



## 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 509G 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.

