Troubleshooting SPA Device: FAQ

Contents

Introduction

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

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Q. I need some help with my Asterisk proxy configuration. Can you provide me some resources for beginners?

A. Refer to [Getting Started with Asterisk](#) by Andy Powell.

Q. My SPA device rings periodically. Why does this happen, and how do I disable it?

A. The SPA device rings periodically in order to indicate that you have voice mail. This is a default

setting of the device.

In order to disable this feature, complete these steps:

1. Click the **User 1** or **User 2** tab.
2. Set VMWI Ring Splash Len to **0**.

Q. I cannot access the voice menu when I press ****. What should I do?

A. Complete these steps:

1. Unplug your Ethernet cable.
2. Try to go into the IVR again.
3. If it is successful, this indicates a misconfiguration on your network settings.
4. Make sure that you have the correct DNS and gateway IP address.

Q. I lost the web password for my SPA device. How do I reset it?

A. In order to reset your SPA device to the factory default values, complete these steps.

1. Unplug your Ethernet cable.
2. Press **** in order to access the voice menu.
3. Press **73738#**.
4. Login with the username **user** when you access **http://spa-ip-address**.
5. Login with **admin** when you access **http://spa-ip-address/admin/**. **Note:** If you reset your device, it erases all your current configuration settings. If your SPA device is provisioned by a service provider, the reset function can be password protected. In this case, contact your service provider.

Q. How do I enable the Admin web access (http) from the phone?

A. Complete these steps:

1. From the IVR (voice menu), press **723646#**.
2. Press **1** in order to enable web admin access. **0**, or **No** on the web, is the default and disables it.

Q. How do I enable access to the SPA2102 Web Interface?

A. Complete these steps:

1. Use the analog phone and press ****.
2. From the IVR (voice menu), press **7932#**.
3. In order to enable this feature, press **1** and **1** again.

Q. How do I enable access to the SPA3102 Web Interface?

A. Complete these steps:

1. Use the analog phone and press ********.
2. From the IVR (voice menu), press **7932#**.
3. In order to enable this feature, press **1**. Now you can access the web server configuration screens. **Note:** You can press **110** in order to learn your IP address.

Q. Can I have IVR options for network settings without the DHCP server?

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

Q. How do I troubleshoot the upgrade utility for my SPA Device?

A. Complete these steps:

1. Run the upgrade utility from the computer.
2. The embedded upgrade file is sent through port 69, 70, or 71 and so on, if available.
3. The upgrade begins when the SPA device is not in use.
4. If the upgrade hangs at `...Firmware upload will begin only when SPA is idle`, verify: The phone is properly hung up on both lines.Any firewall software, such as Internet Connection Firewall, is disabled on your PC.The PC and SPA device are on the same LAN subnet. The upgrade does not work if your PC is behind a wireless router and your SPA device is in front of the router.

Q. How can I set the Internet access for my SPA device behind a router with NAT?

A. Configure your router to forward **TCP port 80** to the IP address that is currently used by the SPA device. If you do this often, use a static IP address on the SPA device, instead of DHCP. For help with port forwarding, consult the manual of your router.

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

Q. How can I obtain the password for my locked SPA device? What are the available alternatives?

- Option 1—You can reset the password with the steps in answer [four](). If you reset your unit, it erases all the configuration settings, and the device reverts to factory defaults.
- Option 2—We recommend that you contact your service provider or request the password from whoever provided the device.

Q. My SPA device is behind a router that uses NAT. I can call by IP and the other unit rings, but there is no voice. How do I resolve this problem?

- Option 1From 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 WAN IP of your router.
- Option 2—You can try to use STUN. STUN does not work with symmetric NAT routers.

Q. How do I troubleshoot dial tone issues?

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

Complete these steps if you do not have a dial tone:

1. Check cable connections and verify Internet connectivity.
2. Reboot the unit.
3. If the dial tone returns, it's possible the WAN IP changed and the SPA device did not re-register.
4. Try to prevent registration expiry conditions less than the default, which is 3600mins.

Q. Do you have forums and discussion groups for SPA products and troubleshooting? If you do, can I have the web link?

A. There are several forums and discussions groups available, such as:

- http://forums.linksys.com
- http://www.voxilla.com
- http://www.ip-phone-forum.de
- http://dslreports.com

Q. I need Sniffer software to capture Ethernet traffic for debugging purposes. Can you suggest one?

A. 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.

Q. Why does the SPA device not dial immediately after I enter my destination number?

- Option1—Press **#**, or you can change the dialplan so it has the exact pattern of the numbers you are dial.
- Option 2You 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: Verify **DialPlan** parameters for an explanation of candidate digit sequences.

Q. How does a SPA indicate "disconnect" when the FXS port of the device is

connected to PBX?

A. The SPA device will generate a Calling Party Control (CPC - disabled by default).

Complete these steps in order to enable this:

1. Go to the web **config-utility**.
2. At the Regional tab, change the value for the CPC duration to some value other than 0.
3. When the SPA device is the called party, the CPC duration is the **voltage drop** duration before the dial tone is heard again.

Q. How do I disable the blinking voicemail light on an analog handset?

A. Try these steps in order:

1. < VMWI Refresh Intvl > = 0, never refresh VMWI status to the phone
2. < VMWI Ring Policy > = **New VM Arrives**, ring only if mailbox size grows
3. < VMWI Ring Splash Len > = 0, never ring on VWMI
4. < VMWI Serv > = **no**, disable VMWI service entirely

Q. How do I troubleshoot a UK phone that does not ring even after I change different impedance value.

A. Complete these steps:

1. Try to change < Ring Waveform > = **trapezoidal**.
2. If the issue persists, increase the < Ring Voltage > to **90**. An example of an analog phone that requires this change is Canadian Sanyo CLT-2418.

Q. How do I enable the caller to be able to access their voicemail outside the office?

A. Complete these steps:

1. Click the SIP tab.
2. Check < AA Dail Plan >.
3. Add |<50:vmm121>|.
4. Save the settings.
5. Dial the system in order to verify you are able to access voicemail.