

# LINKSYS®

A Division of Cisco Systems, Inc.



## SPA IP Phone

**VoIP**  
Voice

## User Guide

Model No. **SPA921, SPA922, SPA941, SPA942**

CISCO SYSTEMS



|                                                                  |          |
|------------------------------------------------------------------|----------|
| <b>Chapter 1: Introduction</b>                                   | <b>1</b> |
| Welcome                                                          | 1        |
| IP Telephony System Overview                                     | 2        |
| <b>Chapter 2: Installing</b>                                     | <b>3</b> |
| Assembling the Phone and Connecting to the Network               | 3        |
| Attaching the Desk Stand                                         | 4        |
| Turning on the Phone                                             | 5        |
| <b>Chapter 3: Using Your Phone</b>                               | <b>6</b> |
| Using the Handset, Speakerphone or Headset                       | 6        |
| Using the Handset                                                | 6        |
| Using the Speaker                                                | 6        |
| Using the Headset                                                | 6        |
| Switching Between the Handset/Headset/Speakerphone During a Call | 6        |
| Linksys SPA921, SPA922, SPA941 and SPA942 Basic buttons          | 7        |
| Basic Soft button features                                       | 8        |
| Making Telephone Calls                                           | 9        |
| Dialing From the Redial List                                     | 9        |
| Speed Dialing                                                    | 9        |
| Receiving Calls                                                  | 10       |
| Multiple Calls on a Single Line (SPA921 and SPA922)              | 10       |
| Multiple Calls on a Multiple Lines (SPA941 and SPA942)           | 10       |
| Special Features                                                 | 10       |
| Accessing the Voice Mailbox                                      | 10       |
| Muting a Call                                                    | 10       |
| Placing a Call on Hold                                           | 10       |
| Three Way Conference Calls                                       | 11       |
| Attended Transfer                                                | 11       |
| Unattended Transfer                                              | 11       |
| Ending a Call                                                    | 12       |
| Setup                                                            | 13       |
| 1. Directory (Setup button, 1)                                   | 14       |
| 2. Speed Dial (Setup button, 2)                                  | 15       |

|                                    |    |
|------------------------------------|----|
| 3. Call History (Setup button, 3)  | 16 |
| 4. Ring Tone (Setup button, 4)     | 16 |
| 5. Preferences (Setup button, 5)   | 16 |
| 6. Call Forward (Setup button, 6)  | 17 |
| 7. Time/Date (Setup button, 7)     | 18 |
| 8. Voice Mail (Setup button, 8)    | 19 |
| 9. Network                         | 19 |
| 10. Product Info                   | 19 |
| 11. Status                         | 19 |
| 12. Reboot                         | 19 |
| 13. Restart                        | 19 |
| 14. Factory Reset                  | 20 |
| 15. Phone Password (Setup, 15)     | 20 |
| 16. LCD Contrast (Setup, 16)       | 20 |
| 17. Call Park Status (Setup, 17)   | 20 |
| 18. Login (Setup, 18)              | 20 |
| Appendix A: Regulatory Information | 21 |
| Appendix B: Warranty Information   | 25 |
| Appendix C: Contact Information    | 26 |

## Copyright and Trademarks

Specifications are subject to change without notice. Linksys is a registered trademark or trademark of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries. Copyright © 2006 Cisco Systems, Inc. All rights reserved. Other brands and product names are trademarks or registered trademarks of their respective holders.

**WARNING:** This product contains chemicals, including lead, known to the State of California to cause cancer, and birth defects or other reproductive harm. ***Wash hands after handling.***

## How to Use this User Guide

Look for the following items when reading this User Guide:



This checkmark means there is a note of interest and is something you should pay special attention to while using the SPA IP phone.



This exclamation point means there is a caution or warning and is something that could damage your property or the SPA IP phone.



This question mark provides you with a reminder about something you might need to do while using the SPA IP Phone.

In addition to these symbols, there are definitions for technical terms that are presented like this:

***word:*** definition.

Also, each figure (diagram, screenshot, or other image) is provided with a figure number and description, like this:

**Figure 0-1: Sample Figure Description**

# Chapter 1: Introduction

## Welcome

Linksys SPA921, SPA922, SPA941 and SPA 942 are full-featured VoIP (Voice over Internet Protocol) phones that provide voice communication over an IP network. The phones have traditional features, such as call forwarding, redialing, speed dialing, transferring calls, conference calling and accessing voice mail. Calls can be made or received with a handset, headset or over a speaker.

The differences between the models are shown below.

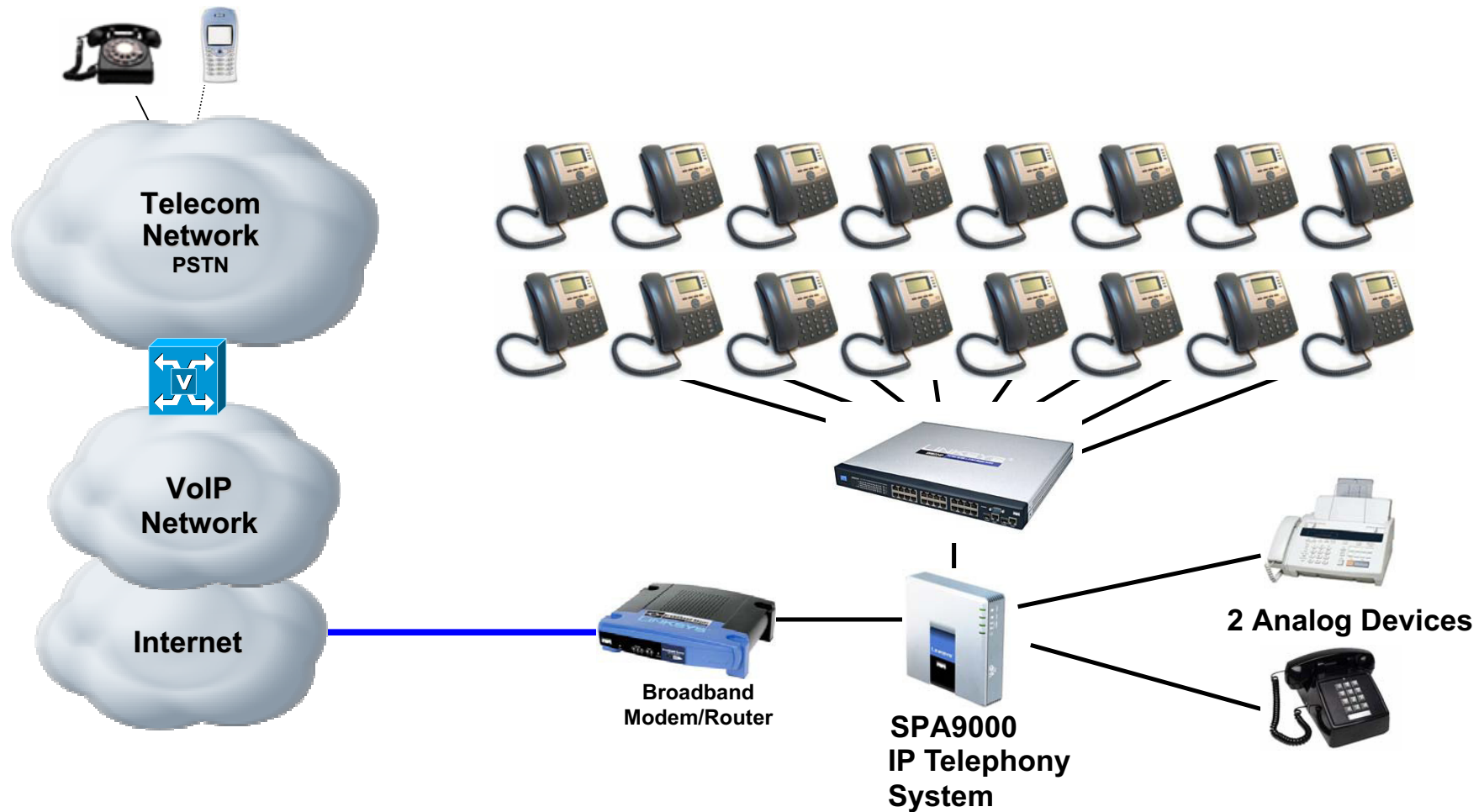
**Table 1: Linksys IP Telephone Comparison Chart**

| SPA Model | Voice Lines | Ethernet Ports | Power over Ethernet Support |
|-----------|-------------|----------------|-----------------------------|
| SPA921    | 1           | 1              | N                           |
| SPA922    | 1           | 2              | Y                           |
| SPA941*   | 2-4         | 1              | N                           |
| SPA942*   | 2-4         | 2              | Y                           |

\* The SPA941 and SPA 942 ships with two lines enabled. A two line upgrade is available via a software license key installed locally using the SPA941 web interface, or installed remotely via a secure profile update.

## IP Telephony System Overview

While your phone has traditional features, it uses the Voice over Internet Protocol (VoIP) for communications with other phones. Your phone is based upon industry standard VoIP and will work with Session Initiation Protocol (SIP) compliant VoIP networks. The diagram below provides an example of a VoIP network design with 16 IP phones.

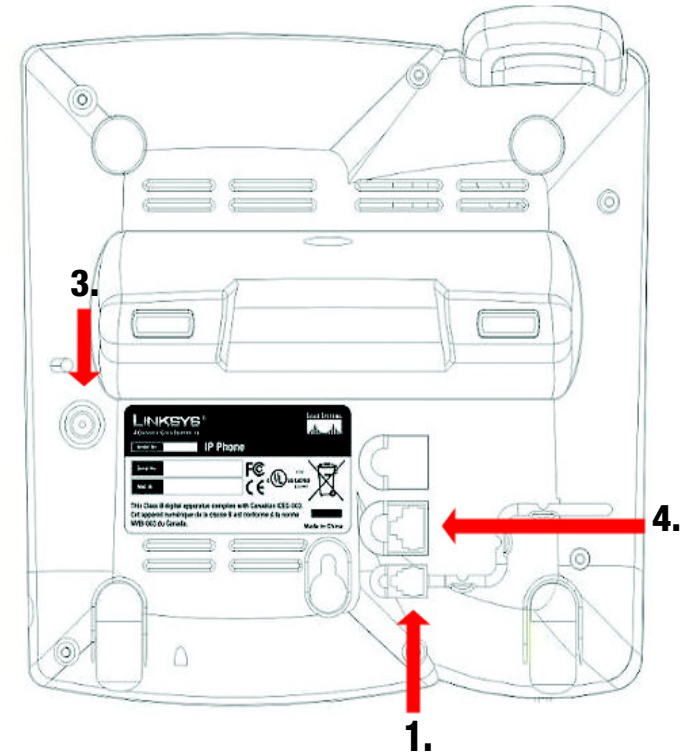


# Chapter 2: Installing

**NOTE:** Before you can install the phone, your system administrator must prepare the network. If a technician is not installing your phone, verify with your System Administrator that the network is ready for the phone, read the safety notice, and install the phone.

## Assembling the Phone and Connecting to the Network

- 1 Find the end of the coiled phone cord that has the longer straightened end. Plug that end into the back of the phone base (phone symbol).
- 2 Plug in short straightened end of the handset cord into the jack at the bottom of the handset (not shown).
- 3 If you are using an external power source, push the power cord into the power supply, and plug the power supply into the phone base unit. Use only the power supply that came with the phone. SPA922 & SPA942 can be configured without external power, if connecting to an IEEE powered ethernet switch. See Linksys.com for details.
- 4 Plug the ethernet cable into the back of the base station. Plug the other end of the ethernet cable into your already prepared network connection. If the phone is configured using an optional POE (Power of Ethernet) adapter, see that device's instructions to properly set up.



**Figure 2-1: attaching the phone cords and network cables (steps 1 through 4)**

## Attaching the Desk Stand

- 1 Complete the assembly instructions (page 2).
- 2 Line up the tabs on the desk stand with the slots on the back of the phone.
- 3 Slide the bottom tabs into the slots
- 4 Lightly press down on the top of the desk stand. It should easily slide into the top slots. Do not force.



Figure 2-2: desk stand attached to phone (step 5)

## Mounting the Phone to the Wall

**NOTE:** To mount the phone to a wall, do not attach the desk stand as mentioned above.

- 1 Complete the assembly instructions (page 2).
- 2 Attach two appropriate screws to the wall. leave 1/4" distance from the wall. This allows you to slide the mounting brackets on to the screws. Push down slightly to lock the phone in place.

You can also purchase an optional wall mount kit from your retailer or [Linksys.com](http://Linksys.com)

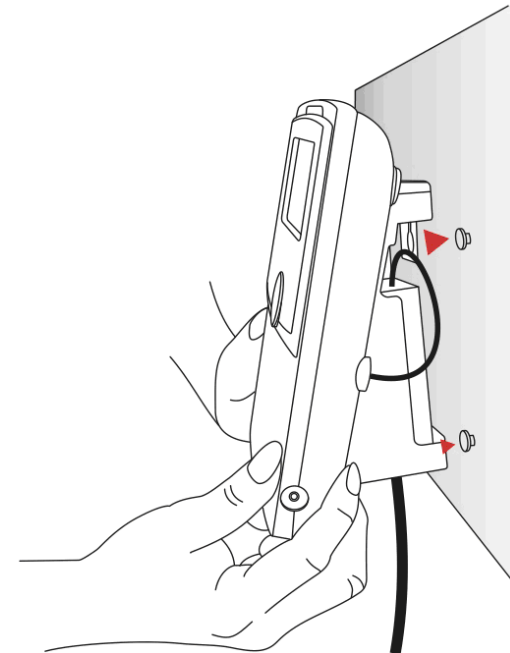


Figure 2-3: attaching the phone to the wall

## Turning on the Phone

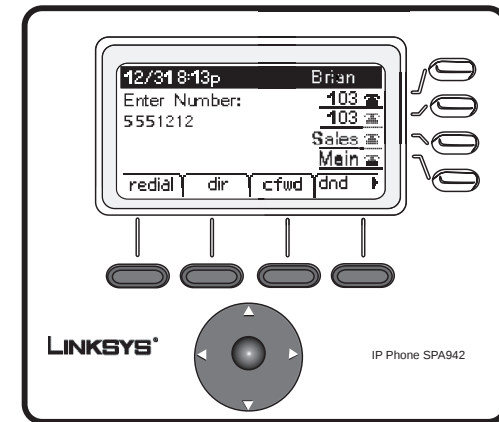
This section assumes that the correct connections have been made.

Plug in the AC power adapter to an electrical outlet. Use only the adapter that came with the phone.

- The phone will execute a boot-up sequence when the power source is connected.
- During this sequence, the display will first show **LINKSYS®** and then “Initializing Network”.
- All of the lights on the phone will flash.
- After the sequence, which should take about five seconds, the phone will display the standard menu for the phone.
- The date, name and number of the phone will display on the top line of the LCD screen.

At the bottom of the LCD screen **redial**, **dir**, **cfwd** and **dnd** are displayed over their associated soft buttons. A small arrow appears next to **dnd** indicating that more menus can be accessed by pushing the right side of the navigation button.

If the phone does not provide this screen, re-confirm installation and connections. If these are correct, try unplugging the phone and plugging it back in again. If you still don't see the display, then contact your Phone Administrator or service provider.



**Figure 2-4: SPA941/942 LCD screen display**

# Chapter 3: Using Your Phone

The phone can be used as soon as it is operational (see Chapter 2, Installing). To customize the phone options, see Setup later in this chapter.

## Using the Handset, Speakerphone or Headset

Calls can be made or received using the handset, speakerphone or headset and you can switch audio devices during a call. Adjust the volume for the device you are using with the volume adjustment bar.

### Using the Handset

To place and answer calls using the handset, simply lift the handset.

### Using the Speaker

To place and answer calls using the speaker, press the speaker button. The green light behind the button will illuminate.

### Using the Headset

Plug an approved headset with a 2.5mm connector into the headset port on the right side of the phone.

Press the headset button and the green light behind the button will illuminate.

For information on the exact models of headsets that are supported, see the IP phone information on <http://www.linksys.com>

## Switching Between the Handset/Headset/Speakerphone During a Call

Any of the audio devices can be used during a call. Only one device at a time can be used.

The handset can be on the hook when using the speakerphone or headset function. If switching from the handset, make sure the speakerphone or headset light is illuminated before placing the handset back on the hook.



Figure 3-1: Volume adjustment bar

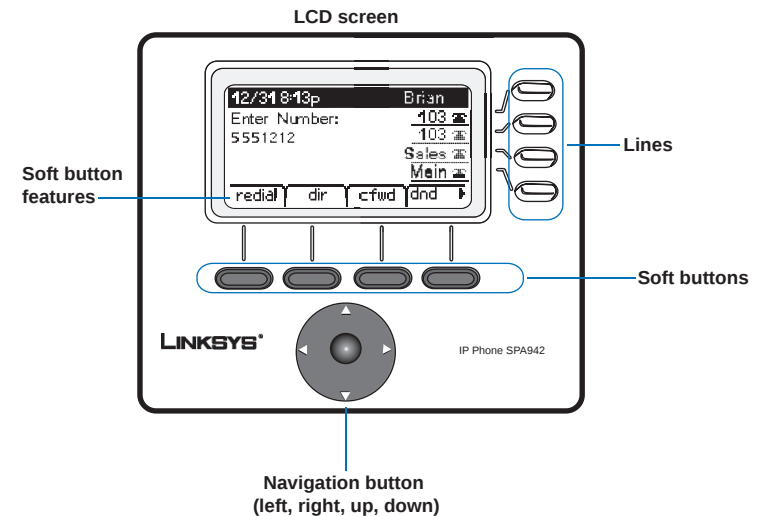


Figure 3-2: Speaker button

## Linksys SPA921, SPA922, SPA941 and SPA942 Basic buttons

**Table 1: Basic Feature Buttons**

| Feature                                  | Description                                                                                                                                                                   |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Navigation button                        | Allows you to navigate (left, right, up, down) through the soft button features.                                                                                              |
| Dial pad                                 | Use to enter numbers, letters or characters (not shown).                                                                                                                      |
| LCD Screen                               | The phone display screen. It shows the date, time, the phone number, incoming caller 's ID (if available), line/call status, extension numbers and the soft button features . |
| Lines<br>(SPA941 and SPA942 models only) | Shows extension number and status                                                                                                                                             |
| Soft buttons                             | Press to select an feature shown in the soft button features .                                                                                                                |
| Soft button features                     | Shows available choices based on current phone function. Displayed on the last line of LCD screen.                                                                            |



**Figure 3-3: Button locations**

## Basic Soft button features

The soft buttons below the LCD screen allow you to easily select phone functions. For basic soft button feature definitions, see the table below. Other buttons are explained in the Setup section of this chapter.

**Table 2: Soft button features (alphabetical, not as they appear on the phone)**

| Label  | Description                                                                                                                                                    |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| cfwd   | Forwards calls, with 4 options: All, When the line is busy, When there is no answer, or When there is no answer after a time delay                             |
| dir    | Access the phone's directory (see item 2 in Setup for details)                                                                                                 |
| dnd    | Do not disturb. Sends incoming calls to voice mail, or gives a busy signal if voice mail is not available (see item 5 in Setup for details)                    |
| grPick | Allows you to pickup a call from an extension outside your group                                                                                               |
| lcr    | last call return: dials the last call received                                                                                                                 |
| park   | park a call at a designated "park" number. The call is active until you unpark it, or the caller disconnects (Must be configured by your Phone Administrator.) |
| pickup | pickup a call from another phone in your group                                                                                                                 |
| redial | displays a list of recently called numbers                                                                                                                     |
| unpark | use to pick up a call from the number where it was parked                                                                                                      |

## Making Telephone Calls

**NOTE:** You may need to dial an access code to reach an outside line. Talk to your Phone Administrator about your company's specific dialing rules/plan.

## Using a Telephone Number

You can place a call by:

- Lifting the handset and dialing immediately, or
- Connect the headset, press the headset button and dial, or
- Press the speaker button and dial.

(for SPA941 & SPA942, you can also select a different line)

You will see **Called person Ringing** and **Connected** in sequence as the call is being connected.

At the end of the call, hang up the phone to disconnect. For headset or speaker, you must also push the button to end the call.

## Dialing From the Redial List

- To redial the last number called, press the soft button below **redial** twice, or
- Press the soft button under **dir** to see the phone's directory choices. Use the navigation button to highlight your choice. Lift the handset and the number will automatically be dialed.

To set up a personal directory see item 2 in Setup.

## Speed Dialing

Speed dial numbers must already be programmed into the phone (see item 3 in Setup)

- Dial the speed dial number and then lift the handset, or
- Lift the handset (or enable the headset or speaker) and dial the speed dial number, followed by the # button on the phone.

The entry in the speed dial memory will be dialed automatically.

## Receiving Calls

### Multiple Calls on a Single Line (SPA921 and SPA922)

Multiple calls can be received on a single line.

To access more than one simultaneous call, use the hold and/or conference features.

### Multiple Calls on a Multiple Lines (SPA941 and SPA942)

Calls will come into the phone on the first available line.

When a call is incoming, the associated line button will flash and the phone will ring.

If there are multiple lines ringing, caller information for each call will display on the LCD screen.

## Special Features

### Accessing the Voice Mailbox

Access the voice mailbox by pressing the mailbox button, or by dialing the voicemail extension. To enter the voice mailbox number, see item 8 in Setup. Voice mail service must be available on your voice network.



Figure 3-4: Mailbox button

### Muting a Call

Mute the handset, headset or speakerphone by pressing the Mute button. This prevents the person on the active call from hearing what you or someone else in the room is saying.

To cancel the Mute function, press the Mute button again.



Figure 3-5: Mute button

### Placing a Call on Hold

Press the hold button to put the active call on hold.

If there is another incoming call, you can now answer the 2<sup>nd</sup> call or line.

For multiple lines (SPA941 and SPA942), the line button of the call on hold will, by default, flash red.



Figure 3-6: Hold button

Resume the 1<sup>st</sup> call by pressing the line button associated with the 1<sup>st</sup> call.

If the 2<sup>nd</sup> call is still in progress it will automatically go into a “hold” state when the 1<sup>st</sup> call goes active.

## Three Way Conference Calls

To initiate a conference call, press the soft button under **conf** during an active call.

The first call is placed on hold, and you will hear a dial tone.

Dial the second person's telephone number.

To start the conference call, press the soft button under **conf** again; all three parties will be participating in a conference call.

**When you hang up, the other two parties will be disconnected.**

## Attended Transfer

To initiate a transfer, press the soft button under **xfer** during an active call.

This places the first call on hold and you will hear a dial tone.

Dial the second person's telephone number. When the second person answers, you can have a private conversation with the second person without the first person hearing it.

To connect the call to the second person, press the soft button under **xfer** again to complete the transfer.

You will be disconnected from the call.

If you hang up during the call with the second person before pressing **xfer**, the transfer is not completed, this only ends the call with the second person.

## Unattended Transfer

To initiate an unattended (blind) transfer, press the soft button under **xfer** during an active call.

The first call is placed on hold and you will hear a dial tone. You can now dial the second person's telephone number.

After the second person's phone is ringing, press the soft button under **xfer** again to complete the transfer.

You will be disconnected from the call.

If you hang up before the second call is ringing, the blind transfer will fail and the first person will be disconnected.

**NOTE:** For SPA941 and SPA942, if you misdial when calling the second number, press the line button again and you will receive a dial tone. You can dial the number.

## Ending a Call

To end a handset call, hang up the handset.

To end a speakerphone call, press the speaker button.

To end a headset call, press the headset button.

## Setup

Customize the phone using the Setup options, at any time. Access this menu by pressing the Setup button on the phone. The table below describes all of the possible soft button features. Not all choices are available for every setup option.



Figure 3-7: Setup button

Table 3: Soft button features for Setup

| Label          | Description                                                                                                                  |
|----------------|------------------------------------------------------------------------------------------------------------------------------|
| < < or > >     | move left or right through entry without deleting characters                                                                 |
| add            | allows you to add an entry                                                                                                   |
| alpha, IP, num | Use with Directory and Speed dial to enter a URL, IP address or number. Press the soft button repeatedly to change selection |
| cancel         | cancels any changes you have made, if pressed before ok or save                                                              |
| change         | change ring tone feature                                                                                                     |
| clear          | clears the entire entry                                                                                                      |
| copy           | in a directory, use the navigation button to highlight an entry, then press to copy an entry                                 |
| delChr         | deletes the last character you entered                                                                                       |
| delete         | delete an entry                                                                                                              |
| dial           | place a call to the number highlighted on the LCD screen                                                                     |
| edit           | edit part of an entry                                                                                                        |
| ok             | confirms your choice                                                                                                         |
| paste          | using the navigation button, highlight the entry in you personal directory and press paste to place the entry you copied     |
| play           | allows you to hear ringtones before saving                                                                                   |
| save           | saves your choice                                                                                                            |
| select         | choose the item you want to change or review                                                                                 |
| y/n            | toggle between yes or no                                                                                                     |



### Helpful Hints for Setup:

instead of using the navigation button to highlight a selection, you can also use the dial pad to enter the number that is next to an entry to select it.

Press **cancel** to return to the previous menu without saving changes.

For most choices, you must press **save** or **ok** to confirm your choice.

## 1. Directory (Setup button, 1)

To view your phone's directory options, press the Setup button, then 1, then the soft button under **select**.

- Using the navigation button, move up or down to highlight a New Entry, Corporate Directory (if available) or Personal Directory.



Setup button

### Adding a New Entry to Your Personal Directory (Setup button, 1,1)

For numbers that you call often, you may want to set up a personal directory.

Press the soft button under **add**.

The last soft button feature allows you to choose **num**, **IP** or **URL**.

Use the dial pad to enter a phone number, IP address or URL, then press the soft button under **ok**,

Use the navigation button to move up and down between entries.

If you enter the wrong information, press **delChr** to delete one character at a time or **clear** to erase the entry.

To copy an existing entry, use the navigation button to select an entry from your personal or corporate directory and press **copy**. Then go to your personal directory and press **paste** to enter the information.

To select a specific ring tone, move the navigation button to Ring:Default, then select **feature** and choose a tone

Press **save** and the entry will be added to your personal directory.

### Using a Corporate Directory (Setup button, 1,2)

A corporate directory is available only if the phone is hosted by a Linksys IP PBX system.

To view the corporate directory, press the Setup button, then 1, 2, then the soft button under **select**.

Use the navigation button to highlight a name, and you will see a list of choices.

You can **dial**, **cancel**, **copy** or **paste** an entry by pressing the soft button beneath your choice.



#### Helpful Hints for Setup:

instead of using the navigation button to highlight a selection, you can also use the dial pad to enter the number that is next to an entry to select it.

Press **cancel** to return to the previous menu without saving changes.

For most choices, you must press **save** or **ok** to confirm your choice.

## Using a Personal Directory (Setup button, 1,3)

If you entered at least one name in New Entry, you have a personal directory.

To view the directory, press the Setup button, then 1.

Entries will be listed next to number 3. Use the navigation button to highlight your choice.

You can **dial**, **delete**, **edit**, **cancel**, **copy** or **paste** an entry by pressing the soft button beneath your choice.



**Setup button**

## 2. Speed Dial (Setup button, 2)

Enter up to 8 speed dial numbers. Each one can be a phone number, IP address or URL.

To setup or edit Speed Dial, press the Setup button, then 2.

- To enter a new Speed Dial number, use the navigation button to move to a **<Not Assigned>** slot.
- To edit a previously entered choice, highlight the entry with the navigation button.

Press the soft button under **edit**.

The last soft button feature allows you to choose **num**, **IP** or **URL**.

Use the number buttons to enter a phone number, IP address or URL, then press the soft button under **ok**, or enter a name from a directory. As you start to enter the name, you will see a list of choices.

Highlight the number and press **ok** to save.

If you enter the wrong information, before you press **ok**, press **delChr** to delete one character at a time or **clear** to erase the entry.



### Helpful Hints for Setup:

instead of using the navigation button to highlight a selection, you can also use the dial pad to enter the number that is next to an entry to select it.

Press **cancel** to return to the previous menu without saving changes.

For most choices, you must press **save** or **ok** to confirm your choice.

### 3. Call History (Setup button, 3)

You can view lists of recently received (up to 60) incoming calls in Call History. Choose from Redial List, Answered Calls or Missed Calls.

To view the phone's Call History lists, press the Setup button, then 3.

To review a list, use the navigation button to highlight it and press **select**.

To redial a number from the list, press **dial**. You can also choose to **delete**, **edit** or **cancel** entries from these lists.



Setup button

### 4. Ring Tone (Setup button, 4)

Each extension of your phone can have a different ring tone. You can download up to 10 ring tones at Linksys.com

To change a ring tone, press the Setup button, then 4.

Use the navigation button to highlight the extension you want to change the ring tone for and press **change**.

You will see several choices. Press **play** to hear the tone, press **select** to choose it.

### 5. Preferences (Setup button, 5)

You can set six different preferences for your phone.

To select a preference, press the Setup button, then 5.

Use the navigation button to highlight the preference to change, then press the soft button under **edit**.

**1 Block Caller ID** - Your phone number will not appear to the person you call.

Choose yes or no (**y/n**). After making your choice, press **ok**.

**2 Block Anonymous Call** - Calls that do not show Caller ID are not received by your phone (this blocks ALL calls without Caller ID).

Choose yes or no (**y/n**). After making your choice, press **ok**.

**3 Do Not Disturb** - Sends incoming calls to voice mail, or gives a busy signal, if voice mail is not available.



#### Helpful Hints for Setup:

instead of using the navigation button to highlight a selection, you can also use the dial pad to enter the number that is next to an entry to select it.

Press **cancel** to return to the previous menu without saving changes.

For most choices, you must press **save** or **ok** to confirm your choice.

Choose yes or no (**y/n**). After making your choice, press **ok**.

**4 Secure Call** - The active call is encrypted so that others cannot eavesdrop. Before trying to enable, ask your service provider if Secure Call is available, as the phone must have a mini certificate installed by your service provider.



**Setup button**

Choose yes or no (**y/n**). After making your choice, press **ok**. When you dial you will hear a tone before the call.

**5 Dial Assistance** - If you choose yes, when you place calls the LCD will display phone numbers based on the best matched entries in the Directory and Call History lists.

To enable this choice select yes (**y/n**), then press **ok**. To disable this feature select no (**y/n**), then press **ok**.

If enabled, when placing calls, use the navigation button to highlight a phone number on the LCD screen and press **dial** to complete the call.

**6 Preferred Audio Device** - Designates the headset or speaker phone as the preferred audio device when the handset is not used.

Press **feature** once or twice to select headset or speaker phone. After making your choice, press **ok**.

## 6. Call Forward (Setup button, 6)

You can forward all calls, calls when the phone is busy or calls when there is no answer:

To change a ring tone, press the Setup button, then 6.

Use the navigation button to highlight the call forwarding feature that you want to use.

**1. CFWD All Number** – Forwards all calls to a single number.

Select **edit** and then enter a number to forward all calls to. Choose your voice mail box, another extension or an outside line. If an outside phone, be sure to enter 10 digits (1+area code + seven digit number).

Press **ok** to confirm.

To stop forwarding all calls, press the Setup button, then 6. Use the navigation button to highlight 1 CFWD All Number. Select **edit** and **clear**.

**2 CFWD Busy Number** – Forwards calls to another number when the phone is busy.



### Helpful Hints for Setup:

instead of using the navigation button to highlight a selection, you can also use the dial pad to enter the number that is next to an entry to select it.

Press **cancel** to return to the previous menu without saving changes.

For most choices, you must press **save** or **ok** to confirm your choice.

Select **edit** and then enter a number to forward calls to when your phone is busy. Choose your voice mail box, another extension or an outside phone. If an outside line, be sure to enter 10 digits (1+area code + seven digit number).

Press **ok** to confirm.

To stop forwarding calls, press the Setup button, then 6. Use the navigation button to highlight 2 CFWD Busy Number. Select **edit** and **clear**.



Setup button

**3 CFWD No Ans Number** – Forwards calls to another number if there's no answer at your phone.

Select **edit** and then enter a number to forward calls to when there is no answer at your phone. Choose your voice mail box, another extension or an outside phone. If an outside line, be sure to enter 10 digits (1+area code + seven digit number).

Press **ok** to confirm.

To stop forwarding calls, select Call Forward from Setup then highlight 3 CFWD No Ans Number. Select **edit** and **clear**.

**4 CFWD No Ans Delay** – Forwards calls to the number you selected in 3 (CFWD No Ans Number) after a time delay, if there is no answer at your phone.

To enable this option, enter the number of seconds that will elapse before the call will be forwarded.

Select **edit**, enter the number of seconds for the delay (up to 999) and then press **ok**.

Press **ok** to confirm. To stop forwarding calls, select Call Forward from Setup then highlight 4 CFWD No Ans Delay. Select **edit** and **clear**.

## 7. Time/Date (Setup button, 7)

Use this feature to enter the correct time, date and am or pm.

To change the time or date, press the Setup button, then 7.

Enter the date in the following format: **mm\*dd\*yy** (this will display as m/d)

Enter the time in the following format: **hh\*mm\*ss** (this will display as (h:mm)

If the time does not display am (a) or pm (p) correctly, you can adjust with Offset. To change from a.m. to p.m., enter \*12\*00\*00, to change from p.m. to a.m., enter #12\*00\*00.



### Helpful Hints for Setup:

instead of using the navigation button to highlight a selection, you can also use the dial pad to enter the number that is next to an entry to select it.

Press **cancel** to return to the previous menu without saving changes.

For most choices, you must press **save** or **ok** to confirm your choice.

Press the soft button under **save** to confirm your choice.

You can set just one of these choices, if necessary.

## 8. Voice Mail (Setup button, 8)

Voice mail service must be available on your network, to use this feature.

To access your voice mail box, press the Setup button, then 8.

Enter the extension number for the phone's voice mail box, then select **save**.

Your Phone Administrator can provide this number to you.

## 9. Network

This setting is to configure and troubleshoot the network. You should not change this settings unless directed to by your Administrator as this can seriously alter your phone's functions.

## 10. Product Info

This setting displays the product name, serial number, software version, hardware version, MAC address and Client Certificate.

## 11. Status

This setting displays the status of the phone, extension and line buttons.

## 12. Reboot

This setting is to configure and troubleshoot the network. You should not change this settings unless directed to by your Administrator as this can negatively affect your phone's function.

## 13. Restart

This setting is to configure and troubleshoot the network. You should not change this settings unless directed to by your Administrator as this can negatively affect your phone's function.

## 14. Factory Reset

This setting is to configure and troubleshoot the network. You should not change this settings unless directed to by your Administrator as this can negatively affect your phone's function.

**IMPORTANT:** If you choose factory reset, you will return the phone to the original factory settings and will erase ALL current settings, including the directory and call logs. It is also possible that your phone extension will change.

## 15. Phone Password (Setup, 15)

This setting allows you to set or change the password for your phone, to prevent unauthorized use.

To access this option, press the Setup button and 15.

Press **select** to set or change your password, then press **save**.

Enter up to a 12 character password. You will be required to enter the same password twice.



Setup button

## 16. LCD Contrast (Setup, 16)

This setting allows you adjust the contrast of the LCD screen.

To access this option, press the Setup button and 15.

Press **select**, then use the navigation button to adjust the screen contrast.

Press **save** to confirm your choice.

Moving the navigation button to the left will increase the contrast and to the right will decrease the contrast,

## 17. Call Park Status (Setup, 17)

See the status of a call that has been parked.

## 18. Login (Setup, 18)

If you set up a password using Setup, 15, use this feature to log in to the phone.



### Helpful Hints for Setup:

instead of using the navigation button to highlight a selection, you can also use the dial pad to enter the number that is next to an entry to select it.

Press **cancel** to return to the previous menu without saving changes.

For most choices, you must press **save** or **ok** to confirm your choice.

# Appendix A: Regulatory Information

## FCC STATEMENT

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna

Increase the separation between the equipment or devices

Connect the equipment to an outlet other than the receiver's

Consult a dealer or an experienced radio/TV technician for assistance

## FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

## INDUSTRY CANADA

The use of this device in a system operating either partially or completely outdoors may require the user to obtain a license for the system according to the Canadian regulations.

This device complies with Industry Canada ICES-003 and RSS210 rules.

### IC Statement

Operation is subject to the following two conditions:

1. This device may not cause interference and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'utilisation de ce périphérique dans un système utilisé partiellement ou totalement en extérieur peut conduire l'utilisateur à l'obtention d'une licence pour ce système conformément aux règles en vigueur au Canada.

Cet appareil est conforme aux normes NMB-003 et RSS210 d'Industrie Canada.

### Déclaration d'Industrie Canada

Le fonctionnement est soumis aux conditions suivantes :

1. Ce périphérique ne doit pas causer d'interférences;
2. Ce périphérique doit accepter toutes les interférences reçues, y compris celles qui risquent d'entraîner un fonctionnement indésirable.

## EC DECLARATION OF CONFORMITY (EUROPE)

Linksys declares that this product conforms to the specifications listed below, following the provisions of the European R&TTE directive 1999/5/EC:

EN 301 489-1, 301 489-17 General EMC requirements for Radio equipment.

EN 609 50 Safety

EN 300-328-1, EN 300-328-2 Technical requirements for Radio equipment.

## SPA IP Phone

**Caution:** This equipment is intended to be used in all EU and EFTA countries. Outdoor use may be restricted to certain frequencies and/or may require a license for operation. Contact local Authority for procedure to follow.

**Note:** Combinations of power levels and antennas resulting in a radiated power level of above 100 mW equivalent isotropic radiated power (EIRP) are considered as not compliant with the above mentioned directive and are not allowed for use within the European community and countries that have adopted the European R&TTE directive 1999/5/EC.

For more details on legal combinations of power levels and antennas, contact Linksys Corporate Compliance.

Linksys vakuuttaa täten että dieses produkt tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien näiden direktiivien muiden ehtojen mukainen.

Linksys Group déclare que le produit est conforme aux conditions essentielles et aux dispositions relatives à la directive 1999/5/EC.

Belgique:

Dans le cas d'une utilisation privée, à l'extérieur d'un bâtiment, au-dessus d'un espace public, aucun enregistrement n'est nécessaire pour une distance de moins de 300m. Pour une distance supérieure à 300m un enregistrement auprès de l'IBPT est requise. Pour une utilisation publique à l'extérieur de bâtiments, une licence de l'IBPT est requise. Pour les enregistrements et licences, veuillez contacter l'IBPT.

France:

2.4 GHz Bande : les canaux 10, 11, 12, 13 (2457, 2462, 2467, et 2472 MHz respectivement) sont complètement libres d'utilisation en France (en utilisation intérieure). Pour ce qui est des autres canaux, ils peuvent être soumis à autorisation selon le département. L'utilisation en extérieur est soumis à autorisation préalable et très restreint.

Vous pouvez contacter l'Autorité de Régulation des Télécommunications (<http://www.art-telecom.fr>) pour de plus amples renseignements.

## SAFETY NOTICES

**Caution:** To reduce the risk of fire, use only No.26 AWG or larger telecommunication line cord.

Do not use this product near water, for example, in a wet basement or near a swimming pool.

Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

## FCC PART 68 STATEMENT

## SPA IP Phone

This equipment complies with Part 68 of the FCC Rules. A label is attached to the equipment that contains, among other information, its FCC registration number and ringer equivalence number. If requested, this information must be provided to the telephone company.

This equipment uses the following USOC Jack: RJ-11.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack, which is FCC Part 68 compliant. Connection to the telephone network should be made by using the standard modular telephone jack.

The REN is useful to determine the quantity of devices that may be connected to the telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of RENs should not exceed 5. To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

If this equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

In the event this equipment should fail to operate properly, disconnect the unit from the telephone line. Try using another FCC approved device in the same telephone jack. If the trouble persists, call the telephone company repair service bureau. If the trouble does not persist and appears to be with this unit, disconnect the unit from the telephone line and discontinue use of the unit until it is repaired. Please note that the telephone company may ask that you disconnect the equipment from the telephone network until the problem has been corrected or until you are sure that the equipment is not malfunctioning. The user must use the accessories and cables supplied by the manufacturer to get optimum performance from the product.

No repairs may be done by the customer. If trouble is experienced with this equipment, please contact your authorized support provider for repair and warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved. This equipment cannot be used on telephone company provided coin service. Connection to Party Line Service is subject to state tariffs.

# Appendix B: Warranty Information

**Contact your service provider if the warranty support issues are to be handled by them as per your service agreements.**

## LIMITED WARRANTY

Linksys warrants to You that, for a period of one year (the “Warranty Period”), your Linksys Product will be substantially free of defects in materials and workmanship under normal use. Your exclusive remedy and Linksys' entire liability under this warranty will be for Linksys at its option to repair or replace the Product or refund Your purchase price less any rebates. This limited warranty extends only to the original purchaser.

If the Product proves defective during the Warranty Period call Linksys Technical Support in order to obtain a Return Authorization Number, if applicable. **BE SURE TO HAVE YOUR PROOF OF PURCHASE ON HAND WHEN CALLING.** If You are requested to return the Product, mark the Return Authorization Number clearly on the outside of the package and include a copy of your original proof of purchase. **RETURN REQUESTS CANNOT BE PROCESSED WITHOUT PROOF OF PURCHASE.** You are responsible for shipping defective Products to Linksys. Linksys pays for UPS Ground shipping from Linksys back to You only. Customers located outside of the United States of America and Canada are responsible for all shipping and handling charges.

ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE WARRANTY PERIOD. ALL OTHER EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, ARE DISCLAIMED. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to You. This warranty gives You specific legal rights, and You may also have other rights which vary by jurisdiction.

This warranty does not apply if the Product (a) has been altered, except by Linksys, (b) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Linksys, or (c) has been subjected to abnormal physical or electrical stress, misuse, negligence, or accident. In addition, due to the continual development of new techniques for intruding upon and attacking networks, Linksys does not warrant that the Product will be free of vulnerability to intrusion or attack.

TO THE EXTENT NOT PROHIBITED BY LAW, IN NO EVENT WILL LINKSYS BE LIABLE FOR ANY LOST DATA, REVENUE OR PROFIT, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES, REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE), ARISING OUT OF OR RELATED TO THE USE OF OR INABILITY TO USE THE PRODUCT (INCLUDING ANY SOFTWARE), EVEN IF LINKSYS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL LINKSYS' LIABILITY EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT. The foregoing limitations will apply even if any warranty or remedy provided under this Agreement fails of its essential purpose. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to You.

Please direct all inquiries to: Linksys, P.O. Box 18558, Irvine, CA 92623.

# Appendix C: Contact Information

Need to contact Linksys?

Visit us online for information on the latest products and updates to your existing products at:

<http://www.linksys.com> or  
<ftp.linksys.com>

Can't find information about a product you want to buy on the web? Do you want to know more about networking with Linksys products? Give our advice line a call at:  
Or fax your request in to:

800-546-5797 (LINKSYS)  
949-823-3002

If you experience problems with any Linksys product, you can call us at:

800-326-7114  
[support@linksys.com](mailto:support@linksys.com)

Don't wish to call? You can e-mail us at:

If any Linksys product proves defective during its warranty period, you can call the Linksys Return Merchandise Authorization department for obtaining a Return Authorization Number at:  
(Details on Warranty and RMA issues can be found in the Warranty Information section in this Guide.)

949-823-3000