CISCO

Phone Quick Reference Card

Cisco Small Business

SPA300 Series and SPA500 Series IP Phone with Cisco Unified Communications UC320W

This guide helps you to get started using your IP Phone with the Cisco Unified Communications System UC320W. For details, see the phone user guide (links in the **Where to Go from Here** section of this guide).

NOTE Available features depend on the phone model and the phone setup at your site. Some features may be unavailable on your phone.

- Some functions require pressing a phone button, such as 🔊.
- Some functions require pressing keys on the keypad, such as (#).
- For some functions, you can use the softkeys on the phone screen, such as Redial.
- The LED buttons next to the phone screen may be used as line buttons for a call, or as feature buttons for special functions (see the **Using Feature Buttons** section).

Placing a Call

1. Lift the handset, press 🔊 to use the speaker, or press 🎧 to use a headset (not included).
2. Press a line button ▭ (optional). If you do not choose a line button, the first line button is used.
3. Dial an extension number or an external number.

Dialing an External Number

- **Use an outside line (if allowed):** Select the line button ▭, and enter the phone number, including any long-distance prefix required by your phone service. No access code is needed.
- **Use a personal extension (if allowed):** Enter the access code, such as 9. Enter the phone number, including any long-distance prefix required by your phone service. Check with your phone administrator for details.

Making a Conference Call

- **Create a conference call:** During a call with one party, press FLASH (SPA301), 👥 (SPA501G), or Conf (other models). Dial the extension or phone number of the third party. When the party answers, press the button again.
- **End the conference for everyone:** Hang up, or press End Call.
- **Exit the conference while the other parties continue:** Press Join. *Not available on SPA301 or SPA501G.*

Transferring a Call

- **SPA301 and SPA501G:** Press FLASH (SPA301) or →👤 (SPA501G). Dial the extension or phone number. Anytime after the call starts ringing, press the button again.
- **Other models:**
  – **Attended Transfer:** Press Transfer or Xfer. Dial the extension or phone number. After speaking to the other party, press Transfer or Xfer again.
  – **Immediate Transfer with softkey:** Press Bxfer or BlindXfer. Dial the extension or phone number.
  – **One Button Transfer (if available):** If your phone has an Auto-Dial or BLF feature button for a user, you can press this button during a call to immediately transfer the call to that user. The transfer is non-consultative.

Holding and Resuming Calls

- **SPA301:** To hold a call, press FLASH. To resume a held call, press FLASH twice.
- **Other models:** To hold a call, press ✋ or Hold. To resume a held call, press the flashing line button ▭ or Resume.

Handling Missed Calls

If you miss a call, an alert appears on the phone screen, along with two soft keys.

- **Return a missed call:** Press LCR (Last Call Return) or Call Rtn to view information for the most recent missed call. To return the call, press Dial.
- **View a list of missed calls:** Press Miss. You can use the navigation button to choose a call, and then press Dial.

Note: The Call History is available at any time. Press ▦, and then choose **Call History > Missed Calls** to view or return missed calls.

Using Your Voicemail Box

- **Set up your voicemail:** Press ✉. Enter the default password, **12345**, followed by (#). Follow the prompts to change your password and record your greetings.
- **Check messages for your primary personal extension (if enabled):** Press ✉. Enter your password, followed by (#).
- **Check messages outside the office:** Call your own extension. When the call goes to voicemail, press (#) for the menu. Enter your password, followed by (#).

Using a Group Voicemail Box

- **Use the Messages button:** Press ✉. Press (#) for the menu. Enter the mailbox number, followed by (#). When prompted, enter the password (default **12345**), followed by (#).
- **Use a feature button (if available):** Press the feature button ▭, which displays the letters *VM* and the name of the group or line. Press ✉. Enter the password (default **12345**), followed by (#). (If the mailbox is not yet set up, follow the prompts.)

CISCO

78-19747-01B0

Monitoring Calls on a Shared Line, Shared Extension, or Busy Lamp Field (BLF)

The line button ⬜ indicates the status.

- **Unlit:** Idle.
- **Green (steady):** Connected to a call on this phone.
- **Green (flashing):** Holding a call on this phone. To resume the call, press the phone button.
- **Orange (flashing):** Ringing.
- **Red (steady):** Connected to a call on another user's phone.
- **Red (flashing):** Holding a call on another user's phone. To pick up the call, press the line button.
- **Orange (steady):** There is an error. Contact your phone administrator for assistance.

Parking and Unparking Calls

- **Use a star code:**
  - **Park a call:** Place the call on hold. Press ✳ ③ ⑧ . Enter an easily remembered number for your park slot. Press # .
  - **Unpark a call:** Lift the handset. Press ✳ ③ ⑨ . Enter the park slot number. Press # .
- **Use a softkey:**
  - **Park a call:** Press the right-arrow navigation button and then press Park . Enter an easily remembered number for your park slot. Then press # or Dial .
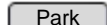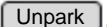 - **Unpark a call:** Press the right-arrow navigation button, and then press Unpark . Enter the park slot number. Press # or Dial .
- **Use a feature button (if available):** Press the *Park Slot* feature button ⬜. To unpark, press the same feature button, such as *Park Slot 1*, or use one of the other techniques described in this section.

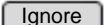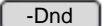## Picking Up a Call for Another User

Not available on SPA301 or SPA501G

- **Enter an extension number:** Press Pickup . Enter the extension number. Press Dial .
- **Use a feature button (if available):** Press the feature button ⬜, which displays the user's name.
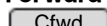
Picking Up a Call from a List of Ringing Calls

Not available on SPA301 or SPA501G

- **Use a softkey:** Press the right-arrow navigation button, and then press GrPick or Grpickup (Group Pickup). Use the navigation button to choose a call, and then press Dial .
- **Use a feature button (if available):** Press the *Group Pickup* feature button ⬜. Use the navigation button to choose a call, and then press Dial .

Diverting Calls to Voicemail

- **Ignore a ringing call:** Press Ignore . The call is forwarded to your Call Forward No Answer number (usually voicemail).
- **Prevent new calls from ringing your phone:** Press Dnd (Do Not Disturb). All calls are forwarded to your Call Forward No Answer number (usually voicemail). To clear, press -Dnd or Clr Dnd (Clear Do Not Disturb).

Forwarding Calls to Another Number

- **Forward all incoming calls:** Press Forward or Cfwd (Call Forward) to forward all incoming calls. Then enter an extension or phone number. Press Dial (not required if you entered an extension).
- **Cancel Call Forward All:** Press -Cfwd or Clr Fwd (Clear Forward).

Using the Site Directory

To find extension numbers for users, groups, and system features, press Dir or Directory .

Use the navigation button to choose a directory. To place a call, select a number, and then press Dial .
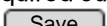
Using Feature Buttons

Your phone administrator may configure feature buttons for your phone. Ask your phone administrator for details. *Not available on SPA301, SPA501G, or SPA502G*

- **Auto-dial (system speed dial):** Immediately calls or transfers a call to the specified extension or phone number. The transfer is non-consultative.
- **BLF (Busy Lamp Field):** Monitors the specified extension. Can be used to pick up a ringing call, to immediately call the target, or to transfer a call to the target. The transfer is non-consultative.
- **Block Caller ID:** Blocks your caller ID for a new call. Lasts for the duration of the call.
- **Park Slot:** Places a call on hold in the specified park slot, such as *Park Slot 2*. To unpark, press the same park slot button on any IP phone.
- **Force Night:** The function depends on the Day/Night settings for your phone system.
  - **In a manual day/night system:** Press to toggle between Day mode (green) and Night mode (red).
  - **In an automated day/night system:** Press to temporarily override the schedule by enabling Night mode (red). Press again to resume the normal schedule (green).
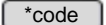
Intercom, Pickup

- **Intercom:** Initiates a two-way call to the phone speaker of the specified user. To end the intercom call, press the button again.
- **Individual Pickup:** Flashes to indicate a ringing call on the specified extension. Press to pick up the call.
- **Group Pickup:** Flashes to indicate a ringing call on any extension. Press to display a list of ringing calls. Use the navigation button to choose a call, and then press Dial .

Creating a Personal Speed Dial Button

If there is an unused feature button ⬜ on your phone, you can add a personal speed dial.

1. Press and hold the unused button for 3 to 4 seconds.
2. To enter the Name, repeatedly press the corresponding key on the keypad until the desired letter appears. To erase a character, press delChar . When finished, press the down-arrow navigation button.
3. In the PhoneNo field, enter an extension or phone number, including any required outside line digit, such as 9. Finally, press Save .

Using Star Codes

- **Enter a code manually (all models):** Lift the handset. Press ✳ , followed by the code. For details, see your phone user guide (links in the **Where to Go from Here** section).
- **Select a star code on Cisco SPA50xG models (except SPA501G):** Lift the handset. Press the right-arrow navigation button twice. Press *code . Press the down-arrow navigation button to select a star code. Press Dial . Additional prompts may appear.
- **Select a star code on Cisco SPA525G/G2:** Lift the handset. Press **Option**, and then select **Input Star Code**. Press the down-arrow navigation button to select a star code. Press Select . Additional prompts may appear.

Where to Go from Here

- Cisco Small Business Support Community: **www.cisco.com/go/smallbizsupport**
- Additional Phone Documentation: **www.cisco.com/go/uc300** (see the *Resources* tab)