USER GUIDE

Cisco Small Business

Cisco Unified Communications Manager Express for IP Phone Models SPA 50X (SPCP)

FCC and IC Statement

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

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IMPORTANT NOTE

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada Statement

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

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1

Getting Started

This chapter provides an overview of this document and basic information about your Cisco Small Business IP phone.

- About This Document, page 6
- Overview of the Cisco Small Business Pro IP Phones, page 8
- Understanding Your Phone's Lines and Buttons, page 10

About This Document

This guide describes the concepts and tasks necessary to use and configure your Cisco Small Business IP Phone.

NOTE The Cisco Small Business IP Phone features vary, depending on the type of call control system that you are using. **This document describes using the Cisco Small Business IP Phones with a SPCP phone system, such as the Cisco Unified Communications 500 Series.** If you are using your Cisco Small Business IP Phone with a Cisco SPA 9000 Voice System or a BroadSoft or Asterisk system, see the *Cisco Small Business IP Phone SPA 50X (SIP) User Guide*.

Organization

This table describes the contents of each chapter in this document.

	Title	Description
Chapter 1	**Getting Started**	This chapter provides an overview of this document and basic information about your Cisco Small Business IP phone.
Chapter 2	**Installing Your Phone**	This chapter provides an overview of this document and basic information about your Cisco Small Business IP phone.
Chapter 3	**Using Basic Phone Functions**	This chapter provides instructions on using your phone's basic functions. It includes the following sections:
Chapter 4	**Using Advanced Phone Features**	This chapter describes how to configure advanced features on your IP Phone.
Chapter 5	**Using the Web Interface**	This chapter explains how to use Cisco Unified Communications Manager Express (Cisco Unified CME) to configure features for your phone.
Chapter 6	**Using the Cisco SPA 500S Attendant Console**	This chapter describes how to install and use the Cisco SPA 500S Attendant Console with your IP Phone.

	Title	Description
Appendix A	**Where to Go From Here**	Cisco provides a wide range of resources to help you obtain the full benefits of the Cisco SPA 50X phones. This appendix provides link to many of these resources.

Overview of the Cisco Small Business IP Phones

The Cisco Small Business IP Phones are full-featured VoIP (Voice over Internet Protocol) phones that provide voice communication over an IP network. The phones provide traditional features, such as call forwarding, redialing, speed dialing, transferring calls, conference calling and accessing voice mail. Calls can be made or received with a handset, headset or over a speaker.

IP phones also have special features not available in traditional phones. The Cisco Small Business IP phones contain Ethernet ports, or ports that allow them to be linked to the computer network. They also have additional Ethernet ports that allow a computer to be connected to the network through the IP phone.

Unlike traditional phones, Cisco Small Business IP phones require a separate power source. You can power the phones by connecting them to a switch that provides Power over Ethernet (PoE), or by using an optional PA100 power adapter.

The following table shows the Cisco Small Business IP Phones covered in this document and their respective features:

	Cisco SPA 501G	Cisco SPA 502G	Cisco SPA 504G	Cisco SPA 508G	Cisco SPA 509G
Screen	Paper Labels	128 X 64 monochrome LCD with backlight			
Lines	8	1	4	8	12
Softkeys	4 fixed (redial, cancel, transfer, and conference)	4 dynamic			
Navigation Button	None	Four-way navigation key			

Caring for Your Phone

The Cisco Small Business IP phones are electronic devices that should not be exposed to excessive heat, sun, cold or water. To clean the equipment, use a slightly moistened paper or cloth towel. Do not spray or pour cleaning solution directly onto the hardware unit.

Understanding Your Phone's Lines and Buttons

Use the following graphic and table to identify the parts of your phone.

Phone Components

Figure 1 Phone Components

The photo above shows the Cisco SPA 509G to illustrate the Cisco Small Business IP Phone features. Other models differ. See the **"Overview of the Cisco Small Business Pro IP Phones" section on page 8**.

Numbered objects in the photo are explained in the following table.

#	Phone Feature	Description
1	Handset	Pick up to place or answer a call.
2	Message Waiting Indicator	Displays solid red when you have a new voice mail message. Flashes red during an incoming call.

#	Phone Feature	Description
3	LCD Screen	Displays date and time, phone station name, line extensions, and softkey options. (Not available on the Cisco SPA 501G.)
4	Line keys	Indicates phone line status. (Not available on the Cisco SPA 502G.) When lit: **Off:** Line is idle. **Green**: Line is active or in use. **Green** (flashing)**:** There is an inbound call. **Red** (flashing): Line is on hold. These keys can also be programmed by your phone system administrator to perform functions such as speed dial, call pickup, or monitoring an extension.
5	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above. **Note**: The Cisco SPA 501G has the following four buttons: Redial—Dials the last number called. Cancel—Cancels an action (such as a transfer). Conference—While on a call, press to start a conference call and dial another number. After the second party answers, press **Conference** again to create the conference. Transfer—Transfers a call. See the **"Transferring Calls" section on page 32**.
6	Additional line keys	Indicates phone line status. (Cisco SPA 509G only)
7	Navigation button	Ability to scroll left, right, up, or down with the four-way navigation button. (Not available on the Cisco SPA 501G.)
8	Messages button	Press to access voice mail (must be set up by your phone system administrator).

#	Phone Feature	Description
9	Hold button	Press to place a call on hold.
10	Setup button	Press to access a menu to configure features and preferences (such as your directory and speed dials), access your call history, and set up functions (such as call forwarding). For the Cisco SPA 501G, accesses the Interactive Voice Response menu, which allows you to perform tasks like getting the IP address of the phone. See the User Guide documents on Cisco.com for more information. (See the list of links at the end of this document.)
11	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red. The button also glows red if the network connection cannot be found.
12	Volume button	Press **+** to increase the volume and **-** to lower the volume of the handset, headset, speaker (when the handset is off the phone, or ringer volume (when the handset is on the phone).
13	Headset button	Push to turn the headset on or off. When the headset is on, the button glows green.
14	Speaker button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
15	Keypad	Use to dial phone numbers, enter letters, and choose menu items.

Softkey Buttons

The softkey buttons on your phone display may vary depending on your phone model and the phone system setup. (Softkey buttons are not available on the Cisco SPA 501G.) Press the **Right Arrow** or **Left Arrow** keys on the navigation button to view additional softkey buttons.

Below is a partial listing of softkey buttons that may be available on your phone. You may not have all of these softkey buttons on your phone, and you may have additional buttons that are not listed here. For example, your phone administrator may also provide custom softkey buttons on your phone, such as buttons that provide a speed dial to a company number, or that access a specialized program that runs on your phone. Contact your phone administrator for more information.

Button	Function
<< or >>	Move left or right through an entry without deleting characters.
Cancel	Cancels a conference call before the callers are joined.
CFwdAll	Forwards all calls coming to your phone to a specified number.
Confrn	Initiates a conference call.
Conflx	Conferences active lines on the phone together.
Delchr	Deletes the last number or letter.
Delete	Deletes an entire item (for example, a number from the Call History list).
Dial	Dials a number.
DnD	Do Not Disturb; prevents incoming calls from ringing your phone.
Edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
GPickUp	Allows you to answer a call ringing on an extension in a group of phones.
Ignore	Ignores an incoming call.
Login/ Logout	Log in and out of the call system to use the Extension Mobility feature. Extension mobility allows you to log in to any physical phone and retrieve your personal settings and directory number to that phone.
PickUp	Allows you to answer a call ringing on another extension by entering the extension number.
Redial	Displays a list of recently dialed numbers.
Resume	Resumes a call that is on hold.
OK	Saves your changes or confirms an action in response to a prompt on the screen.
Select	Selects the highlighted item on the LCD screen.
Trnsfer	Performs a call transfer.
Y/N	Enters a submenu and when pressed, toggles between **Yes** or **No** to enable or disable an option.

Using Keypad Shortcuts

When using the phone menus, you can use the keypad to enter the number shown next to the menu or sub-menu item on the LCD screen. (Not applicable to the Cisco SPA 501G.)

For example, on the Cisco SPA 590G, to change your ring settings, press 3 for Settings and then press 2 for Ring Type.

NOTE Menus and options vary depending on phone model.

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Installing Your Phone

This chapter describes how to install your Cisco Small Business IP Phone and connect it to your network. It contains the following sections:

- Before You Begin, page 15
- Phone Connections, page 16
- Connecting the Handset, page 17
- Installing the Stand (Optional), page 17
- Mounting the Phone to the Wall (Optional), page 18
- Connecting the Power, page 23
- Connecting Your Phone to the Network, page 24
- Connecting a PC to Your Phone (Optional), page 25
- Connecting Wired and Wireless Headsets (Optional), page 25
- Verifying Phone Startup, page 26
- Upgrading Your Phone's Firmware, page 27

Before You Begin

Before you install and connect your phone, verify with your System Administrator (if applicable) that the network is ready for the phone, read the safety notices, and make sure you have all the phone parts and documentation available.

Before you install and connect your phone, verify with your System Administrator (if applicable) that the network is ready for the phone, read the safety notices, and make sure you have all the phone parts and documentation available.

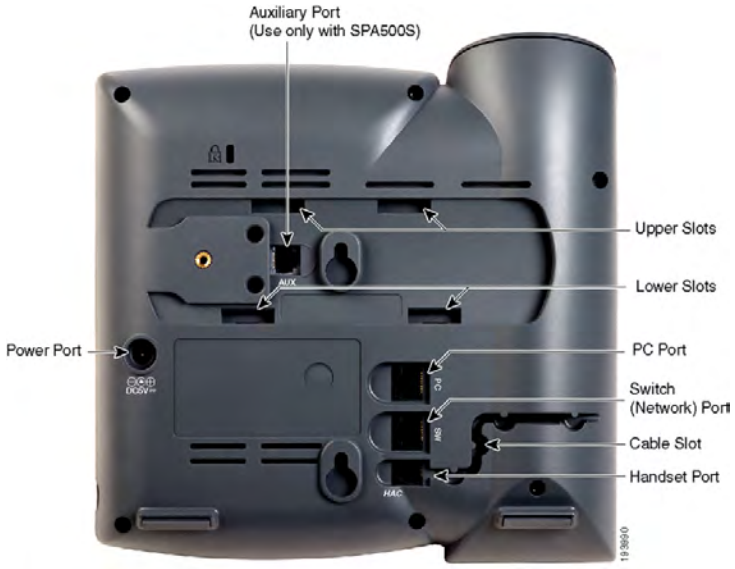
NOTE Do not use the RJ-11 port marked “AUX.” It is reserved for connection with auxiliary devices that are not supported with the SPCP version of the telephone firmware. This port is not for use as a telephone line port.

CAUTION CAUTION: Do not plug a telephone line cord into the port marked “AUX.”

Phone Connections

The following photo shows where you need to connect parts of the phone.

Figure 1 Phone Connections



Connecting the Handset

STEP 1 Turn the phone body over to expose the ports on the back of the unit.

CAUTION Do not insert a telephone line cord into the AUX (auxiliary) port.

STEP 2 Insert the long end of the phone cord into the handset port on the phone body that is marked with a phone symbol.

STEP 3 (Optional) Route the phone cord through the cable slot.

STEP 4 Insert the other end of the phone cord into the port at the bottom of the handset (not shown).

Installing the Stand (Optional)

NOTE Do not attach the desk stand if you want to mount the phone to the wall. If you are attaching a Cisco SPA 500S attendant console, attach the console before attaching the desk stand.

STEP 1 Connect the phone stand by lining up the tabs on the stand with the slots on the phone body.

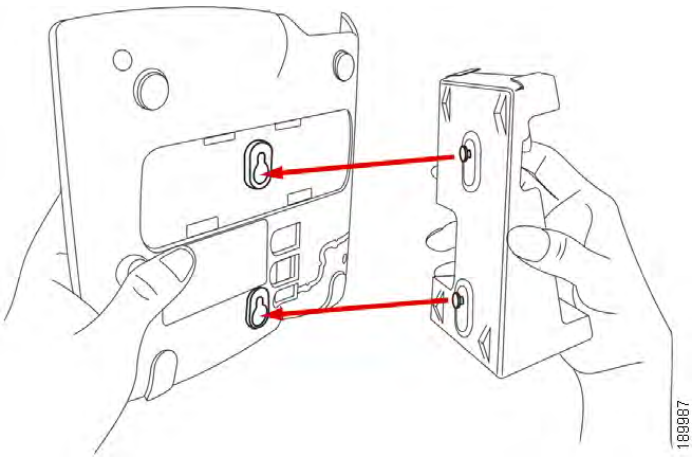
STEP 2 Slide the bottom tabs into the lower slots on the phone body and lightly press down on the stand. It should easily slide into the upper stand slots. Do not force.

Mounting the Phone to the Wall (Optional)

To mount the phone to the wall, you must purchase the MB100 wall mount bracket kit.

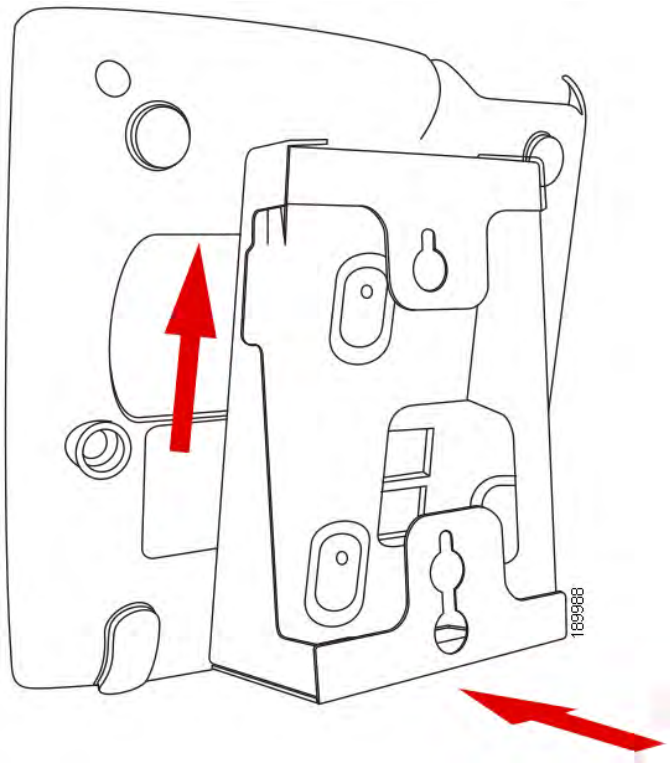
Figure 2 MB100 Wall Mount Kit

STEP 1 To attach the Mounting Bracket (MB), align the two cleats on the MB with the holes in the phone's base.

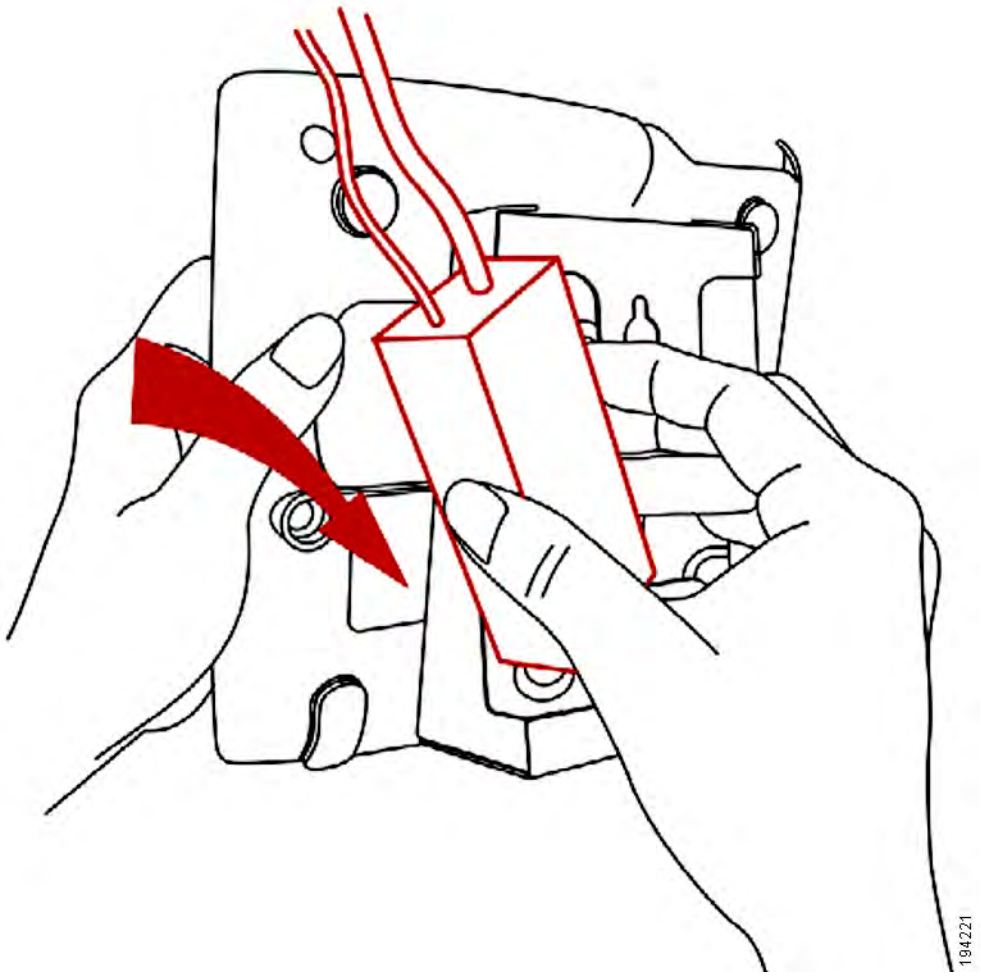


STEP 2 Orient the MB such that the phone's Ethernet and handset ports are accessible after installation.

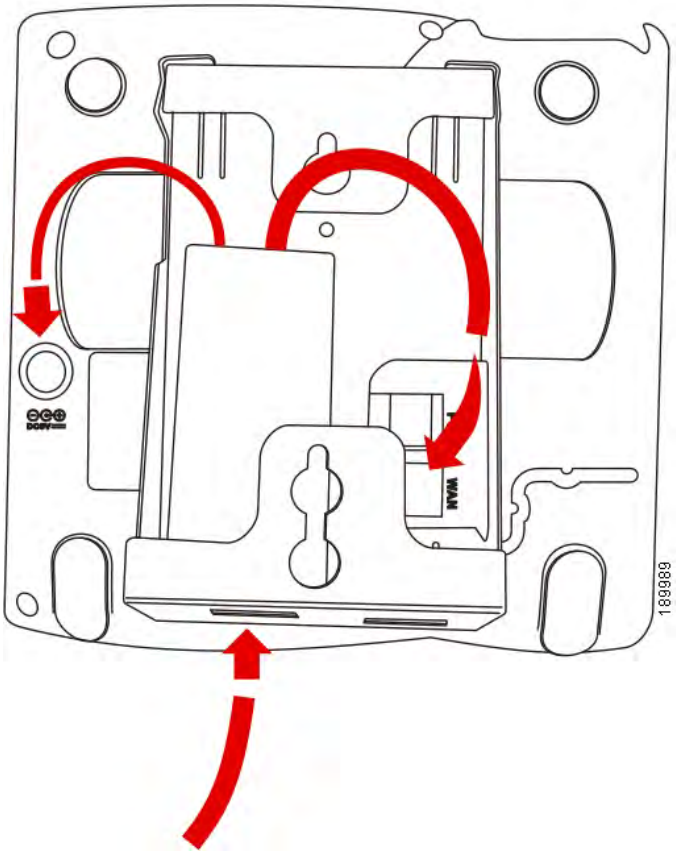
STEP 3 Push the MB onto the phone's base. Slide the MB upwards to lock it in place.



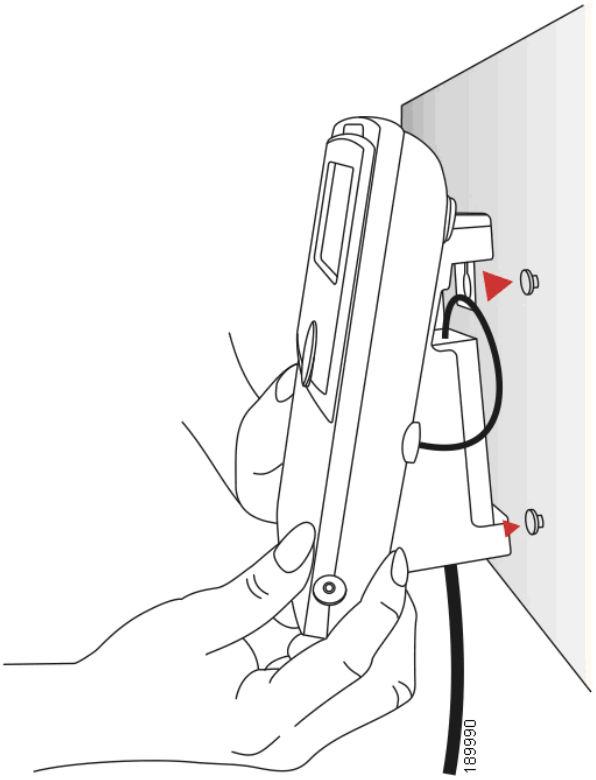
STEP 4 (Optional) If a Wi-Fi or PoE dongle is installed, place in the tray.



Plug in the Ethernet and power cables.



STEP 5 Hang onto screws mounted in the wall.



Reverse the Handset Retention Tab

If you mount the phone to a vertical surface, you must reverse the handset retention tab on the phone body so that the handset does not fall off the phone when it is placed on the cradle.

STEP 1 Push the latch in.

STEP 2 Slide the retention tab up until it detaches from the phone.

STEP 3 Rotate the tab 180° and re-insert into the phone base. The tab now catches the slot in the handset when the handset is placed onto the cradle.

Connecting the Power

If you are using an external power source, insert one end of the power cord into an outlet and insert the other end of the power cord into the power port on the phone body.

Connecting Your Phone to the Network

If you are using an Ethernet connection:

STEP 1 Insert one end of the Ethernet cable into the network port on the phone body marked “SW.”

STEP 2 Insert the other end of the Ethernet cable into the appropriate device, such as a network switch, on your network.

Connecting the Phone to the Wireless Network

You can use the Cisco WBP54G Wireless-G Bridge for Phone Adapters to connect the IP phone to a Wireless-G network instead of the wired local network.

NOTE

- This procedure requires the optional Cisco IP Phone PA100 power adapter to provide power to the WBP54G.
- Cisco does not recommend connecting a PC to the phone when it is operating wirelessly.

To connect your phone to the Cisco WBP54G:

STEP 1 Configure the Cisco WBP54G using the Setup Wizard. See the instructions in the *Wireless-G Bridge for Phone Adapters Quick Installation Guide*, available on cisco.com. See **Appendix A, “Where to Go From Here,”** for a list of documents and locations.

STEP 2 During the Setup Wizard process, connect the Ethernet network cable of the WBP54G to the back of the IP phone base station into the slot marked “SW.” See the **“Phone Connections”** graphic.

STEP 3 Connect the power cable of the WBP54G to the power port on the IP phone base.

STEP 4 Plug the IP phone power adapter into the power port of the WBP54G.

STEP 5 Plug the other end of the IP phone power adapter into an electrical outlet.

Connecting a PC to Your Phone (Optional)

To connect a PC to your phone (optional):

NOTE Cisco does not recommend connecting a PC to the phone when it is operating wirelessly.

STEP 1 To provide network access to a PC, connect one end of an additional Ethernet cable (not provided) to the PC port on the back of the phone body. See the **"Phone Connections"** graphic.

STEP 2 Connect the other end of the Ethernet cable to the network port on your PC.

Connecting Wired and Wireless Headsets (Optional)

The IP phones support headsets from different manufacturers. For the latest supported models, contact your reseller. Additional information can be found at the manufacturer's websites:

http://www.plantronics.com

http://www.jabra.com

Each brand and type of headset may require different steps for connection. Consult the documentation for your particular headset for more information. In general, to connect a headset:

- Connect the headset's telephone cord into the telephone port on the back of the IP Phone.

OR

- Connect the 2.5mm connector from the headset into the headset port on the right side of the IP phone as shown in the following graphic:

Verifying Phone Startup

After receiving power and network connectivity, the phone executes a boot-up sequence. During this sequence, phones with screens display the Cisco logo and then “Initializing Network.” All of the lights on the phone will flash.

After your phone is successfully connected to the network and receives a basic configuration, the extension number appears on the display screen (on models with a display screen) and the phone has dial tone.

On models with screens, the phone displays the standard menu for the phone. The date, name and number of the phone display on the top line of the LCD screen. At the bottom of the LCD screen, softkeys are displayed over their associated soft buttons.

On models with no screen, such as the Cisco SPA 501G, the lines should glow green and you should hear a dial tone when picking up the handset or pressing the speakerphone button.

If the phone does not start, confirm your installation and connections. If these are correct, try unplugging the phone and plugging it back in again. If you still don't see the display, then contact your phone administrator or Internet Telephony Service Provider (ITSP).

Upgrading Your Phone's Firmware

The phone firmware is upgraded automatically from the Cisco Smart Business Communications System (SBCS), according to the administrative settings.

3

Using Basic Phone Functions

This chapter provides instructions on using your phone's basic functions. It includes the following sections:

- Using Phone Hardware and Accessories, page 29
- Adjusting Call Volume and Muting, page 30
- Placing or Answering a Call, page 30
- Using Hold and Resume, page 31
- Using Mute, page 31
- Ending a Call, page 32
- Transferring Calls, page 32
- Redialing a Number, page 33
- Viewing and Returning Missed Calls, page 34
- Forwarding All Calls to Another Number, page 35
- Setting Do Not Disturb, page 35
- Picking Up a Call from Another Extension, page 36
- Placing a Three-Way Conference Call, page 37
- Using the Local Directory, page 38
- Using the Call History Lists, page 38
- Accessing Voicemail, page 39

Using Phone Hardware and Accessories

Using the Speakerphone

To use the speakerphone, press the **Speaker** button (the handset can be either on or off hook).

Using the Headset with Your IP Phone

Install the headset as described in the **"Connecting Wired and Wireless Headsets (Optional)" section on page 25**

NOTE Steps to use your headset with the IP phone may vary. Consult the user documentation for your headset for more information.

To use a wired headset, press the **Headset** button on your phone and dial the number to place a call, or press the headset button to answer a ringing call.

To use a wireless headset, lift the handset off hook before speaking or listening through the headset.

Switching Between the Handset/Headset/Speakerphone During a Call

Any of these audio devices can be used during a call. Only one device at a time can be used.

The handset can be on the hook when using the speakerphone or headset function. If switching from the handset to the speakerphone, make sure the speakerphone or headset light is illuminated before placing the handset back on the hook. (If you are switching from the handset to a wireless headset, however, do not replace the handset or you will disconnect the call.)

Adjusting Call Volume and Muting

Adjusting Call Volume

To adjust the volume of the handset or speaker, lift the handset or press the **Speaker** button. Press **+** on the **Volume** button to increase the volume, or press **-** to decrease the volume. Press **OK** (except on the Cisco SPA 501G model).

Adjusting the Ringer Volume

To adjust the ringer volume, press the **Volume** button when the handset is on the phone and the speaker button is off. Press **OK** (except on the Cisco SPA 501G model).

Using Mute

To mute the phone microphone, speaker, or headset microphone, press the **Mute** button on the phone. The button glows red. Press the **Mute** button again to unmute.

Placing or Answering a Call

NOTE You may have to dial a number or numbers to reach an outside line. Ask your phone administrator.

Basic techniques to place or answer a call:

- Pick up the handset.
- Press the **Speaker** button.
- Press the **Headset** button.
- Press a configured line button (to place a call) or a green flashing line button (to answer a call). (Not applicable to the Cisco SPA 502G).

Techniques to place a call without dialing a number:

- Press **Redial** to dial the last number.
- If you have configured speed dials, press the assigned speed dial code and then press **AbbrDial**.
- To answer a call that is ringing on another phone in the phone system, press **Pickup**. Then enter the extension number of the ringing phone.

NOTE You also can place a call by choosing a number from a directory or from the Call History. See **Using the Local Directory, page 38** and **Using the Call History Lists, page 38**.

Using Hold and Resume

To put a call on hold, press the **Hold** button. A series of beeps or music on hold plays for the caller to indicate that the call is on hold.

To resume the call, press the flashing red line button for the call. (On the Cisco SPA 502G, press the **Resume** softkey.) If you have multiple calls, all calls are put on hold except the active call.

If you are on a call and another call comes in, press the flashing red line button or press the **Hold** button to place the call on hold and answer the incoming call. To resume the first call, press the line button for the call or select it using the **Up** or **Down** navigation button and press the **Resume** softkey (Cisco SPA 502G).

Using Mute

When Mute is enabled, you can hear other parties on a call, but they cannot hear you. You can use this feature on the handset, speakerphone, or headset.

- To toggle Mute on: Press the **Mute** button. The LED is lit.
- To toggle Mute off: Press the lit **Mute** button.

Ending a Call

To end a call:

- Press the **EndCall** button.
- If you are using the handset, hang up.
- If you are using the speakerphone, press the **Speaker** button.
- If you are using the headset, either press the **Headset** button (wired) or replace the handset (wireless).

Transferring Calls

You can perform two types of transfers:

- Attended—You call the person to whom you are transferring the call and speak to them before transferring the call.
- Blind—You transfer the call without speaking to the other party to which you are transferring the call.

Performing an Attended Transfer

Cisco SPA 502G, Cisco SPA 504G, Cisco SPA 508G, Cisco SPA 509G:

STEP 1 During an active call, press **Trnsfer**. The call is placed on hold and a new line is opened to dial the number.

STEP 2 Enter the number to which you want to transfer the call, then press **Dial** or wait a few seconds.

STEP 3 Do one of the following:

- To transfer the call without waiting for the other person to answer, press **Trnsfer** after the call begins to ring. Then hang up. If you hang up before the second call rings, the transfer fails and the first call disconnected. If you misdial, press the line button again to receive a dial tone (not applicable to the Cisco SPA 502G).
- To transfer after speaking privately to the other person, press **Trnsfer** at any time during the conversation.

Cisco SPA 501G:

STEP 1 During an active call, press the **Transfer** button.

STEP 2 Enter the number to which you want to transfer the call.

STEP 3 Press the **Transfer** button again.

Redialing a Number

Cisco SPA 502G, Cisco SPA 504G, Cisco SPA 508G, Cisco SPA 509G:

To redial the last number called, press the **Redial** softkey twice.

To redial another number:

STEP 1 Press the **Redial** softkey and select the desired number.

STEP 2 (Optional) Press **EditDial** to select a number and modify it (for example, to add an area code). When you're done, press **ok**.

STEP 3 Lift the handset or press **dial** to automatically dial the selected number.

Cisco SPA 501G:

To redial the last number, press the **Redial** button.

Viewing and Returning Missed Calls

The LCD screen on your IP phone notifies you if a call came in that was unanswered.

NOTE Does not apply to the Cisco SPA 501G.

To return a missed call:

STEP 1 Press the **Setup** button.

STEP 2 Select **Call History**.

STEP 3 Select **Missed Calls**.

STEP 4 Choose the call you want to return and press **Dial**.

NOTE If the call was from a long distance number, you may have to edit the call before returning it. Press the **EditDial** softkey to edit the call and use the softkey buttons and keypad to edit the number.

To view a list of all missed calls:

- If the LCD screen shows a missed call, press the **Miss** softkey to view a list of missed calls.
- If the LCD screen does not show a missed call:

a. Press the **Setup** button.

b. Select **Call History**.

c. Select **Missed Calls**.

Forwarding All Calls to Another Number

When you will be away from your phone, you can forward all calls to another IP phone in your phone system. You may be able to forward calls to an external number such as your home phone number or cell phone number, if allowed by your phone system administrator. For outside numbers, be sure to include any digit that is required to access an outside line.

Forwarding All Calls

Using the CFwdAll softkey:

STEP 1 Press the **CFwdAll** softkey.

STEP 2 Enter a number to which to forward all calls; for example, your voice mailbox, another extension, or an outside line. For an outside line, be sure to enter any access code or area code that is required.

STEP 3 Press **Dial**. The LCD screen displays Calls Forwarded.

STEP 4 When you return to your phone, you can disable Call Forward All by pressing the **CFwdAll** softkey.

Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone. The screen indicates that the call is incoming, but the phone does not ring. The unanswered call is handled according to your normal settings.

These calls are not logged to the Missed Calls list.

To activate Do Not Disturb:

To activate Do Not Disturb, press **more** and then press **DnD**. The LCD screen indicates that Do Not Disturb is turned on for your phone.

To deactivate Do Not Disturb:

To deactivate Do Not Disturb, press the **DnD** softkey.

Picking Up a Call from Another Extension

You can pick up a call that is ringing at another extension. Depending on the way your phone network is configured, you can pick up a call in the following ways:

- Pick up a call that is ringing at an extension in your group using the **GPickUp** softkey. (Not available for the Cisco SPA 501G.)
- Pick up a call that is ringing at specific extension using the **Pickup** softkey. (Not available for the Cisco SPA 501G.)
- Pick up a call ringing at an extension that is configured on one of the line buttons on your phone. Requires configuration by your phone administrator.

To pick up a call ringing at an extension in your group, press the **GPickUp** softkey. If only one pickup group is configured on your system, call control is transferred to your phone. If the ringing phone and your phone are in different pickup groups, dial the pickup group number where the phone is ringing to transfer call control to your phone.

To pick up a call ringing at a specific extension:

STEP 1 Press the **PickUp** softkey.

STEP 2 Enter the extension number of the phone from which you are picking up the call.

To pick up a call ringing at an extension that is configured on one of the line buttons on your phone, press the flashing line button.

Placing a Three-Way Conference Call

Cisco SPA 502G, Cisco SPA 504G, Cisco SPA 508G, Cisco SPA 509G:

To initiate a conference call:

STEP 1 During an active call, press **more** and then press **Confrn**. The first call is placed on hold, a second line is opened, and you hear a dial tone.

STEP 2 Dial the second person's telephone number.

STEP 3 When the second person answers, press the **Confrn** softkey again. All three parties are connected in the conference call.

NOTE You can cancel the conference by pressing the **Cancel** softkey before connecting the calls.

When you hang up, the other two parties are disconnected.

Cisco SPA 501G:

STEP 1 Press the **Conference** button during an active call. The first call is placed on hold, a second line is opened, and you hear a dial tone.

STEP 2 Dial the second person's telephone number.

STEP 3 When the second person answers, press the **Conference** button again. All three parties are connected in the conference call.

When you hang up, the other two parties are disconnected.

Using the Local Directory

The local directory lists the phones and extension numbers in your company. Depending on your phone network configuration, you may have the following directories available:

NOTE Not available for the Cisco SPA 501G.

To use the local directory:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Directory** and press **Select**.

STEP 3 Scroll to **Local Directory** and press **Select**.

STEP 4 When the search form appears, you can search for a particular entry by entering a last name, a first name, or both, or you can leave the fields blank.

STEP 5 Optionally, enter a last name, a first name, both names, or leave the fields blank. Click **Submit** to search for matching records.

STEP 6 Scroll to an entry and press **Dial** to dial the number. Press **Edit Dial** to change the number before dialing. Press **Cancel** to exit.

Using the Call History Lists

Using the Call History Lists

To use the Call History lists:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Call History** and press **Select**.

STEP 3 Scroll to the Call History list that you want to view:

- **Missed Calls**—Shows the last 60 missed calls.
- **Received Calls**—Shows the caller ID of the last 60 answered calls.
- **Placed Calls**—Shows the last 60 numbers dialed from your phone.

STEP 4 To call a number in the list, scroll to an entry and press **Dial** to dial the number. Press **Edit Dial** to change the number before dialing. Press **Cancel** to exit.

NOTE If the call was from a long distance number, you may have to edit the call before dialing it. Press the **EditDial** softkey to edit the call and use the softkey buttons and keypad to edit the number.

Deleting All Numbers from the Placed Calls List

STEP 1 In the Placed Calls list, press the **Clear** softkey to delete all numbers from the list.

STEP 2 Press **OK**.

Accessing Voicemail

To access voicemail, press the **Messages** button on your phone. Your system administrator should configure your phone with the correct voicemail number so that pressing the **Messages** button automatically dials your voicemail system.

4

Using Advanced Phone Features

This chapter describes how to configure advanced features on your IP Phone. It contains the following sections:

- Logging in to Your Phone, page 40
- Creating Speed Dials, page 41
- Adding and Using Speed Dials, page 42
- Monitoring/Accessing Another Phone from Your Phone, page 44
- Customizing Your LCD Screen, page 44
- Updating Your Ring Tone, page 46
- Using the Interactive Voice Response Menu on the Cisco SPA 501G, page 47
- Advanced Procedures for Technical Support Personnel, page 48

Logging in to Your Phone

Your phone system provides a feature called extension mobility. This feature allows you to log in to any physical phone and retrieve your personal settings and directory number to that phone. For example, if you are working at a remote location for the day, you can log in to one of the company phones on the network and make and receive calls from your phone number and access your voicemail.

To log in to your phone:

STEP 1 If you have the **Login** softkey on your phone, press it. (You may need to press **More** to scroll through the phone screens to locate this softkey.)

If you do not have the **Login** softkey on your phone:

a. Press the **Setup** button.

b. Scroll to **CME Services** and press **Select**.

c. Choose **Extension Mobility**.

STEP 2 Enter your username.

STEP 3 Press the **Down Arrow** key and enter your password.

STEP 4 Press **Submit**. The phone is loaded with your user profile (for example, your configured speed dial buttons).

To log out of your phone:

STEP 1 If you have the **Logout** softkey on your phone, press it. (You may need to press **More** to scroll through the phone screens to locate this softkey.)

If you do not have the **Logout** softkey on your phone:

a. Press the **Setup** button.

b. Scroll to **CME Services** and press **Select**.

c. Choose **Extension Mobility**.

STEP 2 Choose **Logout**.

STEP 3 Press **Exit**.

Creating Speed Dials

You can configure up to 8 speed dials. Each speed dial can be a phone number, IP address or URL. You can also configure additional speed dials on unused line buttons on your phone.

You can create and edit speed dials using your PC and the IP Phone Web Interface. See **"Configuring Speed Dials and Fast Dials," on page 51**.

Adding and Using Speed Dials

Cisco SPA 502G, Cisco SPA 504G, Cisco SPA 508G, Cisco SPA 509G:

To add a personal speed dial number, you can use the phone menu to add a speed dial that is not associated with a line button. You can also configure speed dials using the web interface; see **Chapter 5, "Using the Web Interface."**

To add a speed dial:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **CME Services** and press **Select**.

STEP 3 Scroll to **My Phone Apps** and press **Select**.

STEP 4 Scroll to **Speed Dial Buttons** and press **Select**.

STEP 5 Press **Add** to add a new number.

STEP 6 Enter the following information:

- **Label:** Enter a name or other identifier for this speed dial entry.
- **Number:** Enter the destination number.

STEP 7 Press **Submit**.

To edit a speed dial entry:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **CME Services** and press **Select**.

STEP 3 Scroll to **My Phone Apps** and press **Select**.

STEP 4 Scroll to **Speed Dial Buttons** and press **Select**.

STEP 5 Scroll to the entry that you want to change.

STEP 6 Press **Change** to edit the selected entry.

STEP 7 Enter the following information:

- **Label:** Enter a name or other identifier for this speed dial entry.
- **Number:** Enter the destination number.

STEP 8 Press **Submit**. The new entry appears in the list, along with the assigned speed dial number.

To delete a speed dial entry:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **CME Services** and press **Select**.

STEP 3 Scroll to **My Phone Apps** and press **Select**.

STEP 4 Scroll to **Speed Dial Buttons** and press **Select**.

STEP 5 Scroll to the entry that you want to delete.

STEP 6 Press **Delete**.

STEP 7 Press **Submit**.

To call one of your configured speed dial numbers:

STEP 1 Open a phone line using any method you would normally use to start a new call.

STEP 2 Press the assigned number for the speed dial, then press **AbbrDial**. The phone number is dialed.

NOTE If you have configured an unused line button with a speed dial number, press the button to dial.

Cisco SPA 501G:

Press the number for the speed dial and wait a few seconds.

Monitoring/Accessing Another Phone from Your Phone

Your system administrator may configure your phone so that you can monitor other user's phones from your phone. If this feature is configured, some line buttons on your phone are assigned to display the status of another user's phone. For example, if your line 4 is configured to display Bob's phone line, the LED on your phone will glow red when his monitored line is ringing.

In addition, if your system administrator has configured it, you can press the same line button (4) to speed dial Bob's extension, or to pick up a ringing call at his extension.

NOTE Not applicable to the Cisco SPA 502G.

Customizing Your LCD Screen

NOTE Not available on the Cisco SPA 501G.

You can customize your LCD screen in several ways.

Changing the LCD Screen Contrast

To adjust the contrast of the LCD screen:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Settings** and press **Select**.

STEP 3 Scroll to **Screen Contrast** and press **Select**.

STEP 4 Use the navigation button to adjust the screen contrast:

- To decrease the contrast: Press the **Left** navigation button.
- To increase the contrast: Press the **Right** navigation button.

STEP 5 Press **OK**.

Setting the Back Light Timer

You can set a timer for your screen back light so that your LCD screen becomes dark after a specified period of idle time on the phone.

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Preferences** and press **Select**.

STEP 3 Scroll to **Back Light Timer** and press **Select**.

STEP 4 Press **Option** repeatedly to view the available options: **Always On**, **Off**, **10s**, **20s**, and **30s**.

STEP 5 To choose a displayed option, press **OK**.

Configuring the Phone Screen Saver

You can enable your phone's screen saver and specify its appearance and the amount of time for the phone to be idle before it begins.

To configure your screen saver:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Preferences** and press **Select**.

STEP 3 Scroll to **Screen Saver Mode** and press **Select**.

STEP 4 To change the status of your screen saver:

a. Scroll to **Enable Screen Saver** and press **Edit**.

b. Press **Y/N** until the desired option appears: **Yes** to enable a screen saver or **No** to disable this feature.

c. Press **OK** to save the changes.

STEP 5 To specify the amount of idle time that can elapse before the screen saver appears:

a. Scroll to **Screen Saver Wait Time** and press **Edit**.

b. Clear the displayed time by pressing **Clear**.

c. Enter the idle time period in seconds by pressing numbers on the keypad.

d. Press **OK** to save your changes.

Turning on the Screen Saver Immediately

To immediately turn on your phone's screen saver without waiting for the specified Screen Saver Wait Time to elapse:

NOTE The screen saver must be enabled in order to immediately activate it.

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Screen Saver Mode**.

STEP 3 Press **Activate**.

Updating Your Ring Tone

NOTE To adjust the ring tone on the Cisco SPA 501G, start a web browser and enter the IP address of the phone to use the web configuration utility.

Each extension of your phone can have a different ring tone. You can also create your own ring tones.

To change a ring tone:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Settings** and press **Select**.

STEP 3 Scroll to **Ring Type** and press **Select**. A list of available tones appears

STEP 4 Choose the ring tone that you want to change, and press **Select**.

STEP 5 Scroll through the ring tones. To hear a ring tone, press **Play**. To choose a ring tone, press **Select**.

STEP 6 Press **Exit** to close the screen.

Using the Interactive Voice Response Menu on the Cisco SPA 501G

The Cisco SPA 501G provides an interactive voice response menu. You can enter options and receive information about the phone and its operation.

To access the IVR:

STEP 1 Press the **Setup** button.

STEP 2 Enter the IVR option by pressing the numbers of the option, then press **#**. Some typical options you might use are listed in the following table:

Option Number	Action
110	Gives you the IP address of the phone.
140	Gives you the MAC address (hardware address) of the phone.
150	Gives you the software version.

Advanced Procedures for Technical Support Personnel

Technical support personnel may need to view information about your phone or phone activities. Follow these procedures if instructed to do so by technical support person who are assisting you.

Status Information and Statistics

To view status information and statistics:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Settings** and press **Select**.

STEP 3 Choose from the following options:

- Network Configuration: Use this menu to view information about the network, including WAN connection, DHCP server, IP address, MAC address, domain name, subnet mask, default router, DNS servers, and TFTP server.
- Model Information: Use this menu to view information about the phone, including model number, serial number, software version, and call control protocol.
- Status: Use this menu to view information about the phone activity, including status messages, network statistics, and call statistics.

Rebooting, Restarting, and Resetting a Phone

If required, you can reboot, restart, or reset your phone. You should not do so unless directed by your phone administrator as this can negatively affect your phone's function.

To restart your phone and reboot the firmware:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Reboot** and press **Select**.

STEP 3 When the confirmation message appears, press **OK** to confirm or press **Cancel** to close the message without rebooting the phone.

To restart your phone:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Restart** and press **Select**.

STEP 3 When the confirmation message appears, press **OK** to confirm or press **Cancel** to close the message without restarting the phone.

To reset your phone to the factory default values and reboot with the settings from CME:

CAUTION If you choose **factory reset**, you will return the phone to the original factory settings and will erase ALL current settings, including the directory and call logs. It is also possible that your phone extension will change.

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Factory Reset** and press **Select**.

STEP 3 When the confirmation message appears, press **OK** to confirm or press **Cancel** to close the message without resetting the phone.

5

Using the Web Interface

This chapter explains how to use Cisco Unified Communications Manager Express (Cisco Unified CME) to configure features for your phone.

- Logging In to the Web Interface, on page 50
- Configuring Speed Dials and Fast Dials, on page 51
- Changing Your Password and PIN, on page 53
- Setting Up Voice Mail Notifications, on page 53

Logging In to the Web Interface

When your phone is connected to a Cisco Unified Communications 500, you can use Cisco Unified CME in a web browser. Use Internet Explorer version 6 to access the web pages. You can use a computer that is connected directly to the phone.

STEP 1 Start Internet Explorer and enter the URL for Cisco Unified CME.

NOTE The default address is http://10.1.10.1, but your system administrator may change this setting. You can check your CME server address by pressing the **Setup** button and then choosing **Settings > Network Configuration**.

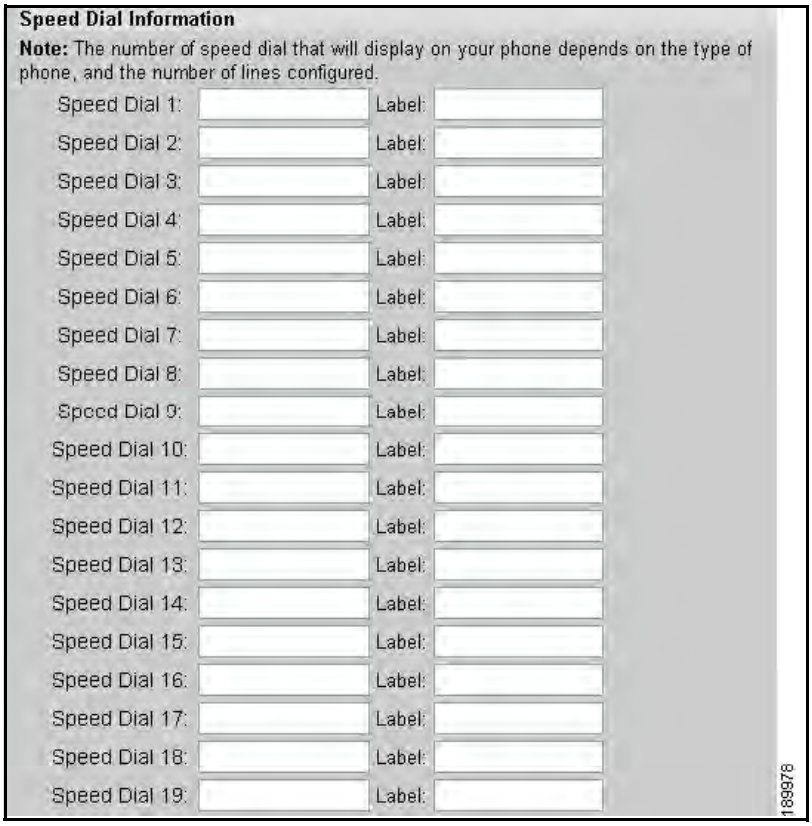
STEP 2 Enter your user name and password, and then click **Login**.

NOTE If you are unsure of how to log in, contact your phone system administrator.

Configuring Speed Dials and Fast Dials

You can use the web pages to create speed dials and fast dials.

- Speed dials allow you to quickly dial a number from a list or to use a quick access code to invoke the number. A speed dial appears automatically on an unused line button on the phone.
- Personal speed dials, or fast dials, are numbers that you can store in Directories > Corporate Directory > Personal Speed Dial.



To configure your speed dials or fast dials:

STEP 1 Log in to the Cisco Unified Communications Express web page. See **"Logging In to the Web Interface," on page 50**.

STEP 2 From the menu, choose **Configure > Phones**.

STEP 3 To add a speed dial, find an open space in the Speed Dial Information section.

- Enter the phone number, including any prefix digit that your system requires for external numbers.
- Enter a label to identify the speed dial.

STEP 4 To add a personal fast dial number, find an open space in the Fast Dial section.

- Enter the phone number, including any prefix digit that your system requires for external numbers.
- Enter a label to identify the fast dial.

STEP 5 Click **Save Change** to save your settings.

Changing Your Password and PIN

You can change your password and PIN by using the web pages.

STEP 1 Log in to the Cisco Unified Communications Express web page. See **"Logging In to the Web Interface," on page 50**.

STEP 2 From the menu, choose **Configure > My Profile**.

STEP 3 As needed, enter a new Password or PIN, and then enter it again in the Confirm Password or Confirm PIN field.

NOTE The password is used for the web login. The PIN is used for the phone login.

STEP 4 Click **Apply** to save your changes.

Setting Up Voice Mail Notifications

You can configure your account so that voice mail notifications are sent to your home phone, mobile phone, pager, text pager, or email inbox.

STEP 1 Log in to the Cisco Unified Communications Express web page. See **"Logging In to the Web Interface," on page 50**.

STEP 2 From the menu, choose **Voice Mail > Message Notification > My Notification Devices**.

STEP 3 Optionally, in the Cascading Settings section, enter system notifications. If this feature is enabled by your phone system administrator, you can choose up to two internal extensions to be notified if you do not retrieve a new message within the specified number of minutes.

- Enter the number of minutes in the **After** box.
- Click the magnifying glass icon to choose an internal extension to be notified.

STEP 4 In the Notification Devices section, click the hyperlink for the type of device that you want to receive notifications of new messages. Then enter the following information:

- **Enable notification to this device:** Check the check box to enable the phone system to send a notification to this device.
- **Phone Number:** Enter the phone number, including any prefix digit that your system requires for an outgoing call.
- **To (Email Address)**, **Text for Email:** *These fields appear if you chose Email Inbox as the device type.* Type the email address. Enter the text to appear in the message.
- **Notification Preferences:** Choose either Urgent Messages or All Messages. If you choose Urgent Messages, you receive a notification only if a message is marked “urgent” by the sender.
- **Notification Schedule:** Under **Quick Add**, select the Day, Start Time, and End Time when notifications will be sent. Then click **Add** to add the specified time period to the grid. Continue adding other time periods, as needed. To make adjustments, you can check or uncheck the check boxes in the grid.

STEP 5 Click **Apply** to save your settings, and then click **Back to List** to return to the list.

STEP 6 Set up additional notification devices, as needed.

6

Using the Cisco SPA 500S Attendant Console

This chapter describes how to install and use the Cisco SPA 500S Attendant Console with your IP Phone.

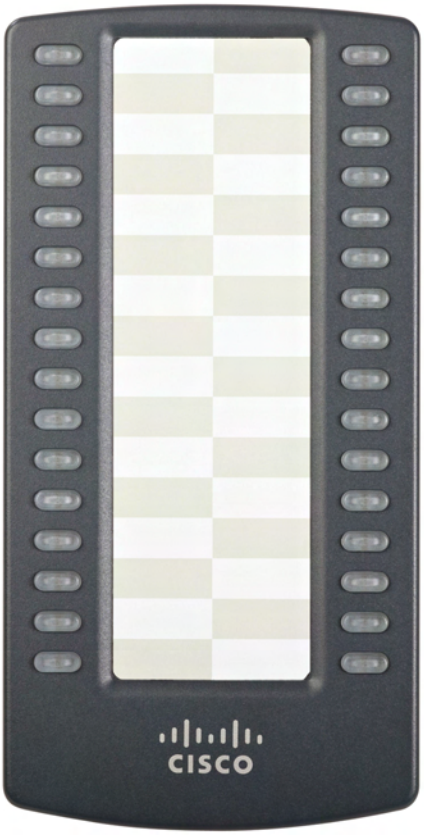


Figure 1 Cisco SPA 500S Attendant Console

The Cisco SPA 500S is a 32-button attendant console for the Cisco SPA 500 Series IP Phones, providing 32 three-color (red, green, and orange) programmable LEDS. The Cisco SPA 500S attaches to the IP phone with the attachment arm provided. It obtains power directly from the IP phone and does not require a separate power supply. Two Cisco SPA 500S units can be attached to a single IP phone to monitor a total of 64 separate lines.

Connecting the Cisco SPA 500S Attendant Console to the IP Phone

To connect the Cisco SPA 500S Attendant Console to the IP phone, you need the following:

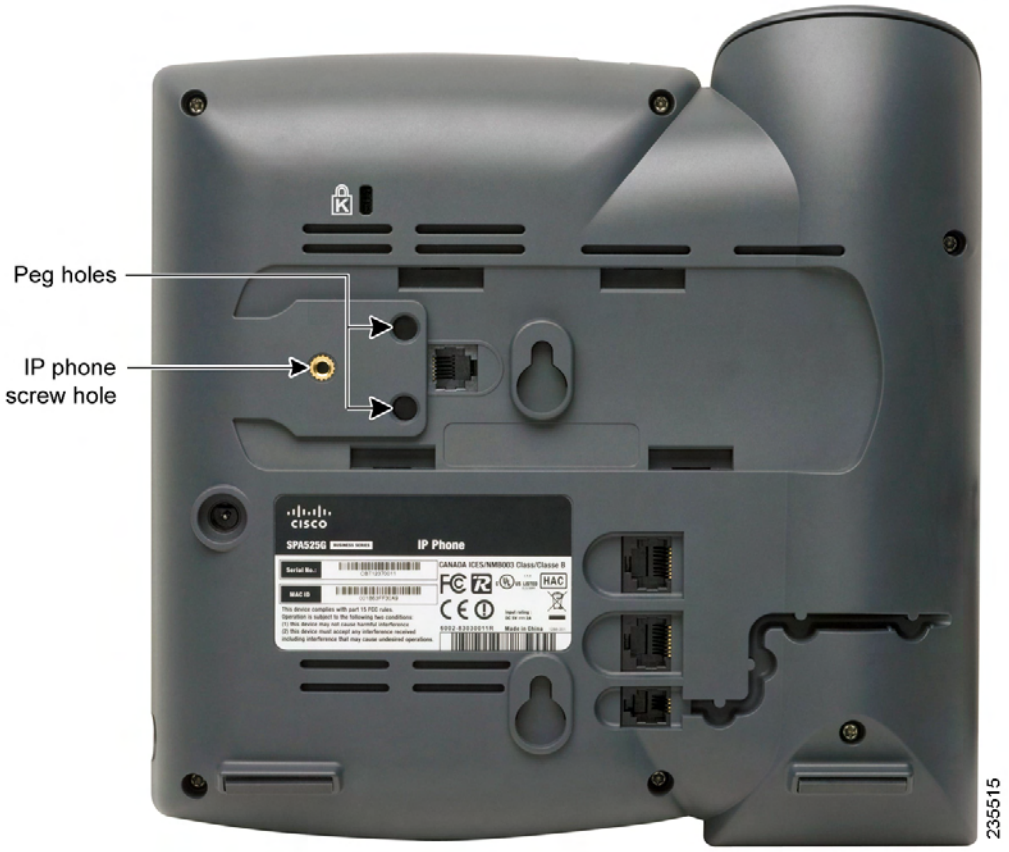
- Cisco SPA 500S Attendant Console
- Attachment Arm
- Two (2) Attachment Arm Screws
- Auxiliary Interconnect Cable
- Stand

Connecting a Single Cisco SPA 500S

STEP 1 Turn both the IP phone and Cisco SPA 500S face down.

STEP 2 Align the screw hole in the IP phone with one of the holes on the attachment arm.

STEP 3 Insert the pegs on the attachment arm into the peg holes on the IP phone.

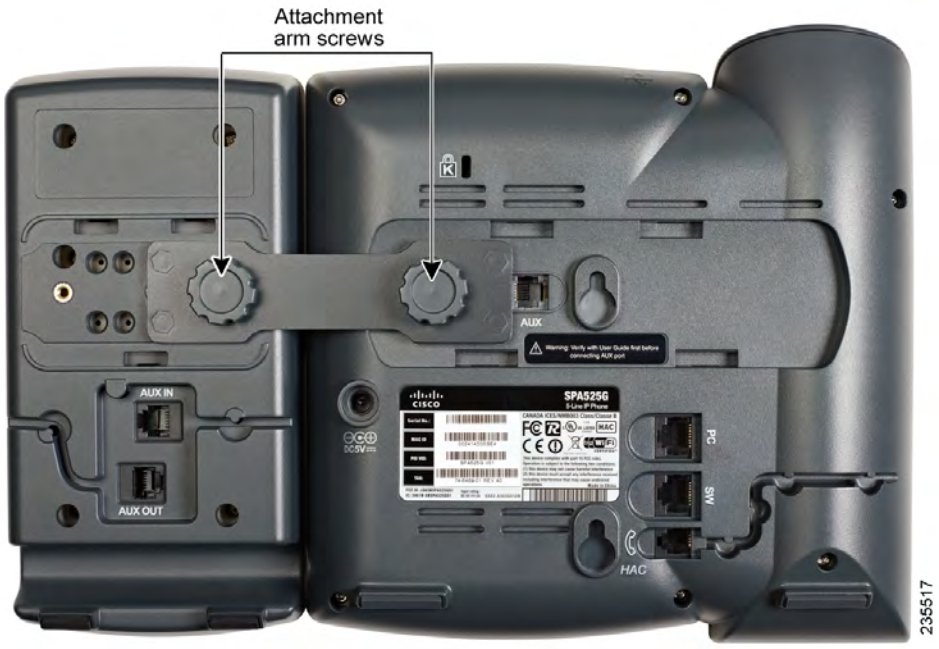


STEP 4 Using an attachment arm screw, secure the attachment arm to the IP phone.

STEP 5 Align the right screw hole in the Cisco SPA 500S with the unused hole on the attachment arm.

STEP 6 Insert the pegs on the attachment arm into the peg holes on the Cisco SPA 500S.

STEP 7 Using an attachment arm screw, secure the attachment arm to the Cisco SPA 500S.

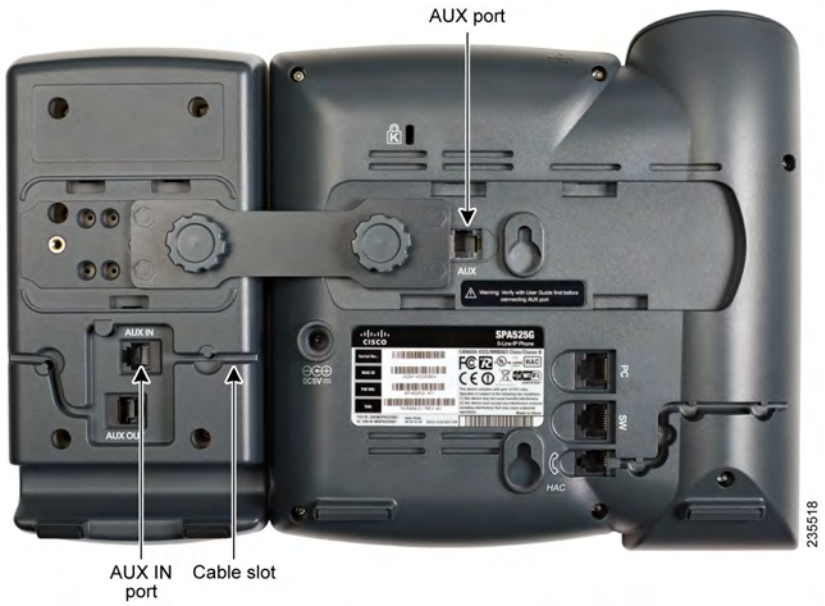


CAUTION Do not plug a telephone line cord into the AUX port. Use only the auxiliary cable provided with the Cisco SPA 500S.

STEP 8 Locate the AUX IN port on the back of the Cisco SPA 500S. Connect one end of the auxiliary cable to this port.

STEP 9 Locate the AUX port on the back of the IP phone. Connect the other end of the auxiliary cable to this port. The Cisco SPA 500S is powered by the auxiliary cable with the IP phone; no additional power source is required.

STEP 10 Route the auxiliary cable inside the cable slot of the Cisco SPA 500S.



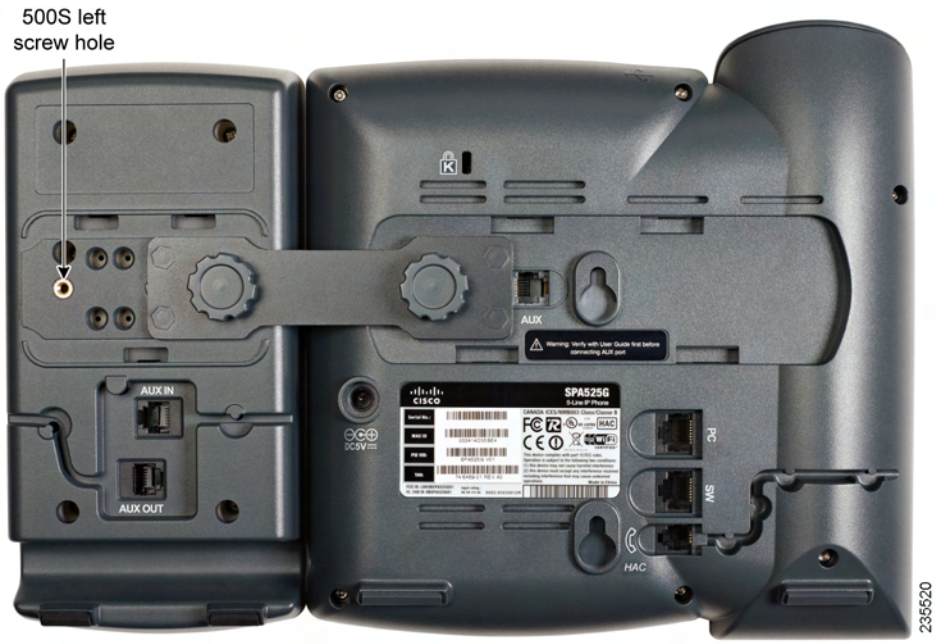
STEP 11 Attach the appropriate desktop stand to each unit.

Connecting a Second Cisco SPA 500S

A maximum of two Cisco SPA 500S attendant consoles can be connected to a Cisco SPA 500 Series IP Phone. The instructions in this section are for connecting a second Cisco SPA 500S. If you are not attaching a second Cisco SPA 500S, skip to **"Configuring the Cisco SPA 500S" on page 63**.

STEP 1 Attach the first Cisco SPA 500S to the IP phone and connect the auxiliary cable as described in the **"Connecting the Cisco SPA 500S Attendant Console to the IP Phone" section on page 56**.

STEP 2 Align the left screw hole in the first Cisco SPA 500S with one of the holes on the attachment arm.



STEP 3 Insert the pegs on the attachment arm into the peg holes on the Cisco SPA 500S.

STEP 4 Using the attachment arm screw, secure the attachment arm to the first Cisco SPA 500S.

STEP 5 Insert the pegs on the attachment arm into the peg holes on the Cisco SPA 500S.

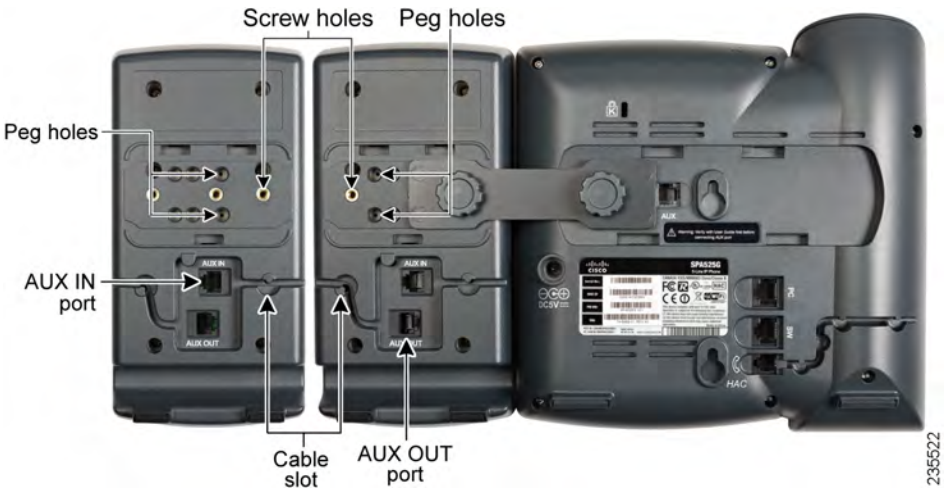
STEP 6 Using the attachment arm screw, secure the attachment arm to the second Cisco SPA 500S.

CAUTION Do not plug a telephone line cord into the AUX port. Use only the auxiliary cable provided with the Cisco SPA 500S.

STEP 7 Locate the AUX OUT port on the back of the first Cisco SPA 500S. Connect one end of the auxiliary cable to this port.

STEP 8 Locate the AUX IN port on the back of the second Cisco SPA 500S. Connect the other end of the auxiliary cable to this port.

STEP 9 Route the auxiliary cable inside the cable slot. The Cisco SPA 500S is powered by the auxiliary cable with the IP phone; no additional power source is required.



STEP 10 Attach the appropriate desktop stands to each unit.

Configuring the Cisco SPA 500S

The Cisco SPA 500S can be configured to easily access other phone lines in the system. For example, buttons on the Cisco SPA 500S can be configured to monitor and quickly dial another extension, speed dial a number, transfer calls to another extension, and more.

NOTE The options available on the Cisco SPA 500S depend on the phone system configuration. Your phone system might not provide all of the features mentioned in this document.

Configuration of the Cisco SPA 500S and assignment of the line buttons is performed by the system administrator and is not described in this document. To configure the Cisco SPA 500S, you can use the web user interface for the IP phone to which the Cisco SPA 500S is attached. See the *Cisco SPA 500 Series and Wireless IP Phone Administration Guide* on Cisco.com. See **Appendix A, "Where to Go From Here"** for the link to this document.

Using the Cisco SPA 500S

The functions of Cisco SPA 500S buttons may differ depending on configuration. However, in general, you can:

- Monitor an extension by viewing its color. The LED color of a line button gives you information about the line being monitored; for example, a red (steady) LED means that the monitored line is ringing.
- Transfer an active call by pressing the line button on the Cisco SPA 500S. (This requires that the line button is configured as a speed dial for the number to which you are transferring).
- Dial a configured extension by pressing the green line button on the Cisco SPA 500S.

Monitoring the Cisco SPA 500S

To view the status of the Cisco SPA 500S:

STEP 1 Log in to the web interface.

STEP 2 Click the **Att Console Status** tab.

A

Where to Go From Here

Cisco provides a wide range of resources to help you obtain the full benefits of the Cisco Small Business IP phone.

Product Resources

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Online Technical Support and Documentation (Login Required)	www.cisco.com/support
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_ business_support_ center_contacts.html
Software Downloads (Login Required)	Go to tools.cisco.com/support/downloads, and enter the model number in the Software Search box.
Product Documentation	
IP Phone	www.cisco.com/en/US/products/ps10499/tsd_products_support_series_home.html
Accessories	http://cisco.com/en/US/products/ps10042/tsd_products_support_series_home.html
Cisco Unified Communications 500 Series for Small Business	www.cisco.com/en/US/products/ps7293/tsd_products_support_series_home.html

Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	www.cisco.com/smb
Marketplace	www.cisco.com/go/marketplace

List of Documents

See the following documents (available at the URLs listed above) for more information about your product.

- *Cisco Small Business IP Phone Model 50X Quick Start Guide*—Installation and initial configuration of your Cisco IP phone.
- *Cisco WBP54G Wireless-G Bridge for Phone Adapters User Guide*—Installation and use of the WBP54G wireless bridge with your Cisco IP phone.
- *Cisco Small Business SPA 500 Series and WIP310 IP Phone Administration Guide*—Administration and advanced configuration of your Cisco IP Phone.