



**SPA504G**



**SPA508G**



**SPA525G**

**Quick Reference Guide**

**Use Your MyAccount Access To Maximize Your Telephone Capabilities** | Go to [www.myaccount.coxbusiness.com](http://www.myaccount.coxbusiness.com) and enter your Username and Password. Your username is your email address and your password was provided to you by Cox Business via email. If you have forgotten your password, enter your email address and click **"Forgot your password?"** to receive a temporary password.

**Commonly Used Features and Functions**

<b>Send a Call to Voice Mail</b>	Press the <b>xfer</b> softkey and dial <b>*55</b> plus the extension number.	<b>Call Pickup</b>	Press the <b>More</b> softkey and <b>PickUp</b> softkey.
<b>Transfer a Call</b>	During an active call, press the <b>xfer</b> softkey. Dial the number, announce the call, and press the <b>xfer</b> softkey again to complete the transfer.	<b>Do Not Disturb</b>	Press the <b>dnd</b> softkey. The LCD screen indicates that Do Not Disturb is active on the phone. To deactivate, press the <b>dnd</b> softkey again.
<b>Call Forwarding</b>	Press the <b>cfwd</b> softkey and enter a number to which to forward calls. If you are forwarding calls to an external number, use the access and area code as required. Press <b>Dial</b> . The LCD displays <i>Calls Forwarded</i> . To cancel Call Forwarding, press the <b>cfwd</b> softkey again.	<b>Set Up a Conference Call</b>	Dial the first party you want to conference. When the person answers, press <b>Conf</b> to place the person on hold. Dial the next number you want to include in the call and press <b>Conf</b> again. Repeat these steps to add up to 15 different numbers to the conference.
<b>Call Forwarding Not Reachable</b>	From the Voice Tools menu in MyAccount, click <b>Incoming Calls</b> . Select the <b>Call Forwarding Not Reachable</b> link. Enter the <b>Call Forward To</b> phone number and click <b>OK</b> .	<b>Park / Retrieve a Call</b>	While on an active call, press the <b>Flash</b> key, obtain a second dial tone, and press <b>*68</b> plus the extension number and <b>#</b> . To retrieve a parked call from that extension, dial <b>*88#</b> plus the extension number and then enter <b>#</b> .
<b>Intercom (Push to Talk)</b>	Press <b>*50</b> on your keypad to initiate the Push to Talk feature, dial the extension number, and press <b>#</b> . To page all extensions, use Push to Talk in conjunction with the Instant Group Calling feature that can be set up by your company's telephone administrator.	<b>Voice Portal</b>	Review the VoiceManager User Guide for feature activation and password set up before using Voice Portal. To change your Call Forwarding or Personal Status Manager options, dial the Voice Portal access number for your area _____, enter your Voice Portal passcode and your 10-digit telephone number.
<b>Speed Dial</b>	If you have programmed Speed Dial 8 into MyAccount, go off-hook and enter the one-digit code of the number you want to call, and then press <b>#</b> . If you have programmed Speed Dial 100 into MyAccount, go off-hook, press the two-digit code of the number you want to call, and then press <b>#</b> .	<b>Unified Messaging</b>	From the Voicemail/Portal Tools menu within MyAccount, select the <b>Messaging Controls</b> option. Click the <b>Voice Mail Forwarding and Notification Preferences</b> link. Enter the email address of where you want your voice mail messages sent. Check the <b>Attach Voice Message</b> checkbox. Select the radio button to the left of the Voice message disposition option you prefer. Click the <b>Save</b> link.

Figure 1. Model SPA525G



The Cisco Model SPA504G has four line keys, the SPA508G phone has eight line keys, and the SPA525G has five line keys.

#	Phone Feature	Description
1	<b>Handset</b>	Pick up to answer or place calls.
2	<b>Speaker</b>	Speaker for phone.
3	<b>Message Waiting Indicator</b>	When indicator is: <b>Red:</b> You have a new voice mail. <b>Flashing Red:</b> You have an incoming call.
4	<b>LCD Screen</b>	Your phone may vary, but commonly displays: <ul style="list-style-type: none"> <li>• Date and time</li> <li>• Phone station name</li> <li>• Line extensions</li> <li>• Sofkey options</li> </ul>
5	<b>Line Keys</b>	Indicates phone line status: <b>Green:</b> Line is idle. <b>Red (steady):</b> Line is active or in use. <b>Red (slow blinking):</b> Line is on hold. <b>Red (fast blinking):</b> Line is ringing. <b>Orange:</b> Issue-related. Call Tech Support. <b>Flashing Orange:</b> The phone is not connected to the network.
6	<b>Softkey buttons</b>	Located below the LCD Screen. Performs the action stated on the tabs that display on the LCD screen. (See Fig 1, #7)
7	<b>Scroll Navigation Button</b>	Press in any direction to scroll through the options on the LCD screen.
8	<b>Center Select</b>	Press to select the highlighted option.
9	<b>Messages Button</b>	Press to access voice mail.
10	<b>Hold Button</b>	Press to place a call on hold.
11	<b>Setup Button</b>	Press to access a menu to configure features and preferences for this phone, access call history, and provide phone status.
12	<b>Mute button</b>	Press to mute and un-mute your phone. Flashing red means no network connection exists.
13	<b>Volume Button</b>	Use to adjust volume of ringer on speaker (when on hook) and headset (when off hook).
14	<b>Headset Button</b>	Press to activate the headset.
15	<b>Speaker Button</b>	Press to turn on speaker phone.
16	<b>Keypad</b>	Press to dial numbers.

**Core Calling Actions for SPA504G, SPA508G, and SPA525G**

Softkey	Action
<b>Place / Answer Call</b>	To place or answer a call, pick up the handset, press the <b>Speaker</b> or <b>Headset</b> button, press a line button and dial from the keypad.  If the call arrives on your primary line, pick up the handset, press the <b>Speaker</b> or <b>Headset</b> button. If the call arrives on another line button, press that button.
<b>End a Call</b>	Hang up the handset or press the <b>EndCall</b> softkey. If you are using the speaker phone, press the <b>Speaker</b> button.
<b>Adjust Volume</b>	Lift the handset or press the <b>Speaker</b> button. Press <b>+</b> or <b>-</b> on the volume button to increase or decrease the volume. Press <b>Save</b> to maintain the new level.
<b>Mute</b>	Press the <b>Mute</b> button on the phone to mute and un-mute the speaker phone or handset.

**Changing Your Ring Tone**

1. Press the Menu button.
2. Scroll to and select User Preferences.
3. Scroll to and select Audio Preferences.
4. Scroll to Extension to be changed.
5. Press the Right Arrow.
6. Scroll through Ring Tones; press Play to hear.
7. Press Select on chosen Ring Tone.

Figure 2. SPA525G Softkey Button Illustration



#### Setting Up Bluetooth

1. Press the **Setup** button, **User Preferences**, and **Bluetooth** confirmation.
2. Set up a Bluetooth headset for your phone.
3. Set up your **SPA525** to be a speaker phone for your smart phone.

#### Setting Up USB

1. Press the **Setup** button.
2. Select **MP3 player** to access music files.
3. Press the **Setup** button, **User Preferences**, **Screen Preferences**, and **Screen Save Settings** to set up phone frame options.

Bluetooth and USB capabilities are available in the Cisco SPA525G model only

Advanced Functions – Softkeys for SPA504G, SPA508G, and SPA525G	
Softkey	Function
<b>While on Hook</b>	
<b>Answer</b>	Puts first call on hold immediately.
<b>Ignore</b>	Sends caller directly to voice mail.
<b>Redial</b>	Calls last number dialed.
<b>Directory</b>	Accesses your personal or group directory.
<b>Cfwd</b>	Forwards all incoming calls to another number that you define.
<b>Dnd</b>	Do Not Disturb. Prevents incoming calls from ringing your phone. Calls forward to voice mail automatically.
<b>Scroll (See Fig. 1, #7)→LCR or CallRtn</b>	Last Call Return or Call Return. Redials last incoming call.
<b>While on a Call</b>	
<b>Hold</b>	Places the call on hold.
<b>EndCall</b>	Ends the call.
<b>Conf</b>	Links two or more calls. To conference a call: <ol style="list-style-type: none"> <li>1. Dial the first party.</li> <li>2. Press the <b>conf</b> softkey.</li> <li>3. Listen for dial tone.</li> <li>4. Dial the second party.</li> <li>5. Press the <b>conf</b> softkey again.</li> </ol> If you hang up, the conference call disconnects.
<b>Trans</b>	Places the call on hold while you dial the number to which you want to send the call. <ol style="list-style-type: none"> <li>1. While on an active call, press the <b>Trans</b> softkey and dial the receiver's phone number.</li> <li>2. When the receiver answers the phone, introduce the call.</li> <li>3. Press the <b>Trans</b> key and hang up.</li> </ol>
<b>Scroll→Blind Trans</b>	See <b>Trans</b> softkey function. Blind Trans means that you do not introduce the caller before hanging up.
<b>Resume</b>	Restarts a call on hold.
<b>PrivHold</b>	For lines with Shared Call Appearance, PrivHold holds the call privately for this extension only.

While on Hold	
<b>Resume</b>	Restarts a call on hold.
<b>EndCall</b>	Ends the call.
<b>NewCall</b>	Places a new call.
<b>Redial</b>	Calls the last number dialed.
<b>Scroll→Dir</b>	Opens pre-configured address book.
<b>CFwdAll</b>	Re-routes all incoming calls to another telephone number.
<b>Dnd</b>	Do Not Disturb. Prevents incoming calls from ringing your phone. Calls forward to voice mail automatically, if that number has a mailbox.

While on a Second Call	
<b>Hold</b>	Puts first call on hold immediately.
<b>EndCall</b>	Ends the call.
<b>Conf</b>	Links separate parties onto one call.
<b>Trnsfer</b>	Sends a call to another extension or line.
<b>Scroll→Bxfer</b>	Transfer a call without introducing caller.
<b>ConfLX</b>	Conference a held call with an active call.
<b>XferLine</b>	Sends a call to another line.
<b>PrivHold</b>	For lines with Shared Call Appearance, PrivHold holds the call privately for this extension only.
<i>Some functions may be restricted by your telephone administrator</i>	

## Commonly Used Feature Access Codes

Description	Code	Description	Code
Call Forward Always - Activate	*72	Call Return	*69
Call Forward Always - Deactivate	*73	Call Waiting - Activate	*43
Call Forward No Answer - Activate	*92	Call Waiting – Deactivate	#43
Call Forward No Answer - Deactivate	*93	Direct Voice Mail Transfer	*55→Ext number→#
Call Park	*68 Press Hold→*68→Ext number	Intercom (Push to Talk)	*50→Ext number→#
Call Park Retrieve	*88 Press *88→#→Ext number	Voice Mail Retrieval	*86
Call Pickup	*98 To pick up ringing extension, press *93→Ext number→#	Call Forward Remote Access	*62

**Dialing Shortcut When Using Feature Access Codes:** Press the # symbol to complete any dialing string for faster connection.

For more information on IP Centrex, go to [www.cox.com/usingvoicemanager](http://www.cox.com/usingvoicemanager) and click the Resource Center tab. Services not available in all areas. Other restrictions may apply. For technical support, dial 1.866.272.5777.