

# Using VoIP Services on a Locked Modem

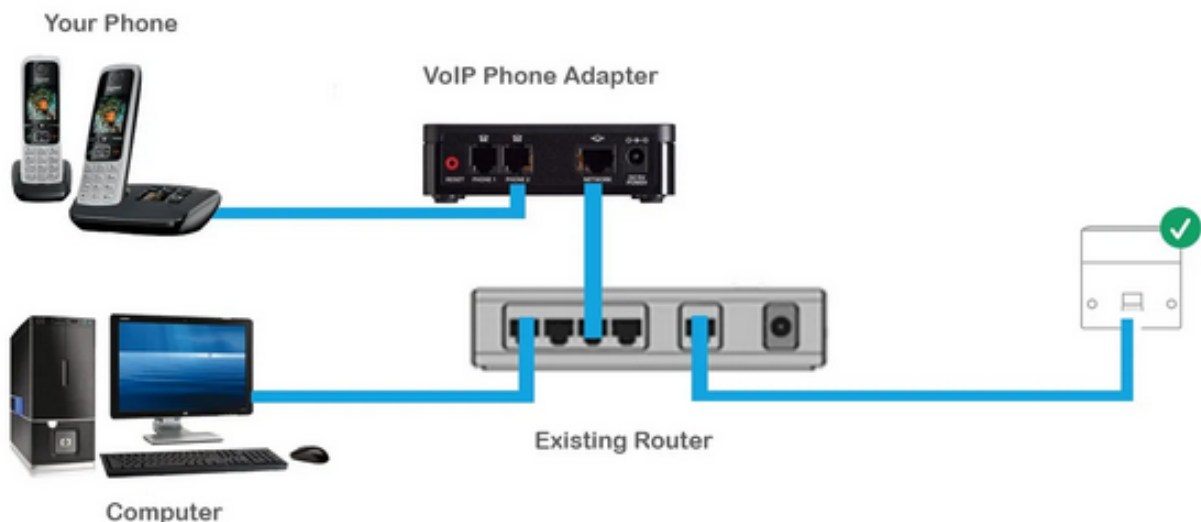
Some Internet Service Providers (ISPs) “lock” the VoIP features of their supplied modems. This means you can’t directly change the VoIP settings inside the modem’s interface.

**Good news:** You can still enjoy VoIP calls by connecting your VoIP-capable equipment alongside the modem.

There are two main ways to do this:

1. **Analog Telephone Adapter (ATA)** – lets you use a standard analog phone.
2. **VoIP-Enabled Telephone** – connects directly to your network and stores VoIP settings.

This guide will show you step-by-step how to set up both methods.



## Option 1: Using an Analog Telephone Adapter (ATA)

### What You'll Need

1. A **modem** with a working internet connection
2. An **ATA device**
3. An **analog phone** (standard landline-style or a VOIP-compatible handset)
4. An **Ethernet cable (RJ45)** and **phone cable (RJ11)**
5. Your VoIP account details (username, password, SIP server address)



### Step 1: Power Off Your Equipment

Turn off your modem, ATA, and phone to avoid connection issues during

setup.

## **Step 2: Connect the ATA to Your Modem**

- Plug one end of the Ethernet cable into the ATA's **WAN** or **Internet** port.
- Plug the other end into an available **LAN port** on your modem/router.

## **Step 3: Connect Your Phone to the ATA**

Attach the phone cable from your analog phone to the ATA's **Phone** or **Line** port.

## **Step 4: Power On Devices**

- First, turn on your modem and wait until the connection is established.
- Then power on the ATA.
- Finally, plug in and power your phone (if applicable).

## **Step 5: Configure the ATA**

- On a connected computer, access the ATA's configuration page (refer to your ATA manual for the correct IP address or login method).
- Enter your VoIP SIP settings: server address, username, and password. For details, see this [article](#).
- Save your changes.

## **Step 6: Test the Line**

- Pick up your phone and check for a dial tone.
- Try placing a test call to confirm audio quality.

## **Option 2: Using a VoIP-Enabled Analog Phone**

Some analog-style phones come with built-in VoIP functionality, letting you skip the ATA entirely.

## What You'll Need

- A **modem** with a working internet connection
- A VOIP-compatible telephone
- An **Ethernet cable (RJ45)**
- Your VoIP account details (username, password, SIP server info)

Step 1: Connect the phone to your modem/router via Ethernet.

Step 2: On a connected computer, access the phone's configuration page (refer to the manufacturer's manual for the correct IP address or login method).

Step 3: Enter your VoIP SIP settings: server address, username, and password. For details, see this [article](#).

Step 4: Save your changes.

Step 5: Test for dial tone and call quality.

## Troubleshooting Tips

- **No Dial Tone:** Double-check all cable connections and verify ATA power.

- **Registration Failed:** Ensure your SIP credentials are entered correctly.

### **Need Assistance? We're Here to Help!**

If you need any further guidance or have questions about your options, our support team is ready to assist you.

**☎️Call us:** 1300 303 375 – Speak with one of our representatives for real-time support.

**💬Chat with us:** Click on the chat icon on our website to connect with our team instantly.

Online URL:

<https://articles.spintel.net.au/article/using-voip-services-on-a-locked-modem.html>