

Innomedia MTA 3328-2

User's Guide



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InnoMedia MTA 3328-2 User's Guide
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Table of Contents

1	WELCOME.....	1
	OVERVIEW	1
	PRODUCT FEATURES.....	2
	PACKAGE CONTENTS	2
	SYSTEM AND SERVICE REQUIREMENTS	2
	ABOUT THIS GUIDE.....	3
	<i>Symbols</i>	4
2	GETTING STARTED	5
	OVERVIEW	5
	INNOMEDIA MTA 3328-2 HARDWARE OVERVIEW.....	5
	<i>LED Lights</i>	5
	<i>Back Panel</i>	9
	SETTING UP THE INNOMEDIA MTA 3328-2.....	10
	INSTALLING A ROUTER	11
	<i>Connecting the Router</i>	11
	<i>Configuring the Router for DHCP</i>	12
	<i>Testing the Router Setup</i>	13
	CONNECTING THE INNOMEDIA MTA 3328-2 TO A NETWORK.....	13
	<i>DHCP Addressing</i>	13
	<i>Static IP Addressing</i>	14
	<i>Connecting to the MTA 3328-2 via the Virtual Interface</i>	17
3	PLACING CALLS	21
	OVERVIEW	21
	UNDERSTANDING DIAL PLANS.....	21
	CALLING WITH A NORTH AMERICAN DIAL PLAN.....	22
	<i>Calling North American Destinations</i>	22
	<i>Calling International Destinations</i>	22
	CALLING WITH A NON-NORTH AMERICAN DIAL PLAN.....	23
4	USING THE WEB MANAGEMENT TOOL	25
	OVERVIEW	25
	LOGGING INTO THE WEB MANAGEMENT TOOL.....	26
	CONFIGURING THE MTA 3328-2 VIA THE WEB MANAGEMENT TOOL	27

- Network Configuration*.....27
- Port Configuration*.....28
 - Account/PIN Prompter 30
- Device Management*.....32
 - Device Information 32
 - Username and Password..... 33
 - Firmware Upgrade 34
- Advanced Settings*36
- Reboot*.....37
- Restore Default Values*.....37
- 5 VOICELINE FEATURES39**
 - OVERVIEW39
- 6 APPENDICES41**
 - APPENDIX A – TROUBLESHOOTING AND TECHNICAL SUPPORT.....42
 - APPENDIX B – APPROVALS AND LISTINGS44
 - FCC Declaration of Conformity*.....44
 - FCC Compliance Statement*:.....44
 - APPENDIX C – END USER WARRANTY45
- 7 INDEX47**

1

Welcome

Overview

Congratulations on purchasing the Innomedia MTA 3328-2!

The MTA 3328-2 is a Voice over Internet Protocol (VoIP) broadband device that allows you to connect up to two analog telephones and make and receive calls over the Internet using a broadband connection.

The MTA 3328-2 converts the analog signal from your telephone(s) to Voice over Internet Protocol (VoIP). It then uses the LAN's broadband connection to send calls over the Internet via the service platform. Since VoiceLine calls bypass most of the Public Switched Telephone Network (PSTN), the result is significant savings on long-distance communications services.

This chapter will introduce you to the Innomedia MTA 3328-2 device and its requirements.



This chapter describes:

- ☞☞ **Product Features**
- ☞☞ **Package Contents**
- ☞☞ **System and Service Requirements**
- ☞☞ **About this Guide**



NOTE: If you need technical support for the MTA 3328-2, contact your service provider. Please do not contact InnoMedia directly.

Product Features

Designed for versatility and performance, the MTA 3328-2 provides the following features.

- ☞☞ **Auto-provisioning** – the device settings are automatically obtained from a central provisioning server, so the device is ready to use as soon as you set it up and connect it to the Internet.
- ☞☞ **LEDs** – the device has light-emitting diodes (LEDs) that communicate the status of the device and each call.
- ☞☞ **Pass-through port** – allows your PC to access the same network as the device, so you do not have to lose a physical port on the network.

Package Contents

You should find the following contents in your Innomedia package:





- ☞☞ Innomedia MTA 3328-2 device
- ☞☞ One 12 Volt D/C power adapter
- ☞☞ One telephone cable (RJ-11)
- ☞☞ One network cable (RJ-45)
- ☞☞ User's Guide (if not available in your package, please contact your distributor)
- ☞☞ Quick Install Guide

System and Service Requirements

You will need the following items/services to use the Innomedia MTA 3328-2:

- ☞☞ A broadband Internet connection (such as DSL, cable, T1, LAN, or WAN)
- ☞☞ A valid account from your distributor
- ☞☞ A cordless or wired telephone
- ☞☞ A PC with any recent Web browser (for managing your account details and calling features only)
- ☞☞ Most broadband Internet connections use dynamic IP addressing, but if your WAN uses

static IP addresses, you will also need the following information for the MTA 3328-2:

-  IP address
-  Netmask
-  Gateway address
-  DNS server address

This information is available from your broadband service provider or LAN administrator.

About this Guide

This User's Guide, as well as the other instructional literature that accompanies the Innomedia, is intended for people who have a moderate degree of experience installing networking equipment such as routers, hubs, servers, and switches, and are familiar with basic wiring and cabling practices.





The table below provides a brief overview of the main topics covered in this Guide.

FOR INFORMATION ON...	GO TO...
Product features	Chapter 1, <i>Welcome</i>
System requirements	Chapter 1, <i>Welcome</i>
Hardware overview	Chapter 2, <i>Getting Started</i>
Connecting the device to a network	Chapter 2, <i>Getting Started</i>
Placing calls	Chapter 3, <i>Placing Calls</i>
Logging into the Web Management Tool	Chapter 4, <i>Using the Web Management Tool</i>
Configuring the device via the Web Management Tool	Chapter 4, <i>Using the Web Management Tool</i>
Upgrading the firmware	Chapter 4, <i>Using the Web Management Tool</i>
Enabling reverse polarity	Chapter 4, <i>Using the Web Management Tool</i>

FOR INFORMATION ON...	GO TO...
Rebooting the device	Chapter 4, <i>Using the Web Management Tool</i>
Restoring the default values	Chapter 4, <i>Using the Web Management Tool</i>
Troubleshooting	Chapter 5, <i>Appendices</i>
Contacting Technical Support	Chapter 5, <i>Appendices</i>

Symbols

Throughout the user's guide, you will see information highlighted for you with the following fun symbol icons:

SYMBOL	REPRESENTS
	Chapter Description
	Note
	Tip
	Important

2

Getting Started

Overview

Before you can start using your Innomedia MTA 3328-2, it's a good idea to familiarize yourself with the hardware. Once you have done that, setting up the MTA 3328-2 should be very simple.



This chapter describes:

- ☞☞ **The Innomedia MTA 3328-2 hardware**
- ☞☞ **How to set up the MTA 3328-2**
- ☞☞ **How to connect the MTA 3328-2 to the network**

Innomedia MTA 3328-2 Hardware Overview

The following images show the top and back panel of the MTA 3328-2.

LED Lights

On the top of the device, there are seven (7) light-emitting diode (LED) lights that communicate the device, call, and feature statuses.



Innomedia MTA 3328-2 LEDs

The following table describes each LED and what the different behaviors (blinking light, steady light, etc.) mean:

LED STATES		
LED	Blinking State	MTA 3328-2 State
PWR	Steady	The device power is on.
	Off	The device power is off.
RUN	Blinking slow	The device failed to download a configuration file or to register with the SIP server. Refer to Appendix A on page 42 in this Guide for details on troubleshooting.

LED STATES		
LED	Blinking State	MTA 3328-2 State
RUN (cont'd.)	Blinking fast	The device is actively downloading a configuration file or a firmware update.
	Steady	The device has been configured successfully and is running normally.
	Off	The device is malfunctioning.
WAN	Blinking fast	Data is being transferred.
	Steady	The device is connected to a broadband network.
	Off	The device is not connected to a broadband network.
LAN	Blinking	Data is being transferred.
	Steady	The device is connected to an external PC.
	Off	The device is not connected to an external PC.
VOIP	Blinking	A call is in progress (data is being transferred).
	Steady	The VoIP module is internally initialized and the unit is ready to make calls.

LED STATES		
LED	Blinking State	MTA 3328-2 State
PHONE 1/ PHONE 2	Blinking	The connected telephone handset is on the hook (not in use) and there are new voice mail messages.
	Steady	The connected telephone handset is off the hook and there are new voice mail messages.
	Off	The connected telephone handset is on the hook (not in use) and there are no new voice mail messages.
VOICE ACTIVITY 1/ VOICE ACTIVITY 2	Blinking	A call is in progress.
	Off	There is no voice activity (i.e., no call in progress).



NOTE: All of the LEDs will be on and/or blinking when the MTA 3328-2 is booting, which can take several minutes. The device is ready to use when the RUN light is steady.

Back Panel

The back panel of the MTA 3328-2 contains the input/output ports.

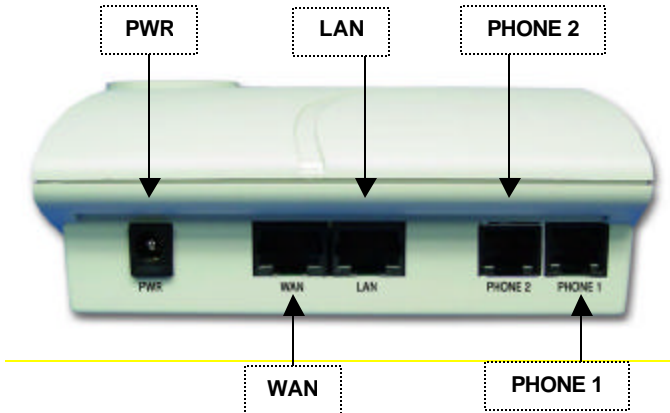


Figure 2 – Innomedia MTA 3328-2 Back Panel

- ☞ **PWR** – connects to a wall outlet with the supplied 12-Volt D/C power adapter.
- ☞ **WAN port** – connects to your network with the standard Ethernet network cable (RJ-45).
- ☞ **LAN port** – if the MTA 3328-2's WAN port is connected to a router and its LAN port is connected to a PC (with an RJ-45 network cable), then you will be able to share the Internet connection between your PC and the MTA 3328-2; it provides the connected PC with the IP address from the same network to which the WAN port is connected
- ☞ **Phone 2 port** – connects to a secondary telephone via a standard telephone line (RJ-11).
- ☞ **Phone 1 port** – connects to the primary telephone, on which you will receive inbound calls, via a standard telephone line (RJ-11).

Setting up the Innomedia MTA 3328-2

To set up the MTA 3328-2:

1. Using the standard Ethernet network cable (RJ-45) included with the device, connect the **WAN** port on the back of the MTA 3328-2 to your broadband/DSL/cable modem, router, or existing LAN broadband connection (i.e., office network).



NOTE: The Innomedia MTA 3328-2 is **NOT** a router. In order to use multiple devices or computers with your broadband connection, you will need a standard router.

2. Using the standard telephone cable (RJ-11) included with the device, connect the **Phone 1** port (for incoming calls) on the back of the device to your telephone.
3. Connect the D/C power adapter (included with the device) to the **PWR** port on the back of the MTA 3328-2, and then plug the power cord into a wall outlet.
4. **Optional:** Using a standard Ethernet network cable (RJ-45), connect the **LAN** port on the back of the MTA 3328-2 to your PC's network/Ethernet port. *If the MTA 3328-2's **WAN** port is connected to a router and its **LAN** port is connected to a PC, then you will be able to share the Internet connection between your PC and the MTA 3328-2.*



IMPORTANT: After you set up the InnoMedia for the first time, it may take up to ten (10) minutes to download the configuration files. During the download process, the device's RUN LED blinks quickly. When the RUN LED stops blinking and remains steady, the download process is complete -- you will now hear a dial tone.

In the next step, you will determine if you need to install a router.

Installing a Router

There are two instances in which you would need to install a router:

- ☞☞ If you need to share your broadband Internet connection between your PC and your telephone adapter
- ☞☞ If your broadband Internet connection does not have a method to supply an IP address to the MTA 3328-2

If your situation satisfies either of these conditions, you will need to install a router. The router will allow multiple devices (including your PC and your telephone adapter) to connect to the Internet at the same time. Follow the directions in the **Connecting the Router** section below.

If you do not need to share your connection or if your connection can supply an IP address to the MTA 3328-2, skip to section **Connecting the InnoMedia MTA 3328-2 to a Network** on page 13 in this Guide.

Connecting the Router

To install a router:

1. Shut down the PC connected to your broadband connection.
2. Identify the standard network cable (RJ-45) that connects the cable modem to the PC and disconnect it from the cable modem (leave it connected to the PC).
3. Using another standard network cable (RJ-45), connect the cable modem to the router's WAN port.
4. Using the standard network cable (RJ-45) connected to the PC (which you disconnected from the cable modem in step 2), connect the PC to any of the router's available ports.

- Using another standard network cable (RJ-45), connect the telephone adapter (InnoMedia MTA 3328-2) to any of the router's available ports.
- Using a standard telephone cable (RJ-11), connect the telephone to the telephone adapter. *The configuration should appear as illustrated in the diagram below.*
- Power up the PC.



Router Configuration

Now that you have connected the router to share your Internet connection, the next step is to configure the router.

Configuring the Router for DHCP

To set the router to use DHCP addressing, you will need to access the router's local Web setup page. Please refer to the documentation that came with your router for instructions on accessing the local Web setup page and setting it to use DHCP.

We recommend that you set the "lease expires" time value to the maximum permitted by your router.

After modifying the router's settings, you will be prompted to reset the router. Please power off your telephone adapter to ensure that it obtains a correct IP address from your router.

The next step is to verify that the router was installed correctly.

Testing the Router Setup

Once you have set up and configured the router, it is a good idea to test it to make sure that you can successfully connect to the Internet.

You can verify that the router can successfully connect to the Internet in several ways. Two of the easiest are:

- ☞ Pick up the telephone connected to the telephone adapter (InnoMedia MTA 3328-2), listen for a dial tone, and attempt to make an outbound call.
- ☞ If your PC is connected to the same router as the telephone adapter, open a Web browser on your PC and enter a URL (e.g., www.myaccountcenter.net). If you are able to access the Web page, the router is connected properly.

In the next step, you will connect the InnoMedia MTA 3328-2 to a network. Once that step is complete, you will be able to make calls!

Connecting the Innomedia MTA 3328-2 to a Network

There are two methods you can use to connect the MTA 3328-2 to the network: DHCP (Dynamic Host Configuration Protocol) addressing or static IP addressing. With DHCP addressing (the default setting), the device's IP address parameters are configured automatically when you connect it to your broadband service connection. Static IP addressing requires you to enter static IP address parameters.

If your network uses DHCP (most common), refer to the next section, **DHCP Addressing**, below. If you need to use static IP addressing, skip to the **Static IP Addressing** section on the next page.

DHCP Addressing

If you are using DHCP addressing and the MTA 3328-2 has a valid Internet connection, the device will automatically connect to the provisioning server and download its configuration file as soon as it is connected to the network (steps described above, **Connecting the**

Innomedia MTA 3328-2 to a Network). If it finds a firmware upgrade, it will also automatically install the new version. The **Run** LED will blink quickly to signal that the device is actively provisioning.

If the provisioning process fails, refer to **Appendix A, Troubleshooting and Technical Support**, on page 42 in this Guide.



NOTE: The device will automatically re-connect to this server periodically to check for new configuration or firmware files.

The setup is complete when the **Run** LED is a steady green.

If you have verified that the telephone adapter and router (if applicable) and are connected successfully, you are now ready to make phone calls with your MTA 3328-2! For more details on placing and receiving calls, continue to Chapter 3, **Placing Calls**.

Static IP Addressing

If your network does not use DHCP addressing and you need to assign a static IP address to the MTA 3328-2, then follow the steps below.

To set a static IP address on the MTA 3328-2:

1. Pick up the telephone handset and dial *****1**.
The device will announce the IP address with which it was configured or that it acquired from a DHCP server.
2. Write down the IP address and hang up the telephone handset.



NOTE: Dialing *1 will work even if you hear no dial tone on the telephone.**



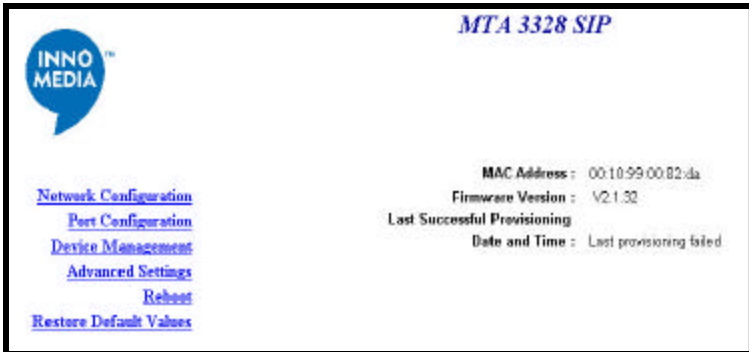
TIP: If you miss all or part of the IP address announcement, press ***1 again to repeat it.

3. If the device announces a valid IP address, open a Web browser on the PC connected to the same network as the device.



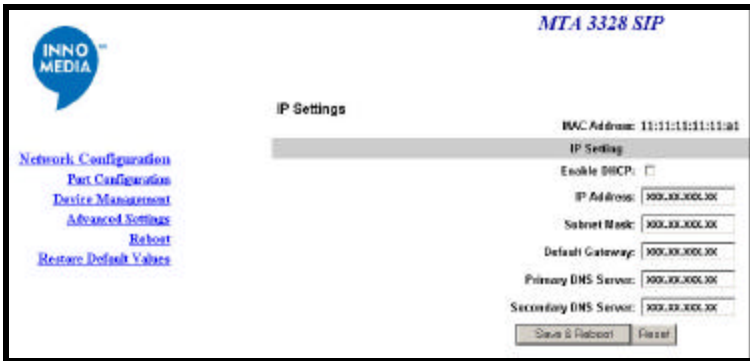
NOTE: If the device announces “0.0.0.0,” it is not able to obtain an IP address from a DHCP server OR there is no valid DHCP server available on the network. In either case, skip to the **Connecting to the MTA 3328-2 via a Virtual Interface** section, below.

4. In the Web browser window, enter the IP address in the **Address** box and press the **Enter** key. *A dialog box requesting a user ID and password displays.*
5. Enter the user ID **admin** and the password **n2p**, and then press the **Enter** key. *The Innomedia MTA 3328-2 Web Management tool home page displays.*



Web Management Tool Home Page

6. Click the **Network Configuration** link on the left-hand side of the page. *The Network Configuration page displays.*



Network Configuration Page

7. Disable DHCP by clicking the **Enable DHCP** checkbox to remove the "x."
8. In the **IP Address** field, enter the static IP address.
9. In the **Subnet Mask** field, enter the subnet mask value.
10. In the **Default Gateway** field, enter the default gateway address.
11. In the **Primary DNS Server** field, enter the primary DNS server address.
12. In the **Secondary DNS Server** field, enter the secondary DNS server address, if applicable.
13. Click the **Save & Reboot** button.
The change will be saved and the device will restart.



IMPORTANT: After you set up the InnoMedia for the first time, it may take up to ten (10) minutes to download the configuration files. During the download process, the device's RUN LED blinks quickly. When the RUN LED stops blinking and remains steady, the download process is complete -- you will now hear a dial tone.

The setup is complete when the **RUNLED** is a steady green.

If you are going to share your Internet connection between the InnoMedia MTA 3328-2 and a PC, refer to the **Installing a Router** section on page 11 to set up the router.

If you do not need to share your Internet connection with a PC, you are now ready to make phone calls with your MTA 3328-2! For more details on placing and receiving calls, go to Chapter 3, **Placing Calls**.

Connecting to the MTA 3328-2 via the Virtual Interface

The virtual interface can be used in the event you cannot access the WAN interface (e.g., if a static IP address was misconfigured or if there is no DHCP server available on your network.)

1. Configure the PC with an IP address of 192.168.99.x (where x is a value greater than 1).



NOTE: If you need assistance configuring the PC with this IP address, contact your network administrator or refer to your PC's operating system help file.

2. Using standard Ethernet network cable (RJ-45), connect the PC to the MTA 3328-2's **LAN** port.
3. Open a Web browser on the PC, enter **192.168.99.1** into the **Address** box, and then press the **Enter** key.
A dialog box requesting a user ID and password displays.
4. Enter the user ID **admin** and the password **n2p**, and then press the **Enter** key.
The Innomedia MTA 3328-2 Web Management tool home page displays.

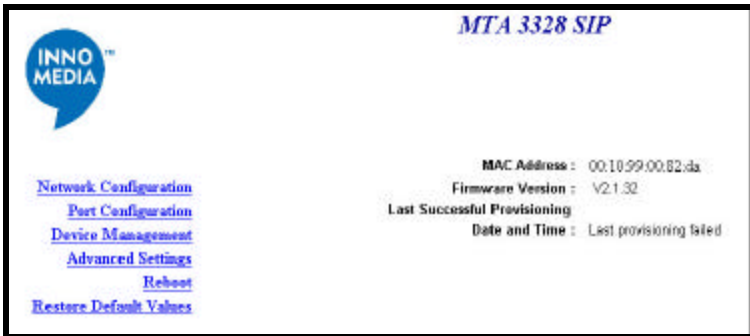


NOTE: User IDs and passwords are case sensitive.



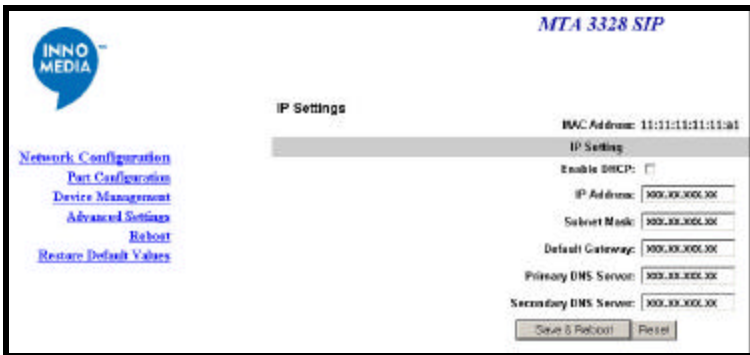
IMPORTANT: If you have multiple MTA 3328-2 devices connected to the same network and you are attempting to connect to a device's virtual Web interface, you must verify that you are connecting to the correct device. Confirm that the MAC address displayed on the page matches the one on the bottom of the device to which you are trying to connect.

To ensure that you are connecting to the correct device, you can disconnect the WAN cable when connecting to the virtual interface.



Web Management Tool Home Page

5. Click the **Network Configuration** link on the left-hand side of the page.
The Network Configuration page displays.



Network Configuration Page

6. Disable DHCP by clicking the **Enable DHCP** checkbox to remove the “x.”
7. In the **IP Address** field, enter the static IP address.
8. In the **Subnet Mask** field, enter the subnet mask value.
9. In the **Default Gateway** field, enter the default gateway address.
10. In the **Primary DNS Server** field, enter the primary DNS server address.
11. In the **Secondary DNS Server** field, enter the secondary DNS server address.
12. Click the **Save & Reboot** button.
The change will be saved and the device will restart.



IMPORTANT: After you set up the InnoMedia for the first time, it may take up to ten (10) minutes to download the configuration files. During the download process, the device's RUN LED blinks quickly. When the RUN LED stops blinking and remains steady, the download process is complete -- you will now hear a dial tone.

The setup is complete when the **Run** LED is a steady green.

If you have verified that the telephone adapter and router (if applicable) and are connected successfully, you are now ready to make phone calls with your MTA 3328-2! For more details on placing and receiving calls, continue to Chapter 3, **Placing Calls**.



TIP: If the Run LED is not steady after several minutes, refer to **Appendix A, Troubleshooting and Technical Support**, on page 42 in this Guide.

3

Placing Calls

Overview

Placing calls using the Innomedia MTA 3328-2 is almost as easy as placing a regular phone call – with added benefits. Not only can you place calls to and receive calls from any telephone in the world, you can also communicate with other MTA 3328-2 devices. This chapter offers instructions on placing and receiving different types of calls with the MTA 3328-2.



This chapter describes how to:

- ☞ **Place calls using a North American dial plan**
- ☞ **Place calls using all other dial plans**

Understanding Dial Plans

Dial plans allow you to dial phone numbers as you normally would from the specified country instead of having to dial as if you are in the United States. When you purchased the VoiceLine service, a dial plan was assigned to your account. That dial plan allows you to dial as you normally do from your PSTN (Public Switched Telephone Network) telephone.

If you have a North America dial plan (US or Canada), refer to the **Calling With a North American Dial Plan** section on the following page.

If you have any other dial plan, refer to the **Calling With a Non-North American Dial Plan** section, on page 23 in this Guide.

Calling With a North American Dial Plan

Calling North American Destinations

To place a call to another North America phone number on your MTA 3328-2 using a North American dial plan:

1. Pick up the telephone handset and listen for a dial tone.



NOTE: If you do not hear a dial tone when you pick up the handset, reboot the device by unplugging it and then plugging it back in. Then check for a dial tone again. If this is unsuccessful, refer to Appendix A for details on troubleshooting.

2. Using your telephone keypad, dial **1 + the area code + the local telephone number**.

For example, if the area code is 212 and the local number is 555-6789, you would dial:
1 212 5556789.

3. When you have finished your call, simply hang up the telephone handset.

Calling International Destinations

To place a call to an international phone number on your MTA 3328-2 using a North American dial plan:

1. Pick up the telephone handset and listen for a dial tone.
2. Using your telephone keypad, dial **011 + the country code + the city code + the local phone number**.

For example, if the country code is 44, the city code is 33 and the local phone number is 555-6789, you would dial:
011 44 33 5556789.

3. When you have finished your call, simply hang up the telephone handset.

Calling With a Non-North American Dial Plan

If you obtained your MTA 3328-2 from a distributor, it should already be set up with your local dialing plan.

If you need to change the local dialing plan configuration, contact your distributor or change the settings yourself on www.MyAccountCenter.net.

If you purchased the VoiceLine service with your credit card directly from the Web site, please return to the Web site, click the **Personal Profile** link on the sidebar menu, and then click the **Dial Plan Country & Time Zone** link.

To place a call to any destination on your MTA 3328-2 using a non-North American dial plan:

1. Pick up the telephone handset and listen for a dial tone.
2. Using your telephone keypad, dial the telephone number, as you would on a regular local PSTN telephone line, including all country and city codes.
3. When you have finished your call, simply hang up the telephone handset.

4

Using the Web Management Tool

Overview

The Innomedia MTA 3328-2 Web Management tool can be used to review the device's settings and configure features.



This chapter describes how to:

- ☞☞ **Log into the Web Management tool**
- ☞☞ **View and/or edit IP settings**
- ☞☞ **View the account number and PIN associated with the device**
- ☞☞ **View and/or edit the forwarding settings**
- ☞☞ **View the device's MAC address and firmware version**
- ☞☞ **Change the user name and/or password**
- ☞☞ **Upgrade the firmware**
- ☞☞ **Enable/disable reverse polarity**
- ☞☞ **View and/or change the virtual IP settings**
- ☞☞ **Reboot the device**
- ☞☞ **Restore the factory defaults**

Logging into the Web Management Tool

To access the Web management tool, you must first know the device's IP address.

To obtain the device's IP address:

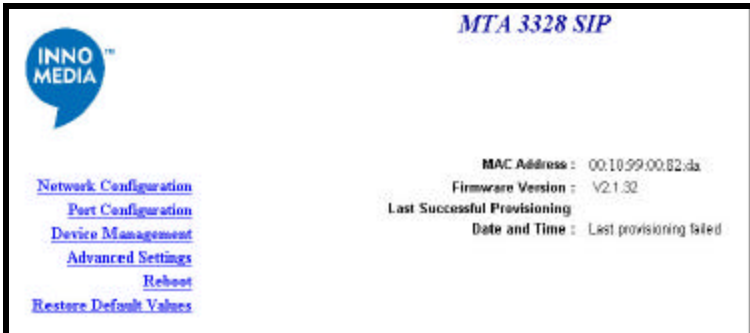
1. Pick up the telephone handset and dial ***1.
The device will announce its IP address.
2. Write down the IP address and hang up the handset.

To log onto the Web Management tool:

1. Open a Web browser on the PC connected to the MTA 3328-2, enter the device's IP address into the **Address** box, and then press the **Enter** key.
A dialog box requesting a user ID and password displays.
2. Enter the user ID **admin** and the password **n2p**, and then press the **Enter** key.
The Web Management tool home page (the Device Management: Device Information page) displays.



NOTE: User IDs and passwords are case sensitive.



Web Management Tool Home Page

Configuring the MTA 3328-2 via the Web Management Tool

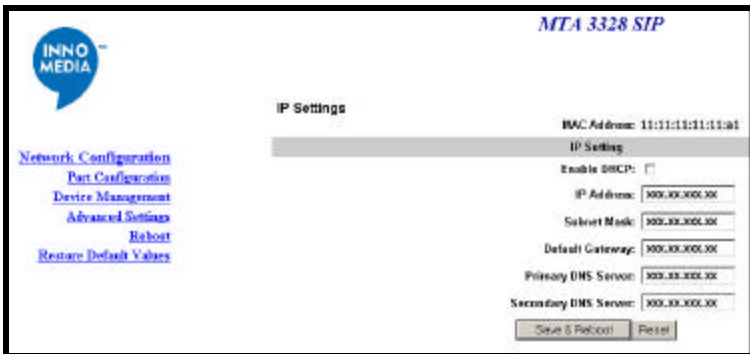
On the left-hand side of the page, there are six (6) menu items:

- ☞☞ Network Configuration
- ☞☞ Port Configuration
- ☞☞ Device Management
- ☞☞ Advanced Settings
- ☞☞ Reboot
- ☞☞ Restore Default Values

The sections below describe each menu item and the settings available on each page.

Network Configuration

In the Web Management tool, click the **Network Configuration** link on the left-hand side of the page.



Network Configuration Page

This page displays the following information:

- ☞☞ **MAC Address** – the unique ID assigned to your MTA 3328-2 device; you can find the MAC address on the bottom of the device.
- ☞☞ **Enable DHCP** – when this checkbox has an “x,” DHCP is enabled (default setting); to disable DHCP (e.g., when using static IP addressing), click the check box to remove the “x.”
- ☞☞ **IP Address** – displays the IP address obtained by the device (if DHCP is enabled) or the static IP address you assigned (if DHCP is disabled).
- ☞☞ **Subnet Mask** – displays the current subnet mask value associated with the device's IP address.
- ☞☞ **Default Gateway** – allows you to enter a default gateway number if you are specifying an IP address.
- ☞☞ **Primary DNS Server** – allows you to enter a primary DNS number if you are specifying an IP address or displays what was obtained via DHCP.
- ☞☞ **Secondary DNS Server** – allows you to enter a secondary DNS number if you are specifying an IP address or displays what was obtained via DHCP.

There are two buttons at the bottom of the page:

- ☞☞ **Save & Reboot** – saves any changes you made to the values on the Network Configuration page and reboots the device.
- ☞☞ **Reset** – resets the values on the Network Configuration page to the previously saved settings; if you edit one or more fields without saving your changes and then click the **Reset** button, the edits will disappear and the previously saved settings will return.

Port Configuration

In the Web Management tool, click the **Port Configuration** link on the left-hand side of the page.

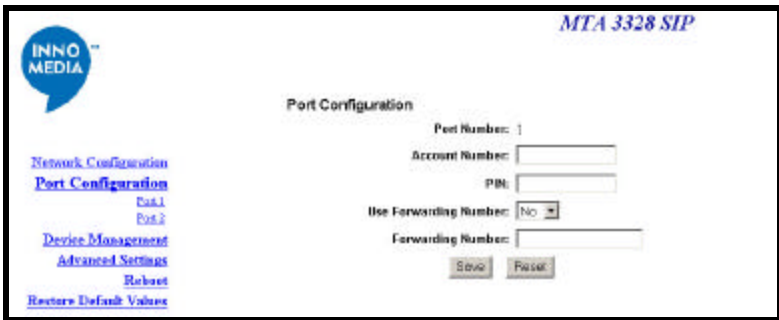
When the Port Configuration page opens, the menu on the left-hand side of the page displays two sub-menu items:

☞☞ Port 1

☞☞ Port 2

This page displays basic information about your ports and allows you to set up an account/PIN prompter using the forwarding feature. The account and PIN are configured into your device by your service provider. For more information on the account/PIN prompter, see the **Account/PIN Prompter** section below.

The page displays Port 1 settings by default. To view settings for Port 2, click the **Port 2** link in the Port Configuration sub-menu on the left-hand side of the page.



Port Configuration Page

This page displays the following information:

- ☞☞ **Line Number** – indicates which port settings are displayed on the page: 1 or 2.
- ☞☞ **Account Number** – displays the account number associated with the port.
- ☞☞ **PIN** – displays the PIN associated with the port.
- ☞☞ **Use Forwarding Number** – allows you to enable or disable the Call Forwarding feature.
 - ✍ if the value is **No**, the feature is disabled
 - ✍ if the value is **Yes**, the feature is enabled.
- ☞☞ **Forwarding Number** – allows you to enter the telephone number to which all calls should be forwarded (when **Use Forwarding Number = Yes**)

There are two buttons on this page:

- ☞ **Save** – saves any changes you made to the values on the Port Configuration page.
- ☞ **Reset** – resets the values on the Port Configuration page to the previously saved settings; if you edit one or more fields without saving your changes and then click the **Reset** button, the edits will disappear and the previously saved settings will return.

Account/PIN Prompter

You can set up one or both ports of the MTA 3328-2 to prompt you automatically for the desired language, account number, and PIN each time you pick up the telephone handset. This feature is useful when the device is used at an Internet café or calling center.

To set up the account/PIN prompter:

1. View the settings for the port you would like to set up with the Account/PIN prompter by clicking on the **Port 1** or **Port 2** link in the Port Configuration sub-menu on the left-hand side of the page.
2. Click the drop-down menu for the **Use Forwarding Number** field and select **Yes**.
3. In the **Forwarding Number** field, enter **9999**.
4. Click the **Save** button.

To use the account/PIN prompter:

1. Pick up the handset of the telephone that is connected to the port configured for the account/PIN prompter.
The device will prompt the user for the desired language.



NOTE: The MTA 3328-2 must be connected to the Internet for this feature to work. You can verify connectivity by completing a test call.

2. Enter the code corresponding to the preferred language. Refer to the list below for language codes.

LANGUAGE CODES

1. English
2. Spanish
3. Chinese (Mandarin)
4. Arabic
5. Portuguese
6. Russian
7. Polish
8. Czech
9. Vietnamese

3. When prompted, enter your account number.



TIP: You may begin entering the account number before the prompt is played."



NOTE:

- ☞ After you enter the account number, you will hear an announcement letting you know the amount of minutes and currency remaining in the account.
- ☞ When there is one minute left in the account, a "one minute warning" will be played to alert you.

4. When prompted, enter your PIN.
5. When prompted, enter the telephone number you would like to dial.
The call will then be connected. The account and PIN that was entered will be billed for the call.

Device Management

In the Web Management tool, click the **Device Management** link on the left-hand side of the page.

When the Device Management page opens, the menu on the left-hand side of the page displays three sub-menu items:

- ☞☞ Device Information
- ☞☞ Username and Password
- ☞☞ Firmware Upgrade

The page displays the first sub-menu item page, Device Information, by default. To switch to one of the other sub-menu items, just click the desired item in the Device Management sub-menu on the left-hand side of the page.



NOTE: The Device Information page is the same page that displays upon logging into the Web Management tool.

Device Information

This page displays basic information about the device, its firmware, and the most recent provisioning attempt.

MTA 3328 SIP

INNO MEDIA

[Network Configuration](#)
[Port Configuration](#)
[Device Management](#)
[Device Information](#)
[Username and Password](#)
[Firmware Upgrade](#)
[Advanced Settings](#)
[Reboot](#)
[Restore Default Values](#)

MAC Address : 00:10:99:00:82:da
Firmware Version : V2.1.32
Last Successful Provisioning
Date and Time : Last provisioning failed

Device Management: Device Information Page

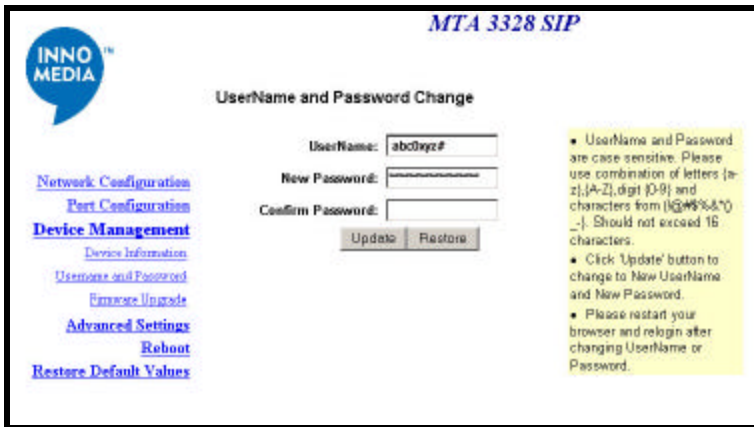
This page displays the following information:

- ☞ **MAC Address** – the unique ID assigned to your MTA 3328-2 device; you can find the MAC address on the bottom of the device.
- ☞ **Image Version** – the version of the firmware on the device.
- ☞ **Last Successful Provisioning Date and Time** – indicates the date and time of the device's most recent successful attempt to download configuration files; if the most recent attempt failed, the field will display, "Last provisioning failed."

Username and Password

This page allows you to change the user name and/or password associated with the device.

The pale yellow box on the right-hand side of the page contains guidelines for changing your user name and password.



Device Information: Username and Password Page

This page displays the following information:

- ☞ **UserName** – allows you to change the user name assigned to the device.
- ☞ **New Password** – allows you to assign a new password to the user name in the field above.

- ☞☞ **Confirm Password** – confirms the new password by having you enter it a second time.

There are two buttons on this page:

- ☞☞ **Update** – saves the new user name and/or password in the fields above.
- ☞☞ **Restore** – resets the values on the Username and Password page to the previously saved settings.

To change the user name:

1. On the Username and Password page, click in the **UserName** field.
2. Enter the new user name you would like to assign to the device.
3. Click the **Update** button.
The new user name is saved. Remember to use the new user name the next time you log into the Web Management tool.

To change the password:

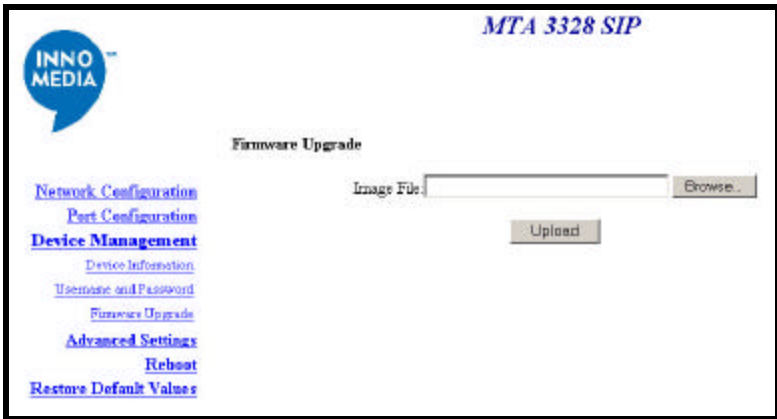
1. On the Username and Password page, click in the **New Password** field.
2. Enter the new password you would like to assign to the user name.
3. Confirm the new password by re-typing it in the **Confirm Password** field.
4. Click the **Update** button.
The new password is saved. Remember to use the new password the next time you log into the Web Management tool.

Firmware Upgrade

The Innomedia MTA 3328-2 performs firmware upgrades automatically. The device compares the firmware version on the device against the one on the provisioning servers. If it finds a more recent version on the servers, the device will wait until active calls are cleared from the device and will download and install the upgrade.



IMPORTANT: The **Firmware Upgrade** link on the Web management tool (in the **Device Management** sub-menu) should **ONLY** be used if directed to by technical support.



Device Management: Firmware Upgrade Page

To upgrade the firmware:

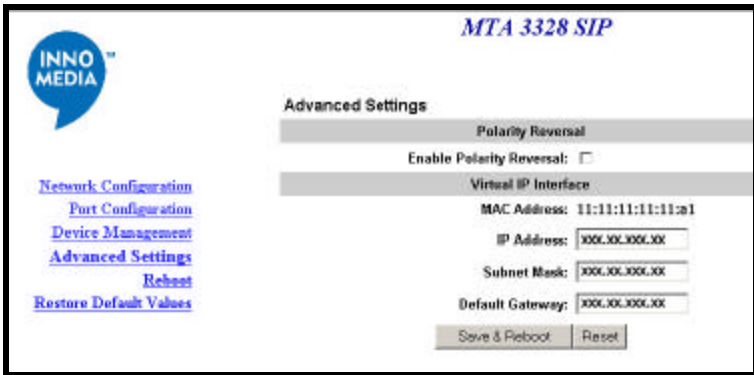
1. Obtain the upgrade file from technical support or your service provider.
2. On the Firmware Upgrade page, click the **Browse** button.
A Choose file dialog box displays.
3. Navigate to the upgrade file on your PC and click on it to select it.
4. Click the **Open** button.
The file name appears in the Image File box.
5. Click the **Upload** button.
The upgrade file is installed.

Advanced Settings

In the Web Management tool, click the **Advanced Settings** link on the left-hand side of the page.

This page allows you to enable reverse polarity and view or change your virtual IP interface settings.

The reverse polarity feature allows you to connect the MTA 3328-2 to a billing machine that uses reverse polarity to determine the start and end of a call. The billing machine receives a "reverse polarity signal" from the MTA 3328-2 that indicates when the call has started (and will start billing) and when it ends (and will stop billing).



Advanced Settings Page

This page displays the following information:

- ☞ **Enable Polarity Reversal** – when this checkbox has an “x,” the polarity reversal feature is enabled (default is disabled); to enable polarity reversal, click the check box so an “x” appears.
- ☞ **MAC Address** -- displays the unique ID assigned to the device.
- ☞ **Virtual IP Address** -- displays the virtual IP address currently assigned to the device.
- ☞ **Subnet Mask** – displays the current subnet mask value associated with the device's virtual IP address.
- ☞ **Default Gateway** – displays the virtual interface's default gateway address.

The virtual IP address is the location where the device can be accessed in the event the primary interface is unavailable. To change the default address where the device can be accessed, refer to **Connecting to the MTA 3328-2 via the Virtual Interface** on page 17 in this Guide.

There are two buttons on this page:

- ☞ **Save & Reboot** – saves any changes you made to the values on the Advanced Settings page and reboots the device.
- ☞ **Reset** – resets the values on the Advanced Settings page to the previously saved settings; if you edit one or more fields without saving your changes and then click the **Reset** button, the edits will disappear and the previously saved settings will return.

Reboot

In the Web Management tool, click the **Reboot** link on the left-hand side of the page.

When you click the **Reboot** link, a dialog box will appear to confirm that you would like to reboot the device. If you would like to reboot, click the **OK** button; if you do not want to reboot, click the **Cancel** button.



Reboot Dialog Box

Restore Default Values

In the Web Management tool, click the **Restore Default Values** link on the left-hand side of the page.

When you click the **Restore Default Values** link, a dialog box will appear to confirm that you would like to reset all parameters to the factory default values. If you would like to restore the default values, click the **OK** button; if you do

not want to restore the default values, click the **Cancel** button.



Restore Default Values Dialog Box

5

VoiceLine Features

Overview

If you subscribe to the VoiceLine service, you may have access to some or all of the following features:

- ☞☞ 3-Way Calling
- ☞☞ Account Balance Announcement
- ☞☞ Call Blocking
- ☞☞ Call Forwarding
- ☞☞ Call Hold
- ☞☞ Call Return
- ☞☞ Call Waiting
- ☞☞ Caller ID
- ☞☞ Redial
- ☞☞ VoiceMail

To find out which features are available to you and how to use them, please contact your service provider for the **VoiceLine User's Guide**.

6

Appendices

The Appendices include the following sections:

- ☞☞ Appendix A – Troubleshooting and Technical Support
- ☞☞ Appendix B – Approvals and Listings
- ☞☞ Appendix C – End User Warranty



Appendix A – Troubleshooting and Technical Support

If there appears to be a malfunction, first check all cables and connections. If these appear to be in order, see the following table for specific troubles and solutions.

SYMPTOM: The Run LED is blinking slowly.

The device is unable to provision or register with the call servers.

CORRECTIVE ACTION

-  Verify that all cabling is connected.
-  Verify that the device obtained an IP address by picking up the connected telephone's handset and pressing *****1** on the keypad. If it announces "0.0.0.0" as the IP address, the device did not get an IP address. Contact your network administrator.




SYMPTOM: There is no dial tone.

The device is not logging into the call servers.

CORRECTIVE ACTION

After you set up the InnoMedia MTA 3328-2 for the first time, it may take up to ten (10) minutes to download the configuration files onto the device. During this download process, the MTA 3328-2's RUN LED blinks quickly. When the RUN LED stops blinking and remains steady, the download process is complete – you will now hear a dial tone.

If it has been over ten minutes since you set up the InnoMedia MTA 3328-2:

-  Verify that your phone is connected to the correct port on the MTA 3328-2 (usually **Phone 1**).
-  Verify that your broadband connection is functioning properly by attempting to connect to a Web site from a PC on the same network.
-  Verify that there are sufficient funds in the account.

- ☞ Verify that the device obtained an IP address by picking up the connected telephone's handset and pressing ***1 on the keypad. If it announces "0.0.0.0" as the IP address, the device did not get an IP address. Contact your network administrator.

SYMPTOM: I hear a fast busy signal when I try to make a call.

CORRECTIVE ACTION

- ☞ Make sure you are dialing according to the Dial Plan Country assigned to your account. (The Dial Plan Country was assigned when the account was created.) For example, if your Dial Plan Country is the U.S., you should dial in the U.S. format: **1 + area code + telephone number**. If the "1" prefix is omitted, the call will not go through.
- ☞ Verify that there are funds in the account.
- ☞ Verify that your broadband connection is functioning properly by attempting to connect to a Web site from a PC on the same network.
- ☞ Verify that the device obtained an IP address by picking up the connected telephone's handset and pressing ***1 on the keypad. If it announces "0.0.0.0" as the IP address, the device did not get an IP address. Contact your network administrator.

SYMPTOM: The Call Waiting Caller ID feature is not working.

CORRECTIVE ACTION

Please note that you must have a telephone or Caller ID display box that supports the Call Waiting Caller ID feature.

SYMPTOM: The device's Web interface does not display the PIN.

CORRECTIVE ACTION

This is normal. The PIN value is hidden for security. *If the problem you are experiencing remains unresolved, please contact your distributor for assistance.*

Appendix B – Approvals and Listings

FCC Declaration of Conformity

- ☞☞ Product name: **Innomedia MTA 3328-2**
- ☞☞ FCC Rules: Tested to comply with FCC part 15, Class B
- ☞☞ Operating environment: for office use

FCC Compliance Statement:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



NOTE: Important! Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment. Use with an approved telephone set.

Appendix C – End User Warranty

This product is warranted to be free from manufacturing defects including original parts and workmanship for a period of one year from the date of original purchase. Should you find your unit is not operating properly during the one-year term of this warranty, you should contact your original place of purchase. Please do not contact InnoMedia directly.

Providing the manufacturing defect is verified along with the date of purchase, and at the manufacturer's discretion, the defective unit will be repaired or replaced with either a new, refurbished, or equivalent model at no charge for up to one year from the date of original purchase.

The end-user should delete all personal account information from the product, as provided in the owner's manual, before returning the product to the distributor for repair or replacement.

This warranty is void if the product is:

- A) Damaged through negligence, abuse, misuse, accident, or acts of God.
- B) Modified or repaired by anyone other than an expressly authorized representative.
- C) Damaged resulting from the improper connection to equipment of other manufacturers.

This warranty does not cover:

- A) Costs incurred in the shipping of the product to and from the original place of purchase.
- B) Damage or improper operation caused by the failure to follow the operating instructions provided with this product.
- C) Routine adjustments to the product, which can be performed by the end-user as outlined in the owner's manual.
- D) Communication problems caused by external factors such as insufficient bandwidth or arising from the Internet service used by the end-user.

THIS WARRANTY IS NON-TRANSFERRABLE AND APPLIES SOLELY TO THE ORIGINAL END-USER AND DOES NOT EXTEND TO SUBSEQUENT END-USERS

OF THE PRODUCT. ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED IN DURATION TO A PERIOD OF THE EXPRESSED WARRANTY AS PROVIDED HEREIN BEGINNING WITH THE DATE OF THE ORIGINAL PURCHASE, AND NO WARRANTIES, WHETHER EXPRESSED OR IMPLIED SHALL APPLY TO THE PRODUCT THEREAFTER. THERE IS NO WARRANTY AS TO THE FITNESS OF THE PRODUCT FOR ANY PARTICULAR PURPOSE OR USE. ALL SERVICES PROVIDED WITH THE PRODUCT ARE PROVIDED "AS IS."

THE EXTENT OF LIABILITY UNDER THIS LIMITED WARRANTY IS THE REPAIR OR REPLACEMENT PROVIDED ABOVE AT THE SOLE DISCRETION OF THE MANUFACTURER. IN NO EVENT SHALL ANY LIABILITY EXCEED THE PURCHASE PRICE PAID BY THE PURCHASER. UNDER NO CIRCUMSTANCES SHALL THERE BE LIABILITY FOR ANY LOSS, DIRECT, INDIRECT, INCIDENTAL, FORESEEN, UNFORESEEN, SPECIAL, OR CONSEQUENTIAL DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE USE OF THIS PRODUCT.

7

Index

A

Account Number
 Port Configuration page · 30
 Advanced Settings · 36

B

Back Panel · 9

C

Calling
 using a non-North American
 dial plan · 22
 using North American dial
 plan · 22
 Configuring
 the MTA 3328-2 · 27
 Confirm Password
 field · 34

D

Default Gateway
 Network Configuration page ·
 28
 virtual IP information · 37
 Device Information Page · 33
 Device Management · 32
 DHCP Addressing · 13

E

Enable DHCP
 Network Configuration page ·
 28

F

Features · 2
 Firmware Upgrade · 35
 Forwarding Number
 Port Configuration page · 30

H

hardware overview · 5

I

Image Version
 Device Information page · 33
 IP Address
 Network Configuration page ·
 28
 virtual IP information · 37

L

LAN port · 9
 LED
 states · 6
 LED lights · 5

Line Number
Port Configuration page · 29

M

MAC Address
Device Information page · 33
Network Configuration page ·
28
virtual IP information · 37

N

Network
connecting the MTA 3328-2 ·
13
Network Configuration · 27
New Password
field · 34

P

Package Contents · 2
password
change · 35
Phone 1 port · 9
Phone 2 port · 9
PIN
Port Configuration page · 30
Placing Calls · 21
Polarity Reversal · 37
Port Configuration · 29
Primary DNS Server
Network Configuration page ·
28
Provision Date and Time
Device Information page · 33
PWR
back panel · 9

R

Reboot the device · 38
Requirements
system and service · 2
Reset
button · 28, 30, 38
Restore
button · 34
Restore Default Values · 38
Router
Installing · 11

S

Save
button · 30
Save & Reboot
button · 28, 38
Secondary DNS Server
Network Configuration page ·
28
Static IP Addressing · 14
Subnet Mask
Network Configuration page ·
28
virtual IP information · 37

U

Update
button · 34
Use Forwarding Number
Port Configuration page · 30
user name
change · 34
UserName
field · 34

Username and Password Page
· 34

V

Virtual Interface
connecting the MTA 3328-2
to the · 17

W

WAN port · 9
Warranty · 46
Web Management tool · 25