

# Cisco ATA 191 to Webex Calling

## Webex Calling Migration Guide

### OPTION 1

## Brand New Out-of-the-Box ATA 191

Use this path for a factory-fresh unit that has never been registered.

1

### Connect to the network

Plug the ATA into the network. Insert an analog handset (Medpat) into Port 1.

2

### Get the IP address

Dial \*\*\*\* 110# from the connected phone and listen for the spoken IP address.

3

### Open the web interface

Enter the IP in a browser on the same network. Default login: admin / admin.

4

### Can't login? Factory reset the ATA

If admin / admin doesn't work, hold down the reset button for 10 seconds until all lights flash rapidly at a high frequency — you'll know when it's doing it. The device will reset to factory defaults. Wait 5 minutes for the ATA to connect back to the internet again. Get the IP address again (dial \*\*\*\* 110#), then try the IP address in a browser. Use admin / admin to login.

5

### Check firmware — update if needed

Review the firmware version on the status page.

6

### Register in Control Hub

Once firmware is confirmed current, go to Control Hub → Devices → Add Device and complete registration.

OPTION 2

## Migrating ATA 191 from Legacy to Webex Calling

Use this path when the ATA 191 is currently registered to an on-premise PBX.

### PART A — RE-POINT THE ATA TO WEBEX CALLING

1

#### Connect & confirm internet access

Plug in the ATA. It must be able to reach <http://cisco.sipflash.com> through the firewall.

2

#### Get the IP address

Plug an analog phone into Port 1. Dial `**** 110#` to hear the IP address.

3

#### Open the web UI

Browse to the IP. Default credentials: admin / admin. If needed, factory reset by holding down the reset button for 10 seconds and waiting for all lights to flash rapidly — you'll know when it's happening.

4

#### Set the Profile Rule

Set Profile Rule to: <https://cisco.sipflash.com>, then save. The ATA reboots in about 40 seconds — wait. Make sure it provisions by going back to the Profile Rule and checking if it has changed to "[https://activate.cisco.com/..](https://activate.cisco.com/)" — this confirms the device has successfully provisioned to Webex Calling.

### PART B — CREATE WORKSPACE OR USER IN WEBEX CALLING

1

#### Open Control Hub

Log in at [admin.webex.com](https://admin.webex.com). Confirm the Location and Phone Numbers are configured for the target site.

2

#### Create the User or Workspace

Use a Common Area Calling license for a shared analog line, or a standard Calling license for a personal extension.

3

#### Assign phone number(s)

Navigate to the user/workspace and assign the desired DID or extension.

4

#### Add the device

Go to Devices → Add Device. Assign the user or workspace to the device.

**5**
**Select Cisco ATA 191**

Choose: Third Party Devices → Cisco Managed Devices → Cisco ATA 191. Enter the MAC address (label on the bottom of the unit). Click Save.

**PART C — STATUS CHECK & NUMBER FLIP**
**1**
**Wait for Online status**

Go to Devices and search for the MAC address. Status will initially show Unavailable — this is expected.

**2**
**Refresh until Online**

Refresh every 30–60 seconds. Registration typically completes within 5 minutes.

**3**
**Flip the number**

Once Online, flip the phone number to Webex Calling in your number management system (carrier portal, CUBE, or Ribbon SBC).

**4**
**Test calls on all ports**

Test call in and out from Port 1. If you programmed a workspace on Port 2, do the same — test call in and out.



Always confirm Online status in Control Hub before flipping the number. Cutting over before the ATA registers will cause a service outage.

**REFERENCE**
**ATA 191 Start Guide (Webex Help)**
[help.webex.com/en-us/article/bb93my](https://help.webex.com/en-us/article/bb93my)
**ATA 191 Full Admin Guide**
[cisco.com/.../at91\\_b\\_ata191-admin-guide.pdf](https://cisco.com/.../at91_b_ata191-admin-guide.pdf)
**Cisco SipFlash Provisioning**
[cisco.sipflash.com](https://cisco.sipflash.com)
**Webex Control Hub**
[admin.webex.com](https://admin.webex.com)

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