

Cisco SPA500 Series Quick Reference



Making a Call

1. Lift the handset, press the **Speaker** button, or press the **Headset** button (if applicable)
2. Dial an extension number or an external number

You can also redial a number from the call history or choose to dial a contact from the directory.

Ending a Call

To end a call, do one of the following:

- If you are using the handset, hang up the receiver
- If you are using the speakerphone, press the **Speaker** button.
- If you are using a headset, press the **Headset** button

Making a Conference Call

1. While on a call, press the **Conf** key (the caller is placed on hold)
2. Dial the extension or phone number of the new participant then press **Dial** or wait a few seconds for the call to initiate
3. When the new party answers, press the **Conf** key again
4. When you hang up or press **End Call**, all parties on the call will be disconnected. Alternatively, press **Join** to allow the other parties to continue without you

Services Menu

The following options can be accessed via the **Set-Up** button:

- Call Forward – forward all calls to another number
- Call History
- Directory – search users in your Global Address Book (if configured)
- Do Not Disturb (DND) – prevents incoming calls from ringing your phone
- Speed Dials
- Voicemail

Answering a Call

To answer a call, do one of the following:

- Pick up the receiver
- Press the **Speaker** button or **Answer** soft key
- Press the **Headset** button (if applicable)
- Press a line key (if applicable)

Alternatively, select **Ignore** from the softkey options (the call is then handled as per the rules of your system).

Accessing Messages

Press the **Messages** button to place a call to voicemail. You will be required to enter a mailbox number and/or PIN for security.

Making a Blind Transfer

1. While on a call, press the **BXfer** softkey
2. Enter the number to which you wish to transfer the call. The call is then transferred with no further action required

Making a Consult Transfer

1. While on a call, press **Xfer**. The current call is placed on hold and a new line opened
2. Enter the number to which you wish to transfer the call (or find it using the directory), then press **Dial** or wait a few seconds for the call to initiate
3. Press **Xfer** when you are ready to transfer the call