

HGC Residential Broadband Phone Service – Installation Guide HGC 環球全域電訊住宅寬頻電話語音服務 – 安裝指南

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1. <u>Before Installation</u> 安裝前準備

Before you begin using the device, make sure that the following items are included in the shipping box: 在開始使用主機之前,請確保箱中包含以下物品:

- MP-201 Device MP-201 主機

- One 12V AC/DC power adaptor
 一個 12v 交流/直流電源供應器
- One RJ-11 telephone cable 一條 RJ-11 電話線
- One LAN cable 一條 LAN 網絡線
- Factory supplied "Quick Installation Guide" 廠商提供的 "快速安裝指南"

You'll also need (not include by HGC Broadband Phone Service): 您還需要以下設備(HGC 寬頻電話語音服務不包括這些設備):

- One broadband Internet Connection with at least 30 Mbps 一個不小於 30 Mbps 的寬頻互聯網連接



- One analog telephone set
 - 一個模擬式電話機
- One personal computer and one extra LAN cable to connect your personal computer to the device

(Notes: Just in case your broadband connection is $\ensuremath{\text{NOT}}$ using DHCP mode for connecting to the device)

一台個人電腦和一條額外的 LAN 網絡線將個人電腦連接到主機

(注意: 此只適用於如果您寬頻連線至主機的連接不是使用 DHCP 模式)

2. <u>Cabling and Installing the Device</u> 佈線和安裝主機

Connect the device's WAN port to your broadband modem or router which is connected to your broadband modem by using the supplied LAN cable 使用随附的 LAN 網絡線將主機的 WAN 接口連接到寬頻數據機或路由器



Connect the device's Ethernet connector labeled as LAN/PC to your PC using the second LAN cable.

使用一條額外的 LAN 網絡線將主機的 LAN/PC 接口連接到個人電腦。

(Note: This is required only when you need to change the **WAN port Internet connection type**. By default, the device has been configured to use **DHCP** connection type)

(注意:僅當需要更改 WAN 接口 Internet 連線類型時,才需要這樣做,主機已預設 為使用 DHCP 連線類型)

Connect the device telephone port labeled **PHONE 1** to your analog telephone set using the RJ-11 telephone cable

使用隨附的 RJ-11 電話線將標有 PHONE 1 的主機電話接口連接到模擬電話機



- Please make sure steps ① and ③ are completed, then go to step ④ 請確保步驟 ① 和 ④ 已完成 · 然後轉到步驟 ④ 。
 - Connect the device to a standard 220V AC power source using the supplied 12V AC/DC power adaptor

▶ 使用隨附的 12V 交流/直流電源供應器連接到標準 220V 交流電源

- Please wait 8 to 10 minutes for the device to download configuration file. During this period, POWER LED is in green color while WAN and STATUS LEDs are in alternatively flash in green or red color or turned off. After the download is completed, the STATUS LED should be in steady green color.
 - 請等待 8 至 10 分鐘,以便主機下載配置文檔。在此期間,POWER 指示燈應處於緣 色,而 WAN 和 STATUS 指示燈應交替地閃爍為綠色或紅色或熄滅。直到下載完成 後,STATUS 指示燈應處於穩定綠色之狀態。
- If the device is connected to your router, please confirm the connection type before doing the setup. Normally, most routers' default setting is using DHCP (it means that private dynamic IP address will be provided by the router to the device). If this is the case, no action should be carried out.
 In addition, if your router contains "SIP ALG" setting to make the service more smoothly (Note: Not all router models have this setting).

如果主機是連接到路由器,請在進行設置之前確認路由器所提供之連線類型。 大多數路由器的預設設置都是使用 DHCP(這意味著專用動態 IP 地址將由路 由器提供給主機)。如果是這種情況的話,則不需要執行任何操作。 另外,如果您的路由器可設置" SIP ALG"(通常在"安全性"部分中)的話,建 議關閉此設置以使服務更流暢(注意:並非所有路由器型號都具有此設置)。



3. <u>How to change the Internet Connection Type</u>

如何更改互聯網連線類型

This is for you to set the **Internet connection type** of the device. If the device is **directly connected to the broadband modem**, there are few selections for your choice. You can select the appropriate selection based on your network connection.

如果主機是**直接**連接到寬頻數據機·您可以根據您的網路連接類型選擇適當的**互聯網連線類型** 類型。

You can use one of the following: 您可以使用以下任何之一:

- DHCP (default setting)
 DHCP (這是預設設置)
 (Note: If your connection is dynamic IP type, no need to login to the device to change the setting)
 (注意:如果您的連接是動態 IP 地址類型 · 則無需登錄到主機來更改設置)
- Fixed IP 固定 IP 地址
- PPPoE PPPoE 類型

3.1 Change Internet connection type BEFORE downloading the device configuration file

下載主機配置文檔前更改互聯網連線類型

If your broadband connection type is **PPPoE**, **please** follow the below steps to change the **Internet connection type** <u>before downloading the device</u> <u>configuration file</u>:

如果您的**互聯網連線類型**為 PPPoE, <u>請在下載主機配置文檔前</u>按照以下步驟更 改**互聯網連線類型**:

Login to the device's Web interface
 登錄到設備的網頁介面

Connect your PC or notebook to the LAN port of the device and set your PC or notebook computer to automatically obtain IP address assigned by the device

將電腦或筆記本電腦連接到主機的 LAN 接口,並將電腦或筆記本電腦設置為自

動獲取主機分配的 IP 地址



- Open a browser in your PC or notebook computer 在電腦或筆記本電腦中打開瀏覽器
- Input "192.168.2.1" (this is the device's default IP address)

🔿 💿 🎑 http://192.168.2.1/				- 0	Search	
MP202 × 🧔 Mail -	yk trevor Chan - Or	utlook 📘				
le Edit View Favorites Tools Help		<u>``</u>				
👔 Home 🔻 🖾 Feeds (/) 👻 🖃 Read mail	Print Page	🔹 🕈 Safety 🔻 Tools 🔻 🔮 Help 🔻	Send to OneNote 🔃 OneNote	Linked Notes		-
C audiocodes						MP-2
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	Well Use To c	come to MP202 Management Console in http://192.168.2.1 in order to access conveniently access MP202 you can pre	nstallation wizard. This one-time wizard w MP202 Management Console. ss CTRL+D to add it to your 'Favorites'.	vill guide you through lang	guage selection and login informat	ion.
			Please select a lang	uage:		
		Language:	EN Er	nglish 🗸		
			Continue >			
Press Continue > 安 Continue > 按金	button ∄					MP-2
			Login Set	tup e and password:		
		User Name:	admin			
		New Password:				
		Retype New Password:				

- Input "admin" in the User Name field 在"User Name"欄位中輸入" admin "
- Input "admin" in the "New Password" field 在"New Password"欄位中輸入"admin"
- Input "admin" in the "Retype New Password" field 在"Retype New Password"欄位中輸入"admin"
- Press Continue > button 按 Continue > 按鈕



The Quick Setup page will be displayed.
 "Quick Setup "頁面將會如下顯示。

Internet Connections						
VAN Ethernet						
Connection Type:	Automatic IP Address Ethernet Connection Manual IP Address Ethernet Connection					
Status:	Point-to-Point Frotocol over Ethernet (PPPoE) Point-to-Point funneling Protocol (PPTP)					
IAC Address:	No Internet Connection					
P Address:	192.168.1.3					
Subnet Mask:	255.255.2					
Default Gateway:	192.168.1.1					
DNS Server	192.168.1.1 192.168.1.1					
Click the Refresh button to update the status.						

 For DHCP mode, press I to select "Automatic IP Address Ethernet Connection", press I Apply and I OK buttons 如需要使用 DHCP 模式設定 · 按 I 以選擇"Automatic IP Address Ethernet Connection" · 再按下 I Apply 並按下 I OK 按鈕

For Fixed IP, press I to select "Manual IP Address Ethernet Connection", according to <u>your broadband service provider's instructions</u>, specify the following parameters:
 如需要使用固定 IP 地址設定 · 按I 以選擇" Manual IP Address Ethernet

Connection ",請根據您的寬頻服務商所提供的資料,輸入以下參數:

- IP address (IP 地址)
- Subnet mask (子網路遮罩)
- Default Gateway (預設閘道)
- Primary DNS server (主要 DNS 伺服器)
- Secondary DNS server (次要 DNS 伺服器)



WAN Ethernet	
Connection Type:	Manual IP Address Ethernet Connection
IP Address:	0.0.0.0
Subnet Mask:	0.0.0.0
Default Gateway:	0.0.0.0
Primary DNS Server:	0.0.0.0
Secondary DNS Server:	0.0.0.0
And then, press Apply and	buttons
然後,按下 Apply 和 ✔ OK	按鈕

 For PPPoE, press I to select "Point-to-Point Protocol over Ethernet (PPPoE)", input <u>your PPPoE information provided by your ISP</u> in "Login User Name" and "Login Password" fields 如需要使用 PPPoE 設定,按 I 以選擇" Point-to-Point Protocol over Ethernet (PPPoE)", 請在"Login User Name"和"Login Password" 欄位中 輸入您的寬頻服務商所提供的 PPPoE 資料

Internet Connections					
WAN Ethernet					
Connection Type:	Point-to-Point Protocol over Ethernet (PPPoE)				
Login User Name (case sensitive):					
Login Password:					
And then, press 【Apply	and vok buttons				

 After completed above actions, open a browser to confirm your PC or notebook computer can connect to internet. And then you can start to download the device configuration file (please unplug the device power adaptor and then plug it again).
 完成以上設定後,請在電腦或筆記本電腦中打開瀏覽器確定你的電腦能夠經主 機接上互聯網,之後便可以進行主機配置文檔下載 (請拔掉主機電源供應器後再)

重新插上)。



3.2 Change Internet connection type AFTER downloading the device configuration file

下載主機配置文檔後更改互聯網連線類型

- Follow the same steps as shown in Section 3.1 but use the following IP address and login User Name / Password
 請根據章節 3.1 步驟,但要使用以下的 IP 地址和登錄名稱 / 密碼
- IP Address: 192.168.168.1 IP 地址: 192.168.168.1
- Input "customer" in the User Name field 在"User Name"欄位中輸入"customer"
- Input "00423" in the "Password" field 在"Password"欄位中輸入"00423"

🗧 🔶 C 🚺 Not secure 192.168.168.11 index.cgi?host_mac=f8%3aca%3ab8%3a3d%3aa7%3a18&page=page_view_map&prev_page=page_quick_setup&req_mode= 😭					
	des				MP-201
		For se	Login	and password:	
		Language:	EN English	T	
		User Name:	customer		
		Password (case sensitive):		Show password	
			Continue >		

4. <u>LED lights on the Device</u> 主機的 LED 指示燈

- Below is the device physical layout with LED location and description of LED color and state for reference.

下面是主機的 LED 指示燈位置以及 LED 顏色和狀態的說明,以供參考。





LED	Color	State	Description		
指示燈	顏色	狀態	描述		
POWER	Green 綠	On 燈亮	Power ON	電源已開啟	
電源	Black 黑	Off 熄滅	Power OFF	電源已關閉	
STATUS	Green 綠	On 燈亮	System start-up successful	系統啟動成功	
狀態	Red 紅	On 燈亮	Reboot (automatic, default)	重新開機(自動、預設)	
		Slow- Flashing 緩慢閃爍	Phone Number has been successfully registered	已成功註冊電話號碼	
	Green	On 燈亮	Off-hook	電話聽筒已拿起	
PHONE 1	ONE 1	Fast- Flashing 快速閃爍	Phone is ringing	電話正在響鈴	
電話 1		Flashing 閃爍	Upgrade in process	主機系統升級過程中	
	Red 紅	On 燈亮	Phone Number registration failure	電話號碼註冊失敗	
	Black 黑	Off 熄滅	On-hook and not ringing / Phone number hasn't been setup	電話聽筒已掛上和没有來電響鈴 或 電話號碼尚未設置	
	Yellow	Steady On 穩定燈亮	Connected at 10 Mbps	以 10 Mbps 的速度連接	
	貢	Flashing 閃爍	Activity - there is traffic on 10 Mbps	正在連接傳送或接收資料, 連接速度 是 10 Mbps	
WAN 網絡	Green 妈	Steady On 穩定 燈亮	Connected at 100 Mbps	連接速度是 100 Mbps	
	が水	Flashing 閃爍	Activity - there is traffic on 100 Mbps	正在連接傳送或接收資料, 連接速度 是 100 Mbps	
	Black 黑	Off 熄滅	Disconnected or broadband line out of service	没有連接網絡線 或 寬頻線未能接 上互聯網	



5. <u>Frequently Asked Questions</u> 常見問題

Q1: The voice service is out of order, what can I do?

語音服務未能正常運用,我該怎麼辦?

A: Check if the **POWER LED** is on with permanent green light. If not, check if the AC power socket is properly connected with the device.

請檢查**電源指示燈**是否穩定地亮起綠燈。如果沒有,請檢查電源供應器是否與主機正確 連接。

Q2: No voice service available even the **POWER LED** is on, what can I do?

即使電源指示燈已亮起綠燈,也沒有任何語音服務可用,我該怎麼辦?

A: Check if **STATUS LED** is on permanent green light. If not, unplug the device power adaptor and wait for 10 seconds and then re-plug it to the device. Wait about 8 to 10 minutes, check the STATUS LED again. If it is in red light or off, please report the case to HGC.

請檢查狀態指示燈是否也處於穩定地亮起綠燈之狀態。否則,請拔下主機的電源供應器,等待 10 秒,然後將其重新插入主機。等待大約 8 至 10 分鐘,再次檢查狀態指示燈,如果仍然是紅燈或熄滅,請聯絡 HGC 客户服務部。

- Q3: If both **POWER LED** and **STATUS LED** are in permanent green light, what can I do? 如果**電源指示燈**和**狀態指示燈**均處於穩定綠燈狀態,我該怎麼辦?
- A: Please check the **WAN LED** status, under normal condition the LED should be either in yellow or green light. If the LED is off, check the LAN cable in the WAN port is firmly connected. Also check the cable is firmly connected to your broadband modem or router and check they are powered on.

請檢查 WAN 指示燈狀態,在正常情況下應該是亮着黃色或綠色。如果 LED 是處於熄滅 狀態,請檢查 WAN 接口的 LAN 網絡線是否牢固地連接。還要檢查 LAN 網絡線是否已牢 固地連接到寬頻數據機或路由器,並檢查它們是否已接上電源。



Q4: If all checking in Q1 to Q3 are OK and the WAN LED is still off, what can I do?

如果問題 1 至 3 的所有檢查都正常,並且 WAN 指示燈仍然熄滅,我該怎麼辦?

A: Connect your PC to the device's **LAN/PC** port, the **LAN/PC LED** should be on and try to connect your PC to Internet. If failed, check if the broadband or router can reach Internet by removing the cable connected to the device's WAN port and then directly connect the cable to your PC. Check again if your PC can connect to Internet. If you cannot reach Internet by your PC, please contact your broadband service provider to fix the issue. If you are using router, please check your router accordingly.

請將電腦連接到主機的 LAN/PC 接口,LAN/PC 指示燈 應處於穩定綠燈狀態,並嘗試將 電腦連接到互聯網。如果未能接上互聯網,請拔出主機 WAN 接口的 LAN 網絡線,然後 將它直接連接電腦再檢查是否可接上互聯網,如果您仍然未能接上互聯網,請聯絡您的 寬頻服務商以解決未能接上互聯網問題。如果您有使用路由器的話,請相應地檢查您的 路由器是否操作正常。

Q5: The **WAN LED** is on but the **PHONE 1 LED** is in red light when the phone is on-hook, what can I do?

如果電話聽筒已在掛上狀態 · WAN LED 指示燈並已正常亮起 · 但 PHONE 1 指示燈仍處 於紅燈狀態 · 我該怎麼辦?

A: Please power off the device by unplugging the power adaptor, wait 10 seconds and then re-plug the power adaptor to the device. Wait 8 to 10 minutes and check the **PHONE 1** LED again, if the telephone handset is on-hook, the **PHONE 1** LED should be off. If the telephone handset is off-hook, **PHONE 1** LED should be in green light. Please report the case to HGC if the **PHONE 1** LED does not behave as mentioned above.

請拔下主機的電源供應器來關閉電源,等待 10 秒,然後將電源供應器重新插入主機,等 待 8 至 10 分鐘,請再次檢查 PHONE 1 指示燈,如果電話聽筒已掛上,PHONE 1 指示 燈應處於熄滅狀態。如果電話聽筒已拿起,PHONE 1 指示燈應處於綠燈狀態。如果 PHONE 1 顯示綠燈不是如上所述的情況,請聯絡 HGC 客户服務部。

- END 完 -