



Cisco VoIP IP SPA504G Setup & User Guide

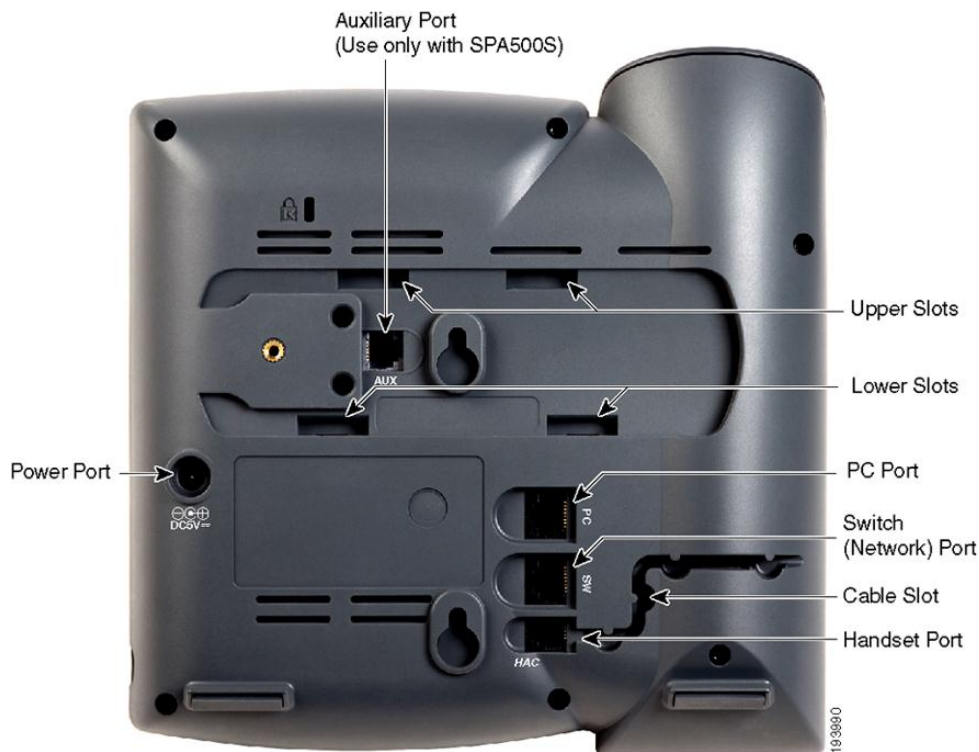


About This Guide

This guide is intended to show you how to install your phone and describes how to use some of the basic functions and features. The features available on your phone depend on the type of system to which your phone is connected. Your phone system might not provide all of the features mentioned in this document. Contact Saco Technology for questions about phone features.

Installing Your IP Phone

Use these procedures to install the phone and connect it to your network.



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).

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

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

STEP 7 Connect your phone to the network:

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

- Using a Wireless Connection—You can use a Cisco WBP54G Wireless-G Bridge with the IP phone to create a wireless connection between the phone and the network. See the WBP54G documentation on Cisco.com for more information (see the list of links at the end of this document).

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

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

On the SPA502G, you should hear a dial tone when picking up the handset or pressing the speakerphone button, and the LCD screen displays a phone icon next to the extension number.

Advance Install of your IP Phone

CAUTION Only follow these steps if advised by a Saco Technology customer service representative.

Press the setup button on the phone which is directly below the envelope button.

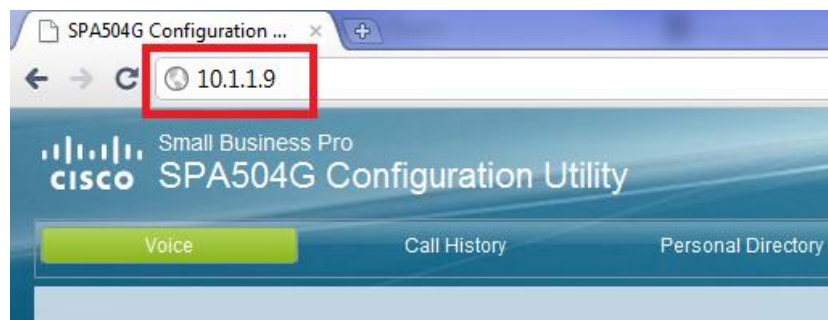
Scroll through the list till you reach the Network option which is numbered as 9. Then press the select button which appears at the bottom left hand corner of the phone display.

The phone will then show its current IP address. For example it might say:

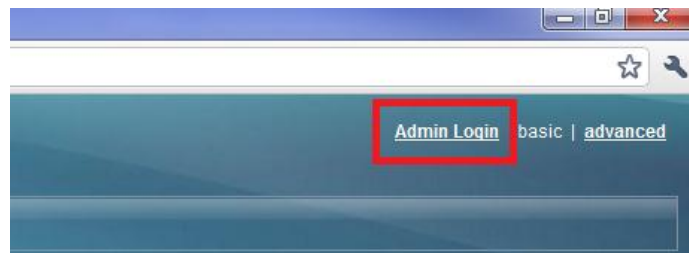
10.1.1.9 or 192.168.1.9

Simply make a note of this number as it will be needed in the next step.

Using the number you just wrote down open a internet window and type this in and then hit enter as the image below shows.



Once you see a Cisco page you need to click the Admin Login button in the top right hand corner

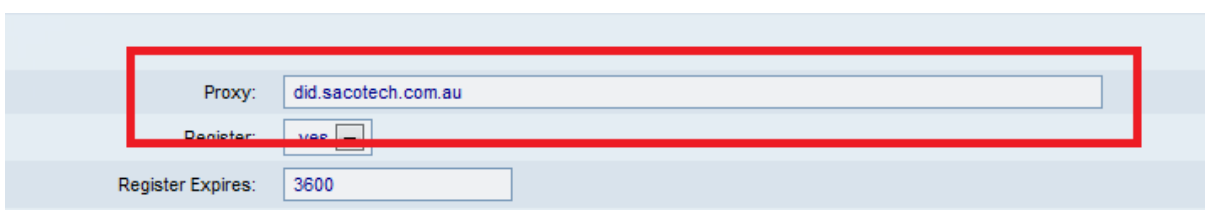


A new page will load and you will now see a lot more buttons appear. Once they do simply click on the Ext 1 button

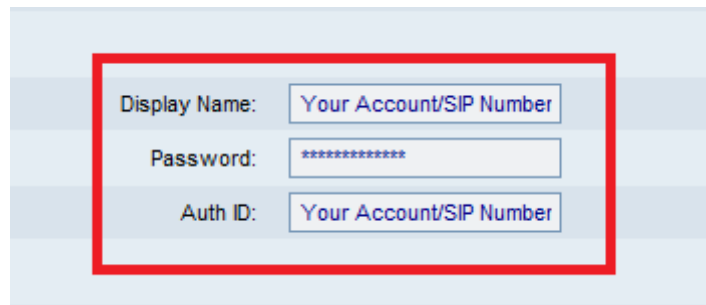


You will now be required to enter your Saco Technology VoIP account information.

Firstly you will need to enter the Saco Technology proxy server which is **did.sacotech.com.au**

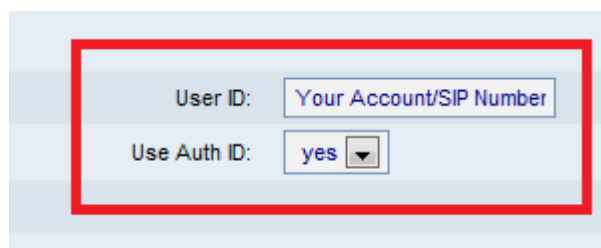


Then you will need to enter your VoIP SIP/Account Number (In both sections below) and also your password.



A screenshot of a configuration form with three input fields. The first field is labeled 'Display Name:' and contains the text 'Your Account/SIP Number'. The second field is labeled 'Password:' and contains a series of asterisks '*****'. The third field is labeled 'Auth ID:' and contains the text 'Your Account/SIP Number'. A red rectangular box highlights the entire form area.

Then the last step is to then enter your VoIP SIP/Account Number again in the User ID field and to make sure Use Auth ID has yes selected as shown below.



A screenshot of a configuration form with two input fields. The first field is labeled 'User ID:' and contains the text 'Your Account/SIP Number'. The second field is labeled 'Use Auth ID:' and contains the text 'yes' with a small downward-pointing arrow icon. A red rectangular box highlights the entire form area.

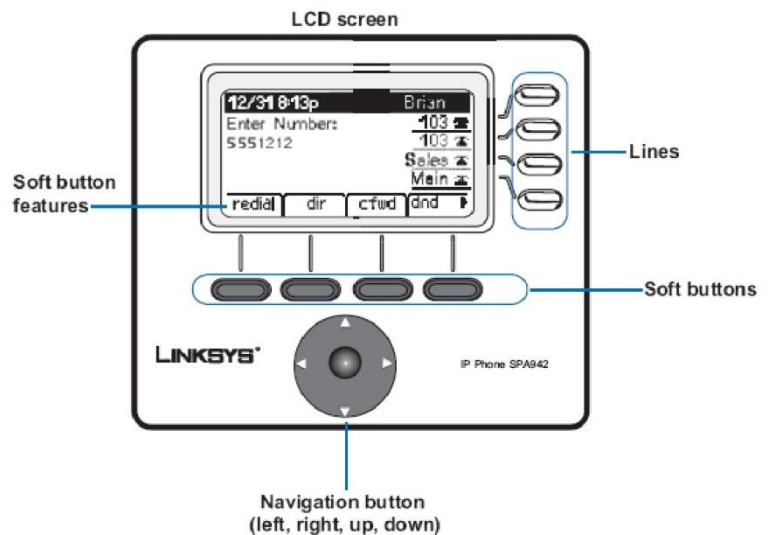
Now simply hit the submit all changes button at the bottom of the page and you phone will now save the new settings and reset. This can take 30-180 seconds to perform. Once it is finished your VoIP phone should now have some green lights appears.

Using the Call Features of the Cisco SPA504G

Placing a Call

There are 2 options available to place a call:

- Lift the handset and dial the number. (This method will take 5 seconds before it makes the call)
- Dial the number and press the “dial” soft key.



Answering a Call

There are 2 options available to answer a call.

- Lift the handset.
- Press the “Speakerphone” key.

Ending a Call

- Hang up the Handset.

Placing a Call on Hold

While on the call:



Press the “hold” button

To return to the call, press the “hold” button again.

Blind Transferring

This feature allows you to transfer a call without speaking to the person you are transferring to.

- While on the call, press the “xfer” key (this will place the caller on hold).
- Then simply Dial the VoIP extension you require if transferring to someone in the office or enter the mobile or landline number to which you want to transfer the call.
- Press the “dial” soft key to transfer the call.

Warm Transferring

This allows you to speak to the person you are transferring to prior to transferring the call.

- While on the call, press the “xfer” key (This will place the caller on hold).
- Then simply Dial the VoIP extension you require if transferring to someone in the office or enter the mobile or landline number to which you want to transfer the call.
- When the second line rings, wait for the party to answer the call, announce the caller press “xfer” again to connect the two parties.
- Hang up or end the call.

Call Forwarding

- Press the “cfwd” soft key
- Enter the number you would like to forward to and then hit the dial button to confirm. If successful will display as Calls Forwarded on your screen.
- To stop forwarding Press the “-cfwd” soft key.

Or

- Simply call *72
- And then enter the number you would like to forward to and then hit the dial button to confirm. If successful it will display as Calls Forwarded on your screen.
- And call *73 to disable call forwarding

Do Not Disturb

To enable Do Not Disturb hit the “dnd” soft key

To disable Do Not Disturb hit the “-dnd” soft key

Accessing Voice Mail

Press 

You will then need to enter your SIP/Account Number followed by your password.

Or

Simply call *98 from your VoIP Phone and then enter your SIP/Account Number followed by your password.

Accessing Voice Mail from a Landline or Mobile

Dial 07 3123 5509 (Will not work from a VoIP phone)

You will then need to enter your SIP/Account Number followed by your password.