

## If Your Digital Video Phone Power Light is Not On:

- Check to ensure the power cord is plugged into the nearest electrical outlet and is securely connected to the back of the digital video phone.
- Make sure the power is turned on.
- If the power cord is plugged into a surge protector or power strip, make sure the power to the surge protector or power strip is switched on.

## If the Registration Light is Not On:

### STEP 1: Test Your Network

- Make sure your digital video phone is installed correctly. For more details, please refer to the Quick Installation Guide included with your digital video phone or online at [www.wgatesupport.com](http://www.wgatesupport.com).
- Verify your Internet connection is working properly.
- Next, turn off and unplug your digital video phone, router and modem and wait 5 minutes. Plug in your digital video phone, router and modem. Next, turn on your router and modem and wait 3 minutes. After the router and modem acquire green lights, then turn on your digital video phone. Your digital video phone will then begin the registration process. **Please do not attempt to make calls until the green registration light appears.** Also, do not turn off your digital video phone during this process.

If your digital video phone does not register, please proceed to Step 2.

### STEP 2: Test Your Router

Most routers will work with your digital video phone right out of the box. You can test your router with the following steps:

- Turn off and unplug your digital video phone, modem and router.
- Wait 5 minutes.
- Connect the blue Ethernet cable to the blue WAN port on the back of your digital video phone.
- Plug the other end of the blue Ethernet cable to the line/Ethernet port on the back of your modem.
- Plug in and turn on the modem (modem only). Wait for the lights on the modem to turn a solid green. This may take 3-5 minutes.
- Plug in and turn on the digital video phone.
- Your digital video phone will begin the registration process. **Please do not attempt to make calls until the green registration light appears.** Also, please do not turn off your digital video phone during this process.

If the digital video phone successfully registers, the issue is with your router. Your router may need additional configurations.

## Configuring Your Router: (Advanced Users Only)

You should only attempt to configure your router if you have an advanced understanding of Port Triggering and how it relates to your network. Otherwise, please contact Customer Support for further assistance.

If your digital video phone is connected to a router, you may need to configure the router to allow your device to function. For specifics on how to configure your router, refer to the User Manual that came with your router or visit the manufacturer's website.

Once you have located the router's User Manual, refer to the section pertaining to Port Triggering and QoS configurations. These are usually located under Firewall, Applications & Gaming or Advanced.

Your Port Triggering rules should be configured to UDP Ports 5000-5001, 5065-5066, and 9000-9201, and QoS should be configured to give your device "Highest" network priority.

In some instances Port Trigger and QoS configurations are not effective. In those instances, configure your router so your digital video phone is in the router's "DMZ" or disabling the router's SPI functionality, following instructions provided by your router's user manual.