Cisco SPA 504G/ 508G

User Manual

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IP Phone Keys and Key Descriptions

Key Descriptions

#	Phone Feature	Description
1	Handset	Pick up to place or answer a call.
2	Message Waiting Indicator	Displays solid red when you have a new voice mail message. Flashes red during an incoming call.

#	Phone Feature	Description
3	LCD Screen	Displays date and time, phone station name, line extensions, and softkey options.
4	Line keys	Indicates phone line status. When lit: **Green**: Line is idle. **Red** (steady): Line is active or in use. **Red** (blinking): Line is on hold. **Orange**: Line is unregistered (cannot be used). These keys can also be programmed by your phone system administrator to perform functions such as speed dial, call pickup, or monitoring an extension.
5	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above. **Note**: The Cisco SPA 501G has the following four buttons: Redial—Dials the last number called. Cancel—Cancels an action (such as a transfer). Conference—While on a call, press to start a conference call and dial another number. After the second party answers, press **Conference** again to create the conference. Transfer—Transfers a call.
6	Navigation button	Press an arrow key to scroll left, right, up, or down through items shown on the LCD screen.
7	Messages button	Press to access voice mail
8	Hold button	Press to place a call on hold.

Special Note:

Use hold to place calls on hold that you want to pick up only the phone that you are currently using. Otherwise use the Park feature.

#	Phone Feature	Description
9	Setup button	Press to access a menu to configure features and preferences (such as your directory and speed dials), access your call history, and set up functions (such as call forwarding). For the Cisco SPA 501G, accesses the Interactive Voice Response menu, which allows you to perform tasks like getting the IP address of the phone. See the User Guide documents on Cisco.com for more information. (See the list of links at the end of this document.)
10	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red. A flashing mute button indicates the network connection cannot be found.
11	Volume button	Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off the phone, or ringer volume (when the handset is on the phone).
12	Headset button	Push to turn the headset on or off. When the headset is on, the button glows green.
13	Speaker button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
14	Keypad	Use to dial phone numbers, enter letters, and choose menu items.

Softkey Features:

Park 1 , Park 2, Park 3 -   These buttons are used to pick up parked calls.

Park –   It will allow you to select and pick up a parked call as well.

Night Mode – Is a manual transfer between day and night modes. See your system administrator for more information.

DND - Is the Do not disturb button. When this is activated calls to your phone will go straight to voicemail.

ACD – Automatic call distribution. This allows you to log in and out of an ACD Queue.

Using the phone

Making a Call:

- Internal (Inter –office calling)

    1. Pick up handset or press extension

    2. Dial Extension number

    3. Hang up handset when call is completed or press the speaker button.

- External Call

    1. Pick up handset or press extension

    2. Dial 9

    3. Phone number.

        - Example 916612814000

    4. Hand up handset when call is completed or press the speaker button.

Answering a call

1. When your phone is ringing pick up hand set or press ringing line button.

Conference Call

1. Make a call using the techniques above.

2. Press the Conf soft key

3. Dial second number using the techniques above.

4. Press the Conf soft key once the caller is connected.

Transfering

1. While live on a call press Xfer key.

2. Dial Extension or External Number

3. For a supervised transfer stay on the line, press the Xfer button then hang up

4. For a blind transfer press the Xfer button then hang up.

5. The caller will be sent .

Call Parking

- To Park a caller

    1. While live on a call press Xfer 70

    2. The phone will verbally annouce what parking slot. 71, 72, 73

    3. Press the Xfer soft key and hang up.

        - The first caller will be parked on Park 1(71), the second call Park 2 (72) etc…

- To pick up a Parked call method 1

    1. Press Park 1, Park 2, Park 3 softkey.

- To pick up a Parked call method 2

    1. Pick up the phone or press the speaker button.

    2. Dial 71 or 72 or 73 etc…

Voicemail

- Setup Voicemail

    1. Press the Voice Mail button.

    2. Press 1111 (Default Password)

    3. Press 0 for mailbox options.

    4. Press Options softkey

    5. Record : Name, Unavailable Greeting, Busy Greeting.

    6. Press # when done with recording

    7. Hang Up or press the speaker button.

- Message Retrieval

- There is a red light at the top of the phone that will blink when you have a new message.

    1. Press Voice Mail button

2. Press 1111 (Default Password)

3. Press Submit softkey

4. Press 1 to play messages

5. Hang up or press the Speaker button when finished.

Do Not Disturb

-   Do Not Disturb or DND will send all calls directly to your personal voicemail.

    1. Press DND to enable and disable function.

Find Me

-   Allows you to enter a cell phone or another extension, so that when your extension is called it will ring additional numbers. Must be set using the VMS User Gui.

ACD (Automatic Call Distribution)

Speed Dial

Volume

-   While the phone is idle it will adjust the volume of the ringer.

-   If you are on the handset it will adjust the volume of the handset.

-   If you are on speakphone it will adjust the volume of the speakerphone.