



Overview

A complementary upgrade is now available for DTA-310 that provides Packet8 subscribers with exciting new phone features.

New features as of version 12.39 (since version 12.00):

- ***69, Call Return** calls back the last incoming call.
- ***70, Call Waiting Disable** disables call interruptions on a per-call basis.
- ***78, Do Not Disturb** disables phone ringing. ***79** re-enables it.
- ***77, Anonymous Call Blocking** prevents calls without Caller ID information from ringing your phone. They will go to voicemail (or get a busy signal if voicemail is disabled). ***87** disables this.
- **Distinctive Ringing for Virtual Numbers** when Virtual numbers are available from Packet8, each unique number will ring your phone differently so you know which number the person is calling.
- **Advanced Diagnostics** allows technical users to diagnose their network connection and voice performance.

Advanced Call Features already included on your subscription include:

- **Call Waiting** provides users the ability to be presented and answer more than one call at a time
- **Call Waiting Caller ID** provides users the ability to see the name and number of additional calls
- **Hold** enables users the ability to put calls on mute or hold to retrieve another call
- **Line Alternate** enables users to switch between simultaneous calls
- **3 Way Conferencing** enables users the ability to connect up to three parties on the same call
- Pre-programmed key support for advanced call features

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1 User Features

1.1 New Features in version 12.39

1.1.1 *69, Call Return

- Call Return is a service that allows you to automatically call back the last incoming local call whether you answered it or not, without having to dial the number. This is a Packet8 feature that is always free of extra charge. To use the feature: Pick up the phone. Press *69 and stay on the line to automatically ring the last number that tried to phone your number.

1.1.2 *70, Call Waiting Disable

- Before making a call, you can disable Call Waiting so that anyone who phones while you are on the line is sent directly to voicemail or presented a busy tone, if your voicemail is disabled. Dial *70 before making a call to disable Call Waiting only for that call. This is a Packet8 feature that is always free of extra charge.

1.1.3 *78, *79, Do Not Disturb

- Sometimes you wish the phone wouldn't ring at all - maybe you're in the middle of a meeting or the baby's sleeping. The old solution was to just leave the phone off the hook and wait for the loud tone to stop. Of course, that would prevent someone from leaving you a voicemail message. Packet8's Do Not Disturb (DND) feature is simpler and makes sure you won't miss that important message. When the DND feature is activated, calls are routed to voicemail. A modified dial tone is presented to the user indicating DND is enabled. This is a Packet8 feature that is always free of extra charge. To activate: simply dial the activation code *78. The deactivation code is *79.

1.1.4 *77, *87 Anonymous Call Blocking

- With anonymous call blocking, you can prevent anonymous callers from ringing your phone. If a caller has their identity blocked or sends unidentifiable information to you Packet8 number and anonymous call blocking is enabled, the caller will get a busy tone. A modified dial tone is presented to the user indicating anonymous call blocking is enabled. This is a Packet8 feature that is always free of extra charge. To activate: simply dial the activation code *77. The deactivation code is *87.

1.1.5 Distinctive Ringing for Virtual Numbers

- This upgrade will allow your phone to have distinctively different rings for incoming calls using virtual phone numbers. Virtual numbers are a forthcoming optional feature that allows a Packet8 subscriber to have one or more additional phone numbers that, when called, ring through to the primary Packet8 number. Virtual phone numbers can be assigned from most area codes in the U.S., thereby providing enormous savings to people phoning you from that selected area code. Virtual phone numbers virtually eliminate long-distance phone charges for anyone calling within the numbers' area code. If a subscriber purchases one or more virtual numbers, each unique number will ring differently so the subscriber can know which number is being called and answer the phone appropriately.

1.1.6 Advanced Diagnostics

- This feature is for technically savvy users. It gives you network statistics that may help to diagnose unexpected performance issues. You may be asked by our technical support staff to use this tool while on the phone with them. The complete documentation about this tool, DTA_Advanced_Diagnostics (dta-advdiagnostics.pdf), is available at: <http://www.packet8.net/support>

1.2 Advanced Call Features

The following advanced call features are available as simple [flash] commands (or on-hook for one second then off-hook if your phone doesn't have [flash]), depending on the current active calls. You can also use pre-programmed key sequences (like [flash-7]) for programmable phones.

1.2.1 Call-waiting with Call-waiting Tone [flash] or [flash-*]

While on the phone, if a second call is presented there will be a pulse tone played in the phone to indicate there is another call. You can elect to:

- To pick the call up, press the [flash] key, which will put the first call on "hold" and connect the ringing call.
- Elect to not answer the second call automatically sending the call to have voicemail receive it.
- Pick the ringing call up by pressing [flash], saying a few kind words and [flash]-ing back to the first call essentially handling 2 calls at once.
- If you have a display phone you will be presented the caller ID of the second call presented assisting in determining to pick the call up or not.

1.2.2 Hold / Un-hold [flash] or [flash-1]

- Now when on a call pressing the [flash] button will place that call on hold, user can elect to place another call out or conference in another party. If the call is not taken off hold the system will ring that phone to signal that there is still an active call on hold if the phone is placed back on hook.

1.2.3 Line-alternate [flash] or [flash-*]

- While on a call is with another call on hold, [flash] alternates between the calls.

1.2.4 3-way Conferencing [flash] or [flash-7]

- While on a call users can press [flash] and then dial a 3rd party, when the 3rd party answers the call pressing [flash] again will connect all three parties. If the 3rd party does not answer, hang up. The phone will ring to indicate you still have a call on hold.

1.2.5 Drop 3rd Party in a Conference [flash] or [flash-8]

- While on a conference call, pressing [flash] will drop the 3rd party.

1.2.6 Pre-programmed Key Support for Advanced Call Features

- Phones with programmable buttons can now be setup to control the new Packet8 features. Select this option via the DTA-310's web page configuration (call 012-0003 to get the DTA-310's IP address and point your web browser to that location, for example: <http://192.168.0.10>).

2 New Support and Diagnostic Features

2.1 Voice Prompt IP Address

Wait for at least 10 seconds after plugging in power to your DTA-310. Pressing (not holding) the 'Reset' button will then play your IP address (unless it is still waiting for one from your DHCP server).

2.2 Missing IP Address Indicator ('Power' LED)

'Power' LED will blink while acquiring a DHCP IP address. 'Power' LED will continue to blink if no DHCP IP address received. If no DHCP IP address is received, please check that you have a DHCP server enabled on your router or local network.

2.3 Network Problem Indicator ('Phone' LED)

The 'Phone' LED blinks to indicate audio data (packet) loss during a call. Please check that you are not running file-sharing programs on your PC and that your internet service provider is providing a good quality network connection.

2.4 Downloader Mode Indicator (All LEDs)

All LEDs blink continuously (except for 'Link' indicator)

2.5 Upgrade Indicator (All LEDs)

During download, all lights will blink (less regularly during actual memory programming).

2.6 Upgrade by Phone

Download can be initiated by calling a phone number instead of the web interface.

3 Fixes and Improvements

3.1 Improved network stability

Better attempts at re-trying connections to the Packet8 servers, resulting in improved reliability.

4 How to Upgrade Your DTA-310

Upgrading your DTA-310 is a simple process. After this upgrade is complete, future upgrades to the latest production version of firmware will be as simple as a single phone call.

4.1 How to Upgrade your DTA-310 with DTA-310 Upgrade Assistant Program

The DTA-310 Upgrade Assistant is a program that runs in Microsoft Windows and will auto-detect and upgrade your DTA-310. Follow these steps:

- a) Download this program from the following web site: <http://web.packet8.net/download/>
- b) Disable "Norton Internet Security," "Zone Alarm" or similar firewall programs.
- c) Run the program and click the 'Auto-Detect DTA(s)' button.
- d) Once your DTA-310 is found, select it in the application window and click on 'Upgrade DTA'

Wait a few minutes for the process to complete.

4.2 How to Manually Upgrade your DTA-310

- a) Download (right-click and save) the DTA-310 program file: sipmh
from: <http://www.packet8.net/upgrade/>
- b) Open a web browser and enter the DTA-310's IP address and press [enter].
- c) Click 'Download' on the left side of the web page.
- d) In the 'Filename' field, use the 'Browse' button to find the file you saved: sipmh
- e) Click 'Start HTTP Download'.

Using Internet Explorer, you will see progress messages like:

Booting into Downloader Mode. Please wait ...

Performing HTTP Download. Please wait ...

on the bottom of the screen. Please wait approximately five minutes for the procedure to complete. You will see the message 'Download Successful'. Click the 'Restart Main Application' button on the web page.

Note: if you are using a Windows 2000/XP PC as your router, the DTA-310 will get a new IP address upon booting into the downloader. Use the 'arp -a' command from Start -> Run -> CMD to find out what the new IP address is and repeat the manual process above.