Quick Tips for Poly ATA 400 Series

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Interactive Voice Response

Use the Interactive Voice Response (IVR) system from a phone connected to the **PHONE** port of the Analog Telephone Adapter to access the automated attendant.

Find the System IP Address

1. From a phone attached to the ATA device, dial *** to access the IVR system.
2. Select **1** to hear the IP address. Make a note of the IP address.
3. Optional: Press **0** to repeat the information.
4. Press **##** or hang up to exit IVR.

Configure a SIP Line

Log In to the System Web Interface

1. Enter the IP address into your web browser using the format http://000.000.0.0.
2. Enter the login credentials. The default username and password are both **admin**. **Note:** When you log in for the first time, you must change the password from the default.

Configure a Service Provider

1. In the system web interface, go to **Service Providers > ITSP Profile*N* > SIP**.
2. In the **Default** column, clear the check box for the **ProxyServer** parameter.
3. In the **Value** column, for **ProxyServer**, enter the value given by your service provider for the SIP server's host name or IP address.
4. Select **Submit**.

Configure a Voice Service

1. In the system web interface, go to **Voice Services > SP*N* Service**.
2. Under **SIP Credentials**, clear the check boxes in the **Default** column for **AuthUserName** and **AuthPassword**.
3. In the **Value** column, enter the service provider credentials for **AuthUserName** and **AuthPassword**.
4. Select **Submit**.
5. Reboot your system when you complete your changes.

The phone connected to your ATA device now has a dial tone, and the LEDs are showing as expected.

Update the Firmware

You can upgrade the firmware for your device from the system web interface.

1. Download the firmware file and store it on a computer that you can access with a web browser.
2. In the system web interface, go to **System Management > Device Update**.
3. In the **Firmware Update** section, select **Browse** to search for and specify the path of the firmware file.
4. Press the **Update** button to start the upgrade process.

The process takes about 30 seconds to complete. You MUST NOT disconnect the power from the device during this procedure. If the new firmware upgrade is successful, the device reboots automatically and runs the new firmware. Otherwise, the web page shows an error message explaining why the upgrade failed.

Restore Factory Default

1. From a phone attached to the ATA device, dial *** to access the IVR system.
2. Select **8** to restore the device to factory default settings.
3. Press **1** to confirm the selection.
4. Optional: Press **#** to return to the device configuration menu options.
5. Press **##** or hang up to exit IVR.

Star Code Features

Use the star code features via the handset connected to the **PHONE** port of the ATA. Star codes are short sequences of digits where each sequence serves as a command to the device to perform a certain operation. A typical operation is to set the value of one or more configuration parameters.

Set Call Forward All

When you use Call Forward All, all calls are immediately forwarded to the number you indicate when you turn on the feature.

1. To enable Call Forward All, from a phone attached to your Poly ATA device, dial ***72**. You hear a prompt to enter the destination number.
2. Enter the number followed by the **#** key. You hear a confirmation tone.
3. Optional: To disable Call Forward All, dial ***73**.

You hear a confirmation tone.

Set Call Forward on Busy

When you use Call Forward on Busy, all calls are only forwarded to the number you indicate when you're already on a call.

1. To enable Call Forward on Busy, from a phone attached to your Poly ATA device, dial ***60**.
   You hear a prompt to enter the destination number.
2. Enter the number followed by the **#** key.
   You hear a confirmation tone.
3. Optional: To disable Call Forward on Busy, dial ***61**.
   You hear a confirmation tone.

Set Call Forward on No Answer

When you use Call Forward on No Answer, all calls are only forwarded to the number you indicate when you don't answer the call.

1. To enable Call Forward on No Answer, from a phone attached to your Poly ATA device, dial ***62**.
   You hear a prompt to enter the destination number.
2. Enter the number followed by the **#** key.
   You hear a confirmation tone.
3. Optional: To disable Call Forward on No Answer, dial ***63**.
   You hear a confirmation tone.

Use Call Waiting

Call waiting lets you take a second call that comes in when you're already on the phone with another party without having to disconnect to take the new call.

On a call with the first party, you hear a tone indicating there's a second call coming in.

1. To answer the second call, do one of the following:
   - Press the **Flash** button on the phone handset.
   - Depress and release the switch hook on the phone.

   The first party is placed on hold, and you're connected to the second party.
2. To revert to the first call, repeat the step.

Use 3-Way Calling

3-Way Calling allows you to talk to two parties at the same time with everyone on a phone at a different location.

1. To use 3-Way Calling, when you are in a call with one party and want to add a second to the conversation, do one of the following:
   - Press the **Flash** button on the phone handset.
   - Depress and release the switch hook on the phone.

   The first party is placed on hold, and you hear a second dial tone.
2. Dial the second party.
3. When they answer, inform them that you intend to connect them with the first party (now on hold) and have a conference.
4. Do one of the following:
   - Press the **Flash** button on the phone handset.
   - Depress and release the switch hook on the phone.

   This action connects the first party, the second party and yourself.
5. Continue to talk together.

Enable Do Not Disturb

Do Not Disturb (DND) allows you to set the phone to immediately forward calls made to your device to the number set up as your voicemail number or account. If no voicemail account is set up, your device returns a busy signal to the caller until you turn off DND.

1. To enable DND, from a phone attached to your Poly ATA device, dial ***78**.
2. All calls are forwarded to your voicemail number, or your device returns a busy signal.
3. Optional: To disable DND, dial ***79**.

Speed Dial Numbers

Each Poly ATA device supports 99 speed dial numbers. Speed dial numbers can be dialed from the phone attached to the ATA or via the IVR.

Set Speed Dial Numbers

1. To set up a speed dial number, from a phone attached to your Poly ATA device, dial ***74** to enter the speed dial setup followed by a one- or two-digit number [1-99].
   You hear a prompt tone.
2. Enter the telephone number that you want to store, followed by **#**.
3. Optional: To check that you stored the telephone number correctly, dial ***75** and then enter the speed dial number [1-99].
4. The IVR reads back the telephone number stored at the speed dial number.

Call a Speed Dial Number

From a phone attached to the ATA device, dial the one- or two-digit speed dial number to make a call.

Getting Help

Poly ATA 400 Series Help

For more information on using the Poly ATA 400 Series, visit support.poly.com.