



## Cisco SPA504G / SPA514G (4 Line appearance phone)

### Quick User Guide

Basic Phone Features  
Customizing Your Phone

#### Legend

	Open line
	Line in use - Busy
	Microphone
	Microphone - Muted
	Headphones
	Headphone in use
	Speakerphone - Handsfree
	Hold
	Voicemail
	Volume - Up / Down
	Setup

#### PLACING A CALL

##### Using the hands-free Speakerphone: (Preferred method)

1. Dial the desired number.
2. Press the **dial** soft key to complete the call.

**NOTE:** You will have more time to dial your number when you place your call this way.

##### Using the Handset:

1. Pick up the handset and dial the desired number.
2. Press the **dial** soft key to place the call.

##### Using the optional Headset:

1. With the headset connected, press (headset button), or (a line button). Dial the desired number.

2. Press the **dial** soft key to complete the call.

**NOTE:** During a call, you can switch to handset, hands-free, or headset modes

by pressing the or keys.

#### ANSWERING A CALL

##### Using the Handset:

1. Pick up the handset.

##### Using the Speakerphone:

1. Press **answer** soft key or (red flashing line button).

##### Using the optional Headset:

1. Press to answer the call using a headset.

#### ENDING A CALL

1. Press the **endCall** soft key or replace the handset.

2. Press (line button) if you are using the Speakerphone, handset or headset.

3. Alternatively you may also press (headset button) if you are using a headset.

#### MICROPHONE MUTE

1. To mute the phone microphone, speaker, or headset microphone press . The button will glow red.

2. The other party cannot hear you.

3. Press (microphone mute button) again to unmute and resume audio.

#### CALL HOLD AND RESUME

1. During a call press the hold button

to place the call on hold.

2. The line button flashes red .

3. The caller on hold will hear Music or Message on hold if enabled on your system.

4. Press the **resume** soft key or flashing red line button to re establish the call.

#### LOCAL CONFERENCE CALLS

##### To create a three-way local conference call:

1. You can create a conference with two other parties using the phones local conferencing feature.
2. During an active call, press (right arrow) then press the **conf** soft key to create a new call.
3. The active call is placed on hold and the caller will hear Music or Message on hold if enabled on your system.
4. Dial the phone number of the second party
5. When the second party answers, press the **conf** soft key again to join all parties in the Conference. *When you hang up, the other two parties are disconnected. To keep the other parties in a call, but disconnect you from the call, press **join**.*

#### CALL TRANSFER

##### Blind Transfer (Transfer without announcement):

1. During a call press the **bxfer** soft key.
2. The caller on hold will hear Music or Message on hold if enabled on your system.
3. Dial the number you want to transfer the call to then press the **dial** soft key to complete the transfer.

##### Transfer (Announced):

1. During a call press the **xfer** soft key.
2. The caller on hold will hear Music or Message on hold if enabled on your system.
3. Dial the number you want to transfer the call to and then press the **dial** soft key.
4. When the called party answers announce the call.
5. Press the **xfer** soft key to complete the transfer.

#### CALL FORWARDING

##### To enable call forwarding:

1. Press the **cfwd** soft key from the phone's idle display. A tone will be heard.
2. The phone displays **Enter CWFD All Number**.
3. Enter the number required.
4. Press the **dial** soft key to invoke the feature.
5. **Calls Forwarded** appears in the display and the soft key changes to **cfwd** and is highlighted.

##### To disable call forwarding:

1. Press the **-cfwd** soft key.

## REDIAL

1. Press the **redial** soft key and use the navigation arrows to select the desired number from the Redial List.
2. Lift the handset or press the **dial** soft key.
3. Select the **edit** soft key to edit the number selected before dialing e.g. to add an area code.

## ALL CALL

1. Pick up your handset or press the speakerphone button to get a dial tone.
2. Dial 880 to page all phones in the building at once.

## PAGING

1. Pick up your handset or press the speakerphone button to get a dial tone.
2. Dial **\*80** and then the extension at your location that you want to page and press the **dial** soft key. You will hear a small beep and then your voice will transmit over their speakerphone.

## VOICE MAIL

1. The indicator at the top of the phone will glow red when new message are waiting. A message envelop icon  will appear against your extension number in the phone display.
2. To listen to voice messages press the  button or dial 1000.
3. The system will prompt for your password.

**NOTE:** Voice mail is not available at all locations.

**NOTE:** When accessing the voice mail system for the first time your password is your extension #. Change your password to a number other than your extension number e.g. a 4 digit number you can recall easily.

## DIRECTORY

**RDFHFVVWKHQUHFWRUSUHVVVWKH**  
**GLUVRIWNHRUSUHV** 

**VHWSEWWRDGSUHVVVWKHHOHEW**  
**VRIWNH**

**KHSKRHLOOGLVSODRSWLRV**

### New Entry Search Directory

#### -Personal Address Book

- Select the **New Entry** option to add personal address entries.
- Select the **add** soft key and use the key pad to enter the name as appropriate.
- Select the down arrow navigation button to move down the **Number** field.
- Select the down arrow navigation button to move down the **Ring** field. This can be changed from **Default** to a specific ringer sound by selecting the **option** soft key.
- Use the up arrow navigation button to search available options.
- Select the **play** soft key to listen to your selection.
- Select the **save** soft key when done.
- Use the **Search** option to search entries in the Personal Address Book.

## SPEED DIALS

You can create speed dials assigned to a number, that, when pressed on the keypad, dials the number assigned to it. You can have up to 8 of these (2 – 9) speed dials. Location 1 is reserved for voice mail).

1. Press  (setup button)

## SPEED DIALS (contd)

2. Scroll to **Speed Dial** and press the **Select** soft key.
3. For a new speed dial, scroll to select an unused speed dial location (2 through 9).
4. To edit an existing speed dial or add a new one select it by using the navigation buttons then press the **edit** soft key.
6. Enter the phone number for the speed dial and select the **ok** soft key. *To call one of your configured speed dial numbers, choose one of the following options:*

- Open a phone line and press the number for the speed dial (2 – 9), then wait a few seconds or press the **dial** soft key.

- Press  (setup button) select **Speed Dial**, choose the number, and press the **dial** soft key.

## RING TYPE

1. Press  (setup button) to enter the Setup Menu.
2. Scroll to **4 Ring Tone**.

## RING TYPE (contd)

3. Press the **select** soft key.
4. Scroll to the extension you wish to change. Typically all calls will arrive on **Ext 1**.
5. Press the **change** soft key to view and subsequently scroll the available ring tone options.
6. Press the **play** soft key to listen.
7. When you have selected the tone you require press the **select** soft key.

## VOLUME ADJUSTMENT

1. Press the  volume button to adjust

handset, headset and speakerphone volume during a call.

2. Pressing this button with the phone in an idle state will adjust the ringer volume.
3. Press the **save** soft key to keep the setting.

