

IG7200

Smartphone Gateway

Quick Installation Guide

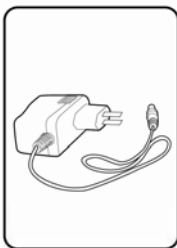


MOCET

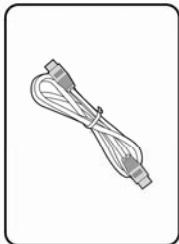
■ What's in the Box



Main Unit



Power Adapter



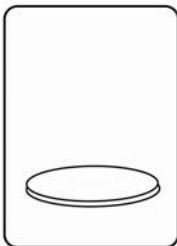
Ethernet Cable



Telephone Cable

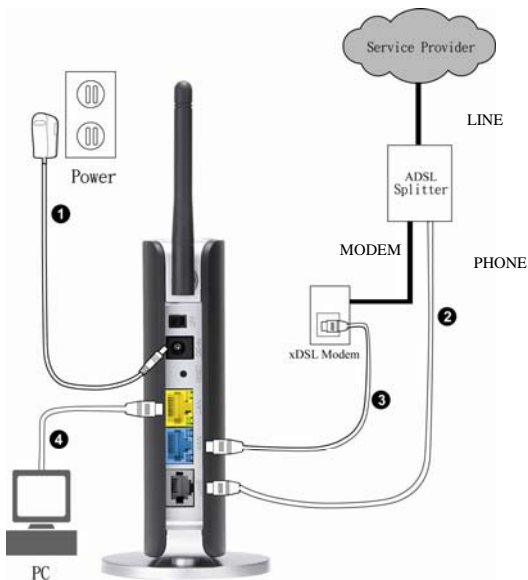


Quick Installation
Guide



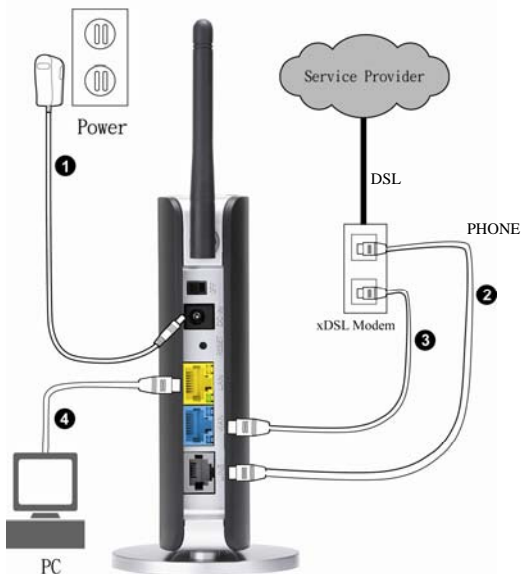
Main Stand

■ Connection Type A (DSL modem + Splitter)



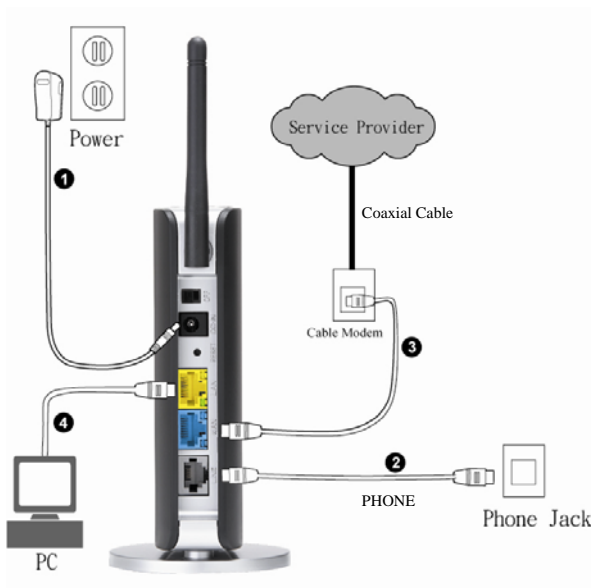
1. Plug “Power Adaptor”, set switch to ON (IG7200 will be ready for use after two minutes.)
2. Connect the “PHONE” port of the ADSL splitter to the “LINE” port of IG7200.
3. Connect the “WAN” port of IG7200 to Ethernet port of xDSL Modem.
4. Connect the “LAN” port of IG7200 to Ethernet port of your PC if needed.

■ Connection Type B (DSL modem built in Splitter)



1. Plug “Power Adaptor”, set switch to ON (IG7200 will be ready for use after two minutes.)
2. Connect the “PHONE” port of the xDSL Modem to the “LINE” port of IG7200.
3. Connect the “WAN” port of IG7200 to Ethernet port of xDSL Modem.
4. Connect the “LAN” port of IG7200 to Ethernet port of your PC if needed.

■ Connection Type C (Cable Modem)



1. Plug "Power Adaptor", set switch to ON (IG7200 will be ready for use after two minutes.)
2. Connect the wall phone jack to the "LINE" port of IG7200.
3. Connect the "WAN" port of IG7200 to Ethernet port of Cable Modem.
4. Connect the "LAN" port of IG7200 to Ethernet port of your PC if needed.

■ Connection Type D (Behind router or firewall)



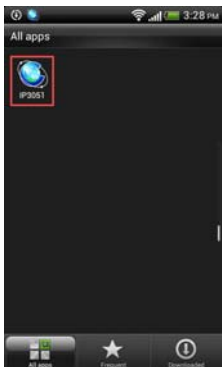
1. Plug “Power Adaptor”, set switch to ON (IG7200 will be ready for use after two minutes.)
2. Connect the wall phone jack to the “LINE” port of IG7200.
3. Connect the “WAN” port of IG7200 to the LAN Ethernet port of router or firewall.
4. Connect the “LAN” port of IG7200 to Ethernet port of your PC if needed.

<For Android phone users>

<For iPhone uses, please ignore this part and jump to page 30.>

Download IP3051

Android Smartphone → press "Play Store" → search "IP3051" → press "IP3051" → "Download" → "Accept & download" → "KEEP SHOPPING" → "Installing" → back to home page of Smartphone → press "All apps" → find "IP3051" in the list. (Figure 1)



(Figure 1)

■ Smartphone (IP3051) auto pairing with IG7200

Step 1: Smartphone Wi-Fi access thru. IG7200 :

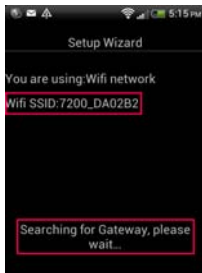
→ use Smartphone and press “All apps” → “Settings” → “Wireless & networks” → turn on Wi-Fi → press “Wi-Fi settings” → press “7200_XXXXXX” (“XXXXXX” is the last 6 digits of MAC address which is labeled under the stand of IG7200.) → press “Connect” → Wi-Fi connection finished.(Figure 2)



(Figure 2)

Step 2: IP3051 detect IG7200 automatically :

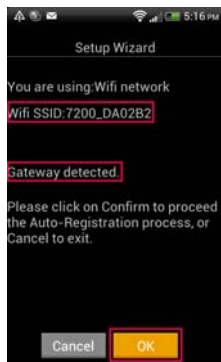
→ press “Home page” key on Smartphone → press “All apps” → select “IP3051” → the screen shows “Searching for Gateway, please wait...”.(Figure 3)



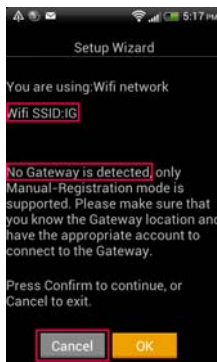
(Figure 3)

Step 3 : Screen shows "Gateway detected" → "OK" 。
(Figure 4)

(If the screen shows "No Gateway is detected." (Figure 5)
→ press "Cancel" → back to step 1 to do again.)

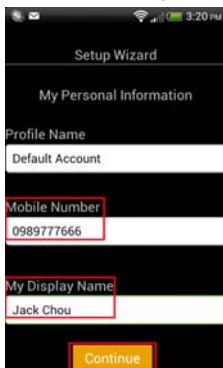


(Figure 4)




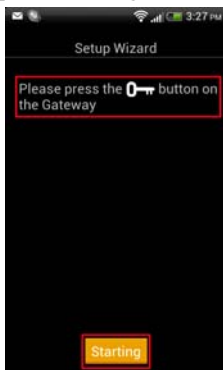
(Figure 5)

Step 4 : Key in "Mobile Number" → "Display name"
(Your name)→ "Continue" 。 (Figure 6)



(Figure 6)

Step 5 : Press  button which is on the top of IG7200 (WLAN LED will flash with red and blue at this moment.) → press “Starting” on IP3051. (Figure 7)



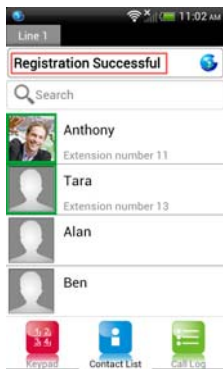
(Figure 7)

Step 6: Screen shows ”IP3051 Registering...”. (Figure 8)



(Figure 8)

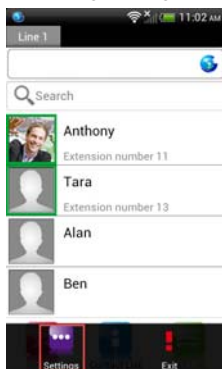
Step 7 : Registration Successful. (Figure 9)



(Figure 9)

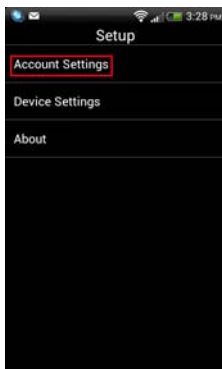
■ **IG7200 WAN IP Settings (Optional)**

Step 1 : Press “Menu” key on Smartphone during IP3051’s screen→ ”Settings”. (Figure 10)

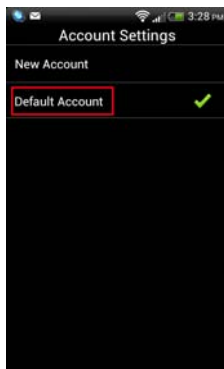


(Figure 10)

Step 2 : Press "Account Settings" (Figure 11) → press "Default Account"(Enabled).(Figure 12)

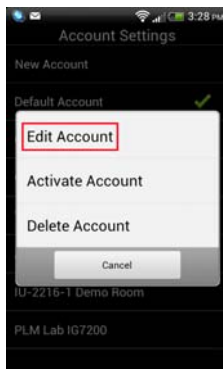


(Figure 11)



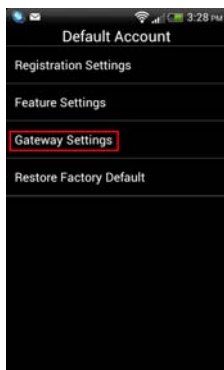
(Figure 12)

Step 3 : Press "Edit Account" .(Figure 13)



(Figure 13)

Step 4 : Press "Gateway Settings" (Figure 14) →
Input "admin1234" (Username) and "123456" (Password)
→ press "Login". (Figure 15)

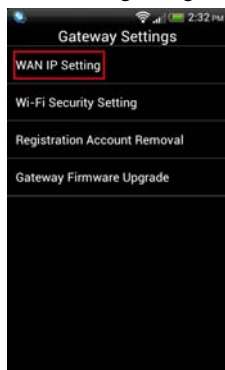


(Figure 14)



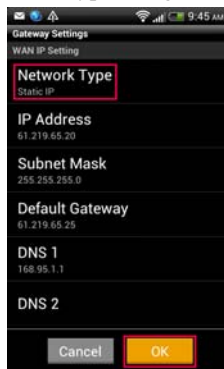
(Figure 15)

Step 5 : Press "WAN IP Setting". (Figure 16)



(Figure 16)

Step 6 : Press "Network Type". (Figure 17)



(Figure 17)

Step 7 : Choose the network type for your xDSL / Cable Modem :

(If you don't know what network type of your network is, please check it with your ISP (Internet Service Provider).)

Case 1 : " Static IP " (If you have "xDSL modem with static IP address" , please choose this mode and key in the values as below.) (Figure 18a)

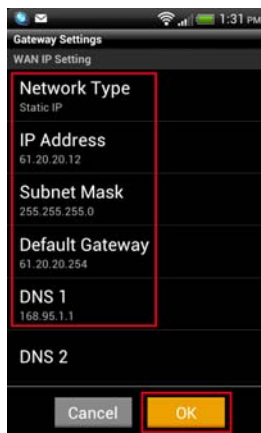
"Network Type" : "Static IP"

"IP Address" : (for example) 61.20.20.12

"Subnet Mask" : (for example) 255.255.255.0

"Default Gateway" : (for example) 61.20.20.254

"DNS 1" : (for example) 168.95.1.1



(Figure 18a)

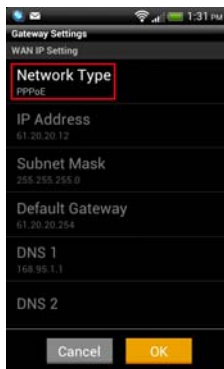
Press "OK" after settings finished, IG7200 will reboot. After 2 minutes, "Power" LED of IG7200 is "solid on".

Case 2 : ” PPPoE ” (If you have “xDSL modem with dynamic IP address” , please choose this mode and key in the values as below.) (Figure 18b1, 18b2)

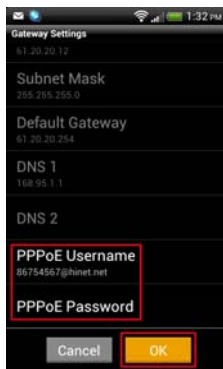
“Network Type” : “PPPoE”

“PPPoE Username” : (for example)
86754567@hinet.net

“PPPoE Password” : (for example) 123456



(Figure 18b1)



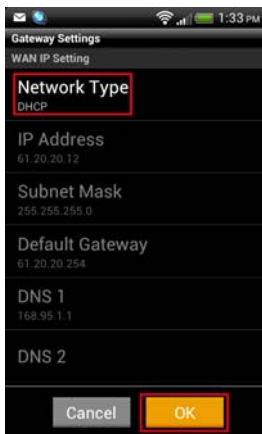
(Figure 18b2)

Press “OK” after settings finished, IG7200 will reboot. After 2 minutes, “Power” LED of IG7200 is “solid on”.

Case 3:” DHCP” (If you have “Cable modem with dynamic IP address”, please choose this mode as below.) (Figure 18c)

“Network Type” : “DHCP”

No need to input any data.



(Figure 18c)

Press “OK” after settings finished, IG7200 will reboot. After 2 minutes, “Power” LED of IG7200 is “solid on”.

Case 4 : ” Static IP ” (If you install IG7200 behind router or firewall, you should key in the IP addresses as below and set up port mapping on firewall or router which is in front of IG7200.)

1. Set “Static IP” which is the same IP domain as the LAN port of router or firewall. Make sure this IP address can be surfed the Internet and key in the values as below.) (Figure 18d)

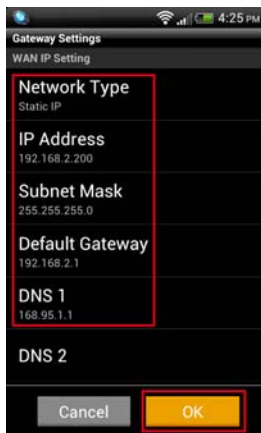
“Network Type” : “Static IP”

“IP Address” : (for example) 192.168.2.200

“Subnet Mask” : (for example) 255.255.255.0

“Default Gateway” : (for example) 192.168.2.1

“DNS 1” : (for example) 168.95.1.1



(Figure 18d)

Press “OK” after settings finished, IG7200 will reboot. After 2 minutes, “Power” LED of IG7200 is “solid on”.

2. Set up port mapping on the router or firewall which is in front of IG7200 as below. The port mapping should be pointed to the IP address of IG7200 WAN port. (For example, 192.168.2.200)

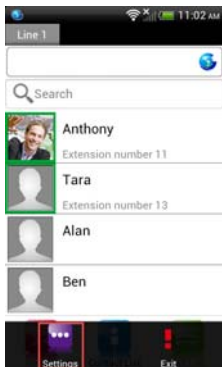
- UDP 5070 (SIP port registration needed.)
- UDP 38600 (IP3051 information update needed.)
- UDP 50000 - 50080 (IP3051 RTP communication needed.)
- TCP 5678 - 5685 (If installed IP Cam, please keep these ports open.)

All ports as above must be opened otherwise IG7200 will not work very well.

■ **IG7200 Wi-Fi settings (Optional)**

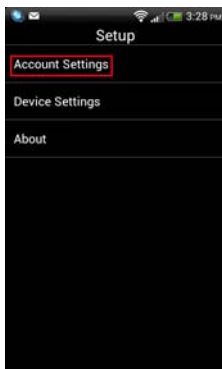
If you need to change the Wi-Fi settings or password, please follow the steps below :

Step 1: IP3051's screen → press "Menu" key on Smartphone → "Settings". (Figure 19)

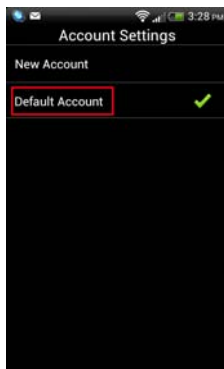


(Figure 19)

Step 2 : Press "Account Settings" (Figure 20) → press "Default Account"(Enabled).(Figure 21)

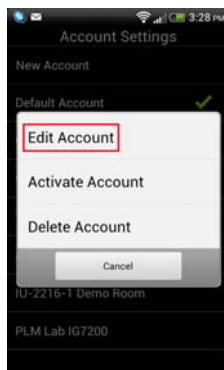


(Figure 20)



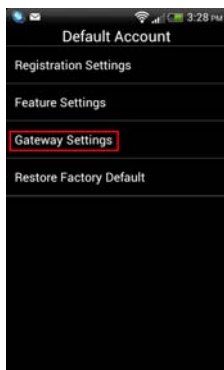
(Figure 21)

Step 3 : Press "Edit Account" .(Figure 22)



(Figure 22)

Step 4 : Press "Gateway Settings" (Figure 23) →
Input "admin1234" (Username) and "123456" (Password)
→ press "Login". (Figure 24)

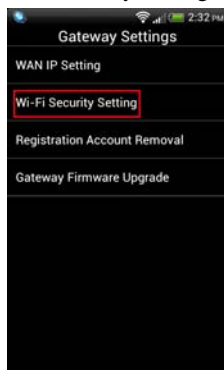


(Figure 23)



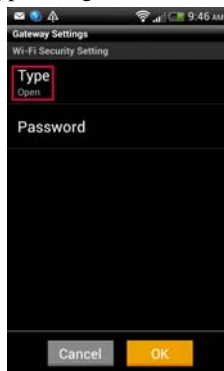
(Figure 24)

Step 5 : Press " Wi-Fi Security Setting" . (Figure 25)



(Figure 25)

Step 6 : Press "Type". (Figure 26)



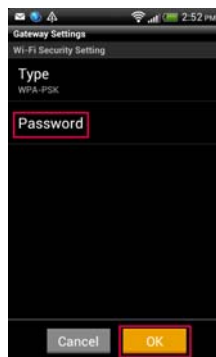
(Figure 26)

Step 7 : Choose one security mode (Suggest to choose " WPA-PSK" mode). (Figure 27)



(Figure 27)

Step 8 : Press "Password" and key in the Wi-Fi password.
(Figure 28)



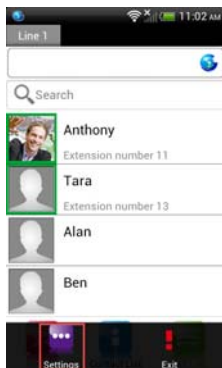
(Figure 28)

Step 9 : Press "OK" , IG7200 Wi-Fi password will be changed immediately. (Remember to change the Wi-Fi settings on Smartphone to re-connect IG7200.)
Congratulations!! Setup is complete, you can use IG7200 now.

■ IG7200 Software Upgrade via Internet (Optional)

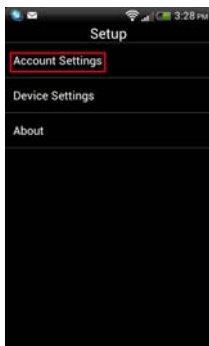
Please make sure you can surf the Internet via IG7200, and then follow the steps as below.

Step 1: IP3051's screen → press "Menu" key on Smart phone → "Settings". (Figure 29)

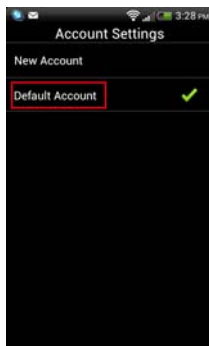


(Figure 29)

Step 2 : Press "Account Settings" (Figure 30) → press "Default Account"(Enabled).(Figure 31)

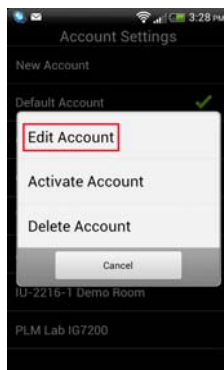


(Figure 30)



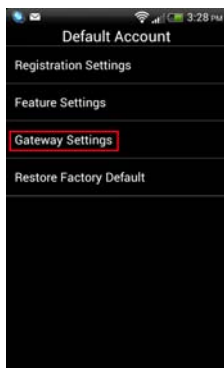
(Figure 31)

Step 3 : Press "Edit Account" .(Figure 32)



(Figure 32)

Step 4 : Press "Gateway Settings" (Figure 33) →
Input "admin1234" (Username) and "123456" (Password)
→ press "Login". (Figure 34)

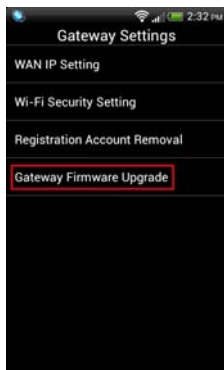


(Figure 33)



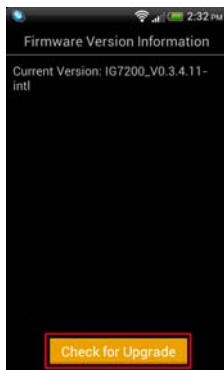
(Figure 34)

Step 5 : Press ” Gateway Firmware Upgrade” . (Figure 35)



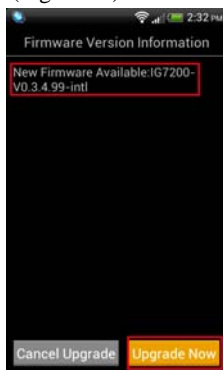
(Figure 35)

Step 6 : Press ” Check for Upgrade” . (Figure 36)



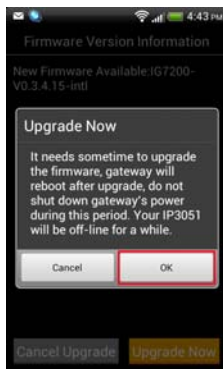
(Figure 36)

Step 7 : Press ” Upgrade Now” if there is a new software on server. (Figure 37)



(Figure 37)

Step 8 : Press ” OK” to continue for software upgrade or press “Cancel” or “Cancel Upgrade” to cancel the process. (Figure 38)

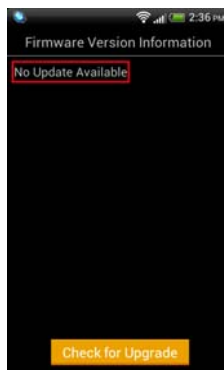


(Figure 38)

Step 9 : If you press ” OK” , then IG7200 will download the new software from server, and you can see the “Power” LED of IG7200 is flashing for around 5 minutes, then back to static “ON” . (It depends on your network traffic.)

(Do not unplug the WAN Ethernet cable or turn off the power of IG7200 during software upgrade. It maybe caused IG7200 damaged.)

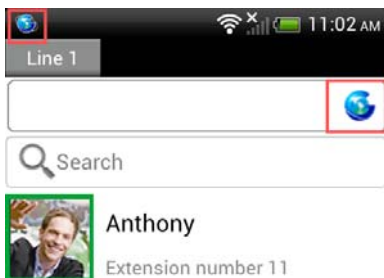
Step 10 : Repeat step 1 to 7 as above, if it shows “No Update Available” , then the software version is the latest in your IG7200. (Figure 39)



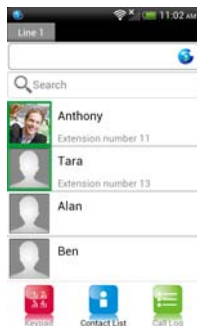
(Figure 39)

At any time, you can check the upper left corner of the IP3051 icon.

If the blue, device is the "successful registration"!



After finishing IG7200 installation and IP3051's registration, you can make call thru "Keypad", "Contact List" and "Call Log". You can make free calls between IP3051s and receive / make call thru the PSTN line which connected to IG7200 everywhere. No doubt, you can save the roaming fee when you go abroad.





****Note : **** 3G phone will disable the roaming feature for data in general, to avoid the roaming bill, please make sure the roaming feature for data is disabled when you go abroad. (Settings → Mobile network → Off) , use the local free Wi-Fi network to save the cost.

<For iPhone users>

Download IP3051

iPhone → press "App Store" → search "IP3051" → press "IP3051" → "FREE" → "INSTALL APP" → "INSTALLING" → back to home page of iPhone → find "IP3051" in the list. (Figure 40)



(Figure 40)

■ iPhone (IP3051) auto pairing with IG7200

Step 1: iPhone Wi-Fi access thru. IG7200 :

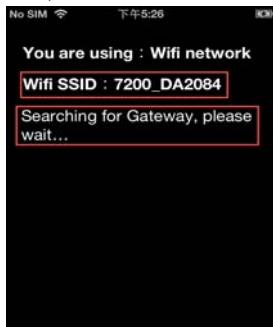
→ use iPhone and press “Settings” → “Wi-Fi” → turn on “Wi-Fi” → press ”7200_XXXXXX” (“XXXXXX” is the last 6 digits of MAC address which is labeled under the stand of IG7200.) → Wi-Fi connection finished. (Figure 41)



(Figure 41)

Step 2: IP3051 detect IG7200 automatically :

→ press “Home page” key on iPhone → select “IP3051”
→ the screen shows ”Searching for Gateway, please wait...”.(Figure 42)



(Figure 42)

Step 3 : Screen shows ”Gateway detected” → ”Next”(Figure 43)
(If the screen shows “No Gateway is detected.” (Figure 44) → press “Home page” key on iPhone → back to step 1 to do again.)

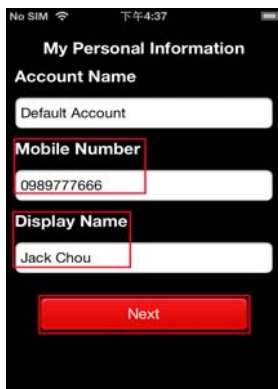


(Figure 43)





(Figure 44)

Step 4 : Key in “Mobile Number” → “Display name”
(Your name)→ ”Next” ◦ (Figure 45)



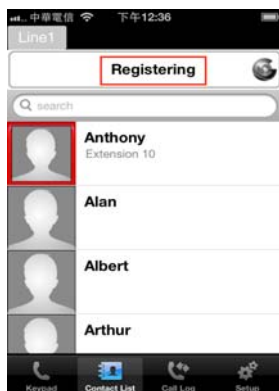
(Figure 45)

Step 5 : Press  button which is on the top of IG7200 (WLAN LED will flash with red and blue at this moment.)
→ press “Start Registration” on IP3051. (Figure 46)

 button on the Gateway'. Below the text is a large red button labeled 'Start Registration'." data-bbox="311 553 677 899"/>

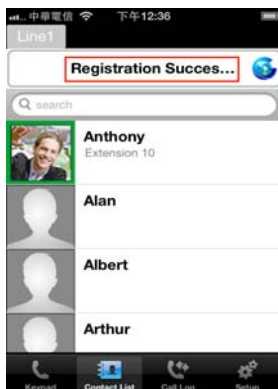
(Figure 46)

Step 6: Screen shows ” Registering...”. (Figure 47)



(Figure 47)

Step 7 : Registration Successful. (Figure 48)



(Figure 48)

■ IG7200 WAN IP Settings (Optional)

Step 1 : Press “Setup” button on IP3051 → press “Account Settings”. (Figure 49)



(Figure 49)

Step 2 : Press “Default Account” (Enabled) (Figure 50) → press “Edit Account”. (Figure 51)



(Figure 50)



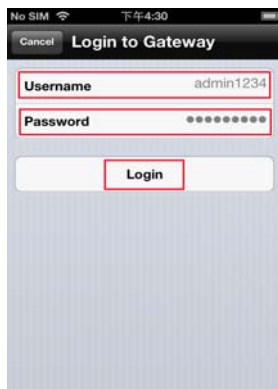
(Figure 51)

Step 3 : Press “Gateway Settings”. (Figure 52)



(Figure 52)

Step 4 : Input ”admin1234” (Username) and ”123456” (Password) → press ”Login”. (Figure 53)



(Figure 53)

Step 5 : Press "WAN IP Setting". (Figure 54)



(Figure 54)

Step 6 : Press "Network Type". (Figure 55)



(Figure 55)

Step 7 : Choose the network type for your xDSL / Cable Modem :

(If you don't know what network type of your network is, please check it with your ISP (Internet Service Provider).)

Case 1 : ” Static IP ” (If you have “xDSL modem with static IP address” , please choose this mode and key in the values as below.) (Figure 56a)

“Network Type” : “Static IP”

“IP Address” : (for example) 61.20.20.12

“Subnet Mask” : (for example) 255.255.255.0

“Default Gateway” : (for example) 61.20.20.254

“DNS 1” : (for example) 168.95.1.1



(Figure 56a)

Press “Done” after settings finished, IG7200 will reboot. After 2 minutes, “Power” LED of IG7200 is “solid on”.

Case 2 : ” PPPoE ” (If you have “xDSL modem with dynamic IP address” , please choose this mode and key in the values as below.) (Figure 56b)

“Network Type” : “PPPoE”

“PPPoE Username” : (for example) 86754567@hinet.net

“PPPoE Password” : (for example) 123456



(Figure 56b)

Press “Done” after settings finished, IG7200 will reboot. After 2 minutes, “Power” LED of IG7200 is “solid on”.

Case 3 : ” DHCP ” (If you have “Cable modem with dynamic IP address” , please choose this mode as below.) (Figure 56c)

“Network Type” : “DHCP”

No need to input any data.



(Figure 56c)

Press “Done” after settings finished, IG7200 will reboot. After 2 minutes, “Power” LED of IG7200 is “solid on”.

Case 4 : ” Static IP ” (If you install IG7200 behind router or firewall, you should key in the IP addresses as below and set up port mapping on firewall or router which is in front of IG7200.)

1. Set “Static IP” which is the same IP domain as the LAN port of router or firewall. Make sure this IP address can be surfed the Internet and key in the values as below.) (Figure 56d)

“Network Type” : “Static IP”

“IP Address” : (for example) 192.168.2.200

“Subnet Mask” : (for example) 255.255.255.0

“Default Gateway” : (for example) 192.168.2.1

“DNS 1” : (for example) 168.95.1.1



(Figure 56d)

Press “Done” after settings finished, IG7200 will reboot. After 2 minutes, “Power” LED of IG7200 is “solid on”.

2. Set up port mapping on the router or firewall which is in front of IG7200 as below. The port mapping should be pointed to the IP address of IG7200 WAN port. (For example, 192.168.2.200)

- UDP 5070 (SIP port registration needed.)**
- UDP 38600 (IP3051 information update needed.)**
- UDP 50000 - 50080 (IP3051 RTP communication needed.)**
- TCP 5678 - 5685 (If installed IP Cam, please keep these ports open.)**

All ports as above must be opened otherwise IG7200 will not work very well.

■ **IG7200 Wi-Fi settings (Optional)**

If you need to change the Wi-Fi settings or password, please follow the steps below :

Step 1 : Press “Setup” button on IP3051 → press “Account Settings”. (Figure 57)



(Figure 57)

Step 2 : Press “Default Account” (Enabled) (Figure 58) → press “Edit Account”. (Figure 59)



(Figure 58)



(Figure 59)

Step 3 : Press “Gateway Settings”. (Figure 60)



(Figure 60)

Step 4 : Input "admin1234" (Username) and "123456" (Password) → press "Login". (Figure 61)



(Figure 61)

Step 5 : Press " Wi-Fi Security Setting" . (Figure 62)



(Figure 62)

Step 6 : Press "Security Mode". (Figure 63)



(Figure 63)

Step 7 : Choose one security mode (Suggest to choose " WPA-PSK" mode). (Figure 64)



(Figure 64)

Step 8 : Input Wi-Fi password in “Password” field and re-type the same password in “Repeat” field. (Figure 65)



(Figure 65)

Step 9 : Press "Done" , IG7200 Wi-Fi password will be changed immediately. (Remember to change the Wi-Fi settings on Smartphone to re-connect IG7200.)
Congratulations!! Setup is complete, you can use IG7200 now.

■ IG7200 Software Upgrade via Internet (Optional)

Please make sure you can surf the Internet via IG7200, and then follow the steps as below.

Step 1 : Press “Setup” button on IP3051 → press “Account Settings”. (Figure 66)



(Figure 66)

Step 2 : Press “Default Account” (Enabled) (Figure 67) → press “Edit Account”. (Figure 68)



(Figure 67)



(Figure 68)

Step 3 : Press “Gateway Settings”. (Figure 69)



(Figure 69)

Step 4 : Input ”admin1234” (Username) and “123456” (Password) → press ”Login”. (Figure 70)



(Figure 70)

Step 5 : Press ” Gateway Firmware Upgrade” . (Figure 71)



(Figure 71)

Step 6 : Press ” Check for Upgrade” . (Figure 72)



(Figure 72)

Step 7 : Press " Upgrade Now" if there is a new software on server. (Figure 73)



(Figure 73)

Step 8 : Press " OK" to continue for software upgrade or press "Cancel" to cancel the process. (Figure 74)



(Figure 74)

Step 9 : If you press ” OK” , then IG7200 will download the new software from server, and you can see the “Power” LED of IG7200 is flashing for around 5 minutes, then back to static “ON” . (It depends on your network traffic.)

(Do not unplug the WAN Ethernet cable or turn off the power of IG7200 during software upgrade. It maybe caused IG7200 damaged.)

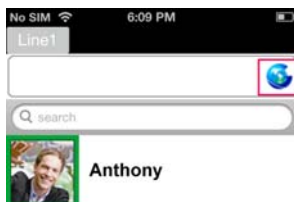
Step 10 : Repeat step 1 to 7 as above, if it shows “No Update Available” , then the software version is the latest in your IG7200. (Figure 75)



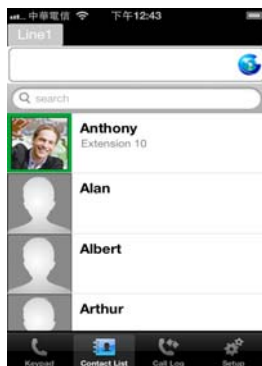
(Figure 75)

At any time, you can check the registration icon of the IP3051.

If the blue, device is the "successful registration"!



After finishing IG7200 installation and IP3051's registration, you can make call thru "Keypad", "Contact List" and "Call Log". You can make free calls between IP3051s and receive / make call thru the PSTN line which connected to IG7200 everywhere. No doubt, you can save the roaming fee when you go abroad.





****Note : **** iPhone will disable the roaming feature for data in general, to avoid the roaming bill, please make sure the roaming feature for data is disabled when you go abroad. (Settings → General → Cellular → Data Roaming → OFF) , use the local free Wi-Fi network to save the cost.

<For iPhone users>

Please remember to enable the following items in iPhone.

<Notifications>

**➔ iPhone ➔ “Settings” ➔ “Notifications” ➔ “IP3051”
➔ “Notification Center” ➔ “ON”**

<Privacy Policy> (To avoid IP3051 stop running.)

**➔ iPhone ➔ “Settings” ➔ “Privacy” ➔ “Contacts” ➔
“IP3051” ➔ “ON”**

Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

Any other adaptor with non-shielded cable and without core may could cause problems
Customer Information:

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the side is a label that contains, among other information, a product identifier in the format US:D6XIS00BIG7200. If requested, this number must be provided to the telephone company.

Applicable connector jack Universal Service Order Codes ("USOC") for the Equipment is RJ11C .

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this

product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US: D6XIS00BIG7200. The digits represented by 00 are the REN without a decimal point (e.g., 03 is a REN of 0.3).

If this Smartphone Gateway causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this Smartphone Gateway, for repair or warranty information, please contact Lynx Telecom Inc – P.O. Box 2875, Stan. Champaign Illinois 61285 U.S.A., Phone : 217-384-2230 . If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

WHEN PROGRAMMING EMERGENCY NUMBERS AND(OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

- 1) Remain on the line and briefly explain to the dispatcher the reason for the call.
- 2) Perform such activities in the off-peak hours, such as early morning or late evenings.

MOCET
Gateway to Communications