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Useful Guides

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USER GUIDE

MODEL: CISCO SPA504G

This guide is designed to help you use your Cisco handset effectively. If you have any additional questions, please use our helpdesk to raise a ticket or call our helpful team!

This guide is specifically for the Cisco SPA504G handset model. If you require an alternative model please contact our helpdesk.



YOUR HANDSET



- 1. Messages
- 2. Hold
- 3. Set up
- 4. Mute
- 5. Volume
- 6. Handset
- 7. Speaker

- 1** Press this to listen to your voicemails.
- 2** Place a call on hold or resume a call off hold.
- 3** Press this to configure setting such as speed dials, call forwarding and status.
- 4** Mute and unmute yourself.
- 5** Press to increase or decrease the volume.
- 6** Push to turn headset on or off.
- 7** Press to turn the speaker on or off. When the speaker is on, the button will be green.

USER GUIDE

MODEL: CISCO - SPA504G

How To



SOFTKEY BUTTONS

Button	Function
<< or >>	Move left or right through an entry without deleting characters.
activ	Activates screen saver mode.
add	Add an entry.
bXfer	Performs a blind call transfer (transferring a call without speaking to the party to whom you are transferring the call.)
cancel	Cancels any 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 (for example, a number from the Call History list).
dial	Dials a number.
dir	Accesses phone directories.
dnd	Do Not Disturb; prevents incoming calls from ringing your phone.
-dnd	Clears Do Not Disturb.
edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
grPick	Allows you to answer a call ringing on an extension by discovering the number of the ringing extension.
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 the line until you unpark it or the caller disconnects. Must be configured by your phone system administrator.

USER GUIDE

MODEL: CISCO - 7811



How To

SOFTKEY BUTTONS

Button	Function
pickup	Answers a call ringing on another extension by entering the extension number.
hold	Puts a call on hold on an active shared line.
redial	Displays a list of recently dialed numbers.
resume	Resumes a call that is on hold.
save	Saves your changes.
select	Selects the highlighted item on the IP phone screen.
starcode	Allows you to enter a star code. See " Using Star Codes ".
unpark	Resumes a parked call.
xfer	Performs a call transfer.
xferLx	Transfers 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.

USER GUIDE

MODEL: CISCO - 7811



How To

Placing a call on hold

To put an active call on hold, press the **Hold** button or the **Hold** softkey. A series of beeps (default or optional) or music on hold plays for the caller to indicate that the call is on hold.

Resuming a call

To resume the call that has been put on hold, press the flashing red line button for the call or the **Hold** button or the Resume softkey

Transferring Calls

You can perform types of transfers:

- **Attended**—Call the person to whom you are transferring the call and speak to them before transferring the call.
- **Blind**—Transfer the call without speaking to the other party to whom you are transferring the call

Attended Transfer

STEP 1 During an active call, press **xfer**. The call is placed on hold and a new line is opened to dial the number.

STEP 2 Either:

- Enter the number to which you want to transfer the call, then press dial or wait a few seconds.
- Press **dir** and either choose a number from the personal directory or (if configured) select the Corporate Directory, then press dial.
- If you hang up before the second call rings, the transfer fails and the first call is disconnected. If you misdial, use the **delChar**, **clear**, or **cancel** key to make your changes before the call is transferred. (Not available for the Cisco SPA502G.)

STEP 3 Press **xfer** after the phone begins to ring, or at any time after the phone is answered.

USER GUIDE

MODEL: CISCO- 7811

How To



Blind Transfer

STEP 1 During an active call, press the **bXfer** softkey. S

STEP 2 Enter the number to where you want to transfer the call. The call is transferred with no further action required on your part.

Forward calls

STEP 1 Press the **cfwd** softkey.

STEP 2 Enter a number to where all calls should be forwarded.

STEP 3 Press dial. The IP phone screen displays Calls Forwarded.

Cancel call forwarding

STEP 1 Press the **Setup** button and select **Call Forward > edit**.

STEP 2 Press **clear**.

STEP 3 Press **ok**.

STEP 4 Press **save**.

USER GUIDE

MODEL: CISCO- 7811

How To



Do Not Disturb

To activate Do Not Disturb, press the **dnd** softkey. The IP phone screen indicates that Do Not Disturb is turned on for your phone

Using Set Up

STEP 1 Press the **Setup** button and select **Preferences > Do Not Disturb**.

STEP 2 Press the **edit** softkey.

STEP 3 Press **y/n** and choose **y**.

STEP 4 Press **ok**.

STEP 5 Press **save**.

Cancel Do Not Disturb

Do Not Disturb Softkey

To deactivate Do Not Disturb, press the **-dnd** softkey.

Do Not Disturb Deactivation by using Setup

You can also deactivate Do Not Disturb by pressing the **Setup** button and selecting **Preferences > Do Not Disturb**.