

# Observing Proper Power Cycle on the VOIP Gateway

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## Contents

**Introduction** How to power cycle the SPA400 and SPA9000 properly? **Related Information**

## Introduction

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

### Q. How to power cycle the SPA400 and SPA9000 properly?

A.

After configuring the SPA400 to be a voicemail server for your network, it is recommended that you power cycle all devices on your network in the following order: SPA400—>SPA9000—>SPA9xx phones. This is to ensure that all devices will register correctly with the SPA400 voicemail server.

In order to power cycle the devices, complete these steps:

#### *Power Cycling the Devices*

**Step 1:**

Unplug the SPA400's power cable.

**Step 2:**

Unplug the SPA9000's power cable.

**Step 3:**

Unplug the SPA9xx's power cable and wait for 30 seconds.

**Step 4:**

Plug in the SPA9xx's power cable and wait for its lights to appear stable.

**Step 5:**

Plug in the SPA9000's power cable and wait for its lights to appear stable.

**Step 6:**

Plug in the SPA400's power cable and wait for its lights to appear stable.

## Related Information

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

