

---

## VOIP User Documentation (Cisco SPA-3xx, SPA-5xx, SPA-9xx)

### Dialing Instructions:

### Notes:

#### Placing A Call

- Lift handset **OR**
- Press desired line key **OR**
- Press SPEAKER button **OR**
- Press HEADSET button

Once you have dial-tone, simply dial the 10-digit number you are calling.  
(**There is no need to dial a 1**).  
To expedite calls, press the # key or the DIAL softkey to “send” the call.

International calls are made by dialing 011 + the number.

#### Answering A Call

- Lift handset **OR**
- Press desired link key **OR**
- Press the SPEAKER button **OR**
- Press HEADSET button

#### Ending A Call

- Hang up **OR**
- If using the speakerphone, press the SPEAKER button **OR**
- If using a headset, press the HEADSET button

#### Placing A Call On Hold

- Press the HOLD button

To return to a held call press the blinking line button.

(the button with the hand on it)

#### Mute

- Press the MUTE key

(the button with the microphone on it)

While a call is muted the other party can not hear you. To return to a conversation press the MUTE key again. The mute key applies to the handset, speakerphone and headset (if used).

#### Last Number Redial

- Press the REDIAL softkey to access the redial list

Using the up and down arrow keys, you can select the number you wish to redial and press dial to initiate the call.

#### Call Forwarding

- Press the CFWD softkey
- Enter the phone number
- Press the # key

While Call Forward is in effect you can call out from your telephone but can not receive incoming calls. To cancel Call Forwarding press the CFWD button again.

## Dialing Instructions:

## Notes:

### Transferring A Call – (Blind Transfer)

- Press the right arrow key
- Press BXFER softkey
- Dial the extension you wish to transfer the call to plus the DIAL key

If you have call parking enabled on your system, you can also use the following shortcut to transfer incoming calls:

- Press the # key (the caller is placed on hold)
- Dial the extension you wish to transfer the call to

### Transferring A Call – (With Announcement)

- Press the XFER softkey (the caller is placed on hold)
- Dial the extension you wish to transfer the call to plus the DIAL key
- Make your announcement
- Press the XFER softkey

### Conference

- While on a call press the CONF softkey – this places caller on hold
- Dial the phone number you wish to add to the call plus the # key
- when the called party answers you can talk privately
- to complete the conference call press the CONF softkey

## Other Options/Features

### Messages (Checking Voice Mail)

- Lift the handset and press the button marked with an envelope button to access your voice mail

For more details, see the TRACI.net VOIP Voice Mail Road Map.

### Setting Your Phone on Do Not Disturb

- Press the DND softkey

To deactivate Do Not Disturb, simply repeat this step.

### Settings

- Press the button with the icon of the folded paper
- Used to change TIMEZONE

Used to edit the settings of your phone like Contact Directory, Speed Dial, Call History, Ring Type, Screen Contrast, etc.

To change timezone, select Time/Date from the Settings menu and edit the Offset line using the #(-) and \*(+) keys and a number to adjust the time (ie. #3 = -3 hours and \*1 = +1 hour).

### Add Directory Entry

1. Press the “dir” button on the main screen of your telephone.
2. Press “1” for new entry.
3. Enter the name of the person in the first line. (“O” is the space key)
4. After the name is entered, press the down arrow to the Number line
5. Enter the phone number or extension number
6. After the number is entered, press the down arrow to the Ring line and press “option”
7. Select the ring tone you wish to use for this person when they call you
8. Press “save”
9. Press “cancel” to return to main screen

### Adding Speed Dial

1. Press the “Setup” button (folded over envelope) located below the voicemail button.
2. Press 2 for Speed Dial. (Each phone can have up to 8 speed dial entries)
3. Press the button you want to program for speed dial (2 – 9)
4. Using the key pad enter the name as it appears in your phone directory.  
(The name should start to appear so you can scroll down and select it)
5. Once selected press “OK”
6. Press “Cancel” and “Cancel” to go back to the main screen

### Using The Directory To Dial

1. Press the “dir” button on the main screen of your telephone.
2. Scroll to the person you want to call
3. press “Dial”

### Using Speed Dial

1. Press Speed Dial entry number (2 – 9)
2. Press # or “Dial”

## TRACI.net VOIP Voice Mail Roadmap

- To access your messages from your phone, simply press the Envelope button.
- To access from a remote location, dial your main number and extension.
- When the mailbox greeting plays, simply press the \* key.
  
- When prompted for your mailbox number, enter your extension number and press #.
- When prompted for your password, enter your password and press #.
- Please Note: The default password is 1234. Please change it ASAP.
  
- System will respond with "You have X new messages"

### Options:

#### 1. Listen to messages

- (5) Repeat Message
- (6) Play Next Message
- (7) Delete Message
- (8) Forward to another user (Enter Extension and press #)
  - (1) Prepend a Message to forwarded message
  - (2) Forward without prepending
  - (\*) Main Menu

#### 2. Change Folders

- (0) New Messages
- (1) Old Messages
- (2) Work Messages
- (3) Family Messages
- (4) Friends Messages
- (#) Cancel/Exit to Main Menu

#### 3. Advanced Options (Currently not active)

#### 0. Mailbox options

- (1) Record your Un-Available Message
- (2) Record your Busy message
- (3) Record your name
- (4) Change your Temporary Greeting
- (5) Change your Password
- (\*) Cancel/Exit to Main Menu

\* **Help**

# **Exit**