



## AudioCodes MediaPack MP-504/508/516/524/532 ATA device

### Manual Reconfiguration Procedure

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**WARNING: THIS PROCEDURE DESCRIBES HOW TO MANUALLY RECONFIGURE AN AUDIOCODES MP-5XX ATA DEVICE TYPES TO WORK ON THE CISCO WEBEX CALLING. ONCE THIS PROCEDURE HAS BEEN COMPLETED, ANY PRIOR CONFIGURATION SETTINGS ON THE DEVICE WILL BE OVERRIDDEN, INCLUDING THE ADMINISTRATOR PASSWORD, AND THE DEVICE WILL ONLY BE USABLE ON THE CISCO WEBEX CALLING. THE DEVICE MUST BE RETURNED TO THE AUDIOCODES FACTORY DEFAULT CONFIGURATION BEFORE IT CAN BE USED ON ANY NETWORK OTHER THAN CISCO WEBEX CALLING**

**Reset the AudioCodes MP-5XX to Factory Defaults before continuing. This step is vital to remove all previous settings that may interfere with your Cisco Webex Calling service.**

#### Supported Models

- AudioCodes MP-504 ATA GW
- AudioCodes MP-508 ATA GW (FSX Only) FXO not supported in Cisco WxC
- AudioCodes MP-516 ATA GW
- AudioCodes MP-524 ATA GW
- AudioCodes MP-532 ATA GW

Tested Firmware - **7.28A.356.070**

#### Product Notices:

<https://www.audiocodes.com/media/ekzfkzh0/mediapack-5xx-users-manual-ver-72.pdf>

Download the per device type AudioCodes MP-5xx Flash file from the knowledge base and save the file to your PC and perform the following steps:

Check **the MediaPack MP504/508/516/524/532 ATA device's Mac address**

1. Sign in to the device web interface.
2. Click **MONITOR, Device Information**, then **GENERAL SETTINGS**.
3. Take note of the **LAN Mac Address** needed for provisioning to be added in the Webex Calling Control Hub Portal.



## Configuring the Device

1. Device management can be done through the LAN and/or WAN interface.
2. From a factory default baseline on the MP-5xx device the default IP address information is below for the LAN Port, and WAN Port will look for a local DHCP Server for a DHCP IP Address.

LAN Port default IP address information :

- IP Address = 192.168.0.2
  - Subnet mask: 24 (255.255.255.0 )
  - Default Gateway: 0.0.0.0
  - VLAN ID: 1
3. Connect the Ethernet LAN S1 port device directly to a PC's LAN port, you can change your PC's IP address and subnet mask to correspond with the MP-5xx default IP address and subnet mask.
  4. In your Web browser, enter the default IP address of MP-5xx (e.g., <http://192.168.0.2>); the MP-5xx Web-based management tool opens, requesting your login credentials.
  5. Log in to the device using the default (case-sensitive) username ("**Admin**") and password ("**Admin**"), and then click Login.
  6. Open the Application Settings page (**SETUP > IP NETWORK > CORE ENTITIES > IP INTERFACES**).
  7. From the IP INTERFACE, you will need to manually configure the following: (Interface Mode, IP Address, Prefix Length, Default Gateway, Primary DNS, Secondary DNS) and click Apply.
  8. Here you can check the WAN DHCP IP ADDRESS in using the WAN Interface for connectivity.
  9. You will find that once you have clicked Apply, connection to the device will be lost, you will need to navigate to the device again based on the new IP Address that you have provided the device.
  10. The next step will be to establish service with Cisco Webex Calling; to load the Flash file and establish service you must log into the Device with the new IP address. Once logged in, navigate to (ACTIONS > AUXILIARY FILES).
  11. Under the Incremental INI file, browse for the MP-504/508/516/524/532-DMS-Flash.ini file saved and unzipped on your PC.
  12. Choose the correct specific per region INI file and click ok.
  13. Click the Load button.
  14. From the Device Actions drop down menu, select the Reset option, then click Reset and the device will automatically reboot

Once the boot process has completed, the device will be provisioned for use in the Cisco Webex Calling network. If the Station Assignment process was properly completed prior to the reboot, the device will boot into a station specific assigned/usable state, and will remain in this state until the site administrator has completed the station assignment process. If this occurs, contact your site administrator and request that station assignment be completed for the device in question.



### Troubleshooting:

If the device does not come back or there are any issues, perform the following steps:

1. Verify the device LAN MAC is correct in the Cisco Webex Calling Control Hub Dashboard
2. Verify the device LAN MAC has been assigned to a user/phone/workspace with a station assignment in the Control Hub Dashboard

### Factory Default Instructions:

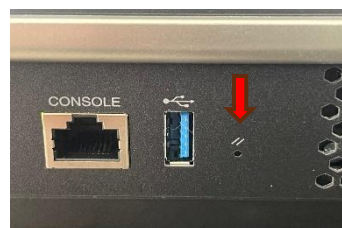
For the MP-5xx, use the following to process a factory reset of the device:

1. 1. Using a paper Clip or any other similar pointed object, press and hold down the button for at least 10 seconds but no longer than 30 seconds.

MP-504 / MP-508



MP-516 / MP-524 / MP-532



This will default the Device to factory settings.

**WARNING: THIS PROCEDURE DESCRIBES HOW TO MANUALLY RECONFIGURE AN AUDIOCODES MP-5xx TO WORK ON THE CISCO WEBEX CALLING AND CARRIER NETWORK. ONCE THIS PROCEDURE HAS BEEN COMPLETED, ANY PRIOR CONFIGURATION ON THE DEVICE WILL BE OVERRIDDEN, INCLUDING THE ADMINISTRATOR PASSWORD, AND THE DEVICE WILL ONLY BE USEABLE ON THE CISCO WEBEX CALLING AND CARRIER NETWORK. THE DEVICE MUST BE RETURNED TO THE AUDIOCODES FACTORY DEFAULT CONFIGURATION BEFORE IT CAN BE USED ON ANY NETWORK OTHER THAN CISCO WEBEX CALLING AND CARRIER NETWORK.**