NF1Adv VOIP Setup Guide
(for TPG)
Configuring your NF1Adv for VOIP Service

The following steps will take you through the process of setting up your VOIP connection.

**Step 1: Checking Computer Network Settings:**

You will need to connect your computer directly to your VOIP device (modem, or ATA) and set the network connection on your computer to obtain an IP address automatically. Please follow the instructions appropriate for your operating system below:

Below are the instructions for setting Windows XP to obtain an IP address automatically for your ethernet connection:

1. Click on the **Start Menu**, and go to **“Control Panel”**.
2. Click on **“Network Connections”**.
   (If you only see **“Network and Internet Connections”**, open that first, and then click on **“Network Connections”**)
3. Right click on **“Local Area Connection”** and select **“Properties”**.
4. Double-click on **“Internet Protocol”**.
5. Select **“Obtain an IP address automatically”**, and **“Obtain DNS server address automatically”**.
6. Click **“OK”**, and then click **“OK”** (or **“Close”**).

Below are the instructions for setting Windows Vista to obtain an IP address automatically for your ethernet connection:

1. Click on the **Start Menu**, and go to **“Control Panel”**.
2. Click on **“Network and Sharing Centre”**.
   (If you only see **“Network and Internet”**, open that first, and then click on **“Network and Sharing Centre”**)
3. Click on **“Manage network connections”** (**on the left-hand side of the window**).
4. Right click on **“Local Area Connection”** and select **“Properties”**.
5. Double-click on **“Internet Protocol Version 4 (TCP/IPv4)”**.
6. Select **“Obtain an IP address automatically”**, and **“Obtain DNS server address automatically”**.
7. Click **“OK”**, and then click **“OK”** again.
Below are the instructions for setting Windows 7 to obtain an IP address automatically for your ethernet connection:

1. Click on the Start Menu, and go to "Control Panel".
2. Click on "Network and Sharing Centre". (If you only see "Network and Internet", open that first, and then click on "Network and Sharing Centre")
3. Click on "Change adapter settings" (on the left-hand side of the window).
4. Right click on "Local Area Connection" and select "Properties".
5. Double-click on "Internet Protocol Version 4 (TCP/IPv4)".
6. Select "Obtain an IP address automatically", and "Obtain DNS server address automatically".
7. Click "OK", and then click "OK" again.

Below are the instructions for setting Mac OS X to obtain an IP address automatically for your ethernet connection:

1. Click on the Apple Menu, and go to "System Preferences".
2. Click on "Network".
3. Click on "Ethernet" or "Built-in Ethernet".
4. Click on the "Configure" drop-down box, and select "Using DHCP" then click "Apply".
Step 2: Configuring your VOIP settings:

*Troubleshooting Tip*

One sided VOIP calls may be an indication of a missing or misconfigured port forwarding rule.

1. Navigate to [http://192.168.1.1](http://192.168.1.1) in a web browser, using “admin” as both the username and password.

2. Select the **VOICE** menu then click the **Basic Settings** option.
3. Enter the following details as given to you by your VoIP Service Provider.

VoIP phone number as given by TPG, or as TPG directs you

TPG VoIP account password

Use **pppoe** if you’re using the NF1Adv as a modem/router; use **WAN** if you’re using it just as a router

Enable SIP Proxy, Outbound Proxy and Registrar

Use *aphone<#>.*tpg.com.au* and port **5060** or as directed by TPG on all three details

VoIP gateway parameters:
- **Preferred codec 1**: G.729a
- **Preferred codec 2**: G.723.1
- **Preferred codec 3**: G.711μLaw
- **Preferred codec 4**: G.726_24
- **Preferred codec 5**: G.726_32
- **Preferred codec 6**: PCM WIDEBAND
**SIP Configuration**

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<tr>
<th><strong>Locale Selection</strong></th>
<th>Choose your country from the dropdown list</th>
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<tr>
<td><strong>SIP domain name</strong></td>
<td>Keep blank or as directed by TPG</td>
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<tr>
<td><strong>Use SIP Proxy</strong></td>
<td>Ensure that this is <strong>ticked</strong></td>
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<td><strong>SIP Proxy</strong></td>
<td><em>aphone&lt;#&gt;.tpg.com.au</em> or as directed by TPG</td>
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<td><strong>SIP Proxy Port</strong></td>
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<td><strong>Use SIP Outbound Proxy</strong></td>
<td>Ensure that this is <strong>ticked</strong></td>
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<td><strong>SIP Outbound Proxy Port</strong></td>
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<tr>
<td><strong>Use SIP Registrar</strong></td>
<td>Ensure that this is <strong>ticked</strong></td>
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<td><strong>SIP Registrar</strong></td>
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<td><strong>SIP Registrar Port</strong></td>
<td><strong>5060</strong> or as directed by TPG</td>
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<tr>
<td><strong>Account Enabled</strong></td>
<td>Ensure that this is <strong>ticked</strong></td>
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<td><strong>VoIP Phone Number</strong></td>
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<td><strong>Display Name</strong></td>
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<td><strong>Preferred Codec 1</strong></td>
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<tr>
<td><strong>Preferred Codec 2</strong></td>
<td><strong>G.723.1</strong></td>
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*Note: Please note that aphone number may vary. If unsure of which aphone server you should use, please contact TPG Technical Support on 13 14 23 or email helpdesk@tpg.com.au*

**Note: If you have signed up for outbound calls only then you may not be provided with a VoIP phone number, if so, enter your username in the VoIP Phone number field.**

4. After entering all required fields click on the **Apply** button.
5. Select **Basic** then click on **Home** to check the VoIP connection registration status.

6. The VoIP connection registration status should all change to **Up** if all the settings entered are correct and you have a current connection to the internet.

7. Check for a dial tone on your phone handset. The VoIP account should now be active and you should now be able to make and/or receive VoIP phone calls (depending on the type of VoIP account you are using).