

Use IVR for Administration on the SPA100 Series

Objective

IVR (Interactive Voice Response) is an application that the SPA100 Series Analog Telephone Adapter offers so the administrator can have access to basic setup configuration of the adapter. This is useful for the administrator in case the access to the web based configuration utility is restricted. This article explains in detail how to use IVR for administration purposes on the SPA 100 Series Analog Telephone Adapter.

Applicable Devices

- SPA112
- SPA122

Software Version

- 1.3.2-XU (014)

IVR for Administration

Note: Keep in consideration the following tips:

- Press the numbers slowly, wait for the IVR to repeat the number for confirmation before entering the next number.
- After you select an option, always press the Pound key (#).
- To save a setting, press **1**. To review a setting, press **2**, and to re-enter a setting, press **3**.
- To cancel your setting, or to go back to the main menu, press the Star key (*).
- While entering a value, such as an IP address, if you wish to cancel a specific number, press the Star key (*) two times quickly, otherwise it will be treated as a decimal point.

Step 1. Connect an analog device to one of the phone ports of the SPA100 Series.

Step 2. To access to the IVR system, press ****.

Step 3. If the IVR challenges you for a password, then use the administrator password set for IVR administration. Press **1234#**.

Step 4. The IVR asks you to enter the desire option followed by the Pound key (#). Press the desired code for the action you want. The following actions can be performed via IVR:

- Enter IVR Menu — Press **** to have access to the IVR menu.
- Check Internet Addressing Method — Press **100** to configure Internet access. The options are:

- DHCP — Press **0** to activate DHCP (Dynamic Host Control Protocol) which sets IP addresses dynamically.

-Static IP — Press **1** to activate static IP addressing. You will have to provide a static IP address, default gateway address, and subnet mask later via IVR.

-PPPoE — Press **2** to active PPPoE (Point to Point Protocol over Ethernet). You will have to provide the IP addresses provided by your Internet service provider later via IVR.

- Check Internet IP address (INTERNET Port) — Press **110** to check the IP address of the WAN port.

- Set Static IP Address (INTERNET Port) — Press **111** to set the static IP address. Then enter the desired static IP address by using the numbers on the telephone key pad. Use the Star key (*) for decimal points.

Note: This option is only available after you choose Static IP as the Internet connection type.

- Check Network Mask — Press **120** to check the actual subnet mask.

- Set Network Mask — Press **121** to set the network mask. Then enter the subnet mask using the numbers of the telephone key pad. Use the Star key (*) for decimal points.

- Check Gateway IP Address — Press **130** to check the actual IP address for the default gateway.

- Set Gateway IP Address — Press **131** to set the IP address for the default gateway. Then enter the gateway IP address using the numbers of the telephone key pad. Use the Star key (*) for decimal points.

- Check MAC Address — Press **140** to check the MAC address of the adapter.

- Check Firmware Version — Press **150** to check the actual firmware version of the adapter.

- Check Primary DNS Server Setting — Press **160** to check the actual settings for DNS (Domain Name System).

- Set Primary DNS Server — Press **161** to set the primary DNS server. Then enter the IP address of the primary DNS server using the numbers of the telephone key pad. Use the Star key (*) for decimal points.

- Check Internet Web Server Port — Press **170** to check the actual port number the INTERNET port is using.

- Check LAN IP Address (ETHERNET port) — This is only available for the SPA122. Press **210** to check the IP address of the ETHERNET port.

- Announce Line 1 SIP Transport — Press **1910** to check the actual transport protocol for SIP (Session Initiation Protocol) of line 1.

- Set Line 1 SIP Transport — Press **1911** to set the transport protocol used in line 1 for SIP. The options are:

- UDP — Press **0** to set UDP as the transport protocol (User Datagram Protocol).

- TCP — Press **1** to set TCP as the transport protocol (Transmission Control Protocol).
- TLS — Press **2** to set TLS as the transport protocol (Transport Layer Security).
- Check Line 2 Transport — Press **1920** to check the actual transport protocol for SIP in line 2.
- Set Line 2 SIP Transport — Press **1921** to set the transport protocol used in line 2 for SIP. The options are:
 - UDP — Press **0** to set UDP as the transport protocol.
 - TCP — Press **1** to set TCP as the transport protocol.
 - TLS — Press **2** to set TLS as the transport protocol.
- Exit IVR — Press **3948** to exit the IVR.
- Allow or prevent WAN access to the administration Web Server — Press **7932** to set access to the administration web server:
 - Enable — Press **1** to enable access.
 - Disable — Press **0** to disable access.
- Factory Reset of Unit — Press **73738** to set the adapter to its factory default settings. When prompted, press **1** to confirm, or press the Star key (*) to cancel. After you hear "Option Successful" hang up the phone. The device reboots.
- Reboot of Voice System — Press **732668** to reboot the voice system. After you hear "Option Successful" hang up the phone. The device reboots.
- User Factory Reset of Unit — Press **877778** to set the user settings to its factory values. When prompted, press **1** to confirm or press the Star key (*) to cancel. After you hear "Option Successful" hang up the phone. The device reboots.