

# Cisco SPA500DS 15-Button Attendant Console for the Cisco SPA500 Series Phones

## Highlights

- Easy to install, and designed exclusively for the Cisco® SPA 500 Series IP Phones
- 15 programmable buttons simplify dialing and call transfers
- Page Left and Page Right keys allow configuration of up to 30 Busy Line Field (BLF), Speed Dial, and Call Pickup per device
- LCD Display
- Two attendant consoles can be linked

**Figure 1.** Cisco SPA500DS 15-Button Attendant Console



## Product Overview

The Cisco® SPA500DS 15-Button Attendant Console (Figure 1) is part of the Cisco Small Business Series and designed for use with the Cisco SPA500 Series IP Phones. It is an ideal solution for small businesses wanting to simplify incoming call handling by quickly directing calls to the requested party and also to monitor line status from a central location.

The attendant console easily attaches to a SPA500 Series IP Phone, providing up to 30 programmable call pickup or speed dial buttons via two page keys, each illuminating the line's status (idle, ringing, busy, or null) via the busy line field (BLF). Incoming calls can immediately be transferred to the proper location with the push of a button assigned to the extension.

The modular design of the Cisco SPA500DS permits up to two attendant consoles to be deployed, for a total of 30 buttons (60 functions), offering an affordable solution that expands with the growth of your voice network.

Installation and setup is just a matter of connecting the supplied bracket and cable to the attendant console, which uses the phone's power supply; no additional power source is required.

Based on the Session Initiation Protocol (SIP), the Cisco SPA500DS has been tested to ensure comprehensive interoperability with equipment from voice over IP (VoIP) infrastructure leaders, enabling service providers to offer competitive, feature-rich services to their customers.

## Features

- 15 programmable buttons
- Page Left and Page Right keys
- Call transfer
- XML Application
- Speed dial
- Busy lamp field
- One-touch transfer
- Call pickup

## Specifications

Table 1 contains the specifications, package contents, and minimum requirements for the Cisco SPA500DS Expansion Module.

**Table 1.** Specifications for the Cisco SPA500DS 15-Button Attendant Console

| Specifications                |   |
|-------------------------------|---|
| <b>Ports</b>                  | 2 auxiliary ports   |
| <b>Buttons</b>                | 15, with 2 page left/right button   |
| <b>Display</b>                | LCD, 5.5" Monochrome Backlit 128 x 320 resolution   |
| <b>Documentation</b>          | <ul style="list-style-type: none"> <li>• Quick Installation Guide</li> <li>• User Guide</li> <li>• Administration Guide</li> <li>• Provisioning Guide (for service providers only)</li> </ul>   |
| Environmental                 |   |
| <b>Dimensions (W x H x D)</b> | 4 x 8.5 x 1.5 in. (101 x 201 x 39 mm)   |
| <b>Unit weight</b>            | 2 lb (0.9 kg)   |
| <b>Power</b>                  | Provided by host Cisco SPA 500 Series IP phone  |
| <b>Certification</b>          | FCC, cUL, CE, Canadian Interference-Causing Equipment Standard ICES-003   |
| <b>Operating temperature</b>  | 41° to 113°F (0° to 40°C)   |
| <b>Storage temperature</b>    | -13° to 185°F (-40° to 70°C)  |
| <b>Operating humidity</b>     | 5% to 95% noncondensing, operating and nonoperating   |
| <b>Storage humidity</b>       | 5% to 95% noncondensing, operating and nonoperating   |
| Package Contents              |   |
|                               | <ul style="list-style-type: none"> <li>• Cisco SPA500DS 15-Button Attendant Console</li> <li>• Quick Start Guide</li> <li>• Attachment Arm</li> <li>• Attachment Arm Screws (2)</li> <li>• Auxiliary Interconnect Cable</li> <li>• Stand</li> </ul> |
| Minimum Requirements          |   |
|                               | <ul style="list-style-type: none"> <li>• Cisco SPA500 Series IP Phone</li> </ul>  |

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## 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

To learn more about the Cisco SPA 500 Series IP Phones please visit: <http://www.cisco.com/go/500phones>.

To learn more about Cisco Solutions for Small Business please visit <http://www.cisco.com/smallbusiness>.



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