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This section is focused on Frequently Asked Questions for 2N® NetStar. The FAQ is divided into three separate groups to help you find the right information quickly. Configuration tips & tricks contains the standard settings guides and configuration hints for quick setup. How to connect section answers the basic settings questions for 2N® NetStar and third party devices. Troubleshooting section is focused mainly on 2n product troubleshooting and issue report.

### >> Configuration tips & tricks


















-  [\\*Video - 2N® IP Intercom - How to register to SIP Proxy](#)
-  [2N Contact Centre Solution - how to install](#)
-  [2N Records Manager - how to install and configure](#)
-  [AoC reader installation - How to install it with 2N® NetStar](#)
-  [Audio files - Progress tones - Required format in 2N® Netstar](#)
-  [Audio-relay card - How to set up jumpers](#)
-  [Autoclip - How to set it in 2N® Netstar](#)
-  [Call recording - how to record marked calls?](#)
-  [CallBack - How to set it in 2N® Netstar](#)
-  [Classic VoiceMail - How to set it in 2N®NetStar](#)
-  [Conference - How to create a conference call and conference room](#)
-  [CTI Interface - How to set up\\_version 3.X.X](#)
-  [Dialthru gateway - How to set 2N® NetStar as a dialthru gateway](#)
-  [Email to SMS - how to set it in 2N® NetStar](#)
-  [External storage - How to create an external storage](#)
-  [Factory reset - How to make a factory reset of 2N® NetStar](#)
-  [Firmware downgrade - Is it possible to downgrade 2N® NetStar?](#)
-  [Firmware upgrade - How to make a firmware upgrade of 2N® NetStar](#)
-  [Format of audio tones](#)
-  [Free minutes - How to set them on 2N® NetStar](#)
-  [How to upgrade Records Manager](#)
-  [ID Tables - How to set it in 2N® NetStar](#)
-  [ID tables - How to use them in 2N® NetStar](#)
-  [Initial configuration - How to start with 2N® NetStar](#)
-  [ISDN - Basic principle of VOIP operation and ISDN synchronization](#)
-  [IVR - How to set it in 2N® Netstar](#)
-  [LDAP - How to synchronise Phone book in 2N® NetStar via LDAP protocol](#)
-  [Microsoft Outlook - How to integrate Microsoft Outlook with 2N Netstar](#)
-  [Mobility Extension - How to create ME in 2N® NetStar or 2N® NetStar SW](#)
-  [NS Admin Tool - Supported operating systems](#)
-  [PBX booster - How to set 2N® NetStar as a PBX booster](#)
-  [PC Operator and Application server - How to install it in 2N®NetStar](#)
-  [PRI gateway - How to set 2N® NetStar as a PRI gateway](#)
-  [Recording - How to record the calls on VoIP trunk and PRI interface](#)
-  [SIP Provisioning - How to set it in 2N®NetStar](#)
-  [SIP Proxy - How to create it and add VoIP terminal](#)

-  SIP Proxy - How to register 2N IP Intercom to 2N® Netstar or 2N® Netstar SW
-  SIP Trunk - How to create it
-  SMS at no answer - How to set it in 2N® NetStar
-  SMS CallBack - How to set in 2N® NetStar
-  SMS reader - How to install it with 2N® NetStar
-  SMS to EMAIL - How to set it in 2N® Netstar
-  SNMP - How to configure SNMP
-  Static IP address - How to set up static IP address for 2N® NetStar
-  User Reservation - How to set it in 2N® NetStar
-  VoiceMail to Email - How to set it in 2N® NetStar
-  VoIP gateway - How to set 2N® NetStar as a VoIP gateway
-  Wireshark trace - How to make a trace of call



## >> How to connect with third party device




-  2N® Starpoint IP Phones - How to synchronize phonebook with 2N® NetStar
-  SIP Proxy - How to register 2N IP Intercom to 2N® Netstar or 2N® Netstar SW

## >> Troubleshooting


-  Allwin (billing software) does not work
-  Database backup - How to backup the database and how to capture a trace 2N® NetStar
-  Do you hear some clicking during the call or the call is even disconnected?
-  Factory reset - How to make a factory reset on 2N® NetStar
-  Failure of network storage manager
-  How to provide all information to effectively resolve a technical issue on 2N® NetStar?
-  Incoming call drops after first ring?
-  LED on VoIP card is solid red?
-  No card except of CPU is on after you switch on the NetStar?
-  No CLIP is displayed on analogue lines CO
-  Problems with sending and receiving emails from NS
-  Services with your Linksys phones do not work
-  Summer or Winter time does not change automatically
-  There is none or only oneway audio on your VoIP calls
-  What should I check if forwarding of the call does not work?
-  Why does Call transfer not work?
-  You can not reach the NetStar from the programming tool

## >> Recently Updated

-  How to provide all information to effectively resolve a technical issue on 2N® NetStar?  
Jul 13, 2018 • updated by Jašek Martin, 2N • [view change](#)
-  \*Video - 2N® IP Intercom - How to register to SIP Proxy  
Jun 07, 2018 • updated by Pils Jiří, 2N • [view change](#)

-  SIP Proxy - How to register 2N IP Intercom to 2N® Netstar or 2N® Netstar SW  
May 22, 2018 • updated by Pipek Jaroslav, 2N • [view change](#)
-  Mobility Extension - How to create ME in 2N® NetStar or 2N® NetStar SW  
May 03, 2018 • updated by Pipek Jaroslav, 2N • [view change](#)
-  2N Contact Centre Solution - how to install  
Apr 10, 2018 • updated by Jašek Martin, 2N • [view change](#)

## Other Information

-  Product Support 2N® NetStar
-  2N® NetStar (Oficiální stránky 2N)
-  2N® NetStar IP (Official Website 2N)