

Linksys SPA-941 IP Phone

Administrator's Guide



IMPORTANT NOTICE CONCERNING EMERGENCY 911 SERVICES

Your service provider, not the manufacturer of the equipment, is responsible for the provision of telephony services through this equipment. Any services provided through this equipment are not intended to replace or be a substitute for primary line voice services or Plain Old Telephone Service ("POTS") and are not meant to provide Automatic Number Identification or Automatic Location Information capabilities associated with emergency 911 or E911 services. Check with your service provider to determine whether emergency 911 or E911 services are offered as part of your plan. Even where emergency 911 services are offered as part of your plan, the service will not work properly if you move the equipment to a different location from your registered location. You should also be aware that telephony services (including 911) will not work in the event of either a failure of your internet service or in the event of a power outage. You must inform any other persons who may use this equipment of the limitations of 911 and E911 emergency services. It is strongly recommended that you always maintain an alternate means of reaching a 911 operator in case of an emergency. The manufacturer, distributor and service provider shall not be liable for, and expressly disclaim, any direct or indirect damages, claims, losses, expenses, liabilities, actions, risks, or harms arising out of or related to the services provided through this equipment, including without limitation, emergency 911 or E911 services.

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1

Welcome

Overview

Congratulations on purchasing the Linksys SPA941 Internet Phone!

The Linksys SPA941 is a voice over Internet protocol telephone. It is based on the SIP (Session Initiation) Protocol, which is by far the most widely used protocol by Internet telephone service providers (ITSP). The SPA941 can be directly connected to the Internet to access the services provided by the ITSPs.

Prior to deploying the Linksys SPA941 to your customer, it must be configured to point to Net2Phone's provisioning server where it downloads its account information. This manual will guide you through the process of provisioning each Linksys SPA941 device via the Linksys Web Interface. Note that the phone will not function unless Net2Phone's provisioning server is configured on the device. Once an account has been created for the device in the Partner Resource Center (PRC), it can be rebooted and will download its unique account information. At this point the phone is ready to make and receive calls.

Configuring the SPA941 with Net2Phone's Provisioning Server



NOTE: The provisioning process can be completed prior to provisioning the device in the Partner Resource Center.

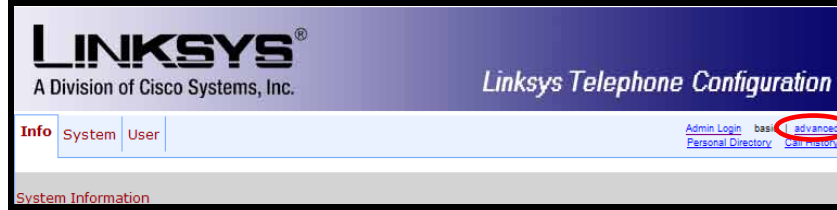
TO PROVISION THE LINKSYS SPA941:

Connect the phone to your network by following the instructions in the Linksys SPA941 Quick Start Guide. Once the phone is connected to the network...

1. Access the phone's setup menu by pressing the setup () button.
2. Using the navigation button, scroll down to option **9 Network**, and press the **select** softkey.
3. From the **Network** menu, locate the **CurrentIP**, and make note of the IP address.
4. From a PC on the same network as the SPA941, login to the SPA941 Web Interface by opening your web browser and entering <http://ipaddress> (the IP address obtained in the previous step).
5. Click the **Admin Login** link.



6. Click the **advanced** link at the top right corner of the page.

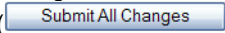



7. Select the **Provisioning** tab at the top of the page.



8. In the **Profile Rule** field enter the following string:
`http://prov1.net2phone.com/spa941/prov.aspx?id=$MA&ver=$SWVER`

IMPORTANT: The string is case-sensitive and must be entered exactly as it appears. Failure to do so will render the phone non-functional.

9. Click the Submit all changes button at the bottom of the page ()
10. Reboot the SPA941:
 - a. Press the Setup () button.
 - b. Use the directional buttons to scroll to and select option **12 Reboot**.
 - c. Press the **select** softkey to Confirm System Reboot.
11. After the phone reboots, if an account has already been created for the device in PRC (Partner Resource Center), verify that the configuration was successful by noting that the 4 station LEDs are green in color, and the phone number displays on the LCD screen for each available line (4).

If an account has not yet been created for the device in PRC, the 4 station LEDs will remain unlit and no phone number will be visible on the LCD screen once the device reboots.

Once an account has been created in PRC for the device, reboot the device. The LEDs will then turn green and the phone number will be visible on the LCD screen.

NOTE: After the provisioning is complete, the Admin pages on the SPA941 web interface will not be accessible. The user can only access the **Info**, **System**, and **User** tabs from the SPA941's Web interface. The device also cannot be restored to its factory default settings from the LCD menus.

The screenshot displays the Linksys SPA941 administrator interface. At the top, the Linksys logo and 'A Division of Cisco Systems, Inc.' are on the left, and 'Linksys Telephone Configuration' is on the right. Below the logo, there are three tabs: 'Info', 'System', and 'User'. The 'Info' tab is selected and circled in red. In the top right corner, there are links for 'Admin Login', 'Home', 'Advanced', 'Personal Directory', and 'Call History'. The main content area is divided into several sections:

- System Information:**

DHCP:	Enabled	Current IP:	216.53.122.38
Host Name:	SipuraSPA	Domain:	ewr2.n2poorp.com
Current Netmask:	255.255.252.0	Current Gateway:	216.53.123.254
Primary DNS:	216.53.120.97		
Secondary DNS:	216.53.120.43		
- Product Information:**

Product Name:	SPA-941	Serial Number:	88014FA30725
Software Version:	4.1.12(a)	Hardware Version:	1.0.0(580a)
MAC Address:	000E08DBBD5D	Client Certificate:	Installed
Licenses:	None		
- Phone Status:**

Current Time:	5/12/2006 11:47:38	Elapsed Time:	00:11:01
Broadcast Pkts Sent:	0	Broadcast Bytes Sent:	0
Broadcast Pkts Recv:	1810	Broadcast Bytes Recv:	153151
Broadcast Pkts Dropped:	0	Broadcast Bytes Dropped:	0
RTP Packets Sent:	0	RTP Bytes Sent:	0
RTP Packets Recv:	0	RTP Bytes Recv:	0
SIP Messages Sent:	2	SIP Bytes Sent:	1025
SIP Messages Recv:	2	SIP Bytes Recv:	865
- External IP:**
- Ext 1 Status:**

Registration State:	Failed	Last Registration At:	0/0/0 00:00:00
Next Registration In:	538 s	Message Waiting:	No
Mapped SIP Port:			
- Ext 2 Status:**

Registration State:	Failed	Last Registration At:	0/0/0 00:00:00
Next Registration In:	538 s	Message Waiting:	No
Mapped SIP Port:			
- Line 1 Call 1 Status:**

Call State:	No Service	Tone:	None
Encoder:		Decoder:	
Type:		Remote Hold:	

Removing VoiceLine Service and Restoring Factory Defaults

The following procedure removes the VoiceLine account from the SPA941 IP Phone


1. Login to the Partner Resource Center and close the device's account from the **Edit Device Information** page.
2. Wait 10 minutes and reboot the device (see [Reboot the SPA941](#): on Page 5).

After rebooting, the station LEDs will no longer be lit, and the LCD will not display the phone number.

If after rebooting the phone, the phone number is still visible, wait 10 more minutes and reboot the device again.

IMPORTANT: If the device will be used for VoiceLine service again in the future, DO NOT COMPLETE THE FOLLOWING STEPS!

However, if you would like to restore the phone to its original factory configuration prior to VoiceLine provisioning,

3. Press the **Setup** button (.
4. Use the navigation button to scroll to option **14 Factory Reset**, and press the **select** softkey.
5. Press the **ok** softkey to confirm