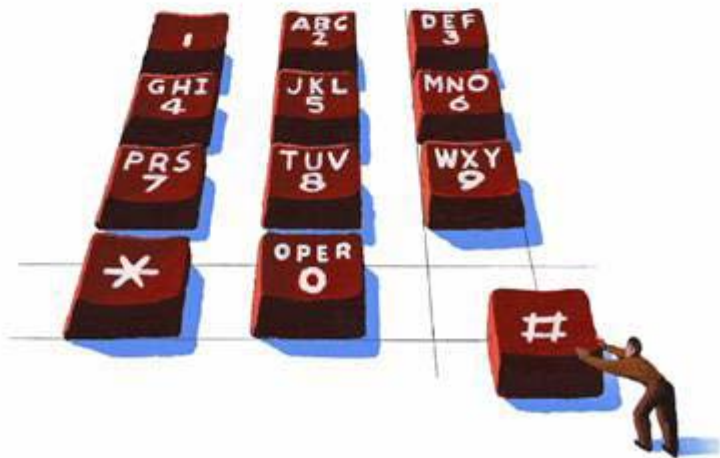


Passport

Unlimited Local and International
Home Phone Service

Getting Started Guide



IMPORTANT INFORMATION - PLEASE READ

Warning: E911 service may be limited or not available.

- Voice service, including E911 service, DOES NOT function during an electrical power or broadband provider outage.
- If you relocate your phone, you MUST provide your new location. Delays may occur in updating your location.
- E911 service may not be available from all areas. Please contact your service provider.

Warning: E911 service may be limited or not available.

- Voice service, including E911 service, DOES NOT function during an electrical power or broadband provider outage.
- If you relocate your phone, you MUST provide your new location. Delays may occur in updating your location.
- E911 service may not be available from all areas. Please contact your service provider.

These decals contain important information regarding 911 services for your voice services. We request that you place these decals in a visible location on your telephone as a reminder.

IMPORTANT NOTICE CONCERNING EMERGENCY 911 SERVICES

Your service provider, not the manufacturer of the equipment, is responsible for the provision of phone services through this equipment. Any services provided through this equipment are not intended to replace or be a substitute for primary line voice services or Plain Old Telephone Service ("POTS") and are not meant to provide Automatic Number Identification or Automatic Location Information capabilities associated with emergency 911 or E911 services. Check with your service provider to determine whether emergency 911 or E911 services are offered as part of your plan. Even where emergency 911 services are offered as part of your plan, the service will not work properly if you move the equipment to a different location from your registered location. You should also be aware that phone services (including 911) will not work in the event of either a failure of your internet service or in the event of a power outage. You must inform any other persons who may use this equipment of the limitations of 911 and E911 emergency services. It is strongly recommended that you always maintain an alternate means of reaching a 911 operator in case of an emergency. The manufacturer, distributor and service provider shall not be liable for, and expressly disclaim, any direct or indirect damages, claims, losses, expenses, liabilities, actions, risks, or harms arising out of or related to the services provided through this equipment, including without limitation, emergency 911 or E911 services.

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Disclaimer

The content of this manual is subject to change without notice and should not be construed as a commitment by the manufacturer, distributor, or service provider.

This manual is furnished for informational use only and the manufacturer, distributor, or service provider assumes no responsibility for any errors or inaccuracies that may appear herein.

My Passport Account Information

Fill in the form(s) below to keep a record of your Passport account information.

Passport Line 1 Information

Passport Phone Number: _____

Account Number: _____

PIN: _____

Passport Line 2 Information

Passport Phone Number: _____

Account Number: _____

PIN: _____

Table of Contents

Introduction	1
Package Contents	1
Installing the InnoMedia XT	1
<i>Preparing for Installation</i>	1
<i>Becoming Familiar with the MTA Back Panel</i>	2
<i>Connecting the MTA</i>	2
MTA LED Status Indicators	4
Placing Calls	6
<i>Making Calls</i>	6
CALLING WITHIN YOUR AREA CODE	6
CALLING WITHIN NORTH AMERICA.....	6
CALLING INTERNATIONAL DESTINATIONS	6
Using VoiceMail	7
<i>Recording a Personal Greeting</i>	7
<i>Listening to VoiceMail Messages</i>	7
FROM YOUR PASSPORT-CONNECTED TELEPHONE	7
FROM THE WEB	7
REMOTELY FROM ANY TOUCH-TONE PHONE	8
Sending and Receiving Faxes	8
<i>Bandwidth Requirements</i>	8
Managing Your Account at the Passport Account Center	9
Customer Support	9
Troubleshooting	9
FAQs	11
Passport Calling Features	13

Introduction

Passport allows you to use your existing phone and broadband Internet connection to receive calls, make unlimited local and long distance calls, and make unlimited international calls to over 60 locations – all at an incredibly low monthly rate!

With Passport, you have the freedom to make international calls anytime, from your home phone and your cellular phone – and you'll avoid paying the high international rates other phone service providers may charge.

Just follow the simple installation instructions, and when you pick up the phone a few minutes later, you will hear a dial tone!

This guide will walk you through the set-up process and explain everything you need to know to begin using the Passport service.

Package Contents

- ▶ 1 InnoMedia MTA (Multimedia Terminal Adapter) XT 6328-2Re with built-in router
- ▶ 1 12-Volt D/C power adapter
- ▶ 1 standard telephone wire (RJ-11)
- ▶ 1 Ethernet network cable (RJ-45)
- ▶ 1 InnoMedia User's Guide
- ▶ 1 Passport Getting Started Guide

Installing the InnoMedia XT

This section provides step-by-step instructions for installing the MTA device and setting up the IP address of your computer.



NOTE: You will need to use a PC that has an Internet browser and a network card installed.

Preparing for Installation

Before you begin the installation process, you will need to know the connection type used by your Internet Service Provider (ISP). The connection type (i.e., DHCP, static IP, PPPoE, or MAC address cloning) determines how the device will communicate with the network. Contact your ISP to determine the connection type you should configure for the MTA device.

If you have only one PC that will need to access the Internet, your broadband service provider uses DHCP, and you do not have a separate router, continue to the next section, **Becoming Familiar with the MTA Back Panel**.

If your ISP does not use DHCP, or if you currently use a router to share your broadband connection with multiple PCs or other devices, refer to the **InnoMedia MTA XT 6328-2Re User's Guide** for instructions.

Becoming Familiar with the MTA Back Panel

The back panel of the MTA device contains the input/output ports. Use this diagram as a reference when setting up your MTA.

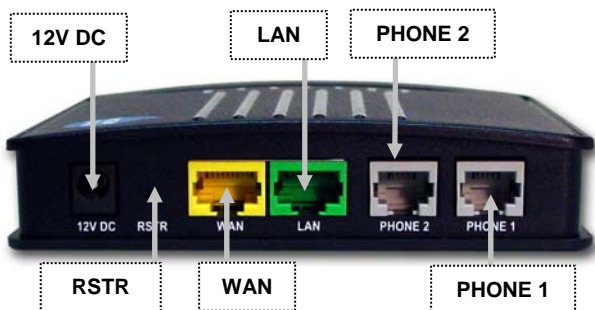


Figure 1: The MTA Back Panel

- ▶ **12V DC (Power)** – connects to a wall outlet with the supplied 12-Volt D/C power adapter.
- ▶ **RSTR** – resets the factory default settings.
- ▶ **WAN (Yellow port)** – connects to your broadband Internet connection with an Ethernet network cable (RJ-45).
- ▶ **LAN (Green port)** – connects to your PC's Ethernet port with an Ethernet network cable (RJ-45).
- ▶ **Phone 2** – connects to an analog telephone with a standard telephone wire (RJ-11).
- ▶ **Phone 1** – connects to an analog telephone with a standard telephone wire (RJ-11).



NOTE: Do not connect your telephone to the Phone 2 port unless specifically instructed to do so.

Connecting the MTA

The following instructions will allow you to connect the MTA directly to your broadband Internet connection (without an external router). Refer to Figure 2 on the following page for a diagram of this configuration.

1. Turn off your PC and unplug the broadband/DSL/cable modem power cord.



IMPORTANT: Do not plug in the MTA's power cord until instructed to do so.

2. Using the standard Ethernet network cable (RJ-45) included with the MTA device, connect the **LAN (Green port)** port on the back of the MTA to your PC's Ethernet port.
3. Using the standard telephone wire (RJ-11) included with the device, connect the **Phone 1** port on the back of the device to your telephone.
4. Using the standard Ethernet network cable (RJ-45) supplied by your Internet Service Provider, connect the **WAN (Yellow port)** port on the back of the MTA to your broadband/DSL/cable modem or existing LAN broadband connection (i.e., office network).
5. Plug in the broadband/DSL/cable modem's power cord.
Wait about two minutes for the modem to initialize.
6. Connect the D/C power adapter (included with the device) to the **12V DC** port on the back of the MTA, and then plug in the power cord.
Wait several minutes for the device to initialize. It may take up to fifteen (15) minutes for the device to download the configuration files. The MTA is ready when the RUN light is steady.
7. Turn on your PC.
Your PC will obtain an IP address from the MTA. Your PC will now have Internet connectivity.



Figure 2: The MTA Configuration (For DHCP users with a single PC.)



IMPORTANT: After you set up the MTA for the first time, it may take up to fifteen (15) minutes for the automatic download of the configuration files to complete. During the download process, the device's RUN LED blinks quickly (one second on, one second off). When the RUN LED stops blinking and remains steady, the download process is complete -- you will now hear a dial tone.

For more information on the MTA device's LED indicators, refer to the **MTA LED STATUS INDICATORS:**

MTA LED Status Indicators

Determine the status of your MTA device by noting the LED behavior.

MTA LED STATUS INDICATORS		
LED	Light Status	MTA Status
PWR	Steady (Green)	The device power is on.
	Off	The device power is off.
RUN	Blinking (Red)	The device failed to do one of the following: <ul style="list-style-type: none"> • Download a configuration file. • Download an image file. • Complete SIP Registration. Obtain valid IP connectivity.
	Blinking (Green)	The device is actively downloading a configuration file or a firmware update.
	Steady (Green)	The device has been configured successfully and is running normally.
	Off/Other	The power is off or the device is malfunctioning.
WAN	Blinking (Green -10 Base T or Orange - 100 Base T)	Data is being transferred.
	Steady (Green -10 Base T or Orange - 100 Base T)	The device is connected to a broadband network.
	Off	The device is not connected to a broadband network.
LAN	Blinking (Green -10 Base T or Orange - 100 Base T)	Data is being transferred.
	Steady (Green -10 Base T or Orange - 100 Base T)	The device is connected to an external PC.
	Off	The device is not connected to an external PC.
VOIP	Off	The unit failed to complete SIP registration.
	Steady (Green)	The VoIP module is internally initialized and the unit is ready to make calls.

MTA LED STATUS INDICATORS		
LED	Light Status	MTA Status
PHONE 1/ PHONE 2	Blinking (Orange)	The connected telephone handset is on the hook (not in use) and there are new voice mail messages.
	Steady (Green)	The connected telephone handset is off the hook.
	Off	There are no new VoiceMail messages, and the phone is not in use.
VOICE ACTIVITY 1/ VOICE ACTIVITY 2	Blinking	A call is in progress.
	Off	No call is in progress.

If the MTA device's LED indicators signal that there is a problem, please refer to the **Troubleshooting** section on page 9 in this Guide.

Placing Calls

Once the MTA is set up and you have dial tone, you will be able to place and receive calls.



NOTE: If no dial tone is present after you have set up your MTA, please refer to the Troubleshooting section of this Guide.

Making Calls

To make a call, pick up your telephone handset and dial using your telephone keypad.



NOTE: The PC does not need to be on in order to place or receive calls.

CALLING WITHIN YOUR AREA CODE

Dial a local number that is in the same area code as your Primary Passport telephone number using 7-digit dialing.

Dial the **local 7-digit phone number**.

For example, if your Primary Passport phone number has a 201 area code and the local phone number you would like to call is 201-555-9999, dial **5559999**.

CALLING WITHIN NORTH AMERICA

Dial: **1 + area code + local phone number**.

For example, if the area code is 212 and the local number is 555-8888, dial: **12125558888**.

CALLING INTERNATIONAL DESTINATIONS

Dial: **011 + country code + area code + local phone number**.

For example, if the country code is 99, the city code is 77, and the local number is 555-8888, dial: **01199775558888**.



NOTE: Calls outside of the calling plan area are charged a per-minute rate based on the destination you are calling. Please login to your Online Account Center for specific rates. For Web site information, refer to the Managing Your Account at the Online Account Center section on page 9 in this Guide.

If you are unable to make calls, please refer to the **Troubleshooting** section on page 9.



NOTE: The first call must be made from the home phone connected to Passport before the cell phone access features can be activated.

Using VoiceMail

Recording a Personal Greeting

1. Pick up your Passport-connected telephone and press **123#** on the telephone keypad.
You will be connected to the VoiceMail system.
2. Press **2** to administer your mailbox.
3. Press **1** to administer your personal greeting.
4. Press **2** to change your greeting.
You will be prompted to record your greeting.
5. Press **1** to listen to your personal greeting.
6. When you are satisfied with your greeting, press **3** to accept and activate your greeting.
You will hear the message, "Your personal greeting has been activated."



IMPORTANT: You must accept and activate your personal greeting in order for it to be saved. If you record a greeting and hang up before accepting and activating it, it will not be saved, and the previous greeting will be used.

Listening to VoiceMail Messages

FROM YOUR PASSPORT-CONNECTED TELEPHONE

1. Pick up the handset of the telephone connected to your telephone adapter, and press **123** on the telephone keypad.
You will be connected to the VoiceMail system.
2. Press **1** to hear your messages.
The system will announce how many new and saved messages you have in your mailbox. If you have messages, you will hear the date and time each message was left.
3. Follow the prompts to listen to, save, and/or delete your messages.

FROM THE WEB

1. Login to your Online Account Center.
For Web site information, refer to **Managing Your Account at the Online Account Center** section on page 9 in this Guide.
2. Click the **VoiceMail** button.
The VoiceMail page displays.
3. Click the **Play** link to hear the desired message.

Using VoiceMail (continued)

Listening to VoiceMail Messages (continued)

REMOTELY FROM ANY TOUCH-TONE PHONE

Passport allows you to access your VoiceMail messages from any regular touch-tone telephone. Dial your Passport phone number and press the star (*) key on your telephone keypad.

1. Using any regular touch-tone telephone, pick up the telephone handset and dial your Passport phone number.
You outgoing VoiceMail greeting plays.
2. While the outgoing greeting is playing, press the star (*) key on your keypad.
3. When prompted, enter your PIN and press the # key.
4. Press 1 on the keypad to hear your messages.
The system will announce how many new and saved messages you have in your mailbox. If you have messages, you will hear the date and time each message was left.
5. Follow the prompts to continue listening to, saving, and/or deleting your messages.
6. When you are done listening to your messages, hang up the telephone.

Sending and Receiving Faxes

The fax feature allows you to send and receive faxes using your Passport-enabled MTA. Simply connect a fax machine to any port on the MTA, and dial as you would when making Passport calls (see the **Placing Calls** section on page 6 for instructions).

Bandwidth Requirements

- ▶ Faxing requires 70k bandwidth for sending and up to 90k bandwidth for receiving.
- ▶ When fax and voice are used simultaneously on both MTA ports, the bandwidth requirement increases to between 100k and 170k.
- ▶ Please check with your Internet Service Provider for available bandwidth.

Managing Your Account at the Passport Account Center

Passport offers powerful online tools for managing your account using the Online Account Center, including call history, personal profile, listening to voicemails, managing calling features, and more!

You can manage your account by logging into the Passport Account Center Website at <http://account.idtpassport.com>.

*In the **Customer Log In** area, click the **Select Account Type** pull-down menu and select **Passport**.*

To log in, enter your Passport phone number and PIN. If you are using a U.S. Passport phone number to log in, please include a "1" before your number. For example, if your Passport phone number is 222-333-4444, enter 12223334444.

Customer Support

There are several ways that you can contact Passport Customer Support for billing or technical support questions.

- ▶ **Via Email:** idthpassportsupport@idt.net.
- ▶ **Via Regular Touch-Tone Phone (within the U.S.):** Call toll-free within the U.S. at (800) 381-7860.
- ▶ **Via Regular Touch-Tone Phone (outside the U.S.):** From anywhere in the world, call (801) 656-2061.

Troubleshooting

TROUBLESHOOTING

Symptom: The RUN LED is blinking (Red).

Corrective Action:

- ▶ Reboot the device by unplugging the power cord and then plugging it back in.
- ▶ Verify that the device obtained an IP address by picking up the connected telephone's handset and pressing ***1 on the keypad. If it announces "0.0.0.0" as the IP address, the device did not get an IP address. Contact your ISP.
- ▶ Verify also that your ISP uses DHCP and that there is no network service outage.

Troubleshooting (continued)

Symptom: *There is no dial tone.*

Corrective Action:

After you set up the MTA for the first time, it may take up to 15 minutes to download the configuration files onto the device. During this download process, the MTA's **RUN** LED blinks (Green) quickly (1 second on, 1 second off). When the **RUN** LED stops blinking and remains steady (Green), the download process is complete – you will now hear a dial tone.

If it has been over 15 minutes since you set up the MTA and you still do not hear a dial tone:

- ▶ Verify that your phone is connected to the correct port on the MTA.
- ▶ Verify that the device obtained an IP address by picking up the connected telephone's handset and pressing *****1** on the keypad. If it announces "0.0.0.0" as the IP address, the device did not get an IP address. Contact your Internet Service Provider.
- ▶ Verify that your broadband connection is functioning properly by attempting to connect to a Web site from a PC on the same network.
- ▶ Try connecting another phone (one that you are certain works properly) to see if the phone you are using is faulty.

Symptom: *I hear a fast busy signal when I try to make a call.*

Corrective Action:

- ▶ Make sure you are dialing according to the Dial Plan assigned to your account. (The Dial Plan was assigned when the account was created.) For example, if you have a U.S. Dial Plan, you should dial in the U.S. format:

1 + area code + phone number

NOTE: If the "1" prefix is omitted, the call will not go through.

- ▶ Verify that your broadband connection is functioning properly by attempting to connect to a Web site from a PC on the same network.
- ▶ Verify that the device obtained an IP address by picking up the connected telephone's handset and pressing *****1** on the keypad. If it announces "0.0.0.0" as the IP address, the device did not get an IP address. Contact your Internet Service Provider.

Symptom: *The phone connection is poor.*

Corrective Action:

- ▶ Try connecting another phone (one that you are certain works properly) to see if the phone you are using is faulty.
- ▶ Adjust your device's call quality settings via the Manage Device section of your Online Account Center.

FAQs

WHAT IS “BROADBAND”?

A broadband Internet connection is a cable modem, DSL, LAN, T1, T3, LAN, WAN, or any other high-speed “always on” connection. If you have to dial up to an access number to reach the Internet then you do not have broadband. A broadband Internet connection is required to use the Passport service.

DO I NEED A BROADBAND ROUTER?

No. The telephone adapter has a built-in router that allows you to connect one PC to it to access the Internet. You would only need a separate router if you wanted to connect more than one PC.

CAN I USE A CORDLESS PHONE?

Yes. Any standard phone will work with Passport.

CAN I TAKE PASSPORT WITH ME WHEN I TRAVEL?

Yes. Your Passport service travels with you. When someone calls your phone number, your phone simply rings wherever you have your telephone and adapter plugged into a broadband Internet connection -- whether you are home or traveling somewhere else in the world.

NOTE: *If you move your device to a location other than your registered service address, you will not be able to place emergency services (911) calls with Passport.*

CAN I CALL LOCATIONS THAT ARE NOT IN MY CALLING PLAN?

Yes. You can make calls to any location not included in your monthly calling plan. These calls are considered out-of-plan and are charged a per-minute rate based on the country you are calling. Please refer to your Online Account Center for rate details.

HOW DO I LOGIN TO THE MTA WEB MANAGEMENT TOOL?

The MTA Web Management tool can be used to review the device’s settings and configure features. From a PC connected to the MTA’s **LAN** port, open a Web browser, and, in the **Address** text box, enter **192.168.99.1**. Press the **Enter** key to access the login page. Enter the user ID **admin** and the password **n2p**, and then click the **OK** button.

CAN I SEND AND RECEIVE FAXES WITH PASSPORT?

Yes. You can connect your fax machine to the InnoMedia XT telephone adapter to send and receive faxes. You do not need to change any settings on the telephone adapter.

WHY SHOULD I USE PASSPORT FROM MY CELL PHONE?

By linking your cell phone to your Passport service, you can enjoy the freedom to make unlimited international calls anytime, from anywhere, and you will avoid paying the high international rates that your cellular service provider may charge.

Your calls to all locations in the Passport Unlimited Calling Plan are included in the monthly cost of your Passport service. If you call countries or cities not included in the Passport Unlimited Calling Plan, you will be charged Passport's low per-minute rates.

Important note: Depending on your cellular service plan, airtime charges and surcharges may apply. Consult your cellular service provider for details.

HOW DO I LINK MY CELL PHONE TO PASSPORT?

When you signed up for Passport, you had the option to associate your cell phone number with your Passport service. This enabled your cell phone for unlimited international and domestic calling through your Passport calling plan.

If you did not associate your cell phone number during signup, you can enter it in the online account center (<http://account.idtpassport.com>).

To use the feature, you will need to dial a toll-free access number (see instructions below).

HOW DO I MAKE INTERNATIONAL CALLS FROM MY CELL PHONE WITH PASSPORT?

To make an international call from your cell phone, follow these easy steps:

1. Dial the Passport toll-free access number: 1-866-978-7260.
(You should store this number in your phone's address book or speed dial list.)
2. When prompted, dial 011 + country code + city code + the local number you wish to call.

That's it! No need to enter an account number or a long PIN number. Your international call will be connected immediately and you'll be saving with Passport.

To activate calling from your cell phone, you must first connect your telephone adapter to your broadband modem and connect a phone to the adapter. Then, make a call from this connected phone (not from your cell phone). The call can be domestic or international.

After this one-time activation process, your cell phone will work with your Passport service.

Passport Calling Features

For a complete list of features and codes, refer to the *Passport User's Guide*.

PASSPORT CALLING FEATURES	
Feature	Description
3-Way Calling	Press the Flash button (or the hook) during a call. Once you hear the dial tone, dial the second party. When the second party is connected, press the flash button again to conference in the first party. There will be a three-way connection!
Call Waiting	Once you hear the tone signaling a second call coming into your line, simply press the Flash button (or the hook) on your phone.
Caller ID	With Passport Caller ID, you will see the phone number of the party who is calling you -- even when you are on the other line. You must have a phone equipped with a caller ID display.

This table contains the dial codes for popular Passport calling features.

PASSPORT CALLING FEATURE DIAL CODES		
Feature	Action	Dial Code
Account Balance Announcement	ALL CALLS Play the announcement before all calls.	*02
	Don't play the announcement before all calls.	*03
	SINGLE CALL Play the announcement before a single call.	*04[phone num]
	Don't play the account balance before a call	*05[phone num]
	NO CALL Play the account balance without placing a call.	*04
Call Blocking	SELECTIVE CALL ACCEPTANCE: Receive only calls from telephone numbers on your pre-defined acceptance list.	*64
	Deactivate feature and receive all calls.	*84
	SELECTIVE CALL REJECTION: Block only calls from telephone numbers on your pre-defined rejection list.	*60
	Deactivate feature and receive all calls.	*80
	ANONYMOUS CALL REJECTION: Block all calls whose telephone numbers are hidden due to the caller purposely blocking that information.	*77
	Deactivate feature and receive all calls.	*87

PASSPORT CALLING FEATURE DIAL CODES

Feature	Action	Dial Code
Call Forwarding* (All Calls/ Unconditional)	Send all calls to a pre-defined destination #.	*72
	Send all calls to VoiceMail.	*72123
	Send all calls to a destination #.	*72 [phone num]
	Deactivate feature & receive all calls.	*73
Call Return	Call the last person who called you.	*69
Do Not Disturb	Block incoming calls.	*98
Redial	Call the last number you dialed.	*66
Speed Dial	Assign a phone number to a speed dial code.	*97
	Dial a number using a speed dial code.	**[code]
Reach Me	Specify a list of phone numbers (up to 5) where you can be reached.	*00 [option 3]
VoiceMail	Access the VoiceMail system to record a greeting or hear your messages.	123#

*** When you forward calls, the inbound and outbound calls are priced according to your calling plan.**

NOTE: After dialing the service code, wait until you hear the confirmation message/options menu before hanging up.



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