



**Model shown is a Cisco SPA508G, features may vary.*



Cisco SPA500 Series

User Guide

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Dialing

Dial Phone Number or Extension

Lift handset and dial number, (OR, with handset on-hook, dial number and push **dial** softkey, **SPEAKER** button or **#** key).
For:

- **Local and long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the extension

To Speed Dial – (requires set up) press 1-digit code, or **#** plus 2-digit code assigned to the number you want to dial.

NOTE:

- If account codes are assigned to your phone, you may be prompted to enter a code to complete the call.



- | | |
|--|---|
| 1. Handset | 7. Messages button |
| 2. Message waiting indicator | 8. Hold button |
| 3. LCD screen | 9. Setup button |
| 4. Line keys | 10. Mute on/off |
| 5. Softkey buttons (functions labeled in LCD screen above buttons) | 11. Volume button (+ to increase or - to lower) |
| 6. Navigation button | 12. Headset on/off |
| | 13. Speaker on/off |
| | 14. Keypad |

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Your Phone Calling Features

NOTE:

- Features shown apply for Cisco SPA502, 504, 508 and 525G2 IP phones. Different softkeys or steps for model 525G2 are noted in **pink**.

Basics

Access Voice Messages

1. Press the **Messages** button to access voice messages and your voice portal.
2. Follow prompts to play messages, record greetings, etc.
(See *Voice Messaging* section for more options.)

Call Forwarding (All Calls)

To activate Call Forwarding

1. With handset on-hook, press the **cfwd** (or **Forward**) softkey.
2. Enter phone number (or extension) to which calls will be forwarded. (Or forward to voicemail)
3. The LCD display will show “Calls Forwarded”.

To clear Forwarding

1. Press the **-cfwd** (or **Clr Fwd**) softkey. The **cfwd** (or **Forward**) softkey will appear and “Calls forwarded” message is turned off.
(See *Quick Dial* section for other Forwarding options.)

Call Hold

1. While on an active call, press the **HOLD** button. (Party will hear three short tones, then music while holding.)
2. Press the resume **softkey** or the appropriate **blinking line key** to pick up the held call.

Call Return

To dial last incoming number

1. With the handset on-hook, press the **lcr** (or **Call Rtn**) softkey and the last incoming phone number is dialed.

To select from list of recent missed incoming calls

1. Press the *miss* softkey for list of recent missed calls.
2. Use the up/down navigation button to select the desired phone number.
3. Press the *dial* softkey to place the call.

Another way to access Call Return:

1. Dial ***69** and the system will announce the last incoming number.
2. Press **1** to connect to that number.

Call Transfer - Attended

1. While on a call, press the *xfer* (or *Transfer*) softkey and call will be placed on hold.
2. Dial the 10-digit phone number (or 4-digit extension) and announce the call when the third party answers.
3. Press the *xfer* (or *Transfer*) softkey again and the other two parties are connected. Your line is disconnected from the call.

NOTE:

- If third party does not answer, press the *End Call* softkey, then the *Resume* softkey (or blinking line key) to connect with first caller. Use ***55 + extension** to transfer direct to voice mail.

Call Transfer - Blind

1. While on a call, press the *bxfer* (or *BlindXfer*) softkey.
2. Dial the 10-digit phone number or extension to which the call will be transferred.
3. Press the *dial* softkey and the other two parties are connected while your line is disconnected from the call (third party phone begins ringing).

Call Park and Call Unpark (if enabled)

You can “park” a call on a designated line so you or another person in your company can pick up the call on another IP phone.

To park a call

1. While on an active call, press the *hold* softkey.
2. Then press the *park* softkey, followed by # key (or press ***68**, then #). The call will be parked at the extension currently being used.

To unpark the call on another IP phone

1. Press the right navigation button, and then the *unpark*

softkey (or press ***88**) on the phone on which you wish to pick up the call.

2. Dial the extension of the phone where call was initially parked, followed by the # key.

Group Call Park and Call Unpark (if enabled)

You can “park” a call on a designated line so you or another person in your company can pick up the call on another IP phone. This feature may not be enabled on your service.

To park a call

1. While on an active call, press the *hold* softkey.
2. Then press the *park* softkey. The system will announce the extension where call is parked (e.g., 101, 102, etc).

To unpark the call on another IP phone

1. Press the right navigation button, and then the *unpark* softkey (or press ***88**) on the phone on which you wish to pick up the call.
2. Dial the 3-digit park extension (e.g., 101, 102, etc).

Do Not Disturb

To enable Do Not Disturb (DND)

1. With the handset on-hook, press the *dnd* (or *DnD*) softkey (or press ***78**).
2. The LCD display will show “Do not disturb” message and all incoming calls will be automatically redirected to voicemail without ringing the phone.

To clear Do Not Disturb

1. Press the *-dnd* (or *Clr DND*) softkey (or press ***79**). The *dnd* (or *DND*) softkey will appear and “Do not disturb” message is turned off.

Redial

1. With the handset on-hook, press the *Redial* softkey. The last number dialed is automatically redialed.

Mute

1. Press *MUTE* button to turn microphone mute feature on or off. Status will be shown on LCD display.

Three-Way Conference Call

1. While on an active call, press the *conf* (or *Conf*) softkey. The connected party is placed on hold.
2. Dial the 10-digit phone number (or extension) of the party you wish to connect.
3. Press the *conf* (or *Conf*) softkey again and all parties will be connected.

NOTE:

- If the party you are trying to connect does not answer, press the **end Call** (or **End Call**) softkey, followed by the **resume** (or **Resume**) softkey, (or press the blinking line key) to connect with previous caller/s.

Page

1. With the handset on-hook, press the **page** softkey.
2. Dial the desired extension and press **#**.
3. After a brief tone, the call connects to the desired extension and activates its speaker phone. You can then begin speaking to the other party.

Group Page

1. Dial 800.
2. All idle phones in group will be alerted with a paging beep (may not be available at all locations).
3. After a brief tone, begin speaking and hang up when finished.

Directory

You can search for other people in your group through a directory.

1. Press the **right navigation button** and then the **dir** softkey.
2. Navigate (using up/down navigation buttons) to option **3- Group** (or **2- Group**) and press **select** softkey (or simply press **3** on the keypad).
3. Select option **1- Simple Search**. You can now enter the first or last name of the person you wish to reach.
4. Use the up/down navigation buttons to find and select the desired person/number, then press the **dial** softkey.

Call History

1. Press the **setup** button.
2. Select option **3- Call History** (or **2 - Call History**)
3. Select option **1- Redial List**, **2- Answered Calls**, or **3- Missed Calls** (or **1- All Calls**, **2- Missed Calls**, **3- Received Calls** or **4- Placed Calls**)
4. Use up/down navigation button to select the desired number and then press **Dial** softkey to place the call.

Important Note About 911:

Because VoIP (Voice over Internet Protocol) service works differently than traditional phone service, VoIP E911 service may also work differently. To understand limitations and to be prepared should you need to make a 911 call from your IP phone, please read the TelNet E911 Emergency Service Advisory Notification at:

 www.telnetww.com/TelNet911Advisory.pdf

Account Codes

- If account codes are enabled on your phone, you will be prompted to enter a non-validated code after dialing the desired number.

Quick Dial Calling Features

Call Forwarding

Forward all incoming calls to another number or voice mail, forward calls only when your line is busy, or when calls go unanswered. As part of your business continuity plan, have Call Forwarding Not Reachable feature set to automatically forward all calls if something prevents calls from completing, (e.g. power failure or loss of Internet connectivity).

Activate Call Forwarding

- Lift handset. Press the * + code (see chart below).
- Enter phone number to which calls will be forwarded. (Or forward to Voicemail)
- Replace handset. The service is on.

Call Forwarding		
	Activate	Deactivate
All Calls	*72	*73
All Calls to Voicemail	*21	#72
When Busy	*90	*91
Busy to Voicemail	*40	#40
When No Answer to Voicemail	*41	#41
Not Reachable (for business continuity plan – requires set up)	*94	*95
Check Not Reachable status	*63*	

Deactivate Call Forwarding

- Lift handset. Press the * + code or # + code (see chart below).
- Replace handset. The service is off.

Call Return

- Lift handset. Press *69.
- The system announces the last incoming phone number.
- Press 1 to activate/dial the last incoming number.

Call Waiting

Be notified of other calls coming in while you are on the line.

Activate Call Waiting for All Calls

- Lift handset. Press *43.
The Call Waiting service is turned on for all calls.

Deactivate Call Waiting for All Calls

- Lift handset. Press #43.
The Call Waiting service is turned off for all calls.

Cancel Call Waiting for a Single Call

- Lift handset. Press *70.
The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service will be back on after the next outgoing phone call.

Directed Call Pickup

Intercept or pick up a call coming in on another phone in your call pickup group.

- Press the right navigation button, followed by the pickup softkey. (or, lift handset and press *97.)
- Enter the extension of the phone that is ringing and then press the # key.

The call will be redirected to your extension and you will be connected to the call.

Last Number Redial

- Lift handset. Press *66.
The last outgoing phone number is redialed.

No Answer Timer

Change the number of rings before a call goes to voicemail

- Lift handset. Press *610.
- Follow prompts to set number of rings.

Voice Portal / Voicemail Access

1. Lift handset. Press ***86** or press the voicemail button
2. Follow the prompts of the Voice Portal Main Menu.

Speed Dial 8 (1-Digit Codes)

Set up and update 1-digit speed dial codes for frequently dialed numbers; directory is active on your phone for fast, easy dialing.

Set up/update Speed Dial 8 (1-digit codes):

1. Dial ***74** and listen for tone.
2. Enter the 1-digit code plus the 10-digit phone number you would like assigned.

(Recorded message confirms code was programmed.)

Place call using Speed Dial 8:

1. Press the 1-digit speed dial code, then the dial softkey.

Speed Dial 100 (2-Digit Codes)

Set up and update 2-digit speed dial codes for frequently dialed numbers; active on your phone for fast, easy dialing.

Set up/update Speed Dial 100 (2-digit codes)

1. Dial ***75** and listen for tone.
2. Enter the 2-digit code plus the 10-digit phone number you would like assigned.

(Recorded message confirms code was programmed.)

Quick Dial Guide

	On	Off
Call Forward		
All Calls	Forward or *72	Forward or *73
All Calls to Voicemail	*21	#21
When Busy	*90	*91
Busy to Voicemail	*40	#40
When No Answer to Voicemail	*41	#41
Not Reachable (for business continuity plan – requires set up)	*94	*95
Check Not Reachable Status	*63*	
Call Waiting	*43	#43
Cancel for single call		*70
Call Return (last inbound number)	*69	
Directed Call Pickup (intercept)	*97	
Redial (last outbound number)	*66	or Redial
Access Voicemail	*86	or MESSAGE
Transfer Call	Transfer	
Call Hold	Hold	Resume
Do Not Disturb	DND or *78	DND or *79
Three-way Call	Conference	(repeat to add)
Speakerphone	Speaker	(again for off)
Mute	Mute	(again for off)
Music On Hold Deactivation (per-call deactivation)	*60	(music returns next call)
Clear Message Waiting Indicator	*99	
Change Number of Rings before voicemail picks up	*610	

To place call using Speed Dial 100:

1. Press **#** plus the 2-digit speed dial code.
2. Press the **dial** softkey.

Voicemail and Voice Portal

You can access your Voice Mail and personal Voice Portal using your own phone or another phone. To log in, use one of the following options:

From your own phone:

1. Press the **Voicemail/MESSAGE** button on your phone or dial ***86** from your phone.

From another phone:

1. Dial your phone number/extension or dial the group Voice Portal general access number/extension.

NOTE:

- Your administrator provides you with the phone number/extension for the group Voice Portal (referred to as the Voice Portal general access number/extension.)

Initial Voicemail Set Up

1. First time logging in, press **MESSAGE** button, OR ***86** from your phone.
2. Enter a new passcode at the prompt followed by **#**.
3. Re-enter your passcode at the prompt followed by **#**.
4. Record your name at the prompt and press **#**. Your Voice Portal is setup and ready for use.

Access Voicemail and Voice Portal

From your own phone:

1. Press **MESSAGE** button on phone, or dial ***86**.
2. Enter your passcode followed by **#**. (Skip step if auto login is enabled.)
3. Follow prompts of the Voice Messaging Main Menu.

From another phone within your group:

1. Dial your phone number or extension.
2. Press ***** during your greeting to reach the login prompt.

3. Enter your passcode followed by **#** to reach Voice Messaging Main Menu.
4. At the Voice Messaging menu, make selection, (or press ***** to reach the Voice Portal Main Menu.)

From a phone outside of your group:

1. Dial the Voice Portal general access phone number/extension
2. Enter your mailbox number (typically your phone number).
3. Enter your passcode followed by **#**.
4. Follow prompts of the Voice Portal Main Menu.

Voice Messaging Main Menu

1	Listen to Messages
2	Busy Greeting Menu
3	No Answer Greeting Menu
4	Extended Away Greeting Menu
5	Compose Message Menu
7	Delete All Messages
*	Voice Portal Main Menu
#	Repeat Menu

“Play Message” Options

While listening to message		Between messages	
1	Skip Back	#	Save
2	Pause/Resume	7	Delete
3	Skip Forward	2	Repeat
4	Jump to Beginning	5	Envelope Info
6	Jump to End	6	Play Next Message
Any time		8	Callback Caller
*	Return to Previous Menu	9	Additional Options 1 Reply to Message 2 Forward Message * Return to Previous Menu # Repeat

Voice Portal Main Menu

1	Access Voice Mailbox
2	Change Profile
3	Record Personalized Name
5	Change Passcode
6	Exit
#	Repeat

NOTE:

Message waiting indicator light may stay on if messages are not deleted. To clear message waiting indicator, dial *99.