ZYCOO

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IP Office for SOHO
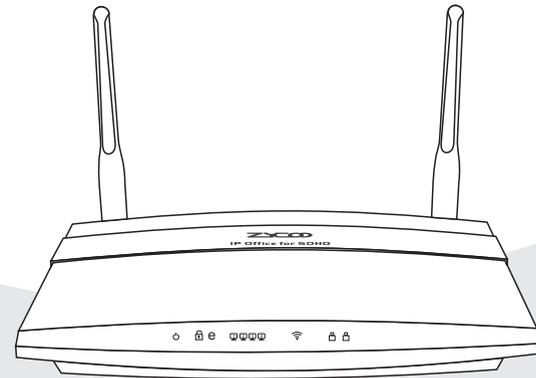# UC510/UC520
Quick Installation Guide

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1 Package Contents

Thank you for purchasing ZYCOO IP Office for SOHO. These are the items included with your IP Office for SOHO purchase:
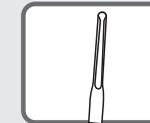

IP Office for SOHO

Power Cord

QuickInstallation Guide

Warranty Card

3G/LTE Antenna for UC520 Only

2 Hardware Installation

The followings are instructions for setting up ZYCOO IP Office for SOHO. Please refer to the illustration and follow the simple steps below to quickly install your IP Office for SOHO.

2.1 Safety Precautions

Notes:

To avoid any device damage and bodily injury caused by improper use, please observe the following rules.

- Keep the power off during the installation.
- Use only the power cord provided with IP Office for SOHO .
- Make sure that the supply voltage matches the specifications indicated on the rear panel of IP Office for SOHO.
- Confirm not to bring about the overload of power circuit before turning on the power of IP Office for SOHO, to avoid the unnecessary damage.
- To avoid the electric accident, do not open or remove the cover of IP Office for SOHO when it is working as well as off the power.
- Before cleaning the device, cut off the power supply. Do not clean it by the waterish cloth, and never use any other liquid cleaning method.

Site Requirements
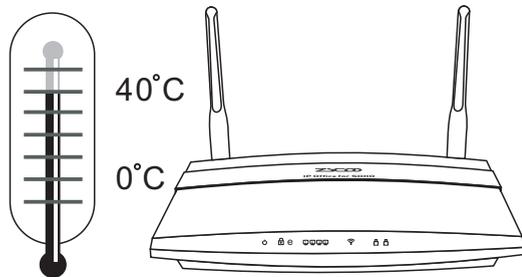
To ensure normal operation and long service life of the device, please install it in an environment that meets the requirements described in the following subsection. Please keep a proper temperature and humidity in the equipment room. Too high/low humidity may lead to bad insulation, electricity leakage, mechanical property changes and corrosions. Too high temperature may accelerate aging of the insulation materials and can thus significantly shorten the service life of the device. For normal temperature and humidity of the device, please check the following table.

Environment	Temperature	Humidity
Operating	0℃~40℃	10%~90%RH Non-condensing
Storage	-20℃~55℃	5%~95%RH Non-condensing

Clearness
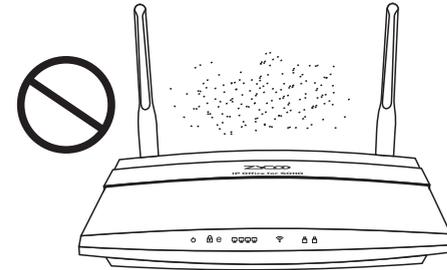
The dust accumulated on IP Office for SOHO can be absorbed by static electricity and result in poor contact of metal contact points. Some measures have been taken for the device to prevent static electricity, but too strong static electricity can cause deadly damage to the electronic components on the internal circuit board. To avoid the effect of static electricity on the operation of IP Office for SOHO, please dust the device regularly, and keep the indoor air clean.

Electromagnetic Interference
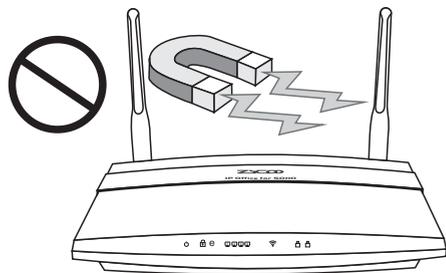
Electronic components including capacitance and inductance on the device can be affected by external interferences, such as conducted emission by capacitance coupling, inductance coupling, and impedance coupling. To decrease the interferences, please make sure to take the following measures:

- Use the power supply that can effectively filter interference from the power grid.
- Keep the devices far from high-frequency, strong-current devices, such as radio transmitting station.
- Use electromagnetic shielding when necessary.

Note: To avoid any device damage and bodily injury caused by improper use, please obey the following requirements for installation and maintenance.

2.2 Product Installation

Module Installation
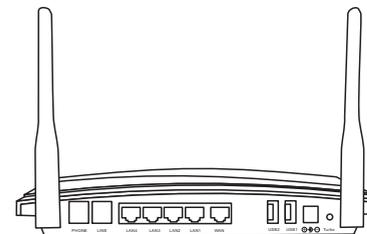
This IP Office for SOHO can support two analog ports, whose combinations are as follows:

- 2FXO
- 1FXS+1FXO

Note:

The module is default installed in the device before releasing from factory. It's forbidden to open the housing box and change the module by yourself; Otherwise Warranty Void.

Do not touch any module on the device, just to prevent the module from being damaged by static electricity.

2.3 Physical Connection

Phone   PSTN   PC   ITSP   Power
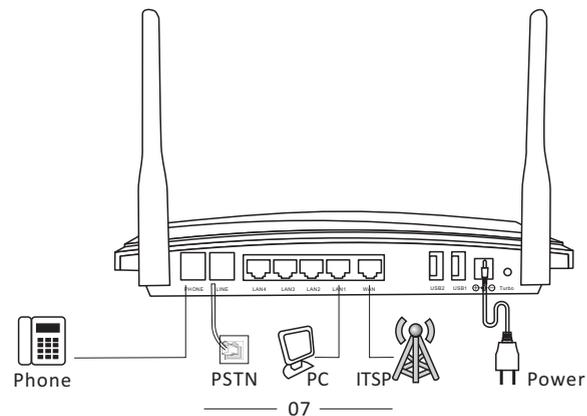
2.4 LED Definitions

Indication	Function	Status	Explaination
PWR	Power Status	On	Power On
		Off	Power Off
WPS	WPS Status	On	WSC Succeeded(Off after 300s)
		Off	WPS Ready or Disabled
		200ms Blink	WSC Running
		100ms Blink	WSC Failed
WAN	WAN Data Status	Blink	Data Transport
		Off	Disconnected
LAN	LAN(1..2..3..4) Data Status	Blink	Data Transport
		Off	Disconnected
Wi-Fi	Wireless Status	On	Wi-Fi enabled
		Off	Wi-Fi disabled
1	FXO	On	Channel Loading Succeeded
		Off	ChannelLoading Failed
2	FXS	On	Channel Loading Succeeded
		Off	Channel Loading Failed
3G/4G	3G/4G Status (UC520 support)	On	Module Works
		Blink	Module Loading Succeeded or Data Transport
		Off	No Module, or No SIM card, or Not Working

Notice：WPS (Wi-Fi Protected Setup), WSC (Wi-Fi Simple Configuration)

3 Basic System Configuration

3.1 Web Login

Step 1. Connect the network cable to the UC510 WAN port. Network connection mode of WAN port is DHCP by default.

Step 2. Connect a computer and the UC510 LAN port in the same network. Ensure IP address of computer is in the 192.168.1.X segment. Default IP of UC510 is 192.168.1.1.

Step 3. Start a web browser: Internet Explorer (version 7.0 or higher), Firefox or Chrome.

Step 4. Enter the default address "http://192.168.1.1:9999" of the UC510 into the browser.

Step 5. Enter the default username(admin) and password (admin). Then click "Login" to enter the graphic user interface to set.

Default URL address: http://192.168.1.1:9999
Default Username: admin
Default Password: admin

3.2 Network Configuration

Go to **Router Gateway → Internet→WAN**
It supports several modes for internet connection: PPPoE(ADSL)/ DHCP(Auto config) /STATIC(fixed IP)/ LTE(for UC520 only).

3.2.1 PPPoE(ADSL):
WAN Connection Type: Select "PPPoE(ADSL)"

Wide Area Network (WAN) Settings

WAN Connection Type: PPPoE (ADSL)

PPPoE Mode

User Name: pppoe_user
Password: •••••••••••
Confirm Password: •••••••••••
Operation Mode: Keep Alive
Keep Alive Mode: Redial Period 60 seconds
On demand Mode: Idle Time 5 minutes

MAC Clone

MAC Clone: Disable

Save   Cancel

You need to input the username and password provided by the ISP (Internet Service Provider), then dial-up to the internet by the equipment.

3.2.2 DHCP(Auto Config):
WAN Connection Type: Select " DHCP(Auto Config)"

Wide Area Network (WAN) Settings

WAN Connection Type: DHCP (Auto Config)

MAC Clone

MAC Clone: Disable

Save   Cancel

Accessing Internet with the IP assigned by the ISP(Internet Service Provider) automatically; no need to configure anything.

3.2.3 STATIC(fixed IP):

WAN Connection Type: Select " STATIC(fixed IP)"

Wide Area Network (WAN) Settings

WAN Connection Type: STATIC (Fixed IP)

Static Mode

IP Address: 192.168.1.77
Subnet Mask: 255.255.255.0
Default Gateway: 192.168.1.1
Primary DNS Server: 8.8.8.8
Secondary DNS Server: 4.4.4.4

MAC Clone

MAC Clone: Disable

Save   Cancel

You need to input the fixed IP address, subnet mask, gateway and DNS Server.

3.2.4 LTE

LTE is default supported by UC520 only. WAN Connection Type: Select "LTE"

Wide Area Network (WAN) Settings

WAN Connection Type: LTE

LTE Mode

APN: 3GNET
Username:
Password:

MAC Clone

MAC Clone: Disable

Save Cancel

You need to input the username and password provided by the ISP(Internet Service Provider). Then dial-up to the internet by the equipment.

Note:
If any questions, please contact your local ISP(Internet Service Provider).

3.3 PBX Configuration

Step 1:　Go to **PBX**→**Extensions**　→**Extensions**
Extension Settings

New　　　　　　　　　　　　　　　　　　X

General

SIP: ☑　　　　　　　IAX2: ☐

Name: 810　　　　　　Extension: 810

Password: V#Gh_QHdKe　　　Outbound CID: _____

DialPlan: DialPlan1 ▾　　Analog Phone: None ▾

Voicemail

Enable: ☑　　　　　　Password: 1234

Delete VMail: ☐　　　　Email(Fax/Voicemail): _____

Other Options

Agent: ☐　　Pickup Group: 0 ▾

Mobility Extension: ☐ Mobility Extension Number: _____

VoIP Settings

NAT: ☑　　　　　　Transport: UDP ▾

DTMF Mode: RFC2833 ▾　　Permit IP: _____

Video Options

Video Call: ☐

☐H.261 ☐H.263 ☐H.263+ ☐H.264

Audio Codecs

☑ulaw ☑alaw ☐G.722 ☐G.726 ☑GSM ☐Speex

Save　Cancel

Extension：The account number for registration
Password：The password for registration

Step 2:　Go to **PBX**→**Extensions**→ **Trunk**
Trunk Settings

New FXO Trunk　　　　　　　　　　　X

Description:　FXO

Lines:　　　FXO: ☐1 ☐2

Prefix:　　　_____

Advanced Options

Call Method:　Order ▾

Busy Detection: Yes ▾　　Busy Count: 3

Input Volume: 40% ▾　Output Volume: 40% ▾

Call Progress: No ▾　Progress Zone: US ▾

Busy Pattern: _____　Language: Default ▾

Answer on Polarity Switch: No ▾

Hangup on Polarity Switch: No ▾

Auto Fax Detection: ☐

Save Cancel

Create FXO trunks to connect to PSTN network

Step 3:　Go to **PBX　Extensions**→**Outbound Routes** →**DialRules**
Configure DialRule

New DialRule　　　　　　　　　　　X

Rule Name: PSTN

PIN Set: ☐

Place this call through:

Available Trunks		Selected Trunks
	»»	FXO(FXO/GSM)
	→	
	←	
	««	

Custom Pattern: XXX.

Z Any digit from 1 to 9
N Any digit from 2 to 9
X Any digit from 0 to 9
. Any number of additional digits

Delete ___ digits prefix from the front and auto-add digit _____ before dialing

Save Cancel

Create a dial rule which can call to external phones via a specified FXO trunk

Place this call through：Choose the FXO trunk
Custom Pattern：Define dial rule(XXX. represents any 4-digits or more than 4-digits numbers; because the default extension number is 3-digits, such dial rule cannot conflict with extension number)

Step 4： Go to **PBX**→**Extensions**→**Outbound Route** →**DialPlans** Configure DialPlan

Select PSTN into DialPlan1, then the extension number 810 can call external phones with dial plan1.

3.4 Reset to factory

Recovery configuration files
When a system failure occurs, you can reset the system to factory default by pressing the turbo button for 5 seconds, and then release the button.

Notice: Please back up the configuration file before reset.

Recovery whole system
Press the "turbo" button for 5 seconds when the device is power on, the system will be in recovery mode to be restored.

Notice: Use this way to recovery system when the system cannot be started or in abnormal situation.

4 Further Configuration

Thank you for the purchase of ZYCOO products. The above steps introduce simple configuration for IP Office for SOHO. For further configuration, please refer to the user manual. If you have other questions, please contact the local dealer or distributor from which you purchased this product.

You can also browse our online FAQ resource at the ZYCOO Web site first to check if it could solve your issue. If you need more support, please contact ZYCOO support team.

ZYCOO online FAQ:
www.zycoo.com/html/Knowledge_Base.html

Support team email address:
support@zycoo.com