

Cisco SPA122 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Cisco phones with sufficiently outdated firmware will not be able to work on the MegaPath voice system without being manually stepped through several upgrade processes.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 have purchased a phone that has been previously used and has an unknown password on it, you can clear the password with a [factory reset](#).

Important Notice - Connecting the SPA122

The SPA122 is unique among Cisco phones in that you cannot connect the device to your network to configure it by default. The **only method** for configuring an SPA122 that is at default settings is by connecting your PC to it with a **wired** Ethernet cable.

If you do not own a computer with a wired Ethernet port, **you will not be able to configure the SPA122 yourself.**

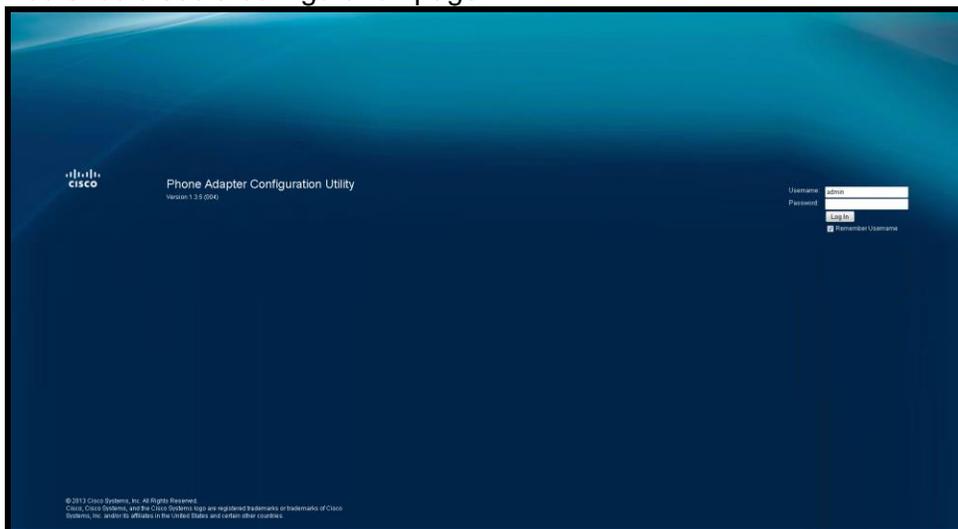
Please note that SPA122 adapters provided by MegaPath come preconfigured and require nothing more than to be connected to your network in most cases.

Enrollment Process

Obtaining Web Access

Cisco phones must be enrolled through their web interface. In order to enroll an SPA122, you must connect your computer directly to the device.

1. Connect the power supply to the SPA122. Wait three minutes for it to finish initializing.
2. Disconnect your PC from your local network.
3. Connect a cable between your PC and the yellow port on the SPA122.
4. Open a web browser on your PC and enter the address <http://192.168.15.1>
5. You should see a configuration page:



If you do not see the configuration page, your PC may not be using DHCP. You can correct this by changing your **static IP address**. If this is possible, apply the settings below and try again:

IP Address	192.168.15.2
Subnet Mask	255.255.255.0
Gateway	192.168.15.1

If you cannot apply these addresses, or you do so and still can't access the device, first try a factory reset.

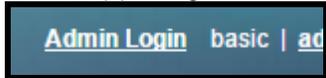
If you still cannot access the device after a factory reset, consult your network administrator.

Please note that SPA122 adapters provided by MegaPath come preconfigured and require nothing more than to be connected to your network in most cases.

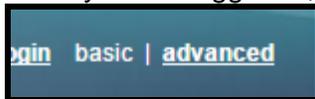
Entering Configuration

Once you have access to the web interface, enter the configuration server address:

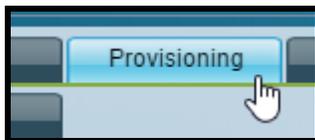
1. In the upper right corner of the page, click **Admin Login**:



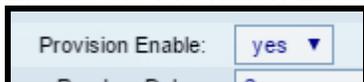
2. If the phone has been used before and not factory reset, you will be prompted for a username and password.
 - a. The username is **admin**
 - b. The password must be provided by the previous owner/provider of the phone.
3. Once you are logged in, click the **Advanced** link:



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.

Troubleshooting

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

- Was the adapter factory reset before you started?
 - Follow the process in [Appendix A](#) to factory reset the adapter.
- Is the network cable plugged into the **Ethernet** port or the **Internet** port?
 - The cable must be plugged into the Internet port on the adapter.
- Is the adapter connected to a network jack that's known to work?
 - Is there another network jack that a phone is working at? Try the phone at that jack.
- Is the adapter getting an IP?
 - Check the light next to the power icon. If it is slowly flashing, the adapter did not get an IP address. If it is *rapidly* flashing, the device may be downloading firmware. Allow ten minutes for firmware download to complete. If the status continues blinking, contact support.
- Is the network cable good?
 - Is there another phone that's working? Borrow the network cable from that phone and try it.
- Is the adapter connected to the network?
 - Check the light next to the globe icon. If it's dark, the adapter is not plugged into a functioning network jack or cable.

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:
 - Phone model
 - MAC address
 - Light status (on, off, flashing) for each light.

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. On the back of the device, next to the phone jacks, there is a small hole labeled RESET
2. Insert a paperclip into the RESET opening and press gently until you feel the internal button click.
3. Hold the button down for 30 seconds.
4. The phone will reboot. Wait ten minutes and then proceed with enrollment.