

## *“FAQs on SETU ATA Range Of Products”*

Q1 . Which Internet Telephony (VoIP) Protocol is supported by SETU ATA?

Ans. SETU ATA supports Session Initiation Protocol V2 to make/receive calls on Internet Network

Q2. What is the function of SETU ATA?

Ans. ATA i.e. Analog Terminal Adaptor converts Voice into IP Packets for transmission over Internet  
SETU ATA can be used for simultaneous VoIP Calling and Internet Browsing

Q3. How many SIP Trunks are supported by SETU ATA?

Ans. SETU ATA supports 3 SIP Trunks

Q4. How many VoIP Channels are provided with SETU ATA?

Ans. SETU ATA Provides 2 VoIP channels i.e. two Simultaneous VoIP calls are possible

Q5. Which are the different SETU ATA ranges of Products developed by MATRIX?

Ans. MATRIX provides the following varieties in SETU ATA

- SETU ATA 1S
- SETU ATA 2S
- SETU ATA 211
- SETU ATA 211G

Q6. What is SETU ATA1S?

Ans. SETU ATA1S is a VoIP-FXS Adaptor which allows you to make/receive calls over IP Network using a conventional Telephone Instrument as well as simultaneously allows Internet browsing

Q7. What are the Interfaces of SETU ATA1S?

Ans. SETU ATA1S has 1 LAN Port, 1 WAN Port, 1 FXS Port & 5 LEDs to indicate status of ports  
(Each for Power, FXS, SIP1, SIP2, SIP3)

Q8. What is SETU ATA2S?

Ans. SETU ATA2S is also a VoIP-FXS Adaptor which allows you to make/receive calls over IP Network using a conventional Telephone Instrument as well as simultaneously allows Internet browsing

Q9. What are the Interfaces of SETU ATA2S?

Ans. SETU ATA1S has 1 LAN Port, 1 WAN Port, 2 FXS Port & 5 LEDs to indicate status of ports (Each for Power, FXS1, FXS2, SIP1, SIP2)

*Note : Though it supports 3 SIP Trunks only SIP1 & SIP2 LEDs are available.*

Q10. What is SETU ATA211?

Ans. SETU ATA211 is a VoIP-FXS-FXO Adapter which allows to make & receive voice calls over IP network as well as PSTN network using a conventional telephone Instrument simultaneously allowing Internet browsing also.

Q11. What are the Interfaces of SETU ATA211?

Ans. SETU ATA211 has 1 LAN Port, 1 WAN Port, 1 FXO Port, 1 FXS Port & 5 LEDs to indicate status of ports (Each for Power, FXS, FXO, SIP1, SIP2)

*Note : Though it supports 3 SIP Trunks only SIP1 & SIP2 LEDs are available.*

Q12. What is SETU ATA211G?

Ans. SETU ATA211G is a VoIP Analog Telephone Adapter used as VoIP-FXS-Mobile Gateway which allows to make & receive voice calls over IP network as well as Mobile network using a conventional telephone Instrument simultaneously allowing Internet browsing also.

Q13. What are the Interfaces of SETU ATA211G?

Ans. SETU ATA211G has 1 LAN Port, 1 WAN Port, 1 Mobile Port, 1 FXS Port & 5 LEDs to indicate status of ports (Each for Power, FXS, GSM, SIP1, SIP2)

*Note : Though it supports 3 SIP Trunks only SIP1 & SIP2 LEDs are available.*

Q 14. How to view WAN Port IP Address on the SLT connected on FXS Port of SETU ATA?

Ans. Connect a CLI Phone on the FXS Port of SETU ATA:

- Enter into Programming Mode : Dial #19 1234 (Default SE Password)
- Enter command 31-#\* (You will get confirmation Tone)
- Now On Hook the Phone
- You will get IP address on Display with Ring
- Now Off Hook the phone & Dial 0 to exit Programming mode

Q 15. How to view LAN Port IP Address on the SLT connected on FXS Port of SETU ATA?

Ans. Connect a CLI Phone on the FXS Port of SETU ATA:

- Enter into Programming Mode : Dial #19 1234 (Default SE Password)
- Enter command 32 - #\* (You will get confirmation Tone)
- Now On Hook the Phone
- You will get IP address on Display with Ring
- Now Off Hook the phone & Dial 0 to exit Programming mode

Q16. How to change IP address of WAN Port of SETU ATA?

Ans. Connect any analog phone on FXS Port to change an IP Address

- Enter into Programming Mode: #19 1234 (Default SE Password)
- Enter Command : 11-WAN IP Address- #\*
- You get Confirmation Tone along with restart of system

Q17 . How to change IP address of LAN Port of SETU ATA?

Ans. Connect any analog phone on FXS Port to change an IP Address

- Enter into Programming Mode: #19 1234 (Default SE Password)
- Enter Command : 12-WAN IP Address- #\*
- You get Confirmation Tone along with restart of system

Q 18. Who are ISP and ITSP?

Ans. ISP stands for “Internet Service Provider” who provides you the internet service.

- Example: AIRTEL, RELIANCE (Internet Service Providers in India).
- If you are looking for Internet Telephony then you need to get the internet connectivity from ISP as well you also need to obtain a SIP account from the ITSP.

Q 19. What is Peer to Peer Calling?

Ans. Peer to Peer Calling is basically IP – to – IP Calling.

IP-to IP calling is possible in the following applications:

1. Calls inside the same network from one LAN Port to another LAN Port
2. Calls between VLANs
3. Calls between various Networks

Q20. I want to install SETU ATA at home but I have only one RJ-45 connection from ISP, how can I use it for internet surfing as well as for VoIP calls from SETU ATA?

Ans. All models of SETU ATA is having 2 ETHERNET ports [LAN & WAN], the LAN Port can be connected to PC and the Internet connection from ISP can be connected to the WAN Port

- After doing this connection configure IP address of PC in same subnet with LAN port of SETU ATA
- Configure IP address of LAN port of SETU ATA as gateway and DNS IP address in PC
- On doing so, Internet Browsing can be done from PC and simultaneously VoIP calls can be done using SETU ATA

Q21. I have configured SETU ATA to provide VoIP connectivity between two offices, both offices having internet connection with Public Static IP address on Router, same router is also used for internet usage on computers in LAN, I am not able to make or receive calls between two sites

Ans. Do either of following configurations in SETU ATA at both the sites to make this solution working:-

#### Configuration 1:

- Configure Gateway and DNS IP address correctly in SETU ATA so it can get internet connection [these parameters you can also get from any of computer in same network having internet connection]
- Forward SIP Port 5060 [this port must be exactly same as SIP port of SETU ATA] in Router to local IP address and local SIP port of SETU ATA
- Forward RTP Ports 8000 to 8003 [if Local RTP port in SETU ATA is 8000] in Router to local IP address and local RTP port of SETU ATA (for one call two RTP ports used so here we are forwarding 4 RTP ports because SETU ATA2S/211/211G is having two channels in case of SETU ATA1S we need to forward only 2 RTP ports)
- Configure Router's Public IP address manually in SETU ATA
- Select NAT Type as "Router IP Address" in configuration of SIP Trunk in SETU ATA

#### Configuration 2:

- Configure Gateway and DNS IP address correctly in SETU ATA so it can get internet connection [these parameters you can also get from any of computer in same network having internet connection]
- Forward SIP Port 5060 [this port must be exactly same as SIP port of SETU ATA] in Router to local IP address and local SIP port of SETU ATA
- Configure STUN Server Address in SETU ATA
- Select NAT Type as "STUN" in configuration of SIP Trunk in SETU ATA

Q22. I want to install SETU ATA at home but I have only one RJ-45 connection from ISP, how can I use it for internet surfing as well as for VoIP calls from SETU ATA?

- Ans. - All models of SETU ATA is having 2 ETHERNET ports [LAN & WAN]
- The LAN Port of SETU ATA can be connected to PC and the Internet connection from ISP can be connected to the WAN Port
  - PC and LAN Port of SETU ATA are having Private IP in the same Subnet
  - In PC the Gateway address provided should be the IP Address of LAN Port SETU ATA

Q23. Which Connection types from ISP can be provided to the WAN Port of SETU ATA?

Ans. Any of the Connection types provided by the ISP is supported by SETU ATA

ISP can provide any of the below mentioned connection types

a) STATIC b) DHCP c) PPPoE Connection Type

Q24. I have a PPPoE connection provided by my ISP connected to WAN Port of SETU ATA, What all should I configure in SETU ATA to get Internet Connection ?

Ans. In Network Parameters for WAN Port select PPPoE Connection Type & Configure the PPPoE Username & Password Provided by your ISP (Network Administrator).

Q25. I have connected my PC to LAN port of SETU ATA, But, I am not able to access the Jeeves for Configuration

Ans. Please ensure that the IP Address of LAN Port of SETU ATA and IP Address of your computer are in the same Subnet to access Jeeves from your computer. If both IP Addresses are in the same subnet then check for any error in the Ethernet cable which connects your computer to the LAN port of SETU ATA

Q26. All SIP Account parameters are configured in SETU ATA as per registration details from ITSP even then it is giving registration fail and "Reg. Last Failed Reason" [In STATUS option of Jeeves] it shows "Local Failure"

Ans: SETU ATA is not getting internet connection because of wrong Gateway IP Address configuration or if ITSP is providing Domain Name as Registrar Server Address then DNS Parameters would have been wrongly configured in "Network" option in "Basic Settings". So SIP Account Registration request is not reaching up to ITSP Proxy Server

Q27. I have registered SETU ATA211G with one IP PBX and it is configured correctly to route all incoming calls from GSM Port to IP PBX through SIP Port, but IP PBX rejects all incoming calls received from SETU ATA211G

Ans: Disable the option "Send Caller-ID of FXS/Mobile" in SIP Trunk Parameters in SETU ATA211G

Q28. Using SETU ATA is it possible to make calls from VPN/MPLS and ITSP SIP Trunk simultaneously

Ans. Yes, It is possible with option “Static Routing” in “Advance Settings”

Q29. I am not able to open Jeeves of SETU ATA using WAN Port, I have checked IP address and Subnet Mask both are in same network with PC but not getting ping response from WAN port

Ans. Connect one analog phone with FXS port of SETU ATA

Enter Programming Mode : #19 – 1234 (Default SE Password)

Enter the command to Disable the VLAN : 16 - 0 - #\*

Q30. I am getting ping response from LAN and WAN port of SETU ATA but not able to open Jeeves to configure the device

Ans. It can happen if Web Server port has been changed in place of ‘80’, use system command by following system manual to configure device back to factory default