

Configure Overlay Extension on SPA500S Attendant Console that is Connected to SPA500 Series IP Phone

Objective

The attendant console helps to increase the extension numbers of the SPA500 series IP phones. With the help of an overlay button you can easily map up to 25 lines in one single button which overcomes the use of limited buttons on an IP phone. To configure an overlay extension at least two normal, shared, or central office line extensions are needed.

This article explains how to configure an Overlay extension on SPA500S through the use of SPA500 Series IP Phones which is connected to a UC500 series device.

Note: To configure an overlay button on an SPA500S Attendant Console which is connected to SPA500 series IP phone, first you need to configure Extension Mobility User Profile for dual line. Because octal lines do not support overlay buttons. To know more about how to configure Extension Mobility User Profile refer to [Configuration of Extension Mobility Feature on UC500 Series](#). The SPA500DS will not work with the UC500 series unified communication devices and will only work with UC320 unified communication device.

Applicable Devices

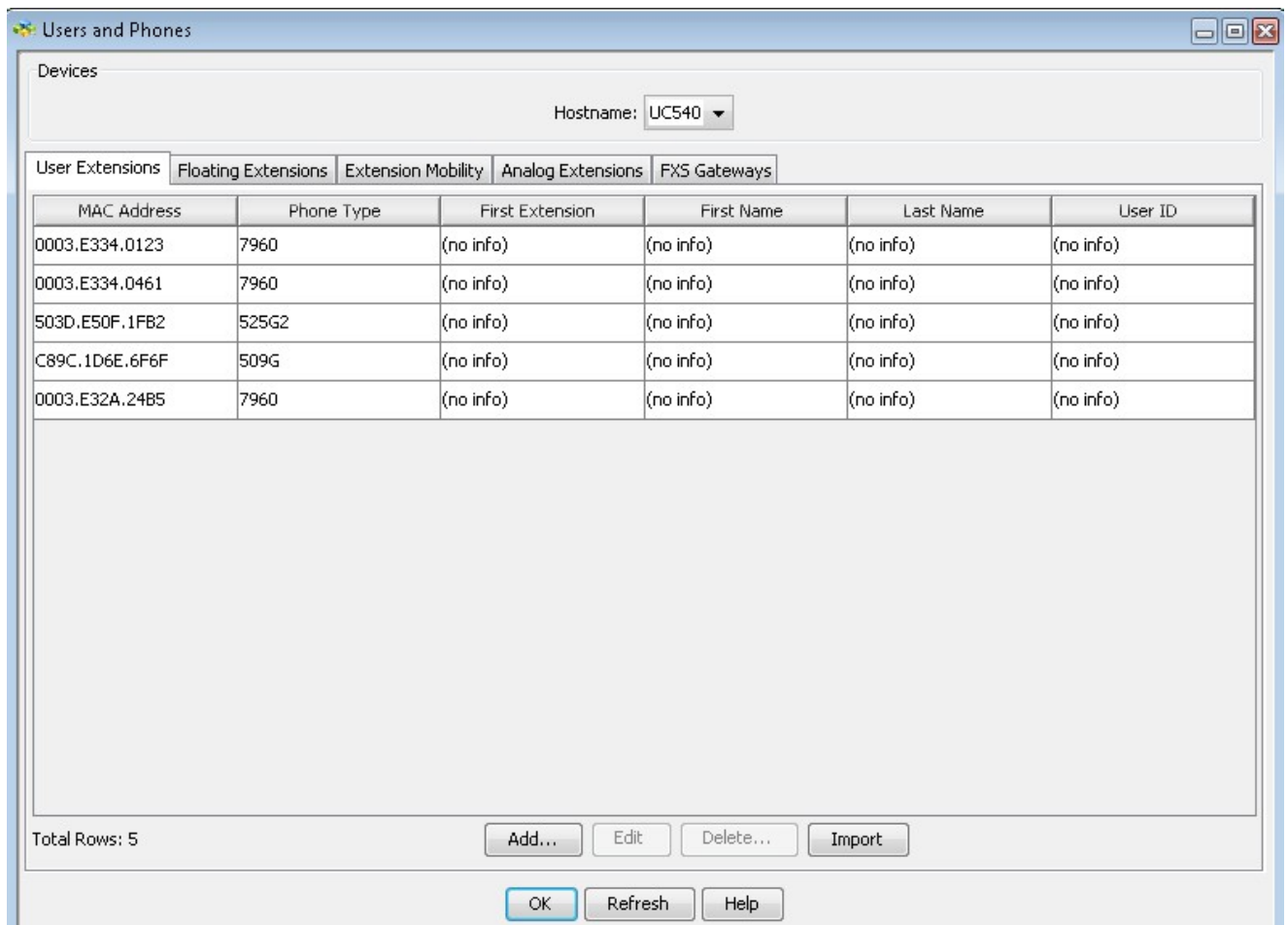
- SPA500S Attendant Console
- SPA500 Series IP Phone

Software Version

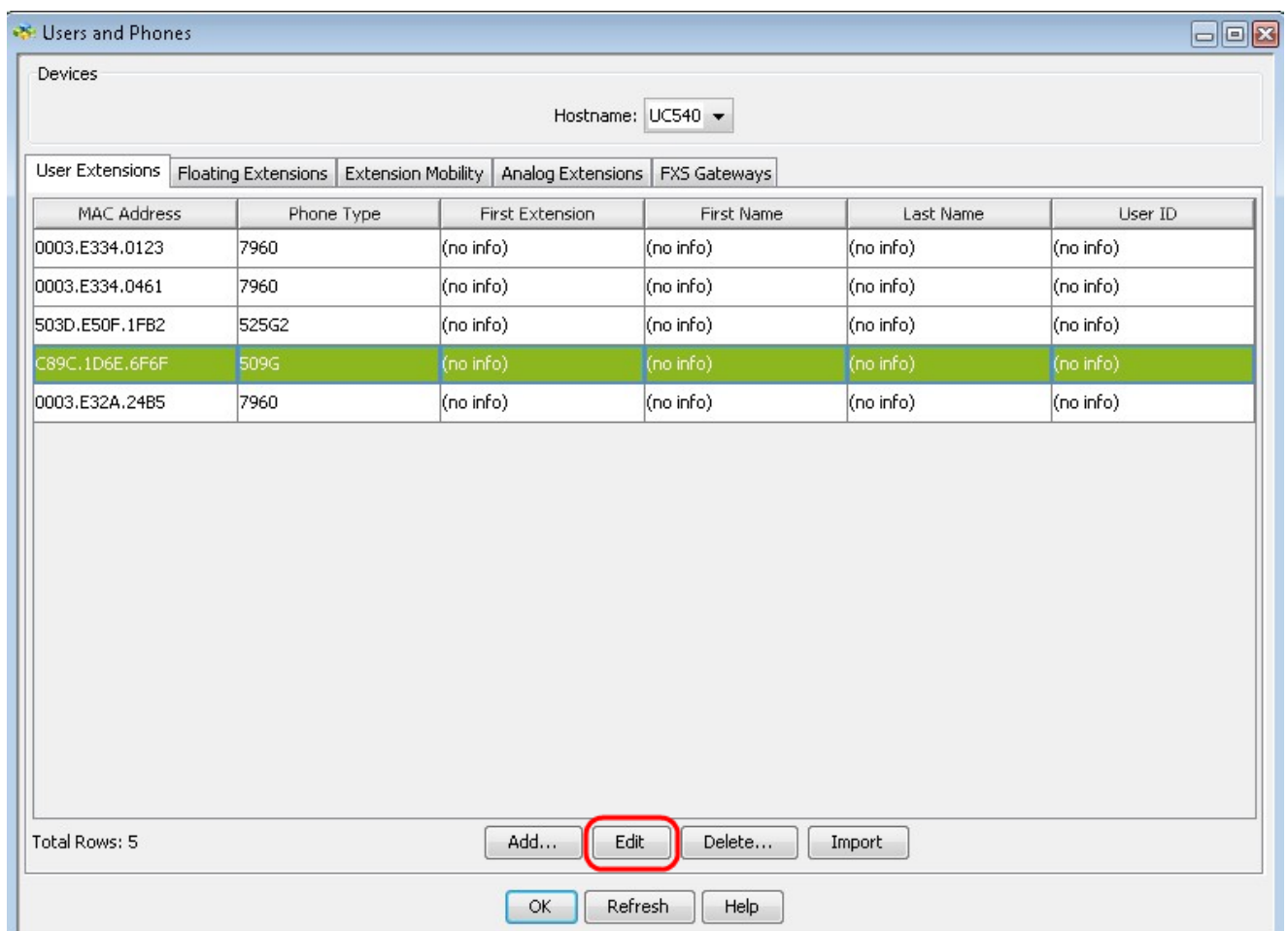
- v8.6.0 [UC540]
- v3.2(1) [Cisco Configuration Assistant]
- spa525g-7-4-9c [SPA 509G IP Phone]

Overlay Extension Configuration

Step 1. From the Cisco Configuration Assistant (CCA), choose **Configure > Telephony > Users/Extension > Users and Phones**. The *Users and Phones* page opens:



Step 2. Choose the appropriate device from the *Hostname* drop-down list.



Step 3. Click the desired phone under the User Extension tab and click **Edit**. The *Edit Phone* window appears:

Phone Type: 509G
Expansion Module: 5005
Preferred Codec: g711ulaw
Missed Calls: Exclude overlay button

Use as Teleworker Phone

Extension Mobility

To enable Extension Mobility, go to "Extension Mobility>Phone Profile" tab to define Phone Profiles. The selected Phone Profile will override and be shown on the button assignment table below.

Enable Extension Mobility

Associate Phone Profile to this phone: Select Phone Profile

First Name: t
Last Name: j
User ID: tj123
Password: *****

Line	Type	Extension	Description	Mailbox
1	Normal			<input type="checkbox"/>
2	Overlay			<input type="checkbox"/>
3	None	n/a	n/a	<input type="checkbox"/>
4	None	n/a	n/a	<input type="checkbox"/>
5	None	n/a	n/a	<input type="checkbox"/>
6	None	n/a	n/a	<input type="checkbox"/>
7	None	n/a	n/a	<input type="checkbox"/>
8	None	n/a	n/a	<input type="checkbox"/>

Button 2

Button Type: Overlay

Parameters: None, Normal, Share, Monitor, Watch, CO Line, **Overlay**, Intercom

Enable Call Waiting

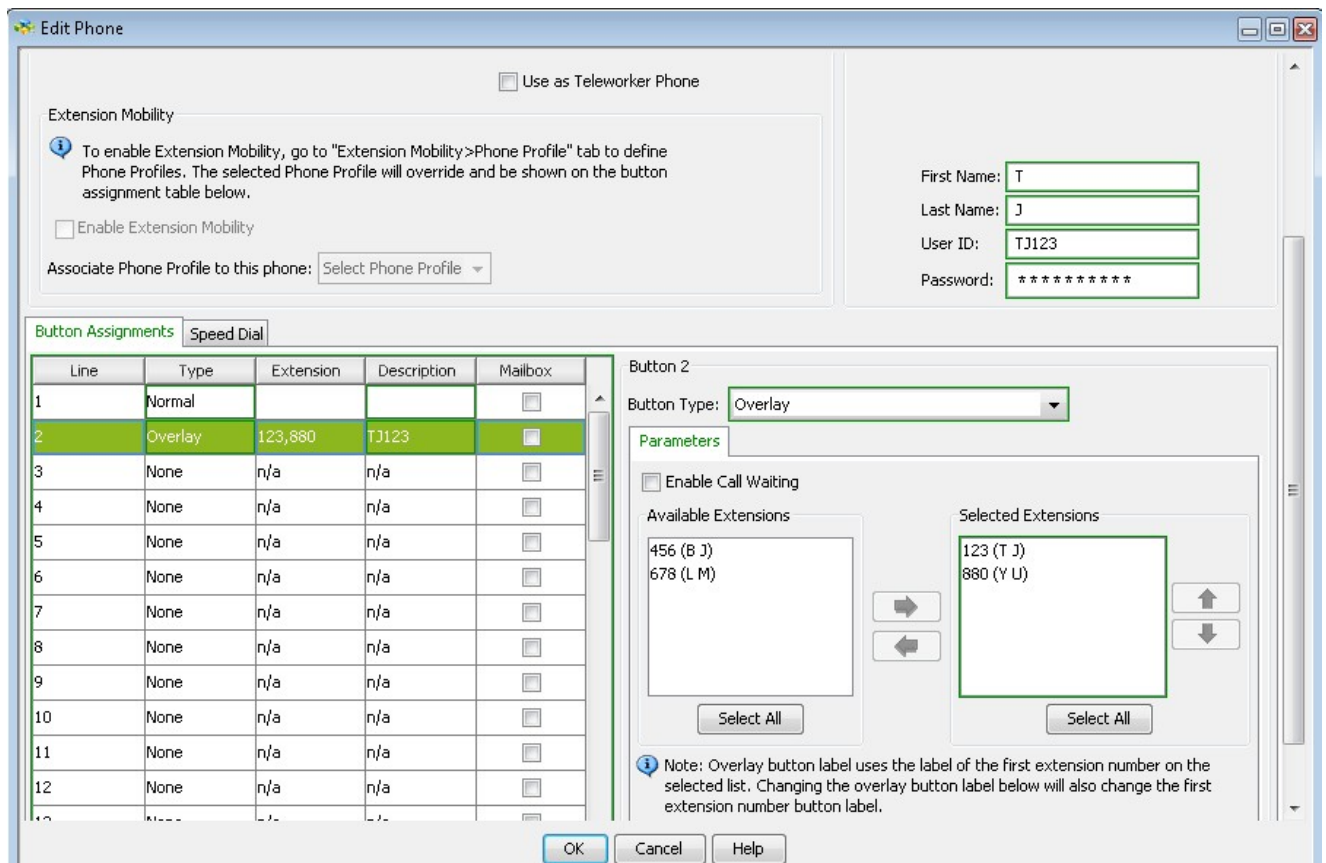
Available Extensions: [List of extensions]

OK Cancel Help

Note: When you use the SPA500S for the first time you need to add it. To know more on how to add SPA500S refer to the article, [Add SPA500S Attendant Console that is Connected to SPA500 Series IP Phone.](#)

Step 4. Click the button you want to use as an overlay button from the Button Assignments and choose **Overlay** from the *Button Type* drop-down list.

Step 5. Check **Enable Call Waiting** if you want to configure the overlay button with call waiting function. It will play a call waiting tone if the overlay extension is already in use and another call comes.



Step 6. Choose the extensions which you want to use as overlay from the Available Extensions to the Selected Extensions with the help of the Select All button and the Left and Right icons.

Step 7. (Optional) Rearrange the selected extension with the help of the Up and Down icons.

Step 8. (Optional) Enter a descriptive name for the overlay extensions to show in the IP phone in the *Overlay Button Label* field.

Step 9. Click **OK** to save the settings.