

**MeritCall**  
**NetPhone (MeritPhone)**  
**ML321**  
**User Manual**

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## 1. Overview

The MeritPhone -ML321 is similar to a regular telephone in appearance, which is convenient and practical in use. It connects with your computer using the USB interface and transmits voice over the Internet. The ML321 will greatly reduce your international long distance costs.

## 2. Package Contents

The following items are included in the box:

- MeritPhone -ML321 phone set
- MeritPhone -ML321 handset
- Coiled cord
- CD software
- USB Cable
- Others

## 3. Installation and Configuration

### 3.1 Setup Requirements

You must supply:

- 233MHz Intel Pentium II or above, 32MB of RAM (Recommend 64MB or more), 10MB Hard drive
- Computer must have USB 1.1 interface or above
- Microsoft Windows 98 SE/ME/2000/XP
- Computer is connected to the Internet (you may consult your ISP supplier for information on Internet connection)
- Internet access with a connection speed above 28.8kbps

NOTE: If your system has a firewall (e.g. Windows XP's Internet firewall), or you are using a proxy to provide Internet access then you may experience difficulties getting the MeritPhone -ML321 to connect to our server. If so, please contact your network administrator or our technical support.

### 3.2 Installation

- A. Download the MeritPhone -ML321 from **www.MeritCall.com** and run it.
- B. Select language version and start installation.
- C. If you have ever installed MeritPhone -ML321 on your computer, you should first shut down the client software by the indication during installation and uninstall it, then run the installation software once again.
- D. Please follow the instructions in the pop up windows to install MeritPhone -ML321's installation software.
- E. Restart your computer.
- F. Connect the MeritPhone -ML321 USB cable to the USB interface on your computer.
- G. Windows will automatically detect MeritPhone -ML321. Your computer would recognize MeritPhone -ML321, if you are asked to confirm the new device, please accept it.

Note: If your computer equips with SIS Chipset on the main board, then you might hear noise or distorted voice during the call. We suggest you to install our SIS patch, but this patch might not fix certain types of problem on some SIS chipsets and has no effect on Windows 98/98SE Operating Systems

### 3.3 Configuration

- (1) Double click the white icon, which will now be on your desktop and complete your name, password and MeritPhone -ML321 number.



Fill in your username, password and phone number

If you are using a public computer don't check 'Keep Password'. Otherwise check it to save retyping next time.

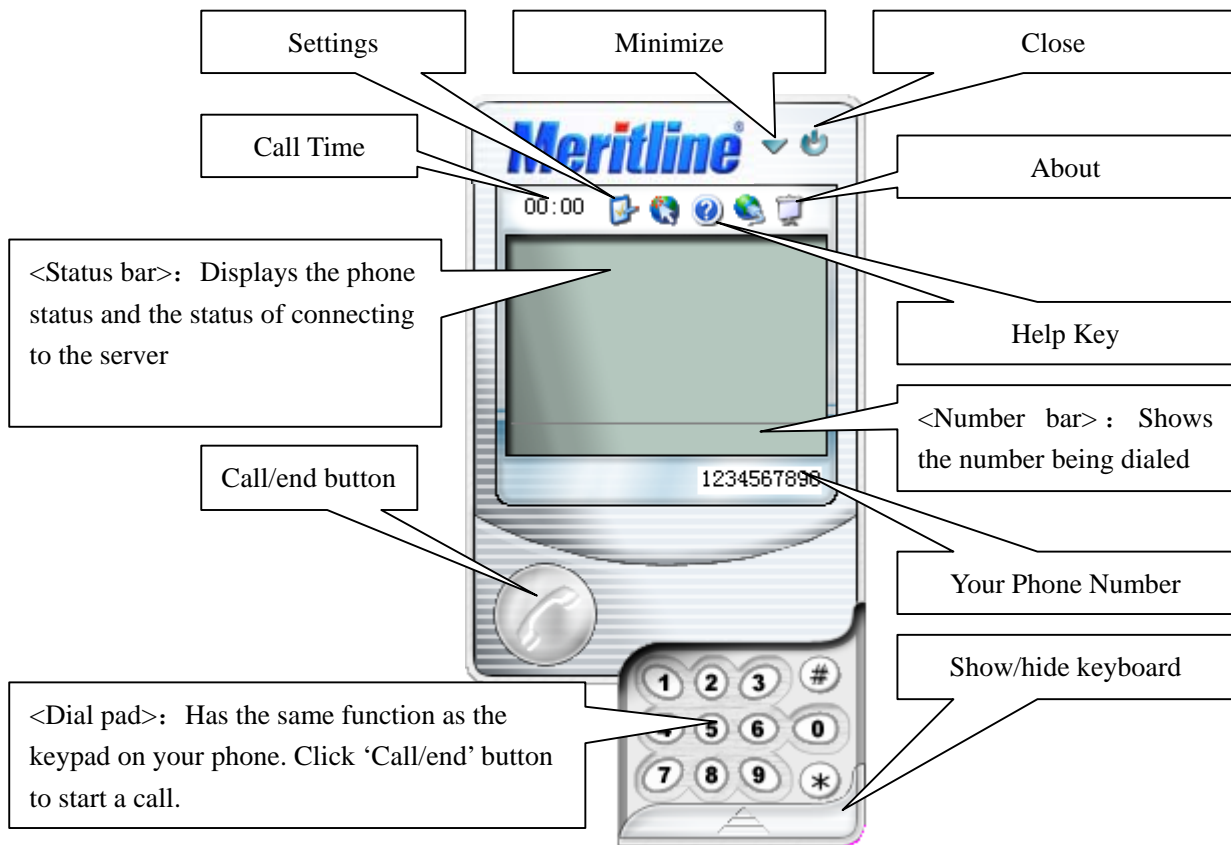
If no notice, you do not need to change settings.

(2) Click 

## 4. Phone Function

### 4.1 MeritPhone -ML321 window

Buttons on MeritPhone -ML321 window are illustrated in the following figure.



### 4.2 Functions

- Dialing
- Answering
- Hang up
- Volume adjustment
- Redial
- Mute
- Caller ID display

- Use “clear” to clear what you have input
- Use \* to correct a number

#### 4.2.1 Dialing

- Pick up the handset, and then key in the phone number followed by ‘#’ key or ‘CALL’ key. Refer to the dialing rules in item 5.
- If you prefer to use the on-screen dialing interface: Click the numbers on the on-screen dial pad then click the ‘Call / end’ button.

#### 4.2.2 Answering

- Pick up the handset to answer an incoming call.

#### 4.2.3 Hang up

- When you finish a call, press the hook switch on the phone set.
- Alternatively, when you finish a call, click ‘Call / end’ in the on-screen window.

#### 4.2.4 Volume adjustment

You can also adjust the volume with the volume key – this is a three level adjustment, which includes minimum, mediate, maximum.

#### 4.2.5 Redial

To redial the last number you called simply press the ‘Redial’ key or the ‘#’ key on the phone’s keypad.

#### 4.2.6 Mute

Press ‘Mute’ to use mute function.

#### 4.2.7 Use ‘clear’ to clear what you have input

You can clear what you have input with the ‘clear’ key while inputting phone numbers.

#### 4.2.8 Caller ID display

You can see the incoming caller’s number in the on-screen status bar.

#### 4.2.9 Use \* to correct a number

If you make an error while dialing a phone number you can use the \* key to back up one number. For example, if you dialed 620, but you meant to dial 621, just hit the “\*” key to backspace then correct and continue.

## 5. Service Features

- MeritPhone calling MeritPhone
- MeritPhone calling Regular Phone
- Call Forwarding
- Regular Phone Calling MeritPhone (for Access Number, please refer to the [www.meritcall.com](http://www.meritcall.com))
- MeritPhone conferencing

### 5.1 MeritPhone Calling MeritPhone

Every MeritPhone will be assigned a MeritPhone number. MeritPhone users can directly call each other’s number.

Example: A user with the number 6667777 calling another user with the number 7778888.

The 6667777 user simply pick up the MeritPhone handset, and dial 7778888 and then press “#” key after hearing a dialing tone.

### 5.2 MeritPhone Calling Regular Phone

Every MeritPhone can call any land or mobile phone anywhere in the world. Please dial with the MeritPhone’s dialing rule.

Example 1: To call a U.S or Canada number, please first dial 1, then the telephone number.

MeritPhone user calling a U.S/Canada regular number 213-666-8888.

Pick up the MeritPhone handset, dial 1-213-666-8888 and then press “#” key after hearing the dial tone.

Example 2: To call other countries’ regular numbers, please first dial 011, then the country code (no ‘0’ as prefix), and dial the telephone number at last.

MeritPhone user calling a China regular number 0755-88889999.

Pick up the MeritPhone handset, dial 0118675588889999 and then press “#” key after hearing the dial tone.

### 5.3 Call Forwarding

Every MeritPhone has call-forwarding feature, when the user is not online, the incoming call can be forwarded to a preset telephone number.

Settings:

Enter my account page on [www.meritcall.com](http://www.meritcall.com) to set the forwarded number. The number must accord with MeritCall’s dialing rule.

### User Information

User ID	lyx77
IP Phone Number	7777777
Balance(US\$)	222.00
Status	Normal
Payment Option	Prepay

Company	<input type="text" value="234"/>
Contact Telephone Number	<input type="text" value="132132132"/>
Email	<input type="text" value="65465@ncuid.com"/>
Call forwarding number	<input type="text" value="16664747"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Please type in the target number, which will be forwarded to.

**NOTE: Call forwarding target number must be a PSTN number, with more than 7 digits.**

Example 1: To forward to a U.S or Canada number, please first dial 1, then the telephone number.

MeritPhone user wants to make a call forward to 213-666-8888, please fill in 12136668888.

Example 2: To forward to other countries’ regular numbers, please first dial 011, then the country code (no ‘0’ as prefix), and dial the telephone at last.

MeritPhone user wants to make a call forward to 0755-88889999, please fill in 0118675588889999.

### 5.4 Regular Phone calling MeritPhone

This is an optional service. Only areas that provide MeritPhone access numbers allow calls from a regular phone to MeritPhone, for detail please refer to ‘Access Number List’ on the Carrier Service page.

This service is categorized into two types: Once Dialing and Twice Dialing.

Once Dialing: User with this service will have a MeritPhone number bundled with a regular local phone number of a certain place, and people can dial that bundled local phone number to reach the subscribing MeritPhone user.

Example: A Mexico MeritPhone user 6667777 bundled with a U.S Los Angeles regular phone number 1-213-666-8888, then friends in the U.S just dial 1-213-666-8888 to connect with the 6667777 MeritPhone user.

Twice Dialing: People just dial any number listed on the Carrier Service Website, and dial the MeritPhone number after hearing a second dial tone, and then they can reach that MeritPhone user.

Examples: A Mexico MeritPhone user 6667777 is subscribed to this service, and its Los Angeles access number is 1-213-666-8888. People only just need to dial 1-213-666-8888, and then dial 6667777 to reach that MeritPhone user in Mexico.

## 5.5 MeritPhone Conferencing

### How it Works

Once the MeritPhone conferencing call feature has been set-up on your account, you can initiate a conference with up to 24 different parties simultaneously. You will act as the “Host” and join “participants” into the call that you initiate.

### Setting yourself up for conference calling now

- Go to the “My Account” interface



Login

IP Phone Num

Password

Type in the numbers to the right of this box.

[Please click here to retrieve your password.](#)

- Enter your IP Phone Number, Password and the digits displayed then click Submit.

[My Home](#) | [My Rates](#) | [My Bill](#) | [My Call Record](#) | [My Payment](#) | [My Password](#) | [My Language](#) | [My Conference Call](#) | [Log Out](#)

- Click “My Conference Call” in the grey menu bar to view the Conference Call Setup:

Establishing a Conference	
Please select a conference type	OnDemand
how many people in this conference?	<input type="text"/>
Set a password for the host?	<input type="checkbox"/> 1234
Set a password for participant?	<input type="checkbox"/> 4321
Submit	Reset

- Enter the maximum number of people you will likely be conferencing with at one time (not more than 24).
- In some circumstances the Host and Participant will require a password to be involved in the conference.
- Click on the check boxes to select the defaults of 1234 and 4321 or change them to something else you will remember. (If you do not click on the check boxes a random password will be chosen and advised to you.)
- Click Submit and your conference feature will be installed.

How to initiate a conference call and invite others

You, as the Host, initialing the conference and bring the other participants into the conference call:

**Steps in Detail:**

- A. Dial access number, 9090001 followed by # from your MeritPhone.
- B. You will hear a beep tone confirming that you have entered the conference room. Now press # to invite a Participant to the conference room. After hearing the voice prompt ‘Please enter the destination phone number followed by the pound key’, dial the phone number of the person you want to bring into the conference and then press #. After the Participant answers, press # to add this participant to the conference. Alternatively if you dialed the wrong number or the Participant does not answer just press the “\*” key and you will be returned to the conference without the Participant.
- C. To invite another participant, press #, wait for prompt, dial next participant’s phone no. followed by #, wait for answer and then press # to join them into conference. Repeat this process to invite more participants into the conference. Remember you can use \* if you want to return to the conference without the Participant.

Note: You can conference other MeritPhone users by simply dialing their 7-digit MeritPhone number followed by #. For Participants without MeritPhone just dial the international dialing prefix followed by their regular telephone number and then press #.

**How to have participants to enter the conference room themselves**

Any Participant that has a MeritPhone can dial, 9090002 to enter an active conference themselves. However the conference needs to have already been initiated by the Host before the Participant can join.

**Steps in Detail:**

- A. The Host must setup the Participant Password on the “My Account” web site. The Host must then tell the Participants the conference ID (7 digit phone number of Host) and the Participant password.
- B. Host initiates the Conference by dialing, 9090001#.
- C. Participant dials 9090002#. Participant will hear the prompt “To join a conference, press 1. To listen to a conference recording, press 2. To access your messages, press 3. To leave a voice mail, press the star key.’ participant should then press 1 and will hear the prompt “Please enter conference ID”. Participant should then enter the conference ID (Host’s Phone #) followed by #. Finally Participant will hear the prompt “Please enter the conference password followed by the # key” and should then enter the Participant password followed by # to enter the conference.
- D. Other participants can follow the same process as in C. to join the conference.

Note: Participants who only have a regular phone and are located in USA, Hong Kong or Taiwan can enter the conference from their regular phone by dialing the local access number (contact us for details) and once connected can dial 9090002# as above. Otherwise the Host can only bring regular phone users into the conference.

## 6. Frequent Problems and Answer

Problem	Possible Cause	Solution
The account is being used	Somebody else is using your account or you did not log out properly last time you used it.	Please make sure your account number is not being used by anyone else. Restart your computer and log in again.
Can not find device	Either the USB driver is not properly installed, your computer does not support USB 1.1 devices	Check that your USB device driver has been properly installed. If not, upgrade the USB driver and try again, or you can call customer service center for help
	Your MeritPhone -ML321 is not plugged into your computer.	Check whether your MeritPhone is connected successfully
Please check your password or phone number.	Wrong ID, password or phone number	Please contact the MeritPhone’s customer center at <a href="http://www.meritcall.com">www.meritcall.com</a>
Check your server address, click ‘Edit’ button to edit	Port UDP1719, 1710 is blocked	Please contact your Network Administrator or contact the MeritPhone’s customer center at <a href="http://www.meritcall.com">www.meritcall.com</a> .
Your network might have firewall	Port UDP1719, 1710 is blocked or data are modified	Please contact your Network Administrator or contact the MeritPhone’s customer center at <a href="http://www.meritcall.com">www.meritcall.com</a> .

## 7. Others

### 7.1 Features

- Access to gatekeepers
- Online update
- Silence detect

- CNG (Comfort noise generation)
- Dynamic voice jitter buffer
- Can be used in locking and screen saving status
- Optional dialing-tone and ring-tone

#### 7.2 Standards and agreements

- USB 1.1 or above
- G.711 A-law &  $\mu$ -law、GSM6.10、G.729
- H.323 v2
- TCP/IP

#### 7.3 Dimensions

- 195 x 155 x 78 mm (L x W x H)

#### 7.4 The electrical specifications

- Voltage: 5V
- Power: 600mW
- EMC: FCC Part15 CLASS B

#### 7.5 Working/storing environment

- Working temperature: 0° C to 50° C (32° F to 122° F)
- Storing temperature: -30° C to 65° C (-22° F to 149° F)
- Working humidity: 10% to 90%

#### 7.6 Recommend usage net condition

- Delay: Less than 400ms
- Jitter: Less than 100ms
- Package lost percent: Less than 10%
- Bandwidth: More than 28.8Kbps

**Safety Warning: Please do not place this product under fire and high temperature. Avoid heavy impact, and do not leave the product in rainy or highly humid environments!**