








Cisco SPA 502G User Guide



Diag No	Phone Feature	Description
1	Handset	Pick up to place or answer 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 numbers and soft key options
4	Line Buttons	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 and cannot be used

Diag No	Phone Feature	Description
5	Soft Keys	Press a soft key to perform the action shown on the label on the LCD Screen above
6	Navigation Pad	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
8	Hold Button 	Press to place a call on hold
9	Setup Button 	Press to access a menu to configure phone feature and preferences
10	Mute Button 	Press to mute or unmute the phone. When the phone is muted, the button glows red.
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) Ringer volume (when the handset is on the phone)
12	Headset Button 	Press to turn the headset on or off. When the headset is on the button glows green
13	Speaker Button 	Press 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
15	Headset Port	2.5mm Jack plug for headset (in side of phone)

Using Your Phone

1 Phone Operation

You may use the handset, the inbuilt speaker or an approved headset to make and receive calls.

Dialling Assistance

As you start to dial a number the phone's LCD screen will display a list of phone numbers from your directories or recent call history list that most closely match the numbers you have entered so far. Use the navigation pad to choose the desired number and then press any dial key.

2 Phone Functions

The main functions of the phone are enabled by the four buttons at the top of the phone under the LCD screen which are known as *soft keys* and can have varying actions associated with them depending on the status of the phone at any particular time. The function of each key is displayed in the LCD screen immediately above the key. More functions may be found by scrolling the LCD screen using the left and right arrow keys on the navigation pad.

Home Screen Options

When the phone is inactive the standard soft key action arrangement is:

GPickUp **dir** **dnd** **redial** → **cfwd**

(Where → indicates scroll)


GPickUp If you are a member of a Call Pickup Group then you can pick up another group member's ringing call if they are unavailable or busy. When you hear their phone ringing press the **GPickUp** soft key, but don't pick up the handset. You will first hear an engaged tone for a short time (this tells you that the system has identified the call to pick up) and then your phone will ring. The ringing call will be transferred directly to you. See the *System Administrators Guide* for details of Call Groups.

Dir This gives you access to both the local phone directory held in your phone and the company and personal phone directories held in your online account on the portal website. You are encouraged to use the latter directories as they can be conveniently added, amended and deleted online. The 3 options presented allow you to add a 'New Entry' to the local phone directory, 'Search' the local directory or to search your online account indicated by the '*Company account name*'. Scroll down to the required option, press the **select** soft key and enter details via the phone keys.

dnd Do not disturb. Pressing this key on the phone will temporarily make your phone unavailable for receiving calls. Any calls to this phone when **dnd** is set will either hear the engaged tone or, if any Voice mail feature such as *Call Forwarding to Voice Mail* has been activated for this phone number, they will hear a short message, typically "The person on number XXX is unavailable,

please leave your messages after the tone. When you have finished hang up or press the hash key”.

When *dnd* is turned on, the phone handset will display **-dnd** indicating which key to press to deactivate the DND operation.

redial Displays a list of recently dialled numbers followed by the date and time the number was called and its duration. Scroll down to the required number and dial it by lifting the handset, pressing the speaker key  or pressing the **dial** soft key which will invoke the speaker. Alternatively you can **delete** the entry, **edit** the number or **save** it in your local phone address book.

Choosing this latter option will prompt you to enter a name under which the number will be stored. Pressing **cancel** will return you to the home screen.


cfwd Pressing this soft key will request a number to which all future incoming calls will be transferred. This should be the full number and not a short code.

However, it is better to use the portal website facility for call forwarding as it is much more versatile. When *cfwd* is turned on, the phone will display **-cfwd** indicating which key to press to deactivate the call forwarding operation.

Receiving a Call

When you receive a call only two soft keys are active:

answer **ignore**

answer Either pick up the handset or press the speaker key  to take the call. Pressing the answer soft key will invoke the speaker if the handset is on the phone.


Ignore If you do not wish to take an incoming call on your phone press the **ignore** soft key. The caller will then either hear the engaged tone or, if any Voice mail feature such as *Call Forwarding to Voice Mail* has been activated for this phone number on the portal website, they will hear a short message, typically “The person on number XXX is on the phone, please leave your messages after the tone. When you have finished hang up or press the hash key”.

The **ignore** command deactivates automatically on the incoming call terminating.

Making a Call

When you enter a phone number to make a call the soft keys become:

dial **delChr** **clear** **cancel** → << >> ***code** **alpha**

dial Once you have entered a number or short code you can invoke dialling by either picking up the receiver, pressing the speaker key  or pressing the **dial** soft key which will use the speaker if the handset is on the phone.

delChr Allows you to delete the last number or character on the LCD display.

clear deletes all the numbers or characters on the LCD display.

cancel Cancels the current operation and takes you back to the previous state.

<< >> Moves cursor left or right through an entry without deleting characters.

***code** Allows you to choose to activate some special function 'star codes'. Full details can be found in the *Cisco Small Business Pro IP Phone SPA 50X User Guide* which can be obtained from the Cisco web site. However, you should be aware that the portal website allows you to set up many of these functions in a more convenient and controlled way and which can be used on other, external phones

alpha Switches between numbers and letters on the phone *keyboard*.

Call Connected Options

When your call is connected the soft key arrangement changes to:

hold endCall conf xfer ☐ bxfer

hold If you wish to put a current call on hold then either press the **hold** soft key or the button with the hand symbol. This keeps the other party on the line (hearing either silence or *Music on Hold* if that has been configured) but communication is suspended until you press the **Resume** soft key on the handset. Note that pressing the hand symbol button again will not resume the call.

endCall Terminates the call.

Putting a Call on Hold

Pressing **hold** makes the soft keys:

resume endCall newCall redial → dir cfwd dnd park

resume Resumes a call on **hold**.

endCall No action

newCall Allows you to call another number while keeping the original call on **hold**.

redial Displays a list of recently dialled numbers, see description above.

dir Gives access to both local and online directories, see description above.

cfwd Requests a number to which all future incoming calls will be transferred, see description above.

dnd Do not disturb. See description above

park Parks the call at an unused extension to be picked up by another member of your Call Group as setup by your System Administrator. See the chapter on Advanced Phone Features for more information.

3-Way Calling

conf To share a call between 3 parties you make use of the conference facility on your phone. Call the first person you wish to speak to and when they answer press the **conf** soft key on your phone. This places the first call on hold and you will hear the dial tone again. Call the second person you wish to hold a joint call with by using the soft key options now presented. When they answer you can have a private conversation with them as the first person is still on hold. Finally press the **conf** soft key once more and all 3 of you will be connected.

If you want to leave the call but still permit the other 2 parties to continue the call press the **join** soft key. However, as you initiated the call you will be billed for the whole call whether you are involved or not.

Transferring a Call

xfer Attended Transfer - To transfer an attended call to another phone press the **xfer** soft key on the phone. This puts the call into hold and you will hear a dial tone. Call the person you wish to transfer the call to either by entering their number or by using the soft key options now presented and when they answer you may speak privately to them before transferring the call. To complete the transfer of the call press the **xfer** soft key once more and the call will be transferred and you may hang up.


Unattended Transfer - To transfer an unattended call to another phone press the **xfer** soft key on the phone. This puts the call into hold and you will hear a dial tone. Call the person you wish to transfer the call to either by entering their number or by using the soft key options now presented and as soon as you hear a ringing tone press the **xfer** soft key once more and the call will be transferred and you may hang up.

bxfer Blind Transfer If you want to make an unattended call transfer where the receiving phone displays the originating call details, rather than the transferring phone details, then press the **bxfer** soft key (you may need to scroll the handset display to the right using the navigation pad). Call the person you wish to transfer the call to by entering their number followed by the **dial** soft key and as soon as you hear a ringing tone hang up. The call will be transferred.

Voice Mail

If you have configured your system to take Voice mail messages via your account on the portal website – see *Setup and User Guide* – you can access the messages directly from your phone without having to go online. A full description of all the options available can be found in the *Setup and User Guide* under the *Picking up messages via an external phone* section.

You will know you have a message waiting as the *Message Waiting Indicator* strip at the top of your phone will be glowing a steady red.

To listen to your messages simply press the Voice mail button  and you will be first be given a count of how many new and old messages you have and a menu of options, the most important of which is to “press 1 to listen to your messages”. The playing of your message will be followed by a list of options to press:


- 3 – Advanced Options. You will be presented with options to send a reply, hear the message details or to make an outbound call
- 5 – Repeat current message
- 6 – Play Next message
- 7 – Delete current message
- 8 – Forward message to another phone
- 9 – Save to Folder. You will be presented with the list of possible folders

When the message is playing * will rewind to the start of the message and # will fast forward to the end of the message.

3 Advanced Phone Features

Call History

You can access a partial history of calls made, received or missed without going to your account on the portal website as the phone stores a list of the last 60 calls in each category.


To access the phones Calls History press the Setup button  and scroll to the type of call you would like to review – *Redial List*, *Answered Calls* or *Missed Calls*.

Press **select** and the LCD display shows a list of recently dialled numbers followed by the date and time the number was called and its duration. Scroll down to the required number and press any dial key. Alternatively you can **delete** the entry, **edit** the number or **save** it in your local phone address book.

Choosing this latter option will prompt you to enter a name under which the number will be stored.

Pressing **cancel** will return you to the inactive state.

Change Ring Tone

You can have a different ring tone for each line of your phone. To change the ring tone press the Setup button . The LCD display shows the lines (they are shown as Ext 1 to 4) and the name of the current ring tone. Scroll down to the required line number and press the **change** soft key. You will then be shown a list of alternative ring tones that you can scroll over. You can listen to them by pressing the **play** soft key and, if appropriate, you can then **select** one to replace the current tone.