



USER GUIDE

Cisco Small Business

SPA 525G IP Phone
for 8x8 Virtual Office

Power Adapter Statement

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

FCC and IC Statement

Federal Communication Commission Interference Statement

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

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

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

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

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

IMPORTANT NOTE

FCC Radiation Exposure Statement:

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

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

Industry Canada Statement

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

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

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Getting Started

This chapter provides an overview of your Cisco SPA 525G IP phone.

It contains the following sections:

- Overview of the Cisco SPA 525G IP Phone, page 6
- Understanding Your Phone's Lines and Buttons, page 9
- Using the Keypad and Buttons with Menus, page 13
- Entering Numbers and Text in Fields, page 15
- Using Phone Hardware and Accessories, page 16

NOTE This document describes using the Cisco SPA 525G with the 8x8 Virtual Office.

Overview of the Cisco SPA 525G IP Phone



The Cisco SPA 525G IP Phone is a full-featured VoIP (Voice over Internet Protocol) phone that provide voice communication over an IP network. It provides traditional features, such as call forwarding, redialing, speed dialing, transferring calls, conference calling and accessing voice mail. Calls can be made or received with a handset, headset or speaker.

The Cisco SPA 525G 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 Cisco SPA 525G 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 SPA 525G 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 Cisco SPA 525G 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 or for use in charging a device such as a mobile phone
- AUX port (to attach a Cisco SPA 500S attendant console)
- Bluetooth capability for headset support
- Bluetooth capability for mobile phone pairing
- 2.5mm stereo earphone jack for headset
- Wireless-G client support
- Kensington security slot support

Caring for Your Phone

The Cisco Small Business IP phones are electronic devices that should not be exposed to excessive heat, sun, cold or water. To clean the equipment, use a slightly moistened paper or cloth towel. Do not spray or pour cleaning solution directly onto the hardware unit.

Understanding Your Phone's Lines and Buttons

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

Phone Components



Figure 1 Cisco SPA 525G Phone Components

Table 1 IP Phone Components

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

Table 1 IP Phone Components

#	Phone Feature	Description
4	LCD Screen	Your phone may vary, but typically displays: <ul style="list-style-type: none"> • Date and time • Phone station name • Line extensions • Softkey options • Startup logo, screen saver, background photo, and photo album
5	Line keys	Indicates phone line status. Your phone may vary, but typically, when lit: <ul style="list-style-type: none"> • Green: Line is idle. • Red (steady): Line is active or in use. • Red (blinking): Line is on hold. • Orange: Line is unregistered (cannot be used). • Flashing Orange: The phone is not connected to the network.
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 LCD screen.
9	Messages button	Press to access voice mail (must be set up by your phone administrator).
10	Hold button	Press to place a call 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	Headset button	Press to turn the headset on or off. When the headset is on, the button glows green.
15	Speaker button	Press to turn the speaker on or off. When the speaker is on, the button glows green.
16	Keypad	Press keys to dial phone numbers, enter letters, and choose menu items.

Softkey Buttons

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

The following table shows some of the typical Cisco SPA 525G softkey buttons that are available (in alphabetical order). You may not have all of these softkey buttons on your phone, and you may have additional buttons that are not listed here. For example, your phone administrator may also provide custom softkey buttons on your phone, such as buttons that provide a speed dial to a company number, or that access a specialized program that runs on your phone. Contact your phone administrator for more information.

Table 2 Cisco SPA 525G Softkey Buttons

Button	Function
Add	Adds a new item (for example, a new directory entry).
AddList	Creates a list (for example, of MP3 files to play).
Alpha	Press to enter alphabetic characters in a data entry field.
Answer	Answers an incoming call.
apps	Accesses supported 8x8 Virtual Office applications.
Back	Returns you to the previous screen.
BlindXfer	Performs a blind call transfer. See “Performing an Unattended (Blind) Transfer,” on page 41.

Table 2 Cisco SPA 525G Softkey Buttons

Button	Function
callpark	Parks a call at a designated “park” number. The call is active until you unpark it, or the caller disconnects. See “Parking a Call,” on page 46.
Call Rtn	Returns the last missed call by dialing the number that called you. See “Viewing and Returning Missed Calls,” on page 41.
Clear	Deletes an entire text/number field.
Clr DND	Clears Do Not Disturb.
Conf	Initiates a conference call. See “Placing a Three-Way Conference Call,” on page 48.
Conf Line	Conferences existing active calls on the phone together.
confserv	Dials into the 8x8 conference bridge.
Connect	Connects to the selected item (for example, to the wireless network or Bluetooth device).
Copy	Copies the selected item (for example, a contact in the Address Book).
delChar	Deletes the last number or letter.
Delete	Deletes an entire item (for example, a number from the Call History list).
Dial	Dials the string of numbers that you have entered, or the number that you have highlighted in a list such as the Missed Calls screen.
Directory	Access your personal address book. See “Using Your Personal Address Book,” on page 51.
DND	Do Not Disturb; prevents incoming calls from ringing your phone. See “Setting Do Not Disturb,” on page 44.
Edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
End Call	Disconnects a call.
Forward	Forwards calls coming to your phone. See “Forwarding Calls — Phone-based Setup,” on page 44.
Hold	Places a call on hold. See “Putting a Call on Hold,” on page 39.
Ignore	Ignores an incoming call.
intercom	Allows you to automatically connect to a remote extensions.
Join	Connects a conference call.

Table 2 Cisco SPA 525G Softkey Buttons

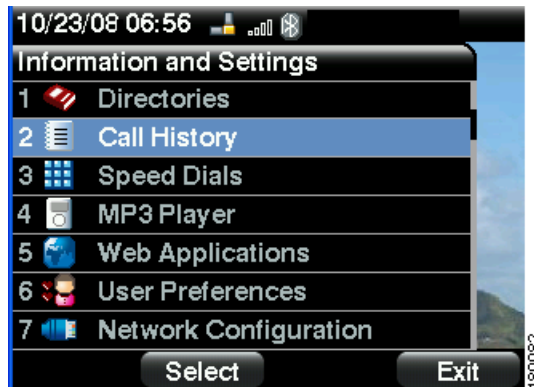
Button	Function
List	In some menus, shows a list of configured items (for example, a list of locations for weather or news).
Miss	Displays the list of missed calls.
More	Accesses additional softkeys.
Next	Moves to the next item in a list (for example, a song in the MP3 Playlist).
Option	Enters a sub-menu.
Paste	Pastes the item you copied into a list or field.
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).
record	Records the call in progress.
Redial	Brings up the list of recently dialed numbers. See “Redialing,” on page 41.
Refresh	Refreshes the screen. Useful after changing a configuration or when you want to update information (such as weather).
Resume	Resumes a call that is on hold.
Save	Saves your changes.
Scan	Scans for wireless networks or Bluetooth devices.
Select	Selects the highlighted item on the LCD screen.
Transfer	Performs a call transfer. See “Transferring Calls,” on page 40.
View	Displays more information about a selected item.
xfer2vm	Transfers an active call to voice mail.

Using the Keypad and Buttons with Menus

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

Using Keypad Shortcuts

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



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 / : \ , ! ; \$ ^
2	abc2ABC
3	def3DEF
4	ghi4GHI
5	jkl5JKL
6	mno6MNO
7	pqr7PQRS
8	tuv8TUV
9	wxyz9WXYZ
0	Space 0 ~ ? > ' < “
*	. @ * & % [] _
#/P	# + - = () { }

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

Use the **Option > Clear** softkey button to remove the entire entry.

Using Phone Hardware and Accessories

Using the Speakerphone

The 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): Follow the instructions for your product to connect the phone to the wireless headset base.

- 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 graphic:



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 Configuration**.

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 Enable Bluetooth as described above.

STEP 2 Press the **Setup** button.

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

STEP 4 Scroll to **Bluetooth Configuration** and press **Select**.

- STEP 5** Scroll to **Bluetooth Mode** and press the **Right Arrow** key to choose one of the following:
- **Phone**—Your Cisco SPA 525G will pair with a Bluetooth headset only. Choose this option if you will not use the Cisco SPA 525G with a Bluetooth-enabled mobile phone.
 - **Both**—Your Cisco SPA 525G will use a Bluetooth headset, or operate with your Bluetooth-enabled mobile phone. (See “[Using the Cisco SPA 525G With Your Bluetooth-Enabled Mobile Phone](#)” on page 63 for more information on using the Cisco SPA 525G with your mobile phone.)

NOTE Your Cisco SPA 525G will connect to only one device at a time (either the Bluetooth headset or the Bluetooth-enabled mobile phone.)

If multiple Bluetooth devices are in range of the Cisco SPA 525G, the order of devices in the **Bluetooth Configuration > Bluetooth Profiles** list is used, and the device with a higher priority is activated first.

- STEP 6** Scroll to **Bluetooth Profiles** and press the **Right Arrow** key to enter the profile screen.

- STEP 7** Press **Scan** to scan for your headset.

NOTE Depending on the network environment (for example, the number of Bluetooth devices and noise level), your Bluetooth headset may not appear on the found devices list. Ensure the headset is powered on and has Bluetooth activated, and retry the scan.

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

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

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

- STEP 11** Press **Connect**. The profile screen displays and a check mark appears next to the headset if the connection was successful.

Using a Headset with Your IP Phone

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), you may need to 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 SPA 525G IP Phone. It contains the following sections:

- [Before You Begin, page 22](#)
- [Connecting the Handset, page 22](#)
- [\(Optional\) Attaching the Desk Stand, page 24](#)
- [\(Optional\) Mounting the Phone to the Wall, page 25](#)
- [Connecting Your Phone's Power, page 27](#)
- [Connecting Your Phone to the Computer Network, page 28](#)
- [Verifying Phone Startup, page 36](#)
- [Upgrading Your Phone's Firmware, page 36](#)

Before You Begin

Before you install and connect your phone, verify with your phone 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 reserved for connection with the Cisco SPA 500S Attendant Console that works with the Cisco SPA 525G. It 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 #5 on the [Cisco SPA 525G 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 SPA 525G IP Phone Connections



Number	Component
1	Auxiliary port. Only for use with the Cisco SPA 500S attendant console (not currently supported by 8x8).
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	Switch (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.
6	USB port. For use with an external USB memory device (optional). You can also use the USB port on the Cisco SPA 525G model to charge a device such as a Bluetooth-enabled mobile phone if your phone has a mini-USB port.

(Optional) Attaching the Desk Stand

NOTE Do not attach the desk stand if you want to mount the phone to the wall. If you are attaching a Cisco SPA 500S attendant console attach the console before attaching the desk stand.

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

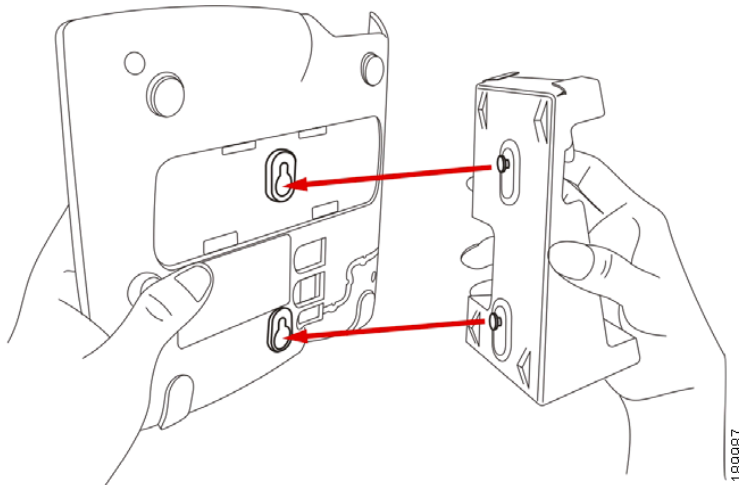
(Optional) Mounting the Phone to the Wall

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

Figure 2 MB100 Wall Mount Kit

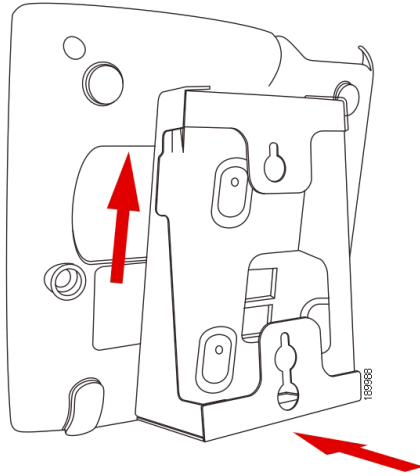


- STEP 1** To attach the Mounting Bracket (MB), align the two cleats on the MB with the holes in the phone's base.

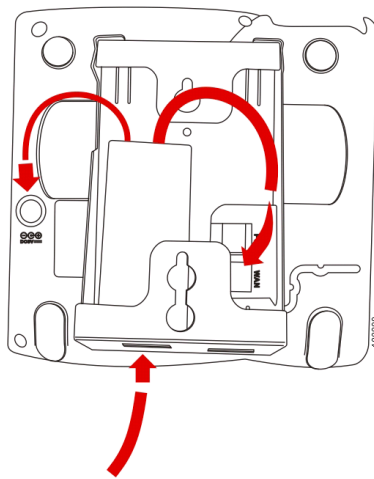


- STEP 2** Orient the MB such that the phone's Ethernet and handset ports are accessible after installation.

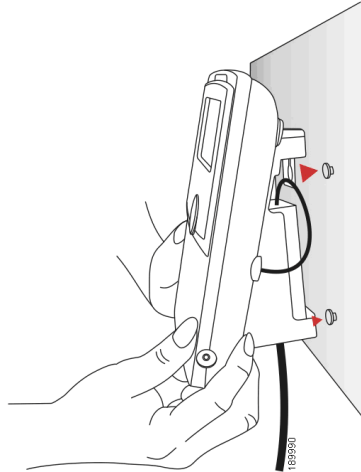
STEP 3 Push the MB onto the phone's base. Slide the MB upwards to lock it in place.



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 23](#), item #2.

NOTE If you are not using Power over Ethernet (PoE), you must use the PA-100 power supply AC adapter.

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 WAN port to a switch in your network that provides PoE. See the [“Connecting Your Phone to the Wired Network”](#) section on [page 28](#).

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 23](#).
- STEP 2** Plug the other end of the Ethernet cable into the appropriate device on your network, such as a network switch.

NOTE The Cisco SPA 525G provides a second Ethernet port. You can connect a PC to this port to provide network access to the PC. This port is labeled #3 in the [Cisco SPA 525G IP Phone Connections](#) graphic. 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 Cisco SPA 525G 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 Cisco SPA 525G 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

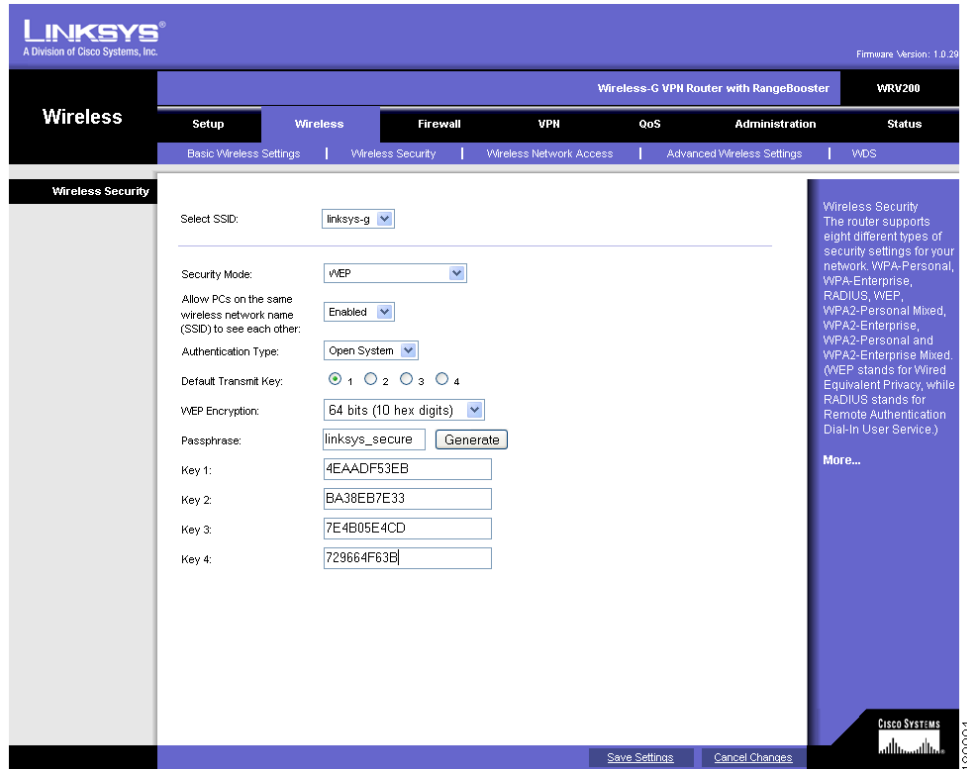
If you do not know your wireless router security type, you need to log in to the router interface to get this information. The steps below are written for a Linksys router, but procedures for other routers should be similar.

-
- 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 window. 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:

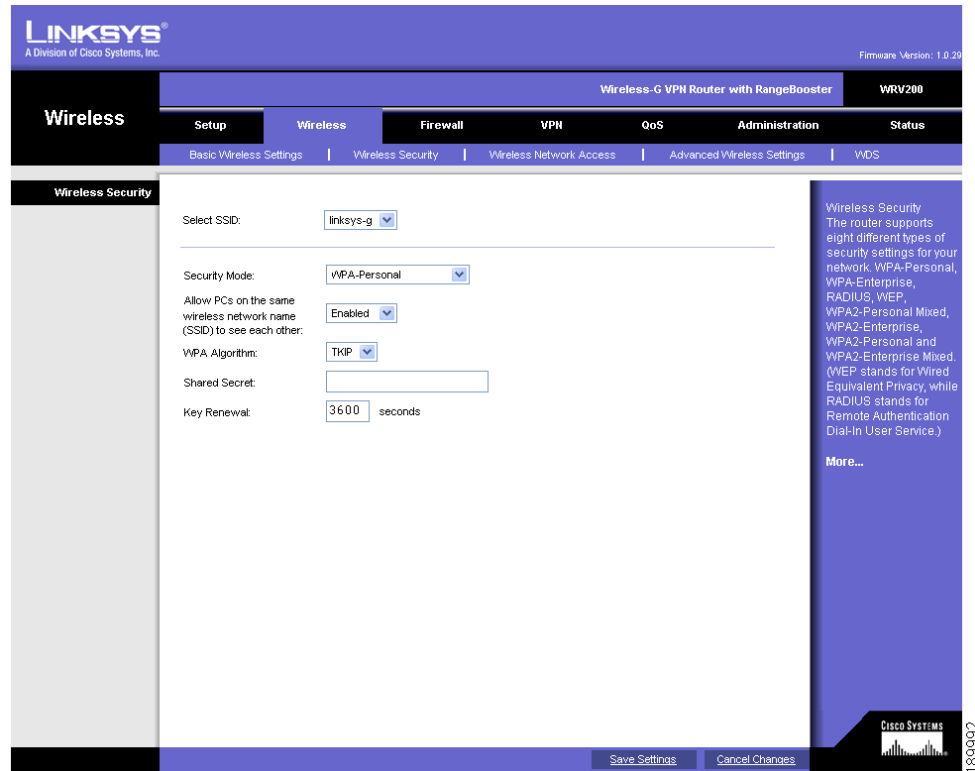
- WEP encryption: 64 bit or 128 bit. You need to choose this later.
- Default transmit key, or TX key: The default key (of the 4) that the router transmits to authenticate. This value will be 1, 2, 3, or 4.
- Passphrase and keys: You choose one of two methods to enter the WEP key. You either directly 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 Cisco SPA 525G 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 **Select**.
- STEP 4** In the Wi-Fi field, press the **Left** or **Right Arrow** key to turn Wi-Fi *On*. Press the **Save** softkey.

- STEP 5** Scroll to Wi-Fi Configuration and press the **Right Arrow** key. 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 Cisco SPA 525G](#), page 33.
 - **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 Cisco SPA 525G](#), page 32.

Using Wi-Fi Protected Setup with the Cisco SPA 525G

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 window, select *Wi-Fi Protected Setup*.

STEP 2 Choose one of the following options:

Push Button Configuration:

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

PIN Configuration

- After selecting **PIN Configuration** on your phone, note the PIN displayed.
- 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.
- If required, enter the user name and password. (By default, Linksys routers typically use "admin" for the user name and "admin" for the password.)
- View the Wireless tab or window. Locate the Wireless Protected Setup configuration menu.
- Enter the PIN into the field that allows you to setup wireless devices using a PIN.

- f. Save your changes.
 - g. On the Cisco SPA 525G, with PIN Configuration highlighted, press **Select**. 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 Cisco SPA 525G

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 **Wireless Profile**. Any previously configured wireless profiles are displayed.
 - STEP 4 Do one of the following:
 - Scan for available networks. See [Scanning for Available Networks, page 33](#).
 - Manually add the network. See [Manually Adding a Network, page 34](#).
-

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 34](#)).

- 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 35).

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, 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 35).

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 Cisco SPA 525G.

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).

Upgrading Your Phone's Firmware

Your phone ships with pre-installed firmware.



CAUTION If you are using your phone with 8x8, do not upgrade your phone's firmware without consulting 8x8. 8x8 may automatically upgrade your phones without any action on your part necessary.

Your phone ships with pre-installed firmware. If you modify the firmware on your own you may lose your ability to use your phone in conjunction with 8x8 service. If you are using your Cisco phone with 8x8, do not upgrade your phone's firmware without consulting 8x8 Support. 8x8 may automatically upgrade your phones without any action on your part necessary as new features become available that are compatible with your service.

Using Basic Phone Functions

This chapter describes how to use the basic functions of your Cisco SPA 525G IP phone. It includes the following sections:

- [Placing or Answering a Call, page 38](#)
- [Adjusting Call Volume and Muting, page 39](#)
- [Putting a Call on Hold, page 39](#)
- [Resuming a Call, page 39](#)
- [Ending a Call, page 39](#)
- [Transferring Calls, page 40](#)
- [Redialing, page 41](#)
- [Viewing and Returning Missed Calls, page 41](#)
- [Turning the Missed Calls Shortcut On and Off, page 42](#)
- [Using the Intercom, page 43](#)
- [Forwarding Calls — Online Setup, page 43](#)
- [Setting Do Not Disturb, page 44](#)
- [Picking Up a Call, page 45](#)
- [Parking a Call, page 46](#)
- [Placing a Three-Way Conference Call, page 48](#)
- [Using Conference Bridges, page 49](#)
- [Using the Phone Directories, page 50](#)
- [Using the Call History Lists, page 54](#)
- [Setting or Changing a Phone Password, page 56](#)
- [Accessing Voicemail, page 58](#)

- [Recording Calls \(Virtual Office Pro Users Only\)](#), page 58

Placing or Answering a Call

NOTE You may have to dial a number or numbers to reach an outside line. Ask your phone administrator.

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

- Pick up the receiver.
- Press the **Speaker** button.
- Press the **Headset** button.
- Press a green line button (to place a call) or a red flashing line button or the **Answer** softkey (to answer a call).

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

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

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

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

Using Dial Assistance

If dial assistance is enabled, when placing calls, you'll see a list of closely-matched phone numbers on the screen after you begin dialing. If you want to choose one of these numbers:

-
- STEP 1** Use the navigation button to scroll down and highlight a phone number on the LCD screen.
- STEP 2** Press the **Select** button or **Dial** to complete the call.

See [“Enabling Dial Assistance,”](#) on page 60 for more information on enabling this feature.

Adjusting Call Volume and Muting

Adjusting Call Volume

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

Transferring Calls

You can perform three types of transfers:

- **Attended**—You call the person to whom you are transferring the call and speak to them before transferring the call.
- **Blind**—You transfer the call without speaking to the other party to which you are transferring the call.
- **Voicemail**—You transfer the call to another’s voicemail so that the caller can leave a recorded message.

Performing an Attended Transfer

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

STEP 2 Either:

- Enter the number to which you want to transfer the call; or
- Press **Directory** and either choose a number from the personal directory.

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

STEP 4 Do one of the following:

- To transfer the call without waiting for the other person to answer, press **Transfer** after the call begins to ring and hang up. If you hang up before the second call rings, the transfer fails and the first call is disconnected. If you misdial, press the second line button again to receive a dial tone.
 - To transfer after speaking privately to the other person, press **Transfer** at any time during the conversation.
-

Performing an Unattended (Blind) Transfer

- STEP 1 During an active call, press **BlindXferxfer2vm**.
 - STEP 2 Enter the number to which you want to transfer the call and press **#**. The call is transferred with no further action required on your part.
-

Performing an Transfer to Voicemail

- STEP 1 During an active call, press **xfer2vm**.
 - STEP 2 Enter the number to which you want to transfer the call and press **Dial**. The call is transferred with no further action required on your part.
-

Redialing

To redial a number:

-
- STEP 1 Press the **Redial** button and select the desired number.
 - STEP 2 (Optional) Press **EditDial** to select a number and modify it (for example, to add an area code).
 - STEP 3 Lift the handset or press **Dial** to select a number. The number is automatically dialed.
-

Viewing and Returning Missed Calls

The LCD screen on your IP phone notifies you if a call came in that was unanswered. (You can also turn off this feature - see the “Turning the Missed Calls Shortcut On and Off” section on page 42.)

Returning a Missed Call

To return a missed call:

- If the LCD screen shows a missed call, press the **Call Rtn** button to return the call.
- If the LCD screen does not show a missed call, you can return a call from the Missed Call list. See “Viewing a List of Missed Calls” on page 42. Choose the call you want to return and press **Dial**.

NOTE If the call was from a long distance number or an outside line, you may have to edit the call before returning it. Press the **Edit** button to edit the call and use the softkey buttons and keypad to edit the number.

Viewing a List of Missed Calls

To view a list of all missed calls:

- If the LCD screen shows a missed call, press the **Miss** softkey to view a list of missed calls.
- If the LCD screen does not show a missed call:
 - a. Press the **Setup** button.
 - b. Scroll to **Call History** and press **Select**.
 - c. Scroll to **Missed Calls** and press **Select**. You can do one of the following:
 - Press **Dial** to dial the number that called you.
 - Press **EditDial** to edit the number before calling it, then press **Dial**.
 - Press the **Option** softkey and choose one of the following:
 - **Delete Entry**—Delete the entry from the Missed Calls list.
 - **Delete List**—Delete all entries from the Missed Calls list.
 - **Add to Address Book**—Add the entry to your personal address book.

Turning the Missed Calls Shortcut On and Off

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

-
- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **User Preferences** and press **Select**.

-
- STEP 3 Select **Call Preferences**.
 - STEP 4 Scroll to **Miss Call Shortcut**.
 - STEP 5 Press the **Right Arrow** key to turn the feature on and press the **Save** softkey.
-

Using the Intercom

You can use the **intercom** soft key to automatically connect with a remote extension.

To automatically connect with a remote extension:

-
- STEP 1 Press the Intercom soft key.
 - STEP 2 Dial the number you wish to intercom to and then press **Dial**.
-

If you are receiving an intercom call, the phone rings, then automatically connects to your speakerphone.

Forwarding Calls — Online Setup

You can forward all calls, forward calls when the phone is busy or forward calls when there is no answer.

To enable online call forwarding:

-
- STEP 1 Log in to either **Virtual Office Desktop** or your **Virtual Office Online** dashboard at <https://sso.8x8.com/login/uc>
 - STEP 2 Access **Settings**, then select the **Call Forwarding** tab.
 - STEP 3 Update your Call Forwarding Rules and press **Save**.

You can return to Virtual Office Online at any time to update your Call Forwarding Rules.

Setting Do Not Disturb

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

You can also set Do Not Disturb from your PC using the IP Phone Web Interface; see the “[Setting Do Not Disturb](#)” section on page 90.

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 phone 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 **Conf Line**. 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 Conference Bridges

A key business tool, the conference bridge allows users with an extension and voicemail passwords to schedule and manage conference calls.

Basic functionality includes the ability to create and log into conference bridges. There are also administrator modes that allow calling out and dropping parties from the bridge.

Conference bridge supports up to 20 connected callers. An unlimited number of conference bridges can be in session at the same time.

To call into a conference bridge:

-
- STEP 1 Press the **confserv** softkey.
 - STEP 2 Follow the Conference Bridge voice prompts.
-

Conference Menu Options

Enter a Conference - (Option 1):

-
- STEP 1 Enter your extension then press #.
 - STEP 2 Enter conference ID then press #.
 - STEP 3 Please record first and last name then press #.
-

Create a Conference - (Option 2):

-
- STEP 1 Enter your extension then press #.
 - STEP 2 Enter your password then press #. (Voicemail Password)
 - Create a conference that expires in 2 weeks press 1
 - Create a non expiring conference press 2
 - Create a conference with a custom expiration date press 3
-

Delete Existing Conference - (Option 3):

-
- STEP 1** Enter your extension then press #.
- STEP 2** Enter your password then press #. (Voicemail Password)
- STEP 3** Enter the conference ID you want to delete then press #.
-

Using the Phone Directories

The Cisco SPA 525G IP phone provides several different types of phone directories, depending on the phone model and what the phone administrator has set up for the company.

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

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

- **Corporate Directories**—8x8 Virtual Office provides a searchable Corporate Directory.

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 89.

Adding a New Contact

To add a new entry to the directory:

-
- STEP 1** In the Personal Address Book screen, press **Add**.
- STEP 2** Use the keypad to enter the name of the directory entry. When finished with the name, use the **Down Arrow** key to navigate to the other fields.
- TIP** To enter numbers and letters, press **Option** and select **Input All**. To enter only numbers, press **Option** and select **Input Num**. To clear all characters from an entry, press **Option** and select **Clear**.
-
- STEP 3** Enter the office, mobile, or home phone number, including any digits you must dial to access an outside line and the appropriate area code, if necessary. You must enter at least one phone number for a contact.
- TIP** To enter numbers and letters, press **Option** and choose **Input All**. To enter only numbers, press **Option** and select **Input Num**. To enter an IP address, press **Option** and select **Input IP**. To enter a star code, press **Option** and select **Input Star Code**. To clear all characters from an entry, press **Option** and select **Clear**.
-
- STEP 4** (Optional) To change the ring tone for the caller:
- Press the **Right Arrow** key to enter the Select Ring Tone screen.
 - Scroll through the available ring tones.
 - Press the **Play** button to play the selected ring tone or the **Select** button to assign that ringtone to the person whose number you are adding to the directory.
- STEP 5** Press **Save** to save the entry.

Copying a Contact

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

-
- STEP 1** In the Personal Address Book 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

To use the corporate directory:

-
- STEP 1 Press the **Setup** button and select **8x8 Virtual Office**.
 - STEP 2 Scroll to **Corp DirectoryListing** and press **Select**.
-

To searchthe corporate directory:

-
- STEP 1 Press the **Setup** button and select **8x8 Virtual Office**.
 - STEP 2 Scroll to the **CorpDirectory Search** and press **Select**.
 - STEP 3 Inputlast name, first name, and/or location and press **submit**:
 - STEP 4 In the results, scroll to the desired entry and press **Dial** to dial the contact.
-

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 92.

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 or an outside line, 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 and follow the voice prompts. Your phone administrator should configure your phone with the correct voicemail number so that pressing the **Messages** button automatically dials your voicemail system.

Recording Calls (Virtual Office Pro Users Only)

Call Record On/Off is available to Virtual Office Pro users.

To turn on Call Recording during a call:

-
- STEP 1** Press the right navigation button to find the **record** soft key.
 - STEP 2** Press the **record** soft key.

You will see a "Recording is ON" confirmation message on the phone screen.

To turn Call Recording off:

-
- STEP 1** Press the **exit** soft key.
-

Using Advanced Phone Features

This chapter describes how to configure advanced features on your Cisco SPA 525G IP phone. It contains the following sections:

- [Creating and Using Speed Dials, page 61](#)
- [Using the Cisco SPA 525G With Your Bluetooth-Enabled Mobile Phone, page 63](#)
- [Playing MP3 Files on Your Phone, page 75](#)
- [Customizing Your LCD Screen, page 78](#)
- [Using Ring Tones, page 80](#)
- [Accessing Weather and News on Your Phone, page 81](#)
- [Configuring Date and Time Parameters on Your Phone, page 83](#)
- [Restarting Your Phone, page 84](#)
- [Viewing Phone, Network, and Call Information, page 84](#)
- [Viewing the Wireless Connection Status, page 86](#)
- [Advanced Menus for Technical Support Personnel, page 87](#)

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 Assistance** and press the **Right Arrow** key to choose On.
 - STEP 5 Press **Set**.
-

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.

Connecting to a Virtual Private Network (VPN)

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

To configure your phone for use with a VPN:

-
- STEP 1 Press the **Setup** button.
 - STEP 2 Scroll to **Network Configuration** and press **Select**.
 - STEP 3 Scroll to **VPN** and press the **Right Arrow** key.
 - STEP 4 Enter the IP address of the VPN server. You need to get this information from your phone administrator.
 - STEP 5 Press the **Down Arrow** key to enter your user name.
 - STEP 6 Press the **Down Arrow** key to enter your password.
 - STEP 7 Press the **Down Arrow** key to enter the tunnel group (typically not required).
 - STEP 8 (Optional) If you want your phone to connect to the VPN every time it starts up (for example, if you will always be using it at an offsite location), press the **Down Arrow** key to the **Connect on Bootup** field, and press the **Right Arrow** key to check this field.

STEP 9 Press **Save**.

To connect to the VPN (if you have not chosen to automatically connect on startup):

STEP 1 Press the **Setup** button.

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

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

STEP 4 Press the **Down Arrow** button to **Connect** and press the **Right Arrow** key to connect to the VPN.

Viewing Your VPN Status

To see if you are connected to the VPN:

STEP 1 Press the **Setup** button.

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

STEP 3 Scroll to **VPN Status** and press **Select**.

Creating and Using Speed Dials

You can configure different types of speed dials:

- You can assign unused line buttons on your phone to act as a speed dial. Depending on how your extensions are configured, you can have up to 4 speed dials on the line buttons.
- You can create speed dials assigned to a number, that, when pressed on the keypad, dials the number assigned to it. You can have up to 8 of these speed dials. Each speed dial can be a phone number, IP address or URL.

You can create and edit speed dials on the phone, or by using your PC and the IP Phone Web Interface. (See “[Creating Speed Dials](#),” on page 92 for web instructions.)

Creating Speed Dials on Unused Line Buttons

- STEP 1 Press the unused line button and hold down for three seconds. The Define Speed Dial window displays.
 - STEP 2 Enter the name for the speed dial.
 - STEP 3 Press the **Down Arrow** key to reach the phone number field. Enter the phone number and press **Save**.
 - STEP 4 After creating the speed dial, it displays next to the line button. Press the line button to use the speed dial.
-

Creating Numerical Speed Dials

- 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:

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

Using the Cisco SPA 525G With Your Bluetooth-Enabled Mobile Phone

The Cisco SPA 525G supports Bluetooth to allow use of the phone with a wireless Bluetooth-enabled headset. (See “Connecting Bluetooth Headsets” on page 17.) The Cisco SPA525G also supports the use of your Cisco IP phone in conjunction with Bluetooth-enabled mobile phone. You can do the following:

- Pair your Bluetooth-enabled mobile phone and Cisco SPA 525G. Your mobile phone is assigned a line button on your Cisco SPA 525G. You can make and receive mobile calls using the Cisco SPA 525G.
- Switch audio for in-progress calls between your mobile phone and the Cisco SPA 525G.
- Import your mobile phone address book to your Cisco SPA 525G personal address book.
- Use your Cisco SPA 525G as a “handsfree device” for your mobile phone.

NOTE Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G that is posted at the Cisco support community at <http://www.cisco.com/go/smallbizsupport>, and also consult the latest Cisco SPA 525G release notes available at cisco.com.

Enabling Bluetooth (Cisco SPA 525G)

- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **User Preferences** and press **Select**.
- STEP 3** Scroll to **Bluetooth Configuration** and press **Select**.

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



STEP 5 Press **Save**.

Pairing Your Cisco SPA 525G with a Bluetooth-Enabled Mobile Phone

This feature is based on the following standard Bluetooth profiles:

- Phone Book Access Profile 1.0
- Handsfree Profile 1.5
- Handset Profile 1.1

NOTE Not all mobile phones support these functions. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G that is posted at the Cisco support community at <http://www.cisco.com/go/smallbizsupport>, and also consult the latest Cisco SPA 525G release notes available at cisco.com.

To pair your Cisco SPA 525G with your Bluetooth-enabled mobile phone, you can either initiate pairing from the Cisco SPA 525G, or from your mobile phone.

Initiating Pairing from the Cisco SPA 525G

- STEP 1** Enable Bluetooth as described in the “[Enabling Bluetooth \(Cisco SPA 525G\)](#)” section on page 63.
- STEP 2** Press the **Setup** button.
- STEP 3** Scroll to **User Preferences** and press **Select**.
- STEP 4** Scroll to **Bluetooth Configuration** and press **Select**.
- STEP 5** Scroll to **Bluetooth Mode** and press the **Right Arrow** key to choose one of the following:
- **Handsfree**—Your Cisco SPA 525G will operate as a handsfree device with a Bluetooth-enabled mobile phone.
 - **Both**—Your Cisco SPA 525G will operate with your Bluetooth-enabled mobile phone **or** operate with a Bluetooth headset. (See “[Connecting Bluetooth Headsets](#)” section on page 17 for more information on Bluetooth headsets.)

NOTE Your Cisco SPA 525G will connect to only one device at a time (either the Bluetooth headset or the Bluetooth-enabled mobile phone.)

If multiple Bluetooth devices are in range of the Cisco SPA 525G, the order of devices in the **Bluetooth Configuration > Bluetooth Profiles** list is used, and the device with a higher priority is activated first.

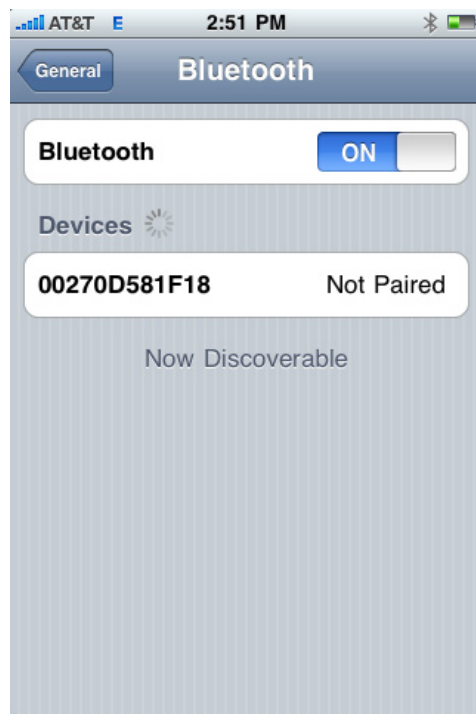
- STEP 6** Scroll to **Bluetooth Profiles** and press the **Right Arrow** key to enter the profile screen.
- STEP 7** Press **Scan** to scan for your mobile phone.
- NOTE** Depending on the network environment (for example, the number of Bluetooth devices and noise level), your Bluetooth headset may not appear on the found devices list. Ensure the headset is powered on and has Bluetooth activated, and retry the scan.
- STEP 8** In the **Select a Bluetooth Device to Pair** list, select the mobile phone to which you want to pair and press **Connect**.
-

Initiating Pairing from Your Bluetooth-Enabled Mobile Phone

- NOTE** The procedure varies depending on your phone model. You must turn Bluetooth on, and you may need to configure a separate setting to make your mobile phone discoverable by other devices. The following example uses an Apple iPhone.

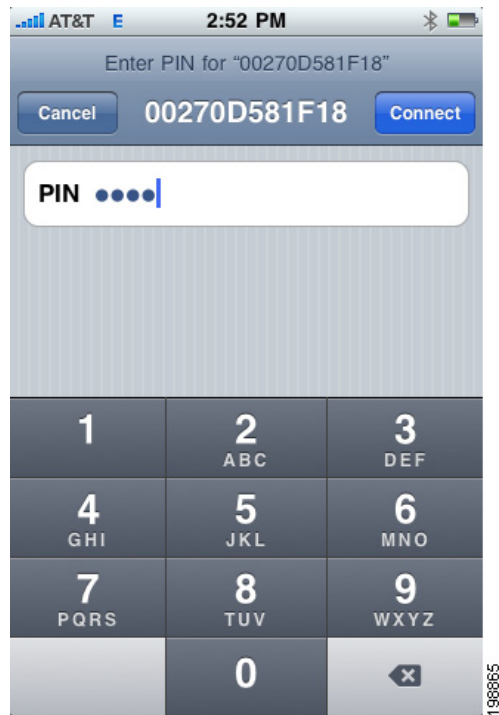
Before starting, it's helpful to find the MAC address of your Cisco SPA 525G IP phone. From your IP phone, go to the **Setup** menu and select **Status**. Select **Product Information**. The MAC address is displayed.

- STEP 1** On your iPhone, click **Settings**.
- STEP 2** Under **General**, choose **Bluetooth**. Ensure Bluetooth is turned on.



- STEP 3** In the Bluetooth Window, under **Devices**, find the MAC address of your Cisco SPA 525G IP phone.
- STEP 4** Select the MAC address of the Cisco SPA 525G.

STEP 5 Enter the PIN (the default is 0000) and press **Connect**.



When paired with your mobile phone, the Cisco SPA 525G display screen assigns one of your line buttons to the mobile phone. A mobile phone icon with a flashing lightning bolt icon is displayed next to the mobile phone name, number, or other identifier (such as the phone model) for your phone.



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

The Bluetooth phone icon colors show the status of your mobile phone and/or the Cisco SPA 525G:

- No icon—Bluetooth is disabled
- Gray icon— Bluetooth is enabled, but the phones are not connected.
- Blue icon—Bluetooth is enabled and the Cisco SPA 525G is connected to a headset.
- Green icon—Bluetooth is enabled and the Cisco SPA 525G is connected to a mobile phone.

To verify the mobile phone configuration:

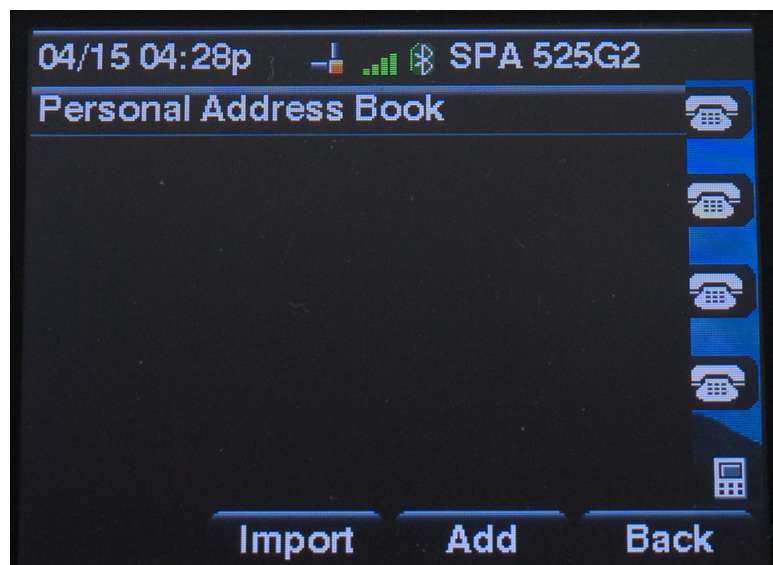
-
- STEP 1 On the Cisco SPA 525G, press the **Setup** Button.
 - STEP 2 Scroll to **User Preferences** and press **Select**.
 - STEP 3 Scroll to **Bluetooth Configuration** and press **Select**.
 - STEP 4 Scroll to **Bluetooth Profiles** and press the **Right Arrow** key.
The mobile phone appears in the list of Bluetooth devices.
-

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

NOTE Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G that is posted at the Cisco support community at <http://www.cisco.com/go/smallbizsupport>, and also consult the latest Cisco SPA 525G release notes available at cisco.com.

To import your mobile phone book into the personal address book on the Cisco SPA 525G:

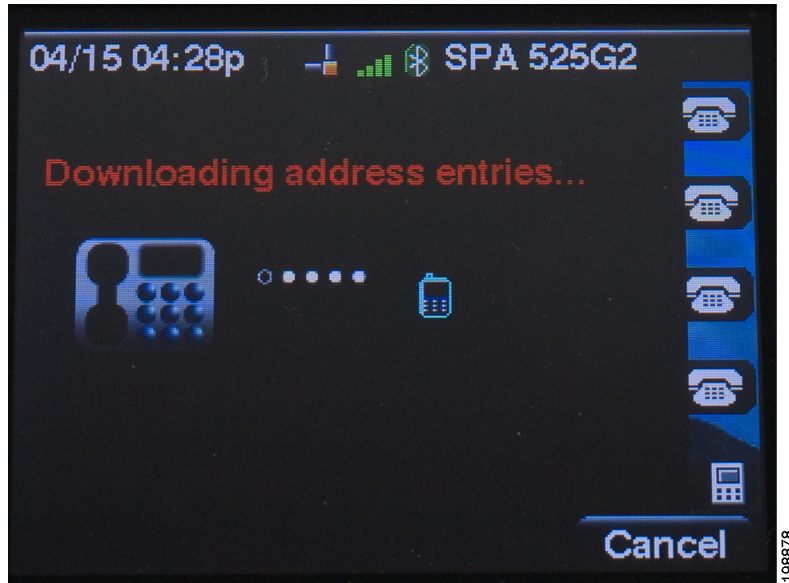
-
- STEP 1 Press the **Directory** softkey, or press the **Setup** button and select **Directories**.
 - STEP 2 Select **Personal Address Book**.



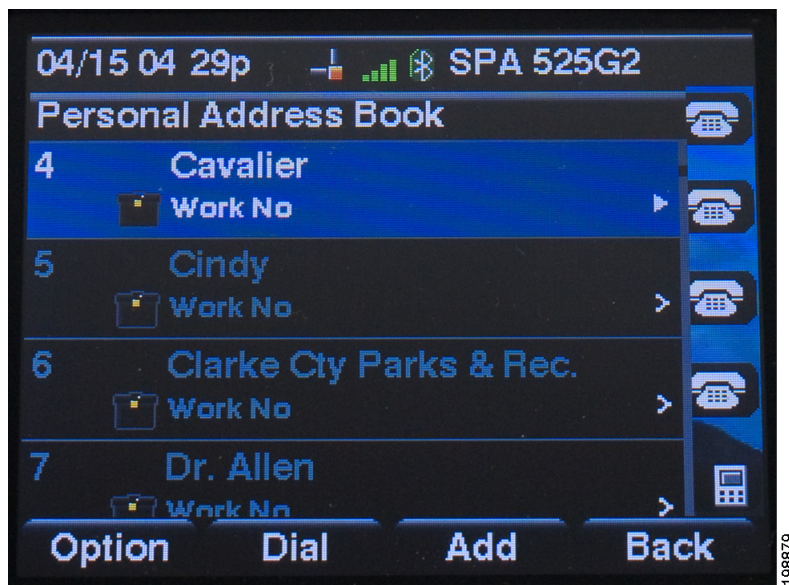
- STEP 3 Press the **Import** softkey.

NOTE Depending on your mobile phone, you may need to authorize the Bluetooth connection, even if the phone is already paired with the Cisco SPA 525G.

The phone displays a status message about the import.



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



Making a Mobile Phone Call Using Your Cisco SPA 525G

When you make a mobile phone call using your Cisco SPA 525G, your Cisco SPA 525G acts as a handsfree device for your phone. The call is made through your mobile phone, but the audio is present on the Cisco SPA 525G and the call control is done using the Cisco SPA 525G, unless you switch back to your mobile phone. (See “Switching Audio from Your Cisco SPA 525G to Your Mobile Phone” section on page 73.)

NOTE Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G that is posted at the Cisco support community at <http://www.cisco.com/go/smallbizsupport>, and also consult the latest Cisco SPA 525G release notes available at cisco.com.

STEP 1 Press the line button associated with your mobile phone (the line button is marked with a mobile phone icon with a flashing lightning bolt).

STEP 2 Do one of the following:

- Enter a number to dial and press the **Dial** softkey.
- Press the **Directory** softkey and select Personal Address book. Choose a number and press the **Dial** softkey.
- Scroll to select a recently-called number and press the **Select** button.

NOTE If you usually enter a digit before dialing (such as 9 to reach an outside line), remember that this call is made through your mobile phone. You should follow the usual practice for making calls on your mobile phone (for example, you probably do not dial a digit to reach an outside line on your mobile phone).

The outgoing call appears on both your Cisco SPA 525G and your mobile phone display. The Cisco SPA 525G displays an off-hook icon next to the mobile phone display name.

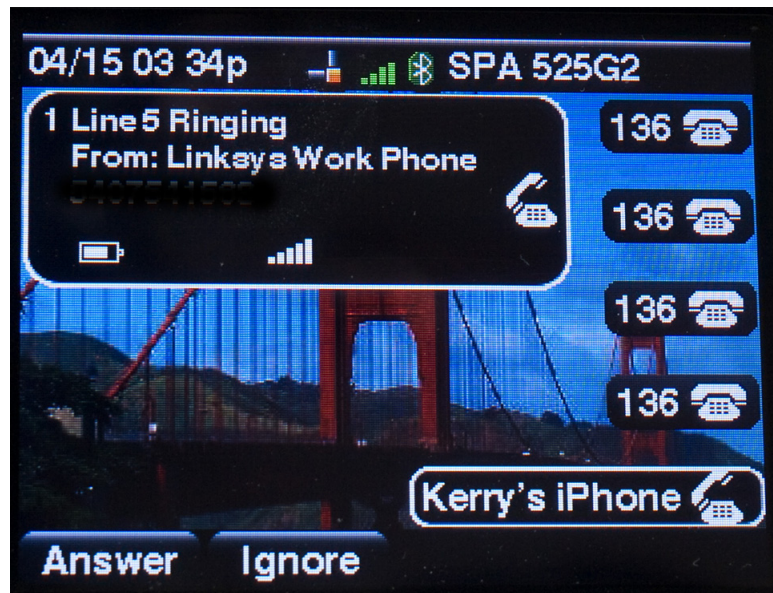


After the call is connected, the icon next to the mobile phone display shows that the call is established. The audio goes through the Cisco SPA 525G, although the mobile phone display also shows a connected call.



Receiving Mobile Phone Calls Using the Cisco SPA 525G

If your mobile phone is paired with the Cisco SPA 525G, an incoming call to your mobile phone is also shown on the Cisco SPA 525G.



Do one of the following:

- Press the **Answer** softkey to connect to the call.
- Press the red flashing line button associated with your mobile phone.
- Pick up the Cisco SPA 525G handset.
- Press **Ignore** to ignore the call.

Switching Audio from Your Cisco SPA 525G to Your Mobile Phone

NOTE You can only switch audio back and forth between the Cisco SPA 525G and your mobile phone if the call is connected using the Cisco SPA 525G-to-mobile phone feature. (For example, you cannot switch a call on your Cisco SPA 525G that is not associated with your mobile phone.)

Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G that is posted at the Cisco support community at <http://www.cisco.com/go/smallbizsupport>, and also consult the latest Cisco SPA 525G release notes available at cisco.com.

To switch audio from your Cisco SPA 525G to your mobile phone, on a connected call, press the **Handset** softkey.

To switch audio back to the Cisco SPA 525G from your mobile phone, on a connected call, press the **Handsfree** softkey.

Viewing Mobile Phone Battery and Signal Information on Your Cisco SPA 525G

When a mobile phone call is incoming, outgoing, or connected on your Cisco SPA 525G, the Cisco SPA 525G display shows information about your mobile phone.

NOTE Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G that is posted at the Cisco support community at <http://www.cisco.com/go/smallbizsupport>, and also consult the latest Cisco SPA 525G release notes available at cisco.com.



The display bubble shows the following information:

- Battery indicator—Shows the battery life left on your mobile phone.
- Signal strength—Shows the signal strength for your mobile phone.
- Network (optional)—May show the phone network for your mobile phone.

Charging Your Mobile Phone Using Your Cisco SPA 525G

You can use the USB port on the Cisco SPA 525G model to charge your Bluetooth-enabled mobile phone if your phone has a mini-USB port.



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 Cisco SPA 525G IP Phone.

Creating the Playlist

NOTE The MP3 playlist on the Cisco SPA 525G 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 Cisco SPA 525G.
- 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**.

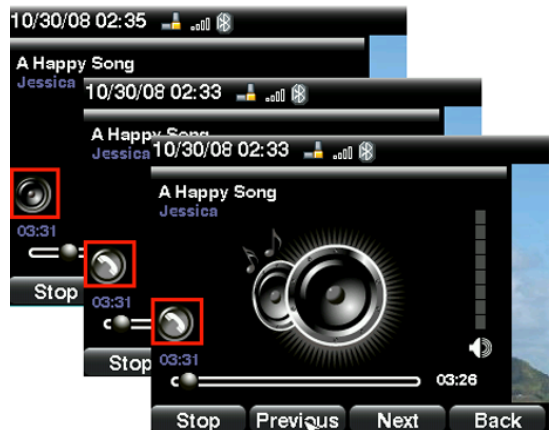
You have the following controls:

- **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 Cisco SPA 525G, 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 **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 phone administrator has made available on the phone.
 - Digital Frame—Shows the background picture.
 - Trigger Interval—Enter the number of seconds that the phone remains idle before the screen saver turns on.
 - Refresh Interval—Enter the number of seconds before the screen saver should refresh (if, for example, you chose a rotation of pictures).
 - STEP 6 Press **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 Cisco SPA 525G.
-

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 phone 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** keys to scroll through them.
- STEP 4** Press **View** to read an article, using the **Down Arrow** key to scroll through the article. Press **Prev** or **Next** to go to other articles in the news category.
-

Configuring Date and Time Parameters on Your Phone

The date and time for your phone normally come from the phone server. However, 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.

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 Cisco SPA 525G 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 Cisco SPA 500S 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 (Attn Cons) Status
-

Viewing the Wireless Connection Status

If you have set up your wireless connection (described in “[Connecting Your Phone to the Wireless Network](#)” section on page 28), you can view the status of your wireless connection.

STEP 1 Press 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:

- Custom Reset
- Profile Rule
- Call Control Settings

Using the Web Interface

The Cisco SPA 525G 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 89](#)
- [Setting Do Not Disturb, page 90](#)
- [Configuring Call Forwarding, page 91](#)
- [Viewing Call History Lists, page 92](#)
- [Creating Speed Dials, page 92](#)
- [Configuring Wi-Fi, page 93](#)
- [Configuring Bluetooth, page 94](#)
- [Upgrading Firmware, page 95](#)

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 SPA 525G 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

NOTE 8x8 recommends using Virtual Office online call forwarding ([Forwarding Calls — Online Setup, page 43](#)) instead of phone-based call forwarding so that your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

-
- 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.
-

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 28](#) 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 28 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 device 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 device, click **Search Bluetooth Devices**.
 - 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**.
-

Bluetooth Mode

The Cisco SPA 525G can pair with your Bluetooth-enabled mobile phone. See “[Using the Cisco SPA 525G With Your Bluetooth-Enabled Mobile Phone](#)” section on page 63 for more information.

Bluetooth Profiles

If you have both a headset and a Bluetooth-enabled phone paired with your Cisco SPA 525G, the phone can only connect to one device at a time. If multiple Bluetooth devices are in range of the Cisco SPA 525G, the order of devices in the **Bluetooth Profiles** list is used, and the device with a higher priority is activated first. Click the arrow keys to move devices up and down in priority.

You can choose **yes** or **no** under **Connect Automatically** to determine if the phone connects automatically if it detects the Bluetooth device. You can also remove devices in this window.

Upgrading Firmware



CAUTION

If you are using your phone with 8x8, do not upgrade your phone's firmware without consulting 8x8. 8x8 may automatically upgrade your phones without any action on your part necessary.

Your phone ships with pre-installed firmware. If you modify the firmware on your own you may lose your ability to use your phone in conjunction with 8x8 service. If you are using your Cisco phone with 8x8, do not upgrade your phone's firmware without consulting 8x8 Support. 8x8 may automatically upgrade your phones without any action on your part necessary as new features become available that are compatible with your service.

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.
-



Where to Go From Here

Cisco provides a wide range of resources to help you and your customer obtain the full benefits of the Cisco SPA 525G2 Phone.

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Cisco Small Business Firmware Downloads	www.cisco.com/go/smallbizfirmware Select a link to download firmware for Cisco Small Business Products. No login is required. Downloads for all other Cisco Small Business products, including Network Storage Systems, are available in the Download area on Cisco.com at www.cisco.com/go/software (registration/login required).
Product Documentation	
IP Phone	www.cisco.com/go/spa500phones
Cisco Small Business IP Phone Accessories	www.cisco.com/en/US/products/ps10042/tsd_products_support_series_home.html
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb

NOTE Other Cisco-provided documentation may be useful as a reference, but it often refers to features that are supported only on specific plans of specific providers or PBXs. It also may exclude some cloud-provided services for your business that are provided by 8x8, Inc. This document has been modified by 8x8 to specifically include the features supported and provided by 8x8 service. Generic Cisco documentation may not be accurate when used with 8x8 service.