

Installation Training Manual VoiceNetLink Service

This manual is intended for the installation of a new VoiceNetLink telephone adapter:

Equipment Specifications:

There are two types of adapters:

1-MTA-3328-2 (Requires a router)

1-MTA-3328-2Re (Includes router)

The first device -2 model requires that it be connected to a computer router, not a switch or any other device and can not be connected directly to the modem.

You must connect this device to a router port.

Second Device -2Re has a built in router which allows the user to connect this device directly to the modem and then connect his computer to the adapter. This device also has faxing capabilities.

There are several question that will need to be asked prior to installation:

- 1) Does the customer have a router?
- 2) What type of internet connection do they have?
 - a) DSL
 - b) ADSL

Along with these questions we must know if they are connected to the internet modem by either one of the connections:

- a) Ethernet
- b) USB Port

Modem and Connection:

If they are connected by a USB port then we would have to have the customer contact the internet provider to have him switched to Ethernet type modem. Some modem have both Ethernet and USB, have the customer check the modem to see if they have two types of connections on the Modem. Examples of modems that have both are the Motorola Surf Board Modem This has both types of connections. Our equipment requires a Ethernet port.

Speed of internet:

Minimum speed is 128KB

Once your have determined if they have the right connection, we must know the following to select the right device.

- a) Do they have a router?
- b) Is this for a business with large system of computers and with a firewall

HOME CONNECTIONS/OFFICE WITH ROUTER For MTA-3328-2 WITHOUT ROUTER

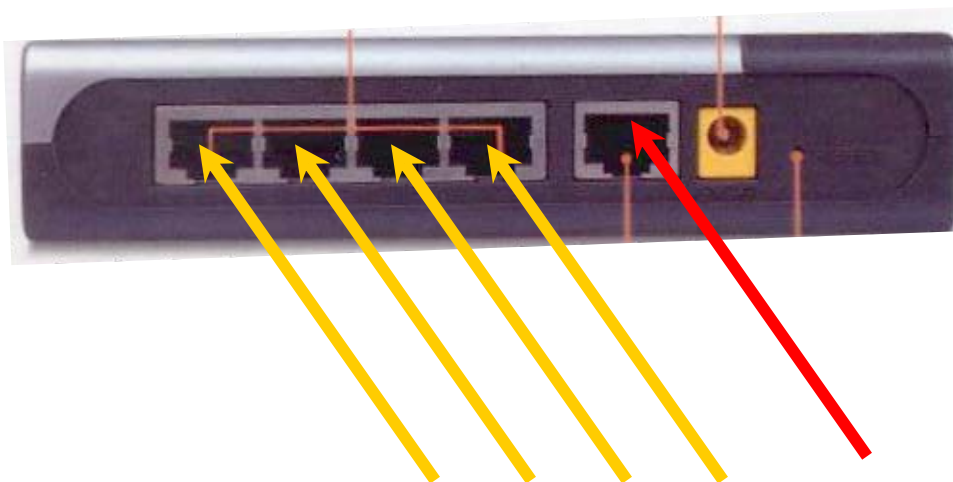
If the customer has a Ethernet modem and a router then the MTA-3328-2 Telephone adapter will work fine.

Possible problems:

- a) Customer is not set up with internet provider to allow multiple computers. If they are not setup for multiple computers our device will not connect to the internet.

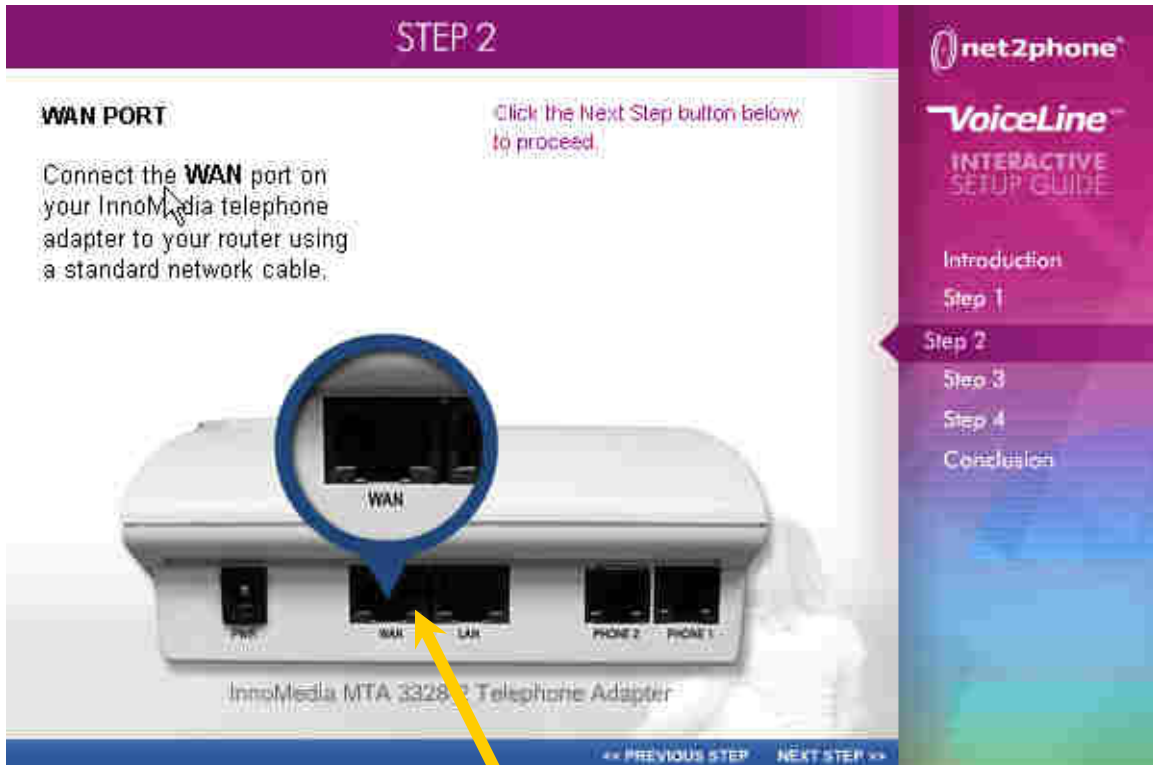
Installation of the MTA-3328-2 Router

Sample of the back of a router:



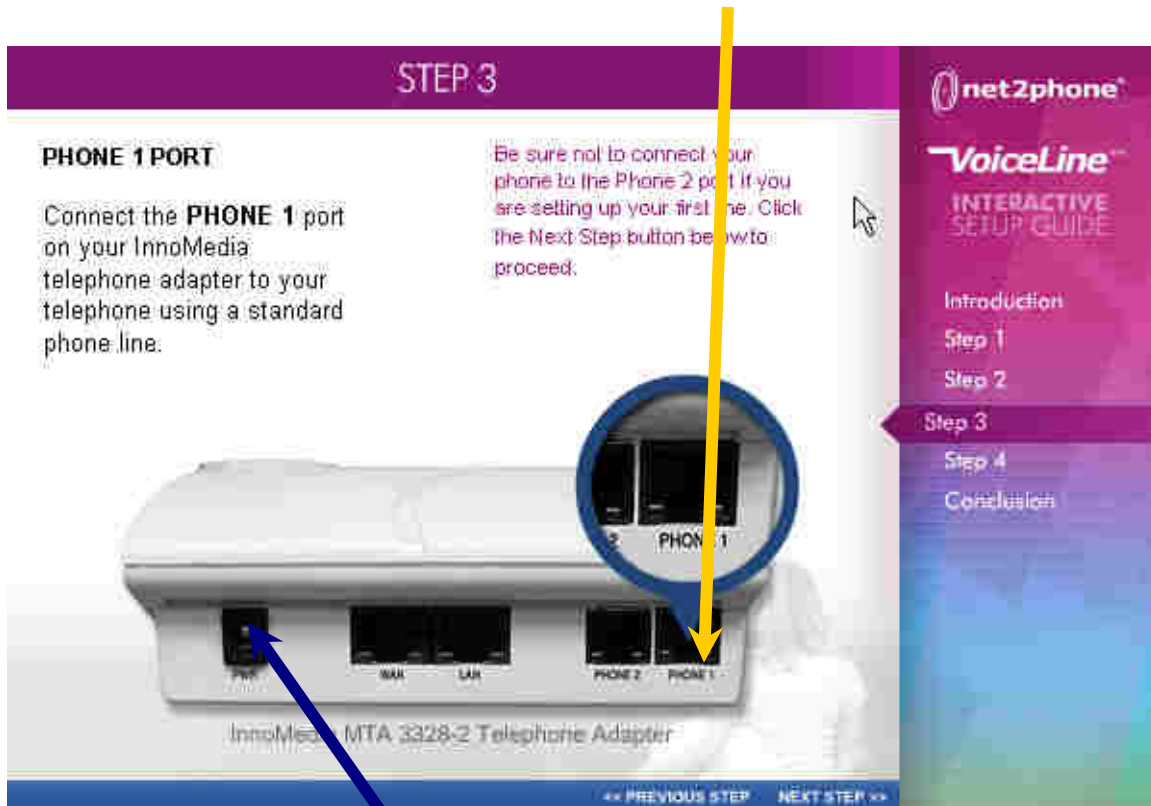
Our device can plug into any one of the ports indicated by the yellow arrow. The **Red** arrow indicated where the internet cable from the modem should be connected.

The connection for our device should be from the **WAN port** to any one of the connections indicated by the Yellow arrows.



This is where the connection should be made to The MTA-3328-2 device.

The next step is to connect a telephone to the port 1 of our device:



The Next step is to connect the power to the MTA-3328-2 Device:

What will happen next:

All the lights on the device should begin to flash, after about 10-15 minutes, most of the lights will go out and the remaining light will continue to flash:

The RUN Light The WAN Light

Once the RUN Light becomes solid and stops flashing the device is ready to allow you to make calls.

Pick up the telephone and list for a dial tone.

Begin to make your call.

HOME OR OFFICE WITHOUT ROUTER

If an office is using a Switch and does not have a router or the home subscriber does not have a router then the MTA-3329-2Re telephone adapter should be used.

- 1) Connect the Internet cable from the Modem to the MTA-3328-2Re WAN port.
- 2) Connect a telephone to the Port 1 of the MTA-3328-2Re device
- 3) Connect the power cord to the MTA-3328-R2e

Once the power has been connected the lights will flash, wait until the RUN light becomes solid, then listen for dial Tone.

EXCEPTIONS:

If the Customer has a firewall then we will need to request a Public IP address:

Which should look like these numbers:

IP Address:	200.115.131.181
Submask:	255.255.255.248
Default Gateway:	200.115.131.177

DNS	200.115.128.10
Alt DNS	200.115.128.11

Once you have these numbers you can now program the MTA-3328-2Re device

Additional Note, you may need to clone the MAC address of the computer that the internet provider has registered in their system.

To find that information do the following:

Windows XP:

Click on Start

Click on RUN (Located in the Control Screen it should look like a Email box sort of)

Type in CMD

Depress the Enter key

Next you will see a box that is for DOS operations

Type at the cursor:

```
ipconfig /all
```

This will bring up what appears like this:

```
C:\WINDOWS\System32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\Jerry Hall>ipconfig /all

Windows IP Configuration

    Host Name . . . . . : JERRY_8000
    Primary Dns Suffix . . . . . :
    Node Type . . . . . : Hybrid
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No

Ethernet adapter Network Bridge <Network Bridge> 4:

    Connection-specific DNS Suffix . : cpe.cableonda.net
    Description . . . . . : MAC Bridge Miniport
    Physical Address. . . . . : 02-11-09-A4-4F-5C
    Dhcp Enabled. . . . . : Yes
    Autoconfiguration Enabled . . . . : Yes
    IP Address. . . . . : 192.168.0.105
    Subnet Mask . . . . . : 255.255.255.0
    IP Address. . . . . : fe80::1:9ff:fea4:4f5c%4
    Default Gateway . . . . . : 192.168.0.1
    DHCP Server . . . . . : 192.168.0.1
    DNS Servers . . . . . : 192.168.0.1
                            fec0:0:0:ffff::1%1
                            fec0:0:0:ffff::2%1
                            fec0:0:0:ffff::3%1
    Lease Obtained. . . . . : Sunday, October 23, 2005 6:01:23 PM
    Lease Expires . . . . . : Sunday, October 30, 2005 6:01:23 PM

Tunnel adapter Teredo Tunneling Pseudo-Interface:

    Connection-specific DNS Suffix . :
    Description . . . . . : Teredo Tunneling Pseudo-Interface
    Physical Address. . . . . : 02-00-54-55-4E-01
    Dhcp Enabled. . . . . : No
    IP Address. . . . . : fe80::54ff:fe55:4e01%5
    Default Gateway . . . . . :
    NetBIOS over Tcpip. . . . . : Disabled

Tunnel adapter Automatic Tunneling Pseudo-Interface:

    Connection-specific DNS Suffix . : cpe.cableonda.net
    Description . . . . . : Automatic Tunneling Pseudo-Interface

    Physical Address. . . . . : C0-A8-00-69
    Dhcp Enabled. . . . . : No
    IP Address. . . . . : fe80::5efe:192.168.0.105%2
    Default Gateway . . . . . :
    DNS Servers . . . . . : fec0:0:0:ffff::1%1
                            fec0:0:0:ffff::2%1
                            fec0:0:0:ffff::3%1
    NetBIOS over Tcpip. . . . . : Disabled

C:\Documents and Settings\Jerry Hall>
```

On this screen you will see a series of numbers and letters, write them down:

Physical address is what you will need:

02-11-09-04-4F-5C

This is the MAC address of the computer:

Once you have these numbers you can close this screen down.

This will be used to clone the computer so that the internet provider service will believe there is only one computer on the connection.

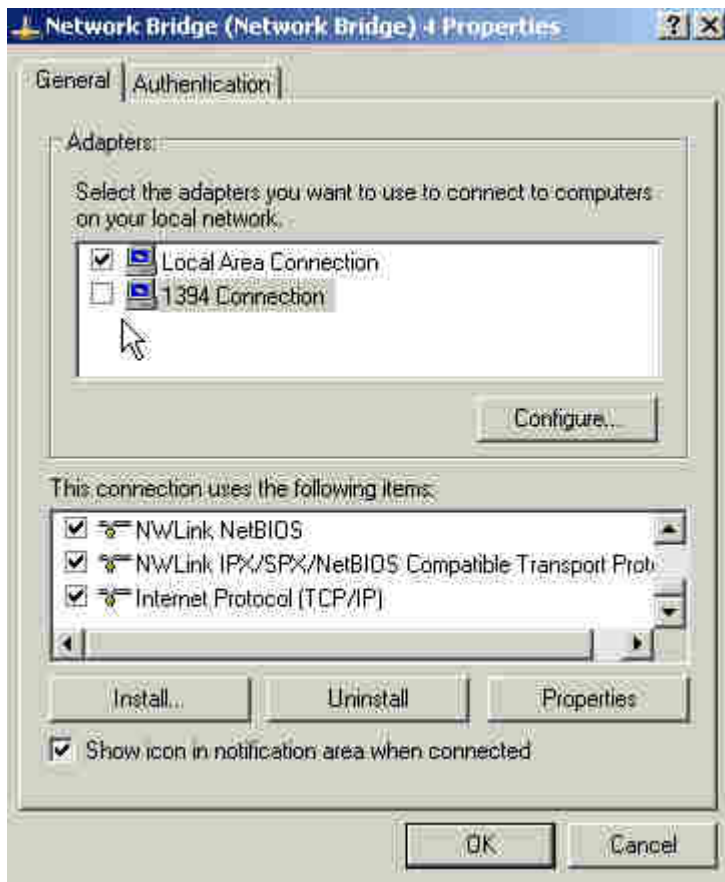
The Next step is to program the MTA-3328-2Re device.

To do this you must connect a computer Ethernet port to the WAN port on the MTA-3328-2Re device.

Once that is done you must then do the following:

- 1) Go to Start
- 2) Then go to Control Panel
- 3) Go To Network Connections
- 4) Right Click on Network Connections
- 5) Open the Network Connections screen
- 6) Right Click on Local Area Connection
- 7) Left Click on Properties

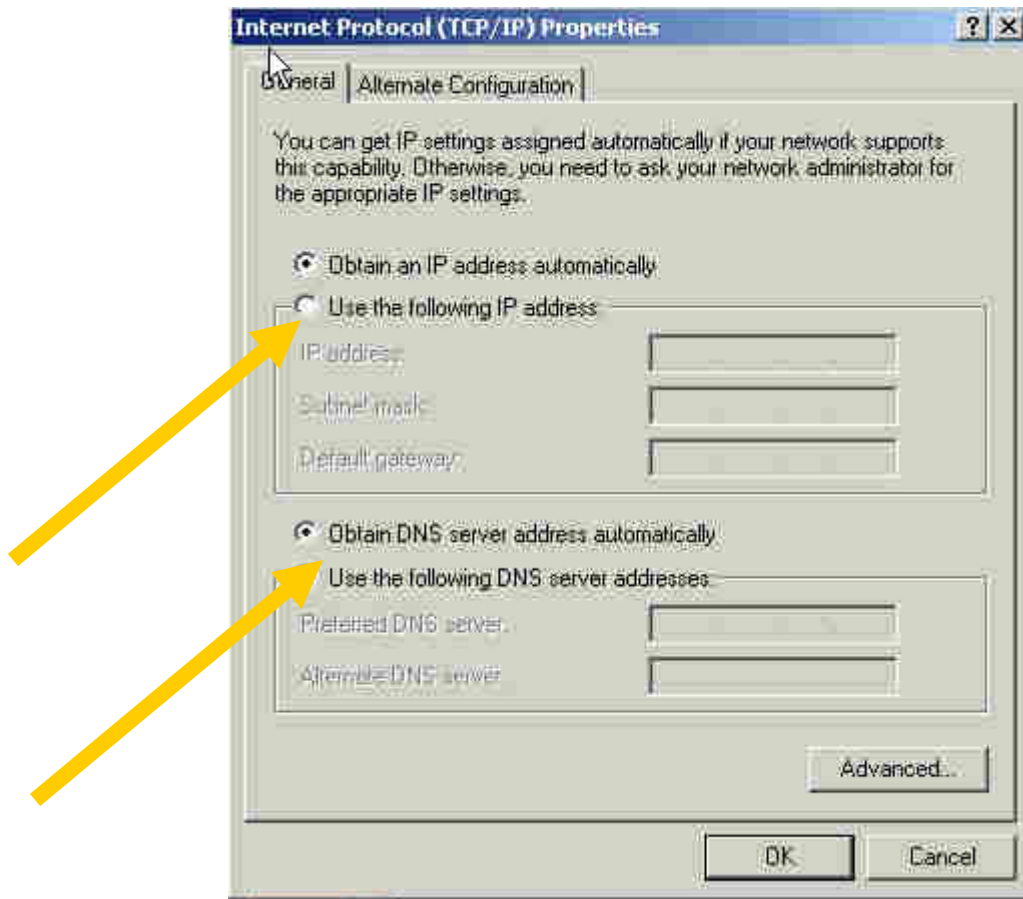
You will see what looks like this:



The next step is to Click on the line that says "Internet Protocol (TCP/IP)"

Then click on Properties

You will then see a screen that looks like this:



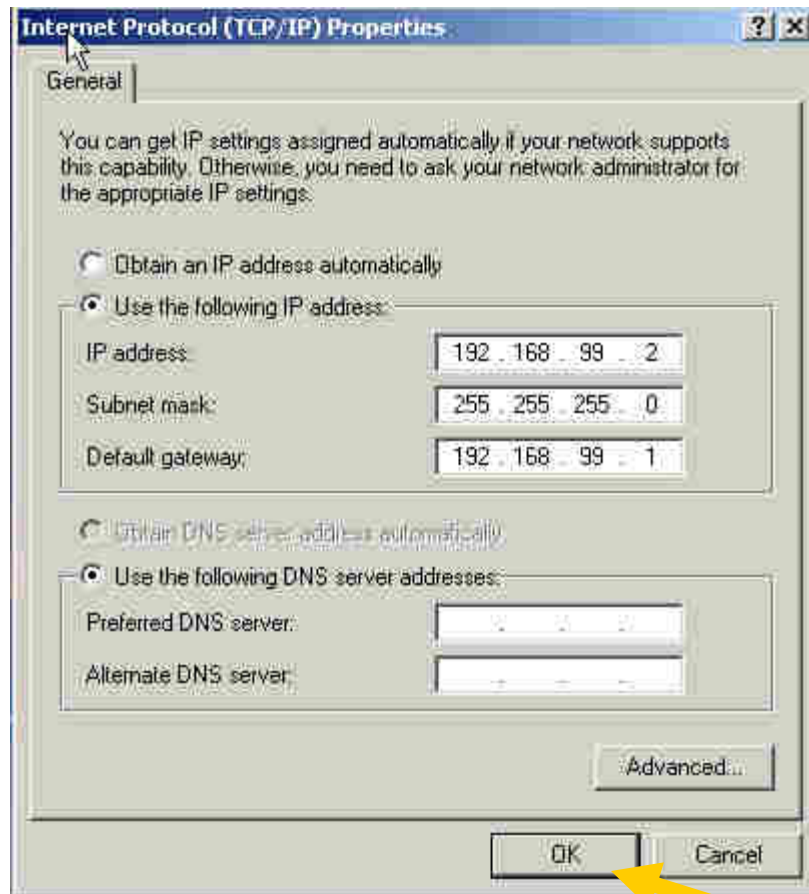
Next you will click on the radio buttons:

This will allow you to put in the following address:

**192.168.99.2
255.255.255.0
192.168.99.1**

You only need to fill in these numbers:

It should look like this:

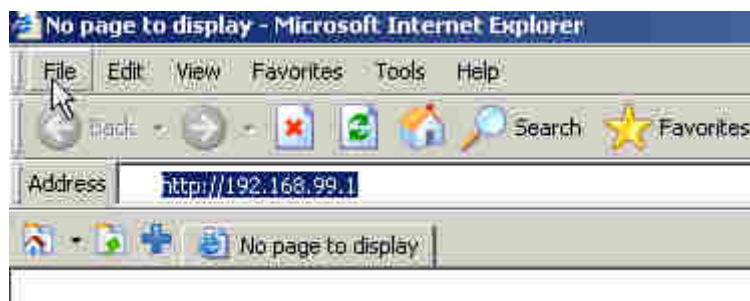


Next you would click on the Okay

Then click on the next okay and then go to the internet explorer:

On the direction Line of Explorer you would type in the following address:

<http://192.168.99.1>



Once you type in the address your will get a screen that says "User Name"

In this field you would type the following

Admin

In the Password type in:

N2p



You will then see this screen:



[Network Configuration](#)
[Port Configuration](#)
[Device Management](#)
[Advanced Settings](#)
[Router Settings](#)
[Reboot](#)
[Restore Default Values](#)

MAC Address : 00:10:99:01:15:1d
Firmware Version : V6.3.22
Last Successful Provisioning
Date and Time : 23hours, 23minutes, 12seconds ago

You next step is to program the MTA-3328-2Re router with the IP Configuration you received from the client:

Click on the Network Configuration Line:
You will see this screen:



- [Network Configuration](#)
- [Port Configuration](#)
- [Device Management](#)
- [Advanced Settings](#)
- [Router Settings](#)
- [Reboot](#)
- [Restore Default Values](#)

Network Configuration

MAC Address: 00:10:99:01:15:1d

WAN Configuration

Open WAN Configuration

• By opening the WAN configuration, the device becomes accessible from the internet. Only open if absolutely necessary and close when finished.

IP Settings

Enable DHCP:

IP Address: 192.168.0.100

Subnet Mask: 255.255.255.0

Default Gateway: 192.168.0.1

Primary DNS Server: 192.168.0.1

Secondary DNS Server: 200.46.136.171

Save & Reboot Reset

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You must now change the setting to the setting that the customer has given you:

Click on the box marked Enable DCHP:

This will remove all the numbers:

Now type the numbers into the list exactly as the customer gave you: **(Note These Numbers are only examples you must use the exact numbers your client has given you)**

IP address: 200.115.131.181
Submask: 255.255.255.248
Default Gateway: 200.115.131.177

Primary DNS: 200.115.128.10
Secondary DNS: 200.115.128.11

Once you have done this click on Save & Reboot.

The screen will go to Loading and then will come back to this screen:

You are now ready to check the unit, it will take several minutes for the device to load. Make sure that the internet is connected to the WAN port, the Phone Connected and the Computer (maybe optional depending on Equipment) connected to the LAN port.

Now connect the Power.

Wait, till all the light settle down and the RUN Light is Solid.

You are now ready to make calls:

NOTE:

In Some cases you may need to Clone the MAC address:

To do this follow these instructions:

- 1) after you have entered the IP Address and saved and Rebooted.
- 2) Go to Router Settings
- 3) Then Go to MAC Cloning

You will see this:



MTA 3328-2R

Configure MAC Address Cloning

Enable MAC Address Cloning

Cloning MAC Address:

Save & Reboot

Reset

[Network Configuration](#)

[Port Configuration](#)

[Device Management](#)

[Advanced Settings](#)

[Router Settings](#)

[NAT PortMap](#)

[Access Filtering](#)

[DHCP Server](#)

[MAC Cloning](#)

[PPPoE Settings](#)

[PPPoE Status](#)

[Reboot](#)

[Restore Default Values](#)

This is where you would put the MAC address you got from the IPconfig run:

02-11-09-04-4F-5C

First Check the box Enable MAC address Cloning:

**Then enter all the digits in the correct boxes
Then Save & Reboot**

You system will reboot and bring you back to the main Screen:

The system will reboot and the lights will flash and then settle down and then the run light should remain solid.

The Phone is ready to use.

Special notes:

Yes you can connect this device to the PBX system or Central system of an office.

YOU would need to connect to a CO line input, this acts just like a regular telephone line from any phone company, it is not an extension.

Their phone system would then have to be programmed to allow access to this line.