CISCO SPA
QUICK REFERENCE GUIDE

Spectrum►
ENTERPRISE

Your Desktop Device

Cisco SPA525G

Cisco SPA502G/SPA508G

1. Voice Mail Message Indicator

The light indicates Voice Mail Messages (Solid) and Incoming Calls (Flashing)

2. LCD Screen

Provides useful information and access to advanced features

3. Line Indicators

The programmable keys indicate phone line status

Green (Solid) – Line is idle

Red (Solid) – Line is Active/in use

Red (Flashing) – Line is on hold

Orange (Solid) – Line is unregistered (cannot be used)

Orange (Flashing) – Handset has a network communication error

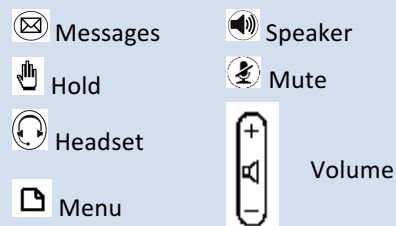*NOTE: The SPA502G does not utilize line indicators*

4. Softkey Button

The keys perform the function displayed directly above them on the LCD screen. The functions are context-sensitive and may change depending on the state of the phone.

5. Navigation Keys

(Left, Right, Up, Down, Select)

6. Key Pad

7. Function Buttons:

⊠ Messages   ◄)) Speaker

🖑 Hold   🎙 Mute

🎧 Headset   Volume

🗎 Menu

8. Aux port for Cisco SPA500DS Attendant Console or External Headset

9. Speaker

Provides ringer and hands-free (speakerphone) audio output.

You can manage many of these features and functions utilizing the Hosted Voice User Portal.

Using the Cisco SPA 500 Series Phone

Placing a Call

First, dial number. Then pick up handset.
For hands-free speakerphone – Dial number, then press **SPEAKER** button or press **DIAL** softkey.

Answer a Call

Pick up handset
For hands-free speakerphone - press the **ANSWER** softkey or press the **SPEAKER** button.

Dial a Number from Your Directories

Press **SET UP,** Select Call History
Select Redial List, Answered Calls or Missed Calls.
Select the number and press **DIAL.**
The **LCD** screen shows missed calls. Press the **LCR** softkey to dial the last missed call. Press the **MISS** softkey to view a list of the missed calls. Select a call and press **DIAL**.

Receiving a Call

Lift Handset.
For hands-free speaker mode press **SPEAKER** or press the **ANSWER** softkey.

Placing a Call on Hold

During a call, press the **HOLD** function button.
To retrieve the call, press the flashing red line button for the call or the **RESUME** softkey.

Call Park/Call Park Retrieve

(**NOTE**: Call Park places a call on hold so that other users assigned to Call Park service can retrieve that call from any phone in the office.)
To Park: Press **HOLD** and then ***68,** or just press the **PARK** softkey. (The **PARK** sofkey does the same thing as **HOLD** and ***68**)
Enter the extension where the call will be parked, then press **#.**
To Retrieve: Pick up Handset, press ***88** or the **PICKUP** softkey,
Enter the extension where the call was parked then **#.**

Transferring a Call

Announced Transfer

Press the **XFER** softkey to place active call on hold.
Dial the number where you want to transfer the call and press **DIAL.**
Once the third party answers, announce the call and press **XFER.**

Blind Transfer

Press the **BSFER** softkey to place active call on hold.
Press **right arrow** on Navigation key to view options.
Dial the number where you want to transfer the call and press **DIAL**.

Transfer to Voicemail

Press the **XFER** softkey. Next enter ***55** and dial the party's extension, then **#.**

Intercom

Pick up the receiver and press the **INTERCOM** softkey. You're your announcement (this will broadcast to all phones. Hang up when you are done.

To Mute a Call

Press **MUTE** to silence your phone's mouthpiece/speaker.
To turn Mute off, press the line indicator that is blinking red.

Listening to Voice Mail

Press **MESSAGES.** Your phone will ring your Voice Portal. Enter your passcode, then **#.** Follow voice prompts to listen to/delete/save messages.

3-Way Conferencing

Place the first call.
Press the **CONF** softkey to place the next call and dial the number. The active call will be on hold.
After the second call answers, press the **CONF** softkey again to join all parties in the conference.
All parties will be disconnected when you exit the call.

Forwarding Calls

Press the **CFWD** softkey.
Enter the number where you want your calls forwarded and press **DIAL.**
CALLS FORWARDED will be displayed on **LCD** screen.
To turn off Call forwarding, press **CFWD.**
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Voice Mail Set Up

Record Name

1. Press **MESSAGES** from Home View or press **MESSAGES** function button. Press **MESSAGE CENTER**, then **CONNECT**.
2. Enter your PIN provided on your "User List and Login Credentials."
(**NOTE**: Press *****, if you need to access another voicemail box)
3. Press **#.** Follow prompts to set a new **PIN**, then press **#.**
4. Follow prompts to verify the new **PIN**, then press **#.**
5. Follow prompts to record a name announcement, then press **#.** At the tone, say the name of the group or a brief two or three word description and press **#.**
(**NOTE**: this is a name announcement and not one of the two main voice mail greetings supplied with the service.)

5. You will be asked if you are satisfied with your name recording. If yes, press ***.** If no, follow prompts to re-record.
6. Press **1** to access your Voice Mail box.

Record Busy Greeting

A busy greeting plays when your phone is in **Do Not Disturb** mode or unplugged.
1. Press **2**. Then, press **1**. Wait for the tone, and then record your "busy greeting."
2. Press **#** immediately after finishing.
3. Press **2** to listen to your greeting or press ***** to get back to the previous menu.

Record No Answer Greeting

1. Press **3**. Then, press **1**. Wait for the tone, and then record your "no answer greeting."
2. Press **#** immediately after finishing.
3. Press **2** to listen to your greeting or press ***** to get back to the previous menu.