CISCO™

8x8, Inc.

USER GUIDE

Cisco Small Business Pro

SPA 504G IP Phone
for 8x8 Virtual Office

Contents

Getting Started

This chapter provides an overview of this document and basic information about your Cisco Small Business Pro IP phone. It contains the following sections:

About This Document

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

This document describes using the Cisco SPA 504G with the 8x8 Virtual Office. Organization

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

	Title	Description
Chapter 1	Getting Started	A description of this book and an overview of the Cisco Small Business Pro IP Phones.
Chapter 2	Installing Your Phone	How to connect and install your phone.
Chapter 3	Using Basic Phone Functions	How to perform basic phone tasks, such as placing and answering calls, transferring calls, setting up call forwarding, and picking up calls.
Chapter 4	Using Advanced Phone Features	How to perform advanced phone tasks, such as configuring, speed dials, and ring tones.
Chapter 5	Using the Web Interface	How to log in to and use the phone's web user interface.
Appendix A	Where to Go From Here	Lists of and links to related documentation.

Overview of the Cisco SPA 504G

The Cisco SPA504G is a full-featured VoIP (Voice over Internet Protocol) phone that provides voice communication over an IP network. The phone provide 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 over a speaker.

IP phones also have special features not available in traditional phones. The Cisco SPA504G containsan Ethernet port, or a port that allows them to be linked to the computer network. They also have an additional Ethernet port that allows a computer to be connected to the network through the IP phone.

Unlike traditional phones, Cisco Small Business Pro IP phones require a separate power source. You can power the phones by connecting them to a switch that provides Power over Ethernet (PoE), or by using an optional PA100 power adapter.

The Cisco SPA 504G has the following features:

- 128 X 64 monochrome LCD with backlight

- 4 lines

- 4 dynamic softkeys

- 4-way navigation button

Understanding Your Phone's Lines and Buttons

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

Phone Components

Figure 1   Phone Components

Numbered objects in the photo are explained in the following table.

#	Phone Feature	Description
1	Handset	Pick up to place or answer a call.
2	Message Waiting Indicator	Displays solid red when you have a new voice mail message. Flashes red during an incoming call.
3	LCD Screen	Displays date and time, phone station name, line extensions, and softkey options.

#	Phone Feature	Description
4	Line keys	Indicates phone line status.
		When lit:
		Green: Line is idle.
		Red (steady): Line is active or in use.
		Red (blinking): Line is on hold.
		Orange: Line is unregistered (cannot be used).
		These keys can also be programmed by your phone system administrator to perform functions such as speed dial, call pickup, or monitoring an extension.
5	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above.
6	Navigation button	Press an arrow key to scroll left, right, up, or down through items shown on the LCD screen.
7	Messages button	Press to access voice mail (must be set up by your phone system administrator).
8	Hold button	Press to place a call on hold.
9	Setup button	Press to access a 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).
10	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red. A flashing mute button indicates the network connection cannot be found.
11	Volume button	Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off the phone, or ringer volume (when the handset is on the phone).
12	Headset button	Push to turn the headset on or off. When the headset is on, the button glows green.
13	Speaker button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
14	Keypad	Use to dial phone numbers, enter letters, and choose menu items.

Softkey Buttons

The softkey buttons on your phone display may vary depending on your phone model and the phone system setup. (Softkey buttons are not available on the Cisco SPA 501G.) Press the **Right Arrow** or **Left Arrow** keys on the navigation button to view additional softkey buttons.

Below is a partial listing of softkey buttons that may be available on your phone. 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.

Button	Function
<< or >>	Move left or right through an entry without deleting characters.
activ	Activates screen saver mode.
add	Add an entry.
apps	Accesses supported 8x8 Virtual Office applications.
bxfer	Performs a blind call transfer (transferring a call without speaking to the party to whom you are transferring the call.)
callpark	Puts a call on hold at a designated "park" number. The call is parked on the line until you unpark it or the caller disconnects. Must be configured by your phone system administrator.
cancel	Cancels any changes you have made (press before **ok** or **save**).
clear	Clears the entry.
conf	Initiates a conference call.
confLx	Conferences active lines on the phone together.
confserv	Dials into the 8x8 conference bridge.
delChr	Deletes the last number or letter.
delete	Deletes an entire item (for example, a number from the Call History list).
dial	Dials a number.
dir	Provides access to phone directories.

Button	Function
dnd	Do Not Disturb; prevents incoming calls from ringing your phone.
-dnd	Clears Do Not Disturb.
edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
endCall	Ends the call in progress.
exit	Closes a menu.
hold	Places a call on hold.
ignore	Ignores an incoming call.
intercom	Allows you to automatically connect to a remote extension.
join	Joins the two calls in conference and drops you from the call.
lcr	Dials the Last Call Received.
miss	Shows the Missed Calls list.
option	Press this button to display options. To choose the displayed option, press OK.
record	Records the call in progress.
redial	Displays a list of recently dialed numbers.
resume	Resumes a call that is on hold.
save	Saves your changes.
select	Selects the highlighted item on the LCD screen.
xfer	Performs a call transfer.
xfer2vm	Transfers an active call to voice mail.
y/n	Enters a submenu and when pressed, toggles between **Yes** or **No** to enable or disable an option.

Using Keypad Shortcuts

When using the phone menus, you can use the keypad to enter the number shown next to the menu or sub-menu item on the LCD screen.

For example, to obtain your IP address on the Cisco SPA 504G, press the **Setup** button and dial **9**.

```
▣Setup                    ☎
  8 VoiceMail             ☎
  9 Network               ☎
 10 ProductInfo           ☎
 11 Status
[select]_____v_____[cancel]
```

The IP address is displayed on the Network screen.

```
▣Network                  ☎
  1 WANConnectionType     ☎
    DHCP                  ☎
  2 CurrentIP             ☎
    192.168.1.115
[save]_____[ edit [cancel]
```

Caring for Your Phone

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

2

Installing Your Phone

This chapter describes how to install your Cisco Small Business Pro IP Phone and connect it to your network. It contains the following sections:

Before You Begin

Before you install and connect your phone, verify with your System Administrator (if applicable) that the network is ready for the phone, read the safety notices, and make sure you have all the phone parts and documentation available.

NOTE The RJ-11 port marked "AUX" is reserved for connection with the Cisco SPA 500S Attendant Console that works with the IP phones. It is not for use as a telephone line port.

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

Phone Connections

The following photo shows where you need to connect parts of the phone.

Figure 1   Phone Connections
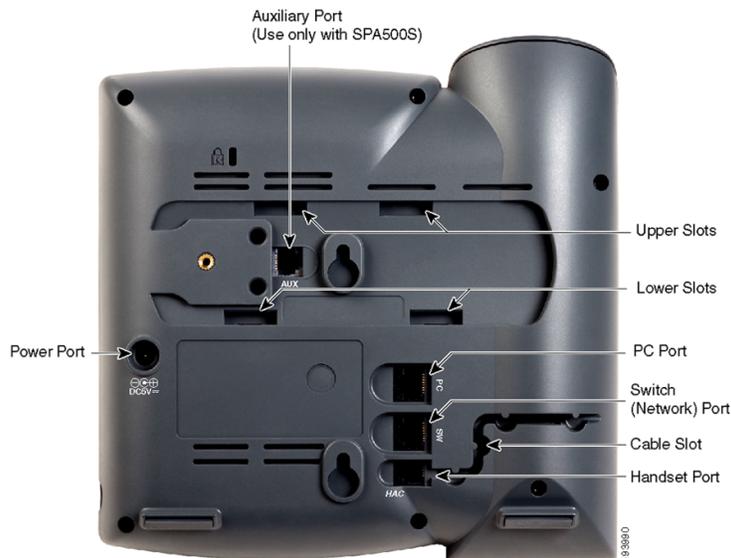
Connecting the Handset

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

⚠️

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

STEP	2	Insert the long end of the phone cord into the handset port on the phone body that is marked with a phone symbol.
STEP	3	(Optional) Route the phone cord through the cable slot.
STEP	4	Insert the other end of the phone cord into the port at the bottom of the handset (not shown).

Installing the Stand (Optional)

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	Connect the phone stand by lining up the tabs on the stand with the slots on the phone body.
STEP	2	Slide the bottom tabs into the lower slots on the phone body and lightly press down on the stand. It should easily slide into the upper stand slots. Do not force.

Mounting the Phone to the Wall (Optional)

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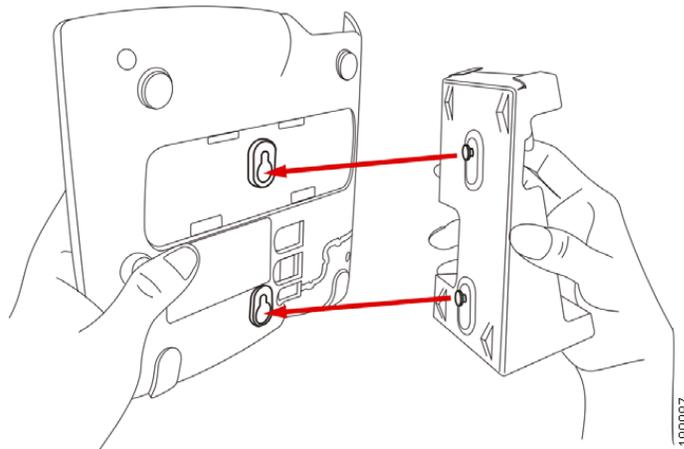
STEP   2   Orient the MB such that the phone's Ethernet and handset ports are accessible after installation.

STEP   3   Push the MB onto the phone's base. Slide the MB upwards to lock it in place.
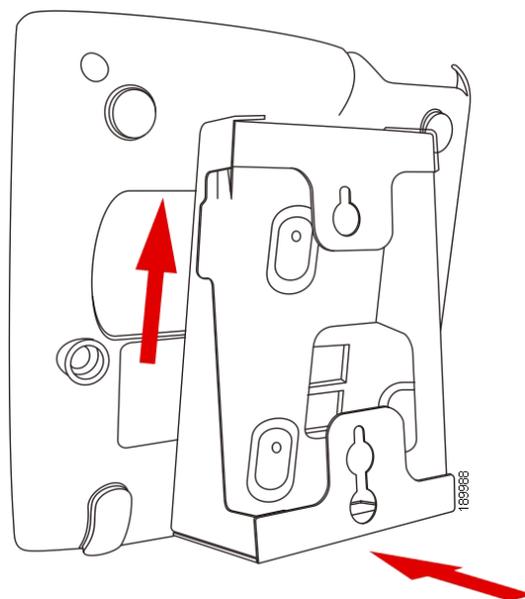
STEP 4 (Optional) If a Wi-Fi or PoE dongle is installed, place in the tray.
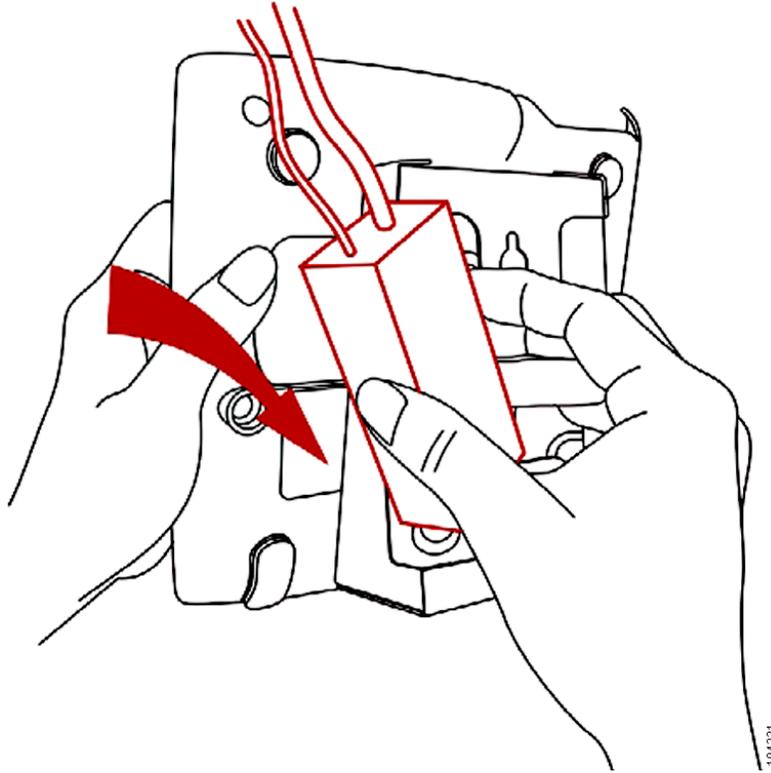
Plug in the Ethernet and power cables.
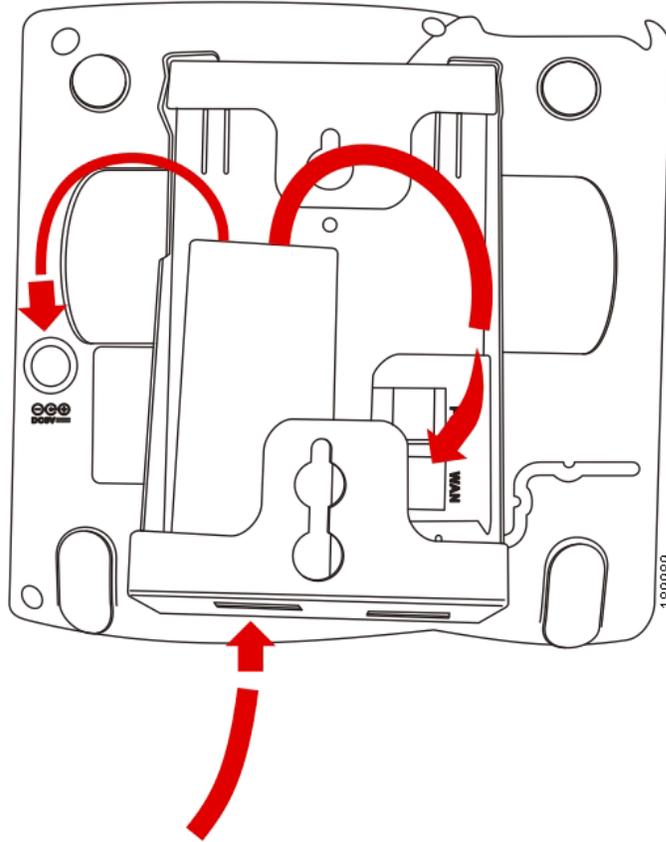
STEP 5 Hang onto screws mounted in the wall.
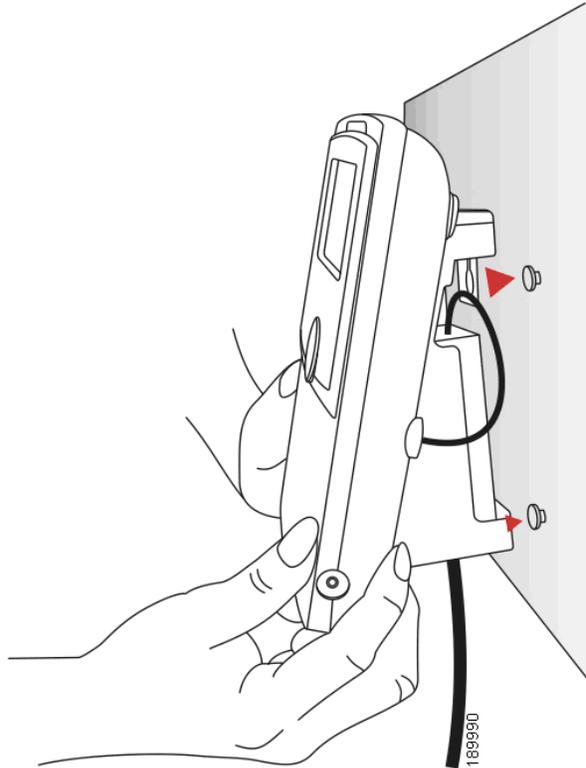
Reversing the Handset Retention Tab

If you mount the phone to a vertical surface, you must reverse the handset retention tab on the phone body so that the handset does not fall off the phone when it is placed on the cradle.

STEP 1 Push the latch in.

STEP 2 Slide the retention tab up until it detaches from the phone.

STEP 3 Rotate the tab 180° and re-insert into the phone base. The tab now catches the slot in the handset when the handset is placed onto the cradle.

Connecting the Power

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

Connecting Your Phone to the Network

If you are using an Ethernet connection:

STEP 1 Insert one end of the Ethernet cable into the network port on the phone body marked "SW."

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

Connecting the Phone to the Wireless Network

You can use the Cisco WBP54G Wireless-G Bridge for Phone Adapters to connect the IP phone to a Wireless-G network instead of the wired local network.

NOTE This procedure requires the optional Cisco SPA 9000 Voice System IP Phone PA100 power adapter to provide power to the WBP54G.

To connect your phone to the Cisco WBP54G:

STEP 1 Configure the Cisco WBP54G using the Setup Wizard. See the instructions in the *Wireless-G Bridge for Phone Adapters Quick Installation Guide*, available on cisco.com. See Appendix A, "Where to Go From Here," for a list of documents and locations.

STEP 2 During the Setup Wizard process, connect the Ethernet network cable of the WBP54G to the back of the IP phone base station into the slot marked "SW." See the "Phone Connections" graphic.

STEP 3 Connect the power cable of the WBP54G to the power port on the IP phone base.

STEP 4 Plug the IP phone power adapter into the power port of the WBP54G.

STEP 5 Plug the other end of the IP phone power adapter into an electrical outlet.

Connecting a PC to Your Phone (Optional)

To connect a PC to your phone (optional):

STEP 1   To provide network access to a PC, connect one end of an additional Ethernet cable (not provided) to the PC port on the back of the phone body. See the "Phone Connections" graphic.

STEP 2   Connect the other end of the Ethernet cable to the network port on your PC.

Connecting Wired and Wireless Headsets (Optional)

The 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

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:

- Wireless—Connect the headset's telephone cord into the telephone port on the back of the IP Phone.

- 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:

Headset port

Verifying Phone Startup

After receiving power and network connectivity, the phone executes a boot-up sequence. During this sequence, phones with screens display the Cisco logo and then "Initializing Network". All of the lights on the phone will flash.

After your phone is successfully connected to the network and receives a basic configuration, your phone line keys should glow green.

The phone displays the standard menu for the phone. The date, name and number of the phone display on the top line of the LCD screen. At the bottom of the LCD screen, softkeys are displayed over their associated soft buttons.

If the phone does not start, 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. However, later firmware versions may be available that add features and fix problems with your phone. You may need to upgrade your phone to the latest firmware for ideal performance.

⚠️

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.

To upgrade your phone's firmware, do one of the following:

- Download the firmware from the Cisco website and install it from your PC. See the following section for instructions.

- Upgrade using the Cisco SPA 9000 Voice System Setup Wizard (if your phone is part of a Cisco SPA 9000 Voice System network). See the *Cisco SPA 9000 Voice System Setup Wizard User Guide*.

Determining Your Current Firmware Version

STEP   1   Press the **Setup** button.

STEP   2   Scroll to **Product Info** and press **select**.

STEP   3   Scroll to **Software Version**. The firmware version number is displayed.

Download the Firmware

Go to www.tools.cisco.com/support/downloads, and enter the model number in the Software Search box. Save the firmware to your desktop.

Get Your Phone's IP Address

Before you upgrade, you'll need the IP address of the phone you are upgrading. To get your IP address:

STEP 1   Press the **Setup** button.

STEP 2   Scroll to **Network** and press **select**.

STEP 3   Scroll to view **Current IP**. This is the IP address of your phone.

Install the Firmware

STEP 1   Extract the firmware onto your PC.

NOTE   If you are in a VPN connection, you may need to disconnect before proceeding so that your PC can communicate directly with your phone for the upgrade.

STEP 2   Run the executable file for the firmware upgrade (for example, double click **upg-spa504-6-2-0.exe**).

STEP 3   Click **Continue** after reading the message regarding upgrading and your service provider.

STEP 4   Enter the IP address of your phone and verify the address of your PC.

STEP 5   Click **OK**. The system displays information about your phone's current software and hardware.

STEP 6   Click **Upgrade** to begin the upgrade.

NOTE   Do not disconnect your phone's power until the upgrade is complete (the lights on your phone are no longer blinking).

STEP 7   Click **OK** to dismiss the status message of the upgrade.

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Using Basic Phone Functions

This chapter provides instructions on using your phone's basic functions. It includes the following sections:

Using Phone Hardware and Accessories

Using the Speakerphone

To use the speakerphone, press the **Speaker** button (the handset can be either on or off hook).

Using the Headset with Your IP Phone

Install the headset as described in the "Connecting Wired and Wireless Headsets (Optional)" section on page 19.

NOTE   Steps to use your headset with the 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 wireless headset, lift the receiver off hook before speaking or listening through the headset.

Switching Between the Handset/Headset/Speakerphone During a Call

Any of these audio devices can be used during a call. Only one device at a time can be used.

The handset can be on the hook when using the speakerphone or headset function. If switching from the handset to the speakerphone, make sure the speakerphone or headset light is illuminated before placing the handset back on the hook. (If you are switching from the handset to a wireless headset, however, do not replace the handset or you will disconnect the call.)

Sending Audio to the Phone Speaker

Choosing this option sends audio to the speaker when the handset is lifted.

STEP   1   Press the **Setup** button.

STEP   2   Select **Preferences**.

STEP   3   Choose **Send Audio to Speaker** > **edit**.

STEP   4   Press **y/n** to enable or disable the feature.

STEP   5   Press **ok**.

STEP   6   Press **save**.

Choosing Your Preferred Audio Device

This option designates the headset or speaker phone as the preferred audio device when the handset is not used.

To choose your preferred audio device:

STEP   1   Press the **Setup** button.

STEP   2   Select **Preferences**.

STEP   3   Choose **Preferred Audio Device** and press **edit**.

STEP   4   Press **option** to view your choices. When the option you want is displayed, press **ok**.

STEP   5   Press **save**.

Adjusting Call Volume and Muting

You can also change call volume settings from your PC using the IP Phone Web Interface. See "Adjusting Audio Volume" section on page 56.

Adjusting Call Volume

To adjust the volume of the handset or speaker, lift the handset or press the **Speaker** button. Press + on the **Volume** button to increase the volume, or press - to decrease the volume. Press **Save** (except on the Cisco SPA 501G model)

Adjusting the Ringer Volume

To adjust the ringer volume, press the **Volume** button when the handset is on the phone and the speaker button is off. Press **Save**.

Using Mute

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

If no audio device is on, pressing the **Mute** key has no effect. When switching from the speaker phone to the handset, mute is turned off automatically.

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 (to answer a call). .

If you are on a call and another call comes in, press the flashing red line button or press the **Hold** button to place the call on hold and answer the incoming call.

To return to the first call, press the line button for the call or select it using the **Up** or **Down** navigation button and press the **Resume** softkey.

Using Dial Assistance

If dial assistance is enabled, when placing calls, you'll see a list of matching recently dialed or received 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 **dial** to complete the call.

See "Enabling Dial Assistance," on page 42 for more information on enabling this feature.

Putting a Call on Hold

To put a call on hold, press the **Hold** button. A series of beeps or music on hold plays for the caller to indicate that the call is on hold. Only one call can be active at a time. Pressing the **Hold** button places the active call on hold.

Resuming a Call

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

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 the following types of transfers:

- Attended Transfer—You call the person to whom you are transferring the call and either:

  - transfer the call while the phone is ringing.

  - wait for the person to answer before transferring the call.

- Blind Transfer—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, press **xfer**. The call is placed on hold and a new line is opened to dial the number.

STEP 2 Either:

- Enter the number to which you want to transfer the call, then press **dial** or wait a few seconds.

- Press **dir** and either choose a number from the personal directory or select the **Corporate Directory**, then press **dial.**

  If you hang up before the second call rings, the transfer fails and the first call is disconnected. If you misdial, use the **delChar**, **clear**, or **cancel** key to make your changes before the call is transferred.

STEP 3 Press **xfer** after the phone begins to ring, or at any time after the phone is answered.

Performing an Unattended (Blind) Transfer

STEP 1 During an active call, press the **bXfer** softkey.

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.

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.

Transferring a Held Call to an Active Call

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

With an active call and one or more calls on hold, press the **xferLx** softkey.

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

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

Redialing

To redial the last number called, press the **redial** softkey twice.

To redial another number:

STEP 1 Press the **redial** softkey and select the desired number.

STEP 2 (Optional) Press **edit** to select a number and modify it (for example, to add an area code). When you're done, press **ok**.

STEP 3 Lift the handset or press **dial** to automatically dial the selected number.

Viewing and Returning Missed Calls

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

To return a missed call:

- If the LCD screen shows a missed call, press the **lcr** softkey to return the last missed call. Press the **miss** softkey to view a list of missed calls, select a call, and press **dial**.

- If the LCD screen does not show a missed call, you can return a call from the Missed Call list:

a. Press the **Setup** button.

b. Select **Call History**.

c. Select **Missed Calls**.

d. Choose the call you want to return and press **dial**.

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

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. Select **Call History**.

c. Select **Missed Calls**.

Turning the Missed Calls Shortcut On and Off

This option removes the **lcr** and **miss** softkeys that appear on the IP phone screen when you miss a call.

To access this option:

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Miss Call Shortcut** and press **edit**.

STEP 4 Press **y/n** to enable or disable the feature.

STEP 5 Press **ok**.

STEP 6 Press **save**.

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 53.

Activating Do Not Disturb

Using the dnd softkey:

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

Using the Setup button:

You can also access Do Not Disturb by performing the following steps:

STEP 1 Press the **Setup** button and select **Preferences** > **Do Not Disturb**.

STEP 2 Press the **edit** softkey.

STEP 3 Press **y/n** to choose **y**, then press **ok**.

STEP   4   Press **save**.

Using the star code:

Enter *78 to activate Do Not Disturb.

Deactivating Do Not Disturb

Using the -dnd softkey:

To deactivate Do Not Disturb, press the **-dnd** softkey.

Using the Setup button:

You can also deactivate Do Not Disturb by pressing the **Setup** button and selecting **Preferences** > **Do Not Disturb**.

Using the star code:

Enter *79 to deactivate Do Not Disturb.

Turning Call Waiting On and Off

Call waiting alerts you when you are on a call by ringing your phone and displaying a status message that another call is ringing. 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.

You can also turn call waiting on and off from your PC using the IP Phone Web Interface. See the "Configuring Call Waiting" section on page 54.

Using the Setup button:

STEP   1   Press the **Setup** button.

STEP   2   Select **Preferences**.

STEP   3   Choose **Call Waiting** and press **edit**.

STEP   4   Press the **y/n** softkey to turn call waiting on or off.

STEP   5   Press **ok**.

STEP 6 Press **save**.

Parking a Call

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

To park a call:

STEP 1 While on an active call, press the **callpark** softkey.

Placing a Three-Way Conference Call

You can perform conference calls by:

- calling both numbers and pressing the **conf** softkey

- conferencing an active and held call using the **confLX** softkey

To initiate a conference call:

STEP 1 Press the **conf** softkey 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** softkey again. All three parties are connected in the conference call.

When you hang up, the other two parties are disconnected.

Conferencing a Held Call with an Active Call

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

With an active call and one or more calls on hold, press the **confLx** softkey.

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

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

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

Your IP phones provide several different types of phone directories, depending on the phone model and what the system administrator has set up for the company.

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

- Personal Directory—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 Directory

To access the Phone Directory, press the **dir** softkey, or press the **Setup** button and select **Directory**.

You can also view and edit the directory from your PC using the IP Phone Web Interface. See the "Using Your Personal Directory" section on page 55.

To add a new entry to the directory:

STEP 1 In the Directory screen, when New Entry is selected, press the **add** softkey.

STEP 2 Use the keypad to enter the name of the directory entry. Press the number key multiple times to move to a different letter under that number. (For example, to enter "Mary," you would press **6** 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). Use the **delChr** softkey to delete letters, the <<< and >>> softkeys to move one character to the left or the right, or the **clear** softkey to clear the entire name. When finished with the name, use the navigation button to go down to the Number field.

STEP 3 Enter the phone number, including any digits you must dial to access an outside line and the appropriate area code, if necessary.

STEP 4 (Optional) To change the ring type for the caller:

a. Press the **option** softkey.

b. Scroll through the available ring types.

c. Press the **play** softkey to play the selected ring tone or the **select** softkey to assign that ringtone to the person whose number you are adding to the directory.

STEP 5 Press **save** to save the entry.

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 Directory Listing** and press **Select**.

To search the corporate directory:

STEP 1 Press the **Setup** button and select **8x8 Virtual Office**.

STEP 2 Scroll to the **Corp Directory Search** and press **Select**.

STEP 3 Input last 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 the Call History Lists

To view the Call History lists:

STEP 1 Press the **Setup** button.

STEP 2 Select **Call History**.

STEP 3 Select the Call History list you want to view. Available Call History lists are:

   • **Redial List**—Shows the last 60 numbers dialed from your phone.

   • **Answered Calls**—Shows the caller ID of the last 60 answered calls.

- **Missed Calls**—Shows the last 60 missed calls.

Calling from the Call History Lists

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

STEP 1 Choose the call.

STEP 2 Press **dial**.

NOTE If the call was from a long distance number, you may have to edit the call before dialing it. Press the **Edit** softkey to edit the call and use the softkey buttons and keypad to edit the number.

Deleting a Number from the Call History Lists

STEP 1 In the Redial, Answered Calls, or Missed Calls list, choose the call.

STEP 2 Press **delete.**

STEP 3 Press **OK**.

Saving a Call History List Number to Your Directory

STEP 1 In the Redial, Answered Calls, or Missed Calls list, choose the call.

STEP 2 Use the navigation button to scroll to the right to access more softkey button options, and press **save**.

STEP 3 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 Select **Set Password**.

STEP 3 Enter a numeric password. Enter the same password twice.

STEP 4 Press **save**.

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.

4

Using Advanced Phone Features

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

- Creating Speed Dials, page 43

- Using Speed Dials, page 44

- Customizing Your LCD Screen, page 44

- Using Ring Tones, page 47

- Configuring Date and Time Parameters on Your Phone, page 48

- Advanced Procedures for Technical Support Personnel, page 48

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 Select **Preferences**.

STEP 3 Choose **Dial Preferences** and press **edit**.

STEP 4 Press **y/n** to choose **yes**.

STEP 5 Press **ok**.

STEP 6 Press **save**.

If dial assistance is enabled, when placing calls, use the navigation button to scroll down, highlight a phone number on the LCD screen, and press **dial** to complete the call.

Creating Speed Dials

You can configure different types of speed dials:

- You can assigned unused line buttons on your phone to act as a speed dial.

- 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 using your PC and the IP Phone Web Interface. See

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   Select **Speed Dial**.

STEP 3   For a new speed dial, scroll to select an unused speed dial (marked with Not Assigned). To edit a previously existing speed dial, select it.

STEP   4   Press **edit**.

STEP   5   Enter the number to assign to the speed dial and press **ok**.

Using Speed Dials

To call one of your configured speed dial numbers, either:

- Open a phone line and press the number on the phone keypad for the speed dial, then press **Dial**.

- Press the **Setup** button, select **Speed Dial,** choose the number, and press **Dial**.

Press the unused line button you have configured for a speed dial.

Customizing Your LCD Screen

You can customize your LCD screen in several ways.

Changing the LCD Screen Contrast

You can also change your LCD screen contrast from your PC using the IP Phone Web Interface. See .

To adjust the contrast of the LCD screen:

STEP   1   Press the **Setup** button, scroll to highlight **LCD Contrast**, and press the **select** button.

STEP   2   Use the navigation button to adjust the screen contrast. Pressing the **Left** navigation button decreases the contrast. Pressing the **Right** navigation button increases the contrast.

STEP   3   Press **save**.

Changing the Screen Backlight Settings

The screen backlight turns off after a specified period of time. You can change this time period so that the screen backlight is on for a longer period, or keep the backlight always on.

STEP 1 Press the **Setup** button.

STEP 2 Select **Preferences**.

STEP 3 Choose **Back Light Timer** and press **edit**.

STEP 4 Press Option to choose the desired setting:

- 10 seconds

- 20 seconds

- 30 seconds

- always on

STEP 5 Press **ok**.

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. Some of these options can be configured from your PC using the IP Phone Web Interface. See .

To configure your screen saver:

STEP 1 Press the **Setup** button.

STEP 2 Select **Screen Saver Mode**.

To enable your screen saver:

STEP 1   In **Screen Saver Mode**, Choose **Enable Screen Saver** and press **edit**.

STEP 2   Press **y/n** to choose **yes**.

STEP 3   Press **ok**.

STEP 4   Press **save**.

To specify the amount of time before the screen saver turns on if your phone is idle:

STEP 1   In **Screen Saver Mode**, choose **Screen Saver Wait Time** and press **edit**.

STEP 2   Enter the time, in seconds, to wait before the screen saver starts.

STEP 3   Press **ok**.

STEP 4   Press **save**.

To change your screen saver picture:

STEP 1   In **Screen Saver Mode**, choose **Screen Saver Icon** and press **edit**.

STEP 2   Press **option** multiple times to display the choices available until the one you want is displayed. Options are:

- **Background Picture**—Displays your phone's background picture.

- **Station Time**—Overlays the phone's station ID and time onto the picture.

- **Lock**—Overlays a lock graphic onto the picture.

- **Phone**—Overlays a phone graphic onto the picture.

- **Date/Time**—Overlays the date and time onto the picture.

STEP 3   Press **ok**.

STEP 4   Press **save**.

Turning on the Screen Saver

To immediately turn on your phone's screen saver:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Screen Saver Mode** and press **activ**. (The screen saver must be enabled in order to immediately activate it.)

Using Ring Tones

Each extension of your phone can have a different ring tone. You can also create your own ring tones.

Changing Your Ring Tone

To change a ring tone:

STEP 1 Press the **Setup** button.

STEP 2 Select **Ring Tone**.

STEP 3 Choose the extension for which to choose a ring tone and press **change**.

STEP 4 Scroll through the ring tones and press **play** to play the highlighted ring tone. Press **select** to choose the highlighted ringtone for that extension.

Configuring Date and Time Parameters on Your Phone

Setting Your Phone's Date and Time

The date and time for your phone normally come from the SIP proxy server or NTP 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 Select **Time/Date**.

STEP 3 Enter the date in the following format: mm*dd*yy (this will display as m/d).

STEP 4 Enter the time in the following format: hh*mm*ss (this will display as (h:mm).

STEP 5 If the time does not display am (a) or pm (p) correctly, adjust with Offset. To change from a.m. to p.m., enter *12*00*00, to change from p.m. to a.m., enter #12*00*00.

STEP 6 Press **save**.

You can set just one of these choices, if necessary.

Advanced Procedures 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 phone administrator or by your 8x8 Support Team. Errors can interrupt your service.

To access advanced menus, follow the procedures below.

STEP 1 Press the **Setup** button.

STEP 2 Choose from the following options:

- Network: This setting is to configure and troubleshoot the network. You should not change this settings unless directed to by your Administrator as this can seriously alter your phone's functions.

- Product Info: This setting displays the product name, serial number, software version, hardware version, MAC address and Client Certificate.

- Status: This setting displays the status of the phone, extension and line buttons.

- Reboot: See Rebooting Your Phone, page 50.

- Restart: Restarts your phone.

- Factory Reset: Resets your phone to the factory default settings.

CAUTION   If you choose factory reset, you will return the phone to the original factory settings and will erase all current settings, including the directory and call logs. It is also possible that your phone extension will change.

Important: Resetting your phone to the factory default is not recommended unless you are working directly with a member of the 8x8 Support team. Your phone will no longer be connected to 8x8 service if it is reset it to the Cisco factory default.

- Custom Reset: Resets your phone to the latest customization profiles.

- Language: Changes the language on your phone (subject to availability and configuration by your system administrator).

Rebooting Your Phone

This setting is to configure and troubleshoot the network. You should not change this settings unless directed to by your phone administrator as this can negatively affect your phone's function.

To reboot your phone:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Reboot** and press **select**.

STEP 3 Press **ok**.

5

Using the Web Interface

Your Cisco IP Phone 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:

Logging in to the Web Interface

STEP 1 Get the IP address of your phone:

Cisco SPA 502G, SPA 504G, SPA 508G, SPA 509G:

a. Press the **Setup** button.

b. Scroll to **network** and press **select**.

c. Scroll to view **Current IP**. This is the IP address of your phone.

Cisco SPA 501G:

a. Press the **Setup** button.

b. Enter **110**, then press #. The IP address is recited.

STEP 2 On your PC, open Internet Explorer.

STEP 3 Enter the IP address in the browser's toolbar.

The web interface has four main tabs:

- Voice—Contains information about your phone, including the following sub-tabs:

  - Info—Contains system and phone information (read only).

  - System—Allows you to configure a password and network settings.

  - Phone—Allows you to enable the screen saver.

  - User—Contains settings for call forwarding, speed dials, call waiting, privacy settings, and audio settings.

- Call History—Displays calls received and made from your phone.

- Personal Directory—Contains your personal address book.

- Attendant Console Status—Provides information about Cisco SPA 500S attendant consoles, if installed.

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, click the **User** tab.

STEP 3 Under **Supplementary Services**, locate the **Do Not Disturb** field.

STEP 4 Choose **Yes** to turn on **Do Not Disturb**.

STEP 5 At the bottom of the page, click **Submit All Changes**.

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 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, click the **User** tab.

STEP   3   Under **Call Forward**, you can configure the following fields:

- **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   4   At the bottom of the page, click **Submit All Changes**.

Configuring Call Waiting

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

To turn call waiting on or off:

STEP   1   Log in to the web interface.

STEP   2   In the **Voice** tab, click the **User** tab.

STEP   3   Under **Supplementary Services,** locate the **CW Setting** field.

STEP   4   Choose **yes** or **no** to enable or disable.

STEP   5   At the bottom of the page, click **Submit All Changes**.

Using Your Personal Directory

Your IP phone provides a phone directory for you to store and view frequently dialed numbers. This directory appears on your phone, and you can dial numbers from the directory.

To view and edit your personal directory:

STEP 1 Log in to the web interface.

STEP 2 Click the **Personal Directory** tab. A window appears with the Personal Directory listings for your phone.

To enter a new item into the directory:

STEP 1 select the line and enter the information in the following format:

n=Marketing;p=5045551212

where "n=" indicates the name for the entry and "p=" indicates the phone number (including area code).

STEP 2 At the bottom of the page, click **Submit Changes**.

Viewing Call History Lists

To view Call History Lists:

STEP 1 Log in to the web interface.

STEP 2 Click the **Call History** tab. A window appears with the call history lists for your phone. These include:

- **Placed**—Shows the last 60 numbers dialed from your phone.

- **Answered**—Shows the caller ID of the last 60 answered calls.

- **Missed**—Shows the last 60 missed calls.

Click the tab for each list to view it.

Creating Speed Dials

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

To create or edit a numerical speed dial:

STEP   1   Log in to the web interface.

STEP   2   In the **Voice** tab, click the **User** tab.

STEP   3   Under **Speed Dial,** enter the speed dial numbers you want to create or edit.

STEP   4   Click **Submit All Changes**.

Adjusting Audio Volume

STEP   1   Log in to the web interface.

STEP   2   In the **Voice** tab, click the **User** tab.

Under **Audio Volume**, you can adjust the following settings:

- Ringer Volume

- Speaker Volume

- Handset Volume

- Headset Volume

Enter a volume between 1 and 10, with 1 being the lowest.

STEP   3   Click **Submit All Changes**.

Changing the LCD Contrast

STEP 1 Log in to the web interface.

STEP 2 In the **Voice** tab, click the **User** tab.

STEP 3 Under **Audio Volume**, you can adjust the LCD contrast by entering a number between 1 and 10, with 1 being low contrast.

STEP 4 Click **Submit All Changes**.

Configuring the Phone Screen Saver

To configure the phone screen saver:

STEP 1 Log in to the web interface.

STEP 2 In the **Voice** tab, click the **Phone** tab.

Under **General**, you can configure the following:

- Screen Saver Enable: Turns the screen saver on and off.

- Screen Saver Wait: The number of seconds that the phone is idle before the screen saver starts.

- Screen Saver Icon: The display type:

    - A background picture.

    - The station time in the middle of the screen.

    - A moving padlock icon. When the phone is locked, the status line displays a scrolling message "Press any key to unlock your phone."

    - A moving phone icon.

    - The station date and time in the middle of the screen.

STEP 3 Click **Submit All Changes**.

A

Where to Go From Here

Cisco provides a wide range of resources to help you obtain the full benefits of the Cisco SPA 504G.

Product Resources

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Online Technical Support and Documentation (Login Required)	www.cisco.com/support
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_ business_support_ center_contacts.html
Software Downloads (Login Required)	Go to tools.cisco.com/support/downloads, and enter the model number in the Software Search box.
Product Documentation	
IP Phone	www.cisco.com/en/US/products/ps10499/ tsd_products_support_series_home.html
Accessories	http://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
Marketplace	www.cisco.com/go/marketplace

List of Documents

See the following documents (available at the URLs listed above) for more information about your product.

- *Cisco Small Business Pro IP Phone Model 50X Quick Start Guide*—Installation and initial configuration of your Cisco IP phone.

- *Cisco WBP54G Wireless-G Bridge for Phone Adapters User Guide*—Installation and use of the WBP54G wireless bridge with your Cisco IP phone.

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.