



Hosted VoIP User Guide

Cisco “500” series Handset



Hosted VoIP Services

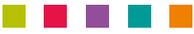
Welcome to GCI Hosted VoIP services. Detailed below is a basic user guide outlining the simplicity of the service. Depending on the type of handset you use, some of the functions will be visible on a “softkey” (a button on the handset with the service already registered). The “softkeys” are normally associated with digital handsets whereas analogue handsets will require a manual input of access codes to use the service. Features of the Cisco digital handset is detailed below:

Cisco “500” series handset Overview

Figure1 Phone Components

The photo shows the SPA509G to illustrate the Cisco Small Business Pro IP Phone features. Other models differ. Numbered objects in the photo are explained in the following table.





Phone Feature Description

1. Handset Pick up to place or answer a call.
2. Message Waiting indicator. Displays red when a new voice message has been left. Flashes red during incoming call.
3. LCD Screen Displays date and time, phone station name, line extensions, and softkey options. Not available on the SPA501G.
4. Line keys Indicates phone line status (not available on the SPA502G). When lit: Green: Line is idle. Red (steady): Line is active or in use. Red (blinking): Line is on hold. Orange: Line is unregistered (cannot be used). These keys can also be programmed by your phone system administrator to perform functions such as speed dial, call pickup, or monitoring an extension.
5. Softkey buttons Press a softkey button to perform the action shown on the label on the LCD screen above.
6. Navigation button Press an arrow to scroll left, right, up, or down through items shown on the LCD screen. Not available on the SPA501G.
7. Messages button Press to access voice mail (must be set up by your phone system administrator).
8. Hold button Press to place a call on hold.
9. Setup button Press to access a menu to configure features and preferences (such as your directory and speed dials, call history).
10. Mute button Press to mute or unmute the phone. When phone is muted, the button glows red. A flashing mute button indicates the network connection cannot be found.
11. Volume button Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off the phone, or ringer volume (when the handset is on the phone).
12. Headset button Push to turn the headset on or off. When the headset is on, the button glows green.
13. Speaker button Push to turn the speaker on or off. When the speaker is on, the button glows green.
14. Keypad Use to dial phone numbers, enter letters, and choose menu items.



How to use your handset:

Once you have dialled a number, there will be a 3 second delay before connecting the call. This is due to the service awaiting a further command. **If you complete the dialled number with the “dial” key (left key below screen), or press the # key, this tells the system your number range is complete and will connect the call without any further delays ie: 0161 123 4567 dial (#)**

Answer a Call

Pick up the Handset, or press the **Speaker** button, or press the **Headset** button

Place a call

Dial the number with the handset on hook and after the completion of the dialled number, pick up the handset/press the headset key/press the dial key or press the speaker key. Alternatively, pick up the handset (or press the **Speaker** or **Headset** button), dial the number followed by the # or dial button.

Receiving a Call

While first call is active, press the flashing red line button or press the **Hold** button to put first call on hold and answer the second call

Call Hold

To put a call on hold, press the **Hold** button. The caller hears a series of three rapid beeps or Music on Hold

To resume the call, press the **Resume** soft key or the **Hold** key again

Call Transfer

Announced Transfer – Press the **Xfer** soft key, dial the extension number and press dial key, announce the call then press **Xfer** key again

Blind Transfer – Press Right Arrow navigation key, press **BXfer** dial number and press dial key



Feature Access Codes

When using the codes, you will be guided through the process by an automated service. For example, if you want to access your voicemail, press the envelope key (next to number 3), you will then be asked to enter your pass code followed by the # key. Once entered, you will have a choice to listen to new messages, reset your greeting etc. Set up code for Voicemail is **1379**, this will need changing.

The internal transfer/extension number is the last 3 digits of your DDI as displayed on the handset.

Description	Code	Additional instructions (attended announcement)
Call transfer (Xfer) Soft key During call press Xfer key followed by number	Soft key	During call press Xfer key followed by number then when ring tone heard or call answered, Xfer key once more.
All codes should be finished by pressing the dial key or # key to activate the command.		
Call forward always on (to another number):	*72	Followed by forward number and # when prompted
Call forward always off (to another number):	*73	Announcement confirms deactivated
Call forward always on (to voicemail):	*21	Announcements confirms applied
Call forward always off (to voicemail):	#21	Announcement confirms deactivated
Call Park:	*68	Press hold key, followed by *68 then follow instructions
Call Park Retrieve:	*88	Dial code then follow instructions
Call Pickup:	*98	When other phone is ringing, press soft key or dial code
Call Return:	*69	Dial code
Do Not Disturb on:	*78	Dial code or use soft key
Do Not Disturb off:	*79	Dial code or use soft key
Voicemail:	*62	Dial code or use soft key



Feature Description:

Call Forwarding Always

Call Forwarding Always enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialling the feature code.

Call Park/Retrieve

Enables a user to hold a call and to retrieve it from another station within the group. To park a call, a user depresses the hold key and dials the call park feature code. The call is parked and the caller is held. To retrieve the call, the user goes to any phone in the group and dials the call retrieve feature code, followed by the user's extension. The call is retrieved and connected to the retrieving user.

Call Pickup

Enables a user to answer any ringing line within their pick up group. To pickup a ringing call, a user dials the call pick up feature code. The user is then connected to the caller. If more than one line in the pickup group is ringing, the call that has been ringing the longest is answered.

Call Return

Enables a user to call the last party that called, whether or not the call was answered. To call back the last party that called, the user dials the call recall feature code. The system stores the number of the last party to call, and connects the user to that party.

Do Not Disturb

Allows users to set their station as unavailable so that incoming calls are given a busy tone. Users have the option to activate and deactivate the service by dialling a feature code or configuring the service via their web interface. A status indicator on the Toolbar identifies whether this service is enabled.

Voicemail

By accessing the Voice Portal from any phone, users can listen to, save, and delete each message, as well as move to the previous or next message. During the playback of a message, users have the option of skipping forward, skipping back, or pausing. Replies to message senders can be sent, and messages can be forwarded with an introductory message to one or more group members, or to the entire group. The Voice Portal also enables users to record their name and multiple personal greetings for busy and unavailable.

For further information please contact your account manager in the first instance or our helpdesk as below:

Email: service.desk@gcicom.net | **Service desk direct dial:** 0844 443 3538

