SPA Troubleshooting 56832 bytes attached

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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.

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1. Asterisk proxy configuration

Linksys recommends the online resource Getting Started with Asterisk by Andy Powell.

2. SPA device rings periodically

By default, the SPA device will ring periodically to indicate that you have voice mail. To disable this feature, go to the User 1 (or User 2) tab and set **VMWI Ring Splash Len** to "**0**".

3. Trouble accessing the voice menu after pressing ****

Please disconnect the Ethernet cable, and try accessing the **IVR** again. If successful, this indicates a mis−configuration on your network setting. Verify that your gateway IP address and DNS are correct and reachable.

4. Lost web password for SPA device

To reset your SPA device to the factory default values, follow the steps below:

Step 1: Disconnect the Ethernet cable
Step 2: Access the voice menu (****) and press 73738#.
Step 3: Log in with the user name "**user**" when accessing **http://spa−ip−address** OR login with "**admin**" when accessing **http://spa−ip−address/admin/**.

Note: Resetting your unit will erase all the configuration settings. If your SPA device was provisioned by a service provider, the reset function might be password protected. Contact your service provider.

5. Enable Admin web access (http) from the phone

Proceed to the **IVR** (voice menu) and enter option 723646#. To enable web administration access, enter "**1**" and to disable, enter "**0**". This is useful if the web access was originally set to "**No**" from the web, and you want to enable it through the phone.

6. IVR options for network settings without DHCP server

o DHCP (101#, 0=disable, 1=enable)
o IP Address (111# to set, 110# to check)
o Netmask (121#), Gateway (131#)
o Primary DNS (161# to set, 160# to check)

7. Troubleshoot upgrade utility

When you run the upgrade utility from the computer, the embedded upgrade file is sent via port 69, 70, or 71 (and so on) if available. The upgrade will begin when the SPA device is not in use.

If upgrade hangs at "...**Firmware upload will begin only when SPA is idle**" verify the following:

o Phone properly hung up on both lines.
o Any firewall software (such as Internet Connection Firewall) is disabled on the PC.
o The PC and SPA device are on the same LAN subnet. The upgrade won't work if the PC is behind a wireless router and the SPA device is in front of the router.

8. Internet access for a SPA device behind a router using NAT

Configure your router to forward "**TCP port 80**" to the IP address currently being used by SPA device. If you do this often, we suggest you use a static IP address on the SPA device, instead of DHCP.

To access the web page of the SPA device from outside, connect to the external IP address of your router. To determine the external IP address of the router, you must be in your home network and check the WAN address of your router.

Note: For help with port forwarding, please consult your router's manual/documentation.

9. Obtain password for locked SPA device

You can reset the password using the steps in answer 4 above.

Note: Resetting your unit will erase all the configuration settings and the device will revert to factory defaults. Linksys recommends contacting your service provider or requesting the password from whoever provided the device.

10. My SPA device is behind a router using NAT, I can call by IP and the other unit rings, but no voice

From the *Line* tab setting, change *Nat Mapping Enable* to "*Yes*". On the SIP tab, change *Substitute VIA Addr* to "*Yes*", and *EXT IP* to the router's WAN IP address. Alternatively, you can try to use STUN.

Note: STUN will not work with symmetric NAT routers.

11. Troubleshoot dial tone issues

A dial tone signal requires successful registration with your service provider's proxy. Registration Status is displayed on the info page of the web GUI.

If there is no dial tone:

      o Check cable connections and verify Internet connectivity.
      o Reboot the unit. If dial tone returns, perhaps the WAN IP changed and the
      SPA device did not re−register. Try to reduce *Registration Expires* to less
      than the default (3600mins).

12. Forums and discussion groups for SPA products and troubleshooting

There are several forums and discussions groups available, such as: http://homecommunity.cisco.com, www.voxilla.com, http://www.ip−phone−forum.de, and dslreports.com.

13. Sniffer software to capture Ethernet traffic for debugging purposes

There are several free sniffer software applications available on the Internet, such as WireShark. Connect your PC and the SPA device to a 10baseT Hub.

14. Why doesn't the SPA device dial immediately after I enter my destination number?

Press "*#*" or you can change the dialplan, so it has the exact pattern of the numbers you are dialing. Alternatively, you can also adjust the *Interdigit Long Timer* or *Interdigit Short Timer*.

The *Interdigit Short Timer* specifies the default maximum time (in seconds) allowed between dialed digits, when at least one candidate digit sequence is complete as dialed. The *Interdigit Long Timer* specifies the default maximum time (in seconds) allowed between dialed digits, when no candidate digit sequence is as yet complete.

Note: View *DialPlan Parameters* for an explanation of candidate digit sequences.

15. How does SPA indicate a disconnection when the device's FXS port is connected to PBX?

The SPA device will generate a Calling Party Control (CPC – disabled by default). To enable this function, proceed to the *Web Configuration* utility and from the *Regional* tab, change the value for the CPC duration to some value other than 0. When the SPA device is the called party, the CPC duration is the "*voltage drop*" duration before hearing dial tone again.

16. Disable blinking voicemail light on analog handset

Follow the following steps in order:

Step 1: Change *VMWI Refresh Intvl* to "*0*". This is to not refresh the VMWI status to the phone.
Step 2: Setup *VMWI Ring Policy* to "*New VM Arrives*". This will allow ringing only if the mailbox size grows.
Step 3: Change *VMWI Ring Splash Len* to "*0*". This is to disable ringing on the VWMI.
Step 4: Setup *VMWI serv* to "*No*". This is to disable the VMWI service entirely.

17. Troubleshoot UK phone that doesn't ring even after changing diff. impedance val.

Change *Ring Waveform* to "*trapezoidal*". If issue still persists, increase the *Ring Voltage* to 90. An example of an analog phone that requires this change is the Canadian Sanyo CLT–2418.

Related Information

- **Technical Support &Documentation – Cisco Systems**

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