



# Cisco ATA 191

A guide to Setting up your ATA with Digital Voice for Business

---

## What's in this guide?

What's in this guide?	1
Welcome	1
What's in the box?	1
Connecting the cables	1
Setting up	2
Need Help?	3
Things you need to know	4

---

## Welcome

The Cisco ATA 191 is an analogue terminal adapter that connects your analogue phone to a digital or VoIP network. This guide shows you how to set it up. Don't worry, it'll only take a minute or two.

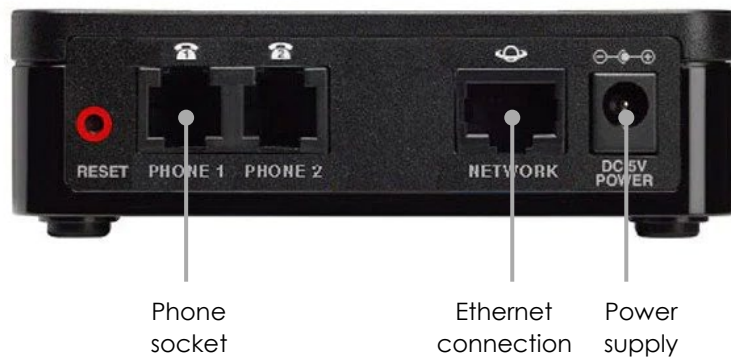
## What's in the box?

Make sure you've got everything. You should have:

- Cisco ATA 191
- Ethernet cable
- Mains power adapter
- Phone socket adapter

## Connecting the cables

- Connect the internet port on the back of the box to your network port using the Ethernet cable.
- Connect the power cable to the box and then plug it into the mains (the Cisco ATA 191 does not support Power over Ethernet).
- Plug your analogue phone into the Phone 1 socket using either the phone socket adapter or directly, if your phone has an RJ11 phone cable.

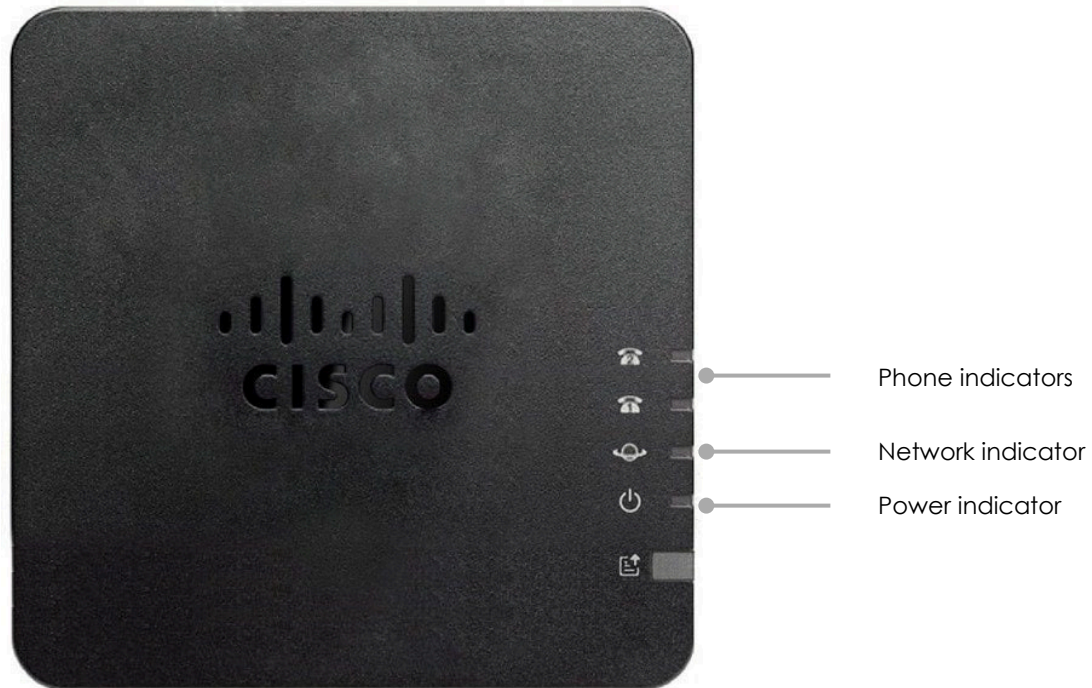


---

## Setting up

Once you've connected it to the network and plugged it in, it'll do a series of updates. This may take a while so please be patient while it does what it needs to do.

When the Cisco ATA 191 has finished updating and it's ready for action, the Phone 1 indicator light will turn green. If this doesn't happen, please call your service desk. You can now start making calls through your Cisco ATA 191.



---

## Need Help?

If you have any problems setting up or using your Cisco ATA 191, call your service desk on 0800 800 152 for help.

---

# Things you need to know

## Important – 999 or 112 emergency calls

Your Digital Voice for Business number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see.

If you use Digital Voice for Business at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.

You might not be able to make 999 or 112 calls if there's a power or network failure, or you're using the service from an app or mobile phone.

## Safety information

Do not open the Cisco ATA 191. This could expose you to high voltages or other risks. If your phone needs to be repaired, call us on 0800 800 152 and we'll be able to help.

## Cleaning

Clean the Cisco ATA 191 with a damp (not wet) cloth, or an antistatic wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

## Environmental

- Do not expose to direct sunlight.
- Make sure your phone is on a dry, flat surface, not on a carpet or anything which has fibres. Make sure it can always get a free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There's a slight chance your phone could be damaged by an electrical storm. Should this happen, contact your BT service desk.

## Product disposal instructions

- The symbol shown on the Cisco ATA 191 means your product is classed as electrical or electronic equipment. You shouldn't throw it away with other office waste once at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

- 
- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

## Guarantee

Your Cisco ATA 191 is guaranteed for a period of 12 months from the date of purchase. Your guarantee covers the repair or replacement of your phone or any of its parts (other than batteries) if they're faulty or below standard, or they break because of bad workmanship or materials. If your product is more than 28 days old, it might be replaced with a refurbished or repaired product.

- The conditions of this guarantee are:
- The guarantee shall only apply to defects that occur within the 12-month guarantee period.
- You provide proof of purchase.
- You'll need to return your phone to us according to our instructions.
- We don't cover any faults or problems that are caused by accidents, misuse, fair wear and tear, neglect, or if you've tried to repair the equipment yourself.

This guarantee does not affect your statutory rights.

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2020. Registered office:  
1 Braham Street, London E1 8EE. Registered in England No. 1800000.

**March 2025**





