

- Quick start guide to your IP phone



IP Phone Models SPA501G, SPA502G, SPA504G, SPA508G, and SPA509G

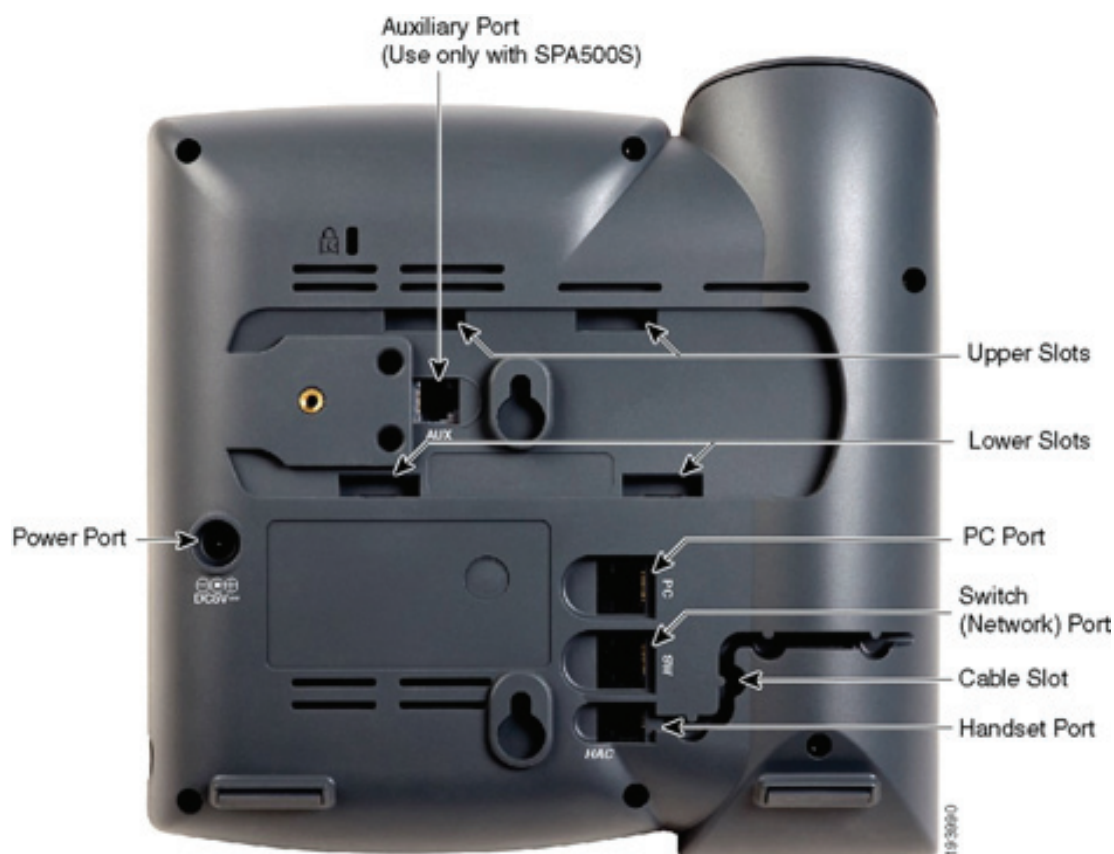
● Welcome

Thank you for choosing the Cisco Small Business IP Phone. This guide describes how to install your phone and how to perform some basic tasks.

The features available on your phone depend on the type of system to which your phone is connected. Your phone system might not provide all of the features mentioned in this document. Contact your phone system administrator for questions about phone features.

● Installing your IP phone

Use these procedures to install the phone and connect it to your network.



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 auxiliary port.



- Step 2** Insert the long end of the phone cord into the receiver 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 receiver.
- Step 5** (Optional) Connect the phone stand by lining up the tabs on the stand with the slots on the phone body. 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.**
- Step 6** 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.
- Step 7** Connect your phone to the network using one of the methods below:
- **Using an Ethernet connection**
Insert one end of the Ethernet cable into the network port on the phone body marked 'SW'. Insert the other end of the Ethernet cable into the appropriate device, such as a network switch, on your network.
 - **Using a wireless connection**
You can use a Cisco WBP54G Wireless-G Bridge with the IP phone to create a wireless connection between the phone and the network. See the WBP54G documentation on www.cisco.com for more information. The 'Where to go from here' section contains links to the documentation area on www.cisco.com.
- Step 8** (Optional) 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. Connect the other end of the Ethernet cable to the network port on your PC.
- Step 9** (Optional) To install the phone on a vertical surface, use the Cisco MB100 Wall Mount bracket. See the Cisco Small Business IP Phone SPA50X User Guide (SIP) or the Cisco Unified Communications Manager Express for the Cisco Small Business IP Phone SPA50X documents on www.cisco.com for more information.

● Phone lines and buttons



The photo above shows the Cisco SPA509G. Numbered objects in the photo are explained in the following table. (Other models can differ).

#	Phone feature	Description
1	Receiver	Pick up to place or answer a call.
2	Message waiting indicator	Displays solid red when you have a new voicemail message. Flashes red during an incoming call or when the phone's firmware is being updated. (Behaviour may differ depending on phone system.)
3	LCD screen	Displays date and time, phone station name, line extensions and soft key options. (Not available on the Cisco SPA501G.)
4	Line keys	Indicates phone line status. (Not available on the Cisco SPA502G.) These keys can also be programmed by your phone system administrator to perform functions such as speed dial, call pick up or monitoring an extension. Line colours depend on the type of phone system to which your phone is connected (SIP or SPCP). See the User Guide for your phone for more information.

#	Phone feature	Description
5	Soft key buttons	Press a soft key button to perform the action shown on the label on the LCD screen. Note: The Cisco SPA501G 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 this button to start a conference call and dial another number. After the second party answers, press 'Conference' again to begin the conference.  Transfer— While on a call, press to transfer, then dial the number to which to transfer. Press 'Transfer' again to transfer the call.
6	Navigation buttons	Press an arrow to scroll left, right, up, or down through items shown on the LCD screen. (Not available on the Cisco SPA501G.)
7	Messages button	Press to access voicemail (must be set up by your phone system administrator).
8	Hold button	Press to place a call on hold.
9	Set-up 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). The Cisco SPA501G 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 www.cisco.com for more information. The 'Where to go from here' section contains links to the documentation area on www.cisco.com .
10	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red. A flashing mute button indicates the network connection cannot be found.
11	Volume button	Press '+' to increase the volume and '-' to lower the volume of the handset, headset, speaker (when the receiver is off the hook), or ringer volume (when the receiver is in place).
12	Headset button	Push to turn the headset on or off. When the headset is on, the button glows green.
13	Speaker button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
14	Keypad	Use to dial phone numbers, enter letters and choose menu items.

● Soft key buttons

Button	Feature
<< or >>	Move left or right through an entry without deleting characters.
add	Add an entry.
bXfer	Performs a blind call transfer (transferring a call without speaking to the party to whom you are transferring the call.)
cancel	Cancels any changes you have made (press before 'OK' or 'Save').
cfwd/CFwdAll	Forwards all calls coming to your phone to a specified number.
clear	Clears the call history.
conf/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.
dir	Provides access to phone directories.
dnd/DnD	Do Not Disturb; prevents incoming calls from ringing your phone.
-dnd	Clears Do Not Disturb.
edit	Opens an item so that you can edit numbers and letters, or enable or disable a feature.
Exit	Closes a menu.
grPick/GPickUp	Allows you to answer a call ringing on an extension by discovering.
icr	Returns the last missed call by dialling the number that called you.
miss	Shows the missed calls list.
more	Displays other soft key buttons that are available.
NewCall	Press to start a new call.
Option	Press this button to display options. To choose the displayed option press 'ok'.
Park	Puts a call on hold at a designated 'park' number. The call is parked on the line until you unpark it or the caller disconnects. Must be configured by your phone system administrator.
pickup	Allows you to answer a call ringing on another extension by entering the extension number.
redial	Displays a list of recently dialled numbers.
resume	Resumes a call that is on hold.
save	Saves your changes.
select	Selects the highlighted item on the LCD screen.
unpark	Resumes a parked call.
xfer/Trnsfer	Performs a call transfer.
xferLx	Transfers an active line on the phone to called number.
y/n	Enters a sub-menu and when pressed toggles between 'Yes' or 'No' to enable or disable an option.

● Using your IP phone

Placing or answering calls

To place or answer a call, you can pick up the receiver, press the speaker or headset button, or press a line button (on some phones).

Putting a call on hold

To put a call on hold, press the 'Hold' button. The caller hears a series of three rapid beeps or music while on hold. To resume the call, press the flashing red line button for the call. For the Cisco SPA 502G press the 'Resume' soft key.

Ending a call

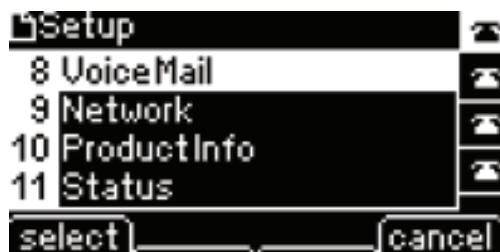
If you are using the receiver, hang up or press the 'EndCall' soft key (on some phones). If you are using the speakerphone, press the speaker button. If you are using the headset, either press the headset button (wired) or return the receiver (wireless).

Adjusting volume and muting

To adjust the volume of the handset or speaker, lift the receiver or press the speaker button. Press '+' on the volume button to increase the volume, or press '-' to decrease the volume and press 'Save'. To adjust the ringer volume, press the volume button when the receiver is on the phone and the speaker button is off and press 'Save'. To mute the phone microphone, speaker or headset microphone, press the mute button on the phone until the button glows red. Press the mute button again to unmute.

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, to obtain your IP address on the Cisco SPA 504G, press the set-up button and dial '9'.



The IP address is displayed on the Network screen. Please note menus and options vary depending on phone model.