

## Cisco SPA508G-cr

# Cisco SPA 508G 8-Line IP Phone User Manual

MODEL: SPA508G-CR

## Product Overview

The Cisco SPA 508G is an 8-line IP phone designed for business use, offering advanced features and high-quality voice communication over an IP network. This phone supports Power over Ethernet (PoE) and includes a PC port for network pass-through. It is part of the Cisco Small Business Pro Family, providing a comprehensive solution for various business communication needs.



Figure 1: Cisco SPA 508G 8-Line IP Phone. This image displays the front view of the phone, highlighting its display, keypad, and function buttons. The handset is cradled on the left side, connected by a coiled cord.

## Setup and Installation

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Follow these steps to properly set up your Cisco SPA 508G IP Phone:

1. **Unpacking:** Carefully remove all components from the packaging. Verify that all parts are present, including the phone unit, handset, handset cord, and Ethernet cable. *Note: This product typically does not include a separate power adapter as it is designed for Power over Ethernet (PoE). If PoE is not available, a compatible AC power adapter must be purchased separately.*
2. **Connecting the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset port on the phone base.
3. **Network Connection (PoE):** Connect one end of the Ethernet cable to the "SW" (Switch) port on the back of the phone and the other end to a PoE-enabled network switch or router. The phone will power on automatically.
4. **Network Connection (Non-PoE with AC Adapter):** If not using PoE, connect a compatible AC power adapter (purchased separately) to the power port on the phone and then to a power outlet. Connect one end of the Ethernet cable to the "SW" port on the phone and the other end to your network switch or router.
5. **PC Connection (Optional):** If you wish to connect a computer through the phone, connect an Ethernet cable from your computer to the "PC" port on the back of the phone. This allows your computer to share the network connection provided to the phone.
6. **Initial Boot-up:** The phone will display a boot-up sequence. Once complete, it will attempt to obtain network settings and register with your VoIP service provider. This process may take a few minutes.

## Operating Instructions

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This section covers the basic operation of your Cisco SPA 508G IP Phone.

### Making and Receiving Calls

- **To Make a Call:** Pick up the handset, press the speakerphone button, or press an available line button. Dial the number using the keypad and wait for the call to connect.
- **To Answer a Call:** When the phone rings, pick up the handset, press the flashing line button, or press the speakerphone button.
- **To End a Call:** Hang up the handset or press the speakerphone button if using speakerphone.

### Keypad and Function Buttons

The phone features a standard 12-button dial pad and several dedicated function buttons:

- **Line Buttons (8):** Located on either side of the display, these buttons represent your active lines or programmable speed dials. A flashing light indicates an incoming call, a solid light indicates an active call.
- **Navigation Cluster:** Use the up, down, left, right arrows and the select button (center) to navigate menus on the display.
- **Soft Keys:** Four buttons directly below the display. Their function changes based on the phone's context, indicated by labels on the screen.
- **Message Button (envelope icon):** Accesses your voicemail messages.
- **Hold Button (pause icon):** Puts an active call on hold.
- **Transfer Button (two arrows icon):** Transfers an active call to another extension or number.
- **Conference Button (multiple people icon):** Initiates a three-way conference call.
- **Speakerphone Button (speaker icon):** Toggles the speakerphone on/off.
- **Headset Button (headset icon):** Toggles headset mode on/off.

- **Volume Control (+/-):** Adjusts the volume for the handset, speakerphone, or ringer.

## Maintenance

Proper maintenance ensures the longevity and optimal performance of your IP phone.

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's exterior. For stubborn marks, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or aerosol sprays, as these can damage the phone's finish and internal components.
- **Dust Removal:** Regularly dust the keypad and display to prevent accumulation that could affect button responsiveness or screen visibility.
- **Cord Management:** Ensure handset and Ethernet cords are not tangled or under excessive strain, which can lead to damage.
- **Software Updates:** Periodically check with your VoIP service provider or IT administrator for available firmware updates. Updates can improve performance, add features, and enhance security.

## Troubleshooting

This section provides solutions to common issues you might encounter with your Cisco SPA 508G IP Phone.

Problem	Possible Cause	Solution
No Dial Tone / Phone Not Registering	Network cable disconnected, no power (if not PoE), incorrect network settings, VoIP service issue.	<ul style="list-style-type: none"> <li>• Check Ethernet cable connection to the "SW" port and network switch.</li> <li>• If not using PoE, ensure the AC power adapter is correctly connected and powered.</li> <li>• Verify network settings with your IT administrator or VoIP provider.</li> <li>• Restart the phone by disconnecting and reconnecting power/Ethernet.</li> </ul>
Poor Audio Quality (Echo, Static)	Network congestion, faulty cable, handset/headset issue, RF interference.	<ul style="list-style-type: none"> <li>• Check network connection stability.</li> <li>• Try a different handset or headset if available.</li> <li>• Ensure the phone is not placed too close to devices that emit strong radio frequency (RF) signals.</li> </ul>
Buttons Unresponsive	Dust/debris under buttons, temporary software glitch.	<ul style="list-style-type: none"> <li>• Clean the keypad area.</li> <li>• Restart the phone.</li> </ul>
Phone Does Not Power On (No PoE)	Missing or incompatible power supply.	<ul style="list-style-type: none"> <li>• Confirm you have a compatible AC power adapter for the SPA 508G. This model often requires a separate purchase for the power supply if PoE is not used.</li> <li>• Ensure the power outlet is functional.</li> </ul>

If issues persist, consult your IT support or VoIP service provider for advanced diagnostics.

## Specifications







Feature	Detail
Brand	Cisco
Model Number	SPA508G-cr
Lines Supported	8
Connectivity	Ethernet (PoE & PC port)
Color	Black
Material	Plastic
Item Weight	2.64 pounds
Product Dimensions	8.35 x 8.43 x 1.73 inches
Power Source	AC (adapter sold separately) or Power over Ethernet (PoE)
Compatible Devices	VoIP services, IP-based PBX systems, and PoE-compatible network equipment

## Warranty and Support

This Cisco SPA 508G IP Phone is a Certified Refurbished product. As such, it is tested and certified to look and work like new. The refurbishing process includes functionality testing, basic cleaning, inspection, and repackaging.

- **Warranty:** This product ships with a minimum 90-day warranty from the date of purchase. Please refer to your purchase documentation for specific warranty terms and conditions.
- **Technical Support:** For technical assistance, configuration issues, or advanced troubleshooting, please contact your VoIP service provider or the IT department responsible for your phone system. For general product inquiries, you may refer to the official Cisco support resources available online.

### Related Documents - SPA508G-cr

 <p>Cisco Small Business SPA 303 IP Phone for 8x8 Virtual Office</p>	<p><a href="#">Cisco SPA 303 IP Phone User Guide for 8x8 Virtual Office</a></p> <p>Comprehensive user guide for the Cisco SPA 303 IP Phone, detailing installation, basic and advanced features, and setup for 8x8 Virtual Office. Learn to manage calls, directories, and phone settings.</p>
 <p>Cisco IP Phone 6841 and 6851 Multiplatform Phones</p>	<p><a href="#">Cisco IP Phone 6841 and 6851 Multiplatform Phones Quick Start Guide</a></p> <p>A quick start guide for setting up and using Cisco IP Phone 6841 and 6851 Multiplatform Phones, covering basic call operations, managing calls, and adjusting phone settings.</p>
 <p>Cisco IP Phone 8800 Series Multiplatform Phones User Guide</p>	<p><a href="#">Cisco IP Phone 8800 Series Multiplatform Phones User Guide</a></p> <p>Comprehensive user guide for Cisco IP Phone 8800 Series Multiplatform Phones, covering setup, features, calls, contacts, voicemail, settings, and troubleshooting for models 8811, 8841, 8845, 8851, 8861, and 8865.</p>
 <p>Cisco Unified IP Phone 6901/6911 for Cisco Unified Communications Manager 10.0 (SCCP SIP)</p>	<p><a href="#">Cisco Unified IP Phone 6901/6911 for Cisco Unified Communications Manager 10.0 (SCCP SIP)</a></p> <p>Cisco Unified IP Phone 6901/6911 for Cisco Unified Communications Manager 10.0 (SCCP SIP) Cisco IP Phone 6901 6911 VoIP</p>
 <p>Linksys Cordless Internet Telephony Kit</p>	<p><a href="#">Linksys CIT200 Cordless Internet Telephony Kit User Guide</a></p> <p>User guide for the Linksys CIT200 Cordless Internet Telephony Kit, detailing setup, features, and troubleshooting for Skype-enabled internet calls via broadband. Learn to use your cordless VoIP phone with this comprehensive manual.</p>
 <p>Cisco Unified IP Phones 7945G and 7965G for Cisco Unified Communications Manager Express Version 7.1</p>	<p><a href="#">Cisco Unified IP Phones 7945G and 7965G User Guide</a></p> <p>Comprehensive user guide for Cisco Unified IP Phones 7945G and 7965G, detailing operation, features, setup, and troubleshooting with Cisco Unified Communications Manager Express Version 7.1.</p>