

## Frequently Asked Questions

---

### Q. I cannot connect to the Internet through the ATA.

- STEP 1** Make sure that the ATA is powered on. The Power/Sys LED should be solid green and not flashing.

If the Power LED is flashing, then power off all of your network devices, including the modem, the ATA, and the connected devices. Wait for 30 seconds. Then power on each device in the following order:

- Cable or DSL modem
- ATA
- Connected Devices

- STEP 2** Check the cable connections. Ensure that the cable in the INTERNET (WAN) port is securely connected to the device that provides your Internet access, such as your modem or ADSL line. On the Cisco SPA122, check the cable connection for the ETHERNET (LAN) port.

- STEP 3** Check the settings on the *Network Setup > Internet Settings* page. Verify that you entered the settings specified by your Internet Service provider.
- 

### Q. I upgraded my firmware and now the ATA is not working properly.

If the ATA is not working properly after an upgrade, you may need to perform a factory reset. Use the *Administration > Factory Defaults* page to reset the ATA to the default configuration. Alternatively, press and hold the RESET button for 20 seconds. All user-changeable non-default settings will be lost. This may include network and service provider data.

### Q. I cannot use the DSL service to connect manually to the Internet.

After you have installed the ATA, it will automatically connect to your service provider's network, so you no longer need to connect manually.

---

**Q. There is no dial tone, and the Phone 1 or 2 LED is not solid green.**

- 
- STEP 1** Make sure the telephone is connected to the appropriate port, PHONE 1 or 2.
- STEP 2** Disconnect the RJ-11 telephone cable from the PHONE port, and then reconnect it.
- STEP 3** Make sure your telephone is set to its tone setting (not pulse).
- STEP 4** Make sure your network has an active Internet connection. Try to access the Internet, and check to see if the ATA WAN LED is flashing green. If you do not have a connection, then power off all of your network devices, including the modem, the ATA, and the computers. Wait 30 seconds. Then power on each device in the following order:
- Cable or DSL modem
  - ATA
  - Computers and other devices
- STEP 5** Verify the settings on the *Quick Setup* page. Verify that you entered the account information and settings required by your service provider. On the *Voice > Info* page, *Line 1* or *Line 2 Status* section, verify that the Registration State is registered. If the line is not registered, check with your ITSP to determine if additional settings are required.
- 

**Q. When I place an Internet phone call, the audio breaks up.**

Consider the following possible causes and solutions:

- **Network activity**  
There may be heavy network activity, particularly if you are running a server or using a file sharing program. Try to limit network or Internet activity during Internet phone calls. For example, if you are running a file sharing program, files may be uploaded in the background even though you are not downloading any files, so make sure you exit the program before making Internet phone calls.
- **Bandwidth**  
There may insufficient bandwidth available for your Internet phone call. You may want to test your bandwidth by using one of the bandwidth tests available online. If necessary, access your Internet phone service account and reduce the bandwidth requirements for your service. For more information, refer to the website of your ITSP.

---

**Q. When I open a web browser, I am prompted for a username and password. How can I bypass this prompt?**

Launch the web browser and perform the following steps (these steps are specific to Internet Explorer but are similar for other browsers):

---

**STEP 1** Select **Tools > Internet Options**.

**STEP 2** Click the **Connections** tab.

**STEP 3** Select **Never dial a connection**.

**STEP 4** Click **OK**.

---

**Q. The DSL telephone line does not fit into the ATA WAN (Internet) port.**

The ATA does not replace your modem. You need your DSL modem in order to use the ATA. Connect your telephone line to the DSL modem.

**Q. My modem does not have an Ethernet port.**

If your modem does not have an Ethernet port, then it is a modem for traditional dial-up service. To use the ATA, you need a cable/DSL modem and a high-speed Internet connection.

**Q. The ATA does not have a coaxial port for the cable connection.**

The ATA does not replace your modem. You need your cable modem in order to use the ATA. Connect your cable connection to the cable modem.

**Q. A firmware upgrade (or downgrade) failed.**

You can run a firmware recovery procedure to either retry the failed upgrade or install an earlier version of the firmware.

---

**STEP 1** Reboot the ATA.

**STEP 2** Connect your computer to the ATA or to a switch that is connected to the ATA.

**STEP 3** Start a web browser, and enter the LAN IP address of the ATA. The default LAN IP address is 192.168.15.1.

**STEP 4** Log in to the ATA. The default user name and password are both **cisco**. The password is case sensitive. After you log in, the *Recovery Firmware* page appears.

**STEP 5** Click **Browse**, select the firmware to install, and then click **Start to Upgrade**.