



About this Document

This document contains instructions for resetting your Cisco SPA phone ready for use with XO Hosted PBX. It applies to the Cisco SPA 502G, 504G, 508G and 509G model devices.

Once this procedure has been completed, any prior configuration settings on the device will be overwritten, including the administrator password, and the device will only be usable on the XO Hosted PBX service. The device must be returned to the factory default configuration before it can be used on any other network.

Resetting the phone

Step 1: Reset phone to factory defaults

1. Press the setup button on the device. To do this, press the “paper” button, which looks like this: .
2. Scroll to and select *Factory Reset*. Enter the Admin password if/when prompted. The phone will reboot.

Step 2: Configure phone to use XO Hosted PBX

1. After the phone boots, press the setup button again. (You may see a message, ‘Downloading XMLDefault.cnf.xml, which you can safely ignore.)
2. Available options are shown at the bottom of the display. One option will say *Cancel*. If there is an option labeled *Edit*, omit the next instruction in this list.
3. Hit the keys * * and # in succession. After a few seconds, the *Edit* option will appear.
4. Select *WebAccessEnabled* and verify that it is set to *Yes*. If not, hit the *Y/N* option and then *OK*.
5. Select *WebServerWritable* and verify that it is set to *Yes*. If not, hit the *Y/N* option and then *OK*.
6. Select the *Save* option, then return to the top level settings menu by pressing the setup button twice and choosing the option to reboot the phone. When it displays the message ‘Downloading XMLDefault.cnf.xml’, press the setup button on the device.
7. Select *Settings > Network Configuration* and record the value shown for *IP Address*.
8. From a web browser on the same network as the displayed IP address, log on to the IP address you recorded.
9. Click the *Voice* tab, then *System*.
10. Set the option labeled ‘*SPCP Auto-detect*’ to *No* and the option labeled ‘*Signaling Protocol*’ to *SIP*.
11. Press the button labeled *Submit All Changes* at the bottom of the screen. The phone will reboot. Wait a minute for the browser web page to reload. You will now see a new option in the top right of the screen labeled ‘*Admin login*’
12. Select *Admin login*, then *advanced* in the top right hand corner of the screen.
13. Select the *Provisioning* tab.
14. Look for the option labeled *Profile Rule* and change it to read as follows:

```
http://flash.xo.bizcommservices.com/welcome.xml
```

15. Remove all the values in the section labeled *DHCP Option to Use*, leaving the box empty.
16. Select the button *Submit All Changes* at the bottom of the screen. The phone will reboot.
17. When the web page reloads after about a minute, physically reboot the phone by removing its power source (mains or Ethernet cable, if PoE is used), waiting five seconds, and then reconnecting.

Configuring Cisco SPA5xx phones for XO HPBX

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The phone will reboot a number of times. After the first boot, it will upgrade its firmware, then reboot. A minute or so afterwards it will reboot again and you will observe that the date and time shown on the phone are now correct. However, the phone is not ready for use yet. Wait for it to reboot once more and upgrade its firmware. After that it will reboot once again and the phone is ready for use. You do not have to do anything during this phase except wait. The process takes 5-10 minutes.

Dealing with a lost Administrative password

There is no way to reset the phone to factory defaults without knowing the phone's admin password.

If you are moving from another service to XO Hosted PBX, ask your service provider if they can supply the admin password embedded within the phone's configuration. If not, you will have to replace the phone.

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