



Cisco ATA 191 Analog Telephone Adapter User Guide for Cisco Unified Communications Manager

First Published: 2017-11-22

Last Modified: 2024-02-23

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CHAPTER 1

Get Started with Your New ATA

- [Your new ATA, on page 1](#)
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Your new ATA

Your analog telephone adapter (ATA) allows you to connect an analog device, such as an analog phone or fax machine, to your network. The connected device can then function like the IP phones in your network.

Your new analog telephone adapter (ATA) has two interfaces:

- Two RJ11 ports for analog devices
- A RJ45 port for Ethernet

Light-emitting diodes (LEDs) on the ATA provide status.

Install your ATA with the components that are included in the box.

You'll perform these tasks:

- Install your ATA with the components in the box.

Cisco ATA 191 Hardware

The ATA 191 and ATA 192 are compact, easy to install devices.

The unit provides these connectors:

- 5V DC power connector.
- Two RJ-11 FXS (Foreign Exchange Station) ports—Your ATA has two RJ-11 ports that work with any standard analog phone device. Each port supports either voice calls or fax sessions, and both ports can be used simultaneously.
- One WAN network port—An RJ-45 10/100BASE-T data port to connect an Ethernet-capable device to the network.



Note The ATA network port performs autonegotiation for duplex and speed. It supports speeds of 10/100Mbps and full-duplex.

ATA 191 Top Panel

The top panel of your ATA has several LEDs that are used to show the device's status.

Figure 1: ATA 191 Top Panel



The following table describes the LEDs located on your ATA.

Table 1: ATA 191 Top Panel Items

Item	Description
Power LED 	<p>Steady green: System booted up successfully and is ready for use.</p> <p>Slow flashing green: System is booting up.</p> <p>Fast flashing green three times, then repeats: System failed to boot up.</p> <p>Fast flashing green: The LED behaviour occurs in the following situations:</p> <ul style="list-style-type: none"> System detects a factory reset. To perform a factory reset, press and hold the RESET button for about 10 seconds. A factory reset is performed successfully. <p>Off: Power is off.</p>
Network LED 	<p>Flashing green: Data transmission or reception is in progress through the WAN port.</p> <p>Off: No link.</p>

Item	Description
Phone 1 LED Phone 2 LED 	<p>Steady green: On hook.</p> <p>Slow flashing green: Off hook.</p> <p>Fast flashing green three times, then repeats: The analog device failed to register.</p> <p>Fast flashing green: A factory reset is performed successfully.</p> <p>Off: The port is not configured.</p>
Problem Report Tool (PRT) Button	<p>Press this button to create a problem report using the Problem Report Tool.</p> <p>Note This is not a power button. When you press this button, a problem report is generated and uploaded to a server for the system administrator.</p>
Problem Report Tool (PRT) LED 	<p>Flashing amber: The PRT is preparing the data for the problem report.</p> <p>Fast Flashing amber: The PRT is sending the problem report log to the PRT server.</p> <p>Solid green for five seconds, then off: The PRT report was sent successfully.</p> <p>Fast flashing green: A factory reset is performed successfully.</p> <p>Flashing red: The PRT report failed. Press the PRT button to turn the LED off. Once it is off, another press triggers a new PRT report.</p>

ATA 191 Back Panel

The back panel of your ATA has several ports used to connect your device and to power it. The back panel also has the reset button for resetting the device to the factory settings.

Figure 2: ATA 191 Back Panel



The following table describes the ports that are located on the back panel of your ATA.

Table 2: ATA 191 Back Panel Ports

Port or Button	Description
RESET	<p>To restart the ATA, use a paper clip or similar object to press this button briefly.</p> <p>To restore the factory default settings, press and hold for 10 seconds.</p> <p>The LED behaviour for the factory reset:</p> <ol style="list-style-type: none"> 1. After you press and hold the button for about 10 seconds, the Power LED is fast flashing green. 2. After the factory reset is performed successfully, all LEDs are fast flashing green for about 5 seconds.
PHONE 1	Use an RJ-11 phone cable to connect an analog phone or fax machine.
PHONE 2	Use an RJ-11 phone cable to connect a second analog phone or fax machine.
NETWORK	Use an Ethernet cable to connect to the network.
DC 5V POWER	Use the provided power adapter to connect to a power source.

Devices associated with your ATA

Use your ATA to connect these types of devices to your network:

- Analog phones
 - Analog phones have no softkeys.
 - The information that analog phones display depends on the model you have.
 - You use the phone's flash button for hold, resume, transfer, and conference.
- Analog telephony voice devices
 - The ATA supports analog telephony voice devices, such as overhead paging adapters and answering machines, that emulate a regular phone.
- Overhead paging systems
 - Overhead paging systems provide alarms and public-address announcements in buildings.
- Fax machines
 - Use a fax machine directly with an ATA. Don't connect an extension to a fax machine, and don't use the fax machine with a splitter.
 - To reduce fax failures, use overseas mode, if available; if not, set the fax machine transmission speed to low.

- Data devices, such as facsimile machines and modems, may not function optimally. For the best fax and modem performance, continue to use a dedicated PSTN line.

Install your new ATA

Your ATA comes with everything to power it up, connect it to the network, and set it up on your desk.

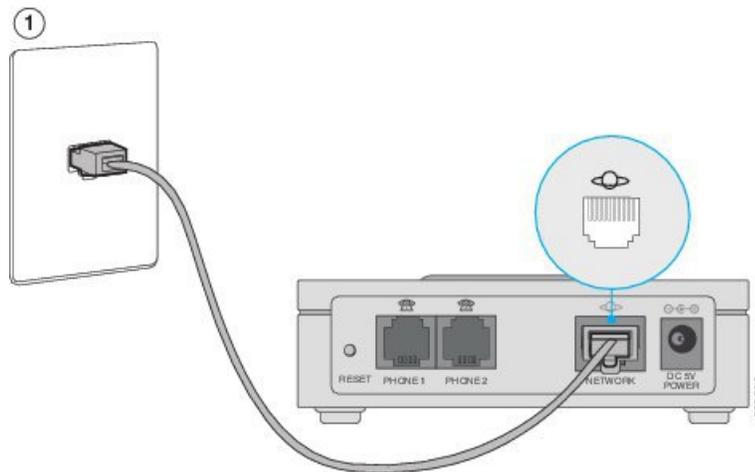
Before you begin

Before you begin the installation, make sure you have the following equipment:

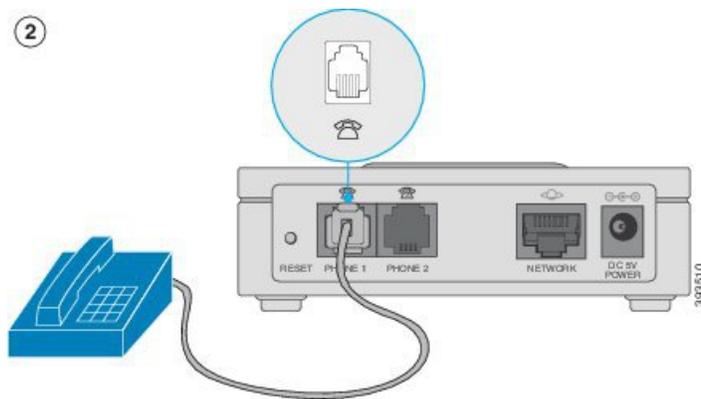
- Ethernet cable to connect to your network.
- Analog phone or fax machine to connect to your ATA.
- Phone cable to connect your phone.
- Uninterruptible power supply (UPS) to provide backup power.

Procedure

- Step 1** Connect the network cable to your network and to the NETWORK port on the ATA.

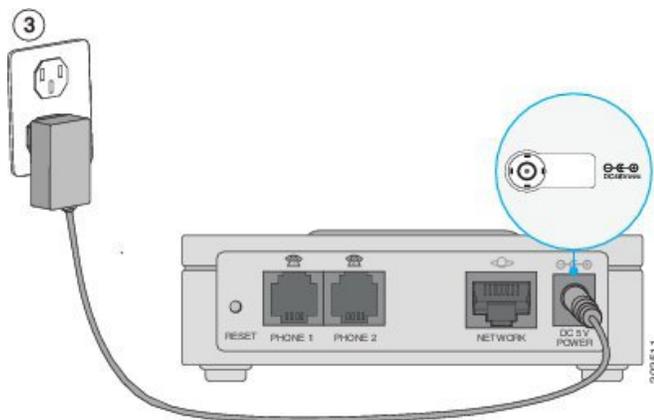


- Step 2** Connect the phone cable to the PHONE 1 port on the ATA and to your analog device (phone or fax machine).



If connecting a fax machine, connect it directly to the ATA. Do not connect an extension to a fax machine, and do not use a splitter.

- Step 3** (Optional) If you have a second analog device, connect the phone cable to the PHONE 2 port on the ATA and to your second analog device.
- Step 4** Connect the ATA power cable to the DC 5V POWER port on the ATA, and plug the power cable into your power source.



Mount Your ATA

You can place the ATA on a desktop or mount it on a wall.



Caution To prevent the ATA from overheating, do not operate it in an area that exceeds an ambient temperature of 104°F (40°C).

Desktop Placement

Place the ATA on a flat surface near an electrical outlet.

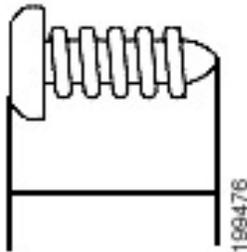


Warning Do not place anything on top of the ATA; excessive weight could damage it.

Wall Mounting

The ATA has two wall-mounted slots on the bottom panel. To mount the ATA on a wall, you need mounting hardware (not included). Suggested hardware is illustrated (not true to scale).

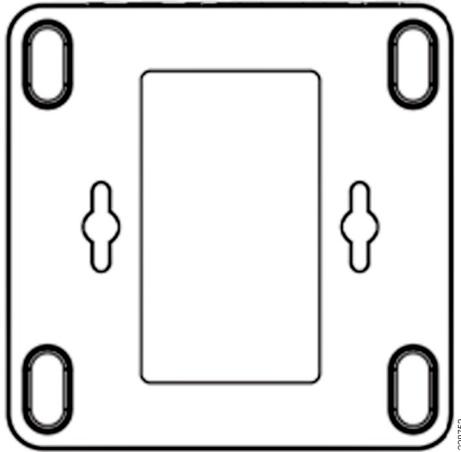
Recommended hardware (not included): Two #6 pan head, 5/8 in., self-tapping screws with anchors for sheet rock installation.



Note Insecure mounting might damage the ATA or cause injury. Cisco is not responsible for damages incurred by insecure wall-mounting.

Procedure

- Step 1** Determine where you want to mount the unit. Verify that the surface is smooth, flat and dry.
- Step 2** Drill two pilot holes into the surface 58 mm apart (about 2.28 in.).
- Step 3** Insert a screw into each hole, leaving a gap of 5 mm (0.1968 in.) between the underside of each screw head and the surface of the wall.
- Step 4** Place the unit wall-mount slots over the screws and slide the unit down until the screws fit snugly into the wall-mount slots.



Supported ATA call features

Depending on your system configuration, your ATA supports some or all the following call features:

- Transfer (attended or supervised)—In this type of transfer, you talk to the receiving party before you complete the transfer.
- Transfer (unattended or unsupervised)—In this type of transfer, you complete the transfer and hang up before the receiving party answers.
- Conference.
- Hold and Resume.
- Caller ID.
- Call Waiting.
- Call Pickup.
- Speed Dial.
- Music On Hold.
- Shared Lines.
- Voicemail—This feature has no visual indicator, but a message waiting tone when you go off-hook indicates that you have voice messages. Some analog phones with a large LCD screen may display a voicemail icon.
- Call Forward.
- Redial.

Related Topics

[Calls](#), on page 15

[Voice Mail on Your Analog Phone](#), on page 21



CHAPTER 2

Manage the ATA Using the IVR

An IVR system is available to help you to configure and manage your ATA. Use the phone keypad on the analog phone to select options and make your entries.



Note If you are an analog phone user, check with your administrator as these settings may already be configured. Access to the IVR may also be restricted.

Before you begin

Connect an analog phone to a PHONE port on the ATA.

You need a password to access the IVR. Contact your administrator if you don't have one.

Procedure

- Step 1** To access the IVR, go off-hook on the phone connected to PHONE1 or PHONE2.
- Step 2** Press **** from the phone keypad.
The IVR prompts for a password. The ATA 191 allows you to enter only numerical values for the password.
- Step 3** Follow the voice prompts on the IVR.
- Step 4** To return to the main configuration menu, press *.
- Step 5** To exit the IVR, end the call.

- [IVR Tips, on page 11](#)
- [IVR Configuration Menu Options, on page 12](#)

IVR Tips

When using the IVR to manage the ATA, note the following tips:

- Enter the numbers slowly, listening for the audio confirmation before entering the next number.
- After you select an option, press the # (pound) key.

- To exit the menu, hang up the phone.
- After entering a value such as an IP address, press the # (pound) key to indicate that you have finished your selection. Then proceed as needed:
 - To save a setting, press **1**.
 - To review a setting, press **2**.
 - To re-enter a setting, press **3**.
 - To cancel your entry and return to the main menu, press * (star).
- When entering a value, you can cancel the changes by pressing the * (star) key twice within half a second. Be sure to press the key quickly, or the * is treated as a decimal point entry.
- If the menu is inactive for more than one minute, the IVR times out. Re-enter the IVR menu by pressing ****. Your settings take effect after you hang up the phone or exit the IVR. The ATA may reboot now.
- To enter special characters, use the following key combinations:
 - To enter a dot (.) or colon (:) that separates octets in the IP Address, press star (*).
 - To enter the hexadecimal A, press the 2 key two times quickly.
 - To enter the hexadecimal B, press the 2 key three times quickly.
 - To enter the hexadecimal C, press the 2 key four times quickly.
 - To enter the hexadecimal D, press the 3 key two times quickly.
 - To enter the hexadecimal E, press the 3 key three times quickly.
 - To enter the hexadecimal F, press the 3 key four times quickly.

For example, to enter the IP address 191.168.1.105, perform the following tasks:

- Press these keys: 191*168*1*105
- Press the # (pound) key to indicate that you have finished entering the IP address.
- Press **1** to save the IP address or press the * (star) key to cancel your entry and return to the main menu.

IVR Configuration Menu Options

The following table describes the various options in the IVR Configuration Menu.

Table 3: Navigating the IVR Configuration Menu

Menu Option	IVR Action	Notes
100	(IPv4) Check the Internet Addressing Method	Answers with 0, the default option (DHCP).
101	(IPv4) Set the Internet Addressing Method	0: DHCP; 1: Static IP
102	Check Stack Mode.	0: IPv4; 1:IPv6; 2: Dual

Menu Option	IVR Action	Notes
110	(IPv4) Show the ATA IP address	
111	(IPv4) Configure the ATA's static IP address	Available in static IP mode only.
120	(IPv4) Show the subnet mask	
121	(IPv4) Configure the subnet mask	Available in static IP mode only.
130	(IPv4) Check the gateway IP address	
131	(IPv4) Configure the gateway IP address	Available in static IP mode only.
160	(IPv4) Check the primary DNS Server setting	
161	(IPv4) Set the primary DNS Server	
220	(IPv4) Show the TFTP server address	
221	(IPv4) Configure the TFTP server address	
230	Show the VLAN.	
231	Configure a VLAN.	To enable a VLAN, set the VLAN ID from 1 to 4094. To disable a VLAN, set the VLAN ID to 4095.
600	(IPv6) Check the IPv6 Internet addressing method	
601	(IPv6) Set the IPv6 Internet Addressing Method	0: DHCP; 1: Static IP
606	Check IPv6 Auto Configuration.	0: Disabled; 1: Enabled.
610	(IPv6) Show the ATA IP address	
611	(IPv6) Configure the ATA's static IP address	Available in IPv6 static IP mode only.
620	(IPv6) Check the IP address prefix length	
621	(IPv6) Configure the static IP address prefix length	Available in IPv6 static IP mode only.
622	(IPv6) Check the TFTPv6 server address	
623	(IPv6) Set the TFTPv6 server address	
630	(IPv6) Check the gateway IP address	

Menu Option	IVR Action	Notes
631	(IPv6) Configure the gateway IP address	Available in IPv6 static IP mode only.
660	(IPv6) Check the primary DNS Server setting	
661	(IPv6) Set the primary DNS Server	
73738	Factory Reset	
802	Configure the 802.1x authentication	0: Disabled; 1: Enabled
803	Check the 802.1x authentication configuration	Respond with a number: 0 or 1. 0: Disabled; 1: Enabled



CHAPTER 3

Calls

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- [Make an Emergency Call from Your Analog Phone, on page 19](#)

Make a call from your analog phone

Your analog phone works just like a Cisco IP phone.

Procedure

- Step 1** Pick up the handset and check for a dial tone.
 - Step 2** (Optional) Dial the digits for an outside line and wait for a dial tone.
 - Step 3** Dial the phone number.
-

Redial a number from your analog phone

You can call the most recently dialed phone number.

Procedure

- Step 1** Pick up the handset and check for a dial tone.
Step 2 Dial * then #.
-

Answer a call on your ATA phone

Your analogue phone (ATA) works just like a Cisco IP phone.

Procedure

When your analog phone rings, pick up the handset to answer the call.

Answer call waiting on your ATA phone

When you're on an active call, you know that a call is waiting when you hear a single beep.

Procedure

- Step 1** Perform a hook flash to speak with another caller who is calling you. You connect to the second caller and put the first caller on hold.
Step 2 (Optional) To speak with the first caller, perform a hook flash again. Subsequent hook flashes toggle you between the two callers. You can't create a conference this way.
-

Put a call on hold on your analog phone

You can put an active call on hold and then resume the call when you're ready.

Procedure

- Step 1** While on an active call, perform a hook flash.
Step 2 To return to the call, either:
- Perform another hook flash.
 - Hang up the handset. Pick up the handset when your phone rings.
-

Forward your analog phone calls to another number

If you're going to be away from your desk but don't want to miss an important call, you can forward your calls to another phone number.

Procedure

- Step 1** To start call forwarding: From your analog phone, press **#72**, enter the number where you want to redirect your calls, and press **#**.
You hear audio indication that call forwarding has started.
- Step 2** To stop call forwarding: From your analog phone, press **#73**.
You hear audio indication that call forwarding has stopped.
-

Transfer a call from your Analog phone

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before you remove yourself from the call.

If you don't want to talk, transfer the call without waiting for the other person to answer. This is called a blind transfer.

You can also swap between both callers to consult with them individually before you remove yourself from the call.

Procedure

- Step 1** From a call that is not on hold, press the flash button.
This puts the existing party on hold and you get a dial tone.
- Step 2** Take one of these actions:
- Enter the other person's phone number.
 - Press **#90** on your phone keypad, then enter the other person's phone number, then press **#**.
- Step 3** (Optional) Wait until you hear ringing or until the other person answers the call.
- Step 4** (Optional) If you wait until the other person answers the call, speak to them to introduce the caller.
- Step 5** Hang up your phone to complete the transfer.
-

Make a conference call from your analog phone

You can talk with several people in a single call.

Procedure

- Step 1** While on an active call, perform a hook flash.
This puts the call on hold and you hear dial tone.
- Step 2** Dial a second number and wait until that person answers.
- Step 3** To create the conference, perform a hook flash.
You are now in a conference with both persons.
-

Host a Meet Me Conference on Your Analog Phone

This feature allows you to host a Meet-Me conference in which other participants call a predetermined number at a scheduled time.

Procedure

Procedure

- Step 1** Pick up the phone handset.
- Step 2** Press ****5** > *room ID* > **#**.
- Step 3** Other parties can join a Meet-Me conference by dialing the meeting number directly.
-

Shared lines on your analog phone

You can share the same phone number with one or more of your coworkers. For example, as an administrative assistant, you may be responsible for screening calls for the person that you support.

You can also have multiple phones that share the same number.



Note The shared phone number can be configured to appear on a maximum of 35 devices, including desktop or mobile app uses by the user.

When you share a phone number, you can use that phone line just like any other line. Keep in mind a few special characteristics about shared lines:

- The shared phone number appears on all phones that share the number.
- Shared lines can barge into an active call:
 - If autobarge is enabled, the shared line going off-hook triggers cBarge.
 - If autobarge is disabled, the shared line dials ****6** to trigger cBarge.

- With the privacy feature, if you share a line with other people, you can prevent them from adding themselves to your call.
 - During an active call, press ****8** to enable the privacy feature.
 - During an active call, press ****9** to disable the privacy feature.

Call Features and Star Codes for Analog Phones

You can use star codes to access call features.

Table 4: Call Features and Star Codes

Feature	Description	Turn On	Turn Off
Barge	Barge into a call on a shared line.	**6	
Call forward	Forward your calls to another number.	#72	#73
Blind transfer	Transfer a call to another number without waiting for the other number to answer.	#90	
Redial a number	Redial the previous number you called.	*#	
Voice-messaging system	Access your voice-messaging system.	*0	

Send and Receive Fax Calls

You can send and receive fax calls when a fax machine is connected to a phone port on the ATA 191. Follow the instructions for your fax machine to send and receive fax transmissions.



Note Support for fax calls requires additional configuration using Cisco Unified Communications Manager. If your fax calls do not succeed, contact your system administrator.

Make an Emergency Call from Your Analog Phone

Use your analog phone to make an emergency call, similar to any other call. When you dial the emergency number, your emergency services get your phone number and location so that they can assist you.



Note If your call disconnects, the emergency services can call you back.

Before you begin

Your analog phone (with the ATA) must be set up to obtain your physical location. Emergency services personnel need your location to find you when you make an emergency call.

Procedure

Step 1 Pick up the handset and check for a dial tone.

Step 2 Dial the emergency number.



CHAPTER 4

Voice Mail on Your Analog Phone

- [Check your analog phone for new voice messages, on page 21](#)
- [Check your voicemail from your analog phone, on page 21](#)

Check your analog phone for new voice messages

You can access your voice messages directly from your phone. But your administrator must set up your voicemail account and set up your phone to access the voicemail system.

Procedure

Pick up the handset and listen for the dial tone.
If you hear a stutter tone, you have new voice messages.

Check your voicemail from your analog phone

When you pick up your handset and hear stutter dial tone, you have new voice messages. Follow these steps to access your voice-messaging system.

Procedure

- Step 1** Press * then 0.
- Step 2** Follow the prompts from your voice-messaging system to listen to and manage your voice messages.
-

Check your voicemail from your analog phone



CHAPTER 5

Product Safety and Security

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Safety and Performance Information

Power Outage

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, service or emergency calling service dialing does not function until power is restored. If a power failure or disruption occurs, you may need to reset or reconfigure the equipment before you can use service or emergency calling service dialing.

External Devices

We recommend that you use good-quality external devices that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. External devices include headsets, cables, and connectors.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, we recommend that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

**Caution**

In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio and, in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan.
- Attacks that occur on your network, such as a Denial of Service attack.

Compliance Statements

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following statements.

FCC Part 15.21 Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be collocated or operating in conjunction with any other antenna or transmitter.

FCC Receivers and Class B Digital Statement

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

Compliance Information for Brazil

Cisco Product Security Overview

This product contains cryptographic features and is subject to U.S. and local country laws that govern import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product, you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at <https://www.bis.doc.gov/index.php/regulations/export-administration-regulations-ear>.

Important Online Information

End User License Agreement

The End User License Agreement (EULA) is located here: <https://www.cisco.com/go/eula>

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cata/19x/RCSI/RCSI-0342-book.pdf

