CISCO

USER GUIDE

Cisco Small Business Pro

Cisco Unified Communications Manager Express for
Cisco Small Business Pro IP Phone SPA525G (SCCP)

Federal Communication Commission Interference Statement

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

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

IMPORTANT NOTE:

FCC Radiation Exposure Statement:

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

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

Industry Canada statement:

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

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

IMPORTANT NOTE:

Radiation Exposure Statement:

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

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About This Document

Purpose

This guide describes the concepts and tasks necessary to use and configure your Cisco SPA525G IP Phone.

NOTE The SPA525G features vary, depending on the type of call control system that you are using. **This document describes using the SPA525G with a SCCP phone system, such as the Cisco Unified Communications 500 Series**. If you are using the SPA525G phone with the Cisco SPA9000 Voice System or a Broadsoft or Asterisk system, see the *Cisco Unified Communications Manager Express for Cisco Unified IP Phone 525G User Guide*.

Organization

This table describes the contents of each chapter in this document.

Chapter	Title	Description
Chapter 1	Getting Started	Provides an overview of the SPA525G IP phone.
Chapter 2	Installing Your Phone	Connecting your hardware and the SPA525G phone to the network.
Chapter 3	Using Basic Phone Functions	Performing basic phone functions, such as making, transferring, forwarding, and parking calls, creating conference calls, and using the phone directory and call history lists.
Chapter 4	Using Advanced Phone Features	Configuring advanced features on your phone, such as privacy and security features, speed dials, and ring tones.

Chapter	Title	Description
Chapter 5	Using the Web Interface	Accessing the web user interface for your phone to configure your address book, speed dials, and other phone features.
Appendix A	Additional Information	Additional information for your product.
Appendix B	Where to Go From Here	Provides URLs for related product documentation and resources available on Cisco.com.

Finding Information in PDF Files

The FrameMaker documents are published as PDF files. The PDF Find/Search tool within Adobe® Reader® lets you find information quickly and easily online. You can perform the following tasks:

- Search an individual PDF file.

- Search multiple PDF files at once (for example, all PDFs in a specific folder or disk drive).

- Perform advanced searches.

Finding Text in a PDF

Follow this procedure to find text in a PDF file.

STEP 1   Enter your search terms in the Find text box on the toolbar.

NOTE   By default, the Find tool is available at the right end of the Acrobat toolbar. If the Find tool does not appear, choose **Edit > Find**.

STEP 2   Optionally, click the arrow next to the Find text box to refine your search by choosing special options such as Whole Words Only.

STEP 3   Press **Enter.**

STEP 4   Acrobat displays the first instance of the search term.

STEP 5   Press **Enter** again to continue to more instances of the term.

Finding Text in Multiple PDF Files

The *Search* window lets you search for terms in multiple PDF files that are stored on your PC or local network. The PDF files do not need to be open.

STEP 1   Start Acrobat Professional or Adobe Reader.

STEP 2   Choose **Edit** > **Search**, or click the arrow next to the *Find* box and then choose **Open Full Acrobat Search.**
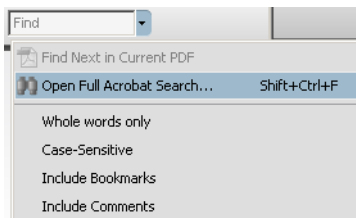
STEP 3   In the *Search* window, complete the following steps:

    a. Enter the text that you want to find.

    b. Choose **All PDF Documents in.**

       From the drop-down box, choose **Browse for Location.** Then choose the location on your computer or local network, and click **OK.**

    c. If you want to specify additional search criteria, click **Use Advanced Search Options**, and choose the options you want.

    d. Click **Search.**
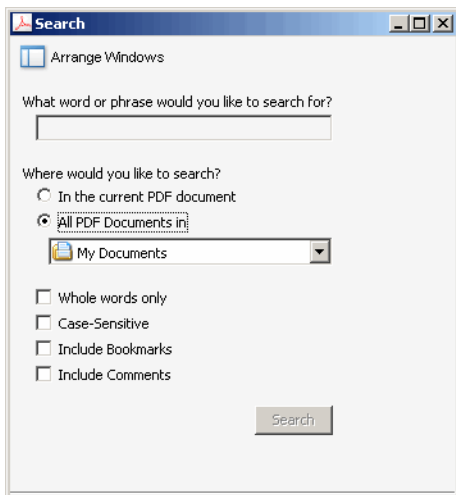
STEP 4   When the Results appear, click + to open a folder, and then click any link to open the file where the search terms appear.
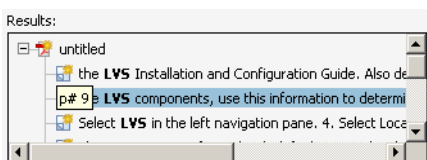
For more information about the Find and Search functions, see the Adobe Acrobat online help.

Getting Started

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

- Overview of the Cisco SPA525G IP Phone, page 8

- Understanding Your Phone's Lines and Buttons, page 10

- Using the Keypad and Buttons with Menus, page 14

- Entering Numbers and Text in Fields, page 15

- Using Phone Hardware and Accessories, page 16

Overview of the Cisco SPA525G IP Phone

The Cisco SPA525G 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 SPA525G phone is connected to the network through its Ethernet connection or the built-in Wireless-G connection. If you are using the Wireless-G connection, a separate power adapter (PA-100) is required. The SPA525G provides an additional Ethernet port that allows a computer to be connected to the network through the IP phone. (This option is only available when phone is connected to the network via the wired Ethernet connection).

Unlike traditional phones, the Cisco SPA525G requires a separate power source. Either connect your phone to an Ethernet switch that provides Power over Ethernet (PoE), or use a separate power adapter (PA-100).

The SPA525G has a 320 x 240 color, 3.2" inch LCD screen and provides up to five telephone extensions. It provides the following hardware features:

- 2 Ethernet 10/100 Mbps ports

- 802.3af Power over Ethernet support

- USB 2.0 host port for connecting a USB memory device to play MP3 music files

- AUX port

- Bluetooth capability for headset support

- 2.5mm stereo earphone jack for headset

- Wireless-G client support

- Kesington security slot support

Caring for Your Phone

The Cisco Small Business Pro 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's Lines and Buttons

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

Phone Components

Figure 1   SPA525G 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: ■ **Red**—You have a new voice mail message. ■ **Flashing Red**—You have an incoming call.

Table 1   IP Phone Components

#	Phone Feature	Description
4	LCD Screen	Your phone may vary, but typically displays: ■ 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. Your phone may vary, but typically, when lit: ■ **Green**: Line is idle. ■ **Red** (steady): Line is active or in use. ■ **Red** (blinking): Line is on hold. ■ **Orange**: Line is unregistered (cannot be used). ■ **Flashing Orange**: The phone is not connected to the network.
6	Softkey buttons	Press a softkey button to perform the action on the label on the LCD screen above.
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 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 on hold.
11	Setup button	Press to access the phone's configuration menu to configure features and preferences (such as your directory and speed dials), access your call history, and set up functions (such as call forwarding).
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.

Table 1   IP Phone Components

#	Phone Feature	Description
13	Volume button	Press + to increase the volume and press - to lower the volume of the handset, headset, speaker (when the handset is off hook), or ringer (when the handset is on hook).
14	Speaker button	Press to turn the speaker on or off. When the speaker is on, the button glows green.
15	Headset button	Press to turn the headset on or off. When the headset is on, the button glows green.
16	Keypad	Press keys to dial phone numbers, enter letters, and choose menu items.

Softkey Buttons

The four softkey buttons have different functions depending on the phone screen or menu that is shown. The following table shows the SPA525G softkey buttons that are available (in alphabetical order).

NOTE   The availability of buttons depends on your phone system setup. Some buttons may not be available on your phone.

Table 2   SPA525G 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).
Back	Returns you to the previous screen.
Callback	Notifies callers that called line is free.
cbarge	Allows callers to join a shared-line call.
CFwdALL	Forwards all calls to a specified number. When forwarding is active, press this button to cancel forwarding.
Clear	Deletes an entire text/number field.

Table 2   SPA525G Softkey Buttons

Button	Function
Confrn	Initiates a conference call. See "Placing a Three-Way Conference Call," on page 43.
Connect	Connects to the selected item (for example, to the wireless network or Bluetooth device).
delChar	Deletes the last number or letter.
Delete	Deletes an entire item (for example, a number from the Call History list).
Dial	Dials the string of numbers that you have entered, or the number that you have highlighted in a list such as the Missed Calls screen.
Dnd	Do Not Disturb; prevents incoming calls from ringing your phone. See "Setting Do Not Disturb," on page 42.
Edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
EditDial	Edits a number before dialing.
EndCall	Disconnects a call.
Exit	Closes the current menu
Flash	Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.
Forward	Forwards calls coming to your phone. See "Forwarding Calls," on page 41.
GPickUp	Allows you to pick up (answer) a call at that is ringing at another extension in your group. See "Picking Up a Call," on page 42.
Hold	Places a call on hold. See "Putting a Call on Hold," on page 38.
List	In some menus, shows a list of configured items (for example, a list of locations for weather or news).
LiveRcd	Record a phone conversation.
More	View additional softkeys.
NewCall	Opens new line on speakerphone to place call.
Next	Moves to the next item in a list (for example, a song in the MP3 Playlist).
OK	Confirms a selection.

Table 2   SPA525G Softkey Buttons

Button	Function
Option	Displays a sub-menu of tasks for the current screen.
Park	Parks a call at a designated "park" number. The call is active until you press Park to unpark it, or the caller disconnects. See "Parking a Call," on page 43.
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 42.
Play	Plays a selected item such as a song or a ringtone.
Previous	Moves to a previous item in a list (for example, a song in the MP3 Playlist).
Redial	Redials the last number that was called. See .
Remove	Removes conference participant.
RmLstC	Removes Last Participant from the Conference Call
Resume	Resumes a call that is on hold.
Save	Saves your changes.
Scan	Scans for wireless networks or Bluetooth devices.
Select	Selects the highlighted item on the LCD screen.
Trnsfer	Performs a call transfer. See "Transferring Calls," on page 39.
TrnsfVM	Transfers a call to voice mail.
View	Displays more information about a selected item.

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 open a menu that is labeled with number 2, press 2.

NOTE Menus and options can change depending on the software release.

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 using the keypad and/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 / : \ , ! ; $ ^ I
2	abc2ABC
3	def3DEF
4	ghi4GHI
5	jkl5JKL
6	mno6MNO
7	pqrs7PQRS
8	tuv8TUV

Key	Character Set
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 SPA IP Phones provide a speakerphone. To use the speakerphone, press the **Speaker** button (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's websites:

http://www.plantronics.com

http://www.jabra.com

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. In general, to connect a headset:

- For Bluetooth headsets: See the "Connecting Bluetooth Headsets" section on page 17.

- For wireless, non-Bluetooth headsets (such as Plantronics or Jabra): Connect the headset's telephone cord into the telephone port on the back of the SPA IP Phone.

- For wired headsets: Connect the 2.5mm connector from the headset into the headset port on the right side of the IP phone, as shown in the following illustration:

Headset port

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 the **Setup** button.

STEP 2   Select **User Preferences**.

STEP 3   Select **Bluetooth**.

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

STEP 5   Press **Save**.

After enabling Bluetooth, create a profile for your headset:

STEP 1 In the Bluetooth Configuration screen, scroll to **Bluetooth Profiles**. Press the **Right Arrow** key to enter the profile screen.

STEP 2 Press **Scan** to scan for your headset.

STEP 3 In the list of found devices, select your headset and press the **Select** button to edit the profile.

STEP 4 Scroll to **PIN** and enter the PIN for your Bluetooth headset.

STEP 5 Scroll to **Connect Automatically** and press the **Right Arrow** key to turn to *On*.

STEP 6 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

> **NOTE:** Steps to use your headset with the SPA IP Phone may vary. Consult the user documentation for your headset for more information.

- To use a wired headset, press the **Headset** button on your phone 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 the **Headset** button on your phone (or, if supported, press the **Answer** button on your Bluetooth headset twice) and dial the number to place a call. Press the **Answer** button 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 speakerphone or headset function.

To switch from the handset to the speakerphone, press the **Speakerphone** button and place the handset back on the hook.

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

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

To switch from the headset to the speakerphone, press the **Speakerphone** button.

Installing Your Phone

This chapter describes how to install and connect your Cisco SPA525G IP Phone. It contains the following sections:

- Before You Begin, page 20
- Connecting the Handset, page 21
- (Optional) Attaching the Desk Stand, page 23
- (Optional) Mounting the Phone to the Wall, page 24
- Connecting Your Phone's Power, page 26
- Connecting Your Phone to the Computer Network, page 27
- Verifying Phone Startup, page 35

Before You Begin

Before you install and connect your phone, verify with your 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.

NOTE: The RJ-11 port marked "AUX" is not for use as a telephone line port.

CAUTION: Do not plug a telephone line cord into the port marked "AUX."

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 #6 on the Cisco SPA525G IP Phone Connections graphic.

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

Figure 1   Cisco SPA525G IP Phone Connections

USB port

189985
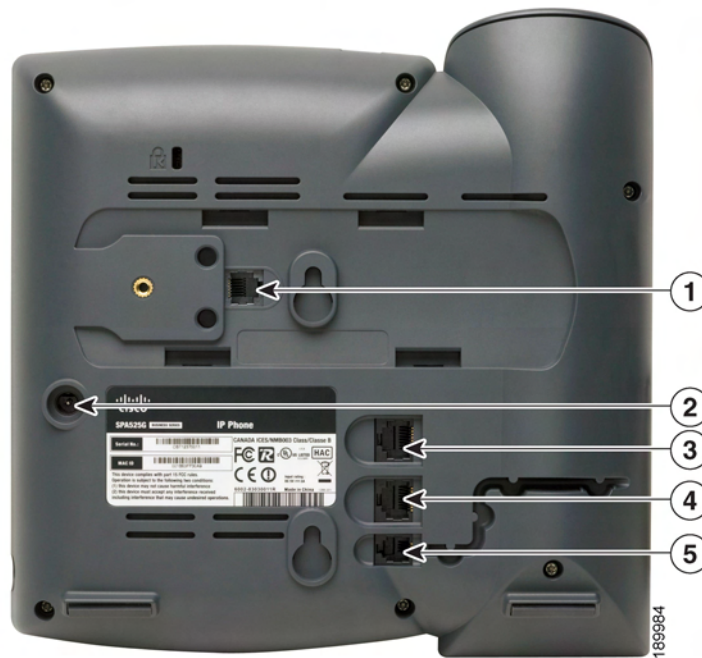
Number	Component
1	Auxiliary port.
2	Power port. Insert the power adapter plug into this port.
3	Additional Ethernet port. Connect an Ethernet cable to this port to provide network connectivity to a PC. (This port cannot be used when the phone is connected to the network via the built-in Wireless-G client.)
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).

(Optional) Attaching the Desk Stand

NOTE: Do not attach the desk stand if you want to mount the phone to the wall.

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.

(Optional) Mounting the Phone to the Wall

To mount the phone to the wall, you must purchase the MB100 wall mount bracket kit.

Figure 2   MB100 Wall Mount Kit

189986

STEP 1   To attach the Mounting Bracket (MB), align the two cleats on the MB with the holes in the phone's base.
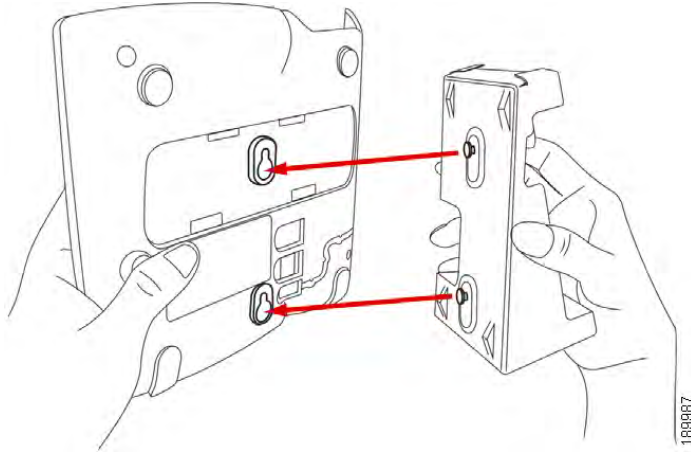
STEP 2   Orient the MB such that the phone's Ethernet and handset ports are accessible after installation.

STEP 3   Push the MB onto the phone's base. Slide the MB upwards to lock it in place.
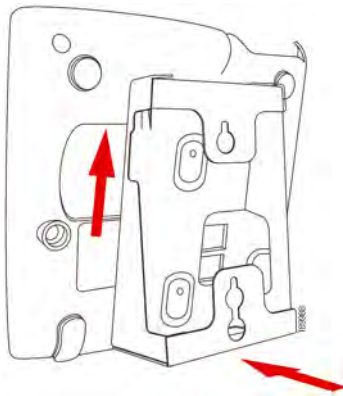
STEP 4   Plug in the Ethernet and power cables.
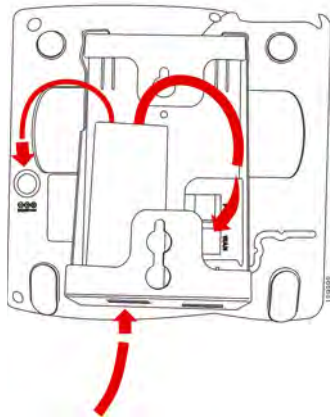
STEP 5   Hang onto screws mounted in the wall.
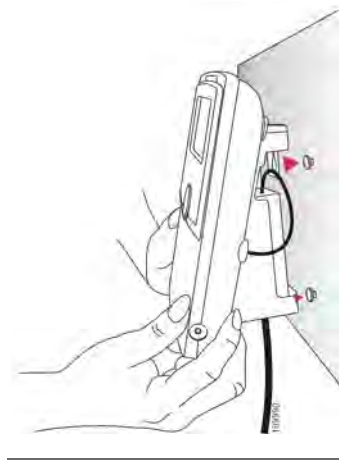
Connecting Your Phone's Power

If you are using an external power source, plug it into the building's power source, and plug the power supply into the phone base. See Figure 1 on page 21, item #2.

NOTE: The SPA525G does not ship with a power supply. If you are not using Power over Ethernet (PoE), you must order the PA-100 power supply separately from Cisco.

If you are using Power over Ethernet (PoE) to power the phone, the phone will receive power when you connect an Ethernet cable from the phone's SW port to a switch in your network that provides PoE. See the "Connecting Your Phone to the Wired Network" section on page 27.

Connecting Your Phone to the Computer Network

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 21.

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

> **NOTE:** The SPA525G provides a second Ethernet port. You can connect a PC to this port to provide network access to the PC. This port is labeled #4 in the Cisco SPA525G IP Phone Connections figure. This port cannot be used when the phone is connected to the network via the built-in Wireless-G client.

Connecting Your Phone to the Wireless Network

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

The Cisco SPA 525G phone supports a direct connection to the wireless network. Before setting up the wireless network, you need to know the wireless security type for your router. The SPA525G works with the following security types:

- WEP—Wired Equivalent Privacy. With this type of security, you need to 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.

- WPA—Wi-Fi Protected Access. The SPA525G supports WPA PSK, WPA2 PSK, WPA Enterprise, and WPA2 Enterprise. With this type of security, you will at the very minimum be required to enter a password on the phone. The phone then authenticates with your router to provide a secure connection.

Determining Your Wireless Router Security Type

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

STEP 1 Log in to your wireless router's web interface using a web browser. Your computer must be connected to your wireless network. 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.)

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:
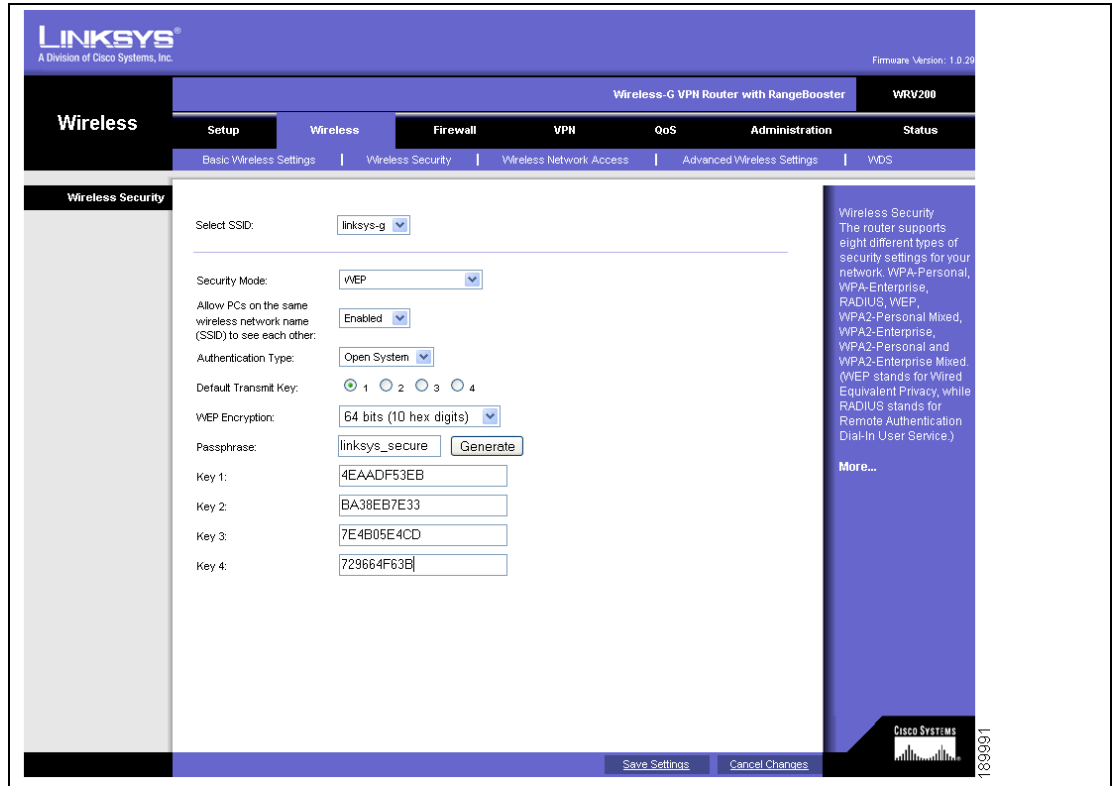
If your router is using WPA, note the WPA shared key, or passphrase that you need to enter later.

The following example shows WPA information for a Linksys WRT160N router:
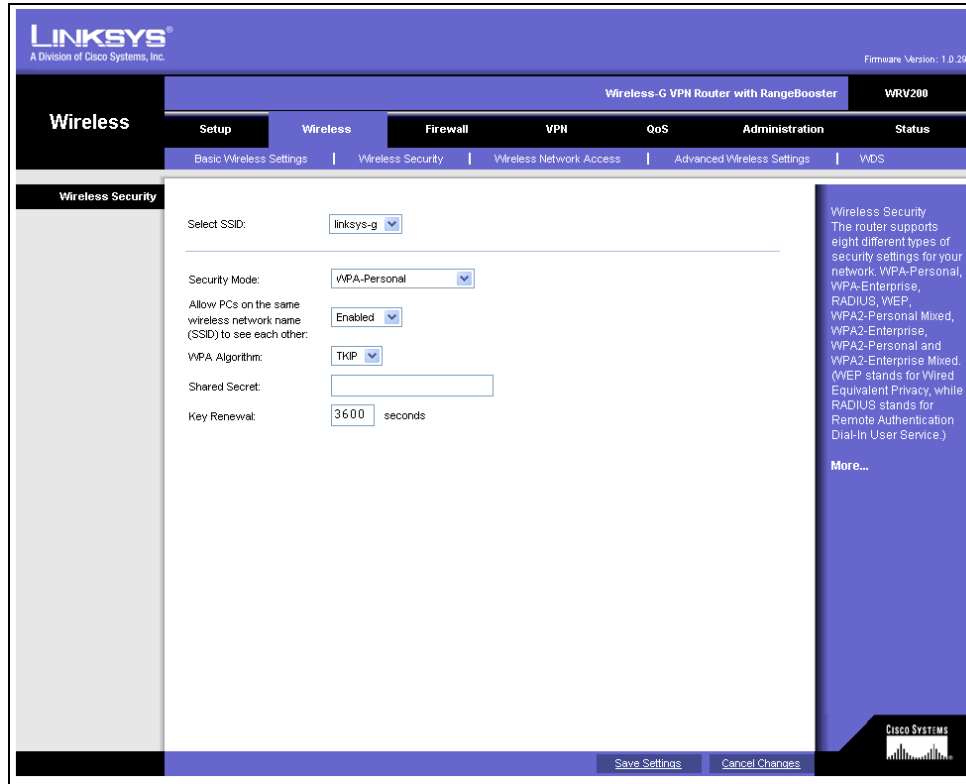
To set up the SPA525G wireless connection:

STEP 1 If you have plugged in an Ethernet cable to connect the phone to the wired network, remove it and reboot the phone. If an Ethernet connection is present on the phone, it is used instead of the Wi-Fi connection.

STEP 2 Press the **Setup** button on your phone.

STEP 3 Scroll to **Network Configuration** and press the **Select** button.

STEP 4 In the Wi-Fi field, press the **Left** or **Right Arrow** key to turn Wi-Fi *On*. Press the **Save** softkey button.

STEP 5 Scroll to Wi-Fi Configuration and press the **Right Arrow** key.

STEP 6   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), edit an existing wireless profile, or connect to a previously configured network. See Manually Adding a Wireless Profile on the SPA525G, 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 with the SPA525G, page 31.

Using Wi-Fi Protected Setup with the SPA525G

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

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

STEP 2   Choose one of the following options:

Push Button Configuration:

a. Press the WPS button on your router.

b. On your phone, with *Push Button Configuration* highlighted, press the **Select** button. Your phone may reboot before the Wi-Fi connection is working.

PIN Configuration

a. After selecting **PIN Configuration** on your phone, note the PIN displayed.

b. Connect to your router's web interface using a web browser. Your computer must be connected to your wireless network. Enter the IP address of the wireless router in the browser address bar.

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.)

d. View the Wireless tab or screen. Locate the Wireless Protected Setup configuration menu.

e. Enter the PIN into the field that allows you to setup wireless devices using a PIN.

f. Save your changes.

g. On the SPA525G, with PIN Configuration highlighted, press the **Select** button. To add the connection as a profile, press **OK**. Your phone may reboot before the Wi-Fi connection is working.

Manually Adding a Wireless Profile on the SPA525G

To add a new wireless network profile:

STEP 1   In the Network Configuration screen, ensure Wi-Fi is enabled.

STEP 2   Scroll to *Wi-Fi Configuration*. Press the **Right Arrow** key to enter the Wi-Fi Configuration screen.

STEP 3   Select **Wirelss Profile**. Any previously configured wireless profiles are displayed.

STEP 4   Do one of the following tasks:

  ▪ 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

NOTE   If your router has SSID (router name) broadcast disabled, it may not appear in the list of networks. In that case, you need to manually add it (see Manually Adding a Network, page 33).

STEP 1   In the Wireless Profile screen, press **Scan**.

STEP 2   In the list of available networks, scroll to the desired network and click **Add** to select the highlighted network.

STEP 3   (Optional) Press the **Right Arrow** key under Security Mode to set the security options:

- WEP—Wired Equivalent Privacy: You must enter the Default Transmit Key, Key Type and Length, and the keys.

- WPA PSK or WPA2 PSK: You must enter the Cipher Type (TKIP or AES CCMP) and the shared key.

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

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

  - TTLS—Enter the anonymous ID, choose whether the phone should check for the server certificate, choose the TTLS Inner Protocol (MSCHV2, MSCHAP, PAP, CHAP, or MD5), and enter the User ID and password.

  - LEAP—Enter the User ID and password.

  - TLS—Enter the User ID, choose whether the phone should check for the server certificate, enter the User ID, and configure the Root certificate and User certificate (see the "Uploading Security Certificates to the Phone" section on page 34).

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

Manually Adding a Network

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

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

- WEP—Wired Equivalent Privacy: You must enter the Default Transmit Key, Key Type and Length, and the keys.

- WPA PSK or WPA2 PSK: You must enter the Cipher Type (TKIP or AES CCMP) and the shared key.

- WPA/WPA2 Enterprise: You must enter the Cipher Type (TKIP or AES CCMP) and the EAP Type:

  - TTLS: Enter the anonymous ID (typically, "anonymous" unless the radius server has other rules), choose whether 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   To save as a wireless profile, press **Save**.

Uploading Security Certificates to the Phone

If you are using some types of wireless security (for example, WPA2 Enterprise), you 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 SPA525G.

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, which should take about five seconds, the phone will display 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 Administrator or Internet Telephony Service Provider (ITSP).

3

Using Basic Phone Functions

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

Placing or Answering a Call

> **NOTE:** You may have to dial a number or numbers to reach an outside line. Ask your system administrator.

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

To place or answer a call, do one of these tasks:

- Pick up the receiver.

- Press the **Speaker** button.

- Press the **Headset** button.

- Press a line button.

- Dial the number, and then lift the handset.

- Dial the number, and then press the **Dial** soft key.

- Press the **New Call** soft key, and then dial.

- Select a number from the directory, and then press the **Dial** soft key.

- Press **Redial** to dial the last number that you called.

- If you are on a call and another call comes in, press the **Answer** soft key to place the current call on hold and answer the incoming call. To return to the first call, select it using the **Up Arrow** key or the **Down Arrow** key and then press the **Resume** softkey.

- To place a new call while another call is active on the same line, press the **Hold** button, and then press **New Call** and enter the number.

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 **Save**.

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

Using Mute

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

Putting a Call on Hold

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

Resuming a Call

To resume the call, press the flashing red line button for the call. 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.

- If you are using the speakerphone, press the **Speaker** button.

- If you are using the headset, either press the **Headset** button (wired) or replace the receiver (wireless).

- Press **EndCall** to hang up one call, and preserve another call on the same line. If necessary, remove the call from hold first.

Transferring Calls

You can transfer a call to another extension.

STEP 1 During an active call, or a call on hold, press **Trnsfer**.

STEP 2 Do one of the following tasks:

- Enter the number to which you want to transfer the call; or

- Use the directory to choose a number from the personal directory.

STEP 3 Press **Dial** or wait a few seconds. The call is placed on hold and a new line is opened to dial the number.

STEP 4 Do one of the following tasks:

- To transfer the call without waiting for the other person to answer, press **Trnsfer** 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 **Trnsfer** at any time during the conversation.

Managing Call Waiting

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

To answer the new call on the same line, use the following method:

STEP 1 Use the navigation button to select the call.

STEP 2 Press **Answer** to answer the call. The call on the other line is automatically put on hold.

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

STEP 1   Use the navigation button to reselect the call.

STEP 2   Press **Resume** to reconnect to the call.

Recording a Live Call

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

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

STEP 2   Press **LiveRcd** again to stop the recording.

Viewing and Returning Missed Calls

The LCD screen on your IP phone notifies you if a call came in that was unanswered.

Viewing a List of Missed Calls

To view a list of all missed calls:

STEP 1   Press the **Setup** button.

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

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

- Press **Dial** to dial the number that called you.

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

NOTE   If a call is from a long distance number, you may have to edit the call before returning it. For example, you may need to enter the prefix digit that your system requires for an outgoing call.

- Press the **Option** softkey and choose one of the following options:

    - **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.

Forwarding Calls

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

STEP 1   Press the **CFwdAll** soft key.

STEP 2   Enter the number, including any prefix digit that your system requires for an outgoing call.
OR press a speed dial button to forward calls to a programmed speed dial number.

STEP 3   Press **EndCall** to save your settings.

STEP 4   When you are ready to cancel call forwarding, press **CFwdAll**.

Setting Do Not Disturb

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

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

STEP 2 To turn off Do Not Disturb, press the **Dnd** softkey on your phone.

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 **GPickUp**. The phone displays any extensions in the group that have ringing calls.

STEP 2 Choose the call you want to pick up and press **Dial**.

To pick up a call ringing at any extension:

STEP 1 Press the **PickUp** softkey.

STEP 2 Enter the extension number of the phone that you want to pick up.

Parking a Call

You can "park" a call on a designated line so that another person in your company can pick up the call. The call is active until it is "unparked" or the caller hangs up.

To park a call:

STEP 1   While on an active call, press the **Park** softkey. The call is then parked on that line, and the caller hears "on hold" music or messages.

STEP 2   To retrieve the call from another phone, enter the park line number and press **Dial**.

Placing a Three-Way Conference Call

To initiate a conference call:

STEP 1   Press the **Confrn** 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 **Confrn** 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** (if available on your phone system).

Using the Phone Directories

The SPA525G IP phone provides several different types of phone directories, depending on the phone model and what the system administrator has set up for the company.

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

- **Personal Address Book**—The personal directory provides a place for you to store and view frequently dialed numbers. You can also dial numbers from the directory.

- **Corporate Directories**—Depending on your phone network configuration, you may have one or more of the following directories available:

  - Corporate Directory (XML)

  - Corporate Directory (LDAP)

Using Your Personal Address Book

To access the Phone Directory, 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 options:

  - Search—Search for a name.

  - Delete—Delete a contact.

  - Copy—Copy a contact.

  - Paste—Paste a contact.

  - Edit Dial—Edit a contact's number before dialing.

- Dial—Press to dial a highlighted contact.

- Add—Choose to add a new contact.

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

Adding a New Contact

To add a new entry to the directory:

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

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

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

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

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

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

Copying a Contact

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

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

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

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

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

Searching for a Contact

To search for a contact:

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

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

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

Deleting a Contact

To delete a contact:

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

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

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

Editing a Contact

To edit a contact's phone information:

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

STEP 2   Choose one of the following options:

- Press the center **Select** 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.

Using the Corporate Directory

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

To use the corporate directory:

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

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

Using the Call History Lists

Viewing the Call History Lists

To view the Call History lists:

STEP 1   Press the **Setup** button.

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

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 the **Select** button to view the list.

Deleting a Call History List

STEP 1   Press the **Setup** button.

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

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

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

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

Calling from the Call History Lists

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

STEP 1   Choose the call.

STEP 2   Press **Dial**.

NOTE   If the call was from a long distance number, you may have to edit the call before dialing it. Press 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 the **Select** button. The Address Book entry screen appears.

STEP 4   Edit the information (if desired) and press **Save** again. The entry is added to your directory.

Accessing Voicemail

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

Using Advanced Phone Features

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

Playing MP3 Files on Your Phone

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

NOTE Only MP3 music without Digital Media Rights protection can be played on the SPA525G IP Phone.

Creating the Playlist

NOTE The MP3 playlist on the SPA525G is limited to 48 songs.

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 SPA525G.

STEP 4 Press the **Setup** button.

STEP 5 Scroll to **MP3 Player** and press the **Select** button.

STEP 6 Press **Add List** to create a playlist from the songs on the USB device.

STEP 7 Choose songs by choosing one of the following methods:

- Choose individual songs by scrolling to the song you want and pressing the **Right Arrow** key or the **Select** button.

- Choose all songs on the USB device by pressing **SelectAll.**.
  You can clear all selected songs by pressing **ClearAll**.

STEP 8 After choosing songs, the songs will be marked with a check in the box 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 have 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.

Changing the Left and Right Channel for Stereo Headsets

When using a stereo headset inserted into the SPA525G, you may need to switch the audio left and right channels to hear the correct audio channel in the right or left ear. To change the audio:

STEP 1   Press the **Setup** button.

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

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

STEP 4   Press the **Right Arrow** key to set **Swap L/R Channel** to **On**.

STEP 5   Press **Save**.

Customizing Your LCD Screen

You can customize your LCD screen in the ways described below.

Changing the LCD Screen Contrast

To adjust the contrast of the LCD screen:

STEP 1 Press the **Setup** button.

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

STEP 3 Scroll to **Screen Preferences** and press the **Select** button.

STEP 4 Scroll to **Display Brightness.** The default contrast is 15. Enter a number between 1 (lowest) and 15 (greatest) to change the contrast.

STEP 5 Press **Save.**

Setting the Screen Backlight Timer

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

STEP 1 Press the **Setup** button.

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

STEP 3 Scroll to **Screen Preferences** and press the **Select** button.

STEP 4 Scroll to **Backlight.** Press the **Right Arrow** key to choose *On,* which means that the darkening feature is enabled.

STEP 5 Scroll to **Backlight Timer.** Enter the number of seconds before the display should shut off after the phone is idle.

STEP 6 Press **Save.**

Configuring the Phone Screen Saver

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

To configure your screen saver:

STEP 1   Press the **Setup** button.

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

STEP 3   Scroll to **Screen Preferences** and press the **Select** button.

STEP 4   With Screen Saver highlighted, press the **Right Arrow** key to choose *On*.

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 system 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 **Save**.

Changing the Phone Wallpaper

To change the background picture on your phone:

STEP 1   Press the **Setup** button.

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

STEP 3   Scroll to **Screen Preferences** and press the **Select** button.

STEP 4   Scroll to **Wallpaper**. Press the **Right Arrow** key to select an image to use as the wallpaper.

STEP 5   Use the navigation arrows to choose an image. Press the **Select** button to choose the image, or to preview how the image will look on your phone, select the image and press **View**. Press **Select** to choose the image, or use the **Previous**, **Next**, and **Back** keys.

STEP 6   Press **Save**.

Restarting Your Phone

Occasionally you may need to restart your phone if the screen locks up. To restart your phone:

STEP 1   Press the **Setup** button.

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

STEP 3   Scroll to **Restart** and press the **Select** button.

Viewing Phone, Network, and Call Information

The SPA525G provides menus to view information about your phone.

Viewing Phone Information

To view information about your phone:

STEP 1   Press the **Setup** button.

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

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 the **Setup** button.

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

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

- Network Type

- Network Status

- Addressing Type

- IP Address

- Subnet Mask

- Default Router

- Primary DNS

- Secondary DNS

- MAC (Hardware) Address

Viewing Peripheral Status

To view information about phone peripherals, such as a USB memory stick:

STEP 1   Press the **Setup** button.

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

STEP 3   Scroll to **Peripheral Status** and press the **Select** button.

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

STEP 1   Press the **Setup** button.

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

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

STEP 4   Scroll to **Wireless Status** and press the **Select** button. 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

- Alternate TFTP ON>OFF

- TFTP Server 1

- DHCP Address Released ON>OFF

- Erase Configuration ON>OFF

Using the Web Interface

When your SPA525G is connected to a Cisco Unified Communications 500, you can use a web server to configure some of the features on your phone. This chapter contains the following sections:

Logging in to the Web Interface

> ◬
> **NOTE** Use Internet Explorer version 6 to access the web pages.

STEP 1 Start Internet Explorer and enter the following address:
http://10.1.10.1

STEP 2 Enter your user name and password, and then click **Login**.

> ◬
> **NOTE** If you are unsure how to log in, contact your phone system administrator.

Configuring Speed Dials and Fast Dials

You can use the web pages to create speed dials and fast dials.

- Speed dials allow you to quickly dial a number from a list or to use a quick access code to invoke the number. A speed dial appears automatically on an unused line button on the phone.

- Personal speed dials, or fast dials, are numbers that you can store in Directories > Corporate Directory > Personal Speed Dial.

To configure your speed dials or fast dials:

STEP 1 Log in to the Cisco Unified Communications Express web page. See "Logging in to the Web Interface," on page 60.

STEP 2 From the menu, choose **Configure > Phones**.

STEP 3   To add a speed dial, find an open space in the Speed Dial Information section

- Enter the phone number, including any prefix digit that your system requires for external numbers.

- Enter label to identify the speed dial.

STEP 4   To add a personal fast dial number, find an open space in the Fast Dial section.

- Enter the phone number, including any prefix digit that your system requires for external numbers.

- Enter label to identify the fast dial.

STEP 5   Click **Save Change** to save your settings.

Changing Your Password and PIN

You can change your password and PIN by using the web pages.

STEP 1   Log in to the Cisco Unified Communications Express web page. See "Logging in to the Web Interface," on page 60.

STEP 2   From the menu, choose **Configure > My Profile**.

STEP 3   As needed, enter a new Password or PIN, and then enter it again in the Confirm Password or Confirm PIN field.

NOTE   The password is used for the web login. The PIN is used for the phone login.

STEP 4   Click **Apply** to save your changes.

Setting Up Voice Mail Notifications

You can configure your account so that voice mail notifications are sent to your home phone, mobile phone, pager, text pager, or email inbox.

STEP 1 Log in to the Cisco Unified Communications Express web page. See "Logging in to the Web Interface," on page 60.

STEP 2 From the menu, choose **Voice Mail > Message Notification > My Notification Devices**.

STEP 3 Optionally, in the Cascading Settings section, enter system notifications. If this feature is enabled by your phone system administrator, you can choose up to two internal extensions to be notified if you do not retrieve a new message within the specified number of minutes.

- Enter the number of minutes in the After box.

- Click the magnifying glass icon to choose an internal extension to be notified.

STEP 4 In the Notification Devices section, click the hyperlink for the type of device that you want to receive notifications of new messages. Then enter the following information:

- **Enable notification to this device:** Check the check box to enable the phone system to send a notification to this device.

- **Phone Number:** Enter the phone number, including any prefix digit that your system requires for an outgoing call.

- **To (Email Address)**, **Text for Email:** *These fields appear if you chose Email Inbox as the device type.* Type the email address. Enter the text to appear in the message.

- **Notification Preferences:** Choose either Urgent Messages or All Messages. If you choose Urgent Messages, you receive a notification only if a message is marked "urgent" by the sender.

- **Notification Schedule:** Under **Quick Add**, select the Day, Start Time, and End Time when notifications will be sent. Then click **Add** to add the specified time period to the grid. Continue adding other time periods, as needed. To make adjustments, you can check or uncheck the check boxes in the grid.

STEP 5   Click **Appply** to save your settings, and then click **Back to List** to return to the list.

STEP 6   Set up additional notification devices, as needed.

A

Where to Go From Here

Cisco provides a wide range of resources to help you obtain the full benefits of the FrameMaker.

Product Resources

Website addresses in this document are listed without **http://** in front of the address because most current web browsers do not require it. If you use an older web browser, you may have to add **http://** in front of the web address.

Resource	Link
Cisco Partner Central (requires partner registration and login)	www.cisco.com/web/partners/sell/smb/
Cisco Small Medium Business Product Information	www.cisco.com/go/smallbiz

Related Documentation

The following table describes related documents that Cisco provides to help you use your Cisco SPA525G IP Phone.

These documents and more are available at www.cisco.com/go/smallbiz.

Document Title	Description	Intended Audience
Cisco Small Business Pro SPA IP Phone Quick Start Guide	Installation and initial configuration of your Cisco SPA525G IP Phone.	End Users, VARs, and Service Providers
Cisco Small Business Pro SPA and Wireless IP Phone Administration Guide	Administration and advanced configuration of your Cisco SPA525G IP Phone.	System Administrators, VARs, and Service Providers
Analog Telephone Adapter Administration Guide	▪ Administration and use of Cisco Small Business ATAs ▪ PAP2T, SPA2102, SPA3102, SPA8000, WRP400, and WRTP54G	VARs, system administrators, and Service Providers
Cisco Unified Communications 500 Office Administrator Guide	Administration and advanced configuration of phones using Cisco Unified Communications 500	System Administrators, VARs, and Service Providers

B

Additional Information

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information for this product is available on Cisco.com at the following location:

www.cisco.com/go/smallbiz

Warranty

Warranty information that applies to this product is available on Cisco.com at the following location:

www.cisco.com/go/smallbiz

End User License Agreement (EULA)

Licensing information that applies to this product is available on Cisco.com at the following location:

www.cisco.com/go/eula

Support Contacts

Support contact information for this product is available on Cisco.com at the following location:

www.cisco.com/go/support