

Accessing SPA3102 Interactive Voice Response (IVR) Menu

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Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

Accessing SPA3102 Interactive Voice Response (IVR) Menu

Q. How do I access the IVR Menu of SPA3102?

A.

Accessing the IVR Menu

Step 1:

Use a telephone connected to the PHONE port of the Voice Gateway. You can only access the IVR Menu through an analog telephone, not any of the Internet phones.

Step 2:

Press four asterisk (*) keys.

Step 3:

Wait until you hear the voice prompt say "Linksys configuration menu. Enter the option followed by the # (pound) key or hang up to exit."

Step 4:

Refer to the following table that lists actions, commands, menu choices, and descriptions. After you select an option, press the # (pound) key. Hang up the telephone in order to exit the menu.

Getting to know the Interactive Voice Response Menu

IVR Action	IVR Menu	Parameter(s)	Notes
Activate IVR Menu	****	None	Ignore SIT or other tones until you hear, "Sipurl configuration menu. If you enter option followed by the pound key or hang-up, you will 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 IP address using numbers on the telephone keypad. Use the * (star) key when enter a decimal point	WAN Internet Connection Type must be set to "Static IP", otherwise you will receive "Invalid Option" when try to use this option. Requires Password.
Set WAN Network Mask	121	Enter network mask using numbers on the telephone keypad. Use the * (star) key when enter a decimal point	WAN Internet Connection Type must be set to "Static IP", otherwise you will receive "Invalid Option" when try to use this option. Requires Password.
Set WAN Gateway	131	Enter IP address using numbers on the telephone keypad. Use the * (star) key when entering a decimal point.	WAN Internet Connection Type must be set to "Static IP", otherwise you will receive "Invalid Option" when try to use this option. Requires Password.
Set Primary DNS Server IP Address	161	Enter IP address using numbers on the telephone keypad. Use the * (star) key when entering a decimal point.	Requires Password.

Note: If the Administrator password is not set or the user is allowed to change it, the items marked with Requires Password will not require a password.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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