI/EMI connector hoods to maintain compliance with CE/FCC Rules and Regulations. Ethernet cables are tested for lengths longer than 9 feet 10 inches (3 m).

Power Cords

Power cords should be routed so that they are not likely to be walked on or pinched by items placed upon it or against it. Particular attention should be paid to the plug, electrical outlet and the point where the cord exits the product.

Safety Recommendations

When using the product and to ensure general safety, you are instructed to follow these guidelines:

- Use only the power supply adapter that comes with the package. Replacement power supply adapters can be obtained from an authorized Tilgin distributor.
- Do not open or disassemble this product.
- Gateways and power supplies are electrical devices that can overheat without ventilation. Do not cover or crowd them with objects or clothing that prevents good ventilation.
- Do not expose the product to liquid or moisture.
- Do not expose the product to lit candles, cigarettes, open flames, etc.
- Do not drop, throw or try to bend the product.
- Do not allow children to play with the product as it contains small parts that could be detached and create a choking hazard.
- Use only original Tilgin components and replacements parts. Failure to do so may result in performance loss, damage to the product, fire, electric shock or injury. It will also invalidate the warranty.
- Avoid using the unit during an electrical storm. There may be a remote risk of electric shock from lightning.
- Treat the product with care, keep it in a clean and dust free place. Use only a soft, damp cloth to clean the product.

All use of the product is subject to the Safety Recommendations above. Tilgin waives all and any liability for damages caused to i) the product or any other property or ii) yourself or any other individual as a consequence of using the product in ways that deviate from the safety recommendations set out above.

Power Supply

Do not use any other power supply than the one delivered by Tilgin. Using the wrong power supply could be hazardous to you or the product. The power supply is approved by one or more of the following safety organizations:

Approvals and Conformity

Tilgin products are designed and tested according to FCC and CE rules.

Declaration of Conformity
(United States Only)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Declaration of Conformity
(Europe Only)

This product is in conformity with the Council Directives:

- EMC Directive 89/336/EEC
- Low Voltage Directive 73/23/EEC

Notice:
This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) Rules and the immunity and emission requirements of the CE rules. These are designed to provide reasonable protection against harmful interference in a residential installation. Changes or modifycations not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Technical Specifications

Dimensions	282 x 174 x 36 mm
Weight	0.65 kilograms
Operating voltage	120 or 240 VAC RMS 0.6 A
Operating frequency	50 – 60 Hz
Temperature	Operating: 0o C to 40o C Non-operating: -20o C to 60o C
Humidity (relative, non-condensing)	Operating: 10% to 90% Non-operating: 5% to 95%

Environmental Information

The equipment you purchased has required the extraction and use of natural resources for its production. It may contain substances that are hazardous to your health and to the environment. To avoid putting such substances into our environment and to reduce pressure on our natural resources, we ask that you reuse or recycle your end-life equipment by using an accredited electronics take-back system.

The symbols below indicate that this product should be reused or recycled and not simply discarded. Please locate and use an appropriate reuse and recycling site. If you need more information on collection, reuse and recycling systems, contact your local or regional waste administration. You may also contact your equipment provider for more information on the environmental performances of these products.

Customer Information Statement

This is information for the user regarding his/her and the telephone company's rights and obligations.

1. *This equipment complies with Part 68 of the FCC Rules. On the bottom of this equipment is a label that contains, among other information, the FCC registration number and Ringer Equivalence Number (REN) for this equipment. If requested, provide this information to your telephone company.*
2. *The registration jack USOC for the equipment is (RJ-11).*
3. *The REN is useful to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs of all devices should not exceed five (5). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.*
4. *An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. See installation instructions for details.*
5. *If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it is necessary.*
6. *Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.*
7. *If you experience trouble with this equipment please contact your service provider for repair/ warranty information. If your equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.*
8. *Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.*

9. *If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable the alarm equipment. Consult your telephone company or a qualified installer.*

Warranty-

No warranty, express or implied, with respect to the product is extended directly to you from or on behalf of Tilgin. Limited warranties may be granted to you by the equipment provider in its capacity as reseller of the product. Please contact your equipment provider for information regarding warranties for the product.

Notice of Copyright and Patent Protection-

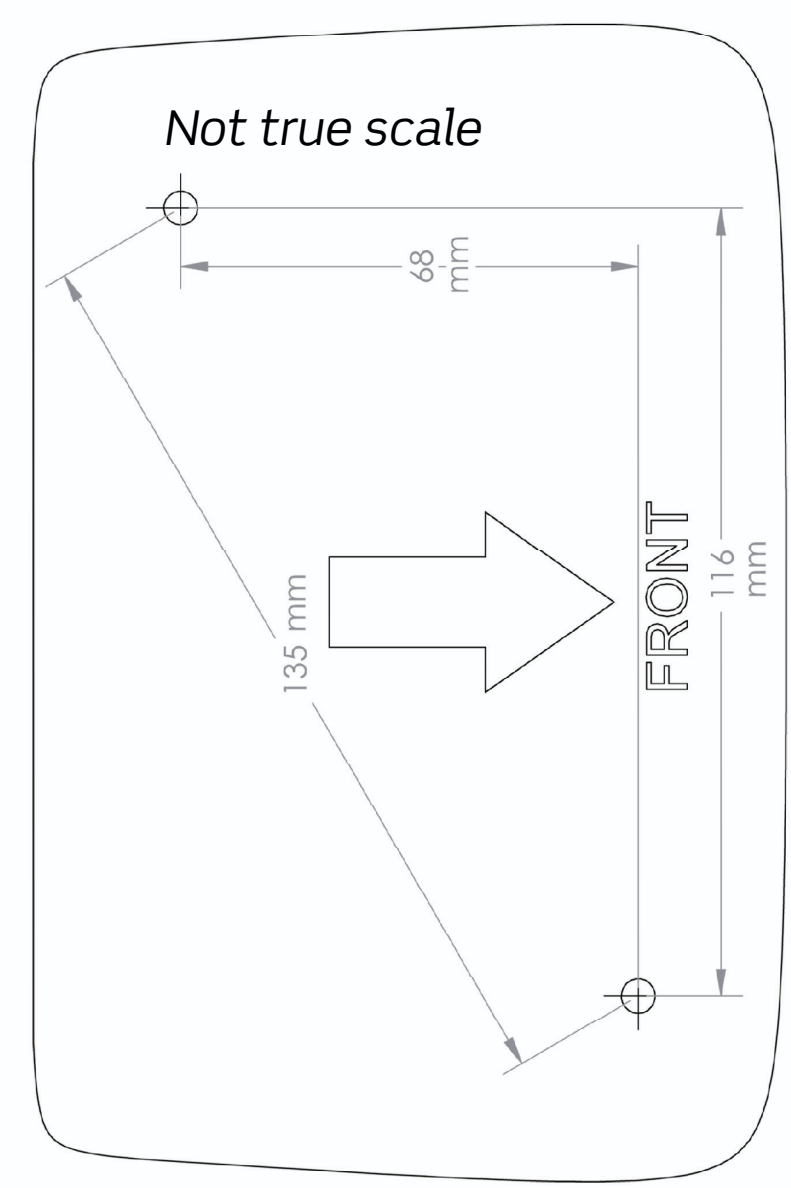
This product incorporates technology which is copyrighted or patented or otherwise protected under intellectual property laws and treaties and proprietary to Tilgin or Tilgin's third party licensors. All use of the products is subject to the applicable End User License Terms and Conditions provided in conjunction with the product.

How to Wall-Mount the Vood 300 Series-

If you want to mount your product on a wall, you can use the drill guides in this manual for drilling correctly spaced holes. The template shows an outline view of the product with two indicated drill locations.

1. **Please note** *that because reproduction methods vary, the drill guide may not be true to scale. It is recommended to measure the distances indicated on the guide to be sure they agree with the measurements on the drawing before drilling any holes.*
2. *When you have measured the correct distances onto your wall, drill two holes and insert two suitable screws.*
3. *Place the unit securely on the screws.*

Wall Mount Drill Guide for 322-342



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