

# KTA3100 REFERCE GUIDE

## Table of Contents

<b>1</b>	<b>Product Characteristics</b> .....	<b>2</b>
<b>2</b>	<b>Functions</b> .....	<b>2</b>
2.1	Making Calls .....	2
2.2	Receiving Calls .....	2
2.3	Call Return (Callback).....	2
2.4	Call Forwarding .....	2
2.4.1	Unconditional Call Forward.....	2
2.4.2	No Answer Call Forward.....	2
2.4.3	Call Forwarding Off .....	2
2.5	Inbound IP relay function.....	3
<b>3</b>	<b>Service Features</b> .....	<b>3</b>
3.1	Caller Number Pass Through .....	3
3.2	Do not Disturb On.....	3
3.3	Do not Disturb Off .....	3
3.4	Call Hold / Retrieve .....	3
3.5	Call Transfer .....	3
3.6	3-way Conference Calling.....	4
3.7	Leave Conference Call .....	4
3.8	Answer Call Waiting/Call Alternate.....	4
3.9	Fax .....	4
<b>4</b>	<b>Upgrade</b> .....	<b>4</b>
<b>5</b>	<b>Notes</b> .....	<b>4</b>

## **1 Product Characteristics**

- 1) Each FXS (telephone) port can be configured with the same IP phone number (inbound call IP relay function). This is a default setting.
- 2) Special features supported: Call Transfer, Call waiting, Call hold, FAX, 3-way Calling, Caller number display and Do not disturb
- 3) Supports FAX over IP allowing Faxes to be transmitted over your IP connection.

## **2 Functions**

### **2.1 Making Calls**

The KTA3100 can call another KTA3100 or any regular phone. Simply dial the destination as you would with any other phone. However please note that there are specific dialling rules required. Please consult with your service provider for the dialling instructions.

### **2.2 Receiving Calls**

If the phone is free and rings, answer it as you would as any telephone.

### **2.3 Call Return (Callback)**

You can call back the last incoming call.

***Operation: press \*69\* to automatically call back the last incoming call***

### **2.4 Call Forwarding**

#### ***2.4.1 Unconditional Call Forward***

The incoming call will always forward to another destination number.

***Operation: press \*72\* then you will hear dial tone, input call forwarding number, please hang up after hear three shot tones (confirm tone).***

#### ***2.4.2 No Answer Call Forward***

The incoming call will forward to another destination number if there is no answer within the time value you have set.

***Operation: First you should set the no answer Call Forwarding time: Login Web>SIP>Extensions>Conditional Call Forwarding Timer>check and Input time.***

***Then pick up phone, press \*70\* then you will hear dial tone, input the call forwarding number, please hang up after hearing three short tones (confirm tone).***

#### ***2.4.3 Call Forwarding Off***

Cancel all the Call Forwarding functions.

***Operation: press \*73\*, please hang up after hearing three short tones (confirm tone)***

**! Note:** you can also cancel the Call Forwarding function of current account.

## **2.5 Inbound IP relay function**

KTA3100 provide inbound IP relay function, after this function being in use, all FXS ports use the FXS1's setting. This function can let you put this device before/over your PABX and only use 1 account on all the FXS ports.

**! Note:** (1) Inbound IP relay function and call waiting function can not work together.

(2) When the inbound IP relay function is in using, Do not Disturb, Call forwarding of each FXS will use FXS1's settings.

(3) Inbound IP relay function:ON is a default setting for KTA3100.

## **3 Service Features**

**! Important Note:** Your service provider may not support your service features to some of the callers or callees.

### **3.1 Caller Number Pass Through**

KTA can pass the caller number to the phone connected to its PHONE port, so you can see the caller number on the LCD of the phone.

### **3.2 Do not Disturb On**

Once enabled, the phone will reject any incoming call and callers will hear a busy tone.

**To Turn On: press \*74\* hang up after hearing three short tones (Confirmation tone)**

**! Note:** This affects all ports with the same Account number.

### **3.3 Do not Disturb Off**

Cancel the do not disturb function which was previously enabled.

**To Turn Off: press \*75\*, please hang up after hearing three short tones (Confirmation tone)**

### **3.4 Call Hold / Retrieve**

You are on a call with person B and you want to make a call to C -> You can put B on Hold and call C.

**Operation: While on a call, depress hookswitch quickly (or press "Flash" button on the phone) then dial the new number. To retrieve the previous call just presses hookswitch quickly (or press "Flash" key on the phone).**

### **3.5 Call Transfer**

If you answer a call and then want to transfer the call to person C then there are two methods:

**Operation: while on a call, press \*98\* then dial person C. When C answers, you can announce the call and then hang up. Person B will now be connected to person C**

### 3.6 3-way Conference Calling

**Operation:** *while in the process of CALL HOLD, you can dial a third party's number, and then press the flash button to connect both calls into a 3-way conference*

### 3.7 Leave Conference Call

While on the 3 way call, any participant can leave the conference and the others will remain connected. But if the host leave the conference call, it will be disconnected. If the host presses hookswitch, the last participant will leave the conference call, and the other parties go on the call.

### 3.8 Answer Call Waiting/Call Alternate

When on a call and a new call comes in, you will hear the call waiting tones. Press the hookswitch quickly or press the "Flash" key on the phone.

**Note** that you can configure the KTA3100 to "Disable call waiting" on the web configuration screen.

### 3.9 Fax

This product support T.38 fax protocol

## 4 Upgrade

There are two methods to upgrade your terminal: local upgrade, remote upgrade.

Please enter the Web configuration page firstly, then click **Download** on the top to enter the upgrade page.

**Local upgrade:** You can use HTTP method to make local upgrade or URL method to make remote upgrade. You should select the proper upgrade file saved in your PC to upgrade.

**Remote upgrade:** you should type the correct URL. If upgrade failed, you can copy the link to IE browser and download upgrade file to your computer, then enter the upgrade page and use local upgrade method.

**Restore default settings:** you can press **\*358\*** to restore default settings, then the device will restart.

## 5 Notes

- A. Call transfer, call hold, and 3-way conference calling require your service provider to allow you to make simultaneous calls from a single user account. Please check with your service provider if you experience problems with any of these features.
- B. If you fail to use URL download method to upgrade, you can copy the link to IE browser and download upgrade file to your computer, then enter the 'upgrade page' and use local upgrade method.