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

- Press the **Do Not Disturb** softkey on your phone. The LCD 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 **Save**.

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 **Save**.

Configuring Call Waiting

Call waiting alerts you when you are on a call with a status message and ringing that another call is incoming. If you turn call waiting off, incoming calls do not ring your phone if you are on another call, and the caller hears a busy signal or message.

To turn call waiting on or off:

STEP 1 Press the **Setup** button.

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

STEP 3 Select **Call Preferences**.

STEP 4 Scroll to **Call Waiting** and press the **Right Arrow** key to turn call waiting **On** or **Off**.

STEP 5 Press **Save**.

Picking Up a Call

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.

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.



NOTE Not all phone systems support call park. If this feature is not working, check with your system administrator.

To park a call:

-
- STEP 1** While on an active call, press the **Park** button.
 - STEP 2** Enter a number to identify the park line and press **Dial**. The park line number does not correspond with an actual phone extension number. You can pick any easily-remembered number. The call is then parked on that line, and the caller hears “on hold” music or messages.
 - STEP 3** You or another person must then “unpark” the call.
-

To unpark a call, you can either use the **Unpark** button (if you know the park line number), or view a list of parked calls and unpark it from the list.

To unpark if you know the park line number:

-
- STEP 1** Press the **Unpark** button.
 - STEP 2** Enter the number identifier of the park line (for example, the number that was entered in Step 2 of “parking a call.”)
 - STEP 3** Press **Dial**. The call is picked up on your phone.
-

To view a list of parked calls (and unpark from the list):

-
- STEP 1** Press the **Setup** button.
 - STEP 2** Select **Status**.
 - STEP 3** Scroll to **Call Park Status** and press **Select**.
 - STEP 4** Choose the parked call you want to retrieve and press **Unpark**.
-

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 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 (LVS)
 - Directory using Lightweight Directory Access Protocol (LDAP)

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 using the IP Phone Web Interface. See the ["Configuring Your Address Book" section on page 84](#).

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 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** 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 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:

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 **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 using the IP Phone Web Interface. See the "[Viewing Call History Lists](#)" section on page 88.

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 **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 the **Setup** button.
 - STEP 2** Scroll to **Call History** and press **Select**.
 - STEP 3** Scroll to the Call History list you want to delete.
 - STEP 4** Press **Option** and select **Delete List**.
 - STEP 5** Press **OK** to delete the list.
-

Calling from the Call History Lists

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

-
- STEP 1** Choose the call.
 - STEP 2** Press **Dial**.



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

To delete a password:

-
- STEP 1** Press the **Setup** button.
 - 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 **Save**.

Logging In and Logging Out of Your Phone

After you've 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, and other features on your phone.

If you are in a menu (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 the **Setup** button.

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 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.

If you need to change the number for your voicemail (for example, if your phone is not part of a Cisco SPA9000 Voice System and you have external voicemail), perform the following steps:

STEP 1 Press the **Setup** button.

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 SPA9000 Voice System, this is normally “vmm.” For an external system, enter the phone number, including any digits you must dial to reach an outside line.



-
- TIP** To enter digits, press **Option** and choose **Input Num.** To clear the field of a previous entry, press **Option** and choose **Clear.**
-

- STEP 6** Press **Save.**
-

Using Advanced Phone Features

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

- [Configuring Privacy and Security Features, page 64](#)
- [Creating and Using Speed Dials, page 66](#)
- [Playing MP3 Files on Your Phone, page 67](#)
- [Using the Paging Feature, page 69](#)
- [Customizing Your LCD Screen, page 70](#)
- [Using Ring Tones, page 73](#)
- [Accessing Weather and News on Your Phone, page 74](#)
- [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

You can also configure these features using your PC and the IP Phone Web Interface. See “[Blocking Caller ID](#),” on page 87 and the “[Blocking Anonymous Calls](#),” on page 88.

Blocking Caller ID

You can block Caller ID from your phone so that your phone number will not appear to the person you call.

To block Caller ID:

-
- STEP 1** Press the **Setup** button.
 - 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 **Save**.
-

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 the **Setup** button.
 - 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 choose **On**.

STEP 5 Press **Save**.

Using Secure Call

With the secure call feature, the active call is encrypted so that others cannot eavesdrop. Before enabling Secure Call, ask your system administrator if Secure Call is available.



NOTE Your phone must be part of a Cisco SPA9000 Voice Network and your service provider must install a mini-certificate to enable this feature.

To use secure call:

STEP 1 Press the **Setup** button.

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 choose **On**.

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

Enabling Dial Assistance

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

STEP 1 Press the **Setup** button.

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 choose **On**.

STEP 5 Press **Save**.

If dial assistance is enabled, after beginning to dial, you can use the navigation button to scroll down, highlight a phone number on the LCD screen, and press dial to complete the call.

Creating and Using Speed Dials

You can configure up to 8 speed dials. Each speed dial can be a phone number, IP address or URL.

You can create and edit speed dials using your PC and the IP Phone Web Interface. See [“Creating Speed Dials,” on page 89](#).

To create or edit a speed dial:

STEP 1 Press the **Setup** button.

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

STEP 3 For a new speed dial, scroll to select an unused speed dial location (2 through 9). You can have up to 8 speed dials (location 1 is reserved for voice mail). To edit a previously existing speed dial, select it.

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**.

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

- Open a phone line and press the number for the speed dial, then wait a few seconds or press **Dial**.
- Press the **Setup** button, select **Speed Dial**, choose the number, and press **Dial**.

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 with no 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 **Select**.
- 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 (see the following graphic).



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**.
-

Using the Paging Feature

Your SPA525G can automatically answer pages from other Cisco SPA phones in the Cisco SPA9000 Voice 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.



NOTE Your phone must be part of a Cisco SPA9000 Voice Network to use this feature.

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 will ring as a normal voice call.

Configuring Auto Answer

To configure your phone to auto answer pages:

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

Setting the Screen Backlight Timer

You can set a timer for your screen so that your 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 **Select**.
 - STEP 3** Scroll to **Screen Preferences** and press **Select**.
 - STEP 4** Scroll to **Backlight**. Press the **Right Arrow** key to choose **On**, which means that the darkening feature is enabled.
 - STEP 5** Scroll to **Backlight Timer**. Enter the number of seconds before the display should shut off after the phone is idle.
 - STEP 6** Press **Save**.
-

Configuring the Phone Screen Saver

You can enable your phone'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 **Select**.
 - STEP 3** Scroll to **Screen Preferences** and press **Select**.
 - 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

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.

If you are going to use a picture from the USB memory device, perform the following steps:

-
- 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 30K and 300K in size. The phone can only read 45 images from the USB device.
- STEP 3** Remove the USB device from your PC and insert it into the USB slot on the SPA525G.
-

To change the background picture on your phone:

-
- STEP 1** Press the **Setup** button.
 - STEP 2** Scroll to **User Preferences** and press **Select**.
 - STEP 3** Scroll to **Screen Preferences** and press **Select**.
 - STEP 4** Scroll to **Wallpaper**. Press the **Right Arrow** key to select an image to use as the wallpaper.
 - STEP 5** Use the navigation arrows to choose an image. Press **Select** 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**.
-

Using Ring Tones

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

To change a ring tone:

-
- 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** 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 **Play** to play the highlighted ring tone. Press **Select** to choose the highlighted ringtone for that extension.
-

Accessing Weather and News on Your Phone

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

-
- STEP 1** Press the **Setup** button.
 - 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 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 edit the list of cities:

STEP 1 In the Web Applications screen, select **Weather**.

STEP 2 To move entries up or down in the list or delete an entry, select the city you want to move, 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** to scroll through them.

STEP 4 Press **View** to read an article, using the **Down Arrow** 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, if you need to change some date and time parameters, you can follow these steps:

-
- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **Device Administration** and press **Select**.
- STEP 3** Scroll to **Date/Time** and press **Select**.
- STEP 4** Scroll to 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 change the time zone. Press **Save**.
 - **Daylight Saving**—Adjusts the time on your phone at the twice-yearly adjustment intervals for Daylight Saving Time. Press the **Right Arrow** key to turn Daylight Saving Time to **On** or **Off**.
 - **Automatic Mode**—Configures your phone to receive the time and date from the phone server. Press the **Right Arrow** key to turn automatic mode to **On** or **Off**. Press **Save**.
 - **NTP Server 1** and **NTP Server 2**—Configures your phone to receive the time and date from a Network Time Protocol server. Enter the name or the IP address of the server and press **Save**.
 - **Set Current Time Manually**—Press the **Right Arrow** key to choose the date and time. Use the **Right Arrow** key to move between the year, month, date, hour, and minute. Use the **Up** and **Down Arrow** keys to change the time. Press **Set**.



NOTE If your phone is connected to an administration server, any changes you make to the date and time will be lost when rebooting the phone.

Using Star Codes

The SPA525G supports numerous “star codes” to access phone supplementary services. These codes, which start with *, are entered before dialing a telephone number and provide services. For example, to block caller ID (star code 67), you would dial *67, followed by the telephone number you are calling.

Following is a list of supported star codes:

Code	Definition
03	Request media loopback for a call to monitor Voice over IP quality.
16	Activate Secure Call feature for all calls.* See Using Secure Call, page 65 .
17	Deactivate Secure Call feature for all calls.* See Using Secure Call, page 65 .
18	Activate Secure Call feature for a single call.* See Using Secure Call, page 65 .
19	Deactivate Secure Call feature for a single call.* See Using Secure Call, page 65 .
36	Pick up a call at another extension.* See Picking Up a Call, page 51 .
37	Pick up a group call.* See Picking Up a Call, page 51 .
38	Park a call.* See Parking a Call, page 52 .
39	Unpark a call.* See Parking a Call, page 52 .
66	Activate Call Back. Causes the SPA525G to repeatedly dial a busy number until the called party rings or answers.
69	Calls the last number that called your phone.
72	Activate Call Forward All. See Forwarding Calls, page 47 .
73	Deactivate Call Forward All. See Forwarding Calls, page 47 .
77	Activate anonymous call blocking. See Blocking Anonymous Calls, page 64 .
86	Deactivate Call Back.

Code	Definition
87	Deactivate anonymous call blocking. See Blocking Anonymous Calls, page 64 .
90	Activate Call Forward Busy. See Forwarding Calls, page 47 .
91	Deactivate Call Forward Busy. See Forwarding Calls, page 47 .
92	Activate Call Forward No Answer. See Forwarding Calls, page 47 .
93	Deactivate Call Forward No Answer. See Forwarding Calls, page 47 .
96	Page an extension.** See Paging Another Phone, page 69 .
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.
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.

*Requires that your SPA525G phone be part of a Cisco SPA9000 Voice System network.

**Requires that the paged extension be part of a Cisco SPA9000 Voice System network.

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 **Select**.
 - STEP 3** Scroll to **Restart** and press **Select**.
-

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 **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 the **Setup** button.
- 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 the **Setup** button.
- 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**—If an extension is registered, when it was registered, and more
 - **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 SPA932 attendant console:

-
- STEP 1** Press the **Setup** button.
- 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 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 31), you can view the status of your wireless connection.

-
- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **Network Configuration** and press **Select**.

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

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

Advanced Menus for Technical Support Personnel



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

Using the Web Interface

The Cisco SPA525G provides a web interface to the phone that allows you to configure some features of your phone using a web browser. This chapter contains the following sections:

- [Configuring Your Address Book, page 84](#)
- [Setting Do Not Disturb, page 85](#)
- [Configuring Call Forwarding, page 86](#)
- [Configuring Call Waiting, page 87](#)
- [Blocking Caller ID, page 87](#)
- [Blocking Anonymous Calls, page 88](#)
- [Viewing Call History Lists, page 88](#)
- [Creating Speed Dials, page 89](#)
- [Configuring Wi-Fi, page 89](#)
- [Configuring Bluetooth, page 90](#)
- [Upgrading Firmware, page 91](#)

Logging in to the Web Interface

-
- STEP 1** Obtain the IP address of your phone by pressing the **Setup** button and selecting **Status**.
 - STEP 2** Scroll to **Network Status** and press **Select**. Note the **IP address**.
 - STEP 3** On your PC, open Internet Explorer.
 - STEP 4** Enter the IP address in the browser's toolbar.
 - STEP 5** The **Info** page of the IP Phone Web Interface displays.

The web interface has several different tabs. The tabs that allow you to configure options on your phone are the **Phone** and **User** tabs. Click the tab names to switch between these tabs.

Configuring Your Address Book

The Cisco SPA525G phone provides an address book for you to store and view frequently dialed numbers. The address book appears on your phone, and you can dial numbers from the directory.

To view and edit your address book:

-
- STEP 1** Log in to the web interface.
 - STEP 2** Choose the **Personal Address Book** tab. A window appears with the listings for your address book.
-

To enter a new contact into the address book:

-
- STEP 1** In the Personal Address Book tab, click **Add Personal Address Entry**.
 - STEP 2** Enter the name, office number, home number, or mobile number, and ring tone for the new contact.
 - STEP 3** Click **Submit All Changes**. The contact is added to your address book.

STEP 4 (Optional) To add the contact to a speed dial:

- a. Click the **Phone** icon under Speed Dials.
- b. Choose the phone (office, home, or mobile) that you want to add as a speed dial.
- c. Choose the speed dial position to assign the contact.
- d. Press **Confirm**.

To remove a contact from the address book:

STEP 1 In the Personal Address Book tab, check the box next to the contacts you want to remove. To select all contacts, check the box at the top of the column.

STEP 2 Press **Remove**.

STEP 3 Press **OK**. The contacts are removed from your address book.

To edit a contact's information:

STEP 1 In the Personal Address Book tab, click the **Edit** icon in the row for that contact.

STEP 2 Enter the information and press **Submit All Changes**.

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.

To set Do Not Disturb:

-
- STEP 1** Log in to the web interface.
 - STEP 2** In the **Voice** tab, **User** menu, under **Supplementary Services**, locate the **Do Not Disturb** field.
 - STEP 3** Choose **Yes** to turn on **Do Not Disturb**.
 - STEP 4** At the bottom of the page, click **Submit All Changes**. Your phone reboots.



NOTE You can turn off Do Not Disturb from your phone or from the web interface.

Configuring Call Forwarding

-
- STEP 1** Log in to the web interface.
 - STEP 2** In the **Voice** tab, **User** menu, under **Call Forward**, you can configure the following fields:
 - **CFWD Setting**—Enables call forwarding.
 - **CFWD All Dest**—Forwards all calls to a single number that you enter.
 - **CFWD Busy Dest**—Forwards all calls to another number when the phone is busy. Enter the number to which to forward calls.
 - **CFWD No Ans Dest**—Forwards calls to another number if there's no answer at your phone. Enter the number to which to forward calls.
 - **CFWD No Ans Delay**—Number of seconds to delay forwarding calls, if there is no answer at your phone. Enter the number of seconds to delay.
 - STEP 3** At the bottom of the page, click **Submit All Changes**. Your phone reboots.
-

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** Log in to the web interface.
 - STEP 2** In the **Voice** tab, **User** menu, under **Supplementary Services**, locate the **CW Setting** field.
 - STEP 3** Choose **yes** or **no** to enable or disable.
 - STEP 4** At the bottom of the page, click **Save All Settings**. Your phone reboots.
-

Blocking Caller ID

You can block Caller ID from your phone so that your phone number will not appear to the person you call.

To block Caller ID:

-
- STEP 1** Log in to the web interface.
 - STEP 2** In the **Voice** tab, **User** menu, under **Supplementary Services**, locate the **Block CID Setting** field.
 - STEP 3** Choose **yes** or **no** to enable or disable.
 - STEP 4** At the bottom of the page, click **Save All Settings**. Your phone reboots.
-

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.

To block anonymous calls:

-
- STEP 1** Log in to the web interface.
 - STEP 2** In the **Voice** tab, **User** menu, under **Supplementary Services**, locate the **Block ANC Setting** field.
 - STEP 3** Choose **yes** or **no** to enable or disable.
 - STEP 4** At the bottom of the page, click **Save All Settings**. Your phone reboots.
-

Viewing Call History Lists

To view Call History Lists:

-
- STEP 1** Log in to the web interface.
 - STEP 2** Choose the **Call History** tab. A window appears with the call history for your phone. Select a call history list to show from the drop-down list:
 - **All Calls**—All calls placed to and from your phone.
 - **Placed Calls**—Shows information for the last 60 numbers dialed from your phone.
 - **Received Calls**—Shows information for the last 60 answered calls.
 - **Missed Calls**—Shows the last 60 missed calls.
 - STEP 3** (Optional) To add a call from one of these lists to your address book, click the **Address Book** icon under the **Add** column. Edit any information and press **Submit All Changes**.
-

Creating Speed Dials

You can configure up to 8 speed dials. Each speed dial can be a phone number, IP address or URL.

To create or edit a speed dial:

-
- STEP 1** Log in to the web interface.
 - STEP 2** Choose the **Speed Dials** tab.
 - STEP 3** Enter the name and number for the speed dial entries you want to create or edit. Remember to enter any digits you must dial to reach an outside line.
 - STEP 4** Click **Submit All Changes**.
-

Configuring Wi-Fi

You can configure your Wi-Fi connection from the web interface. See [Connecting Your Phone to the Wireless Network, page 31](#) for more information on the types of wireless connections supported.

To configure your wireless connection:

-
- STEP 1** Log in to the web interface.
 - STEP 2** Choose the **Wi-Fi** tab.
 - STEP 3** Ensure **Wireless Enable** is set to **On**.
 - STEP 4** To manually enter a Wi-Fi profile, choose **Wi-Fi Profile** from the Wi-Fi Device list and proceed to the next section. To use WPS, choose **Wi-Fi Protected Setup** and follow the on-screen instructions
-

You can enter up to three wireless profiles. To create a wireless profile:

-
- STEP 1** In the Wi-Fi tab, ensure **Wi-Fi Profile** is selected in the Wi-Fi Device box.
 - STEP 2** (Optional) To scan for available wireless networks, click **Site Survey**. Click the icon under **Add** in the row of the wireless network you want to select.
 - STEP 3** Click **Add New Wi-Fi Profile**.
 - STEP 4** Enter or edit (if you performed Step 2) the name, SSID, security mode, and security parameters. (See [Connecting Your Phone to the Wireless Network, page 31](#) for more information on security.)
 - STEP 5** Click **Submit**. The wireless profile is added to the list.
 - STEP 6** Click **Submit All Changes**.
-

Configuring Bluetooth

You can use a Bluetooth headset with your phone and configure it from the web interface.

-
- STEP 1** Log in to the web interface.
 - STEP 2** Choose the **Bluetooth Configuration** tab.
 - STEP 3** Ensure Bluetooth Device is set to **On**.
 - STEP 4** To scan for your headset, click **Search Bluetooth Device**.
 - STEP 5** If found, your device appears in the Bluetooth Device List.
 - STEP 6** Click the name for your device.
 - STEP 7** Enter your PIN and press **Submit All Changes**.
-

Upgrading Firmware



IMPORTANT: If you are using your phone with an Internet Telephony Service Provider's system, **do not upgrade your phone's firmware without consulting your service provider.** Your provider may automatically upgrade your phones without any action on your part necessary.

Before upgrading your firmware, you need to download the latest version from <http://www.cisco.com/go/smallbiz>. Unzip the file to your PC.

-
- STEP 1** Log in to the web interface.
 - STEP 2** Choose the **Firmware Upgrade** tab.
 - STEP 3** Click **Firmware Upgrade Window**.
 - STEP 4** Browse to select the firmware file from your PC. Click **Submit**. The firmware is installed and your phone reboots.
-

Using the SPA932 Attendant Console

This chapter describes how to install and use the SPA932 Attendant Console with your SPA525G IP Phone.

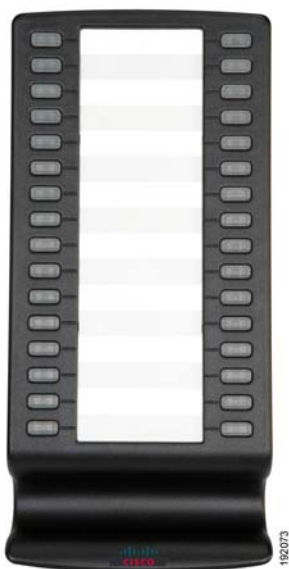


Figure 1 SPA932 Attendant Console

The SPA932 is a 32-button attendant console for the SPA525, providing 32 three-color (red, green, and orange) programmable LEDs, with support for Broadsoft Busy Lamp Field and Asterisk Line Monitoring. The SPA932 attaches to the SPA525 with the attachment arm provided. It obtains power directly from the SPA525 and does not require a separate power supply. Two SPA932 units can be attached to a single SPA525 to monitor a total of 64 separate lines.

Connecting the SPA932 Attendant Console to the SPA525G IP Phone

To connect the SPA932 Attendant Console to the SPA525G IP phone, you need the following:

- SPA932 Attendant Console
- Attachment Arm
- Two (2) Attachment Arm Screws
- Auxiliary Cable
- Desktop Stand

Connecting a Single SPA932

- STEP 1** Turn both the SPA525G and SPA932 face down.
- STEP 2** Align the hole in the SPA525G alignment recess with the hole on the attachment arm.
- STEP 3** Using the attachment arm screw, secure the attachment arm to the SPA525G.



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Using the SPA932 Attendant Console

Connecting the SPA932 Attendant Console to the SPA525G IP Phone

6

- STEP 4** Align the hole in the SPA932 alignment recess with the hole on the attachment arm.
- STEP 5** Using the attachment arm screw, secure the attachment arm to the SPA932.



- STEP 6** Locate the AUX IN port on the back of the SPA932. Connect one end of the auxiliary cable to this port.



IMPORTANT: Do not plug a telephone line cord into an AUX port. Use only the auxiliary cable provided with the SPA932.



- STEP 7** Locate the AUX port on the back of the SPA525G. Connect the other end of the auxiliary cable to this port.



- STEP 8** Route the auxiliary cable inside the cable relief channel in the SPA932.
- STEP 9** Attach the appropriate desktop stand to each unit. The SPA932 is powered via the auxiliary cable with the SPA525G.

Connecting an Additional SPA932



NOTE: A maximum of two SPA932 Attendant Consoles can be connected to a SPA525G.

- STEP 1** Align the hole in the first SPA932 alignment recess with the hole on the attachment arm.
- STEP 2** Using the attachment arm screw, secure the attachment arm to the first SPA932.



- STEP 3** Align the hole in the second SPA932 alignment recess with the hole on the attachment arm.
- STEP 4** Using the attachment arm screw, secure the attachment arm to the second SPA932.
- STEP 5** Locate the AUX OUT port on the back of the first SPA932. Connect one end of the auxiliary cable to this port.



IMPORTANT: Do not plug a telephone line cord into an AUX port. Use only the auxiliary cable provided with the SPA932.

- STEP 6** Locate the AUX IN port on the back of the second SPA932. Connect the other end of the auxiliary cable to this port.



- STEP 7** Route the auxiliary cable inside the cable relief channel.
- STEP 8** Attach the appropriate desktop stands to each unit. The SPA932 is powered via the auxiliary cable with the SPA525G. No additional power source is required.

Using the SPA932 Attendant Console with Your SPA525G IP Phone

The SPA932 can be configured to easily access other phone lines in the system. For example, buttons on the 932 can be configured to monitor another extension, speed dial a number, transfer calls to another extension, and more.

Configuration of the SPA932 and assignment of the line buttons is performed by the system administrator and is not described in this document. See the *Cisco SPA and Wireless IP Phone Administration Guide* for more information on this subject.

The functions of SPA932 buttons may differ depending on configuration. However, in general, you can:

- Monitor an extension by viewing its color. A steady red color usually indicates the extension is in use. A green color indicates the line is free. Blinking red indicates the line is ringing. Orange indicates a line error. A line button with no color is not configured.
- Transfer a call by pressing the line button on the SPA932 when an incoming call is ringing.
- Dial a configured extension by pressing the green line button on the SPA932.
- Pick up a call ringing at the extension by pressing the flashing red line button.

Monitoring the SPA932

To view the status of the SPA932, perform the following steps:

-
- STEP 1** Press the **Setup** button.
 - STEP 2** Scroll to **Status** and press **Select**.
 - STEP 3** Scroll to **Peripheral Status** and press **Select**.
 - STEP 4** The status is shown in the “Sidecar” fields.
-

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

Where to Go From Here

Cisco provides a wide range of resources to help you obtain the full benefits of the Cisco SPA525G.

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
<i>Cisco Small Business Pro SPA IP Phone 525G Quick Start Guide</i>	Installation and initial configuration of your Cisco SPA525G IP Phone.	End Users, VARs, and Service Providers
<i>Cisco Small Business Pro SPA and Wireless IP Phone Administration Guide</i>	Administration and advanced configuration of your Cisco SPA525G IP Phone.	System Administrators, VARs, and Service Providers
<i>Cisco SPA9000 Voice System Setup Wizard User Guide</i>	Installation of your SPA9000 voice system and SPA IP phones using the setup wizard.	System Administrators, VARs, and Service Providers