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6-Line IP Phone with Color Display Enhances Business Communication Requirements

Stylish and functional in design, the SPA962 VoIP telephone is a must for businesses using a hosted IP telephony service, an IP PBX, or a large scale IP Centrex deployment. The SPA962 leverages industry-leading VoIP technology from Linksys to deliver a high-quality IP Phone that is unparalleled in features, value, and support.

Based on the SIP standard, the SPA962 has been tested to ensure comprehensive interoperability with equipment from VoIP infrastructure leaders, enabling service providers to quickly roll out competitive, feature-rich services to their customers.

SPA962

With hundreds of features and configurable service parameters, the SPA962 addresses the requirements of traditional business users while leveraging the advantages of IP telephony. Features such as easy station moves, presence, and shared line appearances (across local and geographically-dispersed locations) are just some of the many advantages.

Standard features on the SPA962 include six active lines, dual-switched Ethernet ports, 802.3af Power over Ethernet (PoE)* support, a high-resolution color display, full-duplex speakerphone, and a 2.5 mm headset port. Each line can be independently configured to use a unique phone number (or extension), or can be configured to use a shared number that is assigned to multiple phones.

The SPA962 uses standard encryption protocols to provide secure remote provisioning and unobtrusive in-service software upgrades. Linksys secure remote provisioning tools include detailed performance measurement and troubleshooting features, enabling network providers to deliver high-quality support to their subscribers. Remote provisioning also saves service providers the hassle and expense of managing, preloading, and re-configuring customer premise equipment (CPE).

*The power supply for the SPA962 is sold separately and is required if PoE functionality is not implemented.

Full-featured six-line business-class IP Phone supporting PoE 802.3af	Connect directly to an Internet Telephone Service Provider or connect to an IP PBX	Dual-switched Ethernet ports, full-duplex speakerphone, caller ID, call hold, conferencing, and more	Appealing four-inch, true color Liquid Crystal Display (LCD)

PRODUCT DATA

BUSINESS SERIES

IP Phone

Model: SPA962

IP Phone

Specifications

Model   SPA962

Hardware

320 x 240 True Color, Four Inch, Liquid Crystal Display (LCD)
Six Illuminated Call Appearance Line Buttons with Tricolor LEDs
LED Indicates Line State—Active, Idle, On-Hold, Unregistered
Line LED Configurable to 13 Different States (On/Off, Color, Flash)
Dedicated Illuminated On/Off Buttons for Audio Mute, Headset, and Speakerphone
Four Soft Key Buttons
Four Way-Rocking Directional Button for Menu Navigation
Support for up to two attached Attendant Consoles; adds up to 64 programmable buttons
Voice Mail Message Waiting Indicator Light
Voice Mail Message Retrieval Button
Dedicated Hold Button
Settings Button for Access to Feature, Set-up, and Configuration Menus
Volume Control Rocking Up/Down Button Controls Handset, Headset, Speaker, Ringer
Standard 12-Button Dialing Pad
High-Quality Handset (RJ-7 connector) and Cradle
Built-In High Quality Microphone and Full-Duplex Speakerphone
Headset Jack—2.5 millimeter port
LED Test Function
Two Ethernet LAN Ports with Integrated Ethernet Switch – 100BaseT RJ-45
802.3af Compliant Power over Ethernet (PoE)
Optional 5 volt DC Universal (100-240 Volt) Switching (Power Supply is Ordered Separately)

Security

Password-Protected System, Preset to Factory Default
Password-Protected Access to Administrator and User Level Features
HTTPS with Factory-Installed Client Certificate
HTTP Digest—Encrypted Authentication via MD5 (RFC 1321)
Up to 256-bit AES Encryption

Documentation

Installation and Configuration Guide
User Guide
Administration Guide
Provisioning Guide—For Service Providers Only

Environmental

Dimensions	8" x 7.63" x 7.5" (203 x 194 x 191 mm)
Weight	2.4 lb (1.088 g)
Power	DC Input Voltage: +5 Volts DC at 1.0 Amps Maximum
	Power Consumption: 5 Watts (tentative)
	Switching Type (100-240v) Automatic
	Optional Power Adapter (models PA100-NA, PA100-EU, PA100-UK, PA100-AU): 100-240v - 50-60Hz (26-34VA) AC Input
Certification	FCC, CE, Class B Canadian ICES-003, A-Tick
Operating Temp.	41 to 113°F (5 to 45°C)
Storage Temp.	-13 to 185°F (-25 to 85°C)
Operating Humidity	10 to 90%, Noncondensing
Storage Humidity	10 to 90%, Noncondensing

Package Contents

• 1 SPA962 IP Phone, Handset, and Stand
• 1 Handset Cord
• 1 RJ-45 Ethernet Cable
• 1 Quick Installation Guide
(Optional Power Supply is Ordered Separately)

Functions and Features

Up to Six Lines with Independent Configuration and Registration

Secure Call Support—SIP over TLS, and SRTP

Line Status—Active Line Indication, Name and Number

Menu-Driven User Interface—Multiple Languages Supported

Digits Dialed with Number Auto-Completion

Shared/Bridged Line Appearance**

High-Quality Full-Duplex Speakerphone

Call Hold

Music on Hold**

Call Waiting

Caller ID Name and Number

Outbound Caller ID Blocking

Call Transfer—Attended and Blind

Call Conferencing

Automatic Redial

On-Hook Dialing

Call Pick Up—Selective and Group**

Call Park and Retrieval**

Call Swap

Call Back on Busy

Call Blocking—Anonymous and Selective

Call Forwarding—Unconditional, No Answer, On Busy

Hot Line and Warm Line Automatic Calling

Call Logs (60 entries each)—Made, Answered, and Missed Calls

Redial from Call Logs

Personal Directory with Auto-dial (100 entries)

Do Not Disturb (callers hear line busy tone)

URI (IP) Dialing Support (Vanity Numbers)

On-Hook Default Audio Configuration (Speakerphone and Headset)

Multiple Ring Tones with Selectable Ring Tone per Line

Called Number with Directory Name Matching

Call Number using Name—Directory Matching or via Caller ID

Subsequent Incoming Calls with Calling Name and Number

Date and Time with Intelligent Daylight Savings Support

Call Duration and Start Time Stored in Call Logs

Call Timer

Name and Identity (Text) Displayed at Start Up

Distinctive Ringing Based on Calling and Called Number

Ten User-Downloadable Ring Tones—Free Ring Tone Generator from www.linksys.com

Speed Dialing

Configurable Dial/Numbering Plan Support (per line)

Intercom**

Group Paging**

DNS SRV and Multiple A Records for Proxy Lookup and Proxy Redundancy

Syslog and Debug Server Records (Configurable Per Line)

Report Generation and Event Logging

Statistics Transmitted in BYE Message

Secure Call Encrypted Voice Communication Support - SIP over TLS, and SRTP

Built-in Web Server for Administration and Configuration with Multiple Security Levels

Automated Provisioning, Multiple Methods—up to 256 Bit Encryption (HTTP, HTTPS, TFTP)

Asynchronous Notification of Upgrade Availability via NOTIFY

Non-intrusive, In-Service Upgrades

Optionally Require Admin Password to Reset Unit to factory Defaults

** Feature requires support by SIP server

PRODUCT DATA

BUSINESS SERIES

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Data Networking

MAC Address	(IEEE 802.3)
IPv4	Internet Protocol v4 (RFC 791), upgradeable to v6 (RFC 1883)
ARP	Address Resolution Protocol
DNS	A Record (RFC 1706), SRV Record (RFC 2782)
DHCP Client	Dynamic Host Configuration Protocol (RFC 2131)
ICMP	Internet Control Message Protocol (RFC792)
TCP	Transmission Control Protocol (RFC793)
UDP	User Datagram Protocol (RFC768)
RTP	Real Time Protocol (RFC 1889) (RFC 1890)
RTCP	Real Time Control Protocol (RFC 1889)
DiffServ	(RFC 2475)
Type of Service-TOS	(RFC 791/1349)
VLAN Tagging 802.1p/q	Layer 2 QoS
SNTP	Simple Network Time Protocol (RFC 2030)

Voice

SIPv2—Session Initiation Protocol Version 2 (RFC 3261, 3262, 3263, 3264)

SIP over TLS

SRTP

SIP Proxy Redundancy—Dynamic via DNS SRV, A Records

Re-registration with Primary SIP Proxy Server

SIP Support in Network Address Translation Networks—NAT (including STUN)

SIPFrag (RFC 3420)

Secure (Encrypted) Calling via Pre-Standard Implementation of Secure RTP

Codec Name Assignment

Voice Algorithms:

G.711 (A-law and µ-law, G.726 (16/24/32/40 kbps), G.729 A, G.723.1 (6.3 kbps, 5.3 kbps)

Dynamic Payload Support

Adjustable Audio Frames Per Packet

DTMF—In-band and Out-of-Band (RFC 2833) (SIP INFO)

Flexible Dial Plan Support with Inter-Digit Timers

IP Address/URI Dialing Support

Call Progress Tone Generation

Jitter Buffer—Adaptive

Frame Loss Concealment

VAD—Voice Activity Detection with Silence Suppression

Attenuation/Gain Adjustments

MWI—Message Waiting Indicator Tones

VMWI—Voice Mail Waiting Indicator—Via NOTIFY, SUBSCRIBE

Caller ID Support (Name and Number)

Third Party Call Control (RFC 3725)

Linksys Phone Comparison Chart

Model	Voice Lines	Ethernet Ports	High-Resolution Graphical Display	Power over Ethernet Support
SPA901	1	1	No	No
SPA921	1	1	Yes	No
SPA922	1	2	Yes	Yes
SPA941	2 to 4	1	Yes	No
SPA942	2 to 4	2	Yes	Yes
SPA962	6	2	Yes, Color	Yes

Check the product package and contents for specific features supported. Specifications are subject to change without notice.

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Model: SPA962