Installing Your Vonage Device in Front of an Existing Router for customers with CABLE INTERNET SERVICE

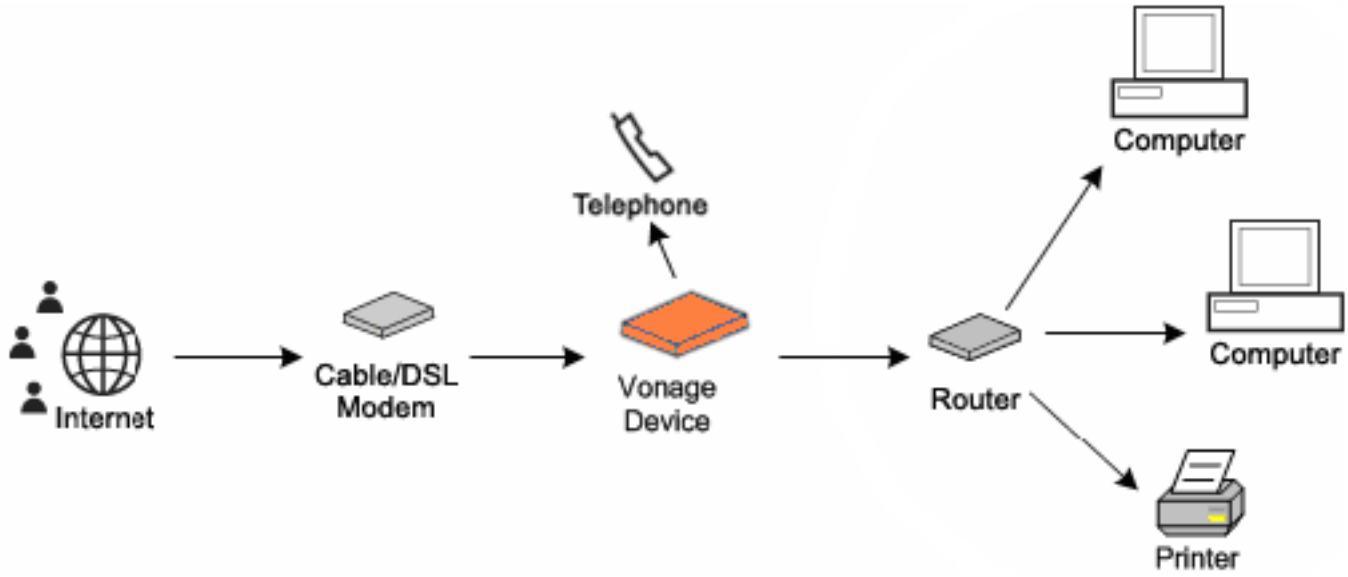


Figure 1. Sample Installation Setup - Vonage phone adapter in front of router

1. Login to your router and verify whether or not it supports MAC cloning/spoofing. Please refer to your router's documentation for information on how to login to the router and locate the MAC address. If it does support MAC cloning/spoofing, make note of the MAC address:

   MAC Address:_____

2. Unplug your cable modem power cord.
3. Unplug your existing router power cord.
4. Disconnect the Ethernet cable connecting your modem to your router by removing the cable from the Internet or WAN port of your router. Note: Leave your modem connected to the cable line that supplies your Internet connection.
5. Connect the end of the Ethernet cable you just removed from the Ethernet port of your router, to the Internet or WAN port on your Vonage device. This will connect your cable modem to your Vonage device.
6. Does your ISP require you to register your MAC address? *See Note 1 below*
   - If no, continue with Step 12.
   - If yes and you want to perform MAC cloning, continue with Step 7.
   - If yes and you'd rather not perform MAC cloning, contact your ISP and provide them with the MAC address of your Vonage device (located on the bottom of device). Continue with Step 12.
7. Connect the power adapter supplied with your Vonage device to the power port

located on the back of the device. Plug the other end into a power outlet. The Power LED on the front of your Vonage device will be blinking.

8. Connect an Ethernet cable from the Ethernet port on your Vonage device to the Ethernet port of one of your computers in your home network as shown in Figure 2. This will be a temporary connection used to login to your Vonage device. Once configured, you will be removing the connection.

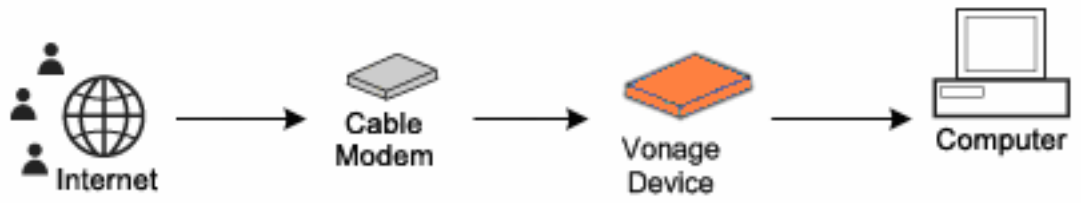


Figure 2. Installation with one computer temporarily connected to configure MAC cloning

9. Login to your Vonage device and configure it use MAC cloning/spoofing. Use the Mac address you noted in Step 1. See the user manual for your Vonage device for instructions on how to do this.
10. Remove the Ethernet cable connected to the Ethernet port of the Vonage device. (Leave it connected to your computer.)
11. Unplug your Vonage device power cord.
12. Plug in the cable modem power cord. Wait for your modem to complete its start-up process.
13. Plug in the Vonage device power cord. (Connect the power adapter supplied with your Vonage device to the power port located on the back of the device. Plug the other end into a power outlet.)
14. Wait until the power LED stops blinking. Both the Power and Phone 1 LEDs should be solid. Note: The Phone 2 LED will be lit only if you have a second Vonage line. The Internet light will flicker whenever there is activity. At this point in the process your installation should look like Figure 3.

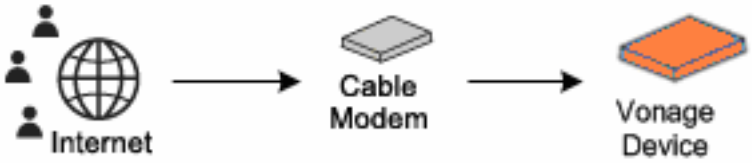


Figure 3. Installation of Vonage device only

15. Unplug the telephone from the wall jack. Connect the telephone cord from your telephone to the Phone 1 port on the back of your Vonage device. See Figure 4.

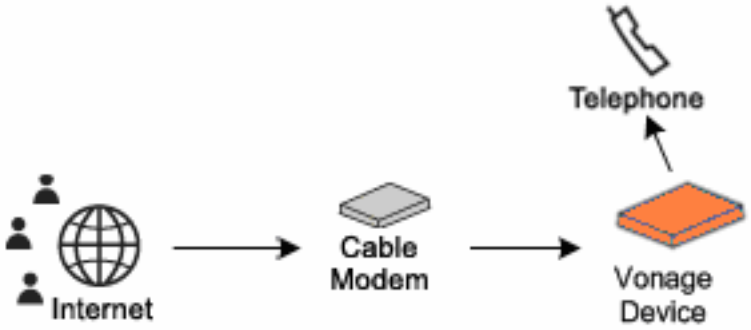


Figure 4. Installation of Vonage device and phone

16. Check for dial tone.
    - If you have a dial tone, continue with Step 17.
    - If you do not have a dial tone, please refer to the Troubleshooting section below.
17. Did you perform MAC cloning?
    - If no, continue with Step 18.
    - If yes, connect the end of the Ethernet cable you removed from the Vonage device in Step 10 (that still has one end connected to the computer) into an available Ethernet port of your router. Note: At this point your computers and/or peripherals in your home network should be connected to your router as it was before installing the Vonage device.
18. Now connect your Vonage device to your home network: Connect an Ethernet cable from an Ethernet port on the back of your Vonage Device to the Internet or WAN port on the back of your router.
19. Plug in the power cord for your router. Wait for your router to complete its start-up sequence.
20. Open a web browser on your computer, verify you internet connection is working by visiting any website.
21. Verify you can still share resources in your home network.

Notes

1. The MAC address of a router uniquely identifies it on a network. It is a 12-digit hexadecimal number. Some ISPs (Internet Service Provides) require that you register a MAC address. If your ISP requires you to register your MAC address then you can perform what is called MAC cloning, or MAC spoofing, when you install your Vonage device into your home network. This "clones" your router's MAC address onto the Vonage device, so you can avoid a call to your ISP to change the registered MAC address to the Vonage device's MAC address.

Troubleshooting

Troubleshooting Steps for No Dial Tone:

1. Make sure the telephone is plugged into the appropriate port, Phone 1 or Phone 2.
2. Disconnect and re-connect the RJ-11 telephone cable between the Router and telephone.
3. Make sure your telephone is set to its tone setting (not pulse)
4. Reboot your phone adapter by following these steps:
    a. Unplug only the power cable from the back of your Cable/DSL modem.
    b. If you have a router, unplug its power cable.
    c. Unplug the black power cable from the back of the Vonage Phone Adapter.
    d. Wait at least 30 seconds.
    e. Plug your Cable/DSL modem's power cable back into your device and wait for it to start up completely before continuing.
    f. If you have a router, plug the power cable back in and wait for it to start up completely before continuing.
    g. Plug in the power cable for the Vonage Phone Adapter.
    h. Wait at least 30 seconds.
    i. Reboot your computer and check to make sure that you have an Internet connection.
    j. Pick up the telephone receiver and listen for a dial tone.

Vonage
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