Cisco SPA 504G 4-Line IP Phone

Q. **What is the Cisco SPA 504G?**

A. The Cisco® SPA 504G is a 4-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 SPA 504G be available to order?**

A. The SPA 504G is available now for order on the wholesale price list (WPL).

Q. **What is the part number for ordering the Cisco SPA 504G?**

A. The part number is SPA504G: 4-Line IP Phone with Display, PoE, and PC Port.

Q. **Who are the target customers for the Cisco SPA 504G?**

A. Target customers for the SPA 504G include the following:

- Home and small offices that:
  - Want an IP phone with superior voice quality and basic line keys
  - Want voice communication mobility and flexibility
- Small businesses with on-premises or hosted private branch exchange (PBX) service that:
  - Want to integrate the SPA 504G with an existing Cisco SPA 9000 Voice System, Cisco Unified Communications 500, or hosted voice over IP (VoIP) service with PBX features
  - Want phones for use on employee desks
- Industries
  - Hospitality
  - Food and beverage
  - Legal, medical, or financial services

Q. **Who can sell the Cisco SPA 504G?**

A. Any authorized partners who can buy the SPA 504G through their distributors.

Q. **What accessories are available for the Cisco SPA 504G?**

A. An optional power adapter (Cisco PA100 Power Supply for Small Business VoIP) is available for users who choose to not 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 SPA 500S 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.

Q. **What voice protocols are supported?**

A. The Cisco SPA 504G supports both Session Initiation Protocol (SIP) version 2 with the Cisco SPA 9000 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 SPA 504G supports G.711a, G.711u, G.726_32, G.729ab, and G.722 (wideband audio).

Q. How many independent SIP registrations does the Cisco SPA 504G support?

A. The SPA 504G can support up to four independent SIP registrations.

Q. Does the SPA 504G offer a full-duplex speakerphone?

A. Yes, the SPA 504G includes a full-duplex speakerphone with advanced acoustic echo cancellation.

Q. Does the Cisco SPA 504G support VLAN tagging on the PC port?

A. Yes, the SPA 504G supports the option to configure VLAN tagging on traffic originating from the PC port.

Q. What standard calling features are supported?

A. The Cisco SPA 504G 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 Cisco SPA 504G data sheet is available at http://www.cisco.com/go/500phones.

Q. Does the Cisco SPA 504G support the full range of Cisco SBCS applications?

A. Yes. The SPA 504G supports the following with UC 500.

- WebEx PhoneConnect
- Time Card View
- Live Record / Live Replay,
- Single Number Reach
- VoiceView Express

Q. **What types of headsets does the Cisco SPA 504G support?**

A. The SPA 504G 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 SPA 504G 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 SPA 504G support XML or Lightweight Directory Access Protocol (LDAP) corporate directory?**

A. Yes, the SPA 504G supports both LDAP and Cisco XML corporate directory structures.

Q. **Does the Cisco SPA 504G support remote management?**

A. Yes. The service provider can update voice configuration parameters using one of the supported mass provisioning methods (Trivial File Transfer Protocol [TFTP], HTTP, or HTTPS).

Q. **Does the Cisco SPA 504G support Extension Mobility with the Cisco Unified Communications 500?**

A. No.

Q. **Does the Cisco SPA 504G support Extension Mobility with Broadsoft?**

A. Yes.

Q. **Is the Cisco Small Business Pro Service available for the Cisco SPA 504G?**

A. Yes, customers can purchase a 3-year Cisco Small Business Pro Support Plan This plan offers second-day advance replacement and technical support

Q. **What type of warranty is provided with the Cisco SPA 504G?**

A. The SPA 504G comes with a standard 90-day software warranty and 12-month hardware warranty.

- The 12-month hardware warranty provides 10-business-day advance replacement.
- Customer are eligible for 12 months of S-TAC technical phone support. S-TAC technical support provides only basic steps to identify the phone's hardware state for return materials authorization (RMA).

Q. **Does the Cisco SPA 504G have a message-waiting indicator LED?**

A. Yes.

Q. **Does the Cisco SPA 504G work with instant messaging applications?**

A. No.

Q. **Does the Cisco SPA 504G support syslog?**

A. Yes.

Q. **What and how many ring tones does the Cisco SPA 504G support?**

A. The SPA 504G supports 10 built-in and 2 customizable ring tones. The customizable 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.

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Example:
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If the phone's IP address is 192.168.2.1, to download the 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 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 Supported by the Cisco SPA 504G

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.

The setup wizard for the Cisco SPA 9000 Voice System ships with the latest firmware for all phones that the SPA 9000 supports, including the SPA 504G. If the SPA 504G will be used with the SPA 9000, firmware upgrades can be completed by using the setup wizard.

For details, see the SPA 504G 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.

Q. **What are the display specifications for the Cisco SPA 504G?**

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

Q. **Does the Cisco SPA 504G 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 SPA 504G support embedded Bluetooth?**

A. No, it does not support integrated Bluetooth. The Cisco SPA 525G supports this feature.

Q. **What standards does the Cisco SPA 504G meet?**

A. The SPA 504G meets the following standards:

- Electromagnetic compatibility (EMC)
  - FCC/CFR 47 part 15 class B
  - ICES-003 class B
  - EN55022 class B
  - 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 SPA 504G comply with the Restriction of Hazardous Substances (RoHS) standards?

A. Yes.

Q. Where can I learn more about the Cisco SPA 504G?

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

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