

Encountering Problems when the Phone is not Ringing Using Verizon and Cingular

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Introduction How can I fix when the cell phone calls are not forwarded to the SPA9000 properly when using Verizon and Cingular as mobile providers? **Related Information**

Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

Q. How can I fix when the cell phone calls are not forwarded to the SPA9000 properly when using Verizon and Cingular as mobile providers?

A.

In order to resolve the problem, complete the instructions below:

- 1) Changing the Dialing Parameters
- 2) Power Cycle the Devices

Changing the Dialing Parameters

Step 1:

Access the SPA-400 VoIP gateway's web-based setup page, then look for the **Voice** tab.

Step 2:

Under **Dialing Parameters** look for **Answer after** then change the value of to "1" then click save settings.

Dialing Parameters	
Tone out on:	<input type="text" value="200"/> msec
Tone out off:	<input type="text" value="200"/> msec
DTMF power:	<input type="text" value="-130"/> (-400 ~ 30) * 0.1 dB
Answer after :	<input type="text" value="1"/> rings
Dial out wait :	<input type="text" value="400"/> msec
Dial out battery threshold :	<input type="text" value="20"/> volts

Enter "1" under **Answer after** then click save settings.

Step 3:

After saving the settings, power cycle the devices. For instructions, complete these steps:

Power Cycle the Devices

Step 1:

Unplug the SPA400's power cable.

Step 2:

Unplug the SPA9000's power cable and wait for 30 seconds.

Step 3:

Plug in the SPA9000's power cable and wait for its lights to appear stable.

Step 4:

Plug in the SPA400's power cable and wait for its lights to appear stable.

Related Information

- **Technical Support & Documentation – Cisco Systems**

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