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Cisco SPA 500 Series IP Phones Manual Reconfiguration Guide

WARNING: THIS PROCEDURE DESCRIBES HOW TO MANUALLY RECONFIGURE A CISCO SPA500 SERIES IP PHONE TO WORK ON THE BROADSOFT BROADCLOUD PBX NETWORK. ONCE THIS PROCEDURE HAS BEEN COMPLETED, ANY PRIOR CONFIGURATION SETTINGS ON THE DEVICE WILL BE OVERRIDDEN, INCLUDING THE ADMINISTRATOR PASSWORD, AND THE DEVICE WILL ONLY BE USABLE ON THE BROADSOFT BROADCLOUD PBX NETWORK. THE DEVICE MUST BE RETURNED TO THE CISCO FACTORY DEFAULT CONFIGURATION BEFORE IT CAN BE USED ON ANY NETWORK OTHER THEN BROADSOFT BROADCLOUD PBX.

For Models: SPA502G, SPA504G, SPA508G and SPA509G

1. Press the setup button on the device
2. Press the 9 key or down arrow to 9 (Network) and press the select soft key
3. Record the IP address under 2 (Current IP)
4. From a browser on the same LAN, enter the IP address recorded in step 3

Note:

- If prompted for a user and password, enter it now. Then click admin and enter the admin user and password.

5. Click the admin link in the top right of the page
6. Click the advanced link in the top right of the page
7. Click the "Voice" tab
8. Click the "System" tab
9. Set the "SPCP Auto detect" drop down to No.
10. Click the "Provisioning" tab
11. Enter the following link in "Profile Rule"

North America: _____ SPA Phones
Enter <https://spa.sipflash.com/>

For Europe:
Enter <https://spa.broadcloud.eu/>

For Australia:



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Enter <https://spa.broadcloud.com.au/>

12. Delete all values in the "DHCP Option To Use" text box.
13. Select "Submit All Changes" at the bottom of the page
14. When the GUI returns, cycle power on the SPA. Wait 5 minutes for the new configuration to download.

****** If you are having trouble flashing your device with these URLs, please contact your technical support team for assistance.

Once the second boot process has completed, the device will be provisioned for use in the BroadSoft BroadCloud PBX network. If the station assignment process was properly completed prior to the reboot, the device will boot into a station specific assigned/usable state. If not, the device will boot into a default unassigned/unusable state, and will remain in this state until the site administrator has completed the station assignment process. If this occurs, contact your site administrator and request that station assignment be completed for the device in question.