

Cisco SPA509G 12-Line IP Phone with Programmable Keys

Q. What is the Cisco SPA509G?

A. The Cisco® SPA509G is a 12-line desktop IP phone with display, 802.3af Power over Ethernet (PoE), and PC port. It includes a full-duplex speakerphone with wideband audio capability.

Q. When will the Cisco SPA509G be available to order?

A. The SPA509G is available for order now on the wholesale price list (WPL).

Q. What is the part number for ordering the Cisco SPA509G?

A. The part number is SPA509G: 12-Line IP Phone with Display, PoE, and PC Port.

Q. Who are the target customers for the Cisco SPA509G?

A. Target customers for the SPA509G include the following:

- Home and small offices that:
 - Want an advanced, full-featured IP phone with superior voice quality and multiple lines
 - Want voice communication mobility and flexibility
- Small businesses with on-premises or hosted private branch exchange (PBX) service that:
 - Want to integrate the SPA509G with an existing a Cisco Unified Communications 500 or 300 Series, or hosted voice over IP (VoIP) service with PBX features
 - Want desk phones for employees who require multiple lines or keys
- Industries
 - Hospitality
 - Food and beverage
 - Legal, medical, or financial services

Q. Who can sell the Cisco SPA509G?

A. Any authorized partners who can buy the SPA509G through their distributors.

Q. What accessories are available for the Cisco SPA509G?

A. An optional power adapter (Cisco PA100 Power Supply for Small Business VoIP) is available for users who choose not to use POE. A wall-mount kit (Cisco MB100 Wall-Mount Bracket) is available for mounting the phone on a wall, and the Cisco WBP54G Wireless-G Bridge provides a wireless option. The Cisco SPA500S Expansion Module is available for customers who need an attendant console.

Q. What languages are supported?

A. The following languages will be supported via a dictionary update to the phone: German, French, Dutch, Italian, Spanish, Portuguese, Danish, Norwegian, Swedish, Croatian, Slovenian, Bulgarian, Turkish, Polish, Russian, Hungarian, Czech, and Slovak.

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- Q.** What voice protocols are supported?
- A.** The Cisco SPA509G supports both Session Initiation Protocol (SIP) version 2 with the Cisco UC300 Series and third-party call controllers and the Smart Phone Control Protocol (SPCP) with the Cisco Unified Communications 500 Series.
- Q.** What codecs are supported?
- A.** The Cisco SPA509G supports G.711a, G.711u, G.726_32, G.729ab, and G.722 (wideband audio).
- Q.** How many independent SIP registrations does the Cisco SPA509G support?
- A.** The SPA509G can support up to four independent SIP registrations.
- Q.** Does the Cisco SPA509G offer a full-duplex speakerphone?
- A.** Yes, the SPA509G includes a full-duplex speakerphone with advanced acoustic echo cancellation.
- Q.** Does the Cisco SPA509G support VLAN tagging on the PC port?
- A.** Yes, the SPA509G supports the option to configure VLAN tagging on traffic originating from the PC port.
- Q.** What standard calling features are supported?
- A.** The Cisco SPA509G supports the following features (some features require support on call controllers).
- Auto answer
 - Call waiting, cancel call waiting, call waiting caller ID
 - Caller ID with name and number (multinational variants)
 - Caller ID blocking
 - Call forwarding: no answer, busy, all
 - Call transfer
 - Call return
 - Call back on busy
 - Call blocking with toll restriction
 - Call park and unpark
 - Do not disturb
 - Three-way conference calling with local mixing
 - Group paging
 - Corporate directory access
 - Visual message waiting indication
 - Distinctive ringing: calling and called number
 - Shared call appearance
 - Selective/anonymous call rejection

Please refer to the data sheet for a complete list of supported features. The SPA509G data sheet is available at <http://www.cisco.com/go/500phones>.

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- Q.** Does the Cisco SPA509G support the full range of Cisco SBCS applications?
- A.** Yes. The SPA509G supports the following with UC500.
- Live Record/Live Replay
 - Single Number Reach
 - VoiceView Express
- Q.** What types of headsets does the Cisco SPA509G support?
- A.** The SPA509G has a 2.5-mm standard 4-segment phone jack. It supports most universal 2.5-mm wired headsets (non Nokia versions), such as the Jabra C250/C500 (<http://www.jabra.com>) and the Plantronics MX250 (<http://www.plantronics.com>).
- Q.** What types of security can be implemented?
- A.** The Cisco SPA509G supports the following security features:
- Certificates/HTTPS
 - Secure Real-Time Transport Protocol (SRTP) (media)
 - Transport Layer Security (TLS) (signaling), SIP over TLS
 - Encrypted configuration files up to 256-bit Advanced Encryption Standard (AES)
- Q.** Does the Cisco SPA509G support XML or Lightweight Directory Access Protocol (LDAP) corporate directory?
- A.** Yes, the SPA509G supports both LDAP and Cisco XML corporate directory structures.
- Q.** Does the Cisco SPA509G support remote management?
- A.** Yes. The service provider can update voice configuration parameters using one of the supported mass provisioning methods (TFTP, HTTP, or HTTPS).
- Q.** Does the Cisco SPA509G support Extension Mobility with the Cisco Unified Communications 500 Series?
- A.** Yes.
- Q.** Does the Cisco SPA509G support Extension Mobility with Broadsoft?
- A.** Yes.
- Q.** Is the Cisco Small Business Support Service available for the Cisco SPA509G?
- A.** Yes, customers can purchase a 3-year Cisco Small Business Support Plan. This plan offers second-day advance replacement and technical support.
- Q.** What type of warranty is provided with the Cisco SPA509G?
- A.** The SPA509G comes with a standard 90-day software warranty and 12-month hardware warranty.
- The 12-month hardware warranty provides 10-business-day advance replacement.
 - Customers are eligible for 12 months of Small Business Support Center technical phone support.
 - Small Business Support Center technical support provides only basic steps to identify the phone's hardware state for return materials authorization (RMA).
- Q.** Does the Cisco SPA509G have a message-waiting indicator LED?
- A.** Yes.
- Q.** Does the Cisco SPA509G work with instant messaging applications?
- A.** No.

Q. Does the Cisco SPA509G support syslog?

A. Yes.

Q. What and how many ring tones does the Cisco SPA509G support?

A. The SPA509G supports 10 built-in and 2 customizable ring tones. Custom ring tones can be downloaded using the web GUI with the link `http://<phone-ip-addr>/ringtone[1|2][?<url>]`, where `<url>` syntax is `[[tftp|http|https]://][host[:port]]/<pathname>`. TFTP, HTTP, and secure HTTP are supported.

Example:

If the phone's IP address is 192.168.2.1, to download a ring tone "music.mid" residing on the HTTP server 192.168.2.100, and store it as "ringtone2," the user would issue the following link on a web browser that is connected to the same LAN as the phone: <http://192.168.2.1/ringtone2?http://192.168.2.100/music.mid>.

Q. What ring tone formats are supported?

A. Table 1 shows the association of ring tone suffix to ring tone format:

Table 1. Ring Tone Formats for the Cisco SPA509G

Ring Tone Format	Ring Tone Suffix
G.726_32	.726

Q. How can the firmware be upgraded?

A. The firmware can be upgraded in any of the following ways:

Remotely: An IP telephony service provider (ITSP) can upgrade the firmware remotely from an HTTP server or by using a profile for the phone.

By downloading .exe firmware, and executing it locally on a PC.

For details, see the SPA509G user guide:

http://www.cisco.com/en/US/products/ps10033/products_user_guide_list.html.

Note: In SPCP mode, firmware upgrades for the phones will be initiated by the administrator managing the Cisco Unified Communications 500 Series.

Q. What are the display specifications for the Cisco SPA509G?

A. Backlit pixel base, 3.0-inch diagonal screen with 128 x 64 resolution.

Q. Does the Cisco SPA509G support personalized wallpaper?

A. Yes, users can select personalized wallpaper via HTTP refresh or from a TFTP server application. Users can also configure the phone's background display to be a text logo via the phone's web GUI.

Q. Does the Cisco SPA509G support embedded Bluetooth?

A. No. It does not support integrated Bluetooth. The Cisco SPA525G2 supports this feature.

Q. What standards does the Cisco SPA509G meet?

A. The SPA509G meets the following standards:

- Electromagnetic compatibility (EMC)
 - FCC/CFR 47 part 15 class B
 - ICES-003 class B
 - EN55022 class B

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- AS/NZS 3548 class B
 - CISPR 22 class B
 - EN 55024
 - EN 300.328
 - EN 301.489-1
 - EN 301.489-17
 - Safety
 - UL 60950
 - IEC/EN 60950
 - CSA 22.2 60950
 - ACA TS 001
 - Hearing aid compatibility (HAC)
 - FCC parts 68.316 and 68.317
 - PT220 (New Zealand)

Q. Does the Cisco SPA509G comply with the Restriction of Hazardous Substances (RoHS) standards?

A. Yes.

Q. Where can I learn more about the Cisco SPA509G?

A. For more information, visit <http://www.cisco.com/go/500phones>.



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