

IEEE 802.11b/g Wireless IP Phone

Model: WP-520

User Manual



Version: 1.0

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FCC Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two 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.

Federal Communications Commission (FCC) Statement

This Equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warning: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.



FCC RF Radiation Exposure Statement:



1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

IMPORTANT NOTE:

Federal Communication Commission (FCC) Radiation Exposure Statement

This EUT is compliance with SAR for general population/uncontrolled exposure limit in ANSI/IEEE C95.1-1999 and had been tested in accordance with the measurement methods and procedures specified in OET Bulletin 65 Supplement C.

This equipment should be installed and operated with minimum distance 1.5 cm between the radiator & your body.

To maintain compliance with FCC RF exposure requirements, use only belt-clips, holsters or similar accessories that does not contain metallic components in its assembly.

The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

For product available in the USA market, only channel 1~11 can be operated. Selection of other channels is not possible.

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About This Manual

The purpose of this manual is for the setup of the IEEE 802.11bg Wireless VoIP Phone. This manual includes procedures assisting you in avoiding unforeseen problems.



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Chapter 1 Introduction

Thanks for purchasing of WP-520, the outstanding Wireless VoIP Phone. The WP-520 can easily connect to the wireless router or Access Point and enables to make and receive call simply in any wireless networking environment. With the advance wireless security solution, the WP-520 not only ensures the high voice quality but also avoids the attacks from the hackers.

1-1 Features and Benefits

■ Availability and Mobility

The WP-520 design is based on SIP v2 (Session Initiation Protocol version 2, RFC 3261) open standard, which is interoperable with major SIP-based call servers, IP-PBXs, and other standard SIP-based client devices. The WP-520 enables the user to make and receive phone calls at home, the office, WiFi cafés, airports, hotels, at a school campus or anywhere with the IEEE 802.11 b/g wireless networking access. Its seamless roaming capacity between the access points also certifies for uninterrupted calls and secures the data connections while roaming in the wireless networking environment. This small handset design is easy to transport and makes it simple to talk to family, friends and colleagues all over the world.

■ High Voice Quality with Low Communication Cost

With the growing number of hotspots and metropolitan areas that provide low- or no-cost high-speed WiFi environments, the WP-520 user can use the device easily without paying bills to standard telephone services. Moreover, the WP-520 supports QoS (Quality of Service) which ensures the priority of voice and data traffic for high voice quality.

■ Easy Security Setup and high Security Protection

With the WPS (WiFi Protected Setup) function, the highest security level will be established automatically between the Access Point and the WP-520 to protect the voice traffic from hackers or unauthorized users. The WP-520 supports WEP, WPA (2) Personal and Enterprise encryption as well.

■ Ultra Low power consumption

Through exclusive power saving design with WMM-UAPSD (Unscheduled Automatic Power Save Delivery) supported, the WP-520 enables to reduce power consumption to extremely low levels.

Chapter 2 Installing and Using the WP-520

This chapter provides the instructions for first-time installation and basic use of the IP Phone. It also describes initial setup of the WP-520.

2-1 Product Kit

Before installing, please make sure that you have the following items:

- ◆ **The 54Mbps Wireless VoIP Phone**.....x 1
- ◆ **Power Adapter**.....x 1
- ◆ **3.7V, 920mAh Lithium Battery**x 1
- ◆ **Product CD**x 1

If any of the above items is not included or damaged, please contact to your local dealer for support.

2-3 Mechanical Description

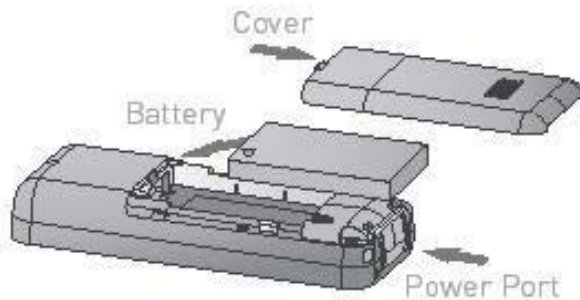
Panel of the VoIP Phone:



2-4 Hardware Installation

Take the following steps to set up your Access Point.

■ Inserting the Phone's Battery






■ Charging the IP Phone's Battery

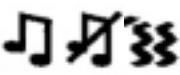
1. Connect the power adapter to USB charge connector.
2. Charge battery for 10 hours to fully charge battery when first time using.

2-5 Main Menu

2.5.1 LCD Screen:



LABLE	Description
	The drawing shows the wireless LAN signal strength.
	The drawing shows the current battery power remaining.
	The drawing shows the status of phone lock. You can press “#” and left button to lock and unlock the keypad.
Time/Date	The time and date display on center of the screen.
Status	The status displays on top center of the screen. And the statuses are including wireless LAN connection status and SIP server

	register status.
	The drawings show the ring mode, include ring, vibrate, or ring and vibrate.
Menu	Press left button to enter main menu to setup the WP-520.
Name	Press right button to add or find phone number in telephone directory.
#	Press # button to change the input language.
*	Change current user profile to Meeting mode user profile. Press * button and hold more than 3 second.

2.5.2 Call Log:

You may check the list of Missed calls, Received calls, and Dialed calls or to delete all call lists.

Press left (**Menu**) button, and **1 Call log** to check the call list.

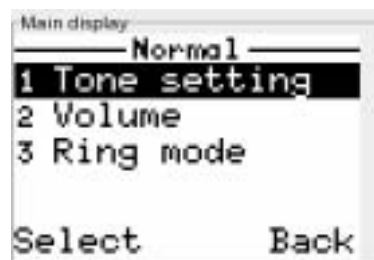
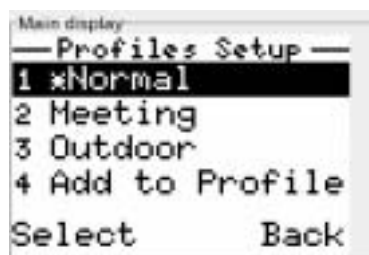
Option	Description
Missed calls	Display the list of missed calls recently.
Received calls	Display the list of received calls recently.
Dialed calls	Display the list of dialed calls recently.
Delete all	Delete all lists of missed calls, received calls, and dialed calls.

2.5.3 User Profiles:

The WP-520 provides 3 default types of user profile to let your personalize tone setting, Volume and ring mode. You can also add your user profile to personalize phone setting. The maximum numbers of the new created user profile that the WP-520 supports are 7 user profiles.

Press left (**Menu**) button, **2 Profiles** to select the user profile that you want to personalize.

There are Normal, Meeting, and Outdoor 3 types of the profile for default use. You can add a new profile by yourself as well.



Option	Suboption	Description
Tone setting	Ring tones	Provide 14 kinds of ring tone to let user select.


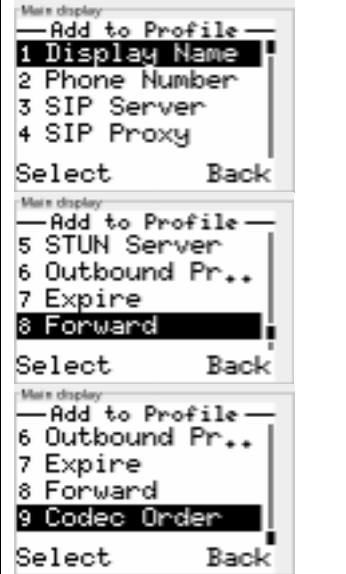
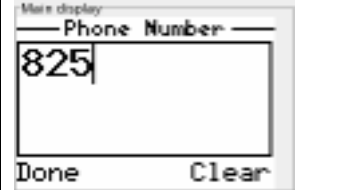
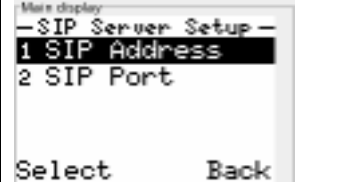
	Key tone	To turn on/off the keypad tone.
Volume	Ring Vol.	To configure the ring volume to loud or soft.
	Receiver Vol.	To configure the receiver volume to loud or soft.
	Speaker Vol.	To configure the speaker volume to loud or soft.
	Key tone Vol.	To configure the keypad tone volume to loud or soft.
Ring mode	Ring only	Configure ring mode to ring only.
	Vibrate	Configure ring mode to vibrate without ring.
	Ring and Vib.	Configure ring mode to ring and vibrate at the same time.
	Vib. then Ring	Configure ring mode to vibrate first and then ring.
	Silent	Configure ring mode to silent which means that the WP-520 won't ring or vibrate when a call coming.





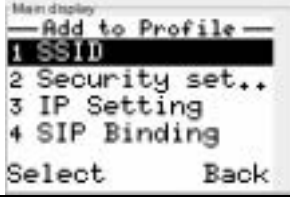
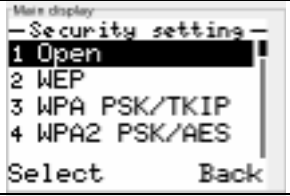

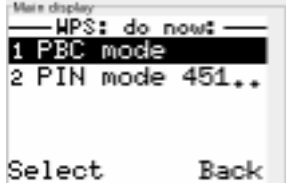
Chapter 3 Start to use the WP-520

This chapter provides instructions to setup the Wp-520 when the first time using. You may configure your WP-520 with the following steps.

Powering on the WP-520, you will see the welcome display.



1 Configure the information of your SIP server	
	<p>Step1. Press Menu 4 Network 2 Network Config and select 2 SIP Profiles to create SIP profile or active SIP profile.</p>
	<p>Step2. To add a new SIP profile, please edit profile name first. Then, configure the following items in next page. 1 Display Name, 2 Phone Number, 3 SIP Server, 4 SIP Proxy, 5 STUN Server, 6 Outbound Proxy, 7 Expire, 8 Forward, and 9 Codec Order.</p>
	<p>Step3. Input the profile name and phone number when selecting 1 Display Name and 2 Phone Number.</p>
	<p>Step4. Setup SIP server IP address and port when selecting 3 SIP Server.</p>

2 Connect to a wireless network	
	Step1. Press Left button (Menu) to enter main menu.
	Step2. Select 4. Network to enter network setting.
	Step3. Select 1. Site Scan to choose AP that you want to connect from scan list, 2. Network Config to create WLAN profile.
	Step4. When entering 2 Network Config , please select 1 WLAN Profiles to configure profile settings.
	Step5. To add a new profile, please select 3 Add to Profile and setup 1 SSID , 2 Security Setup , 3 IP Setup , and 4 SIP Binding in the next page.
	Step6. After editing SSID, please select 2 Security Setup to establish the wireless security. There are six items for selection, 1 Open , 2 WEP , 3 WPA PSK/TKIP , 4 WPA2 PSK/AES , 5 WPA-EAP , 6 WPA2-EAP .
	Step7. After setting the wireless security, please select 3 IP Setup to set up the IP address for the WP-520. There are three items for selection, 1 Use DHCP , 2 Use Static IP , and 3 Use PPPOE .
	Step8. When select 3 WPS , you may choose 1 PBC mode or 2 PIN mode which use default PIN to connect to WPS AP.

After setting up the WLAN profile and SIP profile, the WP-520 will start to register on SIP server. If registration successes, the WP-520 screen will display phone number that you set in SIP profile.

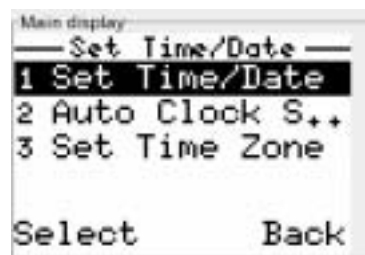
Chapter 4 Configuring the WP-520 Settings

This chapter describes the way to set up the WP-520 and the way to check the hardware and software information.

4.1 Date/Time

The Date/ Time menu allows you to set the WP-520's date and time settings.

Press left (**Menu**) button, **3 Setup**, and **1 Time/ Date** to enter Time/ Date setup menu.



Option	Description
1 Set Time/Date	You can set the date and time that display on the WP-520 screen.
2 Auto Clock Sync.	The WP-520 can enable or disable to update the time from an NTP server. After enable this function, input the NTP server IP address to sync.
3 Set Time Zone	You can set the local time zone.

4.2 Phone Setting

You may configure the basic settings of the WP-520 here. Press left (**Menu**) button, **3 Setup**, and **2 Phone Setting** to configure the basic settings.

There are 1 Language, 2 Caller ID, 3 Phone lock, 4 Backlight, 5 Quick button, 6 FW update, and 7 Restore factory for configuration.

4.2.1 Language:

You can select language which you want to display. The default language is English.

4.2.2 Phone lock:

If you did not use the WP-520, you may set the idle time to make the WP-520 lock the keypad. There are off, 15s, 30s, 60s, and 120s for selection. When the WP-520 keypad is locked, press **#** and **left** button to unlock the keypad.

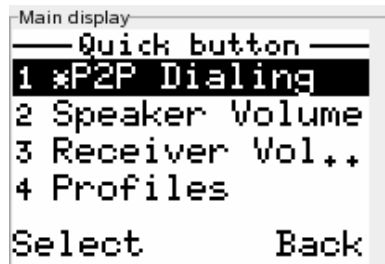
4.2.3 Backlight:

You may set up the backlight remain time to control the back light remain. There are off, 4s, 7s, 10s, and Always on for selection.

4.2.4 Quick Button:

You may set the Up and Down buttons as quick button. There are 4 functions can be set to quick button.

Press left (**Menu**) button, **3 Setup**, **2 Phone Setting**, and **5 Quick Button** to set up.



Option	Description
1 P2P Dialing	Allow you to make a Point to Point call.
2 Speaker Volume	Allow you to increase or decrease the speaker volume.
3 Receiver Volume	Allow you to increase or decrease the receive volume.
4 Profiles	Allow you to enter user profile menu.

4.2.5 FW upgrade:

You may login a HTTP server to upgrade the WP-520 firmware.

Press left (**Menu**) button, **3 Setup**, **2 Phone Setting**, and **6FW update** to set up the HTTP server information.



Option	Description
1 Upgrade Now	Start to upgrade firmware.
2 Server Address	Allow you to set up the HTTP server IP address.
3 Server Port	Allow you to set up the HTTP server port.

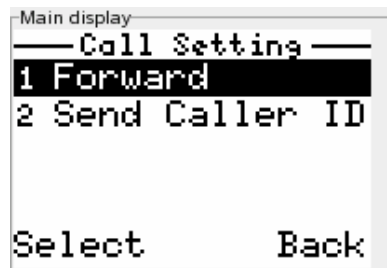
The more detail upgrade steps, please refer to Chapter 6.2.

4.2.6 Restore factory:

You may reset the Wi-Fi phone settings to factory default by selecting this item. The settings will be reset include user profile, phone settings, wireless and SIP profiles, but not include the phone book.

4.3 Call Setting

You may configure the basic call settings of the WP-520 here. Press left (**Menu**) button, **3 Setup**, and **3 Call Setting** to configure the basic settings.



4.3.1 Forward:

Select “On” to enable this function, then input the forward phone number and select the forward condition. There are 4 forward conditions provided: **Always**, **Busy**, **No Answer**, and **Busy & No Answer**.

Forward Type	Description
Always	Always forward the call to the forward number no matter you are busy or not.
Busy	Forward the call to the forward number when you are busy.
No Answer	Forward the call to the forward number when you are no answer. You can set the no answer time which by selecting 10s, 15s, 20s, or other (input the expected time by yourself).
Busy & No Answer	Forward the call to the forward number when you are busy or no answer. You can set the no answer time which by selecting 10s, 15s, 20s, or other (input the expected by yourself).

4.3.2 Send Caller ID:

Select “On” to enable this function. If the SIP server support send caller ID, your phone number will be displayed on the screen of the receivers’ that you call out.

4.4 Information

The WP-520 provides information check function. You may check the status of WP-520 via this item. Press left (**Menu**) button, and select **3 Setup**, **3 Information** to select the item that you want to check.

4.4.1 TCP/IP:

You may check the WP-520 IP address, Subnet Mask, Gateway, and DNS by select this item.

Note: If the Wi-Fi phone doesn't connect to an Access Point, and it will show "Network Not Up Yet!"

4.4.2 WLAN:

You may check the WP-520 wireless LAN information by select this item. The wireless information is including SSID, BSSID, Channel, and Security.

4.4.3 SIP:

You may check the SIP server information that the WP-520 is registered. The SIP server information is including Phone Number, SIP Server IP address, SIP Proxy, Outbound Proxy, Stun Server, and Expire time.

4.4.4 HW Info:

You may check the hardware information of the WP-520 by selecting this item. The information is including Storage Free, FW version, and MAC Address.

4.4.5 Log:

The WP-520 provides system log to let you check the system events. The system logs are including wireless connection and network information.

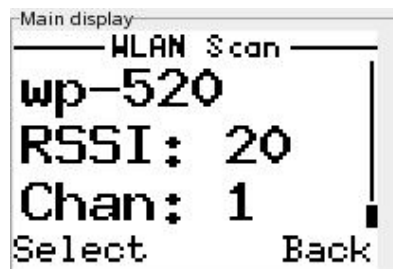
Chapter 5 Network Settings

This Chapter will give you the instruction step by step to configure the WP-520 to connect to your wireless Access Point and to register on your SIP server on the Internet. Press left (**Menu**) button, **4 Network** to enter Network setting items.



5.1 Site scan

When entering the Network setting page, the first item is Site scan. You may select Site scan to scan available Access Points in the environment. You can connect to an Access Point directly by select SSID at this page or to add a new WLAN profile to set up SSID. You may set up the security and IP address after select SSID, and the WP-520 will connect to the Access Point which is selected.



5.2 Network config

5.2.1 WLAN Profiles:

You can search and configure a WLAN profile from WLAN profile list, or add a new profile or enter WPS settings to set up the WPS mode.

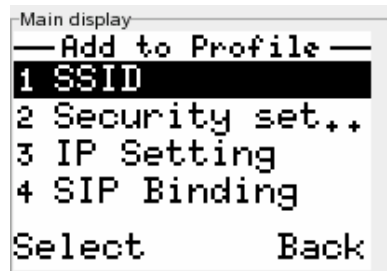
➤ Add New WLAN Profile

You can add a new WLAN profile and edit for wireless connection.

Press left (**Menu**) button **4 Network** **2 Network config** **1 WLAN Profiles** **2 Add to Profile** to add a new profile.

Enter the Add to Profile page; you can set up 1 SSID, 2 Security setting, and IP

Setup such as the picture below.



➤ **WLAN Profile List**

You can search a WLAN profile that had been created before and edit it for wireless connection.

Press left (**Menu**) button **4 Network** **2 Network config** **1 WLAN Profiles** **1 Profiles List** to select the wireless profile or edit it. You may configure more detail setting follow the table description below when editing wireless profile.

Option	Description
SSID	Input the SSID that you want to connect.
Security Setting	Setup the security way that the SSID you connected. 1. WEP: You may setup WEP key, key index, and Authen Type. 2. WPA (2) PSK: You may input the WPA-PSK or WPA2-PSK key to associate with Access Point. The WPA-PSK only supports TKIP cipher and WPA2-PSK only supports AES cipher. 3. WPA (2)-EAP: You may set up the user name, password, and EAP type. There are 3 options for EAP type, Auto, TTLS, and PEAP.
IP Setup	Set up the way to get the IP address. 1. DHCP: Select DHCP to let the WP-520 get IP address from DHCP server. 2. Static IP: Allow you to set up the WP-520 static IP address, Netmask, Gateway, and DNS. 3. PPPoE: The WP-520 can be the PPPoE client, and you can dial-up to the ADSL by input the PPPoE user name and password that the ISP provided.

➤ WPS

The Wp-520 provides the WPS feature that can connect to the WPS enable Access point.

Press left (**Menu**) button, **4 Network**, **2 Network config**, and **3 WPS** to enter WPS setting menu.

There are two modes supporting for the WPS link. One is PBC mode, the other is PIN mode. When selecting PBC mode, the WP-520 will start to scan Access Point that start PBC mode at the same time. When selecting the PIN mode, the WP-520 will generate a PIN key randomly, and the Access Point which enables the PIN mode should input the key that the WP-520 generates.

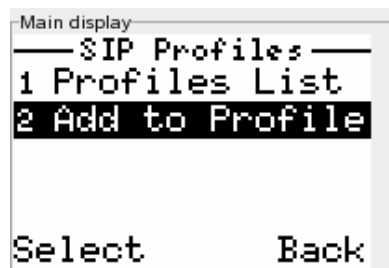
5.2.2 SIP Profiles:

➤ Add New SIP Profile

You can add a new SIP profile and edit for SIP server register.

Press left (**Menu**) button **4 Network** **2 Network config** **2 SIP Profiles** **2 Add to Profile** to add a new profile.

After inputting SIP profile name, you can set up the phone number, and the address of SIP server, SIP proxy, and NAT traversal, SIP server expire time, forwarding phone number and Codec order.



➤ Profile List

You can search a SIP profile that had been created before to active or inactive it and edit it for SIP server register or delete the profile.

Press left (**Menu**) button **4 Network** **2 Network config** **2 SIP Profiles** **1 Profile List** to search a profile.

The more detail description refers to the table below when edit SIP profile.

Option	Description
1 Display Name	Input the profile name that you want to display.
2 Phone Number	Input the phone number that you register on SIP server.

3 SIP Server	Input the SIP server IP address and port. The port default value is 5060 .
4 SIP Proxy	Input the SIP server IP address, port, user name, and password. The port default value is 5060 .
5 NAT traversal	<p>1 STUN Server Input the STUN server IP address and STUN server port. The port default value is 3478.</p> <p>2 Outbound Proxy Input the outbound proxy IP address and outbound proxy port. The proxy port default value is 5082.</p> <p>3 NAT keep Alive Time:15s</p>
6 Expire	Input the SIP server expire time. The default value is 3600 .
7 Forward	Enable forward function, input forward number and select forward type.
8 Codec Order	Change the Codec Order for really use. The default order is G.711, G.726 .

5.2.3 Wireless Security:

Unlike wired network data, your wireless data transmissions can extend beyond your walls and can be received by anyone with a compatible adapter. For this reason, use the security features of your wireless equipment.

WEP

To prevent unauthorized wireless stations from accessing data transmitted over the network, the Access Point Security Settings window offers the WEP features, making your data transmission over air more secure and allows you to specify Encryption Key(s) if you enable encryption for the Access Point.

The Wi-Fi phone support WEP 64 bits and 128 bits key length.

You may input key value manually:

64 bits WEP: Enter 5 ASCII characters or 10 hexadecimal digits (between 0-9, a-f and A-F).

128 bits WEP: Enter 13 ASCII characters or 26 hexadecimal digits (between 0-9, a-f and A-F).

Note: The WEP key must be set up exactly the same on the Wireless Access Points as they are on the wireless clients. If you set "0011223344" for the Wireless Access Point, the same WEP key "0011223344" must be assigned to other client stations.

WPA (2)

The WP-520 supports WPA (2) Personal and Enterprise security. Wi-Fi Protected

Access (WPA) is a subset of the IEEE 802.11i standard. WPA2 is a wireless security standard that defines stronger encryption, authentication and key management than WPA. You may select WPA (2) – PSK for WPA (2) Personal, or WPA (2) – EAP for WPA (2) Enterprise. When you select WPA (2) – PSK, you should input key from 8 to 63 ASCII characters, or input the key from 8 to 64 Hex characters.

5.2.4 WPS:

The WPS (Wi-Fi Protected Setup) feature is defined by Wi-Fi Alliance and the primary goal is to simplify the security setup and management of Wi-Fi networks. The WP-520 supports to be WPS client to connect to the Access Point which supports the WPS.

The WP-520 supports two types of WPS configuration mode including **PBC** and **PIN mode**.

Select **PBC** to search and connect the Access Point that has to push the WPS button.

Select **PIN mode** to generate a security key (length 8 HEX), and input the key to Access Point which configure PIN mode.

5.3 Ping test

The WP-520 provides the ping test function to let you check the network. You can select the ping destination to do the ping test. There are 6 ping destinations to let you select. When you select **1 Manual**, input the manual IP address to be the ping destination. When you select **2 Gateway**, the gateway that the WLAN profile set will be the ping destination. When you select **3 DNS**, the DNS that the WLAN profile set will be the ping destination. When you select **4 SIP server**, the SIP server that the SIP profile set will be the ping destination. When you select **5 SIP Proxy**, the SIP proxy that the SIP profile set will be the ping destination. When you select **6 Outbound Proxy**, the Outbound Proxy that the SIP profile set will be the ping destination. When you select **7 Stun Server**, the STUN server that the SIP profile set will be the ping destination.

5.4 Re-connect

The WP-520 provides Re-connect option to let user reconnect to Access Point.

Chapter 6 Special Call Function

The WP-520 provides some special call functions, including call hold, call transfer, and call conference etc.

6.1 Call Hold/Unhold

You may hold or unhold a call by selecting call options when you call out or answer a call. Press left (**call option**) button to enter call options and select **1 Hold/Unhold**. Usually, you can use this function if you want to make a new call to the third user or transfer the call to the other one.

6.2 Call Transfer

The WP-520 supports blind transfer and consultative transfer. Blind transfer means passing a call without modifying the recipient. The consultative transfer means allowing the recipient to be the agent to consult with destination recipient before transferring the call. Subsequently, the agent recipient can reconnect to the caller or transfer the caller to the destination recipient.

You may transfer a call by selecting call options when you call out or answer a call. Press left (**call option**) button to enter call options and select **3 Transfer**. You may transfer this call to the third user.

6.3 3-Way Conference Call

You may make a conference call by selecting call options when you call out or answer a call. Press left (**call option**) button to enter call options and select **4 New call**. After the third user answered, press left (**call option**) button to enter call options and select **5 conference** to establish a conference call.

6.4 P2P Call (Peer to Peer)

You can use phone number and WP-520 IP address to make a P2P call via your wireless network without passing through SIP server.

Step1. Create a WLAN profile to connect to a wireless Access Point and set static IP to Wi-Fi phone.

Step2. Create a SIP profile and set the phone number of your WP-520.

Step3. In the main screen, press **UP** button (**Note**) to input call out phone number, IP address, and P2P Port (default is 5060). Then, the screen will display "Start P2P

dialing?" Press left button to start P2P call.

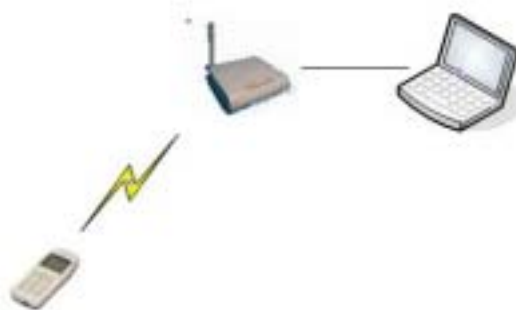
Note: The quick button depends on the user profile that user had set up, and the factory default UP button is for P2P call.

Chapter 7 Firmware Upgrade

The WP-520 provides two ways to let user upgrade the firmware. One is download the firmware and store it in local laptop, then, upgrade the firmware via local network. The other is login the Internet HTTP server and upgrade firmware directory.

7.1 Web Upgrade

One laptop <or personal computer> and one Access Point are required to do the web upgrade. Ensure the Access Point connect to the laptop by the Ethernet like the illustration. The firmware can be upgraded by the following steps.



Step1. Download the firmware file in your laptop from the manufacturers' websites.

Step2. Press left (**Menu**) button, **4 Network**, and **1 Site scan** to search the Access Point which has connected to the laptop had the latest firmware.

Step3. Set up the IP address of WP-520 to the Static IP and the IP address which is the same subnet mask with the Access Point and the laptop. Then, ping the IP address of WP-520 from laptop to ensure if the network has connected.

Step4. Open the browser and input the IP address of WP-520. Then, it will enter the Wi-Fi phone web access page like picture below. Input the password to login the web page. The default value is "**password**".



Step5. Expand the left main menu first. Select the Upgrade Firmware to enter the firmware upload page. Click Browser icon to allocate the firmware file path, then, click Upload.



Step6. When starting uploading, the screen of WP-520 will display **Upgrading**. If the upgrade finished, the screen of WP-520 will display **Upgrade success**. Power off the WP-520 and power on again, the new firmware will be work.

7.2 HTTP Server

One Access Point is required to connect with the Internet. The instructions of upgrading the WP-520 are as bellows:



Step1. Press left (**Menu**) button, **4 Network**, and **1 Site scan** to search the Access Point which connects to the Internet or select an existed WLAN profile to connect to Access Point.

Step2. Press left (**Menu**) button, **3 Setup**, **2 Phone Setting**, and **6 FW update**.

Step3. Select **2 Server Address** to input the HTTP server IP address which provided by the manufacturers, and select **3 Server Port** to input the HTTP protocol port. The default value is “**80**”.

Step4 After connecting to an Access Point, and set up the information of HTTP server. Then, select **1 Upgrade Now** to upgrade the firmware directory.

Chapter 8 Troubleshooting

The troubleshooting provides the solutions to solve the problems that may occur during installation or using the WP-520. If you can't find the solutions by the following description, please contact your local commercial agent.

1. No WLAN Service

1. Check the power adapter of Access Point.
2. Use site scan to check the Access Point signal strength.
3. Let the WP-520 re-associate the Access Point.
4. Check the security setting of the WP-520.

2. No SIP Service

1. Check if the IP address of SIP server inputted in the SIP profile is correct.

3. Register Failed

1. Check the user name and password if corrected.

Limited Warranty

This Warranty constitutes the sole and exclusive remedy of any buyer or reseller's equipment and the sole and exclusive liability of the supplier in connection with the products and is in lieu of all other warranties, express, implied or statutory, including, but not limited to, any implied warranty of merchantability of fitness for a particular use and all other obligations or liabilities of the supplier.

In no even will the supplier or any other party or person be liable to your or anyone else for any damages, including lost profits, lost savings or other incidental or consequential damages, or inability to use the software provided on the software media even if the supplier or the other party person has been advised of the possibility of such damages.

The following are special terms applicable to your hardware warranty as well as services you may use during part of the warranty period. Your formal Warranty Statement, including the warranty applicable to our Wireless LAN products, appears in the Quick Installation Guide which accompanies your products.

Duration of Hardware Warranty: One Year

Replacement, Repair or Refund Procedure for Hardware:

If your unit needs a repair or replacement, return it to your dealer/distributor in its original packaging. When returning a defective product for Warranty, always include the following documents:

- The Warranty Repair Card
- A copy of the invoice/proof of purchase, and
- The RMA Report Form (To receive a Return Materials Authorization form (RMA), and please contact the party from whom you purchased the product).

Upon proof-of-purchase we shall, at its option, repair or replace the defective item at no cost to the buyer.

This warranty is contingent upon proper use in the application for which the products

are intended and does not cover products which have been modified without the reseller's approval or which have been subjected to unusual physical or electrical demands or damaged in any way.

Please complete the information below and include it along with your products.

Name:	
Title:	
Company:	
Telephone:	
Fax:	
Email:	
City/State/Zipcode:	
Country:	
Product Name:	
Serial Number:	
MAC Address:	
Invoice Date:	
Product Description:	

If you have any further questions, please contact your local authorized reseller for support.



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