

## TROUBLESHOOTING GUIDE

Phone Display:-

**LOCAL IP ADDRESS  
NOT FOUND**

Error Description:-

This means the E-Phone™ is unable to attach itself to your Network and is not being allocated an IP address automatically by your DHCP Server / Router

What to Do:-

- i) Check the DHCP Server/Router is operating correctly
- ii) Your Network may require you to use a Static IP Address.
  - Access the E-Phone Menu and choose the option to switch to "Fixed IP Address". You will need to enter the following Network information:-
    - A Free IP Address on the Network
    - A Gateway IP Address
    - Subnet Mask
    - DNS Server 1
    - DNS Server 2

*If you are unsure about any of these settings please contact your Network Administrator before making any changes to your E-Phone™.*

Phone Display:-

**ERROR ... NO  
INTERNET ACCESS**

Error Description:-

This means that the E-Phone is unable to connect to the Internet.

What to Do:-

- i) Check that your Router is switched On and operating correctly.
- ii) Check that your Internet connection is Live by using your PC to browse to a fresh Internet web-site

Phone Display:-

**VOICE PORT 4569  
BLOCKED.CHECK** ..... ↓ Scroll ↑ ..... **FIREWALL SETTINGS  
OR SEE IT ADMIN**

Error Description:-

The E-Phone is unable to authenticate your Account. The E-Phone must have access to the Internet via Port 4569 for authentication, which may be blocked on your Firewall.

What to Do:-

- i) Edit your Firewall Settings to Enable Outgoing access from your Trusted Zone (your LAN) to the Internet on Port 4569 for UDP traffic

*If you do not know how to do this please consult your Network Administrator, or consult your Firewall User Guide.*

Phone Display:-

**DATE / TIME  
LOW FUNDS ALERT**

Error Description:-

This means that the funds available in your OFFnet Account for calling landlines and mobiles have fallen below the limit at which you have set an alert.

What to Do:-

- i) Visit [www.ephone.UK.net](http://www.ephone.UK.net) and top-up your OFFnet Account.