



Installation guide and Troubleshooting guides



Please insert your installation CD now and then follow the on screen instructions

iiNet ATA Telephone Adapter

Setting up for ADSL and VoIP.
For model F1PG200ENau

iiNet ATA (Analogue Telephone Adaptor) Setup Guide

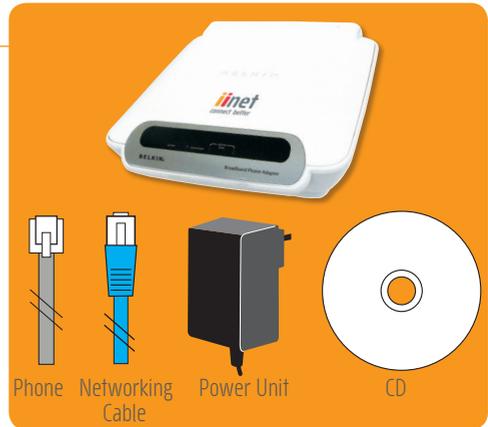
IMPORTANT: iiNet strongly recommends that you use the CD provided which includes the Returns Policy, End User Manual and provides instructions for setting up your device on their VoIP service.

For information on call rates and plans visit www.iinet.net.au.

> STEP 1

Once the box is open locate the following items:

- 1 x ATA Hardware Device
- 1 x Blue Networking Cable
- 1 x White Telephone Cable
- 1 x Power Supply
- 1 x CD Install Guide



> STEP 2

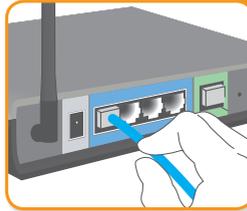
Connect either a standard or a cordless telephone to the ATA using a standard telephone cable and plugging one end into the phone and the other end into the ATA as detailed in the diagram



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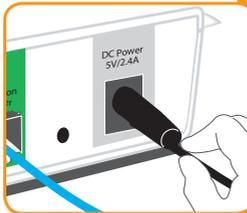
> Step 3

Connect one end of the blue networking cable to a spare LAN port (socket) on your router or modem and connect the other end to the green port on your ATA device marked "Connection to Router".



> Step 4

Switch on the ATA by plugging the power pack in to the ATA power socket and in to the wall socket as detailed in the diagram. The lights on the ATA will start flashing and once the indicators have stopped and the Number 1 light indicator remains solid you are ready to make VoIP calls, please refer to the user manual for a detailed explanation of the lights.



Troubleshooting common hardware devices:

NOTE: These guides are only recommended for general troubleshooting. To ensure accurate advice is given please contact the manufacturer of your product.

- Billion - <http://www.billion.com.au>
- DrayTek/Vigor - <http://www.draytek.com.au>
- LinkSys - <http://www.linksys.com.au>
- D-Link - <http://www.dlink.com.au>
- NetGear - <http://www.netgear.com.au>
- SMC - <http://www.smc.com.au>
- Cisco - <http://www.cisco.com.au>

D-Link 504G

To get the Belkin ATA to work with D-Link 504G you might need to do the following:

> Step 1

Download the latest 504 firmware and user guides from D-Link's website <http://www.dlink.com.au/tech/>.

> Step 2

Select the appropriate model from the pull down menu and download the appropriate firmware and follow D-Links instructions for a successful firmware upgrade.

> Step 3

Log into D-Link's web interface as shown in their user guide and ensure that "SIP-ALG" is NOT enabled on the 504G.

> Step 4

Remove any port forwarding or DMZ configuration you may have set up for VoIP applications in the past.

> Step 5

Power off your devices and then turn the D-Link 504G on and wait for successful connection to the internet. You can then power on the Belkin ATA and once the Number 1 light indicator is solid you are ready to make calls.

Billion Modem/Routers

If you are having trouble getting the Belkin ATA to work with Billion products you need to do the following:

> Step 1

Download the latest Billion firmware and user guides from Billion's website located here at <http://www.billion.com.au/support.php>

> Step 2

Upgrade your Modem/Router as per the manufacturer's recommendations and re-boot.

> Step 3

Login to your Modem/Router and ensure that you have no firewall blocking ports 5060 or MAC address filtering. For more information on how to do this please contact Billion or use the Billion Support Forums. <http://www.billion.com.au/forums/>.

> Step 4

Power off your Modem/Router and your ATA and then switch the Modem/Router back on and wait for the online status of the Modem/Router. Once the unit can connect to the internet then plug in your Belkin ATA and power it on. The unit will initialise and when the Number 1 LED is on you can make VoIP calls.

Can I notice the difference between iiNet's VoIP service and my fixed line service?

Essentially, when you use VoIP, everything remains the same when you make and receive calls however, you will notice a different dial tone than the one you would normally hear on your fixed line service.

What is the Quality of the calls like?

Generally the VoIP service and quality is very good. However, as it relies on your internet connection there are times when call quality will drop due to the amount of traffic on the connection and this can affect the quality of the call. If you are having problems with the quality of the calls it is a good idea to upgrade the speed on your connection or to set up Quality of Service (QoS) in your network to prioritise Voice Traffic. This is available on most new Modem/Routers.

Does talking on VoIP count towards my broadband data usage?

No. iiNet do not count VoIP usage as part of your broadband service. However, other service providers may do this.

Why are there two phone ports on the unit?

You have the ability of connecting two VoIP accounts on the one ATA. For example one for phone and one for fax. However, this facility is not currently available.

Will my friends pay extra to call me on my VoIP number?

No, your friends will pay the same call rates they would be paying if they called your normal telephone service. However, if your friends also sign up to iiNet's VoIP service they can speak to you for free! Please check the current calls rates on iiNet's website.

Can I move my current home phone number to iiNet's VoIP service?

No. You cannot port your fixed line home phone number to iiNet's VoIP service. Your VoIP service will come with its own unique phone number.

Can I use phone banking and other similar DTMF services with my ATA?

Yes. iiNet has tested a number of these services. Some of them include phone banking and utility providers. These systems use a DTMF based touch tone system that the ATA's can pass through. If you experience problems using these services with your ATA, please contact us and we'll do our best to rectify the issue.

What do I do if my CD does not load?

Your computer might have the Autorun service disabled. This is common. All you have to do is double click on the CD Drive that you put the CD into. There will be a short pause then the CD will load automatically. If you continue to experience problems with the CD please call us on the numbers provided on the back of this booklet.

What is that beeping noise? (Voice Message Notification)

This is to let you know that you have voicemail for collection. Simply dial your local voicemail number to retrieve the messages. Note: If your unit is beeping and the Number 1 light indicator is not on then your unit might not be correctly configured. Please run the setup CD again.

How do I troubleshoot the unit?

Essentially there isn't much to troubleshoot with the device. If there is no VoIP service, check that you have Broadband activity on your computer and that your Number 1 light indicator is on and solid. If it isn't solid or off then you have an issue. Power off the Modem/Router and ATA and then re-boot. If problem persists contact iiNet on the numbers provided at the end of this document.

How do I access the ATA manually?

The CD that came in the box has an application called Discovery Tool.exe Run this application and it will identify the IP address that your ATA has been given. Double click this IP address and the web interface for the ATA will begin loading.

Is there a difference between a SoftPhone, an ATA and an IP Phone?

A SoftPhone, is a software package that runs on your computer that allows you to use a VoIP service using your speakers and microphone. An ATA (Analogue Telephone Adaptor) is a box that connects to the Internet via your Modem/Router and is the device in which you can plug any standard phone to make the calls. An IP Phone looks like a normal telephone but instead of plugging to the normal telephone network (PSTN) it gets connected to your Router.

What type of telephone can I plug in to an ATA?

You can use any standard push button phone, not a rotary type.

BELKIN®

www.belkin.com/anz

ATA Hardware Setup

For Advanced trouble shooting, technical support and VoIP setup please call our dedicated Belkin ATA support hotline on:

1300 552 002

Open Monday - Friday 8am - 8pm EST

iinet
connect better

VoIP Account Support/Settings

If you have any questions that relate to your account details and VoIP account settings with iiNet please call:

13 22 58

Press 1 for Support and then 1 for Broadband.
Open 24 hours, 7 days a week.

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