Cisco SPA303/504/509 Enrollment Guide
for MegaPath Voice

For Cisco phones to work with our hosted voice platform, they must be able to reach our configuration servers. If a phone is not set up correctly for our servers, it must be *enrolled*. This document will guide you through the process.

These instructions may change from time to time. We suggest that whenever you enroll phones you download a new copy of this document. You can find this and other documents by going to the Voice Learning Center on the MegaPath website and searching for "enroll."

This document only applies to this particular model of phone. Other phones use different processes. Make sure you have the right document for your phone model, and if the instructions still don't work, try downloading a new copy, in case the instructions have changed.

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Requirements

In order for a phone to be enrolled, the specific phone must have been processed through the **Enroll Phones** workflow (located in Asset Management section of My.Megapath.com).

Once this has been done once you should not need to repeat it, but if you're having trouble enrolling a phone it doesn't hurt to run the workflow again to make sure.

Third-Party Phones

If your phone was:

a) Provided by a previous VoIP carrier

b) Purchased from a hardware vendor rather than from MegaPath directly

It may have settings that interfere with our service. Before enrolling the phone you should perform a factory reset. The best way to do this is to follow the Factory Reset instructions under Appendix A.

Firmware Limitations

Cisco phones with sufficiently outdated firmware will not be able to work on the MegaPath voice system without being manually stepped through several upgrade processes. Because we periodically update our officially supported firmware, these limitations will change from time to time.

Most phones will update to our supported firmware automatically. A phone that is failing to update will typically print a message once an hour stating that it is upgrading firmware and then reboot. If your phone has done this more than twice, it is probably on firmware too old to upgrade automatically.

If your phone fails to update, contact MegaPath support, who can provide specific upgrade steps based on the current firmware of your phones.

Lost Passwords Warning

If you are planning to purchase phones from a non-MegaPath vendor, **make sure you get the phone passwords!** Cisco phones have **NO** password recovery process, so if the password for a Cisco phone is lost, the phone cannot be used ever again without technical assistance from Cisco.

MegaPath can provide absolutely no support for phones with lost passwords.

Enrollment Process (Web)

Obtaining Web Access

Cisco phones are best configured through their web interface. Begin the process by logging into the web interface:

1. Connect the phone to your network and allow it to power up.

2. Once the phone has finished booting, press the menu button:

3. Use the arrow keys to navigate to the **Network** menu. Press **Select**

4. Locate the **Current IP** field. It should display an IP address, a set of four numbers separated by dots.

5. Write this IP address down, then enter it into the address bar of a web browser on your PC and press enter.

6. You should see a configuration page like the following:

If the above process does not work, chances are that your network does not allow phones and PCs to communicate with one another. Instead of following the next section, follow the menu-based config.

If you have an IT or network technician, consult them to find out if they can help you gain access to your phone.

If your site uses an Edgemarc router provided by MegaPath, contact MegaPath Support. In many cases we can remotely configure Cisco phones if an Edgemarc router is in use.

Entering Configuration

Once you have access to the web interface, enter the configuration server address:
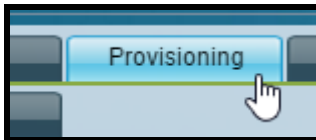
1. In the upper right corner of the page, click **Admin Login**:

2. If the phone has been used before and not factory reset, you will be prompted for a username and password.
   a. The username is **admin**
   b. The password must be provided by the previous owner/provider of the phone.

3. Once you are logged in, click the **Advanced** link:
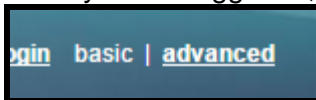
4. Locate and select the **Provisioning** tab:

5. Ensure the **Provision Enable** field is set to "yes":
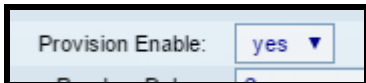
6. Locate the **Profile Rule** field and enter the following value:

   http://72.245.184.168/spa$MA.txt

7. Click the **Submit All Changes** button at the bottom of the page.

8. The phone will reboot after a few seconds.

After the phone reboots, it will typically spend up to 5 minutes updating. Sometimes, when firmware is out of date, the update could take up to 15 minutes.

When the update process is complete the phone should display extension numbers on the right side of the screen. If the phone is on the correct network, the line buttons should turn green and you will be able to place calls.

If it has been 15 minutes since the configuration was saved and the phone still is not working, see the Troubleshooting section.

Enrollment Process (Menu)

If you are unable to log into the web interface of your phone, you can also configure it through the menu.

1. Connect the phone to your network and allow it to power up.

2. Once the phone has finished booting, press the menu button: 🗋

3. Use the arrow keys to locate **Profile Rule** and select it.

   a. If the phone has a password, you will be prompted to enter it. Once you've entered it correctly you will be returned to the main menu; select **Profile Rule** again to continue.

4. Enter the following URL:

   ```
   http://72.245.184.168/spa$MA.txt
   ```

1. Tips for entering the URL:

   a. Press each key repeatedly until you see the character you want under the cursor, then wait for the cursor to move to the next position.

   b. The **:**, **/** and **$** signs can be found by pressing the **1** key.

2. Press the Resync button to apply the settings.

5. The phone will reboot after a few seconds.

After the phone reboots, it will typically spend up to 5 minutes updating. Sometimes, when firmware is out of date, the update could take up to 15 minutes.

When the update process is complete the phone should display extension numbers on the right side of the screen. If the phone is on the correct network, the line buttons should turn green and you will be able to place calls.

If it has been 15 minutes since the configuration was saved and the phone still is not working, see the Troubleshooting section.

Troubleshooting

If you have completed the enrollment process, waited twenty minutes, and the phone is still not working, please check the following:

- Was the phone factory reset before you started?
    - o Follow the process in Appendix A to factory reset the phone.

- Is the network cable plugged into the **LAN** port on the phone or the **PC** port?
    - o The cable must be plugged into the LAN port on the phone.

- Is the phone getting an IP address?
    - o Press the menu button 🖹 and use the arrow keys to navigate to the **Network** menu. Press **Select** and Locate the **Current IP** field. It should display an IP address, a set of four numbers separated by dots.

    - o If you see **0.0.0.0**, the phone didn't get an IP address. Consult your network administrator for assistance.

- Is the phone connected to a network jack that's known to work?
    - o Is there another network jack that a phone is working at? Try the phone at that jack.

- Is the network cable good?
    - o Is there another phone that's working? Borrow the network cable from that phone and try it.

If no problems are found in the above steps, contact MegaPath Support.

- **Phone**: (877) 611-6342, Option 4, Option 2
- **Chat**: Via https://my.megapath.com
- Please collect the following information if possible to speed troubleshooting:
    - o Any messages that appeared on the screen
    - o Whether the phone shows an extension on the screen
    - o Whether the time/date on the phone are correct
    - o Whether the phone is getting an IP address.
    - o Phone model
    - o MAC address

Appendix A: Factory Reset

If you are bringing in a third-party phone, it is recommended to **factory reset** the phone to ensure all non-MegaPath settings are cleared.

1. Press the menu button 🗋

2. Use the arrow keys to navigate to **Factory Reset** and select it.

3. If a password is set, you will be prompted to enter it.

    a. Once you enter the correct password you will be returned to the main menu. Select **Factory Reset** a second time to proceed.

4. You will see a warning that this will reset all configuration. Press OK.

5. The phone will reboot. Proceed with the enrollment process.

I don't know my phone password

You **must** know the phone's configuration password to proceed. Try the steps above first, in case the phone has no password set.

If you are prompted for a password and you do not know it, contact the vendor that provided the phone to you. If they also cannot provide the password, there is no way to recover it. You may be able to contact Cisco for assistance.

MegaPath can provide absolutely no support for lost phone passwords.