ELEVATE
UNIFIED COMMUNICATIONS

IP PHONE QUICK START GUIDE SERIES

YOUR GUIDE FOR:

Cisco SPA 303 / 504G / 525G2

CloudBusinessPhone.com

Quick Start Guide

Elevate Unified Communications
Cisco SPA 303, SPA 504G and SPA 525G2 Phones



ELEVATE
UNIFIED COMMUNICATIONS

Welcome to Elevate Unified Communications.

What's in the box?

Cisco SPA 303, 504G, and 525G2 Phones

A. Phone Base
B. Handset
C. Handset Cord
D. Network Cable
E. Power Adapter with Plug
F. Quick Start Guide
G. Stand (not pictured)



-A—





B



C



D



E



F

Guided Setup

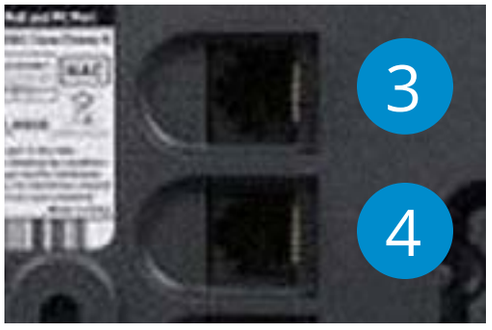
Connect Cables

Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work.











1. Auxiliary port. Only for use with the Cisco Attendant Console.

2. Power Port. Insert the Power Adapter into this port. (Use only with a Cisco PA100 Power Adapter.)

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 by using the built-in Wireless-G client.)

4. 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 Handset.

USB Port (not pictured). For use with an external USB memory device (optional). You can also use the USB Port to charge a device such as a mobile phone.

Once the phone has been plugged in and operational, the voicemail box is functional with a default greeting.

Voicemail Box Setup

RECORDING YOUR PERSONAL VOICEMAIL GREETING

1. Press the “Message” button .
2. Enter the PIN provided to you by your Administrator, followed by the # key.
3. Select option 3 for personal options.
4. Select option 1 to record your voicemail greeting.
5. Follow the voice prompts to record and check your greeting.

CHANGING THE PIN FROM THE PHONE

1. Press the “Message” button .
2. Enter the PIN provided to you by your Administrator, followed by the # key.
3. Select option 3 for personal options.
4. Select option 2 to change your PIN.
5. Enter the new PIN when prompted. Press # when done.

Features

SPA 525G2



Features

SPA 303



SPA 504G


Handset
Message Waiting Indicator
IP Phone Screen
Line Keys
Soft key Buttons
Navigation Button
Messages Button
Hold Button
Setup Button
Mute Button
Volume Button
Headset Button
Keypad
Speaker Button

Commonly Used Features

PLACING OUTGOING CALLS

When the phone is not in use:

1. Pick up the Handset or press the “Speakerphone” button.
2. Dial an extension or telephone number.

When you are already on a call:

1. Press the “Hold” soft key.
2. Press the “New Call” soft key. Dial tone is heard.
3. Dial an extension or telephone number.
4. Resume the original call by pressing the “Resume” soft key, which is accessible by ending the second call, or placing the second call on Hold.

ANSWERING AN INCOMING CALL

...On the Handset:
Pick up the handset to answer the call.

...On a Headset:
When a headset is connected, press the “Headset” button (or the ”Answer” Soft key) to answer the call.

...On Speakerphone:
Press the “Speaker” button (or the “Answer” Soft key) to answer the call.

IGNORING AN INCOMING CALL

Press the “Ignore” Soft key to immediately send the caller to voicemail.

ENDING A CALL

...On the Handset:
Press the “End Call” Soft key.

...On a Headset:
Press the “Headset” button.

...On Speakerphone:
Press the “Speakerphone” button.

HOLD

Placing a Call On Hold:

- While on a call, press the “Hold” key.

Retrieving Calls On Hold:

- Press the “Resume” Soft key to resume the holding call on that line.

TRANSFERRING CALLS

Blind Transfers:

1. While on a call, press the right arrow key.
2. Locate and press the “Bxfer” or “BlindXfer” Soft key. (Press the right arrow if necessary).
3. Dial the desired phone number or extension number.
4. The call is automatically transferred.

Attended (Consultative or Warm) Transfers:

1. While on a call, press the “Xfer” or “Transfer” Soft key.
2. Dial the desired phone number or extension number.
3. Wait for the party to answer, and announce that you are transferring a call to them.
4. Press the “Xfer” or “Transfer” Soft key to complete the transfer.

MUTE

1. To mute the microphone on an active call, press the “Mute” button.
2. To un-mute the microphone, press the “Mute” button again.

VOICEMAIL

1. Press the “Messages” button  .
2. Enter your PIN when prompted.

VOLUME ADJUSTMENT

In-Call Volume:

- While on a call, press the “+” and “-” buttons to raise or lower the volume.

Ringer Volume:

- While the phone is not in use, press the “+” and “-” buttons to adjust the ringer volume on the phone.

CALL WAITING

When an inbound call rings in, you will hear a beep tone emitted by your phone.

To Answer the Second Call:

1. Press the “Answer” soft key to answer the call. The current call will be placed on hold.
2. Once the second call has ended, resume the original call by pressing the “Resume” Soft key.

To Ignore the Second Call:

- Press the “Ignore” Soft key to send the caller to voicemail.

Note: The caller will continue to hear ringing for the specified amount of time, defined in the phone’s “No Answer Forwarding” settings.

SPEAKERPHONE

While the phone is not in use:

- Press the “Speakerphone” button to activate the speakerphone and get dial tone for an outbound call.

While on a call on the handset / headset:

- Press the “Speakerphone” button to continue the current call on the speakerphone.

While a call on speakerphone is active:

- To hang up the current call, press the “Speakerphone” button.

FORWARDING ALL CALLS

1. Press the “Cfwd” or “Forward” Soft key.
2. Enter / verify the contact number where calls will be forwarded.

SPA 525G2: FORWARDING ALL, BUSY OR NO ANSWER CALLS

1. Use the arrow keys to select the type of forwarding you want.
2. Press Option 1 for Call Preferences.
3. Use the arrow keys to select the type of forwarding you want.
4. Enter / verify the contact number where calls will be forwarded.
5. Press the “Set” Soft key.

Disabling Forward:

1. From the “Idle” screen, press the “ClrFwd” Soft key.

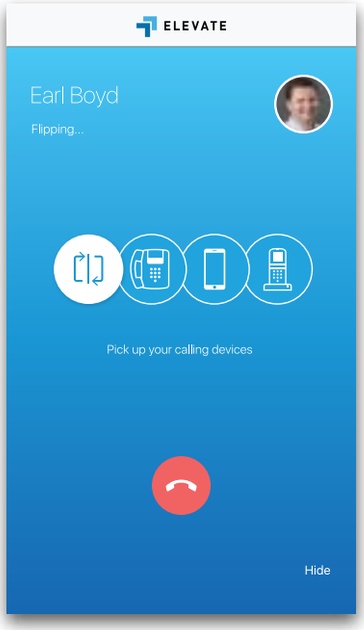
SPA 303/504G: FORWARDING ALL, BUSY OR NO ANSWER CALLS

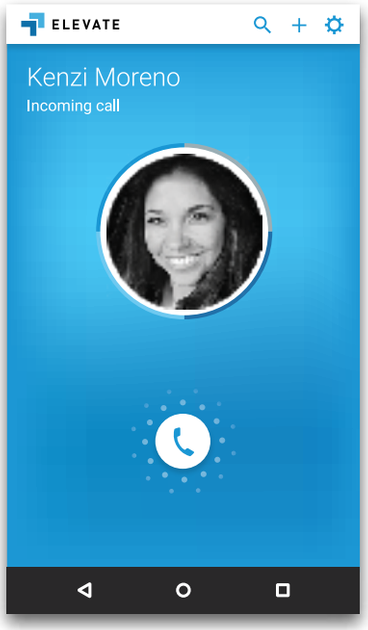
1. Press the “Menu” button, and then Option 6.
2. Select the type of forwarding you want to set and press the “Edit” Soft key.
3. Enter / verify the contact number where calls will be forwarded.
4. Press the “Save” Soft key.”
5. Press the “Set” Soft key.

Disabling Forward:

1. From the “Idle” screen, press the “Fwd” Soft key.

DESKTOP AND MOBILE APPS





Seamlessly extend the features of your Elevate service to your desktop and your Android or iOS mobile device for free. Receive your calls, manage your voicemail, and update settings and more.

Visit www.serverdata.net/elevateapps to learn more.

We are here to help.



http://controlpanel.msoutlookonline.net/support/kb/

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