



## Quick Start Guide



### Cisco Small Business Pro SPA8800 IP Telephony Gateway

#### Package Contents

- SPA8800 IP Telephony Gateway
- Power Adapter
- RJ-45 Ethernet Cable
- RJ-11 Phone Cables (4)
- Quick Start Guide

## 1 Before You Begin

The following basic services and equipment are required:

- An Integrated Access Device or modem for broadband access to the Internet
- A computer with Microsoft Windows XP or Windows Vista for system configuration
- An analog phone for administrative use with the Interactive Voice Response (IVR) system
- (Recommended) An Uninterruptible Power Source (UPS), to ensure continuous operation by providing continuous power to devices such as the Integrated Access Device, switch, and router

## 2 Connect the Devices



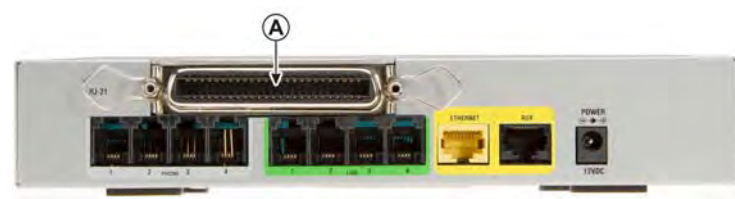
**NOTE** If the SPA8800 is pre-configured by your ITSP, then you do not need to change the default voice settings. Refer to the documentation supplied by your service provider for more information.

**STEP 1** Power off your network devices, including your modem and PC.

**STEP 2** Connect the phones to the SPA8800, by using one or both of the following methods:

- Connect an RJ-21 connector to the RJ-21 port (A).

Connector Pinouts	Circuit	Pin (Ring)	Pin (Tip)
FXS 1		1	26
FXS 2		2	27
FXS 3		3	28
FXS 4		4	29
FXO 1		17	42
FXO 2		18	43
FXO 3		19	44
FXO 4		20	45



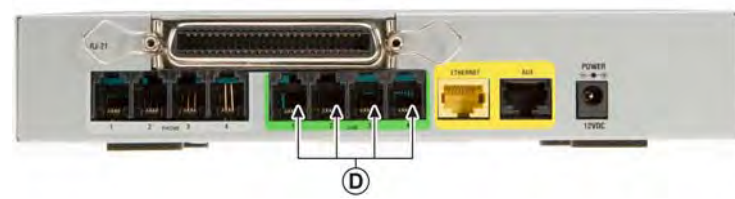
- If you are connecting individual phone lines, connect one end of an RJ-11 phone cable to the PHONE 1 port (B). Connect the other end of the cable to an analog phone.



- Then connect other analog phones to the remaining PHONE ports (C).



**STEP 3** For access to the PSTN (Public Switched Telephone Network), connect RJ-11 cables from the Line 1 to Line 4 FXO ports (D) to the RJ-11 wall outlet for the telephone service.



**STEP 4** Connect one end of an Ethernet cable to the Ethernet port (E). Connect the other end of the cable to your cable/DSL modem.



**STEP 5** Connect one end of an Ethernet network cable to the AUX port (F). Connect the other end of the cable to the Ethernet port of your PC.



**STEP 6** Connect the included power adapter to the power port (G). Insert the power adapter into an electrical outlet. The power LEDs on the front panel are lit.



**STEP 7** Power on your PC. Make sure the Ethernet adapter of the PC is set to obtain an IP address automatically. For more information, refer to Windows Help.

## 3 Setting Up the Network Connection



**NOTE** If the SPA8800 is pre-configured by your ITSP, then you do not need to change the default voice settings. Refer to the documentation supplied by your service provider for more information.

**STEP 1** Start a web browser on your PC. In the Address bar, enter the following address: **192.168.0.1/advanced**

**STEP 2** If the login screen appears, enter the user name and password that were supplied by your ITSP. If your ITSP did not supply a password, you will not see a login screen.

**STEP 3** When the Network - Status screen appears, click the **WAN Status** tab.

**STEP 4** Configure a DHCP, Static IP, or PPPoE connection:

#### DHCP

- Select **DHCP** for the Connection Type.
- If you use a cable modem, you may need to configure the **MAC Clone Settings**. (Contact your Internet Service Provider for more information.) If your service uses a specific PC MAC address, then select **yes** from the Enable MAC Clone Service setting. Then enter the MAC address of the PC in the Cloned MAC Address field.

c. Click **Submit All Changes**.

#### Static IP

- Select **Static IP** for the Connection Type.
- 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 (router IP address) in the **Gateway** field.
- In the Optional Settings section, enter the DNS server addresses in the **Primary DNS** and the optional **Secondary DNS** fields.
- Click **Submit All Changes**.

PPPoE (most DSL users)

- Select PPPoE for the Connection Type.
- Enter the user name in the **PPPoE Login Name** field, and enter the password in the **PPPoE Login Password** field.
- Click **Submit All Changes**.



For more information about configuring your SPA8800, refer to the *ATA Administration Guide* on the CD.

## 4 Interactive Voice Response Menu

In addition to the administration web server, an Interactive Voice Response system is available to help you to configure and manage your SPA8800. You can use the telephone keypad to select options and to make your entries.

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To access the Interactive Voice Response menu:

**STEP 1** Connect an analog phone to the Phone 1 port of the SPA8800. Only the Phone 1 port can be used to access the IVR.

**STEP 2** Press the star key four times: \*\*\*\*

**STEP 3** After the greeting plays, press the keys on the phone keypad to select your options.

Refer to the IVR Actions table for details.

### TIPS:

- After you select an option, press the # (pound) key.
- To exit the menu, hang up the telephone.
- After entering a value, such as an IP address, press the # (pound) key to indicate that 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).
- 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 SPA8800 times out. You will need to re-enter the menu by pressing the star key four times: \*\*\*\*. Your settings take effect after you hang up the telephone. The SPA8800 may reboot at this time.
- To enter the decimal points in an IP address, press the asterisk 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 Action	Menu Option	Choices and Instructions
Enter IVR Menu	****	
Check static or dynamic IP address assignment	100	

IVR Action	Menu Option	Choices and Instructions
Set Internet Connection Type	101	DHCP - Press 0. Static IP - Press 1. PPPoE - Press 2. PPPoE, DHCP - Press 3. DHCP, PPPoE - Press 4.
Check Internet IP Address (Ethernet port)	110	
Set Static IP Address	111	Enter 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	
Set Network Mask	121	To enter the value, press numbers on the telephone key pad. Press * (star) to enter a decimal point.  <b>NOTE</b> First choose Static IP as the Internet Connection Type, through option 101.
Check Gateway IP Address	130	
Set Gateway IP Address	131	To enter the value, press numbers on the telephone key pad. Press * (star) to enter a decimal point.  <b>NOTE</b> First choose Static IP as the Internet Connection Type, through option 101.
Check MAC Address	140	
Check Firmware Version	150	
Check Primary DNS Server Setting	160	
Set Primary DNS Server	161	To enter the value, press numbers on the telephone key pad. Press * (star) to enter a decimal point.  <b>NOTE</b> First choose Static IP as the Internet Connection Type, through option 101.

IVR Action	Menu Option	Choices and Instructions
Check Internet web server port	170	
Check AUX port IP address	210	
Enable/Disable WAN access to the administration web server	7932	Enable - Press 1. Disable - Press 0.
Factory Reset of Unit	73738	When prompted, press 1 to confirm, or press * (star) to cancel. After you hear "Option successful," hang up the phone. The SPA8800 reboots.  Note: If you are prompted for a password, enter the password that was provided by your ITSP. To enter letters, refer to the instructions at the top of the next column.
<b>WARNING:</b> All non-default settings will be lost. This includes network and service provider data.	[dial] R-E-S-E-T	
Manual Reboot	732668	After you hear "Option successful," hang up the phone. The SPA8800 reboots.
	[dial] R-E-B-O-O-T	
User Factory Reset of Unit	877778	When prompted, press 1 to confirm, or press * (star) to cancel. After you hear "Option successful," hang up the phone. The SPA8800 reboots.
<b>WARNING:</b> All user-changeable non-default settings will be lost. This may include network and service provider data.		

### Entering Text

To enter this letter...

A, B, C, a, b, or c  
D, E, F, d, e, or f  
G, H, I, g, h, or i  
J, K, L, j, k, or l  
M, N, O, m, n, or o  
P, Q, R, S, o, q, r, or s  
T, U, V, t, u, or v  
W, X, Y, Z, w, x, y, or z  
All Other Characters

Press the following key:

2  
3  
4  
5  
6  
7  
8  
9  
0

For example, to enter the password *phone@321* by keypad, press these keys: 746630321

Press the # (pound) key when you have finished entering the password.

To cancel your entry and return to the main menu, press \* (star).

## 5 Where to Go from Here

Support	
Cisco Small Business Support Community	<a href="https://www.myciscocommunity.com/community/smallbizsupport/voiceandconferencing/ata?view=overview">https://www.myciscocommunity.com/community/smallbizsupport/voiceandconferencing/ata?view=overview</a>
Online Technical Support and Documentation (Login Required)	<a href="http://www.cisco.com/support">www.cisco.com/support</a>
Phone Support Contacts	<a href="http://www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html">www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html</a>
Software Downloads (Login Required)	Go to <a href="http://tools.cisco.com/support/downloads">tools.cisco.com/support/downloads</a> , and enter the model number in the Software Search box.
Product Documentation	
Technical Documentation for Cisco Small Business Analog Telephone Adapters	<a href="http://www.cisco.com/en/US/products/ps10024/tsd_products_support_series_home.html">www.cisco.com/en/US/products/ps10024/tsd_products_support_series_home.html</a>
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	<a href="http://www.cisco.com/web/partners/sell/smb">www.cisco.com/web/partners/sell/smb</a>
Cisco Small Business Home	<a href="http://www.cisco.com/smb">www.cisco.com/smb</a>
Marketplace	<a href="http://www.cisco.com/go/marketplace">www.cisco.com/go/marketplace</a>