

Document to Trobleshoot Hamshack Hotline Phone Extension Connection Problems..

1. What is your computer's Local IPv4 Address? (Windows: CMD ipconfig) _____

2. What is you computer's default gateway? (same screen) _____

3. Is your computer connected by WIFI or Network Cable { } Cable { } Wifi
(Note that WIFI connections are not as secure, so some routers restrict functionality to local network resources when you're on WiFi.)

4. Make/Model of phone : _____

5. MAC address of phone : _____

6. Use a cable to connect the phone to your router. and once the phone boots up, see if you can find the IPv4 address that the phone has booted up with. Press the Menu button, and look under "Network Settings" or similar. It usually is one of the last menu items.

If you can find it, enter it here : _____

7. What is Your Public Ip address (You can go to sites like www.ipcow.com or www.whatsmyip.com to get the IP information) : _____

8. If you browse to your gateway address (Step 2 above), can you access your router? Y N

9. Can you login to your router? {standard username is 'admin'} Y N

10. If you can login, can you find the list of attached devices?

11. Look for the phone on the "list of attached devices". Did you find it ? Y N Write it here :

12. In many browsers you can highlight text in your browser just like in a document and copy it to the clipboard.

Highlight the text of the attached devices, hold down CTRL and press "C", then open an instance of notepad and paste the clipboard in. Save this file as "AttachedDev.txt"

13. Do the numbers in Step 6 and Step 11 Match?