



## Phone Quick Reference Card



### Cisco Small Business

## SPA300 Series and SPA500 Series IP Phone with Cisco Unified Communications UC320W

This guide helps you to get started using your IP Phone with the Cisco Unified Communications System UC320W. For details, see the phone user guide (links on page 2).

**NOTE** Features depend on the phone model and the phone setup at your site. Some features may be unavailable on your phone.

#### TIP

- A rectangular box indicates a softkey on the screen, such as (not available on all models).
- A circle indicates a key, such as .
- An icon indicates a phone button, such as .

### Placing a Call

1. Choose an audio device.
  - **Use the handset:** Lift it off hook.
  - **Use the phone speaker:** Press .
  - **Use a headset** (not included): Press .
2. Press a line button (optional). If you do not choose a line button, the first button is used by default.
3. Dial an extension number or an external number.

### Dialing an External Number

- **Dial from a shared FXO (trunk) line:** Enter the phone number, including any long-distance prefix required by your phone service. No access code is needed.
- **Dial from a personal extension (if allowed):** Enter the access code, such as . Enter the phone number, including any long-distance prefix required by your phone service. Check with your phone administrator for details.

### Answering a Call

Press , or choose an audio device, as described below.

- **Use the handset:** Lift it off hook.
- **Use the phone speaker:** Press .
- **Use a headset** (not included): Press .

**NOTE** If multiple lines are ringing, press the navigation button to display call information. Select a call, and then press .

### Ending a Call

Press . Alternatively, depending on the audio device in use, replace the handset, press , or press .

### Creating a Conference Call

*Not available on SPA301*

- **SPA501G:** During a call with one party, press . Dial the extension or phone number of the third party. When connected, press the button again.
- **Other models:** During a call with one party, press . Dial the extension or phone number of the third party. When the party answers, press the button again.

### Ending a Conference Call

- **End the conference for everyone:** Press or hang up.
- **Exit the conference while the other parties continue:** Press .

### Transferring a Call

- **SPA301:** Press . Dial the extension or phone number. Anytime after the call starts ringing, press again.

- **SPA501G:** Press . Dial the extension or phone number. Anytime after the call starts ringing, press again.
- **Other models:**
  - **Immediate Transfer:** Press or . Dial the extension or phone number.
  - **Attended Transfer:** Press or . Dial the extension or phone number. After speaking to the other party, press or again.

### Holding and Resuming Calls

- **SPA301:** To hold a call, press . To resume a held call, press twice.
- **Other models:** To hold a call, press or . To resume a held call, press or the flashing line button.

### Audio Options

- **Mute your audio:** Press .
- **Change the volume during a call:**
  - **SPA301:** Press repeatedly.
  - **Other models:** Press + to increase or press - to decrease the volume.



### Checking Your Voicemail

- **Check messages for your primary personal extension (if enabled):** Press . Enter your password (default 12345), followed by .
- **Check messages for other extensions:** Press . Press . Enter the mailbox number, followed by . When prompted, enter the password (default 12345), followed by .



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## Monitoring Calls on a Shared Line or Shared Extension

The line button shows the status of the line.

- **Unlit:** Idle.
- **Green (steady):** Connected to a call on this phone.
- **Green (flashing):** Holding a call on this phone. To resume the call, press the phone button.
- **Orange (flashing):** Ringing.
- **Red (steady):** Connected to a call on another user's phone.
- **Red (flashing):** Holding a call on another user's phone. To pick up the call, press the line button.
- **Orange (steady):** There is an error. Contact your phone administrator for assistance.

## Parking and Unparking Calls

- **SPA301 and SPA501G:**
  - **Park a call:** Place the call on hold. Press . Enter an easily remembered number for your park slot. Press .
  - **Unpark a call:** Lift the handset. Press . Enter the park slot number. Press .
- **Other models:**
  - **Park a call:** Press the right-arrow navigation button and then press . Enter an easily remembered number for your park slot. Press or .
  - **Unpark a call:** Press the right-arrow navigation button, and then press . Enter the park slot number. Press or .

**NOTE** Your phone administrator also may configure a Park Slot feature button for your phone. See **Using Feature Buttons**.

## Picking Up a Call for Another User

*Not available on SPA301 or SPA501G*

- **If you know the extension number:**  
Press . Enter the extension number.  
Press .
- **Choose a call from a list of ringing calls at your site:** Press the right-arrow navigation button, and then press or . Use the navigation button to choose a call, and then press .

## Diverting Calls to Voicemail

- **Ignore a ringing call:** Press . The call is forwarded to your Call Forward No Answer number (usually voicemail).
- **Prevent new calls from ringing your phone:** Press . All calls are forwarded to your Call Forward No Answer number (usually voicemail). To clear, press or .

## Forwarding Calls to Another Number

- **Forward all incoming calls:** Press or to forward all incoming calls. Then enter an extension or phone number. Press (not required if you entered an extension).
- **Cancel Call Forward All:** Press or .

## Using the Site Directory

To find extension numbers for users, groups, and system features, press or .

Use the navigation button to choose a directory. To place a call, select a number, and then press .



## Using Feature Buttons

Your phone administrator may configure feature buttons for your phone. Ask your phone administrator for details.

*Not available on SPA301, SPA501G, or SPA502G*

- **Auto-dial (system speed dial):** Immediately calls or transfers a call to the specified extension or phone number.
- **BLF (Busy Lamp Field):** Monitors the specified extension. Also can be used as an auto-dial (system speed dial).
- **Block Caller ID:** Blocks your caller ID for a new call. Lasts for the duration of the call.
- **Park Slot:** Places a call on hold in the specified park slot. To unpark, press the same park slot button, such as Park Slot 2, on any IP phone with this button. Note: The call also can be unparked from any phone as described in **Parking and Unparking Calls**.
- **Force Night:** The function depends on the Day/Night settings for your phone system.
  - **In a manual day/night system:** Press to toggle between Day mode (green) and Night mode (red).

- **In an automated day/night system:** Press to temporarily override the schedule. The light is red. Press again to resume the normal schedule. The light is green.
- **Intercom:** Initiates a two-way call to the phone speaker of the specified user. To end the intercom call, press the button again.
- **Individual Pickup:** Flashes to indicate a ringing call on the specified extension. Press to pick up the call.
- **Unused Button:** May be used for a personal speed dial button.  
Press and hold the unused button for 3 to 4 seconds. To enter the Name, repeatedly press the corresponding key on the keypad until the desired letter appears. To erase a character, press . When finished, press the down-arrow navigation button to select the PhoneNo field. Enter an extension or phone number, including any required access code. Finally, press .

## Using Star Codes

Select a star code from a list:

- **Cisco SPA50xG models (except SPA501G):** Lift the handset, or select the speaker or headset. Press the right-arrow navigation button until the softkey appears. Press . Press the down-arrow navigation button to select a star code. Press . Additional prompts may appear.
- **Cisco SPA525G/G2:** Lift the handset, or select the speaker or headset. Press **Option**, and then select **Input Star Code**. Press the down-arrow navigation button to select a star code. Press . Additional prompts may appear.
- **Enter a code manually (all models):** Lift the handset, or select the speaker or headset. Press , followed by the code. (For details, see your phone user guide.)

## Where to Go from Here

Cisco Small Business Support Community:  
[www.cisco.com/go/smallbizsupport](http://www.cisco.com/go/smallbizsupport)

Additional Phone Documentation:

- Cisco SPA300 Series Phones:  
[www.cisco.com/go/300phones](http://www.cisco.com/go/300phones)
- Cisco SPA500 Series Phones:  
[www.cisco.com/go/spa500phones](http://www.cisco.com/go/spa500phones)