

Cisco SPA525G User Manual



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USER GUIDE

Cisco Small Business

SPA525G and SPA525G2 SIP IP Phones

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Getting Started

This chapter provides an overview of your Cisco SPA525G and Cisco SPA525G2 IP phone. It contains the following sections:

- [Overview, page 8](#)
- [Understanding Your Phone Lines and Buttons, page 10](#)
- [Using the Keypad and Buttons with Menus, page 16](#)
- [Entering Numbers and Text in Fields, page 16](#)
- [Using Phone Hardware and Accessories, page 17](#)
- [Using the Cisco Attendant Console, page 21](#)

Overview

The Cisco SPA525G and Cisco SPA525G2 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 SPA525G and Cisco SPA525G2 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 SPA 525G/SPA 525G2 with a SIP phone system, such as the Cisco SPA 9000 Voice System or a BroadSoft or Asterisk system, with no limitations. If you are using the Cisco SPA 525G/525G2 with a Cisco Unified Communications 500 Series, see the Cisco Unified Communications Manager Express for Cisco Small Business IP Phone SPA 525G/SPA 525G2 User Guide.



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 SPA525G and Cisco SPA525G2 have 320 x 240 color, 3.2-inch LCD screens and can manage up to five telephone extensions. They also provide following hardware features:

- Two 10/100 Mbps Ethernet ports
- 802.3af Power-over-Ethernet support
- USB 2.0 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 for a headset
- Wireless-G client support
- Kensington security slot support

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

Use the following graphic and table to identify the parts of your phone.



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.
4	LCD Screen	Your phone may vary, but typically 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	Indicates phone line status: <ul style="list-style-type: none"> ▪ Green: Line is idle. ▪ Red (steady): Line is active or in use. ▪ Red (blinking): Line is on hold. ▪ Orange: Line is unregistered (cannot be used). ▪ 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 button to perform the action on the label on the LCD screen above.

Table 1 IP Phone Components

#	Phone Feature	Description
7	Navigation button	Press in each direction to scroll through items on the LCD screen.
8	Center Select button	Press this button to select the option or menu that is highlighted on the LCD 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.
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	Headset button	Press to turn the headset on or off. When the headset is on, the button glows green.
15	Speaker button	Press to turn the speaker on or off. When the speaker is on, the button glows green.
16	Keypad	Press keys to dial phone numbers, enter letters, and choose menu items.

Softkey Buttons

The phone displays four softkey buttons at a time on the LCD screen. Different softkey buttons display depending on the phone screen or menu that is shown. Press the **Right Arrow/Left Arrow** key or **More** softkeys to see additional softkeys.

The following table shows some of the typical Cisco SPA525G and Cisco SPA525G2 softkey buttons that are available (in alphabetical order). You might not have all of these softkey buttons, and you might have additional buttons that are not listed here. For example, your phone administrator can provide custom softkey buttons on your phone, such as buttons that provide a speed dial to a company number, or that access a specialized program that runs on your phone. Contact your phone administrator for more information.

Table 2 Cisco SPA 525G/525G2 Softkey Buttons

Button	Function
Add	Adds a new item (for example, a new directory entry).
AddList	Creates a list (for example, of MP3 files to play).
Alpha	Press to enter alphabetic characters in a data entry field.
Answer	Answers an incoming call.
Back	Returns you to the previous screen.
Barge	Press to interrupt a call on a shared extension.
BlindXfer	Performs a blind call transfer. See “Performing an Unattended (Blind) Transfer,” on page 39.
Call Rtn	Returns the last missed call by dialing the number that called you. See “Viewing and Returning Missed Calls,” on page 40.
Clear	Deletes an entire text or number field.
Clr DND	Clears Do Not Disturb.
Clr Fwd	Clears Call Forward All.
Conf	Initiates a conference call. See “Placing a Three-Way Conference Call,” on page 46.
ConfLx	Conferences existing active calls on the phone together.
Connect	Connects to the selected item (for example, to the wireless network or Bluetooth device).

Table 2 Cisco SPA 525G/525G2 Softkey Buttons

Button	Function
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 Missed Calls.
Directory	Access your personal address book. See “Using Your Personal Address Book,” on page 47.
DND	Do Not Disturb prevents incoming calls from ringing your phone. See “Setting Do Not Disturb,” on page 44.
Edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
EditDial	Edits a number before dialing.
End Call	Disconnects a call.
Forward	Forwards calls coming to your phone. See “Forwarding Calls,” on page 42.
GrPickup	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 45.
Handset	Switches audio from the Cisco SPA525G2 to your Bluetooth-enabled mobile phone. See “Using the IP Phone With Your Bluetooth-Enabled Mobile Phone” on page 62.
Handsfree	Switches audio from your Bluetooth-enabled mobile phone to the Cisco SPA525G2. See “Using the IP Phone With Your Bluetooth-Enabled Mobile Phone” on page 62.
Hold	Places a call on hold. See “Putting a Call on Hold,” on page 38.
Ignore	Ignores an incoming call.
Join	Connects a conference call.

Table 2 Cisco SPA 525G/525G2 Softkey Buttons

Button	Function
List	In some menus, shows a list of configured items (for example, a list of locations for weather or news).
Miss	Displays the list of missed calls.
Next	Moves to the next item in a list (for example, a song in the MP3 Playlist).
Option	Enters a sub-menu.
Park	Parks a call at a designated park number. The call is active until you unpark it, or the caller disconnects.
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 45 .
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).
PrivHold	Puts a call on hold on an active shared line.
Redial	Brings up the list of recently dialed numbers. See “Redialing,” on page 40 .
Refresh	Refreshes the screen. Useful after changing a configuration or when you want to update information (such as weather).
Resume	Resumes a call that is on hold.
Save	Saves your changes.
Scan	Scans for wireless networks or Bluetooth devices.
Select	Selects the highlighted item on the LCD screen.
Transfer	Performs a call transfer. See “Transferring Calls,” on page 39 .
Unpark	Connects to a parked call.
View	Displays more information about a selected item.
XferLX	Transfers existing active calls on the phone.

Using the Keypad and Buttons with Menus

You press a softkey button or other buttons to enter menus on the LCD screen.

Using Keypad Shortcuts

Use the keypad to enter the number of the menu or sub-menu item. For example, to reach the Call History menu, press the **Setup** button and press **2**.

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 through the menu items, and then press the **Select** softkey button or the center **Select** 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

Key	Character Set
4	ghi4GHI
5	jkl5JKL
6	mno6MNO
7	pqrs7PQRS
8	tuv8TUV
9	wxyz9WXYZ
0	Space 0 ~ ? > ' < "
*	. @ * & % [] _
#/P	# + - = () { }

Use the **delChar** softkey button to backspace and delete the last character.

Use the **Option > Clear** softkey button 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 may require different steps for connection. Consult the documentation for your particular headset for more information:

- Bluetooth headsets—See the **“Connecting Bluetooth Headsets” section on page 18**.

- **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 W710, W720, W730, W740 and W745)
 - CS5xx series (CS540, CS510 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, first enable Bluetooth:

STEP 1 Press **Setup**.

STEP 2 Select **User Preferences**.

STEP 3 Select **Bluetooth Configuration**.

STEP 4 With **Bluetooth** selected, press the **Right Arrow** key to turn Bluetooth *On*.

STEP 5 Press **Set**.

After enabling Bluetooth, create a profile for your headset:

STEP 1 Enable Bluetooth as described above.

STEP 2 Press **Setup**.

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:

- **Phone**—Your IP phone pairs with a Bluetooth headset only. 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 the IP Phone With Your Bluetooth-Enabled Mobile Phone](#)” on page 62 for more information on using the Cisco SPA525G2 with your 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** key to enter the profile screen.

STEP 7 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 8 In the list of found devices, select your headset and press **Select** to edit the profile.

STEP 9 Scroll to **PIN** and enter the PIN for your Bluetooth headset.

STEP 10 Scroll to **Connect Automatically** and press the **Right Arrow** key to turn to **On**.

STEP 11 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/Speakerphone During a Call

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 and press **edit**:
- 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 23](#)
- [Connecting the Handset, page 24](#)
- [\(Optional\) Attaching the Desk Stand, page 26](#)
- [\(Optional\) Mounting the Phone to the Wall, page 26](#)
- [Connecting the Power, page 27](#)
- [Connecting Your Phone to the Network, page 27](#)
- [Verifying Phone Startup, page 35](#)
- [Updating Your Phone Firmware, page 35](#)

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 1**.
- STEP 2** Insert the short end of the handset cord into the jack at the bottom of the handset (not shown).

Figure 1 Cisco SPA 525G/525G2 IP Phone Connections





Number	Component
1	Auxiliary port. Only for use with the Cisco Attendant Console.
2	Power port. Insert the power adapter 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 Cisco MB100 wall mount bracket kit. Follow the instructions in the kit to attach the mount to the wall and the phone.

Figure 2 MB100 Wall Mount Kit



Connecting the 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 27](#). 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

You connect your phone to the local 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 1 on page 24](#).

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 [Figure 1](#). 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 a direct connection to a wireless network. Before setting up the wireless network, you need to 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.

Determining Your Wireless Router Security Type

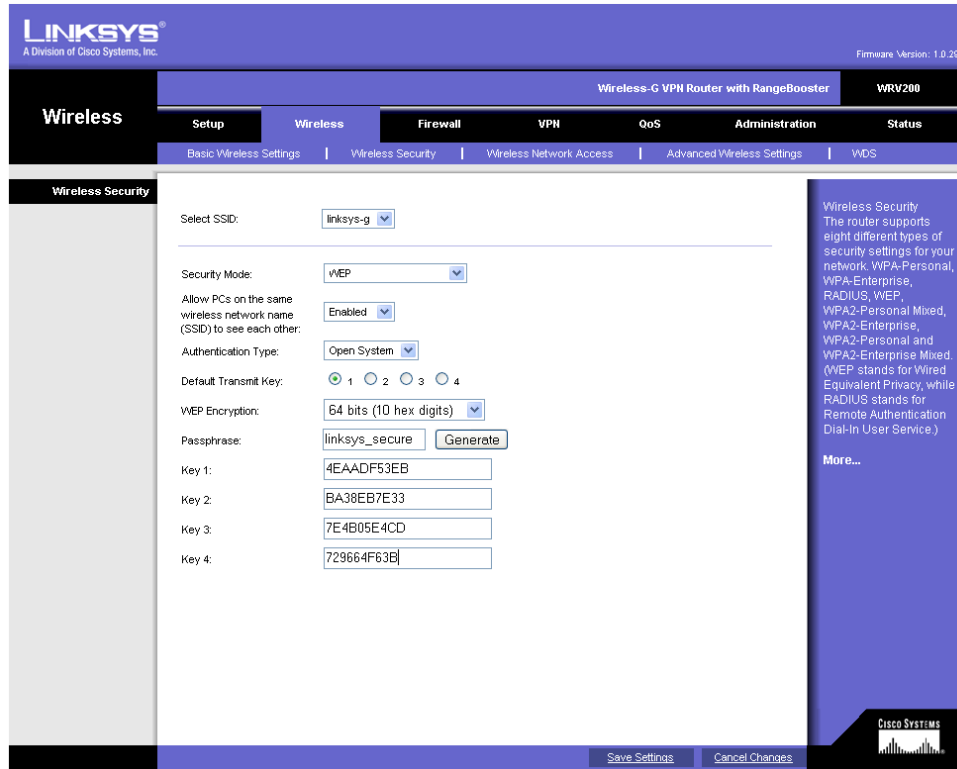
If you do not know your wireless router security type, log in to the router interface to get this information. The steps below are written for a Cisco Small Business router, but procedures for other routers should be similar.

- 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:

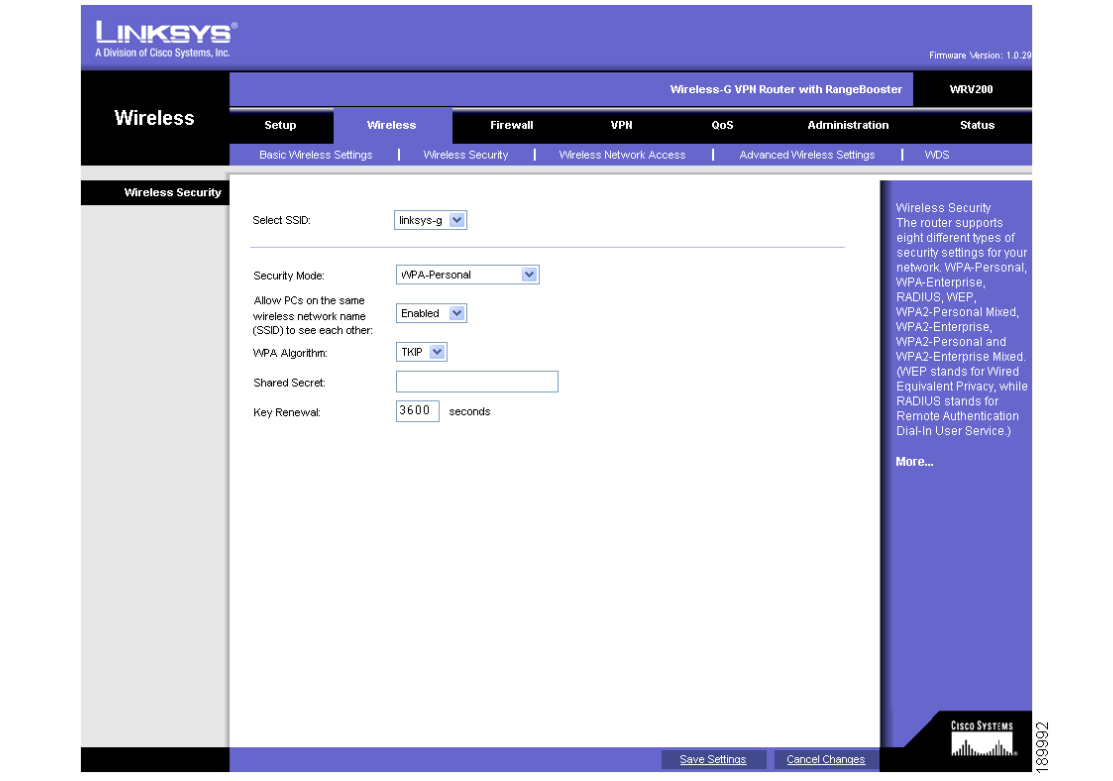
- **WEP encryption:** 64 bit or 128 bit. You need to choose this later.
- **Default transmit key, or TX key:** The default key (of the 4) that the router transmits to authenticate. This value will be 1, 2, 3, or 4.
- **Passphrase and keys:** You choose one of two methods to enter the WEP key. You either 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** Highlight **Wi-Fi**, press the **Left** or **Right Arrow** key to toggle Wi-Fi on or off.
- STEP 5** Press **Set**.
- 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 32**.
- **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 31**.

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 Select **Wireless Configuration** and 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** window, verify that Wi-Fi is enabled (checked).
- 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**. The current wireless profiles are displayed.
- STEP 4** Do one of the following:
 - Scan for available networks. See [Scanning for Available Networks, page 32](#).
 - Manually add the network. See [Manually Adding a Network, page 33](#).

Scanning for Available Networks

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 33](#)).

- STEP 1** In the **Wireless Profile** window, 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 34).

STEP 4 Press **Set**.

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 34).

STEP 3 Press **Set**.

Uploading Security Certificates to the Phone

If you are using some types of wireless security (for example, WPA2 Enterprise), you will need to 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 the **Select** softkey.

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 the sequence (about five seconds) the phone displays the standard menu for the phone. The date, name and number of the phone appear on the top line of the LCD screen. At the bottom of the LCD screen, softkeys appear over their associated soft 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).

Updating Your Phone Firmware

Your phone ships with pre-installed firmware. However, later firmware versions might be available that add features and fix problems with your phone. It might be necessary to update your phone to the latest firmware for ideal performance.



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

There are two ways to update your phone firmware:

- Download the firmware from CCO to your PC and log in to the web interface to run the update procedure. See the **“Upgrading Firmware” section on page 94.**
 - Update by using the Voice System Setup Wizard (for example if your phone is part of a Cisco Voice System). See the *Voice System Setup Wizard User Guide*.
-

Using Basic Phone Functions

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

- **Placing or Answering a Call, page 37**
- **Adjusting Call Volume and Muting, page 38**
- **Putting a Call on Hold, page 38**
- **Resuming a Call, page 38**
- **Ending a Call, page 38**
- **Transferring Calls, page 39**
- **Redialing, page 40**
- **Viewing and Returning Missed Calls, page 40**
- **Turning the Missed Calls Shortcut On and Off, page 41**
- **Forwarding Calls, page 42**
- **Setting Do Not Disturb, page 44**
- **Picking Up a Call, page 45**
- **Placing a Three-Way Conference Call, page 46**
- **Using the Phone Directories, page 47**
- **Using the Call History Lists, page 51**
- **Setting or Changing a Phone Password, page 53**
- **Accessing Voicemail, page 55**

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 green line button (to place a call) or a red flashing line button or the **Answer** softkey (to answer a call).

If you are on a call and another call comes in, choose one of the following options:

- Press the **Answer** softkey. (Press the **Ignore** softkey to ignore the incoming call.)
- Press the flashing red line button.

The call in progress is put on hold and the incoming call is answered.

To return to the first call, press the flashing red line button, or select the call on the screen using the **Up Arrow** or **Down Arrow** key and press the **Resume** softkey.

Using Dial Assistance

If dial assistance is enabled, when placing calls a list of closely-matched phone numbers displays as you begin dialing. To choose one of these numbers:

STEP 1 Use the navigation button highlight a phone number.

STEP 2 Press **Select** or **Dial** to complete the call.

See “**Enabling Dial Assistance,**” on page 58 for more information on enabling this feature.

Adjusting Call Volume and Muting

Adjusting Call Volume

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 **Set**.

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

Resuming a Call

To resume a call, press the **Resume** softkey or the flashing red line button for the call or the **Hold** hardkey. 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).

Transferring Calls

You can perform types of transfers:

- **Attended**—Call the person to whom you are transferring the call and speak to them before transferring the call.
- **Blind**—Transfer the call without speaking to the other party to whom you are transferring the call.

Performing an Attended Transfer

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
- Press **Directory** and 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.
-

Performing an Unattended (Blind) Transfer

STEP 1 During an active call press **BlindXfer**.

STEP 2 Enter the number to where you want to transfer the call and press **Dial**. The call is transferred with no further action required.

Redialing

To redial a number, do one of the following:

- Press **Redial** and select the desired number.
- Press **EditDial** to select a number and modify it (for example, to add an area code).
- Lift the handset or press **Dial** to select a number. The number is automatically dialed.

Viewing and Returning Missed Calls

A notice is displayed after a call was received that was unanswered. (You can also turn off this feature - see the [“Turning the Missed Calls Shortcut On and Off” section on page 41.](#))

Returning a Missed Call

To return a missed call:

- If the screen shows a missed call, press **Call Rtn** to return the call.
- If the screen does not show a missed call, select a call from the **Missed Call** list. See [“Viewing a List of Missed Calls” on page 40.](#) Choose the call you want to return and press **Dial**.

If the call was from a long distance number or an outside line, it might be necessary to edit the call before dialing it. Press **Edit** to edit the number by using the softkey buttons and keypad.

Viewing a List of Missed Calls

If the IP phone screen shows a missed call, press the **Miss** softkey to view a list of all missed calls.

If the IP phone screen does not show a missed call, do the following:

STEP 1 Press **Setup**.

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

STEP 3 Scroll to **Missed Calls** and press **Select**. You can then do one of the following:

- Press **Dial** to dial the most recent number that called you.
 - Press **EditDial** and edit the number, then press **Dial**.
 - Press **Option** and choose one of the following:
 - **Delete Entry**—Delete the entry from the Missed Calls list.
 - **Delete List**—Delete all entries from the Missed Calls list.
 - **Add to Address Book**—Add the entry to your personal address book.
-

Turning the Missed Calls Shortcut On and Off

This option controls the Missed Call notification that appears on your screen when you miss a call. To access this option:

STEP 1 Press **Setup**.

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

STEP 3 Select **Call Preferences**.

STEP 4 Scroll to **Miss Call Shortcut**.

STEP 5 Press the **Right Arrow** key to toggle the feature on and press **Set**.

Forwarding Calls

You can forward all calls, forward calls when the phone is busy, or forward calls when there is no answer. You can also set call forwarding options from your PC by using the IP phone web user interface; see the [“Configuring Call Forwarding” section on page 86](#).

To forward or unforward calls:

-
- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Select **Call Preferences**.
 - STEP 4** Highlight **Call Forwarding**.
 - STEP 5** Press the **Right Arrow** key to toggle call forwarding on (checked) or off (unchecked).
 - STEP 6** Press **Set**.
-

Forwarding Calls to a Single Number

-
- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Select **Call Preferences** and scroll to **Forward All Number**.
 - STEP 4** Enter a number to where all calls are to be forwarded; for example, your voice mailbox, another extension, or an outside line. If forwarding calls to an outside line, be sure to enter any steering digits, access codes, or area codes required.

NOTE You can also use **CfwdAll** softkey to activate/deactivate forwarding call feature and configure **Cfwd** number.

To enter a URL, press **Option** and choose **Input IP** before entering the call forwarding information.

- STEP 5** Press **Set**.
-

Forwarding Calls When Your Phone is Busy

- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Select **Call Preferences** and scroll to **Forward Busy Number**.
 - STEP 4** Enter **vm** for voice mail, or a number where to forward all calls; for example, another extension, or an outside line. If forwarding calls to an outside line, be sure to enter any external line access and area codes required.
 - STEP 5** Press **Set**.
-

Forwarding Calls When You Do Not Answer the Phone

- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Select **Call Preferences** and scroll to **Forward No Ans Number**.
 - STEP 4** Enter **vm** for voice mail, or a number where to forward all calls; for example, another extension, or an outside line. If forwarding calls to an outside line, be sure to enter any external line access and area codes required.
 - STEP 5** Press **Set**.
-

Delaying Call Forwarding When there is no Answer the Phone

- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Select **Call Preferences** and scroll to **Forward No Ans Delay**.
 - STEP 4** Enter the number of seconds to delay forwarding calls when there is no answer at your phone.
 - STEP 5** Press **Set**.
-

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.

You can also set Do Not Disturb from your PC by using the phone web user interface; see the [“Configuring Supplementary Services” section on page 87](#).

To set Do Not Disturb, choose one of the following options:

- Press the **Do Not Disturb** softkey on your phone. The IP phone screen indicates that Do Not Disturb is turned on for your phone; or
- Press the **Setup** button 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 **Set**.

To turn off Do Not Disturb, choose one of the following options:

- Press the **Clr DND** softkey on your phone; or
- Press the **Setup** button 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 **Set**.

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 **Set**.
-

Picking Up a Call

You can pick up a call that is ringing at another extension. Depending on the way your phone network is configured, you can pick up a call ringing at any extension, or you may have a group of phones configured where members of the group can pick up a call ringing at any group member's phone.

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

-
- STEP 1** Press **GrPickup**. 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 the **Pickup** button.
 - STEP 2** Enter the extension number of the phone from which you are picking up the call and press **Dial**.

STEP 3 Select the call from the list and press **Dial** again.

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 the **Conf** button during an active call. The first call is placed on hold, a second line is opened, and you hear a dial tone.

STEP 2 Dial the second person's telephone number.

STEP 3 Press the **Conf** button 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**.

To conference two active calls on your phone:

STEP 1 On one of the active calls, press **ConfLx**. If you have two active lines, the calls are conferenced. If you have more than two active lines, you must scroll to choose the line you want to conference in.

STEP 2 Press **Select**.

Using the Phone Directories

The Cisco SPA 525G/525G2 IP phone provides several different types of phone directories, depending on the phone model and what the phone 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, you may have one or more of the following directories available:
 - Corporate Directory (XML)
 - Corporate Directory (available in SPA9000 system only)
 - Directory using Lightweight Directory Access Protocol (LDAP)

NOTE Cisco XML directory and LDAP directory are used as corporate directory in SPA 525G/525G2 IP phones.

Using Your Personal Address Book

To access the Phone Directory, press the **Directory** button, or press the **Setup** button, 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:
 - **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.

You can also view and edit the directory from your PC by using the phone web user interface. See the **“Configuring Your Personal Address Book”** section on [page 85](#).

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** key 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 enter a star code, press **Option** and select **Input Star Code**. (See **“Using Star Codes,”** on [page 77](#).) To clear all characters from an entry, press **Option** and select **Clear**.
- STEP 4** (Optional) To change the ring tone for the caller:
- Press the **Right Arrow** key to enter the Select Ring Tone screen.
 - Scroll through the available ring tones.
 - Press the **Play** button to play the selected ring tone or the **Select** button to assign that ringtone to the person whose number you are adding to the directory.
- STEP 5** 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, 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 **Set**.
-

Searching for a Contact

To search for a contact:

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

STEP 2 Choose one of the following:

Press the center **Select** button to choose the contact and edit the numbers in the entry. Use the **delChar** key to delete numbers individually, or press **Option** and choose **Clear** to delete all numbers and start over.

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** or **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

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

To use the corporate directory:

-
- STEP 1** Press the **Setup** button and select **Directories**.
 - STEP 2** Scroll to the **Corporate Directory** you want to view and press **Select**.
-

To use the Lightweight Directory Access Protocol (LDAP) directory:

-
- STEP 1** Press the **Setup** button and select **Directories**.
 - STEP 2** Scroll to the **LDAP Directory** and press **Select**.
 - STEP 3** Choose the type of search to perform and press **Select**:
 - Simple Search: Enter a last name and press **Search**. A first name may be required if too many results are found for the last name.
 - Advanced Search: The fields available in advanced search depend on your system configuration. Enter information into the fields and press **Search**.
 - STEP 4** In the results, press **Dial** to dial the contact, or choose one of the other options.
-

Using the Call History Lists

You can also view the Call History Lists from your PC by using the phone web user interface. See the “[Viewing Call History Lists](#)” section on page 90.

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, and missed on the phone.
- **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 or an outside line, you might have to edit the call before dialing it. Press the **EditDial** button to edit the call and use the softkey buttons 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 entry appears.
 - STEP 4** Edit the information (if desired) and press **Save** again. The entry is added to your directory.
-

Setting or Changing a Phone Password

You can set or change the password for your phone to prevent unauthorized use. To set a password for your phone:

-
- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **Device Administration** and press **Select**.
 - STEP 3** Select **Set Password**.
 - STEP 4** Enter your old password (leave blank if you have never set a password). Press the **Down Arrow** key to go to **New Password**.
 - STEP 5** Enter your new numeric password. Press the **Down Arrow** key to go to **Re-enter New Password**.
 - STEP 6** Reenter the same password.

STEP 7 Press **Set**.

To delete a password:

STEP 1 Press **Setup**.

STEP 2 Scroll to **Device Administration** and press **Select**.

STEP 3 Select **Set Password**.

STEP 4 Enter your old password. Press the **Down Arrow** key to go to **New Password**.

STEP 5 Leave the **New Password** and **Reenter New Password** fields empty.

STEP 6 Press **Set**.

Logging In and Logging Out of Your Phone

After you have set a password, you can log in and out of your phone. Logging out leaves the phone locked so that no one can access the directory, call history, user preferences, or other features on your phone.

If you are in a window (for example, Directories) and are not logged in, the system prompts you for your password. Enter your password and press **Login**.

To log in through the Administration menu:

STEP 1 Press **Setup**.

STEP 2 Scroll to **Device Administration** and press **Select**.

STEP 3 Scroll to **Login** and press **Select**.

STEP 4 Enter your password and press **Login**.

Accessing Voicemail

To access voicemail, press the **Messages** button. Your phone administrator should have configured your phone with the correct voicemail number so that pressing the **Messages** button automatically dials your voicemail system.

To change the number for your voicemail (for example, if your phone is not part of a Cisco Voice System or you have external voicemail), perform the following steps:

STEP 1 Press **Setup**.

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

STEP 3 Scroll to **Call Preferences** and press **Select**.

STEP 4 Scroll to **Voice Mail**.

STEP 5 Enter the number to dial for voicemail. For a Cisco Voice System, this is typically **vmm**. For an external system, enter the phone number, including any digits you must dial to reach an outside line.

To enter digits, press **Option** and choose **Input Num**.

To enter an IP address, press **Option**, choose **Input IP**. Use the dial pad to enter the digits. Press * to enter a dot.

To enter a star code, press **Option**, choose **Input Star Code**, and select the code from the list.

To clear the field of a previous entry, press **Option** and choose **Clear**.

STEP 6 Press **Set**.

Using Advanced Phone Features

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

- **Configuring Privacy and Security Features, page 57**
- **Creating and Using Speed Dials, page 60**
- **Using the IP Phone With Your Bluetooth-Enabled Mobile Phone, page 62**
- **Playing MP3 Files on Your Phone, page 68**
- **Using the Paging Feature, page 70**
- **Customizing Your IP Phone Screen, page 71**
- **Using Ring Tones, page 74**
- **Accessing Weather and News on Your Phone, page 75**
- **Configuring Date and Time Parameters on Your Phone, page 76**
- **Using Star Codes, page 77**
- **Restarting Your Phone, page 79**
- **Viewing Phone, Network, and Call Information, page 79**
- **Viewing the Wireless Connection Status, page 81**
- **Advanced Menus for Technical Support Personnel, page 82**

Configuring Privacy and Security Features

Use this section to configure your privacy and security features. You can also configure these features by using your PC and the phone web user interface. See “**Block Caller ID (Block CID Setting),**” on page 87 and the “**Block Anonymous Calls (Block ANC Setting),**” on page 87.

Blocking Caller ID

You can block Caller ID from your phone so that your phone number does not appear on a phone that you call.

To block Caller ID:

-
- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Select **Call Preferences**.
 - STEP 4** Scroll to **Block Caller ID** and press the **Right Arrow** key to choose **On**.
 - STEP 5** Press **Set**.
-

Blocking Anonymous Calls

Blocking anonymous calls prevents calls with unknown Caller ID from ringing your phone. (For example, if a caller set his phone to not display Caller ID, the call is considered anonymous.) These callers receive a busy signal or message when calling your phone if anonymous calls are blocked.

To block anonymous calls:

-
- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Select **Call Preferences**.
 - STEP 4** Scroll to **Block Anonym Call** and press the **Right Arrow** key to toggle the feature on (checked) or off (unchecked).

STEP 5 Press **Set**.

Using Secure Call

With the secure call feature, the active call is encrypted so that others cannot eavesdrop. Your phone must be part of a Cisco Voice System and your service provider must install a mini-certificate to enable this feature. Before attempting to use Secure Call, verify with your phone service provider that Secure Call is available.

To use secure call:

STEP 1 Press **Setup**.

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

STEP 3 Select **Call Preferences**.

STEP 4 Scroll to **Secure Call** and press the **Right Arrow** key to toggle the feature on (checked) or off (unchecked).

STEP 5 Press **Set**. When you dial, you will hear a tone before the call.

Enabling Dial Assistance

Dial assistance displays the phone numbers as you dial, based on the best matched to the entries in the Directory and Call History lists.

When dial assistance is enabled, you can use the navigation button to scroll down, highlight a phone number on the screen, and press **Dial** to complete the call.

To enable dial assistance:

STEP 1 Press **Setup**.

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

STEP 3 Select **Call Preferences**.

STEP 4 Scroll to **Dial Assist** and press the **Right Arrow** key to toggle the feature on (checked) or off (unchecked).

STEP 5 Press **Set**.

Connecting to a Virtual Private Network (VPN)

Your phone administrator can set up a VPN that allows you to use your phone at an offsite location to securely connect to the company phone network over the Internet. You must get from your phone administrator the IP address of the VPN, your username, and password.

To configure your phone for use with a VPN:

STEP 1 Press **Setup**.

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

STEP 3 Scroll to **VPN** and press the **Right Arrow** key.

STEP 4 Enter the IP address of the VPN server provided by your phone administrator.

STEP 5 Press the **Down Arrow** key and enter your user name.

STEP 6 Press the **Down Arrow** key and enter your password.

STEP 7 Press the **Down Arrow** key and enter the tunnel group (typically not required).

(Optional) If you want your phone to connect to the VPN every time it starts up (for example, if you will always be using it at an offsite location), press the **Down Arrow** key to the **Connect on Bootup** field, and press the **Right Arrow** key to toggle the feature enabled (checked) or disabled (unchecked).

STEP 8 Press **Set**.

Connecting to a VPN Manually

To connect to the VPN manually:

STEP 1 Press **Setup**.

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

STEP 3 Scroll to **VPN** and press the **Right Arrow** key to display **VPN Settings**.

-
- STEP 4** Press the **Down Arrow** button to **Enable Connection** and press the **Right Arrow** key to connect to the VPN (checked). To disconnect, press the arrow key and uncheck the field.
-

Viewing Your VPN Status

To verify that you are connected to the VPN or review VPN parameters:

-
- STEP 1** Press **Setup**.
- STEP 2** Scroll to **Status** and press **Select**.
- STEP 3** Scroll to **VPN Status** and press **Select**.
-

Creating and Using Speed Dials

You can create and edit speed dials directly on the phone/attendant console, or by using your PC and the phone web user interface (see [“Creating Speed Dials,” on page 91](#)).

Creating Speed Dials on Unused Line Buttons

Depending on how your extensions are configured, you can assigned unused line buttons on your phone or attendant console to act as speed dialers.

-
- STEP 1** Press the unused line button and hold down for three seconds. The **Define Speed Dial** window displays.
- STEP 2** Enter a name for the speed dial.
- STEP 3** Press the **Down Arrow** key to display the phone number field.
- STEP 4** Enter the phone number and press **Set**.

After creating the speed dial, it displays next to the line button. Press the line button to use the speed dial.

Creating Numerical Speed Dials

You can assign speed dials to numbers. You can have up to eight numerical speed dials. Each speed dial can be a phone number, IP address or URL.

STEP 1 Press **Setup**.

STEP 2 Scroll to **Speed Dials** and press **Select**.

STEP 3 To create or edit a speed dial, select an unused speed dial location (2 through 9). You can have up to eight speed dials (location 1 is reserved for voice mail).

STEP 4 Press **Edit**.

STEP 5 Enter the name and phone number for the speed dial.

TIP To select a contact from the address book, press **Option** and select **Select From Address Book**. Scroll to choose the contact and press **Select**.

STEP 6 Press **Save**.

Calling Speed Dials

To call one of your configured speed dial numbers, choose one of the following options:

- Press the line button that has been configured as a speed dial.
- Open a phone line and press the number for the speed dial, then wait a few seconds for the phone to initiate the call or press **Dial**.
- Press the **Setup** button, select **Speed Dial**, choose the number, and press **Dial**.

Using the IP Phone With Your Bluetooth-Enabled Mobile Phone

The Cisco SPA525G and Cisco SPA525G2 support Bluetooth to allow use of the phone with a Bluetooth-enabled headset. (See “**Connecting Bluetooth Headsets**” on page 18.) Only the Cisco SPA525G2 supports the use of your Cisco IP phone in conjunction with Bluetooth-enabled mobile phone.

You can do the following:

- Pair your Bluetooth-enabled mobile phone and Cisco SPA525G2 to make and receive mobile calls. Your mobile phone is assigned a line button on your 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>, and also consult the latest Cisco SPA525G2 release notes available at cisco.com.

Enabling Bluetooth

STEP 1 Press **Setup**.

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

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

STEP 4 With **Bluetooth** highlighted, press the **Right Arrow** key until a blue check mark appears.

STEP 5 Press **Set**.

Pairing Your Cisco SPA525G2 with a 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 IP Phone

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.

-
- STEP 1** Enable Bluetooth as described in the **“Enabling Bluetooth”** section on page 62.
- STEP 2** Press **Setup**.
- 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 operates 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 operates with your Bluetooth-enabled mobile phone or Bluetooth headset. (See **“Connecting Bluetooth Headsets”** section on page 18 for more information on Bluetooth headsets.)
- 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 Bluetooth is 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**. Ensure Bluetooth is turned on.
- STEP 3** In the Bluetooth Window, under **Devices**, find the MAC address of your Cisco SPA525G2.
- 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 the **Import** softkey.

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 by using Your 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 67.)

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 the **Answer** softkey 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 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

You can use the USB port on the IP phone 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**.

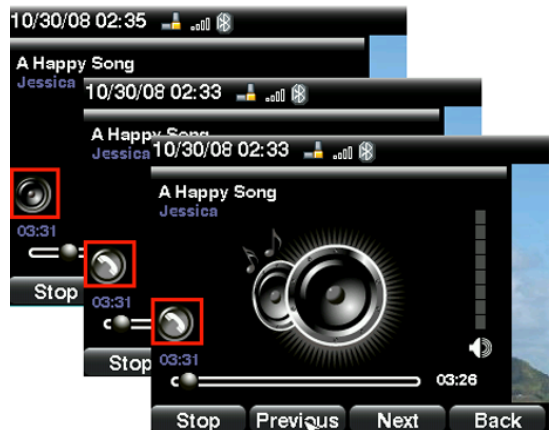
You can control the play by using the following controls:

- **Stop**—Stop the song. Pressing play will restart song play.
- **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 on the phone to turn the music 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.



Using the Paging Feature

Your IP phone can automatically answer pages from other Cisco SPA phones in the phone system. When your phone is paged, the phone emits a series of beeps, and two-way audio is established between your phone and the phone that called you. You do not have to accept the page.

This feature must be configured by your phone administrator.

Paging Another Phone

To page another phone, dial ***96** plus the extension of the phone you are paging. If the phone you are paging is not set up to auto answer pages, the call rings as would a normal voice call.

Paging a Group of Phones

A phone can be configured to be part of a paging group. Each paging group has a number associated with it. Your administrator must give you the number of the groups that are configured. To page this group just dial the number of the paging group.

Configuring Auto Answer

To configure your phone to auto answer pages:

-
- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Select **Call Preferences**.
 - STEP 4** Scroll to **Auto Answer Page**. Press the **Right Arrow** key to toggle the feature on (checked) or off (unchecked).
 - STEP 5** Press **Set**.
-

Customizing Your IP Phone Screen

You can customize your IP phone screen in the ways described below.

Changing the IP Phone Screen Contrast

To adjust the contrast of the IP phone screen:

-
- STEP 1** Press **Setup**.
 - 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 **Set**.
-

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 **Setup**.
 - 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 toggle the feature on (checked) or off (unchecked). When the feature is enabled, 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 **Set**.
-

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 **Setup**.
 - 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 incrementally cycles from black to gray.
 - Picture Rotation—The screen rotates through available pictures that your phone administrator has made available on the phone.
 - Digital Frame—Shows the background picture.
 - Trigger Interval—Enter the number of seconds that the phone remains idle before the screen saver turns on.
 - Refresh Interval—Enter the number of seconds before the screen saver should refresh (if, for example, you chose a rotation of pictures).
- STEP 6** Press **Set**.

Changing the Phone Wallpaper

You can change the background picture on your phone to one stored in the phone, or to one on a USB memory device attached to the phone.

To use a picture from the USB memory device:

-
- STEP 1** Connect a USB storage device to your PC.
- STEP 2** Create a directory named **pictures** on the USB device and copy the image files into that directory. Image files must be between 30Kb and 300Kb. The phone can read up to 45 images from the USB device.
- STEP 3** Remove the USB device from your PC and insert it into the USB port on the Cisco SPA525G or SPA525G2.

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

To change the background picture on your phone:

-
- STEP 1** Press **Setup**.
 - 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 **Set**.
-

Using Ring Tones

Each extension of your phone can have a different ring tone.

To change a ring tone:

-
- STEP 1** Press **Setup**.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Scroll to **Audio Preferences** and press **Select**.
 - STEP 4** Scroll to the extension for which you want to select a ring tone and press the **Right Arrow** key.
 - STEP 5** Scroll through the ring tones and press **Select** to choose the highlighted ringtone for that extension. Press **Play** to hear the highlighted ring tone.

To install MP3 ring tone:

- a. Select **From USB** in the ring tone list menu.
- b. Press **Play** to review the music.
- c. Press **Save**.

NOTE To personalize the ring tone, go to **Directory** and select a different ring tone for each entry in the directory.

Accessing Weather and News on Your Phone

You can access some weather and news web services on your IP phone (if enabled by your phone administrator). To access these services:

- STEP 1** Press **Setup**.
- STEP 2** Select **Web Applications**.
- STEP 3** Select the type of service.

Accessing Weather Information

You can view weather information for a maximum of three cities.

To add a city:

- STEP 1** In the Web Applications screen, select **Weather**.
- STEP 2** Press **Add**.
- STEP 3** Enter the city name or zip code, and press **Search**.
- STEP 4** Select the city from the list of results and press **Add**.

To view weather in a city:

- STEP 1** In the Web Applications screen, select **Weather**.
- STEP 2** Weather information for the first entry in the list of cities is displayed. To view other cities on the list, press **List** and select the city. Then press **View**.
- TIP** Press **Refresh** to update weather information when viewing the weather screen.

To organize the list of cities:

-
- STEP 1** In the Web Applications screen, select **Weather**.
 - STEP 2** Highlight the city you want to change.
 - STEP 3** Press **Option**, and choose **Move Up**, **Move Down**, or **Delete**.
-

Accessing News

- STEP 1** In the Web Applications screen, select **News**.
 - STEP 2** Scroll to select the type of news you want to view:
 - Local
 - World
 - Finance
 - Sports
 - Politics
 - STEP 3** Press **Select** to bring up the list of articles and use the **Up** and **Down Arrow** keys to scroll through them.
 - STEP 4** Press **View** to read an article, using the **Down Arrow** key to scroll through the article. Press **Prev** or **Next** to go to other articles in the news category.
-

Configuring Date and Time Parameters on Your Phone

The date and time for your phone normally come from the phone server. However, some date and time parameters can be modified:

- STEP 1** Press **Setup**.
- STEP 2** Scroll to **Device Administration** and press **Select**.
- STEP 3** Scroll to **Date/Time** and press **Select**.
- STEP 4** Highlight the date and time setting that you want to change:

- **Time Zone**—Adds or subtracts hours to Greenwich Mean Time, or Western European Time. Press the **Right Arrow** key to display the time zones. Highlight the desired time zone and press **Save**.
- **Daylight Saving**—Adjusts the time on your phone at the twice-yearly adjustment intervals for daylight saving time. Press the **Left** and **Right Arrow** keys to toggle Daylight Saving Time to on (checked) or off (unchecked).
- **Automatic Mode**—Configures your phone to receive the time and date from the phone server. Press the **Left** and **Right Arrow** keys to toggle automatic mode on (checked) or off (unchecked). Press **Set**.
- **NTP Server 1** and **NTP Server 2**—Enter a name or IP address of a Network Time Protocol (NTP) server to receive the time and date from a Network Time Protocol (NTP) server and press **Set**.
- **Set Current Time Manually**—Press the **Right Arrow** key to set the date and time manually. Use the **Left** and **Right Arrow** keys to move between the year, month, date, hour, and minute. Use the **Up** and **Down Arrow** keys to change the value. Press **Save**.

NOTE If your phone is connected to an administration server that sets these values, any changes you make to the date or time are lost when rebooting the phone.

Using Star Codes

The Cisco SPA525G and Cisco SPA525G2 supports **star codes**. These codes start with an asterisk (*) and access supplementary services. For example, to block your caller ID for a specific call, dial *67 followed by the telephone number you are calling.

NOTE Missing *code for wideband codec G722.

The table lists supported star codes. Some codes must be configured by your phone administrator and might not be available on all systems.

Code	Definition
03	Request media loopback for a call to monitor Voice over IP quality.
16	Activate Secure Call for all calls. See Using Secure Call, page 58 .

Code	Definition
17	Deactivate Secure Call for all calls. See Using Secure Call, page 58 .
18	Activate Secure Call for a single call. See Using Secure Call, page 58 .
19	Deactivate Secure Call for a single call. See Using Secure Call, page 58 .
36	Pick up a call at another extension. See Picking Up a Call, page 45 .
37	Pick up a call from a group. See Picking Up a Call, page 45 .
38	Park a call.
39	Unpark a call.
66	Activate Call Back. Causes the IP phone to redial a busy number until the called party phone rings.
69	Call the most recent number that called your phone.
72	Activate Call Forward All. See Forwarding Calls, page 42 .
73	Deactivate Call Forward All. See Forwarding Calls, page 42 .
77	Activate anonymous call blocking. See Blocking Anonymous Calls, page 57 .
86	Deactivate Call Back.
87	Deactivate anonymous call blocking. See Blocking Anonymous Calls, page 57 .
90	Activate Call Forward Busy. See Forwarding Calls, page 42 .
91	Deactivate Call Forward Busy. See Forwarding Calls, page 42 .
92	Activate Call Forward No Answer. See Forwarding Calls, page 42 .
93	Deactivate Call Forward No Answer. See Forwarding Calls, page 42 .
96	Page an extension. See Paging Another Phone, page 70 .
01729	Configure the phone to prefer the G729 codec for all calls.
02729	Force the phone to prefer the G729 codec for all calls.
017110	Configure the phone to prefer the G711u codec for all calls.

Code	Definition
017111	Configure the phone to prefer the G711a codec for all calls.
027110	Force the phone to use the G711u codec for all calls.
027111	Force the phone to use the G711a codec for all calls.
0172632	Configure the phone to prefer the G726r32 codec for all calls.
0272632	Configure the phone to force the G726r32 codec for all calls.

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 Cisco 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 **Setup**.
- 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 Phone Line and Extension Information

To view phone line and extension information:

STEP 1 Press **Setup**.

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

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

- **Phone Status**—Up time and packets sent/received.
 - **Extension Status**—Registration status, such as when it was registered.
 - **Line Status**—Active calls and call information.
 - **Provisioning Status**—If a profile rule was used, and the status
 - **Call Statistics History**—Information about individual calls.
-

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 28), you can view the status of your wireless connection.

STEP 1 Press **Setup**.

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



CAUTION

These 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 Administrator.

Settings Menu

Network Configuration:

- Connection Type
- Static IP Address Settings
- CDP
- VLAN
- VLAN ID
- Multicast Address

Device Administration:

- Factory Reset
- Custom Reset
- Profile Rule
- Call Control Settings

Claricom System Star Code Features

Making Calls:

Redial:	*66
Call Return:	*69
Intercom: ¹	*90

Transferring calls

Transfer: ²	*77
Call Park: ³	*85
Call Park Retrieve: ³	*86
Call Pickup: ³	*87

Anonymous Calls:

Block CID (Activate):	*67
Block CID (Deactivate):	*68
Block Anonymous Calls (Activate):	*88
Block Anonymous Calls (Deactivate):	*89

Call Forwarding:

Hot Desking:	*70
Call Forward All (Activate): ²	*71
Call Forward All (Deactivate):	*72
Call Forward Busy (Activate): ²	*73
Call Forward Busy (Deactivate):	*74
Call Forward No Answer (Activate): ²	*75
Call Forward No Answer (Deactivate):	*76
Set night mode for domain accounts:	*80
DND (Activate):	*78
DND (Deactivate):	*79

Voicemail

Send Voicemails as Emails(Activate):	*95
Send Voicemails (Deactivate):	*96
Go To Voice Mail:	*98
Record New Greeting:	*97
Clear Voice Message Indicator:	*99

Call Center

Agent Login ³	*64
Agent Logout ³	*65
Call Barge In: ¹	*81
Teach Mode: ¹	*82
Listen In: ¹	*83
ACD Outbound calling	

Cellphone

Call cell phone of the extension: ¹	*00
Retrieve call from cell phone:	*51
Move current call to cellphone:	*52

Miscellaneous:

Conference:	*53
Show account balance:	*61
Wakeup call:	*62
Customer Originated Trace:	*63
Clean up an extension:	*84
Add White List:	*91
Add Black List:	*92

¹ An extension number is required after these star codes.

² A destination number (e.g. an external number) is required after these codes.

³ The argument is optional for these star codes.

⁴ These codes are used during a conversation; the tones are audible and can be heard by your connected party.

Claricom's Mailbox Usage Overview

