Add SPA500S Attendant Console that is Connected to SPA500 Series IP Phone

Objective

This article explains how to add a SPA500S Attendant Console connected to a SPA500 series IP phone with the use of Cisco Configuration Assistant (CCA).

The attendant console is an expansion module that is connected to the IP Phone. An expansion module increases the number of extensions that can be assigned to the IP Phone. With the SPA500S, 32 more extensions can be added. The extensions can be configured as: a normal extension, a shared line, a monitor line, a watch, an overlay, an intercom, or a dialable intercom.

Note: The SPA500DS will not work with the UC500 series unified communication devices and will only work with UC320 unified communication device.

Applicable Devices

- UC500 Series Device
- SPA500S Attendant Console

Software Version

- v8.6.0 [UC540]
- v3.2(1) [Cisco Configuration Assistant]
- spa50x-30x-7-4-9c [SPA 509G IP Phone]

Add SPA500S Attendant Console

Step 1. Log in to the Cisco Configuration Assistant (CCA) of the UC500 series device and choose **Configure > Telephony > Users/Extension > Users and Phones**. The Users and Phones page opens:

A Users and Phones													
Devic	Devices												
	Hostname: UC_540 💌												
User	User Extensions Floating Extensions Extension Mobility Analog Extensions FXS Gateways												
	MAC Addres	55	Phone	Туре	First Extension	First Name	Last Name	User ID					
Tabali	Denner O					Edit Delete	waart						
Total	KUWS: U				Add		nport						
					OK F	tefresh Help							

Step 2. In the User and Phones page click Add to add a new phone.

🥗 Add Phone		
Phone Information		User Information
	MAC Address: AABB.CCDD.EEFF Phone Type: none Expansion Module: none Preferred Codec: g711ulaw Missed Calls: Exclude overlay button Allow Video Calls Use as Teleworker Phone	
Extension Mobility		
 To enable Extension Mobility, go to "Extensic Phone Profiles. The selected Phone Profile w assignment table below. Enable Extension Mobility Associate Phone Profile to this phone: Select Phone 	n Mobility>Phone Profile" tab to define II override and be shown on the button ne Profile 👻	First Name: Last Name: User ID: Password:
Button Assignments Speed Dial		
Line Type Extension	Description Mailbox	

Step 3. In the Add Phone page, enter the MAC Address of the IP phone in the MAC Address field.

🍜 Add Phone			_ • ×
Phone Information		User Information	
	MAC Address: Phone Type: none Expansion Module: none 301 Preferred Codec: 303 Missed Calls: 502G Allow Video Ca 504G 508G Use as Telew Seges		Ш
Extension Mobility			
 To enable Extension Mobility, go to "Extension Mobility>P Phone Profiles. The selected Phone Profile will override ar assignment table below. Enable Extension Mobility Associate Phone Profile to this phone: Select Phone Profile 	First Name: Last Name: User ID: Password:		
Button Assignments Speed Dial			
Line Type Extension Description	Mailbox OK Cancel Help		

Step 4. From the Phone Type drop-down list, choose the model of the IP Phone.

Add Phone							
Phone Inform	ation					User Information	-
-2				MAC Address: Phone Type: Expansion Module Preferred Codec: Missed Calls:	AABB.CCDD.EEFF 509G none 5005 5005x2		
				🔲 Use as Telew	vorker Phone		E
Extension M	obility						
To enal Phone I assignn	ble Extension Mo Profiles. The sele nent table below Extension Mobilit	bility, go to "Exter acted Phone Profile y	First Name:				
Associate Ph	none Profile to th	is phone: Select F	Phone Profile 👻	Password:			
Button Assign	ments Speed D	ial					
Line	Туре	Extension	Description	Mailbox			
1	Normal						
2	None	n/a	n/a				
3	None	n/a	n/a				
4	None	n/a	n/a				
5	None	n/a	n/a				
6	None	n/a	n/a				-
				ОК	Cancel Help		

Step 5. In the Expansion Module drop-down list, choose the expansion module that is connected to the SPA500 series IP phone.

 Edit Phone To en Phone assigr Enable Associate f Button Assig 	able Extension Mo e Profiles. The sele mment table below. Extension Mobility Phone Profile to th Inments Speed D	bility, go to "Ex cted Phone Pro / is phone: Selec	tension Mobility> file will override - :t Phone Profile	Phone Profile" t and be shown or	ab t h th	o define e button	First Name: Last Name: User ID: Password:	Jim Halpert	
Line	Type Wbisper Int	Extension	Description	Mailbox		Button 7			
6	Share	251			1	Button Type: Normal		-	
7	Normal					Parameters None Normal		<u> </u>	
8	None	n/a	n/a			Extension: Share		=	
9	None	n/a	n/a		h	Button Label: Monitor Watch		-	
10	None	n/a	n/a			Description: CO Line			
11	None	n/a	n/a			Dual Line Uverlay		-	
12	None	n/a	n/a			🔄 Enable Voicemail			E
13	None	n/a	n/a		Ξ	Block Restricted Numbe	rs		
14	None	n/a	n/a			Permissions:	unrestricted	•	
15	None	n/a	n/a			Call Forward Busy:			
16	None	n/a	n/a			Call Forward No Answer:			
17	None	n/a	n/a			CFNA Timeout (seconds):			
18	None	n/a	n/a		J-	PSIN Number:	No DID mapped		
Total Rows: 1	18			ОК		Cancel Help			

Step 6. Scroll down to see that more buttons are added and can be configured as required.