



Using Your Phone

To place a call:

- Lift the handset, then dial the number OR
- Press the speaker button (if using speakerphone) and dial the number OR
- Press the headset button (if using a headset) and dial the number OR
- Press the desired line button and dial the number

To answer a call:

- Lift the handset OR
- Press the speaker button (if using speakerphone) OR
- Press the headset button (if using a headset) OR
- Press the desired line button (next to a blinking red light)

To end a call:

- Hang up the handset OR
- Press the speaker button (if speakerphone is in use) OR
- Press the headset button (if a headset is in use) OR
- Press the current line button (next to a solid red light)

Transfer a Call

When transferring a call, there are two types of transfers you can use. A **warm** (or supervised) transfer allows you to talk to the person receiving the call, allowing you to verify the recipient is available and relate any pertinent information before the transfer is complete. A **blind** (or unsupervised) transfer sends the call immediately upon dialing the number you want to transfer the call to. To perform each transfer type, complete the following instructions:

- Step 1** While on an active call, press the **xfer/Transfer** soft key for a warm transfer or the right arrow (▶) on the navigation wheel, followed by the **bxfer/BlindXfer** soft key for a blind transfer.
- Step 2** Dial the number to which you are transferring the call.

- Step 3** For a warm transfer, wait until the other party answers, then announce the call and press the **xfer/Transfer** soft key again to connect the call. For a blind transfer your call will be complete once the phone dials the new number.

Transfer a Call Directly to Voicemail



- Step 1** Initiate a **warm** transfer.
- Step 2** Dial ***55** and follow the recorded prompts.
- NOTE: When you are on a call, you can press the right arrow on the navigational wheel to see these additional soft key options. The **bxfer** soft key enables you to transfer a call quickly, rather than waiting to announce the call to the other party, as with the **xfer** soft key.

Call Hold

Place a call on hold and answer it later.

- Step 1** Press the hold button (⏸) to put a call on hold.
- Step 2** Press the desired line button (available calls on hold will have a slowly blinking red line button) to resume an on-hold call.
- NOTE: If you pick up the handset before retrieving an on-hold call, the phone will automatically select the first available line, provide dial tone, and prepare to make a new call. To end the new call and answer the on-hold call, press the desired line button.

Call Park

Use Call Park to put a call on hold and then allow another user to pick up and continue the conversation on another phone using Call Park Retrieve.

To park a call:

- Step 1** Initiate a **warm** transfer.
- Step 2** Dial ***68**.
- Step 3** Enter the extension where you want to park the call and press #. When the system announces that your call has been parked, hang up.

To retrieve a parked call:

- Step 1** Press the **New Call** soft key and dial ***88**.
- Step 2** Enter the extension where the call is parked and press #.

N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call.

To use N-way Conferencing:

- Step 1** While on an active call, press the **conf** soft key.
- Step 2** Dial the number of the next party you want to join the call.
- Step 3** When the party answers, press the conf soft key again to create a 3-way conference call. When successful, all three parties can talk to each other.
- Step 4** Repeat steps 1 through 3 for each additional party you want to add to the call.
- Step 5** Hang up the handset to end the conference and drop all participants.

Temporarily Forward Calls to Another Number

- Step 1** Dial ***72** from your phone.
- Step 2** Enter the phone number to forward to.
- Step 3** When the system announces, "Your Call Forwarding Always service has been activated successfully," hang up.
- Step 4** To deactivate Call Forwarding, dial ***73** from your phone.
- Step 5** When the system announces, "Your Call Forwarding Always service has been deactivated successfully," hang up.

Reboot Your Phone

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues.

To reboot a Cisco SPA 525G phone, disconnect power from the phone (for phones using Power over Ethernet, disconnect the Ethernet cable), wait 30 seconds, and then reconnect the power supply.

Note: The soft keys on your Cisco phone change as you use different features. This is how they look when you are on an active call.

