

# Cisco Linksys SPA 2102

Phone adapter with Router for your Internet calling



## Home Phone Adapter

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# 1. Introduction

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What is the joip Home phone service?

The joip Home phone service allows you to make calls through your Home internet connection, saving you up to 70% on your phone bill. Internet Phone to Phone service works just like your regular phone and provides you with the best VoIP services.

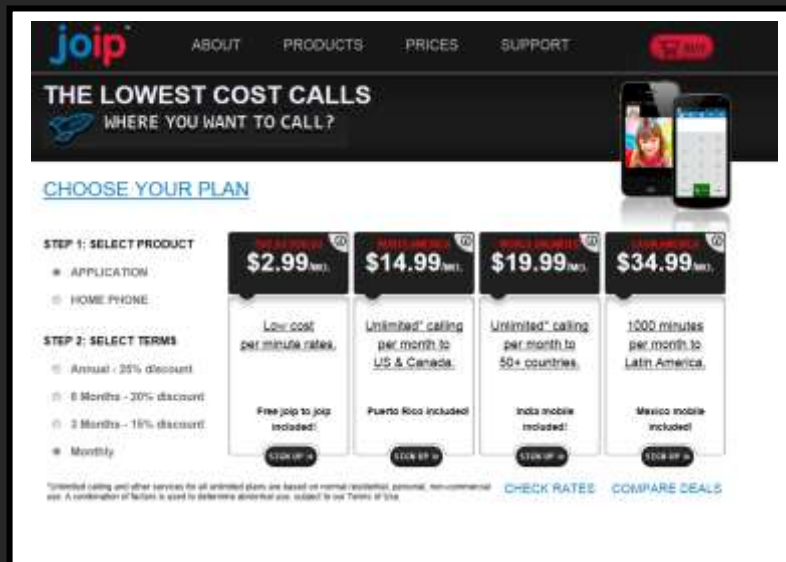
Simply Signup, Receive your phone adaptor and connect it to your internet connection and home phone.

With joip Home phone, you can also take your account and number with you: receive and make calls from your Home phone, Mobile phone, PC or Tablet. You can find all the relevant information at [www.joip.com](http://www.joip.com) under our products section.

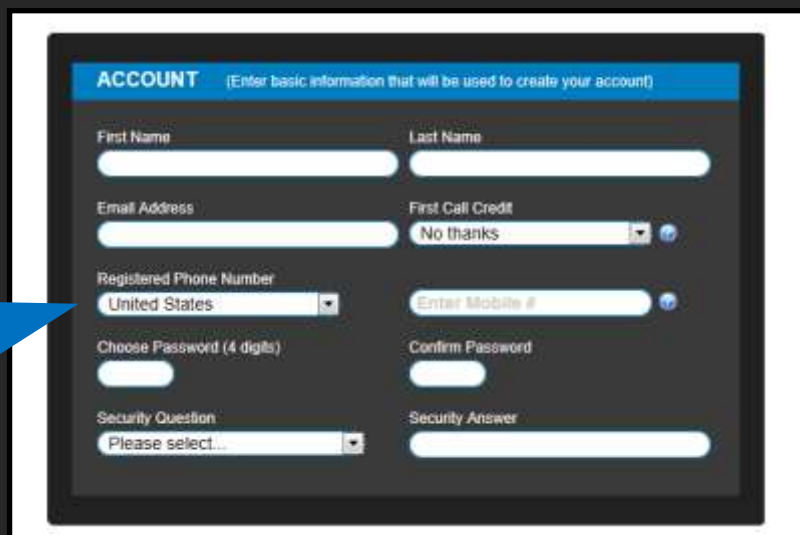
This means that you can make low-cost phone calls at any given moment!

## 2. Signup

1. Visit our website and choose the calling plan you prefer.



2. Fill out the signup form and click 'Continue'.

A screenshot of the Joip account creation form. The form is titled 'ACCOUNT' and includes a sub-header '(Enter basic information that will be used to create your account)'. The form fields are: 'First Name', 'Last Name', 'Email Address', 'First Call Credit' (with a dropdown menu set to 'No thanks'), 'Registered Phone Number' (with a dropdown menu set to 'United States' and an 'Enter Mobile #' field), 'Choose Password (4 digits)', 'Confirm Password', 'Security Question' (with a dropdown menu set to 'Please select...'), and 'Security Answer'. A blue callout bubble on the left side of the form contains the text: 'The 'Registered phone number' will link your phone to the app and function as your Caller ID when using the app'.

- Review the summary and click 'Confirm'. Note that before confirming your signup is not yet completed.



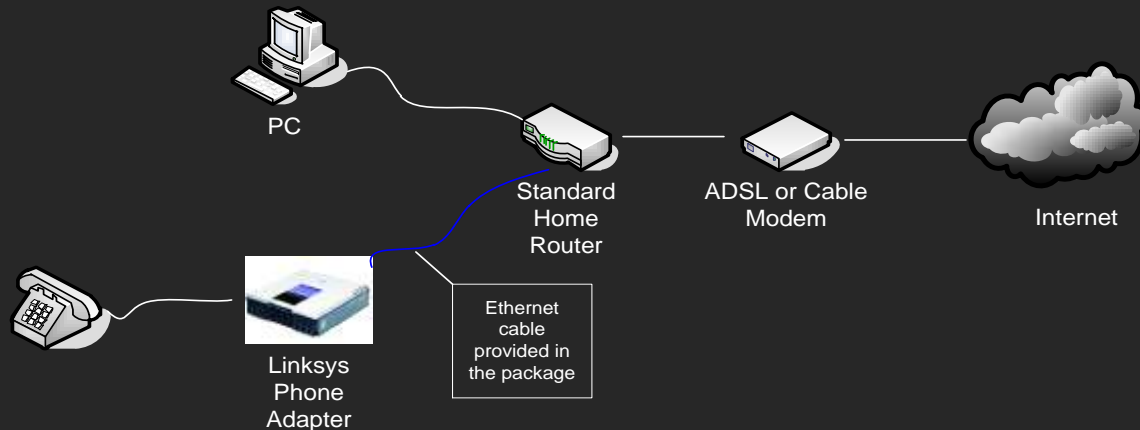
- Wait for the confirmation page. Please check your mailbox for our confirmation email containing your account details (8-digit User ID and the 4-digit password you have chosen). It may take up to 30 minutes for the email to arrive.



## 3. Using the Linksys Phone Adapter as an ATA

### Configuration 1- If you use a broadband modem (ADSL modem or cable modem)

**IMPORTANT NOTE:** Your Linksys Phone Adapter is pre-configured as a DHCP client for use with your home router. If your router is not configured to support DHCP, please contact Customer Care at <http://joip.custhelp.com/> for further assistance.



### INSTALLATION:

#### Step I: Connect your Linksys Phone Adapter to your home network/router

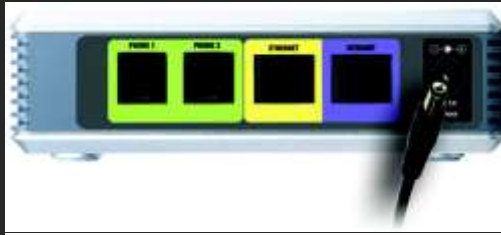
1. **Connect the phone:** Connect a telephone to "PHONE 1" of the two phone ports (as shown in the diagram below) on the Linksys;



2. **Connect the home router:** Use the Ethernet cable provided in the packaging and connect the "INTERNET" port (as shown in the diagram below) on the Linksys to an spare Ethernet port on your home router;



3. **Connect the power:** Connect the power cord to the receptacle on the Linksys marked "POWER" (as shown in the diagram below), and the power adapter to an electrical outlet.

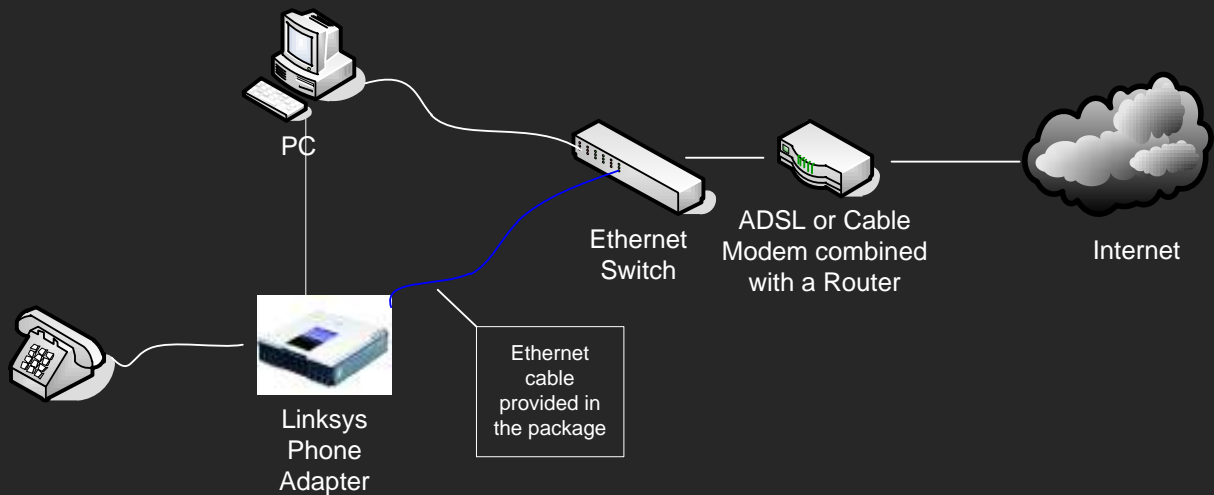


## Step II: Start making and receiving IP phone calls

1. Wait for the "POWER", and "PHONE 1" LEDs on the Linksys to stop blinking. It should only take a few minutes. Once the LEDs are solidly lit, pick up the telephone receiver and verify that you hear a dial tone;
2. Once you hear a dial tone, you are ready to make and receive calls. When placing calls, always use 10-digit dialing such as 210-555-1212 (area code + number) even if it is a local number.

## Configuration 2 - If you use a broadband solution that combines an ADSL modem or a cable modem with a router

**IMPORTANT NOTE:** Your Linksys Phone Adapter is pre-configured as a DHCP client for use with your home router. If your router is not configured to support DHCP, please contact Customer Care at <http://joip.custhelp.com/> for further assistance.



## INSTALLATION:

### Step I: Verify Ethernet Port Availability

1. Check your broadband solution. If there is at least one spare Ethernet Port, skip the rest of this Step and proceed to Step II.
2. If there is no spare Ethernet Port on your broadband home portal, you need to obtain an Ethernet Switch or Hub, and connect it to the router. An Ethernet switch or hub is not provided in the package. If you need assistance with this step, please contact Customer Care at <http://joip.custhelp.com/> for further assistance.

## Step II: Connect your Linksys Phone Adapter

1. **Connect the phone:** Connect a telephone to "PHONE 1" of the two phone ports (as shown in the diagram below) on the Linksys;



2. **Connect to the router or switch:** Use the Ethernet cable provided in the packaging and connect the "INTERNET" port (as shown in the diagram below) on the Linksys to a spare Ethernet port on your router (or the Ethernet switch or hub as described in Step I);



3. **Connect the power:** Connect the power cord to the receptacle on the Linksys marked "POWER" (as shown in the diagram below), and the power adapter to an electrical outlet.



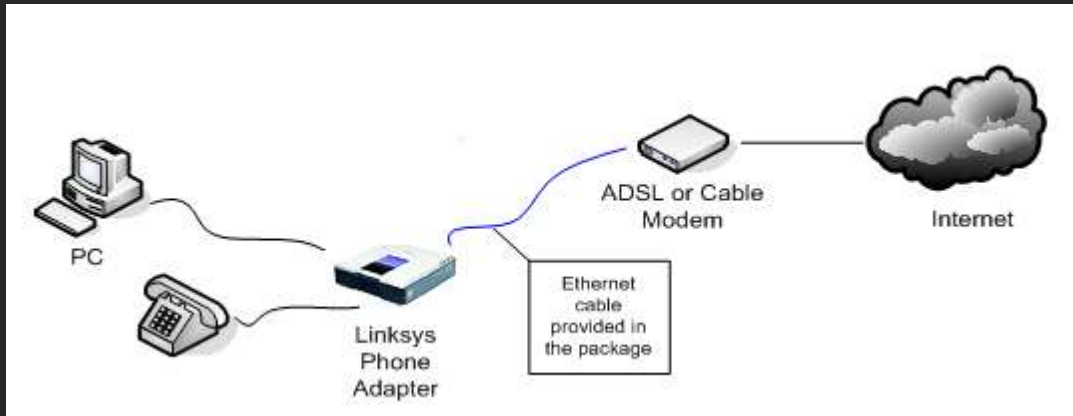
## Step III: Start making and receiving IP phone calls

1. Wait for the "POWER" and "PHONE" LEDs on the Linksys to stop blinking. It should only take a few minutes. Once the LEDs are solidly lit, pick up the telephone receiver and verify that you hear a dial tone;
2. Once you hear a dial tone, you are ready to make and receive calls. When placing calls always use 10-digit dialing such as 210-555-1212 (area code + number) even if it is a local number.



### 3. Using the Linksys Phone Adapter as an ATA + Home Router

**IMPORTANT NOTE:** Your PC need to be pre-configured as a DHCP client for use with Linksys Phone Adapter. If your PC is not configured as DHCP, please contact Customer Care at <http://joip.custhelp.com/> for further assistance.



#### INSTALLATION:

##### Step I: Connect your Linksys Phone Adapter to your home network/router

1. **Connect the phone:** Connect a telephone to "PHONE 1" of the two phone ports (as shown in the diagram below) on the Linksys;



2. **Connect the home router:** Use the Ethernet cable provided in the packaging and connect the "INTERNET" port (as shown in the diagram below) on the Linksys to an spare Ethernet port on your home router;



3. **Connect your PC:** Use different Ethernet cable and connect the "ETHERNET" port (as shown in the diagram below) on the Linksys to the Ethernet port on your PC;



4. **Connect the power:** Connect the power cord to the receptacle on the Linksys marked "POWER" (as shown in the diagram below), and the power adapter to an electrical outlet;



## Step II: Configure the Linksys Phone Adapter

1. Launch the web browser on the PC.
2. Enter **http://192.168.0.1/advanced** in the Address field (**192.168.0.1** is the default local IP address of the Phone Adapter). Then press the **Enter** key.
3. You will see a login screen (as shown in the diagram below). In the **User Name** field, enter **user**, the default user name for user access (this cannot be changed).

A screenshot of a web browser's login dialog box titled "Enter Network Password". The dialog contains a key icon and the text: "This secure Web Site (at 192.168.0.1) requires you to log on. Please type the User Name and Password that you use for spa user." Below this, there are two input fields: "User Name" with the text "user" and "Password" with masked characters "\*\*\*\*\*". There is a checkbox labeled "Save this password in your password list" which is currently unchecked. At the bottom right, there are "OK" and "Cancel" buttons.

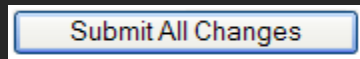
4. The Router - Status screen will appear. Click the **WAN Setup** tab.
5. Select **PPPoE** for the Connection Type.



6. Enter the **user name** in the PPPoE Login Name field, and enter the **password** in the PPPoE Login Password field.

<b>PPPoE Settings</b>	
PPPoE Login Name:	<input type="text"/>
PPPoE Login Password:	<input type="password"/>
PPPoE Service Name:	<input type="text"/>

7. Click **Submit All Changes**.



### Step III: Start making and receiving IP phone calls

1. Wait for the "POWER" and "PHONE" LEDs on the Linksys to stop blinking. It should only take a few minutes. Once the LEDs are solidly lit, pick up the telephone receiver and verify that you hear a dial tone;
2. Once you hear a dial tone, you are ready to make and receive calls. When placing calls always use 10-digit dialing such as 210-555-1212 (area code + number) even if it is a local number.

## 4. VoIP Calling Features

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Take advantage of our advanced VoIP features:

**Call Forwarding** - Forward all of your calls to another telephone number. We offer you different call forwarding options.

❖ **Unconditional call forward** allows you to forward all incoming calls to another telephone number.

- To enable, press \*71\*telephone number and the # key.
- To disable, press \*72 followed by the # key.

❖ **Conditional call forward** provides 3 ways to enable call forward.

1. **Busy Call Forward** – Forward incoming calls to another phone when your phone is busy.

- To enable, press \*75\*telephone number followed by the # key.
- To disable, press \*76 followed by the # key.

2. **Not Available Call Forward** – Forward incoming calls to another phone when your VoIP telephone is offline.

- To enable, press \*77\*telephone number followed by the # key.
- To disable, press \*78 followed by the # key.

3. **No Answer Call Forward** – Forward incoming calls to another phone when you do not answer your phone.

- To enable press \*73\*telephone number followed by the # key.
- To disable press \*74 followed by the # key.

**Voicemail** – Set up your voicemail and check your messages from your broadband phone or a remote location.

❖ **Access voicemail settings**

Simply dial \*0 followed by the # key from your phone to enter the menu. Choose your 4 digit password, set up your own greetings, and more.

❖ **Check your messages** – There are 2 ways to check your messages:

1. **Check your voicemail from your VoIP phone**

Pick up your phone and a stutter tone indicates that you have new messages. Dial \*0 followed by the # key to enter the voice mail menu and hear your messages.

2. **Check your voicemail from any phone**

Dial your own VoIP telephone number from any phone. When you hear the greeting message, press \* then follow the prompts to listen to your messages.

**Caller ID** - See the phone number and name of the person calling you with caller ID.

**Call Waiting** - Call waiting allows you to take another call while you are already on the phone with someone. You will hear a tone indicating a second call. To answer the second call and put the first call on hold, press the flash button. Press flash to switch between calls.

**Cancel Call Waiting (\*70)** - Press \*70 and dial the destination telephone number to disable call waiting during the call. Call waiting will be enabled during the next call you make.

**Call Waiting with Caller ID** - Call waiting with caller ID displays the phone number and name of the incoming caller while you are already on the phone talking to someone. Press the flash button to switch between calls.

**Block Outbound Caller ID (\*67)** - Press \*67 before dialing a number to block the call destination from seeing your identity on their caller ID.

**Repeat Dial (\*66)** - Repeat dial automatically redials the last outbound number you called for up to 30 minutes. Once the outbound caller answers, our system will call you back to connect the call. To enable, press \*66 followed by the # key.

**Return Call (\*69)** - Return call allows you to immediately return the call of an incoming caller, even if you didn't answer the phone. Dial \*69 followed by the # key from your phone and the last incoming phone number will be called.

**Do Not Disturb (\*40)** - Set up Do Not Disturb so that your phone will not ring and all incoming calls will go directly to your voicemail. To enable, press \*40 followed by the # key, from your phone. To disable press \*41 followed by the # key.

**Speed Dial** - Save up to 10 of your most frequently dialed numbers to shortcuts for speed dialing. To enable, press \*X\*telephone number followed by the # key. Replace X with a number between 1 and 10 that will be the shortcut to dial. When you enter the telephone number, make sure to enter an 11-digit number, such as 1-210-555-1212. To use speed dial, press \*X followed by the # key. To delete, press \*X\* followed by the # key (X represents a number between 1 and 10).

**3-way Calling** - Connect three parties into one call at any time. While you are on a call, press flash to place the call on hold, dial the number of the third person, press flash again, and all three parties will be connected.

# 5. Web-Based VoIP Features

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Log into the Members Center with your account number and 4 digits password. You can then access the following features and information:

## My calls:

- **My Call Detail Records (CDRs)** – View a log of all incoming and outbound calls.
- **My Voicemail** – Check your voicemail box and set up new message email notifications.

## My Features: Update your calling features from the website

- Call Forward
- Speed dial
- Find me
- Call waiting
- Do not disturb
- Block caller ID
- Block international calls

## My Account: Update | View your account information

- Personal details
- Credit card details
- Service address
- Change package
- Account password
- Add funds
- View billing statement
- View rates
- Keep my existing phone number (LNP for US and Canada only).

## 6. For Further Assistance

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If you do not know how to set up your home router, Ethernet switch or hub  
Please refer to the user guide that came with these equipment.

If you require further assistance

Please contact Customer Care at <http://joip.custhelp.com/>

Thank you for choosing

