Quick Start Guide

Cisco Small Business SPA IP Phone

Model SPA 525G/SPA 525G2

Package Contents

- IP telephone
- Desk Stand
- RJ-45 Ethernet Cable
- Setup CD-ROM
- Quick Start Guide

⚠ **NOTE** The features available on your phone depend on the type of system to which your phone is connected. Contact your system administrator if you have questions about phone features.

1 Installation

⚠ **CAUTION** Do not insert a telephone line cord into the port marked "AUX" (1).

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

STEP 2 Insert one end of the phone cord into slot marked with a phone symbol (5). Insert the other end into the jack at the bottom of the handset (not shown).

STEP 3 (Optional) Connect the desk stand by lining up the tabs on the desk stand with the slots on the back of the phone. Slide the bottom tabs into the slots and lightly press down on the top of the desk stand. It should easily slide into the top slots. Do not force.

STEP 4 If you are using an external power source, plug one end of the power cord into the building's power source and insert the other end of the power cord into the phone base (2).

STEP 5 Connect your phone to the network:

- Using an Ethernet Connection—Insert the Ethernet cable into the slot marked "SW" (4). Insert the other end of the Ethernet cable into the appropriate device on your network, such as a network switch. The Cisco SPA 525G/525G2 provides a second Ethernet port (3). You can connect a PC to this port to provide network access to the PC. (**Note**: This option is only available when phone is connected to the network via the wired Ethernet connection.)

- Using a Wireless Connection—Your phone has a built-in wireless adapter. You must unplug the Ethernet connection before configuring Wi-Fi. See the *Cisco Small Business IP Phone SPA 525G/525G2 (SIP) User Guide* or the *Cisco Unified Communications Manager Express for the Cisco Small Business IP Phone 525G/525G2 User Guide* for more information.

2 Phone Hardware Features

Refer to the following table for identification of your IP phone's hardware features.

#	Phone Feature	Description
1	Handset	Pick up to answer or place calls.
2	Speaker	Speaker for phone.
3	Message Waiting Indicator	When lit red, you have a new voice mail message. When lit flashing red, you have an incoming call or the phone's firmware is being updated.
4	LCD Screen	Typically displays date and time, phone station name, line extensions, and softkey options.
5	Line keys	Indicates phone line status. Consult your User Guide for an explanation of line colors and what they mean.
6	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above.
7	Navigation button	Press an arrow to scroll left, right, up, or down through items shown on the LCD screen.
8	Select button	Press the check mark button to select an option or menu item on the screen.
9	Messages button	Press to access voice mail (must be set up by your phone administrator).
10	Hold button	Press to place a call on hold.
11	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).
12	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red.
13	Volume button	Press **+** to increase the volume and **-** to lower the volume of the handset, headset, speaker (when the handset is off hook), or ringer volume (when the handset is on hook).

#	Phone Feature	Description
14	Speaker button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
15	Headset button	Push to turn the headset on or off. When the headset is on, the button glows green.
16	Keypad	Use to dial phone numbers, enter letters, and choose menu items.
shown below	USB 2.0 host port	Accepts USB memory device to play MP3 files on the phone or to upload security certificates for wireless authentication. Can also be used to charge devices (Cisco SPA 525G2 model).
not shown	Headset port	Accepts wired headsets.

USB port

Softkey Buttons

The softkey buttons on your phone display may vary depending on your phone system setup. Press the right navigation button or the **More** softkey button to view additional softkey buttons. Following is a partial listing of softkey buttons that may be available on your phone, depending on your phone system.

Button	Function
BXfer	Performs a blind call transfer (transferring a call without speaking to the party to whom you are transferring the call.)
Call Rtn	Returns the last missed call by dialing the number that called you.
CFwdAll	Forwards all calls to a specified number.
Change	Opens a menu so that you can change the properties for an item (for example, change a ring tone).
Clear	Deletes an entire text/number field.
Clr DND	Clears Do Not Disturb.
Conf/Confrn	Initiates a conference call.
confLx	Conferences active lines on the phone together.
DelChar	Deletes the last number or letter.

78-18837-02

Button	Function
Delete	Deletes an entire item (for example, a number from the Call History list).
Dial	Dials a number.
Directory/dir	Provides access to your personal and corporate phone directory.
DND/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.
EditDial	Edits a number before dialing.
Forward/cfwd	Forwards calls coming to your phone.
GrPickup/ GPickUp	Allows you to answer a call ringing on an extension by discovering the number of the ringing extension.
Hold	Places a call on hold.
More	Accesses additional softkeys.
Option	Enters a sub-menu and when pressed multiple times, shows all of the choices in that sub-menu.
Park	Puts a call on hold a call at a designated "park" number. The call is active until you unpark it, or the caller disconnects. Must be configured by your Phone Administrator.
Paste	Using the navigation button, highlight an item and press Paste to place the item you copied.
Pickup/PickUp	Allows you to answer a call ringing on another extension by entering the extension number.
Play	Plays an item (for example, a ring tone).
Redial	Displays a list of recently dialed numbers.
Resume	Resumes a call that is on hold.
Save	Saves your changes.
Scan	Scans for wireless networks or Bluetooth devices.
Select	Selects the highlighted item on the LCD screen.
Transfer/Trnsfer	Performs a call transfer.
Unpark	Disconnects a parked call.
View	Displays more information about a selected item.
xferLx	Transfers an active line on the phone to a called number.

Using Keypad Shortcuts

Use the keypad to enter the number of the menu or sub-menu item. For example, to reach the Call History menu, press the **Setup** button and enter **2**. Menus and options may vary depending on the phone system.

3 Using Your SPA IP Phone

Placing or Answering Calls

To place or answer a call, do one of the following tasks:

- Pick up the receiver.
- Press the **Speaker** button.
- Press the **Headset** button.
- Press a line button.

Putting a Call on Hold

To put a call on hold, press the **Hold** button. A series of beeps indicates the call is on hold.

To resume the call, press the **Resume** soft key or the flashing red line button for the call. If you have multiple calls, all calls are put on hold except the active call.

Ending a Call

- If you are using the handset, hang up.
- If you are using the speakerphone, press the **Speaker** button.
- If you are using the headset, press the **Headset** button.
- Press the **End Call** soft key, if available on your phone.

Transferring Calls

STEP 1 During an active call, or a call on hold, press **Transfer/Trnsfer**.

STEP 2 Either enter the number to which you want to transfer the call or use the directory to choose a number.

STEP 3 Press **Dial** (on some phone systems). The call is placed on hold and a new line is opened to dial the number.

STEP 4 To transfer the call without waiting for the other person to answer, press **Transfer/Trnsfer** after the call begins to ring and hang up. If you hang up before the second call rings, the transfer fails and the first call is disconnected. If you misdial, press the line button again to receive a dial tone.

STEP 5 To transfer after speaking privately to the other person, press **Transfer/Trnsfer** at any time during the conversation.

Redialing

Depending on your phone model and phone system setup, use one of the following methods:

- Press **Redial** to dial that last number that you called.
- To redial a recently-called number, press **Redial**, select the number from the list, and then press **Dial**. (Available on some phone systems.)
- Press the **Setup** button and then select **Call History**. You can then select any list, such as Missed Calls or Received Calls, and you can press **Dial** to call any number on the list.

Adjusting Call Volume and Muting

To adjust the volume while you are on a call, press **+** on the **Volume** button to increase the volume, or press **–** to decrease the volume. Press **Save**.

Pressing the **Volume** button while not on a call adjusts the volume of the phone's ringer.

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

Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone. If you have voice mail configured, incoming callers immediately reach voice mail. If voice mail is not configured, callers hear a busy signal or message.

To set Do Not Disturb, press the **DND/DnD** softkey on your phone. Depending on your phone system, either press the **Clr DND** softkey or the **DnD** softkey to turn Do Not Disturb off.

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 Where to Go From Here

Resource	Location
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Cisco Small Business Firmware Downloads	www.cisco.com/go/smallbizfirmware Select a link to download firmware for Cisco Small Business Products. No login is required. Downloads for all other Cisco Small Business products, including Network Storage Systems, are available in the Download area on Cisco.com at www.cisco.com/go/software (registration/login required).
Cisco Small Business SPA 500 Series IP Phones	www.cisco.com/go/spa500phones