

# Service Alert Bulletin

**Product:** VOIP Gateway

**Purpose:** Notification of DHCP change and license issue

**Date:** July 20, 2006

## Connecting to VOIP Gateway

### General

By default, DHCP is disabled on both Ethernet ports on the VOIP Gateway.

### Action

To properly configure the VOIP Gateway, do the following:

- a. Connect Ethernet 0 to the power over Ethernet injector, and then connect to the customer network.
- b. Connect laptop to Ethernet 1 with straight through Ethernet patch cable.
- c. Configure laptop with IP address 192.168.1.2.
- d. Open web browser to <http://192.168.1.1> to administer and configure the VOIP Gateway.

Once successfully connected, download all the licenses (License tab – download all) and the configuration (Download tab – download) locally. This will provide the installer to get back to “ground zero”.

**NOTE:** DO NOT press the RESET button. Pressing the RESET button once will quickly reset the equipment. Pressing and holding the RESET button will put the equipment back to factory defaults.

In the event the equipment is reset to factory defaults, contact Ascom Tech Support to have a new license file sent to you.

### Additional Information

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877 71ASCOM (1-877-712-7266) option 3.