

To: Panasonic Business Telephone Dealers
Subject: IP Softphone Over VPN
Bulletin Number: 03292012
Date: March 29th, 2012

This bulletin addresses the issue using IP Softphone over a VPN that assigns the same MAC Address for all VPN Clients.

In this example, a Panasonic CF-F9 laptop and Cisco VPN Client is used.

The IP Softphone registers to the Panasonic PBX via the MAC Address of the Client PC. This is how the PBX identifies which extension number to assign to a particular PC/IP Softphone Client.

Because of the specifications of a common VPN gateway, VPN Clients will connect to the network with the same MAC Address for the VPN Client software thus confusing the PBX when using IP Softphone on a remote VPN Client.

This bulleting outlines the steps to correctly register and operate the IP Softphone in a VPN gateway environment.

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Please perform these steps prior to registering or operating an IP Softphone over a VPN.

1. Open the IP Softphone program and click on “**OPTIONS**” at the lower left-hand corner.

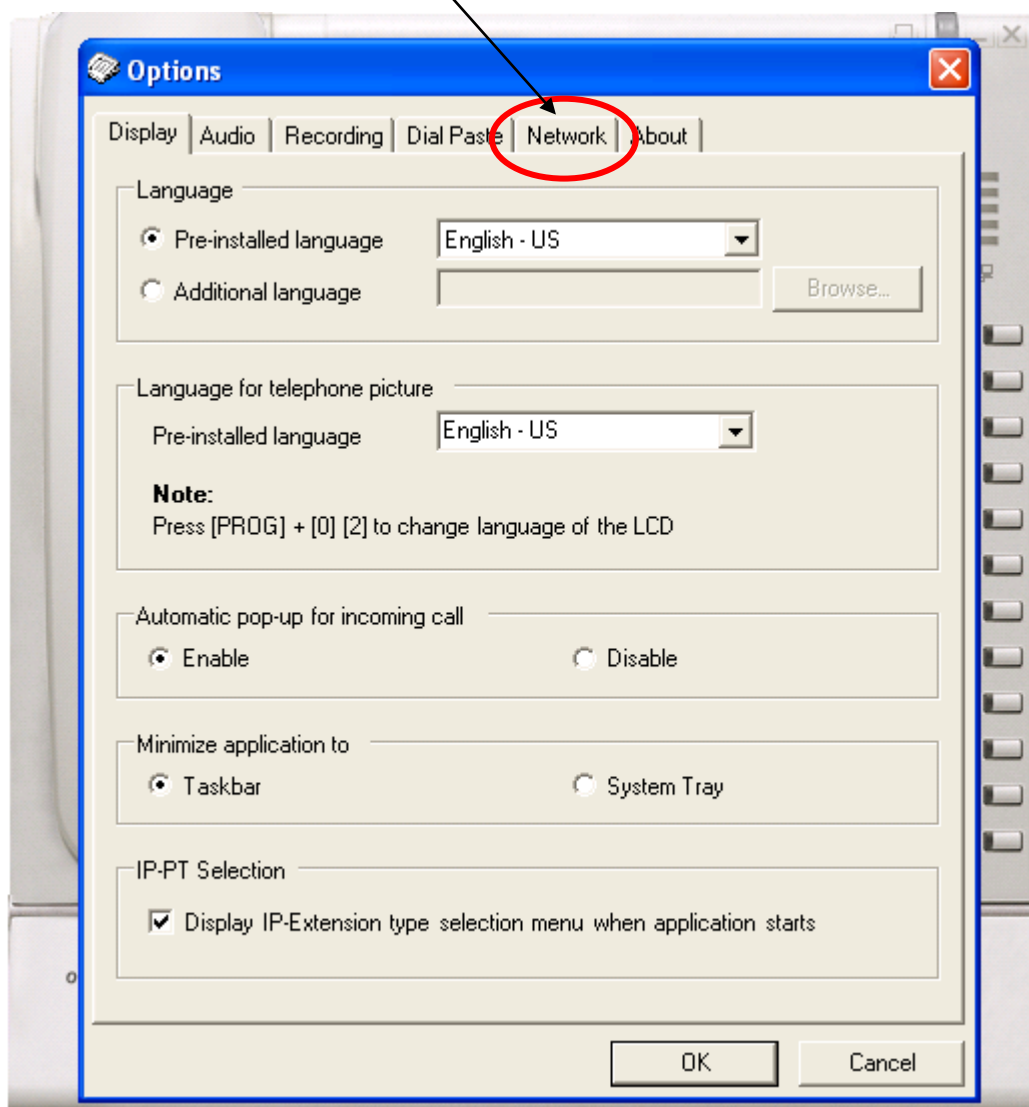
Click “**OPTIONS**”
button



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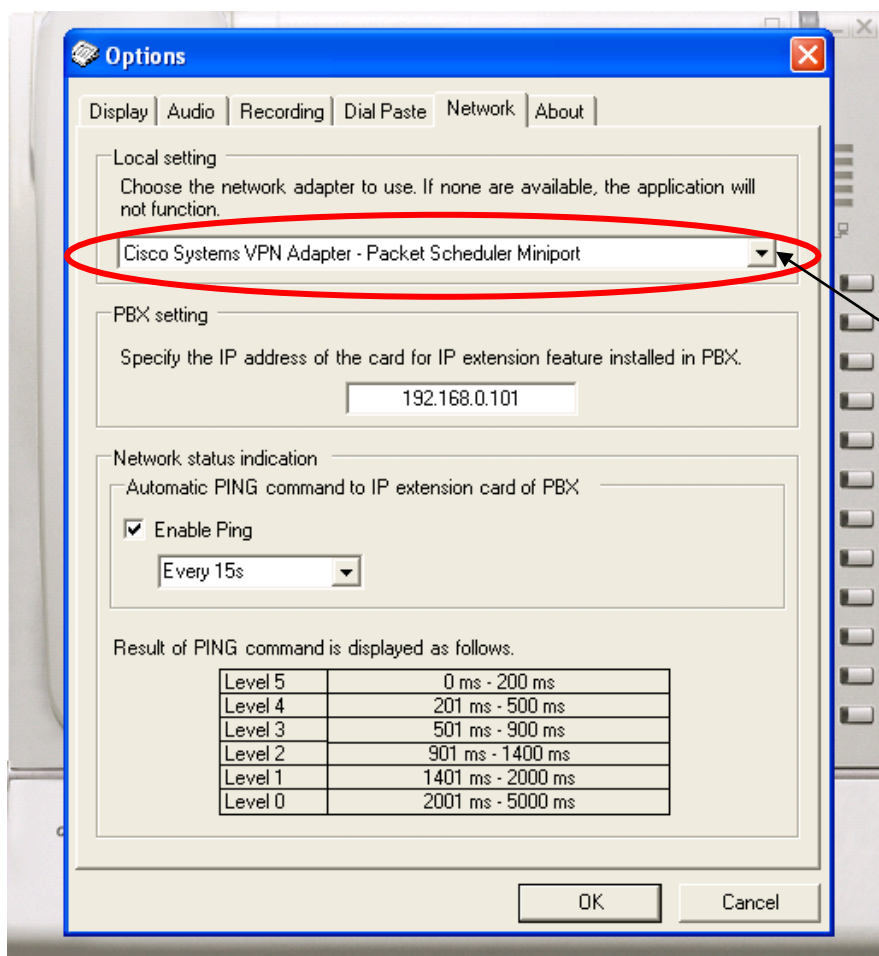
2. Select the “**Network**” tab.

Click the “**Network**” tab



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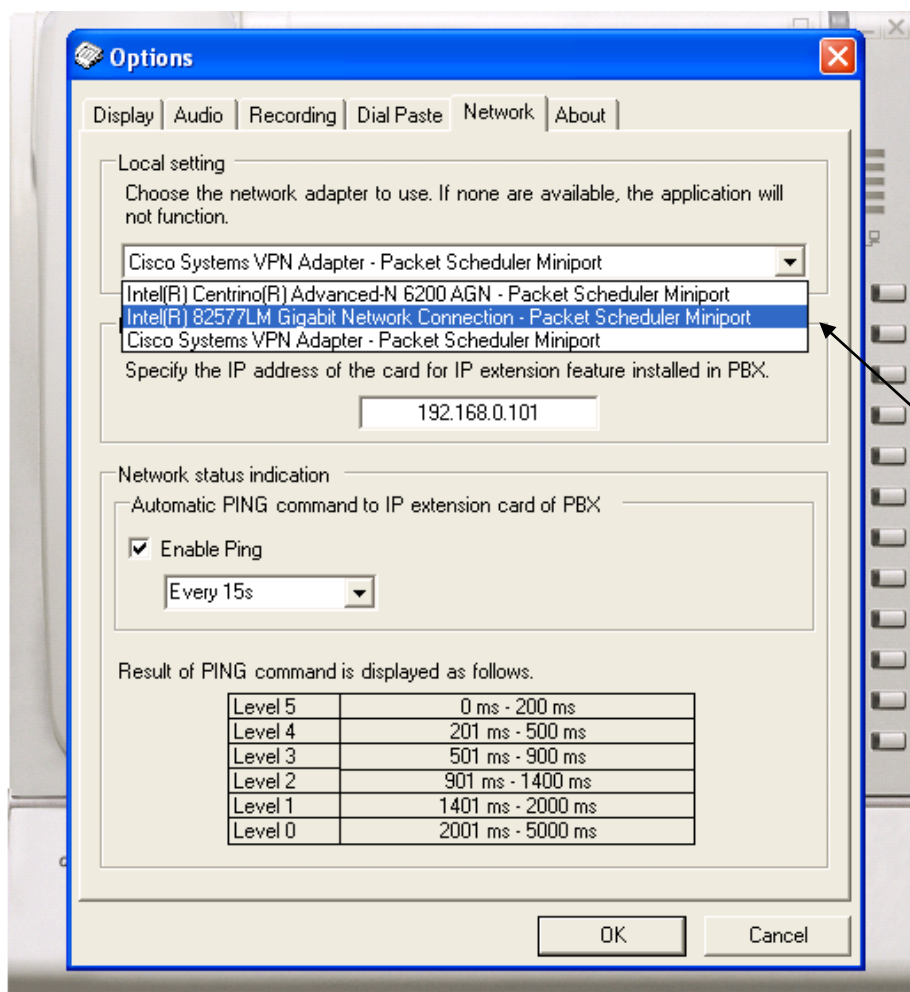
- Under “**Local setting**”, click the Network Adaptor drop-down menu.



Click the
Network Adaptor
drop-down

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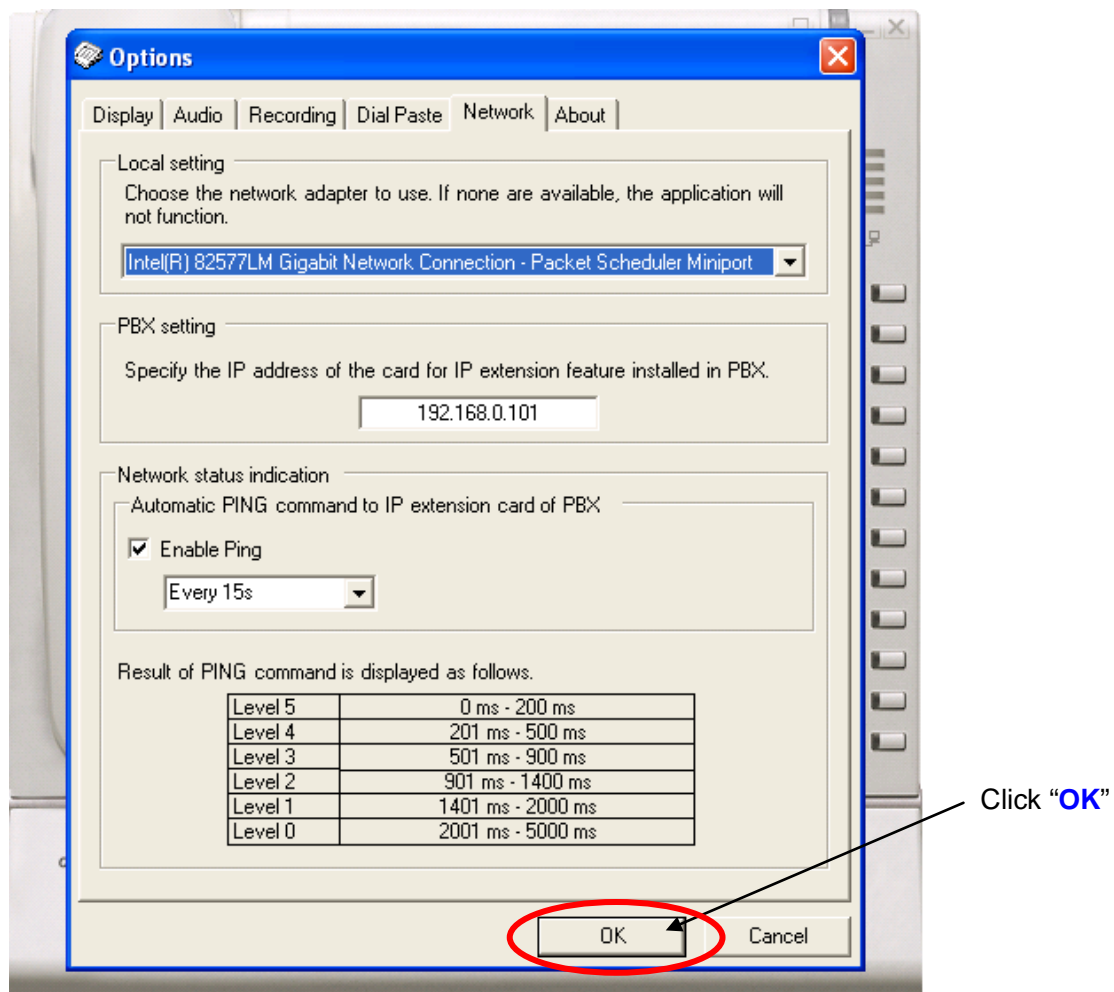
4. Select your PC's physical Network Adaptor from the list.



Select your
PC's
Physical
Network
Adaptor

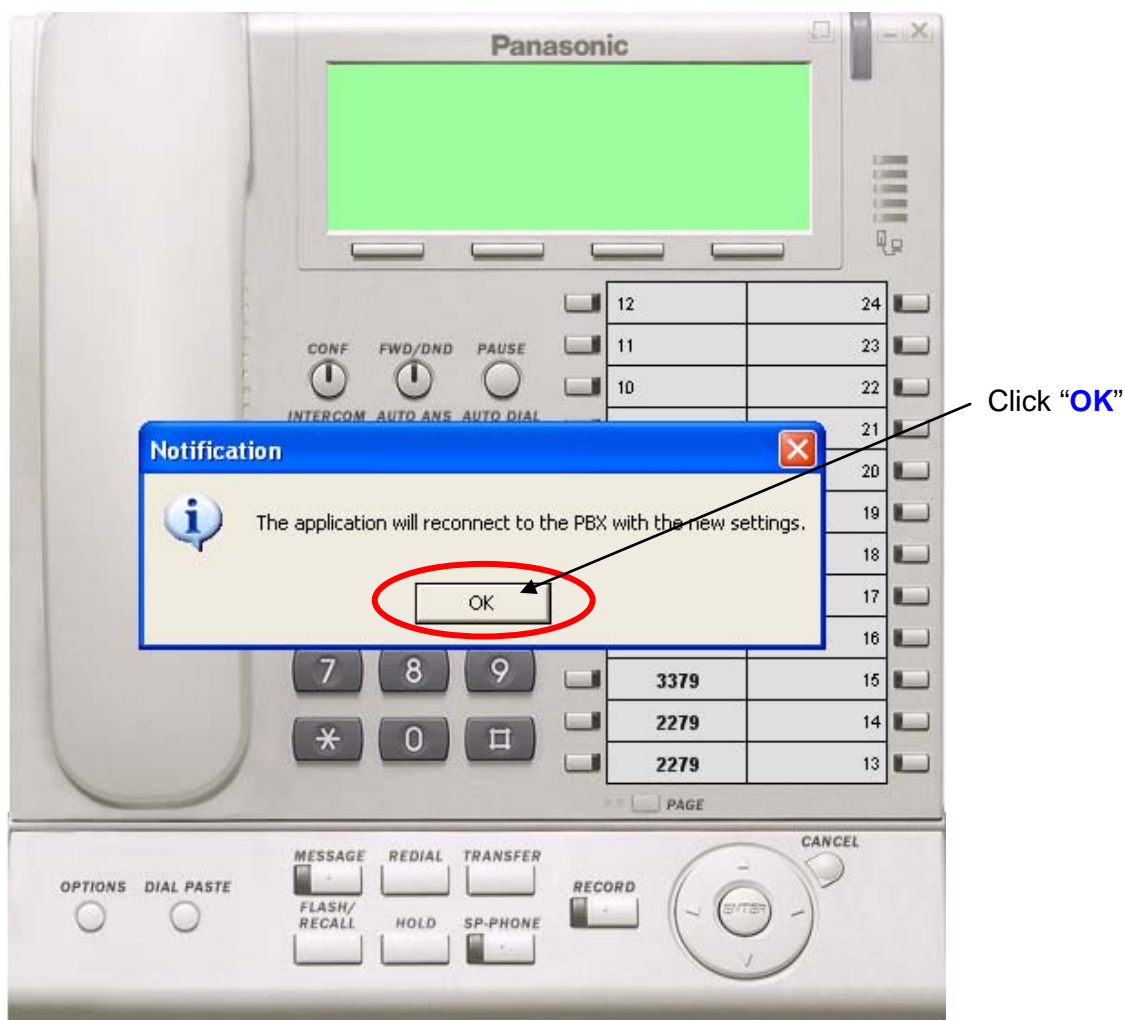
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5. Click “OK” at the bottom.



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6. Click “OK” to reconnect with the new setting.



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7. Once the Date/Time appears on the display, click the **"INFO"** button and confirm your IP Software display the correct extension number/name.



Click **"INFO"**
to view
extension
number/nam
e

For questions contact your Partner Sales Manager or Inside Partner Sales Support:
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