



Cisco SPA 500 Series IP Phones

Affordable Business-Class Communications

At-A-Glance

Product Description

Cisco® SPA 500 Series IP Phones help businesses simplify and improve communications companywide while keeping costs under control. These phones offer a full set of features to meet the needs of a variety of employees, from manufacturing floor staff and cubicle workers to executives and remote employees. Part of the Cisco Small Business Series of network solutions, Cisco SPA 500 Series IP Phones help employees stay productive and enjoy access to voice and data communications wherever they are.



These affordably priced, reliable, and stylish IP phones are intuitive and easy to use. They also offer a rich user experience with high-quality Cisco High-Definition (HD) Voice to connect employees and offices, application support to enhance productivity, and encryption for enhanced security. Cisco SPA 500 Series IP Phones deliver a versatile array of features with investment protection to help small businesses succeed.

Features

- Cisco HD Voice for unsurpassed voice clarity and enhanced speaker quality
- Full-duplex speakerphone, headset, message waiting indicator, 4-way navigation key, and dynamic soft keys
- Dedicated buttons for mute, headset, speakerphone, volume, hold, menu settings, and voicemail access
- Monochrome or color backlit display for ease of use, aesthetics, and onscreen applications
- Ability to connect directly to a hosted IP telephony service or an IP private branch exchange (PBX)
- Easy installation and highly secure remote provisioning, as well as menu-based and web-based configuration
- Support for up to two Cisco SPA 500S Expansion Modules
- Power over Ethernet (PoE) for trouble-free, cost-effective installation
- Support for Bluetooth and Wi-Fi in select models

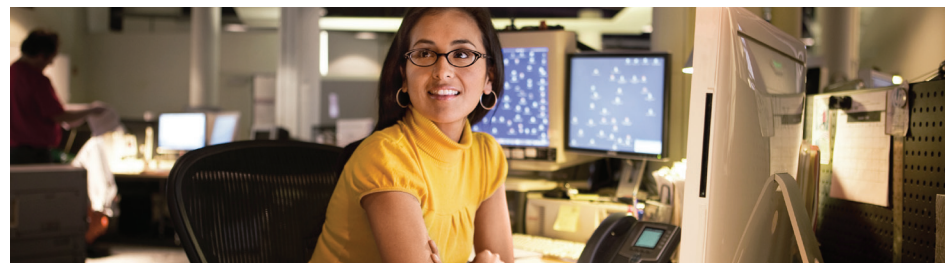
Benefits

- Integrated voice communications right on the phone let employees make voice calls and access corporate data, such as company directories, quickly and easily—anywhere.
- Intuitive, easy-to-use phone features let employees take advantage of speakerphone, redial, call transfer, conferencing, paging, intercom, volume control, message-waiting and voicemail indicator lights, mute key, headset use, and call history directories.
- Comprehensive interoperability and Session Initiation Protocol (SIP)-based feature set enhances compatibility with SIP-based voice over IP (VoIP) leaders.
- Network-compatible phones integrate easily with the Cisco Smart Business Communications System, which automatically recognizes them, saving money on moves, adds, and changes.
- Investment protection, as the phones can be connected to any SIP compliant PBX or call server, in addition to the Cisco Unified Communications 500 series using the SPCP protocol. This allows customers to keep the phones while upgrading their IP communications system.

Target Customer

Cisco SPA 500 Series IP Phones are designed for:

- Businesses deploying or considering deploying IP communications
- Customers that could benefit from improved communications, time savings, and customer responsiveness, and want a cost-effective solution
- Home and small offices that want an advanced, full-featured IP phone with superior voice quality and multiple lines
- Businesses that require mobile, flexible voice communications
- Small businesses with an on-premises or hosted PBX service that want to integrate IP phones with a unified communications or hosted VoIP service
- Industries that depend on phone communications, such as hospitality, food and beverage, legal, medical, and financial services





Model Comparison

Cisco SPA 500 Series IP Phones offer a wide range of features to fit a variety of business needs. Table 1 provides additional details.

Table 1. Comparison of Cisco SPA 500 Series Models

	Cisco SPA 501G	Cisco SPA 502G	Cisco SPA 504G	Cisco SPA 508G	Cisco SPA 509G	Cisco SPA 525G/525G2
Display	Paper label	Monochrome backlit display	Monochrome backlit display	Monochrome backlit display	Monochrome backlit display	Color backlit display
Programmable line keys	8	None	4	8	12	5
Audio	Cisco HD Voice, full-duplex speakerphone, headset port	Cisco HD Voice, full-duplex speakerphone, headset port	Cisco HD Voice, full-duplex speakerphone, headset port	Cisco HD Voice, full-duplex speakerphone, headset port	Cisco HD Voice, full-duplex speakerphone, headset port	Cisco HD Voice, full-duplex speakerphone, headset port
Directories	Not supported	Missed, placed, and received call history and company and personal directories	Missed, placed, and received call history and company and personal directories	Missed, placed, and received call history and company and personal directories	Missed, placed, and received call history and company and personal directories	Missed, placed, and received call history and company and personal directories
Phone applications	Not supported	Cisco XML framework, Cisco Live Record,* VoiceView Express*	Cisco XML framework, Cisco Live Record,* VoiceView Express*	Cisco XML framework, Cisco Live Record,* VoiceView Express*	Cisco XML framework, Cisco Live Record,* VoiceView Express*	Cisco XML framework, Cisco Live Record,* VoiceView Express*
Picture slideshow	Not supported	Not supported	Not supported	Not supported	Not supported	Yes
Music player	Not supported	Not supported	Not supported	Not supported	Not supported	Yes
Single-number reach	Not supported	Yes	Yes	Yes	Yes	Yes
Expansion module	Yes	Yes	Yes	Yes	Yes	Yes
PoE	Yes	Yes	Yes	Yes	Yes	Yes
Bluetooth headset	Not supported	Not supported	Not supported	Not supported	Not supported	Yes
Bluetooth with Mobile phones	Not supported	Not supported	Not supported	Not supported	Not supported	Yes (525G2 only)
Wireless (Wi-Fi)	Not supported	Not supported	Not supported	Not supported	Not supported	Yes
VPN (SSL VPN)	Not supported	Not supported	Not supported	Not supported	Not supported	Yes

* Supported only on the Cisco Unified Communications 500 Series in Smart Phone Control Protocol (SPCP) mode

Ordering and Model Information

Table 2 shows the SKUs and product descriptions for the Cisco SPA 500 Series IP Phones.

Table 2. SKUs and Descriptions

Product Description	Part Number
Cisco SPA 501G Basic 8-Line IP Phone	SPA 501G
Cisco SPA 502G 1-Line IP Phone	SPA 502G
Cisco SPA 504G 4-Line IP Phone	SPA 504G
Cisco SPA 508G 8-Line IP Phone	SPA 508G
Cisco SPA 509G 12-Line IP Phone	SPA509G
Cisco SPA 525G 5-Line IP Phone with Color Display	SPA 525G
Cisco SPA 525G2 5-Line IP Phone with Color Display	SPA 525G2

Warranty

Cisco SPA 500 Series IP Phones are covered by a Cisco standard 1-year hardware warranty. To download software updates, go to www.cisco.com/go/smallbiz.

Product warranty terms and other information applicable to Cisco products are available at www.cisco.com/go/warranty.

Service and Support

The Cisco Small Business Support Service provides peace-of-mind coverage at an affordable price, and helps you get the most value from your Cisco Small Business solution. Delivered by Cisco, this device-level, subscription-based service includes software updates, extended access to the Cisco Small Business Support Center, and next-business-day hardware replacement as necessary.

For More Information

To learn more about Cisco SPA 500 Series IP Phones, visit www.cisco.com/go/500phones.

For more information on Cisco Small Business products and solutions, visit www.cisco.com/smallbusiness.