



## Quick Start Guide



### Cisco Small Business

### IP Phone Models SPA 501G, SPA 502G, SPA 504G, SPA 508G, and SPA 509G

#### Package Contents

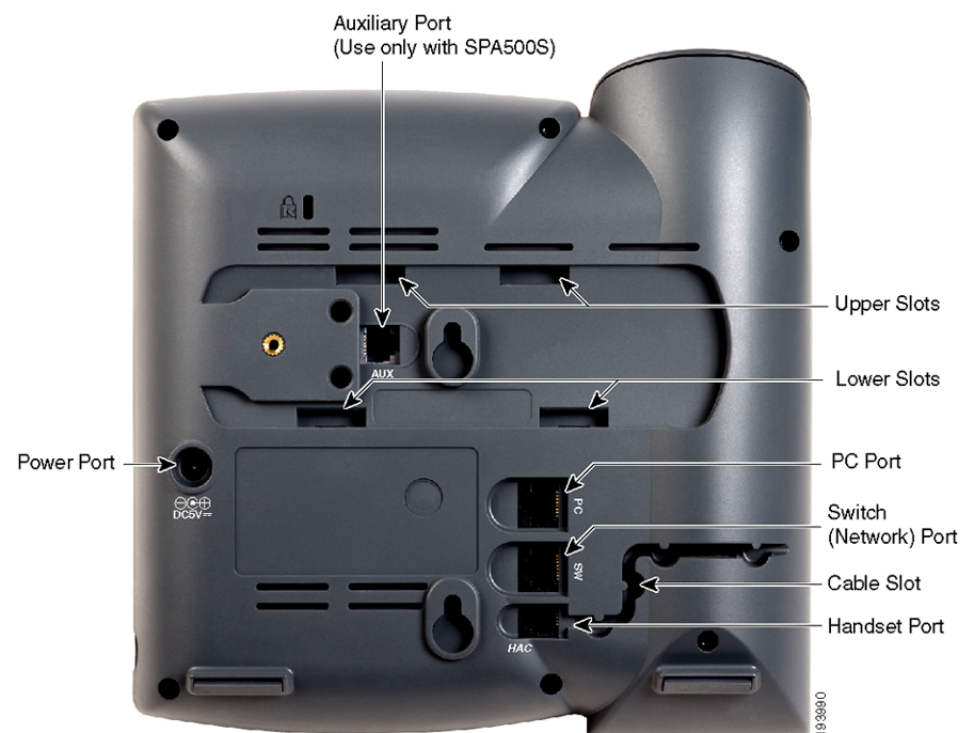
- IP Telephone
- Phone Stand
- RJ-45 Ethernet Cable
- Quick Start Guide
- Documentation on CD-ROM

## 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.

## 1 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 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).

**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 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 Cisco.com for more information. The [Where to Go From Here](#) section contains links to the documentation area on 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 SPA 50X User Guide (SIP)* or the *Cisco Unified Communications Manager Express for the Cisco Small Business IP Phone SPA 50X* documents on Cisco.com for more information. The [Where to Go From Here](#) section contains links to the documentation area on Cisco.com.





## 2 Phone Lines and Buttons



The photo above shows the Cisco SPA 509G. Other models differ.

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 or when the phone's firmware is being updated. (Behavior may differ depending on phone system.)
3	LCD Screen	Displays date and time, phone station name, line extensions, and softkey options. (Not available on the Cisco SPA 501G.)

#	Phone Feature	Description
4	Line keys	Indicates phone line status. (Not available on the Cisco SPA 502G.) These keys can also be programmed by your phone system administrator to perform functions such as speed dial, call pickup, or monitoring an extension.  Line colors 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. The <a href="#">Where to Go From Here</a> section contains links to the documentation area on Cisco.com.
5	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above.  <b>Note:</b> 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 <b>Conference</b> again to create the conference.   Transfer—While on a call, press to transfer, then dial the number to which to transfer. Press <b>Transfer</b> again to transfer the call.
6	Programmable Keys	These keys can be programmed by your phone system administrator to perform functions such as speed dial, call pickup, or monitoring an extension. (Only available on the Cisco SPA 509G.)
7	Navigation button	Press an arrow to scroll left, right, up, or down through items shown on the LCD screen. (Not available on the Cisco SPA 501G.)
8	Messages button	Press to access voice mail (must be set up by your phone system administrator).
9	Hold button	Press to place a call on hold.

#	Phone Feature	Description
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. The <b>Where to Go From Here</b> section contains links to the documentation area on Cisco.com.
11	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.
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).

#### Americas Headquarters

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA

www.cisco.com

Small Business Support US: 1-866-606-1866 (Toll Free, 24/7)

Small Business Support, Global: www.cisco.com/go/sbsc



78-19101-01B0

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

© 2010 Cisco Systems, Inc. All rights reserved.

#	Phone Feature	Description
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 and labels on your phone display 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 on the navigation button to view additional softkey buttons. Below is a partial listing of softkey buttons that may be available on your phone.

Button	Function
<< 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 <b>ok</b> or <b>save</b> ).
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 or letters, or enable or disable a feature.
Exit	Closes a menu.

Button	Function
grPick/GPickUp	Allows you to answer a call ringing on an extension by discovering the number of the ringing extension.
lcr	Returns the last missed call by dialing the number that called you.
miss	Shows the Missed Calls list.
more	Displays other softkey buttons that are available.
NewCall	Press to start a new call.
Option	Press this button to display options. To choose the displayed option, press <b>OK</b> .
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 dialed 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 a called number.
y/n	Enters a submenu and when pressed, toggles between <b>Yes</b> or <b>No</b> to enable or disable an option.

### 3 Using Your IP Phone

#### Placing or Answering Calls

To place or answer a call, you can pick up the handset, 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** softkey.

#### Ending a Call

If you are using the handset, hang up or press the **EndCall** softkey (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 replace the handset (wireless).

#### Adjusting Volume and Muting

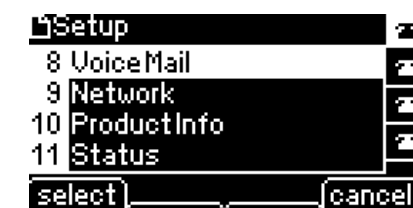
To adjust the volume of the handset or speaker, lift the handset or press the speaker button. Press + on the **Volume** button to increase the volume, or press - to decrease the volume. Press **Save**.

To adjust the ringer volume, press the **Volume** button when the handset is on the phone and the speaker button is off. Press **Save**.

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.

#### 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 **Setup** button and dial **9**.



The IP address is displayed on the Network screen.



**NOTE** Menus and options vary depending on phone model.

### 4 Where to Go From Here

Support	
Cisco Small Business Support Community	<a href="http://www.cisco.com/go/smallbizsupport">www.cisco.com/go/smallbizsupport</a>
Cisco Small Business Support and Resources	<a href="http://www.cisco.com/go/smallbizhelp">www.cisco.com/go/smallbizhelp</a>
Phone Support Contacts	<a href="http://www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html">www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html</a>
Cisco Small Business Firmware Downloads	<a href="http://www.cisco.com/cisco/web/download/index.html">www.cisco.com/cisco/web/download/index.html</a>  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 <a href="http://www.cisco.com/go/software">www.cisco.com/go/software</a> .
Product Documentation	
Cisco Small Business SPA 500 Series IP Phones	<a href="http://www.cisco.com/go/spa500phones">www.cisco.com/go/spa500phones</a>
Accessories (includes WBP54G and MB100)	<a href="http://www.cisco.com/en/US/products/ps10042/tsd_products_support_series_home.html">www.cisco.com/en/US/products/ps10042/tsd_products_support_series_home.html</a>
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	<a href="http://www.cisco.com/web/partners/sell/smb">www.cisco.com/web/partners/sell/smb</a>
Cisco Small Business Home	<a href="http://www.cisco.com/smb">www.cisco.com/smb</a>