

## Using the 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.

To access the IVR menu:

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- 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 by using the default administrator's password of 1234# or log in as the PHONE port's user by pressing #.
- STEP 4** Enter the code for the desired action. See the [IVR Actions](#) table for details.
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### 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

IVR Action	Menu Option	Choices and Instructions
Enter IVR Menu	****	
Check Internet Addressing Method	100	
Set Internet Addressing Method	101	DHCP: 0 Static IP: 1 PPPoE: Press 2
Check Internet IP Address (INTERNET port)	110	
Set Static IP Address (INTERNET port)	111	Enter the IP address by using numbers on the telephone key pad. Use the * (star) key when entering a decimal point.  Note: This option is available only after you choose Static IP as the Internet Connection Type, through option 101.
Check Network Mask	120	

IVR Action	Menu Option	Choices and Instructions
Set Network Mask	121	<p>To enter the value, press numbers on the telephone key pad. Press the * (star) key to enter a decimal point.</p> <p>Note: This option is available only after you choose Static IP as the Internet Connection Type, through option 101.</p>
Check Gateway IP Address	130	
Set Gateway IP Address	131	<p>To enter the value, press numbers on the telephone key pad. Press the * (star) key to enter a decimal point.</p> <p>Note: This option is available only after you choose Static IP as the Internet Connection Type, through option 101.</p>
Check MAC Address	140	
Check Firmware Version	150	
Check Primary DNS Server Setting	160	
Set Primary DNS Server	161	<p>To enter the value, press numbers on the telephone key pad. Press the * (star) key to enter a decimal point.</p> <p>Note: This option is available only after you choose Static IP as the Internet Connection Type, through option 101.</p>
Check INTERNET web server port	170	
SPA122 only: Check LAN IP address (ETHERNET port)	210	
Announce Line 1 SIP Transport	1910	

IVR Action	Menu Option	Choices and Instructions
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)	
Allow or prevent WAN access to the administration web server	7932	1: Enable 0: Disable
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.
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.

IVR Action	Menu Option	Choices and Instructions
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.