
Cisco SPA IP Phones: How do I provision my phone for use on 8x8 service?



Note: Accommodation of devices not purchased from or originally provisioned for service by 8x8 is on a commercially reasonable effort basis. These devices are not guaranteed to be supported on 8x8 service.

Overview

Bringing a previously used Cisco SPA phone over from a different VoIP provider? Provisioning (enabling it for use) is a snap as long as it has a **valid factory-installed device certificate**. It's crucial that Cisco phone certificates are factory-installed and not added later. *Third-party phones must already have a valid factory-installed device certificate to be used on 8x8 service.*

The following is valid for Cisco IP phone models **SPA303**, **SPA504G**, and **SPA525G2**.

Before You Begin

1. Connect the phone to the network and power it on. (If you will be using a computer to complete provisioning setup, [ensure the phone and computer are on the same VLAN/subnet.](#))
 2. Via the phone menu, verify that the device has a valid factory-installed device certificate.
 - SPA303 and SPA504G: Press **Menu > 10: Product Info > 6 (Certificate: Installed)**
 - SPA525G2: Press **Menu > 10: Status > 1: Product Info (Certificate: Installed)**
*You should see the message **Certificate: Installed**. If you do not see this, the phone cannot be provisioned for use with 8x8. Please contact the phone's previous owner or the previous service provider for assistance.*
 3. Factory reset the phone.
 - SPA303 and SPA504G: Press **Menu > 14: Factory Reset**
 - SPA525G2: **Menu > 9: Device Administration > 6: Factory Reset**
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Provisioning the Phone for Use with 8x8 Service



Using the Web GUI



Note: [Ensure the phone and computer are on the same VLAN/subnet](#) to complete the following steps.

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- Find and note the phone's IP address.
 - SPA303 and SPA504G: Press **Menu** > **9: Network**.
 - SPA525G2: Press **Menu** > **10: Status** > **2: Network Status**.
- On a computer on the same network as the phone, enter the phone's IP address.
- Log in to the web GUI and point the endpoint to 8x8's configuration server:
 - [Admin Login](#) > **Advanced** > **Provisioning** > **Configuration Profile**
 - Profile Rule: <https://lscfg.8x8.com/linksys/custom.cfg>
 - Profile Rule B: [https://lscfg.8x8.com/linksys/\\$MA.cfg](https://lscfg.8x8.com/linksys/$MA.cfg)

- Click **Submit All Changes**. (Phone should reset.)



- b. Once the phone boots back up, manually reboot the phone again.
- c. Following the manual reboot, wait 30 seconds. The phone will reboot again on its own. It should display *Phone not active yet*.
- d. Activate your phone using the activation code provided in your [welcome email](#).

Using the Hard Phone

1. Press **Menu > Device Administration > Profile Rule**.
2. Enter the **Profile Rule**: <https://lscfg.8x8.com/linksys/custom.cfg>
3. Press **Sync**.
4. When sync is complete, power-cycle the phone. Wait until it finishes Refreshing voice component. The device should update to correct date and time.
5. Press **Menu > Device Administration > Profile Rule** (should be blank again).
6. Enter **Profile Rule B**: [https://lscfg.8x8.com/linksys/\\$MA.cfg](https://lscfg.8x8.com/linksys/$MA.cfg)
7. Press **Sync** and wait for the *Refreshing voice component* to complete. The device should get an extension number and come online.



See Also

- [Third Party Phones and 8x8 Service](#)
- [How do I provision phones not provided by 8x8?](#)



