

## Setup Overview

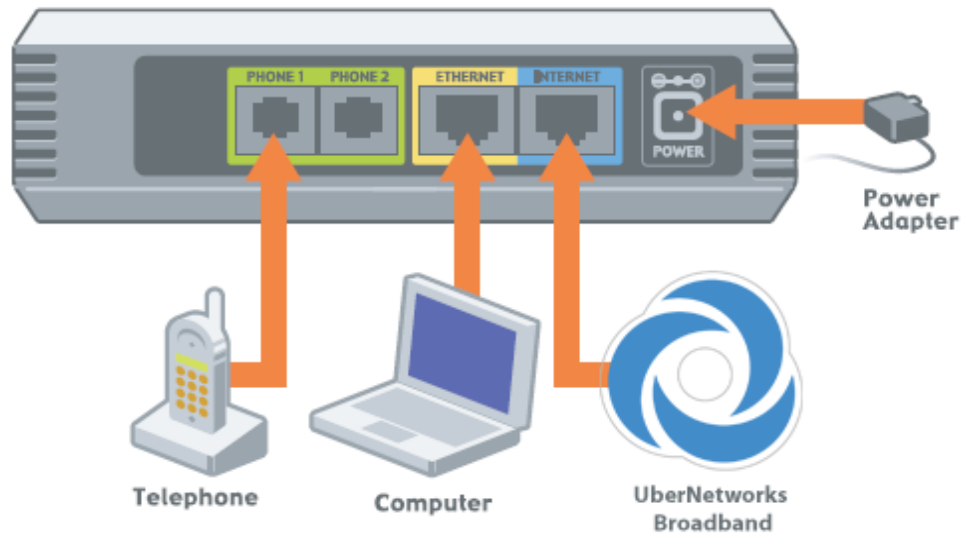


Fig 1. Setup Overview

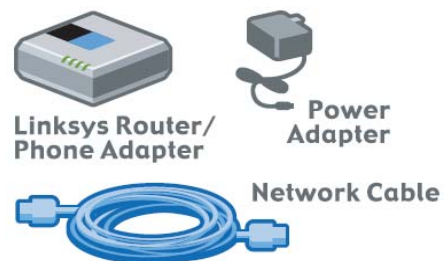
### UberNetworks Voice setup guide

#### 1. Make sure you have everything you need

You need to have an UberNetworks broadband connection, a telephone with a standard phone cable, and the VoIP kit we have couriered to you.

The VoIP kit should contain:

- 1 x Linksys SPA2102 ATA,
- 1 x Cat5 Ethernet Cable
- 1 x Power Adapter



If anything is missing from this kit, please call UberNetworks support on 09 438 5472.

#### 2. Connect the internet cable to the Linksys SPA2102

Disconnect the existing green or blue cable coming out of the UberNetworks internet connection, from your computer (at the computer end) or Wireless Access Point (at the access point end) and connect it into the blue port on the Linksys SPA2102 labelled 'Internet'. **For assistance refer to Fig 1 above.**

#### 3. Connect your computer or access point to the SPA2102

Using the blue Cat5 cable supplied with the VoIP kit, connect one end into the yellow port labelled 'Ethernet' on the SPA2102 and connect the other end into the port on your computer or access point from which you previously removed the internet cable. **For assistance refer to Fig 1 above.**

#### **4. Connect power adapter**

Connect the power adapter to the Linksys router and plug the other end into an electrical outlet.

#### **5. Connect telephone**

Connect your telephone cord to the port labelled "Phone 1" on the Linksys Router.

#### **6. Check for dial tone**

Check for a dial tone. If you hear one, congratulations! You're now ready to use VoIP. If you don't hear a dial tone, read the troubleshooting advice below.

#### **7. Check for internet**

Turn your computer back on and check to make sure you have internet by opening [www.ubernet.co.nz](http://www.ubernet.co.nz) in your internet browser window.

## Troubleshooting

Not getting a dial tone? Try the following solutions to common problems:

- Many issues are resolved by restarting your equipment. To do this: First, shut off your computer, Linksys SPA2102, and UberNetworks internet connection. Then, turn the devices back on one at a time in the following order: UberNetworks connection, Linksys SPA2102 and computer. Wait for each device to reset completely prior to turning on the next.
- Make sure your phone is plugged into "Phone 1" on the Linksys SPA2102.
- Are you able to access web pages? If not, the problem may be with your internet connection. Plug the UberNetworks internet cable directly into your computer and test it. If there is no connection check with UberNetworks support to find out if there are connection issues in your area or some other problem with your connection.
- Be sure your telephone, which is plugged into the Linksys SPA2102, is disconnected from the wall telephone jacks (the ones you use for traditional phone company service). VoIP won't work if the phone is still plugged in to a wall jack unless our technicians have enabled this feature for you.
- Repeat the steps of this installation guide. The order in which you connect and turn on everything is very important. You must follow the steps of the guide in exact order.
- If you are transferring your telephone number, it may take a while for the number to switch over to VoIP. However, under normal circumstances, it should take no longer than 4 days.

*During this time, any UberNetworks VoIP user who calls you will be routed to you directly, but everyone else who calls will still be routed to your normal phone line until the transfer is complete.*