



# Quick Start Guide

ITG 400 - FXS

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# 1.0 Before you begin:

## Verify that you have the following::

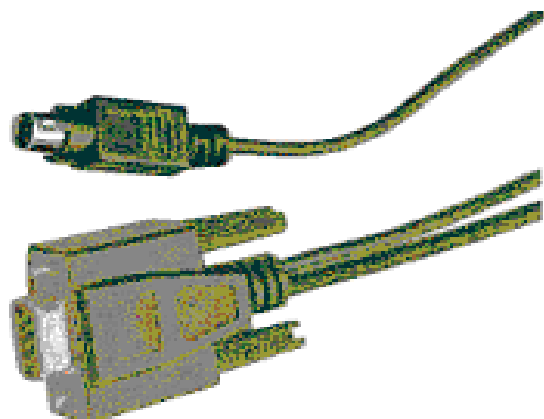
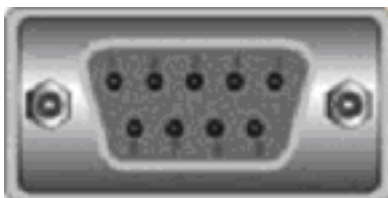
- ITG (4 FXS ports) and Power Supply.
- ITG serial cable (to connect the gateway to your pc).
- PC (to configure your gateway).
- LAN connection to the internet or Router with Ethernet connection.
- At least one analogue phone with an RJ11 connector.

## Phoneserve literature including:

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

## Cabling the ITG

Using the serial cable (pictured below) provided, connect the ITG console port to your PC serial (COM) port 1, plug in the LAN cable for your Internet connection and the power cable.



## 2.0 Configuring the ITG to use with Phoneserve

The easiest and most reliable way to configure the ITG is through the ITG's console interface. Please follow the configuration instructions below:

### 2.1 How to Start

Go to your pc and launch HyperTerminal<sup>®</sup> by going to:  
Start\Programs\Accessories\Communications\Hyper Terminal or similar software.

When you use this software for the first time you will be asked to enter a Name and select an icon. This option allows you to save your settings for a device you are configuring.

**For example:** Enter ITG in the name field and select your preferred icon. Next time you log-on to your ITG, you can click directly on that saved icon to get to the ITG console, without having to enter your telephone details and COM port details.)

You will be asked to enter your country of residence, local area telephone code and Which COM port to use. You need to select COM Port 1 and click ok.

### 2.2 Logging into the ITG

Now you need to configure the appropriate COM port as follows;

Baud rate: **19200 bps**  
Data bit: **8**  
Parity Check **None**  
Stop bit: **1**  
Flow Control: **None**

When the device is ready to start the configuration, it will display: "Console>" (If the console window is blank, enter the default Password (123) to log on);

You may be asked to enter a user name and password to log on to the gateway; the default values must be entered in lower case and are:

User name: <b>eitg</b> Password: <b>123</b>
--

## 3.0 Configuration

**There are two ways of configuring the ITG:**

### 3.1. Configuration using DHCP

You can configure your ITG by using DHCP (allocates IP address, NetMask and IP gateway addresses automatically)

### 3.2. Manual configuration (not using DHCP)

If you do not use DHCP on your network, the ITG you can configure the ITG manually (fixed IP address, NetMask and IP gateway details must be entered manually)

The easiest way to enter the details is by using one of the templates at the end of the Configuration Guide (two options, either using DHCP or Manual input, depending on your network set-up).

In each template you will see some text in bold. This text **MUST** be replaced by your own specific details. **We recommend that you copy the entire text in the box to a NotePad® file** (start/programs/accessories/notepad) **and replace the bold text with your details before you enter the details into the gateway.**

**Please note:**

The “port x cid number” fields are where you must enter the Phoneserve account number for each port. Enter the full 18-digit account number and PIN together. Please bear in mind that in the programming console interface the ports are numbered 0 through 3. On the unit itself they are numbered 1 through 4.

The mapping is therefore:

Config. Port	Physical Port	Port Description
0	1	FXS Port 1
1	2	FXS Port 2
2	3	FXS Port 3
4	5	FXS Port 4

Once you have corrected the text page, use copy and paste to drop the entire page into the **HyperTerminal®** window at the command prompt.

This will automatically start the configuration and you will then see the complete configuration uploaded to the device, which will then reboot to apply the new values. If the process does not start automatically please press enter to start it.

## CONFIGURATION TEMPLATE (Manual input without DHCP)

You will need to enter your IP address, the subnet mask and the internal IP address of your gateway. To find this information go to Start, Run and type in **command** and click on **ok** to open the black Dos Prompt window.

Now type in **ipconfig** and press enter to display the details..

Before you start to enter the new information, ensure that previous configurations are removed. To do that type the following in the Console screen of the HyperTerminal@:

**config erase**  
and press "enter"

You will be asked to confirm, type in **y** to agree and press enter

Copy and paste the entire text in the box below into notepad and replace the information written in **blue** to match your configuration details:

```

net set dhcp off

net set ip enter your IP address here
net set mask enter your sub net mask here
net set gateway enter the IP address of your internal gateway here

set port 0 cid number enter your first child account number and PIN here
set port 1 cid number enter your second child account number and PIN here
set port 2 cid number enter your third child account number and PIN here
set port 3 cid number enter your fourth child account number and PIN here

atpm req
atpm purge all
atpm aadd . 0 16 20 0
atpm hadd 20 2 20
atpm dadd 20 sip itg.phoneserve.com/5060
atpm done
atpm store
config activate
config store
net reset y

```

The configuration will start automatically. If not, please press enter to start it.

When the configuration is complete, you will be prompted to enter password.

When you have updated the template copy the information and paste it into the Hyper Terminal console by clicking on Edit and select Paste to host from the task bar.

## CONFIGURATION TEMPLATE (With DHCP)

Before you start, ensure that previous configurations are removed. To do that type the following in the Console screen of the HyperTerminal®:

**config erase**  
and press “enter”

You will be asked to confirm, type in **y** to agree and press enter

Copy and paste the entire text in the box below into notepad and replace the information written in **blue** to match your configuration details:

```
net set dhcp on

set port 0 cid number enter your first child account number and PIN here
set port 1 cid number enter your second child account number and PIN here
set port 2 cid number enter your third child account number and PIN here
set port 3 cid number enter your fourth child account number and PIN here

atpm req
atpm purge all
atpm aadd . 0 16 20 0
atpm hadd 20 2 20
atpm dadd 20 dns itg.phoneserve.com/5060
atpm done
atpm store
config activate
config store
net reset y
```

The configuration will start automatically. If not, please press enter to start it.

When the configuration is complete, you will be prompted to enter password.

When you have updated the template copy the information and paste it into the Hyper Terminal console by clicking on Edit and select Paste to host from the task bar.

## 4.0 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](mailto:info@phoneserve.com)

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