**Recommendation: Using the ATA as a router**

**To minimize complications it is best to use the sipgate as a router:** To connect the device to your DSL line, attach it directly behind the modem. If you would like to use your present router instead of the sipgate router (e.g. in order to connect several PC’s), you can attach it directly behind the modem.

We recommend the use of the ATA as your router. This offers a set of advantages, the most important to you is that setting up the ATA as a router is a whole lot easier than making it work as a client in a network. If you don’t want to use the ATA as a router, you can operate it as a client behind another router (e.g. behind a firm’s network). Please read the Quick start Guide on the other side of this flyer for more information.

To use the sipgate as a router. To use the sipgate as a router.

**Get your password before connecting the router.**

In order to access the web configuration of your ATA, you will need your SIP password. The SIP password is NOT your password for logging in to www.sipgate.co.uk! You may find the SIP password after the login on www.sipgate.co.uk under “my account”, “Connection information”, “SIP_password”. Copy and paste the password from the website to an intermediate file (e.g. a text editor), in order to avoid mistakes of letters and numbers, and/or in upper and lower case.

Only with DSL connection:

Have the login data of your Internet service provider (ISP) available since this information will also have to be used in the set-up of your new router. You provider should have given you the SIP login data at the beginning of your contract.

1. **Get your password before connecting the router.**

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2. **Attach the ATA adapter to your Internet connection with the enclosed white network cable.**

   You should connect to the cable to a 10 MBit-Ethernet port on your DSL modem. The other end of the cable, you may plug into the WAN port on the back wall of the ATA.

   You may connect your PC directly with the ATA device. If this is the only device you wish to access the Internet. You may also use the ATA to connect another network device such as a hub, a switch, or an old router. This has the benefit of allowing multiple computers and devices to access each other and the Internet.

   **Attach your analogue telephone to the provided TAE-8211 Adapter (1).** The associated socket on the ATA is marked with “Phone”. Please attach the power pack last.

   Finally, plug in the power cable.

3. **Configure the ATA for your DSL line**

   Open a Browser (e.g. Internet Explorer) on your PC and enter the IP address 192.168.2.1, in order to get to the Web configuration menu of the ATA. You will start off from the login page of the adapter. Paste the SIP password copied in step 1 into the Intermediate file (i.e. through the text editor) or enter it by hand and click on “Login”.

   Under the option “IP ADDRESS”, you should activate “Dynamically assigned via DHCP or PPPoE”. Under “account ID” and “password” enter the login data of your DSL account. Note: Some providers lock your account if you log in of the wrong password! Proceed with extreme care! After saving the login data, the ATA adapter must be restarted. To “Reboot”, click on the button at the lower end of the Web configuration menu.

   **Error messages and problems**

   **Problem:** I lift the handset and hear nothing at all.
   **Answer:** For connecting your telephone to the ATA please use only the enclosed phone cable SIE for the R311 (Western) adapter for most telephones (e.g. Siemens, AES). A direct connection does not function by normal R211-R211 cables, since the wiring differs.

   **Problem:** I can no longer access the Internet.
   **Answer:** Reboot your PC, DSL modem and the ATA. Make sure that you saved the login data of your DSL Providers correctly in the ATA. You can make a change of the login data at 192.168.2.1 in the Web configuration menu. Please reboot the adapter after making changes. Some providers lock your DSL account after repeated wrong logins, and you must wait a while to try again. Enter the data with extreme care!

   **Problem:** The ATA does not get an IP address.
   **Answer:** Please take the handset off of your telephone and press the button on top of your adapter. You will hear an announcement. Following the announcement, please press keys “0” and “2” on your telephone. Your IP address will be announced through your handset. If you should get a set of zeros announced, the ATA cannot access an “external” IP address. Check whether your provider supports DHCP or if you are assigned a static IP address. Change the settings accordingly in the Web configuration menu of the adapter. Consider the difference between Internal and External IP addresses: Your ATA has the same (Internal) IP 192.168.2.1; the external IP address always changes.

   **Problem:** I can dial, but I hear no dial tone.
   **Answer:** First reboot the DSL modem, and then reboot the ATA so it logs in again to your provider.

   **My broadband modem supports only USB ports and/or my PC does not have an Ethernet card.**
   **Answer:** You need an adapter for USB on Ethernet in order to be able to use your ATA. If your PC does not have an Ethernet card, you can buy a USB for Ethernet converter, to connect your PC with the ATA and the broadband connection.

   **Problem:** I would like to operate a router and/or a W-LAN router behind the ATA. The PCs attached there do not connect to the Internet anymore; I want to use your ATA. If your PC does not have an Ethernet card, you can buy a USB Ethernet converter, to connect your PC with the ATA and the broadband connection.

   **Answer:** Reboot your PC, call up the Web configuration menu of your old router (not the ATA! Usually 192.168.0.1 and/or 192.168.1.1), deactivate PPPoE and the DHCP function, so it no longer gives IP addresses. Finally, reboot your router.

4. **Attach the power pack last.**

   Your PC must be restarted, so that it is able to connect to the net! Since your computer switches over to the new DNS server only with a restart, you must reboot to make the changes take effect (“start”/“terminating” / “new to start”).

   **Note:** Your PC must be restarted, so that it is able to connect to the net!

   1. **User manual**
   
   You will find a detailed guide for your ATA486 under:
   

   2. **Help Centre**
   
   If you still have questions, please consult the sipgate help centre under:
   
   [http://www.sipgate.co.uk/faq](http://www.sipgate.co.uk/faq)

   If you do not find your question answered in the help centre, contact our support team at ata486@support.sipgate.co.uk
Only in exceptions: The ATA as a Client

Note: You should follow the installation hints on this page only if your ATA cannot start as a router for technical reasons. This case is very rare (e.g. firmware function of your past routers, routing by the provider only, modem has a router integrated already).

How to use the ATA as a client behind a router

Sometimes you have to set the ATA as a client behind a router even though we recommend the use of the ATA as a router (see overview). If you want to exchange the ATA as a client, you will find the appropriate guidance on this page. Please note that setting up the ATA as a client is a whole lot easier and we strongly recommend to do so.

1. **ATTENTION:** Your ATA is a client device, this port remains empty.
2. **Only in exceptions:** The ATA as a Client

3. **Overview of the device functions**

   **Button:** After you have attached the power, the button flashes for some seconds. Please do not interrupt this procedure, only after the light turns solid red, are you ready to use the adapter. If you are called and your telephone rings, the light flashes.

   **When the adapter starts,** the large button on the top flashes red for approximately 30-50 seconds. Your adapter is now operational. If you take your handset off, hear a dial tone and the button on the adapter lights up and stays on.

   You are now reachable through your sipgate direct inward dialling and can select different sipgate participants, and/or Free voice-Numbers in England, Austria, and Germany. For all other calls, you need credit in your sipgate.co.uk account. You may do this by logging in with your login data under „account & billing”, and following the instructions.

4. **Configuration of your network**

   **Should the equipment not function once everything has been put together or it has problems after some time, it is usually due to incorrect routing and/or firewall configurations:**

   - It rings on the opposite end, however you hear no voice when someone answers.
   - You can dial a number, but hear no ringing. As soon as someone answers, the line disconnects.
   - Your fixed-net number is not reachable.
   - The phone you called continues to ring, although you have already hung up.
   - You can dial but it doesn’t connect.
   - The connection is interrupted after 6 - 12 seconds.
   - Also typical for some of these problems: They are not reproducible, but sometimes emerge only after hours or days.

5. **Other error messages and problems**

   **Problem:** I lift the handset and hear nothing at all.
   **Answer:** Please take the handset off of your telephone and press the large button on your adapter, then dialling “0” and “2” on your telephone. You will find a detailed guide for your ATA486 under: [http://www.sipgate.co.uk/img/usermanual_ata486_E.pdf](http://www.sipgate.co.uk/img/usermanual_ata486_E.pdf)

   **Problem:** I hear only a fast busy signal, but the distribution of IP addresses seems to work.
   **Answer:** Often, this is a configuration problem of your router. The box above contains further information to resolve this problem.

   **How you can eliminate these problems:**

   1. **Activate the DMZ for the IP address of the telephone**

      The DMZ (Denial-of-service zone) excludes a range of one or more IP addresses from all Firewall settings. Usually you can find the option DMZ in the menu of your router under “Firewall”, “Advanced Settings”, “WAN Settings” or “2Applications/Gaming”. Switch the DMZ on and register the IP address of your equipment. You may find out this address, by tainting the handset off, pressing the large button on the ATA, then dialling “0” and “2” on your telephone. Listen for the IP address.

   2. **Switch off all packet filter and Firewall options**

      With some routing problems, the first step is sufficient. If not, try turning off your active packet filters. Sometimes you must also change individual settings like “package filters”, “hacker defence”, “IP Filter” or similar settings “Firewalls”. Switch these options off.

   3. **Port forwarding**

      Arranging port forwarding for the following ports: port 5060/UDP (SIP signalling), port 5000/UDP (RTP), port 10000/UOD (SIP). For advice on how to update your router’s firmware, please check the website of your router’s manufacturer. With some routing problems, the first step is sufficient. If not, try turning off your active packet filters. Sometimes you must also change individual settings like “package filters”, “hacker defence”, “IP Filter” or similar settings “Firewalls”. Switch these options off.

   4. **UPnP**

      In case your router is UPnP (universal plug and play) supported, please try turning this option on and/or off.

   **How you can eliminate these problems:**

   1. **1. User manual**

      You will find a detailed guide for your ATA486 under: [http://www.sipgate.co.uk/img/usermanual_ata486_E.pdf](http://www.sipgate.co.uk/img/usermanual_ata486_E.pdf)

   2. **2. Help Centre**

      If you still have questions, please consult the sipgate help centre under: [http://www.sipgate.co.uk/fog](http://www.sipgate.co.uk/fog)

      If you do not find your question answered in the help centre, contact our support team at ata486@support.sipgate.co.uk