

## Phone Buttons



### Voicemail

Press **\*98** or press the key **Voicemail**



### Speakerphone

You can use the loudspeaker for incoming or outgoing calls



### Muting a Call

This feature prevents the person on the active call from hearing what you or someone else is saying in the room



### Placing a Call on Hold

Press the **hold** key to put the active call on hold

## How to Make Calls Internal or External

### Option 1: (recommended)

- Do not lift the handset, using the keypad enter the **number** you want to connect. All USA numbers are local calls<sup>2</sup>. You don't have to dial 1 for call outside your calling area
- Lift the handset, press the **speakerphone** key or press the **#** key

### Option 2:

- Lift the handset, or press the **speakerphone** key
- Enter the number you want to connect
- Press **dial** soft key or press the **#** key

## 911 Emergency Service Alert

This Phone is VoIP enable.

**911 Emergency services may not be available from this phone during power outages and other disruptions in broadband services.** When calling 911 from this phone, confirm phone number and address of the location where you are with the emergency service operator. If your present location is different from the registered address, your 911 call will be routed, but not to the nearest emergency service location.



CONNECTING PEOPLE



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Calling card and pinless access number for Miami, FL<sup>3</sup>

786-275-5881

International Access Numbers Also Available

<sup>1</sup>Devices on the Same Network Only

<sup>2</sup>Continues 48 States

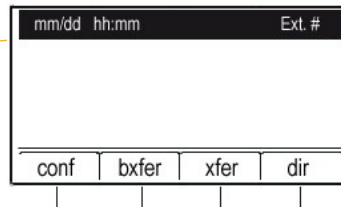
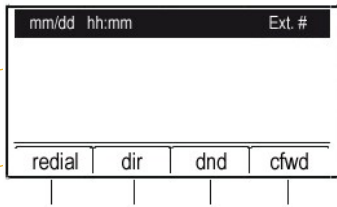
<sup>3</sup>For Active Pinless Customer Only

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## Simplifying Internet Telephony

## Basic Quick User Guide

Cisco SPA500 & 300 Series



Soft Keys Are the Buttons on Lower Side of the Screen

**Redial** press **redial** soft key

**Directory** press **dir** soft key

### Do Not Disturb

Send incoming calls to voice mail, or gives a busy signal, if voice mail is not available:

- Press **dnd** soft key to activate
- To deactivate just press **dnd** soft key again

Remember you will not receive any calls while the phone is on **dnd** mode all calls go to voicemail, if it's active

### Call Forward and UM Administration

Press the **cfwd** soft key

Dial your pin Number (*Password*)

Check your voice mail press **1**

Call forward setting press **3**

Enable call follow me press **1**

Enable forward when busy mode press **2**

Enable forward all mode press **3**

### Call Pick up

This feature allows you to answer a phone that is ringing even if it is not a part of your 'Call Group'

#### Option 1:

- Press **801** on keypad to pick up all calls
- Press **dial** soft key or the **#** key

#### Option 2:

- Press **801 + Ext number** to pick up a specific call.
- Press **dial** soft key or the **#** key

### Three Way Call, Conference Calls

- Initiate a conference call, pressing **conf** soft key during an active call
- The first call is placed on hold, and you will hear a dial tone
- Dial the second person's telephone number
- Start the conference call, press soft key **conf** again; all three parties will be participating in a conference call
- When you hang up, the other two parties will be disconnected

**Note:** If you want to leave the conference, but connect the other two users, press the **Join** soft key.

### Blind Transfer

To initiate a blind transfer, press **bxfer** soft key during an active call:

- Call the second person **number** or **Ext** number, press **dial** soft key to complete the blind transfer
- *You* will be disconnected from the call this feature allows you to transfer an incoming call to another extension or phone number.

### Announce Transfer

To initiate an announce transfer, press **xfer** soft key during an active call.

- This places the first call on hold and you will hear a dial tone
- Call the **number** or **Ext** were the call needs to be transfer
- If person answer, you can have a private conversation without the first person hearing it
- If recipient accepts the transfer, press **xfer** soft key again to complete it, you will be disconnected from the call
- If recipient reject it verbally, pick it up from **hold** to resume conversation



### Voicemail

Press Voicemail key

Press **1** to listen to new messages

Replay messages Press **4**

Date and time Press **5**

Delete messages Press **7**

Save messages Press **9**

Return to main menu Press **\***

Press **3** to listen to Personal options

Press **2** Administrating options

Change your password Press **1**

Return to main menu Press **\***

Press **3** Greeting options

Record a temporary message Press **1**

Record the voice message Press **2**, this message will be heard by people you will not respond to when the phone rings

Record the user name Press **3**

### Paging/Intercom All Phones<sup>1</sup>

This feature allows you to locate many people quickly

#### Page all Phones:

- Dial **800**,
- Press **dial** soft key or the **#** key

### Paging/Intercom to One Phone

This feature allows you to locate one person more quickly

#### Page One Phone:

- Press **800 + Ext. number**
- Press **dial** soft key or press the **#** key

**Example:** **8001024** to page/intercom the extension 1024