

# Making an Outbound Call on SPA-3102

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## Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

### Q. How can I make an Outbound PSTN Call on SPA-3102?

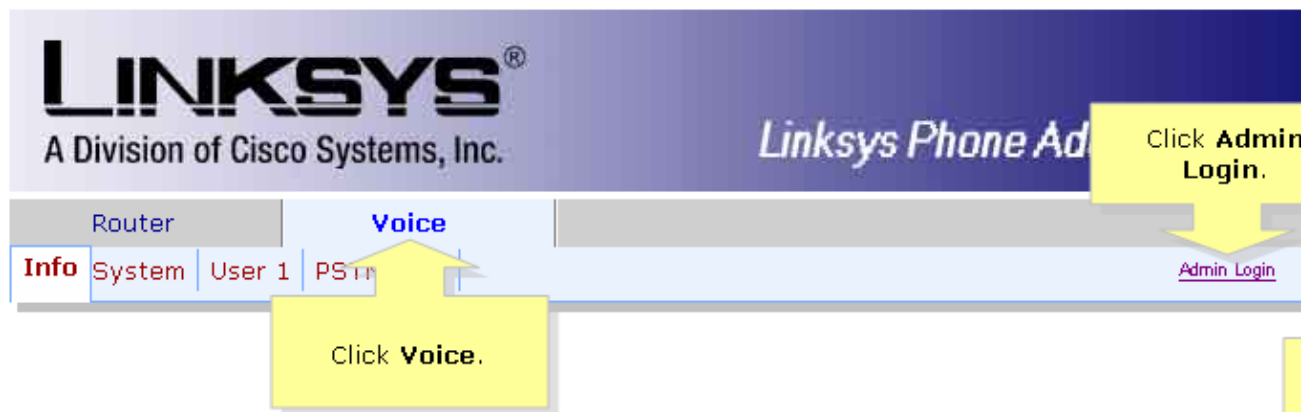
A.

**Step 1:**

Access the SPA-3102's web-based setup page. For instructions, click [here](#).

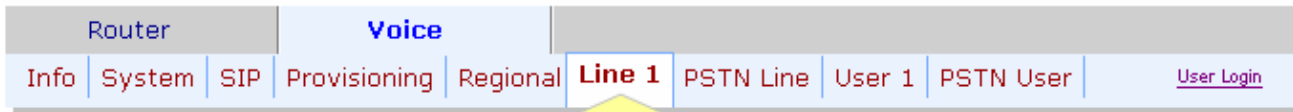
**Step 2:**

Click *Voice*, *Admin Login*, then *advanced*.



**Step 3:**

Click *Line 1* and look for *Proxy and Registration*.



**Step 4:**

Under **Proxy**, enter the VOIP Proxy settings in the field provided.

**Step 5:**

Under **Outbound Proxy**, enter the VOIP Outbound Proxy settings in the field provided.

**Step 6:**

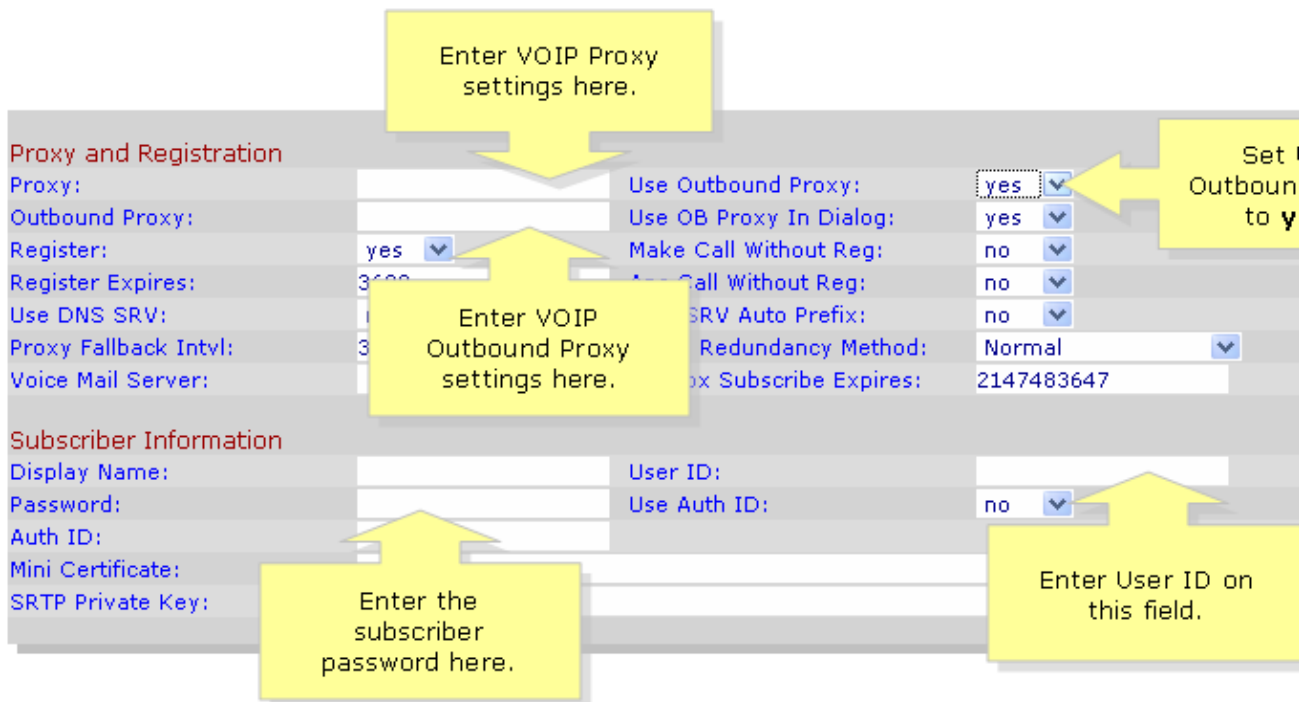
Set **Use Outbound Proxy** to **yes**.

**Step 7:**

Under **Password**, enter the subscriber password in the field provided.

**Step 8:**

Under **User ID**, enter the User ID in the field provided.



**Step 9:**

Click

**Step 10:**  
Click **PSTN Line**.



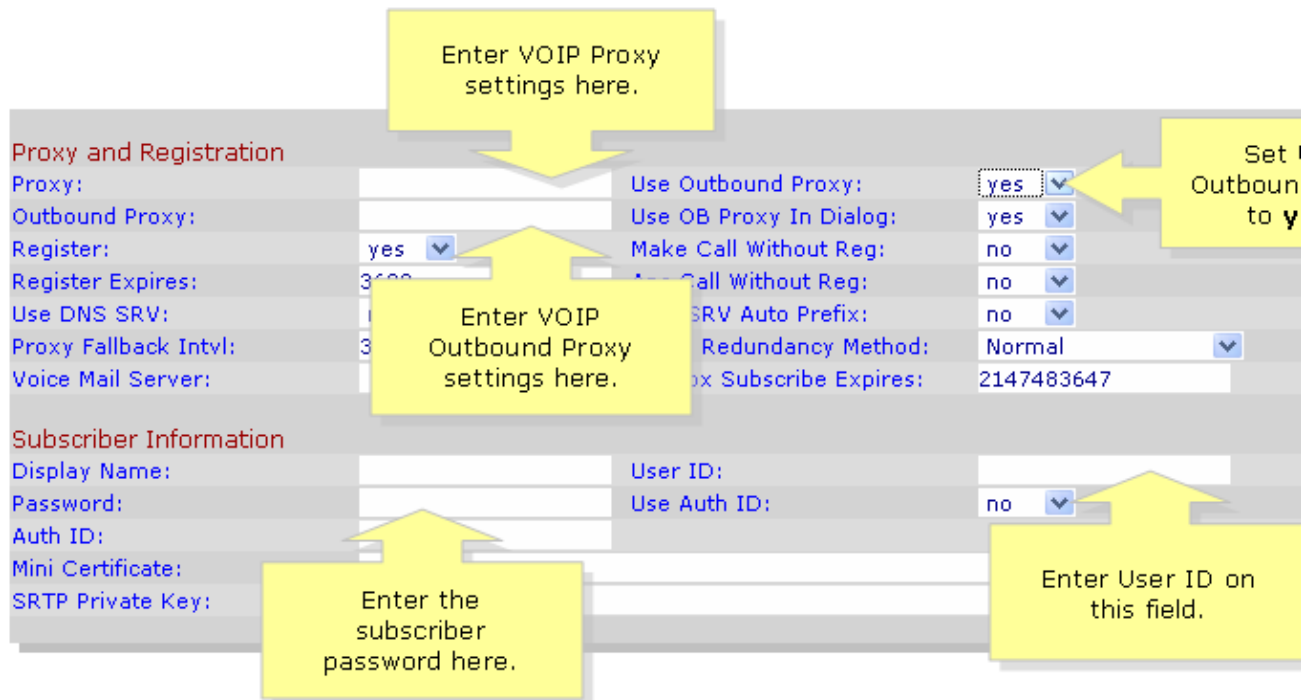
**Step 11:**  
Under **Proxy** enter the VOIP Proxy settings on the field provided.

**Step 12:**  
Under **Outbound Proxy**, enter the VOIP Outbound Proxy settings in the field provided.

**Step 13:**  
Set **Use Outbound Proxy** to **yes**.

**Step 14:**  
Under **Password**, enter the subscriber password in the field provided.

**Step 15:**  
Under **User ID**, enter the User ID in the field provided.



**Step 16:**  
Click **Submit All Changes**.

**Step 17:**

Click **Line 1** and look for **Dial Plan**.

**Step 18:**

Change the default **Dial Plan** from

"(\*xx|[3469]11|0|00|[2-9]xxxxxx|1xxx[2-9]xxxxxxS0|xxxxxxxxxxxx.)"

"(xx.<#9,:>xx.<:@gw0>)" in order to dial a VOIP number and #9 to dial a PSTN number for outbound calls.

Enter  
"xx.<#9,:>xx.<:@gw0>"  
on the **Dial Plan**.

Dial Plan  
Dial Plan: (xx.<#9,:>xx.<:@gw0>)  
Enable IP Dialing: no Emergency Number:  
FXS Port Polarity Configuration  
Idle Polarity: Forward Caller Conn Polarity: Forward  
Callee Conn Polarity: Forward  
Undo All Changes Submit All Changes

## Related Information

- [Technical Support & Documentation – Cisco Systems](#)