

CISCO SMALL BUSINESS PRO IP PHONE

For Models: SPA501G, SPA502G, SPA504G,
SPA508G, and SPA509G



One Call | infinite solutions

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**** Note:** Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones. ******

Phone Lines & Buttons







#	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.
3	LCD Screen	Displays date and time, phone station name, line extensions, and softkey options. (Not available on the SPA501G.)
4	Line Keys	Indicates phone line status. (Not available on the SPA502G.) When lit: Green: Line is idle. Red (steady): Line is active or in use. Red (blinking): Line is on hold. Orange: Line is unregistered (cannot be used). These keys can also be programmed by your phone system administrator to perform functions such as speed dial, call pickup, or monitoring an extension.

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5	Softkey Buttons	<p>Press a softkey button to perform the action shown on the label on the LCD screen above.</p> <p>Note: The SPA501G has the following four buttons:</p> <p> Redial—Dials the last number called.</p> <p> Cancel—Cancels an action (such as a transfer)</p> <p> 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.</p> <p> Transfer—While on a call, press to transfer, then dial the number to which to transfer. Press Transfer again to transfer the call</p>
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 SPA509G.)
7	Navigation Button	Press an arrow to scroll left, right, up, or down through items shown on the LCD screen. (Not available on the SPA501G.)
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.
10	Setup Button	<p>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).</p> <p>For the 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 Cisco.com for more information. (See the list of links at the end of this document.)</p>
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).

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 SPA501G.) Press the right arrow on the navigation button to view additional softkey buttons.

SOFT KEY	DESCRIPTION
<< or >>	Move left or right through an entry without deleting characters.
add	Adds 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 callhistory.
conf/Confrn	Connects callers to 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
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 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 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 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 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 flashing red line button for the call. For SPA502G, press **resume** softkey.

Transferring a Call

For **SPA502G, SPA504G, SPA508G, SPA509G**:

- 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 SPA502G).
 - To transfer after speaking privately to the other person, press **Trnsfer** at any time during the conversation.

For **SPA501G**:

- 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.

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).

Placing a Three-Way Conference Call

SPA502G, SPA504G, SPA508G, SPA509G:



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

SPA501G:

- 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 remain on the line.

Adjusting Volume and Muting

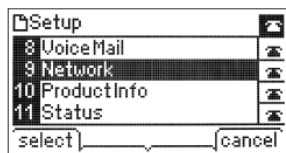
To adjust volume of the handset or speaker, lift the handset or press the speaker button. Press **+** on the **Volume** button to increase the volume, or press **-** to decrease the volume. Press **Save**.

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 SPA501G.) For example, to obtain your IP address on the SPA504G, press the **Setup** button and dial **9**.



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. BCS initially programs the password as **1234**.

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