

Cisco SPA525G 5-Line IP Phone with Color Display Cisco Small Business Pro IP Phones



5-Line Business IP Phone with Enhanced Connectivity and Media for a New Level of Small Business User Experience

Highlights

- Full-featured and stylish 5-line business IP phone supporting up to two SPA500S (32 button) expansion modules
- Enhanced connectivity, with Power over Ethernet, 802.11g Wi-Fi client mode, and Bluetooth headset support
- Graphic-rich, high-resolution 3.2-inch QVGA 320 x 240 color screen
- Simple, easy, and highly secure wireless setup with industry-standard push-button WPS and quick provisioning capabilities for mass-scale service provider activation
- Embedded SSL VPN client for secure phone connectivity to your IPPBX over any public internet connection
- Support for multimedia functions, such as playing MP3's, displaying digital photos, viewing RSS feeds, and displaying video surveillance camera streams
- Multi feature support, such as caller ID, call forwarding, call transfer, 3-way conferencing, call parking, call history, phonebook, and built-in full-duplex speakerphone
- Supports both SIP with SPA9000 or leading third party call control platforms and SPCP Protocols with Cisco Unified Communication 500 Series

Figure 1. Cisco SPA525G 5-Line IP Phone with Color Display



Product Overview

The Cisco SPA525G 5-Line IP Phone with Color Display (Figure 1) is an excellent choice for businesses that require an enhanced user experience with a hosted IP telephony service, an IP private branch exchange (PBX), or a large-scale IP Centrex deployment. The SPA525G uses industry-leading SPA voice over IP (VoIP) technology from Cisco, with high-quality hardware providing additional connectivity via Bluetooth for headset connectivity, Power over Ethernet (PoE) (802.3af), or a Wireless-G client (802.11g).

Standard features on the Cisco SPA525G include five active lines, VLAN-capable dual switched Ethernet ports, 802.3af PoE support, a 3.2-inch QVGA color display, a full-duplex, high-quality speakerphone, a Bluetooth interface for headset connectivity, a Wireless-G (802.11g) client, a 2.5-mm stereo headset port, and a USB 2.0 host port. Each line can be configured independently to use a unique phone number (or extension) or can use a shared number that is assigned to multiple phones. The power supply for the SPA525G is sold separately. The optional SPA500S 32-Button Attendant Console adds up to 64 buttons for receptionist applications.

The Cisco SPA525G IP Phone continues to improve the user experience with VPN and video surveillance applications. The SPA525G comes with an embedded VPN client that allows remote users to securely connect to their phone system and make calls over the Internet, without the need of additional hardware. The SPA525G IP Phone also provides users the ability to view video feeds from Cisco PVC2300 video surveillance cameras, allowing users to quickly see different locations around the business in order to improve physical security. The SPA525G is part of the SPA500 Series IP Phones that are a robust portfolio of small business phones that provide a rich user experience with HD voice, on-phone applications, and intuitive menu options.

The Cisco SPA525G provides encrypted signaling, media, and provisioning information, using state-of-the-art technologies such as Session Initiation Protocol (SIP) over Transport Layer Security (TLS), Secure RTP, and HTTPS/SSL to secure communications between the user and service provider. Cisco SPA Secure Remote Provisioning provides a highly secure mechanism for the service provider to remotely manage the phone/user configuration and the device software upgrades.

The Cisco SPA525G IP Phone can also be used with productivity-enhancing features such as VoiceView Express, and Cisco XML Applications when interfacing with Cisco Unified Communication 500 Series in SPCP Mode.

Features

The Cisco SPA525G IP phone can easily grow with your business. New features can be added to the phone over time via firmware updates. New employees or employees who need to move locations can simply plug in their preconfigured phones anywhere on the network, and the network will recognize the change. The phone also provides the option for wireless network connectivity, providing unrestricted placement.

Tables 1 through 4 present the features, specifications, and compliance information for the Cisco SPA525G 5-Line IP Phone with Color Display. Table 5 provides ordering information, and Table 6 lists optional accessories for these phones.

Table 1. Features

| Feature | Benefit |
|---------------------------------|--|
| Lighted line keys | 5 illuminated call appearance line buttons with tricolor LEDs |
| Hold key | Puts current call on hold |
| Voicemail key | One button access to voicemail |
| Menu key | Accesses Call History, Directory, Speed Dials, MP3 Player, Web Applications, User Preferences, Network Configuration, Device Administration and Status |
| Lighted mute key | Lights up red when the call is on mute, and turns off when mute is removed |
| Lighted headset key | Lights up when pressed and using a Bluetooth or 2.5-mm headset for hands-free calling |
| Lighted speakerphone key | Activates full-duplex speakerphone; stays lit while speakerphone is on |

| Feature | Benefit |
|--|---|
| Lighted message waiting indicator | Lights when there is new voicemail; visible on the phone chassis above the LCD screen; stays lit until the new voicemail has been processed by the user |
| Graphical display | Color 3.2-in. QVGA (320 x 240) LCD graphical display |
| 5-way navigational buttons | Navigating menus and multimedia applications |
| 4 soft-key buttons | Dynamically present calling options to the user |
| Network features | Cisco Discovery Protocol, IEEE 802.1p/Q |
| Wi-Fi | 802.11b/g, Wi-Fi Multimedia (WMM) (802.11e) |
| Wi-Fi security | <ul style="list-style-type: none"> • Wired Equivalent Privacy (WEP), 64 or 128 bit • Wi-Fi Protected Access (WPA), Personal and Enterprise • WPA2, Personal and Enterprise • Wi-Fi Protected Setup (WPS) |
| Ethernet switch | 10/100 PC switch port enables LAN connectivity to a co-located PC. The system administrator can designate separate VLANs (802.1Q) for the PC and Cisco IP phones, providing improved security and reliability of voice and data traffic. 802.3af PoE WAN port. |
| Volume control | Volume-control toggle provides easy decibel-level adjustments of the handset, monitor speaker, and ringer. |
| Applications | <ul style="list-style-type: none"> • Customizable screen saver on phone display (Photo Album) • Music player (MP3) • RSS web services • Cisco Monitor View • SIP third-party call control for server-based applications • Lightweight Directory Access Protocol (LDAP) and Cisco XML-based corporate directory support |
| Call control and audio features | <ul style="list-style-type: none"> • Call hold • Music on hold** • Call waiting • Caller ID name and number and outbound caller ID blocking • Caller ID mapping for incoming calls • Outbound caller ID blocking • Call transfer-attended or blind • Call conferencing-hosted (N-party) or local (3-party) • Call forwarding-unconditional, no answer, on busy • Visual voice message waiting indicator (VMWI) • Shared/bridge line appearance** • Call pickup-selective and group** • Call park and unpark** • Call back on busy • Call blocking-anonymous and selective • Do not disturb • Intercom** • Group paging** • Extension mobility** • Configurable dial/numbering plan support with interdigit timers-per line • URL (IP) dialing support • Distinctive ringing based on calling and called number • Supplementary services feature activation codes • Supplementary services announcements codes • Configurable supplementary services soft keys • Individual volume setting per each audio path (headset/handset/speaker) <p>**Feature requires support by SIP/SCCP client management server.</p> |
| Signaling protocol support | <ul style="list-style-type: none"> • Smart Phone Control Protocol (SPCP) • SIP version 2 |

| Feature | Benefit |
|--|---|
| Voice features | <ul style="list-style-type: none"> • SIP proxy redundancy-dynamic via DNS SRV, A records • Reregistration with primary SIP proxy server • SIP support in network address translation (NAT) networks (including simple traversal [STUN]) • Codec name assignment • Voice algorithms: <ul style="list-style-type: none"> ◦ G.711 (A-law and μ-law) ◦ G.726 (32 kbps) ◦ G.729 AB ◦ G.722, Wideband Audio • Dynamic payload support • Adjustable audio frames per packet • Dual-tone multifrequency (DTMF): in-band and out-of-band (RFC 2833) (SIP INFO) • Flexible dial plan support with interdigit timers • IP address/Uniform Resource Identifier (URI) dialing support • Call progress tone generation • Jitter buffer-adaptive • Frame loss concealment • Voice activity detection (VAD) with silence suppression • Attenuation/gain adjustments • VMWI via NOTIFY, SUBSCRIBE • Caller ID support (name and number) |
| Data features | <ul style="list-style-type: none"> • MAC address (IEEE 802.3) • IPv4 (RFC 791) • Address Resolution Protocol (ARP) • DNS A record (RFC 1706), SRV record (RFC 2782) • Dynamic Host Configuration Protocol (DHCP) client (RFC 2131) • Point-to-Point Protocol over Ethernet (PPoE) client (RFC 2516) • Internet Control Message Protocol (ICMP) (RFC 792) • TCP (RFC 793) • User Datagram Protocol (UDP) (RFC 768) • Real Time Protocol (RTP) (RFC 1889, 1890) • Real Time Control Protocol (RTCP) (RFC 1889) • Differentiated Services (DiffServ) (RFC 2475), type of service (ToS) (RFC 791, 1349) • VLAN tagging 802.1p/Q • Simple Network Time Protocol (SNTP) (RFC 2030) |
| Security | <ul style="list-style-type: none"> • Password-protected system reset to factory default • Password-protected administrator and user access authority • HTTPS with factory-installed client certificate • HTTP digest-encrypted authentication via MD5 (RFC 1321) • Up to 256-bit Advanced Encryption Standard (AES) encryption • SIP over TLS for signaling encryption • SSL VPN • Secure RTP for media encryption |
| Provisioning, administration, and maintenance | <ul style="list-style-type: none"> • Web browser administration and configuration via integrated web server • Automated provisioning and upgrade via HTTPS, HTTP, or (TFTP) • Asynchronous notification of upgrade availability via NOTIFY • Nonintrusive, in-service upgrades • Report generation and event logging • Stats in BYE message • RTP media loopback for quality of service (QoS) monitoring • Syslog and debug server records-per-line configurable |

Table 2. Physical Specifications

| Feature | Benefit |
|---------------------------------|---|
| Dimensions (H x W x D) | <ul style="list-style-type: none"> • 8.4 x 8.3 x 1.7 in • 214 x 212 x 44 mm |
| Weight | <ul style="list-style-type: none"> • 0.9 kg • 2.0 lb • 32.8 oz |
| Phone casing composition | Acrylonitrile butadiene styrene (ABS) plastic in textured dark gray with silver-colored bezel |

Table 3. Environmental

| Feature | Benefit |
|------------------------------|---|
| Operating temperature | 32F to 113F (0° to 45°C) |
| Relative humidity | 5% to 95% noncondensing, operating and nonoperating |
| Storage temperature | -13° to 176F (-25° to 80°C) |

Table 4. Certification

| Item | Description |
|--------------------------------------|---|
| Regulatory compliance | FCC, CE, C-Tick, Wi-Fi, hearing aid compatible (HAC), Reduction of Hazardous Substances (RoHS), Bluetooth |
| Safety | <ul style="list-style-type: none"> • UL 60950 • C-UL 60950 • EN 60950 • IEC 60950 |
| Electromagnetic compatibility | <ul style="list-style-type: none"> • FCC Part 15 (CFR 4) Class B • ICES-003 Class B • EN 55022 Class B • CISPR 22 Class B • CISPR 24 • EN 55024 • EN 50082-1 • EN 61000-3-2 • EN 61000-3-3 • EN 61000-6-1 |
| Telecom | FCC Part 68 (CFR47) HAC |

Table 5. Ordering Information

| Part Number | Description |
|---------------------|---|
| SPA525G | Cisco Small Business Pro SPA525G |
| SPA525G-RC | Cisco Small Business Pro SPA525G RC SKU (RC-Remote Customization) |
| CON-SBS-SVC1 | 3-year Cisco Small Business Support Service |

Table 6. Optional Accessories

| Part Number | Description |
|-----------------|---|
| MB100 | Wall-mount brackets for SPA5xx, CP5xx and SPA9xx |
| PA100-NA | Power supply for SPA5xx, CP5xx and SPA9xx-5V/2A (NA Style Plug) |
| PA100-UK | Power supply for SPA5xx, CP5xx and SPA9xx-5V/2A (UK Style Plug) |
| PA100-EU | Power supply for SPA5xx, CP5xx and SPA9xx-5V/2A (EU Style Plug) |
| PA100-AU | Power supply for SPA5xx, CP5xx and SPA9xx-5V/2A (AU Style Plug) |
| SPA500S | 2-button attendant console for Cisco SPA 500 Series IP Phones |

Service and Support

The Cisco Small Business Support Service provides three years affordable peace of mind coverage, to help protect your investment and derive maximum value from your Cisco Small Business solution. The subscription-based service offers software updates, telephone and online chat access to the Cisco Small Business Support Center, and next business day hardware replacement.

Cisco Small Business products are supported by professionals in Cisco Small Business Support Center locations worldwide who are specifically trained to understand your needs. The Cisco Small Business Support Community, an online forum, enables you to collaborate with your peers and reach Cisco technical experts for support information.

Warranty

This Cisco Small Business product is covered by a Cisco 1-year limited hardware warranty with return to factory replacement and a 90-day limited software warranty. In addition, Cisco offers software updates for bug fixes for the warranty term, and telephone and online chat technical support at no charge for the first 12 months following the date of purchase. To download software updates, go to: <http://www.cisco.com/cisco/web/download/index.html>.

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

For More Information

For more SPA525G information, please visit <http://www.cisco.com/go/500phones>.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)