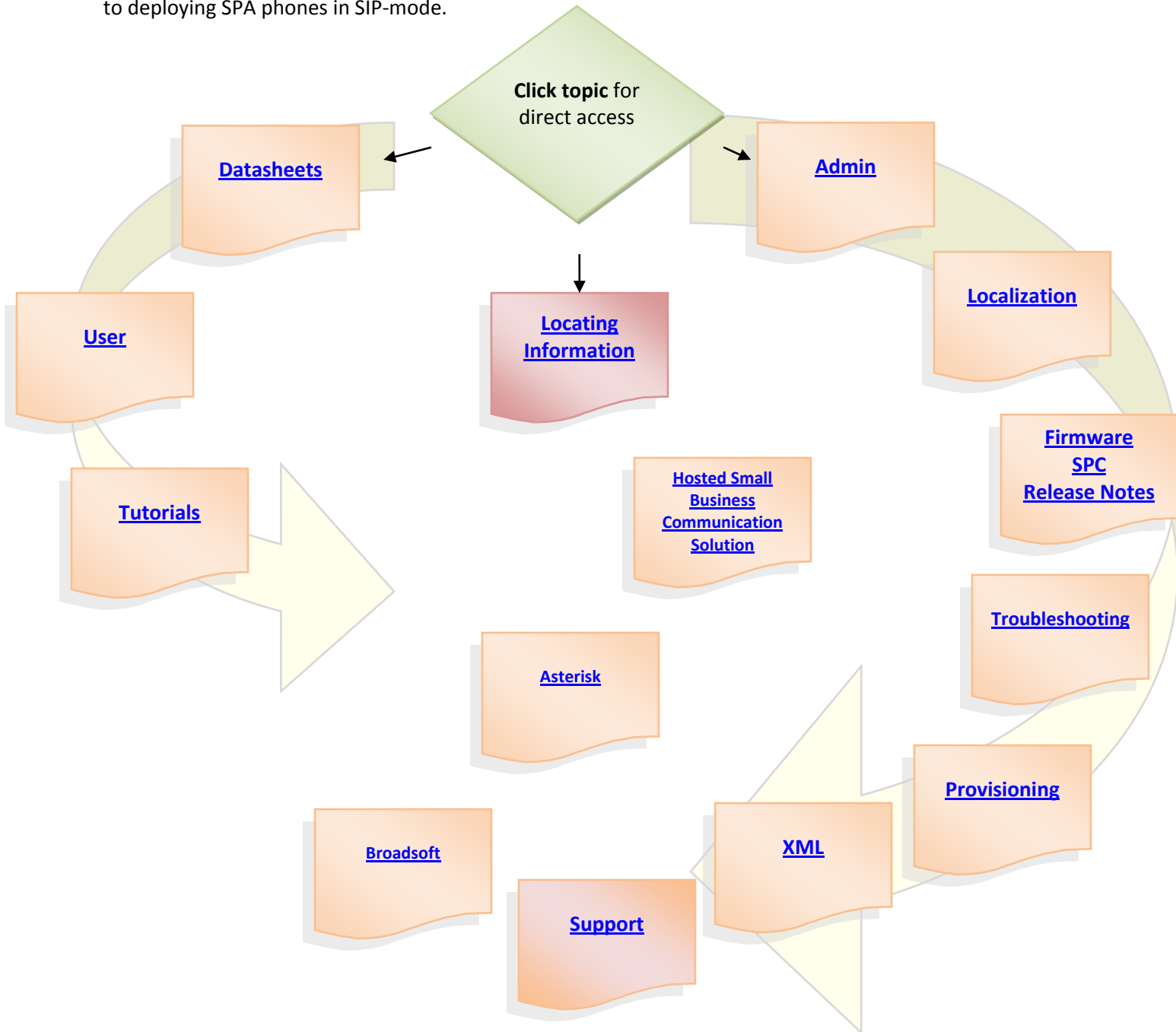




SPA IP Phone Documentation Map

Turn **View Bookmarks On** for best navigation of this document. [View > Navigation Panels > Bookmarks]

Use this document's links to **quickly** locate **firmware, release notes, SPC, Admin & User Guides**, related to deploying SPA phones in SIP-mode.



Check for updates of this document at:

<https://supportforums.cisco.com/docs/DOC-13588>

This document was last updated on January 27th, 2011



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Revision History

Date	Comment	Author
October 20 th 2010	Initial draft	Patrick Born: Technical Marketing Engineer: SIP Endpoints
October 21 st 2010	Cosmetic changes	Patrick Born
October 26 th 2010	Enhanced SPC info	Patrick Born
November 11 th 2010	Added doc map	Patrick Born
November 23 2010	Added: support, spacfg.xml, status.xml, model comparisons, go/300phones and go/500phones Cisco shortcuts	Patrick Born
January 11 th 2011	Added Bluetooth and SIP PUBLISH	Patrick Born
January 14 th 2011	Added IVR options	Patrick Born
January 27 th	Added Broadsoft Playbook & Resync_At__HHmm_	Patrick Born

Read This First

The goal of this document is to help you locate resources related your SPA IP Phones and ATAs.

This document does not provide technical information, but instead provides links to relevant resources.

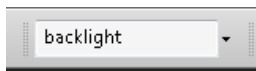
The SPA IP Phones and ATAs are well documented but many people have difficulty locating the documentation on Cisco's web site. Each product family has the following documentation:

- Datasheet
- Quick Start Guide
- User Guide
- Administration Guide
- Provisioning Guide [one document shared between all products]
- Application Notes
- Troubleshooting documents

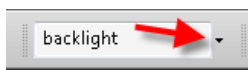
Document Search Best Practice Suggestion

Sometimes finding the information in the documentation can be frustrating. Consider using the following workflow to efficiently locate the information you need:

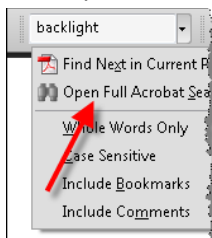
1. Make a documentation directory on your local hard drive, example SPA_Docs. Having the documents on your local drive allows you to easily search for a term throughout all documents at the same time. Read on and I'll show you how.
2. Download to the SPA_Docs directory, the Quick Start Guide, User Guide, Administration Guide, and Provisioning Guide. When downloading the documents, rename them to something usable for example the SPA509G IP Phone's datasheet is called `data_sheet_c78-548571.html`, change its name to `spa509G_data_sheet_c78-548571.html` so you can later easily identify the document without having to open it.
3. Assume you want to know more about the backlight on the SPA IP phones. Search as follows:
4. Open the SPA IP Phone User Guide with Adobe's free Acrobat PDF reader.
5. Type "backlight" in the search bar:



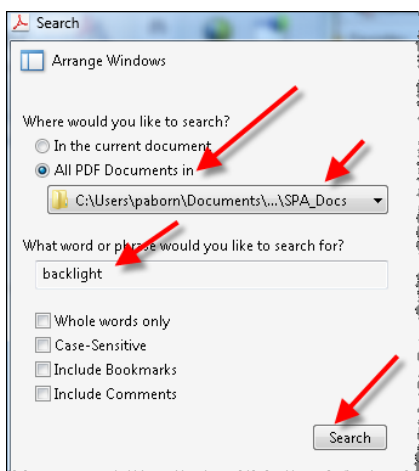
6. Click the menu down-arrow



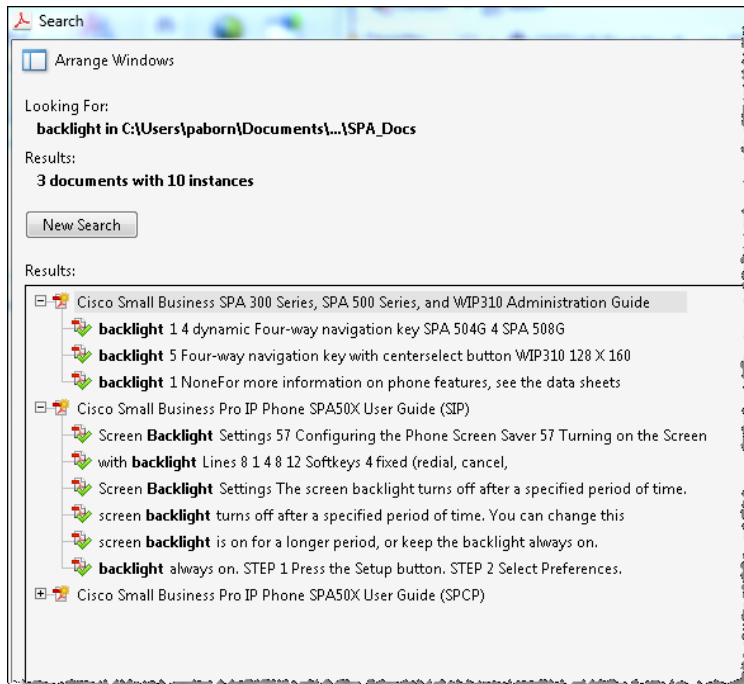
7. Click Open Full Acrobat Search



8. Click All PDF Documents in: and select the directory that contains all the documentation
9. Click Search



10. The results are clickable links which will allow you to efficiently locate relevant information



SPA IP Phone Documentation [SPA3xx & SPA5xx]

Resources

- [HTTP://cisco.com/go/500phones](http://cisco.com/go/500phones)
- [HTTPS://supportforums.cisco.com/docs/DOC-9922](https://supportforums.cisco.com/docs/DOC-9922)
- SPA3xx http://www.cisco.com/en/US/partner/products/ps10998/tsd_products_support_series_home.html [Log in reqd.]
- SPA5xx http://www.cisco.com/en/US/partner/products/ps10499/tsd_products_support_series_home.html [Log in reqd.]

User Documents

SPA3xx IP Phones

- [SPA3xx IP Phone Quick Start Guide](#)
- [SPA3xx IP Phone User Guide](#)

SPA5xxG IP Phones

- [SPA5xx IP Phone Quick Start Guide](#)
- [SPA500S Attendant Console Quick Start Guide](#)
- [SPA50xG User Guide \(SIP mode\)](#)
- [SPA50xG User Guide \(SIP mode Localized\)](#)
- [SPA50xG User Guide \(SPCP mode for UC500\)](#)

SPA525G2 IP Phones

- [SPA5xx IP Phone Quick Start Guide](#)
- [SPA500S Attendant Console Quick Start Guide](#)

- [SPA525G2 User Guide \(SIP mode\)](#)
- [SPA525G2 User Guide \(SPCP mode for UC500\)](#)

Administration Documents

One Administration Guide simultaneously addresses the SPA3xx and SPA5xxG IP Phones.

[SPA3xx Administration Guide](#) [Shared document: SPA3xx, SPA5xxG, and WIP310 IP Phones]

Provisioning Documents

One Provisioning Guide simultaneously addresses the SPA ATAs, the SPA3xx and the SPA5xxG IP Phones.

[SPA3xx Provisioning Guide](#) [Shared document: ATAs and SPA phones]

Paper Templates for Labels

Edit these templates and print for the following device labels:

- [SPA501G IP Phone](#)
- [SPA500S Attendant Console](#) (Sidecar)

Datasheets

http://www.cisco.com/en/US/products/ps10499/products_data_sheets_list.html

SPA Phones Model Comparison

- [SPA5xxG](#)
- [SPA30x](#)

SPA3xx IP Phones

- [SPA301 Datasheet](#)
- [SPA303 Datasheet](#)

SPA5xxG IP Phones

- [SPA501G Datasheet](#)
- [SPA502G Datasheet](#)
- [SPA504G Datasheet](#)
- [SPA508G Datasheet](#)
- [SPA509G Datasheet](#)

SPA525G2 IP Phones

[SPA525G2 Datasheet](#)

Cisco Resources

- SPA5xxG: <http://cisco.com/go/500phones>
- SPA3xx: <http://cisco.com/go/300phones>

Firmware and Release Notes

[SPA5xx IP Phone 7.x Firmware Update Information](#)

- SPA5xx Firmware: <http://www.cisco.com/cisco/software/navigator.html?mdfid=282733326&i=rm>
- SPA3xx Firmware: <http://www.cisco.com/cisco/software/navigator.html?mdfid=283097501&i=rm>
- Release Notes: http://www.cisco.com/en/US/products/ps10499/prod_release_notes_list.html

Note:

1. The SPA3xx and SPA50xG phones share one (1) firmware image. Even though Cisco.com lists each model individually, the links all point to the same firmware image for SPA301, SPA303, SPA501G, SPA502G, SPA504G, SPA508G, and SPA509G.
2. The SPA525G and SPA525G2 phones share the same firmware image.

Smart Phone Configuration (SPC) Utility

The SPC utility must match the product firmware version. For example if your SPA504G IP phone has 7.4.6 firmware and is being used in SIP mode, then you will need the matching 7.4.6 SIP SPC utility in order to build a configuration file for a SPA50x IP phone.

- SPC Overview and pre-built templates for SPA3xx, SPA50xG, and SPA525G:
<https://supportforums.cisco.com/docs/DOC-10008> [no login required]
- SPA3xx and SPA50x SPC Utility:
<http://www.cisco.com/cisco/software/release.html?mdfid=283104997&flowid=17003&softwareid=282562500>
- SPA525G and SPA525G2 SPC:
<http://www.cisco.com/cisco/software/release.html?mdfid=282414147&flowid=5297&softwareid=282562500>

Note:

1. The SPA3xx and SPA50xG phones share one (1) SPC utility. Even though Cisco.com lists each model individually, the links all point to the same SPC utility for SPA301, SPA303, SPA501G, SPA502G, SPA504G, SPA508G, and SPA509G.
2. The SPA525G and SPA525G2 phones share the same SPC utility.

Certificate Signing Request (CSR) for Provisioning

When you choose to automatically configure phones using a provisioning server, you need to submit a Certificate Signing Request (CSR) to enable secure provisioning.

[Instructions for creating signed SSL Certificates for SPA Voice products](#)

Localization Dictionaries

Download the localization dictionaries to your provisioning server. Edit the phone's dictionary server script. Select the desired language from the available list on the phone. Refer to the Administration Guide for detailed instruction.

- [SPA3xx and 50xG XML Dictionaries](#)
- [SPA525G Dictionaries](#)

Miscellaneous Documents

- [Push-to-talk: multicast between phones](#)
- [Generating a sample configuration file for SPA Voice products](#)

- [Configure SD \[Speed Dial\] on unused line key](#)
- [Configure SD \[Speed Dial\] on the SPA525G IP Phone](#)
- [SPA-Voice Debug - Reboot Reason List](#)
- [SPA525G Screen Saver: Displaying photographs and graphics](#)
- [SPA525G Wallpaper: Displaying photographs and graphics](#)
- [Upgrading a Device Using a TFTP Server and an URL](#)
- [Configuring Ring Tones for Inbound Calls](#)
- [SPA50xG Quick Start Guide \(Localized\)](#)
- [SPA525G Quick Start Guide \(Localized\)](#)
- [SPA3xx / SPA5xx Auto Answer Page: PTT, intercom, and paging interruptions](#)
- [SPA and WIP IP Phone Headset Jack Details](#)
- [SPC: Creating a SPA3xx or SPA5xx Configuration File](#)
- [SPA3xx/5xx Conference Bridge URL](#)
- [Configuring a Logo on SPA303 and SPA50x IP Phones](#)
- [SPA500 Skype For SIP interoperability app note](#)
- [Configuring Cisco SRST with SPA5xx IP phones](#)
- [Configuring SPA5xxG Programmable SoftKey \(PSK\)](#)
- [Screen-scrape / Screen-dump of SPA50x and SPA30x](#)
- [Call Rtn / lcr / Miss Missed call return popup and related softkeys](#)
- [Configuring LDAP directory search](#)
- [Security in IP Telephony - Activating SIP over TLS on SPA Voice Products](#)
- [SPA Phone Power Budget with ESW520-24P PoE switch](#)
- [Configuring SIP PUBLISH on SPA30x and SPA5xxG IP Phones](#)
- [SPA 525G2 Mobile Link - Bluetooth Compatibility assessment](#)
- [SPA301 & SPA501 Interactive Voice Response \(IVR\) Menu Options](#)
- [Configuring Resync At HHmm Resync at time of day feature](#)

Asterisk Documents

<https://supportforums.cisco.com/docs/DOC-9955>

- [Configuring Cisco SPA5xx phones with the Web-UI](#)
- [Zero-Touch Configuring Cisco SPA5xx phones](#)
- [Configuring Cisco SPA500S Attendant Console](#)
- [Troubleshooting BLF](#)
- [Configuring the SPA8800 IP Telephony Gateway](#)
- [Selecting Outbound line with Asterisk](#)
- [Free Asterisk server to test SPA5xxG IP phones](#)

Broadsoft Documents

- [Broadsoft CPE Kit for 7.4.6](#)
- [SPA500S Attendant Console LED Settings for Broadsoft](#)
- [SPA3xx/5xx Conference Bridge URL](#)
- [Broadsoft Extension Mobility: SPA5xxG IP Phones](#)
- [Configuring SPA5xxG Busy Lamp Field \(BLF\) with Broadsoft](#)
- [Feature Access Codes \(FAC\), Star Codes, & Vertical Service Activation Codes](#)
- [SPA Phone Environment and Provisioning Overview for Interop Labs \(Broadsoft Play-book\)](#)

XML Documents

[XML Community documents:](#)

- [Accessing Cisco XML Services on SPA500G series IP Phones](#)
- [Using MACROs with Cisco XML Services for SPA500 series IP Phones](#)
- [Support for SIP NOTIFY XML-Service event on SPA500 IP Phones](#)
- [Triggering resynchronization with Cisco XML Services](#)
- [Cisco XML Services Application Development Note - Interface Specification](#)
- [XML Services for SPA500 series IP Phone documentation](#)
- [CiscolPPhone object supported by SPA500 series IP Phones](#)
- [XML Services Examples](#)

Hosted Small Business (HSB) Communications

[HTTP://cisco.com/go/hsb](http://cisco.com/go/hsb) [log in with your Cisco partner credentials to view the most information]

Following is a list of available, relevant technical documentation:

- [Cisco and Broadsoft Solution](#)
- [Cisco and Metaswitch Solution](#)
- [HSB Communications Technical Overview](#)
- [HSB Communications Design Guide](#)
- [HSB Communications SRP Implementation Guide](#)
- [HSB Communications IAD Implementation Guide](#)
- [Broadsoft Test Plan for SIP Access Device Interoperability](#)
- [Broadsoft Interoperability Test Report for SPA5xxG Phones](#)
- [Broadsoft Interoperability Test Report for SPA525G Phones](#)
- [Metaswitch Interoperability Test Report](#)

Troubleshooting

Phone Recovery (from SOS mode)

- [SPA3xx and SPA50x Recovery](#)
- [SPA525G Recovery](#)

Miscellaneous Troubleshooting Documents

- [Troubleshooting a SPA932 Attendant Console \[Side car\]](#)
- [SPA troubleshooting - saving a Phone's HTML Configuration](#)
- [Extracting SPA Phone Configuration with spacfg.xml](#)
- [SPA troubleshooting - extracting / pushing a Phone's XML](#)
- [SPA troubleshooting - Debug and syslog Messages from the SPA3xx, SPA5xxG, SPA9xx, & WIP310 IP Phones](#)
- [SPA troubleshooting - Using the slogsrv.exe Utility](#)
- [Troubleshooting: SPA5xx / WIP310 MWI 410 Subscription is Already Terminated](#)
- [SPA9000 Setup Wizard Not discovering SPA IP phones](#)

- [Troubleshooting: SPA5xx IP phone will not hang up when call is ended by remote party](#)
- [SPA5xxG IP Phone Audio Quality](#)
- [Troubleshooting: SPA30x and Certificate Authority \(CA\)](#)
- [Troubleshooting: SPA525 reboots continuously / is "bricked"](#)
- [Troubleshooting: SPA525 upgrade fail code 101](#)
- [Troubleshooting: SPA525G2 "Upgrade failed: upgrade not allowed, version constraint" or "Upgrade failed: upgrade to less than rev not allowed"](#)
- [Troubleshooting: Reboot Reason List / Parameters that cause a reboot](#)
- [SPA Phone MOS and status information](#)
- [Troubleshooting: SPA Phones Contacting Unknown/Foreign IP Addresses](#)

Tutorials

- SPA300 IP Phone Video Datasheet: [YouTube](#) [2.5 minutes]
- SPA525G2 IP Phone Video Datasheet: [YouTube](#) [2.5 minutes]
- [SPA525G Phone Interactive Tutorial](#)
- [SPA500 Series Phone Interactive Tutorial](#)
- SPA5xx IP Phone Provisioning Options Tutorial: [YouTube](#) [4.5 minutes]
- SPA5xx IP Phone Plug and Play: [YouTube](#) [3 minutes]
- SPA5xx IP Phone DHCP OPTIONS [66, 159, 160, 150]: [YouTube](#) [4.5 minutes]
- SPA5xx IP Phone Remote Customization (RC): [YouTube](#) [4 minutes]
- SPA5xx IP Phone Boot Process Details: [YouTube](#) [8 minutes]

Support

- [Cisco Small Business Support Center Contacts](#)
- Small Business Support Service: The Cisco® Small Business Support Service provides peace of mind coverage at a price you can afford. This service enables you to derive maximum value from Cisco Small Business products. Delivered by Cisco, the device-level, subscription-based service includes software updates, extended access to the Cisco Small Business Support Center, and next-business-day hardware replacement as necessary. It provides community-based support to enable small businesses to share knowledge and collaborate using online forums and wikis to help boost business efficiency, identify and reduce risks, and serve customers better. If you would like to order a Cisco Small Business Support Service contract please contact your local [Cisco partner](#).
To view which products are Cisco Small Business: [click here](#)
- [Small Business Service and Support by Country](#)

International Support Communities

International Zone: [Support Communities](#)

<end>