ClearOne®

MAX™ IP Response Point™

ADMINISTRATOR'S GUIDE

TECHNICAL SUPPORT

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DOCUMENT TITLE

CHAPTER 1: PRODUCT OVERVIEW

PRODUCT OVERVIEW

Thank you for purchasing the ClearOne MAX™ IP Response Point™ expandable conferencing phone. MAX IP Response Point provides premium, full-duplex audio to small conference rooms as a single unit and to larger rooms as an expanded system. Up to four MAX IP Response Point units can be linked, expanding not only microphone coverage but loudspeaker coverage and control access as well. This creates even distribution of sound for a more natural communications experience. Setting up the MAX IP Response Point conferencing phone requires only three connections: power, network, and the base unit to the conferencing phone. And, the familiar keypad design ensures that you will be comfortable using the phone, reducing the need for training, and support.

- **EXPANDABLE**. MAX IP Response Point is ideal for conference rooms and provides complete microphone and loudspeaker coverage and easy access to controls.

- **SUPERIOR AUDIO**. The clear, full sound of the MAX IP Response Point facilitates more natural interaction among participants.

- **ONE-TOUCH CONFERENCING**. Single-button access to the Response Point voice-activate phone system.

- **EASY TO USE**. The intuitive, user-friendly controls are simple to operate.

SERVICE AND SUPPORT

If you need additional information on how to set up or operate your MAX IP Response Point conferencing phone, please contact us. We welcome and encourage your comments so we can continue to improve our products and better meet your needs.

TECHNICAL SUPPORT

Telephone: 1.800.283.5936(USA) or 1.801.974.3760

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E-mail: tech.support@clearone.com

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SALES AND CUSTOMER SERVICE

Telephone: 1.800.945.7730 (USA) or 1.801.975.7200

Fax: 1.800.933.5107 (USA) or 1.801.977.0087

E-mail: sales@clearone.com

PRODUCT RETURNS

All product returns require a return authorization (RA) number. Please contact ClearOne Technical Support before attempting to return your product. Please be sure to return all the items that shipped with your product.

IMPORTANT SAFETY INFORMATION

Read all safety information before using this product.

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid cleaners or aerosol cleaners.
- Do not use this product near water, including bathtubs, sinks, or near a swimming pool.
- Do not place this product on an unstable cart, stand, or table.
- Slots and openings in the back, bottom, and/or sides of the product are provided for ventilation. To prevent overheating, these openings must not be blocked or covered.
- This product should never be placed near or over a radiator or heat register. This product should not be used in built-in installations unless proper ventilation is provided.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your location, consult your dealer or local power company.
- Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
- Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in fire or electric shock.
- Never spill liquids on the product.
- To reduce the risk of electric shock, do not disassemble this product. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock during subsequent use.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - » When the power supply cord or plug is damaged or frayed.
  - » If liquid has been spilled into the product.
  - » If the product does not operate normally according to the operating instructions.
  - » If the product has been dropped or damaged.
  - » If the product exhibits a distinct change in performance.
- Do not use this product during an electrical storm. There is a remote risk of electric shock from lightning.
- Do not use this product near intensive care medical equipment or by persons with pacemakers.
- This product can interfere with electrical equipment such as tape recorders, TV sets, radios, computers and microwave ovens if placed in close proximity.

WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF DANGEROUS VOLTAGE INSIDE THE PRODUCT

CAUTION
RISK OF ELECTRIC SHOCK DO NOT OPEN

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK) NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.

SEE MARKING ON BOTTOM / BACK OF PRODUCT

Save These Instructions

UNPACK

Place the conferencing pod and base unit on a level surface. Ensure you have received all items shown in figure 1.

Use the pack-out diagrams below to verify that you received all components for your MAX product.

Note: Inspect your shipment carefully for obvious signs of damage. ClearOne is not responsible for product damage incurred during shipment. You must make claims directly with the carrier. If the shipment appears damaged, retain the original boxes and packing material and contact your carrier immediately.

| Conferencing pod | Base unit | Documentation on CD | Compliance and safety sheet |

| 25' Connection cable | 7' Ethernet cable | Power Cord | |

Quick Start Guide
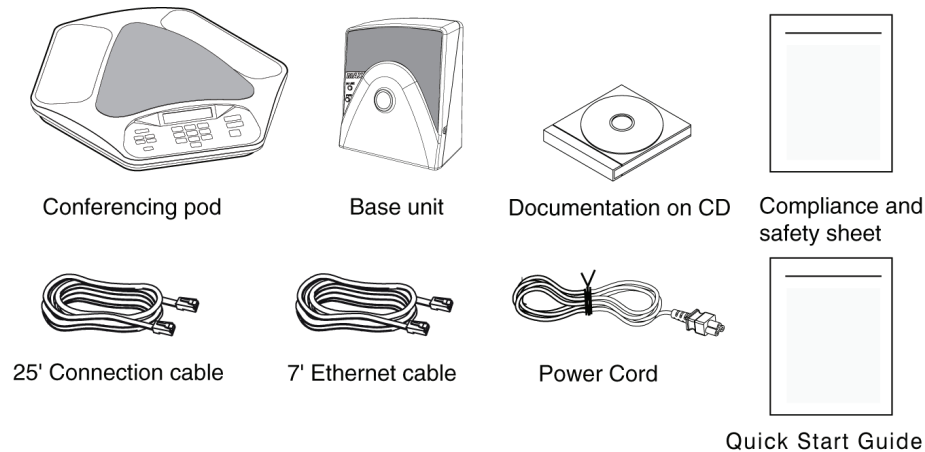
Figure 1.1 MAX IP Response Point parts

SYSTEM REQUIREMENTS

System requirements for Microsoft® Response Point™ can be found at:

- http://www.microsoft.com/responsepoint/resources-datasheet.aspx

Microsoft Response Point Software Download
Microsoft Response Point SP1 is available as a free download at the following location:

- http://www.microsoft.com/responsepoint/features-software-SP1-download.aspx

CHAPTER 2: INSTALLATION

CONNECTING YOUR CONFERENCE PHONE

Connect the Connection cable from the **Link Out** jack on the base unit to the **Link In** jack on the conferencing pod (see figure 2.1).

To Link In

25' Cat. 5 Cable

To Link Out

RJ-11 Telephone Cable

Rear of Conferencing Pod

Rear of Base Unit

LINK OUT   LINK IN

LINK OUT   LINE
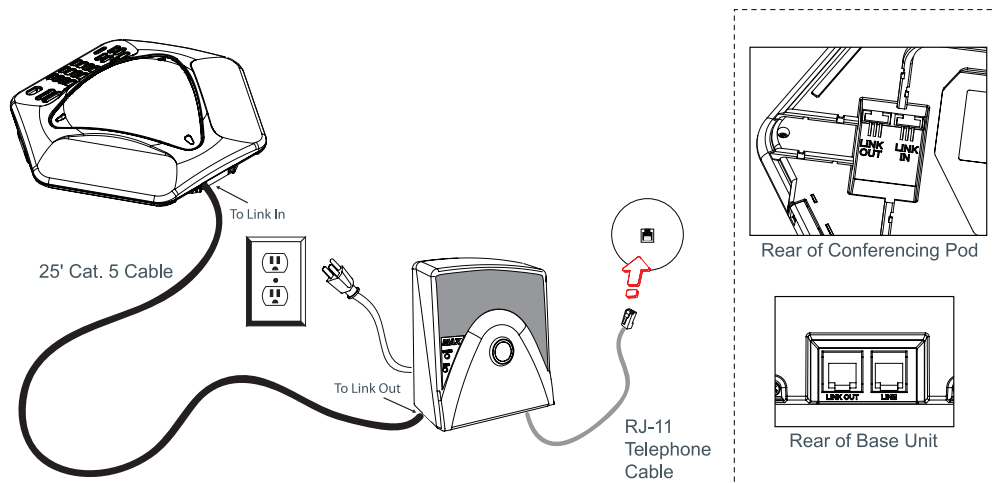
Figure 2.1 Connecting the MAX IP Response Point

⚠️ **Warning**: DO NOT plug a laptop or PC into the **Link Out** jack on the base unit or conferencing pod as severe electrical damage could occur.

Connect the base unit to the Ethernet jack using the Ethernet cable.
Connect the power cord to the base unit and plug it directly into an electrical outlet.

CONNECTING ADDITIONAL MAX IP RESPONSE POINT PHONES

Connect the 12' Connection cable to the **Link Out** jack on the first phone and to the **Link In** jack on the second phone (see figure 2.2).

From Link Out

25' Connection cable   To Link In

12' Connection cable   To Link In

To Link Out on Base Unit

Figure 2.2 Connecting additional units

Continue linking additional MAX IP Response Point phones in the same fashion. A total of four units may be connected.

CHAPTER 3: CONFIGURATION OF THE MAX IP RESPONSE POINT PHONE

MANUALLY ASSIGNING AN IP ADDRESS

If DHCP is disabled or you wish to assign a static IP address, perform the following steps:
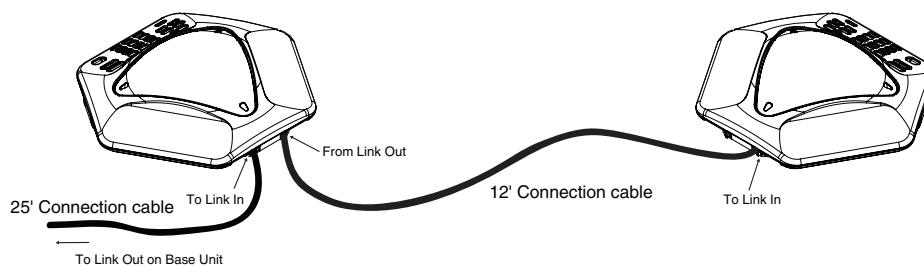
1. Press and hold the **REDIAL/PROG** key until the program icon appears on the LCD screen.

> **Note**: If a key is not pressed within 30 seconds of entering program mode, the MAX IP Response Point phone will beep and return to normal operation mode.

2. Press the **2** key. The default IP address is displayed on the LCD screen. If this address was obtained from DHCP, then you can use it to access the web interface. If you cannot access the web interface using this address, then you need to either configure DHCP as explained above so that the IP address can be obtained automatically, or you must manually enter a static IP address. Continue with step 3 to manually enter a static IP address for the MAX IP Response Point phone.

3. Press the **1** key. The current DHCP setting is displayed on the LCD screen. A "1" indicates that DHCP mode is enabled; a "0" indicates that DHCP mode is disabled.

4. If "0" is the current setting, then continue with step 8, otherwise continue with step 5.

5. Press the **REDIAL/PROG** key. The current DHCP mode "1" will flash on the LCD screen.

6. Press the **0** key. The new DHCP mode "0" will flash on the LCD screen.

7. Press the **REDIAL/PROG** key. DHCP mode is disabled.

8. Press the **2** key. The current IP address (such as 0.0.0.0) will be displayed on the LCD screen.

9. Press the **REDIAL/PROG** key. The current IP address will flash on the LCD screen.

10. Press the **CLEAR** key. The current IP address will be deleted one character at a time.

11. Using the number keys, enter the static IP address. Use the * key to enter the decimal separators in the IP address.

12. Press the **REDIAL/PROG** key. The new static IP address is activated in the MAX IP Response Point phone.

13. Press the **3** key and repeat steps 9-12 above to set the subnet mask, then continue with step 14.

14. Press the **REDIAL/PROG** key. The MAX IP Response Point phone will reboot.

MANUALLY PROVISIONING YOUR MAX IP RESPONSE POINT PHONE

The easiest way to manually provision your MAX IP Response Point phone is through the web interface. To access the web interface, perform the following steps:

1. Press and hold the **REDIAL/PROG** key until the program icon appears on the LCD screen.

2. Press the 2 key. The phone's IP address will be displayed on the LCD screen.

3. Make note of the IP address and press the **CLEAR** key. The phone will exit Program mode.

4. Start Internet Explorer.

   Note: Only Internet Explorer, release 6.0 or later with Java 1.5 or later installed, is supported by the MAX IP Response Point phone.

5. Enter the phone's IP address into the Internet Explorer address field and press the **ENTER** key on your computer's keyboard. (You can also enter the DNS name or the phone's name on the network in order to get to the web interface login screen.)

6. The MAX IP Response Point's web portal will appear, displaying the Device Information screen.

Web Portal Screens

The following sections display each of the screens included in the MAX IP Response Point web portal and describe all of the settings that can be modified through each of the screens.

Device Information screen

The **Device Information** screen (see figure 3.2) displays all of the system information for your MAX IP Response Point phone. The information fields are self-explanatory. Please note that the last four digits of the MAC address are used as an identifier in the system name. By default, the system name is in the format of MAX1AV- followed by the last four digits of the MAC address. The MAC address is a unique address in hexadecial format that can also be found on the label attached to the back of your MAX IP Response Point base unit. This screen (and all other screens) also includes a link to the Registration page in order to register your MAX IP Response Point phone with ClearOne. Simply click the **Registration** link to go there.
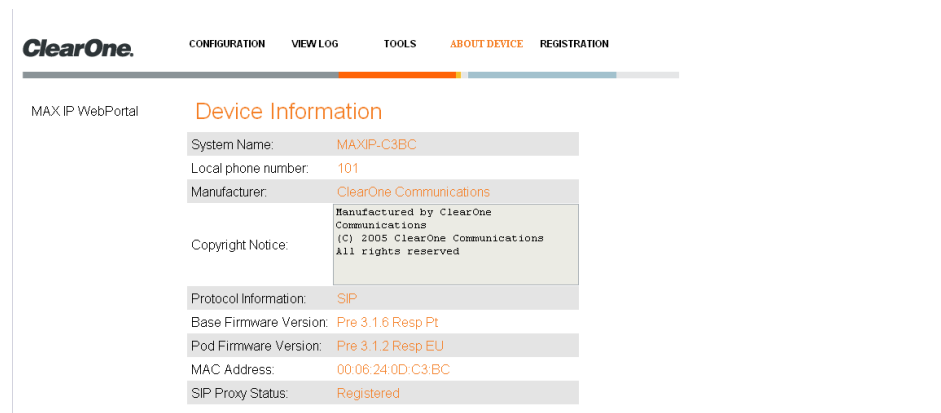
Figure 3.2 Device Information screen

Configuration: User Preferences screen

Use the **Configuration: User Preferences** (see figure 3.3) screen to enable/disable automatic level control (ALC) and automatic gain control (AGC), to mute/unmute the incoming ringer, to select the incoming ringer melody, to set the time zone, and to determine if you want the time automatically adjusted for Daylight Savings.

Figure 3.3 Configuration: User Preferences screen

- **Enable automatic level control**: Click this check box to enable ALC or uncheck it to disable ALC. ALC (automatic level control) automatically adjusts microphone levels to ensure participants' voices are transmitted at consistent levels regardless of whether people are speaking loudly or softly.

- **Enable automatic gain control**: Click this check box to enable AGC or uncheck it to disable AGC. AGC (automatic gain control) adjusts (softer and louder) input audio to a consistent level.

- **Mute incoming ringer**: Click this check box to mute the incoming ringer (or uncheck it to allow the ringer to ring normally).

- **Incoming ringer melody:** Click the drop-down box to select from the five available melodies. Click the Play button to listen the selected melody on the phone.

- **Time zone:** Click the drop-down box to select from the available time zones. Choose the appropriate time zone for your location. The time zone is necessary for error logging.

- **Auto adjust for Daylight Saving Changes**: Click this check box to have the time automatically adjusted for Daylight Savings or uncheck it if Daylight Savings time is not observed in your area.

Click the **Apply** button to activate any changes made to this screen.

Configuration: Trace/Logging Settings screen

Use the **Configuration: Trace/Logging Settings** screen (see figure 3.4) to control logging for general audio processing and SIP subsystems, as well as system logs and trace flags.
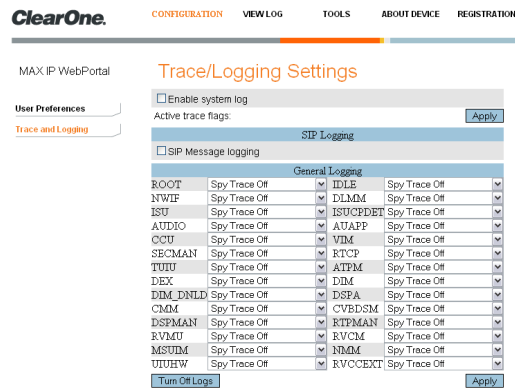
Figure 3.4 Configuration: Trace/Logging Settings screen

Note: This screen is only used to diagnose problems you might be experiencing on your MAX IP Response Point phone. Before enabling any of these logs, please call our customer service department to receive instructions on which logs to enable.

- **Enable system log**: Click this check box to have the system log displayed on the Device Log File screen.

- **Active trace flags**: Click the **Apply** button to activate trace flags.

- **General Logging**: These are various audio and call control subsystems for which logs can be generated if enabled.

- **SIP Message Logging**: Allows capture of all inbound and outbound SIP messages for signalling diagnostics.

- **Turn Off Logs**: Click this button to turn off logging.

Click the **Apply** button to cause logs selected in General Logging and SIP Logging sections to be displayed on the Device Log File screen.

View Log: Device Log File screen
Use the **View Log: Device Log File** screen (see figure 3.5) to keep record of device log data. You can then download the log for review by clicking the **Download** button. The log shows the last 8 KB of log data. Click the **Update** button to get the most recent 8 KB of data. Click the **Clear** button to clear the log.

Note: This screen is only used to diagnose problems you might be experiencing on your MAX IP Response Point phone. Please call our customer service department to receive instructions on how to interpret the logs shown here.

Tools: Diagnostics - VoIP Statistics screen

Use the **Tools: Diagnostics - VoIP Statistics** screen (see figure 3.6) to check the phone state, update firmware, reboot the phone, and restore default settings.
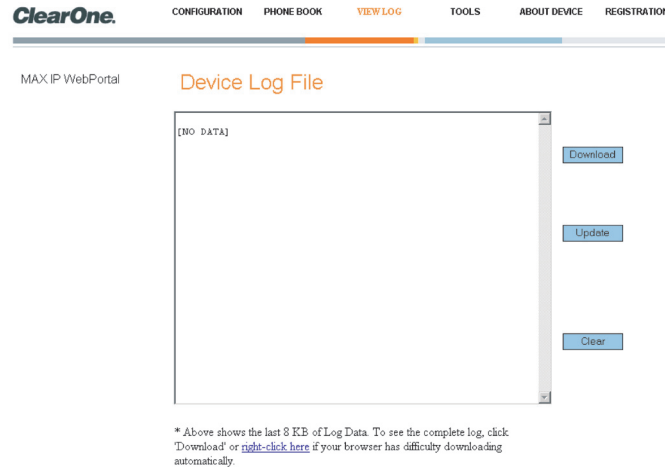
Figure 3.5 View Log: Device Log File screen

- **Check Phone State**: Click this button to view VoIP statistics, including the number of packets received, the number of packets lost, and the percent packet loss. These statistics are displayed in real time and are only available when the phone is in a call. At such time, a green check mark appears in the check box above the **Check Phone State** button.

- **Update Firmware**: You will receive the firmware update file (ggsip_all, for example) and, using the web interface only, you will enter that name directly or browse to its location on your computer by using the **Browse** button, then clicking the **Update** button. The MAX IP Response Point phone's firmware is updated.

- **Reboot Device**: Click this button to reboot your MAX IP Response Point phone.

- **Restore Default Settings**: Click this button to restore the default settings of your MAX IP Response Point phone.
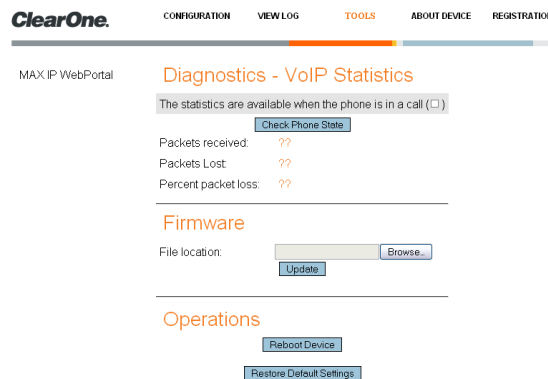
Figure 3.6 View Log: Device Log File screen

CHAPTER 4: USER OPTIONS

PROGRAMMING OPTIONS

To allow for individual preferences and enhance ease of use, the following features can be programmed: DHCP, host IP, subnet mask, default gateway IP address, ringer melody, VLAN on/off, help line number, and AGC/ALC. You can also restore factory defaults.

To Change Dynamic Host Configuration Protocol (DHCP)

1. Press and hold the **REDIAL/PROG** key until the Program icon appears on the LCD screen (see figure 4.1)

Figure 4.1 MAX IP Response Point LCD Program icon

2. Press **1** to enter the DHCP menu. There are two options: 1 - enable DHCP; and 0 - disable DHCP.

3. Press **REDIAL/PROG**. The current DHCP setting will flash.

4. Press keys 1 or 0 to enable or disable DHCP.

5. Press **REDIAL/PROG** to save the selection; a confirmation tone will play. Press **CLEAR** to exit programming.

6. The phone will reboot.

To Change Host IP Address

Press and hold the **REDIAL/PROG** key until the Program icon appears on the LCD screen (see figure 4.1).

> **Note**: DHCP must be disabled in order to change the host IP address manually.

1. Press **2** to enter the Host IP Address menu. The current host IP address will be displayed.

2. Press **REDIAL/PROG**. The current host IP address will flash.

3. Press and hold **CLEAR** to erase the current host IP address.

4. Using the number keys, enter the desired host IP address.

5. Press **REDIAL/PROG** to save the selection; a confirmation tone will play. Press **CLEAR** to exit programming mode.

6. The phone will reboot.

To Change Subnet Mask

1. Press and hold the **REDIAL/PROG** key until the Program icon appears on the LCD screen (see figure 4.1).

> **Note**: DHCP must be disabled in order to change the subnet mask manually.

2. Press **3** to enter the Change Subnet Mask menu. The current subnet mask will be displayed

3. Press **REDIAL/PROG**. The current subnet mask will flash.

4. Press and hold **CLEAR** to erase the current subnet mask.

5. Using the number keys, enter the desired subnet mask.

6. Press **REDIAL/PROG** to save the selection; a confirmation tone will play. Press **CLEAR** to exit programming mode.

7. The phone will reboot.

To Program a Default Gateway IP Address

1. Press and hold **REDIAL/PROG** until the Program icon will appear on the LCD screen (see figure 4.1).

   Note: DHCP must be disabled in order to change the subnet mask manually.

2. Press **4** to enter the Default Gateway IP Address menu. The current default gateway IP address will be displayed.

3. Press **REDIAL/PROG**. The current default gateway IP address will flash.

4. Press and hold **CLEAR** to erase the current default gateway IP address.

5. Using the number keys, enter the desired default gateway IP address.

6. Press **REDIAL/PROG** to save the selection; a confirmation tone will play. Press **CLEAR** to exit programming mode.

7. The phone will reboot.

To Program the Automatic Gain Control (AGC) and Automatic Level Control (ALC) Settings

1. Press and hold the **REDIAL/PROG** key until the Program icon appears on the LCD screen (see figure 4.1).

2. Press and hold the **8** key. The current AGC setting number will be displayed on the LCD screen.

3. Press **REDIAL/PROG**. The current setting number will flash.

4. Enter a new setting number using the table shown in figure 4.2.

Setting	Speaker AGC	Microphone ALC
1	On	On
2	On	Off
3	Off	On
4	Off	Off

Figure 4.2 MAX IP Response Point gain control table

5. Press **REDIAL/PROG** to save the selection; a confirmation tone will play. Press **CLEAR** to exit programming mode.

To Restore Factory Defaults

1. Press and hold the **REDIAL/PROG** key until the Program icon will appear on the LCD screen (see figure 4.1).

2. Press and hold the **9** key. The number **8** will repeat across the LCD screen.

3. Press **REDIAL/PROG** to save the selection; a confirmation tone will play. Press **CLEAR** to exit programming mode.

4. The phone will reboot.

CHAPTER 5: RESPONSE POINT CONFIGURATION

MAX IP RESPONSE POINT SOFTWARE

This section describes how to integrate the MAX IP Response Point into your existing Response Point system. Microsoft Response Point phones and devices have a blue button that allows you to use Response Point features, such as transferring a call using voice activated dialing.

To Connect a New Phone or Device:

1. Using an Ethernet cable, connect the phone to the LAN.

2. Connect the phone to a power source with the power cord.

3. Next, install the Administrator program.

Installing Response Point Administrator

Administrator is the program you'll use to administer and monitor Microsoft® Response Point™. With it, you can configure phones, users, and extension numbers, and set other options. You should install Administrator on the computer of the person who will manage the Response Point system.

To install Administrator:

1. Insert the Response Point CD.

2. Select **Install Microsoft Response Point Administrator**, and click **Next**.

3. On each page, click **Next** when you are ready to move to the following page of the wizard.

4. When you reach the last page of the wizard, click **Finish**.

Starting Response Point Administrator and Logging On to the Base Unit

To start Administrator and log on to the base unit:

1. Click **Start**, point to **All Programs**, and click **Microsoft Response Point Administrator**.

2. Select the base unit that you just installed, and click **Connect**.

   Note: A few seconds may elapse. If you don't see the base unit listed, it's likely that the base unit or the computer on which Administrator is running is not connected properly to the LAN. Make sure all cables and power cords are connected.

3. When prompted to provide a password, **type the default password**: **admin** (case sensitive).
   » It is recommended that you change this password as soon as possible for security purposes.

4. Click **Connect** again.

   Note: Before you configure your device, it is important that you set the date and time on the base unit. If you do not take this step first, you may have to reconfigure any phones you have already configured.

To set the date and time on the base unit:

1. In Administrator, click the **Base Unit button**.

2. In the Tasks pane, under Properties, click **Change Date and Time**.

3. In the Set Date and Time on Base Unit dialog box, enter the correct values for the date and time settings.

4. Click **OK**. The base unit will automatically restart. After it restarts, the base unit will display the new date and time.

5. Next, you'll configure the new device in your Response Point system.

Response Point Administrator

Configuring a Phone Using Response Point Administrator

The following step is to configure the device you connected to the LAN, using the Configure Phone Wizard.

To configure a phone:

1. In Administrator, click the **Phone System button**.

2. In the Tasks pane, under Phone, click **Add Phone**, which displays the Configure Phone Wizard.

3. Confirm that the phone is connected and plugged in, select the check box at the bottom of the Have you connected your phone page, and click **Next**.

4. In the Phones found on the network list, click one of the phones you just connected, and click **Next**.

Adding a New Phone

To add a new phone in Response Point Administrator

1. Launch Response Point Administrator.
   - Connect to the server.
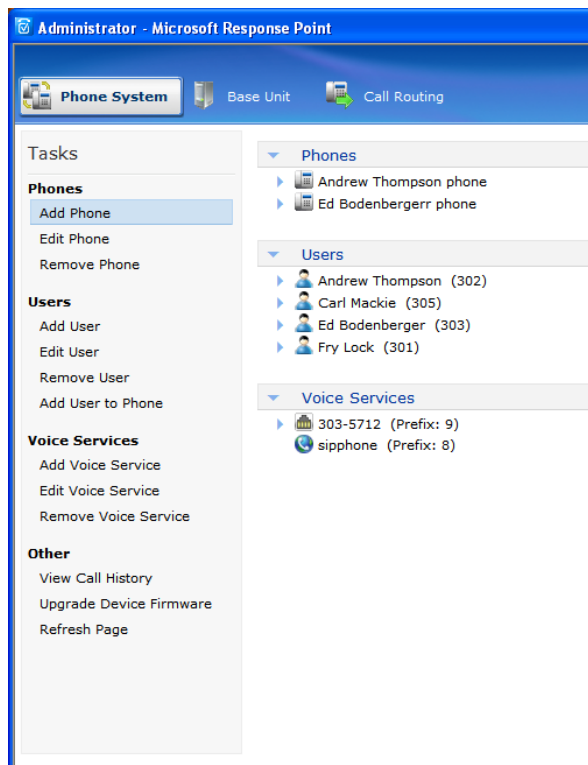
- Click **Add Phone.**

    A. Ensure the MAX IP Response Point is powered and connected to the network.

    B. The MAX IP Response Point will appear in the device list.
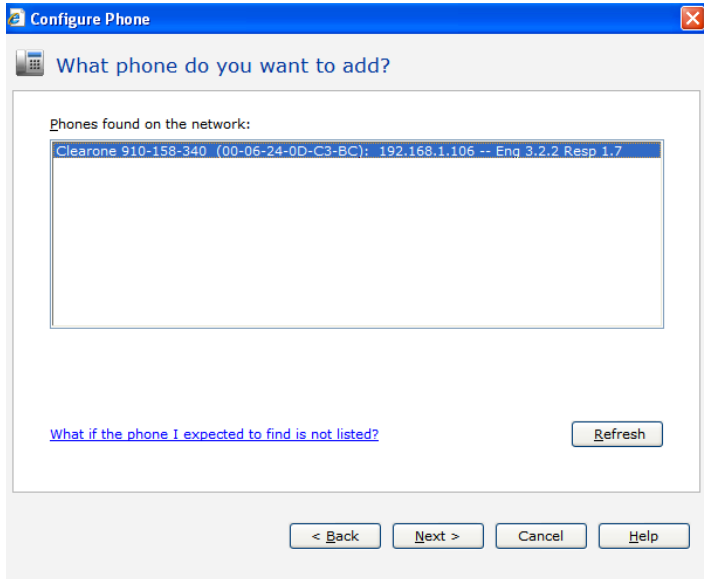
    C. Highlight the device, click **Next.**

    D. Select **Assign User** to Assign or Create a user and click **Next.**

- From the list, choose the user you wish to assign to the phone, highlight and click **OK.**
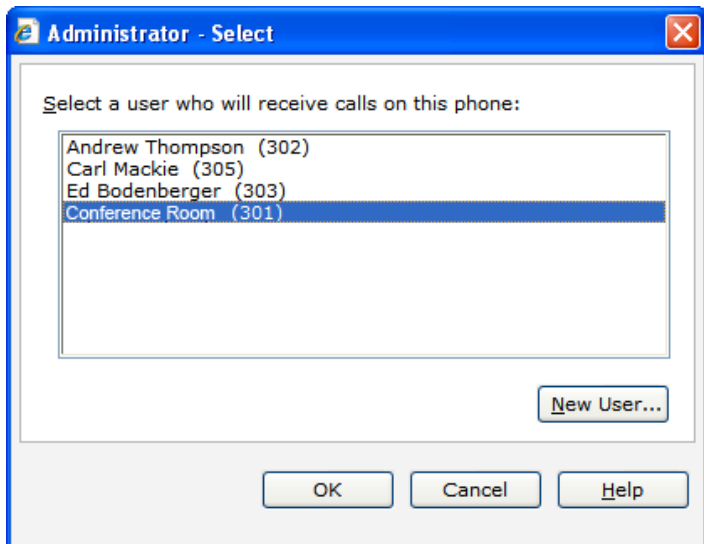
- To Create a New User: select **New User.**

- Follow the New User wizard.

    E. Assign your user to "Recieve calls on this phone". Click **Next.**

Configure Phone

Who will receive calls on this phone?

Users who receive calls on this phone:

Conference Room   (301)

Assign User...
Remove User

Move User Up
Move User Down

* The user assigned in this position is the primary user of the phone. Which user is primary may determine the caller ID for calls placed from the phone, when the voicemail notification light is lit, and other behavior. See your phone documentation for information.

< Back   Next >   Cancel   Help

        F. Name the phone, click **Next.**

        G. Click **Finish** to complete the process.

The MAX IP Response Point is now ready for use with your Response Point phone system.

CHAPTER 6: TROUBLESHOOTING

TROUBLESHOOTING

Use this section to diagnose and resolve the most common issues that may occur with your product.

MAX IP Response Point Troubleshooting

Caring for your MAX IP Response Point

- Follow all warnings and instructions marked on your MAX IP Response Point.
- Unplug base unit and conferencing pod from the wall outlet before cleaning.
- Do not use liquid or aerosol cleaners. Use a damp cloth moistened with water to clean the outside of your conferencing pod or base unit and power supply.

Troubleshooting Common Issues

If you are having trouble with your MAX IP Response Point, it might be improperly configured or other equipment might be malfunctioning. To begin, check for the following (or consult the chart in figure 6.1):

- The MAX IP Response Point base unit is plugged into an electrical outlet with the proper voltage and its power light is on.
- Make sure cables are securely connected.
- The equipment the other party is using is comparable in quality to your MAX IP Response Point conferencing phone and is working properly. While the MAX IP Response Point works with speakerphones, cell phones, handsets or installed conferencing systems, the quality of the conference will be impacted if the party you are conferencing with has poor quality equipment.

If you hear/see:	Possible issue:	Try this:
No dial tone.	Base unit is not connected to an Ethernet jack. DHCP failure.	Connect the base unit to the Ethernet jack using the supplied Ethernet cable. Check for IP address.
Static or noise.	The other party's room is too noisy. Packet loss or delay.	Ask the other party to turn off noisy equipment. Contact Network Administrator.
Poor audio quality.	The equipment on the far end is of inferior quality. A G.729.1 codec is selected as the priority codec.	The equipment should be upgraded. Participants can try sitting closer to equipment and eliminating background noise. Move the G.711 or G.729 codecs up in the priority order.
Far end is difficult to hear.	Local AGC is turned off. Far end AGC is turned off.	Activate local AGC. Activate far end ALC.
Far end is having difficulty hearing you.	Local ALC is turned off. Far end AGC is turned off.	Activate local ALC. Activate far end AGC.

Response Point Troubleshooting

Six Questions to Ask Before Troubleshooting the System

Before taking any drastic measures to repair the Response Point phone system, ask yourself the following questions:

1. Did you verify the IP address? Response Point identifies a device by the IP address that is assigned to it. It's important to locate this information when troubleshooting because it can provide valuable information.

2. In what order did you set up the hardware? If you plug in the phones before the base unit, the phones may not appear in the list of discovered devices on the Phone System page in the Response Point Administrator. Be sure to first plug in the base unit, then the analog telephone adapter (ATA) if applicable, and then the phones into their respective power sources.

3. Have you eliminated potential issues? By ruling out the improbable, you can become closer to identifying the actual problem. For example, if you can't detect a dial tone on a phone, disconnect that phone from Response Point, and plug an analog phone directly into the Public Switched Telephone Network (PSTN) line. Use your mobile phone to call the analog phone. If the analog phone doesn't receive the incoming call, then you know that the phone line is faulty, not the Response Point system, and you'll need to call your phone service provider for assistance.

4. Are the cables in the proper ports? Make sure that all of the Ethernet cables, the phone line cables, and power cords are connected to the correct ports and electrical outlets. For example, if a phone does not appear in the list of discovered devices on the Phone System page in the Response Point Administrator, its Ethernet cable may be connected to the phone port labeled "PC" instead of to the port labeled "LAN."

5. Is the Response Point Administrator panel well organized? In the Response Point Administrator, the Phone System page displays a list of all configured Response Point users, phones, and phone lines. This list does not automatically refresh after you remove a user or a device. For example, the list may show that there are phones still using an IP address that the base unit no longer acknowledges. It's good practice to manually delete outdated users and phones, so you don't include irrelevant devices and information while problem-solving in the future.

6. Are you troubleshooting the correct base unit? Depending on the configuration, you might be managing multiple base units for one organization. Response Point automatically assigns a name to the base unit; this name cannot be customized or changed manually. Carefully record each base unit name so there's no confusion when it's time to troubleshoot.

Issue 1: Undetected Devices

Problem: "The device that I configured has a red X next to its name in the discovered-devices list."

Cause: IP addresses are leased to each device for an allotted period of time. Using Dynamic Host Configuration Protocol (DHCP) service enables the phone system to automatically reconnect when IP addresses change. Occasionally, a device might lose its IP address because this connection process is interrupted or delayed.

Solution: Reconfigure the device using the configuration wizards in the Response Point Administrator. Or, turn the device off and on first, and then reconfigure it.

Problem: "The base unit only discovered two of the three phones that I just connected. The first phone that I plugged in doesn't appear in the discovered-devices list."

Cause: The DHCP server issues IP addresses to all Response Point hardware so that the base unit can detect the presence of the devices and communicate data to them using standard protocols . When you plug in a phone, it sends a message to the base unit, signaling its presence. However, if you plug in three phones, for example, and then turn on the base unit, the first phone will send its alert before the base unit can process the message.

Solution: Wait several minutes for the phone to signal its presence to the base unit again, and then reconfigure the phone. Or, turn on the base unit first and allow it to fully register before plugging in any phones.

Problem: "The phone that appeared in the discovered-devices list before isn't there now."

Cause: If you restored a backup from a previous system configuration, the phones that you set up after the specified configuration will be automatically removed from the discovered-devices list.

Solution: Reconfigure the phone using the configuration wizards in the Response Point Administrator, or turn the server off and then on .

Issue 2: Unrecognized IP Addresses

Problem: "The IP address on the phone's display is different than the IP address that appears in the discovered-devices list."

Cause: Response Point comes with a built-in DHCP service, which is responsible for issuing IP addresses to devices connected to the LAN. If you've configured a wireless router on the network, it comes equipped with an additional DHCP service. This configuration will then have two competing DHCP servers issuing IP addresses on different subnets. Therefore, the auxiliary DHCP server that is associated with the wireless router issued the IP address that you see on the phone's display; the DHCP server that is native to Response Point issued the IP address that you see on the discovered-devices list.

Solution: Convert the wireless router into a "wireless access point" by disabling its DHCP service. Or, be sure to purchase a wireless access point without DHCP functionality before installing Response Point.

Issue 3: Faulty Connection to Phone

Problem: "There's no dial tone."

Cause: For unknown reasons, phones connected to a LAN might "freeze" occasionally.

Solution: Turn the phone off and then on again. It may be necessary to reconfigure it using the configuration wizards in the Response Point Administrator.

Problem: "The park and retrieve features don't work on certain phones."

Cause: Overall, the park and retrieve commands should work properly system-wide, but for undetermined reasons, individual phones might occasionally encounter problems when users try to park and retrieve calls.

Solution: Perform a factory reset on the faulty phone. To do this, obtain the IP address of the phone. Open a browser window, and type in the address bar: "Error! Hyperlink reference not valid." Click the Reboot tab in the

upper-right corner of the page . Then select Factory Restore, and click the Restore button.

Issue 4: Faulty Connection to Phone Lines

Problem: "There's no dial tone."

Cause: If you've eliminated the possibility that your phone service is down, the phone line might have lost connection to the base unit. The LEDs on the base unit should remain constantly lit when the associated phone line is properly configured. When the connection is faulty, the corresponding LED may flutter or sporadically flash on and off. For additional information regarding phone line-related malfunctions, see "Issue 7: Dropped Calls."

Solution: Reconfigure the phone line using the configuration wizards in the Response Point Administrator.

Problem: "The Automated Receptionist is not answering calls, and callers hear incessant ringing."

Cause: A single RJ11 line might be connected to the base unit, but you ordered two lines from your phone service provider. Standard RJ11 lines are designed to handle up to two phone lines on a single plug; however, the phone line adapter treats a single plug as a single line .

Solution: Install a splitter to separate the shared pins on the RJ11 plug.

Issue 5: Faulty Connection to Simple Mail Transfer

Protocol (SMTP) Server
Problem: "The voicemail-to-e-mail feature isn't working properly. Users who have enabled this setting haven't received any voice messages as e-mail attachments yet."

Cause: The SMTP server settings are probably incorrect, if you've taken the following actions:
* In the Response Point Administrator, selected the Allow sending voicemail in e-mail check box in the Configure E-mail Server dialog box—a required step before the individual setting that users configure can work.
* Confirmed that all of the required fields in the Configure E-mail Server dialog box have the correct information.
* In the Response Point Assistant, verified that users have selected the Enable voicemail check box on the Voicemail tab.

Solution 1: Visit the Web site of your Internet service provider, and locate the correct SMTP server settings. Taking this route, however, might force you to wade through unnecessary information before finding what you need. Try this shortcut instead: When you type "POP3 settings, <name of ISP>" in the search box of a Web browser, a list of search results containing the correct information will be available. Note the outgoing-SMTP-server address and the port number; then in the Response Point Administrator, enter this information in the corresponding fields before checking the connection by sending a test e-mail.

Solution 2: If you've deployed Response Point with Windows® Small Business Server, try adjusting the following e-mail server settings in the Configure E-mail Server dialog box in the following order: 1) Click the Connect to the server anonymously option instead of specifying a user . 2) Under User Information, type "PhoneSystem@<insert your business e-mail alias>.com." 3) Clear the This server requires SSL encryption check box.

Issue 6: Logon Attempts Failed

Problem: "After verifying that logon information is correct, users still can't log in to Response Point Assistant."

Cause: It might be that the computers running the Response Point Assistant are set up to use Internet Protocol security (IPsec), which is an unsupported environment for this application.

Solution: Make sure that the computers running the Response Point Assistant are not configured for IPsec.

Issue 7: Dropped Calls

Problem: "External callers are experiencing dropped calls."

Cause: If you've verified that the hardware, Public Switched Telephone Network (PSTN) lines, and service connections are working, dropped calls might be caused by a faulty phone line in your rollover sequence. In these cases, the base unit does not actually drop the call, but rather the call terminates automatically when passed to the malfunctioning phone line.

Solution: Ask your phone service provider to fix the faulty line or to position it at the end of your rollover pattern. Incoming calls will be less likely to reach the last phone line in the sequence.

Issue 8: Low Call Volume

Problem: "External callers are having difficulty hearing internal callers."

Cause: The analog telephony adapter (ATA) needs to be adjusted.

Solution: In the Response Point Administrator, click the D-Link or Quanta button, and navigate to the Web page that offers supports for the ATA. From this page, you can adjust the appropriate settings of the adapter until the call volume is audible to external callers.

Issue 9: Speech Misrecognition

Problem: "The speech recognition system scrambles hard-to-pronounce user names."

Cause: The text-to-speech (TTS) engine converts the text stored in the Response Point Administrator into artificial speech.
Solution: Because the speech recognition system supplies the auto attendant with the TTS pronunciations of the names that you enter in the User Properties dialog box, ask users to carefully articulate the correct pronunciation of their names when using the Record Audio Using a Phone dialog box, or to type a phonetic spelling of their names in the Nickname box. For example, for the user "Rebecca Laszlo", type "Rebecca Lazlow" in this field. The system will then use the actual recording of the name in the user's own voice or will pronounce the name according to the phonetically spelled entry.

Issue 10: Unlit Message Waiting Indicator (MWI)

Problem: "The MWI on the phone doesn't light up when callers leave voice messages for the specified user."

Cause: The MWI only illuminates when callers leave voice messages for the primary user assigned to a phone.

Solution: Users that you assign to a particular phone are listed on the Who will receive calls on this phone page in the Configure Phone Wizard. Response Point recognizes the first user in the list as the primary user of that phone. To ensure that the MWI lights up when voice messages arrive for a specified user, move that user to the top of the list with the Move User Up button, making him the primary user.

CUSTOMER SERVICE AND SUPPORT

ClearOne is committed to providing best-in-class customer service and support. If you need assistance installing, configuring, or operating your MAX IP Response Point conference phone, or if you have questions about ClearOne products or services, please contact us at one of the locations listed below. ClearOne also welcomes your comments and suggestions so we can continue to improve our products and serve our customers' needs.

ClearOne on the Web

Corporate Website: www.clearone.com
Sales Email: sales@clearone.com
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Sales Email: sales@clearone.com
Tech Support Email: tech.support@clearone.com

PRODUCT REGISTRATION

Register your ClearOne product(s) online at http://www.clearone.com/support/registration.php?content=main.

Registering your ClearOne product(s) enables us to provide you with better technical assistance, and to notify you of important information regarding your MAX IP Response Point product, including available upgrades, technical bulletins, and new product information.

WARRANTY INFORMATION

ClearOne Communications, Inc. warrants that this MAX IP Response Point product is free of defects in both material and workmanship. For complete warranty information including length, coverage, and limitations, visit
http://www.clearone.com/support/warranty.php?content=main

APPENDIX : A - SPECIFICATIONS

DIMENSIONS (W x D x H)
 Phone section: 10.5" x 10.5" x 3"
  (26.7 cm x 26.7 cm x 7.6 cm)
 Base unit: 4.25" x 5.5" x 2.5"
  (10.8 cm x 14 cm x 6.4 cm)

WEIGHT
 Phone section: 2.7 lb (1.2 kg)
 Base unit: .6 lb (0.27 kg)
 Shipping: 10 lb (4.5 kg)

ENVIRONMENTAL
 Operating Temperature: 32–122° F (0–50° C)
 Storage temperature: 41–158° F
  (5–70° C)
 Operating Humidity: 15 to 80%
 Storage humidity: 10 to 90%

POWER
 Base unit:
 Auto-adjusting power module;
 100–240VAC; 50/60 Hz

NETWORK
 10/100 Ethernet
 RJ-45

KEYPAD
 Alphanumeric standard keypad

LOUDSPEAKER
 Volume: 90 dBspl A weighted @ 1 ft
 Bandwidth: 200Hz - 3.3kHz

RECORD OUTPUT
 Connector: 2.5 mm mono audio jack
 Impedance: <1000 ohm
 Bandwidth: 200Hz–3.3kHz
 Dynamic Range: 60dB
  THD <.01%

ECHO CANCELLATION
 Tail Time: 128 mS x 3

NOISE CANCELLATION
 Dynamic noise cancellation

CERTIFICATIONS
 FCC Part 15 Class A
 FCC Part 68
 UL Certified

MODELS
 MAX IP Response Point*
 MAX IP Response Point Expansion Kit*

 *Call your sales representative for part numbers

APPENDIX : B - TOOLS AND RESOURCES

ASSESSMENT CHECKLIST

The Assessment Checklist is provided to help you with Response Point planning.

Assessment Task	Results	✔
Business Sizing		
Number of phone users		
Number of additional user phones		
Number of non-user phones		
Number of sites		
Site connectivity details		
Phone usage		
Telephone Usage		
Average inbound calls per day		
Average inbound call type		
Average outbound calls per day		
Average long-distance usage		
Anticipated voicemail usage		
Additional Considerations		
Additional hardware requirements		
Dedicated line requirements		
Feature requirements		
Administrative roles		
Physical Network		

Router details		
Switch types		
Switch connectivity		
Open switch ports		
Logical Network		
Subnets		
DHCP Types		
SMTP server information		
Data Security		
Firewall type		
Firewall VoIP support		
Infrastructure		
Ethernet traffic testing		
Network cable testing		
Patch cable type		
Sufficient network jacks		
Sufficient power outlets		
Active network drops		
Data Center power capacity		
Data Center UPS capacity		
Provider Information		
PSTN or VoIP		
Number of PSTN lines		

PSTN features		
PSTN provider details		
VoIP provider details		
Internet/WAN connectivity		

DEPLOYMENT CHECKLIST

Use this Checklist to prepare for a Response Point deployment. It will ensure that all necessary planning tasks are preformed and all necessary information has been recorded.

Planning Task	Results	✔
DHCP Server		
Using single DHCP server		
DHCP server compatibility		
DHCP lease time sufficient		
DHCP static reservations set		
Single subnet for phone system		
Switch and Router Requirements		
Ethernet patch cables connected		
VoIP QoS Configured on router.		
Switch ports set to full duplex		
Switch ports assigned and active		
Integration Requirements		
SMTP server type		
SMTP server IP address		
SMTP server FQDN		

SMTP server port		
Provider Information		
Lines provisioned for Response Point		
Dedicated lines provisioned		
Features enabled on all lines		
VoIP telephony bandwidth sufficient		
VoIP IAD sufficient		
Firewall and router support VoIP		
Infrastructure		
Data center power capacity		
Data center UPS capacity		
Administration		
Administrators identified		
Administration password defined		
Response Point base unit IP address		
Response Point Administrator software installed		
Administrator training		

APPENDIX : C - COMPLIANCE

EUROPEAN COMPLIANCE

Conformity of the equipment with the guidelines below is attested by the CE mark.

CE   EC Declaration of Conformity

Manufacturer's Name:	ClearOne Communications
Manufacturer's Address:	Edgewater Corporate Park South Tower 5225 Wiley Post Way, Suite 500 Salt Lake City, Utah 84116 U.S.A.
EU Representative Name:	ClearOne Communications Ltd.
EU Representative Address:	Atlantic House Imperial Way Reading Berkshire RG2 0TD United Kingdom
Model:	MAX IP Response Point & MAXAttach IP Response Point

Product Standard(s) to which Conformity of the Council Directive(s) is declared:

EMC - 2004/108/EC "Electromagnetic Compatibility (EMC) Directive":

EN 55022: 2006 (Emissions)	Information technology equipment - Radio disturbance characteritics - Limits and methods of measurement.
EN 61000-3-2: 2004	Part 3: Limits - Section 2: Limits for harmonic current emissions.
EN 61000-3-3: 2002	Section 3: Limitation of voltage fluctuations and flicker in low voltage supply systems for equipment with rated current up to and including 16 A.
EN 55024: 1998 (Immunity) + A1+A2	Information technology equipment - Immunity characteristics -Limits and methods of measurements.
EN 61000-4-2: 2001	Electrostatic Discharge Immunity
EN 61000-4-3: 2002	Radiated RF Immunity
EN 61000-4-4: 2004	Electrical Fast Transients Immunity
EN 61000-4-5: 2005	Lightning Surge Immunity
EN 61000-4-6: 2004	Conducted RF Immunity
EN 61000-4-8: 1993	Power Frequency Magnetic Field Immunity
EN 61000-4-11: 2004	Voltage Dips and Voltage Interruptions

Safety - 73/23/EEC "Low Voltage Directive (LVD)":

IEC 60950-1: 2001   Safety of Information Technology Equipment, Including Electrical
                                           Business Equipment.

**RoHS - 2002/95/EC Restrication of the Use of certain Hazardous Substances in Electrical and Electronic
Equipment (EEE) & WEEE - 2002/96/EC Waste of Electrical and Electronic Equipment (EEE).**

We herein certify that the products listed above are in compliance with the EU directive 2002/95/EC and EU directive
2002/96/EC.

We, the undersigned, hereby declare that the equipment specified above conforms to the above directives and
standards. Date of Issue: ?

Legal Representative in Europe

/s/ Greg A. LeClaire
_____

Signature

Greg A. LeClaire
CFO

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