



USER GUIDE

Cisco Small Business

SPA525G and SPA525G2 SPCP IP Phones

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Getting Started

This chapter provides an overview of your Cisco Attendant Console IP phone. contains the following sections:

- [Overview, page 4](#)
- [Understanding Your Phone Lines and Buttons, page 7](#)
- [Using the Keypad and Buttons with Menus, page 13](#)
- [Entering Numbers and Text in Fields, page 14](#)
- [Using Phone Hardware and Accessories, page 15](#)
- [Using the Cisco Attendant Console, page 19](#)

Overview

The Cisco Attendant Console IP phone is a full-featured VoIP (Voice over Internet Protocol) phone that provide voice communication over an IP network. It provides traditional features, such as call forwarding, redialing, speed dialing, transferring calls, conference calling, and accessing voice mail. Calls can be made or received with a handset, headset or speaker.

The Cisco Attendant Console features vary, depending on the type of call control system that you are using and the limitations set by the phone system administrator. This document describes using the Cisco SPA525G and SPA525G2 with a Smart Phone Control Protocol (SPCP) phone system, such as the Cisco Unified Communications 500 Series, with no limitations.

If you are using the Cisco Attendant Console IP phone with a BroadSoft or an Asterisk system, see the *Cisco Small Business SPA525G and SPA525G2 SIP IP Phone User Guide*.



Setup of the phone network is typically performed by using Cisco Configuration Assistant (CCA) software. This software is available on Cisco.com.

The phone can be powered by connecting your phone to an Ethernet switch that provides Power over Ethernet (PoE) or you can use an optional Cisco PA100 power adapter.

A phone is connected to the network through an Ethernet connection or the built-in Wireless-G radio. If you are using the Wireless-G connection, a Cisco PA100 power adapter is required. The phone provides an additional Ethernet port that allows a computer to be connected to the network through the phone. (We recommend that if a PC is connected to the network through the phone, that the phone be connected to the network only by using the wired Ethernet connection).

The Cisco Attendant Console has a 320 x 240 color, 3.2" inch screen and can manage up to five telephone extensions. They also provide the following hardware features:

- Two Ethernet 10/100 Mbps ports
- 802.3af Power over Ethernet support
- USB 2.0 host port
- AUX port (to attach a Cisco Attendant Console)
- Bluetooth capability for headset support
- Bluetooth capability for mobile phone pairing (Cisco SPA525G2 only)
- 2.5mm stereo earphone jack

- Wireless-G client support
- Kensington security slot

The functionality of the phones can be modified by your phone system administrator. Not all of the functional features described in this document are available or they might function slightly differently on your phone. This document describes the features as they function in factory default mode.

Caring for Your Phone

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.

Understanding Your Phone Lines and Buttons

Figure 1 identifies the parts of your phone.

Phone Components

Figure 1 Cisco SPA525G and Cisco SPA525G2 Phone Components



Table 1 IP Phone Components

#	Phone Feature	Description
1	Handset	Pick up to answer or place calls.
2	Speaker	Speaker for phone.
3	Message Waiting Indicator	When lit: <ul style="list-style-type: none"> ▪ Red—You have a new voice mail message. ▪ Flashing Red—You have an incoming call.

Table 1 IP Phone Components

#	Phone Feature	Description
4	IP phone screen	Your phone might vary, but typically it displays: <ul style="list-style-type: none"> ▪ Date and time ▪ Phone station name ▪ Line extensions ▪ Softkey options ▪ Startup logo, screen saver, background photo, and photo album
5	Line keys	Phone line status: <ul style="list-style-type: none"> ▪ Green (steady): Line is in use. ▪ Green (blinking): There is an incoming call. ▪ Red (blinking): Line is on hold. ▪ Orange: Line is unregistered (cannot be used). ▪ Flashing Orange: The phone is not connected to the network. <p>These keys can also be programmed by your system administrator to perform differently than described here or to add functions such as speed dial, call pickup, or monitor an extension.</p>
6	Softkey buttons	Press a softkey to perform the action on the label on the IP phone screen above the softkey.
7	Navigation button	Press the arrows to scroll items on the IP phone screen.
8	Center Select button	Press to select the option or menu that is highlighted on the screen.
9	Messages button	Press to access voice mail. (Must be set up by your phone administrator.)
10	Hold button	Press to place a call either on hold or to resume.

Table 1 IP Phone Components

#	Phone Feature	Description
11	Setup button	Press to access a menu to configure features and preferences (such as your directory, status, and speed dials), access your call history, set up functions (such as call forwarding), and provide phone status information.
12	Mute button	Press to mute or unmute the phone. When the phone is muted, the button glows red. A flashing red mute button indicates that the phone has no network connectivity.
13	Volume button	Press + to increase the volume and press - to lower the volume of the handset, headset, speaker (when the handset is off hook), or ringer (when the handset is on hook).
14	Speaker button	Press to turn the speaker on or off. When the speaker is on, the button glows green.
15	Headset button	Press to turn the headset on or off. When the headset is on, the button glows green.
16	Keypad	Press keypad keys to dial phone numbers, enter letters, or choose menu items.

Softkey Buttons

The four softkey buttons have different functions depending on the menu configuration and function selected. The following table shows the softkey buttons that are typical (in alphabetical order).

Table 2 Softkey Buttons

Button	Function
Add	Adds a new item (for example, a new directory entry).
AddList	Creates a list (for example, MP3 files).
Back	Returns you to the previous screen.
BXfer	Performs a blind call transfer.

Table 2 Softkey Buttons

Button	Function
Call Rtn	Returns the last missed call by dialing the number that called you. See “Viewing and Returning Missed Calls,” on page 38.
Callback	Plays an audio and visual notification on your phone when a busy or unavailable party becomes available.
ccharge	Allows callers to join a shared-line call.
CFwdAll	Forwards all calls to a specified number. When forwarding is active, press this button to cancel forwarding.
Clear	Deletes an entire text or number field.
Clr DND	Clears Do Not Disturb.
Confrn	Initiates a conference call. See “Placing a Three-Way Conference Call,” on page 41.
Connect	Connects to the selected item (for example, to the wireless network or Bluetooth device).
Copy	Copies the selected item (for example, a contact in the Address Book).
delChar	Deletes the last number or letter.
Delete	Deletes an entire item (for example, a number from the Call History list).
Dial	Dials the string of numbers that you have entered, or the number that you have highlighted in a list such as the Missed Calls screen.
Directory	Access your personal address book. See “Using Your Personal Address Book,” on page 42.
DnD	Do Not Disturb; prevents incoming calls from ringing your phone. See “Setting Do Not Disturb,” on page 39.
Edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
EditDial	Edits a number before dialing.
EndCall	Disconnects a call.
Exit	Closes the current menu

Table 2 Softkey Buttons

Button	Function
Flash	Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.
Forward	Forwards calls coming to your phone. See “Forwarding Calls,” on page 39.
GPickup	Allows you to pick up (answer) a call at that is ringing at another extension in your group. See “Picking Up a Call,” on page 41.
Handset	Switches audio from the Cisco SPA525G2 to your Bluetooth-enabled mobile phone. See Using Your Bluetooth-Enabled Mobile Phone, page 47.
Handsfree	Switches audio from your Bluetooth-enabled mobile phone to the Cisco SPA525G2. See Using Your Bluetooth-Enabled Mobile Phone, page 47.
Hold	Places a call on hold.
List	In some menus, shows a list of configured items (for example, a list of locations for weather or news).
LiveRcd	Record a phone conversation.
More	View additional softkeys.
NewCall	Opens new line on speakerphone to place call.
Next	Moves to the next item in a list (for example, a song in the MP3 Playlist).
OK	Confirms a selection.
Option	Displays a sub-menu of tasks for the current screen.
Paste	Pastes the item you copied into a list or field.
PickUp	Allows you to pick up (answer) a call that is ringing at another extension. See “Picking Up a Call,” on page 41.
Play	Plays a selected item such as a song or a ringtone.
Previous	Moves to a previous item in a list (for example, a song in the MP3 Playlist).
Redial	Redials the last number that was called. Brings up the list of recently dialed numbers.

Table 2 Softkey Buttons

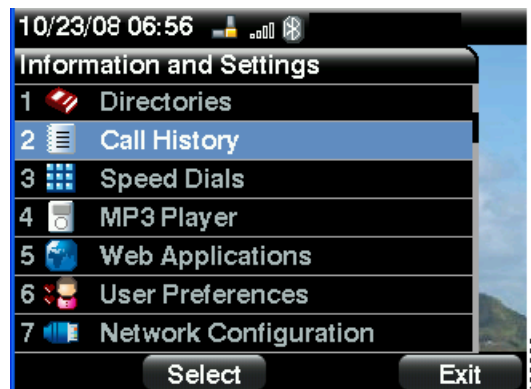
Button	Function
Refresh	Refreshes the screen. Useful after changing a configuration or when you want to update information.
Remove	Removes conference participant.
RmLstC	Removes Last Participant from the Conference Call
Resume	Resumes a call that is on hold.
Save	Saves your changes.
Scan	Scans for wireless networks or Bluetooth devices.
Select	Selects the highlighted item on the IP phone screen.
Trnsfer	Performs a call transfer. See “Transferring Calls,” on page 37 .
TrnsfVM	Transfers a call to voice mail.
View	Displays more information about a selected item.

Using the Keypad and Buttons with Menus

Press a softkey and keypad buttons to navigate menus and enter parameters on the IP phone screen.

Using Keypad Shortcuts

Use the keypad to enter the number of the menu or sub-menu item. For example, to open a menu that is labeled with number 2, press **2**.



NOTE Menus and options can change depending on the software release and what is allowed by your phone system administrator.

Using the Navigation Button

Use the navigation button to scroll up or down highlighting the desired menu item, and then press **Select** or the center **Select** navigation button to choose the highlighted item.

Entering Numbers and Text in Fields

Some fields on the IP phones require you to enter numbers and text by using the keypad or softkey buttons. In general, the following guidelines apply:

- Use the keypad to enter numbers and characters, pressing the key multiple times to select the correct number or letter.
- Press the number key multiple times to move to a different letter under that number. (For example, to enter “Mary,” you would press **6** five times rapidly and then pause (for **M**); press **2** and then pause (for **a**), press **7** three times rapidly (for **r**), then press **9** three times rapidly (for **y**).

Available characters are shown in the following table:

Key	Character Set
1	1 / : \ , ! ; \$ ^
2	abc2ABC
3	def3DEF
4	ghi4GHI
5	jkl5JKL
6	mno6MNO
7	pqrs7PQRS
8	tuv8TUV
9	wxyz9WXYZ
0	Space 0 ~ ? > ' < “
*	. @ * & % [] _
#/P	# + - = () { }

Press **delChar** to backspace and delete a character.

Press **Option > Clear** to remove the entire entry.

Using Phone Hardware and Accessories

Using the Speakerphone

The IP phones provide a speakerphone. To use the speakerphone, press **Speaker** (the handset can be either on or off hook).

Using Wired and Wireless Headsets

The SPA IP phones support headsets from different manufacturers. For the latest supported models, contact your reseller. Additional information can be found at the manufacturer websites.

Connecting the Headset

Each brand and type of headset might require different steps to establish a connection. Consult the documentation for your particular headset for more information:

- Bluetooth headsets—See the **“Connecting Bluetooth Headsets” section on page 16**.
- Wireless (non-Bluetooth) headsets (such as Plantronics or Jabra)—Follow the instructions for your product to connect the phone to the wireless headset base.
- Wired headsets—Connect the 2.5mm connector from the headset into the headset port on the right side of the IP phone.
- Electronic Hookswitch (EHS)—Some headsets enable you to answer and end phone calls by using controls located on the headset. The SPA525G2 supports the following EHS capable Plantronics headsets:
 - Savi W7xx series (Savi W7 10, W720, W730, W740 and W745)
 - CS5xx series (CS540, CS5 10 and CS520)



Connecting Bluetooth Headsets

Your phone is Bluetooth compatible and works with Bluetooth devices such as headsets.

To configure the phone to work with your headset, enable Bluetooth:

-
- STEP 1** Press **Setup**.
 - STEP 2** Select **User Preferences > Bluetooth Configuration**.

STEP 3 With **Bluetooth** highlighted, press the **Arrow** keys to toggle Bluetooth on or off.



STEP 4 Press **Set**.

STEP 5 Create a profile for your headset. In the **Bluetooth Configuration** screen, scroll to **Bluetooth Profiles**. Press the **Right Arrow** key to enter the profile screen. You are not allowed to navigate to the Bluetooth profiles screen, unless Bluetooth is enabled and set.

STEP 6 Press **Scan** to scan for your headset.

STEP 7 In the list of found devices, select your headset and press **Select** to edit the profile.

STEP 8 Scroll to **PIN** and enter the PIN for your Bluetooth headset.

STEP 9 Scroll to **Connect Automatically** and press the **Arrow** key to turn to *On*.

STEP 10 Press **Connect**. The profile screen displays and a check mark appears next to the headset if the connection was successful.

After enabling Bluetooth, set the Bluetooth mode:

STEP 1 Press **Setup**.

STEP 2 Scroll to **User Preferences > Bluetooth Configuration**.

- STEP 3** Scroll to **Bluetooth Mode** and press the **Right Arrow** key to choose one of the following:
- **Phone**—Your IP phone pairs with a Bluetooth headset. Choose this option if you will not use the Cisco IP phone with a Bluetooth-enabled mobile phone.
 - **Handsfree**—Your IP phone will operate as a handsfree device with a Bluetooth-enabled mobile phone.
 - **Both**—Your Cisco IP phone uses a Bluetooth headset or operates with a Bluetooth-enabled mobile phone. Your IP phone will connect to only one device at a time (either the Bluetooth headset or the Bluetooth-enabled mobile phone). See [Using Your Bluetooth-Enabled Mobile Phone, page 47](#) for more information.

If multiple Bluetooth devices are in range of the Cisco SPA525G or SPA525G2, the order of devices in the **Bluetooth Configuration > Bluetooth Profiles** list is used, and the device with a higher priority is activated first.

- STEP 4** Scroll to **Bluetooth Profiles** and press the **Right Arrow** key to enter the profile screen.
- STEP 5** Press **Scan** to scan for your headset. Depending on the network environment (for example, the number of Bluetooth devices and noise level), your Bluetooth headset might not appear on the found devices list. Ensure the headset is powered on and has Bluetooth activated, and retry the scan.
- STEP 6** In the list of found devices, select your headset and press **Select** to edit the profile.
- STEP 7** Scroll to **PIN** and enter the PIN for your Bluetooth headset.
- STEP 8** Scroll to **Connect Automatically** and press the **Right Arrow** key to turn to **On**.
- STEP 9** Press **Connect**. The profile screen displays and a check mark appears next to the headset if the connection was successful.

Using a Headset with Your IP Phone

Steps to use your headset with the IP phone might vary. Consult the user documentation for your headset for more information.

- To use a wired headset, press **Headset** and dial the number to place a call, or press the headset button to answer a ringing call.
- To use a non-Bluetooth wireless headset (such as Jabra or Plantronics), lift the receiver off hook before speaking or listening through the headset.

- To use a Bluetooth headset, make sure your headset is powered on. Press **Headset** on your phone (or, if supported, press **Answer** on your Bluetooth headset twice) and dial the number to place a call. Press **Answer** on your Bluetooth headset to answer a ringing call. See the user documentation for your Bluetooth headset for more information.

Switching Between the Handset, Headset, and Speakerphone

Any of these audio devices can be used during a call. Only one device can be used at a time. The handset can be on the hook when using the speaker or headset function.

To switch from the handset to the speaker, press **Speaker** and place the handset back on the hook.

To switch from the speakerphone to a headset, press **Headset**.

To switch from the speaker to the handset, pick up the handset.

To switch from the headset to the speakerphone, press **Speaker**.

Using the Cisco Attendant Console

The Cisco Attendant Consoles are accessory consoles for the Cisco SPA500 Series IP phones. The Cisco SPA500S provides 32 three-color (red, green, and orange) programmable line buttons, and the Cisco SPA500DS provides 30 buttons. The Cisco Attendant Console attaches to the IP phone with the attachment arm provided. It obtains power directly from the IP phone; it does not require a separate power supply. Two Cisco Attendant Console units can be attached to a single IP phone to monitor a total of 64 (SPA500S) or 60 (SPA500DS) separate lines.

Detailed information on the installation of the Cisco Attendant Console are provided in the *Cisco Small Business SPA500S Attendant Console Quick Start Guide* and the *Cisco Small Business SPA500DS 15-Button Digital Attendant Console for SPA500 Family Phones Quick Start Guide*.

Configuration of the Cisco Attendant Console and assignment of the line buttons is typically performed by the phone system administrator and is not described in this document. The Cisco Attendant Console can be configured by using the same phone web user interface for the IP phone to which the Cisco Attendant Console is attached. See the *Cisco SPA300 Series, SPA500 Series, and WIP310 Administration Guide* on Cisco.com for more information.

Changing the Cisco SPA500DS Attendant Console Display

The Cisco SPA500DS provides a backlit LCD display. The backlight is controlled by the backlight settings of the phone display and is not separately configurable; that is, the Cisco SPA500DS display is lit when the phone display is lit, and is off when the phone display is off.

You can choose the font size (10 or 12 point) of the text displayed on the Cisco SPA500DS. You can also configure the text contrast, or how dark the text appears on the display. To configure these options from the phone:

-
- STEP 1** Press the **Setup** button.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Scroll to **Att. Console Preferences** and press **Select**.
 - STEP 4** Choose **Font Size** or **Contrast** from the menu.
 - To change the font size, press the **Right Arrow** button to switch between 10 and 12 point font. Press **Set** to save.
 - To change the display contrast, use the keypad to enter a number value from 1 to 30. The higher the number, the greater the contrast on the display. Press **Set** to save.
-

Installing Your Phone

This chapter describes how to install and connect your IP phone. It contains the following sections:

- [Before You Begin, page 21](#)
- [Connecting the Handset, page 22](#)
- [\(Optional\) Attaching the Desk Stand, page 24](#)
- [\(Optional\) Mounting the Phone to the Wall, page 24](#)
- [Connecting Your Phone Power, page 25](#)
- [Connecting Your Phone to the Network, page 25](#)
- [Verifying Phone Startup, page 33](#)
- [Updating Your Phone Firmware, page 33](#)

Before You Begin

Before you install and connect your phone, verify with your phone system administrator (if applicable) that the network is ready for the phone, read the safety notices, and make sure you have all the phone parts and documentation available.



CAUTION Do not plug a telephone line cord into the port marked **AUX**. The RJ-11 port marked **AUX** is reserved for connection with the Cisco Attendant Console. It is not for use as a telephone line port or IP device connection.

Connecting the Handset

- STEP 1** Find the longer end of the coiled phone cord. Insert it into the back of the phone base in the slot marked with a phone symbol. This port is labeled #5 on **Figure 2**.
- STEP 2** Insert the short end of the handset cord into the jack at the bottom of the handset (not shown).

Figure 2 Cisco SPA525G and SPA525G2 IP Phone Connections





Number	Component
1	Auxiliary port. Only for use with the Cisco Attendant Console.
2	Power port. Insert the power adapter plug into this port. (Use only with a Cisco PA100 power adapter.)
3	Additional Ethernet port. Connect an Ethernet cable to this port to provide network connectivity to a PC. (This port cannot be used when the phone is connected to the network by using the built-in Wireless-G client.)
4	Ethernet port. Connect the network cable to this port.
5	Phone cord slot. Insert one end of the phone cord into this slot and the other into the jack at the bottom of the phone handset.
not numbered	USB port. For use with an external USB memory device (optional). You can also use the USB port to charge a device such as a mobile phone.

(Optional) Attaching the Desk Stand

Do not attach the desk stand if you want to mount the phone to the wall. If you are attaching a Cisco Attendant Console attach the console before attaching the desk stand.

-
- STEP 1** Line up the tabs on the desk stand with the slots on the back of the phone.
 - STEP 2** Slide the bottom tabs into the slots.
 - STEP 3** Lightly press down on the top of the desk stand. It should easily slide into the top slots. Do not force it.
-

(Optional) Mounting the Phone to the Wall

To mount the phone to the wall, you must purchase the MB100 wall mount bracket kit. Follow the instructions in the kit to attach the mount to the wall and the phone.

Figure 3 MB100 Wall Mount Kit



Connecting Your Phone Power

The Cisco SPA525G and Cisco SPA525G2 do not ship with power supplies. If you are not using Power over Ethernet (PoE), you must order a Cisco PA100 power adapter for each phone.

If you are using Power over Ethernet (PoE) to power the phone, the phone receives power when you connect an Ethernet cable from the phone SW port to a switch that provides PoE. See the [“Connecting Your Phone to the Wired Network” section on page 25](#). If you are using a Cisco PA100 power adapter, insert one end of the power adapter into an outlet and insert the other end into the power port on the phone body.

Connecting Your Phone to the Network

The phone can be connected to a wired or wireless network by using a Cat5 (Cat5e or higher for the Cisco SPA512G and Cisco SPA514G) Ethernet cable, or through a wireless network connection.

Connecting Your Phone to the Wired Network

Connect your phone to a wired network by using an Ethernet cable:

STEP 1 Plug the Ethernet cable into the back of the base station into the slot marked “SW.” This port is labeled #4 on [Figure 2 on page 22](#).

STEP 2 Plug the other end of the Ethernet cable into the appropriate device on your network, such as a network switch.

NOTE The Cisco SPA525G and Cisco SPA525G2 provides a second Ethernet port. You can connect a PC to this port to provide network access to the PC. This port is labeled #4 in the [Figure 2](#). This port cannot be used when the phone is connected to the network by using the built-in Wireless-G client.

Connecting Your Phone to the Wireless Network

The Cisco SPA525G and Cisco SPA525G2 phone supports connections to a wireless network. Before setting up the wireless network, you must know the wireless security type for your router. The phone works with the following security types:

- **Wired Equivalent Privacy (WEP)**—With this type of security, you must enter a 64- or 128-bit key on the phone (or a more easily remembered passphrase to generate the key). The phone then authenticates with your router to provide a secure connection.
- **Wi-Fi Protected Access (WPA)**—The phone supports WPA PSK, WPA2 PSK, WPA Enterprise, and WPA2 Enterprise. With this type of security, you will at the minimum be required to enter a password on the phone. The phone then authenticates with your router to provide a secure connection.

NOTE The PC port is not supported in wireless operation; the PC port is only supported in a wired environment.

Determine Your Wireless Router Security Type

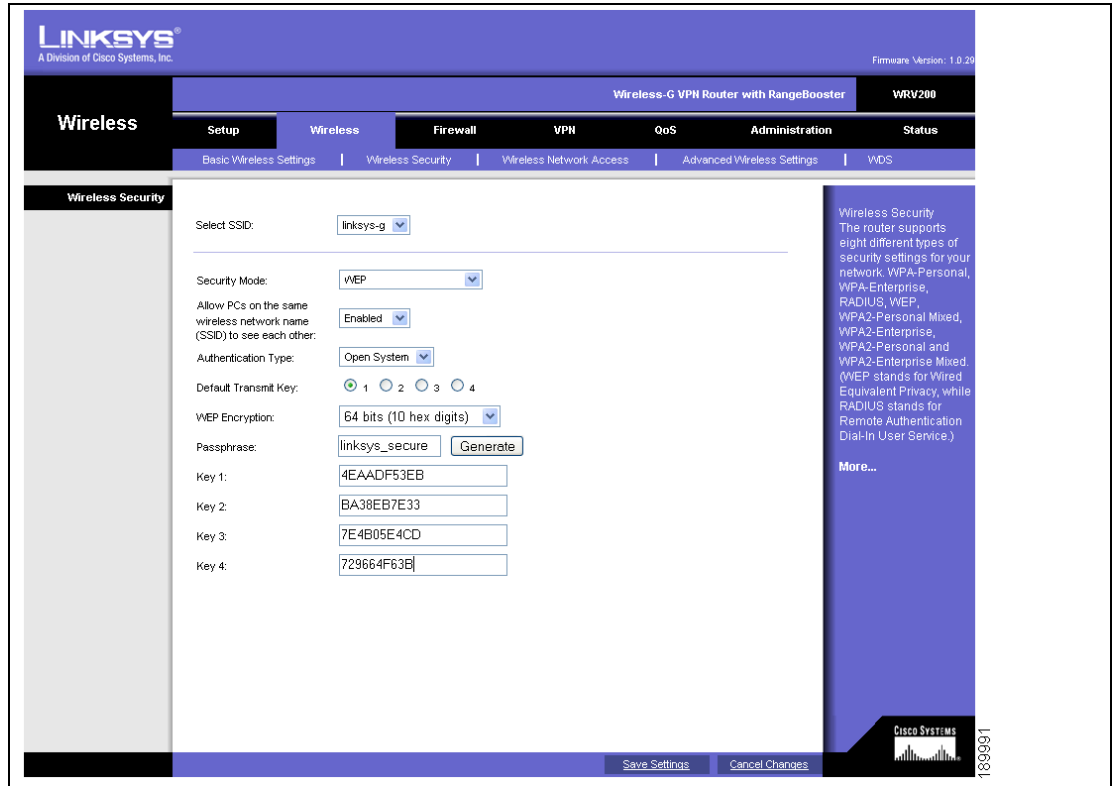
If you do not know your wireless router security type, log in to the router interface to get this information. The steps below are written for a Cisco Small Business router, but procedures for other routers should be similar.

- STEP 1** Log in to your wireless router web interface. Your computer must be connected to same subnetwork as the router. Enter the IP address of the wireless router in the browser toolbar.
- STEP 2** If required, enter the user name and password. (By default, Linksys routers typically use “admin” for the user name and “admin” for the password. Cisco routers typically use **cisco** for the username and **cisco** for the password.)
- STEP 3** View the Wireless tab or screen. Note the network name (SSID) and the type of security (WEP, WPA Personal, or WPA2 Personal).

If your router is using WEP, note the following information:

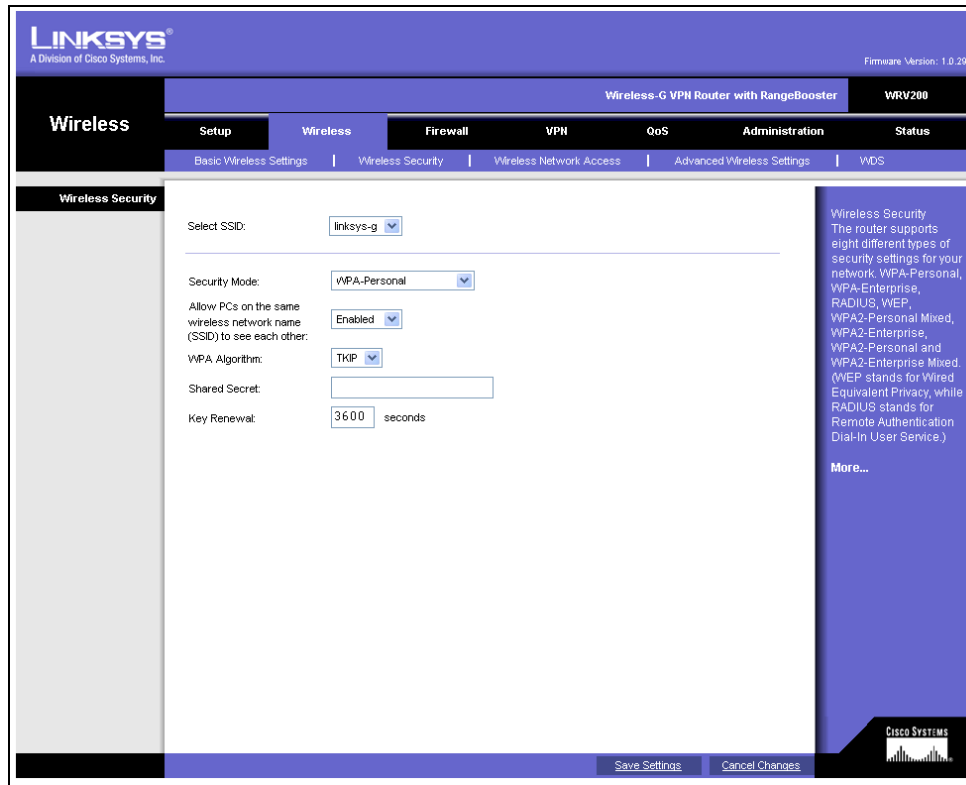
- **WEP encryption:** 64 bit or 128 bit. You need to choose this later.
- **Default transmit key, or TX key:** The default key (of the 4) that the router transmits to authenticate. This value will be 1, 2, 3, or 4.
- **Passphrase and keys:** You choose one of two methods to enter the WEP key. You either directly enter the WEP key, or enter a more simple passphrase to generate the WEP key.

The following example shows WEP information for a Linksys WRV200 router:



If your router is using WPA, note the WPA shared key, or passphrase that you shall enter when configuring the phone.

The following example shows WPA information for a Linksys WRT160N router:



Setting the Phone Wireless Connection

To set up the Cisco SPA525G and Cisco SPA525G2 wireless connection:

- STEP 1** If you have plugged in an Ethernet cable to connect the phone to the wired network, remove it and reboot the phone. When the phone is connected by using wired Ethernet, the phone Wi-Fi connection is disabled.
- STEP 2** Press **Setup**.
- STEP 3** Scroll to **Network Configuration** and press **Select**.
- STEP 4** In the Wi-Fi field, press the **Left** or **Right Arrow** key to turn Wi-Fi on.
- STEP 5** Press **Save**.
- STEP 6** Scroll to Wi-Fi Configuration and press the **Right Arrow** key.

STEP 7 Choose one of the following options:

- **Wireless Profile**—Use this option to add a new wireless profile (either manually or by scanning for available networks), editing an existing wireless profile, or connecting to a previously configured network. See **Manually Adding a Wireless Profile, page 30**.
- **Wi-Fi Protected Setup**—If your wireless router supports Wi-Fi Protected Setup, use this method to set up your wireless connection. See **Using Wi-Fi Protected Setup, page 29**.

Using Wi-Fi Protected Setup

If your router has a WPS button, you can use Wi-Fi Protected Setup to add a new wireless network profile.



STEP 1 In the Wireless Configuration screen, select *Wi-Fi Protected Setup*.

STEP 2 Choose one of the following options:

Push Button Configuration:

- a. Press the WPS button on your router.
- b. On your phone, highlight **Push Button Configuration** and press **Select**. Your phone might reboot before the Wi-Fi connection is established.

PIN Configuration:

- a. After selecting **PIN Configuration** on your phone, note the PIN displayed.
- b. Connect to your router interface by using a PC by following the instructions provided with your router.
- c. If required, enter the user name and password. (By default, Linksys routers typically use **admin** for the user name and **admin** for the password. Cisco routers typically use **cisco** for the username and **cisco** for the password.)
- d. Locate the Wireless Protected Setup configuration menu.
- e. Enter the PIN into the field that allows you to setup wireless devices by using a PIN.

- f. Save your changes.
- g. On the Cisco SPA525G and Cisco SPA525G2, with PIN Configuration highlighted, press **Select**. To add the connection as a profile, press **OK**. Your phone might reboot before the Wi-Fi connection is established.

Manually Adding a Wireless Profile

To add a new wireless network profile:

-
- STEP 1** In the Network Configuration screen, ensure Wi-Fi is enabled.
 - STEP 2** Scroll to **Wi-Fi Configuration** and press the **Right Arrow** key to enter the Wi-Fi Configuration screen.
 - STEP 3** Select **Wireless Profile**. Current wireless profiles are displayed.
 - STEP 4** Do one of the following tasks:
 - Scan for available networks. See [Scanning for Available Networks, page 30](#).
 - Manually add the network. See [Manually Adding a Network, page 31](#).

Scanning for Available Networks

NOTE If your router has SSID (router name) broadcast disabled, it might not appear in the list of networks. In that case, you must manually add the SSID (see [Manually Adding a Network, page 31](#)).

-
- STEP 1** In the Wireless Profile screen, press **Scan**.
 - STEP 2** In the list of available networks, scroll to the desired network and click **Add** to select the highlighted network.
 - STEP 3** (Optional) Press the **Right Arrow** key under Security Mode to set the security options:
 - WEP—Wired Equivalent Privacy: You must enter the Default Transmit Key, Key Type and Length, and the keys.
 - WPA PSK or WPA2 PSK: You must enter the Cipher Type (TKIP or AES CCMP) and the shared key.

- WPA/WPA2 Enterprise: This type of authentication requires some advanced expertise because it involves setting up a radius server for authentication and, in some cases, creation of certificates for both the radius server and the phone. See

You must enter the Cipher Type (TKIP or AES CCMP) and the EAP Type:

- TTLS—Enter the anonymous ID, choose whether the phone should check for the server certificate, choose the TTLS Inner Protocol (MSCHV2, MSCHAP, PAP, CHAP, or MD5), and enter the user ID and password.
- LEAP—Enter the user ID and password.
- TLS—Enter the user ID, choose whether the phone should check for the server certificate, enter the user ID, and configure the root certificate and user certificate (see the [“Uploading Security Certificates to the Phone” section on page 32](#)).

STEP 4 To save as a wireless profile, press **Save**.

Manually Adding a Network

STEP 1 From the Wireless Profile screen, press **Option** and select **Add New** to manually add the network.

STEP 2 (Optional) Press the **Right Arrow** key under Security Mode to set the security options:

- WEP—Wired Equivalent Privacy: You must enter the Default Transmit Key, Key Type and Length, and the keys.
- WPA PSK or WPA2 PSK: You must enter the Cipher Type (TKIP or AES CCMP) and the shared key.
- WPA/WPA2 Enterprise: You must enter the Cipher Type (TKIP or AES CCMP) and the EAP Type:
 - TTLS: Enter the anonymous ID (typically, **anonymous** unless the RADIUS server has other rules), choose whether or not the phone should check for the server certificate, choose the TTLS Inner Protocol (MSCHV2, MSCHAP, PAP, CHAP, or MD5), and enter the User ID and password.
 - LEAP: Enter the User ID and password.

- TLS: Enter the User ID, choose whether the phone should check for the server certificate, enter the User ID, and configure the Root certificate and User certificate (see the **“Uploading Security Certificates to the Phone”** section on page 32).

STEP 3 To save as a wireless profile, press **Save**.

Uploading Security Certificates to the Phone

If you are using some types of wireless security (for example, WPA2 Enterprise), you must upload security certificates to the phone. Certificates must be in the following format:

- Root certificate: DER encoded binary x.509 (CER)
 - User certificate: Personal Information Exchange (PKCS# 12(.PFX))
-

STEP 1 Connect a USB storage device to your PC.

STEP 2 Create a directory named **ca** on the USB device and copy the certificate files into that directory.

STEP 3 Remove the USB device from your PC and insert it into the USB slot on the IP phone.

STEP 4 After creating a wireless profile, in the Profile screen, press the **Right Arrow** key under Security Mode to set the security options (WPA Enterprise or WPA2 Enterprise).

STEP 5 Scroll to **Root Certificate** and press the **Right Arrow** key. All files in the ca folder are displayed.

STEP 6 Use the **Up Arrow** or **Down Arrow** key to choose the certificate you want to install (for example, the root certificate). press **Select**.

STEP 7 Press **Save** to save the profile.

Verifying Phone Startup

After receiving power and network connectivity, the phone executes a boot-up sequence. During this sequence, the display shows the Cisco logo. All of the lights on the phone will flash. After this sequence (about five seconds) the phone displays the standard menu. The date, name and number of the phone appear on the top line of the IP phone screen. At the bottom of the IP phone screen, softkeys appear over their associated buttons.

If the phone does not display this screen, confirm your installation and connections. If these are correct, try unplugging the phone and plugging it back in again. If you still don't see the display, then contact your phone system administrator or Internet Telephony Service Provider (ITSP).

Your phone ships with pre-installed firmware. However, later firmware versions might be available that add features and fix problems with your phone. You should upgrade your phone to the latest firmware for ideal performance. Often this happens automatically when you connect the phone to the network.

**CAUTION**

If you are using your phone with an Internet Telephony Service Provider (ITSP) system, **do not manually upgrade your phone firmware without consulting your service provider.** Your provider might automatically upgrade your phones without any action on your part.

Updating Your Phone Firmware

Firmware updates are done from the Cisco Configuration Assistant. For detailed update instructions, see the [Cisco Configuration Assistant Smart Business Communications System Administrator Guide](#) for your software release.

To update the firmware:

-
- STEP 1** Download the phone firmware from CCO to your PC that is running the Cisco Configuration Assistant software.
 - STEP 2** Launch the Cisco Configuration Assistant (CCA) and connect to the customer site or UC 500 device.
 - STEP 3** Choose **Home > Topology** to open the Topology View if it is not already open.

-
- STEP 4** Locate the phone firmware file that you downloaded from Cisco.com (for example: spa525g2-7-4-4.bin).
- STEP 5** In the Topology View, use the mouse to drag the phone load file from the folder on your PC to the UC 500 icon.
- If CCA recognizes the file as a valid phone load, a popup dialog displays and you are prompted to upload the file.
- STEP 6** Select the file and click **Upload**. The dialog displays the upload and updated progress.
- STEP 7** Right-click the phone icon in the CCA topology view and restart the phone.
-

Using Basic Phone Functions

This chapter describes how to use the basic functions of your Cisco SPA525G and SPA525G2 IP phone. It includes the following sections:

- **Placing or Answering a Call, page 36**
- **Adjusting Call Volume and Muting, page 36**
- **Using Mute, page 37**
- **Putting a Call on Hold, page 37**
- **Resuming a Call, page 37**
- **Ending a Call, page 37**
- **Transferring Calls, page 38**
- **Managing Call Waiting, on page 38**
- **Recording a Live Call, on page 39**
- **Viewing and Returning Calls, page 39**
- **Forwarding Calls, page 40**
- **Setting Do Not Disturb, page 40**
- **Picking Up a Call, page 42**
- **Placing a Three-Way Conference Call, page 42**
- **Using the Phone Directories, page 43**
- **Using the Call History Lists, page 46**
- **Accessing Voicemail, page 48**

Placing or Answering a Call

You might have to dial a number or numbers to reach an outside line. Ask your system administrator.

Depending on the phone system setup, you might be able to place or answer calls by using various methods.

To place or answer a call:

- Pick up the handset.
- Press the **Speaker** button.
- Press the **Headset** button.
- Press a line button to place a call or a blinking line button to answer a call.
- Dial the number, and then lift the handset.
- Dial the number and press **Dial**.
- Press **New Call** and dial the number.
- Select a number from the directory and press **Dial**.
- Press **Redial** to dial the last number that you called.
- If you are on a call and another call comes in, press **Answer** to place the current call on hold and answer the incoming call. To return to the first call, select it by using the **Up Arrow** key or the **Down Arrow** key and then press **Resume**.
- To place a new call while another call is active on the same line, press **Hold**, press **New Call**, and enter the number.

Adjusting Call Volume and Muting

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

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

Using Mute

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

Putting a Call on Hold

To put an active call on hold, press the **Hold** button/**Hold** softkey. A series of beeps or music on hold plays for the caller to indicate that the call is on hold.

Resuming a Call

To resume a call, press the (optionally configured) flashing red line button for the call or press the **Hold** button or the **Resume** softkey. If you have multiple calls, all calls are put on hold except the active call.

Ending a Call

To end a call:

- If you are using the handset, hang up or press the **EndCall** softkey.
- If you are using the speakerphone, press **Speaker**.
- If you are using the headset, either press the **Headset** button (wired) or replace the receiver (wireless).
- Press **EndCall** to hang up one call, and preserve another call. If necessary, remove the call from hold by pressing the line button.

Transferring Calls

You can transfer a call to another extension.

-
- STEP 1** During an active call, or with a call on hold, press **Transfer**.
- STEP 2** Do one of the following:
- Enter the number to where you want to transfer the call; or
 - Use the directory to choose a number from the personal directory.
- STEP 3** Press **Dial** or wait a few seconds. The call is placed on hold and a new line is opened to dial the number.
- STEP 4** Do one of the following:
- To transfer the call without waiting for the other person to answer, press **Transfer** after the call begins to ring and hang up. If you hang up before the second call rings, the transfer fails and the first call is disconnected. If you misdial, press the second line button again to receive a dial tone.
 - To transfer after speaking privately to the other person, press **Transfer** at any time during the conversation.
-

Managing Call Waiting

If you are on a call when a second call comes in, you will hear a call-waiting tone and, or, see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call on the same line:

-
- STEP 1** Use the navigation button to select the call.
- STEP 2** Press **Answer** to answer the call. The call on the other line is automatically put on hold.
-

To return to the original call, use the following method:

-
- STEP 1** Use the navigation button to select the call.
 - STEP 2** Press **Resume** to reconnect to the call.
-

Recording a Live Call

If this feature is available on your phone, you can record a call.

-
- STEP 1** Press **LiveRcd**. This puts the other party on hold and initiates a call to the configured live record number.
 - STEP 2** Press **LiveRcd** again to stop the recording.
-

Viewing and Returning Calls

You can view, edit, and return calls by looking the number up in the call history. For example, the IP phone screen on your IP phone notifies you if a call came in that was unanswered. To return the missed call, you can press **Missed** to view a list of missed calls and dial a selected number.

To redial any call by selecting it from a call history list:

-
- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **Call History** and press **Select**.
 - STEP 3** Scroll to the desired list, such as **Missed Calls**, and press **Select**.

If a call is from an outside line or a long distance number, it might be necessary to edit the call before returning it. For example, it might be necessary to add a prefix digit that your system requires for an outgoing call. You can:

- Press **Dial** to dial the number that called you.
- Press **EditDial** to edit the number before calling it, and then press **Dial**.

- Press **Option** to modify the list and choose:
 - **Delete Entry** to remove the entry from the list.
 - **Delete List** to delete all entries from the list.
 - **Add to Address Book** to add the entry to your personal address book.
-

Forwarding Calls

When you will be away from your phone, you can press a button to forward all calls to a specified number. The number can be an extension, the voice mail system, an external number, or one of your programmed speed dial numbers.

-
- STEP 1** Press **CFwdAll**.
- STEP 2** Enter the number, including any prefix digit that your system requires for an outgoing call.
OR press a speed dial button to forward calls to a programmed speed dial number.
- STEP 3** Press **EndCall** to save your settings.
- STEP 4** When you are ready to cancel call forwarding, press **CFwdAll**.
-

Setting Do Not Disturb

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

-
- STEP 1** To set Do Not Disturb, press **Do Not Disturb** on your phone. The IP phone screen indicates that Do Not Disturb is turned on for your phone.

Press **Setup** and select **User Preferences**. Then:

-
- STEP 1** Choose **Call Preferences**.
 - STEP 2** Scroll to *Do Not Disturb*.
 - STEP 3** Press the **Right Arrow** key to turn Do Not Disturb on.
 - STEP 4** Press **Save**.

-
- STEP 5** To turn off Do Not Disturb, press **DnD**.
Press **Setup** and select **User Preferences**. Then:

-
- STEP 1** Choose **Call Preferences**.
 - STEP 2** Scroll to *Do Not Disturb*.
 - STEP 3** Press the **Right Arrow** key to turn Do Not Disturb off.
 - STEP 4** Press **Save**.
-

Configuring Call Waiting

Call waiting alerts you when you are on a call with a status message and ringing that another call is incoming. 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 or message.

To turn call waiting on or off:

-
- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Select **Call Preferences**.
 - STEP 4** Scroll to **Call Waiting** and press the **Right Arrow** key to turn call waiting *On* or *Off*.
 - STEP 5** Press **Save**.
-

Picking Up a Call

Depending on the way your phone network is configured, you can pick up a call ringing at another extension, or a group of phones might be configured such that members of the group can pick up a call ringing at any group member phone.

To pick up a call ringing at an extension in your group:

-
- STEP 1** Press **GPickUp**. The phone displays any extensions in the group that have ringing calls.
 - STEP 2** Choose the call you want to pick up and press **Dial**.
-

To pick up a call ringing at any extension:

-
- STEP 1** Press **PickUp**.
 - STEP 2** Enter the extension number of the phone that you want to pick up.
- NOTE** For advanced call features like call park, call pickup, group pickup and so on, see the user guide from the service provider
-

Placing a Three-Way Conference Call

To initiate a conference call:

-
- STEP 1** Press **Confrn** during an active call. The first call is placed on hold, a second line is opened, and you hear a dial tone.
 - STEP 2** Dial the second person's telephone number.
 - STEP 3** Press **Confrn** again. All three parties are connected in the conference call.

When you hang up, the other two parties are disconnected. To keep the other parties in a call, but disconnect yourself from the call, press **Join** (if available on your phone system).

Using the Phone Directories

The Cisco SPA525G and SPA525G2 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.

In general, the phones provide the following types of directories:

- **Personal Address Book**—The personal directory provides a place for you to store and view frequently dialed numbers. You can also dial numbers from the directory.
- **Corporate Directories**—Depending on your phone network configuration, the following directories are available:
 - Corporate Directory (XML)
 - Directory using Lightweight Directory Access Protocol (LDAP).

Using Your Personal Address Book

To access the Phone Directory, press **Setup**, select **Directories**, and select **Personal Address Book**.

You have the following options in the Address Book:

- **Options**—Press **Options** and choose one of the following options:
 - Search—Search for a name.
 - Delete—Delete a contact.
 - Copy—Copy a contact.
 - Paste—Paste a contact.
 - Edit Dial—Edit a contact's number before dialing.
- **Dial**—Press to dial a highlighted contact.
- **Add**—Choose to add a new contact.

Use the **Down Arrow** key to scroll through entries in the address book. Use the **Right Arrow** key to scroll through the phone numbers available for the highlighted contact.

Adding a New Contact

To add a new entry to the directory:

STEP 1 In the Personal Address Book screen, press **Add**.

STEP 2 Use the keypad to enter the name of the directory entry. When finished with the name, use the **Down Arrow** to navigate to the other fields.

TIP To enter numbers and letters, press **Option** and select **Input All**. To enter only numbers, press **Option** and select **Input Num**. To clear all characters from an entry, press **Option** and select **Clear**.

STEP 3 Enter the office, mobile, or home phone number, including any digits you must dial to access an outside line and the appropriate area code, if necessary. You must enter at least one phone number for a contact.

TIP To enter numbers and letters, press **Option** and choose **Input All**. To enter only numbers, press **Option** and select **Input Num**. To enter an IP address, press **Option** and select **Input IP**. To clear all characters from an entry, press **Option** and select **Clear**.

STEP 4 Press **Save** to save the entry.

Copying a Contact

You can copy a contact to create a new contact, changing information as necessary on the second contact. To copy a contact:

STEP 1 In the Personal Address Book screen, scroll to highlight a contact.

STEP 2 Press **Option** and select **Copy**.

STEP 3 Press **Option** again and select **Paste**.

STEP 4 Edit any necessary fields and press **Save**.

Searching for a Contact

To search for a contact:

STEP 1 In the Personal Address Book screen, press **Option** and select **Search**.

STEP 2 Begin to enter the person's name. The list below displays entries as you type in characters. Scroll to highlight the entry you want.

You can press **Dial** to call the contact, or **Option** to delete, copy, or edit the contact.

Deleting a Contact

To delete a contact:

STEP 1 In the Personal Address Book screen, highlight the contact you want to delete.

STEP 2 Press **Option** and select **Delete**.

STEP 3 Press **OK** to delete the contact.

Editing a Contact

To edit a contact's phone information:

STEP 1 In the Personal Address Book screen, highlight the contact you want to edit.

STEP 2 Choose one of the following options:

- Press the center **Select** navigation button to choose the contact and edit the numbers in the entry. Use **delChar** to delete numbers individually, or press **Option** and choose **Clear** to delete all of the numbers.
 - Press **Save** when finished.
-

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

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 **Dir/Directory** or press the **Setup** button, select **Directories**.

STEP 2 Select **Personal Address Book**.

STEP 3 Press **Import**.

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.

Using the Corporate Directory

NOTE Depending on your Internet Telephony Service Provider or corporate network setup, you may not have a corporate directory available to you.

To use the corporate directory:

STEP 1 Press **Setup** and select **Directories**.

STEP 2 Scroll to the **Corporate Directory** you want to view and press **Select**.

Using the Call History Lists

Viewing the Call History Lists

To view the Call History lists:

STEP 1 Press **Setup**.

STEP 2 Scroll to **Call History** and press **Select**.

STEP 3 Select the Call History list you want to view. Available Call History lists are:

- **All Calls**—Shows all calls placed, received, or missed.
- **Missed Calls**—Shows the last 60 missed calls.

- **Received Calls**—Shows the caller ID of the last 60 answered calls.
- **Placed Calls**—Shows all calls placed from the phone.

STEP 4 Press **Select** to view the list.

Deleting a Call History List

STEP 1 Press **Setup**.

STEP 2 Scroll to **Call History** and press **Select**.

STEP 3 Scroll to the Call History list you want to delete.

STEP 4 Press **Option** and select **Delete List**.

STEP 5 Press **OK** to delete the list.

Calling from the Call History Lists

To dial a number from one of the Call History lists:

STEP 1 Choose the call.

STEP 2 Press **Dial**.

NOTE If the call was from a long distance number, you may have to edit the call before dialing it. Press **EditDial** and use the softkeys and keypad to edit the number.

Deleting an Entry from the Call History Lists

STEP 1 In the call history list, choose the call.

STEP 2 Press **Option** and select **Delete Entry**.

STEP 3 Press **OK**.

Saving a Call History List Number to Your Directory

- STEP 1** In the call history list, choose the call.
 - STEP 2** Press **Option** and select **Add to Address Book**.
 - STEP 3** Press **Select**. The Address Book entry screen appears.
 - STEP 4** Edit the information (if desired) and press **Save** again. The entry is added to your directory.
-

Accessing Voicemail

To access voicemail, press **Messages** on your phone. Your system administrator must configure your phone with the correct voicemail number so that pressing the **Messages** button automatically dials your voicemail system.

Using Advanced Phone Functions

This chapter describes how to configure advanced features on your Cisco SPA525G and SPA525G2 IP phone. It contains the following sections:

- [Using Your Bluetooth-Enabled Mobile Phone, page 49](#)
- [Playing MP3 Files on Your Phone, page 57](#)
- [Customizing Your IP Phone Screen, page 59](#)
- [Restarting Your Phone, page 61](#)
- [Viewing Phone, Network, and Call Information, page 62](#)
- [Viewing the Wireless Connection Status, page 63](#)
- [Advanced Menus for Technical Support Personnel, page 64](#)

Using Your Bluetooth-Enabled Mobile Phone

The Cisco SPA525G or SPA525G2 support Bluetooth to allow use of the phone with a wireless Bluetooth-enabled headset. The Cisco SPA525G2 also supports the use of your IP phone in conjunction with Bluetooth-enabled mobile phone. You can do the following:

- Pair your Bluetooth-enabled mobile phone and the IP phone. Your mobile phone is assigned a line button on the Cisco SPA525G2.
- Switch audio for in-progress calls between your mobile phone and the Cisco SPA525G2.
- Import your mobile phone address book to your Cisco SPA525G2 personal address book.
- Use your Cisco SPA525G2 as a handsfree device for your mobile phone.

Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA525G2 that is posted at the Cisco support community at <http://www.cisco.com/go/smallbizsupport>. Also consult the latest Cisco SPA525G2 release notes available at cisco.com.

NOTE The layout and options shown on the phone screens might differ slightly, depending on the type of phone system to which your Cisco SPA525G2 is connected.

Enabling Bluetooth

- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **User Preferences** and press **Select**.
- STEP 3** Scroll to **Bluetooth Configuration** and press **Select**.
- STEP 4** With **Bluetooth** selected, press the **Right Arrow** key repeatedly until the screen displays a blue check mark in the field.
- STEP 5** Press **Save**.

Pairing Your Cisco SPA525G2 with a Bluetooth-Enabled Mobile Phone

To pair your Cisco SPA525G2 with your Bluetooth-enabled mobile phone, you can initiate pairing from the Cisco SPA525G2 or from your 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

Initiating Pairing from the Cisco SPA525G2

The Cisco SPA525G2 connects to one Bluetooth device at a time. If multiple Bluetooth devices are in range of the Cisco SPA525G2, the order of devices in the **Bluetooth Configuration > Bluetooth Profiles** list is used, and the device with a higher priority is activated first.

To pair a Bluetooth device with the IP phone:

-
- STEP 1** Enable Bluetooth on the IP phone as described in the **“Enabling Bluetooth” section on page 50**.
 - STEP 2** Press the **Setup** button.
 - STEP 3** Scroll to **User Preferences** and press **Select**.
 - STEP 4** Scroll to **Bluetooth Configuration** and press **Select**.
 - STEP 5** Scroll to **Bluetooth Mode** and press the **Right Arrow** key to choose one of the following:
 - **Handsfree**—Your Cisco SPA525G2 will operate as a handsfree device with a Bluetooth-enabled mobile phone.
 - **Phone**—Your Cisco SPA525G2 pairs with a Bluetooth headset only. Choose this option if you do not use the IP phone with a Bluetooth-enabled mobile phone.
 - **Both**—Your Cisco SPA525G2 will operate with your Bluetooth-enabled mobile phone or a Bluetooth headset.
 - STEP 6** Scroll to **Bluetooth Profiles** and press the **Right Arrow** key to enter the profile screen.
 - STEP 7** Press **Scan** to scan for the Bluetooth device.

Depending on the network environment (for example, the number of Bluetooth devices and noise level), your Bluetooth headset might not appear on the found devices list. Ensure the headset is powered on and has Bluetooth activated, and retry the scan.
 - STEP 8** In the **Select a Bluetooth Device to Pair** list, select the device that you want to pair and press **Connect**.
-

Initiating Pairing from Your Bluetooth-Enabled Mobile Phone

The procedure varies depending on your phone model. You must turn Bluetooth on, and it might be necessary to configure a separate setting to make your mobile phone discoverable by other devices.

Before starting, it is helpful to find the MAC address of your Cisco SPA525G2 IP phone. Go to the **Setup** menu and select **Status > Product Information**. The MAC address is listed.

The following procedure uses an Apple iPhone as an example:

- STEP 1** On your iPhone, click **Settings**.
- STEP 2** Under **General**, choose **Bluetooth**. Verify that Bluetooth is turned on.
- STEP 3** In the Bluetooth Window, under **Devices**, find the MAC address of your Cisco SPA525G2 IP phone.
- STEP 4** Select the MAC address of the Cisco SPA525G2.
- STEP 5** Enter the PIN (the default is 0000) and press **Connect**.

When paired with your mobile phone, the Cisco SPA525G2 display screen assigns one of your line buttons to the mobile phone. A mobile phone icon with a flashing lightning bolt icon is displayed next to the mobile phone name, number, or other identifier (such as the phone model) for your phone.

The name, number, or other identifier shown depends on what is configured on your mobile phone. If you have not configured a name on your paired phone, the phone might display your phone number or some other identifier (such as the phone model). The display name can vary, depending on your phone model and configuration.

Verifying that the Cisco SPA525G2 is Paired

The Bluetooth phone icon colors show the status of your mobile phone and/or the Cisco SPA525G2:

- No icon—Bluetooth is disabled
- Gray icon— Bluetooth is enabled, but the phones are not connected.
- Blue icon—Bluetooth is enabled and the Cisco SPA525G2 is connected to a headset.

- Green icon—Bluetooth is enabled and the Cisco SPA525G2 is connected to a mobile phone.

To verify the mobile phone configuration:

-
- STEP 1** On the Cisco SPA525G2, press the **Setup** button.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Scroll to **Bluetooth** and press **Select**.
 - STEP 4** Scroll to **Bluetooth Profiles** and press the **Right Arrow** key.

The mobile phone appears in the list of Bluetooth devices.

Importing Your Mobile Phone Address Book into the Cisco SPA525G2

Not all mobile phones support importing your address book.

To import your mobile phone book into the personal address book on the Cisco SPA525G2:

-
- STEP 1** Press the **Setup** button and select **Directories**.
 - STEP 2** Select **Personal Address Book**.
 - STEP 3** Press **Import**.

Depending on your mobile phone, it might be necessary to authorize the Bluetooth connection, even if the phone is already paired with the Cisco SPA525G2.

The phone displays a status message about the import.

If the import is successful, your imported contacts are shown in the directory.

Making a Mobile Phone Call through the Cisco SPA525G2

When you make a mobile phone call by using your Cisco SPA525G2, your Cisco SPA525G2 acts as a handsfree device for your phone. The call is made through your mobile phone, but the audio is present on and the call control is done by using the Cisco SPA525G2. (See “[Switching Audio from Your Cisco SPA525G2 to Your Mobile Phone](#)” section on page 55.)

To make a call through a mobile phone:

-
- 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** Do one of the following:
- Enter a number on the dial pad and press **Dial**.
 - Press the **Setup** button and select **Directories**. Choose a number and press **Dial**.
 - Scroll to recently-called number and press **Select**.

NOTE You probably do not dial a digit to reach an outside line on your mobile phone. If you usually enter a digit before dialing (such as 9) to reach an outside line from the Cisco SPA525G2 when it is not paired with a mobile phone, it might not be necessary to do so when calling through your mobile phone; follow the usual process for making calls on your mobile phone.

The outgoing call appears on both your Cisco SPA525G2 and your mobile phone display. The Cisco SPA525G2 displays an off-hook icon next to the mobile phone display name.

After the call is connected, the icon next to the mobile phone display shows that the call is established. The audio goes through the Cisco SPA525G2, although the mobile phone display also shows a connected call.

The layout and options shown on your phone screen might differ slightly, depending on the type of phone system to which your Cisco SPA525G2 is connected.

Receiving Mobile Phone Calls by using the Cisco SPA525G2

If your mobile phone is paired with the Cisco SPA525G2, an incoming call to your mobile phone is also shown on the Cisco SPA525G2.

Do one of the following:

- Press **Answer** to connect to the call.
- Press the red flashing line button associated with your mobile phone.
- Pick up the Cisco SPA525G2 handset.
- Press **Ignore** to ignore the call.

Switching Audio from Your Cisco SPA525G2 to Your Mobile Phone

You can only switch audio back and forth between the Cisco SPA525G2 and your mobile phone if the call is connected by using the Cisco SPA525G2-to-mobile phone feature. You cannot switch a call on your Cisco SPA525G2 that is not associated with your mobile phone.

To switch audio from your Cisco SPA525G2 to your mobile phone during a call, press **Handset**.

To switch audio back to the Cisco SPA525G2 from your mobile phone, on a connected call, press **Handsfree**.

Viewing Mobile Phone Battery and Signal Information on Your Cisco SPA525G2

When a mobile phone call is incoming, outgoing, or connected on your Cisco SPA525G2, the phone display shows information about your mobile phone. Not all mobile phones support this function.

The layout and options shown on your phone screen might differ slightly depending on the type of phone system to which your Cisco SPA525G2 is connected.

The display bubble shows the following information if it is supported by the mobile phone:

- Battery indicator—Shows the battery life left on your mobile phone.
- Signal strength—Shows the signal strength for your mobile phone.
- Network—The phone network for your mobile phone.

Charging Your Mobile Phone Using Your Cisco SPA525G2

You can use the USB port on the Cisco SPA525G2 to charge your mobile phone if your phone has a USB connection.



Playing MP3 Files on Your Phone

Your IP phone contains an audio player that can play .mp3 files. To play music on your IP phone, you must load the audio files onto a USB memory device (not provided with the phone). The phone reads the content of the files from the device, so the device must remain inserted while playing the files.

Only MP3 music without Digital Media Rights protection can be played on the IP phone.

Creating the Playlist

The MP3 playlist on the phone is limited to 48 songs.

To create a playlist:

-
- STEP 1** Connect a USB storage device to your PC.
 - STEP 2** Create a directory named **mp3** on the USB device and copy the audio files into that directory.
 - STEP 3** Remove the USB device from your PC and insert it into the USB slot on the phone.
 - STEP 4** Press the **Setup** button.
 - STEP 5** Scroll to **MP3 Player** and press **Select**.
 - STEP 6** Press **Add List** to create a playlist from the songs on the USB device.
 - STEP 7** Choose songs by using one of the following methods:
 - Choose individual songs by scrolling to the song you want and pressing the **Right Arrow** key or **Select**.
 - Choose all songs on the USB device by pressing **SelectAll**. You can clear all songs by pressing **ClearAll**.
 - STEP 8** After choosing songs, the songs are marked with a check next to the song. Press **Add** to add the selected songs to the playlist.
-

Playing Songs

In the Playlist, scroll to the song you want to begin playing and press **Play**.

You can control the play by using the following controls:

- **Stop**—Stop the song. Pressing play restarts the song.
- **Previous**—Move to the previous song in the playlist.
- **Next**—Move to the next song in the playlist.
- **Back**—Move back one screen to the playlist.

Controlling the Audio

Use the **Volume** button to turn the sound up or down.

To switch the audio destination between the speaker, headset, and handset, press the **Up Arrow** or **Down Arrow** key. The icon on the left above the song length display shows the audio destination of speaker, handset, or headset.



Customizing Your IP Phone Screen

You can customize your IP phone screen.

Changing the Screen Contrast

To adjust the contrast of the IP phone screen:

-
- STEP 1** Press the **Setup** button.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Scroll to **Screen Preferences** and press **Select**.
 - STEP 4** Scroll to **Display Brightness**. The default contrast is 15. Enter a number between 1 (lowest) and 15 (greatest) to change the contrast.
 - STEP 5** Press **Save**.
-

Setting the Screen Backlight Timer

You can set a timer for your screen so that your IP phone screen becomes dark after a specified time when the phone is idle.

-
- STEP 1** Press the **Setup** button.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Scroll to **Screen Preferences** and press **Select**.
 - STEP 4** Scroll to **Backlight**. Press the **Right Arrow** key to choose *On*, which means that the darkening feature is enabled.
 - STEP 5** Scroll to **Backlight Timer**. Enter the number of seconds before the display should shut off after the phone is idle.
 - STEP 6** Press **Save**.
-

Configuring the Phone Screen Saver

You can enable your phone screen saver and specify its appearance and the amount of time for the phone to be idle before it begins.

To configure your screen saver:

-
- STEP 1** Press the **Setup** button.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Scroll to **Screen Preferences** and press **Select**.
 - STEP 4** With Screen Saver highlighted, press the **Right Arrow** key to toggle the feature on (checked) or off (unchecked).
 - STEP 5** Scroll to **Screen Saver Settings** and press the **Right Arrow** key to choose the settings:
 - Screen Saver Type—Choose from:
 - Black Background—Displays a black screen.
 - Gray Background—Displays a gray screen.
 - Black/Gray Rotation—The screen cycles from black to gray.
 - Picture Rotation—The screen rotates through a series of pictures that your system administrator has made available on the phone.
 - Digital Frame—Displays the background picture.
 - Trigger Interval—Enter the number of seconds that the phone remains idle before the screen saver displays.
 - Refresh Interval—Enter the number of seconds to elapse before the screen saver refreshes (if, for example, you chose a rotation of pictures).
 - STEP 6** Press **Save**.
-

Changing the Phone Wallpaper

To change the background picture on your phone:

-
- STEP 1** Press the **Setup** button.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Scroll to **Screen Preferences** and press **Select**.
 - STEP 4** Scroll to **Wallpaper**. Press the arrow keys to select an image to use as the wallpaper.
 - STEP 5** Use the navigation arrows to highlight an image. To preview how the image will look on your phone, highlight the image and press **View**.
 - STEP 6** Press **Select** to choose the image.
 - STEP 7** Press **Save**.

NOTE The phone wallpaper has resolution restriction; select 320x240 image in JPEG or BMP format.

Restarting Your Phone

It might be necessary to restart your phone. For example, if the screen locks up. To restart your phone:

-
- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **Device Administration** and press **Select**.
 - STEP 3** Scroll to **Restart** and press **Select**.
-

Viewing Phone, Network, and Call Information

The Cisco SPA525G and SPA525G2 provide menus to view status and network information about your phone.

Viewing Product Information

To view product information about your phone:

-
- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **Status** and press **Select**.
- STEP 3** Select **Product Information**. You can view the following information:
- Product Name
 - Serial Number
 - MAC (Hardware) Address
 - Software Version
 - Hardware Version
 - Certificate
 - Customization
-

Viewing Network Information

To view network information for your phone:

-
- STEP 1** Press **Setup**.
- STEP 2** Scroll to **Status** and press **Select**.
- STEP 3** Scroll to **Network Status** and press **Select**. You can view the following information:
- Network Type
 - Network Status
 - Addressing Type

-
- IP Address
 - Subnet Mask
 - Default Router
 - Primary DNS
 - Secondary DNS
 - MAC (Hardware) Address
-

Viewing Peripheral Status

To view information about phone peripherals, such as a USB memory stick or a Cisco Attendant Console:

STEP 1 Press **Setup**.

STEP 2 Scroll to **Status** and press **Select**.

STEP 3 Scroll to **Peripheral Status** and press **Select**. You can view the following information:

- USB Status
 - Attendant Console (Attn Cons) Status
-

Viewing the Wireless Connection Status

If you have set up your wireless connection (described in “[Connecting Your Phone to the Wireless Network](#)” section on page 26), you can view the status of your wireless connection.

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Network Configuration** and press **Select**.

STEP 3 Select **Wi-Fi Configuration** and press the **Right Arrow** key.

-
- STEP 4** Scroll to **Wireless Status** and press **Select**. The status, SSID name, and signal strength are displayed. Press **Detail** for more information.
-

Advanced Menus for Technical Support Personnel

These Network Configuration menus are used to configure and troubleshoot your phone and the phone network. You should not change these settings or perform these actions unless directed to do so by your phone system administrator:

- Connection Type
- Static IP Address Settings
- CDP
- VLAN
- VLAN ID
- Multicast Address
- Alternate TFTP ON>OFF
- TFTP Server 1
- DHCP Address Released ON>OFF
- Erase Configuration ON>OFF

Where to Go From Here

Cisco provides a wide range of resources to help you and your customer obtain the full benefits of the Cisco SPA525G or Cisco SPA525G2.

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Cisco Small Business Firmware Downloads	<p>www.cisco.com/go/smallbizfirmware</p> <p>Select a link to download firmware for Cisco Small Business Products. No login is required.</p> <p>Downloads for all other Cisco Small Business products, including Network Storage Systems, are available in the Download area on Cisco.com at www.cisco.com/go/software (registration/login required).</p>
Product Documentation	
IP Phone	www.cisco.com/go/spa500phones
Cisco Small Business IP Phone Accessories	www.cisco.com/en/US/products/ps10042/tsd_products_support_series_home.html
Cisco Small Business Communications Systems	www.cisco.com/go/sbcsresources
Cisco Unified Communications 500 Series	www.cisco.com/go/uc500resources

Regulatory Compliance and Safety Information for the Cisco SPA300 Series and Cisco SPA500 Series IP Phone	www.cisco.com/en/US/docs/voice_ip_comm/csbpipp/ip_phones/regulatory_compliance/guide/rcsi_500_series.pdf
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	www.cisco.com/smb

Power Adapter Statement

This product is intended to be supplied by a Listed Direct Plug-In Power Unit marked "Class 2" or Listed Adapter marked "L.P.S." (or "Limited Power Source") and rated from +5Vdc, 2A minimum.

FCC and IC Statement

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

IMPORTANT NOTE

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada Statement

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

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