



Cisco IP Phone – SPA504G

How to Transfer a call:

When active call is on the line press the 'xfer' button on screen. Dial the number you wish to transfer the call to – ie 4 digit extension or external number and press 'dial'.

You can either press 'xfer' again to transfer the call through to the B party without speaking to them or you can speak to the B party first and introduce the call and then press 'xfer'

Eg call comes into Reception > Answer Call then press 'xfer'> dial extension 2222 and press 'xfer'.

How to place a caller on hold:

Press the hand button on the phone. User will be placed on hold. To resume the call press the flashing red line up the top right hand of the phone.

Redial last number:

Press the redial softkey followed by dial.

Forward calls to another number:

Press the 'cfwd' button, enter the extension or external number you want to forward calls to and press dial. The LCD will now display Calls Forwarded.

To cancel the call forward press the 'cfwd' button again.

Send all calls to Voicemail without ringing:

The phones have a Do Not Disturb feature (dnd). Press the 'dnd' button to send all calls immediately to voicemail - useful if you are going on leave and want callers to hear your voicemail immediately rather than ringing for 20-30 seconds.

Accessing Voicemail:

Press the Message button on the phone. You will then need to enter your PIN number. The default is 0000 – this must be changed when you first login to Voicemail.

Voicemail can also be setup to send as a WAV file to your email account.

Speakerphone:

To activate speakerphone press the Loudspeaker button on the phone. This is down the bottom right hand corner of the phone near the volume adjuster.

Adjusting Ring Volume:

Press the Volume up or Volume down button while no active calls are in place.

Adjusting Earpiece Volume:

While on an active call press the Volume up or Volume down button to adjust the earpiece volume. Press Save to keep the volume set at the level you have selected.

Changing Ringtone of the phone:

Press the Menu Button (This is the folder icon) Select Ring Tone, It will default to Ext 1 (most users only have one extension). Press the Change button. Highlight the ringtone you wish to use and press 'select'.

Setting the screen backlight timer:

The backlight on the LCD screen can be set to either 10, 20 or 30 seconds or always on.

Press the Menu Button (this is the folder icon) Select Preferences, Choose Backlight Timer and press edit. Press Option to cycle through the options. Press OK then Save.

Call Park:

While on an active call press 'xfer' dial *68 (Call Park) either park the call on your extension or the extension you wish to pick the call up from.

To answer the parked call dial *88 (Call Retrieve) and dial the number the call was parked against and press # or if retrieving from your extension only press #.

Ie call comes into Reception > xfer > *68 > 2222 (ext) #

Retrieve call from ext 2222 – dial *88 and press #

If you experience any issues with the phones please contact Next Telecom on 1300 006 398 or support@nexttelecom.com.au