

deltathree Inc.

**Cisco ATA 186 Installation
Instructions**

Last Update: November 2006



Cisco ATA 186 SET-UP INSTRUCTIONS



This document provides two different methods to set up your Cisco ATA with deltathree:

Dial Tone Mode: Your gateway, configured with pre-defined Calling Accounts, will produce a dial tone, enabling your users to pick up the phone and dial the destination number to make calls.

IVR Mode: Your gateway is configured to connect with deltathree's Interactive Voice Response (IVR) System. Once connected, voice prompts direct your users to enter their Calling Account information and destination number in order to make a call.

IMPORTANT!!

Please be sure to note which of the instructions below apply to your desired settings

There are two different methods to set up your Cisco ATA with deltathree, based on your Cisco ATA's firmware version:

1. Cisco ATA Set-up Instructions - Version 3.1 or higher

Manually enter all necessary information into fields on the ATA configuration page.

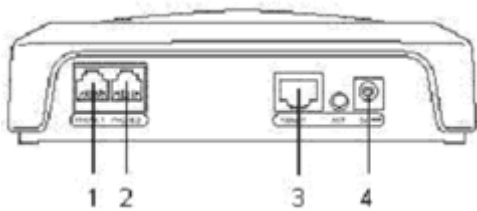
2. Cisco ATA Set-up Instructions - Version 2.16 or lower

Choose your ATA's settings in the deltathree Remote Configuration application, follow the instructions and the ATA's configuration will be updated automatically.

SET-UP INSTRUCTIONS – VERSION 3.1 OR HIGHER

Step 1: Connect the ATA to your Broadband connection

Use this illustration of the back of the ATA to connect it to your network:



1. Port 1 - plug your analog telephone cord in here to work with your deltathree account.
2. Port 2 - if you are using two accounts with your ATA, plug a second analog phone cord in here for your second account
3. Ethernet Port - use an Ethernet cable to connect your ATA to your router or Internet connection
4. Power connection - Connect the power to your ATA

Step 2: Run the latest ATA software

In order to utilize these Set-Up instructions with an ATA, you must be running Version 3.1.0 atasip (Build 040211a) or higher of the software.

You can check what version and build you are running by dialing two codes from your phone.

1. Pick up the phone and press the button on the ATA. You will hear the prompt say "Configuration Menu".
2. To check the version number, press the button on the top of the ATA and dial "123#". (Here you should hear "3.1.0 atasip")
3. To check the build number, press the button on the top of the ATA and dial "123123#". (Here you should hear "040211a")

Please follow the instructions below if you need to upgrade your software.

DO NOT unplug the ATA while upgrading.

1. Pick up the phone and press the button on the ATA. You will hear the prompt "Configuration Menu."
2. Enter the following information into the phone exactly as listed: 100#213*137*85*11*8000#
3. After a short time (up to 5 minutes), you will hear the words "Upgrade Successful".
4. Your software has been upgraded successfully. To read the software version again, press 123#. (Here you should hear "3.1.0 atasip")

If the upgrade fails, verify that your ATA is properly configured on your home network and check your ISP connectivity.

Step 3: Verify & Configure your IP address

I. Verify that your ATA has a valid IP Address

1. Be prepared with pen and paper.
2. Pick up the phone connected to Port 1 of the ATA and press the button on the top of the ATA. You will hear a voice prompt saying "Configuration Menu".
3. Key in 8 0 # and write down the IP address read back to you.

If the IP is 0.0.0.0, you do not have a valid IP address.

- Hang up the phone, unplug and re-plug your ATA power cord.
- Wait 2 minutes, and check the IP again.
- If you still get 0.0.0.0, you can attempt to configure an IP using **Static IP Configuration** (see below).

II. DHCP Configuration

If your network utilizes a DHCP Server to assign IP Addresses to network devices, or if you are connecting the ATA to a home router such as a Linksys or Netgear router, please do the following:

1. Pick up the telephone again and press the button on top of the ATA. You will hear a voice prompt that says "Configuration Menu."
2. Press the keys 2 0 # on your analog phone.
3. Then press 1 # to enable DHCP.
4. Then press 3 to save your configuration settings.
5. Pick up the phone again and press the button on top of the ATA. You will hear a voice prompt that "says Configuration Menu."
6. Press the keys 8 0 # on your analog phone. The system will now read back the IP address of your ATA. Please write it down.

If the IP address you hear is 0.0.0.0 then either your network does not have a DHCP server (in which case you should proceed to the Static IP Configuration below) or your DHCP Server is not assigning an IP address to the ATA (in which case you should contact your network administrator for assistance).

7. Hang up the telephone and proceed to Step 4 to configure your ATA.
8. Press the keys 8 0 # on your analog phone.
9. The system will now read back the IP address of your ATA. Please write it down.

If the IP address you hear is 0.0.0.0 then either your network does not have a DHCP server (in which case you should proceed to the Static IP Configuration below) or your DHCP Server is not assigning an IP address to the ATA (in which case you should contact your network administrator or ISP for assistance).

10. Hang up the telephone and proceed to Step 4 to configure your ATA.

III. Static IP Configuration

First make sure you have the following information from your Internet Service Provider or IT Administrator:

- IP Address
- Default Gateway
- Subnet Mask
- DNS Server IP

1. Pick up the telephone and press the button on top of the ATA. You will hear a voice prompt that says "Configuration Menu."
2. Press 2 0 # on your analog phone to access the Static IP configuration Menu.
3. Press 0 # to disable Static IP configuration on your ATA.
4. Press 3 to save the setting.
5. Press 1 # to access the IP Address Menu.
6. Enter your IP Address using the "*" key in place of the "." (i.e. 123*45*67*89 to represent the IP Address 123.45.67.89) and press the "#" key.
7. Press 3 to save the setting.
8. Press 2 # to access the Default Gateway Menu.
9. Enter your Default Gateway using the "*" key in place of the "." (i.e. 123*45*67*89 to represent the Gateway 10.45.67.89) and press the "#" key.
11. Press 3 to save the setting.
12. Press 1 0 # to access the Subnet Mask Menu.
13. Enter your Subnet Mask using the "*" key in place of the "." (i.e. 123*45*67*89 to represent the Subnet Mask 123.45.67.89) and press the "#" key.
14. Press 3 to save the setting.

Step 4: Configure your ATA

DIAL TONE MODE (SCROLL DOWN FOR IVR MODE)

1. Open your ATA configuration page.

Type the following into your web browser: **http://aaa.bbb.ccc.ddd/dev** where "aaa.bbb.ccc.ddd" represents the IP address of your ATA.

Use the IP address that you noted and saved on step 3.

You can also retrieve the IP address assigned on step 3 by picking up your phone and pressing the keys 8 0 #. The system will read back the IP address to you.

Return to Step 3 for instructions on verifying your IP address, if needed.

2. Verify your configuration.

On your ATA configuration form, make sure the fields specified below contain the values indicated. Should they not match, please update these fields, click APPLY and then click the RELOAD button to activate your changes.

UseTFTP = 1
TFTPUrl = 213.137.85.11
EncryptKey = 0
EncryptKeyEx = 0

3. Complete the ATA Configuration form according to your configuration type.

Point the ATA to the following TFTP which will set the default values: TftpUrl:213.137.85.11

Enter the values for your configuration type into the corresponding fields as indicated by the instructions below.

Please wait until the process is complete.

a. Make Calls only - for Port 1 on the ATA

Once you have opened your ATA configuration page please insert the values indicated below in the corresponding fields on your Cisco ATA configuration page. No other values need changing.

Please note that you will need to use your Calling Account (UserID and Password).

1. UID0: Enter 8-digit UserID
2. PWD0: Enter 4-digit Password
3. UseLoginID: 0
4. SipRegOn: 0
5. **Click APPLY to save your settings**
6. **After clicking APPLY, you will need to click on the RELOAD button to activate your changes.**

b. Make & Receive Calls only - for Port 1 on the ATA

Once you have opened your ATA configuration page please insert the values indicated below in the corresponding fields on your Cisco ATA configuration page. No other values need changing.

Please note that you will need to use your Calling Account (UserID and Password) and telephone number.

1. UID0: Enter your Inbound Phone Number (Country Code + Area Code + Number)
2. LoginID0: Enter 8-digit UserID
3. PWD0: Enter 4-digit Password
4. UseLoginID: 1
5. SipRegOn: 1
6. **Click APPLY to save your settings**
7. **After clicking APPLY, you will need to click on the RELOAD button to activate your changes.**

c. Configure Second Account – Make Calls only – For Port 1 and 2 on the ATA:

Once you have opened your ATA configuration page please insert the values indicated below in the corresponding fields on your Cisco ATA configuration page. No other values need changing.

Please note that you will need to use your Calling Account UserIDs and Passwords.

1. UID0: Enter 1st account 8-digit UserID
2. PWD0: Enter 1st account 4-digit Password
3. UID1: Enter 2nd account 8-digit UserID
4. PWD1: Enter 2nd account 4-digit Password
5. UseLoginID: 0
6. SipRegOn: 0
7. **Click APPLY to save your settings**
8. **After clicking APPLY, you will need to click on the RELOAD button to activate your changes.**

d. Configure Second Account - Make & Receive Calls only:

Once you have opened your ATA configuration page please insert the values indicated below in the corresponding fields on your Cisco ATA configuration page. No other values need changing.

Please note that you will need to use your Calling Account UserIDs, Passwords and telephone numbers.

1. UID0: Enter 1st Inbound Phone Number (Country Code + Area Code + Number)
2. PWD0: Enter 1st account 4-digit Password
3. UID1: Enter 2nd Inbound Phone Number (Country Code + Area Code + Number)
4. PWD1: Enter 2nd account 4-digit Password
5. LoginID0: Enter 1st account 8-digit UserID
6. LoginID1: Enter 2nd account 8-digit UserID
7. UseLoginID: 1
8. SipRegOn: 1
9. **Click APPLY to save your settings**
10. **After clicking APPLY, you will need to click on the RELOAD button to activate your changes.**

e. Two Accounts - First for Making Outbound Calls Only & Second for Inbound and Outbound Calls:

Once you have opened your ATA configuration page please insert the values indicated below in the corresponding fields on your Cisco ATA configuration page. No other values need changing.

Please note that the configuration for the Calling Account that is just for Outbound calls will be referred to as Account 1
Configuration for the Calling Account that is for Inbound and Outbound calls will be referred to as Account 2.

1. UID0: Enter 1
2. PWD0: Enter 4-digit Password for Account 1
3. UID1: Enter Inbound Phone Number (Country Code + Area Code + Number) for Account 2
4. PWD1: Enter 4-digit Password for Account 2
5. LoginID0: Enter 8-digit UserID for Account 1
6. LoginID1: Enter 8-digit UserID for Account 2
7. UseLoginID: 1
8. SipRegOn: 1
9. **Click APPLY to save your settings**
10. **After clicking APPLY, you will need to click on the RELOAD button to activate your changes.**

IVR MODE (SCROLL UP FOR DIAL TONE MODE)

1. Open your ATA configuration page.

Type the following into your web browser: **http://aaa.bbb.ccc.ddd/dev** where "aaa.bbb.ccc.ddd" represents the IP address of your ATA.

Use the IP address that you noted and saved on step 3.

You can also retrieve the IP address assigned on step 3 by picking up your phone and pressing the keys 8 0 #. The system will read back the IP address to you.

Return to Step 3 for instructions on verifying your IP address, if needed.

2. Make changes to your ATA configuration page.

Enter the values for your configuration type into the corresponding fields as indicated by the instructions below.

1. UseTFTP = 1
2. TFTPUrl = 213.137.73.116
3. EncryptKey = 0
4. EncryptKeyEx = 0
5. **Click APPLY to save your settings**
6. **After clicking APPLY, you will need to click on the RELOAD button to activate your changes.**

Please wait until the process is complete.

The system will then automatically upload all relevant information to the configuration page.

Step 5: Start using your ATA with deltathree Calling Accounts

DIAL TONE MODE:

1. Unplug the power cord from your ATA and plug it back in.
2. Wait for the red light on the ATA to stop flashing.
3. Pick up the phone and start dialing. Make sure to dial country code, area code, and the number - even for local phone calls: e.g. USA call 1-212-555-1212.

IVR MODE:

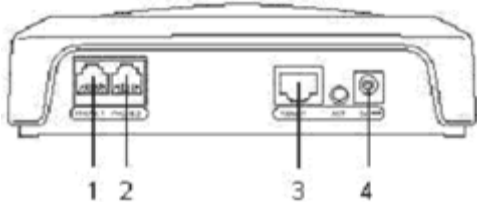
1. Unplug the power cord from your ATA and plug it back in.
2. Wait for the red light on the ATA to stop flashing.
3. Pick up the phone and you will hear the automated IVR message. Enter your 8-digit User ID, 4-digit password, and destination telephone number as instructed by the IVR prompts to make calls. Make sure to dial country code, area code, and the number - even for local phone calls: e.g. USA call 1-212-555-1212.

CISCO ATA SET-UP INSTRUCTIONS – VERSION 2.16 or lower

FOR BOTH DIAL TONE AND IVR MODES

Step 1: Connect the ATA to your Broadband connection

Use this illustration of the back of the ATA to connect it to your network.



1. Port 1 - plug your analog telephone cord in here to work with your deltathree account.
2. Port 2 - if you are using two accounts with your ATA, plug a second analog phone cord in here for your second account
3. Ethernet Port - use an Ethernet cable to connect your ATA to your router or Internet connection
4. Power connection - Connect the power to your ATA

Step 2: Configure your ATA

In order to use these Set-Up instructions with an ATA, you must be running Version 2.16 ata18x (Build 030709a) of the software.

1. Go to <http://www.icallhere.com> and log in with your provisioning UserID and password. **You must use a special provisioning UserID and password provided by your Account Manager.**
2. Click "Go to My Devices."
3. Choose "Cisco ATA 186/188" in the scroll down field next to "Add New Device" and click on "GO."
4. Follow all of the step-by-step instructions that you will see. Use "Dial Tone" next to "Configuration Mode" in "Step 3 of 5: Configure Device Information".

Note:

- If you use "Dial Tone" Configuration, you can choose to give Admin Rights to the UserIDs that you enter in "Port 1" and "Port 2." Admin Rights given to a designated UserID allow someone with the UserID to modify or delete ATA configuration settings.
- All users must select "No NAT" next to "NAT Mode:"

5. After you have entered all of the necessary configuration information, you will see a green or red light next to the ATA entry. A green light next to the ATA entry indicates that the ATA is configured. A red light next to the ATA entry indicates that the ATA has not been configured or is in the process of being configured.

6. If you want to modify the ATA configuration settings, click on "Modify" in the Options menu.

Step 5: Start using your ATA with deltathree Calling Accounts

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1. Unplug the power cord from your ATA and plug it back in.
2. Wait for the red light on the ATA to stop flashing.
3. Pick up the phone and start dialing. Make sure to dial country code, area code, and the number - even for local phone calls: e.g. USA call 1-212-555-1212.

IVR MODE:

1. Unplug the power cord from your ATA and plug it back in.
2. Wait for the red light on the ATA to stop flashing.
3. Pick up the phone and you will hear the automated IVR message. Enter your 8-digit User ID, 4-digit password, and destination telephone number as instructed by the IVR prompts to make calls. Make sure to dial country code, area code, and the number - even for local phone calls: e.g. USA call 1-212-555-1212.