

# **A20/A21/A20W/A21W**

## **Quick Start Guide**

Version 2.0

2015-12-25

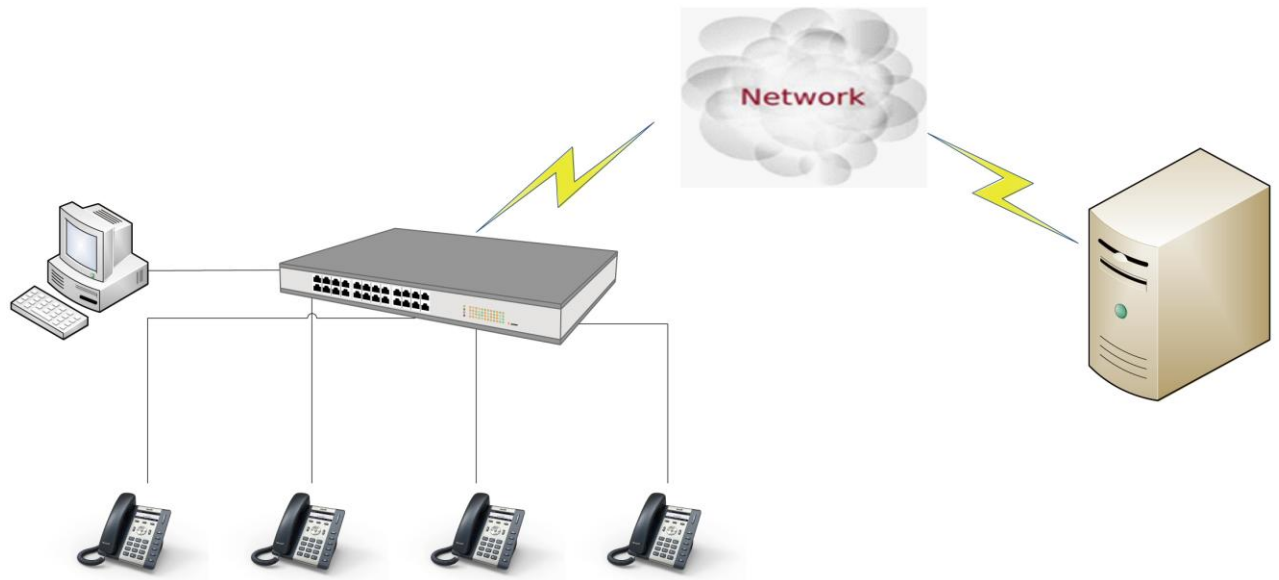
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# 1 Installation and access

## 1.1 Connection

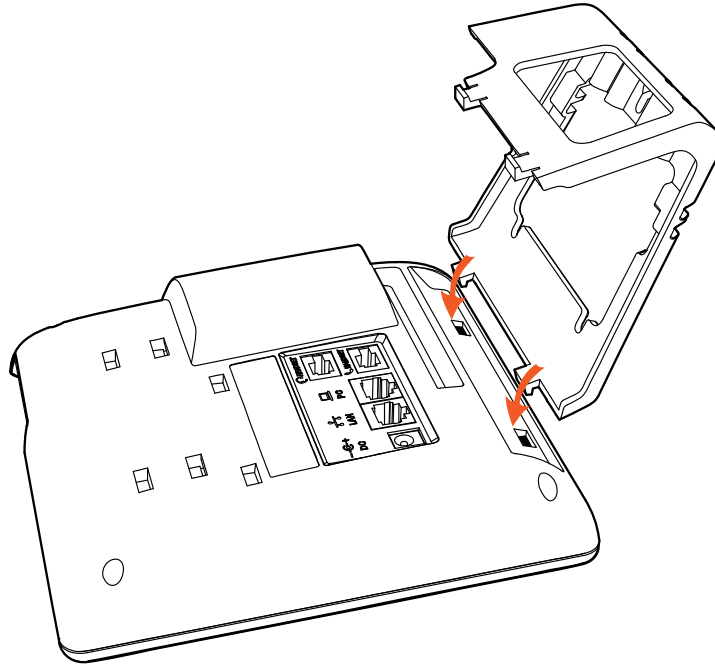
Set up A20/A21/A20W/A21W as below:



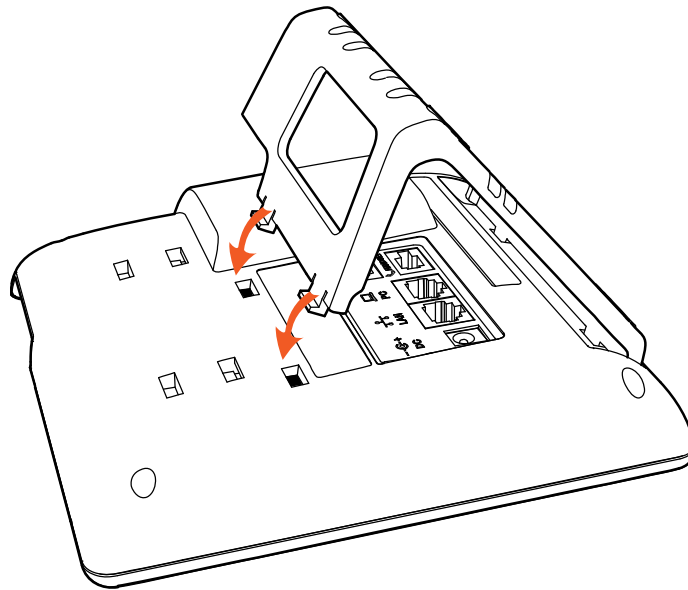
## 1.2 Installation instruction

### 1. Desktop installation

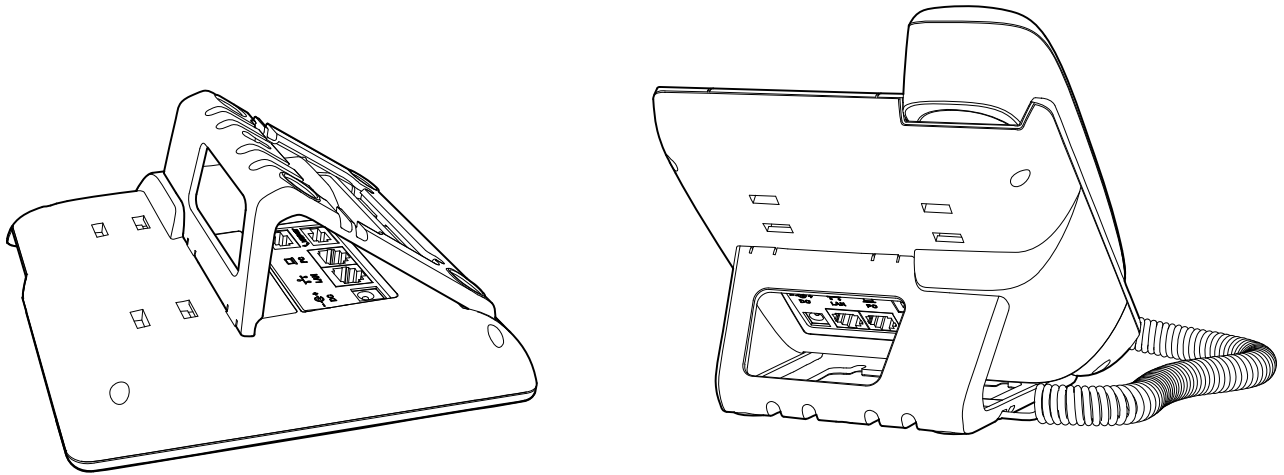
A. Put the bottom side of the IP phone upside and press the plate into the slot, please refer the picture as below:



B. Press the other plate into the slot according to the direction of the arrow

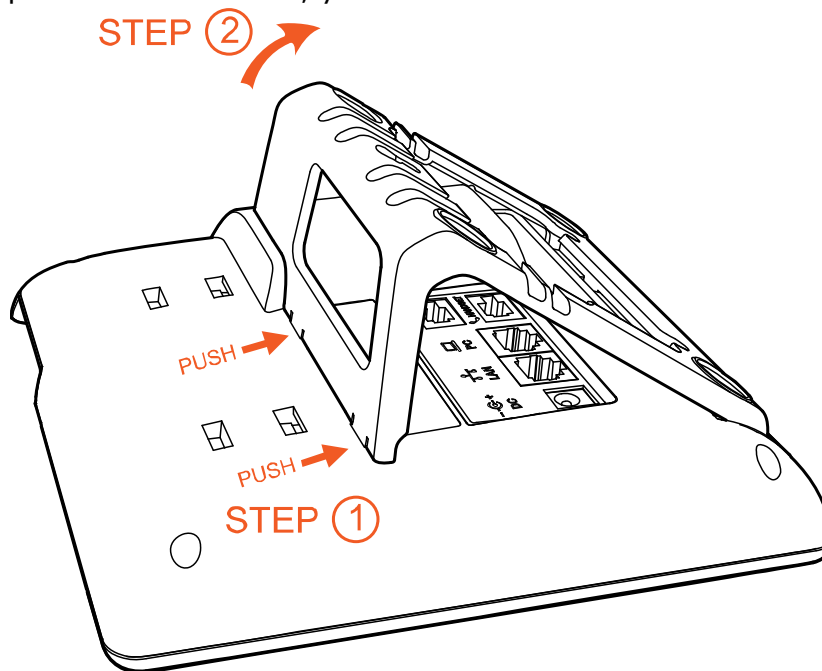


C. It is the right picture after fixing the feet below:



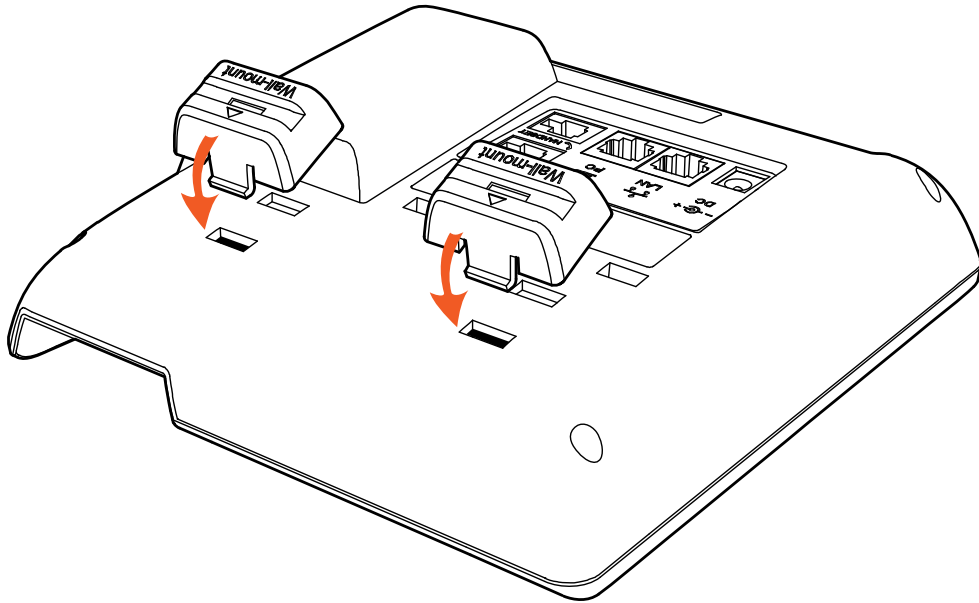
#### D. Disassemble the feet:

Push the plate and pull the feet according to the direction of the arrow. When the plate is pulled out of the slot, you can take off the feet

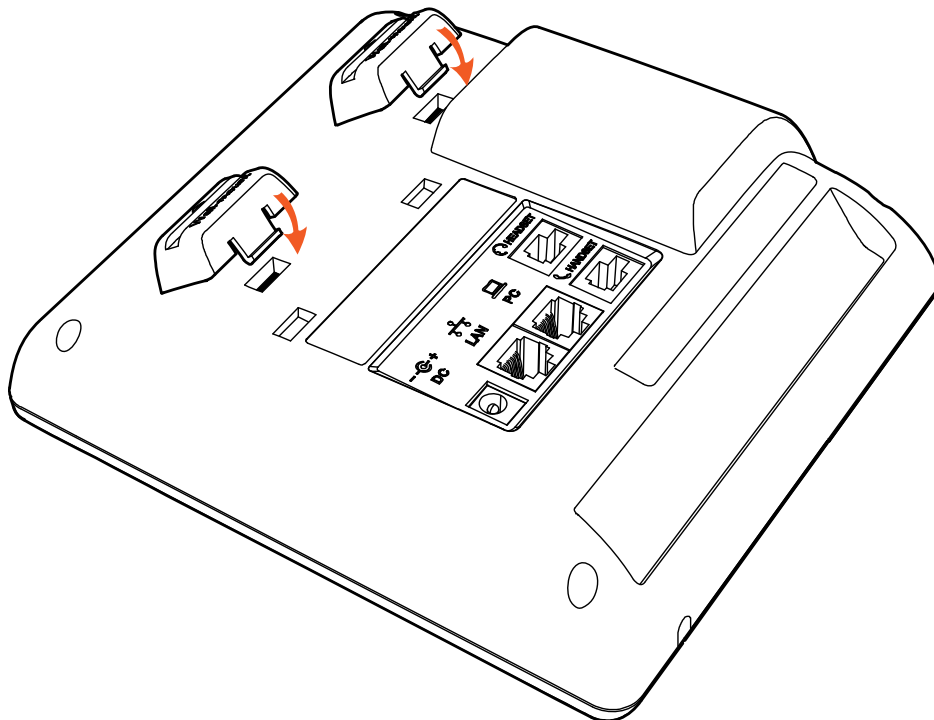


## 2. Wall-hung Installation

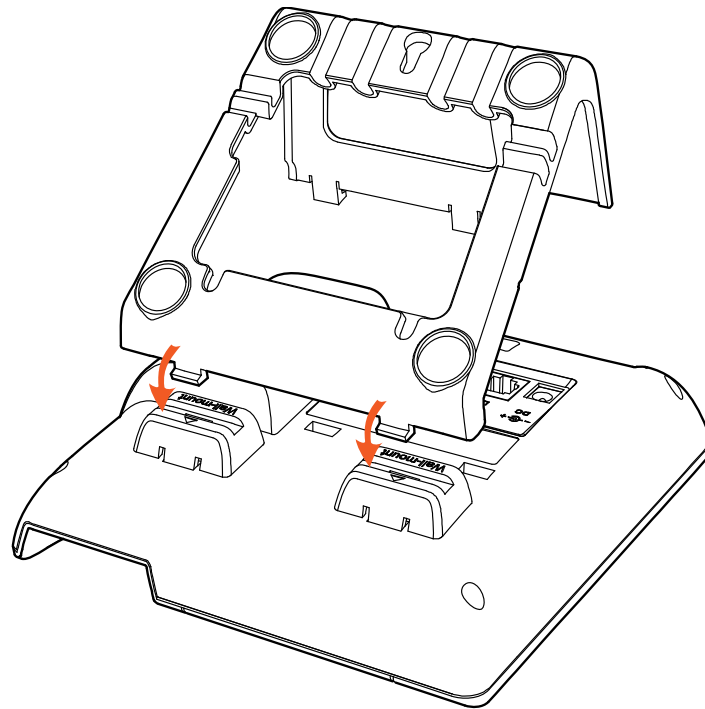
A. Put the bottom side of the IP phone upside and press one-side joints of wall-hung stand bracket into the slot, please refer the picture as below:



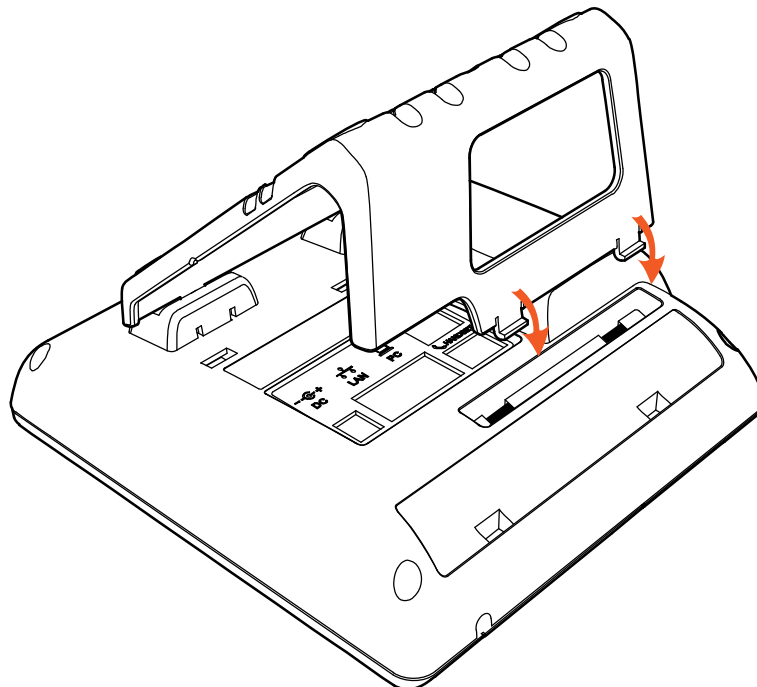
B. Press the other side joints into the slot according to the direction of the arrow



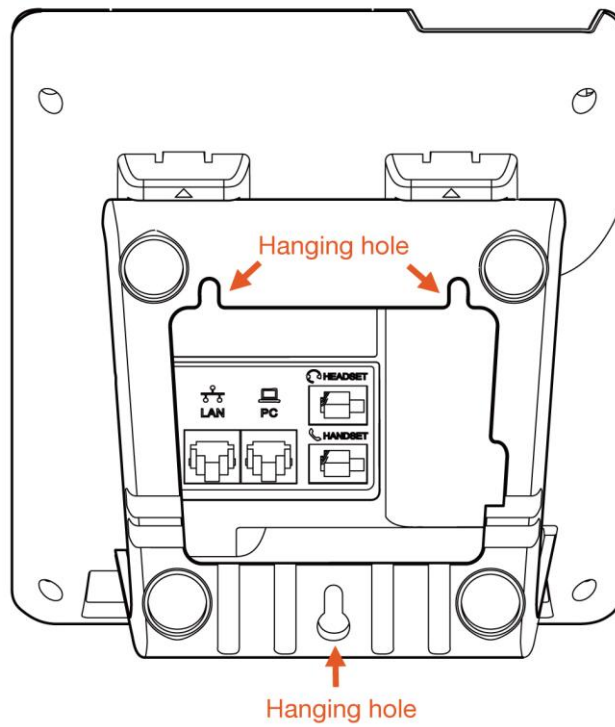
C. After install the wall-hung stand bracket, press one-side joints of stand bracket into the slot, please refer the picture as below:



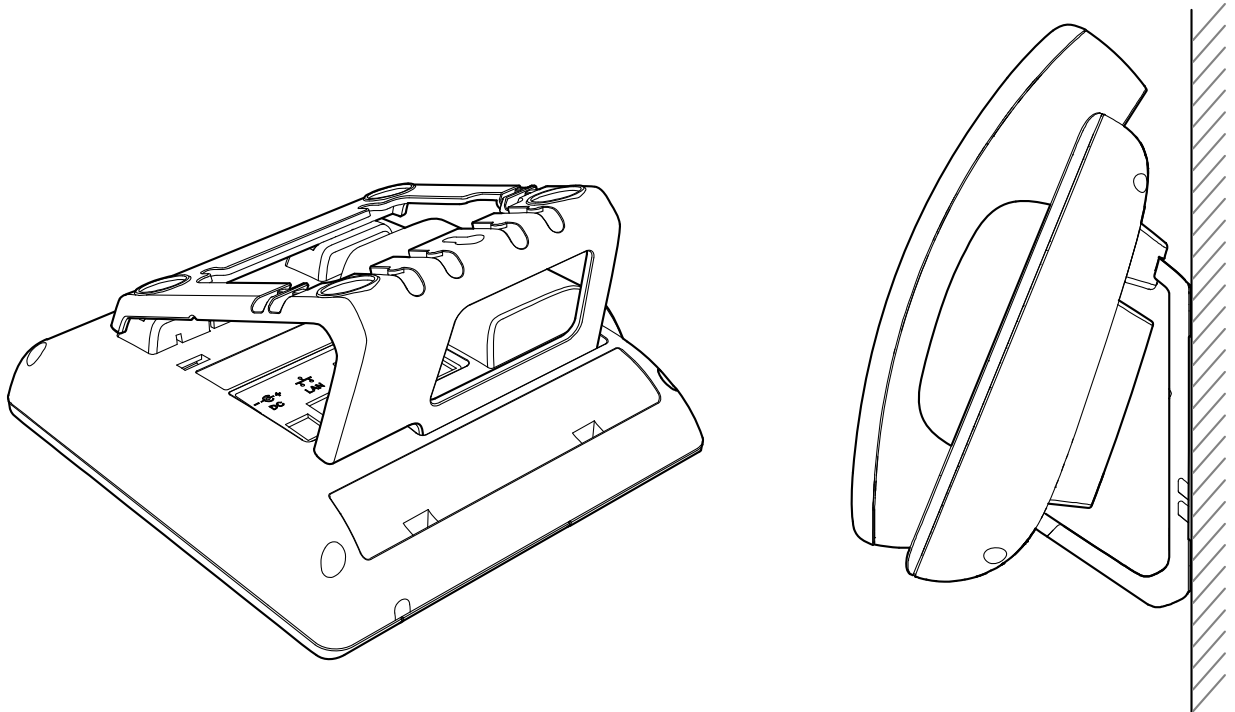
D. Press the other side joints into the slot according to the direction of the arrow



E. Knock in nails or screws on the wall according to the proportion of the distance between the hanging holes as below:



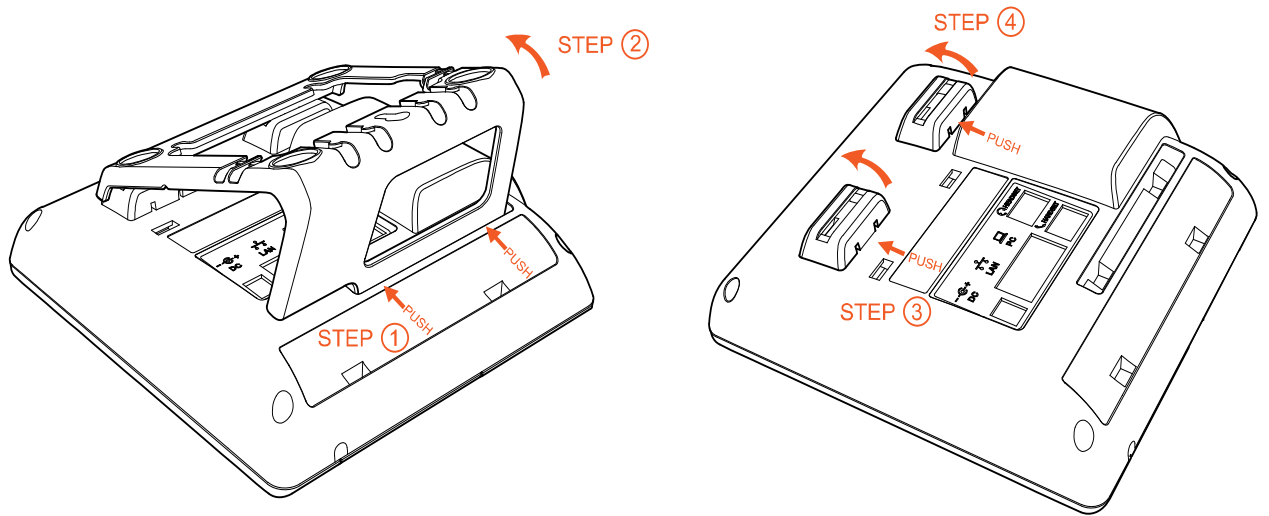
F. It is the right picture after fixing the stand bracket below:



G. Disassemble the stand bracket:

Push the spring joint of stand and pull the stand according to the direction of the arrow.





## 2 Configuring phone



**A20/A21/A20W/A21W**

## 2.1 Configuring via keypad

**Language Setting:** The default language of the phone is English, it supports Chinese, Russian, Arabic, German, French, Portuguese, Turkish, Spanish, Hebrew, Hungarian, Italian.

Press **Menu**- input default password 123- **Preference- Language** to edit the language list, choose the one you'd like to set on the phone.

**Note:** The available language maybe different, it depends on the language packs currently loaded to the IP phone.

### Network Setting:

Press **Menu**- input default password 123- **Network**- modify connect **type mode/ check IP address/VLAN/Web server** to enter the internet related configuration page.

Or review its current IP address by pressing  key when it is powered on and connected to the network.

### Account Setting:

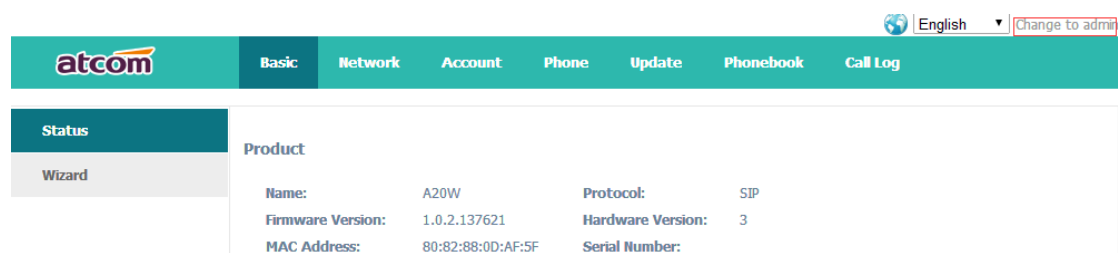
Press **Menu**- input default password 123- **SIP Account**- Enter to configure the account setting. You can refer to the bellow '**Configuring via Web page**' for the parameter details.

## 2.2 Configuring via Webpage

### 2.2.1 Login to web

Modify your computer's IP address to the same network as A20/A21/A20W/A21W. Enter A20/A21/A20W/A21W's IP address in the web browser and press Enter, then you will access to A20/A21/A20W/A21W's user webpage without password.

Click 'admin' which is on the right corner to enter administrator webpage.



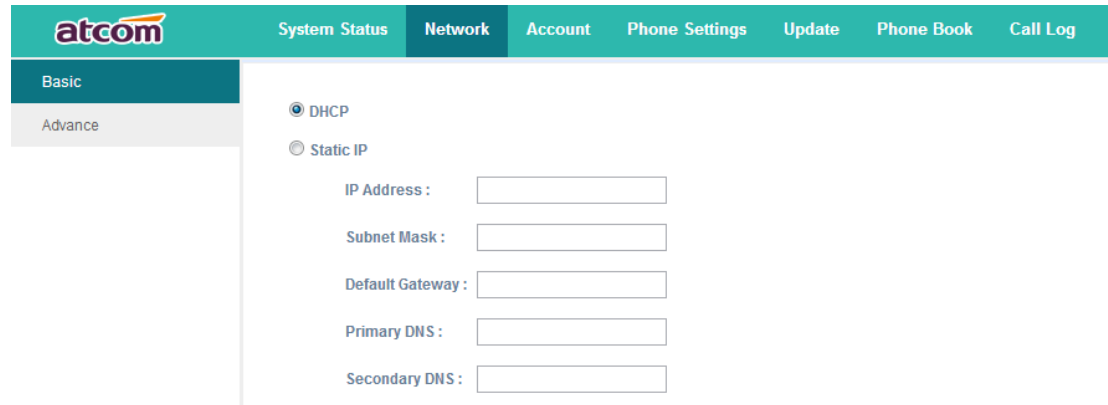
Status	Product			
Wizard	Name:	A20W	Protocol:	SIP
	Firmware Version:	1.0.2.137621	Hardware Version:	3
	MAC Address:	80:82:88:0D:AF:5F	Serial Number:	

## 2.2.2 Configure phone to register SIP account

### a) LAN Port Configuration

Enter "**Network**" -> "**Basic**" page.

There are 2 ways to connect to internet DHCP and Static, please choose one according to your own situation.

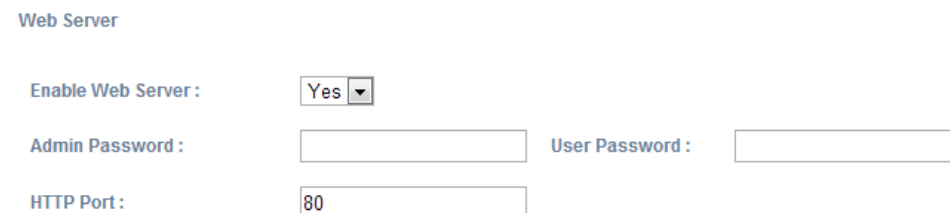


- ✓ Network mode: you can choose DHCP, Static.
- ✓ DHCP: A20/A21/A20W/A21W default to use DHCP to obtain IP from DHCP Server.
- ✓ Static: If you want to set the IP as static, you should fill IP, Netmask, Gateway and DNS information.

### b) Password Configuration

Enter "**Network**" -> "**Advance**" page.

There are 2 modes to set the authority of web accessing and command line: User mode and Admin mode. All the parameters can be visible and changed in Admin mode while part of them can be visible in User mode.



- ✓ Enable Web Server: enable or disable web access. If choose "no", you can not access A20/A21/A20W/A21W's webpage.
- ✓ Admin password: set admin webpage access password.(username:admin)
- ✓ User password: set user webpage access password.(username:user)

### c) Account Configuration

Enter "**Account**" -> "**SIP**" page to configure **SIP account** which is provided from the SIP Server.

SIP

Display Name :  User ID :

Authenticate ID :  Password :

SIP Server :  SIP Port :

SIP Redundancy Server :

Use Outbound Proxy :

Outbound Proxy Server :  Outbound Proxy Port :

Register Expires :  Subscribe Expires :

Transport Type :  SIP 100Rel Require :

Session Timer Enable :  Early Update Enable :

Caller ID Display :  AutoSubscribeMWIEnable :

Server List :  Dns Mode :

BLF List URI :

- ✓ Display Name: This name will display on the screen of A20/A21/A20W/A21W. It will display the name configured for the SIP account by the SIP server preferentially. It can also be kept blank.
- ✓ User ID: Username of SIP account.
- ✓ Authenticate ID: normally is the same with User ID, can also be kept blank if there is no special requirement from the SIP server.
- ✓ Password: Password of SIP account.
- ✓ Sip Server: SIP server address, support both IP address and domain name.
- ✓ Sip Port: SIP server port, default is 5060.

After configured and clicked '**Submit**' to enable register this account, please check the status of this account in System Status page. The Registration State will be registered if this account registered successfully.

atcom		Basic	Network	SIP	Account	Phone	Update	Phonebook	Call Log
<b>Status</b>									
Wizard									
<b>Product</b>									
Name:	A20W	Protocol:	SIP						
Firmware Version:	1.0.2.137621	Hardware Version:	3						
MAC Address:	80:82:88:0D:AF:5F	Serial Number:							
<b>Network</b>									
Type:	DHCP	Current IP:	172.16.0.82						
Current Netmask:	255.255.255.0	Current Gateway:	172.16.0.1						
Primary DNS:	172.16.0.1	Secondary DNS:							
Host Name:		Domain:							
VPN State:	Disable	VPN IP:							
<b>Account 1</b>									
Registration State:	Registered	Proxy:	172.16.0.55						
User ID:	5070	Message Waiting:	Yes						
Last Registration At:	01/01/2000 00:00:00	Next Registration In:	300 s						

## 2.3 Wi-Fi (A20W/A21W only)

### 2.3.1 Configure the wifi on the phone

1、 Press **"Menu"**-**"Network"**-**"Connect Mode"**,change for the wifi connection mode,press **"OK"**.

2、 Press **"Menu"**-**"Network"**-**"WIFI setting"**-**"WLAN"**,choose the wifi you want to connect,Press **"Connect"**,then input the correct wifi password.

3、 Return to the standby interface,and phone successful connected to the wifi.

### 2.3.2 Configure the wifi on the WEB

A20W connect to network via Wi-Fi acquiescently, click **"Search Wi-Fi"** button to search the available Wi-Fi.




The screenshot shows the ATCOM web interface for configuring Wi-Fi settings. The top navigation bar includes the ATCOM logo and menu items: Basic, Network (selected), SIP, Account, Phone, Update, Phonebook, and Call Log. On the left, a sidebar menu has 'Basic', 'Wi-Fi' (selected), and 'Advanced'. The main content area is titled 'Wi-Fi Setting (When wifi is on, please disconnect the network cable!)'. It contains the following fields and controls:

- Wi-Fi:** Radio buttons for 'On' (selected) and 'Off'.
- Search Wi-Fi:** A button to search for available networks.
- Current SSID:** A text input field.
- Secret Key:** A text input field.
- AP Setting:** Radio buttons for 'On' and 'Off' (selected).
- Submit:** A button with a green checkmark icon.
- Reset:** A button with a red arrow icon.

After all available Wi-Fi hotspots are list out, click the round behind the available Wi-Fi which you want to connect.

Index	SSID	Signal	Select
1	cisco	211	<input type="radio"/>
2	360	207	<input type="radio"/>
3	re	207	<input type="radio"/>
4	amoji	205	<input type="radio"/>
5	CHINA TELECOM	205	<input type="radio"/>
6	360_____WIFI-C9	197	<input type="radio"/>
7	_____	197	<input type="radio"/>
8	_____	190	<input type="radio"/>
9	inWatch3	189	<input type="radio"/>
10	ChinaNet-7A6t	188	<input type="radio"/>
11	360_____WIFI-9F	185	<input type="radio"/>
12	iTV-7A6t	185	<input type="radio"/>
13	inWatch2	185	<input type="radio"/>
14	Royale International China	184	<input type="radio"/>

Input the right “**Secret Key**” and then click the “**Submit**” button, the phone will reboot, and you should disconnect the wire that connect to A20W during rebooting, or the phone will connect to network via wire preferentially. The Wi-Fi icon will display on the home screen, it means connect failed when the icon come with , you should to check the configuration.