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Configuring a Cisco SPA5XX Series Phone to Listen to your CyberData V3 Paging Server

Written by:

888VoIP
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This guide covers configuring the Cisco SPA 525G2, 525G, 514G, 512G, 509G, 508G, 504G, and 502G to listen for the multicast pages sent by your CyberData v3 Paging Server. A quick check before you start configuring your Cisco Phone to listen for multicast pages:

1. Are you running appropriate firmware on your Cisco phone?

These phones were tested running firmware version 7.5.4.

2. How many Multicast Addresses do you want to add on each phone?

Hopefully the answer is one or two, because the Cisco SPA500 series supports up to 2 multicast listening addresses.
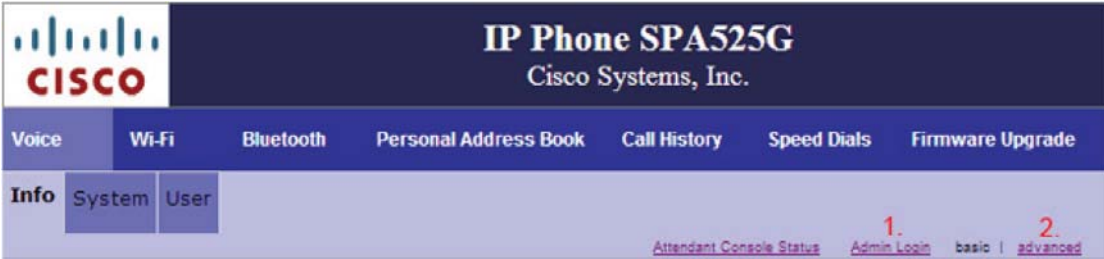
3. Do you have the admin login info for your phone?

You will need to access the advanced admin interface of your phone to enter the correct multicast information.

Get the IP Address of your Cisco SPA500 Phone by clicking on the Information and Settings button on the phone and navigating to **Status > Network Status**. The IP Address should be on the screen, go ahead and put that in your favorite web browser to access the phone's Web UI.
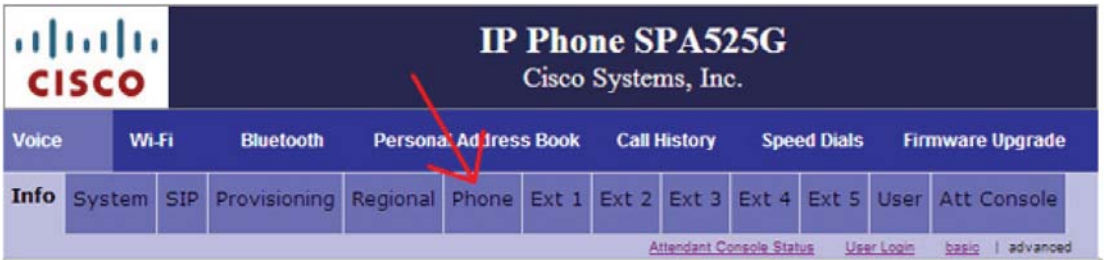
To access the features of the Cisco SPA500, you will want to click on **admin** and then **advanced** at the top, right side of the page. This screenshot is from a Cisco SPA525G, but the same steps apply to the rest of the series.

Figure 1. Click on Admin and Advanced

Next, you will want to access the **Phone** tab of your admin area.

Figure 2. Access the Phone Tab

Scroll down to **Multiple Paging Groups Parameters**. We will put some code in the **Group Paging Script** textbox, like the following:

pggrp=234.2.1.1:2000;name=PageTest;num=801;listen=yes;

Figure 3. Put Code Into the Group Paging Script

With each component broken down:

pggrp=<Multicast Address you configured in your CyberData v3 Paging Server for the group this phone is listening for>:<Port you configured in your CyberData v3 Paging Server>;

name=<Name of the Paging Group you configured in your CyberData v3 Paging Server>;

num=<Number to dial this paging group directly from a Cisco phone>;

listen=yes;<This last part is absolutely essential, otherwise the phone will not listen for the previously specified information.>

Congratulations! You have configured your Cisco SPA500 Phone to listen for Multicast Pages.

As you may have suspected, you can address multicast paging groups directly from your phone. However, this would require you to put all of the code for each paging group in the **Multiple Paging Groups Parameters** box in each phone. This small text box becomes cluttered very quickly. As a best practice, 888VoIP recommends using your CyberData V3 Paging Server to store all of your paging groups, and only configure the relevant listening addresses in each Cisco Phone. This way, your paging zones are easily accessed and reviewed from a central location.