1 – Handset
2 – Message Waiting Indicator
3 – LCD Screen
4 – Line keys
5 – Softkey buttons
6 – Navigation button
7 – Messages button
8 – Hold button
9 – Setup button
10 – Mute button
11 – Volume button
12 – Headset button
13 – Speaker button
14 – Keypad

Front
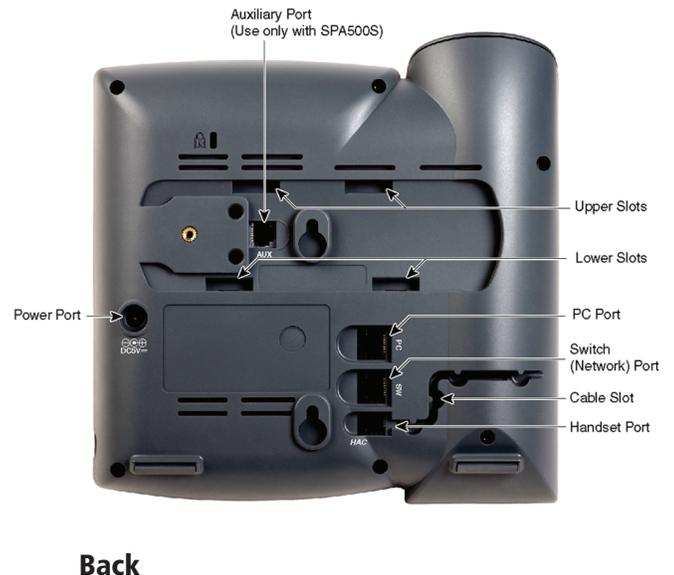
Back

Installing your phone:

1 Turn the phone body over to expose the ports on the back of the unit.

CAUTION
Do not insert a telephone line cord into the auxiliary port.

2 Insert the long end of the phone cord into the handset port on the phone body that is marked with a phone symbol.

3 (Optional) Route the handset phone cord through the cable slot.

4 Insert the other end of the handset phone cord into the port at the bottom of the handset (not shown).

5 (Optional) Connect the phone stand by lining up the tabs on the stand with the slots on the phone body. Slide the bottom tabs into the lower slots on the phone body and lightly press down on the stand. It should easily slide into the upper stand slots. Do not force.

6 If you are using an external power source, insert one end of the power cord into an outlet and insert the other end of the power cord into the power port on the phone body.

7 Connect your phone to the network:

Using an Ethernet Connection—Insert one end of the included Ethernet cable into the network port on the phone body marked "SW." Insert the other end of the Ethernet cable into the appropriate device, such as a network switch, on your network.

Note: Please ensure that the Ethernet cable used to connect the phone to the network switch is the included Ethernet cable.

8 (Optional) To provide network access to a PC, connect one end of an additional Ethernet cable (not provided) to the PC port on the back of the phone body. Connect the other end of the Ethernet cable to the network port on your PC.

9 (Optional) To install the phone on a vertical surface, use the Cisco MB100 Wall Mount bracket. See the Cisco Small Business IP Phone SPA50X User Guide (SIP) or the Cisco Unified Communications Manager Express for the Cisco Small Business IP Phone SPA50X documents on Cisco.com for more information. The Where to Go From Here section contains links to the documentation area on Cisco.com

1

Phone Setup:

▶ How to Adjust the Ringer Volume

1. Press and release the Volume (plus up or minus down) keys while the phone is on hook to adjust the ringer volume as desired. A horizontal scale displays on the phone to indicate the volume level.

▶ How to Adjust the Handset, Speakerphone, or Headset Volume

1. Activate the desired choice by picking up the HANDSET, or pressing the Headset or SPEAKER button on the bottom right of pad.

2. Press and release the VOLUME (plus up or minus down) keys to adjust the volume as desired. A horizontal scale displays on the phone to indicate the volume level.

Call Management:

▶ How to Make a Call

Using the Handset

1. Lift the handset.

2. Dial the number, including "1" and the area code or simply press the desired digits for an internal call.

Using the Speakerphone

1. Press the SPEAKER button.

2. Dial the number, including "1" and the area code or simply press the desired digits for an internal call.

▶ Hold

1. During a conversation, press the hold key. The HOLD key is the button with the "hand" symbol. The associated line key blinks.

2. To resume the conversation, press the blinking line key and begin speaking.

▶ How to Answer the Phone

When you hear your phone ring and see the red light flash on your phone, answer in any of the following ways:

1. Lift the handset.

2. Press SPEAKER to use the speakerphone, or press the associated blinking line key.

4. Press HEADSET to use the headset.

▶ How to Answer a Second Call

The easiest way to answer a call when you are already speaking is to use the Answer softkey. Alternatively, you can press the associated blinking line key. The first call is automatically placed on hold and you are connected to the second call.

To reconnect with the first call simply press the blinking line key of the original call.

▶ How to Make a Second Call

1. During a conversation, press the hold key.

2. Press a green line key.

3. Dial the number for your second call.

Phone features:

▶ Transferring Calls

Attended Transfer

1. During a conversation, press the Transfer (xfer) key. The call is placed on hold and you hear a dial tone.

2. Dial the number to which you want to transfer the call. You now wait for the extension to answer so you can announce the transfer.

3. If the called party is available, press the Transfer (xfer) key again to complete the transfer.

4. If the called party is unavailable, you can hang up and press the blinking line key of the original call to cancel the transfer and return to the holding party.

Blind Transfer

1. During a conversation, press the Blind Transfer (bxfer) key.

2. The LCD will then display Enter Blind Transfer Target. Dial the number to which you want to transfer the call.

3. Hit Dial and the call will immediately transfer.

Transferring a Call Directly to Voicemail

1. During a conversation, press the Transfer (xfer) key. The call is placed on hold and you hear a dial tone.

2. Dial *55 and wait for the prompt.

3. Dial the extension, followed by #, of the voicemail box you wish to transfer to.

Transferring a Held Call to an Active Call

If you have a call on hold and an active call, you can transfer one of these calls to the other call, connecting the two callers. (This differs from a conference call because you no longer remain part of the call after the transfer.)

1. With an active call and one or more calls on hold, press the right arrow on the Blue Directional pad, press the XFERLX softkey.

2. If you have only one call on hold, the call is transferred to the active party and you are disconnected.

3. If you have more than one call on hold, choose the held call you want to transfer by pressing the line button of the call on hold.

▶ Conference Calling

1. Establish a conversation.

2. Press the CONF softkey. The call is placed on hold and you hear dial tone.

3. When the person answers, inform the party about the conference and then press CONF again to add that party in the conference call.

5. If the called party is unavailable, you can hang up and press the blinking line key of the original call to cancel the conference and return to the holding party.

Conferencing a Held Call with an Active Call

If you have a call on hold and an active call, you can create a conference call between the active call, the call on hold, and you.

1. With an active call and one or more calls on hold, press the right arrow on the Blue Directional pad, then press the CONFLX softkey.

2. If you have only one call on hold, the conference call is created between the three of you.

3. If you have more than one call on hold, choose the held call you want to conference in by pressing the line button of the call on hold.

Join Feature

1. If you would like to join together the two parties on your conference call and drop yourself from the call, simply press the JOIN key.

▶ How to Park a Call

1. Establish a conversation.

2. Press the right arrow key on the round dark blue navigation pad found in the center of the phone.

3. Press the PARK softkey.

4. Dial the extension you want to park the call on and press the # key or simply press the # key to park the call on your extension.

How to Retrieve a Parked Call

1. Press the UNPARK softkey.

2. Dial the extension where the call is parked and then press the # key or just press the # key to retrieve the call parked on your extension.

▶ How to Intercom

1. Press the ICOM softkey.

2. Once you hear the dial tone, dial the extension you wish to intercom and press the # key.

▶ Do Not Disturb

Do Not Disturb instantly routes all your incoming calls to your voice mailbox, but still lets you make calls and use other telephone features.

1. While the phone is in an idle state, press the DND softkey. The LCD displays "Do not disturb". To cancel the feature, press the DND softkey.

▶ How to View Missed, Received and Placed Calls

1. Press the setup key. The setup key is the button on your handset with the "document" symbol that looks like a piece of paper with the right corner folded down.

2. Use the blue directional pad to scroll down and select Call History, then press the SELECT softkey.

3. Select the desired call history option: Redial List, Answered calls, or Missed Calls.

4. Press SELECT to display call history list.

5. Press CANCEL to exit

Voicemail Features

▶ Accessing Voicemail

To Access Your Voicemail from Your Phone

1. Lift the handset.

2. Press the messages button. The messages key is the button with the "envelope" symbol.

3. Enter your VM password then press #

Logging into Your Voicemail Box for the First Time

1. Enter your Voicemail PIN and then press the # key.

2. Enter a new Voicemail PIN at the prompt.

3. Re-enter your Voicemail PIN at the prompt.

4. Record your name at the prompt.

5. Press #.

6. Please Note: It is not necessary to record a customized busy or no answer greeting, if you wish to do so follow the prompts below. If not, your initial login process is complete and you may hang up at this time.

Record Your No Answer Greeting

1. Access your voicemail (see Accessing Voicemail)

2. Press 1 for mailbox options

3. Press 3 to record your No Answer Greeting

4. Follow the prompts for recording, reviewing and accepting the recording.

To Access Your Voicemail from Any Phone Outside Your Office

1. Dial your phone number
2. Press * when you hear your message
3. Enter your voicemail password then press #

Voice Portal Menu

Voicemail System

1 - Play Messages (see Play Messages Options)
2 - Record Busy Greeting
3 - Record No Answer Greeting
5 - Compose Message (see Compose Message Options)
7 - Delete All Messages
* - Go to Comm Pilot Voice portal
# - Repeat the Menu
2 - Change Comm Pilot Express Profile
3 - Record Your Name
8 - Change Voicemail Passcode
9 - Exit
- Repeat Menu

Play Messages Options

2 - Play or repeat message; skip envelope
4 - Play previous message
5 - Play message envelope
6 - Play next message
7 - Delete message
9 - Hear additional options (see Additional Options)
* - Return to previous menu
# - Save message

Additional Options

1 - Reply to message (see Reply to Message)
2 - Forward message (see Forward Message)
* - Return to previous menu
# - Repeat menu

Reply to Message

1 - Change current reply
2 - Listen to current reply
3 - Send reply
6 - Set or clear urgent indicator
7 - Set or clear confidential indicator
* - Return to previous menu
# - Repeat menu

Forward Message

1 - Change current introduction
3 - Send message to specific group members
4 - Send message to entire group
5 - Send message to distribution list (See Select Distribution List)
2 - Listen to current introduction
6 - Set or clear urgent indicator
* - Return to previous menu
# - Repeat menu

Portal Features

Voicemail to Email

To send a copy of your voicemails to an email address:

1. Login to http://portal.arena1.com
2. Select "Messaging" from the options, then select "Voice Management".
3. Towards the bottom of the page, in the "Additionally...:" section, click on the check box that says "E-mail a carbon copy of the message to _____" and enter your email address in the box.
4. Click on "Apply" or "Ok button.

To send your voicemail to an email address without storing a copy on your IP Phone:

1. Login to http://portal.arena1.com
2. Select "Messaging" from the Options, then select "Voice Management".
3. Towards the middle of the page, in the "When a message arrives...:" section, click on the radio button that says "Forward it to this e-mail address:" and enter your email address in the box.
4. Click on "Apply" or "Ok button.

▶ Forwarding

Use this feature to forward all incoming calls on an extension to another extension or external number. When someone dials your extension, the forwarded extension or number receives the call. You can forward calls to an IP or non- IP phone. Forwarding is controlled via a web portal, allowing you to forward from any web browser while away from your desk.

To Forward a Line

1. Login to http://portal.arena1.com
2. Click the Incoming Calls link on the left hand side.
3. Select the type of call forwarding you want to enable.
   A. Call Forwarding Always: Automatically forward all your incoming calls to a different phone number.
   B. Call Forwarding No Answer: Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.
   C. Call Forwarding Not Reachable: Automatically forward your calls to a different phone number when your phone is unreachable (offline).
4. Click the On radio button.
5. In the empty space enter the phone number to which you want to forward your calls.
6. Click Apply and then Ok.

To Disable Forwarding

1. Login to http://portal.arena1.com
2. Click the Incoming Calls link on the left hand side.
3. Select the type of call forwarding you want to disable.
4. Click the Off radio button.
5. Click Apply and then Ok.

NOTE: If voicemail is enabled on your IP phone, unanswered forwarded calls will be sent to your voice mail box after the no-answer duration is met.

▶ Sequential Ring

Ring multiple phones sequentially when calls are received.

To Enable Sequential Ring

1. Login to http://portal.arena1.com
2. Click the Incoming Calls link on the left hand side.
3. Click the Sequential Ring link.
4. Click on the Add Button.
5. Enter a Description and click the Ok button.
6. Click the Use sequential ring radio button.
7. Select a Schedule if needed (default is "Every Day All Day").
8. Click Ok.
9. Enter the Phone numbers that you want to ring.
10. Leave the rest of the options as defaults.
11. Click Apply and then Ok.

To Disable Sequential Ring

1. Login to http://portal.arena1.com
2. Click the Incoming Calls link on the left hand side.
3. Click the Sequential Ring link.
4. Uncheck the check box for Active.
5. Click Apply and then Ok.

▶ Simultaneous Ring Personal

Ring multiple phones simultaneously when calls are received.

To Enable Simultaneous Ring Personal

1. Login to http://portal.arena1.com
2. Click the Incoming Calls link on the left hand side.
3. Click the Simultaneous Ring Personal link.
4. Click on the Add Button.
5. Enter a Description and click on the OK button.
6. Click the On radio button.
7. Enter the Phone numbers that you want to ring simultaneously with your IP phone.
8. Leave the rest of the options as defaults.
9. Click Apply and then Ok.

To Disable Simultaneous Ring Personal

1. Login to http://portal.arena1.com
2. Click the Incoming Calls link on the left hand side.
3. Click the Simultaneous Ring Personal link.
4. Click Off radio button.
5. Click Apply and then Ok.

For More Information:

To learn more about the Cisco SPA 500 Series IP Phones please visit: http://www.cisco.com/go/500phones

For more information on Cisco Small Business products and solutions, visit: http://www.cisco.com/smallbusiness

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