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## Voice Gateway with Router

**VoIP**  
Voice

**User Guide**

Model No. **SPA3102**



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**Manual abstract:**

and/or its affiliates in the U.S. and certain other countries. Copyright © 2006 Cisco Systems, Inc. All rights reserved. @@@@Look for the following items when reading this guide: This exclamation point means there is a caution or warning and is something that could damage your property or the Voice Gateway. This question mark provides you with a reminder about something you might need to do while using the Voice Gateway. This checkmark means there is a note of interest and is something you should pay special attention to while using the Voice Gateway. In addition to these symbols, there are definitions for technical terms that are presented like this: word: definition. Also, each figure (diagram, screenshot, or other image) is provided with a figure number and description, like this: Figure 0-1: Sample Figure Description Figure numbers and descriptions can also be found in the "List of Figures" section.

SPA3102-UG-60613A DF Voice Gateway with Router Table of Contents Chapter 1: Introduction Welcome What's in this Guide? Voice Gateway with Router 1 1 2 Chapter 2: Networking Basics An Introduction to Local Area Networks The Use of IP Addresses 5 5 5 Chapter 3: Getting to Know the Voice Gateway The Back Panel The Front Panel 7 7 8 Chapter 4: Getting Started Before You Begin Connecting the Voice Gateway Configuring the Voice Gateway 9 9 9 11 Chapter 5: Using the Interactive Voice Response Menu Overview Accessing the Interactive Voice Response Menu Using the Interactive Voice Response Menu Entering a Password Configuring the Settings for Your Internet Phone Service 13 13 13 14 19 20 Chapter 6: Using the Web-based Utility Overview How to Access the Web-based Utility The Router Tab The Voice Tab 21 21 22 23 32 Voice Gateway with Router Appendix A: Troubleshooting Common Problems and Solutions Frequently Asked Questions 49 49 60 Appendix B: Finding the MAC Address and IP Address for Your Ethernet Adapter Windows 98 or Me Instructions Windows 2000 or XP Instructions For the Voice Gateway's Web-based Utility 65 65 66 66 Appendix C: Windows Help Appendix D: Glossary Appendix E: Specifications Appendix F: Warranty Information Appendix G: Regulatory Information Appendix H: Contact Information Internet Telephony Service Provider (ITSP) Linksys 67 69 73 79 81 89 89 89 List of Figures Figure 3-1: Back Panel Figure 3-2: Front Panel Figure 4-1: Connect to the Telephone Wall Jack Figure 4-2: Connect a Telephone Figure 4-3: Connect a PC Figure 4-4: Connect to the Modem Figure 4-5: Connect Power Figure 4-6: Login Screen Figure 4-7: Router - WAN Setup Screen Figure 4-8: MAC Clone Settings Figure 4-9: Static IP Settings Figure 4-10: PPPoE Settings Figure 6-1: Login Screen Figure 6-2: Router - Status Screen Figure 6-3: Router - WAN Setup Screen Figure 6-4: Static IP Settings Figure 6-5: PPPoE Settings Figure 6-6: Router - LAN Setup Screen Figure 6-7: Router - Application Screen Figure 6-8: Voice - Info Screen Figure 6-9: Line 1 Status Figure 6-10: PSTN Line Status Figure 6-11: Voice - System Screen 7 8 9 9 10 10 10 11 11 11 12 12 22 23 25 25 25 28 30 32 33 35 39 Voice Gateway with Router Voice Gateway with Router Figure 6-12: Voice - User 1 Screen Figure 6-13: Speed Dial and Supplementary Service Settings Figure 6-14: Distinctive Ring and Ring Settings Figure 6-15: Voice - PSTN User Screen Figure 6-16: PSTN-To-VoIP Speed Dial Settings Figure 6-17: PSTN Ring Thru Line 1 Distinctive Ring Settings Figure 6-18: PSTN Ring Thru Line 1 Ring Settings Figure B-1: IP Configuration Screen Figure B-2: MAC/Adapter Address Figure B-3: MAC/Physical Address Figure B-4: MAC Address Cloning 40 42 43 45 46 47 48 65 65 66 66 Chapter 1: Introduction Welcome Thank you for choosing the Voice Gateway with Router. This Voice Gateway will allow your computers to share a high-speed Internet connection as well as resources, including files and printers. Plus, the Voice Gateway can bridge traditional phone service, also known as Public Switched Telephone Network (PSTN) service, with Internet phone service, also known as Voice over Internet Protocol (VoIP). And after you have set up your Internet phone service, you will be able to make phone or fax calls using the Internet. How does the Voice Gateway do all of this? By connecting your computers and peripherals, including phones or fax machines, to the Voice Gateway and connecting the Voice Gateway to your cable or DSL modem, then the Voice Gateway can direct and control communications for your network. But what does all of this mean? Networks are useful tools for sharing Internet access and computer resources. Multiple computers can share Internet access, so you don't need more than one high-speed Internet connection. With Internet phone service, your Internet access can now be shared by your phones or fax machines as well. You will be able to make phone calls using the account you set up with your Internet Telephony Service Provider (ITSP), even while you're surfing the Internet. Plus, you can access one printer from different computers and access data located on another computer's hard drive. Networks are even used for playing multiplayer video games. So, networks not only are useful in homes and offices, but also can be fun. PCs on a wired network create a LAN, or Local Area Network. They are connected with Ethernet cables, which is why the network is called "wired". Voice Gateway with Router network: a series of computers or devices connected for the purpose of data sharing, storage, and/or transmission between users. lan (local area network): the computers and networking products that make up the network in your home or office. ethernet: an IEEE standard network protocol that specifies how data is placed on and retrieved from a common transmission medium. 1 Chapter 1: Introduction Welcome Voice Gateway with Router To create your network, install and set up the Voice Gateway. To guide you through the process, use the instructions in the Quick Installation or this User Guide to help you. These instructions should be all you need to get the most out of the Voice Gateway.

What's in this Guide? This guide covers the basic steps for setting up a network with the Voice Gateway. After going through "Chapter 3: Getting to Know the Voice Gateway," most users will only need to use the following chapters: · · Chapter 4: Getting Started This chapter instructs you on how to connect and set up the Voice Gateway. Chapter 6: Using the Web-based Utility This chapter explains how to configure the Voice Gateway using your web browser and the Voice Gateway's Web-based Utility. You will configure the Voice Gateway using the settings provided by your ISP. When you're finished with the basic steps, then you are ready to connect to the Internet. You also have other chapters available for reference: · · · Chapter 1: Introduction This chapter describes the Voice Gateway's applications and this User Guide.



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Chapter 2: Networking Basics This chapter briefly explains how a network functions. Chapter 5: Using the Interactive Voice Response Menu This chapter explains how to configure the Voice Gateway's network settings when you use its Interactive Voice Response Menu. 2 Chapter 1: Introduction What's in this Guide? Voice Gateway with Router · Appendix A: Troubleshooting This appendix describes some possible problems and solutions, as well as frequently asked questions, regarding installation and use of the Voice Gateway. Appendix B: Finding the MAC Address and IP Address for Your Ethernet Adapter This appendix instructs you on how to find the MAC address or Ethernet address of your PC's Ethernet network adapter.

Appendix C: Windows Help This appendix describes how you can use Windows Help for instructions about networking, such as installing the TCP/IP protocol. Appendix D: Glossary This appendix gives a brief glossary of terms frequently used in networking. Appendix E: Specifications This appendix provides the technical specifications for the Voice Gateway. Appendix F: Warranty Information This appendix supplies the warranty information for the Voice Gateway. Appendix G: Regulatory Information This appendix supplies the regulatory information regarding the Voice Gateway.

Appendix H: Contact Information This appendix provides contact information for a variety of Linksys resources, including Technical Support. . . . . Chapter 1: Introduction What's in this Guide? 3 Voice Gateway with Router 4 Chapter 1: Introduction What's in this Guide? Chapter 2: Networking Basics An Introduction to Local Area Networks Simply put, a router is a network device that connects two networks together. The Voice Gateway connects your local area network (LAN), or the group of PCs in your home or office, to the Internet. The Voice Gateway processes and regulates the data that travels between these two networks. The Voice Gateway's Network Address Translation (NAT) technology protects your network of PCs so users on the Internet cannot "see" your PCs.

This is how your LAN remains private. The Voice Gateway protects your network by inspecting the first packet coming in through the Internet port before delivery to the final destination on one of the Ethernet ports. The Voice Gateway inspects Internet port services like the web server, ftp server, or other Internet applications, and, if allowed, it will forward the packet to the appropriate PC on the LAN side. Voice Gateway with Router nat (network address translation): NAT technology translates IP addresses of a local area network to a different IP address for the Internet. The Use of IP Addresses IP stands for Internet Protocol. Every device in an IP-based network, including PCs, print servers, and routers, requires an IP address to identify its location, or address, on the network. This applies to both the Internet and LAN connections. There are two ways of assigning IP addresses to your network devices. A static IP address is a fixed IP address that you assign manually to a PC or other device on the network. Since a static IP address remains valid until you disable it, static IP addressing ensures that the device assigned it will always have that same IP address until you change it.

Static IP addresses are commonly used with network devices such as server PCs or print servers. Chapter 2: Networking Basics An Introduction to Local Area Networks ip (internet protocol): a protocol used to send data over a network. ip address: the address used to identify a computer or device on a network. static ip address: a fixed address assigned to a computer or device that is connected to a network. 5 Voice Gateway with Router If you use the Voice Gateway to share your cable or DSL Internet connection, contact your ISP to find out if they have assigned a static IP address to your account. If so, you will need that static IP address when configuring the Voice Gateway. You can get the information from your ISP. A dynamic IP address is automatically assigned to a device on the network. These IP addresses are called dynamic because they are only temporarily assigned to the PC or other device. After a certain time period, they expire and may change.

If a PC logs onto the network (or the Internet) and its dynamic IP address has expired, the DHCP server will assign it a new dynamic IP address. A DHCP server can either be a designated PC on the network or another network device, such as the Voice Gateway. By default, the Voice Gateway's Internet Connection Type is DHCP (obtain an IP address automatically). The PC or network device obtaining an IP address is called the DHCP client. DHCP frees you from having to assign IP addresses manually every time a new user is added to your network.

For DSL users, many ISPs may require you to log on with a user name and password to gain access to the Internet. This is a dedicated, high-speed connection type called Point to Point Protocol over Ethernet (PPPoE). PPPoE is sl Jack Figure 4-2: Connect a Telephone Chapter 4: Getting Started Before You Begin 9 Voice Gateway with Router 4. Connect one end of an Ethernet network cable (included) to the ETHERNET port of the Voice Gateway. Connect the other end to the Ethernet port of your PC.

5. Connect one end of a different Ethernet network cable to the INTERNET port of the Voice Gateway. Connect the other end to your cable/DSL modem. 6. Power on the broadband modem. Figure 4-3: Connect a PC 7. Connect the included power adapter to the Voice Gateway's power port, and then plug the power adapter into an electrical outlet. The power LED on the front panel will light up as soon as the Voice Gateway powers on. 8. Power on your PC.

NOTE: Make sure your PC's Ethernet adapter is set to obtain an IP address automatically. For more information, refer to Windows Help. Proceed to the next section. Figure 4-4: Connect to the Modem Figure 4-5: Connect Power 10 Chapter 4: Getting Started Connecting the Voice Gateway Voice Gateway with Router Configuring the Voice Gateway 1. Launch the web browser on the PC. 2. Enter 192.168.0.1/advanced in the Address field (192.168.0.1 is the default local IP address of the Voice Gateway). Then press the Enter key. 3.

If your Internet Telephony Service Provider (ITSP) did not supply a password, you will not see a login screen. Proceed to step 4. If your ITSP supplied a password, you will see a login screen. In the User Name field, enter user, the default user name for user access (this cannot be changed). Then enter the user password supplied by your ITSP.

4. The Router - Status screen will appear. Click the WAN Setup tab. 5. Proceed to the appropriate instructions for your Internet Connection Type. DHCP a. Select DHCP from the Connection Type drop-down menu. b. If you use a cable modem, you may need to configure the MAC Clone Settings. (Contact your ISP for more information.



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Enable MAC Clone Service. If your service uses a specific PC MAC address, then select yes from the Enable MAC Clone Service setting. Then enter the PC's MAC address in the Cloned MAC Address field. c. Click the Submit All Changes button. Figure 4-8: MAC Clone Settings Chapter 4: Getting Started Configuring the Voice Gateway Figure 4-6: Login Screen Figure 4-7: Router - WAN Setup Screen 11 Voice Gateway with Router Static IP a. Select Static IP from the Connection Type drop-down menu. b. In the Static IP Settings section, enter the IP address in the Static IP field, the subnet mask in the NetMask field, and the default gateway IP address in the Gateway field. c. In the Optional Settings section, enter the DNS server address(es) in the Primary DNS and optional Secondary DNS fields. d. Click the Submit All Changes button. PPPoE (most DSL users) a. Select PPPoE from the Connection Type drop-down menu. b. Enter the user name in the PPPoE Login Name field, and enter the password in the PPPoE Login Password field. c. Click the Submit All Changes button. 6. If the Voice Gateway is pre-configured by your ITSP, then you do not need to change any of the default voice settings. Refer to the documentation supplied by your service provider for more information. If you need to configure additional settings, refer to "Chapter 6: Using the Web-based Utility" for instructions. Figure 4-10: PPPoE Settings pppoe: a type of broadband connection that provides authentication (username and password) in addition to data transport. Figure 4-9: Static IP Settings static ip address: a fixed address assigned to a computer or device connected to a network. subnet mask: an address code that determines the size of the network. default gateway: a device that forwards Internet traffic from your local area network. 12 Chapter 4: Getting Started Configuring the Voice Gateway Chapter 5: Using the Interactive Voice Response Menu Overview NOTE: If your ITSP sent you the Voice Gateway, then it may be pre-configured for you, and you do not need to change any settings. Refer to the instructions supplied by your service provider for more information. You may need to manually configure the Voice Gateway by entering the settings provided by your Internet Telephony Service Provider (ITSP).

This chapter explains how to use the Interactive Voice Response Menu to configure the Voice Gateway's network settings. You will use the telephone's keypad to enter your commands and select choices, and the Voice Gateway will use voice responses. For more advanced configuration, refer to "Chapter 6: Using the Web-based Utility." Voice Gateway with Router Accessing the Interactive Voice Response Menu 1. Use a telephone connected to the PHONE port of the Voice Gateway. (You can only access the Interactive Voice Response Menu through an analog telephone, not any of the Internet phones.) 2. Press \*\*\*\* (in other words, press the star key four times). 3. Wait until you hear "Linksys configuration menu.

Please enter the option followed by the # (pound) key or hang up to exit." 4. Refer to the following table that lists actions, commands, menu choices, and descriptions. After you select an option, press the # (pound) key. To exit the menu, hang up the telephone.

Chapter 5: Using the Interactive Voice Response Menu Overview 13 Voice Gateway with Router Using the Interactive Voice Response Menu While entering a value, such as an IP address, you may exit without entering any changes. Press the \* (star) key twice within half a second. Otherwise, the \* will be treated as a decimal point or dot. After entering a value, such as an IP address, press the # (pound) key to indicate you have finished your selection. To save the new setting, press 1.

To review the new setting, press 2. To re-enter the new setting, press 3. To cancel your entry and return to the main menu, press \* (star). For example, to enter the IP address 191.168.1.105 by keypad, press these keys: 191\*168\*1\*105. Press the # (pound) key to indicate that you have finished entering the IP address. Then press 1 to save the IP address or press the \* (star) key to cancel your entry and return to the main menu. If the menu is inactive for more than one minute, the Voice Gateway will time out.

You will need to re-enter the menu by pressing \*\*\*\*. 14 Chapter 5: Using the Interactive Voice Response Menu Using the Interactive Voice Response Menu Voice Gateway with Router The settings you have saved will take effect after you have hung up the telephone. The Voice Gateway may reboot at this time. Interactive Voice Response Menu Action Command (press these keys on the telephone) \*\*\*\* Choices Description Enter Interactive Voice Response Menu Use this command to enter the Interactive Voice Response Menu. Do not press any other keys until you hear, "Linksys configuration menu. Please enter the option followed by the # (pound) key or hang up to exit." Hear the Internet connection type of the Voice Gateway. Hear the IP address assigned to the Voice Gateway's Internet (external) interface. Hear the network or subnet mask assigned to the Voice Gateway. Hear the IP address of the Voice Gateway (usually the network router).

Hear the MAC address of the Voice Gateway in hexadecimal string format. Check Internet Connection Type Check Internet IP Address Check Network Mask (or Subnet Mask) Check Gateway IP Address Check MAC Address 100 110 120 130 140 ip (internet protocol): a protocol used to send data over a network. ip address: the address used to identify a computer or device on a network. subnet mask: an address code that determines the size of the network. gateway: a device that forwards Internet traffic from your local area network.

mac address: the unique address that a manufacturer assigns to each networking device. 15 Chapter 5: Using the Interactive Voice Response Menu Using the Interactive Voice Response Menu Voice Gateway with Router Interactive Voice Response Menu Action Command (press these keys on the telephone) 150 Choices Description Check Firmware Version Check Primary DNS Server IP Address Check Internet Web Server Port Check Local IP Address Set Internet Connection Type Hear the version number of the firmware currently running on the Voice Gateway. Hear the IP address of the primary DNS (Domain Name Service) server. Hear the port number of the Internet Web server used for the Web-based Utility. Hear the local IP address of the Voice Gateway. Press 0 to use DHCP. Press 1 to use a static IP address. Press 2 to use PPPoE. Enter the IP address using numbers on the telephone keypad. Use the \* (star) key when entering a decimal point. Select the type of Internet connection you are using. Refer to the documentation supplied by your Internet Service Provider (ISP). firmware: the programming code that runs a networking device. 160 170 210 101 dhcp (dynamic host configuration protocol): a protocol that lets one device on a local network, known as a DHCP server, assign temporary IP addresses to the other network devices, typically computers.



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static ip address: a fixed address assigned to a computer or device that is connected to a network.

pppoe: a type of broadband connection that provides authentication (username and password) in addition to data transport. Set Static IP Address 111 First, set the Internet Connection Type to static IP address; otherwise, you will hear, "Invalid Option," if you try to set the static IP address. 16 Chapter 5: Using the Interactive Voice Response Menu Using the Interactive Voice Response Menu Voice Gateway with Router Interactive Voice Response Menu Action Command (press these keys on the telephone) 121 Choices Description Set Network (or Subnet) Mask Enter the network or subnet mask using numbers on the telephone keypad. Use the \* (star) key when entering a decimal point. Enter the IP address using numbers on the telephone keypad. Use the \* (star) key when entering a decimal point. Enter the IP address using numbers on the telephone keypad. Use the \* (star) key when entering a decimal point. First, set the Internet Connection Type to static IP address; otherwise, you will hear, "Invalid Option," if you try to set the network or subnet mask. Set Gateway IP Address 131 First, set the Internet Connection Type to static IP address; otherwise, you will hear, "Invalid Option," if you try to set the gateway IP address. Set Primary DNS Server IP Address 161 First, set the Internet Connection Type to static IP address; otherwise, you will hear, "Invalid Option," if you try to set the IP address of the primary DNS server. Chapter 5: Using the Interactive Voice Response Menu Using the Interactive Voice Response Menu 17 Voice Gateway with Router Interactive Voice Response Menu Action Command (press these keys on the telephone) 201 Choices Description Set the Mode Press 0 to select the router/NAT mode. Press 1 to select the bridge/switch mode. If the Voice Gateway acts as the router for your network, use the router/NAT mode. If your network already has a router, use the bridge/switch mode.

Use this setting to enable or disable WAN access to the Web-based Utility. (This Utility lets you configure the Voice Gateway.) After you hear, "Option successful," hang up the phone. The Voice Gateway will automatically reboot. Enable/Disable WAN Access to the Web-based Utility Manual Reboot 7932 Press 1 to enable.

Press 0 to disable. 732668 Factory Reset 73738 Press 1 to confirm. Press \* (star) to cancel. If necessary, enter the password. The Voice Gateway will request confirmation; enter 1 to confirm. You will hear, "Option successful." Hang up the phone. The Voice Gateway will reboot, and all settings will be reset to their factory default settings. NOTE: This feature may be protected by a password available only from your ITSP. If you need to enter a password, refer to the following section, "Entering a Password."

" 18 Chapter 5: Using the Interactive Voice Response Menu Using the Interactive Voice Response Menu Voice Gateway with Router Interactive Voice Response Menu Action Command (press these keys on the telephone) 87778 Choices Description User Factory Reset Press 1 to confirm. Press \* (star) to cancel. The Voice Gateway will request confirmation; enter 1 to confirm. You will hear, "Option successful." Hang up the phone. The Voice Gateway will reboot and all user-configurable settings will be reset to their factory default settings. Entering a Password You may be prompted to enter a password when you want to reset the Voice Gateway to its factory default settings. To enter the password, use the phone's keypad, and follow the appropriate instructions. . . .

. . . To enter A, B, C, a, b, or c -- press 2. To enter D, E, F, d, e, or f -- press 3. To enter G, H, I, g, h, or i -- press 4. To enter J, K, L, j, k, or l -- press 5. To enter M, N, O, m, n, or o -- press 6. Chapter 5: Using the Interactive Voice Response Menu Entering a Password 19 Voice Gateway with Router . . . To enter P, Q, R, S, o, q, r, or s -- press 7. . . . To enter T, U, V, t, u, or v -- press 8. To enter W, X, Y, Z, w, x, y, or z -- press 9. To enter all other characters, press 0. NOTE: These bulleted instructions only apply when you are entering a password. At all other times, pressing a number only selects a number, not a letter or punctuation mark. For example, to enter the password phone@321 by keypad, press these keys: 746630321.

Then press the # (pound) key to indicate that you have finished entering the password. To cancel your entry and return to the main menu, press \* (star). Configuring the Settings for Your Internet Phone Service If you want to change the settings for your Internet phone service, refer to the instructions provided by your ITSP and "Chapter 6: Using the Web-based Utility." 20 Chapter 5: Using the Interactive Voice Response Menu Configuring the Settings for Your Internet Phone Service Chapter 6: Using the Web-based Utility Overview NOTE: If your ITSP sent you the Voice Gateway, then it may be pre-configured for you, and you do not need to change any settings. Refer to the instructions supplied by your service provider for more information. If you do wish to make changes, follow the instructions in this chapter. The Web-based Utility can be accessed via your web browser through use of a computer on your network. It offers two levels of access: user and admin (administrator). Your level of access depends on your service provider's policies. In most cases you will only have user-level access, so this chapter will cover the user-level web pages of the Web-based Utility.

Also, access to some settings may be protected or blocked, so they cannot be accidentally changed. For more information, contact your ITSP. There are two main tabs: Router and Voice. Additional tabs will be available after you click one of the main tabs. This chapter will describe each web page of the Web-based Utility and each page's key functions. Voice Gateway with Router Router . . . Status. This screen displays product and system status information about the Voice Gateway. WAN Setup. Use this screen to configure the Internet connection, MAC clone, remote management, QoS, VLAN, and optional settings. LAN Setup.

Use this screen to configure the local IP address, DHCP server, and DHCP lease settings. Application. On this screen, configure port forwarding, DMZ, multicast, and reserved ports range settings. 21 . . . Chapter 6: Using the Web-based Utility Overview Voice Gateway with Router Voice . . . Info. This screen displays voice-related status information about the Voice Gateway.

System. Use this screen to configure the user password. User 1. Use this screen to configure call forward, speed dial, supplementary service, and ring settings for the Internet phone line.



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#### PSTN User.

PSTN stands for Public Switched Telephone Network, which is the network that traditional phone service uses. Use this screen to configure call forward, speed dial, and ring settings for the PSTN line. · How to Access the Web-based Utility To access the Web-based Utility of the Voice Gateway, launch the web browser on the PC connected to the Voice Gateway's Ethernet port. If the Voice Gateway uses its default address, then enter 192.168.0.1 in the Address field. If you have assigned a static IP address to the Voice Gateway, then enter <IP address of the Voice Gateway> in the Address field. Press the Enter key. If your Internet Telephony Service Provider (ITSP) did not supply a password, you will not see a login screen.

If your ITSP supplied a password, then you will see a login screen. In the User Name field, enter user, the default user name for user access. (This cannot be changed.) Then enter the password supplied by your ITSP. Two views of the Web-based Utility are available. Click basic to view basic settings, or click advanced to view advanced settings. Figure 6-1: Login Screen When you have finished making changes on a screen, click the Submit All Changes button to save the changes, or click the Undo All Changes button to undo your changes. When changes are saved, the Voice Gateway may reboot. 22 Chapter 6: Using the Web-based Utility How to Access the Web-based Utility Voice Gateway with Router The Router Tab The Router - Status Screen This screen displays product and system information. Product Information Product Name.

Shown here is the model number of the Voice Gateway. Serial Number. Shown here is the serial number of the Voice Gateway. Software Version. Shown here is the version number of the Voice Gateway software.

Hardware Version. Shown here is the version number of the Voice Gateway hardware. MAC Address. Shown here is the MAC address of the Voice Gateway. Client Certificate.

Shown here is the status of the client certificate. It authenticates the Voice Gateway for use in the ITSP's network. Figure 6-2: Router - Status Screen System Status Current Time. Displayed here is the current date and time of the Voice Gateway. Elapsed Time. Displayed here is the amount of time elapsed since the last reboot of the Voice Gateway. WAN Connection Type. Displayed here is the Internet connection type of the Voice Gateway. Chapter 6: Using the Web-based Utility The Router Tab 23 Voice Gateway with Router Current IP. Displayed here is the Internet IP address of the Voice Gateway.

Host Name. Displayed here is the host name of the Voice Gateway. Domain. Displayed here is the domain name of the Voice Gateway. Current Netmask. Displayed here is the netmask or subnet mask of the Voice Gateway. Current Gateway. Displayed here is the IP address of the Voice Gateway. Primary DNS. Displayed here is the IP address of the primary DNS server.

Secondary DNS. Displayed here is the IP address of the secondary DNS server. LAN IP Address. Displayed here is the local IP address of the Voice Gateway. Broadcast Pkts Sent.

Displayed here is the number of broadcast packets sent. Broadcast Bytes Sent. Displayed here is the number of broadcast bytes sent. Broadcast Pkts Recv. Displayed here is the number of broadcast packets received and processed.

Broadcast Bytes Recv. Displayed here is the number of broadcast bytes received and processed. Broadcast Pkts Dropped. Displayed here is the number of broadcast packets received but not processed. Broadcast Bytes Dropped. Displayed here is the number of broadcast bytes received but not processed. ip (internet protocol): a protocol used to send data over a network. ip address: the address used to identify a computer or device on a network. packet: a unit of data sent over a network. 24 Chapter 6: Using the Web-based Utility The Router Tab Voice Gateway with Router The Router - WAN Setup Screen This screen lets you configure the Internet connection, MAC clone, remote management, QoS, VLAN, and optional settings.

Information about your Internet connection type should be provided by your Internet Service Provider (ISP). If you do not have this information, contact your service provider. Internet Connection Settings Connection Type. Select the connection type you use: DHCP; Static IP; PPPoE; PPPoE, DHCP; or DHCP, PPPoE. If you select PPPoE, DHCP or DHCP, PPPoE, then the Voice Gateway will try the first Internet connection type. If that fails, then the Voice Gateway will try the second Internet connection type. Static IP Settings If you selected Static IP, complete the Static IP Settings section. Static IP. Enter the static or fixed IP address of the Voice Gateway (this should be provided by your ISP). NetMask.

Enter the net or subnet mask of the Voice Gateway (this should be provided by your ISP). Gateway. Enter the IP address of the gateway (this should be provided by your ISP). Figure 6-4: Static IP Settings Figure 6-3: Router - WAN Setup Screen PPPoE Settings If you selected PPPOE, complete the PPPoE Settings section. PPPoE Login Name.

Enter the name provided by your ISP. PPPoE Login Password. Enter the password provided by your ISP. Chapter 6: Using the Web-based Utility The Router Tab Figure 6-5: PPPoE Settings NOTE: For DSL users, if you need to enable PPPoE support, remember to remove any PPPoE applications that are installed on your PCs. 25 Voice Gateway with Router PPPoE Service Name (optional).

Enter the service name provided by your ISP. Optional Settings HostName. Enter the host name, if provided by your ISP. Domain. Enter the domain name, if provided by your ISP. Primary DNS. Enter the IP address of the primary DNS server. Secondary DNS (optional). Enter the IP address of the secondary DNS server. MAC Clone Settings Enable MAC Clone Service.

Select whether you want to clone a MAC address onto the Voice Gateway, yes or no. The default is no. Cloned MAC Address. Enter the MAC address you want to clone. mac address: the unique address that a manufacturer assigns to each networking device. Remote Management Enable WAN Web Server. This feature lets you enable or disable access to the Web-based Utility from the WAN side. Select yes or no from the drop-down menu. The default is no. WAN Web Server Port.

Enter the port number used to access the Utility from the WAN side. The default is 80. QoS Settings QoS QDisc. QoS prioritizes voice communications when different types of traffic are competing for bandwidth. Select the method you want to use: NONE, CBQ, or TBF.

The default is NONE. 26 Chapter 6: Using the Web-based Utility The Router Tab Voice Gateway with Router Maximum Uplink Speed. Enter the maximum upload speed of your Internet connection. The default is 128Kbps. VLAN (Virtual Local Area Network) Settings Enable VLAN.

VLAN (802.1Q) settings let you use the Voice Gateway in a virtual LAN environment. Select yes or no from the drop-down menu. The default is no. VLAN ID. Enter the ID number used by the Voice Gateway. The default is 1. When you have finished making changes, click the Submit All Changes button to save the changes, or click the Undo All Changes button to undo your changes.



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*NOTE: To test your settings, connect to the Internet now. Chapter 6: Using the Web-based Utility The Router Tab 27 Voice Gateway with Router The Router - LAN Setup Screen This screen lets you configure the local network, dynamic DHCP, and static DHCP lease settings.*

*Networking Service. Select the service you want to use, NAT or Bridge. The default is NAT. LAN Network Settings LAN IP Address. Enter the local IP address of the Voice Gateway. The default is 192.168.0.1. LAN Subnet Mask.*

*Select the local subnet mask: 255.255.255.0, 255.255.*

*255.128, 255.255.255.192, 255.*

*255.255.224, 255.255.255.240, 255.255.255.248, or 255.255.*

*255.252. The default is 255.255.255.0. Enable DHCP Server. To use the Voice Gateway as a router assigning IP addresses, select yes. Otherwise, select no. The default is yes.*

*DHCP Lease Time. Enter the lease time used by the Voice Gateway to distribute IP addresses. The default is 24 Hours. DHCP Client Starting IP Address.*

*When the Voice Gateway issues IP addresses, it starts with the first value of its DHCP client IP address range.*

*Enter that value here. The default is 192.168.0.2.*

*Number of Client IP Addresses. Enter the number of IP addresses that can be distributed. The default is 50. Figure 6-6: Router - LAN Setup Screen Static DHCP Lease Settings Enable. You can have the Voice Gateway assign the same IP address to a specific device. To disable this feature, select no. To use this feature, select yes. The default is no. 28 Chapter 6: Using the Web-based Utility The Router Tab Voice Gateway with Router Host MAC Address. Enter the MAC address of the device whose IP address you want to specify.*

*Host IP Address. Enter the IP address you want to assign to the device, 192.168.0.x (x being a different number for each device you specify). When you have finished making changes, click the Submit All Changes button to save the changes, or click the Undo All Changes button to undo your changes. Chapter 6: Using the Web-based Utility The Router Tab 29 Voice Gateway with Router The Router - Application Screen This screen lets you configure port forwarding, DMZ, and reserved ports range settings. Port Forwarding Settings Enable. Select yes or no for each port forwarding entry, which defines a port range to be forwarded to a server. The default is no.*

*Service Name. Enter the name of the service or application. Starting Port. Enter the starting port number of the forwarded port range. Ending Port.*

*Enter the ending port number of the forwarded port range. Protocol. Select the protocol used, TCP, UDP, or Both. The default is TCP. Server IP Address.*

*Enter the IP address of the server, 192.168.0.x (x being a different number for each server you specify). Figure 6-7: Router - Application Screen tcp: a network protocol for transmitting data that requires acknowledgement from the recipient of data sent. udp: a network protocol for transmitting data that does not require acknowledgement from the recipient of the data that is sent. DMZ Settings Enable DMZ. DMZ hosting forwards all ports at the same time to one computer. This allows one local user to be exposed to the Internet for use of special-purpose services such as videoconferencing. Select yes or no from the drop-down menu.*

*The default is no. DMZ Host IP Address. Enter the IP address of the DMZ host, 192.168.0.x (x being the number for the computer you want to specify). Use the Static DHCP Lease Settings section on the LAN Setup screen, so the DMZ Host keeps this IP address; otherwise, its IP address may change. 30 Chapter 6: Using the Web-based Utility The Router Tab Voice Gateway with Router Miscellaneous Settings Multicast Passthru. Multicasting allows for multiple transmissions to specific recipients at the same time. If multicasting is permitted, then the Voice Gateway will allow IP multicast packets to be forwarded to the appropriate computers.*

*Select the types of multicast transmissions to allow: Disabled (none), Inbound Only, Outbound Only, or Inbound and Outbound. The default is Disabled.*

*System Reserved Ports Range Starting Port. This port range defines the random TCP/UDP ports used by the application running on the Voice Gateway. They cannot be used by port forwarding or DMZ.*

*Enter the starting port number of the reserved ports range. The default is 50000. Num of Ports Reserved. Select the number of ports you want to reserve: 256, 512, or 1024. The default is 256.*

*When you have finished making changes, click the Submit All Changes button to save the changes, or click the Undo All Changes button to undo your changes. Chapter 6: Using the Web-based Utility The Router Tab 31 Voice Gateway with Router The Voice Tab The Voice - Info Screen This screen shows voice-related settings for the Voice Gateway. Product Information Product Name. Shown here is the model number of the Voice Gateway. Serial Number.*

*Shown here is the serial number of the Voice Gateway. Software Version. Shown here is the version number of the Voice Gateway software. Hardware Version. Shown here is the version number of the Voice Gateway hardware.*

*MAC Address. Shown here is the MAC address of the Voice Gateway. Client Certificate. Shown here is the status of the client certificate, which indicates that the Voice Gateway has been authorized by your ITSP. System Status Current Time. Displayed here is the current date and time of the Voice Gateway. Elapsed Time. Displayed here is the amount of time elapsed since the last reboot of the Voice Gateway. RTP Packets Sent. Displayed here is the number of RTP packets sent by the Voice Gateway.*

*Figure 6-8: Voice - Info Screen 32 Chapter 6: Using the Web-based Utility The Voice Tab Voice Gateway with Router RTP Bytes Sent. Displayed here is the number of RTP bytes sent by the Voice Gateway. RTP Packets Recv. Displayed here is the number of RTP packets received by the Voice Gateway. RTP Bytes Recv.*

*Displayed here is the number of RTP bytes received by the Voice Gateway. SIP Messages Sent. Displayed here is the number of SIP messages sent by the Voice Gateway. SIP Bytes Sent. Displayed here is the number of SIP bytes sent by the Voice Gateway.*

*SIP Messages Recv. Displayed here is the number of SIP messages received by the Voice Gateway. SIP Bytes Recv. Displayed here is the number of SIP bytes received by the Voice Gateway. External IP. Displayed here is the external IP address used for NAT mapping. Line 1 Status Hook State. Displayed here is the status of the Internet phone line's readiness. On indicates that it is ready for use, while Off indicates that it is in use. Registration State.*

*Shown here is the status of the line's registration with the ITSP. Last Registration At. Shown here are the last date and time the line was registered. Next Registration In. Shown here is the number of seconds until the next registration. Message Waiting. This indicates whether you have new voicemail waiting. Call Back Active. This indicates whether a call back request is in progress. Chapter 6: Using the Web-based Utility The Voice Tab Figure 6-9: Line 1 Status 33 Voice Gateway with Router Last Called Number.*



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*Displayed here is the last number called. Last Caller Number. Displayed here is the number of the last caller. Mapped SIP Port. Shown here is the port number of the NAT mapped SIP port.*

*Calls 1 and 2 have the same status information available. Call 1/2 State. Displayed here is the status of the call. Call 1/2 Tone. Displayed here is the type of tone used by the call.*

*Call 1/2 Encoder. Displayed here is the codec used for encoding. Call 1/2 Decoder. Displayed here is the codec used for decoding. Call 1/2 FAX. Displayed here is the status of the fax pass-through mode. Call 1/2 Type. Displayed here is the direction of the call. Call 1/2 Remote Hold. This indicates whether the far end has placed the call on hold.*

*Call 1/2 Callback. This indicates whether the call was triggered by a call back request. Call 1/2 Peer Name. Displayed here is the name of the internal phone. Call 1/2 Peer Phone. Displayed here is the phone number of the internal phone. Call 1/2 Duration. Displayed here is the duration of the call. Call 1/2 Packets Sent. Displayed here is the number of packets sent.*

*34 Chapter 6: Using the Web-based Utility The Voice Tab Voice Gateway with Router Call 1/2 Packets Recv. Displayed here is the number of packets received. Call 1/2 Bytes Sent. Displayed here is the number of bytes sent. Call 1/2 Bytes Recv.*

*Displayed here is the number of bytes received. Call 1/2 Decode Latency. Displayed here is the number of milliseconds for decoder latency. Call 1/2 Jitter. Displayed here is the number of milliseconds for receiver jitter.*

*Call 1/2 Round Trip Delay. Displayed here is the number of milliseconds for delay. Call 1/2 Packets Lost. Displayed here is the number of packets lost. Call 1/2 Packet Error. Displayed here is the number of invalid packets received. Call 1/2 Mapped RTP Port. Displayed here is the number of the NAT mapped RTP port. PSTN Line Status Hook State. Displayed here is the status of the LINE port.*

*On indicates that it is ready for use, while Off indicates that it is in use. Line Voltage. Displayed here is the tip-to-ring voltage of the LINE port. Loop Current. Displayed is the loop current to the LINE port. Registration State. Shown here is the status of the line's registration. Last Registration At. Shown here are the last date and time the line was registered. Chapter 6: Using the Web-based Utility The Voice Tab Figure 6-10: PSTN Line Status 35 Voice Gateway with Router Next Registration In.*

*Shown here is the number of seconds until the next registration. Last Called VoIP Number. VoIP stands for Voice over Internet Protocol, which is used by Internet phone calls. Displayed here is the last Internet phone number called from the landline. Last Called PSTN Number.*

*Displayed here is the last landline number dialed by the Voice Gateway. Last VoIP Caller. The VoIP caller is the one who calls the Voice Gateway via VoIP to obtain traditional phone service. Displayed here is the number of the last VoIP caller. Last PSTN Caller.*

*The PSTN caller is the one who calls the Voice Gateway from the traditional phone service to obtain VoIP service. Displayed here are the name and number of the last PSTN caller. Last PSTN Disconnect Reason. Displayed here is why the Voice Gateway terminated the LINE port connection. PSTN Activity Timer. Displayed here is the number of milliseconds before the Voice Gateway disconnects the current gateway unless the landline has some audio activity. Mapped SIP Port. Shown here is the port number of the NAT mapped SIP port. Call Type. Displayed here is the direction of the call.*

*VoIP State. Displayed here is the status of Line 1, Call 1. PSTN State. Displayed here is the status of the PSTN call. VoIP Tone. Displayed here is the tone playing to the VoIP call leg. PSTN Tone. Displayed here is the tone playing to the PSTN call leg. 36 Chapter 6: Using the Web-based Utility The Voice Tab Voice Gateway with Router VoIP Peer Name. Displayed here is the name of the party at the VoIP call leg.*

*PSTN Peer Name. Displayed here is the name of the party at the PSTN call leg. VoIP Peer Number. Displayed here is the phone number of the party at the VoIP call leg. PSTN Peer Number.*

*Displayed here is the phone number of the party at the PSTN call leg. The following are the same as the status information for Line 1, Call 1 in the Line 1 Status section. VoIP Call Encoder. Displayed here is the codec used for encoding the VoIP call leg. VoIP Call Decoder.*

*Displayed here is the codec used for decoding the VoIP call leg. VoIP Call FAX. Displayed here is the status of the fax pass-through mode. VoIP Call Remote Hold. This indicates whether the far end has placed the call on hold. VoIP Call Duration. Displayed here is the duration of the call. VoIP Call Packets Sent. Displayed here is the number of packets sent. VoIP Call Packets Recv.*

*Displayed here is the number of packets received. VoIP Call Bytes Sent. Displayed here is the number of bytes sent. VoIP Call Bytes Recv. Displayed here is the number of bytes received. VoIP Call Decode Latency. Displayed here is the number of milliseconds for decoder latency. VoIP Call Jitter. Displayed here is the number of milliseconds for receiver jitter. Chapter 6: Using the Web-based Utility The Voice Tab 37 Voice Gateway with Router VoIP Call Round Trip Delay.*

*Displayed here is the number of milliseconds for delay. VoIP Call Packets Lost. Displayed here is the number of packets lost. VoIP Call Packet Error. Displayed here is the number of invalid packets received.*

*VoIP Call Mapped RTP Port. Displayed here is the number of the NAT mapped RTP port. When you have finished making changes, click the Submit All Changes button to save the changes, or click the Undo All Changes button to undo your changes. 38 Chapter 6: Using the Web-based Utility The Voice Tab Voice Gateway with Router The Voice - System Screen This screen lets you change the password for user access to the Web-based Utility. NOTE: If your ITSP supplied this password, you may not be able to change it.*

*Figure 6-11: Voice - System Screen System Configuration User Password. Enter the password for the user. (By default, there is no password.) Chapter 6: Using the Web-based Utility The Voice Tab 39 Voice Gateway with Router The Voice - User 1 Screen This screen lets you configure the settings for the Internet phone line. Call Forward Settings Enter the call forwarding numbers you want to use. Cfwd All Dest. Enter the number for the Call Forward All Service feature (when you want to forward all calls). Cfwd Busy Dest. Enter the number for the Call Forward Busy feature (when the line is busy). Cfwd No Ans Dest.*

*Enter the number for the Call Forward No Answer feature (when the line is not answered). Cfwd No Ans Delay. Enter the number of seconds to wait before the Call Forward No Answer feature is triggered. Selective Call Forward Settings Enter the caller numbers that will be forwarded to specific phone numbers. Cfwd Sel1 Caller. Enter the caller number pattern to trigger the Call Forward Selective 1 feature. Cfwd Sel1 Dest. Enter the forward number for the Call Forward Selective 1 feature.*



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*Cfwd Sel2 Caller. Enter the caller number pattern to trigger the Call Forward Selective 2 feature.*

*Cfwd Sel2 Dest. Enter the forward number for the Call Forward Selective 2 feature. Cfwd Sel3 Caller. Enter the caller number pattern to trigger the Call Forward Selective 3 feature. 40 Chapter 6: Using the Web-based Utility The Voice Tab Figure 6-12: Voice - User 1 Screen Voice Gateway with Router Cfwd Sel3 Dest.*

*Enter the forward number for the Call Forward Selective 3 feature. Cfwd Sel4 Caller. Enter the caller number pattern to trigger the Call Forward Selective 4 feature. Cfwd Sel4 Dest. Enter the forward number for the Call Forward Selective 4 feature.*

*Cfwd Sel5 Caller. Enter the caller number pattern to trigger the Call Forward Selective 5 feature. Cfwd Sel5 Dest. Enter the forward number for the Call Forward Selective 5 feature. Cfwd Sel6 Caller. Enter the caller number pattern to trigger the Call Forward Selective 6 feature. Cfwd Sel6 Dest. Enter the forward number for the Call Forward Selective 6 feature. Cfwd Sel7 Caller. Enter the caller number pattern to trigger the Call Forward Selective 7 feature.*

*Cfwd Sel7 Dest. Enter the forward number for the Call Forward Selective 7 feature. Cfwd Sel8 Caller. Enter the caller number pattern to trigger the Call Forward Selective 8 feature. Cfwd Sel8 Dest. Enter the forward number for the Call Forward Selective 8 feature. Cfwd Last Caller. Enter the caller number that is actively forwarded to the Cfwd Last Dest number when the Call Forward Last activation code is used. Cfwd Last Dest. Enter the forward number for the Cfwd Last Caller feature.*

*Block Last Caller. Enter the ID of the caller blocked via the Block Last Caller service. Accept Last Caller. Enter the ID of the caller accepted via the Accept Last Caller service. Chapter 6: Using the Web-based Utility The Voice Tab 41 Voice Gateway with Router Speed Dial Settings Speed Dial 2.*

*Enter the target phone number (or URL) to assign to speed dial 2. Speed Dial 3. Enter the target phone number (or URL) to assign to speed dial 3. Speed Dial 4. Enter the target phone number (or URL) to assign to speed dial 4.*

*Speed Dial 5. Enter the target phone number (or URL) to assign to speed dial 5. Speed Dial 6. Enter the target phone number (or URL) to assign to speed dial 6. Speed Dial 7. Enter the target phone number (or URL) to assign to speed dial 7. Speed Dial 8. Enter the target phone number (or URL) to assign to speed dial 8. Speed Dial 9. Enter the target phone number (or URL) to assign to speed dial 9.*

*Figure 6-13: Speed Dial and Supplementary Service Settings Supplementary Service Settings CW Setting. Select whether you want to use the call waiting feature for all calls, yes or no. The default is yes. Block CID Setting. Select whether you want to block caller ID for all calls, yes or no. The default is no.*

*Block ANC Setting. Select whether you want to block anonymous calls, yes or no. The default is no. DND Setting.*

*Select whether you want to use the Do Not Disturb (DND) feature, yes or no. The default is no. CID Setting. Select whether you want to enable caller ID generation, yes or no. The default is yes.*

*42 Chapter 6: Using the Web-based Utility The Voice Tab Voice Gateway with Router CWCID Setting. Select whether you want to enable caller ID for call waiting, yes or no. The default is yes. Dist Ring Setting. Select whether you want to use the distinctive ring feature, yes or no.*

*The default is yes. Message Waiting. Select whether you want to use the message waiting feature, yes or no. The default is no. Distinctive Ring Settings Ring1 Caller. @@Ring2 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 2. Ring3 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 3. Ring4 Caller.*

*Enter the caller number pattern to play Distinctive Ring/CWT 4. Ring5 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 5. Ring6 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 6. Ring7 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 7. Ring8 Caller.*

*Enter the caller number pattern to play Distinctive Ring/CWT 8. Figure 6-14: Distinctive Ring and Ring Settings Ring Settings Default Ring.*

*Select the default ringing pattern for all callers. Default CWT. Select the default CWT pattern for all callers. Chapter 6: Using the Web-based Utility The Voice Tab 43 Voice Gateway with Router Hold Reminder Ring. Select the ring pattern that will remind you of a call on hold when the phone is on-hook.*

*Call Back Ring. Select the ring pattern for call back notification. Cfwd Ring Splash Len. Enter the duration of the ring splash when a call is forwarded. The range is 0 to 10.*

*0 seconds. Cblk Ring Splash Len. Enter the duration of the ring splash when a call is blocked. The range is 0 to 10.0 seconds. VMWI Ring Splash Len. Enter the duration of the ring splash when new messages arrive before the VoiceMail Waiting Indication (VMWI) signal is applied. The range is 0 to 10.0 seconds.*

*44 Chapter 6: Using the Web-based Utility The Voice Tab Voice Gateway with Router The Voice - PSTN User Screen This screen lets you configure the settings for the LINE port service, which can be a PSTN service or a second VoIP service.*

*PSTN-To-VoIP Selective Call Forward Settings Enter the landline caller numbers that will be forwarded to specific Internet phone numbers. Cfwd Sel1 Caller. Enter the caller number pattern that will be forwarded to the Cfwd Sel1 Dest number. Cfwd Sel1 Dest. Enter the forward number for the Cfwd Sel1 Caller. If this is blank, then the landline caller is blocked for Internet phone service. Cfwd Sel2 Caller. Enter the caller number pattern that will be forwarded to the Cfwd Sel2 Dest number. Cfwd Sel2 Dest. Enter the forward number for the Cfwd Sel2 Caller.*

*If this is blank, then the landline caller is blocked for Internet phone service. Cfwd Sel3 Caller. Enter the caller number pattern that will be forwarded to the Cfwd Sel3 Dest number. Cfwd Sel3 Dest. Enter the forward number for the Cfwd Sel3 Caller.*

*If this is blank, then the landline caller is blocked for Internet phone service. Cfwd Sel4 Caller. Enter the caller number pattern that will be forwarded to the Cfwd Sel4 Dest number. Cfwd Sel4 Dest. Enter the forward number for the Cfwd Sel4 Caller.*

*If this is blank, then the landline caller is blocked for Internet phone service. Cfwd Sel5 Caller. Enter the caller number pattern that will be forwarded to the Cfwd Sel5 Dest number. Chapter 6: Using the Web-based Utility The Voice Tab Figure 6-15: Voice - PSTN User Screen 45 Voice Gateway with Router Cfwd Sel5 Dest. Enter the forward number for the Cfwd Sel5 Caller. If this is blank, then the landline caller is blocked for Internet phone service. Cfwd Sel6 Caller.*

*Enter the caller number pattern that will be forwarded to the Cfwd Sel6 Dest number. Cfwd Sel6 Dest. Enter the forward number for the Cfwd Sel6 Caller.*

*If this is blank, then the landline caller is blocked for Internet phone service. Cfwd Sel7 Caller. Enter the caller number pattern that will be forwarded to the Cfwd Sel7 Dest number.*



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Cfwd Sel7 Dest. Enter the forward number for the Cfwd Sel7 Caller. If this is blank, then the landline caller is blocked for Internet phone service. Cfwd Sel8 Caller. @@Cfwd Sel8 Dest. Enter the forward number for the Cfwd Sel8 Caller. @@Speed Dial 2.

Enter the target phone number to assign to speed dial 2. Speed Dial 3. Enter the target phone number to assign to speed dial 3. Speed Dial 4. Enter the target phone number to assign to speed dial 4.

Speed Dial 5. Enter the target phone number to assign to speed dial 5. @@Enter the target phone number to assign to speed dial 6. Speed Dial 7. Enter the target phone number to assign to speed dial 7.

Speed Dial 8. Enter the target phone number to assign to speed dial 8. Speed Dial 9. @@Ring1 Caller. @@Ring2 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 2. Ring3 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 3. Ring4 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 4.

Ring5 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 5. Ring6 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 6. Ring7 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 7. Ring8 Caller. Enter the caller number pattern to play Distinctive Ring/CWT 8.

@@Default Ring. Select the default ringing pattern for all callers.

@@@@@@Read the description below to solve your problems. @I don't hear a dial tone, and the PHONE LED is not lit. @@@@. Make sure your network has an active Internet connection. Try to access the Internet. @Wait 30 seconds, and power on the cable/DSL modem first. Then power on the Voice Gateway and other network devices. @2. @@@@Click File. Make sure Work Offline is NOT checked. B. Press CTRL + F5. @Click Tools. Click Internet Options. Click the Security tab. Click the Default level button. Make sure the security level is Medium or lower. Then click the OK button. 3. I need to set a static IP address on a PC. @@@@. You can assign a static IP address to a PC by performing the following steps: For Windows 98 and Millennium: A.

Click Start, Setting, and Control Panel. Double-click Network. B. In The following network components are installed box, select the TCP/IP-> associated with your Ethernet adapter. If you only have one Ethernet adapter installed, you will only see one TCP/IP line with no association to an Ethernet adapter. Highlight it and click the Properties button. C. In the TCP/IP properties window, select the IP address tab, and select Specify an IP address. Enter a unique IP address that is not used by any other computer on the network connected to the Voice Gateway. You can only use an IP address in the ranges 192.168.0.2 to 192.168.0.99 and 192.168.0.151 to 192.168.0.254. Make sure that each IP address is unique for each PC or network device. D. Click the Voice Gateway tab, and in the New Voice Gateway prompt, enter 192.168.0.1, which is the default IP address of the Voice Gateway. Click the Add button to accept the entry. E.

Click the DNS tab, and make sure the DNS Enabled option is selected. Enter the Host and Domain names (e.g., John for Host and home for Domain). Enter the DNS entry provided by your ISP. If your ISP has not provided the DNS IP address, contact your ISP to get that information or go to its website for the information. F. Click the OK button in the TCP/IP properties window, and click Close or OK for the Network window. G. Restart the computer when asked.

50 Appendix A: Troubleshooting Common Problems and Solutions Voice Gateway with Router For Windows 2000: A. Click Start, Settings, and Control Panel. Double-click Network and Dial-Up Connections. B. Right-click the Local Area Connection that is associated with the Ethernet adapter you are using, and select the Properties option.

C. In the Components checked are used by this connection box, highlight Internet Protocol (TCP/IP), and click the Properties button. Select Use the following IP address option. D. Enter a unique IP address that is not used by any other computer on the network connected to the Voice Gateway. You can only use an IP address in the ranges 192.168.0.2 to 192.168.0.99 and 192.168.0.151 to 192.168.0.254. E. Enter the Subnet Mask, 255.255.255.0. F. Enter the Default Gateway, 192.168.0.1 (Voice Gateway's default IP address). G. Toward the bottom of the window, select Use the following DNS server addresses, and enter the Preferred DNS server and Alternative DNS server (provided by your ISP). Contact your ISP or go on its website to find the information. H. Click the OK button in the Internet Protocol (TCP/IP) Properties window, and click the OK button in the Local Area Connection Properties window. I. Restart the computer if asked.

For Windows XP: The following instructions assume you are running Windows XP with the default interface. If you are using the Classic interface (where the icons and menus look like previous Windows versions), please follow the instructions for Windows 2000. A. Click Start and Control Panel. B. Click the Network and Internet Connections icon and then the Network Connections icon. C. Right-click the Local Area Connection that is associated with the Ethernet adapter you are using, and select the Properties option. Appendix A: Troubleshooting Common Problems and Solutions 51 Voice Gateway with Router D. In the This connection uses the following items box, highlight Internet Protocol (TCP/IP).

Click the Properties button. E. Enter a unique IP address that is not used by any other computer on the network connected to the Voice Gateway. You can only use an IP address in the ranges 192.168.0.2 to 192.168.0.99 and 192.168.0.151 to 192.168.0.254. F. Enter the Subnet Mask, 255.255.255.0. G. Enter the Default Gateway, 192.168.0.1 (Voice Gateway's default IP address). H. Toward the bottom of the window, select Use the following DNS server addresses, and enter the Preferred DNS server and Alternative DNS server (provided by your ISP). Contact your ISP or go on its website to find the information. I.

Click the OK button in the Internet Protocol (TCP/IP) Properties window. Click the OK button in the Local Area Connection Properties window. 4. I want to test my Internet connection. A. Check your TCP/IP settings. For Windows 98 and Millennium: Refer to Windows Help for details. Make sure Obtain IP address automatically is selected in the settings. For Windows 2000: 1. Click Start, Settings, and Control Panel. Double-click Network and Dial-Up Connections. 2. Right-click the Local Area Connection that is associated with the Ethernet adapter you are using, and select the Properties option. 3. In the Components checked are used by this connection box, highlight Internet Protocol (TCP/IP), and click the Properties button. Make sure that Obtain an IP address automatically and Obtain DNS server address automatically are selected. 52 Appendix A: Troubleshooting Common Problems and Solutions Voice Gateway with Router 4. Click the OK button in the Internet Protocol (TCP/IP) Properties window, and click the OK button in the Local Area Connection Properties window.



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