



USER GUIDE

Cisco Small Business

Cisco SPA300 Series and SPA500 Series IP Phones
with Cisco Unified Communications UC320W

Phone Models: SPA301, SPA303, SPA501G, SPA502G,
SPA504G, SPA508G, SPA509G, SPA525G, SPA525G2

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Chapter 1: Getting Started	6
Overview of the Cisco Small Business IP Phones	7
Phone Features	8
Model Comparison	8
Phone Components of Cisco SPA301	9
Phone Components of Cisco SPA303 and Cisco SPA500 Series Models	11
Cisco SPA500S Attendant Console	14
Connecting Wired and Wireless Headsets (Optional)	15
Using Softkeys to Handle Calls	17
Using Your Line Buttons	20
Extensions	20
Shared Lines	20
Status Indicators	21
Using the Feature Buttons	21
Entering and Editing Characters	23
 Chapter 2: Using Basic Phone Functions	 26
Choosing an Audio Device	27
Adjusting Volume and Muting	29
Placing, Answering, and Managing Calls	30
Placing a Call	31
Answering, Diverting, and Ending Calls	33
Managing Multiple Calls	34
Using a Hot Phone	35
Using a Paired Phone	36
Using the Intercom and Paging Features	37
Transferring Calls	39
Viewing and Returning Missed Calls	41
Forwarding All Calls	43
Setting Do Not Disturb	44

Enabling or Disabling Call Waiting	45
Picking Up a Call for Another Extension	46
Parking a Call	47
Creating a Three-Way Conference Call	49
Using the Phone Directories	50
Using Your Contact List (Personal Address Book)	51
Using the Corporate Directories	54
Using the Call History Lists	54
Setting or Changing a Phone Password	56
Using the Voicemail System	58
Setting Up Your Voicemail Box	58
Accessing Voicemail	59
Voicemail Options	60

Chapter 3: Using Advanced Phone Features **63**

Configuring Privacy Features	64
Enabling and Using Dial Assistance	66
Creating and Using Personal Speed Dials	67
Adjusting Your Display Screen	69
Configuring the Phone Screen Saver	71
Customizing the Ring Tones for Your Extensions	75
Using Star Codes on Cisco IP Phones	76
Using the Interactive Voice Response Menu on Cisco SPA301 and Cisco SPA501G	79
Connecting a Cisco SPA525 Model Phone to the Wireless Voice Network	80
Using the Cisco SPA 525G2 With Your Bluetooth-Enabled Mobile Phone	81
Enabling Bluetooth	82
Pairing Your Cisco SPA 525G2 with a Bluetooth-Enabled Mobile Phone	82
Initiating Pairing from the Cisco SPA 525G2	83
Initiating Pairing from Your Bluetooth-Enabled Mobile Phone	84
Importing Your Mobile Phone Address Book into the Cisco SPA 525G2	85

Making a Mobile Phone Call Using Your Cisco SPA 525G2	86
Receiving Mobile Phone Calls Using the Cisco SPA 525G2	87
Switching Audio from Your Cisco SPA 525G2 to Your Mobile Phone	87
Viewing Mobile Phone Battery and Signal Information on Your Cisco SPA 525G2	87
Charging Your Mobile Phone Using Your Cisco SPA 525G2	88
Changing the System Time Settings	89
Appendix A: Using an Analog Phone with the Cisco UC320W	91
Basic Calling Functions on Analog Phones	91
Using Star Codes for Special Features on Analog Phones	92
Appendix B: Where to Go From Here	95

Getting Started

This guide provides information to help you use your Cisco Small Business IP Phone with the Cisco Unified Communications UC320W. Before using your phone, read this chapter to become familiar with the phone features. Refer to these topics:

- [Overview of the Cisco Small Business IP Phones, page 7](#)
- [Phone Features, page 8](#)
- [Cisco SPA500S Attendant Console, page 14](#)
- [Connecting Wired and Wireless Headsets \(Optional\), page 15](#)
- [Using Softkeys to Handle Calls, page 17](#)
- [Using Your Line Buttons, page 20](#)
- [Using the Feature Buttons, page 21](#)
- [Entering and Editing Characters, page 23](#)

Notes:

- This guide is intended for phone users with a Cisco UC320W phone system. Some features vary in other call control environments. For other phone documentation, see [Appendix B, “Where to Go From Here.”](#)
- For information about using an FXS phone with the Cisco UC320W, see [Appendix A, “Using an Analog Phone with the Cisco UC320W.”](#)

Overview of the Cisco Small Business IP Phones

The Cisco Small Business IP Phones are full-featured phones that support communications within your office and with the outside world, whether through local telephone lines or Voice over IP (VoIP) networks.

- **Calling Features:** Features include call forwarding, redialing, speed dialing, call transfers, conference calls, intercom calls, and voicemail access. Depending on the phone model, you can make and receive calls with the handset, the built-in speaker, or a compatible third-party headset that you install separately.
- **Networking Features:** The Cisco Small Business IP phones connect to the computer network through Ethernet ports. The Cisco SPA525G/G2 can connect to a wireless voice network, if available. Most models also have an additional Ethernet port that you can use to connect a computer to the network. (Not applicable to the Cisco SPA525G/G2 when used wirelessly.)
- **Power:** Unlike traditional phones, Cisco Small Business IP phones require a separate power source. Depending on the phone model, the phone may receive power from an Ethernet switch on your network or from a power adapter.
- **Care:** 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.

Phone Features

Use the information in these sections to learn more about your phone.

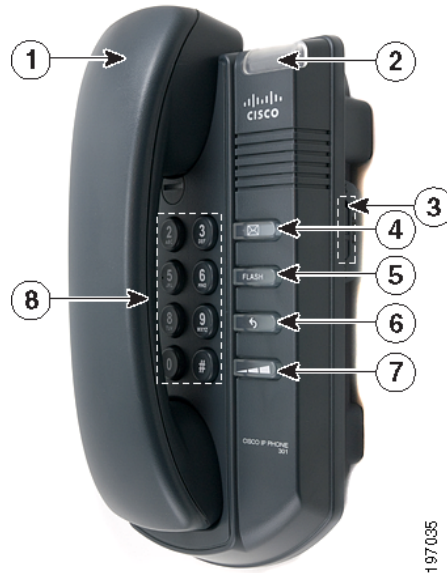
- [Model Comparison, page 8](#)
- [Phone Components of Cisco SPA301, page 9](#)
- [Phone Components of Cisco SPA303 and Cisco SPA500 Series Models, page 11](#)

Model Comparison

	SPA301	SPA501G	SPA502G	SPA303	SPA504G	SPA508G	SPA509G	SPA525G SPA525G2
Screen	None. Use paper labels		128 X 64 monochrome					320 x 240 color
Line/ Feature Buttons	1	8	1	3	4	8	12 ^a	5
Softkeys	4 fixed	4 fixed	4 dynamic					
Navigation Button	None		Four-way navigation					Four-way navigation with center Select button
PoE Capable	No	Yes	Yes	No	Yes	Yes	Yes	Yes



- a. Cisco SPA509G has eight buttons around the screen and four buttons with paper labels.


Phone Components of Cisco SPA301



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#	Phone Feature	Description
1.	Handset	Audio device that can be used to place and answer calls. Note: This model does not have a speaker or a headset port.
2.	Message Waiting/Status Indicator	<p>The light indicates the phone or message status:</p> <ul style="list-style-type: none"> ▪ Unlit: The phone is available to place or receive calls, and there are no new voicemail messages. ▪ Red (solid): You have a new voicemail message. Note that a message is considered new until it is saved or deleted. ▪ Red (fast flashing): You have an incoming call. ▪ Red (slow flashing): You have a call on hold. ▪ Red (series of two fast flashes): Your phone has temporarily lost its Ethernet connection. <p><i>(continues on the following page)</i></p>







#	Phone Feature	Description
	Message Waiting/Status Indicator (continued)	<ul style="list-style-type: none"> Orange (solid): Your phone is not registered to the call control system. This occurs when the phone is rebooting and has not yet registered. Orange (fast flashing): Your phone's firmware is upgrading. Orange (slow flashing): Your phone is downloading firmware. Orange (series of two fast flashes): Your phone has permanently lost its Ethernet connection. When the phone is reconnected, it will reboot. Green (slow flashing): Call forwarding or Do Not Disturb is turned on. (When you lift the handset, you will also hear an interrupted dial tone.)
3.	Ringer switch	Push to the On position to turn the ringer on. Push to the Off position to turn the ringer off.
4.	Voicemail button 	Press to access voicemail (if set up by your phone administrator).
5.	FLASH button	<p>Holds a call or transfers a call.</p> <ul style="list-style-type: none"> If you are on a call and receive a new call, press FLASH to place the first call on hold and answer the new call. To toggle between the two calls, press FLASH twice. To place a call on hold, press FLASH. To resume the call, lift the handset and press FLASH twice. To transfer a call, press FLASH. Then enter the extension number or phone number. After the other phone starts ringing, wait for an answer or immediately press FLASH to complete the transfer.
6.	Redial button 	Press to redial the last number called.


#	Phone Feature	Description
7.	Volume button 	Press repeatedly to increase the volume of the handset (when the handset is off the phone) or ringer volume (when the handset is on the phone).
8.	Keypad	May be used to enter numbers.

Phone Components of Cisco SPA303 and Cisco SPA500 Series Models

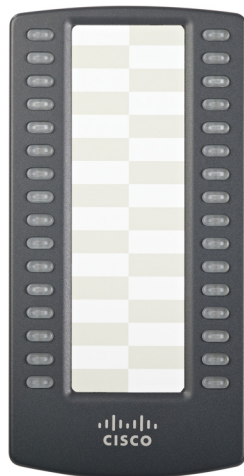


#	Phone Feature	Description
1.	Handset and Speaker	Audio devices used to place and answer calls.
2.	Message Waiting Indicator	Indicates the status of your voicemail box. <ul style="list-style-type: none"> ▪ Unlit: You have no new messages, or your voicemail box is not configured. ▪ Red: You have a new voicemail message. Note that a message is considered new until it is saved or deleted. ▪ Flashing Red: You have an incoming call.
3.	Screen	Not available on Cisco SPA501G Displays information, softkeys, menus, or settings, depending on the phone state and user inputs.
4.	Line and Feature Buttons	Not available on Cisco SPA502G May be used for extensions, shared phone lines, or programmable features, as configured by your phone administrator. For more information, see Using Your Line Buttons, page 20 . Unused buttons can be configured as personal speed dials. For more information, see Creating and Using Personal Speed Dials, page 67 .
5.	Softkey buttons	Perform specified actions or open menus. For more information, see Using Softkeys to Handle Calls, page 17 .
6.	Additional Line/ Feature Buttons for Cisco SPA509G	Perform specified tasks, as configured by your phone administrator. The color indicates the status. Paper labels are provided. For more information, see Using Your Line Buttons, page 20 .

#	Phone Feature	Description
7.	Navigation Button	Not available on Cisco SPA501G Moves the cursor left, right, up, or down through the items on the screen. Note: Cisco SPA525G/G2 includes a Center Select button that selects an highlighted option on the screen.
8.	Voicemail button 	Connects to your voicemail box, if configured by your phone administrator.
9.	Hold button 	Places a call on hold.
10.	Setup button 	Opens a menu to configure features and preferences (such as your directory and speed dials), to access your call history, and to set up functions (such as call forwarding). Note: For the Cisco SPA501G, this button accesses the Interactive Voice Response menu. For more information, see Using the Interactive Voice Response Menu on Cisco SPA301 and Cisco SPA501G, page 79 .
11.	Mute button 	When selected (steady red), prevents audio transmission to the connected caller. Note: A flashing Mute button indicates that the network connection cannot be found.
12.	Volume button 	Adjusts the volume of the active audio device (handset, headset, or speaker) or ringer volume (when the phone is ringing or the phone is idle). Press + to increase the volume, or press - to decrease the volume.
13.	Headset button 	When selected (steady green), uses the headset as the audio device for a call.

#	Phone Feature	Description
14.	Speaker button 	When selected (steady green), uses the speaker as the audio device for a call.
15.	Keypad	May be used to enter numbers and letters, and to select menu options.

Cisco SPA500S Attendant Console






The Cisco SPA500S attendant console attaches to a Cisco SPA500 Series IP phone to provide additional feature buttons. Up to two 32-button units can be attached to a phone to provide a total of 64 feature buttons.





Your phone administrator can configure these buttons for a variety of purposes, such as speed dial, call park, call pickup, intercom, and caller ID blocking. Paper labels indicate the function of each button.

Connecting Wired and Wireless Headsets (Optional)

The IP phones support wired and wireless headsets from different manufacturers. Cisco SPA525G/G2 also support Bluetooth headsets. For the latest supported models, contact your reseller.

Each brand and type of headset may require different steps for connection. Consult the documentation for your particular headset for more information. Additional information can be found at the manufacturer's websites.

Task	Instructions
Connecting a wired headset	Connect the 2.5mm connector from the headset into the headset port on the right side of the IP phone.
Connecting a Wireless (non-Bluetooth) headset	Connect the headset's phone cord into the phone port on the back of the IP Phone.
Connecting and enabling a Bluetooth headset <i>Cisco SPA525G/G2</i>	<p>Available on Cisco SPA525G/G2 only</p> <p>To enable Bluetooth:</p> <ol style="list-style-type: none"> 1. Press . 2. Select User Preferences. 3. Select Bluetooth Configuration. 4. Press the right-arrow navigation button  to turn Bluetooth On. 5. Press .

Task	Instructions
<p>Creating a profile for your Bluetooth headset <i>Cisco SPA525G/G2</i></p>	<p>Available on Cisco SPA525G/G2 only</p> <ol style="list-style-type: none"> 1. After enabling Bluetooth, press . 2. Select User Preferences. 3. Select Bluetooth Configuration. 4. Scroll to Bluetooth Mode and press the right-arrow navigation button  to select one of the following options: <ul style="list-style-type: none"> ▪ Phone: Your Cisco SPA 525G2 will pair with a Bluetooth headset only. Select this option if you will not use the Cisco SPA 525G2 with a Bluetooth-enabled mobile phone. ▪ Both: Your Cisco SPA 525G2 can use a Bluetooth headset, or operate with your Bluetooth-enabled mobile phone. At any time, a connection can be made to either the Bluetooth headset or the Bluetooth-enabled mobile phone. If multiple Bluetooth devices are in range, the device with a higher priority is enabled first, based on the order of devices in the Bluetooth Configuration > Bluetooth Profiles list. 5. Scroll to Bluetooth Profiles and press the right-arrow navigation button  to open the profile screen. 6. Press <input type="button" value="Scan"/> to scan for your headset. If the device is not detected, ensure the headset is powered on and has Bluetooth enabled, and retry the scan. 7. In the list of found devices, select your headset and press <input type="button" value="Select"/> to edit the profile. 8. Scroll to PIN and enter the PIN for your Bluetooth headset. 9. Scroll to Connect Automatically and press the right-arrow navigation button  to select On. 10. Press <input type="button" value="Connect"/>.

Using Softkeys to Handle Calls

Softkeys are dynamic buttons that appear on the phone screen to provide access to special functions for the current task or the selected menu.







Four softkeys can be displayed at one time. When additional options are available, a right-arrow icon (>) or left-arrow icon (<) appears at the right or left end of the softkey area. Press the left-arrow or right-arrow navigation button to view more softkeys.

Refer to the following table for information about common softkeys for handling calls.

NOTE Softkey labels vary on different models. Availability of a particular softkey depends on the phone state, the configuration, and the phone model. **Not available on the Cisco SPA301 or the Cisco SPA501G.**

Softkey	Function
> or <	Indicates that more softkeys are available by pressing the left-arrow or right-arrow navigation button.
Answer	Answers a ringing call.
Bxfer, BlindXfer	To transfer a call to another user without announcing the call, press this softkey, enter the extension or phone number, and then press the softkey again. Also see Transfer or Xfer .
Call Rtn	Returns the last call that was received on this phone.
Cfwd, -Cfwd	Press <input type="button" value="Cfwd"/> to forward all incoming calls. Then enter an extension or phone number. Press <input type="button" value="-Cfwd"/> to receive calls normally.
Dnd, -Dnd, Clr Dnd	Press <input type="button" value="Dnd"/> to prevent calls from ringing your phone; calls are forwarded to your Call Forward All number. Press <input type="button" value="-Dnd"/> or <input type="button" value="Clr Dnd"/> to receive calls normally. Also see Ignore .
Conf	<p>During an active call, press this softkey to initiate a conference call. Enter a number, wait for an answer, and then press <input type="button" value="Conf"/> again. Also see Conflix or Conf Line.</p> <p>To end the conference for everyone, press <input type="button" value="End Call"/> or hang up. To exit the conference and allow the other callers to continue the call, press <input type="button" value="Join"/>.</p>

Softkey	Function
Conflx or Conf Line	<p>When you have an active call and a held call on your phone, press this softkey to create a conference for these calls. If you have multiple calls on hold, you will be prompted to choose a held call by pressing the line button. Also see Conf.</p> <p>To end the conference for everyone, press End Call or hang up. To exit the conference and allow the other callers to continue the call, press Join.</p>
Dir or Directory	<p>To place a call from your local directory, press this softkey. Use the navigation button to open a directory and select a number. To dial a selected number, press Dial. To exit without dialing, press Exit twice.</p>
EditDial	<p>When using a Redial list or Call History List, press this softkey to edit the selected number before placing a call. For example, you may need to edit a misdialled number or change the dialing prefix. Then press Dial to place the call.</p>
Forward, Clr Fwd	<p>Press Forward to forward all incoming calls. Then enter an extension or phone number. Press Clr Fwd to receive calls normally.</p>
End Call	<p>Press to end the active call.</p>
Exit	<p>When viewing a menu on the screen, press this softkey to return to the home screen.</p>
Grpick or Grpickup	<p>Press to display a list of ringing calls. Use the navigation button to select a call, and then press Dial to answer it. Also see Pickup.</p>
Hold	<p>During a call, press this softkey to place the call on hold.</p>
Ignore	<p>When the phone is ringing, press this softkey to divert the call to the configured Call Forward No Answer Number. Also see Dnd, -Dnd, Clr Dnd.</p>
Lcr	<p>Returns the last called that was received on this phone.</p>
Miss	<p>Displays the Missed Calls list. Use the navigation button to select a call, and then press Dial.</p>
New Call	<p>After placing a call on hold, press this softkey to place a new call.</p>

Softkey	Function
Park, Unpark	During a call, press  to place the call on hold in a park slot. Enter one or more digits to identify your park slot, and then press  . To unpark the call, press  , enter the park slot number, and then press  .
Pickup	To answer a call ringing on another extension, press this softkey, enter the extension number, and then press  . Also see Grpick or Grpickup .
Redial	Displays a list of recently dialed numbers. Use the navigation button to select a number, and then press  .
Resume	Resumes a held call.
Select	Selects the highlighted item on the display screen.
Transfer or Xfer	If you want to transfer a call to another extension or phone number, press this softkey. Enter the number. <ul style="list-style-type: none"> For an immediate transfer, wait for the other phone to ring, and then press this softkey again. For an attended transfer, wait for an answer, announce the call, and then press this softkey.

Using Your Line Buttons

Line buttons are used for extensions and shared lines, as configured by the phone administrator.

NOTE The phone also may have programmable feature buttons for special functions (see [“Using the Feature Buttons” section on page 21](#)).

Not available on Cisco SPA301 and Cisco SPA502G. These phones have a personal extension only.

Extensions

An extension is an internal number at your site. Your phone may have line buttons for personal extensions and shared extensions. The button label displays the extension number.

- Personal extensions appear on one phone only.
- Shared extensions appear on two or more phones, allowing group members to monitor and manage calls. For more information, see [Status Indicators](#).
- Each line button supports two concurrent calls. Your phone may have multiple line buttons for the same extension number to support more calls.
- If outbound calling is allowed from an extension, you must enter an access code (typically 9) before dialing an external number.



Shared Lines

A shared line is an analog phone line that is reserved for one or more users. Your phone may have line buttons for one or more shared lines. The button label may display a name, a port number, or a phone number.

- If the shared line is assigned to a group, all members can monitor and manage calls. For more information, see [Status Indicators](#).
- Each shared line supports two concurrent calls.
- If the line is available (unlit), you can press the line button to seize the line for an outbound call. No access code is required. Dial the phone number, including any long-distance code that is required for your phone service.

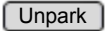

Status Indicators

For shared lines, shared extensions, and paired phones, the line button indicates the status.

- **Unlit:** Idle. Available to place a call.
- **Green (steady):** Connected to a call on this phone.
- **Green (flashing):** Holding a call on this phone. To resume the call, press the line button.
- **Orange (flashing):** Ringing. To answer, lift the handset, or press  or . Then press the line button.
- **Red (steady):** Connected to a call on another phone.
- **Red (flashing):** Holding a call on another phone. To pick up the call, press the line button.
- **Orange (steady):** There is an error. Contact your phone administrator for assistance.

Using the Feature Buttons

Your phone administrator may configure the following types of feature buttons for your phone.

- **Auto-dial (system speed dial):** Press this button to immediately place a call to the specified user or telephone number. During an active call, you can press this button to immediately transfer the call. This is a blind transfer, with no opportunity to talk to the other party or to cancel the transfer.
- **Block Caller ID:** To block your caller ID for a call, press the button, and then place the call. After you end the call, normal caller ID settings are in effect.
- **Call Park Slot:** During an active call, press this button to place the call on hold in the specified park slot, such as Park Slot 2. To unpark the call from this phone, press this button again. You also can unpark the call from another IP phone with the same park slot button, for example, Park Slot 2. Alternatively, unpark the call from any IP phone by pressing . When prompted, enter the specified park slot number, and then press .





- **Force Night:** The function depends on the day/night mode for your phone system. Check with your phone administrator for details.
 - **In a manual day/night system:** Press to toggle between Day mode (green) and Night mode (red).
 - **In a system with an automated schedule:** Press to temporarily override the schedule. The button is red. Press again to resume the normal schedule. The button is green.
- **Intercom:** Press this button to initiate a two-way call to the phone speaker of the specified user. Press again to end the intercom call.
- **Phone Monitor or Line Monitor** (also called Busy Lamp Field): Use this type of button to monitor all extensions on a phone (phone monitor) or a specified extension (line monitor). Press to call the user or to immediately transfer an active call to the user (blind transfer only). The button also functions as an Individual Pickup button to answer a call ringing on the monitored phone or line. Note that the line monitor button does not reflect the user's activity on other extensions such as Shared Lines and Shared Extensions.
 - **Red (steady):** The monitored extension or phone is in use.
 - **Red (flashing):** A call is on hold on the monitored extension or phone.
 - **Orange (flashing):** A call is ringing on the monitored extension or phone. Press the button to pick up the call.
 - **Unlit:** The monitored extension or phone is idle.
- **Unused Button:** Optionally, use an unlabeled button as a personal speed dial button.
 - **To add a personal speed dial:** Press and hold the unlabeled button for three to four seconds. When the Define Speed Dial window appears, enter a **Name** for the button label. Press the down-arrow navigation button, and then enter the **PhoneNo.** Press . Note: Personal speed dials can be overwritten by administrative changes on your phone.
 - **To use a personal speed dial:** Press this button to immediately place a call to the specified user or telephone number. During an active call, you can press this button to immediately transfer the call. This is a blind transfer, with no opportunity to talk to the other party or to cancel the transfer.

Entering and Editing Characters

If you make a mistake when entering a number, you can edit your entry on the phone screen. On some screens, you can enter letters as well as numbers.


Not available on Cisco SPA301 or Cisco SPA501G

NOTE When entering a number for an outbound call, include the dialing prefix required to get an outside line, as well any long-distance prefix required for your phone service. (A dialing prefix is not required for a call placed from a shared phone line.)


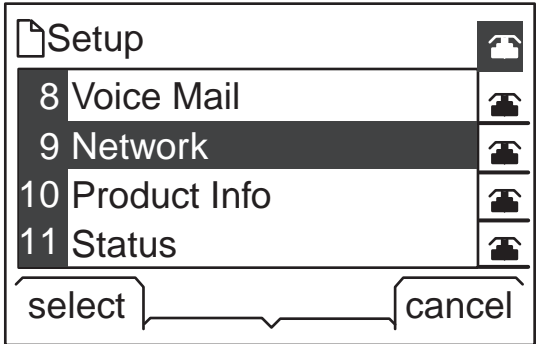
Task	Instructions
Deleting a character	If you make a mistake, press  to backspace over the previous number or character.
Deleting all characters <i>Cisco SPA50xG models</i> <i>Cisco SPA525G/G2</i>	Press  to erase your entry. Press  , and then select Clear from the menu.
Moving the cursor in a field <i>Cisco SPA50xG models</i> <i>Cisco SPA525G/G2</i>	Press the << softkey to move the cursor to the left, or press the >> softkey to move the cursor to the right. Press the right-arrow navigation button  to move the cursor to the right or press the left-arrow button to move the cursor to the left.
Changing the mode to numbers or letters <i>Cisco SPA50xG models</i>	Some fields allow you to enter letters and numbers. If you need to change the mode, use these softkeys: <ul style="list-style-type: none"> ▪ Num: numeric ▪ Alpha: alphanumeric <p>Note: You may need to press the right-arrow or left-arrow button to see these options.</p>

Task	Instructions
<p>Changing the mode to numbers or letters <i>Cisco SPA525G/G2</i></p>	<p>Some fields allow you to enter letters and numbers. If you need to change the mode, press <input type="button" value="Option"/>. Then choose the input method:</p> <ul style="list-style-type: none"> ▪ Input Num: numeric ▪ Input All: alphanumeric
<p>Entering letters in alphanumeric mode</p>	<p>When your phone is in alphanumeric mode, you can enter the letters that are shown on the phone keypad.</p> <ol style="list-style-type: none"> 1. Press a key. The screen displays the available characters. For example, when you press 6, the options are <i>mno6MNO</i>. 2. Repeatedly press the key until the correct number or letter is selected, and then pause. For example, quickly press 6 three times to enter the letter <i>o</i>. The character is entered and the cursor moves to the next position in the field. Note: To enter spaces and special characters, press these keys: <ul style="list-style-type: none"> 1: 1 / : \ , ! ; \$ ^ 0: Space 0 ~ ? > ' < " * *: . @ * & % [] _ #: # + - = () { }
<p>Editing a phone number on the display before dialing</p>	<p>When using features such as the Redial list or the Missed Calls list, you can edit a displayed number before dialing.</p> <p>Use the navigation button to select a number, and then edit it as follows:</p> <ul style="list-style-type: none"> ▪ On SPA303 and SPA50xG models, press <input type="button" value="Edit"/>. Enter your changes, and then press <input type="button" value="OK"/>. To place the call, press <input type="button" value="Dial"/>. ▪ On SPA525G/G2, press <input type="button" value="EditDial"/>. Enter your changes and then press <input type="button" value="Dial"/> to place the call.

Using the Setup Menu

You can use the Setup menu to access resources such as the phone directory and the call history. To open the menu, press .

Not available on Cisco SPA301 or Cisco SPA501G

Task	Instructions
Selecting a menu option by scrolling	<ol style="list-style-type: none"> 1. Press the up-arrow or down-arrow navigation button to scroll to a menu option. 2. Press . Alternatively, on the Cisco SPA525G/G2, press the Center Select button.
Selecting a menu option by entering a number on the keypad	<p>Enter the number of the menu option.</p> <p>Example: In this example, press 9 to select Network.</p> 

Using Basic Phone Functions

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





- **Choosing an Audio Device, page 27**
- **Adjusting Volume and Muting, page 29**
- **Placing, Answering, and Managing Calls, page 30**
- **Using the Intercom and Paging Features, page 37**
- **Transferring Calls, page 39**
- **Viewing and Returning Missed Calls, page 41**
- **Forwarding All Calls, page 43**
- **Setting Do Not Disturb, page 44**
- **Enabling or Disabling Call Waiting, page 45**
- **Picking Up a Call for Another Extension, page 46**
- **Parking a Call, page 47**
- **Creating a Three-Way Conference Call, page 49**
- **Using the Phone Directories, page 50**
- **Using the Call History Lists, page 54**
- **Setting or Changing a Phone Password, page 56**
- **Using the Voicemail System, page 58**







NOTE Before using this chapter, read **Chapter 1, “Getting Started”** to become familiar with the phone components, softkeys, and line/feature buttons.

Choosing an Audio Device

Before placing a call, select an audio device: the handset, the built-in speaker, or a compatible third-party headset that you have installed. Typically, only one audio device is used at a time.

NOTE For information about headsets, see “[Connecting Wired and Wireless Headsets \(Optional\)](#)” section on page 15.

Task	Instructions
Using the handset	Lift the handset off the hook.
Using the speaker	Press  or the line button (if the speaker is your Preferred Audio Device). The handset can be either on or off hook. Note: For more information, see Choosing your preferred audio device in this table.
Using a headset	Not available on Cisco SPA301 Press  on your phone. The handset can be either on or off hook. Note: When the headset is your Preferred Audio Device, simply begin dialing a number while the handset is on hook. See Choosing your preferred audio device in this table.
Switching from the handset to the speaker during a call	Press  and verify that the button is lit. Place the handset on the hook or leave it off hook.
Switching from the handset to a headset during a call	Not available on Cisco SPA301 Press  and verify that the button is lit. Place the handset on the hook.

Task	Instructions
Choosing your preferred audio device	<p>Not available on Cisco SPA301, Cisco SPA501G, or Cisco SPA525G/G2</p> <p>If you press a line button or begin dialing without lifting the handset, your Preferred Audio Device is used. By default, the speaker is preferred. Alternatively, you can choose the headset.</p> <ol style="list-style-type: none"> 1. Press . 2. Select Preferences. 3. Select Preferred Audio Device, and then press . 4. Press  to view and select a device. 5. Press , and then press .
Choosing a Bluetooth headset for a call	<p>Available only on Cisco SPA525G/G2</p> <ol style="list-style-type: none"> 1. Make sure your headset is powered on. 2. Press  on your phone (or, if supported, press the Answer button on your Bluetooth headset twice). 3. Dial the number to place a call. 4. Press the Answer button on your Bluetooth headset to answer a ringing call. See the user documentation for your Bluetooth headset for more information. <p>For more options with Cisco SPA525G2, see Using the Cisco SPA 525G2 With Your Bluetooth-Enabled Mobile Phone, page 81.</p>


Adjusting Volume and Muting

You can adjust the call volume for each audio device (handset, headset, and speaker). You also can adjust the ringer volume. During a call, you can mute and unmute your phone.

NOTE The volume settings apply to the selected device: handset, headset, speaker, or ringer.

Mute and headset are not available on Cisco SPA301.

Task	Instructions
Adjusting the audio volume during a call	<ul style="list-style-type: none"> ▪ Cisco SPA301: Press the Volume button repeatedly. ▪ Other models: Press + on the Volume button to increase the volume, or press - to decrease the volume. Optionally, press <input type="button" value="Save"/> to save this setting for future calls (not available Cisco SPA501G).
Adjusting the audio volume when the phone is idle	<ul style="list-style-type: none"> ▪ Cisco SPA301: Lift the handset. Press the Volume button repeatedly. ▪ Other models: Choose any audio device. Press + on the Volume button to increase the volume, or press - to decrease the volume. Optionally, press <input type="button" value="Save"/> to save this setting for future calls (not available Cisco SPA501G).
Adjusting the ringer volume when the phone is ringing or idle	<ul style="list-style-type: none"> ▪ Cisco SPA301: Press the Volume button repeatedly. ▪ Other models: Press + on the Volume button to increase the ringer volume, or press - to decrease the ringer volume. Optionally, press <input type="button" value="Save"/> to save this setting for future calls (not available Cisco SPA501G).

Task	Instructions
Muting and unmuting your phone during a call	Not available on Cisco SPA301 Press  to stop transmitting your audio to the other party. For reassurance that your audio is muted, verify that the Mute button is lit. Press the Mute button again to resume the normal audio functions. Note: When switching from the speaker to the handset, mute is turned off automatically.





Placing, Answering, and Managing Calls





You can choose from a variety of methods to place, answer, and manage your calls. Refer to these topics:

- [Placing a Call, page 31](#)
- [Answering, Diverting, and Ending Calls, page 33](#)
- [Managing Multiple Calls, page 34](#)
- [Using a Hot Phone, page 35](#)
- [Using a Paired Phone, page 36](#)

Placing a Call



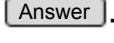

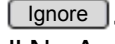


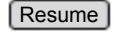
NOTE For information about dialing options, see [Entering and Editing Characters](#), page 23.

Task	Instructions
Placing a call	<ol style="list-style-type: none"> Choose an audio device. <ul style="list-style-type: none"> Use the handset: Lift it off hook. Use the phone speaker: Press . Use a headset (not included): Press . Press a line button (optional). If you do not choose a line button, the first button is used by default. Dial an extension number or an external number. (See instructions below in this table.) <p>Note: Your phone system administrator may block certain dialing patterns or may restrict them to authorized users. When you dial a blocked pattern, the input is considered invalid, and the call cannot be placed. Depending on the system setup, when you dial a restricted code, the input may be considered invalid or you may be prompted to enter a call authorization account code. In this case, a tone will sound and a message will appear on the screen (if applicable). Enter your account code followed by . Privileges may vary for each user.</p>
Dialing an external number	<ul style="list-style-type: none"> Dial from a shared FXO (trunk) line: Enter the phone number, including any long-distance prefix required by your phone service. No access code is needed. Dial from a personal extension (if allowed): Enter the access code, such as . Enter the phone number, including any long-distance prefix required by your phone service. Check with your phone administrator for details.

Task	Instructions
<p>Redialing a number</p> <p><i>All models except Cisco SPA301 and Cisco SPA501G</i></p> <p><i>Cisco SPA301 and Cisco SPA501G</i></p>	<p>Press . (Optionally, choose an audio device first.)</p> <p>1. Lift the handset, press  or , or press a line button (if applicable).</p> <p>2. Press .</p>
<p>Dialing from the Directory</p>	<p>Not available on Cisco SPA301 or Cisco SPA501G</p> <p>See Using the Phone Directories, page 50.</p>
<p>Dialing from the Call History list</p>	<p>Not available on Cisco SPA301 or Cisco SPA501G</p> <p>See Using the Call History Lists, page 54.</p>

Answering, Diverting, and Ending Calls

Speaker and headset not available for Cisco SPA301.

Task	Instructions
Answering a call	<p>Options:</p> <ul style="list-style-type: none"> ▪ Lift the handset, press  or , or press a line button (if applicable). ▪ Press . ▪ If multiple lines are ringing, press the line button to select a line.
Answering a second call during an active call	<p>Press the flashing line button (or  on the Cisco SPA301) to place the active call on hold and answer the new call. Press the button again to toggle between the two calls.</p> <p>On Cisco SPA50xG models (except Cisco SPA501G and SPA502G), the information for the active call appears in the main area of the screen. The information for the held call appears in a black bar at the top of the screen.</p> <p>On Cisco SPA525G/G2, the information for the active calls appears on the screen. A white border indicates the active call.</p>
Diverting a call to the Call No Answer Number	<p>Not available on Cisco SPA301 or Cisco SPA501G</p> <p>Press . The call is immediately forwarded to the Call No Answer Number (by default, voicemail). For information about setting the Call No Answer Number, see Forwarding All Calls, page 43.</p>
Placing a call on hold	<p>Press the Hold button (or the  button on Cisco SPA301). The caller hears a series of beeps or music on hold (if configured).</p>
Resuming a call on hold	
<i>Cisco SPA301</i>	Press  twice.
<i>Cisco SPA502G</i>	Press  .
<i>All other models</i>	Press the flashing line button.

Task	Instructions
Ending a call	Replace the handset, or press the speaker or headset button. Alternatively, press End Call . Note: Pressing the line button ends all calls on the line.

Managing Multiple Calls

You can manage up to two calls on each line button.

Task	Instructions
Using the line button to toggle between two calls on the same line	<p>If you have a call on a line button and a new call rings, press the line button to answer the new call and place the first call on hold. Press the line button to toggle between the two calls, as needed.</p> <ul style="list-style-type: none"> ▪ SPA303 and SPA50xG models: The information for the active call appears in the main area of the screen, and the status is Connected. The information for the held call appears in a black bar at the top of the screen. ▪ Cisco SPA525G/G2: The information for both calls appears on the screen. The active call has a white border, and the status is shown as Connected. The held call has no border, and the status is shown as Holding.
Using the FLASH button to toggle between two calls <i>Cisco SPA301</i>	<p>If you are on a call and receive a new call, press to place the first call on hold and answer the new call. To Toggle between the two calls, press FLASH twice.</p>



Task	Instructions
Viewing call information on the screen	<p data-bbox="823 340 1516 373">Not available on Cisco SPA301 or Cisco SPA501G</p> <ul style="list-style-type: none"> <li data-bbox="863 405 1516 548">▪ Press the down-arrow navigation button repeatedly to view the call information for each line button and each call. You may have up to two calls on each line button. <li data-bbox="863 579 1516 1024">▪ When a call is selected, you can use the soft keys to perform tasks, such as resuming or ending the call. <ul style="list-style-type: none"> <li data-bbox="904 716 1516 890">- On Cisco SPA303 and Cisco SPA50xG models, the selected call appears in the main area of the screen. The other call appears at the top of the screen with a black background. <li data-bbox="904 921 1516 1024">- On Cisco SPA525G/G2, the selected call appears with a white border. The other call has no border.

Using a Hot Phone

Your phone system may have up to two hot phones. A hot phone is used exclusively for placing a call to a target number. For example, at a locked entrance, a hot phone could allow visitors to immediately call an attendant. In a medical clinic, a hot phone could allow personnel to immediately call for emergency assistance.

NOTE You may compare the hot phone function to the Private Line Automatic Dial (PLAR) or Hotdial function in other phone systems. The hot phone function applies to the phone, not to a line button.

To place a call to the target number, choose an audio device. There may be a short delay before the call is connected.

- **Use the handset:** Lift it off hook.
- **Use the phone speaker** (if available on the phone model): Press .
- **Use a headset** (if applicable): Press .

Using a Paired Phone

If you frequently work between two locations in the office, your phone system administrator may associate your primary phone with another phone. The paired phone inherits the phone buttons from the primary phone, up to the total number of buttons available on the phone model.




When using a paired phone, be aware that it functions somewhat differently from an IP phone:








- Basic phone functions are the same on both phones. You can resume a held call from either phone. On Cisco SPA phones, the phone button lights show the status of calls. For more information, see [Status Indicators, page 21](#).
- A paired phone has no soft key to forward all calls. It uses the call forward settings that are configured by the phone system administrator.
- Pressing the Do Not Disturb (DND) softkey on a primary phone will prevent calls from ringing on the phone; however, calls will ring on the paired phone. A call is not diverted to the Call Forward No Answer destination until the timeout limit is reached. Pressing the DND softkey on the paired phone will divert calls to the specified Call Forward No Answer destination.

Using the Intercom and Paging Features

Depending on your phone model and the feature buttons that are configured for you, you may be able to place an intercom call, page a group of phones, or make an announcement through an external speaker.



NOTE If Do Not Disturb is enabled on a target phone, the page is not transmitted to that phone.







Task	Instructions
<p>Placing an intercom call or group page from a feature button <i>If configured</i></p>	<p>This feature requires a feature button that is configured to place a call through the phone speakers of a user or page group.</p> <p>To initiate the call through your phone speaker, simply press the feature button that is configured for the intercom. A beep sounds through the speaker of the target phone. You have two-way audio for the conversation.</p> <p>Alternatively, you can lift the handset or press  instead of using the speaker.</p>
<p>Sending a page through an external speaker <i>If available</i></p>	<p>This feature requires an external speaker that is connected to the Line Out port of the Unified Communications System.</p> <ol style="list-style-type: none"> 1. Lift the handset or press  or . 2. Enter the extension number for External Paging, or use the Corporate Directory > Groups Directory to find and dial the number. For more information, see Using the Phone Directories, page 50. <p>You have one-way audio to make the announcement through the external speaker.</p>

Task	Instructions
Changing your auto-answer settings	Not available on Cisco SPA301
<i>Cisco SPA303 and SPA50xG models</i>	<p>By default, all phones are configured to auto-answer pages. To adjust this setting, follow these steps:</p> <ol style="list-style-type: none"> 1. Press . 2. Select Preferences. 3. Select Auto Answer Page, and then press . 4. Press  to select Yes (auto-answer is enabled) or No (auto-answer is disabled). 5. Press  and then press .
<i>Cisco SPA525G/G2</i>	<p>By default, all phones are configured to auto-answer pages. To adjust this setting, follow these steps:</p> <ol style="list-style-type: none"> 1. Press . 2. Select User Preferences. 3. Select Call Preferences. 4. Select Auto Answer Page. 5. Press the right-arrow or left-arrow navigation button to select a check mark to enable this feature or a minus sign (-) sign to disable this feature. 6. Press .

Transferring Calls

You can transfer a call to another extension or phone number.










Task	Instructions
Transferring a call without announcing it	
<i>Cisco SPA301</i>	<ol style="list-style-type: none"> 1. During an active call, press FLASH. The first call is placed on hold, a second line is opened, and you hear a dial tone. 2. Enter the extension or phone number for the third party. For an outbound call, include the dialing prefix required to get an outside line, as well as any long-distance prefix required for your phone service. (No dialing prefix is required on a shared line.) 3. While the other phone is ringing, hang up.
<i>Cisco SPA501G</i>	<ol style="list-style-type: none"> 1. During an active call, press . 2. Enter the extension or phone number. For more information, see Placing a Call, page 31. 3. When the other phone begins to ring, press  again.
<i>Other models</i>	<ol style="list-style-type: none"> 1. During an active call, press Bxfer or BlindXfer. The call is placed on hold and a new line is opened to dial the number. 2. Enter the extension or phone number. For more information, see Placing a Call, page 31.
Transferring a call after announcing it	
<i>Cisco SPA301</i>	<ol style="list-style-type: none"> 1. During an active call, press FLASH. The first call is placed on hold, a second line is opened, and you hear a dial tone. 2. Enter the extension or phone number for the third party. For external numbers, include the digit required to get an outside line (except on shared lines). 3. When the other party answers, announce the call, and then hang up.

Task	Instructions
Transferring a call after announcing it <i>(continued)</i>	
<i>Cisco SPA501G</i>	<ol style="list-style-type: none"> 1. During an active call, press . 2. Enter the extension or phone number. For more information, see Placing a Call, page 31. 3. When the other party answers, announce the call, and then press .
<i>Other models</i>	<ol style="list-style-type: none"> 1. During an active call, press  or . The call is placed on hold and a new line is opened to dial the number. 2. Enter the extension or phone number. For more information, see Placing a Call, page 31. 3. When the other party answers, announce the call, and then press  or . <p>Note: You can press the softkey any time after the other phone starts ringing.</p>
Transferring a call by using an Auto Dial (Speed Dial), Phone Monitor, or Line Monitor button <i>(if configured)</i>	If your phone has a speed dial or a Phone Monitor or Line Monitor button, you can press the button to immediately transfer an active call to the specified extension. This is an immediate blind transfer, with no opportunity to talk to the other party or to cancel the transfer.

Viewing and Returning Missed Calls

You can easily view and return missed calls by using the **LCR** and **Miss** softkeys (Cisco SPA50xG models) or **CallRtn** and **Miss** (Cisco SPA525G/G2).

Not available on Cisco SPA301 or Cisco SPA501G.

Task	Instructions
Returning the most recent missed call (“last call return”)	Press  or  . Note: This softkey appears automatically on the home page if a call is missed and the Miss Call Shortcut is enabled. This softkey also is available by pressing the right-arrow softkey icon on the home screen.
Viewing or returning missed calls <i>Cisco SPA50xG models</i>	<ol style="list-style-type: none"> 1. Press  to view a list of missed calls. OR Press . Select Call History, and then select Missed Calls. Note: The  softkey appears automatically if a call is missed and the Miss Call Shortcut is enabled. 2. To return a call, scroll to the call. Then press . Note: You can edit a number before dialing. See Editing an entry before dialing, page 55.
Viewing or returning missed calls <i>Cisco SPA525G/G2</i>	<ol style="list-style-type: none"> 1. Press  to view a list of missed calls. Alternatively, press . Select Call History, and then select Missed Calls. 2. To return a call, scroll to the call. Then press . Note: You can edit a number before dialing. See Editing an entry before dialing, page 55.

Forwarding All Calls

Use the Call Forward All feature to forward all calls to another extension or an external phone number that you specify. This feature temporarily overrides the Call Forward Busy/No Answer settings that your phone administrator configured for your phone.

NOTE Your phone administrator configures the Call Forward Busy/No Answer settings for all extensions, shared lines, and hunt groups. The default destination is voicemail, if enabled. The phone administrator may specify another destination, as required. Check with your phone administrator for details.

You can use star codes for this feature. For more information, see [Using Star Codes on Cisco IP Phones, page 76](#). **On Cisco SPA301 and SPA501G, this feature is available only by using the star codes.**

Task	Instructions
Forwarding all incoming calls to another number	<ol style="list-style-type: none"> 1. Press <input type="button" value="Cfwd"/> or <input type="button" value="Forward"/>. 2. Enter the extension or phone number. For an outbound call, include the dialing prefix required to get an outside line, as well as any long-distance prefix required for your phone service. (No dialing prefix is required on a shared line.) 3. Press <input type="button" value="Dial"/>. (This step is not required for an internal number.) The display screen displays <i>Calls Forwarded</i>. All incoming calls will be forwarded to the specified number.
Disabling Call Forward All by using the softkey	Press <input type="button" value="-Cfwd"/> or <input type="button" value="Clr Fwd"/> .

Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone.

- Calls to your personal extensions are forwarded to the specified Call Forward Busy/No Answer number.
- Intercom calls and pages are blocked.
- Calls to shared extensions, shared lines, and hunt groups may be answered by other users but will not ring your phone.







You can use star codes for this feature. For more information, see [Using Star Codes on Cisco IP Phones, page 76](#). **On Cisco SPA301 and SPA501G, this feature is available only by using the star codes.**

Task	Instructions
Enabling or disabling Do Not Disturb by using the softkey	<ul style="list-style-type: none"> ▪ To enable: Press <input type="button" value="Dnd"/>. The display screen indicates that Do Not Disturb is turned on for your phone. ▪ To disable: Press <input type="button" value="-Dnd"/> or <input type="button" value="Clr DND"/>.
Enabling or disabling Do Not Disturb by using the Setup menu <i>Cisco SPA50xG models</i>	<ol style="list-style-type: none"> 1. Press <input type="button" value="Menu"/>. 2. Select Preferences. 3. Scroll to Do Not Disturb, and then press <input type="button" value="Edit"/>. 4. Press <input type="button" value="Y/N"/> to select Yes (DND is enabled) or No (DND is disabled). 5. Press <input type="button" value="OK"/>, and then press <input type="button" value="Save"/>. 6. Press <input type="button" value="Cancel"/> to close the menu.
Enabling or disabling Do Not Disturb by using the Setup menu <i>Cisco SPA525G/G2</i>	<ol style="list-style-type: none"> 1. Press <input type="button" value="Menu"/>. 2. Select User Preferences. 3. Select Call Preferences. 4. Select Do Not Disturb. 5. Press the right-arrow or left-arrow navigation button to turn this feature On or Off. 6. Press <input type="button" value="Save"/>.

Enabling or Disabling Call Waiting

When you are on a call, Call Waiting notifies you of an incoming call by playing a tone during the active call and displaying a status message. If you turn call waiting off, incoming calls do not ring your phone if you are on another call, and the caller hears a busy signal. Instead, the call is forwarded to the specified Call Forward Busy/No Answer destination.

You also can use star codes for this feature. For more information, see [Using Star Codes on Cisco IP Phones, page 76](#). **On Cisco SPA301 and SPA501G, this feature is available only by using the star codes.**

Task	Instructions
Enabling or disabling Call Waiting <i>Cisco SPA50xG models</i>	<ol style="list-style-type: none"> 1. Press . 2. Select Preferences. 3. Scroll to Call Waiting, and then press . 4. Press  to select Yes (Call Waiting is enabled) or No (Call Waiting is disabled). 5. Press , and then press . 6. Press Cancel to close the menu.
Enabling or disabling Call Waiting <i>Cisco SPA525G/G2</i>	<ol style="list-style-type: none"> 1. Press . 2. Select User Preferences. 3. Select Call Preferences. 4. Select Call Waiting. 5. Press the right-arrow or left-arrow navigation button to turn this feature On or Off.

Picking Up a Call for Another Extension

You can pick up a call that is ringing at another extension.







You can use star codes for this feature. For more information, see [Using Star Codes on Cisco IP Phones, page 76](#). **On Cisco SPA301 and SPA501G, this feature is available only by using the star codes.**




Task	Instructions
Picking up a call by entering an extension number	<p>Use this method when you know the extension number of the ringing call.</p> <ol style="list-style-type: none"> 1. Press the right-arrow navigation button to display other softkeys. 2. Press Pickup. 3. Enter the number of the extension where the call is ringing. The phone displays information about the call. 4. Press Dial to answer the call.
Picking up a call by using a list of ringing calls	<p>Use this method when you are unsure which phone is ringing.</p> <ol style="list-style-type: none"> 1. Press the right-arrow navigation button to display other softkeys. 2. Press grPick or GrPickup. The phone briefly displays the message: <i>Gathering Call Info</i>. 3. Scroll to the call that you want to answer. 4. Press Dial to answer the call.
Picking up a call by using a button on your phone	<p>If your phone is configured with an Individual Pickup button, Phone Monitor button, or Line Monitor button for another user, press the button to pick up a ringing call.</p>

Parking a Call

You can “park” a call on a designated line so that it can be picked up from another phone in the office. The call is on hold until it is “unparked” or the caller hangs up. During this time, the caller will hear the call park music, if configured by your phone administrator.



You can use star codes for this feature. For more information, see [Using Star Codes on Cisco IP Phones, page 76](#). **On Cisco SPA301 and SPA501G, this feature is available only by using the star codes.**

Task	Instructions
Parking a call by entering a park number	<ol style="list-style-type: none"> 1. While on an active call, press the right-arrow navigation button to view other softkeys. 2. Press . 3. Enter one or more digits to identify the park line. Use any easily remembered number, such as 123. You will use this number to unpark the call. 4. Press . The call disappears from your phone screen. The caller hears “on hold” music or messages until the call is unparked.
Unparking a call by entering the park number	<p>Use this method if you know the park number for the call that you want to unpark.</p> <ol style="list-style-type: none"> 1. Press the right-arrow navigation button to view other softkeys. 2. Press . 3. Enter the number of the park line. 4. Press . The call is connected.
To unpark a call from a list of parked calls <i>Cisco SPA50xG models</i>	<p>Use this method if you do not know the park number for the call that you want to unpark.</p> <ol style="list-style-type: none"> 1. Press . 2. Select Call Park Status. The phone displays information for all parked calls. 3. Scroll to the call that you want to unpark, and then press . The call is connected.

Task	Instructions
<p>To unpark a call from a list of parked calls <i>Cisco SPA525G/G2</i></p>	<ol style="list-style-type: none"> 1. Press . 2. Select Status. 3. Select Call Park Status. 4. Select the call that you want to unpark. 5. Select .
<p>Parking and unparking a call by using a call Park Slot button <i>If configured</i></p>	<p>During a call, press the feature button for the Park Slot. The call is placed on hold in the specified park slot. To unpark the call, press the Park Slot button again.</p> <p>Other options for unparking the call:</p> <ul style="list-style-type: none"> ▪ If another user's phone is configured with the same button, such as Park Slot 1, you can unpark the call from that phone. ▪ Press  on any IP phone, and then enter the park slot number, such as 1. ▪ Lift the receiver on any IP phone, and enter *39. At the tone, press the park slot number followed by #.

Creating a Three-Way Conference Call

You can easily create a three-way conference call on your phone.

Task	Instructions
Starting a three-way conference call	<ol style="list-style-type: none"> After beginning a call with the first party, initiate the conference on your phone: <ul style="list-style-type: none"> Cisco SPA301: Press FLASH. Cisco SPA501G: Press the Conference button . Other models: Press Conf. When you hear a dial tone, enter the extension or the phone number for the third party. For an outbound call, include the dialing prefix required to get an outside line, as well as any long-distance prefix required for your phone service. (No dialing prefix is required on a shared line.) Press FLASH, , or Conf again.
Combining two or more current calls to create a three-way conference	<p>Not available on Cisco SPA301 and Cisco SPA501G</p> <p>Press ConfX or Conf Line.</p> <ul style="list-style-type: none"> If you have only one held call, the three-way conference call is automatically created. If you have more than one held call, the phone prompts you to choose a held call to add to the conference. Press a line button to select a held call.
Ending a conference call for all parties	<p>Hang up. All parties are disconnected.</p>


Task	Instructions
Leaving a conference without disconnecting the call for other parties	<p>Not available on Cisco SPA301 or Cisco SPA501G.</p> <p>To leave a conference call that you initiated, press <input type="button" value="Join"/>. Your phone leaves the conference. The other two parties remain connected. Note: This feature is available on your phone only if you initiated the conference call.</p>

Using the Phone Directories

Your IP phones provide several different types of phone directories, depending on the phone model and what the system administrator has set up for the company.


Not available on Cisco SPA301 or Cisco SPA501G.

Cisco SPA50xG Models:

To open this menu, press . Alternatively, press , and then select **Directory**. The menu includes these options:

- **New Entry:** Select this option to add an entry to your personal directory.
- **Search:** Select this option to search for a contact in your personal directory.
- **Corporate Directory:** Select this option to open a directory that includes all extensions and groups in the system.
- The directory also lists any personal contacts that you have entered.

Cisco SPA525G/G2:

To open this menu, press . Alternatively, press , and then select **Directories**. The menu includes these options:

- **Personal Address Book:** Select this option to view, maintain, and place calls to your personal contacts.
- **Corporate Directories:** Select this option to open a directory that includes all extensions and groups in the system.

Using Your Contact List (Personal Address Book)

To open your contact list or personal address book:

- **Cisco SPA50xG models:** Press , or press  and then select **Directory**.
- **Cisco SPA525G/G2:** Press , or press  and then select **Directories**. Next, select **Personal Address Book**.

Task	Instructions
Viewing your personal contacts	Press the down-arrow or up-arrow navigation button to scroll through your contact list. Use the softkeys to perform other tasks, as described in this table.
Searching for a personal contact in the directory (SPA50xG models) or Personal Address Book (SPA525G/G2)	<ol style="list-style-type: none"> 1. To search for a personal contact, select <input type="button" value="Search"/> (Cisco SPA50xG models) or press <input type="button" value="Option"/> and then select Search. (Cisco SPA525G/G2). 2. Enter one or more characters from the contact's name or phone number. For more information, see Entering and Editing Characters, page 23. 3. Press <input type="button" value="OK"/> (not needed on Cisco SPA525G/G2). 4. When the results appear, use the softkeys to perform other tasks, as described in this table.
Placing a call to a personal contact	<ol style="list-style-type: none"> 1. Scroll to the contact that you want to call. 2. Press <input type="button" value="Dial"/> .

Task	Instructions
<p>Adding or editing a personal contact <i>Cisco SPA50xG models</i></p>	<ol style="list-style-type: none"> 1. For a new contact, scroll to New Entry, and then press <input type="button" value="Add"/>. For an existing contact, scroll to the contact, and then press <input type="button" value="Edit"/>. 2. Enter the Name. For more information, see Entering and Editing Characters, page 23. 3. Press the down arrow button, and then enter the Number. For external numbers, include the digit required to get an outside line (except on shared lines). 4. (Optional) To change the ring tone that is used for calls from this contact, press the down-arrow navigation button to select the Ring setting. Then press <input type="button" value="Option"/>. Scroll through the ring tones. Press <input type="button" value="Play"/> to play a selected ring tone. Press <input type="button" value="Select"/> to select a ring tone. To close the menu, press <input type="button" value="Cancel"/>. 5. Press <input type="button" value="Save"/>.
<p>Adding or editing a personal contact <i>Cisco SPA525G/G2</i></p>	<ol style="list-style-type: none"> 1. For a new contact, press <input type="button" value="Add"/>. For an existing contact, scroll to the contact, and then press the Center Select button. 2. Use the keypad to enter the name of the contact. For more information, see Entering and Editing Characters, page 23. 3. Press the down-arrow navigation button, and then enter the office, mobile, or home phone number. For an outbound call, include the dialing prefix required to get an outside line, as well as any long-distance prefix required for your phone service. (No dialing prefix is required on a shared line.) You must enter at least one phone number for a contact. 4. (Optional) To change the ring tone that is used for calls from this contact, press the right-arrow navigation button to enter the Select Ring Tone screen. Scroll through the ring tones. Press <input type="button" value="Play"/> to play a selected ringtone. Press <input type="button" value="Select"/> to assign the selected ringtone to this contact. 5. Press <input type="button" value="Save"/>.

Task	Instructions
<p>Copy a contact record to create a new entry</p> <p><i>Cisco SPA50xG models</i></p>	<ol style="list-style-type: none"> 1. Scroll to the contact. 2. Press the right-arrow navigation button to view other softkeys, and then press Copy. If the Results window is active, press Cancel to return to the Directory menu. 3. With the Directory menu displayed, press Paste. 4. Edit the name, number, and ring tone as needed. (See the editing instructions in this table.) 5. Press Save.
<p><i>Cisco SPA525G/G2</i></p>	<ol style="list-style-type: none"> 1. Scroll to the contact. 2. Press Option, select Copy, and then press Select. 3. Press Option, select Paste, and then press Select. 4. Edit the name, number, and ring tone as needed. See the editing instructions in this table. 5. Press Save.

Using the Corporate Directories

The Corporate Directory includes these sub-directories:

- **Internal Directory:** All internal numbers, including system extensions, personal extensions, shared extensions, paging groups, and hunt groups
- **External Directory:** External phone numbers that your phone administrator has added to the directory
- **Groups Directory:** Shared extensions, paging groups, and hunt groups
- **Stations Directory:** Personal extensions

Task	Instructions
Viewing the entries	Press the up-arrow or down-arrow navigation button to move the cursor up or down the list.
Placing a call to a contact in the directory	Select the address book, and then scroll to the contact. Press <input type="button" value="Dial"/> to place the call.





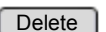



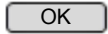
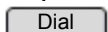
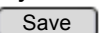
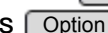

NOTE The softkey applies only to the personal contacts in the directory, and does not search the listings in the Corporate Directory. For more information, see [Using Your Contact List \(Personal Address Book\), page 51](#).

Using the Call History Lists

You can use the Call History lists to review recent calls and to place calls.

Not available on Cisco SPA301 or Cisco SPA501G






Task	Instructions
Choosing a list <i>Cisco SPA50xG models</i>	Press <input type="button" value="Call History"/> , and then select Call History . Select one of these lists: <ol style="list-style-type: none"> 1. Redial List: Extensions and phone numbers that were dialed recently from this phone. 2. Answered Calls: Caller ID information for the calls that were received recently on this phone. 3. Missed Calls: Caller ID information for calls that rang this phone but were unanswered.









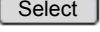


Task	Instructions
Choosing a list <i>Cisco SPA525G/G2</i>	Press  , and then select Call History . Select one of these lists: <ol style="list-style-type: none"> All Calls: All calls that were placed, received, or missed recently on this phone. Missed Calls: Caller ID information for calls that rang this phone but were unanswered. Received Calls: Caller ID information for the calls that were received recently on this phone. Placed Calls: Extensions and phone numbers that were dialed recently from this phone.
Viewing the entries	Press the up-arrow or down-arrow navigation button to move the cursor up or down the list.
Placing a call to a selected number	Scroll to the entry for the number that you want to call, and then press  .
Deleting an entry from the list	<ol style="list-style-type: none"> Scroll to the entry, and then press  (Cisco SPA50xG models) or press  and then select  (Cisco SPA525G/G2). When the confirmation message appears, press  to delete the entry.
Editing an entry before dialing	<ol style="list-style-type: none"> Scroll to the entry, and then press  or . Use the softkeys and the keypad to edit the number. For more information, see Entering and Editing Characters, page 23. On SPA303 and SPA50xG phones, press  to save your changes. To place a call to the edited number, press .
Adding a Call History item to your contact list (personal address book)	<ol style="list-style-type: none"> Scroll to the Call History item that you want to save, and then press  (Cisco SPA50xG models) or press  and then select Add to Address Book (Cisco SPA525G/G2). The contact entry window appears. If needed, edit the name, number, or ring tone. For editing instructions, see Using Your Contact List (Personal Address Book), page 51. Press .

Setting or Changing a Phone Password

You can set or change the password. When away from your phone, you can log out to prevent other personnel from accessing the directory, call history, user preferences, and other features on your phone.

Not available on Cisco SPA301 or SPA501G

Task	Instructions
Setting a password <i>Cisco SPA50xG models</i>	<ol style="list-style-type: none">1. Press .2. Select Set Password.3. Enter a numeric password in the first New Password field.4. Press the down-arrow navigation button to move to the second New Password field.5. Enter the same password again to confirm.6. Press .
Setting a password <i>Cisco SPA525G/G2</i>	<ol style="list-style-type: none">1. Press .2. Select Device Administration.3. Select Set Password.4. Old Password: Enter your old password (leave blank if you have never set a password). Press the down-arrow navigation button. Note: The password field is an alpha-numeric field. Refer to the display to see which characters are available. Press a key multiple times until the desired character is selected. Pause to enter the selected character.5. New Password: Enter your new password.6. Press the down-arrow navigation button.7. Re-enter New Password: Re-enter your new password to confirm.8. Select .
Logging out <i>Cisco SPA50xG models</i>	<ol style="list-style-type: none">1. Press .2. Select Logout (the last option in the list). While logged out, you can place calls, but you will be prompted for a password if you attempt to access the directory, call history, or user preferences.

Task	Instructions
<p>Logging out <i>Cisco SPA525G/G2</i></p>	<ol style="list-style-type: none"> 1. Press . 2. Select Device Administration. 3. Select Logout. 4. When the confirmation message appears, press  to continue, or press  to remain logged in. While logged out, you can place calls, but you will be prompted for a password if you attempt to access the directory, call history, or user preferences.
<p>Logging on to your phone <i>Cisco SPA50xG models</i></p> <p><i>Cisco SPA525G/G2</i></p>	<p>When prompted to enter a password, enter your password. Then press . Alternatively, complete these steps:</p> <ol style="list-style-type: none"> 1. Press . 2. Select Logout (the last option in the list). 3. Enter your numeric password, and then press . <p>If you are in a menu (for example, Directories) and are not logged in, the phone prompts you for your password. Enter your password and press .</p> <p>Otherwise, log in through the Administration menu:</p> <ol style="list-style-type: none"> 1. Press . 2. Scroll to Device Administration and press . 3. Scroll to Login and press . 4. Enter your password and press . <p>Note: The password field is an alpha-numeric field. Refer to the display to see which characters are available. Press a key multiple times until the desired character is selected. Pause to enter the selected character.</p>

Using the Voicemail System

Your phone administrator can set up voicemail for extensions, shared lines, and hunt groups. See these topics:

- [Setting Up Your Voicemail Box, page 58](#)
- [Accessing Voicemail, page 59](#)
- [Voicemail Options, page 60](#)
 - [Options to play messages:, page 60](#)
 - [Options to manage your messages:, page 61](#)
 - [Options to manage your greetings and password:, page 62](#)

Setting Up Your Voicemail Box










The first time that you use voicemail, you will be guided through a short setup process to reset your password and record your greetings.

- The default password is **12345**. Check with your phone administrator if you have questions.
- When changing your password, enter your new password and then press **#**. You will be prompted to enter it again to confirm.
- When recording your name or greeting, press **#** to finish recording. Then press 1 to accept the recording, 2 to play it, or 3 to re-record it.
- After you set up your voicemail box, the following options are available:
 - Press **2** to send a message. Enter the extension, record your message, and then press **#**.
 - Press **4** for setup options. See [Options to manage your greetings and password:, page 62](#).
 - Press **0** for help.
 - Press ***** to exit.
- When you have new or saved messages, other options are available. See [Options to play messages:, page 60](#) and [Options to manage your messages:, page 61](#).

Accessing Voicemail

If you have a voicemail box, you can retrieve messages from your phone or by dialing into the voicemail system from another extension or phone number.

NOTE These options are available after you set up your voicemail box. See [Setting Up Your Voicemail Box, page 58](#).

Task	Instructions
Accessing voicemail for your primary personal extension:	<ol style="list-style-type: none"> 1. Press  on your phone. 2. Enter your password, and then press .
Accessing other voicemail boxes (Shared Extensions, Shared Lines, Hunt Groups, and so on):	<ol style="list-style-type: none"> 1. Press  on your phone. 2. Alternatively, enter the extension number for the Voicemail Pilot. Check with your phone administrator for details. 3. Press  for the main menu. 4. Enter the mailbox number, and then press . 5. Enter the password for this mailbox, and then press . The default password is 12345, or check with your phone administrator. The first time that you use voicemail, you will be guided through a short setup process to reset your password and enable other features.
Using a group VM monitor button (if programmed for your phone)	<ol style="list-style-type: none"> 1. Press the feature button , which displays the letters <i>VM</i> and the name of the group or line. 2. Press . 3. Enter the password (default 12345), followed by . (If the mailbox is not yet set up, follow the prompts.)

Task	Instructions
Accessing your voicemail from an external number	Optionally, your phone administrator may set up your system so that you can retrieve your voicemail messages from an external number. For example, you may be able to call a number to be connected to an Auto Attendant that allows you to dial an extension number. In this case, follow the instructions earlier in this section to access the voicemail for your extension or another extension. Check with your phone administrator for more information.

Voicemail Options

After you log in by entering the mailbox password, voicemail options are announced within the voicemail system. Common tasks are described below.

NOTE These options are available after you set up your voicemail box. See [Setting Up Your Voicemail Box, page 58](#).

Options to play messages:

Press **1** to play new messages, or press **3** to play old (saved) messages (available if you previously saved a message). Then use the following options:

Option	Description
2	Save the message.
3	Delete the message.
4	Send a reply. Record your message. Press # to end your recording.
5	Forward the message. Enter the extension number, press #, and record your message. Then press # or hang up to exit.
7	<ul style="list-style-type: none"> ▪ <i>When pressed from the menu:</i> Repeats the message from the beginning. ▪ <i>When pressed during playback:</i> Rewinds the message.

Option	Description
8	<ul style="list-style-type: none"> ▪ <i>When pressed from the menu:</i> Access the advanced options menu. 1 - Send a reply. 2 - Call the person who left the message. 3 - Hear the message envelope: time of receipt, phone number of caller, duration of message. * - Return to the Main Menu. ▪ <i>When pressed during playback:</i> Pauses the playback. Press 8 again to resume the playback.
9	<ul style="list-style-type: none"> ▪ <i>When pressed from the menu:</i> Plays the previous message. ▪ <i>When pressed during playback:</i> Advances forward in the message.
#	<ul style="list-style-type: none"> ▪ <i>When pressed from the menu:</i> Plays the next message or envelope announcement. ▪ <i>When pressed during playback:</i> Advances to the end of the message.
0	Listen to Help.
*	Exit.

Options to manage your messages:

Press **1** to play new messages, or press **3** to play old messages (available if you previously saved a message). Then use the following options:

Press	To:
2	Save the message.
3	Delete the message.
6	Mark an old (saved) message as new.
0	Listen to Help.
*	Exit.

Options to manage your greetings and password:

From the Main Menu, press **4** for setup options. Then use the following options.

Press	To:
1	Record your unavailable message. This greeting plays when the phone is not answered within a specified time period. After stating your greeting, press #. Then press 1 to save it, press 2 to listen to it, or press 3 to record a new message.
2	Record your busy message. This greeting plays when both line appearances are in use. After stating your greeting, press #. Then press 1 to save it, press 2 to listen to it, or press 3 to record a new message.
3	Record your name. After stating your greeting, press #. Then press 1 to save it, press 2 to listen to it, or press 3 to record a new message.
4	Record a temporary message to use instead of your unavailable and busy messages. For example, enable this message when you will be out of the office. After stating your greeting, press #. Then press 1 to save it, press 2 to listen to it, or press 3 to record a new message. After you save this message, it is activated immediately. It remains active until you delete it. When the temporary message is active, the menu offers two sub-options: <ul style="list-style-type: none"> ▪ Press 1 to record your message. ▪ Press 2 to delete it.
5	Change your password. Enter your password and press #. Then re-enter it and press #.
0	Listen to Help.
*	Return to the main menu.

Using Advanced Phone Features



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



- **Configuring Privacy Features, page 64**
- **Enabling and Using Dial Assistance, page 66**
- **Creating and Using Personal Speed Dials, page 67**
- **Adjusting Your Display Screen, page 69**
- **Customizing the Ring Tones for Your Extensions, page 75**
- **Using Star Codes on Cisco IP Phones, page 76**
- **Using the Interactive Voice Response Menu on Cisco SPA301 and Cisco SPA501G, page 79**
- **Connecting a Cisco SPA525 Model Phone to the Wireless Voice Network, page 80**
- **Using the Cisco SPA 525G2 With Your Bluetooth-Enabled Mobile Phone, page 81**
- **Changing the System Time Settings, page 89**

Configuring Privacy Features

Also see [Using Star Codes on Cisco IP Phones, page 76](#).

For Cisco SPA301 and SPA501G, you can configure these features only by using the star codes.










Task	Instructions
<p>Blocking or allowing caller ID by using the Setup menu</p> <p><i>Cisco SPA50xG models</i></p>	<p>Follow these steps to make anonymous calls. Be aware that this setting will prevent your calls from reaching recipients who block anonymous calls.</p> <ol style="list-style-type: none"> 1. Press . 2. Select Preferences. 3. Scroll to Block Caller ID, and then press <input type="button" value="Edit"/>. 4. Press <input type="button" value="Y/N"/> to choose Yes (your caller ID will be blocked) or No (your caller ID will be available). 5. Press <input type="button" value="OK"/>, and then press <input type="button" value="Save"/>. 6. Press <input type="button" value="Cancel"/> to close the menu.
<p><i>Cisco SPA525G/G2</i></p>	<p>Follow these steps to make anonymous calls. Be aware that this setting will prevent your calls from reaching recipients who block anonymous calls.</p> <ol style="list-style-type: none"> 1. Press . 2. Select User Preferences. 3. Select Call Preferences. 4. Scroll to Block Caller ID. 5. Press the right-arrow navigation button to enter a check mark (your caller ID will be blocked) or to clear the check mark (caller ID will be available). 6. Press <input type="button" value="Save"/>.

Task	Instructions
<p>Blocking or allowing anonymous calls by using the Setup menu</p> <p><i>Cisco SPA50xG models</i></p>	<p>Follow these steps to block anonymous calls from ringing your phone. Any callers who are blocking their Caller IDs will receive a busy signal or a message.</p> <ol style="list-style-type: none"> 1. Press . 2. Select Preferences. 3. Choose Block Anonymous Call, and then press <input type="button" value="Edit"/>. 4. Press <input type="button" value="Y/N"/> to choose Yes (anonymous calls are blocked) or No (anonymous calls are allowed). 5. Press <input type="button" value="OK"/>, and then press <input type="button" value="Save"/>. 6. Press <input type="button" value="Cancel"/> to close the menu.
<p><i>Cisco SPA525G/G2</i></p>	<p>You can block caller ID if you want to make anonymous calls. Be aware that this setting will prevent your calls from reaching recipients who block anonymous calls.</p> <ol style="list-style-type: none"> 1. Press . 2. Select User Preferences. 3. Select Call Preferences. 4. Scroll to Block Anonym Call. 5. Press the right-arrow navigation button to enter a check mark (anonymous calls are blocked) or to clear the check mark (anonymous calls are allowed). 6. Press <input type="button" value="Save"/>.

Enabling and Using Dial Assistance

If you enable dial assistance, when you place calls, the screen will display phone numbers based on the best matched entries in the Directory and Call History lists.

Not available on Cisco SPA301 or Cisco SPA501G.



Task	Instructions
Enabling or disabling dial assistance	
<i>Cisco SPA50xG models</i>	<ol style="list-style-type: none"> 1. Press . 2. Select Preferences. 3. Choose Dial Assistance, and then press . 4. Press  to choose Yes (dial assistance is enabled) or No (dial assistance is disabled). 5. Press , and then press . 6. Press  to close the menu.
<i>Cisco SPA525G/G2</i>	<ol style="list-style-type: none"> 1. Press . 2. Select User Preferences. 3. Select Call Preferences. 4. Scroll to Dial Assistance. 5. Press the right-arrow navigation button to enter a check mark (the feature is enabled) or to clear the check mark (the feature is disabled). 6. Press .
Using dial assistance <i>If enabled</i>	<ol style="list-style-type: none"> 1. Begin dialing a number. The phone displays similar numbers that you have dialed in the past. 2. Press the navigation button to scroll down. 3. When a number is selected, press  to complete the call.












Creating and Using Personal Speed Dials

Your phone administrator may have configured speed dials on your phone. You also can configure your own personal speed dials.

NOTE Allowed digits depend on the internal dial plan. You cannot use a digit that functions as a one-digit extension number or as a steering digit to select an outside line.

Not available on Cisco SPA301 or Cisco SPA501G





Task	Instructions
Creating a personal speed dial on an unused phone button	<p>Not available on Cisco SPA301 or Cisco SPA501G, or Cisco SPA502G</p> <ol style="list-style-type: none">1. Press an unlabeled button and hold down for three to four seconds. The Define Speed Dial window appears.2. Enter a name for the speed dial. This name will appear as the button label on the phone screen. For more information, see Entering and Editing Characters, page 23.3. Press the down-arrow navigation button to move the cursor to the PhoneNo field. Enter the phone number.4. Press <input type="button" value="Save"/>. The selected button now displays the name and a special feature icon. <p>Note: Personal speed dials can be overwritten if your phone administrator adds buttons to your phone.</p>
Using a speed dial on a phone button	<p>Not available on Cisco SPA301 or Cisco SPA501G</p> <ol style="list-style-type: none">1. Lift the handset, press  or , or press a line button (if applicable).2. Press your personal speed dial button to place a call to the specified number.









Task	Instructions
Creating a numeric speed dial	<ol style="list-style-type: none"> 1. Press . 2. Select the Speed Dial option. 3. Scroll to an unused entry or to choose an existing speed dial. 4. Press . 5. Enter the number to assign to the speed dial. For an outbound call, include the dialing prefix required to get an outside line, as well as any long-distance prefix required for your phone service. (No dialing prefix is required on a shared line.) 6. Cisco SPA525G/G2 only: Optionally, enter a name. For more information, see Entering and Editing Characters, page 23. 7. Save your entry: <ul style="list-style-type: none"> ▪ <i>Cisco SPA501G models:</i> Press  and then press . Press  to close the menu. ▪ <i>Cisco SPA525G/G2:</i> Press .
Using a numeric speed dial by using the keypad	<ol style="list-style-type: none"> 1. Lift the handset, press  or , or press a line button (if applicable). 2. Press the keypad number for your speed dial. On Cisco SPA501G, the call is placed automatically. On all other models, complete the following step. 3. Press . A call is placed to the specified extension or phone number.
Using a numeric speed dial by using the Setup button	<ol style="list-style-type: none"> 1. Press . 2. Select the Speed Dial option. 3. Scroll to the number that you want to dial. 4. Press .

Adjusting Your Display Screen

Not available on Cisco SPA301 or Cisco SPA501G





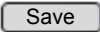








You can adjust the contrast and the backlight timer for your phone's display screen.



Task	Instructions
Adjusting the contrast <i>Cisco SPA50xG models</i>	<ol style="list-style-type: none"> 1. Press . 2. Select LCD Contrast. 3. Use the navigation button to adjust the screen contrast. Pressing the left-arrow navigation button decreases the contrast. Pressing the right-arrow navigation button increases the contrast. 4. Press .
Adjust the brightness <i>Cisco SPA525G/G2</i>	<ol style="list-style-type: none"> 1. Press . 2. Select User Preferences. 3. Select Screen Preferences. 4. Scroll to Display Brightness. The default contrast is 15. 5. Enter a number between 1 (lowest) and 15 (greatest) to change the brightness. 6. Press .






Task	Instructions
Adjusting the backlight timer	
<i>Cisco SPA50xG models</i>	<p>The screen backlight turns off after a specified period of inactivity. You can adjust this setting.</p> <ol style="list-style-type: none"> 1. Press . 2. Select Preferences. 3. Scroll to Back Light Timer, and then press . 4. Press  repeatedly until the desired setting appears. The choices are 10 seconds, 20 seconds, 30 seconds, or AlwaysOn, and Off. 5. Press , and then press . 6. Press  to close the menu.
<i>Cisco SPA525G/G2</i>	<ol style="list-style-type: none"> 1. Press . 2. Select User Preferences. 3. Select Screen Preferences. 4. Scroll to Backlight Timer (sec). The default delay is 30 seconds. 5. Enter the number of seconds to display the backlight. 6. Press .






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. The screen saver is disabled by default.

Task	Instructions
Enabling or disabling your screen saver	
<i>Cisco SPA50xG models</i>	<ol style="list-style-type: none"> 1. Press . 2. Select Screen Saver Mode. 3. Scroll to Enable Screen Saver, and then press . 4. Press  to choose Yes (screen saver is enabled) or No (screen saver is disabled). 5. Press , and then press . 6. Press  to close the menu.
<i>Cisco SPA525G/G2</i>	<ol style="list-style-type: none"> 1. Press . 2. Select User Preferences. 3. Select Screen Preferences. 4. Scroll to Screen Saver. 5. Press the right-arrow navigation button to enter a check mark (screen saver is enabled) or to clear the check mark (screen saver is disabled). 6. Press .
Setting the timer for the screen saver (if enabled) <i>Cisco SPA50xG models</i>	<ol style="list-style-type: none"> 1. Press . 2. Select Screen Saver Mode. 3. Scroll to Screen Saver Wait Time, and then press . 4. Enter the time, in seconds, to wait before the screen saver starts. 5. Press , and then press . 6. Press  to close the menu.

Task	Instructions
Setting the timer for the screen saver (if enabled) <i>Cisco SPA525G/G2</i>	<ol style="list-style-type: none"><li data-bbox="824 352 1516 384">1. Press .<li data-bbox="824 415 1516 447">2. Select User Preferences.<li data-bbox="824 478 1516 510">3. Select Screen Preferences.<li data-bbox="824 541 1516 573">4. Scroll to Screen Saver Settings.<li data-bbox="824 604 1516 657">5. Press the right-arrow navigation button to open the Screen Saver Settings menu.<li data-bbox="824 688 1516 741">6. Press the down-arrow navigation button to select Trigger Interval (sec).<li data-bbox="824 772 1516 825">7. Enter the time, in seconds, to wait before the screen saver starts.<li data-bbox="824 856 1516 888">8. Press .

Task	Instructions
<p>Adjusting the screen saver display (if enabled) <i>Cisco SPA50xG models</i></p>	<ol style="list-style-type: none"> 1. Press . 2. Select Screen Saver Mode. 3. Scroll to Screen Saver Icon, and then press . 4. Press Option repeatedly to display the options: <ul style="list-style-type: none"> ▪ Background Picture: Displays a message, “Press any key to unlock your phone.” ▪ Station Time: Displays the primary extension number, the time, and the Background Picture message. ▪ Lock: Displays an animated lock icon and the Background Picture message. ▪ Phone: Displays an animated phone icon and the Background Picture message. ▪ Date/Time: Displays the date, the time, and the Background Picture message. 5. Press , and then press . 6. Press  to close the menu. <p>Note: To view the selected option, follow the instructions for Enabling your screen saver immediately (if enabled) Cisco SPA50xG models only.</p>


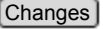
Task	Instructions
<p>Adjusting the screen saver display (if enabled) Cisco SPA525G/G2</p>	<ol style="list-style-type: none"> 1. Press . 2. Select User Preferences. 3. Select Screen Preferences. 4. Scroll to Screen Saver Settings. 5. Press the right-arrow navigation button to open the Screen Saver Settings menu. 6. Press the right-arrow navigation button to view the available options for the screen saver type. <ul style="list-style-type: none"> ▪ Clock: Displays the date and time. ▪ Black Background, Gray Background, or Black/Gray Rotation: Displays the selected color. In the “rotation” option, the two colors alternate. ▪ Picture Rotation and Digital Frame: Displays a series of pictures for a few seconds each. 7. When the desired option is displayed, press . 8. Press  to return to the previous screen.
<p>Enabling your screen saver immediately (if enabled) Cisco SPA50xG models only</p>	<ol style="list-style-type: none"> 1. Press . 2. Scroll to Screen Saver Mode, and then press . The screen saver appears on the phone screen.

Customizing the Ring Tones for Your Extensions

Not available on Cisco SPA301 or Cisco SPA501G

You can choose a different ring tone for each extension of your phone

NOTE For information about customizing the ring tones for your contacts, see [Using Your Contact List \(Personal Address Book\), page 51](#).

Task	Instructions
Changing a ring tone	
<i>Cisco SPA50xG models</i>	<ol style="list-style-type: none"> 1. Press . 2. Select Ring Tone. 3. Scroll to the extension that you want to set up, and then press <input type="button" value="Changes"/>. 4. Scroll through the ring tones. Press <input type="button" value="Play"/> to play the selected ring tone. Press <input type="button" value="Select"/> to choose the ringtone. 5. When the Ring Tone screen appears, either choose another extension, or press <input type="button" value="Cancel"/> to close the screen.
<i>Cisco SPA525G/G2</i>	<ol style="list-style-type: none"> 1. Press . 2. Select User Preferences. 3. Select Audio Preferences. 4. Scroll to the extension for which you want to select a ring tone and press the right-arrow navigation button. 5. Scroll through the ring tones. Press <input type="button" value="Play"/> to play the selected ring tone. Press <input type="button" value="Select"/> to choose the ringtone. 6. Press <input type="button" value="Save"/>.





Using Star Codes on Cisco IP Phones

You can use “star codes” to access phone supplementary services. Choose a star code from a list on the phone screen, or enter the star code manually.

Choosing a star code from a list:

- **Cisco SPA50xG models (except 501G):** Press the right-arrow navigation button until appears. Press . Press the down-arrow navigation button to select a star code. Then press . Additional prompts may appear.
- **Cisco SPA525G/G2:** Press **Option**, and then select **Input Star Code**. Press the down-arrow navigation button to select a star code. Additional prompts may appear.

Entering a star code manually:

- **During an active call:** Place the call on hold. Press  and then enter the code.
- **For a new call:** Lift the handset, select  or , or press a line button. Press  and then enter the code.

For some codes, you may need to press **Dial** to continue (not required on Cisco SPA301 or Cisco SPA501G). For some codes, additional prompts will appear (or a tone will play on Cisco SPA301 or Cisco SPA501G). For more information, refer to the following table.

Enter:	To do this:	Notes
*36	Pick up a ringing call for a particular extension.	<p>Not available on Cisco SPA301 or Cisco SPA501G</p> <p>You will be prompted to enter the extension number of the ringing phone. Then press <input type="text" value="Dial"/>. When the call information appears, press <input type="text" value="Dial"/> to confirm. Press <input type="text" value="Cancel"/> if you do not want to pick up the call.</p>

Enter:	To do this:	Notes
*37	Pick up a ringing call from a list of calls.	<p>Not available on Cisco SPA301 or Cisco SPA501G</p> <p>A list of ringing calls will appear on the screen. Scroll to the call that you want to pick up, and then press <input type="button" value="Dial"/>. When the call information appears, press <input type="button" value="Dial"/> to confirm. Press <input type="button" value="Cancel"/> if you do not want to pick up the call.</p>
*38	Park a call.	You will be prompted on the screen (or with a tone on Cisco SPA301 and Cisco SPA501G). Enter one or more digits to identify the park slot. Then press # to park the call.
*39	Unpark a call.	You will be prompted on the screen (or with a tone on Cisco SPA301 and Cisco SPA501G). Enter the park slot number. Then press # to retrieve the call.
*56	Enable call waiting. If a new call is received during an active call, a tone plays.	The feature is active until you disable it. If you hear the call waiting tone during a call, press the flash hook button to switch from one call to another.
*57	Disable call waiting.	
*66	Enable Call Back. The phone will repeatedly dial a busy number until the called party rings or answers. The phone then alerts you that the call has gone through.	After you enter the star code, enter the phone number to dial. The feature is active until you disable it.
*67	Block Caller ID. Your caller ID will not be transmitted.	This feature remains enabled until you disable it. Be aware that this setting will prevent your calls from reaching recipients who block anonymous calls.
*68	Unblock Caller ID.	
*69	Call the last number that called your phone.	



Enter:	To do this:	Notes
*70	Disable call waiting for a single call.	When entering the star code, also enter the phone number that you want to call. Then press <input type="button" value="Dial"/> . Call waiting is disabled for the duration of the call.
*71	Enable call waiting for a single call. If a new call is received during an active call, a tone plays.	When entering the star code, also enter the phone number that you want to call. Then press <input type="button" value="Dial"/> . This feature is active for the duration of the call.
*72	Enable Call Forward All. Forwards all incoming calls to the specified number.	You will be prompted on the screen (or with a tone on Cisco SPA301 and Cisco SPA501G). Enter an extension or a phone number. For an outbound call, include the dialing prefix required to get an outside line, as well as any long-distance prefix required for your phone service. (No dialing prefix is required on a shared line.) This feature is active until you disable it.
*73	Disable Call Forward All.	
*77	Enable anonymous call blocking. Anonymous calls will be ignored.	This feature is active until you disable it by entering *87.
*78	Enable Do Not Disturb.	This feature is active until you disable it.
*79	Disable Do Not Disturb.	
*86	Disable Call Back.	
*87	Disable anonymous call blocking.	
*96	Page an extension or paging group.	You will be prompted on the screen (or with a tone on Cisco SPA301 and Cisco SPA501G). Enter the extension or paging group extension that you want to page. This feature is active until you disable it. Note: If a phone is not set up to auto-answer pages, the call will ring as a normal voice call.

Enter:	To do this:	Notes
*98	Perform a blind transfer.	You will be prompted on the screen (or with a tone on Cisco SPA301 and Cisco SPA501G). Enter an extension or a phone number. For an outbound call, include the dialing prefix required to get an outside line, as well as any long-distance prefix required for your phone service. (No dialing prefix is required on a shared line.) This feature is active until you disable it.

Using the Interactive Voice Response Menu on Cisco SPA301 and Cisco SPA501G

Cisco SPA301 and Cisco SPA501G provide an interactive voice response menu. You can enter options and receive information about the phone and its operation.

To access the IVR:

-
- STEP 1** *On the Cisco SPA301:* Lift the handset and enter ****.
On the Cisco SPA501G: Press .
- STEP 2** Press 9 for Help, or enter an IVR option as listed in **IVR Options** below this procedure.
- STEP 3** After entering an option, press .
- STEP 4** Follow the instructions from the IVR to enter any other required information.
-


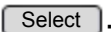
IVR Options

Number	Option
100	Tells you if Dynamic Host Configuration Protocol (DHCP) is enabled.
110	Recites the IP address of the phone.
120	Recites the netmask of the phone.
130	Recites the gateway address.
140	Recites the MAC (hardware) address of the phone.

Number	Option
150	Recites the phone software version.
160	Recites the primary DNS server address.
170	Recites the HTTP port on which the web server listens. Defaults to 80.
180	Recites the IP multicast address.
220	Recites the method of call control (SIP or SPCP).
87778	Restore the phone's user settings to the default. (Clears all user settings such as speed dials.) CAUTION: You should perform this action only if requested by your phone administrator or other support personnel. Press 1 to confirm, or * to exit. If you chose to reset, hang up to exit and begin the restore process.
732668 (R-E-B-O-O-T)	Reboot the phone. After entering # , hang up to begin rebooting.
73738 (R-E-S-E-T)	Restores the phone to the factory default software and settings. CAUTION: You should perform this action only if requested by your phone administrator or other support personnel. Press 1 to confirm, or * to exit. If you chose to reset, hang up to exit and begin the restore process.

Connecting a Cisco SPA525 Model Phone to the Wireless Voice Network

If the phone administrator enabled a wireless voice network, you can use Cisco SPA525G/G2 wirelessly. Follow this procedure to verify that your phone is connected to the wireless network. If you have questions, consult your phone administrator.

- STEP 1** If an Ethernet cable is connected to the phone, remove it and wait for the phone to reboot. If an Ethernet connection is present on the phone, it is used instead of the Wi-Fi connection.
- STEP 2** Press  on your phone.
- STEP 3** Scroll to **Network Configuration** and press .

STEP 4 In the *Wi-Fi* field, confirm that there is check mark to indicate that Wi-Fi is On. If the check mark does not appear, press the left-arrow or right-arrow navigation button to enter a check mark in the field.

STEP 5 Select **Wireless Profile**. The display should show that the phone is connected the wireless voice network.

NOTE If the connection is not shown, complete the following tasks to connect to the wireless network by using Wi-Fi Protected Setup. Consult your phone administrator if you need assistance.

- a. Press the down-arrow navigation button to move the cursor to **Wi-Fi Configuration**.
- b. Press the right-arrow navigation button to open the Wi-Fi Configuration menu.
- c. Select **Wi-Fi Protected Setup**. The *Select the WPS Mode* window appears.
- d. Select **Push Button Configuration**. The Push Button Configuration instructions appear.
- e. On the front panel of the Unified Communications System, press the Wi-Fi Protected Setup (WPS) button.
- f. On the phone, press . The phone displays a message: *Connecting to AP*. The phone may reboot before the Wi-Fi connection is working.

NOTE The PC port is not supported in wireless operation. A PC can be connected to the port only when an Ethernet cable is connected to the phone.

Using the Cisco SPA 525G2 With Your Bluetooth-Enabled Mobile Phone

The Cisco SPA525G2 supports the use of your Cisco IP phone in conjunction with a Bluetooth-enabled mobile phone. You can do the following tasks:

- Pair your Bluetooth-enabled mobile phone and Cisco SPA 525G2. Your mobile phone is assigned a line button on your Cisco SPA 525G2. You can make and receive mobile calls using the Cisco SPA 525G2.
- Switch audio for in-progress calls between your mobile phone and the Cisco SPA 525G2.

- Import your mobile phone address book to your Cisco SPA 525G2 personal address book.
- Use your Cisco SPA 525G2 as a “handsfree device” for your mobile phone.

NOTE Not all mobile phones support this function. For information about compatible Bluetooth-enabled mobile phones, visit the Cisco Small Business support community (<http://www.cisco.com/go/smallbizsupport>), and view the latest Cisco SPA 525G2 release notes available at Cisco.com.

Enabling Bluetooth

STEP 1 Press .

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

STEP 3 Scroll to **Bluetooth Configuration** and press .

STEP 4 With **Bluetooth** selected, press the right-arrow navigation button until a blue check mark appears.

STEP 5 Press .

Pairing Your Cisco SPA 525G2 with a Bluetooth-Enabled Mobile Phone

This feature is based on the following standard Bluetooth profiles:

- Phone Book Access Profile 1.0
- Handsfree Profile 1.5
- Handset Profile 1.1

NOTE Not all mobile phones support this function. For information about compatible Bluetooth-enabled mobile phones, visit the Cisco Small Business support community (<http://www.cisco.com/go/smallbizsupport>), and view the latest Cisco SPA 525G2 release notes available at cisco.com.

To pair your Cisco SPA 525G2 with your Bluetooth-enabled mobile phone, you can either initiate pairing from the Cisco SPA 525G2, or from your mobile phone.

Initiating Pairing from the Cisco SPA 525G2

STEP 1 Enable Bluetooth as described in the “[Enabling Bluetooth](#)” section on page 82.

STEP 2 Press .

STEP 3 Scroll to **User Preferences** and press .

STEP 4 Scroll to **Bluetooth Configuration** and press .

STEP 5 Scroll to **Bluetooth Mode** and press the right-arrow navigation button to choose one of the following:

- **Handsfree:** Your Cisco SPA 525G2 will operate as a handsfree device with a Bluetooth-enabled mobile phone.
- **Both:** Your Cisco SPA 525G2 will operate with your Bluetooth-enabled mobile phone or operate with a Bluetooth headset. (See “[Connecting Wired and Wireless Headsets \(Optional\)](#)” section on page 15.)

NOTE Your Cisco SPA 525G2 will connect to only one device at a time (either the Bluetooth headset or the Bluetooth-enabled mobile phone.)

If multiple Bluetooth devices are in range of the Cisco SPA 525G2, the order of devices in the **Bluetooth Configuration > Bluetooth Profiles** list is used, and the device with a higher priority is activated first.

STEP 6 Scroll to **Bluetooth Profiles** and press the right-arrow navigation button to enter the profile screen.

STEP 7 Press to scan for your mobile phone.

NOTE Depending on the network environment (for example, the number of Bluetooth devices and noise level), your Bluetooth headset may not appear on the found devices list. Ensure the headset is powered on and has Bluetooth enabled, and retry the scan.

STEP 8 In the **Select a Bluetooth Device to Pair** list, select the mobile phone to which you want to pair and press **Connect**.

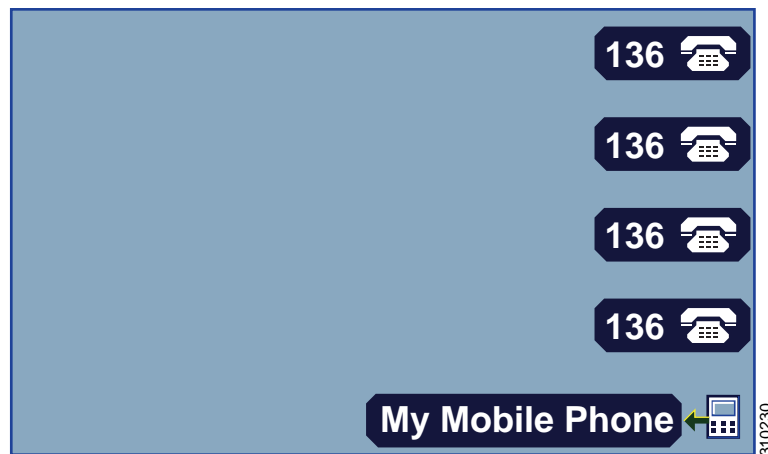
Initiating Pairing from Your Bluetooth-Enabled Mobile Phone

NOTE The procedure varies depending on your phone model. You must turn Bluetooth on, and you may need to configure a separate setting to make your mobile phone discoverable by other devices. The following example uses an Apple iPhone.

Before starting, it's helpful to find the MAC address of your Cisco SPA 525G2 IP phone. From your IP phone, go to the **Setup** menu and select **Status**. Select **Product Information**. The MAC address is displayed.

- STEP 1** On your iPhone, click **Settings**.
- STEP 2** Under **General**, choose **Bluetooth**. Ensure Bluetooth is turned on.
- STEP 3** In the Bluetooth Window, under **Devices**, find the MAC address of your Cisco SPA 525G2 IP phone.
- STEP 4** Select the MAC address of the Cisco SPA 525G2.
- STEP 5** Enter the **PIN** (the default is 0000) and press **Connect**.

When paired with your mobile phone, the Cisco SPA 525G2 assigns one of your line buttons to the mobile phone. Your phone is represented by label and a mobile phone icon, as shown near the lower right corner of the following example.




The Bluetooth phone icon colors show the status of your mobile phone and/or the Cisco SPA 525G2:

- **No icon:** Bluetooth is disabled
- **Gray icon:** Bluetooth is enabled, but the phones are not connected.

- **Blue icon:** Bluetooth is enabled and the Cisco SPA 525G2 is connected to a headset.
- **Green icon:** Bluetooth is enabled and the Cisco SPA 525G2 is connected to a mobile phone.

To verify the mobile phone configuration:


-
- STEP 1** On the Cisco SPA 525G2, press .
 - STEP 2** Scroll to **User Preferences** and press .
 - STEP 3** Scroll to **Bluetooth Configuration** and press .
 - STEP 4** Scroll to **Bluetooth Profiles** and press the right-arrow navigation button.

The mobile phone appears in the list of Bluetooth devices.

Importing Your Mobile Phone Address Book into the Cisco SPA 525G2

NOTE Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G2 that is posted at the Cisco support community at <http://www.cisco.com/go/smallbizsupport>, and also consult the latest Cisco SPA 525G2 release notes available at Cisco.com.

To import your mobile phone book into the personal address book on the Cisco SPA 525G2:

-
- STEP 1** Press or . Alternatively, press  and select **Directories**.
 - STEP 2** Select **Personal Address Book**.
 - STEP 3** Press .

NOTE Depending on your mobile phone, you may need to authorize the Bluetooth connection, even if the phone is already paired with the Cisco SPA 525G.

The phone displays a status message about the import. If the import is successful, your imported contacts appear in the Directory.

Making a Mobile Phone Call Using Your Cisco SPA 525G2

When you make a mobile phone call using your Cisco SPA 525G2, your Cisco SPA 525G2 acts as a handsfree device for your phone. The call is made through your mobile phone, but the audio is present on the Cisco SPA 525G2 and the call control is done using the Cisco SPA 525G2, unless you switch back to your mobile phone. (See “**Switching Audio from Your Cisco SPA 525G2 to Your Mobile Phone**” section on page 87.)

NOTE Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G2 that is posted at the Cisco support community at <http://www.cisco.com/go/smallbizsupport>, and also consult the latest Cisco SPA 525G2 release notes available at Cisco.com.

STEP 1 Press the line button associated with your mobile phone (the line button is marked with a mobile phone icon with a flashing lightning bolt).

STEP 2 Complete one of the following tasks:

- Enter a number to dial and press .
- Press and select the Personal Address book. Choose a number and press .
- Scroll to select a recently called number and press .

NOTE If you usually enter a digit before dialing (such as 9 to reach an outside line), remember that this call is made through your mobile phone. You should follow the usual practice for making calls on your mobile phone (for example, you probably do not dial a digit to reach an outside line on your mobile phone).

The outgoing call appears on both your Cisco SPA 525G2 and your mobile phone screen. The Cisco SPA 525G2 displays an off-hook icon next to the mobile phone name or number.

After the call is connected, the icon next to the mobile phone shows that the call is established. The audio goes through the Cisco SPA 525G2, although the mobile phone screen also shows a connected call.

Receiving Mobile Phone Calls Using the Cisco SPA 525G2

If your mobile phone is paired with the Cisco SPA 525G2, an incoming call to your mobile phone is also shown on the Cisco SPA 525G2.

Use one of the following methods:

- Press **Answer** to connect to the call.
- Press the flashing line button associated with your mobile phone.
- Lift the handset.
- Press **Ignore** to ignore the call.

Switching Audio from Your Cisco SPA 525G2 to Your Mobile Phone

NOTE You can only switch audio back and forth between the Cisco SPA 525G2 and your mobile phone if the call is connected using the Cisco SPA 525G2-to-mobile phone feature. (For example, you cannot switch a call on your Cisco SPA 525G2 that is not associated with your mobile phone.)

Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G2 that is posted at the Cisco support community at <http://www.cisco.com/go/smallbizsupport>, and also consult the latest Cisco SPA 525G2 release notes available at cisco.com.

To switch audio from your Cisco SPA 525G2 to your mobile phone, on a connected call, press **Handset**.

To switch audio back to the Cisco SPA 525G2 from your mobile phone, on a connected call, press **Handsfree**.

Viewing Mobile Phone Battery and Signal Information on Your Cisco SPA 525G2

When a mobile phone call is incoming, outgoing, or connected on your Cisco SPA 525G2, the Cisco SPA 525G2 display shows information about your mobile phone.

NOTE Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G2 that is posted at the Cisco support community at <http://www.cisco.com/go/smallbizsupport>, and also consult the latest Cisco SPA 525G2 release notes available at cisco.com.

The display bubble shows the following information:

- **Battery indicator:** Shows the battery life left on your mobile phone.
- **Signal strength:** Shows the signal strength for your mobile phone.
- **Network (optional):** May show the phone network for your mobile phone.

Charging Your Mobile Phone Using Your Cisco SPA 525G2




You can use the USB port on the Cisco SPA 525G2 model to charge your Bluetooth-enabled mobile phone if your phone charger requires a mini-USB port.







Changing the System Time Settings

In most cases, the Unified Communications system time settings are controlled by a network time server. However, if the Unified Communications system is not connected to the Internet or if the time server is not reachable, you can set the system clock from any Cisco IP phone in the system. Be aware that this manual setting will be lost if the Unified Communications system loses power.

Not available on Cisco SPA301 and Cisco SPA501G

Task	Instructions
Cisco SPA303 and Cisco SPA50x Series IP phones (except Cisco SPA501G)	<ol style="list-style-type: none"> 1. Press . 2. Select Time/Date. 3. Enter the Date in the <i>mm/dd/yy</i> format. Press * or # for the forward slash. For example, enter 10*01*11 for Oct. 10, 2011. 4. Press the down-arrow navigation button, and then enter the Time in <i>hh:mm:ss</i> format. Press * or # for the colon. For example, enter 6*21 for 6:21. 5. Press the down-arrow navigation button, and then enter the time zone Offset in <i>±H:m:s</i> format. Press * for + or # for -. Press * or # for the colon. For example, for the U.S. Pacific Time zone, enter *8*00 for -8:00. 6. Press . 7. Press  to close the window. The time setting is propagated to the UC320W and the other phones.

Task	Instructions
Cisco SPA525 and Cisco SPA525G	<ol style="list-style-type: none"><li data-bbox="824 342 1503 380">1. Press .<li data-bbox="824 405 1503 443">2. Select Device Administration.<li data-bbox="824 468 1503 506">3. Select Date/Time.<li data-bbox="824 531 1503 590">4. Move the cursor to Set Current Time Manually. Press the right-arrow navigation button.<li data-bbox="824 615 1503 749">5. In the table, press the up or down navigation button to move up or down in the list. Press the right or left navigation button to move to a different field.<li data-bbox="824 774 1503 842">6. After entering the year, month, day, hour, and minute, press .<li data-bbox="824 867 1503 905">7. Press .<li data-bbox="824 930 1503 1037">8. Press  to close the window. The time setting is propagated to the UC320W and the other phones.

Using an Analog Phone with the Cisco UC320W

This appendix contains information about using an analog phone within the Unified Communications System. The primary purpose of an analog phone is to allow emergency calls if the system becomes available due to a power loss. It also can be used to place and receive calls and is ideal for use as a hot phone (for more information, see [Using a Hot Phone, page 35](#)).

Refer to the following topics:

- [Basic Calling Functions on Analog Phones, page 91](#)
- [Using Star Codes for Special Features on Analog Phones, page 92](#)

Basic Calling Functions on Analog Phones

Task	Instructions
Placing a call	<ol style="list-style-type: none">1. Lift the receiver, or activate the speaker, if applicable.2. Dial an extension number or an external number. You may need to press a digit such as 9 to get an outside line.
Answering a call	Lift the receiver, or activate the speaker, if applicable.
Holding and resuming a call	Press the hook flash button to place a call on hold. A long tone sounds. You can dial another number, or set aside the receiver. To resume the call, press the flash hook button again.

Task	Instructions
Creating a conference call	Call the first party. Press the hook flash button, and then call the other party. Press the hook flash again to join all parties in a conference call.
Handling multiple calls	If you receive a second call during an active call, press the hook flash button. The first call is placed on hold, and the other call is answered. To toggle between the calls, press the flash hook button.
Transferring a call	While on a call with the first party, press the hook flash button. Then call the other party. Hang up to transfer the call immediately, or announce the call first and then hang up.
Checking voicemail (if enabled)	If there is new voicemail for the extension, you will hear a stutter dial tone when you use an FXS phone. To check your voicemail: <ol style="list-style-type: none"> 1. Dial the voicemail pilot number (default 395). 2. Enter the mailbox number. 3. Enter the password (default 12345).

Using Star Codes for Special Features on Analog Phones

For special features, you can use the following star codes.

Enter:	To do this:	Notes
*39	Unpark a call that was parked from another phone.	You will be prompted with a tone. Enter the park slot number. Then press # to retrieve the call.
*56	Enable call waiting. If a new call is received during an active call, a tone plays.	The feature is active until you disable it. If you hear the call waiting tone during a call, press the flash hook button to switch from one call to another.
*57	Disable call waiting.	

Enter:	To do this:	Notes
*66	Enable Call Back. The phone will repeatedly dial a busy number until the called party rings or answers. The phone then alerts you that the call has gone through.	If you make a call that receives busy tone or goes to voicemail, hang up your phone and then lift the receiver and enter this star code. After you hang up, the system will attempt to redial the called number until it is no longer busy. At this point, your analog phone will ring.
*67	Block Caller ID. Your caller ID will not be transmitted.	This feature remains enabled until you disable it. Be aware that this setting will prevent your calls from reaching recipients who block anonymous calls.
*68	Unblock Caller ID.	
*69	Call the last number that called your phone.	
*70	Disable call waiting for a single call.	After you enter the code, dial tone plays. You can then dial the number. This feature is active for the duration of the call.
*71	Enable call waiting for a single call. If a new call is received during an active call, a tone plays.	After you enter the code, dial tone plays. You can then dial the number. This feature is active for the duration of the call.
*72	Enable Call Forward All. Forwards all incoming calls to the specified number.	After you enter the star code, a tone plays. Enter the phone number where you want to forward your calls. For an external number, include any digit that is required to get an outside line. This feature is active until you disable it.
*73	Disable Call Forward All.	
*77	Enable anonymous call blocking. Anonymous calls will be ignored.	This feature is active until you disable it by entering *87.
*78	Enable Do Not Disturb.	This feature is active until you disable it.
*79	Disable Do Not Disturb.	
*86	Disable Call Back.	

Using an Analog Phone with the Cisco UC320W

Using Star Codes for Special Features on Analog Phones



Enter:	To do this:	Notes
*87	Disable anonymous call blocking.	
*96	Page an extension or paging group.	After you enter the star code, a tone plays. Enter the extension that you want to page. Note: If a phone is not set up to auto-answer pages, the call will ring as a normal voice call.
*98	Perform a blind transfer.	During an active call, press the hook flash button to place the call on hold. When you hear a long tone, enter the star code. A short tone plays. Enter the number where you want to transfer the call. Note: This feature works only if the analog phone has a hook flash button.

Where to Go From Here

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

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Product Documentation	
Cisco SPA500 Series IP Phones	www.cisco.com/go/spa500phones
SPA300 Series Phones	www.cisco.com/go/300phones
Cisco Small Business	
Cisco Small Business Home	www.cisco.com/smb