



Quick Start Guide

Cisco ATA 186 - V.3.1.0

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1.0 Before You Begin...

Verify that you have the following:

- Cisco ATA186 Router and Power Supply
- Cisco ATA186 Router Cabling
- PC (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)
- A network connection to the Internet
- At least one analogue phone with an RJ11 connector

Phoneserve literature including:

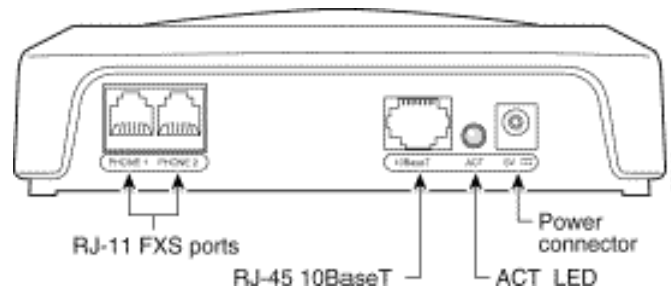
- Phoneserve Omni Quick Install Guide (this document)
- Phoneserve Omni Account Details (available from your account manager)
- Phoneserve Omni user instructions (available from your account manager)



Figure 1. Example of a ATA186 set-up using an existing network (LAN)

2.0 Cabling the Cisco ATA186

Figure 2. The back of the Cisco ATA186



1. Connect the network (LAN) port (marked '10BaseT') on the Cisco ATA186, to a spare port on your existing network
2. Connect up to 2 analogue phones to the 'PHONE 1' & 'PHONE 2' ports (RJ-11 FXS Figure 2) starting with PHONE 1
3. Connect the power supply to the Cisco ATA186 to turn it on

3.0 Verify Software Version

The Phoneserve service will work with software version ATA186 v3 ATA (SIP). If you are using ATA186 v3 SCCP you need to upgrade to a different software version (please see upgrade instructions in the appendix section for details).

To check the software version you are currently using follows:

1. Plug a telephone handset into port 'PHONE 1' of the ATA186
2. By using the keypad of the telephone attached to your Cisco ATA186
3. Press the function button on top of the device. You will now hear the voice prompt 'Configuration menu'
4. Enter **123#** on the keypad
5. The voice prompt will announce the version number to you

4.0 Configuring the Cisco ATA186

When you first connect your ATA186 to your network, the ATA186 will search for IP address details automatically. When the ATA186 is receiving its address details (IP address, a subnet mask & a default gateway IP address), the red light on top of the device will flash. When the configuration is complete, the light will stop flashing.

You can now hear the IP address of your Cisco ATA186 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.

If the light does not stop flashing and you are not given an IP address when you press the function button and enter 21# using the handset, your network may not use DHCP. In this case you can configure the ATA186 manually. To do this, follow the steps below:

Configuring the ATA186 - manual Input (using the handset)

To configure your gateway manually the information below is required.
You can obtain these details from your local ISP or network administrator.

- IP address (IP address for the ATA186)
- Default router/gateway IP address (IP address of the device that establishes the Internet connection)
- Subnet Mask

1. Before you begin ensure, that the DHCP option on the gateway is disabled to avoid problems during the configuration process.

To disable DHCP (DHCP is enabled by default on the ATA186)

- a. Lift the receiver and enter 20# to access the IVR DHCP menu
- b. Press 0# to disable DHCP
- c. Press 3# to save this setting

2. Enter your IP Address (Static IP)
(dedicated IP address for the ATA186 on your local network)

- a. Enter 1# to access the IVR IP address Menu
- b. 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#
- c. Press 3# to save this setting

3. Enter your Default Router/Gateway IP Address (Static Route)
(IP address allocated to the machine that establishes the Internet connection)
 - a. Enter **2#** to access the IVR Network Route Address Menu (Default Gateway Menu)
 - b. 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#**
 - c. Press **3#** to save this setting

4. To enter your subnet mask (Static Netmask)
 - a. Enter **10#** to access the IVR Subnet Mask Menu
 - b. 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#**
 - c. Press **3#** to save this setting

To Exit Manual Input and reset the Device, press **#** to exit and hang up the telephone.

The Cisco ATA186 will now reset itself and the function button will flash. When the reset is complete the light will go out.

To check you have input the above information correctly:

Lift the telephone handset and Press the function button to hear the voice prompt

- a. Enter **21#** to listen to the IP address
- b. Enter **22#** to listen to the Default Gateway address
- c. Enter **23#** to listen to the Subnet Mask

If not repeat the steps above

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

5. Configure the Cisco ATA186 to use Phoneserve
All the remaining configuration work can be performed via your web browser.
Enter your **IP address** of the ATA186 followed by /dev into the Browser Address field (URL)
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 :

UIPassword:	*	UseTftp:	1
TftpURL:	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:	0xffffffff	PaidFeatures:	0xffffffff
CallerIdMethod:	0x00019e60	FeatureTimer:	0x00000000
FeatureTimer2:	0x0000001e	Polanty:	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	TraceFlags:	0x00000000
SyslogIP:	0.0.0.0.514	SyslogCtrl:	0x00000000
RingOnOffTime:	2.425	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:	A(AH,BS,NA,CS,NA,DT
CFGID:	0x00000000		

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

UID0:	Enter the Port 1 Phoneserve Account & PIN Number (please note this is an 18 digit number)
UID1:	Enter the Port 2 Phoneserve Account & PIN Number (please note this is an 18 digit number)
GkOrProxy:	SIP186.PHONESERVE.COM
UseSIP:	1
SIPRegInterval:	3600
SIPRegOn:	1
OutBoundProxy:	SIP186.PHONESERVE.COM
LBRCodec:	0
AudioMode:	0x00190019
RxCodec:	0
TxCodec:	0
Note: The following DNS entries are not needed if you have used DHCP	
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

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!

Concurrent Accounts

If you need to configure an ATA 186 with concurrent calling functions you will need a Master Account with a Child Account.

Please contact your Account Manager to allow your Child Account two simultaneous calls.

Once you have been informed to proceed with the configuration by your Account Manager, you will need to enter the same Child Account for both ports in the configuration screen of your gateway, but the second port **MUST** have the Account Number and PIN split with “_”.

E.g. UID0:123456789000123456
UID1:123456789000_123456

5.0 Upgrade ATA186 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 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.

(If you ping response is timed out, please contact your account manager for a troubleshooting guide)

Type in the following line at the dos prompt:

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

and press enter

The following screen will then display the upgrade instructions, which need to be entered using the handset on your ATA186 (If you do not see that line of text please check the previous command for any typing errors and try again.)

```

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 s
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...
  
```

'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.

6.0 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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