

# Acceso al Menú de Respuesta de Voz Interactiva (IVR) de SPA2100

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## Introducción

Este artículo forma parte de una serie para ayudar con la configuración, el troubleshooting y el mantenimiento de productos para Pequeñas Empresas de Cisco.

### Q. [Acceder el menú de la respuesta de voz interactiva SPA2100 \(IVR\)](#)

R.

Para acceder el menú de la respuesta de voz interactiva (IVR), complete estos pasos:

**Paso 1:**

\*\*\*\* Del dial en el teléfono analógico asociado al SPA2100.

**Paso 2:**

Cuando usted oye el prompt de voz, marque el código/el número correspondientes del menú IVR seguidos por la clave de la libra (#).

**Paso 3:**

Para marcar el WAN IP Address actual SPA2100, coja el teléfono asociado a la unidad y al dial \*\*\*\*110# SPA.

**Nota:** Aquí está la lista de códigos del menú IVR:

<b>IVR Action</b>	<b>IVR Menu</b>	<b>Parameter(s)</b>	<b>Notes</b>
Activate IVR Menu	****	None	Ignore SIT or other tones until you hear, "Sipura configuration menu. Please enter option followed by the pound key or hang-up to exit."
Check WAN IP Address	110	None	IVR will announce the IP address of the WAN port
Check WAN Network Mask	120	None	IVR will announce the network mask of the WAN port
Check WAN Gateway	130	None	IVR will announce the gateway of the WAN port
Check MAC Address	140	None	IVR will announce MAC address of the SPA-2100
Check Firmware Version	150	None	IVR will announce the firmware version running on SPA-2100
Check Primary DNS Server IP Address	160	None	IVR will announce the primary DNS server IP address
Check WAN Port Web Server Port	170	None	IVR will announce the WAN port web server port
Check LAN IP Address	210	None	IVR will announce the IP address of the LAN port
Check WAN Internet Connection Type	100	None	IVR will announce the WAN Internet Connection Type
Set WAN Internet Connection Type (see "Wan Setup" -> "Internet Connection Settings")	101	Enter "0" to use DHCP Enter "1" to use Static IP Enter "3" to use PPPoE	Requires Password

Set Static IP address (WAN Port)	111	Enter the IP address using numbers on the telephone keypad. Use the asterisk (*) key when entering a decimal point.	WAN Internet Connection Type must be set to <b>Static IP</b> , otherwise you will hear the "Invalid Option" message when you try to use this option. This requires a password.
Set WAN Network Mask	121	Enter network mask using numbers on the telephone keypad. Use the asterisk (*) key when entering a decimal point.	WAN Internet Connection Type must be set to <b>Static IP</b> , otherwise you will hear the "Invalid Option" message when you try to use this option. This requires a password.
Set WAN Gateway	131	Enter IP address using numbers on the telephone keypad. Use the asterisk (*) key when entering a decimal point.	WAN Internet Connection Type must be set to <b>Static IP</b> , otherwise you will hear the "Invalid Option" message when you try to use this option. This requires a password.
Set Primary DNS Server IP Address	161	Enter IP address using numbers on the telephone keypad. Use the asterisk (*) key when entering a decimal point.	Requires Password.
Enable/Disable Wan Port Web Server	7932	Enter "1" to enable Enter "0" to disable	Requires Password.
Reboot the SPA-2100	732668	None	The unit will reboot after you hang-up the phone
Factory Reset	73738	Enter "1" to confirm Enter an asterisk (*) key to cancel	SPA will prompt for confirm, if you confirmed to do factory reset, you will hear the "Option Successful" message then hang-up. Unit will reboot and all configuration parameters will be reset to factory default values. This requires a password.
User Factory Reset	877778	Enter "1" to confirm Enter an asterisk (*) key to cancel.	SPA will prompt for confirm, if you confirmed to do user factory reset, you will hear the "Option Successful" message then hang-up. Unit will reboot and all user writable parameters will be reset to factory default values.

**Nota:** Si la contraseña del administrador no se fija o se permite al usuario cambiarla, los elementos marcados con **requieren la contraseña** no requerirán una contraseña.

## Información Relacionada

- [Soporte Técnico y Documentación - Cisco Systems](#)