

AHCCCS
VO Worker Setup
Instructions

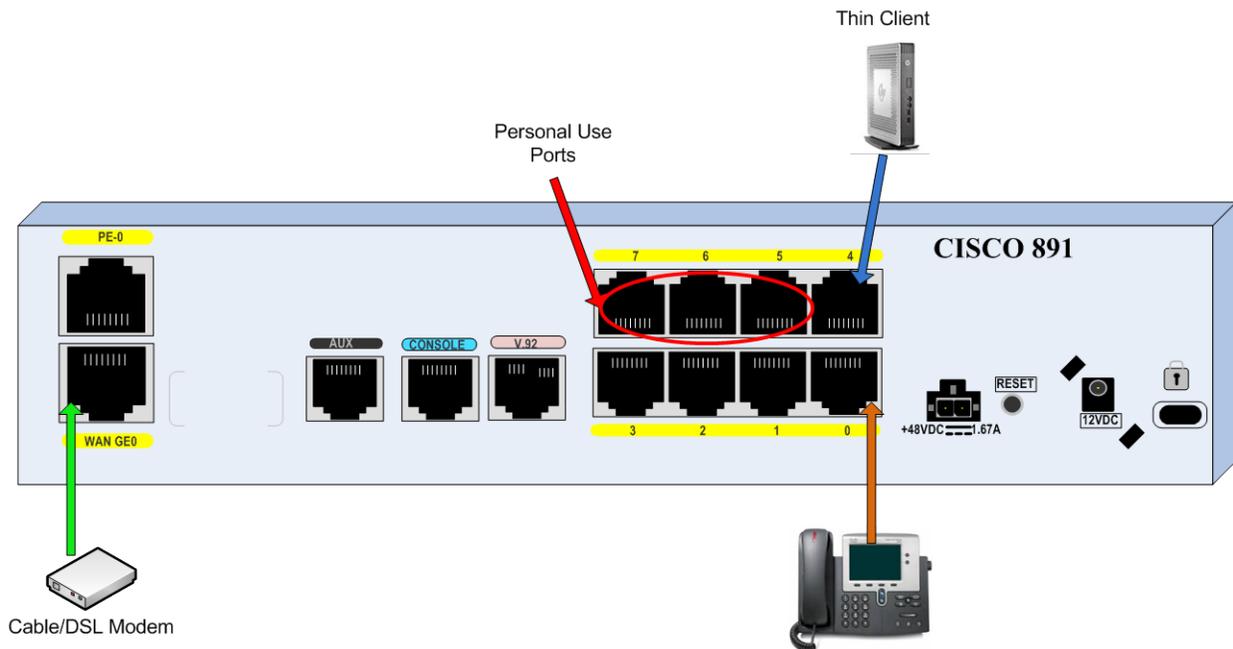
**PLEASE READ ALL
INSTRUCTIONS FIRST**

May 2014

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VO Worker Instructions for setting up the Cisco 891 VO Router and Cisco Phone

The Cisco 891 Integrated Services Router allows you to securely connect your computing device(s) and new IP telephone to your agency centralized network. Here is a picture of the device:



***Please make sure you do not connect power to the Cisco 891, the telephone, or the modem until all connections are made to ensure proper start up sequence.

*** When plugging in the new power supply to the new phone, the receptacle on the back of the phone is a snug fit. Make sure to press the plug firmly into the connection before connecting the network cable from phone to Router. For the step below, If the phone does not power up double check this power plug to make sure it is all the way in.

Step 1: Connecting the new equipment:

1. Place the New Cisco 891 VO Router and the Cisco Phone in the desired location.
2. Connect the yellow network cable supplied with your modem from the Ethernet connection on your modem to the port labeled "WAN GE 0" on the back, bottom left corner of the Cisco 891
3. Connect the black network cable supplied with the new phone from the port labeled "FE LAN" Port 0 on the back of the Cisco 891 to your State issued phone port labeled 10/100/1000 SW (middle of 3 ports on the back of the phone). Please Note: Ports "FE LAN" 1 through 3 and 8 on the router are disabled.

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4. Connect the blue network cable supplied with the Thin Client from the port labeled “FE LAN” Port 4 on the back of the Cisco 891 to the Ethernet port on the back of your Thin Client.
5. OPTIONAL: You may connect other personal devices to ports “FE LAN” 5 through 7 on the back of the Cisco 891 for personal use. Note: Cables for personal devices are not provided.

Step 3: Powering up the new equipment:

Please make sure to power up the equipment in the following order to ensure proper operation of all devices.

1. Plug the power back into the Cable/DSL Modem. Allow 1 - 2 minutes for the modem to run through its power up cycle.
2. Plug the power into the Cisco 891. Ensure that the green “OK” light comes on (located on the front of the Cisco 891).
 - a. After a moment (20-60 seconds) the WAN GE 0 light should glow solid green and may begin to flash.
 - b. After 1 – 3 minutes the VPN light will come on indicating successful connection to the state.
 - c. If the VPN does not come on refer to the below support options.
3. Plug in the power for new Cisco Phone.
 - a. The telephone should go through a short boot up cycle and when it is complete you should see your name and/or phone number on it. NOTE: the first time the phone boots up, it may need to update its firmware. This will happen automatically, but may take up to 10 minutes.
4. Finally, Power on your Thin Client and Monitor(s).

Important Notes:

If you have personal devices active while you are working you may experience slowness or voice quality issues.

Support:

If support is required, the VO Worker should contact:

1. The Internet Service Provider for the location if there is an issue with connectivity
2. AHCCCS ISD Customer Support (602-417-4451). ISD will escalate the issue to AZNET as needed for support of the VO Router and the Phone.