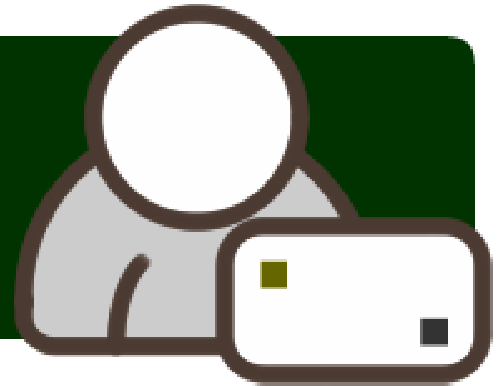


Phoneserve OMNI

Device Quickstart Guide



ATA 186

Device Details

| | |
|----------------------|-----------------------------|
| Device Type: | 2FXS-Port Telephone Adapter |
| Manufacturer: | Cisco |
| Model: | 186 |

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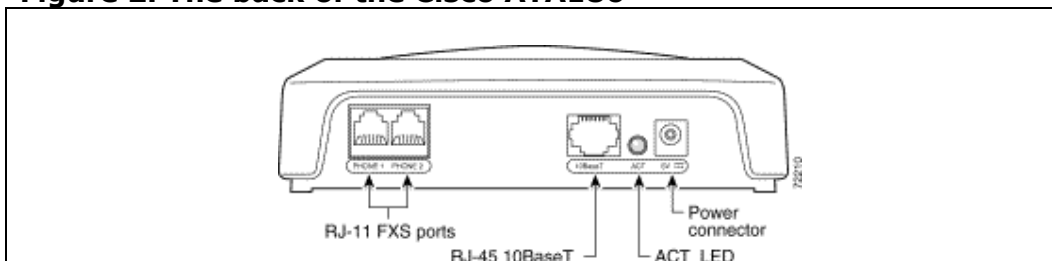
Before you begin

Verify that you have the following:

- Cisco ATA186 Router and Power Supply
- Cisco ATA 186 Router Cabling and Setup Quick Start Guide
- An Ethernet cable, this cable is usually provided as part of the Cisco ATA186 package
- PC and Ethernet cable initially for configuration of the Cisco ATA186 A PC is used for monitoring and reporting of the Gateway status, but this does not have to be local to the Cisco ATA186
- At least one analogue phone with an RJ11 connector
- Phoneserve literature including:
 - Phoneserve Omni Quick Install Guide (this document)
 - Phoneserve Omni Account Details
 - Phoneserve Omni user instructions

Cabling the Cisco ATA 186

Figure 2. The back of the Cisco ATA186



Cabling to a LAN

Connect the ETHERNET port (marked '10BaseT') from the Cisco ATA186, to a spare port on your existing Ethernet LAN using the cable provided by Cisco

Connect up to 2 analogue phones to the 'PHONE 1' & 'PHONE 2' ports (RJ-11 FXS ports in Figure 2) starting with PHONE 1

Connect the power supply to the Cisco ATA186 and turn it on

Please Note: If you are connected to DHCP the ATA186 will now automatically receive its address details, it's the red LED on top of the device will flash. When the LED is extinguished the configuration is complete.

Software Versions

For the Phoneserve service to work on the ATA it is necessary to first check the software version installed on your device. We recommend using ATA186 v3 ATA (SIP).

Please Note: **Only SIP versions supported**, not MS or SCCP.

To Check the Present level of Software:

Before you can use any of the interrogation or programming prompts, the phone must be plugged into port 'PHONE 1' of the ATA

The current version of the ATA can be found in two ways:

1. By using the keypad of the telephone attached to your Cisco ATA 186:
 - Press the function button on top of the device. You will now hear the voice prompt 'Configuration menu'
 - Enter 123# on the keypad

The voice prompt will announce the version number to you.

2. Via your web browser:
 - Find out the (default) IP address of your ATA by pressing the **function button** on top of the device and enter **21#** when prompted by the IVR
 - Enter the IP address, followed by /dev, into the address bar of your web browserFor Example: <http://192.168.0.101/dev>

The configuration page will appear and the version number information is displayed at the bottom left corner.

Configuring the Cisco ATA186

Before you can configure the ATA to use Phoneserve, the ATA has to be given an IP address, a Subnet Mask & a default gateway IP address, which are appropriate to its installation.

By default, a brand new Cisco ATA186 is configured to receive an IP address using DHCP. However, if you do not have DHCP facilities, then the Cisco ATA will need to be manually configured with an IP address.

If you are unsure of the correct IP settings for your device then contact either your local network administrator or your ISP.

Configuring an IP address on the CISCO ATA186:

1. Using DHCP

If you are using DHCP, the ATA186 should automatically receive the following configuration information, when you initially cable the device to your network:

An IP address

A default gateway IP address

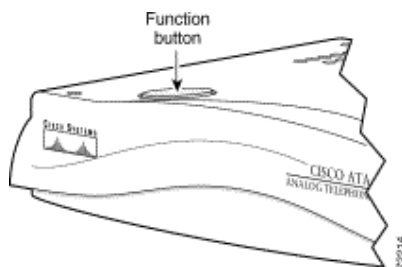
A subnet Mask

As the ATA 186 is receiving its address details, its red LED on top of the device will flash. When the LED is extinguished the configuration is complete. You can now hear the IP address of your Cisco ATA 186 by lifting the telephone handset, pressing the **function button**, and entering **21#** at the IVR prompt.

Now proceed to the 'Configure the Cisco ATA186 to use Phoneserve' section.

2. Manual Input

To proceed you must have a telephone handset plugged into 'PHONE 1' port. Lift the handset and then press the function button on the top of the unit



To disable DHCP (DHCP is set as default)

Enter **2, 0, #**, on the analog phone to access the IVR DHCP menu
 Press **0#** to disable DHCP (or to switch DHCP on, press **1#**)
 Press **3#** to save this setting

To enter your IP Address

Enter **1#** to access the IVR IP address Menu
 Enter your IP address using the "*" key in place of the "." symbol.
 For Example: IP Address 192.168.0.101 is entered on the keypad as
192*168*0*101#
 Press **3#** to save this setting

To enter your Default Gateway IP Address

Enter **2#** to access the IVR Network Route Address Menu (Default Gateway Menu)

Enter your IP address when prompted, using the “*” key in place of the “.” symbol.

For Example: Network Route Address 192.168.0.1 is entered on the keypad as **192*168*0*1#**

Press **3#** to save this setting

To enter your Subnet Mask

Enter **10#** to access the IVR Subnet Mask Menu

Enter your Subnet Mask when prompted

For Example: A Subnet Mask of 255.255.255.0 is entered on the keypad as **255*255*255*0#**

Press **3#** to save this setting

To Exit Manual Input and Reset the Device

Press **#** to exit

Hang up the telephone

The Cisco ATA 186 will now reset itself and the function button will flash. When the reset is complete the light will go out.

To check your IP Address, Default Gateway Address & Subnet Mask Input

To check you have input the above information correctly:

Lift the telephone handset

Press the function button to hear the voice prompt

Enter **21#** to listen to the IP address

Enter **22#** to listen to the Default Gateway address

Enter **23#** to listen to the Subnet Mask

Now proceed to ‘Configure the Cisco ATA186 to use Phoneserve’ section.

Configure the Cisco ATA186 to use Phoneserve:

All the remaining configuration work can be performed via your web browser.

Using your PC web browser software:

Enter your <IP address> of the ATA186 followed by /dev into the Address field

For Example: A gateway with IP address: 169.254.12.1 is input as follows

<http://169.254.12.1/dev>

You should then see a screen similar to the one shown below:

Cisco ATA 186 (SIP) Configuration

| | | | |
|---------------------|-------------------------|------------------|--------------------------|
| UIPassword: | * | UseTtp: | 1 |
| TtpURL: | 0 | CfgInterval: | 3600 |
| EncryptKey: | * | EncryptKeyEx: | 00000000000000000000 |
| Dhcp: | 1 | StaticIP: | 0.0.0.0 |
| StaticRoute: | 0.0.0.0 | StaticNetMask: | 255.255.255.0 |
| UID0: | 0 | PWD0: | * |
| UID1: | 0 | PWD1: | * |
| GkOrProxy: | 0 | UseLoginID: | 0 |
| LoginID0: | 0 | LoginID1: | 0 |
| AltGk: | 0 | AltGkTimeOut: | 0 |
| SIPRegInterval: | 3600 | MaxRedirect: | 5 |
| SIPRegOn: | 0 | NATIP: | 0.0.0.0 |
| SIPPort: | 5060 | MediaPort: | 16384 |
| OutBoundProxy: | 0 | NatServer: | 0 |
| NatTimer: | 0x00000000 | MsgRetryLimits: | 0x00000000 |
| SessionTimer: | 0x00000000 | SessionInterval: | 1800 |
| MinSessionInterval: | 1800 | DisplayName0: | 0 |
| DisplayName1: | 0 | LBRCodec: | 0 |
| AudioMode: | 0x00150015 | RxCodec: | 1 |
| TxCodec: | 1 | NumTxFrames: | 2 |
| CallFeatures: | 0xfffff | FeatFeatures: | 0xfffff |
| CallerIdMethod: | 0x00019e60 | FeatureTimer: | 0x00000000 |
| FeatureTimer2: | 0x0000001e | Polarity: | 0x00000000 |
| ConnectMode: | 0x00060400 | TimeZone: | 17 |
| NTPIP: | 0.0.0.0 | AltNTPIP: | 0.0.0.0 |
| DNS1IP: | 0.0.0.0 | DNS2IP: | 0.0.0.0 |
| TOS: | 0x000068b8 | SigTimer: | 0x01418564 |
| OpFlags: | 0x00000002 | VLANSetting: | 0x0000002b |
| FXSInputLevel: | -1 | FXSOutputLevel: | -4 |
| NPrintf: | 0.0.0.0.0 | TraceFlags: | 0x00000000 |
| SyslogIP: | 0.0.0.0.514 | SyslogCtrl: | 0x00000000 |
| RingOnOffTime: | 2,4,25 | IPDialPlan: | 1 |
| DialPlan: | *St4-#St4- 911 1>#8.r9t | DialPlanEx: | 0 |
| DialTone: | 2,31538,30831,1380,174 | BusyTone: | 2,30467,28959,1191,151 |
| ReorderTone: | 2,30467,28959,1191,151 | RingBackTone: | 2,30831,30467,1943,211 |
| CallWaitTone: | 1,30831,0,5493,0,0,2400 | AlertTone: | 1,30467,0,5970,0,0,480,4 |
| SITone: | 0,0,0,0,0,0,0,0,0,0,0,0 | CallCmd: | AtAH,BS,NA,CS,NA,Df |
| CFGID: | 0x00000000 | | |

apply

The following fields will already be complete as they were entered previously, via DHCP or by manual input:

- **DHCP**
- **StaticIP**
- **StaticRoute** – this is your network default gateway.
- **StaticNetmask**

The following fields need to be changed and the following values entered:

| | |
|------------------------|--|
| UID0: | Enter the Port 1 Phonserve Account & PIN Number (please note this is an 18 digit number) |
| UID1: | Enter the Port 2 Phonserve Account & PIN Number (please note this is an 18 digit number) |
| GkOrProxy: | adp1.winnerip.com |
| UseSIP: | 1 |
| SIPPort | 5060 or 443 or 9170 |
| SIPRegInterval: | 3600 |
| SIPRegOn: | 1 |
| OutBoundProxy: | adp1.winnerip.com |
| LBRCodec: | 0 |
| AudioMode: | 0x00190019 |
| RxCCodec: | 0 |
| TxCCodec: | 0 |
| DNS1IP: | Set this to the IP address of your DNS server (or one supplied by your ISP) |
| DNS2IP: | This field only needs to be completed if your ISP has a second DNS server IP address |

Please Note: The DNS entries are not needed if you have used DHCP.

Once all these values are entered click on the 'Apply' button at the bottom of the screen.

The function button on top of the ATA will flash to indicate the data has been accepted and then will go out.

The configuration is now complete.

APPENDIX

Upgrade ATA 186 Software

You need to upgrade your ATA186 if:

- you are using a version before v2.15
- you are using a non SIP version (e.g. SCCP)

It is very important that you DO NOT power down the ATA during the upgrade process. Wait until you hear the 'Upgrade successful' message!

All that is needed to upgrade the software, is a PC where the ATA image files can be stored and where the upgrade utility can be run (contact your account manager for this information). The only requirement is that the ATA device is connected to the Internet.

The Upgrade Process

On your PC, go to your **C:** and create a new folder called **ATA** (click on 'File' then 'New' and select 'Folder').

You will have received a zip file from your account manager. Copy the image files into **C:\ATA** (to copy, right click on the Zip file and select '**Extract**'. The information will be copied to the folder).

Open a **MS DOS window** by going to START, RUN then type in CMD and click ok (or START/RUN/COMMAND for earlier Windows versions).

At the DOS prompt change to the ATA directory:

```
C:\>cd C:\ATA
```

Perform a ping test to check that the ATA186 is connected correctly. At the DOS prompt type in: C:\ATA>ping your IP address (For Example:

```
C:\ATA>ping 169.254.12.1)
```

A successful ping test will return a response time, Minimum, Maximum, Average.

If the ping test is successful you can now activate the executable file.

Type the following at the dos prompt:

```
C:\ATA> sata186us -any2 -d2 ata030100SIP040211A.zup
```

Your PC is now effectively acting as your ATA host. The following screen will then be displayed:

```

C:\WINNT\system32\cmd.exe - sata186us -any2 -d ata030100SIP040211A.zup
C:\ATA>sata186us -any2 -d ata030100SIP040211A.zup
unknown switch -d
sata186us version 3.1

Using Host: CSOFF2MCH212 with IP: 10.10.60.16 as upgrade server
image found: code -- ata186.itsp2.v3.1

Using dialpad of your telephone (attached to your ATA box),
press ATA button to go to main menu, and enter:

    100#10*10*60*16*8000#    (to upgrade code)

NOTE:
Pressing 123# will announce your code's version number.
You can later verify that you have upgraded your ATA box.

-----

This program runs continuously; Press <ctrl>-c to abort.
Upgrade server ready...

```

An 'Upgrade Instruction' will now be displayed.
(In the example above: 100#10*10*60*16*8000#).

Enter the 'Upgrade Instruction' following the steps below:

1. Lift telephone handset
2. Press the Function button on top of the ATA device
3. Enter the Upgrade Instruction using the keypad
4. The upgrade process will start automatically, if not, enter the instructions again (During the upgrade progress, the Function button on the ATA will flash and the file upgrade process can be seen in the PC DOS window.)
5. **DO NOT** replace handset until you hear '**Upgrade Successful**' message.

If you hear the result 'Upgrade Failed', re-enter the Update Code and verify that the information has been entered correctly.

On the DOS prompt, press **ctrl C** to terminate the upgrade-application process and close the DOS window.

To check that the software has been upgraded lift up the receiver and press the function button on top of the device. You will now hear the voice prompt 'Configuration menu'. Enter **123#** on the keypad and the voice prompt will announce the version number to you.

Contact & Feedback

We hope that you have found the contents of this guide both useful and informative. However, if you feel any additional information could be added, or the guide could be improved in any way, please e-mail suggestions to info@phoneserve.com

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