



# BESTip ATA 11L

VoIP Gateway  
How To Call



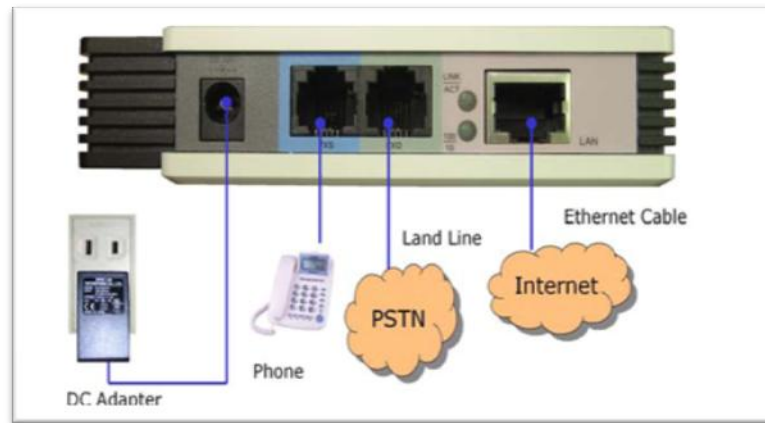
Awafon Co.  
(TEL): +967-1289900, (FAX): +967-1482515, (BESTip free):800700#  
(WEB): [www.bestip.me](http://www.bestip.me) , (EMAIL): [info@ipvon.net](mailto:info@ipvon.net) – Sana'a, Yemen

---

## Physical Installation

Follow the instructions for correct connection:

1. Connect one end of an RJ-11 phone cord to the FXS connector on the back of BESTip ATA 11L. Connect the other end to the analog phone sets or C.O ports of the PABX.
2. Connect one end of an RJ-11 land line to the FXO connector (if you want to make remote calls).
3. Connect the provided network cable into the **LAN** port of BESTip ATA 11L. Connect the other end of the cable to your network e.g. a router, hub or an ADSL modem.
4. Attach the DC power adapter cord into the power connector of BESTip ATA 11L and a live power outlet.






## To Make an Internet Call

After having finished the setup, you are ready to operate your BESTip. Refer to the illustration above to connect your BESTip with other devices.

Over Internet or TCP/IP networks, BESTip provides two modes of voice communication: BESTip-to-BESTip and BESTip-to-Phone modes. It allows BESTip users to save greatly on long-distance and international call charges.

## Testing Before Making a Call

After finishing the connection and configuration of your BESTip, be sure the BESTip is turned on and well connected. You must allow the BESTip to finish booting before operating.

<p><b>1.</b> BESTip will start self-testing, and the LCD screen will display as shown right.</p>	
<p><b>2.</b> Once the system testing finishes, the screen will display the local time according to the country code you set and Blue LED On-Line signal will be on.</p>	
<p><b>3.</b> You can press up to see the balance and the message "Ready for Dial" will be shown on the display as well.</p>	

Pick up your telephone handset now, and you can hear a ready tone that means the basic installation is finished successfully.

---

**Note:** The LCD screen will show the current time of your country according to the country code pre-configured. If the time displayed is counted from 00:00:00, it means your BESTip is not successfully registered to the Gatekeeper and your network connection or configuration might be incorrect. Please refer the manual for network configuration. If you see the **DNS Lookup Fail** flashing, it means your BESTip has not successfully connected to the Internet. Please also refer to the manual to configure your network.

---

## To Make a BESTip-to-BESTip Call

If the receiver you call is equipped with an BESTip, you may enter the IP address directly and talk to the remote BESTip receiver.



1. Make sure that the receiver you want to call is equipped with an BESTip connected to the Internet.
2. Pick up the handset, and you will hear a ready tone. Dial the ID No. of the receiving party and ended with a # key, or you can use the phone book to call the receiving party.

---

**Note:** Every BESTip has a unique eight-digit ID number found at the bottom of the device.

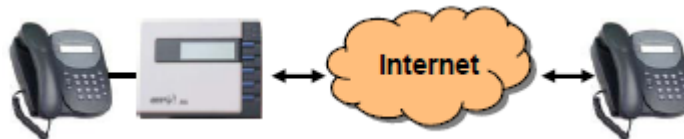
---

For example: The ID number of the receiving party is 19990023, so you need to dial 19990023#.

3. Hold the handset, and wait for the connection. You will hear a ring back tone indicating that your remote BESTip is ringing. Otherwise, you will hear a busy tone if your remote BESTip user is on the phone.
4. Once the connection is established, you can enjoy your communication with your receiving party.
5. Hang up the phone once the conversation is done.

## To Make a BESTip-to-Phone Call

With Internet Telephony Service Provider (ITSP) service function ready, BESTip is able to connect to other telephony products. Having an active ITSP account, you can call all the covered areas with low rates



In this mode, the receiver can answer an Internet phone call with a regular phone.

1. Make sure that your BESTip is setup properly, and connected to the Internet
2. Pick up the handset and you will hear a ready tone.
3. Dial your destination number as you normally do from your touch-tone phone.

**For Domestic Long-Distance Calls**

[DDD prefix code] + [Area code + Telephone number] + #

**For International Calls**

[IDD prefix code] + [Country code + Area code + Telephone number] + #

4. Hold the handset and wait for the connection.

5. Once the receiving party picks up the call, you will hear a short beep tone that advises you the billing is start. You can enjoy the cheap long distance conversation now.
6. Once the conversation is done, simply hang-up the phone. You can check the Call Detail Record in the ITSP web site. Please get login ID and password from your local dealer.

## To Make Calls Through FXO Port of ATA 11L

1. Please follow the dialing sequence below for calling any real phone number through the land line connected to ATA 11L from the other BESTip device (if there's no outward password setup).

**[ATA 11L FXO device ID#] + \* + [Phone Number] + #**

Suppose your ATA 11L device ID# is 63001234 (FXS) & 63001235 (FXO), so someone can dial from his BESTip device by dialing "**63001235\*12345678#**" to ring someone's phone directly.

Or you can dial FXO ID# firstly from your BESTip device. ATA 11L will answer the call and give you the dial tone. So you can make call via the landline connected to FXO port of 11L.

**Note:** If you setup the outward password on device, you will hear a short "Beep-Beep" tone that ask you to enter the password. Enter the password with "#" to sign in. If the password is correct, you will hear a dial tone. Otherwise, you will hear short "Beep-Beep" tone again.

2. Suppose you want to call to other BESTip device or international number through the landline connected to your ATA 11L.
  - 2.1 Please call the land line number connected to your ATA 11L by using any land line or mobile phone.
  - 2.2 ATA 11L will answer the call and give dial tone (if there's no inward password setup). Then, you can follow the dialing sequence below to make phone calls.

### **For Other BESTip Device**

Dial the eight-digit device ID number

### **For Domestic Long-Distance Calls**

[DDD prefix code] + [Area code + Telephone number] + #

### **For International Calls**

[IDD prefix code] + [Country code + Area code + Telephone number] + #

---

**Remark:** Please be advised the FXO port of ATA-11L, is protected by "trustee list" feature enabled by default. The trustee list feature will protect your landline that connected with ATA-11L FXO port from unauthorized access at remote end. So, you need to setup it at our ITSP web site ([www.itspone.com](http://www.itspone.com)). Please contact us to setup the feature or ask for password to login ITSP platform to configure it.

---

## To Receive a BESTip Call

Once your BESTip is connected to the Internet, you may accept the calls from other BESTip, or regular phone users. You cannot receive calls only when you are in the BESTip Setup mode. Please check again if every setup is working fine. Let me know your device ID# as soon as possible so to ask our agent to contact you very soon.

## Mobile Pincode

"Mobile Pincode" function is applied for business purpose. Customer can buy "Mobile Pincode Card " from our authorized agent and "Mobile Pincode Card" is just like so-called "Pre-Paid Calling Card". The card can be used on any BESTip devices anywhere and credits consumed is deducted from the card. The device is simply a tool for calling out. Please contact us for further information about "Mobile Pincode Card".

**For mobile pincode usage**, caller will hear "beep-beep" tone when picking up the handset connecting to FXS port or calling to the landline connecting to FXO port. It requests caller to enter mobile pincode number.

Please dial " **#11\*pincode#** " to sign in. If the pincode is good, the caller will hear dial-tone, so caller can dial international number as usual.

Caller can make multiple calls one after one, just press " **###** " quickly to end the current call, then dial-tone will come out to notify that the device is ready to accept next call.

For sign out after last call, please dial " **#22#** " or just hang-up the call, it will sign out automatically after 8 sec. for ATA 11L.