



InnoMedia

# MTA 6328-16e

*Quick Install Guide*



[www.innomedia.com](http://www.innomedia.com)

## **Introduction**

The InnoMedia MTA 6328-16e Multimedia Terminal Adapter is a device that provides standard telephony service over any broadband Ethernet network. Designed for ease of installation and use, MTA 6328-16e will allow you to place and receive regular telephone and fax calls.

## **Package Contents**

The InnoMedia MTA 6328-16e comes with the following items:

- 1 MTA 6328-16e
- 1 AC Power Cable
- 1 Ethernet cable

# Installation

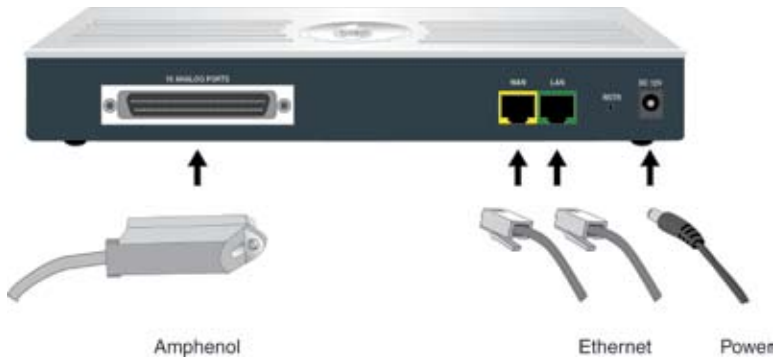


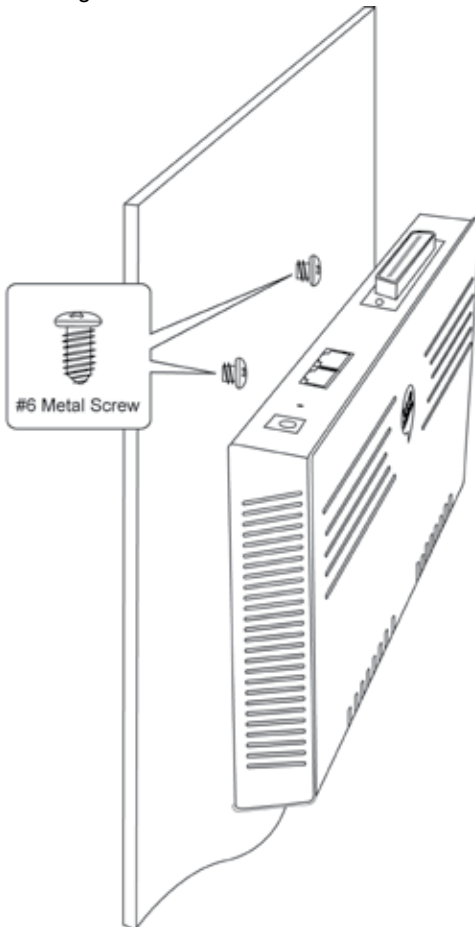
Figure 1

1. Connect the broadband Ethernet cable to the “WAN” connector.
2. Connect a 25 pair/50 pin Amphenol cable to MTA’s “16 ANALOG PORTS” connector. The Amphenol cable should be connected to a patch panel with RJ-11 ports. Connect a phone or fax machine to the RJ-11 port on the patch panel.  
**NOTE: Please ensure there is a good connection from the Amphenol cable’s shielding to ground.**
3. Optionally, connect your PC to “LAN” port using included RJ-45 cable.
4. Connect one end of the included AC power cable to the electrical outlet and the other end of the cable to the MTA’s “DC 12V” connector.
5. If the “Run” LED is orange, system auto-provisioning is in progress. System auto-provisioning is complete when the “Run” LED is solid green. When the “Ready” LED is solid green, the device is ready to make calls.
6. At this point you have completed the MTA installation. You will hear the dial tone when you pick up the handset of the phone or fax machine. You can now start placing and receiving telephone and fax calls.

## Wall-Mounting Instructions

Optionally, you may choose to mount your MTA on the wall.

1. Drill two holes on the wall 13.1 cm apart.
2. Use a screwdriver to install one #6 metal screw in each hole. Leave the screw heads 1/4 to 3/8 inch away from the wall.
3. Position the MTA with the ports at the top.
4. Place the unit above the screws and lower it so the screw heads are inside and at the tops of the wall mount slots on the back of the unit.
5. Adjust to fit. If the unit is too loose, remove it from the wall, slightly tighten screws, and rehang.



# Troubleshooting

**Problem:**

Telephone has no dial tone

**Solution:**

1. Ensure that all cables (power, Ethernet, telephone) are properly connected to the MTA. Ensure that the “PWR” indicator lights are ON (see front panel of MTA).
2. Pick up telephone handset (phone off-hook), check for corresponding Ln (n=1-16) indicator light to be ON. Also, the “Ready” indicator light is steady green. If not, please disconnect MTA power cable, and then reconnect it again (see front panel of MTA).
3. If previous steps fail, report the failure to service provider for attention.

**Problem:**

Cannot establish Internet connection.

**Solution:**

1. If the PWR and READY LEDs are solidly lit, the MTA is working properly. Also ensure that the “WAN” LED is lit to indicate that you have a successful link to the network connection. Try restarting the computer so that it could re-establish a connection with the network.
2. Power cycle the MTA. Wait several minutes for the MTA to re-establish communications with your service provider.
3. If your PC is connected to a hub or gateway, try connecting the PC directly into the broadband network.
4. Your Ethernet cable may be damaged. Try using another cable.
5. If none of these suggestions work, contact your cable service provider for further assistance.

# Appendix A. Pinout for RJ-21 Connector

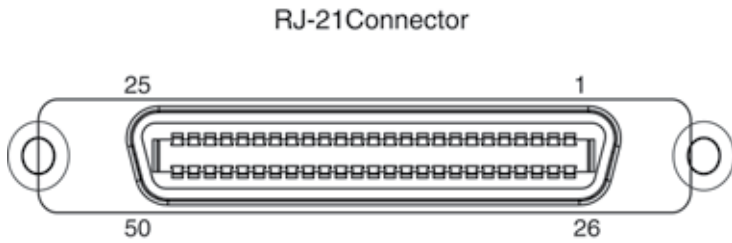


Figure 2

Port Number	Connector Pin Number	Signal
1	1 26	Ring Tip
2	2 27	Ring Tip
3	3 28	Ring Tip
4	4 29	Ring Tip
5	5 30	Ring Tip
6	6 31	Ring Tip
7	7 32	Ring Tip
8	8 33	Ring Tip
9	9 34	Ring Tip
10	10 35	Ring Tip
11	11 36	Ring Tip
12	12 37	Ring Tip
13	13 38	Ring Tip

Port Number	Connector Pin Number	Signal
14	14 39	Ring Tip
15	15 40	Ring Tip
16	16, 41	Ring Tip
-	17, 42	N/C
-	18, 43	N/C
-	19, 44	N/C
-	20, 45	N/C
-	21, 46	N/C
-	22, 47	N/C
-	23, 48	N/C
-	24, 49	N/C
-	25, 50	GND

## Appendix B. LED Status Summary

LED / Control	Blinking State	MTA 6328-16e State
PWR	Steady Green	Device power is on
	Off	Device power is off
RUN	Blinking Red	The device failed to download a configuration or an image file
	Blinking Amber	The device is actively downloading a configuration file or a firmware update
	Steady Green	The device has been configured successfully and is running normally
	Off / Other	The device is malfunctioning
WAN	Blinking Green (10 Base T) Blinking Amber (100 Base T)	PC or Voice Data is being transferred
	Steady Green (10 Base T) Steady Amber (100 Base T)	The device is connected to a broadband network
	Off	The device is not connected to a broadband network
LAN	Blinking Green (10 Base T) Blinking Amber (100 Base T)	PC Data is being transferred
	Steady Green (10 Base T) Blinking Amber (100 Base T)	The device is not connected to an external PC
	Off	The cable modem module is not locked to upstream frequency
READY	Steady Green	The VoIP module is internally initialized and the unit is ready to make calls
	Off	Unit failed to register with all lines
L1-L16	Blinking Amber	The connected telephone handset is on the hook (not in use) and there are new voice mail messages
	Steady Green	The connected telephone handset is off the hook
	Off	The connected telephone handset is on the hook (not in use) and there are no new voice mail messages

# Specifications

Telephone Interface	16 FXS voice ports	
	Connector	25 pair/50 pin Amphenol
	Signaling	Loop start
Network Interface - Uplink	10/100 Base-T	
	Connector	RJ-45
Network Interface - Downlink	10/100 Base-T	
	Connector	RJ-45
Dimension	1.511 in (H) x 9.897 in (W) x 7.181 in (D)	
	38.4mm (H) x 251.4mm (W) x 182.4mm (D)	
Power Supply	Input: AC 110~240V/50~60Hz	
Power Consumption	Talk	12V/1.7A 20.4W (loop current $\leq$ 32 mA)
	Idle	12V/0.55A/6.6W
Operating Temperature	32°F to 104°F (0°C to 40°C)	

