

Cisco ATA191-3PW-K9

Cisco ATA 191 Multiplatform Analog Telephone Adapter User Manual

Model: ATA191-3PW-K9

INTRODUCTION

The Cisco ATA 191 Multiplatform Analog Telephone Adapter (ATA191-3PW-K9) is designed to integrate traditional analog communication devices, such as telephones and fax machines, into an IP-based network. This adapter facilitates the transition of analog investments to IP networks, making it suitable for enterprise networks, small offices, and Unified Communications as a Service (UCaaS) environments.

PACKAGE CONTENTS

Verify that your package contains the following items:

- Cisco ATA 191 Multiplatform Analog Telephone Adapter
- Ethernet Cable
- Power Adapter
- Quick Start Guide (not included in this digital manual)

PRODUCT OVERVIEW

The Cisco ATA 191 is a compact device designed for seamless integration. It features multiple ports for connectivity and indicator lights to show operational status.



This image shows a side profile of the Cisco ATA 191 adapter, highlighting its compact design and gray/silver color.

Key Features:

- **Two RJ-11 FXS Ports:** For connecting analog telephones or fax machines.
- **One 10/100 Mbps RJ-45 Ethernet Port:** For network uplink.
- **Advanced Audio Processing:** Ensures clear, natural-sounding voice quality with echo cancellation and voice activity detection.
- **Security:** Supports Transport Layer Security (TLS), Secure Hash Algorithm (SHA-2), and Secure Real-time Protocol (sRTP) cipher suites.

SETUP

Follow these steps to set up your Cisco ATA 191 adapter:

1. **Connect to Power:** Plug the power adapter into the ATA 191's power port and then into an electrical outlet.
2. **Connect to Network:** Connect one end of the Ethernet cable to the RJ-45 Ethernet port on the ATA 191 and the other end to your network switch or router.
3. **Connect Analog Devices:** Connect your analog telephone(s) or fax machine(s) to the RJ-11 FXS ports (labeled PHONE 1 and PHONE 2) on the ATA 191 using standard telephone cables.
4. **Verify Status:** Once connected, observe the indicator lights on the top panel of the ATA 191. The power indicator should be solid green, and the network and phone line indicators should illuminate appropriately as connections are established and services become active.
5. **Configuration:** Initial configuration typically involves accessing the device's web interface or provisioning through a Cisco Unified Communications Manager (UCM) system or UCaaS provider. Refer to your service provider's documentation for specific configuration details.

OPERATING THE DEVICE

Once the Cisco ATA 191 is successfully set up and configured, your connected analog devices will function as IP

endpoints.

- **Making Calls:** Use your connected analog telephone as you normally would. Dial numbers according to your configured dial plan.
- **Receiving Calls:** Incoming calls will ring on the connected analog telephone.
- **Using Fax Machines:** Ensure your fax machine is connected to one of the FXS ports. The ATA 191 supports T.38 fax relay for reliable fax transmission over IP networks.
- **Reset Button:** A recessed reset button is available. Use a paperclip or similar pointed object to press and hold the button for approximately 10 seconds to restore factory default settings. This should only be done if instructed by support personnel or if you understand the implications of resetting the device.

MAINTENANCE

The Cisco ATA 191 is designed for minimal maintenance. Follow these guidelines to ensure optimal performance:

- **Keep Clean:** Regularly wipe the device with a soft, dry cloth. Avoid using liquid cleaners or aerosols.
- **Ventilation:** Ensure the device is placed in a well-ventilated area to prevent overheating. Do not block ventilation openings.
- **Firmware Updates:** Periodically check for firmware updates from Cisco or your service provider. Firmware updates can improve performance, add features, and enhance security. Follow official instructions carefully when performing updates.
- **Power Cycle:** If the device is unresponsive, disconnect the power adapter, wait 10 seconds, and then reconnect it.

TROUBLESHOOTING

This section addresses common issues you might encounter with the Cisco ATA 191.

No Dial Tone:

- **Check Power:** Ensure the power adapter is securely connected and the power indicator light is solid green.
- **Check Phone Connection:** Verify that the analog telephone is correctly plugged into one of the FXS ports (PHONE 1 or PHONE 2).
- **Check Network Connection:** Ensure the Ethernet cable is securely connected to the network port and your network is active. The network indicator light should be on.
- **Verify Configuration:** Confirm that the ATA 191 has successfully registered with your VoIP service or UCM. Consult your service provider's documentation.

Calls Not Connecting or Dropping:

- **Network Stability:** Ensure your internet connection is stable and has sufficient bandwidth for VoIP calls.
- **Firewall Settings:** Check if your network firewall is blocking necessary VoIP ports. Your network administrator or service provider can assist with this.
- **Firmware:** Ensure the device firmware is up to date.

Fax Transmission Issues:

- **T.38 Support:** Confirm that both your ATA 191 and your VoIP service provider support T.38 fax relay.
- **Fax Machine Settings:** Try reducing the baud rate on your fax machine to a lower speed (e.g., 9600 bps). Disable Error Correction Mode (ECM) if available.

SPECIFICATIONS

Brand	Cisco
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Model Number	ATA191-3PW-K9 (ATA 191)
Hardware Interface	Ethernet
Ports	2 x RJ-11 FXS, 1 x 10/100 Mbps RJ-45 Ethernet
Data Link Protocol	Ethernet
Data Transfer Rate	100 Megabits Per Second
Product Dimensions (L x W x H)	1.1" x 3.9" x 3.9"
Item Weight	4.64 ounces
Compatible Devices	Cisco UCM Versions 8.5(1), 8.6(2), 9.1(2), 10.0(1) and later, supporting SIP and SRTP/TLS over SIP
External Testing Certification	CE Markings per directives 2014/30/EU and 2014/35/EU
Built-In Media	VoIP Gateway

WARRANTY INFORMATION

The Cisco ATA 191 Multiplatform Analog Telephone Adapter comes with a **90-Day Standard Hardware Warranty**. This warranty covers defects in materials and workmanship under normal use. For specific terms and conditions, please refer to the official Cisco warranty documentation provided with your product or available on the Cisco website.

Note: Some product listings may indicate a 1-year limited hardware warranty. For the most accurate and up-to-date warranty details, always consult the official documentation from Cisco.

SUPPORT

For technical assistance, product documentation, or further support regarding your Cisco ATA 191, please contact your service provider or visit the official Cisco support website. Ensure you have your product model number (ATA191-3PW-K9) and any relevant serial numbers ready when seeking support.

Cisco Support Website: www.cisco.com/c/en/us/support/index.html