IVR for Administration

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Use IVR for Administration

An IVR system is available to help you to configure and manage your ATA. Use a telephone keypad to select options and to make your entries.

Procedure

Step 1 Connect an analog phone to a PHONE port of the ATA.

Step 2 Press the **star (*)** key four times: ********

Step 3 When challenged for a password:

- Log in as an administrator.
- Log in as the PHONE port's user.

Step 4 Enter the code for the desired action.

IVR 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 telephone or enter **3948#** to exit.
- 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).

- While 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 * will be treated as a decimal point entry.
- If the menu is inactive for more than one minute, the IVR times out. You will need to re-enter the IVR menu by pressing the star key four times: ********. Your settings take effect after you hang up the telephone or exit the IVR. The ATA may reboot at this time.
- To enter the decimal points in an IP address, press the ***** (star) key.

  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 Actions

Table 1: IVR Settings

IVR Action	Menu Option	Choices and Instructions
Enter IVR Menu	****	
Check Internet Addressing Method	100	
Check Internet6 Addressing Method	600	
Set Internet Addressing Method	101	**0**—DHCP **1**—Static IP **2**—PPoE
Check Stack Mode	102	**0**—IPv4 **1**—IPv6 **2**—Dual
Set Stack Mode	103	**0**—IPv4 **1**—IPv6 **2**—Dual

IVR Action	Menu Option	Choices and Instructions
Set Internet6 Addressing Method	601	**0**—DHCP **1**—Static IP **2**—PPPoE
Check IPv6 Auto Configuration	607	**0**—Disable **1**—Enable
Set IPv6 Auto Configuration	606	**0**—Disable **1**—Enable
Check Internet IP Address (INTERNET port)	110	
Check Internet6 Address (INTERNET port)	610	
Set Static IP Address (INTERNET port)	111	Enter the IP address by using numbers on the telephone key pad. Use the ***** (star) key to a decimal point. **Note** This option is available only after you choose Static IP as the Internet Connection Type, through option 101.
Set Static IPv6 Address (INTERNET port)	611	Available only in static IPv6 mode
Check Network Mask	120	
Check IPv6 Prefix length	620	
Set Network Mask	121	To enter the value, press numbers on the telephone key pad. Press the ***** (star) key to enter a decimal point. **Note** This option is available only after you choose Static IP as the Internet Connection Type, through option 101.
Set Static IPv6 Prefix length	621	Available only in static IPv6 mode
Check Gateway IP Address	130	
Check Gateway IPv6 Address	630	

IVR Action	Menu Option	Choices and Instructions
Set Gateway IP Address	131	To enter the value, press numbers on the telephone key pad. Press the ***** (star) key to enter a decimal point. **Note** This option is available only after you choose Static IP as the Internet Connection Type, through option 101.
Set Gateway IPv6 Address	631	Available only in static IPv6 mode
Check MAC Address	140	
Check Firmware Version	150	
Check Primary DNS Server Setting	160	
Check Primary IPv6 DNS Server Setting	660	
Set Primary DNS Server	161	To enter the value, press numbers on the telephone key pad. Press the ***** (star) key to enter a decimal point. **Note** This option is available only after you choose Static IP as the Internet Connection Type, through option 101.
Set Primary IPv6 DNS Server	661	
Check INTRNET web server port	170	
ATA 192 only: Check LAN IP address (ETHERNET port)	210	
Announce Line 1 SIP Transport	1910	
Set Line 1 SIP Transport	1911	**0**—UDP **1**—TCP **2**—TLS
Check Line 2 SIP Transport	1920	
Set Line 2 SIP Transport	1921	**0**—UDP **1**—TCP **2**—TLS
Exit IVR	3948 (Spells EXIT on the phone keypad)	

IVR Action	Menu Option	Choices and Instructions
Reboot of Voice System	732668 (Spells REBOOT on the phone keypad)	After you hear “Option successful,” hang up the phone. The ATA reboots. **Note** This action is equivalent to Pressing and immediately releasing the RESET button.
Factory Reset of Unit **Warning** All non-default settings will be lost. This includes network and service provider data.	73738 (Spells RESET on the phone keypad)	When prompted, press **1** to confirm, or press ***** (star) to cancel. After you hear “Option successful,” hang up the phone. The ATA reboots. **Note** This action is equivalent to Pressing and holding the RESET button for 10 seconds.
User Factory Reset of Unit **Warning** All user-changeable non-default settings will be lost. This may include network and service provider data.	877778	When prompted, press **1** to confirm, or press ***** (star) to cancel. After you hear “Option successful,” hang up the phone. The ATA reboots.