Device Provisioning

Cisco SPA Device Provisioning

NOTE: If you have a Cisco SPA112/122 Analogue Telephone Adapter then you can now auto-provision these in the Hero Customer Portal. For details see the following user guide:

https://hero.co.nz/ciscospa112guide.pdf

Cisco have a whole range of VoIP handsets and Analogue Telephone Adapters such as the SPA 112 and SPA 122 which work well with the Hero VoIP service. The following guide is a generic user guide which is useful for most SPA devices and also some of the older Linksys branded phones and devices such as the SPA2102 and PAP2T. Whilst some of the setting may not be relevant for your specific device - you should be able to get the key settings from the guide below to get your Cisco SPA device up and running with Hero. NOTE: If we have not mentioned a particular setting below then it is assumed that you leave that setting unchanged at the current default setting.

Logging into the Cisco SPA Web Interface

If you have a Cisco VoIP handset then you can get the IP address of the phone by doing the following:

- Retrieve the phones IP address > select the Settings button (page icon)
- For SPA 504 select Option 9 | **Network** >> Current IP.
- For SPA 525 select **Settings** | **Status** | **Network Status** >>IP Address.
- **Advanced settings**: type **admin/advanced** to jump directly into the phone full admin access

If you have an Analogue Telephone Adapter then you can get the IP address of the adapter by plugging in a handset and then dialing **** 110#. The IP address will be read back to you and then you can enter this IP address into your web browser to login to the device. The default login and password is usually 'admin'

SIP Page

Change the following SIP Timer Values:

- Reg Max Expires = 600
- Reg Retry Intvl = 10
- Reg Retry Long Intvl = 20

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Line 1 Page (or Line 2 Page for a 2nd Line)

Line Enable = yes

NAT Settings:

- NAT Mapping Enable: yes
- NAT Keep Alive Enable: yes

SIP Settings:

- Sip Tranport: TLS (recommended if available)

Network Settings:

- Network Jitter Level: very high (suitable for most Internet connections, increase this if you have voice quality problems to extremely high)
- Jitter buffer adjustment: up and down

Proxy and Registration:

- Proxy: phone.hero.co.nz
- Outbound Proxy: phone.hero.co.nz
- Use Outbound Proxy: yes
- Use OB Proxy in Dialog: yes
- Register: yes
- Make call with Reg:yes
- Register Expires: 600
- Make call without Reg:yes
- Proxy Fallback Intvl: 600

Subscriber Information:

- Display Name: (Your Phone Number e.g. 092420001)
- User ID: (Your Phone Number e.g. 092420001)
- Password: ******* (Your password)
- Use Auth ID: yes
- Auth ID: (Your Phone Number e.g. 092420001)

Supplementary Service Subscription:

- Block CID Serv: no
- Block ANC Serv: no
- Cfwd All Serv: no
- Cfwd Busy Serv: no
- Cfwd No Ans Serv: no
- Cfwd Sel Serv: no
- Cfwd Last Serv: no
- Block Last Serv: no

- Accept Last Serv: no
- DND Serv: no
- Call Return Serv: no
- Speed Dial Serv: no

- Preferred Codec: G711a
- Second Preferred Codec: G729a
- Third Preferred Codec: G711u
- Use Pref Codec only: no
- Silence Supp Enable: no
- Echo Canc Enable: yes
- Echo Canc Adapt Enable: yes
- Echo Supp Enable: yes
- FAX CED Detect Enable: yes
- FAX CNG Detect Enable: yes
- FAX Passthru Codec: G711a
- FAX Codec Symmetric: yes
- DTMF Process INFO: no
- DTMF Process AVT: yes
- DTMF Tx Method: AVT
- DTMF Tx Mode: Strict
- DTMF Strict Hold off Time: 90
- FAX Passthru Method: NSE
- FAX Process NSE: yes
- FAX Disable ECAN: yes
- Hook Flash Tx Method: none
- Release Unused Codec: yes
- FAX Enable T38: yes
- FAX T38 Redundancy: 1
- FAX Tone Detect Mode: caller or callee

Dial Plan

NOTE: When pasting in the Dial Plan string below make sure that you don't miss any characters including the brackets at the start and the end of the string. If you miss a single character such as the last bracket then this will mean that you will be unable to dial any number!

- Dial Plan: ([2-9]xxxxxx|0[34679][2-9]xxxxxx|0210xxxxxxx|021[12]xxxxxx|021[3-9]xxxxx|02[0279]xxxxxxx|0204xxxxxxx|0240xxxxxx|024[1-9]xxxxxxx|0282[4-5]xxxxxx|050xxxxxxx|070xxxxxxx|080xxxxxxx|00xxxxxxx.|01[08]|017xx|12[356]|[19]11|*55|023xxxxxxxx|01[1234569]x.|02[56]x.|028[01345678 9]x.|0282[0123467890]|0282[01236789]|05[1-9]x.|08[1-9]x.|0[34679][0-1]x.|1[03456789]x.|11[023456789]x.|12[0124789]x.|*[012346789]x.|*5[012346789]x.)

- Enable IP Dialing: no
- Emergency Number: 111
- FXS Port Polarity Configuration

- Idle Polarity: Forward
- Caller Conn Polarity: Forward
- Callee Conn Polarity: Forward

User 1 Page (or User 2 Page for a 2nd Line)

Block CID Setting: no
CW Setting: yes
DND Setting: no

Regional Page (optional)

The regional page settings are quite different between VoIP handsets and Analogue Telephone Adapters. The settings below are for a Cisco SPA 112 ATA device and should provide New Zealand dialtones and ringing.

- Call Progress Tones
  - Dial Tone: 400@-9;30(*/0/1)
  - Second Dial Tone: 420@-19,520@-19;10(*/0/1+2)
  - Outside Dial Tone: 420@-16;10(*/0/1)
  - Prompt Tone: 520@-19,620@-19;10(*/0/1+2)
  - Busy Tone: 400@-9;*(.5/.5/1)
  - Reorder Tone: 400@-9;15(.25/.25/1+2)
  - Off Hook Warning Tone: 400@-10,680@0;*(.125/.125/1+2)
  - Ring Back Tone: 400@-19,450@-19;*(.4/.2/1+2,.4/.2/1+2,2/0/0)
  - Confirm Tone: 600@-16;1(.25/.25/1)
  - SIT1 Tone: 985@-16,1428@-16,1777@-16;20(.380/0/1,.380/0/2,.380/0/3,0/4/0)
  - SIT2 Tone: 914@-16,1371@-16,1777@-16;20(.274/0/1,.274/0/2,.380/0/3,0/4/0)
  - SIT3 Tone: 914@-16,1371@-16,1777@-16;20(.380/0/1,.380/0/2,.380/0/3,0/4/0)
  - SIT4 Tone: 985@-16,1371@-16,1777@-16;20(.380/0/1,.274/0/2,.380/0/3,0/4/0)
  - MWI Dial Tone: 400@-19;2(.1/.1/1);28(*/0/1)
  - Cfwd Dial Tone: 350@-19,440@-19;2(.2/.2/1+2);10(*/0/1+2)
  - DND Dial Tone: 350@-19,440@-19;2(.2/.2/2);10(*/0/1+2)

    - Holding Tone: 600@-19;*(.1/.1/1,.1/.1/1,.1/9.5/1)
    - Conference Tone: 350@-19;20(.1/.1/1,.1/9.7/1)
    - Secure Call Indication Tone: 397@-19,507@-19;15(0/2/0,.2/.1/1,.1/2.1/2)
    - Feature Invocation Tone: 350@-16;*(.1/.1/1)

- Distinctive Ring Patterns
    - Ring1 Cadence: 60(.4/.2,.4/2)
    - Ring2 Cadence: 60(.3/.2,1/.2,.3/4)
    - Ring3 Cadence: 60(.8/.4,.8/4)
    - Ring4 Cadence: 60(.4/.2,.3/.2,.8/4)
    - Ring5 Cadence: 60(.2/.2,.2/.2,.2/.2,1/4)
    - Ring6 Cadence: 60(.2/.4,.2/.4,.2/4)
    - Ring7 Cadence: 60(.4/.2,.4/.2,.4/4)
    - Ring8 Cadence: 60(0.25/9.75)

- Distinctive Call Waiting Tone Patterns
    - CWT1 Cadence: 30(.3/9.7)
    - CWT2 Cadence: 30(.1/.1, .1/9.7)
    - CWT3 Cadence: 30(.1/.1, .3/.1, .1/9.3)
    - CWT4 Cadence: 30(.1/.1,.1/.1,.1/9.5)
    - CWT5 Cadence: 30(.3/.1,.1/.1,.3/9.1)
    - CWT6 Cadence: 30(.1/.1,.3/.2,.3/9.1)
    - CWT7 Cadence: 30(.3/.1,.3/.1,.1/9.1)
    - CWT8 Cadence: 2.3(.3/2)

- Ring and Call Waiting Tone Spec
    - Ring Waveform: Sinusoid
    - Ring Frequency: 25
    - Ring Voltage: 70
    - CWT Frequency: 400@-10
    - Synchronized Ring: no
- Miscellaneouset Local Date (mm/dd): (Set current month and day)
- Set Local Time (HH/mm): (Set current hour and minute)
- Time Zone: GMT+12
- FXS Port Impedance: 220+8200 – – 120nF
- Daylight Saving Time Rule: start=9/24/7/2:00;end=4/1/7/2:00;save=1
- FXS Port Input Gain: -3
- FXS Port Output Gain: -3
- DTMF Playback Level: 0
- DTMF Playback Length: .1
- Detect ABCD: no
- Playback ABCD: yes
- Caller ID Method: Bellcore(N.Amer,China)
- FXS Port Power Limit: 4

If you are still having problems with your device settings after following this guide then please give us feedback and contact our support team at support@hero.co.nz

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