Getting to know your V-Portal

Ever hear the term *user friendly*? Well, the Vonage V-Portal defines the term. From the LCD Display messages to the color coded ports on the rear panel, the V-Portal is friendly to the user ... YOU. Installation and use is easy!

The V-Portal can connect up to 2 Vonage digital phone lines through your high-speed Internet connection. Just plug the blue Ethernet cable from the V-Portal into your broadband modem and use the two green RJ-11 telephone ports to plug in your existing phones or fax machine. The Vonage V-Portal allows you to use your Internet connection for your computer and your phones at the same time, and because it's Vonage, you get clear digital phone sound quality.

The V-Portal's built-in single-port wired router supports your PC or home network connection. You can plug one computer directly into the yellow Ethernet (LAN) port of your V-Portal or build your own home network (often referred to as a LAN, "Local Area Network") by plugging in another router or switch and connecting network devices, such as computers or printers.

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Rear Panel

The rear panel of the V-Portal is functional and informative.

Reset Button

The Reset button is identified as RESET. Press the Reset button and hold it in for at least 10 seconds to reset the V-Portal back to the factory default settings.

Icons

The Power, Internet, Ethernet (LAN) and Phone ports are color coded for easy identification. A printed icon above each port identifies the port as:

- The Power Port
- The Internet Port
- The Ethernet (LAN) Port
- Phone Port 1
- Phone Port 2

- (Orange)
- (Blue)
- (Yellow)
- (Green)
- (Green)

represents AC Power. The power adapter that came with your V-Portal plugs into the port identified with the orange Power icon. Simply connect the other end of the power cord to your AC power outlet.

represents the Internet. You'll find this icon on a blue label surrounding a port on the rear panel of the V-Portal. The Internet port icon identifies the port through which your V-Portal connects to the Internet. You'll also see this icon displayed on the status bar of the LCD and Web-based Configuration and Status User Interface ("Web UI") when the V-Portal is ready to access the Internet.

represents your Local Area Network (LAN). You'll find this icon on a yellow label surrounding a port on the rear panel of the V-Portal. The Ethernet (LAN) port icon identifies the port through which your V-Portal connects to your computer or LAN. You'll also see this icon displayed on the status bar of the LCD and Web UI when the V-Portal is connected to your computer or LAN.

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☎ represents Phone Port 1 or Phone Line 1. When you sign up for one line of Vonage service, you'll typically plug your phone into Phone Port 1 on the V-Portal. The Phone Port 1 icon on the green label surrounding a port on the rear panel of the V-Portal identifies it as the port you'll use to connect your phone to the V-Portal. You'll also see this icon displayed on the status bar of the LCD and Web UI when you can place and receive phone calls using Phone Line 1.

> **Tip:** You'll typically use a standard two-wire phone cord with your V-Portal. For phone cord recommendations, see **What kind of telephone cord** **should I use in the phone ports of the V-Portal?**

☎ represents Phone Port 2 or Phone Line 2. When you sign up for two lines of Vonage service, you'll typically plug the phone for your secondary line into Phone Port 2 on the V-Portal after you peel off the clear label from the port. The Phone Port 2 icon on the green label surrounding a port on the rear panel of the V-Portal identifies it as the port you'll use to connect the phones for your secondary line to the V-Portal. You'll also see this icon displayed on the status bar of the LCD and Web UI when you can place and receive phone calls using Phone Line 2.

> **Tip:** You'll typically use a standard two-wire phone cord with your V-Portal. For phone cord recommendations, see **What kind of telephone cord** **should I use in the phone ports of the V-Portal?**

Informational LEDs

Two light-emitting diodes (LED) are located on the sides of both the blue Internet port and the yellow Ethernet (LAN) port. A yellow LED is located on the left of the port and a green LED is on the right.

The yellow LED is lit solid when the port is connected. For example, if the yellow LED on the left of the Internet port is lit solid yellow, the V-Portal is connected to your cable or DSL modem.

The green LED blinks when there is activity on the port. For example, if the green LED on the right of the Ethernet (LAN) port is blinking green, data is being sent either to or from your equipment (such as a computer or router) connected to the V-Portal's Ethernet (LAN) port.

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V-Portal Top

The top of the V-Portal contains an LCD display area along with buttons for navigating through the LCD menu.

The V-Portal LCD display keeps you informed. From power-up through everyday use, the V-Portal communicates with you through the LCD display. Status messages are provided during power-up and use, letting you know exactly what is happening. The V-Portal even tells you when it is ready for you to use it for calling.

The ⊕, 🖥, 📞 and 📞 icons display on the upper line of the LCD so you can tell the status of your Vonage service at a quick glance.

- ⊕ icon indicates that your V-Portal has access to the Internet.

- 🖥 icon indicates that your V-Portal is connected to your computer or LAN.

- 📞 icon indicates that you can place and receive phone calls using Phone Line 1.

- 📞 icon indicates that you can place and receive phone calls using Phone Line 2.

- 📞 icon indicates that you have a Voicemail message waiting for you on Phone Line 1.

- 📞 icon indicates that you have a Voicemail message waiting for you on Phone Line 2.

If your V-Portal encounters a problem during power-up or use, error messages are provided to help you to determine the cause of the problem. Besides telling you that something is wrong, the V-Portal also provides advisories and/or suggested solutions.

In addition, you can control various settings using the LCD menu, such as the display language and brightness. Use the LCD menu to view your calls logs for incoming, outgoing and missed calls. And, for all you technology buffs, you can find out network and device information such as

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IP Address. You can even run diagnostic tests from the LCD menu. Vonage V-Portal LCD Menu provides complete details for using the menu.

Control buttons are located directly under the LCD display area. Press the **SELECT>** button to enter the LCD Menu then use the ▲ and ▼ buttons to navigate through the menu items. The **SELECT>** button chooses the menu item and the **<BACK** button navigates backward to the previous menu.

V-Portal Bottom

The V-Portal's sleek design will inspire you to proudly display it in your home. The bottom of the V-Portal has four protective nubs that allow you to place it on a flat surface, such as a desk or shelf, without fear of scratching your furniture. If you would prefer, the V-Portal can be mounted on a wall using the two wall-mount slots included on the bottom of the V-Portal. Simply follow the wall mounting instructions below.

Wall Mounting the V-Portal

The bottom of the V-Portal includes two wall-mount slots. The distance between the two slots is 3.25 inches (82 mm). You'll need two #4 or #6 screws with two anchors sized appropriately to the screws to mount your V-Portal to a sheetrock wall.

Here's how to mount the V-Portal on your wall:

1. Determine where you want to mount the V-Portal.
   Mark the position of the V-Portal's wall-mount slots on your wall. The middle of the slots are 3.25 inches (82 mm) apart.
2. Drill two holes into the wall at the marked wall-mount slot positions and insert an anchor in each hole.
3. Insert a #4 or #6 screw into each anchor in your wall. Leave 0.25 inches (6.35 mm) of each screw head exposed.
4. Maneuver the V-Portal so the wall-mount slots on the V-Portal line up with the two screws in your wall.
5. Place the wall-mount slots over the screws and slide the V-Portal down until the screws fit snugly into the wall-mount slots.

That's all there is to it!

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Vonage V-Portal LCD Status Messages

Your V-Portal keeps you informed of its progress when powering up by displaying LCD messages and icons. The V-Portal even lets you know when new messages are displayed... the brightness level of the LCD backlight automatically increases.

LCD messages also report on everyday matters such as the phone number of a call you put on hold and the number of new voicemail messages and missed calls.

A message will be displayed periodically to inform you of important news from Vonage.

Key to Icons

- The Internet Port

- The Ethernet (LAN) Port

- Phone Port 1

- Phone Port 2

LCD Message	Meaning
Powering up	When you see this message, the V-Portal is in the process of powering up. It is not yet connected to the Vonage network so you can not use the V-Portal to make calls when this message displays. You will be able to make calls momentarily, as soon as "Ready to make calls" displays. All icons are off. The display backlight is on and set to High (full brightness).
Connecting to Internet	When you see this message, the V-Portal has powered up and is attempting to connect to the Internet. It is not yet connected to the Vonage network so you can not use the V-Portal to make calls when this message displays. You will be able to make calls momentarily, as soon as "Ready to make calls" displays. All icons are off. The display backlight is on and set to High (full brightness).

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LCD Message	Meaning
Retrieving IP address	When you see this message, the V-Portal is connected to the Internet and is communicating with your Internet Service Provider (ISP) to obtain information that allows Internet access. It is not yet connected to the Vonage network so you can not use the V-Portal to make calls when this message displays. You will be able to make calls momentarily, as soon as "Ready to make calls" displays.
	All icons are off unless you've plugged a device (such as a computer or printer) into the Ethernet (LAN) port on the back of your V-Portal. If the LAN port is connected, the ▯ icon displays on the LCD status bar.
	The display backlight is on and set to High (full brightness).
Connected to Internet	When you see this message, the V-Portal can successfully access the Internet. It is not yet connected to the Vonage network so you can not use the V-Portal to make calls when this message displays. You will be able to make calls momentarily, as soon as "Ready to make calls" displays.
	The Internet icon ⊕ displays on the LCD status bar. If the LAN port is connected, the ▯ icon also displays.
	The display backlight is on and set to High (full brightness).
Retrieving Profile	When you see this message, the V-Portal is automatically obtaining its configuration file (profile) from the Vonage Network. The configuration file provides the V-Portal settings that are necessary for the V-Portal to function properly.
	The V-Portal is not yet connected to the Vonage network so you can not use the V-Portal to make calls when this message displays. You will be able to make calls momentarily, as soon as "Ready to make calls" displays.
	The Internet icon ⊕ displays in the status bar. If the LAN port is connected, the ▯ icon also displays.
	The display backlight is on and set to High (full brightness).
Connecting to Vonage server	When you see this message, the V-Portal has successfully downloaded its profile from the Vonage Network. It is connecting to the Vonage Network and, as the connection has not completed, you can not use the V-Portal to make calls when this message displays. You will be able to make calls momentarily, as soon as "Ready to make calls" displays.

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LCD Message	Meaning
	The Internet icon displays in the status bar. If the LAN port is connected, the icon also displays.
	The display backlight is on and set to High (full brightness).
Ready to make calls	Congratulations! When you see this message, your V-Portal is connected to the Vonage Network and "Ready to make calls."
	A phone icon displays in the status bar for each Vonage phone line ready for use. The Phone Port 1 icon indicates that phone line 1 is ready for use; the Phone Port 2 icon indicates that phone line 2 is ready for use.
	The Internet icon displays in the status bar. If the LAN port is connected, the icon also displays.
	The display backlight is on and changes to the default setting of Medium or the setting you defined using the LCD menu.
Update of firmware in progress, please do not power down. Device will restart automatically after update completes.	The firmware that runs your V-Portal is being transferred from the Vonage Network to your V-Portal. By downloading the firmware, Vonage keeps your V-Portal up-to-date with all the new features and improvements that are available.
Rebooting	"Rebooting" displays on the LCD before the V-Portal reboots (powers down and back up again). This can happen if you reset the device through the Web UI, reset by pressing the RESET button on the back of the V-Portal, or if a firmware upgrade has taken place.
	This message is informational and there is no need to do anything. The V-Portal automatically shuts down and restarts again.
<Phone number> Hold	Display of the phone number followed by "Hold" indicates that you've put the call to that number on hold. If the number consists of more than 10 digits, like an International number, you'll see the last 10 digits of the number displayed. For example, an International call to 4412345678912 on hold displays as "2345678912 Hold."
xx New Messages	The number of new voicemail messages is displayed on the LCD. This message alternates with the number of missed calls, if necessary.
	If you've activated both phone lines on the V-Portal, the total number of new voicemail messages for both lines is displayed.
xx Missed Calls	The number of calls that came in but were not answered (missed) is displayed on the LCD. This message alternates with the number of voicemail messages, if necessary.
	If you've activated both phone lines on the V-Portal, the total number of missed calls on both lines is displayed.

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LCD Message	Meaning
<Scrolling message from Vonage>	When necessary, a message will scroll across your V-Portal LCD to inform you of important Vonage news.

Vonage V-Portal LCD Error Messages

If a problem occurs when installing or using your V-Portal, you'll see one of the error messages described below. Each message identifies the problem and tells you the most common solution.

If you see an error message, follow the advice on the second line of the message. For instance, the second line of the "Internet Port Error [Code 001]" message advises you to "Unplug blue cable and securely plug it back into the blue port." Simply unplug the blue cable and securely plug it back into the blue port. The V-Portal should then power up successfully.

Need more help? The most common causes for each error message are listed below along with suggestions on how to solve the problem.

Internet Port Error [Code 001]
Unplug blue cable and securely plug it back into the blue port

This message displays when any of the following errors occur:

- **Internet cable is loose, disconnected or bad.** Simply unplug the blue cable and securely plug it back into the blue port. You should hear a click.

  In rare cases the blue cable could be faulty. If so, use any other Ethernet cable in place of the blue one.

Or...

- **Your modem is not functioning**.
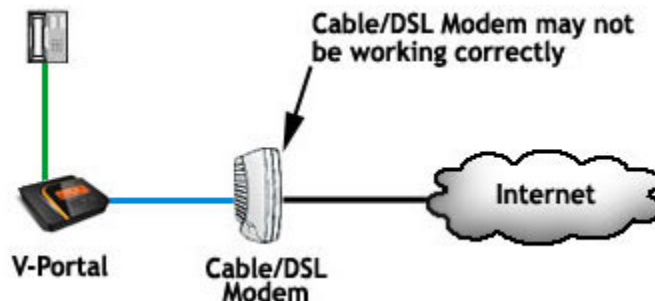
Typically the cause is still a loose cable. Make sure the cable connecting your cable/DSL modem to the Internet connection on your wall is securely connected and the modem is powered on.

If all the cables are securely connected and the problem still exists, pull the power cord out of the back of your cable/DSL modem, wait for 30 seconds and plug it back in. The modem will then

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take a few minutes to complete its start-up process. Most modems have a light that should be lit solid when start-up is complete. When start-up is complete, this error should be cleared up.

Internet Connect Error [Code 002]
Check if your Internet is down. Try restarting modem. For DSL: Check PPPoE setup.

This message displays when any of the following errors occur:

- **Your V-Portal can not reach your ISP (Internet Service Provider)**.
  This indicates that your modem's connection to your ISP is down or your ISP's servers are down.
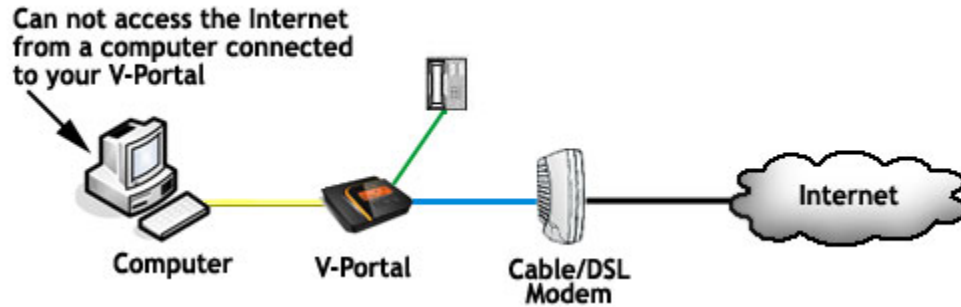
Unplug the power cords from the back of both the V-Portal and your cable/DSL modem. After about 30 seconds, plug the power cord back into the cable/DSL modem. Allow enough time for your modem to complete its start-up process. Most modems have a light that should be lit solid when start-up is complete. Then plug the power cord back into the V-Portal.

If you still can not access the Internet, check with your ISP to see if they're having connection issues in your area.

Or...

- **You use cable service and the V-Portal can not get an IP Address from your Internet Service Provider (ISP)**.

  When you receive your V-Portal, it's set up to use DHCP for dynamic IP address assignment, the typical setting for cable service. Verify that the Internet connection type has not been changed by logging in to the V-Portal's Web UI from a computer connected to your V-Portal through the yellow port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser and navigate to the Basic Setup page (from the Home Page click **Basic Setup**). If the Internet connection type is not DHCP, change it following the directions provided in "How do I setup a DHCP connection?" on the right of the Basic Setup screen.

  With the Internet connection type of DHCP, your V-Portal asks the ISP to automatically assign an IP address to your V-Portal when the Internet port is connected. An IP address is like a street address, it tells the location of your V-Portal in the IP network. The Internet knows where to direct calls placed to your phone number once an IP address is assigned.

  You will see Error [Code 002] if the ISP has trouble assigning an IP address to your V-Portal. Typically it's easy to correct this problem, simply pull the power cord out of the back of your cable modem, wait for 30 seconds and plug it back in. The cable modem

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will then take a few minutes to reload its software. When it has finished powering up, this error should be cleared up.

NOTE: If you are having trouble accessing the Web UI using V-Configure.com, please enter 192.168.15.1 in the address bar of your browser instead.

Or...

- **You are using cable service and your ISP (cable company) requires you to register the MAC Address of your V-Portal with them.**

    A MAC address identifies a device (such as a V-Portal, router, computer, or printer) in your home network (often called a LAN, "Local Area Network"). Think of it as the name of the device. Information can be sent to a device if the LAN knows the device's name (MAC address) within the LAN.

    Some ISPs require that you register the MAC address of a PC or router on your LAN when you set up your cable service. If your ISP required you to register a MAC address during set up, keep the registered device connected in your LAN when you install your V-Portal. Your V-Portal can adopt that device's MAC address by using a process called MAC cloning. Make sure the original device is turned on then unplug the power cord from the back of the V-Portal. After about 30 seconds, plug it back in again.

    The V-Portal automatically searches for the MAC address of the other device and adopts it so that the V-Portal can connect to your ISP on behalf of all the devices connected to the V-Portal's yellow port. By automatically cloning the MAC address, Vonage saves you from having to call your ISP to change the registered MAC address to the Vonage device's MAC address.

    If you still get the "Internet Connect Error [Code 002]" message, call your ISP to register the V-Portal's MAC Address.

Or...

- **You are using DSL service and your ISP requires that you use Point to Point Protocol over Ethernet (PPPoE) as your method of connecting to the Internet but you didn't select PPPoE from your V-Portal's Web-based Configuration and Status User Interface ("Web UI").**

    Many DSL service providers require that you use PPPoE. If yours does, you'll have to set up PPPoE via the Web UI of the V-Portal.

    Login to the V-Portal's Web UI from a computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser and navigate to the Basic Setup page (from the Home Page click **Basic Setup**) and choose PPPoE as your method of connecting to the Internet. Complete instructions are provided in "How do I setup a PPPoE connection?" on the right of the Basic Setup screen.

NOTE: If you are having trouble accessing the Web UI using V-Configure.com, please enter 192.168.15.1 in the address bar of your browser instead.

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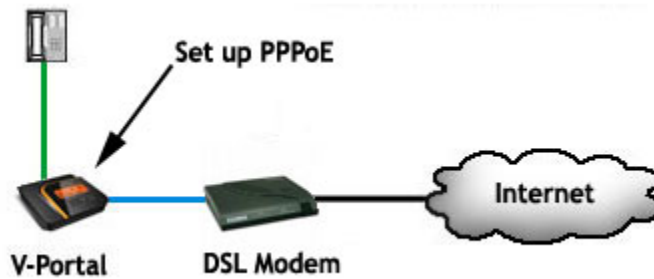
Vonage Connect Error [Code 003]
Restart and try again. Unplug power connector and plug it in again.

This message displays when any of the following errors occur:

- **Your cable ISP assigns static IP Addresses, you've entered the assigned IP Address via the Web-based Configuration and Status User Interface ("Web UI") of the V-Portal but the static IP Address entered was invalid.**

  Some cable ISPs prefer you use an assigned, non-changing (static) IP Address to connect your devices (such as a V-Portal, computer or printer) to the Internet instead of allowing the ISP to automatically assign them dynamically as needed. It is important that you enter the assigned IP Address exactly as stated by the ISP. Entering is done via the V-Portal Web UI at V-Configure.com.

  To solve this problem:

  1. Verify that the IP Address you entered was the one assigned by your ISP. You can display the IP Address from the V-Portal's LCD Display by going to the Main LCD Menu then selecting **System > Network Info > Internet Port**.

     Or, you can display the IP Address from the V-Portal's Web UI. Login to the Web UI from a computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser and click **See full device status** on the bottom right of the Home page. The Internet IP Address displays under the heading "Internet Connection Status".

  2. If the displayed IP Address does not match the one specified by your ISP, login to the V-Portal's Web UI from V-Configure.com, navigate to the Basic Setup page (click **Basic Setup**) and follow the instructions provided in "How do I setup a Static IP Address connection?" Enter the IP Address exactly as specified by your ISP.

  3. If the displayed IP Address does match the one specified by your cable ISP, check with your ISP to see if they are experiencing network problems.

2. **Other rare network problems that you can not resolve yourself**. There are other rare network problems that cause this message to display. If you have reviewed the other errors that cause this message and have followed the advice but are still receiving this message, please call Vonage for assistance. You can reach our customer service department at 1-VONAGE-HELP (1-866-243-4357) .

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NOTE: If you are having trouble accessing the Web UI using V-Configure.com, please enter 192.168.15.1 in the address bar of your browser instead.

Vonage Register Error [Code 004]
Unplug power connector and plug it in again. Wait until you see the Phone 1 icon displayed.

In order to place or receive phone calls, your V-Portal has to "register" or validate each phone line with the Vonage Network. Basically the V-Portal tells the Vonage Network that Phone Line 1 is ready to be used for phone calls.

If the V-Portal can not register Phone Line 1 with the Vonage Network, Vonage Register Error [Code 004] displays on the LCD of your V-Portal.

Here's what you can do:

- Simply pull the power plug out of the back of the V-Portal, wait for 30 seconds and put it back in. After several minutes the Phone icon displays on the LCD and the V-Portal is ready for use.

- If the problem still exists after you've power cycled your V-Portal, check with your ISP to see if they're blocking VoIP calls.

Note that this message only applies for Phone Line 1 – see Vonage Register Error [Code 005] if the same problem occurs with Phone Line 2.

Vonage Register Error [Code 005]
Unplug power connector and plug it in again. Wait until you see the Phone 2 icon displayed.

In order to place or receive phone calls, your V-Portal has to "register" or sign up each phone line with the Vonage Network. Basically the V-Portal tells the Vonage Network that Phone Line 2 is ready to be used for phone calls.

If the V-Portal can not register Phone Line 2 with the Vonage Network, Vonage Register Error [Code 005] displays on the LCD of your V-Portal.

Here's what you can do:

- Simply pull the power plug out of the back of the V-Portal, wait for 30 seconds and put it back in. After several minutes the Phone icon displays on the LCD and the V-Portal is ready for use.

- If the problem still exists after you've power cycled your V-Portal, check with your ISP to see if they're blocking VoIP calls.

Vonage Activate Error [Code 006]
If you bought your device at a store, visit the Vonage website to sign up for Vonage. Otherwise, wait a few minutes until you see the Phone icon displayed.

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If you bought your V-Portal in a Retail store and have not activated it on the Vonage website, please visit www.vonage.com/activate to activate it and sign up for Vonage digital phone service.

If you received your V-Portal in the mail it is already activated. In rare instances you might see this error message displayed even though the V-Portal is activated. Be patient. After a few minutes you'll see the Phone icon displayed on the LCD.

Phone Port Line Error [Code 007]
Phone may be plugged into incorrect green port. Try other green port.

Check to see if you plugged your phone into the wrong green phone port on your V-Portal.

Typically you'll see this message if you try to place a call from a phone connected to Phone Port 2 and you've only activated one phone line of the V-Portal. Unplug your phone from the V-Portal and plug it back in to the other green port.

You might also see this message if you've used a four-wire telephone cord to connect your FAX machine to an active green port of your V-Portal. Using a standard two-wire telephone cord normally resolves this problem.

> **Tip:** You'll typically use a standard two-wire phone cord with your V-Portal. For phone cord recommendations, see What kind of telephone cord should I use in the phone ports of the V-Portal?

Network Settings Error [Code 008]
Unplug all your networked equipment and plug them in again. DSL users, check ISP username and password.

This message displays if **you have DSL service and use PPPoE as your method of connecting to the Internet but an invalid PPPoE User Name and/or PPPoE Password was entered in the V-Portal Web UI.**

When using PPPoE, you are required to login using the PPPoE User Name and PPPoE Password supplied by your ISP before accessing the Internet.

Login to the V-Portal's Web UI from a computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser and navigate to the Basic Setup page (from the Home Page click **Basic Setup**). Choose PPPoE as your method of connecting to the Internet and ensure that you've entered the PPPoE User Name and PPPoE Password exactly as provided by your ISP.

If you have questions about setting up PPPoE, refer to the complete instructions provided in "How do I setup a PPPoE connection?" on the right of the Basic Setup screen.

High Voltage 1 Error [Code 011]
High voltage. Disconnect cable from phone port 1 immediately. Contact Vonage customer care.

Vonage customer care agents are trained to assist customers with this rare problem. Disconnect the phone cord from Phone Port 1 and call Vonage at 1-VONAGE-HELP (1-866-243-4357) for assistance.

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High Voltage 2 Error [Code 012]
High voltage. Disconnect cable from phone port 2 immediately. Contact Vonage customer care.

Vonage customer care agents are trained to assist customers with this rare problem. Disconnect the phone cord from Phone Port 2 and call Vonage at 1-VONAGE-HELP (1-866-243-4357) for assistance.

Line 1 Wiring Error [Code 013]
Phone port 1 may be connected to live telco line. Plug phone directly to green port 1.

You'll typically see this message if **Phone Port 1 of the V-Portal is connected directly to a phone jack in your home and your home phone wiring hasn't been completely disconnected from the traditional telephone company**. To resolve the issue:

1. Plug your phone directly into green Phone Port 1.

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

    > **Note:** You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 1 icon displays.

If you would like to use your V-Portal with the existing telephone wiring in your home, see Home Wiring for do-it-yourself advice on distributing Vonage service to all of your phone jacks. If you'd prefer to hire someone to adjust your home wiring, consult a professional electrician or telephone technician. Vonage offers a professional installation service in many geographic areas. See Professional Installation Basics for more information.

You might also see this message if you've used a four-wire telephone cord to connect your FAX machine to an active green port of your V-Portal. Using a standard two-wire telephone cord normally resolves this problem. After you've replaced the telephone cord, run the phone ports diagnostic test (**System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?**). Start using Vonage service when the Phone 1 icon displays.

> **Tip:** You'll typically use a standard two-wire phone cord with your V-Portal. For phone cord recommendations, see What kind of telephone cord should I use in the phone ports of the V-Portal?

Line 2 Wiring Error [Code 014]
Phone port 2 may be connected to live telco line. Plug phone directly to green port 2.

You'll typically see this message if **Phone Port 2 of the V-Portal is connected directly to a phone jack in your home and your home phone wiring hasn't been completely disconnected from the traditional telephone company**. To resolve the issue:

1. Plug your phone directly into green Phone Port 2.

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

> **Note:** You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 2 icon displays.

If you would like to use your VDV21 with the existing telephone wiring in your home, see Home Wiring for do-it-yourself advice on distributing Vonage service to all of your phone jacks. If you'd prefer to hire someone to adjust your home wiring, Vonage also offers a professional installation service in many geographic areas. See Professional Installation Basics for more information.

You might also see this message if you've used a four-wire telephone cord to connect your FAX machine to an active green port of your V-Portal. Using a standard two-wire telephone cord normally resolves this problem. After you've replaced the telephone cord, run the phone ports diagnostic test (**System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?**). When the Phone 2 icon displays, start using Vonage service.

> **Tip:** You'll typically use a standard two-wire phone cord with your V-Portal. For phone cord recommendations, see What kind of telephone cord should I use in the phone ports of the V-Portal?

Short in Line 1 Error [Code 015]
Faulty phone or home wiring. Plug known good phone using known good cable to green port 1.

This message typically displays if **there is a short in your phone or fax machine, phone cord, or home phone wiring (if Phone Port 1 of the V-Portal is connected directly to a wall jack in your home). In rare cases, it may display if a phone handset is off-hook.**.

For FAX Machines: You might see this message if you've used a four-wire telephone cord to connect your FAX machine to green Phone Port 1 of your V-Portal. To resolve the problem:

1. Replace the four-wire telephone cord with a standard two-wire telephone cord.

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

    > **Note:** You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 1 icon displays.

    > **Tip:** You'll typically use a standard two-wire phone cord with your V-Portal. For phone cord recommendations, see What kind of telephone cord should I use in the phone ports of the V-Portal?

For Phones: Make sure the handset for each of your phones is sitting snugly in the phone cradle (on-hook).

If any handsets were off-hook:

1. Put phones back on-hook.

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

> **Note:** You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 1 icon displays.

If all handsets are on-hook and the message still displays, simply using a phone and a phone cord you know are in working order typically resolves the problem.

- If you have your phone plugged directly into green Phone Port 1 of the V-Portal:

  1. Replace the phone with a known good phone and a known good cord.

  2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

     > **Note:** You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

  3. Start using Vonage service when the Phone 1 icon displays.

- If you're using your home wiring:

  1. Make sure each of your phones and phone cords are in good working order by plugging them into the green Phone Port 1 of your V-Portal, one at a time, and running the phone ports diagnostic test (Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?**).

     > **Note:** You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

  2. If the V-Portal still displays this error after the test has completed you have found a phone or phone cord that has a short. Replace it with a known good phone and a known good cord.

  3. Once you know each of your phones and phone cords are in good working condition, plug the working phones into your wall jacks and run the phone ports diagnostic test once again.

  4. Start using Vonage service when the Phone 1 icon displays.

  If the problem still exists there could be a short in your home wiring. If you would still like to use your V-Portal with the existing telephone wiring in your home, fix the short in your home wiring before installing the V-Portal. If you want to hire someone to fix your home wiring, Vonage offers a professional installation service in many geographic areas. See Professional Installation Basics for more information.

Short in Line 2 Error [Code 016]
Faulty phone or home wiring. Plug known good phone using known good cable to green port 2.

This message typically displays if **there is a short in your phone or fax machine, phone cord, or home phone wiring (if Phone Port 2 of the V-Portal is connected directly to a phone jack in your home). In rare cases, it may display if a phone handset is off-hook.**

For FAX Machines: You might see this message if you've used a four-wire telephone cord to connect your FAX machine to green Phone Port 2 of your V-Portal. To resolve the problem:

1. Replace the four-wire telephone cord with a standard two-wire telephone cord.

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

   Note: You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 2 icon displays.

   Tip: You'll typically use a standard two-wire phone cord with your V-Portal. For phone cord recommendations, see What kind of telephone cord should I use in the phone ports of the V-Portal?

For Phones: Make sure the handset for each of your phones is sitting snugly in the phone cradle (on-hook).

If any handsets were off-hook:

1. Put phones back on-hook.

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

   Note: You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 2 icon displays.

If all handsets are on-hook and the message still displays, simply using a phone and a phone cord you know are in working order typically resolves the problem.

- If you have your phone plugged directly into green Phone Port 2 of the V-Portal:

  1. Replace the phone with a known good phone and a known good cord.

  2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

     Note: You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

  3. Start using Vonage service when the Phone 2 icon displays.

- If you're using your home wiring:

  1. Make sure each of your phones and phone cords are in good working order by plugging them into the green Phone Port 2 of your V-Portal, one at a time, and running the phone ports diagnostic test (Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?**).

     Note: You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

  2. If the V-Portal still displays this error after the test has completed you have found a phone or phone cord that has a short. Replace it with a known good phone and a known good cord.

  3. Once you know each of your phones and phone cords are in good working condition, plug the working phones into your wall jacks and run the phone ports diagnostic test once again.

4. Start using Vonage service when the Phone 2 icon displays.

If the problem still exists there could be a short in your home wiring. If you would still like to use your V-Portal with the existing telephone wiring in your home, fix the short in your home wiring before installing the V-Portal. If you want to hire someone to fix your home wiring, Vonage offers a professional installation service in many geographic areas. See Professional Installation Basics for more information.

Line 1 Off Hook Error [Code 017]
Check that all phones connected to green port 1 are on hook.

This message displays if the handset of any of your phones for phone line 1 are not sitting snugly in the phone cradle when you power up your V-Portal. To resolve the issue:

1. Make sure all your phones are hung up securely (on hook).

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

    Note: You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 1 icon displays.

Line 2 Off Hook Error [Code 018]
Check that all phones connected to green port 2 are on hook.

This message displays if the handset of any of your phones for phone line 2 are not sitting snugly in the phone cradle when you power up your V-Portal. To resolve the issue:

1. Make sure all your phones are hung up securely (on hook).

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

    Note: You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 2 icon displays.

Line 1 Load Error [Code 019]
Too many phones or a faulty phone connected to green port 1.

If you are using more than five phones on phone line 1 or one of your phones is faulty you'll see this message displayed. Like any phone line, there is a limit to the number of phones you can connect to a single Vonage line. If too many phones are connected, the signal may fade and not all the phones will ring when a call comes in. Therefore, we recommend you connect a maximum of five phones to a single Vonage line.

If you have five or less phones you might have a faulty phone. Try replacing each phone, one at a time, to identify the faulty phone.

After disconnecting phones to get to the five phone maximum or replacing a phone to identify the faulty one, run the phone ports diagnostic test to determine if the error has been corrected (Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?**).

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> **Note:** You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

Start using Vonage service when the Phone 1 icon displays.

Line 2 Load Error [Code 020]
Too many phones or a faulty phone connected to green port 2.

If you are using more than five phones on phone line 2 or one of your phones is faulty you'll see this message displayed. Like any phone line, there is a limit to the number of phones you can connect to a single Vonage line. If too many phones are connected, the signal may fade and not all the phones will ring when a call comes in. Therefore, we recommend you connect a maximum of five phones to a single Vonage line.

If you have five or less phones you might have a faulty phone. Try replacing each phone, one at a time, to identify the faulty phone.

After disconnecting phones to get to the five phone maximum or replacing a phone to identify the faulty one, run the phone ports diagnostic test to determine if the error has been corrected (Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?**).

> **Note:** You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

Start using Vonage service when the Phone 2 icon displays.

Vonage Register Error [Code 204]
Unplug power connector and plug it in again. Wait until you see phone 1 and phone 2 icons displayed.

In order to place or receive phone calls, your V-Portal has to "register" or validate each phone line with the Vonage Network. Basically the V-Portal tells the Vonage Network that the phone lines are ready to be used for phone calls.

If the V-Portal can not register Phone Line 1 and Phone Line 2 with the Vonage Network, Vonage Register Error [Code 204] displays on the LCD of your V-Portal.

To resolve the issue:

1. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

   > **Note:** You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

2. Start using Vonage service when the Phone 1 and 2 icons display.

3. If the problem still exists after the test is completed, check with your ISP to see if they are blocking VoIP calls.

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High Voltage Error [Code 211]

High voltage. Disconnect cables from phone ports 1 and 2 immediately. Contact Vonage customer care.

Vonage customer care agents are trained to assist customers with this rare problem. Disconnect the phone cords from both green phone ports 1 and 2 then call Vonage at 1-VONAGE-HELP (1-866-243-4357) for assistance.

Line Wiring Error [Code 213]

Phone ports 1 and 2 may be connected to live telco lines. Plug phones directly to green phone ports 1 and 2.

You'll typically see this message if **Phone Port 1 and Phone Port 2 of the V-Portal are connected directly to phone jacks in your home and your home phone wiring hasn't been completely disconnected from the traditional telephone company**. To resolve the issue:

1. Plug your phones directly into green Phone Ports 1 and 2 of the V-Portal.

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

    Note: You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 1 and 2 icons display.

If you would like to use your V-Portal with the existing telephone wiring in your home, see Home Wiring for do-it-yourself advice on distributing Vonage service to all of your phone jacks. If you'd prefer to hire someone to adjust your home wiring, consult a professional electrician or telephone technician. Vonage offers a professional installation service in many geographic areas. See Professional Installation Basics for more information.

You might also see this message if you've used four-wire telephone cords to connect your FAX machines to both active green ports of your V-Portal. Using standard two-wire telephone cords normally resolves this problem. After you've replaced the telephone cords, run the phone ports diagnostic test (**System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?)**. Start using Vonage service when the Phone 1 and 2 icons display.

    Tip: You'll typically use standard two-wire phone cords with your V-Portal. For phone cord recommendations, see What kind of telephone cord should I use in the phone ports of the V-Portal?

Short in Lines Error [Code 215]

Faulty phones or home wiring. Plug known good phones using known good cables to green phone ports 1 and 2.

This message typically displays if **there is a short in your phone or fax machine, phone cord, or home phone wiring (if both Phone Ports 1 and 2 of the V-Portal are connected directly to wall jacks in your home). In rare cases, it may display if phone handsets are off-hook.**

For FAX Machines: You might see this message if you've used four-wire telephone cords to connect your FAX machines to both active green ports of your V-Portal. Using standard two-wire telephone cords normally resolves this problem.

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1. Replace the four-wire telephone cords with standard two-wire telephone cords.

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

   Note: You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 1 and 2 icons display.

   Tip: You'll typically use standard two-wire phone cords with your V-Portal. For phone cord recommendations, see [What kind of telephone cord should I use in the phone ports of the V-Portal?](#)

For Phones: Make sure the handset for each of your phones is sitting snugly in the phone cradle (on-hook).

If any handsets were off-hook:

1. Put phones back on-hook.

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

   Note: You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 1 and 2 icons display.

If all handsets are on-hook and the message still displays, simply using phones and phone cords you know are in working order typically resolves the problem.

- If you have your phones plugged directly into green Phone Port 1 and 2 of the V-Portal:

  1. Replace them with known good phones and known good cords.

  2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?** to run the phone ports diagnostic test and determine if the error has been corrected.

     Note: You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

  3. Start using Vonage service when the Phone 1 and 2 icons display.

- If you're using your home wiring:

  1. Make sure each of your phones and phone cords are in good working order by plugging them into the green Phone Port 1 of your V-Portal, one at a time, and running the phone ports diagnostic test (Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?**).

     Note: You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

  2. If the V-Portal still displays this error after the test has completed you have found a phone or phone cord that has a short. Replace it with a known good phone and a known good cord.

  3. Once you know each of your phones and phone cords are in good working condition, plug the working phones into your wall jacks and run the phone ports diagnostic test once again.

4. Start using Vonage service when the Phone 1 and 2 icons display.

If the problem still exists there could be a short in your home wiring. To use your V-Portal with the existing telephone wiring in your home, fix the short before installing the V-Portal. If you want to hire someone to fix your home wiring, Vonage offers a professional installation service in many geographic areas. See Professional Installation Basics for more information.

Lines Off Hook Error [Code 217]
Check that all phones connected to green phone ports 1 and 2 are on hook.

This message displays if the handset of any of your phones for phone lines 1 and 2 are not sitting snugly in the phone cradle when you power up your V-Portal. To resolve the issue:

1. Make sure all your phones are hung up securely (on hook).

2. Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?**. This will run the phone ports diagnostic test to determine if the error has been corrected.

   > **Note:** You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

3. Start using Vonage service when the Phone 1 and 2 icons display.

Lines Load Error [Code 219]

Too many phones or faulty phones connected to green phone ports 1 and 2.

If you are using more than five phones on each of your phone lines or one of your phones is faulty, you'll see this message displayed. Like any phone line, there is a limit to the number of phones you can connect to a single Vonage line. If too many phones are connected, the signal may fade and not all the phones will ring when a call comes in. Therefore, we recommend you connect a maximum of five phones to a single Vonage line.

If you have five or less phones you might have a faulty phone. Try replacing each phone, one at a time, to identify the faulty phone.

After disconnecting phones to get to the five phone maximum or replacing a phone to identify the faulty one, run the phone ports diagnostic test to determine if the error has been corrected (Start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports** > **Run Tests?**).

> **Note:** You will not be able to make or receive calls on Phone Port 1 or 2 during the short time the test is running.

Start using Vonage service when the Phone 1 and 2 icons display.

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Vonage V-Portal LCD Menu

The V-Portal LCD menu gives you ultimate control of the V-Portal through a straightforward menu displayed in the LCD area on the top panel of the V-Portal. The menu is organized into six major categories: Call Logs, Easy Dialing, Status, System, Settings, and Help. A "birds eye view" of menu functionality is provided in the Menu Map. Menu items are also organized functionally below. Click on a link to learn how to perform each function using the V-Portal LCD menu.

To get started, press the SELECT> button to display the main LCD menu. Navigate the LCD menu by using the ▲ and ▼ buttons to move to the menu item you want to select, then press the SELECT> button. The SELECT> button chooses the menu item and the <BACK button moves backward to the previous menu.

How can I view my missed calls?

Start at the main menu and choose **Call Logs** > **Missed Calls** to display a list of up to 50 of your missed calls, in the following format:

Phone Number of your caller	(Your caller's Caller ID phone number.)
MMM DD HH:MM xM	(The month, day and time that the call was missed. Time will be listed as hour, minute and an indication of AM or PM.)

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line for which you'd like to view your missed calls. Choose **Call Logs** > **Phone Line 1** (or **Phone Line 2**) > **Missed Calls**.

How can I view my received calls?

Start at the main menu and choose **Call Logs** > **Received Calls** to display a list of up to 50 of your received calls, in the following format:

Phone Number of your caller	(Your caller's Caller ID phone number.)
MMM DD HH:MM xM	(The month, day and time that the call was received. Time will be listed as hour, minute and an indication of AM or PM.)

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line for which you'd like to view your received calls. Choose **Call Logs** > **Phone Line 1** (or **Phone Line 2**) > **Received Calls**.

How can I view my dialed calls?

Start at the main menu and choose **Call Logs** > **Dialed Calls** to display a list of up to 50 of your dialed calls, in the following format:

Phone Number of the person you called	(The phone number of the person you called).
MMM DD HH:MM xM	(The month, day and time that the call was dialed. Time will be listed as hour, minute and an indication of AM or PM.)

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> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line for which you'd like to view your dialed calls. Choose **Call Logs** > **Phone Line 1** (or **Phone Line 2**) > **Dialed Calls**.

Can I call someone from my missed calls log?

Sure. There's no need to leave your missed calls log to dial a phone number on the list. You can dial directly from your missed calls log.

When you're viewing your list of missed calls, either pick up your phone and get a dial tone or leave your phone handset resting in its cradle (on-hook). Use the ▲ and ▼ buttons on the V-Portal to move to the number you'd like to dial and press **SELECT>**. When the new menu displays, select **Dial** to place a call to the selected number. If you picked up your phone and heard a dial tone before dialing, your call is simply placed. If your phone was on-hook before dialing, the V-Portal rings your phone to let you know the call was placed. Pick up your phone to speak with the person you called.

While the call is being placed the phone number being dialed is displayed. Once the call goes through, a message displays indicating that the line is in use.

Can I call someone from my received calls log?

Sure. There's no need to leave your received calls log to dial anyone you've received a call from in the past. You can dial directly from your received calls log.

When you're viewing your list of received calls, either pick up your phone and get a dial tone or leave your phone handset resting in its cradle (on-hook). Use the ▲ and ▼ buttons on the V-Portal to move to the number you'd like to dial and press **SELECT>**. When the new menu displays, select **Dial** to place a call to the selected number. If you picked up your phone and heard a dial tone before dialing, your call is simply placed. If your phone was on-hook before dialing, the V-Portal rings your phone to let you know the call was placed. Pick up your phone to speak with the person you called.

While the call is being placed the phone number being dialed displays. Once the call goes through, a message displays indicating that the line is in use.

Can I call someone from my dialed calls log?

Sure. There's no need to leave your dialed calls log to dial any phone number you've dialed in the past. You can dial directly from your dialed calls log.

When you're viewing your list of dialed calls, either pick up your phone and get a dial tone or leave your phone handset resting in its cradle (on-hook). Use the ▲ and ▼ buttons on the V-Portal to move to the number you'd like to dial and press **SELECT>**. When the new menu displays, select **Dial** to place a call to the selected number. If you picked up your phone and heard a dial tone before dialing, your call is simply placed. If your phone was on-hook before dialing, the V-Portal rings your phone to let you know the call was placed. Pick up your phone to speak with the person you called.

While the call is being placed the phone number being dialed displays. Once the call goes through, a message displays indicating that the line is in use.

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How can I delete an entry from my missed calls log?

Want to remove a phone number from your missed calls log? Easy! When you're viewing your list of missed calls, use the ▲ and ▼ buttons to move to the number you'd like to delete and press **SELECT>**. When the new menu displays, select **Erase** to delete the selected entry or **Erase All** to delete all entries.

A confirmation message will display. Simply press **SELECT>** to confirm the deletion or **BACK>** to quit without deleting.

How can I delete an entry from my received calls log?

Want to remove a phone number from your received calls log? Easy! When you're viewing your list of received calls, use the ▲ and ▼ buttons to move to the number you'd like to delete and press **SELECT>**. When the new menu displays, select **Erase** to delete the selected entry or **Erase All** to delete all entries.

A confirmation message will display. Simply press **SELECT>** to confirm the deletion or **BACK>** to quit without deleting.

How can I delete an entry from my dialed calls log?

Want to remove a phone number from your dialed calls log? Easy! When you're viewing your list of dialed calls, use the ▲ and ▼ buttons to move to the number you'd like to delete and press **SELECT>**. When the new menu displays, select **Erase** to delete the selected entry or **Erase All** to delete all entries.

A confirmation message will display. Simply press **SELECT>** to confirm the deletion or **BACK>** to quit without deleting.

How can I tell how much time was spent on a call I received?

When you're viewing your list of received calls, use the ▲ and ▼ buttons to move to the entry you'd like the duration of and press **SELECT>**. When the new menu displays, select **View Call Timer** and the call length displays in the format XXh XXm XXs (hours minutes seconds).

How can I tell how much time was spent on a call I dialed?

When you're viewing your list of dialed calls, use the ▲ and ▼ buttons to move to the entry you'd like the duration of and press **SELECT>**. When the new menu displays, select **View Call Timer** and the call length displays in the format XXh XXm XXs (hours minutes seconds).

How can I get my Voicemail?

Can't remember what to dial to retrieve your Voicemail? That's not a problem with the V-Portal. Simply use the V-Portal Easy Dialing menu to place calls to Vonage's Voicemail Plus℠.

Start at the main menu and choose **Easy Dialing** > **Voicemail**. If you didn't pick up your phone handset before initiating the call, the V-Portal rings your phone when the call is placed. Simply pick up your phone's handset and retrieve your Voicemail.

If you try to retrieve voicemail when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line for which you'd like to retrieve your Voicemail. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Voicemail**.

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Of course you can also access your voicemail from any phone, from your Vonage Online Account or through your email. See Voicemail Plus for complete details.

How can I get local traffic reports?

Want local traffic reports but can't remember the number for this free Vonage feature? Simply use the V-Portal Easy Dialing menu to place calls to Vonage's 511 Traveler Information, powered by the US Department of Transportation.

Start at the main menu and choose **Easy Dialing** > **Traffic**. A call is placed to the Vonage 511 Traveler Information number. If you didn't pick up your phone handset before initiating the call, the V-Portal rings your phone when the call is placed. Simply pick up your phone's handset to get accurate, timely traffic information.

If you try to call 511 Traveler Information when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line you'd like to use to place the call. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Traffic**.

Of course you can also access 511 Traveler Information by dialing 511 directly from any Vonage phone. See 511 Traveler Information for complete details.

How can I get local weather reports?

Want the latest weather forecast but can't remember the number for this free Vonage feature? Simply use the V-Portal Easy Dialing menu to place calls to Vonage's 1-700-WEATHER, powered by AccuWeather.com.

Start at the main menu and choose **Easy Dialing** > **Weather**. A call is placed to 1-700-WEATHER. If you didn't pick up your phone handset before initiating the call, the V-Portal rings your phone when the call is placed. Simply pick up your phone's handset to get the latest weather forecast for any zip code in the US.

If you try to call 1-700-WEATHER when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line you'd like to use to place the call. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Weather**.

Of course you can also dial 1-700-WEATHER directly from any Vonage phone. See 1-700-WEATHER for complete details.

How can I send Vonage audio greetings?

Want to send greeting cards, Vonage style, with Vonage audio greetings? There's no need to remember the number for this free Vonage feature, simply use the V-Portal Easy Dialing menu to place calls to Vonage's 1-700-GREETINGS from either of the Vonage phone lines you've activated on your V-Portal, phone line 1 or phone line 2.

Start at the main menu and choose **Easy Dialing** > **Greetings**. A call is placed to 1-700-GREETINGS. If you didn't pick up your phone handset before initiating the call, the V-Portal rings

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your phone when the call is placed. Simply pick up your phone's handset to send audio greetings to friends and family.

If you try to call 1-700-GREETINGS when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line you'd like to use to place the call. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Greetings**.

Of course you can also dial 1-700-GREETINGS directly from any Vonage phone. See 1-700-GREETINGS for complete details.

How can I get directory information?

Vonage's 411 Enhanced Dialing service makes it easy to access comprehensive directory listings in the US, Canada, Puerto Rico, UK, and more. And Vonage takes 411 dialing a step further by providing more than just residential and business phone listings, Vonage even provides movie listings, airline flight times, etc.

There's no need to remember the number for this low cost Vonage feature, simply use the V-Portal Easy Dialing menu to place calls to Vonage's 411 Enhanced Dialing. Each Enhanced 411 call that you make is just 99 cents and gets you up to two listings.

Start at the main menu and choose **Easy Dialing** > **Directory Info**. A call is placed to the Vonage 411 Enhanced Dialing service. If you didn't pick up your phone handset before initiating the call, the V-Portal rings your phone when the call is placed. Simply pick up your phone's handset to be connected to a directory assistance operator.

If you try to call 411 Enhanced Dialing when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line you'd like to use to place the call. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Directory Info**.

Of course you can also dial 411 directly from any Vonage phone. See 411 Enhanced Dialing for complete details.

How can I access government information and non-emergency services?

Vonage's 311 Dialing service makes it easy to access government information and non-emergency services. Talk to live operators who can tell you which local government department to talk to for answers concerning trash and recycling collection schedules; neighborhood disturbances; parks and recreation; local events and more. There's no need to remember the number for this free Vonage feature, simply use the V-Portal Easy Dialing menu to place calls to Vonage's 311 Dialing.

Start at the main menu and choose **Easy Dialing** > **Government Info**. A call is placed to the Vonage 311 Dialing service. If you didn't pick up your phone handset before initiating the call, the V-Portal rings your phone when the call is placed. Simply pick up your phone's handset to access government information and non-emergency services.

If you try to call 311 Dialing when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

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> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line you'd like to use to place the call. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Government Info**.

Of course you can also dial 311 directly from any Vonage phone. See 311 Dialing for complete details.

Can you help me find information about community services like reputable after school care programs or assistance for my ailing parent?

Vonage's 211 Dialing service helps you get connected with services and agencies that meet the needs of your ever changing family - from childcare to assisted living for the elderly. The 211 Dialing feature provides you with answers to questions regarding the kind of help you need. There's no need to remember the number for this free Vonage feature, simply use the V-Portal Easy Dialing menu to place calls to Vonage's 211 Dialing.

Start at the main menu and choose **Easy Dialing** > **Life/Health Info**. A call is placed to the Vonage 211 Dialing service. If you didn't pick up your phone handset before initiating the call, the V-Portal rings your phone when the call is placed. Simply pick up your phone's handset to get community services information.

If you try to call 211 Dialing when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line you'd like to use to place the call. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Life/Health Info**.

Of course you can also dial 211 directly from any Vonage phone. See 211 Dialing for complete details.

I'm starting a major construction project and need to know where underground pipes or lines are located before I start digging. Can Vonage help?

Absolutely! Vonage provides valuable support to homeowners, property owners, or contractors planning additions to homes, installing pools or digging a ditch. Vonage's 811 Dialing helps you learn the location of any underground pipes or lines before you start digging. There's no need to remember the number for this free Vonage feature, simply use the V-Portal Easy Dialing menu to place calls to Vonage's 811 Dialing.

Start at the main menu and choose **Easy Dialing** > **Before You Dig**. A call is placed to the Vonage 811 Dialing service. If you didn't pick up your phone handset before initiating the call, the V-Portal rings your phone when the call is placed. Simply pick up your phone's handset to get information on underground pipes or lines.

If you try to call 811 Dialing when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line you'd like to use to place the call. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Before You Dig**.

Of course you can also dial 811 directly from any Vonage phone. See 811 Dialing for complete details.

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I just missed a call… how can I easily dial back the caller?

Simply use Vonage's Call Return feature and you never have to worry about missing a call. Call Return allows you to dial back the last call made to you from anywhere in the US or Canada. There's no need to remember the number for this free Vonage feature, simply use the V-Portal Easy Dialing menu to return the call received.

Start at the main menu and choose **Easy Dialing** > **Call Return**. A call is placed to the last person that called you. If you didn't pick up your phone handset before initiating the call, the V-Portal rings your phone when the call is placed. Simply pick up your phone's handset to return the last call made to you.

If you try to use the Call Return feature when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line you'd like to use to place the call. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Call Return**.

Of course you can also return the call directly from your Vonage phone. See Call Return for complete details.

How can I stop those annoying anonymous calls?

Simply enable Vonage's Anonymous Call Block feature to stop receiving calls from anonymous callers. All calls marked from callers who have deliberately blocked their Caller ID will be sent to a system message indicating that you do not accept anonymous calls. There's no need to remember the number for this free Vonage feature, simply use the V-Portal Easy Dialing menu to enable or disable the Anonymous Call Block feature.

Start at the main menu and choose **Easy Dialing** > **Anonymous Block**, then choose to **Enable** or **Disable** the feature. If you didn't pick up your phone handset before initiating the call, the V-Portal rings your phone when the call is placed. Simply pick up your phone's handset and enable or disable this feature.

If you try to enable or disable the Anonymous Call Block feature when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line you'd like to use to place the call. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Anonymous Block**.

Of course you can also enable or disable the Anonymous Call Block feature from your Vonage phone or Online Account. See Anonymous Call Block for complete details.

How can I temporarily stop all calls to my Vonage number?

Tired of the phone ringing in the middle of something important? With Vonage Do Not Disturb, you can easily block all incoming calls. Plus, we make it easy for you to turn it on or off - simply use the V-Portal Easy Dialing menu to enable or disable the Do Not Disturb feature.

Start at the main menu and choose **Easy Dialing** > **Do Not Disturb**, then choose to **Enable** or **Disable** the feature. If you didn't pick up your phone handset before initiating the call, the V-Portal rings your phone when the call is placed. Simply pick up your phone's handset and enable or disable this feature.

If you try to enable or disable the Do Not Disturb feature when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line you'd like to use to place the call. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Do Not Disturb**.

Of course you can also enable or disable the Do Not Disturb feature from your Vonage phone or Online Account. See Do Not Disturb for complete details.

How can I forward all my calls to a different phone number?

Going to be away from your Vonage phone and still want to receive your calls? With Vonage Enhanced Call Forwarding, you can easily send all incoming calls to a different phone number, like your cell phone. Plus, we make it easy for you to turn it on or off - simply use the V-Portal Easy Dialing menu to enable or disable the Call Forwarding feature.

Start at the main menu and choose **Easy Dialing** > **Call Forward**, then choose to **Enable** or **Disable** the feature. If you didn't pick up your phone handset before initiating the call, the V-Portal rings your phone when the call is placed. Simply pick up your phone's handset and enable or disable this feature.

If you try to enable or disable the Enhanced Call Forwarding feature when someone else in your home or office is already using the Vonage phone line, a message indicating that the line is in use will be displayed.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line you'd like to use to place the call. Choose **Easy Dialing** > **Phone Line 1** (or **Phone Line 2**) > **Do Not Disturb**.

Of course you can also enable or disable the Enhanced Call Forwarding feature from your Vonage phone or Online Account. See Enhanced Call Forwarding for complete details.

What's the status of my Vonage phone line(s)?

To display the current status of your Vonage phone line, start at the main menu and choose **Status**.

If the Vonage phone line is ready for phone calls, the phone number will be displayed.

If the Vonage phone line has not been set up (activated) for Vonage phone service, the message "Line not set up. No phone number " will be displayed. If you purchased your Vonage V-Portal at a retail store, bring up www.vonage.com/activate on a web browser and activate the V-Portal.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line for which you'd like to view the status. Choose **Status** > **Phone Line 1** (or **Phone Line 2**).

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What Firmware Version is my V-Portal running?

If you've called a Vonage representative for assistance with a problem, the representative might ask you which firmware version your V-Portal is running to assist you properly.

Start at the main menu and choose **System > Device Info**. The firmware version and MAC address of your V-Portal are displayed in the following format:

> Firmware Ver
> x.x.x_x.x.x
> MAC Address
> xxxxxxxxxxxx

What's my V-Portal's MAC address?

Want to know the MAC address of your V-Portal? Start at the main menu and choose **System > Device Info**. The firmware version and MAC address of your V-Portal are displayed in the following format:

> Firmware Ver
> x.x.x_x.x.x
> MAC Address
> xxxxxxxxxxxx

Note that the MAC address is also displayed on the label on the bottom of your V-Portal.

How can I find out the network information for the V-Portal's Internet port?

The settings for the IP address, subnet mask, default router, and DNS servers are assigned by your ISP to allow Internet access. If your V-Portal has trouble connecting to the Internet and you call a Vonage representative for assistance, the Internet port's network information may help the representative solve the problem.

To display network information for the Internet port, start at the main menu and choose **System > Network Info > Internet Port**. The IP address, subnet mask, default router, and DNS servers will display in the following format:

> IP Address
> xxx.xxx.xxx.xxx
> Subnet Mask
> xxx.xxx.xxx.xxx
> Default Router
> xxx.xxx.xxx.xxx
> DNS Server 1
> xxx.xxx.xxx.xxx
> DNS Server 2
> xxx.xxx.xxx.xxx

How can I find out the network information for the V-Portal's Ethernet port?

If you are setting up your own home network (often called a LAN, "Local Area Network") you might want to know the IP address, subnet mask, default router, and DNS server settings for the V-Portal's Ethernet (LAN) port. Especially if you're setting up your LAN using a Static IP Address for the V-Portal, discover the V-Portal's IP Address by listing the network information for the V-Portal's Ethernet port.

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Or, if you are able to make phone calls from your Vonage phone line but can not access the Internet from a computer connected to the V-Portal, these settings may help diagnose the problem. If you call a Vonage representative for assistance, the Ethernet port's network information may help the representative solve the problem.

To display network information for the Ethernet port, start at the main menu and choose **System > Network Info > Ethernet Port**. The IP address, subnet mask, default router, and DNS servers will display in the following format:

> IP Address
> xxx.xxx.xxx.xxx
> Subnet Mask
> xxx.xxx.xxx.xxx
> Default Router
> xxx.xxx.xxx.xxx
> DNS Server 1
> xxx.xxx.xxx.xxx
> DNS Server 2
> xxx.xxx.xxx.xxx

Why would I run a Bandwidth test and how can I do it?

Since Vonage phone calls use the same Internet connection as your computer, you may notice it taking slightly longer to send large files from your computer to the Internet (upload) when your phone is in use. This problem, though rare, is caused by the available upstream bandwidth supported by your ISP (Internet Service Provider) for your Internet connection. Upstream bandwidth is used for uploading from your LAN or computer to the Internet. Vonage can help you make the most of your available upstream bandwidth.

The V-Portal defaults to using the highest bandwidth for phone calls, 90 Kbps (kilobits per second) for optimal voice quality. If bandwidth is not an issue for you, we suggest you use this setting.

If you use a computer connected to the V-Portal for activities that require a lot of upstream bandwidth, such as gaming or posting photos to a website, you might want to consider reassigning your upstream bandwidth usage and Vonage can help! Here's how:

- o First, determine the current upstream bandwidth of your Internet connection.

  Start at the V-Portal's main menu and choose **System** > **Diagnostics** > **Test Bandwidth**. A bandwidth test is initiated and the upstream bandwidth results are displayed along with an indication of whether the result is considered "Poor," "Good" or "Best." The test will take approximately 30 seconds to complete.

- o Now that you have the results, what do you do with them?

  Analyze your bandwidth test results, keeping in mind that by default the V-Portal uses 90 Kbps for phone calls. If the bandwidth test reports that your total upstream bandwidth is 100 Kbps, you'll have 10 Kbps available for uploading data from your computer when you're talking on the phone.

- o If you want to adjust the upstream bandwidth used for Vonage calls, use the Vonage Bandwidth Saver feature available through the Dashboard of your Vonage online account.

  The Bandwidth Saver feature provides three Bandwidth settings, Highest (90 Kbps),

Higher (50 Kbps), and Normal (30 Kbps) sound quality. Many people can barely tell the difference between the settings. Normal Sound Quality dedicates the lowest bandwidth to phone calls while still providing clear digital phone sound quality. This setting saves bandwidth for all your computer upload needs. Read more about the <u>Vonage Bandwidth Saver</u> and learn how to change your bandwidth settings.

How can I run the network connectivity tests a Vonage Customer Service agent asked me to?

If you're having trouble and a Vonage Customer Service agent asks you to test your network connectivity, start at the main menu and choose **System** > **Diagnostics** > **Test Connection**. Tests are run that provide the agent with vital information that can help analyze the problem.

There is no need to run these tests unless requested by a Vonage Customer Service agent.

How can I run the network quality tests a Vonage Customer Service agent asked me to?

If you are having voice quality issues and a Vonage Customer Service agent asks you to test the quality of your network, start at the main menu and choose **System** > **Diagnostics** > **Test Quality**. Tests are run that provide the agent with vital information about the quality of your network at that time. This information can help the agent analyze the problem you are experiencing.

There is no need to run these tests unless requested by a Vonage Customer Service agent.

How can I test the V-Portal phone ports and why would I do it?

The V-Portal can detect problems with the equipment connected to its green phone ports, such as a short in your phone or home wiring, and will notify you through display of a variety of error messages. If you receive an error message, refer to <u>Vonage V-Portal LCD Error Messages</u> for a full description, including troubleshooting advice. If the troubleshooting information advises you to test the phone ports of your V-Portal, start at the main menu and choose **System** > **Diagnostics** > **Test Phone Ports > Run Tests?**.

There is typically no need to run these tests unless advised by the troubleshooting information or requested by a Vonage Customer Service agent.

How can I send call statistics to Vonage as a Customer Service agent asked me to?

If you're having trouble and a Vonage Customer Service agent asks you to send call statistics to Vonage, start at the main menu and choose **System** > **Diagnostics** > **Send Stats**. Pertinent diagnostic test results and statistics on recent calls are automatically sent to Vonage for analysis. When transmission successfully completes, you'll see the following message displayed: "Diagnostics data sent." "Diagnostics data was not sent" displays if there was a problem with the transmission.

This feature should only be used when requested by a Vonage Customer Service agent.

How can I change the brightness of the display window?

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With the V-Portal you can control the brightness of the LCD backlight. Choose one brightness level to use when Voicemail is waiting and a different level when there's no Voicemail. By default, the brightness level is set to High when Voicemail is waiting and Medium otherwise.

If you want to change brightness settings, start at the main menu and choose **Settings > Brightness > Normal** or **Voicemail**. **Normal** allows you to set the brightness level when there's no Voicemail waiting and **Voicemail** allows you to set it when you have Voicemail. You can select **Off, Low, Medium** or **High** for each setting.

How can I select the language to use for the LCD messages and menus?

The LCD messages and menus can be displayed in English, French or Spanish. Select the language by choosing **Settings > Language > English, Francais** or **Espanol.**

How can I change the contrast of the LCD display?

Simple. Choose **Settings > Contrast**, then use the up and down keys on the V-Portal to increase or decrease the contrast.

How can I change the volume of my calls?

Depending on the phone you plug into the green port of the V-Portal you may need to adjust the call volume. Although the V-Portal is designed for use with the majority of telephones on the market, some customers find that they would like to adjust the volume. Choose **Settings > Volume**, then use the up and down keys on the V-Portal to increase or decrease the call volume.

We recommend you gradually increase the volume as increasing too much might cause the person you're speaking with to hear an echo on their phone.

> **Note:** If you've activated two phone lines on your V-Portal, you will be given the opportunity to select the line for which you'd like to adjust the volume. Choose **Settings > Volume** > **Phone Line 1** (or **Phone Line 2**).

Can I restore my LCD settings to their default values?

Absolutely! Simply choose **Settings > Restore Defaults**. Press **SELECT>** when the **Reset?** confirmation message displays to restore the settings or **BACK>** to quit without restoring. This feature restores all the settings you've customized on your V-Portal, including language, brightness, contrast and volume.

What does the Help menu item on the LCD do?

Start at the main menu and choose **Help** to view the URL for V-Portal help information. Enter the listed URL into the address bar of a web browser on your PC and a screen displays which allows you to access this online V-Portal help information as well as the printable V-Portal Quick Start Guide and User Guide.

V-Portal Web-based Configuration and Status User Interface

For most users, the V-Portal once installed will function properly without adjusting any settings. You can make phone calls and use it as a router with the default settings. For those times when you need to make adjustments, or for users with networking knowledge who want to customize the settings, or if you're a DSL user and need to set up PPPoE, the V-Portal has a Web-based Configuration and Status User Interface ("Web UI").

Introduction to the Web UI

To access the Web UI of the V-Portal:

From a PC connected directly to the Ethernet port of the V-Portal, open a Web browser, such as Microsoft's Internet Explorer, and type **V-Configure.com** in the Address bar. Press the **Enter** key on your keyboard.

NOTE: If you are having trouble accessing the Web UI using V-Configure.com, please try entering 192.168.15.1 in the address bar of your browser.
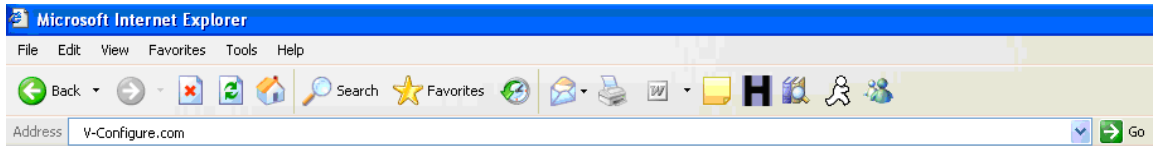
The Log In page will be displayed.
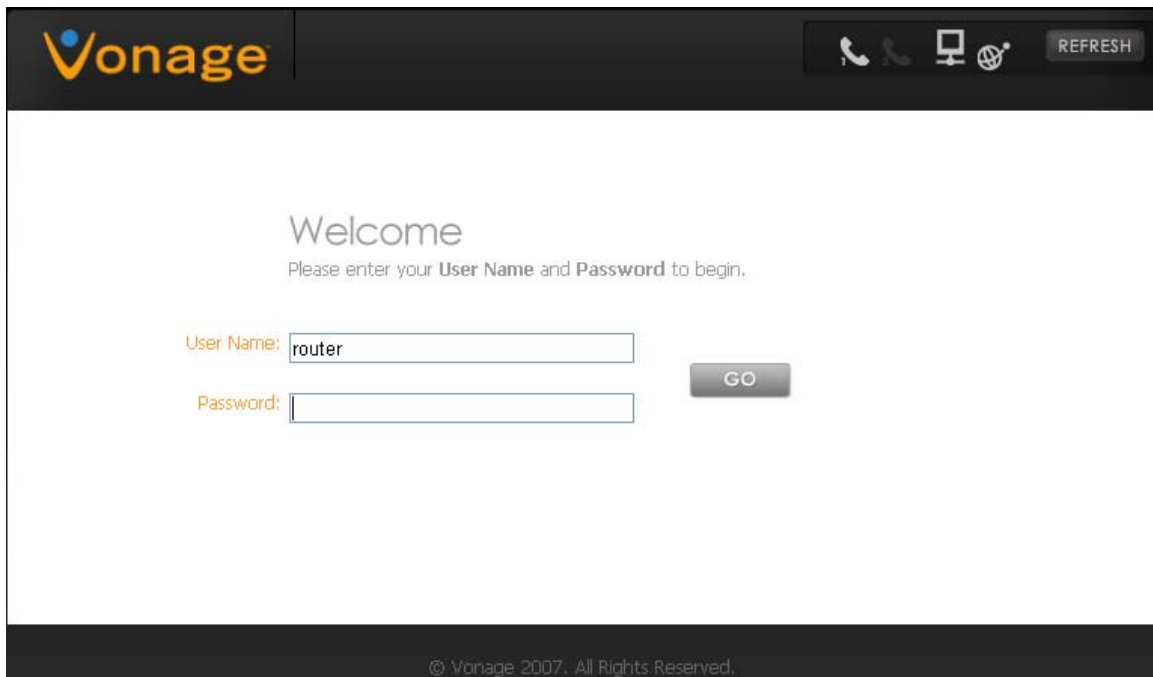
Enter **router** in the **User Name** field.

Enter the password in the **Password** field. The default password is **router**. So if you have not changed it, enter **router**.
Click on the **Go** button.

You are now logged in to the Web UI of the V-Portal.

You will remain logged in to the Web UI until you do one of the following:

- Click the Log Out button
- Remain inactive for a period of 10 minutes
- Close your browser window

If there is a problem with your Internet connection, you will be redirected to the V-Portal log in page displaying an error message indicating there is a problem. You will be redirected to this page whenever you attempt to access **any** website and there is a problem with your Internet connection – it does not have to be V-Configure.com.

The Web UI of the V-Portal is very simple to use. When you first log in to the Web UI you are at the Home page. The Home page has a lot of valuable information.
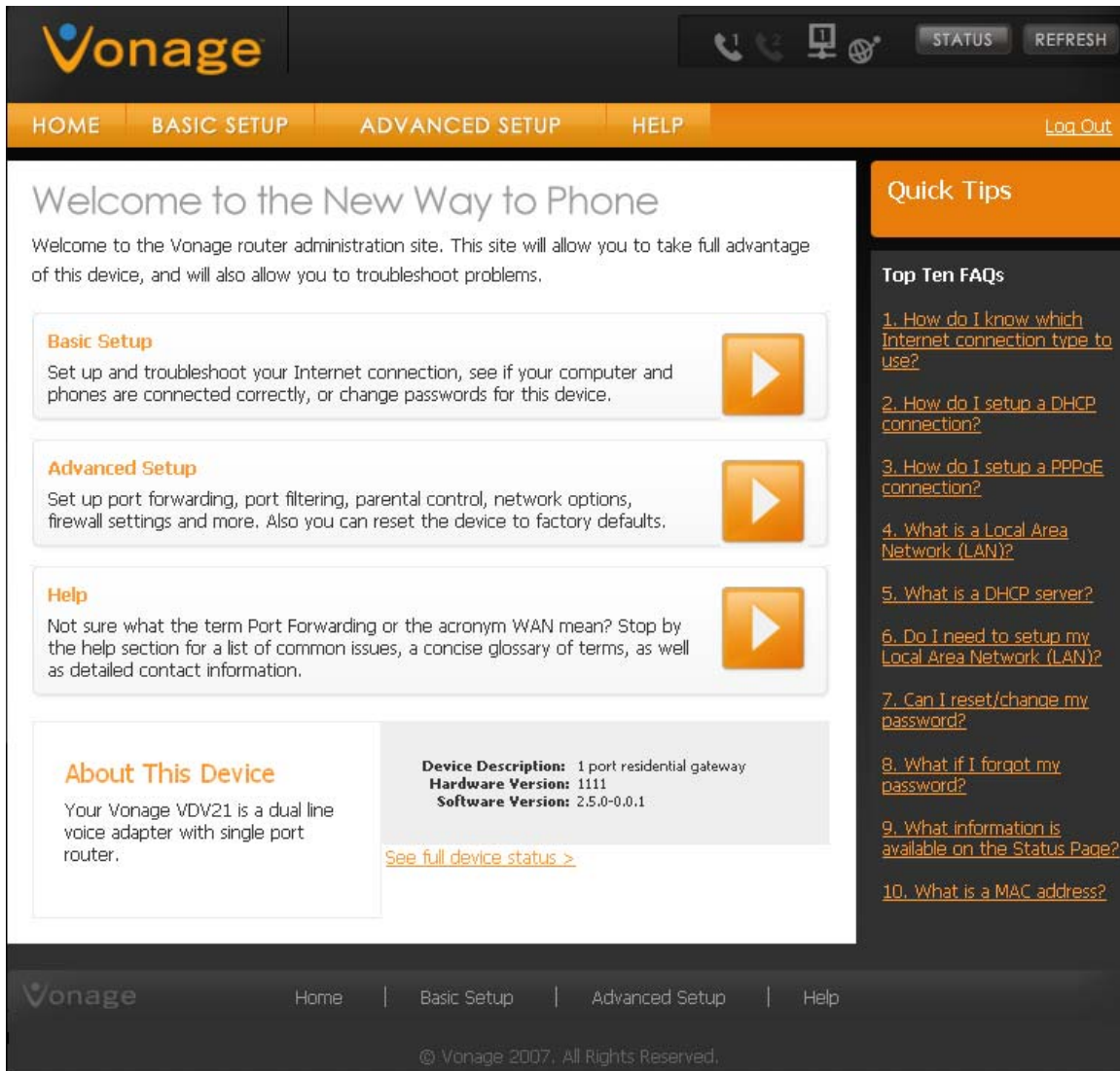
The top right corner of the Home page has the status bar.

This status bar has the same icons that appear on the LCD display of your V-Portal. This status bar appears on every page of the Web UI. The status is automatically updated every 5 seconds. You can click on the **Refresh** button to update the status on demand. To get more detailed status information, click on the **Status** button. This will take you to the

Status Page. For more information on these icons and their meanings, see *the LCD help.*

The bottom of the Home page has additional status information.

Device Description: 1 port residential gateway
Hardware Version: 1111
Software Version: 2.5.0-0.0.2

See full device status >

This provides information on the hardware and software versions of your device. If you encounter a problem with your device and need to call Vonage customer support, they may need to know this information. If you'd like more detailed information, click on the See full device status > link. This will take you to the

Status Page.

The pane on the right side of the Web UI is dedicated to context sensitive help. This means that the information displayed in this area will change depending upon the contents of the particular page. Although the information displayed in this area will change, the location will remain the same. So no matter what page you are on, the right side is dedicated to help.

Quick Tips

Top Ten FAQs

1. How do I know which Internet connection type to use?

2. How do I setup a DHCP connection?

3. How do I setup a PPPoE connection?

4. What is a Local Area Network (LAN)?

5. What is a DHCP server?

6. Do I need to setup my Local Area Network (LAN)?

7. Can I reset/change my password?

8. What if I forgot my password?

9. What information is available on the Status Page?

10. What is a MAC address?

The Navigation bar appears across the top of the Web UI just under the status bar.

HOME   BASIC SETUP   ADVANCED SETUP   HELP   Log Out

Using this menu bar you can navigate to any section of the Web UI. The Navigation bar appears on every page of the Web UI.

The V-Portal Web UI is divided into three sections

- **Basic Setup**
- **Advanced Setup**
- **Help**

We will take a closer look at each of these sections below. For your reference, here's an overview of the menus and the functions available from each:

```
                    Status  ───────▶   Diagnostics


                                        Connect to the Internet

                                        Local Network Setup
                    Basic Setup
                                        Password

                                        Save & Import Configuration


                                        Port Settings

                                        Ethernet Options

                                        Filtering

                                        Parental Controls
Home                Advanced Setup
                                        Network Options

                                        Firewall Logs

                                        Factory Defaults

                                        QoS


                                        Glossary

                                        FAQ
                    Help
                                        Tips and Troubleshooting

                                        Contact Information
```
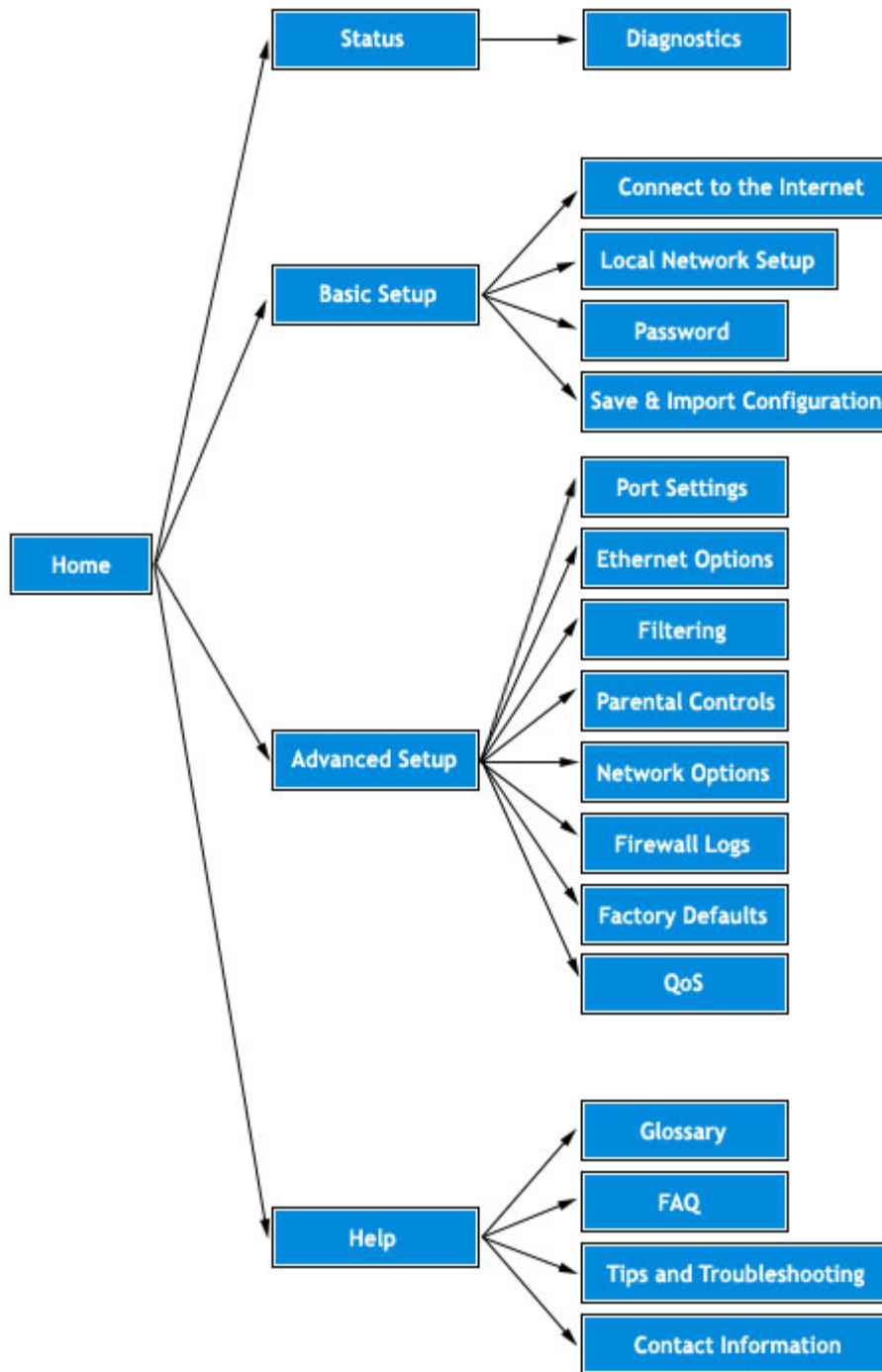
Basic Setup

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The **Basic Setup** section of the Web UI allows you to enter the basic information necessary to get your Vonage V-Portal running. In many cases, your Vonage device requires no additional configuration to use and once installed, it will function properly right out of the box. However, there are times when a little "tweaking" of the default values may be necessary. For example, DSL users will need to enter their PPPoE user name and password. You do not need extensive networking knowledge to adjust the settings in this section. Even a novice user, with a little guidance from the Help portion of the Web UI, can adjust the settings in this section.

The Basic Setup section of the Web UI has four sub-menus.
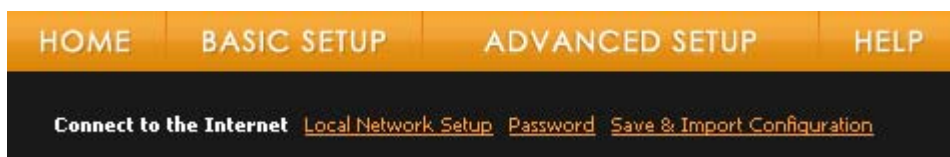
The four sub-menu entries are
- Connect to the Internet
- Local Network Setup
- Password
- Save & Import Configuration

Connect to the Internet

This is the only section that you are required to set up based on your specific Internet Service Provider (ISP). Your ISP determines which type of connection to use. *Once your Vonage device is installed and functioning properly, you should not need to change the "Connect to the Internet"* setting. However, you may need to change settings in this section if one or more of the following situations occur:
- you change your ISP
- your ISP changes the way you connect to the Internet
- you install a router in your home
- you take your device to a different location.

There are three basic connection types, **DHCP**, **Static IP Address**, and **PPPoE**.

DHCP

DHCP is an acronym that stands for **D**ynamic **H**ost **C**onfiguration **P**rotocol. Using this protocol, your ISP assigns you an IP address that can and will change. In very simple terms you can think of your IP address like your street address. Every residence has a street address so the post office knows where to deliver your mail. Every device on the Internet needs an IP address so the data for a particular device can be delivered appropriately. You do not need to be concerned with what your IP address is or when it will change. All this is managed by your ISP. This eliminates the need to manually assign specific IP addresses.

DHCP is most often used by cable Internet service providers. If your cable ISP did not give you a specific IP address to use when you signed up for service, then your ISP dynamically assigns you an IP address. In this case, choose DHCP. You should also choose DHCP for your connection type if you are re-installing your V-Portal behind an existing router (for both cable and DSL Internet connections) that uses DHCP on the Ethernet (LAN) port. (This includes a DSL modem with a built in router.) An example of this is illustrated below.

Vonage V-Portal User Guide
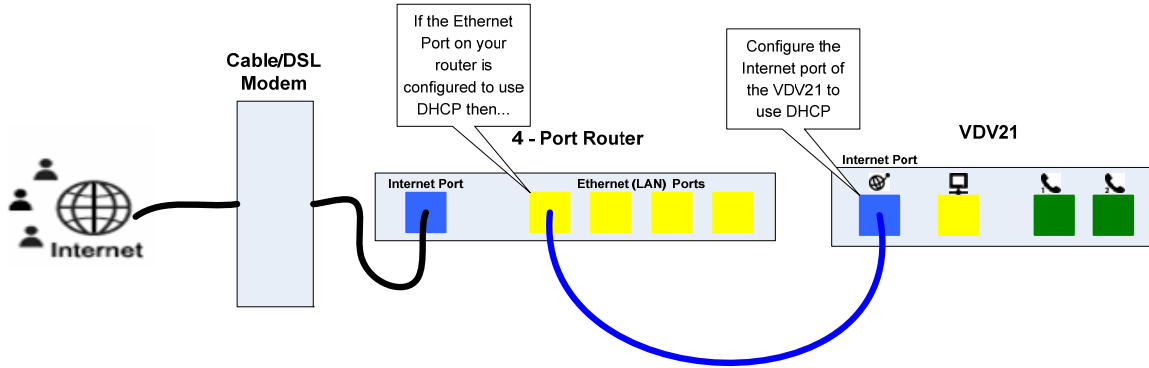
HINT: *If you are installing behind a router that you did not specifically configure to use different IP Addresses for every device connected to the router, then your router uses DHCP.*

A DHCP connection is the easiest Internet connection to setup. In most cases, your Vonage device requires no additional configuration to use DHCP. It will function properly right out of the box.

If you had previously set your V-Portal to use a Static IP Address or PPPoE connection to access the Internet and would like to re-configure it to use DHCP:

Log in to the Web UI. From the home page click on the **Basic Setup** tab and then choose the **Connect to the Internet** sub-menu. Select **DHCP** from the **Connect Using** drop down list. The following screen will be displayed:

- Enter the **MTU Size**** (optional). If no value is entered, the default value will be used. We recommend using the default value unless your ISP or Vonage Customer Care has asked you to change it.
- Click the **Apply** button

- The V-Portal will restart. (You don't have to do anything, except please be patient and wait until the V-Portal completes its startup sequence. The

 V-Portal is ready to make calls when you see the phone icon. 1 ☎)

** **MTU** stands for **M**aximum **T**ransmission **U**nit. This indicates the largest packet that can be transmitted across the network. By default, the **MTU Size** parameter in the V-Portal is set to 0 which indicates a value of 1492 will be used. Adjusting the MTU size is helpful in rare scenarios where some upstream device is unable to accept larger size packets and consequently it drops packets from the V-Portal. We recommend using the default value unless your ISP or Vonage Customer Care has asked you to change it. Please check with your ISP for the MTU setting used on their network.

Static IP Address

A Static IP Address, as the name implies, is an IP address that does not change. Static IP addresses are also used by cable ISPs, but are not as common as DHCP connections. When you setup your Internet connection for the first time, your ISP may have given you a specific IP address to enter. If this is the case, then your ISP uses Static IP addresses. In this case, you should choose Static IP Address as your connection type unless of course you are installing behind an existing router. Remember, that if you are installing behind an exiting router, you should choose DHCP as your connection type.

To setup an Internet connection using Static IP, in addition to the IP address assigned by your ISP, you will need the following information:
- Subnet Mask
- Default Gateway
- Primary DNS
- Secondary DNS

All of this information is provided by your ISP. This information is used by your ISP to establish your connection to the Internet. If you are uncertain what any of these values should be, please contact your ISP.

Log in to the Web UI. From the home page click on the **Basic Setup** tab and then choose the **Connect to the Internet** sub-menu. Select **Static IP Address** from the **Connect Using** drop down list. The following screen will be displayed:

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To setup your Static IP connection:
- Enter the following information obtained from your ISP:
  - IP Address
  - Subnet Mask
  - Default Gateway
  - Primary DNS
  - Secondary DNS

- Enter the **MTU Size****(optional). If no value is entered, the default value will be used. We recommend using the default value unless your ISP or Vonage Customer Care has asked you to change it.
- Click the **Apply** button.
- The V-Portal will restart. (You don't have to do anything, except please be patient and wait until the V-Portal completes its startup sequence. The

  V-Portal is ready to make calls when you see the phone icon. 1 ☎)

****MTU** stands for **M**aximum **T**ransmission **U**nit. This indicates the largest packet that can be transmitted across the network. By default, the **MTU Size** parameter in the V-Portal is set to 0 which indicates a value of 1492 will be used. Adjusting the MTU size is helpful in rare scenarios where some upstream device is unable to accept larger size packets and consequently it drops packets from the V-Portal. We recommend using the default value unless your ISP or Vonage Customer Care has asked you to change it. Please check with your ISP for the MTU setting used on their network.

PPPoE

PPPoE is an acronym **P**oint to **P**oint **P**rotocol **o**ver **E**thernet. PPPoE is most often used by DSL service providers. If you have a DSL line and you are required to log in using a User name and Password to access the Internet and you are connecting your
V-Portal directly to your DSL modem, then your ISP uses a PPPoE connection. Choose PPPoE as your connection type. You will need your User Name and Password to configure the PPPoE connection. If you are installing behind a router or your DSL modem has a built in router, then choose DHCP as your connection type.

Log in to the Web UI. From the home page click on the **Basic Setup** tab and then choose the **Connect to the Internet** sub-menu. Select **PPPoE** from the **Connect Using** drop down list. The following screen will be displayed:
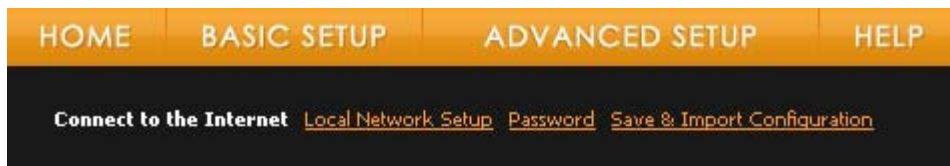
To setup an Internet connection using PPPoE:
- Enter the **PPP User Name** and **PPP Password** you need to access your DSL connection. If you do not remember this information you will need to contact your ISP.
- Be sure the **Enable PPPoE Keep-Alive** drop down field is set to the default value of **Enable**.
- Specify a **Keep-Alive Period** – in seconds. The **Keep Alive Period** specifies how long the Vonage device should keep the PPPoE session active when you are not connected to your ISP provider. We recommend leaving this at the default setting of 30 seconds.
- Enter the **MTU Size**** (optional). If no value is entered, the default value will be used. We recommend using the default value unless your ISP or Vonage Customer Care has asked you to change it.
- Click the **Apply** button.

- The V-Portal will restart. (You don't have to do anything, except please be patient and wait until the V-Portal completes its startup sequence. The

  V-Portal is ready to make calls when you see the phone icon. 📞)

MTU stands for **Maximum **T**ransmission **U**nit. This indicates the largest packet that can be transmitted across the network. By default, the **MTU Size** parameter in the
V-Portal is set to 0 which indicates a value of 1492 will be used. Adjusting the MTU size is helpful in rare scenarios where some upstream device is unable to accept larger size packets and consequently it drops packets from the V-Portal. We recommend using the default value unless your ISP or Vonage Customer Care has asked you to change it. Please check with your ISP for the MTU setting used on their network.

If you are still uncertain, contact your ISP to determine which type of Internet connection you have.

Local Network Setup

In addition to providing up to 2 lines of Vonage digital phone service, your Vonage V-Portal also has integrated router functionality built in. This means it can be used to create a Local Area Network (LAN).

A Local Area Network is a group of computers and related devices that share a common communications line. The connected devices are typically within a small geographic area such as an office building or a home. To put it another way, the V-Portal lets more than one device share your Internet connection. This means that you can be talking on the phone and your child can be surfing the Internet at the same time. Assuming you did not have a LAN setup before you installed the V-Portal; your Internet connection probably looked similar to the following:
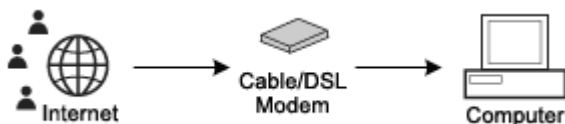
You can think of your telephone as a device that needs to share the Internet connection with your computer. If the V-Portal did not have router capability, you would not be able to connect your computer to the Internet. Now, using the V-Portal your computer and your telephone can share your Internet connection. This means that you can be talking on the phone and surfing the Internet at the same time.

View the Terms of Service by visiting the Vonage website at www.vonage.com/tos. Pay particular attention to Section 11 which explains limitations on Warranty, Remedy and Liability.

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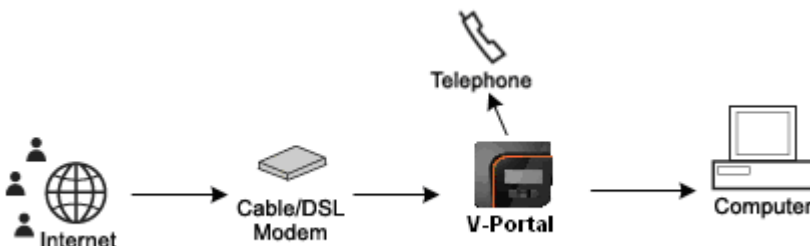
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(In the diagram above, we show a computer connected to your V-Portal*. You could have connected a different device such as a video game console, router or DVR instead.)*

If you'd like to connect an additional device, such as a PC, video game console, router or DVR, to your V-Portal, you can simply plug the device into the yellow Ethernet port on the back of your V-Portal. (This is assuming that the device you are plugging in to the V-Portal Ethernet port has DHCP enabled. If not, follow the manufacturer's instructions to enable DHCP.) In most cases, your Vonage device requires no additional configuration to use it as a router. Once installed, it will function properly right out of the box because your V-Portal is pre-configured to function as a DHCP server. A DHCP server assigns IP addresses to devices on a network. Remember, an IP address is like a street address. Every device on a network needs a specific location.

NOTE: We do not recommend you change any of the default network settings unless you have networking knowledge.

If you had previously configured your V-Portal to not work as a DHCP Server, for example if you had setup a Static IP network, and would like to now use DHCP you will need to re-configure it.

Log in to the Web UI. From the home page click on the **Basic Setup** tab and then choose the **Local Network Setup** sub-menu. The following screen will be displayed:

To configure your V-Portal to work as a DHCP server:
- Select the **Yes** radio button associated with the **DHCP Server** field.

- **DHCP Server Address** – By default, the DHCP Server Address is 192.168.15.1. *We recommend not changing the default.*
- **DHCP Server Subnet Mask** – The default DHCP Server Subnet Mask is 255.255.255.0. *We recommend not changing the default.*
- Specify the range of IP addresses to use.
    - The **Starting Local Address** specifies the value for the DHCP server to start with when assigning IP address.
    - The **Ending Local Address** specifies the last IP address that can be defined.
- Specify the **Lease Time**.
  Lease time is the amount of time that a computer or device on a network will be allowed connection to the router using their current IP address. When the lease time expires, a new dynamic IP address will automatically be assigned by the DHCP server. The **Lease Time** is specified in days, hours and minutes. We recommend using the default value of 7 days.
- Click the **Apply** button.
- The V-Portal will reboot.

If you would like to configure your LAN to use Static IP addresses, you may turn the DHCP server off. You will need to manually configure Static IP addresses onto all the devices you connect to the LAN of the V-Portal. It is recommended that o*nly people with extensive networking knowledge consider this option.* To turn the DHCP server functionality off:
- Select the **No** radio button associated with the **DHCP Server** field.
- Click the **Apply** button.
- The V-Portal will reboot.

NOTE: If you turn off the DHCP Server you will not be able to log in to the V-Portal *Web UI until you manually configure an IP address on the PC plugged into the*
V-Portal*.*

Password

When you log in to the V-Portal Web UI, you are required to enter a user name and password. This is for security purposes. It gives you control over who can log in to the Web UI and make changes. Your V-Portal comes pre-configured with a user name and a default password.

The user name is always **router** and the default password is **router**.

Changing your Password

If you'd like to change the password from the default to something you can more easily remember, it's easy.

Log in to the Web UI. From the home page click on the **Basic Setup** tab and then choose the **Password** sub-menu. The following screen will be displayed:
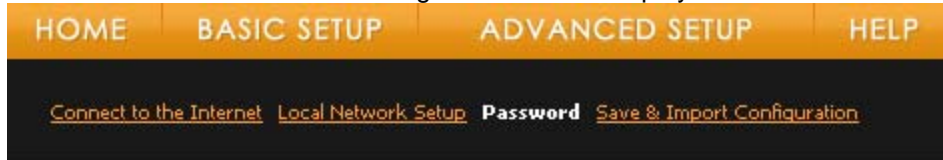
To change your password:
- Simply enter a new password in the **Password** field.
  A valid password has between 5 and 12 alphanumeric characters. Special characters and spaces are not permitted.
- Re-enter that same password in the **Re-Enter New Password** field.
- Click the **Apply** button.

Your password has been changed. Use this new password the next time you log in to the Web UI.

Caution: *If you change the password from the default settings, be sure to remember it. If you forget the password you define, the only way to gain access to these web pages will be to perform a hard reset on the device. Performing a hard reset on the device will reset ALL user defined router values. You will need to define these values again or restore them from a previously saved backup configuration.*

Forgotten or Lost Router Password

If you change the password from the default, and then forget it, you must perform a hard reset of the device to log in again.

When the V-Portal resets, it goes back to the state when it was new — all information that you entered is lost. Examples of settings that are lost are ISP user name, ISP password, and IP

addresses, parental controls, and network options. Some of these items are that are lost are critical things you need to get online. It all needs to be re-entered after a hard reset.

So, before resetting the V-Portal to the factory defaults, try the default password '**router**'.

For more information on resetting your V-Portal, see **Factory Defaults**.

Save & Import Configuration

So you've spent time installing your V-Portal and perhaps customizing it. Maybe you've set up some parental controls or entered some special port forwarding rules. It's working great – now what? We recommend you save your configuration.

When you save the configuration you are saving all the router settings you have configured in the device. Examples of the settings that are saved are ISP information including DSL PPPoE user name and password, security settings, parental controls and parental control override password.

It is a good idea to save your current configuration for a couple of reasons:
- If you will be using your Vonage device in different locations
- In the event you need to perform a reset of the device (either by pressing the reset button on the back of the device or via the Factory Defaults page of the Web UI)

Having multiple configurations is useful if you use your V-Portal at different locations. For example, suppose you travel extensively between New York and Vancouver. You can have a configuration file for each city. The file will contain all information necessary for you to connect to your ISP in that city. When you move from one location to the other, you can simply restore the configuration file for that city. You will not need to go through the user interface and reset all your router values.

Although it's not common, there may be a need to perform a hard reset on the V-Portal. Typically the only reasons you may need to perform a hard reset of the device is if you forget the password you defined (assuming you changed it from the default password) or you are instructed to do so by a member of Vonage's Customer Care team. If you perform a hard reset, it resets all the settings you entered back to the original values. The V-Portal will be exactly as it was when you first took it out of the box and installed it.

Log in to the Web UI. From the home page click on the **Basic Setup** tab and then choose the **Save & Import Configuration** sub-menu. The following screen will be displayed:

View the Terms of Service by visiting the Vonage website at www.vonage.com/tos. Pay particular attention to Section 11 which explains limitations on Warranty, Remedy and Liability.

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Saving Your Configuration

To save your current configuration:

- Click on the **Save** button. The **Save As** window will be displayed.
- Enter a **File name** (or use the default) and click **Save**.

Restoring a Previously Saved Configuration

To restore or import a previously saved configuration you need to import the configuration file:

- Click on the **Browse** button. The **Choose file** window will be displayed.
- Locate the file you want to restore and click on the **Open** button. The filename will appear in the **Enter Filename** field.
- Click on the **Restore** button.
- A message will appear indicating the import was successful.

Advanced Setup

Now we come to the advanced settings of the V-Portal. Most users will never need to adjust any of the settings in this section. Many of the settings in this section require advanced networking knowledge. Incorrectly changing these settings may interrupt your Internet or voice service. We recommend that only users with sufficient networking knowledge change these settings or users who are instructed to do so by a member of Vonage's Customer Care team.

The Advanced Setup section of the Web UI has eight sub-menus.
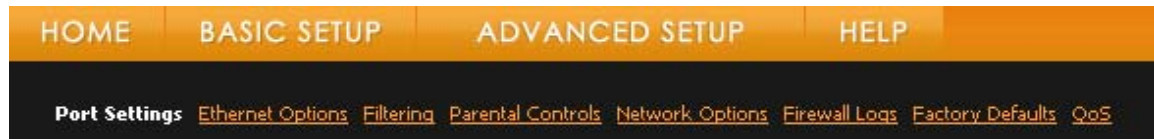
The eight sub-menu entries are
- Port Settings
- Ethernet Options
- Filtering
- Parental Controls
- Network Options
- Firewall Logs
- Factory Defaults
- QoS

Port Settings

The Port Settings screen is where you can setup the following items:
- Port Forwarding
- Port Triggering
- DMZ Host

As stated previously, most users will never need to change these settings. However, if you are running certain applications (such as an FTP server or a web server) or playing online video games you may need to adjust settings in this section. Not all Internet applications require changes to the port settings. As a general rule of thumb, if your application or device worked fine when connected directly to your modem but does not work when connected behind your V-Portal, you may need to customize port settings.

Although not required, we recommend you assign a static IP address to the PC when implementing Port Forwarding or a DMZ Host. This will prevent the situation where your port settings may stop working and need to be reassigned as a result of your PC receiving a new IP address. For example, if DHCP is enabled on your PC and there is a power failure, when the power comes back on the PC may have a different IP address. All of your port settings will stop functioning. Assigning a static IP address eliminates this possibility.

Let's take a closer look at each of these.

Port Forwarding

Port Forwarding is a technique where incoming packets destined for a specific port on a machine are re-directed or 'forwarded' to a different port and/or machine. Network clients do not know that port forwarding is being done. It is all done transparently.

Port Forwarding is used when you want to provide public access to services running on your private LAN (such as a web server, e-mail server or FTP server). When a firewall is enabled, certain ports on a LAN may be blocked. Port forwarding allows incoming traffic from the Internet and directs it to specific services on your LAN based on the configured IP address and port number. In other words, requests from users are sent to your network via the Internet, and the V-Portal will forward these requests to the appropriate port on the PC.

The specific port forwarding rules you need to implement will be detailed in the applications' documentation. For your convenience, we have included a table of commonly used port numbers below.

Service	Protocol	Port Number
HTTP	TCP	80
FTP	TCP	21
TFTP	UDP	69
SMTP	Both	25
POP3	TCP	110
NNTP	TCP	119
Telnet	Both	23
IRC	TCP	194
SNMP	Both	161
Finger	TCP	79
Gopher	TCP	70
Whois	TCP	43
Rtelnet	TCP	107
LDAP	Both	389
UUCP	TCP	540

Setting up Port Forwarding

Caution: Incorrectly changing these settings may interrupt your Internet or voice service or increase the vulnerability of computers on your home network to hacker attacks. We recommend that only users with advanced networking knowledge change these settings.

To setup Port forwarding:

From the home page, click on the **Advanced Setup** tab. The **Port Setting** screen will be displayed. The Port Forwarding section is at the top of that screen:

Port Forwarding

Allow incoming requests on specific port numbers to reach your web server, FTP server, mail server, etc. so they can be accessible from the public Internet. Show more rows

Enable	Local IP Adr	Start Port	End Port	Protocol
☐	192.168.15.0	0	0	Both ▾
☐	192.168.15.0	0	0	Both ▾
☐	192.168.15.0	0	0	Both ▾
☐	192.168.15.0	0	0	Both ▾
☐	192.168.15.0	0	0	Both ▾

APPLY

- Enter the **Local IP Address**
  The Local IP Address is the destination IP address. It is the private IP address of the computer that is hosting the service/application.
- Enter the **Start Port.**
- Enter the **End Port.**
  NOTE: You can enter a single port or a range of ports to forward to a computer on your LAN. To specify a single port, enter the same port number in the **Start Port** and **End Port** fields.
- Select the appropriate **Protocol** used to access your hosting service **– TCP, UDP or Both**
- Click on the **Enable** checkbox to activate the Port Forwarding rule.
- Click **Apply**

Repeat the steps to setup additional Port Forwarding rules.

If you need to specify more than 5 port forwarding rules, click on the Show more rows> link.

To remove or disable a Port Forwarding rule, simply uncheck the **Enable** checkbox associated with the rule you want to disable.

Port Triggering

Port Triggering is a specialized form of Port Forwarding. It dynamically opens and closes ports to allow Internet traffic access to your LAN. In contrast, Port Forwarding opens a port and it remains open until you disable it. With Port Triggering, when the device detects outgoing traffic on previously defined ports, specific ports (also previously defined) are opened. This method is used for special applications such as interactive gaming, video conferencing programs, and file transfer in chat programs.

The specific port forwarding rules you need to implement will be detailed in the applications' documentation.

Refer to your software application documentation for more information on specific port settings.

Setting up Port Triggering

View the Terms of Service by visiting the Vonage website at www.vonage.com/tos. Pay particular attention to Section 11 which explains limitations on Warranty, Remedy and Liability.

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Caution: Incorrectly changing these settings may interrupt your Internet or voice service or increase the vulnerability of computers on your home network to hacker attacks. We recommend that only users with advanced networking knowledge change these settings.

To setup Port Triggering:

From the home page, click on the **Advanced Setup** tab. The **Port Setting** screen will be displayed. The Port Triggering section is at the second section on that screen:

Port Triggering

This section allows you to set up specific port numbers for special applications that require it, such as gaming, multimedia or video conferencing. Please check with your software application to determine what should be entered in these fields. Show more rows>

Enable	Trigger Range		Target Range		Protocol
	Start Port	End Port	Start Port	End Port	
☐	0	to 0	0	to 0	Both ▾
☐	0	to 0	0	to 0	Both ▾
☐	0	to 0	0	to 0	Both ▾
☐	0	to 0	0	to 0	Both ▾
☐	0	to 0	0	to 0	Both ▾

APPLY

- **Trigger Range**:
  Enter the **Start Port** and **End Port**. These ports will be monitored for outgoing traffic and when detected will trigger the opening of the **Target Range** ports to allow incoming traffic to those ports.
- **Target Range**:
  Enter the **Start Port** and **End Port**. These ports will be opened to allow incoming traffic when outbound data activity is detected on the **Trigger Range** ports.
- Select the appropriate **Protocol** used **– TCP,UDP or Both**
- Click on the **Enable** checkbox to activate the Port Triggering rule.
- Click **Apply**

Repeat the steps to setup additional Port Triggering rules.

If you need to specify more than 5 port triggering rules, click on the Show more rows> link.

DMZ Host

A DMZ host is a network device that is visible directly from the public Internet. This device has unrestricted access to and from the Internet. When enabling this service the firewall settings for the DMZ host will be disabled.

A DMZ Host is often setup when running software applications that use random port numbers and do not function correctly when using Port Forwarding or Port Triggering. This may be useful if a user wants to use some special service such as an Internet game or videoconferencing. *Use this option with caution, as the device setup as a DMZ Host is exposed to the public Internet.* If possible use Port Forwarding. Port Forwarding is a more secure method because it only opens the ports you want and not all the ports as in DMZ hosting.

Setting up a DMZ Host

To setup a DMZ Host:

From the home page, click on the **Advanced Setup** tab. The **Port Setting** screen will be displayed. The DMZ Host section is at the bottom of that screen:

DMZ HOST

DMZ Address: **192.168.15.**0

APPLY

- Enter the **DMZ Address** – the IP Address of the device you want to have complete access to and from the Internet.
- Click **Apply**

NOTE: Remember to disable the DMZ host when the application that needed it is no longer running.

Ethernet Options

In a network, the MAC address is a unique 12-digit hexadecimal number that identifies a hardware interface. Just as your social security number uniquely identifies you, a MAC address uniquely identifies a hardware interface on a network. All hardware components in a network including routers, cards, printers, gaming consoles and adapters have MAC addresses.

When you sign up for Internet service some ISPs register the MAC address of the device (computer or router) you will be using and only let that particular device connect to the Internet service. This allows the ISPs to know who is accessing their service. It also allows them to restrict access from devices that do not have MAC addressed registered with the ISP.

If your ISP required you to register your MAC address and your Vonage device will be directly connected to your modem, then you will need to perform 'MAC Cloning' or 'MAC Spoofing'. This will essentially copy the MAC address you registered with the ISP onto the Vonage device, so you can avoid a call to your ISP to change the registered MAC address to the Vonage V-Portal's MAC address. If your ISP does not require you to register your MAC Address or you are installing your Vonage device behind your existing router, then there is no need to clone or spoof your MAC address.

If you are still uncertain, you will need to contact your ISP to see if you are required to register your MAC Address.

MAC Cloning vs. MAC Spoofing
MAC Cloning and MAC Spoofing are almost identical. MAC Cloning is a specialized form of MAC Spoofing. Both MAC Spoofing and MAC Cloning copy a MAC address from a specific device onto the V-Portal.

In the case of MAC Cloning, it takes the MAC address of the computer that is viewing the V-Portal Web UI (the computer that is plugged into the Ethernet port of your
V-Portal) and automatically "clones" it onto your V-Portal. This essentially copies the MAC address of your computer onto the V-Portal.

MAC Spoofing allows you to manually enter a MAC address to be used in place of the MAC address of the V-Portal.

You can only enable one or the other. If MAC Spoofing is enabled, MAC Cloning will be disabled and vice-versa.

If you cannot connect to the Internet, by default, your V-Portal will automatically try to perform MAC Cloning. If you have not changed the default values, then there is nothing you need to do to perform MAC Cloning. If the device that is registered with your ISP is directly connected to your Vonage V-Portal, and MAC Cloning is enabled (the default) MAC Cloning will automatically be done and your connection to the Internet will be established.

If the device you registered with your ISP is not available or not connected directly to the V-Portal, then you will need to manually enter the registered MAC address and 'spoof' it onto the V-Portal.

To setup MAC Cloning or MAC Spoofing:

From the home page, click on the **Advanced Setup** tab. Click on the **Ethernet Options** sub-menu. The **Ethernet Options** screen will be displayed.
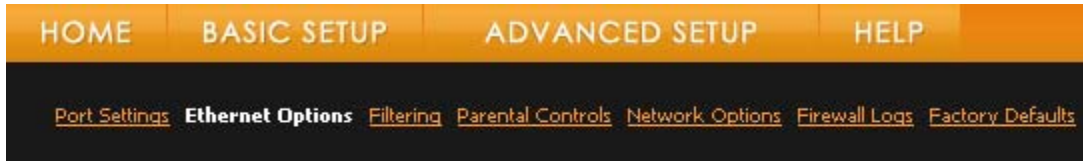
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The MAC Address of your V-Portal is displayed in the **Assigned MAC Address** field. This value is never altered. It's for reference purposes only.

If you have disabled MAC Cloning and would like to re-enable it:
- Click on the **MAC Cloning** checkbox field
- Click **Apply**.
- The MAC Address that was copied or cloned onto your V-Portal will be displayed in the **Cloned MAC Address** field.

To spoof a MAC address onto the V-Portal:
- Enter the MAC address of the device that is registered with your ISP in the **Spoofed MAC Address** field
- Click **Apply**.

Filtering

The Filtering function of the V-Portal allows you to block specific users on your LAN from accessing the Internet and also set up filters to block Internet traffic from accessing your network. The V-Portal supports four types of filtering:
- IP Filtering
- MAC Filtering
- Port Filtering
- Web Content Filter

IP Filtering, MAC Filtering and Port Filtering restrict devices on your LAN from accessing the Internet. Web Content Filtering blocks specific types of data from passing through the V-Portal to your network.

IP Filtering

IP Filtering allows you to block access to the Internet based on a specific IP address. You can specify a single IP address or a range of IP addresses. Although not required, we recommend that IP Filtering be used on Local Area Networks that use Static IP Addresses. With DHCP (i.e. IP addresses that change), you would need to re-configure your IP Filtering settings every time your devices received new IP Addresses. This will happen every time a device is rebooted or if there is a power outage.

Setting Up IP Filtering

To setup IP Filtering:

From the home page, click on the **Advanced Setup** tab. Click on the **Filtering** sub-menu. The **IP Filtering** section is at the top of that screen:
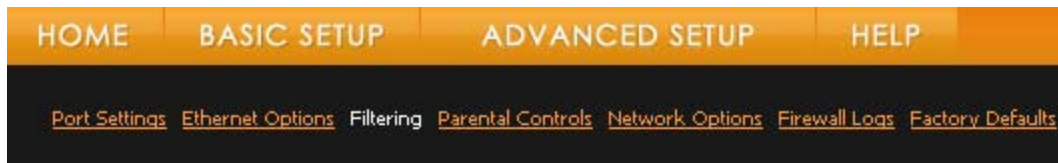
To restrict access to the Internet based on a device's IP Address:
- Enter the **Start Address**
- Enter the **End Address**. If you are only restricting access for a single device, the End IP address will be the same as the Start IP address.
  NOTE: You only need to enter the last part (octet) of the IP address. The other 3 octets of the IP address are automatically filled in for you.
- Check the **Enabled** box
- Click the **Apply** button.
These steps can be repeated for additional devices.

To remove restricted access to the Internet previously configured:
- Uncheck the **Enabled** box next to the IP address of the device you want to restore access for
- Click the **Apply** button.

MAC Filtering

Like IP Filtering, MAC Filtering allows you to block access to the Internet for a particular device. MAC filtering restricts access based on a devices MAC address. The advantage of restricting access based on MAC address is that it never changes. An IP address, which can be assigned by a DHCP server, may change.

Setting Up MAC Filtering

To setup MAC Filtering:

From the home page, click on the **Advanced Setup** tab. Click on the **Filtering** sub-menu. Scroll down to the **MAC Filtering** section:

To restrict access to the Internet based on a device's MAC Address:
- Enter the MAC address. If you want to restrict access to more than one device you can enter multiple MAC addresses.
- Click the **Apply** button.

Port Filtering

Like IP Filtering and MAC Filtering, Port Filtering allows you to block access to the Internet. However, with IP Filtering or MAC Filtering you are blocking access for a particular device, with Port Filtering you are blocking access for ALL network devices. Port filtering restricts access based on a specified port.

Setting Up Port Filtering

To setup Port Filtering:

From the home page, click on the **Advanced Setup** tab. Click on the **Filtering** sub-menu. Scroll down to the **Port Filtering** section:

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Port Filtering

This page allows configuration of port filters in order to block specific internet services to all devices on the LAN. Show more rows

Start Port	End Port	Protocol	Enabled
0	0	Both ▾	☐
0	0	Both ▾	☐
0	0	Both ▾	☐
0	0	Both ▾	☐
0	0	Both ▾	☐

APPLY

To restrict access to the Internet based on a Port:
- Enter the **Start Port**
- Enter the **End Port**. If you restricting access from a single port, The **End Port** will be the same as the **Start Port**.
- Select the appropriate **Protocol** – **TCP, UDP or Both**
- Click on the **Enabled** checkbox to activate the Port Filtering rule.
- Click the **Apply** button.

For example, if you would like to block all network devices on your LAN from accessing HTTP sites (i.e. websites that use the HTTP protocol) enter 80 for the **Start Port**, 80 for the **End Port**, and TCP for the **Protocol**. Check the **Enabled** checkbox and click on the **Apply** button.

To remove or disable a Port Filtering rule, simply uncheck the **Enable** checkbox associated with the rule you want to disable. Click the **Apply** button.

Web Content Filter
The Web Content filter allows you to control data flow from the Internet to your LAN. Using various settings, you can block or allow different types of data to pass from the Internet, through your V-Portal and to your LAN. These web filters can enhance the firewall protecting your network.

You can choose to enable/disable any of the following items:
- **Filter Java Applets**
  Java Applets are small programs written in the Java programming language that are often run on websites to provide functionality not available in HTML. If you block Java Applets from running you may not have access to applications that use it.
- **Filter Cookies**
  Cookies are data stored on your computer every time you visit an Internet site. This information is saved and used by the website the next time you visit. It can be used to store such things as preferences, shopping cart information or login information.
- **Filter ActiveX controls**
  Like Java Applets, ActiveX is a programming language used for websites. If you block ActiveX controls from running you risk not having access to websites that use it.
- **Filter Popup Windows**
  Like Java Applets and ActiveX controls, pop up windows are usually associated with visiting Internet sites. They are secondary windows that appear ("pop up") in your web browser and are often used in online advertising.

- **Filter Proxy**
  A proxy is a computer that acts as a bridge between two other computers that use different standards, formats, or protocols.
- **Block Fragmented IP Packets**
  This option prevents all fragmented IP packets from passing through the firewall. When the **Blocked Connections** option is selected on the **Firewall Logs** page and this option is selected, all fragmented IP packets will be logged.
- **Port Scan Detection**
  A port scan is a procedure used by computer hackers to determine what ports are open or in use on a network. Using this information the hacker can then attack the ports that are open and try to gain access to your LAN. This option detects and blocks port scan activity originating on both the LAN and the Internet. When the **Blocked Connections** option is selected on the **Firewall Logs** page and this option is selected, all port scan activity fragmented IP packets will be logged.
- **IP Flood Detection**
  An IP Flood is when a user or group of users intentionally causes an inordinate amount of data to be sent to one particular IP Address. This option detects and blocks packet floods originating on both the LAN and the Internet.
- **Firewall Protection**
  A firewall is a protective barrier between your computer and the Internet. The firewall helps to guard your computer against malicious users and computer viruses. We recommend always leaving this option enabled.

Activating Web Content Filter features

To setup Web Content Filtering:

From the home page, click on the **Advanced Setup** tab. Click on the **Filtering** sub-menu. The **Web Content Filter** section is at the bottom of that screen:

Web Content Filter

This section allows certain Web-oriented cookies, java scripts, and pop-up windows to be blocked by the firewall. A list of "trusted computers" can also be defined that are not subject to any filters configured. Specific Firewall features can also be enabled. It is highly recommended that the Firewall is left enabled at all times for protection against Denial of Service attacks. Go to the Parental Control page to block Internet access to specific sites.

Web Features

Filter Proxy	☐ Enable
Filter Cookies	☐ Enable
Filter Java Applets	☐ Enable
Filter ActiveX	☐ Enable
Filter Popup Windows	☐ Enable
Block Fragmented IP Packets	☐ Enable
Port Scan Detection	☐ Enable
IP Flood Detection	☑ Enable
Firewall Protection	☑ Enable

APPLY

Caution: Incorrectly changing these settings may interrupt your Internet or voice service. We recommend that only users with advanced networking knowledge change these settings.

To activate any of the features,
- Click the **Enable** box next to the associated feature.
- When you have chosen all the features you want, click the **Apply** button. All of the settings you have chosen will be activated immediately.

Parental Controls

The Internet is a big part of our children's lives. Parental controls are designed to help parents manage what their children can do on the computer. These controls help parents determine which websites they can visit and for how long.

Like Filtering, parental controls can be used to restrict access to the Internet. Where Filtering restricts access based on the device or port(usually a PC – by specifying either an IP Address or MAC Address), parental controls restrict access based on website. You can block access to

specific websites, restrict access to websites based on keywords, or specify the specific websites you will allow your child to visit. You can also limit the amount of time your child can spend accessing the Internet for a given session.
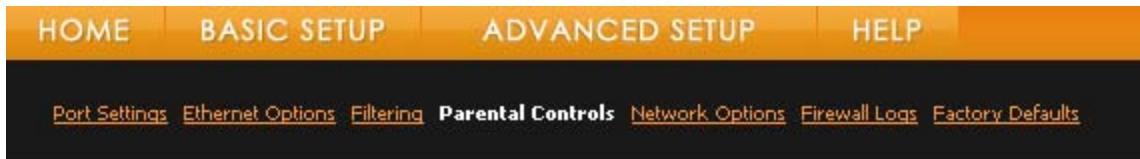
Setting Up Parental Controls
There are two tasks that need to be completed to set up parental controls. First, you must add a user and next you must define the content policy for that user. The content policy is the set of rules that determine the permissions a particular user has to access the Internet.

IMPORTANT NOTE: If you have a router connected between the Ethernet (LAN) port of the V-Portal and multiple users' computers to allow them to access the Internet at the same time, the content policy of the first user to login will be used for subsequent users till the session is terminated. Subsequent users do not need to login to access the Internet.

To setup Parental Controls:

From the home page click on the **Advanced Setup** tab. Click on the **Parental Controls** sub-menu. The **Parental Controls screen** is displayed. There are two tabs on the screen **User Setup** and **Parental Controls**. If it is not already active, click on the **User Setup** tab.

To add a User:
- Enter the name of the User in the text box field next to the **Add User** button.
- Click the **Add User** button. The new User name will now appear in the **User Settings** drop down list. A maximum of 8 users can be added.

  NOTE: When you add a User a Content Policy of the same name is automatically created for that user.

- Click the **Enable** box next to user name.
- Enter a password for this user in the **Password** field. A valid password will have between 5 and 8 alphanumeric characters. Special characters and spaces are not permitted.
- To confirm the password you have chosen, re-enter the password in the **Re-Enter Password** field.

- If you want this user to have unrestricted Internet access, click the **Enable** checkbox associated with the **Trusted User** field. The person will have access to all Internet content.
- Enter the **Session Duration**. The Session Duration is the amount of time a user has access to the Internet once they login. When the time period expires, the user will be required to login again.
- Enter the **Inactivity time**. If there is no Internet activity for the amount of time specified in the Inactivity timer field, the user will need to login again before being able to access the Internet.
- Click the **Apply** button.
- If you'd like to associate a specific computer with a user you can enter the MAC address of the computer in the **Trusted Computer** area. By associating a computer with a particular user, you eliminate the need for the user to login. All parental controls assigned to the user will still be in effect, the user will just not need to login. This option is especially useful if computers are not shared among members of the household. A maximum of 3 trusted computers can be added.

    NOTE: You can remove a trusted computer associated with a user.
    To remove a trusted computer:
    - o Select the trusted computer entry you want to delete in the list in of Trusted Computers.
    - o Click the **Remove** button.

To define the content policy for the user:

- Click on the **Parental Controls** Tab.

- Activate Parental Controls by checking the **Enable Parental Control** checkbox and clicking the **Apply** button.

- When you added a User on the User Setup tab, a Content Policy for that user was automatically added. The Content Policy has the same name as the user. Select the Content Policy for the User you want to modify from the **Content Policy List** drop down field.

There are three ways to restrict access. You can either enter keywords or specific websites to restrict access. Or you can specify the websites you want to permit access to.

To restrict access by keyword:
- Be sure the **Allowed List Only** checkbox is not checked.
- Enter the keyword you want to block and click the **Add Keyword** button. The Parental Control settings will block websites that contain the specified keywords in their URL (Uniform Resource Locator). In simple terms, the URL is what you type in the address bar of your browser. An example of a URL is http://www.vonage.com. A maximum of 50 keywords can be entered.
- If there are additional words you want to block, enter them one at a time into the box and click the **Add Keyword** button after each one.

To restrict access by domain:
- Be sure the **Allowed List Only** checkbox is not checked.
- Enter the domain name of the website you want to block and click the **Add Domain** button.
- If there are additional websites you want to block, enter the domain names one at a time into the box and click the **Add Domain** button after each one. A maximum of 16 domains can be entered.

To permit access by domain:
- Be sure the **Allowed List Only** checkbox is checked.
- Enter the domain name of the website you want to permit access to and click the **Add Domain** button. In this mode, access to all websites other than those in the Allowed List will be blocked.
- If there are additional websites you want to permit access to, enter the domain names one at a time into the box and click the **Add Domain** button after each one. A maximum of 16 domains can be entered.

All of the Parental Control settings are applied immediately without rebooting the device.

You can remove keywords or websites you have previously blocked or permitted access to.
To remove a keyword or domain name:
- Select the keyword or domain name you want to remove in the list in which it appears.
- Click the corresponding **Remove Keyword** or **Remove Domain** button.

Override Password
Now that you've setup parental controls, you can override them if necessary on a case by case basis. You can setup an override password. An override password will allow you access to any blocked websites simply by entering the password you have pre-defined.

To setup an Override Password:

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From the home page click on the **Advanced Setup** tab. Click on the **Parental Controls** sub-menu. The Override Password section is at the bottom of the screen is displayed:

Create an override password

You can override any blocked website or content by setting and entering an override password.

Password: ●●●●●●●●

Re-Enter Password: ●●●●●●●●

Access Duration (min.): 30

APPLY

- Enter the password in the **Password** box.
  A valid password will have between 5 and 8 alphanumeric characters. Special characters and spaces are not permitted.
- Re-enter the password din the **Re-Enter Password** field
- Enter how long you want to be able to access a site for after the password is entered into the **Access Duration** field.
- Click **Apply**.

Once parental controls are implemented, there may come a time when you would like to disable them completely, disable them for a particular user or perhaps delete a user.

To completely disable parental controls:
- Click on the **Parental Controls** tab.
- Click on the **Enable** checkbox to uncheck it.
- Click on the **Apply** button.

This will disable all parental controls and there will be no restriction on access to the Internet.

To disable parental controls for a particular user:
- Click on the **User Setup** tab.
- Using the **User Settings** drop down list, select the user you want to remove.
- Click on the **Enable** checkbox to uncheck it.
- Click on the **Apply** button.

This will disable the parental controls for that particular user. They will have no access to the Internet. For example, let's assume you have two users defined in the User Setup tab – Jane and John – and that both users are "Enabled". Let's also assume you have Parental controls enabled on the device. If you disable the user name Jane – she will no longer have any access to the Internet.

To delete a user:
- Click on the **User Setup** tab.
- Using the **User Settings** drop down list, select the user you want to disable parental controls for.
- Click on the **Remove User** button.

Using Parental Controls
Now that we have looked at the Parental Controls screens – let's see how they work using an example.

For this example we will assume you want to setup parental controls for a child while allowing total access to the Internet for yourself.

First, you need to add the users.
- Login to the Web UI.
- From the home page click on the **Advanced Setup** tab.
- Click on the **Parental Controls** sub-menu. The **Parental Controls screen** is displayed. There are two tabs on the screen **User Setup** and **Parental Controls**.
- Click on the **User Setup** tab.
- Enter the User Name in the text field and click on the **Add User** button.

The user name will be added and will appear in the User Settings drop down list.

> **NOTE:**
> When you add a User a Content Policy of the same name is automatically created for that user. Click on the **Parental Controls** tab. Using the Content Policy List drop down field, notice the Content Policy with the same name of the user you added.

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Now that the user is added, you need to define it.

- Click on the **Enable** checkbox next to the User name in the **User Settings** drop down list. Notice that when the **Enable** box is selected, the **Password**, **Re-Enter Password**, **Trusted User**, **Session Duration** and **Inactivity time** fields become active.

- Enter a **Password** for the user. We will enter vonage as the password.
- Confirm the password by entering it again in the **Re-Enter Password** field.
- Leave the **Enable** box for the **Trusted User** field unchecked. In this example we do not want the user to have unrestricted access to the Internet.
- Leave the default values for **Session Duration** and **Inactivity time**.
- Click the **Apply** button.

Let's add another user, called "Me" using the same method described above. However, this time let's check the **Trusted User** checkbox indicating this user will have unrestricted access to the Internet.

The next step is to setup the Policy Content rules for the users. Note that since we want the user name "Me" to have unrestricted access to the Internet, there is no need to define a Content policy for that user.

- Click on the **Parental Controls** tab.
- Click on the **Enable Parental Control** checkbox and click the **Apply** button. This enables the parental controls.
- For our example we'd like Child 1 to not have access to www.vonage.com and any website that has the word "apple" in its domain name. Select Child 1 from the **Content Policy List** drop down list. Be sure the **Allowed List Only** checkbox is not marked. You will notice that when the Allowed List Only checkbox is not selected, the **Block these Keywords** and **Block these Websites** fields are active. The **Allow these Websites** field is grayed out. When the **Allowed List Only** checkbox is selected, then only the **Allow these Websites** field is active.
- Enter the word "apple" in the **Block these Keywords** text field and click the **Add Keyword** button.
- Similarly, enter vonage.com in the **Block these Websites** text field and click on the **Add Domain** button.
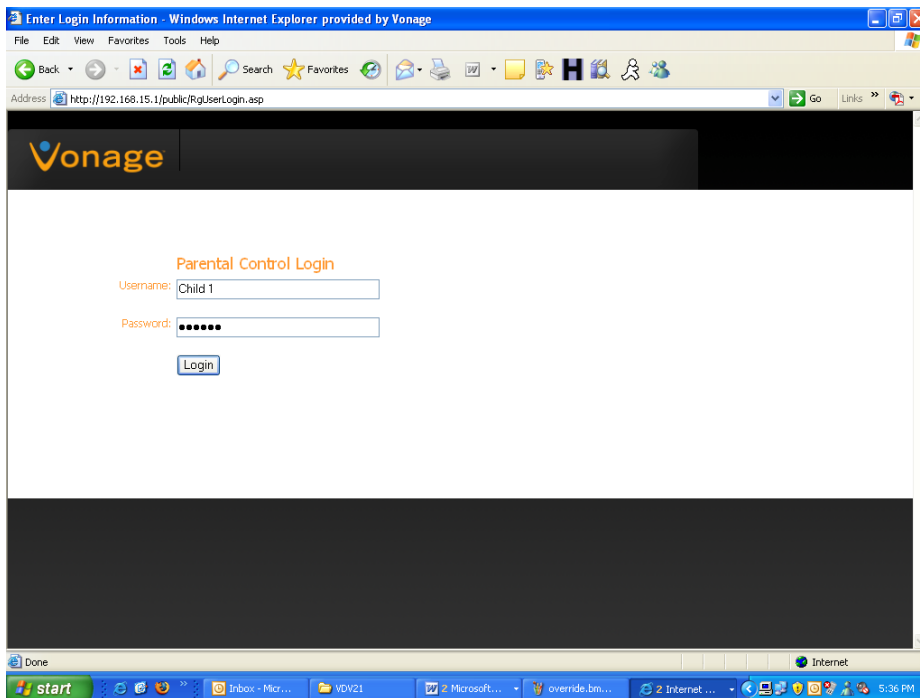
Parental Controls have now been completely setup for Child 1.

When Child 1 logs on to the computer and opens an Internet browser, the following screen will be displayed:
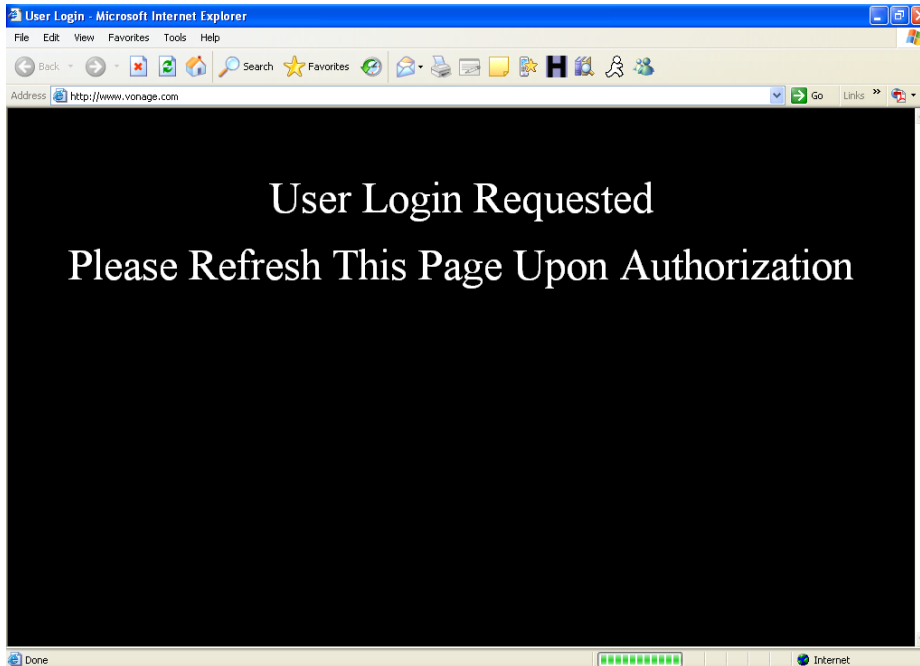
This screen will be followed immediately by a screen requesting them to login. Enter the user name "Child 1" and the password we created "vonage".

Click on the **Login** button. The following screen will be displayed:
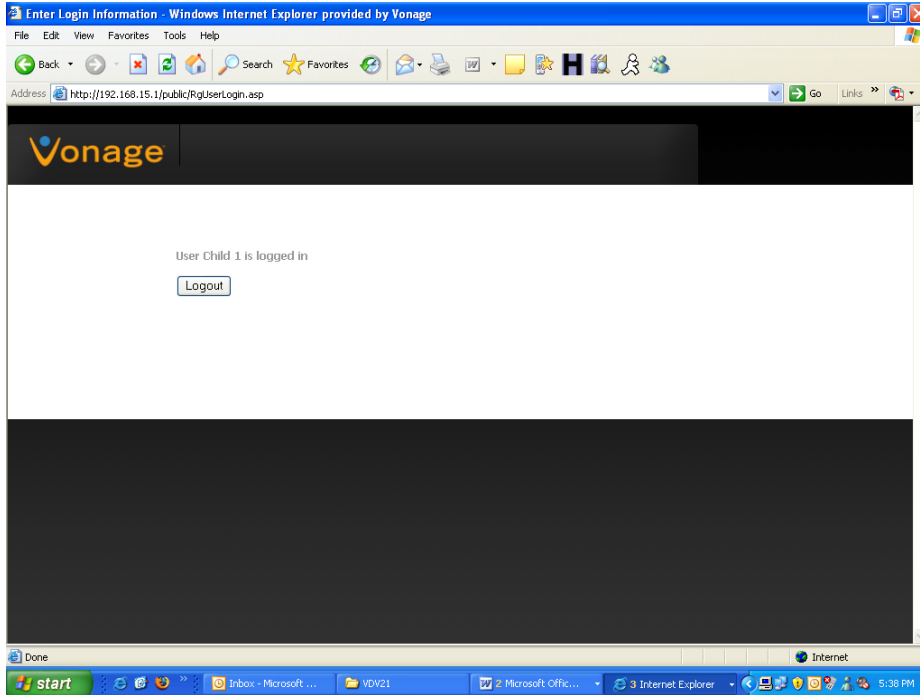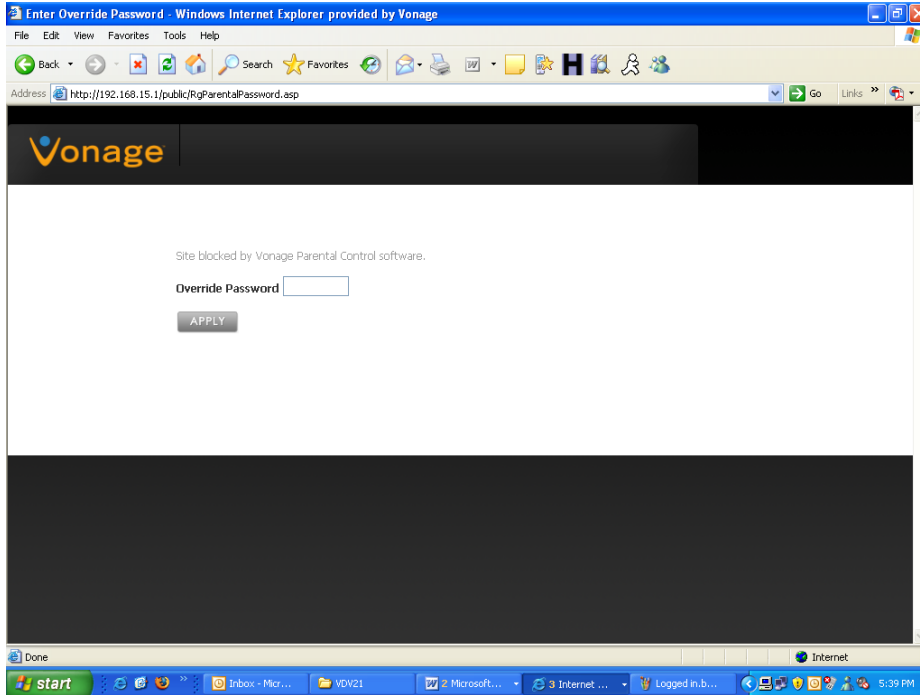
Now when Child 1 surfs the Internet the parental controls we defined will be enforced. If they try to access www.vonage.com, the following screen will be displayed:

This screen is followed by the following screen:

This screen gives you an opportunity to enter an override password to gain access to a blocked site.

A similar set of screens will be displayed if Child 1 tries to enter any websites that contain the word "apple" in the URL.

When the user "Me" accesses the Internet for the first time, you will be asked to login as well. However, since you are a trusted user, no further screens will appear and your access will not be restricted. **NOTE**: This is assuming that Child 1 is not logged in. If Child 1 is still logged in, user "Me" will have the same restrictions as Child 1. Remember, when using a router behind the V-Portal, Parental Controls for the first user to login are applied to every user who logs on subsequently.

Network Options

This page allows you to configure the advanced networking features of the V-Portal. The network options adjust how your device routes IP traffic, which is traffic to and from the Internet. Unless you have advanced networking knowledge, or have been instructed to do so by a member of Vonage's Customer Care team, we recommend not changing these values from the default values.

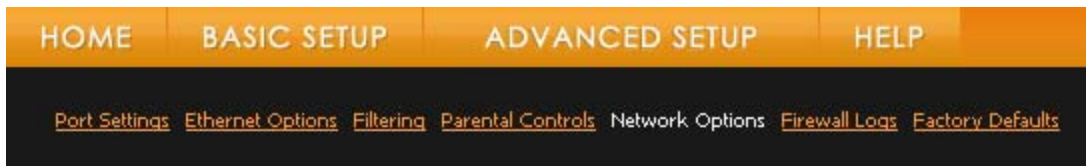The following options can be enabled/disabled from this page:
- **WAN Blocking** – prevents your device (or any devices plugged into it) from being visible to the Internet.

- **Ipsec PassThrough** – enables IP Security protocol to be used through the device so that a VPN device (or software) on your LAN may communicate properly with the Internet.

- **PPTP PassThrough** - enables Point to Point Tunneling protocol to be used through the device so that a VPN device (or software) on your LAN may communicate properly with the Internet.
- **Remote Configuration Management** – allows the device to be accessed and configured from anywhere on the Internet by using the WAN IP address via port 8080. For example, if the IP address of the Internet port of your V-Portal is 11.22.33.44 then you could access the device remotely by typing http://11.22.33.44:8080 in the address bar of your Internet browser. You can find the Internet IP address of your device on the Status page or on the LCD menu.
- **UPnP Enable** – enables the Universal Plug and Play agent in the device. This option should be used if you are running an application on your LAN that requires UPnP.
- **PPPoE PassThrough** –allows PCs connected to your LAN to use the PPPoE client software provided by your ISP to connect to a PPPoE server on the Internet. By enabling PPPoE PassThrough you allow multiple users, each with their own PPP User Name and password, to share your DSL connection.
- **Enable SSH** – enables Secure Shell. SSH allows for advanced troubleshooting. This option should only be enabled under the supervision of Vonage Technical Support.

To enable the Network Options:

From the home page click on the **Advanced Setup** tab. Click on the **Network Options** sub-menu. The Network Options page is displayed:

- To enable a **Network Option**, click the **Enable** box next to the appropriate option.

- Click on the **Apply** button.
- All the network options can be changed without rebooting the device.

Dynamic DNS Service

Dynamic DNS service makes it possible for other users on the Internet to establish connections to your machine without needing to track the IP address themselves. It is commonly used for running server software on a computer that has a dynamic IP address. Many Internet service providers dynamically assign IP addresses. Configuring Dynamic DNS allows your device to register its WAN IP with a Dynamic DNS server on the Internet.

Enabling Dynamic DNS service
First, you must have previously established an account with a DNS service provider. You will need your user name, password and host name associated with that account. If you do not remember your user name or password, please contact your DNS provider.

To enable Dynamic DNS (DDNS) service:

From the home page click on the **Advanced Setup** tab. Click on the **Network Options** sub-menu. The DDNS section is at the bottom of the **Network Options** page:

DDNS Service:	Disabled
User Name:	
Password:	
Host Name:	
IP Address:	**10.111.12.133**
Status:	*DDNS service is not enabled.*

APPLY

- Select **Enable** from the **DDNS Service** drop down list
- Enter the **User Name** and **Password** associated with your DNS account
- Enter the Host Name
- Click the **Apply** button

Firewall Logs

Local Log

The local log keeps track of firewall log events. If the events are enabled via the Web Filter page and the Local Log page, the events will be captured. The local log is stored in the device's memory. You can specify which items of interest are monitored. You can choose to monitor for:

- Blocked Connections
- Known Internet Attacks

The **Blocked Connections** option will only log events if the "Blocked Fragmented IP Packets" and/or "Port Scan Detection" options are selected on the **Filtering** page under **Web Content Filter**.

These records can be viewed in the Local log or you can have an email sent to alert you of the event.

To setup an email alert:

From the home page click on the **Advanced Setup** tab. Click on the **Firewall Logs** sub-menu. The **Local Log** section is at the top of the **Firewall Logs** page:
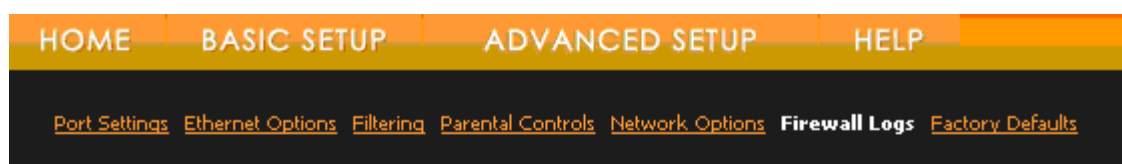
- Enter the email address you want the alert sent to in the **Contact Email Address** field
- Enter the email account's associated SMTP (Outgoing) mail server address in the **SMTP Server Name** field. This is provided by your ISP.
- Click the **Enable** checkbox of the **Email Alerts** field.
- Click the **Apply** button

An individual email will now be sent each time a monitored event is detected. You can also send a summary of the Local Log table to the contact email address. Simply click on the **Email Log** button.

To specify which Firewall events you'd like to monitor and record in the Local Log:

From the home page click on the **Advanced Setup** tab. Click on the **Firewall Logs** sub-menu.
The **Local Options** section is at the bottom of the **Firewall Logs** page:

Log Options

This section allows optional configuration of events to be logged.

Send selected events

☐ Blocked Connections

☐ Known Internet Attacks

APPLY

- Click the checkbox of the event you want to record in the Local Log.
- Click the **Apply** button

Factory Defaults

Caution: *Performing a factory reset on the device will reset ALL user defined router values. You will need to define these values again or restore them from a previously saved backup.*

A factory reset sets the device back to the firmware's default values; therefore it will clear all the router settings you have configured in the device. Examples of the settings that will be lost are ISP information, security settings, and parental controls. Before performing a Factory reset we suggest you Save your configuration settings. See **Save & Import Configuration.**

To perform a factory reset on the device:

From the home page click on the **Advanced Setup** tab. Click on the **Factory Defaults** sub-menu. The Factory Reset page is displayed:
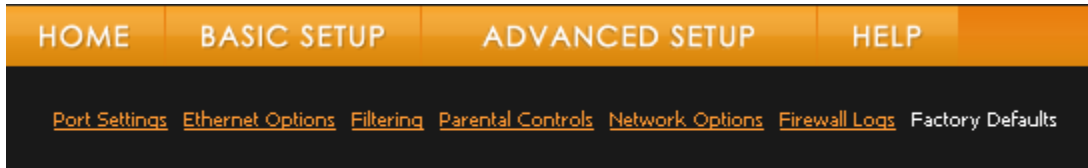
Factory Defaults

This page allows restoring the router values to factory defaults as well as restarting the device.

Restore Factory Defaults

Router Values ☐

APPLY

- Click the checkbox next to the **Router Values** field.
- Click the **Apply** button
- Wait for the device to reboot.
- You will now be able to log in to the device using the default user name and password.

QoS

QoS stands for Quality of Service. VoIP traffic, file downloads, gaming, streaming media and IM sessions are all competing for your bandwidth. QoS prioritizes your network traffic so that the traffic you identify as most important can pass first. However, because Vonage is committed to providing you with the highest quality digital voice service, voice traffic is always given the highest priority.

For example, let's say your child is busy on the computer downloading their favorite music videos. You receive a phone call. The QoS feature of the V-Portal will automatically prioritize the voice traffic so that your phone call has the highest possible audio quality and the music video download continues without interruption.

The QoS page has two tabs **Novice** and **Power User**. On the Novice tab, we've simplified the options. You can set the priority for the services you use most. You can choose the priority for the following pre-defined services:
- Downloading Files & Web Browsing
- Email
- Streaming Media
- VPN

The Power User tab gives you the ability to "fine tune" your QoS settings. It allows you to set priorities based on IP address or port range. The Power User tab assumes some knowledge of networking, QoS, or in some cases information from other applications.

To access the QoS page on your V-Portal:

From the home page click on the **Advanced Setup** tab. Click on the **QoS** sub-menu. The QoS page is displayed.

Novice Tab:

By default, all of the applications have a priority of Medium. If you would like to change the priority of an application:

1. Click on the checkbox labeled **Enable QoS Priorities**
2. Using the **Priority** scale, select a priority level for the application.
3. Click the **Apply** button.

For example, let's say you are working from home and you want your VPN connection to have the highest priority. Click on the **Enable QoS Priorities** checkbox, set the **Priority** scale associated with VPN to high and click the **Apply** button.
IMPORTANT NOTE: These priorities are always secondary to voice traffic.

Vonage V-Portal User Guide

Power User Tab

As previously mentioned, the Power User tab assumes some knowledge of networking, QoS or in some cases information from other applications. For example, your gaming documentation may provide information on which ports to prioritize.

The Power User tab has two sections: **Upstream Bandwidth** and **Priority Rules List**.

Upstream Bandwidth
In the Upstream Bandwidth section there are two choices for your Upstream Bandwidth setting, **Auto** or **Manual**.

The **Auto** setting of the **Upstream Bandwidth** parameter will set your upstream bandwidth to the most efficient bandwidth for all network traffic. Vonage recommends that the **Upstream Bandwidth** setting remain in **Auto** mode.
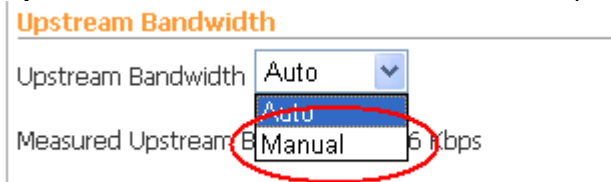
The **Manual** setting allows you to specify the maximum upstream bandwidth. You should **only** change the **Upstream Bandwidth** parameter to **Manual** and select a value from the drop down list if:

1. you are having a problem with far end voice quality **and**
2. you know what your upstream link bandwidth is provided by your ISP.

For example, there may be times where the Measured Upstream Bandwidth reported is not correct. Let's say you know your upload speed (upstream bandwidth) is 768Kbps. However, the Measured Upstream Bandwidth reported is 653Kbps. This may be a result of temporary network congestion or other issues. In this scenario if you are also having a problem with far end voice quality you can select Manual and select a specific value.

To manually set the maximum upstream bandwidth:

1. Select **Manual** mode from **Upstream Bandwidth** drop down list. The **Measured Upstream Bandwidth** value is for informational purposes only and can not be edited.
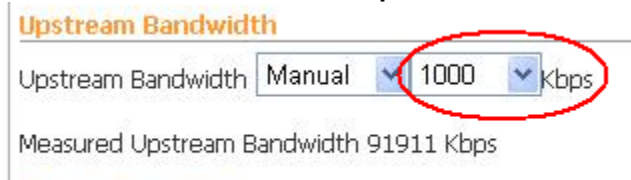
2. Once **Manual** is selected, the **Upstream Bandwidth** drop down list will appear.

   Choose a value (in Kbps) for the **Upstream Bandwidth** from the drop down list. We recommend choosing a value closest to your ISP's advertised bandwidth.

3. Click the **Apply** button.

Priority Rules List
By default, there are no priority rules defined.

To define a priority rule:

1. Click on the **Add Rule** button in the **Priority Rules List** section. The **Add Priority Rule** screen will appear.

Add Priority Rule

Name: [   ]

Source IP Address Range: [   ].[   ].[   ].[   ] to [   ].[   ].[   ].[   ]
or

Source Port Range: [   ] to [   ]
or

Destination IP Address Range: [   ].[   ].[   ].[   ] to [   ].[   ].[   ].[   ]
or

Destination Port Range: [   ] to [   ]

[SAVE] [CLEAR] [CANCEL]

NOTE: When defining a priority rule you can specify only one of the four given options. You can specify **Source IP Address Range** or **Source Port Range** or **Destination IP Address Range** or **Destination Port Range**.

2. Enter a name for the rule in the **Name** field. Note that rule names are case sensitive; for example "Rule-1" and "RULE-1" will refer to two different rules.
3. You can choose to define your rule using a source (LAN) IP address range or port range, or destination (WAN) IP address range or port range.

   Enter the appropriate information in the following fields:
   - **Source IP Address Range**
     or
   - **Source Port Range**
     or
   - **Destination IP Address Range**
     or
   - **Destination Port Range**

4. Click the **Save** button.

NOTE: When defining a priority rule you can specify only one of the four given options. You can specify **Source IP Address Range** or **Source Port Range** or **Destination IP Address Range** or **Destination Port Range**.

If you make a mistake and want to start over again, click the **Clear** button. And if you change your mind and don't want to enter a rule at all, click the **Cancel** button.

Once the rule(s) have been added they will appear in the **Priority Rules List** table. In the example below, a single rule has been added and defined using **Source Port Range**.

Now that we have added a rule, we need to select a priority for that rule and enable it. By default, all rules are added with a priority of low. In our example below, we have set a priority of High for our rule by choosing it from the drop down list. To enable the rule, select the **Enable** box associated with the rule.

If you have more than one rule defined, you should enable only those rules you want to apply to your current network traffic. Remember, by default, voice traffic will always be given priority.

Once your rules are defined, the final step is to enable QoS. To enable QoS:

1. Click the **Enable QoS Priorities** checkbox (located at the top of the screen)

2. Click the **Apply** button.

Once rules are defined you can edit and delete them.

To edit a priority rule:
1. Highlight the rule you want to edit in the **Priority Rules List**.
2. Click the **Edit** button. The Edit Priority Rule screen will be displayed.

To delete a priority rule:
1. Highlight the rule you want to delete in the **Priority Rules List**.
2. Click the **Delete** button.

Help

In addition to the context sensitive help available throughout the Web UI, there is also a section dedicated to help.

The Help section of the Web UI has four sub-menus.
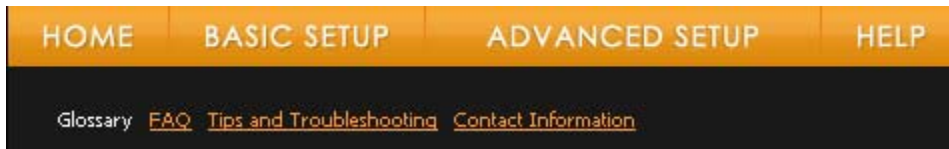
The three sub-menu entries are:
- **Glossary**
- **FAQ**
- **Tips and Troubleshooting**
- **Contact Information**

Glossary

The Glossary contains explanations for terms used throughout the Web UI that you may not be familiar with. It is arranged alphabetically and contains a quick index up front to aid in finding terms quickly.

FAQ

The FAQ section contains all of the questions located throughout the Web UI in one place. The questions are arranged by topic.

Tips and Troubleshooting

The Tips and Troubleshooting section contains helpful information on using and resolving problems with your V-Portal. More information can be found at www.vonage.com/help.php?keyword=VPortal_Tips.

Contact Information

The Contact Information section provides information on how to reach Vonage's Customer Care Team. In addition is gives you a link to quickly access your Vonage Account and the Online User Manual for the V-Portal.

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Status Page

The Status Page contains information about your V-Portal and its configuration. This information may be useful when troubleshooting problems with your V-Portal. If you call Vonage Customer Support you may be asked to provide some of this information. The Status Page also provides a link so you can access to the **Diagnostics Page** and the **LCD Message History Page**.

The Status Page is divided into 4 sections:

Section 1 contains a brief description of the device.

Section 2 contains the following information about your V-Portal:

> **Hardware Version:** Displays the current hardware version of your V-Portal.
> **Software Version:** Displays the current version of the software your V-Portal is running.
> **Internet Status:** Indicates whether or not you are connected to the Internet. Possible values are **Connected** and **Not Connected**.
> **Ethernet Status:** Indicates whether or not you have something connected to the yellow Ethernet (LAN) port of the V-Portal. Possible values are **Connected** and **Not Connected**.
> **Current Time:** Displays the current time.

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Phone 1: Indicates whether or not the phone line is registered for use. A line is registered for use when it has been setup and has a phone number associated with it. Possible values are **Enabled** and **Disabled**.

Phone 2: Indicates whether or not the phone line is registered for use. A line is registered for use when it has been setup and has a phone number associated with it. Possible values are **Enabled** and **Disabled**.

Configuration Server: Indicates whether or not the device was able to successfully connect to the Vonage Configuration Server. This information may be useful to Vonage Customer Support team when troubleshooting a problem.

Parental Control: Indicates whether or not the parental controls are enabled on the device.

Section 3 is the Internet Connection Status section. It contains information on your Internet connection. The content displayed in this area will vary depending on the type of Internet connection you are using.

If you have a DHCP Internet Connection, the following information is displayed:

IP Address: The IP address assigned to the V-Portal.

MAC Address: This is the MAC address of your V-Portal. If your MAC address is cloned or spoofed, that address is shown here instead.

Subnet Mask: This is the Subnet mask assigned by your ISP.

Router IP Address: The default Gateway IP address.

Duration: Duration of the current lease given in days, hours and minutes.

Expires: The day, date and time that the current lease expires. A lease is how long you have your current IP address before a new one is assigned.

DNS Servers: The IP addresses of the Domain Name Service (DNS) servers used by your ISP.

If you have a Static IP Address Internet Connection, the following information is displayed:

IP Address: The IP address assigned to the V-Portal.

MAC Address: This is the MAC address of your V-Portal. If your MAC address is cloned or spoofed, that address is shown here instead.

Subnet Mask: This is the Subnet mask assigned by your ISP.

Router IP Address: The default Gateway IP address.

DNS Servers: The IP addresses of the Domain Name Service (DNS) servers used by your ISP.

If you have a PPPoE Internet Connection, the following information is displayed:

IP Address: The IP address assigned to the V-Portal.

MAC Address: This is the MAC address of your V-Portal. If your MAC address is cloned or spoofed, that address is shown here instead.

Subnet Mask: This is the Subnet mask assigned by your ISP.

Router IP Address: The default Gateway IP address.

DNS Servers: The IP addresses of the Domain Name Service (DNS) servers used by your ISP.

Section 4 displays information if you have your V-Portal configured to be a DHCP Server and there is a device plugged into the Ethernet (LAN) port. If your V-Portal is not configured to be a DHCP server or there is no device plugged into the Ethernet (LAN) port then details on the DHCP clients will not be displayed.

Diagnostics Page

To access the Diagnostics Page, click on the **Diagnostics** sub-menu on the Status Page.
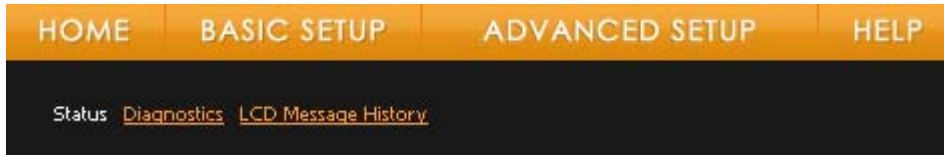
The Diagnostics Page will be displayed:

The Diagnostics page provides access to four utilities:
- Ping
-

        Traceroute
- V-Support
- GR-909 Test

Most users will not need to use these utilities unless asked to do so by a member of the Vonage Customer Support team. The results of these tests should be interpreted by users who have sufficient networking knowledge or a member of the Vonage Customer Support team.

Ping

Ping stands for **P**acket **In**ternet **G**roper. Ping is a utility that is used to determine if a particular IP address is present on line and accessible. It works by sending a packet to the IP address in question and waiting for a reply.

A Ping test is useful in troubleshooting network problems. It not only determines whether your computer can communicate with a remote device, but also provides indicators of the general speed or reliability of the network connection.

The V-Portal allows you to test your Local Area Network (LAN) connection using the Ping command.

To perform a Ping test:

Log in to the Web UI. From the home page click on the **Status** button and then choose the **Diagnostics** sub-menu. Select **Ping** from the **Utility** field drop down list. The following screen will be displayed:

Diagnostics

This section will allow you to perform diagnostics on your router.

Utility: Ping

Ping Test Parameters

Target: 0 . 0 . 0 . 0 (LAN address only)

Ping Size: 64 bytes

No. of Pings: 3

Ping Interval: 1000 ms

START TEST ABORT TEST CLEAR TEST

Results

Waiting for input...

- Enter the IP address you want to ping in the **Target** field.
- Specify the size of the packet, in bytes, you want to send in the **Ping Size** field.
- Specify the number of times you want to send a packet to the remote device in the **Number of Pings** field.
- Specify the time (in milliseconds) you want to wait between sending pings to the remote device in the **Ping Interval** field.
- Click on the **Start Test** button.

The results of the test will be displayed in the **Results** box. You can stop the test at any time by clicking on the **Abort Test** button. You can clear the results box by clicking on the **Clear Test** button.

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Traceroute

A Traceroute test, as the name implies, is a utility used to trace the route a packet takes from your computer, across the Internet, to its specified destination.

To perform a **Traceroute** test:

Log in to the Web UI. From the home page click on the **Status** button and then choose the **Diagnostics** sub-menu. Select **Traceroute** from the **Utility** field drop down list. The following screen will be displayed:

- Enter the destination you want to reach in the **Target** field. You can either specify an IP address or a domain name such as www.vonage.com.
- Enter the maximum number of hops the packet you are sending can take in the **Max Hops** field.
- Specify the size of the packet you want to send in the **Data Size** field. This is specified in bytes.
- Specify the port on your computer that you want to send the packet from in the **Base Port** field.
- Specify whether or not you want the Host name to be resolved to an IP address using the **Resolve Host** drop-down field. If you do not want to resolve the address select **Off**.
- Click on the **Start Test** button.

The results of the test will be displayed in the **Results** box. You can clear the results box by clicking on the **Clear Test** button.

V-Support

V-Support is a suite of diagnostic tests that provide additional information that is useful when troubleshooting a problem. There is no need to run these tests unless requested by a Vonage Customer Service agent.

The **Bandwidth Test** determines the current upstream bandwidth of your Internet connection. When this option is selected, a bandwidth test is initiated and the upstream bandwidth results are displayed in Kbps (kilobits per second). The test will take approximately 30 seconds to complete.

The **Connection Test** is used when a Customer Service agent asks you to test your network connectivity. When this option is selected, tests are run that provide the agent with vital information that can help analyze the problem. When testing is completed messages are displayed indicating whether the test was successful or not. If the Connection Test fails, then the test results may not be successfully received by Vonage.

The **Quality Test** helps you determine the quality of your network with a series of tests. When this option is selected, tests are run that determine the quality of your network at that time. A Vonage Customer Service agent might ask you to test your network quality if you experience voice quality problems. The results provide the agent with vital information that can help analyze the problem.

The final tool in the V-Support suite is the **Send Stats** option. If you're having trouble a Vonage Customer Service agent may ask you to send call statistics to Vonage. When this option is selected, pertinent diagnostic test results and statistics on recent calls are automatically sent to Vonage for analysis.

To perform a test from the V-Support suite of tests:

IMPORTANT NOTE: The features in the V-Support test suite should only be used when requested by a Vonage Customer Service agent.

Log in to the Web UI. From the home page click on the **Status** button and then choose the **Diagnostics** sub-menu. Select **V-Support** from the **Utility** field drop down list. The following screen will be displayed:
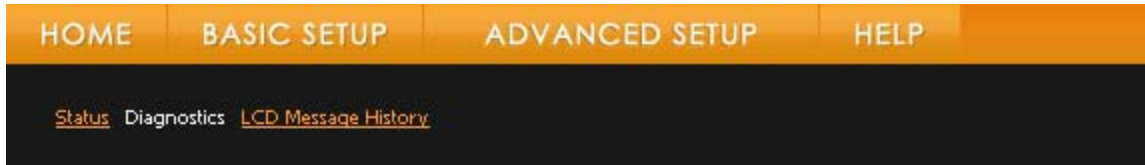
- Select the test(s) to be performed by marking the corresponding checkbox.
- Click on the **Start Test** button.

The results of the test will be displayed in the **Results** box. You can clear the results box and test selections you entered by clicking on the **Clear Test** button.

GR-909 Test

The GR-909 Test is a suite of hardware tests that can be executed to determine if there are problems related to your physical phone line. There is no need to run any of these tests unless requested by a Vonage Customer Service agent.

The **Hazardous Potential** test is used to determine if hazardous AC or DC voltage is present on the phone port.

The **Foreign Electro Motive Force** test detects additional external voltage on the phone port of the V-Portal. For example, if the phone port of the V-Portal was connected to a live PSTN line, this would be detected with this test.

The **Resistive Faults Test** is used to determine if there is a short in your phone line. This may be caused by a problem with your home wiring or a faulty phone.

The **Receiver-Off-Hook Test**, as the name implies, tests to see if there are one or more phones off the hook.

And finally the **Ringers Test**, is used to determine if there are too many phones connected to the phone port.

To perform a test from the GR-909 suite of tests:

IMPORTANT NOTE: The features in the GR-909 test suite should only be used when requested by a Vonage Customer Service agent.

Log in to the Web UI. From the home page click on the **Status** button and then choose the **Diagnostics** sub-menu. Select **GR-909 Test** from the **Utility** field drop down list. The following screen will be displayed:

* Select the test(s) to be performed by marking the corresponding checkbox.
* Click on the **Start Test** button.

The results of the test will be displayed in the **Results** box. You can clear the results box by clicking on the **Clear Test** button.

There is one additional tool provided on the Diagnostics page. This tool is only for users who are using a DHCP connection to the Internet. If you suddenly lose your connection to the Internet, you can try releasing the IP address your V-Portal is currently using and getting a new IP address.

Note: If you are not using DHCP as your Internet connection type, this tool will not be displayed.

Log in to the Web UI. From the home page click on the **Status** button and then choose the **Diagnostics** sub-menu. Scroll to the bottom of the Diagnostics page.

IP Address: Request a new IP Address if your Internet Connection is lost.

DHCP RELEASE   DHCP RENEW

- Click on the **DHCP Release** button to release the current IP address.
- Click on the **DHCP Renew** button to get a new IP address.

LCD Message History Page

The LCD Message History is a list of the last 100 messages that were displayed on the LCD of your V-Portal. This information may be useful to Vonage Customer Service agents if you need to call them for help with a problem you are experiencing.

A sample of the LCD Message History page appears below. You will notice the timestamp displayed in the initial messages after boot up will be "Jan 1, 12:00:00 am". Once the V-Portal connects to the Vonage network and gets the current information, it will show the proper date and time.

Status   Diagnostics   LCD Message History

LCD messages

This section will display last 100 LCD messages.

```
Jan 01, 12:00:06 am Connecting to Internet
Jan 01, 12:00:06 am Retrieving Profile
Jan 01, 12:00:10 am Retrieving IP address
Jan 01, 12:00:11 am Lan Port Error[Code 999] Lan port is not
connected
Jan 01, 12:00:14 am Lan Port is connected
Jan 01, 12:00:18 am Connected to Internet
Apr 15, 10:55:21 am Connecting to Vonage Server
Apr 15, 10:55:24 am Vonage Register Error[Code 004] Unplug power
connector and plug it in again. Wait until you see the Phone 1
icon displayed.
Apr 15, 10:55:24 am Vonage Register Error[Code 005] Unplug power
connector and plug it in again. Wait until you see the Phone 2
icon displayed.
Apr 15, 10:55:25 am Ready to make calls
```

Vonage V-Portal Tips and Troubleshooting

Tips and answers to some frequently asked questions about the Vonage V-Portal are presented here. Take a look. You might find an answer to a question you didn't even know you wanted to ask!

Is there some general advice for problem solving?

Absolutely! Many installation issues, such as no dial tone on your telephone or no Internet connection on your computer, can be resolved by:

Resetting all of your networking equipment
1. Turn off your:
   a. Computer, if you have one (Shut down properly; it is not necessary to disconnect power to your computer.)
   b. Vonage V-Portal (Unplug power cord from the back of the V-Portal.)
   c. Router, if you have one (Unplug power cord from the back of the router.)
   d. DSL or Cable Modem (Unplug power cord from the back of the modem.)
2. Wait at least 30 seconds before turning them back on.
3. In the meantime, check that all the network cables are firmly snapped into the ports on all the devices in your network (computer, V-Portal, router, and modem).
4. Turn your equipment back on in this order:
   a. DSL or Cable Modem (Plug the modem's power cord snugly back into the back of the modem. Before you continue, be sure to allow enough time for your modem to complete its start-up process. Most modems have a light that should be lit solid when start-up is complete.)
   b. Vonage V-Portal (Plug the V-Portal's power cord snugly back into the back of the V-Portal. After a few seconds the light of the Liquid Crystal Display (LCD) on the V-Portal will turn on, and after an additional 10 seconds you will see a message that says "Powering up" followed by other messages that walk you through the power-up process. Wait until you see the "Ready to make calls." message displayed.)
   c. Router, if you have one (Plug the router's power cord snugly back into the back of the router. Before you continue, be sure to allow enough time for your router to complete its start-up process.)
   d. Computer, if you have one (Turn on your computer. Open your Web browser and check your Internet connection by visiting any website, such as www.vonage.com.)

Disconnecting any USB cables from your cable or DSL modem.

Make sure you disconnect any USB cables from your cable or DSL modem, if any are present. After disconnecting the USB cable, unplug the power cord from the back of your modem and then plug it back in.

Using PPPoE

Many DSL service providers require that you use something called "PPPoE." If you have DSL and are required to use a User name and Password to access the Internet, then your ISP uses a PPPoE type Internet connection. If yours does, you'll have to set up PPPoE from the Web UI of the V-Portal. If you are uncertain, contact your ISP to determine which type of Internet connection you have.

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Using Static IP Addresses

Although not commonly used, Static IP addresses are sometimes used by cable ISPs. When you set up your Internet connection for the first time, your ISP may have given you a specific IP address to enter. If this is the case, then your ISP uses Static IP addresses. If yours does, you'll have to set up "Static IP" as your Internet connection type, from the Web UI of the V-Portal. If you are uncertain, contact your ISP to determine which type of Internet connection you have.

I've tried resetting my equipment but I'm still not getting a dial tone. What can I do?

First, look for the Phone Port 1 icon displayed on the V-Portal LCD. If the icon displays, be sure your phone cord is firmly plugged in to the green Phone Port 1 on the rear panel of the Vonage V-Portal, and that it is disconnected from the wall jack that traditional phone service uses. Then listen again for a dial tone.

Tip: You'll typically use a standard two-wire phone cord with your V-Portal. For phone cord recommendations, see What kind of telephone cord should I use in the phone ports of the V-Portal?.

If the icon does not display, look for an error message displayed on the LCD and follow the advice for the error message listed in the Vonage V-Portal LCD Error Messages article.

Why isn't the LCD backlight on my V-Portal lit?

Check that the AC power adapter is securely plugged into a working electrical outlet and into the power port on the back of the V-Portal. Also, make sure you haven't previously turned the "Normal" or "Voicemail" LCD brightness setting to "Off" (Click the **Select>** button on the V-Portal to get to the main LCD menu then select **Settings** > **Brightness** > **Normal** or **Voicemail** on your V-Portal).

I can't send or receive data on my computer that's connected to my V-Portal. Help!

Either your Ethernet (LAN) connection or your Internet connection could be causing a problem.

First check to see whether or not the Ethernet (LAN) icon displays on the V-Portal LCD.

- o If the Ethernet icon appears, the Ethernet cable is properly connected between your V-Portal and your computer.
- o If the Ethernet icon does not appear, check that the Ethernet cable is snugly connected to the yellow Ethernet port on the back of the V-Portal and the computer.

If the Ethernet cable is properly connected and the problem still occurs, check to see if you're getting a dial tone.

- o If you don't have a dial tone, look for an error message displayed on the LCD and follow the advice for the error message listed in the Vonage V-Portal LCD Error Messages article.
- o If you have a dial tone you might need to power cycle your computer or reconfigure the network connections on your computer.

If the Ethernet Port (LAN) and Internet Port icons display on the V-Portal LCD and you are able to make phone calls but you can't use your computer to access the Internet, you may have the V-Portal Parental Controls enabled. When Parental Controls are enabled, the Parental Controls block all access to the Internet including instant messaging services, email, web browsing, etc. If you don't seem to be able to use any of your favorite Internet applications, like email or instant messaging, open a web browser and access an external website like www.vonage.com. You will get a message stating that your access is blocked by Parental Controls, followed by a login page.

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Log in using your Parental Controls user name and password (not the router user name and password).

My high-speed Internet connection uses a USB port, not an Ethernet port. What should I do?

You need to switch your high-speed Internet connection from USB to Ethernet to use Vonage Internet Phone Service. If your computer does not have an Ethernet adapter, you can purchase an Ethernet adapter or a USB to Ethernet Converter to connect your computer to the V-Portal, and ultimately the Internet.

What kind of telephone cord should I use in the phone ports of the V-Portal?

Use a standard two-wire telephone cord to connect your single-line phone to your V-Portal. If you've activated both Vonage phone lines on your V-Portal, simply use a standard two-wire telephone cord with each single-line phone, one for Phone Port 1 and one for Phone Port 2. You can tell it's a two-wire telephone cord by looking at the plug – you'll see two copper wires in the middle of the plug as shown here. Alternatively, if you are using home wiring and have activated one line of Vonage service, use a standard two-wire telephone cord to connect your V-Portal Phone Port 1 to your wall jack and your phones to your wall jacks throughout your house.

If you are using a two-line phone and you've activated both Vonage phone lines on your V-Portal, use a single standard four-wire telephone cord to connect your two-line phone to Phone Port 1 of your V-Portal. The plug on a four-wire telephone cord has four copper wires in the middle of the plug as shown here. Alternatively, if you are using home wiring and have activated two lines of Vonage service, use a standard four-wire telephone cord to connect to connect your V-Portal Phone Port 1 to your wall jack and your phones to your wall jacks throughout your house.

If you would like to use your V-Portal with the existing telephone wiring in your home, you'll need to determine how your house is wired. Home Wiring provides do-it-yourself advice on distributing Vonage service to all of your phone jacks. Consult a professional electrician or telephone technician if you want a professional to adjust your home wiring. For your convenience, Vonage offers professional installation service in many geographic areas. See Professional Installation Basics for more information.

Can I use a FAX machine with my V-Portal?

Certainly. Plug your FAX machine into an active green phone port on the back of your V-Portal. Use Phone Port 1 if you signed up for one line of Vonage service and either Phone Port 1 or Phone Port 2 if you signed up for two lines of Vonage service.

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> **Tip:** You'll typically use a standard two-wire phone cord with your V-Portal. For phone cord recommendations, see What kind of telephone cord should I use in the phone ports of the V-Portal?

What is included with the V-Portal's built-in router?

The V-Portal supports a firewall, port triggers, advanced ALGs for protocols such as RSVP, POP3, SNMP, and streaming media. No separate routers are needed. To connect more than one computer or other Ethernet device, an Ethernet hub, switch or router is required.

Can I restrict my children's access to certain websites using the V-Portal?

The V-Portal's Web-based Configuration and Status User Interface ("Web UI") provides parental controls that allow you to limit your children's access to websites on the Internet. Login to the V-Portal's Web UI from a computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser and navigate to the Parental Controls page (from the Home Page click **Advanced Setup > Parental Controls**). The right side of the Parental Controls page provides directions for restricting website access.

Can I set up a Local Area Network with the V-Portal?

Yes, you can connect many types of devices to the V-Portal, not just a computer. Connect a router, a switch, or a hub to the yellow Ethernet port of your V-Portal.

You can even monitor unauthorized attempts to access your LAN. The V-Portal keeps track of all unauthorized access attempts in its local log. To view the local log, login to the V-Portal's Web-based Configuration and Status User Interface ("Web UI") from a computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN. from the V-Portal Web UI by logging in from Enter V-Configure.com into the address bar of a web browser, navigate to the Advanced Setup page (from the Home Page click **Advanced Setup**) and click **Firewall Logs**.
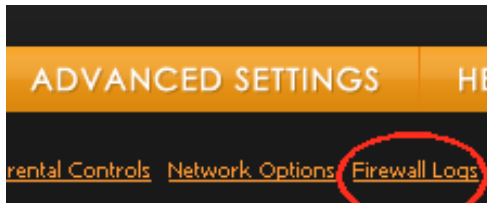
For your convenience, the V-Portal allows you to set up email alerts of unauthorized LAN access attempts. Easy to follow directions are provided on the Firewall Logs page.

Can I play online games through my V-Portal?

Whether you want to play your favorite interactive games on your computer or on your game box, you can use your V-Portal to connect to the Internet for online gaming.

Connect any of the popular gaming consoles, such as Playstation®, Xbox® or Nintendo®, directly to the yellow Ethernet port of your V-Portal. You can also play interactive games on any computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN.

By default, the V-Portal blocks all unsolicited messages to the computer or LAN as a standard security measure. For online games that require some unsolicited messages to be transmitted through the V-Portal, you can specify ports and IP addresses on which to allow these messages. Login to the V-Portal's Web-based Configuration and Status User Interface ("Web UI") from a computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser and navigate to the

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Advanced Setup page (from the Home Page click **Advanced Setup**). Specify ports and IP addresses on the Port Settings page which displays.

How can I operate a Virtual Private Network (VPN) application behind the V-Portal?

The V-Portal supports pass-through for IPSec and PPTP, the most common VPN protocols. Login to the V-Portal's Web-based Configuration and Status User Interface ("Web UI") from a computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser, navigate to the Network Options page (from the Home Page click **Advanced Setup** > **Network Options**) and enable or disable the options.

I touched my V-Portal and the LCD display went blank. What happened?

In extremely rare cases, the LCD display may go blank when you touch the V-Portal. If this happens, simply unplug the power cord from the back of the V-Portal. After about 30 seconds, plug it back in again. The V-Portal will reset and the LCD display will function properly again.

What's a factory reset of the V-Portal and how can I perform one?

A factory reset clears all the user defined router settings you have configured in the V-Portal, such as ISP information, PPPoE, security settings, and parental controls, and sets them back to the default values as they originally came from the factory. Once you perform a factory reset you'll need to redefine these settings or restore them from a previously saved backup copy. A factory reset can be performed by pressing the Reset button on the back of the V-Portal or through the V-Portal's Web UI.

To perform a factory reset using the Reset button, press the Reset button and hold it in for at least 30 seconds. The Reset button is circled in red on the rear of the V-Portal and is labeled RESET.

To perform a factory reset using the V-Portal's Web UI, login to the V-Portal's Web UI from a computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser and navigate to the Factory Defaults page (from the Home Page click Advanced Setup > Factory Defaults Check the "Non-provisioned Values" checkbox and click Apply). If you'd like more detailed information, the "Vonage V-Portal Web User Interface" section provides complete information and displays the Factory Defaults page for your reference.

Before performing a Factory reset we suggest you Save your configuration settings.

What can I do if I have questions or problems not covered here?

Contact Vonage at 1-VONAGE-HELP (1-866-243-4357).

Vonage V-Portal Menu Map

The V-Portal LCD menu allows you to control many settings affecting the functionality of the V-Portal, settings such as the display language and brightness. Use the LCD menu to view your calls logs for incoming, outgoing and missed calls. You can even discover network and device information such as IP Address or MAC Address which may come in handy if you contact a Vonage representative with questions and they need this information to assist you. And, all you technology buffs will be pleased… you can even run diagnostic tests from the LCD menu.

This Menu Map gives you a "birds eye view" of the functionality provided by the V-Portal LCD menu.

The main menu is organized into six major categories:

LCD Main Menu

Call Logs

Easy Dialing

Status

System

Settings

Help
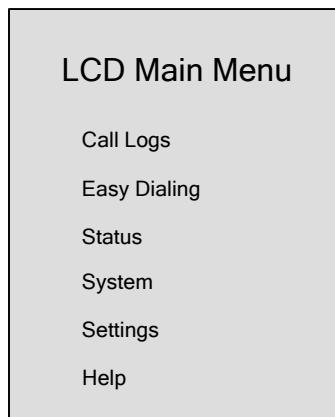
The functionality of each category is depicted below.

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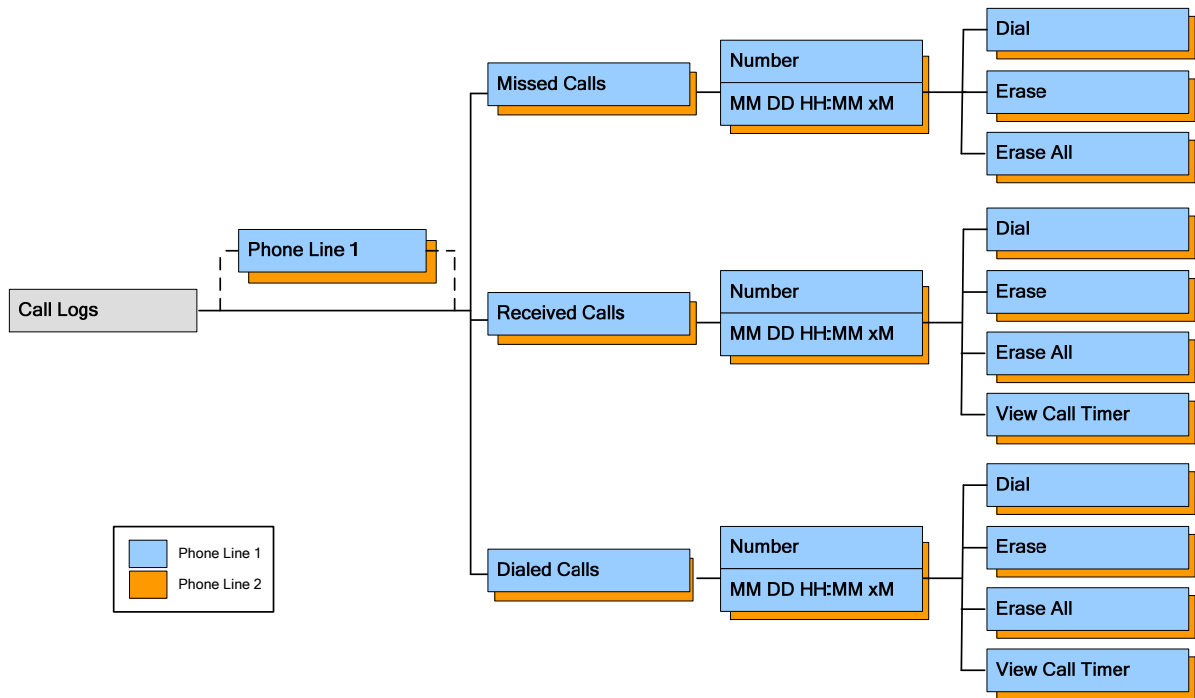
```
Call Logs ──┬── Phone Line 1
            │
            └──┬── Missed Calls ──── Number          ──┬── Dial
               │                     MM DD HH:MM xM     ├── Erase
               │                                        └── Erase All
               │
               ├── Received Calls ── Number          ──┬── Dial
               │                     MM DD HH:MM xM     ├── Erase
               │                                        ├── Erase All
               │                                        └── View Call Timer
               │
               └── Dialed Calls ──── Number          ──┬── Dial
                                     MM DD HH:MM xM     ├── Erase
                                                        ├── Erase All
                                                        └── View Call Timer
```

Legend:
- Phone Line 1
- Phone Line 2

Note: The Phone Line selection menu allows you to choose the line to which this feature will apply. It will only be displayed if you've activated two phone lines on your V-Portal.

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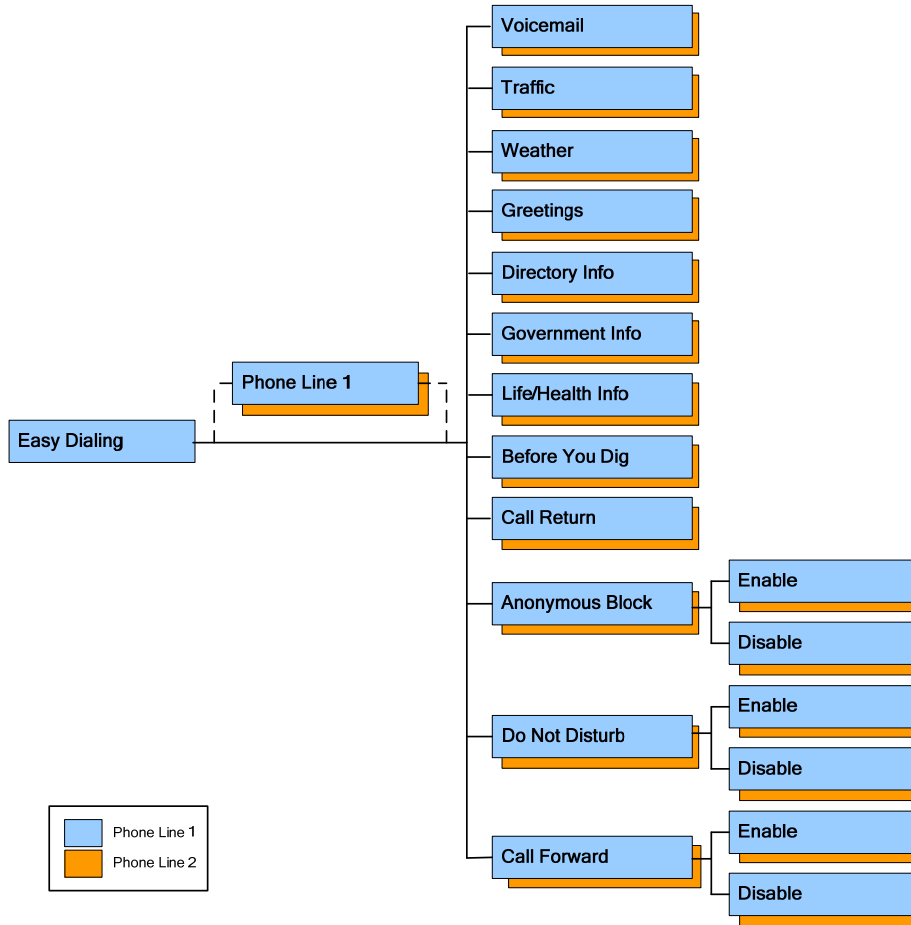
```
                                          Voicemail

                                          Traffic

                                          Weather

                                          Greetings

                                          Directory Info

                                          Government Info

                          Phone Line 1     Life/Health Info

Easy Dialing                               Before You Dig

                                          Call Return

                                                              Enable
                                          Anonymous Block
                                                              Disable

                                                              Enable
                                          Do Not Disturb
                                                              Disable

         Phone Line 1                                         Enable
         Phone Line 2                     Call Forward
                                                              Disable
```

Note: The Phone Line selection menu allows you to choose the line to which this feature will apply. It will only be displayed if you've activated two phone lines on your V-Portal.

```
                          Phone Line 1
                                                    Phone Line 1
                                                    <Phone number>
Status
                                                    Line not set up
                                                    No phone number
```
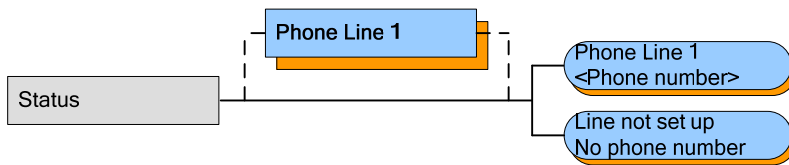
NOTES:

1. The Phone Line selection menu allows you to choose the line to which this feature will apply. It will only be displayed if you've activated two phone lines on your V-Portal.
2. "Phone Number" displays if phone line was activated
3. "Line not set up…" displays if phone line was not activated

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```
System
├── Device Info
│   ├── Firmware Version
│   │   x.x.x_x.x.x
│   └── MAC Address
│       XXXXXXXXXXXX
│
├── Network Info
│   ├── Internet Port
│   │   ├── IP Address
│   │   │   XXX.XXX.XXX.XXX
│   │   ├── Subnet Mask
│   │   │   XXX.XXX.XXX.XXX
│   │   ├── Default Router
│   │   │   XXX.XXX.XXX.XXX
│   │   ├── DNS Server 1
│   │   │   XXX.XXX.XXX.XXX
│   │   └── DNS Server 2
│   │       XXX.XXX.XXX.XXX
│   └── Ethernet Port
│       ├── IP Address
│       │   XXX.XXX.XXX.XXX
│       ├── Subnet Mask
│       │   XXX.XXX.XXX.XXX
│       ├── Default Router
│       │   XXX.XXX.XXX.XXX
│       ├── DNS Server 1
│       │   XXX.XXX.XXX.XXX
│       └── DNS Server 2
│           XXX.XXX.XXX.XXX
│
└── Diagnostics
    ├── Test Bandwidth → Test running / Please wait → Estimated B/W / xxxxxx kbps xxxx
    ├── Test Connection → Test running / Please wait → Connectivity is good
    ├── Test Quality → Test running / Please wait → Network quality is good
    ├── Test Phone Ports → Run Test? → Test running / Please wait → Test Phone Ports / Test passed
    └── Send Stats → Diagnostics data sent okay
```

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```
Settings ──┬── Brightness ──┬── Normal ──┬── Off
           │                │            ├── Low
           │                │            ├── Medium
           │                │            └── High
           │                │
           │                └── Voicemail ──┬── Off
           │                                ├── Low
           │                                ├── Medium
           │                                └── High
           │
           ├── Language ──┬── English
           │              ├── Francais
           │              └── Espanol
           │
           ├── Contrast ──── Use  /  key
           │                 -------  -------
           │
           ├── Volume ──── Use  /   key
           │               -------  -------
           │
           └── Restore Defaults ──── Reset?


Help ──── Need help? Visit www.vonage.com/vportal
```

Vonage V-Portal Glossary

The Glossary contains explanations for terms used throughout the Web UI that you may not be familiar with. It is arranged alphabetically and contains a quick index up front to aid in finding terms quickly.

Term	Definition
ActiveX Control	A simple computer program that runs within your Internet browser. It is used to add functionality to HTML web pages. An example of this functionality is animation.
Broadband	Broadband comes from the words "broad bandwidth" and is used to describe a high-capacity, two-way link between an end user and the Internet. Transfer rates are faster than standard dial-up. Examples of broadband include DSL and cable Internet.
Cookies	Cookies refer to HTTP cookies. HTTP cookies are packages of text sent by a web site to the Internet browser on your computer each time you access the web site. They are used for authenticating, tracking, and maintaining specific information about you such as site preferences and online purchase history.
CPE	**C**ustomer **P**remises **E**quipment refers to telephones, modems (DSL and Cable), PCs and other equipment located at the customer's physical location (e.g. your home or office).
DDNS	**D**ynamic **D**omain **N**ame **S**ervice. DDNS allows users to address any web site or FTP server by a public name (i.e. www.vonage.com) and avoid the need to use the IP address. It maps Internet domain names to dynamic IP addresses.
DHCP	**D**ynamic **H**ost **C**onfiguration **P**rotocol. A protocol that lets one device, known as the DHCP server, on a network dynamically assign temporary IP addresses to the other devices on the network. These other devices are typically computers. This eliminates the need to manually assign Static or permanent IP addresses.
DMZ	**Dem**ilitarized **Z**one. DMZ is a computer that is located between a trusted internal network such as a secure LAN and an untrusted external network, such as the public Internet. Typically, the DMZ removes the firewall protection and allows the computer to have unrestricted access to the Internet. Removing the firewall protection also allows the computer to be visible to and accessed by other devices on the Internet.

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DNS	**D**omain **N**ame **S**ervice. Similar to DDNS, DNS translates domain names to IP addresses and IP addresses to domain names for machines with static IP addresses.
Filter	Filters define which network devices can transmit and receive data to/from the Internet. Filters can be used to block Internet traffic to specific network devices on the LAN or to block a specific type of Internet traffic. IP addresses are used to identify which devices are restricted.
Firewall	A firewall protects the resources of a private network from unauthorized access by users from other networks. Firewalls also control what outside resources your users have access to. Each network packet, traveling both to and from a device on your network, is examined to determine whether or not to allow it to be forwarded to its destination.
FQDN	**F**ully **Q**ualified **D**omain **N**ame. A FQDN is that portion of the URL (Uniform Resource Locator) that fully identifies the node that an Internet request is addressed to. For example, www.vonage.com is a Fully Qualified Domain Name. www is the host, vonage is the second level domain name and .com is the top-level domain name.
Gateway	A gateway is a network node (computer) that serves as an entrance to another network. The gateway enables networks that use different protocols to exchange information.
IP	**I**nternet **P**rotocol. IP is the protocol or method by which data is sent from one computer to another on the Internet. IP Address The IP address is a unique address that is used to identify and communicate with devices on a network. The address is written as four sets of numbers separated by periods. An example of an IP address is 192.168.15.1.

In very simple terms you can think of your IP address like your street address. Every residence has a street address so the post office knows where to deliver your mail. Every device on the Internet needs an IP address so the data for a particular device can be delivered appropriately. |
| **IPSec** | **IP Sec**urity. In simple terms, it is the security method used for protecting the data sent over the Internet. It is often used to implement Virtual Private Networks (VPN).
IPSec is a suite of protocols for securing IP communications. IPSec supports secure exchange of packets at the IP layer. Packets in the data stream are authenticated and encrypted. |
ISP	**I**nternet **S**ervice **P**rovider. An ISP is a company that provides you access to the Internet and other related services.
Java Applet	A computer program written in the Java programming language that runs within another program. For example, Java Applets can run within your web browser. When used in this context, Java Applets are used to provide interactive features that cannot be provided by HTML.
Keep Alive	The Keep Alive is a timer that the Vonage device uses to interact with your ISP to keep the Internet connection alive.
LAN	**L**ocal **A**rea **N**etwork. A LAN is a group of computers and related devices that share a common communications line or wireless link. The connected devices are typically within a small geographic area such as office building or a home. A LAN is what makes it possible for your V-Portal, computer and perhaps other devices to

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	share your Internet connection.
Lease Time	The amount of time that a network user/client will be allowed to remain connected to the router using their current IP Address.
MAC address	In a network, the MAC address is a unique number that identifies a specific hardware interface. It is a 12-digit hexadecimal number.
Modem	A piece of network equipment that you use to gain access to the Internet – typically either DSL through your phone line or Cable service.
Multicast	Multicast is the communication of information to a group of destinations simultaneously. Multicast communication is between a single sender and multiple receivers on a network.
Ping	**P**acket **In**ternet **G**roper. Ping is a utility that is used to determine if a particular IP address is present on line and accessible. It works by sending a packet to the IP address in question and waiting for a reply.
Popup Window	A pop up window is a term used for a secondary window that appears ("pops up") in your web browser. They are usually generated using Javascript and are often used as a form of online advertising.
Port	A port is an interface or connection. There are two types of ports - physical and logical. Physical ports allow you to connect network devices. For example, your V-Portal has 4 ports on it. One Ethernet port, an Internet port where you can connect a modem and 2 phone ports where you can connect your telephones or fax machine. In TCP/IP networks, ports are logical connections. Every IP address is divided into ports. This allows one IP address to be used by multiple programs to send and receive data at the same time. Logical ports are assigned numbers that identify the type of port it is. For example, port 80 is used for HTTP traffic and port 110 is used for email.
PPPoE	**P**oint to **P**oint **P**rotocol **o**ver **E**thernet. PPPoE is a protocol for connecting users on an Ethernet LAN to the Internet through a DSL broadband connection. In addition to data transport, the DSL connection provides authentication through the use of a user name and password that you or your ISP has selected. Your V-Portal (or your current home networking equipment) stores this information and sends to your ISP. Your ISP then checks this information and lets you connect to the Internet through them.
PPTP	**P**oint to **P**oint **T**unneling **P**rotocol. PPTP is used to extend VPNs (Virtual Private Networks). A VPN is a private network of computers that uses the Internet to connect some nodes. PPTP allows companies to extend their VPNs by using private "tunnels" over the Internet. PPTP is used to ensure that messages are secure when they are transmitted through the tunnels from one VPN to another.
Protocol	A set of rules that, when followed, allows two devices to communicate.
Proxy	A computer that acts as a bridge between two other computers that use different standards, formats, or protocols.
Router	A network device that lets you connect more than one piece of equipment (like computers) to your DSL or cable modem to share one Internet connection. Some ISPs supply combination modem/routers.
SMTP	**S**imple **M**ail **T**ransfer **P**rotocol. SMTP is a protocol used for sending and receiving

	email on a TCP/IP network.
Spoofing	In general, spoofing is a term used in networking to describe the ways in which software and hardware can be fooled. An example of this would be spoofing a MAC address. Spoofing a MAC address will alter the header of a packet to make it appear as if a message was sent from an authorized computer.
Subnet Mask	A subnet mask is used determine whether traffic generated by network devices will be directed internally within the LAN or externally over the Internet connection based upon the ultimate destination address (i.e. IP address) of that traffic.
Syslog	Syslog is a standard for logging messages in an IP network. The term is often used to refer to the protocol for logging the messages as well as the file containing the messages. Syslog is typically used for computer system management and security auditing.
TCP	**T**ransmision **C**ontrol **P**rotocol. A protocol for transmitting data over a network, such as the Internet, that requires the recipient of the data to acknowledge it has been received.
Traceroute	Traceroute is a utility used to determine the route a packet has taken from your computer, across the Internet, to its specified destination.
UDP	**U**ser **D**atagram **P**rotocol. UDP enables programs on networked computers to send short messages to one another.
UPnP	**U**niversal **P**lug a**n**d **P**lay. UPnP is a standard that enables devices to be plugged into a network and automatically know about each other.
VPN	**V**irtual **P**rivate **N**etwork. A VPN is a private network used to communicate over the public Internet. It is often used by companies to connect remote sites or users together.
WAN	**W**ide **A**rea **N**etwork. A WAN is a network that covers a relatively broad geographic area.