

Vonage V-Portal User Guide

Vonage V-Portal LCD Error Messages

Vonage V-Portal LCD Error Messages

If a problem occurs when installing or using your V-Portal, you'll see one of the error messages described below. Each message identifies the problem and tells you the most common solution.

If you see an error message, follow the advice on the second line of the message. For instance, the second line of the "Internet Port Error [Code 001]" message advises you to "Unplug blue cable and securely plug it back into the blue port." Simply unplug the blue cable and securely plug it back into the blue port. The V-Portal should then power up successfully.

Need more help? The most common causes for each error message are listed below along with suggestions on how to solve the problem.

Internet Port Error [Code 001]

Unplug blue cable and securely plug it back into the blue port

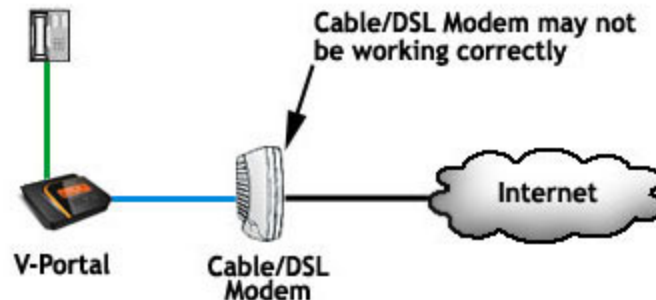
This message displays when any of the following errors occur:

- **Internet cable is loose, disconnected or bad.** Simply unplug the blue cable and securely plug it back into the blue port. You should hear a click.

In rare cases the blue cable could be faulty. If so, use any other Ethernet cable in place of the blue one.

Or...

- **Your modem is not functioning.**



Typically the cause is still a loose cable. Make sure the cable connecting your cable/DSL modem to the Internet connection on your wall is securely connected and the modem is powered on.

If all the cables are securely connected and the problem still exists, pull the power cord out of the back of your cable/DSL modem, wait for 30 seconds and plug it back in. The modem will then take a few minutes to complete its start-up process. Most modems have a light that should be lit solid when start-up is complete. When start-up is complete, this error should be cleared up.

Internet Connect Error [Code 002]

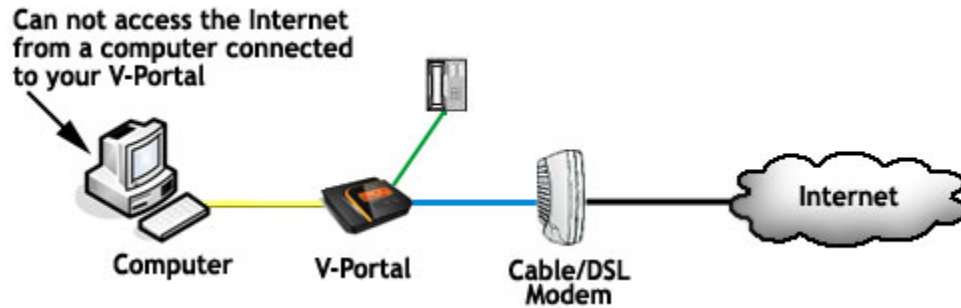
Check if your Internet is down. Try restarting modem. For DSL: Check PPPoE setup.

This message displays when any of the following errors occur:

- **Your V-Portal can not reach your ISP (Internet Service Provider).**
This indicates that your modem's connection to your ISP is down or your ISP's servers are down.

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Unplug the power cords from the back of both the V-Portal and your cable/DSL modem. After about 30 seconds, plug the power cord back into the cable/DSL modem. Allow enough time for your modem to complete its start-up process. Most modems have a light that should be lit solid when start-up is complete. Then plug the power cord back into the V-Portal.

If you still can not access the Internet, check with your ISP to see if they're having connection issues in your area.

Or...

- **You use cable service and the V-Portal can not get an IP Address from your Internet Service Provider (ISP).**

When you receive your V-Portal, it's set up to use DHCP for dynamic IP address assignment, the typical setting for cable service. Verify that the Internet connection type has not been changed by logging in to the V-Portal's Web UI from a computer connected to your V-Portal through the yellow port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser and navigate to the Basic Setup page (from the Home Page click **Basic Setup**). If the Internet connection type is not DHCP, change it following the directions provided in "How do I setup a DHCP connection?" on the right of the Basic Setup screen.

With the Internet connection type of DHCP, your V-Portal asks the ISP to automatically assign an IP address to your V-Portal when the Internet port is connected. An IP address is like a street address, it tells the location of your V-Portal in the IP network. The Internet knows where to direct calls placed to your phone number once an IP address is assigned.

You will see Error [Code 002] if the ISP has trouble assigning an IP address to your V-Portal. Typically it's easy to correct this problem, simply pull the power cord out of the back of your cable modem, wait for 30 seconds and plug it back in. The cable modem will then take a few minutes to reload its software. When it has finished powering up, this error should be cleared up.

NOTE: If you are having trouble accessing the Web UI using V-Configure.com, please enter 192.168.15.1 in the address bar of your browser instead.

Or...

- **You are using cable service and your ISP (cable company) requires you to register the MAC Address of your V-Portal with them.**

A MAC address identifies a device (such as a V-Portal, router, computer, or printer) in your home network (often called a LAN, "Local Area Network"). Think of it as the name of the device. Information can be sent to a device if the LAN knows the device's name (MAC address) within the LAN.

Some ISPs require that you register the MAC address of a PC or router on your LAN when you set up your cable service. If your ISP required you to register a MAC address during set up, keep the registered device connected in your LAN when you install your V-Portal. Your V-Portal can

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adopt that device's MAC address by using a process called MAC cloning. Make sure the original device is turned on then unplug the power cord from the back of the V-Portal. After about 30 seconds, plug it back in again.

The V-Portal automatically searches for the MAC address of the other device and adopts it so that the V-Portal can connect to your ISP on behalf of all the devices connected to the V-Portal's yellow port. By automatically cloning the MAC address, Vonage saves you from having to call your ISP to change the registered MAC address to the Vonage device's MAC address.

If you still get the "Internet Connect Error [Code 002]" message, call your ISP to register the V-Portal's MAC Address.

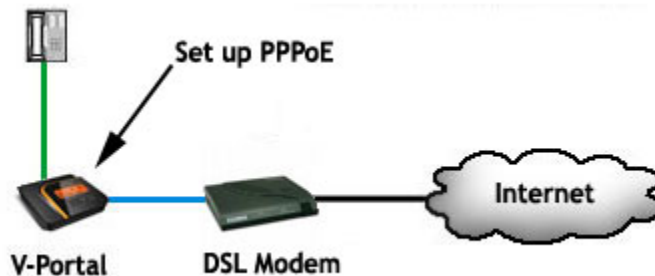
Or...

- **You are using DSL service and your ISP requires that you use Point to Point Protocol over Ethernet (PPPoE) as your method of connecting to the Internet but you didn't select PPPoE from your V-Portal's Web-based Configuration and Status User Interface ("Web UI").**

Many DSL service providers require that you use PPPoE. If yours does, you'll have to set up PPPoE via the Web UI of the V-Portal.

Login to the V-Portal's Web UI from a computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser and navigate to the Basic Setup page (from the Home Page click **Basic Setup**) and choose PPPoE as your method of connecting to the Internet. Complete instructions are provided in "How do I setup a PPPoE connection?" on the right of the Basic Setup screen.

NOTE: If you are having trouble accessing the Web UI using V-Configure.com, please enter 192.168.15.1 in the address bar of your browser instead.



Vonage Connect Error [Code 003]

Restart and try again. Unplug power connector and plug it in again.

This message displays when any of the following errors occur:

- **Your cable ISP assigns static IP Addresses, you've entered the assigned IP Address via the Web-based Configuration and Status User Interface ("Web UI") of the V-Portal but the static IP Address entered was invalid.**

Some cable ISPs prefer you use an assigned, non-changing (static) IP Address to connect your devices (such as a V-Portal, computer or printer) to the Internet instead of allowing the ISP to automatically assign them dynamically as needed. It is important that you enter the assigned IP Address exactly as stated by the ISP. Entering is done via the V-Portal Web UI at V-Configure.com.

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To solve this problem:

1. Verify that the IP Address you entered was the one assigned by your ISP. You can display the IP Address from the V-Portal's LCD Display by going to the Main LCD Menu then selecting **System > Network Info > Internet Port**.

Or, you can display the IP Address from the V-Portal's Web UI. Login to the Web UI from a computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser and click **See full device status** on the bottom right of the Home page. The Internet IP Address displays under the heading "Internet Connection Status".

2. If the displayed IP Address does not match the one specified by your ISP, login to the V-Portal's Web UI from V-Configure.com, navigate to the Basic Setup page (click **Basic Setup**) and follow the instructions provided in "How do I setup a Static IP Address connection?" Enter the IP Address exactly as specified by your ISP.
 3. If the displayed IP Address does match the one specified by your cable ISP, check with your ISP to see if they are experiencing network problems.
2. **Other rare network problems that you can not resolve yourself.** There are other rare network problems that cause this message to display. If you have reviewed the other errors that cause this message and have followed the advice but are still receiving this message, please call Vonage for assistance. You can reach our customer service department at 1-VONAGE-HELP (1-866-243-4357) .

NOTE: If you are having trouble accessing the Web UI using V-Configure.com, please enter 192.168.15.1 in the address bar of your browser instead.

Vonage Register Error [Code 004]

Unplug power connector and plug it in again. Wait until you see the Phone 1 icon displayed.

In order to place or receive phone calls, your V-Portal has to "register" or validate each phone line with the Vonage Network. Basically the V-Portal tells the Vonage Network that Phone Line 1 is ready to be used for phone calls.

If the V-Portal can not register Phone Line 1 with the Vonage Network, Vonage Register Error [Code 004] displays on the LCD of your V-Portal.

Here's what you can do:

- Simply pull the power plug out of the back of the V-Portal, wait for 30 seconds and put it back in. After several minutes the Phone icon displays on the LCD and the V-Portal is ready for use.
- If the problem still exists after you've power cycled your V-Portal, check with your ISP to see if they're blocking VoIP calls.

Note that this message only applies for Phone Line 1 – see Vonage Register Error [Code 005] if the same problem occurs with Phone Line 2.

Vonage Register Error [Code 005]

Unplug power connector and plug it in again. Wait until you see the Phone 2 icon displayed.

In order to place or receive phone calls, your V-Portal has to "register" or sign up each phone line with the Vonage Network. Basically the V-Portal tells the Vonage Network that Phone Line 2 is ready to be used for phone calls.

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If the V-Portal can not register Phone Line 2 with the Vonage Network, Vonage Register Error [Code 005] displays on the LCD of your V-Portal.

Here's what you can do:

- Simply pull the power plug out of the back of the V-Portal, wait for 30 seconds and put it back in. After several minutes the Phone icon displays on the LCD and the V-Portal is ready for use.
- If the problem still exists after you've power cycled your V-Portal, check with your ISP to see if they're blocking VoIP calls.

Vonage Activate Error [Code 006]

If you bought your device at a store, visit the Vonage website to sign up for Vonage. Otherwise, wait a few minutes until you see the Phone icon displayed.

If you bought your V-Portal in a Retail store and have not activated it on the Vonage website, please visit www.vonage.com/activate to activate it and sign up for Vonage digital phone service.

If you received your V-Portal in the mail it is already activated. In rare instances you might see this error message displayed even though the V-Portal is activated. Be patient. After a few minutes you'll see the Phone icon displayed on the LCD.

Phone Port Line Error [Code 007]

Phone may be plugged into incorrect green port. Try other green port.

Check to see if you plugged your phone into the wrong green phone port on your V-Portal.

Typically you'll see this message if you try to place a call from a phone connected to Phone Port 2 and you've only activated one phone line of the V-Portal. Unplug your phone from the V-Portal and plug it back in to the other green port.

You might also see this message if you've used a four-wire telephone cord to connect your FAX machine to an active green port of your V-Portal. Using a standard two-wire telephone cord normally resolves this problem.

Tip: You'll typically use a standard **two-wire** phone cord with your V-Portal. For phone cord recommendations, see "What kind of telephone cord should I use in the phone ports of the V-Portal?"

Network Settings Error [Code 008]

Unplug all your networked equipment and plug them in again. DSL users, check ISP username and password.

This message displays if **you have DSL service and use PPPoE as your method of connecting to the Internet but an invalid PPPoE User Name and/or PPPoE Password was entered in the V-Portal Web UI.**

When using PPPoE, you are required to login using the PPPoE User Name and PPPoE Password supplied by your ISP before accessing the Internet.

Login to the V-Portal's Web UI from a computer connected to your V-Portal through the yellow Ethernet port, either directly or as part of your LAN. Enter V-Configure.com into the address bar of a web browser and navigate to the Basic Setup page (from the Home Page click **Basic Setup**). Choose PPPoE as your method of connecting to the Internet and ensure that you've entered the PPPoE User Name and PPPoE Password exactly as provided by your ISP.

If you have questions about setting up PPPoE, refer to the complete instructions provided in "How do I setup a PPPoE connection?" on the right of the Basic Setup screen.

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High Voltage 1 Error [Code 011]

High voltage. Disconnect cable from phone port 1 immediately. Contact Vonage customer care.

Vonage customer care agents are trained to assist customers with this rare problem. Disconnect the phone cord from Phone Port 1 and call Vonage at 1-VONAGE-HELP (1-866-243-4357) for assistance.

High Voltage 2 Error [Code 012]

High voltage. Disconnect cable from phone port 2 immediately. Contact Vonage customer care.

Vonage customer care agents are trained to assist customers with this rare problem. Disconnect the phone cord from Phone Port 2 and call Vonage at 1-VONAGE-HELP (1-866-243-4357) for assistance.

Line 1 Wiring Error [Code 013]

Phone port 1 may be connected to live telco line. Plug phone directly to green port 1.

You'll typically see this message if **Phone Port 1 of the V-Portal is connected directly to a phone jack in your home and your home phone wiring hasn't been completely disconnected from the traditional telephone company.** Plug your phone directly into the green Phone Port 1 of the V-Portal, pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in. Once the V-Portal has finished powering up, start using Vonage service.

If you would like to use your V-Portal with the existing telephone wiring in your home, see [Home Wiring](#) for do-it-yourself advice on distributing Vonage service to all of your phone jacks. If you'd prefer to hire someone to adjust your home wiring, consult a professional electrician or telephone technician. Vonage offers a professional installation service in many geographic areas. See [Professional Installation Basics](#) for more information.

You might also see this message if you've used a four-wire telephone cord to connect your FAX machine to an active green port of your V-Portal. Using a standard two-wire telephone cord normally resolves this problem. After you've replaced the telephone cord, pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in. Once the V-Portal has finished powering up, start using Vonage service.

Tip: You'll typically use a standard **two-wire** phone cord with your V-Portal. For phone cord recommendations, see "What kind of telephone cord should I use in the phone ports of the V-Portal?"

Line 2 Wiring Error [Code 014]

Phone port 2 may be connected to live telco line. Plug phone directly to green port 2.

You'll typically see this message if **Phone Port 2 of the V-Portal is connected directly to a phone jack in your home and your home phone wiring hasn't been completely disconnected from the traditional telephone company.** Plug your phone directly into the green Phone Port 2 of the V-Portal, pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in. Once the V-Portal has finished powering up, start using Vonage service.

If you would like to use your V-Portal with the existing telephone wiring in your home, see [Home Wiring](#) for do-it-yourself advice on distributing Vonage service to all of your phone jacks. If you'd prefer to hire someone to adjust your home wiring, Vonage also offers a professional installation service in many geographic areas. See [Professional Installation Basics](#) for more information.

You might also see this message if you've used a four-wire telephone cord to connect your FAX machine to an active green port of your V-Portal. Using a standard two-wire telephone cord normally resolves this problem. After you've replaced the telephone cord, pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in. Once the V-Portal has finished powering up, start using Vonage service.

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Tip: You'll typically use a standard **two-wire** phone cord with your V-Portal. For phone cord recommendations, see "What kind of telephone cord should I use in the phone ports of the V-Portal?"

Short in Line 1 Error [Code 015]

Faulty phone or home wiring. Plug known good phone using known good cable to green port 1.

This message typically displays if **there is a short in your phone or fax machine, phone cord, or home phone wiring (if Phone Port 1 of the V-Portal is connected directly to a wall jack in your home). In rare cases, it may display if a phone handset is off-hook.**

First make sure the handset for each of your phones is sitting snugly in the phone cradle (on-hook). If any handsets were off-hook, pull the power plug out of the back of the V-Portal after putting them back on-hook, wait for 30 seconds and put it back in. If the error is resolved once the V-Portal has finished powering up, you can start using Vonage service as soon as you see the Phone icon displayed.

If all handsets are on-hook and the message still displays, simply using a phone and a phone cord you know are in working order typically resolves the problem.

- If you have your phone plugged directly into the green Phone Port 1 of the V-Portal, replace it with a known good phone and a known good cord, then power cycle your V-Portal (Pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in). Once the V-Portal has finished powering up and you see the Phone icon displayed, start using Vonage service.
- If you're using your home wiring, make sure each of your phones and phone cords are in good working order by plugging them into the green Phone Port 1 of your V-Portal, one at a time, and power cycling the V-Portal. If the V-Portal still displays this error after it has finished powering up you have found a phone or phone cord that has a short. Replace it with a known good phone and a known good cord. Once you know each of your phones and phone cords are in good working condition, plug the working phones into your wall jacks and power cycle your V-Portal once again. When the V-Portal has finished powering up, the message should be cleared and the Phone icon should display. If so, start using Vonage service.
- If the problem still exists there could be a short in your home wiring. If you would still like to use your V-Portal with the existing telephone wiring in your home, fix the short in your home wiring before installing the V-Portal. If you want to hire someone to fix your home wiring, Vonage offers a professional installation service in many geographic areas. See [Professional Installation Basics](#) for more information.

You might also see this message if you've used a four-wire telephone cord to connect your FAX machine to an active green port of your V-Portal. Using a standard two-wire telephone cord normally resolves this problem. After you've replaced the telephone cord, pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in. Once the V-Portal has finished powering up, start using Vonage service.

Tip: You'll typically use a standard **two-wire** phone cord with your V-Portal. For phone cord recommendations, see "What kind of telephone cord should I use in the phone ports of the V-Portal?"

Short in Line 2 Error [Code 016]

Faulty phone or home wiring. Plug known good phone using known good cable to green port 2.

This message typically displays if **there is a short in your phone or fax machine, phone cord, or home phone wiring (if Phone Port 2 of the V-Portal is connected directly to a phone jack in your home). In rare cases, it may display if a phone handset is off-hook.**

First make sure the handset for each of your phones is sitting snugly in the phone cradle (on-hook). If any handsets were off-hook, pull the power plug out of the back of the V-Portal after putting them back on-hook, wait for 30 seconds and put it back in. If the error is resolved When the V-Portal has finished powering up, you can start using Vonage service as soon as you see the Phone icon displayed.

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If all handsets are on-hook and the message still displays, simply using a phone and a phone cord you know are in working order typically resolves the problem.

- If you have your phone plugged directly into the green Phone Port 2 of the V-Portal, replace it with a known good phone and a known good cord, then power cycle your V-Portal (Pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in). Once the V-Portal has finished powering up and you see the Phone icon displayed, start using Vonage service.
- If you're using your home wiring, make sure each of your phones and phone cords are in good working order by plugging them into the green Phone Port 2 of your V-Portal, one at a time, and power cycling the V-Portal. If the V-Portal still displays this error after it has finished powering up you have found a phone or phone cord that has a short. Replace it with a known good phone and a known good cord. Once you know each of your phones and phone cords are in good working condition, plug the working phones into your wall jacks and power cycle your V-Portal once again. When the V-Portal has finished powering up, the message should be cleared and the Phone icon should display. If so, start using Vonage service.
- If the problem still exists there could be a short in your home wiring. If you would still like to use your V-Portal with the existing telephone wiring in your home, fix the short in your home wiring before installing the V-Portal. If you want to hire someone to fix your home wiring, Vonage offers a professional installation service in many geographic areas. See [Professional Installation Basics](#) for more information.

You might also see this message if you've used a four-wire telephone cord to connect your FAX machine to an active green port of your V-Portal. Using a standard two-wire telephone cord normally resolves this problem. After you've replaced the telephone cord, pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in. Once the V-Portal has finished powering up, start using Vonage service.

Tip: You'll typically use a standard **two-wire** phone cord with your V-Portal. For phone cord recommendations, see "What kind of telephone cord should I use in the phone ports of the V-Portal?"

Line 1 Off Hook Error [Code 017]

Check that all phones connected to green port 1 are on hook.

This message displays if the handset of any of your phones for phone line 1 are not sitting snugly in the phone cradle when you power up your V-Portal. Make sure all your phones are hung up securely (on hook) then pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in. Once the V-Portal has finished powering up, start using Vonage service.

Line 2 Off Hook Error [Code 018]

Check that all phones connected to green port 2 are on hook.

This message displays if the handset of any of your phones for phone line 2 are not sitting snugly in the phone cradle when you power up your V-Portal. Make sure all your phones are hung up securely (on hook) then pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in. Once the V-Portal has finished powering up, start using Vonage service.

Line 1 Load Error [Code 019]

Too many phones or a faulty phone connected to green port 1.

If you are using more than five phones on phone line 1 or one of your phones is faulty you'll see this message displayed. Like any phone line, there is a limit to the number of phones you can connect to a single Vonage line. If too many phones are connected, the signal may fade and not all the phones will ring when a call comes in. Therefore, we recommend you connect a maximum of five phones to a single Vonage line.

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If you have five or less phones you might have a faulty phone. Try replacing each phone, one at a time, to identify the faulty phone.

After disconnecting phones to get to the five phone maximum or replacing a phone to identify the faulty one, pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in. Once the V-Portal has finished powering up and the message has cleared you can start using Vonage service.

Line 2 Load Error [Code 020]

Too many phones or a faulty phone connected to green port 2.

If you are using more than five phones on phone line 2 or one of your phones is faulty you'll see this message displayed. Like any phone line, there is a limit to the number of phones you can connect to a single Vonage line. If too many phones are connected, the signal may fade and not all the phones will ring when a call comes in. Therefore, we recommend you connect a maximum of five phones to a single Vonage line.

If you have five or less phones you might have a faulty phone. Try replacing each phone, one at a time, to identify the faulty phone.

After disconnecting phones to get to the five phone maximum or replacing a phone to identify the faulty one, pull the power plug out of the back of the V-Portal, wait for 30 seconds, and put it back in. Once the V-Portal has finished powering up and the message has cleared you can start using