



InnoMedia

MTA 8328-1W

Quick Install Guide

The InnoMedia MTA8328-1N is an integrated device providing telephony service over a broadband network. This guide will help you to quickly install and configure your unit so that you can start placing calls right away.

Package Contents

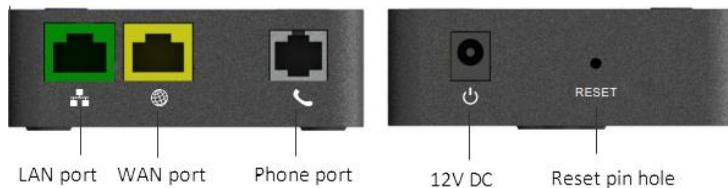
MTA8328-1N

12V Power Supply

Ethernet Cable and Phone Cable



Getting to Know Your MTA



MTA Out of the Box Setup

Before starting the Installation, make sure your broadband Internet access device is powered on and your connection is up.

- ① Plug the supplied power adapter into the MTA8328. The power LED will show steady green.
- ② Connect your phone into the PHONE port on the MTA using the supplied Phone Cable.
- ③ Setup the MTA to connect to your Home Router.
 - **For Ethernet Connection.** If your MTA is located close to your Home Router, connect the yellow Ethernet cable (supplied) into the WAN port on the MTA and connect the other end into an available Ethernet port on your router or LAN network. Then proceed to step ④ directly.
 - **For WiFi Connection.** Alternatively, connect the MTA to the Home Router through a WiFi connection. Press the round button on the top of the unit for about 5 seconds, the MTA will switch to "Setup Mode" and the WiFi LED will change to solid yellow. Connect your smart phone or PC to the MTA's preset SSID shown on the back of the unit, i.e., MTA8328-xxxxxx, product name followed by the last 6 digits of MAC address. The MTA welcome portal web page will show up on your smart phone/PC. If this page does not popup, open the web browser and type in the following address:
<http://192.168.199.1/wifisetup/>
During setup, follow the instructions on the welcome portal. You will need to select the WiFi SSID of your WiFi Access Point and input the WiFi passphrase. For detailed instructions, please see **Error! Reference source not found..**
- ④ Confirm that the MTA is successfully connected to the Home Router and acquires an IP address as follows:
 - For Ethernet Connection.** The WAN LED shows green for 100BT connection, or shows amber for 10BT.
 - For WiFi Connection.** The WiFi LED shows green. If it is not green, repeat step ③.
- ⑤ Once the MTA connects to the voice service provider network, and completes the registration and service provision process, you should see a solid green PHONE LED light displayed.



Wireless Connection Optimizer (WCO)

The WCO test is designed to determine an ideal location for the MTA by performing voice quality validation thru a WiFi connection.¹ One of the following results will be displayed/announced after the WCO test is completed:

Your device location is **Excellent | Good | Not Good**

If the test result is "Not Good", one or more of the following steps are recommended before running the WCO test again until the result is "Good" or "Excellent":

- Change the location of the MTA. Decrease the distance between the MTA and the WiFi router and/or avoid any large obstructions between the MTA and WiFi router.
- Switch to another WiFi channel.
- Change WiFi frequency between 2.4GHz and 5 GHz to improve reception.

¹ Note that some WiFi routers may drop WCO packets for strict security configurations.



Note:

- The WCO test can only be invoked when the WAN Ethernet is not connected.
- Run the WCO test only when the WiFi LED displays solid green as its initial state.
- The WCO test will run for 30 seconds. During a test period, the WiFi LED changes its state to “blinking yellow” (0.5 sec ON | 0.5 sec OFF).

Execute the WCO test using any of the following two approaches:

Method 1: Dial *8 from the phone connected to the MTA.**

Off hook the phone, dial ***8, and the MTA interactive voice response (IVR) will play “Wireless connection optimizer test is in progress, please wait...” After the test is complete, the IVR will then announce the test result, as well as displaying it through its respective LED state, as shown in **Error! Reference source not found.**

Method 2: Double click the round button on the top of the MTA box. Double click the round button on the top of the unit. After the WCO test is complete, the result is displayed through its respective LED state.

Method 3: Device WEB console. Login to the MTA administrative web console. Navigate to Telephony > Wireless Connection Optimizer page, and click the <Start Test> Button. The test result will be displayed on the WEB GUI page as well as through its respective LED state.

Making Calls

You are now ready to place calls. * Note that the MTA8328-1N supports FAX transmission.

Accessing the MTA WEB Management Console

Once the MTA is connected to your Home Router, you may proceed to access the MTA via the Web Browser from a PC connected to the same router as the MTA.

- Press ***1 on the phone which is connected to the MTA and get the IP address of the MTA.
- Type in the following address: http://<MTA-IP-Address>
- The default username is: **user**, and default Password is: **welcome**

LED Representation

WCO Test State		WiFi LED Representation
WCO Initial State		Solid Green
WCO Result State (last for 20 secs)		
Excellent		Solid Green
Good		Alternates between solid yellow and solid green.
Not Good		Solid yellow

LEDs	Blinking State	MTA8328 LED States
PWR 	Steady Green	Powered ON.
	Off	Powered OFF.
WAN 	Solid or Blinking Green	WAN Ethernet 100BT link is active, blinks with activity.
	Solid or Blinking Yellow	WAN Ethernet 10BT link is active, blinks with activity.
	Off	WAN Ethernet link is not connected.
	Fast Blinking Green (0.25 secs on, 0.25 secs off)	WAN Ethernet 100BT link is active but is unable to reach the Internet.
	Fast Blinking Yellow (0.25 secs on, 0.25 secs off)	WAN Ethernet 10BT link is active but is unable to reach the Internet.
	Medium-Slow Blinking Green (1 sec on, 1 sec off)	Device firmware is being upgraded. The PHONE LED blinks in unison with the WAN LED.
LAN 	Solid Green	LAN Ethernet 100BT link is active.
	Solid Yellow	LAN Ethernet 10BT link is active.
	Off	LAN Ethernet link is not connected

LEDs	Blinking State	MTA8328 LED States
WiFi 	Solid or Blinking Green	WiFi is connected successfully and link is active. Blinks with activity.
	Medium-Slow Blinking Yellow (1 sec on, 1 sec off)	WiFi is in the process of being setup via the welcome portal.
	Fast Blinking Green (0.25 secs on, 0.25sec off)	WiFi link is active but device is unable to get an IP address, OR is unable to reach a public IP address. This is the same condition in which the "no Internet connection" IVR is played.
	Solid Yellow	WiFi is attempting to connect to the AP.
	Off	WiFi is disabled.
PHONE 	Off	- No power, OR - Device is initializing, OR - Failed to register for voice services, OR - This line is disabled.
	Steady Green	The device is ready to make calls.
	Slow Blinking Green (3 secs on, 1 sec off)	There are new voicemail messages.
	Medium-Fast Blinking Green (0.5 secs on, 0.5 secs off)	The device is registered and ready to make calls, and the line is in use.
	Fast Blinking Yellow (0.25 secs on, 0.25 secs off)	One or more line diagnostics tests (GR-909) failed. This state is cleared when the GR-909 tests are run again and all tests pass, or when the device is rebooted.
	Medium-Slow Blinking Green (1 sec on, 1 sec off)	Device firmware is being upgraded. The PHONE LED blinks in unison with the WAN or WiFi LED.



Troubleshooting

Problem 1: When the network is not connected, the MTA IVR (Interactive Voice Response) system announces messages such as: “Your Internet cable is not connected,” or “Check to see if your Internet service is down.”

Recommendations: Ensure that all cables (power, Ethernet) are properly connected to the MTA. Make sure your broadband access device is properly set up.

Problem 2. When the Network is connected, but there is no phone service available, the MTA IVR announces the message: “Your device is not registered with your service provider.”

Recommendations: Report the failure to your voice service provider for their attention.

Federal Communication Commission Interference Statement

The MTA8328 series products have been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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.

IMPORTANT NOTE:

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance **20cm** between the radiator & your body.

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