



INTERMEDIA



Cisco SPA 504G Phone Owner's Manual V.3



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1 Introduction

Congratulations on purchasing the Intermedia Hosted PBX phone system and service. You will now be able to share your phone connection between fixed & wireless handsets and across multiple locations using the latest in 'Voice over IP' services.

This User Guide will show you how to setup and use your new PBX phone system and service.

Using this Document

Notational conventions

Acronyms are defined the first time they appear in the text. The term LAN refers to a group of Ethernet-connected computers at one site.

Typographical conventions

Italic text is used for items you select from menus and drop-down lists and the names of displayed web pages.

Bold text is used for text strings that you type when prompted by the program, and to emphasize important points.

Special messages

This document uses the following icons to draw your attention to specific instructions or explanations.



Note

Provides clarifying or non-essential information on the current topic.



Definition

Explains terms or acronyms that may be unfamiliar to many readers.



WARNING

Provides messages of high importance, including messages relating to personal safety or system integrity.

Basic Requirements

The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Transmitter and Wireless Adapters to connect Desk Phones wirelessly.

In order to use all the features of the Hosted PBX phone system and service, you must have the following:

- Broadband Internet access
- At least one free port on your router or modem/router
- Your router must be set to DHCP



Note

Installation Instructions are located on page 43 of this guide.

2 Using Your Hosted PBX phone system

System Description

The Hosted phone system supports up to 100 phones

- You can have as few as one phone at an address
- Cordless phones can be used in conjunction with Desk Phones or can be installed stand alone
- Through your Admin Portal, you can view information and make changes to phone system

Getting Started

This section of your Owner's Manual is your guide to using the PBX phone system and its features. It also explains how to program system settings for your Desk Phones.

Introduction to your Cisco Desk Phone

The Cisco SPA504G Desk Phone provides a powerful, yet flexible IP communications solution, delivering excellent voice quality. The high-resolution graphic display supplies content for call information, directory access, and system status. The phones support advanced functionality, including multiple call appearances, HTTPS security and a suite of business phone features.

Some system settings are programmed through your Admin Portal website while others are programmed through the phone.

Before You Use Your Phone

The image below and table describe the various feature buttons of your phone.



	Button	Description
1	Handset	Pick up to place or answer a call
2	Message Waiting Indicator	Displays solid red when you have a new voicemail message. Blinks red during an incoming call
3	IP Phone screen	Displays date and time. Phone station name, line extensions, and soft key options
4	Line keys	Indicates phone line status. Green: Line is idle. Red (steady): Line is active or in use. Red (flashing): Line is on hold or there is an inbound call. Orange: Line is unregistered (cannot be used).
5	Soft key Buttons	Press a soft key button to perform the action shown on the label of the IP phone screen. Note: The Cisco SPA504G has the following four buttons: Redial - Dials the last number called. Dir - Accesses the Directory. Cfwd – Forwards all calls. Dnd – Do Not Disturb

6	Navigation button	Press an arrow key to scroll left, right, up, or down through items shown on the IP phone screen
7	Messages button	Press to access voice mail.
8	Hold Button	Press to place call on hold.
9	Setup button	Press to access a menu to configure features and preferences (such as your directory, status, and speed dials), access your call history, set up functions (such as call forwarding), and provide phone status information.
10	Mute Button	Press to mute or unmute the phone. When phone is muted, the button is lit red. A blinking or steady red 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 phone is offhook, or ringer volume when the phone is on-hook.
12	Headset Button	Push to turn the headset on or off. When the headset is on, the button is lit green.
13	Speaker Button	Push to turn the speaker on or off. When the speaker is on, the button is lit green.
14	Keypad	Use to dial phone numbers, enter letters, and choose menu items.

Soft key Buttons your Cisco SPA504G Phone

This section contains information on the terms used when interacting with your new Cisco SPA504G Desk Phone.

The soft key buttons on your phone display might vary depending on your phone model and the phone system setup. Press the Right Arrow or Left Arrow keys on the navigation button to view additional soft key buttons.

Button	Description
<< or >>	Move left or right through an entry without deleting characters.
activ	Activates screensaver mode.
add	Add an entry.
bXfer	Performs a blind transfer (transferring a call without speaking to the party to whom you are transferring the call).
cancel	Cancels and changes you have made. (Press before 'ok' or 'save')
cfwd	Forwards all calls coming to your phone to a specified number.
-cfwd	Clears call forwarding.
conf	Initiates a conference call.
confLx	Conferences active lines on the phone together.
delChr	Deletes the last number or letter.
delete	Deletes an entire item. (example, a number from the call history)
dial	Dials a Number.
dir	Accesses phone directory
dnd	Do Not Disturb. (prevents incoming calls)
-dnd	Clears Do Not Disturb.
edit	Opens an items so that you can edit numbers or letters, or enable or disable a feature.
grPick	Allows you to answer a call ringing on an Ext by Discovering the number of the ringing Ext.

ignore	Ignores an incoming call.
lcr	Dials the last call received.
miss	Shows the Missed Calls list.
park	Puts a call on hold at a designated “park” number. The call is parked on a Park group ext, and announce where parked.
xcode	Allows you to enter a starcode.
redial	Displays a list of recently dialed numbers.
resume	Resumes a call that is on hold.
save	Saves you changes.
select	Selects the highlighted item on the IP phone screen.
xfer	Performs a call transfer.
xferLx	Transferd an active line on the phone to a called number.
y/n	Enters a submenu and when pressed, toggles between ‘Yes’ or ‘No’ to enable or disable an option.

Information Screen

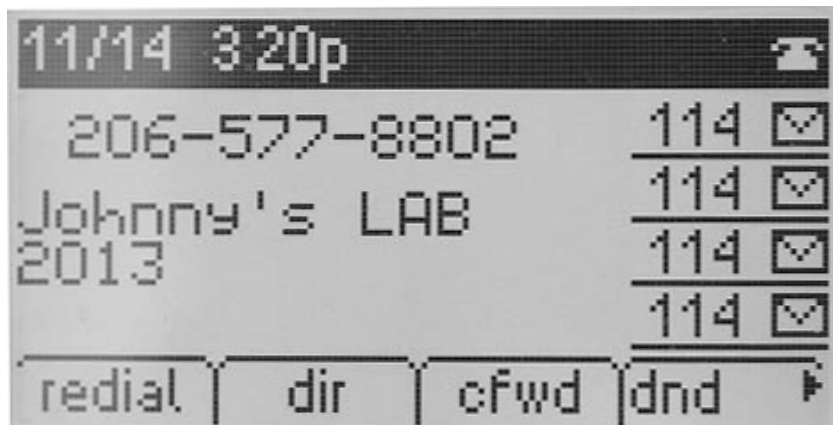
The display screen of your phone provides you with a host of important information elements. This screen is also referred to as the **idle screen**.

The screen displays:


- Popup text
- Do Not Disturb text

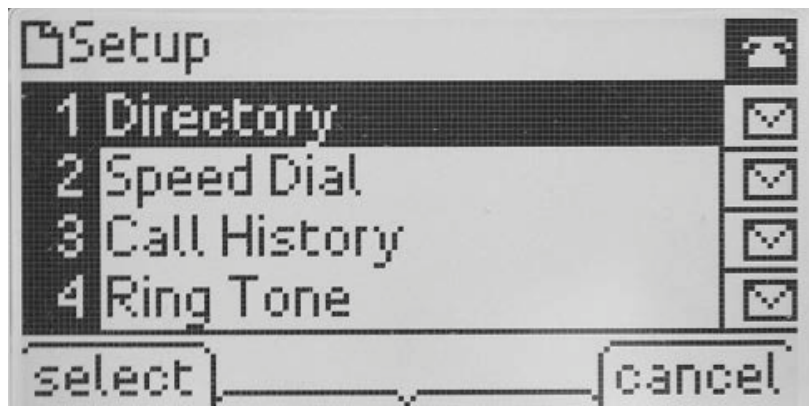
- Missed call text or second incoming caller display
- Directory
- Time and date text
- Voicemail and missed call indicators
- New Call Option
- Forward Option
- Redial and Last call received redial

The main content area of the screen displays the phone number assigned to the phone as well as your company name. As a call comes in, this area displays caller information.



Main Menu Screen:

This screen is the first point for more menu selections. You can reach this menu at any time by pressing .



Adjusting the Volume



To adjust the volume of the handset or speaker, lift the handset or press the Speaker button. Press + on the Volume button to increase the volume, or press - to decrease the volume. Press Save.



Note

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call.

3 Desk Phone— Basic Call Features



Placing Calls

You can place a call in many ways using your Desk Phone:

- using the handset
- using the speakerphone
- using the headset

You can also dial the number first—called “hot dialing”— and then choose the method you will use to speak to the other party.

You can search the call lists, the local contact directory or the corporate directory and dial from the search results page.

During a call, you can alternate between Speakerphone Hands-Free, Headset, or Handset modes by pressing the  or  keys, or picking up the handset.

The call duration of active calls is visible within the active call window on the graphic display.

To place a call using the handset:

Do the following steps in any order: 1.


Pick up the handset.

2. Dial the number using the dial pad.

To place a call using Hands-Free Speakerphone mode:

Do one of the following:


With the handset on-hook

1. Press  to obtain dial tone.
2. Dial the number using the dial pad.

To place a call using the headset:

Do one of the following:

With the optional headset connected

1. Press 
2. Dial the desired number using the dial pad.

Placing a second call

While on a call, you may place that call on hold and make a second call. There are two ways to place another call:

Method 1

1. Pressing a line button on the right of the display, will place the first call on hold AND at the same time give a dial tone to make a second call
2. Dial the 10-digit phone number or 3-digit extension number
3. Press the **dial** soft key

Method 2

1. Press the Hold button or Hold option on the display. This will place your caller on hold
2. Press **newCall** soft key.
4. Dial the phone number or 3-digit extension number and press the **dial** soft key. You will be connected to that party
3. You may switch between calls by using the line button on the right of the display.



Note

You do NOT need to dial 9 to make a phone call.

Answering Calls

There are a few methods to answer a call, similar to those of placing a call.

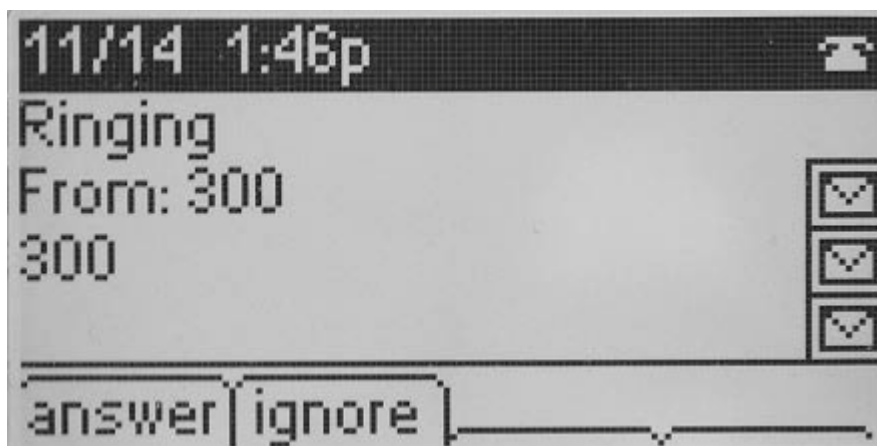
- using the handset
- using the speakerphone
- using the headset

To answer a call using the handset:

Pick up the handset.

To answer a call using Hands-Free Speakerphone mode:

Press  OR press the **answer** soft key and speak into the phone.



To answer a call using the headset:

Press  or follow the instructions for your optional headset.

Inbound Caller ID

Caller ID Name and Number are presented on the screen of your phone with each inbound call. If you are using a Simultaneous hunt group the name of that hunt group will also be passed through to the display of your phone.





Note

Changes to your Outbound Caller ID Name need to be made through customer service.

Ending Calls

To end a call:
Do one of the following:

- If you are using the handset, Press the Line key to right of the display or replace the handset.
- If you are using a headset, press .
- If you are using the speakerphone, press .

Forwarding Calls

You can configure your phone so that all incoming calls are forwarded to another party (refer to Static Forwarding).

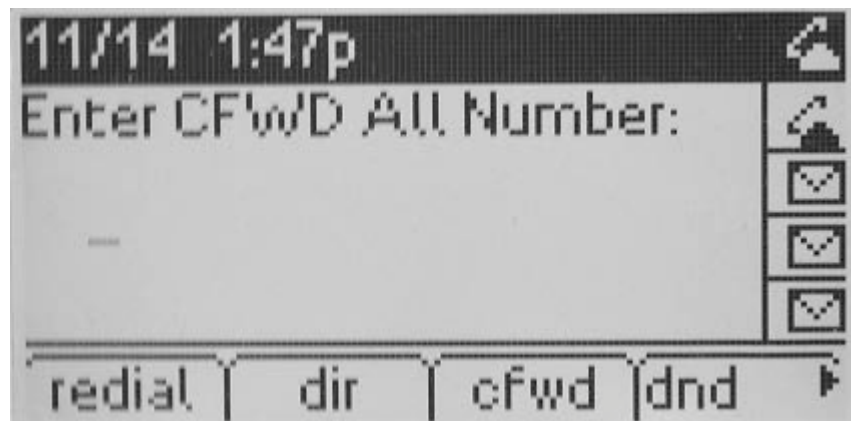
All incoming calls can be forwarded to voicemail while Do Not Disturb is enabled on your phone.


Static Forwarding

Static Forwarding allows you to send ALL incoming call to another phone number or extension. When Static Forwarding is enabled, your phone will not ring.

To forward ALL incoming calls to another party:

1. From the idle display, Press the **cfwd** soft key on the main display.
2. Enter the number you would like all calls to forward to.



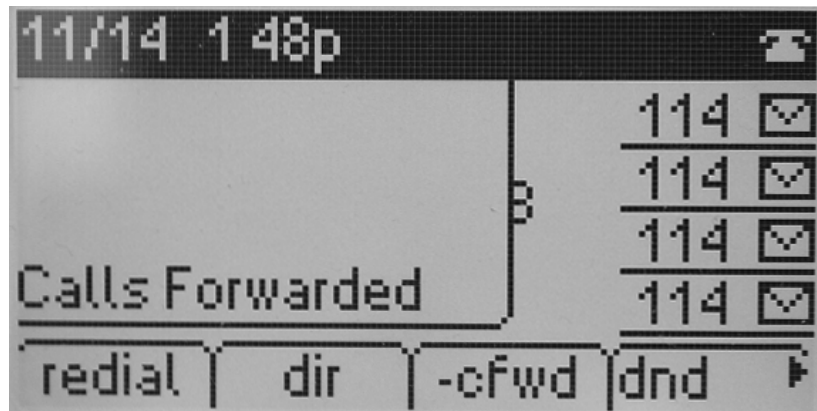
You may also change the Forwarding setting by going into the menu . Go to option 6 Call Forwarding:

CFWD All Number — To forward All incoming calls

CFWD No Ans Number — To forward unanswered incoming call

CFWD Busy Number —To forward calls that arrive when you are already on a call

3. Depending on your selection:
 - a. If you selected Always, enter a number, or extension number, to forward all future incoming calls to.
 - b. If you selected No Answer, you will see that your phone number is entered in the Contact field by default. By entering your own phone number in this field, the phone will send callers to your voicemail box if you do not answer. You may enter a number to forward all unanswered incoming calls to and how many rings to wait before forwarding (one ring is approximately four seconds). A value of 20sec is recommended.
 - c. If you selected Busy, you will see that your phone number is entered in the Contact field by default. By entering your own phone number in this field, the phone will send callers to your voicemail box if your phone is busy. You may enter a number to forward all future incoming calls to when all of your incoming lines are busy.
4. After you press **cfwd** soft key and enter the desired number you will see the below idlescreen.



“Calls Forwarded” Appears on the display and confirms call forwarding is enabled.

To Disable Call Forwarding:

From the idle display, press the **-cfwd** soft key on the display.
The idle display returns, and the date and time are displayed.

Dynamic Forwarding

This Feature Is snot supported by the Cisco SPA504G

Enabling Do Not Disturb

Do Not Disturb prevents the phone from ringing and sends callers directly to your voicemail box.

To enable Do Not Disturb:

Press the **dnd** soft key

To disable Do Not Disturb:


Press the **-dnd** soft key

Call Management Features

Call Hold

To place a call on hold.

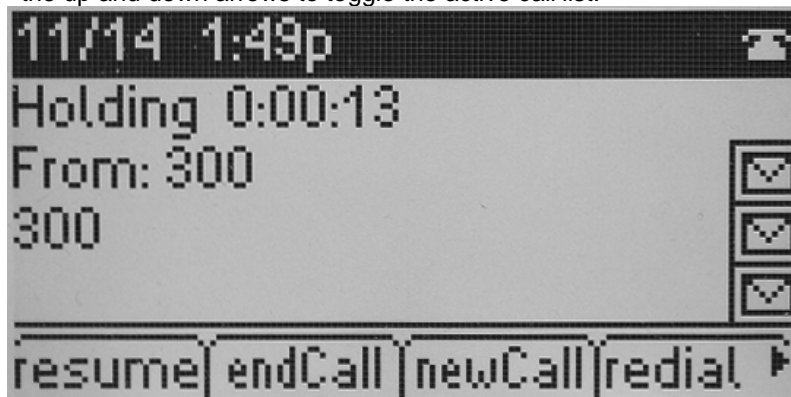


During a call, press the **hold** soft key or . The **Holding** will display. The caller will hear the standard hold music or your custom hold music/message.

Press **resume** soft key to return to the caller.

Multiple Calls on Hold

If calls are on hold, you can view the details of the calls on your phone by using the up and down arrows to toggle the active call list.



Note

The Hold feature typically generates music. Therefore, avoid putting a conference call on hold.

Conferencing Calls

You can create a conference with other parties using the phone's local conference feature. There are two ways to do this.

- Joining two calls
- Adding calls

Joining Calls

You can create a conference at any time between an active call and a call on hold by pressing **confLx** on the display. The **confLx** function is only available if you have only two calls on your phone.

To join two calls with yourself:

1. Have one call on hold while talking to another
2. Press > on the arrow pad and then press **conf Lx** . You will then be connected to both callers.

Splitting Joined Calls

After you have joined two calls, you may split those calls back to their individual calls.

To split a Joined call:

Press the **hold** soft key to split the joined calls.

All calls are split into individual calls and put on hold.

Setting Up Conference Calls

You may conference up to two calls plus yourself (a 3-way call).

To set up a conference call:

1. Call the first party.
2. Press the **conf** to create a new call.



Note

All conference participants hear the dial tone and ring back when the conference host places a call to a new party.

3. Call the second party. You must press the **conf** soft key again to join both callers.

Splitting Conference Calls

After you have created a conference call, you may split those calls back to their individual calls.

To split a conference call:

Press **hold** soft key to split the conference.

All calls are split into individual calls and put on hold.

Ending Conference Calls

To end a conference call:

From the Active Conference page, press or hang up.

****NOTE:** For the other parties to remain connected you must press the **join** soft key and then hang up otherwise the other callers will remain connected.

Transferring Calls

Call Transfer allows you to send an active call to another phone number or extension. A call can be transferred in one of two ways:

- Consultative (or Warm) transfer—The party to whom you want to transfer the call to answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
- Blind transfer—The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.

Performing a Consultative (Warm) Transfer

To transfer a call:

1. During a call press the **xfer**, the active call is placed on hold.
2. Enter the number to which you want to transfer the call to and press the **dial** soft key.
3. As soon as you hear the ring-back sound or after the party answers (and you speak to the party), press the **xfer** to complete the transfer.

You can talk privately to the party to which you are transferring the call before the transfer is completed.

****Note:** You must hit the **xfer** soft key or the transfer will not complete

You can cancel the transfer before the call connects by pressing the **endCall** soft key.

Performing a Blind Transfer

Blind transfer allows you to transfer a call to another number or extension without talking to that person first

To perform a blind transfer:

1. During a call press the right arrow on the Arrow Pad.
2. Press the **bxfer** button.
3. Enter the number to which you want to transfer the call and press.
4. Press the **dial** soft key

At this point, the call is connected to the number to which you are transferring them.

Call Transfer to Voicemail

You may transfer any caller to a specific voicemail box belonging to any other user on the system.

1. Receive or place a call on your Desk Phone
2. Press **xfer** soft key
3. Dial *99 followed by the extension number of the desired person and press the **xfer** soft key

Using Network-based Call Transfer

This call transfer method is used when you want to transfer a call without tying up two lines on your phone system. It uses the Intermedia network to transfer the call instead of the phone system.

1. Receive a call on your Desk Phone
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the extension or phone number you want to transfer the caller to
4. When the transfer party picks up the phone, touch #5 again.
5. All three of you will be connected.
6. You will need to press the **join** soft key

Note: *If the transfer party does not pick up the phone, touch #6 to return to the original caller.*

Call Park

To Park a call

Parking a call is very similar to putting a call on hold. The key difference is , when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone within the same Call Park Group. Through the Admin Portal, Call Park Groups can be created so specific groups of phones can park calls for each other. If you do not create specific Call Park Groups, all phones are automatically assigned to the Standard Call Park Group.

To create a Call Park Group which allows specific phone to park calls for each other, login to the Admin Portal and click the Groups Tab then select Call Park Groups.

To Park a Call:

1. While on a call, press the **park** soft key.
2. The phone will respond with a voice prompt such as “Call Parked on 9001”. The caller will hear hold music.
3. To pick up the parked call, anyone on any phone may dial the park number (9001 in this example) to be connected with the caller.



Note

When a call is parked on a phone, one of the lines on that phone is used until the call is picked up by another phone.

Paging (Intercom)

To page to all phones

Paging allows you to speak to all phones at the same time through their speaker phone. If you pick up the handset during a page, you will hear the message in the handset. Paging is used to make announcements such as “Jim, you have a visitor in the lobby” or to let people know about a parked call such as “Susan, you have a call waiting on Park 9001”. Paging will only notify phones not in use or not set to DND.

To group specific phones so only they receive specific Paging calls, login to the Admin Portal and click the Groups Tab then select Paging Groups.

Initiating a Page

1. Either pick-up the handset or uses the speaker phone.
2. Dial the Paging Group (9100 is the Standard Paging Group for all phones).
3. Wait for the tone.
4. Make your announcement which will be heard on all phones.

- (Except phones set to DND or phones in use)
5. Hang up the phone when finished.

Redial

The Redial function places a call to the last number dialed. To use the Redial function, use the **redial** soft key.




Note

If a number on an incoming call matches a number in the system speed dial list, the name in the list will be displayed.

Mute

The mute feature allows you to hear the other party, but they cannot hear you.

During a call, press . The button turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you.

Microphone Mute applies to all modes: Handset, Headset, and Hands-free Speakerphone. You can still hear all other parties while mute is enabled.

To turn off Microphone Mute, press  again.

Directed Call Pickup

Directed Call Pickup allows you to answer a phone call which is ringing at another phone in your organization. There are three types of Directed Call Pickup:

- Directed Pickup – allows you to answer a call ringing at a specific extension
- Any Call Pickup – allows you to answer any call ringing anywhere in your organization
- Group Pickup – allows you to answer a call ringing a specific group of extensions

Directed Pickup

Directed Pickup allows you to answer a call that is ringing at a specific extension. To use Directed Pickup, when a specific extension begins to ring:

1. Pick up your HPBX phone
2. Dial *95 + the 3-digit extension of the phone you wish to answer. (i.e. *95 + 100) Press the Dial soft key to speed up the process
3. Your phone will immediately answer the call

Any Call Pickup

Any Call Pickup allows you to answer a call that is ringing anywhere within your organization, even at other physical addresses. To use Any Call Pickup:

1. Pick up your HPBX phone
2. Dial *96. Press the Dial soft key to speed up the process
3. Your phone will answer the phone call that has been ringing the longest within your organization

Group Pickup

Group Pickup allows you to answer a call ringing a phone within a specific group of phones. Your company's Call Park Groups are used to define which pickup group a specific phone belongs to. Use the Admin Portal to modify Call Park Groups. To answer a call within a specific pickup group:

1. Pick up your HPBX phone
2. Dial *97. Press the Dial soft key to speed up the process
3. The phone will answer the call in its pickup group that has been ringing the longest

Call Recording

The Call Recording feature allows you to record calls whenever you wish via the *80 command. Intermedia Call Recording comes in two flavors; Automatic and On Demand. Only On Demand recording may be initiated from the desk phone.

On Demand Call Recording

On Demand call recording allows you to turn the recording of a conversation on and off at any time during a phone call. To use On Demand call recording:

1. Once making or answering a phone call, once the call has been answered by both parties, press *80. All parties in the call will hear a prompt that call recording has started.
2. If enabled, all parties of the call will also hear a beep tone every 15 seconds to indicate recording is still in progress.
3. To manually end the call, press *80 again. All parties in the call will hear a prompt that recording has stopped.
4. The call recording will also end if any of the following situations occur:
 - a. The call is ended (all parties hang up)
 - b. The maximum call recording limit is reached
 - c. Your phone's maximum call recording storage limit is reached



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Once created, the recorded phone conversation will be stored within your desk phone's voicemail web interface. To access your recordings:

1. Navigate to <https://www.intermedia.net/login/voice/>
2. Log in with your phone number and voicemail PIN
3. Click on the Call Recordings tab to listen to and manage your recorded calls

4 Managing Incoming Calls

You can distinguish incoming calls by setting distinctive rings for contacts in your contact directory, sending particular calls directly to your voice mail, or transferring particular calls to another party.

Rejecting Calls

You can customize your phone so that incoming calls from a particular party are immediately sent to your voice mail.

1. Press the **ignore** soft key.

5 Using Voicemail

Each phone receives a Voicemail box which can record up to 90 minutes of messaging with a maximum of 5 minutes per message. Each user can record his or her personal greeting for the voicemail box. Voicemail is automatically saved for 90 days.


Messages can be retrieved from the Desk Phone, any other phone or through a personal website at <https://www.intermedia.net/accesslinelogin/index.asp>. Your phone indicates the presence of new voicemail messages by a flashing Message Waiting Indicator LED on the front of the phone.

Additionally, your voicemail box can send an email to alert you of the new message.

Setting up the voicemail box for the first time

1. Press the Message button, 
2. Enter your temporary PIN when prompted (0000).
3. Follow voice prompts to record your name and unavailable greeting and change your PIN.

Retrieving messages from your Desk Phone

1. Press the message button, 
2. Enter your PIN when prompted.
3. The system will say, "You have 'X' new and 'Y' old voicemail messages"
4. The following options are available through the keypad

- | | | |
|----------|------------------------|---|
| 1 | Replay message | |
| 2 | Delete message | 5 Confirm deletion |
| 3 | Mark message as new | (Only used when listening to old messages.) |
| 5 | Go to next message | |
| 6 | Forward message | |
| 7 | Go to previous message | |
| 8 | User Options | (Change PIN, record greeting) |
| 9 | Place a call | |
| 9 | * | Return the call |
| 9 | * | 1 Hear the return number |
| 5 | 5 | Skip to old messages |
| 7 | 7 | Go back to beginning of messages |
| 0 | Help | |


Retrieving messages when you are away from the office

1. Dial your Desk Phone and allow it to ring
2. When your voicemail greeting begins to play, enter your PIN over your greeting.


Returning a Call

1. While listening to a message or after listening to a message, press 9* to call that person back
2. You may return to your voicemail box WITHOUT calling back in by pressing ## after talking to the person you called back

Change your Voicemail PIN

1. Tap 
2. Enter your PIN when prompted
3. Press 8 for User Options
4. Press 7 to change your PIN
5. Enter the new 6 to 10-digit PIN when prompted.

Record a Personal Greeting via the Phone

1. Tap , or dial the phone's phone number.
2. Enter your PIN when prompted or enter your PIN over the greeting.
3. Select 8 for User Options
4. Select 1 to record your Unavailable Greeting. Follow the instructions.

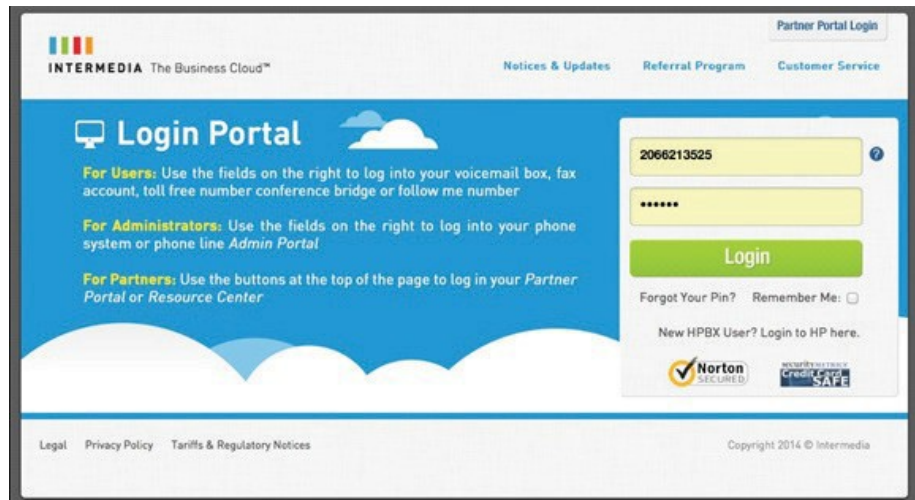
Forward Voicemail Messages via the Phone

A user can forward a voicemail from his or her voicemail box to another voicemail box or group of voicemail boxes.

1. Once logged in to your voicemail box, press 1 to listen to your message(s)
2. Press 6 at any time while listening to the message to forward the message
3. Press 1 to forward the message
4. Enter the phone number, extension number or group number to receive the message
5. Record an introduction to the message.
6. Touch * to send the message

Logging into your Voicemail Box via the Web

1. Go to <https://www.intermedia.net/login/voice/>
2. Enter your Desk Phone Number and PIN
3. Click Login



The screenshot shows the Intermedia Login Portal. At the top left is the Intermedia logo with the tagline "The Business Cloud™". To the right are links for "Notices & Updates", "Referral Program", and "Customer Service". A "Partner Portal Login" button is in the top right corner. The main content area has a blue header with "Login Portal" and a cloud icon. Below this are instructions for Users, Administrators, and Partners. On the right is a login form with a phone number field (containing "2066213525"), a PIN field (containing "*****"), and a green "Login" button. There are also links for "Forgot Your Pin?", "Remember Me: ", and "New HPBX User? Login to HP here.". At the bottom of the form are "Norton SECURED" and "Credit Safe" logos. The footer contains "Legal", "Privacy Policy", "Tariffs & Regulatory Notices", and "Copyright 2014 © Intermedia".

Retrieving messages via the Web

1. Once logged in, click the Play button associated with the voicemail message you wish to listen to
2. The voicemail message will play through your speakers

INTERMEDIA Account ()

Hosted PBX Phone

Vocemails(3) [Call Manager](#) [Queue Availability\(In\)](#) [Personal Info](#) [Tools](#) [Help](#)

[Help](#)

Vocicemail 90 days or older may be subject to automatic deletion. You have used 0% of your voicemail storage space.

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Time</u>	<u>Caller ID</u>	<u>Length</u>	<u>Play</u>	<u>Download</u>	<u>Forward</u>
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Oct 29, 2014 08:34 AM	4252144612	10 sec.	Play	AU WAV	Forward
<input type="checkbox"/>				Oct 29, 2014 08:31 AM	4252144612	16 sec.	Play	AU WAV	Forward
<input type="checkbox"/>				Oct 29, 2014 08:30 AM	4252144612	20 sec.	Play	AU WAV	Forward

[Delete Selected](#) [Mark As Unheard](#)

Forward Voicemail Messages via the Web

A user can forward a voicemail message from his or her voicemail box to another voicemail once logged into the personal website. Voicemail messages may be forwarded via email to anyone or forwarded directly into another person's voicemail box (providing they are in your company and have an Intermedia phone)

1. Once logged in click the Forward button associated with the voicemail message you wish to forward
2. Enter one or more email address or one or more Intermedia phone numbers
3. Click the Continue button

INTERMEDIA Account ()

Hosted PBX Phone

Vocemails(3) [Call Manager](#) [Queue Availability\(In\)](#) [Personal Info](#) [Tools](#) [Help](#)


You may forward a Voicemail by entering one or more email address(es) or account number(s) into the field below.
Note: if entering multiple recipients, use a semicolon (;) to separate each recipient.

Email:

Number: [+Add Group](#)

[Continue](#)

4. If you have entered email address, fill in your email address, the subject line and any message you wish to include
5. Select the delivery method: Send a link to the voicemail message or sent the voicemail message as an attachment
6. Click the Send button when finished



INTERMEDIA* Account: ()

Hosted PBX Phone

Vocemails(3) Call Manager Queue Availability(In) Personal Info Tools Help

[Help](#)

Forward Voicemail to Email

Forwarded messages will be sent from the forward@intermedia.net address. If a user replies to this forwarded email, your "Reply-To-Email" specified in the field below will be used.

Reply-To-Email:

To: 'voicesupport@intermedia.net',

Delivery Method: Link Attachment WAV

Subject:

Message:

Include the following footer Yes No

Urgent
 Private

VoiceMail Notification via Email

You may setup your voicemail box to send you an email alert whenever someone leaves you a voicemail message.

1. Go to <https://www.intermedia.net/accessline/login/index.asp>
2. Enter your Desk Phone Number and PIN
3. Click Login
4. Select the Personal Info Tab at the top of the web page
5. Select the Notification button
6. Enter your email address in the space provided (you may enter multiple email addresses)
7. Select the Display Format (what the email message looks like)
8. Click Ok to save your changes

Voicemails(3) Call Manager Queue Availability(In) **Personal Info** Tools Help

[Stored Number](#)
[Operator Number](#)
[Change PIN](#)
[Notification](#)
[Call History](#)
[Group Manager](#)
[Help](#)

Notification can send you an email alert message to any email address or email enabled wireless device when you receive a new voicemail message. You may enter multiple email addresses for message notification. By selecting the Include a link format, the email notification message will contain a link to the new voicemail.

Your email notification is currently **On** ▼

Email Addresses For Message Notification

Enter the email addresses that are to receive notification of new voicemail. Separate each new entry with a semi-colon. Enter as many email addresses as you wish, providing the total number of characters including the semi-colons does not exceed 160.

voicesupport@intermedia.net

Characters Remaining: 133
 Examples: name@my-email.com;10-digitnumber@vtext.com

Click the "Test My Setting" button above to verify your setup. You should receive an email notification after a short delay.

Text notifications will send an email that utilizes your cell phone carrier. To find the correct format for your cell phone's email address, you can use the guide below.

- Please Select a Carrier - ▼

VoiceMail Display Format

- Attach the voicemail message as a .WAV file in the email notification - [Example](#)
- Keep a copy of my voicemail messages in my voicemail box
- Do not keep a copy of my voicemail messages in voicemail box
- Include a link to the voicemail in the email notification - [Example](#)
- Email notification WITHOUT attachment or link - [Example](#)
- Email notification with numeric codes only - [Example](#)

Notification Receipt Types

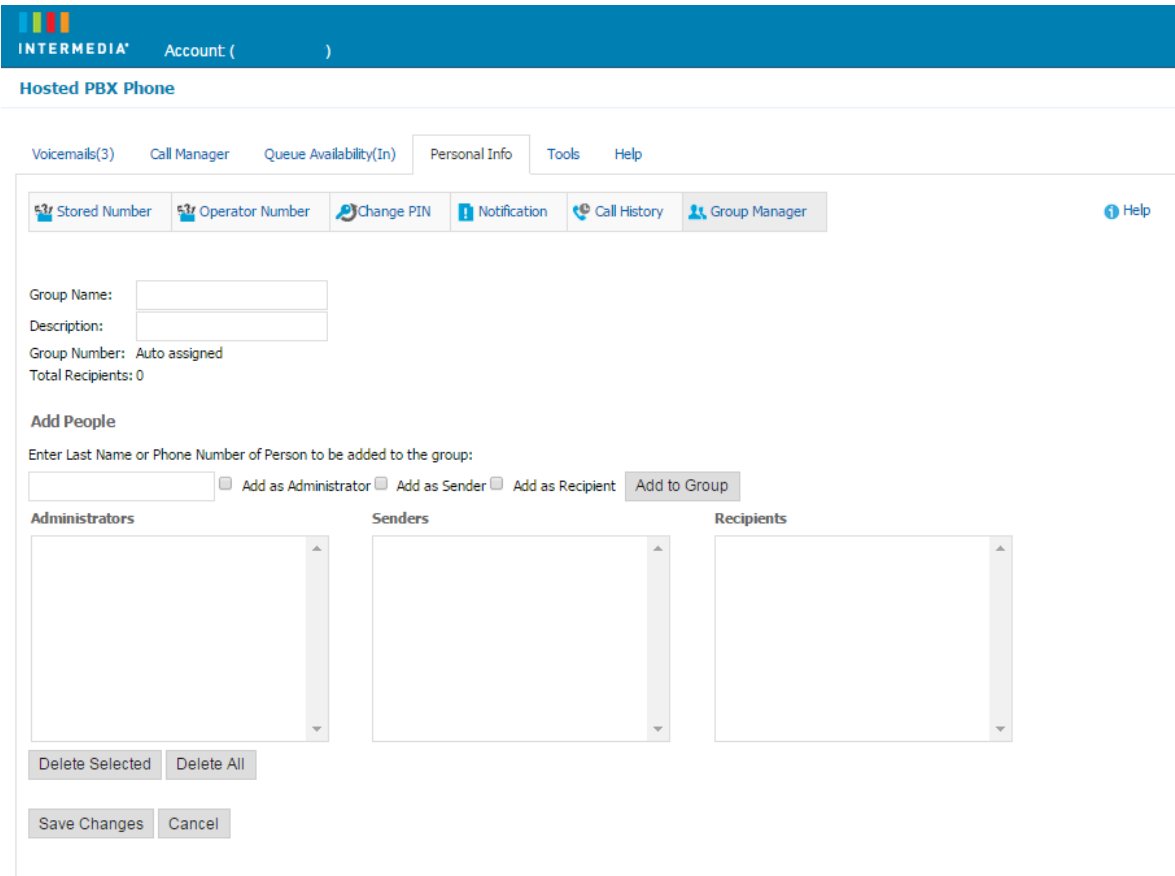
Select the type of message(s) you wish to be notified for:

- New Voicemail
- New Urgent Voicemail

To Create a Voicemail Group

A Voicemail Group allows you to quickly forward a voicemail message to multiple other people without entering each person individually. Voicemail groups are created through your personal website.



1. Once logged in, select the Personal Info Tab
2. Select the Group Manager button
3. Click the Create Group button
4. Assign a Group Number- used when forwarding to a group through the phone
5. Assign a Group Name
6. Add an optional description
7. Add members to the group one at a time by entering their name or phone number
8. For each member you add, determine if that person should be:
 - Administrator- Able to make changes to the group
 - Sender- Able to send to this group
 - Recipient- Able to receive messages sent to this group
9. Click the Add button
10. Repeat step 7 through 9 as necessary to add all of the members
11. Click the Save button



The screenshot shows the 'Personal Info' tab in the Intermedia web interface. At the top, there is a navigation bar with the Intermedia logo and 'Account: ()'. Below this is a 'Hosted PBX Phone' section. The main content area has several tabs: 'Voicemails(3)', 'Call Manager', 'Queue Availability(In)', 'Personal Info' (selected), 'Tools', and 'Help'. A toolbar contains icons for 'Stored Number', 'Operator Number', 'Change PIN', 'Notification', 'Call History', and 'Group Manager'. The 'Group Manager' section includes fields for 'Group Name', 'Description', and 'Group Number' (set to 'Auto assigned'). It also shows 'Total Recipients: 0'. Under the 'Add People' section, there is a text input for 'Enter Last Name or Phone Number of Person to be added to the group:' and three radio buttons: 'Add as Administrator', 'Add as Sender', and 'Add as Recipient'. Below these are three empty list boxes labeled 'Administrators', 'Senders', and 'Recipients'. At the bottom, there are buttons for 'Delete Selected', 'Delete All', 'Save Changes', and 'Cancel'.

Change the Number of Rings Before Voicemail Picks Up


Your Voicemail box is programmed to take messages when you can't answer your phone. If you want the phone to ring more or less times, you may change this setting:

1. Press the 
2. Select or Press # 6 **Call Forward**
3. Select or Press # 4 **CFWD No Ans Delay**
4. Change the number of seconds you would like the phone to Ring
5. Press the **ok** softkey
6. Press the **save** soft key
7. Press the  to get back to the Home screen

6 Call Lists and Directories

Managing Call Lists

Your phone maintains local lists of missed, received, and placed calls. Each list contains 100 entries.

Press the , Press option 3 **Call History** to obtain a list of all the record types you can clear at once using the **delAll** soft key.

You can manage each of the call lists by doing the following:

Using the arrow pad or # associated to the List you want to manage.

Press the **select** soft key after you select the list you would like to manage. You will be scroll up and down with the arrow keypad and will have 5 softkeys.

- dial** Will call the selected entryback
- delete** Will delete the selected entry
- edit** Will allow you to modify the selected entry
- cancel** Will go back to the previous menu
- save** Will save the selected entry

T
a

Managing Contacts

You can store 99 contacts in your phone's directory.

You can add, edit, delete, dial, or search for a contact in this directory. You can dial or search for a contact in this directory. You may be able to add, edit, and delete contacts.




Adding Contacts

You can add contacts to your contact directory:

- Manually
- From a call list

Adding Contacts Manually

To add a contact to the local contact directory manually:

1. Press .
2. Press the Option 1, **Directory**.
3. Select **New Personal Dir Entry**.
4. Press the **add** soft key.
5. Enter the first and last name of the contact.


Use the **1/A/a** soft key to select between numeric and upper/lower case alphanumeric modes.

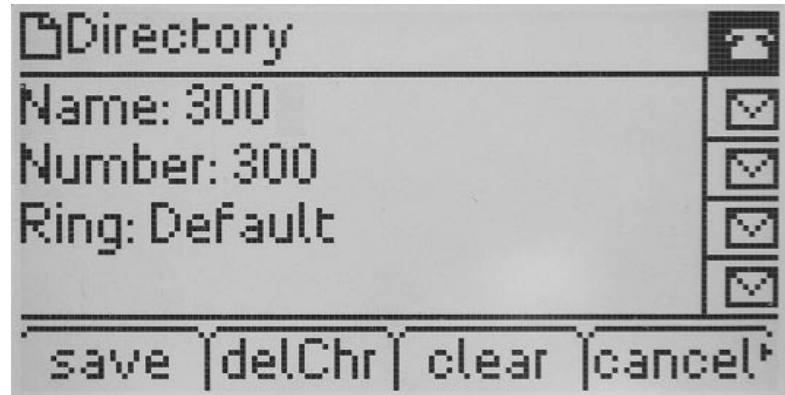
Use ***** and **#** to access special characters in other languages.

6. Using the Arrow Pad scroll down and enter a contact number.
This is a required field and it must be unique (not already in the directory).
7. (Optional.) Change the Ring Type by pressing the **option** soft key, Using the Arrow pad select the desired Ring by using the **select** soft key
8. Once you are done press the **save** soft key.

Adding Contacts From Call Lists

To add a contact to the local contact directory from a call list:

1. Press the 
2. Press or select # 3, **Call History** using the **select** soft key
3. Choose from the **Redial List, Answered Calls, or Missed Calls**
4. Press the **select** soft key
5. You find the **save** soft key by pressing the right arrow on the Arrow Pad
6. Enter in the Contact Info using the Arrow Pad and pressing the **save** soft key



Note

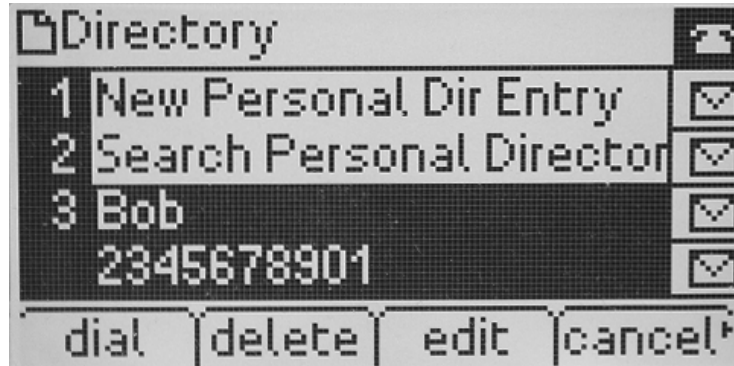
You may want to go to the local contact directory to check if the contact was saved correctly, and to add any missing fields

Editing Contacts

To edit a contact in the local contact directory:

1. Press the **dir** soft key

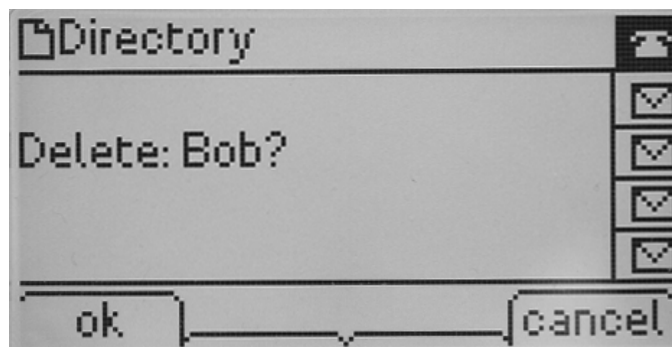
2. Using the Arrow Pad locate the contact you would like to edit
3. Press the **edit** soft key
4. Make your changes and select the **save** soft key



Deleting Contacts

To edit a contact in the local contact directory:

1. Press the **dir** soft key
2. Using the Arrow Pad locate the contact you would like to edit
3. Press the **delete** soft key
4. You **MUST** press the **ok** softkey




Placing Calls to Contacts

To place a call to a contact in the local contact directory use one of the two methods below:

1. Press the **dir** soft key
2. Using the Arrow Pad select the contact you want to dial
3. Then Press the **dial** soft key

Or

1. From the idle screen press the 
2. Select # **1 Directory** by pressing the **select** soft key
3. Using the Arrow Pad select the contact you want to dial
4. Then Press the **dial** soft key

Searching for Contacts

To search for a contact in the local contact directory:

1. Press the **dir** soft key
2. Press # **2** , **Search personal Directory** using the **select** soft key
3. You will enter the contacts name using the Number pad

Use the **1/A/a** soft key to select between numeric and upper/lower case alphanumeric modes.

Use * and # to access special characters in other language


4. Press the **ok** soft key once done

7 Customizing your Phone

You can customize your Cisco SPA504G Desk Phone by adjusting the setting for time and date, and ring type, for example. You can add contacts to the phone's directory manually or from call lists. You can handle incoming calls from different contacts in different ways.

This chapter provides basic operating instructions for Configuring Basic Settings


Configuring Basic Settings

You can configure the following basic settings through use of :

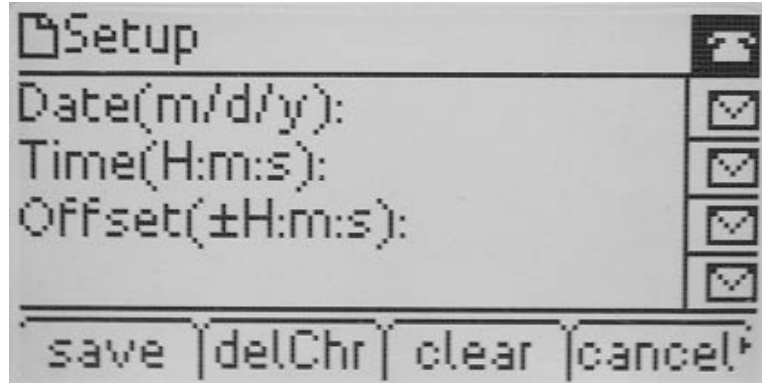
- Appearance of the time and date
- Display Contrast
- Ring type
- Language support (localization)

You can mute the microphone and adjust the volume using separate keys.


To configure the time and date formats:

1. Press 
2. Select #7 Time/Date using the Arrow Pad and select soft key
3. Use the Arrow Pad to Navigate and Number Pad to make desired changes
4. Press the **save** soft key
5. The **cancel** soft key will return you to the idle screen

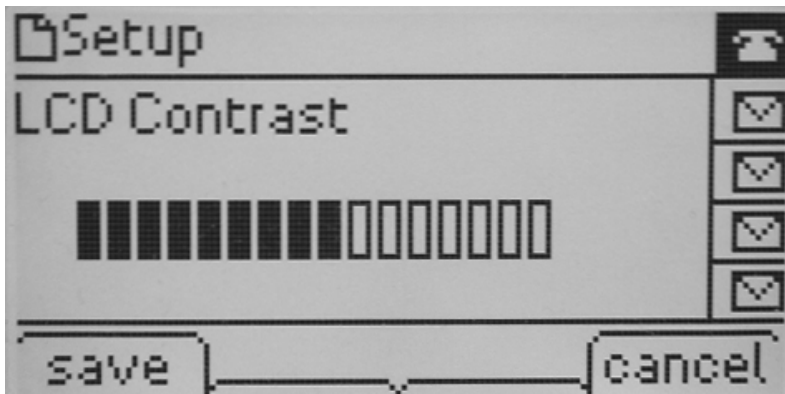
The following figure shows the Clock Time



To Adjust the Display contrast:

1. Press 
2. Select #16 LCD Contrast using the Arrow Pad and select soft key
3. Use the Arrow Pad to adjust the contrast to the desired level
4. Press the **save** soft key
5. The **cancel** soft key will return you to the idle screen


The following figure shows the Clock Time



Selecting the Ring Type

You can select different ring types to distinguish your phone from your neighbor's phone.

To change the incoming ring type:

1. Press 
2. Select # 4, Ring Tone using the select soft key
3. Select the ext you want to change using the arrow pad and the **change** soft key
4. Using the Arrow key scroll through and pres the **play** soft key to hear the ringtone
5. Once you find the desired tone, press the **select** soft key




Note

*If you configure your Desk Phone with a silent ring, press the flashing line Key or the **answer** soft key to answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.*

Changing the Language

Many languages are supported by the Desk Phone.
To change the language:

1. Press 
2. Select # 17, Language using the select soft key
3. Select the Language want and press the **save** soft key



Note

Background, screen saver and the advanced settings options are not currently supported on this model.

8 Installation Overview

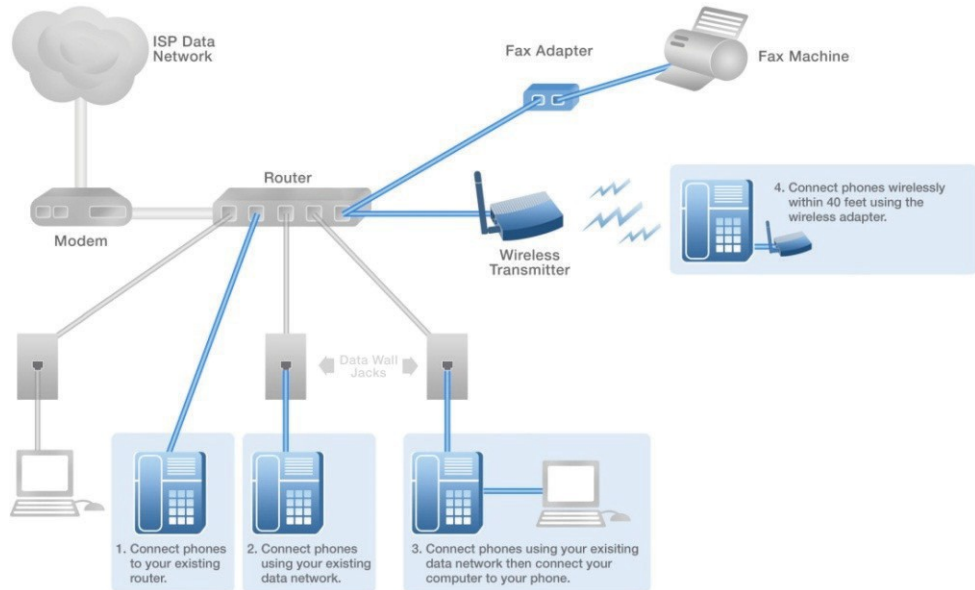
Before you Begin Your Installation

The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Transmitter and Wireless Adapters to connect Desk Phones wirelessly. In order to begin using your new phone system and service, you need to perform the following steps:

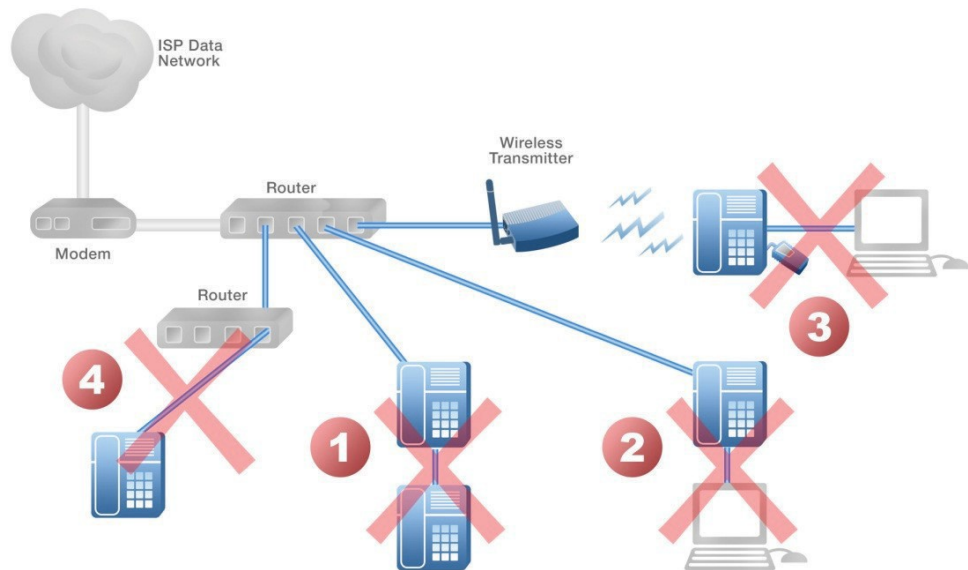
1. Make sure you have received all of your phones and optional equipment
2. Go to <https://exchange.intermedia.net/aspx/Login.aspx>, enter your login name and password to the Admin Portal
3. Activate your phone lines
4. Install your phones and optional equipment

You have several options regarding how to setup your new phone system. How you choose to install your phone system will depend on your existing data network and the phones and optional equipment you have purchased. The diagrams below describes options for setting up the phone system.
Standard Setup Options:

This diagram depicts your setup options. By purchasing the optional Wireless Transmitter and Wireless Adapters you may also connect Desk Phones wirelessly.



The following setup options ARE NOT supported:



1. Connecting one phone to another
2. Connecting a phone to the base unit then connecting a PC
3. Connecting a phone to the base unit wirelessly and then connecting a PC
4. Connecting a PC to the base unit
5. Connecting a phone to a router that is connected to another router

Assigning Extension Numbers and Phone Numbers to Phones

Each phone is assigned an extension and a phone number. Packing list includes a list of your phones and their associated phone numbers and extension. You should have also received an email from Intermedia with the phone numbers and extensions associated with each enhanced services such as an Auto Attendant or WebFax. You may also log into your Admin Portal at <https://exchange.intermedia.net/aspx/Login.aspx> to view a list of your phone numbers and extensions.

Understanding Extensions and Lines

Your new Intermedia Hosted PBX System refers to **extensions** for both the hardware (phone) or for a 3 digit number that is associated with a particular phone.

Lines only refer to the number of voice lines purchased. There are no telephone numbers associated with lines. Traditional copper wire phone systems are a line based system. Your new Hosted PBX system is based on extensions and hardware which makes this system more easily expandable for your business needs.

9 Installing your Hosted PBX Phone

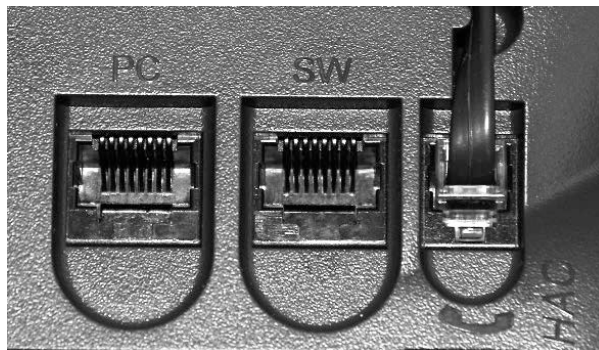
Installing Desk Phones

Desk Phones can be installed in the following ways

- You may connect Desk Phones Wirelessly to the Optional Wireless Transmitter and the Optional Wireless Adapters
- You may connect Desk Phones to your existing router
- You may connect Desk Phones to any data wall jack on your existing network
- You may connect a Desk Phone to a wall jack or router then connect a PC to the Desk Phone.

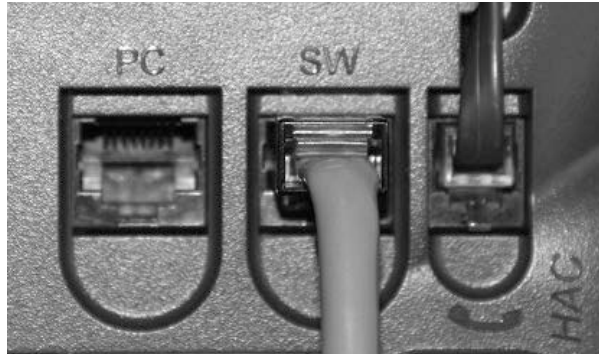
1. Assemble the Desk Phones

Use the included coiled handset cord and connect one end into the base of the handset and the other end into the handset port on the back of the phone.



2. Connect the Desk Phone

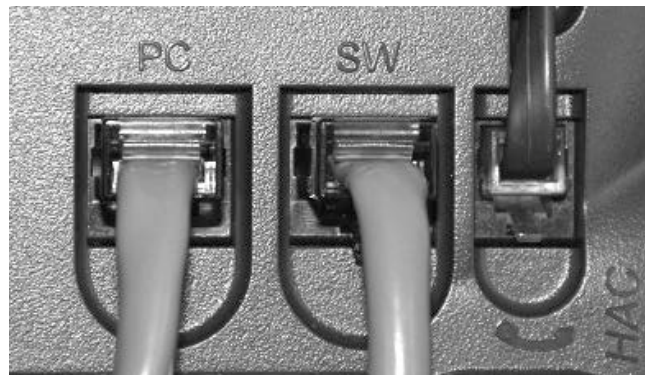
Option 1: Connect Desk Phones using your existing data network



Use the included LAN cable; connect one end into the port on the back of the phone labeled **SW** and connect the other end into any data port on your network (router, switch or wall jack).

Option 2: Connect Desk phones using your existing data network then connect the phones to your computer

If you already have a computer using a wall data jack or router/switch ports, unplug the computer from the network, then connect the phone using the steps in Option 1. Plug your computer into the port on the back of the phone labeled **PC**.



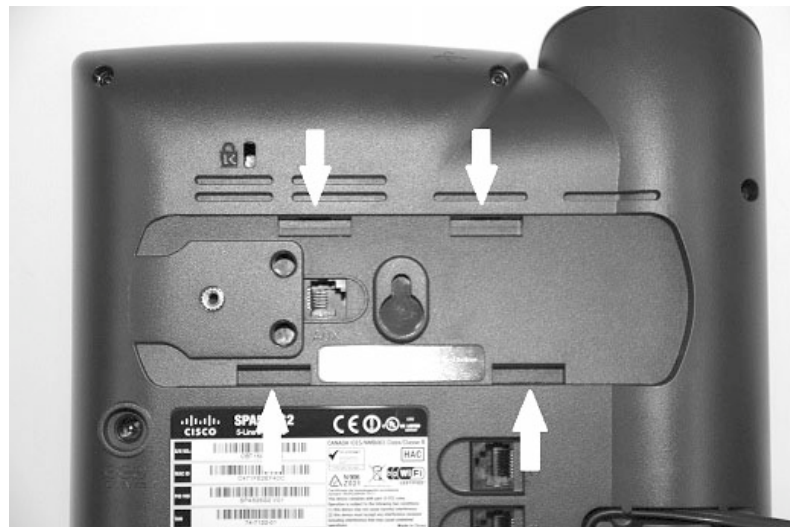
3. Connect Power to the Desk Phone

Use the included power cord and plug one end into the back of the phone and the other end into the wall outlet. The phone will indicate that it is configuring itself. Once the phone has finished its configuration, it is ready to make and receive phone calls.



4. Attach the Phone Base as a Desk Mount

- a. Align the base bracket with two of the four slots on the back of the phone.
- b. Pinch base slightly and slap other two tabs into remaining holes



Connecting Wired and Wireless Headsets

The Cisco SPA 504G supports headsets from different manufacturers.

Additional information can be found at the manufacturer's websites:

<http://www.plantronics.com>
<http://www.jabra.com>

Each brand and type of headset may require different steps for connection. Consult the documentation for your particular headset for more information.

In general, to connect a headset connect the 2.5mm connector from the headset into the headset port on the right side of the IP phone as shown in the following graphic:



Installing the Desk Phone Wirelessly

The wireless adapter allows a desk phone to be used without a cord connecting it to the Wireless Transmitter. The range of the Wireless Adapter is 40 feet from the base unit.

Step 1) Installing the Wireless Transmitter

Plug the Wireless Transmitter into a free port on your router or switch. Then plug the power supply into a wall outlet.



Step 2) Connect phones wirelessly (within 40') using the Wireless Adapter

The Wireless Adapter allows the desk phone to connect through the Wireless Transmitter. It has a range of 40 feet. Plug the rectangle Ethernet plug from the Wireless Adapter into the back of the phone

using the port. Then plug the Wireless Adapter's power cord into a power outlet.

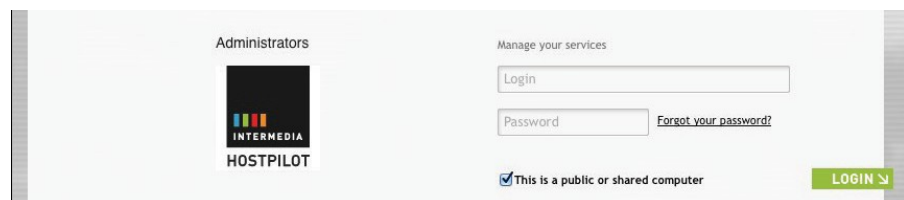


To avoid interference or static on the phone, place the Wireless Adapter away from the phone as shown.

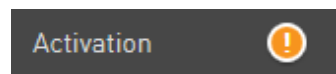
Activating the Service

Before you can make or receive calls, you need to activate your phone line(s). This also activates the billing for your phone line(s). To activate your phone line(s):

1. Go to <https://exchange.intermedia.net> and enter your Administrator Portal login name and password



2. On the 1st screen, click the "Activation" tab.



3. Select either the "Line activation" or "Phone activation" section, place a check in the box next to the items you wish to activate, and press the Save changes button.

<input checked="" type="checkbox"/>	Shared Voice
Activate	

NOTE- You will activate all of your lines at once, so if there is no "Activate Lines" button, then you have already activated the lines.

IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR IP PBX BASE UNIT AND DESKPHONES

Conformance

This equipment is designed for use in the United States.

This equipment complies with the following standards:

FCC Part 15, Subparts B, C, D

FCC Part 68

UL60950

Analog extension ports: TNV3

CO port: TNV3

ADSL port: TNV3

Power fail port TNV3

LAN/WAN ports

SELV

Important Safety instructions

The following safety information is reprinted from IEC60950.

- When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:
- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, in a wet basement).
- Do not place this product on an unstable cart, stand, or table. The product can fall, causing serious damage to the product.
- Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type of power source to your building, consult your dealer or local Power Company. The power socket outlet must be located near the product and must be easily accessible to allow plugging/unplugging.
- Do not allow anything to rest on the power cord. Do not locate this product where persons walking on it will abuse the cord.
- Do not use an extension cord with this product's AC power cord. The AC outlet for this product should not be used for any other electrical equipment.
- Never push objects of any kind into this product through cabinet slots as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product,

but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the product is subsequently used.

- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - When the power supply cord or plug is damaged or frayed.
 - If liquid has been spilled into the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions.
 - Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls can result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - If the product has been dropped or the cabinet has been damaged.
 - If the product exhibits a distinct change in performance.
- Avoid using a telephone during an electrical storm. There can be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.

FCC Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA.

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local Telephone Company.

If this system causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The Telephone Company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service. If the equipment is causing harm to the telephone network, the Telephone Company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

This equipment is hearing aid compatible.

Customer Owned Coin/Credit Card Phones

To comply with state tariffs, the Telephone Company must be given no-

tification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Data Equipment

The table below shows which jacks are associated with which modes of operation:

Mode of Operation	USOC Jack
Permissive	RJ11C

Systems

Facility Interface Codes (FIC), Service Order Codes (SOC), USOC Jack Codes and Ringer Equivalence Numbers (REN) are shown in the table below for each port where applicable:

Port	FIC	SOC	USOC	REN
Line 1	02LS2	9.0Y	RJ11C	0.1B
Line 2	02LS2	9.0Y	RJ11C	0.1B
Line 3	02LS2	9.0Y	RJ11C	0.1B
Phone	02LS2	9.0Y	RJ11C	0.1B

Automatic Dialers

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evenings.

Toll Restriction and Least Cost Routing Equipment

The software contained in Hosted PBX phone system to allow user access to the network must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service. Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer's employees from gaining access to the network and to these codes.

Equal Access Requirements

This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Electrical Safety Advisory

It is strongly suggested that an AC surge arrester be installed in the AC outlet to which this equipment is connected.

Radio Interference

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received,

including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF Radiation Exposure

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20 centimeters) between the radiator and your body.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Modifications

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. There are no user-serviceable parts or adjustments inside this equipment - please do not open the equipment case.