SystemMetrics Replacement Equipment

Customer Installation Manual

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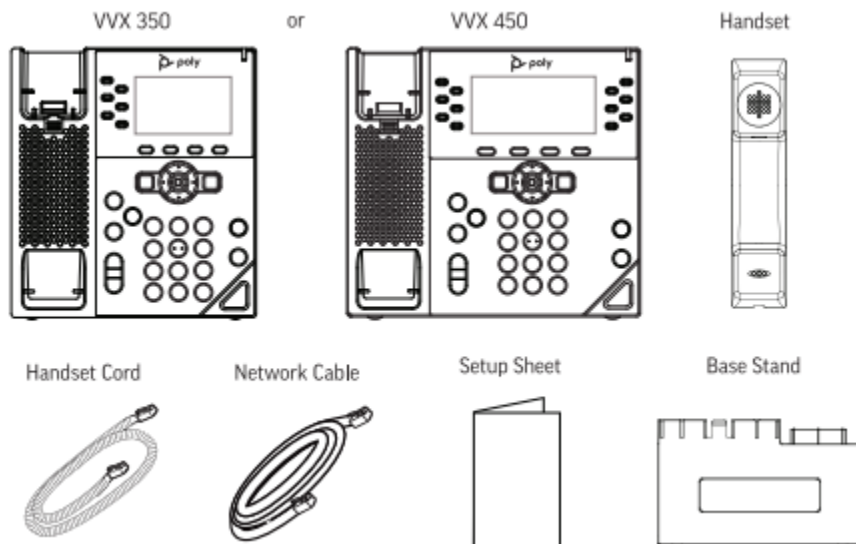
Technical Support (Available M-F 8am-5pm): 808-643-4774

SM VOIP Replacement Equipment Installation Manual

The SM VOIP Replacement Equipment Installation Manual is designed to provide a concise overview of the contents of your shipment and step-by-step instructions for connecting your phones. If you are installing the SM VOIP Replacement Equipment for the first time please follow these instructions. If you currently have another VoIP service, please skip to the VoIP to VoIP Service Installation Manual section.
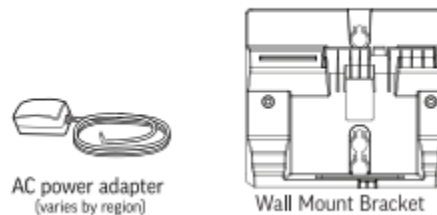
Prior to setting up SM VOIP Replacement Equipment, please review our Network Readiness Document provided to you by your Assigned Sales Account Manager, or Service Coordinator.

Contents of your box

The contents are pictured below. The phone model may vary, however installation will be the similar across all phones.

## Putting the phone together

The base is connected to one of three slots in the back of the phone, each providing a different height position. The base will only fit into the phone one way. Insert the base into the slot on the back of the phone for the desired angle. If the angle is incorrect, the base can be removed and repositioned by pulling straight out and inserting into the desired slot.
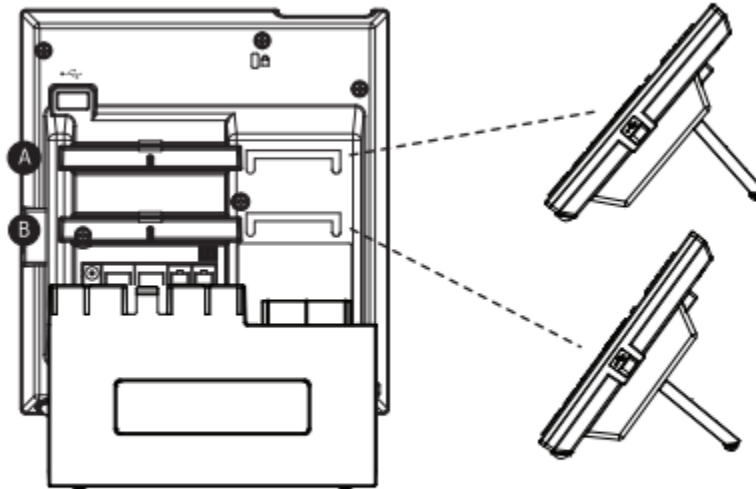
Connecting the handset cord

Press the straight end of the handset cord into the grooved slot on the back of the phone. Connect into "handset" port (highlighted in red). Plug the coiled end of the handset cord into the handset.
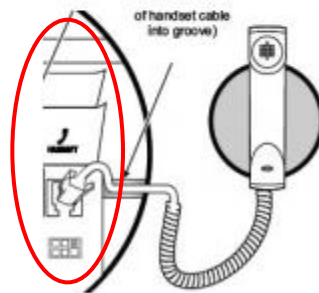
Connecting the power cord

If your phones are not powered over Ethernet (this is determined by type of network switch), you will need to connect the power adapter to the power port on the back of each phone (highlighted in green). Plug the other end into an electrical outlet.
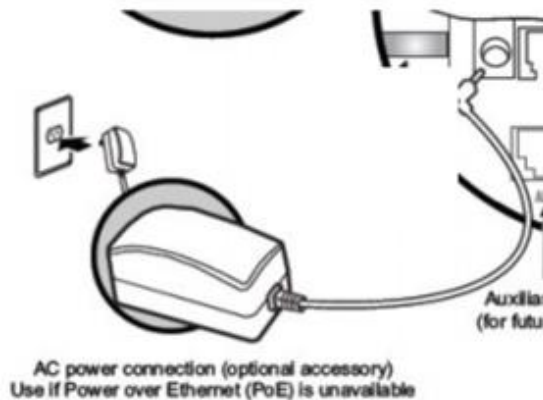
Connecting the network and computer lines

The phone requires that a network cable is plugged into and has access to the public Internet. Plug the network cable into the network port circled in red and the other end into either a router or an Ethernet connection.

If a power-over-Ethernet is not available you will also need to use the 48V power adapter to power on the device.

Optional: connect your PC to the computer port highlighted in blue for enhanced network performance on your computer when compared to Wi-Fi (additional cable is required).
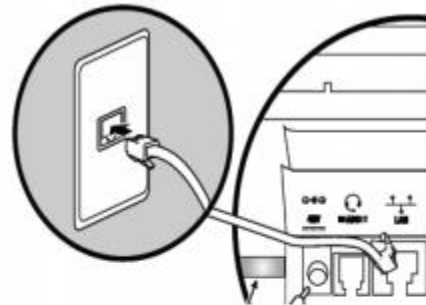
Passthrough ethernet connection to PC
(optional; extra cable not included)

Cable groove
(Press straight part
of handset cable
into groove)
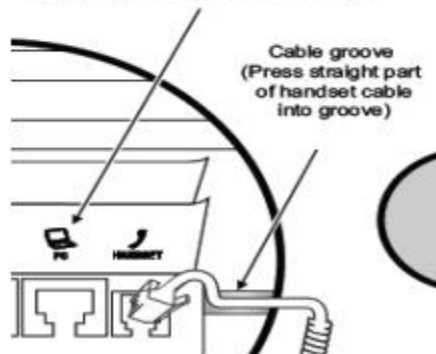
Phone set-up

Your phone should connect to the Internet and automatically receive configuration designed specifically for your individual phone system. Depending on the configuration, it may go through the reboot process several times before it becomes usable. This process should take approximately five minutes.

Support VoIP to VoIP Service Installation Manual

Connecting your new IP phone to an existing IP phone

If you are changing from an existing VoIP service to SM VOIP Replacement Equipment and there is not an available Ethernet cable, you will need to follow the installation instructions below. While this is not the optimal setup, it does allow you to migrate your service without the added expense of additional wiring. This set-up will be required until your existing numbers are ported to the Hawaiian Telcom network.

Your current set-up may be similar to this: your existing phone is connected to your network (red line) and then to your computer (green line).
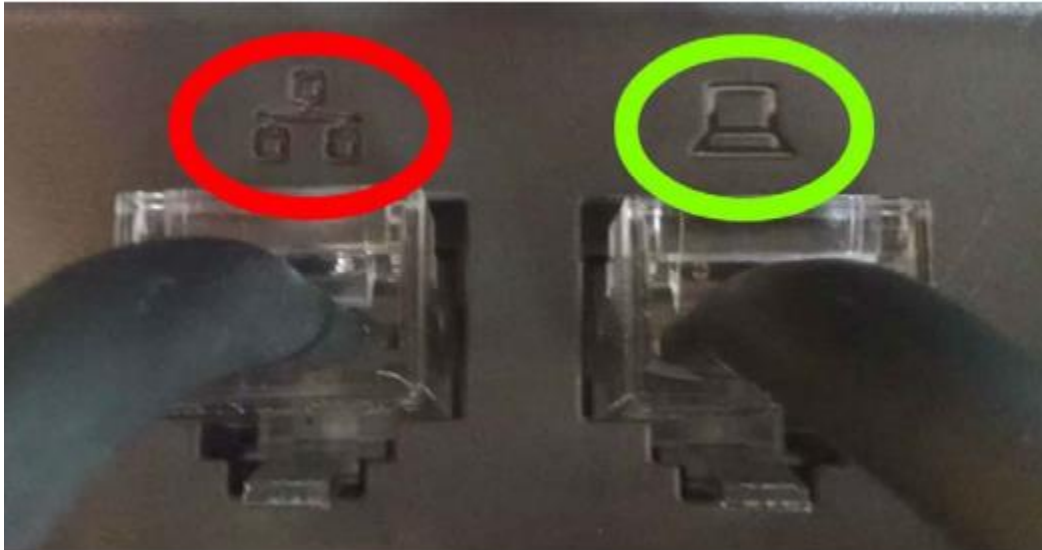
The back of your existing IP phone may look similar to this:

A closer look shows cables connected to both the network port (circled in red) and a cable going to your computer connected to the PC port (circled in green):
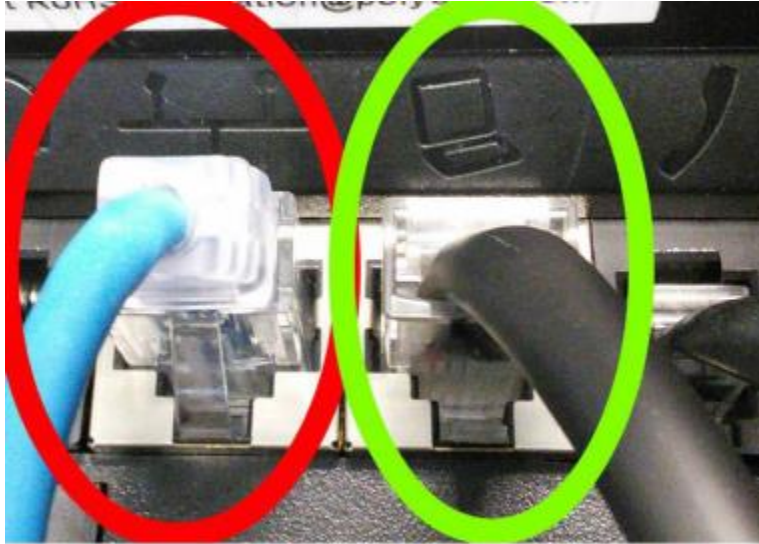

If you have a cable connected to the PC port, you will need to disconnect it from the back of the phone.

CAUTION: Your computer will lose network connectivity when the cable is disconnected.

Using the Ethernet cable provided in the phone installation kit, connect one end to the PC port on the existing phone (circled in green).

Connect the other end of the Ethernet cable provided in the phone installation kit to the network port of the new phone (circled in red). If there was a cable in the PC port of your existing phone, connect it to the PC port of the new phone (circled in green).
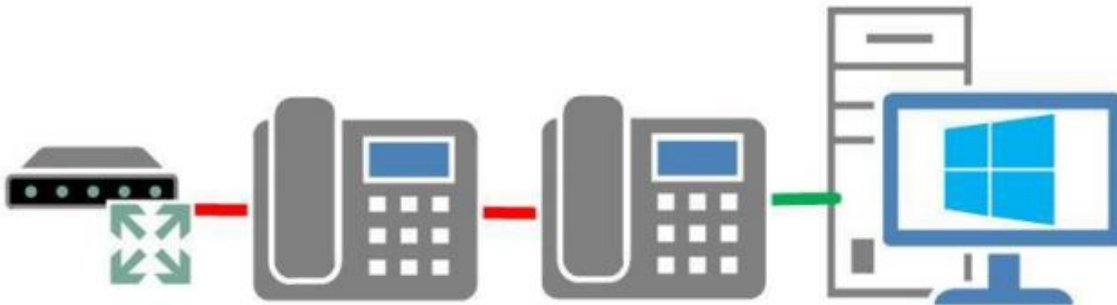

Connecting the power cord

You will need to connect the power adapter to the power port on the back of each phone (highlighted in green). Plug the other end into an electrical outlet.

AC power connection (optional accessory)
Use if Power over Ethernet (PoE) is unavailable
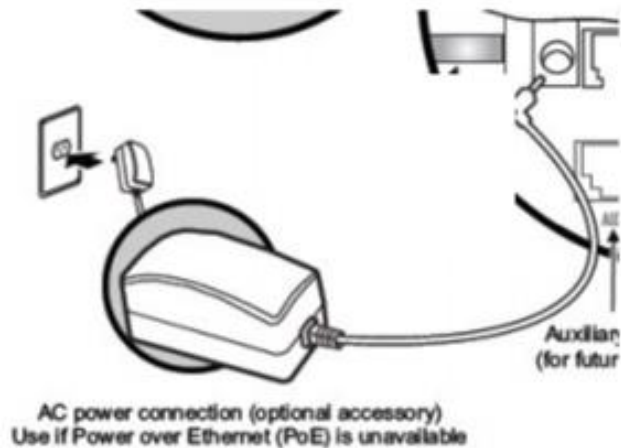
The end result should look like this:

During this time, you should be working with your Assigned Hawaiian Telcom Service Coordinator. The Service Coordinator will advise when the porting process is complete and you have been notified by Hawaiian Telcom, the new phones are ready to use, you will remove the network cable from the original phone and move it to the network port of the new phone.

CAUTION: Your computer will lose network connectivity when the cable is disconnected