ManIT Technology

Hosted VoIP Handset User Guide

Cisco SPA Series

Understanding your phone and buttons

Cisco SPA509G with optional SPA500S module pictured

Hosted VoIP Handset User Guide – Cisco SPA Series

#	Phone Feature	Description
1	Handset	Blunt instrument used to get your message across
2	Message Waiting Indicator	Displays solid red when you have a new voice mail message. Flashes red during incoming call
3	Soft key buttons	Press a soft key button to perform the action shown on the label above it. The function of each button will change depending on the phone's current operation.
4	Line Keys (not present on SPA502G model)	Indicates Line status, when lit: **Green**: Line is idle **Red** (steady): Line is active or in use **Red** (flashing): Line is on hold or there is an inbound call **Orange**: Line is unregistered and cannot be used These keys may also be programmed to perform functions such as speed dial, one touch blind call transfers, call pickup or to monitor other extensions.
5	Navigation button	Press an arrow to scroll in a direction through items displayed on the screen
6	Keypad	Use to dial phone numbers
7	Messages button	Press to access voicemail
8	Menu button	Press to access configuration menu
9	Mute button	Press to mute/unmute the phone. When muted the button glows red
10	Headset button	Push to turn the headset on/off. When activated the button glows green
11	Speaker button	Push to turn the speaker on/off. When activated the button glows green
11	Hold button	Press to place a call on hold or resume
13	Volume button	Press **+** to increase the volume and **–** to lower volume

Call functions and general use

Adjusting Volume:

The default volume set in the phone may not be appropriate, to change do the following:

- **Ringer:** while phone is inactive, press the volume up/down button to the desired volume, press the **save** soft key to set the volume.
- **In call volume:** While a call is active, press the volume up/down button to the desired volume, press the **save** soft key to set the volume.

Answering a Call:

To answer a call, when phone is ringing;

- Pick up the handset, or
- Press the Speaker button (speaker button will glow green), or
- Press the Headset button (headset button will glow green)

Ending a Call:

- If you are using the handset, hang up
- If you are using the speaker, press the speaker button
- If you are using the headset, press the headset button

Initiating a Call:

To initiate a call do the following

1.   a)   Pick up the handset, or
     b)   Press the Speaker button, or
     c)   Press the Headset button
2.   Dial the destination number on the keypad, wait for timeout or press the **dial** soft key to dial immediately.

Redial:

Dial a previously dialled number

1. Press the **Redial** soft key to display the Redial List
2. Use the navigation up/down buttons to select the number you wish to dial
3. Once selected press the **Dial** soft key to initiate a call.

Call History:

1. Press Menu button
2. Scroll to Call History then press the **Select** soft key
3. Scroll to the call history list that you want to view (Missed, Received, Placed), then press the **Select** soft key
4. Scroll to an entry and press the **Dial** soft key to dial the number.

Using Hold and Resume:

Mute both sides of the conversation, caller will hear music on hold

- To put a call on hold, press the Hold button or **hold** soft key.
- To resume a call press the Hold button or **resume** soft key.

Mute a call:

When mute is enabled you can hear the other party but they cannot hear you, while muted the Mute button will glow red.

- To mute a call press the Mute button
- To unmute press the Mute button.

Call Forward:

Call Forwarding will divert all incoming numbers to another number.

- To activate Call Forwarding press the **cfwd** soft key, enter the destination number and press the **dial** soft key
- To turn off Call Forwarding, press the **-cfwd** soft key

Call Forward after timeout

In some cases you may not be at your desk but may still need to be reachable. In these cases you may want to enable Call Forwarding after a predefined timeout. In other words, your desk phone will ring for a period of time before the call is forwarded to another number (eg mobile phone).

1. Press the Menu button
2. Press the navigation down button until "Call Forward" is selected, then press the **select** soft key
3. Press the navigation down button until "CFWDNoAnsDelay" is selected, the delay time before forwarding the call is displayed in seconds, if you wish to modify this timeout press the **edit** soft key, if not continue to step 5.
4. Use the **delChr** soft key to delete characters and the keypad to enter the desired timeout, press the **ok** soft key to go back to the Call Forward Menu
5. Use the navigation up button to select "CFWDNoAnsNumber" and press the **edit** soft key to modify the number to forward calls to
6. Use the **delChr** soft key to delete characters and the keypad to enter the desired phone number, press the **ok** soft key to go back to the Call Forward Menu
7. To save these menu options press the **save** soft key

Transfer a call:

1. During an active call, press the **xfer** soft key. The call is placed on hold and a new line is opened
2. Dial the number where you want to transfer the call and wait for the other line to ring
3. There are 3 options from here:
    a) **Blind transfer** (send call without speaking to other person): press **xfer** soft key again

b) **Attended transfer** (speak to the recipient privately prior to transferring the call): wait until the other person picks up…speak and then press **xfer** soft key again

c) To return to the original call press the **cancel** soft key

Do Not Disturb:

Do Not Disturb puts the phone in a constant "busy" state, this will redirect all incoming calls to voicemail

- To active Do Not Disturb, press the **dnd** soft key, this will change the label of the soft key to **–dnd**.
- To deactivate Do Not Disturb, press the **–dnd** soft key.

Speed Dial:

A speed dial is a pre-programmed phone number (or extension) associated with a single digit on the keypad. Assigned speed dials can be from 2-9.

Assigning Speed Dial destinations

1. Press the Menu button
2. Use the navigation down button to select "Speed Dial" then press the **select** soft key
3. Use the navigation down and up buttons to select desired Speed Dial entry from 2 to 9 and then press the **edit** soft key
4. Use the keypad to enter the destination number and press the **ok** soft key to save the entry

Dialling a Speed Dial destination

1. When the phone is inactive, press the digit on the keypad of the speed dial number you wish to call then press the **dial** soft key

Voicemail Operations

Voicemail, also known as a message bank are voice messages left by a caller when a phone is busy or not answered

Create Voicemail Greeting

The Voicemail Greeting is the recording a caller will hear if they reach the Voicemail mailbox. To create a personalised greeting:

1. Press the Message button
2. When prompted, enter your voicemail password
   Default password: 0000#
3. Press 5 to enter "Advanced Options" menu
4. Press 1 to enter "Record a Greeting" menu
5. Select a number for this greeting between 1 and 9 on the keypad
6. Record your message then press any key to end the recording.
   a) Press 1 to listen to the greeting
   b) Press 2 to save the greeting, this will return you to the "Advanced Options menu"
   c) If you're not happy with the recording, press 3 to re-record the greeting
7. To select the recorded greeting as your Voicemail greeting, while in the "Advanced Options" menu, press 2 then enter the greeting number to be used using the keypad. (press 0 to use the default extension greeting)
8. Hang up

Leave a Voicemail Message

If a destination is busy or unavailable you may be redirected to voicemail

1. When prompted, record your voicemail message then press any key to end the recording (or hang up)
2. If a key is pressed to end the recording, you have these options:
   a) Press 1 to listen to the voicemail message
   b) Press 2 to save the voicemail message
   c) Press 3 to re-record the voicemail message

Retrieve Voicemail Messages

Voicemail messages are available either through the desk phone or if enabled, via email. Voicemail messages older than 2 weeks will be removed from your phone automatically, this has no effect on the voicemail messages in your email.

Accessing via desk phone:

1. Press the Message button
2. If prompted, enter your voicemail password
   Default password: 0000#
3. You have the following options in the Voicemail menu
   a) Press 1 to listen to new messages
   b) Press 2 to listen to saved messages
4. After listening to the message, perform one of the following actions
   a) Press 1 to listen again
   b) Press 2 to save
   c) Press 3 to return call
   d) Press 7 to delete

Personal Directory:

Each phone is capable of being programmed with a personal phone directory. There are 2 methods for populating this directory:

Entry via the phone console

1. While your phone is inactive, press the **dir** soft key
2. While "1 NewPersonalDirEntry" is selected press the **add** soft key
3. Enter the record name using the keypad. This is the same process as composing an SMS on early digital mobile phones…Each numbered button corresponds to a series of alphabetical characters, press the desired key until the desired character is displayed, wait 2 seconds for the character to be selected. Press the **delChr** soft key to delete
4. Use the navigation down button to move to the "Number" field
5. Enter the phone number for this record
6. Press the **save** soft key to save this record in the Personal Directory

Entry via Web Interface (this will be easier to understand if the first entry is added using the previous method)

1. Get the IP address of your phone by pressing the Menu button then press 9
2. The second field will display the IP address of the phone
3. Open a web browser (eg Internet Explorer), in the address bar enter the IP address found in step 2.
4. Towards the top centre of the webpage select "Personal Directory"
5. Each input area represents a separate entry, each entry must be entered in the following format:

     n=   name of person
     ;   semi colon separates fields in the record
     p=   phone number
     example   n=Brad Griffiths;p=4619

6. Click the Submit Changes button at the bottom of the webpage

Searching Personal Directory

1. While phone is inactive, press the **dir** soft key
2. Use the navigation down button to select "SearchPersonDirectory" and press the **select** soft key
3. Enter a Keyword using the keypad and press the **ok** soft key
4. Use the navigation up and down buttons to find the appropriate field
5. Call the chosen field by pressing the **dial** soft key

Conference Calls

Conference calls, also known as a party line allow multiple people to speak to each other at the same time.

Establish a 3 party conference call using your phone

1. During an active call press the **conf** soft key, this will place the first call on hold and a second line is opened.
2. Dial the second number and either wait for it to timeout or to dial immediately press the **dial** soft key
3. Press the **conf** soft key again to join all calls together.
4. When the originator of the conference call hangs up all parties are disconnected.

Using the Feature Buttons

Line keys can be configured to perform one or more additional functions below

Phone or Line Monitor

Monitor an extension's current state.

> **Green**: Line is idle
> **Red** (steady): Line is active or in use
> **Red** (flashing): Line is on hold or there is an inbound call
> **Orange**: Line is unregistered and cannot be used

Press to call the extension being monitored or to transfer an active call to the extension (this is a blind transfer, there's no opportunity to talk to the other party or cancel the transfer).

Call Park

During an active call, press this button to place the call on hold in the associated park slot. To unpark the call from any phone, simply press the associated park slot button.

Unused Line Key Buttons

Optionally, use an unlabelled Line Key button as a personal speed dial.

To add a personal speed dial

Press and hold the unlabelled Line Key button for four seconds. When the **Define Speed Dial** window appears, enter a Name for the button. Press the down-arrow navigation button, and then enter the PhoneNo. Press the **Save** soft key.

To use a personal speed dial

Press this button to immediately place a call to the phone number saved for this button. During an active call, you can press this button to immediately transfer the call. This is a blind transfer, there's no opportunity to talk to the other party or cancel the transfer.

NOTES: